



Annual Report

2023/24



Acknowledgement Of Country

Wyndham City Council recognises Aboriginal and Torres Strait Islander peoples as the first Peoples of Australia. We acknowledge the Wadawurrung and Bunurong Peoples as Traditional Owners of the lands on which Wyndham City operates. The Wadawurrung and Bunurong Peoples have and always will belong to the Werribee Yalook (river), creeks, stars, hills and red clay of this Country. We pay respect to their Ancestors and Elders who always have, and always will, care for Country and community today and for future generations.

Welcome

Wyndham City Council delivers a breadth of services to its community, from waste collection, parks and open space, community centres through to libraries. Council also looks after over \$6.4 billion worth of community assets to cater for our ever-growing population including roads, drains, community buildings and open spaces.

Through this Annual Report, Council informs the community about how it has performed over the past financial year in its delivery of commitments made through the Council Plan 2021/25 and the 2023/24 Annual Plan and Budget.

Council is committed to a continuous cycle of planning, reporting and review to ensure it continues to deliver the best outcomes for the community.

The Annual Report demonstrates Council's transparency and accountability to the community by showing how public money is being used to deliver vital community services for the growing Wyndham community.

Message from our Mayor and Chief Executive Officer



Cr Jennie Barrera
Mayor, Wyndham City Council



Stephen Wall
CEO, Wyndham City Council

Alongside our Councillors and the executive leadership team we are proud to present to you this Annual Report, an expression of our commitment to being both accountable and transparent.

As a growing municipality, we place a big focus on delivering new infrastructure, whilst trying to improve and maintain our existing assets, whose value is growing every day! In 2023/24 alone Council, delivered \$145 million worth of capital works. Our biggest year of delivery to date. This included:

- \$28.95 million on roads
- \$5.76 million on footpaths and cycleways
- \$66.5 million on recreational, leisure and community facilities
- \$17.9 million on parks, open spaces and streetscapes
- The opening of two new Community Centres; Lollypop Creek Community Centre (Black Forest Road South, Werribee) and Truganina Community Centre and Library Lounge

- A new Integrated Family Centre at Mossfiel Reserve (Hoppers Crossing) including three kindergarten rooms, a large outdoor play space, two Maternal and Child Health and Allied Health Services consulting rooms, and other early service amenities
- Commenced stage one of Jamieson Way Community Centre Redevelopment Project (Point Cook) which will include an additional kindergarten, upgrading the maternal and child health facilities and the redevelopment of community spaces
- Opened Webster Street Reserve (Point Cook) with newly constructed tennis and soccer/cricket pavilions, and opened Brookdale Road Reserve (Point Cook) including newly constructed pavilion and sports fields which are now open to the public

(Continued on next page)





The delivery of services to the community is also very important to Council and we have had another massive year in this respect. Although increasingly challenging to deliver at the levels required for a population of over 300,000 (and growing) residents, Council spent \$122 million on community facing service delivery. Council is incredibly proud and grateful for the hard work of our frontline staff who have delivered on:

- 50 citizenship ceremonies welcoming over 8,300 residents as Australian citizens
- Significant increases in young people participating in youth programs (a 434% increase with 28,309 attending 1,387 programs) and events (11,028 attending 51 events), with 2,603 new young people in attendance (246% increase) and 1,030 counselling sessions to support our young people
- 203 educational programs to increase knowledge and care for the environment with 33,845 attendees (80% increase)
- Over 2.2 million visits to major leisure facilities and provided 355 physical activity programs that reached over 13,700 participants
- 33,270 maternal and child health visits at key age and stage milestones and administered 24,780 immunisations
- Provided Community Grants and Scholarships to the value of over \$1 million
- Over 920,000 people welcomed to our libraries (20% increase), with over 1.7 million library loans and over 120,000 people attending library events

- 14 major events with over 103,000 attendees (23% increase in attendance) and delivered 178 arts and culture programs
- 132 placemaking activations (67% increase) across activity centres or shopping streets to build economic growth
- Supervised 175 school crossings and conducted 1,275 parking patrols of schools
- Over 5 million garbage bins and 2.5 million recycle bins collected, with an average of 42.7kg of recycling and 71.9kg of green waste per household being diverted from landfill
- Over 62,500 hard waste collections undertaken, in addition to over 8,000 tonnes of litter and dumped rubbish collected (41% decrease due to proactive work schedules and actions by Council's newly formed, Rapid Response Team)

Council's overall community satisfaction rating has increased in 2023/24 to a rating of 7.1 out of 10 with all our services achieving a 'good' or better than 'good' satisfaction result.

Being respectful of the rate payer is important to Council, and so we have been focused on hearing from the community about what is important for them. Over the past year Council has engaged with 82,191 community members to get feedback on 32 projects. Our biggest engagements included the Werribee City Centre Refresh, Werribee Library Relocation and the 'Help Us Name' our new communities centres and Regional Football facility projects.

As one of the fastest growing municipalities in Australia, much of the challenges we hear from our residents require Council to draw on the collaborative relationships we have with our State and Federal government stakeholders. Without their support, Council is not able to provide the infrastructure and services that our residents want and need.

Advocacy therefore, is very important work at Wyndham. Wyndham's new Advocacy Strategy 2024-26 was endorsed by Council in March 2024 and has been recognised for its excellence and innovation, winning the 2024 National Growth Areas Alliance Advocacy Award, and it is through this work that Council welcomed over \$200m of government investment in Wyndham.

Looking back over the past year, we are incredibly proud of what has been achieved, through our hard work and focus. Our commitment to delivering high quality services and infrastructure for our community is demonstrated through the results celebrated in this annual report.

Cr Jennie Barrera
Mayor

Stephen Wall
Chief Executive Officer

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Our Performance Summary

The Council Plan consists of

8 strategic areas

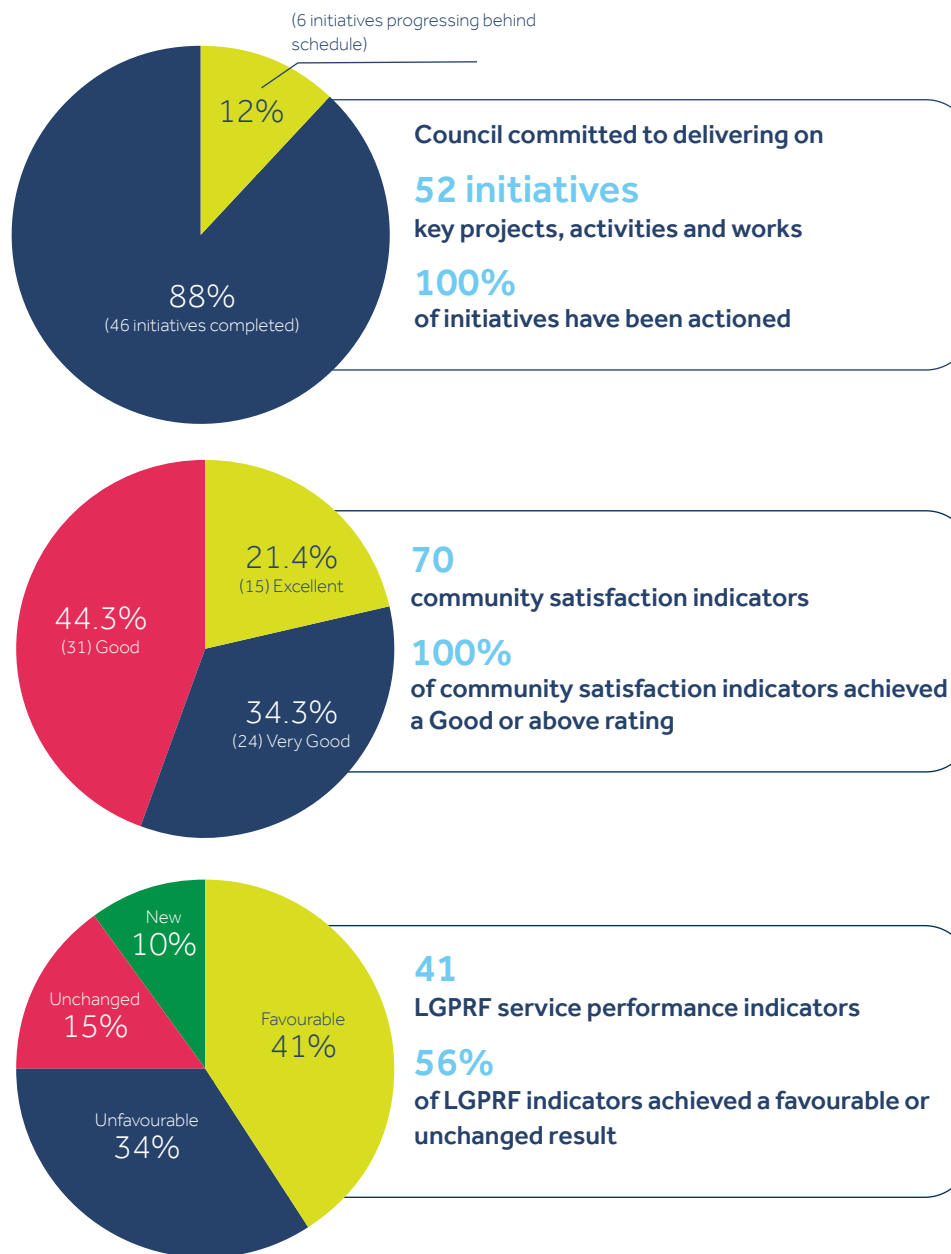
implementation of which is supported by

66 services

at a cost of

\$196 million

Performance is measured against



Council measures its performance through the implementation of the strategic areas of its Council Plan and accompanying indicators which encompass the Annual Community Satisfaction Survey (ACSS) and the required service indicators of the Local Government Performance Reporting Framework (LGPRF).

The LGPRF is a mandatory system of performance reporting for all Victorian councils. It ensures that councils are measuring and reporting on their performance in a consistent way, to promote transparency and accountability in the local government sector. The framework is made up of a range of measures, including roads, planning, animal management and waste.

The ACSS survey, was conducted from November 2023 until the end of February 2024, surveying **1200** respondents via a door to door in person survey. The aim of this survey is to measure community satisfaction with an extensive list of 46 individual Council provided services and facilities, 10 aspects of Council's governance and leadership performance, eight aspects of Council's leadership performance, overall satisfaction with the customer service experience, and the performance of Council across all areas of responsibility.



Capital Works Program

Council delivered \$145 million or 87 per cent of our budgeted capital works program.

\$145m

COMPLETED CAPITAL WORKS FOR 2023-24

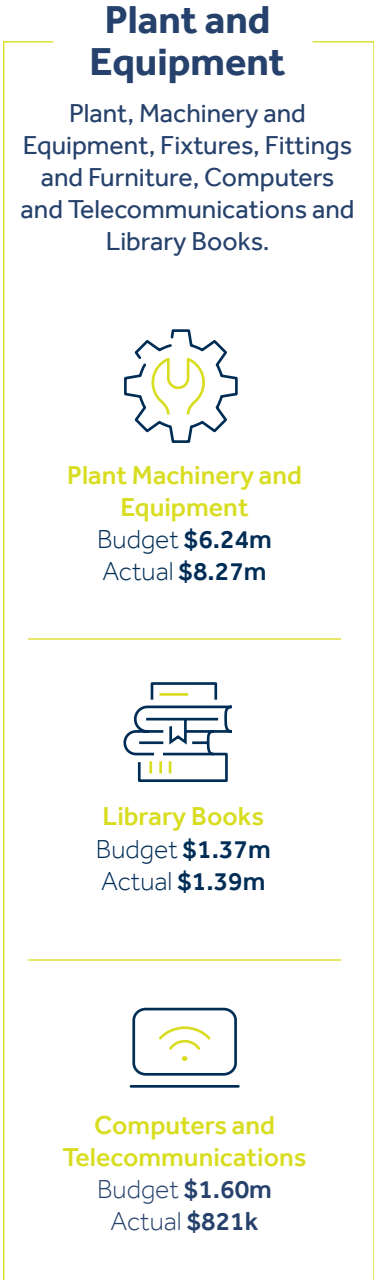
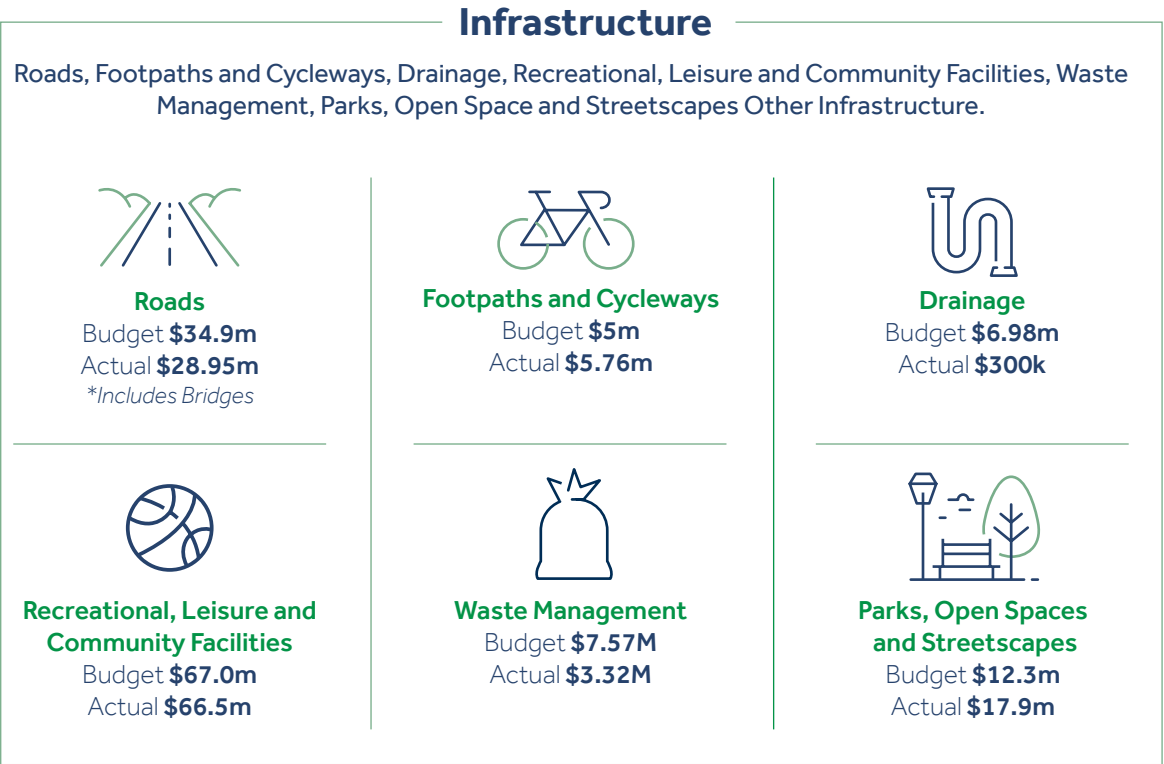
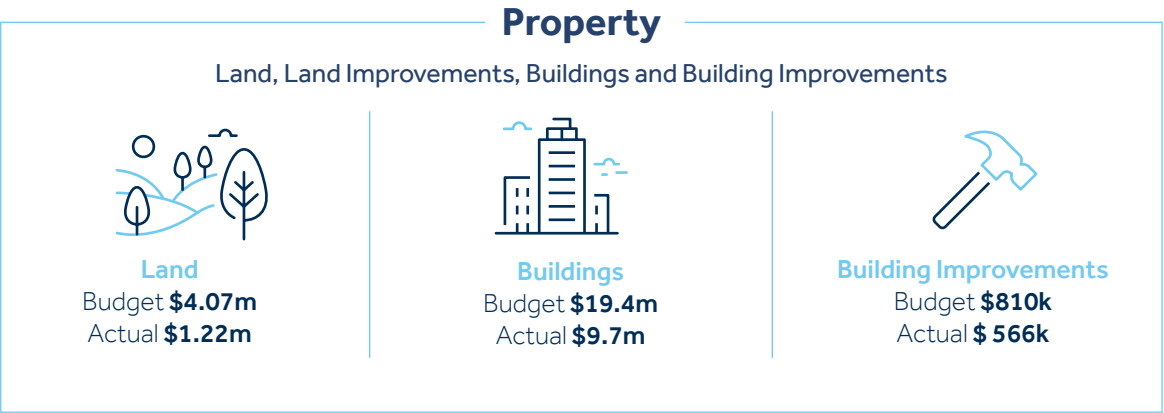
\$167.4m

TOTAL BUDGET



Council persisted to work through challenges in the construction industry, while continuing to deliver our scheduled capital works program. To support the financial management of the long-term capital works program, a few projects have been re-assessed with a staged delivery.

The capital works program is made up of three different categories. Council's spend and budget for 2023/24 is as follows against each category of asset.



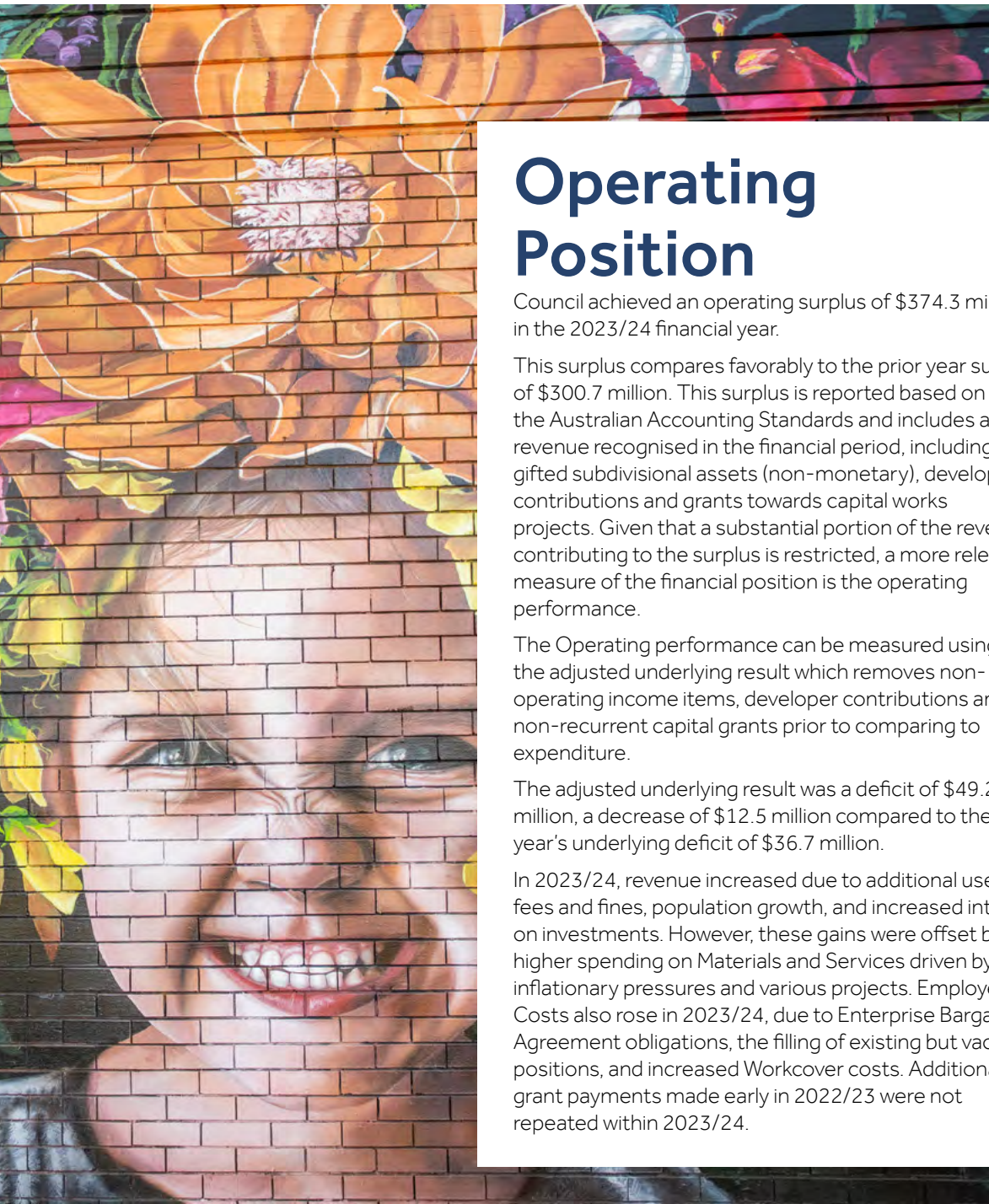


Financial *Summary*

Wyndham City Council's financial position remains stable. There are however challenges to long-term financial sustainability across the sector, and Wyndham is not exempt to those challenges. The year end results for the 2023/24 financial year reflects volatility in the current economic environment. These include rising interest rates and persistently high inflation. Additionally, the capacity of Council to increase its main sources of revenue is constrained by the current rate cap set at 3.5% in December 2022, fixed revenue amounts from the fees and charges categories set during the development of the budget at the beginning of the 2023 calendar year and our commitment to maintaining prices for Council services at a level that is affordable for the community.

On the expenditure side, the budget for the Materials and Services category increased due to several factors. This included a bin lid changeover project undertaken in 2023/24 but budgeted in previous years, investment in information technology, and the rising costs associated with maintaining Council facilities. These increased costs are exacerbated by inflationary pressures and the expansion of the number of facilities within the municipality.

A summary of our performance is outlined below. Detailed information relating to Council's financial performance is included within the Financial Statements and Performance Statement sections of this Annual Report.



Operating Position

Council achieved an operating surplus of \$374.3 million in the 2023/24 financial year.

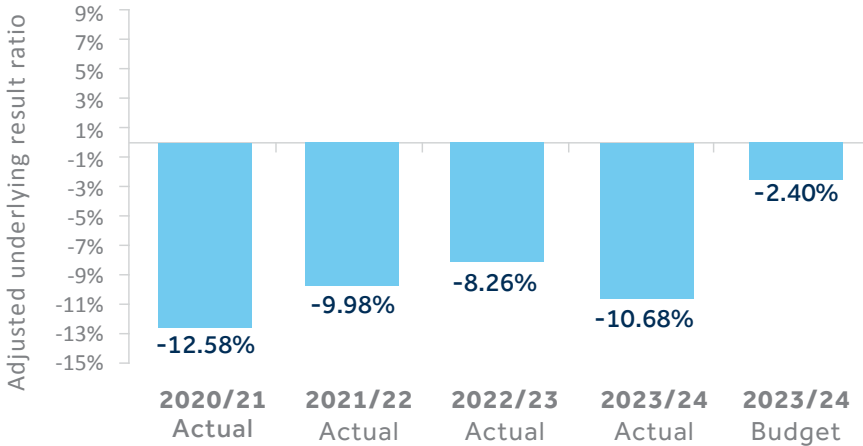
This surplus compares favorably to the prior year surplus of \$300.7 million. This surplus is reported based on the Australian Accounting Standards and includes all revenue recognised in the financial period, including gifted subdivisional assets (non-monetary), developer contributions and grants towards capital works projects. Given that a substantial portion of the revenue contributing to the surplus is restricted, a more relevant measure of the financial position is the operating performance.

The Operating performance can be measured using the adjusted underlying result which removes non-operating income items, developer contributions and non-recurrent capital grants prior to comparing to expenditure.

The adjusted underlying result was a deficit of \$49.2 million, a decrease of \$12.5 million compared to the prior year's underlying deficit of \$36.7 million.

In 2023/24, revenue increased due to additional user fees and fines, population growth, and increased interest on investments. However, these gains were offset by higher spending on Materials and Services driven by inflationary pressures and various projects. Employee Costs also rose in 2023/24, due to Enterprise Bargaining Agreement obligations, the filling of existing but vacant positions, and increased Workcover costs. Additionally, grant payments made early in 2022/23 were not repeated within 2023/24.

The actual underlying result of -\$49.2 million represents a \$38.1 million deficit increase compared to the 2023/24 budget of -\$11.1 million. This increase is primarily due to higher expenses in Materials and services as well as Employee costs. Moreover, the 2023/24 budget anticipated receiving the 2024/25 Financial Assistance Grant payments in advance, similar to the previous periods, but these payments were not received as per expected timings.

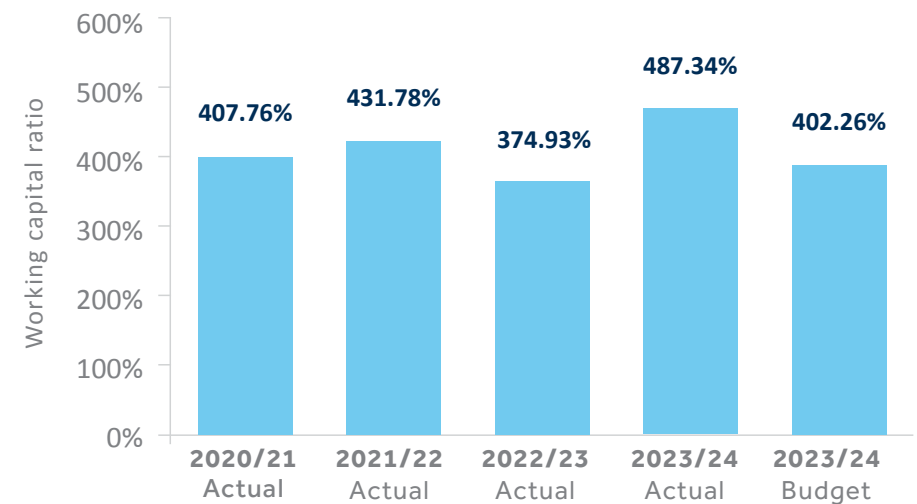


Liquidity

The working capital ratio which assesses Council's ability to meet current commitments is calculated by measuring Council's current assets as a percentage of current liabilities. Wyndham City Council's working capital ratio is 487.3% which is higher than the 2022/23 result of 374.9%.

When assessing liquidity, it should be noted that a significant portion of funds (87%) held by Council are deemed to be restricted based on how they are required to be utilised. The majority of restricted funds are from developer contributions which are tied to future community infrastructure in new development areas. These funds are held in reserves until it is time to deliver those projects.

The Working capital ratio at year end shows a result of 487.3% which is higher than the 2023/24 budget estimate of 402.3%. The key reason for the higher than budget result is increased levels of current financial assets when compared to the budget assumptions.





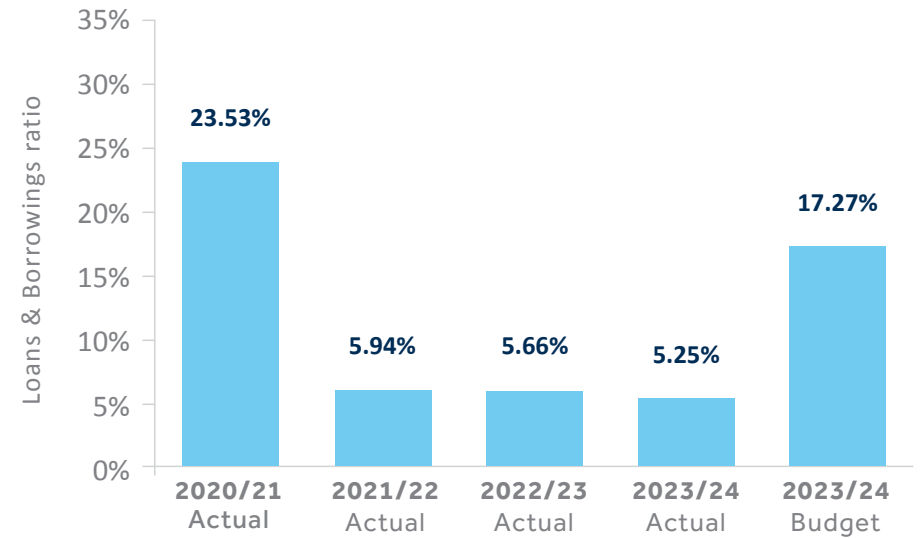
Obligations

- Loans and Borrowings

Council aims to ensure its ability to maintain its infrastructure assets at the expected levels, while continuing to deliver the services needed in the community. Borrowings are sometimes required to fund the capital works program where inter-generational assets are being delivered. This means that future rate payers will contribute to the funding of these assets, which otherwise may not be affordable, and is viewed as a more equitable outcome.

At the end of the 2023/24 financial year, Council had borrowings totalling \$15.0 million which translates to a low debt ratio of 5.3%. Council borrowing levels did not increase during 2023/24.

The 5.3% is favourable compared to the 2023/24 budget of 17.3%. This is due to \$34.3M of budgeted borrowings not being undertaken.





Obligations

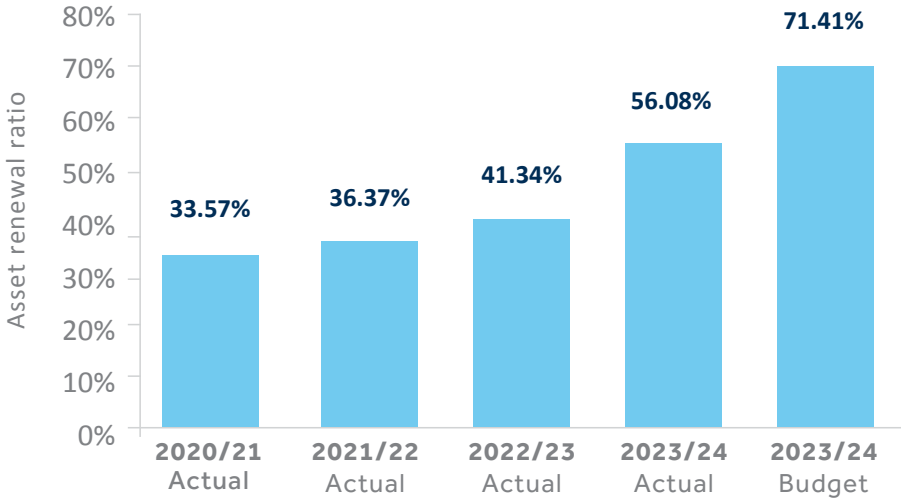
- Asset Renewal

Depreciation is an accounting measure to represent the decline in the value of assets. If an amount equivalent to depreciation is spent to renew assets, then the decline in the asset condition will be offset by the increase in value of assets renewed. For this reason, the Asset Renewal ratio is used to indicate whether a Council is allocating sufficient funds to maintain its infrastructure. The limitation with this ratio is that depreciation is calculated based on a straight line decline in the condition of assets, whereas in reality, the condition of infrastructure assets have a tendency to decline slower at the start of their useful lives and faster towards the end.

In 2023/24 the Asset Renewal ratio has continued to improve with a result of 56.1% which is an increase of 14.8% on the previous year.

The Asset Renewal ratio in 2023/24 is lower compared to budget due to higher than budgeted depreciation and delays in some projects.

The Asset Renewal ratio in 2023/24 is lower compared to budget due to higher than budgeted depreciation and delays in some projects.



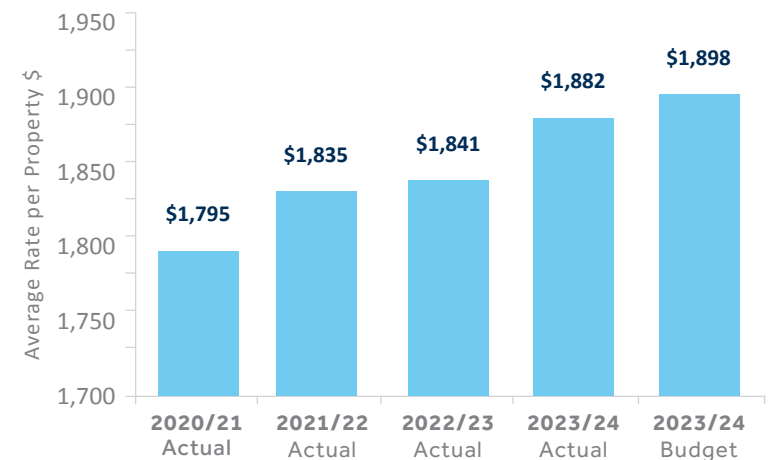
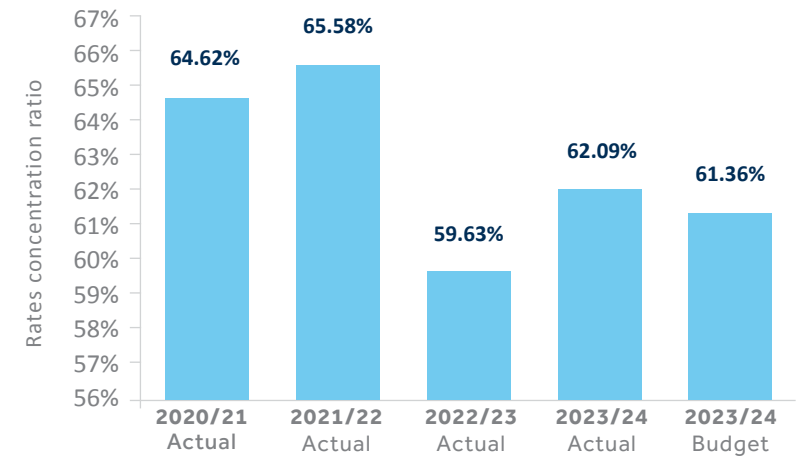
Stability and Efficiency

Council's primary sources of revenue include rates, user fees, fines, grants and developer contributions. The rates concentration ratio increased marginally to 62.1% in 2023/24 from 59.6% in 2022/23, indicating a slightly higher reliance on rates in comparison to the previous period. This is driven by the early payment of 100% Financial Assistance Grant in 2022/23 which did not occur again

in 2023/24.

The average rate per property provides an indication of the average property rate per residential assessment in a financial year. In 2023/24, Wyndham's average rate is \$1,882 which is a \$41 increase on the 2022/23 average rate.

Rate concentration ratio of 62.1% which is in line with budgeted expectations.



The 2023/24 financial indicators shown above, provide a useful analysis of Council's financial performance. Comparing them to 2022/23 indicators and 2023/24 budget projections, enables Council to identify future financial trends and risks, and assists in the process of maintaining and securing its future financial sustainability.



Our Place Our People

Wyndham is a city of choice for our residents and one of the fastest growing communities in Australia. Wyndham is a vibrant mix, comprising city, coast and country, and one of the most diverse communities in Australia.

Place

As a meeting place for people of the Kulin Nation, Wyndham has a rich and diverse Aboriginal cultural heritage. The Wadawurrung and Bunurong were the first people to occupy the area now known as Wyndham. Located on the western edge of Melbourne, today, Wyndham covers an area of 542 square kilometres.

Wyndham has excellent logistic connections to air and seaports and comprises of extensive agriculture commerce in Werribee South, with over 3,000 hectares of cultivated land; major retail precincts and the Werribee Park tourism precinct – one of the largest and most frequently visited tourism destinations in metropolitan Melbourne.

Wyndham has a major industrial area at Laverton North and provides a critical connection between Victoria's two largest cities, Melbourne and Geelong.

People

Wyndham is one of the fastest growing municipalities in Australia, experiencing a 4.8 per cent population increase during 2022 and 2023. This equates to an estimated additional 14,689 residents over this period. The Wyndham population is forecast to increase by approximately 5 to 6 per cent per annum between 2023 and 2040, to over 500,000 residents.

In 2023, Wyndham had a usual resident population of 324,087 people. Wyndham is a young community, with 54 per cent of residents aged under 35 years. Over half of Wyndham households are families with children (57%*), and a large number (31%) include children under the age of fifteen.

As many as 48 per cent of Wyndham residents were born overseas; with 53 per cent of these coming from non-English speaking countries, resulting in over 184 different languages and over 100 different faiths being represented across Wyndham.

Currently, Point Cook has the highest share of the City's population (21.8%), while Williams Landing# has the smallest share (3.2%). The main population growth to 2040 and beyond will be in Tarneit, with 26 per cent of all Wyndham residents estimated to be living in this suburb.

**Includes Couples with children and one parent families with children*

Williams Landing has the smallest population of the urban areas of Wyndham, this excludes the rural areas of Werribee South - Cocoroc and Little River - Rural West

The Community's Vision for Wyndham

Through the Wyndham 2040 Community Vision, the community has described its long-term aspirations for the municipality. The Wyndham 2040 Community Vision guides Council's work to ensure Wyndham becomes a more liveable community.

An update on the progress of the Wyndham 2040 Community Vision is available on Council's [website](#).

"A safe, connected and inclusive community. We respect, acknowledge, value and celebrate the First Nations people, our heritage, cultural diversity and multicultural strengths".

Our community has the infrastructure and services it needs to support holistic health and wellbeing for all. Local employment and education facilities are plentiful, and there are a variety of recreational, leisure, tourism, art and cultural opportunities for everyone to experience throughout the municipality.

We preserve our natural environment and rural lifestyle; we are able to get around easily and get to where we want to go efficiently. We are self-sufficient and pride ourselves on being green and sustainable."





The Role of Council

Council is responsible for performing a range of work for the community.



Good Governance

providing good governance, as well as making local laws and policies for the benefit and wellbeing of the community.



Service Provider

provision of services including waste collection, maternal and child health, libraries and many other community services and programs.



Infrastructure Provider

provides and maintains buildings, open spaces, recreational facilities and the local road/footpath/cycle network.



Planner

works to understand the current and future needs of the municipality and to set the overall direction for Wyndham through long-term planning which guides council activities and resourcing.



Advocate

works with relevant stakeholders and Federal and State Governments. These bodies also play a role in addressing issues affecting the municipality to ensure the needs and concerns of the community are met.



Leader, capacity builder, partner and broker

works in collaboration with a range of stakeholders to improve outcomes for our residents and municipality.

Councillors and Wards



Cr Josh Gilligan
Attended 14/14 Council Meetings
Portfolio: City Design
P: 0429 078 039
E: Josh.Gilligan@wyndham.vic.gov.au



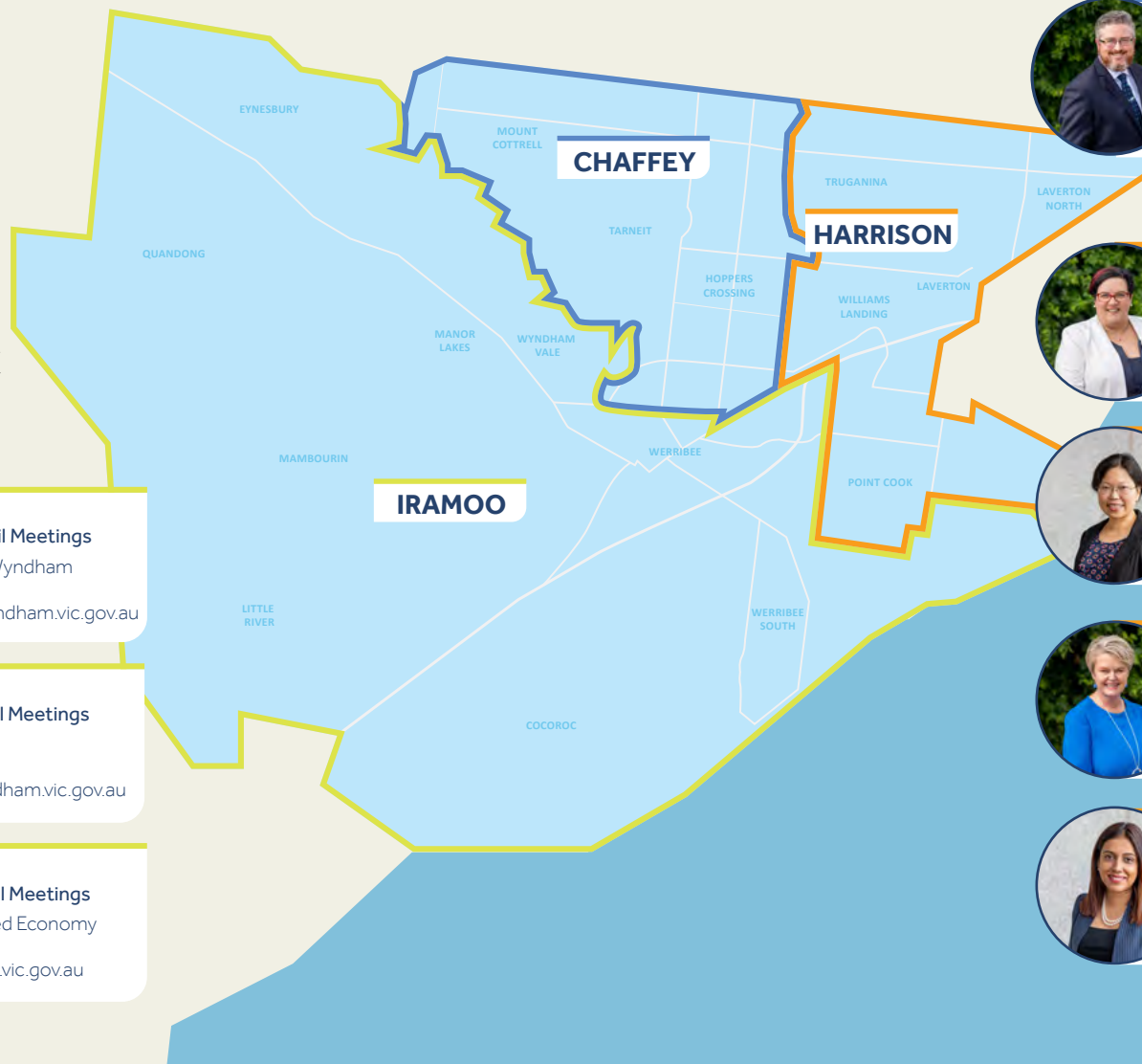
Cr Jennie Barrera
Attended 14/14 Council Meetings
Portfolio: Welcoming City
P: 0437 892 933
E: Jennie.Barrera@wyndham.vic.gov.au



Cr Marcel Mahfoud
Attended 13/14 Council Meetings
Portfolio: Creative City
P: 0437 884 358
E: Marcel.Mahfoud@wyndham.vic.gov.au

Wyndham City has eleven Councillors representing three wards.

Councillors are democratically elected by the residents and ratepayers of the municipality. Councillors take an Oath of Office to carry out this role impartially, to the best of their ability, and in the best interests of the municipality. The role of Councillor is set out in the *Local Government Act 2020*, which provides clarity, guidance and sets out expectations for councils, councillors and the community. The current Council was elected in October 2020 for a four-year term, which will be completed in October 2024.



Cr Heather Marcus
Attended 11/14 Council Meetings
Portfolio: Destination Wyndham
P: 0400 533 371
E: heather.marcus@wyndham.vic.gov.au



Cr Peter Maynard
Attended 14/14 Council Meetings
Portfolio: Active City
P: 0429 087 527
E: peter.maynard@wyndham.vic.gov.au



Cr Mia Shaw
Attended 12/14 Council Meetings
Portfolio: Future Focused Economy
P: 0423 675 298
E: mia.shaw@wyndham.vic.gov.au



Cr Robert Szatkowski
Attended 14/14 Council Meetings
Portfolio: Climate Futures & Environment
P: 0437 897 395
E: Robert.Szatkowski@wyndham.vic.gov.au



Cr Adele Hegedich
Attended 14/14 Council Meetings
Portfolio: Healthy City
P: 0437 878 096
E: Adele.Hegedich@wyndham.vic.gov.au



Cr Jasmine Hill
Attended 13/14 Council Meetings
Portfolio: Learning City
P: 0437 897 537
E: Jasmine.Hill@wyndham.vic.gov.au



Cr Susan McIntyre
Attended 14/14 Council Meetings
Portfolio: Community Safety
P: 0437 943 688
E: Susan.McIntyre@wyndham.vic.gov.au



Cr Sahana Ramesh
Attended 14/14 Council Meetings
Portfolio: Smart Cities
P: 0437 980 191
E: Sahana.Ramesh@wyndham.vic.gov.au

Performance *Results*



About The Council Plan

The Council Plan 2021-25 sets out the strategic direction of the elected Council over their term. It guides Council's work and resource allocation. It's eight strategic areas are aligned to the Wyndham 2040 Community Vision's four themes:



Council Plan Strategic Area	Aligned to Wyndham 2040 Community Vision Theme
<ul style="list-style-type: none"> - A Healthy, Accessible and Equitable City - A Welcoming and Inclusive City 	People and Community
<ul style="list-style-type: none"> - A Liveable City - A Green City 	Places and Spaces
<ul style="list-style-type: none"> - An Economically Prosperous City - A Thriving City 	Earning and Learning
<ul style="list-style-type: none"> - Community As An Active Partner - Delivering Public Value and Excellence 	Leadership and Participation

The following pages demonstrate progress against these strategic areas, as demonstrated thorough:

- the completion of initiatives (major projects, services or programs) committed to, within the Council's Annual Plan and Budget
- achievements against the supporting suite of Council adopted strategies and plans. **For a full report on progress of Council Adopted Strategies and Plans see the Council [website](#).**

Council measures its performance through its Council Plan indicators which encompass:

- the Annual Community Satisfaction Survey (ACSS) which was conducted from November 2023 to January 2024, with 1200 residents surveyed via an in-person interview style survey aimed at measuring community satisfaction across all areas of Council responsibility.

- the required service indicators of the Local Government Performance Reporting Framework (LGPRF) which is a mandatory system of performance reporting for all Victorian councils. It ensures that councils are measuring and reporting on their performance in a consistent way and promotes transparency and accountability in the local government sector. The framework is made up of a range of measures, including roads, planning, animal management and waste services.



STRATEGIC AREA 1:

A Healthy, **Accessible and Equitable City**

Wyndham is a City that enhances the wellbeing of its community and provides opportunities for all.

Service Snapshot

A snapshot of just some of what Council delivered throughout the financial year with comparisons to show changes from the previous financial year.

Percentage represents an increase/decrease of greater than 10% when compared to the 2022/2023 financial reported results.

↑ ↓ - relates to comparison against the 2022/2023 full year result – **red** denotes an unfavourable result – **green** denotes a favourable result – **blue** denotes neutral result.

Community says: relates to the Annual Community Satisfaction Survey (ACSS) rating.

For further information and annual comparisons on the ACSS rating, please go to the [‘How did we do?’ section](#).



Animal Management

27,263

Dogs and cats registered



3,247

Dog off lead patrols conducted



COMMUNITY SAYS:

Control and regulation of pets and domestic animals
VERY GOOD

Child, Family Health and Wellbeing



24,780

Immunisations administered*

↑ 18%



COMMUNITY SAYS:

Immunisations
EXCELLENT

33,270

Key Ages and Stages Maternal and Child Health visits undertaken

↑ 18%



COMMUNITY SAYS:

Maternal Child Health Care
EXCELLENT

569

Families supported through sleep settling programs

504

Families supported through First Time Parent Groups

**Immunisations administered as part of National Immunisation Program schedule only, not including COVID19 vaccinations*





Community Connections and Care

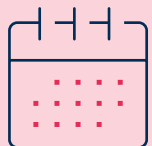


49,888

Group service hours

716

Social Support group programs/events held with **7,325** attendees



8,425

Community Care hours provided to residents under 65 to assist with living independently in the home.



33,350

Meals delivered

303

Transports to support residents to health appointments or **753** hours

58

Carers provided with support

865

Property Maintenance/Modification jobs completed



1,434

Residents connected to local services and supports

↑ **44%**

COUNCIL SAYS:

Current cost of living pressures, and a lack of affordable housing have seen more residents seeking supports and services.

312

Residents over 65 connected to local services and supports (Community Connectors)

1,258

Residents under 65 connected to local services and supports (Community Connectors)



COMMUNITY SAYS:

Council support to access the child and family services you need, and any other services needed
VERY GOOD

Early Education (Kindergarten)



1,050

Children enrolled in three-year-old kindergarten at a Council site (average)

1,916

Children enrolled in four-year-old kindergarten at a Council site (average)

119

Children accessing Early Start Kindergarten in council facilitated services (average)*

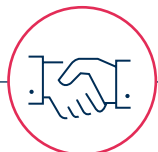
**Free or low cost Kindergarten to 3 year old children in contact with Child Protection, referred to Child First or is Aboriginal and/or Torres Strait Islander*



COMMUNITY SAYS:

Council managed kindergarten services
EXCELLENT

Family and Sector Partnerships



COMMUNITY SAYS:

Supported playgroups
EXCELLENT

517

Requests for early intervention support for children in kinder received (Pre School-Field Officer program)

985

Residents connected to family services and supports



COMMUNITY SAYS:

Council support to access the child and family services you need, and any other services needed
VERY GOOD

99.92%

Customer phone calls responded to within 35 minutes (average)



Sport, Recreation and Physical Activity



Environmental Health Services



COMMUNITY SAYS:

Public Health Services including maintenance of food safety
VERY GOOD

600

New premises registered

100%

Food samples registering satisfactory results



274

Food sampling program completed for the calendar year or 48%

3,251

Public health inspections completed

↑ 21%

COUNCIL SAYS:

Increase in inspections completed is line with the increase in new premises applications.

355

Physical activity programs delivered with 13,736 attendees (76% increase)

↓ 12%
Programs



COMMUNITY SAYS:

Provision of sports ovals and other local sporting/recreation facilities
EXCELLENT

COUNCIL SAYS:

Council says: The grant-funded Active Tarneit program concluded in July 2023, but the number of attendees has increased across other remaining programs.



2,206,059

Visitations to major leisure facilities

↑ 15%



COMMUNITY SAYS:

Council encourages a healthy and active lifestyle through appropriate Council infrastructure and amenity
GOOD

COUNCIL SAYS:

AquaPulse and Eagle Stadium has seen a higher levels of memberships, WynSwim enrolment and court occupancy.

4,580

Average number of hours of programmed use across outdoor facility network (per week)



Youth Services



COMMUNITY SAYS:

EXCELLENT



184

New counselling referrals received

↓ **39%**

COUNCIL SAYS:

Unfortunately wait times had increased from 5-6 months to 8-12 months, due to unusually high demand for the service. The decrease in referrals means individuals are accessing alternate services.

1,030

Counselling sessions provided

1,387

Youth programs delivered with **28,309** young people attending

↑ **434%**
attendees

COUNCIL SAYS:

Drop-in style programs in greater frequencies have proved successful in increasing participation rates.

73

Young people on the waitlist for counselling

51

Youth events delivered with **11,028** young people attending

↑ **26%**
attendees

COUNCIL SAYS:

Increased volunteer numbers meant greater promotion of events. The Youth Fest Event to celebrate 20th anniversary of the Youth Centre also contributed to increased attendance.

19

Parenting programs delivered with 334 attendees

4,560

Young people attended the street surfer bus (KIRRUP)

↑ **37%**

COUNCIL SAYS:

The increase relates to the increased frequency of engagements, and operations not been hampered by the automotive issues and extreme weather experienced in 2022/23.

2,948

Average young people engaged from Culturally & Linguistically diverse backgrounds

2,603

New young people attending programs

↑ **246%**

COUNCIL SAYS:

Increased school engagement has seen attendance increase at programs.



Council Spend

Council provides a number of services for residents and ratepayers; the following table shows how ratepayer funds were spent in 2023/24.



Service	Animal Management	Child, Family Health and Wellbeing	Community Connections and Care	Community Infrastructure Planning	Early Education and Care
Description	Protects the community and the environment from feral, nuisance animals, dog attacks and wandering livestock on public roads through a range of education and enforcement/ compliance measures.	Provides a range of services to families with children aged 0-6 to promote improved health and wellbeing of the community through the provision of a range of health and wellbeing services including Universal Maternal and Child Health Service, Enhanced maternal and Child health Service public immunisation program, family support and parenting programs such as playgroups and parent groups.	To provide valued outcomes by working collaboratively with individuals, their carers and families, community groups, networks, council units and other agencies in the provision of quality services, information, advocacy and support for those with care needs. To support individuals that are older and those with a disability or health conditions to manage the activities of daily living, maintain their independence and provide social inclusion opportunities	Work across Council and in partnership with government, community and private sectors to lead planning for a network of community infrastructure, to facilitate the delivery of services.	Provides State funded Kindergarten educational programs for 3 and 4-year-old children. Delivery of free kindergarten and children's services.
Budget Net Cost (\$'000)	(459)	(7,972)	(3,277)	(263)	(921)
Actual Net Cost (\$'000)	(853)	(5,781)	(4,660)	(244)	850
Variance (\$'000)	(394)	2,191	(1,383)	19	1,771



Service	Environmental Health Services	Family and Sector Partnerships	Sport, Recreation and Physical Activity	Youth Services
Description	Protects public health as it relates to state legislation, directives and standards through a range of education and enforcement measures.	Providing support and capacity building of families and community - from birth to cradle. Providing a centralised customer support service for Maternal Child Health and Early Education and Care programs. Partnering with the local community, the child and family service sector and allied health; to create an integrated service system and streamlined referral pathways for families.	Provide opportunities for the community to be physically active through infrastructure provision, facility management and the delivery of community activation programs.	To ensure that young people are empowered and active citizens through the provision of a range of programs and services which include drop-in programs, counselling, recreational programs, events and social support programs.
Budget Net Cost (\$'000)	(1,020)	(1,687)	(4,402)	(5,793)
Actual Net Cost (\$'000)	(1,047)	(1,315)	(3,432)	(5,945)
Variance (\$'000)	(27)	372	970	(152)

How did we do?

Council measures its performance against the Council plan by monitoring the following indicators.

Council will	Council will monitor progress through the following indicators	2023/24 Result Year 3	2022/23 Result Year 2	2021/22 Result Year 1
Provide high-quality, equitable and accessible services and community facilities that cater for all ages and life stages.	Community satisfaction with Council's:			
	Youth services	Excellent (7.9)	Very Good (7.4)	Very Good (7.4)
	Maternal and Child health services	Excellent (8.1)	Very Good (7.5)	Excellent (7.9)
	Immunisation services	Excellent (8.3)	Excellent (8.4)	Excellent (8.5)
	First time parent groups	Very Good (7.7)	Very Good (7.3)	Very Good (7.6)
	Sleep and settling programs	Good (7.1)	Solid (6.2)	Very Good (7.3)
	Supported playgroups	Excellent (7.9)	Very Good (7.5)	Excellent (7.9)
	Council assistance to access the support services you need	Good (7.2)	Good (6.6)	Good (6.7)
	Council managed Kindergarten services	Excellent (8.1)	Excellent (7.9)	Excellent (8.2)
	Council support to access the child and family services you need	Very Good (7.7)	Good (7.1)	Very Good (7.7)
	Planning for community infrastructure to meet community needs	Good (7.0)	Good (6.8)	Good (6.7)
Local Government Performance Reporting Framework service indicator results for: <i>Maternal and Child Health:</i> see 'How did we do?' section				
Advocate and plan for increased investment in health and support services to improve the wellbeing outcomes of all residents.	Community satisfaction with Council's:			
	Representation, lobbying and advocacy on behalf of the community with other levels of government and stakeholders on key issues	Good (7.1)	Solid (6.5)	Solid (6.4)
Protect and promote public health through education and enforcement.	Community satisfaction with Council's:			
	Control and regulation of pets and domestic animals	Very Good (7.5)	Very Good (7.3)	Very Good (7.4)
	Public health services including maintenance of food safety	Very Good (7.6)	Very Good (7.3)	Very Good (7.5)
	Local Government Performance Reporting Framework service indicator results for: <i>Animal Management:</i> see 'How did we do?' section <i>Food Safety:</i> see 'How did we do?' section			
Deliver, support, and promote creative industries including the arts, events and festivals that contribute to the vibrancy and livability of the city.	Community satisfaction with Council's:			
	Provision of public art, exhibitions, events, art, and cultural activities	Very Good (7.7)	Very Good (7.4)	Very Good (7.6)
Encourage residents to be physically active and healthy through the provision of accessible and diverse sporting facilities, leisure, and recreational opportunities.	Community satisfaction with Council's:			
	Provision of sports ovals and other local sporting/recreation facilities	Excellent (7.8)	Excellent (7.9)	Excellent (8.0)
	How well Council encourages a healthy and active lifestyle through appropriate Council infrastructure and amenity	Good (7.1)	Good (6.7)	Good (6.7)
	Local Government Performance Reporting Framework service indicator results for: <i>Aquatic Facilities:</i> see 'How did we do?' section			

How did we do?

Council also measures its performance against the Local Government Performance Reporting Framework (LGPRF) for the following key Council services as required by legislation.



Maternal and Child Health

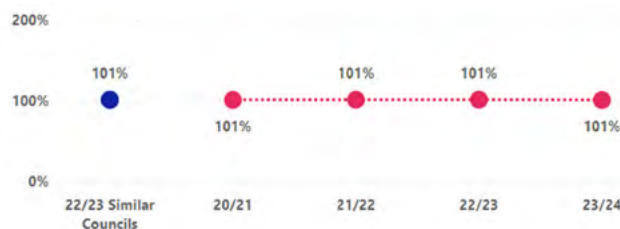
Provision of universal access to health services for children from birth to school age and their families including early detection, referral, monitoring and recording of child health and development.

Infant enrolments in MCH service

The percentage of infants enrolled in the MCH service

(Expected Range: 90 to 110% - high % favourable)

Council says: The number of enrolments in the service remains steady and is consistent with prior years.

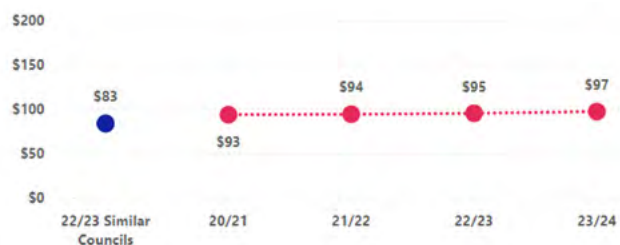


Cost of MCH service

The cost of the MCH service per hour of service delivered

(Expected Range: \$50 to \$200 - low result favourable)

Council says: Slight increase of delivering the MCH service that is consistent with prior years.

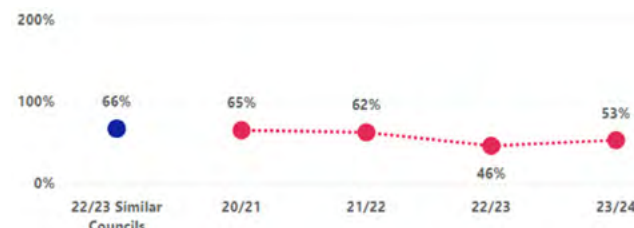


Participation in the MCH service

The percentage of children enrolled who participate in the MCH service

(Expected Range: 70% to 100% - high % favourable)

Council says: Wyndham's MCH service has increased staff by 16 per cent over the past year, leading to improved participation rates. Efforts are also underway to re-engage older age groups who may have disengaged during and after COVID.

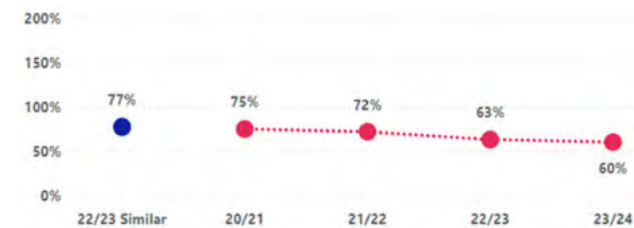


Participation in MCH service by Aboriginal children (audited)

Defined as the percentage of Aboriginal children enrolled who participate in the MCH service

(Expected Range: 60% to 100% - high % favourable)

Council says: Efforts in the past financial year have focused on building stronger relationships with the Aboriginal community. While progress has been slow, additional work is underway to broaden the scope of this project.



Participation in 4-week Key Age and Stage visit

(Expected Range: 90% to 110% - high % favourable)

Council says: Participation rates have slightly decreased this year but the overall result for the financial year is still high.





Animal Management

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

Time taken to action animal management requests

Average number of days it has taken for Council to action animal management related request

(Expected Range: 1 to 10 days - low result favourable)

Council says: Consistent procedures and improved processes have contributed to a 26 per cent improvement in response times, when compared to the prior financial year.

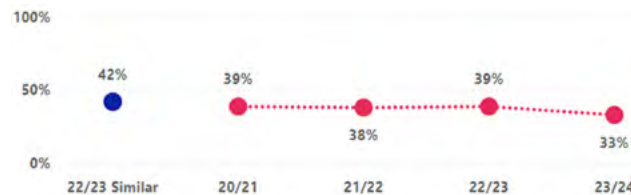


Animals reclaimed

Percentage of collected registrable animals under the Domestic Animals Act 1994 reclaimed

(Expected Range: 30% to 90% - high % favourable)

Council says: Less animals were reclaimed this year due to a large number of stray and unidentifiable cats and kittens being impounded through Council's programmed cat trapping program.

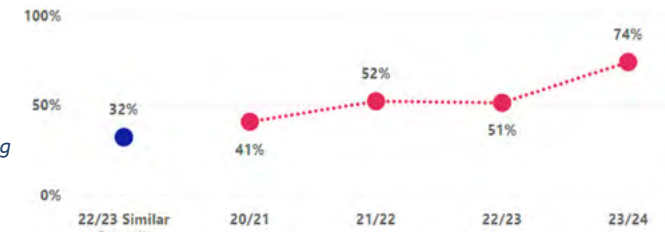


Animals rehomed

Percentage of collected registrable animals under the Domestic Animals Act 1994 that are rehomed

(Expected Range: 30% to 90% - high % favourable)

Council says: Ongoing relationships with compliant community foster carer networks proved to be valuable in finding new homes for a substantial number of pets, as did animal business adoption events held by partnered organisations for the rehoming of eligible dogs and cats. This has also reduced numbers of animals held within the shelter environment.

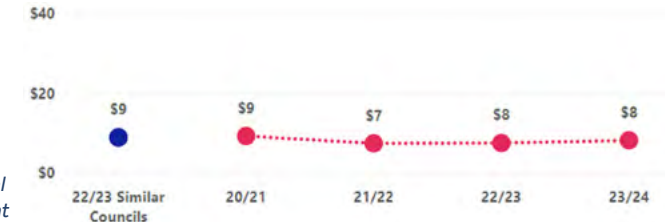


Cost of animal management service per population

Cost of running Animal Management service

(Expected Range: \$3 to \$40 - low result favourable)

Council says: Cost of running the Animal Management service remains consistent with prior year cost.



Animal management prosecutions

The number of successful animal management prosecutions

(Expected Range: 50 to 200 prosecutions - high result favourable)

Council says: There were seven prosecutions for the financial year, all involving dogs, which led to seven successful court outcomes.





Food Safety

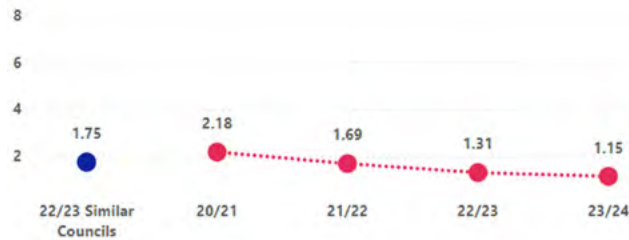
Provision of food safety services to the community including registrations, education, monitoring, inspections and compliance.

Time taken to action food complaints

The average number of days it has taken for Council to action food complaints received from members of the public about the safety or handling of food for sale

(Expected Range: 1 to 10 days - low result favourable)

Council says: The time taken to action food complaints has reduced by 12 per cent on the prior year, as a result of improved business practices and procedures. This indicator is measured by calendar year.

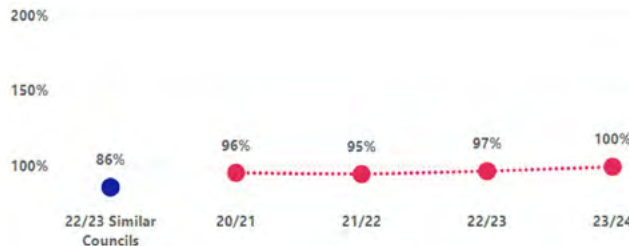


Food safety assessments

The percentage of registered class 1 food premises and class 2 food premises that receive an annual food safety assessment

(Expected Range: 50 to 200% - high % favourable)

Council says: Indicator is measured by calendar year and all inspections were completed for 2023.



Cost of food safety service

The direct cost of the food safety service per food premises registered by Council, or for which Council has received notification, during the year

(Expected Range: \$300 to \$1,200 - low result favourable)

Council says: Cost of running the Food Safety service is slightly higher than the previous year and mainly attributable to CPI increases.



Critical and major non-compliance notifications

Percentage of critical and major non-compliance outcome notifications that are followed up by Council

(Expected Range: 60 to 100% - high % favourable)

Council says: All four critical and major-non compliances referred to Environmental Health were actioned.

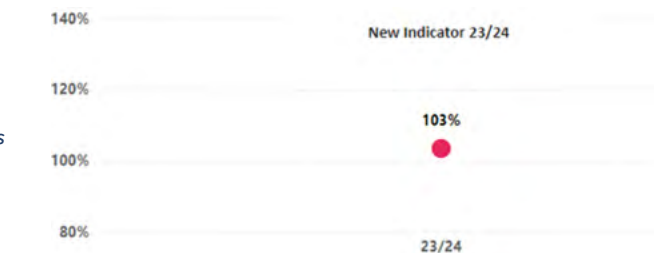


Food safety – Service standard

Food safety samples

(Expected Range: high % favourable)

Council says: This is a newly introduced indicator for 2023/24. The calculation is based on calendar year.





Aquatic Facilities

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



Health inspections of aquatic facilities

The number of inspections by an authorised officer within the meaning of the Public Health and Wellbeing Act 2008 carried out per Council aquatic facility

(Expected Range: 1 to 4 inspections)

Council says: Council continues to take a proactive approach to the sampling of the two aquatic facilities within the municipality.



Cost of aquatic facilities

Direct cost to Council less any income received of providing aquatic facilities per visit

(Expected Range: \$0 to \$30 - low result favourable)

Council says: Successful recruitment of additional swimming instructors has allowed capacity for more Learn to Swim members, which when combined with higher numbers of Health and Fitness members, has driven positive outcomes in relation to both financial performance and visitation.



Utilisation of aquatic facilities

Number of visits to aquatic facilities per head of municipal population

(Expected Range: 0 to 10 visits - high result favourable)

Council says: Membership and Learn to Swim growth has been quite strong during the summer months, with visits increasing by 13 per cent on prior year.



Truganina Community Centre

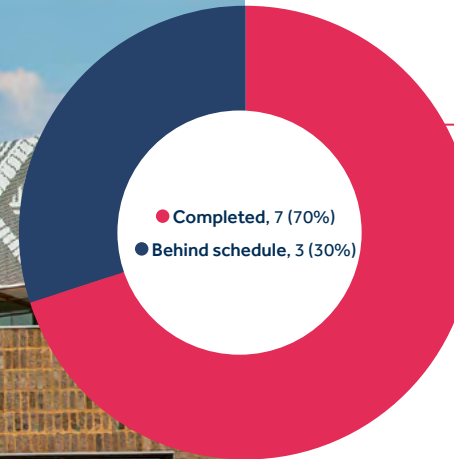
Total Cost: \$18.4M

Developer Contributions: \$6.45M

Grants: \$8.07M

The Truganina Community Centre officially opened on 26 June 2024. It provides a space for residents to meet and connect with each other and participate in community life. It also provides access to local services, programs and information, including three and four-year-old kindergarten (commencing 2025), maternal and child health, community hub activities and programs, youth services, a library lounge and allied health.

The centre has been designed and constructed sustainably, to be carbon neutral in operation and all-electric, with a 5-star Green Star rating.



Council committed to the delivery of 10 initiatives within this strategic area, 70 per cent of which were completed.

Major Initiatives *and Initiatives*

Major Initiatives and Initiatives are key projects, services, programs or works that the Council has made a commitment to deliver over the 2023/24 financial year.



Finalise planning for new community facilities at Black Forest Road North (Mambourin) and Tarneit major town centre.

Black Forest Road North (Mambourin)

A community facility incorporating a library, performing arts facility, community spaces and kindergarten rooms will be in the heart of the [new Town Centre](#) being planned for the growing Wyndham west area, located north of Black Forest Road and west of the railway line in Wyndham Vale. The community centre would occupy the northern side of a main street, opposite core retail businesses, and be co-located with a town square.

The initial stage of planning for the Black Forest Road North (Interim name) facility has been completed, with consideration of different service and infrastructure delivery models to occur in 2024/25 to ensure cost effective solutions are fully explored and considered.

Tarneit Community Centre

High level planning for the Tarneit Community Centre has been completed, with further work to be undertaken next financial year.

Commence construction works for stage one of the Jamieson Way Community Centre Redevelopment Project in Point Cook which will include an additional kindergarten, upgrading the maternal and child health facilities and the redevelopment of community spaces.

Total Cost: \$5.5M

Grants: \$4.75M

Construction in progress

The Jamieson Way Community Centre and Reserve is located on a residential street in the heart of Point Cook. It includes community spaces, kindergarten, tennis courts, netball courts, open space and car parking.

A master planning process was undertaken to guide the future redevelopment and improvement of the community centre and reserve at Jamieson Way including addressing the following concerns:

- Ongoing requests for additional space for community programs and activities to occur
- Lack of storage for both the centre and the sports facilities
- The design and layout of the centre, and
- A lack of car parking at centre and near the recreation facilities.

Construction of the stage one redevelopment at [Jamieson Way Community Centre](#) is underway and due for completion in late 2024 and includes:

- Redeveloped entrance and reception area
- Addition of a third kindergarten room and amenities
- Expansion of the existing kindergarten outdoor play area
- Redevelopment of the Maternal and Child Health spaces
- Remodelling of existing change room to a multipurpose community meeting space
- Consolidation of office space for centre management and Early Years services
- Provision of community kitchen

CASE STUDY

Webster Street Reserve (Point Cook) Master Plan Implementation – Pavilion and Landscape (previously known as Bensonhurst Parade Reserve)

Total Cost: \$ 15.9M

Development Contributions: \$10.7M

Completed in May 2024

This project included the construction of sports fields, landscaping and both the tennis and soccer/cricket pavilions.

Jointly funded by Council and the Victorian Government's Local Sports Infrastructure Fund, these pavilions provide change rooms, social spaces, storage, kitchens, umpire rooms, with access to a car park and landscaping.

Ironbark Fields and Ironbark Pavilion - Opened

This project represents a landmark public-private partnership between Council, Western Melbourne Group and a consortium of investors to transform a previously undeveloped 63-hectare site along Sayers Road in Tarneit into a world-class sport, entertainment, business and residential precinct.

Featuring three pitches, a two-storey pavilion and capacity for 5,000 spectators, this is the first step towards the [Wyndham Stadium Precinct](#). It will serve as the main training base for Western United Football Club's A-League teams, National Premier League matches and academy teams. It will also be available to the community via organised events and competition.



Redevelop the early years facility at Mossfiel Reserve, Hoppers Crossing in partnership with the Victorian School Building Authority to be operational in an increased capacity by 2024.

The new \$4.5 million Integrated Family Centre (IFC) at Mossfield Reserve was opened for kindergarten on 31 January 2024. The centre includes three kindergarten rooms, a large outdoor play space, two Maternal and Child Health and Allied Health Services consulting rooms, and other early service amenities.

It replaces the former Mossfiel Kindergarten and Hoppers Crossing Children's Centre, providing Hoppers Crossing families with services, all under one roof. This project was jointly funded by the Department of Education and Wyndham City Council, with the new building being delivered by the Victorian School Building Authority.

The centre is now officially known as [Hoppers Crossing Family Centre](#).

Commence construction and work to open the Lollypop Creek Community Centre (Werribee). Formally known as Black Forest Road South Community Centre.

Total Cost: \$ 13.7M

Developer Contributions: \$7.0M

Grants: \$ 3.8M

The Lollypop Creek Community Centre officially opened on 26 June 2024.

Service activation will commence in July 2024, including maternal and child health and community spaces for programs, events and activities, followed by four-year old kindergarten services commencing in Term 1, 2025.

[Lollypop Creek Community Centre](#) will provide the local community with access to a wide range of community services in a safe, welcoming, and sustainable facility including:

- Licensed kindergarten rooms and playground spaces
- Consulting rooms for maternal child health and other services
- Integrated office space for staff and service providers
- Large and small format community meeting, waiting and lounge spaces
- Ancillary spaces such as kitchen, storage and amenities

Determine Council's advocacy and partnership approach to addressing issues faced by at risk young people.

Council continues to discuss issues relating to young people at risk with State Government departments, local stakeholders (Victoria Police, Not for Profit organisations, local area health services, schools, and community leaders). Council also regularly meets with local Members of Parliament (MPs) to raise issues as they emerge.

Coordinate and host a one-day Seniors forum that brings together service providers to show case their services for seniors across all levels of Government.

Council delivered a Seniors Expo (forum) on the 28 November 2023 at Encore Events Centre in Hoppers Crossing.

Navigating your way through different providers and information for Seniors can be challenging; and the Wyndham Seniors Expo was initiated to help make that easier by bringing different services and agencies together under the same roof.

The free Council event showcased more than 50 different services and supports for seniors and carers in Wyndham providing a great opportunity to access information about equipment, safety, social and leisure activities, as well as financial and legal assistance.

Assess Council's capacity to deliver on the introduction of increased 3 and 4-year-old kindergarten provision arising out of the State Government's early years reforms.

In May 2024, the State Government announced a change to the rollout schedule for the [Best Start, Best Life reforms](#).

Council completed a thorough assessment of the market's capacity to meet kindergarten reforms and has actively collaborated with the State Government and independent providers to explore infrastructure opportunities. Ongoing service planning efforts will ensure effective implementation of these reforms. As these reforms roll out, Council will continuously monitor and update its demand and supply projections.

Council is collaborating with the Department of Education to update the Kindergarten Infrastructure and Services Plan (KISP) in line with the revised rollout changes. The KISP review process is expected to be completed by the end of 2025.

Additionally, Council is engaging with the Victorian School Building Authority (VSBA) to evaluate potential kindergartens on government school sites, as well as supporting independent providers to build capacity.

Building condition and compliance assessments are being conducted on Council's ageing kindergartens to determine their viability to meet future community needs.

CASE STUDY

Polly Parade Reserve - Tarneit North Master Plan Active Open Space

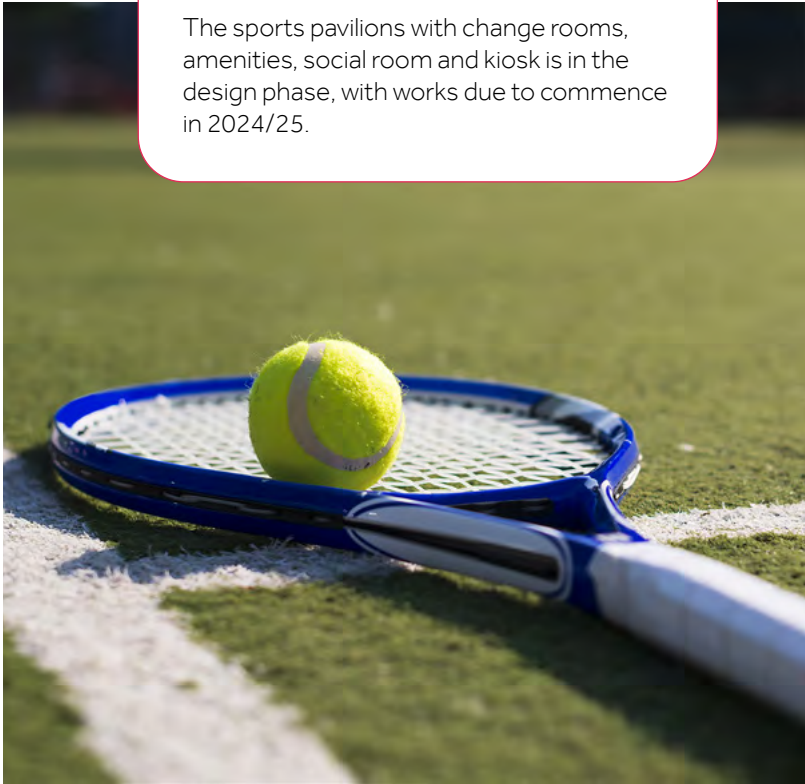
Total Cost: \$ 17.43M
Developer Contributions: \$11.68M
Grants: \$ 5.75M

The implementation of the Tarneit North Community Precinct Master Plan will provide the local community with access to a wide range of community, sport and recreation services and infrastructure.

During 2023/24 contracts were awarded for construction of the following:

- three soccer fields and overlaying cricket oval
- six tennis courts
- softball diamonds

The sports pavilions with change rooms, amenities, social room and kiosk is in the design phase, with works due to commence in 2024/25.



Aged Care Reforms for Wyndham

In April 2024, Council announced changes to the way it will deliver [aged care services](#) in response to the Federal Government’s aged care reforms, which change the way aged care services are funded and delivered.

As a result, from 31 December 2024, Council will change the way it supports its older residents, moving away from direct service provision to a model that assists residents to instead find the services that best suit them amongst the 120 aged care service providers operating across Wyndham.

Council is working closely with the 700 affected residents to ensure a smooth and seamless transition. Council is committed to assisting these residents and their families or carers understand and navigate these changes.

The changes were informed by feedback Council received from the community during [consultation](#) about the future of aged care service delivery in Wyndham. More information is available on Council’s [website](#).



Progressing
behind schedule

Commence Year One of the detailed design work required for the planning of Wyndham’s next indoor recreation facility.

The Tarneit Major Town Centre Indoor Facility has been confirmed as the priority project with funding allocated in the 2024/25 Budget to commence planning and design works. Works to engage with the community, key stakeholders and prepare a design brief are now underway.

Progress Master Plan implementation at Chirnside Park (Werribee), Presidents Park (Wyndham Vale), Alfred Road (Werribee), Holyoake Avenue (Manor Lakes) and Fortitude Drive (Truganina) Reserves.

These projects have been impacted by high construction costs and Council has had to explore opportunities to deliver community outcomes within budget.

[Chirnside Park](#) in Werribee, design work has been completed.

[Presidents Park](#) in Wyndham Vale, is in design phase for each of the three stages.

[Holyoake Avenue Reserve](#) (Manor Lakes North Reserve) in Manor Lakes, tender evaluation for delivery has been completed.

[Fortitude Drive Reserve](#) in Truganina, tender evaluation for delivery has been completed.

[Alfred Road Reserve](#) in Werribee, the Master Plan was recently reviewed. Whilst no funding was allocated to progress the project in 2024/25, further consideration of this project will form part of the 2025/26 Council Budget build process.

Complete the final year of the Sports Pavilion Retrofitting program at Galvin Park (Werribee), Tom Roberts Parade (Point Cook) and Arndell Park (Truganina) Reserves.

Total Cost: \$ 5.7M
Grants: \$ 500K

The overall Sports Pavilion Retrofitting program included a total of six sports pavilion upgrades. In this final year, the following projects were committed to:

Galvin Park, Werribee	Project is under construction - brickwork and first floor flooring are complete. It is expected to be completed by early 2025.
Tom Roberts Reserve, Point Cook	Project was completed ahead of schedule in April 2023.
Arndell Park, Truganina	Project was completed a head of schedule in April 2023.

Brookdale Road Reserve (Point Cook) Master Plan Implementation

Total Cost: \$ 8.07M
Development Contributions: \$4.67M
Completed in December 2023

The pavilion, sports field and landscaping components of this project are complete and open to the public. The pavilion features a social room, kitchen/kiosk, two change rooms with amenities, external storage, a public toilet, and a range of sustainability features.



STRATEGIC AREA 2:

A Welcoming **and Inclusive City**

Wyndham is an inclusive, safe, welcoming and family-friendly municipality which celebrates our heritage and diverse cultures.

Service Snapshot

A snapshot of just some of what Council delivered throughout the financial year with comparisons to show changes from the previous financial year.

Percentage represents an increase/decrease of greater than 10% when compared to the 2022/2023 financial reported results.

↑ ↓ - relates to comparison against the 2022/2023 full year result – **red** denotes an unfavourable result – **green** denotes a favourable result – **blue** denotes neutral result.

Community says: relates to the Annual Community Satisfaction Survey (ACSS) rating.

For further information and annual comparisons on the ACSS rating, please go to the 'How did we do?' section.



Events

14

Events delivered with 103,580 attendees

↑ 23% attendees



COMMUNITY SAYS:

Provision of Council's major events
EXCELLENT

COUNCIL SAYS:

Major events are often held outdoors and attendance is impacted by weather factors which creates variability in attendance numbers.

50

Citizen ceremonies with 8,305 citizens conferred

↓ 31% (citizens conferred)

COUNCIL SAYS:

Council no longer have a waitlist for citizenship ceremonies. The decrease relates to a Council's success in addressing the previous year's high waitlist.

101

Wyndham local businesses engaged with



COMMUNITY SAYS:

VERY GOOD

59%

Average utilisation of Hospitality spaces – (Encore Events Centre & Civic Centre)

60%

Average utilisation of Creative spaces – (Cultural Centre)



COMMUNITY SAYS:

Provision and maintenance of community facilities and venues for hire
EXCELLENT



Arts and Culture



COMMUNITY SAYS:

VERY GOOD

178

Programs delivered with 390,549 attendees

320

Wyndham creatives engaged with

590

Diverse artists employed



Neighbourhood Development

7,986

Requests received from the community for local services and information



COMMUNITY SAYS:

Provision and maintenance of community centres and neighbourhood hubs
EXCELLENT

82%

Average Programs and activities at community centres delivered or led by community



COMMUNITY SAYS:

Provision and maintenance of community facilities and venues for hire
EXCELLENT



School Crossings

175

School crossings in operation

↑ 13%



COMMUNITY SAYS:

EXCELLENT



Council Spend

Council provides a number of services for residents and ratepayers; the following table shows how ratepayer funds were spent in 2023/24.



Service	Arts and Culture	Cultural Venues Management	Events	Neighbourhood Development	School Crossings	Social Policy
Description	Provides points of engagement, spectacle, participation and connection for communities, creatives and visitors through the programming of relevant and diverse arts experiences.	Management of Council's premium Cultural Venues to ensure state of the art facilities with high quality Arts and Cultural programming, hospitality services and accessible civic spaces.	Delivery of a quality program of community and civic events across the City which enriches our sense of place and cultural heritage and encourages community strengthening.	Facilitates opportunities which enable local communities to strengthen connection and build relationships with others, gain information and skills, connect to services and spaces, and participate and contribute to their local community.	Supports the safe passage of children and their families to and from school through the operation of school crossings.	Develop policy and frameworks to guide outcomes that promote social justice, wellbeing, equity, inclusion and participation in Wyndham.
Budget Net Cost (\$'000)	(1,899)	(4,586)	(2,862)	(3,449)	(3,001)	(812)
Actual Net Cost (\$'000)	(1,969)	(3,882)	(2,613)	(3,901)	(2,787)	(784)
Variance (\$'000)	(70)	704	249	(452)	214	28

How did we do?

Council measures its performance against the Council plan by monitoring the following indicators.

Council will	Council will monitor progress through the following indicators	2023/24 Result Year 3	2022/23 Result Year 2	2021/22 Result Year 1
Celebrate Wyndham's history, cultural heritage, and cultural diversity.	Community satisfaction with Council's:			
	Provision of public art, exhibitions, events, art, and cultural activities	Very Good (7.7)	Very Good (7.4)	Very Good (7.6)
	Major community events	Excellent (7.8)	Very Good (7.6)	Very Good (7.8)
Lead and create social connections, empower the community, and build community resilience.	Community satisfaction with Council's:			
	Provision and maintenance of community centres and neighbourhood hubs	Excellent (8.0)	Excellent (7.9)	Excellent (7.9)
	Provision of activities and programs that are accessible and inclusive of all members of the community	Good (7.2)	Good (6.9)	Good (6.8)
	The degree to which Council empowers the community to form and lead social connections	Good (7.1)	Solid (6.4)	Good (6.6)
	Provision and maintenance of community facilities and venues for hire	Excellent (7.9)	Very Good (7.4)	Very Good (7.6)
Foster inclusion and equality and strengthen opportunities for everyone to feel that they belong and are valued.	Community satisfaction with Council's:			
	Provision of activities and programs that are accessibility and inclusive of all members of the community	Good (7.2)	Good (6.9)	Good (6.8)
Protect and promote community safety.	Community satisfaction with Council's:			
	Provision of the school crossing service	Excellent (8.2)	Excellent (8.1)	Excellent (8.2)
	Representation, lobbying and advocacy on behalf of the community with other levels of government and stakeholders on key issues	Good (7.1)	Solid (6.5)	Solid (6.4)

Mooroop Yarkeen

During National Reconciliation Week, Council's public art project, *Mooroop Yarkeen* by Tommy Day / Jirri Jirri (represented by MAMAM), received a Maggolee Award from Reconciliation Victoria.

The large-scale, 41-metre-tall mural on the façade of the Holiday Inn Werribee was realised after the development of partnerships between Wyndham City, Bunurong Land Council, Kolling wada-ngal Aboriginal Corporation, Holiday Inn, Pelligra Citinova and many business and community partners.

The award acknowledges local governments working with First Peoples to advance Reconciliation

Image: Mooroop Yarkeen by Tommy Day / Jirri Jirri

- Completed, 6 (86%)
- Behind schedule, 1 (14%)

Council committed to the delivery of seven initiatives within this strategic area, 86 per cent of which were completed.

Major Initiatives *and Initiatives*

Major Initiatives and Initiatives are key projects, services, programs or works that the Council has made a commitment to deliver over the 2023/24 financial year.



Engage a First Nation's producer to create a concept for a new one-off event of scale and beauty along the Werribee River. The work will have a consultative methodology and use performance and technology to create an immersive and experiential event that celebrates culture and community.

A First Nations organisation/producer has been engaged and planning is underway to determine a suitable date and venue for a large-scale community music event.

The project began with a successful consultation process with Traditional Owner groups to gather their input into the model and site for the event. Research and bench marking was undertaken to recommend event models to investigate and consider. Various First Nations led producer organisations were engaged in preliminary conversations to determine possible timelines and resources required for the large-scale music event.

Deliver year two of the Affordable Housing Strategy.

Council's vision for the Affordable Housing is 'A safe, connected and inclusive community with affordable, appropriate quality housing to meet the community's diverse and changing needs.' Progress made against this strategy is detailed within the [2023/24 Council Adopted Strategies and Plans report](#).

Support the delivery of year two of the Empowering Communities Initiative to respond to community safety priorities and complement projects and activities delivered through the Empowering Communities funding model.

The Empowering Communities Grants Program is designed to support local communities design and lead innovative projects and activities to address the causes of crime and improve perceptions of safety. In late 2023, five community organisations were announced as the successful recipients of these grants as follows:

- Wyndham Community & Education Centre
- Karuna Compassion in Action Incorporated
- Blue Light Victoria Incorporated
- Youth Junction Inc and
- Festival for Healthy Living, Royal Children's Hospital Community Development (auspiced by The Village Festival of New Performance Inc)

These projects aim to increase a sense of community and safety, while also empowering young people and providing opportunity and skills to make better life choices. For further information on each of these projects see Council's [website](#).

To date, all five projects have demonstrated strong outcomes with an emphasis on collaboration, partnerships and leveraging the strengths of community. One of the five projects has been completed, engaging with a total of 672 participants in Wyndham. The remaining four projects will finish by the end of July 2024.

On 3 April 2024, the Local Action Group (LAG) came together for their last meeting. Each member was handed a certificate of acknowledgement for their invaluable contribution and support given as a key partner of the Empowering Communities initiative.

On 12 June, the final Community of Practice Session was held with the five funded organisations, LAG, State Government and Council. The intent was to come together and share successes and learnings from the individual safety projects, as well as discuss opportunities for sustained outcomes beyond the funding period.



CASE STUDY

Book Community Spaces Easily - New online booking system

Council has introduced a new [online booking system](#) that will make it easier for community to book indoor and outdoor community spaces and events at Council owned and managed facilities across Wyndham.

This has been an extensive project for several teams across Council with staff from Council managed community centres gathering data to support the design of the new system, followed by months of testing to ensure that the system is fit for purpose.

Initial testing has been completed and the first stage of the new booking system has been released at our Council managed centres. Stage Two will be released later in 2024, which includes other Council venues and recreation spaces.

Develop a community campaign to strengthen intercultural and interfaith awareness, build understanding and trust, aimed at reducing racism and discrimination.

Unite for Diversity: *Listen, Share, Understand* campaign was held across April and May in 2024.

It included a series of fourteen activities and events aimed at building understanding and trust and reducing racism and discrimination in our community through education and storytelling.

The free program was all about inclusiveness, respect and a sense of belonging for everyone. Intimate events enabled cross-cultural exchange and awareness, including First Nations cultural exchange events, community dinners, interfaith open days and a Youth Healing Workshop, with over 500 community members participating.

An Inclusion and Diversity Training workshop for local sports clubs was held to build cultural awareness and inclusivity, as well as an anti-racism workshop focusing on the impact of racism in our community and how to find allies, speak up and stand up.

The Unite for Diversity series of events celebrated Wyndham's strength as one of the most diverse regions in Australia. A [short film](#) and graphic designed posters have been developed as part of the project to showcase the successful outcomes.

Promote existing volunteer opportunities and establish new volunteer programs in order to grow the overall number of volunteer programs and volunteers working for Council.

Growing Council led volunteer programs and volunteer numbers in Council's current climate was ambitious.

Council offers 27 different volunteer opportunities across its various programs. Over the past 12 months two new programs have been established:

- Library Youth Collaborative Volunteer Program
- Seniors Exercise Park Volunteer Buddy Program

At the same time, in response to Aged Care Reforms, Council has been scaling back four volunteer programs that support Community Connections and Care Services, in preparation for these programs to cease at the end of 2024. These programs include:

- Delivered Meals
- 121 Transport
- Lunch with the Bunch
- Group Services (Planned Activity Groups)

A strong focus has been on successfully retaining volunteers from these programs and offsetting the natural attrition of volunteers that occurs annually.

The number of Council volunteers has fluctuated throughout the year. During the past twelve months Council has been approached by over 1,000 people requesting information on volunteering in Wyndham, resulting in more than 150 residents applying for volunteer roles at Council.

This year Council has been successful in recruiting 60 new volunteers to its 27 programs. Council's volunteer base numbers approximately 140.

Successful retention and recruitment have been achieved through Council's promotion of programs, well established recruitment practices, significant support, training, and recognition programs.

Council's annual Volunteering Expo was held on 11 May 2024, at Encore Event Centre in Hoppers Crossing, featuring 49 stalls from a range of volunteer involving organisations across Wyndham. An outcome of this expo has been, to date, 147 new volunteers recruited to participating organisations, including Council.

Council celebrated recognition of volunteers throughout National Volunteer Week, from 20 to 26 May 2024, with the theme 'Something for Everyone'. Council's social media and other news formats celebrated volunteers and encouraged volunteer participation from across the community.

Volunteer opportunities are promoted on the [Council website](#).

Pilot a community-led and placed-based approach to offer neighbour support, local information and community-building activities in new estates to improve access to Council services (e.g. waste, hard rubbish, etc.), local amenity and sense of welcome.

Community consultation was held in May 2024 with 30 community members from Elements Estate to gain insights of their experience residing in a new estate area of Wyndham and to seek feedback on how community connections and increased awareness of council services could be fostered.

Additionally, Council staff from across 15 service areas participated in a session to identify current work in new estates, gaps, and opportunities.

Research and feedback received is informing a proposed approach to working in new estates which will be presented to Council in 2024/25.

Progressing *behind schedule*

Commence Cultural Value Assessments on parts of Wyndham agreed with Wyndham's Registered Aboriginal Parties which aim to identify and understand the traditional, historical and contemporary cultural values and meanings of the selected areas so that these can be interpreted, commemorated and celebrated in meaningful, culturally appropriate and practical ways.

Consultation with Wyndham's registered Aboriginal Parties to scope preparation of Cultural Values Assessments has commenced.

It is expected that Cultural Value Assessments can be further progressed in 2024/25.



CASE STUDY

Award Winning Wyndham Event - LIT

LIT is an immersive light-based experience produced and programmed by Council and has gone from strength to strength over the past three years, starting with a 28,000-strong crowd at its first event in 2022 to more than 76,000 at the 2024 event in March.

In 2024, LIT was recognised nationally, taking home the award for Creativity and Culture at the National Awards for Local Government.

It's an incredible achievement to have one of Wyndham's free major events recognised at a national level and a testament to the hard work and commitment of Council staff and the many artists involved.

Meanwhile, two other Council events and activations – Firefly Night Market and Mooroop Yarkeen by Tommy Day / Jirri Jirri – were also recognised as finalists at these awards.



STRATEGIC AREA 3:

A Liveable **City**

Wyndham has great places and spaces that can be enjoyed by all and growth is sustainable.

Service Snapshot

A snapshot of just some of what Council delivered throughout the financial year with comparisons to show changes from the previous financial year.

Percentage represents an increase/decrease of greater than 10% when compared to the 2022/2023 financial reported results.

⬆️⬆️ - relates to comparison against the 2022/2023 full year result – **red** denotes an unfavourable result – **green** denotes a favourable result – **blue** denotes neutral result.

Community says: relates to the Annual Community Satisfaction Survey (ACSS) rating.

For further information and annual comparisons on the ACSS rating, please go to the ["How did we do?" section](#).



Civic Compliance

1,275

Parking patrols of schools



COMMUNITY SAYS:
Enforcement of parking
GOOD

8,760

Property inspections

*Property inspections now include nature strip inspections



COMMUNITY SAYS:
Enforcement of local laws
GOOD

2,314

Building site inspections



43%



COMMUNITY SAYS:
Application, enforcement and compliance of environmental and planning regulations
VERY GOOD

COUNCIL SAYS:

The 'New Estates' project ceased on 30 June 2023 accounting for the reduction in inspections. Given the success of the project, positions to undertake inspections were returned by the end of 2023.



Building Control and Permit Services

10,014

Building and occupancy permits processed within Council

2%

Building and occupancy permits issued by Wyndham Building Permits (average)

464

Building investigations completed

1,234

Pool safety inspections



88%

COUNCIL SAYS:

This increase is due to demand from pool owners who need inspections to comply with legislative requirements.



COMMUNITY SAYS:
VERY GOOD



Parks Management

2,766

Playgrounds inspected
(Council owned and maintained)



COMMUNITY SAYS:

Council's maintenance of playgrounds
VERY GOOD

12,875

Parks/open space inspected
(regardless of whether Council owned or not)



COMMUNITY SAYS:

Council's maintenance of parks, gardens and open spaces
VERY GOOD



11.35^{Ha}

Open Space requiring mowing



50

New Parks/ Reserves



714

Graffiti requests responded to



COMMUNITY SAYS:

Council's response to graffiti removal
VERY GOOD



Kerbside Bin Collections and Hard Waste Services

114,065

Refuse Disposal Facility (RDF)
customers

8,146

Tonnes of litter / dumped
rubbish collected

↓ 41%



COMMUNITY SAYS:

Council's response to dumped rubbish
VERY GOOD

COUNCIL SAYS:

This result is due to the proactive work
schedules and actions by Council's
newly formed, Rapid Response Team.

99.9%

Average garbage collections
completed



62,538

Hard waste collections



COMMUNITY SAYS:

Council's hard waste collection
EXCELLENT

5.3M

Garbage bins collected



COMMUNITY SAYS:

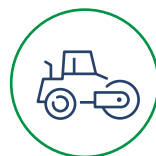
Council's garbage collection
EXCELLENT

131Kgs

Average garbage collected
per household

173

Waste and litter education
programs delivered with 9,330
participants



Engineering Construction, Asset Rehabilitation & Civil Maintenance

62kms

Roads constructed

6.1kms

Roads resurfaced *



COMMUNITY SAYS:

Maintenance and repair of
sealed local roads
GOOD

96

Road projects under design

50

Road projects tendered

205.1kms

Crack sealing completed *



COMMUNITY SAYS:

Council's maintenance and
cleaning of public areas
VERY GOOD

104kms

New footpaths constructed

7.4kms

Footpaths repaired *

1,126

Permits/consents issued for
Asset protection

301kms

Roads graded

22,826kms

Roads swept

840

Completed proactive works
on road



COMMUNITY SAYS:

Maintenance and repair of drains
VERY GOOD

9,830

Completed repair (reactive)
works on roads

225

Traffic management
improvements completed

5,020

Signs replaced

10,670

Requests completed for road
maintenance and cleansing

\$140M

Value of gifted road assets
handed over to Council from
Developers for future care and
maintenance



Subdivisions and Town Planning

66%

Average Regular and VicSmart
planning application decisions
made within legislated time
frames



COMMUNITY SAYS:

Satisfaction with Town Planning
(Statutory Planning process)
GOOD

72%

Average Planning sub-division
requests issued within 3
business days (subject to
satisfaction of conditions)



COMMUNITY SAYS:

Satisfaction with
application, enforcement and
compliance of environmental and
planning regulations
VERY GOOD

58

Days taken to decide planning
applications

95%

Average Engineering
subdivision requests actioned
within 15 working days



Facilities Management

8,991

Work orders received



COMMUNITY SAYS:

Provision and maintenance
of community facilities
and venues for hire
EXCELLENT

1,896

Work orders in progress



COMMUNITY SAYS:

Provision and maintenance
of community centres and
neighbourhood hubs
EXCELLENT

7,087

(79%) Work orders completed



Council Spend

Council provides a number of services for residents and ratepayers; the following table shows how ratepayer funds were spent in 2023/24.



Service	Asset Rehabilitation	Building Control and Permit Services	Civic Compliance	Civil Maintenance	Complex Project Management	Engineering Construction	Engineering Design	Facilities Management
Description	Ensure road infrastructure including road surface, paths, line marking, and kerb & channel is intervened at the appropriate time to ensure asset life reaches the optimum whole of life cycle ensuring safe commuter network for the community.	Ensuring the safety of buildings where people live, work and play, through the delivery of an efficient and effective building control, permit and inspection service.	Addresses community concerns in relation to quality of life, amenity, and safety issues within Wyndham City, as per legislation administered by Council.	Ensure roads and drainage infrastructure are clean and fit for purpose to provide a safe commuter network for the community.	Project management services for delivery of Council's complex projects to achieve quality outcomes with a focus on public value.	Provides construction surveillance of gifted infrastructure ensuring compliance to the nominated requirements, standards/ specifications and facilitates handover of quality infrastructure to the community. Ensures the delivery of capital works projects are undertaken within the requirements of the contract incorporating best value outcomes for the community.	Provides project management and Engineering design applications to ensure infrastructure is constructed and/or renewed to provide the community with highly serviceable and safe infrastructure.	Provides strategic and operational management of assets to ensure the effective provision of facilities for community and Council use.
Budget Net Cost (\$'000)	(7,037)	(389)	(885)	(7,858)	(396)	(1,285)	(371)	(12,269)
Actual Net Cost (\$'000)	(7,534)	(847)	4,735	(8,375)	(577)	(1,757)	(144)	(13,953)
Variance (\$'000)	(497)	(458)	3,850	(517)	(181)	(472)	227	(1,684)



Service	Kerbside bin and hard waste collections, and waste and litter education	Long Term Planning and Design	Parks Management	Subdivisions	Town Planning	Traffic and Transport	Transport Planning
Description	Helps the Wyndham residents keep their properties and the city clean, green and safe by collecting household waste and delivering community waste and litter programs via funds collected through the Council's Annual Waste Charge.	Provides specialised planning services in relation to land use strategies, strategic plans, city design, urban design frameworks, precinct structure plans and development contributions, in order to maximise the land use, design and development potential of the municipality and increase quality of life.	Provides strategic and operational management to ensure presentation levels and safe conditions are met in Wyndham's open spaces. Manage ecological amenity and climate adaptation of trees in accordance with the Tree Policy. The provision of safe, functional, clean, affordable and aesthetically appealing park assets to meet the Community's needs.	Responsible for Council's statutory responsibilities under the Subdivision Act 1988 and the Planning and Environment Act 1987 as it relates to subdivision, including the facilitation of timely assessments and approval of key stages, aiming to provide high quality outcomes for the community.	Town Planning is responsible for Council's statutory responsibilities under the Planning and Environment Act 1987 and Subdivision Act 1988. This includes the administration of the Wyndham Planning Scheme which aims to achieve high quality-built form and land use outcomes that promote the liveability of the municipality.	Monitor the performance of Wyndham's Road network and provide traffic and transport engineering advice to Council and other stakeholders. Assess traffic management plans, plan and design bicycle and footpath civil works and traffic calming to enhance the safety and connectivity of the road and active travel networks for all residents and users.	Develop and implement transport related policies, strategies and plans, which aim to improve transport options for the Wyndham community. Work in collaboration with external agencies and internal departments to provide transport advice and input that supports improved transport options.
Budget Net Cost (\$'000)	589	(3,964)	(23,453)	(78)	(2,288)	(1,674)	(813)
Actual Net Cost (\$'000)	341	(3,358)	(21,837)	(746)	(2,591)	(2,033)	(737)
Variance (\$'000)	(248)	606	1,616	(668)	(303)	(358)	75

How did we do?

Council measures its performance against the Council plan by monitoring the following indicators.

Council will	Council will monitor progress through the following indicators	2023/24 Result Year 3	2022/23 Result Year 2	2021/22 Result Year 1
Work with all levels of government and key stakeholders to ensure urban development and growth is managed to attain 20-minute neighborhoods' which allow residents to get around easily, work and play locally.	Community satisfaction with Council's:			
	Representation, lobbying and advocacy on behalf of the community with other levels of government and stakeholders on key issues	Good (7.1)	Solid (6.5)	Solid (6.4)
Build neighbourhood and city pride through a focus on beautification, enhanced amenity, and continued investment in the public realm.	Community satisfaction with Council's:			
	Maintenance and cleaning of public areas (including litter collection)	Very Good (7.5)	Good (6.9)	Good (7.0)
	Response to dumped rubbish	Very Good (7.5)	Good (6.6)	Good (6.8)
	Graffiti removal	Very Good (7.5)	Good (7.1)	Very Good (7.3)
	Garbage collection	Excellent (8.4)	Excellent (8.2)	Excellent (8.2)
	Green waste collection	Excellent (8.3)	Excellent (8.1)	Excellent (8.2)
	Recycling waste collection	Excellent (8.4)	Excellent (8.2)	Excellent (8.2)
	Hard waste collections	Excellent (8.1)	Excellent (7.8)	Excellent (8.1)
	Provision and maintenance of public toilets	Good (7.0)	Solid (6.2)	Poor (5.9)
	Community satisfaction with Council's:			
Provide sustainable infrastructure through the construction of new assets and renewal of existing assets.	Maintenance and repairs of drains	Very Good (7.5)	Good (7.0)	Good (6.7)
	Maintenance and repair of sealed local roads	Good (7.2)	Solid (6.1)	Solid (6.2)
	Local Government Performance Reporting Framework service indicator results for: Roads: see 'How did we do?' section			
Deliver and advocate for a quality, sustainable and accessible transport network that enables the community to move around the city easily.	Community satisfaction with Council's:			
	Provision of on road or off road/separated bike lanes	Very Good (7.1)	Good (6.5)	Good (6.9)
	Provision of shared trails	Good (7.2)	Good (6.9)	Good (7.2)
	Traffic management (e.g., parking, speeding issues and road safety) on Council roads	Good (6.6)	Solid (6.1)	Solid (6.1)
	Provision and maintenance of footpaths and shared trails	Good (7.2)	Good (6.5)	Good (6.6)
Protect and promote our unique built and cultural heritage.	Community satisfaction with Council's:			
	Work to protect and promote our unique built and cultural heritage	Good (7.2)	Good (6.7)	Good (6.7)
Ensure compliance with environmental, planning and building regulations and local laws whilst promoting awareness to encourage voluntary compliance.	Community satisfaction with Council's:			
	Enforcement of parking	Good (6.9)	Solid (6.2)	Solid (6.5)
	Enforcement of local laws	Good (7.0)	Good (6.6)	Good (6.9)
	Building control and compliance enforcement	Very Good (7.4)	Good (7.2)	Very Good (7.2)
	Application, enforcement, and compliance of environmental and planning regulations	Very Good (7.3)	Good (7.1)	Good (7.1)
	Town Planning (Statutory Planning process)	Good (6.9)	Solid (6.4)	Solid (6.3)
Local Government Performance Reporting Framework service indicator results for: Statutory Planning: see 'How did we do?' section				

How did we do?

Council also measures its performance against the Local Government Performance Reporting Framework (LGPRF) for the following key Council services as required by legislation.



Roads

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

Sealed local road requests

Number of sealed local road requests per 100 kilometers of sealed local road
(Expected Range: 10 to 120 requests - low result favourable)

Council says: Improved weather conditions, in comparison to the prior financial year and Council's pro-active road condition assessment program, has seen overall volumes of pothole repairs required decrease.



Sealed local roads maintained to condition standards

The percentage of sealed local roads that are below the renewal intervention level set by Council and not requiring renewal

(Expected Range: 80 to 100% - high % favourable)

Council says: Council continues to have a pro-active road condition assessment program resulting in appropriate action to ensure Council's road standards are maintained. Result has remained stable over the years and is likely to continue. Result is 0.19 per cent better than the forecast target.



Cost of sealed local road reconstruction

The direct reconstruction cost per square meter of sealed local roads reconstructed
(Expected Range: \$20 to \$200 - low result favourable)

Council says: Increased construction costs have contributed to a higher cost involved in reconstructing sealed local roads.



Cost of sealed local road resealing

The direct resealing cost per square metre of sealed local roads resealed
(Expected Range: \$4 to \$30 - low result favourable)

Council says: The nature of the works this year involved a large amount of main and collector roads that incur additional costs in the form of traffic management and out of hours work.



Satisfaction with sealed local roads

The community satisfaction rating out of 100 with how Council has performed on the condition of sealed local roads
(Expected Range: 50 to 100 - high number favourable)

Council says: The Annual Community Satisfaction Survey was conducted from November 2023 until the end of February 2024, as door-to-door-in-person style survey. This indicator has increased from Solid to Good rating this year. From continued consultation with the community, Council understands the impact that traffic congestion



and the construction of roads has on the municipality. Council continues to advocate on behalf of the community on issues pertaining to the municipality's transport network.

Statutory Planning

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

Time taken to decide planning applications

The median number of days taken between receipt of a planning application and a decision on the application

(Expected Range: 30 to 110 days - low result favourable)

Council says: A favourable decrease in the number of days when compared to the same period last year. The median number of days end to end takes into account all parts of the application process including submitting further



information by the applicants and advertising. Applicants involved in the process were satisfied with the Council's collaborative approach.

Planning applications decided within required time frames

The percentage of regular and VicSmart planning application decisions made within legislated time frames

(Expected Range: 40 to 100% - high % favourable)

Council says: Although Council aims to meet the required statutory time frames, Council works closely with applicants to achieve the best outcomes for everyone involved. This collaborative approach as well as the complexity



associated with some applications can contribute to additional delays. Result is 7.72 per cent over the forecast target.

Cost of statutory planning service

The direct cost of the statutory planning service per planning application received

(Expected Range: \$500 to \$4,000 - low result favourable)

Council says: While the cost of the Statutory Planning service has increased by 3.40 per cent on the prior year, the cost has remained consistent.



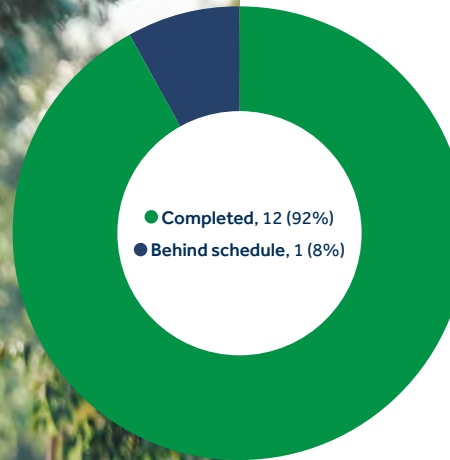
Council planning decisions upheld at VCAT

The percentage of planning application decisions subject to review by VCAT that were not set aside

(Expected Range: 30 to 100% - high % favourable)

Council says: VCAT has affirmed Council's decision on three occasions from the ten appearances at the Tribunal this financial year.





Council committed to the delivery of 13 initiatives within this strategic area, 92 per cent of which were completed.

Major Initiatives *and Initiatives*

Major Initiatives and Initiatives are key projects, services, programs or works that the Council has made a commitment to deliver over the 2023/24 financial year.



Update the vision, structure plan and planning scheme provisions for the Werribee City Centre to guide and drive further economic, social and cultural growth through the completion of the Werribee City Centre Strategic Framework Refresh.

A refreshed draft Werribee City Centre Structure Plan and Planning Scheme Provisions have been prepared, informed by extensive [community consultation](#). The documents are now scheduled to be reported to Council for adoption in August 2024.

Implement stage one of the Werribee City Centre upgrades including the construction of Wyndham Carpark on Cottrell Street and improving paving, landscaping and services on designated streets.

The [Wyndham Park Car Park](#) was designed, tendered and is under construction, with completion due in October 2024. Upon completion, this car park will offer approximately 80 spaces including 4 accessible parking spaces. This enhancement will also improve access through to Wyndham Park from north of the picturesque Werribee River, enabling community members to enjoy the facilities and events hosted at Wyndham Park.

Werribee City Centre upgrades – Stage One Implementation

Total Cost: \$ 3.9M

Construction has commenced.

The initial phase of the project involved the installation of drainage systems. The construction works were delayed by four weeks due to additional permit requirements and approvals. Despite the delays, construction works are now progressing according to the revised schedule with an expected completion date by the end of 2024.

This project includes the Wyndham Park Car Park, on Cottrell Street Werribee, which is undergoing a significant upgrade. The project also includes the Werribee Streetscape Framework concept designs for this framework are being refined.

Detailed designs for the next stage of upgrade works in Duncans Road have also been prepared.

The work on this multi-stage, multi-year project will continue in 2024/25 and beyond.



Implement stage two of the Wyndham Heritage review work program which involves assessing residential heritage sites and reviewing existing heritage elements, historical information and statements of significance.

The implementation of the Wyndham Heritage Study Stage 2, Residential Places and Precincts was adopted at the Council Meeting on 25 June 2024. The work included assessing residential heritage sites and reviewing existing heritage elements, historical information, and statements of significance. More information can be found on [Council's website](#).

Continue to construct new active transport paths with a particular focus on paths which serve broader network needs and associated supporting infrastructure to implement the priority actions from the Wyndham Active Transport Strategy.

Total Cost: \$3M

Grants: \$2.37M from the State Government's Local Roads and Community Infrastructure grant program.

Works are ongoing to improve Wyndham's walking and cycling paths to provide better access for people to make more local trips by walking or bike riding.

The Neighbourhood Path Connections component of the Active Transport Program completed 23 new footpaths within the Cambridge Precinct and 14 new footpaths within the Bellbridge Precinct, both in Hoppers Crossing.

The [Active Transport Program](#) includes a component known as 'Higher Order Paths', which aims to complete the gaps in our network of trails and shared user paths (SUP). As part of this component:

- Construction has commenced on a missing section of the Laverton Creek SUP that will connect the existing path to the Federation Trail
- The background work to enable the upgrade of an existing gravel SUP to a concrete path along Skeleton Creek, in Sanctuary Lakes has been completed, with the required documentation submitted to Melbourne Water for approval
- 44 solar lights were installed along the main SUP's within the Cambridge Reserve, Hoppers Crossing that connects key destinations
- Solar lights were also installed along a section of SUP located on the east side of Point Cook Road, opposite Lumen Christi School



Bin lid – changeover complete

Bin lids across Wyndham were changed between October and December 2023 to meet Australian Standards and make recycling easier.

The bin lid colours are:

- Red lid for garbage bins
- Yellow lid for recycling
- Green lid for green waste (no change)

The traffic light colour scheme helps people to recycle, which will reduce the amount of waste we send to landfill and ultimately both save community money while protecting the environment.

During the changeover period, Council also repaired and replaced broken bins as they moved through the municipality changing the lids. There was no additional fee for the new lids and the project cost has been covered by the waste charge. Additional information is available on [Councils website](#).

Enhance the municipality's amenity through additional resources to remove litter/dumped rubbish and to operate existing key plant and equipment that is used in the maintenance of the public realm.

This year, Council has collected 8,146 tonnes of dumped rubbish, an overall reduction of almost 4,000 tonnes of dumped litter compared to the 13,000 tonnes of dumped rubbish in 2022/23.

Continual growth of the community with approximately 70km of road constructed annually has seen an increase in street sweeping demand, resulting in areas of Wyndham being sub-contracted out to keep up with residential expectations.

Implementation of the Community Local Law (2023).

The [Community Amenity Local Law 2023](#) was adopted on 22 August 2023 and is now being used by officers to improve amenity across Wyndham.

Information on Council's website has been updated, new permit applications/forms developed, and offence data migrated to systems, with work continuing to develop procedures for new offence clauses including trolleys and heavy vehicles. Education and implementation of these clauses has commenced.

The Local Law has been gazetted and Victoria Police members have been authorised for alcohol offences, with named officers for all other offences.

Review asset information and gather missing drainage data to prepare scope for a consultant brief for a detailed survey of drainage infrastructure for input into Council's Asset Management system.

Council and Melbourne Water are undertaking a flood mapping project that will provide fit-for-purpose flood maps for Wyndham, indicating the location, extent, depth and velocity of flooding under both current and climate change conditions.

Missing data has been identified on approximately 2,800 pipes in Council's asset management database. This information is being added to Council's Geographic Information System (GIS) system and will inform the flood modelling. A graduate civil engineer has been recruited to support the review.

Further auditing of the Water Sensitive Urban Design infrastructure.

The first phase of the audit program has been completed. Thirty-eight older wetlands and Water Sensitive Urban Design (WSUD) assets older than five years have been inspected and audited.

An audit report highlighting the status of these wetland assets has been prepared. A works program identifying priority sites for maintenance works is being prepared to guide future maintenance and improvement activities.



Council to work with landowners to seek agreement for commencement of the City Gateways program.

A draft City Gateways Plan has been prepared. Priority locations have been identified for targeted discussions with landowners commencing in 2024/25.

Improve public lighting across Wyndham in line with Council's Public Lighting Policy.

The [Open Space Lighting Policy](#) was adopted by Council on 22 August 2023. All new open space reserves, park upgrades and shared path networks will be designed in accordance with the new Policy.

Complete high level property portfolio planning and divestment program for future use of Council owned property in key activity centres and profile sites across Wyndham.

The Werribee Property Portfolio Plan has been completed. The Tarneit Property Portfolio Plan is ready for review. To date, the disinvestment program has included the sale of:

- The Bridge Hotel, Watton Street Werribee
- 8 Synott St, Werribee
- 55 Princess Hwy, Werribee
- 57 Princess Hwy, Werribee

Develop a Council position on legacy Developer Contributions with a view of potential inclusion in the 24/25 Capital Program.

A Memorandum on legacy Development Contributions and their expenditure was prepared for Councillor consideration as part of the 24/25 Capital Program.

A Council position on legacy Developer Contributions has been determined, with funding to be allocated across future budgets.

Wyndham Play Space - Playground Upgrades

Total Cost: \$ 4.6M

As part Council's [Play Space Strategy](#), Council has committed to ensuring that existing play spaces are upgraded to include facilities that cater for and challenge a wide age group of all abilities and are more pleasant and welcoming spaces for the whole family.

In 2023/24, the below reserve and playgrounds have been upgraded or are under construction with new playground equipment, nature play spaces, pathways seating and more.

Times Square Reserve , Point Cook	Opened in October 2023
Brougham Avenue Reserve , Wyndham Vale	Opened in October 2023
Aquarius Street Park , Truganina	Opened in November 2023
Thames Boulevard Reserve , Hoppers Crossing	Opened in December 2023
Southampton Drive Reserve , Point Cook	Completed in March 2024
Rosslare Court Reserve , Hoppers Crossing	<p>This project is a district upgrade and has been split across two stages of work.</p> <ul style="list-style-type: none"> • Stage 1: Play space, public toilet and on street carparking – construction in progress. • Stage 2: Multi-play and park improvements (multi-play area and open lawn space) – in detailed design

Design and community engagement is also progressing on parks planned for upgrades in 2024/25 and beyond including:

- [Possy Newland Reserve](#), Little River – delivery of a new playground, hard court upgrade, and a youth shed/shipping container.
- Riverbend Historical Park, Werribee – delivery of a picnic area, public toilet, and floating Pontoon (in collaboration with Melbourne Water) with a future car park and district play space subject to the acquisition of additional land.

In addition, the following kindergartens had [playground upgrades](#) during either the summer or Easter 2024 holidays, not to disrupt service delivery:

- The Grange Kindergarten in Hoppers Crossing
- The Grange Early Learning Centre in Hoppers Crossing
- Thomas Chirnside Kindergarten in Werribee
- Little River Kindergarten

Progressing *behind schedule*

Undertake the required Planning Scheme Amendments outlined in the Wyndham Plan Policy Program which aims to update the Municipal Planning Strategy (MPS) and commence works on municipal wide design policies focusing on creating better outcomes for current and future communities.

The Wyndham Plan was adopted by Council on 24 October 2023. Following a Council resolution on 27 February 2024, Planning Scheme Amendment C266wynd has commenced which facilitates the changes required to the MPS that allow incorporation of the Wyndham Plan as a Background report.

This is a formal process that is being worked through as required by legislation. It is anticipated that the process will be completed before the end of 2024.

The work on the required municipal wide design policies that will facilitate the creation of better outcomes for current and future communities will commence by the end of 2024 and is set to be delivered over several years.

An Electric Vehicle policy has already been prepared. Work has also proceeded on a draft place of assembly and place of worship policy and a scoping exercise has commenced on a municipal wide urban design policy.



STRATEGIC AREA 4:

A Green **City**

Wyndham is an environmentally sustainable place where natural environments are protected.

Service Snapshot

A snapshot of just some of what Council delivered throughout the financial year with comparisons to show changes from the previous financial year.

Percentage represents an increase/decrease of greater than 10% when compared to the 2022/2023 financial reported results.

⬆️⬆️ - relates to comparison against the 2022/2023 full year result – **red** denotes an unfavourable result – **green** denotes a favourable result – **blue** denotes neutral result.

Community says: relates to the Annual Community Satisfaction Survey (ACSS) rating.

For further information and annual comparisons on the ACSS rating, please go to the ["How did we do?" section](#).

Conservation and Arboriculture

176,078

Trees maintained/inspected
Tree planting session occurs from April to August

COMMUNITY SAYS:
Provision and maintenance of street trees
GOOD

17,440

Tree Planting
Tree planting session occurs from April to August

COMMUNITY SAYS:
Council's protection and conservation of the natural environment and coastal areas
VERY GOOD



City Landscapes and Environment & Climate Resilience

302
Environmental planning referrals received

203
Educational programs delivered to increase knowledge and care for the environment with 33,845 attendees
↑ 80%
attendees

COUNCIL SAYS:
The Green Living Program trialed a Pre-Loved Market and Clothing Swap this year with increased up take. Participants in online education also increased this year.

COMMUNITY SAYS:
Council programs, events, and policy development to encourage sustainability, increase resilience and address climate change
GOOD





Water and Coastal Governance

90%

Drainage planning referrals actioned within 10 days

91%

Drainage plan approvals actioned within 10 days



COMMUNITY SAYS:

Protection and conservation of the natural environment and coastal areas
VERY GOOD



Waste Diversion

36.76%

average kerbside collection waste diverted from landfill

99.9%

Average green waste collections completed

71.9 kgs

Average green waste collected per household

2.5M

Recycling bins collected

42.7 kgs

Average recycling collected per household



COMMUNITY SAYS:

Council's recycling collection
EXCELLENT

712,643

Green waste bins collected

99.9%

Average recycling collections completed



COMMUNITY SAYS:

Council's green waste collection
EXCELLENT

Council Spend

Council provides a number of services for residents and ratepayers; the following table shows how ratepayer funds were spent in 2023/24.



Service	City Landscapes and Environment	Conservation and Arboriculture	Climate and Resilience	Refuse Disposal Facility (RDF)	Water and Coastal Governance
Description	Provides for masterplans and details the design for safe, functional, affordable and aesthetically appealing landscapes and park assets to enable Wyndham residents to access natural open space, access information and services to improve their environment and benefit from increased shade and green spaces.	Provides ecological conservation of important environmental areas, while the Arboriculture team serves our community through the provision of tree lined streets and parklands, and the protection of the environment through the management of the trees lifecycle.	Lead local projects and initiatives that enhance sustainability, improve energy efficiency, minimise waste and contribute to corporate social responsibility, by providing advice, education programs and policy development.	To help the people of Wyndham and other people in metropolitan Melbourne keep their properties and the city clean, green and safe, by providing a facility where waste items can be dropped off.	Leading the municipality to enhance Wyndham's water quality, coastlines and ecosystem sustainability.
Budget Net Cost (\$'000)	(1,423)	(12,565)	(1,308)	8,153	(1,181)
Actual Net Cost (\$'000)	(2,196)	(14,201)	(1,220)	8,521	(407)
Variance (\$'000)	(773)	(1,636)	89	368	774

How did we do?

Council measures its performance against the Council plan by monitoring the following indicators.

Council will	Council will monitor progress through the following indicators	2023/24 Result Year 3	2022/23 Result Year 2	2021/22 Result Year 1
Ensure our unique natural environment, flora, and fauna, is protected.	Community satisfaction with Council's:			
	Protection and conservation of the natural environment and coastal areas	Very Good (7.5)	Good (7.1)	Good (7.2)
	Community satisfaction with Council's:			
	Programs, events, and policy development to encourage sustainability, increase resilience and address climate change.	Good (7.1)	Solid (6.4)	Solid (6.3)
Leverage opportunities and invest in environmentally sustainable, renewable energy, waste and resource management initiatives which increase the community's resilience to the impacts of climate change.	Local Government Performance Reporting Framework service indicator results for: Waste: see 'How did we do?' section			
	Corporate greenhouse gas emissions (*Generated based on Council operations, excluding RDF. Council working towards a zero target)	Total emissions - 12,202 tCO ₂ -e Total offsets - 12,202 tCO ₂ -e	Total emissions - 11,875.00 tCO ₂ -e Total offsets - 11,875.00 tCO ₂ -e	14,650 tonnes CO ₂ *
	Implementation of the Resilient Wyndham Strategy	Year 3 completed	Year 2 completed	Year 1 completed
	Community satisfaction with Council's:			
Increase tree canopy and create green open spaces that are well maintained and attractive for all.	Maintenance of parks, gardens, and open spaces	Very Good (7.5)	Good (7.1)	Good (6.9)
	Maintenance of playgrounds	Very Good (7.6)	Good (7.2)	Good (7.2)
	Provision and maintenance of street trees	Good (7.2)	Solid (6.6)	Solid (6.5)
	An increase in the number of trees across Wyndham	17,440 trees planted	9152 trees planted	19,443 trees planted
Plan for a more contained city; close to jobs and integrated with vital transport, facilities, infrastructure, and open space.	Community satisfaction with Council's:			
	Representation, lobbying and advocacy on behalf of the community with other levels of government and stakeholders on key issues	Good (7.1)	Solid (6.5)	Solid (6.4)

How did we do?

Council also measures its performance against the Local Government Performance Reporting Framework (LGPRF) for the following key Council services as required by legislation.



Waste Collection

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



Kerbside collection bins missed

The number of kerbside collection bins missed per 10,000 scheduled kerbside collection bin lifts

(Expected Range: 1 to 20 bins - low result favourable)

Council says: Improved monitoring and reviewing of missed bin requests has seen a significant improvement in the results. The calculation only includes contractor error and not those where the resident has failed to take out their bin.



Cost of kerbside recyclables bin collection service

The direct cost of the kerbside recyclables collection service per kerbside recyclables collection bin

(Expected Range: \$10 to \$80 - low result favourable)

Council says: Costs are consistent with prior year, despite rising costs of delivering the waste collection service and an increase to the number of bin required to be collected



Cost of kerbside garbage bin collection service

The direct cost of the kerbside garbage bin collection service per kerbside garbage collection bin

(Expected Range: \$40 to \$150 - low result favourable)

Council says: Despite an increase in the landfill levy, an incremental increase to the costs of delivering a waste collection service, and an increase in the number of bins required to be collected, there is only a slight increase of 2.65 per cent on the prior year.



Kerbside collection waste diverted from landfill

The percentage of garbage, recyclables and green organics collected from kerbside bins that is diverted from landfill

(Expected Range: 20% to 60% - high % favourable)

Council says: The slight decrease could be due to the introduction of the Victorian Container Deposit Scheme.





● Completed, 5 (100%)

Council committed to the delivery of five initiatives within this strategic area and was able to complete them all.

Major Initiatives *and Initiatives*

Major Initiatives and Initiatives are key projects, services, programs or works that the Council has made a commitment to deliver over the 2023/24 financial year.



Deliver Year 3 of WYN-R Program including implementation of solar PV (and where applicable battery) deployment at all new capital buildings and retrofits occurring in 23/24, investigation into large scale battery and Microgrid investigations at Aqua Pulse and Encore Events Centre and implementation of Energy Efficient upgrade recommendations.

Ward: All

Total Cost: \$ 4.28M

The [Wyn-R Project](#) aims to strengthen and further support Councils response to climate change and to improve operational efficiencies relating to energy now and in the future. There are three core areas that the project focuses on – Reduction, Renewables and Resilience.

The project looks at how we use energy, our access to energy and our increasing reliance on energy in providing for critical service delivery to the community. This project is an investment in energy security, renewables and smart energy management and will lead to leaner operations for the Council and better environmental outcomes.

The Wyn-R program has closed another successful year and continues to decarbonise Council's operations, implement new technologies and find efficiencies in the way we do business. In 2023/24, the program delivered the following:

Renewables:

- **Solar PV Systems were completed for:**
 - Truganina Community Centre – Solar system has been installed.
 - Webster Street (Bensonhurst) Pavilions, in Point Cook - Tennis and Soccer/Cricket - Solar roof installations to the tennis and cricket/soccer pavilion completed. Metering works by Powercor are complete and remote monitoring of both systems is in place.
 - Lollypop Creek Community Centre (formally Black Forest Road South) in Werribee - Solar panels, micro inverters and array frames have been installed and completed. Metering works by Powercor is also complete.
 - A microgrid and large-scale solar assessment has been undertaken at appropriate sites across Wyndham.

Resilience:

- **The tender process for Electric Vehicle (EV) Charger projects was completed and a panel of providers established for installation works at the following locations:**
 - Jamieson Way Community Centre in Point Cook - The assessment for installation is progressing well and design has been completed to be delivered in 2025.
 - Truganina Community Centre – Two fast chargers have been installed and are operational.
 - Lollypop Creek Community Centre (formerly Black Forest Road South) in Werribee – 1 x 60kW DC fast charger has been installed.
 - Electric Vehicle Chargers installed and operational at Dianella Community Centre in Tarniet, Koomail Tardy Community Centre and Alcock Rd Pavilion in Truganina.

(Energy) Reduction:

- Power improvement works and monitoring are complete at AquaPulse and Encore through the installation of harmonic filters and energy data loggers. Further energy studies are being explored for future and more targeted power improvement works.
- Efficient heat pump hot water upgrades have been planned for Galvin Park Pavilion in Werribee and will be installed during 2024/25.





Complete essential infrastructure projects to deliver a best practice landfill, including Cell 7 construction, leachate management upgrades and stormwater management upgrades.

Total Cost: \$ 15.8M

Council owns and operates one of the four major landfills in Victoria, located at Council's Refuse Disposal Facility (RDF) at 470 Wests Road, Werribee. To continue operating as a landfill, Council is legislated to design and construct cells in accordance with criteria determined by the Environment Protection Authority (EPA) to address issues such as protection of groundwater, containment of leachate and supervision during construction. One of the main EPA requirements is that each cell should have two years airspace capacity.

Significant progress has been made on a number of major projects at the (RDF) with the contract for the construction of Cell 7 and the interim capping of Cell 4 West awarded.

The leachate management and storm water projects are in the final stages of detailed design and will go to market in quarter one 2024/25. All planned works for the 2023/24 financial year have been completed.

Pilot a range of streetscape and canopy cover improvements within greenfield developments aimed at increasing the amount of street trees within our communities.

To achieve Council's goal of increased tree canopy coverage within Wyndham's greenfield subdivisions, Council has streamlined processes for the review of Engineering Functional Layout Plans (FLP) and Landscape plans. This includes the introduction of landscape concept plans which will be submitted by landscape architects along with the Engineering FLP. Both the plans will be reviewed concurrently by Council with feedback provided to the engineering and landscaping consultants who represent the development industry, to maximise the potential of canopy tree coverage in greenfield estates.

When approving landscape plans, Council reviews all work and complies with recommendations set out in the City Forest and Habitat Strategy (2017-2040) and Wyndham Tree and Urban Forest Policy 2021. These documents highlight that there is a relevantly low canopy rate in urban areas. Key strategic objectives aim to increase urban tree canopy cover, setting a canopy coverage target of 25 per cent across streets and 35 per cent across public spaces. Trees species are carefully selected to deliver the largest canopy cover possible based on available soil volume, infrastructure constraints, street orientation, consistency and character, adjacent natural and urban contexts, and the functionality of the tree. Where possible, tree species must be selected that will deliver at maturity a minimum of 6.5m diameter canopy cover.

Review and updating of the Open Space Strategy to incorporate the latest data from the 2021 Census, new catchment mapping and the new dog off leash and public toilet strategies.

A review of the [Open Space Strategy 2045](#) was adopted in 2016 and requires updating to better address contemporary open space planning themes, and to streamline the document.

However, the review also highlighted that the open space outcomes being delivered across the renewal and growth areas of the municipality were inconsistent and that there remained gaps in provision. These outcomes were identified as being more significantly influenced by the Landscape Development Levels of Service (LDLS). The confusion caused by this document, combined with a lack of documented and endorsed strategic directions on key items of open space infrastructure are having a more detrimental impact on the community's open space outcomes than the Open Space Strategy itself.

Therefore, the focus in 2023/24 has been on developing a new Open Space Development Manual – this will be a 'one-stop-shop' website for the community, developers and Council Staff looking for guidance around expected open space outcomes across the municipality. It will be a live document and will include:

- Wyndham's Open Space Hierarchy and Open Space Infrastructure Provision
- Wyndham's Open Space Standards – including benches, drink fountains, BBQs, and public toilets
- Wyndham's Open Space Policies including:
 - Wyndham Public Toilet Policy – Adopted July 2023
 - Open Space Public Lighting Policy – Adopted August 2023
 - Community Garden Policy – prepared for adoption July 2024
 - Adopt-A-Park Policy – prepared for adoption July 2024
- Wyndham's Open Space Plans
 - Dog Off-Leash Plan 2022

Deliver two dog off-leash parks across Wyndham as part of the Wyndham Dog Off-Leash Plan.

Implementation of the [Wyndham Dog Off-leash Plan](#) aims to ensure off-leash areas are evenly distributed and accessible for all dog owners and that they provide opportunities for people and dogs to socialise and exercise safely.

Construction of the [Williams Landing Reserve](#) fenced dog off-leash facility in Williams Landing has been completed and was opened in January 2024.

[The Strand](#) fenced dog off-leash facility in Point Cook was completed with only the turf establishment period remaining prior to the park being open to the public in September 2024.

The [Levittown Rise Park](#) in Werribee was opened in September 2023.

[Community consultation](#) is complete, and designs are being refined for tender of the 2024/25 off-leash facilities at:

- Cambridge Reserve, Hoppers Crossing (\$400,000 State Government grant funding has been secured for this dog off-leash facility)
- Alcock Road Reserve, Truganina.





STRATEGIC AREA 5 :

An Economically **Prosperous City**

Wyndham is an attractive place
to visit and invest in.

Service Snapshot

A snapshot of just some of what Council delivered throughout the financial year with comparisons to show changes from the previous financial year.

Percentage represents an increase/decrease of greater than 10% when compared to the 2022/2023 financial reported results.

↑ ↓ - relates to comparison against the 2022/2023 full year result – **red** denotes an unfavourable result – **green** denotes a favourable result – **blue** denotes neutral result.

Community says: relates to the Annual Community Satisfaction Survey (ACSS) rating.

For further information and annual comparisons on the ACSS rating, please go to the [‘How did we do?’ section](#).



Economic Growth

13

Training sessions for businesses delivered with 338 attendees



COMMUNITY SAYS:

Council's economic development activities supporting local businesses
VERY GOOD

20

SPARK innovation hub member businesses

↑ **33%**

COUNCIL SAYS:

A substantial renovation of the SPARK building expanded capacity to accommodate 55 workstations, and investment in digital infrastructure to enhance operational efficiency.

280

Business engagement meetings and site visits undertaken

↑ **100%**

COUNCIL SAYS:

Increase due to more proactive attendance and participation in industry, stakeholder and business events, as well as increased business marketing and communications.

9

Business events delivered 1,150 with attendees

\$618.7^M

Commercial and industrial permits issued

↑ **36%**

COUNCIL SAYS:

This period Council has seen larger applications for warehouse developments and the approval of new town centres.

1,129

New small business start-up enquiries and permits facilitated

↑ **16%**



COMMUNITY SAYS:

Activities promoting economic investment in the local area
VERY GOOD

COUNCIL SAYS:

The number of registered businesses in Wyndham continues to increase year on year, up 47 per cent since 2020 to 31,837.



Marketing and Tourism

19,743

Visitors to Visitor Information Centre

↑ **11%**

226,519

Visits to "visit Werribee website"

COUNCIL SAYS:

The 'Pop-up' Visitor Information Centres at Pacific Werribee during peak times and at major events have proved useful in raising awareness about attractions in resident's backyard



COMMUNITY SAYS:

Economic development activities supporting tourism operators
VERY GOOD





Place Making and Activation

132

Placemaking initiatives
delivered across Wyndham's
activity centres

↑ 67%



COMMUNITY SAYS:

Economic development activities
supporting local businesses
VERY GOOD

27

Shopping streets where
placemaking/activations
engaged with



COMMUNITY SAYS:

Promotion and support of local
activity centres
GOOD

Urban Design & Catalyst Projects

\$1.3_M
Capital works projects
underway

1

Vision/plan(s) delivered

1

Vision/plan(s) underway

2

Catalyst initiatives delivered

\$217.2_M

Urban Design development
proposals consulted on

Council Spend

Council provides a number of services for residents and ratepayers; the following table shows how ratepayer funds were spent in 2023/24.



Service	Strategic Partnerships and Major Projects	Economic Growth	Marketing and Tourism	Place Making and Activation	Urban Design and Catalyst Projects
Description	Creates public value through the attraction of state, federal and commercial investment that provides an uplift to the local community and economy by way of jobs, enabling infrastructure and liveability.	Implementation of initiatives that develop and grow sustainable local businesses and enable the emergence and development of start-up enterprises including the provision of expert advice, innovation hubs, business forums/ training and access to resources and information. Implementation of initiatives that facilitate and enable new investment generating business and employment growth in Wyndham City.	Leverages key marketing and positioning opportunities for Wyndham City, champion brand image, to ensure Council gets the credit. Support the development of Wyndham's Visitor economy and ensure sponsorship leverages the positioning strategy.	Advancing and coordinating vibrant, successful, attractive and relevant activity centres through place making initiatives, activation and marketing.	Enhancing Wyndham's urban design and catalysing development and investment in targeted activity centres and places, by working collaboratively across Council and with external stakeholders.
Budget Net Cost (\$'000)	(1,397)	(1,756)	(1,390)	(2,464)	(1,390)
Actual Net Cost (\$'000)	(1,252)	(1,962)	(1,373)	(2,759)	(1,076)
Variance (\$'000)	146	(206)	17	(294)	315

How did we do?

Council measures its performance against the Council plan by monitoring the following indicators.

Council will	Council will monitor progress through the following indicators	2023/24 Result Year 3	2022/23 Result Year 2	2021/22 Result Year 1
Enhance the vibrancy and activation of the City by collaborating, supporting and promoting our entertainment, hospitality, and small business industries.	Community satisfaction with Council's: Economic development activities supporting local business	Very Good (7.3)	Good (6.9)	Good (7.0)
Take an active role in attracting investment opportunities that grow the local economy and create more jobs.	Community satisfaction with Council's: Activities promoting economic investment in the local area	Very Good (7.3)	Good (6.9)	Good (7.0)
Continue to support the resilience and recovery of those hardest hit by the impacts of the COVID-19 pandemic and other future shocks that may occur.	Community satisfaction with Council's: Economic development activities supporting tourism operators Implementation of the Resilient Wyndham Strategy	Very Good (7.3) Completed Year 3	Good (6.8) Completed Year 2	Good (6.9) Completed Year 1
Drive growth and activation of the tourism economy and activity centres.	Community satisfaction with Council's: Promotion and support of local activity centres Economic development activities supporting tourism operators	Good (7.2) Very Good (7.3)	Good (6.7) Good (6.8)	Good (6.8) Good (6.9)





● Completed, 3 (100%)

Council committed to the delivery of three initiatives within this strategic area, 100 per cent of which were completed.

Major Initiatives *and Initiatives*

Major Initiatives and Initiatives are key projects, services, programs or works that the Council has made a commitment to deliver over the 2023/24 financial year.



Continue to implement the SPARK Innovation Hub initiative, a business incubator aimed at accelerating the growth and business sustainability of start-up or emerging Wyndham based businesses in the digital/tech space.

At [Spark Innovation Hub](#), 20 start-ups thrived, supported by strategic partnerships with Deakin Digital Futures Network, with pioneering research in Wyndham's entrepreneurial ecosystem and Women in STEM to fuel future skills, jobs and employment.

A substantial renovation of the SPARK building expanded capacity to accommodate 55 workstations, and investment in digital infrastructure to enhance operational efficiency.

SPARK's impact extended beyond infrastructure and research, evidenced by its member's achievements, one which won the WYNnovation Pitch Competition and multiple members securing finalist positions in the Wyndham Business Awards.

A member survey reported significant gains in skill sets, business credibility, expanded networks, and increased revenues, underpinning SPARK's role in fostering entrepreneurial success and community engagement within Wyndham.

Support the planning and delivery of East Werribee Employment Precinct and report to Council and community on progress of Precinct Structure Plan refresh.

Support continued to be provided to State Government departments and agencies involved in the Precinct Structure Plan refresh. An [Opportunity Statement](#) was released by the State Government in May 2024.

Implement a work program which improves the liveability and urban design outcomes for designated activity centres across Wyndham City including direction on the most appropriate planning tools for each site.

This year's actions have focused on the following Activity Centres:

Werribee City Centre: This year's annual works program has been implemented, including commencing construction of Wyndham Park Car Park and preparation of strategic plans for [Werribee City Centre](#).

Woodville Neighbourhood Activity Centre Place Plan:

The Woodville activity centre is one of the oldest in Wyndham and currently comprises a local shopping centre, two schools, open spaces, recreation facilities and a kindergarten.

Council has developed a Place Plan with input from local residents, businesses, and visitors. The Plan presents the following vision:

Woodville cherishes its connections; connections between people, place and nature, and connections between past, present and future. These connections foster a friendly community spirit, create a vibrant activity centre, promote a healthy lifestyle, and ensure a safe, green environment.

It also outlines actions that will guide the future of Woodville including the beautification of open spaces, such as the drainage waterway, provision of new amenities and enhanced safety around roads and crossings. A future [works program](#) has been prepared and endorsed.

Information on the project is available on Council's [website](#).





STRATEGIC AREA 6:

A Thriving **City**

Wyndham is a City of choice and opportunity.

Service Snapshot

A snapshot of just some of what Council delivered throughout the financial year with comparisons to show changes from the previous financial year.

Percentage represents an increase/decrease of greater than 10% when compared to the 2022/2023 financial reported results.

⬆️⬆️ - relates to comparison against the 2022/2023 full year result – **red** denotes an unfavourable result – **green** denotes a favourable result – **blue** denotes neutral result.

Community says: relates to the Annual Community Satisfaction Survey (ACSS) rating.

For further information and annual comparisons on the ACSS rating, please go to the [‘How did we do?’ section](#).



Community Strengthening

36

Programs delivered with 1,910 attendees

⬆️ 44%

(program)

⬆️ 454%

(attendees)



COMMUNITY SAYS:

Council's provision of activities and programs that are accessible and inclusive of all members of the community
GOOD

COUNCIL SAYS:

Coffee with a Cop sessions attracted large participation rates particularly. IDAHOBIT event had a high engagement rate, with 190 people in attendance. A series of one-off events as part of the Unite for Diversity Campaign and empowering communities funded by the State Government were also delivered attracting high participation numbers.



COMMUNITY SAYS:

Degree to which Council empowers the community to form and lead social connections
GOOD



24

Capacity building opportunities delivered with 303 participants

\$1,091,555

Worth of community initiatives funded including:

- 63 Community Pathway Scholarships totalling \$44,000
- 21 Large Grants totalling \$620,038
- 18 Medium Grants totalling \$226,502
- 134 Small Grants totalling \$201,015



Inclusive Employment

100

New businesses committed to providing employment opportunities

⬆️ 37%

COUNCIL SAYS:

From February 2023 to March 2024, Council delivered the Priority Workforce Project Grant (DJSIR). This significantly expanded the teams resourcing and reach to proactively engage with local employers to create employment opportunities as well as sustainable job outcomes for those facing barriers to employment.

189

People placed into employment or further education

⬆️ 250%

1,143

Individuals experiencing barriers to employment who received one on one support

⬆️ 43%

17

Council volunteer programs with 135 council volunteers

40

Career building programs delivered with 668 attendees

⬆️ 54% (attendees)

COUNCIL SAYS:

External funding that supported more interactive career building programs and one-on-one support via Jobs Victoria Advocate Grant during 2022/23 was not available in 2023/24.





Library Services

16,809
New active members

923,651

Visits to libraries

↑ 20%



COMMUNITY SAYS:

Council's provision of local libraries
EXCELLENT

COUNCIL SAYS:

Over the year, we delivered the full re-opening of the Hoppers Crossing Library, as well as the opening of the new Truganina Library Lounge. This also meant a return to the full schedule of programs.

5,228

Activities/events delivered within libraries with 121,051 participants

↑ 26%
attendees



COMMUNITY SAYS:

Council's ability to foster local learning opportunities for all through appropriate infrastructure, services and advocacy
GOOD

75%

of library resources are less than 5 years old

1,761,147

Library loans made up of 76% of physical loans and 24% of digital loans

200,709

WI-FI sessions provided to community

↑ 77%

COUNCIL SAYS:

Council has invested in an increase in the amount and speed available.

Council Spend

Council provides a number of services for residents and ratepayers; the following table shows how ratepayer funds were spent in 2023/24.



Service	Community Strengthening	Inclusive Employment	Library Services
Description	The Community Strengthening Unit partners with, supports, empowers and strengthens community capacity to build a connected, inclusive and just community.	Supporting Wyndham businesses and Council to adopt inclusive employment practices that support diversity in their business and linking those businesses to local people who are looking for work.	Provides resources, services, spaces and programs that support Wyndham residents' increased levels of literacy, digital literacy, numeracy, community wellbeing and social connectedness. Learning and participation is facilitated through library branches located at Pacific Werribee Shopping Centre, central Werribee, Point Cook, Manor Lakes, Tarneit, Williams Landing and Book Locker. Services also are delivered from the Pop Up Library Van and via 24/7 digital library information and resource services.
Budget Net Cost (\$'000)	(5,130)	(1,118)	(9,319)
Actual Net Cost (\$'000)	(5,332)	(801)	(8,937)
Variance (\$'000)	(203)	317	382

How did we do?

Council measures its performance against the Council plan by monitoring the following indicators.

Council will	Council will monitor progress through the following indicators	2023/24 Result Year 3	2022/23 Result Year 2	2021/22 Result Year 1
Leverage community leadership and work to support and empower all residents to participate in their community.	Community satisfaction with Council's: The degree to which Council empowers the community to form and lead social connections	Good (7.1)	Solid (6.4)	Good (6.6)
Advocate and work in partnership with key stakeholders to attract investment in quality learning opportunities and educational facilities for the municipality.	Community satisfaction with Council's: Council's representation, lobbying and advocacy on behalf of the community with other levels of government and private organisations on key issues	Good (7.1)	Solid (6.5)	Solid (6.4)
Provide opportunities for lifelong learning, through a place-based approach to the management and delivery of neighbourhood hubs and libraries.	Community satisfaction with Council's: Provision of local libraries Ability to foster local learning opportunities for all through appropriate infrastructure, services and advocacy	Excellent (8.2) Good (7.2)	Excellent (8.4) Good (6.6)	Excellent (8.3) Good (6.7)
<i>Local Government Performance Reporting Framework service indicator results for: Libraries: see 'How did we do?' section</i>				
Deliver, partner and advocate for employment pathways for our young people, older people and culturally diverse communities to address barriers to employment.	Number of opportunities Council has pursued with business and community in order to address barriers to employment	40 career building programs delivered with 668 attendees	22 career building programs delivered with 1447 attendees	12 career building programs delivered with 818 attendees
Partner with local artists and organisations to grow arts and culture.	An increased number of local artists engaged in Wyndham	320 Wyndham creatives engaged with	373 Wyndham creatives engaged with	1951 Wyndham creatives engaged with

How did we do?

Council also measures its performance against the Local Government Performance Reporting Framework (LGPRF) for the following key Council services as required by legislation.



Libraries

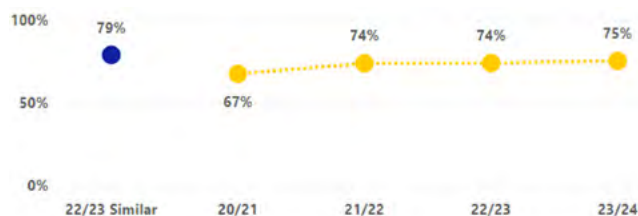
Provision of print and digital based resources to the community in a variety of formats including collection services, e-services, research tools and interactive learning programs.

Recently purchased library collection

The percentage of the library collection that has been purchased in the last 5 years

(Expected Range: 40 to 90% - high % favourable)

Council says: The age of the collection has remained stable over the reporting period as new acquisitions have kept pace with the removal of ageing stock.



Cost of library service per population

(Expected Range: \$10 to \$90 - low % favourable)

Council says: Cost of the library service remains consistent with prior year cost.



Loans per head of population

Number of library collection item loans per head of population

(Expected Range - high result favourable)

Council says: This is a newly introduced indicator for 2023/24.

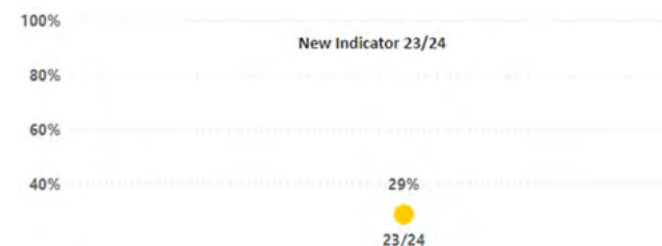


Library membership

Percentage of the population that are registered library members

(Expected Range: 7% to 40% - high % favourable)

Council says: This is a newly introduced indicator for 2023/24.

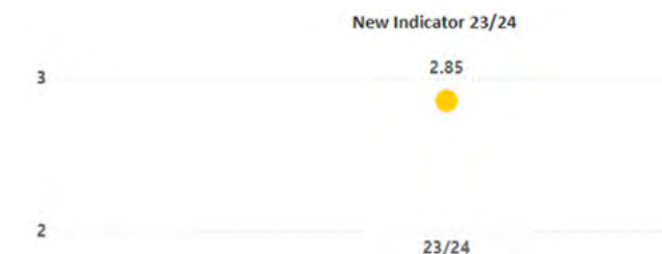


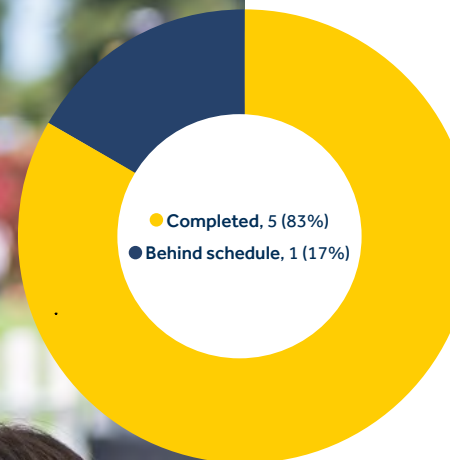
Library visits per head of population

Number of library visits per head of population

(Expected Range - high result favourable)

Council says: This is a newly introduced indicator for 2023/24.





Council committed to the delivery of six initiatives within this strategic area, 83 per cent of which were completed.

Major Initiatives *and Initiatives*

Major Initiatives and Initiatives are key projects, services, programs or works that the Council has made a commitment to deliver over the 2023/24 financial year.

Completed

Open and activate the Truganina Community Centre and Library Lounge, library service and program delivery.

Truganina Community Centre and [Library Lounge](#) opened to the community on the 6 May 2024 with a collection of 9,000 items. The official opening was held on the 26 June 2024.

Expand the Council's First Nations Traineeship Program(s) to offer employment pathways to people from First Nations backgrounds and other priority cohorts experiencing barriers to employment.

Council has successfully recruited two First Nations Business Support trainees, through Maxima Recruitment services. The trainees started on 18 March 2024 and will undertake a Certificate 3 in Business over the next 12 months. As part of their onboarding, the trainees participated in Wyndham's Innovative Cultural Induction program.

Development of a Creative Framework to guide Council's planning of its cultural programs and services as well as creative industry development.

A draft of the Creative Framework has been completed for consideration by Council.

The draft will be presented to sitting Councillors after the election and then shared via The Loop for community feedback.

The timing for community engagement on the draft Creative Framework is in the first half of 2025.

Updates and additional information are available on [Council's website](#).

Run a pilot of the Human Library platform which hosts personal conversations designed to challenge stigma and stereotypes.

This project is a Wyndham version of a human library which aims to collect and share stories of community, culture and history. Residents were recruited to become real life 'Living Books' as part of the '[Library of Stories](#)'.

Ten residents were recruited to become the first round of Living Books, and these shared their stories in small group conversations to residents at four Community Conversation and Dinner events at local Community Centres in Tarneit West, Point Cook, Little River and Truganina.

Community feedback indicated there were a lot of learnings from this initiative including:

- appreciating the migrant community's experience
- valuing the diverse and building inclusive communities
- inspirational messages to apply to their own lives
- availability of library resources

By attending the sessions, participants received a genuine opportunity to connect with each other and better understand other peoples' experiences. One Point Cook event attendee said, "My learning from the dinner was that Wyndham is full of beautiful, smart and kind, diverse people that make our community unique."

Recruitment for the second round has opened.

Procure, develop and maintain Recollect, a comprehensive platform designed to host, manage and share Wyndham's local history collections of all formats to improve access for the community.

The migration of the existing historical records and content from the ageing Wyndham History platform to Council's in-house system has been finalised. An alternative existing in-house platform was deployed, after it was identified as being more cost efficient than moving to Recollect.

Works to refine the data and establish an ongoing collections policy are underway which will further improve community access.



Progressing behind schedule

Implement Year 2 of the 10 Year Public Art Plan including new local level murals, small sculptural commissions and artist appointments.

Achievements from the year include:

- Large scale mural Mooroop Yarkeen by Tom Day/Djirri Djirri receiving a Maggolee Award from Reconciliation Australia
- Installation of First Nations external artworks at Lollypop Creek and Truganina Community centres
- First Nations Art Tours took place across Reconciliation Week
- Promotion of Public Art in Wyndham with the Werribee Public Art Walking Tour
- Commissioning of local artists as part of major events program LIT
- Preparation and development of temporary public art presentation partnerships with Midsumma, QueerPHOTO and Photo 2024. Presentation of HOME by Ian Strange and Common Collective.

Work to continue includes:

- A review of the impact of the Public Art Plan; due for completion in 2025
- Progress on a major signature public artwork is underway and due for completion in 2025/26
- Scoping a temporary/digital/AI generated work for delivery

Full details of the Public Art Plan are available on Councils [website](#).





STRATEGIC AREA 7:

Community as an *Active Partner*

Council is well governed and works with the community to make informed decisions.

Service Snapshot

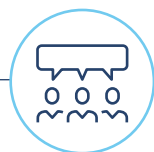
A snapshot of just some of what Council delivered throughout the financial year with comparisons to show changes from the previous financial year.

Percentage represents an increase/decrease of greater than 10% when compared to the 2022/2023 financial reported results.

⬆️⬆️ - relates to comparison against the 2022/2023 full year result – **red** denotes an unfavourable result – **green** denotes a favourable result – **blue** denotes neutral result.

Community says: relates to the Annual Community Satisfaction Survey (ACSS) rating.

For further information and annual comparisons on the ACSS rating, please go to the [‘How did we do?’ section](#).



32

Community engagement projects open for consultation
Top visited projects:

- The Wyndham Plan
- Werribee South Beach Master Plan
- Help grow the future of Tarneit Major Town Centre
- Local Law Review
- Kinder Reform

⬇️ **24%**



COMMUNITY SAYS:

Council's provision of opportunities for your voice to be heard on issues that are important to you
GOOD



COMMUNITY SAYS:

Council making decisions in the interest of the community
GOOD

COUNCIL SAYS:

The 2022/23 year saw a high number of strategic documents requiring community engagement to finalise their development meaning a lot less was required in the 2023/24 year.

Community Engagement

82,191

Visits to the Loop, resulting in an average of **7,924** contributions made by community members



COMMUNITY SAYS:

Council's ability to take resident's view into consideration when making decisions that affect them
GOOD

10,544

Total Loop members with **1140** new members signed up to the Loop during the year

⬆️ **13%**



COMMUNITY SAYS:

Council's community engagement platform - The Loop
VERY GOOD

COUNCIL SAYS:

With almost 50 per cent of people living in Wyndham born overseas, the community engagement team has been working on broadening our reach to ensure more diverse participation in Council project engagement.



COMMUNITY SAYS:

Council's performance in community consultation and engagement
VERY GOOD

46%

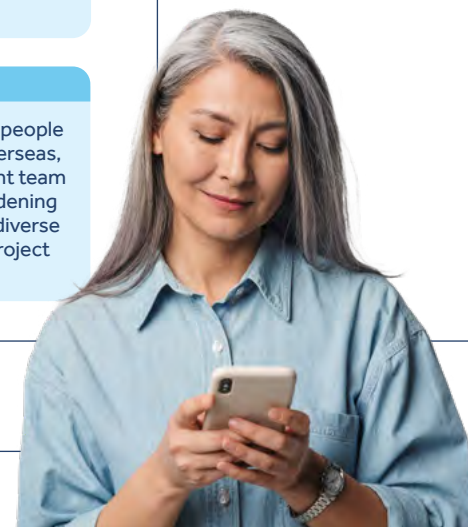
Average female participants
51% Male and **3%** prefer not to say

33%

Average participants from postcode 3030
(Werribee, Point Cook, Werribee South, Cocoroc & Quandong)

28%

Average participants from postcode 3029
(Hoppers Crossing, Tarneit & Truganina)





Strategic Communications



Wyndham City Council Website



COMMUNITY SAYS:

How easy it is to access and understand Council information
VERY GOOD

2.6M
Visits

369,380
Engaged Sessions



COMMUNITY SAYS:

Satisfaction with Council's website
VERY GOOD



Emergency Resilience

5

Training sessions for Legislated roles and 3 Emergency Relief Centre Volunteer Staff.



COMMUNITY SAYS:

Council's efforts to keep the community informed about its work, services, activities and programs
VERY GOOD



Instagram

70,538
Followers

47,709
Engagements
↓ 22%

COUNCIL SAYS:

Recent changes to algorithms have changed the way Instagram posts are shared which could affect the frequency, relevance and timing of posts on personal feeds.

Facebook

322,619
Fans

1.7M
Engagements



LinkedIn

63,114
Followers
↑ 18%

33,408
Engagements

44,077
Video Views
↑ 39%

COUNCIL SAYS:

Over the year, we improved the quality and relevance of content posted.

Council Spend

Council provides a number of services for residents and ratepayers; the following table shows how ratepayer funds were spent in 2023/24.



Service	Advocacy and Intergovernmental Relations	Community Engagement	Council and Corporate Governance	Emergency Resilience	Organisational Planning, Strategy and Reporting	Research	Strategic Communications
Description	Based on evidence and the needs of the community, support Council's engagement and collaboration with others influencing Federal and State Governments to secure the infrastructure and services that our fast-growing community needs.	Providing the community with genuine, transparent and appropriate opportunities to contribute to and inform projects or decisions that affect them.	Enables governance practices and procedures that provide for publicly accountable and transparent decision making and other activities undertaken by Councillors and Officers.	Plans, prepares and responds to significant shocks and stresses that the City and community may experience with regard to natural weather events and other emergencies.	Assists Council to set and inform its high-level strategies including the Wyndham 2040 Community Vision, and Council Plan. Works to ensure the community is informed as to what services Council provides, how these are performing and how resources are being spent.	Deliver and support the use of accurate and reliable data, analysis and insight to inform and support Council's strategic direction and decision-making.	Communicate and promote the services, initiatives and events that Council delivers to Wyndham residents and stakeholders via a range of communication and marketing channels. Manage Council's media, digital content and integrated campaigns.
Budget Net Cost (\$'000)	(515)	(1,039)	(2,273)	(937)	(801)	(445)	(2,467)
Actual Net Cost (\$'000)	(474)	(840)	(2,085)	(670)	(817)	(326)	(2,577)
Variance (\$'000)	40	199	188	267	(16)	118	(110)

How did we do?

Council measures its performance against the Council plan by monitoring the following indicators.

Council will	Council will monitor progress through the following indicators	2023/24 Result Year 3	2022/23 Result Year 2	2021/22 Result Year 1
Undertake genuine, transparent and appropriate community engagement to understand the current and future needs of the community and make informed decisions.	Community satisfaction with Council's:			
	Performance in community consultation and engagement	Very Good (7.3)	Good (6.7)	Solid (6.5)
	Provision of opportunities for your voice to be heard on issues that are important to you	Good (7.0)	Solid (6.2)	Solid (6.4)
	Performance in making decisions in the interests of the community	Good (6.9)	Solid (6.4)	Solid (6.4)
	Ability to take resident's views into consideration when making decisions that affect them	Good (6.9)	Solid (6.1)	Solid (6.4)
	Community engagement platform - The Loop	Very Good (7.5)	Good (6.8)	Good (6.9)
Ensure the needs of the community are well represented through effective advocacy and strong collaborative partnerships with key stakeholders and all levels of Government.	Community satisfaction with Council's:			
	Representation, lobbying and advocacy on behalf of the community with other levels of government and stakeholders on key issues	Good (7.1)	Solid (6.5)	Solid (6.4)
Foster trust in Council through the implementation of effective civic leadership and responsible governance processes that ensure accountability and compliance with all legislated and statutory requirements.	Community satisfaction with Council's:			
	Performance in maintaining the trust and confidence of the local community	Good (7.1)	Solid (6.4)	Solid (6.4)
	Accountability to the community for leadership and good governance	Good (7.0)	Solid (6.3)	Solid (6.3)
	Performance in practising open and accessible government	Good (7.1)	Solid (6.4)	Solid (6.3)
	Local Government Performance Reporting Framework service indicator results for: Governance: see 'How did we do?' section			
Ensure its communications are clear, consistent, timely and accessible for all.	Community satisfaction with Council's:			
	Efforts to keep the community informed about its work, services, activities and programs	Very Good (7.5)	Good (6.9)	Good (7.0)
	Efforts to keep the community informed through its social media platforms	Very Good (7.4)	Good (6.9)	Good (6.9)
	How easy it is to access and understand Council information	Very Good (7.5)	Good (7.3)	Good (7.3)
	Council's website	Very Good (7.5)	Very Good (7.3)	Very Good (7.4)
Support individuals and communities to prepare, respond and recover from emergency events.	Community satisfaction with Council's:			
	Emergency management preparedness and response	Very Good (7.4)	Very Good (7.4)	Very Good (7.5)
	Implementation of the Resilient Wyndham Strategy	Year 3 Completed	Year 2 Completed	Year 1 Completed

How did we do?

Council also measures its performance against the Local Government Performance Reporting Framework (LGPRF) for the following key Council services as required by legislation.



Governance

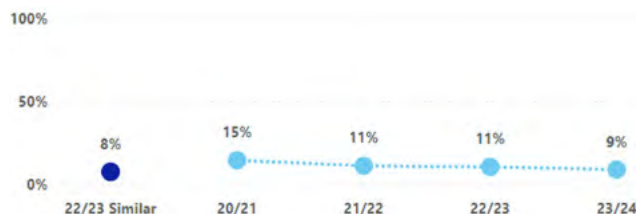
Provision of good governance to the community including making and implementing decisions with reference to community engagement, policy frameworks and agreed practice

Council decisions made at meetings closed to the public

The percentage of council resolutions made at an ordinary or special meeting of council, or at a meeting of a special committee consisting only of councillors, closed to the public under section 89(2) of the Act

(Expected Range: 0 to 30% - low % favourable)

Council says: Delegated Planning Committee decisions were all made in open meetings. Nineteen decisions were made at Council meetings while



closed to the public. These confidential decisions are made to protect the personal and commercial interests of third parties.

Satisfaction with community consultation and engagement

The community satisfaction rating out of 100 with the consultation and engagement efforts of the council. This includes consulting and engaging directly with the community on key local issues requiring decisions by council (Expected Range: 40 to 70 - high number favourable)

Council says: The Annual Community Satisfaction Survey was conducted from November 2023 until the end of February 2024, as a door-to-door-in-



person style survey. The result increased from a Good rating to a Very Good rating. This equates to a 11 per cent increase on the forecast target.

Councillor attendance at Council meetings

Percentage of attendance at ordinary and special Council meetings by Councillors

(Expected Range: 80% to 100% - high % favourable)

Council says: The attendance rate is on par with previous year's results.



Cost of elected representation

The direct cost of delivering council's governance service per councillor

(Expected Range: \$30,000 to \$80,000 - low result favourable)

Council says: The increased cost of the Governance Service in 2023/24 is a result of the increase to Councillor allowances as determined by the Victorian Independent Remuneration Tribunal effective 18 December 2023.



Satisfaction with council decisions

The community satisfaction rating out of 100 with how council has performed in making decisions in the interest of the community

(Expected Range: 40 to 70 - high number favourable)

The Annual Community Satisfaction Survey was conducted from November 2023 until the end of February 2024, as door-to-door-in-person style survey. The result increased from a Solid rating to a Good rating.





● Completed, 4 (100%)

Council committed to the delivery of four initiatives within this strategic area and was able to complete them all.

Major Initiatives *and Initiatives*

Major Initiatives and Initiatives are key projects, services, programs or works that the Council has made a commitment to deliver over the 2023/24 financial year.



Continue to build the community's ability to respond and recover from significant events by implementing the Wyndham Resilience Strategy year three action plan.

The Year 3 Action Plan of [Resilient Wyndham](#) was delivered, further building community resilience. This assists the Wyndham community to bounce forward in the face of disruptive shocks such as pandemics, economic downturn, extreme weather events and cyber security attacks.

Particular highlights delivered as part of the Year 3 Action Plan include:

- Launch of Wyndham Park Community Centre's [Tool Library](#)
- Installation of [electric vehicle](#) charging infrastructure
- Delivery of new business capacity building programs at [SPARK](#) Innovation Hub
- Achievement of carbon neutrality across Council operations (excluding the RDF)

Progress made against this strategy is detailed within the [2023/24 Council Adopted Strategies and Plans report](#).

Review and adopt (by Committee) the Municipal Emergency Management Plan.

The [Municipal Emergency Management Plan](#) has been reviewed, updated and approved.

This Plan was received by the Northwest Metro Regional Emergency Management Plan Committee on 24 November 2023 and provided to Emergency Management Victoria in line with legislative requirements.

Evaluate Council's stakeholder relations by undertaking a sentiment survey with key stakeholders including elected MPs, public service, peak bodies and other organisations.

A Stakeholder Sentiment Survey was conducted, with key stakeholders providing their feedback on Council's advocacy efforts, campaigns, efficiency and effectiveness. Recommendations have been accepted and implemented in the updated [Advocacy Strategy](#).

Increase the ways in which members of the community get involved in Council consultations, with a focus on stronger engagement with First Nations and CALD community members.

With almost 50 per cent of people living in Wyndham born overseas, the community engagement team has been working on broadening our reach to ensure more diverse participation in Council project engagement.

Focus sessions were established with language groups identified as having low English proficiency, with the purpose of understanding their preferences for receiving information and participating in community engagement opportunities across Wyndham. Group members also had the opportunity to ask questions about Council or ask for further information or support with things that are within Council's remit.

Council met with focus groups including:

- Iraqi Cultural Group Australia
- Chinese Friendship Association, Point Cook
- Australian Karen Organisation
- Indian community members via Wyndham Community Education Centre
- South Sudanese, Junubi Group Leaders at Wyndham Community Education Centre

Council has since put together a report for each group outlining what their feedback was, their preferences, barriers and how Council can improve our communication and engagement.

In order to action the outcomes of these sessions, Council has established a working group which has so far completed work on:

- updating the Council website and Wyndham News to provide clearer information for people needing to use the Telephone Interpreting System
- exploring how bilingual Council staff can support non legal/medical conversations with people with low English proficiency presenting with enquiries at Council.
- implementing a toolkit to share across all Council teams to ensure a consistent culturally appropriate approach to communication and engagement for all future Council projects.

Council has also launched community engagement videos which are translated into seven different languages and housed on the ['We speak your language'](#) page on The Loop. Languages include Arabic, Chinese, Vietnamese, Karen, Hindi, Dinka and Bari language. The videos evolved from feedback at the multicultural focus group sessions, in particular from Karen, Karenni and South Sudanese communities who struggle with readability in their first languages.

This, more accessible format allows community members to understand more about what community engagement is, how to get involved and the advantages of signing up for The Loop to stay up to date on projects that are of interest to them.



STRATEGIC AREA 8:

Delivering **Public Value and Excellence**

Council is a financially responsible, high performing, accountable organisation that is responsive to the needs of the community.

Service Snapshot

A snapshot of just some of what Council delivered throughout the financial year with comparisons to show changes from the previous financial year.

Percentage represents an increase/decrease of greater than 10% when compared to the 2022/2023 financial reported results.

⬆️ ⬆️ - relates to comparison against the 2022/2023 full year result – **red** denotes an unfavourable result – **green** denotes a favourable result – **blue** denotes neutral result.

Community says: relates to the Annual Community Satisfaction Survey (ACSS) rating.

For further information and annual comparisons on the ACSS rating, please go to the [‘How did we do?’ section](#).



Customer Service



COMMUNITY SAYS:

Overall experience when you last contacted Council
VERY GOOD

195,908

Calls received

13,723

Webchats

11,036

Mail received

⬆️ **11%**

COUNCIL SAYS:

Increases are expected as our population continues to grow.

104,960

Emails received

36,099

Digital requests received

(from snap send solve, oracle customer portal and hard waste online bookings)

15,248

Counter visits received

100,432

Service requests received

1,180

Customer complaints

69.5

Average Customer Satisfaction Score

195

Customer compliments received

⬆️ **21%**

COUNCIL SAYS:

These have primarily been received from our customers through the voice of customer program.

15

Ombudsman complaints received

⬆️ **36%**

COUNCIL SAYS:

There was an increase in Ombudsman complaints from 11 in the previous year.. Council is committed to promptly investigate, and resolve these complaints to ensure continued customer satisfaction and enhancement of service delivery in the future.



Information Management

523

Privacy requests from government agencies, individuals and organisations

73

Freedom of Information requests received and 57 processed

7

Privacy complaints/breaches reported, investigated and resolved



Council Spend

Council provides a number of services for residents and ratepayers; the following table shows how ratepayer funds were spent in 2023/24.



Service	Customer Service	Finance	Fleet Management	Information and Technology Services	Legal, FOI and Privacy
Description	Leads the organisation approach to improve customer experience, this incorporates the contact centre operating model that delivers services via face to face, digital and phone channels.	Oversees municipal rates and property valuations and the related administrations. Also responsible for the organisational banking function, Accounts Payable and Accounts Receivable, including debt collection. Ensures successful management of property data as required under the Act, as well as ensuring the financial management of transactions relating to creditors, debtors and collections. The service includes financial planning, reporting and taxation activities as required under the Act and provide financial expertise and assistance to Management and Council staff.	Provision of cost effective, whole of life asset management, procurement and provision of plant, vehicles and equipment that are used in support of Council service provision.	Provide sector leading solutions for our people and community which promote, support and protect digital engagement.	Deliver a centralised and independent legal function that provides internal legal advice, manages the panel of external service providers, project manages external referrals, and maintains Council's Instruments of Delegation, Authorisations and Appointment. Embeds a Best Practice Privacy Framework throughout the organisation by monitoring and reviewing processes, systems and controls to ensure community trust in Council's operations and the protection of community's rights and entitlements.
Budget Net Cost (\$'000)	(4,459)	18,624	735	(20,758)	(954)
Actual Net Cost (\$'000)	(4,265)	(3,906)	(236)	(24,739)	(1,045)
Variance (\$'000)	194	(22,530)	(971)	(3,981)	(91)



Service	Occupational Health and Safety	Organisational Project Governance and Support	People and Capability	Procurement	Risk Management
Description	Enables our people to work in a safe and productive environment, one that extends to that shared by our public and community.	To support the organisation to deliver projects at the right time, and in the right way to meet community need. This unit facilitates planning, governance, grants submissions (including tracking) and reporting across all capital projects, and complex operational projects.	Builds and enables the capability, leadership and culture which contribute to developing a high performing organisation which delivers high quality services to the community. Influences and facilitates right time talent solutions which contribute to developing a high-performing and engaged workforce. Best practice management of people resources in line with legislative requirements to enable Council to deliver quality services that meet the needs of the Wyndham community.	Provides Council with the ability to ethically, effectively and efficiently purchase goods and services to improve the wellbeing and liveability of the community whilst ensuring value for money and legislative compliance.	Provides organisational governance activities that create and protect public value by both supporting and monitoring management activity to assure informed decision making, compliance with applicable laws and regulations, protection from financial loss, sustainable business performance through building service resilience.
Budget Net Cost (\$'000)	(1,137)	(404)	(8,031)	(2,408)	(4,469)
Actual Net Cost (\$'000)	(1,094)	(438)	(7,420)	(1,633)	(3,523)
Variance (\$'000)	43	(34)	611	775	946



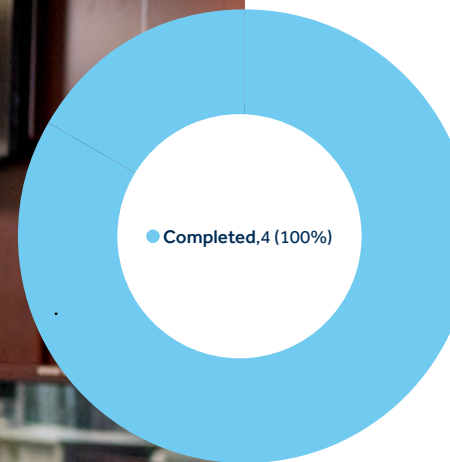
Service	Service and Asset Improvement	Service Planning	Smart Cities	Spatial Systems	Strategic Asset Management	Strategic Property Portfolio Management
Description	To support City Operations departments in understanding, planning, and improving their services and/or the way that we manage our assets.	Lead and coordinate planning that directs how services are best delivered into the future so they meet community need.	Identification and delivery of key smart city projects that are of genuine benefit and align to the strategic priorities identified in the Smart City Strategy 2019-24 to transform Wyndham into a Smart City.	Collects, maintains, and distributes geospatial information and mapping products necessary to support council decision making and improve municipality outcomes. Provides visual context to information enabling deep analytical capabilities.	To support management of Council infrastructure by coordinating the development of Asset Strategies, Asset Management plans, and supporting Works Management and Maintenance Systems.	Strategically manage Council's property portfolio across the asset lifecycle while ensuring data integrity is maintained and its land is managed efficiently and effectively in the best interests of the community
Budget Net Cost (\$'000)	(1,197)	(1,033)	(771)	(540)	1,979	(1,952)
Actual Net Cost (\$'000)	(731)	(943)	(636)	(530)	(8,192)	(1,577)
Variance (\$'000)	466	90	135	10	(10,171)	375

How did we do?

Council measures its performance against the Council plan by monitoring the following indicators.

Council will	Council will monitor progress through the following indicators	2023/24 Result Year 3	2022/23 Result Year 2	2021/22 Result Year 1
Secure its financial sustainability into the future through responsible management of Council's annual budgets and long-term financial outlook.	Community satisfaction with Council's:			
	How well Council does with the money it has available	Good (6.8)	Solid (6.0)	Solid (6.1)
	VAGO measures of financial sustainability	See Performance Statement	See Performance Statement	See Performance Statement
<i>Local Government Performance Reporting Framework service indicator results for: Sustainable Capacity Financial Performance Indicators</i>				
Attract and invest in a high performing and engaged workforce that is committed to a culture of occupational health and safety, continuous improvement and innovation.	Community satisfaction with Council's:			
	Representation, lobbying and advocacy on behalf of the community with other levels of government and stakeholders on key issues	Good (7.1)	Good (6.6)	Good (6.6)
Achieve improved customer service and experiences by enabling a customer-focused approach to service delivery	Community satisfaction with Council's:			
	Customer service – overall satisfaction with the customer experience	Very Good (7.6)	Very Good (7.5)	Very Good (7.4)
Increase the efficiency and effectiveness of service delivery across the organisation and improve service and asset planning.	Community satisfaction with Council's:			
	Responsiveness and agility to meeting the needs of the community	Good (7.0)	Solid (6.3)	Solid (6.5)
	Progress reports on the implementation of the Council Plan once a quarter, and End of Financial Year reporting via the Annual Report	Quarterly community report considered by Council on: 28 November 2023 27 February 2024 28 May 2024	Quarterly community report considered by Council on: 29 November 2022 28 February 2023 23 May 2023	Quarterly community report considered by Council on: 30 November 2021 22 February 2022 24 May 2022
Leverage technology to enable a modern and agile workforce and translate data into actionable insights to optimise operations.	Community satisfaction with Council's:			
	How well Council provides the services I need	Good (7.1)	Good (6.6)	Good (6.7)

Council will	Council will monitor progress through the following indicators	2023/24 Result Year 3	2022/23 Result Year 2	2021/22 Result Year 1
Align service delivery expectations with available funding so that the sustainable management of all required supporting assets is achieved.	Community satisfaction with Council's:			
	How well Council does with the money it has available	Good (6.8)	Solid (6.0)	Solid (6.1)
	VAGO measures of financial sustainability	See Performance Statement	See Performance Statement	See Performance Statement
	Local Government Performance Reporting Framework service indicator results for: Sustainable Capacity Financial Performance Indicators			
Ensure risks and legal processes are identified and managed effectively to achieve organisational priorities and strategic objectives.	Reports to audit committee once a quarter	Reports presented to audit committee on: 13 September 2023 13 December 2023 6 March 2024 12 June 2024	Reports presented to audit committee on: 14 September 2022 7 December 2022 8 March 2023 21 June 2023	Reports presented to audit committee on: 15 September 2021 8 December 2021 9 March 2022 8 June 2022
Provide high quality and timely procurement to support the delivery of capital works projects and services whilst achieving value for money.	Capital works delivered on time and on budget			



Council committed to the delivery of four initiatives within this strategic area and was able to complete them all.

Major Initiatives *and Initiatives*

Major Initiatives and Initiatives are key projects, services, programs or works that the Council has made a commitment to deliver over the 2023/24 financial year.



Deliver Year One of the Customer Experience Strategy which aims to improve Council's customer service to the community.

All Year One actions have now been completed including the following highlights:

- Customer Charter endorsed by executive and published on Council's [website](#) on 30 June 2024, and the relevant communication to community and engagement activities have been scheduled.
- Training is scheduled for staff to ensure understanding of the Charter's commitments and that these are embedded into staff and service's ways of working.
- Works completed to optimise the online experience for community reporting service issues.
- Council implemented a new phone payment gateway, which provides community an additional payment option for animal renewal payments, infringement notices, requests for additional bins and more. To date Council have processed 3,300 secure payments

Deliver Year Five of the Smart City Strategy 2019-2024 implementation plan and imbed the work across the broader organisation.

Council set out an ambitious target of projects for final [Five Year Action Plan](#) of this strategy and have implemented all projects including:

Digital Twin – Stage 1

A digital twin is an emerging geospatial technology aiming to replicate features of the real world in a digital 3D mapping solution. The first release of the digital twin project is complete, including the 3D Urban design tool. A formal release of the project will occur in 2024/25.

Geographic Information System (GIS)

GIS is Council's corporate mapping system. It allows council officers to view and analyse relevant spatial/mapping data in the city such as new assets, planned developments and community facilities.

Recent upgrades have been completed, adding new features like walkability analysis, improved system performance and the ability for Council officers to more easily find relevant data in the system through smart search functions.

Spatial Portal/Data Dictionary Search Tool

Council has over 1,200 different GIS layers within its mapping system with features such as assets, parks, buildings and utilities. This project enables these layers to be searched and location providing a more efficient and user-friendly system to users.

Analytics Based Street Sweeper Project

The analytics-based street sweeper project utilised AI technology to classify deciduous trees and then predict areas likely to experience greater leaf fall based on tree species and size. This model was cross-referenced with existing customer calls and stormwater pits to assess model accuracy, with an intention to then be able to deploy street sweepers to troublesome areas.

The project represents smarter thinking, driving better community outcomes with existing assets through the use of technology and data.

Transport Dashboard

Transport has routinely been identified as a critical issue for our community. The transport dashboard project is in testing phase and will leverage the integration of data across a range of sources into a unified dashboard tool. The dashboard will provide internal Council capability to view live traffic conditions, historical road use and other transport related metrics to better understand this key issue and inform future decision making.

Progress made against this strategy is detailed within the [2023/24 Council Adopted Strategies and Plans report](#).

Continue to deliver the Digital Twin Initiative which aims to create 3D data to allow for virtual representation of our City and future capital works projects to allow for better design, planning and community consultation.

A digital twin is an emerging geospatial technology aiming to replicate features of the real world in a digital 3D mapping solution. Through the integration of 3D models, live and integration into other third-party data sources like data.vic.gov.au, the platform provides a space for enhanced decision making and visual representation of different scenarios.

The first release of the digital twin project is complete, including the 3D Urban Design tool.

Stage One of the digital twin project has included:

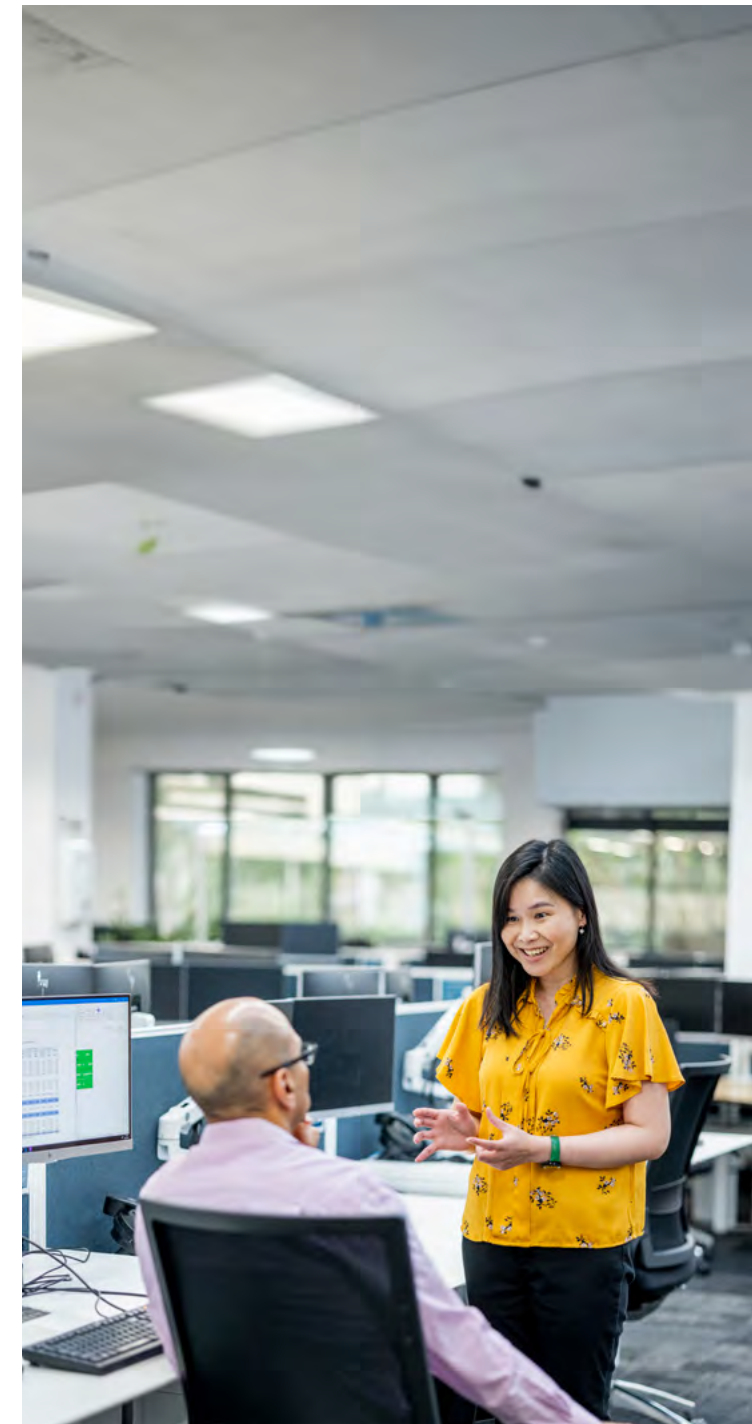
- 3D Capture of city heart, completed in May
- Loading of this 3D content, with classification of different building types
- Functions such as shadow and line of sight analysis
- The models have also been loaded into a specialised software used by Urban Planning.
- Investigating opportunities to integrate with the [Digital Twin Victoria](#) (DVT) platform.
- Exploratory work to embed 3D model capture into Council's town planning and capital works processes. A trial was conducted for the new Ironbark training facility in Tarneit.

A formal release of the project will occur in 2024/25.

Scope the development of an enhanced Council website and intranet.

The scope of the website re-development has initially focused on a new digital customer request experience and supporting knowledge base that is part of the first release of the new system rollout, due to go live in 2025.

The planning and product selection for an enhanced website and intranet will fall out of this work and an iterative approach to improving Council's website will be taken rather than a complete overhaul.





Our **Organisation**



Our Guiding Principles

The following principles are enshrined in the way Council approaches its role and all elements of the work it does every day.

Acknowledging the first peoples of the land

The [United Nations Declaration on the Rights of Indigenous Peoples \(UNDRIP\)](#) describes self-determination as the ability for Indigenous people to freely determine their political status and pursue their economic, social and cultural development. Council recognises the guiding principles of the Victorian Government Self-Determination Reform Framework. Council will enable self-determination by transforming its systems and structures to address racism, promote cultural safety and transfer power and resources to communities.

United Nations Charter: The Universal Declaration of Human Rights

The [Universal Declaration of Human Rights](#) is designed to protect the fundamental human rights and freedom of citizens. These rights relate to: freedom from discrimination; the right to move about Victoria freely and to choose where to live to adopt a religion and practice, worship and observe its beliefs; the right to uphold an opinion and respect others views; the right for families (and in particular children) to be protected as a fundamental unit of society; the right to enjoy one's own culture and language; and the fundamental right to freedom.

United Nations Sustainable Development Goals

The [United Nation's \(UN\) Sustainable Development Goals](#) are a universal call to action to end poverty, protect the planet and ensure that all people enjoy peace and prosperity. Council is committed to delivering the 2030 Sustainable Development Goals, which

provide a global overarching framework to reconcile environmental priorities with equality and economic opportunities.

Family Friendly Charter

Through the [Family Friendly Charter](#), Council will ensure our services and infrastructure, as well as our stakeholder consultation and policy development, meet the needs of families, while encouraging them to participate in decisions affecting them.

Gender equality

Gender equality is a basic human right. Everyone has the right to enjoy their lives without discrimination and with access to the same opportunities. [Council's vision](#) for gender equality is for a safe, inclusive community where all people, regardless of their gender, have equal access to, resources, power and opportunities, and are treated with dignity, respect and fairness, in a life free from all forms of violence.

Social justice and inclusion

Through the establishment of supportive environments and the promotion of diversity, Council will work to ensure everyone has equal economic, political, social rights and opportunities.

Public value

Council will seek to deliver desired community outcomes through continuous improvements to the services provided, whilst ensuring good value for ratepayers money.



Our Values and Behaviours

Wyndham City Council is proud to be an inclusive and flexible organisation that strives to deliver quality services and infrastructure to the community.



PEOPLE are the centre of what we do

- I value teamwork and relationships
- I communicate openly and respectfully
- I respect and acknowledge the experience of others



We embrace new ideas and **BETTER** ways of working

- I am willing to try, succeed, fail and learn
- I support others to grow and improve
- I am curious and ask questions



We are **ACCOUNTABLE** to each other and the community

- I consider the impact of my actions on others
- I act with integrity and do the right thing
- I share my knowledge and skills with others to achieve great outcomes



We create a safe and **INCLUSIVE** workplace

- I recognise that diversity and differences make us stronger
- I embrace different views, ideas and experiences
- I play a part in creating a safe workplace

Vision

Diverse People, One Community, Our Future

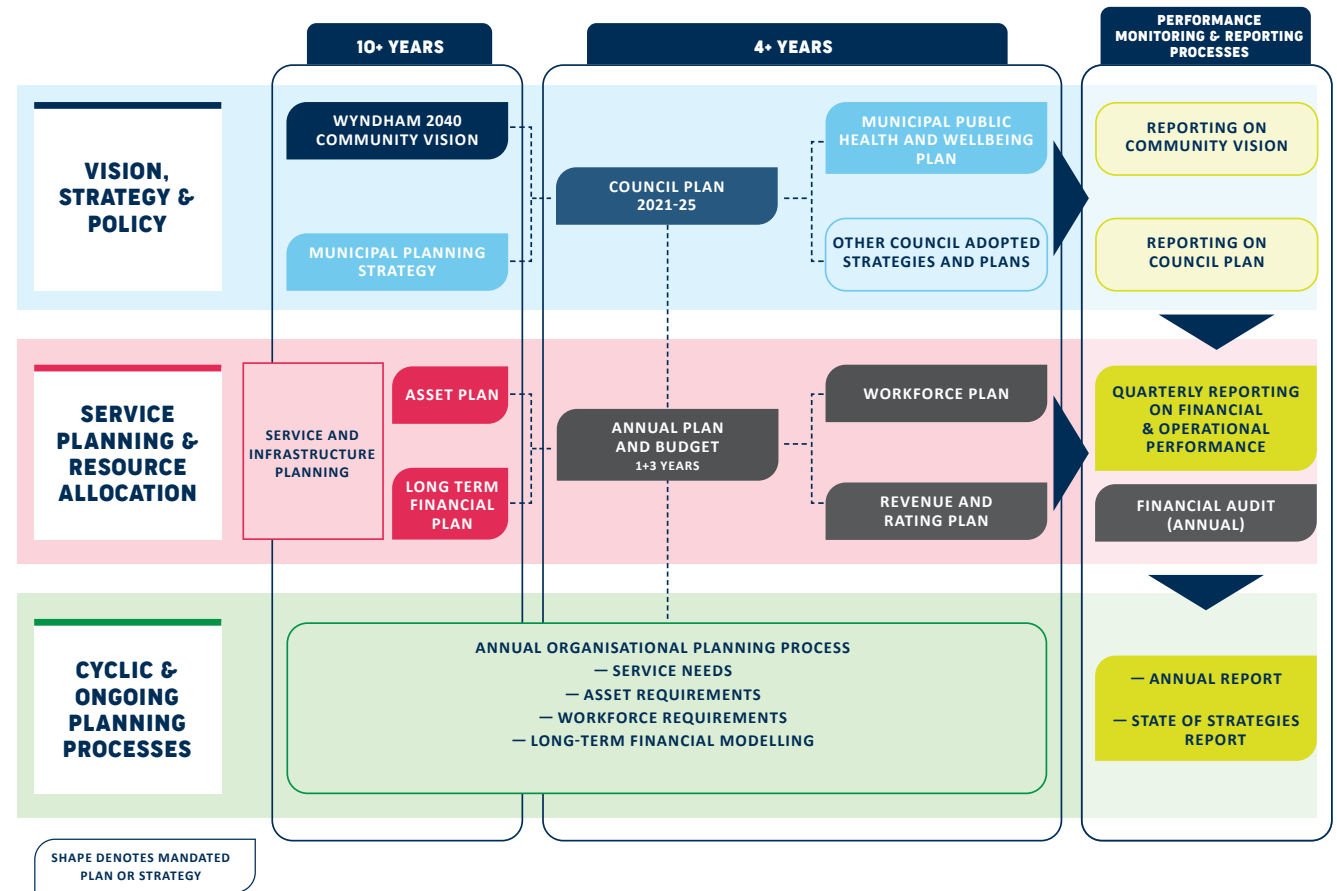
Mission

We strive to serve the best interests of the Wyndham community by providing quality services; managing growth; and supporting residents to lead healthy, safe, vibrant and productive lives, while protecting our local environment.

Our Integrated Strategic Planning and Reporting Framework

In line with its Integrated Strategic Planning and Reporting Framework, Council is committed to a continuous cycle of planning, reporting and review to ensure it delivers the best outcomes for the community. Performance reporting by Council is essential for ensuring transparency and accountability as to how public money is spent and the quality of services delivered.

Council's strategic framework allows the organisation to identify community needs and aspirations over the long term (through the Wyndham 2040 Community Vision), operationalise the required work in the medium term (through the Council Plan 2021-2025), and ensure the required resources are available (through the Annual Plan and Budget).



Organisational Structure

Council employs the Chief Executive Officer (CEO), who has responsibility for the day-to-day management of Council's operations. The CEO has the following direct reports, consisting of the organisation's Executive Leadership Team, who support him to deliver on Council's strategic direction, as set out in the Council Plan.



CHIEF EXECUTIVE OFFICER (CEO)
Stephen Wall
(Commenced 9 August 2021)



DIRECTOR CITY LIFE
Liana Thompson
(Commenced 18 October 2022)

Directorate comprises the following departments

- Sport & Recreation
- Community Support
- Libraries & Community Centres
- Community Strengthening & Inclusion
- Office of the Director City Life



DIRECTOR CITY OPERATIONS
Amanda Smith
(Commenced 8 November 2023)

Acting appointments:

- Mark Ward (18 September 2023 – 7 November 2023)
- Ellis Hughes (28 August 2023 – 15 September 2023)
- Antoniette Michail (17 July 2023 – 25 August 2023)
- Richard Mangueret (1 June 2023 – 14 July 2023)

Directorate comprises the following departments

- Roads & Maintenance
- Facilities & Projects
- Refuse Disposal Facility
- City Amenity & Safety
- Open Space



DIRECTOR PLANNING & LIVEABILITY
Eric Braslis
(Commenced 6 May 2024)

Acting appointment:

- Mark Ward (22 January 2024 – 3 May 2024*)
- Peter McKinnon (21 February 2022 – 23 February 2024)

Directorate comprises the following departments

- Transport & Sustainability
- Arts, Events & Cultural Venues
- Strategic Planning & Property
- Planning, Building & Health
- Economy Design & Place



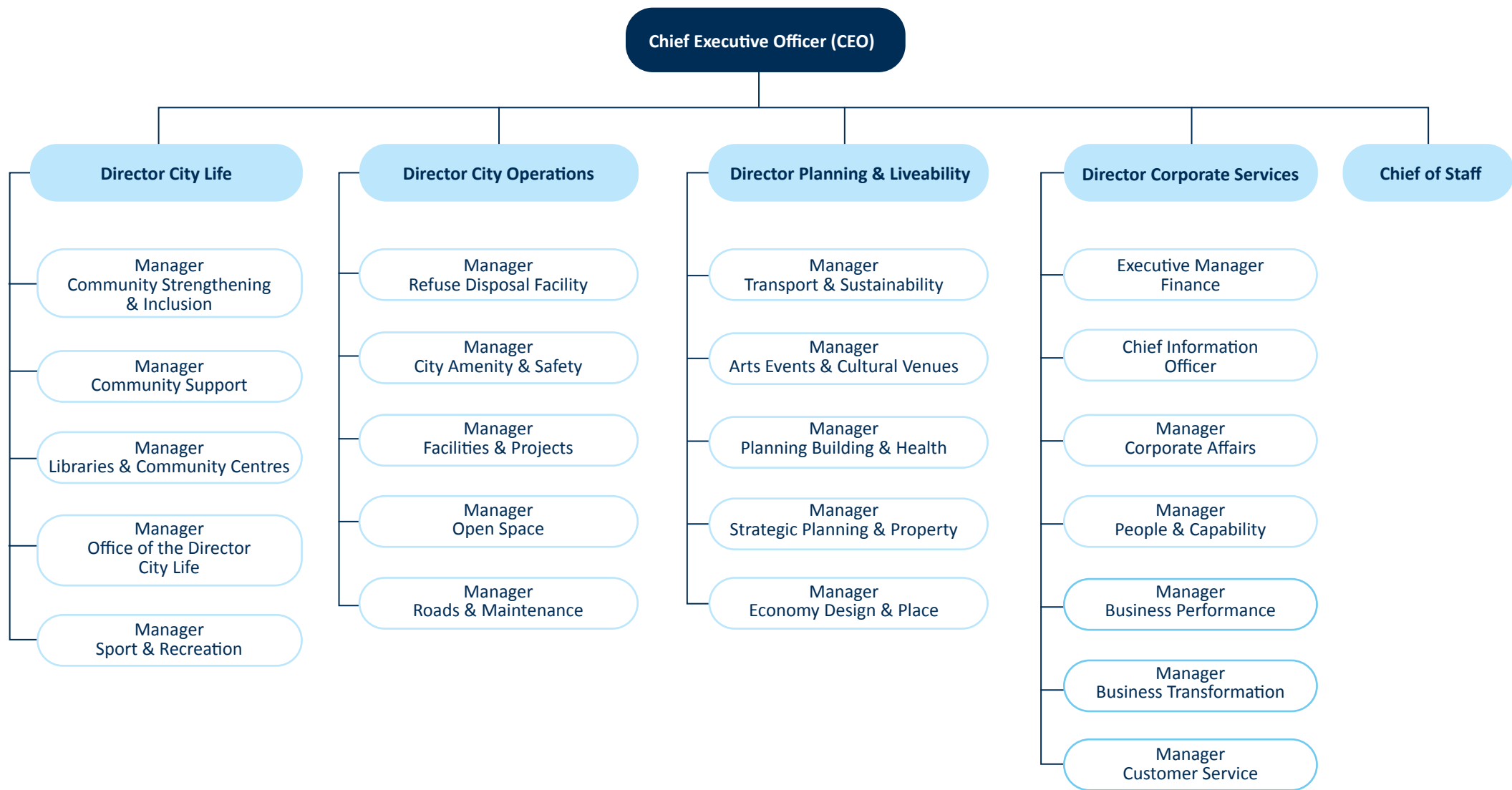
DIRECTOR CORPORATE SERVICES
Mark Rossiter
(Commenced 6 May 2024)

Acting appointment:

- David Aberdeen (22 January 2024 – 3 May 2024)
- Mark Stoermer (7 February 2022 – 5 January 2024)

Directorate comprises the following departments

- Finance
- Information & Technology Services
- Corporate Affairs
- People & Capability
- Customer Service
- Business Performance
- Business Transformation



Our Employees

Council currently employs a total of 1,562 full time equivalent (FTE) positions, representing a total of 2,103 employees. The workforce turnover is currently at 12.1 per cent.

A summary of the number of full time equivalent (FTE) Council employees by organisation structure, employment type and gender are set out below.

Employment Type/Gender	CEO Office FTE	City Life FTE	City Operations FTE	Corporate Services FTE	Planning & Liveability FTE	Total
Permanent F ^T -W	0	24	4	1	5	34
Permanent FT- M	-	3	4	-	2	8
Permanent FT- X	0	0	0	0	0	0
Permanent PT- W	6	57	297	76	90	526
Permanent PT- M	10	211	87	127	114	549
Permanent PT- X	0	0	0	0	0	0
Temporary FT-W	-	7	17	2	5	31
Temporary FT-M	1	210	38	28	17	294
Temporary FT-X	0	0	0	0	0	0
Temporary PT-W	-	8	10	9	4	31
Temporary PT-M	-	22	8	10	7	47
Temporary PT-X	0	0	0	0	0	0
Casual- W	-	2	1	4	2	8
Casual- M	-	29	-	2	3	34
Casual- X	0	0	0	0	0	0
Total	17	573	466	259	247	1,562

A summary of the number of full time equivalent (FTE) council employees by classification and gender is set out below.

Employment Classification	Female FTE	Male FTE	Self-Described Gender FTE	Total FTE
Band 1	28	14	0.0	42
Band 2	11	63	0.0	74
Band 3	27	68	0.0	95
Band 4	132	69	0.0	201
Band 5	143	101	0.0	245
Band 6	174	136	0.0	311
Band 7	114	64	0.0	179
Band 8	14	21	0.0	35
Other **	313	68	0.0	381
Total	957	605	0	1,562

**** The Other category includes Kindergarten team members, Immunisation Sisters, Maternal Child Health team members, Senior Officers, Managers, and the Executive team.**

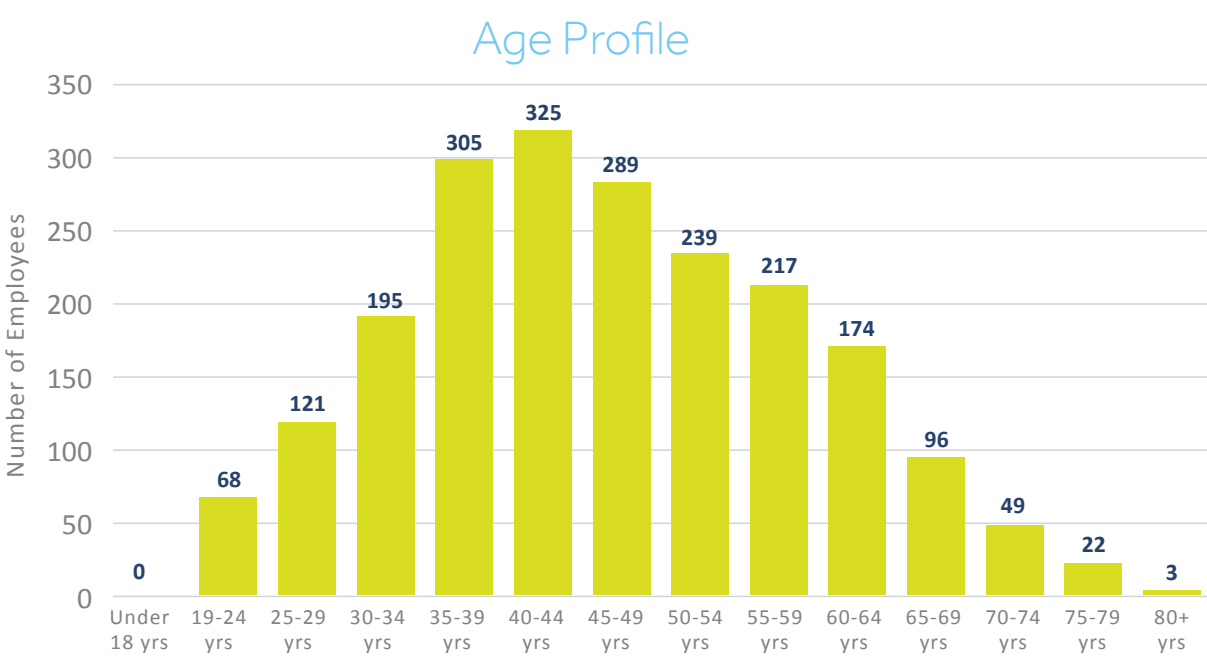
Years of service

542 employees were recognised for their years of service at Wyndham City.

Length of Service	Number of Recipients
01 year	301
05 years	133
10 years	45
15 years	31
20 years	18
25 years	4
30 years	6
35 years	2
40 years	2
Total	542

Age

A summary of the Age profile of Council employees is set out below.



Age profiles

A summary of the Age profile of Council employees is set out below.

AGE	19-24 yrs	25-29 yrs	30-34 yrs	35-39 yrs	40-44 yrs	45-49 yrs	50-54 yrs	55-59 yrs	60-64 yrs	65-69 yrs	70-74 yrs	75-79 yrs	80 + yrs	Total
Number of Staff	68	121	195	305	325	289	239	217	174	96	49	22	3	2,103

Western Leisure Services Employees

Western Leisure Services Pty Ltd is a subsidiary of the Wyndham City Council. It manages three leisure facilities in Wyndham under the WynActive brand including:

- AquaPulse – Indoor Aquatics & Gym
- Eagle Stadium – Indoor/Outdoor Courts & Gym
- Werribee Outdoor Pool – Seasonal Pool

Western Leisure currently employs a total of 119.49 full time equivalent (FTE) positions, representing a total of 421 employees.

A summary of the number of full time equivalent (FTE) employees at Western Leisure Services by employment type and gender are set out here.

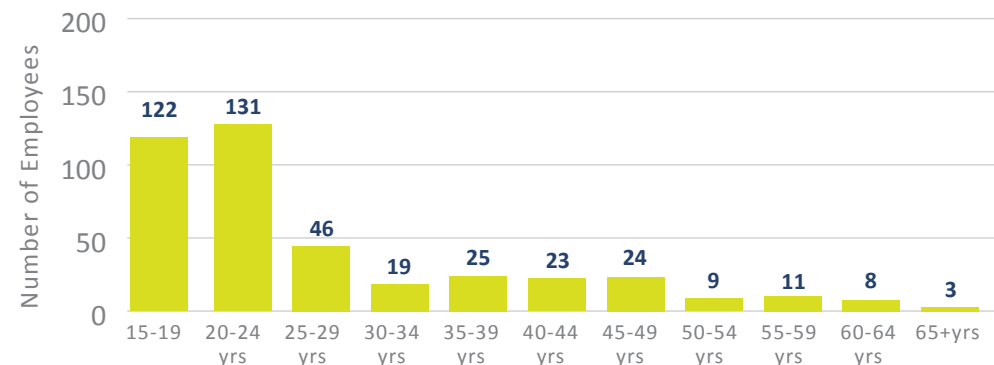
Age Group	Number of Staff
15-19	122
20-24	131
25-30	46
30-34	19
35-39	25
40-44	23
45-49	24
50-54	9
55-59	11
60-64	8
65+	3
Total	421

Length of Service	Number of Recipients
0-01 year	110
01-05 years	232
05-10 years	79
10-15 years	0
15-20 years	0
20-25 years	0
25+ years	0
Total	421

Employment Type/ Gender	Total
Permanent FT-W	16
Permanent FT- M	14
Permanent FT- X	0
Permanent PT- W	16
Permanent PT- M	1.23
Permanent PT- X	0
Temporary FT-W	0
Temporary FT-M	0
Temporary FT-X	0
Temporary PT-W	0
Temporary PT-M	0
Temporary PT-X	0
Casual- W	43.13
Casual- M	29.13
Casual- X	0
Total	119.49



Western Leisure Employees Age Profile





Occupational Health and Safety

Council is committed to the safety, health and wellbeing of its employees and continuous improvement in workplace health and safety performance. During 2023/24, initiatives to enhance the safety culture and commitment within the organisation continued to reinforce foundations regarding safety management.

Progress on health and safety initiatives included:

- A successful annual external audit was undertaken in November 2023, by Lloyds Register of Council's Safety Management System, against its new ISO:45001 Certification. The audit identified no non-conformances but several opportunities for improvement which have been prioritised for action and several have already been completed.
- Phase Three preparation of the 'Fit for Work' staff policy has been completed, with the introduction of drug and alcohol testing commencing in 2024/25 across the remainder of Council operations.
- Wyndham City Council continued to hold an annual Health and Safety Representative (HSR) Forum, on 19 March 2024. This was strongly attended by several internal stakeholders (including our executive team), as well as a number of external speakers and WorkSafe. WorkSafe commented positively in relation to Wyndham's commitment to safety.

- Contractor management and related compliance continues to undergo a review and tightening of processes and key documentation across several areas of Council. Recent Contractor Compliance training delivered by Health and Safety staff to our internal Contractor Administrators has been received positively.
- A new role to Health and Safety "Workplace Emergency Preparedness Officer" has been created to specifically focus on emergency preparedness across our sites, including our preparation and response around our Occupational Violence and Aggression on staff.

In 2023/24, Council received:

- 36 WorkCover claims, (compared to 27 in 2022/23, an increase of 9)
- 320 workplace injury reports, (compared to 274 in 2022/23, an increase of 46)
- 3,512 total days lost for work-related injuries, (compared to 1,903 in 2022/23, an increase of 1,609 days lost)
- Lost Time Injury Frequency Rate was 6.9 (compared to 7.3 for the same time last year, an increase of .4)

	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
Work Cover Claims submitted	44	37	31	25	27	36
Total Days Lost for work related Injuries	1322	1234	2237	2276	2046	3512
Lost Time Injury Frequency Rate			5.9	4.6	7.3	6.9



Supporting our workforce

Learning and Professional Development

Council supported its employees' learning and professional development through the provision of a variety of learning and development options and study assistance as follows:

- 1,381 employees attended corporate related training courses through the learning calendar
- 388 employees participated in training programs to improve digital skills in use of Council specific applications and programs
- 12 employees participated in Council's LEAD program to support leadership development for people leaders
- 129 employees were supported to undertake study towards a relevant recognised Australian qualification.

Equal Employment Opportunity (EEO)

Council has continued to work towards providing an inclusive workplace for all employees. All Council employees are required to undertake mandatory EEO discrimination, harassment and bullying training as part of their orientation to Council.

Council continues to consult widely and EEO as well as inclusion are standing orders on the monthly Staff Representative Consultative Committee (SRCC) agenda to ensure this remains an active discussion. Council undertakes regular reviews of recruitment practices to ensure current EEO responsibilities are met, and staff are aware of their responsibilities. This includes continuing to develop the skills and knowledge of both the hiring managers and staff and the implementation of a talent acquisition strategy that considers legislative responsibilities and best practice in inclusivity.

Inclusion

Council prides itself on continuously working towards a more inclusive workplace. We embed equity, inclusion and respect for diversity into our everyday ways of working and is at the foundation of an ongoing review of policies and training, to ensure we are inclusive of, and support, all employees.

Council recognises various days of significance in our work calendar including Cultural Diversity Week, IDAHOBIT, Refugee Week and many others. Council utilises these days of significance to encourage cross education opportunities for employees and to promote an inclusive workplace culture.

Council recognises incidences of family violence can be experienced by employees. As such, in December 2023, Council staff marched for the first time in the March Against Family Violence, organised by Respect Victoria. In February 2024, Council employees attended the Midsumma Pride March for the first time, marching alongside other local councils in recognition and support of LGBTIQ+ equality; allowing Council to publicly show support in these areas for both employees and community.

Gender Equality

In line with the Gender Equality Act 2020, Wyndham City's first Gender Equality Action Plan (GEAP) 2021-25 was developed, designed and approved by the Executive Leadership Team and the [Commission for Gender Equality in the Public Sector](#) in July 2022. The Plan articulates Council's commitment towards been a gender equitable, inclusive and safe workplace.

In February 2024, Council fulfilled its obligations to complete an audit as required by the Commission for Gender Equality in the Public Sector (CGEPS). Following the audit, Council will continue to:

- conduct Gender Impact Assessment training to build capability across the organisation
- implement planned actions outlined in Wyndham City's GEAP
- collate employee demographics and report on pay levels and any gaps that exist
- update internal intersectional data collection process
- undertake further analysis where appropriate
- attend employee inductions to discuss the GEAP, inclusion groups and other inclusion and equity offerings
- ensure employee representation at major inclusion marches and events.

The GEAP is audited every second year and progress mapped against expectation. 2025 will see the opportunity to reassess and realign the GEAP with our continued vision towards equity.

In making continued progress in line with the GEAP strategies and actions, Council continues to work to create a safe and inclusive community where all people, regardless of their gender, have equal access to power, resources and opportunities and are treated with dignity, respect and fairness.

Key achievements and highlights supporting gender equality can be found within the Council Adopted Strategies and Plans Progress Report on Council's [website](#).





Employee Wellbeing

Consideration for the wellbeing of staff continues to be a priority for the organisation. This helps to ensure delivery of the best outcomes for both, staff, and the community.

To support alignment of wellbeing activities, Council introduced a Wellbeing Action Plan based on the Victorian Government's Achievement Program and the World Health Organisation's (WHO) Healthy Workplaces Framework. The framework consists of four categories: Health and Wellbeing Opportunities, Healthy Culture, Healthy Physical Environment and Healthy Community Connections. The Wellbeing Action Plan was endorsed by the Executive Leadership team in March 2024.

Through collaboration and engagement with staff across the organisation, Council has continued to enhance the visibility and scope of wellbeing. A program of wellbeing initiatives, peer support options and events has been offered to support employee's wellbeing at work.

In addition, Council's new Employee Assistance Program provider was promoted widely during the year to ensure staff and their immediate families have access to professional and confidential support.

Council is committed to ensuring Wyndham City is a workplace of choice for existing and new staff. To better understand the experiences of our staff and volunteers, the 2024 Wyndham Staff Engagement Survey went live in June 2024 via a third party provider and received a response rate of 63%, (1378 respondents). Council will use the survey results to understand our strengths and opportunities for improvement as an organisation.

Employee Relations

The current Enterprise Agreement continues to confirm Council as a progressive and forward-thinking organisation that supports staff with a range of tangible and intangible entitlements. Bargaining for the 2023 Enterprise Agreement was finalised in August and adopted by the Fair Work Commission in September 2023.

The labour market landscape and traditional work arrangements offered to attract talent continues to evolve. Council continues to actively engage with all relevant stakeholders to support an approach that enables Council to remain an employer of choice in a competitive market; and to maintain an employee relations approach that fosters transparency that is based on constructive working relationships with management, employees and their representatives. This is led through the continued support of the Staff Relations Consultative Committee and established consultation provisions in the Enterprise Agreement.



Our Volunteers

The strength of volunteering programs at Council has continued to grow, with there now being 27 different volunteer roles across Council, and over 147 volunteers regularly engaged. Our volunteers range from people 14 years of age to people who have retired from the workforce.

Two new volunteer programs were created this year as follows:

- Our new **Library Youth Collaborative Volunteers** advocate for the needs and interests of young people in Wyndham to be heard and reflected in the library's services, collections and programs.
- The **Seniors Exercise Park Volunteer Buddies** have been trained to lead older community members, of all abilities, to participate in physical activity programs using the outdoor Seniors Exercise Park in Hoppers Crossing.

A review of Council's approach to recognising volunteers was also conducted this year, confirming that Council delivers a comprehensive program of recognition and appreciation for its volunteers and volunteers in the Wyndham community.

Council's volunteer programs supported many successful community outcomes in-line with the final year of the [Wyndham Volunteer Strategy 2019-2024](#), including raising the profile of volunteering across the municipality at the Wyndham Volunteer Expo in May 2024. A summary of the implementation of this strategy can be found in the Council Adopted Strategies and Plans progress report on Council's [website](#).



Governance

Council meetings

Council's formal decision-making processes are conducted at public Council and Delegated Committee Meetings. Council meetings are generally held monthly on Tuesday evenings at 7pm. In 2023/24, Council meetings were held at the Wyndham Civic Centre, 45 Princes Highway, Werribee.

Council Meeting dates

23 July 2023
22 August 2023
26 September 2023
24 October 2023
15 November 2023 (Election of Mayor and Deputy Mayor for 2023-24)
28 November 2023
11 December 2023
19 December 2023
27 February 2024
26 March 2024
23 April 2024
28 May 2024
25 June 2024

Planning Committee Meeting dates

11 July 2023
8 August 2023
12 September 2023
10 October 2023
31 October 2023
14 November 2023
12 December 2023
13 February 2024
12 March 2024
9 April 2024
14 May 2024
11 June 2024



Councillor allowances

In accordance with Determination No. 01/2022 made under the Victorian Independent Remuneration Tribunal and Improving Parliamentary Standards Act 2019 by the Victorian Independent Remuneration Tribunal, the following allowances apply for the Mayor, Deputy Mayor and Councillors which are adjusted annually as follows:

From 18 December 2022 until 17 December 2023

- Mayoral allowance is set at \$122,630 per annum
- Deputy Mayor allowance is set at \$61,315 per annum
- Councillor allowance is set at \$37,010 per annum

From 18 December 2023 until 17 December 2024:

- the Mayoral allowance is \$130,390 per annum
- the Deputy Mayor allowance is \$65,195 per annum

From 18 December 2023 the base allowance for Councillors is \$39,390 per annum.

An amount equivalent to the superannuation guarantee contribution is included in the allowances above (11 per cent).

In 2023/24, the following allowances were paid:

Councillor	Total allowance payment
Cr Jennie Barrera** Cr Jennie Barrera***	\$106,049.69
Cr Josh Gilligan****	\$55,395.85
Cr Adele Hegedich	\$38,934.15
Cr Jasmine Hill	\$35,813.64
Cr Marcel Mahfoud	\$38,934.15
Cr Heather Marcus	\$38,934.15
Cr Peter Maynard	\$38,934.15
Cr Susan McIntyre*	\$70,893.66
Cr Sahana Ramesh	\$38,934.15
Cr Robert Szatkowski	\$38,934.15
Cr Mia Shaw	\$38,934.15

*Mayoral allowance from 17 November 2022 to 15 November 2023

**Mayoral allowance from 16 November 2023

***Deputy Mayor allowance from 17 December 2022 to 15 November 2023

****Deputy Mayor allowance from 16 November 2023

Councillor expenses

In accordance with the *Local Government Act 2020*, Council must report Councillor expenses paid and reimburse a Councillor for expenses incurred whilst performing Council duties. Council manages this process via the Councillor Expenses and Entitlements Policy 2020 (adopted by Council on 7 July 2020) which provides guidance on the provision of resources and reimbursements to Councillors. The details of expenses for 2023-24 are outlined in the table below:

Councillor	Council Term	Information and Communication Technology (ICT)	Travel	Professional Development Conferences and Training	Childcare	Car Mileage	Other	Reimbursements	Total
Cr Jennie Barrera	2023/2024	\$659.76	\$871.97	\$1,120.00		\$2,154.00	\$1,326.50		\$3,978.23
Cr Josh Gilligan	2023/2024	\$659.76				\$1,880.00	\$2,015.00	\$8,364.17	\$11,038.93
Cr Adele Hegedich	2023/2024	\$659.76				\$1,975.00	\$1,920.00	\$660.00	\$3,239.76
Cr Jasmine Hill	2023/2024	\$659.76		\$200.00		\$2,660.33	\$52,643.83	\$125.00	\$53,628.59*
Cr Marcel Mahfoud	2023/2024	\$659.76	\$805.88	\$1,120.00		\$2,030.00	\$2,193.00		\$4,778.64
Cr Heather Marcus	2023/2024	\$659.76				\$60.00	\$1,244.00		\$1,903.76
Cr Peter Maynard	2023/2024	\$689.76	\$246.50	\$1,388.90		\$1,220.50	\$1,140.00	\$155.67	\$3,620.83
Cr Susan McIntyre	2023/2024	\$909.76		\$528.90		\$669.73	\$2,628.58	\$125.00	\$4,192.24
Cr Sahana Ramesh	2023/2024	\$659.76		\$550.00		\$2,653.50	\$2,376.00	\$125.00	\$3,710.76
Cr Mia Shaw	2023/2024	\$659.76		\$2,909.00		\$1,905.00	\$2,055.00		\$5,623.76
Cr Robert Szatkowski	2023/2024	\$659.76		\$833.90		\$2,190.00	\$2,232.83	\$214.00	\$3,940.49
TOTAL		\$7,537.36	\$1,924.35	\$8,650.70	\$0.00	\$0.00	\$71,774.74	\$9,768.84	\$99,655.99

Note: The 'Other' column includes expenses for minor stationery items, internet, printing allowances (annual payment) and other relevant expenses incurred. In performing their representative role. Councillors are invited to attend a range of events and functions, many of which require the purchase of a ticket if a cost is involved. Membership and other fees will be covered where it relates to the fulfilment of Council duties.

** \$50,000 of this amount relates to legal fees that were incurred as a result of a Councillor Code of Conduct Panel held on 22 June and 10 August 2023, for which the Councillor was indemnified under the Council's Councillor and Officer Liability Policy. The invoice was received and paid in the 2023/24 financial year.*

Delegations

Legislation imposes a wide range of powers, duties and functions on Council in respect of its many activities. These powers can either be exercised by Council via formal Council resolution, or where the legislation permits, exercised by delegates on Council's behalf.

The *Local Government Act 2020* ('the Act') enables Council to delegate its powers to members of a delegated committee or the Chief Executive Officer (CEO). In this way, the CEO is empowered to sub-delegate their powers to appropriate Council staff or members of a Community Asset Committee. Some legislation imposes powers on the CEO personally, and the CEO can also delegate these to Council staff. Some legislation, for example, the *Planning and Environment Act 1987*, requires Council to delegate its powers directly to Council staff.

When exercising their delegated powers, delegates must ensure that they are exercised in accordance with the applicable legislation, any conditions and limitations placed on the delegation and applicable Council policies and procedures.

The Act requires Council to keep a register of its delegations, and the Instruments are available for public inspection on request.

Councillor Code of Conduct

The *Local Government Act 2020* sets out the overarching governance principles, and by incorporating these into the Councillor Code of Conduct, all Councillors agree to contribute to the good governance, integrity, and responsible operation of Council.

The purpose of the Councillor [Code of Conduct](#) is to set out the standards of conduct expected to be observed by Councillors in the course of performing

their duties and functions as Councillors, including prohibiting discrimination, harassment (including sexual harassment) and vilification. Council adopted its Code of Conduct at the Council Meeting on Tuesday 8 December 2020.

Managing conflicts of interests

A conflict of interest occurs when a personal or private interest might compromise the ability to act in the public interest. Under the *Local Government Act 2020*, an interest must be declared if a Councillor would receive, or could be reasonably perceived as receiving, a direct or indirect financial or non-financial benefit or loss from the decision (other than as a voter, resident or ratepayer).

The Act also requires Council staff to disclose conflicts of interest by advising the CEO in writing of the nature of the interest. If the CEO has a conflict of interest, the CEO must disclose the type and nature of the interest in writing to the Mayor as soon as they become aware of the conflict of interest.

A register of conflict-of-interest disclosures made by staff and Councillors is maintained by Council. In 2023/24, there were 15 conflicts of interest declared by Councillors at Council Meetings, and eight conflicts of interest declared by Councillors at Planning Committee Meetings.

During 2023/24, as part of Council's ongoing commitment to governance compliance and awareness, 116 Council officers attended conflict of interest training. A conflict of interest training session was also held for Councillors.

Audit and Risk Committee

Council convenes an Audit and Risk Committee, in accordance with the Part 2 Division 8 of the *Local Government Act 2020*. Council have had this Committee in place since 1996. The Committee's role is to oversee and monitor the effectiveness of Council in carrying out its responsibilities for accountable financial management, good corporate governance, maintaining an effective system of internal control and risk management and fostering an ethical environment.

The Committee consists of an independent chair, three independent members, and three Councillors (including the Mayor). Current membership and the charter, which outlines their responsibilities are published on Council's [website](#).

Reports were tabled at Council meetings in November 2023 and May 2024 covering the Annual Audit and Risk Committee Performance Review, Biannual Audit and Risk Committee Audit and Risk Report and the Audit and Risk Committee Charter.

External Audit

All local government entities in Victoria are required to be audited by the Victoria Auditor-General's Office (VAGO). The external auditor's primary role is to provide an assurance that the financial statements fairly present the financial performance for the financial year and the financial position at the end of the year. VAGO's representative presents their audit strategy, interim and final report to the Audit and Risk Committee for their review, endorsement and recommendation to Council for approval.

Internal Audit

Council's internal audit function provides independent and objective assurance that the appropriate processes and controls are in place across Council. Their activity is facilitated by the risk function and performed by an external provider. The Internal Audit service provider has extensive local government experience, the ability to provide specialist resources capable of assessing the diverse range of activity undertaken at Council and contributes industry knowledge to effectively benchmark performance. A risk based three-year Strategic Internal Audit Plan (SIAP) is revised annually to ensure the audit resources remain focused on the appropriate areas.

The review process considers:

- mapping against current strategic risks to acknowledge the contribution of past audits to identify coverage gaps where greater assurance may be required
- the industry knowledge provided by the internal auditor who bring their expertise through an 'audit universe' as well as current focus areas in similar organisations in proposing possible future audits
- recommendations from management, the executive and Audit and Risk Committee who are well placed to identify business areas, functions and processes over which greater assurance is desirable; and
- recent or anticipated change in our internal and external operating environment; or challenges to the achievement our public policies, strategies and plans; which may direct future audit areas

The SIAP considers topics across five core focus areas:

1. effectiveness and efficiency of operations
2. reliability and integrity of financial, operational and information systems
3. safeguarding of Council's assets

4. compliance with legislation, contracts, codes, standards and internal systems and procedures; and
5. reviewing and reporting on effectiveness and level of compliance of internal control systems

The SIAP is reviewed and approved by the Audit and Risk Committee annually. The Internal Auditor attends each Committee meeting to report on the status of the SIAP, present findings of completed reviews and comment as required on managements progress implementing audit recommendations. All Directors are in attendance each meeting and respond to questions in relation to reviews undertaken within their area of responsibility. Quality assurance is measured through monitoring of agreed KPI's reported to the Committee in an annual Internal Audit Performance Report.

Risk Management

Council needs to make considered decisions about what risks it will accept or control to achieve its goals. Council's risk management system is directed by our Risk Management Policy, Framework and Strategy and reflect current AS ISO 31000 guidelines. An effective system maximises the likelihood that strategic and operational objectives will be achieved.

The Policy, adopted by the executive in May 2022 and noted by the Audit and Risk Committee in June 2022, communicates the obligations of our staff to be accountable for managing risks within their area of responsibility and reports on current state maturity and areas of focus to improve our risk management system. The Framework, adopted in December 2020, provides information on the governance and structure of the risk management system. It is represented as a lifecycle which highlights the interactive nature of any framework, which is designed to build capability and facilitate continuous improvement.












Enterprise risk management is a vital component of good governance that mitigates exposures, underpins integrity, informs decisions, and improves business performance. Current strategy focus areas include:

- Developing risk management system information, to guide consistent understanding and management of risk
- Maintaining an Enterprise Risk Profile, to build key risk and control information which informs decision making
- Providing advice and assurance, to guide confidence in operational performance, contributing to the management of challenging situations
- Coaching and training to build capability, to raise risk management awareness, understanding, knowledge and skill
- Integrating risk thinking across business systems, to embed risk through implementing key controls across critical processes.

Governance and Management Checklist

The following are the results of Council's assessment against the prescribed governance and management items:

GOVERNANCE AND MANAGEMENT ITEMS	ASSESSMENT
1. Community engagement policy (policy under section 55 of the Act outlining Council's commitment to engaging with the community on matters of public interest)	Adopted in accordance with section 55 of the Act. Date of adoption: 02 February 2021 <input checked="" type="checkbox"/>
2. Community engagement guidelines (guidelines to assist staff to determine when and how to engage with the community)	Date of operation of current guidelines: 02 February 2021 <input checked="" type="checkbox"/>
3. Financial Plan (plan under section 91 of the Act outlining the financial and non-financial resources required for at least the next 10 financial years)	Adopted in accordance with section 91 of the Act Date of adoption: 26 October 2021 <input checked="" type="checkbox"/>
4. Asset Plan (plan under section 92 of the Act setting out the asset maintenance and renewal needs for key infrastructure asset classes for at least the next 10 years)	Adopted in accordance with section 92 of the Act Date of adoption: 28 June 2022 <input checked="" type="checkbox"/>
5. Revenue and Rating Plan (plan under section 93 of the Act setting out the rating structure of Council to levy rates and charges)	Adopted in accordance with section 93 of the Act Date of adoption: 29 June 2021 <input checked="" type="checkbox"/>
6. Annual budget (plan under section 94 of the Act setting out the services to be provided and initiatives to be undertaken during the budget year and the funding and other resources required)	Adopted in accordance with section 94 of the Act Date of adoption: 27 June 2023 <input checked="" type="checkbox"/>
7. Risk policy (policy outlining council's commitment and approach to minimising the risks to council's operations)	Policy Date of commencement of current policy: 18 May 2022 <input checked="" type="checkbox"/>
8. Fraud policy (policy outlining council's commitment and approach to minimising the risk of fraud)	Policy Date of commencement of current policy: 29 November 2022 <input checked="" type="checkbox"/>
9. Municipal emergency management planning (council's participation in meetings of the Municipal Emergency Management Planning Committee (MEMPC))	MEMPC meetings attended by one or more representatives of Council (other than the chairperson) during the financial year Date of MEMPC meetings attended: <ul style="list-style-type: none"> • 13 September 2023 • 13 December 2023 • 13 March 2024 • 12 June 2024 <input checked="" type="checkbox"/>
10. Procurement policy (policy under section 108 of the Act outlining the principles, processes and procedures that will apply to the purchase of goods and services by the Council)	Adopted in accordance with section 108 of the Act Date of adoption: 21 December 2021 <input checked="" type="checkbox"/>
11. Business continuity plan (plan setting out the actions that will be undertaken to ensure that key services continue to operate in the event of a disaster)	Plan Date of operation of current plan: 22 June 2022 <input checked="" type="checkbox"/>
12. Disaster recovery plan (plan setting out the actions that will be undertaken to recover and restore business capability in the event of a disaster)	Plan Date of last review of current plan: 9 February 2023 <input checked="" type="checkbox"/>
13. Complaint policy (Policy under section 107 of the Act outlining Council's commitment and approach to managing complaints)	Developed in accordance with section 107 of the Act Date of commencement of policy: 24 January 2024 <input checked="" type="checkbox"/>
14. Workforce plan (Plan outlining Council's commitment and approach to planning the current and future workforce requirements of the organisation)	Established in accordance with section 46 of the Act Date of commencement of current plan: December 2021 <input checked="" type="checkbox"/>

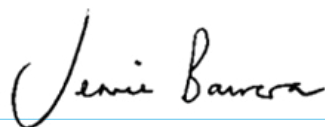
GOVERNANCE AND MANAGEMENT ITEMS	ASSESSMENT
15. Payment of rates and hardship policy (Policy outlining Council's commitment and approach to assisting ratepayers experiencing financial hardship or difficulty paying their rates)	Policy Date of commencement of current policy: 24 May 2022 
16. Risk management framework (Framework outlining Council's approach to managing risks to the Council's operations)	Framework Date of adoption of current framework: 17 December 2020 
17. Audit and Risk Committee (Advisory committee of Council under section 53 and section 54 of the Act whose role is to monitor the compliance of Council policies and procedures, monitor Council's financial reporting , monitor and provide oversight on internal and external audit functions)	Established in accordance with section 53 of the Act Date of establishment: 17 June 1996 
18. Internal audit (Independent accounting professionals engaged by Council to provide analyses and recommendations aimed at improving Council's governance risk and management controls)	Engaged Date of engagement of current provider: 1 July 2022 
19. Performance reporting framework (A set of indicators measuring financial and non-financial performance indicators referred to in section 98 of the Act)	Framework Date of adoption of current framework: 26 October 2021 
20. Council Plan reporting (Report reviewing the performance of the Council against the Council Plan including the results in relation to the strategic indicators for the first six months of the financial year)	Reports Date of reports: <ul style="list-style-type: none"> • 28 November 2023 • 27 February 2024 • 28 May 2024 
21. Quarterly budget reports (Quarterly reports presented to Council under section 97 of the Act comparing actual and budgeted results and an explanation of any material variations)	Reports presented to Council in accordance with section 97(1) of the Act Date presented: <ul style="list-style-type: none"> • 28 November 2023 • 27 February 2024 • 28 May 2024 
22. Risk reports (Six-monthly reports of strategic risks to Council's operations, their likelihood and consequences of occurring and risk minimisation strategies)	Reports Date of reports: <ul style="list-style-type: none"> • 13 December 2023 • 12 June 2024 
23. Performance reporting (Six-monthly reports of indicators measuring results against financial and non-financial performance including the performance indicators referred to in section 98 of the Act 2020)	Reports Date of reports: <ul style="list-style-type: none"> • 28 November 2023 • 27 February 2024 • 28 May 2024 
24. Annual Report (Annual report under sections 98, 99 and 100 of the Act 2020 to the community containing a report of operations and audited financial and performance statements)	Presented at a meeting of the Council in accordance with section 100 of the Act Date of presentation: 24 October 2023 
25. Councillor Code of Conduct (Code under section 139 of the Act setting out the standards of conduct to be followed by Councillors and other matters)	Reviewed and adopted in accordance with section 139 of the Act Date reviewed: 8 December 2020 

GOVERNANCE AND MANAGEMENT ITEMS	ASSESSMENT
<p>26. Delegations (documents setting out the powers, duties and functions of Council and the Chief Executive Officer that have been delegated to members of staff, in accordance with sections 11 and 47 of the Act)</p>	<p>Reviewed in accordance with section 11(7) of the Act and a register kept in accordance with sections 11(8) and 47(7) of the Act</p> <p>Date of review:</p> <ul style="list-style-type: none"> • Council to CEO: 28 February 2023 • Council to Council Staff: 28 May 2024 • CEO to Staff: 30 August 2023 • CEO Powers: 30 August 2023 • CEO to Staff for VicSmart Applications: 30 August 2023 • Council to LeadWest Committee: 28 September 2021 • Council to Planning Committee: 28 September 2021
<p>27. Meeting procedures (Governance Rules under section 60 of the Act governing the conduct of meetings of Council and delegated committees)</p>	<p>Governance Rules adopted in accordance with section 60 of the Act</p> <p>Date Governance Rules adopted: 2 February 2021, updated 26 April 2022 and 23 August 2022. Updated 26 September 2023 (incorporation of Election Period Policy 2024)</p>

I certify that this information presents fairly the status of Council's governance and management arrangements.



Stephen Wall
Chief Executive Officer
Dated: 22/10/2024



Cr Jennie Barrera
Mayor
Dated: 22/10/2024



Statutory Information

The following information is provided in accordance with legislative and other requirements applying to Council.

Documents available for inspection

Council's Public Transparency Policy gives effect to the public transparency principles as out in Section 58 of the *Local Government Act 2020* and describes what, and how, Council information is publicly and freely available to the community. Under the Public Transparency Policy, Council commits to making all Council information publicly available, except where the information is:

- 'Confidential Information' as defined under section 3(1) of the Act, unless Council has determined by resolution that the information should be made publicly available
- Confidential by virtue of any other Act
- Is such that making it publicly available would be contrary to the public interest

The following information will be made publicly available, and most can be found on Council's [website](#).

- Register of Delegations made by Council
- [Council and Delegated Committee Meeting Agenda and Minutes](#) (unless designated as Confidential)
- Local Laws and any documents incorporated
- [Council Plan](#)
- [Budget](#)
- [Annual Report](#)
- [Councillor Code of Conduct](#)
- [Summary of Personal Interests](#)
- Reappointment of CEO without advertisement
- [Differential Rates](#)

- [Summary of Election Campaign Donation Returns](#)
- [All adopted Council policies, plans and strategies](#)
- Governance Rules
- Code of Conduct for Council Staff
- Register of Delegations made by the CEO
- Register of Authorised Officers
- Register of Interstate and Overseas Travel by Councillors and Staff
- [Councillors Expenses and Entitlements](#)
- Register of Land Leases entered into by Council
- Register of Donations and Grants made by Council
- Register of Contracts Awarded by Council
- Details of any Council Land proposed for Sale or Exchange
- Register of Planning Permits
- Register of Planning Applications on Advertising
- Copy of Planning Permits and Endorsed Plans (by application, charges will apply)
- Register of Building Permits, Occupancy Permits and Temporary Approvals
- Copies of Building Permits, plans and documentation (by application, charges will apply)
- Register of Animal Registrations
- Register of Public Roads
- [Freedom of Information Part II Statement](#)

Request for access to Council information not available on Council's website can be directed to Council's Freedom of Information Officer on 1300 023 411.

Contracts

During 2023/24, Council entered into the following contracts valued at \$300,000 or more for services, or \$500,000 or more for works, without engaging in a public competitive tender process, in accordance with Council's procurement [policy](#).

- Scapin Contracting – Rural Roadside Mowing
- TechnologyOne – Wyndham Transformation Project
- Powercor – Lighting the West

Third party contracts

New contracts entered into via a third party purchasing organisation, which could include State Government Purchasing, Municipal Association Victoria or Procurement Australia were as follows:

Agreement Number	Contract
CH8311-2015	After Hours Call Handling Service
RM7813-2023	Record Storage and Imaging Services
VP387938	Supply & Delivery of Three (3) Minimum 14,000kg GVM Cab Chassis supplied with Woodchip Tipper Body
TPCQA	RDF Third Party Construction Quality Assurance
PA 2312/0618	Recruitment, Training & Associated Services
PA 2403/0109	Supply and Delivery of Bulk Fuel



Food Act Ministerial Direction

In accordance with section 7E of the Food Act 1984, Council is required to publish a summary of any ministerial directions received during the financial year. During the 2023/24 period, no ministerial directions were received.

Accessibility and Inclusion Plan

In accordance with section 38 of the Disability Act 2006, Council adopted the Accessibility and Inclusion Plan 2023-2025 on 26 September 2023 to replace the previous Accessibility Action Plan 2019-2022.

The Accessibility and Inclusion Plan 2023-2025 was developed in consultation with service providers, cross organisational stakeholders, and the community including people with lived experience of disability and their careers.

The [Accessibility and Inclusion Plan 2023-2025](#) and an overview of the [Accessibility Action Plan 2019-2022](#) outcomes and progress made against this strategy is detailed within the [2023/24 Council Adopted Strategies and Plans report](#).

Domestic Animal Management Plan

In accordance with the Domestic Animals Act 1994 - Section 68a, Council has prepared a four-year Domestic Animal Management Plan; the 2021-25 Plan was adopted by Council in October 2021.

Implementation of Year three of the Plan is on track with a report not due to the Minister until 4 December 2024. The Plan ends in December 2025, when a new plan will need to come into effect. .

The Domestic Animal Management Plan outlines the services, programs and policies to address the administration of the Act and the management of dogs and cats in the community. progress made against this strategy is detailed within the [2023/24 Council Adopted Strategies and Plans report](#).

Road Management Act Ministerial Direction

In accordance with section 22 of the *Road Management Act 2004*, Council must publish a copy or summary of any ministerial direction received during the financial year. During the 2023/24 period, no ministerial directions were received.

Freedom of Information Act 1982

The *Freedom of Information Act 1982* (Vic) gives the community the ability to access certain Council documents. There is an application procedure, and rights of access are limited by exemptions detailed in the legislation. Applications must be accompanied with the appropriate application fee and specific details of the information requested. Requests for documents should be addressed to the Freedom of Information and Privacy Officer, and can be made by email, post or in person. Access charges (such as photocopying, search and inspection charges) may also apply once documents have been processed and a decision on access has been made.

During the 2023/24 period, Council received 73 Freedom of Information requests as follows:

FOI Requests	2022/23	2023/24
Access granted in full	7	12
Access granted in part	9	10
Access denied in full	1	1
Other (e.g. request withdrawn, not proceeded with or Act does not apply)	43	50
Total number of requests	60	73

Complaints & VCAT matters	2022/23	2023/24
Number of decision reviews or complaints referred to the FOI Commissioner	3	1
Number of appeals to VCAT	0	3
Total	3	4

Further information can be found at www.foi.gov.au and on the Council's [website](#).

Public Interest Disclosures Act 2012

The purpose of the Public Interest Disclosures Act 2012 (formerly known as Protected Disclosure Act 2012) is to promote openness and accountability in government by encouraging and facilitating disclosures and investigations of improper conduct. Under the Act, Council is authorised to receive disclosures that relate to the conduct of its officers and employees.

Council identifies integrity as a core value, has no tolerance for improper conduct and encourages its reporting. We provide a range of mechanisms for making disclosures: verbally, in-writing, or via electronic communications; including an external channel to enable anonymous reports.

Council's [Public Interest Disclosure Policy](#) is an important element of our fraud and corruption control management system. It establishes the governance structures necessary to support the making and handling of disclosures of improper conduct and/or detrimental action, in line with the guidelines of the Independent Broad-Based Anti-Corruption Commission (IBAC). Council maintains procedures consistent with the Act and guidelines issued by IBAC.

There was one disclosure reported to IBAC during the 2023/24 financial year. Council's policy and information regarding making and handling of disclosures is published on Council's [website](#).

Privacy and Data Protection Act 2014 and Health Records Act 2001

Council is committed to full compliance with its obligations under the *Privacy and Data Protection Act 2014 (Vic)* and *Health Records Act 2001 (Vic)*. Council's [Privacy Policy](#) publicly articulates Council's commitment to protecting individual's right to privacy and ensuring that personal and health information is handled responsibly and fairly, to maintain privacy. The policy also details how any complaints will be addressed.

In 2023/24, seven privacy complaints/breaches were reported, investigated and resolved by Council. Council received and processed 523 requests from government agencies, individuals and organisations, and 153 internal requests for advice were processed.

To maintain organisational awareness and compliance with privacy requirements, staff training was also conducted. Information requests and any questions or complaints regarding people's rights to privacy can be discussed with Council's Privacy Officer 1300 023 411.



Infrastructure and Development Contributions

Development contributions are payments or works-in-kind towards the provision of infrastructure made by the proponents of a new development. For 2023/24, the following information about infrastructure and development contributions has been disclosed.

Table 1 – Total Development Contributions Plan (DCP) levies received in 2023/24

DCP name and year approved	Levies received in 2023/24 financial year (\$)
Wyndham West - 2014	\$26,002,944
Wyndham North - 2014	\$45,078,633
Truganina Employment Precinct 2009	\$7,576,966
Truganina South	\$69,329
Point Cook West - 2012	\$0
Total	\$78,727,872

Table 2 – DCP land, works, services or facilities accepted as works-in-kind in 2023/24

DCP name and year approved	Project ID	Project description	Item purpose	Project value (\$)
Wyndham North 2014	RD-88-02	0.7553 hectares - Davis Road (Dohertys Road to RRL)	Land acquisition	\$1,208,480
Wyndham North 2014	RD-89-03a	0.4907 hectares - Dohertys Road (Davis Road to Tarneit Road)	Land acquisition	\$932,330
Wyndham North 2014	IN-88-06	0.1355 hectares - Dohertys Road / Davis Road	Land acquisition	\$216,800
Wyndham North 2014	IN-88-09	0.1857 hectares - Davis Road / East-West Connector	Land acquisition	\$297,120
Wyndham North 2014	IN-89-07	0.3168 hectares - Dohertys Road / North-South Connector Boulevard	Land acquisition	\$601,920
Wyndham North 2014	IN-88-10	Partial construction of the intersection of Leakes Road and Ison Road	Construction Project	\$4,484,288
Wyndham North 2014	RD-88-05	Construction of Leakes Road between Regional Rail Link and Ison Road	Construction Project	\$1,343,260
Wyndham North 2014	IN-88-11	Construction of the intersection of Leakes Road with North - South Collector known as Sewells Road	Construction Project	\$4,816,612
Wyndham North 2014	RD-88-03	Partial construction of Ison Rd south of Leakes Rd	Construction Project	\$2,183,849
Wyndham North 2014	S-90-01	9.0924 hectares - Land for Sports Reserve	Land acquisition	\$18,184,800
Wyndham North 2014	S-91-02	4.87 hectares - Land for Sports Reserve	Land acquisition	\$7,913,750
Wyndham North 2014	S-91-02	2.8227 hectares - Land for Sports Reserve	Land acquisition	\$4,586,888
Wyndham North 2014	S-89-02	1.1443 hectares - Land for Sports Reserve	Land acquisition	\$2,288,600
Wyndham North 2014	IN-89-08	0.3066 hectares - Dohertys Road / Tarneit Road	Land acquisition	\$613,200
Wyndham West 2014	RD-04	Construction of Ison Road - Ballan Road to the Werribee River (402.366m of 1,496m / 26.90%)	Construction Project	\$2,167,956
Wyndham West 2014	IN-10	Construction of intersection Ison Road / East-West Connector 5 (within PSP 92)	Construction Project	\$6,884,549
Wyndham West 2014	IN-28	Construction of intersection of Ballan Road / Kinglake Drive (within PSP 92)	Construction Project	\$5,741,206
Wyndham West 2014	RD-04	1.6497 hectares - Ison Road - Ballan Road to the Werribee River	Land acquisition	\$2,144,611
Wyndham West 2014	IN-10	2.4888 hectares - intersection Ison Road / East-West Connector 5 (within PSP 92)	Land acquisition	\$3,235,440
Wyndham West 2014	IN-28	0.2206 hectares - intersection Ballan Road / Kinglake Drive (within PSP 92)	Land acquisition	\$358,475
Wyndham West 2014	RD-14	Construction of Wollahra Rise involving its realignment & upgrade 202.009m	Construction Project	\$942,283
Wyndham West 2014	RD-14a	Offset cost estimate associated with removal of native vegetation	Construction Project	\$18,142
Total				\$71,164,559

Table 3 – Total DCP contributions received and expended to date (for DCPs approved after 1 June 2016)

No DCP contributions were received and expended for DCPs approved after 1 June 2016.

Table 4 – Land, works, services or facilities delivered in 2023/24 from DCP levies collected.

Project description	Project ID	DCP name and year approved	DCP fund expended	Works-in-kind accepted	DCP fund expended (\$)	Works-in-kind accepted (\$)	Council's contribution (\$)	Other contributions (\$)	Total project expenditure (\$)	Percentage of item delivered
			(\$)	(\$)						
Truganina S-90-03 Reserve	S-90-03	Wyndham West - 2014	Yes	No	\$527,492	\$0	\$0	\$0	\$527,492	0%
Leakes Road (Tarneit Road to Derrimut Road)	RD-89-02b	Wyndham West - 2014	Yes	No	\$295,412	\$0	\$0	\$0	\$295,412	0%
Dohertys Road (deviation from existing reserve)	RD-89-04	Wyndham West - 2014	Yes	No	\$85,619	\$0	\$0	\$0	\$85,619	0%
Riverdale S-91-02 Reserve	S-91-02	Wyndham North - 2014	Yes	No	\$119,773	\$0	\$0	\$0	\$119,773	0%
Riverdale Level 3 Centre - multi-purpose community centre component	CO-91-03	Wyndham North - 2014	Yes	No	\$37,734	\$0	\$0	\$0	\$37,734	0%
Tarneit North S-89-04 Reserve	S-89-04	Wyndham North - 2014	Yes	No	\$256,348	\$0	\$0	\$0	\$256,348	5%
Truganina Level 2 multi-purpose community centre	CO-90-04	Wyndham North - 2014	Yes	No	\$7,454,828	\$0	\$0	\$3,034,783	\$10,489,611	100%
Dohertys Road / Davis Road	IN-88-06	Wyndham North - 2014	Yes	No	\$1,351,442	\$0	\$3,390,076	\$0	\$4,741,518	15%
Leakes Road / North-South Connector	IN-88-11	Wyndham North - 2014	Yes	No	\$452,700	\$0	\$0	\$0	\$452,700	30%
Alfred Road Active Recreation Reserve	AR21	Wyndham West - 2014	Yes	No	\$236,186	\$0	\$0	\$0	\$236,186	0%
Black Forest Road North Level 3 Multi Purpose Community Centre	CO-08	Wyndham West - 2014	Yes	No	\$121,561	\$0	\$0	\$0	\$121,561	0%
Black Forest Road South Level 2 Multi Purpose Community Centre	CO-11	Wyndham West - 2014	Yes	No	\$6,919,262	\$0	\$2,402,501	\$117,032	\$9,438,795	100%
Armstrong Road - Hobbs Road to Werribee River	RD-07B	Wyndham West - 2014	Yes	No	\$22,485	\$0	\$0	\$0	\$22,485	0%
Ison Road - Princes Highway to Melbourne-Geelong Rail Line	RD-01	Wyndham West - 2014	Yes	No	\$1,730,811	\$0	\$0	\$0	\$1,730,811	0%
Total					\$19,084,161	\$0	\$5,792,577	\$3,151,815	\$28,028,553	

Carers Recognition Act

The Carers Recognition Act 2012 promotes and values the role of people in care relationships and formally recognises the contribution that carers and people in care relationships make to the social and economic fabric of the Victorian community. Under the Act, Councils need to report annually on all practicable measures to:

- Ensure staff are aware of and understand the principles in the Act.
- Ensure staff promote the principles of the Act to people in care relationships.
- Reflect the care relationship principles in developing, providing or evaluating support and programs for those in care relationships.

During 2023/2024 Council took all practicable measures to comply with its responsibilities under the Act, including:

- Advocating for and partnering with relevant organisations to ensure disability supports are responsive to individual needs
- Information and support to carers regarding their eligibility for funded supports and services, in addition to the eligibility of the care recipient, referral to other services
- Information and support provided to carers to navigate and understand the My Aged Care System
- Community Connector team supports carers and their families to access appropriate services based on their needs via Carers Victoria, Carers Gateway and other supports available
- Direct services through in-home support including domestic assistance, personal care, respite to give carers a break and home modifications and maintenance
- Planned activity groups providing social activities for eligible residents, which also provides respite for their

carers – adapted to online format and individual home visits as required in line with health advice

- Group respite activities
- Dementia Carers Support Group – adapted to online format as required in line with health advice
- Relationships and Carer Support Program
- Food services – delivered meals, cafe meals, centre-based meals
- Seeking feedback from clients and their carers regarding their satisfaction with services available and asking what other services, programs or formats might meet their needs
- Collaborating and sharing information with teams across Council and external organisations who hold support for carers funding to explore partnership opportunities, spread awareness and promote our support for carers programme
- Ensuring our staff have an awareness and understanding of the care relationship principles set out in the Act
- Including the Act as an agenda item for discussion at team meetings; and article in staff newsletter "The Scoop"
- Providing information about the Act in Client Information Handbook
- The provision of training and professional development opportunities regarding care relationships
- Reviewing our employment policies such as flexible working arrangements and leave provisions to ensure that these comply with the statement of principles in the Act
- Provision of carer's leave for Council staff
- Delivering a one-day Seniors Expo for residents and their carers that brings together services, information and supports available to help them live their best life.

Child Safe Management

Council is committed to safeguarding children under the age of 18 while enabling their participation as valued members of our community. We recognise the importance of child safety in the provision of quality community services. All children and young people who attend services, programs, events, and community spaces have a right to feel safe, be safe, and be heard.

Council is obligated to comply with the Child Safe Standards and is mandated to report incidents under the Reportable Conduct Scheme, governed by the Commission for Children and Young People. Council's commitment to being a Child Safe Organisation, including our Child Code of Conduct and related policies are published on Council's [website](#).

Council will maintain a child safe environment, and value a culture of safety within its operations. Our people are required to prioritise the safety of the children they interact with in the performance of their role and report conduct of concern. We have legal and moral obligations to contact authorities when we are concerned about a child's safety.

WYNDHAM CITY
CONSOLIDATED ANNUAL FINANCIAL REPORT

For the Year Ended 30 June 2024

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Certification of the Consolidated Financial Statements

In my opinion, the accompanying consolidated 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.



Alex Sanchez Nava CA
Chief Financial Officer
Dated : 24 / 09 / 2024
45 Princes Highway, Werribee, Victoria

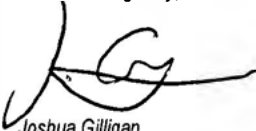
In our opinion the accompanying consolidated financial statements present fairly the financial transactions of Wyndham City Council for the year ended 30 June 2024 and the financial position of the Council as at that date.

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

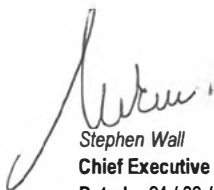
We have been authorised by the Council and by the *Local Government (Planning and Reporting) Regulations 2020* to certify the financial statements in their final form.



Jennie Barrera
Mayor
Dated : 24 / 09 / 2024
45 Princes Highway, Werribee, Victoria



Joshua Gilligan
Deputy Mayor
Dated : 24 / 09 / 2024
45 Princes Highway, Werribee, Victoria



Stephen Wall
Chief Executive Officer
Dated : 24 / 09 / 2024
45 Princes Highway, Werribee, Victoria

Independent Auditor's Report

To the Councillors of Wyndham City Council

Opinion	<p>I have audited the consolidated financial report of Wyndham City Council (the council) and its controlled entities (together the consolidated entity), which comprises the:</p> <ul style="list-style-type: none">consolidated balance sheet as at 30 June 2024consolidated comprehensive income statement for the year then endedconsolidated statement of changes in equity for the year then endedconsolidated statement of cash flows for the year then endedconsolidated statement of capital works for the year then endednotes to the financial statements, including material accounting policy informationcertification of the consolidated financial statements. <p>In my opinion the financial report presents fairly, in all material respects, the financial position of the consolidated entity as at 30 June 2024 and the consolidated entity's financial performance and cash flows for the year then ended in accordance with the financial reporting requirements of Part 4 of the <i>Local Government Act 2020</i>, the <i>Local Government (Planning and Reporting) Regulations 2020</i> and applicable Australian Accounting Standards.</p>
Basis for Opinion	<p>I have conducted my audit in accordance with the <i>Audit Act 1994</i> which incorporates the Australian Auditing Standards. I further describe my responsibilities under that Act and those standards in the <i>Auditor's Responsibilities for the Audit of the Financial Report</i> section of my report.</p> <p>My independence is established by the <i>Constitution Act 1975</i>. My staff and I are independent of the council and the consolidated entity in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's <i>APES 110 Code of Ethics for Professional Accountants</i> (the Code) that are relevant to my audit of the financial report in Victoria. My staff and I have also fulfilled our other ethical responsibilities in accordance with the Code.</p> <p>I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.</p>
Councillors' responsibilities for the financial report	<p>The Councillors of the council are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards, the <i>Local Government Act 2020</i> and the <i>Local Government (Planning and Reporting) Regulations 2020</i>, and for such internal control as the Councillors determine is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.</p> <p>In preparing the financial report, the Councillors are responsible for assessing the council's and the consolidation entity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless it is inappropriate to do so.</p>

**Auditor's
responsibilities
for the audit of
the financial
report**


As required by the *Audit Act 1994*, my responsibility is to express an opinion on the financial report based on the audit. My objectives for the audit are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
 - obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the council's and consolidated entity's internal control
 - evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Councillors
 - conclude on the appropriateness of the Councillors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the council's and consolidated entity's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the council and consolidated entity to cease to continue as a going concern.
 - evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation
 - obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the council and consolidated entity to express an opinion on the financial report. I remain responsible for the direction, supervision and performance of the audit of the council and the consolidated entity. I remain solely responsible for my audit opinion.
-

Auditor’s responsibilities for the audit of the financial report (continued)	I communicate with the Councillors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.
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MELBOURNE
8 October 2024


Travis Derricott
as delegate for the Auditor-General of Victoria

Consolidated Comprehensive Income Statement
For the Year Ended 30 June 2024

	Note	2024 \$'000	2023 \$'000
Income / Revenue			
Rates and charges	3.1	285,662	265,107
Statutory fees and fines	3.2	24,835	22,327
User fees	3.3	71,454	69,121
Grants - operating	3.4 (a)	41,546	65,220
Grants - capital	3.4 (b)	13,271	21,508
Contributions - monetary	3.5	95,067	55,293
Contributions - non monetary	3.5	316,765	262,449
Other income	3.7	34,915	20,969
Total income / revenue		883,515	781,994
Expenses			
Employee costs	4.1	193,301	172,921
Materials and services	4.2	177,071	173,437
Depreciation	4.3	115,222	114,367
Amortisation - intangible assets	4.4	3,158	2,611
Depreciation - right-of-use assets	4.5	2,665	2,696
Allowance for impairment losses	4.6	2,901	2,660
Borrowing costs	4.7	599	596
Finance costs - leases	4.8	794	843
Net loss on disposal of property, infrastructure, plant and equipment	3.6	9,079	6,934
Other expenses	4.9	4,410	4,224
Total expenses		509,200	481,289
Surplus for the year		374,315	300,706
Other comprehensive income			
Items that will not be reclassified to surplus or deficit in future periods			
Net asset revaluation loss	6.2	-	(141,924)
Total other comprehensive income		-	(141,924)
Total comprehensive result		374,315	158,782

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

Consolidated Balance Sheet
As at 30 June 2024

	Note	2024 \$'000	2023 \$'000
Assets			
Current assets			
Cash and cash equivalents	5.1 (a)	25,966	43,413
Trade and other receivables	5.1 (c)	106,430	86,059
Other financial assets	5.1 (b)	589,509	447,805
Inventories	5.2 (a)	248	188
Prepayments		7,568	3,555
Non-current assets classified as held for sale	6.1	7,458	4,150
Other assets	5.2 (b)	402	357
Total current assets		737,581	585,527
Non-current assets			
Trade and other receivables	5.1 (c)	16,993	4,588
Other financial assets	5.1 (b)	64,000	151,408
Property, infrastructure, plant and equipment	6.2	6,532,175	6,236,483
Right-of-use assets	5.8	24,536	24,848
Intangible assets	5.2 (c)	4,835	6,849
Total non-current assets		6,642,539	6,424,176
Total assets		7,380,120	7,009,703
Liabilities			
Current liabilities			
Trade and other payables	5.3 (a)	43,045	40,306
Trust funds and deposits	5.3 (b)	41,861	43,244
Contract and other liabilities	5.3 (c)	20,897	24,116
Provisions	5.5	42,804	45,802
Lease liabilities	5.8	2,740	2,702
Total current liabilities		151,347	156,170
Non-current liabilities			
Provisions	5.5	36,396	35,336
Interest-bearing liabilities	5.4	15,000	15,000
Lease liabilities	5.8	22,825	22,960
Total non-current liabilities		74,221	73,296
Total liabilities		225,568	229,466
Net assets		7,154,552	6,780,237
Equity			
Accumulated surplus		3,484,862	3,173,203
Reserves	9.1	3,669,690	3,607,034
Total Equity		7,154,552	6,780,237

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

Consolidated Statement of Changes in Equity
For the Year Ended 30 June 2024

2024	Note	Total \$'000	Accumulated Surplus \$'000	Revaluation Reserve \$'000	Other Reserves \$'000
Balance at beginning of the financial year		6,780,237	3,173,203	3,146,543	460,491
Surplus for the year		374,315	374,315	-	-
Transfers to other reserves	9.1(b)	-	(118,413)	-	118,413
Transfers from other reserves	9.1(b)	-	55,757	-	(55,757)
Balance at end of the financial year		7,154,552	3,484,862	3,146,543	523,147

2023	Note	Total \$'000	Accumulated Surplus \$'000	Revaluation Reserve \$'000	Other Reserves \$'000
Balance at beginning of the financial year		6,621,455	2,910,764	3,288,467	422,224
Surplus for the year		300,706	300,706	-	-
Net asset revaluation loss	6.2	(141,924)	-	(141,924)	-
Transfers to other reserves	9.1(b)	-	(79,078)	-	79,078
Transfers from other reserves	9.1(b)	-	40,811	-	(40,811)
Balance at end of the financial year		6,780,237	3,173,203	3,146,543	460,491

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

Consolidated Statement of Cash Flows
For the Year Ended 30 June 2024

		2024 Inflows/ (Outflows) \$'000	2023 Inflows/ (Outflows) \$'000
	Note		
Cash flows from operating activities			
Rates and charges		274,601	260,566
Statutory fees and fines		20,748	20,686
User fees		74,994	69,103
Grants - operating		42,374	67,260
Grants - capital		12,035	22,181
Contributions - monetary		95,067	55,293
Interest and rentals received		30,126	11,434
Trust funds and deposits taken		64,860	87,479
Net GST refund		22,440	17,616
Employee costs		(189,520)	(171,196)
Materials and services		(201,275)	(187,965)
Short-term, low value and variable lease payments		(182)	(93)
Trust funds and deposits repaid		(66,243)	(77,337)
Net cash provided by operating activities	9.2	180,025	175,027
Cash flows from investing activities			
Payments for property, infrastructure, plant and equipment		(147,210)	(129,139)
Proceeds from sale of property, infrastructure, plant and equipment		3,090	951
Payments for acquisition of other financial assets		(378,016)	(224,000)
Proceeds from sale of other financial assets		328,508	206,866
Net cash used in investing activities		(193,628)	(145,322)
Cash flows from financing activities			
Finance costs		(599)	(596)
Interest paid - lease liability		(794)	(843)
Repayment of lease liabilities		(2,451)	(2,402)
Net cash used in financing activities		(3,844)	(3,841)
Net increase / (decrease) in cash and cash equivalents		(17,447)	25,864
Cash and cash equivalents at the beginning of the financial year		43,413	17,549
Cash and cash equivalents at the end of the financial year	5.1 (a)	25,966	43,413

Financing arrangements 5.6

The above consolidated statement of cash flow should be read with the accompanying notes.

Consolidated Statement of Capital Works
For the Year Ended 30 June 2024

	2024 \$'000	2023 \$'000
Property		
Land	496	26,353
Land improvements	395	-
Total land	891	26,353
Buildings	9,221	4,415
Heritage Buildings	103	-
Building improvements	565	45
Total buildings	9,889	4,460
Total property	10,780	30,813
Plant and equipment		
Heritage plant and equipment	515	150
Plant, machinery and equipment	7,760	3,272
Fixtures, fittings and furniture	312	112
Computers and telecommunications	1,320	1,933
Library books	1,394	1,428
Total plant and equipment	11,301	6,895
Infrastructure		
Roads	28,567	20,188
Bridges	98	75
Footpaths and cycleways	5,705	5,398
Drainage	260	1,358
Recreational, leisure and community facilities	60,921	46,710
Waste management	3,210	2,437
Parks, open space and streetscapes	17,606	16,650
Other infrastructure	2,003	592
Total infrastructure	118,370	93,408
Total capital works expenditure	140,451	131,116
Represented by:		
New asset expenditure	75,840	83,837
Asset renewal expenditure	39,189	25,665
Asset upgrade expenditure	25,422	21,614
Total capital works expenditure	140,451	131,116

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

Note 1 Overview

Introduction

Wyndham City 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 45 Princes Highway, Werribee, Victoria.

Statement of compliance

These consolidated financial statements are a general purpose financial report that consists of a Consolidated Comprehensive Income Statement, Consolidated Balance Sheet, Consolidated Statement of Changes in Equity, Consolidated Statement of Cash Flows, Consolidated Statement of Capital Works and Notes accompanying these consolidated financial statements. The general purpose financial report complies with the 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

(a) 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 consolidated 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.

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.

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.

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(a))
- the determination of landfill provisions (refer to Note 5.5(b))
- 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 3.4)
- 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)
- whether or not AASB 1059 *Service Concession Arrangements: Grantors* is applicable
- 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.

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.

Note 2 Analysis of our results

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 ten percent or \$10 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.

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 2024 \$'000	Actual 2024 \$'000	Variance \$'000	Variance %	Ref
Income / Revenue					
Rates and charges	285,243	285,662	419	0.1%	
Statutory fees and fines	21,489	24,835	3,346	16%	1
User fees	74,130	71,454	(2,676)	(4%)	
Grants - operating	60,424	41,546	(18,878)	(31%)	2
Grants - capital	18,464	13,271	(5,193)	(28%)	3
Contributions - monetary	43,658	95,067	51,409	118%	4
Contributions - non monetary	192,563	316,765	124,202	64%	5
Other income	21,826	34,915	13,089	60%	6
Total income / revenue	717,797	883,515	165,718	23%	
Expenses					
Employee costs	189,737	193,301	(3,564)	(2%)	
Materials and services	166,316	177,071	(10,755)	(6%)	7
Depreciation	107,915	115,222	(7,308)	(7%)	
Amortisation - Intangible assets	1,485	3,158	(1,673)	(113%)	8
Depreciation - Right-of-use assets	2,793	2,665	128	5%	
Allowance for impairment losses	1,391	2,901	(1,510)	(109%)	9
Borrowing costs	965	599	365	38%	10
Net loss on disposal of property, infrastructure, plant and equipment	80	9,079	(8,999)	(11,215%)	11
Finance costs - Leases	778	794	(16)	(2%)	
Other expenses	4,523	4,410	114	3%	
Total expenses	475,983	509,200	(33,217)	(7%)	
Surplus for the year	241,815	374,315	132,500	55%	

(i) Explanation of material variations

Variance Ref	Item	Explanation
1	Statutory fees and fines	The favourable variance in Statutory Fees and Fines is due to an increase in parking enforcement activities outside of business hours to meet the service demand in order to keep the vehicles and the pedestrians safe in the municipality.
2	Grants - Operating	The reduction in operating grants is mainly due to the early receipt of the entire 2023/24 Financial Assistance Grants in 2022/23. 2023/24 budget assumed that 50% of 2024/25 Financial Assistance Grants would be received in 2023/24. However there were no advance payments of 2024/25 Financial Assistance Grants in 2023/24.
3	Grants - capital	The decrease in this category is a net reduction from grants received but expected to be recognised as revenue when applicable milestones are met, grants recognised earlier in 2022/23 than the budget assumption in 2023/24 and new unbudgeted grants received.
4	Contributions - monetary	Contributions - monetary, which are cash contributions paid by developers towards the supply of infrastructure required to meet the needs of the community, is above budget mainly due to a higher than expected rate of subdivision developments during the year.
5	Contributions - non monetary	Contributions - non monetary, which are gifted assets from developers, are above budget mainly due to a higher than anticipated rate of subdivision developments and more assets coming from agreements with developers.
6	Other income	The favourable variance in other income is predominantly due to the increase in interest rates for Council's term deposits during the year. 2023/24 budget considered a conservative fixed rate throughout the year in line with economic conditions at the time this budget was set.
7	Materials and Services	The increase in Materials and Services category is mainly due to projects delivered in 2023/24 which were budgeted in previous years, along with increased costs due to a growing number of Council facilities and higher inflation.
8	Amortisation - Intangible assets	The additional amortisation expense reflects the actual amount of air space asset consumed for the active landfill cells during 2023/24.
9	Bad and doubtful debts - allowance for impairment losses	Based on current recovery levels, Council has provided for a higher amount of bad and doubtful debts mainly due to unpaid traffic and local law infringements and landfill commercial debtors.
10	Borrowing Costs	The favourable variance in borrowing costs is mainly from the reduced interest expense as Council did not require borrowings in 2023/24.
11	Net loss on disposal of property, infrastructure, plant and equipment	The unfavourable variance is mainly due to expensing the remaining value of road assets that were replaced as a result of reconstruction projects.

Note 2.1 Performance against budget (cont'd)

2.1.2 Capital works

	Budget 2024 \$'000	Actual 2024 \$'000	Variance \$'000	Variance %	Ref
Property					
Land	-	496	(496)	0%	1
Land improvements	4,076	395	3,680	90%	2
Total land	4,076	891	3,184	78%	
Buildings	19,263	9,221	10,042	52%	3
Heritage buildings	215	103	112	52%	4
Building improvements	810	565	245	30%	5
Total buildings	20,288	9,889	10,399	51%	
Total property	24,363	10,780	13,583	56%	
Plant and equipment					
Heritage plant and equipment	725	515	210	29%	6
Plant, machinery and equipment	5,518	7,760	(2,242)	(41%)	7
Fixtures, fittings and furniture	680	312	368	54%	8
Computers and telecommunications	1,601	1,320	281	18%	9
Library books	1,378	1,394	(16)	(1%)	
Total plant and equipment	9,902	11,301	(1,400)	(14%)	
Infrastructure					
Roads	33,256	28,567	4,689	14%	10
Bridges	1,652	98	1,554	94%	11
Footpaths and cycleways	5,000	5,705	(705)	(14%)	12
Drainage	6,981	260	6,721	96%	13
Recreational, leisure and community facilities	66,336	60,921	5,415	8%	
Waste management	7,577	3,210	4,367	58%	14
Parks, open space and streetscapes	12,332	17,606	(5,274)	(43%)	15
Other infrastructure	-	2,003	(2,003)	0%	16
Total infrastructure	133,134	118,370	14,764	11%	
Total capital works expenditure	167,399	140,451	26,948	16%	
Represented by:					
New asset expenditure	90,333	75,840	14,493	16%	
Asset renewal expenditure	34,775	39,189	(4,414)	(13%)	
Asset upgrade expenditure	42,291	25,422	16,869	40%	
Total capital works expenditure	167,399	140,451	26,948	16%	

(i) Explanation of material variations

Variance Ref	Item	Explanation
1	Land	This is land acquired through Developer Contributions for growth area requirements.
2	Land Improvements	Lower than budget due to delays in the commencement of the Cell 7 construction at the landfill.
3	Buildings	Lower than budget due to the re-assessment of the Werribee Catalyst site projects and not proceeding with this project.
4	Heritage buildings	Lower than budget due to planning permit delays impacting the overall project timeline for Doherty's house upgrade.
5	Building improvements	Lower than budget due to delays in the projects and savings related to efficiencies.
6	Heritage plant and equipment	Lower than budget as the Public Art funding pool project was dependent on other projects that were delayed.
7	Plant, machinery and equipment	The Fleet replacement program exceeded the budget due to an increase in vehicle deliveries, which was facilitated by improvements in the supply chain.
8	Fixtures, fittings and furniture	Lower than budget as the scope of the work was reduced.
9	Computers and telecommunications	Lower than budget as the IT department used prior years stock instead of purchasing new devices in 2023/24.
10	Roads	Lower than budget after a reassessment of timelines that better align with the long term capital works program.
11	Bridges	Lower than budget for Three Bridges Allura due to the delays with third party approvals, thus impacting project timeline.
12	Footpaths and cycleways	Higher than budget as a result of bringing forward projects planned for future years.
13	Drainage	Project timeline was impacted due to delays in the tender process for K Road Cliffs drainage improvement.
14	Waste management	Lower than budget after reassessing the need of several items related to Waste Management included in the 2023/24 budget.
15	Parks, open space and streetscapes	The budget was exceeded due to the successful execution of the Park Asset renewals program being brought forward and the completion of the Greening the Pipeline project.
16	Other infrastructure	This relates to completion of the Lighting the West Phase 3 project using funds budgeted in prior years.

Note 2.2 Analysis of Council results by Directorate

Council delivers its functions and activities through the following Directorates.

2.2.1 CEO & Chief of Staff

The CEO's office and Chief of Staff provides organisational planning, community engagement, research and advocacy, working towards the Wyndham 2040 vision.

Corporate Services

The Corporate Services Directorate provides efficient, effective and proactive support services across Council to enable the delivery of Council vision and mission.

The Corporate Services Directorate comprises of Finance and Procurement, Legal services, Corporate Affairs, Information Services, Customer Services, Business Performance and People & Capability.

City Life (includes WLS)

The City Life Directorate is responsible for the policy, planning and delivery of all life stage services from newborns to aged care and everything in between.

The City Life Directorate comprises Community Strengthening & Inclusion, Libraries & Community Centres, Community Support, Sports & Recreation and Service Planning, Partnering & Reform.

City Operations (includes RDF)

The City Operations Directorate ensures Wyndham is delivering essential services to public places and properties, including capital works projects, facility management, local laws enforcement, waste management, road and drain maintenance, and care of parks and gardens.

The City Operations Directorate comprises City Amenity & Safety, Open Space, Waste & Resource Recovery, Roads & Maintenance, Project Management Office and Facilities and Capital Delivery.

Planning & Liveability

The Planning and Liveability directorate is responsible for planning to ensure the City we build is connected, smart, sustainable, resilient and meets the community needs.

The Planning & Liveability Directorate comprises Strategic Planning & Property, Planning Building & Health, Transport & Sustainability, Economy Design & Place and Arts Event and Cultural Venues.

Note 2.2 Analysis of Council results by Directorate (cont'.d)

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

	Income / Revenue	Expenses	Surplus/(Deficit)	Grants included in income / revenue	Total assets
	\$'000	\$'000	\$'000	\$'000	\$'000
2024					
CEO & Chief of Staff	7	3,103	(3,096)	-	8,354
Corporate Services	704,644	217,764	486,880	14,256	586,372
City Life (Includes WLS)	56,960	86,018	(29,059)	37,609	412,412
City Operations (Includes RDF)	110,529	163,798	(53,270)	2,459	6,251,865
Planning & Liveability	11,375	38,515	(27,141)	493	121,118
	883,515	509,200	374,315	54,817	7,380,120
	Income / Revenue	Expenses	Surplus/(Deficit)	Grants included in income / revenue	Total assets
	\$'000	\$'000	\$'000	\$'000	\$'000
2023					
CEO & Chief of Staff	-	2,840	(2,840)	-	7,407
Corporate Services	619,881	203,431	416,450	53,084	530,708
City Life (Includes WLS)	48,512	78,367	(29,855)	30,897	375,847
City Operations (Includes RDF)	101,459	155,898	(54,439)	2,017	5,971,552
Planning & Liveability	12,142	40,753	(28,611)	730	124,189
	781,994	481,289	300,705	86,728	7,009,703

2024
\$'000

2023
\$'000

Note 3 Funding for the delivery of our services

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 its valuation of land in addition to any improvements to the land.

The valuation base used to calculate general rates for 2023/24 was \$90,552 million (2022/23 \$83,225 million), and was based on the general revaluation of land for rating purposes within the municipal district undertaken on 1 January 2023, and first applied in the rating year commencing 1st July 2023.

General Rates	226,475	212,674
Municipal charge	8,147	7,567
Service rates and charges	41,540	36,173
Supplementary rates and rate adjustments	5,649	5,461
Interest on rates and charges	3,584	2,979
Revenue in lieu of rates	267	253
Total rates and charges	285,662	265,107

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.

3.2 Statutory fees and fines

Infringements and costs	9,929	8,370
Court recoveries	742	701
Town planning fees	13,779	12,947
Land information certificates	385	309
Total statutory fees and fines	24,835	22,327

Statutory fees and fines (including parking 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.

3.3 User fees

Aged and health services	495	435
Leisure centre and recreation	15,923	13,362
Child care/children's programs	549	2,247
Registration and other permits	1,369	1,199
Building services	1,568	1,473
Waste management services	41,958	41,116
Cost recoveries	7,248	7,520
Other fees and charges	2,344	1,769
Total user fees	71,454	69,121

User fees by timing of revenue recognition

User fees recognised at a point in time	71,454	69,121
Total user fees	71,454	69,121

User fees are recognised as revenue at a point in time, when the performance obligation is satisfied. Recognition is based on the underlying contractual terms.

	2024 \$'000	2023 \$'000
3.4 Funding from other levels of government		
Grants were received in respect of the following :		
Summary of grants		
Commonwealth funded grants	6,457	38,103
State funded grants	48,360	48,625
Total grants received	54,817	86,728
(a) Operating Grants		
Recurrent - Commonwealth Government		
Financial assistance grants	986	31,576
Aged care	1,761	1,539
Other	39	70
Recurrent - State Government		
Aged care	1,408	1,979
School crossing supervisors	1,217	1,134
Libraries	1,593	1,593
Maternal and child health	7,667	6,867
Early childhood & youth	22,578	16,143
Community health	206	213
Other	205	204
Total recurrent operating grants	37,660	61,317
Non-recurrent - Commonwealth Government		
Other	-	172
Non-recurrent - State Government		
Community health	60	136
Family and children	325	303
Landscapes and environment	1,255	741
Community development	1,806	1,609
Emergency management	-	318
Community safety	261	256
Other	179	368
Total non-recurrent operating grants	3,886	3,903
Total operating grants	41,546	65,220
(b) Capital Grants		
Recurrent - Commonwealth Government		
Roads to recovery	1,502	1,502
Total recurrent capital grants	1,502	1,502
Non-recurrent - Commonwealth Government		
Buildings	-	360
Parks, open space and streetscapes	400	1,101
Roads	-	178
Footpaths and cycleways	1,749	1,186
Recreational, leisure and community facilities	20	420
Non-recurrent - State Government		
Buildings	372	217
Parks, open space and streetscapes	2,599	2,908
Recreational, leisure and community facilities	6,619	13,461
Waste Management	10	140
Library books	-	35
Total non-recurrent capital grants	11,769	20,006
Total capital grants	13,271	21,508

3.4 Funding from other levels of government (cont'd)

(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 of 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.

	2024 \$'000	2023 \$'000
Income recognised under AASB 1058 <i>Income of Not-for-Profit Entities</i>		
General purpose	986	31,576
Specific purpose grants to acquire non-financial assets	12,270	21,401
Other specific purpose grants	35,745	28,046
Revenue recognised under AASB 15 <i>Revenue from Contracts with Customers</i>		
Specific purpose grants	5,816	5,706
	54,817	86,728

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

Operating

Balance at start of year	3,018	2,690
Received during the financial year and remained unspent at balance date	1,898	2,701
Received in prior years and spent during the financial year	(2,387)	(2,373)
Balance at year end	2,529	3,018

Capital

Balance at start of year	13,609	14,117
Received during the financial year and remained unspent at balance date	3,602	9,659
Received in prior years and spent during the financial year	(5,258)	(10,167)
Balance at year end	11,953	13,609

Unspent grants are determined and disclosed on a cash basis.

3.5 Contributions

Monetary	95,067	55,293
Non-monetary	316,765	262,449
Total contributions	411,832	317,742

Contributions of non-monetary assets were received in relation to the following asset classes:

Land	56,317	45,097
Land under roads	17,740	17,865
Drainage	105,817	81,159
Roads	118,607	80,338
Other	18,284	37,990
Total non-monetary contributions	316,765	262,449

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

	2024 \$'000	2023 \$'000
3.6 Net loss on disposal of property, infrastructure, plant and equipment		
Proceeds of sale	3,090	951
Written down value of assets disposed	(12,169)	(7,885)
Total net loss on disposal of property, infrastructure, plant and equipment	(9,079)	(6,934)

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

3.7 Other income

Interest	32,303	19,253
Other rent	2,612	1,716
Total other income	34,915	20,969

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.

Note 4 The cost of delivering services

4.1 (a) Employee Costs

Wages and salaries	168,596	151,101
WorkCover Insurance	4,474	3,284
Superannuation	17,420	15,655
Fringe benefits tax	4	191
Other	2,807	2,690
Total employee costs	193,301	172,921

(b) Superannuation

Council made contributions to the following funds:

Defined benefit fund

Employer contributions to Local Authorities Superannuation Fund (Vision Super)	327	317
	327	317

Employer contributions payable at reporting date.

Accumulation funds

Employer contributions to Local Authorities Superannuation Fund (Vision Super)	7,407	6,764
Employer contributions - other funds	10,043	8,570
	17,450	15,334

Employer contributions payable at reporting date.

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

	2024	2023
	\$'000	\$'000
4.2 Materials and services		
Marketing & promotion contracts	2,941	2,635
Fleet services contracts	914	1,545
Waste services contracts	53,473	50,466
Other contract payments	4,881	14,109
Building maintenance	1,954	4,592
General maintenance	76,723	70,930
Utilities	7,397	7,719
Office administration	3,201	3,042
Information technology	14,650	10,552
Insurance	2,391	2,346
Consultants	8,546	5,501
Total materials and services	177,071	173,437

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

4.3 Depreciation

Property	13,762	14,715
Plant and equipment	6,376	5,855
Infrastructure	95,085	93,796
Total depreciation	115,222	114,367

Refer to note 6.2 for a more detailed breakdown of depreciation charges and accounting policy.

4.4 Amortisation - Intangible assets

Software	15	73
Landfill	3,143	2,538
Total Amortisation - Intangible assets	3,158	2,611

4.5 Depreciation - Right-of-use assets

Property - ROU	1,183	1,299
Vehicles - ROU	1,482	1,397
Total Depreciation - Right-of-use assets	2,665	2,696

4.6 Allowance for impairment losses

Parking and other infringement debtors	2,640	1,923
Other debtors	262	737
Total Allowance for impairment losses	2,901	2,660

Movement in allowance for impairment losses in respect of debtors

Balance at the beginning of the year	10,675	8,034
New allowances recognised during the year	2,901	2,660
Amounts already allowed for and written off as uncollectible	(138)	(19)
Balance at end of year	13,438	10,675

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.

	2024	2023
	\$'000	\$'000
4.7 Borrowing costs		
Interest - Borrowings	599	596
Total borrowing costs	599	596

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.

4.8 Finance costs - Leases

Interest - Lease Liabilities	794	843
Total finance costs	794	843

4.9 Other expenses

Auditors' remuneration - VAGO - audit of the financial statements, performance statement and grant acquittals	102	95
Auditors' remuneration - Internal Audit	282	303
Councillors' allowances	542	508
Operating lease rentals	380	53
Grants and contributions	3,104	3,265
Total other expenses	4,410	4,224

	2024	2023
	\$'000	\$'000

Note 5 Investing in and financing our operations

5.1 Financial assets

(a) Cash and cash equivalents

Cash on hand	16	20
Cash at bank	25,937	43,381
Term deposits	13	12
Total cash & cash equivalents	25,966	43,413

(b) Other financial assets

Current

Term deposits	589,509	447,805
Total current other financial assets	589,509	447,805

Non-current

Term deposits	64,000	151,408
Total non-current other financial assets	64,000	151,408

Total other financial assets	653,509	599,213
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Total cash and cash equivalents and other financial assets	679,476	642,626
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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 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 and other receivables

Current

Statutory receivables

Rates debtors	46,005	34,943
Infringement debtors	17,331	13,492
Allowance for expected credit loss - infringements	(11,373)	(8,720)
Works in kind debtors	37,236	29,052
Net GST receivable	3,336	3,294

Non statutory receivables

Other debtors	15,960	15,952
Allowance for expected credit loss - other debtors	(2,064)	(1,955)

Total current trade and other receivables	106,430	86,059
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	2024 \$'000	2023 \$'000
5.1 Financial Assets (cont'd)		
(c) Trade and other receivables (cont'd.)		
Non-current		
<i>Statutory receivables</i>		
Works in kind debtors	16,861	4,453
<i>Non statutory receivables</i>		
Loans and advances to community organisations	132	135
Total non-current trade and other receivables	16,993	4,588
Total trade and other receivables	123,423	90,647

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 and other receivables (excluding statutory receivables) that are not impaired was:

Current (not yet due)	8,255	10,954
Past due by up to 30 days	1,644	1,217
Past due between 31 and 180 days	2,375	1,412
Past due between 181 and 365 days	2,186	1,059
Past due by more than 1 year	1,501	1,310
Total trade and other receivables	15,960	15,952

(e) Ageing of individually impaired receivables

At balance date, other debtors representing financial assets with a nominal value of \$15,960,259 (2023: \$15,951,975) were impaired. The amount of the allowance raised against these debtors was \$2,063,687 (2023: \$1,955,369). They individually have been impaired as a result of their doubtful collection. Many of the long outstanding past due amounts have been lodged with Council's debt collectors or are on payment arrangements.

The ageing of receivables that have been individually determined as impaired at reporting date was:

Current (not yet due)	362	509
Past due by up to 30 days	151	167
Past due between 31 and 180 days	351	627
Past due between 181 and 365 days	274	83
Past due by more than 1 year	926	569
Total trade and other receivables	2,064	1,955

	2024	2023
	\$'000	\$'000

5.2 Non-financial assets

(a) Inventories

Inventories held for distribution	248	188
Total inventories	248	188

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

Accrued income	402	357
Total other assets	402	357

(c) Intangible assets

Software	1	16
Landfill air space	4,834	6,833
Total intangible assets	4,835	6,849

	Software	Landfill	Total
	\$'000	\$'000	\$'000
Gross carrying amount			
Balance at 1 July 2023	26,946	23,645	50,591
Additions from acquisitions	-	1,144	1,144
Balance at 30 June 2024	26,946	24,789	51,735
Accumulated amortisation and impairment			
Balance at 1 July 2023	26,930	16,812	43,741
Amortisation expense	15	3,143	3,158
Balance at 30 June 2024	26,945	19,954	46,899
Net book value at 30 June 2023	16	6,833	6,849
Net book value at 30 June 2024	1	4,834	4,835

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.

	2024 \$'000	2023 \$'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	13,345	11,081
Accrued expenses	29,700	29,225
Total current trade and other payables	43,045	40,306
(b) Trust funds and deposits		
Current		
Refundable deposits	41,636	43,156
Retention amounts	225	88
Total current trust funds and deposits	41,861	43,244
(c) Contract and other liabilities		
Contract liabilities		
Current		
Grants received in advance - operating	2,529	3,018
Contributions received in advance	6,200	7,238
Other	215	251
Total contract liabilities	8,944	10,507
Other liabilities		
Current		
Deferred capital grants	11,953	13,609
Total other liabilities	11,953	13,609
	20,897	24,116

Trust funds and deposits

Amounts received as deposits and retention amounts controlled by Council are recognised as trust funds until they are returned, transferred in accordance with the purpose of the receipt, or forfeited. Trust funds that are forfeited, resulting in council gaining control of the funds, are to be recognised as revenue at the time of forfeit.

Contract liabilities

Contract liabilities reflect consideration received in advance from customers in respect of operating and capital grants, leisure memberships and kindergarten fees. 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 Commonwealth and State Government to support the construction of 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 infrastructure projects. As such, Council has deferred recognition of a portion of the grant consideration received as a liability for outstanding obligations.

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.

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 elapsing of time, these amounts will be paid to the relevant contractor in line with Council's contractual obligations.

	2024 \$'000	2023 \$'000
5.4 Interest-bearing liabilities		
Non-current		
Other borrowings - secured	15,000	15,000
Total non-current interest-bearing liabilities	<u>15,000</u>	<u>15,000</u>
Total	<u>15,000</u>	<u>15,000</u>

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

Later than one year and not later than five years	15,000	15,000
Total	<u>15,000</u>	<u>15,000</u>

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.

5.5 Provisions

	Employee	Landfill restoration	Other	Total
2024	\$ '000	\$ '000	\$ '000	\$ '000
Balance at beginning of the financial year	37,492	43,641	6	81,139
Additional provisions	30,824	1,144	-	31,968
Amounts used	(25,115)	(6,199)	(6)	(31,320)
Change in the discounted amount arising because of time and the effect of any change in the discount rate	(2,049)	(538)	-	(2,587)
Balance at the end of the financial year	<u>41,152</u>	<u>38,048</u>	<u>-</u>	<u>79,200</u>
Provisions - current	35,748	7,056	-	42,804
Provisions - non-current	5,404	30,992	-	36,396
	Employee	Landfill restoration	Other	Total
2023	\$ '000	\$ '000	\$ '000	\$ '000
Balance at beginning of the financial year	36,909	34,116	78	71,103
Additional provisions	26,297	18,936	-	45,233
Amounts used	(24,653)	(7,904)	(72)	(32,629)
Change in the discounted amount arising because of time and the effect of any change in the discount rate	(1,061)	(1,508)	-	(2,569)
Balance at the end of the financial year	<u>37,492</u>	<u>43,641</u>	<u>6</u>	<u>81,138</u>
Provisions - current	32,598	13,204	-	45,802
Provisions - non-current	4,894	30,436	6	35,336

	2024 \$'000	2023 \$'000
5.5 Provisions (cont'd)		
Current		
Employee provisions	35,748	32,598
Landfill restoration	7,056	13,204
	42,804	45,802
Non-current		
Employee provisions	5,404	4,894
Landfill restoration	30,992	30,436
Other provisions	-	6
	36,396	35,336
(a) Employee provisions		
Current provisions expected to be wholly settled within 12 months		
Annual leave	12,350	11,127
Long service leave	1,490	1,431
	13,840	12,558
Current provisions expected to be wholly settled after 12 months		
Annual leave	1,799	1,608
Long service leave	20,109	18,433
	21,908	20,041
Total current employee provisions	35,748	32,598
Non-current		
Long service leave	5,404	4,894
Total non-current employee provisions	5,404	4,894
Aggregate carrying amount of employee provisions:		
Current	35,748	32,598
Non-current	5,404	4,894
Total aggregate carrying amount of employee provisions	41,152	37,492

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. Unconditional LSL is disclosed as a current liability as the Council does not have an unconditional right to defer settlement. Unconditional LSL is measured at nominal value if expected to be settled within 12 months or at present value if not expected to be settled within 12 months. 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 and measured at present value.

Key assumptions:

Inflation rate	4.45%	4.35%
Weighted average discount rate	4.22%	4.06%
Weighted average settlement period	13 years	13 years

	2024	2023
	\$'000	\$'000
5.5 Provisions (cont'd)		
(b) Landfill restoration		
Current	7,056	13,204
Non-current	30,992	30,436
Total	38,048	43,641

Council is obligated to restore Refuse Disposal Facility site to a particular standard. The forecast life of the site is based on current estimates of remaining capacity and the forecast rate of infill. The provision for landfill restoration has been calculated based on the present value of the expected cost of works to be undertaken. The expected cost of works has been estimated based on current understanding of work required to reinstate the site to a suitable standard. Accordingly, the estimation of the provision required is dependent on the accuracy of the forecast timing of the work, work required and related costs.

Council reviews the landfill restoration provision on an annual basis, including the key assumptions listed below.

Key assumptions:

Weighted average increase in costs	4.06%	4.27%
Weighted average discount rates	3.26%	4.19%
Weighted average settlement period (years)	4	4

(c) Other provisions

Non-current	-	6
Total	-	6

5.6 Financing arrangements

The Council has the following funding arrangements in place as at 30 June 2024.

Credit card facilities	525	525
Other facilities - borrowings - secured	15,000	15,000
Used facilities	(15,185)	(15,172)
Unused facilities	340	353

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	Later than 1 year and not later than 2 years	Later than 2 years and not later than 5 years	Later than 5 years	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
2024					
Operating					
Recycling	2,530	1,957	5,870	-	10,357
Garbage collection	14,269	14,269	17,884	-	46,422
Open space management	7,598	6,632	5,990	-	20,220
Consultancies	4,822	4,827	4,832	-	14,481
Refused Disposal Facility	2,096	2,203	-	-	4,299
Cleaning contracts for council buildings	3,882	2,076	-	-	5,958
Information Technology	15,806	11,563	8,047	-	35,416
Other	5,168	1,778	1,038	-	7,984
Total	56,171	45,305	43,661	-	145,137
Capital					
Property	9,541	-	-	-	9,541
Plant and equipment	3,323	-	-	-	3,323
Infrastructure	27,998	-	-	-	27,998
Total	40,862	-	-	-	40,862
2023					
Operating					
Recycling	5,398	2,530	5,870	1,957	15,756
Garbage collection	17,560	14,269	30,507	-	62,337
Open space management	4,738	1,176	827	-	6,741
Cleaning contracts for council buildings	3,281	3,882	2,076	-	9,239
Information Technology	5,503	2,933	7,569	-	16,005
Other	4,727	3,599	867	-	9,193
Total	41,207	28,389	47,716	1,957	119,271
Capital					
Property	28,043	-	-	-	28,043
Plant and equipment	5,319	-	-	-	5,319
Infrastructure	20,926	-	-	-	20,926
Total	54,288	-	-	-	54,288

(b) Operating lease receivables

The Council has entered into commercial property leases on its property, consisting of surplus freehold office complexes. These properties held under operating leases have remaining non-cancellable lease terms of between 1 and 10 years. All leases include a CPI based revision of the rental charge annually.

Future undiscounted minimum rentals receivable under non-cancellable operating leases are as follows:

	2024 \$'000	2023 \$'000
Not later than one year	726	359
Later than one year and not later than five years	2,052	1,556
Later than five years	-	2,134
	2,778	4,049

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.

Council currently has seven low value property leases (peppercorn) which are used in providing kindergarten services (4), Office space (1), car parking(1) and community park(1) to the residents within the municipality.

5.8 Leases (cont'd)

Right-of-Use Assets	Property \$'000	Vehicles \$'000	Total \$'000
2024			
Balance at 1 July 2023	18,521	6,327	24,848
Additions	2,012	341	2,353
Depreciation charge	(1,183)	(1,482)	(2,665)
Balance at 30 June 2024	19,350	5,186	24,536

2023			
Balance at 1 July 2022	19,130	7,302	26,432
Additions	690	422	1,112
Depreciation charge	(1,299)	(1,397)	(2,696)
Balance at 30 June 2023	18,521	6,327	24,848

Lease Liabilities	2024 \$'000	2023 \$'000
Maturity analysis - contractual undiscounted cash flows		
Less than one year	3,512	3,369
One to five years	12,589	12,233
More than five years	14,595	15,479
Total undiscounted lease liabilities as at 30 June:	30,696	31,081

Lease liabilities included in the Balance Sheet at 30 June:

Current	2,740	2,702
Non-current	22,825	22,960
Total lease liabilities	25,565	25,662

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.

	2024 \$'000	2023 \$'000
Expenses relating to:		
Short-term leases	182	76
Leases of low value assets	-	17
Total	182	93

Non-cancellable lease commitments - Short-term and low-value leases

Commitments for minimum lease payments for short-term and low-value leases are payable as follows:

Payable:

Within one year	-	99
Later than one year but not later than five years	-	15
Total lease commitments	-	114

	2024 \$'000	2023 \$'000
Note 6 Assets we manage		
6.1 Non current assets classified as held for sale		
Cost of acquisition	7,458	4,150
Total non current assets classified as held for sale	7,458	4,150
Capitalisation rate used in the allocation of borrowing costs	0%	0%

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.

Note 6 Assets we manage (cont'd)

6.2 Property, infrastructure, plant and equipment

Summary of property, infrastructure, plant and equipment

	Carrying amount 30 June 2023 \$'000	Additions \$'000	Contributions \$'000	Revaluation \$'000	Depreciation \$'000	Disposal \$'000	Write-off \$'000	Transfers \$'000	Carrying amount 30 June 2024 \$'000
Property	1,771,580	11,695	67,832	-	(13,762)	(923)	-	61,787	1,898,209
Plant and Equipment	32,873	13,827	-	-	(6,376)	(2,854)	-	1,256	38,726
Infrastructure	4,299,848	60,598	223,898	-	(95,085)	(8,392)	-	5,479	4,486,346
Work in progress	132,182	54,331	-	-	-	-	(5,789)	(71,831)	108,894
	6,236,483	140,451	291,730	-	(115,222)	(12,169)	(5,789)	(3,309)	6,532,175

Summary of Work in Progress

	Opening WIP \$'000	Additions \$'000	Write-off \$'000	Transfers \$'000	Closing WIP \$'000
Property	53,312	24,068	(532)	(65,073)	11,775
Plant and Equipment	3,767	1,473	(52)	(1,256)	3,932
Infrastructure	75,103	28,791	(5,205)	(5,502)	93,187
Total	132,182	54,331	(5,789)	(71,831)	108,894

6.2 Property, infrastructure, plant and equipment (cont'd)

(a) Property	Land - specialised \$'000	Land - non specialised \$'000	Land improvements \$'000	Land under roads \$'000	Total land & land improvements \$'000	Heritage buildings \$'000	Buildings - specialised \$'000	Buildings - non specialised \$'000	Total buildings \$'000	Work in progress \$'000	Total property \$'000
At fair value 1 July 2023	618,665	523,235	84,433	272,833	1,499,166	530	312,886	18,022	331,438	53,312	1,883,916
Accumulated depreciation at 1 July 2023	-	-	(58,262)	-	(58,262)	(4)	(510)	(248)	(762)	-	(59,024)
	618,665	523,235	26,171	272,833	1,440,904	526	312,376	17,774	330,676	53,312	1,824,892
Movements in fair value											
Additions	453	1,300	3,086	12	4,851	18	5,704	1,122	6,844	24,068	35,763
Contributions	41,307	-	594	22,931	64,832	-	3,000	-	3,000	-	67,832
Disposal	-	-	(88)	-	(88)	-	(886)	-	(886)	-	(974)
Transfers	2,394	-	-	7,275	9,669	-	33,480	18,557	52,037	(65,605)	(3,899)
	44,154	1,300	3,592	30,218	79,264	18	41,298	19,679	60,995	(41,537)	98,722
Movements in accumulated depreciation											
Depreciation and amortisation	-	-	(5,354)	-	(5,354)	(41)	(7,772)	(595)	(8,408)	-	(13,762)
Accumulated depreciation of disposals	-	-	49	-	49	-	2	-	2	-	51
Transfers	-	-	-	-	-	-	-	81	81	-	81
	-	-	(5,305)	-	(5,305)	(41)	(7,770)	(514)	(8,325)	-	(13,630)
At fair value 30 June 2024	662,819	524,535	88,025	303,051	1,578,430	548	354,184	37,701	392,433	11,775	1,982,638
Accumulated depreciation at 30 June 2024	-	-	(63,567)	-	(63,567)	(45)	(8,280)	(762)	(9,087)	-	(72,654)
Carrying amount	662,819	524,535	24,458	303,051	1,514,863	503	345,904	36,939	383,346	11,775	1,909,984

6.2 Property, infrastructure, plant and equipment (cont'd)

(b) Plant and Equipment	Heritage plant and equipment \$'000	Plant, machinery and equipment \$'000	Fixtures, fittings and furniture \$'000	Computers and telecomms \$'000	Library books \$'000	Work in progress \$'000	Total plant and equipment \$'000
At fair value 1 July 2023	3,719	33,153	19,838	6,665	16,987	3,767	84,129
Accumulated depreciation at 1 July 2023	(688)	(17,145)	(11,456)	(4,824)	(13,376)	-	(47,489)
	<u>3,031</u>	<u>16,008</u>	<u>8,382</u>	<u>1,841</u>	<u>3,611</u>	<u>3,767</u>	<u>36,640</u>
Movements in fair value							
Additions	171	9,697	1,752	813	1,394	1,473	15,300
Disposal	-	(7,872)	-	-	-	-	(7,872)
Transfers	-	1,256	-	-	-	(1,308)	(52)
	<u>171</u>	<u>3,081</u>	<u>1,752</u>	<u>813</u>	<u>1,394</u>	<u>165</u>	<u>7,376</u>
Movements in accumulated depreciation							
Depreciation and amortisation	(178)	(2,835)	(1,473)	(707)	(1,183)	-	(6,376)
Accumulated depreciation of disposals	-	5,018	-	-	-	-	5,018
	<u>(178)</u>	<u>2,183</u>	<u>(1,473)</u>	<u>(707)</u>	<u>(1,183)</u>	<u>-</u>	<u>(1,358)</u>
At fair value 30 June 2024	3,889	36,233	21,590	7,478	18,381	3,932	91,503
Accumulated depreciation at 30 June 2024	(865)	(14,962)	(12,929)	(5,530)	(14,559)	-	(48,845)
Carrying amount	<u>3,024</u>	<u>21,271</u>	<u>8,661</u>	<u>1,948</u>	<u>3,822</u>	<u>3,932</u>	<u>42,658</u>

6.2 Property, infrastructure, plant and equipment (cont'd)

(c) Infrastructure	Roads	Bridges	Footpaths and cycleways	Drainage	Recreational, leisure and community	Waste management	Parks open spaces and streetscapes	Off street car parks	Other infrastructure	Work in progress	Total infrastructure
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
At fair value 1 July 2023	2,090,991	145,100	411,182	2,053,013	250,121	2,602	7,074	49,171	54,966	75,103	5,139,323
Accumulated depreciation at 1 July 2023	(305,089)	(13,330)	(103,275)	(221,968)	(85,638)	(1,133)	(5,285)	(14,146)	(14,508)	-	(764,372)
	1,785,902	131,770	307,907	1,831,045	164,483	1,469	1,789	35,025	40,458	75,103	4,374,951
Movements in fair value											
Additions	19,034	940	10,822	4,497	10,715	143	-	4,964	9,483	28,791	89,389
Contributions	77,944	12,652	21,306	105,817	4,159	-	-	-	2,020	-	223,898
Disposal	(9,892)	(790)	(1,580)	(878)	(618)	-	-	-	(38)	-	(13,796)
Transfers	2,016	-	-	-	3,485	-	-	(51)	-	(10,707)	(5,257)
	89,102	12,802	30,548	109,436	17,741	143	-	4,913	11,465	18,084	294,234
Movements in accumulated depreciation											
Depreciation and amortisation	(49,635)	(1,609)	(7,616)	(21,839)	(10,143)	(78)	(472)	(997)	(2,696)	-	(95,085)
Accumulated depreciation of disposals	4,215	85	628	198	262	-	-	-	16	-	5,404
Transfers	-	-	-	-	-	-	-	29	-	-	29
	(45,420)	(1,524)	(6,988)	(21,641)	(9,881)	(78)	(472)	(968)	(2,680)	-	(89,652)
At fair value 30 June 2024	2,180,093	157,902	441,730	2,162,449	267,862	2,745	7,074	54,084	66,431	93,187	5,433,557
Accumulated depreciation at 30 June 2024	(350,509)	(14,854)	(110,263)	(243,609)	(95,519)	(1,211)	(5,757)	(15,114)	(17,188)	-	(854,024)
Carrying amount	1,829,584	143,048	331,467	1,918,840	172,343	1,534	1,317	38,970	49,243	93,187	4,579,533

6.2 Property, infrastructure, plant and equipment (cont'd)

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 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.

<i>Asset recognition thresholds and depreciation periods</i>	Depreciation period Years	Threshold Limit \$'000
Property		
Land & land improvements		
land	indefinite	-
land improvements	20-40	10
Buildings		
heritage buildings	50	-
buildings	50	-
Plant and Equipment		
heritage plant and equipment	10-100	1
plant, machinery and equipment	4-10	-
fixtures, fittings and furniture	3-10	3
computers and telecommunications	3-10	3
library books	5	-
Infrastructure		
roads - pavements, substructure, formation and earthworks	10-55	-
roads - kerb, channel and minor culverts and other	40	-
bridges & culverts	50-100	-
footpaths and cycleways	10-55	-
drainage	100	-
recreational, leisure and community facilities	10-50	10
waste management	10-50	-
parks, open space and streetscapes	10-40	10
off street car parks	20-40	-
Intangible assets		
landfill air space	consumption	-
software	7	-

Land under roads

Council recognised the value of land under roads it controlled as at 30 June 2008 at deemed cost. Deemed cost is based on site values adjusted for englobo (undeveloped and/or unserviced) characteristics, access rights and private interests of other parties and entitlements of infrastructure assets and services. Council recognises land under roads it controls acquired after 30 June 2008 at fair value at date of acquisition.

6.2 Property, infrastructure, plant and equipment (cont'd)

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 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.

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 land and buildings

Valuation of land and buildings were undertaken by a qualified independent valuer Kerryn Ball (valuer registration no. 81160), in June 2023. 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 unserviced) 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.

The date and type of the current valuation is detailed in the following table.

Details of the Council's infrastructure and information about the fair value hierarchy as at 30 June 2024 are as follows:

	Level 1	Level 2	Level 3	Date of Valuation	Type of Valuation
Land	-	524,535	662,819	June 2023	Full
Buildings	-	36,939	345,904	June 2023	Full
Heritage buildings	-	503	-	June 2023	Full
Total	-	561,977	1,008,723		

Valuation of infrastructure

Valuation of infrastructure assets has been determined by an external consultant CT Management Group (CTMG), except for Drainage, Recreational leisure and community, Parks open spaces and streetscapes, Off street car parks and Other infrastructure assets.

The date and type of the current valuation is detailed in the following table. An index based revaluation was conducted in the 2022/23 financial year for Drainage, Recreational leisure and community, Parks open spaces and streetscapes, Off street car parks and Other infrastructure assets. This valuation was based on the Producer Price Indexes published by the Australian Bureau of Statistics, a full revaluation of these assets will be conducted within the next 3-4 years.

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 2024 are as follows:

	Level 1	Level 2	Level 3	Date of Valuation	Type of Valuation
Roads	-	-	1,829,584	January 2023	Full
Bridges	-	-	143,048	January 2023	Full
Footpaths and cycleways	-	-	331,467	January 2023	Full
Drainage	-	-	1,918,840	June 2023	Index
Recreational, leisure and community	-	-	172,343	June 2023	Index
Parks open spaces and streetscapes	-	-	1,317	June 2023	Index
Off street car parks	-	-	38,970	June 2023	Index
Other infrastructure	-	-	49,243	June 2023	Index
Total	-	-	4,484,812		

6.2 Property, infrastructure, plant and equipment (cont'd)

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 between 12% and 14%. The market value of land varies significantly depending on the location of the land and the current market conditions. Currently, land values range between \$200 and \$1,000 per square metre.

Specialised buildings are valued using a current replacement cost technique. Significant unobservable inputs include the current replacement cost and remaining useful lives of buildings. Current replacement costs are calculated on a square metre basis and ranges from \$450 to \$5,000 per square metre. The remaining useful lives of buildings are determined on the basis of the current condition of buildings and vary from 1 year to 50 years. Replacement cost is sensitive to changes in market conditions, with any increase or decrease in cost flowing through to the valuation. Useful lives of buildings are sensitive to changes in expectations or requirements that could either shorten or extend the useful lives of buildings.

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 and vary from 1 year to 100 years. 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.

	2024 \$'000	2023 \$'000
Reconciliation of specialised land		
Road Reserves	33,635	33,635
Parks and reserves	511,224	467,070
Municiple	99,340	99,340
Econ Development	18,620	18,620
Total specialised land	662,819	618,665

6.3 Investment in Subsidiaries

Subsidiaries

Western Leisure Services Pty Ltd.

Western Leisure Services was established on 30 April 2014 to manage three of Wyndham City's major recreation facilities and is fully owned by Wyndham City.

	2024	2023
	\$'000	\$'000
Summarised financial information		
Summarised statement of comprehensive income		
Total income	17,237	15,661
Total expenses	(16,895)	(15,845)
Total comprehensive result	342	(184)
Summarised balance sheet		
Current assets	2,260	1,858
Total assets	2,260	1,858
Current liabilities	2,645	2,601
Non-current liabilities	118	101
Total liabilities	2,762	2,701
Net liabilities	(502)	(844)
Summarised statement of cash flows		
Net cash provided by / (used in) operating activities	417	(646)
Net increase / (decrease) in cash and cash equivalents	417	(646)

The consolidated financial statements of Council incorporate all entities controlled by Council as at 30 June 2024, and their income and expenses for that part of the reporting period in which control existed.

Subsidiaries are all entities over which Council has control. Council controls an entity when it is exposed to, or has rights to, variable returns from its involvement with the entity and has the ability to affect those returns through its power to direct the activities of the entity. Subsidiaries are fully consolidated from the date on which control is transferred to the Council. They are deconsolidated from the date that control ceases.

Where dissimilar accounting policies are adopted by entities and their effect is considered material, adjustments are made to ensure consistent policies are adopted in these financial statements.

Entities consolidated into Council include:

- Western Leisure Services Pty Ltd

Note 7 People and relationships

7.1 Council and key management remuneration

(a) Related Parties

Parent entity

Wyndham City Council is the parent entity.

Subsidiaries and Associates

Interests in Western Leisure Services Pty Ltd is detailed in Note 6.3. No associates have been identified for inclusion in this consolidated financial report.

(b) Key Management Personnel

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

Details of KMP at any time during the year are:

Councillors

Cr Adele Hegedich
 Cr Heather Marcus
 Cr Jasmine Hill
 Cr Jennifer Barrera (Deputy Mayor Jul 23 to Nov 23 & Mayor Nov 23 to Jun 24)
 Cr Josh Gilligan (Deputy Mayor Nov 23 to Jun 24)
 Cr Marcel Mahfoud
 Cr Mia Shaw
 Cr Peter Maynard
 Cr Robert Szatkowski
 Cr Sahana Ramesh
 Cr Susan McIntyre (Mayor Jul 23 to Nov 23)
 Mr Stephen Wall
 Ms Liana Thompson
 Mr Stephen Thorpe (Depart Jul 23)
 Ms Amanda Smith (Nov 23 to current)
 Mr Mark Ward (Sep 23 to Nov 23)
 Mr Richard Maugueret (Jul 23)
 Ms Antoniette Michail (Jul 23 to Aug 23)
 Ms Eilis Hughes (Aug 23 to Sep 23)
 Mr Mark Stoermer (Depart Feb 24)
 Mr Mark Rossiter (May 24 to current)
 Mr David Dudart-Aberdeen (Feb 24 to May 24)
 Mr Peter McKinnon (Depart Feb 24)
 Mr Eric Braslis (May 24 to current)
 Mr Mark Ward (Jan 24 to May 24)
 Mr Mark Ward (Jul 23 to Jan 24)
 Mr Adem Saban (Sep 23 to Nov 23 and Jan 24 to Jun 24)

Chief Executive Officer

Director City Life

Director City Operations

Director City Operations

Acting Director City Operations

Acting Director City Operations

Acting Director City Operations

Acting Director City Operations

Director Corporate Services

Director Corporate Services

Acting Director Corporate Services

Director Planning & Liveability

Director Planning & Liveability

Acting Director Planning & Liveability

Chief of Staff

Acting Chief of Staff

	2024	2023
	No.	No.
Total Number of Councillors	11	11
Total of Chief Executive Officer and other Key Management Personnel	14	8
Total Number of Key Management Personnel	25	19

7.1 Council and key management remuneration (cont'd.)

(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.

	2024	2023
	\$'000	\$'000
Total remuneration of key management personnel was as follows:		
Short-term employee benefits	2,061	2,179
Other long-term employee benefits	81	45
Post-employment benefits	195	215
Termination benefits	283	9
Total	2,620	2,449

The numbers of key management personnel whose total remuneration (Including Long Service Leave accruals) from Council and any related entities, fall within the following bands:

	2024	2023
	No.	No.
\$1 - \$9,999	4	1
\$20,000 - \$29,999	1	-
\$30,000 - \$39,999	8	7
\$40,000 - \$49,999	2	1
\$50,000 - \$59,999	1	1
\$60,000 - \$69,999	-	2
\$70,000 - \$79,999	1	-
\$90,000 - \$99,999	-	1
\$100,000 - \$109,999	1	-
\$110,000 - \$119,999	1	-
\$140,000 - \$149,999	1	-
\$200,000 - \$209,999	2	-
\$230,000 - \$239,999	1	1
\$250,000 - \$259,999	-	1
\$280,000 - \$289,999	-	1
\$310,000 - \$319,999	1	-
\$320,000 - \$329,999	-	2
\$440,000 - \$449,999	-	1
\$490,000 - \$499,999	1	-
	25	19

7.1 Council and key management remuneration (cont'd.)

(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.

	2024 \$'000	2023 \$'000
Total remuneration of other senior staff was as follows:		
Short-term employee benefits	4,210	4,224
Other long-term employee benefits	29	188
Post-employment benefits	468	538
Termination benefits	170	61
Total	4,877	5,011

Numbers reported are based on substantive positions.

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

	2024 No.	2023 No.
Income Range:		
<\$170,000	-	2
\$170,000 - \$179,999	2	1
\$180,000 - \$189,999	1	3
\$190,000 - \$199,999	1	6
\$200,000 - \$209,999	6	7
\$210,000 - \$219,999	5	3
\$220,000 - \$229,999	4	1
\$230,000 - \$239,999	2	2
\$240,000 - \$249,999	1	1
\$250,000 - \$259,999	1	-
	23	26
	2024 \$'000	2023 \$'000
Total Remuneration for the reporting year for other senior staff included above, amounted to :	4,877	5,011

7.2 Related party disclosure

(a) Transactions with related parties

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

Purchase of goods and services at normal commercial terms	101	78
Total transactions with related parties	101	78

(b) Outstanding balances with related parties

There was no outstanding balances at the end of the reporting period in relation to transactions with related parties.

(c) Loans to/from related parties

There were no loans made, guaranteed or secured by Council to a related party during the reporting period and no loans to or from related parties outstanding as at the end of the reporting period.

(d) Commitments to/from related parties

There was no commitment in existence at balance date that have been made, guaranteed or secured by the Council to a related party.

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.

Subdivisional contributions

Council acquires infrastructure assets, such as local roads, footpaths, kerb and channel and drains etc, from developers, as subdivisional contributions. The amount and value of assets acquired depends on the size of the development and the level of growth within the municipality. Council estimates \$199.8 million of subdivisional contribution from developers in the next financial year. The estimate is based on the number of subdivisions that have commenced as at 30 June 2024 that Council will acquire over time using the average value of the subdivisions that were recognised in prior years.

(b) Contingent liabilities

Contingent liabilities are:

- possible obligations 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; or
- present obligations that arise from past events but are not recognised because:
 - it is not probable that an outflow of resources embodying economic benefits will be required to settle the obligation;
 - or
 - the amount of the obligation cannot be measured with sufficient reliability.

Other than the contingencies mentioned below, at balance date the Council are not aware of any other 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.

Future superannuation contributions

In addition to the disclosed contributions, Council has paid unfunded liability payments to Vision Super totalling \$0 (2022/23 \$0). There were no contributions outstanding and no loans issued from or to the above schemes as at 30 June 2024. The expected contributions to be paid to the Defined Benefit category of Vision Super for the year ending 30 June 2025 are \$355,657.

Landfill

Council operates a landfill. Council will have to carry out site rehabilitation works in the future. Provisions have been recognised for this liability in the Balance Sheet, however future regulatory and environmental factors may change this future obligation. At balance date Council is unable to accurately assess the financial implications of these factors.

8.1 Contingent assets and liabilities (cont'd.)

(b) Contingent liabilities (cont'd.)

Insurance claims

As at 30 June 2024, Council does not have any major insurance claims that could have a material impact on future operations.

Legal matters

As at 30 June 2024, Council does not have any major legal matters that could have a material impact on future operations.

Building cladding

As at 30 June 2024, Council is not aware of any potential contingencies that may exist in relation to rectification works or other matters associated with building cladding that may have the potential to materially impact on Council.

Liability Mutual Insurance

Council is not a participant member of the MAV Liability Mutual Insurance (LMI) Scheme.

MAV WorkCare

Council is not a participant of the MAV WorkCare Scheme.

8.2 Change in accounting standards

Certain new Australian Accounting Standards and interpretations have been published that are not mandatory for the 30 June 2024 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 2024;
- 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 will assess any impact of the modifications to AASB 13 ahead of the 2024-25 reporting period.

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 2024. Council will assess any impact of the modifications to AASB 101 ahead of the 2024-25 reporting period.

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 material accounting policy information 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 consolidated 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. 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 through its cash and deposits that are at floating rates.

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 have exposure to credit risk on some financial assets included in the balance sheet. Particularly significant areas of credit risk exist in relation to outstanding fees and fines, receivables from landfill debtors, as well as loans and receivables from landfill debtors, sporting clubs and associations. To help manage this risk:

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

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 debt is secured by a charge over the rateable property.

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

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

8.3 Financial Instruments (cont'd.)

(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:

- has a liquidity policy which targets a minimum and average level of cash and cash equivalents to be maintained;
- has readily accessible standby facilities and other funding arrangements in place;
- has a liquidity portfolio structure that requires surplus funds to be invested within various bands of liquid instruments;
- monitors budget to actual performance on a regular basis; and
- sets 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 shift of +1.0% and -1.0 % in market interest rates (AUD) from year-end rates of 4.35%.

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.

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.

All assets and liabilities for which fair value is measured or disclosed in the consolidated 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.

8.4 Fair value measurement (cont'd.)

Revaluation

Subsequent to the initial recognition of assets, non-current physical assets, other than plant and equipment, 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 ranging from 2 to 6 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	2 to 3 years
Buildings	2 to 3 years
Roads	3 to 6 years
Bridges	3 to 6 years
Footpaths and cycleways	3 to 6 years
Drainage	3 to 6 years
Recreational, leisure and community facilities	3 to 6 years
Offstreet car parks	3 to 6 years
Parks, open space and streetscapes	3 to 6 years
Other infrastructure	3 to 6 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 increases. Within the same class of assets, revaluation increases and decreases 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.

Note 9 Other matters

9.1 Reserves

	Balance at beginning of reporting period	Increase/ (decrease)	Balance at end of reporting period
(a) Asset revaluation reserves	\$'000	\$'000	\$'000
2024			
Property			
Land and land improvements	554,232	-	554,232
Buildings	35,314	-	35,314
	589,546	-	589,546
Infrastructure			
Roads	836,060	-	836,060
Bridges	88,291	-	88,291
Footpaths and cycleways	134,304	-	134,304
Drainage	1,405,397	-	1,405,397
Recreational, leisure and community facilities	76,328	-	76,328
Parks, open space and streetscapes	250	-	250
Off street car parks	12,666	-	12,666
Other infrastructure	3,701	-	3,701
	2,556,996	-	2,556,996
Total asset revaluation reserves	3,146,543	-	3,146,543
2023			
Property			
Land and land improvements	609,251	(55,019)	554,232
Buildings	37,197	(1,883)	35,314
	646,448	(56,902)	589,546
Infrastructure			
Roads	1,258,092	(422,031)	836,060
Bridges	57,211	31,080	88,291
Footpaths and cycleways	45,542	88,762	134,304
Drainage	1,219,615	185,782	1,405,397
Recreational, leisure and community facilities	59,212	17,115	76,328
Parks, open space and streetscapes	-	250	250
Off street car parks	2,348	10,318	12,666
Other infrastructure	-	3,701	3,701
	2,642,019	(85,023)	2,556,996
Total asset revaluation reserves	3,288,467	(141,924)	3,146,543

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

9.1 Reserves (cont'd.)

	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				
2024				
Asset replacement and development reserves	460,491	118,413	(55,757)	523,147
Total Other reserves	460,491	118,413	(55,757)	523,147
2023				
Asset replacement and development reserves	422,224	79,078	(40,811)	460,491
Total Other reserves	422,224	79,078	(40,811)	460,491

Other Reserves represent unspent funds set aside for specific future expenditure on Assets and Capital Works, Developer Works and General Operations.

	2024 \$'000	2023 \$'000
9.2 Reconciliation of cash flows from operating activities to surplus		
Surplus for the year	374,315	300,706
<i>Non-cash adjustments:</i>		
Depreciation	115,222	114,367
Amortisation - intangible assets	3,158	2,611
Depreciation - right-of-use assets	2,665	2,696
Loss on disposal of property, infrastructure, plant and	9,079	6,934
Contributions - non monetary	(316,765)	(262,449)
Finance costs - leases	794	843
<i>Non-operating expenses:</i>		
Interest - Borrowings	599	596
<i>Change in assets and liabilities:</i>		
Increase in trade and other receivables (excluding WIK)	(12,185)	(9,610)
Increase in inventories	(60)	(40)
Increase in prepayments	(4,013)	(782)
Increase in other assets	(45)	(354)
Increase/(decrease) in trade and other payables	10,500	(2,677)
Increase/(decrease) in trust funds and deposits	(1,383)	10,142
Increase in contract and other liabilities (excluding WIK)	1,227	2,010
Increase/(decrease) in provisions	(3,083)	10,037
Net cash provided by operating activities	180,025	175,027

9.3 Superannuation

Council makes the majority of its 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 Consolidated 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 2024, this was 11.0% as required under Superannuation Guarantee (SG) legislation (2023: 10.5%), with an additional 0.5% for the employees under *Wyndham City Council Enterprise Agreement No. 10, 2023*).

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. A triennial actuarial investigation for the Defined Benefit category as at 30 June 2023 was conducted and completed by 31 December 2023. The vested benefit index (VBI) of the Defined Benefit category as at 30 June 2023 was 104.1%. Council was notified of the 30 June 2023 VBI during August 2023. The financial assumptions used to calculate the 30 June 2023 VBI were:

Net investment returns 5.7% pa

Salary inflation 3.5% pa

Price inflation (CPI) 2.8% pa.

The VBI is used as the primary funding indicator. Because the VBI was above 100%, the 30 June 2023 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.

9.3 Superannuation (cont'd.)

Employer contributions

(a) Regular contributions

On the basis of the results of the 2023 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 2024, this rate was 11.0% of members' salaries (10.5% in 2022/23), with an additional 0.5% for the employees under *Wyndham City Council Enterprise Agreement No. 10, 2023*. 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.

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 2023 triennial 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. 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:

	2023 (Triennial)	2022 (Interim)
	\$m	\$m
• A VBI surplus	84.7	44.6
• A total service liability surplus	123.6	105.8
• A discounted accrued benefits surplus	141.9	111.9

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 2023.

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 2023.

The discounted accrued benefits 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 2023.

9.3 Superannuation (cont'd.)

The 2024 interim actuarial investigation

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

The VBI of the Defined Benefit category was 105.4% as at 30 June 2024. 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 2020 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	2023 Triennial investigation
Net investment returns	5.6% pa	5.7% pa
Salary inflation	2.5% pa for two years and 2.75% pa thereafter	3.50% pa
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 2024 are detailed below:

Scheme	Type of Scheme	Rate	2024 \$'000	2023 \$'000
Vision Super	Defined Benefit	11.0% (2023: 10.5%)	327	317
Vision Super	Accumulation fund	11.0% (2023: 10.5%)	7,109	6,479
Other funds	Accumulation fund	10.00%	9,694	8,266
Vision Super	Accumulation fund	0.50%	297	284
Other funds	Accumulation fund	0.50%	350	304

In addition to the above contributions, Council does not have any unfunded liability payment to Vision Super during the 2023/24 year. (None in 2022/23 year).

There were no contributions outstanding and loans issued from or to the above schemes as at 30 June 2024.

The expected contributions to be paid to the Defined Benefit category of Vision Super for the year ending 30 June 2025 is \$355,657.

Note 10 Change in accounting policy

There have been no changes to accounting policies in the 2023-24 year.

Wyndham City Council

Performance Statement

For the year ended 30 June 2024

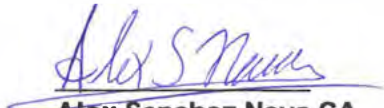


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Certification of the Performance Statement

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.



Alex Sanchez Nava CA

Chief Financial Officer

45 Princes Highway, Werribee, Victoria

Dated: 24/09/2024

In our opinion, the accompanying performance statement of the Wyndham City Council for the year ended 30 June 2024 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.

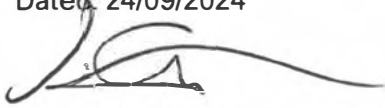
We have been authorised by the council and by the Local Government (Planning and Reporting) Regulations 2020 to certify this performance statement in its final form.



Cr Jennie Barrera

Mayor

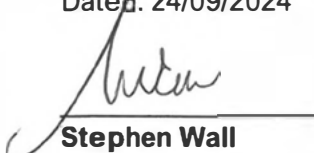
Dated: 24/09/2024



Cr Josh Gilligan

Deputy Mayor

Dated: 24/09/2024



Stephen Wall

Chief Executive Officer

Dated: 24/09/2024

Independent Auditor's Report

To the Councillors of Wyndham City Council

Opinion	<p>I have audited the accompanying performance statement of Wyndham City Council (the council) which comprises the:</p> <ul style="list-style-type: none"> • description of municipality for the year ended 30 June 2024 • service performance indicators for the year ended 30 June 2024 • financial performance indicators for the year ended 30 June 2024 • sustainable capacity indicators for the year ended 30 June 2024 • notes to the accounts • certification of the performance statement. <p>In my opinion, the performance statement of Wyndham City Council in respect of the year ended 30 June 2024 presents fairly, in all material respects, in accordance with the performance reporting requirements of Part 4 of the <i>Local Government Act 2020</i> and Local Government (Planning and Reporting) Regulations 2020.</p>
Basis for Opinion	<p>I have conducted my audit in accordance with the <i>Audit Act 1994</i> which incorporates the Australian Standards on Assurance Engagements. I further describe my responsibilities under that Act and those standards in the <i>Auditor's Responsibilities for the Audit of the performance statement</i> section of my report.</p> <p>My independence is established by the <i>Constitution Act 1975</i>. My staff and I are independent of the council in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 <i>Code of Ethics for Professional Accountants</i> (the Code) that are relevant to my audit of the performance statement in Victoria. My staff and I have also fulfilled our other ethical responsibilities in accordance with the Code.</p> <p>I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.</p>
Councillors' responsibilities for the performance statement	<p>The Councillors are responsible for the preparation and fair presentation of the performance statement in accordance with the performance reporting requirements of the <i>Local Government Act 2020</i> and Local Government (Planning and Reporting) Regulations 2020 and for such internal control as the Councillors determines is necessary to enable the preparation and fair presentation of a performance statement that is free from material misstatement, whether due to fraud or error.</p>

**Auditor's
responsibilities
for the audit of
the performance
statement**

As required by the *Audit Act 1994*, my responsibility is to express an opinion on the performance statement based on the audit. My objectives for the audit are to obtain reasonable assurance about whether the performance statement as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Standards on Assurance Engagements will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the decisions of users taken on the basis of this performance statement. As part of an audit in accordance with the Australian Standards on Assurance Engagements, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- identify and assess the risks of material misstatement of the performance statement, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the council's internal control
- evaluate the overall presentation, structure and content of the performance statement, including the disclosures, and whether performance statement represents the underlying events and results in a manner that achieves fair presentation.

I communicate with the Councillors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

MELBOURNE
8 October 2024



Travis Derricott
as delegate for the Auditor-General of Victoria

Section 1. Description of municipality

As a meeting place for people of the Kulin Nation, Wyndham has a rich and diverse Aboriginal cultural heritage. The Wadawurrung and Boonwurrung were the first people to occupy the area now known as Wyndham. Located on the western edge of Melbourne, today, Wyndham covers an area of 542 square kilometres.

Wyndham is one of the fastest growing municipalities in Australia, experiencing a 4.8 per cent population increase during 2022 and 2023. This equates to an estimated additional 14,689 residents over this period. Wyndham is the fastest growing municipality in Victoria by population increase.

Wyndham has excellent logistic connections to air and seaports and comprises of extensive agriculture commerce in Werribee South with over 3,000 hectares of cultivated land; major retail precincts and the Werribee Park tourism precinct – one of the largest and most frequently visited tourism destinations in metropolitan Melbourne.

Wyndham has a major industrial area at Laverton North and provides a critical connection between Victoria's two largest cities, Melbourne and Geelong.

In 2023, Wyndham had a usual resident population of 324,087 people. Wyndham is a young community, with 54 per cent of residents aged under 35 years. Over half of Wyndham households are families with children (57%*), and a large number (31%) include children under the age of fifteen.

As many as 48 per cent of Wyndham residents were born overseas; with 53 per cent^ of these coming from non-English speaking countries, resulting in over 184 different languages and over 100 different faiths being represented across Wyndham.

Currently, Point Cook has the highest share of the City's population (21.8%), while Williams Landing# has the smallest share (3.2%). The main population growth to 2040 and beyond will be in Tarneit, with 26 per cent of all residents estimated to be living in this suburb.

The Wyndham population is forecast to increase by approximately 5 to 6 per cent per annum between 2023 and 2040, to over 500,000 residents.

Section 2. Service performance indicators

For the year ended 30 June 2024

Results						
	2021	2022	2023	2024		Comments
	Actual	Actual	Actual	Target as per budget	Actual	
Aquatic Facilities Utilisation <i>Utilisation of aquatic facilities</i> [Number of visits to aquatic facilities / Municipal population]	1.10	2.08	3.46	N/A	3.74	Membership and Learn to Swim growth has been quite strong during the summer months, with visits increasing by 13 per cent on prior year.
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%	90%	N/A	100%	There were seven prosecutions for the financial year, all involving dogs, which led to seven successful court outcomes.

Food Safety Health and safety Critical and major non-compliance outcome notifications [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	0%	100%	100%	N/A	100%	All four critical and major-non compliances referred to Environmental Health were actioned.
Governance Satisfaction Satisfaction with community consultation and engagement (community satisfaction rating out of 100 with the consultation and engagement efforts of Council)	69	65	67	66	73	The Annual Community Satisfaction Survey was conducted from November 2023 until the end of February 2024, as a door-to-door-in-person style survey. The result increased from a Good rating to a Very Good rating This equates to a 11 per cent increase on the forecast target.
Libraries Participation Library membership [percentage of the population that are registered library members] x100	N/A	N/A	N/A	N/A	28.79%	This is a newly introduced indicator for 2023/24.

Maternal and Child Health (MCH) Participation <i>Participation in the MCH service</i> <i>[Number of children who attend the MCH service at least once (in the year) / Number of children enrolled in the MCH service] x100</i>	64.51%	62.02%	45.54%	N/A	52.60%	Wyndham's MCH service has increased staff by 16 per cent over the past year, leading to improved participation rates. Efforts are also underway to re-engage older age groups who may have disengaged during and after COVID.
Participation <i>Participation in the MCH service by Aboriginal children</i> <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</i>	74.80%	71.71%	62.80%	N/A	59.97%	Efforts in the past financial year have focused on building stronger relationships with the Aboriginal community. While progress has been slow, additional work is underway to broaden the scope of this project.
Roads Condition <i>Sealed local roads below the intervention level</i> <i>(percentage of sealed local roads that are below the renewal intervention level set by Council and not requiring renewal)</i>	98.63%	98.68%	98.38%	98.68%	98.49%	Council continues to have a pro-active road condition assessment program resulting in appropriate action to ensure Council's road standards are maintained. Result has remained stable over the years and is likely to continue. Result is 0.19 per cent better than the forecast target.
Statutory Planning Service standard <i>Planning applications decided within the relevant required time</i> <i>(percentage of planning application decisions made within the relevant required time)</i>	51.51%	50.61%	75.46%	60.00%	67.72%	Although Council aims to meet the required statutory time frames, Council works closely with applicants to achieve the best outcomes for everyone involved. This collaborative approach as well as the complexity associated with some applications can contribute to additional delays. Result is 7.72 per cent over the forecast target.

Waste Management Waste diversion <i>Kerbside collection waste diverted from landfill</i> <i>[Weight of recyclables and green organics collected from kerbside bins / Weight of garbage, recyclables and green organics collected from kerbside bins] x100</i>	37.55%	38.36%	37.93%	36.50%	36.76%	The slight decrease could be due to the introduction of the Victorian Container Deposit Scheme. Result is on par with forecast target.
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Section 3. Financial performance indicators

For the year ended 30 June 2024

Dimension/indicator/ measure	2021	2022	2023	2024		2025	2026	2027	2028	Material Variations and Comments
	Actual	Actual	Actual	Target as per budget	Actual	Forecast	Forecast	Forecast	Forecast	
Efficiency Expenditure level <i>Expenses per property assessment</i> <i>[Total expenses / Number of property assessments]</i>	\$3,565.62	\$3,593.78	\$3,925.52	\$3,754.75	\$3,988.34	\$3,953.48	\$4034.72	\$4047.91	\$4,143.79	<p>The result for this measure has increased by \$422 per property assessment since 2020/21, and it is expected to increase by a further \$155 by the end of 2027/28. For the 2023/24 financial year, the actual expenses exceeded the target budget, mainly due to increased costs in materials and services, driven by inflation and the completion of delayed operating projects. Additionally, higher-than-anticipated depreciation expenses, along with a slight increase in the number of assessments, contributed to the rise in expenses per property assessment.</p>

	2021	2022	2023	2024		2025	2026	2027	2028	Material Variations and
Revenue level <i>Average rate per property assessment</i> <i>[Sum of all general rates and municipal charges / Number of property assessments]</i>	\$1,794.56	\$1,834.89	\$1,840.88	N/A	\$1,881.94	\$1,921.22	\$1,968.30	\$2,017.56	\$2,066.15	The result for this measure has increased by \$87 per assessment since 2020/21 and it is expected to increase by a further \$184 per assessment by 2027/28.
Liquidity Working capital <i>Current assets compared to current liabilities</i> <i>[Current assets / Current liabilities] x100</i>	407.76%	431.78%	374.93%	400.09%	487.33%	369.47%	405.00%	435.07%	436.87%	The 2023/24 result for this measure of 487.33% is an increase from the budget of 400.09% and the 2022/23 result of 374.93%. The variance from the previous year and the target budget is mainly attributed to growth in current assets, driven by a higher proportion of term deposits maturing within 12 months and a rise in trade receivables. Conversely, current liabilities have experienced a slight decrease compared to the prior year.

	2021	2022	2023	2024		2025	2026	2027	2028	Material Variations and
Unrestricted cash <i>Unrestricted cash compared to current liabilities</i> <i>[Unrestricted cash / Current liabilities] x100</i>	81.17%	35.43%	-6.79%	N/A	23.78%	23.29%	14.69%	19.82%	22.65%	The improvement in the ratio for 2023/24 is attributed to increased cash holdings from higher interest income. Additionally, Council has slightly reduced its levels of current liabilities compared to the previous year.
Obligations Loans and borrowings <i>Loans and borrowings compared to rates</i> <i>[Interest bearing loans and borrowings / Rate revenue] x100</i>	23.53%	5.94%	5.66%	N/A	5.25%	13.04%	24.49%	32.30%	41.02%	The loans to rates ratio has decreased compared to prior year due to both the unchanged level of borrowings and the increased rates revenue in line with the rate cap. This indicator is forecast to rise in 2024/25 as a result of additional \$24.7 million in borrowings budgeted in 2024/25.

	2021	2022	2023	2024		2025	2026	2027	2028	Material Variations and
Loans and borrowings repayments compared to rates <i>[Interest and principal repayments on interest bearing loans and borrowings / Rate revenue] x100</i>	1.05%	16.35%	0.22%	N/A	0.21%	0.45%	6.27%	3.52%	4.67%	This ratio experienced a slight decrease compared to 2022/23 levels mainly due to a decision to delay 2023/24 budgeted borrowings to future years, along with an increase in rates revenue in line with the rate cap.
Indebtedness Non-current liabilities compared to own source revenue <i>[Non-current liabilities / Own source revenue] x100</i>	24.27%	19.46%	19.42%	N/A	17.80%	13.70%	21.07%	25.37%	30.39%	The indebtedness ratio decreased in 2023/24 primarily due to growth in Council's own source revenue, including interest income from term deposits and an increase in rate revenue driven by municipal expansion, while non-current liabilities only had a modest increase year on year. The forecast for 2025 projects a further decrease of 13.70%, attributed to non-current employee provisions becoming current. However, the ratio is expected to rise in subsequent years as the council plans to secure additional borrowings to fund capital works programs. Any borrowings will require Council endorsement at the time.

	2021	2022	2023	2024		2025	2026	2027	2028	Material Variations and
Asset renewal and upgrade <i>Asset renewal and upgrade compared to depreciation</i> <i>[Asset renewal and asset upgrade expense / Asset depreciation] x100</i>	33.57%	36.37%	41.34%	95.38%	56.08%	73.19%	66.62%	52.71%	54.65%	Target for this ratio should be revised from 95.38% to 71.41%, based on the relevant budget assumptions. The actuals for upgrade and renewal expenditure are lower than budget expectations by \$12.5 million due to delays in roads, parks and recreational facilities projects. Additionally, higher-than-expected depreciation costs contributed to the difference between the target and actual percentages.
Operating position Adjusted underlying result <i>Adjusted underlying surplus (or deficit)</i> <i>[Adjusted underlying surplus (deficit)/ Adjusted underlying revenue] x100</i>	-12.58%	-9.98%	-8.26%	N/A	-10.70%	-4.20%	-3.61%	-2.21%	-2.76%	The ratio decreased compared to the previous year, primarily due to the absence of early financial assistance grant payments similar to those received in 2022/23. The lower grants revenue partially offset the increases observed in other categories, such as user fees and fines, rates charges, and higher interest returns on term deposits. Additionally, Adjusted underlying surplus was also negatively impacted by inflationary pressures on key materials and services as costs continued to escalate in 2023/24. The ratio is expected to show improvements in the outer years.

	2021	2022	2023	2024		2025	2026	2027	2028	Material Variations and
Stability Rates concentration <i>Rates compared to adjusted underlying revenue</i> <i>[Rate revenue / Adjusted underlying revenue] x100</i>	64.62%	65.58%	59.63%	61.36%	62.10%	60.04%	60.06%	60.50%	60.84%	By the end of 2023/24, the proportion of revenue from various sources relative to rates revenue increased, mainly because the 100% Financial Assistance Grant received early in 2022/23 was not repeated in 2023/24. The ratio is in line with target budget.
Rates effort <i>Rates compared to property values</i> <i>[Rate revenue / Capital improved value of rateable properties in the municipality] x100</i>	0.33%	0.34%	0.31%	N/A	0.31%	0.31%	0.32%	0.33%	0.34%	Rates revenue compared to property values remains at a consistent level.

Section 4. Sustainable capacity indicators

For the year ended 30 June 2024

Results

Indicator / measure [formula]	2021	2022	2023	2024	Comments
	Actual	Actual	Actual	Actual	
Population <i>Expenses per head of municipal population</i>	\$1,437.39	\$1,462.75	\$1,559.47	\$1,571.18	The result for this measure has increased by \$134 per capita over the 4-year period to \$1,571 in 2024. This increase is in line with CPI increase and growth within the municipality.
<i>Infrastructure per head of municipal population</i> <i>[Value of infrastructure / Municipal population]</i>	\$10,850.05	\$16,295.96	\$15,538.63	\$15,481.37	The result for this measure is in line with prior year result and indicates Council's strong commitment to improving infrastructure.

Population density per length of road <i>[Municipal population / Kilometres of local roads]</i>	171.17	168.65	174.17	177.94	Population density per length of road has remained steady and is consistent with prior year results.
Own-source revenue <i>Own-source revenue per head of municipal population</i> <i>[Own-source revenue / Municipal population]</i>	\$1,054.73	\$1,127.04	\$1,223.25	\$1,286.28	Compared to 2022/23, Council generated a higher amount of its own revenue from sources such as interest income, increased user fees and statutory fees and fines.
Recurrent grants <i>Recurrent grants per head of municipal population</i> <i>[Recurrent grants / Municipal population]</i>	\$168.72	\$174.36	\$203.55	\$120.84	The 2023/24 ratio decreased compared to previous years mainly because Council did not receive an early payment of the 2024/25 Financial assistance grants and population growth continued its expected trend in the municipality.
Disadvantage <i>Relative Socio-Economic Disadvantage</i> <i>[Index of Relative Socio-Economic Disadvantage by decile]</i>	7.00	7.00	6.00	6.00	Based on the data from the 2021 Census, and released from the Australian Bureau of Statistics, the indicator summarises a range of information about the economic and social conditions of people and households within an area.
Workforce turnover <i>Percentage of staff turnover</i> <i>[Number of permanent staff resignations and terminations / Average number of permanent staff for the financial year] x100</i>	12.0%	13.0%	11.5%	7.7%	Result is showing trends of returning to pre-COVID rates. Led by staff, Council launched an updated set of values and behaviours, during the 2023/24 financial year.

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 2024-25 to 2027-28 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

5.3. Other Matters

Overview of 2024

As we come to the end of this Council term, the results show a balanced capital works program that aims to finish what we started and continues to build the infrastructure to cater for our ever-growing population. It demonstrates Council's strong investment in the infrastructure and services our community needs.

While Wyndham City remains one of the fastest growing municipalities in Australia that brings both benefits and many challenges, including an increase in cost pressures. We need greater funding support from both State and Federal Governments to provide the infrastructure and services that our residents want and need.

In 2023/24 we believe we have achieved the right balance between being financially responsible while delivering on core functions.

FURTHER INFORMATION

For more information or to receive a copy of this document in an alternate format, please contact:

WYNDHAM CITY COUNCIL

45 Princes Highway, Werribee, VIC 3030

Phone: 1300 023 411

Translating and Interpreting services: 13 14 50

✉ mail@wyndham.vic.gov.au

🌐 www.wyndham.vic.gov.au

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