



Ordinary Meeting of Council Attachments

Monday 25 August 2025

Council Chamber

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CHIEF FINANCIAL OFFICER

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COUNCILLOR BRIEFING – PUBLIC RECORD

Briefing Details:

Date: Monday 21 July 2025

Time: 6:00pm

Location: Meeting Rooms 1
& 2, Realm*All items discussed at a Councillor Briefing are considered confidential in nature.*

Attendees:

Councillors		
Cr Kylie Spears (Mayor)	Cr Catherine Gordon	Cr Paul Macdonald
Cr Linda Hancock (Deputy Mayor)	Cr Claire Rex	Cr Daniella Heatherich
Cr Chris Jones	Cr Nathaniel Henderson	Cr Rob Steane OAM
Council Officers:		
Steve Kozlowski	Chief Executive Officer	
Tony Rocca	Director/Chief Financial Officer	
Adam Todorov	Director Assets & Leisure	
Marianne Di Giallonardo	Director People & Places	
Andrew Fuaux	Director Strategy & Development	
Emma Hills	Governance Officer	
Grant Meyer	Manager City Futures	Item 2

Apologies:

Councillors:

Nil

Council Officers:

Nil

Conflict of Interest Disclosure:

Councillors:

Nil

Council Officers:

Nil

Items Discussed:

1	Council Meeting Agenda
2	Annual Housing Report
3	Items of a General Nature Raised by Councillors

Record completed by:

Council Officer

Emma Hills

Title

Governance Officer



COUNCILLOR BRIEFING – PUBLIC RECORD

Briefing Details:

Date: Monday 11 August 2025

Time: 6:00pm

Location: Meeting Rooms 1
& 2, Realm*All items discussed at a Councillor Briefing are considered confidential in nature.*

Attendees:

Councillors		
Cr Kylie Spears (Mayor)	Cr Catherine Gordon	Cr Paul Macdonald
Cr Linda Hancock (Deputy Mayor)	Cr Claire Rex	Cr Daniella Heatherich
Cr Chris Jones	Cr Nathaniel Henderson	Cr Rob Steane OAM
Council Officers:		
Steve Kozlowski	Chief Executive Officer	
Tony Rocca	Director/Chief Financial Officer	
Adam Todorov	Director Assets & Leisure	
Marianne Di Giallonardo	Director People & Places	
Andrew Fuaux	Director Strategy & Development	
Emma Hills	Governance Officer	Item
Tim Cocks	Manager Leisure & Major Facilities	1, 2, 3
Jeremy Cutajar	Manager Golf Courses & Sportsfields	1 & 3
Stuart Robertson	Assistant Manager Golf	1 & 3
Tara Choudari	Leisure & Aquatics Facilities Manager	2

Apologies:

Councillors:

Nil

Council Officers:

Nil

Conflict of Interest Disclosure:

Councillors:

Nil

Council Officers:

Nil

Items Discussed:

1	Tender Evaluation Report - Contract 2025007 Provision of Horticultural Chemicals & Fertilisers (collaboration with Monash City Council)
2	Leisure Arrangements with Clubs
3	Maroondah Golf Annual State of Play Report
4	Planning Consultation Meeting Process
5	Cost Shifting Update - 2025/2026
6	MAV State Council Motion - Local Government Satisfaction Survey
7	Acknowledgement of Country
8	Councillor Delegates' Meeting Report
9	Community Assistance Fund - Approval Table for Individual/Organisation - August 2025
10	Items of a General Nature Raised by Councillors

Record completed by:Council Officer
Title

Emma Hills
Governance Officer



Maroondah Environment Advisory Committee – Minutes

Meeting Details:

Date: Tuesday 5 August 2025 Time: 6:45pm - 8:30pm Location: Meeting Rooms
1 & 2, Realm

Attendees:

Councillors Cr Chris Jones (Chair)	
Council Officers: Grant Meyer, Manager City Futures Anita Ransom, Coordinator Strategic Planning and Sustainability Chloe Messerle, Senior Governance Office (Minute Taker)	
Community Representatives: Alicia Lehr Dennis Zhang Jessica Odlum John Senior Ken Whitney Liz Sanzaro Kirsty Bishop-Fox	
Guests: Kate Klep, Team Leader Corporate Strategy Governance and Performance Item 4.1 Sally Haebich, Tree Management Officer - Tree Renewal Item 4.3 Christopher Howells, Coordinator Tree Maintenance Item 4.3	

Apologies:

Councillors:	Cr Claire Rex, Cr Paul Macdonald
Council Officers:	John Richardson, Coordinator Assets Projects and Facilities
Community Representatives:	Elspeth De Fanti, Lisa Keedle

Conflict of Interest Disclosure:

Councillors:	Nil
Council Officers:	Nil
Community Representatives:	Nil

Items Discussed

1. OPENING OF MEETING (Acknowledgement of Country)

Cr Jones opened the meeting and read the Acknowledgment of Country.

2. WELCOME

2.1 Housekeeping

Cr Jones welcomed all to the meeting and advised where the facilities and emergency exits are located.

CONFIRMATION OF MINUTES - TUESDAY, 20 MAY 2025

ITEM 3

Liz Sanzaro and John Senior moved the minutes. The minutes were confirmed.

4. ITEMS

MAROONDAH 2050 AND COUNCIL PLAN UPDATE

ITEM 4.1

Kate Kelp provided a powerpoint presentation and an overview of the background to the Maroondah 2050 Vision and Council Plan as well as the process for creating and engaging with the community.

Kate advised that there were over 9,800 engagements with engagements including vision boards, voting tubes, workshop participants, online polls, surveys and responses from harder to reach/unrepresented groups in the community.

Kirsty Bishop-Fox entered the meeting at 7pm.

Maroondah's Vision -

'Maroondah is a safe, inclusive and vibrant community, striving for a green, prosperous and sustainable future for all.'

Outcome Areas include -

- A healthy, inclusive and connected community
- A safe and liveable community
- A green and sustainable community
- A vibrant and prosperous community
- A well governed and empowered community

Discussion surrounded the container deposit scheme and how the program impacts the community, with Committee members requesting an update regarding Council's view on the process. Cr Jones spoke about the scheme noting Council's advocacy work in this space.

Anita to send a link to the Committee regarding an update to the container deposit scheme.

Further discussion surrounded the Biolink Projects, structure plans and Activity Centres and how these frameworks are connected to the Community Vision.

The Committee members requested an update on the Biolink Projects across Maroondah. Anita to provide an update and the proposed next steps.

SUSTAINABILITY PROJECTS FOR COUNCIL BUILDINGS

ITEM 4.2

This item will be presented at the next Committee meeting.

TREE MANAGEMENT IN MAROONDAH

ITEM 4.3

Christopher Howells and Sally Haebich provided an overview of tree management, advising that Council has over 77,000 street trees comprised of many different species.

Chris advised that there are four key areas of activity which include program maintenance, reactive maintenance, data capture and tree planting and renewal.

The data capture process occurs every 2 years and an assessment of the street trees include size, species, location information and suitability, tree condition and risk assessment and Useful Life Expectancy (ULE).

Chris provided an overview of the Useful Life Expectancy of trees providing a breakdown regarding how Council manages the challenges of tree management which include climate change, urban densification (less space for trees) and regulation of utilities and services both overhead and under the ground.

Discussion surrounded other options for pruning and maintenance of street trees and how the standard approach affects tree canopies. The requirements of utility companies were also discussed.

Sally provided an overview of street tree planting guidelines and advised that the tree planting occurs between May and October annually by specialist contractors.

Further to this, Sally outlined the community engagement projects between Council and schools, with local businesses, on social media platforms and other regulatory bodies. This led into a discussion regarding the pilot precinct renewal program of streets within the Golf Links Estate in Croydon.

Both Sally and Chris advised that the area was chosen as it met the street tree renewal criteria, encompasses a strong neighbourhood community identity with high levels of interest from residents who use social media to connect and residents who hold a variety of views. Council felt that this would encourage genuine and meaningful engagement and that a level of trust would need to be formed.

Discussion surrounded the engagement and the process undertaken by the Tree Management Team.

Cr Jones spoke about his involvement with the Golf Links Estate community engagement providing positive feedback to all involved.

FOR INFORMATION REPORT

ITEM 4.3

It was noted that the For Information Report was provided in the meeting agenda.

MEETING CLOSE

ITEM 4.4

Cr Jones closed the meeting, advising that the next meeting would be held on the 28 October 2025.

The Meeting concluded at 8:27pm.



Maroondah Liveability Safety and Amenity Committee – Minutes

Meeting Details:

Date: Wednesday 13 August 2025

Time: 9:30am - 12:00pm

Location: Meeting Rooms 1 & 2, Realm

Attendees:

Councillors

Cr Rob Steane OAM (Chair)
Cr Claire Rex
Cr Daniella Heatherich

Council Officers:

Kirsten Jenkins, Manager Community Safety
Martyn Furlong, Acting Coordinator Local Laws
Rosie Sheehan, Community Development Officer
Chloe Messerle, Senior Governance Officer (Minute Taker)
Christopher Howells, Team Leader Tree Maintenance
Sally Haebich, Tree Maintenance Officer
Joanne Kyrkilis, Social Planning and Development Officer
Brian Tu, Corporate and Community Planning Facilitator
Kate Klep, Team Leader Corporate Strategy
Michael Blowfield, Transport and Sustainability Planner
Anita Ransom, Coordinator Strategic Planning and Sustainability
Nic Daws, Place Manager Activity Centres

Community Representatives:

Wendy Thomas
Ellen Mitchell
Linda Tubnor

Agency Representatives:

Sam Bartlett, Croydon Main Street Traders Association
Onur Tunali - QIC Eastland
Simon Duke - QIC Eastland
Shaun Allen, Victoria Police
Kirsty Swankie, Victoria Police
Sarah Treweek, Yarra Valley Water
Kathryn Collier, METEC

Apologies:

Councillors:	Nil
Council Officers:	Chris Zidak, Manager Business and Precincts Sharyn Davey-Sharman, Coordinator Local Laws
Community Representatives:	Judith Lenthall, Malory Healey
Agency Representatives:	Inspector Dean Grande, Victoria Police Nathan Mattinson, Melbourne Water Anthony Glover, Metro Trains Shaun Ruigrok, Metropolitan East Bicycle Users Group

Conflict of Interest Disclosure:

Councillors:	Nil
Council Officers:	Nil
Community Representatives:	Nil
Agency Representatives:	Nil

Items Discussed

1. OPENING OF MEETING and Acknowledgment of Country

Cr Steane opened the meeting and read the Acknowledgment of Country.

2. WELCOME

2.1 Housekeeping

Cr Steane welcomed all to the meeting and advised where the emergency exits and facilities are located.

CONFIRMATION OF MINUTES - WEDNESDAY, 28 MAY 2025

ITEM 3

The May advisory minutes do not need to be moved as they are notes due to no quorum.

4. ITEMS

TREE MANAGEMENT IN MAROONDAH

ITEM 4.1

Christopher Howells spoke about tree management in Maroondah and advised that there are approx. 77,000 street trees with many of the trees (mostly indigenous species) located in parks and reserves.

Chris discussed the benefits of trees in urban areas and advised that tree coverage affects many areas such as environmental, social and health and the economy. As an example it may assist people to recover if they can see green trees outside of their hospital window.

Sally Haebich provided an overview of areas where councils plant trees such as schools, shopping strips, open space, walking trails and street tree renewal projects and precincts.

The requirement of where to plant trees in school zones beings with canopy coverage for smart sun safe walking to school.

Sally advised that in 2024, 1606 trees were planted between May and September 2024 with council watering the newly planted trees with recycled water. Additionally, Sally discussed how trees improve our communities and provided benefits to the community especially around our health and wellbeing, liveability and resilience.

Discussion surrounded tree canopy decline over the years and looking at ways to ensure Council captures the data to ensure further discussion regarding proactive was to assist with tree canopies. Sally also advised that horticulture suitability was a major focus for street tree planting in Maroondah.

Cr Rex left the meeting room at 9:59am.

IMPLEMENTATION OF THE LIVEABILITY, WELLBEING & RESILIENCE STRATEGY - WORKSHOP

ITEM 4.2

Joanne Kyrkilis spoke about the implementation of the Liveability, Wellbeing and Resilience Strategy and noted the priorities under the focus areas -

- Healthy Lifestyles
- Social Harms
- Embracing Diversity
- Social Inclusion
- Safe Communities
- Liveable Neighbourhoods

Joanne advised that the Liveability, Wellbeing and Resilience Strategy 2021-2031 is Maroondah's Public Health and Wellbeing Plan. It is proposed to be endorsed at the September 2025 Council Meeting.

There are five implementation plans which forms part of the Liveability, Wellbeing and Resilience Strategy -

- Health and Wellbeing Action Plan
- Disability Action Plan
- Positive Ageing Action Plan
- Children's and Families Action Plan
- Youth Strategy

Joanne spoke about three main priorities including local neighbourhoods, community safety and road safety which will form part of the strategy.

Anita Ransom provided an update regarding an integrated approach to local neighbourhoods. Anita advised of drop in sessions and surveys which assisted with future planning of local neighbourhoods strategy.

The committee broke into groups to consider one of the following priorities - local neighbourhoods, community safety and road safety - with the groups reporting back to the committee.

Joanne advised the information shared will be collated and shared with the individual areas working on the plan. Joanne will come back to the committee to share a future update.

COMMUNITY UPDATE

ITEM 4.3

Shaun Allen provided a community safety update from Victoria Police.

BREAK

ITEM 4.4

The committee held a short break to network further.

Cr Rex returned to the meeting at 10:50am.

Onur Tunali and Simon Duke left the meeting at 10:52am.

MAROONDAH 2050 AND COUNCIL PLAN UPDATE

ITEM 4.5

Brian Tu spoke about *Maroondah 2050 - Our Future Together* incorporating the Community Vision and the Community Plan which has been three years in the making. It was endorsed at the July Council Meeting and is now in the implementation phase.

Brian highlighted the process which included emerging trends, opportunities and challenges, community values, aspirations and priorities along with a community panel to help shape the vision.

Over 9,800 responses were received from engagement with the community which included -

- Surveys
- Votes in voting tubes
- Vision board contributions
- Community panel participants
- Online ideas board and quick poll responses
- Harder to reach/under-represented community

A broad selection of people contributed to the Vision which ensured a varied ranges of responses.

Maroondah's Vision -

"Maroondah is a safe, inclusive and vibrant community, striving for a green, prosperous and sustainable for all."

Kate spoke about the ways that Council can bring the community vision to life. The Outcome Areas drive the Vision and include -

- A healthy, inclusive and connected community
- A safe and liveable community
- A green and sustainable community
- A vibrant and prosperous community
- A well governed and empowered community

The Council Plan includes 14 Key Directions, 9 Priority Actions and 7 Performance Indicators.

Further to this Kate spoke about the committee members being spokes people for Council's Community Vision.

Discussion surrounded three important elements to the vision and how an individual community member may feel.

**BICYCLE NETWORK PLAN - THEMES OF CONSULTATION AND
PROJECT OPPORTUNITIES DISCUSSION**

ITEM 4.6

Michael Blowfield spoke about the findings of the recent consultation regarding the network plan and advised of the engagement with the community, local businesses and groups, State departments and Victorian businesses. It was noted that not only people involved with cycling contributed to the engagement.

Michael advised of 27 likely changes to the Plan, Aspirational Network and Project Pipeline which fell into three key areas - Document structure, content and clarity, New routes, facility changes and prioritisation and Strategic messaging and collaboration.

The committee broke into three groups to discuss the changes from the feedback and to determine any gaps missing from the network, are there any safety or connections that need to be improved or any additional information the committee would like to share with feedback to be discussed with the committee.

CLOSE OF MEETING - NEXT MEETING: 22 OCTOBER 2025

ITEM 4.7

Kirsten (on behalf of QIC) advised of new works happening in Eastland regarding additional infrastructure as well as further safety and security measures.

Kathryn spoke about free METEC driver presentations provided to older drivers to keep them safe.

Cr Steane closed the meeting and advised that the next meeting would be held on Wednesday 22 October 2025.

The Meeting concluded at 11:33am.

Maroondah City Council

Council Plan 2021 - 2025 Priority Actions Progress Report



Quarter 4, 2024/25 Financial Year
Status as at 30 June 2025

Maroondah City Council

Council Plan 2021 - 2025 Priority Actions Progress Report

Quarter 4, 2024/25 (as at 30 June 2025)






The Council Plan 2021-2025 is Maroondah City Council's key medium-term strategic document that sets key directions and priority actions to work towards the long-term community vision outlined in the Maroondah 2040: Our future together community vision.

The Council Plan plays a vital role in shaping Maroondah's future over a four-year period. It identifies both challenges and opportunities for our community at local and regional level within the context of the community's long-term Maroondah 2040 vision. It also forms the basis for Council to make decisions regarding resources and priorities in response to community needs and aspirations.

Each year, Council presents to the community an updated set of key directions and priority actions for implementing the four-year Council Plan. This helps to ensure that the Plan continues to be aligned with Maroondah 2040: Our future together, the community's long-term vision, and is responsive to community needs and expectations.

The Council Plan is implemented through a service delivery planning process, and outcomes are measured and reported regularly. This report identifies Council's progress in relation to the Council Plan Priority Actions for the 2024-25 financial year. Some actions span multiple years as identified in the Council Plan 2021-2025. Progress is identified as at 30 June 2025.

The following status icons assist with interpreting the progress of Council Plan Priority Actions:

-  Priority action has been achieved
-  Priority action has been deferred to another year
-  Priority action is at risk of not being on track
-  Priority action is currently not on track and/or not progressing as expected
-  Priority action is currently on track and/or progressing as expected.

Summary of Progress

There are 40 Priority Actions listed in the Council Plan 2021-2025 for the 2024/25 financial year. As at 30 June 2025, six (6) actions have been completed and 34 actions are in progress. Out of the 34 actions in progress, 31 actions are due for completion beyond 2024/25 and three (3) are not continuing in the Council Plan 2025 - 2029.

These three (3) include:

- Work in partnership with the Victorian Government to support the removal of level crossings at Bedford Road Ringwood; Dublin Road Ringwood East and Coolstore Road Croydon; and the construction of new stations at Ringwood East and Croydon
- Continue to monitor and respond to Australian Government Aged Care Reforms to ensure that Council services adapt appropriately to meet current and future community needs, and advocate for ongoing support and care for Maroondah senior citizens
- Enhance connections between Council's statutory committees (including advisory committees) and the Integrated Planning Framework to ensure alignment with emerging community priorities

Council Plan 2021 - 2025

Year 4 - 2024/25 Priority Actions

Q4 Progress Reporting - as at 30 June 2025



A safe, healthy and active community

No.	Council Plan Priority Action	Progress Comment	Project Status	Status	Target Completion	Directorate	Service Area
1	Review, update and implement Council's Physical Activity Strategy; and develop and implement a Stadium Sports Strategy	The Stadium Sports Strategy was endorsed by Council on 18 September 2023. The Physical Activity Strategy 2024-2029 was endorsed on 22 July 2024 with the implementation plan currently under development.	Completed	✓	2024/25	Assets & Leisure	Leisure & Major Facilities
2	Finalise and implement the Maroondah Liveability, Wellbeing and Resilience Strategy 2021-2031 [^] (including the Health and Wellbeing Action Plan and Positive Ageing Framework and Action Plan 2021-2025) in accordance with the Public Health and Wellbeing Act 2008	The Health and Wellbeing Action Plan 2023-2025 has been endorsed by Council. The Plan outlines the initiatives Council will undertake in working towards realising the outcomes of the Maroondah Liveability Wellbeing and Resilience Strategy 2021-2031 for the 2023/24 and 2024/25 financial years. A 2025 Update to the Maroondah Liveability, Wellbeing and Resilience Strategy 2021-2031 has been prepared to ensure the strategy remains current and relevant. The updated strategy will be placed on public exhibition in July 2025.	In progress	●	Beyond 2024/25	Strategy & Development	City Futures
3	Work in partnership with a broad range of service providers and community organisations/groups to develop and deliver services and cultural experiences in the Croydon Community Wellbeing Precinct that meet the needs of people of all ages, abilities and backgrounds	Hub B stakeholders are now settled into their various spaces with equipment, resources and space-sharing exploration underway. A range of collaborations have been initiated between tenants including sharing resources through the Occasional Care Op Shop, as well as an intergenerational project which includes young people, U3A and the Croydon Seniors Centre. An exploration of the feasibility of a community services and wellbeing co-working hub for Level 1 of the cultural hub is underway.	In progress	●	Beyond 2024/25	Strategy & Development	City Futures
4	Work in partnership with the Victorian Government to support the construction of a new hospital in Maroondah to ensure the location and construction maximises community benefit	Council continues to work in partnership with the Victorian Government to support the construction of a new public hospital in Maroondah, and to ensure the location and the construction maximises the benefit to the Maroondah community.	In progress	●	Beyond 2024/25	Strategy & Development	City Futures
5	Design the redevelopment of The Rings and Ringwood Golf (subject to funding)	Council continues to progress the design the redevelopment of both The Rings and Ringwood Golf, while advocating and exploring funding opportunities.	In progress	●	Beyond 2024/25	Assets & Leisure	Projects & Assets Management
6	Design and construct the Quambee Reserve tennis redevelopment	Concept designs have been developed, key stakeholders engaged and discussions have taken place. An in-principle agreement to proceed has been reached. The next stages of this project involve site planning, detailed design works and exploring funding opportunities.	In progress	●	Beyond 2024/25	Assets & Leisure	Leisure & Major Facilities

Council Plan 2021 - 2025

Year 4 - 2024/25 Priority Actions
Q4 Progress Reporting - as at 30 June 2025



A safe, healthy and active community

No.	Council Plan Priority Action	Progress Comment	Project Status	Status	Target Completion	Directorate	Service Area
7	Develop a Fair Access Policy to inform the gender equitable distribution of sporting infrastructure	The Melbourne East Region Fair Access Policy was endorsed by Council on the 17 May 2024. It was developed in collaboration with Maroondah's Melbourne East Sport and Recreation Strategy partner Councils.	Completed	✓	2024/25	Assets & Leisure	Leisure & Major Facilities

Council Plan 2021 - 2025

Year 4 - 2024/25 Priority Actions

Q4 Progress Reporting - as at 30 June 2025



A prosperous and learning community

No.	Council Plan Priority Action	Progress Comment	Project Status	Status	Target Completion	Directorate	Service Area
8	Advance planning to reinforce the sense of place in Local Neighbourhoods, to enable people to be able to live locally through the provision of services which meet people's daily needs.	Council continues to participate in the Local Neighbourhoods Municipal Planning Project, which provides opportunities to access grant funding as well as opportunities to work with the Victorian Government to plan for local neighbourhoods in Maroondah. Development of "place" plans for both Ringwood North and Croydon South have commenced and are anticipated to be finalised in the next few months.	In progress		Beyond 2024/25	Strategy & Development	City Futures
9	Work in partnership to implement the Bayswater Business Precinct Transformation Strategy and investigate and implement innovative opportunities to enhance business capability, skill development, employment and education pathways for the manufacturing sector	Work continues on the implementation of the Bayswater Business Precinct Transformation Strategy. Progress is being monitored and guided by the governance structure. A contract to develop the Bayswater Business Precinct (BBP) structure plan has been awarded and the project commenced with expected completion in April 2026. A revised business case for the development of a physical Bayswater Business Precinct hub is currently in progress. Engagement with businesses and other partners continues to be complimented by work to update the BBP Connect website.	In progress		Beyond 2024/25	People & Places	Business & Precincts
10	Work in partnership to plan for and support the Victorian Government three and four year old kindergarten reforms, including advocating for funding at all levels of Government for new and redeveloped facilities to enable these reforms in Maroondah	Council is working to understand the evolving impacts and opportunities for the Maroondah community arising from the Victorian Government's expanded kindergarten reform. Council is monitoring changing data, local variables and feasibility studies for Council's early years infrastructure to support strong advocacy of local needs. The Department of Education recently provided updated population data for Maroondah. This data is essential to progress a revised Kindergarten Infrastructure and Services Plan (KISP) which considers both the three and four year old kindergarten reform impacts. Council, the Department of Education and the Victorian School Building Authority meet regularly to work towards a negotiated funding pipeline of works to assist in meeting the future demand for kindergartens.	In progress		Beyond 2024/25	People & Places	Community Services
11	Identify and facilitate co-working opportunities and spaces in Maroondah	Council continues to investigate the expansion of co-working facilities across Maroondah, as part of a regional cluster of coworking spaces. Partnership opportunities are being explored with the Melbourne East Regional Economic Development Group of Councils to determine reciprocal co-working arrangements across different sites as well as the joint procurement of operating systems. Local opportunities within vacant Council sites are being assessed, in addition to private/public partnership opportunities in Maroondah activity centres.	In progress		Beyond 2024/25	People & Places	Business & Precincts

Council Plan 2021 - 2025

Year 4 - 2024/25 Priority Actions

Q4 Progress Reporting - as at 30 June 2025



A vibrant and culturally rich community

No.	Council Plan Priority Action	Progress Comment	Project Status	Status	Target Completion	Directorate	Service Area
12	Design the Karralyka redevelopment, and undertake staged redevelopment works	Construction of the new multi-purpose foyer was completed in April 2025. The redevelopment included a new multi-purpose foyer expansion, an outdoor paved terraced area leading from the enhanced foyer space, as well as some accessibility improvements.	In progress		Beyond 2024/25	Assets & Leisure	Projects & Assets Management
13	Develop and implement the Arts and Cultural Development Strategy 2025-2030, incorporating the Karralyka Precinct, to maximise arts and cultural opportunities across Maroondah	The Arts and Cultural Development Strategy 2020-2025 is currently under review, with a community engagement plan being developed to enable deliberative community consultation to help guide the service direction and priorities from 2025 - 2030. The new plan is earmarked to be retitled as the "Creative Maroondah Strategy" and will capture Arts and Cultural Services including Wyreena Community Arts Centre, Maroondah Art Gallery, ArtSpace at Realm, Public Art, Arts Development and Arts Activation. It will also extend to provide direction for the Karralyka Centre, Community Halls, K-Cafes, creative placemaking, precinct activation and new cultural infrastructure projects. The timeline for consultation commences around August 2025, with the final strategy draft presented for adoption by Council in November 2025.	In progress		Beyond 2024/25	People & Places	Business & Precincts

Council Plan 2021 - 2025

Year 4 - 2024/25 Priority Actions

Q4 Progress Reporting - as at 30 June 2025



A clean, green and sustainable community

No.	Council Plan Priority Action	Progress Comment	Project Status	Status	Target Completion	Directorate	Service Area
14	Work in partnership to deliver the staged implementation of the Reimagining Tarralla Creek project	Melbourne Water has successfully applied for a grant from the Federal Government Urban Rivers Catchment Program (\$9.8M) to fund Stage 2, with the remaining funding coming from Melbourne Water's Reimagining Your Creek program (\$17M). Stage 2 works aim to extend the naturalised creek downstream from Vinter Avenue to Eastfield Road. The final length and extent of naturalisation works will be dependent on construction and procurement rates at the time of tender. Melbourne Water is leading the delivery of the project in partnership with Maroondah City Council, Department of Energy, Environment & Climate Action (DEECA), Department of Climate Change, Energy, the Environment and Water (DCCEEW), and Wurundjeri Woi Wurrung Cultural Heritage Aboriginal Corporation.	In progress	●	Beyond 2024/25	Strategy & Development	City Futures
15	Implement Council's Sustainability Strategy 2022-2031, including the development of a Climate Change Plan integrating carbon reduction and climate adaptation measures	Council continues to implement the Sustainability Strategy 2022-2031. The Strategy includes actions that promote environmental, social and economic sustainability, responding to the themes of the built environment, climate change, community connections, a green economy, green infrastructure, governance, evaluation and improvement opportunities. A Climate Action Plan is currently under development which will provide a holistic approach to managing climate change mitigation, adaptation and risk across Council and the community.	In progress	●	Beyond 2024/25	Strategy & Development	City Futures
16	Develop and implement Council's Waste, Litter and Resource Recovery Strategy 2020-2030	The strategy continues to be implemented. During 2024/25, research into the costs and benefits of the glass only service was completed. The findings have informed the establishment of joint advocacy efforts with over 30 partner Councils to a range of forums, including the Municipal Association of Victoria State Council, Australian Local Government Association National Assembly, and directly to the Victorian Minister for Environment. Other projects, such as the reusable nappy project, school education program, contamination management program, and eWaste events have been successfully implemented during the financial year. Consideration of the impacts of the draft Victorian Waste Service Standards on service delivery will continue to be a key priority into the 2025/26 financial year.	In progress	●	Beyond 2024/25	CFO	Governance & Performance
17	Prepare and implement a series of Biolink Action Plans that implement the Maroondah Habitat Connectivity Study	Eight 'biolinks' were previously identified as the best routes through the Maroondah landscape to improve habitat connectivity across the municipality. The first of these, the Mullum Mullum Creek Biolink Action Plan 2025-2035 was adopted by Council in December 2024 and implementation has now commenced. Engagement with key stakeholders for the Dandenong-Tarralla-Bungalook Creeks Biolink has also commenced.	In progress	●	Beyond 2024/25	Strategy & Development	City Futures
18	Implement Council's annual streetscape enhancement program incorporating a significant increase in new tree planting throughout the municipality	Council's streetscape enhancement program continued in 2024/25. This program has a focus on identifying trees which are located under power lines. Six street renewal projects were completed and approximately 2,000 advanced trees were planted on nature strips across the municipality. The first of several planned neighbourhood level tree renewal projects commenced, targeting 10 streets in the Golf Links Estate, Croydon. Planting activities have also continued in walking/cycling routes to another six primary schools across Maroondah.	In progress	●	Beyond 2024/25	Assets & Leisure	Operations

Council Plan 2021 - 2025

Year 4 - 2024/25 Priority Actions

Q4 Progress Reporting - as at 30 June 2025



An accessible and connected community

No.	Council Plan Priority Action	Progress Comment	Project Status	Status	Target Completion	Directorate	Service Area
19	Work in partnership with the Victorian Government to implement road improvement works at: <ul style="list-style-type: none"> New Street, Ringwood Reilly Street and Wantirna Road, Ringwood Eastfield Road, Ringwood East Plymouth Road and Kirtain Drive, Croydon Holloway Road, Croydon North Undertake carpark improvement works at: <ul style="list-style-type: none"> McAlpin Reserve, Ringwood North Dorset Recreation Reserve, Croydon 	The reconstruction of Holloway Road will commence in the 2025/26 financial year and will be completed in the 2026/27 financial year. Community engagement regarding the Holloway Road design is complete and the detailed design is being finalised based on the community feedback. It is expected that the works will be tendered and awarded by the end of 2025 with the works expected to commence in early 2026. All other projects listed have been completed.	In progress		Beyond 2024/25	Strategy & Development	Engineering & Building
20	Design and construct an activity centre carpark in Ringwood	Construction has continued on a new car park at 1 Bedford Rd, in the Ringwood Activity Centre. The \$33.2M project is being funded by the Australian Government and Council, providing additional parking spaces for commuters, residents and visitors. The remaining portion of the original Blood Brothers storefront has been retained and relocated to a more prominent position on the site, so as to retain the corner store significance of the original building. Construction is scheduled for completion in late 2025.	In progress		Beyond 2024/25	Assets & Leisure	Projects & Assets Management
21	Work in partnership with the Victorian Government to support the removal of level crossings at Bedford Road Ringwood; Dublin Road Ringwood East and Coolstore Road Croydon; and the construction of new stations at Ringwood East and Croydon	Level Crossing Removal works were successfully completed in early 2025 resulting in the opening of Ringwood East Station carparks, footpaths, landscape and forecourt areas, as well as the new Croydon station, Croydon bus interchange, associated carparking areas, footpaths and landscape areas.	In progress		2024/25	Strategy & Development	Engineering & Building
22	Advocate to the Australian and Victorian Governments for the provision of new and upgraded transportation infrastructure in Maroondah	In 2024/25, Council continued advocating for the transport needs of the Maroondah community. Council was successful in receiving Black Spot funding of \$1.356 million to improve the intersection of Eastfield Road and Railway Avenue in Ringwood East and \$794K for four (4) traffic and pedestrian improvements in Ringwood, Ringwood North, Croydon Hills and Kilsyth. Council has also received funding of \$680K for a Shared User Path along Greenwood Avenue creating vital connections between schools, sporting facilities, Ringwood Station and the Ringwood Metropolitan Activity Centre. Funding of \$460K was also provided to create a new Shared User Path providing local connections to the Bayswater Business Precinct. A further \$3.5 million of Australian Government funding was also provided to prepare a detailed business case for intersection improvements at Yarra Road and Maroondah Highway.	In progress		Beyond 2024/25	Executive Office	Senior Executive

Council Plan 2021 - 2025

Year 4 - 2024/25 Priority Actions

Q4 Progress Reporting - as at 30 June 2025



An accessible and connected community

No.	Council Plan Priority Action	Progress Comment	Project Status	Status	Target Completion	Directorate	Service Area
23	Work in partnership to undertake renewal works on the Mullum Mullum Creek shared trail; and continue footpath construction in the Principal Pedestrian Network	<p>Council worked in partnership to commence renewal works on the Mullum Mullum Creek trail, over the past year. The first priority section, from Liris Court to Ashcombe Drive, was completed in December 2024, and the section from Marilyn Crescent to Kalinda Road will be undertaken in 2025/26. The next stage from Kalinda Road to Highland Crescent is scheduled for construction in 2026/27.</p> <p>The construction of footpaths, as part of the Principal Pedestrian Network, continued with 3.82km of footpath constructed in 2024/25. The footpath construction program for 2024/25 was completed as planned, and the footpath construction program for 2025/26 has been developed and construction planning commenced.</p>	In progress		Beyond 2024/25	Strategy & Development	Engineering & Building

Council Plan 2021 - 2025

Year 4 - 2024/25 Priority Actions

Q4 Progress Reporting - as at 30 June 2025



An attractive, thriving and well built community

No.	Council Plan Priority Action	Progress Comment	Project Status	Status	Target Completion	Directorate	Service Area
24	Develop a new Croydon Structure Plan and prepare a planning scheme amendment to incorporate the policy into the Maroondah Planning Scheme	The Draft Croydon Major Activity Centre Structure Plan was made available to the community for their feedback from the 31 August 2023. This closed on 22 October 2023, and submissions were reviewed in early 2024. The Structure Plan is being reviewed in light of recent changes announced by the Victorian Government in relation to future housing targets for all municipalities across the state, including Maroondah.	In progress		Beyond 2024/25	Strategy & Development	City Futures
25	Work in partnership to implement the Greening the Greyfields project to facilitate a sustainable approach to urban redevelopment in identified residential precincts	The Greening the Greyfields project applies in two identified residential precincts. Amendments C134maro and C136maro were gazetted in the Maroondah Planning Scheme during 2022/23. However, recent Victorian Government planning reforms to the Ringwood Metropolitan Activity Centre have introduced new planning controls that supersede Amendments C134maro and C136maro.	In progress		Beyond 2024/25	Strategy & Development	City Futures
26	Undertake the staged redevelopment of the Croydon Community Wellbeing Precinct (CCWP), including the design and construction of the CCWP Cultural Hub, Multi-purpose Hub and open space enhancements (some planned works subject to external funding)	Planning and design works for the staged redevelopment of the Croydon Community Wellbeing Precinct (CCWP) continued during 2024/25. The Precinct will be home to several important Council and community services, whilst also including integrated indoor and outdoor spaces which provide opportunities for activation, inspiration and empowerment. The next phase of this vibrant precinct includes a community and cultural hub which will serve as a central point for several community groups and will include amenities such as: a Council Service Centre, a state-of-the-art library, cafe, performance and event spaces. Planning and early works, including relocation and site preparation are in progress, with construction on the next stage set to begin in August 2025. The Multi-purpose Hub is currently progressing with design and an onsite early works package to commence after July 2025, including the proposed demolition of Keystone Hall with all current user groups being relocated to other temporary facilities.	In progress		Beyond 2024/25	Assets & Leisure	Projects & Assets Management
27	Undertake flood mitigation works in New Street, Ringwood, Sherbrook Avenue catchment in Ringwood, and Scenic Avenue and Wingate Avenue catchments in Ringwood East; and work in partnership to develop flood mitigation solutions for central Croydon	Council continued to implement flood mitigation works at identified sites in 2024/25. Stage 4 of the Sherbrook Avenue catchment drainage upgrade works along Charter Street from New Street to Market Street were completed in September 2024. Council is continuing to investigate flood mitigation strategies for central Croydon with external agency and catchment authority partners.	In progress		Beyond 2024/25	Strategy & Development	Engineering & Building

Council Plan 2021 - 2025

Year 4 - 2024/25 Priority Actions

Q4 Progress Reporting - as at 30 June 2025



An attractive, thriving and well built community

No.	Council Plan Priority Action	Progress Comment	Project Status	Status	Target Completion	Directorate	Service Area
28	Undertake enhancements in the Ringwood Metropolitan Activity Centre, including the Maroondah Highway Boulevard and Staley Gardens	There have been ongoing discussions with the Department of Transport and Planning regarding the Maroondah Highway Boulevard upgrade. Further advocacy is required for funding and VicRoads' support following advice from the Victorian Planning Authority regarding potential amendments to the Ringwood Metropolitan Activity Centre boundary. The consultant project brief for the creation of a landscape masterplan for Staley Gardens, Ringwood was prepared and the request for quote sent in March 2025. The plan will incorporate design principles developed through extensive community engagement with further engagement proposed following completion of the draft masterplan.	In progress		Beyond 2024/25	People & Places	Business & Precincts
29	Work in partnership with the Victorian Government to implement the objectives of Victoria's Housing Statement for the Ringwood Metropolitan Activity Centre	Council has worked closely with the Victorian Planning Authority regarding updates to the Ringwood Metropolitan Activity Centre Masterplan. In April 2025, the Victorian Government gazetted new controls that implement the updated Masterplan and introduced a new zone around the Activity Centre - the Housing Choice and Transport Zone (HCTZ).	In progress		Beyond 2024/25	Strategy & Development	City Futures
30	Undertake a review of the Maroondah Planning Scheme	It is anticipated that a review will commence in 2026 following the announcement of Victorian Government reforms in the first half of 2025.	In progress		Beyond 2024/25	Strategy & Development	City Futures

Council Plan 2021 - 2025

Year 4 - 2024/25 Priority Actions

Q4 Progress Reporting - as at 30 June 2025



An inclusive and diverse community

No.	Council Plan Priority Action	Progress Comment	Project Status	Status	Target Completion	Directorate	Service Area
31	Continue to monitor and respond to Australian Government Aged Care Reforms to ensure that Council services adapt appropriately to meet current and future community needs, and advocate for ongoing support and care for Maroondah senior citizens	<p>Council continues to monitor and respond to the Commonwealth My Aged Care reform agenda. The Australian Government announced that the new service model for Commonwealth Home Support Program will now not occur prior to July 2027. The social support and allied health services that were part of the Commonwealth Home Support Program transitioned to a new provider on 30 June 2025. Council has undertaken a comprehensive review of the program with the future direction for Council's aged and disability services focusing on positive ageing, and supporting the capacity of local clubs and organisations to provide opportunities to Maroondah's older people to engage and connect with activities that are meaningful to them.</p> <p>Council has accepted the Commonwealth Government's invitation for a further two (2) years funding for Meals on Wheels to 30 June 2027.</p>	In progress		2024/25	People & Places	Community Services

Council Plan 2021 - 2025

Year 4 - 2024/25 Priority Actions

Q4 Progress Reporting - as at 30 June 2025



A well governed and empowered community

No.	Council Plan Priority Action	Progress Comment	Project Status	Status	Target Completion	Directorate	Service Area
32	Advocate on key local issues on behalf of the Maroondah community, including in the lead up to the Australian and Victorian Government elections in 2024/25 and 2026/27 respectively.	During 2024/25, Council continued its advocacy to both the Australian and Victorian governments to seek funding to address a range of key priorities for the benefit of the Maroondah community. Council has been successful in receiving Australian Government funding of \$7.5 million for Stage 3 of the Croydon Community Wellbeing Precinct (CCWP) and \$7.5 million for the Croydon Main Street revitalisation project. Stage 2 of the Revitalising Tarralla Creek project was also funded with \$10 million from the Australian Government and \$20 million from Melbourne Water. The Victorian Government provided \$1million towards the new Croydon Library as part of the CCWP. In the lead up to the Federal election, Council received a number of commitments from both the Liberal and Labor candidates totalling \$22 million. Following the outcome of the election, Council will complete a funding agreement for \$2 million towards the redevelopment of the North Ringwood Reserve pavilion.	In progress	●	Beyond 2024/25	Executive Office	Senior Executive
33	Develop the Customer Service Strategy 2025-2029 to continue to advance Council's commitment to be highly responsive and customer focused	During 2023/24, Council commenced a review of the current Customer Service Strategy and undertook community engagement to inform its future direction. The new Strategy will have a focus on Council's commitment to being highly responsive and customer-focussed across all service areas and communication channels. The draft Strategy is expected to be placed on public exhibition in August 2025.	In progress	●	Beyond 2024/25	People & Places	Communications & Citizen Experience
34	Work in partnership with the Victorian Electoral Commission to coordinate a Council Election in October 2024 for the 2024-2028 period	Council worked closely with the Victorian Electoral Commission (VEC) in the coordination of Local Government Elections in October 2024. The election was declared and Councillors sworn into office on 12 November 2024.	Completed	✓	2024/25	CFO	Governance & Performance
35	Develop a strategy for Connected Communities involving digitising metrics to understand and respond efficiently to community needs	A strategic framework was approved and adopted with a program of works to be operationalised within the timeline.	Completed	✓	2024/25	CFO	Cyber & Technology
36	Enhance connections between Council's statutory committees (including advisory committees) and the Integrated Planning Framework to ensure alignment with emerging community priorities	A process is underway to ensure Council's advisory committees for the 2025-2029 Council Term are aligned with the priorities identified by the Maroondah community during the Maroondah 2050 Community Vision process. The approach for Council advisory committees for the 2025-2029 period will be formalised in early 2025/26.	In progress	●	2024/25	CFO	Governance & Performance

Council Plan 2021 - 2025

Year 4 - 2024/25 Priority Actions

Q4 Progress Reporting - as at 30 June 2025



A well governed and empowered community

No.	Council Plan Priority Action	Progress Comment	Project Status	Status	Target Completion	Directorate	Service Area
37	Engage the community in developing a new Community Vision and prepare the Council Plan 2025-2029 following election of a new Council	Over the past 12 months, Council has prepared a new Maroondah 2050 Community Vision and Council Plan 2025-2029. This process has involved background research into emerging trends and extensive community engagement, including a deliberative engagement panel to meet requirements of the Local Government Act 2020. The draft Maroondah 2050 Community Vision was placed on public exhibition in April 2025 and formally adopted by Council at its meeting on 26 May 2025. The draft Council Plan 2025-2029 was placed on public exhibition from mid-April to mid-May and formally adopted by Council on 30 June 2025.	Completed	✓	2024/25	CFO	Governance & Performance
38	Undertake a review of a range of Council technological systems	Council's Enterprise Resource Planning program (ERP) is underway. It is a three-year, three-phase project, which will implement TechnologyOne ERP software across a range of Council business capabilities. Phase 1 - Financials and Supply Chain will Go Live on 1 July 2025. Phase two - encompassing Assets- is to commence in September 2025.	In progress	●	Beyond 2024/25	CFO	Cyber & Technology
39	Evolve organisational capacity and implement systems to minimise risks to cybersecurity impacts	Ongoing security hardening and additional controls have been implemented to minimise cybersecurity impacts including: external penetration tests, implementation of face-to-face instructor led training for casuals, and the implementation of artificial intelligence software into the Security Incident and Event Management (SIEM) systems. Council has engaged a 24/7 external third-party Security Operations Centre to continually monitor for potential security incidents. Ongoing security tasks completed include annual black box penetration tests, ongoing system decommissions and ongoing security hardening procedures including Domain-based Message Authentication, Reporting and Conformance (DMARC)/Domain Keys Identified Mail (DKIM). Ongoing audits occurring as per established cadence. Ongoing hardening of systems including decommissioning legacy services and applications.	In progress	●	Beyond 2024/25	CFO	Cyber & Technology
40	Implement the Council Caretaker Policy for the Council election in October 2024 and transition to the new Council following the election	Council's Election Period Policy was revised in July 2024 ahead of the Election Period, which commenced on 17 September 2024. All Council activities during the Election Period were undertaken in accordance with this policy.	Completed	✓	2024/25	CFO	Governance & Performance

Local Government Performance Reporting Framework

2024/25 Reporting Year



Service Performance Indicator Results – End of Financial Year
(1 July 2024 – 30 June 2025)



Introduction





The Local Government Performance Reporting Framework (LGPRF) is a Victorian Government initiative which seeks to:

- Improve both the transparency and accountability of Council performance to ratepayers
- Provide a meaningful set of information for both the local and broader community

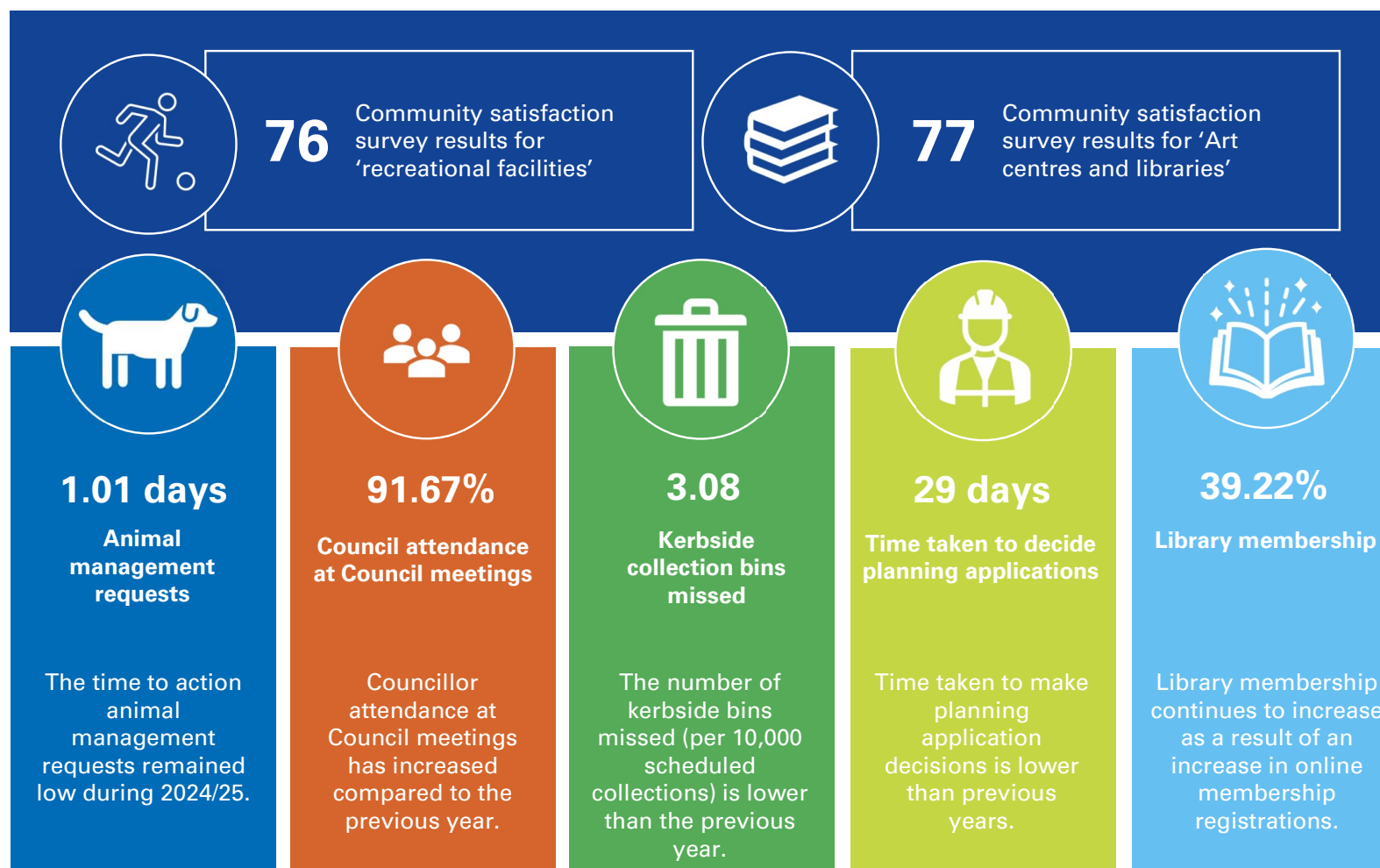
The framework includes a specific range of key performance measures, as well as a checklist of governance and management items, which collectively build a comprehensive picture of Council performance over time.

The following report responds to the LGPRF full 2024/25 financial year service performance indicator results.

The following status icons assist the reader in interpreting the service performance results:

	The result is currently on track / progressing as expected / within expected range for the reporting period
	The result is neutral / is yet to be finalised / is being monitored
	The result is not on track / is not progressing as expected / is outside of the expected range for the reporting period
	The result is not available / or is a new measure with no comparison data available




Highlights





Animal management



Provision of animal management and responsible pet ownership services to the community, including monitoring, registration, enforcement and education.

Service indicator/measure	Measure expressed as:	EoY 2024/25	EoY 2023/24	EoY 2022/23	Comment	Status
Timeliness Time taken to action animal requests	Number of days taken to action animal requests	1.01 days	1.03 days	1.01 days	This measure relates to the average number of days between the receipt of an animal management request and the first action response. The time taken to action animal management requests continues to remain low due to Council's responsive approach.	
Service Standards Animals reclaimed	% of collected animals reclaimed	65.4%	69.75%	65.45%	This measure relates to the percentage of collected registrable animals reclaimed under the Domestic Animals Act 1994. The number of animals reclaimed has decreased but is still consistent with previous years. Council continues to focus on reuniting animals with their owners.	
Service Standards Animals rehomed	% of animals rehomed	51.11%	52.63%	18.79%	This measure relates to the percentage of collected registrable animals under the Domestic Animals Act 1994 who are subsequently rehomed. The number of animals rehomed is consistent with previous years.	



Animal management

Provision of animal management and responsible pet ownership services to the community including monitoring, registration, enforcement and education.

Service indicator/measure	Measure expressed as:	EoY 2024/25	EoY 2023/24	EoY 2022/23	Comment	Status
Service Cost Cost of the animal management service	Direct cost (\$) of the animal management service, per registered animal	\$6.77	\$6.15	\$5.25	This measure highlights the direct cost of Council's animal management service per registrable animal under the Domestic Animals Act 1994. The cost of animal management service is higher than previous year.	
Health and Safety Animal management prosecutions	Percentage of prosecutions per unclaimed collected registrable animals, under the Domestic Animals Act 1994, which are rehomed.	88.89%	100%	100%	This measure highlights the percentage of successful animal management prosecutions under the Domestic Animals Act 1994. The percentage of successful animal management prosecutions is lower than previous years.	



Provision of indoor and outdoor aquatic facilities to the community and visitors for wellbeing, water safety, sport and recreation.

Service indicator/measure	Measure expressed as:	EoY 2024/25	EoY 2023/24	EoY 2022/23	Comment	Status
Service Standards Health inspections of aquatic facilities	Number of health inspections per Council aquatic facility	3 inspections	<i>4 inspections</i>	<i>1 inspection</i>	Health inspections of Council's aquatic facilities are conducted annually. In 2024/25, three (3) inspections of one Council aquatic facility were carried out.	
Utilisation Utilisation of aquatic facilities	Number of visits to aquatic facilities per head of municipal population	10.80 visits	<i>11.02 visits</i>	<i>9.43 visits</i>	This measure relates to the number of visits to Council's aquatic facilities per head of the municipal population. The utilisation rate of aquatic facilities has decreased but remains high. The decrease can be due to the retiling project at Aquahub that occurred in quarter two and resulted in closure of the pools.	
Service Cost Cost of aquatic facilities	Direct cost (\$), less income/revenue received for providing aquatic facilities, per visit	\$-1.13	<i>\$-1.14</i>	<i>\$0.31</i>	This measure relates to the overall cost of running Council aquatic facilities, less revenue received. This measure indicates positive and consistent financial performance.	



Food Safety

Provision of food safety services to the community including registrations, education, monitoring, inspections and compliance.

Service indicator/measure	Measure expressed as:	YTD Calendar Year (Q2) 2025	YTD Calendar Year (Q2) 2024	EoY Calendar Year 2024	EoY Calendar Year 2023	Comment	Status
Timeliness Time taken to action food complaints	Number of days taken to action food complaints	1.38 days	1.43 days	1.47 days	1.46 days	This indicator measures the average number of days taken for Council to respond to food complaints (from receipt of an issue to the first response action). The data provided is for the 2025 calendar year. The number of days taken to action food complaints is less than two days. Environmental Health Officers (EHOs) continue to respond to customer matters as soon as they are received where possible.	
Service Standards Food safety assessments	% of registered class 1 food premises and class 2 food premises, that receive an annual food safety assessment	30.93%	40.28%	99.49%	99.47%	This indicator measures the percentage of registered Class 1 and Class 2 food premises that receive an annual food safety assessment. The data provided is for the 2025 calendar year. The lower result than the previous year is due to a Department of Health change in the requirements for class 2 food premises which has significantly reduced the total number of premises requiring an assessment.	



Food Safety

Provision of food safety services to the community including registrations, education, monitoring, inspections and compliance.



Service indicator/measure	Measure expressed as:	YTD Calendar Year (Q2) 2025	YTD Calendar Year (Q2) 2025	EoY Calendar Year 2024	EoY Calendar Year 2023	Comment	Status
Health and Safety Service Standards Critical and major non-compliance notifications	% of critical and major non-compliance outcome notifications, that are followed up by Council	86.46%	91.89%	100.00%	99.26%	This indicator measures the percentage of both critical and major non-compliance outcome notifications which are subsequently followed up by Council. The data provided is for the 2025 calendar year. Outstanding non-compliance follow up inspections are being followed up immediately.	
Service Standards Food Safety Samples	% of food samples obtained (per required number of food samples).	22.02%	32.89%	100.32%	101.34%	This indicator measures the percentage of food samples obtained (per the required number of food samples). The data provided is for the 2025 calendar year. This result will progressively increase over the 2025 calendar year when food safety samples are undertaken.	

Service indicator/measure	Measure expressed as:	EoY 2024/25	EoY 2023/24	EoY 2022/23	Comment	Status
Service Cost Cost of the food safety service	Direct cost (\$) of the food safety service, per registered food premises	\$704.04	\$713.88	\$737.18	This measure shows the direct cost of providing food safety services (per food premises). The cost of the food safety service is comparable to that of the previous year.	



Governance

Provision of good governance to the community including making and implementing decisions with reference to community engagement, policy frameworks and agreed practice.

Service indicator/measure	Measure expressed as:	EoY 2024/25	EoY 2023/24	EoY 2022/23	Comment	Status
Transparency Council resolutions at meetings closed to the public	% of Council resolutions made at meetings closed to the public	8.51%	9.93%	7.69%	This indicator measures the percentage of Council resolutions at an Ordinary, or Special Council meeting, or at a meeting of a Special Committee of Council, consisting only of Councillors (and which are closed to the public under Section 66 of the Local Government Act 2020). The decrease in the percentage of Council resolutions made at meetings closed to the public is primarily due to the decreased number of tender evaluation recommendations/reports that required Council approval.	
Consultation and engagement Satisfaction with community consultation and engagement	Satisfaction rating out of 100	58	59	56	Community satisfaction is measured in the annual Maroondah Community Satisfaction Survey. Community satisfaction with "Community consultation and engagement" have remained consistent with results received in previous financial years.	



Provision of good governance to the community, including making and implementing decisions with reference to community engagement, policy frameworks and agreed practice.

Service indicator/measure	Measure expressed as:	EoY 2024/25	EoY 2023/24	EoY 2022/23	Comment	Status
Attendance Council attendance at Council meetings	% of Councillor attendance at ordinary and special Council meetings	91.67%	82.41%	89.81%	A number of Ordinary and Special meetings of Council are held annually. This indicator measures overall Councillor attendance at these meetings. The percentage of Councillor attendance at Council meetings has increased compared to the previous year.	
Service Cost Cost of elected representation	Direct cost (\$) of Council governance, per Councillor	\$63,289.00	\$63,908.11	\$60,914.56	This measure relates to the direct cost of delivering Council's Governance service (per elected representative). The cost of elected representation is comparable to the previous year.	
Decision making Satisfaction with Council decisions	Satisfaction rating out of 100	59	60	58	Community satisfaction is measured in the annual Maroondah Community Satisfaction Survey. Community satisfaction with "council decisions" have remained consistent with results received in previous years.	



Provision of print and digital based resources to the community in a variety of formats including collection services, e-services, research tools and interactive learning programs.

Service indicator/measure	Measure expressed as:	EoY 2024/25	EoY 2023/24	EoY 2022/23	Comment	Status
Resource standard Recently purchased library collection	% of the library collection that has been purchased in the last 5 years	74.17%	77.97%	76.97%	This measure refers to the percentage of the library collection which has been purchased over the last five years. The percentage of recently purchased library collection items now include, digital items available through the 'Boo Book Consortium'.	●
Service Cost Cost of library service	Direct cost (\$) of the library service	\$26.45	\$25.64	\$20.21	This measure captures the direct cost of the library service (per municipal population). The cost of the library service has increased when compared to the previous year.	●
Utilisation Library loans per population	Number of collection item loans, per population	8.96	9.18	N/A	This measure captures the number of collection item (loans), per head of the municipal population. Loans per population are comparable to the previous year.	●






Provision of print and digital based resources to the community in a variety of formats including collection services, e-services, research tools and interactive learning programs.

Service indicator/measure	Measure expressed as:	EoY 2024/25	EoY 2023/24	EoY 2022/23	Comment	Status
Participation Library membership	% of resident municipal population who are registered library members	39.22%	34.88%	N/A	This measure shows the percentage of the resident municipal population who are registered library members. There has been an increase in library membership compared to the previous last year. This is largely attributed to an increase in online membership registrations and activities delivered.	
Participation Library visit per head of population	Library visits per head of population	4.43	4.35	N/A	This measure shows the number of library visits per head of municipal population. Library visits per head of the population are comparable to the previous year.	



Maternal and Child Health (MCH)

Provision of universal access to health services for children from birth to school age and their families. Including early detection, referral, monitoring and recording child health and development.

Service indicator/measure	Measure expressed as:	EoY 2024/25	EoY 2023/24	EoY 2022/23	Comment	Status
Service Standards Infant enrolments in the MCH service	% of infants enrolled in the MCH service	100.32%	101.24%	100.97%	The MCH service enrolls newborn infants in the service (for home visits) following receipt of a birth notification from the hospital. This result is consistent with the birth notices received by Council, with some variation due to the families of infants moving into and out of the municipality.	
Service Cost Cost of the MCH service	\$ cost of the MCH service, per hour of service delivered	\$81.20	\$58.48	\$76.45	This measure shows the cost of delivering Council's MCH service per hours of delivered service. Additional programs, including the Saturday clinic and Dad's Connect Sessions, have resulted in a slight increase in the cost of delivering the MCH services, which remains consistent to previous years.	
Participation Participation in the MCH service	% of children enrolled who participate in the MCH service	75.81%	74.54%	75.16%	This measure shows the participation of children in key age and stage MCH visits. Participation in the MCH service for 2024/25 is comparable to the previous year.	



Maternal and Child Health

Provision of universal access to health services for children from birth to school age and their families. Including early detection, referral, monitoring and recording child health and development.

Service indicator/measure	Measure expressed as:	EoY 2024/25	EoY 2023/24	EoY 2022/23	Comment	Status
Participation Participation in MCH service by Aboriginal children	% of Aboriginal children enrolled, who participate in the MCH service	82.46%	82.73%	77.08%	This measure shows the percentage of Aboriginal children enrolled and participate in the service. Participation of Aboriginal children in the MCH service for 2024/25 is comparable to previous years.	
Participation Participation in first MCH home visit	% of infants enrolled in the MCH service, who receive the first MCH home visit	98.00%	97.68%	95.72%	This measure shows the percentage of infants enrolled in the MCH service who participated in their 4-week KAS (Key Ages and Stages) visit. Participation in 4-week Key Age and Stage visit generally continues at the same rate as birth notifications received but is influenced by appointments scheduled and not yet attended at time of reporting.	



Provision of a network of sealed local roads under the control of the municipal council to all road users.

Service indicator/measure	Measure expressed as:	EoY 2024/25	EoY 2023/24	EoY 2022/23	Comment	Status
Satisfaction of use Sealed local road requests	Number of sealed local road requests per 100 kilometres of sealed local road	106.98	103.53	131.39	Road requests are defined as customer requests logged in Council's corporate customer service application, <i>Infor Pathway</i> . There has been an increased in sealed local road requests compared to the previous year. Requests include such factors as: line marking, pothole repairs, damaged roads and patching, and road sweeping.	●
Condition Sealed local road below the intervention level	% of sealed local roads that are below the renewal intervention level	96.94%	97.71%	97.71%	Council defines the intervention level to be a road condition rating equivalent to 'very poor', with almost all sealed local roads above the level for intervention.	●
Service Cost Cost of sealed local road reconstruction	Direct (\$) reconstruction cost per square metre of sealed local roads reconstructed	\$198.49	\$304.93	\$238.00	This measure shows the total project costs associated with the reconstruction of a sealed local road. Despite the increasing cost of labour and materials, the cost of sealed local road reconstruction has decreased compared to the previous year.	●



Provision of a network of sealed local roads under the control of the municipal council to all road users.

Service indicator/measure	Measure expressed as:	EoY 2024/25	EoY 2023/24	EoY 2022/23	Comment	Status
Service Cost Cost of sealed local road resealing	Direct (\$) resealing cost per square metre of sealed local roads	\$34.12	<i>\$38.05</i>	<i>\$29.90</i>	This measure shows the total project costs associated with the resealing of a sealed local road. Despite the increasing cost of labour and materials, the cost of sealed local road resealing has decreased compared to the previous year.	●
Satisfaction Satisfaction with sealed local roads	Satisfaction rating out of 100	55	<i>56</i>	<i>61</i>	Satisfaction is measured in the annual Community Satisfaction Survey. Community satisfaction with "sealed local roads" remains consistent with the previous years.	●



Statutory Planning

Provision of land use and development assessment services to applicants and the community including advice and determination of applications.

Service indicator/measure	Measure expressed as:	EoY 2024/25	EoY 2023/24	EoY 2022/23	Comment	Status
Timeliness Time taken to decide planning applications	Days between receipt of a planning application and a decision on the application	29	36	35	This measure shows the median number of days between the receipt of a planning application and the decision made regarding that application. The time taken to make a decision on planning applications is lower than the previous year.	
Service Standard Planning applications decided within required time frames	% of regular and VicSmart planning decisions made within legislated time frames	85.83%	75.67%	73.99%	In accordance with the Planning and Environment Act 1987, Council is permitted 60 statutory days to determine a planning application. The 60 statutory days includes weekends, public holidays and commences from when the application is lodged with Council. However, the legislation allows for the 60-day statutory clock to be stopped and recommenced in certain circumstances. The timeliness of decisions on planning application is higher in comparison to the previous year.	



Statutory Planning

Provision of land use and development assessment services to applicants and the community including advice and determination of applications.

Service indicator/measure	Measure expressed as:	EoY 2024/25	EoY 2023/24	EoY 2022/23	Comment	Status
Service Cost Cost of statutory planning service	Direct (\$) cost of the statutory planning service, per planning application	\$2,602.67	\$2,622.36	\$2,784.56	This measure shows the direct cost to Council to provide the statutory planning service per planning application received. The cost of the statutory planning service is comparable to the previous year.	●
Decision Making Planning decisions upheld at VCAT	% of decisions subject to review by VCAT that were not set aside	80.77%	87.50%	95.45%	If an applicant disagrees with a decision of Council (in relation to a planning application) they can appeal that decision at the Victorian Civil and Administrative Tribunal (VCAT). The percentage of decisions upheld by VCAT is lower compared to the previous year but remains high.	●



Waste Collection

Provision of kerbside waste collection service to the community including garbage and recyclables.

Service indicator/measure	Measure expressed as:	EoY 2024/25	EoY 2023/24	EoY 2022/23	Comment	Status
Service Standard Kerbside collection, bins missed	Number of kerbside collection bins missed per 10,000 scheduled kerbside collection bin lifts	3.08	3.72	4.65	This indicator shows the ratio of bins missed (scheduled bin collections). This includes 120L, 80L, a second bin and fortnightly recycling kerbside bin collections. There was a slight reduction in the kerbside bin missed collection requests compared to the previous year.	
Service Cost Cost of kerbside garbage collection service	Direct (\$) cost of the kerbside garbage bin collection service, per kerbside garbage collection bin	\$143.62	\$137.31	\$133.26	This measure highlights the direct cost to Council to provide the kerbside garbage bin collection service (per kerbside garbage bin). The cost of the kerbside garbage collection service is slightly higher than the previous year.	
Service Cost Cost of kerbside recyclables collection service	Direct (\$) cost of the kerbside recyclables collection service, per kerbside recyclables collection bin	\$66.68	\$66.42	\$66.22	This measure shows the direct cost to Council to provide the kerbside recyclables collection service per kerbside recyclables bin. The cost of recyclable bin collections is comparable to the previous year.	



Waste Collection

Provision of kerbside waste collection service to the community including garbage and recyclables.

Service indicator/measure	Measure expressed as:	EoY 2024/25	EoY 2023/24	EoY 2022/23	Comment	Status
Service Cost Kerbside collection waste diverted from landfill	% of garbage, recyclables and green organics collected from kerbside bins that is subsequently diverted from landfill	57.51%	59.30%	56.22%	This measure shows the percentage of garbage, recyclables and green organics collected from kerbside bins which are then diverted from landfill. There has been slight reduction in the percentage of kerbside waste diverted from landfill compared to the previous year. This could be due to the Container Deposit Scheme (CDS) diverting materials out of the recycling stream. There was also a reduction in rainfall during 2024/25, resulting less organic growth and reduced FOGO tonnes.	

Maroondah City Council

ANNUAL FINANCIAL REPORT for the year ended 30 June 2025



Maroondah City Council

2024/2025 Financial Report

Annual Financial Report

for the year ended 30 June 2025

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2024/2025 Financial Report

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Content Overview

These financial statements are General Purpose Financial Statements and cover the consolidated operations for Maroondah City Council.

All figures presented in these financial statements are presented in Australian Currency.

These financial statements were authorised for issue by the Council on dd MMMM yyyy
Council has the power to amend and reissue these financial statements.

Maroondah City Council

2024/2025 Financial Report

Annual Financial Report
for the year ended 30 June 2025

Certification of the Financial Statements

In my opinion, the accompanying financial statements have been prepared in accordance with the *Local Government Act 2020*, the *Local Government (Planning and Reporting) Regulations 2020*, the Australian Accounting Standards and other mandatory professional reporting requirements.

A. Rocca, CA
Principal Accounting Officer
Dated: dd MMMM yyyy
Melbourne

In our opinion, the accompanying financial statements present fairly the financial transactions of Maroondah City Council for the year ended 30 June 2025 and the financial position of the Council as at that date.

At the date of signing, we are not aware of any circumstances which would render any particulars in the financial statements to be misleading or inaccurate.

We have been authorised by the Council and by the *Local Government (Planning and Reporting) Regulations 2020* to certify the financial statements in their final form.

K. Spears
Mayor
Dated: dd MMMM yyyy
Melbourne

C.Jones
Councillor
Dated: dd MMMM yyyy
Melbourne

S. Kozlowski
Chief Executive Officer
Dated: dd MMMM yyyy
Melbourne

Maroondah City Council

2024/2025 Financial Report

Annual Financial Report
for the year ended 30 June 2025

Victorian Auditor-General's Office Report

Insert VAGO Report here

Maroondah City Council

2024/2025 Financial Report

Annual Financial Report
for the year ended 30 June 2025

Victorian Auditor-General's Office Report (continued)

Insert VAGO Report here

Maroondah City Council

2024/2025 Financial Report

Comprehensive Income Statement

for the year ended 30 June 2025

	Note	2025 \$ '000	2024 \$ '000
Income / Revenue			
Rates and charges	3.1	111,781	108,109
Statutory fees and fines	3.2	5,519	5,804
User fees	3.3	32,617	31,612
Grants - operating	3.4	12,771	4,650
Grants - capital	3.4	25,230	6,636
Contributions - monetary	3.5	7,468	7,773
Contributions - non monetary	3.5	158	—
Net gain on disposal of property, infrastructure, plant and equipment	3.6	—	866
Share of net profits of associates and joint ventures	6.3	149	190
Other income	3.7	5,591	5,439
Total income / revenue		201,284	171,079
Expenses			
Employee costs	4.1	69,336	67,009
Materials and services	4.2	62,454	57,501
Depreciation	4.3	28,661	26,395
Amortisation - Intangible assets	4.4	332	298
Depreciation - Right of use assets	4.5	1,549	1,573
Allowance for impairment losses	4.6	663	105
Borrowing costs	4.7	793	914
Finance Costs - Leases	4.8	331	368
Net loss on disposal of property, infrastructure, plant and equipment	3.6	178	—
Other expenses	4.9	3,134	4,374
Total expenses		167,431	158,537
Surplus/(deficit) for the year		33,853	12,542
Other comprehensive income:			
Items that will not be reclassified to surplus or deficit in future periods			
Net asset revaluation gain/(loss)	6.2	716,009	79,491
Total items which will not be reclassified subsequently to the operating result		716,009	79,491
Total other comprehensive income		716,009	79,491
Total comprehensive result		749,862	92,033

The above comprehensive income statement should be read in conjunction with the accompanying notes.

Maroondah City Council

2024/2025 Financial Report

Balance Sheet

as at 30 June 2025

	Note	2025 \$ '000	2024 \$ '000
Assets			
Current assets			
Cash and cash equivalents	5.1	78,439	51,352
Trade and other receivables	5.1	12,128	12,327
Other financial assets	5.1	9,319	36,001
Inventories	5.2	569	472
Non-current assets classified as "held for sale"	6.1	3,987	826
Other assets	5.2	2,007	922
Total current assets		106,449	101,900
Non-current assets			
Trade and other receivables	5.1	124	90
Investments in associates, joint arrangements and subsidiaries	6.3	2,254	2,105
Property, infrastructure, plant and equipment	6.2	2,950,077	2,200,983
Intangible assets	5.2	820	1,051
Right-of-use assets	5.8	6,016	7,285
Total non-current assets		2,959,291	2,211,514
Total assets		3,065,740	2,313,414
Liabilities			
Current liabilities			
Trade and other payables	5.3	33,988	32,158
Provisions	5.5	16,167	15,066
Contract and other liabilities	5.3	3,635	15,288
Trust funds and deposits	5.3	8,232	5,856
Interest-bearing liabilities	5.4	3,090	2,962
Lease liabilities	5.8	606	1,119
Total current liabilities		65,718	72,449
Non-current liabilities			
Trust funds and deposits	5.3	6	6
Contract and other liabilities	5.3	—	225
Provisions	5.5	1,444	1,331
Interest-bearing liabilities	5.4	12,679	15,763
Lease liabilities	5.8	5,684	6,379
Total non-current liabilities		19,813	23,704
Total liabilities		85,531	96,153
Net assets		2,980,209	2,217,261
Equity			
Accumulated surplus		934,440	890,001
Reserves	9.1	2,045,769	1,327,260
Total Equity		2,980,209	2,217,261

The above balance sheet should be read in conjunction with the accompanying notes.

Maroondah City Council

2024/2025 Financial Report

Statement of Changes in Equity

for the year ended 30 June 2025

	Note	Total \$ '000	Accumulated Surplus \$ '000	Revaluation Reserves \$ '000	Other Reserves \$ '000
2025					
Balance at beginning of the financial year		2,217,261	890,001	1,315,260	12,000
Adjustment for prior periods – property, infrastructure, plant and equipment	6.2	13,086	13,086	–	–
Adjusted opening balance		2,230,347	903,087	1,315,260	12,000
Surplus/(deficit) for the year		33,853	33,853	–	–
Other comprehensive income					
Net asset revaluation gain/(loss)	6.2	716,009	–	716,009	–
Other comprehensive income		716,009	–	716,009	–
Total comprehensive income		749,862	33,853	716,009	–
Transfers to other reserves	9.1	(2,500)	(2,500)	–	–
Transfers from other reserves	9.1	2,500	–	–	2,500
Balance at end of the financial year		2,980,209	934,440	2,031,269	14,500
2024					
Balance at beginning of the financial year		2,094,698	846,929	1,235,769	12,000
Adjustment for prior periods – property, infrastructure, plant and equipment	6.2	30,530	30,530	–	–
Adjusted opening balance		2,125,228	877,459	1,235,769	12,000
Surplus/(deficit) for the year		12,542	12,542	–	–
Other comprehensive income					
Net asset revaluation gain/(loss)	6.2	79,491	–	79,491	–
Other comprehensive income		79,491	–	79,491	–
Total comprehensive income		92,033	12,542	79,491	–
Balance at end of the financial year		2,217,261	890,001	1,315,260	12,000

The above statement of changes in equity should be read in conjunction with the accompanying notes.

Maroondah City Council

2024/2025 Financial Report

Statement of Cash Flows

for the year ended 30 June 2025

	Note	2025 Inflows/ (Outflows) \$ '000	2024 Inflows/ (Outflows) \$ '000
Cash flows from operating activities			
Rates and charges		113,038	105,408
Statutory fees and fines		5,931	6,148
User fees		33,326	33,686
Grants - operating		13,128	4,679
Grants - capital		13,589	4,826
Contributions - monetary		7,689	7,921
Interest received		4,431	3,664
Trust funds and deposits taken		26,939	29,895
Other receipts		(2,403)	357
Net GST refund/(payment)		8,317	6,197
Employee costs		(66,426)	(68,030)
Materials and services		(72,004)	(64,678)
Trust funds and deposits repaid		(24,563)	(30,230)
Other payments		(720)	—
Net cash provided by/(used in) operating activities	9.2	60,272	39,843
Cash flows from investing activities			
Payments for property, infrastructure, plant and equipment	6.2	(55,535)	(36,943)
Proceeds from sale of property, infrastructure, plant and equipment		1,236	1,389
Payments for investments		(149,158)	(159,587)
Proceeds from sale of investments		175,840	138,161
Net cash provided by/(used in) investing activities		(27,617)	(56,980)
Cash flows from financing activities			
Finance costs		(793)	(914)
Repayment of borrowings		(2,956)	(2,837)
Interest paid - lease liability		(331)	(368)
Repayment of lease liabilities		(1,488)	(1,453)
Net cash flow provided by/(used in) financing activities		(5,568)	(5,572)
Net Increase (decrease) in cash and cash equivalents		27,087	(22,709)
Cash and cash equivalents at the beginning of the financial year		51,352	74,061
Cash and cash equivalents at the end of the financial year		78,439	51,352

The above statement of cash flows should be read in conjunction with the accompanying notes.

Maroondah City Council

2024/2025 Financial Report

Statement of Capital Works

for the year ended 30 June 2025

	Note	2025 \$ '000	2024 \$ '000
Property			
Land		—	128
Total land		—	128
Buildings		32,619	11,902
Total buildings		32,619	11,902
Total property		32,619	12,030
Plant and equipment			
Plant, machinery and equipment		3,544	3,346
Fixtures, fittings and furniture		942	2,115
Computers and telecommunications		136	30
Total plant and equipment		4,622	5,491
Infrastructure			
Roads		5,138	3,426
Footpaths and cycleways		2,486	2,099
Drainage		3,009	5,683
Waste management		24	25
Parks, open space and streetscapes		6,702	5,068
Off street car parks		478	675
Other infrastructure		229	185
Total infrastructure		18,066	17,161
Total capital works expenditure	6.2	55,307	34,682
Represented by:			
New asset expenditure		28,908	9,504
Asset renewal expenditure		22,286	19,560
Asset upgrade expenditure		4,113	5,618
Total capital works expenditure		55,307	34,682

The above statement of capital works should be read in conjunction with the accompanying notes.

Maroondah City Council

2024/2025 Financial Report

Notes to the Financial Statements

for the year ended 30 June 2025

Note 1. Overview

Introduction

The Maroondah City Council ("Council") was established by an Order of the Governor in Council on 15 December 1994 and is a body corporate.

The Council's main office is located at 179 Maroondah Highway Ringwood, VIC 3134.

Statement of compliance

These financial statements are a general purpose financial report that consists of a Comprehensive Income Statement, Balance Sheet, Statement of Changes in Equity, Statement of Cash Flows, Statement of Capital Works and Notes accompanying these financial statements. The general purpose financial report complies with Australian Accounting Standards (AAS), other authoritative pronouncements of the Australian Accounting Standards Board, the *Local Government Act 2020*, and the *Local Government (Planning and Reporting) Regulations 2020*.

The Council is a not-for-profit entity and therefore applies the additional AUS paragraphs applicable to a not-for-profit entity under the Australian Accounting Standards.

Accounting policy information

1.1 Basis of accounting

Accounting policies are selected and applied in a manner which ensures that the resulting financial information satisfies the concepts of relevance and reliability, thereby ensuring that the substance of the underlying transactions or other events is reported. Specific accounting policies applied are disclosed in sections where the related balance or financial statement matter is disclosed.

The accrual basis of accounting has been used in the preparation of these financial statements, except for the cash flow information, whereby assets, liabilities, equity, income and expenses are recognised in the reporting period to which they relate, regardless of when cash is received or paid.

The financial statements are based on the historical cost convention unless a different measurement basis is specifically disclosed in the notes to the financial statements.

Judgements, estimates and assumptions are required to be made about the carrying values of assets and liabilities that are not readily apparent from other sources. The estimates and associated judgements are based on professional judgement derived from historical experience and various other factors that are believed to be reasonable under the circumstances. Actual results may differ from these estimates.

The financial statements have been prepared on a going concern basis. The financial statements are in Australian dollars. The amounts presented in the financial statements have been rounded to the nearest thousand dollars unless otherwise specified. Minor discrepancies in tables between totals and the sum of components are due to rounding.

Revisions to accounting estimates are recognised in the period in which the estimate is revised and also in future periods that are affected by the revision. Judgements and assumptions made by management in the application of AAS's that have significant effects on the financial statements and estimates relate to:

- the fair value of land, buildings, infrastructure, plant and equipment (refer to Note 6.2.)
- the determination of depreciation for buildings, infrastructure, plant and equipment (refer to Note 6.2.).
- the determination of employee provisions (refer to Note 5.5.).
- the determination of whether performance obligations are sufficiently specific so as to determine whether an arrangement is within the scope of *AASB 15 Revenue from Contracts with Customers* or *AASB 1058 Income of Not-for-Profit Entities* (refer to Note 3)
- the determination, in accordance with *AASB 16 Leases*, of the lease term, the estimation of the discount rate when not implicit in the lease and whether an arrangement is in substance short-term or low value (refer to Note 5.8)
- other areas requiring judgements

Unless otherwise stated, all accounting policies are consistent with those applied in the prior year. Where appropriate, comparative figures have been amended to accord with current presentation, and disclosure has been made of any material changes to comparatives.

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Maroondah City Council

2024/2025 Financial Report

Notes to the Financial Statements

for the year ended 30 June 2025

Note 1. Overview (continued)

Goods and Services Tax (GST)

Income and expenses are recognised net of the amount of associated GST. Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the taxation authority is included with other receivables or payables in the balance sheet.

Maroondah City Council

2024/2025 Financial Report

Notes to the Financial Statements

for the year ended 30 June 2025

Note 2. Analysis of our results

Note 2.1 Performance against budget

The performance against budget notes compare Council's financial plan, expressed through its annual budget, with actual performance. The *Local Government (Planning and Reporting) Regulations 2020* requires explanation of any material variances. Council has adopted a materiality threshold of the lower of 10 percent or \$1 million where further explanation is warranted. Explanations have not been provided for variations below the materiality threshold unless the variance is considered to be material because of its nature.

The budget figures detailed below are those adopted by Council on 24 June 2024. The Budget was based on assumptions that were relevant at the time of adoption of the Budget. Council sets guidelines and parameters for income and expense targets in this budget in order to meet Council's planning and financial performance targets for both the short and long-term. The budget did not reflect any changes to equity resulting from asset revaluations, as their impacts were not considered predictable.

These notes are prepared to meet the requirements of the *Local Government Act 2020* and the *Local Government (Planning and Reporting) Regulations 2020*.

2.1.1 Income / Revenue and expenditure

	Budget 2025 \$ '000	Actual 2025 \$ '000	Variance \$ '000	Variance %	Ref
Income / Revenue					
Rates and charges	111,667	111,781	114	0.10%	
Statutory fees and fines	6,137	5,519	(618)	(10.07)%	1
User fees	33,133	32,617	(516)	(1.56)%	2
Grants - operating	9,029	12,771	3,742	41.44%	3
Grants - capital	26,708	25,230	(1,478)	(5.53)%	4
Contributions - monetary	7,697	7,468	(229)	(2.98)%	
Contributions - non monetary	–	158	158	100%	5
Net gain on disposal of property, infrastructure, plant and equipment	768	–	(768)	(100.00)%	6
Share of net profits of associates and joint ventures	–	149	149	100%	
Other income	4,631	5,591	960	20.73%	7
Total income / revenue	199,770	201,284	1,514	0.76%	
Expenses					
Employee costs	70,932	69,336	1,596	2.25%	8
Materials and services	64,955	62,454	2,501	3.85%	9
Depreciation	30,442	28,661	1,781	5.85%	10
Amortisation - intangible assets	–	332	(332)	100%	11
Depreciation - right of use assets	1,529	1,549	(20)	(1.31)%	
Allowance for impairment losses	–	663	(663)	100%	12
Borrowing costs	788	793	(5)	(0.63)%	
Finance costs - leases	182	331	(149)	(81.87)%	13
Net loss on disposal of property, infrastructure, plant and equipment	–	178	(178)	100%	6
Other expenses	810	3,134	(2,324)	(286.91)%	14
Total expenses	169,638	167,431	2,207	1.30%	
Surplus/(deficit) for the year	30,132	33,853	3,721	12.35%	

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Maroondah City Council

2024/2025 Financial Report

Notes to the Financial Statements

for the year ended 30 June 2025

Note 2.1 Performance against budget (continued)

(i) Explanation of material variations

Variance Ref	Explanation
-----------------	-------------

- | | |
|-----|---|
| 1. | The unfavourable variance in statutory fees and fines is mainly due to Planning Fees, linked to a decrease in the number of planning applications received as well as the nature of the planning applications received. There has been a notable decline in applications for major/large-scale developments that would typically incur higher application fees. |
| 2. | The unfavourable variance in user fees is mainly due to a \$566k decrease at the Aquahub Facility. This reduction was a result of the closure of Aquahub during the year for essential maintenance on the aquatics area. |
| 3. | The favourable variance in operating grants is mainly due to 50% of the estimated VGC 2025/26 payment totalling \$2.96 million being brought forward into 2024/25. \$826k of carry forward income recognized in 2024/25. |
| 4. | The unfavourable variance in capital grants is mainly attributed to the Croydon Community HUB A project. \$2.0m was budgeted to be received and expended, In accordance with the exception within Accounting Standard AASB 1058, revenue is recognized when expenses are incurred. In 2024/25 878k was spent and revenue recognized. The project has progressed through the design stage and site preparation, but no construction works have commenced. |
| 5. | The unfavourable variance in contributions is mainly due to the anticipated Ringwood Activity Centre contributions not being received due to delays in the commencement of construction for development projects. This impacts the timing of payments, which are required to be occur before construction begins. Furthermore, payments related to public open space contributions are unfavourable due to the timing and number of land subdivisions. The situation has been affected by delays in construction. |
| 6. | The favourable variance in non-monetary contributions is due to an area of approximately 2000 square meters provided to the Council by the Department of Education . The land adjoins existing Council land and is part of Tarralla Creek Reserve. This allocation was not included in the budget. |
| 7. | The unfavourable variance is a result of the delay in the sale of land for \$1 million, which was budgeted for in 2024/25, this land is now due to be sold in 2025/26. |
| 8. | The favourable variance in Other Income is primarily attributed to actuals exceeding the budget for the Container Deposit Scheme Rebate (\$314k). Additionally, there was a higher return on investments than expected due to an increase in interest rates on higher cash balances (\$297k). |
| 9. | The favourable variance in employee costs is mainly due to short term staff vacancies across the organisation throughout the financial year and casual salary savings linked to the closure of Aquahub for a period of time to undertake essential maintenance.. |
| 10. | The favourable variance in materials and services is mainly due to the delayed implementation of the Council Enterprise resource system, leading to a lower license fee cost for 2024/25. Additionally, a dry summer and autumn season have resulted in reduced green waste processing costs. |
| 11. | The favourable variance in Depreciation is a result of including land under roads in the budgeted depreciation figure. This inclusion led to an overstatement of the budgeted depreciation. Upon identification, this was corrected for future budget calculations. If calculated using the new method, the budgeted depreciation for 2024/2025 would have been approximately \$29 million. |

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Maroondah City Council

2024/2025 Financial Report

Notes to the Financial Statements

for the year ended 30 June 2025

Note 2.1 Performance against budget (continued)

-
12. The unfavourable variance for amortisation of intangible assets is due to it being combined with depreciation within the budget for 2024/25.
 13. Allowance for impairment losses is an unbudgeted item. The unfavourable variance is mainly due to a Planning application fee for development of land for a ten story building was recognised in 2023/24, after a dispute and negotiations the invoice was reduced by \$705k.
 14. The unfavourable variance in finance costs - leases is due to waste trucks being classified as a lease, however were not budgeted as such for 2024/25.
 15. The unfavourable variance in other expenses is due to assets written off during the period (\$2.4m), which is subject to variation and relates to old infrastructure assets reviewed prior to maintenance work. Refer to Note 4.9

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Maroondah City Council

2024/2025 Financial Report

Notes to the Financial Statements

for the year ended 30 June 2025

Note 2.1 Performance against budget (continued)

2.1.2 Capital works

	Budget 2025 \$ '000	Actual 2025 \$ '000	Variance \$ '000	Variance %	Ref
Property					
Buildings	43,736	32,619	(11,117)	(25.42)%	1
Total buildings	43,736	32,619	(11,117)	(25.42)%	
Total property	43,736	32,619	(11,117)	(25.42)%	
Plant and equipment					
Plant, machinery and equipment	2,637	3,544	907	34.40%	2
Fixtures, fittings and furniture	832	942	110	13.22%	3
Computers and telecommunications	516	136	(380)	(73.64)%	4
Total plant and equipment	3,985	4,622	637	15.98%	
Infrastructure					
Roads	4,295	5,138	843	19.63%	5
Footpaths and cycleways	3,292	2,486	(806)	(24.48)%	6
Drainage	3,785	3,009	(776)	(20.50)%	7
Waste management	50	24	(26)	(52.00)%	8
Parks, open space and streetscapes	4,707	6,702	1,995	42.38%	9
Off street car parks	420	478	58	13.81%	10
Other infrastructure	1,215	229	(986)	(81.15)%	11
Total infrastructure	17,764	18,066	302	1.70%	
Total capital works expenditure	65,485	55,307	(10,178)	(15.54)%	
Represented by:					
New asset expenditure	30,611	28,908	(1,703)	(5.56)%	12
Asset renewal expenditure	28,318	22,286	(6,032)	(21.30)%	13
Asset upgrade expenditure	6,556	4,113	(2,443)	(37.26)%	14
Total capital works expenditure	65,485	55,307	(10,178)	(15.54)%	

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2024/2025 Financial Report

Notes to the Financial Statements

for the year ended 30 June 2025

Note 2.1 Performance against budget (continued)

(i) Explanation of material variations

Variance Explanation

- | Ref | Explanation |
|-----|--|
| 1. | Council budgeted to spend \$10.85M on Croydon Community Wellbeing Precinct Cultural Hub, the project continued through design stage and site preparation however no construction works commenced in 2024/2025. Resulting an underspend in comparison to budget of around \$10M, the remaining variance can be attributed to Ringwood Activity Centre Carpark with work nearing completion however set to continue into the early stages of the 25/26 financial year. |
| 2. | There was an overspend in this capital works line item due to supply chain issues of prior periods which have appeared to ease resulting in a reduction of items on back order and the arrival of several key plant items. A decision was also made to purchase some fleet items that had previously been leased, while this increased current year spend this will be offset over the life of the items. The increase in expenditure was offset by an increase in income received as higher than expected sales. |
| 3. | Overspend can be attributed to the completion of the Croydon laneway carried forward project from 23/24 (\$0.06M) and the fit out of the new Karralyka foyer (\$0.12M). (This increased spend was slightly offset by a reduction in spend against the equipment replacement budget amount). |
| 4. | Underspend in this line item is slightly offset by spend on intangible software of \$0.1M. |
| 5. | This line item's overspend can be attributed to the completion of around \$0.2M of carried forward project from 2023/2024, along with the allocation of around \$0.7M towards road asset works as part of completing drainage/footpath budgeted projects. |
| 6. | This underspend can be attributed to multiple factors, including as mentioned above for roads there was around \$0.35M of footpath related works that incorporated other asset works and therefore categorised across roads and drainage. A further \$0.2M has been allocated to complete path works that fall within parks and open space, including Mullum Mullum Creek Trail Improvement. Unspent funds are being carried forward into 2025/2026 to complete upcoming projects. |
| 7. | As mentioned within roads, a portion of drainage budgeted works resulted in related works to Council roads, therefore the allocated spend is demonstrated in the overspend in the roads asset class. There was \$0.5M attributed to the roads asset class as a result of drainage works undertaken, the remainder of the underspend is associated with the continued works for Mullum Mullum Retarding Basin (\$0.25M). |
| 8. | Slight underspend, it is anticipated that \$0.05M will be spent on turning point works each year however this was not achieved this year. |
| 9. | Spend more than budget can be attributed to over \$0.5M of carry forward projects being completed this financial year including Ringwood North oval and golf safety fencing, with the carry forward portion not part of the 2024/2025 budget. Total works at Ringwood North oval amounted to \$1.7M, difference between budgeted amount and spend was offset by the under spend in buildings with budget reallocated for current year and to be reallocated back future years. There was also budget allocated from Footpaths into Open space as part of the Mullum Mullum Creek Trail Improvement works, along with allocations from the chosen projects for the capital community funding resulting in open space asset expenditure. |
| 10. | The completion of HE Parker Carpark (\$0.115M) and Heathmont Reserve Carpark (\$0.2M) occurred throughout the year, with both having a small carry forward budget. Along with works completed at Ainslie Park Carpark. |
| 11. | Ringwood Metro Activity Centre had minimal dollars allocated to the project in the year, \$0.6M down on budget. Works are only be carried out on pre-determined projects, of which there were no projects ready to progress in 2024/2025. Further to the above the other major reason for the underspend is \$0.16M of the commercial centres budget which is being carried forward to 2025/2026. |
| 12. | The timeframe for the completion of the Ringwood Activity Centre Carpark is the reason for the variance here, with works fully budgeted in 2024/2025 but the completion of the project is expected to now occur in the early stages of the 2025/2026 financial year. |
| 13. | Variance is attributed to Croydon Community Wellbeing Precinct Cultural Hub, with works not progressing passed design and site preparation phases. With over \$7.5M budgeted for in 2024/2025 which was not spent. |
| 14. | Variance is attributed to Croydon Community Wellbeing Precinct Cultural Hub, with works not progressing passed design and site preparation phases. With over \$2.2M budgeted as upgrade works in 2024/2025 which was not spent. |

Maroondah City Council

2024/2025 Financial Report

Notes to the Financial Statements

for the year ended 30 June 2025

Note 2.2 Analysis of Council results by program

2.2.1 Analysis of Council results by program

Council delivers its functions and activities through the following programs.

Assets and Leisure

The directorate is responsible for:

- Projects and Asset Management, which includes strategic asset management, open space strategic direction and policy development, capital works renewal program development for roads, car parks, community facilities and public open spaces, and the delivery of community facility and open space capital works improvement projects. This area also includes the maintenance and management of Maroondah's community facility assets
- Leisure and Major Facilities, which provides opportunities, activities and events to encourage increased community involvement and physical activity. This area manages Council's Maroondah Leisure facilities, including Aquanation, Aquahub, Ringwood and Dorset Golf, The Rings, The Nets, Maroondah Edge and Croydon Memorial Pool. It is also responsible for overall occupancy of Council's sporting facilities and pavilions including seasonal allocations, leases, licences and casual use, as well as the maintenance and management of Maroondah's sportsfields
- Operations maintains Maroondah's built and natural environment community assets, including parks, gardens, bushland, trees, waterways, stormwater drainage, roads and footpaths, as well as fleet management and maintenance. This area also includes cleansing, street sweeping, public toilet cleaning, and graffiti management.

Chief Executive Office

The Chief Executive Officer is the principal advisor to Council and the key liaison between the elected Council and Council administration. The responsibility of the office is to ensure that Council's vision is realised through the organisation's activities and that policies and programs of Council are effectively managed. The office provides support to the Mayor and Councillors and undertakes principal advocacy and stakeholder management activities on behalf of the City.

Chief Financial Office

The directorate is responsible for the provision of several corporate services to operational areas of Council, and includes:

- Finance & Commercial
- Cyber & Technology
- Governance & Performance

This includes the provision of efficient, effective and proactive support services across Council to enable the delivery of policy commitments, Council plan and vision. The provision of these service areas listed above includes finance services, delivering technological infrastructure to provide council services, property, governance and procurement, risk management and waste management services and program delivery and program integration and development.

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Maroondah City Council

2024/2025 Financial Report

Notes to the Financial Statements

for the year ended 30 June 2025

Note 2.2 Analysis of Council results by program (continued)

People and Places

The Directorate is responsible for:

- Business and Precincts manages the relationship between Council and the business community to facilitate economic prosperity for Maroondah and the Eastern Region; providing placement at activity centres; working with the creative community and managing a range of arts, performance and cultural facilities.
- Communications and Citizen Experience manages public relations, communications, community engagement and corporate marketing via a range of channels and sites, and to keep the community and employees informed and engaged with associated strategies
- Community Services works with and supports all ages, abilities and diverse cultural groups essential in planning and building community wellbeing across Maternal and Child Health; Childrens and Youth Services, Family Services and Aged and Disability Services.
- People and Culture optimises service delivery outcomes as delivered and facilitated by employees, student placements and volunteers across strategy, policy and procedures to meet best practice contemporary employee relations and legislative requirements. These include change management, employee and leadership development, employee relations, gender equality, Occupational Health and Safety, Work Cover and injury management.

Strategy and Development

The directorate is responsible for:

- City Futures, which coordinates consultation for and delivery of key strategic policies, plans and actions relating city planning, liveability, environmental sustainability, community development and community wellbeing.
- Engineering and Building Services, provides engineering expertise in areas of transportation planning, drainage, engineering development approvals, asset protection, and capital works project management. It also provides building related approval permits, siting and hoarding consents, property information, and a range of other essential service and compliance activities set as legislative requirements.
- Statutory Planning facilitates Council's statutory land use and development decisions, environmental and planning compliance activities, delivering on key obligations under the Planning and Environmental Act and the Maroondah Planning Scheme.
- Community Safety manages Council's statutory and compliance activities under the Public Health and Wellbeing Act, Food Act, Emergency Management Act and Council's Local Laws. It includes Environmental Health, Immunisation, Emergency Management and Local Laws.

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2024/2025 Financial Report

Notes to the Financial Statements

for the year ended 30 June 2025

Note 2.2 Analysis of Council results by program (continued)

2.2.2 Summary of income / revenue, expenses, assets and capital expenses by program

Functions/activities	Income / Revenue \$ '000	Expenses \$ '000	Surplus / (Deficit) \$ '000	Grants included in income / revenue \$ '000	Total assets \$ '000
2025					
Assets and Leisure	55,625	80,205	(24,580)	25,353	2,950,362
Chief Executive Office	5	1,829	(1,824)	—	—
Chief Financial Office	121,397	38,217	83,180	8,721	115,190
People and Places	11,470	28,553	(17,083)	3,567	—
Strategy and Development	12,787	18,627	(5,840)	360	—
Total functions and activities	201,284	167,431	33,853	38,001	3,065,740
2024					
Unattributed	—	—	—	—	200
Assets and Leisure	36,052	75,330	(39,278)	6,740	2,201,388
Chief Executive Office	49	1,792	(1,743)	—	—
Chief Financial Office	109,088	34,870	74,218	355	111,826
People and Places	11,844	28,640	(16,796)	3,891	—
Strategy and Development	14,046	17,905	(3,859)	300	—
Total functions and activities	171,079	158,537	12,542	11,286	2,313,414

Maroondah City Council

2024/2025 Financial Report

Notes to the Financial Statements

for the year ended 30 June 2025

Note 3. Funding for the delivery of our services

	2025	2024
	\$ '000	\$ '000

3.1 Rates and charges

Council uses capital improved value ("CIV") as the basis of valuation of all properties within the municipal district. The CIV of a property is the market value of land and improvements.

The valuation base used to calculate general rates for 2024/2025 was \$46.45 billion (2023/24 \$44.09 billion).

General rates	90,171	86,780
Waste management charge	20,496	19,947
Special rates and charges	158	127
Supplementary rates and rate adjustments	521	933
Interest on rates and charges	416	303
Cultural and recreational	19	19
Total rates and charges	111,781	108,109

The date of the latest general revaluation of land for rating purposes within the municipal district was 1 January 2024, and the valuation will be first applied in the rating year commencing 1 July 2024.

Annual rates and charges are recognised as income when Council issues annual rates notices. Supplementary rates are recognised when a valuation and reassessment is completed and a supplementary rates notice issued.

	2025	2024
	\$ '000	\$ '000

3.2 Statutory fees and fines

Infringements and costs	1,814	1,913
Court recoveries	367	341
Town planning fees	1,287	1,445
Land information certificates	133	120
Permits	1,908	1,863
Other	10	122
Total statutory fees and fines	5,519	5,804

Statutory fees and fines are recognised as income when the service has been provided, the payment is received, or when the penalty has been applied, whichever first occurs.

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Maroondah City Council

2024/2025 Financial Report

Notes to the Financial Statements

for the year ended 30 June 2025

Note 3. Funding for the delivery of our services (continued)

	2025 \$ '000	2024 \$ '000
3.3 User fees		
Active leisure centres	24,889	23,994
Aged and health services	764	714
Asset Protection	292	283
Child care and children's programs	503	450
Community facilities recreation	958	829
Community health	80	64
Local laws	219	185
Occupation road reserve	67	108
Performing arts, functions and conferences	3,652	3,850
Public notices	85	94
Engineering and Building services	532	419
Youth programs	17	3
Other fees / charges	559	619
Total user fees	32,617	31,612
User fees by timing of revenue recognition		
User fees recognised at a point in time	32,617	31,612
Total user fees	32,617	31,612

User fees are recognised as revenue when the service has been provided or the payment is received, whichever first occurs.

	2025 \$ '000	2024 \$ '000
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3.4 Funding from other levels of government

Grants were received in respect of the following:

Summary of grants

Commonwealth funded grants	35,059	7,343
State funded grants	2,942	3,943
Total grants received	38,001	11,286

(a) Operating Grants**Recurrent - Commonwealth Government**

Aged care	1,169	946
Community health	—	11
Financial Assistance Grants	8,721	244
Youth and Children services	—	—

Recurrent - State Government

Aged care	4	557
Community Health	69	64
Maternal and child health	1,427	1,393
Youth and Children services	76	80
Other	—	2

Total recurrent operating grants

11,466 3,297

Non-recurrent - Commonwealth Government

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Maroondah City Council

2024/2025 Financial Report

Notes to the Financial Statements

for the year ended 30 June 2025

Note 3. Funding for the delivery of our services (continued)

	2025 \$ '000	2024 \$ '000
Other	10	–
Sport and recreation	54	–
Non-recurrent - State Government		
Activity Centre Development	196	290
Aged care	–	42
Asset management	–	50
Engineering and Building Services	9	39
Community health	26	30
Community wellbeing	51	97
COVID-19	–	111
Engineering services	84	11
Maternal and child health	150	143
Sport and recreation	62	51
Strategic Planning and Sustainability	88	49
Youth and Children services	535	440
Natural Environment	40	–
Total non-recurrent operating grants	1,305	1,353
Total operating grants	12,771	4,650
(b) Capital Grants		
Non-recurrent - Commonwealth Government		
Buildings	878	–
Car parks	23,090	5,101
Recreational, leisure and community facilities	–	500
Roads	1,137	541
Non-recurrent - State Government		
Buildings	81	59
Commercial centres	7	173
Drainage	–	173
Recreational, leisure and community facilities	–	67
Roads	37	–
Other	–	22
Total non-recurrent capital grants	25,230	6,636
Total capital grants	25,230	6,636

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Maroondah City Council

2024/2025 Financial Report

Notes to the Financial Statements

for the year ended 30 June 2025

Note 3. Funding for the delivery of our services (continued)

	2025	2024
	\$ '000	\$ '000

(c) Recognition of grant income

Before recognising funding from government grants as revenue the Council assesses whether there is a contract that is enforceable and has sufficiently specific performance obligations in accordance with AASB 15 Revenue from Contracts with Customers. When both these conditions are satisfied, the Council:

- identifies each performance obligation relating to revenue under the contract/agreement
- determines the transaction price
- recognises a contract liability for its obligations under the agreement
- recognises revenue as it satisfies its performance obligations, at the point in time or over time when services are rendered.

Where the contract is not enforceable and/or does not have sufficiently specific performance obligations, the Council applies AASB 1058 Income for Not-for-Profit Entities.

Grant revenue with sufficiently specific performance obligations is recognised over time as the performance obligations specified in the underlying agreement are met. Where performance obligations are not sufficiently specific, grants are recognised on the earlier of receipt or when an unconditional right to receipt has been established. Grants relating to capital projects are generally recognised progressively as the capital project is completed. The following table provides a summary of the accounting framework under which grants are recognised.

Income recognised under AASB 1058 Income of Not-for-Profit Entities

General purpose	8,721	244
Specific purpose grants to acquire non-financial assets	25,230	6,636

Revenue recognised under AASB 15 Revenue from Contracts with Customers

Specific purpose grants	4,050	4,406
	38,001	11,286

(d) Unspent grants received on condition that they be spent in a specific manner:**Operating**

Balance at start of year	996	1,046
Received during the financial year and remained unspent at balance date	717	797
Received in prior years and spent during the financial year	(720)	(847)
Balance at year end	993	996

Capital

Balance at start of year	14,517	18,213
Received during the financial year and remained unspent at balance date	2,149	134
Received in prior years and spent during the financial year	(13,975)	(3,830)
Balance at year end	2,691	14,517

Unspent grants are determined and disclosed on a cash basis.

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Maroondah City Council

2024/2025 Financial Report

Notes to the Financial Statements
for the year ended 30 June 2025

Note 3. Funding for the delivery of our services (continued)

	2025	2024
	\$ '000	\$ '000
3.5 Contributions		
Monetary	7,468	7,773
Total contributions	7,468	7,773
Non-monetary contributions		
Non-monetary	158	—
Total non-monetary contributions	158	—

Monetary and non monetary contributions are recognised as income at their fair value when Council obtains control over the contributed asset.

Maroondah City Council

2024/2025 Financial Report

Notes to the Financial Statements

for the year ended 30 June 2025

Note 3. Funding for the delivery of our services (continued)

	2025 \$ '000	2024 \$ '000
3.6 Net gain/(loss) on disposal of property, infrastructure, plant and equipment		
Proceeds of sale - monetary	1,236	1,389
Written down value of assets disposed	(1,414)	(523)
Total net gain/(loss) on disposal of property, infrastructure, plant and equipment	(178)	866
Total net gain/(loss) on disposal of property, infrastructure, plant and equipment	(178)	866

The profit or loss on sale of an asset is determined when control of the asset has passed to the buyer.

	2025 \$ '000	2024 \$ '000
3.7 Other income		
Interest on investments	3,605	4,078
Container Deposit Scheme Rebate	334	299
Childcare Subsidy	298	—
Rent	960	911
Other	394	151
Total other income	5,591	5,439

Interest is recognised as it is earned.

Other income is measured at the fair value of the consideration received or receivable and is recognised when Council gains control over the right to receive the income.

Maroondah City Council

2024/2025 Financial Report

Notes to the Financial Statements

for the year ended 30 June 2025

Note 4. The cost of delivering services

	2025	2024
	\$ '000	\$ '000

4.1 Employee costs

(a) Employee costs

Wages and salaries	60,682	58,951
WorkCover	1,087	977
Superannuation	6,986	6,517
Fringe benefits tax	581	564
Total employee costs	69,336	67,009

(b) Superannuation

Council made contributions to the following funds:

Defined benefit fund

Employer contributions to Local Authorities Superannuation Fund (Vision Super)	113	173
	113	173

Accumulation funds

Employer contributions to Local Authorities Superannuation Fund (Vision Super)	3,225	3,035
Employer contributions - other funds	3,648	3,309
	6,873	6,344

Total superannuation costs

	6,986	6,517
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Contributions made exclude amounts accrued at balance date. Refer to note 9.3 for further information relating to Council's superannuation obligations.

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Maroondah City Council

2024/2025 Financial Report

Notes to the Financial Statements

for the year ended 30 June 2025

Note 4. The cost of delivering services (continued)

	2025 \$ '000	2024 \$ '000
4.2 Materials and services		
Agency staff	582	453
Apprentices	470	415
Bank charges	335	374
Cleaning	1,253	1,314
Communications, postage and advertising	1,079	1,159
Consultants	1,184	936
Cost of goods sold	1,238	1,341
Fire services levy	149	124
Food costs - meals on wheels	675	660
Fuels, oil, registrations and running costs - plant and fleet	1,480	1,514
Grants to the community	547	536
Insurance	2,769	1,624
Legal fees	509	663
Library contribution	3,117	3,033
Licence fees	1,191	668
Maintenance	5,698	5,103
Marketing and promotion	133	149
Materials	2,054	2,051
Memberships and subscriptions	466	391
Printing and stationary	268	172
Security	610	560
Training	280	490
Uniforms	120	164
Utilities	3,981	3,466
Other	4,174	4,444
Contract payments - waste	15,853	15,421
Contract payments - operations	5,273	4,358
Contract payments - valuations	57	57
Contract payments - election	543	70
Contractors - other	6,366	5,791
Total materials and services	62,454	57,501

Expenses are recognised as they are incurred and reported in the financial year to which they relate.

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Maroondah City Council

2024/2025 Financial Report

Notes to the Financial Statements

for the year ended 30 June 2025

Note 4. The cost of delivering services (continued)

	2025 \$ '000	2024 \$ '000
4.3 Depreciation		
Property		
Buildings - non specialised	7,139	5,736
Total depreciation - property	7,139	5,736
Plant and equipment		
Plant machinery and equipment	1,866	1,521
Fixtures fittings and furniture	818	664
Computers and telecommunications	16	21
Total depreciation - plant and equipment	2,700	2,206
Infrastructure		
Roads	7,392	7,348
Bridges	151	151
Footways and cycleways	2,195	2,157
Drainage	5,728	5,469
Parks open spaces and streetscapes	2,971	2,898
Off street car parks	385	430
Total depreciation - infrastructure	18,822	18,453
Total depreciation	28,661	26,395

Refer to note 5.2(c), 5.8 and 6.2 for a more detailed breakdown of depreciation and amortisation charges and accounting policy

	2025 \$ '000	2024 \$ '000
4.4 Amortisation - Intangible assets		
Software	332	298
Total Amortisation - Intangible assets	332	298

	2025 \$ '000	2024 \$ '000
4.5 Depreciation - Right of use assets		
Vehicles	587	589
Photocopiers	46	48
IT Equipment	742	717
Leisure equipment	171	215
Land	3	4
Total Depreciation - Right of use assets	1,549	1,573

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Maroondah City Council

2024/2025 Financial Report

Notes to the Financial Statements
for the year ended 30 June 2025

Note 4. The cost of delivering services (continued)

	2025	2024
	\$ '000	\$ '000

4.6 Allowance for impairment losses

Other debtors	663	105
Total allowance for impairment losses	663	105

Movement in allowance for impairment losses in respect of debtors

Balance at the beginning of the year	115	13
New allowances recognised during the year	(41)	105
Amounts already allowed for and written off as uncollectible	–	(3)
Amounts allowed for but recovered during the year	–	–
Balance at end of year	74	115

An allowance for impairment losses in respect of debtors is recognised based on an expected credit loss model. This model considers both historic and forward looking information in determining the level of impairment.

Maroondah City Council

2024/2025 Financial Report

Notes to the Financial Statements

for the year ended 30 June 2025

Note 4. The cost of delivering services (continued)

	2025	2024
	\$ '000	\$ '000

4.7 Borrowing costs

Interest - Borrowings	793	914
Total borrowing costs	793	914

Borrowing costs are recognised as an expense in the period in which they are incurred, except where they are capitalised as part of a qualifying asset constructed by Council.

	2025	2024
	\$ '000	\$ '000

4.8 Finance Costs - Leases

Interest - Lease Liabilities	331	368
Total finance costs	331	368

	2025	2024
	\$ '000	\$ '000

4.9 Other expenses

Auditors' remuneration - VAGO - audit of the financial statements, performance statement and grant acquittals	84	97
Auditors' remuneration - Internal Audit	82	60
Councillors' allowances	386	378
Operating Lease rentals	112	142
Assets written-off / impaired	2,371	3,697
Other	99	—
Total other expenses	3,134	4,374

Maroondah City Council

2024/2025 Financial Report

Notes to the Financial Statements

for the year ended 30 June 2025

Note 5. Investing in and financing our operations

	2025	2024
	\$ '000	\$ '000

5.1 Financial assets

(a) Cash and cash equivalents

Current

Cash on hand	19	19
Cash at bank	47,702	32,238
Term deposits	30,718	19,095
Total current cash and cash equivalents	78,439	51,352

(b) Other financial assets

Current

Term deposits	9,319	36,001
Total other financial assets	9,319	36,001

Total cash and cash equivalents and other financial assets

87,758	87,353
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Cash and cash equivalents include cash on hand, deposits at call, and other highly liquid investments with original maturities of three months or less, net of outstanding bank overdrafts.

Other financial assets are valued at fair value, at balance date. Term deposits are measured at original cost. Any unrealised gains and losses on holdings at balance date are recognised as either a revenue or expense.

Other financial assets include term deposits and those with original maturity dates of three to 12 months are classified as current, whilst term deposits with maturity dates greater than 12 months are classified as non-current.

(c) Trade & Other Receivables

Current

Statutory receivables

Rates debtors	5,087	6,001
Garbage charges - debtors	1,118	1,336
Infringement debtors	347	364
Net GST receivable	619	730

Non-statutory receivables

Project contribution receivables	21	9
Allowance for expected credit loss - other debtors	(74)	(116)
Interest accrued - other investments	146	752
Other debtors	4,864	3,251

Total current trade and other receivables

12,128	12,327
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Maroondah City Council

2024/2025 Financial Report

Notes to the Financial Statements

for the year ended 30 June 2025

Note 5. Investing in and financing our operations (continued)

	2025 \$ '000	2024 \$ '000
Non-Current		
<i>Statutory receivables</i>		
Rates debtors	—	36
<i>Non-statutory receivables</i>		
Project contribution receivables	76	6
Other debtors	48	48
Total non-current trade and other receivables	124	90
Total trade and other receivables	12,252	12,417

Short term receivables are carried at invoice amount. An allowance for expected credit losses is recognised based on past experience and other objective evidence of expected losses. Long term receivables are carried at amortised cost using the effective interest rate method.

(d) Ageing of receivables

The ageing of the Council's trade & other receivables (excluding statutory receivables) that are not impaired was:

Current (not yet due)	4,734	3,326
Past due by up to 30 days	158	523
Past due between 31 and 180 days	79	41
Past due between 181 and 365 days	59	122
Past due by more than 1 year	125	56
Total trade and other receivables	5,155	4,068

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2024/2025 Financial Report

Notes to the Financial Statements

for the year ended 30 June 2025

Note 5. Investing in and financing our operations (continued)

	2025	2024
	\$ '000	\$ '000

5.2 Non-financial assets

(a) Inventories

Inventories held for distribution	155	140
Inventories held for sale	414	332
Total inventories	569	472

Inventories held for distribution are measured at cost, adjusted when applicable for any loss of service potential. All other inventories, including land held for sale, are measured at the lower of cost and net realisable value. Where inventories are acquired for no cost or nominal consideration, they are measured at current replacement cost at the date of acquisition.

(b) Other assets

Prepayments	2,007	922
Total other assets	2,007	922

(c) Intangible assets

Software	820	1,051
Total intangible assets	820	1,051

	Software	Total
	\$ '000	\$ '000

Gross Carrying Amount

Balance at 1 July 2024	1,658	1,658
Other additions	101	101
Disposals	(245)	(245)
Balance at 30 June 2025	1,514	1,514

Accumulated amortisation and impairment

Balance at 1 July 2024	607	607
Amortisation expense	332	332
Disposals	(245)	(245)
Balance at 30 June 2025	694	694

Net book value at 30 June 2024

	1,051	1,051
--	-------	-------

Net book value at 30 June 2025

	820	820
--	-----	-----

Intangible assets with finite lives are amortised as an expense on a systematic basis over the asset's useful life. Amortisation is generally calculated on a straight line basis, at a rate that allocates the asset value, less any estimated residual value over its estimated useful life. Estimates of the remaining useful lives and amortisation method are reviewed at least annually, and adjustments made where appropriate.

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2024/2025 Financial Report

Notes to the Financial Statements

for the year ended 30 June 2025

Note 5. Investing in and financing our operations (continued)

	2025 \$ '000	2024 \$ '000
5.3 Payables, trust funds and deposits and contract and other liabilities		
(a) Trade and other payables		
Current		
<i>Non-statutory payables</i>		
Trade payables	31,518	29,902
Accrued expenses	2,470	2,256
Total current trade and other payables	33,988	32,158
(b) Trust funds and deposits		
Current		
Refundable deposits	4,599	4,748
Fire services levy	3,472	757
Retention amounts	161	193
Special rate assessment	—	158
Total current trust funds and deposits	8,232	5,856
Non-current		
Refundable deposits	6	6
Total non-current trust funds and deposits	6	6

Purpose and nature of items

Refundable Deposits - Deposits are taken by Council as a form of surety in a number of circumstances, including in relation to building works, tender deposits, contract deposits and the use of civic facilities.

Fire Service Levy - Council is the collection agent for fire services levy on behalf of the State Government. Council remits amounts received on a quarterly basis. Amounts disclosed here will be remitted to the state government in line with that process.

Retention Amounts - Council has a contractual right to retain certain amounts until a contractor has met certain requirements or a related warrant or defect period has elapsed. Subject to the satisfactory completion of the contractual obligations, or the lapsing of time, these amounts will be paid to the relevant contractor in line with Council's contractual obligations.

Special Rate Assessment - Council is the collection agent for promotional expenditure on behalf of various traders Associations. Council remits amounts received on a quarterly basis. Amounts disclosed here will be remitted to the traders associations in line with that process.

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Maroondah City Council

2024/2025 Financial Report

Notes to the Financial Statements

for the year ended 30 June 2025

Note 5. Investing in and financing our operations (continued)

	2025 \$ '000	2024 \$ '000
(c) Contract and other liabilities		
Contract liabilities		
Current		
Grants received in advance:		
Grants received in advance - operating	922	996
Grants received in advance - capital	2,687	—
Total grants received in advance	3,609	996
User fees received in advance:		
Other	26	—
Total user fees received in advance	26	—
Total current contract liabilities	3,635	996
Other liabilities		
Current		
Deferred capital grants	—	14,292
Total current other liabilities	—	14,292
Total current contract and other liabilities	3,635	15,288
Other liabilities		
Non-current		
Deferred capital grants	—	225
Total non-current other liabilities	—	225
Total non-current contract and other liabilities	—	225

Contract liabilities

Contract liabilities reflect consideration received in advance from customers in respect of user fees and grants received in advance. Contract liabilities are derecognised and recorded as revenue when promised goods and services are transferred to the customer.

Other liabilities

Grant consideration was received from state and federal funding sources to support the construction of Council infrastructure. Grant consideration is recognised as income following specific guidance under AASB 1058 as the asset is constructed. Income is recognised to the extent of costs incurred-to-date because the costs of construction most closely reflect the stage of completion of Council assets. As such, Council has deferred recognition of a portion of the grant consideration received as a liability for outstanding obligations. Non-current unearned income amounts represent grant funding received by Council in relation to large, multi-year capital construction agreements. The non-current portion has been identified via planned expenditure and progress towards the projects as per Council's 10 year capital works program and adopted budget.

	2025 \$ '000	2024 \$ '000
--	-----------------	-----------------

5.4 Interest-bearing liabilities

Current

Treasury Corporation of Victoria borrowings - secured	1,224	1,180
Borrowings - secured	1,866	1,782
Total current interest-bearing liabilities	3,090	2,962

Non-current

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Maroondah City Council

2024/2025 Financial Report

Notes to the Financial Statements

for the year ended 30 June 2025

Note 5. Investing in and financing our operations (continued)

	2025 \$ '000	2024 \$ '000
Treasury Corporation of Victoria borrowings - secured	5,359	6,583
Borrowings - secured	7,320	9,180
Total non-current interest-bearing liabilities	12,679	15,763
Total	15,769	18,725

Borrowings are secured by a deed of charge over Council rates.

a) The maturity profile for Council's borrowings is:

Not later than one year	3,090	2,962
Later than one year and not later than five years	12,679	14,641
Later than five years	—	1,122
	15,769	18,725

Borrowings are initially measured at fair value, being the cost of the interest bearing liabilities, net of transaction costs. The measurement basis subsequent to initial recognition depends on whether the Council has categorised its interest-bearing liabilities as either financial liabilities designated at fair value through the profit and loss, or financial liabilities at amortised cost. Any difference between the initial recognised amount and the redemption value is recognised in net result over the period of the borrowing using the effective interest method.

The classification depends on the nature and purpose of the interest bearing liabilities. The Council determines the classification of its interest bearing liabilities based on contractual repayment terms at every balance date.

In classifying borrowings as current or non-current Council considers whether at balance date it has the right to defer settlement of the liability for at least twelve months after the reporting period. Council's loan arrangements include covenants based on Council's financial performance and position at the end of the reporting period. These covenants are assessed for compliance after the reporting period based on specified financial ratios.

	Employee provisions \$ '000	Other \$ '000	Total \$ '000
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5.5 Provisions

2025

Balance at the beginning of the financial year	16,397	—	16,397
Additional provisions	5,990	575	6,565
Amounts used	(5,333)	—	(5,333)
Change in the discounted amount arising because of time and the effect of any change in the discount rate	(18)	—	(18)
Balance at the end of the financial year	17,036	575	17,611

Provisions

Provisions - current	15,592	575	16,167
Provisions - non-current	1,444	—	1,444
Total Provisions	17,036	575	17,611

2024

Balance at the beginning of the financial year	15,916	—	15,916
Additional provisions	5,381	—	5,381
Amounts used	(5,132)	—	(5,132)
Change in the discounted amount arising because of time and the effect of any change in the discount rate	232	—	232

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Maroondah City Council

2024/2025 Financial Report

Notes to the Financial Statements
for the year ended 30 June 2025

Note 5. Investing in and financing our operations (continued)

	Employee provisions \$ '000	Other \$ '000	Total \$ '000
Balance at the end of the financial year	16,397	–	16,397
Provisions			
Provisions - current	15,066	–	15,066
Provisions - non-current	1,331	–	1,331
Total Provisions	16,397	–	16,397

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2024/2025 Financial Report

Notes to the Financial Statements

for the year ended 30 June 2025

Note 5. Investing in and financing our operations (continued)

	2025 \$ '000	2024 \$ '000
(a) Employee provisions		
Current provisions expected to be wholly settled within 12 months		
Annual leave	3,565	3,446
Long service leave	1,211	1,161
Service gratuities	6	6
	<u>4,782</u>	<u>4,613</u>
Current provisions expected to be wholly settled after 12 months		
Annual leave	1,337	1,302
Long service leave	9,452	9,120
Service gratuities	21	31
	<u>10,810</u>	<u>10,453</u>
Total current employee provisions	<u>15,592</u>	<u>15,066</u>
Non-Current		
Long service leave	1,444	1,331
Total Non-Current Employee Provisions	<u>1,444</u>	<u>1,331</u>
Aggregate Carrying Amount of Employee Provisions:		
Current	15,592	15,066
Non-current	1,444	1,331
Total Aggregate Carrying Amount of Employee Provisions	<u>17,036</u>	<u>16,397</u>

The calculation of employee costs and benefits includes all relevant on-costs and are calculated as follows at reporting date.

Annual leave

A liability for annual leave is recognised in the provision for employee benefits as a current liability because the Council does not have an unconditional right to defer settlement of the liability. Liabilities for annual leave are measured at:

- nominal value if the Council expects to wholly settle the liability within 12 months
- present value if the Council does not expect to wholly settle within 12 months.

Liabilities that are not expected to be wholly settled within 12 months of the reporting date are recognised in the provision for employee benefits as current liabilities, measured at the present value of the amounts expected to be paid when the liabilities are settled using the remuneration rate expected to apply at the time of settlement.

Long service leave

Liability for long service leave (LSL) is recognised in the provision for employee benefits. LSL is measured at present value. Unconditional LSL is disclosed as a current liability. Conditional LSL that has been accrued, where an employee is yet to reach a qualifying term of employment, is disclosed as a non-current liability.

Key assumptions:

- weighted average discount rate	4.20%	4.35%
- inflation rate	4.25%	4.45%

(b) Other provisions**Current**

Insurance Excess	575	—
Total	<u>575</u>	<u>—</u>

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Maroondah City Council

2024/2025 Financial Report

Notes to the Financial Statements
for the year ended 30 June 2025

Note 5. Investing in and financing our operations (continued)

	2025	2024
	\$ '000	\$ '000

5.6 Financing arrangements

The Council has the following funding arrangements in place as at 30 June 2025.

Bank overdraft	1,500	1,500
Corporate purchasing cards	300	300
Treasury Corporation of Victoria facilities	6,583	7,763
Other facilities	9,185	10,962
Total Facilities	17,568	20,525
Used facilities	(15,958)	(18,886)
Used facilities	(15,958)	(18,886)
Unused facilities	1,610	1,639

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Maroondah City Council

2024/2025 Financial Report

Notes to the Financial Statements

for the year ended 30 June 2025

Note 5. Investing in and financing our operations (continued)

5.7 Commitments

The Council has entered into the following commitments. Commitments are not recognised in the Balance Sheet. Commitments are disclosed at their nominal value and presented inclusive of the GST payable.

(a) Commitments for expenditure

	Not later than 1 year \$ '000	Later than 1 year and not later than 2 years \$ '000	Later than 2 years and not later than 5 years \$ '000	Later than 5 years \$ '000	Total \$ '000
2025					
Operating					
Recycling	1,647	1,713	5,452	13,240	22,052
Waste management	13,886	14,442	45,997	111,649	185,974
Cleaning contracts for council buildings	1,577	1,172	—	—	2,749
Other	4,141	4,487	1,695	2,318	12,641
Total	21,251	21,814	53,144	127,207	223,416
Capital					
Buildings	27,190	21,526	14,336	—	63,052
Roads	9,445	2,708	—	—	12,153
Parks and reserves	7,079	3,393	2,103	—	12,575
Total	43,714	27,627	16,439	—	87,780
2024					
Operating					
Recycling	1,767	1,837	5,907	14,344	23,855
Waste management	15,258	15,869	51,010	60,720	142,857
Cleaning contracts for council buildings	1,412	1,129	910	—	3,451
Other	3,059	2,470	18,633	—	24,162
Total	21,496	21,305	76,460	75,064	194,325
Capital					
Buildings	17,053	15,451	1,132	—	33,636
Roads	391	130	910	—	1,431
Parks and reserves	117	—	—	—	117
Total	17,561	15,581	2,042	—	35,184

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Maroondah City Council

2024/2025 Financial Report

Notes to the Financial Statements

for the year ended 30 June 2025

Note 5. Investing in and financing our operations (continued)

5.8 Leases

At inception of a contract, Council assesses whether a contract is, or contains, a lease. A contract is, or contains, a lease if the contract conveys the right to control the use of an identified asset for a period of time in exchange for consideration. To identify whether a contract conveys the right to control the use of an identified asset, it is necessary to assess whether:

- The contract involves the use of an identified asset;
- Council has the right to obtain substantially all of the economic benefits from use of the asset throughout the period of use; and
- Council has the right to direct the use of the asset.

This policy is applied to contracts entered into, or changed, on or after 1 July 2019.

As a lessee, Council recognises a right-of-use asset and a lease liability at the lease commencement date. The right-of-use asset is initially measured at cost which comprises the initial amount of the lease liability adjusted for:

- any lease payments made at or before the commencement date less any lease incentives received; plus
- any initial direct costs incurred; and
- an estimate of costs to dismantle and remove the underlying asset or to restore the underlying asset or the site on which it is located.

The right-of-use asset is subsequently depreciated using the straight-line method from the commencement date to the earlier of the end of the useful life of the right-of-use asset or the end of the lease term. The estimated useful lives of right-of-use assets are determined on the same basis as those of property, plant and equipment. In addition, the right-of-use asset is periodically reduced by impairment losses, if any, and adjusted for certain measurements of the lease liability.

The lease liability is initially measured at the present value of the lease payments that are not paid at the commencement date, discounted using the interest rate implicit in the lease or, if that rate cannot be readily determined, an appropriate incremental borrowing rate. Generally, Council uses an appropriate incremental borrowing rate as the discount rate.

Lease payments included in the measurement of the lease liability comprise the following:

- Fixed payments
- Variable lease payments that depend on an index or a rate, initially measured using the index or rate as at the commencement date;
- Amounts expected to be payable under a residual value guarantee; and
- The exercise price under a purchase option that Council is reasonably certain to exercise, lease payments in an optional renewal period if Council is reasonably certain to exercise an extension option, and penalties for early termination of a lease unless Council is reasonably certain not to terminate early.

When the lease liability is remeasured in this way, a corresponding adjustment is made to the carrying amount of the right-of-use asset, or is recorded in profit or loss if the carrying amount of the right-of-use asset has been reduced to zero.

Under *AASB 16 Leases*, Council as a not-for-profit entity has elected not to measure right-of-use assets at initial recognition at fair value in respect of leases that have significantly below-market terms.

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Maroondah City Council

2024/2025 Financial Report

Notes to the Financial Statements

for the year ended 30 June 2025

Note 5. Investing in and financing our operations (continued)

(a) Right-of-Use Assets

	Vehicles \$ '000	Photocopiers \$ '000	IT equipment \$ '000	Leisure equipment \$ '000	Land \$ '000	Total \$ '000
2025						
Balance at 1 July 2024	6,023	39	944	267	12	7,285
Additions	–	38	90	148	–	276
Depreciation charge	(587)	(48)	(740)	(171)	(3)	(1,549)
Balance at 30 June 2025	5,436	30	296	244	10	6,016
2024						
Balance at 1 July 2023	6,612	87	1,661	290	2	8,652
Additions	–	–	–	192	14	206
Depreciation charge	(589)	(48)	(717)	(215)	(4)	(1,573)
Balance at 30 June 2024	6,023	39	944	267	12	7,285
					2025	2024
					\$ '000	\$ '000

(b) Lease Liabilities

Maturity analysis - contractual undiscounted cash flows

Less than one year	1,101	1,648
One to five years	3,326	3,527
More than five years	3,310	4,089
Total undiscounted lease liabilities as at 30 June:	7,737	9,264

Lease liabilities included in the Balance Sheet at 30 June:

Current	606	1,119
Non-current	5,684	6,379
Total lease liabilities	6,290	7,498

Short-term and low value leases

Council has elected not to recognise right-of-use assets and lease liabilities for short-term leases of machinery that have a lease term of 12 months or less and leases of low-value assets (individual assets worth less than existing capitalisation thresholds for a like asset up to a maximum of AUD\$10,000), including IT equipment. Council recognises the lease payments associated with these leases as an expense on a straight-line basis over the lease term.

Maroondah City Council

2024/2025 Financial Report

Notes to the Financial Statements
for the year ended 30 June 2025

Note 6. Assets we manage

	2025	2024
	\$ '000	\$ '000

6.1 Non-current assets classified as "held for sale"

Current

Fair value of assets	3,987	826
Total non current assets classified as held for sale	3,987	826

Non-current assets classified as held for sale (including disposal groups) are measured at the lower of its carrying amount and fair value less costs of disposal, and are not subject to depreciation. Non-current assets, disposal groups and related liabilities and assets are treated as current and classified as held for sale if their carrying amount will be recovered through a sale transaction rather than through continuing use. This condition is regarded as met only when the sale is highly probable and the asset's sale (or disposal group sale) is expected to be completed within 12 months from the date of classification.

Maroondah City Council

2024/2025 Financial Report

Notes to the Financial Statements

for the year ended 30 June 2025

Note 6. Assets we manage (continued)

6.2 Property, infrastructure, plant and equipment

Summary of property, infrastructure, plant and equipment	Adjusted Carrying amount 30 June 2024 \$ '000	Additions \$ '000	Contributions \$ '000	Revaluation \$ '000	Disposal \$ '000	Depreciation \$ '000	Write-off \$ '000	Transfers \$ '000	Carrying amount 30 June 2025 \$ '000
Property	1,365,781	7,683	158	88,514	–	(7,139)	(1,097)	(2,887)	1,451,013
Plant and equipment	17,531	4,622	–	–	(863)	(2,700)	(581)	281	18,290
Infrastructure	819,183	14,517	–	627,495	–	(18,822)	(553)	2,965	1,444,785
Work in progress	11,571	28,485	–	–	–	–	–	(4,070)	35,986
Total	2,214,066	55,307	158	716,009	(863)	(28,661)	(2,231)	(3,711)	2,950,074

Adjustments for prior periods

Council has brought to account assets inadvertently not discovered during prior recognition processes. This was after Council undertook an asset reconciliation process, that identified assets it held control over. The assets were obtained over many years and hence it was impractical to restate prior period balances. The values were established by implementing a consistent valuation methodology as applied to the relevant asset classes. This has been adjusted against opening asset balances for Property, Infrastructure, Plant and Equipment and Accumulated Surplus at 1 July 2024.

	At fair value 30 June 2024 \$'000	At Fair value 1 July 2024 \$'000	Adjustments for prior periods \$'000	Adjusted Carrying amount 1 July 2024 \$'000
Property	1,365,781	1,365,781	-	1,365,781
Plant and equipment	17,526	17,526	5	17,531
Infrastructure	806,102	806,102	13,081	819,183
Work in progress	11,571	11,571	-	11,571
Total	2,200,980	2,200,980	13,086	2,214,066

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Maroondah City Council

2024/2025 Financial Report

Notes to the Financial Statements
for the year ended 30 June 2025

Note 6. Assets we manage (continued)

Summary of Work in Progress	Opening WIP \$ '000	Additions \$ '000	Write-off \$ '000	Transfers \$ '000	Closing WIP \$ '000
Summary of Work in Progress					
Property	7,849	24,936	—	(825)	31,960
Plant and equipment	280	—	—	(280)	—
Infrastructure	3,442	3,549	—	(2,965)	4,026
Total	11,571	28,485	—	(4,070)	35,986

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2024/2025 Financial Report

Notes to the Financial Statements
for the year ended 30 June 2025

Note 6. Assets we manage (continued)

	Land specialised \$ '000	Land non specialised \$ '000	Total land and land improve- ments \$ '000	Buildings non specialised \$ '000	Total buildings \$ '000	Work in progress \$ '000	Total property \$ '000
Property							
At fair value 1 July 2024	258,597	766,154	1,024,751	483,936	483,936	7,842	1,516,529
Accumulated depreciation at 1 July 2024	—	—	—	(142,905)	(142,905)	—	(142,905)
	258,597	766,154	1,024,751	341,031	341,031	7,842	1,373,624
Movements in fair value							
Additions	—	—	—	7,683	7,683	24,936	32,619
Contributions	—	158	158	—	—	—	158
Revaluation	—	—	—	89,829	89,829	—	89,829
Disposal	—	—	—	—	—	—	—
Write-off	—	—	—	(2,557)	(2,557)	—	(2,557)
Transfers	—	(3,712)	(3,712)	825	825	(825)	(3,712)
Prior period adjustment	—	—	—	—	—	7	7
	—	(3,554)	(3,554)	95,780	95,780	24,118	116,344
Movements in accumulated depreciation							
Depreciation and amortisation	—	—	—	(7,139)	(7,139)	—	(7,139)
Accumulated depreciation of disposals	—	—	—	—	—	—	—
Revaluation	—	—	—	(1,315)	(1,315)	—	(1,315)
Write off	—	—	—	1,460	1,460	—	1,460
	—	—	—	(6,994)	(6,994)	—	(6,994)
At fair value 30 June 2025	258,597	762,600	1,021,197	579,716	579,716	31,960	1,632,873
Accumulated depreciation at 30 June 2025	—	—	—	(149,899)	(149,899)	—	(149,899)
Carrying amount	258,597	762,600	1,021,197	429,817	429,817	31,960	1,482,974

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Maroondah City Council

2024/2025 Financial Report

Notes to the Financial Statements
for the year ended 30 June 2025

Note 6. Assets we manage (continued)

	Plant machinery and equipment \$ '000	Fixtures fittings and furniture \$ '000	Computers and telecomms \$ '000	Artwork \$ '000	Total \$ '000	Work in progress \$ '000	Total plant and equipment \$ '000
Plant and Equipment							
At fair value 1 July 2024	14,633	9,037	345	4,088	28,103	280	28,383
Accumulated depreciation at 1 July 2024	(6,930)	(3,369)	(278)	—	(10,577)	—	(10,577)
	7,703	5,668	67	4,088	17,526	280	17,806
Movements in fair value							
Additions	3,544	809	136	133	4,622	—	4,622
Disposal	(2,517)	—	—	—	(2,517)	—	(2,517)
Write-off	—	(423)	(36)	(503)	(962)	—	(962)
Transfers	—	—	73	208	281	(280)	1
Prior period adjustment	—	—	—	5	5	—	5
Revaluation	—	—	—	—	—	—	—
	1,027	386	173	(157)	1,429	(280)	1,149
Movements in accumulated depreciation							
Depreciation and amortisation	(1,866)	(818)	(16)	—	(2,700)	—	(2,700)
Accumulated depreciation of disposals	1,654	—	—	—	1,654	—	1,654
Prior period adjustment	—	—	—	—	—	—	—
Write off	—	345	36	—	381	—	381
	(212)	(473)	20	—	(665)	—	(665)
At fair value 30 June 2025	15,660	9,422	518	3,931	29,531	—	29,531
Accumulated depreciation at 30 June 2025	(7,142)	(3,841)	(258)	—	(11,241)	—	(11,241)
Carrying amount	8,518	5,581	260	3,931	18,290	—	18,290

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Maroondah City Council

2024/2025 Financial Report

Notes to the Financial Statements
for the year ended 30 June 2025

Note 6. Assets we manage (continued)

	Roads \$ '000	Bridges \$ '000	Footpaths and cycleways \$ '000	Drainage \$ '000	Parks open spaces and streetscapes \$ '000	Off street car parks \$ '000	Total \$ '000	Work in progress \$ '000	Total infrastructure \$ '000
Infrastructure									
At fair value 1 July 2024	479,855	8,229	181,610	620,540	93,901	27,194	1,411,329	3,449	1,414,778
Accumulated depreciation at 1 July 2024	(201,411)	(3,644)	(99,150)	(252,149)	(43,511)	(5,360)	(605,225)	–	(605,225)
	278,444	4,585	82,460	368,391	50,390	21,834	806,104	3,449	809,553
Movements in fair value									
Additions	4,296	–	1,918	1,689	6,149	465	14,517	3,549	18,066
Revaluation	380,178	–	173,286	570,806	–	18,461	1,142,731	–	1,142,731
Write-off	–	–	–	–	(815)	–	(815)	–	(815)
Transfers	109	3	24	2,144	577	108	2,965	(2,965)	–
Prior period adjustment	1,920	–	1,957	8,259	2,950	782	15,868	(7)	15,861
	386,503	3	177,185	582,898	8,861	19,816	1,175,266	577	1,175,843
Movements in accumulated depreciation									
Depreciation and amortisation	(7,392)	(151)	(2,195)	(5,728)	(2,971)	(385)	(18,822)	–	(18,822)
Revaluation	(155,444)	–	(101,310)	(253,753)	–	(4,729)	(515,236)	–	(515,236)
Prior period adjustment	(321)	–	(178)	(2,199)	(22)	(67)	(2,787)	–	(2,787)
Write off	8	–	–	–	254	–	262	–	262
	(163,149)	(151)	(103,683)	(261,680)	(2,739)	(5,181)	(536,583)	–	(536,583)
At fair value 30 June 2025	866,357	8,232	358,795	1,203,439	102,762	47,010	2,586,595	4,026	2,590,621
Accumulated depreciation at 30 June 2025	(364,559)	(3,795)	(202,833)	(513,830)	(46,250)	(10,541)	(1,141,808)	–	(1,141,808)
Carrying amount	501,798	4,437	155,962	689,609	56,512	36,469	1,444,787	4,026	1,448,813

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Notes to the Financial Statements

for the year ended 30 June 2025

Note 6. Assets we manage (continued)

Acquisition

The purchase method of accounting is used for all acquisitions of assets, being the fair value of assets provided as consideration at the date of acquisition plus any incidental costs attributable to the acquisition. Fair value is the price that would be received to sell an asset (or paid to transfer a liability) in an orderly transaction between market participants at the measurement date. Refer also to Note 8.4 for further disclosure regarding fair value measurement.

Where assets are constructed by Council, cost includes all materials used in construction, direct labour, borrowing costs incurred during construction, and an appropriate share of directly attributable variable and fixed overheads.

In accordance with Council's policy, the threshold limits have applied when recognising assets within an applicable asset class and unless otherwise stated are consistent with the prior year.

	Depreciation Period years	Threshold Limit \$ '000
Asset recognition thresholds and depreciation periods		
Land and land improvements		
land		—
Buildings		
buildings	25 - 150	10
Plant and Equipment		
plant, machinery and equipment	2 - 10	3
fixtures, fittings and furniture	2 - 15	1
works of art	-	—
computers and telecommunications	2 - 10	1
Infrastructure		
road pavements and seals	36 - 65	20
road substructure	36	20
road formation	150 - 200	20
road kerb, channel and minor culverts	65	5
road appurtenance	10 - 65	5
drainage	110	5
footpaths and cycleways	50 - 80	5
Parks, reserves and recreational		
sub-surface drainage	10	5
irrigation	10	5
lake improvement works	60 - 80	5
sporting grounds surfaces	20 - 50	5
playground equipment	15 - 20	5
public seating	15 - 20	5
Intangible assets		
Intangible assets	5	2

Land under roads

Council recognises land under roads it controls at fair value.

Depreciation and amortisation

Buildings, land improvements, plant and equipment, infrastructure, and other assets having limited useful lives are systematically depreciated over their useful lives to the Council in a manner which reflects consumption of the service potential

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2024/2025 Financial Report

Notes to the Financial Statements

for the year ended 30 June 2025

Note 6. Assets we manage (continued)

embodied in those assets. Estimates of remaining useful lives and residual values are made on a regular basis with major asset classes reassessed annually. Depreciation rates and methods are reviewed annually.

Where assets have separate identifiable components that are subject to regular replacement, these components are assigned distinct useful lives and residual values and a separate depreciation rate is determined for each component.

Road earthworks are not depreciated on the basis that they are assessed as not having a limited useful life.

Straight line depreciation is charged based on the residual useful life as determined each year.

Depreciation periods used are listed above and are consistent with the prior year unless otherwise stated.

Repairs and maintenance

Where the repair relates to the replacement of a component of an asset and the cost exceeds the capitalisation threshold the cost is capitalised and depreciated. The carrying value of the replaced asset is expensed.

Valuation of Artwork

Valuation of Artwork was undertaken by a qualified independent valuer Rodney James BA (Hons.); MA for balances at 30 June 2024. The valuation of Artwork is recorded at fair value based on current replacement cost, with the total balance of Artwork at \$4.088M recorded at level 3 of the fair value hierarchy.

Valuation of land and buildings

Valuation of land and buildings were undertaken by a qualified independent valuer Alvin Lee AAPI CPV - Certified Practising Valuer No. 62944. The valuation of land and buildings is at fair value, being market value based on highest and best use permitted by relevant land planning provisions. Where land use is restricted through existing planning provisions the valuation is reduced to reflect this limitation. This adjustment is an unobservable input in the valuation. The adjustment has no impact on the comprehensive income statement.

Specialised land is valued at fair value using site values adjusted for englobo (undeveloped and/or un-serviced) characteristics, access rights and private interests of other parties and entitlements of infrastructure assets and services. This adjustment is an unobservable input in the valuation. The adjustment has no impact on the comprehensive income statement.

Any significant movements in the unobservable inputs for land and land under roads will have a significant impact on the fair value of these assets.

All assets and liabilities for which fair value is measured or disclosed in the financial statements are categorised within a fair value hierarchy, described as follows, based on the lowest level input that is significant to the fair value measurement as a whole:

Level 1 — Quoted (unadjusted) market prices in active markets for identical assets or liabilities

Level 2 — Valuation techniques for which the lowest level input that is significant to the fair value measurement is directly or indirectly observable; and

Level 3 — Valuation techniques for which the lowest level input that is significant to the fair value measurement is unobservable.

The date of the current valuation is detailed in the following table. A full revaluation was conducted in the current year, this valuation was conducted by a qualified independent valuer Alvin Lee AAPI CPV - Certified Practising Valuer No. 62944.

Details of the Council's land and buildings and information about the fair value hierarchy as at 30 June 2025 are as follows:

	Level 1	Level 2	Level 3	Date of valuation	Type of Valuation
Land	—	12,820	749,780	Jun/25	Indexed
Specialised land	—	—	258,597	Jun/25	Indexed
Buildings	—	32,307	397,511	Jun/25	Indexed
Total	—	45,127	1,405,888		

A definition of Level 1 through to Level 3 is provided in note 8.4

A definition of Level 1 through to Level 3 is provided in note 8.4

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2024/2025 Financial Report

Notes to the Financial Statements

for the year ended 30 June 2025

Note 6. Assets we manage (continued)

Valuation of Infrastructure

Valuation of infrastructure assets have been determined in accordance with an independent valuation undertaken by Joe Yeh - B Plan 7 D (melb) B Prop & c (Melb) FAIQS CQS.

A full revaluation was conducted in the current year based based on indexation rates which are applied to individual assets in Council's asset register.

The valuation is at fair value based on current replacement cost less accumulated depreciation as at the date of valuation.

Details of the Council's infrastructure and information about the fair value hierarchy as at 30 June 2025 are as follows:

	Level 1	Level 2	Level 3	Date of valuation	Type of Valuation
Roads	—	—	501,798	Jun/25	Full revaluation
Bridges	—	—	4,437	Jun/24	Full revaluation
Footpaths and cycleways	—	—	155,962	Jun/25	Full revaluation
Drainage	—	—	689,609	Jun/25	Full revaluation
Off street car parks	—	—	36,469	Jun/25	Full revaluation
Total	—	—	1,388,275		

Description of significant unobservable inputs into level 3 valuations

Specialised land and land under roads is valued using a market based direct comparison technique. Significant unobservable inputs include the extent and impact of restriction of use and the market cost of land per square metre. The extent and impact of restrictions on use varies and results in a reduction to surrounding land values of 95%. The market value of land varies significantly depending on the location of the land and the current market conditions. Currently land values average \$604.93 per square metre.

Non specialised land is valued using a market based mass modelling technique. Significant unobservable inputs include the extent and impact of restriction of use. The extent and impact of restrictions on use varies, and the market value of land varies significantly depending on the location of the land and the current market conditions.

Infrastructure assets are valued based on the current replacement cost. Significant unobservable inputs include the current replacement cost and remaining useful lives of infrastructure. The remaining useful lives of infrastructure assets are determined on the basis of the current condition of the asset. Replacement cost is sensitive to changes in market conditions, with any increase or decrease in cost flowing through to the valuation. Useful lives of infrastructure are sensitive to changes in use, expectations or requirements that could either shorten or extend the useful lives of infrastructure assets.

	2025 \$ '000	2024 \$ '000
Reconciliation of specialised land		
Land under roads	258,597	258,597
Total specialised land	258,597	258,597

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Maroondah City Council

2024/2025 Financial Report

Notes to the Financial Statements

for the year ended 30 June 2025

Note 6. Assets we manage (continued)

	2025	2024
	\$ '000	\$ '000

6.3 Investments in associates, joint arrangements and subsidiaries

(a) Investments in associates

Investments in associates accounted for by the equity method are:

Your Library Ltd	2,043	1,879
Narre Warren User Group	211	226
Total investments in associates and joint arrangements	2,254	2,105

Associates and joint arrangements - in profit

Your Library Ltd	164	200
Narre Warren User Group	(15)	(10)
Total surplus (deficit) for year in associates and joint arrangements	149	190

Your Library Ltd

Background

Council's equity share in Your Library Ltd as at 30 June 2025, based on the Corporation's unaudited financial report, is disclosed as a non-current investment.

The equity holders in the Your Library Ltd are:

Maroondah City Council - 24.89%
Knox City Council - 36.39%
Yarra Ranges Shire Council - 38.72%

A beneficial enterprise, Your Library Ltd (a public company limited by guarantee), has been established in accordance with section 110 of the Local Government Act to deliver library services from 1 July 2023 on behalf of the Knox, Maroondah and Yarra Ranges City Councils.

Council's share of accumulated surplus/(deficit)

Council's share of accumulated surplus (deficit) at start of year	1,879	1,679
Reported surplus (deficit) for year	164	200
Council's share of accumulated surplus (deficit) at end of year	2,043	1,879

Narre Warren User Group

Background

Council holds a 15.94% interest in the net assets relating to the use of the now closed Narre Warren regional landfill facility. The investment held by the Narre Warren User Group is used for monitoring of the site, receipt of royalties and interest on the investment. Refer to Note 8.1 Contingent assets and liabilities.

Council's share of accumulated surplus/(deficit)

Council's share of accumulated surplus (deficit) at start of year	226	235
Reported surplus (deficit) for year	(15)	(10)
Council's share of accumulated surplus (deficit) at end of year	211	225

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Maroondah City Council

2024/2025 Financial Report

Notes to the Financial Statements

for the year ended 30 June 2025

Note 6. Assets we manage (continued)

Associates are all entities over which Council has significant influence but not control or joint control. Investments in associates are accounted for using the equity method of accounting, after initially being recognised at cost.

Investments in joint arrangements are classified as either joint operations or joint ventures depending on the contractual rights and obligations each investor has, rather than the legal structure of the joint arrangement.

For joint operations, Council recognises its direct right to, and its share of jointly held assets, liabilities, revenues and expenses of joint operations.

Interests in joint ventures are accounted for using the equity method. Under this method, the interests are initially recognised in the consolidated balance sheet at cost and adjusted thereafter to recognise Council's share of the post-acquisition profits or losses and movements in other comprehensive income in profit or loss and other comprehensive income respectively.

Maroondah City Council

2024/2025 Financial Report

Notes to the Financial Statements
for the year ended 30 June 2025

Note 7. People and relationships

7.1 Council and key management remuneration

(a) Related Parties

Parent entity
Maroondah City Council is the parent entity.

Subsidiaries and Associates
Interests in subsidiaries and associates are detailed in Note 6.3.

(b) Key Management Personnel

Key management personnel (KMP) are those people with the authority and responsibility for planning, directing and controlling the activities of Maroondah City Council. The Councillors, Chief Executive Officer and Directors are deemed KMP.

Details of persons holding the position of Councillor or other members of key management personnel at any time during the year are:

Councillors

K. Spears
P. McDonald
C. Jones
R. Steane
L. Hancock
C. Gordon October 2024 - Current
C. Rex October 2024 - Current
N. Henderson October 2024 - Current
D. Heatherich October 2024 - Current
T. Damante July 2024 - September 2024
T. Dib July 2024 - September 2024
M. Symon July 2024 - September 2024
S. Stojanovic July 2024 - September 2024

Key Management Personnel

Chief Executive Officer - Steve Kozlowski
Director - People and Places - Marianne Di Giallonardo
Director - Strategy and Development - Andrew Fuaux
Director - Assets and Leisure - Adam Todorov
Director - Chief Financial Officer - Antonio Rocca

	2025 No.	2024 No.
Total Number of Councillors	13	10
Total of Chief Executive Officer and other Key Management Personnel	5	5
Total Number of Key Management Personnel	18	15

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Maroondah City Council

2024/2025 Financial Report

Notes to the Financial Statements

for the year ended 30 June 2025

Note 7. People and relationships (continued)

(c) Remuneration of Key Management Personnel

Remuneration comprises employee benefits including all forms of consideration paid, payable or provided by Council, or on behalf of the Council, in exchange for services rendered. Remuneration of Key Management Personnel and Other senior staff is disclosed in the following categories.

Short-term employee benefits include amounts such as wages, salaries, annual leave or sick leave that are usually paid or payable on a regular basis, as well as non-monetary benefits such as allowances and free or subsidised goods or services.

Other long-term employee benefits include long service leave, other long service benefits or deferred compensation.

Post-employment benefits include pensions, and other retirement benefits paid or payable on a discrete basis when employment has ceased.

Termination benefits include termination of employment payments, such as severance packages.

	2025 \$ '000	2024 \$ '000
Total remuneration of key management personnel was as follows:		
Short-term employee benefits	1,790	1,766
Other long-term employee benefits	32	24
Post-employment benefits	211	193
Total	2,033	1,983

	2025 No.	2024 No.
--	-------------	-------------

The numbers of key management personnel whose total remuneration from Council and any related entities, fall within the following bands:

\$1 - \$9,999	—	1
\$10,000 - \$19,999	4	1
\$20,000 - \$29,999	4	—
\$30,000 - \$39,999	3	5
\$40,000 - \$49,999	1	1
\$50,000 - \$59,999	—	1
\$70,000 - \$79,999	—	1
\$100,000 - \$109,999	1	—
\$260,000 - \$269,999	—	1
\$270,000 - \$279,999	1	2
\$280,000 - \$289,999	2	1
\$290,000 - \$299,999	1	—
\$450,000 - \$459,999	—	1
\$460,000 - \$469,999	1	—
	18	15

(d) Remuneration of other senior staff

Other senior staff are officers of Council, other than Key Management Personnel, whose total remuneration exceeds \$170,000 and who report directly to a member of the KMP.

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2024/2025 Financial Report

Notes to the Financial Statements

for the year ended 30 June 2025

Note 7. People and relationships (continued)

	2025 \$ '000	2024 \$ '000
Total remuneration of other senior staff was as follows:		
Short-term employee benefits	2,547	3,101
Other long-term employee benefits	46	43
Post-employment benefits	293	341
Total	2,886	3,485

	2025 No.	2024 No.
--	-------------	-------------

The number of other senior staff are shown below in their relevant income bands:

Income Range:

\$160,000 - \$169,999	—	—
\$170,000 - \$179,999	—	3
\$180,000 - \$189,999	—	2
\$190,000 - \$199,999	6	8
\$200,000 - \$209,999	6	5
\$210,000 - \$219,999	2	—
	14	18

	2025 \$ '000	2024 \$ '000
Total remuneration for the reporting year for other senior staff included above, amounted to:	2,886	3,485

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Maroondah City Council

2024/2025 Financial Report

Notes to the Financial Statements
for the year ended 30 June 2025

Note 7. People and relationships (continued)

	2025	2024
	\$ '000	\$ '000

7.2 Related party disclosure

(a) Transactions with related parties

During the period Council entered into the following transactions with related parties:

There were 4 transactions that occurred during the current period with one related party, as contributions to Your Library Ltd. The total of these transactions was \$x,xxx,xxx

3,117 3,033

(b) Outstanding balances with related parties

The following balances are outstanding at the end of the reporting period in relation to transactions with related parties:

There were no outstanding balances with related parties for the period ending 30 June 2025.

(c) Loans to/from related parties

The aggregate amount of loans in existence at balance date that have been made, guaranteed or secured by the Council to a related party as follows:

No loans to / from related parties for the 2024/2025 year.

(d) Commitments to/from related parties

The aggregate amount of commitments in existence at balance date that have been made, guaranteed or secured by the Council to a related party are as follows:

Commitments to related parties noted for the 2024/2025 year. - -

No transactions other than the Council contributions, remuneration payments or the reimbursement of approved expenses were entered into by Your Library Ltd with related parties during the reporting year.

Maroondah City Council

2024/2025 Financial Report

Notes to the Financial Statements

for the year ended 30 June 2025

Note 8. Managing uncertainties

8.1 Contingent assets and liabilities

Contingent assets and contingent liabilities are not recognised in the Balance Sheet, but are disclosed and if quantifiable, are measured at nominal value. Contingent assets and liabilities are presented inclusive of GST receivable or payable, respectively.

(a) Contingent assets

Contingent assets are possible assets that arise from past events, whose existence will be confirmed only by the occurrence or non-occurrence of one or more uncertain future events not wholly within the control of the Council. As at 30 June 2025, Council is not aware of any contingent assets.

(b) Contingent liabilities

Superannuation

Council has obligations under a defined benefit superannuation scheme that may result in the need to make additional contributions to the scheme, matters relating to this potential obligation are outlined below. As a result of the volatility in financial markets the likelihood of making such contributions in future periods exists.

Insurance claims

Council receives claims arising from incidents which occur on its land or in its facilities, as well as incidents which arise from the actions or omissions of Council.

Council holds \$600 million of public liability insurance and \$600 million of professional indemnity insurance with the MAV Liability Mutual Insurance Scheme, with both having a policy excess of \$75,000. This means the maximum financial exposure to Council in any single claim is no greater than \$75,000.

Council is not aware of any above excess claims that would fall outside of the terms of Council's insurance policy or that has not been reported to the MAV Liability Mutual Insurance (LMI) Scheme.

Legal matters

The Council is presently involved in several confidential legal matters, which are being conducted through Council's solicitors. As the matters are yet to be finalised, and the financial outcomes are unable to be estimated, no allowance for these contingencies have been made in the financial report.

Liability Mutual Insurance

Council is a participant in the MAV Liability Mutual Insurance (LMI) Scheme, which provides public liability and professional indemnity insurance cover.

The Scheme states that each participating Council is required to contribute to the scheme, in each insurance year it participates, regarding its share of any shortfall in the provisions. Furthermore, coverage is still provided for previous years, regardless of whether Council remains in the scheme in future years.

Other contingent liabilities

Approximately \$1,323,448 (\$1,417,448 in 2024) is held by Whitehorse City Council in a Landfill Site Aftercare Reserve in relation to the Narre Warren Landfill Site to deal with any environmental concerns that could arise in relation to the completed landfill site. Based on experience during operation no problems are expected but the Reserve will continue to be held for approximately the next 20 years until the site is safe. Council's exposure is 15.94% per cent of any works that are required to be completed.

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Maroondah City Council

2024/2025 Financial Report

Notes to the Financial Statements

for the year ended 30 June 2025

Note 8. Managing uncertainties (continued)

8.2 Change in accounting standards

Certain new Australian Accounting Standards and interpretations have been published that are not mandatory for the 30 June 2025 reporting period. Council assesses the impact of these new standards.

In December 2022 the Australian Accounting Standards Board (AASB) issued AASB 2022-10 Amendments to Australian Accounting Standards - Fair Value Measurement of Non-Financial Assets of Not-for-Profit Public Sector Entities to modify AASB 13 Fair Value Measurement. AASB 2022-10 amends AASB 13 Fair Value Measurement for fair value measurements of non-financial assets of not-for-profit public sector entities not held primarily for their ability to generate net cash inflows.

The AASB 13 modifications:

- are applicable only to not-for-profit public sector entities;
- are limited to fair value measurements of non-financial assets not held primarily for their ability to generate net cash inflows;
- are to be applied prospectively for annual periods beginning on or after 1 January 2025;
- would not necessarily change practice for some not-for-profit public sector entities; and
- do not indicate that entities changing practice in how they measure relevant assets made an error in applying the existing requirements of AASB 13.

Council has assessed the impact of the modifications to AASB 13 ahead of the 2024-25 reporting period - the effect of which is reflected in Council's annual financial statements.

In December 2022 the Australian Accounting Standards Board (AASB) issued AASB 2022-6 Amendments to Australian Accounting Standards - Non-current Liabilities with Covenants. AASB 2022-6 amends AASB 101 Presentation of Financial Statements to improve the information an entity provides in its financial statements about long term liabilities with covenants where the entity's right to defer settlement of those liabilities for at least twelve months after the reporting period is subject to the entity complying with conditions specified in the loan arrangement. The amendments in AASB 2022-6 are effective for annual periods beginning on or after 1 January 2025. Council has assessed that there is no impact of the modifications to AASB 101 ahead of the 2024-25 reporting period.

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Maroondah City Council

2024/2025 Financial Report

Notes to the Financial Statements

for the year ended 30 June 2025

Note 8. Managing uncertainties (continued)

8.3 Financial instruments

(a) Objectives and policies

The Council's principal financial instruments comprise cash assets, term deposits, receivables (excluding statutory receivables), payables (excluding statutory payables) and bank borrowings. Details of the significant accounting policies and methods adopted, including the criteria for recognition, the basis of measurement and the basis on which income and expenses are recognised, in respect of each class of financial asset, financial liability and equity instrument is disclosed in the notes of the financial statements. Risk management is carried out by senior management under policies approved by the Council. These policies include identification and analysis of the risk exposure to Council and appropriate procedures, controls and risk minimisation.

(b) Market risk

Market risk is the risk that the fair value or future cash flows of Council financial instruments will fluctuate because of changes in market prices. The Council's exposure to market risk is primarily through interest rate risk with only insignificant exposure to other price risks and no exposure to foreign currency risk.

Interest rate risk

Interest rate risk refers to the risk that the value of a financial instrument or cash flows associated with the instrument will fluctuate due to changes in market interest rates. Council's interest rate liability risk arises primarily from long term loans and borrowings at fixed rates which exposes Council to fair value interest rate risk. Council does not hold any interest bearing financial instruments that are measured at fair value, and therefore has no exposure to fair value interest rate risk. Cash flow interest rate risk is the risk that the future cash flows of a financial instrument will fluctuate because of changes in market interest rates. Council has minimal exposure to cash flow interest rate risk.

Investment of surplus funds is made with approved financial institutions under the *Local Government Act 2020*. Council manages interest rate risk by adopting an investment policy that ensures:

- diversification of investment product;
- monitoring of return on investment; and
- benchmarking of returns and comparison with budget.

There has been no significant change in the Council's exposure, or its objectives, policies and processes for managing interest rate risk or the methods used to measure this risk from the previous reporting period.

Interest rate movements have not been sufficiently significant during the year to have an impact on the Council's year end result.

(c) Credit risk

Credit risk is the risk that a contracting entity will not complete its obligations under a financial instrument and cause Council to make a financial loss. Council has exposure to credit risk on some financial assets included in the balance sheet. Credit risk exists in relation to outstanding fees and fines as well as loans and receivables from sporting clubs and associations. To help manage this risk:

- Council has a policy for establishing credit limits for the entities Council deals with;
- Council may require collateral where appropriate; and
- Council only invests surplus funds with financial institutions which have a recognised credit rating specified in Council's investment policy.

Receivables consist of a large number of customers, spread across the ratepayer, business and government sectors. Credit risk associated with the Council's financial assets is minimal because the main debtor is secured by a charge over the rateable property.

There are no material financial assets which are individually determined to be impaired.

Council may also be subject to credit risk for transactions which are not included in the balance sheet, such as when Council provides a guarantee for another party. Details of our contingent liabilities are disclosed in Note 8.1(b).

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2024/2025 Financial Report

Notes to the Financial Statements

for the year ended 30 June 2025

Note 8. Managing uncertainties (continued)

The maximum exposure to credit risk at the reporting date to recognised financial assets is the carrying amount, net of any provisions for impairment of those assets, as disclosed in the balance sheet and notes to the financial statements. Council does not hold any collateral.

(d) Liquidity risk

Liquidity risk includes the risk that, as a result of Council's operational liquidity requirements it will not have sufficient funds to settle a transaction when required or will be forced to sell a financial asset at below value or may be unable to settle or recover a financial asset.

To help reduce these risks Council:

- have a liquidity policy which targets a minimum and average level of cash and cash equivalents to be maintained;
- have readily accessible standby facilities and other funding arrangements in place;
- have a liquidity portfolio structure that requires surplus funds to be invested within various bands of liquid instruments;
- monitor budget to actual performance on a regular basis; and
- set limits on borrowings relating to the percentage of loans to rate revenue and percentage of loan principal repayments to rate revenue.

The Council's maximum exposure to liquidity risk is the carrying amounts of financial liabilities as disclosed on the face of the balance sheet, and is deemed insignificant based on prior periods' data and current assessment of risk.

There has been no significant change in Council's exposure, or its objectives, policies and processes for managing liquidity risk or the methods used to measure this risk from the previous reporting period.

With the exception of borrowings, all financial liabilities are expected to be settled within normal terms of trade. Details of the maturity profile for borrowings are disclosed at Note 5.4.

Unless otherwise stated, the carrying amounts of financial instruments reflect their fair value.

(e) Sensitivity disclosure analysis

Taking into account past performance, future expectations, economic forecasts, and management's knowledge and experience of the financial markets, Council believes the following movements are 'reasonably possible' over the next 12 months:

- A parallel shift of +3.75% and -3.75% in market interest rates (AUD) from year-end rates of 3.85%.

These movements will not have a material impact on the valuation of Council's financial assets and liabilities, nor will they have a material impact on the results of Council's operations.

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2024/2025 Financial Report

Notes to the Financial Statements

for the year ended 30 June 2025

Note 8. Managing uncertainties (continued)

8.4 Fair value measurement

Fair Value Hierarchy

Council's financial assets and liabilities are not valued in accordance with the fair value hierarchy, Council's financial assets and liabilities are measured at amortised cost.

Council measures certain assets and liabilities at fair value where required or permitted by Australian Accounting Standards. AASB 13 Fair value measurement, aims to improve consistency and reduce complexity by providing a definition of fair value and a single source of fair value measurement and disclosure requirements for use across Australian Accounting Standards.

Council has considered the amendments to AASB 13 Fair Value Measurement that apply for the 2024-25 financial year as a result of AASB 2022-10 Amendments to Australian Accounting Standards - Fair Value Measurement of Non-Financial Assets of Not-for-Profit Public Sector Entities. For assets, where the Council adopts a current replacement cost approach to determine fair value, the Council now considers the inclusion of site preparation costs, disruption costs and costs to restore another entity's assets in the underlying valuation. The AASB 13 amendments apply prospectively, comparative figures have not been restated.

The AASB 13 amendments have impacted Council's financial statements as follows:

- The current replacement cost of Council assets, such as infrastructure assets, has increased by \$xx million due to the inclusion of site preparation costs, disruption costs and costs to restore another entity's assets.

All assets and liabilities for which fair value is measured or disclosed in the financial statements are categorised within a fair value hierarchy, described as follows, based on the lowest level input that is significant to the fair value measurement as a whole:

Level 1 — Quoted (unadjusted) market prices in active markets for identical assets or liabilities

Level 2 — Valuation techniques for which the lowest level input that is significant to the fair value measurement is directly or indirectly observable; and

Level 3 — Valuation techniques for which the lowest level input that is significant to the fair value measurement is unobservable.

For the purpose of fair value disclosures, Council has determined classes of assets and liabilities on the basis of the nature, characteristics and risks of the asset or liability and the level of the fair value hierarchy as explained above.

In addition, Council determines whether transfers have occurred between levels in the hierarchy by re-assessing categorisation (based on the lowest level input that is significant to the fair value measurement as a whole) at the end of each reporting period.

Revaluation

Subsequent to the initial recognition of assets, non-current physical assets, other than plant & equipment and parks, open space & streetscapes, are measured at their fair value, being the price that would be received to sell an asset (or paid to transfer a liability) in an orderly transaction between market participants at the measurement date. (For plant and equipment carrying amount is considered to approximate fair value given short useful lives). At balance date, the Council reviewed the carrying value of the individual classes of assets measured at fair value to ensure that each asset materially approximated its fair value. Where the carrying value materially differed from the fair value at balance date, the class of asset was revalued.

Fair value valuations are determined in accordance with a valuation hierarchy. Changes to the valuation hierarchy will only occur if an external change in the restrictions or limitations of use of an asset result in changes to the permissible or practical highest and best use of the asset. In addition, Council undertakes a formal revaluation of land, buildings, and infrastructure assets on a regular basis every 4 years. The valuation is performed either by experienced council officers or independent experts. The following table sets out the frequency of revaluations by asset class.

Asset Class	Revaluation frequency
Land	4 years
Buildings	4 years
Roads	4 years
Footpaths and cycleways	4 years

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Maroondah City Council

2024/2025 Financial Report

Notes to the Financial Statements

for the year ended 30 June 2025

Note 8. Managing uncertainties (continued)

Drainage	4 years
Other infrastructure	4 years

Where the assets are revalued, the revaluation increases are credited directly to the asset revaluation reserve except to the extent that an increase reverses a prior year decrease for that class of asset that had been recognised as an expense in which case the increase is recognised as revenue up to the amount of the expense. Revaluation decreases are recognised as an expense except where prior increases are included in the asset revaluation reserve for that class of asset in which case the decrease is taken to the reserve to the extent of the remaining increments. Within the same class of assets, revaluation increments and decrements within the year are offset.

Impairment of assets

At each reporting date, the Council reviews the carrying value of its assets to determine whether there is any indication that these assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs of disposal and value in use, is compared to the assets carrying value. Any excess of the assets carrying value over its recoverable amount is expensed to the comprehensive income statement, unless the asset is carried at the revalued amount in which case, the impairment loss is recognised directly against the revaluation surplus in respect of the same class of asset to the extent that the impairment loss does not exceed the amount in the revaluation surplus for that same class of asset.

8.5 Events occurring after balance date

No matters have occurred after balance date that require disclosure in the financial report.

Maroondah City Council

2024/2025 Financial Report

Notes to the Financial Statements

for the year ended 30 June 2025

Note 9. Other matters

	Balance at beginning of reporting period \$ '000	Increase (decrease) \$ '000	Balance at end of reporting period \$ '000
9.1 Reserves			
(a) Asset revaluation reserves			
2025			
Property			
Land	587,262	—	587,262
Buildings - non specialised	122,520	88,514	211,034
	709,782	88,514	798,296
Plant and equipment			
Artwork	1,206	—	1,206
	1,206	—	1,206
Infrastructure			
Roads	260,364	224,734	485,098
Footpaths and cycleways	78,604	71,976	150,580
Drainage	264,230	317,053	581,283
Offstreet car parks	1,074	13,732	14,806
	604,272	627,495	1,231,767
Total asset revaluation reserves	1,315,260	716,009	2,031,269
2024			
Property			
Land	583,999	3,263	587,262
Buildings - non specialised	64,777	57,743	122,520
	648,776	61,006	709,782
Plant and equipment			
Artwork	—	1,206	1,206
	—	1,206	1,206
Infrastructure			
Roads	259,744	620	260,364
Footpaths and cycleways	78,604	—	78,604
Drainage	247,571	16,659	264,230
Offstreet car parks	1,074	—	1,074
	586,993	17,279	604,272
Total asset revaluation reserves	1,235,769	79,491	1,315,260

The asset revaluation reserve is used to record the increased (net) value of Council's assets over time.

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Maroondah City Council

2024/2025 Financial Report

Notes to the Financial Statements

for the year ended 30 June 2025

Note 9. Other matters (continued)

	Balance at beginning of reporting period \$ '000	Transfer from Accumulated Surplus \$ '000	Transfer to Accumulated Surplus \$ '000	Balance at end of reporting period \$ '000
(b) Other reserves				
2025				
Restricted reserves				
General	12,000	2,500	—	14,500
Total restricted reserves	12,000	2,500	—	14,500
Total Other reserves	12,000	2,500	—	14,500
2024				
Restricted reserves				
General	12,000	—	—	12,000
Total restricted reserves	12,000	—	—	12,000
Total Other reserves	12,000	—	—	12,000

The general reserve is used to record funds set aside for future possible contingencies e.g. unfunded superannuation call, unplanned capital expenditure.

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Maroondah City Council

2024/2025 Financial Report

Notes to the Financial Statements

for the year ended 30 June 2025

Note 9. Other matters (continued)

	2025 \$ '000	2024 \$ '000
9.2 Reconciliation of cash flows from operating activities to surplus/(deficit)		
Surplus/(deficit) for the year	33,853	12,542
Non-cash adjustments:		
Depreciation/amortisation	30,542	28,266
Assets written off and adjustments	2,371	3,697
Profit/(loss) on disposal of property, infrastructure, plant and equipment	178	(866)
Contributions - Non-monetary assets	(158)	—
Net share of net profits of associates and joint ventures	(149)	(190)
Amounts disclosed in financing activities	1,124	1,282
Change in assets and liabilities:		
(Increase)/decrease in trade and other receivables	165	(2,309)
(Increase)/decrease in inventories	(97)	(48)
(Increase)/decrease in prepayments	(1,085)	(5)
Increase/(decrease) in contract assets	—	(36)
Increase/(decrease) in trade and other payables	1,816	1,110
Increase/(decrease) in provisions	1,214	481
Increase / (decrease) in trust funds and other deposits	2,376	(335)
(Decrease)/increase in contract and other liabilities	(11,878)	(3,746)
Net cash provided by/(used in) operating activities	60,272	39,843

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Maroondah City Council

2024/2025 Financial Report

Notes to the Financial Statements

for the year ended 30 June 2025

Note 9. Other matters (continued)

9.3 Superannuation

Council makes the majority employer superannuation contributions in respect of its employees to the Local Authorities Superannuation Fund (the Fund). This Fund has two categories of membership, accumulation and defined benefit, each of which is funded differently. Obligations for contributions to the Fund are recognised as an expense in the Comprehensive Income Statement when they are made or due.

Accumulation

The Fund's accumulation category, Vision MySuper/Vision Super Saver, receives both employer and employee contributions on a progressive basis. Employer contributions are normally based on a fixed percentage of employee earnings (for the year ended 30 June 2025, this was 11.5% as required under Superannuation Guarantee (SG) legislation (2024: 11.0%)).

Defined Benefit

Council does not use defined benefit accounting for its defined benefit obligations under the Fund's Defined Benefit category. This is because the Fund's Defined Benefit category is a pooled multi-employer sponsored plan.

There is no proportional split of the defined benefit liabilities, assets or costs between the participating employers as the defined benefit obligation is a floating obligation between the participating employers and the only time that the aggregate obligation is allocated to specific employers is when a call is made. As a result, the level of participation of Council in the Fund cannot be measured as a percentage compared with other participating employers. Therefore, the Fund Actuary is unable to allocate benefit liabilities, assets and costs between employers for the purposes of AASB 119.

Funding Arrangements

Council makes employer contributions to the Defined Benefit category of the Fund at rates determined by the Trustee on the advice of the Fund Actuary. As at 30 June 2024, an interim actuarial investigation was held as the Fund provides lifetime pensions in the Defined Benefit category. The vested benefit index (VBI) of the Defined Benefit category as at 30 June 2024 (of which Council is a contributing employer) was 105.4%. The financial assumptions used to calculate the VBI were:

Net investment returns 5.6% pa
Salary information 3.5% pa
Price inflation (CPI) 2.7% pa

As at 30 June 2025, an interim actuarial investigation is underway as the Fund provides lifetime pensions in the Defined Benefit category. It is expected to be completed by 31 October 2025. The VBI is used as the primary funding indicator. Because the VBI was above 100%, the 30 June 2024 actuarial investigation determined the Defined Benefit category was in a satisfactory financial position and that no change was necessary to the Defined Benefit category's funding arrangements from prior years.

Employer contributions

(a) Regular contributions

On the basis of the results of the 2024 interim actuarial investigation conducted by the Fund Actuary, Council makes employer contributions to the Fund's Defined Benefit category at rates determined by the Fund's Trustee. For the year ended 30 June 2025, this rate was 11.5% of members' salaries (11.0% in 2023/24). This rate is expected to increase in line with any increases in the SG contribution rate and was reviewed as part of the 30 June 2023 triennial valuation.

In addition, Council reimburses the Fund to cover the excess of the benefits paid as a consequence of retrenchment above the funded resignation or retirement benefit.

(b) Funding calls

If the Defined Benefit category is in an unsatisfactory financial position at an actuarial investigation or the Defined Benefit category's VBI is below its shortfall limit at any time other than the date of the actuarial investigation, the Defined Benefit category has a shortfall for the purposes of SPS 160 and the Fund is required to put a plan in place so that the shortfall is fully funded within three years of the shortfall occurring. The Fund monitors its VBI on a quarterly basis and the Fund has set its shortfall limit at 98% from 26 July 2024 (previously 97%).

In the event that the Fund Actuary determines that there is a shortfall based on the above requirement, the Fund's participating employers (including Council) are required to make an employer contribution to cover the shortfall.

Using the agreed methodology, the shortfall amount is apportioned between the participating employers based on the pre-1 July 1993 and post-30 June 1993 service liabilities of the Fund's Defined Benefit category, together with the employer's payroll at 30 June 1993 and at the date the shortfall has been calculated.

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Maroondah City Council

2024/2025 Financial Report

Notes to the Financial Statements

for the year ended 30 June 2025

Note 9. Other matters (continued)

Due to the nature of the contractual obligations between the participating employers and the Fund, and that the Fund includes lifetime pensioners and their reversionary beneficiaries, it is unlikely that the Fund will be wound up. If there is a surplus in the Fund, the surplus cannot be returned to the participating employers.

In the event that a participating employer is wound-up, the defined benefit obligations of that employer will be transferred to that employer's successor.

The 2024 interim actuarial investigation surplus amounts

An actuarial investigation is conducted annually for the Defined Benefit category of which Council is a contributing employer. Generally, a full actuarial investigation is conducted every three years and interim actuarial investigations are conducted for each intervening year. An interim investigation was conducted as at 30 June 2024 while a full investigation was conducted as at 30 June 2023.

The Fund's actuarial investigation identified the following for the Defined Benefit category of which Council is a contributing employer:

	2024 (Interim) \$m	2023 (Triennial) \$m
- A VBI Surplus	108.4	84.7
- A total service liability surplus	141.4	123.6
- A discounted accrued benefits surplus	156.7	141.9

The VBI surplus means that the market value of the fund's assets supporting the defined benefit obligations exceed the vested benefits that the defined benefit members would have been entitled to if they had all exited on 30 June 2024.

The total service liability surplus means that the current value of the assets in the Fund's Defined Benefit category plus expected future contributions exceeds the value of expected future benefits and expenses as at 30 June 2024.

The discounted accrued benefit surplus means that the current value of the assets in the Fund's Defined Benefit category exceeds the value of benefits payable in the future but accrued in respect of service to 30 June 2024.

The 2025 interim actuarial investigation

An interim actuarial investigation is being conducted for the Fund's position as at 30 June 2025 as the Fund provides lifetime pensions in the Defined Benefit category. It is anticipated that this actuarial investigation will be completed by October 2025. The last interim actuarial investigation conducted prior to 30 June 2025 was at 30 June 2024.

The VBI of the Defined Benefit category at that date was 105.4%. The financial assumptions used to calculate the 30 June 2024 VBI were:

Net investment returns 5.6% pa
Salary information 3.5% pa
Price inflation (CPI) 2.7% pa

Council was notified of the 30 June 2024 VBI during August 2024. Because the VBI was above 100%, the Defined Benefit category was in a satisfactory financial position at 30 June 2024 and it is expected that the actuarial investigation will recommend that no change will be necessary to the Defined Benefit category's funding arrangements from prior years.

The 2023 triennial investigation

The last triennial actuarial investigation conducted prior to 30 June 2023 was at 30 June 2020. This actuarial investigation was completed by 31 December 2020. The financial assumptions for the purposes of that investigation was:

	2020 Triennial investigation 5.6% pa 2.5% pa for two years and	2023 Triennial investigation 5.7% pa 3.50% pa
Net investment return		
Salary inflation		

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Maroondah City Council

2024/2025 Financial Report

Notes to the Financial Statements
for the year ended 30 June 2025

Note 9. Other matters (continued)

	2.75% pa thereafter	
Price inflation	2.0% pa	2.8% pa

Superannuation contributions

Contributions by Council (excluding any unfunded liability payments) to the above superannuation plans for the financial year ended 30 June 2025 are detailed below:

Scheme	Type of scheme	Rate	2025 \$ '000	2024 \$ '000
Vision Super	Defined benefits	11.5% (2024:11.0%)	113	173
Vision Super	Accumulation	11.5% (2024:11.0%)	3,225	3,035
Other Schemes	Accumulation	11.5% (2024:11.0%)	–	3,309

The expected contributions to be paid to the Defined Benefit category of Vision Super for the year ending 30 June 2025 is XXXXXXXX (This does not include any pay increases as we are not aware of what this amount will be).

Maroondah City Council

2024/2025 Financial Report

Notes to the Financial Statements
for the year ended 30 June 2025**Note 10. Changes in accounting policies**

There have been no changes to accounting policies in the 2024-25 year.

Maroondah City Council

Performance Statement

For the year ended 30 June 2025

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Certification of the performance statement

In my opinion, the accompanying performance statement has been prepared in accordance with the *Local Government Act 2020 and the Local Government (Planning and Reporting) Regulations 2020*.

Antonio Rocca

Principal Accounting Officer

Dated:

In our opinion, the accompanying performance statement of the Maroondah City Council for the year ended 30 June 2025 presents fairly the results of council's performance in accordance with *the Local Government Act 2020 and the Local Government (Planning and Reporting) Regulations 2020*.

The performance statement contains the relevant performance indicators, measures and results in relation to service performance, financial performance and sustainable capacity.

At the date of signing, we are not aware of any circumstances that would render any particulars in the performance statement to be misleading or inaccurate.

We have been authorised by the council and by the *Local Government (Planning and Reporting) Regulations 2020* to certify this performance statement in its final form.

K Spears

Mayor

Dated:

C Jones

Councillor

Dated:

S Kozlowski

Chief Executive Officer

Dated:

Victorian Auditor – General’s Office Audit Report

Section 1 - Description of municipality

The City of Maroondah covers a land area of 61.4 square kilometres in Melbourne's outer east, 22 kilometres from the Central Business District (CBD). The area is a substantially developed peri-urban residential municipality, with an estimated population of 119,354 residents¹ and 44,167 households with an average of 2.70 people per household.²

The City of Maroondah includes the suburbs of Bayswater North, Croydon, Croydon Hills, Croydon North, Croydon South, Heathmont, Kilsyth South, Ringwood, Ringwood East, Ringwood North and Warranwood. The City also includes small sections of Kilsyth, Park Orchards, Vermont and Wonga Park. With little remaining land available for greenfield residential development, future population growth will be mainly stimulated by housing consolidation and medium density development.

Maroondah has the strategic advantage of being located at the north-eastern junction of the Eastern Freeway - EastLink corridor. There are two train lines and a large number of bus routes linking the City with other regions. Our sustainable transport links continue to expand, with on-road cycling paths and shared paths on major trails, including the Mullum Mullum Creek Trail, the EastLink Trail, Taralla Creek Trail and the Dandenong Creek Trail.

¹ Estimated Residential Population, Australian Bureau of Statistics, 2025.

² Maroondah Population Forecasts, Id Consulting, 2025.

Section 2 - Service Performance Indicators

For the year ended 30 June 2025

Results

	2022	2023	2024	2025		Comment
Service / Indicator / Measure [Formula]	Actual	Actual	Actual	Target	Actual	
Aquatic Facilities Utilisation <i>Utilisation of aquatic facilities</i> [Number of visits to aquatic facilities / Municipal population]	4.43	9.43	11.02	N/A	10.80	This indicator measures the number of visits to aquatic facilities per head of municipal population. In 2024/25, there was a slight decrease in utilisation of aquatic facilities. This decrease could be due to the retiling project that Council undertook at Aquahub, which required closure of pool access during November 2024 to April 2025. Council utilisation rates remain high due to successful community programming and engagement approaches.
Animal Management Health and safety <i>Animal management prosecutions</i> [Number of successful animal management prosecutions / Number of animal management prosecutions] x 100	100%	100%	100%	N/A	89%	This measure captures the percentage of successful animal management prosecutions under the Domestic Animals Act 1994. In 2024/25, The number of animal management prosecutions has decreased in comparison to previous years. Council was unsuccessful in two animal management prosecutions which is reflected in the overall result.

Food Safety Health and safety <i>Critical and major non-compliance outcome notifications</i> [Number of critical non-compliance outcome notifications and major non-compliance notifications about a food premises followed up / Number of critical non-compliance outcome notifications and major non-compliance notifications about a food premises] x100	100.00%	100.00%	99.26%	N/A	100.00%	This indicator measures the percentage of both critical and major non-compliance outcome notifications, which are subsequently followed up by Council. The data provided is for the 2024 calendar year and aligns with the Department of Health (DoH) reporting requirements. In 2024, all premises that required a follow up inspection were undertaken.
Governance Satisfaction <i>Satisfaction with community consultation and engagement</i> [Community satisfaction rating out of 100 with the consultation and engagement efforts of Council]	59	56	59	56	58	Community satisfaction is measured in the annual Maroondah Community Satisfaction Survey. Community satisfaction with "Community consultation and engagement" have remained consistent with results received in previous financial years
Libraries Participation <i>Library membership</i> [Percentage of the population that are registered library members] x100	#N/A	#N/A	34.89%	N/A	39.22%	This measure looks at the percentage of resident municipal population who are registered library members. The 12.43% increase in variation between 2023/24 to 2024/25 is largely due to an increase online registration and activities.

Maternal and Child Health (MCH) Participation <i>Participation in the MCH service</i> [Number of children who attend the MCH service at least once (in the year) / Number of children enrolled in the MCH service] x100	73.42%	75.16%	74.54%	N/A	75.82%	This measure captures participation of children in key age and stage appointments. Participation rates are consistent to previous financial years.
<i>Participation in the MCH service by Aboriginal children</i> [Number of Aboriginal children who attend the MCH service at least once (in the year) / Number of Aboriginal children enrolled in the MCH service] x100	84.69%	77.08%	82.73%	N/A	82.46%	This measure captures the percentage of Aboriginal children enrolled who participate in the MCH service. Participation rates are consistent to previous financial years.
Roads Condition <i>Sealed local roads below the intervention level</i> (percentage of sealed local roads that are below the renewal intervention level set by Council and not requiring renewal)	98.65%	97.71%	98.11%	98.00%	96.94%	Council defines the intervention level to be a road condition rating equivalent to "very poor". The sealed local roads maintained to condition standards remains consistent with previous financial years.

Statutory Planning Service standard <i>Planning applications decided within required time frames</i> [(Number of regular planning application decisions made within 60 days) + (Number of VicSmart planning application decisions made within 10 days) / Number of planning application decisions made] x100	83.52%	73.99%	75.67%	78.00%	85.83%	In accordance with the Planning and Environment Act 1987, a Council is permitted 60 statutory days to decide on a planning application. There has been an increase in the percentage of decisions made within the required times, compared to the same time last year. The timeliness of decisions on planning application is higher in comparison to the previous year.
Waste Management Waste diversion <i>Kerbside collection waste diverted from landfill</i> [Weight of recyclables and green organics collected from kerbside bins / Weight of garbage, recyclables and green organics collected from kerbside bins] x100	55.50%	56.22%	59.30%	60.54%	57.52%	This measure refers to the percentage of garbage, recyclables and green organics collected from kerbside bins, that is diverted from landfill. There has been a 3.01% variation in the amount of waste diverted from landfill. This could be related to the introduction of the Container Deposit Scheme reducing the tonnes collected for recycling and a reduction in the Food Organics Garden Organics (FOGO) tonnes due to less rainfall resulting in less organic growth.

Section 3 - Financial Performance Indicators

For the year ended 30 June 2025

	2022	2023	2024	2025		2026	2027	2028	2029	Material Variations and Comments
Dimension / Indicator / Measure [Formula]	Actual	Actual	Actual	Target as per budget	Actual	Forecasts	Forecasts	Forecasts	Forecasts	
Efficiency Expenditure level <i>Expenses per property assessment</i> [Total expenses / Number of property assessments]	\$2,908.39	\$3,124.31	\$2,991.45	\$3,557.00	\$3,165.41	\$3,294.55	\$3,329.36	\$3,388.24	\$3,445.75	This measure looks at the total expenses per property assessment. Over the reporting period, this indicator is increasing marginally from 2023-24, in line with the growth in the municipality and increases in expenditure as a result of price increases in insurances, contracts, utilities and enterprise agreement and remains in line with previous years and the range expected by Council.
Revenue level <i>Average rate per property assessment</i> [Sum of all general rates and municipal charges / Number of property assessments]	\$1,600.96	\$1,611.10	\$1,655.32	N/A	\$1,714.60	\$1,774.66	\$1,814.20	\$1,854.33	\$1,895.08	The increase is in line with the expected rate revenue increase in line with the rate cap and the forecast growth within the municipality.

Liquidity										
Working capital										
<i>Current assets compared to current liabilities</i>	201.34%	150.41%	139.51%	137.70%	162.06%	183.21%	141.22%	150.55%	139.39%	<p>Prior year fluctuations of liquidity ratio is mainly attributable to recognising the new Accounting Standards AASB 15 and AASB 1058 which increased the value of Council's short-term liabilities. The ratio is expected to continue to fluctuate as projected new borrowings are drawn down on, impacting Council's current liabilities.</p>
[Current assets / Current liabilities] x100										
Unrestricted cash										
<i>Unrestricted cash compared to current liabilities</i>	79.00%	73.50%	41.06%	N/A	84.15%	49.40%	23.79%	22.45%	12.97%	<p>The rise in this ratio compared to prior years</p>

[Unrestricted cash / Current liabilities] x100										primarily stems from an overall increase to cash balances, mainly relating to the 50% prepayment of 2025-26 Victorian Local Government Grants Commission (VLGGC) Financial Assistance Grant funding. The subsequent decrease in future years is linked to a different calculation being used within the budget document from the standard LGPRF ratio calculation.
Obligations										
Loans and borrowings										
<i>Loans and borrowings compared to rates</i>	24.49%	21.06%	17.34%	N/A	14.13%	19.54%	23.35%	23.64%	19.17%	This indicator measures the ratio of total interest-bearing liabilities to rate revenue. It includes borrowings undertaken in 2015 and 2022 which are still being repaid. Future forecasts indicate that new borrowings will align with the Council's adopted Financial Plan.
[Interest bearing loans and borrowings / Rate revenue] x100										
<i>Loans and borrowings repayments compared to rates</i>	0.76%	3.66%	3.47%	N/A	3.36%	3.23%	3.75%	4.44%	4.82%	The slight reduction since 2023-24 reflects the

[Interest and principal repayments on interest bearing loans and borrowings / Rate revenue] x100										reduction in the principal loan amounts. Future forecasts reflect projected new borrowings in line with Council's adopted Financial Plan.
Indebtedness <i>Non-current liabilities compared to own source revenue</i> [Non-current liabilities / Own source revenue] x100	40.14%	27.02%	15.61%	N/A	12.73%	16.29%	18.41%	17.61%	14.27%	In previous financial years, non-current liabilities were elevated primarily because of significant amounts of unearned income associated with the new Accounting Standards AASB 15 and AASB 1058. The increase in 2025-26 is attributed to projected new borrowings, while the subsequent decline reflects the reduction in long-term loan balances.
Asset renewal and upgrade <i>Asset renewal and upgrade compared to depreciation</i> [Asset renewal and asset upgrade expense / Asset depreciation] x100	135.32%	139.24%	95.39%	114.60%	92.11%	140.19%	234.07%	146.35%	144.84%	Although Council did not spend the expected 114% of depreciation on renewing and upgrading our assets in 2024-25, there is more than \$9M works in progress that will continue into 2025-26.
Operating position										

Adjusted underlying result <i>Adjusted underlying surplus (or deficit)</i> [Adjusted underlying surplus (deficit)/ Adjusted underlying revenue] x100	-2.80%	-2.58%	3.47%	N/A	4.81%	5.51%	4.90%	4.33%	4.44%	<p>The adjusted underlying results for 2023-24 and 2024-25 financial years have improved from the previous two years where Council had one-off impacts of the net loss in associates and joint ventures and higher assets write off as part of improvement initiatives which negatively impacted on this measure. This ratio is expected to remain steadily in future years in line with Council's financial direction.</p>
Stability Rates concentration <i>Rates compared to adjusted underlying revenue</i> [Rate revenue / Adjusted underlying revenue] x100	68.69%	64.64%	65.74%	76.50%	63.46%	62.91%	66.26%	65.39%	65.13%	<p>In Victoria, council rate increases are limited by a cap set by the Minister for Local Government. The current and future trend is steady and in line with projected rate caps.</p>
Rates effort <i>Rates compared to property values</i>	0.26%	0.23%	0.24%	N/A	0.24%	0.25%	0.26%	0.26%	0.26%	<p>This ratio has remained consistent with other prior</p>

[Rate revenue / Capital improved value of rateable properties in the municipality] x100											periods with no material variation. Future ratio forecasts also indicate relatively similar ratios with no material movement.
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Section 4 - Sustainable Capacity Indicators

For the year ended 30 June 2025

Results

	2022	2023	2024	2025	Comment
<i>Indicator / Measure</i> [Formula]	Actual	Actual	Actual	Actual	
Population <i>Expenses per head of municipal population</i> [Total expenses / Municipal population]	\$1,262.54	\$1,404.85	\$1,350.09	\$1,402.81	The result demonstrates Council's ability to maintain a low-cost base per head of population. The 2024-25 increase is in line with CPI increases and growth within the municipality.
<i>Infrastructure per head of municipal population</i> [Value of infrastructure / Municipal population]	\$8,440.28	\$9,344.98	\$10,016.12	\$16,161.01	The increase in infrastructure per head of municipal population is mainly related to a combination of new assets being added and an increase in large revaluation of Council's buildings and infrastructure assets to be in line with AASB 13 amendment on fair value measurement.
<i>Population density per length of road</i> [Municipal population / Kilometres of local roads]	241.44	237.46	241.14	250.22	The result for population density per length of road has increased by 3.77%. The increase is largely due to the increase in population to 119,354 from 117,434.
Own-source revenue <i>Own-source revenue per head of municipal population</i> [Own-source revenue / Municipal population]	\$1,048.26	\$1,226.11	\$1,292.90	\$1,304.16	The result has increased marginally from the prior year and within the expected range. Council will continue to look at various sources of revenue to ensure ongoing financial sustainability.
Recurrent grants <i>Recurrent grants per head of municipal population</i> [Recurrent grants / Municipal population]	\$85.10	\$85.35	\$28.08	\$96.07	The main reason for the large variance in 2024-25 compared to last year 2023-24 is 100% of the 2023-24 Victorian Local Government Grants Commission (VLGGC) Financial Assistance Grant funding was received in 2022-23 and 50% VLGGC grant for 2025-26 was received in 2024-25.

<p>Disadvantage</p> <p><i>Relative Socio-Economic Disadvantage</i></p> <p>[Index of Relative Socio-Economic Disadvantage by decile]</p>	9.00	8.00	8.00	8.00	<p>This measure looks at the relative socio-economic disadvantage of the municipality as derived from the ABS census of population and housing undertaken every five years. The relative Socio-Economic Disadvantage in 2024-25 is consistent to previous years results.</p>
<p>Workforce turnover</p> <p><i>Percentage of staff turnover</i></p> <p>[Number of permanent staff resignations and terminations / Average number of permanent staff for the financial year] x100</p>	20.7%	17.1%	12.8%	10.54%	<p>The staff turnover rate has progressively decreased over the years.</p>

Section 5. Notes to the accounts

5.1. Basis of preparation

Council is required to prepare and include a performance statement within its annual report. The performance statement includes the results of the prescribed, service performance, financial performance and sustainable capacity indicators and measures together with a description of the municipal district, an explanation of material variations in the results and notes to the accounts. This statement has been prepared to meet the requirements of the *Local Government Act 2020* and *Local Government (Planning and Reporting) Regulations 2020*.

Where applicable the results in the performance statement have been prepared on accounting bases consistent with those reported in the Financial Statements. The other results are based on information drawn from council information systems or from third parties (e.g., Australian Bureau of Statistics or the Council's satisfaction survey provider).

The performance statement presents the actual results for the current year and the previous three years, along with the current year's target, if mandated by the *Local Government (Planning and Reporting) Regulations 2020*. Additionally, for the prescribed financial performance indicators and measures, the performance statement includes the target budget for the current year and the results forecast for the period 2025-26 to 2028-29 by the council's financial plan.

The *Local Government (Planning and Reporting) Regulations 2020* requires explanation of any material variations in the results contained in the performance statement. Council has adopted materiality thresholds relevant to each indicator and measure and explanations have not been provided for variations below the materiality thresholds unless the variance is considered to be material because of its nature.

5.2. Definitions

Key term	Definition
Aboriginal children	means a child who is an Aboriginal person
Aboriginal person	has the same meaning as in the Aboriginal Heritage Act 2006
adjusted underlying revenue	means total income other than: <ul style="list-style-type: none"> • non-recurrent grants used to fund capital expenditure; and • non-monetary asset contributions; and contributions to fund capital expenditure from sources other than those referred to above
adjusted underlying surplus (or deficit)	means adjusted underlying revenue less total expenditure
annual report	means an annual report prepared by a council under section 98 of the Act
asset renewal expenditure	means expenditure on an existing asset or on replacing an existing asset that returns the service capability of the asset to its original capability
asset upgrade expenditure	means expenditure that— (a) enhances an existing asset to provide a higher level of service; or (b) extends the life of the asset beyond its original life
critical non-compliance outcome notification	means a notification received by council under section 19N(3) or (4) of the <i>Food Act 1984</i> , or advice given to council by an authorized officer under that Act, of a deficiency that poses an immediate serious threat to public health
current assets	has the same meaning as in the Australian Accounting Standards
current liabilities	has the same meaning as in the Australian Accounting Standards
food premises	has the same meaning as in the <i>Food Act 1984</i>
intervention level	means the level set for the condition of a road beyond which a council will not allow the road to deteriorate and will need to intervene
local road	means a sealed or unsealed road for which the council is the responsible road authority under the <i>Road Management Act 2004</i>
major non-compliance outcome notification	means a notification received by a council under section 19N(3) or (4) of the <i>Food Act 1984</i> , or advice given to council by an authorized officer under that Act, of a deficiency that does not pose an immediate serious threat to public health but may do so if no remedial action is taken
MCH	means the Maternal and Child Health Service provided by a council to support the health and development of children within the municipality from birth until school age
non-current liabilities	means all liabilities other than current liabilities
own-source revenue	means adjusted underlying revenue other than revenue that is not under the control of council (including government grants)
population	means the resident population estimated by council
rate revenue	means revenue from general rates, municipal charges, service rates and service charges
relative socio-economic disadvantage	in relation to a municipal district, means the relative socio-economic disadvantage, expressed as a decile for the relevant financial year, of the area in which the municipal district is located according to the Index of Relative Socio-Economic Disadvantage of SEIFA
restricted cash	means cash, cash equivalents and financial assets, within the meaning of the Australian Accounting Standards, not available for use other than for a purpose for which it is restricted, and includes cash to be used to fund capital works expenditure from the previous financial year
SEIFA	means the Socio-Economic Indexes for Areas published from time to time by the Australian Bureau of Statistics on its Internet site
unrestricted cash	means all cash and cash equivalents other than restricted cash

MAROONDAH
2050

Draft Communication Strategy 2025-2029

Working towards a well governed and empowered community





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Executive Summary

Maroondah City Council's *Communications Strategy 2025-2029* aims to provide strategic guidance and direction for communication with the Maroondah community, ensuring that all residents are informed, engaged, and able to participate in Council services and activities. It aims to capture what is currently being done well in the communications space at Maroondah, as well as outlining new goals, key directions and priority actions to achieve over the next four years.

The Strategy aligns with the *Maroondah 2050 Community Vision* and focuses on four key outcome areas:

- accessible and inclusive
- engaging and effective
- timely and trusted
- relevant and responsive.

Council is dedicated to ensuring accessible, effective, and engaging communication across various channels to keep the community informed and involved.

The need for timely and inclusive communication has grown, leading to expanded print newsletters and digital channels. This Strategy aims to assess and enhance communication methods to ensure they meet the evolving needs of Maroondah residents, focusing on key actions to maintain best practices and promote Council's offerings.

The Strategy focuses on improving Council's communication and reach by addressing barriers such as language, technology, emergencies, appropriate content, and reputation. It includes updating communication channels for digital literacy, engaging diverse community groups, and consulting with stakeholders.

Community consultation reveals a need for clear, engaging, and accessible content through various digital and print channels and to explore new ways of working and ensuring we keep progressing with the ever-changing technology space.

The Strategy outlines priority actions and projects to be incorporated into departmental service delivery plans, with annual reviews and reporting on progress. A full renewal of the strategy will be undertaken in 2029/2030 to ensure it continues to meet the evolving needs of the Maroondah community.

Why is communication important?

What is communication?

Communication is commonly defined as the transmission of information. Communication is vital, it enables people to connect, understand and collaborate with one another and can take various forms. Effective communication requires messaging to be clear, simple, able to be understood and presented in a way that works for the recipient.

The Communications team at Maroondah City Council understand the importance of accessible, effective and engaging communication.

Council's Communications and Engagement team are responsible for ensuring effective communication across Council and keeping the community and employees informed and engaged. They also look after the management of communication and engagement strategy and planning to support all service areas across Council; the management, coordination and distribution of printed publications; media and public relations; internal communications; and supporting the communications and campaigns of seven leisure facilities.

Council's Digital and Online team are responsible for graphic design, ensuring Council's brand is consistent and accessible, and the management and content development for all online, digital and social media channels; photography and videography and content development.

History of communications at Maroondah City Council

Communication with the community is a core requirement of Council to ensure Maroondah residents are aware of and can access Council's 120 services that are provided to the community.

Communications has always been an important service of Council, however the need for timely, accessible and engaging content is more important than it ever has been.

Council expanded its print community newsletter offering in 2022 due to local print news publications (such as Maroondah Leader) ceasing production during COVID-19. This expansion was also due to Councillor and community feedback that more accessible print publications were needed to continue to communicate with all members of the community, no matter their digital literacy levels, along with the prolific worldwide real time demand for communication/content.

Eleven editions of print publication Maroondah *news* are produced each year. Four of these editions are 20 pages and delivered to all households and businesses in Maroondah each quarter, providing Council updates on events, activities, programs and projects. The other seven editions are 8 pages and delivered to various Council facilities, service centres, shopping centres and community facilities.

Websites, social media and electronic direct mail (EDM's) have also developed significantly in the past five years, with the community consuming content via different channels and formats. Council has redeveloped its main website as well as the Maroondah Leisure and Karralyka websites, expanded its social media offerings to 23 channels, and expanded its direct email newsletters, covering 16 key areas of interest including nature, waste, sustainability, children's and families events and more with a subscriber base of over 16,000.

This work showcases Council's dedication to continually improving how, when and where we communicate with Maroondah residents and the community on important issues, news and updates.

Both print and digital communication channels are required to successfully communicate with the Maroondah community, ensuring this communication is timely, engaging and accessible.

Why is a Communications Strategy needed?

A Communications Strategy (Strategy) will help understand if Council's current communications channels and formats are appropriate, accessible and engaging for the community, as well as looking to the future to ensure we can continue to develop our communications and channels over the next four years.

This includes focusing on key actions that will help ensure Council's communications continue to strive for best practice outcomes and look to improve in areas where needed to ensure that Maroondah residents, visitors, businesses and the wider community are aware of and engaged with Council and all it offers.

This Strategy will help provide direction and set goals to achieve over its lifetime, focusing on things that are important to the community and ways to further promote Council and its programs, services, events, projects, consultations and activities.

What does the Strategy include?

This Strategy focuses on incorporating what we have currently achieved in the communications space at Council, while also strategically focusing on ways to improve Council's communication offerings.

This includes concentrating on ways to break down barriers to ensure as many people in the community as possible can learn more about Council and its offerings.

These barriers include:

- language (including translations, Easy English, social scripts and transcripts/closed captions).
- technology (print, digital, frequency and channels).
- emergencies (continuing to establish Council as a source of emergency information).
- appropriate content (community news focused with a local voice; creating content suitable for the correct channels; utilising channels for their purpose).
- reputation (being a trusted source within the community).

What does the evidence say?

Who are we communicating with?

Council has a vital role to play in providing important information in relation to Council activities, programs, events and consultations to all members of the community, taking into account the range of barriers faced by individuals to access information.

With the digital news space now so prolific and available at the click of a button via mobile devices, there is a greater need to keep Council's communication channels up-to-date with the fast-paced news cycle.

People are more digitally literate than ever before; however, they are also consuming more information and content than ever before. This requires communication to be direct, engaging and provided in ways that works for them.

However, not all members of the community are digitally literate, and it is important to ensure that these people can access information via a platform that they feel comfortable with and can access easily.

Maroondah is home to 117,434 people who live across 12 suburbs (*idcommunity, 2024*). The largest age group is between 35 to 54 years of age. Maroondah is also lucky to be a diverse community, with 734 First Nations people residing in Maroondah and approximately 22,750 people identifying as non-English speaking (*idcommunity, 2024*).

Mandarin, Cantonese, Hakha Chin, Burmese and Zomi are the top five languages spoken in Maroondah by those with low or no English-speaking proficiency (*ABS, 2021*). Hakha Chin, Burmese and Zomi are three of the seven dialects spoken by the Burmese community in Maroondah, who make up nearly 10% of the Maroondah population (*idcommunity, 2024*). These dialects are all unique and completely different from one another.

Australia wide, approximately 1 in 6 (18%) of people have a disability (*Australian Institute of Health and Welfare, 2024*). This could be physical, mental or behavioural. Those that identify as having a disability or neurodivergent can require alternative communication methods or mediums.

Maroondah also has a large number of community groups who are representative of the population. These groups include sporting clubs, scout groups, volunteer organisations, churches of varying faith, employment and disability agencies, community houses and theatre and musical groups.

Over 20,200 people are over the age of 65 years old in Maroondah (*idcommunity, 2024*). It is important to ensure that their communications needs are addressed and considered.

There is a strong and ongoing need to provide ways to communicate effectively with those in Maroondah who are not confident with written or spoken English materials, those who do not comprehend information in what is considered a 'standard' way, as well as those who are not digitally proficient.

If strategic goals are set and adequate resources and funding are set aside to tackle these issues, processes can be implemented to address them and improve communication with those who need it.

Keeping up with current trends

It's essential to reach digitally savvy individuals on popular communication platforms and ensure easy access to Council communications. To effectively engage the target audience, information needs to be not only engaging, accessible, and timely but also visually appealing, distinctive, and tailored to key demographics.

On average, an adult's attention span is eight seconds (*Kirk, 2019*). This means that information must capture a person's attention immediately or there is a risk of losing their attention and information will not be absorbed.

The average Australian spends 10 hours and 19 minutes a day on electronic media, with the majority utilising social media channels (*Mccrindle, 2024*). Content must be distinctive and tailored to the specific channel to be memorable and prompt action.

Council must keep up to date with emerging trends in the communication space to ensure Maroondah residents are receiving important information.

Community consultation

Engaging with the community is a vital part of Council's work, with community consultation shaping strategies, projects and programs into services that reflect the community values, needs and aspirations. Ensuring that all voices are heard, and not just the vocal majority or those who always provide feedback provides for more well-rounded engagement.

Community engagement is a crucial aspect of the Council's responsibilities, to ensure the community's values, needs, and aspirations are met. It is essential to ensure that everyone's opinions are considered, not just those from the vocal majority or habitual respondents, to achieve more comprehensive and balanced participation.

What we did and what you told us

Overview

Community consultation was undertaken from 6 May to 11 June 2024 to help inform the creation of this Strategy. This consisted of:

- In-person pop ups with interactive activities at Council's Ringwood and Croydon customer service centres
- online and paper survey (including translated materials)
- meetings with key stakeholder groups in Maroondah including Maroondah Disability Advisory Committee, CALD Leaders network, Wurundjeri Elders and Maroondah Youth Wellbeing Advocates.

The consultation was promoted via Council's various print and digital channels including:

- Maroondah *news* (print and digital)
- eNewsletters including Nature news, Waste & Sustainability, Children's and Families, Active eDM
- Social media (including targeted social media ads to reach those not currently connected with Council)
- Direct email via Council's *YourSay Maroondah* platform
- Postcards
- Posters

Survey

Respondents were asked a series of questions in relation to how they currently consume content; where they find content; and what Council does well and what could be improved in relation to communicating with the community. A summary is detailed below:

- 159 survey responses were received across a broad range of Maroondah suburbs.
- Over 70% of respondents were female.
- The 35 to 44 year age group had the highest response rate, with over 27% of responses.
- 76% use their phone when consuming content online.
- 6pm to 9pm is when they are most likely to consume content.
- Email, Facebook, SMS, Instagram and radio are channels that are used more than once a day.
- Council's Maroondah *news* eNewsletter is Council's most well-known channel, followed by Facebook and Maroondah *news* print newsletter.
- Respondents currently use Council's website the most to find Council information.
- 59% of respondents do not visit Council channels for information in the event of a local emergency. Instead, they visit the VicEmergency app, Facebook, BOM weather app, ABC and community groups on Facebook.
- 67% would prefer digital as the mode of receiving Council information.
- The top ten topics respondents want to hear about are:
 1. Leisure, recreation and events
 2. Planning and development
 3. Parks, playgrounds and open space
 4. Capital works projects
 5. Community engagement
 6. Waste and sustainability
 7. Health and community safety
 8. Community development (volunteering, wellbeing)
 9. Arts and culture
 10. Natural environment and biodiversity
- The majority (or most) of respondents don't experience any barriers when accessing information from Council. However, some noted that they:
 - find the information too confusing
 - don't see Council information where they consume content

- don't see information in their language.
- When asked how we can better support their communication needs, respondents identified the following ways (in order from highest to lowest):
 1. Closed captions on videos
 2. Offer materials in plain English
 3. Offer more social stories for neurodiverse people
 4. Hearing accessibility
 5. Vision accessibility
 6. Offer translated materials

Feedback on what is done well with Council's communications includes:

- A range of topics are covered
- Informative, regular updates
- Quality visuals and surveys
- Clear and engaging content
- Clear branding and consistent style
- Length and frequency of communications
- Simple and easy to understand
- Detailed and interesting content
- Variety of topics

Feedback on what can be done to improve our communications includes:

- Translated materials.
- More digital content on social media
- More succinct newsletters
- More community-focused stories
- More engaging content on Maroondah Leisure social media
- Facebook graphics and newsletter design could be refreshed
- Post more in local Facebook groups
- Shopping centre noticeboards
- Report back and close the loop on consultations
- Cross promotion across Council social media channels
- Include a postal address in Maroondah *news* for those who are not digitally literate
- Ensure publication timeframes align with consultations and events

Meetings with key stakeholders

Consultation was undertaken with key stakeholders who provided detailed feedback based on specific needs of their group. These stakeholders were:

- Maroondah Youth Wellbeing Advocates
- Maroondah Disability Advisory Committee
- CALD Leaders Network
- First Nations Wurundjeri Elders

In person pop ups were also hosted across the consultation at Realm in Ringwood, and Croydon Library.

A plan for the future

Our strategic principles and aspirations

A vision for communications in Maroondah

Our vision is to provide relevant, effective and engaging communications for our community that are accessible and inclusive now and adapting into the future.

We create communications that inform Maroondah residents on Council's projects, programs, activities, events and services and empower them to be involved in Council's activities and consultations.

We are adaptive and creative, using communication channels appropriately and in a format that is accessible for all different members of our diverse community.

Strategic principles

The *Communications Strategy 2025-2029* is underpinned by Maroondah 2050's vision of a well-governed and empowered community.

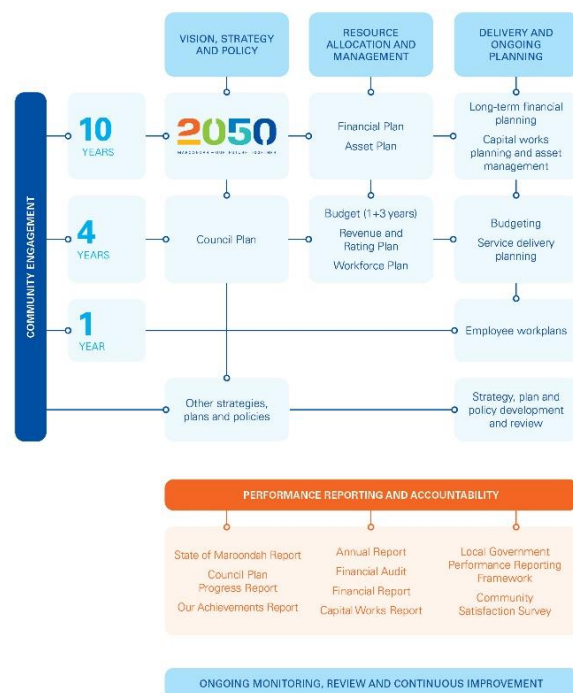
Council continues to be a transparent, accountable, and future-focused leader that collaborates locally and regionally and actively champions local needs. Everyone in Maroondah is informed about matters that affect them and are provided with opportunities to meaningfully engage regarding Council decision making.

As part of Council's Maroondah 2050 Community Vision, to work towards a well-governed and empowered community, we will focus on providing the Maroondah community with timely and accessible information on matters important to them.

The *Communications Strategy 2025-2029* is aligned to Council's Integrated Planning Framework and seeks to ensure that communications activities are aligned with community expectations.

As seen in the draft diagram, the strategy is aligned to 2050 Community Vision and the Council Plan.

Integrated Planning and Reporting Framework

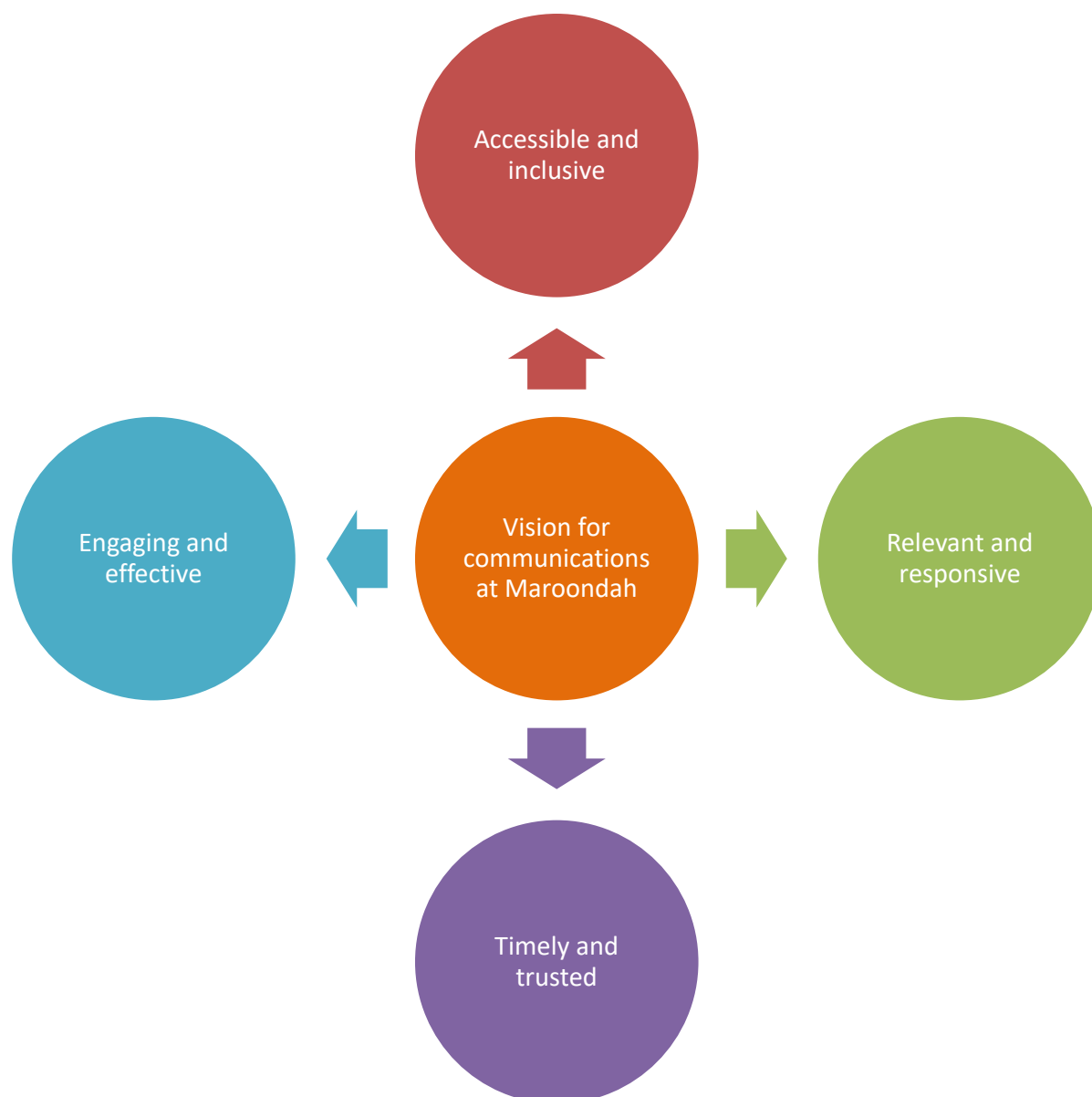


Guiding principles

The key guiding principles that will be used throughout the Strategy and are of major importance to the communications at Maroondah are:

- Relevant
- Timely
- Accessible
- Responsive
- Inclusive
- Respectful
- Engaging
- Effective

These principles underpin the outcome areas and their key directions and priority actions within this Strategy.



Outcome area 1 - Accessible and inclusive

Vision statement / Outcome description

Continue to provide and look at ways to increase communication offerings in accessible formats to ensure all Maroondah residents feel included, are aware of Council services, facilities, events and programs and can actively participate in consultation activities. Ensure Council's channels meet accessibility requirements for websites, digital and print collateral.

What the evidence tells us and what the community told us

Maroondah is a diverse community. As of 2024, Mandarin, Cantonese, Hakha Chin, Burmese and Zomi are the top five languages spoken in Maroondah by those with low or no English-speaking proficiency. Other languages spoken in Maroondah include Persian, Vietnamese, Korean, Karen and Khmer (ABS, 2021).

Feedback received from community consultation told us that some residents can't find information or that the information can be confusing if not in their language. When asked how Council can better support their communication needs, respondents identified the following ways:

1. Closed captions on videos
2. Offer materials in plain English
3. Offer more social stories for neurodiverse people
4. Hearing accessibility
5. Vision accessibility
6. Offer translated materials

This feedback provides Council with a deeper understanding of communications gaps that people in the community might currently be experiencing and provides important direction to understand the focus in this space over the next four years.

Key directions

- 1.1 Continue to produce translated and Easy English materials, increasing collateral in languages that reflect Maroondah's CALD community.
- 1.2 Consider the use of local translators to ensure translated material is in an accurate dialect for those living in Maroondah.
- 1.3 Consider the use of social stories for relevant communication campaigns to meet the needs of neurodivergent people.
- 1.4 Continue to provide alternative text on images in electronic mail distributions, captions on videos and transcripts when appropriate
- 1.5 Consider the needs of blind, deaf or disabled people when preparing communications.
- 1.6 Improve Council's consultation platform, Your Say Maroondah, to ensure it is accessible and inclusive.

Priority actions

1. Work with local translators that can be used to assist with translating materials for Council communications.
2. Work with relevant organisations to understand best practice for social stories.
3. Implement a Council-wide best practice translation guide.
4. Investigate the use of Viber communication tool to reach CALD community groups.
5. Consider a new Council consultation platform that improves accessibility and offers translation options.
6. Continue to ensure Council's websites are accessible through WCAG 2.1 guidelines.
7. Continue to ensure Council's digital designs are accessible through WebAIM Contrast Checker.

8. Explore the use of new and emerging AI platforms and how they can assist with translated materials
9. Conduct a biennial review of population and English language proficiency data to ensure language and translation materials reflect Maroondah's CALD community.

Indicators of progress

1. Increase in production of translated materials, in languages that reflect the Maroondah community.
2. Implement a consultation platform that provides increased accessibility and translation options.
3. Increase the use of key local translators for checking translations to ensure they are understood by the CALD community.
4. Enhanced usability for the CALD community on Council's website, including Your Say Maroondah.
5. Greater connections with CALD communities in Maroondah through Council communication channels.

Outcome area 2 - Engaging and effective

Vision statement / Outcome description

Deliver Council information through a variety of channels suited to Maroondah's diverse community, ensuring it is engaging and able to connect and engage with the target audience and Maroondah community. Continue to provide high quality materials that are eye catching, for the right audience and include all relevant information.

What the evidence tells us and what the community told us

On average, an adult's attention span is eight seconds (*Kirk, 2019*). This means that information must capture a person's attention immediately or there is a risk of losing their attention and information will not be retained.

The average Australia spends 10 hours and 19 minutes a day on electronic media (*Mccrindle, 2024*). Content must be distinctive and tailored to the specific channel to be memorable and prompt action.

Feedback received from community consultation told us that Council produces clear and engaging content with clear branding and consistent style. They also noted that some graphics and design could be refreshed. 76% of respondents use their phone when consuming content, and 67% would prefer digital as the mode of receiving Council information.

Of those over the age of 55 years of age who provided feedback, over 50% prefer to receive information in both print and digital format or just print format. It is important that Council continues to meet the needs of Maroondah's smaller population groups, such as older people in Maroondah, CALD groups and those with a disability.

This information provides important guidance in relation to what is working well and what could be improved in ensuring Council content engages with all members of the community and is effective in grabbing the attention of the targeted audience.

Key directions

- 2.1 Produce high quality and well-designed print news publications (Maroondah *news*) at an appropriate frequency that provides information for all cohorts of the Maroondah community and reflects the work undertaken by Council.
- 2.2 Produce high quality digital news publications at an appropriate frequency that cover a broad range of topics that interest various groups in Maroondah.
- 2.3 Produce engaging and fit for purpose digital content on Council's social media channels that captures the interest of relevant audiences.
- 2.4 Continue to utilise Council's digital channels to promote Council services, programs, events and activities.

Priority actions

1. Consider frequency and page length of Maroondah *news* print publication in line with community needs and expectations.
2. Re-design Maroondah *news* and other Council branding in line with Maroondah 2050 Community Vision brand.
3. Investigate the feasibility of merging Ringwood Golf and Dorset Golf Facebook pages.
4. Consider the use of Facebook community noticeboards to reach more residents with Council information.

5. Investigate the use of AI and its appropriateness for use by Council to create engaging and effective content.
6. Undertake a review of the use of social media platform X (formerly Twitter) as a communication channel and consider its continued use.
7. Identify and investigate new platforms and technology that can assist with targeting key audiences and demographics in Maroondah.

Indicators of progress

1. Implementation of new Maroondah *news* branding that is engaging and in line with Maroondah 2050 branding.
2. Increased use of Facebook community noticeboards for appropriate promotion of Council services, events or activities.
3. Increased use of mobile-friendly digital and social media platforms to ensure content produced is engaging and effective on mobile.
4. Continue to build the audience of Council's eNewsletters that are fit for purpose for the relevant audiences including children and families, young people, older people, people interested in waste, sustainability, natural environment, arts and health and fitness.

Outcome area 3 - Timely and trusted

Vision statement / Outcome description

Provide timely and accurate information and updates as a trusted and reliable voice in the community for Council and local news, including emergency information. Continue to build Council's reputation through strong, consistent branding, tone and voice and uphold Council's high level of customer service standards.

What the evidence tells us and what the community told us

Council's role in providing information in a timely, consistent and accurate manner is important to build a well-informed, well-equipped and capable community. Council has a legislated responsibility under the *Emergency Management Act 2013* to prepare, respond and support the community to recover from emergencies.

Feedback from the community has offered valuable insights regarding the optimal times for content consumption and preferred communication channels. Consequently, information can be strategically targeted and developed with these considerations in mind.

59% of respondents do not currently visit Council channels for information in the event of an emergency. Instead, they visit the VicEmergency app, Facebook, Bureau of Meteorology Weather app and the ABC. This information helps Council improve emergency communications and leverage trusted channels for sharing and using emergency information.

Respondents also noted that Council has simple and easy to understand information that is consistent, informative and covers a range of topics. This assists with knowing what is currently being done is working, and to now look towards ways to continue to improve communications and reach in the community.

Key directions

- 3.1 Continue communications in relation to Council's role in emergency management, using appropriate communication channels.
- 3.2 Provide information and updates from Council in a timely manner, ensuring the content is accurate, consistent and able to be understood by the community.
- 3.3 Maintain a consistent tone, voice, and appearance across all Council channels and platforms to ensure Council becomes a trusted and recognised brand within the community.
- 3.4 Support the Mayor and Chief Executive Officer (CEO) as Council's official spokespeople to ensure consistent and accurate messaging on Council channels and through media and community networks.

Priority actions

1. Update Council's organisation-writing style guide to improve language consistency across all forms of Council communications including letters, strategies and collateral.
2. Continue to share relevant emergency information on Council digital and social media channels from trusted sources (VicEmergency, BOM, Department of Health) in a timely manner.
3. Ensure Council's website contains up-to-date emergency information that is clear, accurate and accessible.
4. Expand emergency management communications, including creating translated information packs to support our CALD community groups.
5. Review Council's branding style guide to reflect 2050 Community Vision.
6. Annually review Council's Heat Health, Emergency event and Relief Centre communications plans to ensure information is accurate and templates can be implemented quickly and efficiently when required.

7. Uphold's Council's reputation by maintaining efficient media management processes including developing timely and accurate proactive and reactive media releases and statements.

Indicators of progress

1. Clearer and more consistent language used across Council channels.
2. Increase in emergency information shared across Council channels, including website, social media, EDM's and print publications.
3. Implementation of communication requirements under the Australian Government's Disaster Ready Fund.
4. Implementation of updated branding for Maroondah 2050.
5. Maintain communications representation on the Municipal Emergency Management Planning Committee.
6. Maintain working relationships with key media agencies and journalists. Provide timely updates on Council's channels following Council meetings or decisions.

Outcome area 4 - Relevant and responsive

Vision statement / Outcome description

Ensure Council's communications are relevant to the community and respond to community needs and interests. Report on decisions and provide updates from Council to enable residents to live supported, active, and connected lives within our community.

What the evidence tells us and what the community told us

Results from the 2024 Victorian community satisfaction survey found that Maroondah City Council ranks higher than the state-wide average for:

- Consultation and engagement
- Informing the community
- Community decisions
- Customer service

Respondents who provided feedback during community consultation said that Council provides regular updates that are appropriate in length and frequency, however some noted that they would like more reporting back on community consultations that they participate in and that they'd like to hear more stories with voices from the community.

They also told us that the top 10 topics they want to hear about are:

1. Leisure, recreation and events
2. Planning and development
3. Parks, playgrounds and open space
4. Capital works projects
5. Community engagement
6. Waste and sustainability
7. Health and community safety
8. Community development (volunteering, wellbeing)
9. Arts and culture
10. Natural environment and biodiversity

Key directions

- 4.1 Continue to showcase relevant community and Council news, reporting on key outcomes from Council meetings, ensuring information is accurate and timely.
- 4.2 Ensure topics covered are broad, feature a range of Council areas and facilities, as well as highlighting important community achievements.
- 4.3 Close the loop on consultation activities, providing respondents with updates in a timely manner with key information on how their feedback shaped the consultation.
- 4.4 Respond to community queries, comments and feedback on our communication channels, including social media and email.

Priority actions

1. Utilise the business partner communications model to provide updates from across Council, including project updates and progress, strategy development, arts exhibitions, leisure activities, events for seniors, children, young people and families.
2. Solidify Council's role in the community by including testimonials from community members working with Council or accessing Council services to provide relevant insight for other community members.

3. Create consistent and easy to understand consultation reports that are published on the relevant projects' Your Say Maroondah webpage.
4. Ensure a strategic lens is applied to all communication campaigns when selecting appropriate channels to promote Council's services, programs, activities and events.
5. Update Council's Social Media Policy to ensure engagement on Council's social media channels is moderated with clear House Rules to promote respectful discussion and exchange of ideas.
6. Develop a Digital Strategy to ensure a structured plan for how we are utilising communications channels now and into the future.

Indicators of progress

1. Continued variety of Council news and information in Council publications such as Maroondah *news*, eNews, social media and website.
2. Feature community voices in key publications such as Maroondah *news*, including quotes and interviews from community members who have worked with Council or are
3. Improved reporting on Council consultations, ensuring they are completed in a timely manner using Council's succinct consultation template, including all relevant information.
4. Implementation of strong moderation processes in line with Council's Social Media Policy on Council's social media channels.
5. Implementation of priority actions of Maroondah's Digital Strategy.

Tracking our progress

The *Communications Strategy 2025-2029* forms part of Council's response to delivering on Maroondah 2050 - Our future together. It will be implemented with a whole-of-Council approach and will involve regular review.

This strategy outlines key priority actions and projects to be undertaken to deliver on the strategic aspirations for communications in Maroondah. These actions and projects will be incorporated into departmental service delivery plans over the 2025 to 2029 period and reported on yearly in the Council Plan. Additional priority actions and projects that support this vision and adapt to the changing needs of the Maroondah community will be identified and resourced over time.

Progress towards delivery on priority actions and projects will be monitored and reported upon annually through Council's reporting processes. A full review of the strategy will be undertaken in 2029/2030.

References and Glossary

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Glossary

AI (Artificial Intelligence): The field of computer science that focuses on creating systems capable of performing tasks that typically require human intelligence, such as visual perception, speech recognition, decision-making, and language translation.

EDM (electronic distribution mail): A method of sending emails to a large group of recipients, often used for marketing or informational purposes. It allows for targeted communication with a specific audience.

Easy English: A form of simplified English that is designed to be easily understood by people with learning disabilities, cognitive impairments, or those with low proficiency in the language. It uses clear and simple vocabulary, short sentences, and avoids complex grammar to ensure accessibility for a wider audience.

CALD (culturally and linguistically diverse): Refers to individuals or communities with varied cultural backgrounds and languages other than the dominant one in a particular country or region. This term highlights the multicultural and multilingual nature of societies and the need for inclusive policies and practices to support diverse populations.

Closed captions: Text displayed on a screen to provide additional or interpretive information to individuals who are deaf or hard of hearing. Closed captions typically include not only dialogue but also non-speech elements such as sound effects, speaker identification, and other relevant audio information, ensuring accessibility for a wider audience.

Social Scripts: Predefined, structured interactions that people use to guide their behaviour and communication in social situations. Social scripts can help individuals, especially those with autism or social anxiety, to navigate social interactions more confidently and effectively by providing clear expectations and reducing uncertainty.

WCAG 2.1 guidelines: The Web Content Accessibility Guidelines (WCAG) 2.1 are a set of recommendations designed to make web content more accessible to people with disabilities. These guidelines cover a wide range of disabilities, including visual, auditory, physical, speech, cognitive, language, learning, and neurological disabilities.

WebAim Contrast Checker: A tool designed to help ensure that web content is accessible by measuring the contrast between text and background colors. It evaluates whether the contrast levels meet the Web Content Accessibility Guidelines (WCAG) standards, making it easier for users with visual impairments to read and interact with digital media.

To contact Council

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SMS 0480 020 200

Translating and Interpreting Service 131 450

National Relay Service (NRS) 133 677

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MAROONDAH
2050





Communications Strategy

Consultation Report



2024-2025

Stage 1: Community consultation - 6 May to 11 June 2024

Overview

Community consultation was undertaken from 6 May to 11 June 2024. This consisted of a combination of:

- in person pop ups with interactive activities at Council's Ringwood and Croydon customer service centres
- online and paper survey (including translated materials)
- meetings with key stakeholder groups in Maroondah including Maroondah Disability Advisory Committee, CALD Leaders network, Wurundjeri and Maroondah Youth Wellbeing Advocates

The consultation was promoted via Council's various print and digital channels including:

- Maroondah *news* (print and digital)
- eNewsletters including Nature news, Waste & Sustainability, Children's and Families, Active EDM
- Social media (including paid social media ads to reach those not currently connect with Council)
- Direct email via Council's YourSay Maroondah platform
- Postcards
- Posters

Survey

Respondents were asked a series of questions in relation to how they currently consume content, where they find content, what Council does well and what could be improved in relation to communicating with the community.

Who responded?

159 survey responses were received over the consultation period, with respondents living in a broad spread of suburbs across Maroondah, with Croydon, Ringwood, Heathmont, Ringwood East and Ringwood North being the top five.

Over 70% of respondents were female, while 27% were male, 2% identified as non-binary and 1% chose not to answer.

The 35 to 44 year age group were the largest to respond with over 27% of responses. This was followed by 45 to 54 years (18%), 25 to 34 years (17%), 55 to 64 years (14%), 65 to 74 years (13%), 75 years or older (6%), 18 to 24 years (4%) and lastly 13 to 17 years (1%).

Key findings

1. 76% use their phone when consuming content online. Tablet (9%), laptop (7%) and desktop computer (7%) are also used.
2. Respondents generally get their local news from:
 1. News sites (eg. Herald Sun, The Age)
 2. Local Facebook noticeboards
 3. Facebook
 4. Council channels
 5. Radio
- The times that people are most likely to consume content are (in order from most likely to least likely):

1. Evening (6pm to 9pm)
 2. Early morning (5am to 9am)
 3. Late afternoon (3pm to 6pm)
 4. Late morning (9am to 12noon)
 5. Early afternoon (12noon to 3pm)
 6. Later evening (9pm to midnight)
3. Email, Facebook, SMS, Instagram and radio are channels that are used more than once a day. Online forums, Tik Tok, X (formerly Twitter), Snapchat and Youtube are used less than once a week.
 4. The top ten Council channels that respondents are most aware of are (in order from most aware to least aware):
 1. Maroondah news eNewsletter
 2. Facebook
 3. Maroondah news 8-page newsletter (print)
 4. Maroondah news 20-page newsletter (print)
 5. YourSay Maroondah consultation updates
 6. Instagram
 7. Waste and Sustainability eNewsletter
 8. Arts in Maroondah eNewsletter
 9. Karralyka eNewsletter
 10. Children's and Families eNewsletter
 - Respondents currently find Council information through:
 1. Council's website
 2. Maroondah news print newsletter (delivered by post)
 3. Council's social media channels
 4. Other (such as direct emails from Council Officers, eNews, noticeboards and roadside boards)
 5. Maroondah news print newsletter (picked up from a Council facility)
 - Facebook is the most popular social media channel of Council's (59), followed by Instagram (19), LinkedIn (10) and Youtube (4). No respondents find content on Council's X (formerly Twitter) page.
 - 59% of respondents do not visit Council channels for information in the event of a local emergency. 23% sometimes do, and 18% do. Instead, the top five places they visit is the VicEmergency app, Facebook, BOM weather app, ABC and community groups on Facebook.
 - 67% would prefer digital as the mode of receiving Council information. 28% would prefer both print and digital, and 5% would prefer print.
 - If receiving updates from Council by print, the preferred frequency is monthly, followed by every quarter. If receiving updates from Council by email, the preferred frequency is monthly, followed by fortnightly.
 - The top ten topics respondents want to hear about is:
 1. Leisure, recreation and events
 2. Planning and development
 3. Parks, playgrounds and open space
 4. Capital works projects
 5. Community engagement
 6. Waste and sustainability
 7. Health and community safety
 8. Community development (volunteering, wellbeing)
 9. Arts and culture

10. Natural environment and biodiversity

Feedback on what is done well with Council's communications includes:

- A range of topics are covered
- Informative, regular updates
- Quality visuals and surveys
- Clear and engaging content
- Clear branding and consistent style
- Length and frequency of communications
- Simple and easy to understand
- Detailed and interesting content
- Variety of topics

Feedback on what can be done to improve our communications includes:

- Translated materials.
 - More digital content on social media
 - More succinct newsletters
 - More community focused stories
 - More engaging content on Maroondah Leisure social media
 - Facebook graphics and newsletter design could be refreshed.
 - Post more in local Facebook groups.
 - Shopping centre noticeboards
 - Report back and close the loop on consultations.
 - Cross promotion across Council social media channels
 - Include a postal address in Maroondah news for those who are not digitally literate.
 - Ensure publication timeframes align with consultations and events.
-
- Majority of respondents don't experience any barriers when accessing information from Council. However, some noted that they:
 - find the information too confusing
 - don't see Council information where they consume content
 - don't see information in their language.
 - When asked how we can better support their communication needs, respondents identified the following ways (in order from highest to lowest):
 1. Closed captions on videos
 2. Offer materials in plain English
 3. Offer more social stories for neurodiverse people
 4. Hearing accessibility
 5. Vision accessibility
 6. Offer translated materials

Meetings with key stakeholders*Maroondah Youth Wellbeing Advocates*

Feedback on how the communication needs of young people can be better supported includes:

- Videos. More short form media e.g., reels, shorts.
- Connecting through schools
- Social media posts tailored to young people

- Promoting at train stations
- Public posters
- More awareness to Instagram
- Demonstrate how easy the use of communication outlets can be
- Public noticeboard on populated places (e.g. Eastland)

Maroondah Disability Advisory Committee

Feedback on how the communications needs of people with a disability can be better supported includes:

- Continue producing both print and digital content
- Implement voice read accessibility options across all channels
- Pet registration notices are not accessible and can't be read by people with a disability. A re-design with a simple design is needed, with more images.
- Postcards are useful - consider having Braille underneath headings.
- Emergency management - offer Auslan interpreters and more accessible formats of information.
- Consider Auslan interpreters in videos, Council meetings, webinars. Consider a volunteer in the community to cut down cost.
- Consider training more employees on different types of communication so it is always from of mind with planning and processes.
- Communication Access Board. Show a genuine consideration for needs of people with a lived experience.
- Social stories of venues/sites (like Knox City Council).
- Show images that reflect the community.
- Ensure emails and brochures following accessibility guidelines and styles and are in various languages.
- Consider self service options, quiet spaces for conversations and pre-booking meetings with Council staff.
- Communicating road works and activities that may impact.

CALD Leaders Network

Feedback on how the communications needs of culturally and linguistically diverse people can be better supported includes:

- Use communications channels they are using, such as Viber, email Facebook Messenger, What's App and Instagram.
- Having both translated and non-translated materials is helpful
- Consider audio options as this can be easier for people to access, particularly those who cannot read or write in their own language
- Providing collateral in languages they speak makes them feel included and part of the community
- Use a local translator to ensure dialect is correct
- Look at website functionality, particularly live chat, and whether it can be translated
- More information on what to do in an emergency

Wurundjeri Leaders

Feedback on how the communications needs of First Nations people can be better supported includes:

- Print publications are useful as some people don't use online options
- Use their networks that already exist
- Ensure information is being put at things people are already attending, for example childcare services, MCH and leisure centres.
- Continue to build relationship of trust between Council and First Nations people.

In person pop ups

Three, two-hour pop ups were hosted across the consultation. Two pop ups were held at Realm, and one was held at Croydon Library.

Residents were asked to participate in two interactive activities. First was to place three balls in three separate tubes that each had a form of hearing from Council. They were asked to pick their top three.

Second was to nominate their top three topics they want to hear more about.

Results:

Activity results		Realm - Friday 17 May	Croydon Library - Wed 22 May	Realm - Tuesday 4 June	
How do you like to hear from Council?	Channel	Results	Results	Results	Total
	Website	29	18	14	61
	SMS	23	16	7	46
	Social media	31	13	16	60
	Print publications	18	19	8	45
	eNewsletter	32	20	15	67
	Direct mail	24	19	22	65
					344
What are the top three topics you want to hear about?	Topic	Results	Results	Results	
	Capital works projects	7	10	4	
	Health and community safety	10	4	4	
	Waste and sustainability	6	6	4	

	Youth and children's services	15	7	8	
	Aged and disability services	11	4	4	
	Business support	4	0	2	
	Natural environment and biodiversity	6	6	4	
	Parks, playground and open space	19	8	8	
	Planning and development	10	9	4	
	Arts and culture	6	4	7	
	Leisure, recreation and events	19	8	8	
	Community engagement and development	7	1	5	

Stage 2: Public exhibition of draft Strategy - 18 May to 26 June 2025

Overview

The draft Communications Strategy was on public exhibition from 18 May to 26 June, where residents were able to view the draft Strategy and provide feedback on the key areas.

During this time, it was promoted via Council's communications channels including:

- Maroondah news print newsletter
- Maroondah eNewsletter (and sub eNewsletters such as the Children's and Families eNews, Waste and Sustainability eNews and Active edm)
- Facebook (including organic posts and paid advertising)
- Instagram (including organic posts and paid advertising)
- A3 poster displayed at various Council facilities
- TV screens at Council's Realm and Croydon customer service centres
- Council's website homepage
- YourSay emails to subscribed residents

YourSay Summary

- Total Page Visits: 497
- Views of draft strategy: 215
- Engaged Participants (those who provided direct feedback): 10
- Informed Participants (those who visited the YourSay page and reviewed the draft strategy, frequently asked questions): 145

- Aware Participants (those who visited the YourSay page): 378

Survey Feedback

Participants were asked if they supported the vision for communications at Maroondah over the next four years

Vision:

Our vision is to provide relevant, effective and engaging communications for our community that are accessible and inclusive now and adapting into the future.

We create communications that inform Maroondah residents on Council's projects, programs, activities, events and services and empower them to be involved in Council's activities and consultations.

We are adaptive and creative, using communication channels appropriately and in a format that is accessible for all different members of our diverse community.

77.8% of respondents support the vision.

Participants were also asked if they supported the guiding principles that will underpin Council's approach to communications over the next four years.

These guiding principles are:

- Relevant
- Timely
- Accessible
- Responsive
- Inclusive
- Respectful
- Engaging
- Effective

77.8% of respondents support the guiding principles.

Participants were then asked to rank the key directions for each of the four outcomes areas in the strategy.

Outcome area 1 - Accessible and inclusive

We will continue to provide and look at ways to increase communication offerings in accessible formats to ensure all Maroondah residents feel included, are aware of Council services, facilities, events and programs and can actively participate in consultation activities. We will ensure Council's channels meet accessibility requirements for websites, digital and print collateral.

Respondents ranked the key directions of this outcome area in order of highest priority as follows:

1. Consider the needs of blind, deaf or disabled people when preparing communications.
2. Consider the use of social stories for relevant communication campaigns to meet the needs of neurodivergent people.
3. Continue to provide alternative text on images in electronic mail distributions, captions on videos and transcripts when appropriate

4. Improve Council's consultation platform, Your Say Maroondah, to ensure it is accessible and inclusive.
5. Consider the use of local translators to ensure translated material is in an accurate dialect for those living in Maroondah.
6. Continue to produce translated and Easy English materials, increasing collateral in languages that reflect Maroondah's CALD community.

Outcome area 2 - Engaging and effective

We will deliver Council information through a variety of channels suited to Maroondah's diverse community, ensuring it is engaging and able to connect and engage with the target audience and Maroondah community. We will continue to provide high quality materials that are eye catching, for the right audience and include all relevant information.

Respondents ranked the key directions of this outcome area in order of highest priority as follows:

1. Produce high quality digital news publications at an appropriate frequency that cover a broad range of topics that interest various groups in Maroondah
2. Continue to utilise Council's digital channels to promote Council services, programs, events and activities.
3. Produce engaging and fit for purpose digital content on Council's social media channels that captures the interest of relevant audiences.
4. Produce high quality and well-designed print news publications (Maroondah news) at an appropriate frequency that provides information for all cohorts of the Maroondah community and reflects the work undertaken by Council.

Outcome area 3 - Timely and trusted

We will provide timely and accurate information and updates as a trusted and reliable voice in the community for Council and local news, including emergency information. We will continue to build Council's reputation through strong, consistent branding, tone and voice and uphold Council's high level of customer service standards.

Respondents ranked the key directions of this outcome area in order of highest priority as follows:

1. Continue communications in relation to Council's role in emergency management, using appropriate communication channels.
2. Provide information and updates from Council in a timely manner, ensuring the content is accurate, consistent and able to be understood by the community.
3. Maintain a consistent tone, voice, and appearance across all Council channels and platforms to ensure Council becomes a trusted and recognised brand within the community.
4. Support the Mayor and Chief Executive Officer (CEO) as Council's official spokespeople to ensure consistent and accurate messaging on Council channels and through media and community networks.

Outcome area 4 - Relevant and responsive

We will ensure Council's communications are relevant to the community and respond to community needs and interests. We report on decisions and provide updates from Council to enable residents to live supported, active, and connected lives within our community.

Respondents ranked the key directions of this outcome area in order of highest priority as follows:

1. Continue to showcase relevant community and Council news, reporting on key

- outcomes from Council meetings, ensuring information is accurate and timely.
2. Ensure topics covered are broad, feature a range of Council areas and facilities, as well as highlighting important community achievements.
 3. Close the loop on consultation activities, providing respondents with updates in a timely manner with key information on how their feedback shaped the consultation.
 4. Respond to community queries, comments and feedback on our communication channels, including social media and email.

General feedback in relation to the Strategy:

- E-mail should be the preferred communication channel. Print is nice but expensive.
- Social media can be overcrowded channels

Conclusion

The project successfully engaged a significant number of participants, with a total of 497 visits and 215 downloads of the draft Strategy. The engagement summary indicates a good level of awareness and informed participants. The survey tool shows active participation with feedback supportive of Council's plan for communication over the next four years and therefore no changes to the draft Strategy are required. The feedback received will help guide the Action Plan for this Strategy and help prioritise the rollout of the key directions for each outcome area.