

# Council Meeting

to be held at the Civic Centre, Civic Drive, Greensborough  
on Tuesday 27 April 2021 commencing at 7:00pm.

## Attachments

**Vince Lombardi**  
**Acting Chief Executive Officer**

Thursday 22 April 2021

Distribution: Public

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## Nillumbik Shire Council

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## **Council Meeting**

held at the Civic Centre, Civic Drive, Greensborough  
on Tuesday 23 March 2021 commenced at 7:05pm.

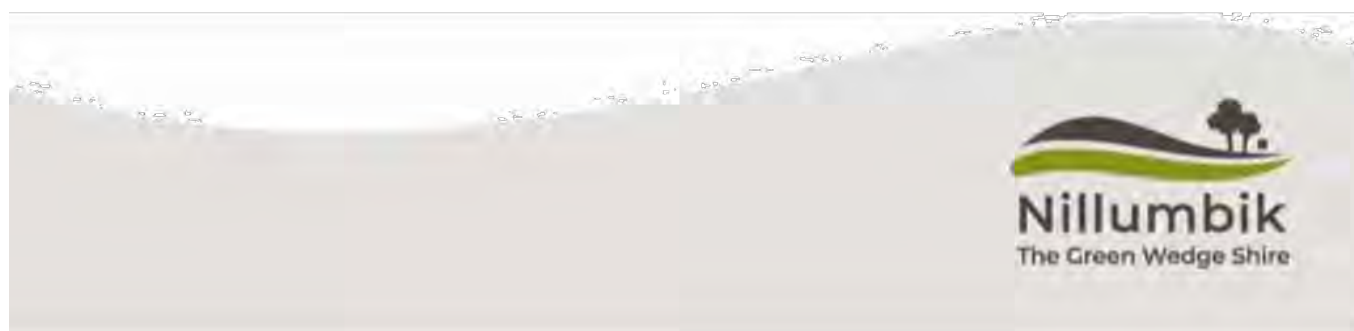
## **Minutes**

**Vince Lombardi**  
**Acting Chief Executive Officer**

Friday 26 March 2021

Distribution: Public

Civic Drive, Greensborough  
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**Council Meeting Minutes**

**23 March 2021**

**Nillumbik Shire Council**

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**Council Meeting Minutes**

**23 March 2021**

**Nillumbik Shire Council**

**Minutes of the Meeting of Nillumbik Shire Council held Tuesday 23 March 2021.  
The meeting commenced at 7.05pm.**

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**Councillors present:**

Cr Richard Stockman	Blue Lake Ward
Cr Karen Egan	Bunjil Ward
Cr Natalie Duffy	Edendale Ward
Cr Peter Perkins	Ellis Ward ( <b>Mayor</b> )
Cr Ben Ramcharan	Sugarloaf Ward
Cr Frances Eyre	Swipers Gully Ward ( <b>Deputy Mayor</b> )
Cr Geoff Paine	Wingrove Ward

**Officers in attendance:**

Vince Lombardi	Acting Chief Executive Officer, Chief Financial Officer
Hjalmar Philipp	Director Operations and Infrastructure
Blaga Naumoski	Executive Manager Governance, Communications and Engagement
Corrienne Nichols	Executive Manager Communities
Jeremy Livingston	Executive Manager Business Transformation and Performance
Rosa Zouzoulas	Executive Manager Planning and Community Safety
Joseph Emmanuel	Manager Infrastructure
Lance Clark	Senior Procurement Specialist
Emma Christensen	Senior Governance Officer

**1. Welcome by the Mayor**

**2. Acknowledgement of Country**

The Acknowledgement of Country was read by the Mayor, Cr Peter Perkins.

**3. Good Governance Pledge**

The Good Governance Pledge was read by Deputy Mayor, Cr Frances Eyre.

**4. Prayer**

A prayer was read by Senior Minister (Vicar) Jonathan Lopez from St Mathews Panton Hill with St Andrews Anglican Church.

**5. Apologies**

Nil

**Council Meeting Minutes**

**23 March 2021**

**6. Presentations**

**International Women's Day read by Deputy Mayor Cr Frances Eyre**

Nillumbik Shire Council held our annual International Women's Day event on 11 March where we presented the Young Women Leader Awards. These awards celebrate the significant achievements of young women in the Nillumbik community.

The 2021 recipients of the awards are:

**Young Woman of the Year**, Madeleine Cameron who has dedicated herself to advocating for youth mental health including in the context of COVID-19, meeting with Prime Minister Scott Morrison last year to discuss the importance of supporting young people's engagement and mental health.

**Young Creative Leaders**, Luna The Moon, an acoustic ukulele trio who adapted their performances to provide online music and entertainment during last year's lockdown.

**Young Sports Leader**, Shania John has blazed a trail, breaking barriers for other girls who want to play cricket and take on leadership roles in community sport.

**Young Business Leader**, Brittany Reukers who has made waves in the business industry, launching her recycled active wear company Strerkandmooi.com a little over a year ago.

We have two of the recipients here tonight – Madeleine Cameron – our Young Woman of the Year, and Jess Maio and Isabella Votsis from Luna the Moon, our Young Creative Leaders.

Thank you for coming – we really wanted to highlight to the whole shire the incredible work our young women leaders are doing in the community.

These awards continue to be an important part of our calendar and celebrate the young women of Nillumbik whose leadership skills benefit us all in many ways.

We congratulate both the award recipients and the many others who were nominated. All of their stories were inspiring and signal a bright future ahead.

Madeleine Cameron – our Young Woman of the Year thanked Council for the opportunities and gave a short speech.

Jess Maio from Luna the Moon, our Young Creative Leaders thanked Council for the opportunities and gave a short speech.

**7. Confirmation of minutes**

Confirmation of minutes of the Council Meeting held on Tuesday 23 February 2021.

**Council Resolution**

**MOVED:** Cr Geoff Paine

**SECONDED:** Cr Ben Ramcharan

**That** the minutes of the Council Meeting held on Tuesday 23 February 2021 be confirmed (**Attachment 1**).

**CARRIED UNANIMOUSLY**

**8. Disclosure of conflicts of interest**

Nil

**9. Petitions**

Nil

**Council Meeting Minutes**

**23 March 2021**

**10. Questions from the gallery**

**Travis Hall** has asked the following questions

So much for privatisation driving costs down.

We are barely three months into COVID recovery, with a lot of people still out of work and many small businesses either closed or still trying to make a dollar. Continuing the trend of borrowing and spending without looking to fix or amend the past mistakes is irresponsible financial management.

I understand that this new group of Councillors want to be seen as delivering on new projects and promises to the community over worrying about the budget black hole however, at some stage someone will need to take responsibility and action to fix the poor mishandling of borrowing and spending of previous Council's which has led to an increase of rates of approximately 40% over the past 20 years.

Borrowings of up to \$20 million is irresponsible, especially for a business such as a Council that does not make money. Any decently ran company would not allow for such poor budgeting. You have all agreed to act responsibly on behalf of the entire Nillumbik Shire and its residents, not just Diamond Creek and Eltham where most of these new projects will be delivered. Adding further debt and added costs to the rate payer right now is not responsible financial management.

**Question 1**

*How does Council justify the rate and waste management increases currently proposed in the 2021-2022 draft budget?*

**Response 1**

The increase to rates and waste management changes are reflective of the continued provision of services, maintained at existing levels, and capital works program delivery.

**Question 2**

*Why are we being asked to accept a 13.86% increase for waste management charges so soon after the new deal came into place?*

**Response 2**

Council's approach to the service charge is compliant with statutory regulations and captures all known costs associated with the provision of the service including the rehabilitation costs of the former landfill sites.

The increase in cost of the service is driven by:

1. Increases to disposal costs due to volume increases driven by 240 litre bin rollout and increases in tonnages, that relates to approximately 44% of that increase.
2. Tipping fees have increased mainly as result of an uplift to the State Government EPA levy – that accounts for 21% of that increase.
3. Kerbside waste collection costs have increased due to higher lift numbers driven by new and additional services – that equates to 22% of that increase.

If you add those percentages up that comes to 87% and the balance is made up of minor modifications across multiple line items, largely increased costs associated with the closed landfill sites including compliance monitoring and maintenance.



## Council Meeting Minutes

23 March 2021

**Michael Krause** asked the following questions

According to the September Quarter Financial Report, the council had \$6.3M in long-term loans from NAB and ANZ at rates ranging between 5.86% and 7.91%. Both NAB and ANZ have poor environmental records (e.g. funding coal miners) and these rates seem excessive.

### **Question 1**

*Has this council considered refinancing this debt with institutions with better environment records and/or on better terms?*

### **Response 1**

Council has investigated the refinancing of the long-term commercial loans, however due to the terms and conditions in the underlying agreement, the cost to do so outweighs the financial benefit.

### **Question 2**

Noting the previous question and that the 21/22 budget suggests additional borrowings of \$7M (mostly to fund the rehabilitation of the legacy Kangaroo Ground landfill)

*Should this council implement a policy to avoid future borrowings from (and/or investments with) financial institutions with poor environmental and climate change records that could be included in council's climate change action plan?*

### **Response 2**

Council has an Investment Policy which provides a framework on the utilisation of Council's cash funds within legislative framework.

Within the policy framework preference will be given to financial institutions maintaining environmentally sustainable investment and financing practices/policies (green institutions).

When Council resolves to borrow from financial institutions, a tender process falling under Council's Procurement Policy is initiated. Tenderers are asked to provide details around what initiatives or policies they have in relation to divesting from/off-setting fossil fuels.

**Sue Dyet** asked the following questions on behalf of Eltham Community Action Group

In February this year ECAG wrote to the Council in response to a letter sent by MRPV dated 27 January 2021, a follow up question is:

### **Question 1**

*Has Council been consulted by Major Roads Projects Victoria (MRPV) in relation to the urban design and landscaping statement that must be prepared in consultation with the councils that include Nillumbik under clause 4.9.1. of Planning Scheme Amendment GC119 (which has been incorporated into the Nillumbik Planning Scheme)?*

### **Response 1**

Yes, Council received documentation from MRPV on 8 March 2021, which is currently being reviewed by both officers and Councillors in line with timelines put forward by MRPV.

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**23 March 2021**

**Question 2**

***If so:***

- a) *when did the consultation(s) take place and were the councillors advised of this process?*
- b) *did the Councillors have any input into the result of the consultation(s) and what was the outcome of this input?*

***If not, is Council going to raise this issue with MRPV and the Minister for Planning (on the basis that the Minister should not approve any urban design and landscaping statement that has not been prepared in consultation with Council)?***

**"4.9 Landscaping and urban design**

4.9.1 An urban design and landscaping statement must be prepared in consultation with Banyule City Council, Manningham City Council, Nillumbik Shire Council and the project's Urban Design Advisory Panel and to the satisfaction of the Minister for Planning. The statement must demonstrate how the final design responds to the objectives and principles of the Northern Road Upgrade – Landscaping and Urban Design Strategy and the landscape character of the area, and include:

- a. A landscape plan.
- b. A design of the proposed retaining walls and any other urban design treatments."

**Response 2**

The consultation with Council is occurring from 8 to 29 March 2021, which incorporates an extension, at Council's request, to MRPV's initial closing date of 22 March 2021.

Councillors have been advised of the consultation and of significant and broad-ranging concerns officers currently have regarding clarity regarding the status of the document, time to respond, concerns regarding the design response, and meeting requirements of Clause 4.9 of the incorporated document.

Officers will finalise and submit comments to the MRPV by 29 March 2021 following Council's comprehensive review and feedback to the documents received.

**Sue Dyet asked the following questions**

During the last year from March 2020 most Council Staff have been working from home. Also, during that period, staff will have left and staff will have been employed.

Given that the new staff will also have been working from home, some will have been having interactions with ratepayers, making reports and even recommendations or decisions about our community, whilst living some distance from Nillumbik. Some possibly may have not been to Nillumbik.

**Question 1**

*How many staff have been employed from March 2020 until now?*

**Response 1**

93 staff appointments were made from March 2020 to date, no new staff, only replacement of staff, of which 17 were employed under the Working for Victoria program. They are new short term positions.

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**23 March 2021**

**Question 2**

*How has Council ensured and met the challenge of inducting new staff, working from home, of the history, values, culture and even geography of the area, to enable an understanding of this unique municipality?*

**Response 2**

Throughout the pandemic there was no change to the content of the induction for new starters. The process was altered to accommodate for a virtual medium when necessary.

The induction bus tour was delayed for some new starters, which provides new starters a tour of the Shire and an overview of the history of significant sites across the municipality. We understand that the bus inductions will occur soon.

**Council Meeting Minutes**

**23 March 2021**

**11. Reports of Advisory Committees**

**AC.003/21 Advisory Committee Report - 23 March 2021**

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**Distribution:** Public

**Manager:** Blaga Naumoski, Executive Manager Governance, Communications and Engagement

**Author:** Janet Taylor, Governance Officer

**Summary**

Council has a range of Advisory Committees which provide a formal mechanism for Council to consult with key stakeholders, seek specialist advice and enable community participation. Although they do not make any formal decisions, they provide valuable advice to Council.

In accordance with Advisory Committee Terms of Reference, the minutes of meetings are presented to Council.

The Arts and Cultural Advisory Committee meeting held 7 December 2020, the Environment and Sustainability Advisory Committee Meeting held 16 December 2020, the Health and Wellbeing Advisory Committee meeting held on 4 February 2021 and the Positive Ageing Advisory Committee meeting held on 12 February 2021. The minutes of each meeting are attached (**Attachment 1**).

<b>Council Resolution</b>
---------------------------

**MOVED:** Cr Geoff Paine

**SECONDED:** Cr Frances Eyre

**That** the minutes of the Arts and Cultural Advisory Committee meeting held 7 December 2020, the Environment and Sustainability Advisory Committee Meeting held 16 December 2020, the Health and Wellbeing Advisory Committee meeting held on 4 February 2021 and the Positive Ageing Advisory Committee meeting held on 12 February 2021 (**Attachment 1**) be noted.

**CARRIED UNANIMOUSLY**

**Council Meeting Minutes**

**23 March 2021**

**12. Reports of Special Committees**

Nil

**13. Officers' reports**

<b>Council Resolution</b>
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**MOVED: Cr Natalie Duffy**

**SECONDED: Cr Frances Eyre**

**That Council alter the order of business to consider report CM.048/21 'Endorsement of Youth Council Members' to be heard before report CM.029/21 'Draft Budget 2021-2022'.**

**CARRIED UNANIMOUSLY**

**Council Meeting Minutes**

**23 March 2021**

**13. Officers' reports**

**CM.048/21 Endorsement of Youth Council Members**

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**Distribution: Public**

**Manager: Corrienne Nichols, Executive Manager Communities**

**Author: Nichole Johnson, Coordinator Strategic Projects**

**Summary**

At the 15 December 2020 Council meeting, Council endorsed the establishment of the Nillumbik Youth Council, to act as an Advisory Committee of Council.

The Youth Council is to consist of up to fifteen young people aged 15-25 years of age who are passionate for their community and represent the views, ideas and needs of young people in the municipality.

A total of 19 applications were received and assessed against the selection criteria by an internal assessment panel.

This report seeks Council endorsement for fifteen elected Youth Councillor members to the Nillumbik Youth Council.

<b>Recommendation</b>
-----------------------

**That Council:**

1. Endorses the fifteen applicants listed (**Attachment 2**) onto the Nillumbik Youth Council Advisory Committee:
  - (a) Applicant 1 \_\_\_\_\_ for their role as a Youth Council Advisory Committee Member
  - (b) Applicant 2 \_\_\_\_\_ for their role as a Youth Council Advisory Committee Member
  - (c) Applicant 3 \_\_\_\_\_ for their role as a Youth Council Advisory Committee Member
  - (d) Applicant 4 \_\_\_\_\_ for their role as a Youth Council Advisory Committee Member
  - (e) Applicant 5 \_\_\_\_\_ for their role as a Youth Council Advisory Committee Member
  - (f) Applicant 6 \_\_\_\_\_ for their role as a Youth Council Advisory Committee Member
  - (g) Applicant 7 \_\_\_\_\_ for their role as a Youth Council Advisory Committee Member
  - (h) Applicant 8 \_\_\_\_\_ for their role as a Youth Council Advisory Committee Member
  - (i) Applicant 9 \_\_\_\_\_ for their role as a Youth Council Advisory Committee Member
  - (j) Applicant 10 \_\_\_\_\_ for their role as a Youth Council Advisory Committee Member

**Council Meeting Minutes**

**23 March 2021**

- (k) Applicant 11 \_\_\_\_\_ for their role as a Youth Council Advisory Committee Member
  - (l) Applicant 12 \_\_\_\_\_ for their role as a Youth Council Advisory Committee Member
  - (m) Applicant 13 \_\_\_\_\_ for their role as a Youth Council Advisory Committee Member
  - (n) Applicant 14 \_\_\_\_\_ for their role as a Youth Council Advisory Committee Member
  - (o) Applicant 15 \_\_\_\_\_ for their role as a Youth Council Advisory Committee Member
2. Acknowledges and thanks all community members who submitted applications to the Youth Council Advisory Committee.

**Motion**

**MOVED: Cr Ben Ramcharan**

**SECONDED: Cr Frances Eyre**

**That Council:**

1. Endorses the fifteen applicants listed (**Attachment 2**) onto the Nillumbik Youth Council Advisory Committee:
- (a) Applicant 1 **Maali Kerta-Rice** for their role as a Youth Council Advisory Committee Member
  - (b) Applicant 2 **Fieke van der Kamp** for their role as a Youth Council Advisory Committee Member
  - (c) Applicant 3 **Orianna Edmonds** for their role as a Youth Council Advisory Committee Member
  - (d) Applicant 4 **Maverick Knight** for their role as a Youth Council Advisory Committee Member
  - (e) Applicant 5 **Brianne Keogh** for their role as a Youth Council Advisory Committee Member
  - (f) Applicant 6 **Jack Linehan** for their role as a Youth Council Advisory Committee Member
  - (g) Applicant 7 **Kirra Imbriano** for their role as a Youth Council Advisory Committee Member
  - (h) Applicant 8 **Lachlan Wadsworth** for their role as a Youth Council Advisory Committee Member
  - (i) Applicant 9 **Katie O'Brien** for their role as a Youth Council Advisory Committee Member
  - (j) Applicant 10 **Indiana Sandwell** for their role as a Youth Council Advisory Committee Member
  - (k) Applicant 11 **Imogen Jaques** for their role as a Youth Council Advisory Committee Member
  - (l) Applicant 12 **Cavan Cartwright** for their role as a Youth Council Advisory Committee Member

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**23 March 2021**

- (m) Applicant 13 **Bailey Cumming** for their role as a Youth Council Advisory Committee Member
- (n) Applicant 14 **Taj Andreetta** for their role as a Youth Council Advisory Committee Member
- (o) Applicant 15 **Joseph Bowman** for their role as a Youth Council Advisory Committee Member
- 2. Acknowledges and thanks all community members who submitted applications to the Youth Council Advisory Committee.
- 3. **Resolves that the Applications and Interviews and Panel Assessment (Attachments 2 & 3) to remain confidential on the grounds specified in the definition of confidential information in section 3(1)(f) of the *Local Government Act 2020*.**

**Amendment**

**MOVED: Cr Natalie Duffy**

**SECONDED: Cr Richard Stockman**

**That Council:**

- 1. Endorses the eighteen applicants listed (**Attachment 2**) onto the Nillumbik Youth Council Advisory Committee:
  - (a) Applicant 1 **Maali Kerta-Rice** for their role as a Youth Council Advisory Committee Member
  - (b) Applicant 2 **Fieke van der Kamp** for their role as a Youth Council Advisory Committee Member
  - (c) Applicant 3 **Orianna Edmonds** for their role as a Youth Council Advisory Committee Member
  - (d) Applicant 4 **Maverick Knight** for their role as a Youth Council Advisory Committee Member
  - (e) Applicant 5 **Brianne Keogh** for their role as a Youth Council Advisory Committee Member
  - (f) Applicant 6 **Jack Linehan** for their role as a Youth Council Advisory Committee Member
  - (g) Applicant 7 **Kirra Imbriano** for their role as a Youth Council Advisory Committee Member
  - (h) Applicant 8 **Lachlan Wadsworth** for their role as a Youth Council Advisory Committee Member
  - (i) Applicant 9 **Katie O'Brien** for their role as a Youth Council Advisory Committee Member
  - (j) Applicant 10 **Indiana Sandwell** for their role as a Youth Council Advisory Committee Member
  - (k) Applicant 11 **Imogen Jaques** for their role as a Youth Council Advisory Committee Member
  - (l) Applicant 12 **Cavan Cartwright** for their role as a Youth Council Advisory Committee Member



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- (m) Applicant 13 **Bailey Cumming** for their role as a Youth Council Advisory Committee Member
  - (n) Applicant 14 **Taj Andreetta** for their role as a Youth Council Advisory Committee Member
  - (o) Applicant 15 **Joseph Bowman** for their role as a Youth Council Advisory Committee Member
  - (p) Applicant 16 \_\_\_\_\_ for their role as a Youth Council Advisory Committee Member
  - (q) Applicant 17 \_\_\_\_\_ for their role as a Youth Council Advisory Committee Member
  - (r) Applicant 18 \_\_\_\_\_ for their role as a Youth Council Advisory Committee Member
2. **Amend the Terms of Reference to increase the membership to 18.**
3. Acknowledges and thanks all community members who submitted applications to the Youth Council Advisory Committee.
4. **Resolves that the Applications and Interviews and Panel Assessment (Attachments 2 & 3) to remain confidential on the grounds specified in the definition of confidential information in section 3(1)(f) of the *Local Government Act 2020*.**

**LOST**

*Cr Natalie Duffy called for a division:*

For: Crs Natalie Duffy, Peter Perkins and Richard Stockman

Against: Crs Karen Egan, Frances Eyre, Geoff Paine and Ben Ramcharan

*The Mayor, Cr Peter Perkins declared the Motion Lost.*

*Cr Ben Ramcharan proposed to amend his motion to include point 4:*

**Amended Motion**

4. **Under the Membership and Chairperson heading in the Youth of Council Terms of Reference add a sixth dot point that specifies observers may be present at meeting of Youth Council Advisory.**

*Following discussions, Cr Ben Ramcharan withdrew his amended motion.*

The motion before the chair reads as follows:

**Motion**

**MOVED: Cr Ben Ramcharan**

**SECONDED: Cr Frances Eyre**

**That Council:**

1. Endorses the fifteen applicants listed (**Attachment 2**) onto the Nillumbik Youth Council Advisory Committee:
- (a) Applicant 1 **Maali Kerta-Rice** for their role as a Youth Council Advisory Committee Member

**Council Meeting Minutes**

**23 March 2021**

- (b) Applicant 2 **Fieke van der Kamp** for their role as a Youth Council Advisory Committee Member
  - (c) Applicant 3 **Orianna Edmonds** for their role as a Youth Council Advisory Committee Member
  - (d) Applicant 4 **Maverick Knight** for their role as a Youth Council Advisory Committee Member
  - (e) Applicant 5 **Brianne Keogh** for their role as a Youth Council Advisory Committee Member
  - (f) Applicant 6 **Jack Linehan** for their role as a Youth Council Advisory Committee Member
  - (g) Applicant 7 **Kirra Imbriano** for their role as a Youth Council Advisory Committee Member
  - (h) Applicant 8 **Lachlan Wadsworth** for their role as a Youth Council Advisory Committee Member
  - (i) Applicant 9 **Katie O'Brien** for their role as a Youth Council Advisory Committee Member
  - (j) Applicant 10 **Indiana Sandwell** for their role as a Youth Council Advisory Committee Member
  - (k) Applicant 11 **Imogen Jaques** for their role as a Youth Council Advisory Committee Member
  - (l) Applicant 12 **Cavan Cartwright** for their role as a Youth Council Advisory Committee Member
  - (m) Applicant 13 **Bailey Cumming** for their role as a Youth Council Advisory Committee Member
  - (n) Applicant 14 **Taj Andreetta** for their role as a Youth Council Advisory Committee Member
  - (o) Applicant 15 **Joseph Bowman** for their role as a Youth Council Advisory Committee Member
2. Acknowledges and thanks all community members who submitted applications to the Youth Council Advisory Committee.
3. **Resolves that the Applications and Interviews and Panel Assessment (Attachments 2 & 3) to remain confidential on the grounds specified in the definition of confidential information in section 3(1)(f) of the *Local Government Act 2020*.**

THE MOTION WAS PUT TO THE VOTE AND CARRIED AND BECAME THE COUNCIL RESOLUTION AS FOLLOWS:

**Council Resolution**

**MOVED: Cr Ben Ramcharan**

**SECONDED: Cr Frances Eyre**

**That Council:**

1. Endorses the fifteen applicants listed (**Attachment 2**) onto the Nillumbik Youth Council Advisory Committee:

**Council Meeting Minutes**

**23 March 2021**

- (a) Applicant 1 Maali Kerta-Rice for their role as a Youth Council Advisory Committee Member
  - (b) Applicant 2 Fieke van der Kamp for their role as a Youth Council Advisory Committee Member
  - (c) Applicant 3 Orianna Edmonds for their role as a Youth Council Advisory Committee Member
  - (d) Applicant 4 Maverick Knight for their role as a Youth Council Advisory Committee Member
  - (e) Applicant 5 Brianne Keogh for their role as a Youth Council Advisory Committee Member
  - (f) Applicant 6 Jack Linehan for their role as a Youth Council Advisory Committee Member
  - (g) Applicant 7 Kirra Imbriano for their role as a Youth Council Advisory Committee Member
  - (h) Applicant 8 Lachlan Wadsworth for their role as a Youth Council Advisory Committee Member
  - (i) Applicant 9 Katie O'Brien for their role as a Youth Council Advisory Committee Member
  - (j) Applicant 10 Indiana Sandwell for their role as a Youth Council Advisory Committee Member
  - (k) Applicant 11 Imogen Jaques for their role as a Youth Council Advisory Committee Member
  - (l) Applicant 12 Cavan Cartwright for their role as a Youth Council Advisory Committee Member
  - (m) Applicant 13 Bailey Cumming for their role as a Youth Council Advisory Committee Member
  - (n) Applicant 14 Taj Andreetta for their role as a Youth Council Advisory Committee Member
  - (o) Applicant 15 Joseph Bowman for their role as a Youth Council Advisory Committee Member
2. Acknowledges and thanks all community members who submitted applications to the Youth Council Advisory Committee.
3. Resolves that the Applications and Interviews and Panel Assessment (Attachments 2 & 3) to remain confidential on the grounds specified in the definition of confidential information in section 3(1)(f) of the *Local Government Act 2020*.

**CARRIED UNANIMOUSLY**

**Council Meeting Minutes**

**23 March 2021**

**13. Officers' reports**

**CM.029/21 Draft Budget 2021-2022**

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**Distribution: Public**

**Manager: Vince Lombardi, Chief Financial Officer**

**Author: Melika Sukunda, Finance Manager**

**Summary**

This report presents the draft Budget for 2021-2022 for Council approval prior to exhibition for public consultation. The Budget provides resources for the ongoing delivery of Council services to the community, and for the development and maintenance of infrastructure throughout the Shire.

**Rates and charges**

- The draft Budget proposes a 1.50 percent increase to rates levied.
- An increase of 13.86 percent to the waste management standard charge.

**Capital Works**

- A range of major capital works projects have been identified through planning and community consultation. The draft Budget also provides significant resources to maintain and develop existing infrastructure.

**Strategic Resource Plan**

- In conjunction with the Council Plan, the Strategic Resource Plan has also been prepared for the next ten financial years.

**Council Resolution**

**MOVED: Cr Natalie Duffy**

**SECONDED: Cr Ben Ramcharan**

**That Council:**

1. Adopts the draft 2021-2022 Budget (**Attachment 1**) for the purposes of section 94 of the *Local Government Act 2020*.
2. Authorises the Chief Executive Officer to give public notice in accordance with 223 of the *Local Government Act 1989* and section 96 of the *Local Government Act 2020* of Council's intention to adopt, at a Council meeting proposed to be held at 7:00 pm on 25 May 2021, the 2021-2022 Budget presented to this meeting.
3. Notes that any person who makes a written submission in relation to the draft 2021-2022 Budget and requests to be heard in support of the written submission, be heard at the Planning and Consultation Committee meeting to be held in the Council Chamber, Civic Centre, at 7:00 pm on 11 May 2021.
4. Authorises the Chief Executive Officer to undertake any and all administrative procedures necessary to enable Council to carry out its functions under section 223 of the *Local Government Act 1989*.

**CARRIED UNANIMOUSLY**

**Council Meeting Minutes**

**23 March 2021**

**13. Officers' reports**

**CM.030/21 Audit and Risk Committee Meeting February 2021**

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**Distribution:** Public

**Manager:** Vince Lombardi, Chief Financial Officer

**Author:** Melika Sukunda, Finance Manager

**Summary**

In accordance with section 53 of the *Local Government Act 2020* and good governance principles, councils must have an Audit and Risk Committee.

As resolved at the 26 February 2019 Ordinary Council Meeting, the minutes of an Audit and Risk Committee meeting are to be reported and presented to a subsequent Ordinary Council Meeting.

The Audit and Risk Committee met on 15 February 2021. The minutes for the meeting are shown in **Attachment 1**.

<b>Council Resolution</b>
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**MOVED:** Cr Frances Eyre

**SECONDED:** Cr Geoff Paine

**That** Council notes the minutes of the Audit and Risk Committee meeting held on 15 February 2021.

**CARRIED UNANIMOUSLY**

**Council Meeting Minutes**

**23 March 2021**

**13. Officers' reports**

**CM.031/21 Councillor Gift Policy**

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**Distribution:** Public

**Manager:** Blaga Naumoski, Executive Manager Governance, Communications and Engagement

**Author:** Katia Croce, Governance Lead

**Summary**

The implementation of the *Local Government Act 2020 (the Act)* requires a gradual staged development of a number of statutory documents, mainly over an 18 month period. The Governance Rules and certain policies have already been completed; the new Councillor Gift Policy (**Policy**) is required to operate on or before 24 April 2021.

Section 138 of the Act requires Council to adopt a Councillor Gift Policy which includes procedures for the maintenance of a gift register and any other matters prescribed by regulations. The *Local Government (Governance and Integrity) Regulations 2020* provide some details necessary for inclusion in the Policy, including the current threshold of \$500 or more in value requiring the gift to be detailed in a biannual personal interest return.

This report requests that Council adopts the Councillor Gift Policy in order to meet its legislative requirements set out by the Act and prescribed regulations.

<b>Council Resolution</b>
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**MOVED:** Cr Karen Egan

**SECONDED:** Cr Natalie Duffy

**That Council endorses the Councillor Gift Policy (Attachment 1).**

**CARRIED UNANIMOUSLY**

**Council Meeting Minutes**

**23 March 2021**

**13. Officers' reports**

**CM.032/21 Declaration of the Eltham Town Business Precinct Special Rate 2021-2026**

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**Distribution: Public**

**Manager: Rosa Zouzoulas, Executive Manager Planning and Community Safety**

**Author: Danielle Phyland, Economic Development and Tourism Lead**

**Summary**

The purpose of this report is for Council to consider the matter of whether to declare, modify or abandon the Special Rate for Eltham Town.

Renewing the Special Rate for Eltham Town will continue to improve the trading climate of the Eltham Town Village through the implementation of a series of business improvement and promotional activities. Over the past five years the scheme has been successful in funding advertising campaigns, events and overall marketing of Eltham Town.

In accordance with the requirements of the *Local Government Act 1989* formal notification of the proposed special rate was undertaken, with a public notice published in the Herald Sun on Monday 21 December 2020 (**Attachment 1**) and also written notification being sent via mail to owners of properties upon which the special rate would be levied (**Attachment 2 and 3**).

Notice has also been provided to the Chamber with a copy of the public notice to be forwarded on to occupiers/businesses (relevant in cases where the owner obliges the tenant pay the special rate) and available on Council's website.

In response to the above notifications, Council has received 6 submissions (**Attachment 4**) of a total of 178 properties liable to pay the special rate. 6 in support of the special rate and 0 opposing its renewal.

In accordance with sections 223(1) (b) and (c) of the *Local Government Act 1989*, Council has heard and considered all submissions and/ or objections at a meeting of its Future Nillumbik Committee that was held on 9 February 2021.

Following their consideration of the submissions, the Eltham Chamber of Commerce and Industry (Chamber) has advised that it wishes to proceed with the renewal of the Special Rate in the form advertised.

Accordingly, this report recommends that Council declares the Special Rate for Eltham Town centre for a further five year period.

**Council Resolution**

**MOVED: Cr Geoff Paine**

**SECONDED: Cr Frances Eyre**

**That Council:**

1. Having considered all submissions received and taken account of all objections lodged and complied with the requirements of sections 163A, 163B and 223 of the *Local Government Act 1989* (the Act), and otherwise according to law, hereby declares a Special Rate for Eltham Town under section 163(1) of the Act for the purpose of defraying expenses to be incurred by Council in providing funds to the incorporated body known and operating as the Eltham Chamber of Commerce and Industry Inc. The funds, subject always to the approval, direction and control of

**Council Meeting Minutes**

**23 March 2021**

**13. Officers' reports**

**CM.032/21 Declaration of the Eltham Town Business Precinct Special Rate 2021-2026**

- 
- Council, are to be used for the purpose of funding a centre marketing officer, promotional, advertising, marketing, business development and other incidental expenses as approved by Council and agreed to between Council and the Chamber, all of which are associated with the encouragement of commerce, retail and professional activity and employment in the Eltham Town centre.
2. Gives notice to all owners and occupiers of properties included in the special rate renewal and all persons who have lodged a submission and/ or an objection in writing of the decision of Council to declare and levy the Special Rate commencing on 1 July 2021, and the reasons for the decision.
  3. Resolves that for the purposes of paragraph 2, the reasons for the decision of Council to declare the Special Rate are that:
    - There is sufficient support for the Special Rate from the property owners and occupiers.
    - Council considers that it is acting in accordance with the functions and powers conferred on it under the *Local Government Act 1989*, having regard to its role, purposes and objectives under the Act, particularly in relation to the encouragement of commerce, retail activity and employment opportunities in and around the scheme area.
    - All persons who are liable or required to pay the Special Rate and the properties respectively owned or occupied by them will receive a special benefit in the form of an enhancement or maintenance in land values and/ or a maintenance or enhancement in the use, occupation and enjoyment of the properties.
    - The basis of distribution of the Special Rate amongst those persons who are liable or required to pay the Special Rate is considered to be fair and reasonable.
  4. Undertakes all statutory processes and procedures to implement the Special Rate.
  5. Notifies the Eltham Chamber of Commerce and Industry of the above.
  6. Upon declaration officers finalise the Special Rate Agreement in conjunction with the Eltham Chamber of Commerce and Industry.

**CARRIED UNANIMOUSLY**



**Council Meeting Minutes**

**23 March 2021**

**13. Officers' reports**

**CM.033/21 Declaration of the Hurstbridge Village Business Precinct Special Rate 2021-2026**

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**Distribution: Public**

**Manager: Rosa Zouzoulas, Executive Manager Planning and Community Safety**

**Author: Danielle Phyland, Economic Development and Tourism Lead**

**Summary**

The purpose of this report is for Council to consider the matter of whether to declare, modify or abandon the Special Rate for Hurstbridge Village.

Renewing the Special Rate for Hurstbridge Village will continue to improve the trading climate of the Hurstbridge Village through the implementation of a series of business improvement and promotional activities. Over the past five years the scheme has been successful in funding advertising campaigns, events and overall marketing of Hurstbridge Village.

In accordance with the requirements of the *Local Government Act 1989* formal notification of the proposed special rate was undertaken, with a public notice published in the Herald Sun on Monday 21 December 2020 (**Attachment 1**) and also written notification being sent via mail to owners of properties upon which the special rate would be levied (**Attachment 2 and 3**).

Notice has also been provided to the Hurstbridge Traders Association with a copy of the public notice to be forwarded on to occupiers/businesses (relevant in cases where the owner obliges the tenant pay the special rate) and available on Council's website.

In response to the above notifications, Council has received 6 submissions (**Attachment 4**) of a total of 178 properties liable to pay the special rate. 6 in support of the special rate and 0 opposing its renewal.

In accordance with section 223 (b) and (c) of the *Local Government Act 1989*, Council has heard and considered all submissions and/or objections at its Future Nillumbik Committee on 9 February 2021.

Council received six (6) submissions (**Attachment 3 and 4**), from a total of 66 properties liable to pay the special rate. 5 in support of the special rate and 1 submission that was a petition received with 25 signatures requesting that the Special Rate Renewal be waived for 12 months. Further to this, 2 business owners made in person objections at the Future Nillumbik Committee meeting on 9 February 2021.

Following their consideration of the submissions, the Hurstbridge Traders Association has advised that it wishes to proceed with the renewal of the Special Rate not in the form initially advertised.

The Hurstbridge Traders Association has engaged with businesses in Hurstbridge Village and submitted a revised proposal to Council suggesting a 50% reduction of the levy for one year and then revert back to the original fee for years 2-5 inclusive (**Attachment 5, 6 and 7**).

Accordingly, this report recommends that Council accepts the revised proposal submitted by the Hurstbridge Traders Association and modify the declaration of a Special Rate for Hurstbridge Village for a further five year period.

**Council Meeting Minutes**

**23 March 2021**

**13. Officers' reports**

**CM.033/21 Declaration of the Hurstbridge Village Business Precinct Special Rate 2021-2026**

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**Council Resolution**

**MOVED:** Cr Karen Egan

**SECONDED:** Cr Natalie Duffy

**That Council:**

1. Having considered all submissions received and taken account of all objections lodged and complied with the requirements of sections 163A, 163B and 223 of the *Local Government Act 1989* (the Act), and otherwise according to law, hereby modify the declaration of a Special Rate for Hurstbridge Village based on the revised proposal under section 163(1) of the Act for the purpose of defraying expenses to be incurred by Council in providing funds to the incorporated body known and operating as the Hurstbridge Traders Association. The funds, subject always to the approval, direction and control of Council, are to be used for the purpose of funding a centre marketing officer, promotional, advertising, marketing, business development and other incidental expenses as approved by Council and agreed to from time to time between Council and the Chamber, all of which are associated with the encouragement of commerce, retail and professional activity and employment in the Hurstbridge Village business precinct.
2. Gives notice to all owners and occupiers of properties included in the special rate renewal and all persons who have lodged a submission and/ or an objection in writing of the decision of Council to declare and levy the Special Rate commencing on 1 July 2021, and the reasons for the decision.
3. Resolves that for the purposes of paragraph 2, the reasons for the decision of Council to modify the declaration of the Special Rate are that:
  - There is sufficient support for the modification of a Special Rate from the property owners and occupiers.
  - Council considers that it is acting in accordance with the functions and powers conferred on it under the *Local Government Act 1989*, having regard to its role, purposes and objectives under the Act, particularly in relation to the encouragement of commerce, retail activity and employment opportunities in and around the scheme area.
  - All persons who are liable or required to pay the Special Rate and the properties respectively owned or occupied by them will receive a special benefit in the form of an enhancement or maintenance in land values and/ or a maintenance or enhancement in the use, occupation and enjoyment of the properties.
  - The basis of distribution of the Special Rate amongst those persons who are liable or required to pay the Special Rate is considered to be fair and reasonable.
4. Undertakes all statutory processes and procedures.
5. Notifies the Hurstbridge Traders Association of the above.
6. Upon declaration officers finalise the Special Rate Agreement in conjunction with the Hurstbridge Village Traders Association.

**CARRIED UNANIMOUSLY**

**Council Meeting Minutes**

**23 March 2021**

**13. Officers' reports**

**CM.034/21 National General Assembly of Local Government 2021 - Calls for Motions**

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**Distribution:** Public

**Manager:** Blaga Naumoski, Executive Manager Governance, Communications and Engagement

**Author:** Katia Croce, Governance Lead

**Summary**

The Australian Local Government Association (ALGA), National General Assembly (NGA) provides the opportunity for councils throughout Australia to contribute to the development of national local government policy and receive updates on the major policy issues facing local government. The NGA is to be held in Canberra from 20 – 23 June 2021 and this year's theme is 'Working Together for our Communities'.

The NGA is an opportunity for individual councils to identify matters of national relevance to the sector, influence the future direction of our council and our community and to submit notices of motion to seek support at the NGA for these matters to be considered by NGA as national policy.

The ALGA Secretariat has prepared a short discussion paper (**Attachment 1**) to assist Councils to identify motions that address the theme of the 2021 NGA – Working Together for Our Communities.

The Mayor will be representing Council at the National General Assembly.

This report seeks endorsement of the Motions (**Attachment 2**) to be put forward to the ALGA, NGA in June 2021. The Motions submitted will be reviewed by a committee of the ALGA Board as well as by State and Territory Local Government Associations to determine their eligibility for inclusion in the NGA Business Papers. When reviewing motions, the Committee considers the importance and relevance of the issue to local government.

Motions need to be submitted no later than 26 March 2021.

<b>Council Resolution</b>
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**MOVED:** Cr Karen Egan

**SECONDED:** Cr Ben Ramcharan

**That Council:**

1. Resolves to adopt and lodge the following motions to the Australian Local Government Association, National General Assembly to be held in Canberra on 20 - 23 June 2021:
  - a. 'That this National General Assembly calls on the Australian Government to develop appropriate funding mechanisms to enable local governments to establish community hubs for the co-location of key services such as education, youth services, counselling and community health, in order to deliver comprehensive, integrated support to local communities, as they recover from the COVID-19 pandemic.'

**Council Meeting Minutes**

**23 March 2021**

**13. Officers' reports**

**CM.034/21 National General Assembly of Local Government 2021 - Calls for Motions**

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- b. 'That this National General Assembly calls on the Australian Government to make available greater funding – either through the extension of its Smart Cities and Suburbs program or a new initiative, to enable local governments and their communities to implement the latest networking and monitoring technology in their efforts to improve bushfire preparedness and climate resilience.'
2. Resolves to amend the Council meeting date from 22 June 2021 to 29 June 2021.

**CARRIED UNANIMOUSLY**

**Council Meeting Minutes**

**23 March 2021**

**13. Officers' reports**

**CM.035/21 John Street and Bridge Street Road Discontinuance**

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**Distribution:** Public

**Manager:** Hjalmar Philipp, Director Operations and Infrastructure

**Author:** Joseph Emmanuel, Manager Infrastructure

**Summary**

This report addresses the status of two road reserves located at the eastern end of Bridge Street in Eltham and the eastern end of John Street in Eltham (**Roads**).

Having identified that the Roads were no longer required for the purpose of vehicular use, Council has proposed to discontinue the Roads pursuant to the statutory process under the *Local Government Act 1989* (the Act) and retain the resultant land for public park and recreation, including pedestrian access.

A separate planning scheme amendment process, known as Amendment C126nill is being undertaken to rezone these sites from Neighbourhood Residential Zone Schedule (NRZ1) to Public Park and Recreation Zone (PPRZ).

**Recommendation**

**MOVED:** Cr Geoff Paine

**SECONDED:** Cr Natalie Duffy

That Council acting under section 206 and clause 3 of Schedule 10 of the *Local Government Act 1989* (Act), and having complied with sections 207A and 223 of the Act, and being of the opinion that the sections of the road reserve shown hatched on the plan (**Attachment 1** and **Attachment 2**) are not reasonably required for public use (road), discontinue the road and take ownership of the resultant land.

**CARRIED**

**Motion**

**MOVED:** Cr Geoff Paine

**SECONDED:** Cr Natalie Duffy

**That Council:**

1. Acting under section 206 and clause 3 of Schedule 10 of the *Local Government Act 1989* (Act), and having complied with sections 207A and 223 of the Act, and being of the opinion that the sections of the road reserve shown hatched on the plan (**Attachment 1** and **Attachment 2**) are not reasonably required for public use (road), discontinue the road and take ownership of the resultant land.
2. Requests Officers commence a separate process to discontinue the road, at the Bridge Street end, between the north-western corner of 91 John Street and the south-western corner of 8 Plumtree Close, being an area of approximately 58 square metres.

THE MOTION WAS PUT TO THE VOTE AND CARRIED AND BECAME THE COUNCIL RESOLUTION AS FOLLOWS:

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**23 March 2021**

**13. Officers' reports**

**CM.035/21 John Street and Bridge Street Road Discontinuance**

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<b>Council Resolution</b>
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**MOVED: Cr Geoff Paine**

**SECONDED: Cr Natalie Duffy**

**That Council:**

1. Acting under section 206 and clause 3 of Schedule 10 of the *Local Government Act 1989 (Act)*, and having complied with sections 207A and 223 of the Act, and being of the opinion that the sections of the road reserve shown hatched on the plan (**Attachment 1** and **Attachment 2**) are not reasonably required for public use (**road**), discontinue the road and take ownership of the resultant land.
2. Requests Officers commence a separate process to discontinue the road, at the Bridge Street end, between the north-western corner of 91 John Street and the south-western corner of 8 Plumtree Close, being an area of approximately 58 square metres.

**CARRIED UNANIMOUSLY**

**Council Meeting Minutes**

**23 March 2021**

**13. Officers' reports**

**CM.036/21 Exhibition of Amendment C126nill to the Nillumbik Planning Scheme  
(Part rezoning of Bridge and John Street)**

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**Distribution:** Public

**Manager:** Rosa Zouzoulas, Executive Manager Planning and Community Safety

**Author:** Bea Guevara, Senior Strategic Planner

Leigh Northwood, Strategic Planning Lead

**Summary**

Council has proposed to discontinue parts of John and Bridge Street road reserves and retain the resultant land as public open space optimising pedestrian accessibility.

The road discontinuance is being undertaken pursuant to a formal statutory process as required under the *Local Government Act 1989*. This planning scheme Amendment C126nill is running parallel with the road discontinuance to facilitate rezoning from Neighbourhood Character Zone to Public Park and Recreation Zone in acknowledgement of the open space function of the area.

Formal exhibition of Amendment C126nill took place for 1 calendar month through January and February as required under Section 19 of the *Planning and Environment Act 1987*.

Council received three submissions during the public exhibition of the amendment. One submission is supporting and two submissions are objecting. One of the submissions was received late (after the formal exhibition period had concluded).

Submissions to the Amendment C126nill were considered on 9 March by Council's Future Nillumbik Committee.

Where a submission raises an issue with a proposed amendment, the statutory amendment process provides for Council to request that the Minister for Planning appoint an independent planning panel to consider the amendment. This step allows Council to receive independent, technical recommendations on an amendment.

**Council Resolution**

**MOVED:** Cr Geoff Paine

**SECONDED:** Cr Natalie Duffy

**That Council:**

1. Notes the submissions to Amendment C126nill.
2. Requests the Minister for Planning appoint an independent Planning Panel to consider the amendment, and refer all submissions to the panel appointed, in accordance with Section 23(1)(b) of the *Planning and Environment Act 1987*.
3. Prepares a submission to the Panel appointed that considers all submissions and which does not oppose the extension to the area proposed to be rezoned to include that land between Bridge Street and the corner of 8 Plumtree Close, Eltham
4. Notifies all submitters and owners and occupiers of the land affected by the proposed amendment of Council's resolution.

**CARRIED UNANIMOUSLY**

**Council Meeting Minutes**

**23 March 2021**

**13. Officers' reports**

**CM.037/21 Nillumbik Customer First Strategy - Annual Review and Update**

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**Distribution:** Public

**Manager:** Jeremy Livingston, Executive Manager Business Transformation and Performance

**Author:** Craig King, Customer Experience Lead

**Summary**

The Nillumbik Customer First Strategy is Council's first customer experience strategy which defines the strategic direction of Council's customer focus for our community. The strategy was adopted by Council in March 2019, and this report presents a second year update that highlights implementation achievements, along with performance measurement.

The strategy has progressed well since its adoption, and Council is well advanced in the implementation and delivery of the strategy. To date, 21 of the 24 actions outlined in the strategy are already operational or in progress.

**Council Resolution**

**MOVED:** Cr Geoff Paine

**SECONDED:** Cr Frances Eyre

**That Council:**

1. Notes the report which highlights the second year implementation and delivery of the Nillumbik Customer First Strategy 2019-2022.
2. Receives an annual progress update on the final year of implementing the Nillumbik Customer First Strategy 2019-2022 in March 2022.

**CARRIED UNANIMOUSLY**

*Jeremy Livingston, Executive Manager Business Transformation and Performance left the meeting at the conclusion of the above item at 8.30pm.*



**Council Meeting Minutes**

**23 March 2021**

**13. Officers' reports**

**CM.038/21 Quarterly Risk and Safety Report - December 2020**

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**Distribution:** Public

**Manager:** Jeremy Livingston, Executive Manager Business Transformation and Performance

**Author:** Craig Commene, Risk and Safety Lead

**Summary**

This report provides a summary of Council's Risk and Safety Report for the quarter ending December 2020.

The report is presented in accordance with the Local Government Performance Reporting Framework (LGPRF). This reporting framework requires the presentation of a report to Council at least every six months, detailing the strategic risks, operational risks, the consequences and likelihood of occurrence, and risk mitigation strategies.

Risk and Safety reporting to Council is tabled each quarter following consideration by Council's Audit and Risk Committee.

The full confidential Quarterly Risk and Safety Report for the December 2020 is attached to this report (**Attachment 1**) and provides detailed information for Council's consideration.

**Council Resolution**

**MOVED:** Cr Ben Ramcharan

**SECONDED:** Cr Natalie Duffy

**That Council:**

1. Notes the summary of the confidential Quarterly Risk and Safety Report for the December 2020 quarter.
2. Resolves that the attached report (**Attachment 1**) remains confidential in accordance with section 3(1)(a) and (f) of the *Local Government Act 2020*.

**CARRIED UNANIMOUSLY**

**Council Meeting Minutes**

**23 March 2021**

**13. Officers' reports**

**CM.039/21 Amendment C131Nill - Amending the Planning Scheme to regulate Earthworks in the Green Wedge**

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**Distribution: Public**

**Manager: Rosa Zouzoulas, Executive Manager Planning and Community Safety**

**Author: Leigh Northwood, Strategic Planning Lead**

**Summary**

There is currently no one provision in Planning Schemes to regulate the deposit of clean fill on land particularly in the peri-urban areas of Melbourne. At least one Council - Hume has a permit requirement for earthworks involving the receipt, importation, stockpiling or placement of more than 100 cubic metres of fill.

Council resolved at its 28 July 2020 Ordinary Council Meeting (among other matters) that *Council immediately request the Planning Minister to introduce into the schedule for Green Wedge Zone and Rural Conservation Zone a 100 cubic metre limit of clean fill.*

Subject to a resolution by Council at its Ordinary Council Meeting on 28 July 2020, and subsequent further resolution of the Future Nillumbik Committee on 11 August 2020 officers lodged a request for authorisation of amendments C130nill (for interim controls) and C131nill (for permanent controls) on 17 August 2020.

On 15 December 2020, the request for authorisation of C130nill was refused by the Minister. At the same time the Minister gave authorisation for preparation of Amendment C131nill.

Given the specific language of the original resolutions of the Council meeting of 28 July 2020 and the subsequent FNC of 17 August, reconfirmation of the resolution is required in support of C131nill which will not be a Section 20(4) amendment (led by the Minister as requested), but rather a fully exhibited amendment led by Council as the Responsible Authority.

There are situations in which a planning authority may be exempted from all or part of the normal notice requirements for an amendment pursuant to Section 19(1A) of the *Planning and Environment Act 1987*. A planning authority is not required to give notice of an amendment to the owners and occupiers of affected land that it believes may be materially affected by an amendment if the number of owners or occupiers makes it impractical to notify them all individually.

Given the associated costs to mail out directly to all Green Wedge owners/occupiers, it is recommended that Council should apply the Section 19(1A) exemption, and notification should be provided via the following means for the Amendment:

- a) On the Participate Nillumbik website;
- b) Through social media posts and at least one media release; and
- c) Advertisement in one metropolitan newspaper (the Age or the Herald Sun).

**Council Resolution**

**MOVED: Cr Karen Egan**

**SECONDED: Cr Ben Ramcharan**

**That Council:**

1. Reconfirms its intention to regulate earthworks in the Green Wedge by requesting the Minister for Planning, under Section 8A of the *Planning and Environment Act*

**Council Meeting Minutes**

**23 March 2021**

**13. Officers' reports**

**CM.039/21 Amendment C131Nill - Amending the Planning Scheme to regulate Earthworks in the Green Wedge**

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1987, to authorise the preparation and exhibition of Amendment C131nill to the Nillumbik Shire Planning Scheme.

2. Exempts itself from direct notification to owners/occupiers pursuant to Section 19(1A) of the *Planning and Environment Act 1987*, and notification of Amendment C131nill should be provided via the following means:
  - a. On the Participate Nillumbik website;
  - b. Through social media posts and at least one media release; and
  - c. Advertisement in one metropolitan newspaper (the Age or the Herald Sun).

**CARRIED UNANIMOUSLY**

**Council Meeting Minutes**

**23 March 2021**

**13. Officers' reports**

**CM.040/21 Nillumbik Shire Submission to 10 Year Social and Affordable Housing Strategy**

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**Distribution: Public**

**Manager: Rosa Zouzoulas, Executive Manager Planning and Community Safety**

**Author: Leigh Northwood, Strategic Planning Lead**

**Summary**

The Victorian Government has released a discussion paper seeking submissions in preparation of a 10-Year Social and Affordable Housing Strategy for Victoria (**Attachment 1**).

The new strategy will establish a 10-year vision for social and affordable housing in Victoria and build on the 'Big Housing Build' and other investment to date by the Victorian Government. It will establish a view on what success looks like for people, enablers of the overall housing system, and the actions required to get there.

This discussion paper includes an overview of the importance of housing in people's lives and challenges with the current system, a vision statement for the future, principles that underpin the strategy and four focus areas for future work (pathways, communities, growth and partnerships).

A draft submission to the discussion paper (**Attachment 2**) has been prepared, and officers are seeking Councillor's endorsement.

A webpage has been set up on Participate Nillumbik identifying that the Victorian government has called for written submissions and these are being accepted through the State governments Engage website (with links).

The deadline for submissions is 9 April 2021.

**Council Resolution**

**MOVED: Cr Natalie Duffy**

**SECONDED: Cr Richard Stockman**

**That Council:**

1. Adopts the attached submission (**Attachment 2**) to '10 Year Social and Affordable Housing Strategy' discussion paper, and directs Council officers to formally lodge the adopted submission with the Department of Health and Human Services (Homes Victoria) by 9 April 2021; and
2. Makes the adopted submission publicly available on Council's Participate Nillumbik website.

**CARRIED UNANIMOUSLY**

**Council Meeting Minutes**

**23 March 2021**

**13. Officers' reports**

**CM.041/21 Road Management Plan Review**

---

**Distribution:** Public

**Manager:** Hjalmar Philipp, Director Operations and Infrastructure

**Author:** Joseph Emmanuel, Manager Infrastructure  
Jeff Saker, Roads and Drains Maintenance Coordinator

**Summary**

The Road Management Act 2004 grants power to a road authority (Council) to make a Road Management Plan (RMP) to establish the management system and standards for the exercise of the authority's road management functions.

Council commenced the RMP review by advertising its intent to review in The Age and Government Gazette on 28 January 2021.

As part of the notice, Council invited and received 73 submissions and at the 9 March 2021 Future Nillumbik Committee Meeting considered these submissions, as well as 3 submissions relating to the review report.

Having received and considered the submissions, together with the review performed, there is no proposal as part of developing Council's amended RMP to reduce any of the current service levels.

Officers will finalise the amended RMP for consideration of adoption at a future Council meeting.

<b>Council Resolution</b>
---------------------------

**MOVED:** Cr Richard Stockman

**SECONDED:** Cr Ben Ramcharan

**That Council:**

1. Notes there are no reductions in service levels proposed as part of developing and implementing an amended Road Management Plan.
2. Notes that further statutory consultation is not required, where the intention is to maintain or increase service levels within its amended Road Management Plan.
3. Receives a further report to consider the adoption of the amended Road Management Plan at a future Council meeting prior to the 30 June 2021 statutory deadline.

**CARRIED UNANIMOUSLY**

*Joseph Emmanuel, Manager Infrastructure left the meeting at the conclusion of the above item at 8.45pm.*

**Council Meeting Minutes**

**23 March 2021**

**13. Officers' reports**

**CM.042/21 Climate Action Plan Development - Community Consultation**

---

**Distribution: Public**

**Manager: Hjalmar Philipp, Director Operations and Infrastructure**

**Author: Kirsten Reedy, Coordinator Environment  
Lisa Pittle, Manager Environment**

**Summary**

Council's current Climate Change Action Plan expired in 2020.

A process to develop a new Climate Action Plan is underway. This has included consultation with the community via an attitudinal survey (797 respondents) gauging residents understanding and concerns about climate change and how Council should respond.

This report presents the findings of the 2020 Climate Action Plan Survey, including community attitudes and priorities, which will help to inform Council and guide the development of the new Plan.

Additional consultation, research and scoping, and a proposed timeline for development of a new Climate Action Plan are also included in the report.

<b>Council Resolution</b>
---------------------------

**MOVED: Cr Ben Ramcharan**  
**SECONDED: Cr Frances Eyre**

**That Council:**

1. Receives and notes the results of the 2020 Climate Action Plan Survey (**Attachment 1**).
2. Makes the 2020 Climate Action Plan Survey Report available to the public on Council's website.
3. Notes the timeframe for the development of the Climate Action Plan.

**CARRIED UNANIMOUSLY**

**Council Meeting Minutes**

**23 March 2021**

**13. Officers' reports**

**CM.043/21 Yarra Plenty Regional Library Agreement**

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**Distribution: Public**

**Manager: Corrienne Nichols, Executive Manager Communities**

**Author: Corrienne Nichols, Executive Manager Communities**

**Summary**

The Yarra Plenty Regional Library Agreement (Library Agreement) between the three (3) member Councils, Nillumbik Shire Council (Nillumbik), Banyule City Council (Banyule) and the City of Whittlesea (Whittlesea) is due to be renewed for the next five (5) years (2020-2025).

Nillumbik Shire Council was an original member Council, as the then Shire of Eltham, of the original regional library service, Heidelberg Regional Library in 1965.

YPRL delivers library services for Nillumbik Shire Council through the two Branch Libraries at Eltham and Diamond Valley. The Mobile Library delivers services to the other towns within the Shire and YPRL is piloting a new Library Click and Collect service at the Hurstbridge Hub which is proving to be well utilised. The YPRL Outreach Service also delivers services to Retirement Villages in the Shire.

<b>Council Resolution</b>
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**MOVED: Cr Karen Egan**

**SECONDED: Cr Natalie Duffy**

**That Council:**

1. Continues to be a part of the Yarra Plenty Regional Library Corporation for the next five (5) years.
2. Signs the Library Agreement 2021 – 2026 (**Attachment 1**).

**CARRIED UNANIMOUSLY**

**Council Meeting Minutes**

**23 March 2021**

**13. Officers' reports**

**CM.044/21 Review of Instrument of Delegation to Members of Council Staff**

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**Distribution:** Public

**Manager:** Blaga Naumoski, Executive Manager Governance, Communications and Engagement

**Author:** Katia Croce, Governance Lead

**Summary**

Council is empowered under various legislation to undertake duties and functions in accordance with that legislation. To undertake these duties and functions, it is necessary for Council to delegate relevant powers to the administration of the Council.

It is also necessary for Council to delegate some of its other functions to the administration for reasons of efficiency and to prevent Council from having to make many operational decisions at Council meetings.

This update takes into account some minor updates to various provisions under various acts and new provisions in the *Food Act 1984* have been included which affect Council's powers, duties and functions.

This report requests that Council resolves to adopt the amended Instrument of Delegation to reflect legislative changes.

**Council Resolution**

**MOVED:** Cr Geoff Paine

**SECONDED:** Cr Ben Ramcharan

**That Council:**

1. In the exercise of the powers conferred by the legislation referred to in the attached Instrument of Delegation (**Attachment 1**), Nillumbik Shire Council (Council) resolves that:
  - a. There be delegated to the members of Council staff holding, acting in or performing the duties of the offices or positions referred to in the attached Instrument of Delegation to Members of Council Staff, the powers, duties and functions set out in that Instrument, subject to the conditions and limitations specified in that Instrument.
  - b. The Instrument comes into force immediately after the common seal of Council is affixed to the Instrument.
  - c. On the coming into force of the Instrument all previous delegations to members of Council staff (other than the Chief Executive Officer) are revoked.
  - d. The duties and functions set out in the Instrument must be performed, and the powers set out in the Instrument must be executed, in accordance with any guidelines or policies of Council that it may from time to time adopt.

**CARRIED UNANIMOUSLY**



**Council Meeting Minutes**

**23 March 2021**

**13. Officers' reports**

**CM.045/21 Adoption of S11A Instrument of Appointment and Authorisation under the Planning and Environment Act 1987**

---

**Distribution: Public**

**Manager: Blaga Naumoski, Executive Manager Governance, Communications and Engagement**

**Author: Katia Croce, Governance Lead**

**Summary**

The *Planning and Environment Act 1987* establishes the duties and function of councils as Planning and Responsible Authorities. The Act provides that certain authority, responsibility and functions can be delegated to Committees of Council or council officers.

In delegating authority to officers limitations may be imposed on the use of the power, matter or thing delegated.

In addition to the Planning and Environment Act, the *Local Government Act 2020* sets out that a council and Chief Executive Officer may, by instrument of delegation, delegate to a member of staff any power, duty of function of a council.

For the purposes of efficiency, all councils have a system of delegation in place that allows officers of a council to make formal decisions on components of the planning scheme amendment process and planning permit applications.

Maddocks Lawyers' has developed a model Instrument of Appointment and Authorisation for Victorian councils to use for this purpose. The S11A Instrument of Appointment and Authorisation (S11A) is used specifically for authorised officers appointed under the *Planning and Environment Act 1987*.

This Instrument of Appointment and Authorisation provides for councils as the Responsible Authority (rather than CEOs by delegation) to appoint officers by a resolution.

This report requests that Council adopts the new S11A Instrument of Appointment and Authorisation.

**Council Resolution**

**MOVED: Cr Geoff Paine**

**SECONDED: Cr Richard Stockman**

**That** Council, in the exercise of the powers conferred by section 147(4) of the *Planning and Environment Act 1987*, resolves that:

1. The members of Council staff referred to in the S11A Instrument of Appointment and Authorisation (**Attachment 1**) be appointed and authorised as set out in the Instrument.
2. The Instrument comes into force immediately after it is signed by Council's Chief Executive Officer, and remains in force until Council determines to vary or revoke it.

**CARRIED UNANIMOUSLY**

**Council Meeting Minutes**

**23 March 2021**

**Council Resolution**

**MOVED:** Cr Karen Egan

**SECONDED:** Cr Geoff Paine

**That** Council alter the order of business to consider report CM.046/21 Tender Report - Contract 2021-8 Graffiti Removal and Management Services under Item 17 – Confidential Reports.

**CARRIED UNANIMOUSLY**

*This item was considered in the confidential section of the agenda and Council subsequently resolved to make the resolution public.*

**13. Officers' reports**

**CM.046/21 Tender Report - Contract 2021-8 Graffiti Removal and Management Services**

---

**Distribution:** Public

**Manager:** Rosa Zouzoulas, Executive Manager Planning and Community Safety

**Author:** Jonathan McNally, Manager Community Safety and Amenity

**Summary**

This report recommends the awarding of contract 2021-8 for Graffiti Removal and Management Services.

The contract term is for an initial period of three (3) years, with two (2) x one (1) year options to extend the contract. The total duration of the contract, including the exercise of any options, shall not exceed five (5) years.

The Tender Evaluation Panel (TEP) has assessed all submissions and this report provides a summary of their evaluation in recommending the awarding of the contract for 2021-8 for Graffiti Removal and Management Service.

Pursuant to the Instrument of Delegation to the Chief Executive Officer, the value of this contract exceeds the specified financial limits and a Council resolution is therefore required to award the contract.

**Recommendation**

**That Council:**

1. Accepts the tender from and enter into a contract with **Tenderer A** \_\_\_\_\_ as per the preferred tenderers schedule of rates shown in **Attachment 1** for the following contract:  
Number: 2021-8  
Title: Graffiti Removal and Management Service  
Term: 1 April 2021 to 30 March 2024  
Options: Two (2) x one (1) year term extensions
2. Authorises the Chief Executive Officer to finalise and execute the contract documentation.

**Council Meeting Minutes**

**23 March 2021**

**13. Officers' reports**

**CM.046/21 Tender Report - Contract 2021-8 Graffiti Removal and Management Services**

---

3. Authorises the Chief Executive Officer to approve contract term extensions.
4. Advises all tenderers accordingly.
5. Resolves that the Tender Evaluation Report (**Attachment 1**) remain confidential on the grounds specified in the definition of confidential information in section 3(1)(g) of the *Local Government Act 2020*.

*This item was heard in a closed meeting and Council resolved to make the following resolution public.*

**Council Resolution**

**MOVED: Cr Peter Perkins**

**SECONDED: Cr Ben Ramcharan**

**That Council:**

1. Abandons the Tender Process for Contract No 2021-8 Graffiti Removal and Management Service.
2. Commences a new public tender process for the Graffiti Removal and Management Service with an independent probity officer appointed to oversee the tender process.
3. Resolves to make the Council Resolution public but the Tender Evaluation Report (**Attachment 1**) remain confidential on the grounds specified in the definition of confidential information in section 3(1)(g) of the *Local Government Act 2020*.

**CARRIED**

*Deputy Mayor Cr Frances Eyre called for a division*

**For:** Crs Natalie Duffy, Karen Egan, Peter Perkins, Ben Ramcharan and Richard Stockman

**Against:** Crs Frances Eyre and Geoff Paine

*The Deputy Mayor, Cr Frances Eyre declared the Motion Carried.*

**Council Meeting Minutes**

**23 March 2021**

**13. Officers' reports**

**CM.047/21 Tender Report - Contract 2021-70: Microsoft Licensing Solution Provider**

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**Distribution: Public**

**Manager: Melika Sukunda, Finance Manager**

**Author: Eddie Cheng, Manager Information Technology**

**Summary**

This report recommends the awarding of contract 2021-70 for the provision of Microsoft products in accordance with a Microsoft Enterprise Agreement (EA).

The current EA with Microsoft is due to expire on 31 March 2021. It is proposed to appoint a preferred Victorian Local Government Microsoft licensing provider to deliver Microsoft software and associated services to Council. This will enable Council to enter into formal agreements to procure from the contracted provider. The contract term is for a period of three years.

Pursuant to the Instrument of Delegation to the Chief Executive Officer, the value of this contract exceeds the specified financial limits and a Council resolution is therefore required to award the contract.

**Recommendation**

**That Council:**

1. Accepts the bill of materials (rates) as submitted by the **preferred tenderer** \_\_\_\_\_ as disclosed in (**Attachment 2**) and enter into the following contract:  
Number: 2021-70  
Title: Microsoft Licensing Solution Provider  
Term: 1 April 2021 to 31 March 2024
2. Authorises the Chief Financial Officer to finalise and execute the contract documentation.
3. Authorises the Chief Financial Officer to review and approve any licensing changes during the term of the contract.
4. Resolves that the MAV Tender Evaluation Report and bill of materials (**Attachments 1-3**) to remain confidential on the grounds specified in the definition of confidential information in section 3(1)(g) of the *Local Government Act 2020*.

**Motion**

**MOVED: Cr Richard Stockman**

**SECONDED: Cr Geoff Paine**

**That Council:**

1. Accepts the bill of materials (rates) as submitted by the preferred tenderer **Data#3 Limited** as disclosed in (**Attachment 2**) and enter into the following contract:  
Number: 2021-70  
Title: Microsoft Licensing Solution Provider

**Council Meeting Minutes**

**23 March 2021**

**13. Officers' reports**

**CM.047/21 Tender Report - Contract 2021-70: Microsoft Licensing Solution Provider**

---

Term: 1 April 2021 to 31 March 2024

2. Authorises the Chief Financial Officer to finalise and execute the contract documentation.
3. Authorises the Chief Financial Officer to review and approve any licensing changes during the term of the contract.
4. Resolves that the MAV Tender Evaluation Report and bill of materials (**Attachments 1-3**) to remain confidential on the grounds specified in the definition of confidential information in section 3(1)(g) of the *Local Government Act 2020*.

THE MOTION WAS PUT TO THE VOTE AND CARRIED AND BECAME THE COUNCIL RESOLUTION AS FOLLOWS:

**Council Resolution**

**MOVED: Cr Richard Stockman**

**SECONDED: Cr Geoff Paine**

That Council:

1. Accepts the bill of materials (rates) as submitted by the preferred tenderer Data#3 Limited as disclosed in (**Attachment 2**) and enter into the following contract:  
Number: 2021-70  
Title: Microsoft Licensing Solution Provider  
Term: 1 April 2021 to 31 March 2024
2. Authorises the Chief Financial Officer to finalise and execute the contract documentation.
3. Authorises the Chief Financial Officer to review and approve any licensing changes during the term of the contract.
4. Resolves that the MAV Tender Evaluation Report and bill of materials (**Attachments 1-3**) to remain confidential on the grounds specified in the definition of confidential information in section 3(1)(g) of the *Local Government Act 2020*.

**CARRIED UNANIMOUSLY**

**Council Meeting Minutes**

**23 March 2021**

**Item - CM.048/21 Endorsement of Youth Council Members** – Council considered and resolved this item earlier in the meeting prior to item CM.029/21 'Draft Budge 2021-2022'.

**Council Meeting Minutes**

**23 March 2021**

**13. Officers' reports**

**CM.049/21 Informal Meetings of Councillors Records - 23 March 2021**

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**Distribution:** Public

**Manager:** Blaga Naumoski, Executive Manager Governance, Communications and Engagement

**Author:** Janet Taylor, Governance Officer

**Summary**

In accordance with *Item 19 of Council's Governance Rule – Meeting Procedure*, adopted on 25 August 2020, Council is required to report as soon as practicable to a Council Meeting a record of each Informal Meetings of Councillors held.

This report lists Informal Meetings of Councillors records submitted since the matter was last reported to Council on 23 February 2021.

An Informal Meetings of Councillors record was kept for:

- Positive Ageing Advisory Committee Meeting held 12 February 2021.
- Arts and Cultural Advisory Committee Meeting held 15 February 2021.
- Councillor Briefing held 16 February 2021.
- Environment & Sustainability Advisory Committee held 17 February 2021.
- Panton Hill Bushland Reserve System User Group Advisory Committee held 18 February 2021.
- Pre-meeting to Council Meeting held 23 February 2021.
- Living and Learning Nillumbik Advisory Committee Meeting held 24 February 2021
- Councillor Briefing held 2 March 2021.
- Positive Ageing Advisory Committee Meeting held 5 March 2021.
- Pre-meeting to Future Nillumbik Committee Meeting held 9 March 2021.

**Council Resolution**

**MOVED:** Cr Geoff Paine

**SECONDED:** Cr Richard Stockman

That Council, in accordance with *Item 19 of Council's Governance Rule – Meeting Procedure*, receives the Informal Meetings of Councillors records held 12 February 2021, 15 February 2021, 16 February 2021, 17 February 2021, 18 February 2021, 23 February 2021, 24 February 2021, 2 March 2021, 5 March 2021 and 9 March 2021, as contained in (Attachment 1).

**CARRIED UNANIMOUSLY**

**Council Meeting Minutes**

**23 March 2021**

**14. Notices of Motion**

Nil

**15. Delegates' Reports**

Nil

**16. Supplementary and urgent business**

Nil

**17. Confidential reports**

Pursuant to section 66(2) of the *Local Government Act 2020* (the Act), the meeting of the Council be closed to members of the public for the consideration of the following confidential items:

**CM.046/21 Tender Report - Contract 2021-8 Graffiti Removal and Management Services**

This item is confidential because it is private commercial information, being information provided by a business, commercial or financial undertaking which if released would unreasonably expose the business, commercial or financial undertaking to disadvantage pursuant to section 3(1)(g) of the *Local Government Act 2020*. This ground is applied because it is information that, if publicly released at the time, is likely to be inappropriately detrimental to the Council or any person (natural or corporate).

**CM.050/21 CEO Employment Committee - 2020/2021 Mid-year Performance Review**

This item is confidential because it is personal information, being information which if released would result in the unreasonable disclosure of information about any person or their personal affairs pursuant to paragraph (f) of the definition of confidential information under section 3(1)(f) of the *Local Government Act 2020*. This ground is applied because it is information that, if publicly released at the time, is likely to be inappropriately detrimental to the Council or any person (natural or corporate).

**Council Resolution**

**MOVED: Cr Karen Egan**

**SECONDED: Cr Frances Eyre**

**That** in accordance with section 66(2) of the *Local Government Act 2020*, Council resolves to close the meeting to members of the public to consider confidential items.

**CARRIED UNANIMOUSLY**



**Council Meeting Minutes**

**23 March 2021**

The meeting closed to the public at 9.20pm.

The meeting re-opened to the public at 11.05pm.

**18. Close of Meeting**

The meeting closed at 11.05pm.

Confirmed:

\_\_\_\_\_  
Cr Peter Perkins, Mayor

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## Recreation Trails Advisory Committee Minutes

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**Date:** Wednesday 24 March 2021  
**Time** 6.30pm – 8.00pm  
**Venue:** Council Chamber, Civic Centre – Greensborough  
**Chair:** Cr Karen Egan  
**Minute taker:** Brooke Ross

### Order of business

#### 1. Welcome

##### Attendance –

##### *Councillors*

- Councillor Karen Egan
- Councillor Richard Stockman
- Councillor Natalie Duffy

##### *Council staff*

- Nathan Roberts, Acting Coordinator Recreation and Leisure
- Tara Jolfaei, Recreation and Open Space Planner
- Brooke Ross, Recreation and Leisure Support Officer
- Laxman De Silva, Project Management Officer
- Melissa Ensink, Social Planning and Policy Officer

##### *General Committee members*

- Janice Davies
- Rex Niven
- Finn Westerman
- Bob Muxlow
- Jamie Sharp
- Cathy Giles
- Kay Cruse
- Vince Bagusauskas
- Andrew Bakos.
- Stephen Hadley (attended via Microsoft Teams)

##### Apologies –

- Heath Gillet, Manager of Recreation and Leisure
- Louise Barry

**2. Conflict of interest**

- None

**3. Minutes of previous meeting**

- No previous recent minutes to be noted

**4. Agenda items**

- Diamond Creek Trail update – Information included in section 5
- Northern Regional Trail Strategy – Information included in section 6
- Plenty River Trail Update – Information included in section 7
- Trail Audit Update – Information included in section 8
- Health and Wellbeing Plan – Information included section 9

**5. Diamond Creek Trail**

- Stage 1 is open with minor construction still to be completed
- The emergency markers along the trail are all in, all signage is still yet to be completed
- Plants have been purchased from Edendale and will be planted in the next few weeks
- The issue with the wrong symbol on the trail is being fixed tomorrow
- The parking for horse floats will be around the oval and not provided at other locations
- Bollards are being installed at the entry and exit of bridges on the trail to stop vehicles from getting through
- The fence along the trail close to the train station cannot be moved, it is a condition in the Cultural Heritage Management Plan that no digging is allowed
- Stage 2 tree removal will be starting in the next few days.
- Another 5 pedestrian bridges and 1 road bridge are being installed
- Discussion with land owners regarding the pedestrian bridge on their property, agreements still to be made with Melbourne Water. Alternative options will be considered if the agreement can't be made.

**ACTIONS:**

- **Laxman** To review the pinch point, crest on the Diamond Creek Trail could we consider changing the safety bollards to something thicker and more visible
- **Tara** to consider lack of signage along the Diamond Creek Trail- confusion starts at Bridge St as there are forks in the trail and no clear indication of where to go.
- **Tara** to investigate request for installation of speed zone signs along the Diamond Creek trail, particularly at the Diamond Creek Playspace there are no speed signs only markings on the ground that are easily missed (consistent with Eltham North adventure playground
- **Traffic Team** to investigate needs for 100m strip of asphalt in Diamond Creek trail from the traffic lights to connect to the trail, or consider re-routing that path if not possible

## **6. Northern Regional Trails Strategy**

- The Northern Region Councils have awarded Fitzgerald Frisby landscape architecture to review the Northern Regional Trails Strategy 2016 and provide an updated version of the strategy
- The NRC have met with the consultant to kick off the project on 3 March 2021
- The consultants are currently reviewing Nillumbik and North region councils strategies in preparation for user groups engagement in April
- The consultants will engage in community consultation survey
- The project has a 9 to 12 month timeline and a draft of submission will be sent to the working group prior to Christmas
- Majority of the consultations and data will come from the existing trail audit
- Assist to advocate for potential for funding through the State and Federal for future works
- The 2020-2030 Recreation and Leisure strategy will be top information source, the existing strategies are known as framework and can be updated where necessary, such as the trail audit.

## **7. Plenty River Trail**

The proposed plenty river trail will deliver the missing link in between University Hill Bundoora in the south and Doreen in the north. It will also link to the new Mernda and Hawkstowe railway stations and enhance community access into Plenty Gorge Park.

- Cultural heritage and environment assessment aspect of the project is close to completion
- The Design of the trail has been awarded to Taylors Landscape Architects in partnership with Carter engineering group and Greenway environment group
- The designers and working group will be working with the Wurundjeri committee
- Stage one of community consultation is completed. Majority of the feedback was from Whittlesea and Nillumbik. Majority of the feedback has previously been targeted such as trail size, seating and shade.
- The planning stage of the project is due to complete by late December
- With construction due to commence in Late February 2022
- Map of trail is subject to change but there is currently proposed links to Nillumbik's trail. One is from Goldsworthy Lane in Plenty and Corowa crescent
- Most of the land in the middle section of the Plenty Gorge is private or cultural heritage land, therefore Council were unable to create any links.

### **ACTIONS:**

- Tara to Investigating a possible connection to Yan Yean Rd shared path, Karen has spoken to the Yarrambat Pony Club and they are working on a trail that will loop through the Plenty Gorge. Investigating a bridging link between Yan Yean Rd trail and the Plenty River Trail, this creates a loop trail 2 pieces of land above the Yarrambat Pony Club that we gave to Parks VIC, Karen is in the process is trying to obtain this land back from Parks VIC.

#### **8. Trail Audit Update**

- The draft will be available in late May
- Create a 10 year plan with priority trails
- The contractors have highlighted what missing links they think should be a priority to council
- The audit is providing up to date information, that will feed into Northern Trail project.

#### **ACTIONS:**

- **Nathan** to circulate copy of draft audit to Committee once available.

#### **9. Health and Wellbeing plan**

Every Victorian council is required to develop a Municipal Public Health and Wellbeing Plan (MPHWP) within 12 months of electing a new council. The plan is developed every 4 years, Nillumbik Shire will produce a draft towards the end of May and is then due to finalise its 2021-25 MPHWP in October of this year. We are currently developing this plan and are speaking with our partners and key community groups to support this process. The plan will aim to improve population health and wellbeing outcomes for the Nillumbik community. Melissa to provide

#### **ACTION:**

- **RTAC** to complete the Our people, Our place, Our future survey by Sunday and submit feedback on priority areas to Melissa before the end of April
- **Tara** to circulate Melissa's email along with the council priority areas and work areas for RTAC to provide feedback, Melissa would like the feedback to her by the end of April

#### **10. Any other business**

- Installing historical signage at Herbert's ruins along the Diamond Creek trail
- Installing reconciliation signage along our trail that tells the story of Wurundjeri people
- Compliment's to the accessibility of reporting service requests via the Nillumbik website
- Installing water refill stations along the trail, particularly in Diamond Creek

#### **ACTIONS:**

- **Tara** to organise an Aqueduct walk for the RTAC committee
- **Brooke** to lodge a service request with VicRoads to clear the grass on the side of the road on Wilsons Rd, Wattle Glen

#### **11. Next Meeting**

- 23 June 2021 - Council Chambers 1 & 2

**MINUTES**  
**Positive Ageing Advisory Committee (PAAC)**  
Friday 9 April 2021  
Eltham Library Multipurpose Room  
12:00pm – 2:15pm

**Chair:** Cr Frances Eyre  
**Minutes:** Narelle Hart (NSC)  
**Present:** David Nicholls, Jan Taylor, Gertraud McDonald, Deanna Finn, Pamela Johnson, Tianjian Shen, Ray Carroll, Philip Green, Sue Riley, Sandra Verdam, Narelle Hart (NSC), Anne Fitzpatrick, Stephanie Orive (NSC), Cr Stockman  
**Apologies:** Joy Ferguson, Richard Kottek, Fiona Vuong (NSC), Janice Crosswhite, Cr Duffy, Sabi Buehler, Cr Egan, Max Lee, Licardo Prince (NSC)

	Agenda item	Speaker
	Welcome Cr Stockman attended	Chair
12:00pm	<p><b>Minutes:</b> Moved the minutes from last meeting Jan Taylor Friday 5 March 2021</p> <p><b>Action:</b></p> <ul style="list-style-type: none"> <li>– update to include David Nicholls as attending March meeting in minutes</li> <li>– Janice queried if a formal subcommittee had been formed in response to the issue raised by Gertraud about the community information hub? Were there people who nominated themselves for this? Discussion from the group was that no formal subcommittee was established – however a few members of PAAC met informally about this after the meeting</li> <li>– Later in meeting, Ray raised issue that subcommittees – need to decide if formal or not formal</li> <li>– System in place to report back on subcommittees</li> <li>– Council officer will attend sub-committee meetings</li> <li>– Request to develop a subcommittee for people with dementia – ideas to support: dementia info sessions, health ability has a dementia social groups</li> </ul> <p><b>Outstanding actions:</b></p> <ul style="list-style-type: none"> <li>• Snap Send and Solve</li> <li>• Updated Org chart for Community Services – this will be sent out with the minutes next week</li> <li>• Jeff from Operations Centre working with Anne – still in progress</li> </ul> <p><b>Business arising</b></p> <ul style="list-style-type: none"> <li>• Notes on sub committees – Rebecca provided advice from Governance</li> <li>• TOR and endorsement of members – Report going to Council 13/4</li> <li>• Seeking changes for TOR (2 years from date of endorsement) and the reference to Portfolio Councillor</li> </ul>	<p>Chair</p> <p>Rebecca</p> <p>Rebecca</p>

	<ul style="list-style-type: none"> <li>• Name Badges – will be ordered for members – will not include individual names</li> <li>• Community Grants – many types available, please promote to community groups.</li> <li>• Internally received funding for revamp of positive ageing guide – print 3K copies ++ Sample copies were available at meeting to take home. Requesting PAAC members review the content and either make a time with Fiona to discuss suggestions or/call email. Fiona has set aside time on Thursday 15 April 10-12 – no venue as of yet, please contact Fiona</li> <li>• Wiser driver grant – encourage PAAC members to consider registering. Overview of program provided by Rebecca</li> <li>• Senior Social lunch to promote 28 April – spread the word and encourage networks and friends to attend. (PAAC members can attend as guests)</li> <li>• Seniors Festival – start planning in April – Fiona will update PAAC members at the next meeting</li> </ul>	
12.10pm	<p><b>Health and Wellbeing Plan development</b></p> <ul style="list-style-type: none"> <li>• Overview of the Municipal Health and Wellbeing Plan (MPHWP)</li> <li>• Question Deanna asked about the gaps from the last plan. Copy of previous plan attached to minutes</li> <li>• Question Where does the community profile data come from, how is the profile reflective of the most current data coming out?</li> <li>• The Ageing Well in Nillumbik Action Plan (AWiNP) may be embedded in the MHWP – this is being explored internally</li> <li>• Projects aligned with MPHWP have weight when applying for grants and elevates the status of the actions</li> <li>• Priority areas of the MPHWP and why they've been selected – explained that under the 10 priority areas, there are work areas. In the new plan, there will be less priority areas</li> <li>• Group went through process to rank their priority areas and the work areas in their small group. Findings attached</li> <li>• Phillip - Suggestion to align the timing of AWiNP with the MHWP</li> <li>• 3x small group discussions – what is your vision of a healthy Nillumbik? Within each priority area, what are the issues facing older people you would like to see addressed.</li> <li>• Ray - Point raised that using all three stars on one vote can skew results because it only represents one person from the group</li> <li>• Ingredients for a healthy and well Nillumbik – word or phrases all members had three sticky notes to contribute</li> <li>• Please see attachments provide results for minutes)</li> </ul>	<b>Melissa Ensink (Social Planning Officer)</b>
1.05pm	Break	
	Question raised about location of meeting – group consensus to move around the Shire for meetings	



	<p>Ray formally proposed to establish the following subcommittees which was agreed by the group:</p> <ul style="list-style-type: none"> <li>• Dementia - Sandra to lead this group</li> <li>• Information dissemination – ??? to lead</li> </ul> <p><b>Action:</b> Fiona to distribute project plan to support the group.</p> <p><b>Action:</b> Fiona to follow up with Grants officer re; subcommittees applying for grants – would they be able to?</p>	
1.15pm	<p><b>Communication and information with people over 55</b></p> <ul style="list-style-type: none"> <li>• Overview of department</li> <li>• Comms priorities and responsibilities</li> <li>• How can we work together with the PAAC to improve communication outcomes for older residents</li> </ul>	<p><b>Licardo Prince</b> (Communications Lead)</p> <p>Held over to next meeting – Licardo sent apologies</p>
1.57pm	<p><b>Supporting ageing farmers in Nillumbik – new grant funded project</b></p> <p>Project aims to undertake co-design process with older residents to explore managing farms.</p> <p>Grant funding will be spent on facilitators to engage and discuss issues with farmers.</p> <p>Target is older people in green wedge zone. Will approach residents that Council is already aware of as well as including info in Council publications, flyers etc across the Shire to invite participation.</p> <p>The co-design process will provide evidence and identify what farmers need. Co-design is the process of deeply involving the people who are most likely to be affected by a system/product in all stages of its design and development.</p> <p>Pam suggested a volunteer program that supports ageing farmers such as phone tree to check in on farmers daily.</p> <p>For more information, please contact Stephanie.</p> <p><b>Stephanie Orive</b> Land Management Officer Environment Services <a href="mailto:Stephanie.Orive@nillumbik.vic.gov.au">Stephanie.Orive@nillumbik.vic.gov.au</a> 03 9433 3207   0456 708 525</p>	<p><b>Stephanie Orive</b> (Land Management Officer)</p>
	<p><b>Other items</b></p> <ul style="list-style-type: none"> <li>• Ray mentioned a session being held online on Thursday 15 April from 11-12 about the findings of the Royal Commission into Aged Care. (This is also at the same time Fiona has requested a meeting about the Positive Ageing Information Guide – may need to change this time if members request to attend both)</li> <li>• Mention of the older person advocate session</li> <li>• Fran suggested that roundtable remain a standard agenda item with a 30min allocation - Group agreed.</li> </ul>	

	<p>Subcommittee to report back – they don't need to report back. If more than 5 minutes, please advise Fiona</p> <ul style="list-style-type: none"> <li>• Rebecca – took nominations to attend the session next week with local MP in Heidelberg – add feedback from this session to the next agenda</li> <li>• Include in future agendas as a standing item – what Council consultations are open at the moment (not to talk to)</li> </ul>	
2.15pm	<b>Close</b>	Chair

**Attachment:**  
**Positive Ageing Advisory Committee**  
MPHWP consultation workshop  
Friday 9 April, 12:10-1:10pm, Eltham Library

<p><b>Priority Areas</b></p> <p>In small groups, participants discussed the priority areas presented. They were each allocated 3 stars to 'vote' on those priority areas they thought were the top 3 of importance.</p> <p>The overall top 3 are highlighted in yellow.</p>	<p>An Inclusive Community 2  Generation Friendly 3  Sense of Place 0  Involved Community 9  Climate Health 6  Pandemic Recovery 4  Community Resilience 1  Healthy Lifestyles 5  Environments for Health 2  Mental Wellbeing 8</p>
<p><b>Work/topic areas</b></p> <p>In small groups, participants discussed the work/topic areas presented. They were each allocated 3 coloured dots to 'vote' on those work/topic areas they thought were the top 3 of importance.</p> <p>The overall top 3 are highlighted in yellow.</p>	<p>Disability 1  Gender Equality 1  LGBTIQA+  Reconciliation  Early Years  Youth  Positive Ageing 7  MCH  Place Activation  Events  Arts &amp; Culture 1  Community Safety 1  Community Engagement 6  Advisory Groups 2  Local Services Network 3  Youth Council  Community Connect Network 5  Friends of Groups  Sporting Clubs  Volunteering  Climate Change 3  COVID recovery 3  Pandemic response 2  Emergency Management 2  Healthy Eating 1  Physical Activity 1  Smoking  Gambling  Alcohol and other drugs 1  Accessible service system  Housing 1  Mental health and wellbeing 3  Social isolation 4  Loneliness 6</p>
<p><b>Ingredients for a health and well Nillumbik</b></p>	<p>Listening  Dementia care  Carers, aged care support  Keep it green!</p>

Participants were actual to write down, on small post it notes, 3 x words or short phrases which could be considered an essential part of health and wellbeing in Nillumbik Shire.	Support (one stop shop for info) Connection e.g. community organisations) Senior housing Inclusive Consultation Encouraging healthy lifestyles through advisory groups Information where/how to get help if needed Activities and events to engage people in community Meaningful consultation and engagement with community To embed pandemic recovery into business as usual for the next ... years Housing for seniors to downsize and stay in Shire Mental health support i.e. more local services District health availability to the self-isolated Addressing mental health Social connectedness Connection with environment (natural) Community connectedness An integrated community Healthy Lifestyle Community structure and connection Low crime rate (safety measure) Housing An Eltham Centre (town square) Interactive Activities Generation friendly Communication Information Open council community involvement Social isolation Climate change Community engagement Easy accessible relevant information Intergenerational community engagement Solve isolation and loneliness Community consultation about climate change Community advice about electrical equipment Community hospital will interest people Community
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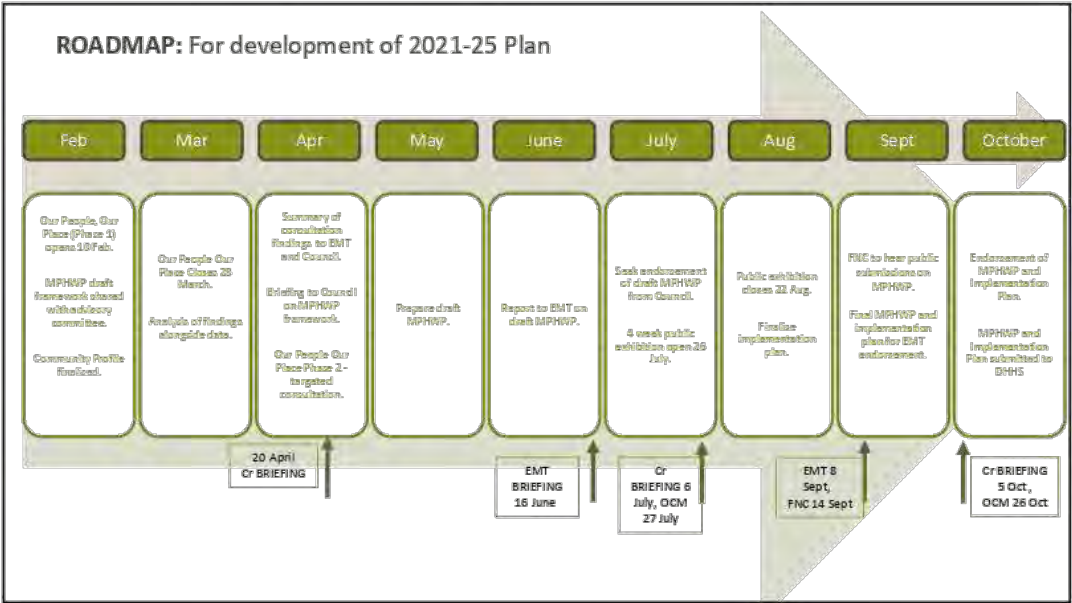
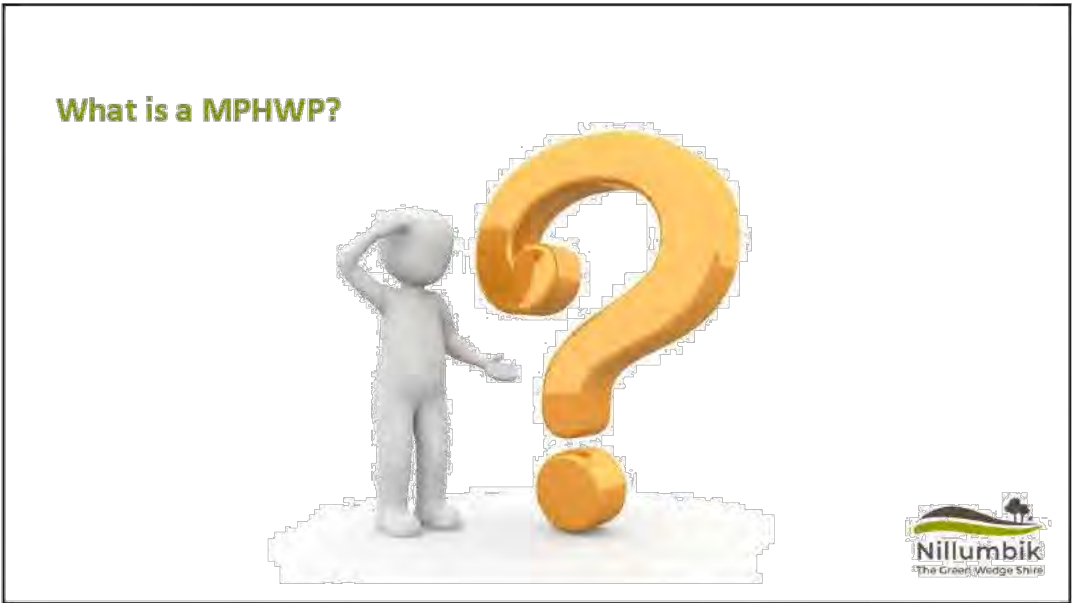


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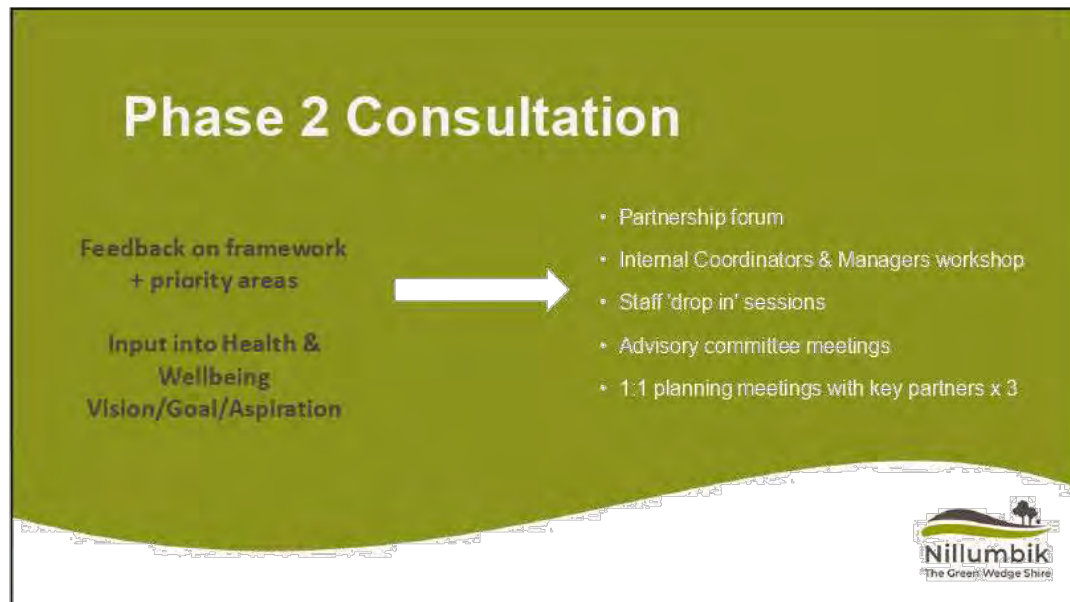


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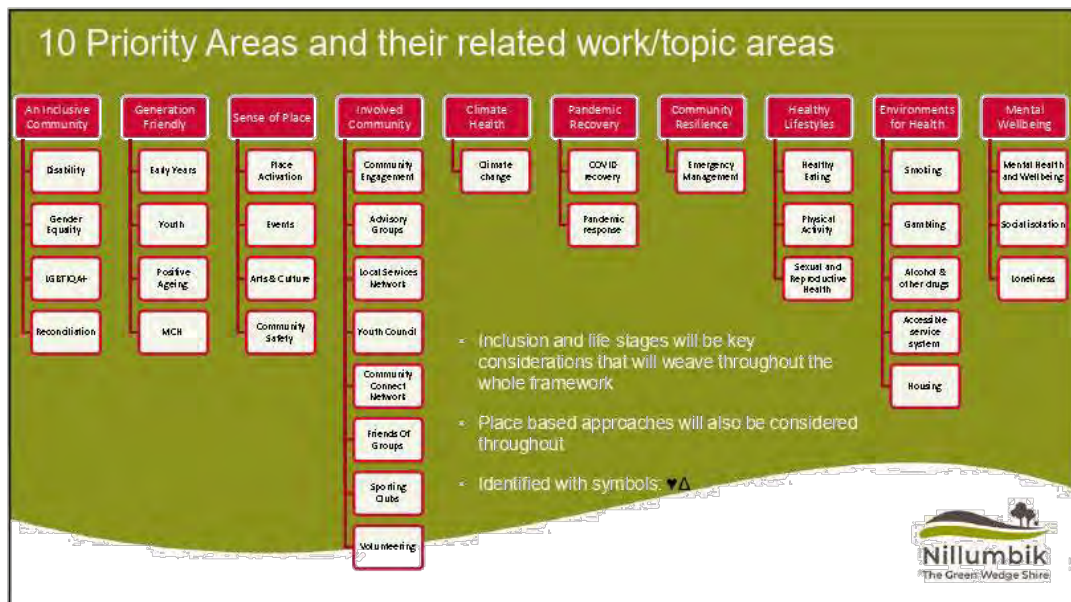




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## Flagship Projects

- Larger scale, longer term projects
- Addresses a 'wicked problem'
- Engages two or more teams across Council
- Partnership with external organisations
- Spans the 4 year period of the plan
- Strong collaboration among partners
- Addressing two or more key priority areas
- Activities are mutually reinforcing
- Aim to create efficiencies and positive impact for community



## Example – Food



- Urban farming
- Social connection
- Food security
- Healthy eating
- Across key life stages
- Volunteering
- Employment
- Economic development





25/03/2021

### Over to you...

What do you think are the Top 3 priority areas?

What are the Top 3 work/topic areas you think are most important?

What are the important ingredients for the health and wellbeing of the Nillumbik community?



## Nillumbik Domestic Animal Management Plan 2017-2021

A requirement of the *Domestic Animals Act 1994*

**Our Proposed Position Statement**

Pets are important and valued members of our community.

**The values that underpin our service**

- The way we treat domestic animals is a reflection of who we are as a community
- Domestic animals will be cared for humanely and with respect
- Pets include more than cats and dogs. They also include rabbits, reptiles, fish, rodents and chickens
- We understand why pets are important to their families
- We aspire to be a compassionate community that cares for its animals and its people, regardless of whether they are pet owners or not
- We need help from our community to successfully address challenging and sensitive animal management issues
- We need to work with our community to provide safe haven for pets, along with their owners in times of crisis
- We have a legislated obligation to ensure compliance with state government legislation in relation to the management of pets
- We recognise that some of the issues we need to address are complex, can generate contrary reactions, and will need a mix of short, medium and long term strategies to address
- Pet owners have a responsibility to manage their pets so their pets do not adversely impact on the amenity and safety of our neighbourhoods and community.

*"I want to congratulate council on its refreshing approach to understanding the important role companion animals play in the lives of their owners, and often the community."*

DAMP submission  
respondent

*80% of survey respondents<sup>1</sup> said Nillumbik animal management staff are helpful and courteous ..... and 75% said that 'council recognises the benefit of pets'*

DAMP community survey

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GLOSSARY OF TERMS			
Term	Definition for the purpose of this document	Term	Definition for the purpose of this document
AMOs	(Council) Animal Management Officers	Authorised Officer	Person authorised by council under section 224 of the <i>Local Government Act</i> to administer/enforce any Act
NSC/Council	Nilumbik Shire Council	DAA	<i>Domestic Animals Act 1994</i>
Local Laws/ Orders	Ordinances put in place by council under various Acts of state government	LGA	<i>Local Government Act</i>
POCTA	Prevention of Cruelty to Animals	Community survey	Survey conducted as part of the research carried out for the DAMP
AVA	Australian Veterinary Association	Strategies to address issues	Stakeholder
RSPCA	Royal Society for the Prevention of Cruelty to Animals	Strategies to address issues	Stakeholder
AIAM	Australian Institute of Animal Management	Strategies to address issues	Stakeholder
G2Z	Getting to Zero	Strategies to address issues	Stakeholder
DV	Dogs Victoria	Strategies to address issues	Stakeholder



## 1. Background information

### 1.1 What is the purpose of the Domestic Animal Management Plan?

The Domestic Animal Management Plan identifies the emerging and ongoing issues for Council's animal management services that need to be considered and address over the next four years. It provides the service planning and delivery framework for animal management services, and includes the timeframe during which Council will address priorities identified in the plan.

The plan also provides an overview of the ongoing compliance and education activities carried out by Council's Animal Management Service.<sup>1</sup>

### 1.2 Planning for domestic animals in Nillumbik

#### 1.2.1 The Victorian Domestic Animals Act 1994

The Victorian Domestic Animals Act<sup>2</sup> requires all Victorian councils to prepare a Domestic Animal Management Plan to outline how councils will address matters associated with cats and dogs.

The Act also specifies a number of matters that Council must address as part of the plan. These matters relate to:

- Establishing the measures and processes for:
  - evaluating the effectiveness of the service and associated programs
  - reviewing local laws and orders
- Ensuring residents and Council comply with Act, particularly in relation to:
  - identification and registration of cats and dogs
  - training of staff
- Minimising risk and nuisance associated with:
  - dogs, including dog attacks, barking dogs, wandering dogs, dogs defecating in public places, and dogs that are declared as 'dangerous'
  - cats, including cats trespassing
- Animal welfare including the high euthanasia rates associated with cats and dogs
- The management of animals in times of disasters.

#### 1.2.2 Council planning

In addition to the requirements of the Act, Council supports the need for an integrated approach to the planning for cats and dogs, as well as other pets in the community.

Consultation undertaken for the Nillumbik Health and Wellbeing Plan currently under development identifies the benefits associated with pet ownership, particularly in terms of physical and mental health, and community networking. It also identifies the need to address the impacts to pets in situations of family violence, natural disasters; and to investigate 'pet related support programs' that enhance health and wellbeing outcomes.

Recreation planning has identified the need to address the challenges associated accommodating the needs and expectations of both dog owners and non-dog owners in parks.

Planning for the DAMP also identified the influence pets are having on their owner's travel and recreation decisions. This potentially presents new opportunities associated with tourism and economic development within the Shire.

An integrated approach to the planning for pets in the community enables council to understand and address pet management and health and wellbeing matters, as well as wider opportunities associated with pets.

#### Key references important to the Nillumbik DAMP:

- Domestic Animals Act, 1994
- Council Plan; Living in the Landscape
- Recreation Strategy
- Draft Health and Wellbeing Plan
- Positive Ageing Strategy
- Nillumbik Planning Scheme
- Green Wedge Management Plan

<sup>1</sup> DAMP Appendix 3

<sup>2</sup> Domestic Animals Act, section 68A, Victorian State Government

## 2. How we prepared the Domestic Animal Management Plan

Research for the Domestic Animal Management Plan has taken into account the research and consultation carried out for other strategic plans, including the Draft Health and Wellbeing Plan and the Recreation Strategy<sup>3</sup>. It has also considered how the plan can help Council address the recommendations and actions of those documents.

Consultation and community engagement carried out to date specifically for the Domestic Animal Management Plan has involved:

- An online survey with 842 respondents
- 18 written submissions
- Council staff workshops and interviews, including with staff from disability, community, tourism / economic development, environmental, and recreation services
- Consultation with benchmarking councils
- Consultation with key industry groups including Getting to Zero (G2Z); the RSPCA, the Cat Protection Society, Australian Veterinary Association.

## 3. What did we achieve from the 2013-2017 Domestic Animal Management Plan?

The 2013-2017 Domestic Animal Management Plan identified the important role that pets play in the life of their owners. It also identified the wide-ranging expectations the community has of council's animal management service.

As a result, the plan proposed an ambitious program of initiatives that went well beyond initiatives proposed in previous plans, and which put extensive pressure on Council's Animal Management Service team to deliver upon.

In order to optimise resources, council staff put considerable resources into investigating future partnership opportunities as part of the previous plan. These will be further investigated over the next four years as identified in actions 15, 16 and 23.

The highlights from the 2013-2017 DAMP, and the last four years of operations include:

- A significant decrease in the number of:
  - cats impounded
  - impounded cats that were euthanased (-206 / -58%)<sup>4</sup>
  - undesexed dogs<sup>5</sup>
- A continuing high rate of rehoming of impounded cats
- The provision of two fully fenced dog parks, one in Diamond Creek and the other in Hurstbridge
- The establishment of a 'Ranger Work Experience' program
- A significant increase in the number of people attending the annual Pet Expo (an estimated 6,000 at the last Pet Expo)
- Initial consultation with commercial pet service providers to investigate partnership service and promotional opportunities
- The registration of a large number of unregistered pets as a result of Council's door knock<sup>6</sup> program.

<sup>3</sup> Council Plan: Living in the Landscape; 2017- 2021; Recreation Strategy 2011-2019; Health and Wellbeing Plan, 2017-2021

<sup>4</sup> A comparison between the 2012/13 and 2016/17 DAMP data

<sup>5</sup> As identified on the Nillumbik pet registration database

<sup>6</sup> Un-notified visitation to over 700 households

#### 4. About domestic animals in Nillumbik

##### 4.1 What are domestic animals?

Domestic animals are generally those animals that reside as companions to people living in Nillumbik homes, or they may be working animals such as farm dogs or assistance animals.

Domestic animals may also be unowned or semi-owned animals, as can be the case with some populations of cats that residents may feed, or tend to, but do not take ownership of. They may also be animals that are temporarily residing in shelters or with foster carers.

The Domestic Animals Act 1994 only sets requirements for the management of cats and dogs. However, Council recognises that residents have a large variety of other species of animals living with them as their pets<sup>7</sup>. These can include reptiles, rabbits, guinea pigs, fish, ducks and chickens.

Of the survey respondents, 11 residents (1.3 %) stated that they have never owned a cat or dog. All others stated that they owned cats or dogs now, had in the past or intended to in the future. 8 respondents (0.95 %) stated that they had never owned a pet of any type. Further:

- 83 / 9.9 % respondents stated that they currently owned pets other than cats and dogs
- 283 / 33.6 % of respondents own cats now and/or will into the future
- 530 / 63 % respondents own dogs now and / or will into the future.

##### 4.2 What does research say about the benefits of pet ownership?

Research cited in a number of publications including 'Pet Ownership in Australia' (2016) highlights considerable research that demonstrates the significant health and well-being benefits associated with owning a pet. These include:

- People who own pets typically visit the doctor less often and use less medication
- Pet owners, on average have lower cholesterol and lower blood pressure and are less likely to report feeling lonely
- Pet owners recover more quickly from illness and surgery and deal better with stressful situations
- Pet owners show lower levels of risk factors associated with heart disease
- Pets have been shown to greatly increase quality of life for the elderly including reduced tension, fatigue and confusion and increased feelings of enthusiasm, interest and inspiration; and
- Self-esteem has been shown to be higher in children or adolescents who have a pet.<sup>8</sup>

In addition, in 2015 Australians spent approximately \$12.2 billion on pet products and services, a 42% increase since 2013<sup>9</sup>. Australians spent significantly more on their cats (up 35%), dogs (up 33%) and fish (up 54%) across most product categories in 2016 than they did in 2013.



<sup>7</sup> Including 10% of survey respondents

<sup>8</sup> The Power of Pets: The benefits of companion animal ownership, Australian Companion Animal Council, 2009

<sup>9</sup> Pet Ownership in Australia; 2016; p31

## 5. About pets in Nillumbik

### 5.1 What pet owners told us about their pets

The role pets play in the families of Nillumbik is revealing and clearly indicates the impact that pets have in the daily lives of residents. Here is what the DAMP survey respondents told us<sup>10</sup>:

- 89% say their pets are an important part of their family
- 86% say it is important for them to have an animal in their life
- 84% say their pets are important because they give unconditional love
- 70% say they talk to more people because they have a pet
- 65% say they or their family exercises more because they have a pet.

### 5.2 Pet owner obligations

Pet owners have a number of legislated responsibilities which are well documented in Council information and on Council's website. One of the most significant challenges Council and the community has relates to pet owners who are not aware of their need to minimise the impact their pets can have on other people and other pets.

Residents make choices about the type of pets they will bring into their household based on a number of factors. These include lifestyle, preference for one type of pet over another and the cost associated with adopting a particular type of pet.

Often pet owners assume or want to believe that other pet owners and neighbours will be equally embracing of their pet as they are.

This is often not the case. As a result, a significant amount of Council time and resources are taken up with managing different neighbour and community expectations around pets, helping pet owners understand their responsibilities, and assisting people impacted by pet owners who forget that they need to consider the needs of other residents.

The following are examples of the issues that Council needs greater understanding and support from pet owners to address:

- dogs that bark, particularly when their owners are away from home
- dogs that owners let off-leash in on-leash areas or that are allowed to annoy other people and their pets
- cats that urinate, disturb other pets, or attack wildlife in neighbours properties
- cats that are out at night.

Council does not have the resources to deal with these issues alone, and seeks to work with pet owners and the broader community to ensure pets are not regarded as an unnecessary nuisance.



<sup>10</sup> % of DAMP survey respondents who selected 'very important' or 'important'

## 6. Some key statistics and trends

There are 11,058 dogs and 3,153 cats on Council's pet registration database. This is an increase of 40 dogs and 63 cats on 2012/13<sup>12</sup> registrations and represents a slight decrease in cat and dog populations as a proportion of the population.

Data released in 2016 indicates there could be up to 20 dogs and 16 cats for every 100 people in Australia<sup>13</sup>. Actual cat and dog ownership rates might be more or less in some areas depending on household type<sup>14</sup>, the level of urbanisation and socio-economic factors.

Table 1 – Cat and dog registrations			
Criteria	2012/13	2016/17	+/- <sup>11</sup>
Cats	3090	3153	+63
Cats / 100 residents	5.12	5.04	-0.08
Dogs	11018	11058	+40
Dogs / 100 residents	18	18	0

Compared to a number of other outer eastern Melbourne councils, Nillumbik would appear to have a significantly higher rate of registration for dogs, and a slightly higher rate of registration for cats.

The suburbs in Nillumbik with the largest number of registered cats are Eltham, Diamond Creek and Eltham North; and the suburbs with the largest number of registered dogs are Eltham, Diamond Creek, Hurstbridge and Greensborough.

The Domestic Animals Act requires Council to collect data about cats and dogs and monitor trends that may require intervention. A full account of this data is provided in Appendix 2.

## 7. About Animal Management Services

Animal Management Services are part of Council's Community Safety Department, which form part of Council's Services and Planning Directorate. Council invests over \$680,000 annually in the management of the service.

The equivalent of 3.35 Effective Full Time (EFT) officer positions are dedicated to delivering animal management services. The focus of these positions is on:

- Applying state legislation and Council local laws and policies to the management of pets and pet related businesses and activities
- Providing advice to pet owners and information to the wider community and encouraging residents to manage and care for their pets appropriately
- The registration of domestic cats and dogs
- Inspections of animal businesses and animals with special registration requirements
- Managing conflicting community attitudes and expectations relating to pets in public places such as parks and along trails
- Managing neighbourhood issues and complaints relating to cats and dogs
- Responding to animal welfare issues
- Co-ordinating the Pet Expo
- Managing Council's pound service and facility for dogs and liaising with the Cat Protection Society, the organisation that provides Council's cat pound service.

Council has a number of policies and procedures that underpin the operations of animal management services. These are listed in Appendix 3.

### 7.1 'Local Laws', 'Orders' and planning scheme requirements

There are a number of ordinances that residents must comply with if they own or are responsible for the care of animals, or manage animal businesses or facilities. The following provides a summary of these ordinances:

- *Section 26 Order in Council<sup>15</sup> – 'Cat confinement'*  
This order requires cats to be confined to their property between 7.30 pm and 6 am.
- *Section 26 Order in Council – 'Dogs in public places'*

<sup>11</sup> For every 100 residents

<sup>12</sup> Data reported in the 2012/13 DAMP

<sup>13</sup> Pet Ownership in Australia in 2016

<sup>14</sup> Families are more likely to have pets than single person households / Older people less likely to have pets than younger people

<sup>15</sup> A council ordinance that is made under Section 26 of the Victorian State Government DAA – Appendix 4

This order requires dogs to be on leash in all public places, other than in designated areas where dogs are allowed off leash. It also requires owners / carers to ensure they have their dogs:

- under effective control at all times
- on-leash within 5 metres of playgrounds in pre-schools, schools and childcare centres.

In addition to this legislated requirement, council's planning scheme places restrictions on the keeping of cats and dogs in the Bend of Islands Environmental Living Zone.

- *Section 26 Order in Council – 'Exclusion of dogs on sporting ovals in Diamond Creek and Hurstbridge'*  
This order disallows dog being on any sports field in Diamond Creek and Hurstbridge.
- *Section 10A Order in Council – 'Mandatory Desexing of Cats'*  
This order requires cats to be desexed before they can be registered.
- *Amenity Local Law – 'The Keeping of Animals'*  
This local law requires residents to have a permit if they want to house more than two dogs and 2 cats at any one property.

## 8. The issues and opportunities we will address over the next four years?

This section provides an overview of the findings from consultation and research carried out for the DAMP, and incorporates findings from other council planning projects. It also provides a summary of new initiatives that will be put in place over the term of the DAMP (2017-2021).

Ongoing compliance and educational activities that are carried out as standard practice are outlined in Appendix 3.

### 8.1 Service Management, Training and Awareness

#### Objectives:

- To provide an efficient and effective service that responds to our legislated responsibilities, and the changing needs and expectations of our community
- To ensure our staff are trained to enable them to safely and effectively manage the service, particularly in light of changing service demands.



### 8.1.1 The key messages from our consultation and research

- 80% of survey respondents<sup>16</sup> that expressed an opinion said animal management staff are helpful and courteous and 75% said council recognises the benefit of pets:
  - 61% said our website could have more information about caring for pets
  - 87% said it would be good to have more support services for elderly and pet owners with disabilities
  - Anecdotally residents expect more than a compliance / punitive relationship with Council when it comes to pets.
- Pets are being reunited with their owners via an increasing number of avenues, including social media and veterinary clinics. This needs to be appropriately embraced by the service.
- The community has a growing expectation of local government in relation to:
  - Raising awareness about the plight of pets and pet owners in times of crisis, and advocating for support for these pets and their families
  - Local action on animal welfare issues
- There is a need to increase community awareness of the scope and value of the service, and understand how animal registrations enable Council to address issues even if they are not specific to individual residents e.g. dealing with semi-owned / unowned cat populations.
- It would appear there may be a significant number of pet owners<sup>17</sup> and residents generally:
  - who do not understand the scope of Council's animal management service
  - with whom Council could be engaging with more, in order to address issues and investigate opportunities.
- A whole-of-Council approach is required if issues are to be effectively addressed and opportunities realised.

There were 203 fewer infringement notices issued in 2018/17 than recorded for the 2012/13 DAM Plan

Council's Ranger Unit has 5 Rangers of which 2.15 EFT is designated to animal management. The Ranger Unit is also supported by an Administration Unit which provides 1.2 EFT for support.

All 5 Rangers are multi-skilled so the service has backup when needed.

Staff have Certificate IV in Animal Control and Regulation and receive regular training and education in matters essential to the service including:

- Customer service / conflict resolution
- Restricted Breed Dog Identification
- Managing dangerous dogs
- Prosecution proceedings
- Industry best practice
- POCTA training

A full schedule of staff training is at Appendix 3

### 8.1.2 Service Management, Training and Awareness

	ACTION	YEAR OF PLAN	STAKEHOLDERS
1.	Animal management Officers to undertake CRAF (Common Risk Assessment Framework) or similar training	Yr 1 then ongoing	* CS
2.	Investigate the need for agreements with veterinary surgeries and other organisations that meet the Code of Practice to rehouse dogs and cats, and / or the need to review current arrangements	Yr 2	* CS
3.	Undertake a review of website, social media platforms and hard copy information provided to customers for the animal management service and update to improve customer awareness of and access to the service	Yr 1 then ongoing	* CS
* Lead Department CC=Connected Communities, CS=Community Safety, CLF=Community & Leisure Facilities; BTM=Business Tourism and Marketing			

<sup>16</sup> % of survey respondents that expressed an opinion. i.e. did not say 'don't know' / 'not relevant to me'

<sup>17</sup>Possibly in excess of 40% of pet owner survey respondents that do not know what Council does. Has implications, particularly in terms of perceived 'value' for registration cost.





## 8.2 Registration and identification

### Objectives:

- To increase pet registrations as a proportion of our resident population.
- To maintain accurate animal registration records.

Appendix 2 contains detailed information about cats and dogs in Nillumbik. This information is used to set performance targets for the service, and importantly to identify any animal management and welfare trends that Council may need to address.

### 8.2.1 The key findings from our consultation and research

- Council was able to reunite 258 dogs with their owners in 2016, or 85% of impounded dogs; and 23 cats or 21% of impounded cats. This is because Council could trace owners through registration and microchip information.
- However, 42% of dogs (127 of 302) and 98% of cats (103 of 106) impounded in 2016 were not on Council's pet registration database. This represents a decrease in the actual number of dogs impounded that were unregistered, but an increase as a proportion of impounded dogs overall (6.6% increase).
- There was a significant increase (935) in the proportion of registered dogs that were desexed in 2016/17 compared to 2012/13. Council encourages owners to have their dogs desexed for community safety and dog health and wellbeing reasons.
- Based on industry feedback and information<sup>18</sup> Nillumbik has a significantly higher rate of dog registration and a slightly higher rate of cat registration than a number of adjoining councils<sup>19</sup>.
- it is anticipated that there are a number of pets registered on various industry microchip databases that are not on Council's registration database. There is likely to be many residents:
  - who assume Council's registration database and the microchip data base are one of the same
  - who do not know how to access microchip databases in order to update pet information
  - who do not realise the scope and complexity of animal management services, and therefore do not see the benefit of pet registrations.

Of 710 households 'doorknocked' in 2014, 51 unregistered pets were identified. This represents approximately 7 unregistered pets for every 100 households.

### 8.2.2 Strategies to address new and emerging issues

	ACTION	YEAR	STAKEHOLDERS
4.	Use the information currently being prepared by the AVA and the RSPCA to help residents understand the benefits and value of pet registration.	Yr 2 then annual	* CS RSPCA, AVA, DV other LGAs
5.	Cross-reference council database of registered animals with microchip registries to identify unregistered animals, animals with no permanent identification, and restricted breed dogs.	Yrs 1 & 3	* CS
6.	Ensure all impounded cats and dogs are registered and microchipped on release.	Yr 1 then ongoing	* CS
7.	Advocate for a single industry microchip registration database.	Yr 2	* CS

**\* Lead Department**

CC=Connected Communities, CS=Community Safety; CLF=Community & Leisure Facilities; BTM=Business Tourism and Marketing

<sup>18</sup> Information from 4 councils in outer eastern Melbourne including Nillumbik, Maroondah, Knox and Yarra Ranges

<sup>19</sup> Pet Ownership in Australia in 2016

### 8.3 Dealing with nuisance and amenity issues

#### Objectives:

- To minimise the number of complaints relating to pets particularly in relation to:
  - Barking dogs
  - Dogs off leash in on leash areas
  - Dog owners not collecting dog droppings and inappropriate disposal of dog litter bags
  - Cats trespassing.

#### 8.3.1 The key findings from our consultation and research

- Overall, complaints relating to pets have increased slightly in number on the 2012/13<sup>20</sup> figure (49), an increase that is proportional to the increase in population.
- In 2015/16:
  - The most significant increase in complaints relate to barking dogs. There were 49 more complaints about barking dogs than in 2012/13 (37), which represents a 6% increase
  - dogs that are not confined to their property are the source of the majority of complaints (504/65% of all complaints<sup>21</sup>). This is an increase on the 2012/13 figure of 475, and is in proportion to the increase in population
  - there was a decrease of 40 cat related complaints compared to 2012/13 (65/105), which also represents a decrease in cat complaints as a proportion of all complaints.
- Nuisance issues highlighted in the DAMP survey<sup>22</sup>:
  - Dog owners not picking up after their dog (68%)
  - Dogs barking (50%)
  - Cats not confined at night (45%)
  - Dog owners letting their dogs annoy other people / other dogs / not controlling their dogs in public places etc. (40%)
  - Dogs being off-leash in on-leash areas
  - Cats trespassing (40%).
- Cats allowed to wander into adjoining properties / not confined at night, unowned / feral cats, cats in bushland areas; dogs off leash in on leash areas and owners not collecting dog droppings were the source of significant written complaint in the DAMP survey.
- There is a need to collect more location specific information about nuisance issues. This will enable Council to implement targeted strategies to address nuisance issues.
- The lack of any requirement for cats to be confined to some degree is a concern for nearly half survey respondents. This is a topic that triggers diverse opinions and extreme emotions, which need to be appropriately managed.

<sup>20</sup> Data from 2012-2013 DAMP

<sup>21</sup> As a proportion of all cat and dog related complaints

<sup>22</sup> DAMP Community Survey

### 8.3.2 Strategies to address new and emerging issues

	ACTION	YEAR	STAKEHOLDERS
8.	Adopt the location specific nuisance reporting data (e.g. barking dogs, cat trespass) in order to identify problematic areas and target strategies to address local needs.	Yr 2	* <b>CS, CC</b>  G2Z, Other LGAs, AIAM, AVA, DV
9.	Liaise with animal behaviourists to consider options available to assist with the reduction of barking dog complaints.	Yr 3	* <b>CS, E</b> Other LGAs, AIAM, AVA, DV
10.	Review cat trapping information and protocols.	Yr 2	* <b>CS, E</b>
11.	Investigate successful community-based awareness raising relating to dog owners that do not pick up dog droppings.	Yr 4 or sooner if sector interest	* <b>CS, E</b> Other LGAs, AIAM, AVA, DV
<p><b>* Lead Department</b>  CC=Connected Communities, CS=Community Safety; CLF=Community &amp; Leisure Facilities; BTM=Business Tourism and Marketing; E=Environment</p>			

### 8.4 Dog attacks

#### Objectives

- To reduce the number of dog rushes and attacks
- To increase community understanding of the behaviour that constitutes a 'dog attack'
- To optimise the reporting of dog attacks
- To collect informative data on dog attacks that can better inform future community awareness initiatives

#### 8.4.1 The key findings from our consultation and research

- There were 93 reported dog attacks/rushes in 2015/16 compared with 68 in 2012/13 and 43 in 2006. This represents an increase of 25 cases and a slight increase proportionate to the increase in the population over the same time.
- Data needs to be differentiated for dog 'attacks' from dog 'rushes' to better distinguish between extreme acts of aggression and other incidents that result in complaints.
- Generally, dog attacks are most likely to occur in the home or immediate vicinity of the home rather than in public places with young children being the primary victim. Records show that in Nillumbik there is no particular environment that is more or less associated with dog attacks.
- Anecdotal industry information and hospital admissions data indicates there are likely to be a significant number of dog attacks that are not being reported. The full extent of these issues needs to be understood so that council can respond with appropriate initiatives.
- Dog owners need to better understand that dogs can behave unexpectedly and even erratically given the combined circumstances.
- More accurate information relating to the location of dog attacks may assist Council target problem locations and dog owners. It is acknowledged that other domestic animals, livestock and wildlife may be victims of dog attacks.

#### 8.4.2 Strategies to address new and emerging issues

	ACTION	YEAR	STAKEHOLDERS
12.	Enhance the promotion/distribution of information that assists residents make appropriate pet selection, particularly in relation to dogs.	Yr 1	* CS, CC
13.	Improve community awareness of procedures for reporting a dog attack or rush.	Yr 1	* CS
<b>* Lead Department</b> CC=Connected Communities, CS=Community Safety; CLF=Community & Leisure Facilities; BTM=Business Tourism and Marketing			



The rate of Australians being attacked has increased by almost 60 per cent from 2003 to 2013.

University of Tasmania's Menzies Institute for Medical Research

"Even though young children have the most bites the overall rate of injury in this age group is not increasing, suggesting public awareness campaigns are working."

Dr Mithun Rajshekar Australian and New Zealand Journal of Public Health, July 2017

#### 8.5 Managing dangerous, menacing and restricted breed dogs

##### Objective

- To minimise the number of dangerous, menacing and restricted breed dogs in the community

##### 8.5.1 The key findings from our consultation and research

- There are 8 'declared' dogs on Council's pet registration database.
- Residents must not assume that it is only 'restricted breed dogs' that may have a predisposition to aggressive behaviour. It is recognised that these dogs pose a greater risk because of the nature of the breed. Restricted breed dogs include Japanese Tosa; fila Brasileiro; dogo Argentino; Perro de Presa Canario / Presa Canario; and American Pit Bull Terrier / Pit Bull Terrier.
- Some dog owners may register their 'restricted breed dog' as another breed in order to avoid the restrictions that come with a restricted breed dog.
- Dogs that are not appropriately trained, socialised and controlled can develop behaviour that results in them being declared as a 'menacing' or 'dangerous' dog. Appropriate management and education of dogs will reduce anti-social behaviour.

- 'Menacing Dog'** – A dog that has chased or rushed at a person, or has bitten an animal or person resulting in injury that is not deemed 'serious'. If a dog incurs 2 menacing dog violations then it is declared a 'dangerous dog'
- 'Dangerous dog'** – A dog that has caused a serious injury to or death of another animal or person
- 'Declared dog'** – A restricted breed, 'menacing' or 'dangerous' dog

### 8.5.2 Strategies to address new and emerging issues

	ACTION	YEAR	STAKEHOLDERS
14.	Cross-reference microchip database information with current Council registration database for potential restricted breed dogs.	Yr 2 & 4	* CS
15.	Review and enhance information for dog owners to ensure there is a clear understanding as to dog behaviour that will lead to their dog being 'declared'	Yr 4	* CS
<b>* Lead Department</b> CC=Connected Communities, CS=Community Safety; CLF=Community & Leisure Facilities; BTM=Business Tourism and Marketing			

### 8.6 Overpopulation and abandonment of pets (including euthanasia)

#### Objectives

- To minimise the number of stray, abandoned and unwanted pets
- To identify and manage the semi-owned cat population challenges.

#### 8.6.1 The key findings from our consultation and research

- Survey respondents told us they are concerned about a number of issues relating to the over population and abandonment of pets generally, even though these may not be significant issues in Nillumbik. Key issues relevant to residents include:
  - The high rate of euthanasia of cats and kittens (61%)
  - The abandonment of pets (87%)
  - Unowned cats that people feed but do not take full responsibility for.
- In 2015/16 Council impounded 106 cats, of which 94 were returned to their owner or rehoused, and 12 euthanised.
- Based on anecdotal feedback in the community survey, there is likely to be a population of semi-owned cats in the community that is contributing to the overpopulation and high euthanasia rates of cats and kittens.
- G2Z (Getting to Zero) has developed medium and longer-term strategies to address cat over population issues, and will work with councils to implement these.

#### 8.6.2 Strategies to address new and emerging issues

	ACTION	YEAR	STAKEHOLDERS
16.	Work with the Cat Protection Society and animal rescue groups to develop strategies to enhance awareness of high re-homing rates for cats and encourage residents to contain and surrender semi-owned / unowned cats	Yr 2	CS CPA
17.	Work with Getting to Zero (G2Z) to: <ul style="list-style-type: none"> <li>▪ improve information to the community about managing the semi-owned cat populations and residents to address the semi-owned cat populations</li> <li>▪ establish trial programs to address the semi-owned cat populations.</li> </ul>	Yr 3 & Yr 4	* CS G2Z
<b>* Lead Department</b> CC=Connected Communities, CS=Community Safety; CLF=Community & Leisure Facilities; BTM=Business Tourism and Marketing			

In excess of 100,000 cats and 76,000 dogs were euthanased in Australia in 2010. It is determined that up to 90% (138,523) of these pets were of good health and disposition and therefore appropriate for rehoming.

G2Z (Getting to Zero)



## 8.7 Domestic animal businesses

### Objective

- To ensure domestic animal businesses comply with their legislative responsibilities and relevant codes of practice.

### 8.7.1 The key findings from our consultation and research

- There are 11 domestic animal businesses in Nillumbik:
  - One pet shop
  - Two animal shelters
  - Eight boarding establishments.
- 40% of survey respondents told us they are interested in knowing about dog training or activity groups they could access.

Under the Domestic Animals Act, Domestic Animal Businesses (DABs) are establishments such as animal shelters, pet shops, animal breeding and/or rearing establishments, and boarding and/or training facilities that are run for profit<sup>1</sup>.

Council is the agent responsible for monitoring DABs to ensure they comply with codes of practice and state government legislation.

### 8.7.2 Strategies to address new and

#### emerging issues

	ACTION	YEAR	STAKEHOLDERS
18.	Identify opportunities to work with DABs to promote responsible pet ownership and initiatives that address the objectives of the Domestic Animal Management Plan.	Yr 4	* CS
<b>* Lead Department</b> CC=Connected Communities, CS=Community Safety; CLF=Community & Leisure Facilities; BTM=Business Tourism and Marketing			

## 8.8 Provision for dog off leash opportunities

### Objective:

- To effectively plan for use of parks by the dog owning and non-dog owning communities.

### 8.8.1 The key findings from our consultation and research

- There is a significant demand for additional dog off leash areas, particularly in areas where there may be an under supply of opportunities.
- There is considerable community frustration with dog owners who let their dogs off leash in on-leash areas, causing significant annoyance and distress to both other dog owners and other users of Nillumbik parks. Refer section 8.3.
- Due to conflict between sports activities and dogs, the wear and tear on sports fields due to use by dogs owners / dogs, and in particular due to the prevalence of dog droppings, dog off leash activities have been prohibited on some sportsfields.
- The DAMP survey indicates significant demand from dog owners for additional fenced and / or unfenced areas where dogs can be legitimately let off-leash.
- Dog off leash areas become significant community gathering places and allow dogs to socialise freely (dog behavioural benefits).
- Generally fenced dog parks are only considered:
  - where there is a need to provided for off leash activities in close proximity to other park activities
  - where there is not the space for appropriate buffers between activities on the site
  - when there is not the space for a buffer between the dog off leash area and other community infrastructure such as roads, shopping precincts, railway lines.

There are 12 designated dog off leash areas in Nillumbik:

- Eltham (4)
- Eltham Lower (1)
- Greensborough (1)
- Hurstbridge (1)
- Eltham East (1)
- Research (1)
- Diamond Creek (2)
- Kangaroo Ground (1)

This includes fenced areas in Diamond Creek and Hurstbridge

### 8.8.2 Strategies to address new and emerging issues

	ACTION	YEAR	STAKEHOLDERS
19.	Develop a policy / rationale for providing or expanding off leash areas for dog owners and their dogs and a provision strategy that considers: <ul style="list-style-type: none"> <li>Gaps in current provision and a review of the fenced dog parks</li> <li>A rationale that underpins future provision including matters relating to dogs on sports fields</li> <li>An evaluation of possible sites for consideration as off leash areas</li> <li>Use of sportsgrounds by dog obedience groups.</li> </ul>	Yr 1	* CLF, CS, DV  Dog obedience clubs
* Lead Department CC=Connected Communities, CS=Community Safety, CLF=Community & Leisure Facilities; BTM=Business Tourism and Marketing			



Maps of the current Off-leash and On-leash areas – Appendix 5

## 8.9 Community support and community building initiatives

### Objectives:

- To recognise and optimise the community building / strengthening benefits associated with pets, including initiatives that support:
  - older people to remain pet owners
  - pet owners to make their pets safe

### 8.9.1 The key findings from our consultation and research

- Of survey respondents:
  - 80% were concerned about the welfare of pets in family violence situations. 10% stated that the welfare of a pet as a result of family violence was an issue for them now, or has been in the last 12 months
  - There is a need for relevant service areas within council to work together to ensure an integrated approach to identifying and addressing issues associated with pets in 'at risk' families.
  - A study conducted by Eastern Domestic Violence Service showed that 53% of women in violent relationships reported pets being hurt or killed, and 46% reported their pets had been threatened.<sup>23</sup>
  - Newly released research indicates pets are an under-recognised conduit for building social capital particularly as associated with trust, reciprocity and involvement of more pet owners than non-pet owners in civic affairs<sup>24</sup>.
  - As people age, they are less likely to own a pet, and yet pets help minimise the effects of loneliness which can increase the risk of death by 26%<sup>25</sup>. Less than 50% of people aged 70 years or older own a pet compared to 62% across all other age groups.



Therapy pets... when no one else can possibly understand

### 8.9.2 Our plans to address priorities for the next four years

	ACTION	YEAR	STAKEHOLDERS
20.	Work with Council's Community Services Department to put in place relevant procedures for: <ul style="list-style-type: none"> <li>▪ Ensuring an integrated approach when dealing with families at risk of family violence</li> <li>▪ Investigating and promoting respite options for pets in situations of family violence.</li> </ul>	Yr 1	* CC, CS
21.	Encourage relevant Council departments to advocate for accommodation for victims of family violence that allows families and pets to stay together.	Ongoing	* CC, CS
22.	Work with relevant Council departments to encourage volunteers interested in supporting older and pet owners with disabilities retain their pets e.g. volunteer dog walkers, vet transport.	Yr 4	* CC, CS
<b>* Lead Department</b> CC=Connected Communities, CS=Community Safety; CLF=Community & Leisure Facilities; BTM=Business Tourism and Marketing			

23 Royal Commission Into Family Violence Submission: The Link Between Domestic Violence and Animal Abuse, Judy Johnson OAM

24 The petconnection: Pets as a conduit for social capital? Social Science & Medicine 61 (2005) 1159–1173

25 Loneliness and Social Isolation as Risk Factors for Mortality, <http://journals.sagepub.com/>

## 8.10 Pet related tourism

### Objective:

- Understand the potential benefits associated with pet related tourism in Nillumbik

### 8.10.1 The key findings from our consultation and research

- There is the potential for Nillumbik to benefit from the growing pet owner visitor tourism market.
- The availability of pet friendly accommodation is not keeping up with demand across Australia.<sup>28</sup>
- Of DAMP survey respondents:
  - 40% stated that they regularly take their dog to cafes with dog friendly outdoor areas
  - 50% stated that they make holiday choices based on there being pet friendly accommodation available.
- Evidence would indicate that there is merit in considering opportunities associated with pet tourism / visitation in Nillumbik and pet related tourism branding.

### 8.10.2 How will we respond to these specific issues over the next four years

	ACTION	YEAR	STAKEHOLDERS
23.	Recommend to the Economic Development Department that consideration be given to exploring and quantifying the potential benefits associated with pet tourism / visitation	Yr 1 & ongoing	* BTM, CLF Tourism Assns
24.	Consider opportunities to work with partner councils and the tourism sector to investigate opportunities associated with pet tourism / visitation	Yr 4	* BTM, CLF, CS Tourism Assns
<b>* Lead Department</b> CC=Connected Communities, CS=Community Safety; CLF=Community & Leisure Facilities; BTM=Business Tourism and Marketing			



The lack of acceptance of animals in society is threatening to hurt the tourism industry by deterring pets owners  
CEO PIAS, 2014

<sup>28</sup> CEO, PIAS (Pet Information Advisory Service)

## **9. How we will implement the Domestic Animal Management Plan**

### **9.1 Setting priorities for the next four years**

Priorities in the Domestic Animal Management Plan may change over the life of the plan depending on changing service demands and priorities, available resources, partnership opportunities and external funding opportunities.

### **9.2 Monitoring and reviewing the Domestic Animal Management Plan**

Council will review the Domestic Animal Management Plan in years 1 to 4 to ensure actions and priorities are still relevant and can be completed within available resources.

In year four, council will undertake a major review of the plan.

## 10. Appendices

### Appendix 1 – The Domestic Animals Act requirement of council

Under Section 68A of the Domestic Animals Act, every Council must prepare a Domestic Animal Management Plan, as follows:

#### 68A Councils to prepare Domestic Animal Management Plans

(1) Every Council must, in consultation with the Secretary (*of the Department of Primary Industries*), prepare at 4 year intervals a *Domestic Animal Management Plan*.

(2) A *Domestic Animal Management Plan* prepared by a Council must—

- (a) set out a method for evaluating whether the animal control services provided by the Council in its municipal district are adequate to give effect to the requirements of this *Act* and the regulations; and
  - (b) outline programs for the training of authorised officers to ensure that they can properly administer and enforce the requirements of this *Act* in the Council's municipal district; and
  - (c) outline programs, services and strategies, which the Council intends to pursue in its municipal district—
    - (i) to promote and encourage the responsible ownership of dogs and cats; and
    - (ii) to ensure that people comply with this *Act*, the regulations and any related legislation; and
    - (iii) to minimise the risk of attacks by dogs on people and animals; and
    - (iv) to address any over-population and high euthanasia rates for dogs and cats; and
    - (v) to encourage the registration and identification of dogs and cats; and
    - (vi) to minimise the potential for dogs and cats to create a nuisance; and
    - (vii) to effectively identify all dangerous dogs, menacing dogs and restricted breed dogs in that district and to ensure that those dogs are kept in compliance with this *Act* and the regulations; and
  - (d) provide for the review of existing orders made under this *Act* and local laws that relate to the Council's municipal district with a view to determining whether further orders or local laws dealing with the management of dogs and cats in the municipal district are desirable; and
  - (e) provide for the review of any other matters related to the management of dogs and cats in the Council's municipal district that it thinks necessary; and
  - (f) provide for the periodic evaluation of any program, service, strategy or review outlined under the plan.
- (3) Every Council must—
- (a) review its *Domestic Animal Management Plan* annually and, if appropriate, amend the plan; and
  - (b) provide the Secretary with a copy of the plan and any amendments to the plan; and
  - (c) publish an evaluation of its implementation of the plan in its annual report.

**Appendix 2 – Key statistics**

Measure	2012/13	2016/17	Difference
Resident population [1]	60342	62602	+2,260
<b>DOGS</b>			
Number of registered dogs	11018	11058	+40
Per 100 people	18	18	0
Estimated total dog population (registered & unregistered)	-	12,520.4	-
Number of undesexed registered dogs	2153	1218	-935
As a % of registered dogs	19.54%	11.01%	-8.53%
Number of registered 'declared' dogs	10	8	-2
Number of impounded dogs	390	302	-88
As a % of registered dogs	3.54%	2.73%	-0.81%
Number of impounded dogs returned to owner	332	258	-74
As a % of impounded dogs	85.13%	85.43%	+0.30%
Number of dogs rehoused	47	33	-14
As a % of impounded dogs	12.05%	10.93%	-1.12%
Number of dogs euthanased	9	10	1
As a % of impounded dogs	2.31%	3.31%	1.00%
Number dogs not registered when impound	138	127	-11
As a % of impounded dogs	35.38%	42.05%	+6.67%
<b>CATS</b>			
Number of registered cats	3090	3153	+63
Per 100 people	5.12	5.04	-0.08
Estimated total cat population (registered and unregistered)	-	10,016	-
Number of undesexed registered cats	31	23	-8
As a % of registered cats	1.00%	0.73%	-0.27%
Number of impounded cats	312	106	-206
As a % of registered cats	10.10%	3.36%	+6.74%
Number of impounded cats returned to owner	18	23	+5
As a % of impounded cats	5.77%	21.70%	+15.93%
Number of cats rehoused	76	71	-5
As a % of impounded cats	24.36%	66.98%	+42.62%
Number of cats euthanased	218	12	-206
As a % of impounded cats	69.87%	11.32%	-58.55%
<b>CUSTOMER SERVICE REQUESTS/COMPLAINTS</b>			
Dog nuisance	44	30	-14.00
% of total requests	6.04%	3.86%	+0.02
Dog attack (including dog rush)	68	93	+25.00
% of total requests	9.33%	11.95%	+2.63%
Dog – barking	37	86	+49.00
% of total requests	5.08%	11.05%	+5.98%
Dog – wandering	475	504	+29.00
% of total requests	65.16%	64.78%	-0.38%
Cat nuisance	105	65	-40.00
% of total requests	14.40%	8.35%	-6.05%
<b>Customer service requests/complaints - TOTAL</b>	729	778	+49
Customer service requests/complaints per 1,000 residents	12.08	12.43	+0.35
<b>INFRINGEMENT NOTICES</b>			
Dog – wandering at large	299	332	+33
Dog and cat - failure to register	470	235	-235
Dog – nuisance	1	0	-1
<b>Infringement notices- TOTAL</b>	770	567	-203



Domestic Animal Management Plan

Measure	2012/13	2016/17	Difference
Infringement notices per 1,000 residents	12.8	9.1	-3.7
<b>STAFFING LEVELS</b>			
Rangers / Ranger Co-ordination	2.15	2.15	-
EFT Management and administration	1.2	1.2	-
Total EFT	3.35	3.35	-

### Appendix 3 – Operational Information

#### 1. Ongoing service compliance and educational activities

The following provides a list of all the ongoing compliance and educational activities associated with animal management services.

ACTIONS	FREQUENCY DAMP
<b>Training of Authorised Officers and Service Management</b>	
Continue to review Animal Management staff training requirements in line with operational requirements	Annual
Maintain accurate training register	Ongoing
Continue to review the service in line with council's continuous improvement policy	Annual
Review council's Emergency Animal Management Plan	Bi-annual
<b>Registration and identification</b>	
Targeted 'doorknock' program to identify unregistered cats and dogs	Annual – target – minimum of 500 households
Registration notifications <ul style="list-style-type: none"> <li>Renewal notices sent out</li> <li>Advertising in local media</li> <li>Advertising in council's newsletter</li> <li>Advertising on council's website</li> <li>Renewal notices</li> <li>Registration reminder notices</li> <li>Text messaging e.g. registration renewal reminders</li> </ul>	Annual 1st week in April Quarterly Ongoing Early March Mid / late May
Registration information on council's website	Ongoing
Micro chipping days promotion at Pet Expo	Annual
New resident Pet Ownership Pack delivered to new residents	As required
Information brochure for pet owners on rural properties distributed	Annual
<b>Dealing with nuisance issues</b>	
Liaison with commercial providers that can work with residents to address: <ul style="list-style-type: none"> <li>dog obedience control issues</li> <li>barking dog issues</li> </ul>	Annual consultation Promotion ongoing via council website
Barking dogs – Information provided to relevant dog owners	Brochures – ongoing Online - ongoing
Cat confinement - Information provided to relevant cat owners	Brochures – ongoing Online - ongoing
Pet Expo - Information and 'expert' presenters	Annual
Monitor the effectiveness of 'Barking Dog' complaint process	Ongoing
Provide cat traps for the confining of trespassing cats	Ongoing
<b>Dog Attacks</b>	
Work with pre-schools to ensure parents and children have access to dog behaviour awareness programs and information.	Annual
Review information on council's website relating to safe/appropriate behaviour of children round pets, and parental monitoring responsibilities, particularly in relation to dogs.	Ongoing
Patrols of public places such as reserves, retail precincts, trails etc., particularly during high use times such as community events	Ongoing
Information provided at Pet Expo	Annual
Information available at council offices and council website	Ongoing
Media releases - Information about owner responsibilities relating to the control of dogs in public places	Annual



Domestic Animal Management Plan

<b>Managing dangerous, menacing and restricted breed dogs</b>	
Assessment of all restricted breed, menacing and dangerous dogs and associated properties to ensure compliance with requirements	Annual
Review of registration and microchip databases to identify possible / suspect 'restricted breed dogs	Annual
Consultation with owners of dogs declared as 'dangerous', 'menacing' and/or are a 'restricted breed' dog	Ongoing
Information provided at Pet Expo about <ul style="list-style-type: none"> <li>the implications of owning a restricted breed, dangerous or menacing dog</li> <li>preventative measures</li> </ul>	Annual
Information provided on council website as to: <ul style="list-style-type: none"> <li>the appropriate housing of 'dangerous', 'menacing' and/or are a 'restricted breed' dog</li> <li>appropriate selection of dogs for the family and community environment</li> </ul>	Ongoing
<b>Overpopulation (including euthanasia) and abandonment of pets</b>	
Information in council Newsletter	Annual
Information handed out at Pet Expo	Annual
Information to encourage pet owners to desex cats and dogs	Ongoing – council website
<b>Domestic animal businesses</b>	
Verbal information provided at time of audit	Annual
Provision of written material provided by DPI	Annual
Information on council's website to support DABs comply with relevant legislation and best practice	Ongoing
<b>Provision for dogs off leash</b>	
Monitoring of dog off leash areas for compliance	Annual-targeted monitoring
Monitoring of community events and high use areas	As required
<b>Community support and community building initiatives</b>	
Continue to work with relevant departments in council to identify opportunities to address community support needs and initiatives identified in the DAMP	As part of ongoing integrated service planning processes
<b>Pet Related Tourism</b>	
Continue to work with relevant departments in council to identify business development, tourism and marketing initiatives identified in the DAMP	As part of ongoing integrated service planning processes

**2. Authorised Officers and Civic Compliance Officer training requirements**

QUALIFICATION / TRAINING	Frequency
Certificate IV in Animal Control and Regulation	Years 1 and 2
Customer service training	Annually
Conflict management training	Annually
DPI/BAW training/information seminars	Annually
Australian Institute of Animal Management Annual Conference	Annually
Breed identification	Annually ?
Industry Training <ul style="list-style-type: none"> <li>animal handling,</li> <li>animal assessment,</li> <li>prosecutions,</li> <li>statement taking</li> </ul>	

QUALIFICATION / TRAINING	Frequency
▪ Evidence gathering	

### 3. Procedures

Documented procedures relating to the following are in place:

- Impounding of Animals
- Pound Operations
  - Dog release
  - Dog rehousing
- Impounding of seized dogs
- Shelter Code of Practice
- Animal registration and renewal
- Barking dogs
- Seizing of dogs
- Dog attack assessment process
- Prosecution of DAA offences
- Injured animal
- Pet Expo - Event management
- Issuing of Infringements notices
- Process for managing appeal of infringement notices
- Permit application – Excess animals
- Working in isolation - Rangers

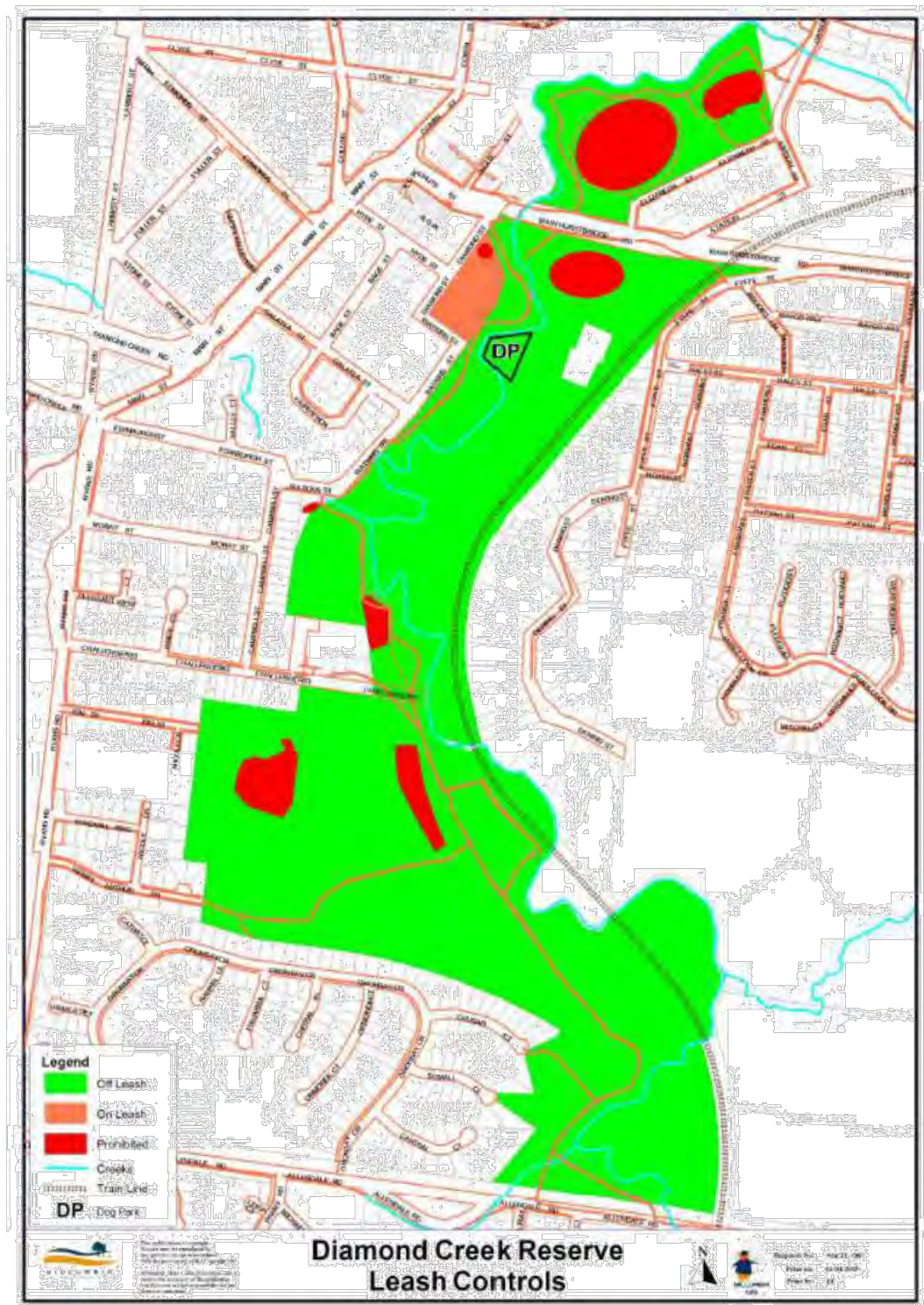
### 4. Service Plans

Emergency Management Plan

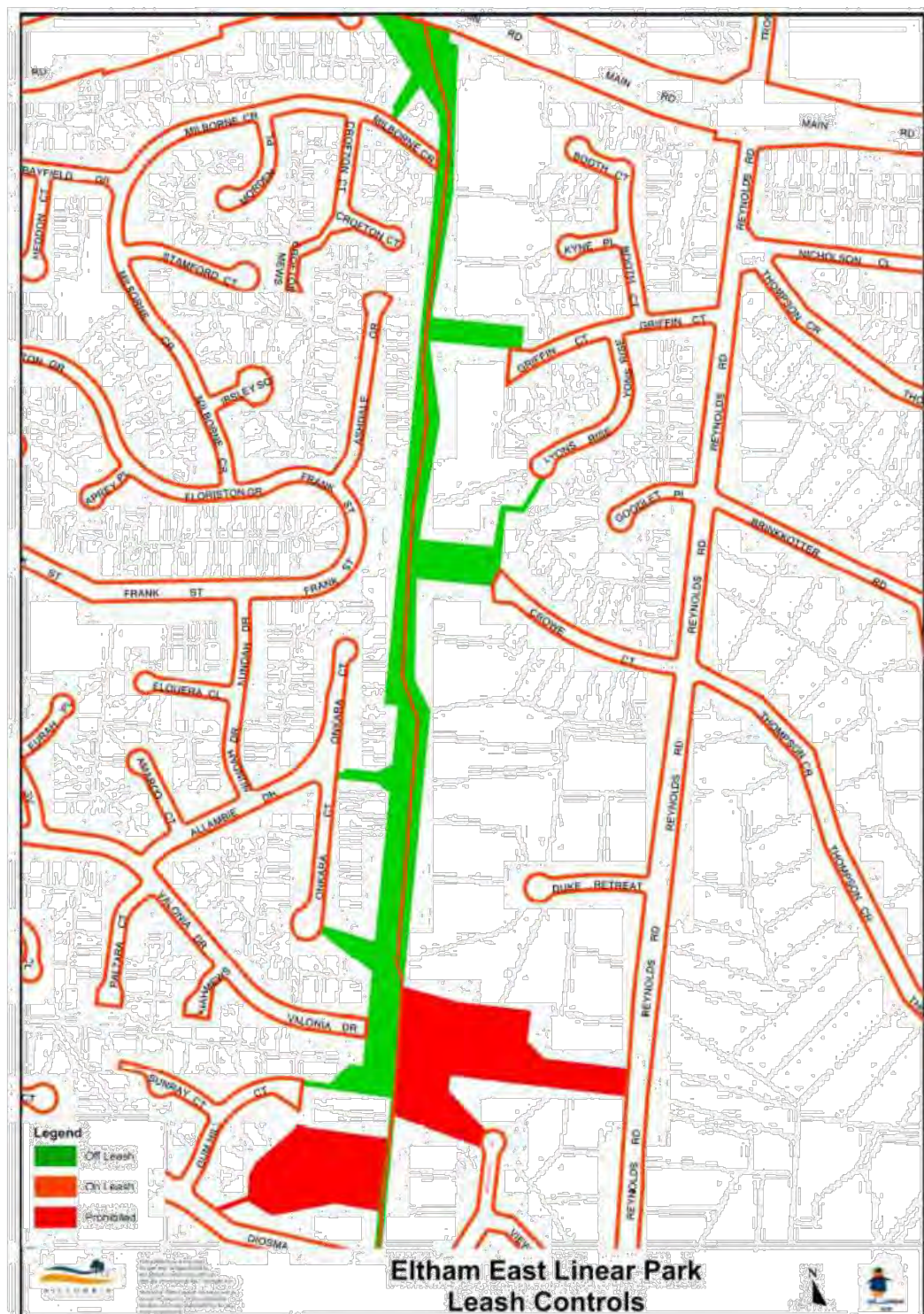
**Appendix 4 – Current Section 26 Order**

- a) Dogs must be under effective control of a person by means of a chain, cord or leash no longer than 3 metres:
  - i) In all public parks and reserves except where designated by signs (ie. in the parks listed below).
  - ii) Within 5 metres of a shared use path.
  - iii) On all streets, roads, public car parks and footpaths.
- b) Dogs and cats are not permitted whether restrained or otherwise:
  - i) Within 5 metres of any children's playground or public barbeque.
  - ii) In environmentally sensitive areas where designated by signs (ie. in the parks listed below).
  - iii) In schools, kindergartens and childcare centres unless with the prior permission of the Principal or Director.
- c) Cats are required to be securely confined during the hours of 7.30pm and 6am.
- d) Dogs are permitted off-leash but must be under effective control whether restrained or otherwise in the following parks and reserves (as designated by signs):
  - i) Eltham Lower Park, Eltham (Melways 21H11).
  - ii) Griffith Park, Eltham (Melways 21J11).
  - iii) Plenty River Drive Reserve, Greensborough (Melways 11B8)
  - iv) Eltham East Linear Reserve north of Diosma Road, Eltham (Melways 22E4).
  - v) Falkiner Street Park, Eltham (proposed) (Melways 21H9).
  - vi) Susan Street, Eltham (Melways 21H6).
  - vii) Gumtree Reserve, Research (Melways 22F5).
  - viii) Woodridge Linear Park, Eltham (Melways 22B5).
  - ix) Fergusons Paddock, Hurstbridge (Melways 185K7). South side of path only. Dogs are prohibited from entering the wetlands areas as signposted.
  - x) Former Eltham Tip, Kangaroo Ground – excluding bushland reserve (Melways 271A10).
  - xi) Nillumbik Park, Diamond Creek (Melways 12A5).
  - xii) Diamond Creek Reserve, Diamond Reserve (Melways 11K7): dogs prohibited from entering wetlands areas where signposted.
- e) As a guide for implementation, a dog shall be deemed to be under the effective control of its owner if:
  - i) It will return to its owner upon command;
  - ii) The owner retains a clear and unobstructed view of the dog;
  - iii) It does not bother or worry other people or animals; and
  - iv) It stays within 50 metres of its owner.
- f) Dogs and cats are not permitted whether restrained or otherwise from entering the following public places in the following parks and reserves (as designated by signs):
  - i) Diamond Creek Reserve, Diamond Creek (Melways 11K7): dogs prohibited from entering wetlands areas.
  - ii) Sweeneys Flats, Eltham (Melways 22B10) – Parks Victoria land.
  - iii) Professors Hill Reserve, North Warrandyte (Melways 23C7).
  - iv) Chase Reserve, Research (Melways 23D5).
  - v) Blue Tongue Bend Reserve, North Warrandyte (Melways 23J6).
  - vi) Temple Ridge and Bailey Gully Reserve, Wattle Glen (Melways 185J11).
  - vii) Reserve, Watsons Creek (Melways 272D5).

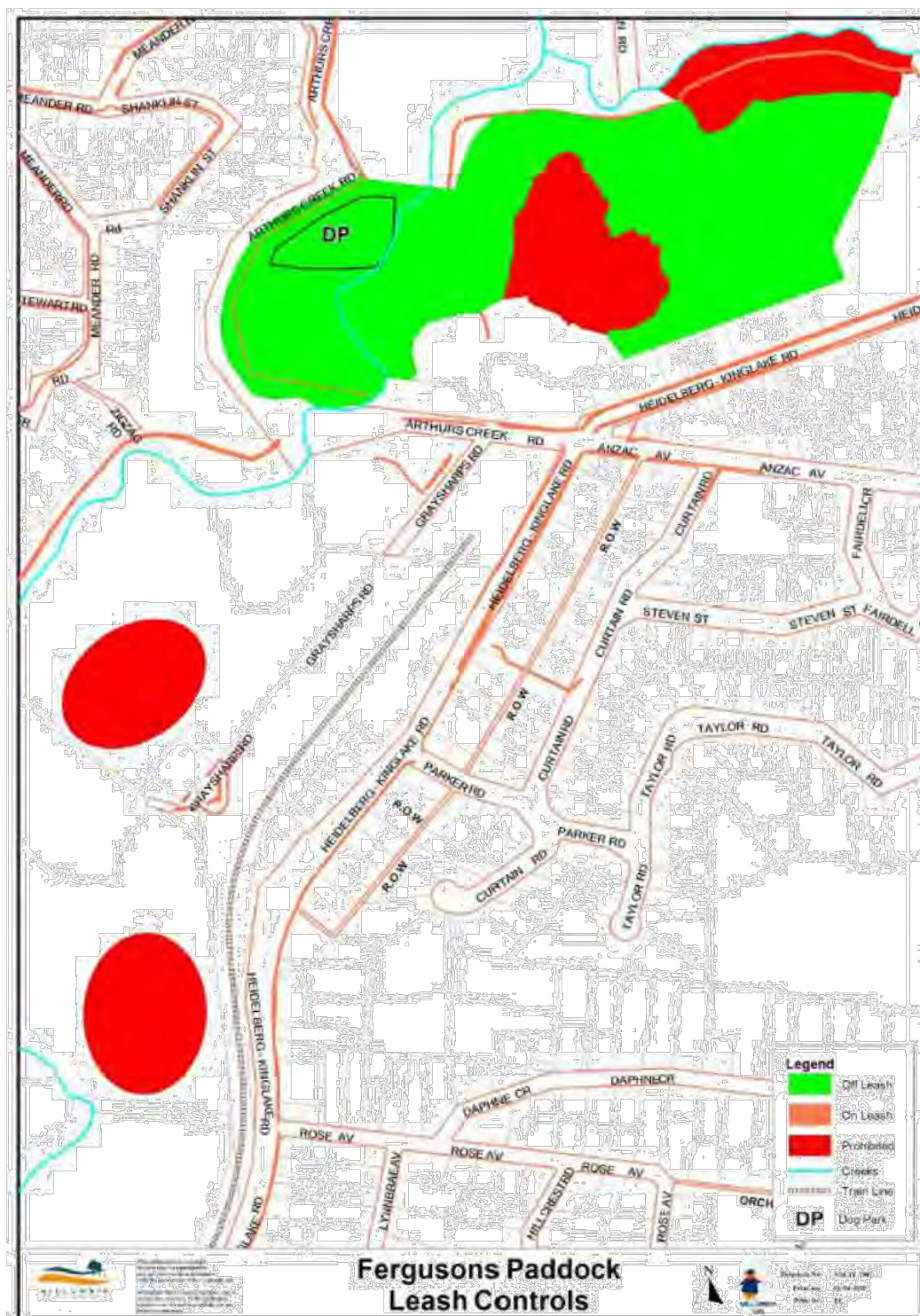
Appendix 5 – Off-leash, On-leash maps

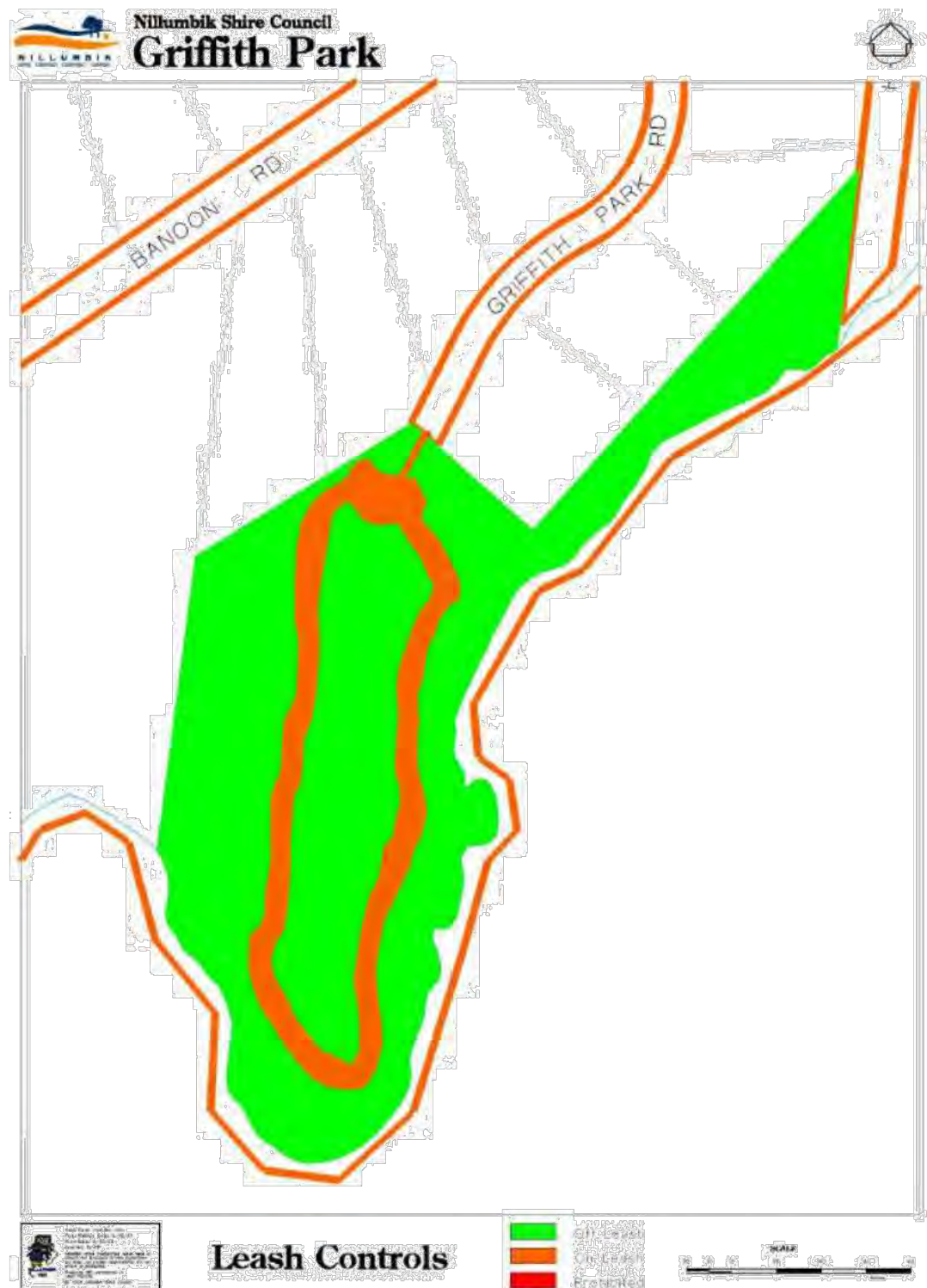








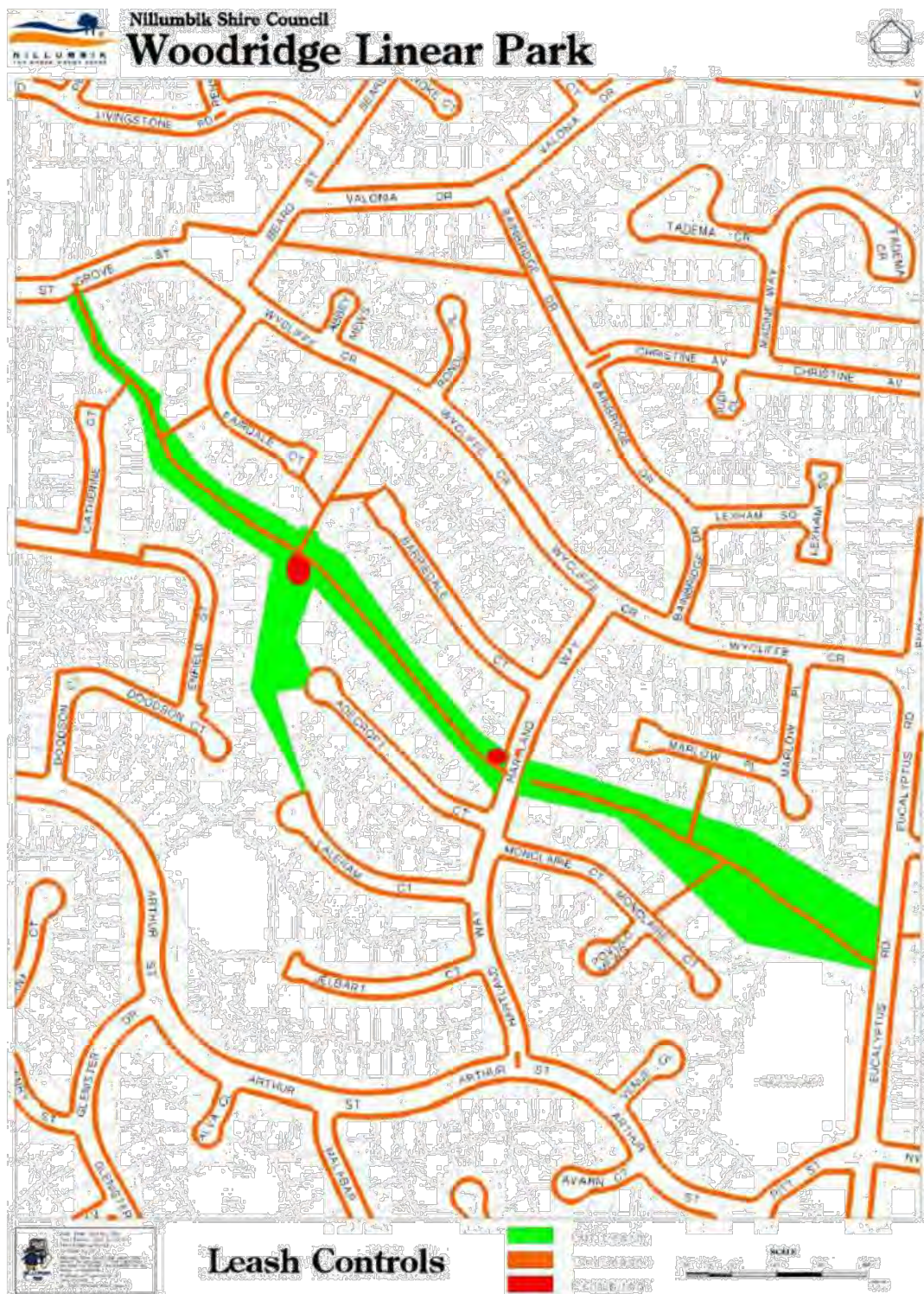




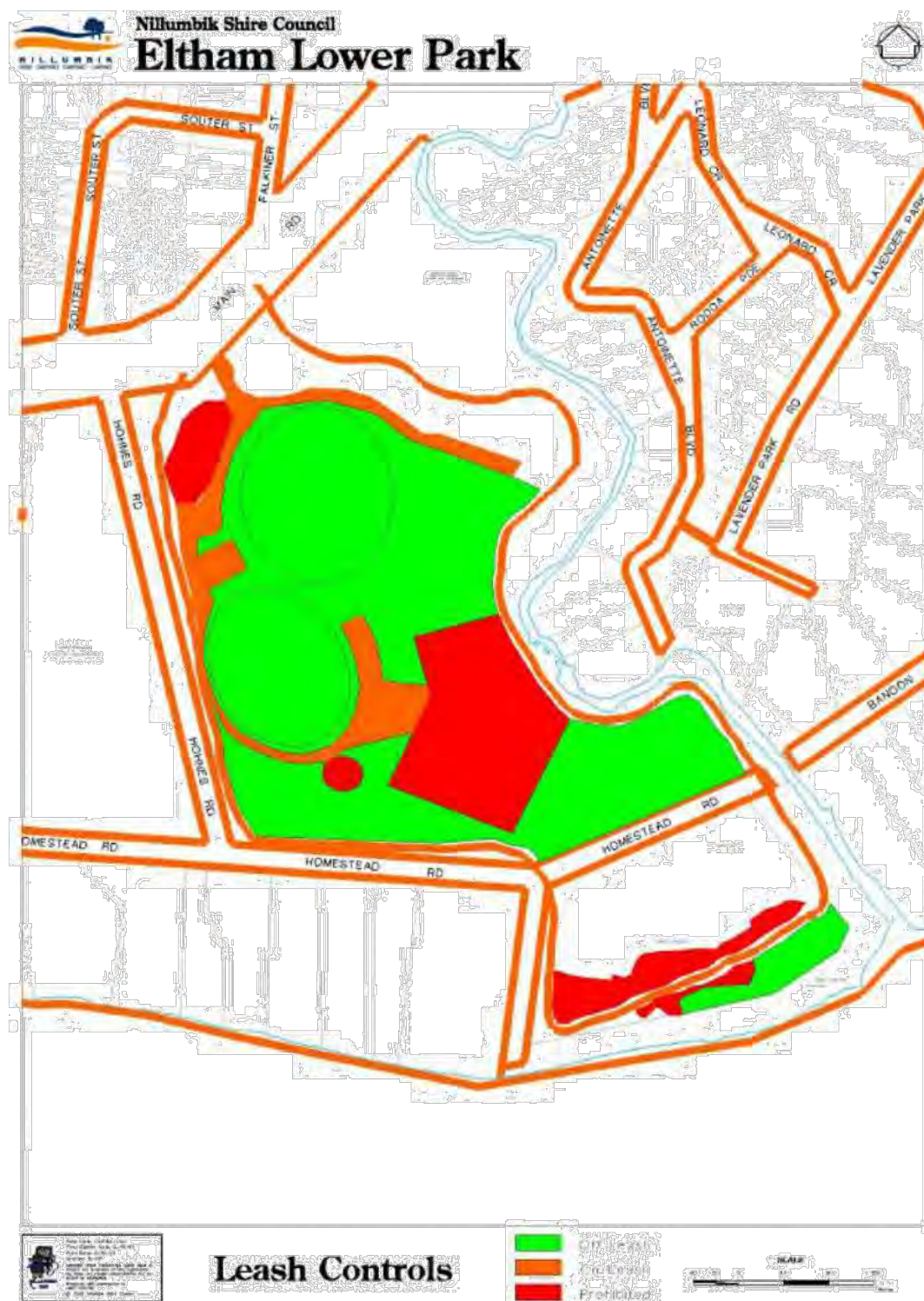


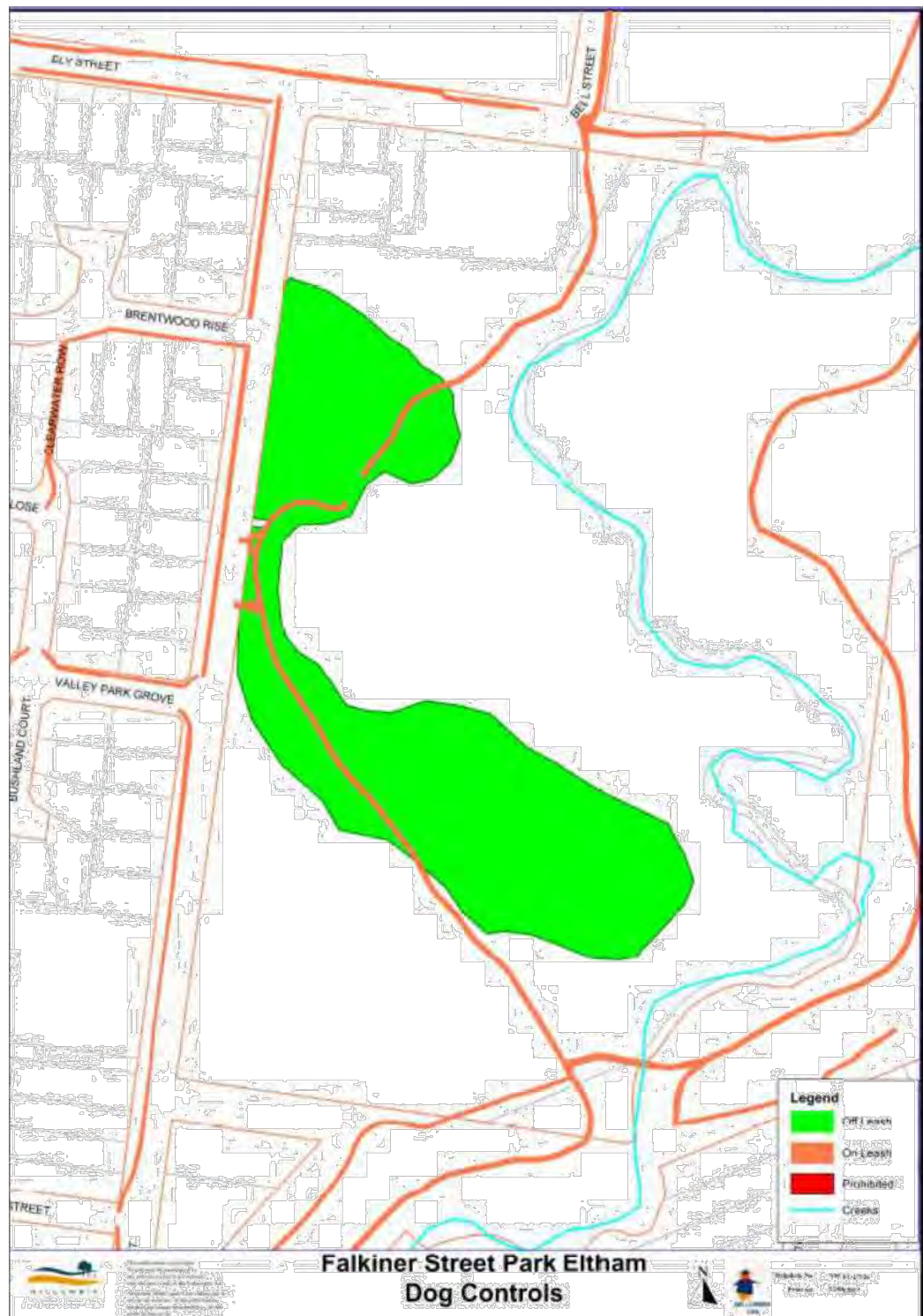




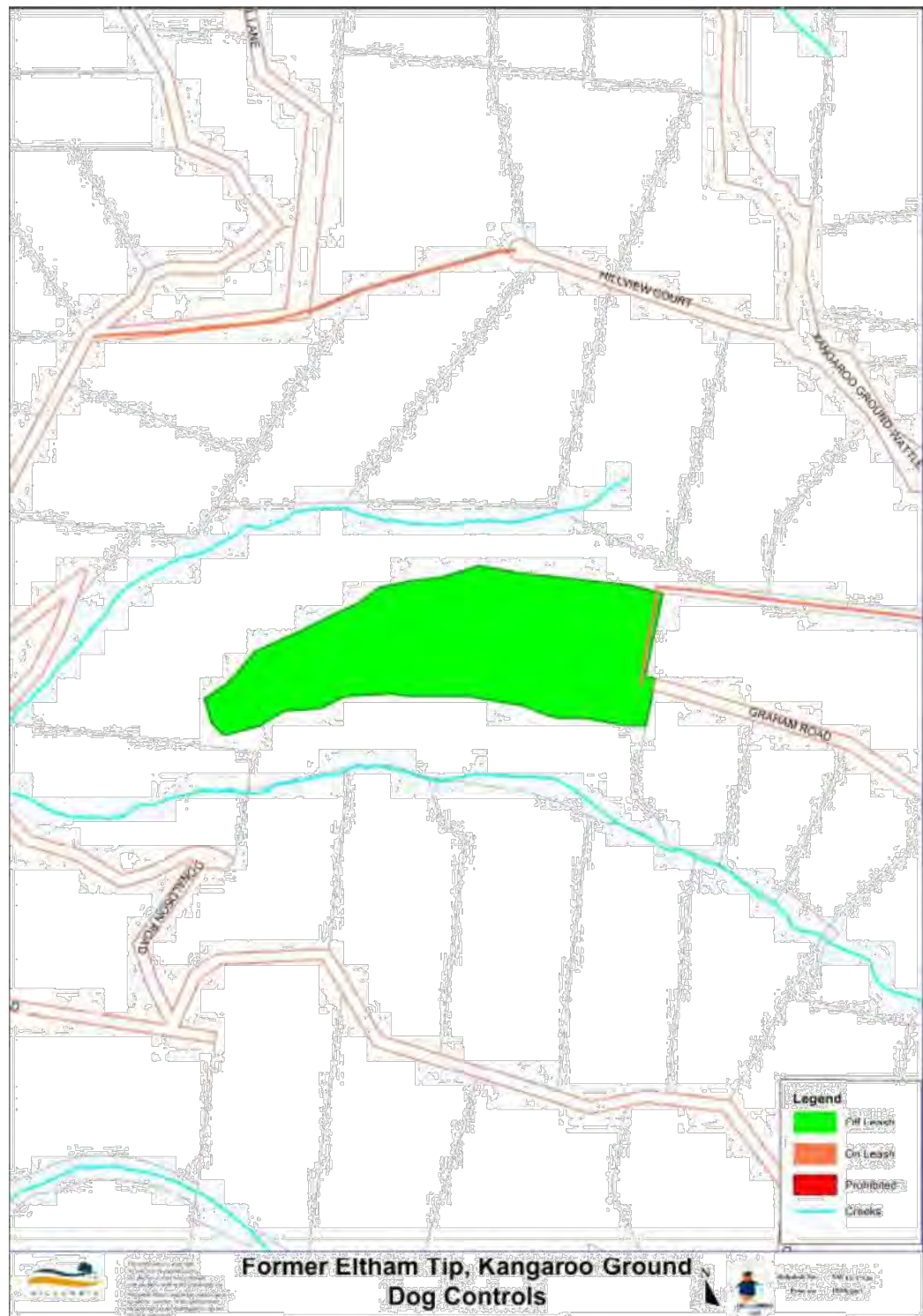


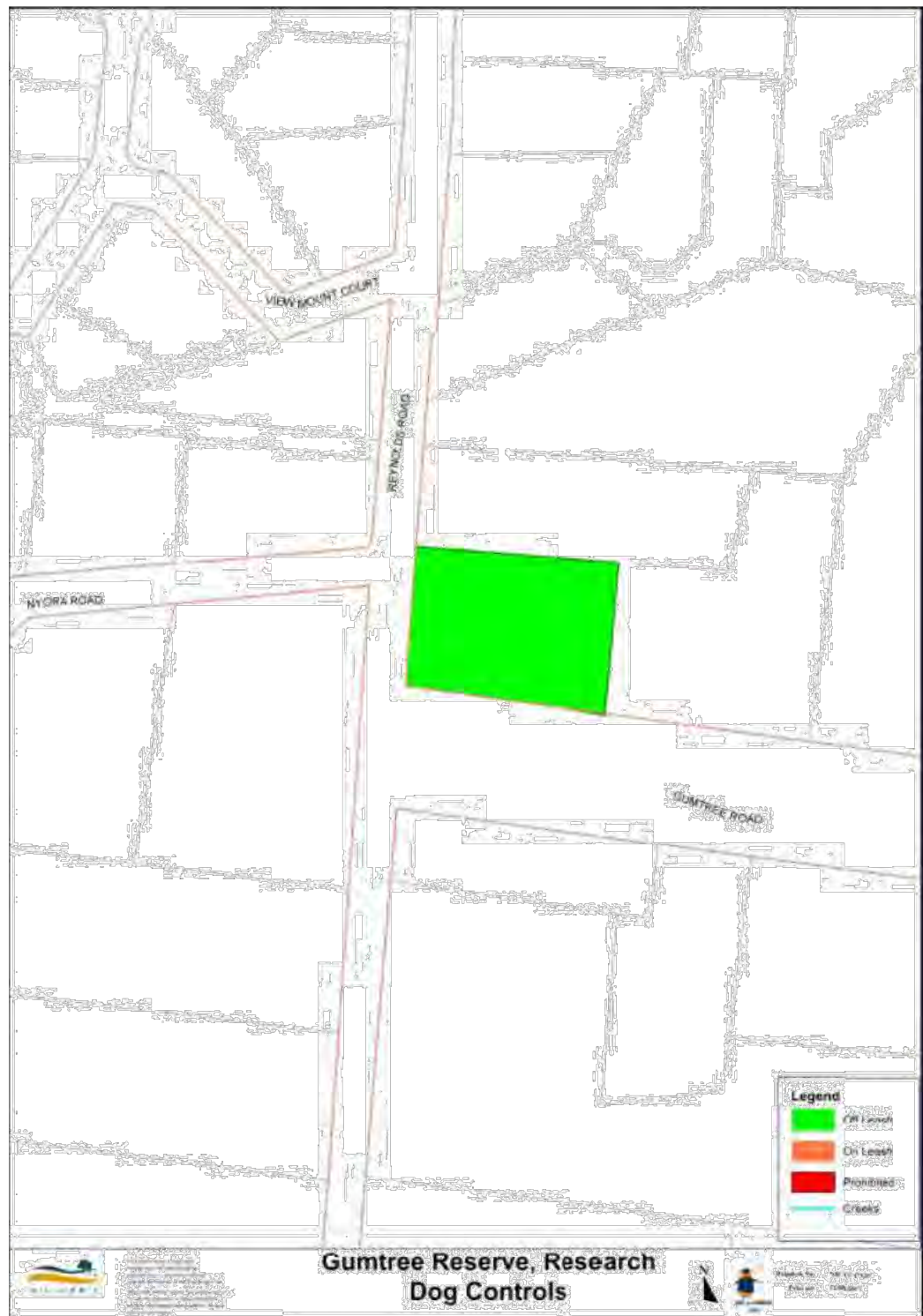
















**2017-2021 Domestic Animal Management Plan Review, Year Four (January 2021 – December 2021)**

Timelines of actions may be affected by changing Community, Council, State and Federal Government service priorities and the availability of both Council and external funding.

Action	Year of the Plan				Responsibility	Resourcing	Year Three Evaluation Measures
	1	2	3	4			
Service Management, Training and Awareness							
Objectives:							
• To provide an efficient, and effective service that responds to our legislated responsibilities, and the changing needs and expectations of our community.							
• To ensure our staff are trained to enable them to safely and effectively manage the service, particularly in light of changing service demands							
1	Animal management officers to undertake CRAF (Common Risk Assessment Framework) or similar training.	✓	✓	✓	✓	Int. CSA	Within operational budget  Council animal management officers have undertaken professional development and training in the following areas: <ul style="list-style-type: none"><li>• Regular training provided by Council: Customer Service, Occupational Health and Safety &amp; Dealing with difficult situations.</li><li>• Animal Welfare Victoria: Legislation updates and investigation procedures relating to nuisance animals.</li></ul> In the next 12 months Community Safety officers will attending to the following: <ul style="list-style-type: none"><li>• Animal handling</li><li>• Microchipping implantation</li><li>• Two x officers to complete Certificate IV in Animal Control &amp; Regulation &amp; Certificate IV in Governance.</li></ul>
2	Investigate the need for agreements with veterinary surgeries and other organisations that meet the Code of Practice to rehouse dogs and cats, and / or the need to review current arrangements	✓				Int. CSA	Within operational budget

**Glossary** AIAM – Australian Institute of Animal Management; AVA – Australian Veterinary Association; CC – Connected Communities; CP – Community Programs; CSA – Community Safety and Amenity; DBS – Directorate of Business and Strategy; DV – Dogs Victoria; Env – Environment and Open Space; G22 – Getting to Zero; Int. – Internal Stakeholder of Council; Ext. – External Stakeholder to Council; RSPCA – Royal Society for Prevention of Cruelty to Animals

3	Undertake a review of website, social media platforms and hard copy information provided to customers for the animal management service and update to improve customer awareness of and access to the service.	✓	✓	✓	✓	Int. CSA	Within operational budget	<p>Community Safety and Communications and Engagement departments regular update information on Councils website. Information regarding registration and responsible pet ownership requirements are available and updated regularly.</p> <p>Currently Council has engaged an expert content writer to assist in the up-grade of Council web site. Community Safety are in the process of reviewing the current on line content in order to provide user friendly information provided by Community Safety relating to Animal Management matters.</p> <p>Social Media has also presented a key platform for communicating with the community, while SMS messaging is highly effective at communicating Registration reminders.</p> <ul style="list-style-type: none"> <li>• Council also offers an animal lost and found page on its web site which is updated daily to assists owners to be reunited with their animals.</li> <li>• Councils 'Lost and Found Animals' page used to inform community of changes in impound release process brought on by Covid-19.</li> <li>• Council now provides the option to pay impound release fees on-line via our Lost and Found Pets webpage.</li> </ul>
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Action		Year of the Plan				Responsibility	Resourcing	Year Three Evaluation Measures
		1	2	3	4			
Registration and identification Objectives:								
<ul style="list-style-type: none"><li>▪ To increase pet registrations as a proportion of our resident population</li><li>▪ To maintain accurate animal registration records</li></ul>								
4	Use the information currently being prepared by the AVA and the RSPCA to help residents understand the benefits and value of pet registration.	✓	✓	✓	✓	Int. CSA Ext. AVA, RSPCA, DV	Within operational budget	Information regarding registration is provided from Animal Welfare Victoria and Community Safety and Amenity support team in the form of brochures.  Breeders and Shelters provide Council details of animals sold and adopted as per DAA requirements.  The brochures which provide information on the benefits and value of registration are them mail out to the new owners of cats and dogs.
5	Cross-reference council database of registered animals with microchip registries to identify unregistered animals, animals with no permanent identification, and restricted breed dogs.	✓		✓		Int. CSA	Within operational budget	
6	Ensure all impounded cats and dogs are registered and microchipped on release.	✓	✓	✓	✓	Int. CSA	Within operational budget	Council is committed in ensuring cats and dogs are microchipped and registered upon release.
7	Advocate for a single industry microchip registration database.		✓			Int. CSA	Within operational budget	

Action		Year of the Plan				Responsibility	Resourcing	Year Three Evaluation Measures
		1	2	3	4			
<b>Dealing with nuisance and amenity issues</b> Objective: To minimise the number of complaints relation to pets, particularly in relation to: <ul style="list-style-type: none"><li>• Barking dogs</li><li>• Dogs off leash in on leash areas</li><li>• Dog owners not collecting dog droppings and inappropriate disposal of dog litter bags</li><li>• Cats trespassing</li></ul>								
8	Adopt the location specific nuisance reporting data (e.g. barking dogs, cat trespass) in order to identify problematic areas and target strategies to address local needs.	✓			✓	Int. CSA, CC Ext. GZZ, AIAM, AVA, DV	Within operational budget	Reports are generated monthly and reported to Management. The report provides the number of nuisance animal reports.  The information is used to identify repeat offenders, no compliance issues and trends analysis relating to locations  Information is also utilised for information mail outs targeting identified problematic areas in relation to Cat Curfew and Barking dogs.  Option of disseminating information electronically exists within the pathway system. AMO have been trained to obtain information as required.  AMO's are currently conducting trial of 'NoiseNet' electronic monitoring system to assess barking dog complaints and response.
9	Liaise with animal behaviourists to consider options available to assist with the reduction of barking dog complaints.		✓			Int. CSA, Env Ext. AIAM, AVA, DV	Additional funding required in 2019-2020 budget	
10	Review cat trapping information and protocols.	✓				Int. CSA, Env	Within operational budget	

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11	Investigate successful community-based awareness raising relating to dog owners that do not pick up dog droppings.			v	Int. CSA, Env Ext. AIAM, AVA, DV	Within operational budget	Community Safety Officers attend to regular park patrols, 439 patrols were conducted in 2020. They also walk many trails within NSC parks and surrounding areas.  Officers carry receptacle bags and offer them to pet owners, they take this opportunities to educate pet owners on all aspect of responsible pet ownership. Officers are required to attend to patrols daily, after hours and on weekends.
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Action	Year of the Plan				Responsibility	Resourcing	Year Three Evaluation Measures	
	1	2	3	4				
<b>Dog attacks</b> Objectives: <ul style="list-style-type: none"><li>To reduce the number of dog rushes and dog attacks.</li><li>To increase community understanding of the behaviour that constitutes a 'dog attack'</li><li>To optimise the reporting of dog attacks</li><li>To collect informative data on dog attacks that can better inform community awareness initiatives</li></ul>								
12	Enhance the promotion / distribution of information that assists residents make appropriate pet selection, particularly in relation to dogs.	✓				Int. CSA	Within operational budget	
13	Improve community awareness of procedures for reporting a dog attack or rush.	✓				Int. CSA	Within operational budget	
<b>Managing dangerous, menacing and restricted breed dogs</b> Objective: To minimise the number of dangerous, menacing and restricted breed dogs in the community.								
14	Cross-reference microchip database information with current council registration database for potential restricted breed dogs.		✓		✓	Int. CSA	Within operational budget	Inspection for declared dogs are conducted twice yearly by Community Safety Officers to ensure compliance. Details of the 7 declared dogs within NSC are crossed reference by Council records as well the Victorian Declared Registry.
15	Review and enhance information for dog owners to ensure there is a clear understanding as to a dog behaviour that will lead to their dog being 'declared'				✓	Int. CSA	Within operational budget	Council Officers attended to 73 dog attacks during 2020, one dog was declared menacing the others received warning, infringements or were heard at the Magistrates court.  Officers provide education and information to dog owners involved in attacks, the information provided is so that the dogs are trained and provided with enrichment methods which will prevent further incidents

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Action	Year of the Plan				Responsibility	Resourcing	Year Three Evaluation Measures
	1	2	3	4			
Overpopulation and abandonment of animals, (including euthanasia) Objectives: <ul style="list-style-type: none"><li>▪ To minimise the number of stray, abandoned and unwanted pets</li><li>▪ To identify and manage the semi-owned cat population challenges</li></ul>							
16	Work with the Cat Protection Society and animal rescue groups to develop strategies to enhance awareness of high re-homing rates to cats and surrender semi owned-owned cats/unwanted cats.	✓			Int. CSA Ext. CPS, vets, pet owners	Within operational budget	
17	Work with Getting to Zero to: Improve information to the community about managing the semi-owned cat populations and residents to address the semi-owned cat population		✓	✓	Int. CSA Ext. GZZ	Within operational budget	Council provides a highly successful cat trap program that coincides with the Cat Protection Society.  Within the past financial year Community Safety officers provided 90 cats traps achieving a 48.8% success rate.  Implementation of cat trapping program request process resulting in customers been provided with better information on successfully using traps and collection of caught cats.
Domestic Animal Businesses Objective: To ensure domestic animal businesses comply with their legislative responsibilities and relevant codes of practice.							
18	Identify opportunities to work with Domestic Animal Businesses to promote responsible pet ownership and initiatives that address the objectives of the DAMP.			✓	Int. CSA	Within operational budget	Annual inspections of all registered Domestic Animal Businesses conducted in lead up to DAB Permit renewals.  All DABs complying with relevant Codes of Practices relating to nature of their business.  Responsible pet ownership information will be placed with DAB reception areas to raise awareness.

Action	Year of the Plan				Responsibility	Resourcing	Year Three Evaluation Measures
	1	2	3	4			
Provision for dog off leash opportunities Objective: To effectively plan for use of parks by the dog owning and non-dog owning communities.							
19 Develop a policy / rationale for providing or expanding off leash areas for dog owners and their dogs and a provision strategy that considers: <ul style="list-style-type: none"><li>Gaps in current provision and a review of the fenced dog parks</li><li>A rationale that underpins future provision including matters relating to dogs on sports fields</li><li>An evaluation of possible sites for consideration as off leash areas</li><li>Use of sportsgrounds by dog obedience groups</li></ul>	✓				Int. CSA, CC Ext. Dog obedience groups	Within operational budget	
Community support and community building initiatives Objectives: To recognise and optimise the community building / strengthening benefits associated with pets, including those that support: <ul style="list-style-type: none"><li>Older people to remain pet owners</li><li>Pet owners to make their pets safe in times of family violence</li></ul>							
20 Work with Council's Connected Community Department to put in place relevant procedures for: <ul style="list-style-type: none"><li>Ensuring an integrated approach when dealing with families at risk of family violence</li><li>Investigating and promoting respite options for pets in situations of family violence.</li></ul>	✓	✓	✓	✓	Int. CSA, CC Ext. local support groups, animal welfare orgs, vets, CPS, DHS	Within operational budget	Community Safety is committed to providing temporary care of domestic animals (pets) owned by NSC & BCC residents of or in a crisis due to family violence or mental health issues. This is achieved by providing temporary free care for domestic animals until the owner and their pet can be reunited.  Temporary care is provided for up to 2 weeks, extended time frames will be considered on a case to case basis. Animals that require veterinary care a taken to Yarrambat Veterinary Hospital and a care pack is given to owners upon release of their pet.

Action	Year of the Plan				Responsibility	Resourcing	Year Three Evaluation Measures
	1	2	3	4			
21	Encourage relevant Council departments to advocate for accommodation for victims of family violence that allows families and pets to stay together.	✓	✓	✓	✓	Int. CSA, CP	Community Safety collaborates with a number of departments to ensure family's requiring assistance with pets are assisted by an Animal Management officer.  CS work with the following departments: <ul style="list-style-type: none"> <li>Customer Experience</li> <li>Emergency Management</li> <li>Community Support Services</li> </ul> Council currently provides support to Safe a Dog by advertising for volunteers to assist with the transportation, walking and general caring of dogs which are to waiting adoption.
22	Work with relevant Council departments to encourage volunteers interested in supporting older and pet owners with disabilities retain their pets e.g. volunteer dog walkers, vet transport.				✓	Int. CSA, CP	
<b>Pet related tourism</b> Objective: Understand the potential benefits associated with pet related tourism in Nillumbik.							
23	Recommend to the Economic Development Department that consideration be given to exploring and quantifying the potential benefits associated with pet tourism / visitation	✓	✓	✓	✓	Int. DBS, CSA, CP	Community Safety Officers support DAB with advise to provide high standard of service that complies with legislative requirements in order to attract pet owners to Nillumbik.  Council continues to provide and promote off leash facilities within NSC to attract pet owners to visit NSC. Mapping of all off-lead areas, parklands and walking paths to be completed in order to promote NSC as a pet friendly destination and increase visitation.  Pet Expo 2021 will provide opportunities for community engagement around responsible pet owner ship and promote NSC as a pet friendly tourism destination.
24	Consider opportunities to work with partner councils and the tourism sector to investigate opportunities associated with pet tourism / visitation				✓		NSC officers are is currently working with Banyule City Council and Whittlesea City Council animal management departments to ensure we are consistent in information provided to park users.

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The aim to ensure walking a dog is an enjoyable time and to encourage pet tourism and visitation.								

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Community Engagement Plan

PROJECT AND CONTACT DETAILS

Project contact: Caroline Correa and Megan Sparks		Role: Coordinator Community Safety and Team Leader of Community Safety and Amenity Support
Department: Planning and Community Safety		Extension: 9433 3231
Project Name: Domestic Animal Management Plan 2022-2026		
APPROVALS		
Manager/Coordinator	Name and Date: Jonathan McNally	
Project Sponsor	Name and Date: Rosa Zouzoulas	
Community Engagement Officer	Name and Date: Bianca Caruso	



## ABOUT THE PROJECT

See the [Community Engagement Guidelines](#) for help in completing this plan

<p><b>Project objective</b></p> <p>Explain your project in a few sentences</p>	<p>The initial objective of the DAMP is to capture feedback on what the community would like to see in the upcoming DAMP, as well as identifying gaps in animal welfare throughout the municipality.</p> <p>The new DAMP will again show a high level of commitment towards Responsible Pet Ownership (RPO) towards dogs but will also display a significant increase in commitment towards cat welfare, which has previously not been a focus point.</p>
<p><b>Context</b></p> <p>What is the background of your project and the history of the project/issue?</p>	<p>The Domestic Animal Management Plan (DAMP) is a four year plan (2022 - 2026) that requires adoption by Council by December 2021. The purpose of the DAMP is to provide Council with a framework for identifying and addressing emerging and ongoing issues for Council's Animal Management Services. The needs and well-being of cats and dogs will also require consideration and be addressed over the next four years.</p> <p>The plan provides an overview of the ongoing compliance and education activities carried out by Council's Animal Management Services.</p> <p>The Domestic Animals Act 1994 requires all Victorian Councils to prepare a DAMP to outline how Council's will address matters associated with dogs and cats.</p> <p>In undertaking the review of the DAMP council will:</p> <ul style="list-style-type: none"> <li>• Identify and carry forward all of the valued parts of the existing DAMP.</li> <li>• Identify gaps to the existing DAMP.</li> <li>• Comply with the requirements set out in the Domestic Animals Act 1994 and Local Government Act.</li> <li>• Work collaboratively with officers and Councilors throughout the review.</li> <li>• Engage appropriately with the community in the review of existing DAMP.</li> </ul>

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### STEP 1: IDENTIFY THE NEED OR OPPORTUNITY FOR COMMUNITY ENGAGEMENT

If you answer *yes* to any of these questions, you most likely need to undertake community engagement as part of your project.

SHOULD WE BE ENGAGING?	Yes	No
Does legislation require Council to engage with the community about the issue? (This includes statutory exhibition periods)	Yes	
Is the issue politically sensitive? (If Council does not engage the community, is it likely that Council will receive adverse media coverage or complaints?)	Yes	
Should the community be informed about this issue?	Yes	
Will the decision being made have a significant social, environmental or economic impact on the community or other stakeholders?	Yes	
Is this a complex or difficult situation with widely differing views?	Yes	
Is the decision being made likely to have a financial impact on the community?	Yes	
Is there, or is there likely to be, strong community concern or interest in the issue?	Yes	
Is there existing or potential community outrage about the issue?	Yes	
Has Council asked for community input on this or similar matters in the past?	Yes	
Would engagement assist Council or Councillors to better understand local values, priorities, needs or issues that relate to your project?	Yes	

## STEP 2: DEFINE THE OBJECTIVE AND SCOPE OF THE ENGAGEMENT

NB: Make sure you should submit a [Communications & Marketing Brief](#) to develop a Communications & Marketing Plan for your project.

NEGOTIABLE		NON-NEGOTIABLE	
What aspects of the project <b>can</b> be influenced as part of the engagement process?	<ul style="list-style-type: none"> <li>24/7 Cat Curfew</li> <li>Nuisance animals and amenity</li> <li>Leash free areas and dog parks</li> </ul>	What aspects of the project <b>can't</b> be influenced as part of the engagement process?	<ul style="list-style-type: none"> <li>Legislative obligations</li> <li>Animal Management Services / Education / Training</li> <li>Domestic Animal Business Requirements</li> <li>Rehoming and Adoption</li> </ul>
What do we want to find out from the community?	<p>The initial objective of the DAMP engagement plan is to capture feedback on what the community would like to see in the upcoming DAMP, as well as identifying gaps in animal welfare throughout the municipality.</p> <p>The new DAMP will again show a high level of commitment towards Responsible Pet Ownership (RPO) towards dogs but will also display a significant increase in commitment towards cat welfare, which has previously not been a focus point.</p>		
What key information will the community need or want to know?	<p>Matrix of changes will be provided to the community</p> <p>How does it affect them?</p> <p>The process we are going about in improving the DAMP</p>		
What messages do you want to give the community?	<ul style="list-style-type: none"> <li>We are required to replace the DAMP every four years</li> <li>Community needs are rapidly changing and therefore seeking input into the proposed DAMP 2022-2026</li> <li>Pet ownership has increased as a result of COVID. What can we do to support new pets and pet owners.</li> </ul>		

	<ul style="list-style-type: none"> <li>We need to hear from a diverse cross-section of the community. We will also consult with peak bodies and organisations such as Police, RSPCA and the Bureau of Animal Welfare.</li> <li>Community assurance that each and every voice is being heard and that Council are dedicated to education, training animal management officers and maintaining a proactive approach to RPO, pet facilities, shelters and animal welfare.</li> </ul>	
What are your engagement timeframes?	03 – 23 May 2021 03 – 22 August 2021	
<b>STEP 3: IDENTIFY WHO WILL BE ENGAGED</b>		
STAKEHOLDERS	WHY ARE THEY STAKEHOLDERS? What is their interest in the project? How are they impacted? How do they impact the project?	Level of Engagement (IAP2 spectrum)
Nillumbik Residents	Information provided (Inform). Invited to participate in all aspects of the consultation (Consult).	Inform and Consult
Animal Welfare	Information provided (Inform). Invited to participate in all aspects of the consultation (Consult).	Inform and Consult
Animal Shelters	Information provided (Inform). Invited to participate in all aspects of the consultation (Consult).	Inform and Consult
Councillors	Councillors and senior executives will need to provide input to the project and make key decisions along the way. If the project is to stay on track, these inputs and decisions need to be made in a timely fashion. Required input and decisions will cover: <ul style="list-style-type: none"> <li>The range of problems to be addressed to determine what the DAMP will cover</li> <li>The measures of success of the DAMP</li> <li>The type of regulatory approach</li> <li>Fees and penalties</li> </ul>	Empower

	<ul style="list-style-type: none"> <li>• Conditions for enforcement under the <i>Domestic Animals Act 1994</i> and <i>Infringements Act</i></li> <li>• Consultation: determining with whom, when, how extensive and how it will be conducted</li> <li>• Policies and guidelines from the Local Law incorporated into the DAMP</li> <li>• Authorisations and delegations to be made under the <i>Domestic Animals Act 1994</i> and the <i>Infringements Act</i>.</li> </ul>	
<b>Domestic Animal Business</b>	Information provided (Inform). Invited to participate in all aspects of the consultation (Consult).	Inform and Consult
<b>Pet Owners</b> Text can be sent out to all pet owners	Information provided (Inform). Invited to participate in all aspects of the consultation (Consult). Review and feedback of pet related local laws, animal welfare and provisions under the <i>Domestic Animals Act 1994</i> .	Inform and Consult
<b>RSPCA</b>	Information provided (Inform). Invited to participate in all aspects of the consultation (Consult). Review and feedback of pet ownership and dog and cat adoption.	Inform and Consult
<b>Bureau of Animal Welfare</b>	Information provided (Inform). Invited to participate in all aspects of the consultation (Consult). Review and feedback of pet related local laws, pet ownership and	Inform and Consult
<b>Animal groups</b> Eg Dog walkers	Information provided (Inform). Invited to participate in all aspects of the consultation (Consult). Review and feedback of pet related local laws, animal welfare and responsible pet ownership.	Inform and Consult
<b>Community Groups/ Advisory Groups of Council</b> <ul style="list-style-type: none"> <li>• Animal Welfare</li> <li>• RSPCA</li> <li>• Local Vets</li> <li>• Save a dog Scheme</li> <li>• Cat Protection Society</li> </ul>	Information provided (Inform). Invited to participate in all aspects of the consultation (Consult).. Encouraged to spread the message about the review. Key focus on particular areas of the DAMP. Group consultation and to champion the project (Involve)	Inform, Consult and Involve



<ul style="list-style-type: none"> <li>Domestic Animal Businesses</li> <li>Dogs Victoria</li> <li>Feline Fancy</li> <li>Police</li> <li>Animal Shelters</li> <li>Parks Victoria</li> <li>Real Estate Agents</li> </ul>		
<b>Environmental Groups</b> Friends of Groups Other groups as identified Environment team to assist	Information provided (Inform). Invited to participate in all aspects of the consultation (Consult).	Inform and Consult
<b>Internal Stakeholders</b> EMT All Council teams/staff	Internal workshops have been held in inform and gather issues and gaps within the current DAMP(consult). EMT will be involved/guide the approach. Project Plan and Governance has been established for the Project.	Involve
<b>Neighboring Councils</b>	Inform neighboring Councils that are commencing reviewing the DAMP for 2022-2026	Inform

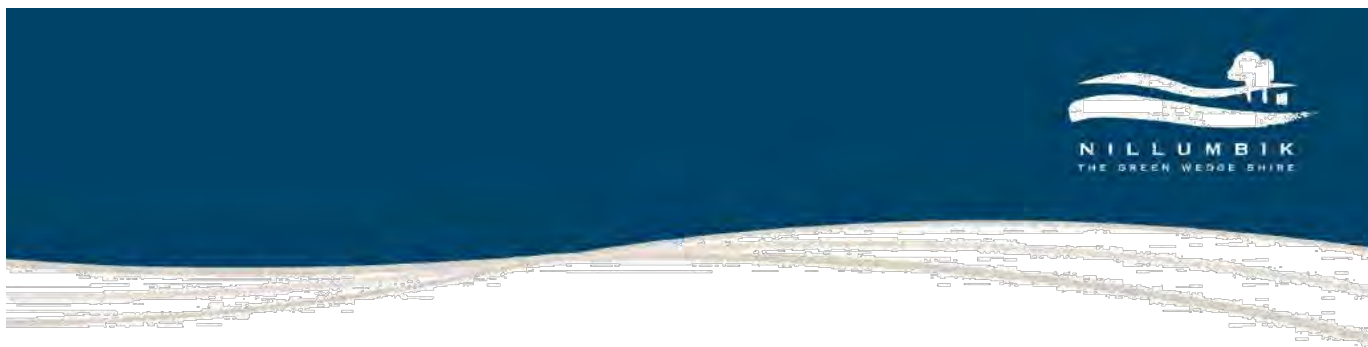
#### STEP 4: CHOOSE THE RIGHT ENGAGEMENT TOOLS/METHODS

NB: Talk to the Community Engagement Officer for help with this.

TOOL / METHOD	TARGET STAKEHOLDERS	KEY QUESTIONS / INFORMATION
Mixture of targeted engagement and 1:1's	All listed stakeholders	Meetings will be established directly with key stakeholders with a focus on a particular area of the DAMP eg pet owners and animal activists will have very different interests.  Presentation of Matrix of changes

		Minutes Emails
Information Sessions – both on site and virtual sessions will be made available	3-4 sessions at venues across the Shire (Hurstbridge, Diamond Creek Off-Leash Dog Parks) Local Veterinary Clinics Local Domestic Animal Business	Participate Nillumbik Council Website Advertised as a Face book events
Launch Participate site and Webpage on the Website - Survey/Poll to be developed to gather feedback	All listed Stakeholders	Launch Participate site - Participate site will be created prior to the next Nillumbik News edition going live. Article in next Nillumbik news so that interest in the project can be registered. Matrix of changes will be provided to all stakeholders and Survey/Poll will be launched to gather feedback at same time as engagement providing community with 3 weeks to provide feedback.
Pop up sessions	A variety of pop up session throughout the Shire are to be held to ensure our community is aware and can spread the word about the DAMP and opportunity to provide feedback.	To be held at Eltham Town Square and Local Reserves





# Amenity Local Law

Local Law made by Council: 26 November 2013

Notice in Government Gazette: 5 December 2013

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## **PART 1 - PRELIMINARY**

### **1. Local Law**

This Local Law is a local law made under Part 5 of the *Local Government Act 1989* and Part 3 of the *Domestic Animals Act 1994*.

### **2. Objectives**

The objectives of this Local Law are to provide for the:

- a) safe and fair use and enjoyment of public places;
- b) safe and fair use of roads;
- c) regulation of street activities;
- d) keeping and control of animals;
- e) fair and reasonable use and enjoyment of private land; and
- f) uniform and fair administration of this Local Law
- g) peace, order and good government of the municipality.

### **3. Commencement**

This Local Law commences on 6 December 2013.

### **4. Date this Local Law ceases operation**

Unless this Local Law is revoked sooner, its operation will cease on .

### **5. Revocation of Local Law**

On the commencement of this Local Law, Council's Amendment (Amenity Local Law No 5) Local Law is revoked.

### **6. Application of Local Law**

This Local Law applies throughout the municipality.

This Local Law does not apply where any act or thing otherwise prohibited is authorised by any Act, Rule, Regulation or Planning Scheme.

### **7. Administrative Policy Guidelines**

The Guidelines are incorporated into this Local Law as published by Council from time to time.

### **8. Definitions**

In this Local Law:

**'advertising sign'** – includes any letter, figure, symbol, device, poster, sign, banner or message used for notifying:

- a) the existence of the sale or use of any goods or services; or
- b) the holding of an event or function; or
- c) the promotion of any person, company, organisation or thing.

**'applicant'** - means the person who applies for a permit under this Local Law;

**'authorised officer'** - means a person appointed by the Council under section 224 of the *Local Government Act 1989*;

**'bird'** – includes poultry

**'caravan'** - means any structure, other than a building, used on land for residential purposes and includes a 'vehicle' and 'trailer' as defined in section 3 (1) of the *Road Safety Act 1986*;

**'commercial zone'** – means a commercial zone under the Nillumbik Planning Scheme

**'the Council'** - means the Nillumbik Shire Council;

**'Council land'** - means all land (including a road) under the control of the Council;

**'fire danger period'** - means the period declared pursuant to the *Country Fire Authority Act 1958* to be a fire danger period;

**'fire hazard'** - includes anything that, because of its flammable nature, its position or its quantity, exposes people, property or livestock to significant risk of harm, damage or destruction by fire ;

**'Guidelines'** means the Administrative Policy Guidelines as adopted by the Council from time to time;

**'industrial zone'** - means an industrial zone under the Nillumbik Planning Scheme;

**'land'** - includes private land;

**'large heap'** - means any windrow or accumulation of felled, fallen or cleared trees, shrubs or vegetation which occupies an area exceeding ten (10) square metres or is over 25 cubic metres in volume;.

**'liquor'** - has the same meaning as in the *Liquor Control Reform Act 1998*;

**'livestock'** - has the same meaning as in the *Impounding of Livestock Act 1994*, namely an animal (including a bird) of any species used in connection with primary production or kept for recreational purposes, other than a dog or cat;

**'motorised toy vehicle'** – means any mini bike, trail bike, motor bike, motor scooter, go-cart and any other vehicle propelled or operated by a motor and which is normally used for recreational purposes but excludes a motorised wheelchair or scooter designed to transport a person of limited mobility;

**'municipality'** - means the municipal district of the Council;

**'Notice to Comply'** - means a Notice to Comply issued under this Local Law;

**'park'** – has the same meaning as in the *Road Safety Rules 2009*;

**'permit'** – means a permit issued under this Local Law

**'poultry'** – includes a fowl, duck, goose, turkey, quail and pigeon and any other class of poultry

**'public place'** – has the same meaning as in the *Summary Offences Act 1966* and means any place prescribed by the Council as a public place and includes;

- a) any public highway, road, street, bridge, footpath or thoroughfare notwithstanding that it may be formed on private property;
- b) any park, garden or reserve or other place of public recreation;
- c) any railway station platform or carriage and/or
- d) land which is owned, occupied or managed by the Council;

**'residential zone'** - means a residential zone under the Nillumbik Planning Scheme;

**'road'** - has the same meaning as in the *Local Government Act 1989*, namely:

- a) a street;
- b) a right of way;

- c) any land reserved or proclaimed as a street or road under the *Crown Land (Reserves) Act 1978* or the *Land Act 1958*;
- d) a passage;
- e) a cul de sac;
- f) a by-pass;
- g) a bridge or ford;
- h) a footpath, shared path or nature strip; and
- i) any culvert or kerbing or other land or works forming part of a road.

**'rural zone'** – means a rural zone under the Nillumbik Planning Scheme, which includes the Green Wedge and Rural Conservation Zones.

**'toy vehicle'** - means a vehicle designed to be propelled by human power and includes a tricycle, scooter, skateboard, roller skates, roller blades or similar vehicle but excludes a bicycle, pram and wheelchair.

**'vehicle'** – has the same meaning as in the *Road Safety Road Rules 2009*.

## **PART 2 - PUBLIC PLACES**

### **9. Behaviour**

A person must not behave in a public place in such a manner as to:

- a) interfere with another person's reasonable use and enjoyment of that public place; or
- b) endanger, or be likely to endanger, a person's health, life or property, or an animal.

### **10. Council Signs**

Without a permit a person must not do anything on Council land contrary to a sign erected by the Council.

## **PART 3 - CONSUMPTION OF LIQUOR IN PUBLIC PLACES**

### **11. Liquor**

- a) Without a permit, a person must not consume liquor, or be in possession of liquor in an open container, in a prescribed area (as described in Clause 12a) ) during a 'no alcohol' period for that area (as described in Clauses 12b) and 12c) ).
- b) A person who is in or on a vehicle is to be taken to be in a prescribed area only if that vehicle is stationary.

### **12. Prescribed areas**

- a) The Council may by resolution, or by a delegate if this matter is the subject of delegation, specify areas of the municipality to be prescribed areas for the purposes of Part 3 of this Local Law.
- b) The Council, or a Council delegate, may at the time of specifying an area to be a prescribed area specify in relation to that area:
  - i) periods of the year; or
  - ii) periods of the week; or
  - iii) periods of the day, or

- iv) specified days  
that are to be 'no alcohol' periods.
- c) If no period is specified in relation to an area, the 'no alcohol' period for that area is every day and 24 hours a day.
- d) If the Council, or a Council delegate, prescribes an area to be a prescribed area, it shall:
  - i) give public notice accordingly and
  - ii) ensure that a description of the area is available for inspection at the offices of the Council during normal business hours.

### **13. Exemptions under Part 3**

This Part does not apply to:

- a) 'authorised premises' or 'licensed premises' within the meaning of the *Liquor Control Reform Act 1998*; or
- b) Consumption of liquor at an organised event for which a permit under this Local Law has been granted.

## **PART 4 - SPECIFIC ACTIVITIES**

### **14. Advertising signs**

- a) Without a permit a person must not, on Council land:
  - i) erect, fix or place any advertising sign; or
  - ii) stop, stand or leave any vehicle for the purpose of displaying on the vehicle any advertising sign.
- b) Without a permit a person must not attach or allow to be attached to any verandah or awning which is above or overhanging Council land an advertising sign, merchandise, a banner, a flag, bunting or a decoration.

### **15. Clothing recycling bins**

Without a permit a person must not place, cause or allow to be placed a clothing recycling bin in any public place.

### **16. Collections**

Without a permit a person must not in a public place solicit or collect money or any articles from any person, or cause or authorise another person to do so.

### **17. Distribution of notices, advertising material, busking**

- a) Without a permit a person must not on any road, Council land or vacant land:
  - i) give out or distribute to by-standers or passers-by any handbills, placards, notices, advertisements, books, pamphlets or papers;
  - ii) give out, distribute, offer or make available to by-standers or passers-by any goods, gifts or things whatsoever whether by way of gift, sample or otherwise or offer or agree to make such goods, gifts or things available or to deliver the same to such by-standers or passers-by at their place of residence or work;
  - iii) broadcast any advertising material; or

- iv) provide any form of public entertainment in anticipation of a donation or reward.
- b) Sub-clause 17 a) does not apply to electoral material for any election of the Council or any State or Commonwealth election in an electorate, encompassing any part of the municipal district for a period of four weeks before the election.

**18. Shopping trolleys**

- a) A person must not leave a shopping trolley on any Council land, except in an area set aside for the purpose of storing shopping trolleys.

**19. Trading activities**

- a) Without a permit a person must not in a public place:
  - i) display or sell any goods or services; or
  - ii) place out any furniture and/or equipment for the purposes of outdoor eating by customers.
- b) The Council may exempt persons from the requirement to obtain a permit where specified criteria are met.

**20. Actions affecting council land**

Without a permit a person must not on any Council land:

- a) occupy or fence off any part of the Council land;
- b) construct landscaping works or retaining walls;
- c) erect a hoarding or overhead protective awning;
- d) use a mobile crane or travel tower for any work;
- e) make a hole or excavation or reinstate a hole or excavation;
- f) leave any building materials thereon;
- g) leave any rubbish, waste or debris or other goods thereon;
- h) plant trees or vegetation;
- i) remove or damage any tree or vegetation except in accordance with the exemptions outlined in Clause 21;
- j) that comprises a park, garden or reserve, drive on, park or use a vehicle to access private property through that park, garden or reserve for any purpose; or
- k) otherwise cause any change to Council land or anything thereon, or otherwise occupy, plant or put anything on Council land

**21. Removal of vegetation on Council land**

- a) Without a permit a person must not on any Council land remove any tree or vegetation, including dead trees and fallen timber, other than to prevent the spread of declared noxious weeds pursuant to the provisions of the *Catchment and Land Protection Act 1994* and those weeds listed in Nillumbik Shire Council publication '*Live Local Plant Local*'.
- b) Clause 21a) does not apply to the removal of material or vegetation from a road reserve if it is:
  - i) For the maintenance and mowing of nature strips comprising exotic vegetation (i.e. vegetation which is not native to Australia) within urban areas, where there is kerb and channel drainage construction; or



- ii) Removal of vegetation that has fallen onto the road from abutting private land; or
  - iii) Removal of fine fuels (which include dry grass, leaves, twigs and loose bark, but does not include larger logs or branches) by immediately abutting landowners for fire hazard reduction purposes, provided that the section of the road is not classified as High Conservation Significance; or
  - iv) Removal of dead vegetation (including dead indigenous vegetation) up to 1.5 m in height provided that the section of the road is not classified as High Conservation Significance; or
  - v) Removal of vegetation for fire hazard reduction purposes when in accordance with a fire prevention notice issued by the Municipal Fire Prevention Officer or an Assistant Fire Prevention Officer under:
    - Section 41 of the *Country Fire Authority Act 1958*, or
  - vi) Works undertaken by 'Friends Of', Landcare Groups and community fireguard groups in accordance with a land management agreement approved by Council.
- c) For the purposes of Sub-clauses 21 b) iii) and iv), High Conservation Significance is identified on Council's High/Low Roadside Conservation Significance map which is available on Council's website or can be viewed at the Council Offices.

## **22. Scare guns**

- a) Without a permit the owner or occupier of land which is in a rural zone must not use or allow the use of scare guns (including scatter guns and gas guns) on the land.
- b) The owner or occupier of land which is not in a rural zone must not use or allow the use of scare guns (including scatter guns and gas guns) on the land.

## **PART 5 - ANIMALS**

### **23. Collection and disposal of dog excrement**

A person in charge of a dog in a public place must:

- a) carry a receptacle for the effective removal of any excrement that may be deposited by that dog;
- b) collect and appropriately dispose of any excrement deposited by that dog; and
- c) produce the receptacle to an authorised officer when requested.

### **24. Keeping of animals - secure confinement**

- a) An owner or occupier of land on which livestock or dogs are kept must ensure that the land is adequately fenced so as to prevent the escape of such livestock or dogs from the land.
- b) Without a permit a person must not keep any livestock on any land in a residential zone or any land of an area less than 4,000 square metres.
- c) Without a permit a person must not keep more than:
  - i) two dogs (three months old or older);
  - ii) two cats (three months old or older);
  - iii) five reptiles or rodents;
  - iv) 10 large birds (which means any pigeon, cockatoo or other bird of similar or larger size, but does not include poultry) ;

- v) 25 small birds (which includes any budgerigar, canary, finch or other bird of similar or smaller size);
  - vi) a rooster; or
  - vii) 24 poultry
- on any land.
- d) An owner or occupier of land must ensure that the land and any structure on it used for the purpose of housing animals must be maintained:
- i) in a clean, sanitary and inoffensive condition and so as not to cause any nuisance;
  - ii) in surroundings that are clear of any material that may harbour vermin; and
  - iii) to the satisfaction of an authorised officer.

**25. Control of noisy livestock**

The occupier of any land where livestock is kept or permitted to remain must not allow the animal to make noises or sounds which may unreasonably adversely affect the peace, comfort or convenience of any persons on any other land.

**26. Dogs prohibited in markets**

A person must not cause or permit any dog in their possession to be present on any land determined by Council by resolution, or by a delegate if this matter is the subject of a delegation, from time to time to be a market for the purposes of this Local Law, except in accordance with the Guidelines.

**PART 6 - AMENITY**

**27. Alarm systems**

The owner of any land must not cause or permit any audible or visual alarm system installed on that land or in a vehicle left on that land:

- a) to activate unless there is an emergency situation or an intruder is on the land; or
- b) to sound or omit a bright light longer than is reasonably necessary to attract attention to such land (where a total period of alarm (whether continuous or intermittent) of 10 minutes is considered as being a reasonably necessary time if the land is in a residential zone or 15 minutes if the land is in a commercial zone or industrial zone);

except where such alarm is being repaired or tested.

**28. Condition of land**

An owner or occupier of land must ensure that the land:

- a) does not constitute or is not likely to constitute a danger to health or a source of infestation or contamination to property, in that it is a haven for vermin, (including European Wasps and feral bees), noxious weeds or has overgrown vegetation or a substance thereon which could cause danger to health or property; and
- b) is not unsightly or detrimental to the general amenity of the neighbourhood, where 'unsightly' means an appearance which is inconsistent with and detrimental to the appearance of other properties in the area .

## 29. Trees and plants not to obstruct or obscure

An owner or occupier of land must not cause or permit:

- a) Any vegetation on his or her land to overhang any road (including the footpath and nature strip) to such an extent that it interferes with or obstructs the clear passage of pedestrians or vehicles; or
- b) Any boundary fence to be placed or vegetation to grow in such a manner that it causes a danger to traffic, pedestrians or drivers including by preventing a clear view of other vehicles or of signs or signals installed to control, direct, guide, regulate or warn drivers.

## 30. Chimneys

An owner or occupier of land must not cause or permit any chimney on the land to discharge dust, grit, ashes, smoke, effluvium or odour to such an extent that it is dangerous to health or is offensive to another person.

## 31. Incinerators

An owner or occupier of land must not cause or permit any incinerator on the land to be lit or to allow such to remain alight.

## 32. Open air burning

A person must not cause or permit a fire to be lit or remain alight in the open air unless for fire hazard reduction purposes and only in accordance with the following table:

Open air burning for fire hazard reduction purposes		
Period	Tenements less than 0.4 Ha	Tenements 0.4 Ha and over
The period commencing on 1 October and ending on 1 February (or the date of commencement of a fire danger period if sooner)	Permit Required	Fires are allowed without a permit
During the Fire Danger Period as declared by the CFA each year	*** Permit Required	*** Permit required
At all other times	No burning allowed	Fires are allowed without a permit

Notwithstanding the above:

- a) the requirements of the *Country Fire Authority Act 1958* and
- b) *Summary Offences Act 1966* must be adhered to;
- c) no fire may be lit or allowed to remain alight on a Total Fire Ban Day or a Smog Alert Day; and
- d) a person may light a fire in a barbecue for the purpose of cooking food but only under strict conditions as defined by the CFA.

\*\*\* A permit to burn-off during the Fire Danger Period will **only** be granted under exceptional circumstances. People wishing to burn-off must apply in writing to either the CFA or Council and, then, an inspection will be conducted to ascertain if a Schedule 13 permit under the *Country Fire Authority Regulations 2004* (Permit to Burn by an Individual) will be granted.

### 33. Large heap burning

A person must not cause or permit to remain alight a fire in a large heap unless in accordance with the following table:

Open air burning of large heaps		
Period	Tenements less than 1.0 Ha	Tenements 1.0 Ha and over
The period commencing on 15 October and ending on 1 May (or the date of commencement of a fire danger	No burning allowed	Permit required
During the fire danger period as declared by the CFA each year	*** Permit required	*** Permit required
At all other times	No burning allowed	Fires are allowed without a permit

Notwithstanding the above:

the requirements of the *Country Fire Authority Act 1958* and

- Summary Offences Act 1966* must be adhered to
- no fire may be lit or allowed to remain alight on a Total Fire Ban Day or a Smog Alert Day

\*\*\* A permit to burn-off during the Fire Danger Period will **only** be granted under exceptional circumstances. People wishing to burn-off must apply in writing to either the CFA or Council and, then, an inspection will be conducted to ascertain if a Schedule 13 permit under the *Country Fire Authority Regulations 2004* (Permit to Burn by an Individual) will be granted.

### 34. Domestic waste, recyclables and organic material collections

- All domestic waste and recycling must be placed in bins provided by the Council and ready for collection on the times and days specified by the Council. They must be placed for collection no more than 24 hours before 6.00 am on the collection day.
- The Council may by resolution determine the fee or charge that may apply to households for provision of bins for domestic waste, recyclables or organic material.
- Any receptacles placed for collection which have not been supplied by the Council will not be emptied.
- The Council may by resolution determine the fee or charge that may apply to households for provision of a modified waste collection service, where such a service is provided by the Council upon the request of a household. An occupier is entitled to place for collection:
  - one (1) 120 litre mobile organics bin weighing not more than 25 kilograms, containing food and organic material per week;
  - one (1) 240 litre recycling bin containing only the recyclables specified from time to time per fortnight; and
  - one (1) 120 litre mobile other bin weighing not more than 25 kilograms containing materials not accepted in either of (i) or (ii) above per fortnight.
- An occupier of land must ensure that any bin referable to that land is kept within the occupier's premises in a location and condition which are not offensive to any person.

- f) Bins must be placed for collection outside the occupier's premises and must meet the following conditions:
  - i) be within 300 mm of the back of the kerb or roadside drain; and
  - ii) not be within 0.5 m of each side of another bin or object;
  - iii) have a minimum of 3.0 m vertical clearance;
  - iv) be placed in area that is safe and accessible to waste vehicles;
  - v) with the handles facing away from the roadway;
  - vi) not so that they pose a hazard to traffic or pedestrians.
- g) Bins must be placed in an area in accordance with direction from a Council waste officer or an authorised Council officer.
- h) An occupier of land must not store or place any of the following materials in a bin:
  - i) hot ashes or liquid waste;
  - ii) ashes, dirt, dust or fine particulate matter from a vacuum cleaner, unless it has been first wrapped in paper or some other impermeable cover to prevent its escape;
  - iii) broken window glass (or similar) or other sharp objects unless they have been properly contained or wrapped in such a way as to render them harmless;
  - iv) oils, paint, solvents or other hazardous substances or liquids;
  - v) disposable napkins unless they have been cleaned of solids and securely wrapped in impervious material prior to being placed in the bin;
  - vi) trade wastes of any kind;
  - vii) any other waste or materials specified by the Council from time to time.
- i) Waste collection operators may refuse to empty bins from any occupier who does not comply with a direction of the Council, an authorised officer or the waste collection operator.
- j) An occupier of land must not place any rubbish, recycling or organic material in the bin of another occupier without that other occupier's consent.
- k) A person must not remove or tamper with the bin or contents thereof of another occupier without the other occupier's consent.
- l) An occupier of land must ensure that material placed in a bin does not exceed a volume which prevents the lid being closed.
- m) After collection, an occupier of land must ensure that the empty bins referable to that land are retrieved from the street or road as soon as is practicable but within 24 hours of collection.
- n) An occupier of land is responsible for removing any spillage from a bin collected from the nature strip or pavement adjoining the occupier's land.
- o) Each occupier of land is responsible for the cleaning and disinfecting of bins referable to that land as needed to prevent odour or a nuisance to any person.
- p) An occupier of land must report any damage to his or her bins to the Council as soon as possible.

**35. Hard Waste Collections**

- a) Where the Council has notified occupiers of a hard waste collection and an occupier of land proposes to leave material for collection, the material must be left for collection in accordance with the conditions contained in the notice to occupiers.
- b) A person must not cause or permit a disused refrigerator, ice chest, icebox, chest or any other similar article to be put out for collection without first removing every door and lid.
- c) A person must not add to or take from the contents of a land occupier's materials left out for a hard waste collection without the permission of the land occupier.
- d) Waste collection operators may refuse to collect hard rubbish from any occupier who does not comply with a direction of the Council, an authorised officer or the waste collection operator.

**36. Bulk rubbish containers**

Without a permit a person must not place, cause or permit another person to place a skip or bulk rubbish container on a road unless all of the following requirements are complied with:

- a) the capacity of the skip or container does not exceed 2.5m<sup>3</sup>
- b) it is placed on the nature strip and does not obstruct vehicle or pedestrian traffic
- c) it is placed for no more than 4 days in any one calendar month and
- d) it is placed in accordance with the Guidelines

**37. Trade wastes**

a) An occupier of commercial or industrial premises must provide a container for the storage of trade wastes which:

- i. is constructed of impervious materials, water tight, fly-proof and vermin-proof;
- ii. is emptied before it overflows;
- iii. if unsightly, dangerous or detrimental to the general amenity of the neighbourhood, is fenced or screened in accordance with the direction of an authorised officer; and
- iv. is maintained and kept to the satisfaction of an Environmental Health Officer from the Council.

b) Without a permit, a person must not place, cause or permit another person to place a trade waste container on Council land.

**38. Dumping of rubbish and waste**

Without a permit a person must not:

- a) cause or permit rubbish, litter or waste to be placed on any Council land, unless as part of a hard waste collection as described in Clause 35; or
- b) dump household or business waste in any public litter bin.

**39. Parking of vehicles**

- a) The Council from time to time may, by resolution, or by a delegate if this matter is the subject of a delegation, fix the days, hours and conditions under which a vehicle may be left in or on:
  - i) any road;
  - ii) any parking area under the control of the Council; or

iii) Council land;  
and may erect appropriate signs.

- b) Without a permit a person must not park a vehicle on any park, garden or reserve under the control of the Council.

**40. Resident parking scheme**

The Council from time to time may, by resolution, introduce a permit parking scheme which:

- a) exempts any vehicle of a resident or specified person or specified class of person from the restrictions of time limited parking; or  
b) prohibits parking in specified areas by persons other than permit holders.

**41. Motorised Toy Vehicles**

- a) Without a permit a person must not use or allow the use of a motorised toy vehicle on any land.  
b) Without a permit a person must not use or allow the use of a motorised toy vehicle on any Council land other than a road.

**42. Other Toy Vehicles**

- a) A person who uses a toy vehicle must ensure that the use does not inconvenience, obstruct, hinder, endanger, alarm or prevent the free passage of any pedestrian or other user of a public place.  
b) The Council may by resolution, or by a delegate if this matter is the subject of a delegation, specify areas of the municipality to be toy vehicle-free areas.  
c) If the Council prescribes land to be a toy vehicle-free area, it shall:  
i) unless the land is a public place, obtain the written agreement of the occupier of the land;  
ii) give public notice and erect signs accordingly;  
iii) ensure that a description of the area is available for inspection at the offices of the Council during normal business hours.  
d) A person must not use a toy vehicle in a toy vehicle-free area

**43. Repair and sale of vehicles on roads and council land**

Without a permit a person must not on any road or Council land:

- a) park or cause a vehicle to be parked or left for the purpose of exposing or displaying that vehicle for sale; or  
b) paint or dismantle any vehicle or (except where necessary to enable it to be removed there from) repair any vehicle.

**44. Identification of premises**

If the Council has allotted street numbers to premises abutting a road so that individual premises may be identified, the owner or occupier of the premises must mark and maintain the allotted number on the premises.

Such number must be marked so that it can, at any reasonable time, be clearly seen by any person using the road which abuts the premises.

**45. Siting of caravans**

Without a permit a person must not use a caravan for habitation unless in a registered caravan park or camping area.

**46. Camping**

Without a permit a person must not:

- a) camp on any Council land;
- b) camp or allow camping on any land he or she owns or occupies for more than one month at a time and on no more than three occasions in any one year and without making available on site suitable contained toilet facilities for the use of those camping.

**47. Circuses, carnivals and festivals**

Without a permit a person shall not conduct on any land a circus, carnival or festival.

**PART 7 - ADMINISTRATION**

**48. Permits**

- a) An application for a permit under this Local Law must be in a form approved by the Council and accompanied by the appropriate fee as prescribed by the Council.
- b) The Council may require an applicant to supply additional information or to give public notice of the application.
- c) The Council is exempt from the requirement to hold a permit under this Local Law.
- d) A permit may be issued subject to conditions.
- e) A person must comply with the conditions of the permit issued to them.

**49. Exemptions**

- a) The Council may, by resolution, or by a delegate if this matter is the subject of a delegation, exempt any person or class of persons from one or more of the requirements of this Local Law including the requirement to obtain a permit.
- b) The Guidelines may also exempt a class of persons from one or more of the requirements of this Local Law, including the requirement to obtain a permit.
- c) An exemption may be granted subject to conditions.
- d) A person must comply with the conditions of an exemption.

**50. Setting fees and charges**

The Council may, from time to time, by resolution, determine the fees, charges, guarantees or bonds to apply under this Local Law which may include an administrative or processing fee or charge and the Council must give reasonable public notice of any such resolution.



**51. Direction of authorised officer**

An authorised officer may make any reasonable direction, including a verbal direction, to a person in respect of:

- a) any matter under this Local Law ; or
  - b) a person's use of a public place,
- and a person must comply with any direction so given.

**52. Notices to comply**

- a) An authorised officer may, by serving a Notice to Comply, direct any owner or occupier of land or other person on whom an obligation is imposed by this Local Law to remedy anything which constitutes a breach of this Local Law,
- b) A person to whom a Notice to Comply is issued must comply with that notice.
- c) A Notice to Comply must state the date and time by which the thing must be remedied.
- d) The date and time stated by the Notice to Comply must be reasonable in the circumstances, having regard to:
  - i) the amount of work involved;
  - ii) the degree of difficulty;
  - iii) the availability of necessary materials or other items;
  - iv) climatic conditions;
  - v) the degree of risk or potential risk which continued breach of this Local Law poses to persons; and
  - vi) any other relevant matter.

**53. Power of authorised officer - urgent circumstances**

An authorised officer may act to remedy any circumstance which threatens a person's life, health or property, or an animal, without serving a Notice to Comply provided that:

- a) the circumstance arises out of a person's use of a public place or failure to comply with a provision of this Local Law;
- b) the action taken is no more than the minimum reasonably necessary to remedy the urgent circumstance; and
- c) the person to whom a Notice to Comply would have otherwise been served is as soon as possible notified of the urgent circumstance and the action taken to remedy it.

**54. Impounding**

- a) An authorised officer may:
  - i) impound any item that encroaches or obstructs the free use of a public place or any item that contravenes or is being used in contravention of this Local law;
  - ii) release the item to its owner on payment of a fee determined by the Council, which is not to exceed an amount that reasonably represents the cost to the Council of impounding, keeping and releasing the item; and
  - iii) sell, destroy, dispose of or give away the impounded item if the owner of the item has not paid the fee within 14 days of service of a notice under sub-clause 54 b) or after taking the steps required under sub-clause 54 c) .

- b) If the authorised officer impounds an item under sub-clause 54 a), he or she must serve on the owner a notice, in a form approved by the Council, as soon as possible after the impoundment.
- c) If the identity or whereabouts of the owner of the item impounded under sub-clause 54 a) is unknown, the authorised officer must take reasonable steps to ascertain the owner's identity and/or whereabouts prior to exercising his or her powers under sub-clause 54 a).
- d) The Council is entitled to retain out of the proceeds of sale of any impounded item its reasonable costs incurred in impounding, keeping and selling the item.

**55. Council signs**

Without a permit a person must not do anything on Council land contrary to a sign erected by the Council.

**56. Delegation**

The powers of the Council under this Local Law to:

- a) impound under sub-clause 54 a)
- b) issue, refuse or revoke a permit
- c) issue, sign, revoke, exempt, require or cancel any notice, order or agreement; and
- d) enforce any matter;

are delegated to the Chief Executive Officer of the Council and to all authorised officers who are also members of Council staff.

## **PART 8 - ENFORCEMENT**

**57. Offences**

A person is guilty of an offence if the person:

- a) does something which a provision of this Local Law prohibits to be done;
- b) fails to do something which a provision of this Local Law requires to be done;
- c) engages in activity without a current permit where a provision of this Local Law requires that person to obtain a permit before engaging in that activity;
- d) breaches or fails to comply with a condition of a permit issued under this Local Law;
- e) fails to comply with a direction of an authorised officer under this Local Law; or
- f) fails to remedy a thing in accordance with a Notice to Comply by the date and time stated in the Notice to Comply.

**58. Infringement notice**

- a) Where an authorised officer reasonably believes that a person has committed an offence against this Local Law, the authorised officer may issue to that person an infringement notice, in a form approved by the Council, as an alternative to a prosecution for the offence.
- b) A person to whom an infringement notice has been issued must pay to the Council the amount specified in the notice within 28 days.
- c) Any person served with an infringement notice is entitled to disregard the notice and defend the prosecution in Court.

- d) An infringement notice may be waived by an authorised officer following representations from any person served with an infringement notice or made on behalf of that person.
- e) The fixed penalty in respect of an infringement notice is set out in Schedule 1.

**59. Penalties**

A person guilty of an offence under this Local Law is subject to the penalties set out in Schedule 1.

The resolution for making this Local Law was agreed to by the Nillumbik Shire Council on  
26 November 2013

THE COMMON SEAL of the NILLUMBIK SHIRE COUNCIL was affixed hereto on  
the .....day of ..... 2013

on the authority of the Council and signed by:

..... Councillor

..... Chief Executive Officer

## Schedule 1 – Penalties

### 1. General penalties

Unless specified in the following table the penalties for a contravention of this local law are:- Infringement

Notice fixed penalty - 1 penalty unit

On conviction for a first offence - up to 10 penalty units

### 2. Table of higher penalties

Clause	Offence (short description)	Infringement notice fixed penalty \$	On conviction first offence Maximum penalty - units
9 a)	Interfering with another person's use and enjoyment of a public place	200	10
9 b)	Endangering health, life, property or an animal	500	20
11 a)	Consuming or possessing liquor in a prescribed area	200	10
14 a)	Placing an advertising sign without a permit	200	10
14 b)	Attaching advertising signs and other materials to verandah or awning without a permit	200	10
15	Placing a clothing bin without a permit	200	10
16	Soliciting or collecting money without a permit	200	10
17 a)	Distributing notices, advertise or busking without a permit	200	10
18	Leaving a shopping trolley on Council land	200	10
19	Trading in a public place without a permit	200	10
20	Undertaking unauthorised works on, or interfering with, council land	200	10
21	Removing vegetation on Council land without a permit	200	10
22	Unauthorised use of scare guns	200	10
23 a)	Failure to carry a receptacle for dog excrement	100	5
23 b)	Failure to collect and dispose of dog excrement	200	10
24 a)	Inadequate fencing in of livestock or dogs	500	10
24 b)	Keeping of livestock on residential land or land under 4000 m <sup>2</sup> without a permit	500	10
24 c)	Keeping more than the permitted number of animals	500	10
24 d)	Inadequate maintenance of animal housing	500	10
25	Not controlling noisy livestock	200	10

Clause	Offence (short description)	Infringement notice fixed penalty \$	On conviction first offence Maximum penalty - units
26	Causing or permitting a dog to be present in a market	200	10
27	Causing or permitting an audible and/or visible alarm to activate inappropriately	200	10
28 a)	Not ensuring that land does not constitute a danger to health or property	200	10
28 b)	Not ensuring that land is not unsightly or detrimental to the general amenity of an area	200	10
29 a)	Causing or permitting vegetation to overhang a road and obstruct passage	200	10
29 b)	Causing or permitting a boundary fence or vegetation to cause a danger to traffic	200	10
30	Causing or permitting chimneys to discharge and be dangerous to health or offensive	200	10
31	Causing or permitting an incinerator to be alight	200	10
32	Causing or permitting inappropriate open air burning	200	10
33	Burning a large heap in contravention of clause 33	500	20
34 f)	Bin placed incorrectly	100	2
34 m)	Bin not retrieved within 24 hours of collection	100	2
36	Placing a skip on a road contrary to requirements	200	2
37	Failure to provide a container for trade waste in the appropriate manner	200	10
38	Inappropriate disposal of rubbish and waste	200	10
39 b)	Parking on a Council Reserve without a permit	45	1
41 a)	Using a motorised toy vehicle on private land without a permit	200	10
41 b)	Using a motorised toy vehicle on Council land without a permit	200	10
42 a)	Inappropriately using a toy vehicle in a public space	45	1
42 d)	Using a toy vehicle in a toy vehicle-free area	45	1
43	Advertising vehicles for sale or working on them on any road or Council land	200	10
44	Failure to maintain allotted number on premises	200	10
45	Living in a caravan without a permit	200	10
46 a)	Camping on Council land without a permit	200	10
46 b)	Causing or permitting camping on private land without a permit	200	10
47	Conducting a circus, carnival or festival without a permit	200	10
51	Failure to comply with a direction of an authorised officer	500	20
52	Failure to comply with a Notice to Comply	500	20

**Penalties for Repeated and Continuing Offences**

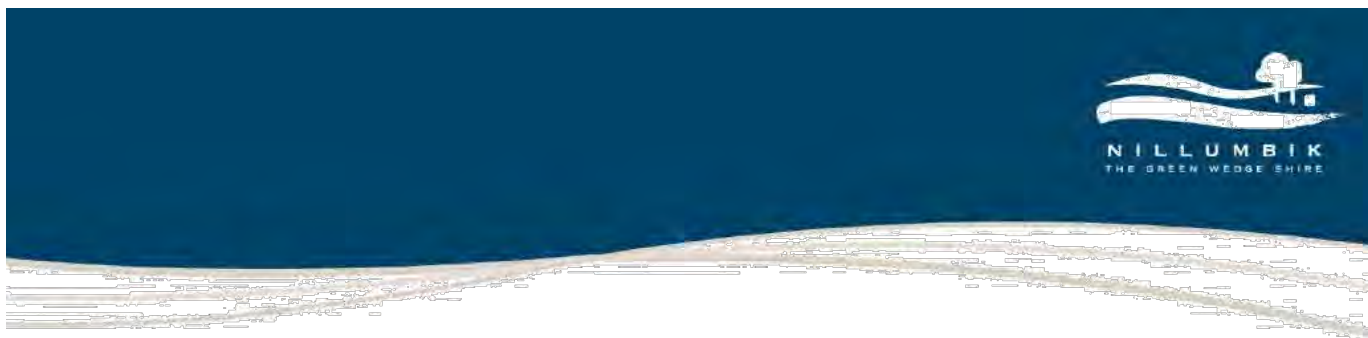
In addition to the penalties specified in clauses 1 and 2 of this schedule the following penalties apply: On conviction

For a second or subsequent offence - up to 20 penalty units

After conviction for a continuing offence - up to 2 penalty units per day



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# Infrastructure Assets Local Law

Local Law made by Council: 26 November 2013  
Notice in Government Gazette: 5 December 2013

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## **PART 1 - INTRODUCTION**

### **1. Title**

This is the Infrastructure Assets Local Law.

### **2. Purposes of Local Law**

The purposes of this Local Law are to:

- a) provide for the peace, order and good government of the Municipal District;
- b) protect public assets vested in Council from damage, accelerated deterioration or abuse during the building works process;
- c) providing a physical environment which aims to minimise hazards to the health and safety of persons attending building sites and those adjacent, opposite or passing building sites;
- d) prohibiting, regulating and controlling the presence and disposal of refuse, rubbish and soil on and from building sites within the municipal district to reduce hazards to the environment and promote an environment where residents can enjoy a quality of life that meets the general expectation of the community;
- e) defining the standards to which persons engaged in building works should adhere; and
- f) educating and inducing persons involved in building works to act responsibly to reduce the extent and cost of infrastructure damage for the benefit of the wider community.

### **3. Authorising provision**

This Local Law is made under Part 5 of the *Local Government Act 1989* (the Act).

### **4. Commencement and revocation**

- a) This Local Law commences on 6 December 2013.
- b) On the commencement of this Local Law, Local Law No 7 Asset Protection Local Law is revoked.

### **5. Area of operation**

This Local Law shall apply and have operation throughout the whole of the Municipal district.

### **6. Cessation date**

Unless this Local Law is revoked sooner, its operation will cease on 6 December 2023.

### **7. Administrative Policy Guidelines**

Policy, administrative and enforcement responsibility lies with the Manager Infrastructure Development.

### **8. Definitions**

In this Local Law:

**'appointed agent'** means the person authorised in writing by an owner of a building or land to make an application, appeal, referral or representation on their behalf.

**'Asset Protection Permit'** means a written permit issued by Council for the protection of public assets and infrastructure during building works.

**'authorised officer'** – means a person appointed by the Council under section 224 of the *Local Government Act 1989*.

**'builder'** means

- a) if a building permit has been issued, the person who is nominated as the builder on the relevant building permit, or
- b) if a building permit has not been obtained, the owner.

**'builder's refuse'** includes any solid or liquid domestic or commercial waste, debris or rubbish, and without limiting the generality of the above, includes any glass, metal, plastic, paper, fabric, wood, food, vegetation, soil, sand, concrete, rocks and any other waste material, substance or thing generated by or in connection with building works.

**'building'** includes any structure or building, whether temporary or permanent, or any part of such building or structure.

**'building site'** means land on which building work is being carried out

**'building work'** means work for or any activity undertaken in connection with the construction, renovation, alteration, demolition, relocation or removal of a building including excavation, landscaping, concreting and subdivision road construction but excludes minor building work.

**'carriageway'** means the portion of the road generally available for traffic by motor vehicles (whether sealed, formed or unconstructed).

**'construction period'** means the period in which building work is carried out.

**'construction zone'** means an area set aside for the building construction, storage/stacking of building materials and construction vehicles, and builder's refuse.

**'Council'** means the Nillumbik Shire Council.

**'Council Land'** means all land (including a road) under the control of Council.

**'minor building work'** means building work valued at less than \$5,000

**'municipal district'** means the municipal district of Council.

**'owner'** in relation to a building means the owner of land on which the building will be or is situated.

**'permit'** means a written permit issued by Council under this Local Law

**'refuse facility'** means a suitable rubbish receptacle capable of restricting debris and other waste from leaving the building site and capable of retaining all builder's refuse.

**'road'** has the meaning given to it in section 3 of the *Local Government Act 1989*.

**'security bond'** means a payment or guarantee made to Council for the purposes of securing public assets and infrastructure from the cost of damage during building works. **'site fencing'** means a temporary chain wire mesh fence around a construction zone, which is;

- a) at a height of not less than 1500 millimetres;
- b) capable of preventing litter from being transported from a building site by wind; and
- c) with not more than one access opening (unless with the prior written consent of Council) which:
  - i) has a width not greater than 3000 millimetres;
  - ii) is fitted with a 1500 millimetres high gate or gates which prevents or prevent litter from being transported from a building site when closed, and
  - iii) is located to correspond with the vehicle crossing referable to the building site.

**'site identification sign'** means a 600mm by 400mm sign with a white background and black writing erected at the entrance to a building site which includes:

- a) the lot number, as described on the Certificate of Title relevant to the land;

- b) the name of the owner of the land;
- c) the postal address of the owner of the land; and
- d) the 24-hour contact telephone numbers of the owner of the land.

**‘stormwater system’** means a stormwater or drainage system which provide for the conveyance of stormwater run-off including kerb and channel, open channels, underground pipe systems and natural waterways.

**‘temporary vehicle crossing’** is a constructed form of timber or other Council approved structure over a bed of sand, that extends from the boundary of a property over any public assets such as footpaths, nature strips, kerbs and channels to the road (carriageway), and is designed to minimise damage to the assets, caused by motor vehicles and materials entering and leaving the property, during the currency of building work.

**‘vehicle crossing’** is a bridge or crossing constructed to Council specifications, over any footpath or channel next to a road (carriageway) to enable a person using the road to have access to land on the other side of the footpath or channel, (the vehicle crossing is the responsibility of the owner, not Council).

## PART 2 – ASSET PROTECTION

### 9. Asset Protection

- a) The:
  - i) owner of any land;
  - ii) builder engaged to carry out building work on land;
  - iii) appointed agent; or
  - iv) demolition contractor engaged to carry out the demolition of a structure on the land, in the case of building work involving demolition,unless deemed exempt by Council, must:
  - i) obtain an Asset Protection Permit before carrying out the building work or allowing the building work to be carried out on that land; or
  - ii) not carry out or allow to be carried out any building work on that land unless an Asset Protection Permit has been obtained.
- b) Where no exemption has been granted and before any building work is carried out on an owner’s land, the owner must:
  - i) Apply for an Asset Protection Permit;
  - ii) Report to Council any existing damage to:
    - footpaths;
    - kerb and channel;
    - nature strips;
    - vehicle crossing;
    - other assets on or adjacent to the building site to which the works relate; or
    - any Council asset likely to be affected by the works.
  - iii) Pay the prescribed non-refundable application fee; and
  - iv) if required by Council, pay a security bond.

- c) Any Asset Protection Permit issued by Council:
  - i) may be issued subject to conditions; and
  - ii) will not be operative until the applicant for the Asset Protection Permit has paid the application fee and security bond as is required by Council.
- d) Where payment of the prescribed fees and/or bond has not been paid prior to works commencing, the resulting liability will be considered to be the liability of the owner of the property. The liability will be noted by Council on the property's rate records. Under sections 225 and 227 of the *Local Government Act*, the liability will be disclosed to any person who applies to Council for a land information certificate under section 229 of the Act. Such person may include a future purchaser or a financial institution from whom you may seek finance.
- e) The liability will incur interest at the rate set by Council from time to time. Interest will be calculated on and from the date on which the money becomes payable to Council and will continue to be payable until the payment or the recovery by Council of the money owed.
- f) A person to whom an Asset Protection Permit has been issued must comply with any conditions contained in that Asset Protection Permit.
- g) If the owner does not give notice to Council prior to works commencing in accordance with sub clause 9.b), it is deemed, for the purposes of sub clause 9 b), that there was no existing damage to the:-
  - i) footpath;
  - ii) kerb and channel;
  - iii) nature strip;
  - iv) vehicle crossing;
  - v) other assets on or adjacent to the land to which the building permit relates; or
  - vi) any Council asset likely to be affected by the works.

Subsequently, upon final inspection, the owner will then be liable for any damage recorded on any of the Council assets listed above.
- h) The owner must notify Council within a reasonable time (being no later than 28 days) that the works related to the Asset Protection Permit are complete.
- i) Upon receiving notification of completion of works, Council will, unless previously agreed to with the owner, endeavour to undertake a final inspection of its assets within 5 working days.
- j) If, as a result of the inspection, Council considers that the building work has caused damage to its assets, it may give notice to the owner requiring that person to repair or cause to be repaired to the satisfaction of Council, the footpath, kerb and channel, nature strip, vehicle crossing or other assets vested in Council within 28 days of the notice being given. The owner must comply with any such notice given to him or her.
- k) If the owner fails to comply with such a notice, Council may repair the damage itself and seek to recover the costs, including any administration fees. These costs will be deducted from any security bond that has been paid.
- l) If the amount of the security bond is insufficient to cover these costs or if a security bond was not required to be paid, Council may elect to apply a liability against the rates of the property.



- m) This liability will be noted by Council on your property's rate records. Under sections 225 and 227 of the Act, the liability will be disclosed to any person who applies to Council for a land information certificate under section 229 of the Act. Such person may include a future purchaser or a financial institution from whom the property owner may seek finance.
- n) Upon completion of the building works, the amount of the security bond:
  - i) may be retained by Council to offset the costs of carrying out of any works in accordance with this Local Law; but
  - ii) will otherwise be refunded to the person who lodged it.

## **PART 3 – INSPECTIONS**

### **10. Inspection**

- a) Council or an authorised officer may inspect a building site at any reasonable time.
- b) Upon receiving notification of completion of works, Council will, unless previously agreed to with the owner, endeavour to undertake the final inspection of its assets within five working days.
- c) If, as a result of the inspection, Council considers that the building work has caused damage to its assets, it may give notice to the owner requiring that person to make the area safe immediately and repair or cause to be repaired to the satisfaction of Council, the footpath, kerb and channel, nature strip, vehicle crossing or other assets vested in Council within 28 days of the notice being given. The owner must comply with any such notice given to him or her.

## **PART 4 – EQUIPMENT AND MATERIALS DELIVERY**

### **11. Equipment and materials delivery**

- a) A person must not deliver to a building site any equipment or materials unless an Asset Protection Permit has been obtained.
- b) A person must deliver to a building site any equipment or materials for the building works direct from the road, over the vehicle crossing to the allotment and not across the nature strip or footpath.
- c) The:
  - i) owner of any land;
  - ii) builder engaged to carry out building work on land;
  - iii) appointed agent; or
  - iv) demolition contractor engaged to carry out the demolition of a structure on the land, in the case of building work involving demolition,
  - v) must, in respect of building work, ensure that;
  - vi) no materials are stored outside the building site on any Council land without approval from an authorised officer; and
  - vii) entry takes place only across a temporary vehicle crossing or vehicle crossing.
- d) Unless written approval is obtained from the adjoining owners and submitted to Council, a person must not deliver or store building materials on the adjoining allotments to the building site.

- e) Where there is evidence of a vehicle accessing a building site from any point other than over the temporary vehicle crossing or vehicle crossing, the owner is liable for any damage to Council assets unless such damage was recorded prior to works commencing, in accordance with sub-clause 9 b).

## **PART 5 – FENCING**

### **12. Site fencing**

- a) The:
  - i) owner of any land;
  - ii) builder engaged to carry out building work on land; or
  - iii) appointed agent;must not carry out or allow to be carried out any building work on the land unless site fencing is provided on the building site.
- b) Site fencing must be maintained in a serviceable condition and remain in place for the duration of the building works.

### **13. Site identification sign**

- a) The:
  - i) owner of any land;
  - ii) builder engaged to carry out building work on land; or
  - iii) appointed agentmust not carry out or allow to be carried out any building work on the land unless a site identification sign is displayed on the building site in a prominent position clearly visible from the road
- b) The site identification sign must be maintained in a serviceable condition and remain on-site for the duration of the building works.

## **PART 6 – STORMWATER**

### **14. Stormwater protection**

- a) Where any building work is being carried out on any land, the owner must ensure that the land is developed and managed to minimise the risk of stormwater pollution, through the contamination of run-off by chemicals, fill, sediments, animal wastes, gross pollutants or any other material or substance in accordance with currently accepted best practice. This includes by adoption of measures to:-
  - i) prevent mud, dirt, sand, soil or stones being deposited on the abutting roads or washed into the stormwater system;
  - ii) prevent building cleanup, washdown or other wastes being discharged off site or allowed to enter the stormwater system;
  - iii) ensure that all vehicles delivering materials to the land are prevented from depositing mud, sand, soil or stones onto a road;
  - iv) ensure that any waste which has spilled onto the road or surrounding area is removed as soon as practicable so that any residues are prevented from entering the stormwater system;

- v) ensure that any footpath adjacent to the land is kept clear of mud and dirt at all times; and
- vi) where one is required, ensure that the land is managed and controlled in accordance with any Site Stormwater Management Plan or any other relevant guidelines that may be specified.

**15. Drains and water courses**

- a) A person must not without a permit:
  - i) tap into or interfere with any Council drain;
  - ii) stop or obstruct any drain vested in the Council;
  - iii) alter or obstruct or in any manner interfere with any ditch, creek, gutter, drain, water course, tunnel, bridge, levee, culvert or fence after it has been made or taken under the charge of the Council;
  - iv) obstruct or in any manner interfere with the natural flow of any surface water on, through or across any land or road in such a manner as to cause any road to be injuriously affected by water; or
  - v) alter, obstruct or in any manner interfere with any other flow of water except where the flow arises from or is materially affected by the committing of an offence by another person against any Act or other law, on, through or across any land or road in such a manner as to cause any road to be injuriously affected by water.
  - vi) discharge any overflow or backwash from a swimming pool or spa into a Council drain or legal point of discharge.
- b) The owner or occupier of any land onto which any watercourse, drain or gutter discharges from any road or from which any water course, drain or gutter discharges on to any road, across which water course, drain or gutter wire netting has been placed, must take all reasonable precautions to prevent such wire netting causing or forming any obstruction to such water course, drain or gutter.

**16. Stormwater drainage connections**

- a) An owner of land must ensure that all stormwater drainage outlets that discharge from that land to a Council drain are properly constructed and maintained at all times.
- b) An owner of land must ensure that all stormwater outlets on the land discharge to Council's storm water drainage system via the properties legal point of discharge as directed and approved by Council or an authorised officer.

**PART 7 - VEHICLE CROSSINGS**

**17. Construction of a Vehicle Crossing**

- a) Without a permit a person must not construct, install, remove or alter a vehicle crossing.
- b) An authorised officer may serve a Notice to Comply on the owner or occupier of land requiring:
  - i) the construction of a vehicle crossing if the land does not have a vehicle crossing as defined under Council's Vehicle Crossing policy;
  - ii) the repair of any vehicle crossing if the existing crossing is in such a state of disrepair that it constitutes a danger; or

- iii) the removal of any vehicle crossing and the reinstatement of kerb and channel and footpath if the crossing is no longer required.

## **PART 8 - CONTROL OF BUILDER'S REFUSE**

### **18. Containment of refuse**

- a) Where any building work (other than minor building work) is being carried out on any land, the owner must:-
  - i) provide a refuse facility for the purpose of disposal of builder's refuse and provided the refuse facility contains all builder's refuse on the land to the satisfaction of Council or an authorised officer, its size, design and construction will be at the discretion of the owner;
  - ii) place the refuse facility on the land and keep it in place (except for such periods as are necessary to empty the refuse facility) for the construction period;
  - iii) not place the refuse facility on any Council land without a permit;
  - iv) empty the refuse facility whenever full and, if necessary, provide a replacement refuse facility during the emptying process; and
  - v) take responsibility for the tidiness of an abutting road and surrounding area.

### **19. Disposal of builder's refuse**

- a) During building work being carried out on any land, the owner must ensure that:
  - i) all builder's refuse, which requires containment is placed in the refuse facility referred to in clause 18 a) i); and
  - ii) builder's refuse is not deposited in or on any land other than in accordance with clause 18; and
  - iii) builder's refuse is not deposited in or over any part of the stormwater system; and
  - iv) all vehicles that are removing mud, sand, soil, stones or other builder's refuse do not deposit any of these materials onto adjoining roads or the surrounding area.

### **20. Removal of builder's refuse**

- a) On any land where building work is being, or has been carried out, the owner must remove and lawfully dispose of all builder's refuse including, without limiting the generality of the above, the builder's refuse in the refuse facility referred to in clause 18, within 7 days of completion of the building work or issue of a Certificate of Occupancy, whichever occurs last.
- b) The driver of any vehicle involved in placing or removing builder's refuse facilities must access the building site by way of a temporary vehicle crossing, unless otherwise permitted by Council or an authorised officer and in accordance with that permission.

## **PART 9 - SANITARY FACILITIES BUILDING SITES**

### **21. Sanitary facilities**

- a) The owner of land on which building work is being carried out must not carry out or allow to be carried out any building work necessitating the employment of persons on a building site unless a sewerer toilet or an approved portable toilet (closed) system is provided on the allotment and serviced as required for the use of the persons on that building site to the satisfaction of Council or an authorised officer.
- b) Notwithstanding sub clause 21 a), where buildings are being constructed on up to three adjacent sites simultaneously by the same owner, a shared, sewerer toilet system or approved portable toilet (closed) system may be provided, provided there is a sufficient number (such as 2 systems per 3 dwellings within a 3 lot radius) and they are serviced as required to the satisfaction of Council or an authorised officer.
- c) An authorised officer may enter any building site at any reasonable time for the purpose of inspecting any sewerer toilet, portable toilet (closed) systems, urinals, pans, receptacles, vehicles, plant and any other things placed therein and thereon for the purpose of carrying out the provisions of this Local Law.

## **PART 10 - ADMINISTRATION AND ENFORCEMENT**

### **22. Permits**

- a) An application for a permit under this Local Law must be in a form approved by the Council and accompanied by the appropriate fee as prescribed by the Council.
- b) The Council may require an applicant to supply additional information or to give public notice of the application.
- c) The Council is exempt from the requirement to hold a permit under this Local Law.
- d) A permit may be issued subject to conditions.
- e) A person must comply with the conditions of a permit issued to them.

### **23. Exemptions**

- a) The Council may by resolution, or by a delegate if this matter is the subject of a delegation, exempt any person or class of persons from one or more of the requirements of this Local Law, including the requirement to obtain an Asset Protection Permit or other permit.
- b) An exemption may be granted subject to conditions.
- c) A person must comply with the conditions of an exemption.

### **24. Setting fees and charges**

- a) The Council may, from time to time, by resolution, determine the fees, charges, guarantees or security bonds to apply under this Local Law which may include an administrative or processing fee or charge and the Council must give reasonable public notice of any such resolution.

### **25. Offences**

A person is guilty of an offence if the person:

- a) does something which a provision of this Local Law prohibits to be done;
- b) fails to do something which a provision of this Local Law requires to be done;

- c) engages in activity without a current permit where a provision of this Local Law requires that person to obtain a permit before engaging in that activity;
- d) breaches or fails to comply with a condition of a permit issued under this Local Law;
- e) fails to comply with a direction of an authorised officer under this Local Law; or fails to remedy a thing in accordance with a Notice to Comply by the date and time stated in the Notice to Comply.

**26. Notice to Comply**

- a) The Council or an authorised officer may, by serving a Notice to Comply in the form of Schedule 1 to this Local Law, direct any owner or occupier of land or other person on whom an obligation is imposed by this Local Law to remedy anything which constitutes a breach of this Local Law.
- b) A person to whom a Notice to Comply is issued must comply with that notice.
- c) The time and date specified in a Notice to Comply by which the situation must be remedied must be reasonable in the circumstances. What will be reasonable will vary depending on matters to be remedied, but should take into account, if applicable:
  - i) the amount of work involved;
  - ii) the degree of risk or potential risk;
  - iii) the degree of difficulty;
  - iv) the availability of necessary materials or other necessary items;
  - v) climatic conditions; or
  - vi) any other relevant matter.
- d) If any person served with a Notice to Comply fails to carry out any work stipulated in a Notice to Comply, Council may approve the carrying out of the work by another person or carry out the work itself and recover the cost of performing the work from that person in accordance with section 225 of the *Local Government Act 1989*.
- e) A person served with a Notice to Comply may make representation to Council about matters contained in the Notice to Comply.

**27. Power to act in urgent circumstances**

- a) An authorised officer may, where a person has failed to comply with any requirement of this Local Law, take action considered necessary to prevent any danger to persons, the environment or any nuisance arising without serving a Notice to Comply, provided that:-
  - i) the authorised officer considers the circumstances to be sufficiently urgent and that the time necessary or potential difficulty in serving a Notice to Comply may place a person, animal, property or the environment at risk or in danger of substantial detrimental effect;
  - ii) details of the circumstances and of the remedial action taken are, as soon as practicable, forwarded to the person and the Chief Executive Officer of Council or his/her delegate.
- b) Action taken by an authorised officer under this Clause shall not extend beyond what is necessary to cause the immediate abatement or minimisation of the risk or danger involved.
- c) An authorised officer should issue a Notice of Urgent Works in the form of Schedule 2 to the person prior to any works being undertaken.

## **28. Impounding**

- a) An authorised officer may:
  - i) impound any item that contravenes or is being used in contravention of this Local Law;
  - ii) release the item to its owner on payment of a fee determined by the Council, which is not to exceed an amount that reasonably represents the cost to the Council of impounding, keeping and releasing the item; and
  - iii) sell, destroy, dispose of or give away the impounded item if the owner of the item has not paid the fee within 14 days of service of a notice under this clause 28.
- b) If an authorised officer impounds an item under sub-clause 28 a) i), he or she must serve on the owner a notice, in a form approved by the Council, as soon as possible after the impoundment.
- c) If the identity or whereabouts of the owner of the item impounded under sub-clause 28 a) is unknown, the authorised officer must take reasonable steps to ascertain the owner's identity and/or whereabouts prior to exercising its powers under sub-clause 28 b)
- d) Council is entitled to retain out of the proceeds of sale of any impounded item its reasonable costs incurred in impounding, keeping and selling the item.

## **29. Penalties**

- a) Any person who contravenes or fails to comply with any provision of this Local Law or contravenes or fails to comply with a Notice to Comply shall be guilty of an offence and shall be liable to a penalty of 10 penalty units for a first offence and to a further 2 penalty units for each day after conviction during which the contravention continues; and upon conviction for the second or subsequent offence, shall be liable to 20 penalty units; and as an alternative to prosecution for the offences, may be served with an infringement notice in a form approved by Council.

## **30. Cost Recovery**

- a) Where a cost has been incurred by Council, through either failure to pay a penalty notice or through Council undertaking remedial works on damaged assets, Council may choose to recover these costs. Where payment has not been made or the debt settled, any liability incurred will be considered to be a liability of the owner of the property. The liability will be noted by Council against the property's rate records. Under sections 225 and 227 of the Local Government Act, the liability will be disclosed to any person who applies to Council for a land information certificate under section 229 of the Act. Such person may include a future purchaser or a financial institution from whom the property owner may seek finance.
- b) The liability will incur interest at the rate set by Council from time to time. Interest will be calculated on and from the date on which the money becomes payable to Council and will continue to be payable until the payment to or the recovery by Council of the money owed.

## **31. Infringement Notices**

- a) Where an authorised officer has reason to believe that a person is guilty of an offence or offences against this Local Law, the authorised officer may serve on that person an Infringement Notice.
- b) The penalty fixed for any Infringement Notice under this Local Law is 2 penalty units.

**32. How is a payment to be made?**

Any person issued with an Infringement Notice may pay the penalty indicated to the cashier at the Municipal Offices.

**33. When must the penalty be paid?**

To avoid prosecution, the penalty indicated should be paid within 28 days from the date of the issue of the Infringement Notice.

**34. Person may disregard the notice**

Any person issued with an Infringement Notice is entitled to disregard the Infringement Notice and defend the prosecution in court.

**35. Can Council waive the notice?**

- a) An Infringement Notice may be waived by an authorised officer following representations from any person served with an Infringement Notice or made on behalf of that person.

**36. Failure to Comply With Notice**

- a) In the event of the failure of a person served with an Infringement Notice to pay the amount specified within 28 days of the issue of the Infringement Notice or such further time as Council may permit, Council may pursue the matter by prosecuting for an offence or by taking any steps which may be available for enforcing penalties by registration of Infringement Notices or through cost recovery as per clause 30.



**Infrastructure Assets Local Law - Nillumbik Shire Council**

**SCHEDULE NO. 1 -**

**NOTICE TO COMPLY**

To: (Name) .....

(Address) .....

The following constitutes a breach under Clause ..... of Council's Infrastructure Assets Local Law .  
To remedy the breach you must carry out the following work, by  
.....date (and time if desired).

Work to be undertaken

.....  
.....  
.....

You should contact .....(contact officer) at the Municipal Offices,  
between the hours of ..... for any further information about this Notice.

If you fail to comply with this Notice you will be guilty of an offence and liable for payment of the  
penalty of \$..... for the first/second\* or subsequent offence. Council may also proceed to  
carry out the work and you will be liable for the costs of carrying out that work in addition to the  
penalty.

Date .....(insert date)

(Name of authorised officer) .....

Telephone No .....

(Signature of authorised Officer) .....

\*strike out whichever is not applicable

**Infrastructure Assets Local Law - Nillumbik Shire Council**

**SCHEDULE NO. 2**

**NOTICE OF URGENT WORKS**

To: (Name) .....

(Address) .....

The following constitutes a breach under Clause ..... of Council's Infrastructure Assets Local Law .  
To remedy the breach you must carry out the following work, by  
.....date (and time if desired).

Work to be undertaken

.....  
.....  
.....

You should contact .....(contact officer) at the Municipal Offices,  
between the hours of ..... for any further information about this Notice.

If you fail to comply with this Notice, Council will carry out repair works which are necessary to  
cause the immediate abatement or minimisation of the risk or danger and you will be charged for  
the cost of the works.

Date .....(insert date)

(Name of authorised officer)

.....

Telephone No .....

(Signature of authorised officer)

.....

The resolution for making this Local Law was agreed to by the Nillumbik Shire Council on  
26 November 2013

THE COMMON SEAL of the NIILLUMBIK  
SHIRE COUNCIL was affixed hereto on  
the .....day of .....  
on the authority of the Council and signed by:

..... Councillor

..... Chief Executive Officer

## NILLUMBIK SHIRE COUNCIL

### PROHIBITION OF FIREWORKS LOCAL LAW 2019

#### PART 1 – PRELIMINARY

##### 1. Local Law

This Local Law is the Prohibition of Fireworks Local Law 2019 and is made under Part 5 of the *Local Government Act 1989*.

##### 2. Objectives

The objective of this Local Law is to prohibit the discharge of fireworks in certain parts of the municipality:

- (a) to restrict activities in a bushfire prone rural environment that can impact on the health and wellbeing of residents, specifically those who have experienced catastrophic bushfires;
- (b) to reduce the risk of danger and injury to animals and wildlife arising from the discharge of fireworks;
- (c) to address nuisance, amenity and environmental impacts of fireworks activities;
- (d) apply standards that address safety matters directed at reducing risk to the community.

##### 3. Commencement

This Local Law comes into operation on **19 October 2019**

##### 4. Date this Local Law ceases operation

Unless this Local Law is revoked sooner, its operation will cease on **19 October 2029**

##### 5. Application of this Local Law

This Local Law applies to

- (a) all land outside of the urban growth boundary within the Nillumbik Shire; and
- (b) all land within the townships of St Andrews and Panton Hill within the Nillumbik Shire.

##### 6. Definitions

In this Local Law:

**“authorised officer”** – means a person appointed by the Council under section 224 of the *Local Government Act 1989*.

**“Council”** – means the Nillumbik Shire Council.

**“Township of Panton Hill”** means all land holdings located within the township of Panton Hill as defined in the Victorian Register of Geographic Names

**“Township of St Andrews”** means all land located within the township of Queenstown as defined in the Victorian Register of Geographic Names.

**“urban growth boundary”** – means the boundary defined in the Nillumbik Planning Scheme identifying the scope of urban growth within the municipality and identified on the plan in Schedule 1.

## **PART 2 – PROHIBITION OF FIREWORKS**

### **7. General prohibition**

A person must not discharge any fireworks on or from private property outside the urban growth boundary.

## **PART 3 – ADMINISTRATION**

### **8. Direction of an Authorised Officer**

An authorised officer may give any reasonable direction, including a verbal direction, to a person in respect of any matter under this Local Law and a person must comply with that direction.

### **9. Notice to Comply**

- (1) An authorised officer may serve a Notice to Comply directing any owner or occupier of land or any other person on whom an obligation is imposed by this Local Law to remedy anything which constitutes a breach of this Local Law.
- (2) A person to whom a Notice to Comply is issued must comply with that notice.
- (3) A Notice to Comply must state the date and time by which the breach must be remedied.
- (4) The date and time stated in the Notice to Comply to remedy the breach must be reasonable in the circumstances having regard to:
  - (a) the amount of work involved;
  - (b) the degree of difficulty;
  - (c) the availability of necessary materials or other items;
  - (d) climatic conditions;;
  - (e) the degree of risk or potential risk which a continued breach of this Local Law poses to persons or animals, including any wildlife; and
  - (f) any other relevant matter.

### **10. Power of an authorised officer to impound**

A authorised officer may act to remedy any circumstance which threatens a person's life, health or property, or which threatens an animal without serving a Notice to Comply provided that:

- (a) the circumstance arises out of a person's failure to comply with this Local Law;

- (b) the action taken is no more than the minimum reasonably necessary to remedy the urgent circumstance; and
- (c) the person to whom the Notice to Comply would have otherwise been served is as soon as possible notified of the urgent circumstances and the action taken to remedy it.

#### **11. Impounding**

- (1) An authorised officer may:
  - (a) impound any item that encroaches or obstructs the free use of a public place or any item that contravenes or is being used in contravention of this Local Law.
  - (b) release the item to the owner on payment of a fee determined by the Council which is not to exceed an amount that reasonably represents the cost to the Council of impounding, keeping and releasing the item; and
  - (c) sell, destroy, dispose of or give away the impounded item if the owner of the item has not paid the fee within 14 days of the service of the notice under subclause (2) or after taking the steps required under subclause (3).
- (2) If an authorised officer impounds an item under subclause (1), he or she must serve a notice in a form approved by the Council, on the owner as soon as possible after the item is impounded.
- (3) If the identity or whereabouts of the owner of the item impounded under subclause (1) is unknown, the authorised officer must take reasonable steps to ascertain the owner's identity and/or whereabouts prior to exercising his or her powers under subclause (1).
- (4) The Council is entitled to retain out of the proceeds of sale of any impounded item its reasonable costs incurred in impounding, keeping or selling them.

#### **12. Delegation**

The powers of the Council under this Local Law to:

- (a) impound an item under clause 11;
- (b) issue, refuse or revoke a permit;
- (c) issue, sign, revoke, exempt, require or cancel any notice, order or agreement; and
- (d) enforce any matter –

are delegated to the Chief Executive Officer of the Council and to all authorised officers who are also members of Council staff.

### **PART 4 – ENFORCEMENT**

#### **13. Offences**

A person is guilty of an offence against this Local Law if the person:

- (a) does something which a provision of this Local Law prohibits to be done;
- (b) fails to do something which a provision of this Local Law requires to be done;
- (c) engages in activity without a current permit where this Local Law requires a person to obtain a permit before engaging in that activity;
- (d) breaches or fails to comply with a direction of an authorised officer under this Local Law;
- (e) fails to comply with a condition of a permit issued under this Local Law; or
- (f) fails to remedy a thing in accordance with a Notice to Comply by the date and time stated in the Notice to Comply.

#### **14. Infringement Notices**

- (1) Where an authorised officer reasonably believes that a person has committed an offence against this Local Law, the authorised officer may issue an infringement notice to the person in a form approved by the Council, as an alternative to a prosecution for the offence.
- (2) A person to whom an infringement notice has been issued must pay to the Council the amount specified in the notice within 28 days.
- (3) A person served with an infringement notice is entitled to disregard the notice and defend the prosecution in Court.
- (4) An infringement notice may be waived by an authorised officer following representations from any person served with an infringement notice or made on behalf of that person.

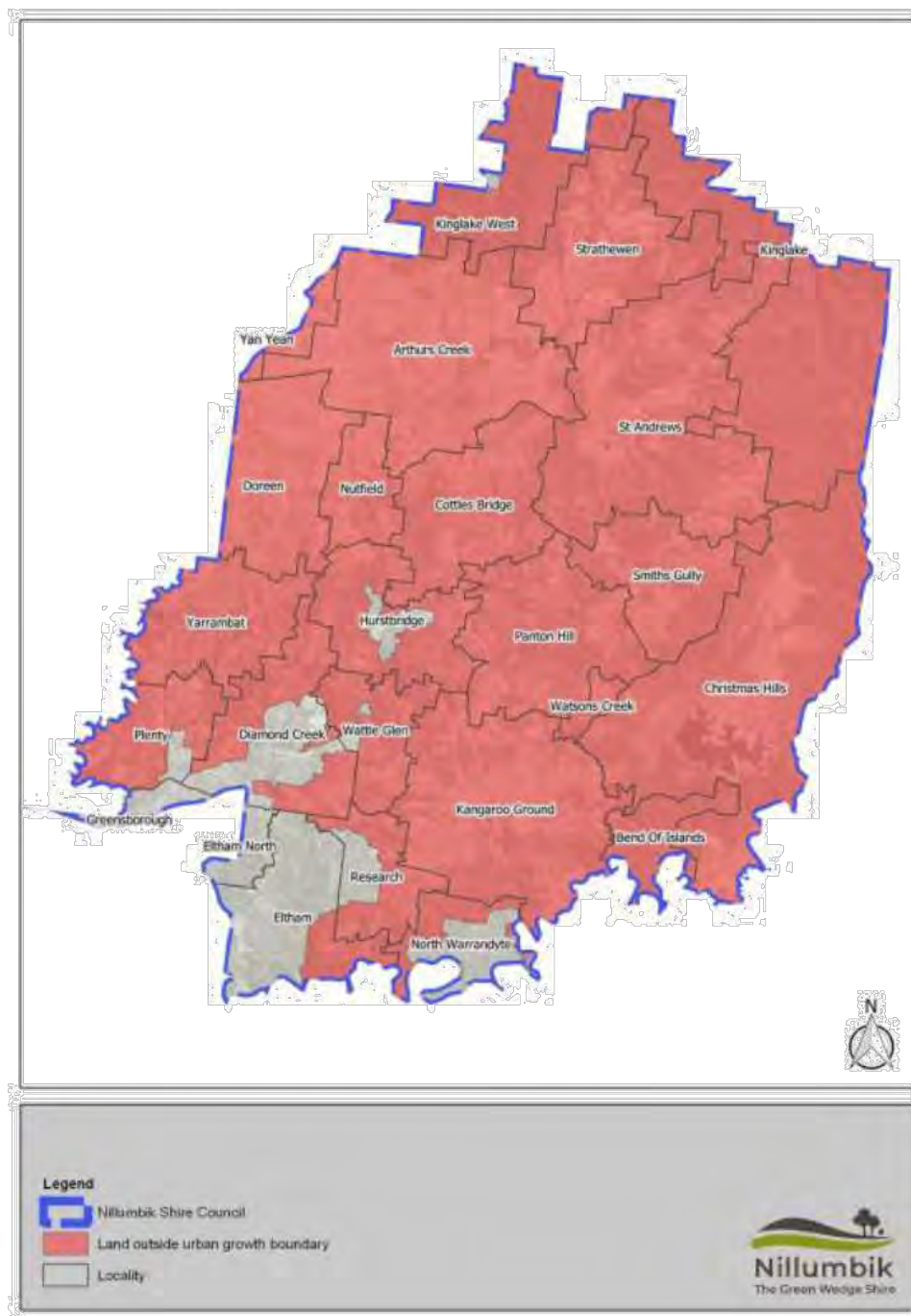
#### **15. Penalties**

- (1) The fixed penalty in respect of an infringement notice is set out in Schedule 1.
- (2) A person guilty of an offence is subject to the penalties set out in Schedule 1.

## PROHIBITION OF FIREWORKS LOCAL LAW

### SCHEDULE 1 - APPLICATION

Map showing all land (shaded) located outside the urban growth boundary within Nillumbik including land within the townships of St Andrews and Panton Hill.





## PROHIBITION OF FIREWORKS LOCAL LAW

### SCHEDULE 2 – PENALTIES

Clause	Offence	Infringement notice fixed penalty	On conviction first offence
7	Failing to obtain a permit to discharge fireworks from private property outside the urban growth boundary		
8	Failing to comply with a direction of an authorised officer		
9	Failing to comply with a Notice to Comply		

Nillumbik Shire Council

# Meeting Procedure Local Law 2017

Date of operation 7 July 2017

Clauses 1-14 of this Local Law ceased to be in operation  
from 25 August 2020 having been superseded by  
Council's Governance Rule - Meeting Procedure  
adopted 25 August 2020

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# **1 Introduction**

## **1.1 Title**

This Local Law is known as the 'Meeting Procedure Local Law 2017'.

## **1.2 Purpose**

The purpose of this Local Law is to:

- a) regulate proceedings at Council Meetings, Special Committee Meetings and other meetings conducted by or on behalf of Council where Council has resolved that the provisions of this Local Law are to apply;
- b) regulate proceedings for the election of the Mayor, Deputy Mayor and Chairpersons;
- c) facilitate community engagement by providing opportunities at meetings for community members to express their views;
- d) ensure the efficient and orderly conduct of meetings;
- e) regulate the use and keeping of the common seal; and
- f) ensure the peace, order and good government of the municipal district.

## **1.3 Authorising Provisions**

This Local Law is made under sections 91(1) and 111(1) of the *Local Government Act 1989*. Under section 91(1) of the Act 'a council must make laws governing the conduct of meetings of the Council and Special Committees.'

## **1.4 Commencement and area of operation**

This Local Law comes into operation on the day following the publication of the making of it in the *Government Gazette* pursuant to section 119(3) of the Act. This Local Law operates throughout the municipal district of the Council.

## **1.5 Revocation**

On the commencement of this Local Law, the Meeting Procedure Local Law made by Council on 28 April 2015 is hereby revoked.

## **1.6 Sunset provision**

This Local Law ceases to operate 10 years after the day on which it is made unless revoked earlier.

## **1.7 Definitions**

Unless inconsistent with the subject matter, the following words have the meaning indicated:

<b>Words</b>	<b>Meaning</b>
Act	<i>Local Government Act 1989</i>
Agenda	a document, electronic or paper, in the form of a notice which specifies the date, time and place of a Meeting and the business to be transacted at the Meeting and includes any accompanying documents

<b>Words</b>	<b>Meaning</b>
Assembly of Councillors	has the same meaning as defined in section 3 of the Act
Authorised Officer	a person appointed by the Council under section 224 of the Act
Business days	Monday to Friday inclusive of each week except for Public Holidays
Chairperson	the Chairperson of a meeting and includes an acting or temporary Chairperson
Chief Executive Officer	the Chief Executive Officer of Council, and includes a person acting as Chief Executive Officer
Clause	a clause of this Local Law
Committee Meeting	a meeting of a Special Committee
Common Seal	the common seal of Council
Council	Nillumbik Shire Council
Councillor	a Councillor of Nillumbik Shire Council
Council Meeting	any Ordinary or Special Meeting of Council
Deputy Mayor	the Deputy Mayor of Council and any person acting as Deputy Mayor
Majority of the votes	the votes cast by a majority of the Councillors or members of the Special Committee present at a meeting at the time the vote is taken
Mayor	the Mayor of Council and any person acting as Mayor
Meeting	includes an Ordinary Meeting, Special Meeting and a Special Committee Meeting but does not include an Assembly of Councillors
Minutes	the official written record of the proceedings and decisions of a meeting which have been signed by the Mayor/Chairperson
Motion	a proposal framed in a way that will result in the opinion of the Council being expressed or a Council decision being made
Municipal district	the area from time to time comprising the municipal district of Council
Notice of Motion	a notice setting out the text of a motion which a Councillor or a Committee member proposes to move at the next relevant meeting



Words	Meaning
Offence	an act or default contrary to this Local Law
Ordinary Meeting	an Ordinary Meeting of Council
Penalty unit	has the same meaning as ascribed to it by section 110 of the <i>Sentencing Act 1991</i>
Point of order	a procedural point, not involving the substance of a matter before a meeting
Procedural Motion	means a motion which relates to a procedural matter only and which is not designed to produce any substantive result but used merely as a formal procedural measure.
Resident	a person who has a place of residence within the municipal district
Senior Officer	has the same meaning as prescribed in the Act
Special Committee	a Special Committee established by Council under section 86 of the Act
Special Meeting	a Special Meeting of Council
Visitor	any person (other than a Councillor or member of Council staff) who is in attendance at a Council Meeting or a Special Committee Meeting
Written	includes duplicated, photocopied, photographed, transmitted by facsimile, transmitted electronically, printed or typed

## **2      Notices and Agendas**

### **2.1      Date, time and place of meetings**

The dates, times and places of meetings are within the discretion of Council.

Council may, by resolution, at an Ordinary Meeting or a Special Meeting alter the day and time upon which any Ordinary Meeting or Special Meeting shall be held.

An Ordinary and Special Meeting must not continue after 10.30pm unless a majority of Councillors present vote in favour of the meeting continuing.

### **2.2      Notice of meeting**

The Chief Executive Officer must give at least seven days' public notice of the date, time and place of a meeting in accordance with the Act, unless urgent or extraordinary circumstances prevent compliance with this clause.

The Chief Executive Officer must ensure that the agenda for any Ordinary Meeting or Special Meeting of Council is provided to every Councillor at least two business days before the meeting.

### **2.3      Attendance at meetings**

In accordance with section 89(1) of the Act, all meetings of Council must be open to members of the public unless section 89(2) of the Act applies.

Council may resolve, in accordance with section 89(2) of the Act, that its meeting be closed to members of the public if the meeting is discussing:

- a)      personnel matters;
- b)      the personal hardship of any resident or ratepayer;
- c)      industrial matters;
- d)      contractual matters;
- e)      proposed developments;
- f)      legal advice;
- g)      matters affecting the security of Council property;
- h)      any other matter which Council or the Special Committee considers would prejudice Council or any person; or
- i)      a resolution to close the meeting to members of the public.

### **2.4      Business to be transacted**

No business shall be transacted at an Ordinary Meeting or Special Meeting of Council unless it appears on the agenda.

Notwithstanding the above, an item of business which has:

- a)      been referred to Council by a Special Committee which has met since the agenda was prepared; or
- b)      arisen since the preparation of the agenda, and is of such importance that deliberation by Council cannot be delayed,

may be considered by Council only if admitted in accordance with the provisions of clause 6.15.

### **3      Quorum**

#### **3.1      Quorum**

The quorum in relation to Council Meetings is a majority of the number of Councillors.

The quorum in relation to Special Committees is a majority of the number of persons who comprise the committee and who are entitled to vote, or such other number as Council specifies when establishing the committee.

#### **3.2      Failure to raise or maintain a quorum**

If a quorum cannot be formed within 30 minutes of the time appointed for the commencement of a Council Meeting, then the meeting may be adjourned for not more than seven days by:

- a)      a resolution of the majority of the Councillors present; or
- b)      if there are not any Councillors present, by the Chief Executive Officer; or;
- c)      in the absence of the Chief Executive Officer, any other Senior Officer present at the meeting.

If the meeting cannot be maintained due to the temporary absence of Councillors because of a conflict of interest or any other reason, the Chairperson can temporarily adjourn the meeting for up to 10 minutes.

The Chief Executive Officer must give all Councillors notice of the resumption of the adjourned meeting.

#### **3.3      Inability to maintain a quorum due to declarations of conflict of interest**

If during any meeting it becomes apparent to the Chairperson that it will not be possible to maintain a quorum due to the number of Councillors who have disclosed a conflict of interest in an item of business and will be unable to vote, the Chairperson shall direct that item of business be deferred and be considered at the next available meeting when a quorum can be reached or, alternatively, until the Chief Executive Officer is able to obtain an exemption from the Minister in accordance with section 80(2) of the Act.

### **4      Call of the Council**

#### **4.1      Call of the Council**

If a quorum of Council cannot be formed and maintained due to the absence of Councillors, the Minister or the Chief Executive Officer may require all Councillors to attend a Call of the Council Meeting. This is reflected in section 85 of the Act.

A Call of the Council Meeting must be treated as a Special Meeting.

The Minister responsible for administering the Act (or a person appointed by the Minister) is entitled to attend and speak at a Call of the Council Meeting which he or she has required Councillors to attend.

If a Councillor does not attend within 30 minutes after the time fixed for a Call of the Council Meeting, or remain at the Meeting, the Chief Executive Officer must immediately advise the Minister in writing.

## **5      Minutes**

### **5.1      Minutes**

At every Council Meeting and Special Committee Meeting the minutes of the preceding meeting(s) must be dealt with as follows:

- a) a copy of the minutes, either electronic or paper, must be provided to each Councillor no later than two business days before the meeting at which the minutes are to be confirmed; and
- b) the minutes must be confirmed by a motion of Council or the Special Committee and signed by the Chairperson.

When confirmation of the minutes is being dealt with at the meeting, a Councillor dissatisfied with the accuracy of the minutes can express opposition in regards to a particular matter on the basis that the record is incomplete or inaccurate. The Councillor must specify the particular item in the minutes and can, after asking any question to clarify the matter, propose a motion clearly outlining the alternative wording to amend the minutes.

When a motion is moved to rectify an alleged error as indicated in the preceding paragraph, the motion must be seconded and shall be dealt with in accordance with clauses 8.2.3 and 8.2.4 of this Local Law.

At the discretion of the Chairperson a decision on the confirmation of the minutes may be deferred until later in the meeting or until the next meeting as appropriate, or the matter may be put to the vote.

No discussion or debate on the confirmation of minutes will be permitted except where their accuracy as a record of proceedings of the meeting to which they relate is questioned.

The minutes must be documented and each item numbered consecutively.

The Chief Executive Officer (or other person authorised by the Chief Executive Officer to attend the meeting and to take the minutes of such meeting) must keep minutes of each Council Meeting, and Special Committee Meeting and those minutes must record:

- a) the names of the Councillors and/or Committee members present and the names of the Councillors and/or Committee members who have submitted apologies or have been granted leave of absence;
- b) the names of staff members present at the meeting;
- c) arrivals and departures (including temporary departures of Councillors and/or Committee members during the course of the meeting);
- d) declarations of conflict of interest;
- e) each motion and amendment moved (including motions and amendments that lapse for the want of a seconder) and motions and amendments withdrawn by resolution or with the consent of both the mover and seconder of the motion or amendment;
- f) whether motions or amendments lapsed or were withdrawn, carried or lost;
- g) the vote cast (if any) by each Councillor and/or Committee member upon a division, either for, against or abstaining, and the declaration of the result of the division on the motion or amendment;
- h) questions from the gallery and responses to those questions;

- i) the failure of a quorum;
- j) closure of the meeting to members of the public in accordance with the provisions of section 89(2) of the Act;
- k) when specifically requested by a Councillor, a record of their support or opposition for any motion;
- l) a summary of all committee reports presented to Council;
- m) the time and reason for any adjournment of the meeting or suspension of standing orders; and
- n) any other matter which the Chief Executive Officer (or other person authorised by the Chief Executive Officer) thinks should be recorded to clarify the intention of the meeting or the reading of the minutes .

## **6 Business of a Meeting**

### **6.1 Order of Business of a meeting**

The order in which business is listed on the agenda is determined by the Chief Executive Officer and should be kept consistent from meeting to meeting.

The Chief Executive Officer may include any matter on the agenda that he or she believes should be considered by the Council.

Subject to any resolution providing otherwise, the order of business of any Ordinary Meeting must be as follows:

1. Welcome
2. Reconciliation Statement
3. Prayer
4. Apologies
5. Declarations of Conflict of Interest
6. Presentations
7. Confirmation of Minutes
8. Petitions
9. Questions from the Gallery
10. Reports of Advisory Committees
11. Reports of Special Committees
12. Officers' Reports
13. Notices of Motion
14. Delegates' Reports
15. Supplementary and Urgent Business
16. Confidential Reports



## **6.2      Reconciliation Statement**

At each Ordinary Meeting, the Mayor shall read out a civic statement of acknowledgement of prior indigenous occupation.

## **6.3      Prayer**

At each Ordinary Meeting, the Mayor or nominee shall read out a Prayer.

## **6.4      Apologies**

If a Councillor is an apology at an Ordinary Meeting, Special Meeting or Special Committee Meeting the apology will be noted by resolution in the minutes.

## **6.5      Conflicts of Interest**

Section 77A of the Act defines when a Councillor will have a conflict of interest. The onus is on the Councillor to identify any conflicts of interest in matters before Council or a Special Committee.

Councillors must comply with the requirements of Section 79 (Disclosure of conflict of interest) of the Act.

A Councillor or Member of a Special Committee who has a conflict of interest in a matter before Council:

- a)      should complete a 'Disclosure of Conflict of Interest Form' and lodge it with the Chief Executive Officer prior to the commencement of the Meeting;
- b)      must disclose any conflict of interest which he/she has in an item of business at the time specified on the Agenda;
- c)      must immediately before the consideration of the relevant matter, classify the conflict of interest as either a direct interest or an indirect interest, specifying the particular kind of any indirect interest, and describing the nature of the interest;
- d)      must leave the Chamber prior to discussion on the matter;
- e)      must notify the Chairperson that he/she is leaving the Chamber; and
- f)      must remain outside the Chamber or any other area in view or hearing of the Chamber until the vote has been taken.

In the event that the Chairperson has disclosed a conflict of interest he/she must vacate the Chair and a temporary Chairperson must be elected in accordance with clause 14.3.

Where a Councillor has vacated the Chamber after disclosing a conflict of interest, the Councillor must be called back into the Chamber before the meeting can advance to the next item of business.

A member of Council staff must comply with sections 80B and 80C of the Act.

## **6.6      Presentations**

At each Ordinary Meeting, presentations of monetary grants, certificates of appreciation or other acknowledgements that recognise the outstanding achievements of local individuals and organisations who have made a significant contribution to Nillumbik, may be made by the Mayor or Councillors.

## **6.7      Confirmation of Minutes**

The confirmation of minutes shall take place in accordance with clause 5.1.

## **6.8      Petitions**

The Council may, by resolution, accept electronic petitions if it is satisfied that the petition is authentic and has been received from a legitimate website.

A person may lodge a petition with Council, provided that if the petition is lodged one week prior to the next Ordinary Meeting it will be included in the Council agenda for that meeting.

A person lodging a petition is to ensure that the petition contains:

- a)      a clear and concise statement identifying the subject matter; and
- b)      a heading on each page indicating the subject matter; and
- c)      a brief statement on each page of the subject matter and the action requested; and
- d)      a statement specifying the number of signatories; and
- e)      the full printed name, address and signature of the person lodging the petition at the end of the petition.

Petitions must not be indecent, abusive or objectionable in language or substance.

Every page of the petition must bear the wording of the whole of the petition or request and include the name, address and signature of petitioners.

Signatures appearing on a page of a petition which does not bear the wording of the whole of the petition or request, must not be considered by Council.

A petition will be presented by a Councillor at the Council Meeting

The Councillor presenting the petition:

- a)      shall identify the issue;
- b)      shall state the number of signatures attached to the petition;
- c)      shall read the petition in full or precis form; and
- d)      may move 'That the petition be received and noted' and any other action appropriate.

In the case of a petition containing fewer than 15 signatures, it will not be presented at the Council meeting and will, instead, be forwarded to the relevant General Manager for response.

## **6.9      Questions from the Public**

There shall be a public question time at every Ordinary Meeting of Council to enable members of the public to address questions to Council. Questions are limited to a maximum of two questions per individual. Questioners are expected to disclose any personal or professional interests in the subject matter of their questions on the question forms available at the Civic Centre or on Council's website.

All such questions must be received in writing and must include the name of the person asking the question. Where there are more than two questions received from any person, the Chief Executive Officer will determine the two questions to be read and answered at the meeting.

All such questions must be received by the Chief Executive Officer or other person authorised for this purpose by the Chief Executive Officer no later than 5pm on the day prior to the advertised date of the Ordinary Meeting.

Questions may be delivered to the Civic Centre or submitted electronically through Council's website.

A question will only be read to the meeting if the Chairperson and/or Chief Executive Officer has determined that the question:

- a) is a question and not a statement or opinion;
- b) is not indecent, abusive or objectionable in language or obscene;
- c) is not repeating a question already answered whether at the same or an earlier meeting;
- d) is not, in the opinion of the Chairperson, asked to embarrass a Councillor or an officer; and
- e) does not relate to a matter which the Council has discussed in camera or proposes to discuss after closing the meeting to members of the public in accordance with section 89(2) of the Act.

The procedure and sequence for dealing with a question is that the Chairperson:

- a) shall name the questioner and enquire if they are present in the gallery;
- b) shall read out the question provided the questioner is present; and
- c) may answer the question or direct the question as he/she deems appropriate.

Questions must be answered, taken on notice or disallowed. All questions and answers shall be as brief as possible.

Question time shall be limited to a period of up to 15 minutes.

Council will allocate a reasonable time to each person who wishes to address a question to Council having regard to:

- a) the nature of the matter to be discussed;
- b) the priorities in relation to other Council business;
- c) other members of the community present who also wish to address a question to Council, and
- d) the overall time limit for question time.

#### **6.10 Reports of Advisory Committees**

Minutes of Council's Advisory Committees will be presented in the agenda.

#### **6.11 Reports of Committees**

Any report of a Special Committee must:

- a) contain a recommendation to Council; and
- b) be included in the agenda for the next convenient meeting of Council.

#### **6.12 Officers' reports**

Officers' reports will be presented in the agenda. The Chairperson can exercise his/her discretion as to whether to accept a question from a Councillor to a Council officer about a report and the Council officer may take the question on notice.



### **6.13    Notices of motion**

Subject to clause 2.4 of this Local Law, a Councillor may move a motion if notice of such motion has been given in accordance with this Local Law.

A Notice of Motion must be lodged with the Chief Executive Officer in written form by 12 noon one week prior to the Ordinary Meeting of Council at which it is to be considered. Any Notice of Motion received after that time must, unless withdrawn in writing, be included on the agenda for the next following Ordinary Meeting of Council.

A Councillor may also give a Notice of Motion at a Council Meeting in which case, the item will be listed at the next following Ordinary Meeting of Council.

The full text of the proposed motion must be included on the agenda. No other explanatory information will be included on the agenda.

The Chief Executive Officer may reject a Notice of Motion if he or she is of the opinion that it is:

- a)      defamatory;
- b)      objectionable in language or nature;
- c)      vague or unclear in intention; or
- d)      outside the powers of Council.

If the Chief Executive Officer rejects a Notice of Motion under this clause, he or she will inform the Councillor who lodged it of that rejection and the reasons for it.

The Chief Executive Officer must cause all Notices of Motion to be numbered, dated and entered in the Notice of Motion Register in the order in which they are received.

Except by leave of the Council, each Notice of Motion before any meeting must be considered in the order in which they were entered in the Notice of Motion Register.

If a Councillor who has given a Notice of Motion:

- a)      is absent from the meeting; or
- b)      fails to move the motion when called upon by the Chairperson;

any other Councillor may move the motion.

If the motion is not moved and seconded then the Notice of Motion lapses.

If a Councillor proposing a Notice of Motion wishes to amend the Notice of Motion he/she may do so by seeking leave of Council to amend the Notice of Motion prior to it being seconded.

Except where the Notice of Motion is to confirm a previous resolution of Council, the Notice of Motion may be amended by resolution of Council.

If a Notice of Motion, whether amended or not, is lost, a similar motion cannot again be put before Council for a period of three calendar months from the date it was lost.

A preamble to a Notice of Motion is an explanatory statement that explains the purpose of the Notice of Motion. A Councillor lodging a Notice of Motion must ensure that the content of any preamble provided remains factual.

### **6.14    Delegates' reports**

At each Ordinary Meeting, Councillors will have the opportunity to speak for up to three (3) minutes in their capacity as a Council delegate to an external organisation.

### **6.15 Urgent business**

Business must not be admitted as urgent business unless it:

- a) relates to a matter which has arisen since distribution of the agenda; and
- b) cannot safely or conveniently be deferred until the next Ordinary meeting.

Urgent Business items shall be admitted at the discretion of the Chairperson.

## **7 Addressing the Meeting**

### **7.1 Addressing the meeting**

Except for the Chairperson, any Councillor or person who addresses the meeting must direct all remarks through the Chair.

Any person addressing the Chair must refer to the Chairperson as:

- a) Mayor; or
- b) Mr Mayor; or
- c) Madam Mayor; or
- d) Chair; or
- e) Mr Chairperson; or
- f) Madam Chairperson.

Councillors and members of Council staff in speaking must address each other by their titles of Councillor or Officer as the case may be.

## **8 Meeting Procedures**

### **8.1 Voting**

Voting shall be in accordance with the Act. A matter will be determined in the affirmative if the majority of Councillors at a meeting at the time the vote is taken vote in favour of it.

A Councillor has the right to abstain from voting.

Councillors must remain seated in silence while a vote is being taken

Unless Council resolves otherwise, voting on any matter will be by a clear show of hands so that the Chairperson can easily record the count.

#### **8.1.1 Recount of vote**

The Chairperson may direct that the vote be re-counted as often as may be necessary for him or her to satisfy himself or herself of the result.

#### **8.1.2 Casting Vote**

In the event of an equality of votes, the Chairperson has a casting vote.

This clause does not apply in the event of an equal number of votes in respect of the election of the Mayor or Deputy Mayor or in cases where the Act provides that a matter is to be determined by lot.

### 8.1.3 Division

Immediately after any matter is voted upon and before the next item of business has commenced, a Councillor may call for a division.

When a division is called, the vote already taken must be treated as a nullity and the voting by division shall decide the motion or amendment. Any Councillor may change their original vote at the voting on the division.

When a division is called, the Chairperson must:

- a) first ask each Councillor wishing to vote in the affirmative to raise a hand and, upon such request being made, each Councillor wishing to vote must raise one of his or her hands. The Chairperson must then state, and the Chief Executive Officer (or any person authorised by the Chief Executive Officer to attend the meeting and take the minutes of such meeting) must record the names of those Councillors voting in the affirmative; and
- b) then ask each Councillor wishing to vote in the negative to raise a hand and, upon such request being made, each Councillor wishing to vote in the negative must raise one of his or her hands. The Chairperson must then state, and the Chief Executive Officer (or any person authorised by the Chief Executive Officer to attend the meeting and take the minutes of such meeting) must record the names of those Councillors voting in the negative; and
- c) if required, then ask each Councillor wishing to abstain from voting to raise a hand and, upon such request being made, each Councillor wishing to abstain from voting must raise one of his or her hands. The Chairperson must then state, and the Chief Executive Officer (or any person authorised by the Chief Executive Officer to attend the meeting and take the minutes of such meeting), must record the names of those Councillors abstaining from voting.

### 8.1.4 Declaration of vote

The Chairperson must declare the result of the vote as soon as it is taken.

### 8.1.5 Resolution not to be discussed after it is carried

Except in the case of a motion of rescission or alteration or a Councillor wishing to have his or her opposition to the motion recorded, no resolution may be discussed after the vote upon it has been declared.

### 8.1.6 Recording of opposition to motion

Any Councillor may ask that his or her opposition to a motion adopted by the meeting be recorded. It must then be recorded in the minutes of the meeting.

## 8.2 Motions and Amendments

### 8.2.1 Form of motion or amendment

A motion or an amendment:

- a) must relate to the powers or functions of Council;
- b) may be in writing or verbal however, the Chairperson may insist that it be in writing and tabled when the motion or amendment is moved; and
- c) except in the case of urgent business, must be relevant to an item of business on the agenda.

A motion or amendment must be clear and unambiguous and must not be defamatory or objectionable in language or nature.

The Chairperson may refuse to accept any motion or amendment which contravenes this clause.

#### 8.2.2 Moving a motion or amendment

The procedure for any motion or amendment is:

- a) the mover must state the motion or amendment and then move it without speaking to it;
- b) the Chairperson must call for a seconder; and
- c) a motion or amendment which is not seconded lapses for want of a seconder.

Any Councillor can move or second a motion but not an amendment if they have moved or seconded a motion upon which the amendment is based.

#### 8.2.3 Unopposed motion or amendment

If a motion or an amendment is seconded the Chairperson must first ask if there are any questions and then if there is any opposition.

The mover of any motion may speak to that motion.

If no Councillor indicates opposition, it must be declared to be carried.

#### 8.2.4 Debate of opposed motion or amendment

If any Councillor indicates opposition to a motion or amendment which has been seconded:

- a) the Chairperson must call the mover to address Council upon it;
- b) after the mover has spoken, the Chairperson must call upon the seconder to address the meeting;
- c) after the seconder has addressed the meeting (or after the mover if the seconder does not wish to speak) the Chairperson must call upon the first speaker in opposition to address the meeting;
- d) after the mover, seconder and first speaker in opposition have had the opportunity to address the Meeting the Chairperson will call for speakers for and against the motion or amendment in alternate sequence until the sequence of speakers is exhausted; and
- e) a Councillor may speak once on the motion or amendment except for the mover of the motion who has a right of reply unless the motion has been amended, and after which the motion or amendment must be put to the vote.

A Councillor calling the attention of the Chairperson to a Point of Order is not regarded as speaking to the motion.

#### 8.2.5 Moving an Amendment

Once a motion has been moved and seconded, it may be amended by leaving out or adding words which must be relevant to the original motion and framed so as to complement it as an intelligible and consistent whole.

Any amendment may be proposed or seconded by any Councillor, other than the mover or seconder of the original motion.



If any Councillor intends to move an amendment, he or she must give notice of that intention prior to the right of reply being exercised.

No amendment shall be moved that is contrary in substance to the original motion or negates the motion upon which it has been moved.

#### 8.2.6 Motion or amendment not to be withdrawn without consent

A motion or amendment cannot be withdrawn without the consent of the meeting by resolution.

#### 8.2.7 No right of reply for amendments

The mover of an amendment has no right of reply.

#### 8.2.8 Who may debate an amendment

A Councillor may address the Meeting once on any amendment, whether or not they have spoken to the original motion, but debate must be confined to the terms of the amendment.

#### 8.2.9 How many amendments may be proposed

Any number of amendments may be proposed to a motion but only one amendment may be accepted by the Chair at any one time.

#### 8.2.10 Second or subsequent amendments

A second or subsequent amendment cannot be moved until the immediately preceding amendment is resolved.

A Councillor cannot move more than two amendments in succession.

#### 8.2.11 An amendment once carried

If an amendment is carried it becomes the substantive motion and, unless subject to further amendment and debate, must be put to the vote by the Chairperson but only after Councillors who did not speak to the original motion have exercised their right to do so.

#### 8.2.12 Foreshadowing a motion

A Councillor may foreshadow a motion to inform the Council of his or her intention to move a motion at a later stage in the Meeting, but this does not extend any special rights to the foreshadowed motion.

A foreshadowed motion may be prefaced with a statement that in the event a particular motion before the Chair is resolved in a certain way a Councillor intends to move an alternative or additional motion.

Since a foreshadowed motion has no procedural standing and is merely a means to assist the flow of the meeting, it will not be recorded in the minutes.

The foreshadowed motion must be relevant to the debate in progress.

#### 8.2.13 Separation of a Motion

Where a motion contains more than one part, a Councillor may request the Chairperson to put the motion to the vote in separate parts. If the Chairperson does not consent to the request then Council may determine the matter as per clause 8.5.3 (Disagreeing with the Chairperson's ruling).

#### 8.2.14 Deferral of a Motion

Council may defer an item until later in the Meeting or until another Meeting as appropriate if further consideration or clarification is required prior to a decision being made. The decision to defer an item is a substantive motion, and may be debated.

#### 8.2.15 Motions in Writing

If a Councillor wishes to move a motion, and the motion is lengthy, complicated or the exact intention of the motion is unclear, the Chairperson may request the Councillor to submit their motion in writing.

The Chairperson may suspend the Meeting while the motion is being written.

#### 8.2.16 Debating a Motion

Debate must always be relevant to the motion before the Chair, and if not, the Chairperson must request the speaker to confine debate to the subject motion.

If after being told to confine debate to the motion before the Chair, the speaker continues to debate irrelevant matters, the Chairperson may disallow the speaker any further opportunity to debate or comment in respect to the matter before the Chair.

#### 8.2.17 Debate from the Chair

The Chairperson should seek to refrain from debate on motions. The Chairperson may however choose to exercise a right to speak in favour of or against a motion and where this is the case, the Chairperson must advise the Council of their intention and stand while speaking to the matter under discussion.

Where the Chairperson wishes to move or second a motion, they must temporarily vacate the Chair before the motion is considered by Council. A temporary Chairperson must be elected in accordance with clause 14.

#### 8.2.18 Resumption of adjourned debate

The business to which the debate relates must be placed on the Agenda of the Meeting to which it is adjourned. Adjourned business should have priority over any other business except formal business.

If a debate is adjourned by motion, the Councillor moving the adjournment has the right to be the first speaker upon the resumption of debate unless he or she has already spoken to the motion or amendment.

#### 8.2.19 Rescission motions

A Rescission Motion is a motion to rescind or vary a previous decision of Council.

A Notice of Rescission must be submitted by a minimum of two Councillors, who must both authorise the Notice of Rescission in writing. The Notice of Rescission must be submitted to the Chief Executive Officer in writing, and must:

- a) identify the resolution which is proposed to be rescinded and
- b) the date of the meeting that the resolution was carried.

The Chief Executive Officer must include the Notice of Rescission on the agenda for the next Council Meeting provided that:

- a) The Notice of Rescission has been submitted no later than 12noon on the Tuesday prior to the next Council Meeting, and
- b) The resolution proposed to be rescinded has not already been acted upon.

A Rescission Motion listed on the agenda may be moved by any Councillor present but may not be amended.

A second or subsequent notice to rescind or alter an earlier resolution must not be accepted by the Chief Executive Officer until a period of two months (60 days) has elapsed since the date of the Meeting at which the original motion of rescission or alteration was dealt with, unless Council resolves that the matter be dealt with at a future meeting.

This clause will not apply if the CEO, in consultation with the Mayor, considers that significant new information has become available since the previous rescission motion that warrants inclusion of the subsequent rescission motion in the agenda.

The Chief Executive Officer or an appropriate member of Council staff may implement a resolution at any time after the close of the meeting at which it was made. A resolution will therefore be deemed to have been acted on if:

- a) its contents have or substance has been formally communicated to a person whose interests are materially affected by it; or
- b) a statutory process has been commenced,

so as to vest enforceable rights in or obligations on Council or any other person.

The Chief Executive Officer or an appropriate member of Council staff must defer implementing a resolution which:

- a) has not been acted on; and
- b) is the subject of a notice of rescission which has been delivered to the Chief Executive Officer in accordance with this clause,

unless deferring implementation of the resolution would have the effect of depriving the resolution of efficacy.

### **8.3      Procedural Motions**

#### **8.3.1    Procedural motions**

A procedural motion is one dealing with the conduct of the Meeting itself, and takes precedence over a substantive motion.

A procedural motion may be moved at any time and must be dealt with immediately by the Chairperson in accordance with the Procedural Motion table below.

Procedural motions are not required to be seconded.

The mover of a procedural motion must not have moved or seconded the question before the Chair or any amendment of it.

A procedural motion cannot be moved by the Chairperson.

The mover has the right or obligation to justify the procedural motion, thereafter debate is not permitted unless allowed at the discretion of the Chairperson and the mover does not have a right of reply.

A procedural motion cannot be amended.

<b>Procedural Motion</b>	<b>When motion prohibited</b>
That the meeting be adjourned to *am/pm or *date	During the election of a Chairperson When another Councillor is speaking
That this meeting be adjourned until further notice	During the election of Chairperson During a meeting which is a Call of the Council When another Councillor is speaking
That the motion now be put	During nominations for Mayor, Deputy Mayor and Chairperson When moved by a Councillor who has already spoken to the motion or amendment
That the order of business be adjusted as follows...	During the election of Mayor, Deputy Mayor and Chairperson

#### **8.4 Speaking to the meeting**

##### **8.4.1 Time limits**

A Councillor must not speak longer than the time set out below, unless granted an extension by the Chairperson;

- a) the mover of a motion or an amendment five (5) minutes;
- b) the seconder of a motion or an amendment three (3) minutes;
- c) any other member three (3) minutes; and
- d) the mover of a motion exercising a right of reply two (2) minutes.

##### **8.4.2 Interruptions, interjections and relevance**

The Chairperson is responsible for the conduct of orderly Council Meetings in accordance with this Local Law.

A Councillor must not be interrupted except by the Chairperson or upon a point of order or personal explanation.

If a Councillor is interrupted by the Chairperson or upon a point of order or personal explanation, he or she must remain silent until the Chairperson has ceased speaking, the point of order has been determined or the personal explanation has been given.

A Councillor must not digress from the subject-matter of the motion or business under discussion.

The mover of a motion must not introduce fresh matter when exercising any right of reply.

At the discretion of the Chairperson, questions from Councillors to Council Officers or to other Councillors, may be disallowed if it is considered they are asked for purposes other than the simple soliciting of information



#### 8.4.3    Priority of address

In the case of competition for the right to speak, the Chairperson must decide the order in which the Councillors concerned will be heard consistent with clause 8.2.4.

### 8.5      Points of order

#### 8.5.1    Points of Order

A point of order is taken when a Councillor officially draws the attention of the Chairperson to an alleged irregularity in the proceedings that contravenes this Local Law or the Act.

Councillors raising a point of order must:

- a)      state the point of order; and
- b)      state any section, clause, paragraph or provision relevant to the point of order.

A Councillor may raise a point of order by drawing the attention of the Chairperson to:

- a)      the fact that a Councillor or member is out of order; or
- b)      an act of disorder, despite the fact that the Chairperson or a Councillor is speaking at the time.

When called to order, a Councillor must sit down and remain silent until the point of order is decided unless he or she is requested by the Chairperson to provide an explanation.

The Chairperson may raise a point of order without it having been raised by a Councillor.

A point of order takes precedence over all other business, including procedural motions.

#### 8.5.2    Chairperson to decide point of order

The Chairperson may adjourn the meeting to consider a point of order, but must otherwise rule upon it as soon as it is taken.

If called upon to do so by a Councillor, the Chairperson must, when ruling on a point of order, state the provision of this Local Law or the Act which is relied on in support of the ruling.

#### 8.5.3    Disagreeing with Chairperson's ruling

A Councillor may move that the meeting disagree with the Chairperson's ruling on a point of order.

When a motion in accordance with this clause is moved and seconded the Chairperson must leave the Chair and a temporary Chairperson, being the Deputy Mayor if present at the meeting, must take his or her place. If Council has not elected a Deputy Mayor or the Deputy Mayor is absent from a meeting of Council, the Chief Executive Officer must take the Chair and invite nominations for a temporary Chairperson. If there is only one nomination (which must be moved and seconded), the candidate nominated is deemed to have been duly elected. If there is more than one nomination, the procedure for the election of the Mayor in Part 14 should be followed.

The temporary Chairperson must invite the mover to state the reasons for his or her dissent and the Chairperson may then reply.

The temporary Chairperson then puts a motion in the following form:

'That the Chairperson's ruling be upheld'.

If the vote is in the:

- a)      affirmative, the Chairperson resumes the Chair and the meeting proceeds.
- b)      negative, the Chairperson resumes the Chair, reverses his or her previous ruling and the meeting proceeds.

The defeat of the Chairperson's ruling is in no way a motion of censure or no-confidence and should not be regarded as such by the meeting.

#### 8.5.4   Personal explanation

A Councillor may, with the consent of the Chair, make a brief personal explanation in respect of any statement affecting him or her as a Councillor.

A personal explanation arising out of a statement at a Council Meeting must be made as soon as possible.

#### 8.5.5   Ordering withdrawal of remark

The Chairperson may require a Councillor to withdraw any remark which is defamatory, indecent, abusive or offensive in language or substance, or that is disorderly or capable of being applied offensively to any other Councillor or member of Council staff, and/or make a satisfactory apology to the Meeting.

A Councillor required to withdraw a remark and/or make an apology must do so immediately without qualification or explanation.

A Councillor must not fail to withdraw a remark or make an apology if twice called to do so by the Chairperson.

#### 8.5.6   Production of documents

A Councillor may request at a Council Meeting, the production of any documents in Council's keeping and relevant to the business being considered.

Upon any request being made the Chief Executive Officer must use his or her best endeavours to produce the documents.

### 8.6      **Suspension of Standing Orders**

#### 8.6.1   Suspension of standing orders

The provisions of this Local Law applicable to a Council Meeting or Special Committee Meeting may be suspended for a particular purpose upon the affirmative vote of the majority of Councillors present.

The suspension of such provisions should be used to enable full discussion of any major issue without the constraints of formal meeting procedure. Suspension of standing orders should not be used purely to dispense with the processes and protocols of the Local Law.

Once the discussion has taken place, and before any motions can be put, the resumption of standing orders will be necessary.

No motion may be accepted by the Chairperson or be lawfully dealt with during any suspension of standing orders other than a motion to resume standing orders.

## **8.7      Adjournments**

### **8.7.1   Adjournment of meetings**

Once a Meeting is declared open, Council may, from time to time, resolve to adjourn the Meeting:

- a)      if the Meeting becomes excessively disorderly and order cannot be restored; or
- b)      to allow for additional information to be presented to a Meeting; or
- c)      in any other situation where an adjournment could aid the progress of the Meeting.

No discussion is allowed on any motion for adjournment of the Meeting, but if on being put the motion is lost, the subject then under consideration must be resolved before any subsequent motion for adjournment is made.

### **8.7.2   Notice for Adjourned Meeting**

If a Meeting is adjourned, the Chief Executive Officer must ensure that the agenda for such a meeting is identical to the Agenda for the Meeting which was resolved to be adjourned.

Except where a Meeting is adjourned until later on the same day, the Chief Executive Officer must give all Councillors written notice of a new date for the continuation of the adjourned Meeting and every reasonable attempt must be made to advise the public of the new Meeting date.

Where it is not practical to provide written notice to Councillors because time does not permit that to occur then a reasonable attempt will be made to contact each Councillor, by telephone, electronic medium, or in person.

If circumstances prevent a meeting continuing until all business has been considered, then unless adjourned the meeting will lapse and any unfinished business will be included on the agenda for the next meeting.

## **9      Conduct during Council Meetings**

### **9.1      Councillor conduct**

A Councillor must comply with the Councillor Code of Conduct during the course of any Meeting.

### **9.2      Suspensions**

If the procedure specified in this clause is followed, Council may suspend a Councillor from a Meeting and for the balance of the Meeting.

A Councillor must not be suspended unless:

- a)      the Chairperson has warned the Councillor that his or her actions are disrupting the business of Council and impeding its orderly conduct; and
- b)      Council resolves that the Councillor's actions following the Chairperson's warning are continuing to disrupt the business of Council and impede its orderly conduct, and that the Councillor should be suspended.

A suspension motion may be moved by any Councillor.

A Councillor must not refuse to leave a meeting when ordered to do so in accordance with this clause.

### **9.3      Gallery to be silent**

Visitors must not interject or take part in any debate or in any other way interrupt the business of the meeting.

Members of the gallery must be silent at all times.

If any visitor is called to order by the Chairperson and thereafter again acts in breach of this Local Law, the Chairperson may order him or her to leave the gallery.

A person must not refuse or neglect to leave a meeting when ordered to do so under this clause.

### **9.4      Removal from Chamber**

If a person (including a Councillor) does not leave the meeting when ordered to leave under clause 9.2 or clause 9.3, the Chairperson may request a member of Victoria Police to remove that person.

## **10      Procedure not provided in Local Law**

### **10.1    Procedure not provided in Local Law**

In all cases not specifically provided for by this Local Law, the matter may be determined by Council resolution.

## **11      Provisions to record Meetings**

### **11.1    Recording proceedings**

The Chief Executive Officer (or another person authorised by the Chief Executive Officer) may record, using electronic recording equipment, webcast or podcast the proceedings of a Council Meeting or Special Committee Meeting. Recordings must be retained for a minimum period of three months from the date of the Meeting.

Media representatives may be permitted to record, using electronic recording equipment, any part of the proceedings of a Council Meeting or Special Committee Meeting. The consent of the Chairperson must not be unreasonably withheld, but may be revoked at any time during the course of the relevant meeting.

Subject to this clause, members of the public must not operate electronic recording equipment at any Council Meeting or Special Committee Meeting without the prior written consent of Council. Such consent may be given only after receipt of a written application and may at any time during the course of such meeting be revoked by the Chairperson.

Members of the public are to be advised if the Meeting is being recorded (audio and video) by venue signage.

## **12      Special Meetings**

### **12.1    Special Meetings**

The Mayor or at least three Councillors may, by a written notice to the Chief Executive Officer, call a Special Meeting of Council. The notice must specify the date and time of the Special Meeting and the business to be transacted.



Council may, by a resolution, call a Special Meeting of Council.

The resolution must specify the date and time of the Special Meeting and the business to be transacted.

The Chief Executive Officer must call the Special Meeting as specified in the notice or resolution.

Unless all Councillors are present and unanimously agree to deal with another matter, only the business specified in the notice or resolution is to be transacted.

Subject to any resolution providing otherwise, the order of business of any Special Meeting must be the order in which such business stands in the agenda for the Meeting.

## **13      Special Committees**

### **13.1    Special Committees**

Council may from time to time establish one or more Special Committees comprising the following:

- a)      Councillors;
- b)      Council staff;
- c)      other persons; or
- d)      any combination of persons referred to in (a), (b) and (c) above.

If Council establishes a Special Committee, this Local Law will apply to meetings of the Special Committee with any necessary modifications. For this purpose:

- a)      a Council Meeting is to be read as a reference to a meeting of the Special Committee;
- b)      a Councillor is to be read as a reference to a member of the Special Committee; and
- c)      the Mayor is to be read as a reference to the Chairperson of the Special Committee.

If Council establishes a Special Committee, Council may resolve that a provision of this Local Law does not apply to that Committee.

The Chairperson of a Special Committee may be elected by members of the Committee unless otherwise determined by Council. The Committee may appoint an Acting Chairperson in the manner in which the Chairperson is ordinarily elected or appointed. The election of the Chairperson is to follow the same procedure as for the election of the Mayor in clause 14.

The agenda for Special Committees will be relevant to the issues which are to be raised at the relevant meeting.

Minutes of meetings of Special Committees will be taken.

If the minutes of any meeting of a Special Committee include a recommendation to Council, the Chief Executive Officer must ensure that such recommendation is reported to the next convenient Council Meeting.

### **13.2   Submissions by public under section 223 of the Act**

A Special Committee must hear any person wishing to be heard in respect of their submission to Council under section 223 of the Act.

Committee members may question any submitter in relation to their submission.

Each speaker is allowed three minutes to speak to their submission.

The Chairperson may use his/her discretion to allow an extension of time for up to a further one minute.

Anyone making a submission and not wishing to appear in person can be represented by another person in accordance with the Act. Submitters will be requested to disclose any personal or professional interests in the subject matter of their submission.

### **13.3   Other public submissions**

In addition to section 223 submissions under the Act, Special Committees may also hear submitters on any items listed on the Special Committee agenda where the person has made application to speak to an item in accordance with Council's procedures.

In respect of these submissions, the Chairperson may, in the case where there are several people representing a common position, encourage the submitters to nominate a single person to speak on the matter.

A person can speak on behalf of themselves for up to three minutes. They may also speak on behalf of one other person or organisation/company for a further period of up to three minutes. No person may speak on behalf of more than one other person or organisation/company, unless Council or the Committee specifically resolves to allow them to do so.

No person is permitted to speak on behalf of an absent submitter or organisation/company unless he/she is authorised in writing by the absent submitter or by an authorised officer of the organisation/company to address Council on their behalf, such document to be tabled by the speaker. Any person so authorised may only read from a written statement prepared by the absent submitter.

## **14   Election of Mayor and Deputy Mayor**

### **14.1   Election of Mayor and Deputy Mayor**

Any Councillor is eligible for election or re-election to the office of Mayor.

The Councillors must elect a Councillor to be the Mayor at a Special Meeting specifically convened for the purpose and held in accordance with the Act as soon as possible after any vacancy in the office of the Mayor occurs.

The agenda for the meeting to elect the Mayor must include:

- a)      the appointment of a temporary chairperson; and
- b)      the election of the Mayor.

The Chief Executive Officer will be the first temporary Chairperson of the meeting at which the election of Mayor is to be conducted but will have no voting rights.

The Chief Executive Officer must invite nominations for a second temporary Chairperson. If there is only one nomination, the candidate nominated is deemed to have been elected. If there is more than one nomination, the Councillors present at the meeting must vote for one of the candidates by show of hands and the candidate receiving a majority of the votes must be declared to have been duly elected.

The second temporary Chairperson must invite nominations for the office of Mayor.

If there is only one nomination (which must be seconded), the candidate nominated is deemed to be elected until the next Special Meeting held to elect the Mayor or the next general election (whichever happens sooner).

If there is more than one nomination (each of which must be seconded), a vote must be taken to elect one of the candidates by a show of hands. In the event of a candidate receiving a majority of the votes, that candidate is declared to have been elected.

In the event that no candidate receives a majority of the votes, the candidate with the fewest number of votes is declared to be a defeated candidate. A further vote will then be taken for the remaining candidates by show of hands.

If one of the remaining candidates receives a majority of the votes, he or she is duly elected. If none of the candidates receives a majority of the votes, the process of declaring the candidate with the fewest number of votes a defeated candidate and voting for remaining candidates by a show of hands (or by such other method as Council determines) must be repeated until one of the candidates receives a majority of the votes. That candidate must then be declared to have been duly elected.

In the event of two or more candidates having an equal number of votes and one of them having to be declared:

- a) a defeated candidate (where there are three or more candidates with equal votes); or
- b) duly elected (where there are two candidates with equal votes),

the temporary Chairperson shall not have a second or casting vote, and the result will be determined by lot.

If a lot is required, the Chief Executive Officer will conduct the lot.

#### **14.2 Mayor to take Chair**

After the election of the Mayor is determined, the Mayor must take the Chair.

The Mayor must take the Chair at all meetings of Council at which he or she is present, unless precluded from doing so because of a conflict of interest.

#### **14.3 Absence of Mayor or Chairperson**

If the Mayor is absent from a Council Meeting or is required to temporarily vacate the Chair under this Local Law, the Deputy Mayor, if any, shall take the Chair. If Council has not elected a Deputy Mayor, or the Deputy Mayor is absent from a meeting of Council, a temporary Chairperson shall be elected in accordance with the procedure for the election of the Mayor.

If the Chairperson of a Special Committee is absent from a Special Committee meeting or is required to temporarily vacate the Chair under this Local Law, then the temporary Chairperson shall be:

- a) the Mayor;
- b) the Deputy Mayor (if the Mayor is also absent); or

- c) if both the Mayor and Deputy Mayor are also absent, the Special Committee shall elect a temporary Chairperson in accordance with the procedure for the election of the Mayor.

#### **14.4 Procedure for election of Deputy Mayor**

If Council determines to elect a Deputy Mayor, Council must follow the procedure for the election of Mayor with such adaptations as necessary.

The Mayor shall take the Chair for the election of a Deputy Mayor.

### **15 The Common Seal**

#### **15.1 Use of the Common Seal**

The Common Seal is the corporate signature of Council, and exists in the form of a stamp. It evidences and authenticates decisions taken by Council.

#### **15.2 Authority for use of Common Seal**

The Common Seal may be used only on the authority of Council.

#### **15.3 Keeping of the Common Seal**

The Chief Executive Officer must keep the Common Seal securely at the Council's offices.

The Chief Executive Officer must keep a register of documents to which the Common Seal has been affixed.

#### **15.4 Signatures to accompany Common Seal**

Every document to which the Common Seal is affixed must be signed by one Councillor and the Chief Executive Officer or some other Senior Officer authorised by the Chief Executive Officer.

#### **15.5 Unauthorised use of the Common Seal**

Any person who uses the Common Seal or any device resembling the Common Seal without authority is guilty of an offence.

### **16 Offences and penalties**

It is an offence:

- a) for a Councillor to not withdraw a remark or make an apology when called upon twice by the Chairperson to do so;
- b) for any person, not being a Councillor, to interject, take part in any debate or in any other way interrupt the business of a Meeting;
- c) for any person, not being a Councillor, to refuse to leave the Meeting when requested by the Chairperson to do so;
- d) for any person to fail to obey a direction of the Chairperson relating to the conduct of the Meeting and the maintenance of order;
- e) for a Councillor to refuse to leave the chamber on suspension;



- f)      for any person to fail to obtain consent to the use of electronic recording equipment at a Meeting or to continue to use the electronic recording equipment if consent has been revoked; and
- g)      for any person to use the Common Seal or any device resembling the Common Seal without authority.

Each of these offences carries a maximum penalty of 20 penalty units.

Resolution for making this Local Law was agreed to by the Nillumbik Shire Council on:

Date:

\_\_\_\_\_

and

The Common Seal of the Nillumbik Shire Council was affixed hereto on the day:

Day/Month/Year

\_\_\_\_\_

on the authority of the Council and signed by:

Councillor:

\_\_\_\_\_

Chief Executive Officer:

\_\_\_\_\_

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Community Engagement Plan

PROJECT AND CONTACT DETAILS

Project contact: Nichole Johnson		Role: Coordinator Strategic Projects
Department: Planning and Community Safety		Extension:
Project Name: Local Laws Review		
APPROVALS		
Manager/Coordinator	Name and Date: Jonathan McNally	
Project Sponsor	Name and Date: Rosa Zouzoulas	
Community Engagement Officer	Name and Date: Bianca Caruso	



## ABOUT THE PROJECT

See the [Community Engagement Guidelines](#) for help in completing this plan

<p><b>Project objective</b></p> <p>Explain your project in a few sentences</p>	<p>To review the current local laws amenity and infrastructure Local Laws to:</p> <ul style="list-style-type: none"> <li>• Identify and carry forward all of the valued parts of the existing Local Laws.</li> <li>• Identify gaps to the existing Local Laws.</li> <li>• Comply with the requirements set out in the Local Government Act.</li> <li>• Work collaboratively with officers and Councillors throughout the review.</li> <li>• Engage appropriately with the community in the review of existing Local Laws.</li> <li>• Gain approval from Council to seek authorisation to prepare an amendment existing Local Laws by <b>December 2021</b>. – exhibition of local laws and endorse published in the gazette and become local law.</li> </ul>
<p><b>Context</b></p> <p>What is the background of your project and the history of the project/issue?</p> <p>For example:</p> <ul style="list-style-type: none"> <li>• Council reports and resolutions</li> <li>• Previous decisions made</li> <li>• Media involvement</li> <li>• Public concern or controversy</li> <li>• Previous community engagement</li> </ul>	<p>Councils use local laws to respond to issues and community needs within a municipality. These local laws complement their responsibilities and powers under both state laws. Where appropriate, Councils may introduce local laws, or by-laws to exercise these powers. Local laws are often adopted to protect public health, safety and amenity in a municipality, though councils are also required to make local laws governing the conduct of the council itself.</p> <p>Any local laws passed by Council are designed to ensure that the actions of an individual or group do not have an adverse impact on the rest of the community, and only apply within the municipality in which they are passed, though many Councils share similar laws.</p> <p>If a Council wishes to make a new local law, it must advertise this publicly and consider any submissions it receives before implementing the law. It cannot duplicate or contradict a federal or state law.</p>

	<p>The law, once passed, has a 10-year life unless it is revoked sooner or renewed to remain valid. This ensures that local laws remain current and suitable to the purpose for which they were originally made.</p> <p>The community engagement plan for the Local Laws Review project identified the stakeholders and established the level of engagement within the IAP2 community engagement framework and in accordance with the Draft Nillumbik Community Engagement Policy.</p> <p>The Local Laws Review will:</p> <ul style="list-style-type: none"><li>• Determine which existing Local Law provisions are still fit for purpose</li><li>• Identify gaps in the existing local law</li><li>• Engage with key stakeholders and the wider community</li><li>• Replace existing local laws which adequately meet changing community needs</li><li>• Provide good governance for Nillumbik for the next 10 years</li></ul>
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**STEP 1: IDENTIFY THE NEED OR OPPORTUNITY FOR COMMUNITY ENGAGEMENT**

If you answer *yes* to any of these questions, you most likely need to undertake community engagement as part of your project.

SHOULD WE BE ENGAGING?	Yes	No
Does legislation require Council to engage with the community about the issue? (This includes statutory exhibition periods)	Yes	
Is the issue politically sensitive? (If Council does not engage the community, is it likely that Council will receive adverse media coverage or complaints?)	Yes	
Should the community be informed about this issue?	Yes	
Will the decision being made have a significant social, environmental or economic impact on the community or other stakeholders?	Yes	

Is this a complex or difficult situation with widely differing views?	Yes	
Is the decision being made likely to have a financial impact on the community?	Yes	
Is there, or is there likely to be, strong community concern or interest in the issue?	Yes	
Is there existing or potential community outrage about the issue?	No	
Has Council asked for community input on this or similar matters in the past?	Yes	
Would engagement assist Council or Councillors to better understand local values, priorities, needs or issues that relate to your project?	Yes	

## STEP 2: DEFINE THE OBJECTIVE AND SCOPE OF THE ENGAGEMENT

NB: Make sure you should submit a [Communications & Marketing Brief](#) to develop a Communications & Marketing Plan for your project.

NEGOTIABLE		NON-NEGOTIABLE	
<p>What aspects of the project <b>can</b> be influenced as part of the engagement process?</p> <ul style="list-style-type: none"> <li>We are seeking community feedback on proposed changes on a proposed local law</li> <li>Enforcement Policy</li> </ul>		<p>What aspects of the project <b>can't</b> be influenced as part of the engagement process?</p> <ul style="list-style-type: none"> <li>The review must comply with the Local Government Act 2020</li> </ul>	
<p><b>What do we want to find out from the community?</b></p>	<p>Engage with the community to test and identify gaps and issues with the existing Amenity and Infrastructure Local Laws and thus replace with a new local law. Is the old local law working for you and what do you think of these new ones</p>		



<p><b>What key information will the community need or want to know?</b></p>	<p>Matrix of changes will be provided to the community How does it affect them? The process we are going about in changing the local law</p>
<p><b>What messages do you want to give the community?</b></p>	<ul style="list-style-type: none"> <li>• The local Laws need to change</li> <li>• We are required to replace this local law pursuant to the Local Government Act</li> <li>• Each local laws last for 10 years and seeks to address public infrastructure and general amenity of the shire</li> <li>• Community needs are rapidly changing and therefore seeking input into the proposed local Law 2021-2030</li> <li>• We need to hear from a diverse cross-section of the community. We will also consult with peak bodies and organisations such as Police, Vic Roads and RSPCA, Bureau of Animal Welfare .</li> </ul>
<p><b>What are your engagement timeframes?</b></p>	<p>April- June 2021</p> <p><b>Is there budget available? Yes/No</b></p> <p><b>Amount \$</b></p>

**STEP 3: IDENTIFY WHO WILL BE ENGAGED**

STAKEHOLDERS	<p><b>WHY ARE THEY STAKEHOLDERS?</b> What is their interest in the project? How are they impacted? How do they impact the project?</p>	Level of Engagement (IAP2 spectrum)
Nillumbik Residents	Information provided (Inform). Invited to participate in all aspects of the consultation (Consult).	Inform and Consult
Nillumbik Businesses and Traders Associations	Information provided (Inform). Invited to participate in all aspects of the consultation (Consult). Focus will be on business related Local Laws	Inform and Consult

<b>Community Groups</b>	<b>Information provided (Inform). Invited to participate in all aspects of the consultation (Consult).</b>	<b>Inform and Consult</b>
<b>Councillors</b>	<p>Councillors and senior executives will need to provide input to the project and make key decisions along the way. If the project is to stay on track, these inputs and decisions need to be made in a timely fashion. Required input and decisions will cover:</p> <ul style="list-style-type: none"> <li>• The range of problems to be addressed to determine what the Local Law will cover</li> <li>• The measures of success of the Local Law</li> <li>• Risk management assessment allocating priorities to Local Law provisions</li> <li>• The type of regulatory approach</li> <li>• Fees and penalties</li> <li>• Conditions for permits required under the Local Law</li> <li>• Consultation: determining with whom, when, how extensive and how it will be conducted</li> <li>• Policies and guidelines to be incorporated into Local Laws</li> <li>• Authorisations and delegations to be made under Local Laws</li> </ul>	<b>Empower</b>
<b>Sporting Groups/Clubs</b>	<p>Information provided (Inform). Invited to participate in all aspects of the consultation (Consult). Focus will be on Local Laws that govern sporting facilities and surrounding amenities</p>	<b>Inform and Consult</b>
<b>Bend of Islands community</b>	<ul style="list-style-type: none"> <li>• The 'Bend of Islands' is a community that includes members that are environmentally proactive. Community activism combined with the Planning Authority (MMBW at the time) identified the environmental significance of the area leading to the application of a zoning (ELZ and subsequently SUZ2) that supports environmental living outcomes.</li> <li>• The Environmental Living Zone (ELZ) was incorporated into the Healesville Planning Scheme in 1976 and was Gazetted in September 1982.</li> <li>• There are 65 properties at Bend of Islands that had a dwelling on them in 1981 (therefore existing use rights).</li> <li>• The Special Use Zone (SUZ) replaced ELZ and the New Format Planning Scheme was adopted by Council in August 2000.</li> <li>• Legal advice is to remove the restriction from the Planning Scheme and to enact a local law i.e. the Planning Scheme restriction is to be replaced with a local law.</li> </ul>	<b>Inform and Consult and Involve</b>

	<ul style="list-style-type: none"> <li>The local law will need to allow existing domestic pets or livestock to be kept, but can otherwise prohibit any new domestic pets or livestock and/or regulate the keeping of such animals through a permit system.</li> <li>At some point in time Council will need to explain to the Bend of Islands residents the issues with the current restriction in the Planning Scheme. <b>An appropriate time for this to occur may be as part of explaining to the community the details of a proposed local law to replace the Planning Scheme restriction and working with the community to devise the content of that local law.</b></li> </ul>	
<b>Young people</b> Work with Youth Services team to identify best opportunities to engage	Information provided (Inform). Invited to participate in all aspects of the consultation (Consult). Brings a young person's perspective to the review. Possibly could use the newly developed Youth Council?	Inform and Consult
<b>Pet Owners</b> Text can be sent out to all pet owners	Information provided (Inform). Invited to participate in all aspects of the consultation (Consult). Review and feedback of pet related local laws	Inform and Consult
<b>RSPCA</b>	Information provided (Inform). Invited to participate in all aspects of the consultation (Consult). Review and feedback of pet related local laws	Inform and Consult
<b>Bureau of Animal Welfare</b>	Information provided (Inform). Invited to participate in all aspects of the consultation (Consult). Review and feedback of pet related local laws	Inform and Consult
<b>Animal groups</b> Eg Dog walkers	Information provided (Inform). Invited to participate in all aspects of the consultation (Consult). Review and feedback of pet related local laws	Inform and Consult
<b>Police</b>	Authorised to enforce the Local Law and the Local Laws provide them with locally based amenity provision effecting public land	Involve
<b>Department of Transport and Other State Government Departments such as DELWP and Parks Vic</b>	Infrastructure and Road related activities and public open space related issues	Involve
<b>Builders</b>	Information provided (Inform). Invited to participate in all aspects of the consultation (Consult). Review of the Infrastructure Local Law that have impact on building sites	Inform and Consult

<p><b>Community Groups/ Advisory Groups of Council</b></p> <ul style="list-style-type: none"> <li>• Recreation Trails Advisory Network</li> <li>• Environment and Sustainability Advisory Committee</li> <li>• Economic Development Advisory Committee</li> <li>• Positive Ageing Reference Group</li> <li>• Inclusion Advisory Committee</li> <li>• Arts and Cultural Advisory Committee</li> <li>• Health and Wellbeing Plan Advisory Committee</li> <li>• Municipal Emergency Management Planning Advisory Committee</li> <li>• Pantou Hill Bushland Reserves System User Group Advisory Committee</li> </ul>	<p>Information provided (Inform). Invited to participate in all aspects of the consultation (Consult). Invited to be a part of stakeholder sessions. Encouraged to spread the message about the review. Key focus on particular areas of the Local Law. Group consultation and to champion the project (Involve)</p>	<p>Inform, Consult and Involve</p>
<p><b>Environmental Groups</b></p> <p>Friends of Groups</p> <p>Eltham Gateway Group</p> <p>Landcare Groups</p> <p>Other groups as identified</p> <p>Environment team to assist</p>	<p>Information provided (Inform). Invited to participate in all aspects of the consultation (Consult). Invited to be part of targeted stakeholder and information sessions. Group consultation and to champion the project (Involve)</p>	<p>Inform, Consult and Involve</p>

<b>Internal Stakeholders</b> EMT All Council teams/staff	Internal workshops have been held in inform and gather issues and gaps with Local Laws (consult). EMT will be involved/guide the approach. Project Plan and Governance has been established for the Project.	Involve
<b>Neighboring Councils</b>	Inform neighboring Councils that are commencing review of Local Laws.	Inform
<b>Indigenous Groups</b> Wurundjeri Tribe Council Nillumbik Reconciliation Group Others as identified	Relates to public land	Inform, Consult and Involve

#### STEP 4: CHOOSE THE RIGHT ENGAGEMENT TOOLS/METHODS

NB: Talk to the Community Engagement Officer for help with this.

TOOL / METHOD	TARGET STAKEHOLDERS	KEY QUESTIONS / INFORMATION
Discussion paper	All listed stakeholders	Disseminate new and socially progressive ideas to the community for comment. Ready the community for the process of local law review.
Mixture of targeted engagement and 1:1's	All listed stakeholders	Meetings will be established directly with key stakeholders with a focus on a particular area of the Local Laws eg pet owners and builders will have very different interests. Presentation of Matrix of changes Minutes Emails Face to Face and Virtual meetings
Information Sessions – both on site and virtual sessions will be made available	3-4 sessions at venues across the Shire (Hurstbridge, Eltham, Diamond Creek	Participate Nillumbik Council Website

	and St Andrews). Additional sessions will be established if required.  3-4 virtual session via zoom will be advertised. Additional sessions will be created if enough interest.  Open to anyone interested in attending register via Eventbrite	Advertised as a Face book events Bookings through Eventbrite
Launch Participate site and Webpage on the Website - Survey/Poll to be developed to gather feedback	All listed Stakeholders	Launch Participate site - Participate site will be created prior to the next Nillumbik News edition going live. Article in next Nillumbik news so that interest in the project can be registered.  Matrix of changes will be provided to all stakeholders and Survey/Poll will be launched to gather feedback at same time as engagement providing community with 6 weeks to provide feedback.
Pop up sessions	A variety of pop up session throughout the Shire are to be held to ensure our community is aware and can spread the word about the Local Laws review and opportunity to provide feedback and attend information sessions and key stakeholder sessions	To be held at markets, Sporting facilities and ovals, Community Centres, Train stations and Playgrounds – dates and roster to be established.

# LOCAL LAW REVIEW

Nillumbik Shire Council

Discussion Paper

Amenity Local Law and Infrastructure Assets Local Law

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## Introduction

Every municipality in Victoria has a number of Local Laws, created by Council, to govern and protect the amenity of the local area, and to regulate the use of Council land and assets.

Local laws are designed to respond to issues and community needs within a municipality. These local laws complement their responsibilities and powers under state law.

Any local laws passed by Council must be designed to ensure that the actions of an individual or group do not have an adverse impact on the rest of the community, and only apply within the municipality in which they are passed, though many councils share similar laws.

A local law, once adopted, has a maximum 10-year life. This ensures that local laws remain current and suitable to the purpose for which they were originally made, as well as ensuring that they respond to new issues or shifting community expectations.

Pursuant to the Local Government Act 2020, section 71, Councils can create local laws with respect to any act, matter or thing in respect of which the Council has a function or power under the Local Government Act 2020 or any other Act.

Section 72 of the Local Government Act 2020 also clearly states that a local law created by a Council must:

*(a) a local law must not be inconsistent with any Act (including the Charter of Human Rights and Responsibilities Act 2006) or regulations;*  
*(b) a local law must not duplicate or be inconsistent with a planning scheme that is in force in the municipal district;*  
*(c) a local law for or with respect to the issuing of film permits must not be inconsistent with the film friendly principles;*  
*(d) a local law must not exceed the power to make local laws conferred by this Act or any other authorising Act;*  
*(e) a local law must be consistent with the objectives of this Act or any other authorising Act;*  
*(f) a local law must be expressed as clearly and unambiguously as is reasonably possible;*  
*(g) unless there is clear and express power to do so under this Act or any other authorizing Act, a local law must not—*

- (i) seek to have a retrospective effect; or*
- (ii) impose any tax, fee, fine, imprisonment or other penalty; or*
- (iii) authorise the sub-delegation of powers delegated under the local law;*

*(h) a local law must comply with any details prescribed in the regulations relating to the preparation and content of local laws.*

Nillumbik will only introduce Local Laws which conform to the following standards:

- necessary
- consistent (in language and effect)

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**Nillumbik**  
The Green Wedge Shire

- compliant (with the legislation under which they are made and other legislative requirements)
- enforceable
- accessible
- efficient
- accountable
- transparent
- current

The intention of this discussion paper is to inform the public on the key changes to the current Local Laws being investigated by Council, provide background on the current local laws and to provide context and information regarding the process of replacing the Local Laws.

## Nillumbik's Local Laws

Nillumbik currently has the following four local laws:

Name	Date created	Objectives
Amenity Local Law	October 2013	<p>The objectives of this Local Law are to provide for the:</p> <ul style="list-style-type: none"> <li>a) safe and fair use and enjoyment of public places;</li> <li>b) safe and fair use of roads;</li> <li>c) regulation of street activities;</li> <li>d) keeping and control of animals;</li> <li>e) fair and reasonable use and enjoyment of private land;</li> <li>f) uniform and fair administration of this Local Law;</li> <li>g) peace, order and good government of the municipality.</li> </ul>
Infrastructure Assets Local Law	November 2013	<p>The purposes of this Local Law are to:</p> <ul style="list-style-type: none"> <li>a) provide for the peace, order and good government of the Municipal District;</li> <li>b) protect public assets vested in Council from damage, accelerated deterioration or abuse during the building works process;</li> <li>c) providing a physical environment which aims to minimise hazards to the health and safety of persons attending building sites and those adjacent, opposite or passing building sites;</li> <li>d) prohibiting, regulating and controlling the presence and disposal of refuse, rubbish and soil on and from building sites within the municipal district to reduce hazards to the environment and promote an environment where residents can enjoy a quality of life that meets the general expectation of the community;</li> <li>e) defining the standards to which persons engaged in building works should adhere; and</li> </ul>

Name	Date created	Objectives
		f) educating and inducing persons involved in building works to act responsibly to reduce the extent and cost of infrastructure damage for the benefit of the wider community.
Fireworks Local Law	October 2019	<p>The objective of this Local Law is to prohibit the discharge of fireworks in certain parts of the municipality:</p> <ul style="list-style-type: none"> <li>a) to restrict activities in a bushfire prone rural environment that can impact on the health and wellbeing of residents, specifically those who have experienced catastrophic bushfires;</li> <li>b) to reduce the risk of danger and injury to animals and wildlife arising from the discharge of fireworks;</li> <li>c) to address nuisance, amenity and environmental impacts of fireworks activities;</li> <li>d) apply standards that address safety matters directed at reducing risk to the community.</li> </ul>
Meeting Procedure Local Law	July 2017 Partially Revoked August 2020	Clauses 1-14 of this Local Law ceased to be in operation from 25 August 2020 having been superseded by Council's Governance Rule - Meeting Procedure adopted 25 August 2020. Clause 15 governs the use of the Common Seal of Council.

The Nillumbik *Amenity Local Law* and *Infrastructure Assets Local Law* are set to expire in 2023.

The review of the *Amenity Local Law* and *Infrastructure Assets Local Law* represent an opportunity for Council to ensure the provisions within these local laws are appropriate, lawful, meet the needs of the Nillumbik Community and are easy to understand and use.

Many of the provisions within both of these local laws have been largely unchanged in content since 2003, with a minor review carried out in 2013.

The review of these two local laws also represents an opportunity to modernise the structure of Council's local laws, combining them into a single document.

The existing *Amenity Local Law* and *Infrastructure Assets Local Law* have been in place since 2013. More recently Council adopted the *Fireworks Local Law* in October 2019, to prohibit the display of fireworks within the rural areas of the Shire. Council also revoked the majority of the *Meeting Procedure Local Law* in August 2020 as that content is now in the *Governance Rules*.

The *Amenity Local Law* currently regulates:

- Behaviour in Public Places
- Consume Liquor in Public Places
- Specific Activities



- Advertising Signage
  - Clothing Bins
  - Collections, Busking and Solicitation
  - Shopping Trolleys
  - Trading
  - Actions to Council Land
  - Scare Guns
- Animals
  - Dog Excrement
  - Confining livestock
  - Number of animals on land
  - Livestock noise
  - Dogs prohibited in markets
- Amenity
  - Alarm Systems
  - Chimneys
  - Incinerators
  - Waste Collection
  - Trade Waste
  - Motorised Toy Vehicles
  - Identification of Premises
  - Camping
  - Unsightly land
  - Encroaching/Overhanging Vegetation
  - Open Air Burning
  - Waste Containers
  - Parking of Vehicles
  - Repair and Sale of Vehicles on Roads
  - Caravans
  - Circuses, Carnivals and Festivals

The Infrastructure Assets Local Law currently regulates:

- Asset Protection
- Inspections
- Equipment and Materials Delivery
- Fencing
  - Site fencing
  - Site Identification sign
- Stormwater
  - Stormwater protection
  - Drains and water courses
  - Stormwater drainage connections
- Vehicle Crossings

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- Construction of a Vehicle Crossing
- Control of Builders refuse
  - Containment of refuse
  - Disposal of builders refuse
  - Removal of builders refuse
- Sanitary Facilities Building Sites
  - Sanitary Facilities

Council are seeking feedback on the provisions within the current local laws, their effectiveness, and whether they are still fit for purpose for the Nillumbik community in 2021 and beyond.

### Discussion Points

Council have carried out an initial review of the Amenity Local Law and the Infrastructure Assets Local Law in order to identify any shortcomings, or areas for improvement within the existing provisions of these local laws. It is evident that the local laws in general require some modernisation in order to best reflect the Nillumbik Community of 2021 and beyond. In addition to modernising both the Amenity Local Law and the Infrastructure Assets Local Law, Council is seeking community feedback on a raft of additional measures Council are considering incorporating into a new local law.

The table below provides some detail on issues within the community that could be addressed through new local laws provisions. Each of these issues is presented in order to engage the community in a discussion about the intent of any future provisions, and whether there is community support for the inclusion of new provisions within a future Nillumbik Local Law.

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Issue	Context	Potential Local Law provision, if determined to be required
Use of drone's over public or private land	<p>Drones have the potential to be dangerous to users of Council land, they can also impact on the peaceful enjoyment of both public and private spaces. Drones can also be used to film public/private places without consent.</p> <p>The Civil Aviation Safety Authority (CASA) currently regulates drone use, but does not have restrictions on flying drones over private land. <a href="https://www.casa.gov.au/drones">https://www.casa.gov.au/drones</a></p> <p>Over and above the existing regulation, Council would have the power to control the launch or use of drones from Council controlled land.</p>	<p>Consider a permit trigger on the use of drones being launched from Council controlled land.</p> <p>Consider a prohibition on drones flying and or recording over private property without the express permission of the land owner.</p>
Use of fencing that could be harmful to wildlife	<p>Barbed, ring lock and other animal proof fencing in a rural context is known to have a significant impact on the welfare of wildlife, often inflicting injury on animals when they come into contact with this type of fencing.</p> <p>The impacts of 'animal proof' fencing is a complex issue, however restrictions on the use of this type of fencing would have a beneficial impact on wildlife, reducing injuries, and enabling migratory patterns to continue.</p>	<p>Consider a provision prohibiting the use of 'animal proof' fencing in the municipality.</p> <p>Council could regulate, but could not be made retrospective i.e. this would only apply to new fences constructed, which adds to the complexity of enforcing this provision.</p>

Issue	Context	Potential Local Law provision, if determined to be required
Helicopter landing	<p>The landing of helicopters within the Shire can have a considerable impact on the amenity of the surrounding area, particularly in rural locations. The <a href="#">Victorian Planning Provisions</a> incorporate controls relating to the creation of permanent helicopter landing sites, however a local law could look to restrict the ad hoc landing of helicopters throughout the Shire.</p> <p>Such provision would need to compliment planning scheme controls.</p>	Consider a provision that restricts the landing of helicopters away from existing approved landing sites.
Single Use Plastics	<p>The Victorian Government has introduced a ban on the use of single use plastics (Single-use straws, cutlery, plates, drink-stirrers, expanded polystyrene food and drink containers, and cotton bud sticks) which will take effect by February 2023.</p> <p>Council are considering a further restriction on the use of single use plastics, and plastic bags at events run on Council land, or events that are supported by Council.</p>	Consider a prohibition on single use plastics at Council endorsed events – markets, festivals ect
Political Signage on Council buildings/land	<p>No signage can be displayed on Council land whether it is election signage, political signage or advertising signage. 'Council land' also includes all roads or streets within the municipality. This prohibition also applies to signs and banners attached to a verandah or awning which may overhang Council land.</p> <p>However, this restriction is not explicit within the current Local Law, and should be investigated in order to provide greater control. This restriction could also form part of a lease agreement for Council buildings.</p>	Consider a restriction on placing election signage on Council buildings or land

Issue	Context	Potential Local Law provision, if determined to be required
Barking Dogs	<p>Barking Dogs can cause a significant impact on the amenity of surrounding properties. The Domestic Animals Act currently includes provisions aimed at controlling nuisances caused by domestic pets, however it sets an extremely high burden in proving a nuisance exists from a barking dog.</p> <p>The lack of clear provisions in relation to animal nuisances hampers Councils ability to effectively control nuisance complaints such as barking dogs.</p> <p>Council receives a large number of complaints regarding barking dogs (and to a lesser extent, animal noise generally) and there is a need to regulate this area.</p>	Consider better and more robust Barking Dog controls, as the existing provisions in the Domestic Animals Act are lacking
Shopping Trolleys	<p>Council receives multiple complaints in relation to abandoned shopping trolleys weekly. Current provisions in relation to abandoned trolleys hold the customer responsible, making it extremely difficult to ensure that large retailers take responsibility for the management of their trolleys. An effective tool to ensure trolleys are managed properly, could be a provision requiring the installation of coin locks, or magnetic wheel locks on all trolleys within the Shire, which would incentivise customers to ensure that they do not take trolleys away from the retail shop.</p>	Consider a provision to introduce a coin mechanism or wheel lock requirement for supermarkets/traders who provide trolleys



Issue	Context	Potential Local Law provision, if determined to be required
Spray can sales	<p>Nillumbik has a highly proactive and successful graffiti management and removal program, backed up by Councils Graffiti Management Plan.</p> <p>An additional tool to further reduce the opportunity for graffiti and tagging to occur would be the introduction of a local law requiring all cans of spray paint to be kept secured by a lock at the point of sale. This would further restrict access to spray paint over and above the current state government ban on the sale of spray paint to minors.</p>	Consider a requirement to lock away spray cans and/or stop displaying them at point of sale to assist in the theft of cans and require people to ask for cans
Smoking in Public	<p>Both Federal and State levels of government have introduced legislation that controls the sale and/or consumption of tobacco related products. Current controls include a restriction on the sale of tobacco products, the implementation of taxes on all tobacco products, and limitations aimed at controlling where tobacco can be smoked. Specifically, smoking is banned in any enclosed public space, in any area where food is consumed, and within 20m of any existing playground or entrance to a public building.</p> <p>It is intended that Council investigate the introduction of additional smoking controls aimed at broadening the range of areas that smoking is banned.</p>	Consider a prohibition on smoking around Council buildings

Issue	Context	Potential Local Law provision, if determined to be required
Use of Glyphosates	<p>Glyphosates are a herbicide commonly used as a weedkiller. The Australian Pesticides and Veterinary Medicines Authority (APVMA) the regulatory agency for pesticides in Australia, decided not to change regulations on the use of glyphosates. This decision was following a 2015 IARC report, which was affiliated with the World Health Organisation (WHO) This report classified glyphosate as a cancer-causing agent.  <a href="https://apvma.gov.au/node/13891#IARC">https://apvma.gov.au/node/13891#IARC</a></p> <p>It is intended that Council investigate the introduction of restrictions on the sale or use of Glyphosates and other harmful chemicals within Nillumbik.</p>	Consider a restriction on the use of Glyphosates and other harmful chemicals and/or prohibit the sale of Glyphosates within the municipality

## Process

Council Officers have been through an exhaustive internal review process including Councillor workshops in order to develop this discussion paper.

This discussion paper seeks community feedback on new areas of focus, as well as feedback on the existing provisions within the Amenity Local Law and Infrastructure Assets Local Law.

Feedback received in response to this discussion paper will be used to inform the development of a draft local law and a matrix of proposed changes against the current local laws.

It is anticipated that a further round of consultation and the formal exhibition of the draft local law will take place in late 2021.

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INCORPORATED MASTER PLAN

LEGEND

SITE BOUNDARY

PRECINCT BOUNDARY

PRECINCT NUMBER

EXISTING LOT LINES

NEW LOT LINES

PRIVATE LOTS

CONTOUR (5m)

CONTOUR (20m)

UNDEVELOPABLE LOTS

AREA ABOVE 14.4% GRADE

EXISTING DWELLINGS ON MELBOURNE WATER LOTS

	PRECINCT NUMBER	PRIVATE LOTS	MELBOURNE WATER LOTS
Parcels below the minimum lot subdivision size under proposed zoning for Melbourne Water lots and existing zoning for private lots.	Precinct 1	n/a	6 (All existing)
	Precinct 2	3	3 (All existing)
	Precinct 3	n/a	n/a (FCRZ)
	Precinct 4	9	2
	Precinct 5	n/a	0
	Precinct 6	2	3 (All existing)
	Precinct 7	13	7 (All existing)
	Total Lots	27	22
Parcels that meet the minimum lot subdivision size under proposed zoning for Melbourne Water lots and existing zoning for private lots.	Precinct 1	0	1 (FCRZ)
	Precinct 2	0	9 (1 x FUZ6)
	Precinct 3	n/a	n/a (FCRZ)
	Precinct 4	1	0
	Precinct 5	0	1
	Precinct 6	0	2
	Precinct 7	0	10
	Total Lots	1	22
Lots Melbourne Water has consolidated to meet or get closer to the minimum lot subdivision size under proposed zoning.	Precinct 1	n/a - no changes are proposed to existing privately owned parcels	n/a
	Precinct 2		2 into 1
	Precinct 3		n/a
	Precinct 4		4 into 1
	Precinct 5		n/a
	Precinct 6		11 into 3
	Precinct 7		26 into 11
	Total Lots		consolidated 43 lots into 16 lots



CHRISTMAS HILLS  
INCORPORATED MASTER PLAN  
LOT SIZE DETAILS

spiire

0

125

250

375

500

625m

SCALE 1:25,000 @ A3

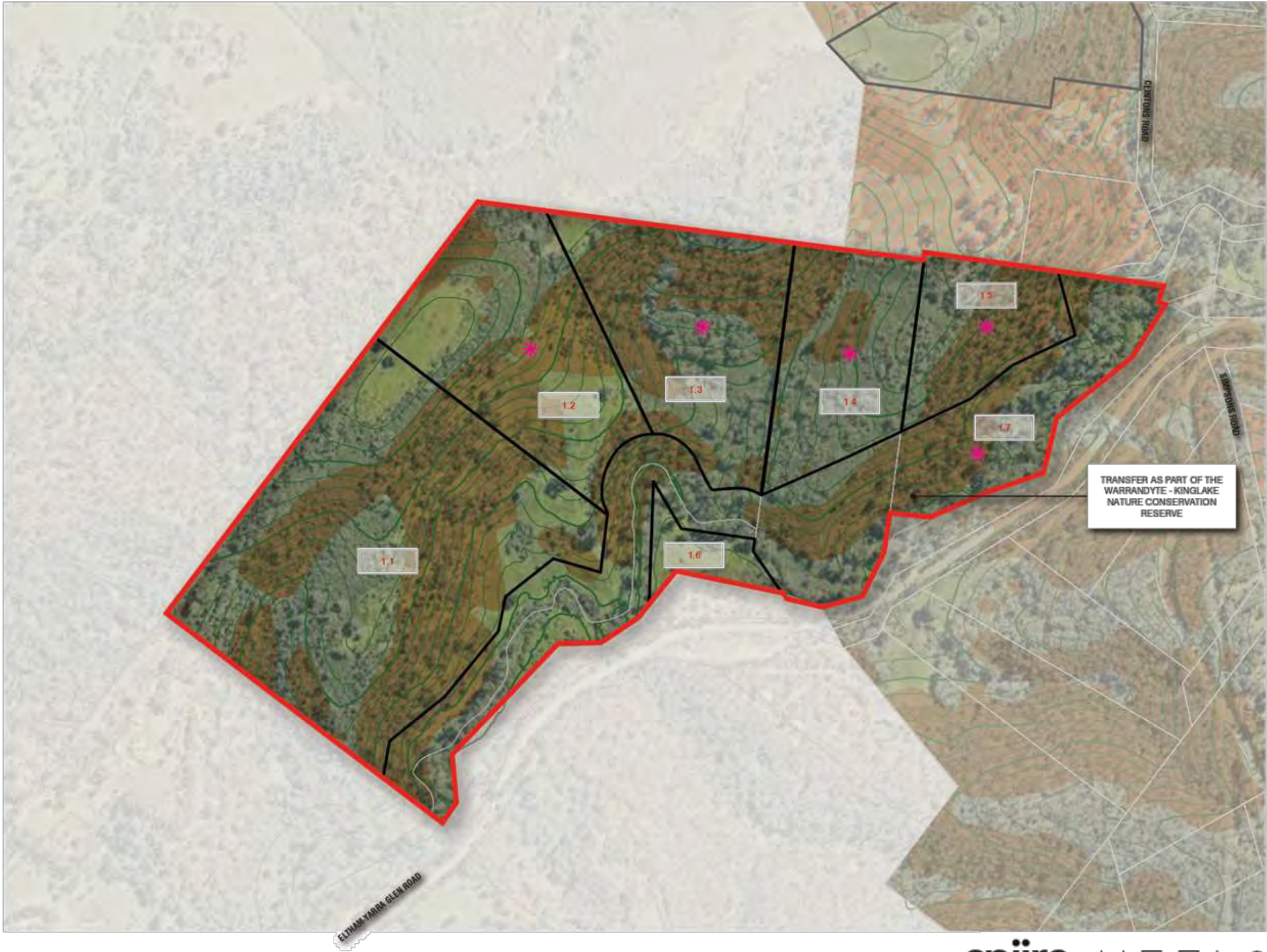


PRECINCT 1

- LEGEND
- PRECINCT BOUNDARY
  - EXISTING LOT LINES
  - NEW LOT LINES
  - PRIVATE LOTS
  - CONTOUR (5m)
  - CONTOUR (20m)
  - UNDEVELOPABLE LOTS
  - AREA ABOVE 14.4% GRADE
  - MELBOURNE WATER PARCELS BELOW THE MINIMUM SUBDIVISION SIZE UNDER PROPOSED ZONING

Note: Consolidation of lots within the RCZ4 is supported

Changes to existing lots are not proposed with the exception of transfer for the WKNCR.

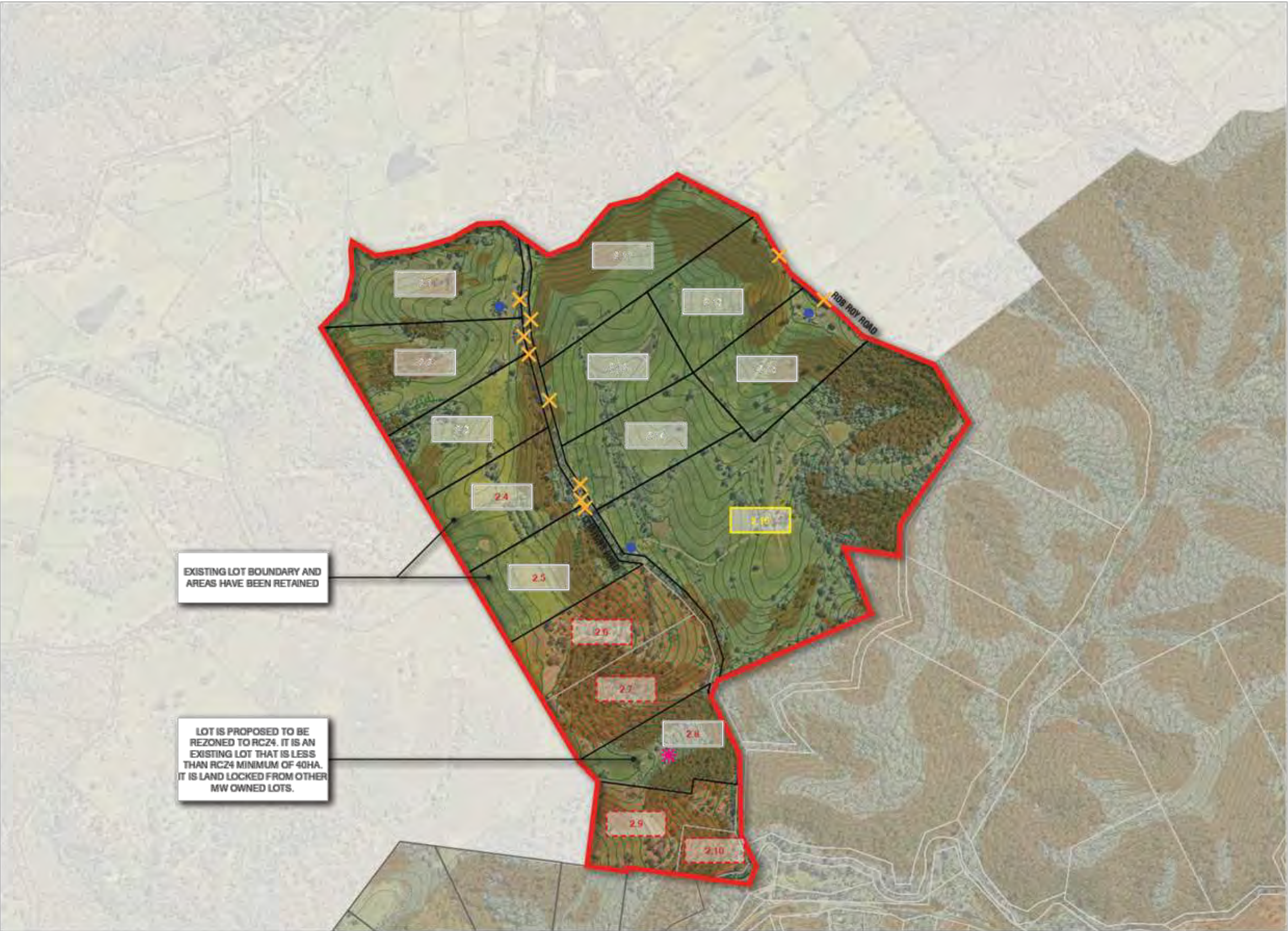


CHRISTMAS HILLS  
INCORPORATED MASTER PLAN  
LOT SIZE DETAILS



PRECINCT 2

- LEGEND
- PRECINCT BOUNDARY
  - EXISTING LOT LINES
  - NEW LOT LINES
  - PRIVATE LOTS
  - CONTOUR (5m)
  - CONTOUR (20m)
  - UNDEVELOPABLE LOTS
  - AREA ABOVE 14.4% GRADE
  - POTENTIAL ACCESS LOCATION
  - EXISTING DWELLINGS ON MELBOURNE WATER LOTS
  - MELBOURNE WATER PARCELS THAT ACHIEVE THE MINIMUM SUBDIVISION SIZE UNDER PROPOSED ZONING
  - MELBOURNE WATER PARCELS BELOW THE MINIMUM SUBDIVISION SIZE UNDER PROPOSED ZONING
  - PARCELS WITH NO MINIMUM AREA REQUIREMENT UNDER PROPOSED OR EXISTING ZONING
  - PRIVATELY OWNED EXISTING PARCELS THAT ACHIEVE THE MINIMUM SUBDIVISION SIZE UNDER EXISTING ZONING
  - PRIVATELY OWNED EXISTING PARCELS THAT ARE BELOW THE MINIMUM SUBDIVISION SIZE UNDER EXISTING ZONING





CHRISTMAS HILLS  
INCORPORATED MASTER PLAN  
LOT SIZE DETAILS





PRECINCT 3


LEGEND


 PRECINCT BOUNDARY


 EXISTING LOT LINES

 PRIVATE LOTS

 CONTOUR (5m)

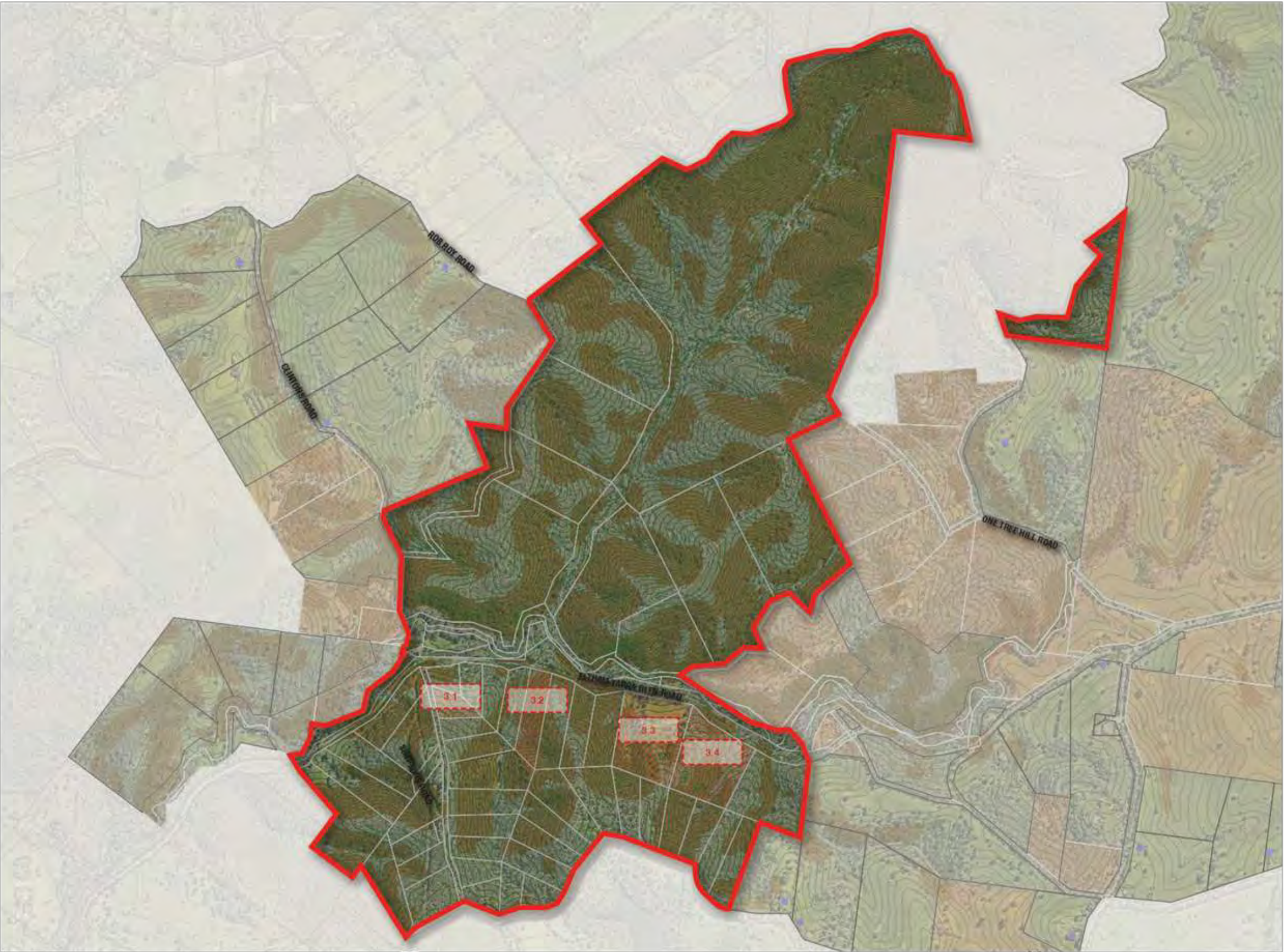
 CONTOUR (20m)

 AREA ABOVE 14.4% GRADE

 PRIVATELY OWNED EXISTING PARCELS THAT ARE BELOW THE MINIMUM SUBDIVISION SIZE UNDER EXISTING ZONING

Note: Minor subdivision changes to facilitate road creation are supported including the Simpsons Road realignment.

Changes to existing lots are not proposed with the exception of transfer for the WKNCR.



CHRISTMAS HILLS  
INCORPORATED MASTER PLAN  
LOT SIZE DETAILS

spiire

  
SCALE 1:20,000 @ A3





PRECINCT 4

- LEGEND
- PRECINCT BOUNDARY
  - EXISTING LOT LINES
  - NEW LOT LINES
  - PRIVATE LOTS
  - CONTOUR (5m)
  - CONTOUR (20m)
  - UNDEVELOPABLE LOTS
  - AREA ABOVE 14.4% GRADE
  - EXISTING DWELLINGS ON MELBOURNE WATER LOTS
  - POTENTIAL ACCESS POINT
  - MELBOURNE WATER PARCELS THAT ACHIEVE THE MINIMUM SUBDIVISION SIZE UNDER PROPOSED ZONING
  - MELBOURNE WATER PARCELS BELOW THE MINIMUM SUBDIVISION SIZE UNDER PROPOSED ZONING
  - PRIVATELY OWNED EXISTING PARCELS THAT ACHIEVE THE MINIMUM SUBDIVISION SIZE UNDER EXISTING ZONING
  - PRIVATELY OWNED EXISTING PARCELS THAT ARE BELOW THE MINIMUM SUBDIVISION SIZE UNDER EXISTING ZONING



CHRISTMAS HILLS  
INCORPORATED MASTER PLAN  
LOT SIZE DETAILS



PRECINCT 5

- LEGEND
- PRECINCT BOUNDARY
  - CONTOUR (5m)
  - CONTOUR (20m)
  - BUILDING EXCLUSION ZONE (AREA ABOVE 14.4% GRADE)
  - WATSONS CREEK EXTENT (TO BE CONFIRMED - LAND TO BE EXCISED FOR CREEK RESERVE)
  - FIVE MILE CREEK FENCING
  - MELBOURNE WATER PARCELS THAT ACHIEVE THE MINIMUM SUBDIVISION SIZE UNDER PROPOSED ZONING



CHRISTMAS HILLS  
INCORPORATED MASTER PLAN  
LOT SIZE DETAILS



PRECINCT 6

- LEGEND
- PRECINCT BOUNDARY
  - EXISTING LOT LINES
  - NEW LOT LINES
  - PRIVATE LOTS
  - CONTOUR (5m)
  - CONTOUR (20m)
  - UNDEVELOPABLE LOTS
  - AREA ABOVE 14.4% GRADE
  - EXISTING DWELLINGS ON MELBOURNE WATER LOTS
  - POTENTIAL ACCESS POINT
  - MELBOURNE WATER PARCELS THAT ACHIEVE THE MINIMUM SUBDIVISION SIZE UNDER PROPOSED ZONING
  - MELBOURNE WATER PARCELS BELOW THE MINIMUM SUBDIVISION SIZE UNDER PROPOSED ZONING
  - PRIVATELY OWNED EXISTING PARCELS THAT ACHIEVE THE MINIMUM SUBDIVISION SIZE UNDER EXISTING ZONING
  - PRIVATELY OWNED EXISTING PARCELS THAT ARE BELOW THE MINIMUM SUBDIVISION SIZE UNDER EXISTING ZONING

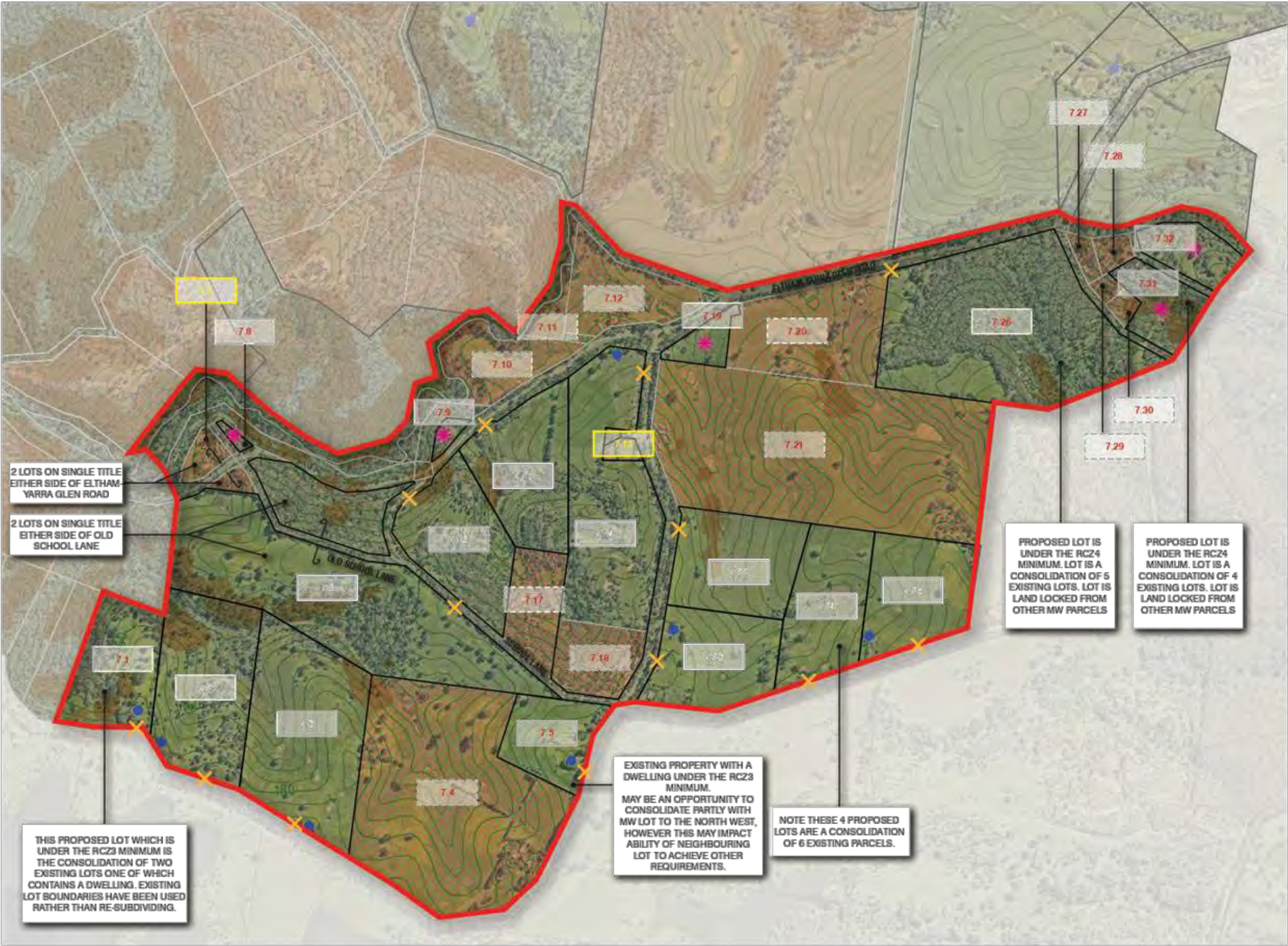


CHRISTMAS HILLS  
INCORPORATED MASTER PLAN  
LOT SIZE DETAILS



PRECINCT 7

- LEGEND
- PRECINCT BOUNDARY
- EXISTING LOT LINES
- NEW LOT LINES
- PRIVATE LOTS
- CONTOUR (5m)
- CONTOUR (20m)
- UNDEVELOPABLE LOTS
- AREA ABOVE 14.4% GRADE
- EXISTING DWELLINGS ON MELBOURNE WATER LOTS
- POTENTIAL ACCESS POINT
- MELBOURNE WATER PARCELS THAT ACHIEVE THE MINIMUM SUBDIVISION SIZE UNDER PROPOSED ZONING
- MELBOURNE WATER PARCELS BELOW THE MINIMUM SUBDIVISION SIZE UNDER PROPOSED ZONING
- PARCELS WITH NO MINIMUM AREA REQUIREMENT UNDER PROPOSED OR EXISTING ZONING
- PRIVATELY OWNED EXISTING PARCELS THAT ACHIEVE THE MINIMUM SUBDIVISION SIZE UNDER EXISTING ZONING
- PRIVATELY OWNED EXISTING PARCELS THAT ARE BELOW THE MINIMUM SUBDIVISION SIZE UNDER EXISTING ZONING



CHRISTMAS HILLS  
INCORPORATED MASTER PLAN  
LOT SIZE DETAILS



## LOT ID REFERENCE TABLE

PRECINCT	PROPERTY ID	AREA (Ha) (Note: Lots under the minimum subdivision size highlighted)	OWNERSHIP	PROPOSED ZONING (Note: Some lots are already zoned)	NOTES
PRECINCT 1					
1	1.1	17.08	MW	RC24	
1	1.2	7.65	MW	RC24	
1	1.3	7.30	MW	RC24	
1	1.4	4.98	MW	RC24	
1	1.5	3.33	MW	RC24	
1	1.6	1.12	MW	RC24	
1	1.7	4.62	MW	PCRZ	Lot to be created and transferred to WGNCR
PRECINCT 2					
2	2.1	10.04	MW	RC28	
2	2.2	9.73	MW	RC28	
2	2.3	8.01	MW	RC28	
2	2.4	7.98	MW	RC28	Existing lot boundary and area have been retained.
2	2.5	7.84	MW	RC28	Existing lot boundary and area have been retained.
2	2.6	7.93	PRIVATE	RC24	
2	2.7	7.98	PRIVATE	RC24	
2	2.8	8.78	MW	RC28	Lot is proposed to be rezoned to RC24. It is an existing lot that is less than the minimum of 40ha. It is land locked from other MW lots.
2	2.9	8.89	PRIVATE	RC24	
2	2.10	2.05	PRIVATE	RC24	
2	2.11	13.10	MW	RC28	
2	2.12	8.33	MW	RC28	
2	2.13	8.35	MW	RC28	
2	2.14	8.02	MW	RC28	
2	2.15	8.87	MW	RC28	
2	2.16	42.15	MW	FUZ	No minimum subdivision size. Rob Roy Hill Climb land to be transferred to the Crown.
PRECINCT 3					
3	3.1	1.46	PRIVATE	RC24	Within WGNCR area
3	3.2	3.19	PRIVATE	RC24	Within WGNCR area
3	3.3	8.24	PRIVATE	RC24	Within WGNCR area
3	3.4	7.74	PRIVATE	RC24	Within WGNCR area
PRECINCT 4					
4	4.1	8.13	PRIVATE	RC24	
4	4.2	8.09	PRIVATE	RC24	
4	4.3	19.17	MW	RC24	Existing lot is under the RC24 minimum. Lot is heavily vegetated. Lot is land locked from other MW land.
4	4.4	8.01	PRIVATE	RC24	
4	4.5	7.80	PRIVATE	RC24	
4	4.6	7.81	PRIVATE	RC24	
4	4.7	11.08	PRIVATE	RC24	
4	4.8	15.75	PRIVATE	RC24	
4	4.9	7.96	PRIVATE	RC24	
4	4.10	7.99	PRIVATE	RC24	
4	4.11	31.68	MW	RC24	Lot is under minimum size in the RC24. It is the consolidation of 4 existing parcels to create a single lot. Lot only shares a small boundary with another MW lot, being Wanneroo Farm. It was not deemed appropriate to take additional land from Wanneroo Farm. We note this proposed lot is currently leased as 1 property and is already developed with a dwelling.
4	4.12	88.23	PRIVATE	RC24	
PRECINCT 5					
5	5.1	228.48	MW	RC24	Wanneroo Farm - note small area along Watsons Creek will be excised for environmental purposes

PRECINCT	PROPERTY ID	AREA (Ha) (Note: Lots under the minimum subdivision size highlighted)	OWNERSHIP	PROPOSED ZONING (Note: Some lots are already zoned)	NOTES
PRECINCT 6					
6	6.1	7.22	PRIVATE	RC24	
6	6.2	4.37	MW	RC24	Small existing lot, land locked from other MW parcels.
6	6.3	11.83	PRIVATE	RC24	
6	6.4	46.77	MW	RC24	Land consolidated into single title either side of Government Road. Note the generally cleared land to the west side of Osborne Road currently comprises 8 small lots which will be consolidated into the 3 proposed lots. The existing dwelling will be on a small lot created in the RC24.
6	6.5	40.41	MW	RC24	Note the generally cleared land to the west side of Osborne Road currently comprises 8 small lots which will be consolidated into the 3 proposed lots. The existing dwelling will be on a small lot created in the RC24.
6	6.6	6.86	MW	RC24	Existing lot is under the RC24 minimum. Lot is land locked from other MW land.
6	6.7	13.14	MW	RC24	
PRECINCT 7					
7	7.1	7.03	MW	RC28	This proposed lot which is under the RC28 minimum is the consolidation of two existing lots, one of which contains a dwelling. Existing lot boundaries have been used rather than re-subdividing.
7	7.2	11.88	MW	RC28	
7	7.3	14.86	MW	RC28	
7	7.4	26.40	PRIVATE	RC24	
7	7.5	5.01	MW	RC28	Existing property with a dwelling under the RC28 minimum. May be an opportunity to consolidate partly with MW lot to the north west, however this may impact ability of neighbouring lot to achieve other requirements.
7	7.6	28.02	MW	RC28	Note two parcels either side of Old School Lane will form one lot to ensure heavily vegetated island lot is managed.
7	7.7	1.83	PRIVATE	FUZ/PCRZ	School and bush-block (either side of Ethern-Yarn Glen Road). Owned as one property by Minister for Education
7	7.8	0.26	MW	RC24	Small island lot
7	7.9	0.53	MW	RC24	Small island lot
7	7.10	4.82	PRIVATE	RC24	
7	7.11	1.27	PRIVATE	RC24	
7	7.12	5.59	PRIVATE	RC24	
7	7.13	0.72	PRIVATE	FUZ	Area includes the Harold Mub Hall which is privately owned and the surrounding MW land used as a tennis court and car park.
7	7.14	14.76	MW	RC28	
7	7.15	8.62	MW	RC28	
7	7.16	8.40	MW	RC28	
7	7.17	4.00	PRIVATE	RC24	
7	7.18	3.99	PRIVATE	RC24	
7	7.19	1.64	MW	RC24	Small lot isolated from other MW parcels.
7	7.20	9.39	PRIVATE	RC24	
7	7.21	32.61	PRIVATE	RC24	
7	7.22	9.48	MW	RC28	Note these 4 proposed lots are a consolidation of 6 existing parcels.
7	7.23	9.00	MW	RC28	
7	7.24	8.01	MW	RC28	
7	7.25	8.00	MW	RC28	
7	7.26	23.34	MW	RC24	Proposed lot is under the RC24 minimum. Lot is a consolidation of 5 existing lots. Lot is land locked from other MW parcels.
7	7.27	0.65	PRIVATE	RC24	
7	7.28	0.81	PRIVATE	RC24	
7	7.29	0.41	PRIVATE	RC24	
7	7.30	0.49	PRIVATE	RC24	
7	7.31	3.56	MW	RC24	Proposed lot is under the RC24 minimum. Lot is a consolidation of 4 existing lots. Lot is land locked from other MW parcels.
7	7.32	3.05	MW	RC24	Small island lot



NILLUMBIK PLANNING SCHEME

~~1-120~~  
C120

**SCHEDULE 1 TO CLAUSE 43.03 INCORPORATED PLAN OVERLAY**

Shown on the planning scheme map as IPO1.

**CHRISTMAS HILLS INCORPORATED PLAN**

The *Christmas Hills Incorporated Plan* applies to land previously owned by Melbourne Water for the purpose of the former Watsons Creek Storage Reservoir.

**Purpose**

To give effect to the *Christmas Hills Incorporated Plan*.

To encourage the re-subdivision and consolidation of land to provide a more appropriate lot configuration.

To limit development in areas of high or extreme bushfire risk.

To avoid development in areas of significant slope, including areas with grades which exceed 1 in 7 (14.4%).

To avoid the use and development of dwellings and accommodation on lots where suitable defensible space cannot be provided.

To ensure all use and development can address the relevant bushfire requirements including access, slope and vegetation.

To ensure development aligns with the Nillumbik Green Wedge Management Plan (GWMP).

To limit development that will result in a net loss of environmentally significant land and native vegetation.

To protect water quality, including Watsons Creek.

To protect the existing rural character of the area, including the mix of grazed open farmland and heavily vegetated forest areas.

To protect and recognise the existing cultural and historic heritage values of the area.

To protect productive agricultural land and encourage the continued use of land in Precinct 5 of the *Christmas Hill Incorporated Plan* for agriculture.

To facilitate the transfer of land to the Crown in Precinct 1, 2, 3 and Precinct 7 of the *Christmas Hills Incorporated Plan* for community and environmental uses.

**1.0 Requirement before a permit is granted**

~~1-120~~  
C120

None specified.

**2.0 Permits not generally in accordance with Incorporated Plan**

~~1-120~~  
C120

A permit granted for use, to subdivide land or to construct a building/s or construct or carry out works is not required to be in accordance with the incorporated plan.

The responsible authority may only consider an application that is not generally in accordance with the *Christmas Hill Incorporated Plan* if the responsible authority is satisfied that the development will not prejudice the orderly planning of the area.

**3.0 Conditions and requirements for permits**

~~1-120~~  
C120

The following conditions and/or requirements apply to permits.

An application for a permit must provide or be accompanied by the following (where appropriate) to the satisfaction of the responsible authority:



NILLUMBİK PLANNING SCHEME

**Applications for Dwelling/s & Residential Buildings**

- Plan showing any new dwelling/s or residential building/s which avoids heavily vegetated areas and land with a grade above 14.4% as shown in the *Christmas Hills Incorporated Plan*.
- Plan showing how any new dwelling/s or residential building/s responds to the requirements for BAL-29 buildings.
- Plan showing how access arrangements for any new dwelling/s or residential building/s responds to the *Christmas Hills Incorporated Plan*.
- Plan demonstrating that any new dwelling/s and other habitable buildings (excluding outbuildings and ancillary structures) can provide defensible space for BAL-12.5. Such buildings/structures must meet the requirements of Clause 53.02 of the Nillumbik Planning Scheme.

**Applications for Buildings and Structures**

- Details of colours and materials of all buildings and structures. These must be submissive to the landscape in which they are located through the use of non-reflective materials and muted colour palettes.

**Applications for Subdivision**

- Plan showing a subdivision pattern consistent with the *Christmas Hills Incorporated Plan*.
- Plan showing how an application for subdivision responds to the agricultural values and subdivision pattern intended for Precinct 5 (where applicable).
- Plan showing how an application for subdivision responds to the proposed continued community use of land for the Rob Roy Hill Climb in Precinct 2 and Christmas Hills Community Hall facilities in Precinct 7.

**All Applications**

- A description of the fencing to be provided. Fencing should consist of rural style post and wire fencing and contribute to the open landscape views and rural appearance of the area. The movement of native fauna should be a consideration in fencing selection. Alternative fencing must be to the satisfaction of the responsible authority.
- A description of the impacts of the use or development on:
  - Native vegetation, including the amount and quality proposed to be removed. Impacts should be avoided and minimised.
  - Other environmental values of the land, including soil, wetlands and waterways.
  - If revegetation of land is proposed, details on how the vegetation will not increase the existing bushfire risk.
- A description of the proposal which responds to the cultural and historical values of the land (where applicable).
- Details on infrastructure including access, electricity, telecommunications and waste treatment areas. Infrastructure should utilise existing service alignments where possible.
- Details on environmental management including weed control and protection and management of remnant bushland. Particular focus should be on eradicating priority weeds as defined by Nillumbik Shire Council.
- Plan demonstrating compliance with the following:
  - Driveways must be located to minimise the removal of vegetation including roadside vegetation and to provide adequate access for fire fighting vehicles and sight lines when entering and exiting the property.
  - Driveways exceeding 30m in length must ensure compliance with access requirements specified in the Nillumbik Planning Scheme. The average grade must

NILLUMBIK PLANNING SCHEME

not exceed 1 in 7 (14.4%) with a maximum of no more than 1 in 5 (20%) for no more than 50 metres.

The following conditions (where relevant) must be included on any planning permit issued:

- A permit to subdivide land must provide for a restriction on any new titles for lots which are identified as undevelopable on the *Christmas Hills Incorporated Plan*. This restriction must clearly convey that these lots cannot be developed with a dwelling/s or residential building/s.
- A permit for use or to subdivide land or to construct a building or to construct or carry out works must provide for a restriction on title for all land within Precinct 2. This restriction should protect the ongoing operation of the Rob Roy Hill Climb from amenity complaints or issues associated with new dwellings or sensitive developments establishing in proximity to this land.
- A permit to use land for accommodation (other than a dwelling) or other sensitive land uses must minimise the number of people being located within areas of high bushfire risk. Overnight accommodation is limited to housing 5 persons away from their usual place of residence per night to the satisfaction of the Responsible Authority.
- A permit for use or to construct a building or to construct or carry out works must comply with the following design guidelines where applicable:
  - Buildings should be located on land with a level gradient not exceeding 1 in 40 (2.5%) to minimise visual impacts and provide for servicing.
  - Dwellings and other habitable buildings (excluding outbuildings and ancillary structures) must be built to a BAL-29 construction standard whilst also providing defensible space for BAL-12.5, unless a higher standard is required. Such buildings/structures must meet the requirements of Clause 53.02 of the Nillumbik Planning Scheme.
  - Landscaping and plant selection must utilise native or indigenous plants where practicable. Species selection must have regard to and not add to bushfire risk.
- All significant vegetation within the Environmental Significance Overlay is to be appropriately fenced to prevent livestock from entering in an uncontrolled manner.

#### 4.0 Decision guidelines

—1-220—  
C120

The following decision guidelines apply to an application for a permit under Clause 43.03 which is not generally in accordance with the incorporated plan, in addition to those specified in Clause 43.03 and elsewhere in the scheme which must be considered, as appropriate, by the responsible authority:

- The relevant bushfire risk and measures to ensure acceptable bushfire protection has been achieved.
- Design measures, construction techniques and environmental controls proposed to be implemented to minimise and manage the impacts of the construction or operation of the use and development on the biodiversity and other environmental values of the land, including any proposals for revegetation and soil stabilisation.
- Why the use or development is necessary and whether there are alternative options to the development that do not impact on native vegetation, habitat or cultural heritage values.
- The impact of the use or development on:
  - Native vegetation, including the amount and quality proposed to be removed.
  - Flora and fauna listed under the *Flora and Fauna Guarantee Act 1988* and matters of national environmental significance listed under the *Environmental Protection and Biodiversity Conservation Act 1999 (Cth)* including the amount and quality of ecological communities, habitat and number of individual species to be removed.
  - Other environmental values of the land, including soil, wetlands and waterways.
- The visual impacts of the development on the landscape character.

## NILLUMBIK PLANNING SCHEME

- Access and servicing requirements.
- The availability of a community fire refuge.
- The provisions and recommendations of a Community Fire Management Plan (where applicable).

## 5.0

### Preparation of the incorporated plan

~~—1—20—~~  
C120

None required.



Your ref: Melbourne Water Surplus Land, Watsons Creek Storage Reservoir

31 March 2021

Leigh Northwood  
Nillumbik Shire Council  
PO Box 476  
Greensborough VIC 3088

VIA EMAIL: [Leigh.Northwood@nillumbik.vic.gov.au](mailto:Leigh.Northwood@nillumbik.vic.gov.au)

Dear Leigh

**Proposed Planning Scheme Amendment C120nill – Melbourne Water Surplus Land  
Watsons Creek Storage Reservoir, Christmas Hills**

Thank you for Council's response email dated 15 February 2021 and request for information dated 23 March 2021 in regards to Melbourne Water's Proposed Planning Scheme Amendment (PPSA) C120 to the Nillumbik Planning Scheme for the former Watsons Creek Storage Reservoir in Christmas Hills.

It was a pleasure to present at the Councillors briefing on the 16<sup>th</sup> of March 2021. Melbourne Water provides the below response to Council's queries including outlining the next steps in the process.

**Council queries**

The following specific issues were raised by Councillors at the briefing, and our responses are provided below.

1. *Traditional Owners engagement in the land divestment process and any opportunity for their 'first right of refusal process' or similar? In not, why?*

Melbourne Water response:

There are no specific requirements in the Government Land policies that direct consultation with Traditional Owners as part of the divestment process or First Right of Refusal process.

Consultation occurred with the community and stakeholders in 2017 and 2018.

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2. *Any ability for further consideration of trails and widening through particularly Precinct 3.*

Melbourne Water response:

The land within Precinct 3 is governed by DELWP and the Governor In Council order for transfer to the Warrandyte Kinglake Nature Conservation Reserve. The provision of trails through this Precinct is not at the discretion of Melbourne Water.

## **Tennis Courts / Mechanics Institute**

These two sites are currently within the Public Use Zone 1 (PUZ1). This zone cannot be retained on the land due to the surplus nature of the land with respect to Melbourne Water's ownership. An alternate zone is required.

The community has indicated a desire to retain both the Mechanics Institute Hall and the Tennis Courts as publicly available assets. Melbourne Water has proposed to facilitate this through the Masterplan and rezoning which supports Council purchase and ownership of this land through application of the PUZ6 (Local Government). However, if Council are unable to purchase the land an alternate zoning (not a public land zone) will be required that still facilitates use by the community.

With regards to the Mechanics Institute Hall, it is recommended that Council apply the Rural Conservation Zone to this land as it is privately owned.

A suitable zone for the tennis court must consider the site's location in the Nillumbik Green Wedge, the likely private ownership of the land and the use of the land. From a planning land use perspective, an outdoor tennis court is a *Minor Sports and Recreation Facility – Land used for leisure, recreation, or sport, without substantial provision for spectators, and which is usually open to non-paying spectators*. A Minor Sports and Recreation Facility is nested within Leisure and Recreation.

Given the proposed rezoning for surrounding land is to the Rural Conservation Zone – Schedule 3 (RCZ3) and the available zones in the Green Wedge are limited, it would be appropriate to apply the RCZ3 to this land for consistency. However, the RCZ has significant limits on land uses and all Leisure and Recreation land uses are prohibited, with the exception of Informal Outdoor Recreation. Therefore, the tennis court would be relying on its existing use rights under the RCZ.

Alternatively, if the tennis court can be made available to the public for casual use by non-paying persons, a case could be made that the tennis court is an *Informal Outdoor Recreation* use and therefore is 'as of right' (no permit required) in the RCZ. We are not aware of the exact nature of the tennis court arrangements.

Melbourne Water request that Council confirm their interpretation of the tennis court land use and whether the RCZ3 is an appropriate zone control for the site.

## **Unresolved Issues**

Council identified that there are still a number of unresolved issues in relation to the proposed PSA. Specifically, Council officers have indicated the following:

*Notwithstanding the briefing the issues raised in Council's response to the earlier draft on 5<sup>th</sup> June 2020 still apply, and will form the recommendations to Council in regard to the proposed amendment.*

*Officers still have significant concerns in regard to a number of issues that the proposed amendment has not effectively resolved.*

Melbourne Water response:

As noted it is accepted that the impetus for the rezoning is Melbourne Water's obligation under the Victorian Government Landholding Policy (VGLP) and the Victorian Government Landholding Transactions Policy (VGLTP) to divest property (given it is no longer required for future service delivery) and to achieve a price no less than market value, and with 'the most appropriate zoning (and other relevant planning provisions) so that the land can be sold on the basis of its highest and best use'. It is still considered that this requirement as the driving influence behind the proposed amendment, results in tension between the VGLP/VGLTP and requirements of the Victorian Planning Provisions (VPP) pursuant to the Planning & Environment Act 1987, particularly in regard to:

- State policy around planning for bushfire and increased risk of 'threat to life' in a high risk bushfire landscape;
- The purpose of the proposed zone (RCZ) and the implied use for dwellings that the IPO sets up for future owners. Use of Section 173 Agreements is not considered an acceptable outcome as this is not a planning tool and sits outside the planning scheme; and
- Creation of 'undersized' RCZ parcels adding to further fragmentation of the Green Wedge – although it is acknowledged some attempts have been made to consolidate parcels – Council still consider there could be more done in this area where there are still issues with undevelopable lots and as per point 2 above.

### **Bushfire Policy**

As previously discussed with Council, the intent of the Christmas Hills Land Use Study is to apply a zone control that reflects the future private ownership of the land. The use of the Masterplan and IPO are intended to guide the re-subdivision of Melbourne Water's land holdings to reduce the number of parcels that will be available for private ownership. This is based on the understanding of the high risk in the area with regarding to bushfire.

In the presentation to the Councillors we reiterated that the Incorporated Plan would see 45 parcels consolidated into 16 parcels whilst other lots retain their existing boundaries and sizes. This reduces the number of lots available to the market following the rezoning and thus further reduces the risk to life from bushfire.

The IPO also provides additional controls related to bushfire protection which will apply to developable parcels within the area.

### **Proposed zone purpose, IPO and dwellings**

The purpose of the Rural Conservation Zone (RCZ) is:

- To implement the Municipal Planning Strategy and the Planning Policy Framework.
- To conserve the values specified in a schedule to this zone.
- To protect and enhance the natural environment and natural processes for their historic, archaeological and scientific interest, landscape, faunal habitat and cultural values.
- To protect and enhance natural resources and the biodiversity of the area.
- To encourage development and use of land which is consistent with sustainable land management and land capability practices, and which takes into account the conservation values and environmental sensitivity of the locality.
- To provide for agricultural use consistent with the conservation of environmental and landscape values of the area.
- To conserve and enhance the cultural significance and character of open rural and scenic non urban landscapes.



The PSA seeks to apply this zone to the area in recognition of the existing landscape character and environmental features, as well as the existing uses which include agriculture. The RCZ was determined to be the most appropriate zone of the available green wedge zones to apply to the land. It is also the zone applied to privately held parcels in the area. As noted by Council, the purpose of the RCZ is not to facilitate rural living and any new dwellings require planning approval.

The Incorporated Plan Overlay to be applied to the land as part of the PSA is intended to guide future subdivision and consolidation as well as ensuring development is appropriate. It does not seek to create an implied use for dwellings and rather it provides direction about appropriate development outcomes in the context of the land's significance and risk. A number of the purposes in the IPO schedule explicitly state to avoid or to limit development.

Use of Section 173 Agreements routinely occurs as a means of perpetually providing a control on a specific parcel through inclusion on title. It also ensures any future owner is aware of the restrictions applying to a parcel of land from the sale process to ownership. Suggestions from Council on alternate agreements or planning tools are welcome and can be investigated further.

### **Creation of undersized RCZ parcels**

As presented to Council at the briefing, the IPO and accompanying plan provide for a future parcel pattern in the area which consolidates parcels where appropriate and possible. This has led to a total of 43 parcels able to be disposed of following rezoning, of which 22 lots would be below the minimum subdivision size in the RCZ. Many of these parcels cannot be consolidated with other Melbourne Water parcels and must remain below the minimum subdivision size. We note that a number of these sub-minimum lots already contain existing dwellings and will not create additional planning burden on Council. Melbourne Water is also seeking to provide controls on lots under the minimum lot size and with significant vegetation/bushfire constraints to prevent development in the future.

Should Council wish to rectify this through a further control, such as a Restructure Overlay which impacts privately held land in the area, that should be considered by Council separately. We understand this is not within the Terms of Reference of GLPS.

### **Next steps**

Melbourne Water will present this letter and Council's correspondence from February and March 2021 to the GLPS for their consideration and review of the PSA. Any resolution from Council's meeting in April 2021 will also be provided to GLPS for their information.

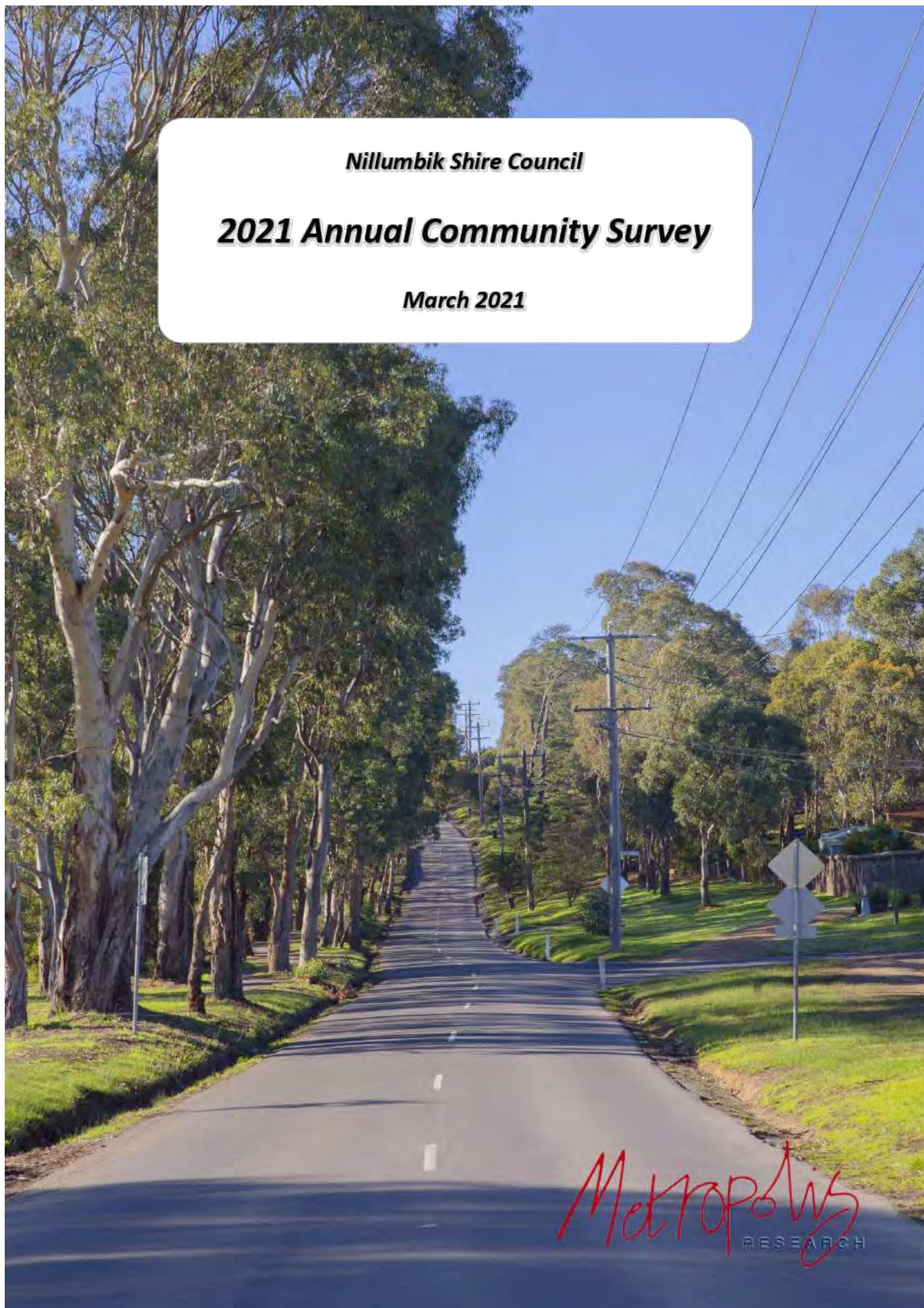
Should you have any queries in relation to the overall project, please do not hesitate to contact Melanie Hall, Senior Property Officer of Melbourne Water on (03) 8600 0963 or alternatively via email [melanie.hall@melbournewater.com.au](mailto:melanie.hall@melbournewater.com.au).

Yours sincerely



**Sevdal Arslan**

Property Sales Manager





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RESEARCH



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## Executive summary

Metropolis Research conducted this, Council's 10<sup>th</sup> *Annual Community Satisfaction Survey*, as a telephone interview style survey of 501 respondents in February 2021. The survey has traditionally been conducted as a door-to-door, face-to-face interview style survey. As a result of the COVID-19 pandemic, the methodology was changed to ensure community confidence in the interaction by using a socially distanced methodology.

There was an under-representation of new residents of Nillumbik in the sample this year (less than one year living in the Shire), as the COVID-19 lockdowns significantly reduced the ability of people to move residence. Anecdotally the small number of new residents were also a little less likely to participate on the telephone than they have been in the past when surveyed face-to-face. This change in the profile of respondents will have had a negative impact on satisfaction with Council, as this group historically is significantly more satisfied than average.

It is our intention to return to the more effective, door-to-door methodology in the future because the telephone interview methodology does not engender the same level of confidence in the process by the community as the more interactive and personal face-to-face interview methodology.

The aim of the research is to measure community satisfaction with a wide range of Council provided services and facilities, aspects of governance and leadership, customer service, Council's communication tools, and the performance of Council across all areas of responsibility.

The survey also continues to explore the top issues the community feel needs to be addressed in the Nillumbik Shire, as well the perception of safety in the public areas of the municipality.

In 2021, the survey also included questions around the household's coping with the financial, physical, and mental impacts of COVID-19, as well as the impact of COVID-19 on the respondents' health and wellbeing.

The 95% confidence interval (margin of error) of these results is plus or minus 4.4% at the fifty percent level. In other words, if a yes / no question obtains a result of fifty percent yes, it is 95% certain that the true value of this result is within the range of 45.6% and 54.4%.

### ***Satisfaction with Council's overall performance***

Satisfaction with the [overall performance](#) of Nillumbik Shire Council declined marginally this year, down 1.5% to 6.59 (down from 6.69) out of a potential 10. Despite the small decline this year, satisfaction remains above the long-term average since 2011 of 6.52 and remains at a "good" level. This result is 7.2% higher than the most recent low recorded in 2014 (6.15).

This result was 4.8% lower than the 2021 metropolitan Melbourne (6.92) and 6.5% lower than the northern region councils' (7.05) averages, as recorded in the *Governing Melbourne* research conducted independently by Metropolis Research.



Consistent with this “good” level of satisfaction, a little less than one-third (30.6% down from 34.5%) of respondents providing a score were “very satisfied” (i.e., rated satisfaction at eight or more), whilst 10.4% (up from 10.2%) were dissatisfied (rated satisfaction at less than five).

There was some variation in overall satisfaction with Council observed across the municipality, as follows:

- **More satisfied than average** – includes respondents from Eltham North, young adults (aged 15 to 34 years), senior citizens (aged 75 years and over), two-parent families with youngest child 0 to 4 years and 5 to 12 years, respondents in group households, rental household respondents, and newer resident respondents of Nillumbik (less than 10 years in the Shire).
- **Less satisfied than average** – includes respondents from the rural precinct, middle-aged adults (aged 45 to 59 years), two-parent families with adult children only, and homeowners.

The most common reasons why the 49 respondents were dissatisfied with Council’s overall performance were related to Council management, responsiveness, and governance (12 responses), rates and financial management (9 responses), and communication and consultation (6 responses).

This is further borne out by the fact that the most common issues that appear to have a negative influence on overall satisfaction with Council relates to concerns around rates, roads, and the perceived level of communication between Council and the community. The respondents who nominated communication and consultation issues as one of the top three issues to address for the Nillumbik Shire, on average, rated satisfaction with Council’s overall performance at just 5.81 out of 10, compared to the municipal average of 6.59.

#### ***Change in performance of Council over the last 12 months.***

A little more than 10% (11.2% up from 7.6%) of respondents considered that Council’s [overall performance](#) had improved in the last 12 months, whilst 8.4% (identical to 2020) considered that performance had deteriorated.

The most common reasons why the 56 respondents considered that Council’s performance had improved in the last 12 months included a perception that the newly elected Council as being better (7 responses), Council’s performance during COVID-19 (5 responses), and perceived improvements to communication with the community (3 responses).

There was no dominant issue or issues as the most common reasons why the 42 respondents considered that Council’s overall performance had deteriorated in the last 12 months, with a perceived lack of consultation with the community (3 responses), the upkeep and maintenance of parks and gardens (3 responses), fire hazards (2 responses), and a perception that nothing was being done (2 responses) the main responses noted.

#### ***Satisfaction with the governance and leadership performance of Council***

Despite the relatively stable overall satisfaction score this year, the average satisfaction with the eight included aspects of [governance and leadership](#) declined 6.7% this year, down from 6.85 to 6.39. and is now at a “solid”, down from a “good” level.



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This decline was most evident in relation to Council's representation, lobbying, and advocacy with other levels of government (down 13.2%) and community consultation and engagement (down 9.3%).

Whilst not replicated in the *Governing Melbourne* research, Metropolis Research does note that a measurable decline in satisfaction with community consultation and engagement was observed by Metropolis Research in several other municipalities during COVID-19.

Metropolis Research notes that satisfaction with the six aspects of governance and leadership included in both this survey and *Governing Melbourne* was measurably lower in the Nillumbik Shire than the metropolitan Melbourne average this year.

It is also noted that, despite marginal declines this year, overall, the community remains satisfied at a "good" level with Council's performance meeting bushfire and emergency management responsibilities, its environmental responsibilities, and its performance supporting a healthy local economy.

***Satisfaction with customer service***

There was a significant increase this year, in the proportion of respondents who had contacted Council in the last 12 months, up from 24.5% last year to 34.4% this year. This increase has been observed in some other municipalities during the COVID-19 pandemic.

Consistent with this, many more respondents had contacted Council via email (23.8% up from 9.8%), and significantly fewer had visited Council in person (7.0% down from 20.5%).

There was a decline in overall satisfaction with the seven aspects of [customer service](#) experience recorded this year, down 4.5% from 7.58 "very good" to 7.24 or "good".

The aspects of customer service to report the largest declines this year were "being kept informed about the status of enquiry" (down 7.5%), "access to relevant officer or area" (down 7.1%), "provision of accurate information or referred to an expert" (down 5.7%), and "care and genuine interest in the respondent and their enquiry" (down 5.3%).

***Communication tools***

Despite some changes in preferences this year, the four most common methods by which respondents prefer to [receive information from or interact with Council](#) remain email (47.5% up from 35.4%), direct mail / letterbox drop of information (26.3% down from 43.0%), the *Nillumbik News* (25.0% down from 25.6%), and Council's website (20.8% down from 29.2%).

Almost half (48.8%) of respondents regularly receive and read the [Nillumbik News](#), whilst 18.0% (up from 15.0%) report that they do not regularly receive the publication.

Approximately 10% (9.4% up from 8.5%) of respondents frequently visit the [website](#), a result that has increased only marginally over time. A little less than half (45.2%) at least infrequently visit the website. The average satisfaction with the six aspects of the website decreased measurably this year, down 5.2% to 7.39, which is a "very good" level.





Approximately 10% (10.7% up from 8.2%) were aware of *Participate Nillumbik*, with 2.3% having visited and used the site.

#### ***Planning and housing development***

Just 32 of the 501 respondents were personally involved in a [planning application or development](#) in the last 12 months, as applicants (26 respondents), objectors (4 respondents) or other (2 respondents).

These respondents' satisfaction with four aspects of the process (access to information, communication during the process, timeliness of decisions and effectiveness of community consultation and involvement) remain at "poor" to "very poor" levels. These results were consistent with the metropolitan Melbourne average as recorded in *Governing Melbourne*.

Satisfaction with the design of public spaces (7.46 down from 7.82) and the protection of local heritage (7.26 down from 7.58) both declined somewhat this year and are at "very good" levels. Satisfaction with the appearance and quality of new developments (6.85 down from 7.49) also declined measurably, down 8.5% to a "good", down from a "very good" level. These declines in satisfaction with planning and development outcomes reverse the significant increases in satisfaction recorded last year and remain higher than the metropolitan Melbourne averages.

#### ***Importance of and satisfaction with Council services and facilities***

The survey measured the importance of and satisfaction with [33 Council provided services and facilities](#).

The average importance of these 33 services and facilities increased measurably this year, up 4.5% from 8.70 to 9.09. The most important services remain the three kerbside collection services (recycling, garbage, and green waste), the maintenance and repair of sealed local roads, fire prevention works, and the provision and maintenance of parks and gardens.

The average satisfaction with the 33 included Council provided services and facilities declined 3.9% this year, down from 7.60 to 7.30, although it remains at a "very good" level. This decline reverses the large increase in average satisfaction with services and facilities recorded in 2020 and returns satisfaction with services and facilities to the long-term average.

The services and facilities with measurably higher than average satisfaction include the local library, environmental programs and facilities, weekly kerbside green waste and fortnightly recycling and garbage collections, services for children from birth to five years of age, and sports ovals.

There were declines recorded this year in the average satisfaction with services for youth (down 10.9%), maintenance and repair of sealed local roads (down 9.9%), drains maintenance and repairs (down 8.6%), Council's website (down 8.6%), the grading of unsealed roads (down 8.1%), the maintenance and cleaning of shopping strips (down 7.3%), litter collection in public areas (down 6.9%), horse riding trails (down 5.4%), education and learning (down 5.3%), services for seniors (down 5.2%), parking enforcement (down 5.1%), and aquatic and leisure centres (down 5.0%). These declines were statistically significant at the 95% confidence level.



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***Most important issues to address for the Nillumbik Shire “at the moment”.***

There was significant change in the [top issues to address](#) reported this year, with a substantial decline in the proportion of respondents nominating “traffic management” (14.2% down from 22.0%) and “road maintenance and repairs” (11.8% down from 16.8%) related issues.

These declines were clearly related to the COVID-19 pandemic and its impact on travel and particularly commuting this year. Despite these declines, these two issues remain the top two issues in the municipality again this year.

The third most nominated issue again this year was bushfire management and prevention issues, with 8.8% down from 15.6% of respondents nominating these issues this year.

The issues that were most negatively correlated with overall performance this year were communication, roads, rates, building and development, street trees, and environment.

***Perception of safety in the public areas of the Nillumbik Shire***

The [perception of safety](#) in the public areas of the Nillumbik Shire during the day and at Eltham and Diamond Creek activity centres increased marginally this year and remain at high levels. The perception of safety at night and travelling on or waiting for public transport declined marginally. The perception of safety in the Nillumbik Shire remains higher than the metropolitan Melbourne and northern region councils’ average, from the 2021 *Governing Melbourne* research. Just 4.1% of respondents felt unsafe in the public areas at night.

***Addressing the needs of LGBTIQ+ residents***

Respondents rated the importance of [Council addressing the needs of LGBTIQ+ residents](#) at a strong level again this year, despite declining nine percent this year to 7.10. This reverses the significant increase recorded last year. 11.6% of respondents did not believe it was important (i.e., rated importance at less than five) that Council address the needs of the LGBTIQ+ residents.

***Quality of telecommunication services***

Respondents rated the quality of [telecommunication services](#) in their household at 7.13 this year, with 54.1% “very satisfied” (rated satisfaction at eight or more) and 12.6% dissatisfied. Satisfaction was highest in Diamond Creek (7.77) and lowest in Eltham (6.81).

***COVID-19 pandemic***

On average, respondent households rated how well they were [coping with COVID-19](#) in terms of their financial wellbeing (7.88), physical (7.62) and mental (7.31) health and wellbeing at relatively strong levels. 6.6% of respondent households reported they were not coping well in terms of their mental health and wellbeing.

On average, respondents rated the impact of COVID-19 on their personal health and wellbeing at 3.28 out of 10, or a moderately low level, with 5.4% rating it very high (8 or more).



## **Introduction**

Metropolis Research was commissioned by Nillumbik Shire Council to undertake this, its tenth *Annual Community Survey*.

The survey has been designed to measure community satisfaction with a range of Council services and facilities and to measure community sentiment on a range of additional issues of concern in the municipality.

The 2021 survey is comprised of the following:

- ⊗ Satisfaction with Council's overall performance and aspects of governance and leadership
- ⊗ Importance of and satisfaction with a broad range of 33 Council services and facilities
- ⊗ Satisfaction with aspects of planning and development and planning approvals process
- ⊗ Satisfaction with additional aspects of the waste collection services
- ⊗ Use of and satisfaction with Council's communication tools, including preferred methods of receiving information from and interacting with Council
- ⊗ Satisfaction with aspects of Council's customer service
- ⊗ Perception of safety in the public areas of the Nillumbik Shire
- ⊗ Issues of importance for Council to address in the coming year
- ⊗ How well respondent households were coping with COVID-19, financially, mentally, and physically, as well as the impact of COVID-19 on the individual respondents' health and wellbeing
- ⊗ Respondent profile.

## ***Rationale***

The *Annual Community Survey* has been designed to provide Council with a wide range of information covering community satisfaction, community sentiment and community feel and involvement. The survey meets the requirements of Local Government Victoria by providing importance and satisfaction ratings for the major Council services and facilities as well as scores for satisfaction with Council overall, and some performance indicators consistent with the Local Government Performance Reporting Framework (LGPRF).

The *Annual Community Survey* provides an in-depth coverage of Council services and facilities as well as additional community issues and expectations. This information is critical to informing Council of the attitudes, levels of satisfaction and issues facing the community in the Shire of Nillumbik.





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### ***Nillumbik local areas (precincts)***

This report provides precinct level results utilising a set of precincts derived from the localities within the municipality as outlined in the *Nillumbik Shire Community Profile* published by i.d consulting. A total of 501 surveys were conducted proportionally across the five areas, with the sample from each precinct preweighted by population size. These precincts are defined as follows:

- ⊗ ***Greensborough*** – (45 respondents) includes Greensborough and Plenty.
- ⊗ ***Diamond Creek*** – (106 respondents) includes Diamond Creek.
- ⊗ ***Eltham*** – (101 respondents) includes Eltham Central, Eltham South and Eltham East.
- ⊗ ***Eltham North*** – (73 respondents) includes Eltham North and Edendale.
- ⊗ ***Rural*** – (176 respondents) includes Hurstbridge, Kangaroo Ground, North Warrandyte, Research, Wattle Glen, St. Andrews, Rural East, and Rural Northwest.

### ***Governing Melbourne***

*Governing Melbourne* is a service provided by Metropolis Research since 2010. *Governing Melbourne* is a survey of typically 1,200 respondents, but this year 600 due to COVID-19, drawn in equal numbers from each of the 31 metropolitan Melbourne municipalities. *Governing Melbourne* provides an objective, consistent and reliable basis on which to compare the results of this report.

*Governing Melbourne* is not intended to provide a “league table” for local councils, rather to provide a context within which to understand the results.

This report provides some comparisons against the metropolitan Melbourne average, which includes all municipalities located within the Greater Melbourne Capital City Statistical Area as well as the northern region, which includes the municipalities of Banyule, Darebin, Hume, Moreland, Nillumbik, and Whittlesea.

### ***Glossary of terms***

#### ***Precinct***

The term precinct is used by Metropolis Research to describe the small areas utilised by Council in the *Community Profile*, and as outlined in a following section. Readers seeking to use precinct results should seek clarification of specific precinct boundaries if necessary.

#### ***Measurable and statistically significant***

A measurable difference is one where the difference between or change in results is sufficiently large to ensure that they are in fact different results, i.e., the difference is statistically significant. This is because survey results are subject to a margin of error or an area of uncertainty.



*Nillumbik Shire Council – 2021 Annual Community Survey*

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*Significant result*

Metropolis Research uses the term *significant result* to describe a change or difference between results that Metropolis Research believes to be of sufficient magnitude that they may impact on relevant aspects of policy development, service delivery and the evaluation of performance and are therefore identified and noted as significant or important.

*Somewhat / notable / marginal*

Metropolis Research will describe some results or changes in results as being marginally, somewhat, or notably higher or lower. These are not statistical terms rather they are interpretive. They are used to draw attention to results that may be of interest or relevant to policy development and service delivery. These terms are often used for results that may not be statistically significant due to sample size or other factors but may nonetheless provide some insight.

*95% confidence interval*

Average satisfaction results are presented in this report with a 95% confidence interval included. These figures reflect the range of values within which it is 95% certain that the true average satisfaction falls.

The margin of error around the other results in this report at the municipal level is plus or minus 4.4%.

*Satisfaction categories*

Metropolis Research typically categorises satisfaction results to assist in the understanding and interpretation of the results.

These categories have been developed over many years as a guide to understanding the results and to give a general context, and are defined as follows:

- ⊗ **Excellent** - scores of 7.75 and above are categorised as excellent.
- ⊗ **Very good** - scores of 7.25 to less than 7.75 are categorised as very good.
- ⊗ **Good** - scores of 6.5 to less than 7.25 are categorised as good.
- ⊗ **Solid** - scores of 6 to less than 6.5 are categorised as solid.
- ⊗ **Poor** - scores of 5.5 to less than 6 are categorised as poor.
- ⊗ **Very Poor** - scores of 5 to less than 5.5 are categorised as very poor.
- ⊗ **Extremely Poor** – scores of less than 5 are categorised as extremely poor.



## Satisfaction with Council's overall performance

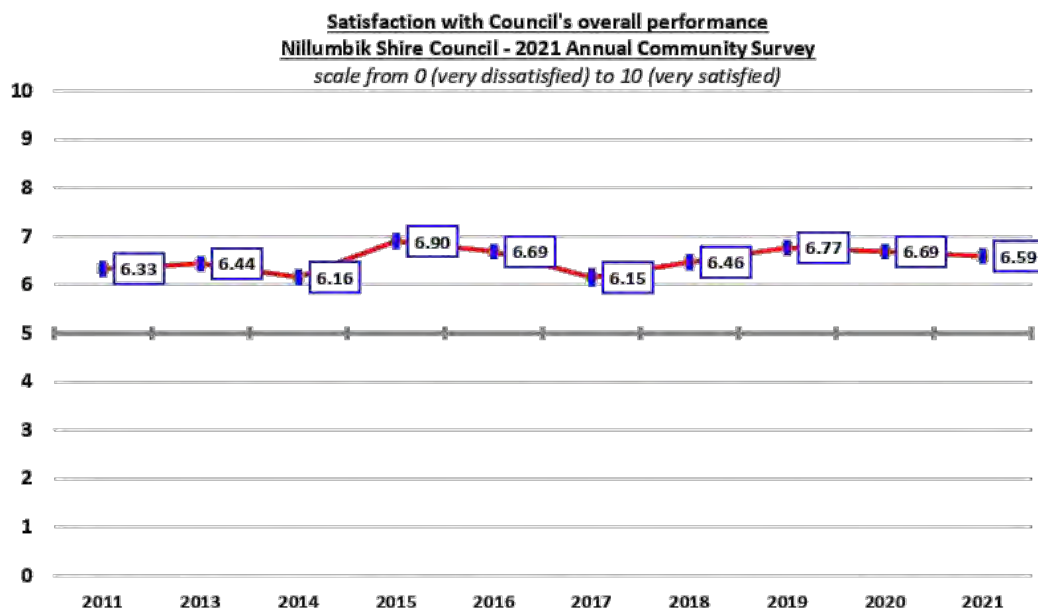
Respondents were asked:

*"On a scale of 0 (lowest) to 10 (highest), can you please rate the performance of Council across all areas of responsibility?"*

Satisfaction with the performance of Council "across all areas of responsibility" declined marginally this year, down 1.5% to 6.59, although it remains at a "good" level of satisfaction. This decline was not statistically significant at the 95% confidence level.

This result remains marginally but not measurably above the long-term average satisfaction with Nillumbik Shire Council of 6.49 recorded since the *Annual Community Satisfaction Survey* program commenced in 2011. This result also remains 7.2% higher than the most recent low score of 6.15 recorded back in 2017.

Metropolis Research notes that the sample of residents this year included significantly fewer new residents (less than one year in the Shire) than in previous years. This change reflects the fact that there were fewer opportunities for people to move residence over the last 12 months due to the COVID-19 lockdowns and social distancing restrictions. Anecdotally, the smaller number of new residents were also less likely to participate on the telephone than they have traditionally been, when surveyed face to face. This change in the sample will have reduced the overall satisfaction score, as well as other scores in this report, given that this group of residents traditionally is significantly more satisfied with Council's performance.

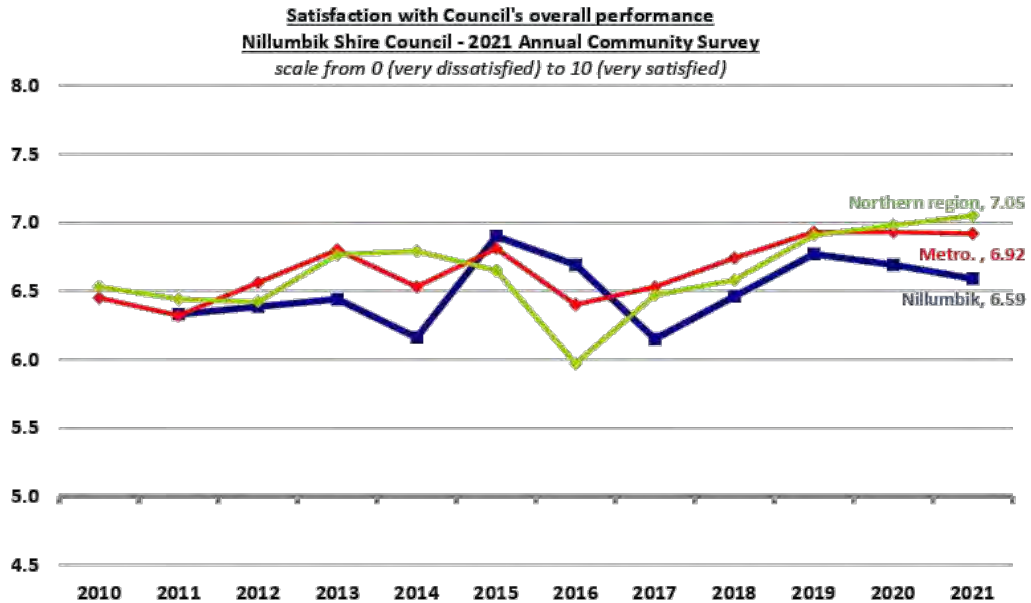


By way of comparison, satisfaction with the overall performance of Nillumbik Shire Council was measurably lower than the metropolitan Melbourne (6.92) and northern region councils' (7.05) averages, as recorded in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research in January 2021.



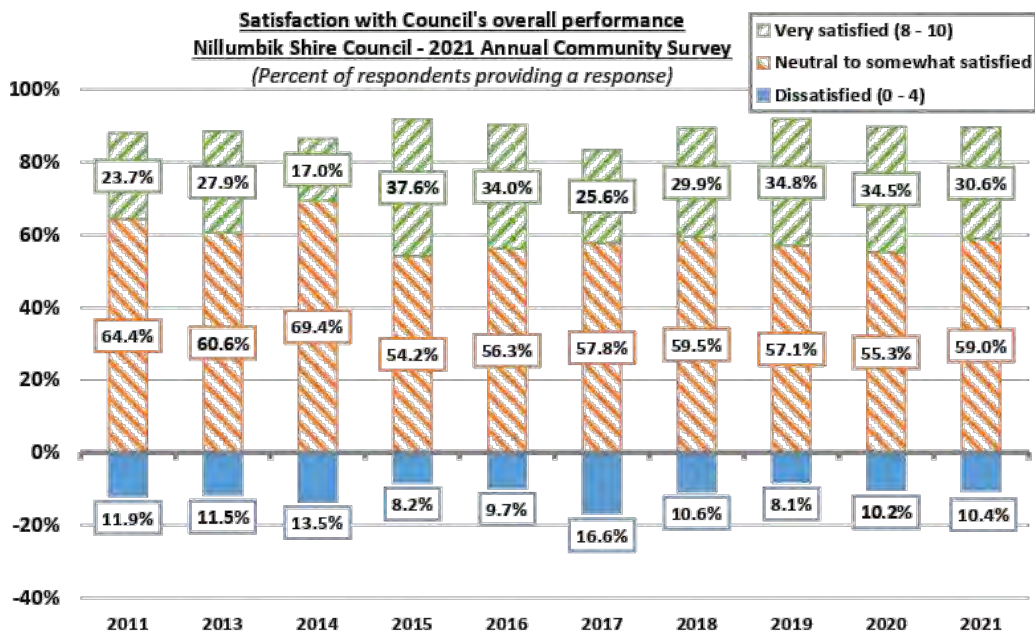


*Nillumbik Shire Council – 2021 Annual Community Survey*



The following graph provides a breakdown of these results into the proportion of respondents who were “very satisfied” (rated satisfaction at eight or more out of 10), those who were “neutral to somewhat satisfied” (rated five to seven), and those who were “dissatisfied” (rated satisfaction at less than five).

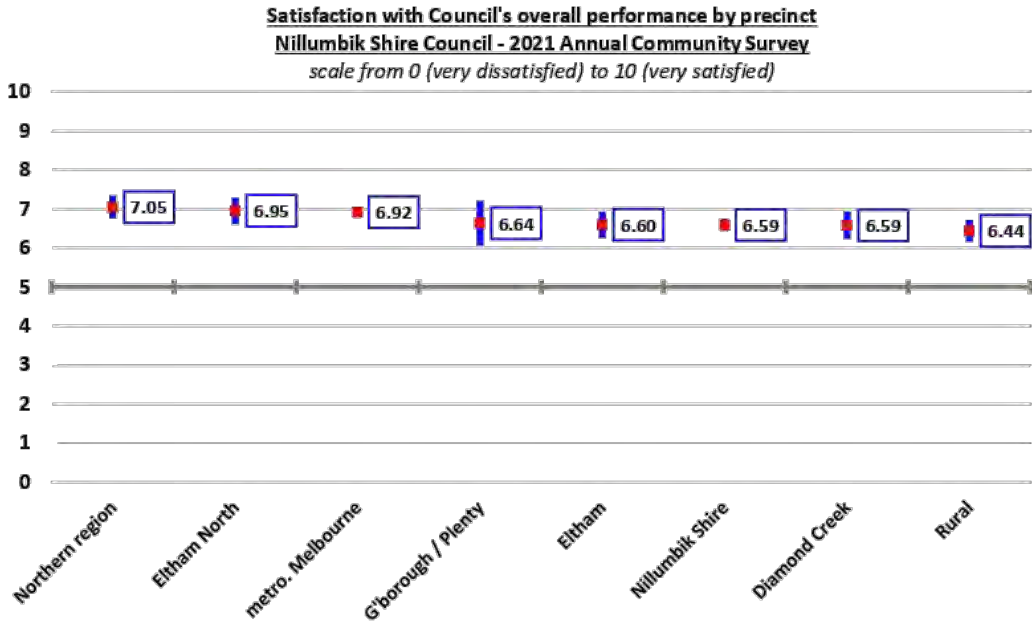
Despite a small decline this year, consistent with the results since the most recent low point back in 2017, approximately one-third of respondents (30.6% this year) were “very satisfied” with Council’s overall performance, and 10.4% (10.2% in 2020) were dissatisfied.



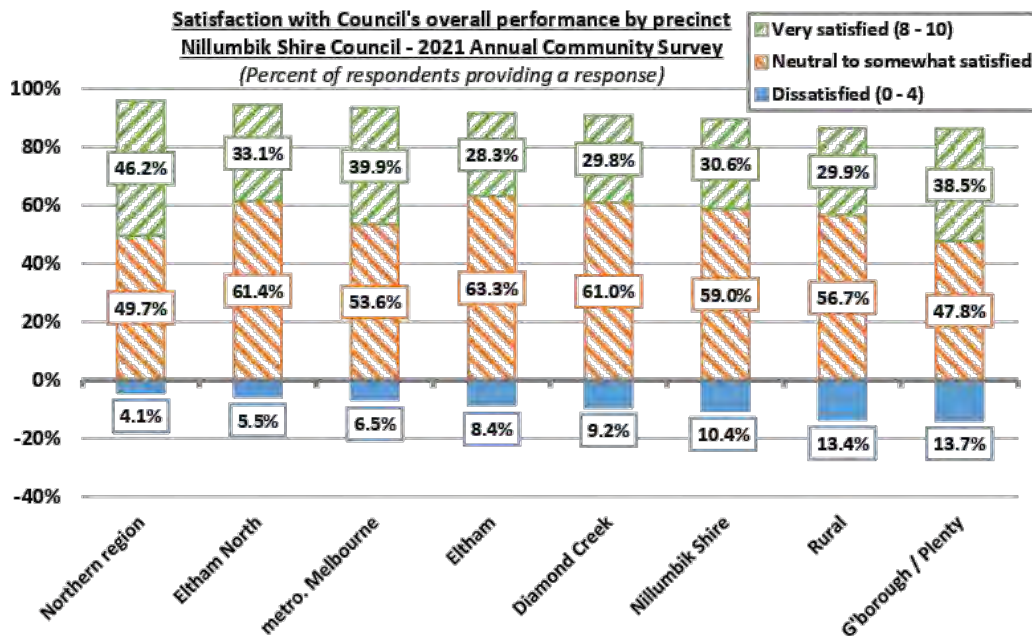
*Nillumbik Shire Council – 2021 Annual Community Survey*

There was no statistically significant variation in satisfaction with Council’s overall performance observed across the five precincts comprising the Nillumbik shire.

It is noted, however, that respondents from Eltham North were notably but not measurably more satisfied than average, although still at a “good” level of satisfaction.



Attention is drawn to the fact that there were a little more than twice as many dissatisfied respondents in the Rural precinct and Greensborough / Plenty than in Eltham North.



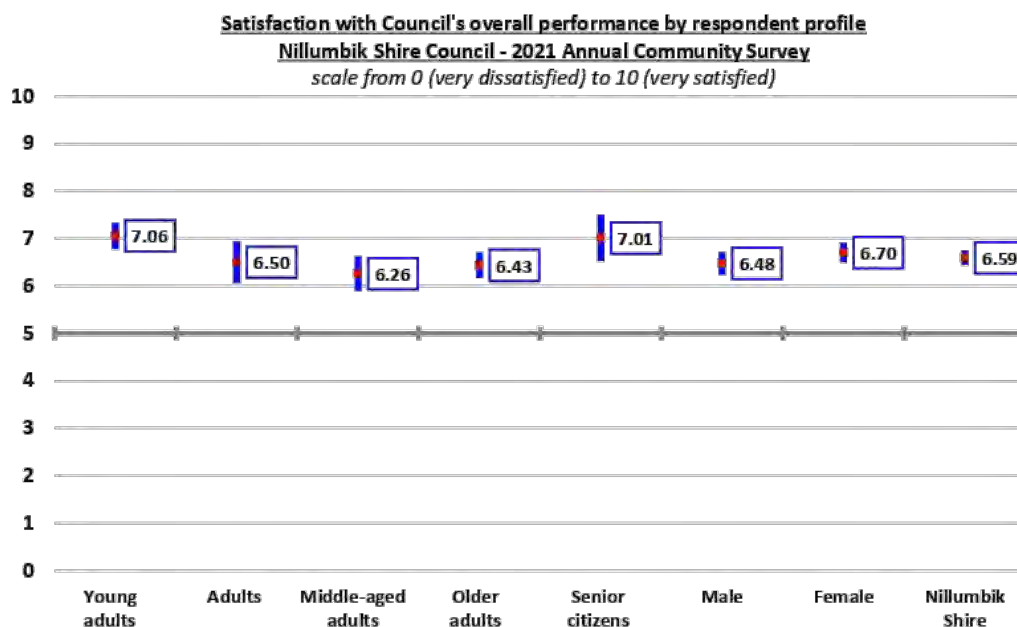


*Nillumbik Shire Council – 2021 Annual Community Survey*

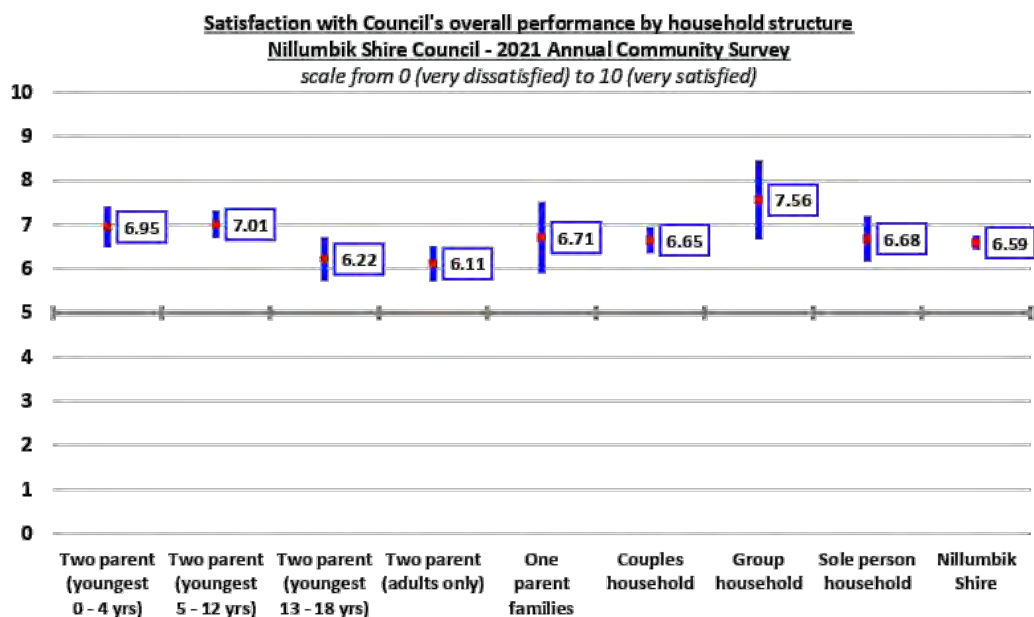
***Satisfaction with overall performance by respondent profile***

The following graphs provide a comparison of average satisfaction with the performance of Council across all areas of responsibility by respondent profile, including age structure, gender, language spoken at home, household structure, housing situation, and period of residence in the Nillumbik Shire.

- ***More satisfied than average*** – includes young adults (aged 15 to 34 years), senior citizens (aged 75 years and over), two-parent families with youngest child 0 to 4 years and 5 to 12 years, respondents in group households, rental household respondents, and newer resident respondents of Nillumbik (less than 10 years in the Shire).
- ***Less satisfied than average*** – includes middle-aged adults (aged 45 to 59 years), two-parent families with adult children only, and home-owner respondents.



*Nillumbik Shire Council – 2021 Annual Community Survey*



***Satisfaction with overall performance by readership of the Nillumbik News***

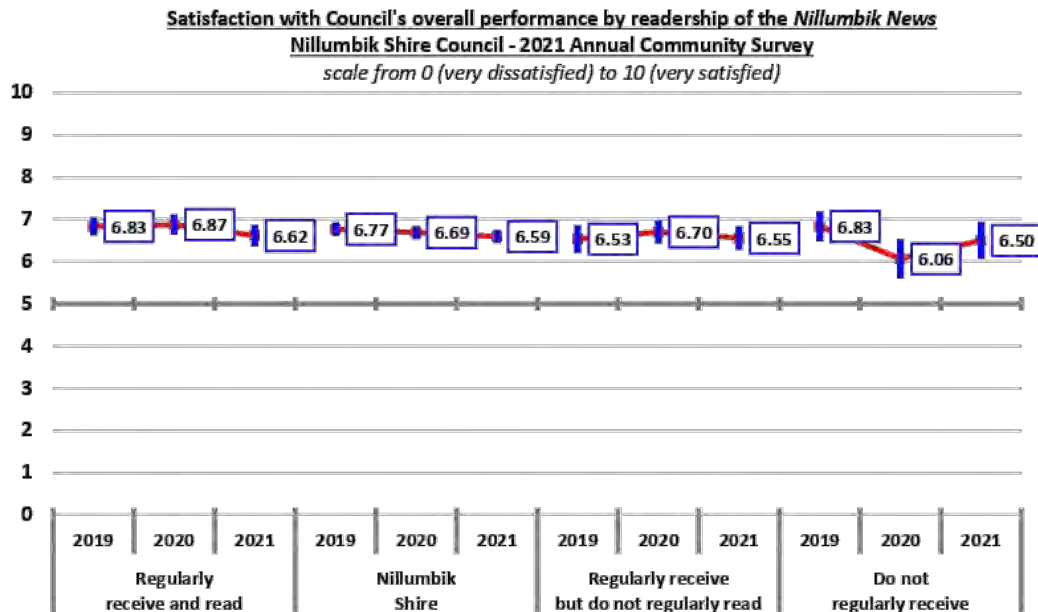
There was no statistically significant variation in satisfaction with Council's overall performance observed based on the respondents' receiving and reading the *Nillumbik News*.



*Nillumbik Shire Council – 2021 Annual Community Survey*

This result contrasts with the 2020 result, when respondents who do not regularly receive the *Nillumbik News* were notably less satisfied than average and respondents who regularly received and read the publication were somewhat more satisfied than average.

It is still evident, however, that respondents who regularly read the *Nillumbik News* were very marginally more satisfied with Council's overall performance than the respondents who did not regularly receive the publication.



***Satisfaction with overall performance by top issues for Nillumbik***

The following graph provides a comparison of satisfaction with Council's overall performance for respondents nominating each of the 10 most nominated issues to address for the Nillumbik Shire "at the moment".

As is clear in the graph, the small sample of respondents nominating seven of these 10 issues were notably less satisfied with Council's overall performance than the municipal average.

Particular attention is drawn to the issues of roads maintenance and repairs and communication related issues. This variation was statistically significant for respondents' nominating road maintenance and repair issues (5.83) issues but was not measurably for communication due to the smaller sample of just 22 respondents.

This does suggest that these issues are likely to be exerting a somewhat negative influence on satisfaction with Council's overall performance for the respondents' nominating these issues. This is most evident in relation to traffic, roads, planning and development, and rates.

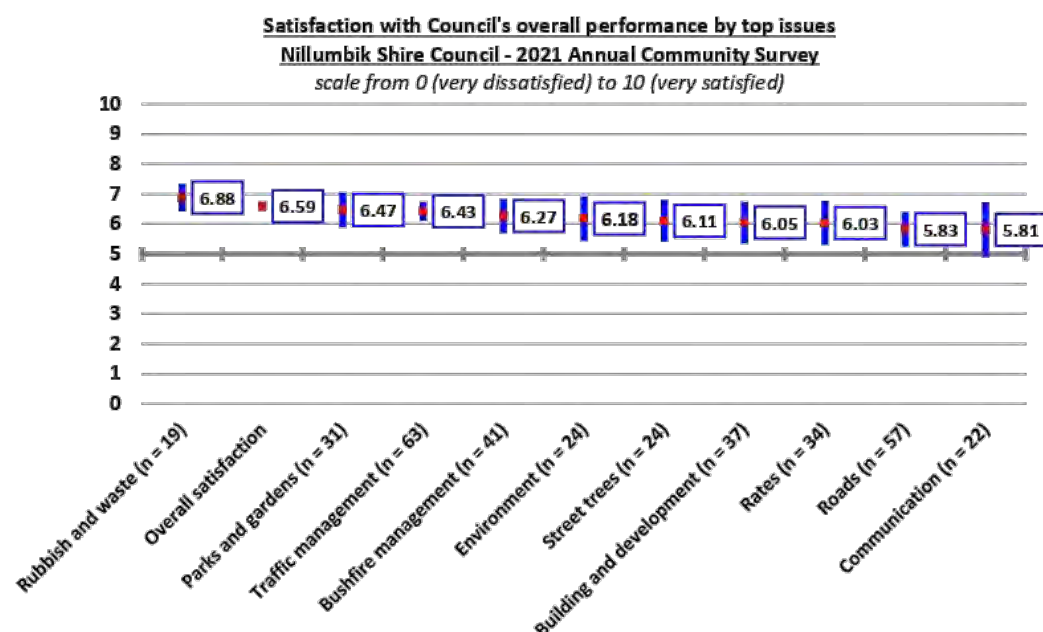
This result clearly identifies satisfaction with roads in the municipality as a significant driver of satisfaction with Council's overall performance.



This is observed in several results in the survey, including in this set that shows that respondents who nominated road maintenance and repair issues as one of the top issues were measurably less satisfied with Council than other respondents, and at a “poor” level. It was also the second most nominated issue with 11.8% of respondents nominating the issue. Traffic management (14.2%) was the most nominated issue.

It is also observed in the fact that the maintenance and repair of sealed local roads was ranked 33<sup>rd</sup> of the 33 included Council services and facilities in the [satisfaction with services](#) section of this report.

Respondents nominated communication related issues were also substantially less satisfied with Council’s overall performance and at a “poor” level of satisfaction. Many of the responses around communication were relatively general in nature reflecting a perception that Council does not sufficiently communicate with the community. Metropolis Research commonly observes in local government community satisfaction, that many respondents who raise issues around a perceived lack of communication or consultation from the Council are less satisfied with Council overall.



### ***Satisfaction with overall performance of respondents dissatisfied with services and facilities***

The following graph provides the average satisfaction with Council’s overall performance of respondents dissatisfied with individual services and facilities. Services and facilities with which fewer than 10 dissatisfied respondents have been excluded from these results.



*Nillumbik Shire Council – 2021 Annual Community Survey*

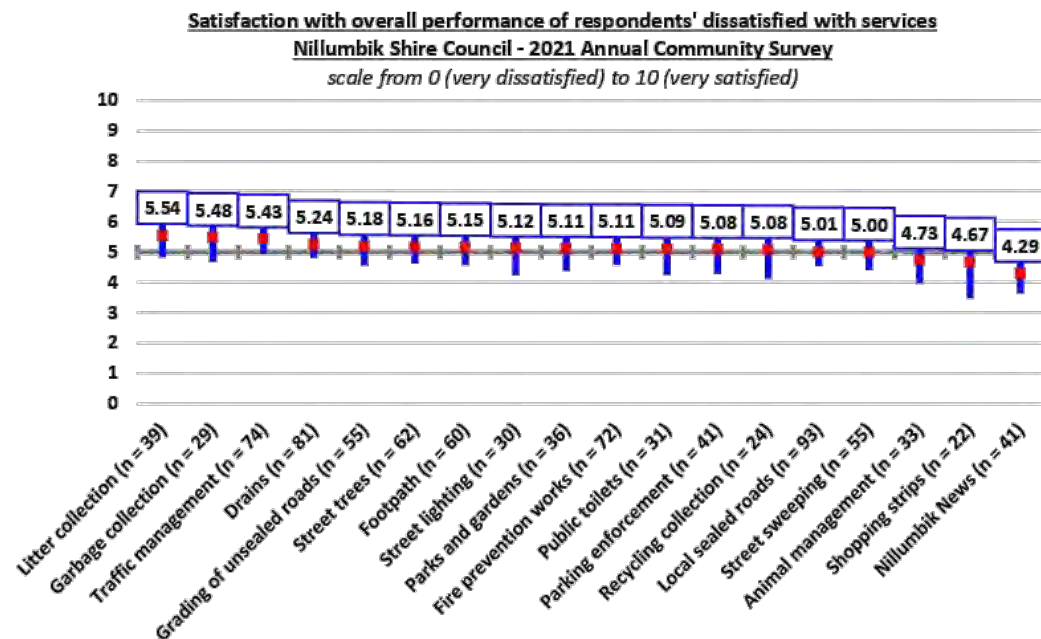
Attention is drawn to the fact that respondents who were dissatisfied with individual services and facilities were also, on average, measurably less satisfied with Council's overall performance than the municipal average of all respondents (6.59).

It is also acknowledged that a relatively small sample of respondents were dissatisfied with most core Council services and facilities, with a significant degree of overlap between services. In other words, respondents who were dissatisfied with one core service and facility were likely to be dissatisfied with a number of these services and facilities.

This reflects the fact that some (a small number) of respondents were dissatisfied with Council's performance and this tended to influence their satisfaction ratings for many, if not all, services and facilities included in the survey.

The opposite is also true for some respondents who tended to provide the same good satisfaction rating for many, if not all, services, and facilities. This again reflects the fact that these respondents tended to see Council performance as being generally consistent across the range of services and facilities.

The service and facility that appears to be most strongly associated with lower overall satisfaction score this year was the *Nillumbik News*. The 41 respondents who were dissatisfied with this service rated overall satisfaction at just 4.29, compared to the municipal average of 6.59. This result is consistent with the results discussed above, that respondents nominating communication issues as one of the top three issues to address, were the least satisfied with Council's overall performance.



### ***Reasons for dissatisfaction with overall performance***

Of the 49 respondents who were dissatisfied with the performance of Council across all areas of responsibility (rated satisfaction at less than five), a total of 42 provided a response as to why they were dissatisfied. These open-ended responses have been broadly categorised, as outlined in the following summary table, with the verbatim comments in the table following.

Half of the responses received related to issues with the governance, management, and responsiveness of Council as well as issues with rates and financial management or value for money. This is a substantial increase on the 27% in 2020 and the 32% recorded in 2019.

Consistent with previous years, several respondents reported that they were dissatisfied with Council due to a perceived lack of communication or consultation.

**Reasons for dissatisfaction with Council's overall performance**  
**Nillumbik Shire Council - 2021 Annual Community Survey**  
(Number and percent of respondents rating satisfaction less than six)

Reason	2021		2020	2019	2018	2017
	Number	Percent				
Council governance, management, responsiveness	12	28.6%	13.6%	16.0%	29.3%	32.9%
Rates and financial management	9	21.4%	13.6%	16.0%	16.2%	12.9%
Communication and consultation	6	14.3%	18.2%	12.0%	13.1%	14.1%
General negative	4	9.5%	18.2%	6.0%	2.0%	5.9%
Council services and facilities	4	9.5%	15.9%	6.0%	5.1%	7.1%
Roads, traffic and parking	3	7.1%	4.5%	6.0%	8.1%	4.7%
Parks, gardens and trees maintenance	3	7.1%	2.3%	6.0%	4.0%	0.0%
Planning and development	1	2.4%	9.1%	18.0%	13.1%	15.3%
<b>Total comments</b>	<b>42</b>	<b>100%</b>	<b>44</b>	<b>50</b>	<b>99</b>	<b>85</b>

The following table outlines the verbatim responses received.

**Reasons for dissatisfaction with Council's overall performance**  
**Nillumbik Shire Council - 2021 Annual Community Survey**  
(Number of responses)

Response	Number
<i>Council governance, management, and responsiveness</i>	
No response / don't follow through	2
Communist Council	1
Everything seems to be towards green policies. Nothing else	1
Lots of decisions are forced	1
None of my enquiries were solved since many years	1
Poor response from the Council when contacted regarding an enquiry, no action taken	1





*Nillumbik Shire Council – 2021 Annual Community Survey*

The Council does not commit to do anything	1
The Lord Mayor doesn't carry out on what he said he'll do	1
The wants of one part of the community is looked upon	1
They have own personal agendas	1
They just think about themselves	1
<i>Rates and financial management</i>	
Rates are very high	4
No value for my rates of \$3000	1
Paying the highest rates and getting the least returns	1
Rates are high for the services	1
Spend more money on COVID signs than they look about interests of residents	1
The fact that we pay the highest rates, we should have the best services and we don't	1
<i>Communication and consultation</i>	
Lack of / not enough consultation	2
Misleading	1
Residents get no input in anything	1
They do not listen to the voice of the local residents	1
Thy do not communicate with people. Feel left out	1
<i>Council services and facilities</i>	
Lots of maintenance overdue	1
No dog control management	1
Services are very poor	1
There is no cleanliness on the streets	1
<i>General negative</i>	
Don't like them	1
Lousy Council	1
They are pathetic	1
They have been pathetic on multiple situations	1
<i>Roads, traffic, and parking</i>	
They are continuing the road works even though most of community is against it	1
Some of the streets are very narrow and very congested	1
The health of the people on Cassel St in Research is suffering because of the dust on the roads	1
<i>Parks, gardens, and trees maintenance</i>	
Cutting down of trees	1
Doesn't fix Hurstbridge Park	1



*Nillumbik Shire Council – 2021 Annual Community Survey*

Paper bark tree in front of house. Council managed poorly and stupidly. House got flooded. Cost me 2000-3000 dollars because of them. They don't respond properly. They cut the tree but don't kill 1

*Planning and development*

Over development 1

**Total 42**

### ***Change in Council's overall performance***

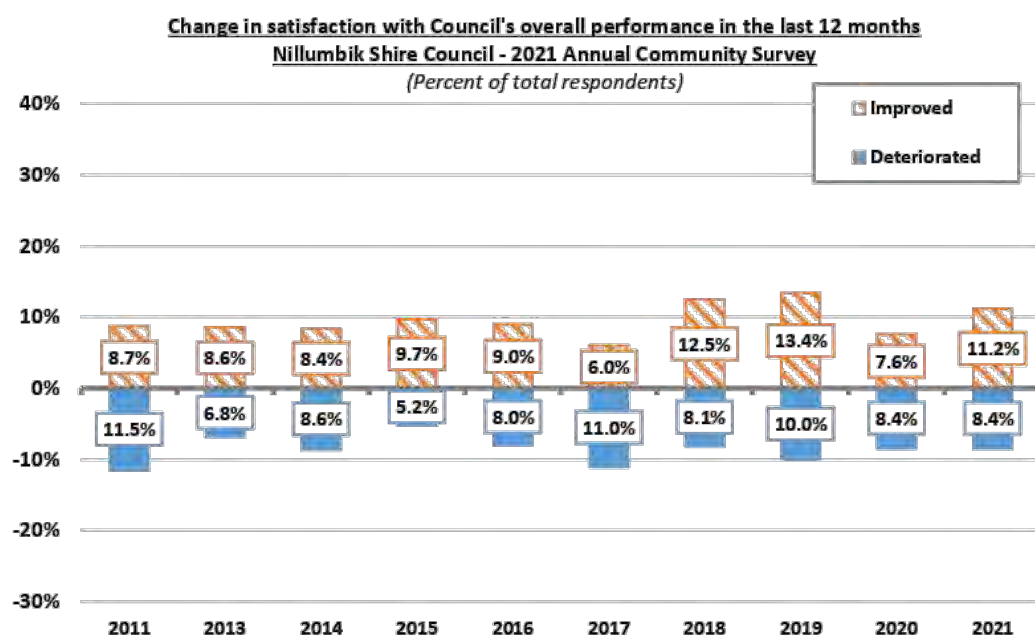
Respondents were asked:

*"Over the past 12 months, do you think Nillumbik Shire Council's overall performance has improved, deteriorated or stayed the same?"*

Consistent with the relatively stable overall satisfaction score, almost two-thirds (62.9%) of respondents considered that Council's overall performance had "stayed the same" from last year.

There was, however, a small increase this year in the proportion of respondents who considered that Council's overall performance had improved (11.2% up from 7.6%), whilst 8.4% considered performance had deteriorated in the last 12 months.

It is noted that whilst more respondents were of the view that Council's overall performance had improved in the last 12 months than considered that it had deteriorated, the average overall satisfaction score for Council declined marginally.



*Nillumbik Shire Council – 2021 Annual Community Survey*

**Change in overall performance**  
**Nillumbik Shire Council - 2021 Annual Community Survey**  
(Number and percent of total respondents)

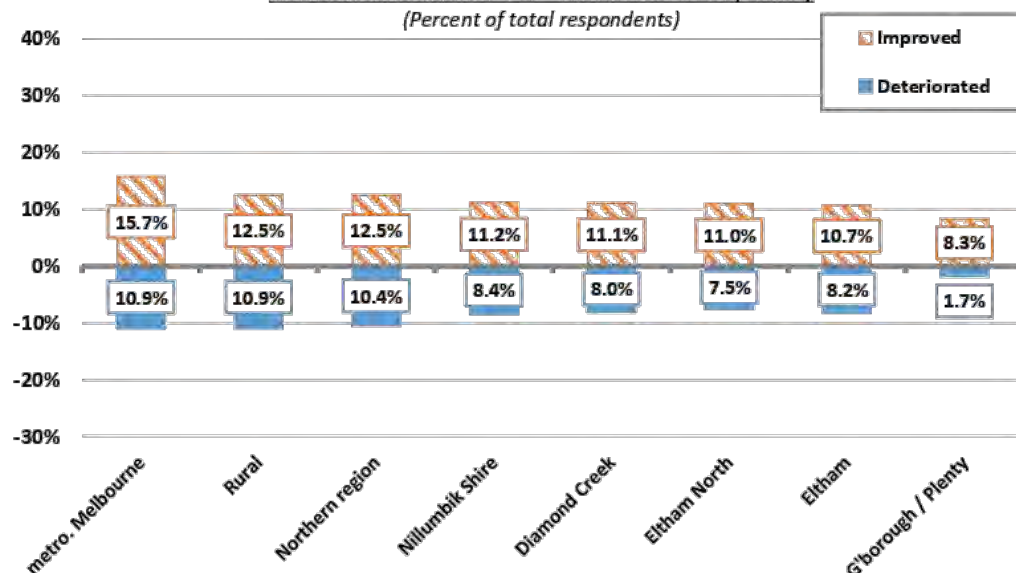
Change	2020		2020	2019	2018	2017
	Number	Percent				
Improved	56	11.2%	7.6%	13.4%	12.6%	6.0%
Stayed the same	315	62.9%	70.0%	61.8%	56.7%	60.0%
Deteriorated	42	8.4%	8.4%	10.0%	8.2%	11.0%
Can't say	88	17.6%	14.0%	14.8%	22.6%	23.1%
<b>Total</b>	<b>501</b>	<b>100%</b>	<b>500</b>	<b>500</b>	<b>501</b>	<b>502</b>

There was no statistically significant variation in this result observed across the five precincts comprising the Nillumbik Shire,

It is noted, however, that respondents from the rural precinct were slightly more likely than respondents in other precincts to have a view that performance had either improved or deteriorated.

It is also noted that just 1.7% of respondents in Greensborough / Plenty considered that Council's overall performance had deteriorated in the last 12 months, notably lower than the municipal average of 8.4%.

**Change in satisfaction with Council's overall performance by precinct**  
**Nillumbik Shire Council - 2021 Annual Community Survey**  
(Percent of total respondents)

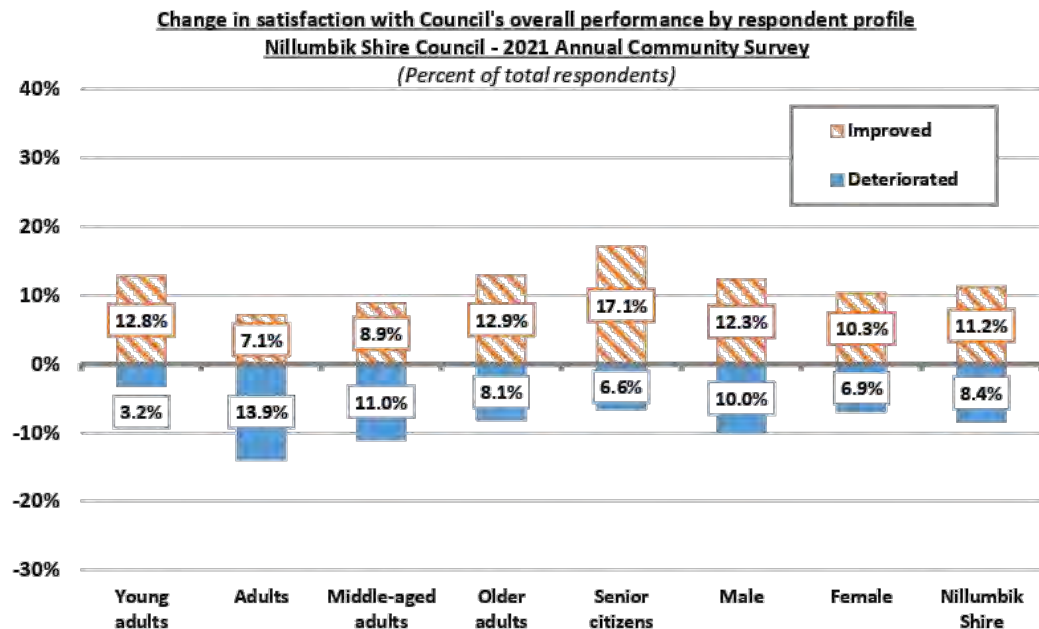


Whilst there was no statistically significant variation in these results observed by respondent profile, it is noted that this year senior citizens (aged 75 years and over) were more likely than other respondents to consider that performance had improved.

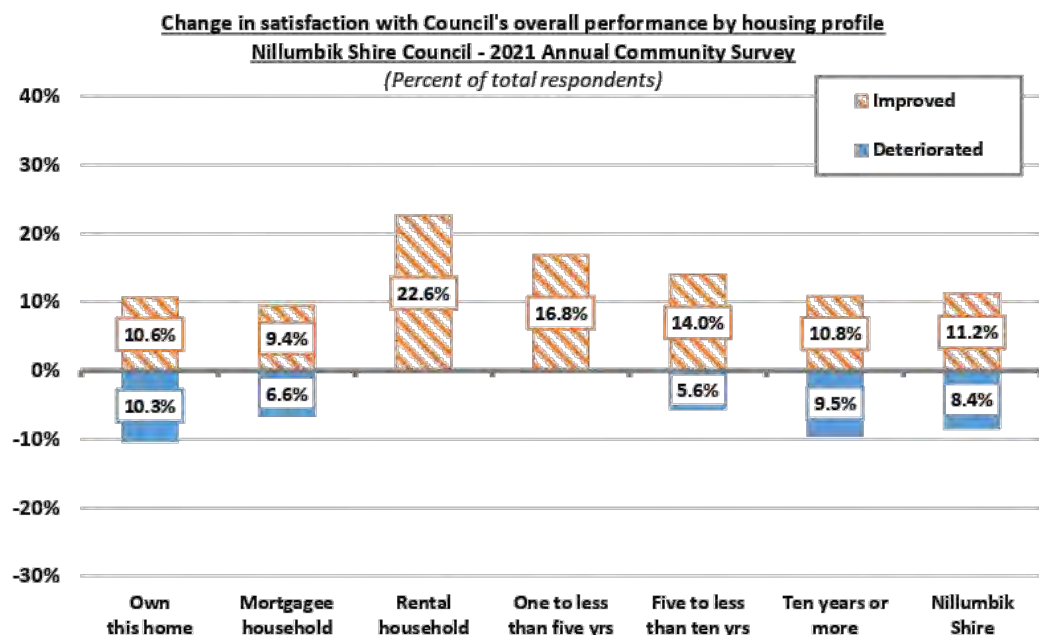


*Nillumbik Shire Council – 2021 Annual Community Survey*

It is also noted that in 2021, it was adults (aged 35 to 44 years) who were the most likely to consider that Council's overall performance had deteriorated in the last 12 months, although this variation was not statistically significant.



The small sample of 46 rental household respondents were notably but not measurably more likely than average to consider that Council's overall performance had improved in the last 12 months. It is also noted that homeowners and long-term residents of Nillumbik Shire were the most likely to consider that overall performance had deteriorated in the last 12 months.





## Reasons for change in overall performance

Respondents were asked:

*“Why do you say that?”*

There was a total of 145 responses received from respondents as to the reasons why they considered that Council’s performance had improved (47 responses from 56 respondents), those who considered that performance had stayed the same (59 from 315), and those who considered that performance had deteriorated (39 from 42).

In summary, the following points are noted:

- **Performance had improved** – of the 47 responses that were received, 7 commented that the new elected Council is better or good, 5 referenced Council’s performance during COVID-19, three commented on communication with the community, and three referenced improvements to footpaths. There were a wide range of other responses by one or two respondents each.
- **Performance had stayed the same** – of the 59 responses received, 45 referred to a perception that there was no visible change or difference in performance this year. There were a range of other issues raised by a single respondent each, including positive feedback on COVID-19 performance, positive feedback on the new Council, negative feedback on the new Council, and a range of other issues.
- **Performance had deteriorated** – of the 39 responses received there were no specific issues raised by many respondents, three respondents referenced a lack of consultation with the community, three referenced the upkeep and maintenance of parks and gardens, two referenced fire hazards, two reference poor services, two referenced a perception that nothing has been done, and a wide range of other issues were raised by a single respondent.

## Governance and leadership

Respondents were asked:

*“On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with the following aspects of Council’s performance?”*

Respondents were again in 2021, asked to rate their satisfaction with eight aspects of governance and leadership.

The average satisfaction with these eight aspects of governance and leadership was 6.39 out of a potential 10 this year, a measurable and significant decline of 6.7% on the 6.85 recorded last year. The average satisfaction with governance and leadership declined from a “good” to a “solid” level of satisfaction.

This decline is greater than the 1.5% decline in satisfaction with Council’s overall performance, and was most evident in relation to Council’s representation, lobbying and advocacy (down 13.2%) and community consultation and engagement (down 9.3%).



Metropolis Research notes that representation, lobbying, and advocacy did not appear as significant issues in the other sections of this report, for example, it is not prominent in the issues to address results, nor was it raised in the reasons for dissatisfaction with Council's overall performance. It is difficult to provide additional information on why this has declined.

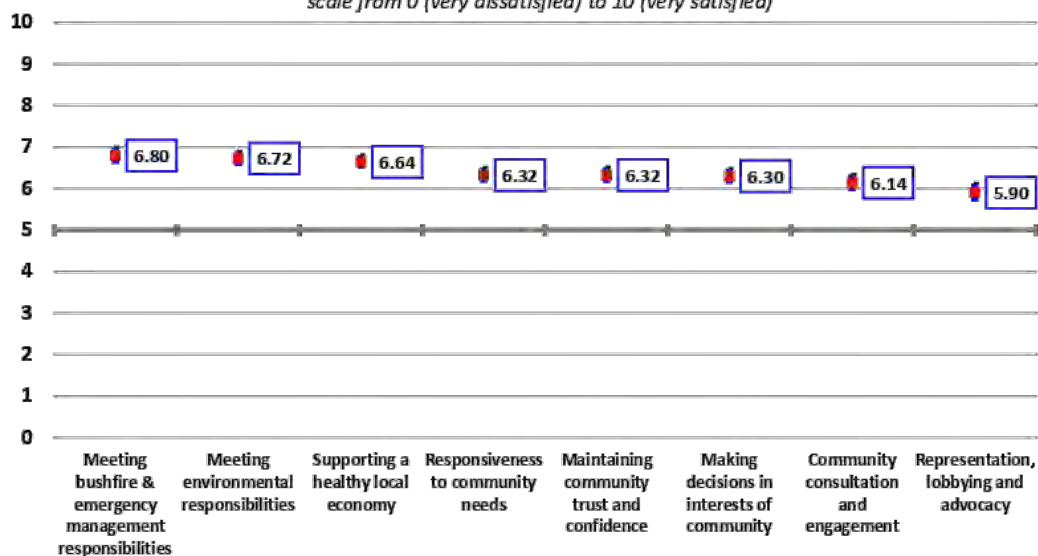
In relation to community consultation and engagement, Metropolis Research notes that there was a small number of respondents nominating communication as one of the top issues to address, and these respondents were very dissatisfied with Council's overall performance.

Whilst this decline was not observed across metropolitan Melbourne in the 2021 *Governing Melbourne* research, declines in satisfaction with community consultation and engagement were observed by Metropolis Research in other municipalities surveyed in January and February 2021.

Satisfaction with these eight aspects can best be summarised as follows:

- **Good** – for Council meeting its bushfire and emergency management and environmental responsibilities, and Council performance supporting a healthy local economy. Approximately one-third or more of respondents were "very satisfied" with these aspects, whilst up to a little more than ten percent were "dissatisfied."
- **Solid** – for the responsiveness of Council to local community needs, Council maintaining community trust and confidence, making decisions in the interests of the community, and community consultation and engagement. A little more than one-quarter of respondents were "very satisfied" with these aspects, whilst a little less than one-sixth were "dissatisfied".
- **Poor** – for Council's representation, lobbying, and advocacy on behalf of the community. Whilst approximately one-sixth of respondents were "very satisfied" with this aspect, slightly more than one-sixth were "dissatisfied".

**Satisfaction with selected aspects of governance and leadership**  
**Nilumbik Shire Council - 2021 Annual Community Survey**  
scale from 0 (very dissatisfied) to 10 (very satisfied)





*Nillumbik Shire Council – 2021 Annual Community Survey*

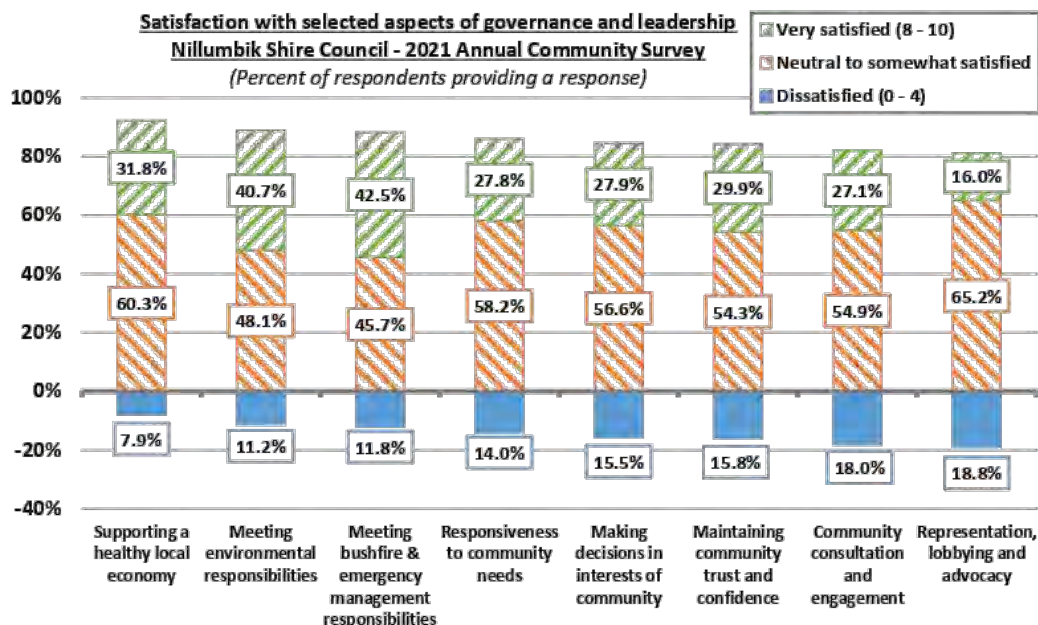
The following graph provides a breakdown of these results into the proportion of respondents who were “very satisfied” (rated satisfaction at eight or more out of 10), those who were “neutral to somewhat satisfied” (rated five to seven), and those who were “dissatisfied” (rated satisfaction at less than five).

Whilst there has been a measurable decline in satisfaction with the six aspects of governance and leadership this year, it is noted that most respondents rated satisfaction with all six aspects at a score of at least five out of 10.

More respondents were “very satisfied” with five of these six aspects, than were “dissatisfied”. This was not the case in relation to satisfaction with representation, lobbying, and advocacy, where slightly more respondents were “dissatisfied”.

Attention is drawn to the fact that a little less than half of the respondents answering these questions, were “very satisfied” with Council meeting its responsibilities to bushfire and emergency management (42.5%), and to the environment (40.7%).

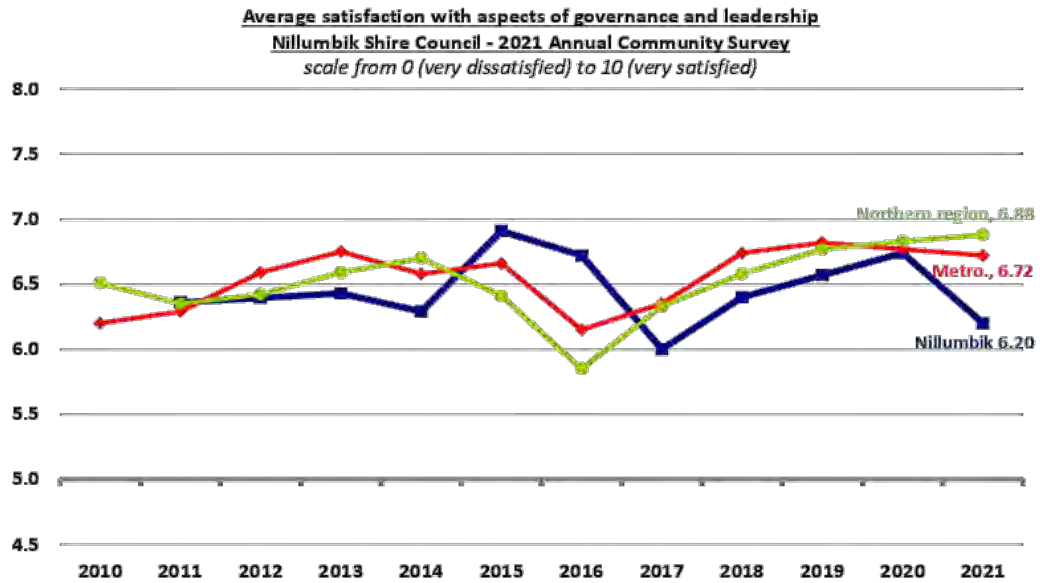
There was a notable increase this year, in the proportion of respondents dissatisfied with Council’s community consultation and engagement performance (18.0% up from 10.1%) and representation, lobbying, and advocacy (18.8% up from 11.3%).



By way of comparison, six of these eight aspects of governance and leadership were included in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research. The six aspects include environmental responsibilities, trust and confidence, making decisions, consultation and engagement, and lobbying and advocacy.

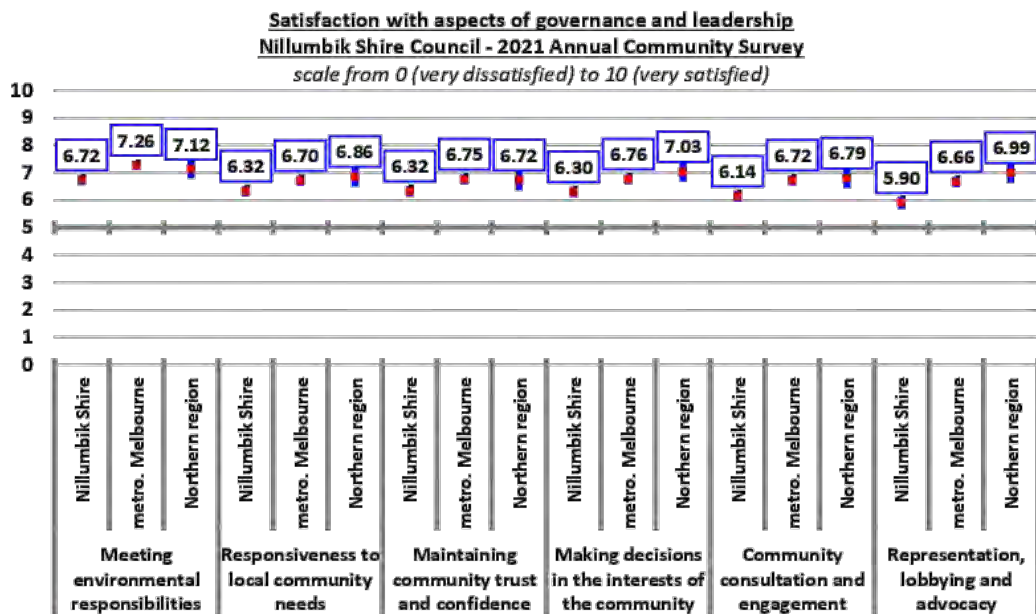


*Nillumbik Shire Council – 2021 Annual Community Survey*



The average satisfaction with these six aspects of governance and leadership in the Nillumbik Shire (6.20) was measurably and significantly lower than the metropolitan Melbourne (6.72) and northern region councils' (6.88) averages. The average satisfaction with these six aspects of governance and leadership in Nillumbik Shire has been lower than the metropolitan Melbourne average in seven of the 10 years in which *Governing Melbourne* has been undertaken, however, this is the largest difference recorded.

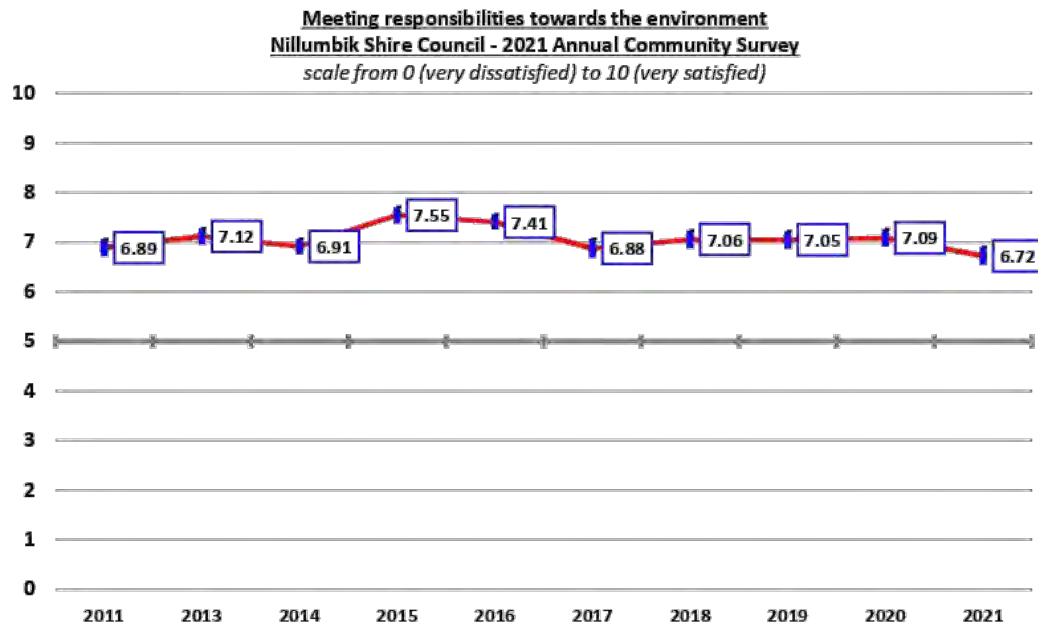
Satisfaction with all six of these aspects of governance and leadership was measurably lower in the Nillumbik Shire than the metropolitan Melbourne average. This is the only year in which satisfaction with all these aspects was measurably lower in the Nillumbik Shire.



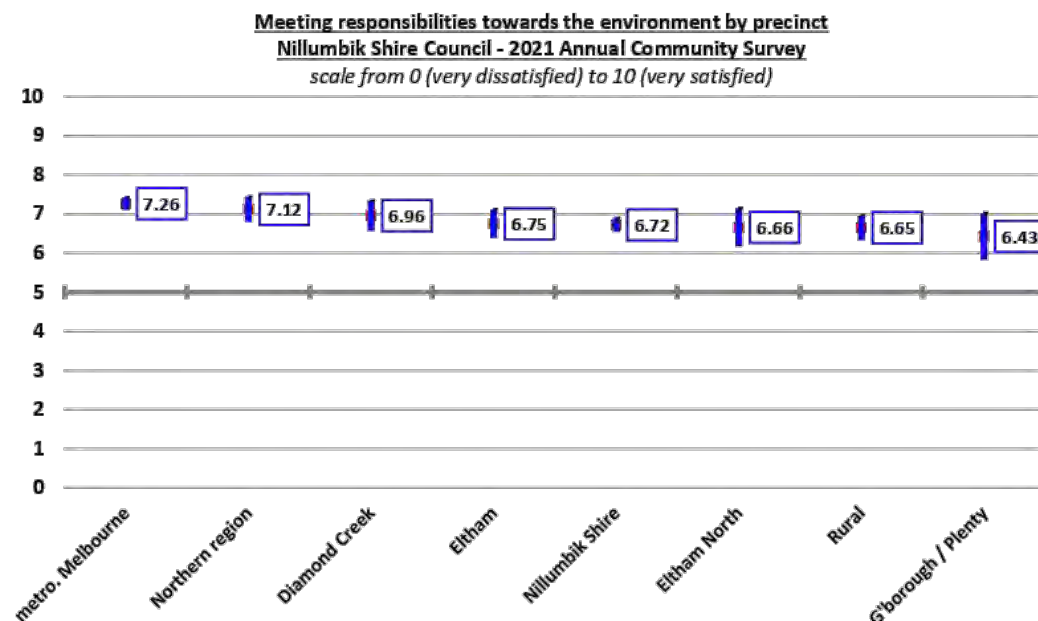
*Nillumbik Shire Council – 2021 Annual Community Survey*

**Meeting responsibilities to the environment**

Satisfaction with the performance of Council meeting its responsibilities towards the environment declined measurably this year, down 5.2% to 6.72, although it remains at a “good” level of satisfaction.

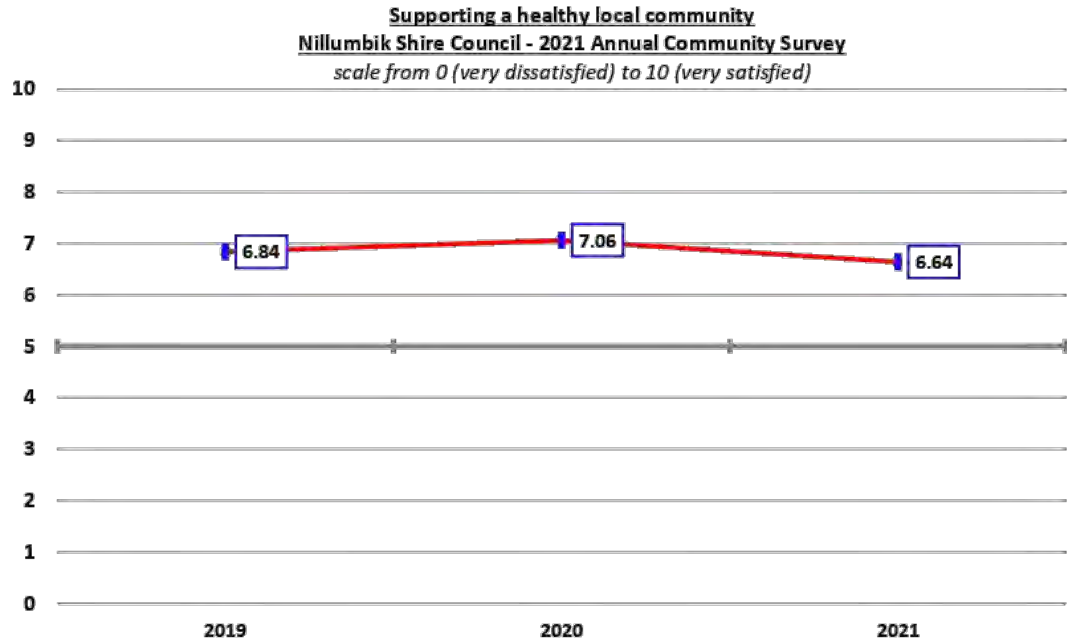


There was no statistically significant variation in this result observed across the five precincts comprising the Nillumbik Shire.

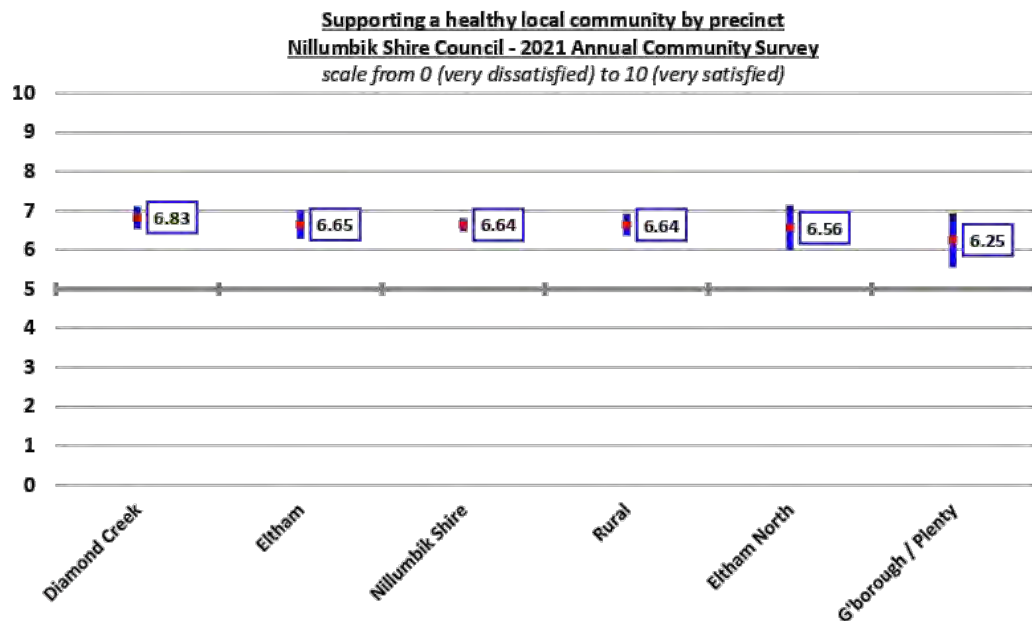


### Supporting a healthy local community

Satisfaction with the performance of Council supporting a healthy local community declined measurably this year, down 5.9% to 6.64, although it remains at a “good” level of satisfaction.



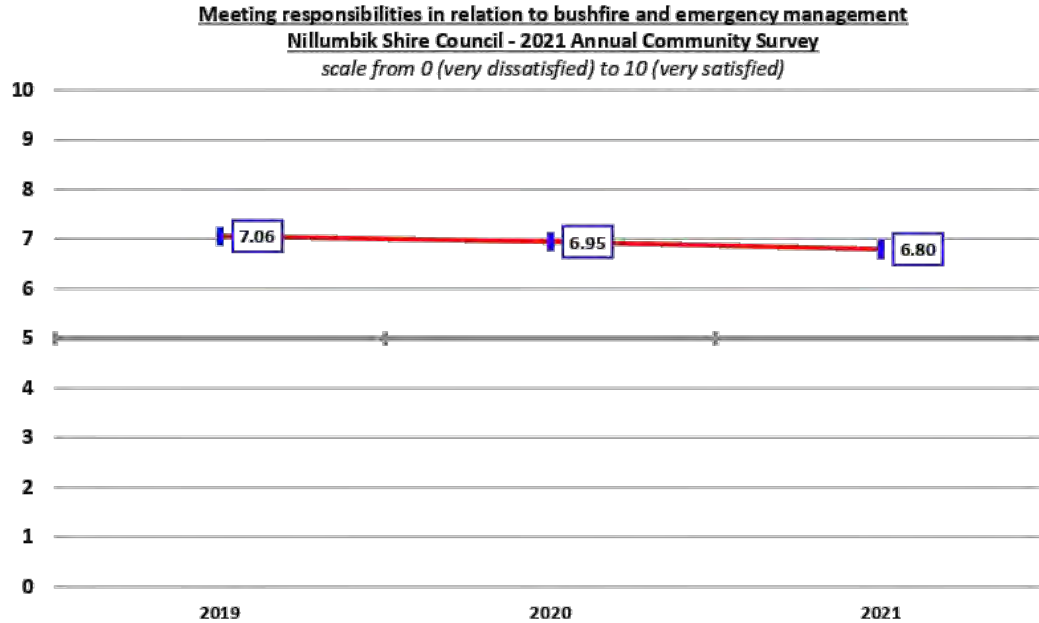
Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents from Greensborough / Plenty rated satisfaction notably lower than average and at a “solid” rather than a “good” level of satisfaction.



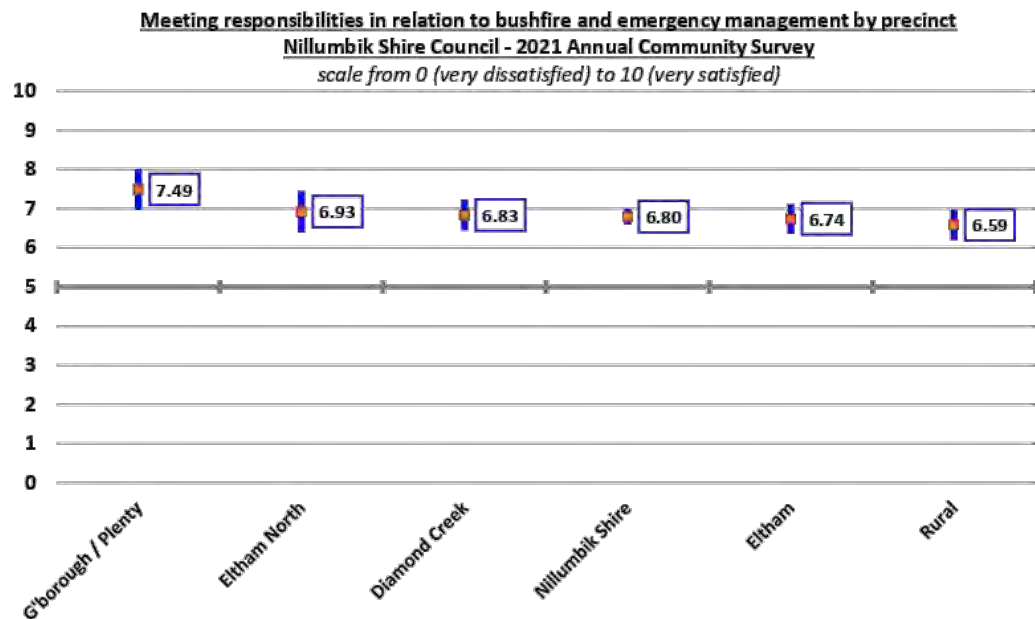
*Nillumbik Shire Council – 2021 Annual Community Survey*

***Meeting responsibilities in relation to bushfire and emergency management***

Satisfaction with Council’s performance meeting its responsibilities in relation to bushfire and emergency management declined marginally but not measurably again this year, down 2.2% to 6.80, although it continues at a “good” level of satisfaction.



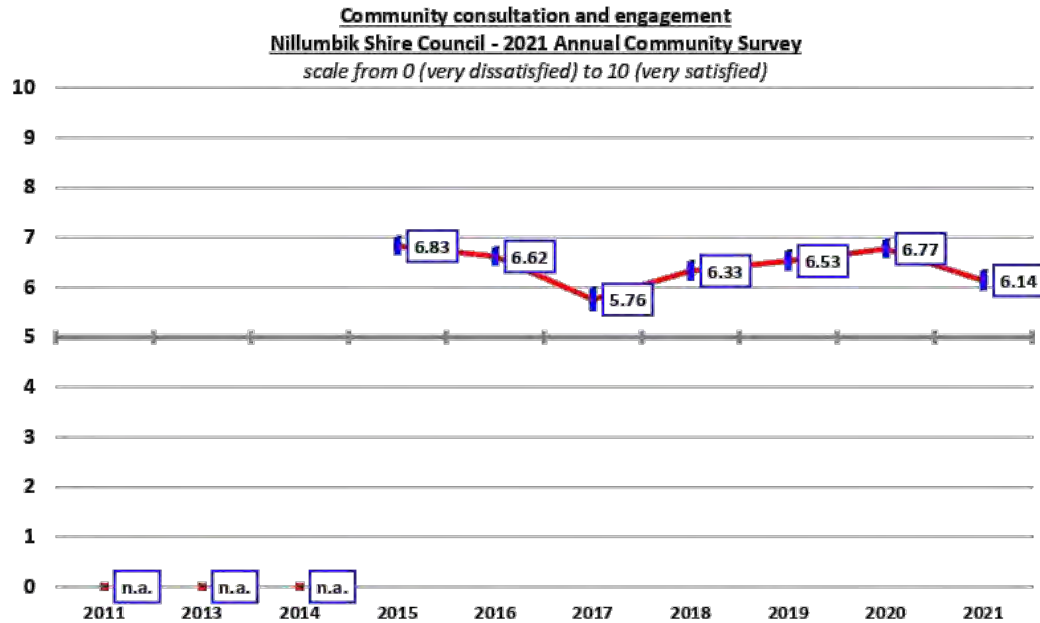
There was measurable variation in this result observed across the municipality, with respondents from Greensborough / Plenty measurably and significantly more satisfied than average at a “very good” level.



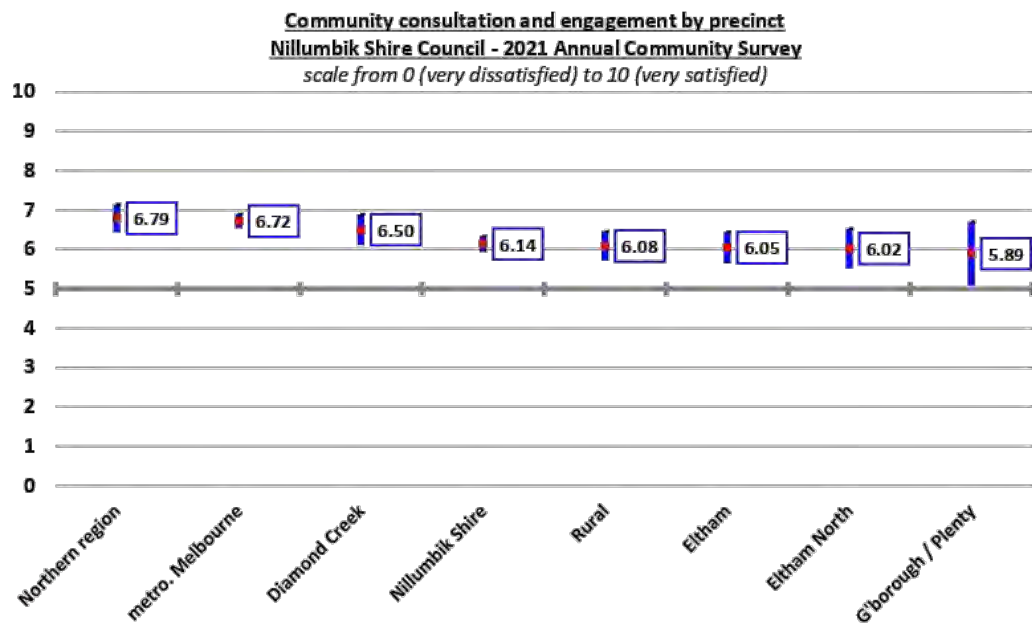


### ***Community consultation and engagement***

Satisfaction with Council’s community consultation and engagement performance declined measurably and significantly this year, down 9.3% to 6.14, which is a “solid” down from a “good” level of satisfaction.



Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents from Diamond Creek were notably more satisfied than average and at a “good” level of satisfaction.

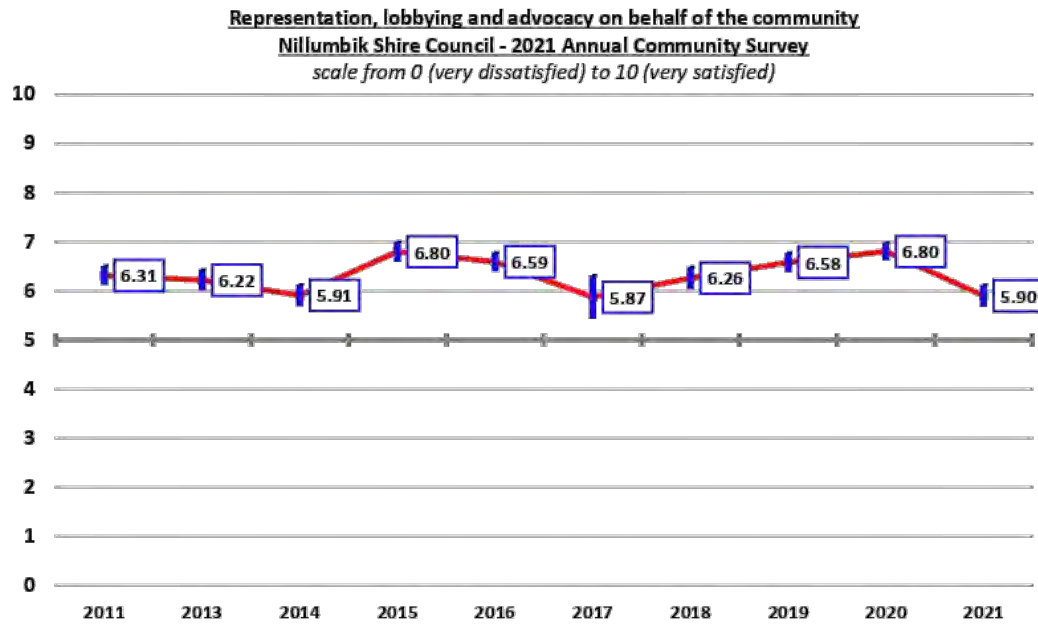




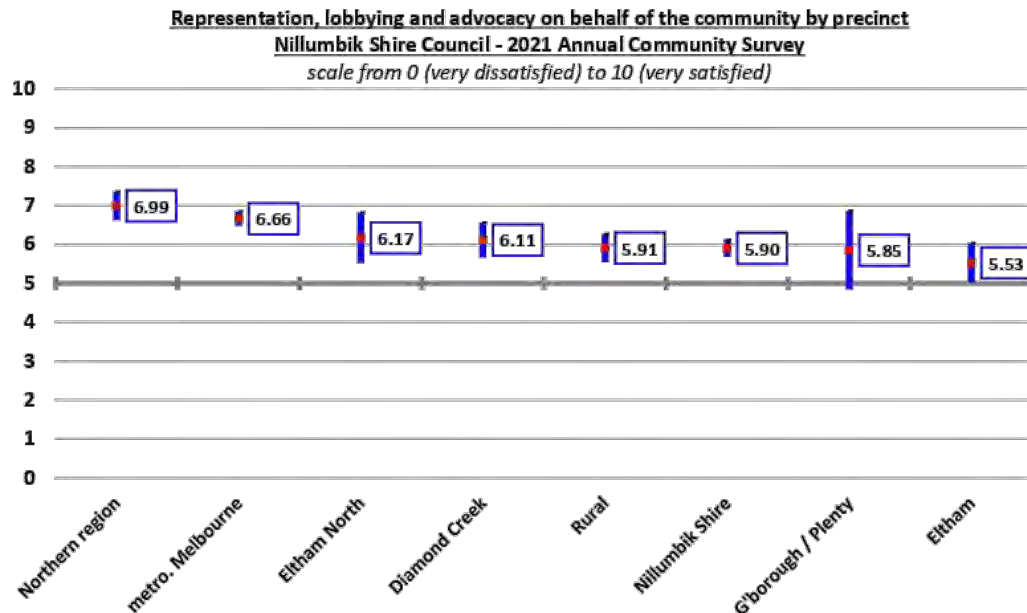
*Nillumbik Shire Council – 2021 Annual Community Survey*

***Representation, lobbying and advocacy***

Satisfaction with Council’s representation, lobbying, and advocacy on behalf of the community declined measurably and significantly this year, down 13.2% to 5.90, which is a “poor” down from a “good” level of satisfaction.



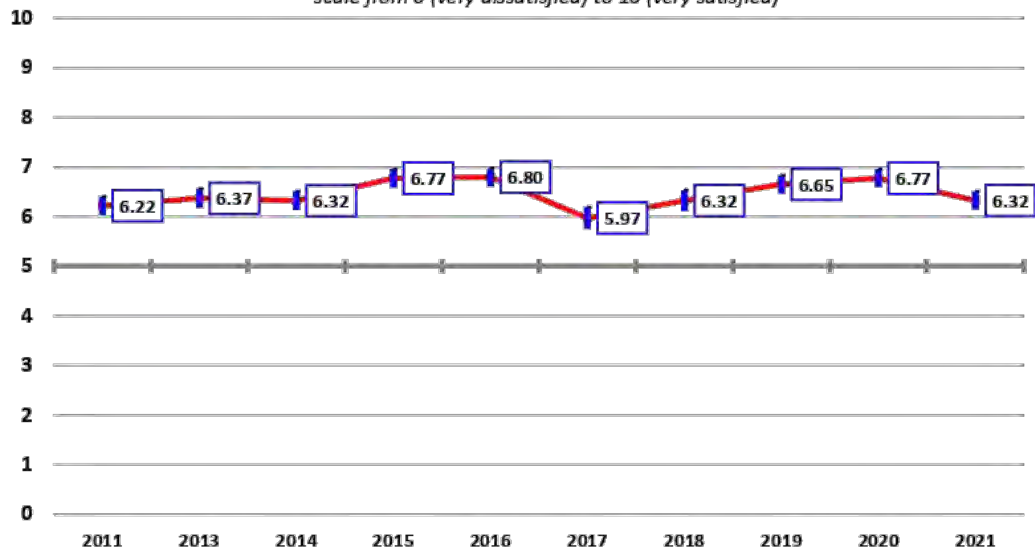
There was no statistically significant variation in this result observed across the municipality.



### ***Responsiveness to local community needs***

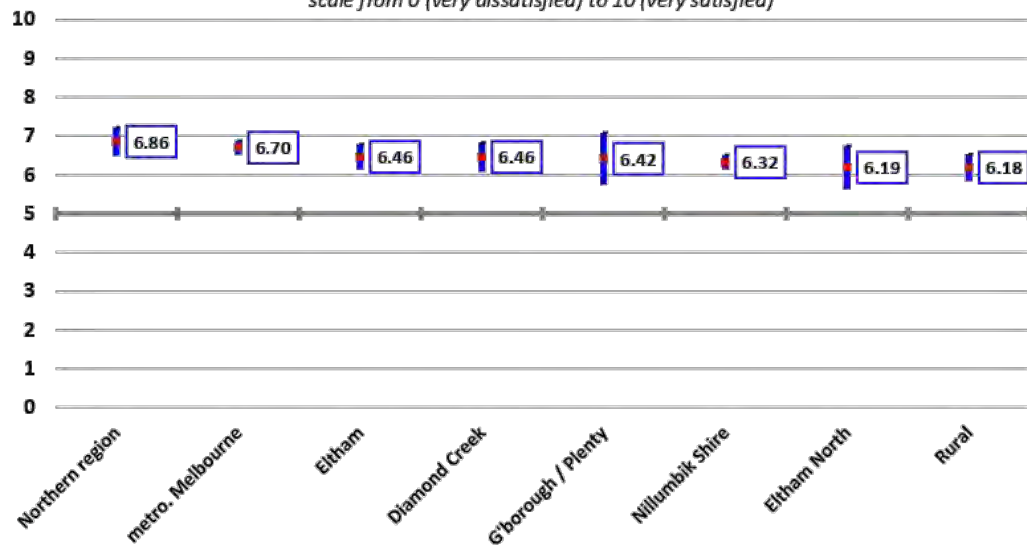
Satisfaction with the responsiveness of Council to local community needs declined measurably this year, down 6.6% to 6.32, which is a “solid”, down from a “good” level of satisfaction.

**The responsiveness of Council to local community needs**  
**Nillumbik Shire Council - 2021 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



There was no statistically significant variation in this result observed across the municipality.

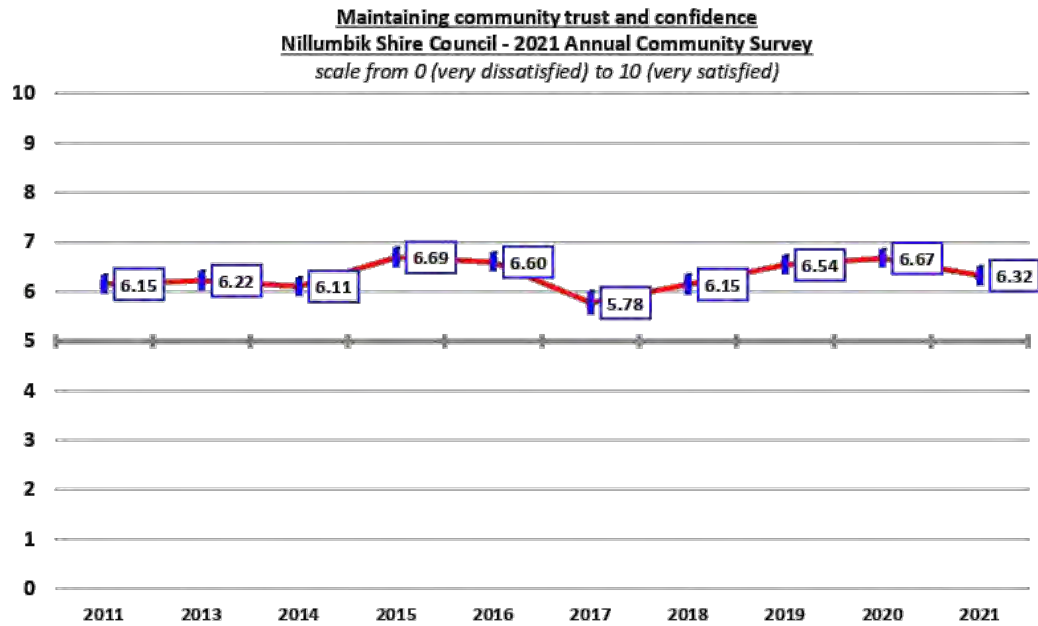
**The responsiveness of Council to local community needs by precinct**  
**Nillumbik Shire Council - 2021 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



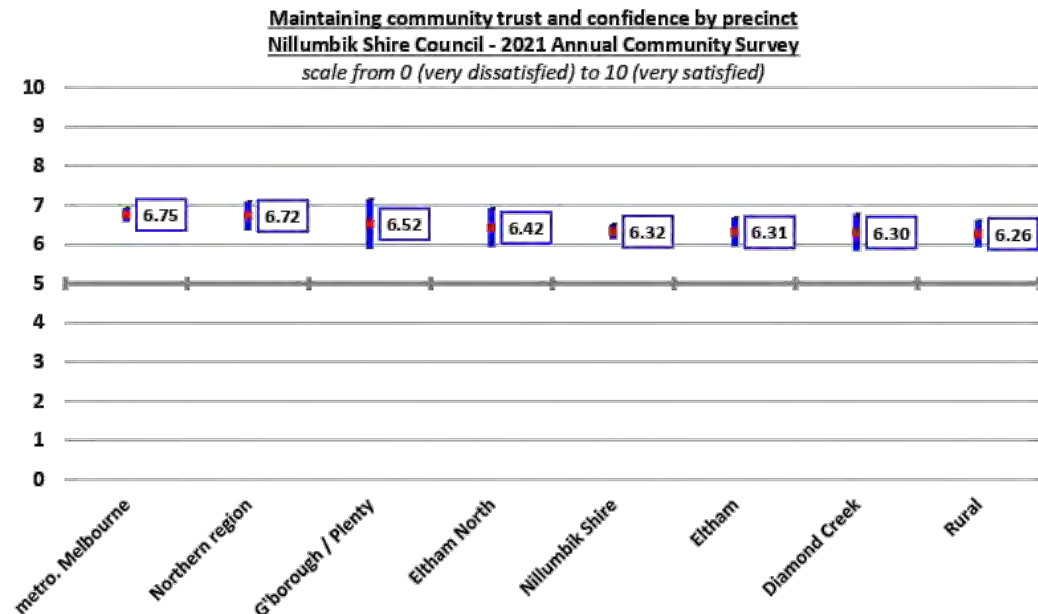
*Nillumbik Shire Council – 2021 Annual Community Survey*

***Maintaining the trust and confidence of the local community***

Satisfaction with the performance of Council maintaining the trust and confidence of the local community declined measurably this year, down 5.2% to 6.32, which is a “solid”, down from a “good” level of satisfaction.

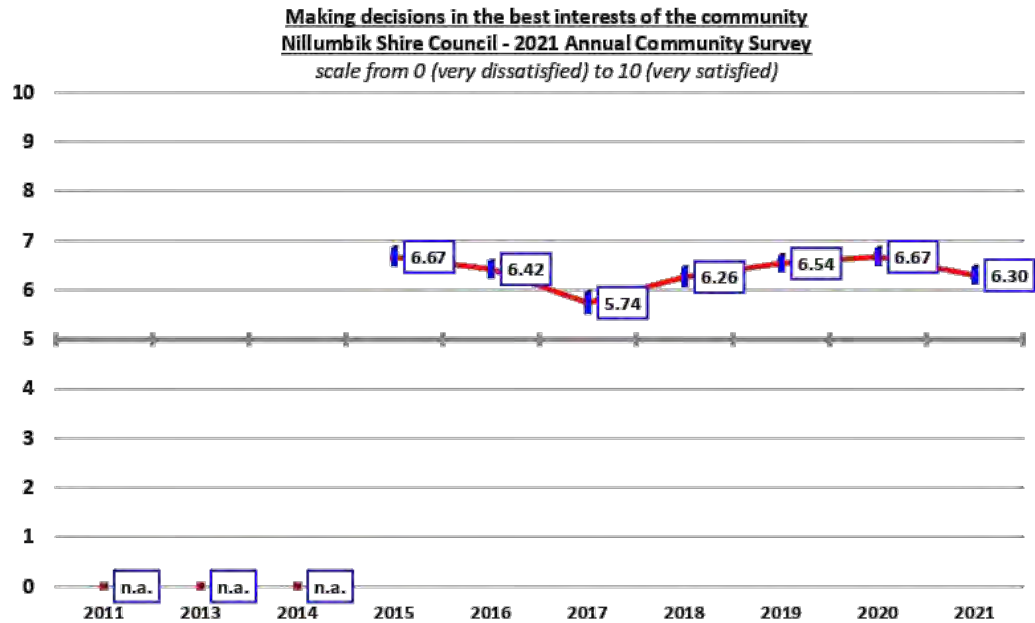


There was no statistically significant variation in this result observed across the municipality.

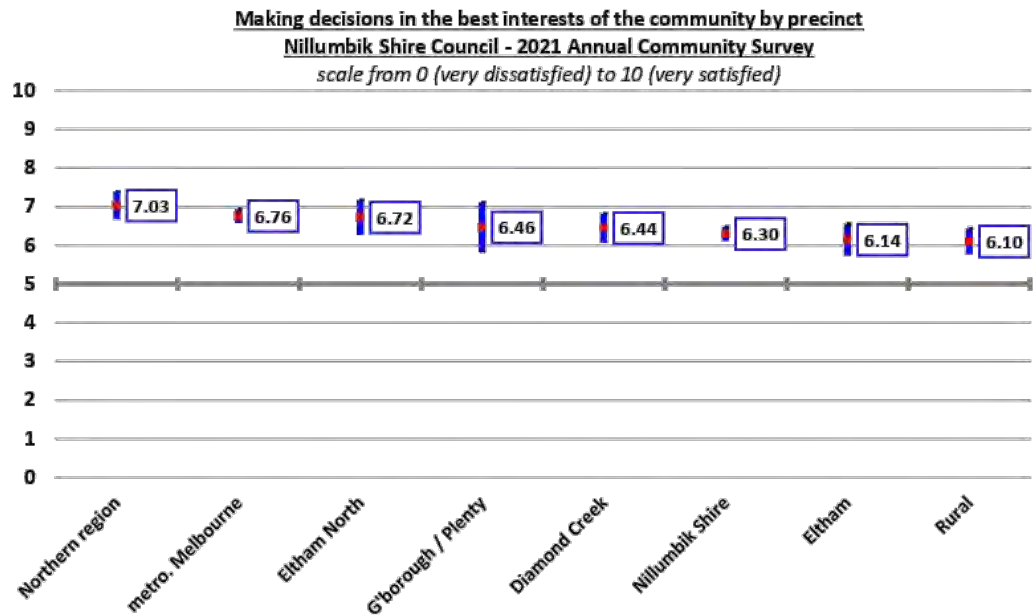


**Making decisions in the interests of the community**

Satisfaction with the performance of Council making decisions in the interests of the community declined measurably this year, down 5.5% to 6.30, which is a “solid”, down from a “good” level of satisfaction.



There was no statistically significant variation in this result observed across the municipality.



## Issues to address in the Shire of Nillumbik

Respondents were asked:

*“Can you please list what you consider to be the top three issues for the Shire of Nillumbik at the moment?”*

Respondents were again in 2021 asked to nominate what they considered to be the top three issues for the Nillumbik Shire “at the moment”. A little less than two-thirds (63.0% down from 77.0%) of respondents nominated a total of 621 issues, at an average of approximately two issues per respondent.

The decline in the proportion of respondents nominating at least one issue to address in Nillumbik this year can likely be attributed to two factors.

Firstly, it is likely to be due, at least in part, to the change in methodology from the face-to-face interview used in previous years to a telephone interview this year. The telephone interview is inferior to in-person interviews in eliciting as much feedback from respondents for open-ended questions. Respondents can often be somewhat less engaged in the interview when it is conducted on the telephone and therefore be less likely to respond to wide-ranging questions such as this.

The other issue that is likely to have impacted on the lower proportion of respondents nominating issues this year compared to previous years is the COVID-19 pandemic’s direct impact on the activities of respondents. For example, only 14.2% of respondents (down from 22.0%) nominated traffic management issues this year. This issue has been the number one issue in the Nillumbik Shire since the program commenced in 2011, and its decline this year is clearly related to the reduced movement of people in, out, and around Nillumbik during the lockdowns.

The open-ended responses received from respondents have been broadly categorised into a set of approximately 70 categories to facilitate analysis and time series analysis, and other comparisons.

It is important to bear in mind that these responses are not all to be read as complaints about the performance of Council, nor do they only reflect services, facilities, and issues within the specific remit of local government. Many of the issues that respondents nominate in the municipality are within the general remit of other levels of government, often the State Government.

The following variations from the results recorded in 2019 are noted:

- **More commonly nominated in 2021 than in 2020** – there were no issues that were substantially more commonly nominated in 2021 than in 2020.
- **Less commonly nominated in 2020 than in 2019** – includes traffic management (14.2% down from 22.0%), roads maintenance and repairs (11.8% down from 16.8%), bushfire management / prevention issues (8.8% down from 15.6%), and rubbish and waste issues (4.2% down from 11.2%).





### ***Variation from the metropolitan Melbourne average***

When compared to the metropolitan Melbourne average results as recorded in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research, the following variations are noted:

- ***More commonly nominated in the Nillumbik Shire*** – includes road maintenance and repairs (11.8% compared to 7.0%), bushfire management and prevention (8.8% compared to 0.2%), building, housing, planning, and development (8.0% compared to 4.1%), Council rates (7.2% compared to 2.5%), environment, conservation and climate change (5.4% compared to 2.4%), street trees (5.0% compared to 2.5%), support for local business (2.8% compared to 0.6%), Council governance and accountability (2.6% compared to 0.8%), and animal management (2.4% compared to 0.5%).
- ***Less commonly nominated in the Nillumbik Shire*** – includes footpath maintenance and repairs (2.8% compared to 5.7%), car parking / enforcement (2.0% compared to 7.2%), hard rubbish collection (1.0% compared to 2.7%), lighting (1.0% compared to 4.8%), crime and safety (0.8% compared to 3.3%), and other issues (6.4% compared to 22.0%).

### ***Traffic management and road maintenance and repair issues***

Again in 2021, traffic management and road maintenance and repair related issues were two of the most nominated issues to address in Nillumbik Shire “at the moment”. It is particularly noted that road maintenance and repair related issues were considerably more prominent in Nillumbik Shire than the metropolitan Melbourne average. Road maintenance and repair issues were more commonly nominated in the rural precinct (18.1%). It is noted that respondents who nominated these issues reported an overall satisfaction score measurably lower than the entire sample. In other words, it does appear that these issues are exerting a negative influence on these respondents’ satisfaction with Council.

### ***Safety, policing, and crime issues***

Metropolis Research draws attention to the fact that just four respondents in Nillumbik Shire this year nominated safety, policing, and crime related issues as one of the top three issues to address in the Shire. This is a very positive result, and one that is in line with the high perception of safety results. By comparison, the metropolitan Melbourne average was 3.3% of respondents nominating these as one of the top three issues to address.

### ***Bushfire management and prevention issues***

As would be expected given the nature of the Nillumbik Shire, it is noted that bushfire management and prevention issues were the third most nominated issues to address in Nillumbik Shire “at the moment”, with 8.8% (down from 15.6%) of respondents nominating these issues. This issue is significantly more commonly nominated by respondents in the rural precinct (13.0%). Metropolis Research draws attention to the fact that, on average, the 44 respondents who nominated bushfire management and prevention issues, were somewhat less satisfied with Council’s overall performance than the municipal average. This strongly suggests that these issues exerted, for these respondents, a somewhat negative influence on their overall satisfaction with Council.



*Nillumbik Shire Council – 2021 Annual Community Survey*

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***Building, planning, housing, and development issues***

These issues remain somewhat more commonly raised in the Nillumbik Shire than the metropolitan Melbourne average, with 8.8% this year nominating these issues compared to the metropolitan average of 4.1%. Consistent with the results observed across metropolitan Melbourne, the respondents who raise building, housing, planning, and development issues are consistently less satisfied with Council's overall performance than the average of all respondents. This strongly suggests that for the respondents' raising these issues, it is a negative influence on their satisfaction with Council's overall performance.

***Council rates***

Consistent with the results recorded in previous years, Council rates were noticeably more prominent in Nillumbik Shire than the metropolitan Melbourne average. For the respondents' raising these issues, they were a significant negative influence on their satisfaction with Council's overall performance.



*Nillumbik Shire Council – 2021 Annual Community Survey*

**Top issues for Nillumbik Shire at the moment**  
**Nillumbik Shire Council - 2021 Annual Community Survey**  
(Number and percent of total respondents)

Issue	2021 Number Percent		2020	2019	2018	2017	2021 Metro.*
Traffic management	71	14.2%	22.0%	29.2%	33.7%	27.1%	13.4%
Roads maintenance and repairs	59	11.8%	16.8%	12.8%	19.0%	14.5%	7.0%
Bushfire management / prevention issues	44	8.8%	15.6%	14.4%	14.4%	13.9%	0.2%
Building, planning, housing and development	40	8.0%	8.4%	12.4%	15.4%	15.1%	4.1%
Council rates	36	7.2%	8.2%	8.0%	10.2%	16.7%	2.5%
Parks, gardens and open space	35	7.0%	7.0%	8.2%	8.8%	11.4%	9.2%
Environment, conservation & climate change	27	5.4%	6.8%	3.8%	5.6%	5.2%	2.4%
Provision and maintenance of street trees	25	5.0%	6.0%	3.4%	4.4%	5.4%	2.5%
Communication and consultation	23	4.6%	2.0%	2.4%	3.8%	3.6%	3.0%
Rubbish and waste issues including garbage	21	4.2%	11.2%	8.4%	11.6%	13.9%	3.3%
Drains maintenance and repairs	18	3.6%	2.0%	5.0%	4.2%	6.6%	2.2%
Cleanliness and maintenance of areas	15	3.0%	1.4%	1.4%	3.2%	1.8%	2.9%
Footpath maintenance and repairs	14	2.8%	5.8%	1.6%	5.6%	4.0%	5.7%
Prov. and main. of cycling / walking tracks	14	2.8%	2.8%	3.0%	3.2%	3.8%	3.7%
Support for local business	14	2.8%	0.8%	0.2%	0.2%	0.0%	0.6%
Council governance and accountability	13	2.6%	1.4%	3.0%	0.6%	1.6%	0.8%
Animal management	12	2.4%	1.8%	0.6%	3.2%	1.2%	0.5%
Car parking / enforcement	10	2.0%	4.2%	3.0%	5.4%	4.6%	7.2%
Green Wedge issues	10	2.0%	0.2%	3.2%	2.8%	4.0%	n.a.
Prov. & maint. recreation & sports facilities	7	1.4%	1.2%	2.4%	2.0%	2.4%	1.9%
Provision and maintenance of infrastructure	7	1.4%	1.2%	2.2%	2.4%	2.0%	1.1%
Shops, restaurants, entertainment venue	7	1.4%	0.4%	1.6%	0.4%	0.4%	0.6%
Street cleaning and maintenance	6	1.2%	2.2%	1.0%	2.0%	2.6%	2.1%
Community activities / arts & culture	5	1.0%	0.8%	0.4%	1.4%	2.4%	2.2%
COVID19 (Coronavirus) issues	5	1.0%	0.6%	n.a.	n.a.	n.a.	n.a.
Financial issues and priorities for Council	5	1.0%	1.4%	0.6%	1.0%	2.2%	0.3%
Hard rubbish collection	5	1.0%	1.0%	1.8%	2.0%	5.4%	2.7%
Lighting	5	1.0%	4.0%	2.0%	3.0%	1.0%	4.8%
Management focus on rural issues	5	1.0%	n.a.	n.a.	n.a.	n.a.	n.a.
Public transport	5	1.0%	1.8%	6.2%	3.8%	3.4%	0.6%
Recycling collection	5	1.0%	2.4%	1.2%	1.0%	2.0%	1.3%
Activities, services & facilities for youth	4	0.8%	1.0%	1.6%	1.2%	1.8%	0.2%
Crime issues including policing, safety	4	0.8%	0.4%	4.0%	3.6%	2.4%	3.3%
Services and facilities for the disabled	4	0.8%	0.0%	0.8%	0.2%	0.2%	0.0%
Council customer service and responsiveness	3	0.6%	0.6%	0.0%	0.6%	0.6%	1.0%
Education and schools	3	0.6%	1.4%	0.8%	1.0%	0.4%	0.2%
Quality and provision of community services	3	0.6%	0.8%	2.6%	1.2%	0.6%	0.5%
All other issues (25 identified separately issues)	32	6.4%	9.0%	8.4%	14.8%	17.5%	22.0%
<b>Total responses</b>	<b>621</b>		<b>773</b>	<b>808</b>	<b>985</b>	<b>1,012</b>	<b>699</b>
<i>Respondents identifying at least one issue</i>	316 (63.0%)		385 (77.0%)	381 (78.3%)	435 (86.7%)	442 (88.0%)	395 (62.9%)

(\*) 2021 metropolitan Melbourne average from Governing Melbourne





### ***Issues by precinct and respondent profile***

The following tables outline the top 10 issues by precinct and by respondent profile.

Whilst there was little statistically significant variation in these results observed this year, attention is drawn to the following:

- ***Greensborough / Plenty*** – respondents were more likely than average to nominate communication and consultation related issues.
- ***Eltham North*** – respondents were more likely than average to nominate street trees related issues.
- ***Rural precinct*** – respondents were more likely than average to nominate road maintenance and repairs and bushfire management and prevention issues.
- ***Adults (aged 35 to 44 years)*** – respondents were more likely than average to nominate traffic management related issues.
- ***Middle-aged adults (aged 45 to 59 years)*** – respondents were more likely than average to nominate traffic management and Council rates related issues.
- ***Senior citizens (aged 75 years and over)*** – the small sample of 46 senior citizens were more likely than average to nominate bushfire management and prevention issues.
- ***Male*** – respondents were more likely than female respondents to nominate many issues, mostly due to them being more likely to nominate any issue. They were particularly more likely than female respondents to nominate traffic management and road maintenance and repair related issues.



*Nillumbik Shire Council – 2021 Annual Community Survey*

**Top issues for Nillumbik Shire at the moment by precinct**  
**Nillumbik Shire Council - 2021 Annual Community Survey**  
(Number and percent of total respondents)

<b>Greensborough / Plenty</b>		<b>Diamond Creek</b>	
Traffic management	20.0%	Traffic management	17.0%
Bushfire management / prevention issues	13.3%	Council rates	11.3%
Parks, gardens and open space	11.1%	Building, planning, housing, development	9.4%
Communication and consultation	11.1%	Roads maintenance and repairs	6.6%
Environment, conservation, sustainability	8.9%	Rubbish and waste issues inc garbage	5.7%
Roads maintenance and repairs	8.9%	Parks, gardens and open space	4.7%
Rubbish and waste issues inc garbage	8.9%	Bushfire management / prevention issues	4.7%
Council rates	6.7%	Cleanliness and maintenance of areas	3.8%
Footpath maintenance and repairs	6.7%	Prov., maint. recreation & sports facilities	3.8%
Car parking / enforcement	4.4%	Shops, restaurants, bars & entertainment	3.8%
All other issues	51.1%	All other issues	37.7%
Respondents identifying an issue	31 (69.1%)	Respondents identifying an issue	62 (58.4%)

<b>Eltham</b>		<b>Eltham North</b>	
Traffic management	16.8%	Traffic management	17.8%
Building, planning, housing, development	12.9%	Parks, gardens and open space	11.0%
Council rates	9.9%	Roads maintenance and repairs	9.6%
Roads maintenance and repairs	8.9%	Provision and maintenance of street trees	9.6%
Parks, gardens and open space	5.9%	Communication and consultation	6.8%
Environment, conservation, sustainability	5.9%	Building, planning, housing, development	6.8%
Car parking / enforcement	5.0%	Bushfire management / prevention issues	6.8%
Support for local business	5.0%	Environment, conservation, sustainability	5.5%
Bushfire management / prevention issues	4.0%	Council rates	4.1%
Cleanliness and maintenance of areas	3.0%	Footpath maintenance and repairs	4.1%
All other issues	44.6%	All other issues	37.0%
Respondents identifying an issue	64 (62.9%)	Respondents identifying an issue	45 (61.4%)

<b>Rural</b>		<b>Shire of Nillumbik</b>	
Roads maintenance and repairs	18.1%	Traffic management	14.2%
Bushfire management / prevention issues	13.0%	Roads maintenance and repairs	11.8%
Traffic management	7.9%	Bushfire management / prevention issues	8.8%
Parks, gardens and open space	6.2%	Building, planning, housing and developme	8.0%
Building, planning, housing & developmen	6.2%	Council rates	7.2%
Environment, conservation, sustainabilit	6.2%	Parks, gardens and open space	7.0%
Communication and consultation	5.6%	Environment, conservation & climate chang	5.4%
Provision and maintenance of street tree	5.6%	Provision and maintenance of street trees	5.0%
Drains maintenance and repairs	5.1%	Communication and consultation	4.6%
Council rates	4.5%	Rubbish and waste issues including garbag	4.2%
All other issues	53.7%	All other issues	47.9%
Respondents identifying an issue	15 (64.9%)	Respondents identifying an issue	316 (63.0%)





*Nillumbik Shire Council – 2021 Annual Community Survey*

**Top issues for Nillumbik Shire at the moment by respondent profile**

**Nillumbik Shire Council - 2021 Annual Community Survey**

*(Number and percent of total respondents)*

<b>Young adults (18 to 34 years)</b>		<b>Adults (35 to 44 years)</b>	
Roads maintenance and repairs	8.9%	Traffic management	20.7%
Traffic management	8.9%	Building, planning, housing & developmen	10.3%
Parks, gardens and open space	7.3%	Parks, gardens and open space	9.2%
Cleanliness / maintenance of area incl.	3.3%	Roads maintenance and repairs	9.2%
Communication and consultation	3.3%	Bushfire management / prevention issues	8.0%
Environment, conservation, sustainabilit	3.3%	Drains maintenance and repairs	5.7%
All other issues	37.4%	All other issues	74.7%
Respondents identifying an issue	50 (40.9%)	Respondents identifying an issue	56 (64.7%)
<b>Middle aged adults (45 to 54 years)</b>		<b>Older adults (55 to 74 years)</b>	
Traffic management	19.3%	Roads maintenance and repairs	14.9%
Council rates	14.7%	Traffic management	13.0%
Roads maintenance and repairs	11.9%	Bushfire management / prevention issues	11.0%
Bushfire management / prevention issues	11.9%	Building, planning, housing & developmen	10.4%
Building, planning, housing & developmen	9.2%	Council rates	7.8%
Parks, gardens and open space	8.3%	Provision and maintenance of street tree	7.1%
All other issues	76.1%	All other issues	74.0%
Respondents identifying an issue	79 (72.8%)	Respondents identifying an issue	112 (72.7%)
<b>Senior citizens (75 years and over)</b>		<b>Male</b>	
Roads maintenance and repairs	14.3%	Traffic management	16.3%
Bushfire management / prevention issues	14.3%	Roads maintenance and repairs	15.1%
Communication and consultation	7.1%	Bushfire management / prevention issues	10.6%
Council rates	7.1%	Building, planning, housing & developmen	9.8%
Building, planning, housing & developmen	7.1%	Council rates	9.4%
Environment, conservation, sustainabilit	7.1%	Parks, gardens and open space	7.3%
All other issues	53.6%	All other issues	57.6%
Respondents identifying an issue	15 (63.8%)	Respondents identifying an issue	160 (65.2%)
<b>Female</b>		<b>Shire of Nillumbik</b>	
Traffic management	12.1%	Traffic management	14.2%
Roads maintenance and repairs	8.6%	Roads maintenance and repairs	11.8%
Provision and maintenance of street tree	7.8%	Bushfire management / prevention issues	8.8%
Communication and consultation	7.0%	Building, planning, housing and developme	8.0%
Bushfire management / prevention issues	7.0%	Council rates	7.2%
Parks, gardens and open space	6.6%	Parks, gardens and open space	7.0%
All other issues	72.7%	All other issues	67.1%
Respondents identifying an issue	156 (60.9%)	Respondents identifying an issue	316 (63.0%)



## Perception of safety in public areas of Nillumbik

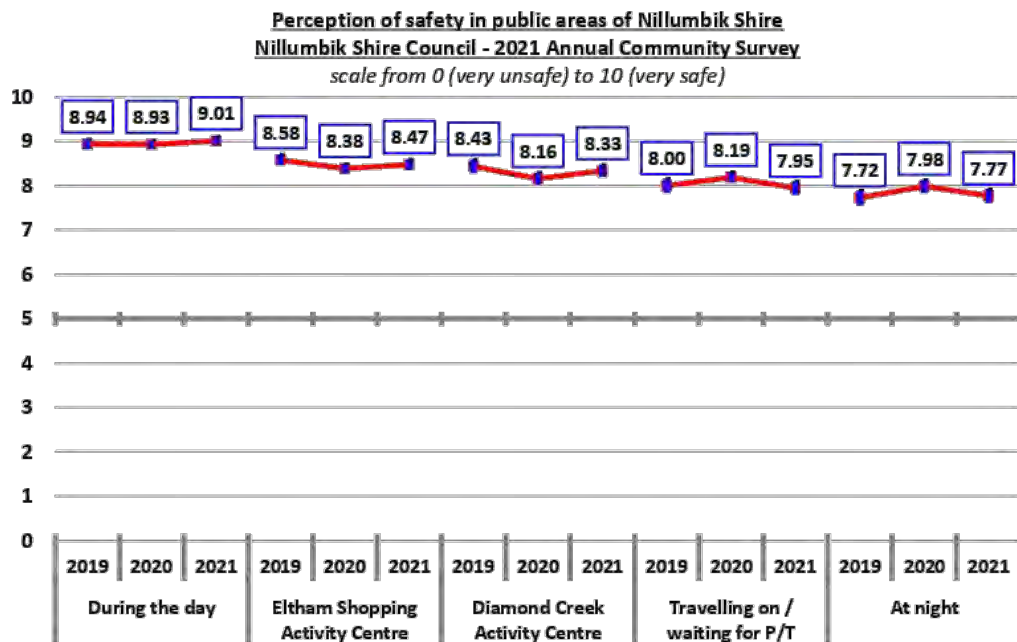
Respondents were asked:

*“On a scale from 0 (lowest) to 10 (highest), how safe do you feel in the public areas of Nillumbik Shire?”*

The perception of safety in the public areas of the Nillumbik Shire remained relatively stable this year at high levels, as outlined in the following graph.

Consistent with these relatively high perception of safety results, Metropolis Research draws attention to the fact that just four respondents raised perception of safety or crime related issues as one of the [top issues](#) for the Nillumbik Shire “at the moment”.

Taken together, these results again confirm that most respondents in the Nillumbik Shire feel at least somewhat safe in the public areas of the municipality, with just 5.8% (up from 3.9%) of respondents feeling unsafe in the public areas of the municipality at night.



The following graph provides a breakdown of these results into the proportion of respondents who felt “very safe” (i.e., rated perception of safety at eight or more out of 10), those who were “neutral to somewhat safe” (rated five to seven), and those who felt “unsafe” (rated less than five).

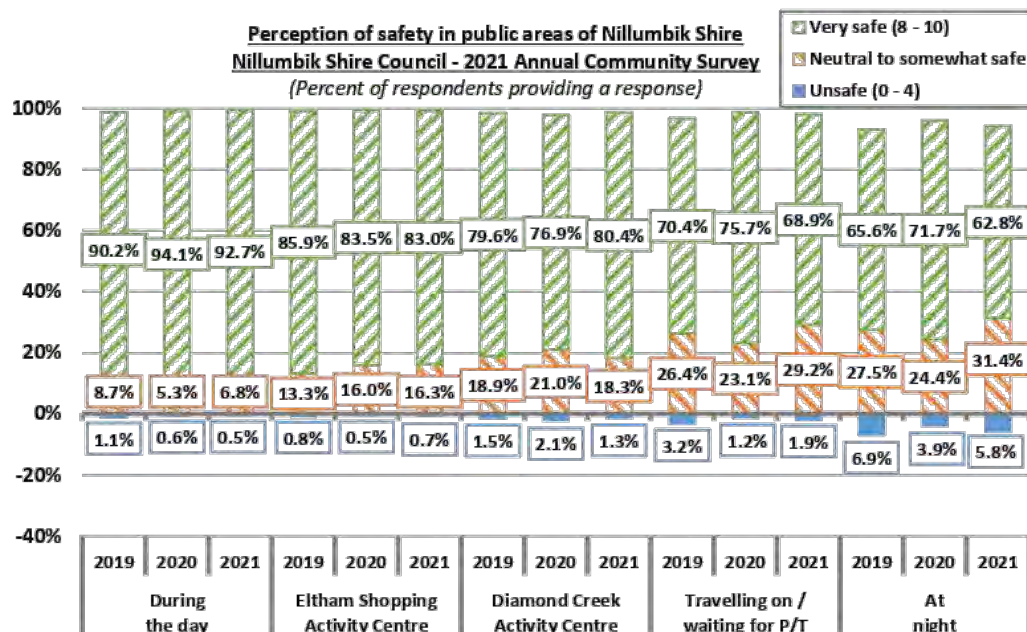
Particular attention is again drawn to the fact that four-fifths or more of respondents felt “very safe” in the public areas of the municipality during the day and at the Eltham or Diamond Creek activity centres.



*Nillumbik Shire Council – 2021 Annual Community Survey*

Approximately two-thirds of respondents felt “very safe” travelling on or waiting for public transport and in the public areas of the municipality at night.

It is noted that less than six percent of respondents felt “unsafe” in the public areas of the municipality at night.



The following graph provides a comparison of the perception of safety against the metropolitan Melbourne and northern region councils’ averages, as recorded in the 2021 *Governing Melbourne* research conducted independently across all 31 metropolitan Melbourne municipalities by Metropolis Research in January 2021.

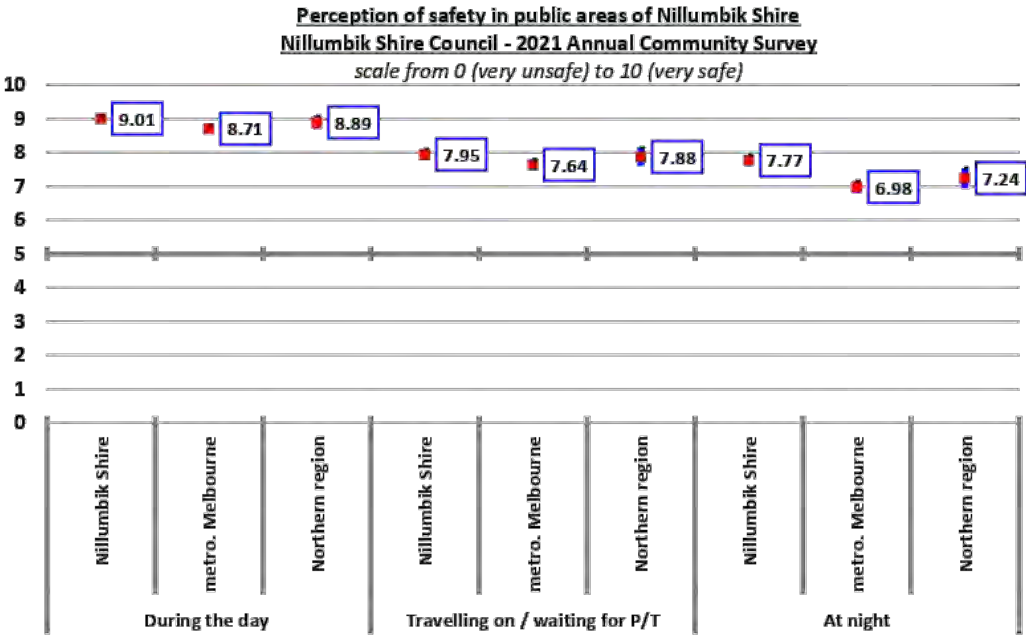
Consistent with the results recorded in previous years, the perception of safety in the Nillumbik Shire during the day, at night, and travelling on and waiting for public transport remains somewhat higher than both the metropolitan Melbourne and northern region councils’ averages.

This variation was statistically significant against the metropolitan Melbourne averages for all three circumstances and was measurably higher than the northern region councils’ average for the perception of safety in the public areas of the municipality at night.



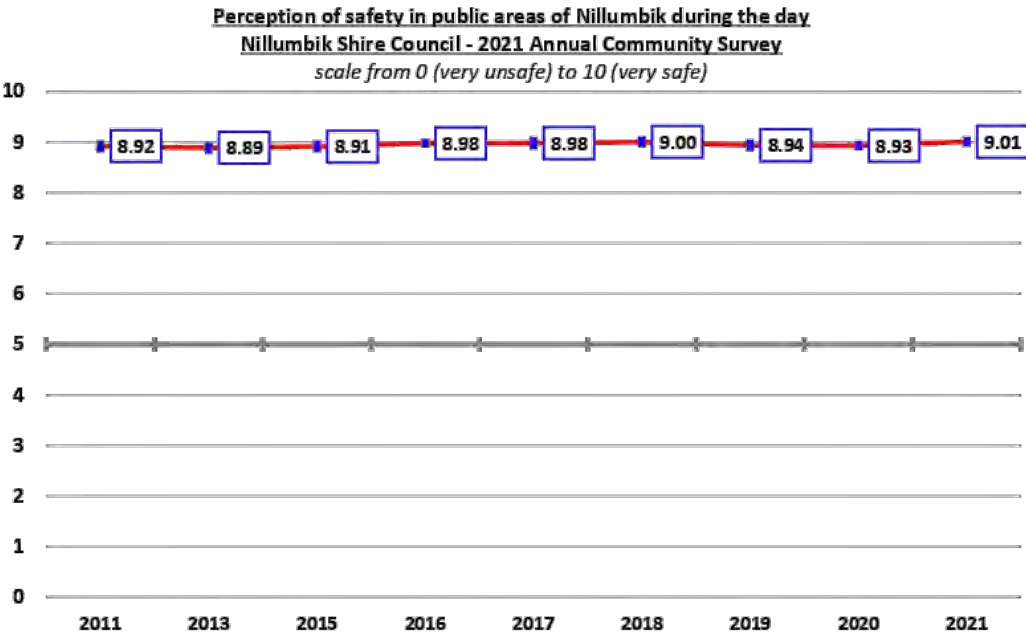


Nillumbik Shire Council – 2021 Annual Community Survey



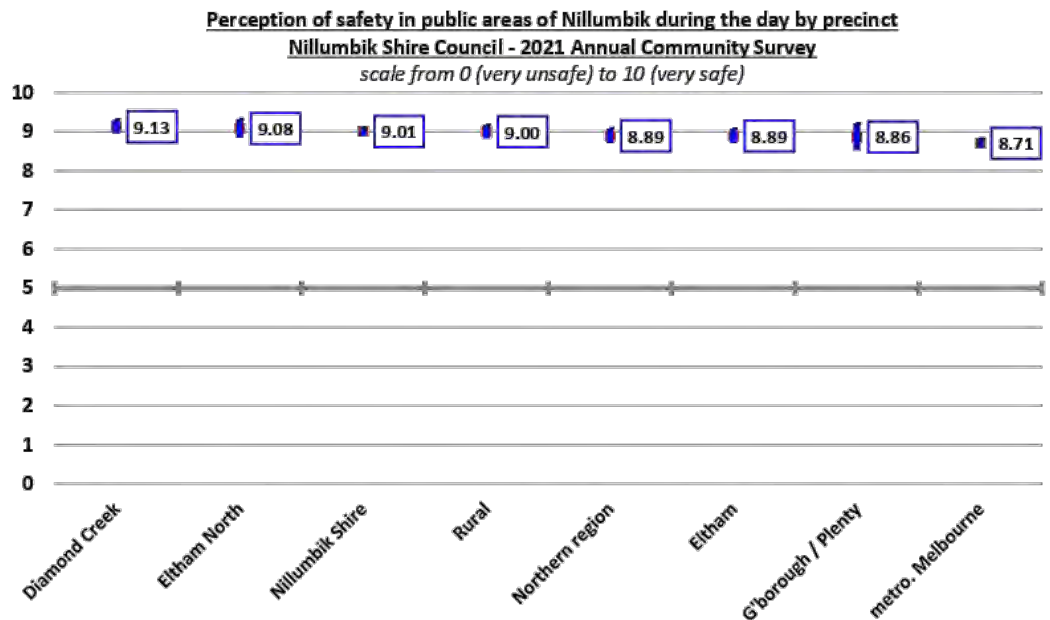
**Perception of safety during the day**

The perception of safety in the public areas of the Nillumbik Shire during the day increased marginally but not measurably this year and remains at a long-term average since 2011 of approximately nine out of 10.

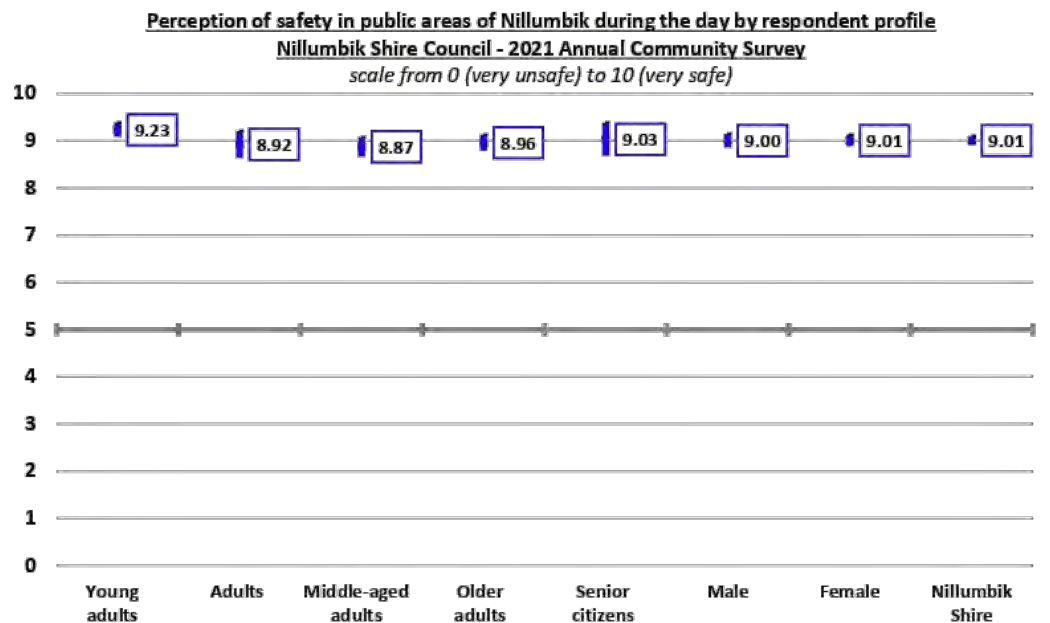


*Nillumbik Shire Council – 2021 Annual Community Survey*

There was no statistically significant variation in this result observed across the municipality, with all five precincts reporting a perception of safety during the day average higher than the 2021 metropolitan Melbourne average.



There was no statistically significant variation in this result observed by respondent profile, although it is noted that middle-aged adults (aged 45 to 54 years) felt marginally less safe than other respondents.

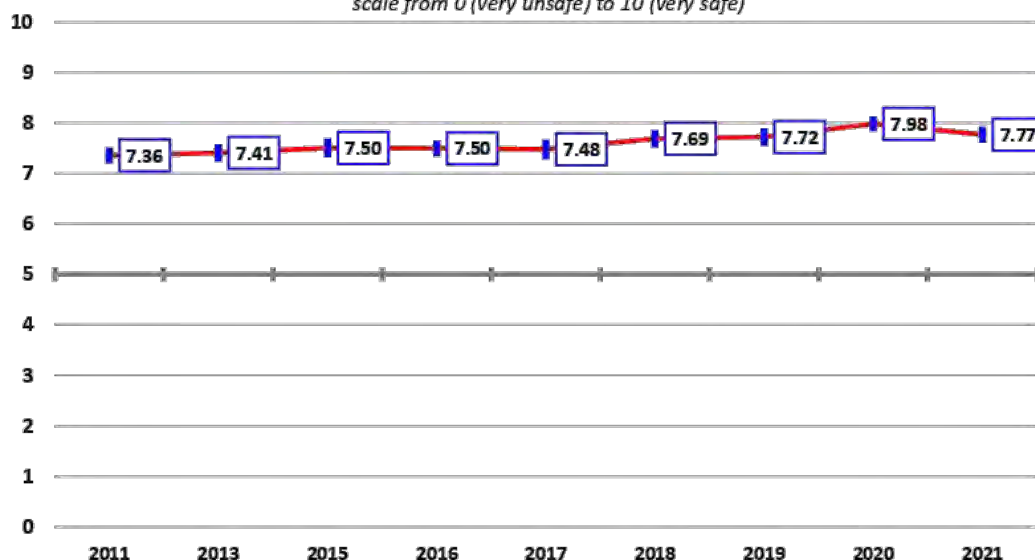




### Perception of safety at night

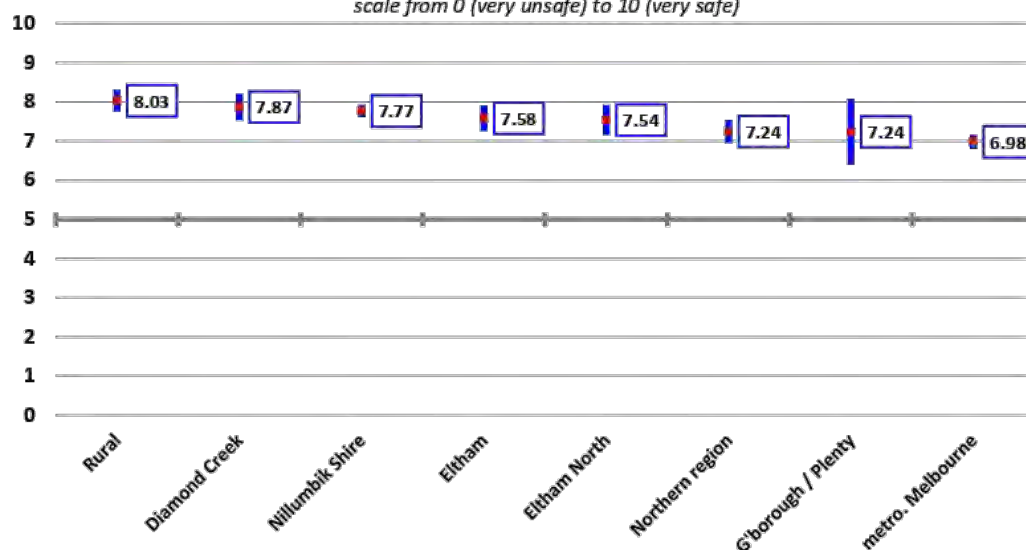
The perception of safety in the public areas of the Nillumbik Shire at night declined marginally but not measurably this year, although it remains at close to its highest level from last year.

**Perception of safety in public areas of Nillumbik at night**  
**Nillumbik Shire Council - 2021 Annual Community Survey**  
scale from 0 (very unsafe) to 10 (very safe)



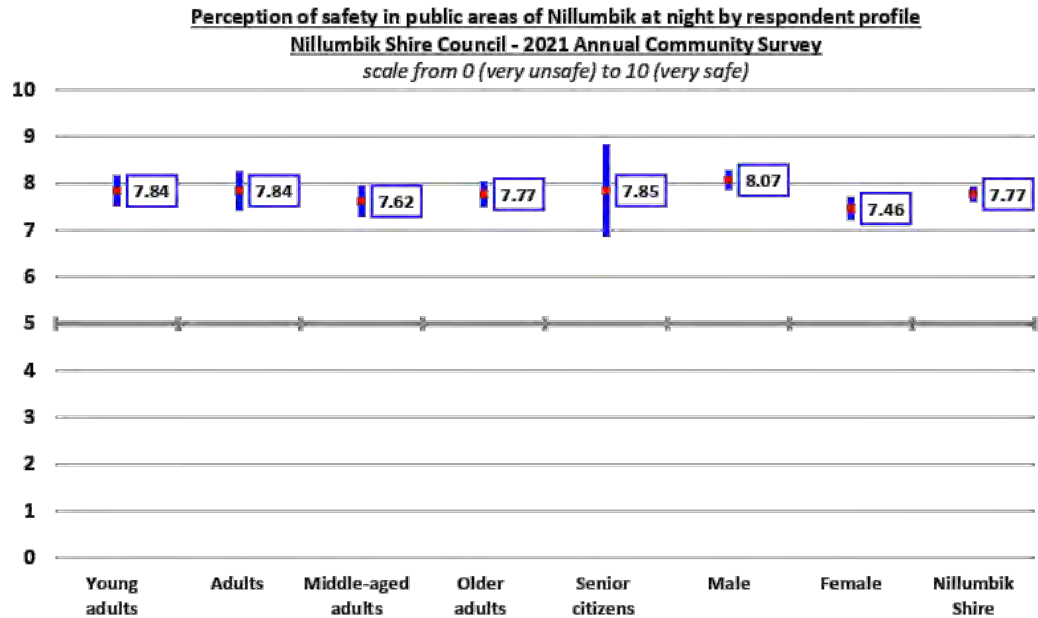
There was no statistically significant variation in this result observed across the municipality, although it is noted that respondents from Greensborough / Plenty rated their perception of safety at night somewhat lower than the municipal average.

**Perception of safety in public areas of Nillumbik at night by precinct**  
**Nillumbik Shire Council - 2021 Annual Community Survey**  
scale from 0 (very unsafe) to 10 (very safe)



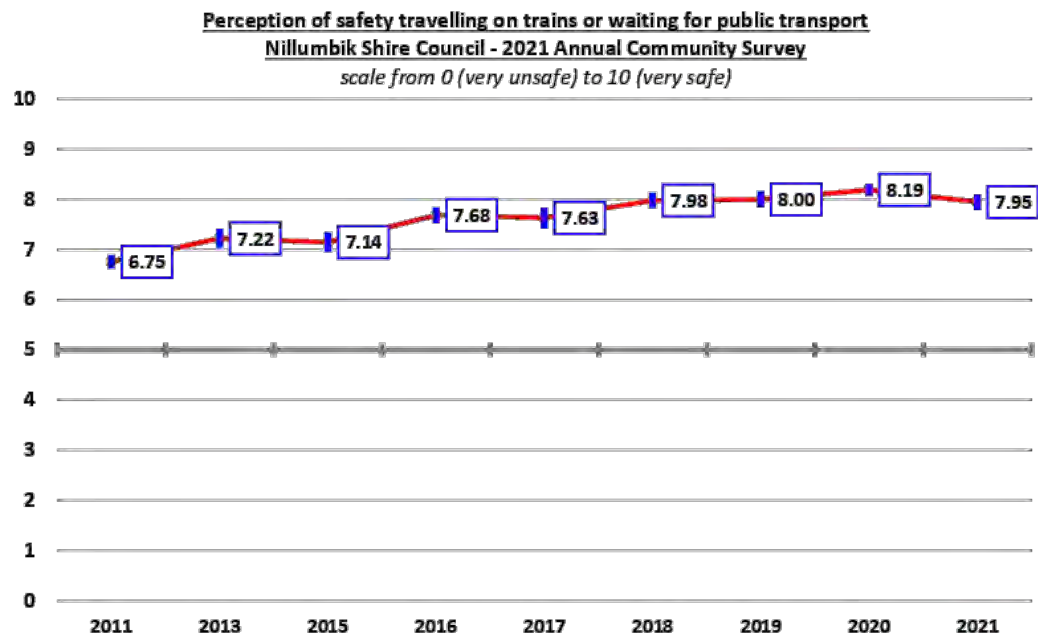
*Nillumbik Shire Council – 2021 Annual Community Survey*

There was no measurable variation in the perception of safety in the public areas of the municipality at night observed by the respondents' age structure. It is noted, however, that female respondents felt measurably and significantly (7.6%) less safe than male respondents.



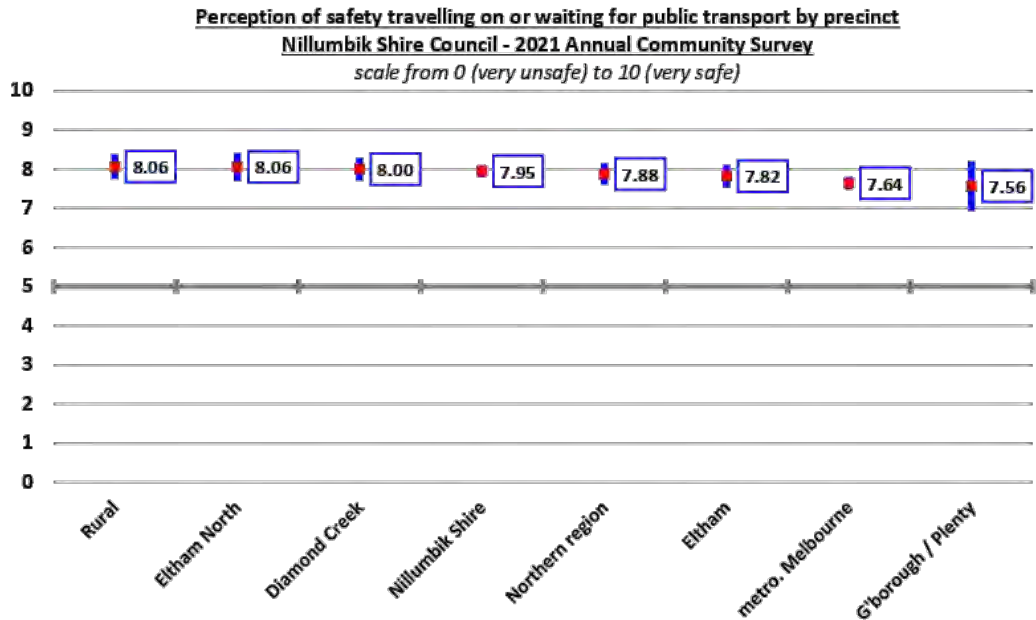
**Perception of safety travelling on / waiting for public transport**

The perception of safety travelling on and waiting for public transport declined somewhat this year, down 2.9% to 7.95, although it remains at a high level.

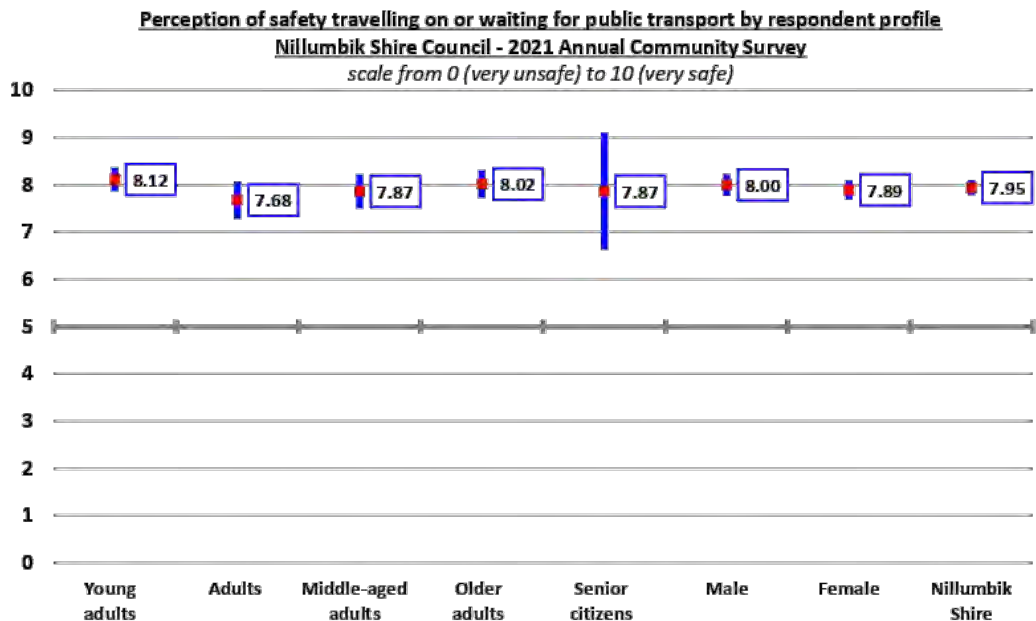


*Nillumbik Shire Council – 2021 Annual Community Survey*

There was no statistically significant variation in this result observed across the municipality, although it is noted that respondents from Greensborough / Plenty rated their perception of safety travelling on or waiting for public transport somewhat lower than the municipal average.



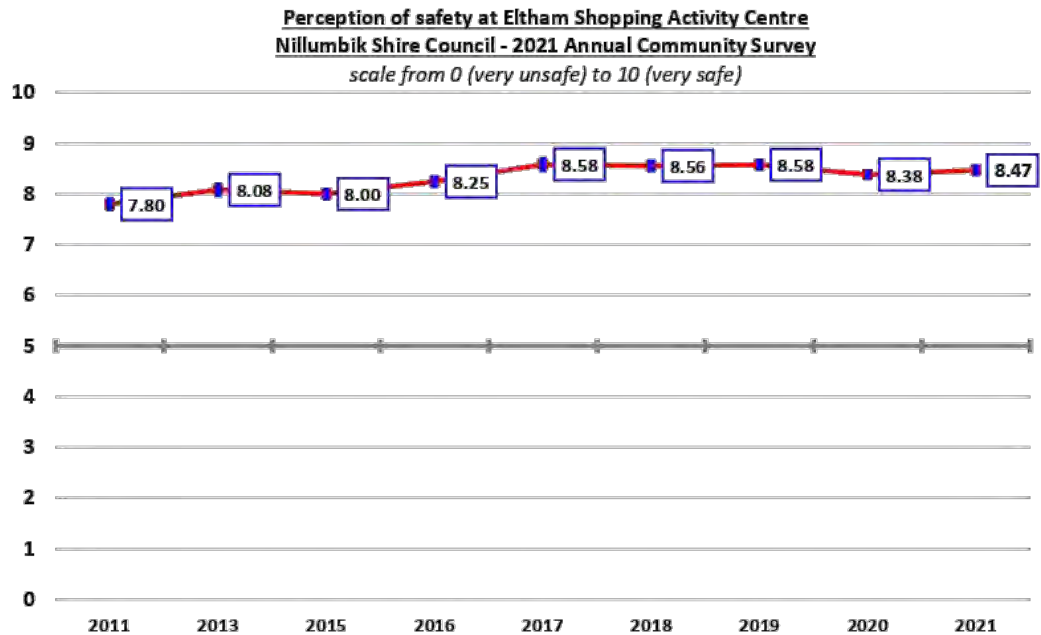
There was no statistically significant variation in this result observed by respondent profile.



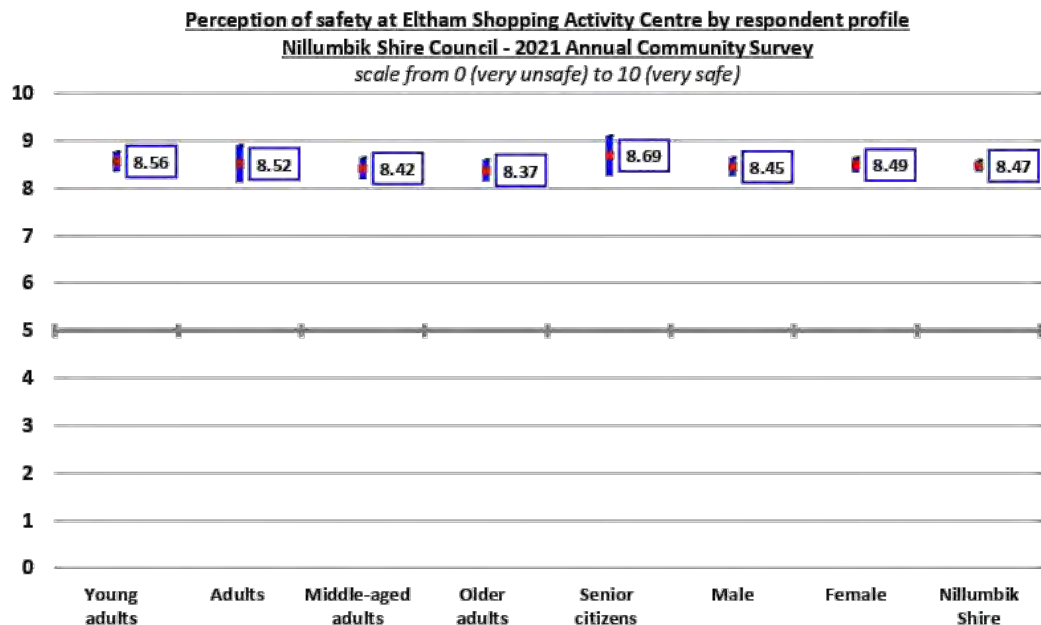
*Nillumbik Shire Council – 2021 Annual Community Survey*

**Perception of safety at Eltham Shopping Activity Centre**

The perception of safety in and around the Eltham Shopping Activity Centre increased marginally but not measurably this year and remains at a very high level.

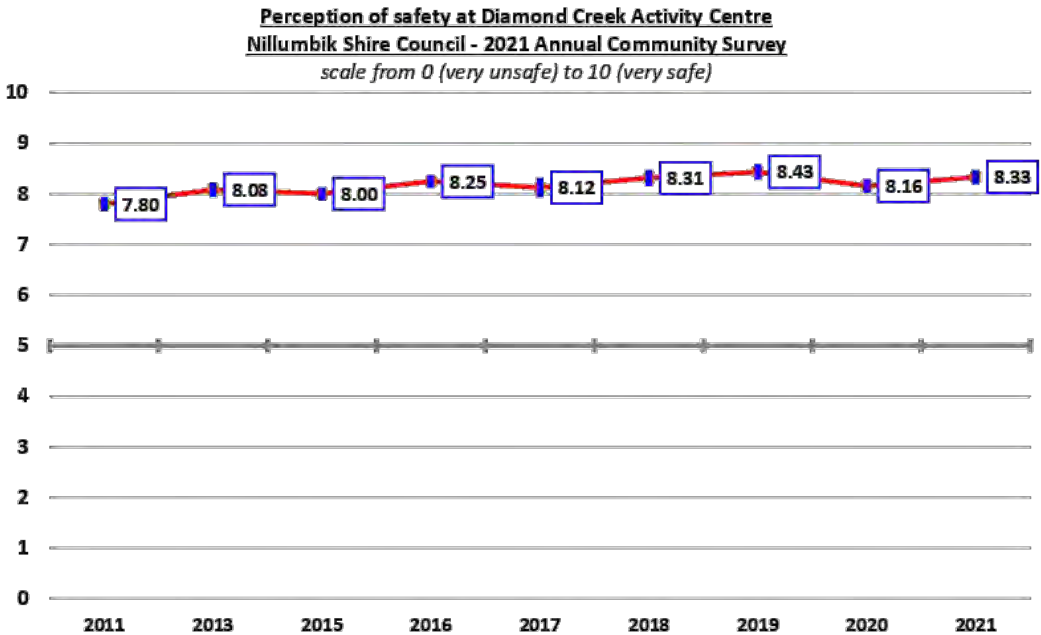


There was no statistically significant variation in this result observed by respondent profile.

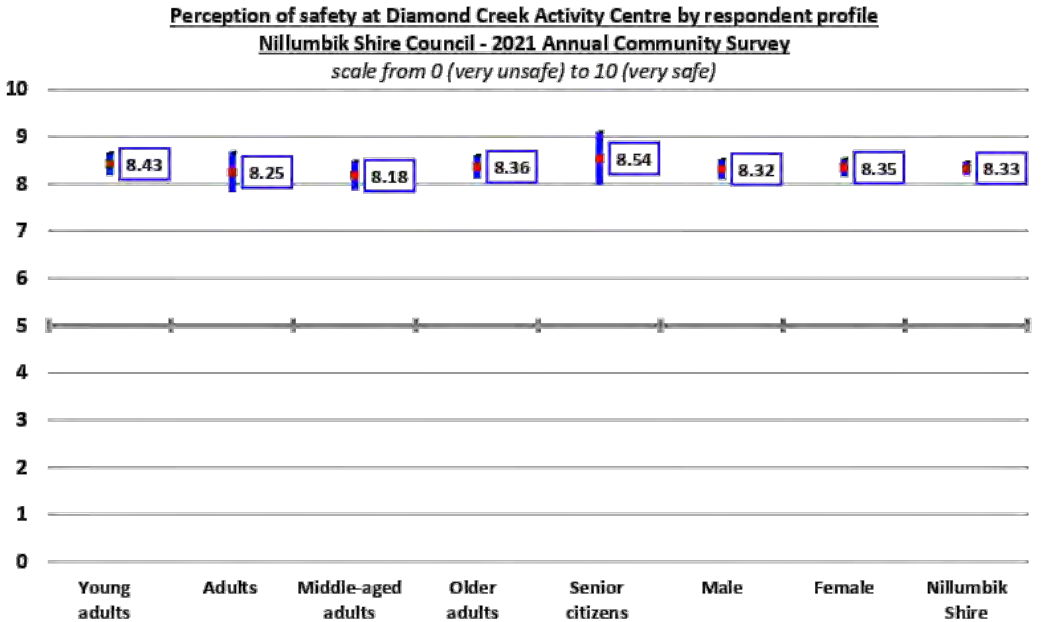


Perception of safety at Diamond Creek Activity Centre

The perception of safety in and around the Diamond Creek Activity Centre increased marginally but not measurably this year and remains at a very high level.



There was no statistically significant variation in this result observed by respondent profile.





*Nillumbik Shire Council – 2021 Annual Community Survey*

**Reasons for feeling unsafe in public areas of Nillumbik**

Consistent with the high perception of safety in the public areas of the Nillumbik Shire, there were only 23 responses received from the 25 respondents who felt unsafe. The most common reasons remain related to perception of crime, perception of unsafe people, and issues with lighting. The verbatim comments are included as an appendix to this report.

**Reasons for feeling unsafe in public areas of the Shire of Nillumbik**  
**Nillumbik Shire Council - 2021 Annual Community Survey**  
(Number and percent of respondents rating safety less than five)

Reason	2021		2020	2019	2018	2017
	Number	Percent				
Crime - theft, robbery, violence, etc	8	34.8%	23.3%	17.4%	10.4%	10.2%
Issues with people - gangs, youths, "louts" etc	5	21.7%	26.7%	26.1%	22.9%	26.5%
Lighting	5	21.7%	20.0%	17.4%	22.9%	12.2%
Safety at night	2	8.7%	3.3%	4.3%	12.5%	2.0%
General safety	1	4.3%	16.7%	21.7%	4.2%	16.3%
Image / feel of place and news reports	1	4.3%	6.7%	8.7%	4.2%	10.2%
Public transport safety	1	4.3%	3.3%	4.3%	6.3%	6.1%
<b>Total comments</b>	<b>23</b>	<b>100%</b>	<b>30</b>	<b>23</b>	<b>48</b>	<b>49</b>

**Locations where respondents feel unsafe in the public areas of Nillumbik**

The following table outlines the locations where respondents feel unsafe in Nillumbik Shire.

**Location where you feel unsafe in the Shire of Nillumbik**  
**Nillumbik Shire Council - 2021 Annual Community Survey**  
(Number and percent of respondents rating safety less than five)

Location	Number
Parks	2
Walking on the roads	2
Diamond Creek Pub	1
Diamond Creek Shopping Centre	1
Diamond Creek walking track local roads	1
Eltham	1
Everywhere at night	1
Greensborough	1
On the train	1
Parking in the dark areas	1
Plenty football ground	1
Train station	1
Whole of Eltham at night	1
<b>Total</b>	<b>15</b>



## Addressing the needs of LGBTIQ+ residents

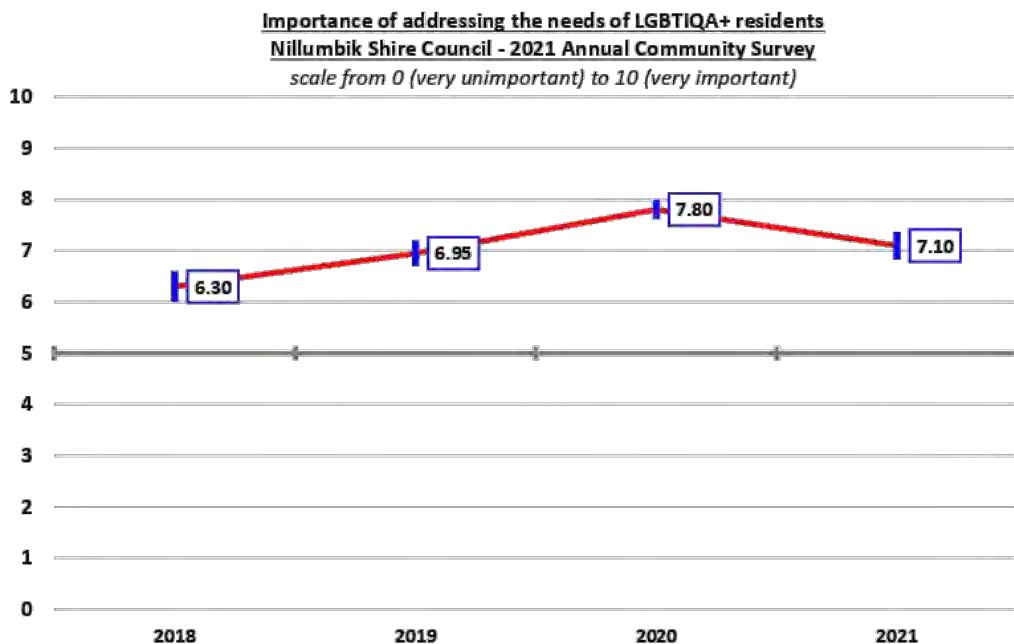
Respondents were asked:

*“On a scale of 0 (very unimportant) to 10 (very important) with five being neutral, how important do you believe it is that Council address the needs of LGBTIQ+ residents?”*

There was a measurable decline this year, in the average importance that respondents place on Council addressing the needs of LGBTIQ+ residents, down a statistically significant nine percent to 7.10.

Despite the decline, this remains a strong importance score, and higher than the average for this question since 2018 of 7.04.

When compared to the 33 Council provided services and facilities included in the [Importance of Council services and facilities](#) section of this report, the average importance of addressing the needs of LGBTIQ+ residents of 7.10 was measurably and significantly 21.9% lower than the average of all 33 included services and facilities. It was also 14.3% lower than the least important of the 33 services, that being horse riding trails with an importance score this year of 8.28 out of 10.



There was significant increase this year, in the proportion of respondents who rated the importance at less than five (11.6% up from 4.8%) and a decrease in the proportion who rated it as “very important” (eight or more out of 10).



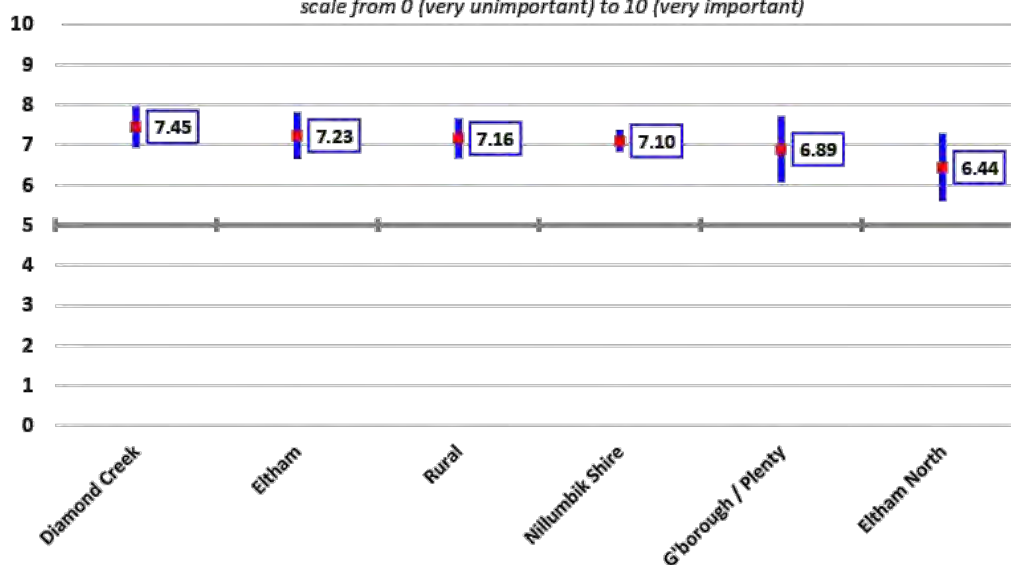
*Nillumbik Shire Council – 2021 Annual Community Survey*

**Importance of addressing the needs of LGBTIQ+ residents**  
**Nillumbik Shire Council - 2021 Annual Community Survey**  
*(Number and percent of respondents providing a response)*

Response	2021		2020	2019	2018
	Number	Percent			
Very important (8 to 10)	206	55.5%	71.0%	43.3%	41.6%
Neutral to somewhat important (5 to 7)	122	32.9%	24.3%	47.5%	39.5%
Unimportant (0 to 4)	43	11.6%	4.8%	9.2%	18.9%
Can't say	130		80	140	92
<b>Total</b>	<b>501</b>	<b>100%</b>	<b>500</b>	<b>500</b>	<b>501</b>

Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents in Diamond Creek rated the importance of Council addressing the needs of LGBTIQ+ residents notably higher than respondents from Eltham North.

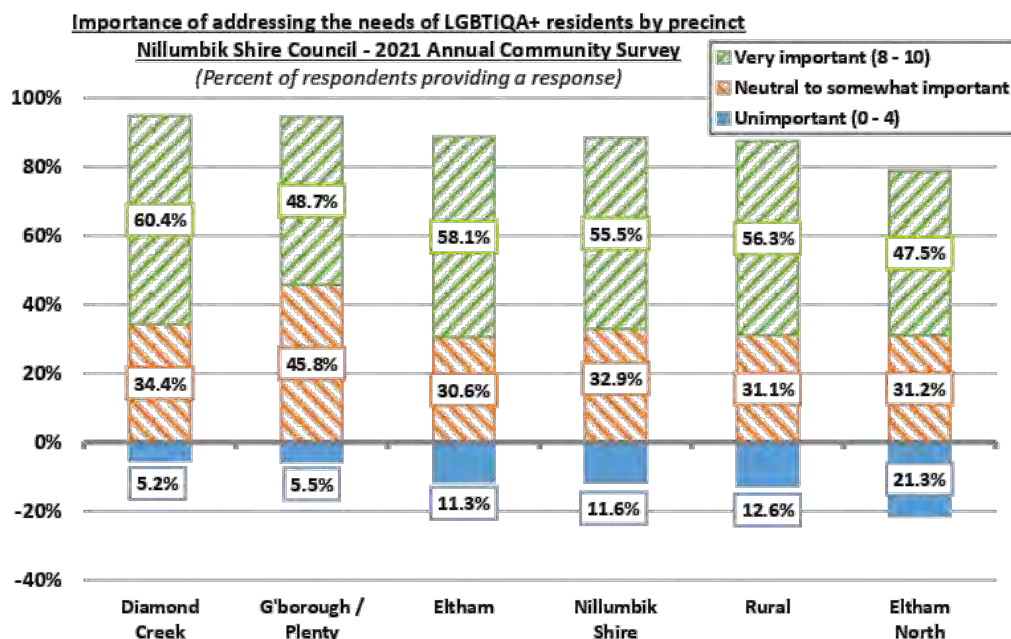
**Importance of addressing the needs of LGBTIQ+ residents by precinct**  
**Nillumbik Shire Council - 2021 Annual Community Survey**  
*scale from 0 (very unimportant) to 10 (very important)*



Attention is drawn to the fact that more than one-fifth (21.3%) of respondents from Eltham North rated the importance of Council addressing the needs of the LGBTIQ+ residents as “unimportant” (i.e., less than five).



*Nillumbik Shire Council – 2021 Annual Community Survey*

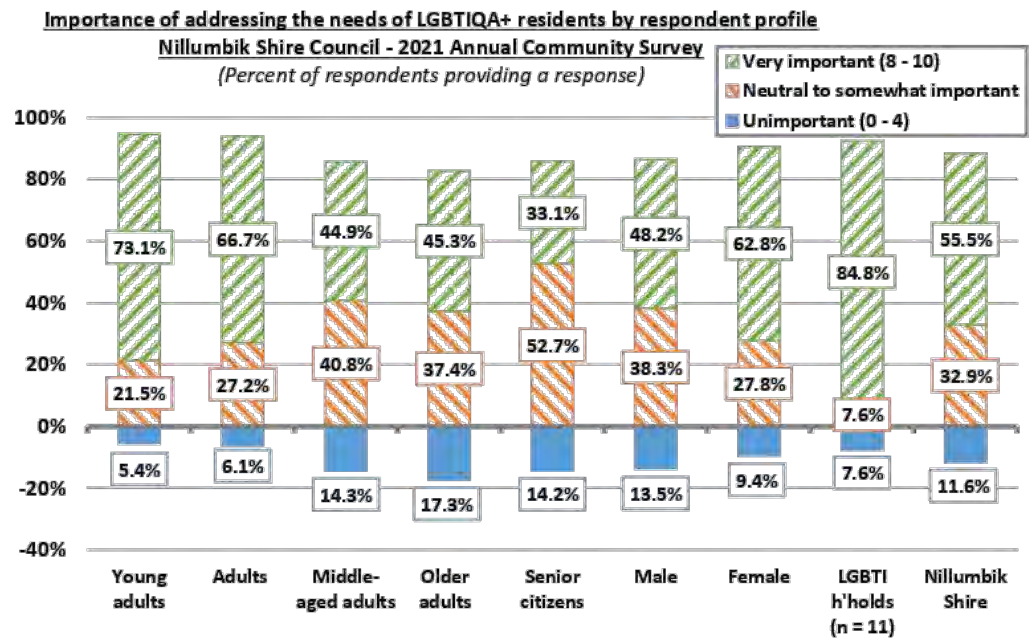
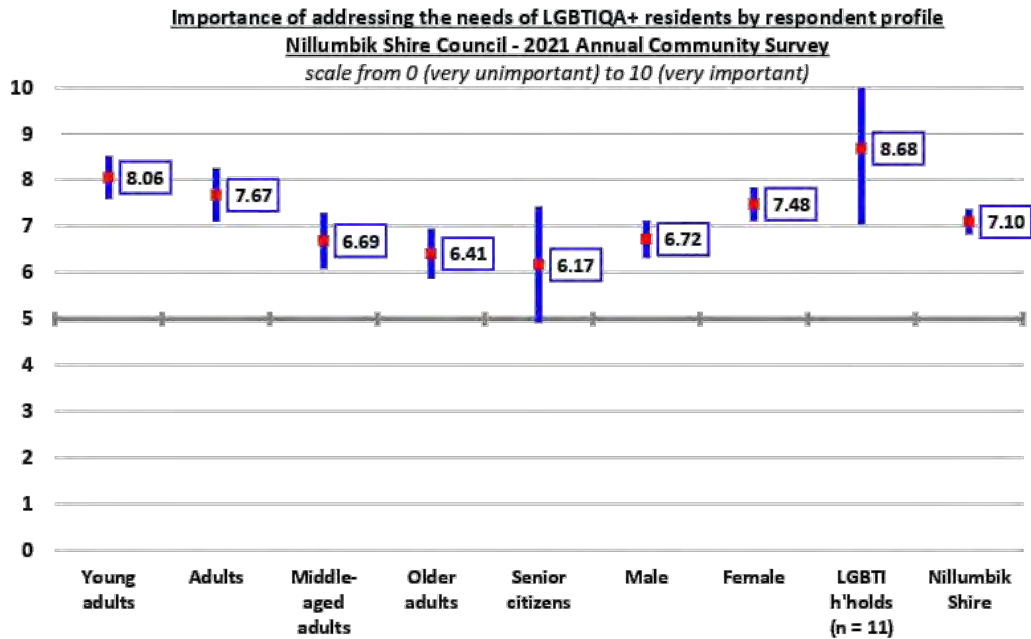


There was measurable and significant variation in the average importance respondents place on Council addressing the needs of the LGBTIQ+ residents observed by respondent profile, as follows:

- **Age structure** – the average importance respondents place on Council addressing the needs of the LGTIQA+ residents declined with the respondents' age, from 8.06 for young adults (aged 18 to 34 years) to 6.17 for senior citizens (aged 75 years and over).
- **Gender** – female respondents rated the importance measurably and significantly higher than male respondents.
- **LGBTIQ+** - the small sample of 11 LGBTIQ+ respondents rated the importance substantially, albeit not measurably higher (due to the very small sample size).



Nillumbik Shire Council – 2021 Annual Community Survey





### ***Reasons for the importance of Council addressing needs of LGBTIQ+ residents***

Respondents were asked to explain the reasoning behind their rating of the importance of Council addressing the needs of the LGBTIQ+ residents.

A total of 111 responses were received, with the verbatim comments included as an appendix to this report.

The key messages received from respondents were as follows:

- ***Important that Council address the needs of LGBTIQ+ residents (rated 8 to 10)*** – of the 72 responses received, most related to the view that equality was important and that everyone has the right to be treated equally. There were eight responses specifically outlining a perception that these residents need more care, attention, and awareness.
- ***Neutral to somewhat important (rated 5 to 7)*** – of the 15 responses received from respondents who were neutral to considered it somewhat important, the most common responses were that the respondent was neutral on the issue, or that everyone deserves to be treated equally.
- ***Unimportant (rated 0 to 4)*** – of the 24 responses received from respondents who considered it unimportant that Council address the needs of LGBTIQ+ residents were that everyone is equal and that nobody deserves special treatment. Several respondents also referenced the view that they did not believe that sexuality was an issue for Council to concern itself with.



## Quality of telecommunication services

Respondents were asked:

*“On a scale of 0 (very poor) to 10 (excellent) how would you describe the quality of the telecommunications service in your household?”*

This question relating to the quality of the telecommunications service in the respondents' household was included in the survey program for the first time this year.

On average, respondents rated the quality of the telecommunications service in their household at 7.13 out of a potential 10, or a “good” level of quality.

When compared to the satisfaction with Council services and facilities, this result is identical to that recorded for the Council website, at 7.13 out of 10, a result that would rank the service 20<sup>th</sup> of the 33 Council provided services and facilities included in the survey form this year.

A little more than half (54.1%) of the respondents providing an answer to this question rated the quality of the telecommunication service in their household as very good to excellent (i.e., eight or more out of 10), whilst 12.6% rated it as poor (i.e., less than five).

**Quality of telecommunication services**  
**Nillumbik Shire Council - 2021 Annual Community Survey**  
(Number and percent of respondents providing a response)

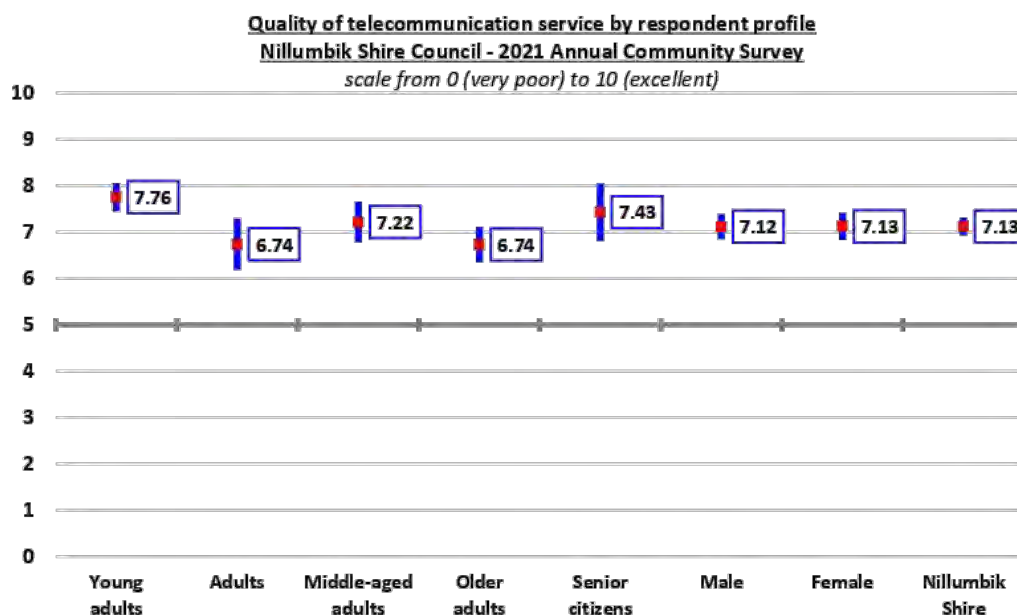
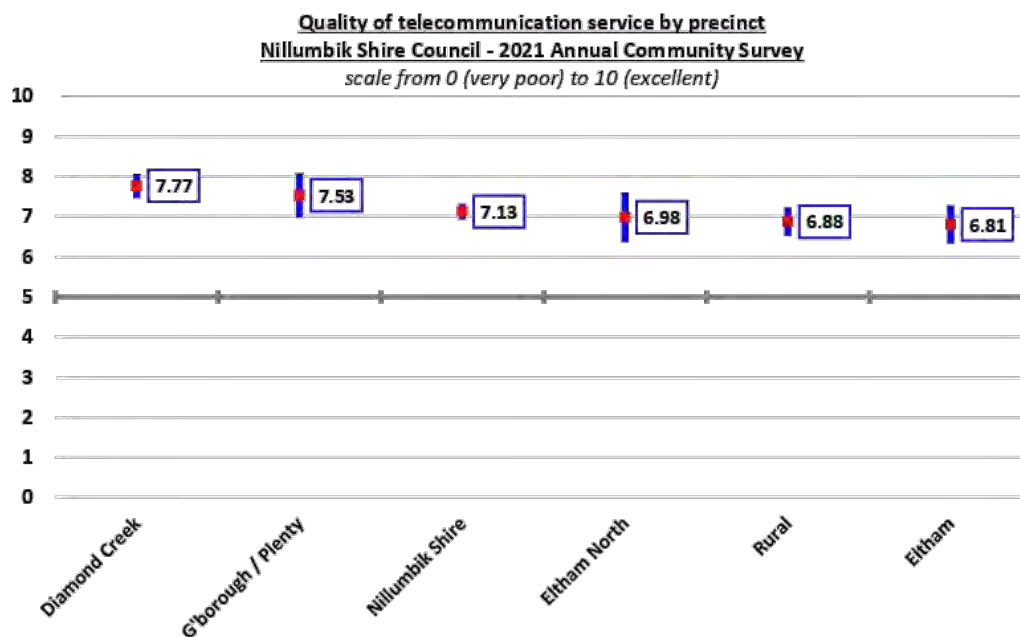
Response	2021	
	Number	Percent
Excellent (8 to 10)	245	54.1%
Neutral to somewhat good (5 to 7)	151	33.3%
Poor (0 to 4)	57	12.6%
Can't say	48	
<b>Total</b>	<b>501</b>	<b>100%</b>

There was some variation in this result observed across the municipality, as well as by respondent profile, with attention drawn to the following:

- **Diamond Creek** – respondents rated the quality of the telecommunication service measurably and significantly higher than the municipal average.
- **Young adults (aged 18 to 34 years)** – respondents rated the quality of the telecommunications service measurably and significantly higher than the municipal average.



*Nillumbik Shire Council – 2021 Annual Community Survey*



## COVID-19 pandemic

To better understand the impact of the COVID-19 pandemic on the Nillumbik community, questions were included in the survey this year relating to COVID-19 and its impact on the community.

These questions included the impact of COVID-19 on the households' financial, physical, and mental health and wellbeing, the impact on the respondents' personal health and wellbeing, asked the ways in which Council could assist the community to deal with the pandemic, and then whether the respondents' employment status has been impacted by COVID-19.

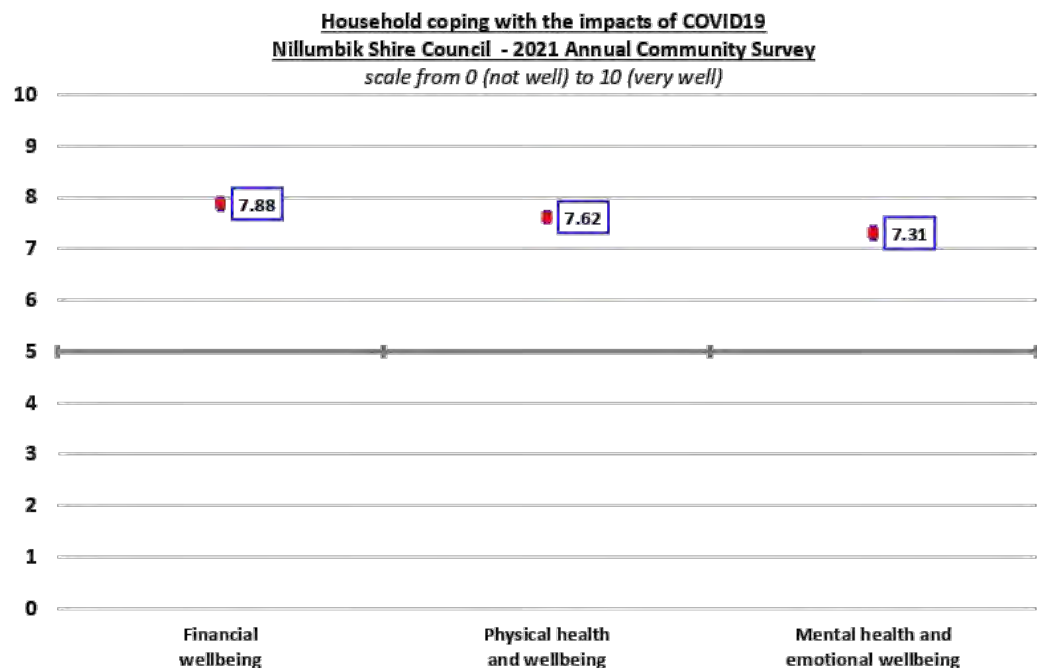
### *Household coping with the impacts*

Respondents were asked:

*"On a scale of 0 (very low) to 10 (very high), how well do you feel that you and your household are coping with the impacts of COVID19 in terms of?"*

Respondents were asked how well they felt that they and their household were coping with the impacts of COVID-19 on their mental and physical health and wellbeing, as well as their financial wellbeing.

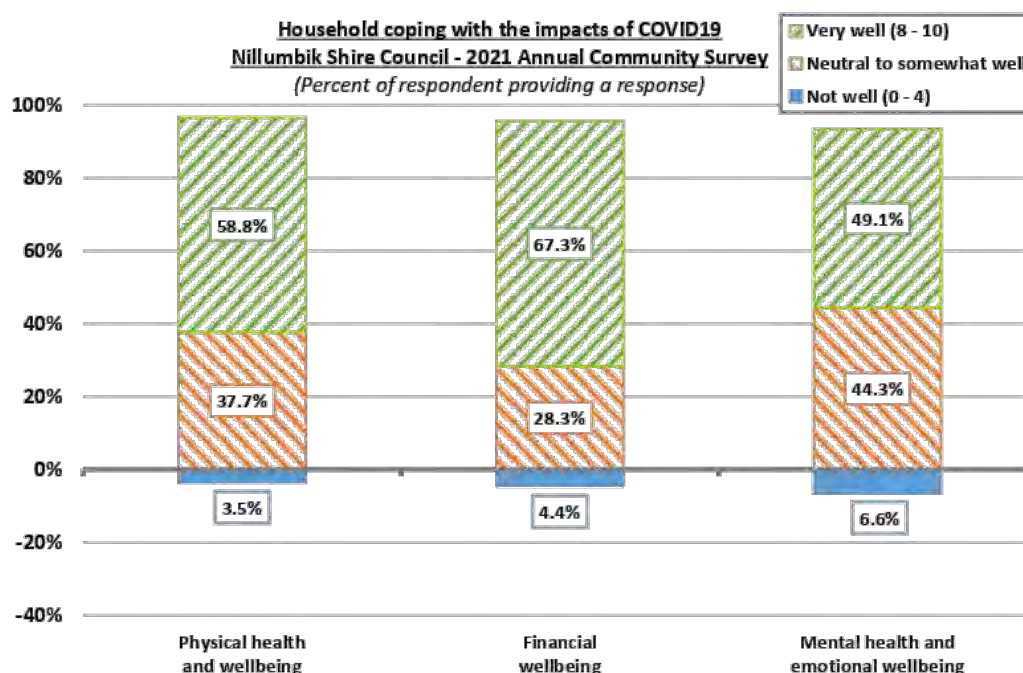
On average, respondents believed they were coping relatively strongly in relation to all three aspects, with average coping scores of more than seven out of 10.



The following graph provides a breakdown of these results into the proportion of respondents who felt their household was coping “very well” (rated coping at eight or more out of 10), those who felt they were coping “neutral to somewhat well” (rated five to seven), and those who felt they were coping “not well” (rated less than five).

It is noted that up to approximately two-thirds of all respondents answering the question reported that their household was coping “very well” in terms of their physical health and wellbeing and their financial wellbeing, with a notably smaller proportion coping “very well” in terms of their mental health and wellbeing.

Metropolis Research notes, however, that less than seven percent of respondents reported that their household was not coping well with COVID-19 in relation to any of the three.



By way of comparison, this set of questions was asked in 2020 in the City of Monash (May), the City of Melton (June), and the City of Maribyrnong (October), with the comparison results outlined in the following graph.

Respondents in the Nillumbik Shire in January 2021 rated their coping with their financial wellbeing a little higher than the councils in 2020.

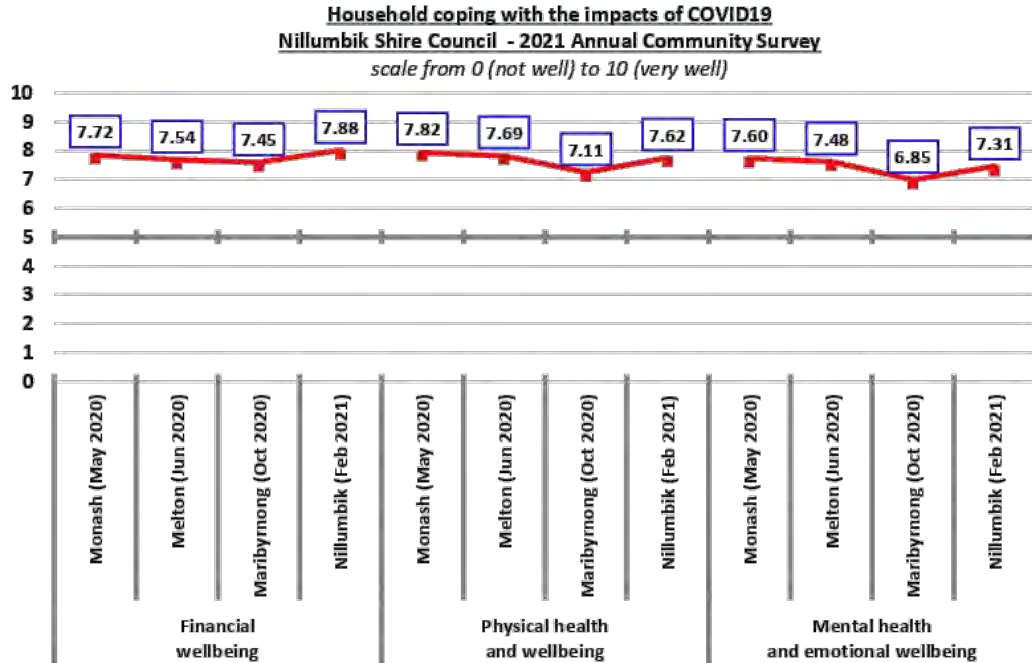
The perception of how well respondents were coping in terms of their physical health and wellbeing was like that of Melton and Monash in mid-2020, but higher than Maribyrnong Council back in October 2020 immediately after the second, longer lockdown.

The results for mental health and wellbeing were also lowest for Maribyrnong in October 2020, and still marginally lower in Nillumbik in January 2021 than in either Monash or Melton in mid-2020.



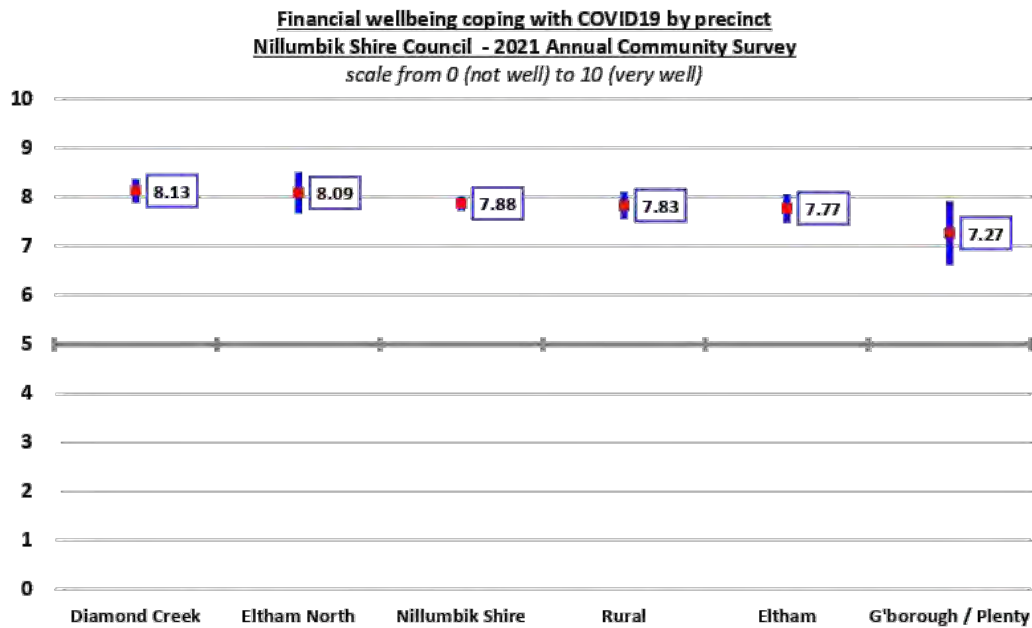


*Nillumbik Shire Council – 2021 Annual Community Survey*



**Financial Wellbeing**

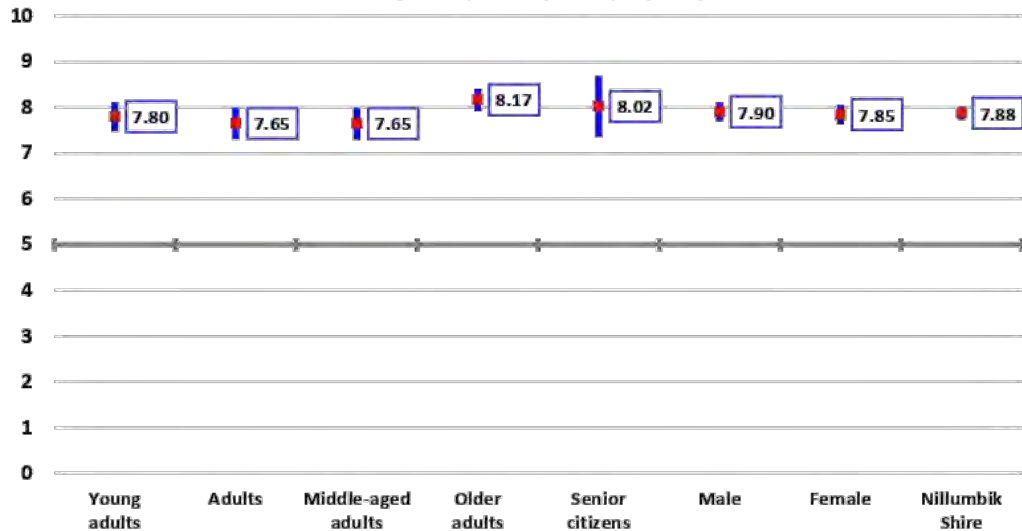
Whilst there was no statistically significant variation in the average degree of coping with COVID-19 in terms of their financial wellbeing, it is noted that respondents from Greensborough / Plenty were, on average, coping notably, but not measurably less well than the municipal average.



*Nilumbik Shire Council – 2021 Annual Community Survey*

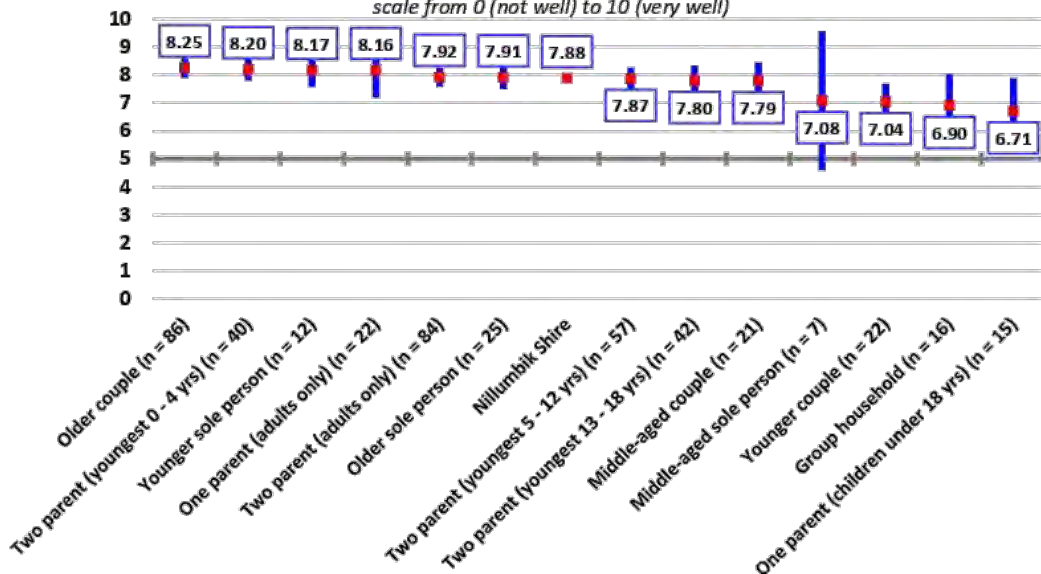
There was no statistically significant variation in this result observed by respondent profile, although it is noted that adults and middle-aged adults (aged 35 to 54 years) were, on average, coping the least well, although still at a very strong level.

**Financial wellbeing coping with COVID19 by respondent profile**  
**Nilumbik Shire Council - 2021 Annual Community Survey**  
*scale from 0 (not well) to 10 (very well)*



The following graph provides a breakdown of the average degree of coping with COVID-19 in terms of financial wellbeing by the expanded household structure. It is important to note the small sample size for some of these groups, as outlined in the graph. Attention is drawn to the fact that it was younger couples, group households, and one parent families with children aged under 18 years who were coping the least well.

**Financial wellbeing coping with COVID19 by household structure**  
**Nilumbik Shire Council - 2021 Annual Community Survey**  
*scale from 0 (not well) to 10 (very well)*

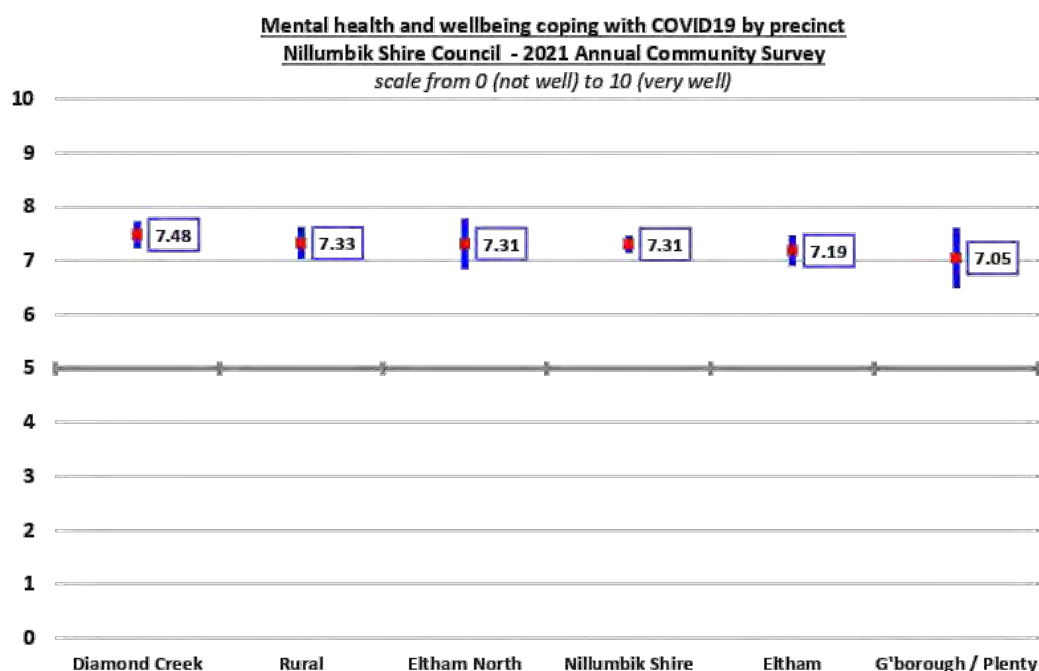


*Nillumbik Shire Council – 2021 Annual Community Survey*

## Mental Wellbeing

There was no statistically significant variation in how well households were coping with COVID-19 in terms of their mental health and wellbeing observed across the five precincts comprising the Nillumbik Shire.

It is, however, noted that respondents from Greensborough / Plenty and to a lesser extent Eltham, were, on average, coping marginally but not measurably less well than the municipal average.



There was, however, some measurable variation based on the respondent profile, as follows:

- **Middle-aged adults (aged 45 to 59 years)** – respondents were coping measurably less well in terms of mental health and wellbeing than the municipal average.
- **Gender** – there was no meaningful variation in this result observed between male and female respondents.
- **Household structure** – there was no statistically significant variation in this result observed by household structure, although it is noted that younger couples were coping somewhat less well than the average.

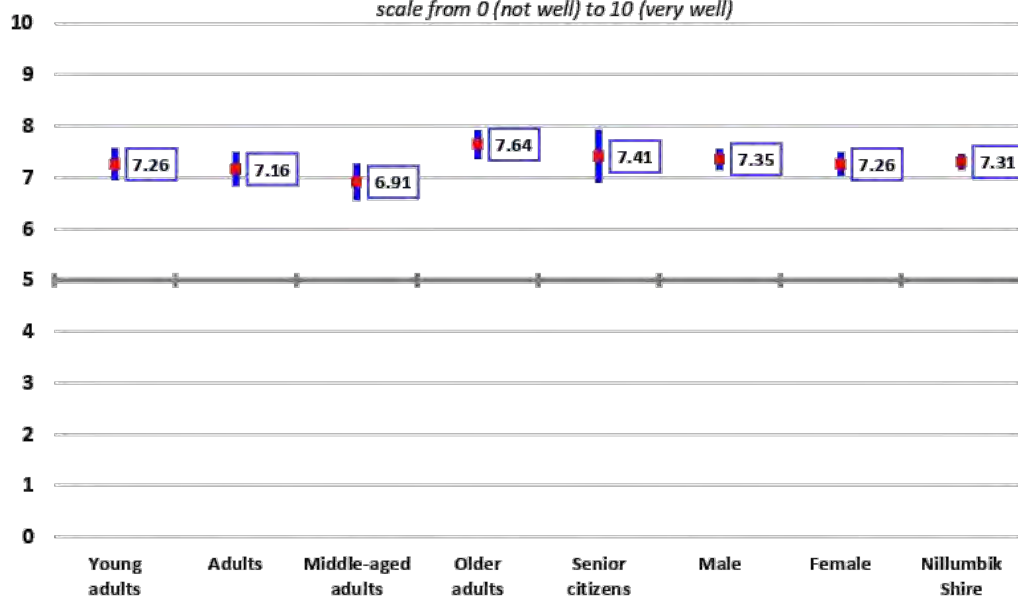


*Nillumbik Shire Council – 2021 Annual Community Survey*

**Mental health and wellbeing coping with COVID19 by respondent profile**

**Nillumbik Shire Council - 2021 Annual Community Survey**

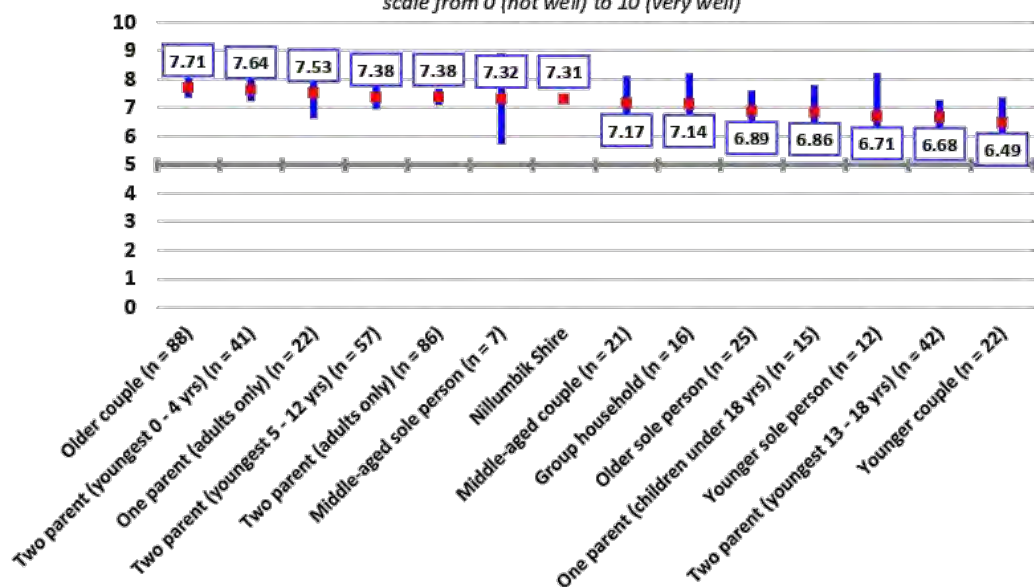
*scale from 0 (not well) to 10 (very well)*



**Mental health and wellbeing coping with COVID19 by household structure**

**Nillumbik Shire Council - 2021 Annual Community Survey**

*scale from 0 (not well) to 10 (very well)*

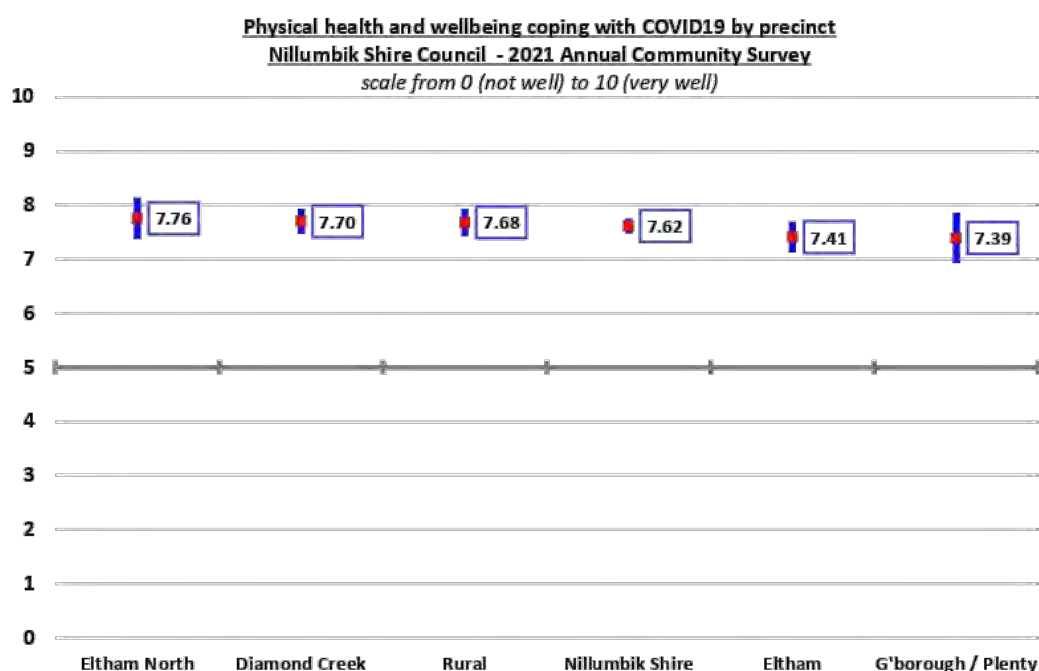


*Nillumbik Shire Council – 2021 Annual Community Survey*

## Physical health and wellbeing

There was no statistically significant variation in how well households were coping with COVID-19 in terms of their physical health and wellbeing observed across the five precincts comprising the Nillumbik Shire.

As with the mental health and wellbeing results, it is noted that respondents from Greensborough / Plenty and to a lesser extent Eltham, were, on average, coping marginally but not measurably less well than respondents in other precincts.



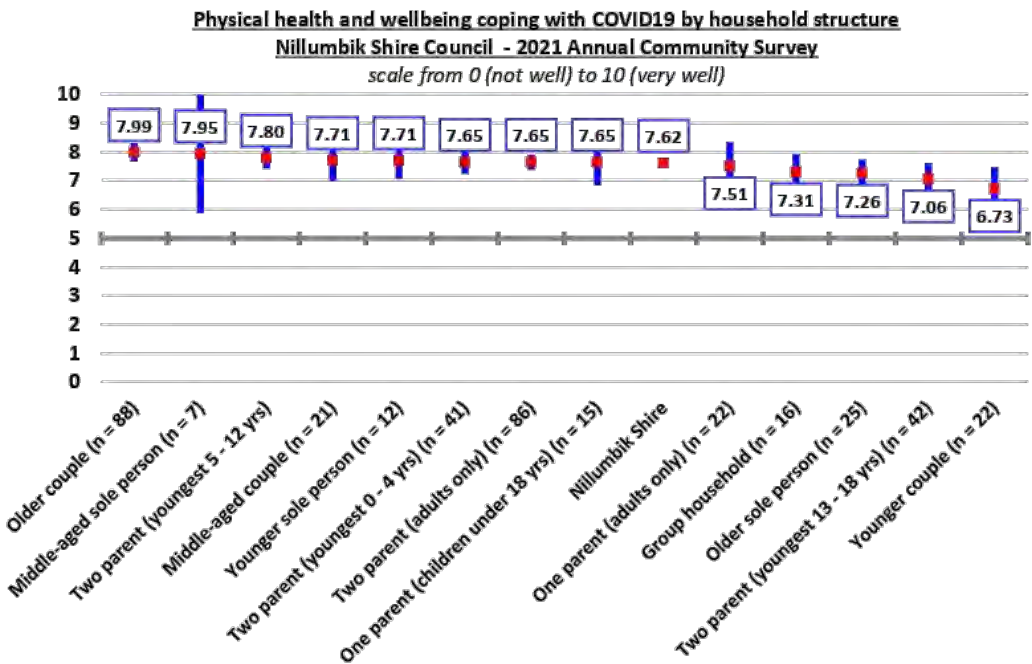
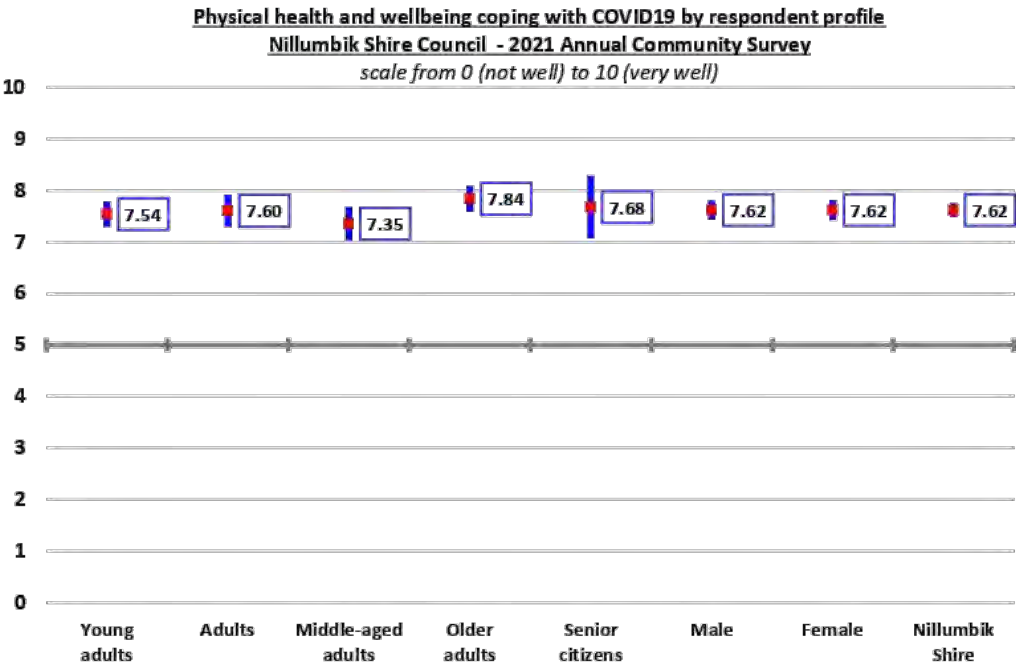
There was also no statistically significant variation in this result observed by respondent profile, as follows:

- **Middle-aged adults (aged 45 to 59 years)** – respondents were coping marginally but not measurably less well in terms of physical health and wellbeing than the municipal average.
- **Gender** – there was no variation in this result observed between male and female respondents.
- **Household structure** – there was no statistically significant variation in this result observed by household structure, although it is noted that younger couples were coping somewhat less well than the average.





*Nillumbik Shire Council – 2021 Annual Community Survey*



*Nillumbik Shire Council – 2021 Annual Community Survey*

***Reasons for not coping well with the impacts of COVID-19***

Of the 31 respondents who reported that they or their household were not coping well (i.e., rated coping at less than five) with the impacts of COVID-19 on their mental or physical health and wellbeing or their financial wellbeing, 17 provided a response as to the reasons why they were not coping well.

These open-ended responses are outlined in the following table.

**Reasons for rating coping with the impacts of COVID-19 less than 5**  
**Nillumbik Shire Council - 2021 Annual Community Survey**  
*(Number of responses)*

<i>Reason</i>	<i>Number</i>
Loss of income	2
Not getting out of the house as much as before	2
Children are suffering because of they can't do their sporting activities and can't go to school	1
Closures	1
Due to not being able to socialise	1
Hard because of lockdown	1
Haven't seen most of my family. Feel disconnected	1
Haven't worked in the last 3 months	1
Health issues to both myself and partner	1
Lockdown	1
My husband lost his job and that caused mental stress	1
Partner lost job, so not able to support proper medical physical support	1
Personal issues	1
Restrictions, teenagers and loss of job	1
Stopped getting work	1
<b>Total</b>	<b>17</b>

***Impact on health and wellbeing***

Respondents were asked:

*"On a scale of 0 (no effect) to 10 (high effect), how has COVID19 affected your personal health and wellbeing?"*

Respondents were also asked to rate how they believe that COVID-19 has affected their personal health and wellbeing.

On average, respondents rated the impact of COVID-19 on their personal health and wellbeing at 3.28 out of a potential 10, or a moderately low impact.

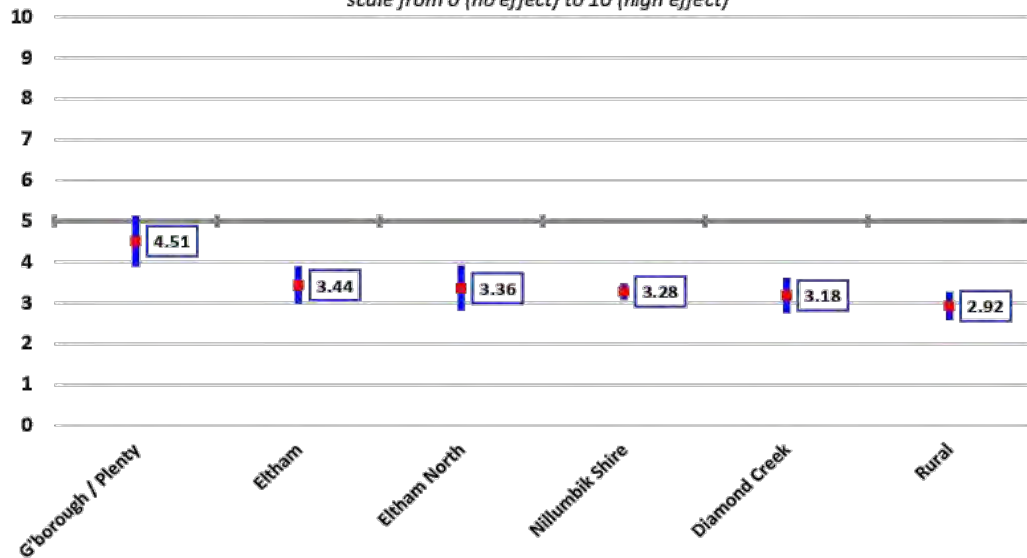


*Nillumbik Shire Council – 2021 Annual Community Survey*

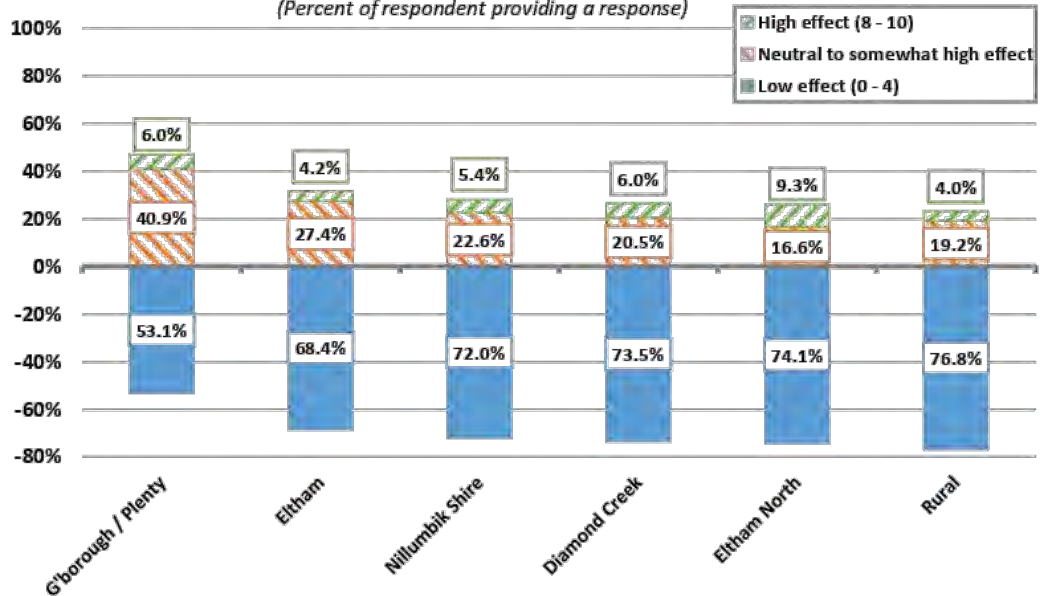
There was measurable and significant variation in this result observed across the municipality, with attention drawn to the following:

- **Greensborough / Plenty** – consistent with the lower average coping result discussed in the previous section, respondents rated the impact of COVID-19 on their health and wellbeing measurably and significantly higher than the municipal average, at almost five out of 10. Almost half of the respondents from Greensborough / Plenty rated the impact at five or more.

**The impacts of COVID19 on health and wellbeing by precinct**  
**Nillumbik Shire Council - 2021 Annual Community Survey**  
*scale from 0 (no effect) to 10 (high effect)*



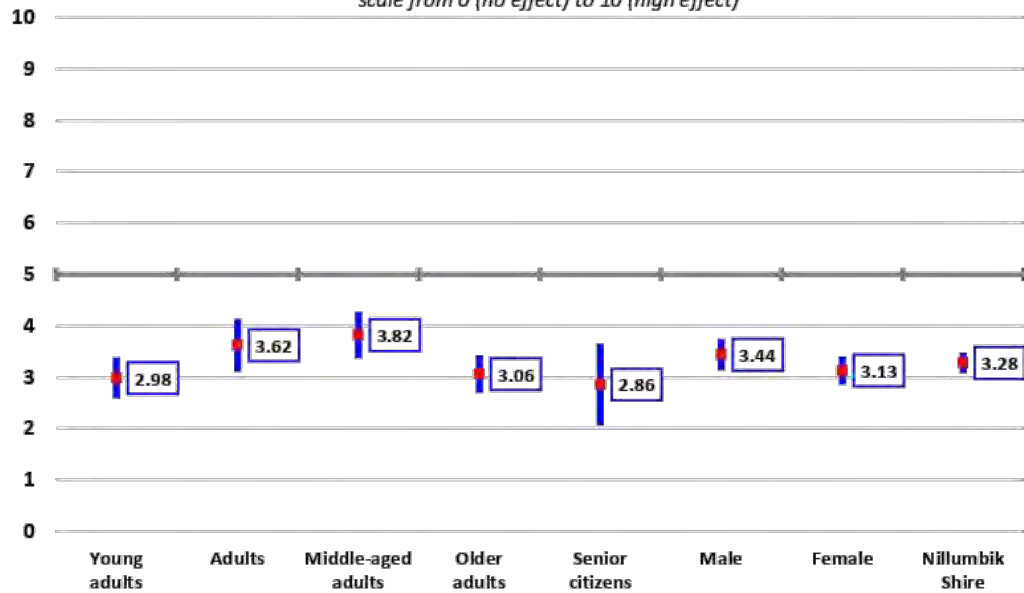
**The impacts of COVID19 on health and wellbeing by precinct**  
**Nillumbik Shire Council - 2021 Annual Community Survey**  
*(Percent of respondent providing a response)*



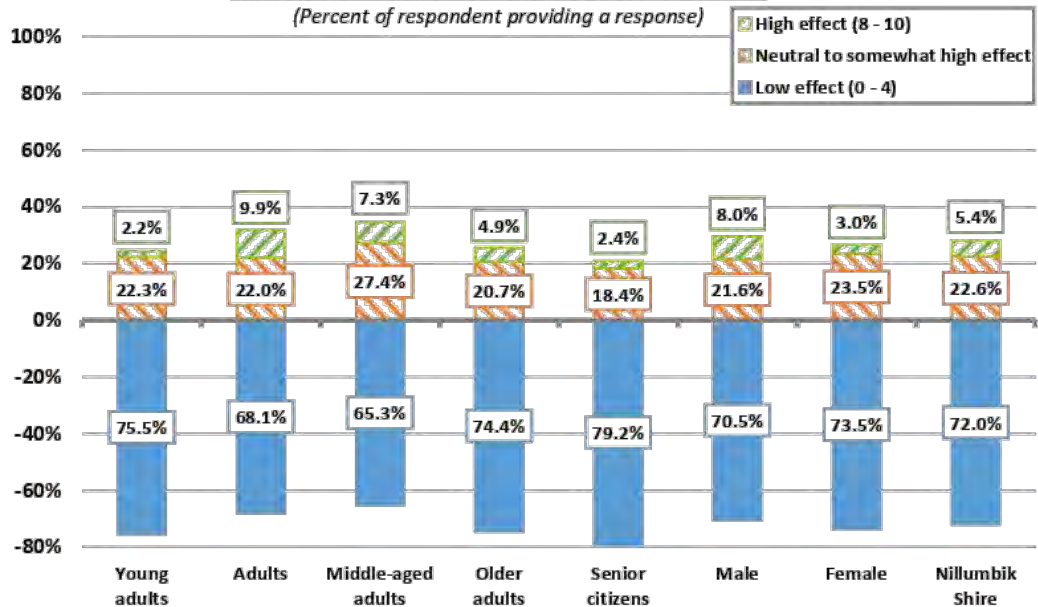
*Nillumbik Shire Council – 2021 Annual Community Survey*

There was measurable and significant variation in this result observed by respondent profile, with adults and middle-aged adults (aged 35 to 59 years) rating the impact of COVID-19 on their health and wellbeing substantially higher than other respondents. It is also noted that male respondents rated the impact notably, but not measurably higher than female respondents.

**The impacts of COVID19 on health and wellbeing by respondent profile**  
**Nillumbik Shire Council - 2021 Annual Community Survey**  
*scale from 0 (no effect) to 10 (high effect)*



**The impacts of COVID19 on health and wellbeing by respondent profile**  
**Nillumbik Shire Council - 2021 Annual Community Survey**  
*(Percent of respondent providing a response)*





*Nillumbik Shire Council – 2021 Annual Community Survey*

The following table outlines the responses received from the 24 respondents who rated the impact of COVID-19 on their personal health and wellbeing at six or more out of 10.

A total of 15 responses were received from these 24 respondents, with a loss of employment or income, social isolation, home-schooling, and mental health impacts all raised as issues.

**Impact of COVID-19 on your health and wellbeing**  
**Nillumbik Shire Council - 2021 Annual Community Survey**  
(Number of responses)

<i>Response</i>	<i>Number</i>
Loss of work / hours	2
Personal issues	2
Because of the lockdown and the restrictions	1
Cancellation of sporting events	1
Depression has gotten worse	1
Helped to improve my physical health	1
I've been positively affected and I got to focus more on myself and gave me a chance to recover	1
Kids had to be home-schooled, which was very tough as both parents work full time	1
Mental health with regards to the uncertainty about the restrictions and worrying about family members losing their jobs	1
Risk on health since I own supermarket and work regularly	1
Teacher concerns with seeing students	1
Wear masks everywhere	1
Wife's unwell and can't work. We're struggling	1
<b>Total</b>	<b>15</b>

***Ways of Council assisting the community deal with the pandemic***

Respondents were asked:

*"In what ways do you feel that Council could best assist the community to deal with the COVID-19 pandemic?"*

A total of 91 of the 501 respondents provided a response as to the ways that they feel that Council can best assist the community to deal with the COVID-19 pandemic. The verbatim responses are outlined in the following table, broken down into broad areas, as follows:

• Provision of information	28 responses
• Financial assistance	15 responses
• Opportunities for social interaction / physical activities	14 responses
• Local business support	12 responses
• Physical and mental health support services	9 responses
• Council services and facilities	6 responses
• Other	7 responses.





*Nillumbik Shire Council – 2021 Annual Community Survey*

**Ways of assisting the community deal with the pandemic now**  
**Nillumbik Shire Council - 2021 Annual Community Survey**  
(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Provision of information</i>	
Share information in Nillumbik services, COVID safe plans, updates	5
More clear and concise information sharing	4
Checking on the vulnerable community members, who are old and alone and giving them special hotline numbers to reach out for help if they need it	2
Give more clear information about the situation	2
Timely text	2
Up to date information on website	2
More community information using social media	1
Stop scaring people and tell the truth about the situation	1
Introduce community sessions for people in rural areas	1
More information needed on who's diagnosed	1
Don't rely on social media to communicate	1
Publishing the activities available	1
Sanitise and signage	1
Use the money in better ways than putting signs up	1
More signage	1
More regular alerts for the rural community	1
Provide more positive feedback	1
<b>Total</b>	<b>28</b>
<i>Financial assistance for residents</i>	
Lower the rates	6
More funding	2
Provide more financial support	2
Need to offer assistance in terms of paying rates	2
Stop giving themselves pay rises	1
Cut unnecessary costs and try to use that to serve the community	1
Offer more support	1
<b>Total</b>	<b>15</b>
<i>Social interaction / physical activities</i>	
Create more engagement opportunities for the community to connect	5
Getting events in the community centres to get people active like 5k 2k walks	1
Interactive activities for kids	1
Keep the local community sports facilities active	1
Providing something for young people in terms of exercise	1
More online services like online exercise class for senior citizens	1



*Nillumbik Shire Council – 2021 Annual Community Survey*

More markets for special events	1
Maybe library and school can bring community together	1
Have some job network and voluntary activities to keep the community involved	1
As I am getting older, I do look at programs for older people. Lot more programs for us	1
<b>Total</b>	<b>14</b>
<i>Business support</i>	
Businesses need support	6
Need to work with local businesses and community groups to establish COVID safe protocol	2
Fill the empty shop fronts	1
Promote local businesses	1
Promotions or incentives for more involvement in local businesses	1
Council should grant smaller businesses that would otherwise miss the boat	1
<b>Total</b>	<b>12</b>
<i>Physical and mental health support services</i>	
Better access / free mental health services	3
Supporting vaccine	2
Having more testing clinics / stations	2
Look after mental health of the youth	1
Free physical health care	1
<b>Total</b>	<b>9</b>
<i>Council services and facilities</i>	
Cleanliness and maintenance of public spaces	4
More hours for leisure centre	1
Make things easier to access	1
<b>Total</b>	<b>6</b>
<i>Other</i>	
More proactive	2
Provide PPE to household (mask, hand sanitizer)	2
Fighting more for community, I went to Tasmania last week and people are free there without wearing masks	1
More of a state government decision	1
Place restriction in the community and implement them properly	1
<b>Total</b>	<b>7</b>
<b>Total</b>	<b>91</b>



*Nillumbik Shire Council – 2021 Annual Community Survey*

**Employment status affected by COVID-19 pandemic**

A little more than one-fifth (22.1%) of the respondents providing an answer to this question reported that their employment status was impacted by the COVID-19 pandemic.

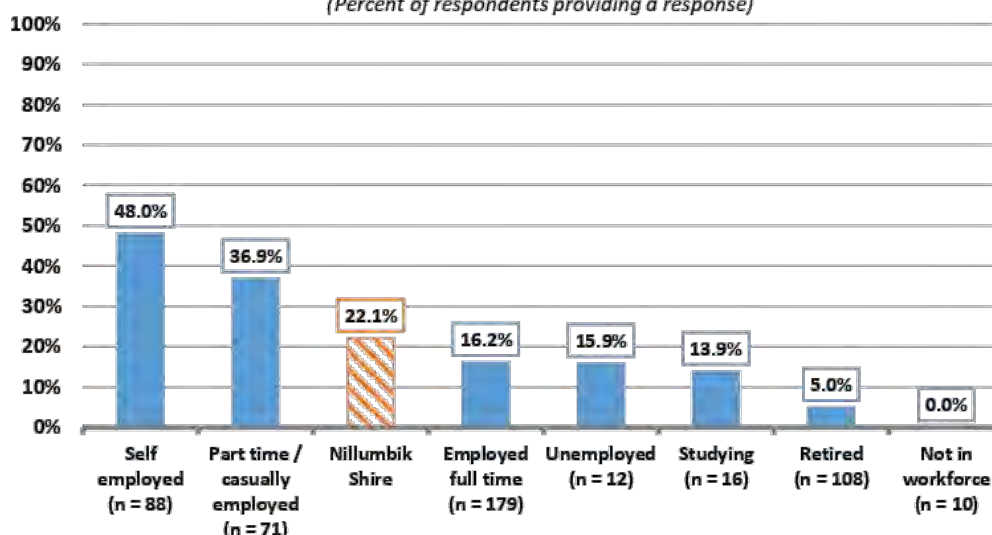
**Employment status been affected by the COVID-19 pandemic**  
**Nillumbik Shire Council - 2021 Annual Community Survey**  
(Number and percent of respondents providing a response)

Response	2021	
	Number	Percent
Yes	108	22.1%
No	381	77.9%
Not stated	12	
<b>Total</b>	<b>501</b>	<b>100%</b>

Despite the relatively small sample size for some of these results, there was significant variation in the results observed by employment status, as follows:

- **Self-employed and part-time / casually employed** – respondents were measurably more likely than average to report that their employment status was impacted by COVID-19.
- **Retired / not in workforce** – as would be expected, only a handful of retired respondents reported that their employment status had been impacted by COVID-19, for example, potentially by moving forward their retirement plans because of the pandemic.

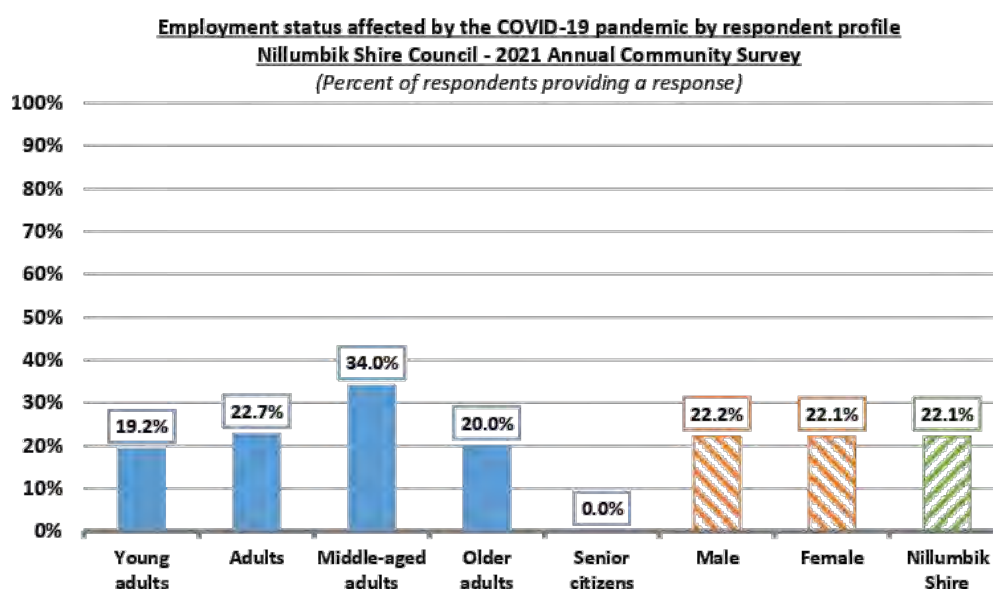
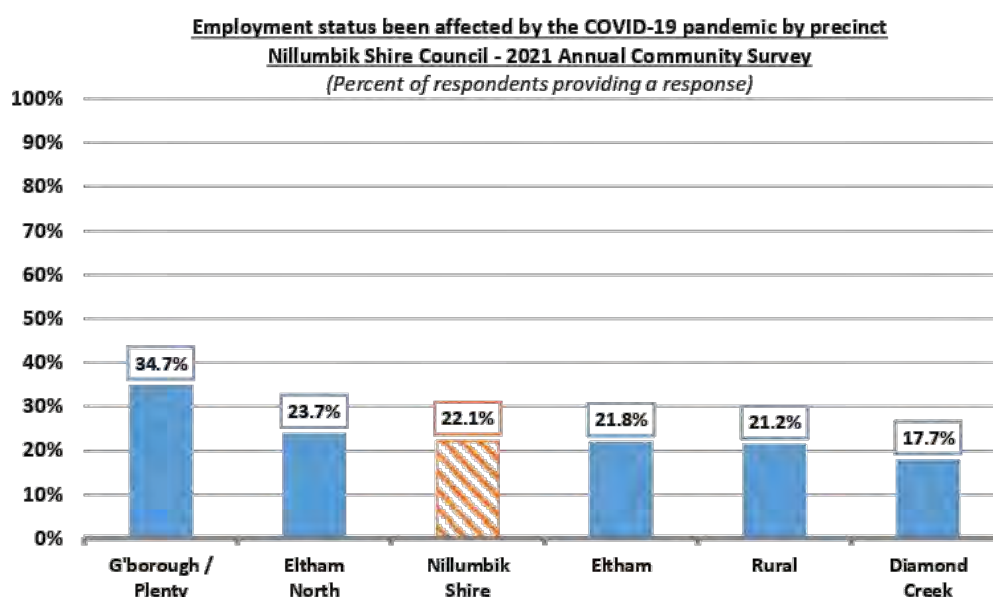
**Employment status been affected by the COVID-19 pandemic by employment situation**  
**Nillumbik Shire Council - 2021 Annual Community Survey**  
(Percent of respondents providing a response)



*Nillumbik Shire Council – 2021 Annual Community Survey*

There was also some significant variation in these results observed across the municipality, as well as by respondent profile (age and gender), with attention drawn to the following:

- **Greensborough / Plenty** – respondents were measurably and significantly more likely than average to report that their employment status was impacted by COVID-19.
- **Middle-aged adults (aged 45 to 54 years)** – respondents were measurably and significantly more likely than average to report that their employment status was impacted by COVID-19.
- **Senior citizens (aged 75 years and over)** – none of the senior citizens reported that their employment status was affected by COVID-19.





*Nillumbik Shire Council – 2021 Annual Community Survey*

Of the 108 respondents who reported that their employment status had been impacted by COVID-19, 83 responses were received outlining how it had been impacted. Most of these responses focused on fewer hours of work, work suspended, or reduced job security.

**How your employment status been affected by the COVID-19 pandemic**  
**Nillumbik Shire Council - 2021 Annual Community Survey**  
*(Number of responses)*

<i>Response</i>	<i>Number</i>
Less hours	10
Work from home	9
Job loss	8
Less income	7
Less work volume	5
Loss of income	4
Business went down, lost turn over	3
Job security	3
Went from full time to part time	3
Cut back on shifts	2
Partner lost job	2
Temporarily lost my job	2
Temporary 10% reduction on normal salary	2
Both local businesses I own were closed down for most of the year	1
Can't go out much	1
Change in how work is done and mental wellbeing and future financial performance	1
Change position and jobs	1
Consulting is ceased due to COVID-19	1
Didn't get the job which would have got had there not been so many people unemployed due to COVID	1
Had to be on jobkeeper for a while	1
Having to change the way we work	1
I couldn't work	1
Improved	1
In and out of work	1
Less customers	1
Lost job. Became casually employed	1
Lost part time job and husband not getting over time	1
Mildly so	1
No funding for small businesses	1
Not been able to find jobs	1
Online studies	1
Photographer by profession. So couldn't go out and had to stop working	1
Restrictions to access certain work sites	1
School online	1
Store has been shut for months now	1
Work with court. Its closed due to COVID-19 so sitting at home	1
<b>Total</b>	<b>83</b>





## Planning and housing development

There were two sets of questions relating to satisfaction with planning and housing development included in the 2021 survey.

The first set of questions relating to satisfaction with aspects of the planning application and development process, which were asked only of respondents that been involved in a planning application or development in the last twelve months.

A second set of questions relating to satisfaction with planning and development outcomes were asked of all respondents.

### *Involvement in planning approvals process*

Respondents were asked:

*"Have you or members of this household been personally involved in a planning application or development in the last twelve months?"*

In 2021, 6.5% of the 493 respondents answering this question reported that they or a member of their household had been personally involved in a planning application or development in the last 12 months.

This result is generally consistent with results observed in recent years, as outlined in the following table.

Consistent with previous years, most of the small number of respondents who had participated in the last year in the planning application or development process, had participated as applicants.

**Involvement in planning and housing development**  
**Nilumbik Shire Council - 2021 Annual Community Survey**  
(Number and percent of respondents providing a response)

Response	2021		2020	2019	2018	2017	2016
	Number	Percent					
Yes - as an applicant	26	5.3%	2.2%	2.8%	4.0%	5.0%	3.2%
Yes - as an objector	4	0.8%	1.6%	2.0%	3.2%	2.0%	0.8%
Yes - other involvement	2	0.4%	0.6%	0.6%	0.8%	0.4%	0.4%
No involvement	461	93.5%	95.6%	94.6%	92.0%	92.6%	95.6%
Not stated	8		2	0	2	2	3
<b>Total</b>	<b>501</b>	<b>100%</b>	<b>500</b>	<b>500</b>	<b>502</b>	<b>502</b>	<b>502</b>



*Nillumbik Shire Council – 2021 Annual Community Survey*

***Satisfaction with aspects of planning approvals process***

Respondents personally involved in a planning application were asked:

*“On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of the planning approvals process?”*

The 32 respondents whose household had participated in the planning application or development process in the last 12 months were asked to rate their satisfaction with four aspects of the planning approvals process.

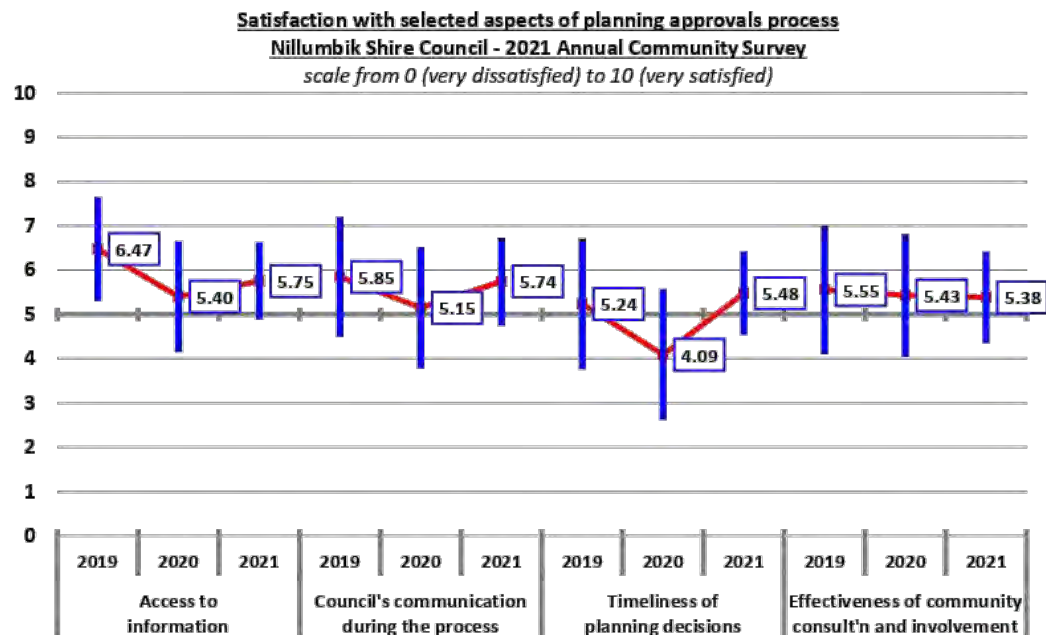
As is evident in the size of the vertical blue bars in the following graphs, the 95% confidence interval around these average satisfaction scores is very large. This reflects the small sample of just 32 respondents.

The average satisfaction with these four aspects of planning and development increased somewhat this year, up 11.4% to 5.59, although this increase was not statistically significant given the small sample size.

This is a “poor”, up from a “very poor” level of satisfaction, and is comprised of the following:

- **Poor** – for access to information and Council’s communication during the process.
- **Very Poor** – for the timeliness of planning decisions and the effectiveness of community consultation and involvement.

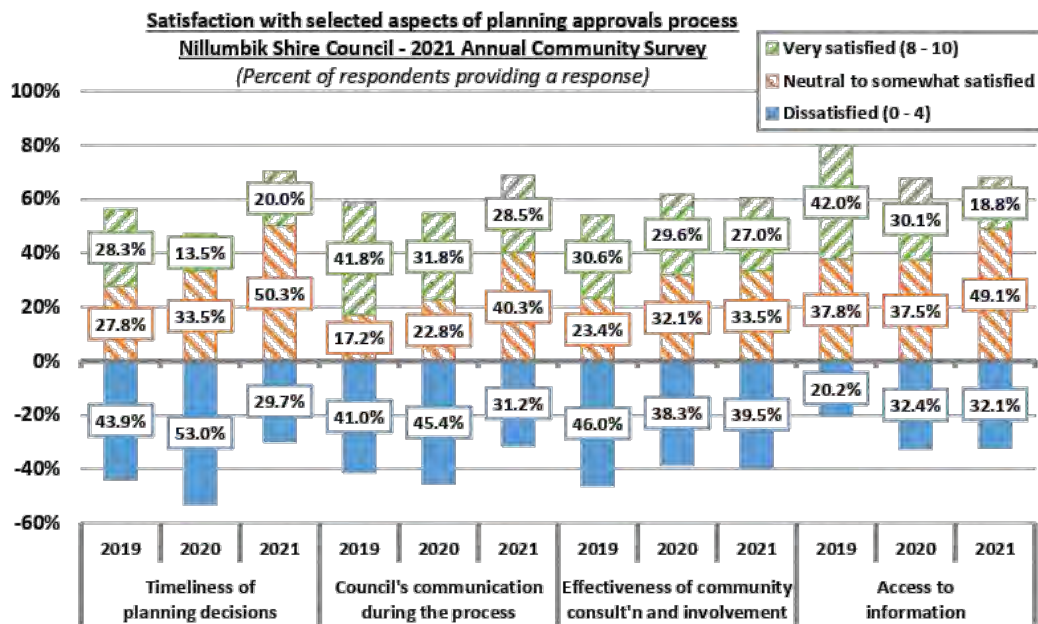
Metropolis Research makes the point that, whilst satisfaction with many other aspects of Council performance declined a little this year, satisfaction with the planning approvals process remains relatively stable, although at a “poor” level.



*Nillumbik Shire Council – 2021 Annual Community Survey*

The following graph provides a breakdown of these results into the proportion of respondents who were “very satisfied” (rated satisfaction at eight or more out of 10), those who were “neutral to somewhat satisfied” (rated five to seven), and those who were “dissatisfied” (rated satisfaction at less than five).

Consistent with the results recorded in previous years, it is noted that more of the small sample of 32 respondents were “dissatisfied” with each of these four aspects of the planning approvals process than were “very satisfied”.

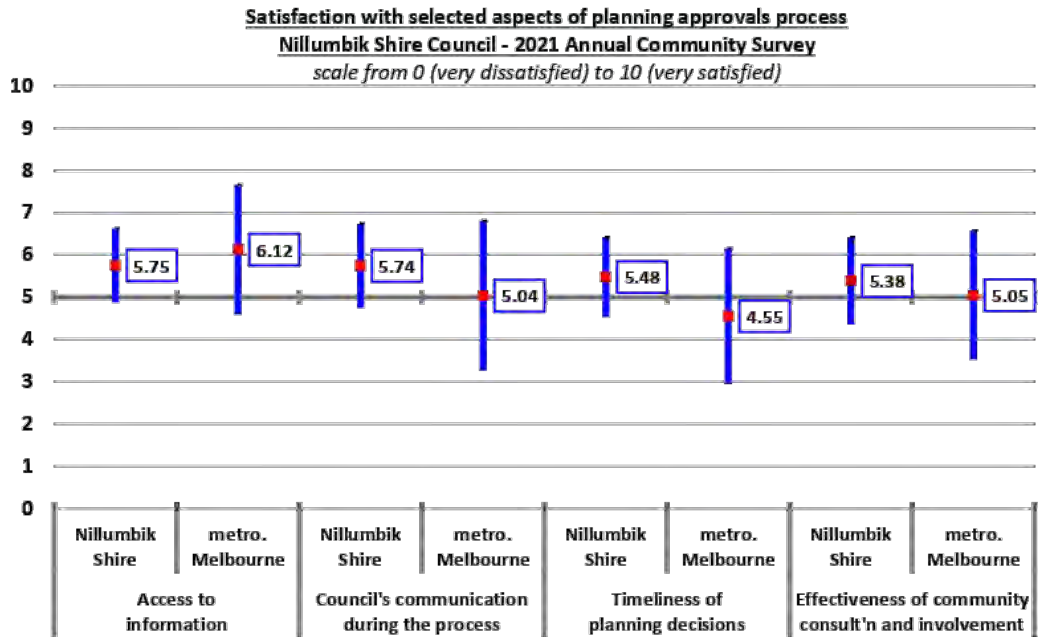


The following graph provides a comparison of satisfaction with these four aspects of the planning approvals and development process in the Nillumbik Shire compared to the metropolitan Melbourne average, as recorded in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research in January 2021.

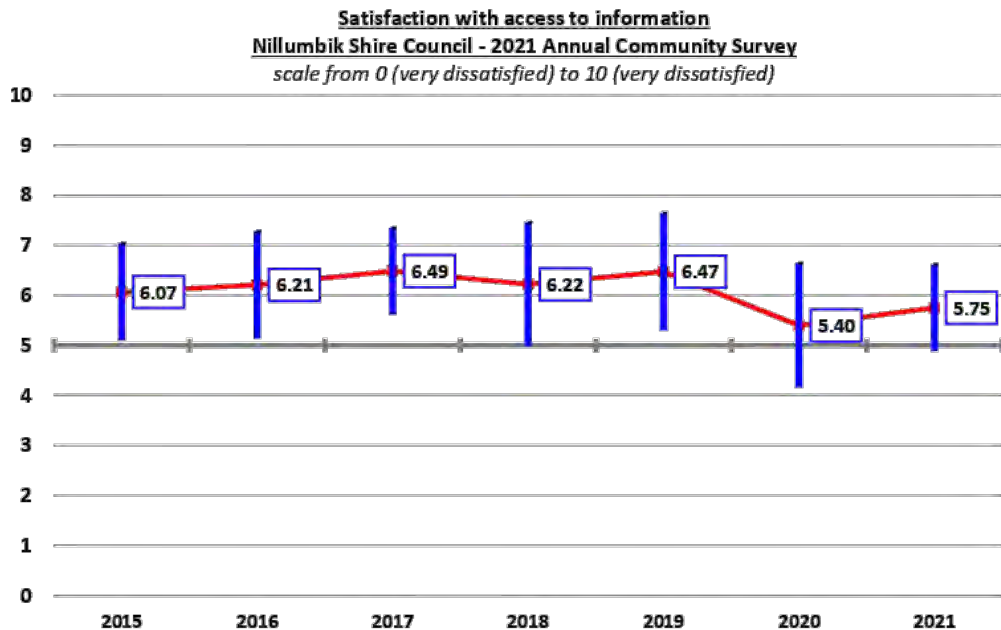
There was no statistically significant variation in satisfaction with these four aspects of the planning approvals or development process between the Nillumbik Shire and the metropolitan Melbourne average.



Nillumbik Shire Council – 2021 Annual Community Survey

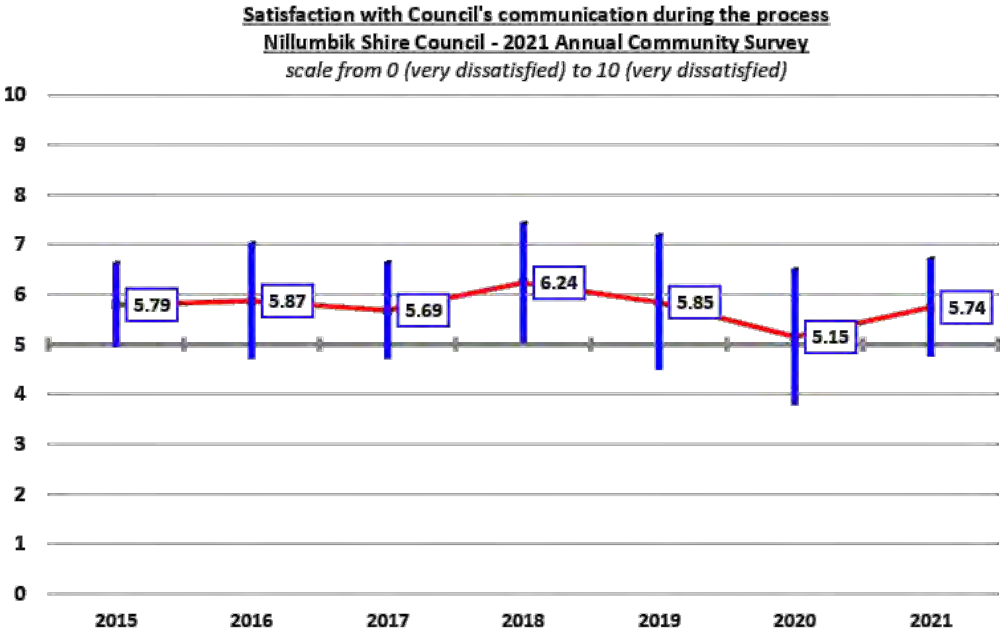


Satisfaction with access to information increased notably but not measurably this year, up 6.5% to 5.75, which is a “poor” up from a “very poor” level of satisfaction.

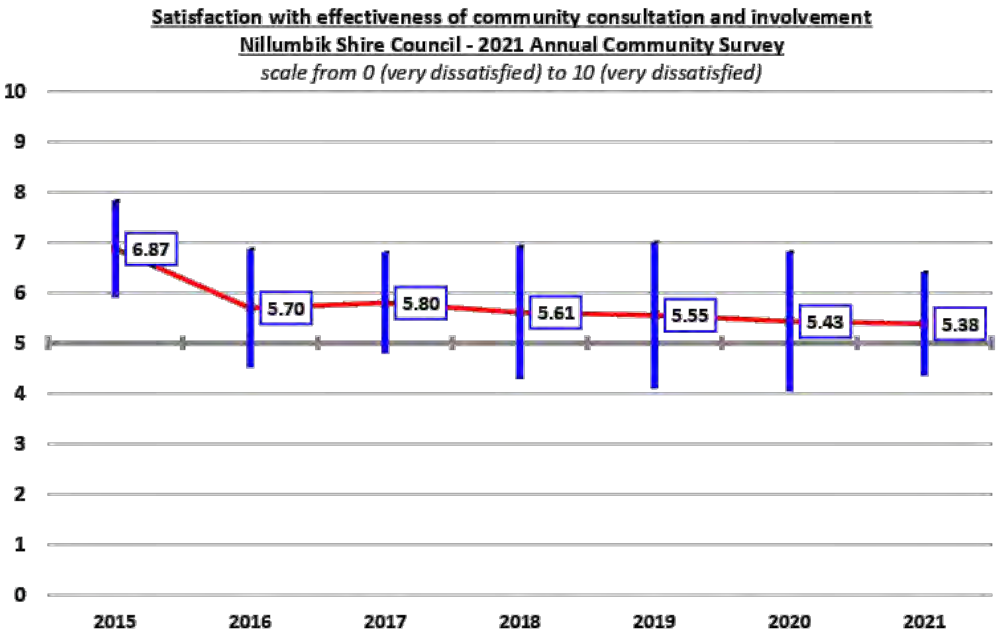


Nilumbik Shire Council – 2021 Annual Community Survey

Satisfaction with Council’s communication during the process increased notably but not measurably this year, up 11.5% to 5.74, which is a “poor” up from a “very poor” level of satisfaction.



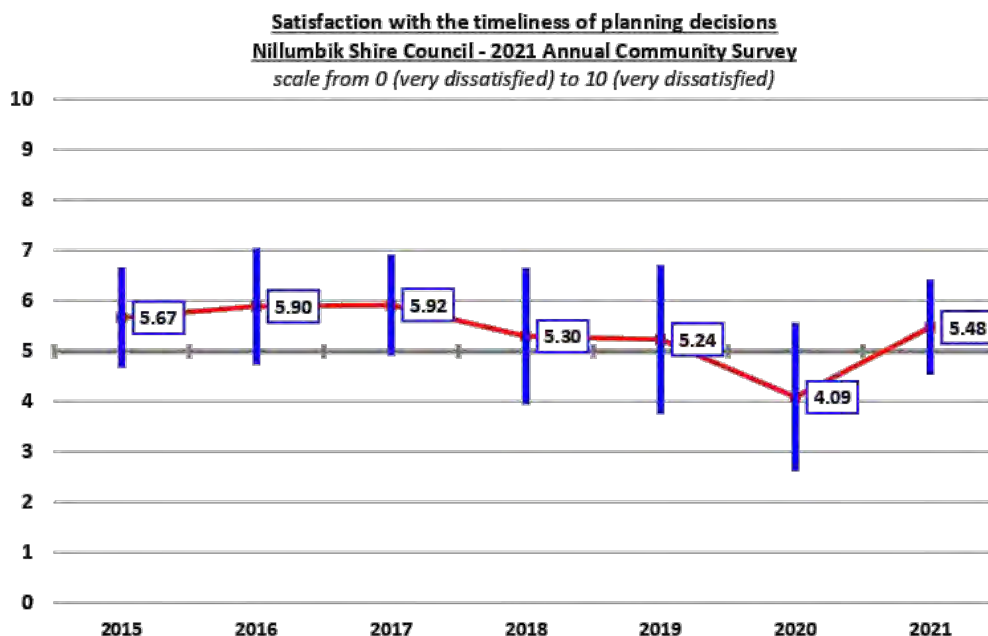
Satisfaction with the effectiveness of community consultation and involvement in the planning approvals process declined marginally but not measurably this year, down less than one percent to 5.38, which remains a “very poor” level of satisfaction.





*Nillumbik Shire Council – 2021 Annual Community Survey*

Satisfaction with the timeliness of planning decisions increased sharply this year, up 33.9% to 5.48, which reverses the sharp decline reported last year, and returns satisfaction to a “very poor”, up from an “extremely poor” level of satisfaction.



***Satisfaction with planning and development outcomes***

Respondents were asked:

*“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with the following aspects of planning and housing development in your local area?”*

All respondents were asked to rate their satisfaction with three planning and development outcomes.

The average satisfaction with these three outcomes declined somewhat this year, reversing some of the quite large increase in satisfaction recorded in recent years. The average satisfaction declined 5.8% this year, down from 7.63 to 7.19, which is a “good”, down from a “very good” level.

Metropolis Research notes that satisfaction with many aspects of performance declined this year, and that the decline in satisfaction with planning outcomes was consistent with the general decline in satisfaction with services and facilities.

This decline is, in the view of Metropolis Research, likely to reflect, at least in part, a return to more typical levels of satisfaction, particularly evident in relation to satisfaction with the appearance and quality of new developments, which had increase in satisfaction 15.2% over the previous two years.

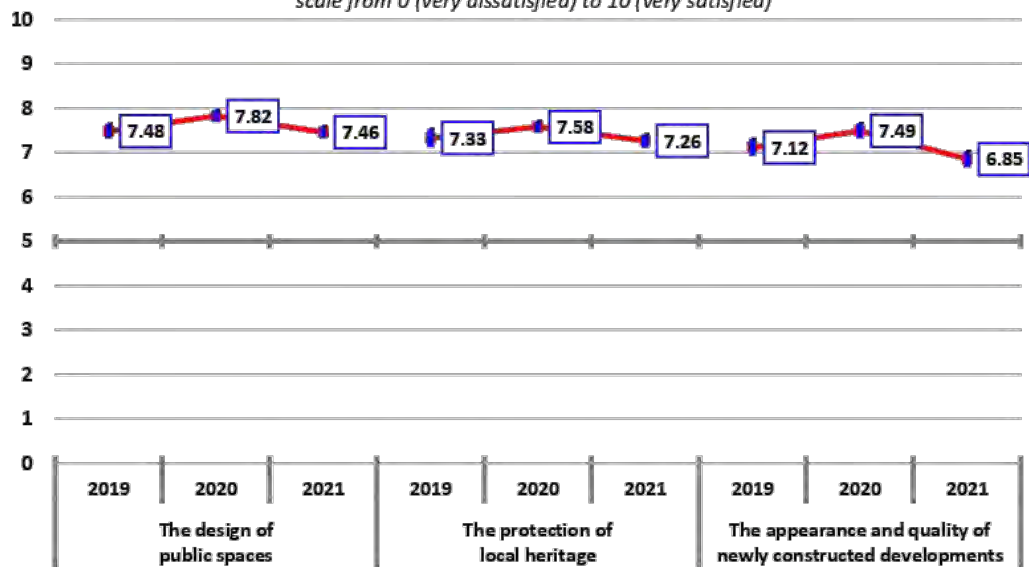


*Nilumbik Shire Council – 2021 Annual Community Survey*

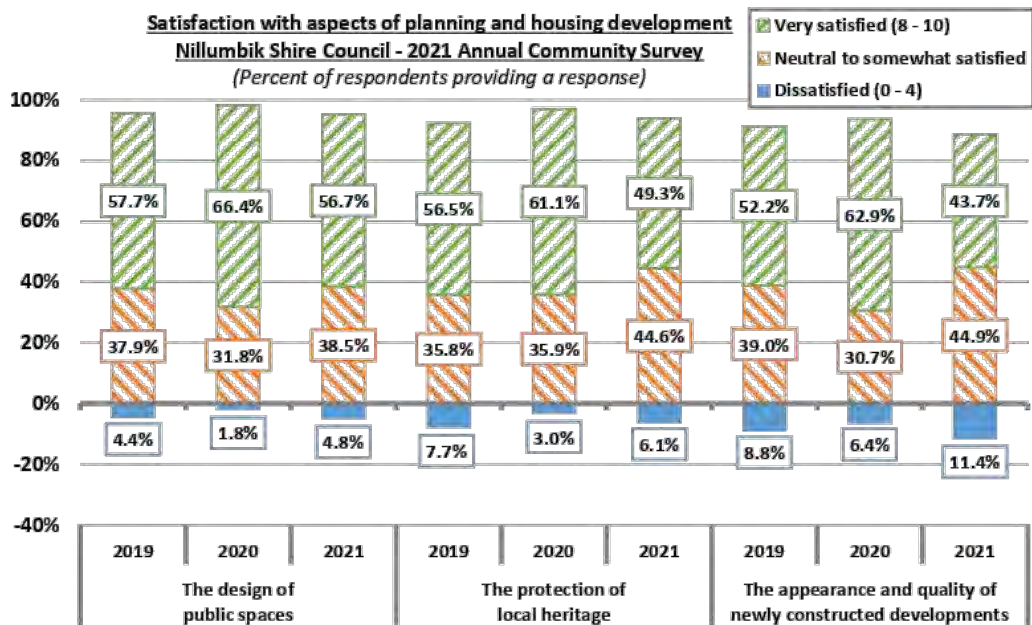
Satisfaction with the three aspects can best be summarised as follows:

- **Very Good** – for the design of public spaces and the protection of local heritage. Approximately half of the respondents were “very satisfied” with these two aspects, whilst approximately five percent were dissatisfied.
- **Good** – for the appearance and quality of new developments. A little less than half of the respondents were “very satisfied” with this aspect, and 11.4% (up from 6.4%) were dissatisfied.

**Satisfaction with aspects of planning and housing development**  
**Nilumbik Shire Council - 2021 Annual Community Survey**  
scale from 0 (very dissatisfied) to 10 (very satisfied)



**Satisfaction with aspects of planning and housing development**  
**Nilumbik Shire Council - 2021 Annual Community Survey**  
(Percent of respondents providing a response)

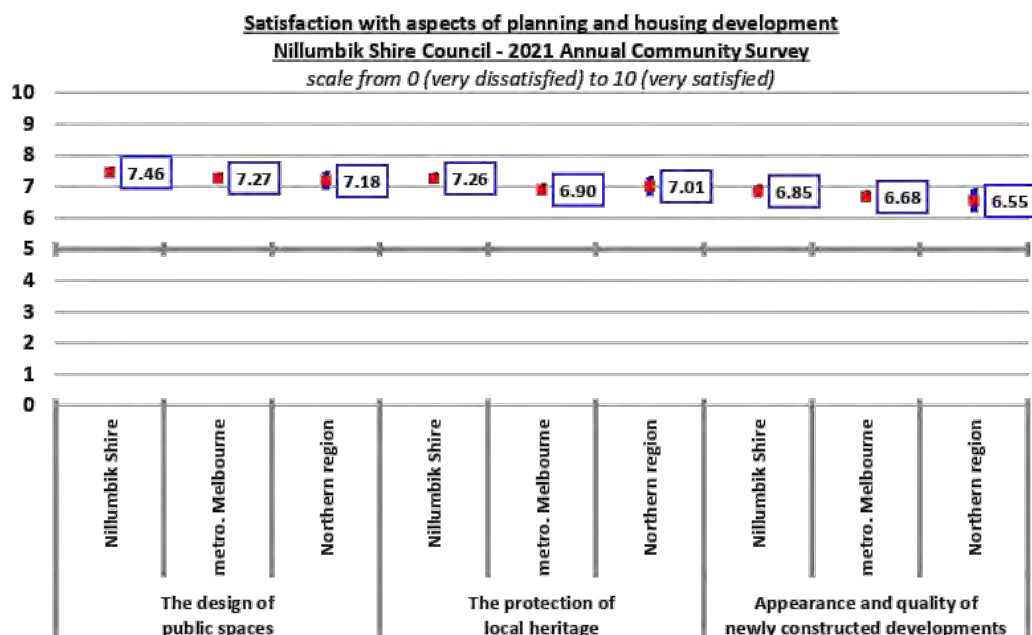


*Nillumbik Shire Council – 2021 Annual Community Survey*

By way of comparison and consistent with the results recorded last year, satisfaction with all three aspects of planning and development outcomes remains higher than the metropolitan Melbourne and northern region councils' averages, as recorded in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research in January 2021.

Metropolis Research does note that the decline in satisfaction with these planning and development outcomes observed here in the Nillumbik Shire this year were not replicated across metropolitan Melbourne.

As discussed above, this does suggest that the 2020 results for satisfaction with these three planning and development outcomes was somewhat higher than usual, and that the decline this year brings the results back closer to the long-term average, although still trending higher over time.



### Satisfaction with the appearance and quality of newly constructed developments

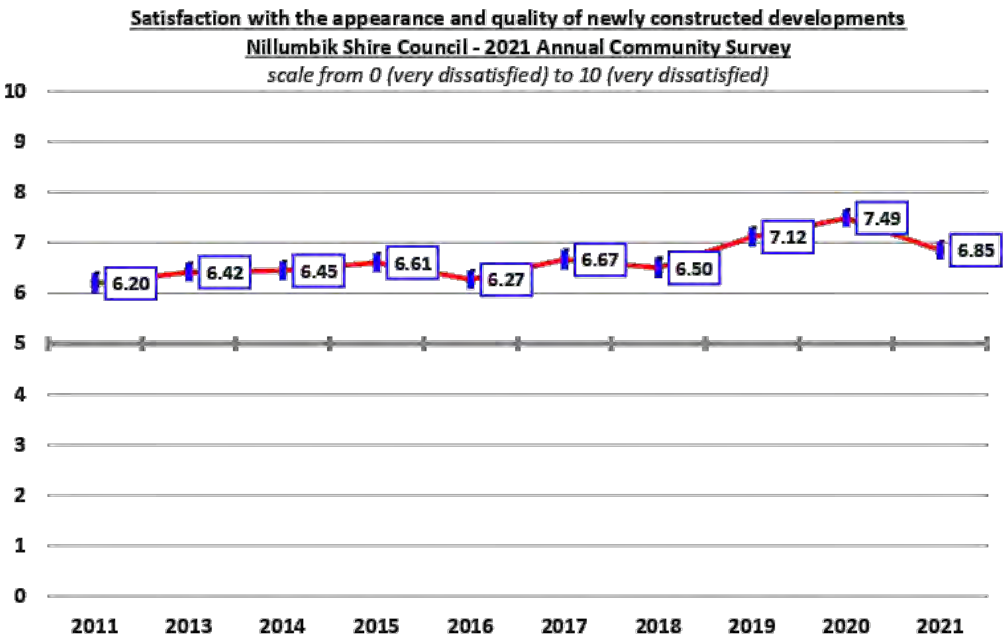
Satisfaction with the appearance and quality of newly constructed developments declined measurably and significantly this year, down 8.5% to 6.85, which is a “good”, down from a “very good” level of satisfaction.

The long-term average satisfaction with the appearance and quality of newly constructed developments since 2011 is 6.66.

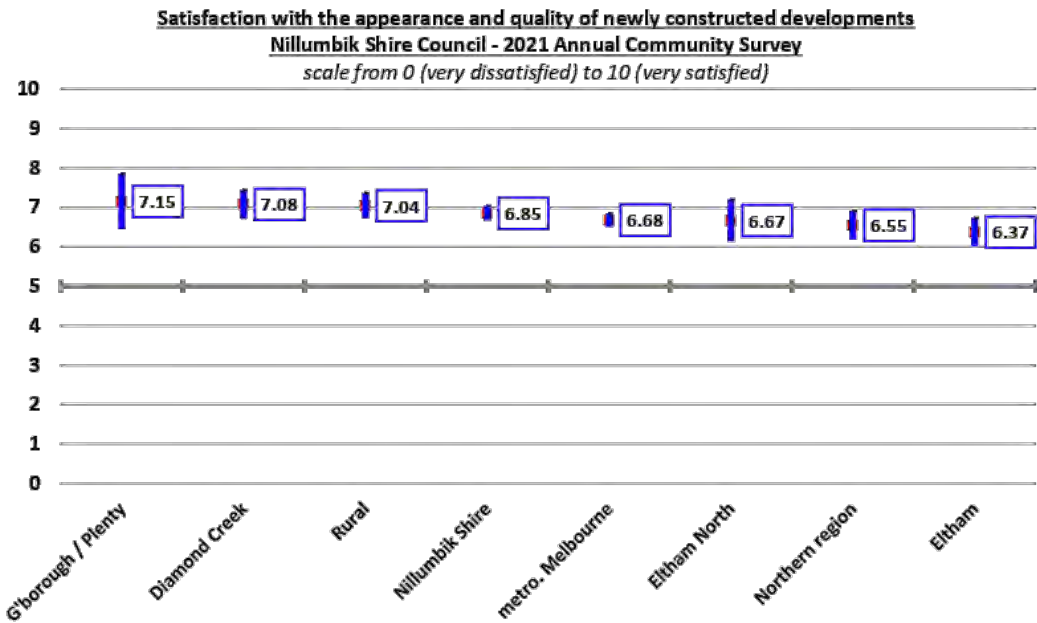
Despite the correction this year, satisfaction with newly constructed developments in the Nillumbik Shire has trended steadily higher over time, up 10.5% since the question was first included in the survey program back in 2011.



*Nillumbik Shire Council – 2021 Annual Community Survey*

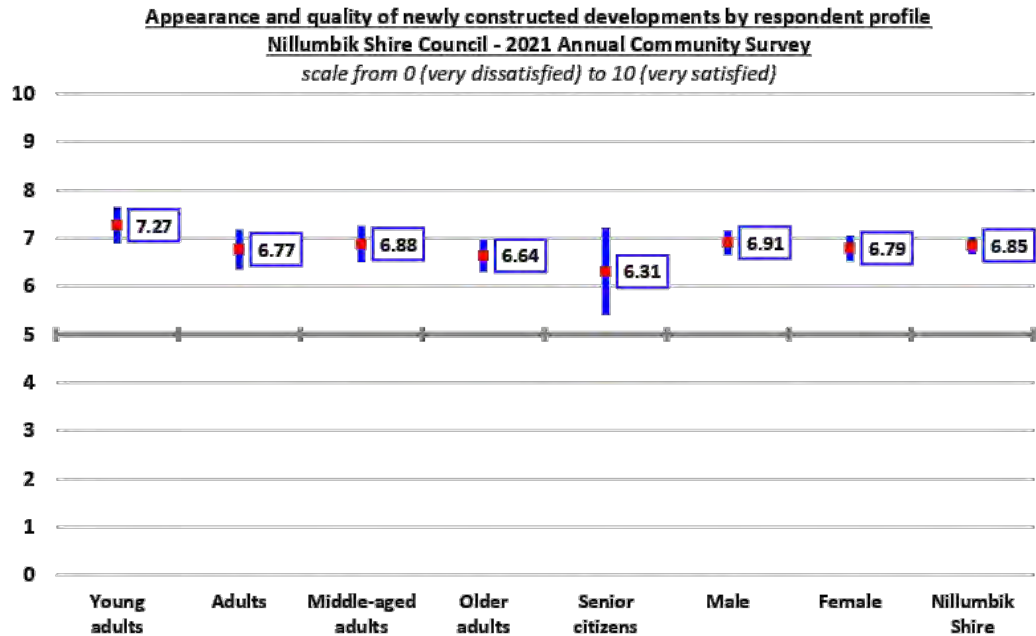


Whilst there was no statistically significant variation in average satisfaction with newly constructed developments observed across the municipality, it is noted that respondents from Greensborough / Plenty and Diamond Creek remain slightly more satisfied than average as was reported last year. Respondents from Eltham remain somewhat less satisfied than average, consistent with the results recorded last year.

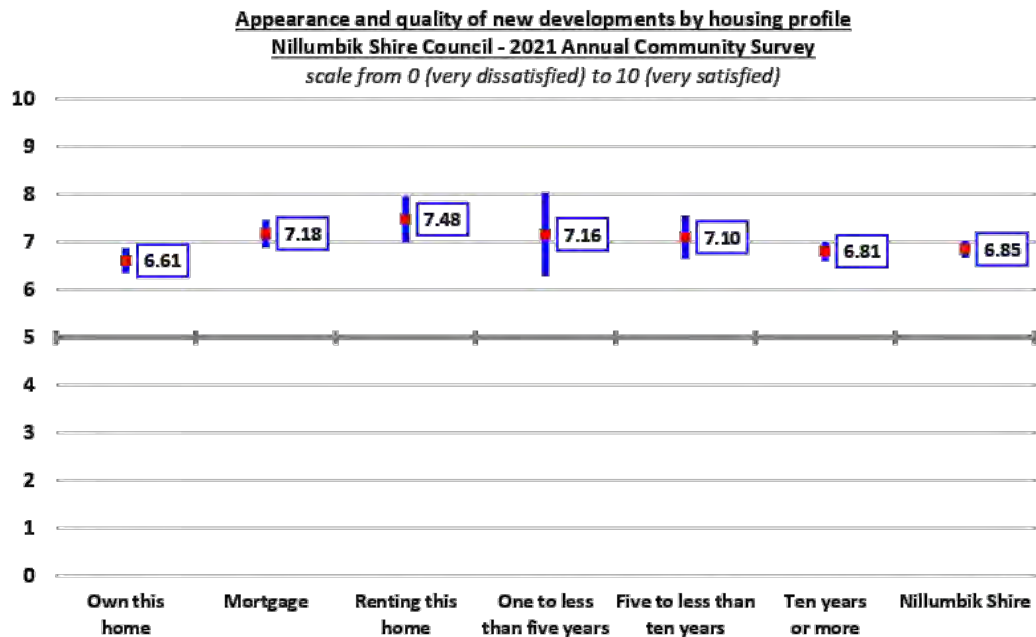


*Nillumbik Shire Council – 2021 Annual Community Survey*

Whilst there was no statistically significant variation in this result observed by respondent profile, it is noted that young adults (aged 15 to 34 years) were notably, but not measurably more satisfied than average.



The variation in satisfaction by age structure is reflected in the satisfaction by housing situation and period of residence in the municipality. Homeowners and long-term residents of the Shire rated satisfaction somewhat (but not measurably) lower than newer residents and respondents from rental households.





## Examples and opinions regarding newly constructed housing developments

The 49 respondents dissatisfied with the appearance and quality of newly constructed developments provided a total of 58 reasons why they were dissatisfied, as outlined below.

Consistent with the results from previous years, the most common reasons why respondents are dissatisfied with new developments is the perception of too much higher density and apartment developments that some believe inappropriate for the area, and / or at odds with the Green Wedge philosophy or the local environment.

### Comments regarding the appearance and quality of newly constructed developments in your area

#### Nilumbik Shire Council - 2021 Annual Community Survey

(Number of responses)

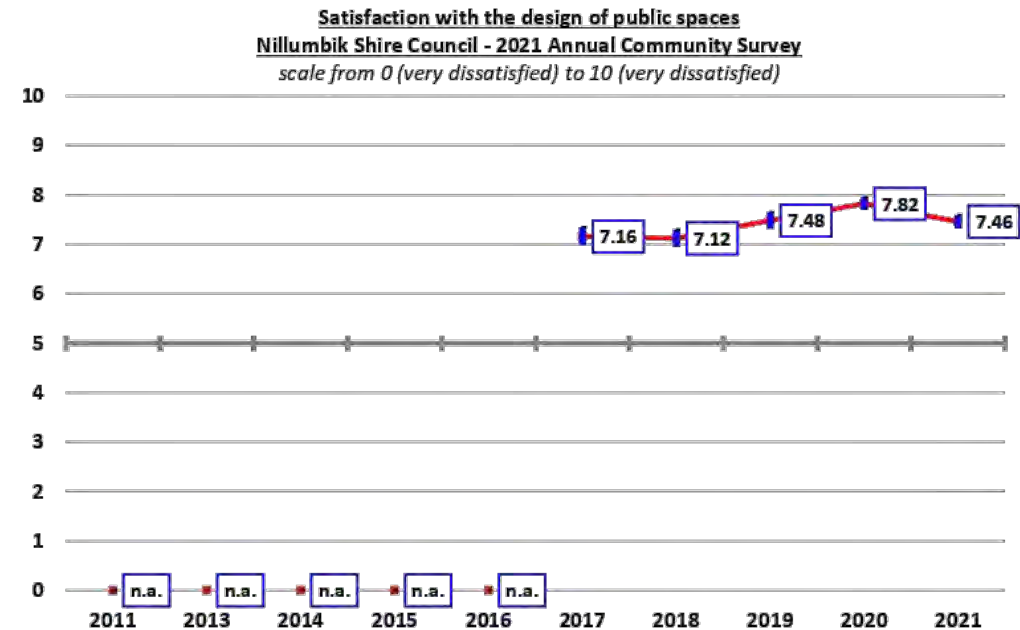
Response	Number
Too much high density / apartments	8
Too many units	6
Too much construction	4
Too many town houses	4
Too overcrowded, traffic too bad	4
Does not fit in the landscape of the area	4
Too many developments / over development	4
Too many units in the area which creates more traffic congestion	3
Too many trees cut down	2
Not following Green Wedge philosophy	1
Feels inappropriate as a structure units	1
The buildings are three storey units which are spoiling the habitat of the area	1
High density, poor design	1
Land sizes are very small. They don't go with natural community	1
Residences have poor materials	1
Don't maintain the buildings	1
Ugly development	1
Developments behind Eltham Village shops	1
Developments close to shopping centre, huge houses	1
Developments on Kingfisher Rd	1
Lots of inappropriate construction	1
New developments narrowing the roads making it difficult to drive on the residential streets	1
No development in Kangaroo Ground we need development	1
College Road development. Wildlife being destroyed	1
Too many dwellings in a small area	1
Eltham football ground pavilion	1
Poor visual and bulk	1
Private housing	1
<b>Total</b>	<b>58</b>



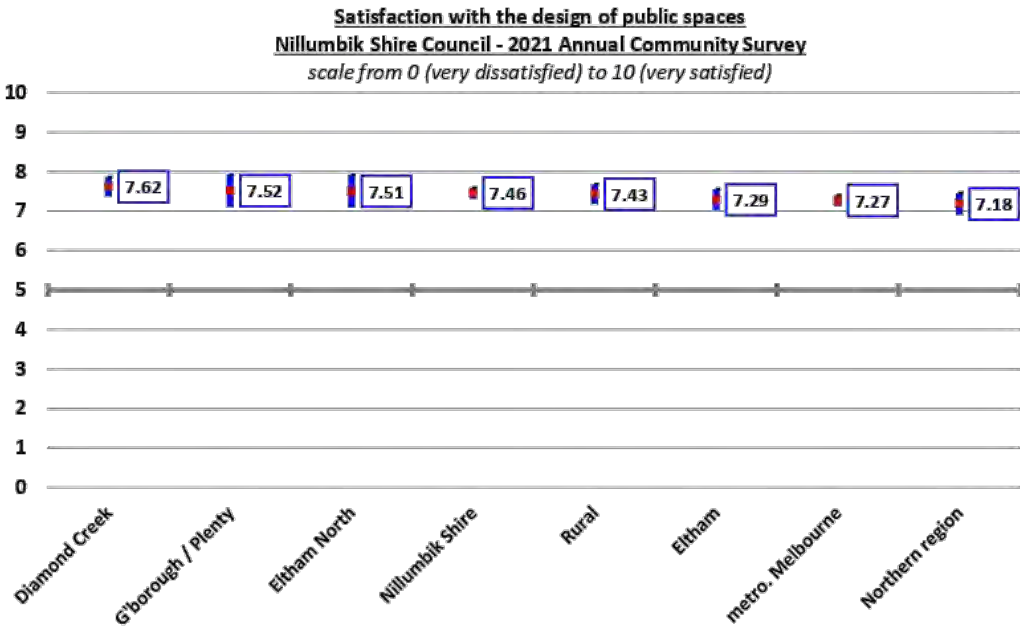
Nillumbik Shire Council – 2021 Annual Community Survey

The design of public spaces

Satisfaction with the design of public spaces declined measurably this year, down 4.6% to 7.46, which is a “very good”, down from an “excellent” level. Despite the decline this year, satisfaction remains above the long-term average of 7.41 since 2017.

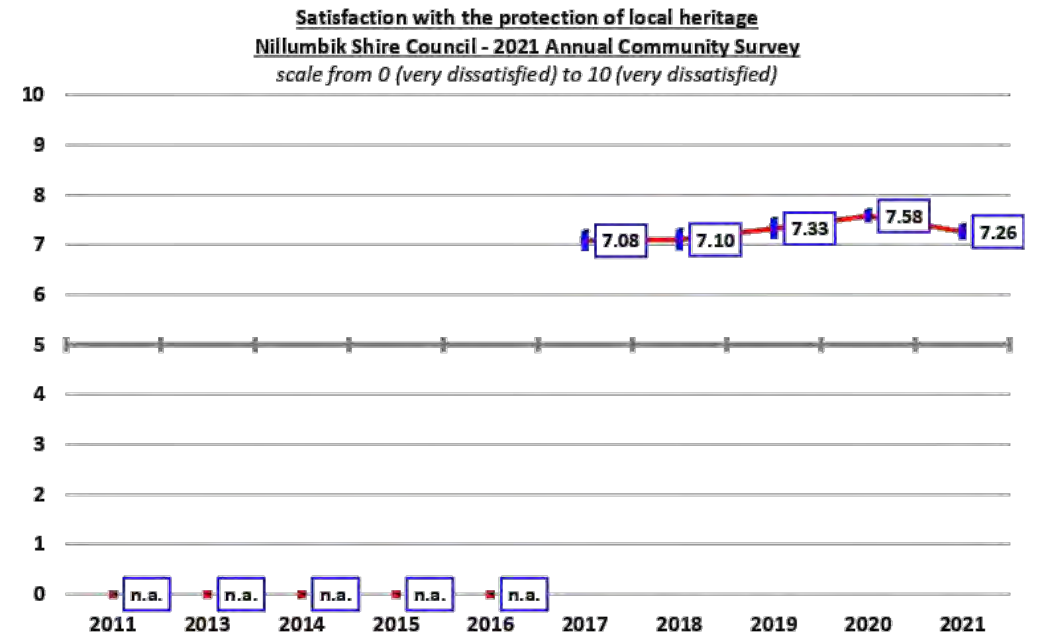


There was no statistically significant or meaningful variation in this result observed across the municipality, with respondents in all precincts reporting “very good” levels of satisfaction.

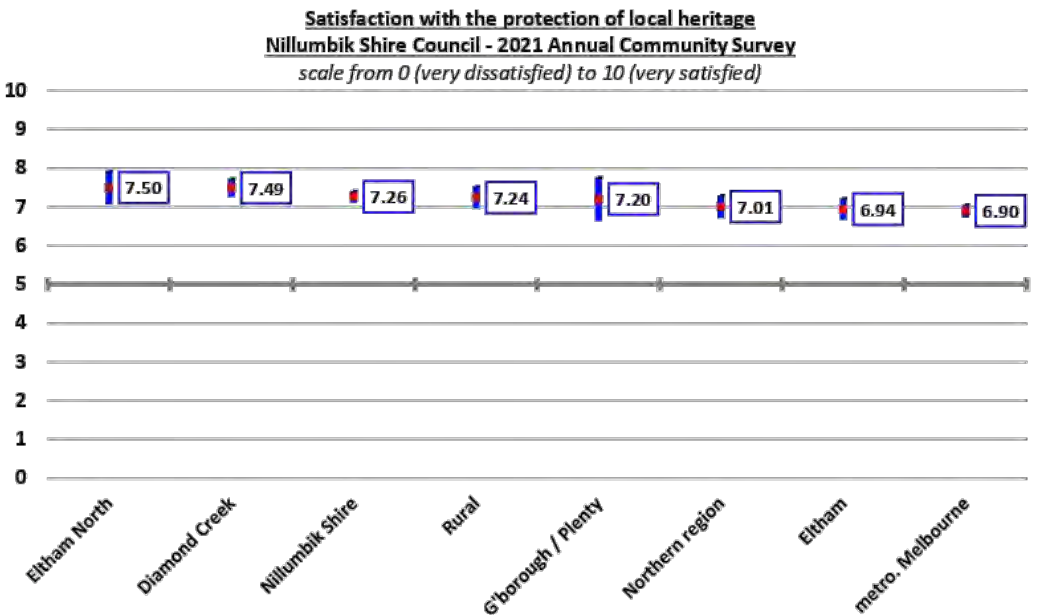


The protection of local heritage

Satisfaction with the protection of local heritage also declined measurably this year, down 4.2% to 7.26, although it remains at a “very good” level. Despite the decline this year, satisfaction remains above the long-term average of 7.27 since 2017.



There was no statistically significant or meaningful variation in this result observed across the municipality, although respondents from Eltham again rated satisfaction somewhat lower.



## Communication and engagement with Council

### *Preferred method of receiving information from / interacting with Council*

Respondents were asked:

*“From the following list, please identify all the methods by which you would prefer to receive information from or interact with Council?”*

Respondents were asked to select from a precoded list of 12 methods (including “other”), all the methods by which they prefer to receive information from or interact with Council.

In 2021, 92.4% of respondents nominated at least one preferred method, at an average of approximately two methods per respondent.

There was measurable and significant change in some of these results between 2020 and 2021, likely to be due, at least in part, to the impact of COVID-19 on physical interaction in the community.

Metropolis Research also draws attention to the fact that this survey was implemented as a telephone survey this year, rather than the traditional face-to-face, door-stop interview used in previous years. This change was required due to COVID-19 this year. It is important to note that it cannot be discounted that the change in methodology may have impacted slightly on the preferred methods of the community interacting with Council, given that the survey itself is an interaction between Council and the community.

**Preferred method of receiving information from / or interacting with Council**  
**Nillumbik Shire Council - 2021 Annual Community Survey**  
(Number and percent of total respondents)

Method	2021		2020	2019	2018	2017
	Number	Percent				
Email	238	47.5%	35.4%	38.4%	39.5%	39.6%
Direct mail / letterbox drop of information	132	26.3%	43.0%	53.6%	59.3%	47.0%
Council's regular publication <i>Nillumbik News</i>	125	25.0%	25.6%	41.4%	36.1%	48.8%
Council's website	104	20.8%	29.2%	34.8%	33.3%	46.4%
E-newsletters	94	18.8%	11.2%	21.2%	14.8%	25.5%
Telephone Customer Service	80	16.0%	5.6%	16.8%	15.4%	20.9%
Via social media ( <i>Twitter / Facebook</i> )	61	12.2%	14.4%	25.0%	17.6%	18.5%
SMS / text message	44	8.8%	21.6%	17.4%	2.4%	n.a.
Council advertisements in local newspapers *	29	5.8%	11.6%	31.0%	24.4%	33.1%
In person at the Civic Centre and other locations	19	3.8%	5.0%	13.4%	12.0%	19.1%
Local radio	16	3.2%	3.0%	5.8%	7.0%	10.8%
Other	0	0.0%	0.2%	0.2%	0.6%	0.4%
<b>Total responses</b>	<b>942</b>		<b>1,029</b>	<b>1,495</b>	<b>1,314</b>	<b>1,557</b>
<i>Respondents identifying at least one method</i>	463 (92.4%)		492 (98.4%)	476 (95.3%)	472 (94.1%)	488 (97.2%)

(\*) previously Council articles and columns in local newspapers





*Nillumbik Shire Council – 2021 Annual Community Survey*

There was a significant decline in the proportion of respondents who preferred to receive information / interact with Council by direct mail / letterbox drop of information (26.3% down from 43.0%), the Council website (20.8% down from 29.2%), SMS / text message (8.8% down from 21.6%), and Council advertising in the local newspapers (5.8% down from 11.6%).

There was a significant increase this year, in the proportion of respondents who preferred to receive information / interact with Council by email (47.5% up from 35.4%), E-newsletters (18.8% up from 11.2%), and telephoning Customer Service (16.0% up from 5.6%).

Metropolis Research notes the particularly large increase in the proportion of respondents preferring to interact with Council by email, whilst the proportion preferring the website declined.

This may reflect a preference from these respondents for a personal interaction with Council staff or Councillors rather than, what may be perceived, as a less personal interaction via a self-service website.

There was some variation in these results observed across the municipality, as follows:

- **Greensborough / Plenty** – respondents were more likely than average to prefer direct mail / letterbox drop of information, social media, SMS / text message, in person, and local radio.
- **Eltham North** – respondents were more likely than average to prefer the Nillumbik News and Council's website.

**Preferred method of receiving information from / or interacting with Council by precinct**  
**Nillumbik Shire Council - 2021 Annual Community Survey**  
(Number and percent of total respondents)

Method	Gr'nborough / Plenty	Diamond Creek	Eltham	Eltham North	Rural
Email	51.1%	50.9%	55.4%	46.6%	40.7%
Direct mail / letterbox drop of information	40.0%	24.5%	29.7%	30.1%	20.9%
Council's regular publication Nillumbik News	26.7%	18.9%	22.8%	34.2%	25.4%
Council's website	22.2%	13.2%	25.7%	30.1%	18.6%
E-newsletters	24.4%	17.9%	22.8%	24.7%	13.6%
Telephone Customer Service	15.6%	11.3%	20.8%	23.3%	13.0%
Via social media (Twitter / Facebook)	26.7%	7.5%	11.9%	5.5%	13.6%
SMS / text message	26.7%	5.7%	7.9%	13.7%	4.5%
Council advertisements in local newspapers*	11.1%	4.7%	7.9%	5.5%	3.4%
In person at the Civic Centre and other locations	15.6%	0.0%	4.0%	8.2%	1.1%
Local radio	13.3%	0.9%	1.0%	4.1%	2.8%
Other	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Total responses</b>	<b>123</b>	<b>164</b>	<b>211</b>	<b>166</b>	<b>278</b>
<i>Respondents identifying at least one method</i>	<i>40 (88.3%)</i>	<i>97 (91.5%)</i>	<i>97 (96.6%)</i>	<i>68 (93.3%)</i>	<i>161 (91.1%)</i>

(\*) previously Council articles and columns in local newspapers





*Nillumbik Shire Council – 2021 Annual Community Survey*

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There was also some notable variation in the preferred methods of receiving information from / or interacting with Council observed by respondent profile, with attention drawn to the following:

- **Adults (aged 35 to 44 years)** – respondents were more likely than average to prefer email.
- **Older adults (aged 60 to 74 years)** – respondents were more likely than average to prefer the *Nillumbik News* and telephoning Customer Service.
- **Senior Citizens (aged 75 years and over)** – the small sample of 46 senior citizens were more likely than average to prefer direct mail / letterbox drop of information, the *Nillumbik News*, telephoning Customer Service, SMS / text message, and Council advertising in the local newspapers.
- **Gender** – female respondents were somewhat more likely than male respondents to prefer SMS / text message.



*Nillumbik Shire Council – 2021 Annual Community Survey*

**Preferred method of receiving information from / or interacting with Council by respondent profile**  
**Nillumbik Shire Council - 2021 Annual Community Survey**  
(Number and percent of total respondents)

<i>Method</i>	<i>Young adults</i>	<i>Adults</i>	<i>Middle-aged adults</i>	<i>Older adults</i>
Email	50.4%	56.3%	45.9%	45.5%
Direct mail / letterbox drop of information	17.9%	24.1%	26.6%	29.9%
Council's regular publication <i>Nillumbik News</i>	9.8%	21.8%	20.2%	36.4%
Council's website	17.9%	23.0%	19.3%	24.7%
E-newsletters	16.3%	21.8%	15.6%	20.8%
Telephone Customer Service	10.6%	19.5%	9.2%	21.4%
Via social media ( <i>Twitter / Facebook</i> )	16.3%	13.8%	9.2%	11.7%
SMS / text message	9.8%	9.2%	4.6%	10.4%
Council advertisements in local newspapers*	8.9%	1.1%	1.8%	7.8%
In person at the Civic Centre and other locations	3.3%	3.4%	2.8%	4.5%
Local radio	6.5%	2.3%	0.9%	3.2%
Other	0.0%	0.0%	0.0%	0.0%
<b>Total responses</b>	<b>205</b>	<b>172</b>	<b>169</b>	<b>333</b>
<i>Respondents identifying at least one method</i>	<i>105 (85.4%)</i>	<i>82 (94.2%)</i>	<i>97 (88.9%)</i>	<i>151 (98.0%)</i>

<i>Method</i>	<i>Senior citizens</i>	<i>Male</i>	<i>Female</i>	<i>Nillumbik Shire</i>
Email	25.0%	48.6%	46.9%	47.5%
Direct mail / letterbox drop of information	53.6%	26.1%	27.0%	26.3%
Council's regular publication <i>Nillumbik News</i>	57.1%	23.7%	26.2%	25.0%
Council's website	14.3%	21.6%	19.5%	20.8%
E-newsletters	17.9%	18.8%	18.8%	18.8%
Telephone Customer Service	25.0%	14.7%	16.8%	16.0%
Via social media ( <i>Twitter / Facebook</i> )	3.6%	11.4%	12.5%	12.2%
SMS / text message	14.3%	6.9%	10.5%	8.8%
Council advertisements in local newspapers*	10.7%	5.3%	5.9%	5.8%
In person at the Civic Centre and other locations	3.6%	4.1%	3.5%	3.8%
Local radio	0.0%	3.7%	3.1%	3.2%
Other	0.0%	0.0%	0.0%	0.0%
<b>Total responses</b>	<b>64</b>	<b>454</b>	<b>488</b>	<b>942</b>
<i>Respondents identifying at least one method</i>	<i>28 (100%)</i>	<i>224 (91.5%)</i>	<i>239 (93.2%)</i>	<i>463 (92.4%)</i>

(\*) previously Council articles and columns in local newspapers



*Nillumbik Shire Council – 2021 Annual Community Survey*

**Nillumbik News**

**Receiving and reading the Nillumbik News**

Respondents were asked:

*“Thinking about Council’s regular publication Nillumbik News, do you?”*

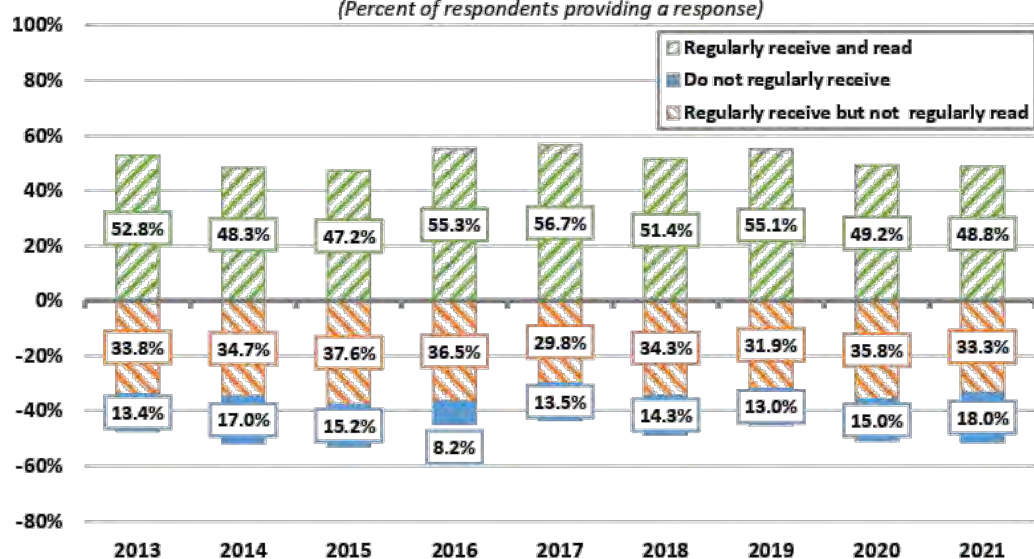
Consistent with the results in previous years, a little less than half (48.8%) of the respondents providing an answer to this question reported that they regularly receive and regularly read the *Nillumbik News*.

There was a small increase in the proportion of respondents who report that they do not regularly receive the publication. This is the highest proportion of respondents reporting that they do not regularly receive the *Nillumbik News* reported since this question was first included in the survey in 2013.

**Regularly receive and / or read the Nillumbik News**  
**Nillumbik Shire Council - 2021 Annual Community Survey**  
(Number and percent of respondents providing a response)

Response	2021		2020	2019	2018	2017
	Number	Percent				
Do not regularly receive the publication	74	18.0%	15.0%	13.0%	14.3%	13.5%
Regularly receive but do not regularly read	137	33.3%	35.8%	31.9%	34.3%	29.8%
Regularly receive and read	201	48.8%	49.2%	55.1%	51.4%	56.7%
Can't say	89		53	46	62	72
<b>Total</b>	<b>501</b>	<b>100%</b>	<b>500</b>	<b>500</b>	<b>502</b>	<b>502</b>

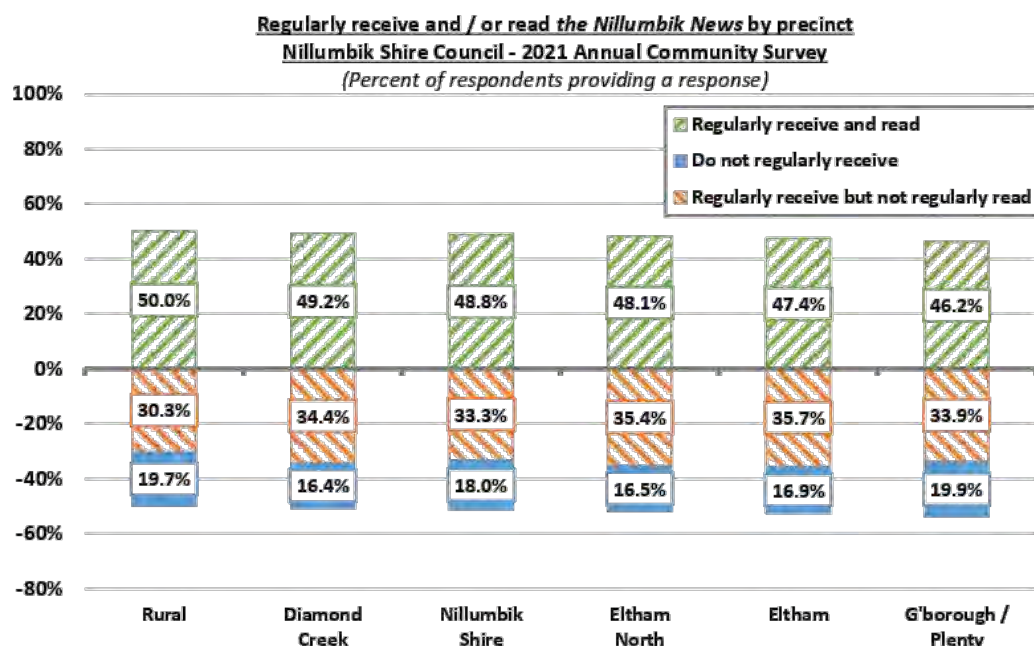
**Regularly receive and read the Nillumbik News**  
**Nillumbik Shire Council - 2021 Annual Community Survey**  
(Percent of respondents providing a response)



*Nillumbik Shire Council – 2021 Annual Community Survey*

There was no statistically significant variation in the proportion of respondents receiving and / or reading the *Nillumbik News* observed across the municipality.

It is, however, noted that respondents from the rural precinct and Greensborough / Plenty were marginally more likely than respondents in other precincts to report that they do not regularly receive the *Nillumbik News*.



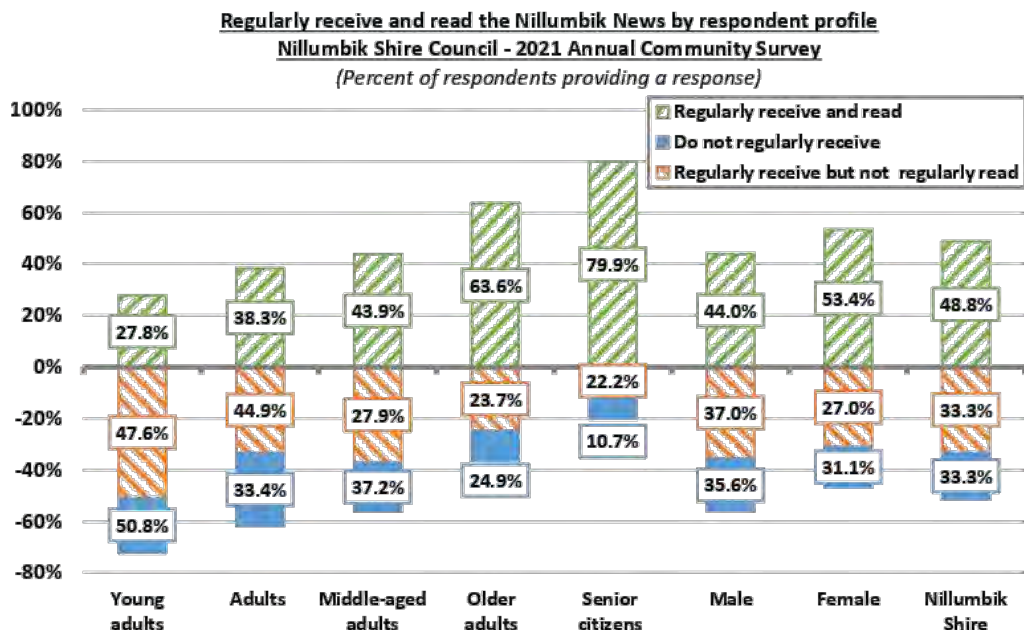
There was, however, statistically significant variation in receiving and reading the *Nillumbik News* observed by respondent profile, with attention drawn to the following:

- **Age structure** – the proportion of respondents regularly reading the *Nillumbik News* increased measurably and significantly with the respondents' age, with 27.8% of young adults (aged 18 to 34 years) reading the publication compared to 79.9% of senior citizens (aged 75 years and over).
- **Gender** – female respondents were measurably and significantly more likely than male respondents to regularly read the *Nillumbik News*.



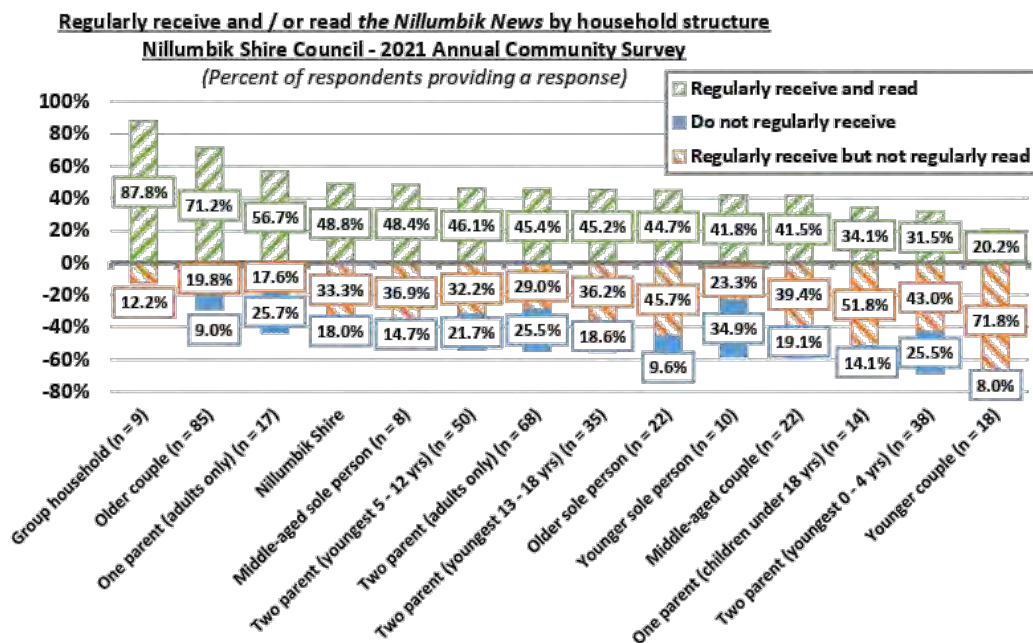


*Nillumbik Shire Council – 2021 Annual Community Survey*



The following graph provides a breakdown of the receiving / reading the Nillumbik News by the respondents' household structure. Caution should be exercised in the interpretation of these results given the relatively small sample sizes; however, the following is noted:

- **Younger couples** – the small sample of 18 respondents were the most likely to receive but not read the publication and were the least likely to read the publication.





## Sections of the Nillumbik News read by respondents

Respondents were asked:

*“Which, if any, of the following sections of the Nillumbik News do you usually read?”*

A little more than half (53.0%) of the total respondents nominated at least one section of the Nillumbik News that usually read.

This is slightly more than the proportion of respondents who regularly read the publication (48.8%), reflecting those respondents who do not regularly read the publication, but who recognise sections that they usually read (presumably from time to time).

Consistent with the results recorded in recent years, one-third or more of the total sample of respondents to this survey, reported that they usually read service information (38.3%), details about new projects / buildings (37.3%), features (35.5%), and calendars (33.1%).

Approximately one-quarter of the total sample of 501 respondents usually read the other sections.

**Sections of the Nillumbik News usually read**  
**Nillumbik Shire Council - 2021 Annual Community Survey**  
(Number and percent of total respondents)

Section	2021		2020	2019	2018	2017
	Number	Percent				
Service information	192	38.3%	37.6%	34.8%	34.1%	29.1%
Details about new projects / buildings	187	37.3%	39.8%	48.6%	45.7%	41.8%
Features	178	35.5%	32.8%	47.2%	41.3%	42.2%
Calendars	166	33.1%	39.6%	55.2%	43.5%	40.0%
Services dashboard	137	27.3%	18.8%	37.0%	n.a.	n.a.
Mayor's message	126	25.1%	24.2%	37.4%	32.1%	27.9%
Councillors page	121	24.2%	18.6%	32.6%	27.9%	25.9%
<b>Total responses</b>	<b>1,107</b>		<b>1,057</b>	<b>1,464</b>	<b>1,713</b>	<b>1,543</b>
<i>Respondents identifying at least one section they usually read</i>	<i>266</i>		<i>310</i>	<i>389</i>	<i>342</i>	<i>326</i>
	<i>(53.0%)</i>		<i>(62.0%)</i>	<i>(77.8%)</i>	<i>(68.2%)</i>	<i>(65.0%)</i>



*Nillumbik Shire Council – 2021 Annual Community Survey*

**Council website**

**Visiting the Council website**

Respondents were asked:

*"How often do you visit the Council website? If rarely or never, why not?"*

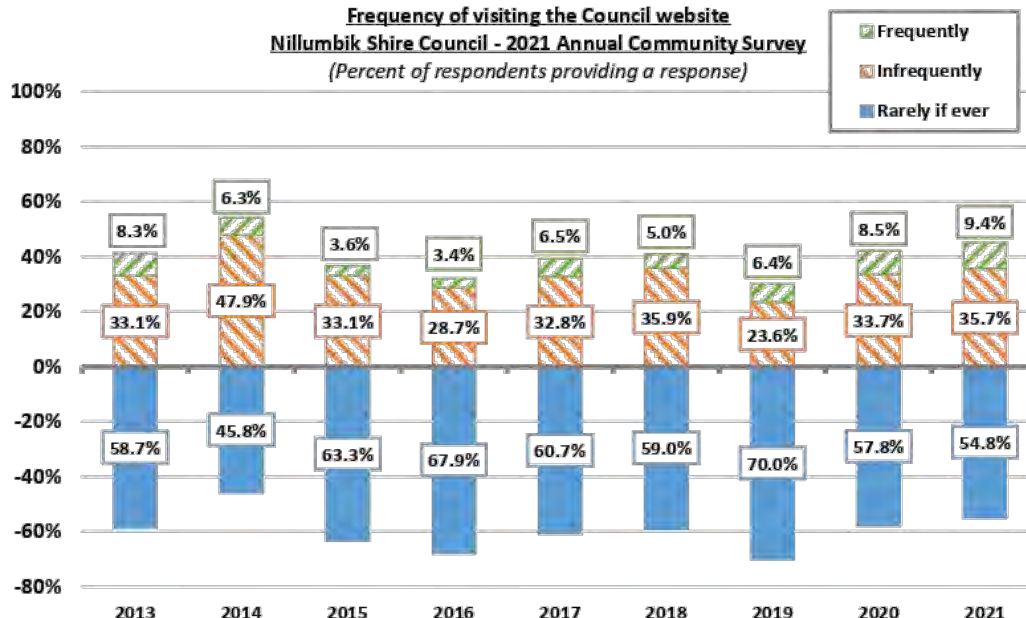
A little less than half (45.2%) of the 403 respondents answering this question reported that they at least infrequently visit the Nillumbik Council website, with most of these visiting infrequently.

This is the highest proportion recorded since the unusually high result of 54.2% recorded back in 2014.

**Frequency of visiting the Council website**  
**Nillumbik Shire Council - 2021 Annual Community Survey**  
(Number and percent of respondents providing a response)

Frequency	2021		2020	2019	2018	2017	2016
	Number	Percent					
Frequently	38	9.4%	8.5%	6.4%	5.0%	6.5%	3.4%
Infrequently	144	35.7%	33.7%	23.6%	35.9%	32.8%	28.7%
Rarely or never	221	54.8%	57.8%	70.0%	59.0%	60.7%	67.9%
Can't say	98		64	13	42	24	32
<b>Total</b>	<b>501</b>	<b>100%</b>	<b>500</b>	<b>500</b>	<b>501</b>	<b>502</b>	<b>502</b>

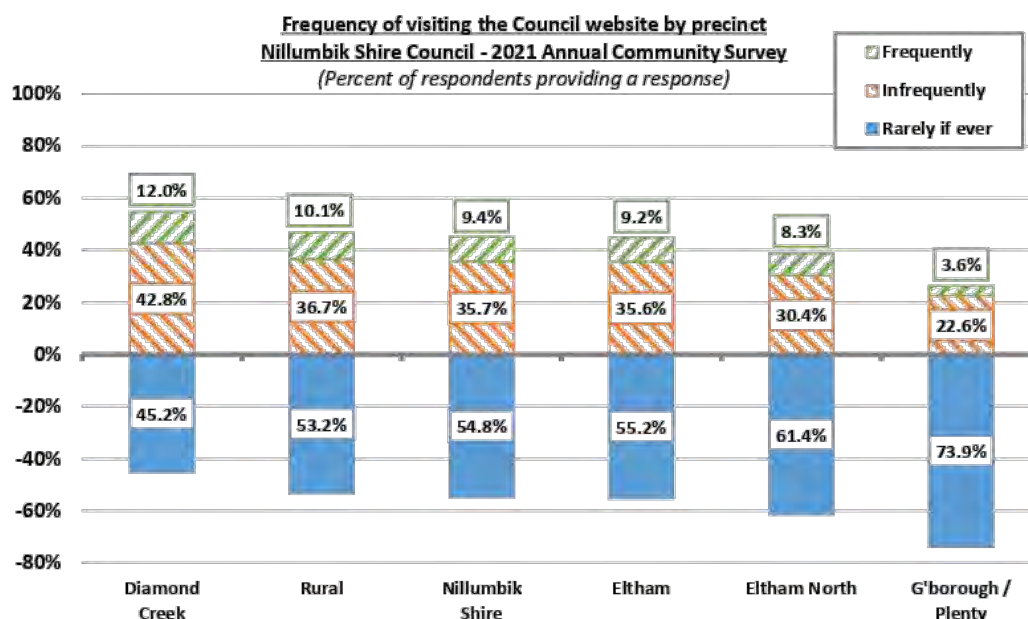
**Frequency of visiting the Council website**  
**Nillumbik Shire Council - 2021 Annual Community Survey**  
(Percent of respondents providing a response)



*Nillumbik Shire Council – 2021 Annual Community Survey*

There was measurable variation in these results observed across the municipality, as follows:

- **Diamond Creek** – respondents were measurably more likely than average to visit the Council website at least infrequently.
- **Greensborough / Plenty** – respondents were measurably and significantly more likely than average to rarely or never visit the Council website.

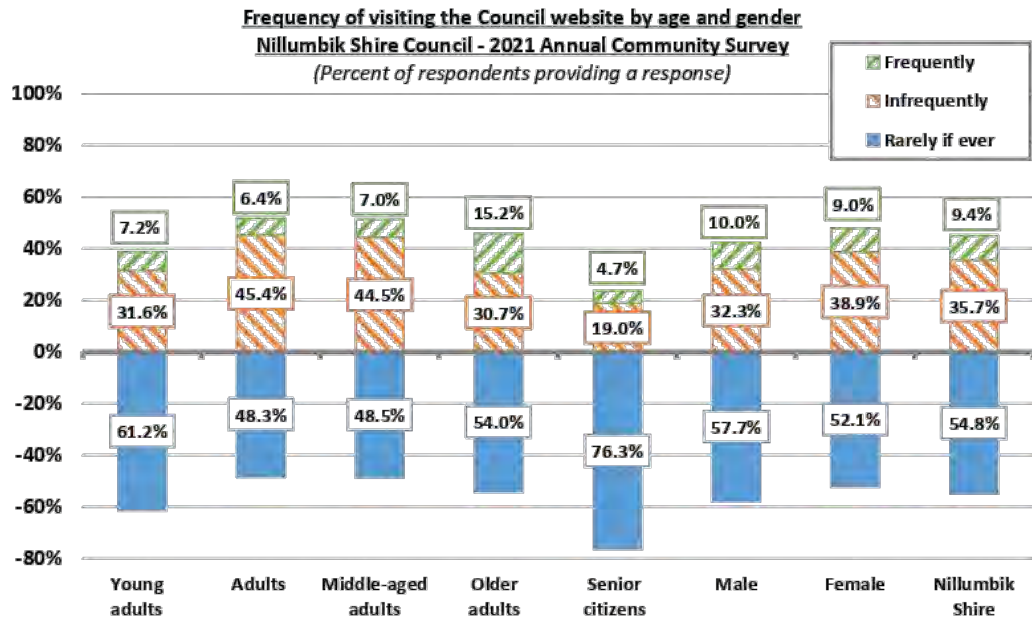


There was also some significant variation in this result observed by respondent profile, with attention drawn to the following:

- **Adults and middle-aged adults (aged 35 to 55 years)** – respondents were measurably more likely than average to visit the Council website at least infrequently.
- **Young adults (aged 18 to 34 years) and senior citizens (aged 75 years and over)** – respondents were measurably more likely than average to rarely or never visit the Council website.
- **Gender** – female respondents were measurably more likely than male respondents to visit the Council website at least infrequently.



*Nillumbik Shire Council – 2021 Annual Community Survey*



**Satisfaction with aspects of Council website**

Respondents who had at least infrequently visited the website were asked:

*“On a scale of 0 (lowest) to 10 (highest), can you please rate the following aspects of Council’s website?”*

Consistent with the small decline in overall satisfaction with Council and other aspects of Council performance recorded this year, the average satisfaction with the six included aspects of the Council website also declined.

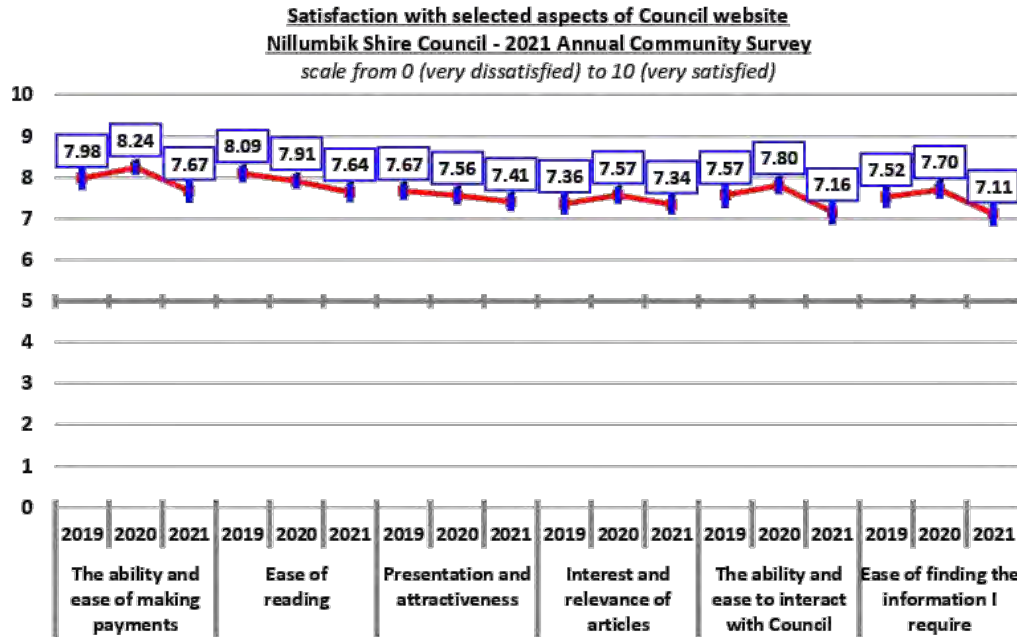
The average satisfaction with the six aspects of the Council website declined a statistically significant 5.2% this year, down from 7.80 or “excellent” to 7.39 or “very good”.

This average decline was replicated across all six aspects of the Council website, with the largest declines reported for “the ability and ease to interact with Council” (8.2%), the “ease of finding the information I require” (down 7.7%), and “the ability and ease of making payments” (down 6.9%).

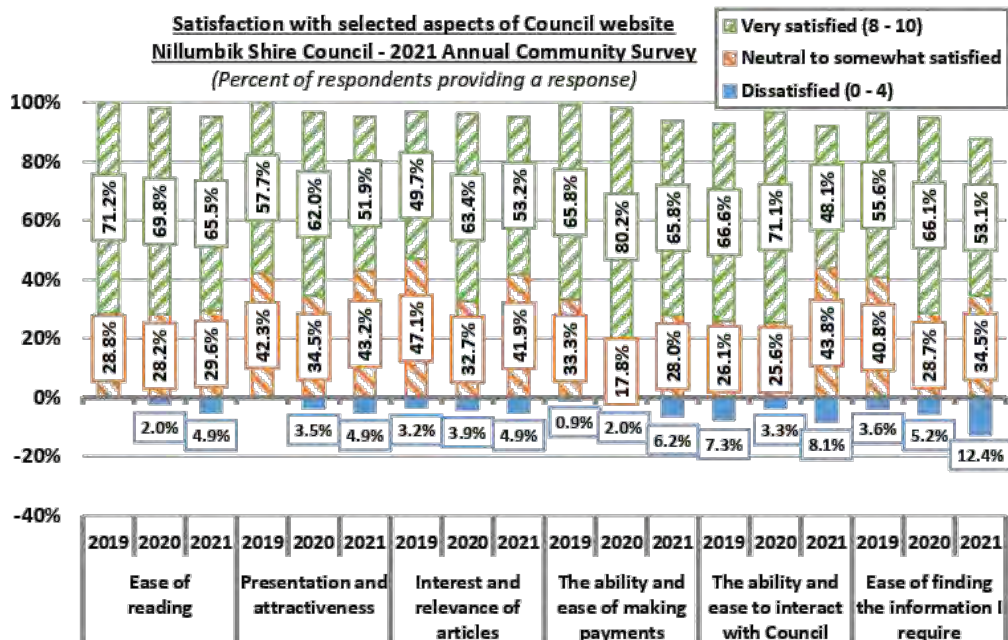




*Nilumbik Shire Council – 2021 Annual Community Survey*



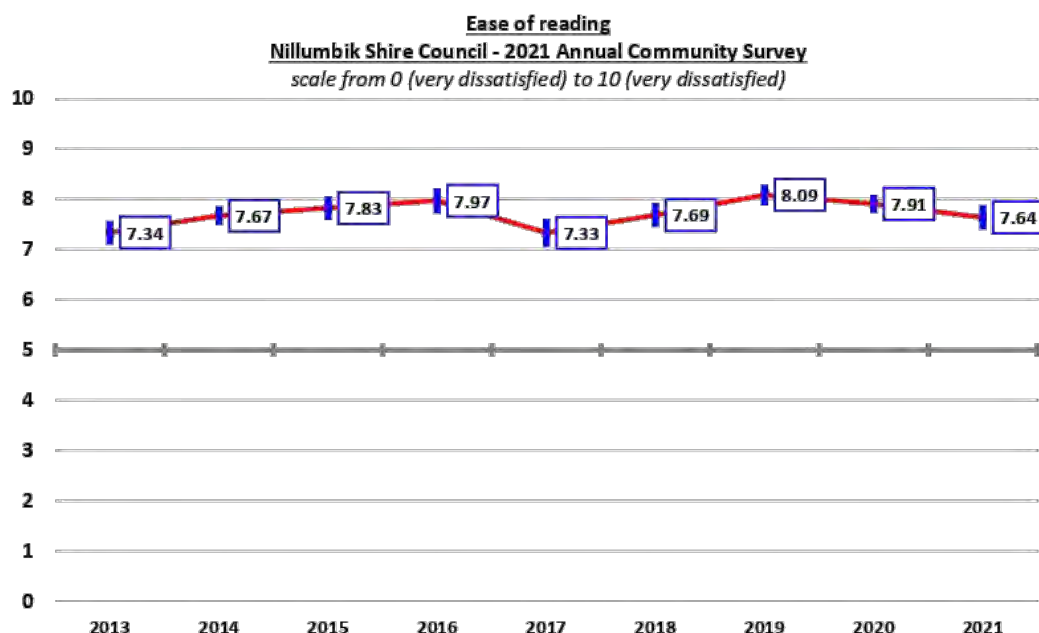
Despite the declines in satisfaction with aspects of the Council website this year, it is noted that between approximately half and two-thirds of respondents were “very satisfied” with each of the six aspects. It is noted that 12.4% of respondents were dissatisfied with the “ease of finding the information I require”, which is more than double the proportion dissatisfied in previous years.



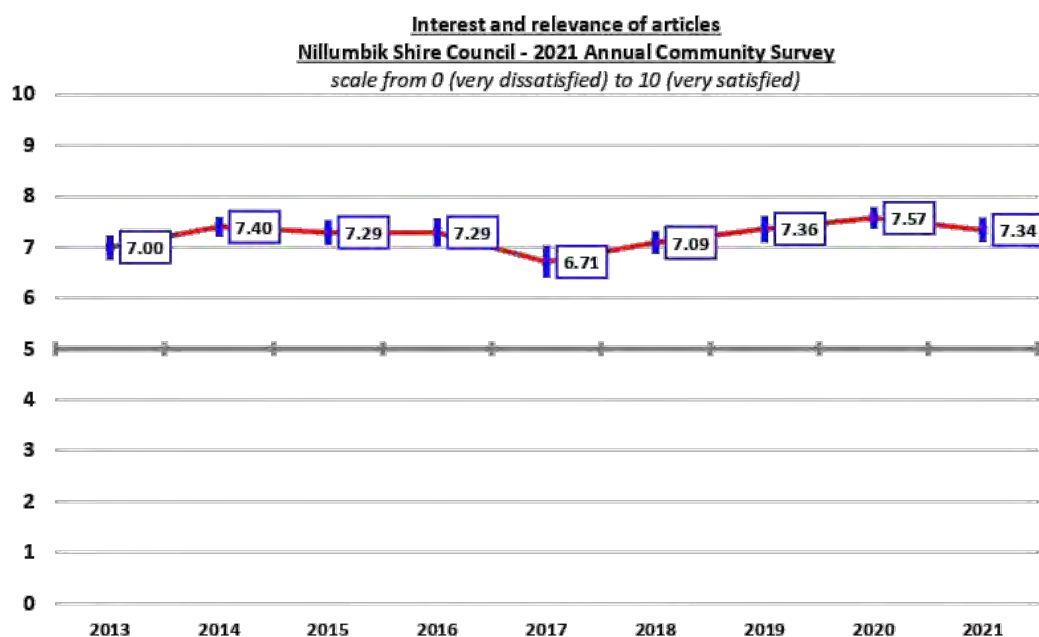


*Nillumbik Shire Council – 2021 Annual Community Survey*

Satisfaction with the ease of reading the Council website declined marginally but not measurably this year, down 3.4% to 7.64, which is now a “very good” rather than an “excellent” level of satisfaction.

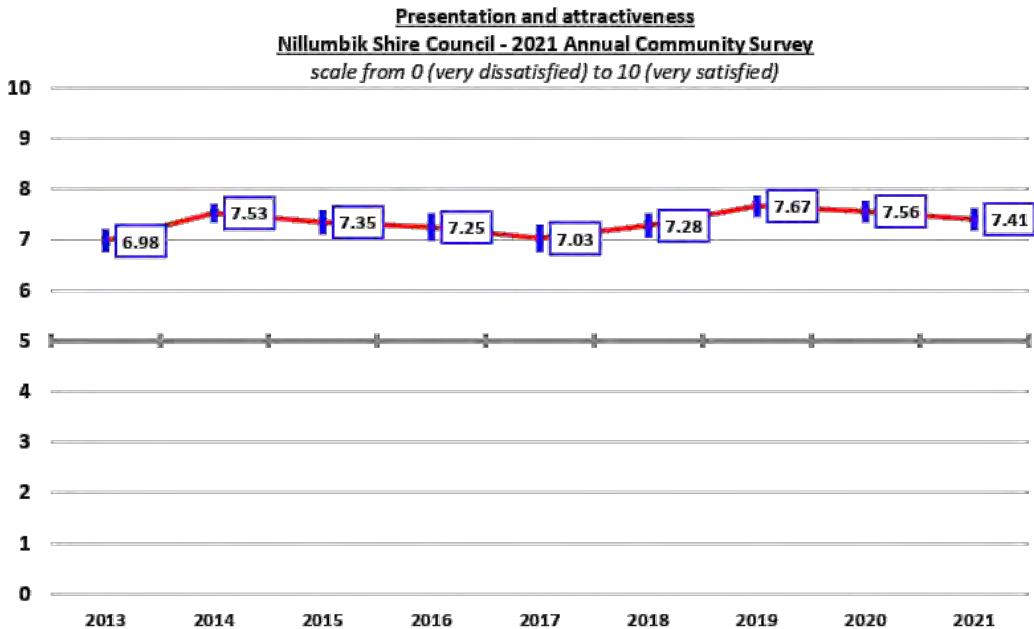


Satisfaction with the interest and relevance of articles on the Council website declined marginally but not measurably this year, down three percent to 7.34, but remains at a “very good” level of satisfaction.

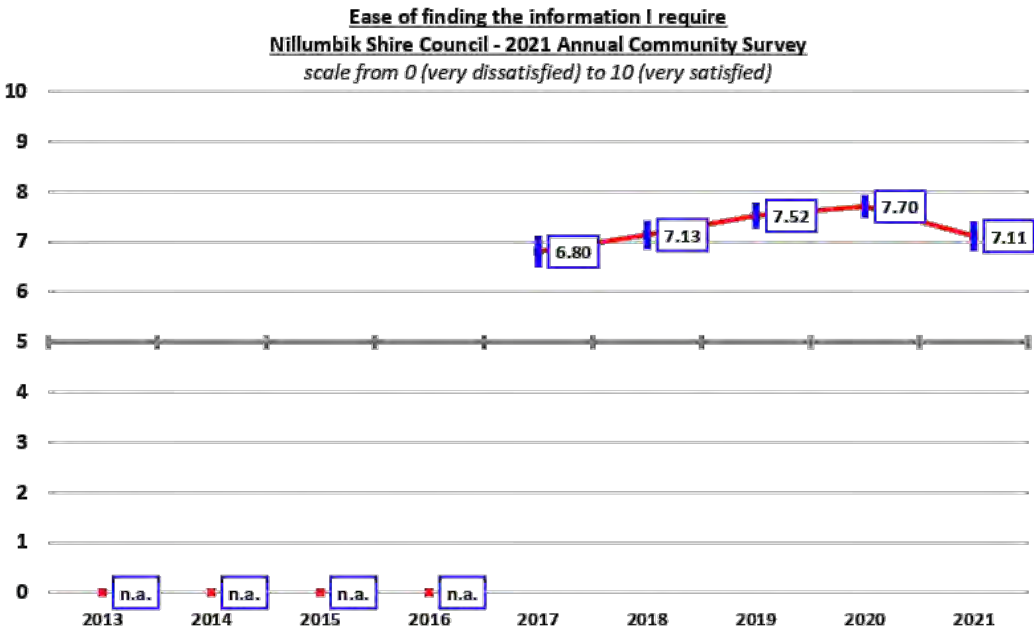


Nilumbik Shire Council – 2021 Annual Community Survey

Satisfaction with the presentation and attractiveness of the Council website declined marginally but not measurably this year, down two percent to 7.41, although it remains at a “very good” level of satisfaction.

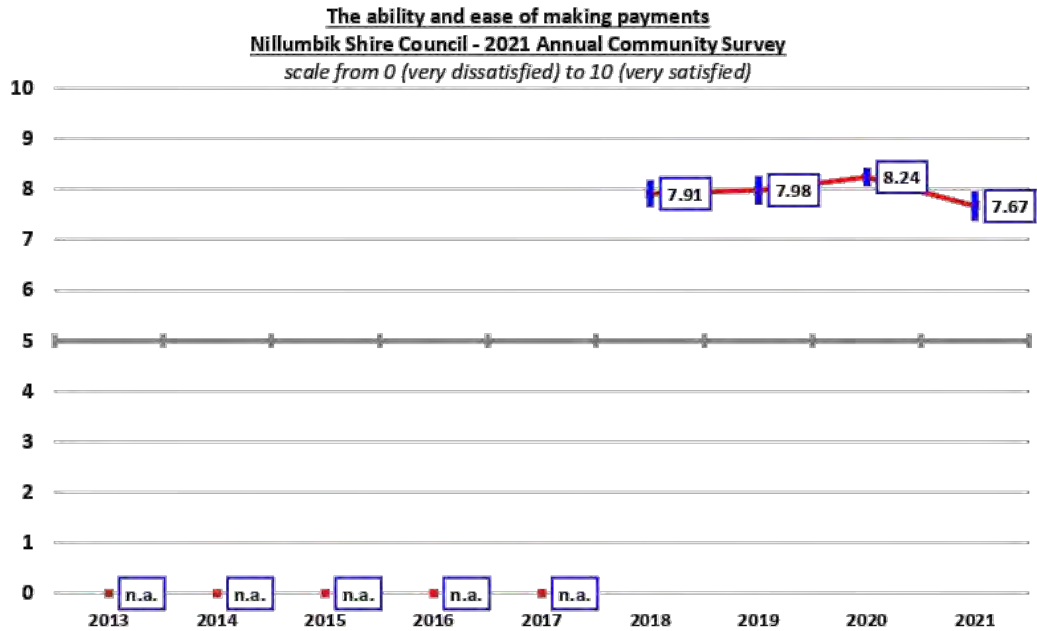


Satisfaction with the ease of finding the information the respondent required declined measurably this year, down 7.7% to 7.11, which is a “good”, down from a “very good” level of satisfaction.

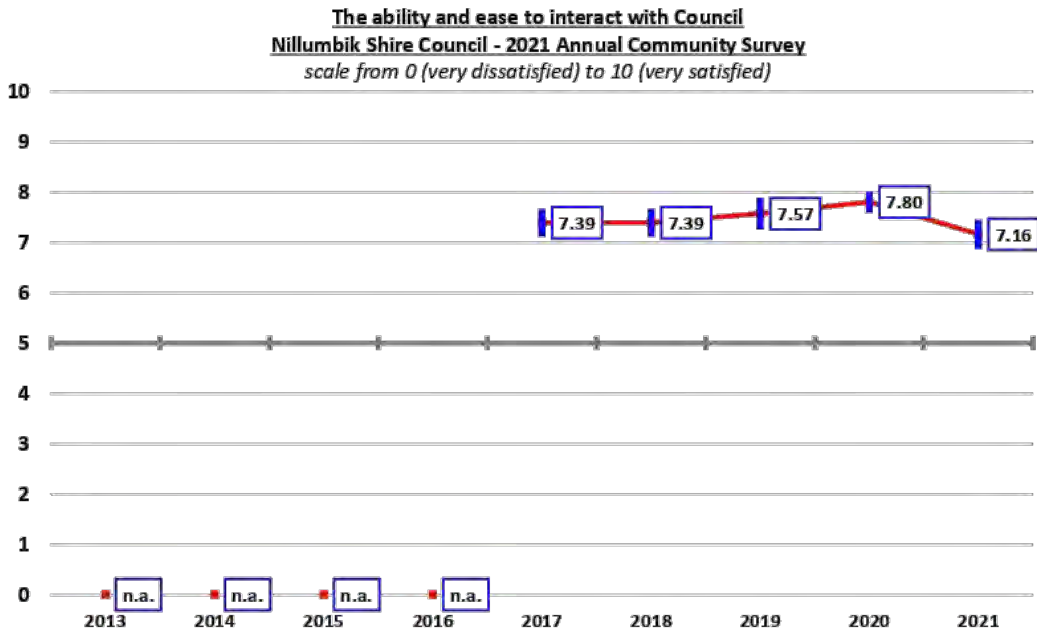


*Nillumbik Shire Council – 2021 Annual Community Survey*

Satisfaction with the ability and ease of making payments on the Council website declined measurably this year, down 6.9% to 7.67, which is a “very good”, down from an “excellent” level of satisfaction.



Satisfaction with the ability and ease of interacting with Council via the Council website declined measurably this year, down 8.2% to 7.16, which is a “good”, down from an “excellent” level of satisfaction.



## Reasons for not visiting the Council website

Respondents who rarely or never visited the site were asked:

*"If you rarely or never visit the site, why not?"*

Of the 229 respondents who reported that they rarely or never visit the website, a total of 96 provided a response as to the reasons why they did not visit the site, as outlined in the following table.

The most common reason was that they were of the view that they do not need to visit the site.

There were some responses from respondents with practical issues, including four with no computer, three found it difficult to navigate or find information on the site, two had no time, and two said they were too old.

**Reasons for rarely or never visiting the Council website**  
**Nillumbik Shire Council - 2021 Annual Community Survey**  
(Number of responses)

Reason	Number
Do not need it	56
Only when you have issues	7
Just to pay rates	5
No interest	5
No computer	4
Difficult to navigate / find information	3
Only when I need	3
Husband uses it	2
No time	2
Old	2
Only use to book hard rubbish service	2
Call instead	1
No need for complaints	1
Not tech savvy	1
Only to use services like registration	1
We get the paper version	1
<b>Total</b>	<b>96</b>



*Nillumbik Shire Council – 2021 Annual Community Survey*

**Council's online community engagement site**

**Aware of Council's online community engagement site**

Respondents were asked:

*"Are you aware of Nillumbik Council's online community engagement site 'Participate Nillumbik'?"  
and "If yes, have you used the site?"*

There was a small increase this year, in the proportion of respondents who were aware of Council's online community engagement site *Participate Nillumbik*, up from 8.2% last year to 10.7% this year.

Metropolis Research notes that this result, despite the increase this year, remains marginally lower than the result recorded for the simple yes / no question asked in 2019, which reported 12.8% of respondents aware of the site.

Consistent with the 2020 results, only a small proportion of respondents reported that they had actively used the site, with 2.3% (up from 1.2%) having actively used the site.

**Aware of Council's online community engagement site 'Participate Nillumbik'**  
**Nillumbik Shire Council - 2021 Annual Community Survey**  
*(Number and percent of respondents providing a response)*

Response	2021		2020	2019
	Number	Percent		
Yes - and have actively used the site	11	2.3%	1.2%	
Yes - and have visited but not used the site	13	2.7%	3.3%	12.8%
Yes - but have not visited or used	27	5.7%	3.7%	
Not aware of the site	426	89.3%	91.8%	87.2%
Not stated	24		10	0
<b>Total</b>	<b>501</b>	<b>100%</b>	<b>500</b>	<b>500</b>

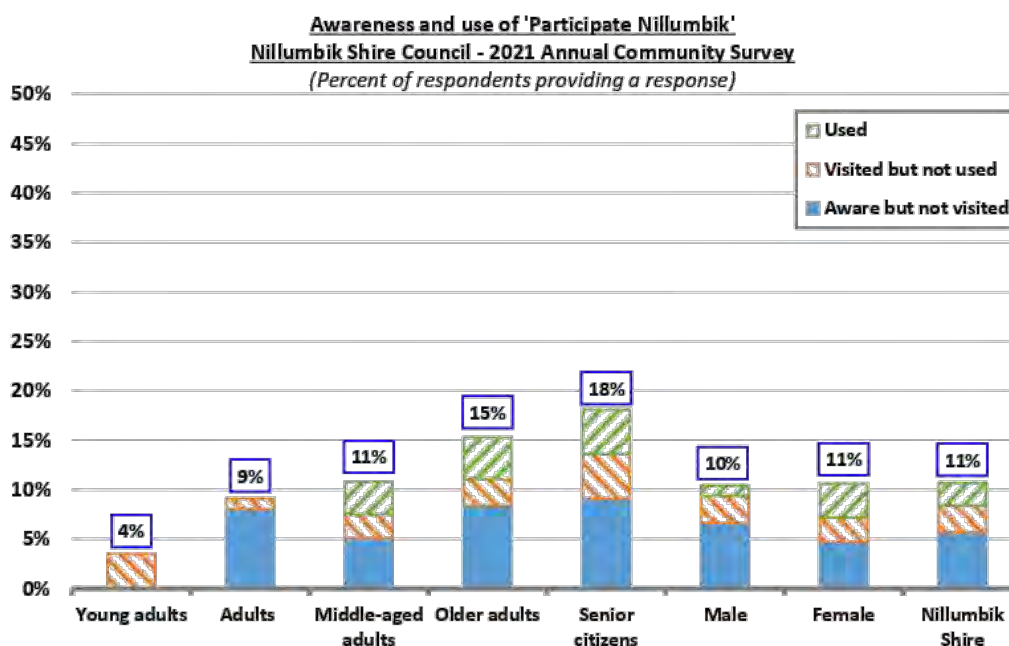
There was notable variation in these results observed by respondent profile, with attention drawn to the following:

- **Age structure** – the proportion of respondents who were aware of *Participate Nillumbik* increased notably with the respondents' age, from just four percent of young adults (aged 18 to 34 years) to 18% of senior citizens. The result for senior citizens is significantly higher than the four percent recorded last year.
- **Gender** – there was no meaningful variation in this result observed between male and female respondents.





*Nillumbik Shire Council – 2021 Annual Community Survey*



### Use of Council's online community engagement site

Respondents aware of the site were asked:

*"How many times in the last 12 months have you actively used the site?"*

Of the 51 respondents who were aware of *Participate Nillumbik*, two-thirds (66.7%) reported that they rarely or never actively used the site.

Consistent with the results recorded in 2020, only a handful of respondents reported that they frequently used *Participate Nillumbik*.

**Used Council's online community engagement site 'Participate Nillumbik'**  
**Nillumbik Shire Council - 2021 Annual Community Survey**  
(Number and percent of respondents who were aware of the site providing a response)

Response	2021		2020
	Number	Percent	
Frequently (e.g. up to around once a month)	3	8.3%	8.8%
Infrequently (e.g. up to around 3 - 4 times a year)	9	25.0%	32.4%
Rarely or never	24	66.7%	58.8%
Can't say	15		6
<b>Total</b>	<b>51</b>	<b>100%</b>	<b>40</b>



## Customer service

### Contact with Council in the last 12 months

Respondents were asked:

*"Have you contacted Nillumbik Shire Council in the last twelve months?"*

In 2021, a little more than one-third (34.4%) of the respondents answering this question, reported that they had contacted Council in the last 12 months.

This result reverses the large decline reported last year and is in line with previous results, although it is still a little lower than the long-term average for this question since 2011 of 44.8%.

Metropolis Research has observed in recent years, a small decrease in the proportion of respondents who report that they have "contacted Council in the last 12 months". This may reflect the fact that more respondents are engaging with Council by means other than the traditional "contact" of telephone or in-person, and this may well be a factor underpinning the gradual decline in contact.

**Contacted Council in the last twelve months**  
**Nillumbik Shire Council - 2021 Annual Community Survey**  
(Number and percent of respondents providing a response)

Response	2021		2020	2019	2018	2017	2016
	Number	Percent					
Yes	172	34.4%	24.5%	37.1%	45.9%	45.6%	51.3%
No	328	65.6%	75.5%	62.9%	54.1%	54.4%	48.7%
Not stated	1		2	1	9	0	1
<b>Total</b>	<b>501</b>	<b>100%</b>	<b>500</b>	<b>500</b>	<b>501</b>	<b>502</b>	<b>502</b>

### Form of contact

Respondents were asked:

*"When you last contacted the Council, was it?"*

Given the impact of COVID-19 on the provision of in-person customer service, there was a significant decline in the proportion of respondents who contacted Council in person in the last 12 months, down from 20.5% in 2020 to seven percent this year.

Telephone remains the most common method of contacting Council, with almost two-thirds (62.8% up from 59.8%) of respondents contacting Council via this method this year.



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There was a substantial increase this year in the proportion of respondents contacting Council by email, up from 9.8% last year to 23.8% this year.

Interestingly, there was no increase this year, in the proportion of respondents reporting that they contacted Council via the website. It may well still be the case that some in the community do not consider seeking information from the website as “contacting” Council, as they did not engage with Council, rather just visited the website.

**Form of contact with Nillumbik Shire Council**  
**Nillumbik Shire Council - 2021 Annual Community Survey**  
(Number and percent of respondents who contacted Council)

Response	2021		2020	2019	2018	2017	2016
	Number	Percent					
Telephone (during office hours)	108	62.8%	59.8%	56.5%	63.1%	66.8%	70.7%
E-mail	41	23.8%	9.8%	10.9%	10.7%	8.0%	5.5%
Visit in person	12	7.0%	20.5%	16.8%	16.9%	15.0%	17.6%
Website	11	6.4%	9.8%	10.3%	5.3%	3.1%	4.3%
Social media (e.g. Facebook)	0	0.0%	0.0%	1.1%	0.0%		
Direct contact with a Councillor	0	0.0%	0.0%	0.0%	n.a.	n.a.	n.a.
Mail	0	0.0%	0.0%	0.0%	0.9%	1.3%	0.8%
Telephone (after hours service)	0	0.0%	0.0%	0.0%	0.0%	0.4%	0.0%
Multiple	0	0.0%	0.0%	4.3%	3.1%	5.3%	1.2%
Not stated	0		0	1	1	3	1
<b>Total</b>	<b>172</b>	<b>100%</b>	<b>122</b>	<b>185</b>	<b>226</b>	<b>229</b>	<b>257</b>

### ***Satisfaction with aspects of customer service***

Respondents were asked:

*“On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of service when you last contacted the Nillumbik Shire Council?”*

The 172 respondents who had contacted Council in the last 12 months were asked to rate their satisfaction with seven aspects of customer service.

The average satisfaction with these seven aspects declined 4.5% this year from 7.58 or “very good” to 7.24 or “good”, although the decline was not statistically significant at the 95% confidence level due to the relatively small sample.

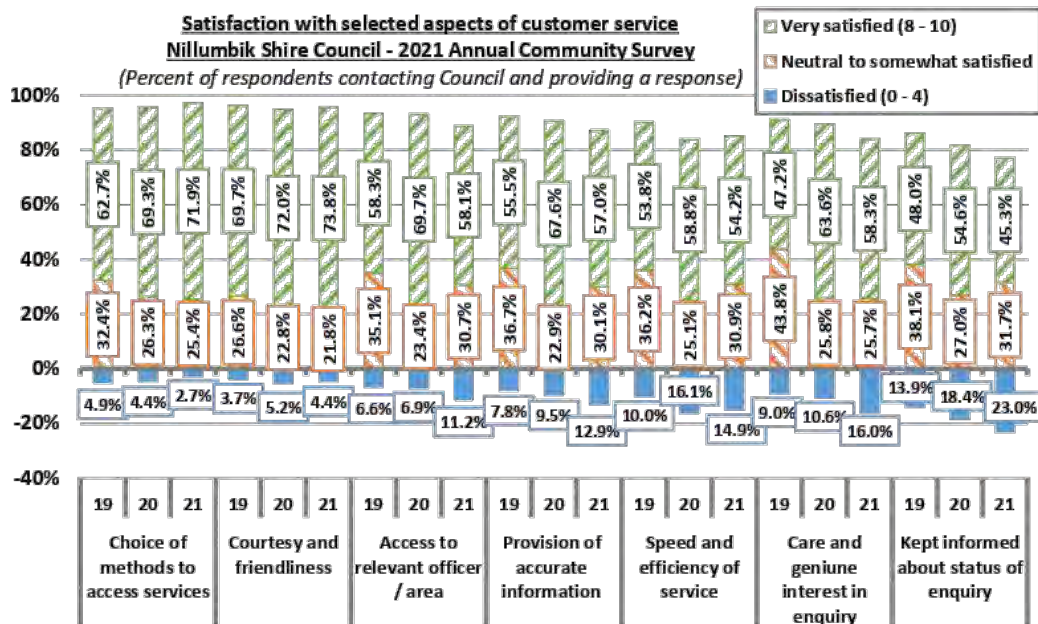
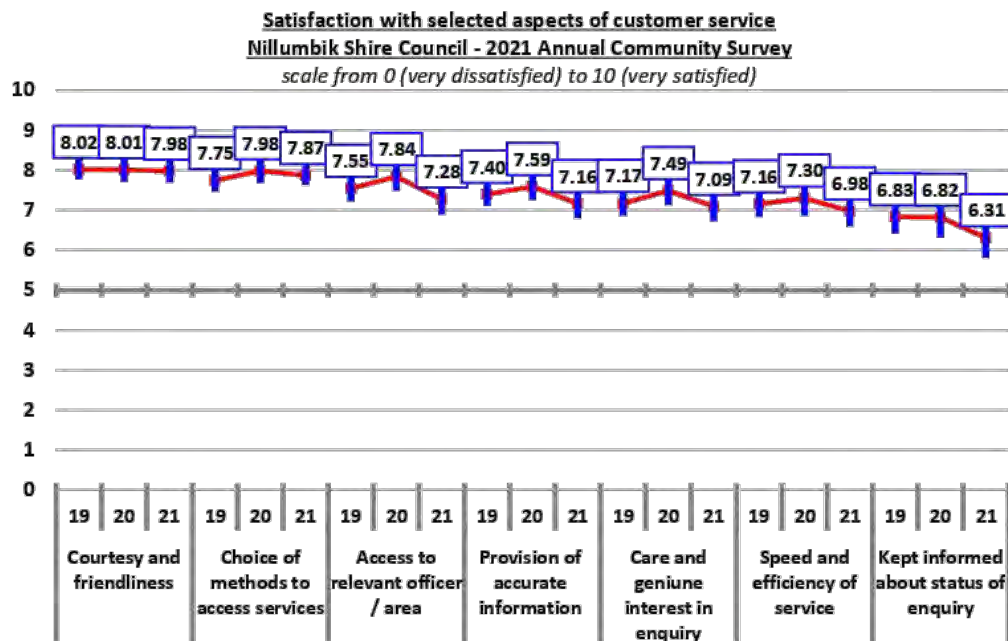
Satisfaction with these seven aspects of customer service can best be summarised as follows:

- **Excellent** – for courtesy and friendliness and choice of methods to access services. Approximately three-quarters of respondents were “very satisfied” with these two aspects, whilst less than five percent were dissatisfied.
- **Very Good** – for access to relevant officer or area. A little more than half of respondents were “very satisfied” with this aspect, whilst 11.2% (up from 6.9%) were dissatisfied.



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- **Good** – for the provision of accurate information, care and genuine interest in enquiry and speed and efficiency of service. A little more than half of the respondents were “very satisfied” with these three aspects, whilst a little less than one-sixth were dissatisfied.
- **Solid** – for being kept informed about the status of enquiry. A little less than half of the respondents were “very satisfied” with this aspect, whilst almost one-quarter were dissatisfied.

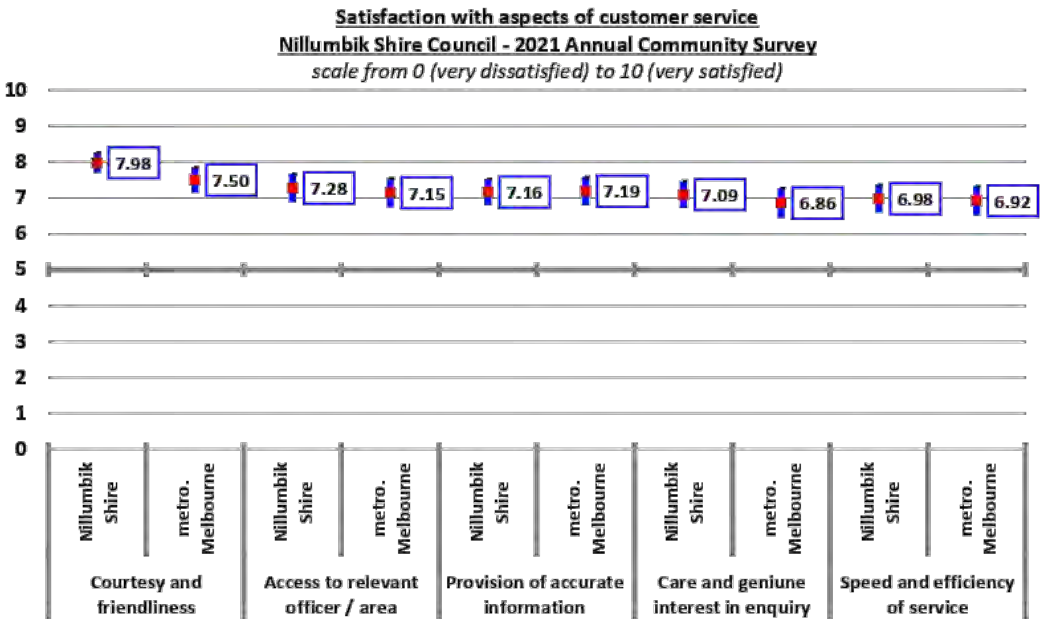




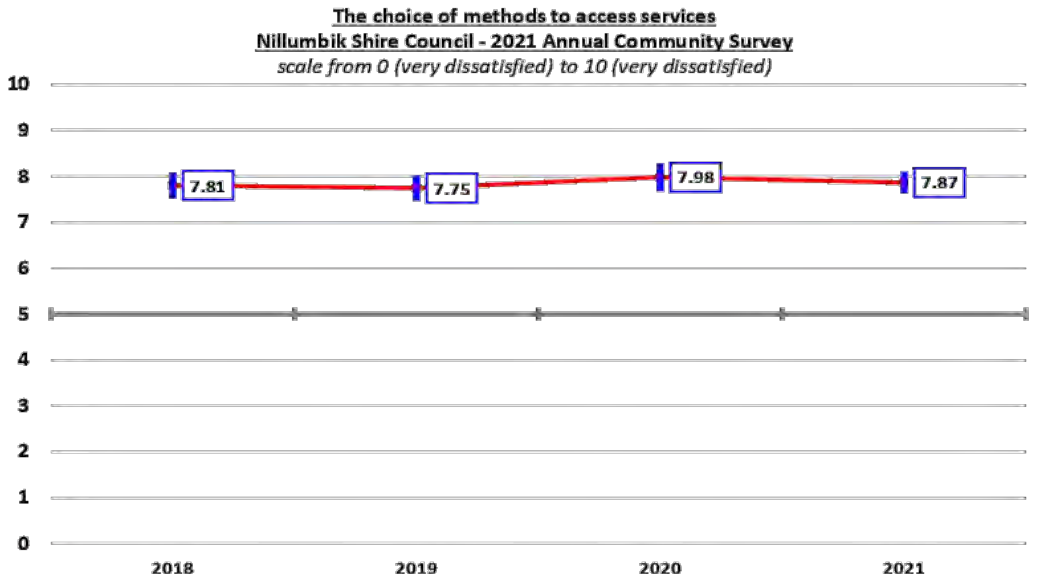
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Five of the six aspects of customer service included in this survey were also included in the 2021 *Governing Melbourne*. The average satisfaction with the five included aspects of customer service for the Nillumbik Shire was 7.30, marginally but not measurably higher than the metropolitan Melbourne average of 7.12.

Satisfaction with four of the five aspects was higher in the Nillumbik Shire, with the courtesy and friendliness being 6.4% higher in the Nillumbik Shire.



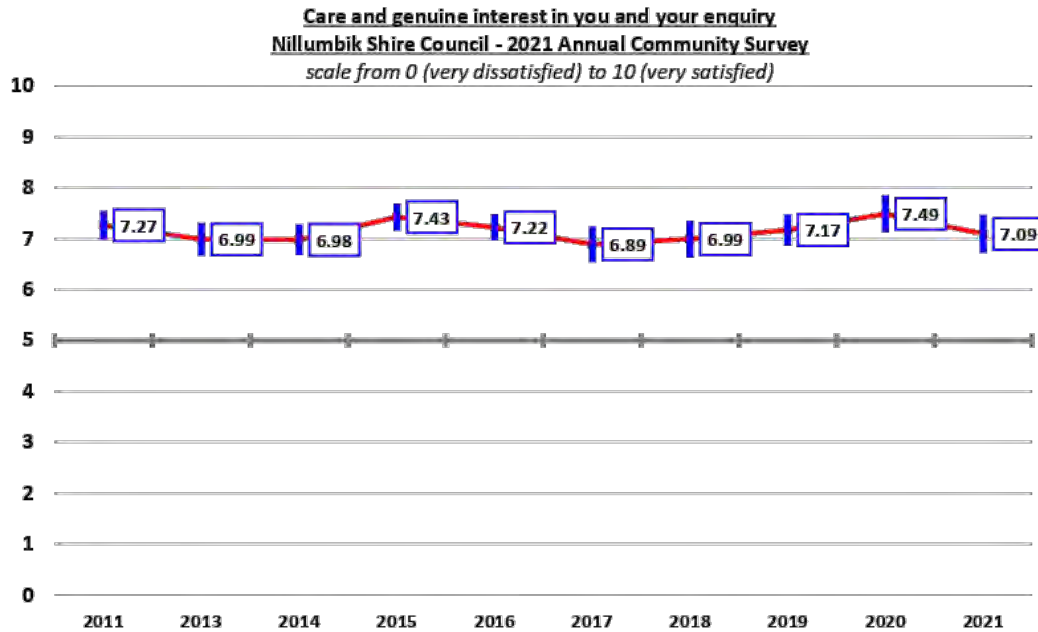
Satisfaction with the choice of methods available to access services declined marginally but not measurably this year, down 1.4% to 7.87, although it remains at an “excellent” level. This aspect of customer service has remained very consistent since being introduced in 2018.



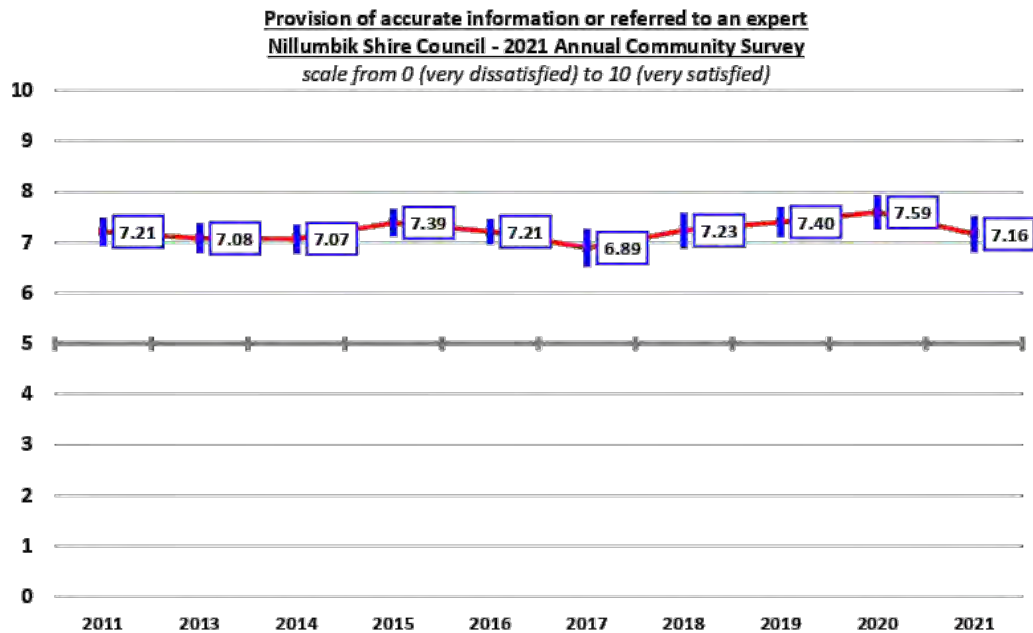


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Satisfaction with care and genuine interest in the respondent and their enquiry declined somewhat, but not measurably this year, down 5.3% to 7.09, which is a “good”, down from a “very good” level of satisfaction.

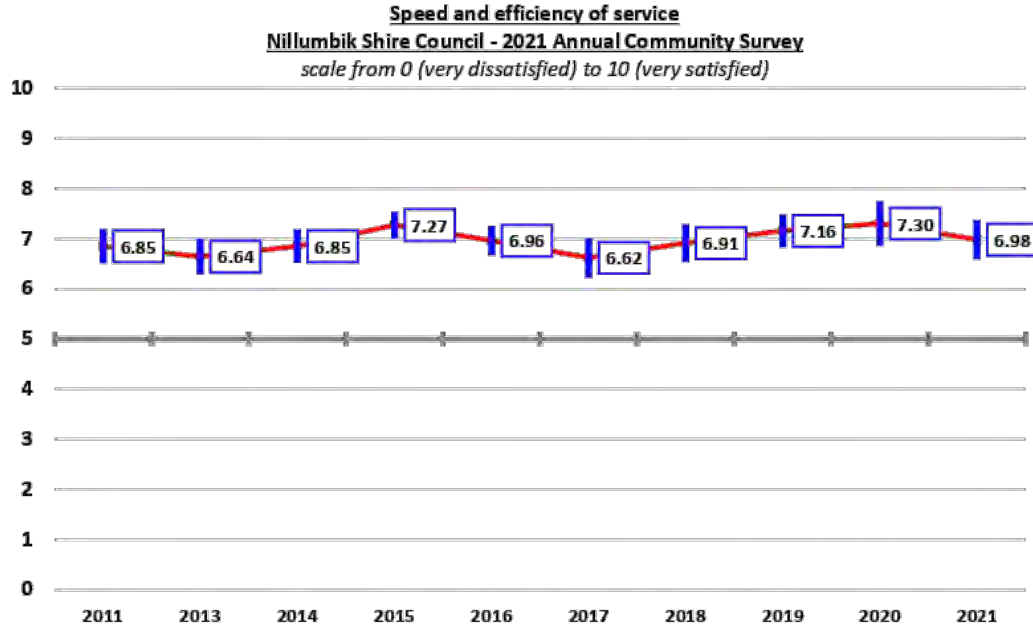


Satisfaction with the provision of accurate information or referred to an expert declined somewhat, but not measurably this year, down 5.7% to 7.16, which is a “good”, down from a “very good” level of satisfaction.

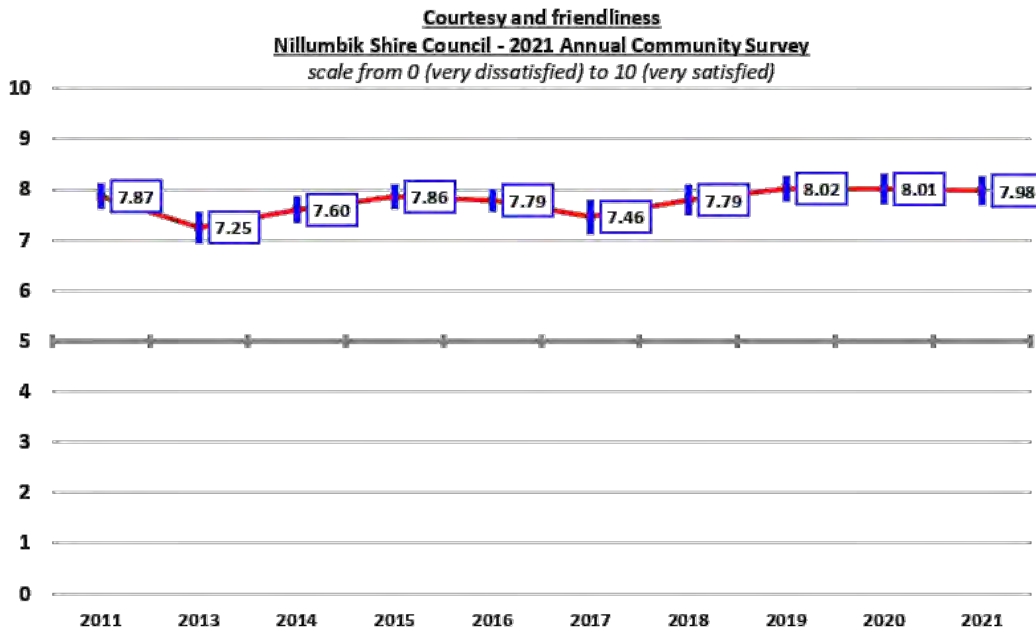


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Satisfaction with the speed and efficiency of service declined somewhat, but not measurably this year, down 4.4% to 6.98, which is a “good”, down from a “very good” level of satisfaction.

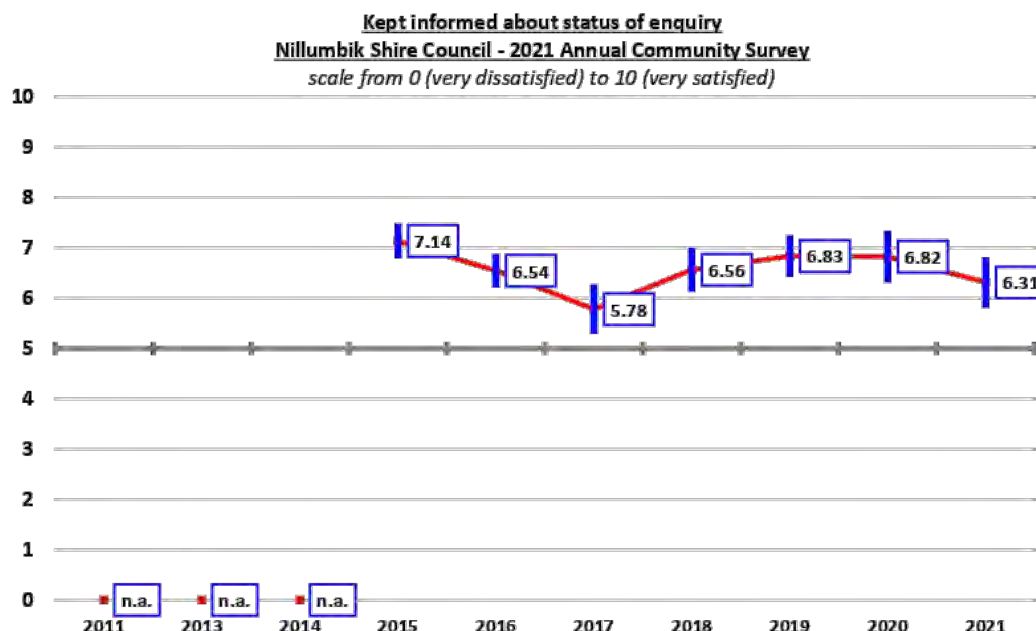


Satisfaction with courtesy and friendliness remained essentially stable this year at 7.98, an “excellent” level of satisfaction. With the exception of 2013, 2014, and 2017, satisfaction with this aspect of customer service has been recorded at “excellent” levels every year.

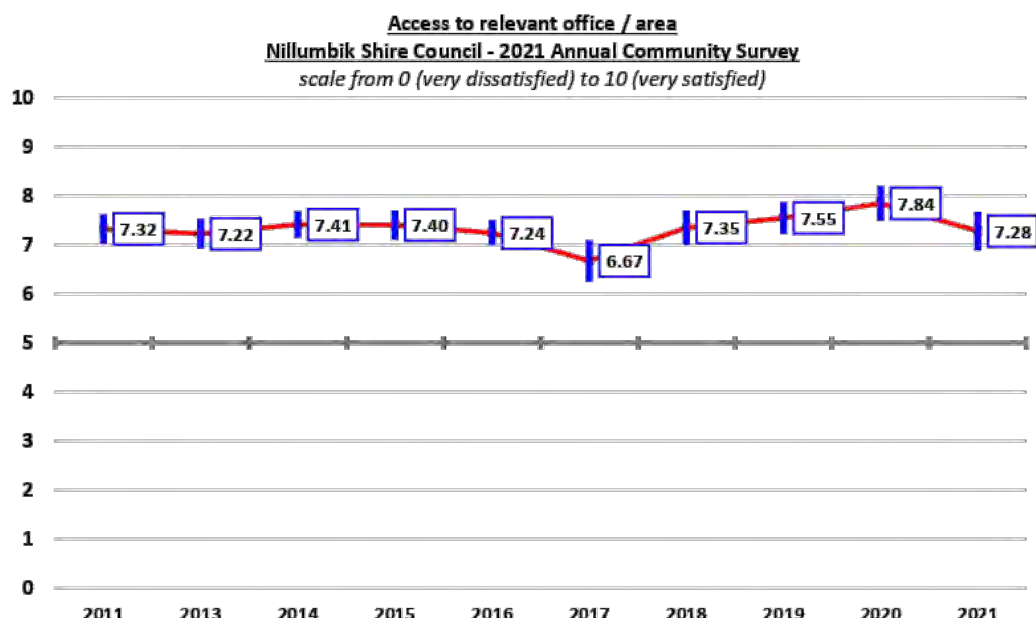


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Satisfaction with the respondent being kept informed about the status of their enquiry declined somewhat, but not measurably this year, down 7.5% to 6.31, which is a “solid”, down from a “good” level of satisfaction.



Satisfaction with the respondents’ access to the relevant officer or area declined sharply this year, down 7.1% to 7.28, which is a “very good” down from an “excellent” level of satisfaction.



## Council services and facilities

Respondents were asked:

*“On a scale of 0 (lowest) to 10 (highest), can you please rate the importance to the community, and your personal level of satisfaction with each of the following Council provided services?”*

Respondents were again in 2021 asked to rate first the importance of each of the 33 included Council services and facilities, and then their personal satisfaction with each service.

The services are broken into two groups, firstly 18 core services with which all respondents are asked to rate satisfaction, and secondly 15 non-core services. For these non-core services respondents are asked if they or a member of their household has used the service in the last twelve months, and then they are asked to rate satisfaction only with those services that they or a member of their household have used.

### ***Importance of Council services and facilities***

The following table displays the average importance of each of the 33 services and facilities included in the 2021 survey, with the 2021 metropolitan Melbourne average importance as sourced from the *Governing Melbourne* research conducted independently by Metropolis Research.

The table provides the average importance score, as well as the 95% confidence interval around each average score. The table also includes a comparison against the last three years' results.

At the left-hand side, the table makes reference to whether the individual services and facilities were of average importance (i.e. with the confidence interval of the average of all services and facilities), or whether the service or facility was of measurably higher or measurably lower than average importance.

The average importance of the 33 included Council provided services and facilities was 9.09 out of a potential 10 this year, up 4.5% on the 8.70 recorded last year.

### **Relative importance of Council services and facilities**

As labelled in the following table, six services and facilities were measurably more important than the average of all 33 services and facilities, whilst four were measurably less important than the average, as follows:

- ***Measurably more important than average*** – includes fortnightly kerbside recycling collection, fortnightly kerbside garbage collection, weekly kerbside green waste collection, fire prevention works, and the provision and maintenance of parks and gardens. It is noted that the kerbside waste and recycling services have consistently been the most important services provided by Nillumbik Council.



*Nillumbik Shire Council – 2021 Annual Community Survey*

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- **Measurably less important than average** – includes horse riding trails, parking enforcement, Nillumbik News, and the grading of unsealed roads.

### Changes in importance this year

All the 33 included Council provided services and facilities increased in importance this year compared to 2020, although only the following were statistically significant:

- **Measurably increased importance this year** – includes horse riding trails (up 12.4%), on and off-road bike paths (up 10.0%), support for local business (up 9.5%), arts and cultural events, programs and activities (up 7.6%), education and learning (up 7.1%), services for youth (up 6.4%), public toilets (up 6.2%), aquatic and leisure centres (up 6.1%), services for seniors (up 6.0%), environmental programs and facilities (up 5.8%), hard rubbish collection (up 5.5%), Council's website (up 5.3%), sports ovals (up 5.3%), and the grading of unsealed roads (up 5.1%).

### Comparison to the metropolitan Melbourne results

The average importance of the 33 included Council provided services and facilities was identical to the metropolitan Melbourne average for the same list of services (excluding grading of unsealed roads, education and learning, environmental programs and facilities, support for local business, and fire prevention works), as recorded in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research in January 2021.

This result of similar average importance for services and facilities as the metropolitan Melbourne average is commonly observed in other municipalities for which Metropolis Research conducts this research.

That said, it is noted that the importance of some individual services and facilities does vary from municipality to municipality, generally in line with the differing demographic and socio-economic profile of individual municipalities. Metropolis Research draws attention to the following variations from the 2021 metropolitan Melbourne averages:

- **More important in Nillumbik than the metropolitan Melbourne average** – includes the fortnightly kerbside recycling collection (2.9% more important in Nillumbik) and the weekly kerbside green waste collection (2.4% more important). Neither of these variations were statistically significant. It is noted that not all municipalities have a weekly green waste collection, so the higher score may reflect a greater engagement in the importance of this weekly regular service.
- **Less important in Nillumbik than the metropolitan Melbourne average** – includes parking enforcement (4.3% less important in Nillumbik), Nillumbik News (1.9% less important), and animal management (1.2% less important). None of these variations were statistically significant.





*Nillumbik Shire Council – 2021 Annual Community Survey*

**Importance of selected Council services and facilities**  
**Nillumbik Shire Council - 2021 Annual Community Survey**  
(Number and index score scale 0 - 10)

	Service/facility	Number	2021			2020	2019	2018	2021 Metro.*
			Lower	Mean	Upper				
<b>Higher than average</b>	Fortnightly kerbside recycling collection	497	9.41	<b>9.48</b>	9.56	9.29	9.45	9.34	9.30
	Fortnightly kerbside garbage collection	498	9.37	<b>9.46</b>	9.54	9.24	9.35	9.31	9.34
	Weekly kerbside green waste collection	493	9.32	<b>9.40</b>	9.49	9.18	9.23	9.14	9.18
	Maintenance & repairs of local sealed roads	501	9.27	<b>9.37</b>	9.46	9.12	8.75	8.70	9.26
	Fire prevention works	500	9.26	<b>9.35</b>	9.45	9.15	9.07	9.07	n.a.
	Provision & maintenance of parks & gardens	500	9.22	<b>9.31</b>	9.39	9.00	8.80	8.78	9.19
<b>Average importance</b>	Provision and maintenance of street lighting	489	9.18	<b>9.27</b>	9.37	9.04	8.76	8.55	9.19
	Footpath maintenance and repairs	487	9.13	<b>9.23</b>	9.34	9.03	8.79	8.35	9.22
	Support for local businesses	452	9.12	<b>9.22</b>	9.32	8.42	8.54	n.a.	n.a.
	Services for seniors	443	9.11	<b>9.21</b>	9.32	8.69	8.92	8.84	9.13
	Local traffic management	496	9.10	<b>9.21</b>	9.32	8.93	8.78	8.58	9.19
	Hard rubbish collection	475	9.10	<b>9.21</b>	9.31	8.73	8.86	8.59	9.11
	On and off road bike paths	471	9.07	<b>9.18</b>	9.28	8.34	8.47	8.51	9.12
	Provision and maintenance of street trees	493	9.07	<b>9.17</b>	9.28	8.86	8.45	8.34	9.16
	Services for children from birth to 5 years	451	9.07	<b>9.17</b>	9.28	8.64	8.87	8.77	9.20
	Litter collection in public areas	494	9.07	<b>9.17</b>	9.27	8.94	8.76	8.72	n.a.
	Drains maintenance and repairs	496	9.03	<b>9.14</b>	9.25	9.02	8.85	8.65	9.15
	Maintenance & cleaning of shopping strips	495	9.03	<b>9.13</b>	9.23	8.79	8.48	8.18	9.07
	Services for youth	443	8.99	<b>9.10</b>	9.22	8.56	8.77	8.67	9.12
	Environmental programs and facilities	463	8.97	<b>9.09</b>	9.21	8.59	8.65	8.35	n.a.
	Sports ovals	461	8.96	<b>9.07</b>	9.18	8.61	8.76	8.50	9.05
	Local library	454	8.93	<b>9.06</b>	9.19	8.67	8.91	8.64	9.09
	Education and Learning	449	8.92	<b>9.04</b>	9.16	8.44	8.67	8.39	n.a.
	Aquatic and Leisure centres	460	8.91	<b>9.02</b>	9.13	8.50	8.60	8.39	9.07
	Council's website	467	8.88	<b>9.00</b>	9.11	8.54	8.19	7.64	8.94
	Arts & cultural events, programs & activities	457	8.84	<b>8.97</b>	9.09	8.33	8.32	7.99	8.99*
	Public toilets	464	8.85	<b>8.97</b>	9.09	8.44	8.75	8.63	9.01
	Street sweeping	484	8.82	<b>8.95</b>	9.08	8.76	8.00	7.53	8.98
	Animal management	487	8.77	<b>8.90</b>	9.02	8.68	8.26	7.92	9.00
<b>Lower</b>	Grading of unsealed roads	496	8.66	<b>8.81</b>	8.96	8.38	7.98	n.a.	n.a.
	Nillumbik News	484	8.40	<b>8.57</b>	8.73	8.42	7.74	6.69	8.73
	Parking enforcement	478	8.39	<b>8.56</b>	8.73	8.49	7.67	6.59	8.95
	Horse riding trails	430	8.07	<b>8.28</b>	8.49	7.37	6.78	n.a.	n.a.
<b>Average importance</b>			<b>8.98</b>	<b>9.09</b>	<b>9.21</b>	<b>8.70</b>	<b>8.58</b>	<b>8.40</b>	<b>9.09</b>

(\*) 2021 metropolitan Melbourne average from Governing Melbourne

**Satisfaction with Council services and facilities**

Respondents were asked to rate their personal level of satisfaction with all 18 core services and facilities, and their satisfaction with each of the 15 non-core services and facilities that they or members of their household had used in the last 12 months.

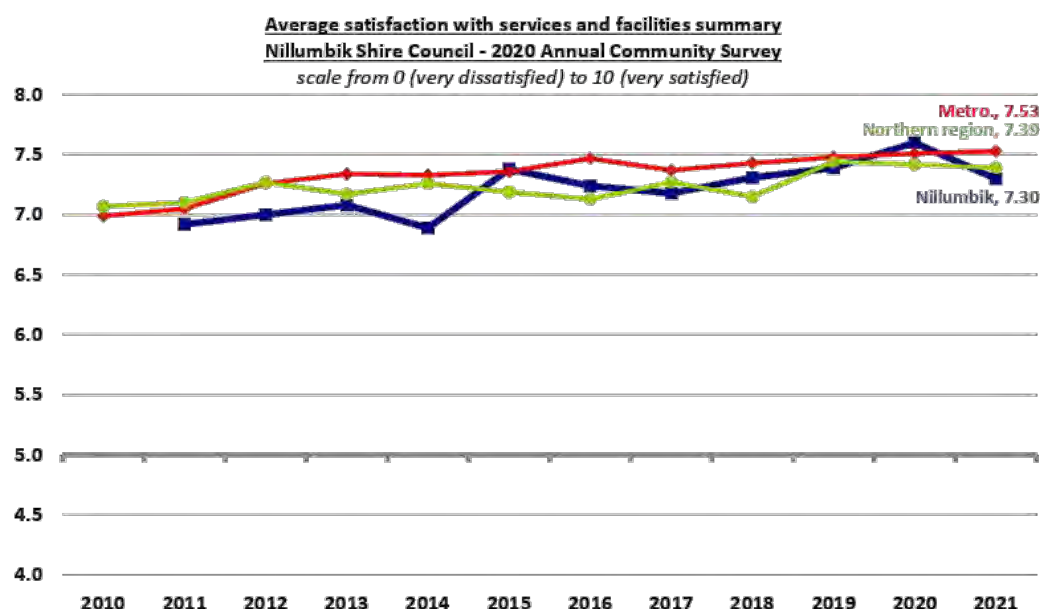


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The average satisfaction with the 33 included Council provided services and facilities declined somewhat this year, down 3.9% to 7.30, although it remains at a “very good” level.

The decline this year reverses the increased recorded in 2020 over the 2019 and 2018 results. Despite the small decline this year, the average satisfaction with Council services and facilities remains marginally above the long-term average since 2011 of 7.21.

When compared to the metropolitan Melbourne and northern region councils’ averages as recorded in the *Governing Melbourne* research, conducted independently by Metropolis Research across all 31 metropolitan municipalities, the average satisfaction with services and facilities in Nillumbik Shire has tended to marginally lower than the metropolitan Melbourne average. The 2020 and 2015 results were the only years in which satisfaction with services and facilities was at or higher than the metropolitan Melbourne average.



### Relative satisfaction with Council services and facilities

As labelled at the left-hand side of the following table, respondents were measurably more satisfied with seven services and facilities than they were with the average of all 33 services and facilities and were measurably less satisfied with eight services and facilities.

- **Measurably more satisfied than the average of all services and facilities** – includes the local library, environmental programs and facilities, weekly kerbside green waste collection, services for children from birth to 4 years of age, fortnightly kerbside recycling service, fortnightly kerbside garbage collection, and sports ovals.
- **Measurably less satisfied than the average of all services and facilities** – includes the maintenance and repair of sealed local roads, public toilets, drains maintenance and repairs, the grading of unsealed local roads, local traffic management, footpath maintenance and repairs, street sweeping, and fire prevention works.





*Nillumbik Shire Council – 2021 Annual Community Survey*

**Satisfaction with selected Council services and facilities**  
**Nillumbik Shire Council - 2021 Annual Community Survey**  
(Number and index score scale 0 - 10)

	Service/facility	Number	2021 Lower	2021 Mean	2021 Upper	2020	2019	2018	2021 Metro.*
Higher than average	Local library	189	8.44	<b>8.61</b>	8.78	8.52	8.78	8.74	8.58
	Environmental programs and facilities	182	8.11	<b>8.30</b>	8.48	8.14	8.23	8.36	n.a.
	Weekly kerbside green waste collection	486	8.16	<b>8.30</b>	8.44	8.40	8.43	8.13	7.96
	Services for children aged 0 to 5 years	77	7.84	<b>8.21</b>	8.57	8.41	8.45	8.02	7.95
	Fortnightly kerbside recycling collection	492	7.94	<b>8.10</b>	8.25	8.25	8.28	8.00	8.32
	Fortnightly kerbside garbage collection	498	7.86	<b>8.03</b>	8.20	8.08	7.90	7.58	8.52
	Sports ovals	237	7.81	<b>8.00</b>	8.19	8.26	8.09	8.17	7.90
Average satisfaction	Education and Learning	90	7.56	<b>7.82</b>	8.09	8.27	7.91	7.83	n.a.
	Aquatic and Leisure centres	182	7.55	<b>7.79</b>	8.04	8.20	8.12	7.70	7.77
	Hard rubbish collection	276	7.49	<b>7.74</b>	7.98	7.78	7.86	7.76	7.63
	Arts & cultural events, programs & activities	164	7.43	<b>7.63</b>	7.84	7.94	7.98	7.99	7.68
	On and off road bike paths	349	7.45	<b>7.62</b>	7.79	7.60	7.53	7.72	7.64
	Horse riding trails	16	6.60	<b>7.49</b>	8.39	7.92	7.19	n.a.	n.a.
	Provision and maintenance of street lighting	458	7.30	<b>7.48</b>	7.66	7.54	7.06	7.29	7.72
	Provision & maintenance of parks & gardens	483	7.24	<b>7.41</b>	7.59	7.79	7.45	7.34	8.01
	Services for seniors	37	6.53	<b>7.32</b>	8.10	7.72	8.10	7.45	7.44
	Animal management	414	7.07	<b>7.26</b>	7.45	7.51	7.23	7.10	7.90
	Support for local businesses	120	6.87	<b>7.23</b>	7.60	7.52	7.80	n.a.	n.a.
	Maintenance & cleaning of shopping strips	479	7.08	<b>7.22</b>	7.36	7.79	7.27	7.26	7.56
	Council's website	296	6.94	<b>7.13</b>	7.33	7.80	7.31	7.24	7.47
	Nillumbik News	407	6.79	<b>7.01</b>	7.22	7.36	7.13	6.86	7.08
	Litter collection in public areas	477	6.82	<b>6.98</b>	7.14	7.50	6.91	6.99	n.a.
	Provision and maintenance of street trees	473	6.72	<b>6.92</b>	7.11	7.16	6.70	6.71	7.40
	Parking enforcement	388	6.66	<b>6.88</b>	7.11	7.25	6.73	5.99	6.97
Lower than average	Services for youth	31	5.89	<b>6.71</b>	7.54	7.53	7.58	7.21	7.41
	Fire prevention works	464	6.46	<b>6.68</b>	6.90	6.88	7.06	7.10	n.a.
	Street sweeping	427	6.38	<b>6.61</b>	6.83	6.76	6.72	6.65	7.49
	Footpath maintenance and repairs	446	6.36	<b>6.57</b>	6.77	6.53	6.58	6.44	7.00
	Local traffic management	458	6.34	<b>6.55</b>	6.77	6.85	6.09	5.98	7.14
	Grading of unsealed roads	382	6.18	<b>6.39</b>	6.60	6.96	5.87	n.a.	n.a.
	Drains maintenance and repairs	466	6.10	<b>6.32</b>	6.55	6.91	6.40	6.31	7.29
	Public toilets	230	6.05	<b>6.30</b>	6.55	6.58	6.77	6.92	6.57
	Maintenance & repairs of local sealed roads	498	6.10	<b>6.30</b>	6.49	6.99	6.50	6.44	7.05
	<b>Average satisfaction</b>		<b>7.03</b>	<b>7.30</b>	<b>7.57</b>	<b>7.60</b>	<b>7.39</b>	<b>7.31</b>	<b>7.53</b>

(\*) 2021 metropolitan Melbourne average from Governing Melbourne

### Categorisation of satisfaction with Council services and facilities

Metropolis Research provides a broad categorisation of satisfaction for all the satisfaction questions included in the survey. These categorisations are designed to provide a consistent framework around the satisfaction scores for the various services and facilities of Council to assist Council in understanding the broad level of community satisfaction for KPIs.



*Nillumbik Shire Council – 2021 Annual Community Survey*

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Satisfaction with the 33 included Council provided services and facilities can best be summarised as follows:

- **Excellent** – for the local library, environmental programs and facilities, weekly kerbside green waste collection, fortnightly kerbside recycling and garbage collections, sports ovals, education and learning, and aquatic and leisure centres.
- **Very Good** – for hard rubbish collection, arts and cultural events, programs and activities, on and off-road bike paths, horse riding trails, the provision and maintenance of street lighting, the provision and maintenance of parks and gardens, services for seniors, and animal management.
- **Good** – for support for local business, the maintenance and cleaning of shopping strips, Council's website, the *Nillumbik News*, litter collection in public areas, the provision and maintenance of street trees, parking enforcement, services for youth, fire prevention works, street sweeping, footpath maintenance and repairs, and local traffic management.
- **Solid** – for the grading of unsealed roads, drains maintenance and repairs, public toilets, and the maintenance and repair of sealed local roads.

Consistent with the results recorded last year, and despite the average 3.9% decline in satisfaction with these 33 services and facilities, satisfaction with none of the 33 services and facilities was rated as "poor", "very poor", or "extremely poor".

### Changes in satisfaction this year

In 2021, satisfaction with four services and facilities increased, whilst satisfaction with 29 declined. This is in comparison to 2020 at which time satisfaction with 20 increased and 13 declined. Most of these changes in satisfaction this year were not statistically significant (at the 95% confidence level).

Attention is drawn to the following noteworthy variations in satisfaction this year:

- **Increased satisfaction this year** – includes environmental programs and facilities (up 2.0%), local library (up 1.1%), footpath maintenance and repairs (up 0.6%), and on and off-road bike paths (up 0.3%). These increases were not statistically significant.
- **Decreased satisfaction this year** – includes services for youth (down 10.9%), maintenance and repair of sealed local roads (down 9.9%), drains maintenance and repairs (down 8.6%), Council's website (down 8.6%), the grading of unsealed roads (down 8.1%), the maintenance and cleaning of shopping strips (down 7.3%), litter collection in public areas (down 6.9%), horse riding trails (down 5.4%), education and learning (down 5.3%), services for seniors (down 5.2%), parking enforcement (down 5.1%), and aquatic and leisure centres (down 5.0%). These declines were statistically significant at the 95% confidence level.

### Comparison to the metropolitan Melbourne results

As discussed above, the average satisfaction with Council provided services and facilities was 3.1% lower for the Nillumbik Shire than the 2021 metropolitan Melbourne average as recorded in *Governing Melbourne*.



Of the 26 services and facilities included in both surveys, satisfaction with six were higher in the Nillumbik Shire, whilst satisfaction with 20 was lower. The following notes variations of interest for individual services and facilities:

- **Higher satisfaction in Nillumbik than the metropolitan Melbourne average** – includes weekly kerbside green waste collection (4.2% higher in Nillumbik), services for children from birth to 4 years of age (3.2% higher), hard rubbish collection (1.4% higher), sports ovals (1.3% higher), local library (0.3% higher), and aquatic and leisure centres (0.3% higher).
- **Lower satisfaction in Nillumbik than the metropolitan Melbourne average** – includes drains maintenance and repairs (13.3% lower in Nillumbik), street sweeping (11.8% lower), maintenance and repair of sealed local roads (10.7% lower), services for youth (9.4% lower), local traffic management (8.2% lower), animal management (8.2% lower), provision and maintenance of parks and gardens (7.5% lower), provision and maintenance of street trees (6.5% lower), footpath maintenance and repairs (6.2% lower), and fortnightly kerbside garbage collection (5.8% lower). Apart from services for youth, the remaining were all statistically significant at the 95% confidence level.

### Raw satisfaction / dissatisfaction percentages

The following table provides a breakdown of satisfaction with all 33 services and facilities into the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more out of 10), those who were “neutral to somewhat satisfied” (rated satisfaction at five to seven), and those who were “dissatisfied” (rated satisfaction at less than five).

It is noted that approximately half or more of the respondents were “very satisfied” with 25 of the 33 included Council provided services and facilities.

Particular attention is drawn to the local library (84.1%), environmental programs and facilities (79.5%), the weekly kerbside green waste collection (76.9%), the fortnightly kerbside recycling collection (74.3%), and the fortnightly kerbside garbage collection (73.8%), with which approximately three-quarters or more of respondents were very satisfied.

There were nine services and facilities with which approximately 15% or more of respondents were dissatisfied, including services for youth (21.0%), maintenance and repair of sealed local roads (19.8%), drains maintenance and repairs (19.0%), local traffic management (17.0%), fire prevention works (16.4%), public toilets (16.0%), the grading of unsealed roads (15.4%), footpath maintenance and repairs (15.0%), and street sweeping (14.7%).





*Nillumbik Shire Council – 2021 Annual Community Survey*

**Satisfaction with selected Council services and facilities**  
**Nillumbik Shire Council - 2021 Annual Community Survey**  
(Number and percent of respondents providing a response)

Service/facility	Dissatisfied	Neutral to somewhat satisfied	Very satisfied	Can't say	Total
Local library	0.3%	15.6%	84.1%	0	189
Environmental programs and facilities	0.4%	20.1%	79.5%	0	182
Weekly kerbside green waste collection	2.5%	20.6%	76.9%	15	501
Fortnightly kerbside recycling collection	4.9%	20.8%	74.3%	9	501
Fortnightly kerbside garbage collection	5.9%	20.3%	73.8%	3	501
Services for children aged 0 to 5 years	3.3%	25.8%	70.9%	1	78
Sports ovals	2.4%	27.0%	70.6%	0	237
Hard rubbish collection	7.1%	24.6%	68.3%	1	277
Education and Learning	0.0%	33.7%	66.3%	0	90
Aquatic and Leisure centres	4.0%	30.4%	65.6%	1	183
Provision and maintenance of street lighting	6.9%	29.5%	63.6%	43	501
Services for seniors	10.0%	27.9%	62.1%	0	37
On and off road bike paths	4.3%	33.7%	62.0%	1	350
Provision & maintenance of parks & gardens	7.9%	31.6%	60.5%	18	501
Horse riding trails	6.2%	33.9%	59.9%	0	16
Animal management	8.3%	34.1%	57.6%	87	501
Arts & cultural events, programs & activities	2.6%	40.2%	57.2%	2	166
Support for local businesses	8.8%	34.2%	57.0%	1	121
Council's website	7.8%	39.7%	52.5%	0	296
Nillumbik News	11.0%	37.5%	51.5%	94	501
Provision and maintenance of street trees	13.5%	35.9%	50.6%	28	501
Parking enforcement	11.2%	38.9%	49.9%	113	501
Services for youth	21.0%	29.1%	49.9%	0	31
Fire prevention works	16.4%	35.3%	48.3%	37	501
Maintenance & cleaning of shopping strips	4.7%	47.6%	47.7%	22	501
Local traffic management	17.0%	39.1%	43.9%	43	501
Footpath maintenance and repairs	15.0%	42.5%	42.5%	55	501
Litter collection in public areas	8.6%	49.6%	41.8%	24	501
Street sweeping	14.7%	45.0%	40.3%	74	501
Drains maintenance and repairs	19.0%	43.3%	37.7%	35	501
Maintenance & repairs of local sealed roads	19.8%	43.3%	36.9%	3	501
Grading of unsealed roads	15.4%	49.1%	35.5%	119	501
Public toilets	16.0%	54.6%	29.4%	0	230



### ***Importance and satisfaction cross tabulation***

The following graph provides a cross-tabulation of the average importance of each of the thirty-three included Council services and facilities against the average satisfaction with each service and facility.

The grey crosshairs represent the metropolitan Melbourne average importance (9.09) and satisfaction (7.53) with Council services and facilities as recorded in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research.

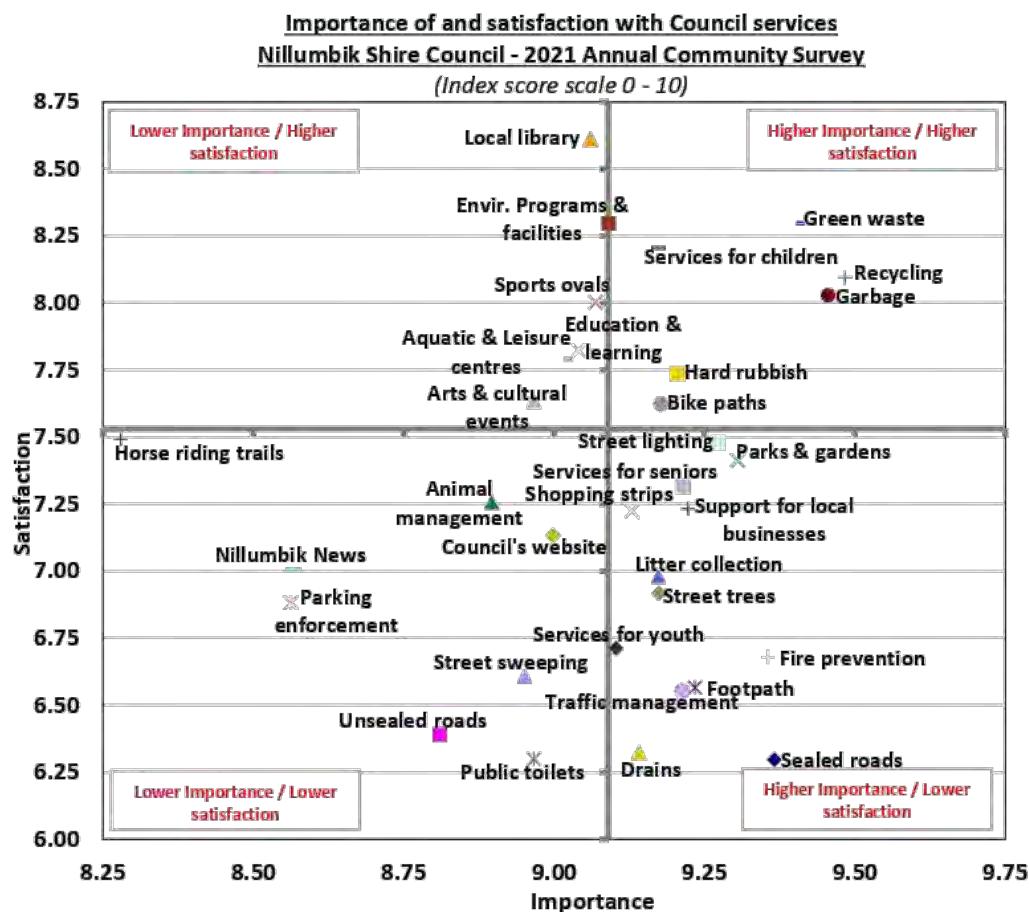
Services located in the top right-hand quadrant are more important than average and have received higher than average satisfaction. The services and facilities in the lower right-hand quadrant are those that are more important than average, but with which respondents were less satisfied than average. This quadrant represents the services and facilities of most concern.

Attention is drawn to the following results:

- All the **waste and recycling services** (garbage, recycling, green waste, and hard rubbish) were of higher-than-average importance and higher than average satisfaction. This is a critical result highlighting the fact that the community is satisfied with the performance of Council providing these core services.
- The **local library** was the highest rated service in terms of satisfaction, but remains of marginally lower than average importance. Despite this unusually low importance, the library clearly remains a critical service which is highly valued by the community.
- Most of the **health and human services** were of average or higher than average importance, and higher than average satisfaction. Youth services was the main exception this year, reporting a measurably lower than average satisfaction.
- The provision and maintenance of **parks and gardens** was of higher-than-average importance and average satisfaction, whilst sports ovals received significantly higher satisfaction but was of average importance.
- All the **arts and culture, sports and recreation** services and facilities received higher than average satisfaction scores but were of marginally to somewhat lower than average importance. This clearly reflects the fact that these services and facilities are accessed or used by only a sub-set of the community and are often perceived as less critical than waste, transport and health and human services, and therefore tend to receive somewhat lower importance scores.
- The services and facilities of most concern again this year include **sealed local roads, footpaths, drains, traffic management, fire prevention, services for youth, and street trees**. It is important to note however that satisfaction with all these services were at “solid” to “good” levels.



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**Satisfaction by broad service areas**

This report provides a summary of satisfaction with the 33 included services and facilities by broad service, as outlined in the following graphs.

Satisfaction with the nine broad service areas can best be summarised as follows:

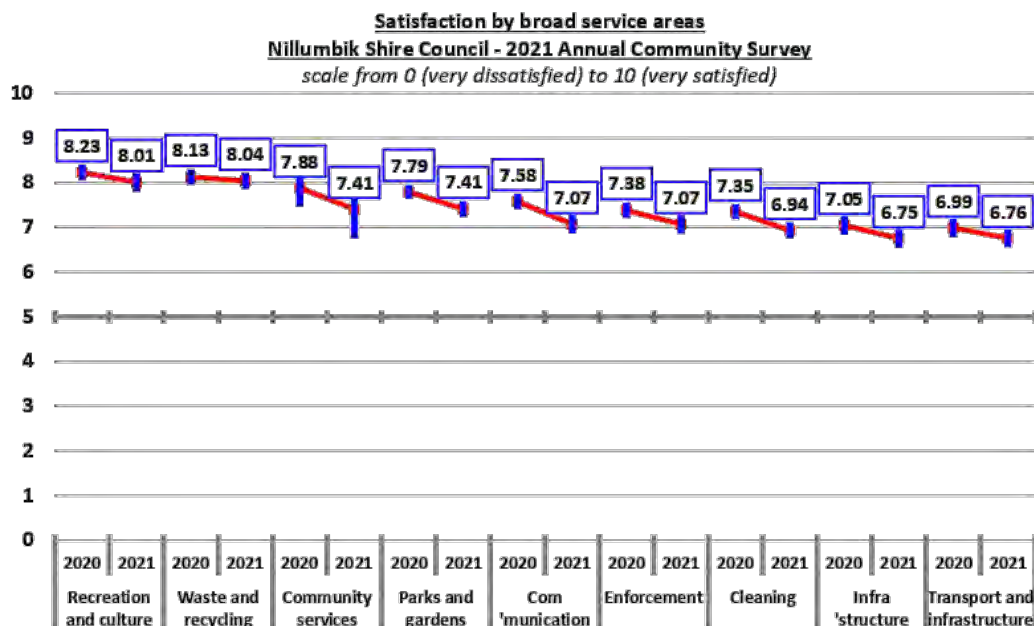
- **Excellent** – for Recreation and Leisure, Waste and Recycling.
- **Very Good** – for Community Services and Parks and Gardens.
- **Good** – for communications, enforcement, cleaning, infrastructure, and transport infrastructure.

Satisfaction with all nine broad service areas declined somewhat this year, with the decline most evident in relation to community services, primarily a decline in satisfaction for the small sample of respondents using youth services this year.



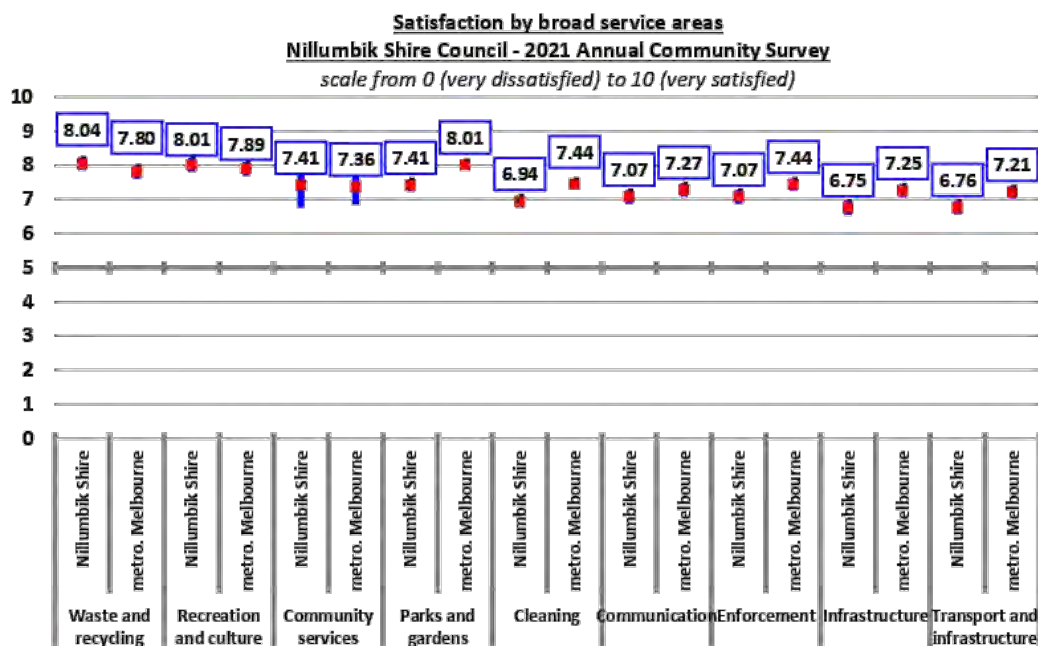


*Nillumbik Shire Council – 2021 Annual Community Survey*

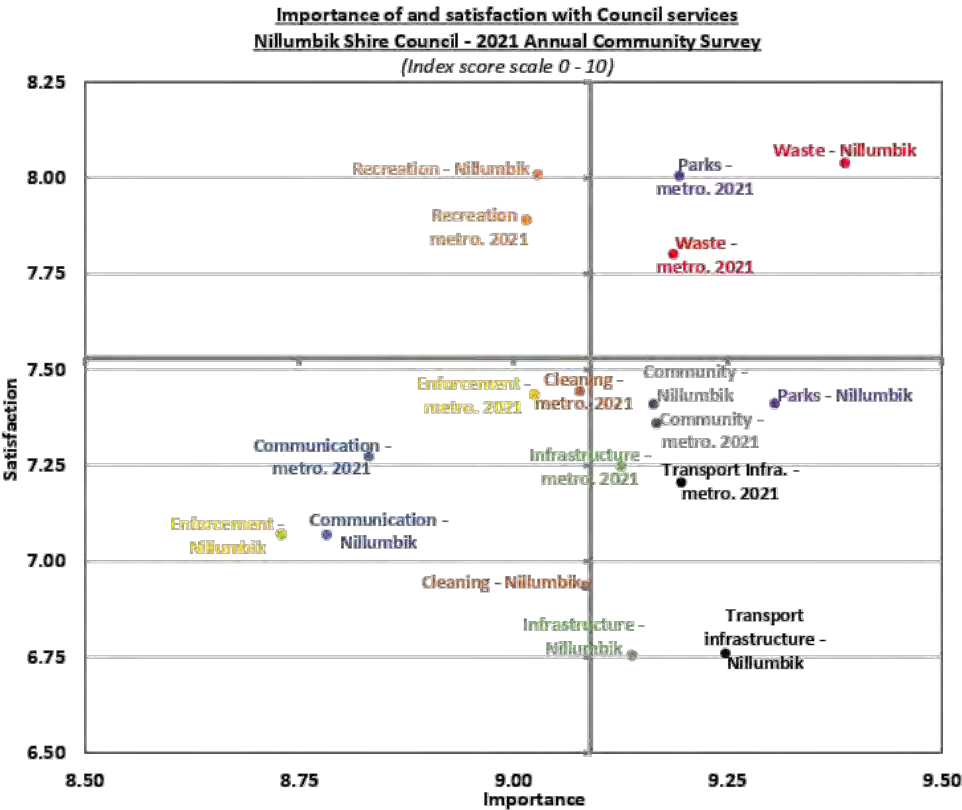


The following graph provides a comparison to the metropolitan Melbourne average satisfaction with these seven broad service areas as recorded in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research.

It is noted that satisfaction with waste and recycling, recreation and culture, and community services were marginally more satisfied in the Nillumbik Shire, whilst satisfaction with the remaining six were somewhat lower. It was measurably lower for parks and gardens, cleaning, infrastructure, and transport infrastructure.

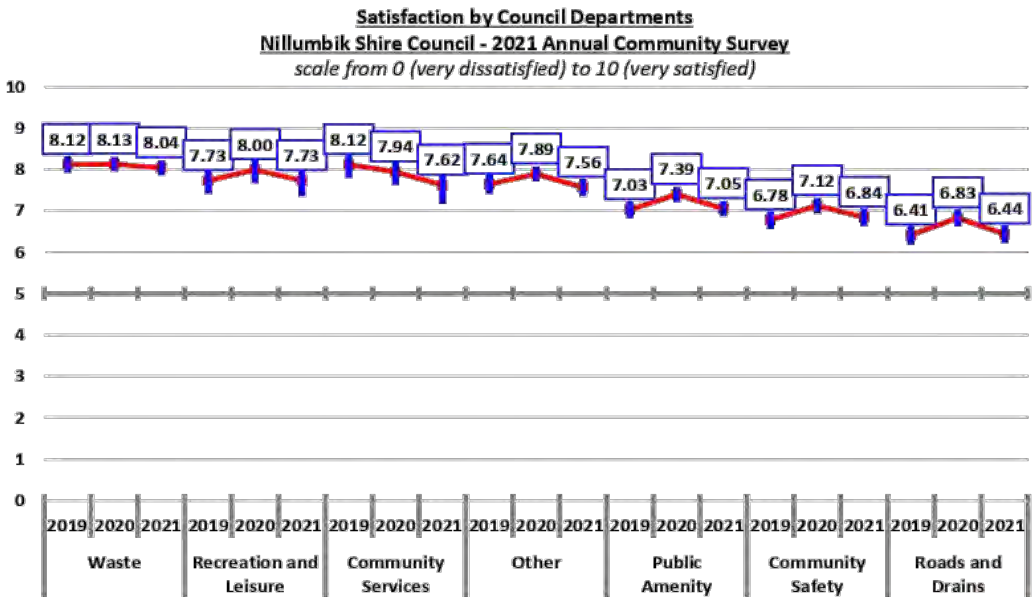


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Satisfaction by Council departmental area

The following graph provides a comparison of satisfaction with the seven departments specified by Council. A detailed discussion with each area is outlined in the following section.

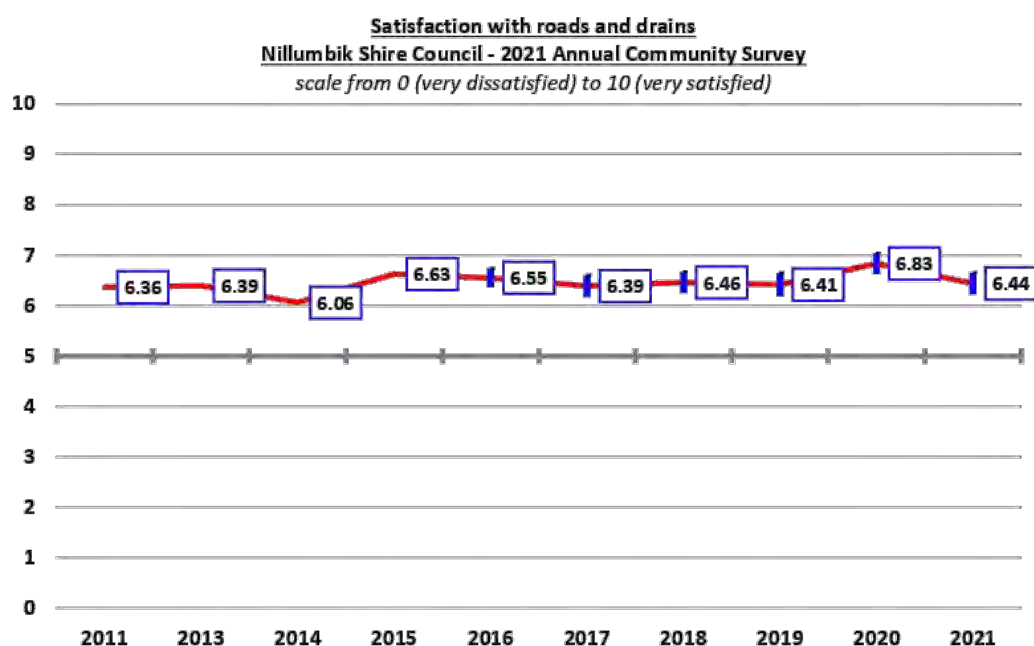




## Roads and drains

Satisfaction with the four roads and drains services and facilities (grading unsealed roads, sealed local roads, footpaths, and drains) declined measurably this year, down 5.7% to 6.44, which is a “solid” down from a “good” level of satisfaction.

This decline reverses the significant increase in satisfaction recorded last year and returns satisfaction closer to the long-term average since 2011 of 6.45.



The following graph provides a crosstabulation of the importance of and satisfaction with these four services and facilities for each of the last three years.

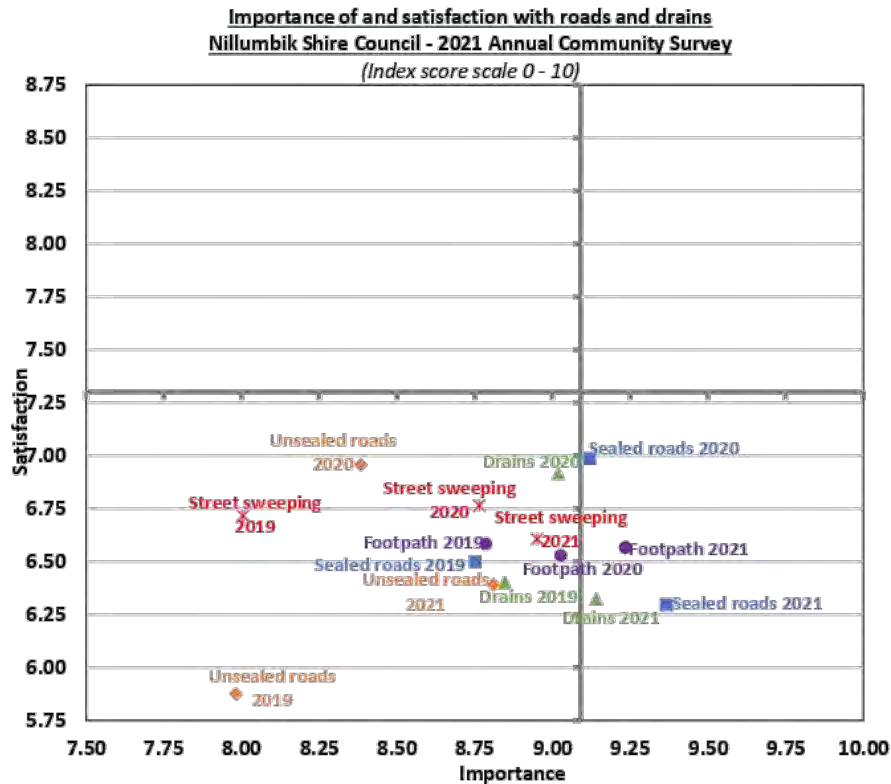
It is noted that satisfaction with all four services and facilities declined somewhat this year, whilst the importance increased marginally.

The increases were most evident for maintenance and repair of sealed local roads (down 9.8%), drains maintenance and repairs (down 8.5%), and the grading of unsealed roads (down 8.2%).

All four of these services received lower than average satisfaction scores in each of the last three years. Particular attention is drawn to the maintenance and repair of sealed local roads and footpath maintenance and repairs, as these two services have in most years been rated at higher than average importance.

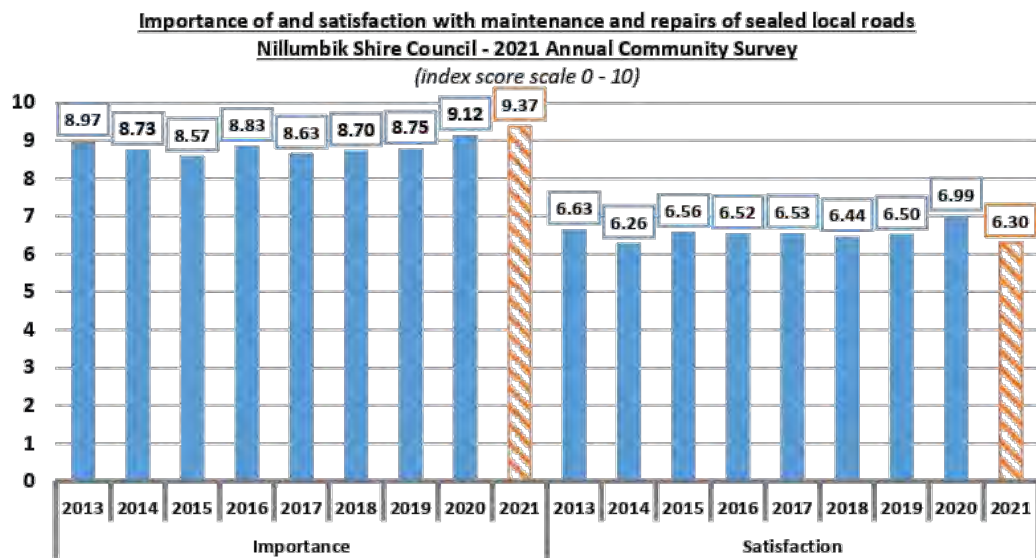


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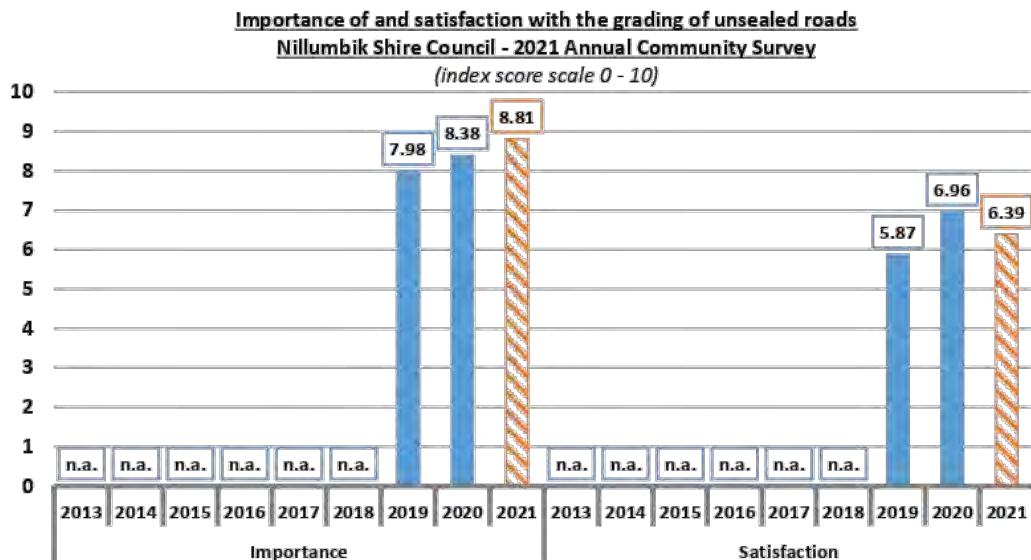
**Maintenance and repairs of sealed local roads**

The importance of the maintenance and repairs of sealed local roads increased somewhat this year, up 2.7% to 9.37, which ranks this the 4<sup>th</sup> most important of the 33 included services and facilities. Satisfaction with this service declined 9.8% this year and is now at a “solid”, down from a “good” level. This service was ranked 33<sup>rd</sup>, down from 26<sup>th</sup>.



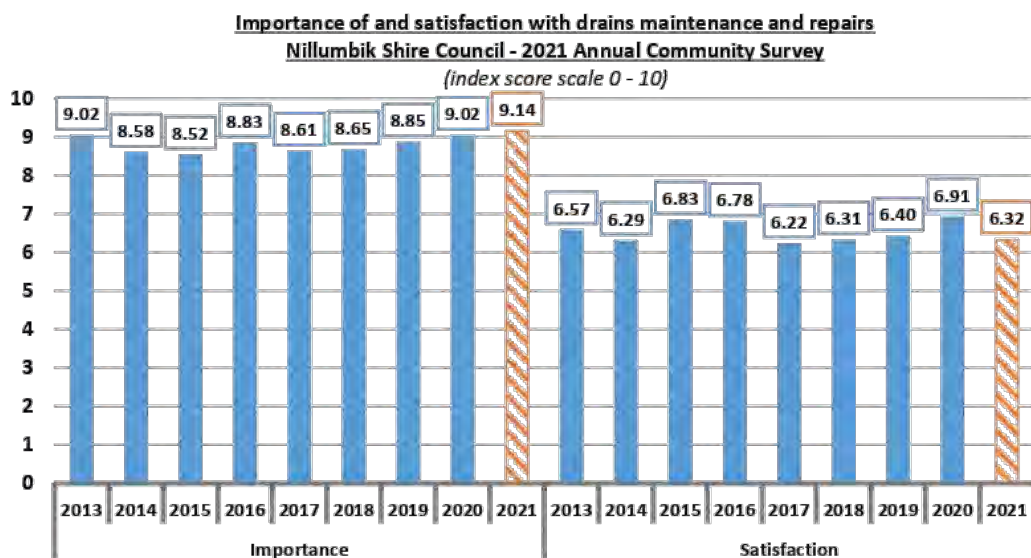
### Grading of unsealed local roads

The importance of grading of unsealed local roads increased the second consecutive year, up 5.1% to 8.81, which ranks the service 30<sup>th</sup> of the 33 services and facilities. Satisfaction declined measurably this year, down 8.2% to 6.39, which is now a “solid” down from “good” level, and one that ranks the service 30<sup>th</sup> of the 33 included services and facilities.



### Drains maintenance and repairs

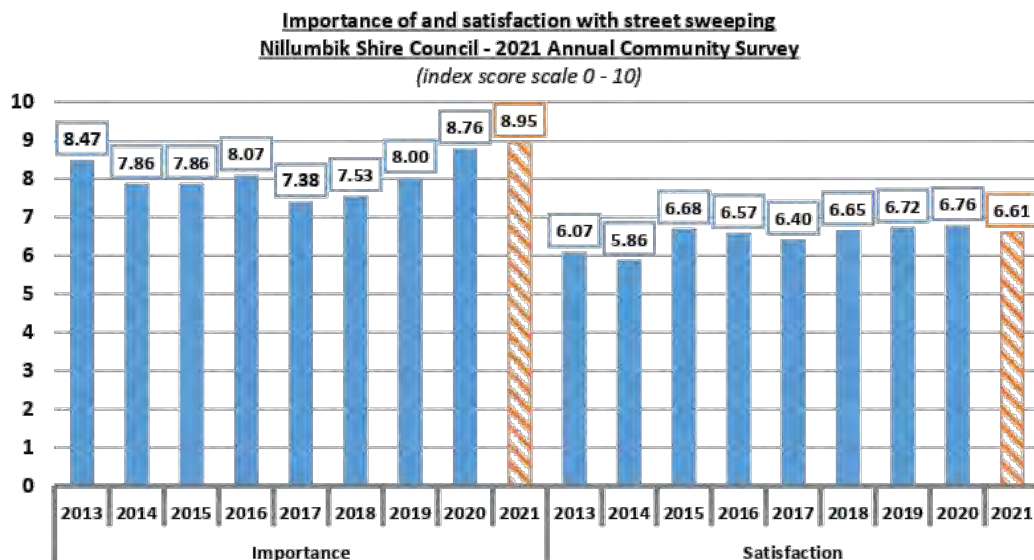
The importance of drains maintenance and repairs increased 1.3% this year, which ranks the service the 17<sup>th</sup> most important of the 33 included services and facilities. Satisfaction declined measurably this year, down 8.5% to 6.32, which is a “solid” down from a “good” level and ranks the service 31<sup>st</sup> of the 33 included services and facilities.



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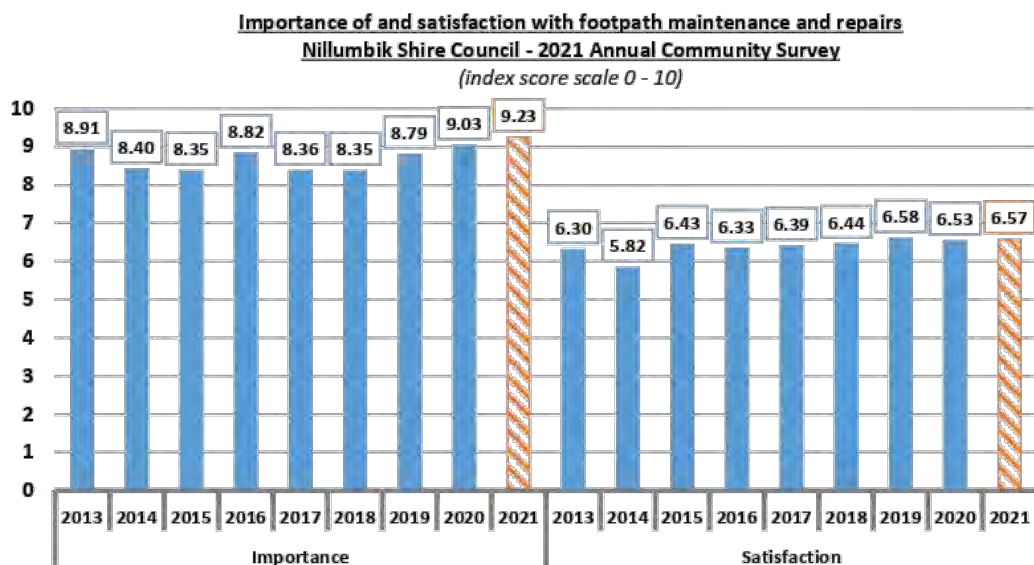
### Street sweeping

The importance of street sweeping increased marginally again this year, up 2.2%, which ranks the service the 28<sup>th</sup> most important of the 33 included services and facilities. Satisfaction declined only marginally, down 2.2% to 6.61 and remains “good” and ranked 27<sup>th</sup>.



### Footpath maintenance and repairs

The importance of footpath maintenance and repairs increased marginally again this year, up 2.2% and is now the 8<sup>th</sup> most important of the 33 included services and facilities. Satisfaction increased marginally this year, up less than one percent to 6.57, remains at a “good” level and one that ranks the service 28<sup>th</sup> of the 33 included services and facilities.



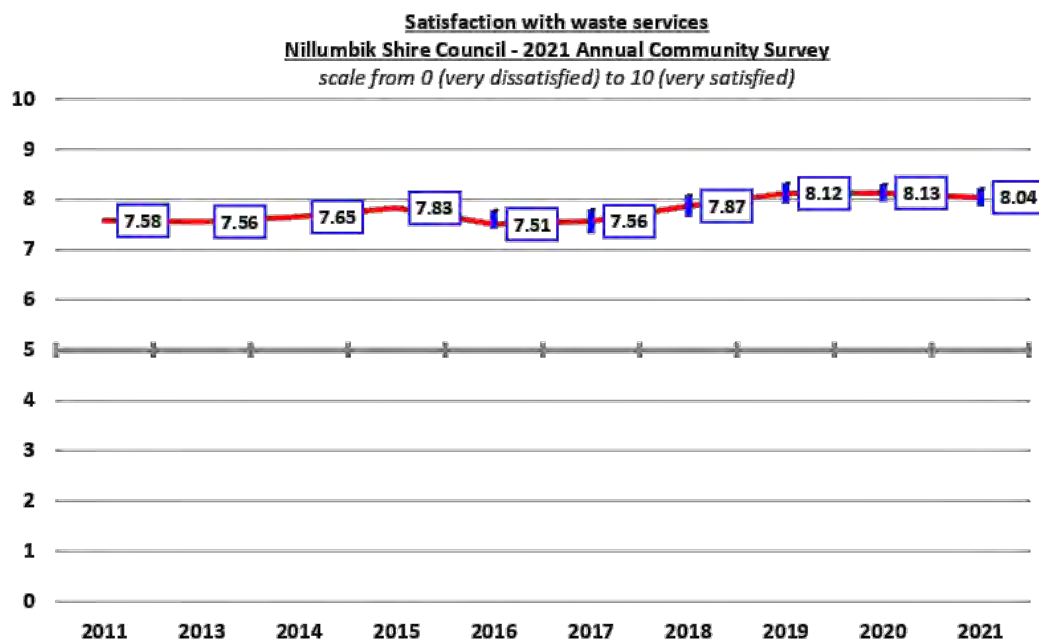


## Waste

The average satisfaction with the four waste and recycling collection services (kerbside green waste, recycling, garbage, and hard rubbish collection) declined very marginally this year, down just 1.1% to 8.04, and remains at an “excellent” level. The average satisfaction with the four waste services has been recorded at an “excellent” level in each of the last four years.

This decline was not statistically significant, and is a positive result given that the average satisfaction with the 33 services and facilities declined 3.9%.

Satisfaction with the three kerbside collection services all remain at “excellent” levels, with hard rubbish at a “very good” and almost an “excellent” level.



The following graph provides the crosstabulation of the average importance of and satisfaction with these four waste services.

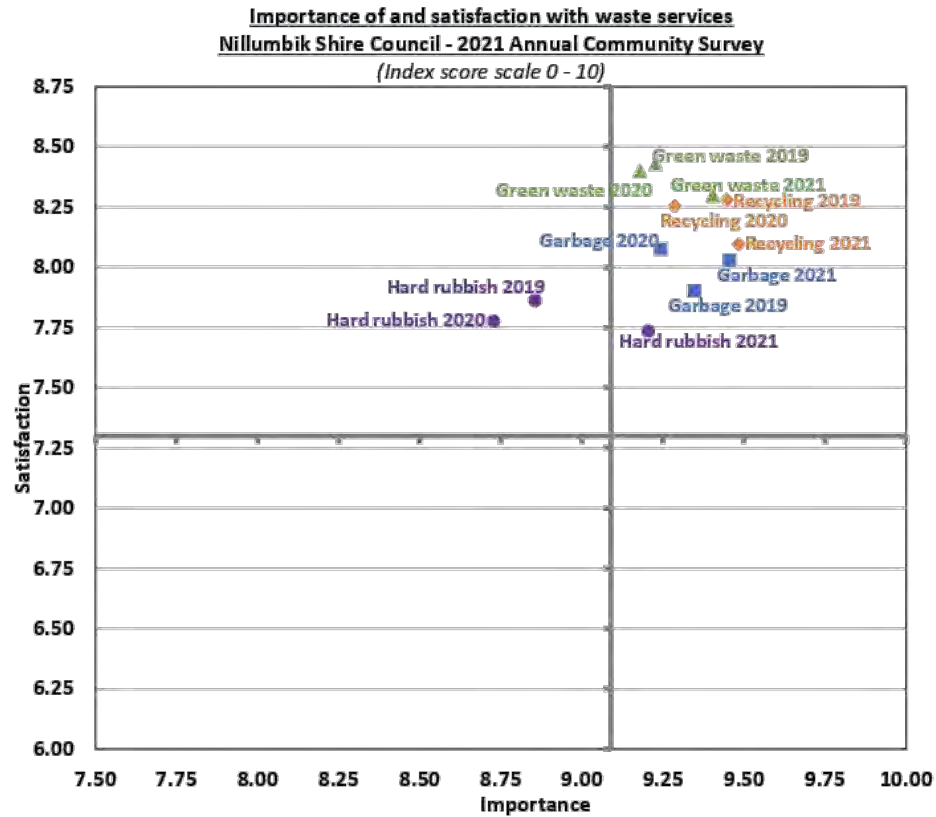
Attention is drawn to the fact that all four of these services were of higher-than-average importance, and all four received higher than average satisfaction scores.

These results confirm a high level of satisfaction by the community with these services that the community consider to be of very much higher than average importance.





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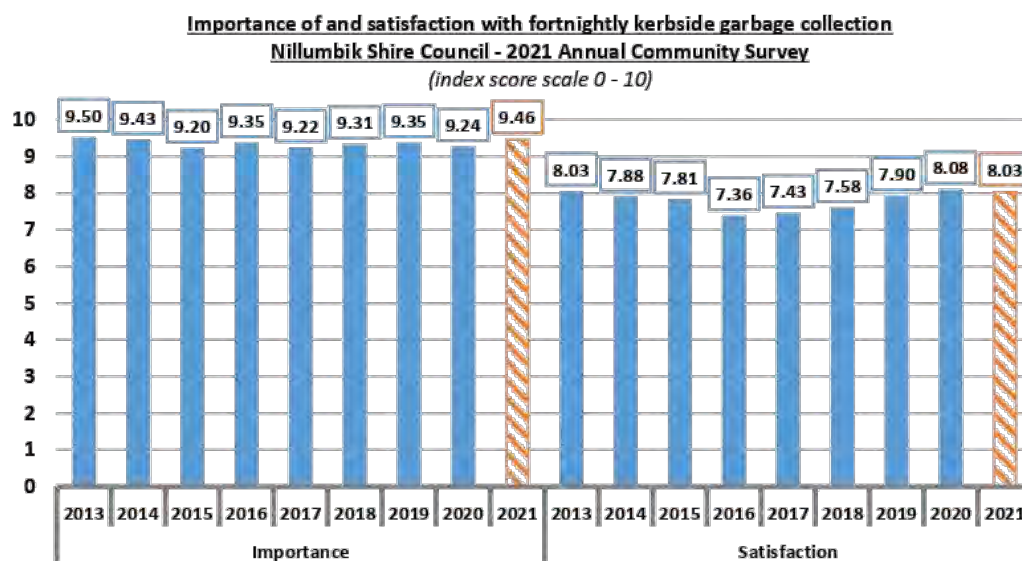
**Fortnightly kerbside garbage collection**

The importance of the fortnightly kerbside garbage collection increased somewhat this year, up 2.4% to 9.46, which ranks this the 2<sup>nd</sup> most important of the 33 included services and facilities.

Satisfaction remains stable at a very high score of 8.03, which is an “excellent” level of satisfaction and one that ranks the service 6<sup>th</sup> of the 33 included services and facilities.



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The 29 respondents who were dissatisfied with the fortnightly regular garbage collection service provided a total of 32 reasons why they were dissatisfied, as outlined in the following table.

The most common responses related to a preference that the service be a weekly rather than a fortnightly service.

**Reasons for rating satisfaction with fortnightly kerbside garbage collection less than 6**  
**Nillumbik Shire Council - 2021 Annual Community Survey**  
(Number of responses)

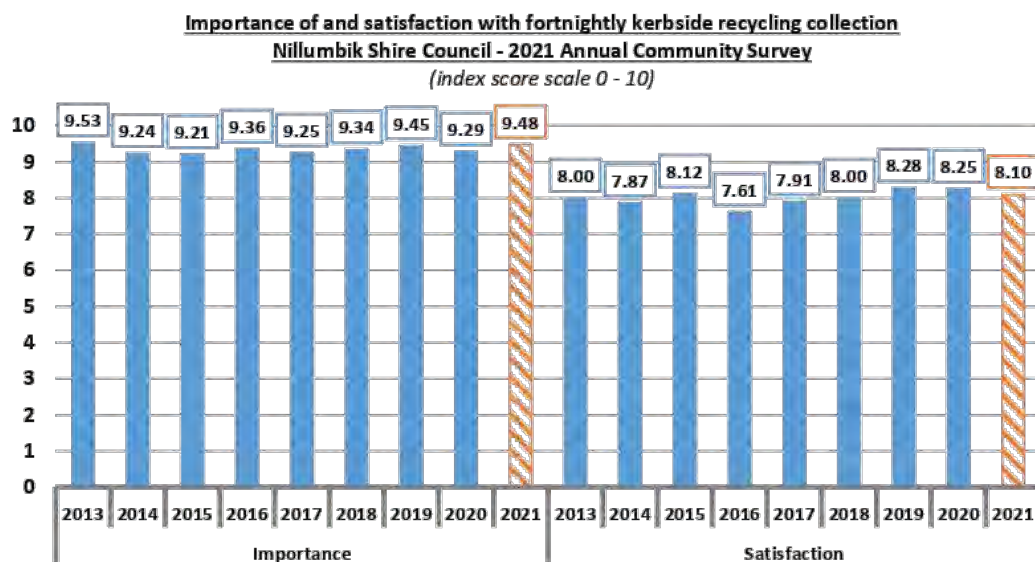
Response	Number
It should be weekly	10
Not frequent enough, need to be more	6
Bins are small	2
Collectors don't take properly	2
Miss the bins and very late in collecting	2
Bins overflowing	1
Driver moved our bin	1
Garbage collection only once every fortnight	1
I hate having to put out the bin every second week. It smells	1
Inconsistent collection	1
More regular collection	1
Not enough bins	1
They won't pick up our bins. We get it privately done	1
Want weekly collection, rubbish cannot fit in	1
Way too long	1
<b>Total</b>	<b>32</b>



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## Fortnightly kerbside recycling collection

The importance of the fortnightly kerbside recycling collection service increased somewhat last year, reverses the marginal decline recorded last year. This service remains the most important of the 33 included services and facilities. Satisfaction declined marginally but not measurably this year, down 1.8% to 8.10, which remains “excellent” and is ranked 5<sup>th</sup>.



The 24 respondents dissatisfied with the fortnightly kerbside recycling collection service provided a total of 23 reasons why they were dissatisfied, as outlined in the following table. The most common reasons why respondents were dissatisfied was a preference that the collection be weekly instead of fortnightly.

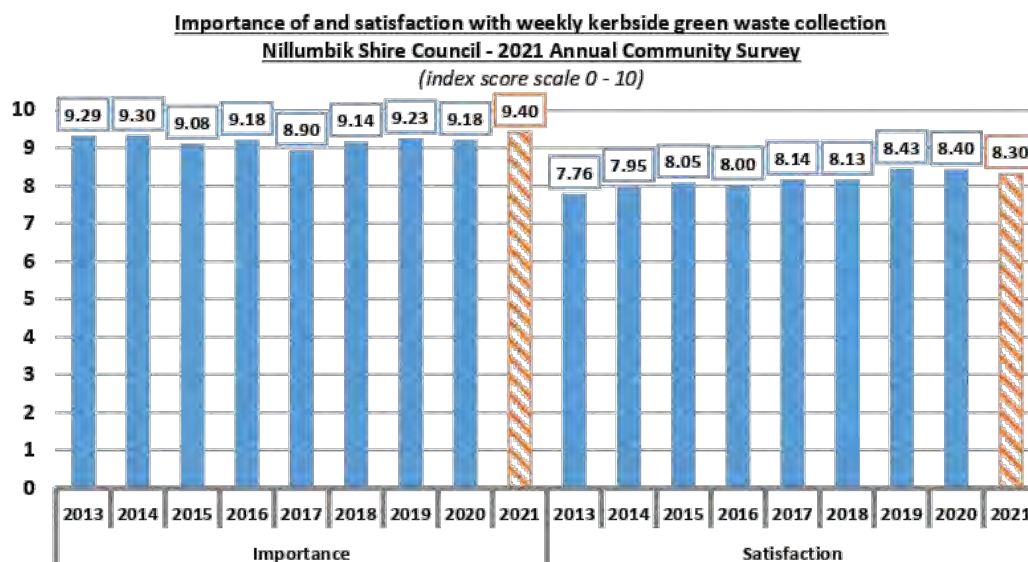
**Reasons for rating satisfaction with fortnightly kerbside recycling collection less than 6**  
**Nillumbik Shire Council - 2021 Annual Community Survey**  
(Number of responses)

Response	Number
Weekly collection preferred	8
Need to be more often than fortnightly	6
Goes to landfill	2
Extra bins	1
Half empty the bins	1
More regular	1
Not clear where to put stuff	1
Not emptied properly	1
Unclear for recycling	1
Yellow bin goes the same way as red bins	1
<b>Total</b>	<b>23</b>



## Weekly kerbside green waste collection

The importance of the weekly kerbside green waste collection service increased somewhat this year to its highest importance score of 9.40, making this the 3<sup>rd</sup> most important of the 33 included services and facilities. Satisfaction declined marginally this year, down 1.2% to 8.30, although it remains “excellent” and ranked 3<sup>rd</sup> in terms of satisfaction this year.



The 12 respondents dissatisfied with the weekly kerbside green waste collection provided a total of six responses as to why they were dissatisfied, as outlined in the following table.

**Reasons for rating satisfaction with weekly kerbside green waste collection less than 6**  
Nillumbik Shire Council - 2021 Annual Community Survey  
(Number of responses)

Response	Number
Bin left in the middle of the driveway despite complaints	1
Bins are not cleaned properly	1
Fortnightly insufficient	1
Green bin inadequate	1
The waste truck drives on my driveway	1
Too infrequent	1
<b>Total</b>	<b>6</b>

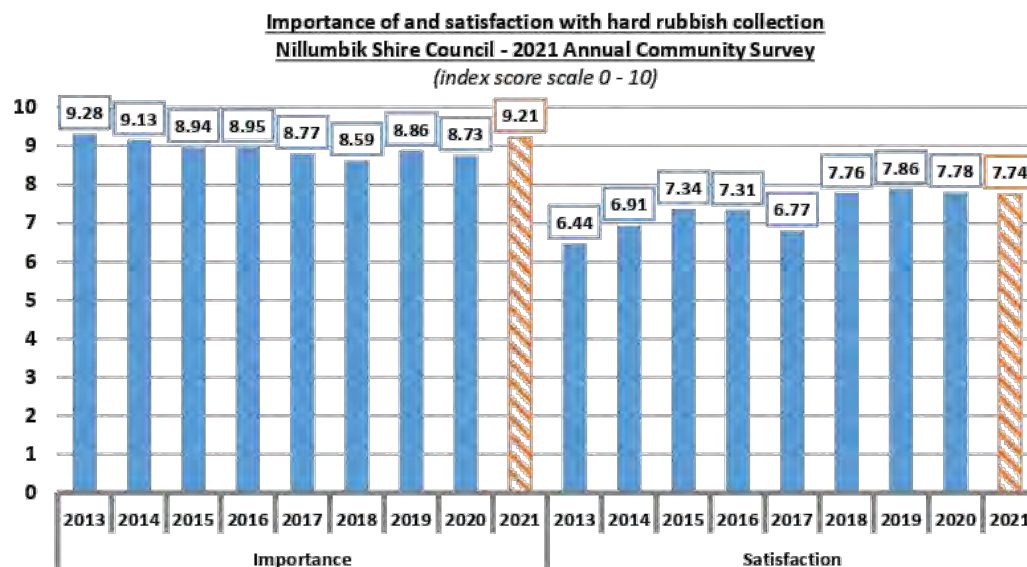




*Nillumbik Shire Council – 2021 Annual Community Survey*

## Hard rubbish collection

The importance of the hard rubbish collection strongly increased this year, up 5.5% to 9.21, which is the second highest importance for this service and one that ranks it 12<sup>th</sup> of the 33 included services. Satisfaction remained essentially stable this year at 7.74, which is “very good” and one that ranks the service 10<sup>th</sup> of the 33 included services and facilities.



## Satisfaction with selected aspects of Council's waste services

Respondents were asked:

*“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with the following aspects of Council's waste services?”*

Respondents were again in 2021, asked to rate their satisfaction with the reliability of the bin collection services, as well as satisfaction with the bin education program.

Satisfaction with the reliability of the bin collection services declined measurably this year, down four percent to 8.21, although it remains at an “excellent” level of satisfaction. If this variable were included as a service in the main question, it would rank as the 4<sup>th</sup> most satisfied service.

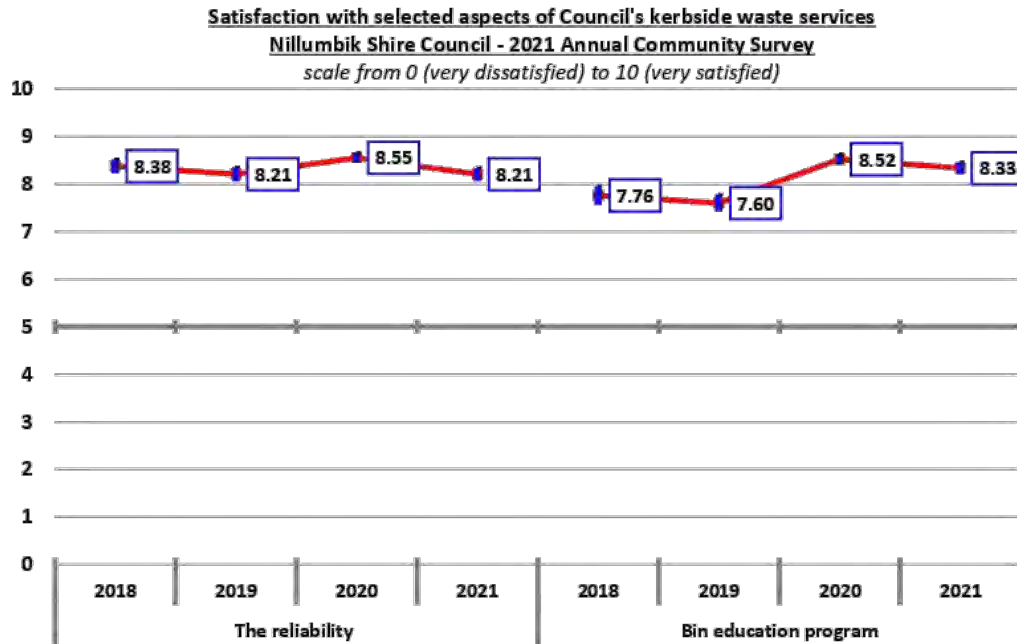
Satisfaction with the bin education program also declined somewhat this year, down 2.2% to 8.33, although it remains at an “excellent” level. If this variable were included as a service in the main question, it would rank as the 2<sup>nd</sup> most satisfied service.

The decline in satisfaction with these two aspects is likely to largely reflect the general small decline in satisfaction with Nillumbik Council discussed throughout this report this year, rather than a specific increased dissatisfaction with these two services.



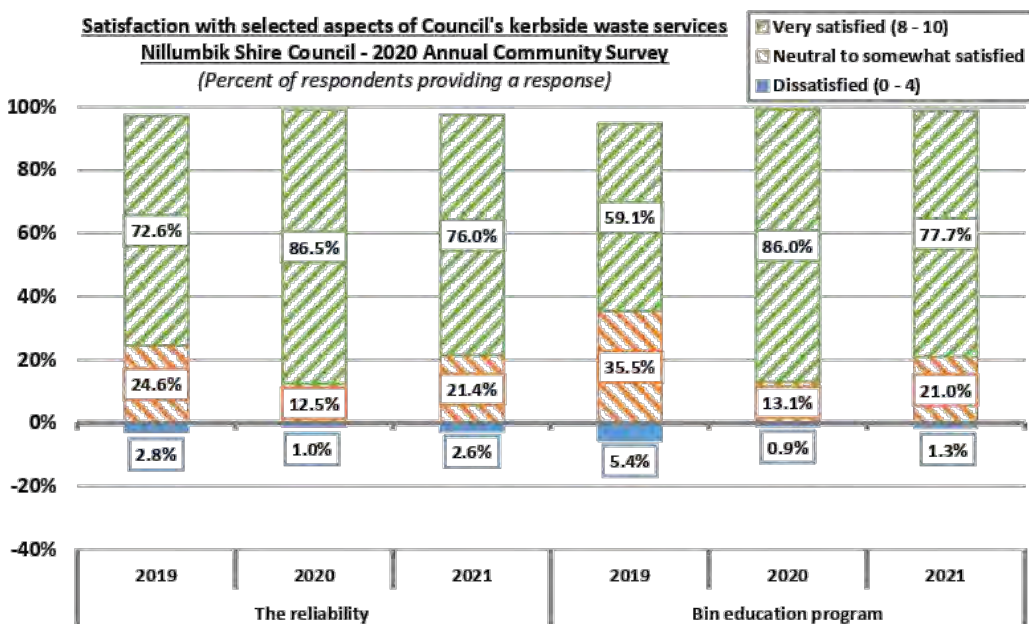


*Nillumbik Shire Council – 2021 Annual Community Survey*



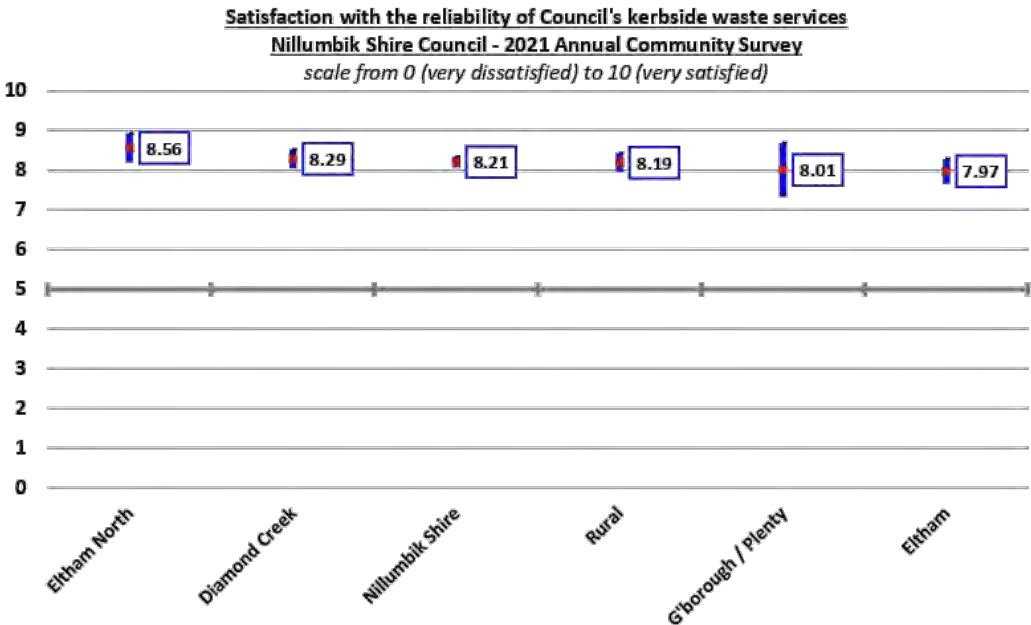
The following graph provides a breakdown of these results into the proportion of respondents who were “very satisfied” (rated satisfaction at eight or more out of 10), those who were “neutral to somewhat satisfied” (rated five to seven), and those who were “dissatisfied” (rated satisfaction at less than five).

Attention is drawn to the fact that, despite a decline this year, more than three-quarters of respondents were “very satisfied” with these two aspects of the waste services, whilst less than three percent were dissatisfied.

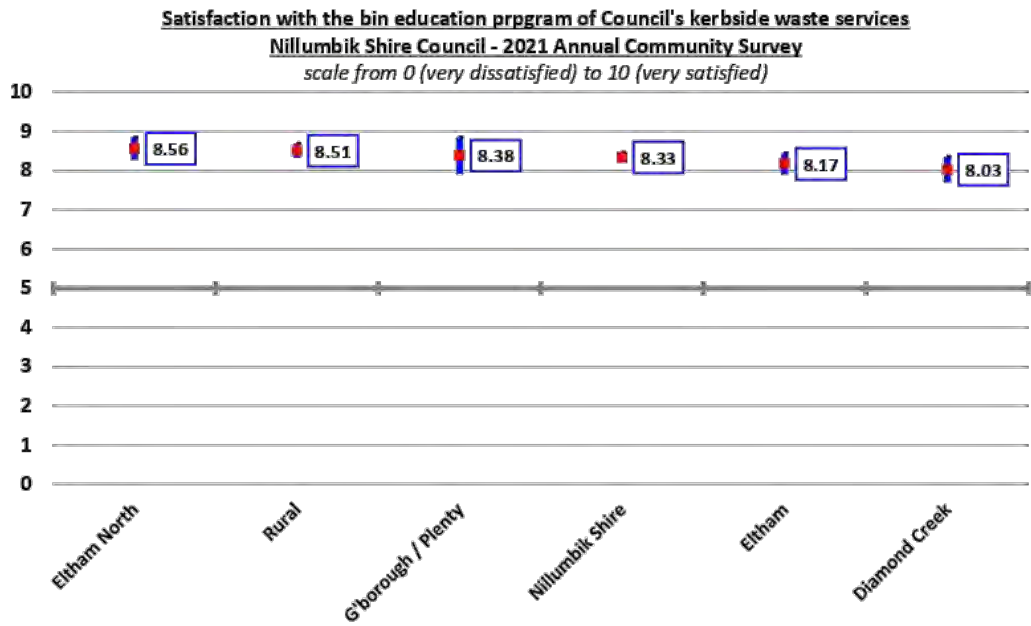


*Nillumbik Shire Council – 2021 Annual Community Survey*

There was no statistically significant variation in satisfaction with the reliability of the bin collection services observed across the municipality, with respondents in all precincts rated satisfaction at “excellent” levels.



There was no statistically significant variation in satisfaction with the bin education program observed across the municipality, with respondents in all precincts rated satisfaction at “excellent” levels.

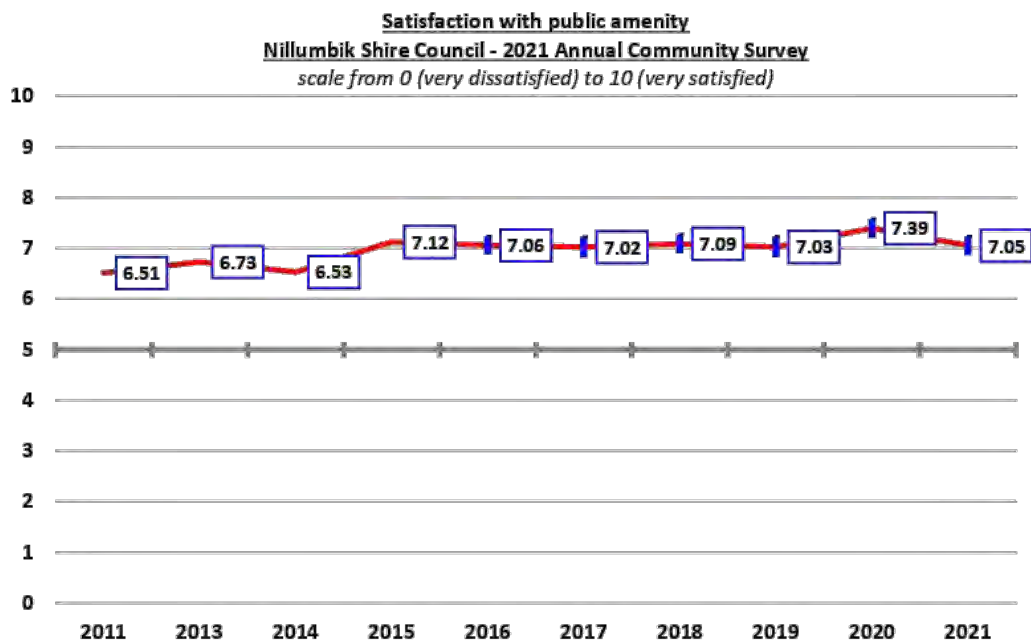


### **Public amenity**

The average satisfaction with the six public amenity services and facilities (maintenance and cleaning of shopping strips, street lighting, street trees, public toilets, parks, gardens, and reserves, and litter collection in public areas) declined somewhat, but not measurably this year, down 4.6% to 7.05.

This is a “good”, down from the unusually high “very good” recorded in 2020.

This small decline this year has brought the average satisfaction with these services down closer to the long-term average since 2011 of 6.95.



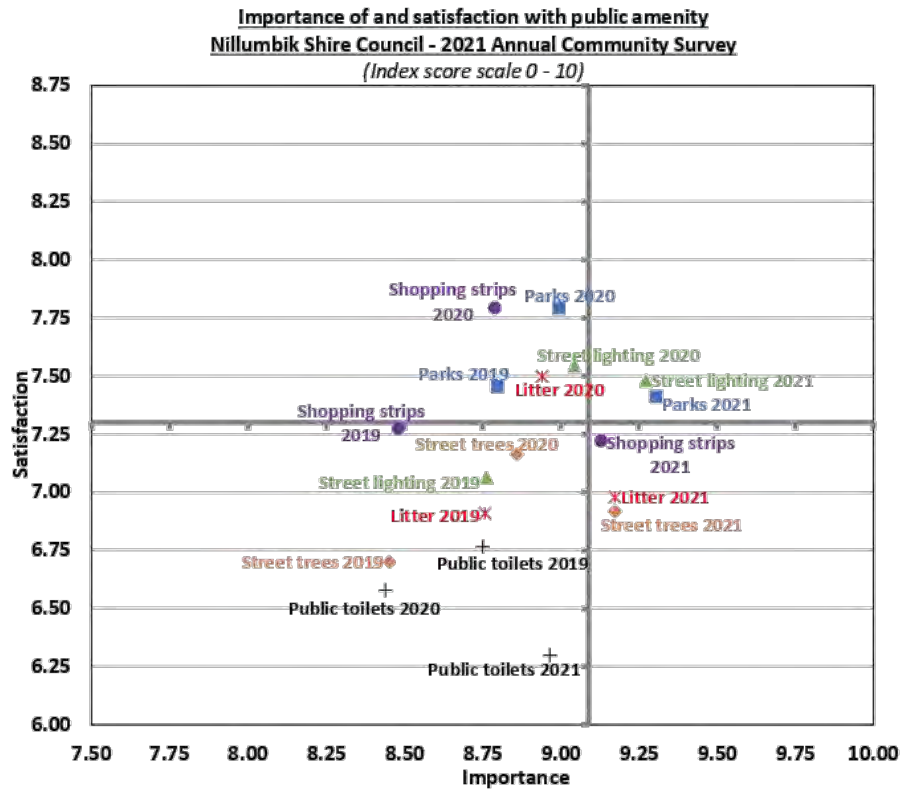
The following graph provides a cross tabulation of the average importance of and satisfaction with these six services and facilities over the last three years.

It is noted that satisfaction with all six services declined this year, particularly for public toilets, parks, gardens, and reserves, litter collection in public areas, and the maintenance and cleaning of shopping strips. Many of these declines reversed the unusually high results recorded in 2020.

The services of most concern in 2021 were street trees, litter collection in public areas, and the maintenance and cleaning of shopping strips. All three of these services were of marginally higher than average importance but received lower than average satisfaction.

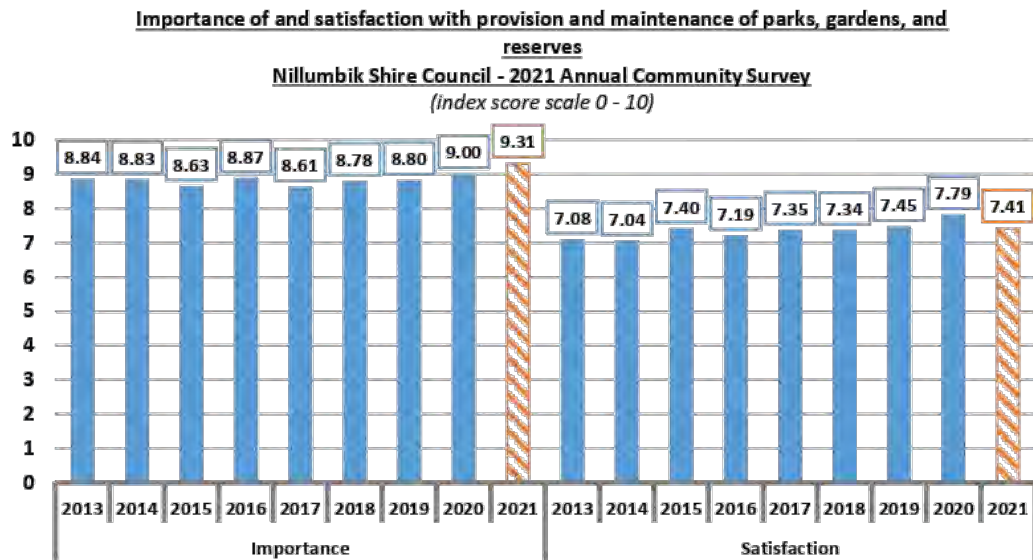


*Nillumbik Shire Council – 2021 Annual Community Survey*



**Provision and maintenance of parks, gardens, and reserves**

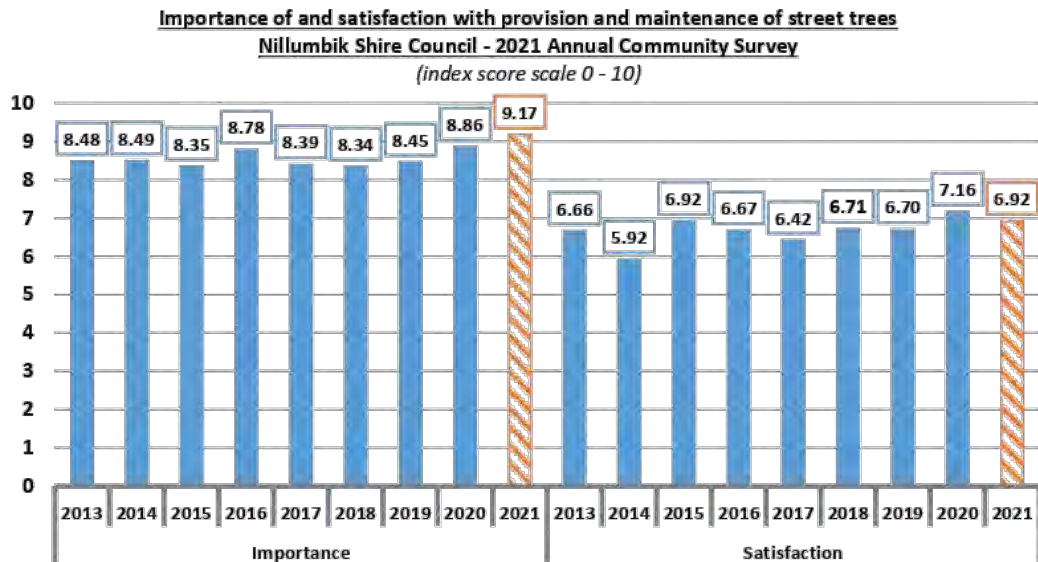
The importance of the provision and maintenance of parks, gardens, and reserves increased somewhat this year, up 3.4% to 9.31, which ranks this the 6<sup>th</sup> most important of the 33 included services and facilities. Satisfaction declined measurably this year, down 4.9% to 7.41, which is a “very good”, down from an “excellent” level, and ranks the service 15<sup>th</sup>.





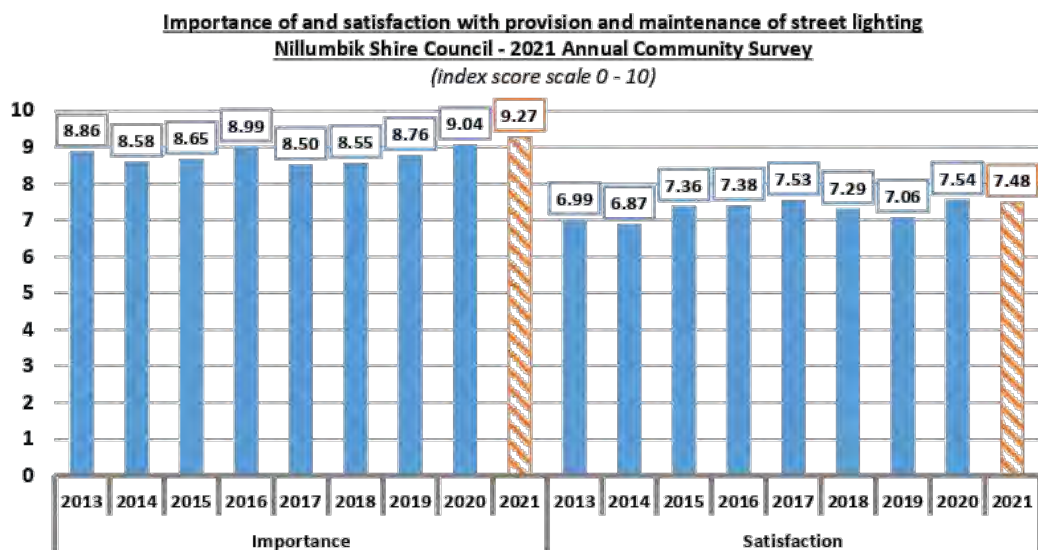
### Provision and maintenance of street trees

The importance of the provision and maintenance of street trees increased again this year, the second consecutive increase in importance, up 3.5% to its highest result, which ranks this the 14<sup>th</sup> most important of the 33 included services and facilities. Satisfaction declined marginally this year, down less than one percent to 6.92, remains “good” and ranked 23<sup>rd</sup>.



### Provision and maintenance of street lighting

The importance of the provision and maintenance of street lighting increased somewhat this year, up 2.5% to 9.27, which ranks the service the 7<sup>th</sup> most important of the 33 included services and facilities. Satisfaction declined by less than one percent this year, but remains at a “very good” level, and ranked 14<sup>th</sup> of the 33 services and facilities.

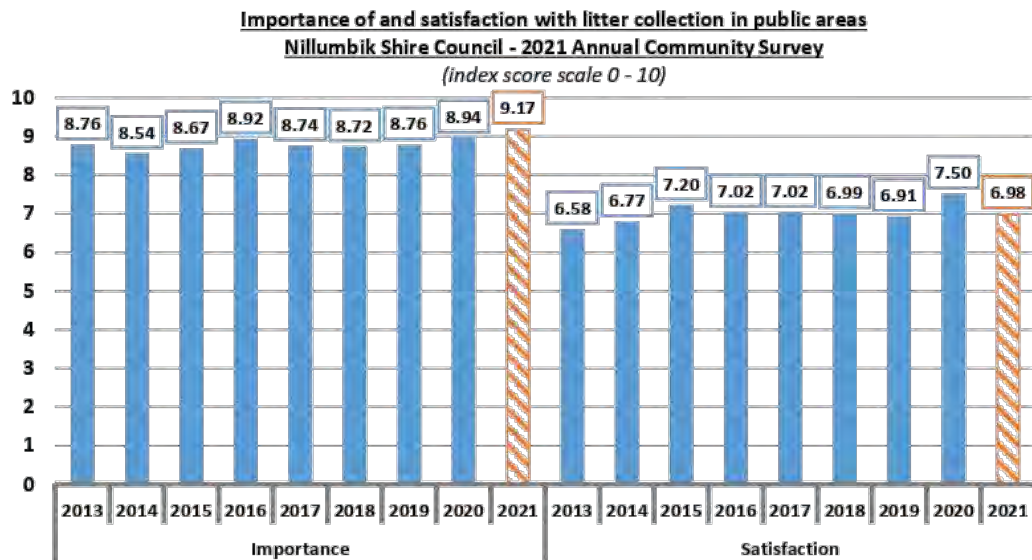




*Nillumbik Shire Council – 2021 Annual Community Survey*

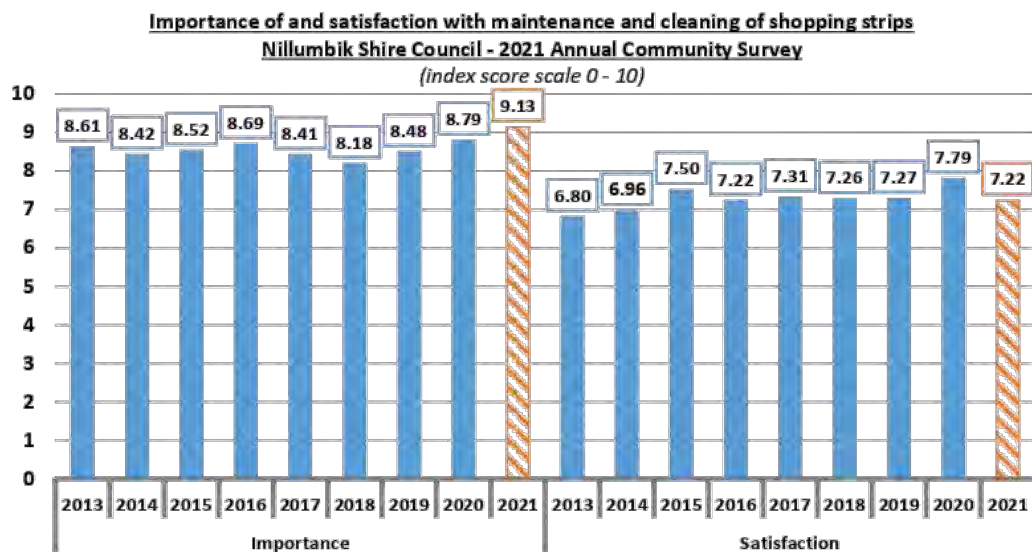
### Litter collection in public areas

Litter collection in public areas was the 16<sup>th</sup> most important of the 33 included services and facilities, despite increasing in importance marginally this year. Satisfaction declined measurably this year, down 6.9% to 6.98, reversing the unusually high result from 2020. Litter collection was ranked 22<sup>nd</sup> in terms of satisfaction this year.



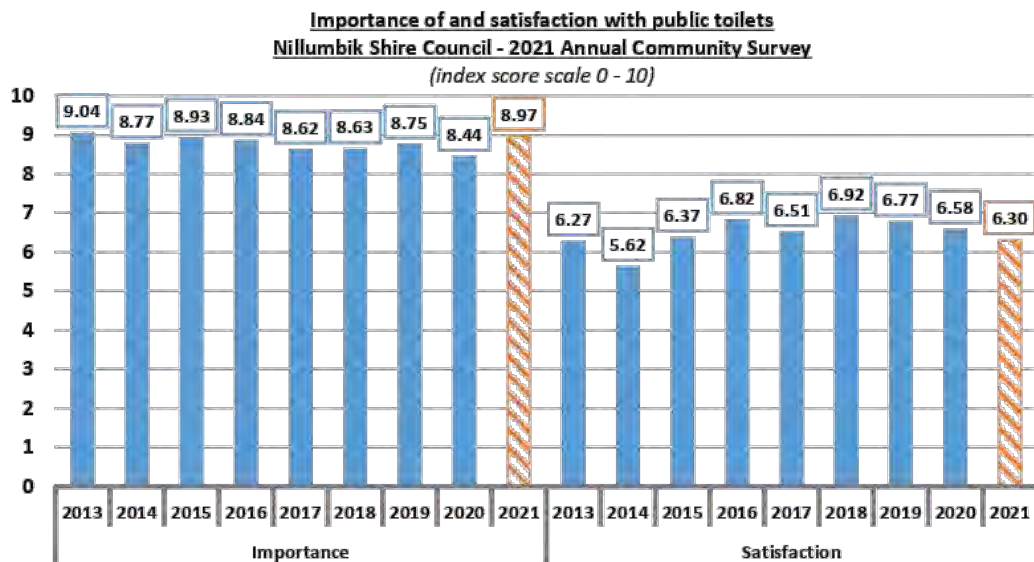
### Maintenance and cleaning of shopping strips

The importance of the maintenance and cleaning of shopping strips increased marginally this year, up 3.9% to 9.13, ranking it the 18<sup>th</sup> most important of the 33 included services and facilities. Satisfaction declined measurably this year, down 7.3% to 7.22, reversing the unusually high result recorded last year. This service was ranked 19<sup>th</sup> in terms of satisfaction.



## Public toilets

The importance of public toilets increased sharply this year, reversing the unusually low result last year, and ranking this the 27<sup>th</sup> most important service. Satisfaction continued to decline again this year, down 4.3% from 2020, and down nine percent since the recent score of 6.92 back in 2018. Satisfaction with public toilets were ranked 32<sup>nd</sup> of the 33 services and facilities.



## Community safety

The average satisfaction with the four community safety services and facilities (animal management, parking enforcement, local traffic management, and fire prevention works) declined marginally but not measurably this year, down 3.9% to 6.84.

This remains a “good” level of satisfaction, and despite the decline of 3.9% this year, it remains above the long-term average for community safety services and facilities since 2011 of 6.66.

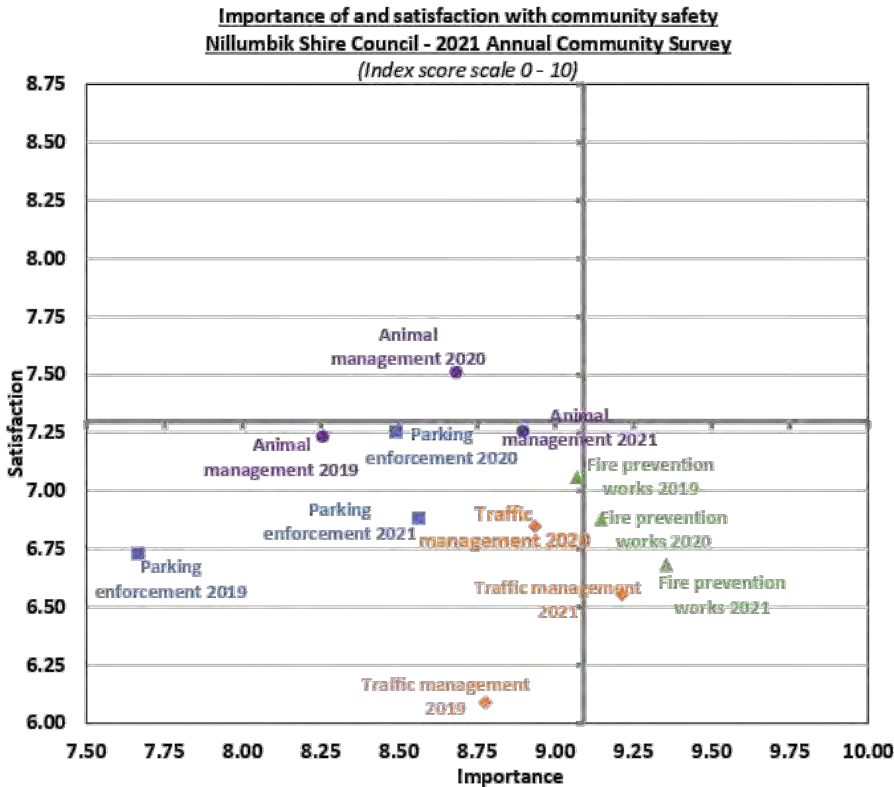
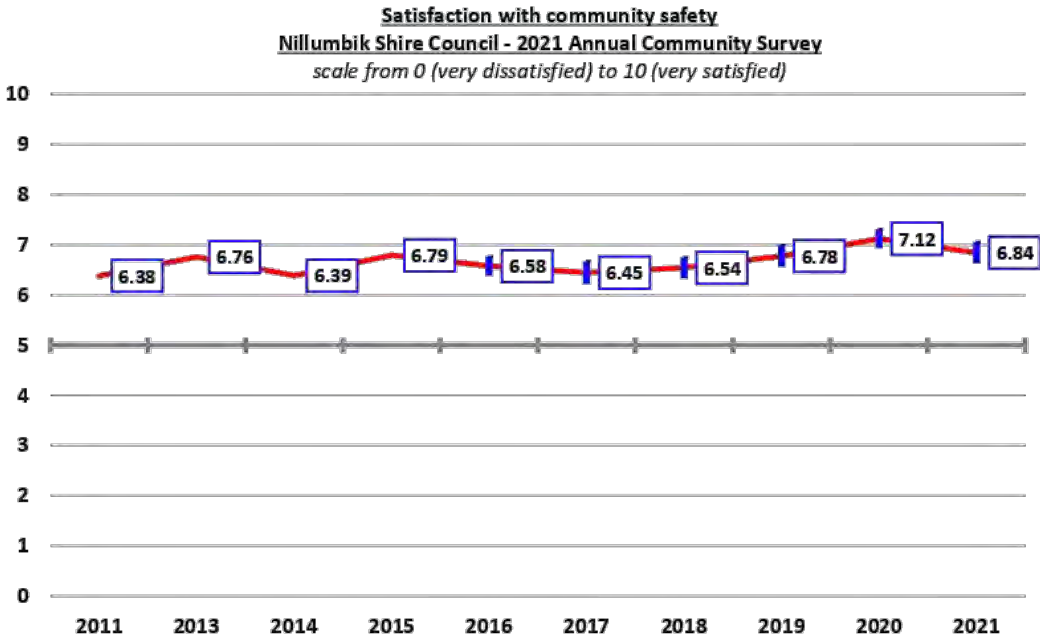
The second following graph provides a crosstabulation of the average importance of and satisfaction with the four services and facilities.

It is noted that there were declines in satisfaction between 2020 and 2021 for each of the four services.

The service of most concern is fire prevention work, which was of somewhat higher than average importance, but lower than average satisfaction.



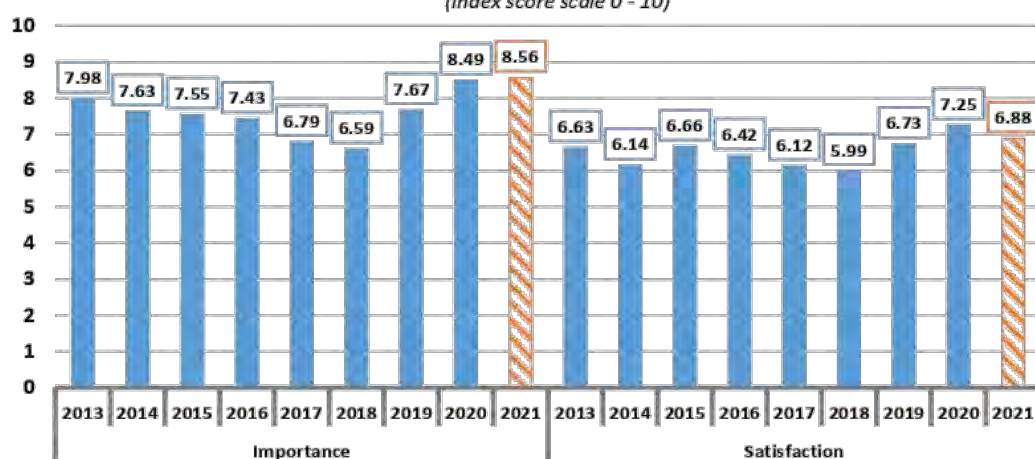
Nillumbik Shire Council – 2021 Annual Community Survey



## Parking enforcement

The importance of parking enforcement increased marginally again this year, holding onto the increased importance reported in recent year, but still only ranking this the 32<sup>nd</sup> most important of the 33 included services and facilities. Satisfaction declined somewhat this year, down 5.1% to 6.88 or “good”, reversing the unusually high result recorded last year, and ranking parking enforcement the 24<sup>th</sup> of the 33 services and facilities in terms of satisfaction.

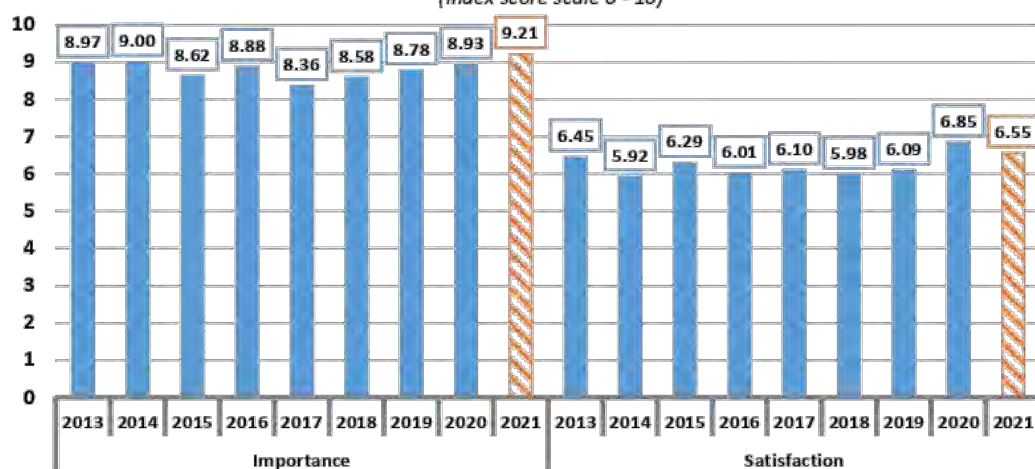
**Importance of and satisfaction with parking enforcement**  
Nillumbik Shire Council - 2021 Annual Community Survey  
(Index score scale 0 - 10)



## Local traffic management

The importance of local traffic management has increased in recent years, up another 3.1% this year to 9.21, which ranks this the 11<sup>th</sup> most important of the 33 included services and facilities. Satisfaction declined notably this year, down 4.3% to 6.55, which is “good” and ranks the service 29<sup>th</sup> of the 33 services and facilities, but still at a “good” level.

**Importance of and satisfaction with local traffic management**  
Nillumbik Shire Council - 2021 Annual Community Survey  
(Index score scale 0 - 10)

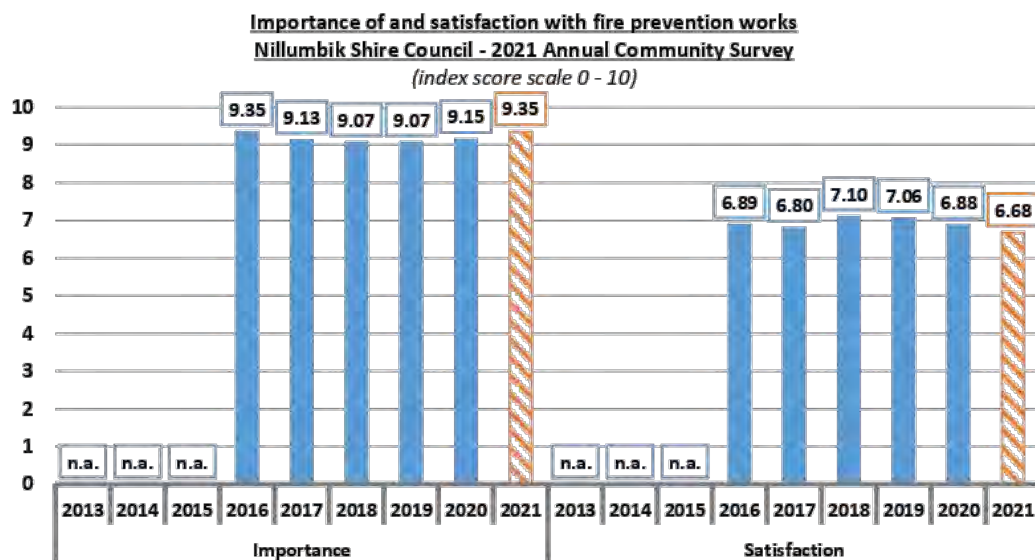




*Nillumbik Shire Council – 2021 Annual Community Survey*

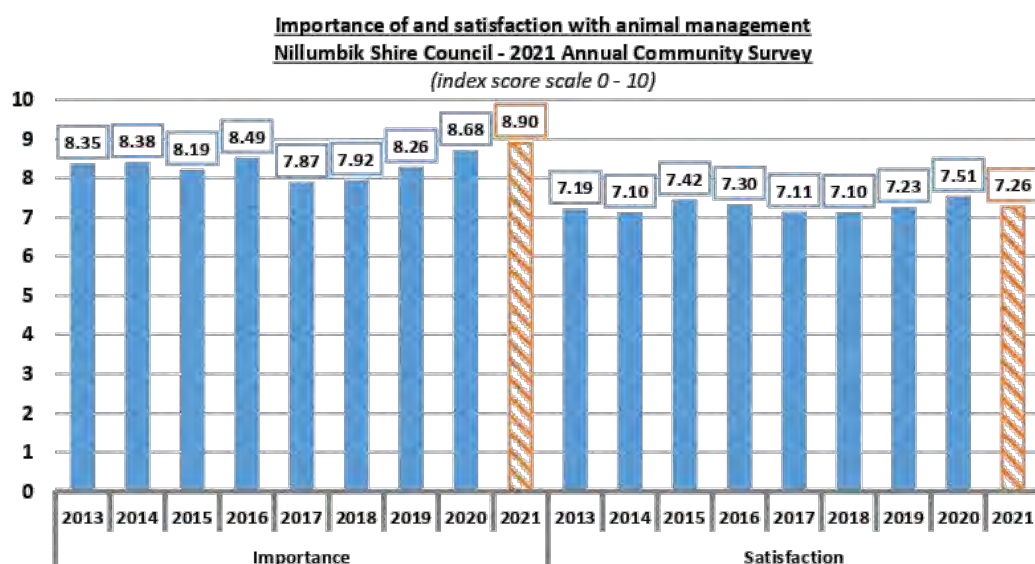
### Fire prevention works

The importance of fire prevention works remained high at 9.35, up 2.2% to 9.35, which ranks this the 5<sup>th</sup> most important of the 33 included services and facilities. Satisfaction declined marginally again this year, down 2.9% to 6.68, remains “good” and ranked 26<sup>th</sup> of 33.



### Animal management

The importance of animal management increased again this year, up 2.5% to 8.90, which ranks the service 29<sup>th</sup> of the 33 included services and facilities. Satisfaction declined marginally this year, down 3.3% to 7.26, remains “very good”, and ranked 17<sup>th</sup> of 33.

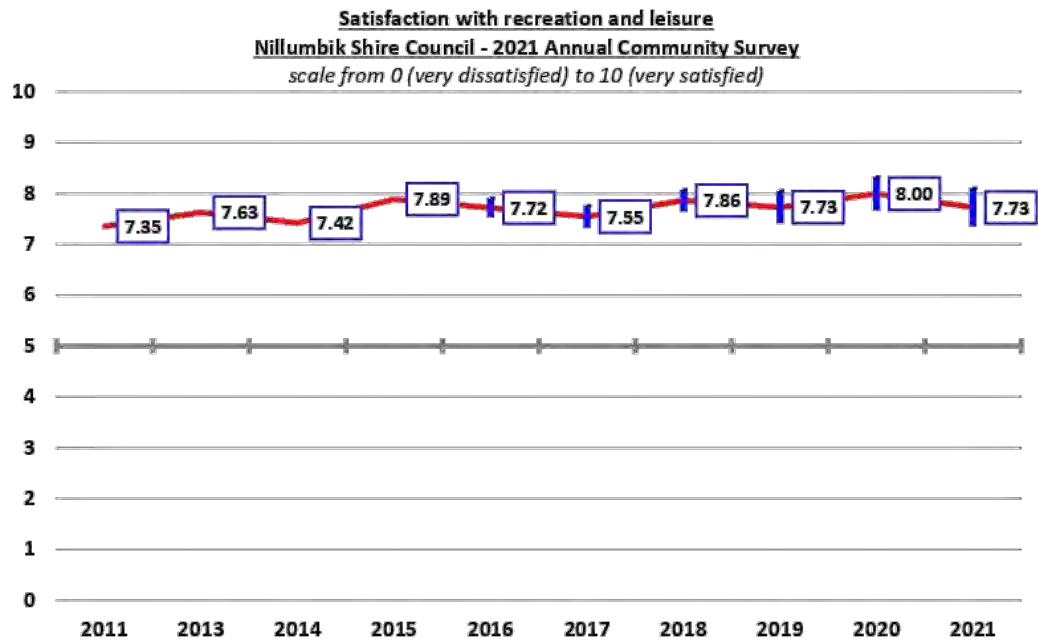




## Recreation and leisure

The average satisfaction with the four recreation and leisure services (sports ovals, bike paths, horse riding trails, and aquatic and leisure centres) declined marginally but not measurably this year, down 3.4% to 7.73, which is a “very good” down from an “excellent” level.

Despite this small decline this year, satisfaction with recreation and leisure services and facilities remains marginally above the long-term average satisfaction with recreation and leisure services since 2011 of 7.69.



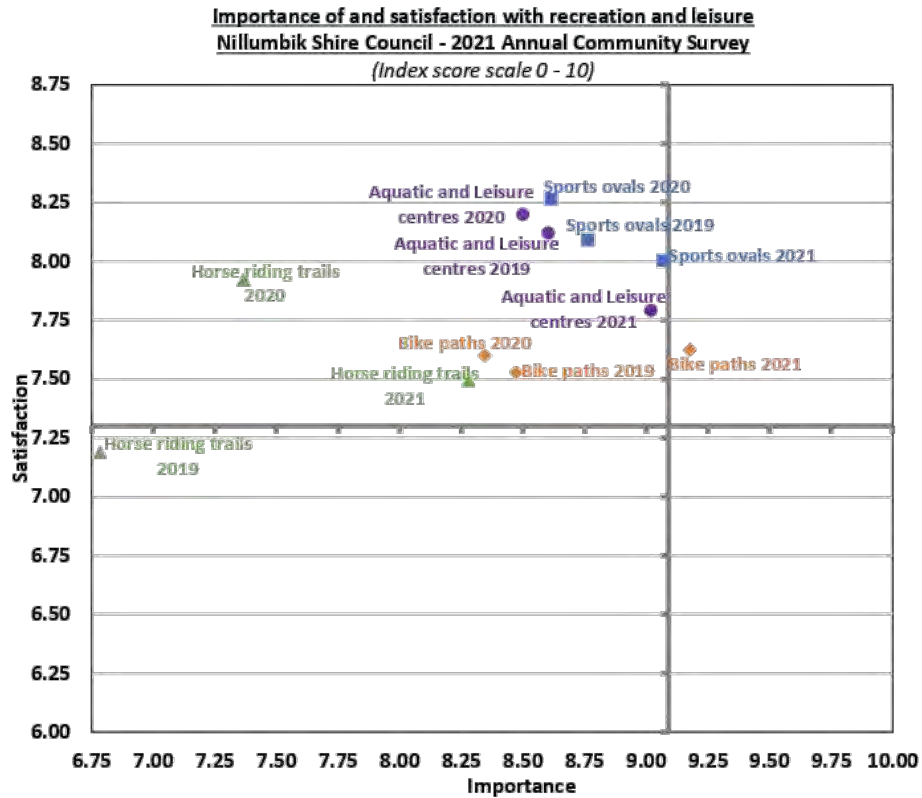
The following graph provides a crosstabulation of the average importance of and satisfaction with each of the four recreation and leisure services and facilities.

Particular attention is drawn to the fact that all four of these services and facilities received higher than average satisfaction scores, despite declining a little this year.

It is also noted that three of these four services and facilities (excluding bike paths) were of lower than average importance, although still important none-the-less.

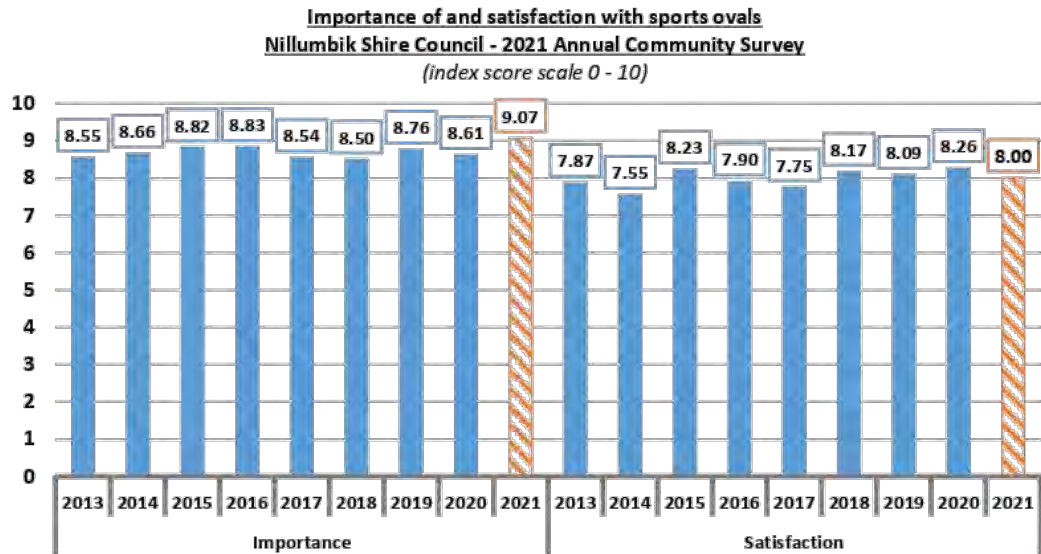


Nillumbik Shire Council – 2021 Annual Community Survey



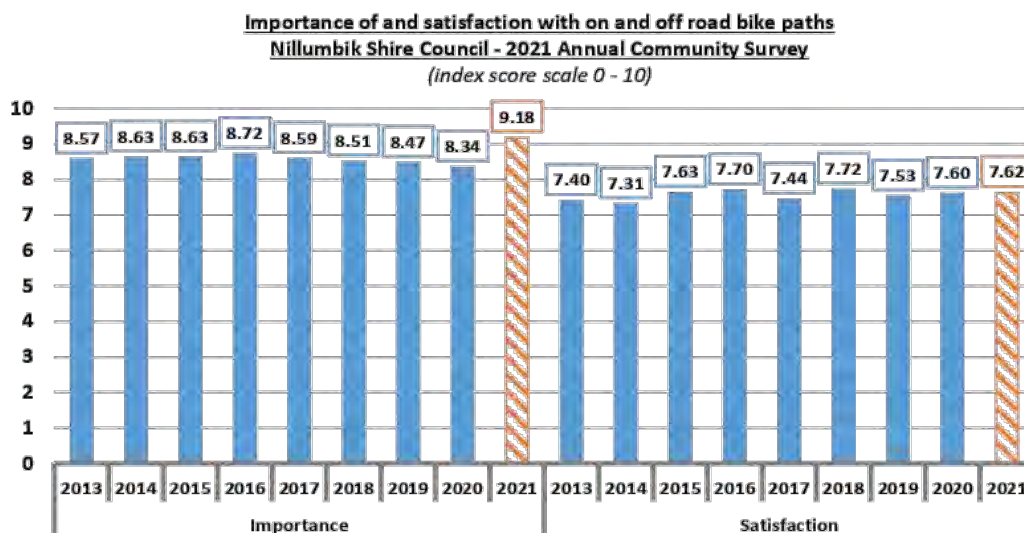
Sports ovals (including facilities and activities)

The importance of sports ovals increased measurably this year, up 5.3% to 9.07, its highest importance score and one that still only ranks it ranks it 21<sup>st</sup> of the 33 services and facilities. Satisfaction declined marginally this year in line with the general decline in services, however it remains “excellent” and ranked 7<sup>th</sup> of the 33 services.



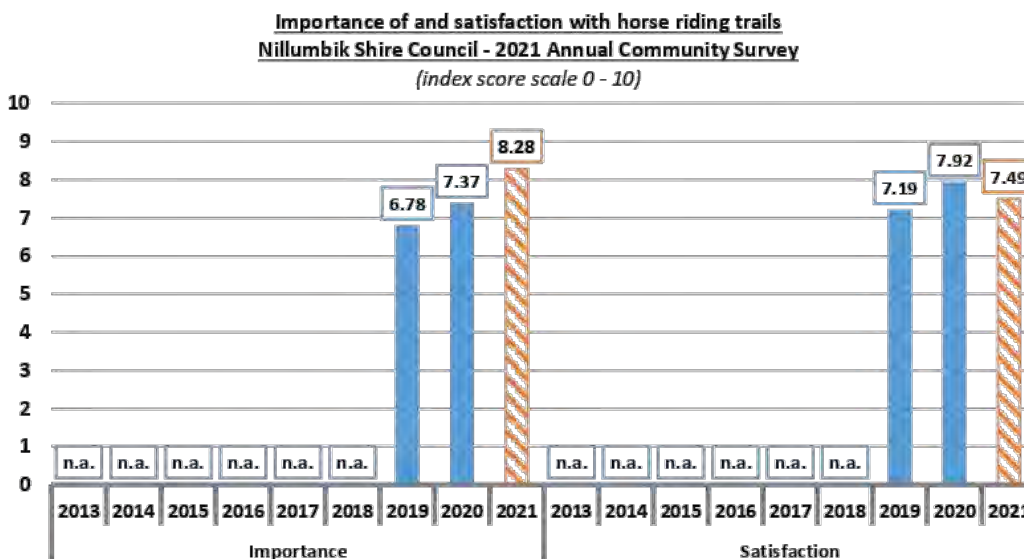
### On and off-road bike paths (including shared pathways)

The importance of on and off-road bike paths increased measurably and significantly this year, up 10.1% to 9.18, its highest result and one that ranks it 13<sup>th</sup> of the 33 included services and facilities. Satisfaction increased less than one percent to 7.62, remains “very good” and ranked 12<sup>th</sup>.



### Horse riding trails

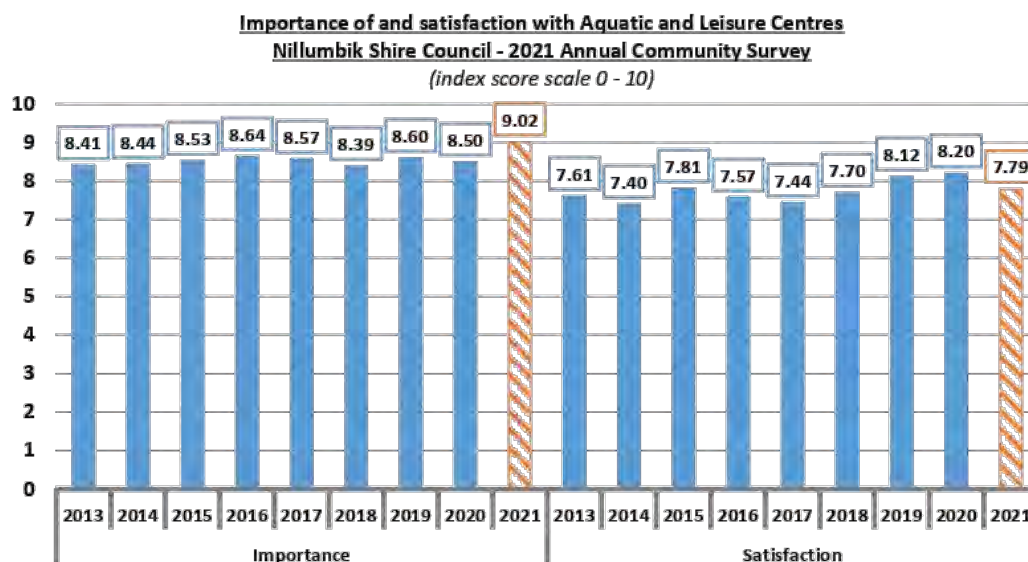
The importance of horse-riding trails increased for the second consecutive year, up a significant 12.3% to 8.28, which despite being its highest score, still ranks this service 33<sup>rd</sup> of the 33 included services and facilities. Satisfaction declined marginally but not measurably given the small sample of just 16 respondents who had used the service. Satisfaction was “very good” and ranks 13<sup>th</sup> of the 33 included services and facilities.



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## Aquatic and Leisure Centres

The importance of aquatic and leisure centres increased above the average increase in importance this year, up 6.1% to 9.02, which ranks it 24<sup>th</sup> of the 33 included services and facilities. Satisfaction declined five percent to 7.79, remains “excellent” and ranked 9<sup>th</sup>.



## Community services

The average satisfaction with the six community services and facilities included in the survey (local library, services for children 0 to 4 years, youth, and seniors, arts and culture, and supporting local business) declined marginally but not measurably this year, down four percent to 7.62.

This is the same percentage decline as the average decline with the 33 included services and facilities.

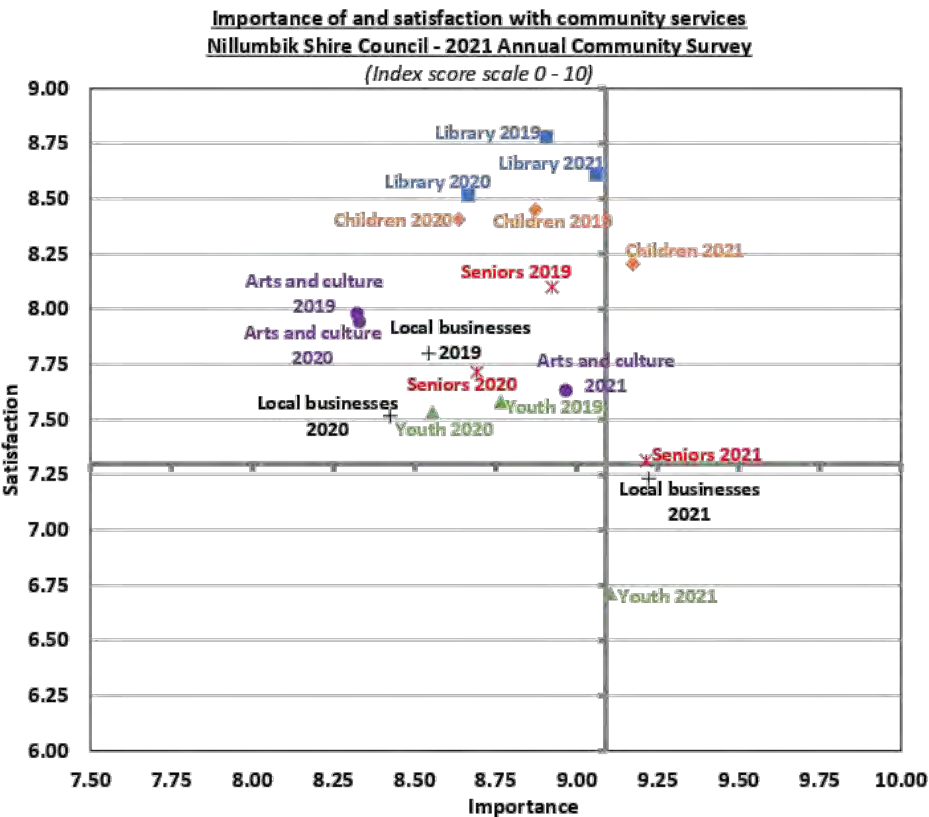
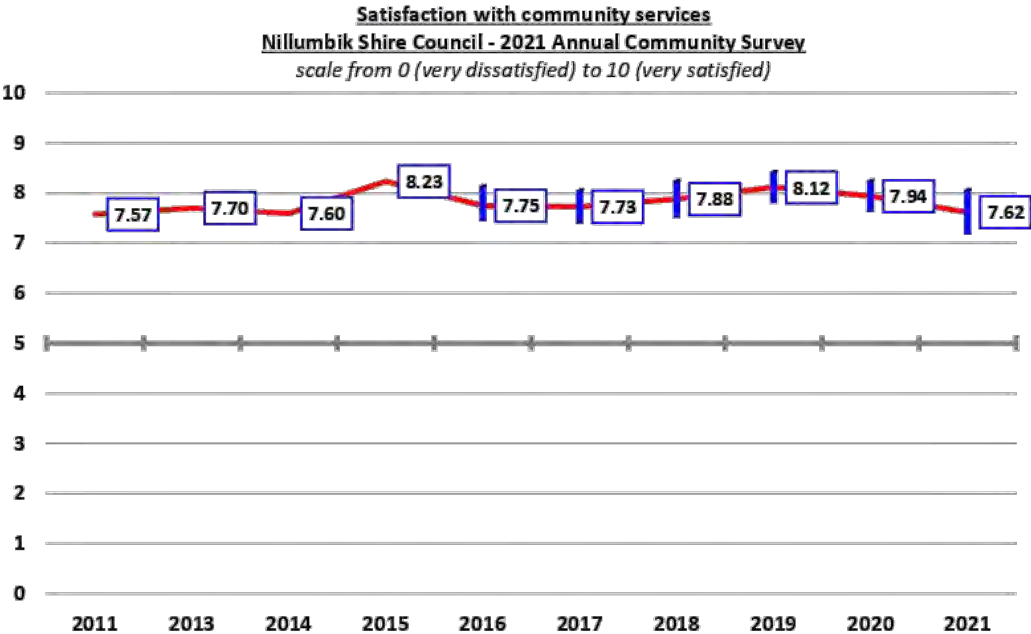
This is a “very good”, down from an “excellent” level of satisfaction.

The service that declined most in 2020 were services for youth, satisfaction with which declined 10.9% based on a small sample of just 31 respondents.

Except for services for youth and support for local business, the remaining services all received of higher than average satisfaction scores this year, despite most being of slightly lower than average importance.



*Nillumbik Shire Council – 2021 Annual Community Survey*

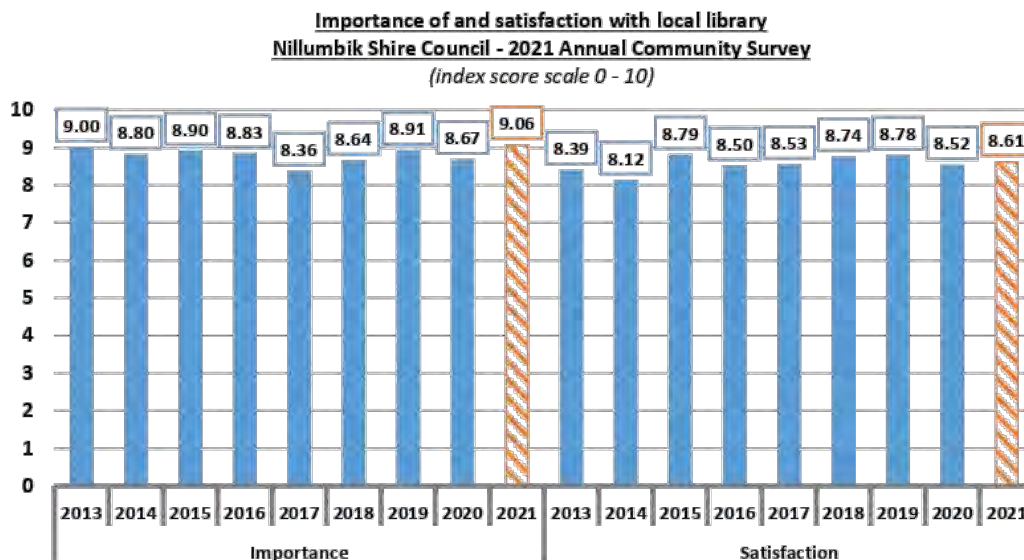




*Nillumbik Shire Council – 2021 Annual Community Survey*

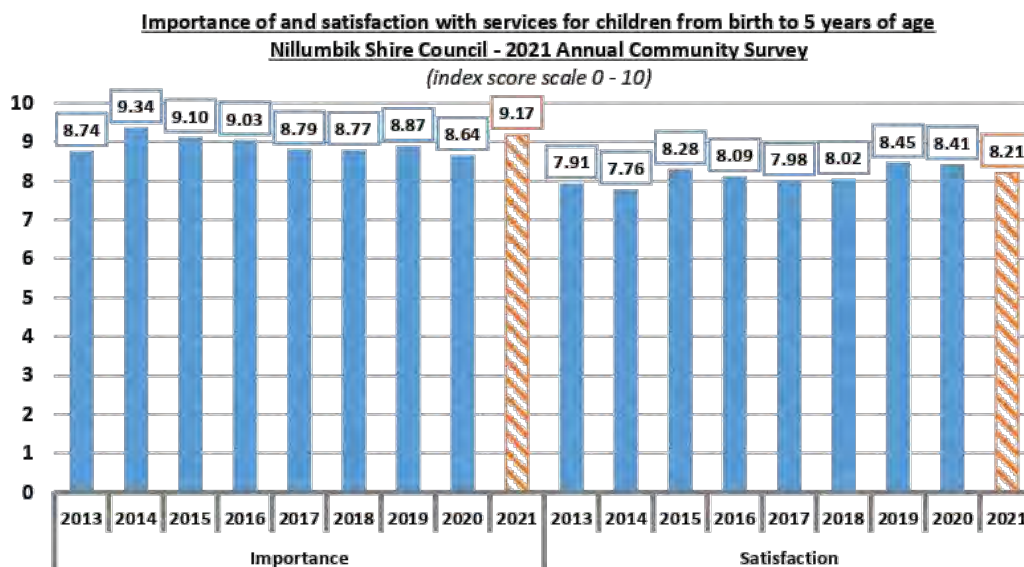
### Local library

The importance of the local library increased notably this year, up 4.5% to 9.06, its highest importance score recorded but one that only ranks it 22<sup>nd</sup> of the 33 included services and facilities. Satisfaction increased marginally to 8.61, it remains “excellent” and ranked 1<sup>st</sup>.



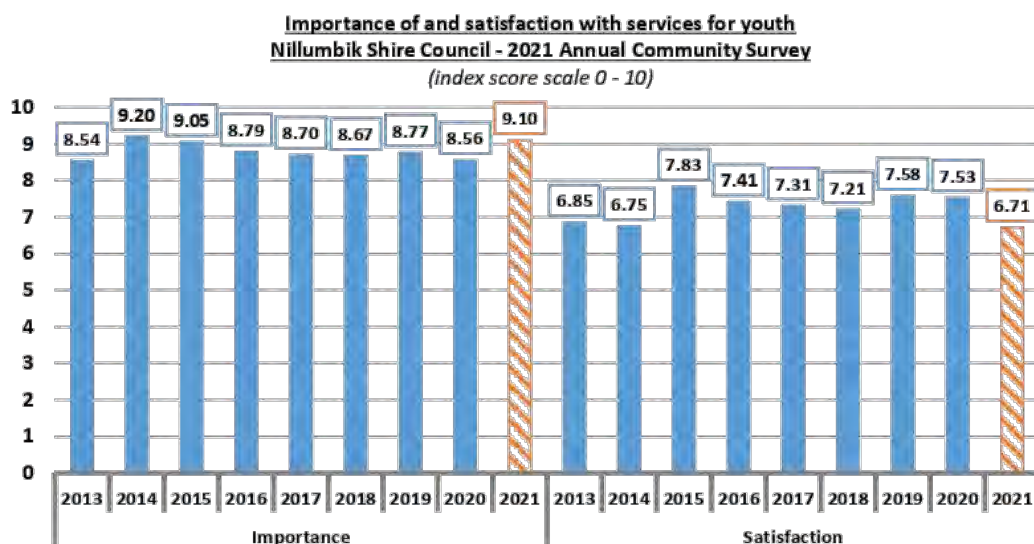
### Services for children from birth to 5 years of age

Satisfaction with services for children from birth to 5 years of age increased measurably this year, up 6.1% to 9.17, which ranks this the 15<sup>th</sup> most important of the 33 included services and facilities. Satisfaction declined marginally, down 2.4% to 8.21, remains “excellent” and ranked 4<sup>th</sup> of the 33 included services and facilities.



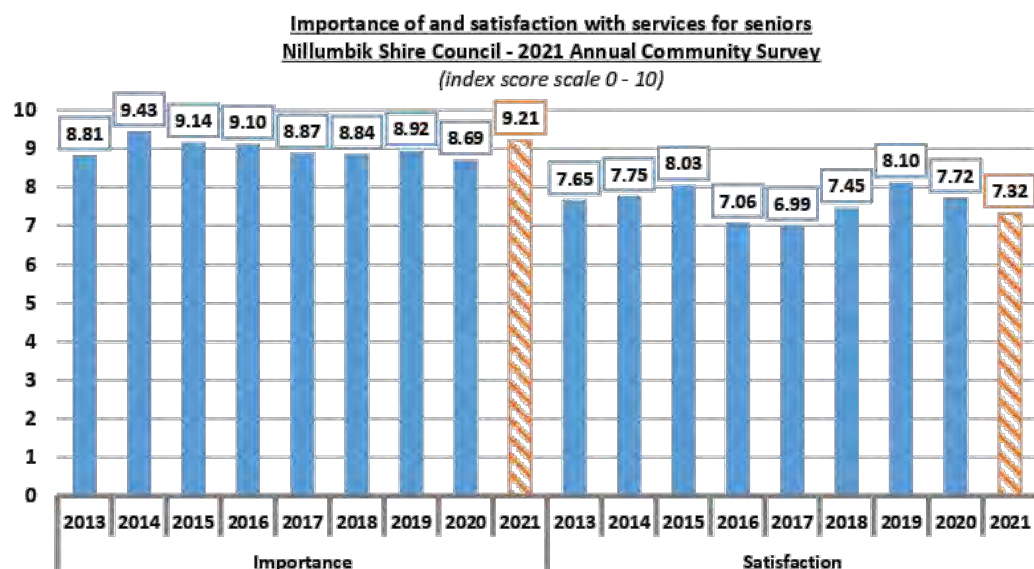
## Services for youth

The importance of services for youth increased measurably this year to 9.10, its highest importance score and one that ranks it 19<sup>th</sup> of the 33 included services and facilities. Satisfaction declined sharply this year, however, based only on a small sample of 31 respondents. Satisfaction was down 10.9% to 6.71, which is “good” and ranked 25<sup>th</sup>.



## Services for seniors

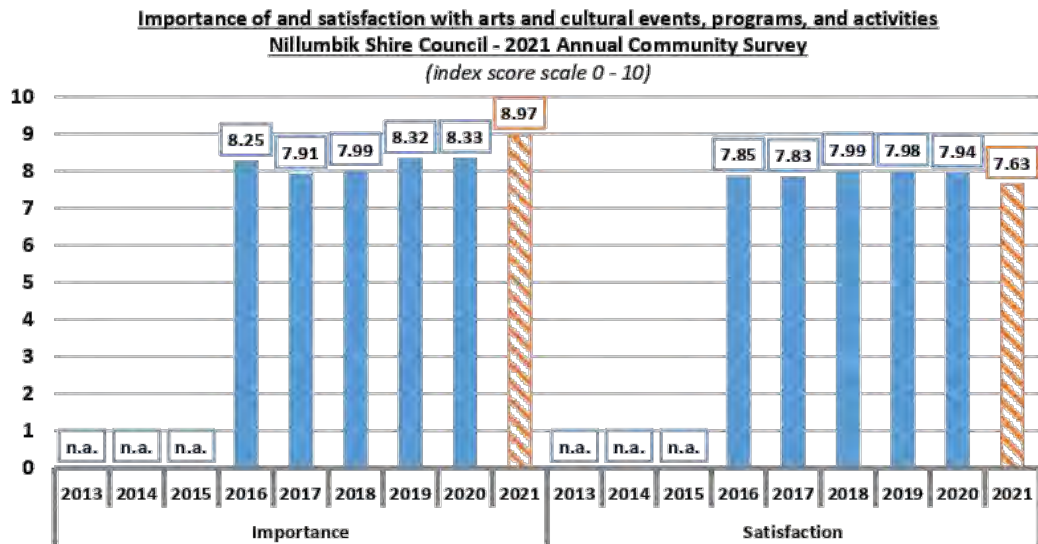
The importance of services for seniors increased measurably this year, up six percent to 9.21, which ranks this the 10<sup>th</sup> most important of the 33 included services and facilities. Satisfaction declined marginally again for the second year, down 5.1% to 7.32, although based on a small sample of 37 respondents, it remains “very good” and ranked 16<sup>th</sup>.



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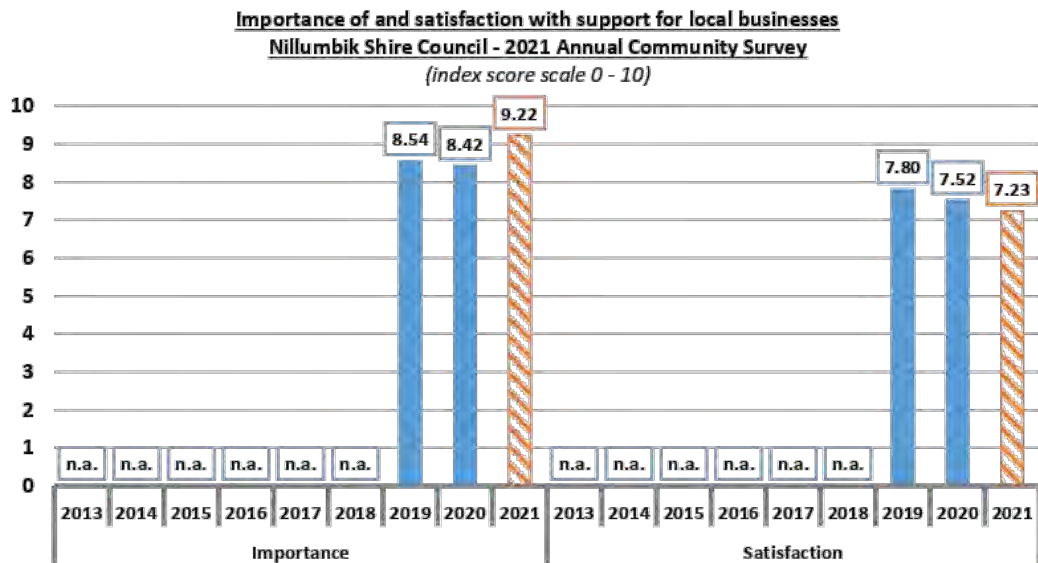
### Arts and cultural events, programs, and activities

The importance of arts and cultural events, programs, and activities increased measurably this year, up 7.7% to 8.97, although this still only ranks it 26<sup>th</sup> of the 33 included services and facilities. Satisfaction declined marginally this year, down 3.9% to 7.63, which is a “very good” level of satisfaction and one that ranks it 11<sup>th</sup> of the 33 included services and facilities.



### Support for local businesses

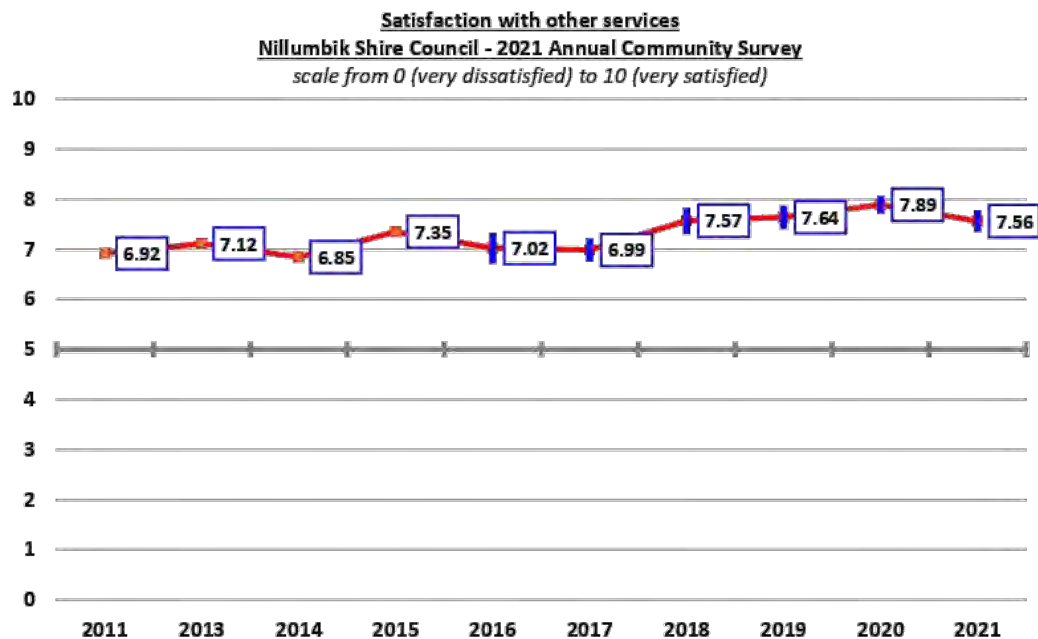
The importance of support for local businesses increased measurably this year, up 9.5% this year to 9.22, which ranks this the 9<sup>th</sup> most important of the 33 included services and facilities. Satisfaction declined again this year, based on a sample of 120 respondents, this is a “good” down from a “very good” level, and is ranked 18<sup>th</sup> of the 33 services and facilities.



### ***Other services and facilities***

The average satisfaction with the four other services and facilities (*Nillumbik News*, website, education and learning, and environmental programs and activities) declined somewhat this year, down 4.2% to 7.56, which is a “very good”, down from an “excellent” level of satisfaction.

Despite this small decline from the unusually high average satisfaction recorded last year, this result remains above the long-term average satisfaction with other services and facilities since 2011 of 7.29.



The following graph provides a crosstabulation of the average importance of and satisfaction with the four individual services for each of the last three years.

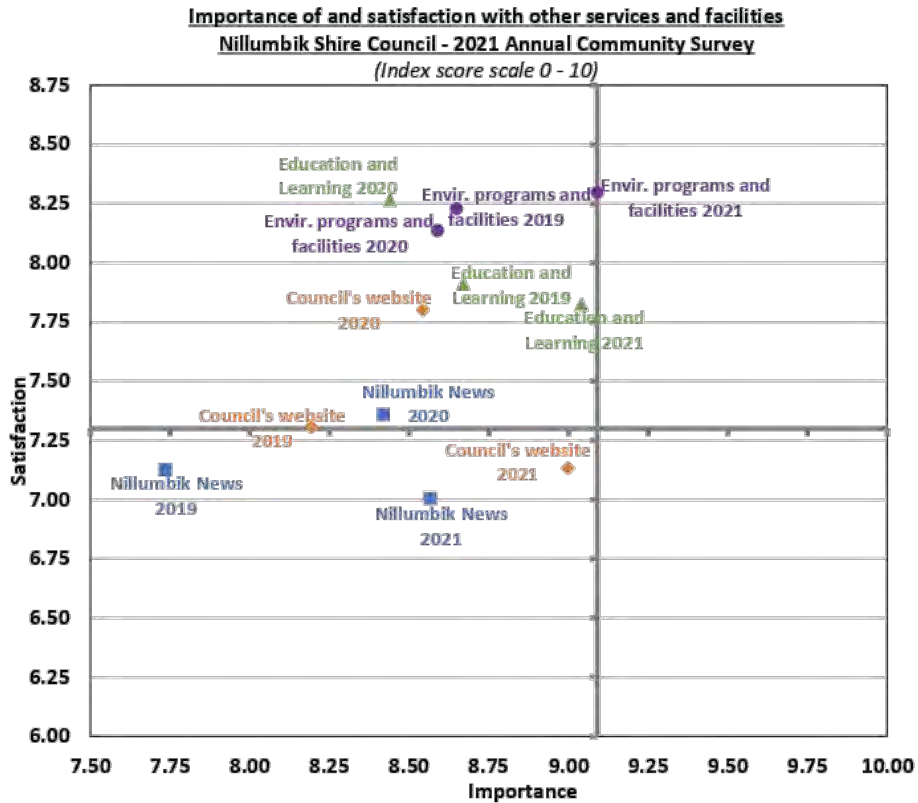
It is noted that, apart from environmental programs and activities, the other three services and facilities were all lower-than-average importance.

Except for the *Nillumbik news* and the website this year, satisfaction with most of these services was of higher-than-average satisfaction in most years.



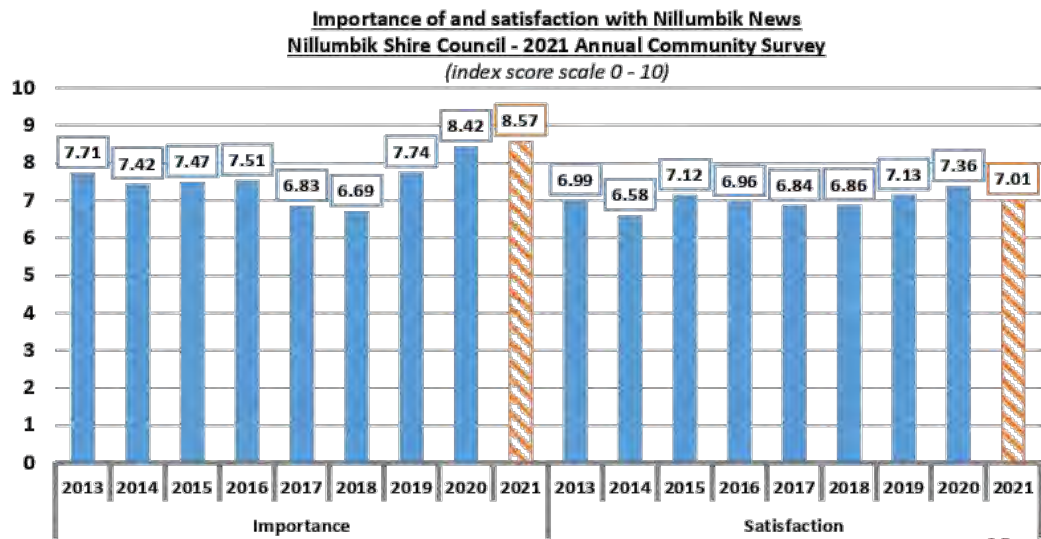


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**Nillumbik News (Council’s newsletter)**

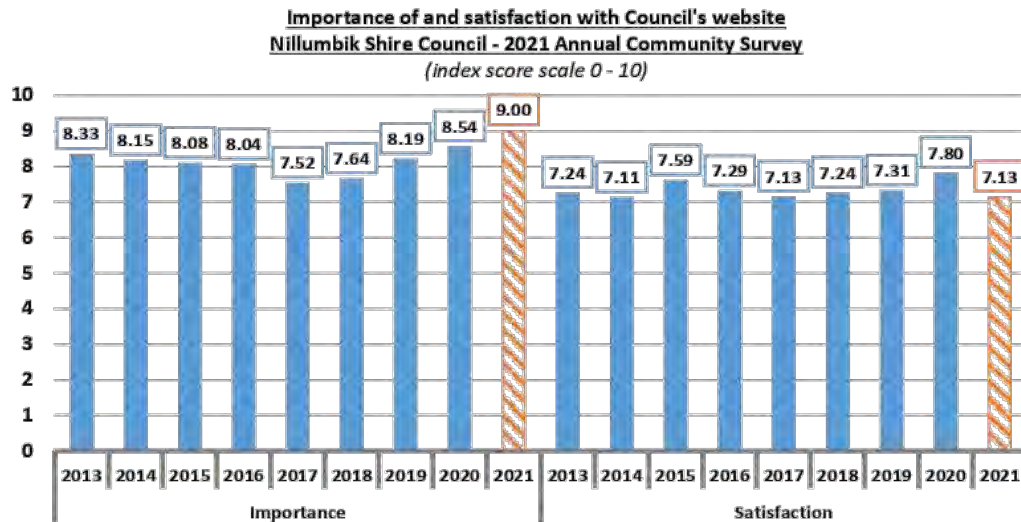
The importance of the *Nillumbik News* increased for the third consecutive year, up 1.8% to 8.57, its highest importance score and one that still only ranks it 31<sup>st</sup> of 33 included services and facilities. Satisfaction declined somewhat this year, reversing the increases in recent years, down 4.8% to 7.01, which is a “good” level of satisfaction, and ranked 21<sup>st</sup>.





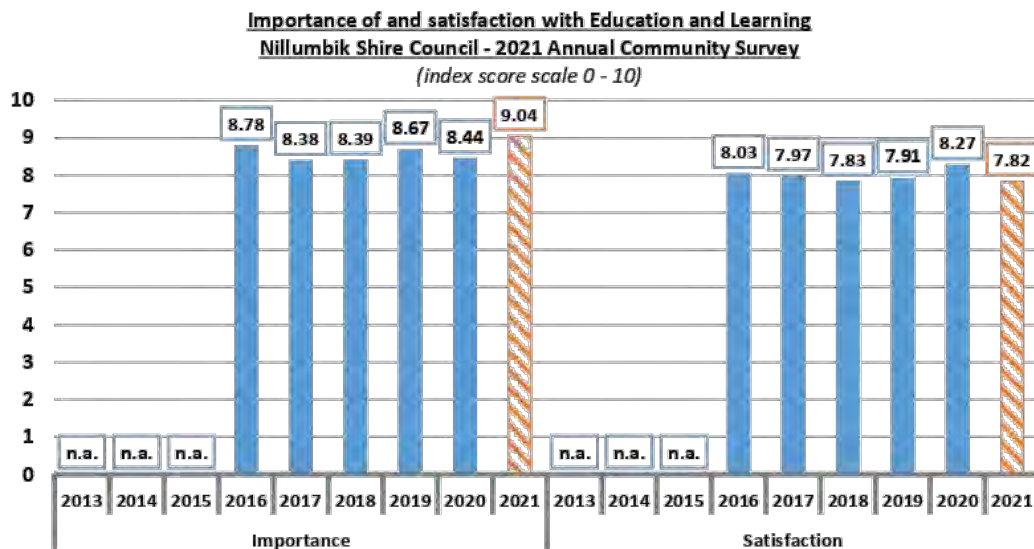
### Council's website

The importance of the Council website continued to strongly increase this year, up another 5.4% this year to 9.00, but which still ranks this the 25<sup>th</sup> most important of the 33 included services and facilities. Satisfaction with the website declined measurably this year, down 8.6% to 7.13 based on a big sample of 296 respondents (59% of the total). This is a “good” level and one that ranks the service 20<sup>th</sup> of the 33 included services and facilities.



### Education and Learning

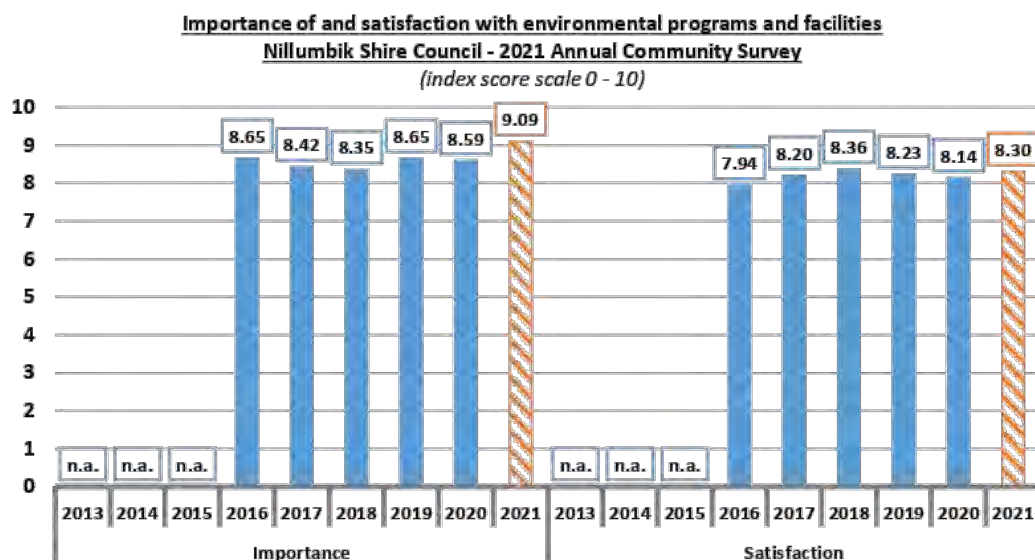
The importance of Education and Learning increased measurably this year, up 7.1% to 9.04, which ranks this the 23<sup>rd</sup> most important of the 33 included services and facilities. Satisfaction declined somewhat this year, down 5.4%, however based on a relatively small sample of just 90 respondents. This remains an “excellent” level of satisfaction and is ranked 8<sup>th</sup> this year.



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## Environmental programs and facilities

The importance of environmental programs and facilities increased measurably this year, up 5.8% to 9.09, which ranks this the 20<sup>th</sup> most important of the 33 included services and facilities. Satisfaction has been at an “excellent” level every year, it increased marginally, up two percent to 8.30, and is ranked 2<sup>nd</sup> of 33 in terms of satisfaction.



## Respondent profile

The following section provides the demographic profile of the respondents surveyed for the *Nillumbik Shire Council – 2021 Annual Community Survey*.

It is noted that the survey program has obtained a very stable respondent profile over the course of seven years.

### Age structure

Due to the limitations of the telephone methodology in obtaining a good sample of younger residents, the sample has been weighted by age and gender, to conform with the 2016 *Census*.

Every effort was made to maximise the participation of younger residents, including over-sampling this group in the random sample of telephone numbers, and where possible, asking to speak with a younger person in the household when contacting landlines.

Even without the weighting, the age structure of the sample is relatively consistent with the age structure from the *Census*, apart from the under-representation of younger residents, particularly the 18- to 19-year-old residents.



*Nilumbik Shire Council – 2021 Annual Community Survey*

**Age structure**  
**Nilumbik Shire Council - 2021 Annual Community Survey**  
(Number and percent of respondents providing a response)

Age group	2021 (unweighted)		2021 (weighted)	2020	2019	2018	2017
	Number	Percent					
Adolescents (18 to 19 years)	8	1.6%	3.9%	2.2%	2.2%	3.4%	1.4%
Young adults (20 to 34 years)	78	15.6%	20.6%	11.8%	12.2%	12.4%	10.8%
Adults (35 to 44 years)	86	17.2%	17.3%	20.2%	19.2%	21.7%	16.3%
Middle aged adults (45 to 54 years)	136	27.1%	21.7%	26.3%	23.0%	23.3%	26.1%
Older adults (55 to 74 years)	147	29.3%	30.8%	33.3%	35.0%	34.7%	39.6%
Senior citizens (75 years and over)	46	9.2%	5.7%	6.2%	8.4%	4.4%	5.8%
Not stated	0		0	1	0	3	0
<b>Total</b>	<b>501</b>	<b>100%</b>	<b>501</b>	<b>500</b>	<b>500</b>	<b>501</b>	<b>502</b>

## Gender

The final sample of gender results have been weighted by age and gender to conform with the 2016 *Census* results.

It is noted that historically, the door-to-door methodology has consistently reported a gender split that was very similar to the *Census* results, and certainly with the 95% confidence level.

**Gender**  
**Nilumbik Shire Council - 2021 Annual Community Survey**  
(Number and percent of respondents providing a response)

Gender	2021		2020	2019	2018	2017	2016
	Number	Percent					
Male	245	48.9%	51.5%	48.8%	53.1%	52.3%	51.2%
Female	256	51.1%	48.3%	51.2%	46.7%	47.1%	48.6%
Other	0	0.0%	0.2%	0.0%	0.2%	0.6%	0.2%
Prefer not to say	0		3	4	2	16	14
<b>Total</b>	<b>501</b>	<b>100%</b>	<b>500</b>	<b>500</b>	<b>501</b>	<b>502</b>	<b>502</b>

## Household members identify as LGBTIQ+

Consistent with the results in previous years, only a relatively small proportion of respondents reported that their household contained a member identifying as LGBTIQ+. It is important to bear in mind the many limitations with this question when analysing this result.





*Nillumbik Shire Council – 2021 Annual Community Survey*

Unlike other demographic variables such as age, gender, and even language spoken at home, the household member completing the survey may not be aware of the actual LGBTIQ+ members of the household. This is particularly true in relation to families where a parent is most often completing the survey. It is also true, that not all LGBTIQ+ community members may be willing to disclose this as part of this survey.

**Household members identify as LGBTIQ+**  
**Nillumbik Shire Council - 2021 Annual Community Survey**  
(Number and percent of respondents providing a response)

Response	2021		2020	2019	2018
	Number	Percent			
Yes	13	2.7%	0.6%	2.3%	3.3%
No	472	97.3%	99.4%	97.7%	96.7%
Unsure / prefer not to say	16		7	26	20
<b>Total</b>	<b>501</b>	<b>100%</b>	<b>500</b>	<b>500</b>	<b>501</b>

**Household structure**

Consistent with the results in previous years, the survey obtained a good cross-section of household structures, with two-parent families, couple households without children, sole person households, and one-parent families the most common.

**Household structure**  
**Nillumbik Shire Council - 2021 Annual Community Survey**  
(Number and percent of respondents providing a response)

Structure	2021		2020	2019	2018	2017	2016
	Number	Percent					
<b>Two parent family total</b>	<b>240</b>	<b>49.1%</b>	<b>55.5%</b>	<b>50.5%</b>	<b>52.4%</b>	<b>51.4%</b>	<b>53.7%</b>
youngest child 0 - 4 years	46	9.4%	9.9%	10.7%	8.4%	8.4%	12.8%
youngest child 5 - 12 years	60	12.3%	14.1%	13.9%	16.7%	14.3%	13.6%
youngest child 13 - 18 years	47	9.6%	11.3%	9.7%	10.8%	10.0%	11.6%
adult children only	87	17.8%	20.3%	16.3%	16.5%	18.7%	15.6%
<b>One parent family total</b>	<b>39</b>	<b>8.0%</b>	<b>4.8%</b>	<b>5.4%</b>	<b>8.8%</b>	<b>6.8%</b>	<b>5.2%</b>
youngest child 0 - 4 years	5	1.0%	0.4%	0.2%	0.6%	0.2%	0.0%
youngest child 5 - 12 years	4	0.8%	1.4%	1.2%	1.0%	0.8%	1.0%
youngest child 13 - 18 years	8	1.6%	1.2%	1.2%	2.2%	1.4%	0.8%
adult children only	22	4.5%	1.8%	2.8%	5.0%	4.4%	3.4%
Couple only household	141	28.8%	29.6%	29.6%	28.3%	28.5%	29.1%
Group household	16	3.3%	1.4%	3.8%	1.2%	2.2%	3.0%
Sole person household	44	9.0%	7.6%	10.1%	7.8%	10.2%	7.6%
Extended or multiple families	9	1.8%	1.0%	0.6%	0.6%	1.0%	1.4%
Not stated	12		3	3	4	0	3
<b>Total</b>	<b>501</b>	<b>100%</b>	<b>500</b>	<b>500</b>	<b>501</b>	<b>502</b>	<b>502</b>



## Housing situation

Reversing the unusual results recorded last year for this question, in 2021 a little less than two-thirds of respondents were home-owner household, a little less than one-third were mortgagee households, and approximately ten percent were rental households.

**Housing situation**  
**Nillumbik Shire Council - 2021 Annual Community Survey**  
(Number and percent of respondents providing a response)

Situation	2021		2020	2019	2018	2017	2016
	Number	Percent					
Own this home	291	60.0%	73.0%	61.4%	54.1%	57.5%	55.7%
Mortgage	140	28.9%	19.7%	29.7%	35.8%	35.4%	35.0%
Renting this home	46	9.5%	6.8%	7.8%	8.1%	6.0%	8.7%
Other arrangement	8	1.6%	0.4%	1.0%	2.0%	1.0%	0.6%
Not stated	16		3	2	6	6	8
<b>Total</b>	<b>501</b>	<b>100%</b>	<b>500</b>	<b>500</b>	<b>502</b>	<b>502</b>	<b>502</b>

## Employment situation

The majority (52.6%) of respondents reported that they were employed either full time or self-employed.

Metropolis Research notes that significant proportion of self-employed respondents in the Nillumbik Shire. This result is considerably higher than has been observed by Metropolis Research in other municipalities across metropolitan Melbourne in recent years.

**Employment situation**  
**Nillumbik Shire Council - 2021 Annual Community Survey**  
(Number and percent of respondents providing a response)

Response	2021	
	Number	Percent
Self employed	88	18.0%
Employed full time	179	36.6%
Employed part time / casually employed	71	14.5%
Unemployed (and looking for work)	12	2.5%
Studying	16	3.3%
Retired	108	22.1%
Not in workforce (e.g. home duties)	10	2.0%
Other	5	1.0%
Not stated	12	
<b>Total</b>	<b>501</b>	<b>100%</b>





*Nillumbik Shire Council – 2021 Annual Community Survey*

***Period of residence in Nillumbik***

Consistent with long-established patterns, most respondents were long-term residents of the Shire.

It is noted that the 2021 results do include a substantially larger proportion of long-term residents than has been recorded in recent years.

**Period of residence in the Shire of Nillumbik**  
**Nillumbik Shire Council - 2021 Annual Community Survey**  
*(Number and percent of respondents providing a response)*

<i>Period</i>	<i>2021</i>		<i>2020</i>	<i>2019</i>	<i>2018</i>	<i>2017</i>	<i>2016</i>
	<i>Number</i>	<i>Percent</i>					
Less than one year	8	1.6%	3.2%	2.8%	2.8%	3.6%	3.0%
One to less than five years	14	2.8%	12.2%	11.3%	11.3%	10.0%	18.0%
Five to less than ten years	66	13.3%	19.0%	13.6%	13.6%	17.3%	16.2%
Ten years or more	407	82.2%	65.6%	72.3%	72.3%	69.1%	69.9%
Not stated	6		0	6	0	0	3
<b>Total</b>	<b>501</b>	<b>100%</b>	<b>500</b>	<b>500</b>	<b>502</b>	<b>502</b>	<b>502</b>

The small number of respondents who had moved to the Nillumbik Shire in the last five years, the previous council of residence is outlined in the following table.

**Previous Council**  
**Nillumbik Shire Council - 2021 Annual Community Survey**  
*(Number of respondents living in the Shire of Nillumbik for less than 5 yrs)*

<i>Council</i>	<i>2020</i>	
	<i>Number</i>	<i>Percent</i>
Yarra	2	22.2%
Banyule	2	22.2%
Manningham	2	22.2%
Mornington	1	11.1%
Casey	1	11.1%
Darebin	1	11.1%
Not stated	13	
<b>Total</b>	<b>22</b>	<b>100%</b>



## General comments

Respondents were asked:

*“Do you have any further comments you would like to make?”*

The following table outlines the general comments received from respondents to the survey this year. As in previous years, these results have been broadly categorised as follows:

- Communication, consultation, responsiveness, and governance of Council – 14 responses.
- Council services and facilities – 11 responses.
- Rates and financial management issue – 11 responses.
- Planning, building, and development – 7 responses.
- Traffic and roads – 7 responses.
- Waste management – 5 responses.
- Parks, gardens, and open spaces – 4 responses.
- General positive statements – 4 responses.
- Bushfire prevention issues – 3 responses
- Tree maintenance – 3 responses.
- Parking – 2 responses.
- Comments on the survey – 2 responses.
- Public transport – 1 response
- Bike and walking paths and tracks – 1 response.
- Other – 4 responses.

**General comments**  
**Nillumbik Shire Council - 2021 Annual Community Survey**  
*(Number of responses)*

Comment	Number
<i>Communication, consultation, responsiveness, governance</i>	
Better community consultation	1
Concentrate on Yarrambat's development and not only Eltham	1
Councillors should be out in the community more	1
Don't waste money	1
Fix the telecommunication services	1
I don't like the phone answering system I need someone to answer the phone directly	1



*Nillumbik Shire Council – 2021 Annual Community Survey*

I have dealt with some issues with Council and they don't follow up	1
It would be good to build relationships with	1
People living in rural towns feel left out	1
People on Facebook community sites are causing a division in the community	1
Please focus your more attention in rural areas like Bend of island they need services and developments	1
The Council needs to involve people living in rural areas of the shire more, as they currently feel like they don't have a say	1
The newsletter is a waste of my money	1
The views of the Greens are being pushed too heavily on the community	1
<b>Total</b>	<b>14</b>

*Council services and facilities*

At times rubbish is seen on roads	1
Cleanliness of the streets	1
Council should focus on local services	1
Dim the street lights	1
Fix the drains	1
Improve street lighting at the roundabout near Civic Dr	1
Increase frequency of the street sweeping	1
Maternal health care services are excellent	1
New skate park would be nice	1
Talonia Drive not well lit	1
We have lots of issues with Nillumbik with storm water drainage. They promised to do something to stop floods but they have done nothing	1
<b>Total</b>	<b>11</b>

*Rates and financial management*

Bring the rates down	2
Rates are high for what we get	2
Rates are too high	2
Concerns about the high rate levels compared to other areas	1
It's a lovely place to live it's a nice community but we pay too much for the services we get like the schools	1
Maybe more transparency for the rates	1
Rates should be less for pensioners	1
Value rates, spend money for ratepayers rather than capital works	1
<b>Total</b>	<b>11</b>

*Planning, building and development*

Concerns about the appearance of Main Street in Eltham	1
Do hope property developer interest in green spaces is not given unfair consideration	1
Eltham should stay low rise	1
Limit the development in Eltham	1
Living learning centres and kindergarten's historic significance should be preserved	1
Needs to slow down with the developments. Not going with the existing infrastructure	1



*Nillumbik Shire Council – 2021 Annual Community Survey*

They should stop overdevelopment and keep it a Green Wedge Shire like it is intended	1
--	---

<b>Total</b>	<b>7</b>
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*Traffic and roads*

Diamond Creek Rd school zone should be 40 not 60	1
Fitzsimmons Lane traffic management	1
Fix our roads	1
Mt Pleasant Rd not enough space to overtake cyclist	1
The maintenance of roads	1
Traffic is still an issue. Needs to be looked at ASAP	1
Traffic management on Eltham Yarra Glen Rd, there needs to be a roundabout	1

<b>Total</b>	<b>7</b>
--------------	----------

*Waste management*

Rubbish collection (red bins) should be weekly	3
Recycling centre people are a bit cranky	1
Routine hard rubbish collection service provided annually	1

<b>Total</b>	<b>5</b>
--------------	----------

*Parks, gardens and open spaces*

Elham should stay leafy, green	1
Maintain wedge at all costs	1
Pets should be allowed in one of the two ovals	1
Warrandyte State Park off Calwell Rd there is fox traps that have been dangerous and is hazardous for travellers and young kids. They need to be taken care of or hidden where no one can step on it with their foot	1

<b>Total</b>	<b>4</b>
--------------	----------

*General positive*

Applaud on the proactiveness of Council reaching out for people needs	1
Generally very satisfied with the Council	1
Like living in and appreciate Nillumbik	1
We are very happy and safe here	1

<b>Total</b>	<b>4</b>
--------------	----------

*Other*

Council should legally assist in the fencing with the neighbours	1
Eltham war memorial should be preserved	1
Please be more environmentally friendly	1
The green community is very important	1

<b>Total</b>	<b>4</b>
--------------	----------





*Nillumbik Shire Council – 2021 Annual Community Survey*

<i>Bushfire prevention</i>	
Fire prevention needs to be addressed much more seriously	1
Poor fire management during COVID-19	1
Should be addressing more of fire management issues	1
<b>Total</b>	<b>3</b>
<i>Tree maintenance</i>	
I would like the Council to ensure that the tree canopy is maintained	1
Trees across the roads needs lot of maintenance	1
Wanted to plant street tree a couple of years ago. Never received any notification	1
<b>Total</b>	<b>3</b>
<i>Parking</i>	
Focus on parking issues	1
Senior citizens face a lot of parking problems and it should be improved	1
<b>Total</b>	<b>2</b>
<i>Comments on the survey</i>	
This survey needs to be short it's too lengthy	1
You did good job doing survey	1
<b>Total</b>	<b>2</b>
<i>Public transport</i>	
Public transport should be looked at to cater for people living in areas where there is non-available.	1
<b>Total</b>	<b>1</b>
<i>Bike and walking tracks / paths</i>	
Separation of bike paths and footpaths	1
<b>Total</b>	<b>1</b>
<b>Total</b>	<b>79</b>





## Appendices

### Appendix One: Reasons for change in Council's overall performance

**Reasons why Council's overall performance has improved, stayed the same or deteriorated**  
**Nillumbik Shire Council - 2021 Annual Community Survey**  
(Number of responses)

Response	Number
<i>Improved</i>	
New elected Council is good / better	7
Even during the COVID-19 pandemic they were taking care of things	5
Communication with community	3
Footpaths have been improved	3
Getting better in general	2
More things are going on around the area	2
Park improvements / maintenance	2
Public toilets have been upgraded	2
Better community consultation via social media and local meetings	1
Better green initiative	1
Community engagement has been improved	1
Councillor Egan has given the community more of a voice	1
Council's contributions to Diamond Creek playground	1
Delivered the community needs	1
Gardens are good	1
I like the newsletter	1
Liked the development of children parks	1
Lots of pleasant dealings with Council	1
New bike path and services improved	1
Putting more seats and tables	1
Rates have stopped going up	1
Seeing some infrastructure works and spending on community services	1
Seen new projects such as walking track and playgrounds	1
Support for local business	1
The Council is more responsive to the community	1
The Don Creek play area is a good development	1
The roads are better	1
There has been maintenance regarding upgrading sports grounds	1
With all the challenges this year, performance has been goodish	1
<b>Total performance improved comments</b>	<b>47</b>



*Nillumbik Shire Council – 2021 Annual Community Survey*

**Reasons why Council's overall performance has improved, stayed the same or deteriorated**

**Nillumbik Shire Council - 2021 Annual Community Survey**

*(Number of responses)*

<i>Comment</i>	<i>Number</i>
<i>Stayed the same</i>	
No visible change / difference	32
No visible improvement	13
Communicate more	1
Continue to teach low expectations	1
COVID-19 hard on everyone, done well	1
Difficult circumstances for everyone so no improvements	1
Good job. Nothing has changed much	1
Latest Council has done nothing	1
Lot of politics in the Council	1
More support still needed for local businesses	1
Not focus on things necessary for community, focus on unimportant things like horse trails	1
Nothing has changed because pandemic	1
Some Councillors pro-property developers and pretended to be pro-environment	1
Still some longstanding issues that haven't been fixed	1
They don't do what they say they will do	1
Too slow development	1
<b>Total performance stayed the same comments</b>	<b>59</b>



*Nillumbik Shire Council – 2021 Annual Community Survey*

**Reasons why Council's overall performance has improved, stayed the same or deteriorated**  
**Nillumbik Shire Council - 2021 Annual Community Survey**  
*(Number of responses)*

<i>Comment</i>	<i>Number</i>
<i>Deteriorated</i>	
They do not consult with the residents	3
Upkeep and maintenance of parks, gardens and reserves is very low	3
Fire hazards aren't being dealt with / has gone worse	2
Services poor / gone worse	2
Nothing has been done	2
Changed the management of the bins and its not good	1
Do not see any improvements in anything especially the fire prevention management	1
Don't clean the drains	1
Due to COVID-19, they did not reach to the community	1
Focus on new developments, and not on existing ones	1
Footpaths not good	1
Haven't seen anything better	1
Hiring contractors to provide services has worsened the quality	1
Increasing rates and taxes on rubbish collection	1
Loss of trust	1
Lot harder to contact	1
More and more importance to animals and trees in 2020	1
No local sporting events	1
Over development in the area	1
Overgrown trees and parks	1
People voted in don't do what they say they will	1
Planning, decision making	1
Poor customer support	1
Potholes	1
Rates are too high	1
Roads not good	1
Shops are closed	1
Small businesses are not happy	1
The previous Councillor was voted out	1
Their approach to the Green Wedge	1
They are making lives difficult and not taking appropriate decisions for the residents	1
They used COVID-19 as an excuse to not do things	1
<b>Total performance deteriorated comments</b>	<b>39</b>
<b>Total</b>	<b>145</b>



*Nillumbik Shire Council – 2021 Annual Community Survey*

**Appendix Two: reasons for feeling unsafe in the public areas of Nillumbik**

**Reasons for feeling unsafe in public areas of the Shire of Nillumbik**

**Nillumbik Shire Council - 2021 Annual Community Survey**

*(Number of responses)*

<i>Response</i>	<i>Number</i>
<i>Crime - theft, robbery, violence, etc</i>	
Home invasion	2
Lot of theft of motor vehicles	2
Fight broke out at front	1
Lot of uncontrollable events occurring	1
There was fighting between men, drug usage	1
Witnessed a bashing at the train station	1
<i>Issues with people</i>	
A lot of teenagers about come out at night, feeling uncomfortable and insecure	1
Lot of young kids around. Not a lot of police presence. Vandalism	1
Shady people hanging around	1
Strangers	1
Young kids acting reckless and causing nuisance	1
<i>Lighting</i>	
Lighting insufficient	3
No lighting. Not maintained	1
Not well lit	1
<i>Safety at night</i>	
Does not feel very safe at night	1
Does not feel very safe at night around car parks	1
<i>Public transport safety</i>	
Druggies on public transport	1
<i>General safety</i>	
As a female	1
<i>Image / feel of place and news reports</i>	
Crime rates are being high recently	1

**Total**

**23**





### Appendix Three: Importance of Council meeting needs of LGBTI residents

#### Reasons for rating the importance of Council to address the needs of LGBTI residents

##### Nillumbik Shire Council - 2021 Annual Community Survey

(Number of responses)

Response	Number
<b>Unimportant</b>	
No need of special allowance. Everyone is equal	3
Don't believe it's that important	2
Don't think sexuality has to do with Council	2
Not the responsibility of the Council	2
Why single out one group ahead of others	2
Been blown out of proportion	1
Council should focus on rates roads traffic and services	1
Don't need special care	1
I can't be bothered	1
It's done in schools and other communities	1
No sympathy against them	1
Overdone	1
Plenty of options already in place, Council does not need to duplicate services	1
They are no different to us	1
This topic is given too much attention	1
Wasting their time	1
We already have many programs related, it's not Council responsibility	1
We are all equal, open political party	1
<b>Total</b>	<b>24</b>
<b>Neutral</b>	
Neutral	2
Deserve needs addressed like every citizen	1
Don't address needs	1
Everyone has the right to be treated equally	1
I don't think there is any sort of inequality and don't think its an issue	1
It doesn't bother me either way	1
It shouldn't be the fear of the Council	1
It's important but no personal connectivity	1
Needs attention for everyone	1
No personal involvement with the community	1
Open for everyone	1
Should be same	1
There are other groups in society that should be supported more	1
We are all equal	1

**Total**

**15**

*Metropolis*  
RESEARCH





*Nillumbik Shire Council – 2021 Annual Community Survey*

**Reasons for rating the importance of Council to address the needs of LGBTI residents**  
**Nillumbik Shire Council - 2021 Annual Community Survey**  
*(Number of responses)*

<i>Response</i>	<i>Number</i>
<i>Important</i>	
Needs more care, attention and awareness	8
Equality is important	6
Everyone has the right to be treated equally	6
We are all equal	6
Needs to be inclusive for all residents	5
They have equal rights as everyone else	4
Because they need support and love	3
Everyone is important	2
Everyone needs to be respected	2
Everyone's needs need to be heard / addressed	2
Fairness and equality for everyone	2
They are entitled to the same as everyone else	2
Access to everything should be equal	1
Deserve needs addressed like every citizen	1
Different	1
Doing good job	1
Don't know anyone	1
Everybody have rights to be validated	1
Family member is a part of the community	1
I don't know if they are doing it already	1
If the Council is not doing anything already, they should be	1
Important but not be all and end all	1
Important to me from a philosophical point of view	1
It's important but I don't think Council knows what they are doing, calling people a group is like categorising them is an issue, should be inclusive	1
Lot of them struggle	1
Lots of people need attention	1
Marginalised community in white washed community	1
Needs are already being addressed well	1
Not viable support, could be more, could be better	1
One of family member identified as LGBTIQ had been abused, hope them can live happily and equally	1
Open for everyone	1
Part of the community	1
Promote progressive society	1
Provide safe place	1
There should be no difference	1
We are all in this together	1
<b>Total</b>	<b>72</b>



***Appendix four: survey form***



Nillumbik Shire Council - 2021 Annual Community Survey



1

**Have you contacted Nillumbik Shire Council in the last twelve months?**

Yes (*continue*)

1

No (*go to Q.4*)

2

2

**When you last contacted the Council, was it?**

*(Please circle one only)*

Visit in person

1

E-mail

5

Telephone (*during office hours*)

2

Website

6

Telephone (*after hours service*)

3

Social media (*e.g. Facebook*)

7

Mail

4

Directly with a Councillor

8

3

**On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of service when you last contacted the Nillumbik Shire Council?**

1. The choice of methods to access services	0	1	2	3	4	5	6	7	8	9	10	99
2. The care and genuine interest in you and your enquiry	0	1	2	3	4	5	6	7	8	9	10	99
3. The provision of accurate information or referred to an expert	0	1	2	3	4	5	6	7	8	9	10	99
4. The speed and efficiency of service	0	1	2	3	4	5	6	7	8	9	10	99
5. Courtesy and friendliness	0	1	2	3	4	5	6	7	8	9	10	99
6. Kept informed about status of enquiry	0	1	2	3	4	5	6	7	8	9	10	99
7. Access to relevant officer / area	0	1	2	3	4	5	6	7	8	9	10	99

4

**On a scale of 0 (lowest) to 10 (highest), please rate the importance to the community, and your personal level of satisfaction with each of the following.**

1. Maintenance and repairs of sealed local roads	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
2. Grading of unsealed roads	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
3. Drains maintenance and repairs	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
4. Street sweeping	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
5. Footpath maintenance and repairs	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
6. Fortnightly kerbside garbage collection ( <i>which goes to landfill</i> )	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

*Reasons for rating satisfaction 0 to 5*

4

**On a scale of 0 (lowest) to 10 (highest), please rate the importance to the community, and your personal level of satisfaction with each of the following.**

7. Fortnightly kerbside recycling collection	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
Reasons for rating satisfaction 0 to 5													
8. Weekly kerbside green waste collection	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
Reasons for rating satisfaction 0 to 5													
9. Provision and maintenance of parks, gardens, and reserves	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
10. Provision and maintenance of street trees	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
11. Provision and maintenance of street lighting	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
12. Litter collection in public areas	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
13. Maintenance and cleaning of shopping strips	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
14. Parking enforcement	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
15. Local traffic management	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
16. Fire prevention works (e.g. roadside slashing)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
17. Animal management	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
18. Nillumbik News (Council's newsletter)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

5

**On a scale of 0 (lowest) to 10 (highest), please rate the importance of the following services to the community, followed by your personal level of satisfaction with only the services you or a family member has used in the past 12 months?**

*(Survey note: Ask importance, then use, then satisfaction only if service has been used in last twelve months)*

I. Council's website	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

5

2. Hard rubbish collection	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
3. Local library	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
4. Sports ovals (including facilities and activities)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
5. Public toilets	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
6. On and off road bike paths (including shared pathways)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
7. Horse riding trails	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
8. Aquatic and Leisure Centres	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
9. Services for children from birth to 5 years of age (e.g. Maternal & Child Health, immunisation, playgroups, kinder)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
10. Services for youth	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
11. Services for seniors (e.g. Day Care Program, Senior Citizens, respite, personal or domestic care, home maintenance)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
12. Arts and cultural events, programs and activities	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
13. Education and Learning (e.g. Living and Learning Centres)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99



5

14. Environmental programs and facilities (e.g. Edendale Farm)	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
15. Support for local businesses	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	

6

**On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with each of the following?**

1. Council meeting its responsibilities towards the environment	0	1	2	3	4	5	6	7	8	9	10	99
2. Council's performance in supporting a healthy local economy	0	1	2	3	4	5	6	7	8	9	10	99
3. Council's performance in meeting its responsibilities in relation to bushfire and emergency management	0	1	2	3	4	5	6	7	8	9	10	99
4. Council's performance in community consultation and engagement	0	1	2	3	4	5	6	7	8	9	10	99
5. Council's representation, lobbying and advocacy on behalf of the community with other levels of government and private organisations on key issues	0	1	2	3	4	5	6	7	8	9	10	99
6. The responsiveness of Council to local community needs	0	1	2	3	4	5	6	7	8	9	10	99
7. Council's performance in maintaining the trust and confidence of the local community	0	1	2	3	4	5	6	7	8	9	10	99
8. Council making and implementing decisions in the interests of the community	0	1	2	3	4	5	6	7	8	9	10	99
9. Performance of Council across all areas of responsibility	0	1	2	3	4	5	6	7	8	9	10	99
If overall performance rated less than 6, why do you say that?												

7

**Over the past twelve months, do you think Council's overall performance has?**

Improved	1	Deteriorated	3
Stayed the same	2	Don't know, can't say	9

**Why do you say that?**


8

**Can you please list what you consider to be the top three issues for the Shire of Nillumbik at the moment?**

Issue One:	
Issue Two:	
Issue Three:	

9

**On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with the following aspects of Council's kerbside waste services?**

1. The reliability (e.g. extent of missed bins)	0	1	2	3	4	5	6	7	8	9	10	99
2. Your knowledge of what to put in each bin	0	1	2	3	4	5	6	7	8	9	10	99

10

**Have you or members of this household been personally involved in a planning application or development in the last twelve months?**

Yes - lodged an application **1** Yes - other: \_\_\_\_\_ **3**  
Yes - objected to an application **2** No involvement (go to Q.12) **4**

11

**On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of the planning approvals process?**

1. Access to information	0	1	2	3	4	5	6	7	8	9	10	99
2. Council's communication during the process	0	1	2	3	4	5	6	7	8	9	10	99
3. Effectiveness of community consultation and involvement	0	1	2	3	4	5	6	7	8	9	10	99
4. Timeliness of planning decisions	0	1	2	3	4	5	6	7	8	9	10	99

12

**On a scale of 0 (lowest) to 10 (highest) can you please rate your satisfaction with the following aspects of planning and development in your local area?**

1. The appearance and quality of newly constructed developments in your area	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, please identify the developments:</i>												
2. The design of public spaces (e.g. town squares, civic precincts and similar)	0	1	2	3	4	5	6	7	8	9	10	99
3. The protection of local heritage	0	1	2	3	4	5	6	7	8	9	10	99

13

**On a scale of 0 (lowest) to 10 (highest), how safe do you feel in public areas of Nillumbik Shire?**

1. During the day	0	1	2	3	4	5	6	7	8	9	10	99
2. At night	0	1	2	3	4	5	6	7	8	9	10	99
3. Travelling on / waiting for P/T	0	1	2	3	4	5	6	7	8	9	10	99
4. Eltham Shopping Activity Centre	0	1	2	3	4	5	6	7	8	9	10	99
5. Diamond Creek Activity Centre	0	1	2	3	4	5	6	7	8	9	10	99

*If rated less than 5, where do you feel unsafe?*

*Why do you feel unsafe?*

14

**Thinking about Council's regular publication *Nillumbik News*, do you?**

Do not regularly receive the publication **1** Regularly receive and read **3**  
Regularly receive but do not regularly read **2** Can't say **9**

**15**

**Which, if any, of the following sections of the *Nillumbik News* do you usually read?**

*(please select as many as appropriate)*

Features	1	Service information	5
Calendars	2	Councillors page	6
Mayor's message	3	Services dashboard	7
Details about new projects / buildings	4		

**16**

**How often do you visit the Council website?**

Frequently (e.g. up to around once a month)	1	Rarely or never (go to Q.18)	3
Infrequently (e.g. up to around 3 - 4 times a year)	2	Can't say	9

**If rarely or never, why not? (then go to Q.18)**


**17**

**On a scale of 0 (lowest) to 10 (highest), can you please rate the following aspects of Council's website?**

1. Ease of reading	0	1	2	3	4	5	6	7	8	9	10	99
2. Interest and relevance of articles	0	1	2	3	4	5	6	7	8	9	10	99
3. Presentation and attractiveness	0	1	2	3	4	5	6	7	8	9	10	99
4. Ease of finding the information I require	0	1	2	3	4	5	6	7	8	9	10	99
5. The ability and ease of making payments	0	1	2	3	4	5	6	7	8	9	10	99
6. The ability and ease to interact with Council (e.g. requests, enquires, services, making applications)	0	1	2	3	4	5	6	7	8	9	10	99

**18**

**Are you aware of Nillumbik Shire Council's online community engagement site 'Participate Nillumbik'?**

Yes - and have actively used the site	1	Yes - but have not visited or used	3
Yes - and have visited but not used the site	2	Not aware of the site (go to Q.20)	4

**19**

**How many times in the last 12 months have you actively used the site?**

Frequently (e.g. up to around once a month)	1	Rarely or never	3
Infrequently (e.g. up to around 3 - 4 times a year)	2	Can't say	9

**20**

**From the following list, please identify all the methods by which you would prefer to receive information from or interact with Council?**

*(please circle as many as appropriate)*

Via Social media (Twitter / Facebook)	<b>1</b>
Council's website	<b>2</b>
Council advertisements in the local newspapers	<b>3</b>
Council's regular publication <i>Nillumbik News</i>	<b>4</b>
In person at the Civic Centre and other locations	<b>5</b>
Direct mail / letterbox drop of information	<b>6</b>
Telephone Customer Service	<b>7</b>
E-newsletters	<b>8</b>
Local radio	<b>9</b>
Email	<b>10</b>
SMS / text message	<b>11</b>
Other <i>(please specify)</i> :	<b>12</b>

**21**

**On a scale of 0 (very low) to 10 (very high), how well do you feel that you and your household are coping with the impacts of COVID-19 in terms of?**

1. Financial wellbeing	0	1	2	3	4	5	6	7	8	9	10	99
2. Mental health and emotional wellbeing	0	1	2	3	4	5	6	7	8	9	10	99
3. Physical health and wellbeing	0	1	2	3	4	5	6	7	8	9	10	99

**If rated less than five, why do you say that?**


**22**

**On a scale of 0 (no effect) to 10 (high effect), how has COVID-19 affected your personal health and wellbeing?**

1. Impact on health and wellbeing	0	1	2	3	4	5	6	7	8	9	10	99
-----------------------------------	---	---	---	---	---	---	---	---	---	---	----	----

**If rated more than six, how has it affected your health and/or wellbeing?**


**23**

**In what ways do you feel that Council could best assist the community to deal with the COVID-19 pandemic?**

<b>One:</b>	
<b>Two:</b>	
<b>Three:</b>	

24

On a scale of 0 (very unimportant) to 10 (very important) with five being neutral, how important do you believe it is that Council addresses the needs of LGBTIQ+ residents?

1. Importance	0	1	2	3	4	5	6	7	8	9	10	99
---------------	---	---	---	---	---	---	---	---	---	---	----	----

Why do you say that?

25

On a scale of zero (very poor) to ten (excellent) how would you describe the quality of the telecommunications service in your household?

1. Quality of telecommunication service	0	1	2	3	4	5	6	7	8	9	10	99
---	---	---	---	---	---	---	---	---	---	---	----	----

26

Please indicate which of the following best describes you.

15 - 19 Years	1	45 - 54 Years	4
20 - 34 Years	2	55 - 74 Years	5
35 - 44 Years	3	75 Years or Over	6

27

With which gender do you identify?

Male	1	Other (e.g. trans, intersex)	3
Female	2	Prefer not to say	9

28

What is the structure of this household?

Two parent family (youngest 0 - 4 yrs)	1	One parent family (youngest 13-18)	7
Two parent family (youngest 5 - 12 yrs)	2	One parent family (adult child only)	8
Two parent family (youngest 13 - 18 yrs)	3	Group household	9
Two parent family (adult child only)	4	Sole person household	10
One parent family (youngest 0 - 4 yrs)	5	Couple only household	11
One parent family (youngest 5 - 12 yrs)	6	Other (specify): _____	12

29

Do any members of this household identify as LGBTIQ+?

Yes	1	Unsure	3
No	2	Prefer not to say	4

30

Which of the following best describes the current housing situation of this household?

Own this home	1	Renting this home	3
Mortgage (paying-off this home)	2	Other arrangement	4

31

Which of the following best describes your current employment situation?

Self employed	1	Studying	5
Employed full time	2	Retired	6
Employed part time / casually employed	3	Not in workforce (e.g. home duties)	7
Unemployed (and looking for work)	4	Other	9



**32**

**Has your employment status been affected by the COVID-19 pandemic?**

Yes

**1**

No

**2**

**If Yes, how has it been affected?**

**33**

**How long have you lived in the Shire of Nillumbik?**

Less than 1 year

**1**

5 to less than 10 years

**3**

1 to less than 5 years

**2**

10 years or more

**4**

**If less than 5 years, what was your previous Council**

**34**

**Do you have any further comments you would like to make?**

No.	Action	Responsibility	Qtr 3 Progress	Status
<b>ENGAGED, CONNECTED COMMUNITIES</b>				
1	Develop a Community Vision for the shire, supported by a thorough community engagement process, in line with the Local Government Act 2020	Executive Manager Business Transformation & Performance	<p>The <i>Local Government Act 2020</i> requires councils to develop an integrated, longer-term strategic planning, organised around a long-term Community Vision. Progress towards the development of the Community Vision has continued during this quarter through the 'Our People, Our Place, Our Future' community engagement – a program designed to broadly capture the views and priorities of the community to inform key strategic planning documents including the Community Vision.</p> <p>Council has received over 1,000 contributions from the community. The feedback from this community engagement is currently being analysed and will be accessible for community members to view once completed. The findings, including what is important to the community now and into the future, will help inform the development of the Community Vision document, which is required to be endorsed by Council before the end of October this year.</p>	ON TRACK
2	Implement year 3 actions of the Customer First Strategy	Executive Manager Business Transformation & Performance	<p>Implementation of the Nillumbik Customer First Strategy continues to improve customer experience and improved productivity of services. An annual update of the strategy was presented and noted at the March Council Meeting. To date, 21 of the 24 actions outlined in the strategy are already operational or in progress. Highlights included:</p> <ul style="list-style-type: none"> <li>• Nillumbik is placed ninth across all 172 participating organisations for customer service, and we are also sector leaders in local government of 45 participating councils</li> <li>• Council's Customer Complaint Handling Policy and supporting process continues to be implemented across the organisation</li> <li>• A key performance indicator framework on customer service continues to be embedded and demonstrates our commitment to improve community pain points</li> <li>• We are linking complaint management process and reporting to focus our drive for continuous improvement, and reward and recognition for Council staff has been established to align with our four customer commitments.</li> </ul> <p>Meanwhile, a current focus on the strategy remains preparations for the upgrade of new Council website content and architecture. 95% of staff engagement workshops for the enhancement of Council's website are complete. Reporting from the complaint management framework is also showing progress of updated website pages. Website design workshop with our vendor is planned for May 2021.</p>	ON TRACK
3	Develop the Community Infrastructure Policy and associated guidelines that will support the preparation of a community infrastructure plan for the Shire	Director Operations & Infrastructure	<p>This action is being reviewed in the context of the Local Government Act 2020 planning requirements, in particular the development of an Asset Plan. The Asset Plan will provide a view (both strategic and in financial terms) of how the Council proposes to manage the whole portfolio of assets that it owns and controls. A cross-functional approach continues to be developed to determine detailed scope and purpose. The Asset Plan is required to be adopted by Council by October 2022, and will ensure that the provision of community infrastructure responds to community needs.</p>	MINOR ISSUES
4	Continue cultural consultations with the Wurundjeri Tribe Council on a monthly basis, and establish a 'statement of commitment' (as a key action towards reconciliation) for endorsement by Council	Executive Manager Communities	<p>A major Initiatives bid for an Aboriginal Liaison Officer was successful, with the position to commence in January 2022 for a three year contract. The Aboriginal Liaison Officer will provide an important resource to further Council's commitment to reconciliation and work towards the development of a Reconciliation Action Plan.</p> <p>Cultural Safety Training has been delivered to Councillors, the Executive and Managers across the organisation. This workshop introduced concepts which underpin the implementation and management of cultural safety in the workplace including:</p> <ul style="list-style-type: none"> <li>• Reflecting on our own culture</li> <li>• Developing a resilient workforce</li> <li>• Achieving a culturally safe workplace environment</li> <li>• Undertaking a cultural safety audit</li> <li>• Developing cultural protocols</li> <li>• How to embed cultural safety in workplace policies and procedures</li> <li>• Leading and managing a culturally safe workplace.</li> </ul> <p>Cultural Awareness Training will also be delivered to up to 70 staff across the organisation in May 2021 and will continue to strengthen the focus on social inclusion and connection within our community.</p>	ON TRACK



No.	Action	Responsibility	Qtr 3 Progress	Status
<b>ACTIVE AND CREATIVE PEOPLE</b>				
5	Continue to deliver key community infrastructure projects in accordance with the adopted works program and budget	Director Operations & Infrastructure	<p>Construction works commenced for the following major projects:</p> <ul style="list-style-type: none"> <li>• Diamond Creek Netball Courts</li> <li>• Eltham Lower Park front oval lighting upgrade</li> <li>• Eltham Rugby Oval lighting upgrade</li> <li>• Diamond Hills Oval lighting upgrade</li> <li>• Hurstbridge East Oval lighting upgrade</li> <li>• Hurstbridge Pavilion Redevelopment</li> <li>• Diamond Creek Trail (Stage 2).</li> </ul> <p>Construction works were completed for the following major projects:</p> <ul style="list-style-type: none"> <li>• Diamond Creek Netball Pavilion</li> <li>• Eltham Tennis Courts</li> <li>• Diamond Creek Trail (Stage 1).</li> </ul>	ON TRACK
6	Continue to implement the adopted Arts and Culture Plan	Executive Manager Communities	<p>Highlights from the quarter in support of the Arts and Culture Plan include:</p> <ul style="list-style-type: none"> <li>• The 'Art in the Time of COVID-19' exhibition opened on Thursday 6 February and closed on Sunday 4 April</li> <li>• The Eltham Library Community Gallery program is ongoing</li> <li>• The Digital Heritage Guide has been completed</li> <li>• Expression of interest (EOI) process for the St Andrews Creative Wayfinding Infrastructure is open and receiving applications</li> <li>• The Public Art Operations Manual was presented to and accepted by the Executive team.</li> </ul> <p>The regional/municipal art gallery business case and masterplan is on hold pending a State Government decision on the 895 Main Road, Eltham site.</p>	ON TRACK
7	Undertake an audit of performing arts venues in the shire, and develop a plan	Executive Manager Communities	Community consultation for the Performing Arts Plan will be undertaken in conjunction with the development of the Arts and Culture Strategy 2022-2026, with community engagement commencing in early April 2021.	ON TRACK
<b>SAFE AND HEALTHY ENVIRONMENTS</b>				
8	Undertake a review of the Planning Policy Framework in line with State Government requirements	\	<p>In accordance with the Victorian Planning Policy Framework (PPF), all council planning schemes are required to be translated in stages with all planning schemes expected to be translated by mid-2021. The second draft review of Local Planning Policy Framework (LPPF) translation has now been finalised.</p> <p>The scheduled Smart Planning Workshop with the Department of Environment, Land, Water and Planning (DELWP) was conducted on 15 February followed by two Councillor workshops in March to receive feedback about the translation.</p> <p>The format and content of the planning schemes are changing to make them more user friendly and concise.</p>	ON TRACK
9	Implement the adopted Green Wedge Management Plan including the 'conversations' program	Executive Manager Planning & Community Safety	A monitoring and implementation plan with priority key actions has been prepared and scoping for a Green Wedge conversations program is underway. Annual reporting on the plan will be conducted through Council's reporting processes. Work has commenced on the development of the webpages including a 'landowners toolkit'.	MINOR ISSUES



No.	Action	Responsibility	Qtr 3 Progress	Status
10	Undertake research and mapping to capture the existing status of the shire's agriculture industry, including identifying vacant and disused agricultural land, and identify future opportunities	Executive Manager Planning & Community Safety	<p>The Department of Environment Land Water Paper (DELWP) 'Planning for Melbourne's Green Wedges and Agricultural Land' consultation paper was publicly exhibited, which follows on from earlier consultation on significant agricultural land in 2018 into which Council provided a submission. Council's previously adopted submission was considered by Council at a briefing in January 2021 where changes were identified. Those changes were included in a revised submission which was adopted by Council at the February Council Meeting. The revised submission has been sent to and received by DELWP.</p> <p>A consultant has been appointed and will soon commence work on identifying the Shire's agricultural strengths through research and scientific data collection, including soil and land capability assessments and mapping. The research will consider opportunities for regenerative farming and sustainable food production practices alongside sustainable water and energy options.</p>	ON TRACK
11	Continue to implement the adopted Bushfire Mitigation Strategy	Executive Manager Governance, Communications & Engagement	<p>The 2020-2021 Fire Hazard Inspection and Enforcement Program concluded on 29 March 2021 with the end of the Fire Danger Period. The program ran for 23 weeks with 9,194 property inspections completed and 558 Fire Prevention Notices issued. Eight non-compliant properties were compulsorily cleared and 12 infringements issued to non-compliant property owners.</p> <p>The 2020-2021 Bushfire Mitigation Works Program was delivered by the Operations and Infrastructure department.</p> <p>The revised Bushfire Mitigation Strategy Action Plan has been incorporated in the new Municipal Fire Management Plan 2020-2023.</p> <p>All actions in the annual communications plan were delivered. Actions included social media campaigns, website content update and a four page liftout content published for the Nillumbik News spring edition to help educate the community on fire risk and managing fuel on their property.</p> <p>Under the 'Safer Together' grants program, Council has delivered a series of webinars informed by community conversations, including indigenous burns, mental health and art recovery. Funding for community groups was provided via Bushfire Preparedness and Community Resilience Grants.</p> <p>The Emergency Management team also participated in the 'Our People Our Place Our Future' community pop-up consultations throughout the Shire to hear community feedback.</p>	ON TRACK
12	Continue to implement the adopted Health and Wellbeing Plan and deliver initiatives in partnership with the community	Executive Manager Communities	<p>Phase one community engagement that will support the development of the 2021-2025 Municipal Public Health and Wellbeing Plan has concluded with over 1,000 contributions from the community. Results will now be analysed and presented at a Councillor Briefing on 4 May 2021.</p> <p>Phase two community engagement has now commenced as a part of this process, with a number of engagement activities planned throughout April to help inform the plan. In addition to these activities, we are also meeting individually (?meetings will be held) with three key health and wellbeing partners who develop and submit Integrated Health Promotion Plans to the State Government.</p> <p>The Pandemic Recovery Plan has been drafted and will go to Council Briefing in early April for feedback and endorsement at the May Council Meeting. The Nillumbik Pandemic Recovery Plan seeks to outline how Council has responded to the COVID-19 pandemic and the approach we are taking to continue to support the community through the recovery process. The plan is based on four main themes which guide the recovery process:</p> <ol style="list-style-type: none"> <li>1. Inclusion</li> <li>2. Healthy Environments</li> <li>3. Healthy Behaviours</li> <li>4. Employment and Education.</li> </ol> <p>The Community Profile 2021 has been developed to inform a number of strategic documents that Council prepares, including the Municipal Public Health and Wellbeing Plan and the Council Plan. It contains comprehensive information about the health status of the Nillumbik community, which can be used by staff to inform planning of initiatives and projects for grant applications and to better understand community needs.</p>	ON TRACK
13	Review of Integrated Water Management Plan aligned with Melbourne Water and DELWP strategies for water and waterway management	Director Operations & Infrastructure	<p>Integrated Water Management planning processes for the Yarra catchment led by Department of Environment, Land, Water and Planning (DELWP) and the Upper Yarra Sub-Catchment led by Yarra Valley Water are underway. A draft plan for the Yarra catchment setting targets will be circulated in May 2021.</p>	ON TRACK



No.	Action	Responsibility	Qtr 3 Progress	Status
<b>A PROSPEROUS ECONOMY</b>				
14	Implement the adopted Economic Development Strategy	Executive Manager Planning & Community Safety	<p>Delivery highlights aligned to the Economic Development Strategy for the quarter include:</p> <ul style="list-style-type: none"> <li>• The 'Women in Business' networking event was delivered successfully, providing an opportunity for locally based women owned or operated businesses to meet, network and hear from a female keynote speaker</li> <li>• The Women in Business Mentoring program has been established and invitations to submit an expression of interest are open</li> <li>• Successful administration of the special rate renewal programs to meet statutory requirements for the Eltham Chamber of Commerce and Hurstbridge Traders Association were both endorsed by Council at the March Council Meeting</li> <li>• The Green Business program has been implemented with cross-organisation stakeholders establishing business opportunities relating to sustainable business practices</li> <li>• A consultant has been appointed and will soon commence work on the Future of Agriculture project</li> <li>• The Customer Request Management System platform has been fully implemented and continues to capture business interactions.</li> </ul>	ON TRACK
15	Implement the actions of the Planning Service Plan, including strong focuses on digital service delivery	Executive Manager Planning & Community Safety	Planning Services continues to implement actions out of the service plan with the digitisation project remaining on track. This quarter has focussed on getting Council's digital planning service ready for the introduction of Council's new Electronic Document Records Management System (EDRMS) in February. We have successfully implemented the new system in our everyday processes and have had a seamless transition over to the new EDRMS - Content Manager. Planning ran its own targeted internal training for all planning team members to ensure everyone was ready for day one.	ON TRACK
16	Prepare planning scheme amendments in line with the adopted Eltham and Diamond Creek Activity Centre Structure Plans	Executive Manager Planning & Community Safety	This item was completed in Quarter 1.	COMPLETE
17	Develop a structure plan for the Wattle Glen township	Executive Manager Planning & Community Safety	<p>This action is being progressed through the Wattle Glen Urban Design Framework Project which seeks to design, in consultation with the local community, improvements to the public realm in the central area of Wattle Glen. Improvements that the project plans to advance include providing a stronger sense of arrival and visual presence for Wattle Glen and to provide greater amenity and accessibility for residents at, and between, certain key public and community facilities within Wattle Glen. The project does not propose any changes to existing planning provisions and will be fully consistent with the existing Green Wedge policy settings.</p> <p>The 'Our People Our Place Our Future' community consultation findings will inform the next phase of community engagement on this project. The project is now targeted for completion in the 2021-2022 financial year.</p>	MINOR ISSUES
<b>RESPONSIBLE LEADERSHIP</b>				
18	Continue to implement the Business Transformation Program to improve customer experience and improved productivity of services	Executive Manager Business Transformation & Performance	<p>Our business transformation program continues following the three pillar approach of 'our people, our processes and our systems'. The projects and initiatives in this program seek to ensure seamless service delivery and an open and responsive approach to our community. Key activities and outcomes for the quarter included:</p> <ul style="list-style-type: none"> <li>• The Nillumbik Customer First Strategy continues to be implemented (see Action 2), with an annual update on the delivery and implementation of the strategy reported to Council at the March Council Meeting</li> <li>• 28 new process were mapped in Promapp (our business process mapping tool) during the quarter, with 819 processes now mapped in total. Review and improvement in the processes mapped is a focus in 2021.</li> <li>• The new Electronic Document and Records Management System (EDRMS) and Staff Intranet went live on 22 February 2021</li> <li>• Engagement workshops with identified teams for the GIS Upgrade Project have been completed, with all teams except two having migrated to the new GIS - Spectrum Spatial Analyst. The remaining teams will be migrated in Quarter 4, 2020-2021.</li> <li>• The project management module of the new Asset Management System (Assetic) has gone live in the Capital Works team. System configuration, data migration, systems integration (with Council's GIS and Customer Request System) and user training are progressing and on track for the maintenance and mobility components to be deployed to the first teams.</li> <li>• Regarding the Council Website Upgrade, see commentary against Action 2 above.</li> </ul>	ON TRACK



# **Financial Report**

## **31 March 2021**



## Financial Report - 31 March 2021

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## Financial Report - 31 March 2021

### Income Statement

For the financial year to date 31 March 2021

	YTD Budget	YTD Actuals & Comm	YTD Variance Fav / (Unfav)		Annual Budget	YTD Actuals & Comm
	\$	\$	\$	%	\$	\$
<b>Income</b>						
Rates	57,590,579	57,611,643	21,064	0.04	58,039,786	57,611,643
Waste management charge	9,382,561	9,392,633	10,072	0.11	9,382,561	9,392,633
Government grants-recurrent	3,190,333	3,430,796	240,463	7.54	3,917,405	3,430,796
Government grants-non-recurrent	24,128,413	25,255,471	1,127,058	4.67	33,909,218	25,255,471
User charges	9,631,741	6,872,923	(2,758,818)	(28.64)	14,154,344	6,872,923
Statutory fees and fines	1,013,664	1,322,919	309,255	30.51	1,309,540	1,322,919
Reimbursements	96,390	196,258	99,868	103.61	96,390	196,258
Interest income	182,052	170,894	(11,158)	(6.13)	265,000	170,894
Capital contributions	155,000	192,235	37,235	24.02	1,600,158	192,235
Other revenue-recurrent	398,480	518,116	119,636	30.02	598,744	518,116
Other revenue-non-recurrent	185,018	207,953	22,935	12.40	185,018	207,953
Contributions	863,260	1,311,247	447,987	51.89	876,760	1,311,247
<b>Total income</b>	<b>106,817,491</b>	<b>106,483,088</b>	<b>(334,403)</b>	<b>(0.31)</b>	<b>124,334,924</b>	<b>106,483,088</b>
<b>Expenses</b>						
Employee benefits	28,116,041	27,949,499	166,542	0.59	36,650,217	27,949,499
External contracts	15,648,503	14,184,538	1,463,965	9.36	20,061,507	14,184,538
Materials and related costs	12,293,379	12,726,313	(432,934)	(3.52)	15,934,989	12,726,313
Other expenditure	5,339,498	5,412,154	(72,656)	(1.36)	8,031,122	5,412,154
Interest expenditure	385,120	385,120	-	-	607,958	385,120
Financial year projects allocation	1,686,145	1,791,553	(105,408)	(6.25)	3,539,279	1,791,553
<b>Total expenses</b>	<b>63,468,686</b>	<b>62,449,177</b>	<b>1,019,509</b>	<b>1.61</b>	<b>84,825,072</b>	<b>62,449,177</b>
<b>Earnings before Depreciation</b>	<b>43,348,805</b>	<b>44,033,911</b>	<b>685,106</b>	<b>1.58</b>	<b>39,509,852</b>	<b>44,033,911</b>
Depreciation	8,804,250	8,804,250	-	-	11,739,000	8,804,250
<b>Net Surplus</b>	<b>34,544,555</b>	<b>35,229,661</b>	<b>685,106</b>	<b>1.98</b>	<b>27,770,852</b>	<b>35,229,661</b>

## Financial Report - 31 March 2021

### Balance Sheet

For the financial year to date 31 March 2021

	31-Mar-21	30-Jun-20
	\$	\$
<b>ASSETS</b>		
<b>Current assets</b>		
Cash assets	44,055,560	43,345,000
Other Financial Assets	-	9,000,000
Receivables	28,566,392	11,996,000
Accrued income	574,778	799,000
Prepayments	210,100	1,139,000
Land held for resale	3,080,000	3,080,000
Inventories	16,149	18,000
<b>Total current assets</b>	<b>76,502,979</b>	<b>69,377,000</b>
<b>Non-current assets</b>		
Investments in associates	1,471,521	1,471,000
Other Financial Assets	5,000	5,000
Property, infrastructure, plant & equipment		
At cost	1,166,016,140	1,166,051,000
Accumulated depreciation	(252,001,505)	(243,197,000)
Work in progress	44,850,677	19,577,000
Right of use assets	1,300,111	1,301,000
<b>Total non-current assets</b>	<b>961,641,944</b>	<b>945,208,000</b>
<b>TOTAL ASSETS</b>	<b>1,038,144,923</b>	<b>1,014,585,000</b>
<b>LIABILITIES</b>		
<b>Current liabilities</b>		
Creditors	3,484,115	3,317,000
Trust funds	1,684,227	1,925,000
Prepaid income	-	60,000
Unearned Income	-	12,456,000
Accrued expenses	875,266	4,939,000
Commitments	5,463,154	-
Provisions	8,293,013	13,483,000
Borrowings	1,656,681	2,171,000
Finance leases	507,082	507,000
<b>Total current liabilities</b>	<b>21,963,538</b>	<b>38,858,000</b>
<b>Non-current liabilities</b>		
Provisions	27,608,154	22,388,000
Borrowings	8,605,142	8,605,000
Lease Liabilities	826,332	826,000
<b>Total non-current liabilities</b>	<b>37,039,628</b>	<b>31,819,000</b>
<b>TOTAL LIABILITIES</b>	<b>59,003,166</b>	<b>70,677,000</b>
<b>NET ASSETS</b>	<b>979,141,757</b>	<b>943,908,000</b>
<b>Presented by:</b>		
Accumulated surplus	385,916,253	400,585,000
YTD surplus/(deficit)	35,229,660	14,912,000
Asset revaluation reserve	522,986,131	523,226,000
Other reserves	35,009,713	35,009,000
<b>TOTAL EQUITY</b>	<b>979,141,757</b>	<b>943,908,000</b>

## Financial Report - 31 March 2021

### Statement of Cash Flows

For the financial year to date 31 March 2021

	31-Mar-21 YTD	30-Jun-20 <sup>1</sup>
<b>Inflows from operating activities</b>		
Rates	50,658,106	69,540,000
Statutory fees & fines	1,322,919	1,514,000
User charges	6,812,923	11,488,000
Grants	16,230,267	23,648,000
Contributions	1,503,482	3,511,000
Interest	170,894	602,000
Other receipts	922,327	5,493,000
<b>Total inflows from operating activities</b>	<b>77,620,918</b>	<b>115,796,000</b>
<b>Outflows from operating activities</b>		
Payments to suppliers	(27,540,741)	(43,102,000)
Payments to employees	(27,949,499)	(34,286,000)
Borrowing costs	(385,120)	(709,000)
Trust	(240,773)	(171,000)
Other payments	(4,046,887)	(8,523,000)
<b>Total outflows from operating activities</b>	<b>(60,163,020)</b>	<b>(86,791,000)</b>
<b>Movement in operating activities</b>	<b>17,457,898</b>	<b>29,005,000</b>
<b>Inflows from investing activities</b>		
Proceeds from sale of assets	41,176	1,658,000
Proceeds from investments	9,000,000	-
<b>Outflows from investing activities</b>		
Payments for property, infrastructure, P&E	(25,273,972)	(21,738,000)
Payments for investments	-	(8,000,000)
Interest paid - lease liability	-	(37,000)
Repayment of lease liabilities	413	(481,000)
<b>Movement in investing activities</b>	<b>(16,232,383)</b>	<b>(28,598,000)</b>
<b>Outflows from financing activities</b>		
Repayment of borrowings	(514,177)	(1,316,000)
<b>Movement in financing activities</b>	<b>(514,177)</b>	<b>(1,316,000)</b>
<b>TOTAL CASH MOVEMENT FOR PERIOD</b>	<b>711,338</b>	<b>(909,000)</b>
<b>Opening bank balance</b>	<b>43,344,222</b>	<b>44,254,000</b>
Net increase/(decrease) in cash and cash equivalents	711,338	(909,000)
<b>CLOSING BANK BALANCE</b>	<b>44,055,560</b>	<b>43,345,000</b>

<sup>1</sup>Comparative reflective of annual report which has been rounded to the nearest thousand



## Financial Report - 31 March 2021

### 1. Income Statement Variance Analysis

#### a. Operating Income year to date

	YTD Budget	YTD Actuals & Comm	YTD Variance Fav / (Unfav)		Annual Budget	YTD Actuals & Comm
	\$	\$	\$	%	\$	\$
<b>Income</b>						
Rates	57,590,579	57,611,643	21,064	0.04	58,039,786	57,611,643
Waste management charge	9,382,561	9,392,633	10,072	0.11	9,382,561	9,392,633
Government grants-recurrent	3,190,333	3,430,796	240,463	7.54	3,917,405	3,430,796
Government grants-non-recurrent	24,128,413	25,255,471	1,127,058	4.67	33,909,218	25,255,471
User charges	9,631,741	6,872,923	(2,758,818)	(28.64)	14,154,344	6,872,923
Statutory fees and fines	1,013,664	1,322,919	309,255	30.51	1,309,540	1,322,919
Reimbursements	96,390	196,258	99,868	103.61	96,390	196,258
Interest income	182,052	170,894	(11,158)	(6.13)	265,000	170,894
Capital contributions	155,000	192,235	37,235	24.02	1,600,158	192,235
Other revenue-recurrent	398,480	518,116	119,636	30.02	598,744	518,116
Other revenue-non-recurrent	185,018	207,953	22,935	12.40	185,018	207,953
Contributions	863,260	1,311,247	447,987	51.89	876,760	1,311,247
<b>Total Operating Income</b>	<b>106,817,491</b>	<b>106,483,088</b>	<b>(334,403)</b>	<b>(0.31)</b>	<b>124,334,924</b>	<b>106,483,088</b>

#### Significant variance commentary:

##### Recurrent Government Grants \$240,463.

##### • Additional funding received from:

Department of Education and Training for:

- Eltham and Panton Hill Childcare centres transitional childcare fee subsidies \$78,387
- Living and Learning general preparatory training program delivery \$19,222

Department of Health and Human Services for:

- Community activation and social isolation program \$25,000
- Enhanced maternal and child health service delivery \$20,372.

##### • New funding received from:

Municipal Association of Victoria for Maternal and Child Health staff training backfill \$12,223

National Australia Day Council for Australia Day citizenship event \$21,000.

##### • Recognition of recurrent grant income received in 2019-20, in accordance with Accounting Standard AASB1058 \$43,852.

The balance of \$20,407 is made up of minor differences.

##### Non-Recurrent Government Grants \$1,127,058.

##### • New funding received from:

Department of Environment, Land, Water and Planning for:

- Andrew Park - pocket park \$650,000
- Continuation of Peri-urban weed management programs \$102,000

Department of Health and Human Services for:

- Community activation and social isolation project \$65,000
- Digital story telling \$40,000

Department of Jobs, Precincts and Regions for:

- Women Building Surveyors Program \$75,000
- Eltham Lower Park back oval floodlights \$16,500

Strathewen Landcare Group for landcare network facilitator \$28,286

Department of Premier and Cabinet for Eltham North adventure playground landscaping project \$15,853

Manningham City Council for additional funding for emergency management officer \$17,600.

##### • Recognition of non-recurrent grant income received in 2019-20, in accordance with Accounting Standard AASB1058 \$114,149.

The balance of \$2,670 consists of various small grants.

##### User Charges (\$2,758,818).

##### • Loss of income for leisure facilities is being driven by closure of all facilities during COVID-19 (\$2,902,992).

(This is offset by a \$2,629,235 reduction in contract expenditure.)

##### • Edendale Farm have seen significant increase in plant sales \$23,571.

##### • Eltham Childcare Fees increased utilisation of services \$29,810.

##### • Increase in number of applications for building report and consent \$16,128.

The balance of \$74,665 is made up of minor differences.

## Financial Report - 31 March 2021

### Significant variance commentary (continued):

#### Statutory Fees and Fines \$309,255.

- Swimming pool registration has resulted in additional unbudgeted income \$120,531.
  - Planning applications have been significantly higher than budgeted \$100,592.
  - Incoming new planning subdivision fee and building permit applications continue to be higher than anticipated \$66,175.
  - Recommencement of active parking enforcement in December 2020 has led to increased parking infringement income \$22,190.
- The balance of (\$233) is made up of minor differences.

#### Reimbursements \$99,868.

- State Revenue Office reimbursement for land tax paid \$96,223.
- The balance of \$3,645 is made up of minor differences.

#### Other Revenue - Recurrent \$119,636.

- Handover of Leisure facilities from YMCA \$26,684 and Clublinks \$14,865, which will be offset by corresponding expenses.
  - WorkCover refunds for current claims \$33,904.
  - Reimbursement of Paid Parental Leave \$13,765.
  - Sale of property valuation data to Yarra Valley Water \$11,200.
- The balance of \$19,218 is made up of minor differences.

#### Contributions \$447,987.

- Developer contributions received for Open Space and DPO2 Open Space \$442,987.
- The balance of \$5,000 is made up of minor differences.

## Financial Report - 31 March 2021

### b. Operating Expenditure year to date

	YTD Budget	YTD Actuals & Comm	YTD Variance Fav (Unfav)		Annual Budget	YTD Actuals & Comm
	\$	\$	\$	%	\$	\$
<b>Expenditure</b>						
Employee benefits	28,116,041	27,949,499	166,542	0.59	36,650,217	27,949,499
External contracts	15,648,503	14,184,538	1,463,965	9.36	20,061,507	14,184,538
Materials and related costs	12,293,379	12,726,313	(432,934)	(3.52)	15,934,989	12,726,313
Other expenditure	5,339,498	5,412,154	(72,656)	(1.36)	8,031,122	5,412,154
Interest expenditure	385,120	385,120	-	-	607,958	385,120
Financial year projects allocation	1,686,145	1,791,553	(105,408)	(6.25)	3,539,279	1,791,553
<b>Total operating expenditure</b>	<b>63,468,686</b>	<b>62,449,177</b>	<b>1,019,509</b>	<b>1.61</b>	<b>84,825,072</b>	<b>62,449,177</b>

#### Significant variance commentary:

##### Employee Benefits \$166,542.

- Year to date variances arising from position vacancies due to resignations.

##### External Contracts \$1,463,965.

- Closure of all leisure facilities due to COVID-19 has significantly lower operational expenditure \$2,629,235.
- Reduction in cleaning costs due to closure of community facilities \$84,914.
- There has been a higher than expected uptake of the new free green waste bin option (\$495,126).
- Increased green waste tonnages have resulted from a wetter than normal season with increased gardening activity (\$414,814).
- Consultant services engaged to provide specialised services (\$88,703).
- Agency and temporary staff have been engaged to backfill vacant roles (\$175,178).
- Higher than anticipated need for fire prevention reserve maintenance works (\$67,638).
- E-waste disposal now chargeable and the value of cardboard has decreased resulting in unfavourable variance (\$27,824).

The remaining balance of \$19,099 consists of minor variances.

##### Materials & Related Costs (\$432,934).

- Contractors engaged to maintain and beautify high use sites around the Shire (\$108,153).
- Asbestos remediation works carried out by contractors has resulted in building maintenance contractor costs (\$29,416).
- Contractors engaged to deliver amenity mowing services (\$28,948).
- Major repairs to compactors and trucks (\$97,038).
- Theft of a grader has necessitated hiring of equipment while procurement of new grader is finalised (\$44,991).
- Insurance policies higher than budgeted due to changed market conditions (\$37,421).
- Increased transport costs due to higher volumes of hard waste, E-Waste and cardboard (\$70,979).

The remaining balance of (\$15,988) consists of a number of minor timing variances across a large number of operational accounts.

##### Other Expenditure (\$72,656).

- Unbudgeted expenses incurred during the pandemic to ensure the organisation is operating in a COVID safe manner (\$32,246).
- Growth in the volume of electronic transactions has resulted in an increase in transaction based bank charges \$(14,627).
- Increased building permit costs as a result of increase in permits issued (\$14,301).
- Solar maintenance contract awarded for a twelve month period until December 2021 (\$11,209).

The remaining balance of (\$273) consists of minor variances.

##### Financial Year Projects (\$105,408).

- Clean up costs associated with the wind storm event in November 2020 (\$51,478).
- Additional grant funding received for Corridors of Green has resulted in unbudgeted expenditure (\$28,935).
- Maintenance works as part of environmental offset programs (\$24,083).

The remaining balance of (\$912) consists of a number of minor variances.

## Financial Report - 31 March 2021

### 2. Statement of Capital Works For the financial year to date 31 March 2021

Asset Class	YTD Budget	YTD Actuals & Comm	YTD Variance Fav / (Unfav)		Annual Budget	YTD Actuals & Comm
	\$	\$	\$	%	\$	\$
Bridges	17,900	24,542	(6,642)	(37.10)	1,272,480	24,542
Children's playground equipment	359,897	393,795	(33,898)	(9.42)	565,720	393,795
Commercial centres/major streetscapes	90,000	99,366	(9,366)	(10.41)	370,000	99,366
Council Office & Equipment	-	-	-	-	-	-
Disability access works	37,666	37,666	-	-	150,000	37,666
Drainage	478,936	517,963	(39,027)	(8.15)	649,558	517,963
Footpaths	3,824,964	4,026,977	(202,013)	(5.28)	5,312,686	4,026,977
Landfill closure/regional park	3,600,000	4,911,521	(1,311,521)	(36.43)	3,600,000	4,911,521
Major leisure centres & community halls	12,464,205	12,461,946	2,259	0.02	12,651,120	12,461,946
Other council buildings	2,404,075	2,504,199	(100,124)	(4.16)	3,879,376	2,504,199
Plant & vehicle replacement	719,044	731,175	(12,131)	(1.69)	1,271,915	731,175
Public open space	935,056	1,355,666	(420,610)	(44.98)	2,052,156	1,355,666
Recreation trails	5,728,656	5,731,159	(2,503)	(0.04)	10,776,459	5,731,159
Roads	2,370,987	2,868,689	(497,702)	(20.99)	7,807,822	2,868,689
Special charge schemes	345,576	346,433	(857)	(0.25)	352,684	346,433
Sportsfields & pavilions	9,400,661	10,004,927	(604,266)	(6.43)	14,122,437	10,004,927
Traffic works	266,144	304,268	(38,124)	(14.32)	493,258	304,268
Various/miscellaneous capital	1,791,976	1,861,424	(69,448)	(3.88)	2,093,656	1,861,424
<b>Total</b>	<b>44,835,743</b>	<b>48,181,716</b>	<b>(3,345,973)</b>	<b>(7.46)</b>	<b>67,421,327</b>	<b>48,181,716</b>
Renewal	4,708,546	4,806,029	(97,483)	(2.07)	7,341,733	4,806,029
New	12,437,442	13,140,098	(702,656)	(5.65)	17,875,437	13,140,098
Upgrade	22,167,668	24,737,872	(2,570,204)	(11.59)	34,370,659	24,737,872
Expansion	5,522,087	5,497,717	24,370	0.44	7,833,498	5,497,717
<b>Total</b>	<b>44,835,743</b>	<b>48,181,716</b>	<b>(3,345,973)</b>	<b>(7.46)</b>	<b>67,421,327</b>	<b>48,181,716</b>

#### Commentary:

The 2020-21 annual capital works program is underway and is tracking well, with a total spend variance of 7.46% percent behind budget. This remains within annual budget projections. The variance is predominately attributable to:

New unbudgeted externally funded projects:

- Andrew Park - pocket park

Additional expenditure:

- Plenty Landfill commitments relating to consultants required to supervise and certify works completed.
- Kangaroo Ground Landfill consultants engaged to complete preliminary works to enable a contract to be awarded.
- Eltham North synthetic soccer pitch upgrades are well underway and due to be completed by 30 June 2021.
- Eltham North dog park project has extended scope to include adequate car parking facilities.
- Shaws Road sealing project has commenced and is expected to be completed by 30 June 2021.
- Eltham Central pavilion upgrade over budget due to additional building surveyor's requirements.
- Diamond Creek regional playspace access audit outcomes required additional signage and vegetation safety works.

The overall financial position of the capital works portfolio spend continues to be closely monitored.

## Financial Report - 31 March 2021

### 3. Treasury

#### a. Loans

Financial Institution	Start date	Term (years)	End date	Principal \$	Interest Rate %	Current Balance \$
LGFV	27/06/2014	7	12/11/2021	2,392,000	0.05	2,392,000
ANZ	29/06/2012	10	29/06/2022	1,000,000	0.06	156,947
CBA	30/06/2015	7	30/09/2022	1,480,000	0.02	1,480,000
CBA	28/06/2013	10	28/06/2023	400,000	0.06	111,293
NAB	28/06/2007	20	28/06/2027	2,200,000	0.07	1,003,799
NAB	27/06/2008	20	27/06/2028	3,647,000	0.08	1,980,214
NAB	10/06/2011	20	10/06/2031	2,120,000	0.08	1,479,099
ANZ	29/06/2012	20	29/06/2032	2,373,000	0.06	1,658,471
<b>Total</b>						<b>10,261,823</b>

#### b. Investment activities

Council carries out investment activities according to Section 143 of the Victorian Local Government Act 1989. All Council funds are invested with Authorised Deposit Taking Institutions (ADI's), in either cash, at call or term deposits. The following tables provide our investment portfolio by maturity and rating type.

Financial Institution	Green Investment	S & P Rating	Investment Type	Principal \$	Maturity Date	Term (days)	Interest Rate %
CBA		A1+	11:00am	4,417,412			0.20%
ME Bank	Yes	A2	11:00am	8,634,230			0.40%
NAB		A1+	Term Deposit	1,500,000	6/04/2021	180	0.60%
BOQ	Yes	A2	Term Deposit	5,000,000	7/04/2021	183	0.63%
Macquarie		A1	Term Deposit	1,000,000	7/04/2021	183	0.55%
ME Bank	Yes	A2	Term Deposit	1,100,000	6/05/2021	90	0.40%
NAB		A1+	Term Deposit	6,800,000	31/05/2021	90	0.30%
NAB		A1+	Term Deposit	4,500,000	31/05/2021	91	0.30%
AMP		A2	Term Deposit	3,000,000	1/06/2021	182	0.70%
Bendigo	Yes	A2	Term Deposit	1,000,000	17/06/2021	182	0.40%
AMP		A2	Term Deposit	3,000,000	26/07/2021	241	0.70%
AMP		A2	Term Deposit	2,000,000	4/08/2021	153	0.70%
<b>Total</b>				<b>41,951,642</b>	<b>Weighted average</b>		<b>0.45%</b>

Financial Institution Rating	Investment \$	Portfolio %
A1+	17,217,602	41.04%
A1	1,000,000	2.38%
A2	23,734,040	56.57%
<b>Total</b>	<b>41,951,642</b>	<b>100%</b>

Council's current average rate of return on investments for the 2020-21 financial year is 0.45 percent and is compliant with Council's investment policy.

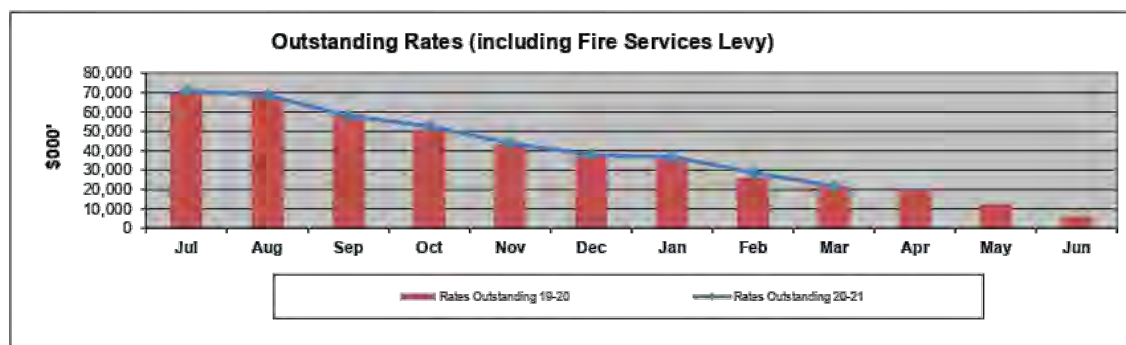
The portion of investment portfolio currently invested with green institutions is 37.51 percent.



## Financial Report - 31 March 2021

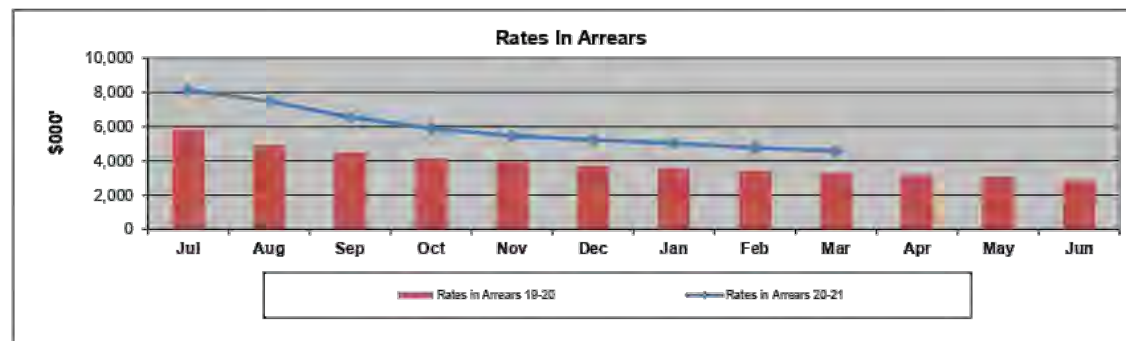
### 4. Rates Analysis

	YTD Actual 31-Mar-20 \$000'	YTD Actual 31-Mar-21 \$000'	Variance \$000'	Variance %
Rates Outstanding	21,500	21,667	(167)	(0.78)
Rates in Arrears (prior years)	3,300	4,582	(1,282)	(38.85)



As at 31 March 2021 the year to date actual Fire Service Levy charges outstanding are \$1,618,390; the outstanding rates balance is \$20,048,374.

When Council adopts the budget, rates are levied on properties and the full amount due is treated as income at that point.



### Supplementary Valuations

Between the annual revaluation cycle, supplementary valuations are conducted to:

- record changes made to properties that affect property value,
- record changes to the rateability status, and
- consider any planning amendments made within the cycle.

Growth in the number of rateable assessments predominantly occurs as a result of developments within the Shire, creating assessments through subdivision of land and/or buildings.

Rateable properties at 1 July 2020	23,869
2020-21 growth	103
Rateable properties at 31 March 2021	<u>23,972</u>

## Financial Report - 31 March 2021

### 5. Grant Activity

The following table provides a summary of grant funding, greater than \$50,000, received for Council activities during the period 1 July 2020 to 31 March 2021.

Project Description	2020-21 Actuals YTD \$	Funding Body
<b>Recurrent</b>		
Eltham Childcare rebates	89,612	Department of Education and Training (Cwlth)
Panton Hill Childcare rebates	84,275	Department of Education and Training (Cwlth)
Childcare Eltham	55,168	Department of Education and Training (Cwlth)
Maternal & Child Health universal funding	285,191	Department of Education and Training (Vic)
Living & Learning Vocational Education & Training	152,586	Department of Education and Training (Vic)
Best Start	91,626	Department of Education and Training (Vic)
Grants Commission - general purpose	606,255	Department of Environment, Land, Water and Planning
Grants Commission - roads	410,297	Department of Environment, Land, Water and Planning
Aged Care Regional Assessment Service funding	135,193	Department of Health and Human Services
Grow Communities Thriving Children	134,132	Department of Health and Human Services
Home & Community Care - transport	75,266	Department of Health and Human Services
Diamond Creek Neighbourhood House	64,949	Department of Health and Human Services
School crossing supervision	271,845	VicRoads
<b>Total Recurrent</b>	<b>2,456,395</b>	
<b>Non-Recurrent</b>		
<b>Council Plan / Grant Funded Initiatives</b>		
Biodiversity response planning - Sugarloaf link	202,500	Department of Environment, Land, Water and Planning
Peri-Urban Weed Management partnership	133,000	Department of Environment, Land, Water and Planning
Community activation and social isolation project	65,000	Department of Health & Human Services
Working for Victoria	547,776	Department of Jobs, Precincts and Regions
Outdoor dining	500,000	Department of Jobs, Precincts and Regions
Women Building Surveyors program	75,000	Department of Jobs, Precincts and Regions
Learner Driver Mentor program	97,963	Department of Transport
Emergency Management Officer	97,600	Manningham City Council
<b>Capital Works</b>		
Eltham South Preschool playground upgrade	62,700	Department of Education and Training
Diamond Creek Kinder playground upgrade	130,488	Department of Education and Training
Andrew Park - pocket park	650,000	Department of Environment, Land, Water and Planning
Road and carpark renewal	324,000	Department of Infrastructure, Transport, Cities and Regional Development
Local road and community infrastructure program upgrade	369,576	Department of Infrastructure, Transport, Regional Development and Communications
Solar Panels	270,000	Department of Jobs, Precincts and Regions
Diamond Valley Sports and Fitness Centre redevelopment	2,000,000	Department of Jobs, Precincts and Regions
Hurstbridge multi-use facility upgrade	705,000	Department of Jobs, Precincts and Regions
Diamond Creek netball court surface upgrade	786,193	Department of Jobs, Precincts and Regions
Sports lighting upgrades	961,376	Department of Jobs, Precincts and Regions
Diamond Creek Trail construction Stage 1	1,905,910	Department of Transport
<b>Total Non-Recurrent</b>	<b>9,884,082</b>	

## Financial Report - 31 March 2021

### 6. Defined Benefit Superannuation Update

Council has an obligation to contribute to any funding shortfalls within the Local Authorities Superannuation Fund (LASF) Defined Benefit Plan.

The Australian Prudential Regulation Authority (APRA) standard SPS160 uses the Vested Benefits Index (VBI) as its primary measure of fund solvency. The VBI measures the market value of assets in a defined benefit portfolio against the benefits that members would have been entitled to if they had all resigned on the same day.

The independent Actuary to the fund calculates the VBI at 30 June each year. It is necessary for the VBI to be 100% or greater at 30 June each year.

Vision Super produces interim quarterly VBI estimates based on actual quarterly assets and membership.

The recent history of the LASF VBI is shown below.

#### Estimated Vested Benefit Index

Year	30 Sept (estimated) %	31 Dec (actual) %	31 Mar (actual) %	30 Jun (actual) %
2020/21	104.50	109.60	**	
2019/20	107.30	107.70	102.10	104.60
2018/19	106.90	101.90	105.40	107.10
2017/18	103.80	106.40	106.20	106.00

\*\* The 31 March 2021 estimated figure is not yet available from Vision Super.

To enable Council to monitor this risk, reliance is placed on the actuarial reviews conducted on the fund on a periodic basis. The most recent triennial actuarial investigation was completed at 30 June 2020 and the fund actuary found that the LASF Defined Benefit Plan was in a satisfactory financial position.

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# Victoria Government Gazette

No. S 459 Wednesday 13 November 2019  
By Authority of Victorian Government Printer

## Local Government Act 1989

### MAYORAL AND COUNCILLOR ALLOWANCES ADJUSTMENT

Pursuant to section 73B(4)(a) of the **Local Government Act 1989**, notice is hereby given that an adjustment factor of two per cent applies to Mayoral and Councillor allowances.

Pursuant to section 73B(4)(b) of the **Local Government Act 1989**, the new limits and ranges of Mayoral and Councillor allowances, adjusted in accordance with the adjustment factor, are:

Category 1	Councillors: \$8,833–\$21,049 per annum	Mayors: up to \$62,884 per annum
Category 2	Councillors: \$10,914–\$26,245 per annum	Mayors: up to \$81,204 per annum
Category 3	Councillors: \$13,123–\$31,444 per annum	Mayors: up to \$100,434 per annum

This notice does not apply to the Lord Mayor, Deputy Lord Mayor and Councillors of the Melbourne City Council, and the Mayor and Deputy Mayor of the Greater Geelong City Council.

The new adjusted limits and ranges take effect on 1 December 2019.

Dated 12 November 2019

ADEM SOMYUREK MP  
Minister for Local Government

## City of Greater Geelong Act 1993

### GREATER GEELONG CITY COUNCIL – MAYORAL AND DEPUTY MAYORAL ALLOWANCES – ALTERATION

Pursuant to section 13(3) of the **City of Greater Geelong Act 1993**, notice is hereby given that the following new allowance amounts for the Mayor and Deputy Mayor of the Greater Geelong City Council are:

Mayor:	\$100,434 per annum
Deputy Mayor:	\$31,444 per annum

The new allowance amounts take effect on 1 December 2019.

Dated 12 November 2019

ADEM SOMYUREK MP  
Minister for Local Government

## City of Melbourne Act 2001

### MELBOURNE CITY COUNCIL – LORD MAYORAL, DEPUTY LORD MAYORAL AND COUNCILLOR ALLOWANCES – ALTERATION

Pursuant to section 26A(3) of the **City of Melbourne Act 2001**, notice is hereby given that the following new allowance amounts for the Lord Mayor, Deputy Lord Mayor and Councillors of the Melbourne City Council are:

Lord Mayor:	\$200,870 per annum
Deputy Lord Mayor:	\$100,434 per annum
Councillors:	\$47,165 per annum

The new allowance amounts take effect on 1 December 2019.

Dated 12 November 2019

ADEM SOMYUREK MP  
Minister for Local Government

**SPECIAL**



## **bluestar\*PRINT**

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# Revenue and Rating Plan

## 2021-2025



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### Acknowledgement of Country

Nillumbik Shire Council acknowledges the Wurundjeri people who are the Traditional Custodians of this Land. We would also like to pay respect to the elders both past and present and extend that respect to other Indigenous Australians.

### 1. Purpose

The purpose of the Revenue and Rating Plan is to determine the rating and revenue strategy which, in conjunction with other income sources, will adequately finance the objectives proposed in the Council Plan.

### 2. Summary

Nillumbik Shire Council requires sufficient revenue to maintain its service delivery needs and fund its infrastructure needs. The most important sources of these funds are:

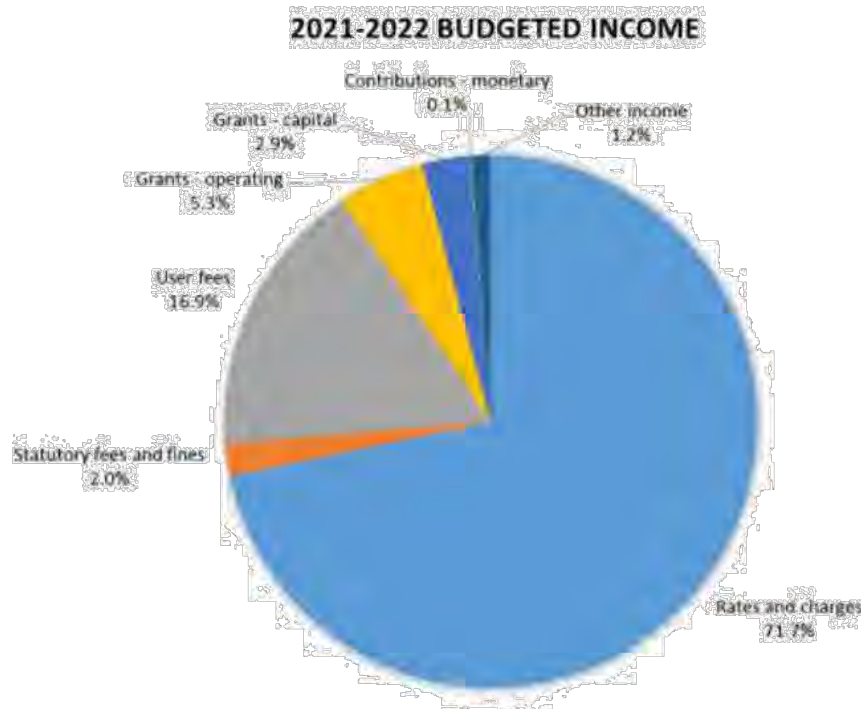
- general rates
- government grants
- fees and charges.

General Rates are levied annually, in compliance with the Fair Go Rating System.

Council advocacy is an ongoing priority to obtain external grant funds, particularly for community infrastructure capital works programs.

Council has reviewed all fees and charges and increased/decreased the levels consistent with application of the user pays principle – that is, so far as is possible, the cost of providing a direct service will be met by the fees charged.

A schedule of the current user fees and charges is presented in the annual budget. Also included is a selection of council services and their costs compared to the income received for their provision.





### 3. General Rates Income

General Rates are levied annually, in compliance with the Fair Go Rating System and section 158 of the Local Government Act 1989.

The Fair Go Rates System (FGRS) sets out the maximum amount councils may increase rates in a year. The cap applies to general rates and is calculated on the basis of council's average rates and charges.

The rating system is based on property valuations, which are carried out annually by the Valuer-General Victoria or their nominated representatives. Rates are levied based on these valuations.

Council has several means by which it can vary the amounts which are levied, including:

- a general rate
- a municipal charge
- differential rates
- service rates and charges
- special rates and charges
- rebates, deferments, concessions and exemptions.

Several propositions are considered in developing the most suitable rating system. This entailed giving consideration to a number of factors, such as:

- equity of the system
- efficiency of application
- the link between rate levied and benefit to be derived.
- the valuation base of rates
- A differential rating system with and without a municipal charge
- The use of rebates and deferment schemes
- Policy approaches for exemptions and concessions
- Rating of cultural and recreational land.

#### 3.1 Valuation Base

In raising Council rates, Council is required to use the valuation of the rateable property to levy rates, with the valuation updated annually.

The *Local Government Act 2020* (the Act) permits Councils to use three valuation basis; Site Value (SV), Capital Improved Value (CIV) and Net Annual Value (NAV).

**Capital Improved Value** – the total market value of the land plus buildings and other improvements.

**Net Annual Value** – the current value of a property's net annual rent (by law, Net Annual Value must be at least 5% of the Capital Improved Value for commercial property and exactly 5% of Capital Improved Value for residential property).

**Site Value** – the market value of the land only.

Capital Improved Value (CIV) better reflects capacity to pay than the other two bases as it incorporates the developed value of properties i.e. the total value. Most Victorian councils use the Capital Improved Value to levy rates.

#### Basis of Valuation

The basis of valuation currently used by Nillumbik is the Capital Improved Value (CIV), in compliance with the Fair Go Rates System and the Act.



### 3.2 Differential rates

Differential rates are where councils set different rates in the dollar for different categories of rateable land. Councils are able to levy either a uniform rate across all properties, or one or more differential rates. Council may, for example, have differential rates for farmland, various categories of residential property or commercial/industrial properties – each paying a higher or lower rate in the dollar.

Differential rates are usually used to achieve greater equity or efficiency.

The highest differential rate cannot be more than four times the lowest differential rate declared by a council.

Details of the objectives of each differential rate, the types of classes of land, which are subject to each differential rate and the uses of each differential rate, are set out below.

**Commercial land** - any land used for commercial purposes.

Occupied for the principal purpose of carrying out the trade in goods and services or unoccupied but zoned commercial under the State Planning Scheme

**Industrial** – any land used for industrial purposes

Occupied for the principal purpose of carrying out the manufacture or production of or unoccupied but zoned industrial under the State Planning Scheme.

**Farm land** – Land not less than two hectares in area; that is used primarily for grazing (including agistment), dairying, pig-farming, poultry-farming, tree farming, bee-keeping, viticulture, horticulture, fruit-growing or the growing of crops of any kind or for any combination of those activities; that is used by a business.

Land that has a significant and substantial commercial purpose or character; and that seeks to make a profit on a continuous or repetitive basis from its activities on the land; and that is making a profit from its activities on the land, or that has a reasonable prospect of making a profit from its activities on the land if it continues to operate in the way that it is operating.

**Farm land with Sustainable Agriculture Rebate land** – Used by the applicant for a single farm enterprise must comprise and aggregate of a minimum 30 hectares;

The property in respect of which the rebate is sought is classified as Farm Land; the applicant shall satisfy detailed criteria relating to sustainable farming practices and land care principles as developed by Council.

**Other land** – Unoccupied land which is not farm land, commercial/industrial land or vacant land - residential and specified low density residential zones.

**Vacant Land** – Residential and Specified Low Density Residential Zones

General Residential / Activity Centre Zone / Neighbourhood Residential Zones and Low Density Residential Zones (LDRZ) to which Development Planning Overlay 4 applies, on which no habitable dwelling exists.

Lots greater than 8,000 square metres in the Plenty LDRZ are excluded.

This is a higher differential to encourage construction of new dwellings in preferred locations across the Shire.

Rateable land under this definition includes Vic Roads land that is not used for transport or for residential properties.

**Cultural and Recreational Land** – Council is required to determine an amount payable as rates in respect to recreational lands.

Recreational lands are described as lands which are:

- Vested in or occupied by a body-corporate or un-incorporate which exists for the purpose of providing or promoting cultural or sporting recreational facilities or objectives.
- Which applies its profits in promoting its objectives and prohibits the payment of dividend or amount to members used for outdoor sporting recreational or cultural purposes or similar outdoor activities.

### 3.3 Proposed rating system

Rate in the dollar, proposed draft budget 2021-2022

Type or class of land	2021-22 Rate in Dollar
General	0.002718
Farm Land	0.002310
Commercial/Industrial	0.003153
Vacant Land - Residential and Specified Low Density Residential Zones	0.004031
Cultural and Recreational Land	0.001060

Rates levied, proposed draft budget 2021-2022

Rate Type	No.	Capital Improved Value	Share of Capital Improved Value
Residential	22,314	19,984,620	93.39%
Farm Land	169	269,810	1.26%
Commercial / Industrial	1,003	873,767	4.08%
Vacant Land - Residential and Specified Low Density Residential Zones	484	267,775	1.25%
Cultural and Recreational Land	2	4,075	0.02%
Total	23972	21,400,047	100%

Past and proposed rate levels

Year	Rates Levied	Municipal Charge	Assessments	Adopted Increase %	Rate Cap %	Rates per Assessment (including municipal charge)
2021-2022*	58,780,166	-	23,972	1.50%	1.50%	2,452.03
2020-2021	57,648,111	-	23,869	0.00%	2.00%	2,415.19
2019-2020	57,248,015	-	23,627	2.25%	2.50%	2,422.99
2018-2019	55,450,837	-	23,383	1.95%	2.25%	2,371.42
2017-2018	51,912,000	2,232,785	23,297	0.00%	2.00%	2,324.11
2016-2017	51,506,000	2,217,296	23,136	2.50%	2.50%	2,322.07
2015-2016	49,716,000	2,146,573	22,958	5.50%	n/a	2,259.02

\*2021-2022 proposed rates to be levied

### 3.4 Waste Service Charge

The waste management charge captures all known costs associated with the provision of the service.

Council's approach to the service charge is compliant with section 162 of the Local Government Act 1989. The Essential Services Commission is capturing the data on the waste management charge.

Currently the charge levied to residents captures the cost of service provision including known costs for the landfill rehabilitation sites.

The waste service charge levied is dependent on the level of service the ratepayer elects to receive.

Current and proposed waste service charges

Type of Charge	2020-21 \$	2021-22 \$
Waste Management - Standard service	419.56	477.73
Waste Management - 80 litre landfill bin	335.65	382.18
Waste Management - 2 x 120 litre landfill bin	587.38	668.82
Waste Management - 140 litre landfill bin	461.52	525.50
Waste Management - 120 litre landfill bin – weekly collection	755.21	859.91
Waste Management - Elderly persons units - bin	104.89	119.43

### 3.5 Rate instalment due dates

Rates and charges are due on a quarterly instalment basis. The due dates for the 2021-22 financial year will be:

- 30 September 2021,
- 30 November 2021,
- 28 February 2022 and
- 31 May 2022

(if any of these dates fall on a weekend, the due date will be the following Monday).

### 3.6 Rates – summary

In council's view the proposed revenue and rating strategy puts due emphasis on equity. The budget projections have been prepared on the basis of a 1.50 percent rate increase in 2021-2022 and 2022-23, 1.80 percent in 2023-24, 2.00 percent in 2024-2025 and 2025-2026, 2.25 percent in 2026-2027 and 2027-2028, followed by increases of 2.50 percent in each of the following years.

#### 4. Fees and Charges

Council provides a wide range of services, to the community, often for a fee or charge. The nature of these fees and charges generally depends on whether they relate to compulsory or discretionary services. Some of these, such as statutory planning fees, are set by state government statute and are commonly known as 'regulatory fees'. In these cases, councils usually have no control over service pricing.

The *Local Government Act 1989* gives Council the power to set these fees and charges at a level that recovers the full cost of providing the services, unless there is an overriding policy or imperative in favour of subsidisation.

A schedule of the current user fees and charges is presented in Council's annual budget. Council periodically reviews all fees and charges and adjusts the levels consistent with application of the user pays principle – the cost of providing a direct service will be met by the fees charged where possible.

##### 4.1 Principles

Council has developed a range of principles to determine the level of fees and charges to be applied to each service. These principles are:

- Fees and charges are set in line with other like services through benchmarking.
- Fees and charges are set at a level that is deemed to be fair and equitable to enable the majority of residents to access the services.
- Full cost or direct cost recovery is achieved where possible.
- Fees are charged in line with State or Federal government legislation or Local Laws.
- Fees are charged in line with State or Federal government funding requirements.
- Fees and charges are comparable to private industry.

##### 4.2 Full Service Costing

###### Cost recovery

Setting fees and charges is often determined by a notion that the fee charged for a service should correspond with the cost of providing the service; that is, the costs borne by the council are fully recovered.

###### Council operations attracting fees and charges

All council services are reviewed to assess whether they are appropriate to attract user fees and charges. Attributes of a service that can affect the ability for a council to place a fee or charge include whether the operation is a public or private good in nature and if there is any state & federal government legislation or funding conditions prohibiting or setting ceilings for pricing. Examples of such charges are found below:



#### Examples of council fees and charges

Area	Significant or typical fee or charge	Examples of Constraints
Business and Economic	Planning application fees	Many fee levels set by Victorian Government
Traffic and Streets	Parking fees and fines	Nil
Recreation and Culture	Leisure centre entrance fees	Competition (if any) from other centres
	Library fees	Basic services free as condition of State Government funding
Family and Community	Child care centres	Constraints from funding agreements
		Competition from private providers
	Maternal and child health	Basic services free as part of State Government funding
Waste Management	Kerbside collection fees	Nil
	Tip disposal fees	Influenced by Environment Protection Act 1970 provisions
Aged and Disabled	HACC services fees	Maximums set by State Government
Governance	Local Laws fees or fines	Related to penalty units set annually by State Government

#### Full cost

The full cost of delivering a service or providing a facility include both:

- **direct costs** – those costs that can be readily and unequivocally attributed to a service or activity because they are incurred exclusively for that particular product/activity
- **indirect Costs (often referred to as overheads)** – those costs that are not directly attributable to an activity, but support a range of activities across the council.

#### Direct Costs

Council has systems for calculating the direct costs of providing services. These include:

- **labour** – the wages and salaries of all staff directly working on the service.
- **materials and supplies** – supplies used in providing the service.
- **capital equipment and assets** used in providing the service – this may include plant hire or, where a council owns the equipment and assets, allowance for asset replacement and depreciation.

#### Indirect Costs

Every council has a range of back office operations that are not directly tied to any service delivery. Nonetheless, these involve real costs that are incurred in supporting the delivery of direct services. Two widely used methods to allocate indirect costs are:

- **activity-based costing** – links an organisation's outputs or goods and services to the activities used to produce them, and then assigns a cost to each output based on the rate of consumption of associated activities
- **the pro-rata approach** – allocates indirect costs on a proportionate basis by using measures that are easily available, such as staff involved in the activity as a percentage of total staff, or the service unit's share of total office space.



#### 4.3 Pricing Policy

After a council has calculated the full costs of a service, another series of questions require answers before prices are decided. These include:

- Do any external constraints apply? Possibilities include:
  - either the State or Commonwealth Government sets a statutory price for that service; and if the service has private sector competitors AND is a "significant business activity", the council needs to check competitive neutrality conditions. How would the service users respond to any price changes?
- Is a price based on the full cost of the service competitive with other suppliers (nearby councils and/or private competitors)?
- Does the council have a specific policy either:
  - to subsidise this service (setting prices below full costs)?
  - to use the service as a taxation mechanism (setting prices above the full cost level)?

If a competitive neutrality assessment is required, the following steps are recommended by the Victorian Government's National Competition Policy (the Policy) and Local Government Statement:

- Determine whether the operation is a "significant business activity" and, therefore, subject to the policy
- Assess the full costs of providing the services, including all overheads
- Identify any aspect whereby the operation gains a net commercial benefit from being government owned.

If this analysis shows that a significant business does enjoy a net competitive benefit, the council is expected to set prices that include competitive neutral adjustments. However, under the policy this is not required if the council:

- decides that the costs of applying competitive neutrality outweigh the benefits
- conducts and documents a public interest test, which involves public consultation on costed options, and identifies clear public policy objectives for providing the service at below competitive neutral prices.

The policy aims to identify subsidies, make them transparent to the community, and explain why the council is providing cross-subsidisation. Cross-subsidisation implies that one group may pay higher/lower prices than another group. Cross-subsidisation exists in a number of forms:

- cross-subsidisation between the fees and charges paid by different users for a specific service – a cross subsidy between users
- cross-subsidisation between fees and charges and rates – a cross subsidy between users and ratepayers or from one service to another service
- cross-subsidisation between the amounts of rates paid by various classes of ratepayers.

The final step in a pricing policy is identifying what council services or service areas are "public goods" and therefore most appropriate for funding via general rate revenue. This need not be an exacting exercise, and as often noted, few council services fall exclusively into the public or private goods category. But it is important for a council to make recommendations that as far as possible allow judgements to be made and a rationale for pricing decisions to be expressed in the rating and revenue strategy.

The final step in a pricing policy is identifying what council services or service areas are "public goods" and therefore most appropriate for funding via general rate revenue.

## **5. Government Grants**

Council pursues all avenues to obtain external grant funds for prioritised works. A large proportion (39%) of government grants is made up of the Financial Assistance Grants provided by the Commonwealth Government under the Local Government (Financial Assistance) Act 1995 (Commonwealth) and distributed annually to 79 local governing bodies within Victoria.

The Financial Assistance Grant program consists of two components:

- A general purpose component, which is distributed between the states and territories according to population (i.e., on a per capita basis), and
- An identified local road component, which is distributed between the states and territories according to fixed historical shares.

Both components of the grant are un-tied, allowing councils to spend the grants according to local priorities. Council applies the local roads component to road rehabilitation projects in its Capital Works Program, and utilises the general purpose component to fund Council operations and Capital works.

## **6. Other Income**

Council receives income from other sources, including interest on investments, rent received, reimbursements and insurance refunds.

## **7. Review**

The next review of this document is scheduled for completion by 30 June 2025 as part of the next Council Plan development process.

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# Financial Hardship Policy

March 2021

Version 5.0 – Covid-19 Pandemic Event

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## **Financial Hardship Policy**

### **1. Purpose**

Nillumbik Shire Council recognises that some ratepayers may from time to time experience financial difficulty which will vary in its extent and duration depending on individual circumstances.

We are committed to assisting all ratepayers who are experiencing any degree of financial hardship.

The purpose of this policy is to provide guidelines for delegated staff to assist in the process and assessment of applications received for the deferment of rates and charges due to financial hardship.

There is no formal assessment criteria used to determine ratepayer eligibility. All ratepayers are assessed on a case by case basis, based on a meaningful two-way conversation.

This policy ensures that all ratepayers, regardless of their circumstances, will face no judgement, and will be treated with understanding, dignity and respect.

The guidelines, which provide direction for review and recommendation in conjunction with Sections 170 and 171 of the Local Government Act 1989, are based upon the principles that every rateable property should meet its share of rates and charges; and that financial hardship applications should be considered with compassion and care for the applicant's circumstances.

### **2. Definitions**

**Financial hardship** is where a ratepayer is willing, but unable to, meet their contractual debt obligations because of unexpected events or unforeseen changes that impact their cash flow, for example:

- changes in employment status (such as losing a job or having hours reduced);
- identifying themselves as having affordability issues;
- where a customer or their advocate identifies as being affected by family violence;
- asylum seekers or refugees who have limited access to financial stability; or
- people experiencing health and mental health issues.

Financial hardship will be determined by household expenditure exceeding household income.

**Payment arrangement** is where the total amount owing is paid in fixed instalments over an agreed period of time. Debts may continue to accumulate outside of the payment arrangement and are required to be paid as and when they fall due.

**Deferral** suspends payment for a period of time; debt continues to accrue and interest/penalties may continue to accumulate.

**Waiver** exempts payment of the charge or portion thereof. Applications for a waiver of any interest imposed for late payment must be made to Council as per section 171 of the Local Government Act 1989.

Council will not waive rates, municipal charges or service charges. The value of each property provides the owner with a potential source of funds if liquidated. It is considered inequitable for the majority of ratepayers to subsidise the property assets of hardship applicants. A more equitable solution for the community is to defer payment of rates and charges.

**Covid-19 Pandemic Event (The Event)** refers to the Coronavirus Covid-19 Pandemic Event declared by the World Health Organisation on 11 March 2020.

**Financial hardship** for the purposes of the Covid-19 Pandemic Event includes business and commercial property owners experiencing a significant down-turn or closure as a result of the event.

### **3. Deferral and waiving of interest**

#### **3.1 Deferral**

Ratepayers may have rates and charges deferred subject to compliance with the following conditions:

- Applicants who are in receipt of a pension rebate as provided under Section 171 (1) (a) of the Local Government Act 1989 will be granted automatic deferral upon the receipt of a written application, for amounts outstanding after the pensioner rebate has been applied.
- All other (non-pensioner) applications must include written documentation from a financial counsellor who has assessed and supported the request. Where the ratepayer is a non-pensioner, deferment may be granted after consideration by the Finance Manager.

Upon the submission of an application, property owners may have the payment of rates, charges and penalty interest or parts thereof, deferred, subject to compliance with the following conditions:

- a) The ratepayer is a pensioner and is eligible to claim a pensioner rate rebate; or
- b) The ratepayer is able to evidence financial hardship as per section 3 of this document.

Interest may be waived for a period of up to twelve months where the applicant meets the requirements set out in section 1 of this policy. No further interest free period will be granted.

Interest will continue to be charged at the interest rate fixed under Section 2 of the Penalty interest Rates Act 1983.

All deferments granted will be reviewed annually, and non-pensioner applicants will be required to provide an updated application and confirmation of continuing financial hardship from their financial counsellor in order to maintain the payment arrangement.

As per the Local Government Act 1989 – Section 158 (4) (d), rates notices will continue to be sent throughout the deferment period.

#### **3.2 Waiving of interest**

- Council **will** waive the first twelve (12) months of interest if the person is on a full pension and that person has entered into an agreement to pay a nominal payment at least monthly. Interest after the first twelve (12) months will be raised as per Section 2 of the Penalty interest Rates Act 1983.
- Council **may** waive the first twelve (12) months of interest if the person is not on a full pension, provided the person has entered into an agreement to pay a nominal amount at least monthly and has written documentation and support from a financial counsellor. Interest after the first twelve (12) months will be raised as per Section 2 of the Penalty interest Rates Act 1983.
- Where practicable, the ratepayer must enter into an agreement with Council on a payment schedule and perform against such agreement.

#### **3.3 Interim measures relating to the declaration of the Covid-19 Pandemic Event**

- Council **will** waive interest to 31 May 2021 where a person is able to clearly demonstrate they are experiencing financial hardship.
- The applicant will be asked to enter into an agreement to pay a nominal payment at least monthly. This is not mandatory for the period 31 March 2020 to 31 May 2021 but is encouraged.
- Financial counselling for all applications relating to/made as a direct result of the event up to 31 May 2021 is highly recommended, but not mandatory for arrangements made prior to 31 May 2021.

#### **4. Applications**

All applications will be treated confidentially.

Applicants will be required to enter into a payment arrangement that is fair and equitable to both parties and not cause or further any financial hardship. The payment arrangement is subject to approval.

Payment arrangement requests must be made by the property owner or managing agent. Tenants should contact their property owner or managing agent if a payment arrangement is required.

Hardship application forms are available by contacting Council's Rates Team on 9433 3285.

Applications will only be considered for the applicant's (owners) main residence. Deferment will not be granted for investment or holiday properties.

##### ***4.1 Interim measures relating to the declaration of the Covid-19 Pandemic Event***

- Business and commercial property owners may apply for deferment and for interest to be waived until 31 May 2021.
- Applications will be considered for investment and/or holiday properties where a payment arrangement is put in place for a nominal amount, payable at least monthly.

#### **5. Financial Counselling**

Kildonan Uniting Care can assist with financial counselling. To access this service go to:

<https://www.unitingkildonan.org.au/> or phone 1800 685 682.

##### ***5.1 Interim measures relating to the declaration of the Covid-19 Pandemic Event***

Financial counselling will be strongly recommended to all applicants in a way that is sensitive and supportive to the applicant. The requirement for documented financial counselling will be waived for all applications relating to/made as a direct result of the event up to 31 May 2021.

#### **6. Withdrawal of Deferment**

A deferment will be deemed withdrawn on the basis of any of the following conditions:

- The ratepayer advised that the hardship conditions no longer exist.
- The ratepayer no longer owns or occupies the property.
- The ratepayer has defaulted in meeting any agreements with Council in regards to the deferment.
- The ratepayer fails to confirm ongoing financial hardship as per this policy.

#### **7. Review of Policy and Strategy**

This policy will be reviewed every four years or as required in the event of legislative changes. Councillors, management or the Audit and Risk Committee or Council may initiate review outside this cycle.

## NILLUMBIK SHIRE COUNCIL

### PAYMENT ARRANGEMENT REQUEST – COVID-19 PANDEMIC EVENT

By completing this form you are requesting to enter in to a payment arrangement with Council for your outstanding Rates and Charges.

Once completed please return this form via email or mail. Upon approval a confirmation letter will be sent to you.

Payment arrangements are not automatically approved.

Section for completion:

Date: ____ / ____ / ____
I, _____ (Full Name)
of _____ (Property Address)
agree to pay \$ _____ per <b>week / fortnight / month</b> (Please Circle)
towards my outstanding Council Rates commencing ____ / ____ / ____
Signature _____
Contact number _____
Email Address _____

#### OFFICE USE ONLY

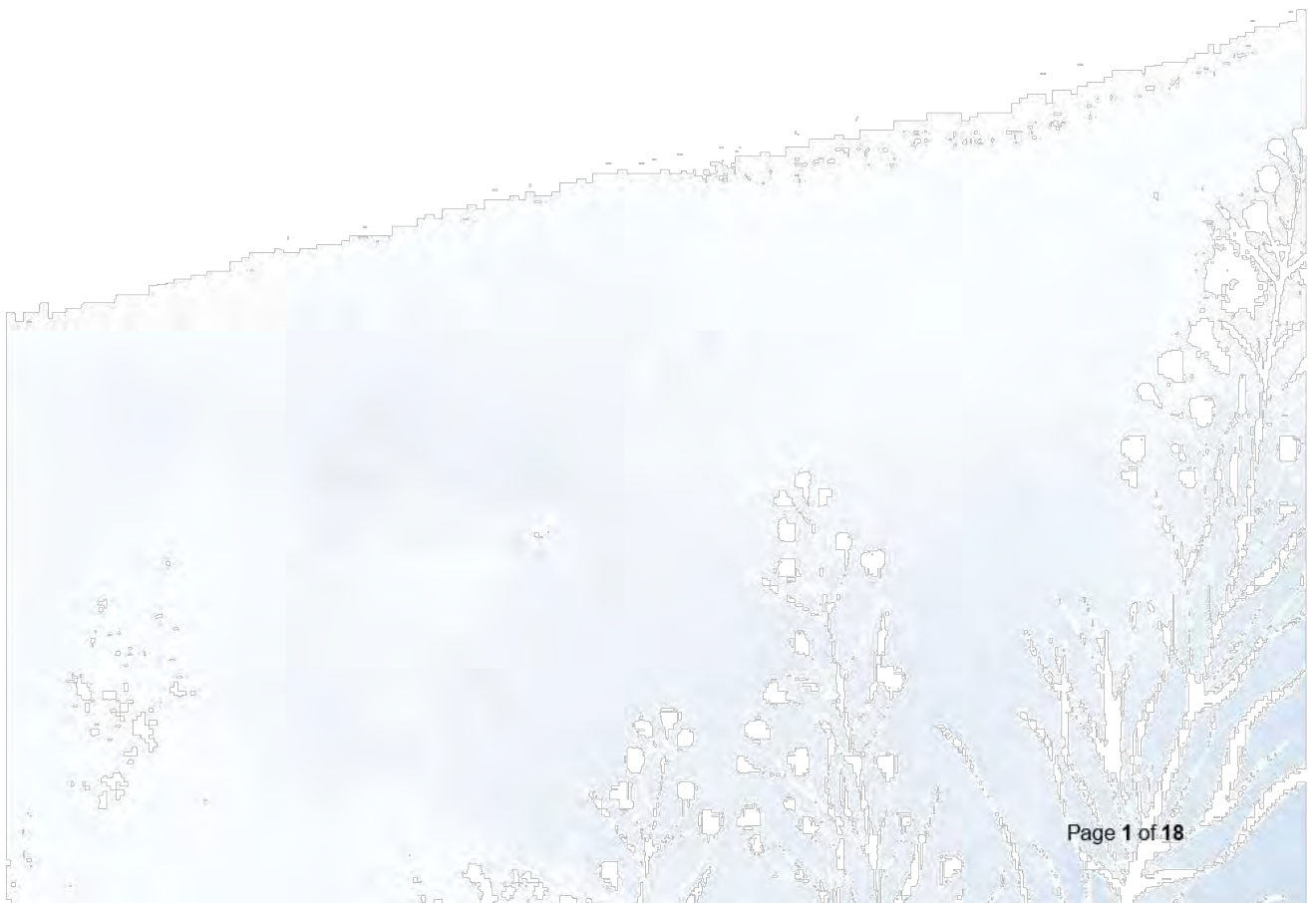
Assessment number		Date effective	
Date received		Balance owing	

Once the interest free period has expired, overdue balances will accrue interest as per Section 2 of the Penalty interest Rates Act 1983 until the full amount is settled.



# Procurement Policy

January 2020





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## **1 Principles**

### **1.1 Purpose**

The purpose of this policy is to:

- Provide policy and guidance to the Council to allow consistency and control over procurement activities;
- Demonstrate accountability to ratepayers;
- Provide guidance on ethical behaviour in public sector purchasing;
- Increase the probability of obtaining the right outcome when purchasing goods and services.

### **1.2 Scope**

This Procurement Policy is made under Section 186A of the *Local Government Act 1989* (the Act).

This section of the Act requires Council to prepare, approve and comply with a procurement policy encompassing the principles, processes and procedures applied to all purchases of goods, services and works by Council.

This policy applies to all contracting and procurement activities at council and is binding upon councillors, council officers and temporary employees, contractors and consultants while engaged by the council.

The Act and the procurement policy of council are the primary reference points for how all procurement should be performed.

This policy should be read in conjunction with the following council documents.

- Fraud Awareness Brochure
- Environmental Purchasing Guidelines
- Employee Code of Conduct Policy
- Council's Governance Code (incorporating Councillor Code of Conduct)

### **1.3 Background**

The elements of better practices applicable to local government procurement incorporate:

- Broad principles covering ethics, value for money, responsibilities and accountabilities;
- Guidelines giving effect to those principles;
- A system of delegations
- Procurement processes, with appropriate procedures covering minor simple procurement to high value complex Procurement; and
- A professional approach to all procurement activities.

It also requires that its contracting and purchasing activities:

- Support Council's corporate strategies, aims and objectives;
- Take a long term view of its procurement needs while continually assessing, reviewing and auditing its procedures and objectives;
- Provide a robust and transparent audit trail which ensures that procurement projects are delivered on time, within cost restraints and that the needs of the end users are fully met;
- Span the whole life cycle of an acquisition, from initial concept to the end of the useful life of an asset, or the end of a service contract;
- Achieve value for money and quality in the acquisition of goods, services and works;
- Ensure that risk is identified, assessed and managed at all stages of the procurement process;

- Use procurement practices and innovative solutions to promote sustainability and best value;
- Can demonstrate that public money has been well spent;
- Are conducted, and are seen to be conducted, in an impartial, fair and ethical manner;
- Comply with legislation, corporate policies or other requirements, ensuring that all staff responsible for procurement and contract management are aware of and adhere to the legislative requirements and Council standards.

#### 1.4 Definitions and Abbreviations

Term	Definition
Act	Local Government Act 1989 or any future Act that may superseded the existing legislation
Best Value	Best value in procurement is about selecting the supply of goods, services and works taking into account both cost and non-cost factors including: <ul style="list-style-type: none"> <li>• contribution to the advancement of the Council's priorities;</li> <li>• non-cost factors such as fitness for purpose, quality, service and support; and</li> <li>• cost-related factors including whole-of-life costs and transaction costs associated with acquiring, using, holding, maintaining and disposing of the goods, services or works.</li> </ul>
Category Management	A 'category' is an area of spend determined by known market boundaries separating different products, services or industries. Category management recognises that suppliers within a certain market are likely to have similarities which enable a tailored approach to procurement.
Commercial in Confidence	Information that, if released, may prejudice the business dealings of a party eg, prices, discounts, rebates, profits, methodologies and process information.
Contract Management	The process that ensures both parties to a contract that fully meet their respective obligations as efficiently and effectively as possible, in order to deliver the business and operational objectives required from the contract and in particular, to provide value for money.
Corporate Social Responsibility (CSR)	Corporate Social Responsibility (CSR) is about taking positive action to demonstrate the Council's commitment to the local community and environment on which it impacts.
Council Staff	Includes full-time and part-time Council staff, and temporary employees, contractors and consultants while engaged by the Council.
e-Procurement	e-Procurement is integral to the overall development of procurement processes and involves the use of an electronic system/s to acquire and pay for supplies, services and works.
Expression of Interest (EOI)	An invitation for persons to submit an EOI for the provision of the Goods and/or Services generally set out in the overview of requirements contained in the document. This Invitation is not an offer or a contract.
Panel Contract	A contract where multiple suppliers are appointed to deliver services\works\goods of the same category or across different sub categories of services\works\goods.

	A panel contract can be established via a Public Tender process or a Formal Request for Quote process. Panel Contracts are also established by the Municipal Association of Victoria, Procurement Australia or State Purchasing Contracts via the Department of Treasury and Finance.
Probity	Within Local Government, the word "probity" is often used in a general sense to mean "good process." A procurement process that conforms to the expected standards of probity is one in which clear procedures that are consistent with the Council's policies and legislation are established, understood and followed from the outset. These procedures need to consider the legitimate interests of suppliers and ensure that all potential suppliers are treated equitably.
Procurement	Procurement is the whole process of acquisition of external goods, services and works. This process spans the whole life cycle from initial concept through to the end of the useful life of an asset (including disposal) or the end of a service contract.
Request for Quotation (RFQ)	A request for quotation is generally sent to the supplier market, designed to capture commercial information and pricing. Allows Council to assess suitability and evaluate responses against a set of pre-defined requirements
Social Procurement	Social Procurement uses procurement processes and purchasing power to generate positive social outcomes in addition to the delivery of efficient goods, services and works.
Speed Payment	A system process that allows for processing and approval of invoices that have a value of less than \$1000.00 including GST and does not require a Purchase Order to be created.
Sustainability	Activities that meet the needs of the present without compromising the ability of future generations to meet their needs.
Tender Process	The process of inviting parties to submit a quotation by tender using public advertisement, followed by evaluation of submissions and selection of a successful bidder or tenderer.

## 2 Effective Legislative and Policy Compliance and Control

### 2.1 Ethics and Probity

#### Requirement

Council's procurement activities shall be performed with integrity and transparency.

#### 2.1a Conduct of Councillors and Council Staff

##### General

Councillors and Council staff shall at all times conduct themselves in ways that are in accordance with the Governance Code (including Councillor Code of Conduct) or the Employee Code of Conduct.

Any Council staff managing or spending any Council funds is to ensure that Council's Procurement Policy and Procurement Guidelines are adhered to.

All parties shall:

- Treat potential and existing suppliers with equality and fairness, promoting equal opportunity;
- Not seek or receive personal gain;
- Maintain confidentiality of Commercial in Confidence information;
- Present the highest standards of professionalism and probity;
- Deal with suppliers in an honest and impartial manner that does not allow conflicts of interest;
- Be able to account for all decisions and provide feedback on them.
- Council staff who are responsible for managing or supervising contracts are prohibited from performing any works under the contract they are supervising i.e. staff cannot also work for the supplier or contractor.

#### **2.1b Tender Processes**

All tender processes shall be conducted in accordance with the requirements of this policy and any associated procedures, relevant legislation, relevant Australian Standards and the Act.

#### **2.1c Conflict of Interest**

Councillors and Council staff shall at all times avoid situations in which private interests conflict, or might reasonably be thought to conflict, or have the potential to conflict, with their Council duties.

Councillors and Council staff shall not participate in any action or matter associated with the arrangement of a contract (i.e. evaluation, negotiation, recommendation, or approval), where that person has a conflict of interest as specified by the Act.

The onus is on the Councillor and the member of Council staff involved being alert to and promptly declaring an actual or potential conflict of interest to Council.

Responsibility for declaration of conflict of interests also applies to Contractors, including Consultants, engaged to provide advice to Council

For further information, refer to [Conflict of Interest Guides](#)

#### **2.1d Fair and Honest Dealing**

All prospective contractors and suppliers must be afforded an equal opportunity to submit a tender or quotation. Impartiality must be maintained at all times throughout the procurement process. The commercial interests of existing and potential suppliers must be protected. Confidentiality of all information provided by existing and prospective suppliers must be maintained at all times.

#### **2.1e Accountability and Transparency**

Accountability in procurement means being able to explain and provide evidence on the process followed. The test of accountability is that an independent third party must be able to see clearly that a process has been followed and that the process is fair and reasonable.

Therefore the processes by which all procurement activities are conducted will be in accordance with Council's procurement policies and procedures as set out in this policy and related council policies and procedures.



Additionally:

- All council staff must be able to account for all procurement decisions made over the lifecycle of all goods, services and works purchased by Council and provide feedback on them; and
- All procurement activities are to leave an audit trail for monitoring and reporting purposes.

## **2.1f    Gifts, Benefits and Hospitality**

In accordance with Council's Employee Code of Conduct Policy, a Councillor or member of Council staff shall not, either directly or indirectly solicit or accept gifts or benefits from any member of the public who is involved, with any matter that is connected with Council's interests.

Councillors and Council staff must exercise the utmost discretion in accepting hospitality from contractors or their representatives, or from organisations, firms or individuals with whom they have official dealings. Any gifts must be declared and registered.

Councillors and Council staff should also avoid the ambiguous situation created by visiting the premises of a contractor, organisation, firm or individual uninvited and/or not on official business.

Offers of bribes, commissions or other irregular approaches from must be promptly brought to the attention of the CEO in accordance with Council's Fraud and Corruption Control Plan.

## **2.1g    Disclosure of Information**

Information received by Council that is Commercial in Confidence must not be disclosed.

Councillors and Council staff are to protect, by refusing to release or discuss the following:

- Allocated council budgets;
- Information disclosed by organisations in tenders, quotation or during tender negotiations; and
- Pre-contract information
- Councillors and Council staff are to avoid references to current or proposed contracts.

Discussion with potential suppliers during tender evaluations should not go beyond the extent necessary to resolve doubt on what is being offered by that supplier or on point/s of clarification in relation to Council requirements

At no stage should any discussion be entered into which could have potential contractual implications prior to the contract approval process being finalised, other than authorised pre-contract negotiations.

Procurement may provide if required in the best interests of outcome, a indicative project budget range in relation to RFQ's issued.

## **2.2    Governance**

### **2.2a    Structure**

Council shall:

- Establish a procurement management responsibility structure and delegations ensuring accountability, traceability and auditability of all procurement decisions made over the lifecycle of all goods, services and works purchased by the Council;
- Ensure that the Council's procurement structure:
  - \* is flexible enough to purchase in a timely manner the diverse range of materials, goods, works and services required by Council;
  - \* ensures that prospective contractors and suppliers are afforded an equal opportunity to tender/quote;
  - \* encourages competition; and
  - \* ensures that policies that impinge on the purchasing policies and practices are communicated and implemented.

## **2.2b Standards**

Council's procurement activities shall be carried out to the professional standards and in compliance with the:

- The Act;
- Council's policies;
- Council's Employee Code of Conduct;
- Council's Governance Code (including Councillor Code of Conduct);
- Local Government Procurement Best Practice Guidelines;
- Other relevant legislative requirements and Australian Standards

## **2.2c Methods**

Council's standard methods for purchasing shall be by:

- Purchase order under directed quotation thresholds;
- Contract following a tender process and in accordance with S186 of the Act, or
- Using aggregated purchasing arrangements with other Councils, Victorian Government, and commercial schemes such as Procurement Australia, MAV Procurement and other bodies;
- Purchasing card;
- Other arrangements authorised by Council or the CEO on a needs basis as required by abnormal circumstances such as declared emergencies.

Council may, at its discretion and based on the complexity and cost of the project, conduct one stage or multi-stage tenders.

Typically a multi-stage tender process will commence with a registration/expressions of interest stage followed by a tender process involving the organisations selected as a consequence of the registration of interest stage.

Expressions of Interest (EOI) may be appropriate where:

- The requirement is complex, difficult to define or unknown;
- The requirement is capable of several technical solutions;
- Council wishes to consider ahead of formal tender processes such issues as to whether those tendering possess the necessary technical, managerial and financial resources to successfully complete the project;

- Tendering costs are likely to be high and Council seeks to ensure that companies incapable of supplying the requirement don't incur unnecessary expense;
- It is necessary to pre-qualify suppliers and goods to meet defined standards and
- The requirement is generally known but there is still considerable analysis, evaluation and clarification required (both of the objective and the solution).

Additionally, for highly complex projects the Council may run sequential tenders, the first to solicit solutions, the second to compete to provide the solution selected by Council. Such sequential tenders may or may not be preceded by the registration of interest phase as required by the Council based on the actual needs of the project.

Council may establish panel contract arrangements for a category of services\works\goods of the same category or across different sub categories of services\works\goods.

A panel contract can be established via a Public Tender process or a Formal Request for Quote process.

All suppliers appointed under a panel contract must be provided with a fair and equitable opportunity for volumes of work based on best value outcomes for Council.

This can be achieved by issuing requests for quotes to all appointed panel suppliers.

Council can also access other panel contract arrangements via the Municipal Association of Victoria, Procurement Australia or State Purchasing Contracts via the Department of Treasury and Finance.

## **2.2d Responsible Financial Management**

The principle of responsible financial management shall be applied to all procurement activities.

Accordingly, to give effect to this principle, the availability of existing funds within an approved budget, or source of funds, shall be established prior to the commencement of any procurement action.

Council staff must not authorise the expenditure of funds in excess of their financial delegations.

Council staff must not disclose allocated tender budgets to suppliers.

Council funds must be used efficiently and effectively and every attempt must be made to contain the costs of the procurement process without compromising any of the procurement principles set out in this Policy.

## **2.3 Procurement Thresholds and Competition**

Council procurement processes are based on a number of principles:

### **2.3a Best Value**

The benefits of the purchase are weighted against the costs necessary for the optimum result for Council and local community. Council is not required to accept the lowest tender. Instead, Council is required to take into account issues of quality, cost, the accessibility of the service and other factors relevant to both the overall objectives of the Act.

Best value is often mistaken for meaning the lowest price, however, in terms of the contracting process, best value requires us to balance quality and price with as much transparency as is reasonably achievable. In this context price should take into account the whole life cost of the provision as far as is practicable. It follows that the delivery of best value is dependent upon Council priorities.

Achieving best value also requires challenging the need for the procurement and the way in which the service may be reconfigured to achieve improvements in service delivery, comparing service provision options against all those available, consulting with key stakeholders and ensuring competition in the open market.

- Open and Fair Competition
- Accountability
- Risk Management
- Probity and Transparency

### 2.3b Procurement Thresholds

The type of good or service and dollar value (threshold) of a purchase determines the procurement methodology to be used.

Dollar value should be based on the anticipated aggregated expenditure value over the period of requirements engagement up to a maximum of a three (3) year term.

Refer to the following Procurement Threshold tables.

Goods and Services (Operational)		
Value (Including GST)	Procurement Methodology	Requirements
Less than \$1,000	Purchase Card or Speed Payment or Purchase Order	
\$1,000 up to \$5,000	Quotations & Purchase Order	Mandatory one (1) or more written quotations.
\$5,000 up to \$20,000	Quotations & Purchase Order	Mandatory two (2) or more written quotations .
\$20,000 up to \$150,000	Quotations & Purchase Order	Mandatory three (3) or more written quotations via a Formal RFQ process with Procurement.
\$150,000 and over	Open Tender & Purchase Order	Procurement opportunity must be publicly advertised and registered on Councils tender website.

Building and Construction (Capital)		
Value (including GST)	Procurement Methodology	Requirements
\$1,000 up to \$5,000	Quotations & Purchase Order	Mandatory one (1) or more written quotations.
\$5,000 up to \$20,000	Quotations & Purchase Order	Mandatory two (2) or more written quotations.
\$20,000 up to \$200,000	Quotations & Purchase Order	Mandatory three (3) or more written quotations via a Formal RFQ process with Procurement.

\$200,000 and over	Open Tender & Purchase Order	Procurement opportunity must be publicly advertised and registered on Councils tender website.
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Should it be considered that the nature of the requirement and the characteristics of the market are such that the public tender process would lead to a better result for Council, public tenders may be called for purchase of goods, services and works for which the estimated expenditure is below the above stated thresholds.

Request for quotations may be publicly advertised and registered on the Council tender website at the council staff member's discretion.

### 2.3c Exemptions to Procurement Thresholds Requirements

Council may purchase or enter into a contract without first undertaking a public tender or obtaining minimum quotation requirements in some circumstances. These are:

- Where Council has resolved that the contract must be entered into because of an declared emergency;
- Where an Agency Contract exists, that has complied with the Act and the agent is acting on behalf of the Council. The agent may be another Council or a third party agent (eg. local government group purchasing scheme);
- Where the contract is entered into accordance with arrangements approved by the Minister where Council must demonstrate to the Minister for Local Government that it is not a viable option to undertake a public tender;
- Where the purchasing category type has been exempted. List of exempt purchasing category types is defined and approved by Finance Management. At this time only contracts for legal services have been exempted;
- Novated contracts where the initial contract was entered into in compliance with the Act and, due diligence has been undertaken in respect to the new party.
- Where the required goods or services are highly specialised and limited contractors or suppliers are capable of providing required solution.

Where a quotation/price has been obtained from a supplier under a Standing Offer Arrangement or under an aggregated purchasing arrangement, then it is optional whether to seek other quotations, as the purchase has already been subjected to a public tendering process.

### 2.3d Purchase Order Exemptions

Any purchases with a value below \$1000 AUD (incl. GST) do not require a purchase order. This is subject to supplier requirements.

Purchase Order exemptions are also applied for a selection of categories of supplies and invoice payment as listed below:

Accounting Code	Cost Description
131	Legal Fees
1023	Prosecution Expenses
1071	Electricity
1072	Gas
1073	Water
1080	Postage - Other
1087	Subscription renewals
1089	Membership renewals
6017	Insurance excess
6019	Insurance-Public Liability



6020	Insurance-Industrial Special
6025	Australia Post Fees
6028	Lease Payments
6119	Advocacy
6263	VCAT

- Rates and permits refunds
- In the event of a declared emergency

### 2.3e Purchase Card

A purchase card facility is in operation throughout Council to facilitate the purchase of goods and services for low value purchases. Procedures and guidelines surrounding the application, use of purchase cards and the responsibilities of staff is located on Councils Intranet.

## 2.4 Delegation of Authority

### 2.4a Requirement

Delegations define the limitations within which council staff are permitted to work. Delegation of procurement authority allows specified council staff to undertake certain purchases, quotation, tender and contractual processes without prior referral to the Council.

### 2.4b Delegations

#### Council Staff

Council maintains a register of Instrument of Delegation Authorisations and Appointments which lists authorised sub-delegation of financial limits and identifies council officer positions authorised to make such procurement commitments in respect of goods, services and works on behalf of Council:

- Authorise expenditure (including invoices) and award contracts (based on anticipated expenditure level);
- Contract term extensions and variations (within authorised budget);
- Sign and issue Council purchase orders;
- Purchase card use.

### 2.4c Council Delegations and Powers

Commitments and processes which exceed the CEO's delegation and which must be approved by Council are:

- Tender recommendations;
- Initial awarding, signing and sealing of contract documents;
- Contract term extensions not covered by the initial council report.

## 2.5 Internal Controls

Management will introduce and maintain a framework of internal controls and segregation of duties over procurement processes that will endeavour to ensure:

- That more than one person is involved in and responsible for a transaction;
- Transparency in the procurement process;
- A clearly documented audit trail exists for procurement activities;
- Appropriate authorisations are obtained and documented;
- Systems are in place for appropriate monitoring and performance measurement; and

- Members of staff, regardless of their expenditure delegation cannot approve expenditure where they are the beneficiary of the services provided.

## **2.6 Risk Management**

### **2.6a General**

Risk management is to be appropriately applied at all stages of procurement activities which will be properly planned and carried out in a manner that will protect and enhance Council's capability to prevent, withstand and recover from interruption to the supply of goods services and works and, to mitigate Council's exposure to the risks associated with the procurement activity.

Procurement risk factors include, but are not limited to, fraud, waste, abuse, vendor performance, contract security, poor specification of need, public relations and administrative burden.

All staff have a responsibility to manage risk associated with procurement.

### **2.6b Supply by Contract**

The procurement of goods, services and works by contract potentially exposes Council to risk. Council will minimise its risk exposure by measures such as:

- Standardising contracts to include current, relevant clauses and specific requirements (such as relevant insurances, Job Safety and Environmental Analysis', preference for suppliers with accredited management systems, etc.);
- Requiring security deposits where appropriate;
- Ensuring specifications include:
  - Contract objectives;
  - Scope;
  - Location of services or works;
  - Statement of requirements;
  - Outputs;
  - performance measures;
  - targets;
  - management of contract; and
  - quality requirements.
- Council officers preparing specifications/briefs are appropriately trained or, referring specifications/briefs to relevant experts;
- Requiring contractual agreement before allowing the commencement of work;
- Use of or reference to relevant Australian Standards (or equivalent); and
- Effectively managing the contract including monitoring and enforcing performance.

## **2.7 Contract Terms**

All contractual relationships (either under purchase order or contract) must be documented in writing based on standard terms and conditions.

To protect the best interests of Council, terms and conditions must be settled in advance of any commitment being made with a supplier.

Where this is not possible, approval must be obtained from an appropriate/authorised member of council staff. A request for such an approval should be supported with procurement and legal advice as relevant.

## **2.8 Endorsement**

Council staff must not commercially endorse any products or services. Individual requests received for endorsement must be referred to Director or Group Unit Manager level or above.

## **2.9 Dispute Resolution**

All Council contracts shall incorporate dispute management and alternative dispute resolution provisions to minimise the chance of disputes getting out of hand and leading to legal action.

## **2.10 Category Management**

Council has a category management approach to procurement which brings together expertise from across Council to identify the most appropriate and effective approach to deliver Council's outcomes through sourcing and supply arrangements.

The main objective of category management is to reach a point where all or a very high percentage of Council's spend within a category is being channelled through approved arrangements.

## **2.11 Contract Management**

The purpose of contract management is to ensure that Council, and where applicable its clients, receive the goods, services or works provided to the required standards of quality, quantity and timeliness as intended by the contract by:

- Establishing a system for monitoring and achieving the responsibilities and obligations for both parties under the contract; and
- Providing a means for the early recognition of issues and performance problems and the identification of solutions; and
- Adhering to Council's risk management framework and to relevant Occupational Health and Safety compliance procedures.

*Furthermore, all Council contracts are to be proactively managed and documented by a qualified/trained member of Council staff, responsible for the delivery of the contracted goods, services or works to ensure the Council receives best value for money.*  
All attempts will be made to ensure staff have the necessary qualifications and training to manage the contract effectively.

# **3 Demonstrate Sustained Value**

## **3.1 Achieving Best Value**

### **3.1a Requirement**

Council's procurement activities will be carried out primarily on the basis of obtaining best value.

This means minimising the total cost of ownership over the lifetime of the requirement consistent with acceptable quality, reliability and delivery considerations. Lowest price is not the sole determinant of best value.

### **3.1b Approach**

This will be facilitated by:

- Developing, implementing and managing procurement strategies that support the co-ordination and streamlining of activities throughout the life cycle;
- Effective use of competition;
- Identifying supplier aggregate spend over a rolling three-year period so as to enable Council to proceed to entering into aggregated contracts for the services provided;

- Using aggregated contracts and Standing Offer Arrangements where appropriate;
- Identifying and rectifying inefficiencies in procurement processes;
- Developing a cost efficient tender process including appropriate use of e-tendering solutions;
- Council staff responsible for providing procurement services or assistance within Council providing competent advice in terms of available products and agreements; and
- Working with suppliers to create relationships that are professional and productive, and are appropriate to the value and importance of the goods, services and works being acquired.

### **3.1c    Role of Specifications/Briefs and Drawings**

Specifications/briefs and drawings used in quotations, tenders and contracts are to support and contribute to Council's Best Value objectives through being written in a manner that:

- Ensures impartiality and objectivity;
- Clearly defines Council's requirements;
- Encourages the use of standard products;
- Encourages sustainability; and
- Eliminates unnecessarily stringent requirements.

### **3.2    Performance Measure and Continuous Improvement**

Appropriate performance measures are to be established and reporting systems will be used to monitor performance and compliance with procurement policies, procedures and controls.

Procurement procedures, practices and costs will be benchmarked externally where practical. Internal service standards will be agreed within Council and performance against these targets will be measured and reviewed regularly to support continuous improvement.

The performance measurements developed will be used to:

- Highlight trend and exceptions where necessary to enhance performance;
- Improve the internal efficiency of the procurement process and where relevant the performance of suppliers; and

### **3.3    Corporate Social Responsibility**

Corporate Social Responsibility (CSR) is about taking positive action to demonstrate Council's commitment to the local community and environment on which it impacts. This means Council maximising the benefits of the services they provide across the community and minimising the negative aspects of their activities.

#### **3.3a    Social Procurement**

Social procurement generates positive outcomes by building on initiatives already undertaken by Council in enhancing sustainable procurement practice, further enabling procurement to effectively contribute towards building stronger communities and meeting the social objectives of Council.

Council is committed to social procurement by:

- Ensuring all procurement practices are sustainable and aligned with the wider Council objectives.
- Achieving best value across the community through the use of effective procurement.
- Ensuring all businesses have the same opportunity to tender for council contracts.
- Enhancing partnerships with other councils, suppliers and community stakeholders.

- Building and maintaining a strong community by exploring ways to generate local employment and further strengthening the local economy.
- In individual circumstances considering purchasing ethical and fair trade goods to support equitable, local, national and international trade.

### **3.3b Sustainable Procurement**

Council is committed to adopting a green procurement approach by supporting the principles of sustainable procurement within the context of purchasing on a value-for-money basis. Council has environmental purchasing guidelines that assist with the acquisition of sustainable products.

Value-for-money purchasing decisions made by Council are made on the basis of whole-of-life cost and non-cost factors, including contribution to Council's sustainability objectives.

Council prefers to purchase environmentally preferred products whenever they achieve the same function and value for money outcomes.

In accordance with Council's Environmental Purchasing Guidelines Council will therefore consider the following environmentally sustainability criteria in context with the above:

- **Reduce, Reuse, and Recycle.** Council is committed to reducing resource, consumption and minimising waste during the procurement life cycle, including:
  - Council shall encourage and prefer eco-friendly products which are more energy efficient;
  - Council prefers to purchase from sources which offer environmentally friendly products;
  - Council's procurement projects should automatically consider the provision of re-use and recycling as part of the project planning process, including the consideration of whole-life costs and disposal considerations.
- **Buy Recycled:** Council is committed to buying recycled/part recycled products where practical to optimise consumption and stimulate demand for recycled products, promoting the collection and reprocessing of waste and working towards zero discharge to the landfill.
- **Green the Supply Chain:** Council shall encourage its suppliers to adopt good environmental practices. Council will actively promote green procurement throughout its supply chain and ensure that the evaluation/selection process is cognisant of the need to minimise environmental impact.

### **3.4 Supporting Local Economic and Social Development**

Subject to purchases being justified on quality and cost efficient grounds, Council is committed to:

- Buying from local business; and
- Giving preference wherever practicable to purchase goods, machinery or material manufactured or produced in Australia or New Zealand as required under the Act.

Council is also committed to working with companies that can or are willing to, provide further economic and social development opportunities in relation to the following;

- Employment opportunities for residents
- Purchasing from local businesses
- Participating in registered apprenticeship schemes
- Actively involved in or willing to get involved, in training and employment opportunities for persons from disadvantaged groups such as indigenous / long term unemployed / disability via registered and accredited agencies.



Where applicable, Council may write into the terms of contract, a clear commitment and deliverable requirement by tenderers to these initiatives and that if awarded a contract, that they must meet.

### **3.5 Compliance to Fair Work Act 2009**

Council is a Fair Work Organisation. As such, suppliers to Council are required to comply with the Fair Work Act 2009.

### **3.6 Compliance with Victorian Labour Hire Licensing Act 2018**

Any labour hire companies engaged by the Council either directly or via a contracted third party provider must have a current License issued by the Labour Hire Licensing Authority.

### **3.7 Supporting Gender Equity**

Council is committed to advancing gender equity and respectful relationships, and reducing violence against women and children in our community. Council has in place a Gender Equity Policy and where applicable may request information from suppliers to understand what gender equity opportunities in the delivery of services or goods to the Council.

## **4 Apply a Consistent and Standard Approach**

Council will provide effective and efficient commercial arrangements for the procurement of goods and services.

### **4.1 Standard Processes**

Council will provide effective commercial arrangements covering standard products and standard service provisions across the Council via a Contracted Supplier List to enable employees to source requirements in an efficient manner.

This will be achieved by establishing the following:

- Pricing where relevant;
- Processes, procedures and techniques;
- Tools and business systems;
- Reporting requirements;
- Application of standard contract terms and conditions.

### **4.2 Performance Indicators**

A list of performance indicators will be used to measure procurement performance and initiatives. They will include criteria such as :

- The proportion of spend against corporate contracts;
- User and supplier satisfaction levels;
- Knowledge and skill of council employees in procurement policies; and
- Measuring the success of procurement activities.

### **4.3 Management Information**

Council will capture procurement management information in a variety of areas, such as:

- Volume of spend;
- Number of transactions per supplier;
- Supplier performance and user satisfaction; and
- Category management (grouping of purchases by spend categories).

Council will also use external sources of management information to assist with the procurement decision making process including:

- Benchmarking data;
- Information from professional bodies; and
- Supplier reports.

## **5 Build and Maintain Supply Relationships**

Council recognises that in order to achieve sustainable value, a strategic assessment of the appropriate 'channel to market' should be undertaken - whether to go the market on its own, participate in regional or sector reporting projects, to access State Government panel agreements, or other means. Council will consider supply arrangements that deliver the best value outcomes for council in terms of time, cost, value and outcome.

### **5.1 Developing and Managing Suppliers**

Council recognises the importance of effective and open working relationships with its suppliers, and is committed to the following:

- Managing existing suppliers',
- Maintaining approved/contracted supplier lists; and
- Developing new suppliers and improving the capability of existing suppliers where appropriate.

### **5.2 Relationship Management**

Council is committed to developing constructive long-term relationships with suppliers. It is important that Council identifies its key suppliers so that its efforts are focused to best effect. Such areas may include:

- Size of spend across Council;
- Criticality of goods / services to the delivery of Council's services;
- Availability of substitutes;
- Limitation relating to market share or strategic suppliers.

### **5.3 Communication**

External communication is very important in ensuring a healthy interest from potential suppliers and partners to Council.

The external website will provide:

- Guidelines for tendering and doing business with Council;
- Links to tender documentation available to prospective suppliers to download free of charge; and
- Council's current Procurement Policy.

## **6 Continual Improvement**

Council is committed to continuous improvement and will review the procurement policy on an annual basis.

## **7 Policy Contact Details**

The Manager Finance, Nillumbik Shire Council is the contact for this Policy.

For further information on the policy, please contact via email at [procurement@nillumbik.vic.gov.au](mailto:procurement@nillumbik.vic.gov.au)

## Informal Meeting of Councillors Record

The Meeting commenced at 7:00pm

<b>MEETING DETAILS:</b>	<b>Title:</b>	Informal ESAC Meeting Urban Tree Canopy
	<b>Date:</b>	Wednesday 10 March 2021
	<b>Location:</b>	Zoom
<b>PRESENT:</b>	<b>Councillors:</b>	Cr Karen Egan Cr Ben Ramcharan
	<b>Council Staff:</b>	Lisa Pittle, Kirsten Reedy, Stephanie Orive
	<b>Other:</b>	Committee members – Alan Thatcher, John Huf, David Turner
<b>APOLOGIES:</b>		Liz Parsons

MATTERS CONSIDERED		DISCLOSURES AND COMMENTS
1	Urban tree canopy	No disclosures were made

The Meeting concluded at 8:05pm

<b>RECORD COMPLETED BY:</b>	<b>Officer Name:</b>	Lisa Pittle
	<b>Officer Title:</b>	Manager Environment



## Informal Meeting of Councillors Record

The Meeting commenced at 3:30pm

<b>MEETING DETAILS:</b>	<b>Title:</b>	Meeting with Clean Energy Nillumbik
	<b>Date:</b>	Tuesday 16 March 2021
	<b>Location:</b>	Council Chamber, Civic Centre
<b>PRESENT:</b>	<b>Councillors:</b>	Cr Natalie Duffy, Cr Geoff Paine, Cr Ben Ramcharan and Cr Richard Stockman
	<b>Council Staff:</b>	Hjalmar Philipp, Lisa Pittle and Ian Culbard
	<b>Other:</b>	Clean Energy Nillumbik members Ray Azzopardi, Daryl Brooke and Paul Kitchell
<b>APOLOGIES:</b>		Cr Frances Eyre

<b>MATTERS CONSIDERED</b>	<b>DISCLOSURES AND COMMENTS</b>
Current partnerships and potential future partnerships between Council and Clean Energy Nillumbik to facilitate reduced energy use and availability of renewable energy for the Nillumbik community	No disclosures were made

The Meeting concluded at 4:30pm

<b>RECORD COMPLETED BY:</b>	<b>Officer Name:</b>	Lisa Pittle
	<b>Officer Title:</b>	Manager Environment



## Informal Meeting of Councillors Record

The Meeting commenced at 5:00pm

<b>MEETING DETAILS:</b>	<b>Title:</b>	Councillor Briefing
	<b>Date:</b>	Tuesday 19 January 2021
	<b>Location:</b>	Council Chamber, Civic Centre
<b>PRESENT:</b>	<b>Councillors:</b>	Cr Peter Perkins, Cr Frances Eyre, Cr Natalie Duffy, Cr Karen Egan, Cr Geoff Paine Cr Ben Ramcharan and Cr Richard Stockman
	<b>Council Staff:</b>	Vince Lombardi, Rosa Zouzoulas, Jeremy Livingston, Corrinne Nichols, Hjalmar Philipp, Leigh Northwood, Lance Clark, Melika Sukunda, Jon Miller, Danielle Phyland, Jonathan McNally, Renae Ahern, Narelle Hart, Dora Ilov, Caroline Correa, Nichole Johnstone
	<b>Other:</b>	Kerin McMahon, Kai So, Paddy Keys-Macpherson, Sevda Arslan, Erica Fox
<b>APOLOGIES:</b>		Blaga Naumoski

MATTERS CONSIDERED		DISCLOSURES AND COMMENTS
1	Application for a Solar Farm in Christmas Hills by Melbourne Water	No disclosures were made
2	Christmas Hills - Melbourne Water Land Divestment and Planning Scheme Amendment	No disclosures were made
3	Councillor Procurement Induction Session	No disclosures were made
4	Graffiti Management Tender Update	No disclosures were made
5	Financial Hardship Policy	No disclosures were made
6	Eltham Craft and Produce Market	No disclosures were made
7	Special Rate Renewal for the Hurstbridge Village Business Precinct	No disclosures were made
8	Review of the Domestic Animal Management Plan	No disclosures were made



MATTERS CONSIDERED		DISCLOSURES AND COMMENTS
<b>9</b>	Positive Ageing Advisory Committee Membership Endorsement	No disclosures were made
<b>10</b>	Council Expenses Policy Induction	No disclosures were made
<b>11</b>	Mayoral and Councillor Allowances Review	No disclosures were made
<b>12</b>	Gender Equality Act Update	No disclosures were made
<b>13</b>	Three Year Old Kindergarten Reform	No disclosures were made
<b>14</b>	Acting CEO Update to Councillors	No disclosures were made

**The Meeting concluded at 10.10pm**

<b>RECORD COMPLETED BY:</b>	<b>Officer Name:</b> <b>Officer Title:</b>	Corrienne Nichols Executive Manager Communities
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## Informal Meeting of Councillors Record

The Meeting commenced at 3:15pm

<b>MEETING DETAILS:</b>	<b>Title:</b>	Climate Action Plan monthly meeting
	<b>Date:</b>	Tuesday 23 March 2021
	<b>Location:</b>	Council Chamber, Civic Centre
<b>PRESENT:</b>	<b>Councillors:</b>	Cr Natalie Duffy (arrived 3.30pm), Cr Karen Egan, Cr Frances Eyre, Cr Geoff Paine, Cr Ben Ramcharan, Cr Richard Stockman
	<b>Council Staff:</b>	Hjalmar Philipp, Lisa Pittle
	<b>Other:</b>	Not applicable
<b>APOLOGIES:</b>		Not applicable

MATTERS CONSIDERED		DISCLOSURES AND COMMENTS
1	Climate Action Plan development <ul style="list-style-type: none"> <li>• Climate emergency</li> <li>• Plan duration</li> <li>• Goals and objectives</li> </ul>	No disclosures were made

The Meeting concluded at 4:20pm

<b>RECORD COMPLETED BY:</b>	<b>Officer Name:</b>	Lisa Pittle
	<b>Officer Title:</b>	Manager Environment

## Informal Meeting of Councillors Record

The Meeting commenced at 4.33pm

<b>MEETING DETAILS:</b>	<b>Title:</b>	Council Meeting Pre-meeting
	<b>Date:</b>	Tuesday 23 March 2021
	<b>Location:</b>	Council Chamber, Civic Centre
<b>PRESENT:</b>	<b>Councillors:</b>	Cr Peter Perkins, Cr Frances Eyre, Cr Natalie Duffy, Cr Karen Egan, Cr Geoff Paine, Cr Ben Ramcharan and Cr Richard Stockman
	<b>Council Staff:</b>	Vince Lombardi, Blaga Naumoski, Hjalmar Philipp, Corrienne Nichols, Jeremy Livingston, Rosa Zouzoulas Melika Sukunda, Joseph Emmanuel, Lance Clark, Nichole Johnson, Katie Camilleri
	<b>Other:</b>	
<b>APOLOGIES:</b>		

MATTERS CONSIDERED		DISCLOSURES AND COMMENTS
1	Pre-meeting to Council Meeting	No disclosures were made

The Meeting concluded at 6.35pm

<b>RECORD COMPLETED BY:</b>	<b>Officer Name:</b> <b>Officer Title:</b>	Blaga Naumoski Executive Manager Governance, Communications and Engagement
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## Informal Meeting of Councilors Record

The Meeting commenced at 6:30 pm

<b>MEETING DETAILS:</b>	<b>Title:</b>	Recreational Trail Advisory Committee
	<b>Date:</b>	24 March 2021
	<b>Location:</b>	Council Chamber, Nillumbik Shire Council Offices
<b>PRESENT:</b>	<b>Councillors:</b>	Councillor Karen Egan Councillor Richard Stockman Councillor Natalie Duffy
	<b>Council Staff:</b>	Nathan Roberts, Acting Coordinator Recreation and Leisure Tara Jolfaei, Recreation and Open Space Planner Brooke Ross, Recreation and Leisure Support Officer Laxman De Silva, Project Management Officer Melissa Ensink, Social Planning and Policy Officer
	<b>Other:</b>	Janice Davies, RTAC Rex Niven, RTAC Finn Westerman, RTAC Bob Muxlow, RTAC Jamie Sharp, RTAC Cathy Giles, RTAC Kay Cruse, RTAC Vince Bagusauskas, RTAC Andrew Bakos, RTAC
<b>APOLOGIES:</b>		Heath Gillet, Manager of Recreation and Leisure Louise Barry, RTAC

MATTERS CONSIDERED		DISCLOSURES AND COMMENTS
1	Diamond Creek Trail Update	
2	Northern Regional Trail Update	
3	Plenty River Trail	
4	Trail Audit Update	
5	Health and Wellbeing Plan	

The Meeting concluded at 8:30 pm

<b>RECORD COMPLETED BY:</b>	<b>Officer Name:</b> <b>Officer Title:</b>	Brooke Ross Recreational and Leisure Support Officer
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## Informal Meeting of Councillors Record

The Meeting commenced at 4:30pm

<b>MEETING DETAILS:</b>	<b>Title:</b>	Economic Development Advisory Committee
	<b>Date:</b>	Wednesday 31 March 2021
	<b>Location:</b>	Online via Zoom
<b>PRESENT:</b>	<b>Councillors:</b>	Cr Karen Egan, Cr Richard Stockman, Cr Geoff Paine
	<b>Council Staff:</b>	Rosa Zouzoulas, Danielle Phyland, Georgie Nathan, Melissa Ensink, Simon Doyle
	<b>Other:</b>	Representative Hurstbridge Traders Association, Representative Diamond Creek Traders Association, business community representatives
<b>APOLOGIES:</b>		Zac Lombardo, George Apted

MATTERS CONSIDERED		DISCLOSURES AND COMMENTS
1	Health and Wellbeing Plan consultation and Place Shapers	No disclosures made
2	Arts and Culture Plan	No disclosures made
3	Update on COVID – 19 Business Support Activities	No disclosure made
4	Round Table discussion on current state of business (due to COVID-19 pandemic)	No disclosure made

The Meeting concluded at 6:23pm

<b>RECORD COMPLETED BY:</b>	<b>Officer Name:</b> <b>Officer Title:</b>	Danielle Phyland - Economic Development and Tourism. Lead
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**The Meeting commenced at 5.05pm**

<b>MEETING DETAILS:</b>	<b>Title:</b>	Councillor Briefing – conducted virtually
	<b>Date:</b>	Tuesday 6 April 2021
	<b>Location:</b>	Virtual meeting
<b>PRESENT:</b>	<b>Councillors:</b>	Cr Peter Perkins, Cr Frances Eyre, Cr Natalie Duffy, Cr Karen Egan, Cr Geoff Paine Cr Ben Ramcharan and Cr Richard Stockman
	<b>Council Staff:</b>	Vince Lombardi, Rosa Zouzoulas, Corrinne Nichols, Hjalmar Philipp, Craig King, Kate Camilleri, Danielle Phylard, Melika Sukunda, Jonathan McNally Shannon Maynard, Nichole Johnson, Leigh Northwood, James Hartigan, Lisa Pittle, Lawrence Seyers, Ayman William
	<b>Other:</b>	Victoria Penko, Rob Molloy, Nikki Gemmill, Steven Elliot – Melbourne Water participant Dale Hubner – Metropolis Research
<b>APOLOGIES:</b>		

<b>MATTERS CONSIDERED</b>		<b>DISCLOSURES AND COMMENTS</b>
1	Draft Yarra Strategic Plan	No disclosures were made
2	2021 Annual Community Survey Results	No disclosures were made
3	Proposal for third flagpole at Civic Centre	No disclosures were made
4	Nillumbik Christmas 2021	No disclosures were made
5	Draft Revenue and Rating Plan 2021-2025	No disclosures were made
6	Local Laws Review	No disclosures were made
7	Motions to the Municipal Association of Victoria State Council Meeting	No disclosures were made
8	Traffic and Transport Update	No disclosures were made

**The Meeting concluded at 9.06 pm**

<b>RECORD COMPLETED BY:</b>	<b>Officer Name:</b> <b>Officer Title:</b>	Vince Lombardi Acting Chief Executive Officer
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## Informal Meeting of Councillors Record

The Meeting commenced at 5.04pm

<b>MEETING DETAILS:</b>	<b>Title:</b>	Planning and Consultation Committee Pre-Meet
	<b>Date:</b>	Tuesday 13 April 2021
	<b>Location:</b>	Council Chamber
<b>PRESENT:</b>	<b>Councillors:</b>	Cr Peter Perkins, Cr Frances Eyre, Cr Geoff Paine Cr Ben Ramcharan and Cr Richard Stockman
	<b>Council Staff:</b>	Vince Lombardi, Hjalmar Philipp, Corrienne Nichols, Katia Croce, Emma Christensen, Rebecca Burton, Fiona Vuong
	<b>Other:</b>	
<b>APOLOGIES:</b>		Cr Natalie Duffy, Cr Karen Egan

MATTERS CONSIDERED		DISCLOSURES AND COMMENTS
1	Planning and Consultation Committee Pre-Meet	No disclosures were made
2	Laughing Waters	No disclosures were made

The Meeting concluded at 6.05pm

<b>RECORD COMPLETED BY:</b>	<b>Officer Name:</b> <b>Officer Title:</b>	Katia Croce Acting Executive Manager Governance, Communications and Engagement
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Yellow outline of licensed areas showing the capacity to accommodate a total of 125 stallholders:

- A. Alistair Knox Park (20 stalls)
- B. Car park space along Library Place Eltham (65 stalls)
- C. Eltham Library surroundings including verandah (18 stalls)
- D. Old shire office site (22 stalls)

