



WHITEHORSE

# Quarterly Performance Report 2024/25

January – March 2025





## **Acknowledgement of Traditional Owners**

Whitehorse City Council  
acknowledges the Wurundjeri Woi  
Wurrung people of the Kulin Nation  
as the traditional owners of the  
land.

We pay our respects to their Elders  
past, present and emerging.



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# QUARTERLY HIGHLIGHTS: JANUARY - MARCH 2025

## Compost Subsidies



Since launching in late January, Council has engaged 50 households in the Compost Revolution program , supporting more home composting across Whitehorse and helping to reduce food and garden waste sent to landfill. We're eager to welcome more households, community groups, schools and businesses to join us in the Compost Revolution!



## Welcoming International Students!

In March, Council hosted a special International Student Welcome Event in partnership with Deakin University to support international students living and studying in Whitehorse. In collaboration with various Council departments, students learned about local services and took part in a workshop with the Youth Services team to share their experiences and identify how Council can best support their needs moving forward.



## Clean Up Australia Day



Council supported community groups to participate in Clean Up Australia Day in March, resulting in over 35 registered clean-up sites across the municipality. This initiative encouraged communities, businesses and individuals to help remove litter from our parks, waterways, beaches and other public spaces - contributing to a cleaner and healthier environment.



## Box Hill Town Hall



Box Hill Town Hall hosted 3 Lunar New Year Events in and around the precinct: the Laolaille Seniors Activity Centre Lunar New Year Concert, the Asian Business Association of Whitehorse Lunar Festival and the Victoria Shandon Commerce Chamber Celebration dinner. The Town Hall also played host to the World Salsita Festival (Salsa Dancing) in February which was full of colour and dancing and wonderful music.

## Culture Fest



Culture Fest 2025 was held in March at Strathdon House and Orchard Precinct, drawing over 3,000 attendees for a vibrant celebration of Whitehorse's cultural diversity. Opening with a Welcome to Country by Wurundjeri Elder Uncle Colin, the event featured live music, dance, and interactive activities led by local community groups, including Chinese calligraphy, Sikh turban tying, Korean instruments, traditional art, and tie-dye workshops.

## Aqualink Membership Campaign



- A targeted membership promotion campaign was conducted in February, resulting in approximately 900 new members joining.
- Aqualink attendances are tracking 300,000 ahead compared to the same period last year indicating strong community engagement and sustained growth in facility usage.



# QUARTERLY HIGHLIGHTS: JANUARY - MARCH 2025



## Positive Ageing Dementia Awareness



In partnership with Umbrella Dementia Cafés, Eastern Health, and Council's Positive Ageing team, a Dementia Awareness Session was held in February at the Box Hill Community Arts Centre. Over 90 people attended, with a waitlist of more than 30, highlighting strong community demand. Positive feedback was received for the event: *"A great opportunity to connect and empathise."*



## Promoting Pet Responsibility

The 'Pups in the Park' initiative, launched in March, promoting responsible pet ownership. Council continues to work with Victoria Police to enhance community safety.



## Supporting Young Voices

Council has established a Child and Young People's Engagement group to strengthen the inclusion of young voices in decision-making. Consisting of local primary school students, it means more children and young people are consulted on issues that affect them and are considered in the planning and delivery of Council services.

## Shaping the Mega Mile!



In March, Council hosted 'Shaping the Mega Mile', bringing together local business and property owners, store managers, and Councillors to explore the future of the Whitehorse Road retail precinct. The evening featured networking and collaborative discussions to help shape a future action plan. This event marks the first step in ensuring the Mega Mile continues to grow as a key retail, home, and lifestyle destination.

## Women in Leadership

Council launched its Women in Sport Leadership Program to support grassroots community leaders passionate about driving change. The program reflects Council's commitment to fostering inclusive, diverse leadership across local sports clubs and recreational groups.



## Whitehorse Interfaith Network

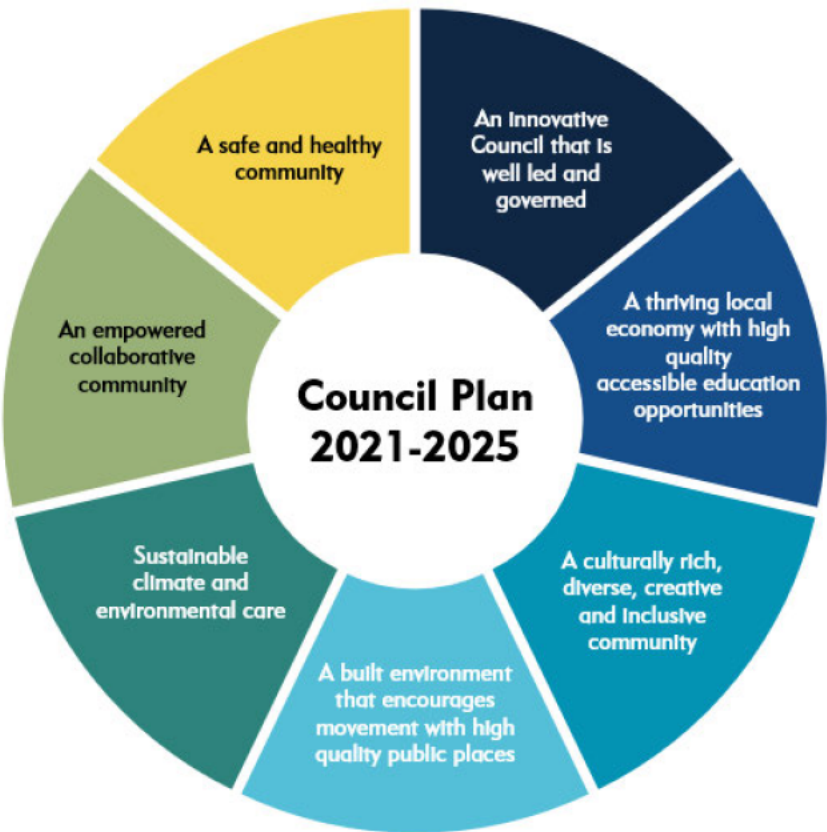


In March, the Whitehorse Interfaith Network (WIN) presented their Peace Banner to Council, symbolising unity and social cohesion across diverse faiths and cultures. The presentation highlighted WIN's ongoing efforts to promote peace through dialogue, education, and collaboration. Councillors praised the group's work and reaffirmed support for their role in fostering an inclusive, connected community.

# PERFORMANCE AGAINST OUR COUNCIL PLAN 2021-2025

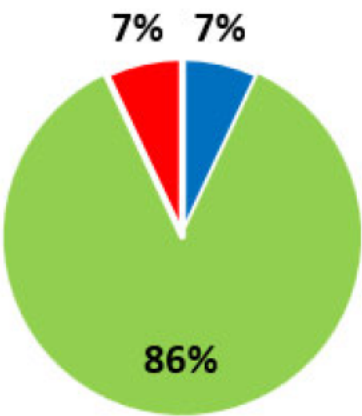
Our Council Plan 2021–2025 outlines the seven (7) strategic directions and related objectives for Council to work towards over the next four years to achieve the Whitehorse 2040 Community Vision.

The Quarterly Performance Report provides transparency to our community by providing an update on Council’s activities and performance the quarter.



## PROGRESS STATUS OF ACTIONS

■ Completed ■ In Progress ■ Off Track



Council will report on 29 actions for the 2024/25 financial year that directly contributes to the achievement of the objectives in the Council Plan 2021-2025

### This quarter reported:

Completed:	2
In Progress:	25
Off Track:	2
Monitor (at risk of/or is falling behind):	0
On Hold:	0
Not Started:	0
Closed:	0



## THE MUNICIPAL PUBLIC HEALTH & WELLBEING PLAN 2021-2025 HIGHLIGHTS

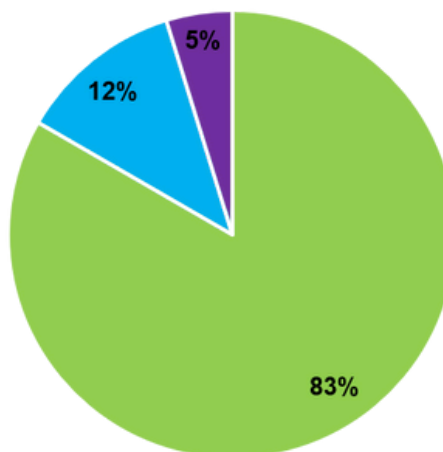
### Mental Wellbeing



- In early 2025, Council launched a new online Carer Information Hub - a central resource featuring a wide range of supports and services to inform & assist carers.
- The Box Hill Community Arts Centre & Family Access Network teamed up to present *Talking with Pride* - a unique Midsumma Festival Residency Exhibition where young artists shared their stories, celebrated their identities, & expressed themselves through bold, authentic art.

The Whitehorse Health and Wellbeing Plan 2021-2025 outlines the objectives and key strategies to improve the health and wellbeing of people in the municipality. Each year an Annual Action Plan details the activities Council, and partner organisations, will undertake over the 12 months towards these objectives. The Annual Action Plan also includes prevention and early intervention measures to respond to family violence, including elder abuse. For more information visit Council's [Health and Wellbeing page](#).

■ In Progress/ Ongoing ■ Completed ■ Deferred/Not Started

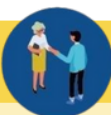


In the 2024/25 Financial Year, Council will be reporting on 84 Actions.

#### This quarter reported:

Completed:	10
In Progress:	67
Deferred:	3
Not Started:	1
Ongoing:	3

### Social Inclusion



- The Digital Inclusion program, delivered with Whitehorse/Manningham Libraries, saw a strong boost in uptake this quarter - 18 sessions reached 165 attendees, with overwhelmingly positive feedback like: "That has given me a lot of inspiration."

### Physical Activity



- Council's Maternal & Child Health Service has launched the INFANT program to support families in promoting healthy eating, active play, and reduced screen time from early infancy.
- Support for Whitehorse sports clubs, like the Lawn Bowls Development Forum with Bowls Victoria - attended by all local bowling clubs- helps drive sustainability and growth in local sport.

### Climate Change Mitigation



- A highlight of recent local activations was a community climate group using the Box Hill Activation Pods to raise awareness about global warming.

### Actions Taken To Prevent Family Violence and Violence Against Women



- To better support young people, Council has shared key family violence resources with local Youth Service Providers.
- Our Maternal & Child Health (MCH) team has completed the first session of the Baby Makes 3 training and is currently conducting gender equity audits to help embed equality across MCH services.
- As part of International Women's Day ( 8 March), Council re-launched the Biscuit Tin Exhibition, celebrating the contributions of older women in our community and raising awareness of issues they may face, including elder abuse.
- Council contributed to the Eastern Region Together for Equality and Respect Workshop: New Strategy 2025-29, influencing the direction of the partnership actions over the next four years.



# COUNCIL TRANSFORMATION

In response to a changing environment, Council is undertaking a whole of organisation transformation to ensure we continue to meet the needs and expectations of our community. With constant changes in the external environment, it is essential for Council to adapt how we respond to and manage change effectively.

The Transformation Program runs over multiple years with cross-organisational initiatives designed to deliver on five strategic objectives. These objectives are:



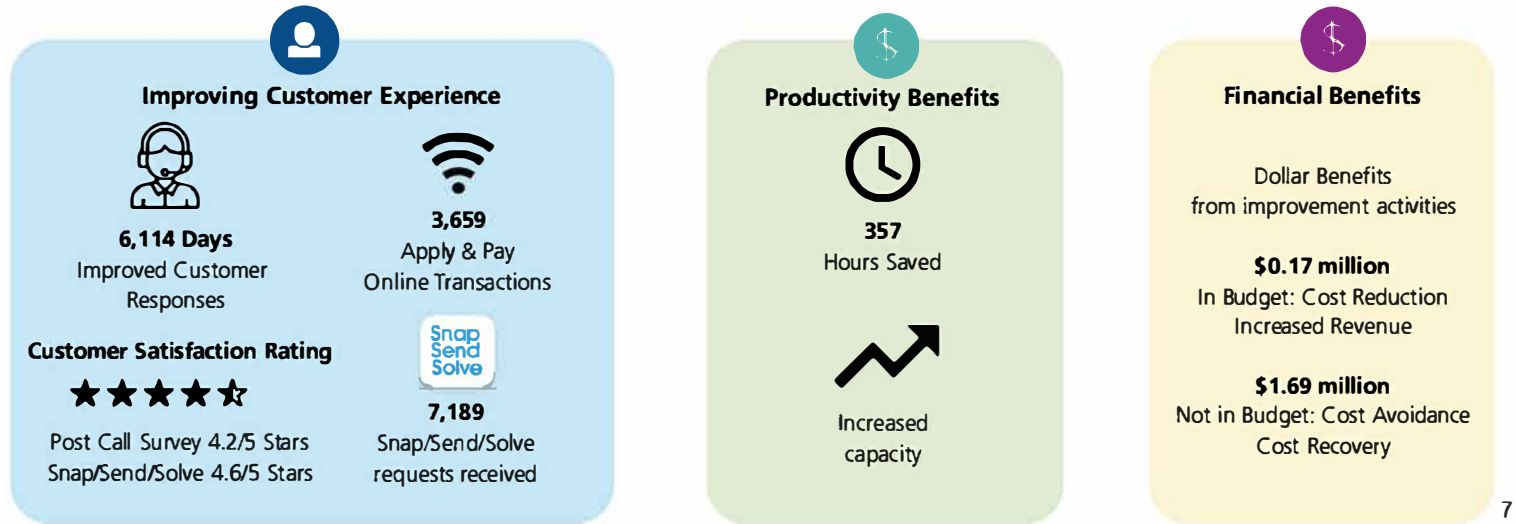
The Transformation Program is supported by six core functions that work together to drive its success. The Technology Transformation Program focuses on enhancing and modernising our technology systems, while Service Excellence reviews current services and provides future-focused recommendations. Customer and Human Experience prioritises the integration of customer needs into processes and technologies, Enterprise Change Management ensures that all changes made are sustainable and effectively implemented and the Strategic Property Program is dedicated to improving the management and utilisation of Council properties.

Additionally, the Continuous Improvement Program focuses on equipping staff with the skills and training necessary to identify and implement improvements. These improvements aim to enhance our work practices, deliver measurable benefits to the community, and improve customer experiences. Our 35 Whitehorse Improvement Champions play a critical role in the Continuous Improvement Program. They actively identify and streamline processes, embed digital technology, create capacity through time savings, and enhance the overall customer experience.

The Transformation Program encompasses a wide range of projects, initiatives, and program streams across the organisation, varying in size, scale, and impact.

Highlights of the key improvement benefits delivered through the Transformation Program in Q3 2024/25 include an enhanced customer experience, with 6,114 days of faster response times achieved in applications and permits through improved processes. Customer satisfaction remained strong, with an average rating of 4 out of 5 stars across both Snap Send Solve and post-call surveys. Financially, \$0.17 million in-budget increased income was delivered through initiatives such as the Construction Management Permit Project, merchant fees, and fleet vehicle optimisations. In addition, \$1.69 million in non-budgeted financial benefits and avoided costs were realised through the Older People Service Review, Aquatics Crèche closure, and improved cost recovery from optimised in-ground vehicle sensors and liquidated fleet assets.

## Summary of Transformation Program Benefits January 2025 – March 2025

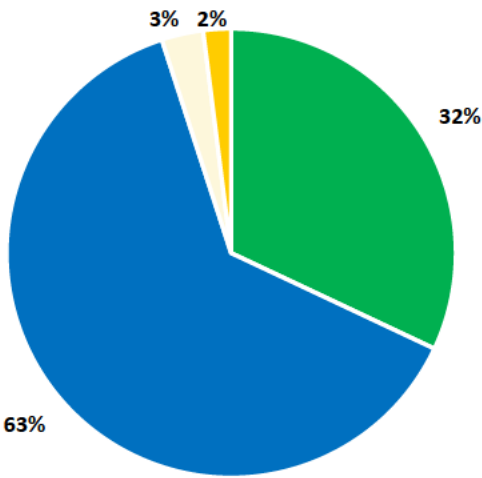


# CAPITAL WORKS

The 2024/25 Capital Works Program includes 154 projects and programs to be delivered over the financial year with an adopted budget of \$45.90M. As at 31 March, the forecast capital expenditure for 2024/25 has been adjusted to \$46.98M following the inclusion of funding from 2023/24 carry forward projects (\$4.36M), increased grants and contributions (\$4.83M), increased public open space reserve funding (\$817k) and additional funding approved through Council resolution (\$50k). These increases are partly offset by reductions due to funding proposed for carry forward into 2025/26 (\$5.93M), lower asset sales (\$845k), funds transferred to the operational budget (\$80k) and surplus funds that have been identified as no longer required (\$2.12M).

### Capital Program Project Status Snapshot:

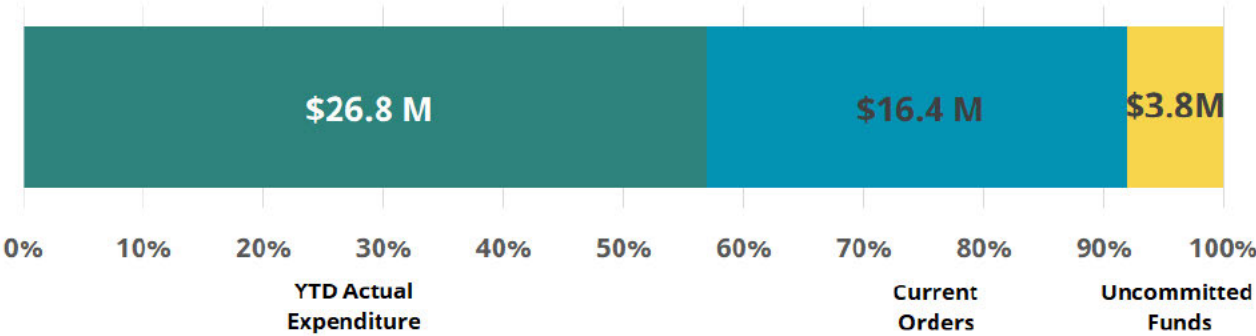
This quarter reported:	
Completed:	49
In Progress:	98
No Longer Required:	4
On Hold:	3



### Capital Program Expenditure Snapshot:

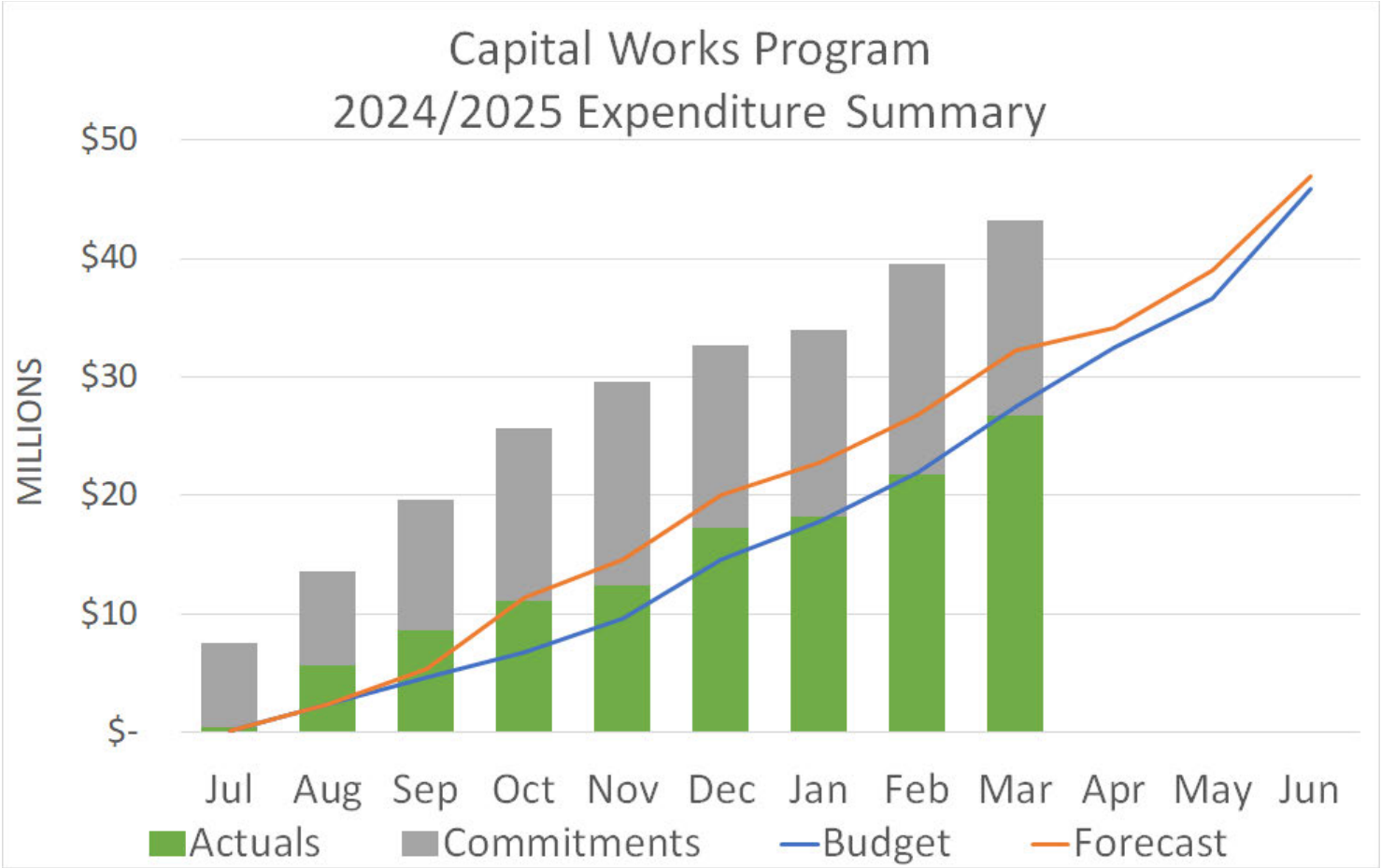
■ Completed ■ In Progress ■ No Longer required ■ On Hold

	At 31 March 2025
YTD Actual Expenditure	\$26.75M (56.9%)
Current Orders	\$16.43M (35.0%)
Remaining funding for commitment / expenditure	\$3.80M (8.1%)



Capital Expenditure

As at 31 March, year to date expenditure was \$26.75M, which was \$728k behind the budgeted expenditure of \$27.48M. This variance is predominantly due to settlement of the Hay Street, Box Hill South open space purchase in August (\$2.61M), partly offset by delays in the commencement of course improvement works at Morack Public Golf (\$1.28M) and construction of new sports field lighting at Ballyshannassy Park (\$632), the funding for which will be carried forward into 2025/26. There were \$16.43M in project commitments at the end of the third quarter, as shown by the March column in the graph below.



The blue line indicates the cumulative adopted budget expenditure for the year, totaling \$45.90M. The orange line indicates the cumulative revised forecast expenditure of \$46.98M.

## Capital Expenditure by Asset Category

ASSET CATEGORY	YTD ACTUAL 000's	YTD BUDGET 000's	YTD VARIANCE 000's	ANNUAL BUDGET 000's	NEW ANNUAL FORECAST 000's	Q3 FORECAST CHANGE 000's	NOTES
<b>PROPERTY</b>							
Land	3,708	1,100	(2,608)	3,000	3,708	(410)	1
Buildings	2,050	1,889	(161)	4,457	3,627	(812)	2
Buildings Improvements	2,296	2,537	241	3,211	3,491	116	3
<b>TOTAL PROPERTY</b>	<b>8,054</b>	<b>5,526</b>	<b>(2,528)</b>	<b>10,668</b>	<b>10,826</b>	<b>(1,106)</b>	
<b>PLANT &amp; EQUIPMENT</b>							
Plant, Machinery and Equipment	1,085	1,253	168	5,295	3,363	(2,188)	4
Fixtures, Fittings and Furniture	368	632	265	721	848	(71)	5
Computers and Telecommunications	665	872	206	1,314	1,188	(76)	6
<b>TOTAL PLANT &amp; EQUIPMENT</b>	<b>2,118</b>	<b>2,756</b>	<b>639</b>	<b>7,330</b>	<b>5,399</b>	<b>(2,335)</b>	
<b>INFRASTRUCTURE</b>							
Roads	5,168	5,112	(56)	6,764	8,804	863	7
Footpaths and Cycleways	3,792	3,476	(316)	5,125	5,177	(347)	8
Drainage	1,297	1,567	270	2,473	2,415	134	9
Recreational, Leisure and Community Facilities	4,048	6,378	2,330	9,439	10,500	(144)	10
Parks, Open Space and Streetscapes	1,691	2,328	637	3,766	3,267	(599)	11
Off Street Car Parks	585	338	(247)	338	595	(215)	12
<b>TOTAL INFRASTRUCTURE</b>	<b>16,581</b>	<b>19,198</b>	<b>2,618</b>	<b>27,904</b>	<b>30,757</b>	<b>(308)</b>	
<b>TOTAL</b>	<b>26,753</b>	<b>27,481</b>	<b>728</b>	<b>45,902</b>	<b>46,983</b>	<b>(3,750)</b>	

### Notes:

(1.) Land expenditure was \$3.02M higher than YTD budget reflecting property settlement costs of Council's open space land acquisition in Hay Street, Box Hill South. Construction is planned for completion by 30 June.

The Land expenditure full year forecast was decreased by \$410k during the third quarter to reflect the final settlement cost of the abovementioned Hay Street property acquisition following a GST accounting correction.

## Capital Expenditure by Asset Category (cont.)

**(2.)** Buildings expenditure was \$161k higher than YTD budget mainly reflecting increased expenditure for post-completion works on The Round (\$450k) and Sportlink (\$187k), both of which are funded through carried forward budget from 2023/24, partly offset by timing differences on the Box Hill City Oval Redevelopment (\$355k) and East Burwood Reserve South Pavilion (\$145k).

The Buildings expenditure full year forecast decreased by \$812k during the third quarter primarily reflecting an increase in the estimated carry forward of unspent funding into 2025/26 due to cash flow profiling changes for several multi-year projects, most significantly the Mirrabooka Reserve (\$316k), East Burwood Reserve South (\$255k) and Vermont Reserve (\$103k) pavilion upgrades.

**(3.)** Building Improvements expenditure was \$241k lower than YTD budget mainly reflecting timing differences in the Buildings Cyclic Condition Assessment (\$309k), Buildings Refurbishment and Component Renewal Program (\$201k), and Electrical and Plumbing Works Renewal Program (\$100k), partly offset by an increase in the Civic Centre Building Renewal Program (\$266k).

The Building Improvements full year forecast increased by \$116k during the third quarter reflecting an increased cost of building access control upgrades at the Box Hill Town Hall and Sportlink and renewal works at the Civic Centre, which have been partly funded from surplus funding in other asset classes.

**(4.)** Plant, Machinery and Equipment expenditure was \$168k lower than YTD budget mainly reflecting the postponement of Council passenger vehicle changeovers to the second half of the year following implementation of an updated *Fleet Policy* (\$440k), partly offset by increased Heavy Plant expenditure (\$324k) relating to items that were ordered in 2023/24 and delivered in 2024/25 due to supply chain delays.

The Plant, Machinery and Equipment expenditure full year forecast decreased by \$2.19M during the third quarter mainly reflecting a \$1.59M decrease in the Passenger Vehicle Changeover Renewal Program due to changes in the *Fleet Policy*, and \$640k decrease in the Heavy Plant Renewal Program due to delays in supply chain timeframes for some purchases, which are not expected to be delivered by 30 June.

**(5.)** Fixtures, Fittings and Furniture expenditure was \$265k lower than YTD budget primarily reflecting timing differences on the renewal of furniture and equipment for the Aqualink centres (\$170k) and CCTV renewal (\$44k), which is planned for delivery during quarter four.

**(6.)** Computers and Telecommunications expenditure was \$206k lower than YTD budget reflecting small timing differences across several programs, most significantly the IT Infrastructure Upgrade Program (\$68k), Software Licenses Upgrade Program (\$63k) and End User Devices Renewal program (\$42k).

## Capital Expenditure by Asset Category (cont.)

**(7.)** Roads expenditure was \$56k higher than YTD budget reflecting earlier works in the Local Roads Rehabilitation Renewal Program (\$624k) and Loudon Road, Burwood Road Reconstruction (\$182k), and the completion of three unbudgeted grant funded kerb and channel renewal projects (\$374k), partly offset by timing differences across other roads projects which are due for completion in quarter four.

The Roads expenditure full year forecast increased by \$863k during the third quarter predominantly reflecting a \$607k increase in road rehabilitation renewal works, funded by external grants and contributions and a \$357k increase in the Kerb and Channel Renewal Program, which is funded partly by surplus reallocated from other asset classes.

**(8.)** Footpaths and Cycleways expenditure was \$316k above YTD budget primarily reflecting earlier works in the Footpath Renewal Program (\$390k) and Footbridge and Path Structures in Parks Renewal Program (\$294k), partly offset by timing differences due to design and approval delays in the Box Hill Integrated Transport Strategy Implementation Program (\$168k) and Easy Ride Routes Upgrade Program (\$146k).

The Footpaths and Cycleways expenditure full year forecast decreased by \$347k during the third quarter due mainly to design delays on improvements in Nelson Road, Box Hill (\$255k) and Elizabeth St/Woodhouse Grove (\$85k) which will defer construction works into 2025/26.

**(9.)** Drainage expenditure was \$270k lower than YTD budget due to timing differences in the Drainage Stormwater Network Renewal Program (\$137k) and Storm Water Management Infrastructure Renewal Program (\$83k).

The Drainage expenditure full year forecast increased by \$134k during the third quarter due to surplus funding reallocated from other asset classes towards drainage pit lid renewal works associated with the increase in road rehabilitation works noted above (\$191k).

**(10.)** Recreation, Leisure and Community Facilities expenditure was \$2.33M lower than YTD budget mainly reflecting a decrease in expenditure on the Morack Golf Course Improvements Upgrade Program (\$1.28M) and Ballyshannassy Park New Sports Field Lighting (\$632k). These project are expected to be delivered and incurred in 2025/26 with the funding carried forward. There are also timing differences on the Elgar Park North East Sports Field Surface and Lighting projects (\$780k), Sports Field Ground Renewal Program (\$313k) and Sports Field Lighting Renewal Program (\$283k). These are partly offset by unbudgeted grant funded works including the LXP funded Surrey Park North West Sports Field Reconstruction (\$371k) and NELP funded Elgar Park North West Cricket Relocation (\$198k).

The Recreation, Leisure and Community Facilities expenditure full year forecast decreased by \$144k during the third quarter primarily reflecting the carry forward of funding into 2025/26 due to delays in the Ballyshannassy New Sports Field Lighting (\$800k) and Morack Public Golf Course Improvements Program (\$237k), partly offset by the addition of the unbudgeted Surrey Park North West Sports Field Reconstruction (\$940k), which is being funded by the State Government.

## Capital Expenditure by Asset Category (cont.)

**(11.)** Parks, Open Space and Streetscapes expenditure was \$637k lower than YTD budget mainly relating to a timing difference on the Nunawading shopping Centre Streetscape Upgrade (\$552k), following a decision to re-tender west side works due to a Department of Transport and Planning requirement for works to be completed at night, and a reduction in the scope of works planned for delivery through the Play Space Renewal Program (\$114k).

The Parks, Open Space and Streetscapes expenditure full year forecast decreased by \$599k during the third quarter primarily due to the reallocation of surplus funding from the Play Space Renewal Program (\$300k) and Nunawading Shopping Centre Streetscape Upgrade (\$213k) towards shortfalls in other asset classes, and the carry forward of funding for the Tunstall Park Older Age Exercise Equipment project into 2025/26 due to lengthy equipment supply chain timeframes (\$170k).

**(12.)** Off Street Car Park expenditure was \$247k higher than YTD budget primarily due to carried forward expenditure from 2023/24 to complete the new car park on the old Box Hill Bowls Site (\$475k) at 835 Whitehorse Road, Box Hill. This is partly offset by a \$209k timing difference in the Sealed Carpark Works Renewal Program due to additional site and condition investigations required before finalising the scope of works for surface improvements to the Mitcham Mall multideck car park.

The Off Street Car Park expenditure full year forecast decreased by \$215k during the third quarter mainly reflecting the carry forward of \$200k funding into 2025/26 for completion of the Sealed Car Park Renewal Program for works planned at the Mitcham Mall multistorey car park.

## Quarter 3 Capital Program Highlights

### Billabong Park improvements

A number of projects have been completed at Billabong Park during the third quarter including:

- Batting cage relocation – Relocation and replacement of the baseball batting cage and storage area to reduce the risk and impact of flood damage (due to location in Melbourne Water retarding basin). Works were completed in March for a total cost of \$501k.
- Pathway extension - the gravel pathway has been upgraded with Castella topping and extended from the northern baseball diamond to Burwood Highway along the north-west side of the park, and towards the Allwah Court entrance for a cost of \$54k. Additional planting will follow during the cooler autumn weather.
- Sports Field Drainage improvements were nearing completion at the end of March.

#### Path Extension

Before



After

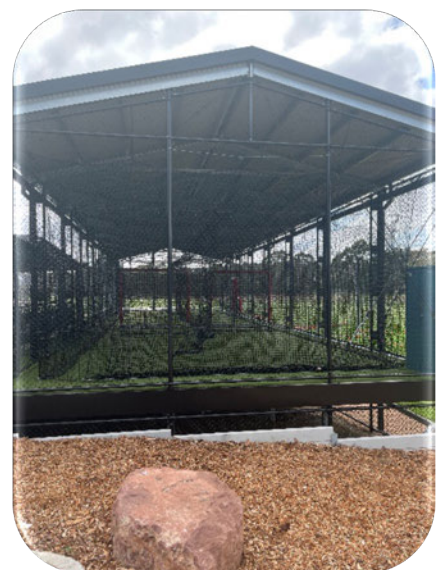


#### Batting Cage Relocation

In Progress



After



## Quarter 3 Capital Program Highlights (cont.)

### Gawler Chain Picnic Shelter and Roof Extension

Roof improvements were completed at the Boondara Road Reserve shelter in Gawler Chain during March for a cost of \$33k. The roof covering was extended across all three sections of the shelter to provide improved weather protection for park users.

**Before:**



**After:**



### East Burwood Ground Renewal – in progress

A renewal of the East Burwood Reserve South sporting field is in progress for a total project budget of \$2.08M. The existing infrastructure was reaching the end of its useful life and no longer meeting current sporting standards and community demand. The project includes complete renewal of the sports field and associated infrastructure including drainage, irrigation, AFL goal posts, cricket wicket, safety netting, synthetic grass, boundary line fence and natural turf surface. The project is expected to be completed in June 2024, with turf works scheduled for mid-April, followed by a turf establishment period.

#### **In progress**

**January 2025 – stabilisation works**



**Apr 2025 – preparing for turf works**



## Quarter 3 Capital Program Highlights (cont.)

### Victoria Crescent Drainage Upgrade

Drainage improvement works were completed in the bluestone laneway between 19 and 21 Victoria Crescent, Mont Albert, funded through the Drainage Works Upgrade Program. Works included construction of new underground drainage, new drainage pits, removal and replacement of bluestone laneway (where required to complete drainage works), removal and reconstruction of affected footpath and driveways, and ancillary works. The project budget was \$115k.

**In progress**



**After**



## Quarter 3 Capital Program Highlights (cont.)

### Road Safety Improvements Upgrade Program

Several projects have been completed through the \$260k Road Safety Improvements Upgrade Program this year. Works completed during Quarter Three included:

- Installation of a speed cushion in the service road on Canterbury Road, Vermont in front of the Vermont Village Shopping Centre to help slow down motorists using the service road as a shortcut, and
- Installation of a pedestrian safety fence in front of Wattle Park Primary School on Warrigal Road, Burwood to better protect pedestrians following the removal of a bus stop shelter.

**Vermont Village speed cushion**



**Wattle Park Primary School pedestrian fence**





# FINANCIAL REPORT

**For the period ending 31 March 2025**

## Executive Summary

The year to date (YTD) financial result as of 31 March 2025 was a surplus of \$60.68m, \$10.45m favourable to the YTD Adopted Budget.

Income was \$10.06m higher than budget primarily reflecting higher than budgeted monetary contributions (\$4.03m, largely from public open space contributions), interest income (\$2.39m), user fees (\$1.43m), statutory fees and fines (\$1.34m), rates and charges (\$880k) and other income (\$673k), partly offset by lower capital grants (\$1.06m). Expenditure was \$393k lower than budget primarily reflecting lower materials and services expenditure (\$3.30m), partially offset by higher employee costs (\$2.03m) and depreciation and amortisation (\$914k). Further explanations of significant variances are detailed in this report.

Council revised the 2024/25 annual forecast in August to reflect final carry forward of unspent funds from 2023/24 into 2024/25. The revised full year forecast in August 2024 was a surplus of \$15.22m, \$501k favourable compared to the \$14.72m annual Adopted Budget.

A subsequent review of the annual forecast was completed in September 2024, projecting a year-end surplus result of \$14.74m, \$485k unfavourable to the August forecast and \$16k favourable to the 2024/25 Adopted Budget.

A recent review of the annual forecast was finalised in February 2025, presenting a year-end surplus of \$21.25m, \$6.51m favourable compared to the September forecast and \$6.53m favourable to the Adopted Budget.

## Year to Date Result

As outlined in the Executive Summary, the actual year to date (YTD) result at 31 March 2025 was a surplus of \$60.68m, \$10.45m favourable to YTD Adopted Budget. The significant variances were:

**(1) Rates and charges** were \$880k above budget, reflecting higher supplementary rates (\$389k), interest on rates (\$375k) and higher waste service charge income (\$281k) as a result of changes in bin numbers and an increase in properties utilising FOGO (note this increase will be offset by a corresponding increase in collection and processing costs for waste and recycling services).

**(2) Statutory fees and fines** were \$1.34m more than YTD budget, mainly reflecting increased parking compliance income (\$1.12m) and increased temporary road closure permits (\$455k) in relation to the Suburban Rail Loop (SRL) project in Box Hill and Burwood, partly offset by lower planning permit application fees (\$603k) impacted by the recent announcements on planning reform by the State Government.

**(3) User fees** were \$1.43m above YTD budget mainly related to the following variances:

- *The Round* was \$915k higher than budget, reflecting high demand for theatre and venue hire coupled with catering income, retail and ticket sales related to Council's curated programmes, with the increase in revenue having increased expenditure as noted in the expenditure analysis below;
- *Leisure and Recreation Services* was \$781k above budget mainly reflecting increased membership fees at Aqualink Nunawading (\$484k) and Box Hill (\$356k).
- *Community Safety* was \$332k higher than budget largely related to higher parking bay hire fees (\$255k) as a result of increased occupancy of on-street parking bays by the SRL projects and higher parking meter money collections (\$180k), partly offset by lower local laws infringements (\$135k).
- *City Planning & Development* was \$361k lower than budgeted, with lower user fee income mainly reflecting the effect of recent announcements on planning reform by the State Government, as the industry slows to assess the potential impacts.

**(4) Operating Grants** were \$378k above budget, primarily reflecting higher than budgeted enrolment grants for Childcare Centres (\$179k) and the Preschool program (\$82k), as well as the finalisation of the 2024/25 Victorian Local Government Grants Commission (VLGGC) funding allocation (\$88k).

**(5) Capital Grants** were \$1.06m less than budget, mainly reflecting:

- lower recognised grants to date (mainly timing related) associated with the redevelopment of Box Hill City Oval (\$355k), Ballyshannassy Reserve New Sportsfield Lighting (\$283k); Forest Hill Reserve Pavilion redevelopment (\$199k) and Mirrabooka Reserve Pavilion redevelopment (\$81k); and

## Year to Date Result (cont.)

- timing delays related to the receipt of North East Link Project (NELP) grant funding (\$715k) for projects including Elgar Park North East sportsfield surface upgrade (\$365k), Easy Ride Routes Upgrade Program (\$231k) and Springfield Park East Lighting Upgrade (\$147k);

These unfavourable variances were partly offset by unbudgeted capital grants received for Vermont Reserve Pavilion redevelopment (\$154k) and carried forward Local Roads and Community Infrastructure (LRCI) grant funding received to undertake kerb, channel and footpath renewal works in Box Hill and Burwood (\$199k).

**(6) Contributions – monetary** was \$4.03m higher than budget primarily due to higher than budgeted public open space contributions (\$3.33m) and capital contributions (\$823k).

**(7) Interest on investments** was \$2.39m favourable compared to budget due to higher investment balances and interest rates on investments to date.

**(8) Other income** was \$673k favourable to budget, mainly reflecting a timing difference in the receipt of reimbursement income major transport projects related to the Suburban Rail Loop / Level Crossing Removal (\$257k), and higher lease and rental income for Morack Public Golf (\$234k, driven by increased utilisation) and for Council properties (\$112k).

**(9) Employee costs** were \$2.03m unfavourable compared to YTD budget. Several factors have contributed to this variance, many of which are linked to strategic decisions and areas of investment aligned with long-term objectives (\$407k), revenue growth (\$236k) and resources (including a shift from contractors) for additional play space and open space maintenance (\$281k), and capitalisation of salaries for capital projects (\$159k).

The most significant variances relate to:

- Health and Family Services was \$515k over budget driven mainly by Whitehorse Early Learning Services (WELS, \$358k) due to increased agency costs (\$622k) to backfill vacant positions to maintain the required staff-to-child ratios and service, partially offset by \$87k in reduced direct salaries.
- Recreation Services was \$407k over budget primarily related to Recreation & Open Space team (\$312k) due to an increase in temporary resources to support the delivery of the Open Space Master Plans.
- Parks and Natural Environment were \$281k over budget driven mainly by higher than budgeted overtime expenses (\$221k) associated with the use of internal resources rather than external contractors to complete additional unplanned open space maintenance activities, partially offset with a reduction in materials and services expenditure.
- Arts and Culture Services were \$253k over budget mainly driven by The Round (\$236k), due to increased casual resources for venue technicians, function attendants and front

of house attendants to service strong theatre attendances at Council's curated programmes as well as increased venue hire and catering demand. *Note – this salaries increase is partly offset by increased user fees income (\$915k).*

- Organisational Technology was \$193k more than budget primarily due to the unbudgeted system support salaries which will conclude this year.
- Engineering were \$150k over budget predominantly due to additional administrative resources (\$181k) required to cover staff on extended leave as well as deliver project work.
- Communications, Advocacy and Investment were \$149k over budget primarily related to unbudgeted staff costs (\$132k).
- Project Delivery & Assets were \$144k over budget, driven by lower than budgeted capitalised salaries (\$539k) for capital projects as a result of project completion status and staff vacancies, with a corresponding decrease in lower direct salaries of \$380k (net impact \$159k).

**(10) Materials and services expenditure** was \$3.30m lower than budget, with the most significant variances being:

- City Services were \$801k under budget, primarily due to lower tipping fees (\$831k) at the Recycling and Waste Centre. This resulted from a combination of lower volumes of waste materials being processed through the site and increased utilisation of a more cost-effective landfill operator. Additionally, there is a timing delay in implementing the Sustainability Strategy (\$187k) and lower than budgeted kerbside collection costs for garbage within Waste Reduction and Recycling (180k).  
The favourable variances were partly offset by increases in contracted drainage works (\$223k) in response to major flooding from the 24<sup>th</sup> November storm, and external repairs for plant and equipment (\$220k) to maintain Council's fleet.
- City Planning and Development were \$790k below budget, mainly reflecting lower contracted services (\$328k) and legal (\$75k) costs to date due to reduced planning applications and Victorian Civil and Administrative Tribunal (VCAT) cases requiring consultant advice, as well as the reallocation of professional services engaged via agency costs under employee costs (\$205k).
- Organisational Technology were \$625k below budget, primarily reflecting reduced project costs for Technology Transformation initiatives (\$1.07m) due mainly to revised cost estimates projected to be lower than previously expected based on further scoping on key works. This was partly offset by a timing difference in software licences, support and hosting costs (\$142k), and additional unbudgeted costs for system improvements (\$112k) and IT Security consultancy costs (\$110k).

## Year to Date Result (cont.)

- Parks and Natural Environment were \$431k lower than budget, primarily due to tree pruning contract works have been behind schedule (\$614k) with Arbor. It is expecting the new contractor to catch up planned works within the budget by the end of financial year. In addition, weed eradication contract works in parks and open space were delayed (\$119k), park tree planting costs were lower than budget (\$91k) mainly due to warmer weather conditions.

These were partly offset by higher water usage (\$164k) for Council's sportfields due to extended dry weather conditions, increased street tree planting (\$170k) of which approximately \$70k is awaiting reimbursement from the Level Crossing Removal project (LXRP) for additional street trees planted.

- Leisure Services were \$363k lower than budgeted, mainly related to lower project costs to date for the Aquatics Service Review (\$218k) and lower marketing and promotions costs (\$116k) due to the centralisation of marketing and promotion costs within the Communications, Advocacy and Investment department.
- Communications, Advocacy and Investment were \$357k below budget, mainly related to lower internet site maintenance costs (\$216k), and a timing difference in processing the special rate (\$68k) for Brentford Square and Burwood Heights Shopping Centre.
- Communities, Engagement and Integrated Planning were \$180k below budget, mainly reflecting lower program activities expenditure in Positive Ageing (\$117k) and Community Strengthening (\$39k).
- Community Safety was \$168k lower than budget, mainly driven by lower Fines Vic lodgement fees to date for parking infringement (\$211k).
- Engineering was \$142k lower than budget, primarily related to lower consultancy and legal costs within Major Transport Projects due to the delay in preparation for the Suburban Rail Loop panel hearing which will be held in 2025/26.

The above favourable variances were partly offset by:-

- People and Culture were \$284k over budget year to date, primarily due to higher consultant costs to date (\$334k), mainly related to HR system works, collective agreement consolidation and other project works.
- Major Projects were \$269k more than budget mainly reflecting carried forward project expenditure (\$290k) related to the Aqualink Nunawading Redevelopment business case.

**(11) Depreciation and amortisation** were \$914k over budget, impacted by drainage and parks open space revaluation increments and higher than budgeted depreciation costs related to the capitalisation of The Round and Morack Public Golf major redevelopment projects completed in the previous year.

## Year to Date Result (cont.)

**(12) Allowance for impairment losses** were \$372k over budget, mainly relating to higher doubtful debts expenses (\$385k) associated with increased parking infringements.

**(13) Other expenses** were \$396k below budget, driven predominantly by a timing difference related to processing the fire services property levy for Council owned properties (\$199k), reduced internal audit costs (\$73k) and payment of the Clayton landfill contribution (\$61k) which has come in lower than anticipated.

## Cash Position

Total cash and investments (including other financial assets) totalled \$249.95m at the end of March 2025, representing a \$64.73m increase since the start of the financial year.

## Debtors

Council has collected \$118.93m or 79.90% of 2024/25 rate debtors as at 31 March 2025.

Sundry debtors outstanding at 31 March 2025 total \$3.02m, including \$696k outstanding over 90 days.

## Projected year-end result

Council adopted the 2024/25 budget at its Ordinary Meeting held on 24 June 2024, projecting a surplus of \$14.72m for the year.

Council revised the annual forecast in August 2024 to include the approved carry-forward of unspent funds from 2023/24 into 2024/25, resulting in a revised surplus result for 2024/25 of \$15.22m. Carry forward income related to unspent funds was comprised of capital grants (\$1.02m), operating grants (\$196k) and proceeds on sale of vehicles (\$114k), offset by carry forward operating expenditures of \$832k, resulting in an overall net positive impact of \$501k.

The projected year-end result was further reviewed in September 2024 to reflect any anticipated material impacts since the 2024/25 Budget was developed. A surplus of \$14.74m was predicted, \$485k unfavourable to the previous forecast in August and \$16k favourable to the adopted budget.

A further full year forecast review for 2024/25 was finalised in February 2025, presenting a year-end surplus of \$21.25m, \$6.51m favourable compared to the September forecast and \$6.53m favourable to the Adopted Budget.

The February forecast reflects an increase of \$5.75m in income, driven mainly by increased contributions income (\$1.58m) due to higher public open space contributions, increased capital grants (\$1.56m) mainly due to State Government funding for Springfield Park Multipurpose Courts and Cricket Nets (\$1.20m), increased user fee income (\$1.15m) and higher interest income (\$0.90m). Expenditure estimates were decreased by \$757k, driven by lower materials and services expenditure (\$1.90m) mainly relating to revised Technology Transformation project cost estimates (\$1.28m), partly offset by higher employee costs (\$1.11m) largely within Community Services.

## Income Statement

	YEAR-TO-DATE					FULL YEAR				
	Actual	Budget	Variance	Variance	Note	Budget	August Forecast	September Forecast	February Forecast	Variance: Feb-FC vs Sep-FC
	\$'000	\$'000	\$'000	%		\$'000	\$'000	\$'000	\$'000	\$'000
<b>Income</b>										
Rates and charges	149,283	148,403	880	1%	1	148,643	148,643	149,001	149,286	285
Statutory fees and fines	10,852	9,513	1,339	14%	2	12,684	12,684	12,822	13,178	356
User fees	28,697	27,269	1,428	5%	3	36,866	36,866	37,449	38,598	1,149
Grants Operating	11,681	11,303	378	3%	4	13,045	13,241	13,715	13,577	(138)
Grants Capital	2,339	3,396	(1,057)	(31%)	5	5,918	6,941	6,941	8,500	1,559
Contributions - monetary	8,150	4,125	4,025	98%	6	5,500	5,500	5,500	7,076	1,576
Interest Income	7,642	5,250	2,392	46%	7	7,000	7,000	8,000	8,900	900
Net gain/(loss) on disposal of assets	117	120	(3)	(3%)		310	424	260	10	(250)
Other income	5,074	4,401	673	15%	8	6,375	6,375	6,563	6,879	316
<b>TOTAL INCOME</b>	<b>223,835</b>	<b>213,780</b>	<b>10,055</b>	<b>5%</b>		<b>236,341</b>	<b>237,674</b>	<b>240,251</b>	<b>246,004</b>	<b>5,753</b>
<b>Expenditure</b>										
Employee costs	(65,355)	(63,323)	(2,032)	(3%)	9	(84,658)	(84,713)	(85,514)	(86,628)	(1,114)
Materials and services	(58,535)	(61,836)	3,301	5%	10	(85,815)	(86,631)	(87,331)	(85,427)	1,904
Depreciation and amortisation	(31,640)	(30,726)	(914)	(3%)	11	(40,968)	(40,968)	(42,559)	(42,559)	-
Allowance for impairment losses *	(1,435)	(1,063)	(372)	(35%)	12	(1,418)	(1,418)	(1,418)	(1,469)	(51)
Contributions - Whitehorse Manningham Regional Library Corporation	(4,503)	(4,519)	16	0%		(6,025)	(6,025)	(6,003)	(6,003)	-
Finance costs - leases	(92)	(90)	(2)	(2%)		(120)	(120)	(120)	(120)	-
Other expenses	(1,598)	(1,994)	396	20%	13	(2,616)	(2,576)	(2,568)	(2,550)	18
<b>TOTAL EXPENDITURE</b>	<b>(163,158)</b>	<b>(163,551)</b>	<b>393</b>	<b>0%</b>		<b>(221,620)</b>	<b>(222,451)</b>	<b>(225,513)</b>	<b>(224,756)</b>	<b>757</b>
<b>NET SURPLUS / (DEFICIT) FOR THE YEAR</b>	<b>60,677</b>	<b>50,229</b>	<b>10,448</b>	<b>21%</b>		<b>14,721</b>	<b>15,223</b>	<b>14,738</b>	<b>21,248</b>	<b>6,510</b>

## Balance Sheet

	2024/25 31-Mar-25 \$'000	2023/24 30-Jun-24 \$'000
<b>ASSETS</b>		
<b>Current assets</b>		
Cash and cash equivalents	29,532	15,188
Trade and other receivables	43,084	17,097
Other financial assets	220,417	170,030
Other assets	4,598	15,720
Non-current assets held for sale	2,414	2,414
<b>Total current assets</b>	<b>300,045</b>	<b>220,449</b>
<b>Non-current assets</b>		
Trade and other receivables	278	327
Investments in associates	6,468	6,468
Property, infrastructure, plant & equipment	4,302,456	4,306,380
Right-of-use assets	7,505	8,466
Intangible assets	484	726
<b>Total non-current assets</b>	<b>4,317,191</b>	<b>4,322,367</b>
<b>Total assets</b>	<b>4,617,236</b>	<b>4,542,816</b>
<b>LIABILITIES</b>		
<b>Current liabilities</b>		
Trade and other payables	11,764	10,858
Trust funds and deposits	26,643	15,234
Contract and other liabilities	8,141	5,677
Provisions	15,957	16,052
Lease liabilities	1,260	1,255
<b>Total current liabilities</b>	<b>63,765</b>	<b>49,076</b>
<b>Non-current liabilities</b>		
Provisions	1,612	1,612
Provision for investments in joint operation accounted for using the equity method	2,992	2,992
Lease liabilities	6,458	7,404
<b>Total non-current liabilities</b>	<b>11,062</b>	<b>12,008</b>
<b>Total liabilities</b>	<b>74,827</b>	<b>61,084</b>
<b>Net assets</b>	<b>4,542,409</b>	<b>4,481,732</b>
<b>EQUITY</b>		
Accumulated surplus	1,610,592	1,549,915
Reserves	2,931,817	2,931,817
<b>Total equity</b>	<b>4,542,409</b>	<b>4,481,732</b>

## Cash Flow Statement

	31-Mar-25 \$'000	Full Year Actual 30-Jun-24 \$'000
GST inclusive	Inflows (Outflows)	Inflows (Outflows)
<b>Cash flows from operating activities</b>		
Rates and charges	125,042	139,901
Statutory fees and fines	9,163	10,291
User fees	29,304	39,201
Grants - operating	12,511	8,754
Grants - capital	5,223	1,273
Contributions - monetary	8,751	8,006
Interest received	7,758	7,051
Other receipts	5,692	6,387
Net GST refund	7,030	11,348
Employee costs	(67,102)	(90,457)
Materials and services	(64,348)	(93,687)
Contribution expense - Whitehorse Manningham Library	(4,503)	(5,843)
Net trust funds taken/(repaid) <sup>1</sup>	11,410	81
Other payments	(1,782)	(2,735)
<b>Net cash provided by (used in) operating activities</b>	<b>84,151</b>	<b>39,571</b>
<b>Cash flows from investing activities</b>		
Payments for property, infrastructure, plant and equipment	(28,272)	(50,804)
Proceeds from sale of property, infrastructure, plant and equipment <sup>2</sup>	9,885	1,253
Payments of loans and advances	-	3
Net proceeds/(payment) for Investments	(50,387)	(2,445)
<b>Net cash provided by (used in) investing activities</b>	<b>(68,774)</b>	<b>(51,993)</b>
<b>Cash flows from financing activities</b>		
Interest paid - lease liability	(92)	(139)
Repayment of lease liabilities	(941)	(1,282)
<b>Net cash provided by (used in) financing activities</b>	<b>(1,033)</b>	<b>(1,421)</b>
Net increase (decrease) in cash and cash equivalents	14,344	(13,843)
Cash and cash equivalents at beginning of the financial year	15,188	29,031
<b>Cash and cash equivalents at end of the financial year</b>	<b>29,532</b>	<b>15,188</b>

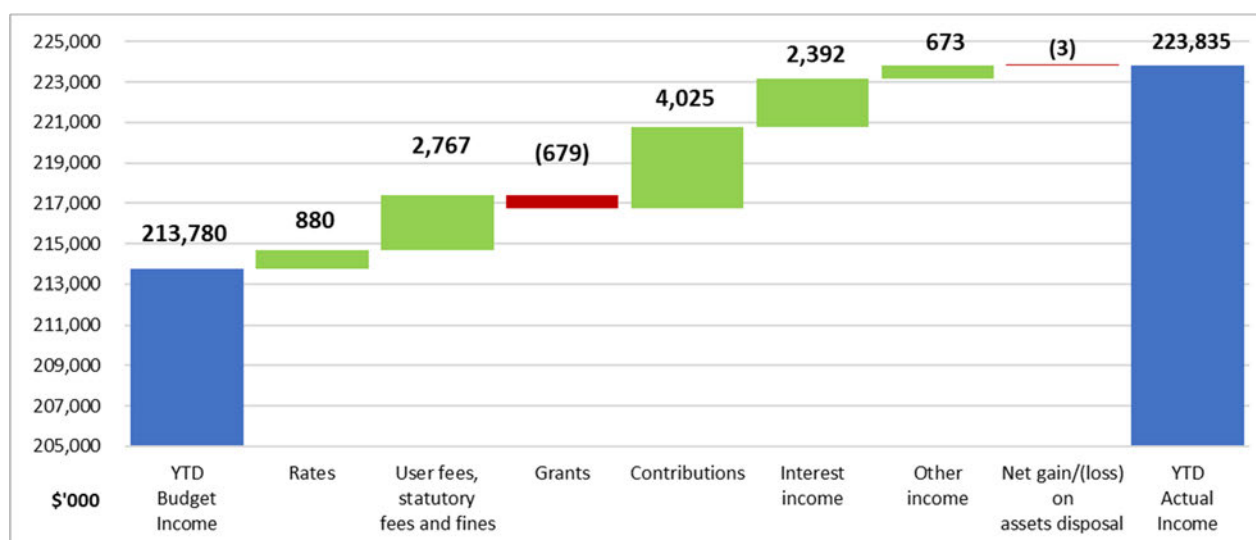
**Note:**

1. Trust funds and deposits includes the fire services property levy received which relates to the timing of fire services property levy and levy interest amounts received and subsequently remitted to the State Revenue Office over four payments.

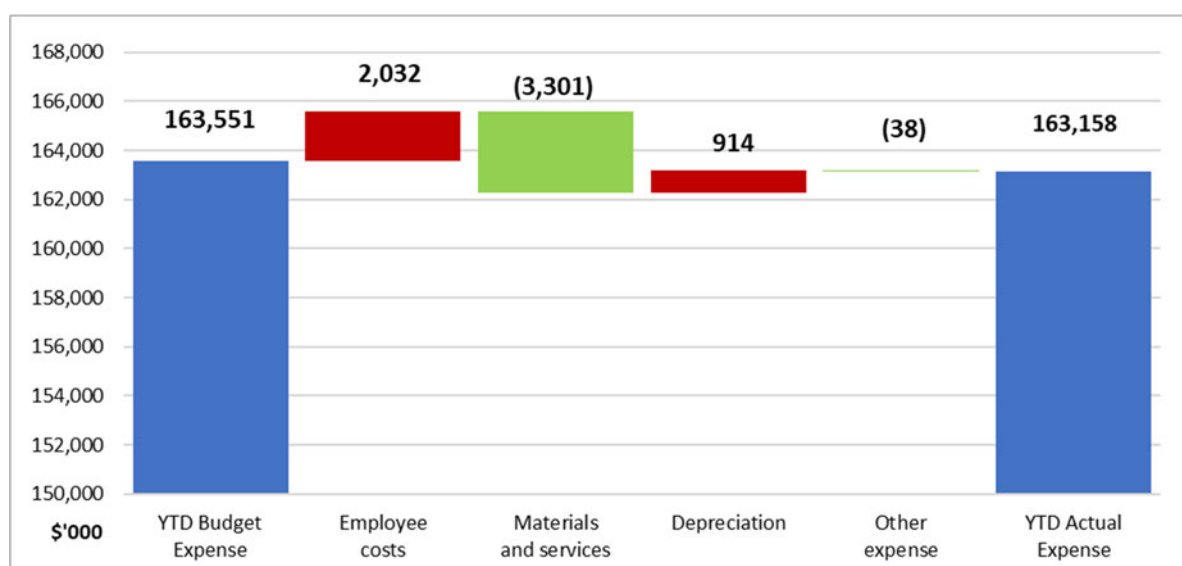
2. Proceeds from sale of property, infrastructure, plant and equipment reflects the receipt of income for Sinnott Reserve (received early July \$9.53m)

## Operating Income and Expenditure

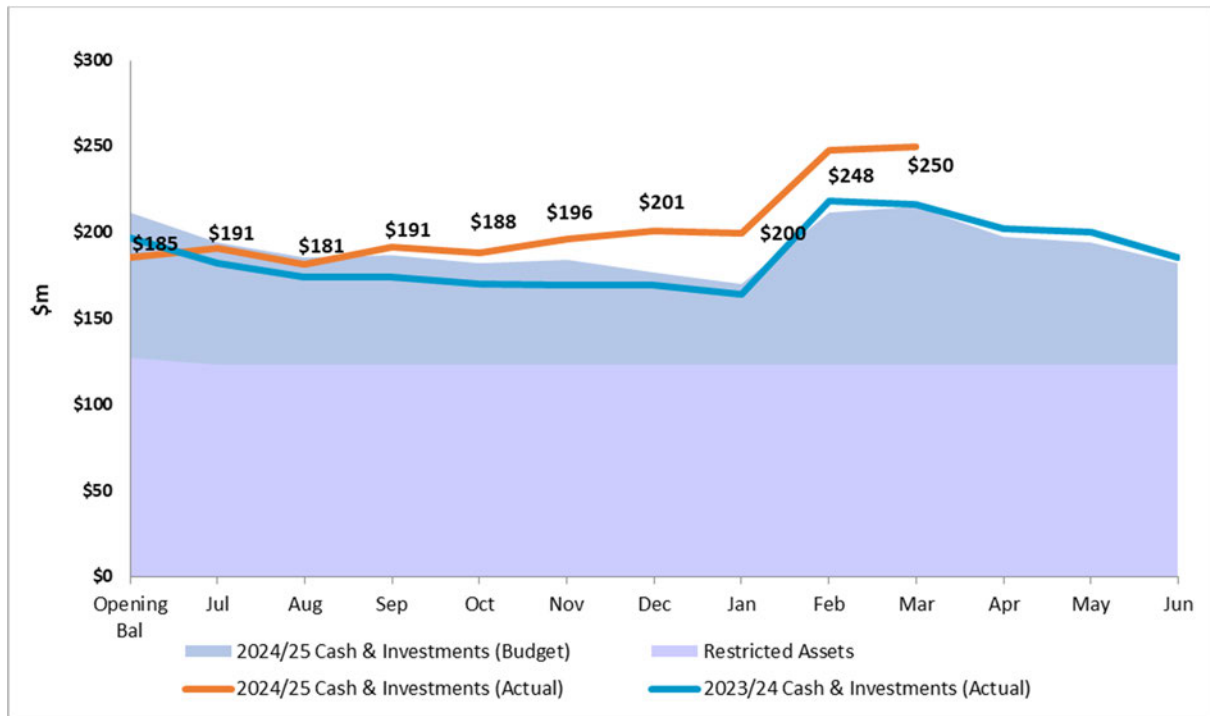
**Graph 1.1: Year-to-date Operating Income Variance**



**Graph 1.2: Year-to-date Operating Expenditure Variance**

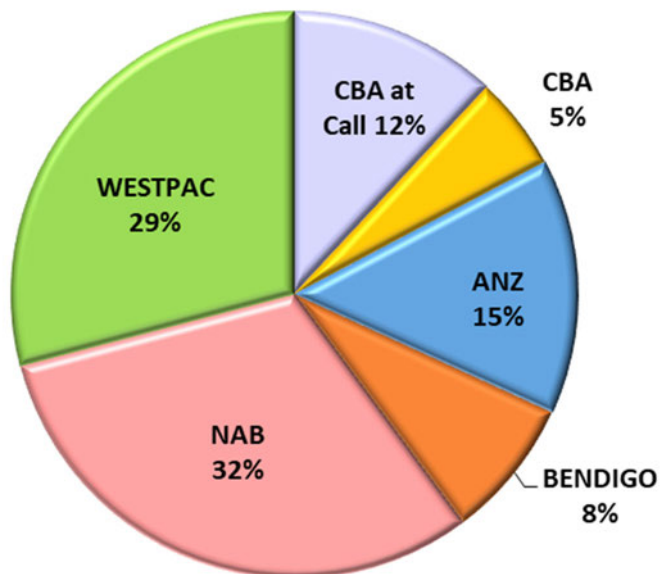


**Graph 3.1: Cash Flow Comparison**



*Note: Restricted Funds include cash that is subject to external restrictions such as trust funds and deposits, public open space reserve and the car parking in lieu reserve. It also includes funds allocated for specific future purposes such as the community development reserve, waste management reserve, art collection reserve, and the Development Contributions Plan (DCP) reserves.*

**Graph 3.2: Investment by Institution**

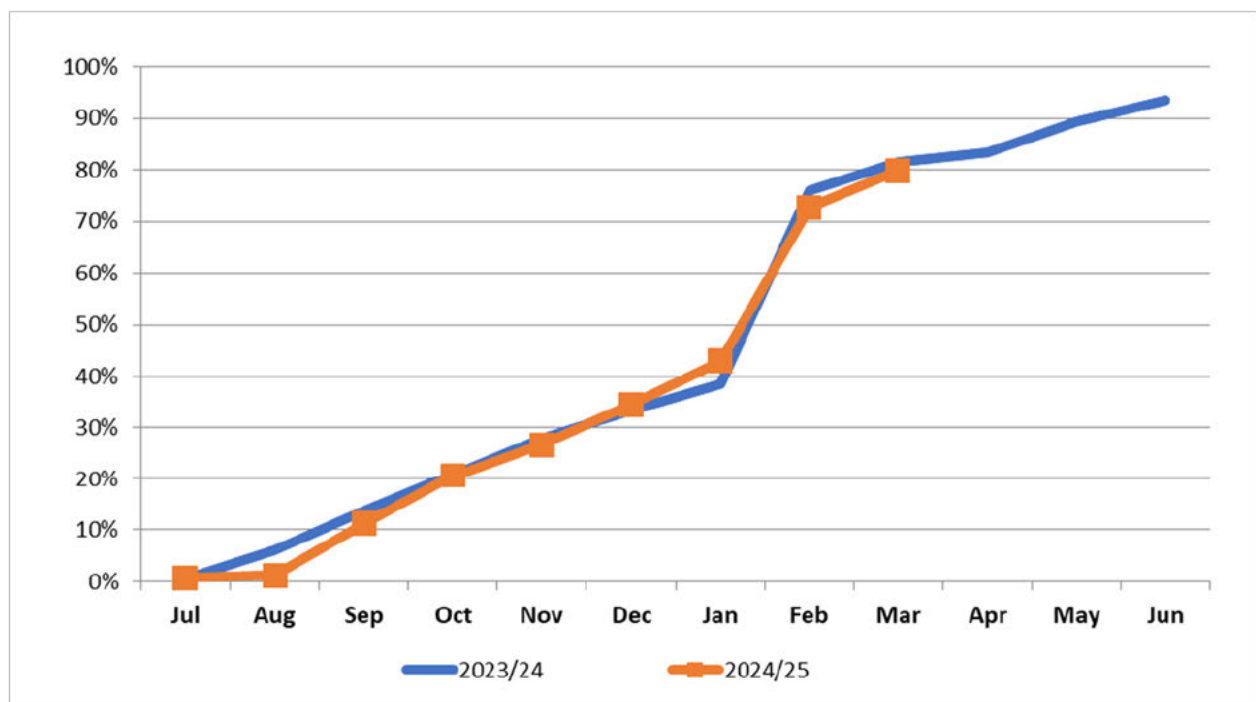


**Table 4.1: Current Rate Debtors**

Rates Collection	31-Mar-25	31-Mar-24	28-Feb-25
YTD Current Rates Collected (\$'000)	118,930	116,179	108,441
Current Rates Collected (%)	79.90%	81.59%	72.78%

*Note: The percentage of current rates collected is 1.69% lower than the same period in 2023/24, due to the uptake in ratepayers choosing to pay their rates via Payble (new rates payment platform), that enables ratepayers to pay their rates via regular instalments (final instalment due on 31 May 2025) rather than a lump sum payment.*

**Graph 4.2: Percentage of Current Rates Collected**

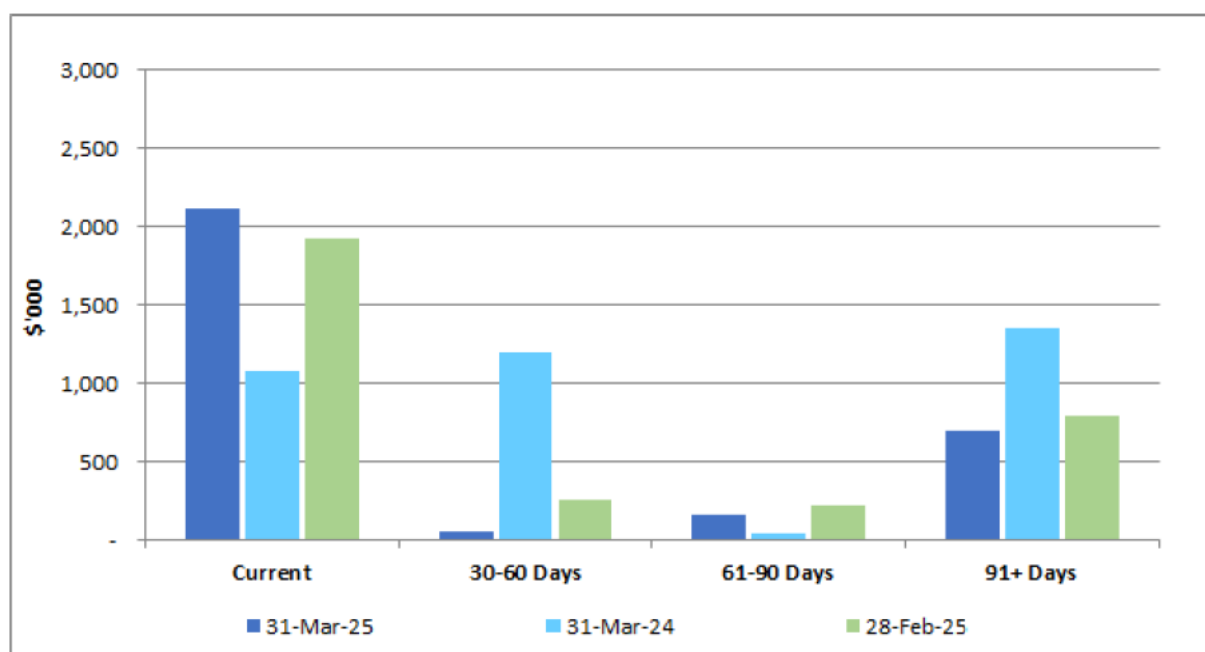


## Sundry Debtors

**Table 4.3: General and Sundry Debtors**

	31-Mar-25 \$'000	31-Mar-24 \$'000	28-Feb-25 \$'000
Current	2,115	1,083	1,923
30-60 Days	50	1,197	257
61-90 Days	159	41	224
91+ Days	696	1,350	790
<b>Total Owing</b>	<b>3,020</b>	<b>3,671</b>	<b>3,193</b>
Total over 60 days	855	1,391	1,013
% over 60 days	28.3%	37.9%	31.7%
Total over 90 days	696	1,350	790
% over 90 days	23.0%	36.8%	24.7%

**Graph 4.4: General and Sundry Debtors – Aged Comparison**

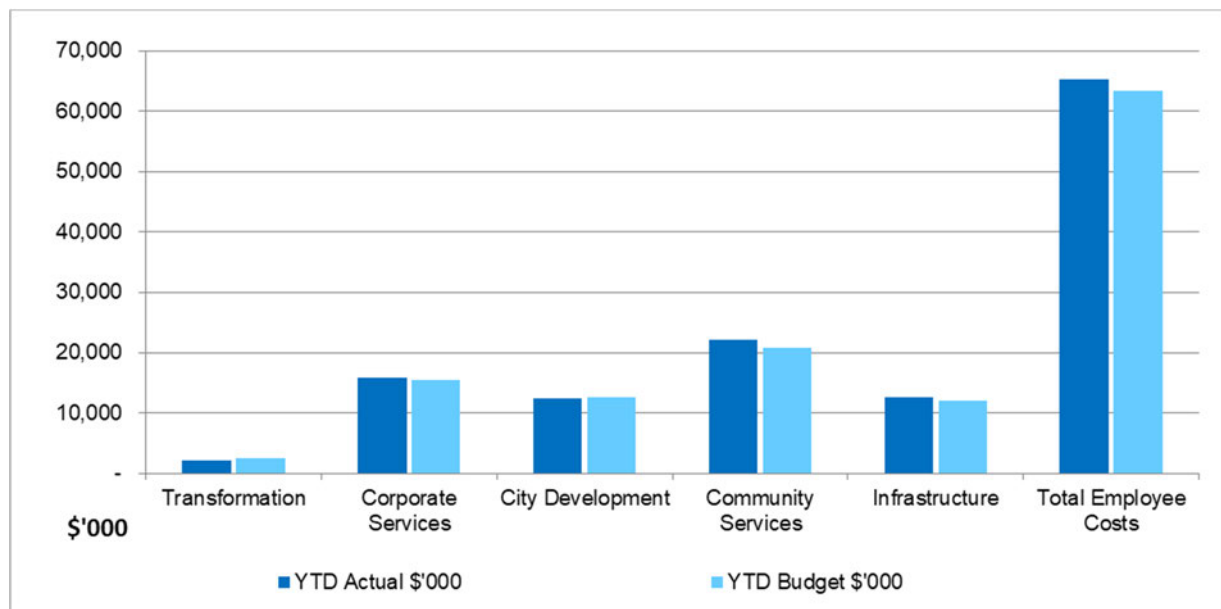


## Employee Costs

**Table 5.1: Employee Costs by Directorate**

Directorate	YTD Actual \$'000	YTD Budget \$'000	YTD Variance \$'000	2024/25 Budget \$'000
Transformation	2,199	2,445	245	3,293
Corporate Services	15,823	15,403	(420)	20,413
City Development	12,523	12,608	85	16,938
Community Services	22,233	20,895	(1,338)	27,934
Infrastructure	12,577	11,972	(604)	16,080
<b>Total Employee Costs</b>	<b>65,355</b>	<b>63,323</b>	<b>(2,032)</b>	<b>84,658</b>

**Graph 5.2: Employee Costs – Actual to Budget Comparison**





## ACKNOWLEDGEMENT OF COUNTRY

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Whitehorse City Council acknowledges the Wurundjeri Woi-wurrung people of the Kulin Nation as the Traditional Owners of the land. We pay our respects to their Elders past, present and emerging.

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