

Council Meeting

to be held at the Civic Centre, Civic Drive, Greensborough
on Tuesday 24 May 2022 commencing at 7:00pm.

Attachments

Carl Cowie
Chief Executive Officer

Thursday 2 June 2022

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 26 April 2022 commenced at 7:00pm.

Minutes

Carl Cowie
Chief Executive Officer

Friday 29 April 2022

Distribution: Public

Civic Drive, Greensborough
PO Box 476, Greensborough 3088
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Council Meeting Minutes

26 April 2022

Nillumbik Shire Council

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Nillumbik Shire Council

Minutes of the Meeting of Nillumbik Shire Council held Tuesday 26 April 2022.
The meeting commenced at 7.00pm.

Councillors present:

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

Officers in attendance:

Carl Cowie	Chief Executive Officer
Vince Lombardi	Chief Financial Officer
Blaga Naumoski	Executive Manager Governance, Communications and Engagement
Rosa Zouzoulas	Executive Manager Planning and Community Safety
Nichole Johnston	Manager Community Partnerships
Eddie Cheng	Manager Infrastructure Technology
Leigh Northwood	Strategic Planning Lead
Katia Croce	Governance Lead

1. Welcome by the Mayor

Members of the public were advised the meeting would be livestreamed and recorded and the live stream recording made publicly available on YouTube and Council's website.

The Mayor also advised that Cr Natalie Duffy has joined the meeting virtually and that members of the public would hear Cr Duffy but not see her.

2. Acknowledgement of Country

Acknowledgement of Country was read by the Mayor, Cr Frances Eyre.

3. Good Governance Pledge

The Good Governance Pledge was read by Cr Peter Perkins.

4. Prayer

A prayer was read by Sally Agostino from Southern Cross Community Church Eltham.

5. Apologies

Nil

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6. Presentations

ANZAC Day 2022

Yesterday, like so many others around the country, I and a number of my fellow councillors had the honour of laying wreaths at various ANZAC Day memorial services throughout the Shire.

The wreaths were laid at the Eltham Cenotaph, Diamond Creek Memorial, Hurstbridge ANZAC Memorial Park and Kangaroo Ground War Memorial.

It was great to see so many of all ages in our community, turn out to honour, commemorate and reflect on the deeds of those men and women who, with immense bravery and a strong sense of duty, made great sacrifices, often giving their lives to protect our freedom and the freedom of others.

ANZAC Day is also about recognising the sacrifices made by so many parents, children, siblings, spouses and partners whose loved ones either didn't return from war and conflict, or who returned so deeply affected that their lives were never the same.

It was heartening therefore, after all that we've experienced these past two years, to see our community again come together in such numbers, to solemnly commemorate and reflect on, these enormous sacrifices.

Condolence - Deb Ganderton

I would like to acknowledge one of Nillumbik's former employees and Nillumbik resident, Deb Ganderton, who sadly passed away recently.

Deb brought a positive energy to everything she did and was widely known across Victorian Local Government. She was a good friend to many from Nillumbik, Bayside and Boroondara Councils.

In 2019, Deb was appointed CEO of Greater Metropolitan Cemeteries Trust, and was much loved and highly regarded by the staff, Executive team and Trust of the Greater Metropolitan Cemeteries Trust.

Deb was a leader in strategic communications, media, community and employee engagement. Her contribution to public life and the lasting impact she had on her peers was widely recognised and respected.

Deb was also a Board Member of Montsalvat Trust.

Genuinely wonderful and a force of nature, Deb leaves an enduring legacy and will be missed by all. Our thoughts are with Deb's partner John Henry, her family and friends.

Condolence - Glenn O'Donnell

I would also like to acknowledge long-standing VICSES Nillumbik Unit Controller, Glenn O'Donnell, who passed away recently. Joining the organisation in 1988, Glenn dedicated 34 years to the service, the last 18 years as Unit Controller. Prior to this he held the role of Deputy Controller for 10 years.

Glenn championed the development of the VICSES Nillumbik Unit, taking it from an ultra basic, two-bay shed with a portaloo, to the fabulous modern facility that it is today.

Glenn participated in several working groups and task-forces in his time, sharing and applying his in-depth knowledge and experience to achieve successful outcomes. His personal contribution in assisting his own community and beyond included the 'Black Saturday' bushfires in 2009 and demonstrated his exceptional commitment and compassion, taking annual leave from work when his volunteer leave ran out to further support VICSES activities.

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Glenn was a VICSES Life Member and Emergency Services Medal (ESM) recipient. He was also a member of the Nillumbik and Banyule Municipal Emergency Management Planning Committees.

Glenn exemplified leadership, emotional guidance and passion for his volunteer work and continual support to others. At his funeral, a guard of honour was formed along Main Road, Eltham – a farewell befitting a man respected by all who knew him.

Our thoughts are with Glenn's family, friends and work colleagues at this time.

Condolence - Terry Bramham

I would also like to acknowledge the recent passing of Terry Bramham, Principal Lawyer at Macquarie Local Government Lawyers.

Terry was an exemplary professional and trusted advisor to many across Victorian Local Government. He was a kind, compassionate, considered and caring man, and above all a person with the highest ethics and integrity.

Our thoughts are with Terry's partner Tracie Bramham, his family and friends.

Sporting Grants - 26 April 2022

The following Sporting Grants presentations were made:

Cr Karen Egan presented **Asher Andrews** (Bunjil Ward) with \$150 as a contribution for being selected to represent Victoria at the Australian Little Athletics Championships in Melbourne.

Cr Geoff Paine presented **Lawson Franzmann** (Wingrove Ward) with \$150 as a contribution for being selected to represent Victoria at the 2022 AusCycling Junior Track National Championships in Brisbane.

Cr Richard Stockman presented **Olivia-Beau Cutler** (Blue Lake Ward) with \$150 as a contribution for being selected to represent Victoria at the 2022 Australian U18 Hockey Championships in Cairns.

Following the presentations, each recipient gave a response and photos were taken of each of the recipients with the Ward Councillor and the Mayor.

7. Confirmation of Minutes

Confirmation of the minutes of the Council Meeting and Confidential Council Meeting held on Tuesday 22 March 2022.

Council Resolution

MOVED: Cr Geoff Paine

SECONDED: Cr Karen Egan

That Council:

- 1 Confirms the minutes of the Council Meeting and Confidential Council Meeting held on Tuesday 22 March 2022 (**Attachment 1** and **Attachment 2**).
- 2 Resolves that the Confidential Council Meeting minutes (**Attachment 2**) remains confidential in accordance with section 3(1) of the *Local Government Act 2020*.

CARRIED UNANIMOUSLY

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8. Disclosure of conflicts of interest

Cr Ramcharan disclosed a general conflict of interest in item CM.041/22 -Tender Report - Contract 2122-051 Rockliffe Street Special Charge Scheme due to a resident subject to the special charge having made a significant donation to his election campaign.

9. Petitions

Nil

10. Questions from the gallery

The following questions have been grouped due to the response being applicable for all the questions raised.

1. Vicky Ellmore has asked the following questions

Question 1

Considering the recent flooding events in northern NSW that show how vulnerable we are to the catastrophic impacts of rapidly accelerating temperatures and that these disasters are only destined to increase, will council declare a climate emergency?

Question 2

With the urgent need to reduce emissions due to being at a stage where every emission matters, will council set a target of net zero community emissions by 2030?

2. Renee Hasseldine has asked the following questions

Question 1

Many other councils have already declared a climate emergency. Why hasn't Nillumbik council already done so?

Question 2

Can the councillors who are opposed to declaring a climate emergency please identify themselves and explain their reasoning?

3. Mitzi Tuke has asked the following questions

Question 1

In council messaging of climate change, will council please use the word DECLARE that there is a climate emergency, instead of ACKNOWLEDGE a climate emergency?

Question 2

Will council support that the Nillumbik Shire will reach net zero community emissions by 2030, instead of by 2035?

4. Bill Spawton has asked the following questions

Question 1

In order to increase awareness amongst the residents and ratepayers of Nillumbik of the climate emergency which threatens the existence of organised human life and to be a part of the solution I respectfully ask that Council declare a climate emergency. If council decides against this step could council articulate it's reasoning please.

Council Meeting Minutes

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Question 2

Would Council please set a target of net zero community emissions by 2030?

5. Elizabeth Doig has asked the following questions

Question 1

A Declaration of Climate Emergency sends a clear, unequivocal message to the community, council officers, other councils and higher levels of government that Nillumbik Council is serious in its commitment to tackling the most urgent crisis of our times.

Will Nillumbik Council change its response to the climate emergency from an acknowledgement to a declaration?

Question 2

Ironbark Sustainability has calculated a science derived emissions reduction target for Nillumbik, which scales the global carbon budget (in line with IPCC recommendations) down to a local level based on a council's socio-economic rating, growth trajectory and relative ability to reduce emissions. On the basis of this, they calculate that Nillumbik has a carbon budget of 8 years in which to reach net zero emissions for the community, that is, by 2030.

In consideration of this, will Nillumbik Council bring forward the proposed target date of net zero emissions for the community to 2030 (currently 2035 in the draft Climate Action Plan)?

6. Angela Davies has asked the following questions

Question 1

As a resident of Nillumbik and a rate payer I want to thank council for your hard work in preparing the Climate Action Plan, but to be fully effective, it requires the strongest language possible – therefore I ask will you please change the wording from an acknowledgement to a Declaration of a Climate Emergency?

Question 2

As this IS an emergency and we cannot afford to delay taking action any longer, will you commit to a target of net zero community emissions by 2030?

7. Jill Kellow has asked the following questions

Question 1

In the light of the recent IPCC report, which makes it clear that climate change is an existential threat to life on planet earth, will the Nillumbik Council bring forward the Climate Action Plan community emissions target to Net Zero by 2030, instead of 2035?

Question 2

In the light of the recent IPCC report, which makes it clear that climate change is an existential threat to life on planet earth, will the Nillumbik Council change the wording of its CAP from an acknowledgement of a climate emergency to a declaration of an emergency?

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8. Rosemary Glaisher has asked the following questions

Question 1

Ironbark Sustainability, environmental consultants specialising in sustainability at a council level, have calculated a science-based emissions reduction target specifically for Nillumbik. They used the global carbon budget, as recommended by the IPCC, along with Nillumbik's socio-economic rating, growth trajectory and ability to reduce emissions.

They found that Nillumbik has a carbon budget of 8 years to reach net zero emissions for the community. In other words, 2030.

Will Nillumbik Council therefore bring forward the proposed target date of net zero emissions for the community to 2030 rather than the currently proposed 2035?

Question 2

A Declaration of Climate Emergency would make a stronger statement than the more passive-sounding "acknowledgement". It would tell the world that Nillumbik Council is serious about tackling the most urgent crisis humanity has ever faced.

Will Nillumbik Council change its response to the climate emergency from an acknowledgement to a declaration?

Response

The draft Climate plan includes a target of net zero community emissions by 2035 which is significantly more ambitious than the Victorian government's target of net zero community emissions by 2050. Council is considering the draft Climate Plan as part of the meeting tonight.

The draft Climate plan includes an acknowledgement of a Climate Emergency. Council is considering the draft Climate Plan as part of the meeting tonight.

9. Anthony Hasseldine has asked the following questions

Question 1

We all need to take action and play a role in saving this planet. Why haven't councillors committed to net-zero community emissions by 2030?

Response 1

The draft Climate plan includes a target of net zero community emissions by 2035 which is significantly more ambitious than the Victorian government's target of net zero community emissions by 2050. Council is considering the draft Climate Plan as part of the meeting tonight.

Question 2

And if council's lack of action means my kids don't have a planet to live on, do the councillors promise to find them an alternative planet?

Response 2

The draft Climate plan provides the roadmap by which Council and our community will work together over the next decade to do our part to address one of the most pressing issues faced by society. Council is considering this draft plan as part of the meeting tonight.

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10. Judith Wenborn has asked the following questions

Question 1

Thank you for this opportunity. We hear a lot of talk about Climate change and fossil fuels versus renewables.

Could you please tell the shire what exactly is the Council's position on deforestation and reforestation in Nillumbik?

Response 1

Council does not have an adopted position on deforestation and reforestation specifically. Our draft Climate Action Plan has a specific focus area on a climate-resilient natural environment and our adopted Tree Management Policy and Guidelines 2018, which can be found on our website, outline our commitment to managing and caring for trees in the Shire

Question 2

If substantial trees are approved for removal by Council or are removed by organisations like Vicroads with or without Council approval, what is Council's policy on replacement of removed trees; is it replacement with the same species, replacement with native or no replacement for loss is required ?

Response 2

Council's adopted Tree Management and Guidelines 2018, which can be found on our website, outline our commitment to managing and caring for trees in the Shire. Council will meet the requirements of the Nillumbik Planning Scheme, which may require indigenous vegetation planting on public and private land in response to vegetation removal.

11. Kerry Kaskamanidis has asked the following questions

Question 1

How many councillors have read the latest IPCC report?

Response 1

The findings of the IPCC have been considered in the drafting of the draft Climate plan.

Question 2

What idea can each councillor initiate and follow through to implementation, for urgently addressing climate change within the power invested in their roles as Nillumbik councillors?

Response 2

Council's focus areas, objectives and strategies are contained in the draft Climate Action Plan being considered at tonight's meeting.

Council Meeting Minutes

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12. Laurie Niven - Forty Trout Electronics Pty Ltd has asked the following questions

Question 1

Re the Climate Action Plan:

Why does the apparent data summary in Agenda item j) ii) ignore the key finding that most submission feedback was that a "declaration would be stronger and preferable" than an "acknowledgement" (see p5/103 of the attachments file), and give the June 2021 petition of 1,846 people no standing at all, when what Council wants to do is to act on community input?

Response 1

Community feedback was that 64 respondents from a total of 91 supported acknowledging a climate emergency with 36 (of the 64 supporting acknowledging a climate emergency) wanting Council to use declare rather than acknowledge.

The petition received by Council in June 2021 requesting Council declare a climate emergency has been considered in development of the draft Climate plan.

Council is considering the draft Climate Plan as part of the meeting tonight.

Question 2

Re the Climate Action Plan:

By what actual deadline will the zero emissions transition roadmap be drafted?

Response 2

The Climate plan will be delivered via an annual Implementation Plan, which will be published on Council's website each year. Preparation of a council-operations zero emissions transition roadmap will commence in year 1 (2022/23).

13. Jeff White has asked the following questions

Question 1

As the pandemic forced thousands of kids in Nillumbik shire to willingly sacrifice two formative years of their lives in order to protect other mostly vulnerable, aged adults from covid-19, what is Nillumbik Council willing to do to protect our children's futures from being further sacrificed due to inaction on climate change which, unlike the pandemic, will not end in their lifetimes

Response 1

The draft Climate plan provides the roadmap by which Council and our community will work together over the next decade to do our part to address one of the most pressing issues faced by society. Council is considering this draft plan as part of the meeting tonight.

Question 2

Two years ago Covid-19 profoundly changed how governments, businesses and society operated, and did so within a few weeks. Since then, communities throughout Australia have experienced massive floods, fires, droughts and climate related tragedy.

What is it going to take for Nillumbik Council to take the climate emergency as seriously as they rightly took the pandemic?

Council Meeting Minutes

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Response 2

The draft Climate plan provides the roadmap by which Council and our community will work together over the next decade to do our part to address one of the most pressing issues faced by society. Council is considering this draft plan as part of the meeting tonight.

14. Jan Illingworth has asked the following questions

Question 1

Why would it be acceptable to build a new home within 11 metres of a neighbours residence, when there is already a residence on the small block of 3 acres, when this goes directly against many of councils guidelines? (question in relation to 180 Menzies Road, Kangaroo Ground Planting Permit)

Response 1

The planning controls affecting the subject site include the Rural Conservation Zone (Schedule 3) and the Bushfire Management Overlay. These planning controls allow for an application to be made for a new dwelling. Any application for a planning permit is considered under the relevant policies of the planning scheme and the assessment must follow the process set out in the Planning and Environment Act 1987. Council officers are still assessing this application and a final assessment and decision of not yet been undertaken. The zoning of the land only allows for one dwelling, meaning that if the application is approved, the existing dwelling would need to be demolished or appropriately decommissioned. The application is currently being advertised and any party can make an objection or a submission for the application.

Question 2

What rules have changed within council to permit such an extensive building envelope on such a small block of land of 3 acres? (question in relation to 180 Menzies Road, Kangaroo Ground Planting Permit)

Response 2

The planning controls affecting the subject site include the Rural Conservation Zone (Schedule 3) and the Bushfire Management Overlay. These planning controls have not changed.

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11. Reports of Advisory Committees

AC.003/22 Advisory Committee Report - 26 April 2022

Distribution: Public

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

Author: Katia Croce, Governance Lead

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 following minutes of Advisory Committee meetings are attached (**Attachment 1**) and presented to Council for noting:

1. Youth Council Advisory Committee Meeting held 4 April 2022.

Council Resolution

MOVED: Cr Natalie Duffy

SECONDED: Cr Geoff Paine

That the minutes of the Advisory Committee meetings (**Attachment 1**) reported be noted.

CARRIED UNANIMOUSLY

Council Meeting Minutes

26 April 2022

12. Officers' reports

CM.029/22 Nillumbik Customer First Strategy 2019-2022 - Final Year Update

Distribution: Public

Manager: Jeremy Livingston, Executive Manager Business Transformation and Performance

Author: Craig King, Customer Experience Lead

Summary

The Nillumbik Customer First Strategy 2019-2022 was Council's first customer experience strategy which defined the strategic direction of Council's customer focus for our community.

This report presents a final year update of the strategy that highlights implementation achievements, as well as recommended next steps given the expiry of the current strategy.

Overall, the implementation of the current strategy has progressed well. In particular, the strategy has achieved:

- establishing a series of data tools to measure our performance and gather customer intelligence;
- implemented and promoted modern customer channels/tools which have become even more important than anticipated during the COVID-19 pandemic; and
- enabled successful cultural change whereby customer service is everyone's priority.

Council is now well placed to consolidate and leverage off the work achieved under the current strategy, to inform a future action plan to continue the delivery of our 'customer first' vision and consistently meet our customer commitments.

Council Resolution

MOVED: Cr Ben Ramcharan

SECONDED: Cr Geoff Paine

That Council:

1. Notes the report which highlights the four-year implementation and delivery of the Nillumbik Customer First Strategy 2019-2022.
2. Notes that a future report be presented to Council in late 2022 on the next version of the Nillumbik Customer First Strategy/Action Plan, to replace the expiring 2019-2022 strategy document.

CARRIED UNANIMOUSLY

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12. Officers' reports

CM.030/22 Draft Communications Strategy 2022-2025 - Endorsement of Community Engagement Phase

File: DOC/21/28801

Distribution: Public

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

Author: Licardo Prince, Communications and Advocacy Lead

Summary

The communications environment is constantly changing, making connecting with stakeholders an ongoing challenge. Traditional local media, once the primary means, has given way to a multitude of media channels. This fractured media landscape means the one-size-fits-all approach to communicating must often give way to something more targeted and segmented in order to reach an audience of diverse interests which consumes its news and information on a diversity of platforms and channels.

This report presents the draft Communications Strategy 2022-2025 (**Attachment 1**). This Strategy has been informed by the *Council Vision*, *Council Plan 2021-2025* and with input and insights gained from a Councillor workshop, Councillor survey, one-on-one discussions with the Executive Management Team and in consultation with other key internal stakeholders – in particular, the Communications and Engagement Unit.

It also draws on a significant body of existing information and data from a range of Council sources. These include the Annual Community Survey, as well as feedback gained from various community engagement projects undertaken over the past two years.

The draft Strategy aims to set out a framework through which Council will communicate clearly, accurately, in timely fashion and with relevance, through an effective combination of approaches and channels.

The draft Strategy is presented for Council endorsement to proceed to public exhibition for community feedback prior to finalisation and endorsement.

Council Resolution

MOVED: Cr Peter Perkins

SECONDED: Cr Ben Ramcharan

That Council:

1. Endorses the draft Communications Strategy 2022-2025 (**Attachment 1**) for the purposes of public exhibition and community feedback.
2. Invites written submissions on the draft Communications Strategy to Council by 25 May 2022.
3. Considers public submissions at the Planning and Consultation Committee meeting to be held on 14 June 2022.

CARRIED UNANIMOUSLY

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26 April 2022

12. Officers' reports

CM.031/22 Climate Action Plan 2022-2032

Distribution: Public

Manager: Hjalmar Philipp, Director Operations and Infrastructure

Author: Kirsten Reedy, Coordinator Environment

Lisa Pittle, Manager Environment

Summary

This report presents the Climate Action Plan 2022-2032 (**Attachment 1**) for Councillor consideration for endorsement.

It includes an acknowledgement of climate emergency, targets and eight focus areas for climate action.

Supporting information regarding community feedback on the draft and how this has been considered is provided in **Attachments 2** and **3**.

A 'Year 1 Implementation Plan' is scheduled to be presented to Council for endorsement at the June 2022 Council meeting. It will detail Council's climate-action initiatives for 2022-23.

Recommendation

That Council:

1. Endorses an acknowledgement of climate emergency.
*"As a Green Wedge Shire, Nillumbik Shire Council is acutely aware of the multiple threats facing all communities and ecosystems as a result of climate change. This requires urgent action by all levels of government, including local government.
Council therefore acknowledges a climate emergency, commits to a climate emergency response, and will proactively integrate climate change mitigation and adaptation into all Council actions."*
2. Endorses the Climate Action Plan 2022-2032 (**Attachment 1**).
3. Receives a Year 1 Climate-Action Implementation Plan (2022/23) for endorsement at the June 2022 Council meeting.
4. Receives an annual update on the implementation of the Climate Action Plan 2022 - 2032, and that a summary be provided to the community on Council's website and in Council's Annual Report.

Motion

MOVED: Cr Geoff Paine

SECONDED: Cr Ben Ramcharan

That Council:

1. Endorses a **declaration** of climate emergency.
"As a Green Wedge Shire, Nillumbik Shire Council is acutely aware of the multiple threats facing all communities and ecosystems as a result of climate change. This requires urgent action by all levels of government, including local government."

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12. Officers' reports

CM.031/22 Climate Action Plan 2022-2032

Council therefore **declares** a climate emergency, commits to a climate emergency response, and will proactively integrate climate change mitigation and adaptation into all Council actions."

2. Endorses the Climate Action Plan 2022-2032 (**Attachment 1**) and any mention of **acknowledge be amended to declare in the Attachment**.
3. Receives a Year 1 Climate-Action Implementation Plan (2022/23) for endorsement at the June 2022 Council meeting.
4. Receives an annual update on the implementation of the Climate Action Plan 2022 - 2032, and that a summary be provided to the community on Council's website and in Council's Annual Report.

Amendment

MOVED: Cr Natalie Duffy

SECONDED:

That Council:

1. Endorses a **declaration** of climate emergency.

"As a Green Wedge Shire, Nillumbik Shire Council is acutely aware of the multiple threats facing all communities and ecosystems as a result of climate change. This requires urgent action by all levels of government, including local government.

Council therefore **declares** a climate emergency, commits to a climate emergency response, and will proactively integrate climate change mitigation and adaptation into all Council actions."
2. **Endorses a Council emissions target of net zero by 2030 and a Community emissions target of net zero by 2030.**
3. Endorses the Climate Action Plan 2022-2032 (**Attachment 1**) with the amended **community target of 2030 instead of 2035 and any mention of acknowledge be amended to declare in the Attachment**.
4. Receives a Year 1 Climate-Action Implementation Plan (2022/23) for endorsement at the June 2022 Council meeting.
5. Receives an annual update on the implementation of the Climate Action Plan 2022 - 2032, and that a summary be provided to the community on Council's website and in Council's Annual Report.

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26 April 2022

12. Officers' reports

CM.031/22 Climate Action Plan 2022-2032

Motion

MOVED: Cr Geoff Paine

SECONDED: Cr Ben Ramcharan

That Council:

1. Endorses a **declaration** of climate emergency.
"As a Green Wedge Shire, Nillumbik Shire Council is acutely aware of the multiple threats facing all communities and ecosystems as a result of climate change. This requires urgent action by all levels of government, including local government.
Council therefore **declares** a climate emergency, commits to a climate emergency response, and will proactively integrate climate change mitigation and adaptation into all Council actions."
2. Endorses the Climate Action Plan 2022-2032 (**Attachment 1**) and any mention of **acknowledge be amended to declare in the Attachment**.
3. Receives a Year 1 Climate-Action Implementation Plan (2022/23) for endorsement at the June 2022 Council meeting.
4. Receives an annual update on the implementation of the Climate Action Plan 2022 - 2032, and that a summary be provided to the community on Council's website and in Council's Annual Report.

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

Council Resolution

MOVED: Cr Geoff Paine

SECONDED: Cr Ben Ramcharan

That Council:

1. Endorses a declaration of climate emergency.
"As a Green Wedge Shire, Nillumbik Shire Council is acutely aware of the multiple threats facing all communities and ecosystems as a result of climate change. This requires urgent action by all levels of government, including local government.
Council therefore declares a climate emergency, commits to a climate emergency response, and will proactively integrate climate change mitigation and adaptation into all Council actions."
2. Endorses the Climate Action Plan 2022-2032 (**Attachment 1**) and any mention of **acknowledge be amended to declare in the Attachment**.
3. Receives a Year 1 Climate-Action Implementation Plan (2022/23) for endorsement at the June 2022 Council meeting.
4. Receives an annual update on the implementation of the Climate Action Plan 2022 - 2032, and that a summary be provided to the community on Council's website and in Council's Annual Report.

CARRIED

Council Meeting Minutes

26 April 2022

12. Officers' reports

CM.031/22 Climate Action Plan 2022-2032

Cr Ben Ramcharan called for a division

*For: Crs Natalie Duffy, Karen Egan, Frances Eyre, Geoff Paine, Peter Perkins,
Ben Ramcharan*

Against: Cr Richard Stockman

*The Motion was **Carried***

Council Meeting Minutes

26 April 2022

12. Officers' reports

CM.032/22 Health and Wellbeing Advisory Committee Community Member Recruitment

Distribution: Public

Manager: Corrienne Nichols, Executive Manager Community Services

Author: Nichole Johnson, Manager Community Partnerships

Summary

The endorsed Terms of Reference (**Attachment 1**) for the Health and Wellbeing Advisory Committee (the Committee) outlines that membership will consist of up to six community members to the Committee for a two-year term until April 2024.

Recruitment for community nominees for the Committee opened Thursday 28 February 2022 and closed Sunday 20 March 2022. A total of three applications were received and assessed against the selection criteria by an internal assessment panel.

This report seeks Council endorsement for three community member nominees for membership of the Health and Wellbeing Committee.

Recommendation

MOVED: Cr Richard Stockman

SECONDED: Cr Natalie Duffy

That Council:

1. Endorses the three recommended applicants listed onto the Nillumbik Health and Wellbeing Advisory Committee (see **Attachment 2**):
 - (a) Applicant 1 _____ for their role as a Nillumbik Health and Wellbeing Advisory Committee member.
 - (b) Applicant 2 _____ for their role as a Nillumbik Health and Wellbeing Advisory Committee member.
 - (c) Applicant 3 _____ for their role as a Nillumbik Health and Wellbeing Advisory Committee member.
2. Acknowledges and thanks all community members who submitted applications to the Health and Wellbeing Advisory Committee.
3. Resolves that the Panel Assessment (**Attachment 2**) to remain confidential on the grounds specified in the definition of confidential information in section 3(1)(f) of the *Local Government Act 2020*.

Motion

MOVED: Cr Richard Stockman

SECONDED: Cr Natalie Duffy

That Council:

1. Endorses the three recommended applicants listed onto the Nillumbik Health and Wellbeing Advisory Committee (see **Attachment 2**):

Council Meeting Minutes

26 April 2022

12. Officers' reports

CM.032/22 Health and Wellbeing Advisory Committee Community Member Recruitment

-
- (a) Applicant 1 _____ for their role as a Nillumbik Health and Wellbeing Advisory Committee member.
 - (b) Applicant 2 _____ for their role as a Nillumbik Health and Wellbeing Advisory Committee member.
 - (c) Applicant 3 _____ for their role as a Nillumbik Health and Wellbeing Advisory Committee member.
2. Acknowledges and thanks all community members who submitted applications to the Health and Wellbeing Advisory Committee.
 3. Resolves that the Panel Assessment (**Attachment 2**) to remain confidential on the grounds specified in the definition of confidential information in section 3(1)(f) of the *Local Government Act 2020*.
 4. **Resolves that the successful applicants be named.**

Council Resolution

MOVED: Cr Richard Stockman

SECONDED: Cr Natalie Duffy

That Council:

1. Endorses the three recommended applicants listed onto the Nillumbik Health and Wellbeing Advisory Committee (see **Attachment 2**):
 - (a) Applicant 1 Deanna Finn for their role as a Nillumbik Health and Wellbeing Advisory Committee member.
 - (b) Applicant 2 Ann Hutchinson for their role as a Nillumbik Health and Wellbeing Advisory Committee member.
 - (c) Applicant 3 Jules Jay for their role as a Nillumbik Health and Wellbeing Advisory Committee member.
2. Acknowledges and thanks all community members who submitted applications to the Health and Wellbeing Advisory Committee.
3. Resolves that the Panel Assessment (**Attachment 2**) to remain confidential on the grounds specified in the definition of confidential information in section 3(1)(f) of the *Local Government Act 2020*.
4. Resolves that the successful applicants be named.

CARRIED UNANIMOUSLY

Council Meeting Minutes

26 April 2022

12. Officers' reports

CM.033/22 Draft Arts and Culture Strategy 2022-2026 - Endorsement of
Community Engagement Phase

Distribution: Public

Manager: Corrienne Nichols, Executive Manager Community Services

Author: Nichole Johnson, Manager Community Partnerships

Summary

This report presents the Draft Arts and Culture Strategy 2022-2026 (the Strategy) (**Attachment 1**). The Draft Strategy has been informed by the *Council Vision, Council Plan 2021-2025* and the *What We Know: Arts and Culture Strategy 2022-2026 Community Consultation Summary Report (Attachment 2)* along with additional arts and culture sector reports and data from State, National and International bodies.

The Draft Strategy sets out a four-year strategic commitment to guide Council in the support and development of arts and culture in Nillumbik Shire. The Strategy identifies four goals and responds directly to the strategic themes and objectives of the Council Plan 2021-2025 in line with community needs and aspirations.

The Draft Strategy is presented for Council endorsement to proceed to public exhibition for community feedback prior to finalisation and endorsement.

Council Resolution

MOVED: Cr Geoff Paine

SECONDED: Cr Peter Perkins

That Council:

1. Endorses the Draft Arts and Culture Strategy 2022-2026 (**Attachment 1**) for the purposes of public exhibition and community feedback.
2. Invites written submissions on the Draft Arts and Culture Strategy to Council by 22 May 2022.
3. Considers public submissions at the Planning and Consultation Committee meeting to be held on 12 July 2022.

CARRIED UNANIMOUSLY

COM.001/22 Confirmation of Minutes Council Meeting held Tuesday 26 April 2022
Attachment 1. Minutes of Council Meeting held 26 April 2022 - Amended

Council Meeting Minutes

26 April 2022

12. Officers' reports

CM.034/22 Planning Scheme Amendment C142nill - Applying the Heritage Overlay on a permanent basis to 50 Oatland Road, Plenty

Distribution: Public

Manager: Rosa Zouzoulas, Executive Manager Planning and Community Safety

Author: Julie Paget, Strategic Planner

Leigh Northwood, Strategic Planning Lead

Summary

The purpose of this report is to update Council in regard to the outcomes of exhibition of Amendment C142nill (the Amendment) and to provide an officer recommendation based on the outcomes of such exhibition in meeting the requirements of consideration required by Council in accordance with Section 22 of the *Planning and Environment Act 1987* (the Act).

The Amendment was placed on exhibition pursuant to the requirements of the Act, from 27 January 2022 to 02 March 2022. Council received twenty-eight (28) submissions in total, all objecting.

Submitters were invited to attend the 12 April 2022 Planning & Consultative Committee Meeting (PCC) to speak to their submissions.

Where a submission raises an issue with regard to the proposed amendment that cannot be resolved, the Act sets out the process for the Amendment. In accordance with Section 22 of the Act, Council must consider all submissions received. Section 23 of the Act, requires that Responsible Authority after considering submissions, must:

- a. change the Amendment in the manner requested; or
- b. refer the submission to an independent planning panel appointed under Part 8 of the Act by the Minister for Planning; or
- c. abandon the amendment or part of the amendment.

This report will recommend that Council resolve to refer the unresolved submissions to an independent Planning Panel and ask the Minister for Planning to appoint the Panel in accordance with Part 8 of the Act. This will allow third party review of the Amendment and allow submitters to address the Panel.

Subject to the Panel hearing, a Panel report and recommendations will be given to Council, and at a future Council Briefing Council can consider the Panel's recommendations, and can still resolve to adopt, adopt with changes or abandon at a subsequent Council meeting prior to any request to the Minister to consider and approve the Amendment.

Recommendation

That Council:

1. Notes the submissions to Amendment C142nill to the Nillumbik Planning Scheme.
2. Requests the Minister for Planning appoint an independent planning panel to consider Amendment C142nill pursuant to Section 23(1)(b) of the *Planning and Environment Act 1987*.

Council Meeting Minutes

26 April 2022

12. Officers' reports

CM.034/22 Planning Scheme Amendment C142nill - Applying the Heritage Overlay on a permanent basis to 50 Oatland Road, Plenty

3. Requests that Officers notify submitters to Amendment C142nill of the Committee's resolution and update Participate Nillumbik accordingly with next steps in the Amendment process.
4. Brings the C142nill Panel report as an outcome of the Panel Hearing (once available) to a future Council briefing for Council consideration.

Motion

MOVED: Cr Richard Stockman

SECONDED: Cr Natalie Duffy

That Council:

1. Resolves to abandon Amendment C142nill pursuant to Section 23 1)c) of the Planning and Environment Act 1987.
2. Pursuant to Section 28 (1) of the Planning and Environment Act 1987 resolves to write to the Minister for Planning to advise of its resolution.
3. Requests that Officers notify submitters to Amendment C142nill of Council's resolution and updates Participate Nillumbik with the decision accordingly as required by Section 28 (2)(3) and (4) of the Planning and Environment Act 1987.
4. Resolves to request the Minister for Planning to undertake a Planning Scheme Amendment pursuant to Section 20(4) of the Planning and Environment Act 1987 to remove interim HO272 from the Schedule to the Heritage Overlay and Maps of the Nillumbik Planning Scheme which the Minister for Planning introduced through Amendment C141 to the Nillumbik Planning Scheme to reflect Council's resolutions above.

THE MOTION WAS PUT TO THE VOTE AND WAS LOST

Cr Natalie Duffy called for a division

For: Crs Natalie Duffy, Karen Egan, Richard Stockman

Against: Crs Frances Eyre, Geoff Paine, Peter Perkins, and Ben Ramcharan

*The Motion was **Lost***

Motion

MOVED: Cr Peter Perkins

SECONDED: Cr Geoff Paine

That Council:

1. Notes the submissions to Amendment C142nill to the Nillumbik Planning Scheme.
2. Requests the Minister for Planning appoint an independent planning panel to consider Amendment C142nill pursuant to Section 23(1)(b) of the *Planning and Environment Act 1987*.

Council Meeting Minutes

26 April 2022

12. Officers' reports

CM.034/22 Planning Scheme Amendment C142nill - Applying the Heritage Overlay on a permanent basis to 50 Oatland Road, Plenty

3. Requests that Officers notify submitters to Amendment C142nill of Council's resolution and update Participate Nillumbik accordingly with next steps in the Amendment process.
4. Brings the C142nill Panel report as an outcome of the Panel Hearing (once available) to a future Council Meeting for Council consideration.

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

Council Resolution

MOVED: Cr Peter Perkins

SECONDED: Cr Geoff Paine

That Council:

1. Notes the submissions to Amendment C142nill to the Nillumbik Planning Scheme.
2. Requests the Minister for Planning appoint an independent planning panel to consider Amendment C142nill pursuant to Section 23(1)(b) of the *Planning and Environment Act 1987*.
3. Requests that Officers notify submitters to Amendment C142nill of the Council's resolution and update Participate Nillumbik accordingly with next steps in the Amendment process.
4. Brings the C142nill Panel report as an outcome of the Panel Hearing (once available) to a future Council Meeting for Council consideration.

CARRIED

COM.001/22 Confirmation of Minutes Council Meeting held Tuesday 26 April 2022
Attachment 1. Minutes of Council Meeting held 26 April 2022 - Amended

Council Meeting Minutes

26 April 2022

12. Officers' reports

CM.035/22 March Quarter Financial Report

Distribution: Public

Manager: Vince Lombardi, Chief Financial Officer

Author: Melika Sukunda, Finance Manager

Summary

This report outlines Council's financial performance and financial position for the period ended 31 March 2022.

The Income Statement shows an overall favourable year to date (YTD) variance of \$2.24 million representing 8.4 percent of YTD Budget. This reflects the combined result of lower than budgeted operating income of \$393,663 and lower than budgeted operating expenses of \$2.63 million.

Council's overall financial position at the end of this quarter remains sound.

Council Resolution

MOVED: Cr Geoff Paine

SECONDED: Cr Peter Perkins

That Council receives and notes the Financial Report for the period ended 31 March 2022 (Attachment 1).

CARRIED UNANIMOUSLY

Council Meeting Minutes

26 April 2022

12. Officers' reports

CM.036/22 Local Roads and Community Infrastructure Program - Phase 3

File: FOL/21/9162

Distribution: Public

Manager: Hjalmar Philipp, Director Operations and Infrastructure

Author: Lawrence Seyers, Lead Transport Planner

Summary

To confirm the proposed works to be funded by the Local Roads and Community Infrastructure Program (Phase 3) prior to submission to the Department of Infrastructure, Transport, Regional Development and Communications for approval.

Council Resolution

MOVED: Cr Ben Ramcharan

SECONDED: Cr Peter Perkins

That Council:

1. Notes the Local Roads and Community Infrastructure Program (Phase 3) funding allocation of \$1,478,302 (excluding GST).
2. Approves the following projects for submission to the Department of Infrastructure, Transport, Regional Development and Communications for approval:
 - a) Trail Upgrades (\$200,000)
 - b) Sports Infrastructure Upgrade (\$100,000)
 - c) Public Open Space Infrastructure (\$100,000)
 - d) Offroad Carparks & Community Facility Accessibility Upgrades (\$100,000)
 - e) BMX Facility (\$650,000)
 - f) Eltham and District Wood Workers Association Kitchen Extension (\$150,000)
 - g) Place Activation Concept (\$30,000)
 - h) Diamond Valley Sports Complex Vegetation Planting (\$38,302)
 - i) Kangaroo Ground War Memorial, Caretaker's Cottage (\$110,000).

CARRIED UNANIMOUSLY

Leigh Northwood, Strategic Planning Lead left the meeting during discussion of the above item at 9:01pm.

Council Meeting Minutes

26 April 2022

12. Officers' reports

CM.037/22 Request for Road Closure for section of Brisbane Street, Eltham

Distribution: Public

Manager: Hjalmar Philipp, Director Operations and Infrastructure

Author: Patrick Wood, Acting Manager Infrastructure

Summary

The Department of Environment, Land, Water and Planning (DELWP) has requested Council consent to close a section of Brisbane Street, Eltham, under section 349 of the *Land Act 1958* (Act). The proposed closure is for a section of road reserve, which does not currently contain a road, approximately 500 square metres in area, located immediately south of the rail corridor, at the northern end of Brisbane Street.

Given the potential for this land as a pedestrian and cycling link, it is recommended that Council does not consent to the closure of this section of Brisbane Street.

Council Resolution

MOVED: Cr Geoff Paine

SECONDED: Cr Peter Perkins

That Council:

1. Acknowledges receipt of the request from the Department of Environment, Land, Water and Planning for the closing of a section Brisbane Street, Eltham, being Government Road Section, Brisbane Street, Eltham, Victoria, adjoining:
 - Lot 1 TP80155 2/1 Brisbane Street Eltham 3095 (Certificate of Title Volume 09418, Folio 329) and;
 - Lot 1 TP117317 1/7 Brisbane Street Eltham 3095 (Certificate of Title Volume 09785 Folio 771)
2. Requests the Director of Operations and Infrastructure to write to the Department of Land, Environment, Water and Planning to advise that Council does not consent to the closing of this section of road, under section 349 of the *Land Act 1958*.

CARRIED UNANIMOUSLY

Council Meeting Minutes

26 April 2022

12. Officers' reports

CM.038/22 Media and Civic Representation Protocol

File: DOC/22/16358

Distribution: Public

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

Author: Licardo Prince, Communications and Advocacy Lead

Summary

With the Federal and State elections fast approaching, Council is seeing an increase in media activity, event attendance, announcements, openings and photo opportunities. The current Media and Social Media Protocol adopted in 2017 as part of the broader Good Governance Policy is outdated therefore it is timely that Council look to review and reconfirm Council's protocol on media and council civic representation.

The objective of the protocol is to set clear guidelines for the Council, CEO and employees when dealing with the media and addressing requests on civic representation to ensure a coordinated, accurate and reliable representation.

This report introduces a revised Councillor Media and Civic Representation Protocol (**Attachment 1**), and seeks Council endorsement of the protocol.

Council Resolution

MOVED: Cr Karen Egan

SECONDED: Cr Ben Ramcharan

That Council:

1. Endorses the Media and Civic Representation Protocol 2022 (**Attachment 1**); and
2. Notes that the Media and Social Media Protocol (Appendix 1) of Council's existing Good Governance Policy 2017 ceases to apply.

CARRIED UNANIMOUSLY

Council Meeting Minutes

26 April 2022

12. Officers' reports

CM.039/22 Informal Meetings of Councillors Records - 26 April 2022

Distribution: Public

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

Author: Katia Croce, Governance Lead

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 Meeting of Councillors held.

This report lists Informal Meetings of Councillors Records submitted since the matter was last reported to Council on 22 March 2022.

An Informal Meeting of Councillors Record was kept for the following meetings (**Attachment 1**):

1. Capital Works Forum held 11 March 2022;
2. Neighbourhood Character Strategy Project Councillor Workshop 1 held 15 March 2022;
3. Councillor Briefing held 15 March 2022;
4. Council Meeting pre-meet held 22 March 2022;
5. Communications Strategy Workshop held 5 April 2022;
6. Councillor Briefing held 5 April 2022; and
7. Planning and Consultation Committee Pre-Meeting held 12 April 2022.

Council Resolution

MOVED: Cr Geoff Paine

SECONDED: Cr Karen Egan

That Council, in accordance with *Item 19 of Council's Governance Rule – Meeting Procedure*, receives the Informal Meetings of Councillors Records (**Attachment 1**) for the meetings held.

CARRIED UNANIMOUSLY

Council Meeting Minutes

26 April 2022

12. Officers' reports

CM.040/22 Tender Report - Contract 2122-042 Finance, Supply and Delivery of
14 Metre Rear Load Waste Truck

Distribution: Public

Manager: Hjalmar Philipp, Director Operations and Infrastructure

Author: Lisa Pittle, Manager Environment

Summary

This report recommends the awarding of contract 2122-042 *Finance, supply and delivery of a 14 cubic metre rear load waste truck* inclusive of cab/chassis, rear loading compactor body, a telemetry system and lease financing. This vehicle delivers primarily Council's public place litter collection service.

The contract lease term is 7 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 2122-042 *Finance, supply and delivery of a 14 cubic metre rear load waste truck*.

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 **Option 1** from **Tenderer A** inclusive of cab/chassis, compactor body, telemetry system and lease finance for a seven year term and enter into the following contract:
Number: 2122-042
Title: Finance, supply and delivery of a 14 cubic metre rear load waste truck
Lease Term: 7 Years
2. Authorises the Director Operations and Infrastructure to finalise and execute the contract documentation.
3. Notes that any variations that exceed the agreed approved budget will require a further Council resolution.
4. Advises all tenderers accordingly.
5. Makes public the decision regarding this contract but the Tender Evaluation Summary 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*.
6. Resolves that the preferred tenderer be named.

Council Meeting Minutes

26 April 2022

12. Officers' reports

CM.040/22 Tender Report - Contract 2122-042 Finance, Supply and Delivery of
14 Metre Rear Load Waste Truck

Council Resolution

MOVED: Cr Peter Perkins

SECONDED: Cr Karen Egan

That Council:

1. Accepts **Option 1** from **Tenderer A: Westar Truck Centre**, inclusive of cab/chassis, compactor body, telemetry system and lease finance for a seven year term and enter into the following contract:
Number: 2122-042
Title: Finance, supply and delivery of a 14 cubic metre rear load waste truck
Lease Term: 7 Years
2. Authorises the Director Operations and Infrastructure to finalise and execute the contract documentation.
3. Notes that any variations that exceed the agreed approved budget will require a further Council resolution.
4. Advises all tenderers accordingly.
5. Makes public the decision regarding this contract but the Tender Evaluation Summary 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*.
6. Resolves that the preferred tenderer be named.

CARRIED UNANIMOUSLY

Council Meeting Minutes

26 April 2022

Cr Ramcharan disclosed a general conflict of interest in item CM.041/22 -Tender Report - Contract 2122-051 Rockliffe Street Special Charge Scheme due to a resident subject to the special charge having made a significant donation to his election campaign.

Cr Ramcharan left the meeting at 9:14pm.

12. Officers' reports

CM.041/22 Tender Report - Contract 2122-051 Rockliffe Street Special Charge Scheme

Distribution: Public

Manager: Hjalmar Philipp, Director Operations and Infrastructure

Author: Steven Blight, Construction Coordinator

Enrique Gutierrez, Manager Assets and Capital Works

Lance Clark, Senior Procurement Specialist

Summary

This report recommends the awarding of contract 2122-051 for Rockliffe Street Special Charge Scheme.

Works will include the construction and sealing of Rockliffe Street, including an asphalt pavement, kerb and channel, asphalt table drains, underground drainage, vehicle crossings, road humps and associated works between Pitt Street and Mount Pleasant Road, Eltham.

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 2122-051 for Rockliffe Street Special Charge Scheme.

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 submitted by the preferred tenderer for the sum of \$[Redacted] plus \$[Redacted] for contingency (exclusive of GST) and enter into the following contract:
Number: 2122-051
Title: Rockliffe Street Special Charge Scheme.
Term: 2 May 2022 to 29 July 2022
2. Authorises the Director Operations and Infrastructure to finalise and execute the contract documentation.
3. Authorises the Director Operations and Infrastructure to approve additional cost variations that are a result of unknown latent site conditions or changes to operational requirements throughout the term of the contract with a total value of no more than the approved budget for the project.

Council Meeting Minutes

26 April 2022

12. Officers' reports

CM.041/22 Tender Report - Contract 2122-051 Rockliffe Street Special Charge Scheme

-
4. Notes that any variations that exceed the agreed approved budget will require a further Council resolution.
 5. Advises all tenderers accordingly.
 6. Makes public the decision regarding this contract 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*.
 7. Resolves that the preferred tenderer be named.

Motion

MOVED: Cr Geoff Paine

SECONDED: Cr Peter Perkins

That Council:

That Council:

1. Accepts the tender submitted by the preferred tenderer for the sum of \$[Redacted] plus \$[Redacted] for contingency (**inclusive** of GST) and enter into the following contract:
Number: 2122-051
Title: Rockliffe Street Special Charge Scheme.
Term: 2 May 2022 to 29 July 2022
2. Authorises the Director Operations and Infrastructure to finalise and execute the contract documentation.
3. Authorises the Director Operations and Infrastructure to approve additional cost variations that are a result of unknown latent site conditions or changes to operational requirements throughout the term of the contract with a total value of no more than the approved budget for the project.
4. Notes that any variations that exceed the agreed approved budget will require a further Council resolution.
5. Advises all tenderers accordingly.
6. Makes public the decision regarding this contract 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*.
7. Resolves that the preferred tenderer be named.

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

Council Meeting Minutes

26 April 2022

12. Officers' reports

CM.041/22 Tender Report - Contract 2122-051 Rockliffe Street Special Charge Scheme

Council Resolution

MOVED: Cr Geoff Paine

SECONDED: Cr Peter Perkins

That Council:

1. Accepts the tender submitted by the preferred tenderer **Di Carlo Constructions Aust Pty Ltd** for the sum of 273,279.60 plus \$40,991.94 for contingency (inclusive of GST) and enter into the following contract:
Number: 2122-051
Title: Rockliffe Street Special Charge Scheme.
Term: 2 May 2022 to 29 July 2022
2. Authorises the Director Operations and Infrastructure to finalise and execute the contract documentation.
3. Authorises the Director Operations and Infrastructure to approve additional cost variations that are a result of unknown latent site conditions or changes to operational requirements throughout the term of the contract with a total value of no more than the approved budget for the project.
4. Notes that any variations that exceed the agreed approved budget will require a further Council resolution.
5. Advises all tenderers accordingly.
6. Makes public the decision regarding this contract 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*.
7. Resolves that the preferred tenderer be named.

CARRIED UNANIMOUSLY

Cr Ben Ramcharan returned to the meeting at the conclusion of this item at 9:16pm.

Council Meeting Minutes

26 April 2022

12. Officers' reports

CM.042/22 Tender Report - Contract 2021-103 Network Refresh

Distribution: Public

Manager: Vince Lombardi, Chief Financial Officer

Author: Nik Mistriotis, IT Systems Officer

Eddie Cheng, Manager Information Technology

Summary

This report recommends the awarding of contract 2021-103 for Network Refresh.

The scope of the contract is for the upgrade of Councils cabled and wireless network to replace end of life hardware located at 8 operational sites. The existing hardware is no longer supported by the manufacturer.

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 2021-103 Network Refresh.

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 submitted by the **preferred tenderer** for the sum of \$[Redacted] plus \$[Redacted] for contingency (exclusive of GST) and enter into the following contract:
Number: 2021-103
Title: Network Refresh
Term: 28 April 2022 to 31 August 2022
2. Authorises the Chief Financial Officer to finalise and execute the contract documentation.
3. Authorises the Chief Financial Officer to approve changes to operational requirements throughout the term of the contract with a total value of no more than the approved budget for the project.
4. Any variations that exceed the agreed approved budget will require a further Council resolution.
5. Advises all tenderers accordingly.
6. Makes public the decision regarding this contract 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*.
7. Resolves that the preferred tenderer be named.

Council Meeting Minutes

26 April 2022

12. Officers' reports

CM.042/22 Tender Report - Contract 2021-103 Network Refresh

Motion

MOVED: Cr Ben Ramcharan

SECONDED: Cr Peter Perkins

That Council:

1. Accepts the tender submitted by the **preferred tenderer** for the total sum of \$[Redacted] **as follows:**
 - **Hardware Component Lump Sum \$[Redacted]**
 - **Professional Services Component \$ [Redacted]**plus \$[Redacted] for contingency **on Professional Services component only (inclusive of GST)** and enter into the following contract:
Number: 2021-103
Title: Network Refresh
Term: 28 April 2022 to 31 August 2022
2. Authorises the Chief Financial Officer to finalise and execute the contract documentation.
3. Authorises the Chief Financial Officer to approve changes to operational requirements throughout the term of the contract with a total value of no more than the approved budget for the project.
4. Any variations that exceed the agreed approved budget will require a further Council resolution.
5. Advises all tenderers accordingly.
6. Makes public the decision regarding this contract 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*.
7. Resolves that the preferred tenderer be named.

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

Council Resolution

MOVED: Cr Ben Ramcharan

SECONDED: Cr Peter Perkins

That Council:

1. Accepts the tender submitted by the **preferred tenderer Onel Consulting Pty Ltd** for the total sum of \$525,572.30 as follows:
 - Hardware Component Lump Sum \$449,523.80
 - Professional Services Component \$ 76,048.50plus \$13,827.00 for contingency on Professional Services component only (inclusive of GST) and enter into the following contract:

Council Meeting Minutes

26 April 2022

12. Officers' reports

CM.042/22 Tender Report - Contract 2021-103 Network Refresh

Number: 2021-103

Title: Network Refresh

Term: 28 April 2022 to 31 August 2022

2. Authorises the Chief Financial Officer to finalise and execute the contract documentation.
3. Authorises the Chief Financial Officer to approve changes to operational requirements throughout the term of the contract with a total value of no more than the approved budget for the project.
4. Any variations that exceed the agreed approved budget will require a further Council resolution.
5. Advises all tenderers accordingly.
6. Makes public the decision regarding this contract 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*.
7. Resolves that the preferred tenderer be named.

CARRIED UNANIMOUSLY

Council Meeting Minutes

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14. Notices of Motion

Nil

15. Delegates' Reports

Nil

16. Supplementary and urgent business

Nil

17. Confidential reports

Nil

18. Close of Meeting

The meeting closed at 9:22pm.

Confirmed:

Cr Frances Eyre, Mayor

Council Meeting

held at the Civic Centre, Civic Drive, Greensborough
on Tuesday 26 April 2022 commenced at 7:00pm.

Minutes

Carl Cowie
Chief Executive Officer

Friday 29 April 2022

Distribution: Public

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Council Meeting Minutes

26 April 2022

Nillumbik Shire Council

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Council Meeting Minutes

26 April 2022

Nillumbik Shire Council

Minutes of the Meeting of Nillumbik Shire Council held Tuesday 26 April 2022.
The meeting commenced at 7.00pm.

Councillors present:

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

Officers in attendance:

Carl Cowie	Chief Executive Officer
Vince Lombardi	Chief Financial Officer
Blaga Naumoski	Executive Manager Governance, Communications and Engagement
Rosa Zouzoulas	Executive Manager Planning and Community Safety
Nichole Johnston	Manager Community Partnerships
Eddie Cheng	Manager Infrastructure Technology
Leigh Northwood	Strategic Planning Lead
Katia Croce	Governance Lead

1. Welcome by the Mayor

Members of the public were advised the meeting would be livestreamed and recorded and the live stream recording made publicly available on YouTube and Council's website.

The Mayor also advised that Cr Natalie Duffy has joined the meeting virtually and that members of the public would hear Cr Duffy but not see her.

2. Acknowledgement of Country

Acknowledgement of Country was read by the Mayor, Cr Frances Eyre.

3. Good Governance Pledge

The Good Governance Pledge was read by Cr Peter Perkins.

4. Prayer

A prayer was read by Sally Agostino from Southern Cross Community Church Eltham.

5. Apologies

Nil

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6. Presentations

ANZAC Day 2022

Yesterday, like so many others around the country, I and a number of my fellow councillors had the honour of laying wreaths at various ANZAC Day memorial services throughout the Shire.

The wreaths were laid at the Eltham Cenotaph, Diamond Creek Memorial, Hurstbridge ANZAC Memorial Park and Kangaroo Ground War Memorial.

It was great to see so many of all ages in our community, turn out to honour, commemorate and reflect on the deeds of those men and women who, with immense bravery and a strong sense of duty, made great sacrifices, often giving their lives to protect our freedom and the freedom of others.

ANZAC Day is also about recognising the sacrifices made by so many parents, children, siblings, spouses and partners whose loved ones either didn't return from war and conflict, or who returned so deeply affected that their lives were never the same.

It was heartening therefore, after all that we've experienced these past two years, to see our community again come together in such numbers, to solemnly commemorate and reflect on, these enormous sacrifices.

Condolence - Deb Ganderton

I would like to acknowledge one of Nillumbik's former employees and Nillumbik resident, Deb Ganderton, who sadly passed away recently.

Deb brought a positive energy to everything she did and was widely known across Victorian Local Government. She was a good friend to many from Nillumbik, Bayside and Boroondara Councils.

In 2019, Deb was appointed CEO of Greater Metropolitan Cemeteries Trust, and was much loved and highly regarded by the staff, Executive team and Trust of the Greater Metropolitan Cemeteries Trust.

Deb was a leader in strategic communications, media, community and employee engagement. Her contribution to public life and the lasting impact she had on her peers was widely recognised and respected.

Deb was also a Board Member of Montsalvat Trust.

Genuinely wonderful and a force of nature, Deb leaves an enduring legacy and will be missed by all. Our thoughts are with Deb's partner John Henry, her family and friends.

Condolence - Glenn O'Donnell

I would also like to acknowledge long-standing VICSES Nillumbik Unit Controller, Glenn O'Donnell, who passed away recently. Joining the organisation in 1988, Glenn dedicated 34 years to the service, the last 18 years as Unit Controller. Prior to this he held the role of Deputy Controller for 10 years.

Glenn championed the development of the VICSES Nillumbik Unit, taking it from an ultra basic, two-bay shed with a portaloo, to the fabulous modern facility that it is today.

Glenn participated in several working groups and task-forces in his time, sharing and applying his in-depth knowledge and experience to achieve successful outcomes. His personal contribution in assisting his own community and beyond included the 'Black Saturday' bushfires in 2009 and demonstrated his exceptional commitment and compassion, taking annual leave from work when his volunteer leave ran out to further support VICSES activities.

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Glenn was a VICSES Life Member and Emergency Services Medal (ESM) recipient. He was also a member of the Nillumbik and Banyule Municipal Emergency Management Planning Committees.

Glenn exemplified leadership, emotional guidance and passion for his volunteer work and continual support to others. At his funeral, a guard of honour was formed along Main Road, Eltham – a farewell befitting a man respected by all who knew him.

Our thoughts are with Glenn's family, friends and work colleagues at this time.

Condolence - Terry Bramham

I would also like to acknowledge the recent passing of Terry Bramham, Principal Lawyer at Macquarie Local Government Lawyers.

Terry was an exemplary professional and trusted advisor to many across Victorian Local Government. He was a kind, compassionate, considered and caring man, and above all a person with the highest ethics and integrity.

Our thoughts are with Terry's partner Tracie Bramham, his family and friends.

Sporting Grants - 26 April 2022

The following Sporting Grants presentations were made:

Cr Karen Egan presented **Asher Andrews** (Bunjil Ward) with \$150 as a contribution for being selected to represent Victoria at the Australian Little Athletics Championships in Melbourne.

Cr Geoff Paine presented **Lawson Franzmann** (Wingrove Ward) with \$150 as a contribution for being selected to represent Victoria at the 2022 AusCycling Junior Track National Championships in Brisbane.

Cr Richard Stockman presented **Olivia-Beau Cutler** (Blue Lake Ward) with \$150 as a contribution for being selected to represent Victoria at the 2022 Australian U18 Hockey Championships in Cairns.

Following the presentations, each recipient gave a response and photos were taken of each of the recipients with the Ward Councillor and the Mayor.

7. Confirmation of Minutes

Confirmation of the minutes of the Council Meeting and Confidential Council Meeting held on Tuesday 22 March 2022.

Council Resolution

MOVED: Cr Geoff Paine

SECONDED: Cr Karen Egan

That Council:

- 1 Confirms the minutes of the Council Meeting and Confidential Council Meeting held on Tuesday 22 March 2022 (**Attachment 1** and **Attachment 2**).
- 2 Resolves that the Confidential Council Meeting minutes (**Attachment 2**) remains confidential in accordance with section 3(1) of the *Local Government Act 2020*.

CARRIED UNANIMOUSLY

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8. Disclosure of conflicts of interest

Cr Ramcharan disclosed a general conflict of interest in item CM.041/22 -Tender Report - Contract 2122-051 Rockliffe Street Special Charge Scheme due to a resident subject to the special charge having made a significant donation to his election campaign.

9. Petitions

Nil

10. Questions from the gallery

The following questions have been grouped due to the response being applicable for all the questions raised.

1. Vicky Ellmore has asked the following questions

Question 1

Considering the recent flooding events in northern NSW that show how vulnerable we are to the catastrophic impacts of rapidly accelerating temperatures and that these disasters are only destined to increase, will council declare a climate emergency?

Question 2

With the urgent need to reduce emissions due to being at a stage where every emission matters, will council set a target of net zero community emissions by 2030?

2. Renee Hasseldine has asked the following questions

Question 1

Many other councils have already declared a climate emergency. Why hasn't Nillumbik council already done so?

Question 2

Can the councillors who are opposed to declaring a climate emergency please identify themselves and explain their reasoning?

3. Mitzi Tuke has asked the following questions

Question 1

In council messaging of climate change, will council please use the word DECLARE that there is a climate emergency, instead of ACKNOWLEDGE a climate emergency?

Question 2

Will council support that the Nillumbik Shire will reach net zero community emissions by 2030, instead of by 2035?

4. Bill Spawton has asked the following questions

Question 1

In order to increase awareness amongst the residents and ratepayers of Nillumbik of the climate emergency which threatens the existence of organised human life and to be a part of the solution I respectfully ask that Council declare a climate emergency. If council decides against this step could council articulate it's reasoning please.

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Question 2

Would Council please set a target of net zero community emissions by 2030?

5. Elizabeth Doig has asked the following questions

Question 1

A Declaration of Climate Emergency sends a clear, unequivocal message to the community, council officers, other councils and higher levels of government that Nillumbik Council is serious in its commitment to tackling the most urgent crisis of our times.

Will Nillumbik Council change its response to the climate emergency from an acknowledgement to a declaration?

Question 2

Ironbark Sustainability has calculated a science derived emissions reduction target for Nillumbik, which scales the global carbon budget (in line with IPCC recommendations) down to a local level based on a council's socio-economic rating, growth trajectory and relative ability to reduce emissions. On the basis of this, they calculate that Nillumbik has a carbon budget of 8 years in which to reach net zero emissions for the community, that is, by 2030.

In consideration of this, will Nillumbik Council bring forward the proposed target date of net zero emissions for the community to 2030 (currently 2035 in the draft Climate Action Plan)?

6. Angela Davies has asked the following questions

Question 1

As a resident of Nillumbik and a rate payer I want to thank council for your hard work in preparing the Climate Action Plan, but to be fully effective, it requires the strongest language possible – therefore I ask will you please change the wording from an acknowledgement to a Declaration of a Climate Emergency?

Question 2

As this IS an emergency and we cannot afford to delay taking action any longer, will you commit to a target of net zero community emissions by 2030?

7. Jill Kellow has asked the following questions

Question 1

In the light of the recent IPCC report, which makes it clear that climate change is an existential threat to life on planet earth, will the Nillumbik Council bring forward the Climate Action Plan community emissions target to Net Zero by 2030, instead of 2035?

Question 2

In the light of the recent IPCC report, which makes it clear that climate change is an existential threat to life on planet earth, will the Nillumbik Council change the wording of its CAP from an acknowledgement of a climate emergency to a declaration of an emergency?

Council Meeting Minutes

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8. Rosemary Glaisher has asked the following questions

Question 1

Ironbark Sustainability, environmental consultants specialising in sustainability at a council level, have calculated a science-based emissions reduction target specifically for Nillumbik. They used the global carbon budget, as recommended by the IPCC, along with Nillumbik's socio-economic rating, growth trajectory and ability to reduce emissions.

They found that Nillumbik has a carbon budget of 8 years to reach net zero emissions for the community. In other words, 2030.

Will Nillumbik Council therefore bring forward the proposed target date of net zero emissions for the community to 2030 rather than the currently proposed 2035?

Question 2

A Declaration of Climate Emergency would make a stronger statement than the more passive-sounding "acknowledgement". It would tell the world that Nillumbik Council is serious about tackling the most urgent crisis humanity has ever faced.

Will Nillumbik Council change its response to the climate emergency from an acknowledgement to a declaration?

Response

The draft Climate plan includes a target of net zero community emissions by 2035 which is significantly more ambitious than the Victorian government's target of net zero community emissions by 2050. Council is considering the draft Climate Plan as part of the meeting tonight.

The draft Climate plan includes an acknowledgement of a Climate Emergency. Council is considering the draft Climate Plan as part of the meeting tonight.

9. Anthony Hasseldine has asked the following questions

Question 1

We all need to take action and play a role in saving this planet. Why haven't councillors committed to net-zero community emissions by 2030?

Response 1

The draft Climate plan includes a target of net zero community emissions by 2035 which is significantly more ambitious than the Victorian government's target of net zero community emissions by 2050. Council is considering the draft Climate Plan as part of the meeting tonight.

Question 2

And if council's lack of action means my kids don't have a planet to live on, do the councillors promise to find them an alternative planet?

Response 2

The draft Climate plan provides the roadmap by which Council and our community will work together over the next decade to do our part to address one of the most pressing issues faced by society. Council is considering this draft plan as part of the meeting tonight.

Council Meeting Minutes

26 April 2022

10. Judith Wenborn has asked the following questions

Question 1

Thank you for this opportunity. We hear a lot of talk about Climate change and fossil fuels versus renewables.

Could you please tell the shire what exactly is the Council's position on deforestation and reforestation in Nillumbik?

Response 1

Council does not have an adopted position on deforestation and reforestation specifically. Our draft Climate Action Plan has a specific focus area on a climate-resilient natural environment and our adopted Tree Management Policy and Guidelines 2018, which can be found on our website, outline our commitment to managing and caring for trees in the Shire

Question 2

If substantial trees are approved for removal by Council or are removed by organisations like Vicroads with or without Council approval, what is Council's policy on replacement of removed trees; is it replacement with the same species, replacement with native or no replacement for loss is required ?

Response 2

Council's adopted Tree Management and Guidelines 2018, which can be found on our website, outline our commitment to managing and caring for trees in the Shire. Council will meet the requirements of the Nillumbik Planning Scheme, which may require indigenous vegetation planting on public and private land in response to vegetation removal.

11. Kerry Kaskamanidis has asked the following questions

Question 1

How many councillors have read the latest IPCC report?

Response 1

The findings of the IPCC have been considered in the drafting of the draft Climate plan.

Question 2

What idea can each councillor initiate and follow through to implementation, for urgently addressing climate change within the power invested in their roles as Nillumbik councillors?

Response 2

Council's focus areas, objectives and strategies are contained in the draft Climate Action Plan being considered at tonight's meeting.

Council Meeting Minutes

26 April 2022

12. Laurie Niven - Forty Trout Electronics Pty Ltd has asked the following questions

Question 1

Re the Climate Action Plan:

Why does the apparent data summary in Agenda item j) ii) ignore the key finding that most submission feedback was that a “declaration would be stronger and preferable” than an “acknowledgement” (see p5/103 of the attachments file), and give the June 2021 petition of 1,846 people no standing at all, when what Council wants to do is to act on community input?

Response 1

Community feedback was that 64 respondents from a total of 91 supported acknowledging a climate emergency with 36 (of the 64 supporting acknowledging a climate emergency) wanting Council to use declare rather than acknowledge.

The petition received by Council in June 2021 requesting Council declare a climate emergency has been considered in development of the draft Climate plan.

Council is considering the draft Climate Plan as part of the meeting tonight.

Question 2

Re the Climate Action Plan:

By what actual deadline will the zero emissions transition roadmap be drafted?

Response 2

The Climate plan will be delivered via an annual Implementation Plan, which will be published on Council’s website each year. Preparation of a council-operations zero emissions transition roadmap will commence in year 1 (2022/23).

13. Jeff White has asked the following questions

Question 1

As the pandemic forced thousands of kids in Nillumbik shire to willingly sacrifice two formative years of their lives in order to protect other mostly vulnerable, aged adults from covid-19, what is Nillumbik Council willing to do to protect our children’s futures from being further sacrificed due to inaction on climate change which, unlike the pandemic, will not end in their lifetimes

Response 1

The draft Climate plan provides the roadmap by which Council and our community will work together over the next decade to do our part to address one of the most pressing issues faced by society. Council is considering this draft plan as part of the meeting tonight.

Question 2

Two years ago Covid-19 profoundly changed how governments, businesses and society operated, and did so within a few weeks. Since then, communities throughout Australia have experienced massive floods, fires, droughts and climate related tragedy.

What is it going to take for Nillumbik Council to take the climate emergency as seriously as they rightly took the pandemic?

Council Meeting Minutes

26 April 2022

Response 2

The draft Climate plan provides the roadmap by which Council and our community will work together over the next decade to do our part to address one of the most pressing issues faced by society. Council is considering this draft plan as part of the meeting tonight.

14. Jan Illingworth has asked the following questions

Question 1

Why would it be acceptable to build a new home within 11 metres of a neighbours residence, when there is already a residence on the small block of 3 acres, when this goes directly against many of councils guidelines? (question in relation to 180 Menzies Road, Kangaroo Ground Planting Permit)

Response 1

The planning controls affecting the subject site include the Rural Conservation Zone (Schedule 3) and the Bushfire Management Overlay. These planning controls allow for an application to be made for a new dwelling. Any application for a planning permit is considered under the relevant policies of the planning scheme and the assessment must follow the process set out in the Planning and Environment Act 1987. Council officers are still assessing this application and a final assessment and decision of not yet been undertaken. The zoning of the land only allows for one dwelling, meaning that if the application is approved, the existing dwelling would need to be demolished or appropriately decommissioned. The application is currently being advertised and any party can make an objection or a submission for the application.

Question 2

What rules have changed within council to permit such an extensive building envelope on such a small block of land of 3 acres? (question in relation to 180 Menzies Road, Kangaroo Ground Planting Permit)

Response 2

The planning controls affecting the subject site include the Rural Conservation Zone (Schedule 3) and the Bushfire Management Overlay. These planning controls have not changed.

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11. Reports of Advisory Committees

AC.003/22 Advisory Committee Report - 26 April 2022

Distribution: Public

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

Author: Katia Croce, Governance Lead

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 following minutes of Advisory Committee meetings are attached (**Attachment 1**) and presented to Council for noting:

1. Youth Council Advisory Committee Meeting held 4 April 2022.

Council Resolution

MOVED: Cr Natalie Duffy

SECONDED: Cr Geoff Paine

That the minutes of the Advisory Committee meetings (**Attachment 1**) reported be noted.

CARRIED UNANIMOUSLY

Council Meeting Minutes

26 April 2022

12. Officers' reports

CM.029/22 Nillumbik Customer First Strategy 2019-2022 - Final Year Update

Distribution: Public

Manager: Jeremy Livingston, Executive Manager Business Transformation and Performance

Author: Craig King, Customer Experience Lead

Summary

The Nillumbik Customer First Strategy 2019-2022 was Council's first customer experience strategy which defined the strategic direction of Council's customer focus for our community.

This report presents a final year update of the strategy that highlights implementation achievements, as well as recommended next steps given the expiry of the current strategy.

Overall, the implementation of the current strategy has progressed well. In particular, the strategy has achieved:

- establishing a series of data tools to measure our performance and gather customer intelligence;
- implemented and promoted modern customer channels/tools which have become even more important than anticipated during the COVID-19 pandemic; and
- enabled successful cultural change whereby customer service is everyone's priority.

Council is now well placed to consolidate and leverage off the work achieved under the current strategy, to inform a future action plan to continue the delivery of our 'customer first' vision and consistently meet our customer commitments.

Council Resolution

MOVED: Cr Ben Ramcharan

SECONDED: Cr Geoff Paine

That Council:

1. Notes the report which highlights the four-year implementation and delivery of the Nillumbik Customer First Strategy 2019-2022.
2. Notes that a future report be presented to Council in late 2022 on the next version of the Nillumbik Customer First Strategy/Action Plan, to replace the expiring 2019-2022 strategy document.

CARRIED UNANIMOUSLY

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12. Officers' reports

CM.030/22 Draft Communications Strategy 2022-2025 - Endorsement of Community Engagement Phase

File: DOC/21/28801

Distribution: Public

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

Author: Licardo Prince, Communications and Advocacy Lead

Summary

The communications environment is constantly changing, making connecting with stakeholders an ongoing challenge. Traditional local media, once the primary means, has given way to a multitude of media channels. This fractured media landscape means the one-size-fits-all approach to communicating must often give way to something more targeted and segmented in order to reach an audience of diverse interests which consumes its news and information on a diversity of platforms and channels.

This report presents the draft Communications Strategy 2022-2025 (**Attachment 1**). This Strategy has been informed by the *Council Vision*, *Council Plan 2021-2025* and with input and insights gained from a Councillor workshop, Councillor survey, one-on-one discussions with the Executive Management Team and in consultation with other key internal stakeholders – in particular, the Communications and Engagement Unit.

It also draws on a significant body of existing information and data from a range of Council sources. These include the Annual Community Survey, as well as feedback gained from various community engagement projects undertaken over the past two years.

The draft Strategy aims to set out a framework through which Council will communicate clearly, accurately, in timely fashion and with relevance, through an effective combination of approaches and channels.

The draft Strategy is presented for Council endorsement to proceed to public exhibition for community feedback prior to finalisation and endorsement.

Council Resolution

MOVED: Cr Peter Perkins

SECONDED: Cr Ben Ramcharan

That Council:

1. Endorses the draft Communications Strategy 2022-2025 (**Attachment 1**) for the purposes of public exhibition and community feedback.
2. Invites written submissions on the draft Communications Strategy to Council by 25 May 2022.
3. Considers public submissions at the Planning and Consultation Committee meeting to be held on 14 June 2022.

CARRIED UNANIMOUSLY

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12. Officers' reports

CM.031/22 Climate Action Plan 2022-2032

Distribution: Public

Manager: Hjalmar Philipp, Director Operations and Infrastructure

Author: Kirsten Reedy, Coordinator Environment

Lisa Pittle, Manager Environment

Summary

This report presents the Climate Action Plan 2022-2032 (**Attachment 1**) for Councillor consideration for endorsement.

It includes an acknowledgement of climate emergency, targets and eight focus areas for climate action.

Supporting information regarding community feedback on the draft and how this has been considered is provided in **Attachments 2** and **3**.

A 'Year 1 Implementation Plan' is scheduled to be presented to Council for endorsement at the June 2022 Council meeting. It will detail Council's climate-action initiatives for 2022-23.

Recommendation

That Council:

1. Endorses an acknowledgement of climate emergency.
*"As a Green Wedge Shire, Nillumbik Shire Council is acutely aware of the multiple threats facing all communities and ecosystems as a result of climate change. This requires urgent action by all levels of government, including local government.
Council therefore acknowledges a climate emergency, commits to a climate emergency response, and will proactively integrate climate change mitigation and adaptation into all Council actions."*
2. Endorses the Climate Action Plan 2022-2032 (**Attachment 1**).
3. Receives a Year 1 Climate-Action Implementation Plan (2022/23) for endorsement at the June 2022 Council meeting.
4. Receives an annual update on the implementation of the Climate Action Plan 2022 - 2032, and that a summary be provided to the community on Council's website and in Council's Annual Report.

Motion

MOVED: Cr Geoff Paine

SECONDED: Cr Ben Ramcharan

That Council:

1. Endorses a **declaration** of climate emergency.
"As a Green Wedge Shire, Nillumbik Shire Council is acutely aware of the multiple threats facing all communities and ecosystems as a result of climate change. This requires urgent action by all levels of government, including local government.

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26 April 2022

12. Officers' reports

CM.031/22 Climate Action Plan 2022-2032

Council therefore **declares** a climate emergency, commits to a climate emergency response, and will proactively integrate climate change mitigation and adaptation into all Council actions."

2. Endorses the Climate Action Plan 2022-2032 (**Attachment 1**) and any mention of **acknowledge be amended to declare in the Attachment**.
3. Receives a Year 1 Climate-Action Implementation Plan (2022/23) for endorsement at the June 2022 Council meeting.
4. Receives an annual update on the implementation of the Climate Action Plan 2022 - 2032, and that a summary be provided to the community on Council's website and in Council's Annual Report.

Amendment

MOVED: Cr Natalie Duffy

SECONDED:

That Council:

1. Endorses a **declaration** of climate emergency.

"As a Green Wedge Shire, Nillumbik Shire Council is acutely aware of the multiple threats facing all communities and ecosystems as a result of climate change. This requires urgent action by all levels of government, including local government.

Council therefore **declares** a climate emergency, commits to a climate emergency response, and will proactively integrate climate change mitigation and adaptation into all Council actions."
2. **Endorses a Council emissions target of net zero by 2030 and a Community emissions target of net zero by 2030.**
3. Endorses the Climate Action Plan 2022-2032 (**Attachment 1**) with the amended **community target of 2030 instead of 2035 and any mention of acknowledge be amended to declare in the Attachment**.
4. Receives a Year 1 Climate-Action Implementation Plan (2022/23) for endorsement at the June 2022 Council meeting.
5. Receives an annual update on the implementation of the Climate Action Plan 2022 - 2032, and that a summary be provided to the community on Council's website and in Council's Annual Report.

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Council Meeting Minutes

26 April 2022

12. Officers' reports

CM.031/22 Climate Action Plan 2022-2032

Motion

MOVED: Cr Geoff Paine

SECONDED: Cr Ben Ramcharan

That Council:

1. Endorses a **declaration** of climate emergency.
"As a Green Wedge Shire, Nillumbik Shire Council is acutely aware of the multiple threats facing all communities and ecosystems as a result of climate change. This requires urgent action by all levels of government, including local government.
Council therefore **declares** a climate emergency, commits to a climate emergency response, and will proactively integrate climate change mitigation and adaptation into all Council actions."
2. Endorses the Climate Action Plan 2022-2032 (**Attachment 1**) and any mention of **acknowledge be amended to declare in the Attachment**.
3. Receives a Year 1 Climate-Action Implementation Plan (2022/23) for endorsement at the June 2022 Council meeting.
4. Receives an annual update on the implementation of the Climate Action Plan 2022 - 2032, and that a summary be provided to the community on Council's website and in Council's Annual Report.

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

Council Resolution

MOVED: Cr Geoff Paine

SECONDED: Cr Ben Ramcharan

That Council:

1. Endorses a declaration of climate emergency.
"As a Green Wedge Shire, Nillumbik Shire Council is acutely aware of the multiple threats facing all communities and ecosystems as a result of climate change. This requires urgent action by all levels of government, including local government.
Council therefore declares a climate emergency, commits to a climate emergency response, and will proactively integrate climate change mitigation and adaptation into all Council actions."
2. Endorses the Climate Action Plan 2022-2032 (**Attachment 1**) and any mention of **acknowledge be amended to declare in the Attachment**.
3. Receives a Year 1 Climate-Action Implementation Plan (2022/23) for endorsement at the June 2022 Council meeting.
4. Receives an annual update on the implementation of the Climate Action Plan 2022 - 2032, and that a summary be provided to the community on Council's website and in Council's Annual Report.

CARRIED UNANIMOUSLY

Council Meeting Minutes

26 April 2022

12. Officers' reports

CM.031/22 Climate Action Plan 2022-2032

Cr Ben Ramcharan called for a division

*For: Crs Natalie Duffy, Karen Egan, Frances Eyre, Geoff Paine, Peter Perkins,
Ben Ramcharan*

Against: Cr Richard Stockman

*The Motion was **Carried***

Council Meeting Minutes

26 April 2022

12. Officers' reports

CM.032/22 Health and Wellbeing Advisory Committee Community Member Recruitment

Distribution: Public

Manager: Corrienne Nichols, Executive Manager Community Services

Author: Nichole Johnson, Manager Community Partnerships

Summary

The endorsed Terms of Reference (**Attachment 1**) for the Health and Wellbeing Advisory Committee (the Committee) outlines that membership will consist of up to six community members to the Committee for a two-year term until April 2024.

Recruitment for community nominees for the Committee opened Thursday 28 February 2022 and closed Sunday 20 March 2022. A total of three applications were received and assessed against the selection criteria by an internal assessment panel.

This report seeks Council endorsement for three community member nominees for membership of the Health and Wellbeing Committee.

Recommendation

MOVED: Cr Richard Stockman

SECONDED: Cr Natalie Duffy

That Council:

1. Endorses the three recommended applicants listed onto the Nillumbik Health and Wellbeing Advisory Committee (see **Attachment 2**):
 - (a) Applicant 1 _____ for their role as a Nillumbik Health and Wellbeing Advisory Committee member.
 - (b) Applicant 2 _____ for their role as a Nillumbik Health and Wellbeing Advisory Committee member.
 - (c) Applicant 3 _____ for their role as a Nillumbik Health and Wellbeing Advisory Committee member.
2. Acknowledges and thanks all community members who submitted applications to the Health and Wellbeing Advisory Committee.
3. Resolves that the Panel Assessment (**Attachment 2**) to remain confidential on the grounds specified in the definition of confidential information in section 3(1)(f) of the *Local Government Act 2020*.

Motion

MOVED: Cr Richard Stockman

SECONDED: Cr Natalie Duffy

That Council:

1. Endorses the three recommended applicants listed onto the Nillumbik Health and Wellbeing Advisory Committee (see **Attachment 2**):

Council Meeting Minutes

26 April 2022

12. Officers' reports

CM.032/22 Health and Wellbeing Advisory Committee Community Member Recruitment

-
- (a) Applicant 1 _____ for their role as a Nillumbik Health and Wellbeing Advisory Committee member.
 - (b) Applicant 2 _____ for their role as a Nillumbik Health and Wellbeing Advisory Committee member.
 - (c) Applicant 3 _____ for their role as a Nillumbik Health and Wellbeing Advisory Committee member.
2. Acknowledges and thanks all community members who submitted applications to the Health and Wellbeing Advisory Committee.
 3. Resolves that the Panel Assessment (**Attachment 2**) to remain confidential on the grounds specified in the definition of confidential information in section 3(1)(f) of the *Local Government Act 2020*.
 4. **Resolves that the successful applicants be named.**

Council Resolution

MOVED: Cr Richard Stockman

SECONDED: Cr Natalie Duffy

That Council:

1. Endorses the three recommended applicants listed onto the Nillumbik Health and Wellbeing Advisory Committee (see **Attachment 2**):
 - (a) Applicant 1 Deanna Finn for their role as a Nillumbik Health and Wellbeing Advisory Committee member.
 - (b) Applicant 2 Ann Hutchinson for their role as a Nillumbik Health and Wellbeing Advisory Committee member.
 - (c) Applicant 3 Jules Jay for their role as a Nillumbik Health and Wellbeing Advisory Committee member.
2. Acknowledges and thanks all community members who submitted applications to the Health and Wellbeing Advisory Committee.
3. Resolves that the Panel Assessment (**Attachment 2**) to remain confidential on the grounds specified in the definition of confidential information in section 3(1)(f) of the *Local Government Act 2020*.
4. Resolves that the successful applicants be named.

CARRIED UNANIMOUSLY

Council Meeting Minutes

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12. Officers' reports

CM.033/22 Draft Arts and Culture Strategy 2022-2026 - Endorsement of
Community Engagement Phase

Distribution: Public

Manager: Corrienne Nichols, Executive Manager Community Services

Author: Nichole Johnson, Manager Community Partnerships

Summary

This report presents the Draft Arts and Culture Strategy 2022-2026 (the Strategy) (**Attachment 1**). The Draft Strategy has been informed by the *Council Vision, Council Plan 2021-2025* and the *What We Know: Arts and Culture Strategy 2022-2026 Community Consultation Summary Report (Attachment 2)* along with additional arts and culture sector reports and data from State, National and International bodies.

The Draft Strategy sets out a four-year strategic commitment to guide Council in the support and development of arts and culture in Nillumbik Shire. The Strategy identifies four goals and responds directly to the strategic themes and objectives of the Council Plan 2021-2025 in line with community needs and aspirations.

The Draft Strategy is presented for Council endorsement to proceed to public exhibition for community feedback prior to finalisation and endorsement.

Council Resolution

MOVED: Cr Geoff Paine

SECONDED: Cr Peter Perkins

That Council:

1. Endorses the Draft Arts and Culture Strategy 2022-2026 (**Attachment 1**) for the purposes of public exhibition and community feedback.
2. Invites written submissions on the Draft Arts and Culture Strategy to Council by 22 May 2022.
3. Considers public submissions at the Planning and Consultation Committee meeting to be held on 12 July 2022.

CARRIED UNANIMOUSLY

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12. Officers' reports

CM.034/22 Planning Scheme Amendment C142nill - Applying the Heritage Overlay on a permanent basis to 50 Oatland Road, Plenty

Distribution: Public

Manager: Rosa Zouzoulas, Executive Manager Planning and Community Safety

Author: Julie Paget, Strategic Planner

Leigh Northwood, Strategic Planning Lead

Summary

The purpose of this report is to update Council in regard to the outcomes of exhibition of Amendment C142nill (the Amendment) and to provide an officer recommendation based on the outcomes of such exhibition in meeting the requirements of consideration required by Council in accordance with Section 22 of the *Planning and Environment Act 1987* (the Act).

The Amendment was placed on exhibition pursuant to the requirements of the Act, from 27 January 2022 to 02 March 2022. Council received twenty-eight (28) submissions in total, all objecting.

Submitters were invited to attend the 12 April 2022 Planning & Consultative Committee Meeting (PCC) to speak to their submissions.

Where a submission raises an issue with regard to the proposed amendment that cannot be resolved, the Act sets out the process for the Amendment. In accordance with Section 22 of the Act, Council must consider all submissions received. Section 23 of the Act, requires that Responsible Authority after considering submissions, must:

- a. change the Amendment in the manner requested; or
- b. refer the submission to an independent planning panel appointed under Part 8 of the Act by the Minister for Planning; or
- c. abandon the amendment or part of the amendment.

This report will recommend that Council resolve to refer the unresolved submissions to an independent Planning Panel and ask the Minister for Planning to appoint the Panel in accordance with Part 8 of the Act. This will allow third party review of the Amendment and allow submitters to address the Panel.

Subject to the Panel hearing, a Panel report and recommendations will be given to Council, and at a future Council Briefing Council can consider the Panel's recommendations, and can still resolve to adopt, adopt with changes or abandon at a subsequent Council meeting prior to any request to the Minister to consider and approve the Amendment.

Recommendation

That Council:

1. Notes the submissions to Amendment C142nill to the Nillumbik Planning Scheme.
2. Requests the Minister for Planning appoint an independent planning panel to consider Amendment C142nill pursuant to Section 23(1)(b) of the *Planning and Environment Act 1987*.

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12. Officers' reports

CM.034/22 Planning Scheme Amendment C142nill - Applying the Heritage Overlay on a permanent basis to 50 Oatland Road, Plenty

3. Requests that Officers notify submitters to Amendment C142nill of the Committee's resolution and update Participate Nillumbik accordingly with next steps in the Amendment process.
4. Brings the C142nill Panel report as an outcome of the Panel Hearing (once available) to a future Council briefing for Council consideration.

Motion

MOVED: Cr Richard Stockman

SECONDED: Cr Natalie Duffy

That Council:

1. Resolves to abandon Amendment C142nill pursuant to Section 23 1)c) of the Planning and Environment Act 1987.
2. Pursuant to Section 28 (1) of the Planning and Environment Act 1987 resolves to write to the Minister for Planning to advise of its resolution.
3. Requests that Officers notify submitters to Amendment C142nill of Council's resolution and updates Participate Nillumbik with the decision accordingly as required by Section 28 (2)(3) and (4) of the Planning and Environment Act 1987.
4. Resolves to request the Minister for Planning to undertake a Planning Scheme Amendment pursuant to Section 20(4) of the Planning and Environment Act 1987 to remove interim HO272 from the Schedule to the Heritage Overlay and Maps of the Nillumbik Planning Scheme which the Minister for Planning introduced through Amendment C141 to the Nillumbik Planning Scheme to reflect Council's resolutions above.

THE MOTION WAS PUT TO THE VOTE AND WAS LOST

Cr Natalie Duffy called for a division

For: Crs Natalie Duffy, Karen Egan, Richard Stockman

Against: Crs Frances Eyre, Geoff Paine, Peter Perkins, and Ben Ramcharan

*The Motion was **Lost***

Motion

MOVED: Cr Peter Perkins

SECONDED: Cr Geoff Paine

That Council:

1. Notes the submissions to Amendment C142nill to the Nillumbik Planning Scheme.
2. Requests the Minister for Planning appoint an independent planning panel to consider Amendment C142nill pursuant to Section 23(1)(b) of the *Planning and Environment Act 1987*.

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12. Officers' reports

CM.034/22 Planning Scheme Amendment C142nill - Applying the Heritage Overlay on a permanent basis to 50 Oatland Road, Plenty

3. Requests that Officers notify submitters to Amendment C142nill of Council's resolution and update Participate Nillumbik accordingly with next steps in the Amendment process.
4. Brings the C142nill Panel report as an outcome of the Panel Hearing (once available) to a future Council Meeting for Council consideration.

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

Council Resolution

MOVED: Cr Peter Perkins

SECONDED: Cr Geoff Paine

That Council:

1. Notes the submissions to Amendment C142nill to the Nillumbik Planning Scheme.
2. Requests the Minister for Planning appoint an independent planning panel to consider Amendment C142nill pursuant to Section 23(1)(b) of the *Planning and Environment Act 1987*.
3. Requests that Officers notify submitters to Amendment C142nill of the Council's resolution and update Participate Nillumbik accordingly with next steps in the Amendment process.
4. Brings the C142nill Panel report as an outcome of the Panel Hearing (once available) to a future Council Meeting for Council consideration.

CARRIED

Council Meeting Minutes

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12. Officers' reports

CM.035/22 March Quarter Financial Report

Distribution: Public

Manager: Vince Lombardi, Chief Financial Officer

Author: Melika Sukunda, Finance Manager

Summary

This report outlines Council's financial performance and financial position for the period ended 31 March 2022.

The Income Statement shows an overall favourable year to date (YTD) variance of \$2.24 million representing 8.4 percent of YTD Budget. This reflects the combined result of lower than budgeted operating income of \$393,663 and lower than budgeted operating expenses of \$2.63 million.

Council's overall financial position at the end of this quarter remains sound.

Council Resolution

MOVED: Cr Geoff Paine

SECONDED: Cr Peter Perkins

That Council receives and notes the Financial Report for the period ended 31 March 2022 (Attachment 1).

CARRIED UNANIMOUSLY

Council Meeting Minutes

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12. Officers' reports

CM.036/22 Local Roads and Community Infrastructure Program - Phase 3

File: FOL/21/9162

Distribution: Public

Manager: Hjalmar Philipp, Director Operations and Infrastructure

Author: Lawrence Seyers, Lead Transport Planner

Summary

To confirm the proposed works to be funded by the Local Roads and Community Infrastructure Program (Phase 3) prior to submission to the Department of Infrastructure, Transport, Regional Development and Communications for approval.

Council Resolution

MOVED: Cr Ben Ramcharan

SECONDED: Cr Peter Perkins

That Council:

1. Notes the Local Roads and Community Infrastructure Program (Phase 3) funding allocation of \$1,478,302 (excluding GST).
2. Approves the following projects for submission to the Department of Infrastructure, Transport, Regional Development and Communications for approval:
 - a) Trail Upgrades (\$200,000)
 - b) Sports Infrastructure Upgrade (\$100,000)
 - c) Public Open Space Infrastructure (\$100,000)
 - d) Offroad Carparks & Community Facility Accessibility Upgrades (\$100,000)
 - e) BMX Facility (\$650,000)
 - f) Eltham and District Wood Workers Association Kitchen Extension (\$150,000)
 - g) Place Activation Concept (\$30,000)
 - h) Diamond Valley Sports Complex Vegetation Planting (\$38,302)
 - i) Kangaroo Ground War Memorial, Caretaker's Cottage (\$110,000).

CARRIED UNANIMOUSLY

Leigh Northwood, Strategic Planning Lead left the meeting during discussion of the above item at 9:01pm.

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12. Officers' reports

CM.037/22 Request for Road Closure for section of Brisbane Street, Eltham

Distribution: Public

Manager: Hjalmar Philipp, Director Operations and Infrastructure

Author: Patrick Wood, Acting Manager Infrastructure

Summary

The Department of Environment, Land, Water and Planning (DELWP) has requested Council consent to close a section of Brisbane Street, Eltham, under section 349 of the *Land Act 1958* (Act). The proposed closure is for a section of road reserve, which does not currently contain a road, approximately 500 square metres in area, located immediately south of the rail corridor, at the northern end of Brisbane Street.

Given the potential for this land as a pedestrian and cycling link, it is recommended that Council does not consent to the closure of this section of Brisbane Street.

Council Resolution

MOVED: Cr Geoff Paine

SECONDED: Cr Peter Perkins

That Council:

1. Acknowledges receipt of the request from the Department of Environment, Land, Water and Planning for the closing of a section Brisbane Street, Eltham, being Government Road Section, Brisbane Street, Eltham, Victoria, adjoining:
 - Lot 1 TP80155 2/1 Brisbane Street Eltham 3095 (Certificate of Title Volume 09418, Folio 329) and;
 - Lot 1 TP117317 1/7 Brisbane Street Eltham 3095 (Certificate of Title Volume 09785 Folio 771)
2. Requests the Director of Operations and Infrastructure to write to the Department of Land, Environment, Water and Planning to advise that Council does not consent to the closing of this section of road, under section 349 of the *Land Act 1958*.

CARRIED UNANIMOUSLY

Council Meeting Minutes

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12. Officers' reports

CM.038/22 Media and Civic Representation Protocol

File: DOC/22/16358

Distribution: Public

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

Author: Licardo Prince, Communications and Advocacy Lead

Summary

With the Federal and State elections fast approaching, Council is seeing an increase in media activity, event attendance, announcements, openings and photo opportunities. The current Media and Social Media Protocol adopted in 2017 as part of the broader Good Governance Policy is outdated therefore it is timely that Council look to review and reconfirm Council's protocol on media and council civic representation.

The objective of the protocol is to set clear guidelines for the Council, CEO and employees when dealing with the media and addressing requests on civic representation to ensure a coordinated, accurate and reliable representation.

This report introduces a revised Councillor Media and Civic Representation Protocol (**Attachment 1**), and seeks Council endorsement of the protocol.

Council Resolution

MOVED: Cr Karen Egan

SECONDED: Cr Ben Ramcharan

That Council:

1. Endorses the Media and Civic Representation Protocol 2022 (**Attachment 1**); and
2. Notes that the Media and Social Media Protocol (Appendix 1) of Council's existing Good Governance Policy 2017 ceases to apply.

CARRIED UNANIMOUSLY

Council Meeting Minutes

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12. Officers' reports

CM.039/22 Informal Meetings of Councillors Records - 26 April 2022

Distribution: Public

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

Author: Katia Croce, Governance Lead

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 Meeting of Councillors held.

This report lists Informal Meetings of Councillors Records submitted since the matter was last reported to Council on 22 March 2022.

An Informal Meeting of Councillors Record was kept for the following meetings (**Attachment 1**):

1. Capital Works Forum held 11 March 2022;
2. Neighbourhood Character Strategy Project Councillor Workshop 1 held 15 March 2022;
3. Councillor Briefing held 15 March 2022;
4. Council Meeting pre-meet held 22 March 2022;
5. Communications Strategy Workshop held 5 April 2022;
6. Councillor Briefing held 5 April 2022; and
7. Planning and Consultation Committee Pre-Meeting held 12 April 2022.

Council Resolution

MOVED: Cr Geoff Paine

SECONDED: Cr Karen Egan

That Council, in accordance with *Item 19 of Council's Governance Rule – Meeting Procedure*, receives the Informal Meetings of Councillors Records (**Attachment 1**) for the meetings held.

CARRIED UNANIMOUSLY

Council Meeting Minutes

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12. Officers' reports

CM.040/22 Tender Report - Contract 2122-042 Finance, Supply and Delivery of
14 Metre Rear Load Waste Truck

Distribution: Public

Manager: Hjalmar Philipp, Director Operations and Infrastructure

Author: Lisa Pittle, Manager Environment

Summary

This report recommends the awarding of contract 2122-042 *Finance, supply and delivery of a 14 cubic metre rear load waste truck* inclusive of cab/chassis, rear loading compactor body, a telemetry system and lease financing. This vehicle delivers primarily Council's public place litter collection service.

The contract lease term is 7 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 2122-042 *Finance, supply and delivery of a 14 cubic metre rear load waste truck*.

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 **Option 1** from **Tenderer A** inclusive of cab/chassis, compactor body, telemetry system and lease finance for a seven year term and enter into the following contract:
Number: 2122-042
Title: Finance, supply and delivery of a 14 cubic metre rear load waste truck
Lease Term: 7 Years
2. Authorises the Director Operations and Infrastructure to finalise and execute the contract documentation.
3. Notes that any variations that exceed the agreed approved budget will require a further Council resolution.
4. Advises all tenderers accordingly.
5. Makes public the decision regarding this contract but the Tender Evaluation Summary 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*.
6. Resolves that the preferred tenderer be named.

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12. Officers' reports

CM.040/22 Tender Report - Contract 2122-042 Finance, Supply and Delivery of
14 Metre Rear Load Waste Truck

Council Resolution

MOVED: Cr Peter Perkins

SECONDED: Cr Karen Egan

That Council:

1. Accepts **Option 1** from **Tenderer A: Westar Truck Centre**, inclusive of cab/chassis, compactor body, telemetry system and lease finance for a seven year term and enter into the following contract:
Number: 2122-042
Title: Finance, supply and delivery of a 14 cubic metre rear load waste truck
Lease Term: 7 Years
2. Authorises the Director Operations and Infrastructure to finalise and execute the contract documentation.
3. Notes that any variations that exceed the agreed approved budget will require a further Council resolution.
4. Advises all tenderers accordingly.
5. Makes public the decision regarding this contract but the Tender Evaluation Summary 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*.
6. Resolves that the preferred tenderer be named.

CARRIED UNANIMOUSLY

Council Meeting Minutes

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Cr Ramcharan disclosed a general conflict of interest in item CM.041/22 -Tender Report - Contract 2122-051 Rockliffe Street Special Charge Scheme due to a resident subject to the special charge having made a significant donation to his election campaign.

Cr Ramcharan left the meeting at 9:14pm.

12. Officers' reports

CM.041/22 Tender Report - Contract 2122-051 Rockliffe Street Special Charge Scheme

Distribution: Public

Manager: Hjalmar Philipp, Director Operations and Infrastructure

Author: Steven Blight, Construction Coordinator

Enrique Gutierrez, Manager Assets and Capital Works

Lance Clark, Senior Procurement Specialist

Summary

This report recommends the awarding of contract 2122-051 for Rockliffe Street Special Charge Scheme.

Works will include the construction and sealing of Rockliffe Street, including an asphalt pavement, kerb and channel, asphalt table drains, underground drainage, vehicle crossings, road humps and associated works between Pitt Street and Mount Pleasant Road, Eltham.

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 2122-051 for Rockliffe Street Special Charge Scheme.

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 submitted by the preferred tenderer for the sum of \$[Redacted] plus \$[Redacted] for contingency (exclusive of GST) and enter into the following contract:

Number: 2122-051
Title: Rockliffe Street Special Charge Scheme.
Term: 2 May 2022 to 29 July 2022
2. Authorises the Director Operations and Infrastructure to finalise and execute the contract documentation.
3. Authorises the Director Operations and Infrastructure to approve additional cost variations that are a result of unknown latent site conditions or changes to operational requirements throughout the term of the contract with a total value of no more than the approved budget for the project.

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12. Officers' reports

CM.041/22 Tender Report - Contract 2122-051 Rockliffe Street Special Charge Scheme

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4. Notes that any variations that exceed the agreed approved budget will require a further Council resolution.
 5. Advises all tenderers accordingly.
 6. Makes public the decision regarding this contract 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*.
 7. Resolves that the preferred tenderer be named.

Motion

MOVED: Cr Geoff Paine

SECONDED: Cr Peter Perkins

That Council:

That Council:

1. Accepts the tender submitted by the preferred tenderer for the sum of \$[Redacted] plus \$[Redacted] for contingency (**inclusive** of GST) and enter into the following contract:
Number: 2122-051
Title: Rockliffe Street Special Charge Scheme.
Term: 2 May 2022 to 29 July 2022
2. Authorises the Director Operations and Infrastructure to finalise and execute the contract documentation.
3. Authorises the Director Operations and Infrastructure to approve additional cost variations that are a result of unknown latent site conditions or changes to operational requirements throughout the term of the contract with a total value of no more than the approved budget for the project.
4. Notes that any variations that exceed the agreed approved budget will require a further Council resolution.
5. Advises all tenderers accordingly.
6. Makes public the decision regarding this contract 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*.
7. Resolves that the preferred tenderer be named.

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

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12. Officers' reports

CM.041/22 Tender Report - Contract 2122-051 Rockliffe Street Special Charge Scheme

Council Resolution

MOVED: Cr Geoff Paine

SECONDED: Cr Peter Perkins

That Council:

1. Accepts the tender submitted by the preferred tenderer **Di Carlo Constructions Aust Pty Ltd** for the sum of 273,279.60 plus \$40,991.94 for contingency (inclusive of GST) and enter into the following contract:
Number: 2122-051
Title: Rockliffe Street Special Charge Scheme.
Term: 2 May 2022 to 29 July 2022
2. Authorises the Director Operations and Infrastructure to finalise and execute the contract documentation.
3. Authorises the Director Operations and Infrastructure to approve additional cost variations that are a result of unknown latent site conditions or changes to operational requirements throughout the term of the contract with a total value of no more than the approved budget for the project.
4. Notes that any variations that exceed the agreed approved budget will require a further Council resolution.
5. Advises all tenderers accordingly.
6. Makes public the decision regarding this contract 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*.
7. Resolves that the preferred tenderer be named.

CARRIED UNANIMOUSLY

Cr Ben Ramcharan returned to the meeting at the conclusion of this item at 9:16pm.

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12. Officers' reports

CM.042/22 Tender Report - Contract 2021-103 Network Refresh

Distribution: Public

Manager: Vince Lombardi, Chief Financial Officer

Author: Nik Mistriotis, IT Systems Officer

Eddie Cheng, Manager Information Technology

Summary

This report recommends the awarding of contract 2021-103 for Network Refresh.

The scope of the contract is for the upgrade of Councils cabled and wireless network to replace end of life hardware located at 8 operational sites. The existing hardware is no longer supported by the manufacturer.

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 2021-103 Network Refresh.

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 submitted by the **preferred tenderer** for the sum of \$[Redacted] plus \$[Redacted] for contingency (exclusive of GST) and enter into the following contract:
Number: 2021-103
Title: Network Refresh
Term: 28 April 2022 to 31 August 2022
2. Authorises the Chief Financial Officer to finalise and execute the contract documentation.
3. Authorises the Chief Financial Officer to approve changes to operational requirements throughout the term of the contract with a total value of no more than the approved budget for the project.
4. Any variations that exceed the agreed approved budget will require a further Council resolution.
5. Advises all tenderers accordingly.
6. Makes public the decision regarding this contract 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*.
7. Resolves that the preferred tenderer be named.

Council Meeting Minutes

26 April 2022

12. Officers' reports

CM.042/22 Tender Report - Contract 2021-103 Network Refresh

Motion

MOVED: Cr Ben Ramcharan

SECONDED: Cr Peter Perkins

That Council:

1. Accepts the tender submitted by the **preferred tenderer** for the total sum of \$[Redacted] **as follows:**
 - **Hardware Component Lump Sum \$[Redacted]**
 - **Professional Services Component \$ [Redacted]**plus \$[Redacted] for contingency **on Professional Services component only (inclusive of GST)** and enter into the following contract:
Number: 2021-103
Title: Network Refresh
Term: 28 April 2022 to 31 August 2022
2. Authorises the Chief Financial Officer to finalise and execute the contract documentation.
3. Authorises the Chief Financial Officer to approve changes to operational requirements throughout the term of the contract with a total value of no more than the approved budget for the project.
4. Any variations that exceed the agreed approved budget will require a further Council resolution.
5. Advises all tenderers accordingly.
6. Makes public the decision regarding this contract 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*.
7. Resolves that the preferred tenderer be named.

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

Council Resolution

MOVED: Cr Ben Ramcharan

SECONDED: Cr Peter Perkins

That Council:

1. Accepts the tender submitted by the **preferred tenderer Onel Consulting Pty Ltd** for the total sum of \$525,572.30 as follows:
 - Hardware Component Lump Sum \$449,523.80
 - Professional Services Component \$ 76,048.50plus \$13,827.00 for contingency on Professional Services component only (inclusive of GST) and enter into the following contract:

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26 April 2022

12. Officers' reports

CM.042/22 Tender Report - Contract 2021-103 Network Refresh

Number: 2021-103

Title: Network Refresh

Term: 28 April 2022 to 31 August 2022

2. Authorises the Chief Financial Officer to finalise and execute the contract documentation.
3. Authorises the Chief Financial Officer to approve changes to operational requirements throughout the term of the contract with a total value of no more than the approved budget for the project.
4. Any variations that exceed the agreed approved budget will require a further Council resolution.
5. Advises all tenderers accordingly.
6. Makes public the decision regarding this contract 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*.
7. Resolves that the preferred tenderer be named.

CARRIED UNANIMOUSLY

Council Meeting Minutes

26 April 2022

14. Notices of Motion

Nil

15. Delegates' Reports

Nil

16. Supplementary and urgent business

Nil

17. Confidential reports

Nil

18. Close of Meeting

The meeting closed at 9:22pm.

Confirmed:

Cr Frances Eyre, Mayor

Inclusion and Access Advisory Committee

Minutes



Date: Friday 25 February 2022
Time: 10.00am – 12.00pm
Venue: Online via Zoom
Chair: Angela Lampard (Coordinator, Disability Inclusion and Volunteering)
Scribe: Angela Clare

Attendees:

Chair: Angela Lampard (Coordinator, Disability Inclusion and Volunteering)

Council Officers: Angela Clare (Disability Inclusion Officer), Narelle Hart (Manager Community Programs), April Wilson (Recreation & Open Space Planner), Jodie Leahy (Family Support and Gender Equity Officer).

Committee members:

Neville Coutts, Rhonda Bain, Diana Warrell, Helen Ryan (Araluen), Inbar Niv, Edmond Wong (healthAbility) Alison Stanyer (Brotherhood of St Laurence NDIS Local Area Coordination)

Apologies:

Cr Peter Perkins, Cr Ben Ramcharan, Lorna McRae, Laura Black, Rhylie De Graaff, David O'Connor, Neil Allen (Belgravia - Yarrambat Golf Club), Aisling McCabe (St John of God Accord Disability Services)

Order of business

1. **Acknowledgement of Country**
2. **The Minutes of the previous meeting held on 29 October 2021 were confirmed as a true and accurate record of the meeting.**
Proposed: Rhonda Bain
Seconded: Neville Coutts
3. **General check-in:** Committee members discussed the welcome flexibility of work from home arrangements. The committee also acknowledged the ongoing challenges for those who work in healthcare.
4. **Community Programs overview** - Narelle Hart, Manager, Community Programs. Narelle explained her role at Council to the committee as the manager of Disability Inclusion and Volunteering, as well as teams that crossed all age groups, from Aged Care and Positive Ageing to Early Years and Maternal and Child Health.
Narelle noted that Disability Inclusion also crosses all age groups, and that there is always more work to be done to reduce barriers and create a more inclusive community.

Narelle outlined the work of other teams in Community Services:

- Maternal and Child Health team - supports children aged 0-3, and their parents or carers, including providing immunisation.
- Early Childhood – oversight and enrolment to Council childcare centres and pre-schools, ensuring that they are inclusive of all children. The Best Start Officer sits in this team, with program of supported playgroups.
- Volunteering – the Volunteering officer supports volunteer program managers across Council, and promotes volunteering opportunities across the community.
- Aged Care - this team includes:
 - A Regional Assessment Service (RAS) which makes contact with older local people to assess their support needs via the government My Aged Care (MAC) services.
 - An Aged care Navigation Officer, who assists people to understand the MAC process.
 - A Social Connections program for older people to access community lunches, events and social groups.
 - Community Transport - a volunteer led program to assist older people who can no longer drive or find it hard to access public transport. Community Buses and volunteers in their own vehicles transport people to medical appointments, shopping and social groups.
 - The Positive Ageing Officer implements the Ageing Well in Nillumbik Plan and works with the Positive Ageing Advisory Committee to support the health and wellbeing of older community members.

5. Draft Recreation and Leisure Strategy – April Wilson.

April gave an overview about the draft Recreation and Leisure Strategy. April noted that the Strategy would cover eight years consisting of two four-year periods – 2022-2026 and 2026 – 2030. April informed the committee that a greater focus had been put on inclusion in the draft strategy, and invited committee members to give feedback on draft actions 2.1 – 2.5.

Committee members advocated for:

- Increased signage on trails
- More signage, trail calming infrastructure such as zig-zag lines, and an awareness campaign regarding the need for cyclists to slow down and give way to other trail users
- More toilets along trails, including more accessible toilets
- Considerations of safety for people with disability and older people, not just more lighting, but a safety audit of trails including access and egress.

April informed the committee that Council has partnered with the Your Ground initiative, working with local women and community groups to map the safety of community spaces in Nillumbik, with a focus on specific concerns around safety for women and gender-diverse people. The crowdsourced Your Ground map is searchable by suburb, and rates the safety of community spaces on a scale from 0 (safe) to 5 (safe).

Action: Angela to provide the committee with a link to the Your Ground website:
[YourGround](#)

April spoke of the work of the Recreation and Leisure team with sporting clubs in building disability awareness and inclusion of people with disability, LGBTIQA+ people and women and girls.

April encouraged the committee to contact her at April.Wilson@nillumbik.vic.gov.au or call 9433 3347.

The committee thanked April and the Recreation and Leisure team for all their work to build inclusion.

6. Gender Equality Act and Gender Impact Assessments – Jodie Leahy.

Jodie informed the committee about the new Victorian Government commitment to gender equality, and the recognition of gender inequity as a driver of family violence.

Jodie advised that Council was guided by the 2020 Gender Equality Act, which requires workplaces employing more than 50 people, including local Councils, to:

- **Conduct Gender Impact Assessments:** When developing or reviewing any policy, program or service that will have a direct and significant impact on the community. The assessments also look at impacts on First Nation's people, people with disability, cultural identity, age ranges, gender and sexual identities, religion, locality and socio-economic issues.
- **Undertake a Workplace Gender Audit:** The audit must be based on gender disaggregated data, and data about Aboriginality, age, disability, ethnicity, gender identity, race, religion and sexual orientation.
- **Prepare a Gender Equality Action Plan:** Prepared and submitted to the Commissioner and every four years. The action plan must be published on Council websites.
- **Report on progress:** Councils must submit a progress report every second year after the submission of a Gender Equality Action Plan.

Jodie responded to a committee members question regarding pronouns often seen on email signatures and online meetings (such as she/her or they /them). Jodie explained that including your pronouns was an inclusive way of recognising, respecting and welcoming gender diversity.

7. Pathways for Carers and the new Carers Hub – Angela Clare.

Angela informed the committee about the work being done by the Living & Learning Nillumbik Neighbourhood Houses (LLN) team to support local Carers.

LLN have established a Carers Hub across the three neighbourhood houses in Eltham, Diamond Creek and Panton Hill. The aim of the hub is to support carers to make social connections and improve health and wellbeing, promote information about what carer supports are available, and to assist them to engage in education and employment pathways.

Angela also spoke of the new Pathways for Carers program launching on Wednesday 2 March. This is an informal carer group which will meet on the first Wednesday of the month for a gentle walk along the Diamond Creek Trail in Diamond Creek, with free morning tea at the Tram Café.

Carers will be joined by a guest each month who will join the walk and engage in informal conversations. Guests may include workers from disability and carer support programs, NDIS, and My Aged Care, as well as local historians, community police and other guests as identified by the carers in the Pathways group.

8. **Next meeting to be in-person** – Angela Lampard. Angela referred to Committee feedback about the opportunity to meet in person. The committee agreed that the community space at the newly renovated Diamond Valley Library would be a great opportunity to come together.

9. **Membership resignations/vacancies.** Angela Lampard informed the committee that Laura Black and Neil Allen have resigned. Angela thanked Laura and Neil for their contributions.

It was noted that the committee would aim to ensure new members reflected community diversity and neurodiversity.

Action: Existing members to reach out to their contacts about potential IAAC membership.

10. **Other Business.** The committee talked about the importance of dog parks and the associated health and wellbeing benefits. The Committee requested their interest be noted in order to provide feedback for future projects in this space.

11. **Next Meeting:**

When: Friday 22 April 2022, 10am – 12pm.

Where: Diamond Valley Library, Civic Drive, Greensborough 3088

Meeting Concluded 12.10pm

Positive Ageing Advisory Committee

Minutes



Date: Friday 4 March 2022
Time: 12:00pm – 2:00pm
Venue: Council Chamber, Civic Centre, Greensborough & via Zoom
Chair: Cr Natalie Duffy
Minute taker: Julie Alexander, Business & Program Support Officer
Committee Members: Cr Eyre, Cr Duffy, Gertraud McDonald, Richard Kottek, Janice Crosswhite, Philip Green, Ray Carroll, Tianjian Shen, Sandra Verdam, Fiona Vuong, Iwona Trickett, Nichole Johnson.
Other:
Apologies: Corrienne Nichols, Jan Taylor, Sue Riley

Order of business

1. **Welcome**
2. **Acknowledgement of Country**
Acknowledgement of Country was read by Cr Duffy.
3. **Apologies:** Corrienne Nichols, Jan Taylor, Sue Riley
4. **Conflict of Interest and Informal Meeting of Councillors Record** No conflicts of interest.
5. **Minutes of previous meeting**
That the minutes of the meeting held 18 February 2022 are confirmed as a true and accurate record of the meeting.
Moved: Sandra Verdam
Seconded: Sabi Buehler
Carried
6. **Outstanding Action Items - Nil**
7. **Business Arising**
Some members attended the engagement meeting for the draft Recreation & Leisure Strategy. Much discussion arose from the attendance.
 - 7.1 Not enough time was allocated so that most people did not have time to give their feedback.
 - 7.2 When asking for feedback for any reason, the agenda should reflect an appropriate and specifically allocated amount of time.

- 7.3 Chair of the meetings should ensure that time is managed so that all can have a say and give feedback.
- 7.4 When a strategy is to go out for engagement and feedback, the PAAC will make a decision to either submit as a group if a consensus is reached or to submit individually.
- 7.5 Nichole explained the process.
- 7.6 Submitters to consultations are able to present at Council Meeting where the strategy is being discussed.

Action: Fiona to set up times for PAAC members who wish to contribute to a joint PAAC submission to the R&L Strategy.

8. Communication Subcommittee report back

- 8.1 Refer to attached *Communications Subcommittee Meeting 18 Feb 2022* minutes
 - 8.1.1 Nillumbik News E-newsletter is not to replace the hard copy newsletter.
 - 8.1.2 Discussion around Terminology to refer to older residents.
 - 8.1.3 Discussion around experience of receiving timely responses from Council.

9. Dementia Subcommittee report back

- 9.1 Refer to attached *Dementia Subcommittee Meeting 18 Feb 2022* minutes
 - 9.1.1 The Café is to continue as it is considered a success by users. Attendance is down due to COVID and other factors but this is seen as temporary.
 - 9.1.2 The volunteers are exceptional and highly valued. The group is currently looking for a younger volunteer to meet with a person with younger onset dementia.
 - 9.1.3 The group is looking to form a Dementia Friendly Alliance.
- 9.2 The group is trying to communicate with other councils and find out what is being done in this area in other communities.
- 9.3 The current café is being held in a community centre but Gertraud would like to be able to hold it at a real, dementia-friendly café (integrated into existing businesses and town centres)
- 9.4 The subcommittee is pleased and proud of the outcome of all the work put in to the project.
- 9.5 The subcommittee will investigate advertising the Dementia Friendly Alliance in the Nillumbik News in the future.
- 9.6 There was a suggestion to see the movie "Ruby's Choice" with any interested PAAC members.

10. Round Table

Discussion around the time it takes for council staff to return calls. Some members believe that 48 hours is acceptable but that currently it was taking much more time than that to get called back and sometimes their calls were never returned.

- There is a 10 day turnaround currently.
- There is a complaints process which was recommended by Nichole as this was a sure way of being heard.

Action: Fiona to provide complaints process information

It was suggested that some PAAC members could require help with technology and that it would be beneficial to many older people to have access to this type of assistance.

- Living and Learning Nillumbik have courses in technology aimed at the older population.
- Living and Learning has space to accommodate free programs for seniors at Panton Hill.
- YPRL also has digital literacy courses on offer.

Action: Fiona to find out what is available through Living and Learning and to share with PAAC.

Councillor Paine held a meeting about starting a newspaper for Eltham and Diamond Creek to replace the Diamond Valley News.

- The meeting was well attended.
- A committee of volunteers was formed.
- Expect time-lines by mid-year.

It was suggested that Tiny Housing would be good for older people.

A suggestion that PAAC could work to make a submission in the consultation process for the next Housing Strategy.

Action: Fiona to include as an item on a future agenda for discussion.

Action: Fiona to find out when engagement on the Housing Strategy is to happen.

Next Tuesday at 10.00am to 11.30am Walking Basketball for over 50's is to be held at the Eltham Leisure centre until the end of March. All are welcome.

Action: Janice is to forward the poster to the group.

The in-person International Women's Day Event has been sold out. However, there is still the opportunity to join on-line.

The refurbished Diamond Valley Library was visited by Ray during the week. Ray was very impressed with the building and recommended that everyone get to see it.

There was a great deal of praise for the service, staff and offerings at the Library.

Tianjian took the information about help for the aged and palliative care to the Chinese community and tried to discuss it with the elderly but no-one was interested. In their culture there is a stigma around speaking about death and this is forming a barrier to discussion.

Tianjian explained how border closures and Lock-downs have caused some people to go through difficult times and have trouble coping.

11. Next meeting date and location T.B.A.

12. Attachments:

- 12.1 *Communications Subcommittee Meeting Minutes 18 Feb 2022*
- 12.2 *Dementia Subcommittee Meeting Minutes 18 Feb 2022*

Minutes – Communications Subcommittee
18 February 2022 11:00am – 12:30pm
Hybrid in person and Zoom meeting at Hurstbridge Community Hub

Present: Anne Fitzpatrick (AF), Philip Green (PG), Janice Crosswhite (JC), Fiona Vuong (FV) Sue Riley (SR)
Apologies: Ray Carroll (RC)

No.	ITEM	NOTES	ACTION
1	Apologies	Apology from Ray received.	
2	Service standards	<p>Discussion of recent experiences communicating with various council departments and officers, with members experiencing delays in receiving timely feedback or responses to their enquiries. Some members also report not receiving any response at all to emails or phone messages.</p> <p>Subcommittee members moved to propose to PAAC that a recommendation be made to Council that resident enquiries are responded to within 2 working days. All in favour.</p> <p>Discussion about timeline for making recommendations to Council. Fiona to follow up and provide timeline.</p>	<ul style="list-style-type: none"> - At March PAAC meeting, to seek to make recommendation to Council that all resident enquiries are responded to within 2 working days - Fiona to provide timeline on making recommendations to Council through advisory committees
3	Website	<p>Discussion about website:</p> <ul style="list-style-type: none"> - Events out of date - Events not readily visible or highlighted <p>The impact of out of date events and information on Council website is that older people may feel mistrust and not look to Council website as a reliable source of information and updates.</p> <p>Discussion also about the challenges for community groups in advertising/ listing events and activities, and for older residents to find out about them.</p> <p>Members suggested a motion to PAAC that PAAC considers makes recommendation that Council website to reflect and provide up to date information, as well as increased promotion of opportunities for groups to list</p>	<ul style="list-style-type: none"> - Fiona to find out who is responsible for updating website - Fiona to update/ remove out of date info in the 'older people' section of website

		events on council website, and to residents on how to use.	
4	E-Nillumbik News	<p>Members commended the e-Nillumbik News newsletter however affirmed the importance of having the quarterly paper publication for older residents and those who are not digitally literate. Members were concerned that the e-News does not render the hard copy Nillumbik News obsolete.</p> <p>Brief discussion about the need to review the Ageing Well in Nillumbik newsletter. Fiona to send copies of the past 2 editions to members.</p>	<ul style="list-style-type: none"> - At March PAAC meeting, to seek to make recommendation to Council that Nillumbik News paper editions do not become obsolete - Fiona to send hard copy/ electronic versions of the AWIN to subcommittee members. Members to review in preparation for March subcommittee meeting
5	Terminology	<p>'Older person' terminology remains divisive. Subcommittee members proposed to have a vote on the terminology preferred by PAAC at next meeting:</p> <ul style="list-style-type: none"> - Older residents/ people - Mature aged 	<p>Fiona to seek response from Council about preferred language/ best practice before next PAAC meeting.</p> <ul style="list-style-type: none"> - PAAC members to vote on preferred terminology
6	Other	- Smiths Gully store inaccessibility	
6	Next meeting	18 March	

**Minutes – Communications Subcommittee
18 February 2022 2:30 – 4:00pm
Hurstbridge Community Hub**

Present: Deanna Finn, Jan Taylor, Sandra Verdam, Fiona Vuong

Apologies: Joy Ferguson

No.	ITEM	NOTES	ACTION
1	Apologies	Apology from Joy received.	
2	Future of dementia subcommittee	<p>Discussion of structure of dementia subcommittee and plans for 2022. Fiona raised possibility of disbanding the dementia subcommittee to be re-convened as a broader, community wide Dementia Friendly Alliance.</p> <p>A dementia alliance is a group of people who are working together to make their community more dementia-friendly.</p> <p>Benefits of establishing a Dementia Friendly Alliance in Nillumbik:</p> <ul style="list-style-type: none"> - Allows for more community members to participate (including local businesses, leisure facilities, libraries, community services, family carers etc) - Encourages leadership of the Alliance from people living with dementia - Increase awareness and inclusion of people with dementia and carers in community, local businesses, facilities etc - Formal recognition as Dementia-Friendly by Dementia Australia and membership of national <p>Members of subcommittee agreed. Fiona to provide more information about how to establish a Dementia Friendly Alliance.</p> <p>In the interim before a Dementia Friendly Alliance is established, members to continue to meet monthly.</p>	<p>Advise PAAC of proposed plan to disband the dementia subcommittee to be re-convened as a Dementia Friendly Alliance.</p> <p>Fiona to provide more information about how to establish a Dementia Friendly Alliance.</p>
3	Memory Care Café	Discussion about goal to have more Memory Care Cafes established in more locations throughout the shire. Discussion of the Tovertafel table (magic table) and benefits on	

		the quality of life for people with dementia, as well as people with disability.	
4	Other	Discussion about grief, loss and bereavement, and local supports. Fiona to provide contact of local grief and bereavement counsellor, and details of upcoming information session about Voluntary Assisted Dying.	-
5	Next meeting	18 March 2:30pm Venue TBC	

Positive Ageing Advisory Committee

Minutes



Date: Friday 1 April 2022
Time: 12:10 pm – 2:11 pm
Venue: Council Chamber, Civic Centre, Greensborough and via Zoom
Chair: Cr Natalie Duffy
Minute taker: Jade Zigenbine, Business and Program Support Officer
Committee Members present: Cr Duffy, Richard Kottek, Janice Crosswhite, Phillip Green, Ray Carroll, Tianjian Shen, Sandra Verdham, Fiona Vuong, Iwona Trickett, Corrienne Nichols, Jan Taylor, Sue Riley, Melissa Butler
Other:
Apologies: Cr Eyre, Gertraud McDonald

Order of business

1. Welcome

2. Acknowledgement of Country

Acknowledgement of Country was read by Cr Duffy

3. Apologies

Cr Eyre, Gertraud McDonald

4. Conflict of Interest and Informal Meeting of Councillors Record

None

5. Minutes of previous meeting & Outstanding Action Items

That the minutes of the meeting held 4th March 2022 are confirmed as a true and accurate record of the meeting.

Moved: Deanna Finn

Seconded: Sabi Buehler

Carried

6. Business Arising

NA

7. Access, Equity and Inclusion Policy Consultation Workshop

Nillumbik Shire Council has developed a draft Access Equity and Inclusion Policy. The policy outlines Council's commitment to make Nillumbik an equal and inclusive place to live, work and play and we are asking for PAAC's input into it.

Melissa Butler (Social Planning and Policy Officer) lead this engagement, Lauren Treby (Coordinator of Social Planning and Equity) was an apology.

Summary:

- Melissa Outlined draft Policy. Purpose of engagement with PAAC is to contribute to the policy here, and to promote opportunities to provide feedback throughout the consultation period. Draft policy was distributed and the survey prior to meeting
- Melissa asked the PAAC- What a fair and inclusive Nillumbik looks like to you Some of the answers were respect, fair treatment for everyone and diversity, acceptance of differences, Understanding, frightening, empathy respecting others feelings, Financial access.
- Discussion from PAAC include comments about lack of tangible actions within the policy, and commending the emphasis on assistance for financially disadvantaged people.
- This policy is a commitment statement- specific actions will come later when policy is endorsed. Discussion around this policy being a lens over how Council operates and provides services. The provision of the Easy English policy document is an example of how to operationalise and demonstrate accessibility of the Policy. An example of a possible application of this policy is in grants assessment of Council grants programs.
- Discussion around the policy and other Council information also being translated for non-English speaking residents.

Action: Access Equity and Inclusion (AEI) to be added as a standing agenda item in future PAAC agendas, integrated and included in part with the Roundtable agenda item.

Melissa left meeting at 1:20pm

Sabi left meeting 1:25 pm

8. **Communications Subcommittee Report**

- Report from PAAC Communications Subcommittee.
- Refer to attachment Communications Subcommittee Minutes 18 March 2022.
- Motion moved by Janice C from Communications Subcommittee, seconded by Anne. Motion amended by Jan T, seconded by Janice C

Amended motion: In line with current community standards and expectations, the PAAC recommends to Council that resident and community group enquiries (telephone and email) are responded to within five working days.

*Unanimously carried. **CARRIED.***

Summary:

- Attachments for the minutes invite the chair to put forward, turnaround time for response to enquiries from the Council needs to be changed from 10 days as per current policy move to make it 5 days.
- Discussion around who and why turnaround times are designated and how to propose to the Council accurately for changes.
- Corrienne explained Council meetings and proposals that get submitted at Council meetings for official responses.

- Amendment to motion- to include 'community groups' as well as "Resident" to

Action: Cr Duffy will come back to the PAAC after the council meeting, formal question in minutes at next council meeting to get an official response.
Fiona to prepare report to Council as per Advisory Committee Policy on how to make recommendations to Council.

- *Another motion put forward:* a consistent approach of the terminology used to describe specifically 'older people' in all correspondence.
- Terminology the PAAC would like Council to use is 'older people'. Discussion around various terminology used in the community and what is the consistency of the language.
- Motion moved by Ray from Communications Subcommittee. Motion amended by Jan T, seconded by Anne

Amended motion: the PAAC recommends to Nillumbik Council the importance of the consistency of language when official publications and notifications are published and distributed. We make specific reference to terminology used when referring to mature age residents within our Shire. For example: OPAN (Older Persons Advocacy Network) 'Age with Rights' publication consistently uses the term "older people" in all of its publications and correspondence. The PAAC prefers "older person/ people",

*Unanimously carried. **CARRIED.***

Action: Fiona to prepare report to Council as per Advisory Committee Policy on how to make recommendations to Council.

9. Dementia Friendly Nillumbik Alliance Update

Please refer to attachment "Dementia Friendly Nillumbik Alliance minutes 18 March 2022.

Summary:

- The Memory Care Café continues to grow, with new members attending. Looking at new venues for the café in Diamond creek and Eltham. Some local churches have indicated they are interested in hosting cafes.
- Looking for interested community members to join the Dementia Friendly Nillumbik Alliance to represent a broad cross section of community members, organisations and services who are committed to creating a dementia friendly Nillumbik.

10. Council Updates

• Intergenerational Digital Storytelling Project

Iwona discussed the project that started in July last year. Project was to encourage older people and younger people to share their stories online during lockdowns. A social event was held in March at ECRC to celebrate. Feedback from the group was positive. Link to the compilation video forthcoming. PAAC members who participated in the program shared their experiences about the value of the program and the importance of intergenerational connections.

Feedback received from people in attendance was that the ECRC venue isn't great for people with hearing impairments.

- **Neighbourhood Character Study PAAC Consultation**

Fiona organised a 2-hour engagement with Strategic Planning to conduct neighbourhood character study consultation with any PAAC members who are available. Council are looking for community feedback to inform the neighbourhood character study, which will provide the vision and overarching character principles for new developments in the residential areas contained within the study.

Zoom engagement with PAAC and Strategic Planning

When: Friday 8 April

Time: 12-2pm

Where: Zoom

General community pop ups are also planned.

- **PAAC Planning Day**

Iwona spoken about a planning day at beginning of year, it has been pushed back, 1st July 2022. Information will be provided in the mean time before we hold it. This will be the July PAAC meeting, maybe 2 hours. To be confirmed.

- **Recreation and Leisure PAAC submission**

Fiona seeking a representative from the PAAC to make a verbal statement at the planning and Consultation Committee meeting on 12 April 2022 on the joint PAAC submission- let Fiona know. Fiona will send through details to PAAC.

General comment about updated agenda layout which includes an Action Summary Table. Philip raised the outstanding repairs to be done at Eltham Lower Park instigated by the Knowing our Place Walk Audits completed in 2020. There were some areas of concern seating and safety which have been lodged as service requests. If there is an action you think we have missed out on or needs included, please let Fiona know.

Janice provided information about another Council that has organised 'walking sports for seniors'. See attachment for more information.

11. Meeting close 2:11pm

12. Next meeting date and location 6 May 2022, Council Chambers and Zoom

13. Attachments:

- "Come and Try walking sports for seniors" flyer

Youth Council Advisory Committee

Meeting Minutes



Date:	Monday 4 April 2022
Time:	4.00pm – 6.00pm
Venue:	Council Chambers
Chair:	Youth Mayor Fieke van der Kamp
Minute Taker:	Molly Jessop, Youth Development Officer
Committee Members:	Bailey Cumming, Brianne Keogh, Fieke Van Der Kamp, Jack Linehan, Joseph Bowman, Lachlan Wadsworth, Maali Kerta-Rice, Maverick Knight, Orianna Edmonds, Indi Sandwell, Kirra Imbriano, Niamh Coffey, Martina Charalambous, Ava Grzechnik
Councillor Representative	Cr Natalie Duffy
Other:	Katie Camilleri, Nicola Clutton, Molly Jessop, Corrienne Nichols
Apologies:	Rhys Warrillow, Maverick Knight

Order of business

1. Welcome

Youth Mayor Fieke van der Kamp welcomed all members to the April Youth Council meeting 2022.

2. Acknowledgement of Country

We acknowledge the Wurundjeri Woi-wurrung people as the Traditional Owners of the Country on which Nillumbik is located, we pay our respects to Elders past, present and future, and extend that respect to all First Nations People. We respect the enduring strength of the Wurundjeri Woi-wurrung and acknowledge that sovereignty was never ceded.

3. Apologies:

Youth Council member Rhys Warrillow was unable to attend due to a clash with school camp. Maverick Knight was unable to attend.

4. Introductions

Introductions were made by all present to new Youth Council members. Youth Council welcomed new Youth Council members, Ava, Martina, Niamh and Rhys.

5. Conflict of Interest and Informal Meeting of Councillors Record

There were no conflicts of interest declared.

6. Minutes of previous meeting

The minutes of the previous meeting held 7 March 2022 are confirmed as a true and accurate record of the meeting except for the following amendment as listed below.

Note in change to minutes, save the date for Youth Summit now moved to 25th May as previous date clashed with National Sorry Day. Previous meeting minutes listed this date as the previous now incorrect date.

No outstanding actions remain from the previous meeting.

Minutes moved by: Bailey Cummings

Minutes seconded by: Lachlan Wadsworth

7. Ice Breaker

Youth Council members participate in a series of icebreakers facilitated by Nillumbik Youth Staff.

8. Item of business 1: Mayor Elections Speeches (30 minutes)

Youth Council nominees for Youth Mayor are each provided with three minutes to speak to the room on why they would like to be Youth Mayor.

A summary of each nominee's speech is below:

Kirra Imbriano

- Within the past year Kirra has learnt a lot about leadership and what it would take to fulfil the role.
- Areas of interest include the environment, LGBTQIA+ inclusion, mental health and reconciliation.
- Kirra is also a volunteer at non-for profit Big Group Hug and has gained experience in talking at board meetings and engaging with community members.
- Personal skills that she could bring to Youth Mayor include being approachable and fighting for her passions are hard as she can.
- Goals for this year's Youth Council include getting Youth Council more involved in social media and the community to engage with young people as well as ensuring Youth Council is a safe space where everyone's opinions can be heard without judgement.

Jack Linehan

- Jack has been connected to Nillumbik his whole life, lives and breathes the community
- Areas of interest include youth violence in the community and shifting the youth culture.
- Goal's for this year's Youth Council include further community engagement with schools and community groups, implementing a leadership program and further progressing Youth Hub and BMX projects.

Brianne Keogh

- Brianne's personal skills she could bring to the Youth Mayor role include a passion for the community, a love for championing other people's ideas and being a voice the Youth Council can rely on.
- Brianne believes leadership is about action and wants to help Youth Council implement what was strategised in 2021.
- Areas of interest include: women in leadership, safer spaces and places for young people and youth financial wellbeing.

Orianna Edmonds

- Orianna would like to be Youth Mayor as she believes she has capability to do more in the community and wants to help young people's hope, dreams and goals come to life

- She has lived in Nillumbik her whole life and was voted Nillumbik Young Women Business Leader of the Year for 2022.
- Her areas of interest include: the environment and building resilience in young people.
- Personal skills she could bring to the Youth Mayor role include: being team focused, inclusive of everyone and having the ability to lead and energise young people.

Lachlan Wadsworth

- Lachlan is heavily involved in the local community playing at active role at the Eltham Junior Football Club and founded the club's All Abilities Football Team.
- His personal skills include being a great and confident communicator and bringing forward other people's ideas.
- Lachlan is a great communicator and loves having conversations with all sorts of people.
- Lachlan also lives with Autism Spectrum Disorder (ASD) and has learnt a lot through other young people living with ASD.

Bailey Cummings

- Bailey believes being Youth Mayor is an opportunity to become more involved within the community and further develop his leadership skills.
- He has previous experience in leadership roles including running a national Ventures activity for scouts and being a student representative on Parade College's Safety Committee. He also won his school's Long Tan award last year, which is awarded to a young person demonstrating leadership and teamwork qualities.
- Bailey is actively committed and involved in youth council and champion's young people's aspirations. He is also passionate about social connection opportunities for young people.
- Personal skills he could bring to the role include leadership, communication, teamwork, and an ability to delegate and make decisions.

Fieke van der Kamp

- Fieke believes this is a year of action for Youth Council and wants to focus on implementing the Youth Strategy.
- Fieke's two most important values are empathy and action. She believes that even if an action seems small it can set off a ripple effect of positive change.
- She wants to combat misconceptions that young people aren't able or interested in making change to ensure young people have access to change making before they lose their drive.
- Her areas of interest include the environment and helping young people find their passions.
- This year, she wants Youth Council to focus on breaking down barriers for young people interested in politics and council to encourage more of the youth community to get involved in shaping our future. She also wants to focus on the quiet voices within the youth community to ensure their voices are heard.

Niamh Coffey

- Niamh acknowledges that they are brand new and the youngest member of youth council so not an obvious choice for Youth Mayor but would make a great leader.
- Niamh has developed leadership skills through their schools leadership team and has organised events, surveys and forums to ensure students are being heard throughout school. Additionally, Niamh has strong public speaking skills and stays calm in difficult situations.
- Niamh strives for equality and equity and is passionate about empowering others to do what they love and climate justice.
- Niamh wants to create a community that's safe and enjoyable for everyone. Their goals for Youth Council this year include ensuring everyone is respected and listened to and that the voices of both youth council and other young people in the community

9. Item of business 2: Mayor Elections Voting (10 minutes)

Youth Council members are invited to silent vote for their preferred Youth Mayor and Deputy Youth Mayor.

If a candidate received a clear majority of votes – with a clear majority being one more vote than the other Committee members nominated they will be declared that Committee member duly elected as Youth Mayor by majority decision of the Committee. The Committee member with the second most votes will be declared Youth Deputy Mayor.

Based on clear majority votes the following Youth Council members were elected as Youth Mayor and Deputy Mayor.

Mayor: Brianne Keogh

Deputy Mayor: Kirra Imbriano

10. Item of business 3: Group Photo (20 Minutes)

Youth Council members were directed outside to take a group photo and profile photos of the newly elected Youth Mayor and Deputy Youth Mayor.

The photos will be published on the Nillumbik Youth website and social media.

11. Item of business 4: Guest Speaker - Redevelopment Plan Diamond Creek (Andrew Feeney)

- Nillumbik Council are currently creating a Redevelopment Plan for Diamond Creek.
- This is a long term plan, consisting of an investigation into what community facilities are required for the suburb and where they would be best located as determined by industry benchmarks.
- The plan aims to provide the community facilities that Diamond Creek needs for its population while keeping the culture and community of Diamond Creek intact.
- This benchmarking considers that Diamond Creek has a 15,000 projected population by 2036 and that the suburb services the whole rural community of Nillumbik as well as residents.
- The study has found Diamond Creek needs a multipurpose community centre, library, Youth Hub servicing whole of the shire, more neighbourhood houses and an aquatic leisure centre.

- Some facilities need to be relocated to more appropriate locations including Living & Learning Centre and the Occasional and Long Care Centre.
- Other facilities need upgrading including the Diamond Creek Community Centre, Senior Citizens Centre, Community Bank Stadium and Community Pool

What a Youth Hub would look like:

- Rooms for events, games and meetings
- Rooms for service provision (mental health, counselling, employment services)
- Shared kitchen, lounge and chill zone
- Criteria for location: Accessible via public transport, close to food and shops, close to the bike trails and walking paths.

Options for the Youth Hub:

1. Standalone Youth Hub at the Netball Courts
2. Youth Hub as part of a community facilities hub including the library, neighbourhood house, and multipurpose room at the existing Diamond Creek Community Centre Site
3. Youth Hub as part of a Youth and Leisure Hub being located in or next to a new Aquatic Centre at the current Diamond Creek Outdoor Pool site.

Youth Council were invited to partake in an open discussion:

Should the Youth Hub be a standalone facility or group with other community facilities?

In favour of standalone:

- Standalone youth hub is more appropriate for privacy when young people are accessing services.
- Young people might be turned off by other community members like parents and older people being around, may not feel as youth friendly.

In favour of being grouped with other community facilities:

- If the youth hub is a standalone, young people might not know about it or know how to find it.
- Standalone means you have to have a specific reason to be going there. Whereas being near other facilities creates traction. If you don't want others to know you're accessing services you can say you're accessing one of the other facilities.
- Having everything in the one place gives young people access to everything at once rather than going to the library then the youth hub.

12. Item of business 5: Guest Speaker- Draft Access, Equity and Inclusion Policy (Lauren Treby)

- The Access, Equity and Inclusion Policy aims to inform all of decisions in council to make sure all services, programs and events organised and funded by Nillumbik Shire Council are accessible and inclusive for all community members.
- Whilst inequalities were prevalent throughout Nillumbik, the effects of the COVID-19 pandemic has increased inequality within the Shire. Specifically,

data has shown an increase residents experiencing in family violence, financial hardship and housing crises.

- Accessibility is not limited to physical access but also considers cultural, financial and lived experiences as factors that contribute to accessibility.
- Key priority groups for the Access, Equity and Inclusion policy include people who identify as: First Nations, LGBTQIA+, Low Socio-Economic, older residents, Culturally and Linguistically Diverse, Living with a disability or chronic disease including mental health issues, female, refugees and asylum seekers.

Youth Council was invited to have an open discussion:

What does a fair and inclusive Nillumbik look like to you?

- Same opportunity's and same access for everyone
- Combining rural and urban as sometimes it feels like there's a divide
- Everyone has access and able to go into places as rural places are often neglect to provide disability access.
- Council staff and contractors are provided with inclusion training to support community members with additional access needs.
- A walking path or bike path in St Andrews to bring both parts of Nillumbik together.
- Removing language barriers
- Ensuring everyone's voice is being heard throughout the broader public.
- Financial inequalities are prevalent for young people and limit access to sport and recreational activities. Additionally, this impacted on the skills and job readiness of young people. In an inclusive Nillumbik the cost of upskilling and employment courses should be subsidies to a reasonable price for young people to access without parental contribution.
- Currently, young people are excluded when parents can't drive them places or when parents against them being involved in certain activities.

If you have further ideas or feedback on the Access, Equity and Inclusion Policy you can visit Participate Nillumbik to contribute:

<https://participate.nillumbik.vic.gov.au/inclusive-nillumbik>

Submissions are open until Sunday 24 April.

13. Item of business 7: Youth Development Updates

Katie Camilleri and Nicola Clutton

Officers provided updates on the following Youth Development projects:

- **BMX Jump Park Update**
- Promotion of a one hour online session with the Trail Collective to hear what the community would like to see included in the pre-design concept.
- One hour online session is on 6 April from 6.30-7.30pm (link teams.live.com/join/9544996930055)
- 10 May 2022 – community invited to speak to their submissions at a PCC Meeting.

- There are a few locations which have been identified as potential site locations for the BMX facility in Diamond Creek – Melbourne Water have been engaged to assess these sites to inform a detailed feasibility on identified sites. (It is anticipated that there will be restrictions on what can be built on the proposed sites as they are in flood zone areas)
- Detailed feasibility study will be presented to Council in a briefing in June.
- **Advisory Committee Code of Conduct**
Youth Council members have been provided with the Advisory Committee Code of Conduct which they must read and sign prior to the next Youth Council meeting.

14. Other Business

Nicola Clutton notes that she will be on leave and will return on 2 May 2022, Katie Camilleri or Molly Jessop will be the main points of contact for Youth Council for the rest of April.

15. Next meeting date and location

Youth Council Informal Meeting

Monday 2 May 2022

Location: Council Chambers

16. Actions to be completed by next meeting

Action	Responsible	Due Date
Read and sign the Advisory Committee Code of Conduct	All	Monday 2 May
Provide further feedback on the Access, Equity and Inclusion Policy via Participate Nillumbik	All (optional)	Sunday 24 April
Complete Youth Council Profile Survey for Nillumbik Youth Social Media and Website	All	Friday 15 April
Submit Quarter One Payment Invoices to youth@nillumbik.vic.gov.au	All	Monday 2 May
Send through a statement by a supplier form to youth@nillumbik.vic.gov.au	New Youth Council members	Monday 2 May

Inclusion and Access Advisory Committee

Minutes



Date: Friday 25 February 2022
Time: 10.00am – 12.00pm
Venue: Online via Zoom
Chair: Angela Lampard (Coordinator, Disability Inclusion and Volunteering)
Scribe: Angela Clare

Attendees:

Chair: Angela Lampard (Coordinator, Disability Inclusion and Volunteering)

Council Officers: Angela Clare (Disability Inclusion Officer), Narelle Hart (Manager Community Programs), April Wilson (Recreation & Open Space Planner), Jodie Leahy (Family Support and Gender Equity Officer).

Committee members:

Neville Coutts, Rhonda Bain, Diana Warrell, Helen Ryan (Araluen), Inbar Niv, Edmond Wong (healthAbility) Alison Stanyer (Brotherhood of St Laurence NDIS Local Area Coordination)

Apologies:

Cr Peter Perkins, Cr Ben Ramcharan, Lorna McRae, Laura Black, Rhylie De Graaff, David O'Connor, Neil Allen (Belgravia - Yarrambat Golf Club), Aisling McCabe (St John of God Accord Disability Services)

Order of business

1. **Acknowledgement of Country**
2. **The Minutes of the previous meeting held on 29 October 2021 were confirmed as a true and accurate record of the meeting.**
Proposed: Rhonda Bain
Seconded: Neville Coutts
3. **General check-in:** Committee members discussed the welcome flexibility of work from home arrangements. The committee also acknowledged the ongoing challenges for those who work in healthcare.
4. **Community Programs overview** - Narelle Hart, Manager, Community Programs. Narelle explained her role at Council to the committee as the manager of Disability Inclusion and Volunteering, as well as teams that crossed all age groups, from Aged Care and Positive Ageing to Early Years and Maternal and Child Health.
Narelle noted that Disability Inclusion also crosses all age groups, and that there is always more work to be done to reduce barriers and create a more inclusive community.

Narelle outlined the work of other teams in Community Services:

- Maternal and Child Health team - supports children aged 0-3, and their parents or carers, including providing immunisation.
- Early Childhood – oversight and enrolment to Council childcare centres and pre-schools, ensuring that they are inclusive of all children. The Best Start Officer sits in this team, with program of supported playgroups.
- Volunteering – the Volunteering officer supports volunteer program managers across Council, and promotes volunteering opportunities across the community.
- Aged Care - this team includes:
 - A Regional Assessment Service (RAS) which makes contact with older local people to assess their support needs via the government My Aged Care (MAC) services.
 - An Aged care Navigation Officer, who assists people to understand the MAC process.
 - A Social Connections program for older people to access community lunches, events and social groups.
 - Community Transport - a volunteer led program to assist older people who can no longer drive or find it hard to access public transport. Community Buses and volunteers in their own vehicles transport people to medical appointments, shopping and social groups.
 - The Positive Ageing Officer implements the Ageing Well in Nillumbik Plan and works with the Positive Ageing Advisory Committee to support the health and wellbeing of older community members.

5. Draft Recreation and Leisure Strategy – April Wilson.

April gave an overview about the draft Recreation and Leisure Strategy. April noted that the Strategy would cover eight years consisting of two four-year periods – 2022-2026 and 2026 – 2030. April informed the committee that a greater focus had been put on inclusion in the draft strategy, and invited committee members to give feedback on draft actions 2.1 – 2.5.

Committee members advocated for:

- Increased signage on trails
- More signage, trail calming infrastructure such as zig-zag lines, and an awareness campaign regarding the need for cyclists to slow down and give way to other trail users
- More toilets along trails, including more accessible toilets
- Considerations of safety for people with disability and older people, not just more lighting, but a safety audit of trails including access and egress.

April informed the committee that Council has partnered with the Your Ground initiative, working with local women and community groups to map the safety of community spaces in Nillumbik, with a focus on specific concerns around safety for women and gender-diverse people. The crowdsourced Your Ground map is searchable by suburb, and rates the safety of community spaces on a scale from 0 (safe) to 5 (safe).

Action: Angela to provide the committee with a link to the Your Ground website:
[YourGround](#)

April spoke of the work of the Recreation and Leisure team with sporting clubs in building disability awareness and inclusion of people with disability, LGBTIQA+ people and women and girls.

April encouraged the committee to contact her at April.Wilson@nillumbik.vic.gov.au or call 9433 3347.

The committee thanked April and the Recreation and Leisure team for all their work to build inclusion.

6. Gender Equality Act and Gender Impact Assessments – Jodie Leahy.

Jodie informed the committee about the new Victorian Government commitment to gender equality, and the recognition of gender inequity as a driver of family violence.

Jodie advised that Council was guided by the 2020 Gender Equality Act, which requires workplaces employing more than 50 people, including local Councils, to:

- **Conduct Gender Impact Assessments:** When developing or reviewing any policy, program or service that will have a direct and significant impact on the community. The assessments also look at impacts on First Nation's people, people with disability, cultural identity, age ranges, gender and sexual identities, religion, locality and socio-economic issues.
- **Undertake a Workplace Gender Audit:** The audit must be based on gender disaggregated data, and data about Aboriginality, age, disability, ethnicity, gender identity, race, religion and sexual orientation.
- **Prepare a Gender Equality Action Plan:** Prepared and submitted to the Commissioner and every four years. The action plan must be published on Council websites.
- **Report on progress:** Councils must submit a progress report every second year after the submission of a Gender Equality Action Plan.

Jodie responded to a committee members question regarding pronouns often seen on email signatures and online meetings (such as she/her or they /them). Jodie explained that including your pronouns was an inclusive way of recognising, respecting and welcoming gender diversity.

7. Pathways for Carers and the new Carers Hub – Angela Clare.

Angela informed the committee about the work being done by the Living & Learning Nillumbik Neighbourhood Houses (LLN) team to support local Carers.

LLN have established a Carers Hub across the three neighbourhood houses in Eltham, Diamond Creek and Panton Hill. The aim of the hub is to support carers to make social connections and improve health and wellbeing, promote information about what carer supports are available, and to assist them to engage in education and employment pathways.

Angela also spoke of the new Pathways for Carers program launching on Wednesday 2 March. This is an informal carer group which will meet on the first Wednesday of the month for a gentle walk along the Diamond Creek Trail in Diamond Creek, with free morning tea at the Tram Café.

Carers will be joined by a guest each month who will join the walk and engage in informal conversations. Guests may include workers from disability and carer support programs, NDIS, and My Aged Care, as well as local historians, community police and other guests as identified by the carers in the Pathways group.

8. **Next meeting to be in-person** – Angela Lampard. Angela referred to Committee feedback about the opportunity to meet in person. The committee agreed that the community space at the newly renovated Diamond Valley Library would be a great opportunity to come together.

9. **Membership resignations/vacancies.** Angela Lampard informed the committee that Laura Black and Neil Allen have resigned. Angela thanked Laura and Neil for their contributions.

It was noted that the committee would aim to ensure new members reflected community diversity and neurodiversity.

Action: Existing members to reach out to their contacts about potential IAAC membership.

10. **Other Business.** The committee talked about the importance of dog parks and the associated health and wellbeing benefits. The Committee requested their interest be noted in order to provide feedback for future projects in this space.

11. **Next Meeting:**

When: Friday 22 April 2022, 10am – 12pm.

Where: Diamond Valley Library, Civic Drive, Greensborough 3088

Meeting Concluded 12.10pm

Positive Ageing Advisory Committee

Minutes



Date: Friday 4 March 2022
Time: 12:00pm
Venue: Council Chamber, Civic Centre, Greensborough & via Zoom
Chair: Cr First Francis Eyre
Minute taker: Julie Alexander, Business & Program Support Officer
Committee Members: Cr Eyre, Cr Duffy, Ross [REDACTED] Richard Kottek, Janice Crosswhite, Philip Green, Ray Carroll, Tianjian Shen, Sandra Verdam, Fiona Vuong, Iwona Trickett, Nichole Johnson.
Other:
Apologies:

Order of business

1. Welcome

2. Acknowledgement of Country

Acknowledgement of Country was read by Cr Eyre

3. Apologies: Corrienne Nichols,

4. Conflict of Interest and Informal Meeting of Councillors Record

5. Minutes of previous meeting

That the minutes of the meeting held 18 February 2022 are confirmed as a true and accurate record of the meeting.

Moved: Gertraud McDonald

Seconded: [REDACTED]

Carried

6. Outstanding Action Items - Nil

7. Business Arising

Some members attended the engagement meeting for the draft Recreation & Leisure Strategy. Much discussion arose from the attendance.

7.1 Not enough time was allocated so that most people did not have time to give their feedback.

7.2 When asking for feedback for any reason the agenda should reflect an appropriate and specifically allocated amount of time.

- 7.3 Chair of the meetings should ensure that time is managed so that all can have a say and give feedback.
- 7.4 When a strategy is to go out for engagement and feedback, the PAAC will make a decision to either submit as a group if a consensus is reached or to submit individually.
- 7.5 Nichole explained the process.
- 7.6 There is the ability to register to speak at Council Meeting where the strategy is being discussed.

Action: Fiona to find out what the usual timeline is when seeking feedback on a strategy.

8. Communication Sub Committee – Ray Carol / Philip Green

- 8.1 E-news Letter is not to replace the hard copy newsletter.
- 8.2 Terminology around age.
- 8.3 Ray had compile a list of recommendations of terms to use when publishing, in meetings etc.
- 8.4 Ray to circulate his recommendations among those in the sub-committee for consideration.
- 8.5 When all in the sub-committee have seen and considered the recommendations, the next step is to put the item on the agenda for the next PAAC meeting for discussion.

Action: Fiona to find out what the process is to get to council as a recommendation.

Action: Fiona to find out what the time frame is for this recommendation.

Action: Ray to communicate his recommendations to the sub-committee prior to the next PAAC meeting.

9. Dementia Sub-committee -

- 9.1 The Café is to continue as it is considered a success by users. Attendance is down due to COVID and other factors but this is seen as temporary.
- 9.2 The volunteers are exceptional and highly valued. The group is currently looking for a younger person to meet with a 57 year old sufferer.
- 9.3 The group is looking to form an alliance.
- 9.4 The group is trying to communicate with other councils and find out what is being done in this area in other communities.
- 9.5 The current café is being held in a hall but Gertraud would like to be able to hold it at a real, dementia-friendly café.
- 9.6 There **was a** talk by a psychologist aimed at carers of people with dementia.
- 9.7 The sub-committee is pleased and proud of the outcome of all the work put in to the project.
- 9.8 The sub-committee will advertise in the Nillumbik News in the future.

- 9.9 A recommendation to see the movie "Ruby's Choice" was made. It was decided that it would be a good idea for all of PAAC to see the movie and perhaps use the opportunity to have an outing together.

10. Round Table

Discussion around the time it takes for council staff to return calls. Some members believe that 48 hours is acceptable but that currently it was taking much more time than that to get called back and sometimes their calls were never returned.

- There is a 10 day turnaround currently on calls.
- There is a complaints process which was recommended by Nichole as this was a sure way of being heard.
- What are the service standards that are being measured against?

Action: Fiona to find out what the service level standards are and report to PAAC.

It was suggested that some PAAC members could require help with technology and that it would be beneficial to many older people to have access to this type of assistance.

- Living and Learning Nillumbik have courses in technology aimed at the older population.
- Living and Learning has space to accommodate free programs for seniors at Panton Hill.
- YPRL also has courses on offer.

Action: Fiona to find out what is available through Living and Learning and to share with PAAC.

Councillor Paine held a meeting about starting a newspaper for Eltham and Diamond Creek to replace the Diamond Valley News.

- The meeting was well attended.
- A committee of volunteers was formed.
- Expect time-lines by mid-year.

It was suggested that Tiny Housing would be good for elderly people and would like to see it considered in line with the Granny Flat project that Nillumbik is involved in.

A suggestion that PAAC could work to make a submission in the consultation process.

Action: Fiona to include as an item on the next agenda for discussion.

Action: Fiona to find out what the laws and by-laws are around Tiny Housing.

Action: Fiona to find out when engagement is to happen.

Next Tuesday at 10.00am to 11.30am Walking Basketball for over 50's is to be held at the Eltham Leisure centre until the end of March. All are welcome.

Action: Janice is to forward the poster to the group.

The in-person International Women's Day Event has been sold out. However, there is still the opportunity to join on-line.

The refurbished Diamond Valley Library was visited by Ray during the week. Ray was very impressed with the building and recommended that everyone get to see it.

There was a great deal of praise for the service, staff and offerings at the Library.

Tianjian took the information about help for the aged and palliative care to the Chinese community and tried to discuss it with the elderly but no-one was interested. In their culture there is a stigma around speaking about death and this is forming a barrier to discussion.

Tianjian was thanked for translation and for helping council understand. (I'm not sure if this is correct or if I have it around the wrong way)

Tianjian explained how border closures and Lock-downs have caused some people to go through difficult times and have trouble coping.

Action: Fiona to see if there is information available that may be passed on to the Chinese community to help with this situation.

Action: Add this item to the next agenda.

11. Next meeting date and location T.B.A.

Positive Ageing Advisory Committee

Minutes



Date: Friday 1 April 2022
Time: 12:10 pm – 2:11 pm
Venue: Council Chamber, Civic Centre, Greensborough and via Zoom
Chair: Cr Natalie Duffy
Minute taker: Jade Zigenbine, Business and Program Support Officer
Committee Members present: Cr Duffy, Richard Kottek, Janice Crosswhite, Phillip Green, Ray Carroll, Tianjian Shen, Sandra Verdam, Fiona Vuong, Iwona Trickett, Corrienne Nichols, Jan Taylor, Sue Riley, Melissa Butler
Other:
Apologies: Cr Eyre, Gertraud McDonald

Order of business

1. Welcome

2. Acknowledgement of Country

Acknowledgement of Country was read by Cr Duffy

3. Apologies

Cr Eyre, Gertraud McDonald

4. Conflict of Interest and Informal Meeting of Councillors Record

None

5. Minutes of previous meeting & Outstanding Action Items

That the minutes of the meeting held 4th March 2022 are confirmed as a true and accurate record of the meeting.

Moved: Deanna Finn

Seconded: Sabi Buehler

Carried

6. Business Arising

NA

7. Access, Equity and Inclusion Policy Consultation Workshop

Nillumbik Shire Council has developed a draft Access Equity and Inclusion Policy. The policy outlines Council's commitment to make Nillumbik an equal and inclusive place to live, work and play and we are asking for PAAC's input into it.

Melissa Butler (Social Planning and Policy Officer) lead this engagement, Lauren Treby (Coordinator of Social Planning and Equity) was an apology.

Summary:

- Melissa Outlined draft Policy. Purpose of engagement with PAAC is to contribute to the policy here, and to promote opportunities to provide feedback throughout the consultation period. Draft policy was distributed and the survey prior to meeting
- Melissa asked the PAAC- What a fair and inclusive Nillumbik looks like to you Some of the answers were respect, fair treatment for everyone and diversity, acceptance of differences, Understanding, frightening, empathy respecting others feelings, Financial access.
- Discussion from PAAC include comments about lack of tangible actions within the policy, and commending the emphasis on assistance for financially disadvantaged people.
- This policy is a commitment statement- specific actions will come later when policy is endorsed. Discussion around this policy being a lens over how Council operates and provides services. The provision of the Easy English policy document is an example of how to operationalise and demonstrate accessibility of the Policy. An example of a possible application of this policy is in grants assessment of Council grants programs.
- Discussion around the policy and other Council information also being translated for non-English speaking residents.

Action: Access Equity and Inclusion (AEI) to be added as a standing agenda item in future PAAC agendas, integrated and included in part with the Roundtable agenda item.

Melissa left meeting at 1:20pm

Sabi left meeting 1:25 pm

8. **Communications Subcommittee Report**

- Report from PAAC Communications Subcommittee.
- Refer to attachment Communications Subcommittee Minutes 18 March 2022.
- Motion moved by Janice C from Communications Subcommittee, seconded by Anne. Motion amended by Jan T, seconded by Janice C

Amended motion: In line with current community standards and expectations, the PAAC recommends to Council that resident and community group enquiries (telephone and email) are responded to within five working days.

*Unanimously carried. **CARRIED.***

Summary:

- Attachments for the minutes invite the chair to put forward, turnaround time for response to enquiries from the Council needs to be changed from 10 days as per current policy move to make it 5 days.
- Discussion around who and why turnaround times are designated and how to propose to the Council accurately for changes.
- Corrienne explained Council meetings and proposals that get submitted at Council meetings for official responses.

- Amendment to motion- to include 'community groups' as well as "Resident" to

Action: Cr Duffy will come back to the PAAC after the council meeting, formal question in minutes at next council meeting to get an official response.
Fiona to prepare report to Council as per Advisory Committee Policy on how to make recommendations to Council.

- *Another motion put forward:* a consistent approach of the terminology used to describe specifically 'older people' in all correspondence.
- Terminology the PAAC would like Council to use is 'older people'. Discussion around various terminology used in the community and what is the consistency of the language.
- Motion moved by Ray from Communications Subcommittee. Motion amended by Jan T, seconded by Anne

Amended motion: the PAAC recommends to Nillumbik Council the importance of the consistency of language when official publications and notifications are published and distributed. We make specific reference to terminology used when referring to mature age residents within our Shire. For example: OPAN (Older Persons Advocacy Network) 'Age with Rights' publication consistently uses the term "older people" in all of its publications and correspondence. The PAAC prefers "older person/ people",

*Unanimously carried. **CARRIED.***

Action: Fiona to prepare report to Council as per Advisory Committee Policy on how to make recommendations to Council.

9. Dementia Friendly Nillumbik Alliance Update

Please refer to attachment "Dementia Friendly Nillumbik Alliance minutes 18 March 2022.

Summary:

- The Memory Care Café continues to grow, with new members attending. Looking at new venues for the café in Diamond creek and Eltham. Some local churches have indicated they are interested in hosting cafes.
- Looking for interested community members to join the Dementia Friendly Nillumbik Alliance to represent a broad cross section of community members, organisations and services who are committed to creating a dementia friendly Nillumbik.

10. Council Updates

• Intergenerational Digital Storytelling Project

Iwona discussed the project that started in July last year. Project was to encourage older people and younger people to share their stories online during lockdowns. A social event was held in March at ECRC to celebrate. Feedback from the group was positive. Link to the compilation video forthcoming. PAAC members who participated in the program shared their experiences about the value of the program and the importance of intergenerational connections.

Feedback received from people in attendance was that the ECRC venue isn't great for people with hearing impairments.

- **Neighbourhood Character Study PAAC Consultation**

Fiona organised a 2-hour engagement with Strategic Planning to conduct neighbourhood character study consultation with any PAAC members who are available. Council are looking for community feedback to inform the neighbourhood character study, which will provide the vision and overarching character principles for new developments in the residential areas contained within the study.

Zoom engagement with PAAC and Strategic Planning

When: Friday 8 April

Time: 12-2pm

Where: Zoom

General community pop ups are also planned.

- **PAAC Planning Day**

Iwona spoken about a planning day at beginning of year, it has been pushed back, 1st July 2022. Information will be provided in the mean time before we hold it. This will be the July PAAC meeting, maybe 2 hours. To be confirmed.

- **Recreation and Leisure PAAC submission**

Fiona seeking a representative from the PAAC to make a verbal statement at the planning and Consultation Committee meeting on 12 April 2022 on the joint PAAC submission- let Fiona know. Fiona will send through details to PAAC.

General comment about updated agenda layout which includes an Action Summary Table. Philip raised the outstanding repairs to be done at Eltham Lower Park instigated by the Knowing our Place Walk Audits completed in 2020. There were some areas of concern seating and safety which have been lodged as service requests. If there is an action you think we have missed out on or needs included, please let Fiona know.

Janice provided information about another Council that has organised 'walking sports for seniors'. See attachment for more information.

11. Meeting close 2:11pm

12. Next meeting date and location 6 May 2022, Council Chambers and Zoom

13. Attachments:

- "Come and Try walking sports for seniors" flyer

Youth Council Advisory Committee

Meeting Minutes



Date:	Monday 4 April 2022
Time:	4.00pm – 6.00pm
Venue:	Council Chambers
Chair:	Youth Mayor Fieke van der Kamp
Minute Taker:	Molly Jessop, Youth Development Officer
Committee Members:	Bailey Cumming, Brianne Keogh, Fieke Van Der Kamp, Jack Linehan, Joseph Bowman, Lachlan Wadsworth, Maali Kerta-Rice, Maverick Knight, Orianna Edmonds, Indi Sandwell, Kirra Imbriano, Niamh Coffey, Martina Charalambous, Ava Grzechnik
Councillor Representative	Cr Natalie Duffy
Other:	Katie Camilleri, Nicola Clutton, Molly Jessop, Corrienne Nichols
Apologies:	Rhys Warrillow, Maverick Knight

Order of business

1. Welcome

Youth Mayor Fieke van der Kamp welcomed all members to the April Youth Council meeting 2022.

2. Acknowledgement of Country

We acknowledge the Wurundjeri Woi-wurrung people as the Traditional Owners of the Country on which Nillumbik is located, we pay our respects to Elders past, present and future, and extend that respect to all First Nations People. We respect the enduring strength of the Wurundjeri Woi-wurrung and acknowledge that sovereignty was never ceded.

3. Apologies:

Youth Council member Rhys Warrillow was unable to attend due to a clash with school camp. Maverick Knight was unable to attend.

4. Introductions

Introductions were made by all present to new Youth Council members. Youth Council welcomed new Youth Council members, Ava, Martina, Niamh and Rhys.

5. Conflict of Interest and Informal Meeting of Councillors Record

There were no conflicts of interest declared.

6. Minutes of previous meeting

The minutes of the previous meeting held 7 March 2022 are confirmed as a true and accurate record of the meeting except for the following amendment as listed below.

Note in change to minutes, save the date for Youth Summit now moved to 25th May as previous date clashed with National Sorry Day. Previous meeting minutes listed this date as the previous now incorrect date.

No outstanding actions remain from the previous meeting.

Minutes moved by: Bailey Cummings

Minutes seconded by: Lachlan Wadsworth

7. Ice Breaker

Youth Council members participate in a series of icebreakers facilitated by Nillumbik Youth Staff.

8. Item of business 1: Mayor Elections Speeches (30 minutes)

Youth Council nominees for Youth Mayor are each provided with three minutes to speak to the room on why they would like to be Youth Mayor.

A summary of each nominee's speech is below:

Kirra Imbriano

- Within the past year Kirra has learnt a lot about leadership and what it would take to fulfil the role.
- Areas of interest include the environment, LGBTQIA+ inclusion, mental health and reconciliation.
- Kirra is also a volunteer at non-for profit Big Group Hug and has gained experience in talking at board meetings and engaging with community members.
- Personal skills that she could bring to Youth Mayor include being approachable and fighting for her passions are hard as she can.
- Goals for this year's Youth Council include getting Youth Council more involved in social media and the community to engage with young people as well as ensuring Youth Council is a safe space where everyone's opinions can be heard without judgement.

Jack Linehan

- Jack has been connected to Nillumbik his whole life, lives and breathes the community
- Areas of interest include youth violence in the community and shifting the youth culture.
- Goal's for this year's Youth Council include further community engagement with schools and community groups, implementing a leadership program and further progressing Youth Hub and BMX projects.

Brianne Keogh

- Brianne's personal skills she could bring to the Youth Mayor role include a passion for the community, a love for championing other people's ideas and being a voice the Youth Council can rely on.
- Brianne believes leadership is about action and wants to help Youth Council implement what was strategised in 2021.
- Areas of interest include: women in leadership, safer spaces and places for young people and youth financial wellbeing.

Orianna Edmonds

- Orianna would like to be Youth Mayor as she believes she has capability to do more in the community and wants to help young people's hope, dreams and goals come to life

- She has lived in Nillumbik her whole life and was voted Nillumbik Young Women Business Leader of the Year for 2022.
- Her areas of interest include: the environment and building resilience in young people.
- Personal skills she could bring to the Youth Mayor role include: being team focused, inclusive of everyone and having the ability to lead and energise young people.

Lachlan Wadsworth

- Lachlan is heavily involved in the local community playing at active role at the Eltham Junior Football Club and founded the club's All Abilities Football Team.
- His personal skills include being a great and confident communicator and bringing forward other people's ideas.
- Lachlan is a great communicator and loves having conversations with all sorts of people.
- Lachlan also lives with Autism Spectrum Disorder (ASD) and has learnt a lot through other young people living with ASD.

Bailey Cummings

- Bailey believes being Youth Mayor is an opportunity to become more involved within the community and further develop his leadership skills.
- He has previous experience in leadership roles including running a national Ventures activity for scouts and being a student representative on Parade College's Safety Committee. He also won his school's Long Tan award last year, which is awarded to a young person demonstrating leadership and teamwork qualities.
- Bailey is actively committed and involved in youth council and champion's young people's aspirations. He is also passionate about social connection opportunities for young people.
- Personal skills he could bring to the role include leadership, communication, teamwork, and an ability to delegate and make decisions.

Fieke van der Kamp

- Fieke believes this is a year of action for Youth Council and wants to focus on implementing the Youth Strategy.
- Fieke's two most important values are empathy and action. She believes that even if an action seems small it can set off a ripple effect of positive change.
- She wants to combat misconceptions that young people aren't able or interested in making change to ensure young people have access to change making before they lose their drive.
- Her areas of interest include the environment and helping young people find their passions.
- This year, she wants Youth Council to focus on breaking down barriers for young people interested in politics and council to encourage more of the youth community to get involved in shaping our future. She also wants to focus on the quiet voices within the youth community to ensure their voices are heard.

Niamh Coffey

- Niamh acknowledges that they are brand new and the youngest member of youth council so not an obvious choice for Youth Mayor but would make a great leader.
- Niamh has developed leadership skills through their schools leadership team and has organised events, surveys and forums to ensure students are being heard throughout school. Additionally, Niamh has strong public speaking skills and stays calm in difficult situations.
- Niamh strives for equality and equity and is passionate about empowering others to do what they love and climate justice.
- Niamh wants to create a community that's safe and enjoyable for everyone. Their goals for Youth Council this year include ensuring everyone is respected and listened to and that the voices of both youth council and other young people in the community

9. Item of business 2: Mayor Elections Voting (10 minutes)

Youth Council members are invited to silent vote for their preferred Youth Mayor and Deputy Youth Mayor.

If a candidate received a clear majority of votes – with a clear majority being one more vote than the other Committee members nominated they will be declared that Committee member duly elected as Youth Mayor by majority decision of the Committee. The Committee member with the second most votes will be declared Youth Deputy Mayor.

Based on clear majority votes the following Youth Council members were elected as Youth Mayor and Deputy Mayor.

Mayor: Brianne Keogh

Deputy Mayor: Kirra Imbriano

10. Item of business 3: Group Photo (20 Minutes)

Youth Council members were directed outside to take a group photo and profile photos of the newly elected Youth Mayor and Deputy Youth Mayor.

The photos will be published on the Nillumbik Youth website and social media.

11. Item of business 4: Guest Speaker - Redevelopment Plan Diamond Creek (Andrew Feeney)

- Nillumbik Council are currently creating a Redevelopment Plan for Diamond Creek.
- This is a long term plan, consisting of an investigation into what community facilities are required for the suburb and where they would be best located as determined by industry benchmarks.
- The plan aims to provide the community facilities that Diamond Creek needs for its population while keeping the culture and community of Diamond Creek intact.
- This benchmarking considers that Diamond Creek has a 15,000 projected population by 2036 and that the suburb services the whole rural community of Nillumbik as well as residents.
- The study has found Diamond Creek needs a multipurpose community centre, library, Youth Hub servicing whole of the shire, more neighbourhood houses and an aquatic leisure centre.

- Some facilities need to be relocated to more appropriate locations including Living & Learning Centre and the Occasional and Long Care Centre.
- Other facilities need upgrading including the Diamond Creek Community Centre, Senior Citizens Centre, Community Bank Stadium and Community Pool

What a Youth Hub would look like:

- Rooms for events, games and meetings
- Rooms for service provision (mental health, counselling, employment services)
- Shared kitchen, lounge and chill zone
- Criteria for location: Accessible via public transport, close to food and shops, close to the bike trails and walking paths.

Options for the Youth Hub:

1. Standalone Youth Hub at the Netball Courts
2. Youth Hub as part of a community facilities hub including the library, neighbourhood house, and multipurpose room at the existing Diamond Creek Community Centre Site
3. Youth Hub as part of a Youth and Leisure Hub being located in or next to a new Aquatic Centre at the current Diamond Creek Outdoor Pool site.

Youth Council were invited to partake in an open discussion:

Should the Youth Hub be a standalone facility or group with other community facilities?

In favour of standalone:

- Standalone youth hub is more appropriate for privacy when young people are accessing services.
- Young people might be turned off by other community members like parents and older people being around, may not feel as youth friendly.

In favour of being grouped with other community facilities:

- If the youth hub is a standalone, young people might not know about it or know how to find it.
- Standalone means you have to have a specific reason to be going there. Whereas being near other facilities creates traction. If you don't want others to know you're accessing services you can say you're accessing one of the other facilities.
- Having everything in the one place gives young people access to everything at once rather than going to the library then the youth hub.

12. Item of business 5: Guest Speaker- Draft Access, Equity and Inclusion Policy (Lauren Treby)

- The Access, Equity and Inclusion Policy aims to inform all of decisions in council to make sure all services, programs and events organised and funded by Nillumbik Shire Council are accessible and inclusive for all community members.
- Whilst inequalities were prevalent throughout Nillumbik, the effects of the COVID-19 pandemic has increased inequality within the Shire. Specifically,

data has shown an increase residents experiencing in family violence, financial hardship and housing crises.

- Accessibility is not limited to physical access but also considers cultural, financial and lived experiences as factors that contribute to accessibility.
- Key priority groups for the Access, Equity and Inclusion policy include people who identify as: First Nations, LGBTQIA+, Low Socio-Economic, older residents, Culturally and Linguistically Diverse, Living with a disability or chronic disease including mental health issues, female, refugees and asylum seekers.

Youth Council was invited to have an open discussion:

What does a fair and inclusive Nillumbik look like to you?

- Same opportunity's and same access for everyone
- Combining rural and urban as sometimes it feels like there's a divide
- Everyone has access and able to go into places as rural places are often neglect to provide disability access.
- Council staff and contractors are provided with inclusion training to support community members with additional access needs.
- A walking path or bike path in St Andrews to bring both parts of Nillumbik together.
- Removing language barriers
- Ensuring everyone's voice is being heard throughout the broader public.
- Financial inequalities are prevalent for young people and limit access to sport and recreational activities. Additionally, this impacted on the skills and job readiness of young people. In an inclusive Nillumbik the cost of upskilling and employment courses should be subsidies to a reasonable price for young people to access without parental contribution.
- Currently, young people are excluded when parents can't drive them places or when parents against them being involved in certain activities.

If you have further ideas or feedback on the Access, Equity and Inclusion Policy you can visit Participate Nillumbik to contribute:

<https://participate.nillumbik.vic.gov.au/inclusive-nillumbik>

Submissions are open until Sunday 24 April.

13. Item of business 7: Youth Development Updates

Katie Camilleri and Nicola Clutton

Officers provided updates on the following Youth Development projects:

- **BMX Jump Park Update**
- Promotion of a one hour online session with the Trail Collective to hear what the community would like to see included in the pre-design concept.
- One hour online session is on 6 April from 6.30-7.30pm (link teams.live.com/join/9544996930055)
- 10 May 2022 – community invited to speak to their submissions at a PCC Meeting.

- There are a few locations which have been identified as potential site locations for the BMX facility in Diamond Creek – Melbourne Water have been engaged to assess these sites to inform a detailed feasibility on identified sites. (It is anticipated that there will be restrictions on what can be built on the proposed sites as they are in flood zone areas)
- Detailed feasibility study will be presented to Council in a briefing in June.
- **Advisory Committee Code of Conduct**
Youth Council members have been provided with the Advisory Committee Code of Conduct which they must read and sign prior to the next Youth Council meeting.

14. Other Business

Nicola Clutton notes that she will be on leave and will return on 2 May 2022, Katie Camilleri or Molly Jessop will be the main points of contact for Youth Council for the rest of April.

15. Next meeting date and location

Youth Council Informal Meeting

Monday 2 May 2022

Location: Council Chambers

16. Actions to be completed by next meeting

Action	Responsible	Due Date
Read and sign the Advisory Committee Code of Conduct	All	Monday 2 May
Provide further feedback on the Access, Equity and Inclusion Policy via Participate Nillumbik	All (optional)	Sunday 24 April
Complete Youth Council Profile Survey for Nillumbik Youth Social Media and Website	All	Friday 15 April
Submit Quarter One Payment Invoices to youth@nillumbik.vic.gov.au	All	Monday 2 May
Send through a statement by a supplier form to youth@nillumbik.vic.gov.au	New Youth Council members	Monday 2 May

Budget 2022-2023



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Budget influences

Financial sustainability is a key challenge, both in the short and long term. This involves the management of short-term budget influences within the context of longer-term challenges.

Council manages its finances through an annual budget, which identifies the expected revenue and expenditure for each year. The budget is the means by which Council makes a formal commitment of resources to provide funding for services and projects.

A long-term perspective is provided by the budget projections and forecast, which forms part of the Council Plan. This provides a 10 year forecast of revenues and expenditures based on a series of assumptions. It identifies the resources necessary to implement the Council Plan over coming years.

Nillumbik Shire in context

Nillumbik is an outer-metropolitan municipality located on the urban fringe of Melbourne. While small by metropolitan standards, Nillumbik is a medium-sized municipality in comparison to all Victorian councils.

Nillumbik comprises 432 square kilometres. It contains a relatively small urban area, where land use is predominantly residential. Ninety percent of the shire is rural land located outside the Urban Growth Boundary, where land is used mainly for farming, conservation or rural residential purposes. Commercial and industrial land activity in the shire is very limited. Major activity centres at Eltham and Diamond Creek provide mainly retail services to local markets. Housing is mainly detached dwellings with relatively high numbers of residents per household. Providing a consistent level of service to communities in the rural parts of Nillumbik involves additional costs to Council.

Council owns infrastructure assets with a valuation of \$964 million. Apart from land, these assets comprise more than \$44 million in buildings and around \$471 million in other infrastructure such as roads, bridges, drains and footpaths. Funding the annual cost for renewal of these existing assets is an important responsibility for Council, in addition to meeting community demand for new or improved assets.

Introduction

The 2022-2023 Budget has been prepared in conjunction with the Council Plan.

In compliance with the Fair Go Rates System (FGRS) Council is applying a 1.75 percent increase to rates for the 2022-2023 year.

Council proposes an increase of 21.98 percent to the domestic waste service standard charge for the 2022-2023 financial year. This is being driven by two elements; the responsibility Council has to rehabilitate the former landfill site at Kangaroo Ground which is a statutory requirement under the Environment Protection Authority Victoria; secondly a significant increase in the disposal costs in recycling and general waste.

Council has acknowledged the multiple threats facing all communities and ecosystems as a result of climate change and has committed to a climate emergency response as part of the Council Plan. Priority actions, specifically implementing the Climate Action Plan and reviewing the Biodiversity Strategy and the Urban Tree Canopy, have been included in the 2022-2023 budget. Council has also committed additional resources to tree planting as part of the 2022-2023 capital works program.

An extensive capital works program of \$14.25 million is proposed for 2022-23 including \$2.24 million in grant-funded works.

Key projects include:

- Buildings renewal (including public toilets) \$2.18 million
- Kangaroo Ground landfill rehabilitation \$2.03 million
- Road and carpark renewal \$1.85 million
- BMX Facility \$0.75 million
- Carpark upgrades \$0.65 million
- Sports infrastructure renewal \$0.45 million

This program could be further expanded as a result of successful grant applications during this financial year.

The Budget forecasts an operating surplus of \$4.13 million on an accrual accounting basis. The decrease when compared to the 2021-2022 forecast is largely attributable to the reduction on one-off capital grant income.

Financial Snapshot

Key Statistics	2021-22 Forecast \$'000	2022-23 Budget \$'000
Total operating income	117,354	102,145
Total operating expenditure	98,820	98,020
Comprehensive operating surplus	18,534	4,125
Capital works program	54,325	14,245
Funding the capital works program		
Council cash	26,561	12,003
Borrowings	7,000	-
Grants	18,943	2,242
Contributions	1,821	-
Budgeted expenditure by strategic objective	Budget \$'000	% of Budget
Community and connection	13,381	14.66
Place and Space	40,201	44.04
Sustainable and resilient	14,548	15.94
Responsible and accountable	23,155	25.38

Strategic Resource Plan

Budget preparation has been informed by the budget projections, which identifies the resources required to implement the Council Plan.

A copy of Council's projected performance against the Victorian Auditor-General's measures of financial sustainability is included in the budget document.

The budget projections have been prepared on the basis of a 1.75 percent rate increase in 2022-2023, 2.00 percent in 2023-24, followed by increases of 2.25 percent in each of the following years.

Service deliverables have been maintained at current levels, while the cost of delivery has increased largely due to external and market forces.

The budget projections forecast that Council will achieve an operating surplus each year on an accrual accounting basis.

The budget also forecasts a substantial capital works program of \$72 million over the next five years. This is proposed to be funded from a combination of grants, contributions and operating revenue.

The Budget is based on a series of assumptions which include:

- No real-terms growth in service capacity.
- No further cost shifting by State and Commonwealth Governments.

The Budget will continue to be reviewed on an annual basis to address any issues arising from changes to the underlying assumptions.

Process

The draft Budget is exhibited for public consultation from 24 March 2022 to 22 April 2022. Members of the community are able to view the draft Budget on Council's website and at Council's offices. Written submissions can be made until 22 April 2022 and will be considered by Council in May, prior to finalisation and adoption of the Budget. Submissions can be made via Council's website or lodged in person at Council offices.

Budget processes

Under the *Local Government Act 2020 (the Act)*, Council is required to prepare and adopt an annual budget for each financial year. The Budget is required to include certain information about the rates and charges that Council intends to levy as well as a range of other information required by the Local Government (Planning and Reporting) Regulations 2020 (the Regulations) which support the Act.

The 2022-2023 Budget is for the year 1 July 2022 to 30 June 2023 and is prepared in accordance with the Act and Regulations. The Budget includes financial statements being a:

- Comprehensive Income Statement;
- Balance Sheet;
- Statement of Changes in Equity;
- Statement of Cash Flows; and;
- Statement of Capital Works.

These statements have been prepared for the year ending 30 June 2023 and are consistent with the annual financial statements which are prepared in accordance with the Australian Accounting Standards and the Local Government Model Accounts. The Budget includes detailed information about the rates and charges to be levied, the capital works program to be undertaken and other financial information which Council requires in order to make an informed decision about the adoption of the Budget.

A proposed budget is prepared in accordance with the Act and submitted to Council in March for approval in principle. Council is then required to give public notice that it intends to adopt the Budget.

Twenty-eight days notice is given for the intention to adopt the proposed budget and to make the Budget available for inspection at its offices and on its website. A person has a right to make a submission on any proposal contained in the Budget and any submission must be considered before adoption of the Budget by Council.

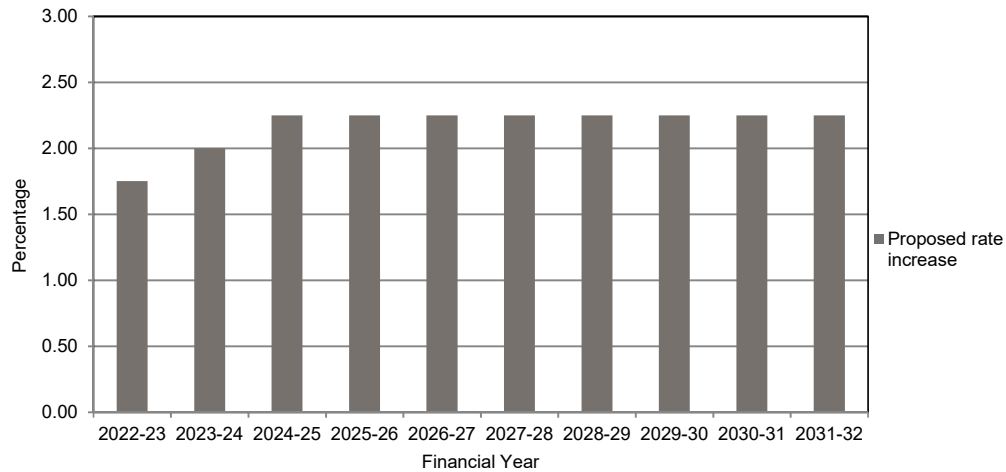
The final step is for Council to adopt the Budget after receiving and considering any submissions from interested parties. The Budget is required to be adopted by 30 June and a copy submitted to the Minister within twenty-eight days after adoption. The key dates for the Budget process are summarised below:

Budget process	Timing
1. Officers update Council's long term financial projections	December 2021 - February 2022
2. Officers prepare draft operating and capital budgets	December 2021 - February 2022
3. Council considers draft budgets at briefings of Councillors	February 2022 - March 2022
4. Proposed budget submitted to Council for approval	22 March 2022
5. Public notice advising intention to adopt Budget	24 March 2022
6. Community engagement process undertaken	24 March 2022 - 22 April 2022
7. Submissions period closes	22 April 2022
8. Submissions considered by Planning and Consultation Committee	10 May 2022
9. Budget submissions presented to Council	24 May 2022
10. Budget presented to Council for adoption	24 May 2022
11. Copy of adopted Budget submitted to the Minister	26 May 2022

Budget Trends and Summary

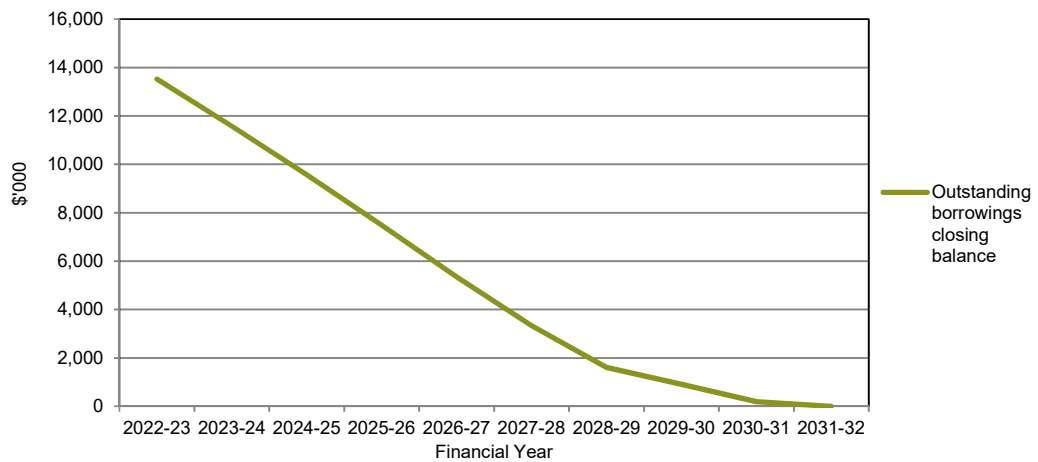
Council has prepared the Budget for the 2022-23 financial year which seeks to balance the demand for services and infrastructure. Key budget trends and outcomes information is provided below.

Rate trends



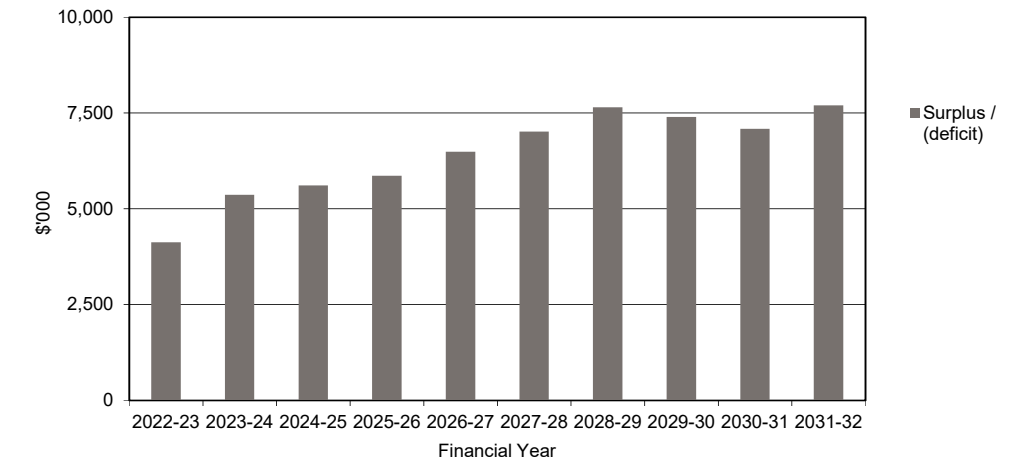
The graph above outlines Council's budgeted rate increase for 2022-23 which is in compliance with the rate cap. The rate cap will be 1.75 percent in 2022-23. It has been assumed the rate cap will be 2.00 percent in 2023-24, followed by increases of 2.25 percent in each of the following years.

Borrowing trends and outcomes



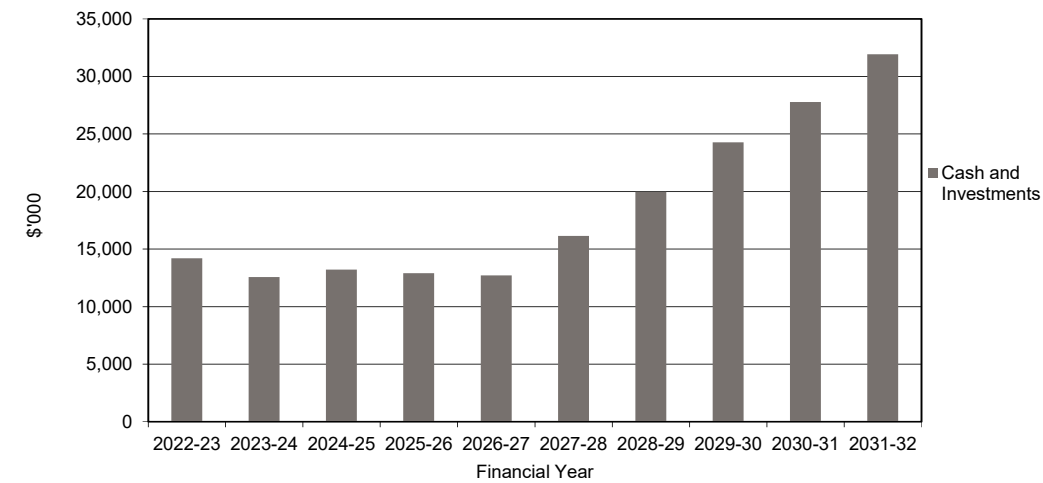
Council is not anticipating to take out any new borrowings in 2022-2023. The graph above outlines Council's existing loan borrowings with the declining trend reflective of current repayment schedules. Borrowings remain within the Auditor-General's low risk range.

Operating result



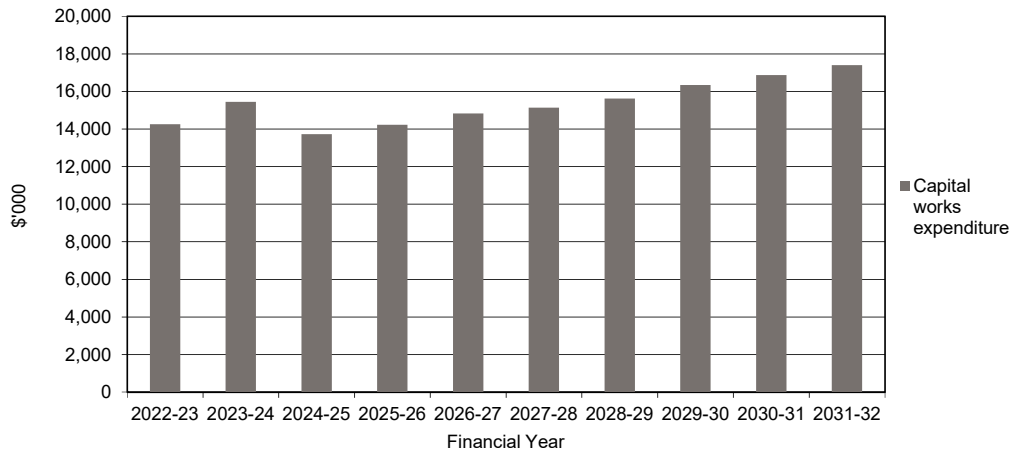
The expected operating result for the 2022-23 year is a surplus of \$4.13 million. The above graph projects surpluses to be achieved over the projected 10 years providing capacity for capital investment and debt reduction. The fluctuations are driven by the anticipated receipt of one-off capital grant funding.

Cash and investments



Cash and investments shown in the above graph are illustrating a positive cash position for Council as at 30 June each year through which Council is able to meet operating obligations. The balances of cash held are represented by amounts held for specific purposes including developer contributions and statutory obligations such as landfill rehabilitation.

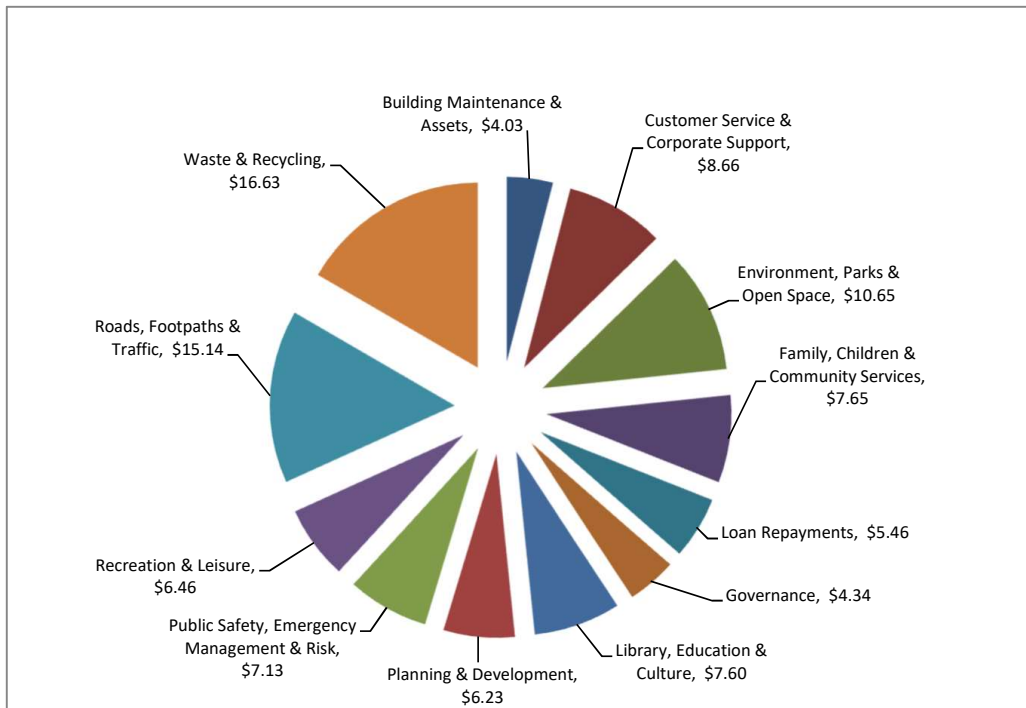
Capital works



The capital works program for 2022-23 will be \$14.25 million, of which \$12 million will be funded by Council cash and \$2.24 million from grants. The capital expenditure program has been set and prioritised based on Council's assessment of the need for key projects. The 2022-23 program includes a number of projects as detailed in Section 4.5 of this document.

Council expenditure allocation

The chart below provides an indication of how Council allocates its expenditure across the main services to be delivered. It shows how much is allocated to each service area for every \$100.00 of rates that Council collects.

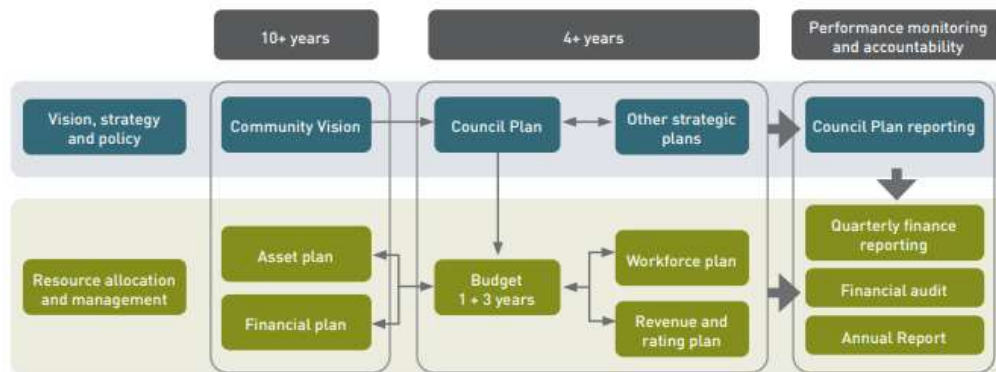


1. Link to the Integrated Planning and Reporting Framework

This section describes how the Budget links to the achievement of the Community Vision and Council Plan within an overall integrated planning and reporting framework. This framework guides the Council in identifying community needs and aspirations over the long term (Community Vision and Financial Plan), medium term (Council Plan, Workforce Plan, and Revenue and Rating Plan) and short term (Budget) and then holding itself accountable (Annual Report).

1.1 Legislative planning and accountability framework

The Budget is a rolling four-year plan that outlines the financial and non-financial resources that Council requires to achieve the strategic objectives described in the Council Plan. The diagram below depicts the integrated planning and reporting framework that applies to local government in Victoria. At each stage of the integrated planning and reporting framework there are opportunities for community and stakeholder input. This is important to ensure transparency and accountability to both residents and ratepayers.



The timing of each component of the integrated planning and reporting framework is critical to the successful achievement of the planned outcomes.

1.1.2 Key planning considerations

Service level planning

Councils have a legal obligation to provide some services, such as animal management, local roads, food safety and statutory planning. Some council services are not mandated, such as libraries, building permits and sporting facilities. Over time, the needs and expectations of communities can change. The Budget considers the services and initiatives which contribute to achieving the strategic objectives specified in the Council Plan.

The Council Plan includes strategic objectives, strategies, indicators and a budget which can be defined as follows:

- Strategic objectives – the outcomes Council wants to achieve within its four-year term
- Strategies – how Council will achieve each objective
- Indicators – how progress towards the objectives will be evaluated
- Budget – a four year budget outlining how the strategies will be financed and resourced

Each year, Council will produce an Annual Action Plan identifying how Council will work towards achieving the objectives in the Council Plan. Council prioritise major projects, capital works, service improvements as well as actions in response to Council strategies to be set out in the Annual Action Plan.

Progress against the Annual Action Plan will be detailed in Council's Annual Report, with major projects and service highlights reported to Council in a quarterly progress report.

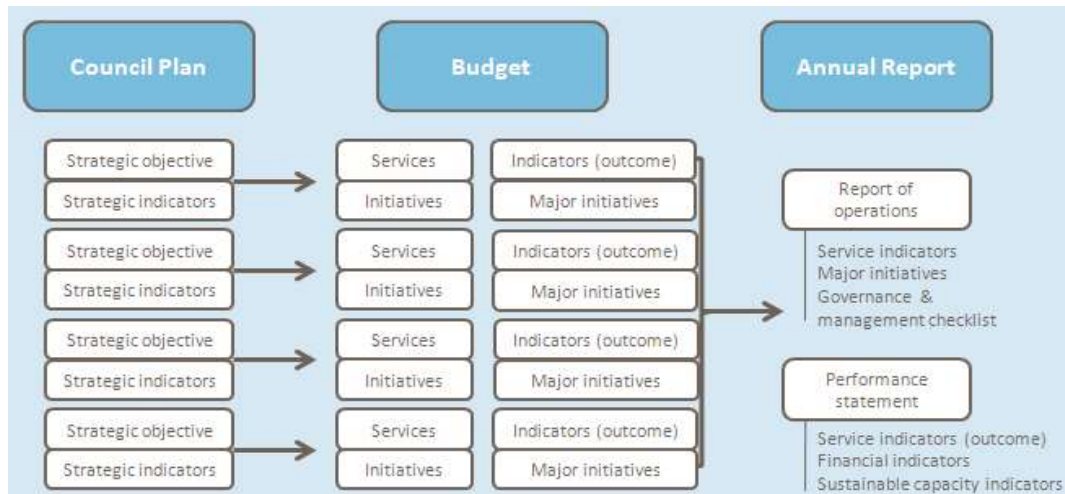
1.2 Strategic objectives

The Council delivers activities and initiatives under thirty major service categories as listed in the following pages. Each contributes to the achievement of one of the four strategic objectives as set out in the Council Plan for 2021-2025. The following table lists the four themes and strategic objectives as described in the Council Plan.

Theme	Strategic Objective
1. Community and connection	To encourage inclusion and participation to support health and wellbeing and ensure that all our residents have equitable access to services, programs, events and initiatives.
2. Place and Space	To protect, enhance, maintain, plan and design places and spaces that strengthen identity, reinforce character, improve accessibility, encourage social connection and enjoyment, support biodiversity and respect the environment.
3. Sustainable and resilient	To manage and adapt to changing circumstances that affect our community to ensure it remains sustainable and resilient, both now and into the future.
4. Responsible and accountable	To facilitate the best possible outcomes for our community, by demonstrating strong leadership and working actively to achieve the community's objectives.

2. Services, initiatives and service performance indicators

This section provides a description of the services and initiatives to be funded in the Budget (excluding capital works) for the 2022-2023 year and how these will contribute to achieving the strategic objectives specified in the Council Plan as set out in Section 1. It also describes a number of service performance indicators for key areas of Council's operations. Council is required by legislation to identify major initiatives, initiatives and service performance outcome indicators in the Budget and report against them in their Annual Report to support transparency and accountability. The relationship between these components of the Budget and the Council Plan, along with the link to reporting in the Annual Report, is shown below.



Source: Department of Jobs, Precincts and Regions

2.1 Theme - Community and Connection

Strategic Objective

To encourage inclusion and participation to support health and wellbeing and ensure that all our residents have equitable access to services, programs, events and initiatives.

Services

Service Area	Description of services provided	Expenditure Revenue Net Cost \$'000
Community support services	Promotes and supports Nillumbik's ageing community with a focus on the overall health, wellbeing and independence of individuals, families and community groups.	2,137 495 1,641
Community development	Provides services for the whole community, such as festivals and events, grants for community groups, services and programs for youth, and community development.	1,529 2 1,527

Service Area	Description of services provided	Expenditure
		Revenue Net Cost \$'000
Disability, inclusion and volunteering	Drives systemic change, advocates, educates, and raises awareness about inclusion so that the needs of people with a disability, volunteers and their families/carers are considered across all Council activities. Also supports Council's volunteer program managers and their volunteers.	450 - 450
Early years	Provides support and training to families with young children and services delivering early years' education and care programs.	508 191 317
Library and community education	Provides facilities and programs for the whole community, including libraries, Living & Learning Nillumbik and Edendale Community Environment Farm.	6,204 1,557 4,647
Maternal and child health services	Provides services and programs for new babies and parents in the Shire, including maternal and child health and immunisation services.	1,720 656 1,064
School crossings	Provision of school crossing supervisors for school children across the Shire.	833 295 538

Major Initiatives

- 1) Feasibility Study for Dedicated Youth Space

Actions

- 1) Further develop an Inclusive Sports and Facilities Plan
- 2) Implement the Gender Equality Action Plan
- 3) Implement the Nillumbik Health and Wellbeing Plan 2021-2025
- 4) Implement the Youth Strategy in partnership with our Youth Council
- 5) Commence an audit of facilities to identify opportunities to implement age-friendly improvements for community facilities
- 6) Continue to innovate Living & Learning Nillumbik offerings and services to support health and wellbeing outcomes across the community, and provide life-long learning opportunities

Service Performance Outcome Indicators

Service	Indicator	Performance Measure	Computation	2020-21 Actual
Maternal and Child Health (MCH)	Participation	Participation in the MCH service (Percentage of children enrolled who participate in the MCH service)	[Number of children who attend the MCH service at least once (in the year) / Number of children enrolled in the MCH service] x 100	81.65%

		Participation in the MCH service by Aboriginal children (Percentage of Aboriginal children enrolled who participate in the MCH service)	[Number of Aboriginal children who attend the MCH service at least once (in the year) / Number of Aboriginal children who are enrolled in the MCH service] x 100	85.11%
Libraries	Participation	Active library members (Percentage of the municipal population that are active library members)	[Number of active library members / municipal population] x100	27.03%

2.2 Theme - Place and Space

Strategic Objective

To protect, maintain, plan and design places and spaces that strengthen identity, reinforce character, improve accessibility, encourage social connection and enjoyment, support biodiversity and respect the environment.

Services

Service Area	Description of services provided	Expenditure Revenue Net Cost \$'000
Arts and culture	Responsible for the cultural vitality and community engagement in the arts across the Shire and to enable participation in the cultural life of the community and enjoyment of the arts by providing diverse and innovative opportunities for active lifestyles and artistic expression.	916 <u>7</u> 909
Building safety and regulation	Responsible for administration and enforcement of certain parts of the Building Act 1993 and Regulations.	1,019 <u>537</u> 482
Infrastructure design, construction and transport	Provides services for the whole community including: design for capital works projects; roads; bridges; drainage; landscape; traffic management; coordination of capital works; procurement and construction; engineering assessment of planning applications and approval of subdivision works; traffic control; road safety; advocacy on public transport and main roads and street lighting.	3,611 <u>1,475</u> 2,136
Leisure facilities and services	Responsible for the provision of leisure facilities and services for the whole community, including leisure centres, sportsgrounds, recreation trails and playgrounds.	15,048 <u>14,208</u> 840
Local laws and parking	Administers local laws, car parking regulation and amenity protection for the whole community.	813 <u>595</u> 218
Parks and reserves maintenance	Maintains parks, sportsgrounds, conservation reserves, street trees and roadsides across the Shire.	6,277 <u>65</u> 6,212
Property and asset management	Provides infrastructure, asset management and planning, building maintenance and fencing, and property, fleet, community centres and halls network management.	2,922 <u>362</u> 2,560

Road and drainage maintenance	Provides maintenance of local roads and bridges, pedestrian bridges, bus shelters, footpaths, trails and drains for the whole community. This service also incorporates Council's response to deceased animal collection, street cleaning and roadside litter collection.	5,074 1 5,073
Statutory planning	Responsible for processing of planning applications and subdivision applications, conducts planning investigations and promotes compliance with the Nillumbik Planning Scheme and permit conditions	3,619 1,062 2,557
Strategic planning	Provides land use planning and policy, planning scheme management, activity centre planning and heritage protection across the Shire.	901 - 901

Major Initiatives

- 1) Continue development of an Integrated Transport Strategy
- 2) Continue to develop a masterplan for community facilities in Diamond Creek, including recreation and community precincts and buildings
- 3) Continue to review our biodiversity strategy to provide renewed focus for Council, the community and our partners
- 4) Investigate measures to enhance the urban tree canopy
- 5) Implement the place-making framework to support shared outcomes between community and Council

Actions

- 1) Implement the Arts and Culture Strategy 2022-2026
- 2) Implement the Green Wedge Management Plan 2019
- 3) Continue to review our biodiversity strategy to provide renewed focus for Council, the community and our partners
- 4) Implement the Recreation and Leisure Strategy

Service Performance Outcome Indicators

Service	Indicator	Performance Measure	Computation	2020-21 Actual
Aquatic Facilities	Utilisation	Utilisation of aquatic facilities (Number of visits to aquatic facilities per head of municipal population)	Number of visits to aquatic facilities / Municipal population	4.1
Statutory planning	Decision making	Council planning decisions upheld at VCAT (Percentage of planning application decisions subject to review by VCAT that were not set aside)	[Number of VCAT decisions that did not set aside Council's decision in relation to a planning application / Number of VCAT decisions in relation to planning applications] x100	75.00%

Roads	Satisfaction	Satisfaction with sealed local roads (Community satisfaction rating out of 100 with how Council has performed on the condition of sealed local roads)	Community satisfaction rating out of 100 with how Council has performed on the condition of sealed local roads.	63.00
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2.3 Theme - Sustainable and Resilient

Strategic Objective

To manage and adapt to changing circumstances that affect our community to ensure it remains sustainable and resilient, both now and into the future.

Services

Service Area	Description of services provided	Expenditure Revenue Net Cost \$'000
Environment and Conservation	Provides environment and conservation services and programs for the whole Nillumbik community, such as environmental planning and policy; education and events; water quality and conservation; biodiversity protection; land management advice and energy efficiency programs.	1,292 5 1,287
Recycling and Waste Services	Provides collection of household waste, recycling, green waste, hard waste, waste education and landfill rehabilitation for the whole community.	12,202 672 11,530
Tourism and business support	Focuses on growing the local economy through providing support to local business networks, traders associations and individual businesses; delivering business events and training and supporting tourism development and promotion for the Nillumbik region.	1,054 297 757

Major Initiatives

- 1) Implement the Better Business Approvals program to make it easier for businesses to obtain planning and building permits
- 2) Climate Action Plan implementation

Actions

- 1) Continue to deliver the solar farm project in Plenty
- 2) Transition of Council's fleet to electric vehicles, and explore placement opportunities for future electric charging stations

2.4 Theme - Responsible and Accountable

Strategic Objective

To facilitate the best possible outcomes for our community by demonstrating strong leadership and working actively to achieve the community's objectives.

Services

Service Area	Description of services provided	Expenditure
		Revenue Net Cost \$'000
Animal Management	Works under the required legislative framework to protect the welfare of animals and the community. Manages animal regulation and municipal pound.	788 <u>982</u> (194)
Business Transformation and Performance	Provides internal service delivery in performance reporting, strategy and planning expertise, occupational health and safety, risk management and insurance, and business transformation projects and initiatives.	2,207 <u>5</u> 2,202
Communications	Assists Council and staff to communicate its decisions, services, activities and events through print and electronic communication channels.	1,137 <u>-</u> 1,137
Customer Service	Provides frontline customer service and reception services, and is responsible for driving key changes in behaviour achieving customer experience improvements.	934 <u>-</u> 934
Emergency Management	Working in partnership with stakeholders and the community, contribute to the development of a disaster resilient community that is better able to prepare for, respond to and recover from emergency events.	1,409 <u>-</u> 1,409
Food Safety and Public Health	Provides services to the community in food safety and health premises regulation, septic tank regulation, public health protection and amenity and noise regulation.	907 <u>275</u> 632
Finance	Provides internal service delivery in finance, budgeting and procurement services, rates and property valuations.	7,344 <u>4,655</u> 2,689
Governance	Manages Council's overall governance matters, including coordination of council meetings, elections, civic functions and legislative requirements; legal services; records management; and Mayor and Councillor resources and support services.	3,168 <u>-</u> 3,168
Human Resources	Provides internal service delivery in the areas of recruitment and selection, staff learning and development and employee and industrial relations.	1,592 <u>198</u> 1,394
Information and Technology	Provides internal service delivery in information technology services and solutions, on-line services and telecommunications.	3,667 <u>-</u> 3,667

Major Initiatives

- 1) Continue to develop and adopt the new local laws
- 2) Develop a new Domestic Wastewater Management Plan to enable Council to effectively manage the risks associated with domestic wastewater across the Shire
- 3) Develop a Building Municipal Control Plan which identifies building risks within the shire and categorise the risk to Council and community

Actions

- 1) Implement the Bushfire Mitigation Strategy 2019-2023 as outlined in the Municipal Fire Management Plan

Service Performance Outcome Indicators

Service	Indicator	Performance Measure	Computation	2020-21 Actual
Animal management	Health and safety	Animal management prosecutions (Percentage of successful animal management prosecutions)	Number of successful animal management prosecutions / Total number of animal management prosecutions] x 100	5.00
Food safety	Health and safety	Critical and major non-compliance outcome notifications (Percentage of critical and major non-compliance outcome notifications that are followed up by Council)	[Number of critical non-compliance outcome notifications and major non-compliance outcome notifications about a food premises followed up / Number of critical non-compliance outcome notifications and major non-compliance outcome notifications about food premises] x100	90.63%
Waste collection	Waste diversion	Kerbside collection waste diverted from landfill (Percentage of garbage, recyclables and green organics collected from kerbside bins that is diverted from landfill)	[Weight of recyclables and green organics collected from kerbside bins / Weight of garbage, recyclables and green organics collected from kerbside bins] x100	72.80%
Governance	Satisfaction	Satisfaction with Council decisions (Community satisfaction rating out of 100 with how Council has performed in making decisions in the interests of the community)	Community satisfaction rating out of 100 with the performance of Council in making decisions in the interests of the community	63.00

2.6 Performance statement

The service performance indicators detailed in the preceding pages will be reported on within the Performance Statement which is prepared at the end of the current financial year as required by the Act and included in the 2021-2022 Annual Report. The prescribed performance indicators contained in the Performance Statement are audited each year by the Victorian Auditor General Office (VAGO) who issues an audit opinion on the Performance Statement. The initiatives detailed in the preceding pages will be reported in the Annual Report in the form of a statement of progress in the Report of Operations.

2.7 Reconciliation with budgeted operating result

	Net Cost \$'000	Expenditure \$'000	Revenue \$'000
Community and connection	10,185	13,381	3,196
Place and Space	21,888	40,201	18,313
Sustainable and resilient	13,574	14,548	974
Responsible and accountable	17,040	23,155	6,115
Total services and initiatives	62,687	91,285	28,598
<u>Add</u>			
Depreciation	12,162		
Amortisation - right of use assets	386		
Written down value of assets sold	839		
<u>Subtract</u>			
Debt redemption	3,407		
Transfer to and from reserves	1,008		
Deficit before funding sources	71,659		
<u>Funding sources added back:</u>			
Net rates and charges	73,203		
Capital funding sources	2,581		
Operating (surplus)/deficit for the year	(4,125)		

3. Financial Statements

This section presents information in regard to the Financial Statements and Statement of Human Resources. The budget information for the year 2021-2022 has been supplemented with projections to 2030-2031.

This section includes the following financial statements prepared in accordance with the *Local Government Act 2020* and the *Local Government (Planning and Reporting) Regulations 2020*.

The appendix includes the following budgeted information:

- Comprehensive Income Statement
- Balance Sheet
- Statement of Changes in Equity
- Statement of Cash Flows
- Statement of Capital Works
- Statement of Human Resources

Comprehensive Income Statement
For the five years ending 30 June 2027

	Notes	Forecast Budget	Budget	Projections			
		2021-22 \$'000	2022-23 \$'000	2023-24 \$'000	2024-25 \$'000	2025-26 \$'000	2026-27 \$'000
Income							
Rates and charges	4.1.1	70,167	73,866	76,657	78,520	80,402	82,337
Statutory fees and fines	4.1.2	1,761	2,023	2,063	2,110	2,157	2,206
User fees	4.1.3	16,128	17,582	17,957	18,335	18,834	19,328
Grants - operating	4.1.4	7,134	5,318	5,425	5,547	5,672	5,799
Grants - capital	4.1.4	18,943	2,242	2,184	2,134	2,004	2,064
Contributions - monetary	4.1.5	2,184	134	136	139	142	146
Contributions - non-monetary	4.1.5	-	-	-	-	-	-
Net gain/(loss) on disposal of property, infrastructure, plant and equipment		-	-	-	-	-	-
Fair value adjustments for investment property		-	-	-	-	-	-
Share of net profits/(losses) of associated and joint ventures		-	-	-	-	-	-
Other income	4.1.6	1,037	980	998	1,019	1,040	1,062
Total income		117,354	102,145	105,420	107,804	110,251	112,942
Expenses							
Employee costs	4.1.7	36,822	38,591	39,661	40,720	41,806	42,744
Materials and services	4.1.8	42,220	40,227	41,006	41,912	42,839	43,787
Depreciation and amortisation	4.1.9	11,999	12,162	12,308	12,408	12,513	12,621
Bad and doubtful debts		-	-	-	-	-	-
Amortisation - right of use assets	4.1.10	370	386	394	403	412	421
Borrowing costs		560	583	497	422	343	259
Finance costs - leases		18	19	20	20	21	21
Other expenses	4.1.11	6,831	6,052	6,173	6,312	6,454	6,600
Total expenses		98,820	98,020	100,059	102,197	104,388	106,453
Surplus / (deficit) for the year		18,534	4,125	5,361	5,607	5,863	6,489
Other comprehensive income							
Items that will not be reclassified to surplus or deficit in future periods							
Net asset revaluation increment		-	-	-	-	-	-
/(decrement)		-	-	-	-	-	-
Share of other comprehensive income of associates and joint ventures		-	-	-	-	-	-
Items that may be reclassified to surplus or deficit in future periods		-	-	-	-	-	-
Total comprehensive result		18,534	4,125	5,361	5,607	5,863	6,489

Comprehensive Income Statement Forward Estimates

For the five years ending 30 June 2032

	Forward Estimates				
	2027-28	2028-29	2029-30	2030-31	2031-32
	\$'000	\$'000	\$'000	\$'000	\$'000
Income					
Rates and charges	84,326	86,370	87,704	88,927	91,146
Statutory fees and fines	2,255	2,306	2,358	2,411	2,465
User fees	19,671	20,104	20,546	21,008	21,481
Grants - operating	5,930	6,063	6,200	6,339	6,482
Grants - capital	2,114	2,144	2,184	2,254	2,304
Contributions - monetary	149	152	156	159	163
Contributions - non-monetary	-	-	-	-	-
Net gain/(loss) on disposal of property, infrastructure, plant and equipment	-	-	-	-	-
Fair value adjustments for investment property	-	-	-	-	-
Share of net profits/(losses) of associated and joint ventures	-	-	-	-	-
Other income	1,085	1,109	1,133	1,158	1,184
Total income	115,530	118,248	120,281	122,256	125,225
Expenses					
Employee costs	43,704	44,685	45,688	46,714	47,762
Materials and services	44,756	45,746	46,760	47,795	48,855
Bad and doubtful debts	-	-	-	-	-
Depreciation and amortisation	12,676	12,704	12,845	12,933	13,033
Amortisation - right of use assets	431	440	450	460	471
Borrowing costs	178	107	65	33	7
Finance costs - leases	22	22	23	23	24
Other expenses	6,748	6,900	7,055	7,214	7,376
Total expenses	108,515	110,604	112,886	115,172	117,528
Surplus (deficit) for the year	7,015	7,644	7,395	7,084	7,697
Other comprehensive income					
Items that will not be reclassified to surplus or deficit in future periods					
Net asset revaluation increment /(decrement)	-	-	-	-	-
Share of other comprehensive income of associates and joint ventures	-	-	-	-	-
Items that may be reclassified to surplus or deficit in future periods	-	-	-	-	-
Total comprehensive result	7,015	7,644	7,395	7,084	7,697

CM.043/22 Adoption of Budget 2022-2023, declaration of Rates and Charges and Council Plan - Annual Action Plan 2022-2023
Attachment 1. 2022-2023 Budget

Balance Sheet

For the five years ending 30 June 2027

	Notes	Forecast Budget	Budget	Projections			
		2021-22 \$'000	2022-23 \$'000	2023-24 \$'000	2024-25 \$'000	2025-26 \$'000	2026-27 \$'000
Current assets							
Cash and cash equivalents		22,838	14,184	12,564	13,211	12,889	12,697
Trade and other receivables		7,041	6,129	6,325	6,468	6,615	6,777
Other financial assets		250	250	250	250	250	250
Non-current assets classified as held for sale		-	-	-	-	-	-
Other assets		18	18	19	19	19	19
Total current assets	4.2.1	30,147	20,581	19,158	19,948	19,773	19,743
Non-current assets							
Trade and other receivables		528	422	337	270	218	173
Other financial assets		5	5	5	5	5	5
Investments in associates and joint arrangement and subsidiaries		1,671	1,671	1,671	1,671	1,671	1,671
Property, infrastructure, plant & equipment		999,785	1,000,761	1,003,311	1,004,154	1,005,256	1,006,804
Right-of-use assets	4.2.4	1,480	1,234	1,380	1,677	1,265	844
Investment property		-	-	-	-	-	-
Intangible assets		-	-	-	-	-	-
Total non-current assets	4.2.1	1,003,469	1,004,093	1,006,704	1,007,777	1,008,415	1,009,497
Total assets		1,033,616	1,024,674	1,025,862	1,027,725	1,028,188	1,029,240
Current liabilities							
Trade and other payables		5,444	5,284	5,398	5,524	5,655	5,780
Trust funds and deposits		1,994	1,994	1,994	1,994	1,994	1,994
Provisions		14,185	10,059	10,773	11,810	11,977	8,695
Unearned grants and contract liabilities		2,841	336	328	320	301	310
Interest-bearing liabilities	4.2.3	3,407	1,941	2,009	2,082	2,136	2,017
Lease liabilities	4.2.4	406	414	423	433	442	452
Total current liabilities	4.2.2	28,277	20,028	20,925	22,163	22,505	19,248
Non-current liabilities							
Provisions		12,005	9,988	7,419	3,975	535	546
Interest-bearing liabilities	4.2.3	13,518	11,577	9,568	7,486	5,350	3,332
Lease liabilities	4.2.4	1,075	821	957	1,245	823	392
Total non-current liabilities	4.2.2	26,598	22,386	17,944	12,706	6,708	4,270
Total liabilities		54,875	42,414	38,869	34,869	29,213	23,518
Net assets		978,741	982,261	986,993	992,856	998,975	1,005,722
Equity							
Accumulated surplus		422,977	427,102	432,462	438,069	443,932	450,423
Reserves		555,764	555,159	554,531	554,787	555,043	555,299
Total equity		978,741	982,261	986,993	992,856	998,975	1,005,722

Balance Sheet Forward Estimates

For the five years ending 30 June 2032

	Forward Estimates				
	2027-28	2028-29	2029-30	2030-31	2031-32
	\$'000	\$'000	\$'000	\$'000	\$'000
Current assets					
Cash and cash equivalents	16,122	19,970	24,269	27,769	31,913
Trade and other receivables	6,932	7,095	7,217	7,336	7,514
Other financial assets	250	250	250	250	250
Non-current assets classified as held for sale	-	-	-	-	-
Other assets	19	19	20	20	20
Total current assets	23,323	27,334	31,756	35,375	39,697
Non-current assets					
Trade and other receivables	138	111	88	71	57
Other financial assets	5	5	5	5	5
Investments in associates and joint arrangement and subsidiaries	1,671	1,671	1,671	1,671	1,671
Property, infrastructure, plant & equipment	1,008,836	1,011,351	1,014,251	1,017,621	1,021,432
Right-of-use assets	1,544	1,103	653	893	422
Investment property	-	-	-	-	-
Intangible assets	-	-	-	-	-
Total non-current assets	1,012,194	1,014,241	1,016,668	1,020,261	1,023,587
Total assets	1,035,517	1,041,575	1,048,424	1,055,636	1,063,284
Current liabilities					
Trade and other payables	5,908	6,037	6,174	6,310	6,453
Trust funds and deposits	1,994	1,994	1,994	1,994	1,994
Provisions	8,869	9,046	9,227	9,412	9,600
Unearned grants and contract liabilities	317	322	328	338	346
Interest-bearing liabilities	1,729	691	716	195	-
Lease liabilities	462	473	483	494	422
Total current liabilities	19,279	18,563	18,922	18,743	18,815
Non-current liabilities					
Provisions	557	568	579	591	603
Interest-bearing loans and borrowings	1,603	912	196	-	-
Lease liabilities	1,081	631	170	398	-
Total non-current liabilities	3,241	2,111	945	989	603
Total liabilities	22,520	20,673	19,867	19,732	19,418
Net assets	1,012,997	1,020,902	1,028,557	1,035,904	1,043,866
Equity					
Accumulated surplus	457,438	465,083	472,477	479,561	487,261
Reserves	555,559	555,819	556,080	556,343	556,605
Total equity	1,012,997	1,020,902	1,028,557	1,035,904	1,043,866

Statement of Changes in Equity

For the five years ending 30 June 2027

* Balances at the end of the financial year may be subject to rounding differences.

Notes	Total \$'000	Accum Surplus \$'000	Revaluation Reserve \$'000	Other Reserves \$'000
2022 Forecast Actual				
Balance at beginning of the financial year	960,207	404,443	525,784	29,980
Impact of adoption of new accounting standards	-	-	-	-
Surplus / (deficit) for the year	18,534	18,534	-	-
Net asset revaluation increment / (decrement)	13,706	-	13,706	-
Transfer to other reserves	7,595	-	-	7,595
Transfer from other reserves	(21,301)	-	-	(21,301)
Balance at end of the financial year	978,741	422,977	539,490	16,274
2023				
Balance at beginning of the financial year	978,741	422,977	539,490	16,274
Surplus / (deficit) for the year	4,125	4,125	-	-
Net asset revaluation increment / (decrement)	-	-	-	-
Transfer to other reserves 4.3.1	2,831	-	-	2,831
Transfer from other reserves 4.3.1	(3,436)	-	-	(3,436)
Balance at end of the financial year 4.3.2	982,261	427,102	539,490	15,669
2024				
Balance at beginning of the financial year	982,261	427,102	539,490	15,669
Surplus / (deficit) for the year	5,361	5,361	-	-
Net asset revaluation increment / (decrement)	-	-	-	-
Transfer to other reserves	1,791	-	-	1,791
Transfer from other reserves	(2,420)	-	-	(2,420)
Balance at end of the financial year	986,993	432,463	539,490	15,040
2025				
Balance at beginning of the financial year	986,993	432,463	539,490	15,040
Surplus / (deficit) for the year	5,607	5,607	-	-
Net asset revaluation increment / (decrement)	-	-	-	-
Transfer to other reserves	592	-	-	592
Transfer from other reserves	(336)	-	-	(336)
Balance at end of the financial year	992,856	438,070	539,490	15,296
2026				
Balance at beginning of the financial year	992,856	438,070	539,490	15,296
Surplus / (deficit) for the year	5,863	5,863	-	-
Net asset revaluation increment / (decrement)	-	-	-	-
Transfer to other reserves	594	-	-	594
Transfer from other reserves	(338)	-	-	(338)
Balance at end of the financial year	998,975	443,933	539,490	15,552
2027				
Balance at beginning of the financial year	998,975	443,933	539,490	15,552
Surplus / (deficit) for the year	6,489	6,489	-	-
Net asset revaluation increment / (decrement)	-	-	-	-
Transfer to other reserves	595	-	-	595
Transfer from other reserves	(337)	-	-	(337)
Balance at end of the financial year	1,005,722	450,422	539,490	15,810

Statement of Changes in Equity Forward Estimates

For the five years ending 30 June 2032

* Balances at the end of the financial year may be subject to rounding differences.

	Total \$'000	Accum Surplus \$'000	Revaluation Reserve \$'000	Other Reserves \$'000
2028				
Balance at beginning of the financial year	1,005,722	450,422	539,490	15,810
Surplus / (deficit) for the year	7,015	7,015	-	-
Net asset revaluation increment / (decrement)	-	-	-	-
Transfer to other reserves	596	-	-	596
Transfer from other reserves	(336)	-	-	(336)
Balance at end of the financial year	1,012,997	457,437	539,490	16,070
2029				
Balance at beginning of the financial year	1,012,997	457,437	539,490	16,070
Surplus / (deficit) for the year	7,644	7,644	-	-
Net asset revaluation increment / (decrement)	-	-	-	-
Transfer to other reserves	597	-	-	597
Transfer from other reserves	(337)	-	-	(337)
Balance at end of the financial year	1,020,901	465,081	539,490	16,330
2030				
Balance at beginning of the financial year	1,020,901	465,081	539,490	16,330
Surplus / (deficit) for the year	7,395	7,395	-	-
Net asset revaluation increment / (decrement)	-	-	-	-
Transfer to other reserves	598	-	-	598
Transfer from other reserves	(337)	-	-	(337)
Balance at end of the financial year	1,028,557	472,476	539,490	16,591
2031				
Balance at beginning of the financial year	1,028,557	472,476	539,490	16,591
Surplus / (deficit) for the year	7,084	7,084	-	-
Net asset revaluation increment / (decrement)	-	-	-	-
Transfer to other reserves	600	-	-	600
Transfer from other reserves	(337)	-	-	(337)
Balance at end of the financial year	1,035,904	479,560	539,490	16,854
2032				
Balance at beginning of the financial year	1,035,904	479,560	539,490	16,854
Surplus / (deficit) for the year	7,697	7,697	-	-
Net asset revaluation increment / (decrement)	-	-	-	-
Transfer to other reserves	601	-	-	601
Transfer from other reserves	(337)	-	-	(337)
Balance at end of the financial year	1,043,865	487,257	539,490	17,118

Statement Cash Flows

For the five years ending 30 June 2027

* Balances at the end of the financial year may be subject to rounding differences.

	Notes	Forecast Budget	Budget 2022-23	2023-24	2024-25	2025-26	2026-27
		\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
		Inflows / (Outflows)	Inflows / (Outflows)	Inflows / (Outflows)	Inflows / (Outflows)	Inflows / (Outflows)	Inflows / (Outflows)
Cash flows from operating activities							
Rates and charges		75,095	74,701	76,584	78,473	80,338	82,251
Statutory fees and fines		1,967	2,069	2,053	2,103	2,150	2,198
User fees		16,334	17,628	17,947	18,328	18,827	19,320
Grants - operating		4,954	4,863	5,413	5,538	5,661	5,793
Grants - capital		9,602	284	2,167	2,121	1,981	2,063
Contributions - monetary		2,184	134	136	139	142	146
Interest received		171	150	152	153	155	157
Dividends received		-	-	-	-	-	-
Trust funds and deposits taken		-	-	-	-	-	-
Other receipts		866	830	847	866	885	905
Net GST refund / payment		-	-	-	-	-	-
Employee costs		(36,658)	(38,424)	(39,490)	(40,546)	(41,628)	(42,563)
Materials and services		(51,808)	(47,689)	(43,489)	(44,358)	(46,156)	(47,107)
Trust funds and deposits repaid		-	-	-	-	-	-
Other payments		(6,831)	(6,052)	(6,173)	(6,312)	(6,454)	(6,600)
Net cash provided by / (used in) operating activities	4.4.1	15,876	8,494	16,147	16,505	15,900	16,563
Cash flows from investing activities							
Payments for property, infrastructure, plant and equipment		(50,069)	(13,592)	(15,195)	(13,208)	(13,700)	(14,283)
Proceeds from sale of property, infrastructure, plant and equipment		5,963	839	280	205	335	365
Payments for investments		-	-	-	-	-	-
Proceeds from sale of investments		-	-	-	-	-	-
Loan and advances made		-	-	-	-	-	-
Payments of loans and advances		-	-	-	-	-	-
Net cash provided by / (used in) investing activities	4.4.2	(44,106)	(12,753)	(14,915)	(13,003)	(13,365)	(13,918)
Cash flows from financing activities							
Finance costs		(560)	(583)	(497)	(422)	(343)	(259)
Proceeds from borrowings		7,000	-	-	-	-	-
Repayment of borrowings		(3,462)	(3,407)	(1,941)	(2,009)	(2,082)	(2,136)
Interest paid - lease liability		(18)	(19)	(20)	(20)	(21)	(21)
Repayment of lease liabilities		(370)	(386)	(394)	(403)	(412)	(421)
Net cash provided by / (used in) financing activities	4.4.3	2,590	(4,395)	(2,852)	(2,854)	(2,858)	(2,837)
Net increase / (decrease) in cash & cash equivalents		(25,640)	(8,654)	(1,620)	648	(323)	(192)
Cash and cash equivalents at the beginning of the financial year		48,478	22,838	14,184	12,564	13,211	12,889
Cash and cash equivalents at the end of the financial year		22,838	14,184	12,564	13,211	12,889	12,697

Statement of Cash Flows Forward Estimates

For the five years ending 30 June 2032

* Balances at the end of the financial year may be subject to rounding differences.

	Forward Estimates				
	2027-28	2028-29	2029-30	2030-31	2031-32
	\$'000	\$'000	\$'000	\$'000	\$'000
	Inflows / (Outflows)	Inflows / (Outflows)	Inflows / (Outflows)	Inflows / (Outflows)	Inflows / (Outflows)
Cash flows from operating activities					
Rates and charges	84,236	86,267	87,628	88,850	91,017
Statutory fees and fines	2,247	2,298	2,352	2,405	2,456
User fees	19,663	20,096	20,540	21,002	21,472
Grants - operating	5,924	6,056	6,195	6,335	6,475
Grants - capital	2,112	2,139	2,183	2,256	2,301
Contributions - monetary	149	152	156	159	163
Interest received	159	162	165	169	172
Dividends received	-	-	-	-	-
Trust funds and deposits taken	-	-	-	-	-
Other receipts	926	947	968	989	1,012
Net GST refund / payment	-	-	-	-	-
Employee costs	(43,519)	(44,496)	(45,496)	(46,518)	(47,562)
Materials and services	(44,620)	(45,608)	(46,618)	(47,654)	(48,706)
Trust funds and deposits repaid	-	-	-	-	-
Other payments	(6,748)	(6,900)	(7,055)	(7,213)	(7,374)
Net cash provided by / (used in) operating activities	20,529	21,113	21,018	20,780	21,426
Cash flows from investing activities					
Payments for property, infrastructure, plant and equipment	(14,590)	(15,045)	(15,760)	(16,278)	(16,791)
Proceeds from sale of property, infrastructure, plant and equipment	134	80	270	230	205
Payments for investments	-	-	-	-	-
Proceeds from sale of investments	-	-	-	-	-
Loan and advances made	-	-	-	-	-
Payments of loans and advances	-	-	-	-	-
Net cash provided by / (used in) investing activities	(14,456)	(14,965)	(15,490)	(16,048)	(16,586)
Cash flows from financing activities					
Finance costs	(178)	(107)	(65)	(33)	(7)
Proceeds from borrowings	-	-	-	-	-
Repayment of borrowings	(2,017)	(1,729)	(691)	(717)	(195)
Interest paid - lease liability	(22)	(22)	(23)	(23)	(24)
Repayment of lease liabilities	(431)	(440)	(450)	(460)	(471)
Net cash provided by / (used in) financing activities	(2,648)	(2,298)	(1,229)	(1,233)	(697)
Net increase / (decrease) in cash & cash equivalents	3,425	3,850	4,299	3,499	4,143
Cash and cash equivalents at the beginning of the financial year	12,697	16,122	19,970	24,269	27,769
Cash and cash equivalents at the end of the financial year	16,122	19,970	24,269	27,769	31,913

Statement of Capital Works

For the five years ending 30 June 2027

	Notes	Forecast Budget	Budget	Projections			
		2021-22 \$'000	2022-23 \$'000	2023-24 \$'000	2024-25 \$'000	2025-26 \$'000	2026-27 \$'000
Property							
Land		-	-	-	-	-	-
Land improvements		-	-	-	-	-	-
Total land		-	-	-	-	-	-
Buildings		3,319	1,020	310	470	775	1,325
Heritage buildings		-	-	-	-	-	-
Building improvements		-	-	-	-	-	-
Leasehold improvements		-	-	-	-	-	-
Total buildings		3,319	1,020	310	470	775	1,325
Total property		3,319	1,020	310	470	775	1,325
Plant and equipment							
Heritage plant and equipment		-	-	-	-	-	-
Plant, machinery and equipment		1,005	1,584	1,589	1,125	1,200	1,230
Fixtures, fittings and furniture		132	300	240	335	295	295
Computers and telecommunications		-	-	-	-	-	-
Library books		-	-	-	-	-	-
Total plant and equipment		1,137	1,884	1,829	1,460	1,495	1,525
Infrastructure							
Roads		8,865	2,191	2,756	2,719	3,224	3,089
Bridges		379	150	100	175	200	400
Footpaths and cycleways		1,947	760	730	775	850	850
Drainage		723	650	350	660	750	750
Recreational, leisure and community facilities		24,449	3,977	4,731	3,970	4,125	4,365
Waste management		6,310	2,026	2,579	-	-	-
Parks, open space and streetscapes		1,859	310	310	695	702	547
Aerodromes		-	-	-	-	-	-
Off street car parks		-	-	-	-	-	-
Other infrastructure		5,337	1,277	1,739	2,802	2,105	1,965
Total infrastructure		49,869	11,341	13,295	11,796	11,956	11,966
Total capital works expenditure	4.5.1	54,325	14,245	15,434	13,726	14,226	14,816
Represented by:							
New asset expenditure		15,093	864	625	240	415	690
Asset renewal expenditure		7,101	9,842	10,400	8,545	8,676	8,736
Asset expansion expenditure		2,394	889	1,179	760	795	795
Asset upgrade expenditure		29,737	2,650	3,230	4,181	4,340	4,595
Total capital works expenditure	4.5.1	54,325	14,245	15,434	13,726	14,226	14,816
Funding sources represented by:							
Grants		18,943	2,242	2,184	2,134	2,004	2,064
Contributions		1,821	-	-	-	-	-
Council cash		26,561	12,003	13,250	11,592	12,222	12,752
Borrowings		7,000	-	-	-	-	-
Total capital works expenditure	4.5.1	54,325	14,245	15,434	13,726	14,226	14,816

Statement of Capital Works Forward Estimates
For the five years ending 30 June 2032

	Forward Estimates				
	2027-28 \$'000	2028-29 \$'000	2029-30 \$'000	2030-31 \$'000	2031-32 \$'000
Property					
Land	-	-	-	-	-
Land improvements	-	-	-	-	-
Total land	-	-	-	-	-
Buildings	1,325	595	615	690	720
Heritage buildings	-	-	-	-	-
Building improvements	-	-	-	-	-
Leasehold improvements	-	-	-	-	-
Total buildings	1,325	595	615	690	720
Total property	1,325	595	615	690	720
Plant and equipment					
Heritage plant and equipment	-	-	-	-	-
Plant, machinery and equipment	814	665	1,545	1,155	1,265
Fixtures, fittings and furniture	350	370	395	410	425
Computers and telecommunications	-	-	-	-	-
Library books	-	-	-	-	-
Total plant and equipment	1,164	1,035	1,940	1,565	1,690
Infrastructure					
Roads	3,289	3,469	3,609	3,639	3,529
Bridges	200	210	220	230	250
Footpaths and cycleways	1,000	1,040	1,090	1,140	1,180
Drainage	825	860	875	915	950
Recreational, leisure and community facilities	4,775	4,450	4,605	4,850	5,095
Waste management	-	-	-	-	-
Parks, open space and streetscapes	630	500	515	540	570
Aerodromes	-	-	-	-	-
Off street car parks	-	-	-	-	-
Other infrastructure	1,927	3,452	2,872	3,302	3,412
Total infrastructure	12,646	13,981	13,786	14,616	14,986
Total capital works expenditure	15,135	15,611	16,341	16,871	17,396
Represented by:					
New asset expenditure	500	-	-	-	-
Asset renewal expenditure	9,069	10,035	10,895	11,053	11,305
Asset expansion expenditure	950	990	1,040	975	1,020
Asset upgrade expenditure	4,616	4,586	4,406	4,844	5,071
Total capital works expenditure	15,135	15,611	16,341	16,872	17,396
Funding sources represented by:					
Grants	2,114	2,144	2,184	2,254	2,304
Contributions	-	-	-	-	-
Council cash	13,021	13,467	14,157	14,617	15,092
Borrowings	-	-	-	-	-
Total capital works expenditure	15,135	15,611	16,341	16,871	17,396

Statement of Human Resources

For the five years ending 30 June 2027

	Forecast Budget	Budget	Projections			
	2021-22 \$'000	2022-23 \$'000	2023-24 \$'000	2024-25 \$'000	2025-26 \$'000	2026-27 \$'000
Staff expenditure						
Employee costs - operating	35,940	37,478	38,227	38,992	39,772	40,567
Total staff expenditure	35,940	37,478	38,227	38,992	39,772	40,567
Staff numbers						
Permanent EFT numbers	314.43	320.44	320.44	320.44	320.44	320.44
Limited tenures	7.16	5.36	8.00	6.00	4.00	4.00
Total staff numbers	321.59	325.80	328.44	326.44	324.44	324.44

Statement of Human Resources Forward Estimates

For the five years ending 30 June 2032

	Forward Estimates				
	2027-28 \$'000	2028-29 \$'000	2029-30 \$'000	2030-31 \$'000	2031-32 \$'000
Staff expenditure					
Employee costs - operating	41,379	42,206	43,050	43,911	44,789
Total staff expenditure	41,379	42,206	43,050	43,911	44,789
Staff numbers					
Permanent EFT numbers	320.44	320.44	320.44	320.44	320.44
Limited tenures	4.00	4.00	4.00	4.00	4.00
Total staff numbers	324.44	324.44	324.44	324.44	324.44

A summary of human resources expenditure categorised according to the organisational structure of Council is included below:

Directorate	Budget 2022-23 \$'000	Composition			
		Permanent Full time \$'000	Permanent Part time \$'000	Casual \$'000	Temp \$'000
Operations and Infrastructure	13,868	12,041	1,504	-	323
Planning and Community Safety	7,831	6,546	1,285	-	-
Community Services	6,646	3,117	3,185	-	344
Corporate Services	6,392	5,870	522	-	-
Governance, Communications and Engagement	2,741	2,461	280	-	-
Total expenditure	37,478	30,035	6,776	-	667

A summary of the number of full time equivalent (FTE) Council staff in relation to the above expenditure is included below:

Directorate	Budget 2022-23	Composition		
		Permanent Full time	Permanent Part time	Temp
Operations and Infrastructure	128.10	110.45	15.65	2.00
Planning and Community Safety	70.54	55.60	14.94	-
Community Services	57.24	24.80	29.08	3.36
Corporate Services	47.65	43.00	4.65	-
Governance, Communications and Engagement	22.27	19.00	3.27	-
Total staff	325.80	252.85	67.59	5.36

Summary of Planned Human Resources Expenditure
For the five years ending 30 June 2027

	Budget	Projections			
	2022-23 \$'000	2023-24 \$'000	2024-25 \$'000	2025-26 \$'000	2026-27 \$'000
Operations and Infrastructure					
Permanent - Full time	12,018	12,258	12,534	12,816	13,104
Female	2,873	2,930	2,996	3,063	3,132
Male	9,145	9,328	9,538	9,753	9,972
Self-described gender	-	-	-	-	-
Permanent - Part time	1,527	1,558	1,593	1,629	1,666
Female	1,203	1,228	1,256	1,284	1,313
Male	324	330	337	345	353
Self-described gender	-	-	-	-	-
Total Operations and Infrastructure	13,545	13,816	14,127	14,445	14,770
Planning and Community Safety					
Permanent - Full time	6,537	6,667	6,817	6,970	7,127
Female	3,499	3,569	3,649	3,731	3,815
Male	3,038	3,098	3,168	3,239	3,312
Self-described gender	-	-	-	-	-
Permanent - Part time	1,294	1,320	1,349	1,380	1,411
Female	797	813	831	850	869
Male	497	507	518	530	542
Self-described gender	-	-	-	-	-
Total Planning and Community Safety	7,831	7,987	8,166	8,350	8,538
Community Services					
Permanent - Full time	3,117	3,179	3,250	3,323	3,398
Female	2,759	2,814	2,877	2,942	3,008
Male	358	365	373	381	390
Self-described gender	-	-	-	-	-
Permanent - Part time	3,185	3,249	3,322	3,397	3,473
Female	2,926	2,985	3,052	3,121	3,191
Male	259	264	270	276	282
Self-described gender	-	-	-	-	-
Total Community Services	6,302	6,428	6,572	6,720	6,871
Corporate Services					
Permanent - Full time	5,870	5,988	6,123	6,261	6,402
Female	2,421	2,469	2,525	2,582	2,640
Male	3,450	3,519	3,598	3,679	3,762
Self-described gender	-	-	-	-	-
Permanent - Part time	521	532	544	556	569
Female	521	532	544	556	569
Male	-	-	-	-	-
Self-described gender	-	-	-	-	-
Total Corporate Services	6,391	6,520	6,667	6,817	6,971
Governance, Communications and Engagement					
Permanent - Full time	2,452	2,501	2,557	2,614	2,673
Female	2,179	2,223	2,273	2,324	2,376
Male	273	278	284	290	297
Self-described gender	-	-	-	-	-
Permanent - Part time	289	295	302	310	318
Female	289	295	302	309	316
Male	-	-	-	-	-
Self-described gender	-	-	-	-	-
Total Governance, Communications and Engagement	2,741	2,796	2,859	2,924	2,991

Summary of Planned Human Resources Expenditure
For the five years ending 30 June 2032

	Forward Estimates				
	2027-28 \$'000	2028-29 \$'000	2029-30 \$'000	2030-31 \$'000	2031-32 \$'000
Operations and Infrastructure					
Permanent - Full time	13,398	13,699	14,008	14,323	14,645
Female	3,202	3,274	3,348	3,423	3,500
Male	10,196	10,425	10,660	10,900	11,145
Self-described gender	-	-	-	-	-
Permanent - Part time	1,704	1,742	1,781	1,821	1,862
Female	1,343	1,373	1,404	1,436	1,468
Male	361	369	377	385	394
Self-described gender	-	-	-	-	-
Total Operations and Infrastructure	15,102	15,441	15,789	16,144	16,507
Planning and Community Safety					
Permanent - Full time	7,288	7,452	7,620	7,792	7,967
Female	3,901	3,989	4,079	4,171	4,265
Male	3,387	3,463	3,541	3,621	3,702
Self-described gender	-	-	-	-	-
Permanent - Part time	1,443	1,475	1,508	1,542	1,576
Female	889	909	929	950	971
Male	554	566	579	592	605
Self-described gender	-	-	-	-	-
Total Planning and Community Safety	8,731	8,927	9,128	9,334	9,543
Community Services					
Permanent - Full time	3,475	3,553	3,633	3,714	3,798
Female	3,076	3,145	3,216	3,288	3,362
Male	399	408	417	426	436
Self-described gender	-	-	-	-	-
Permanent - Part time	3,551	3,630	3,712	3,796	3,881
Female	3,263	3,336	3,411	3,488	3,566
Male	288	294	301	308	315
Self-described gender	-	-	-	-	-
Total Community Services	7,026	7,183	7,345	7,510	7,679
Corporate Services					
Permanent - Full time	6,546	6,694	6,845	6,999	7,157
Female	2,699	2,760	2,822	2,885	2,950
Male	3,847	3,934	4,023	4,114	4,207
Self-described gender	-	-	-	-	-
Permanent - Part time	582	595	608	622	636
Female	582	595	608	622	636
Male	-	-	-	-	-
Self-described gender	-	-	-	-	-
Total Corporate Services	7,128	7,289	7,453	7,621	7,793
Governance, Communications and Engagement					
Permanent - Full time	2,733	2,795	2,858	2,922	2,987
Female	2,429	2,484	2,540	2,597	2,655
Male	304	311	318	325	332
Self-described gender	-	-	-	-	-
Permanent - Part time	323	330	337	345	353
Female	323	330	337	345	353
Male	-	-	-	-	-
Self-described gender	-	-	-	-	-
Total Governance, Communications and Engagement	3,056	3,125	3,195	3,267	3,340

Summary of Planned Human Resources Expenditure
For the five years ending 30 June 2027

	Budget	Projections			
	2022-23	2023-24	2024-25	2025-26	2026-27
	FTE	FTE	FTE	FTE	FTE
Operations and Infrastructure					
Permanent - Full time	110.45	110.45	110.45	110.45	110.45
Female	24.45	24.45	24.45	24.45	24.45
Male	86.00	86.00	86.00	86.00	86.00
Self-described gender	-	-	-	-	-
Permanent - Part time	15.65	15.65	15.65	15.65	15.65
Female	12.39	12.39	12.39	12.39	12.39
Male	3.26	3.26	3.26	3.26	3.26
Self-described gender	-	-	-	-	-
Total Operations and Infrastructure	126.10	126.10	126.10	126.10	126.10
Planning and Community Safety					
Permanent - Full time	55.60	55.60	55.60	55.60	55.60
Female	29.60	29.60	29.60	29.60	29.60
Male	26.00	26.00	26.00	26.00	26.00
Self-described gender	-	-	-	-	-
Permanent - Part time	14.94	14.94	14.94	14.94	14.94
Female	9.11	9.11	9.11	9.11	9.11
Male	5.83	5.83	5.83	5.83	5.83
Self-described gender	-	-	-	-	-
Total Planning and Community Safety	70.54	70.54	70.54	70.54	70.54
Community Services					
Permanent - Full time	24.60	24.60	24.60	24.60	24.60
Female	21.60	21.60	21.60	21.60	21.60
Male	3.00	3.00	3.00	3.00	3.00
Self-described gender	-	-	-	-	-
Permanent - Part time	29.28	29.28	29.28	29.28	29.28
Female	26.98	26.98	26.98	26.98	26.98
Male	2.30	2.30	2.30	2.30	2.30
Self-described gender	-	-	-	-	-
Total Community Services	53.88	53.88	53.88	53.88	53.88
Corporate Services					
Permanent - Full time	43.00	43.00	43.00	43.00	43.00
Female	21.00	21.00	21.00	21.00	21.00
Male	22.00	22.00	22.00	22.00	22.00
Self-described gender	-	-	-	-	-
Permanent - Part time	4.65	4.65	4.65	4.65	4.65
Female	4.65	4.65	4.65	4.65	4.65
Male	-	-	-	-	-
Self-described gender	-	-	-	-	-
Total Corporate Services	47.65	47.65	47.65	47.65	47.65
Governance, Communications and Engagement					
Permanent - Full time	19.00	19.00	19.00	19.00	19.00
Female	17.00	17.00	17.00	17.00	17.00
Male	2.00	2.00	2.00	2.00	2.00
Self-described gender	-	-	-	-	-
Permanent - Part time	3.27	3.27	3.27	3.27	3.27
Female	3.27	3.27	3.27	3.27	3.27
Male	-	-	-	-	-
Self-described gender	-	-	-	-	-
Total Governance, Communications and Engagement	22.27	22.27	22.27	22.27	22.27

Summary of Planned Human Resources Expenditure
For the five years ending 30 June 2032

	Forward Estimates				
	2027-28 FTE	2028-29 FTE	2029-30 FTE	2030-31 FTE	2031-32 FTE
Operations and Infrastructure					
Permanent - Full time	110.45	110.45	110.45	110.45	110.45
Female	24.45	24.45	24.45	24.45	24.45
Male	86.00	86.00	86.00	86.00	86.00
Self-described gender	-	-	-	-	-
Permanent - Part time	15.65	15.65	15.65	15.65	15.65
Female	12.39	12.39	12.39	12.39	12.39
Male	3.26	3.26	3.26	3.26	3.26
Self-described gender	-	-	-	-	-
Total Operations and Infrastructure	126.10	126.10	126.10	126.10	126.10
Planning and Community Safety					
Permanent - Full time	55.60	55.60	55.60	55.60	55.60
Female	29.60	29.60	29.60	29.60	29.60
Male	26.00	26.00	26.00	26.00	26.00
Self-described gender	-	-	-	-	-
Permanent - Part time	14.94	14.94	14.94	14.94	14.94
Female	9.11	9.11	9.11	9.11	9.11
Male	5.83	5.83	5.83	5.83	5.83
Self-described gender	-	-	-	-	-
Total Planning and Community Safety	70.54	70.54	70.54	70.54	70.54
Community Services					
Permanent - Full time	24.60	24.60	24.60	24.60	24.60
Female	21.60	21.60	21.60	21.60	21.60
Male	3.00	3.00	3.00	3.00	3.00
Self-described gender	-	-	-	-	-
Permanent - Part time	29.28	29.28	29.28	29.28	29.28
Female	26.98	26.98	26.98	26.98	26.98
Male	2.30	2.30	2.30	2.30	2.30
Self-described gender	-	-	-	-	-
Total Community Services	53.88	53.88	53.88	53.88	53.88
Corporate Services					
Permanent - Full time	43.00	43.00	43.00	43.00	43.00
Female	21.00	21.00	21.00	21.00	21.00
Male	22.00	22.00	22.00	22.00	22.00
Self-described gender	-	-	-	-	-
Permanent - Part time	4.65	4.65	4.65	4.65	4.65
Female	4.65	4.65	4.65	4.65	4.65
Male	-	-	-	-	-
Self-described gender	-	-	-	-	-
Total Corporate Services	47.65	47.65	47.65	47.65	47.65
Governance, Communications and Engagement					
Permanent - Full time	19.00	19.00	19.00	19.00	19.00
Female	17.00	17.00	17.00	17.00	17.00
Male	2.00	2.00	2.00	2.00	2.00
Self-described gender	-	-	-	-	-
Permanent - Part time	3.27	3.27	3.27	3.27	3.27
Female	3.27	3.27	3.27	3.27	3.27
Male	-	-	-	-	-
Self-described gender	-	-	-	-	-
Total Governance, Communications and Engagement	22.27	22.27	22.27	22.27	22.27

4. Notes to the financial statements

This section presents detailed information on material components of the financial statements. Council needs to assess which components are material, considering the dollar amounts and nature of these components.

4.1 Comprehensive Income Statement

4.1.1 Rates and charges

Rates and charges are required by the Act and the Regulations to be disclosed in Council's Annual Budget.

As per the Act, Council is required to have a Revenue and Rating Plan which is a four year plan for how Council will generate income to deliver the Council Plan, program and services and capital works commitments over a four-year period.

In developing the Budget, rates and charges were identified as an important source of revenue. Planning for future rate increases has therefore been an important component of the financial planning process. The Fair Go Rates System (FGRS) sets out the maximum amount councils may increase rates in a year. For 2022-2023 the FGRS cap has been set at 1.75 percent. The cap applies to general rates and is calculated on the basis of council's average rates and charges.

The level of required rates and charges has been considered in this context, with reference to Council's other sources of income and the planned expenditure on services and works to be undertaken for the community.

To achieve these objectives while maintaining service levels and a strong capital expenditure program, there will be a 1.75 percent rate cap applied to the average general rate.

Rates and charges are due on a quarterly instalment basis. The due dates for the 2022-2023 financial year will be:

- 30 September 2022,
- 30 November 2022,
- 28 February 2023 and
- 31 May 2023

(if any of these dates fall on a weekend, the due date will be the following Monday).

This will raise total rates and charges for 2022-2023 to \$73.87 million.

4.1.1 (a) The reconciliation of the total rates and charges to the Comprehensive Income Statement is as follows:

	Forecast 2021-22 \$'000	Budget 2022-23 \$'000	Change \$'000 %	
General rates	58,883	60,120	1,237	2.10
Waste management charge	10,771	13,167	2,396	22.24
Special rates and charges	279	295	16	5.73
Interest on rates and charges	234	284	50	21.25
Total rates and charges	70,167	73,866	3,699	5.27

4.1.1 (b) The rate in the dollar to be levied as general rates under section 158 of the Act for each type or class of land compared with the previous financial year:

Type or class of land	2021-22 Rate in Dollar	2022-23 Rate in Dollar	Change %
General	0.002718	0.002441	(10.19)
Farm Land	0.002310	0.002075	(10.17)
Commercial/Industrial	0.003153	0.002832	(10.18)
Vacant Land - Residential and Specified Low Density Residential Zones	0.004031	0.003662	(9.15)
Cultural and Recreational Land	0.001060	0.000952	(10.19)

4.1.1 (c) The estimated total amount to be raised by general rates in relation to each type or class of land, compared with the previous financial year:

Type or class of land	2021-22	2022-23	Change	
	\$'000	\$'000	\$'000	%
General	54,319	56,328	2,009	3.70
Farm Land	623	508	(115)	(18.46)
Commercial/Industrial	2,755	2,580	(175)	(6.35)
Vacant Land - Residential and Specified Low Density Residential Zones	1,079	776	(303)	(28.08)
Cultural and Recreational Land	4	4	-	-
Total amount to be raised by general rates	58,780	60,196	1,416	2.41

4.1.1 (d) The number of assessments in relation to each type or class of land, compared with the previous financial year:

Type or class of land	2021-22	2022-23	Change	
	Number	Number	Number	%
Residential	22,314	22,623	309	1.38
Farm Land	169	140	(29)	(17.16)
Commercial / Industrial	1,003	1,003	-	-
Vacant Land - Residential and Specified Low Density Residential Zones	484	319	(165)	(34.09)
Cultural and Recreational Land	2	2	-	-
Total number of assessments	23,972	24,087	115	0.48

The movement in the number of assessments has been primarily driven by the growth in rateable properties occurring across the Shire.

4.1.1 (e) The basis of valuation to be used is the Capital Improved Value (CIV), this is in compliance with the Fair Go Rates System and the Local Government Act.

4.1.1 (f) The estimated total value of each type or class of land, and the estimated total value of land, compared with the previous financial year:

Type or class of land	2021-22	2022-23	Change	
	\$'000	\$'000	\$'000	%
Residential	19,984,620	23,075,713	3,091,093	15.47
Farm Land	269,810	244,975	(24,835)	(9.20)
Commercial / Industrial	873,767	911,015	37,248	4.26
Vacant Land - Residential and Specified Low Density Residential Zones	267,775	211,940	(55,835)	(20.85)
Cultural and Recreational Land	4,075	4,350	275	6.75
Total value of land	21,400,047	24,447,993	3,047,946	14.24

4.1.1 (g) The rate or unit amount to be levied for each type of service rate or charge under Section 162 of the Act compared with the previous financial year per rateable property:

Type of Charge	2021-22	2022-23	Change	
	\$	\$	\$	%
Waste Management - Standard service	477.73	582.73	105.00	21.98
Waste Management - 80 litre landfill bin	382.18	466.18	84.00	21.98
Waste Management - 2 x 120 litre landfill bin	668.82	815.82	147.00	21.98
Waste Management - 140 litre landfill bin	525.50	641.00	115.50	21.98
Waste Management - 120 litre landfill bin – weekly collection	859.91	1,048.91	189.00	21.98
Waste Management - Elderly persons units - bin	119.43	145.68	26.25	21.98

Council has proposed to increase the domestic waste service standard charge by 21.98%.

4.1.1 (h) The estimated total amount to be raised by each type of service rate or charge, compared with the previous financial year:

Type of Charge	2021-22 \$	2022-23 \$	Change \$	%
Waste Management - Residential - Standard Service	8,992,790	10,856,260	1,863,470	20.72
Waste Management - Residential - 80 Litre Red Bins	203,702	258,264	54,562	26.79
Waste Management - Residential - 2 Red Bins	1,195,850	1,568,006	372,156	31.12
Waste Management - Residential - 140 L (Fortnightly Garbage)	263,276	394,856	131,580	49.98
Waste Management - Residential - 120L (Weekly Garbage)	52,455	76,570	24,115	45.97
Waste Management - Elderly Persons Units - Bin	10,988	13,403	2,415	21.98

The movement in the projected income is reflective of the movement in assessments.

4.1.1 (i) The estimated total amount to be raised by all rates and charges compared with the previous financial year:

	2021-22 \$	2022-23 \$	Change \$	%
General rates	58,780,166	60,196,396	1,416,230	2.41
Service charges	10,719,059	13,167,359	2,448,300	22.84
Total Rates and charges	69,499,225	73,363,755	3,864,530	5.56

The above table only includes rates and charges generated and excludes any applicable rebates and special rates.

4.1.1 (j) Fair Go Rates System (FGRS) Compliance

Nilumbik Shire Council is fully compliant with the State Government's Fair Go Rates System

	2021-22	2022-23
Number of rateable properties	23,970	24,085
Base Average Rates	\$2,415.71	\$2,456.49
Maximum Rate Increase (set by the State Government)	1.50%	1.75%
Council Rate Cap Applied	1.50%	1.75%
Capped Average Rate based on Council rate cap	\$2,452.06	\$2,499.16
Budgeted General Rates Revenue subject to FGRS	\$ 58,775,847	\$ 60,192,255

4.1.1 (k) Any significant changes that may affect the estimated amounts to be raised by rates and charges:

There are no known significant changes which may affect the estimated amounts to be raised by rates and charges. However, the total amount to be raised by rates and charges may be affected by:

- The making of supplementary valuations;
- The variation of returned levels of value (e.g. valuation appeals);
- Changes of use of land such that rateable land becomes non-rateable land and vice versa; and
- Changes of use of land such that residential land becomes business land.

4.1.1 (I) Differential rates

Rates to be levied

The rate and amount of rates payable in relation to land in each category of differential are:

- A general rate of 0.2441 percent (0.2441 cents in the dollar of CIV) for all rateable residential properties and ordinary vacant land;
- A general rate of 0.2075 percent (0.2075 cents in the dollar of CIV) for all rateable farm land properties;
- A general rate of 0.2832 percent (0.2832 cents in the dollar of CIV) for all rateable commercial and industrial properties;
- A general rate of 0.3662 percent (0.3662 cents in the dollar of CIV) for all rateable vacant land - residential and specified low density residential zones; and
- A general rate of 0.0952 percent (0.0952 cents in the dollar of CIV) for all rateable cultural and recreational properties.

Each differential rate will be determined by multiplying the Capital Improved Value (CIV) of each rateable land (categorised by the characteristics described below) by the relevant percentages indicated above.

Council considers that each differential rate will contribute to the equitable and efficient carrying out of Council functions. 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.
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 goods and services.
Unoccupied but zoned industrial under the State Planning Scheme.

Farm land

Land not less than 2 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.

On submission of a valid building or planning permit for a dwelling or occupiable building/s, the property rate type will revert to the general rate.

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 any body corporate or unincorporate 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.

4.1.2 Statutory fees and fines

	Forecast 2021-22 \$'000	Budget 2022-23 \$'000	Change \$'000	%
Animal infringements	60	73	13	20.93
Infringements & costs	461	556	95	20.61
PERIN court recoveries	20	20	-	-
Town planning fees	1,000	1,124	124	12.40
Building fees	220	250	30	13.64
Total statutory fees and fines	1,761	2,023	262	14.88

Statutory fees and fines (\$0.26 million increase)

Statutory fees relate mainly to fees and fines levied in accordance with legislation and include animal registrations, *Public Health and Wellbeing Act 2008* registrations and parking fines.

A detailed listing of statutory fees is included in Appendix 1.

4.1.3 User fees

	Forecast 2021-22 \$'000	Budget 2022-23 \$'000	Change \$'000	%
Adult education	170	218	48	28.47
Building services	153	200	47	30.72
Child care/children's programs	259	389	130	50.19
Edendale farm	248	310	62	24.84
Environmental health	247	250	3	1.21
Hall & sports ground hire	316	392	76	24.05
Leisure centre and recreation	12,895	13,839	944	7.32
Pound release	20	37	17	85.00
Registration fees	800	823	23	2.93
Subdivision supervision	241	256	15	6.22
Waste management services	543	643	100	18.42
Other fees and charges	236	225	(11)	(4.66)
Total user fees	16,128	17,582	1,454	9.02

User fees (\$1.45 million increase)

User charges relate mainly to the recovery of service delivery costs through the charging of fees to users of Council's services. These include use of leisure and other community facilities and the provision of human services such as family day care and home help services. In setting the Budget, the key principle for determining the level of user charges has been to ensure that increases are generally consistent with cost increases.

Revenue generated from user charges has increased driven by the increase in charges as listed in **Appendix 1 - Nillumbik Shire Council 2022-2023 Fees and Charges**. There is an overall projected increase in revenue generated by 9.02 percent, driven by a change in facility related contracts.

4.1.4 Grants

Grants are required by the Act and the Regulations to be disclosed in Council's annual budget.

	Forecast 2021-22 \$'000	Budget 2022-23 \$'000	Change \$'000 %	
Grants were received in respect of the following:				
Summary of grants:				
Commonwealth funded grants	2,339	3,651	1,312	56.09
State funded grants	23,738	3,909	(19,829)	(83.53)
Total grants received	26,077	7,560	(18,517)	(71.01)
(a) Operating Grants				
Recurrent - Commonwealth Government				
Aged care	355	300	(55)	(15.49)
Family and children	254	220	(34)	(13.39)
Financial Assistance Grants	1,730	3,131	1,401	80.98
Recurrent - State Government				
Adult education	443	415	(28)	(6.32)
Aged care	299	-	(299)	(100.00)
Community health	17	17	-	-
Family and children	561	504	(57)	(10.16)
Maternal and child health	496	418	(78)	(15.73)
Recreation	15	18	3	20.00
School crossing supervisors	295	295	-	-
Total recurrent grants	4,465	5,318	853	19.10
Non-recurrent - Commonwealth Government				
Environment	62	-	(62)	(100.00)
Non-recurrent - State Government				
Aged Care	16	-	(16)	(100.00)
Corporate Support	263	-	(263)	(100.00)
Emergency Management	526	-	(526)	(100.00)
Environment	402	-	(402)	(100.00)
Family and children	398	-	(398)	(100.00)
Recreation	2	-	(2)	(100.00)
Roads	98	-	(98)	(100.00)
Pandemic response	771	-	(771)	(100.00)
Bushfire recovery	20	-	(20)	(100.00)
Tourism and Business Support	111	-	(111)	(100.00)
Total non-recurrent grants	2,669	-	(2,669)	(100.00)
Total operating grants	7,134	5,318	(1,816)	(25.46)

	Forecast 2021-22 \$'000	Budget 2022-23 \$'000	Change \$'000	%
(b) Capital Grants				
Non-recurrent - Commonwealth Government				
Drainage	175	-	(175)	100.00
Environment	-	19	19	100.00
Other Infrastructure	-	49	49	100.00
Recreational, leisure and community facilities	1,186	1,411	225	100.00
Roads	5,799	738	(5,061)	(87.27)
Non-recurrent - State Government				
Family and children	6	-	(6)	(100.00)
Recreational, leisure and community facilities	10,293	-	(10,293)	(100.00)
Roads	1,193	-	(1,193)	(100.00)
Other infrastructure	291	25	(266)	(91.41)
Total non-recurrent grants(capital)	18,943	2,242	(16,701)	(88.16)
Total capital grants	18,943	2,242	(16,701)	(88.16)
Total Grants	26,077	7,560	(18,517)	(71.01)

Grants - Operating (\$1.82 million decrease)

Operating grants include all monies received from State and Federal sources for the purposes of funding the delivery of Council's services to ratepayers. Overall, the level of operating grants is expected to decrease by 25.46 percent or \$1.82 million. This is mainly due to a large number one-off non-recurrent grants received in 2021-2022.

Grants - Capital (\$18.52 million decrease)

Capital grants include all monies received from State, Federal and community sources for the purposes of funding the capital works program. Overall, the level of capital grants has decreased by 71.01 percent or \$18.52 million mainly due to specific funding for large capital works projects in 2021-2022.

Section 4.5 Capital works program includes further detailed analysis of the grants and contributions expected to be received during the 2022-2023 year.

4.1.5 Contributions

	Forecast 2021-22 \$'000	Budget 2022-23 \$'000	Change \$'000	%
Monetary	2,184	134	(2,050)	(93.86)
Non-monetary	-	-	-	-
Total contributions	2,184	134	(2,050)	(93.86)

Contributions (\$2.05 million decrease)

Contributions relate to monies paid by residents in regard to road construction schemes, developer contributions or monies paid by clubs for other minor capital works.

Contributions are projected to decrease \$2.05 million when compared to the 2021-2022 Budget forecast. This is mainly due to the one off receipt of contributions tied to capital projects in 2021-2022.

4.1.6 Other income

	Forecast 2021-22 \$'000	Budget 2022-23 \$'000	Change	
			\$'000	%
Interest on investments	171	150	(21)	(12.28)
Other rent	289	311	22	7.61
Sale of valuations	10	10	-	-
WorkCover insurance recoveries	184	150	(34)	(18.48)
Reimbursements	198	183	(15)	(7.58)
Other	185	176	(9)	(4.86)
Total other income	1,037	980	(57)	(5.50)

Other income (\$57,000 decrease)

Other revenue is showing a slight decrease of 5.5 percent compared to the prior financial year.

4.1.7 Employee costs

	Forecast 2021-22 \$'000	Budget 2022-23 \$'000	Change	
			\$'000	%
Casual staff	816	448	(368)	(45.10)
Fringe benefits tax and WorkCover	208	150	(58)	(27.88)
Oncost recoveries	7,192	7,924	732	10.18
Wages and salaries	28,606	30,069	1,463	5.11
Total employee costs	36,822	38,591	1,769	4.80

Employee benefits (\$1.77 million increase)

Employee costs include all labour related expenditure including; wages and salaries and on-costs for both casual employees and permanent employees. Salaries and wages have been increased based on Council's Enterprise Agreement. The superannuation rate has been increased to 10.50 percent to reflect changes in the superannuation guarantee legislation.

4.1.8 Materials and services

	Forecast 2021-22 \$'000	Budget 2022-23 \$'000	Change \$'000 %	
Contract payments:				
Audit	227	197	(30)	(13.22)
External labour hire	538	161	(377)	(70.07)
HACC contracts	251	224	(27)	(10.76)
Leisure	12,670	13,170	500	3.95
Other	1,875	1,747	(128)	(6.83)
Valuations	61	55	(6)	(9.84)
Waste services	6,691	7,298	607	9.07
Materials and Services:				
Building maintenance	383	387	4	1.04
Communications	229	224	(5)	(2.18)
Corporate information	49	49	-	-
Corporate support	96	96	-	-
Emergency management	241	246	5	2.07
Fleet operations	897	894	(3)	(0.33)
Insurances	1,325	1,325	-	-
IT & telephone	2,218	2,035	(183)	(8.25)
Materials, maintenance & equip	10,243	7,448	(2,795)	(27.29)
Other	528	556	28	5.30
Planning & building services	14	29	15	107.14
Stationery, printing & postage	414	395	(19)	(4.59)
Subscriptions, Publications & Memberships	231	222	(9)	(3.90)
Utilities	1,100	1,147	47	4.27
Waste services	1,939	2,322	383	19.75
Total materials and services	42,220	40,227	(1,993)	(4.72)

Materials and services (\$1.99 million decrease)

Materials and services include the purchases of consumables, payments to contractors for the provision of services and utility costs.

4.1.9 Depreciation and amortisation

	Forecast 2021-22 \$'000	Budget 2022-23 \$'000	Change \$'000 %	
Property	733	871	138	18.83
Plant & equipment	251	1,608	1,357	540.64
Infrastructure	11,015	9,683	(1,332)	(12.09)
Total depreciation and amortisation	11,999	12,162	163	1.36

Depreciation and amortisation (\$0.16 million increase)

Depreciation is an accounting measure which attempts to allocate the value of Council's property, plant and equipment including infrastructure such as roads and drains assets over their useful life.

4.1.10 Amortisation - Right of use assets

	Forecast 2021-22 \$'000	Budget 2022-23 \$'000	Change \$'000 %	
Plant & equipment	370	386	16	4.32
Total amortisation - right of use assets	370	386	16	4.32

4.1.11 Other expenses

	Forecast 2021-22 \$'000	Budget 2022-23 \$'000	Change \$'000 %	
Aged & family services	718	82	(636)	(88.58)
Arts and cultural services	532	510	(22)	(4.14)
Community development	288	142	(146)	(50.69)
Council support	3	3	-	-
Councillors' allowances	265	265	-	-
Economic development	377	393	16	4.24
Environmental works	99	99	-	-
Leisure & education services	19	5	(14)	(73.68)
Library contributions (Yarra Plenty Regional Library)	2,999	3,052	53	1.77
Municipal laws	162	148	(14)	(8.64)
Short-term lease hire	227	238	11	4.85
Other	810	768	(42)	(5.19)
Payment agents & bank fees	182	198	16	8.79
Planning & building	97	97	-	-
Strategic planning	37	38	1	2.70
Youth services	16	14	(2)	(12.50)
Total other expenses	6,831	6,052	(779)	(11.40)

Other expenses (\$0.78 million decrease)

Other expenses are forecast to decrease by 11.23 percent or \$0.77 million. This is mainly as a result of reductions in aged and family services related expenditure.

4.2 Balance Sheet

4.2.1 Assets

Current Assets (\$9.57 million decrease)

Cash and cash equivalents include cash and investments such as cash held in the bank and the value of investments in deposits with short term maturities of twelve months or less.

Trade and other receivables are monies owed to Council primarily by ratepayers. Short and long term debtors are not expected to change significantly and continue to be monitored by Council.

Other assets includes items such as prepayments for expenses, inventories in Council's services and other revenues due to be received in the next 12 months.

The movement is reflective of the draw down of grant monies received for specific purposes.

Non-Current Assets (\$0.62 million increase)

Property, infrastructure, plant and equipment is the largest component of Council's worth and represents the value of all the land, buildings, roads, vehicles and equipment. The increase in this balance is attributable to the net result of the capital works program, and ongoing commitments to maintain and improve community facilities.

4.2.2 Liabilities

Current Liabilities (\$8.25 million decrease)

The decrease is driven by the recognition of unearned grants and contract liabilities under Australian Accounting Standard.

Non Current Liabilities (\$4.21 million decrease)

The decrease in non-current liabilities is mainly due to timing interest-bearing liabilities and provision movements.

4.2.3 Borrowings

The table below shows information on borrowings specifically required by the Regulations.

	2021-22 \$	2022-23 \$
Amount borrowed as at 30 June of the prior year	13,387	16,925
Amount proposed to be borrowed	7,000	-
Amount projected to be paid	(3,462)	(3,406)
Amount of borrowings as at 30 June	16,925	13,519

4.2.4 Leases by category

As a result of the introduction of AASB 16 Leases, right-of-use assets and lease liabilities have been recognised as outlined in the table below.

	Forecast 2021-22 \$'000	Budget 2022-23 \$'000
Right-of-use assets		
Plant and equipment	1,480	1,234
Total right-of-use assets	1,480	1,234
Lease liabilities		
Current lease Liabilities		
Plant and equipment	406	414
Total current lease liabilities	406	414
Non-current lease liabilities		
Plant and equipment	1,075	821
Total non-current lease liabilities	1,075	821
Total lease liabilities	1,481	1,235

Where the interest rate applicable to a lease is not expressed in the lease agreement, Council applies the average incremental borrowing rate in the calculation of lease liabilities.

4.3 Statement of changes in Equity

4.3.1 Reserves

4.3.1 (a) Statutory reserves (\$1.34 million decrease)

These funds must be applied for specified statutory purposes in accordance with various legislative and contractual requirements. The decrease projected is illustrating the use of funds received for specific purposes.

4.3.1 (b) Discretionary reserves (\$0.74 million decrease)

These funds are not tied to a specific purpose. In this case Council has made decisions regarding the future use of these funds and unless there is a Council resolution these funds are to be used for those purposes. The decisions about future use of these funds has been reflected in Council's Budget.

4.3.2 Equity

Equity (\$3.52 million increase)

Total equity must equal net assets and is made up of the following components:

- Asset revaluation reserve which represents the difference between the previously recorded value of assets and their current valuations.
- Other reserves that are funds that Council wishes to separately identify as being set aside to meet a specific purpose in the future and to which there is no existing liability. These amounts are transferred from the Accumulated Surplus of the Council to be separately disclosed.
- Accumulated surplus which is the value of all net assets less reserves that have accumulated over time.

The movement in other reserves reflects the net position of usage of investment cash reserves to partly fund the capital works program or operating project expenditure and additional transfers to reserves from transactions like developer contributions and asset sales.

4.4 Statement of Cash Flows

4.4.1 Net cash flows provided by/used in operating activities (\$7.38 million decrease)

The decrease is driven by to one off capital works funding through external contributions received and in materials and services.

4.4.2 Net cash flows provided by/used in investing activities (\$31.36 million decrease)

The overall decrease is a reflection of timing of cash flows associated with the capital works program for the 2022-2023 year. The statement of capital works provides a full detail of projects for the 2022-2023 year.

4.4.3 Net cash flows provided by/used in financing activities (\$6.99 million increase)

This increase is attributable to new loans to be taken in 2021-22 (\$7 million). Council continues to make repayments on existing loans.

4.5 Capital works program

This section presents a listing of the capital works projects that will be undertaken for the 2022-23 year, classified by expenditure type and funding source.

4.5.1 Summary

	Forecast 2021-22 \$'000	Budget 2022-23 \$'000	Change	
			\$'000	%
Property	3,319	1,020	(2,299)	(69.27)
Plant and equipment	1,137	1,884	747	65.71
Infrastructure	49,869	11,341	(38,528)	(77.26)
Total	54,325	14,245	(40,080)	(73.78)

* Forecast includes capital works projects carried forward from 2020-2021 - \$30.53 million

4.5.1 (a) Property (\$1.02 million)

The property class comprises buildings and building improvements including community facilities, municipal offices, sports facilities and pavilions.

4.5.1 (b) Plant and equipment (\$1.88 million)

Plant and equipment includes plant, machinery and equipment, computers and telecommunications.

The more significant projects include ongoing cyclical replacement of the plant and vehicle fleet (\$1.58 million).

4.5.1 (c) Infrastructure (\$11.34 million)

Infrastructure includes roads, bridges, footpaths and cycleways, drainage, recreation, leisure and community facilities, parks, open space and streetscapes, off street car parks and other structures.

For the 2022-2023 year, \$2.19 million will be expended on road projects. The more significant projects include:

- Road and carpark renewal (\$1.85 million);
- Road safety (\$0.34 million);

\$3.98 million will be expended on recreational, leisure and community facilities, key projects being:

- Buildings renewal (including public toilets) (\$2.2 million);
- Carpark upgrades (\$0.65 million);
- Sports infrastructure renewal (\$0.45 million);
- Trails renewal works (\$0.30 million)
- Trail upgrades works (\$0.20 million);

\$0.76 million will be expended on footpath construction and renewal program projects.

\$0.65 million will be expended on drainage renewal and upgrade projects.

Two million will be expended on waste management in relation to the rehabilitation of the Kangaroo Ground landfill site.

\$0.15 million will be expended on bridge works.

Other infrastructure expenditure includes

- BMX facility (\$0.75 million);
- Disability access works (\$0.15 million);
- Street tree planting (\$0.13 million); and
- Townships and streetscapes (\$0.10 million).

Asset Class	Project	Asset expenditure types			
	Cost \$'000	Renewal \$'000	Upgrade \$'000	Expansion \$'000	New \$'000
Property	3,201	350	2,701	150	-
Plant and equipment	1,884	1,784	100	-	-
Infrastructure	9,160	5,527	2,030	739	864
Total	14,245	7,661	4,831	889	864

A distinction is made between expenditure on new assets, asset renewal, upgrade and expansion. Expenditure on asset renewal is expenditure on an existing asset, or on replacing an existing asset that returns the service of the asset to its original capability. Expenditure on new assets does not have any element of expansion or upgrade of existing assets but will result in an additional burden for future operation, maintenance and capital renewal.

Asset Class	Project Cost \$'000	Summary of Funding Sources			
		Grants \$'000	Contrib. and Other Funding \$'000	Council Cash \$'000	Borrow- ings \$'000
Property	3,201	260	-	2,941	-
Plant and equipment	1,884	-	-	1,884	-
Infrastructure	9,160	1,982	-	7,178	-
Total	14,245	2,242	-	12,003	-

Grants - Capital (\$2.24 million)

Capital grants include all monies received from State and Federal governments for the purposes of funding the capital works program. Significant grants budgeted to be received for 2022-2023 include funding for a BMX Facility, road and carpark renewal, carpark upgrades and trail upgrades. A list of projects with their funding source is provided below in 4.5.2.

Council Cash (\$12 million)

It is expected that in 2022-2023, \$10.04 million of rates revenue will be used to fund various capital projects.

For 2022-2023, \$2.16 million of reserve fund will be used to fund part of the new capital works program including:

- Kangaroo Ground landfill rehabilitation (\$1.28 million); and
- Dixon/Alistair public toilets (\$0.35 million).

4.5.2 Capital works program

For the year ending 30 June 2023

* The below is a schedule of proposed and planned works for the 2022-2023 financial year. It is not a list of Council assets.

Capital Works Area	Project Cost \$'000	Summary of funding sources			
		Grants \$'000	Contrib \$'000	Council Cash \$'000	Borrow- ings \$'000
PROPERTY					
LAND	-	-	-	-	-
LAND IMPROVEMENTS	-	-	-	-	-
BUILDINGS					
Asset renewal expenditure					
Dixon/Alistair public toilets	350	-	-	350	-
Total asset renewal expenditure - buildings	350	-	-	350	-
Asset upgrade expenditure					
Buildings upgrade	300	-	-	300	-
Buildings renewal (including public toilets)	2,181	-	-	2,181	-
Climate Action Fund	110	-	-	110	-
Kangaroo Ground War Memorial, Caretaker's Cottage	110	110	-	-	-
Total asset upgrade expenditure - buildings	2,701	110	-	2,591	-
Asset expansion expenditure					
Eltham and District Woodworkers extension	150	150	-	-	-
Total asset expansion expenditure - buildings	150	150	-	-	-
TOTAL BUILDINGS	3,201	260	-	2,941	-
BUILDING IMPROVEMENTS	-	-	-	-	-
LEASEHOLD IMPROVEMENTS	-	-	-	-	-
HERITAGE BUILDINGS	-	-	-	-	-
TOTAL PROPERTY	3,201	260	-	2,941	-
PLANT AND EQUIPMENT					
PLANT, MACHINERY AND EQUIPMENT (PM&E)					
Asset renewal expenditure					
Fleet replacement	805	-	-	805	-
Major plant replacement	779	-	-	779	-
Total asset renewal expenditure - PM&E	1,584	-	-	1,584	-
TOTAL PLANT, MACHINERY & EQUIPMENT	1,584	-	-	1,584	-
FIXTURES, FITTINGS AND FURNITURE (FF&F)					
Asset renewal expenditure					
Playground renewal	200	-	-	200	-
Total asset renewal expenditure - FF&F	200	-	-	200	-
Asset upgrade expenditure					
Playground upgrade	100	-	-	100	-
Total asset upgrade expenditure - FF&F	100	-	-	100	-
TOTAL FIXTURES, FITTINGS AND FURNITURE	300	-	-	300	-
COMPUTERS AND TELECOMMUNICATIONS	-	-	-	-	-
HERITAGE PLANT AND EQUIPMENT	-	-	-	-	-
LIBRARY BOOKS	-	-	-	-	-
TOTAL PLANT AND EQUIPMENT	1,884	-	-	1,884	-

Capital Works Area	Project Cost \$'000	Summary of funding sources			
		Grants \$'000	Contrib \$'000	Council Cash \$'000	Borrow- ings \$'000
INFRASTRUCTURE					
ROADS					
Asset renewal expenditure					
Road and carpark renewal	1,851	539	-	1,312	-
Total asset renewal expenditure - roads	1,851	539	-	1,312	-
Asset expansion expenditure					
Road safety	340	-	-	340	-
Total asset expansion expenditure - roads	340	-	-	340	-
TOTAL ROADS	2,191	539	-	1,652	-
BRIDGES					
Asset renewal expenditure					
Bridge renewal	150	-	-	150	-
Total asset renewal expenditure - bridges	150	-	-	150	-
TOTAL BRIDGES	150	-	-	150	-
FOOTPATHS AND CYCLEWAYS					
Asset renewal expenditure					
Footpath renewal	400	-	-	400	-
Total asset renewal expenditure - footpaths	400	-	-	400	-
Asset expansion expenditure					
Footpaths new	360	-	-	360	-
Total asset expansion expenditure - footpaths	360	-	-	360	-
TOTAL FOOTPATHS AND CYCLEWAYS	760	-	-	760	-
DRAINAGE					
Asset renewal expenditure					
Drainage (reactive)	200	-	-	200	-
Total asset renewal expenditure - drainage	200	-	-	200	-
Asset upgrade expenditure					
Drainage (proactive)	450	-	-	450	-
Total asset upgrade expenditure - drainage	450	-	-	450	-
TOTAL DRAINAGE	650	-	-	650	-

Capital Works Area	Project Cost \$'000	Summary of funding sources			
		Grants \$'000	Contrib \$'000	Council Cash \$'000	Borrow- ings \$'000
RECREATIONAL, LEISURE AND COMMUNITY FACILITIES					
Asset renewal expenditure					
Sports infrastructure renewal	450	-	-	450	-
Trails renewal	300	-	-	300	-
Total asset renewal expenditure - RL&CF	750	-	-	750	-
Asset upgrade expenditure					
Trail upgrades	200	200	-	-	-
Total asset upgrade expenditure - RL&CF	200	200	-	-	-
New asset expenditure					
Quantity surveyor and planning for future grant funding opportunities	95	-	-	95	-
Total new asset expenditure - RL&CF	95	-	-	95	-
TOTAL RECREATIONAL, LEISURE AND COMMUNITY FACILITIES	1,045	200	-	845	-
PARKS, OPEN SPACE AND STREETSCAPES (POSS)					
Asset renewal expenditure					
Public open space infrastructure renewal	150	-	-	150	-
Total asset renewal expenditure - POSS	150	-	-	150	-
Asset upgrade expenditure					
Panton Hill bushland reserves management plan implementation	60	-	-	60	-
Public open space infrastructure upgrade	100	100	-	-	-
Carpark upgrades	650	200	-	450	-
Sports Infrastructure upgrade	100	100	-	-	-
Total asset upgrade expenditure - POSS	910	400	-	510	-
TOTAL PARKS, O/SPACE & STREETSCAPES	1,060	400	-	660	-
WASTE MANAGEMENT					
Asset renewal expenditure					
Landfill rehabilitation	2,026	-	-	2,026	-
Total asset renewal expenditure - Waste Management	2,026	-	-	2,026	-
TOTAL WASTE MANAGEMENT	2,026	-	-	2,026	-
AERODROMES	-	-	-	-	-
OFF STREET CAR PARKS	-	-	-	-	-
OTHER INFRASTRUCTURE					
Asset upgrade expenditure					
Street trees	130	-	-	130	-
Disability access works upgrade	150	-	-	150	-
Signage (non-regulatory) upgrade	40	-	-	40	-
Place Activation Concept (The Great Wall of Nillumbik)	30	30	-	-	-
Diamond Valley Sports Complex vegetation planting	19	19	-	-	-
Townships and streetscapes	100	-	-	100	-
Total asset upgrade expenditure - Other Infrastructure	469	49	-	420	-

Capital Works Area	Project Cost \$'000	Summary of funding sources			
		Grants \$'000	Contrib \$'000	Council Cash \$'000	Borrow- ings \$'000
Asset expansion expenditure					
Fire fighting water storage tanks	39	25	-	14	-
Total asset expansion expenditure - Other Infrastructure	39	25	-	14	-
New asset expenditure					
Mural - Karingal Road, Briar Hill	19	19	-	-	-
BMX Facility	750	750	-	-	-
Total new asset expenditure - Other Infrastructure	769	769	-	-	-
TOTAL OTHER INFRASTRUCTURE	1,277	843	-	434	-
TOTAL INFRASTRUCTURE	9,160	1,982	-	7,178	-
TOTAL CAPITAL WORKS 2022-2023	14,245	2,242	-	12,003	-

2. Summary

Capital Works Area	Project Cost \$'000	Summary of funding sources			
		Grants \$'000	Contrib \$'000	Council Cash \$'000	Borrow- ings \$'000
Asset renewal expenditure	7,661	539	-	7,122	-
Asset upgrade expenditure	4,831	759	-	4,072	-
Asset expansion expenditure	889	175	-	714	-
New asset expenditure	864	769	-	95	-
TOTAL CAPITAL WORKS	14,245	2,242	-	12,003	-

5. Financial performance indicators

The following table highlights Council's current and projected performance across a range of key financial performance indicators. These indicators provide a useful analysis of Council's financial position and performance and should be interpreted in the context of the organisation's objectives.

Indicator	Measure	Notes	Forecast 2021-22	Budget 2022-23	Strategic Resource Plan			Trend +/o/-
					Projections			
Operating position								
Adjusted underlying result	Adjusted underlying surplus (deficit) / Adjusted underlying revenue	1	(2.7%)	1.8%	2.9%	3.2%	3.4%	+
Liquidity								
Working Capital	Current assets / current liabilities	2	107%	103%	92%	90%	88%	-
Unrestricted cash	Unrestricted cash / current liabilities	3	27.1%	(8.5%)	(14.7%)	(12.4%)	(15.1%)	-
Obligations								
Loans and borrowings	Interest bearing loans and borrowings / rate revenue	4	24.1%	18.3%	15.1%	12.2%	9.3%	+
Loans and borrowings	Interest and principal repayments on interest bearing loans and borrowings / rate revenue		5.7%	5.4%	3.2%	3.1%	3.0%	+
Indebtedness	Non-current liabilities / own source revenue		29.9%	23.7%	18.4%	12.7%	6.5%	+
Asset renewal	Asset renewal expenses / depreciation	5	59.2%	80.9%	84.5%	68.9%	69.3%	+
Stability								
Rates concentration	Rate revenue / adjusted underlying revenue	6	72.9%	74.0%	74.4%	74.4%	74.4%	o
Rates effort	Rate revenue / CIV of rateable properties in the municipality		0.33%	0.30%	0.31%	0.32%	0.32%	o
Efficiency								
Expenditure level	Total expenses/ no. of property assessments		\$4,122	\$4,069	\$4,132	\$4,198	\$4,265	o
Revenue level	Residential rate revenue / no. of residential property assessments		\$2,899	\$3,046	\$3,091	\$3,147	\$3,210	o
Workforce turnover	No. of permanent staff resignations & terminations / average no. of permanent staff for the financial year		13.9%	10.0%	10.0%	10.0%	10.0%	o

Key to Forecast Trend:

- + Forecasts improvement in Council's financial performance/financial position indicator
- o Forecasts that Council's financial performance/financial position indicator will be steady
- Forecasts deterioration in Council's financial performance/financial position indicator

Notes to indicators

1. Adjusted underlying result

An indicator of the sustainable operating result required to enable Council to continue to provide core services and meet its objectives. Improvement in financial performance expected over the period.

Council is projecting to achieve surpluses and projected financial sustainability remains a priority and challenge for Council.

2. Working Capital

The proportion of current liabilities represented by current assets. The working capital forecast remains steady, Council will continue to maintain the ability to service short term obligations.

The working capital indicator is showing Council will be able to service its projected short-term obligations into the future. The result also considers specific purpose grant funding which contributes to the trend.

3. Unrestricted cash

The trend is reflective of Council's ongoing reliance on grant funding to deliver projects / programs.

This further highlights the need for Council to explore other revenue generating streams to maintain financial sustainability in the longer term.

4. Debt compared to rates

The results illustrate Council's commitment to pay down existing loans.

5. Asset renewal

A strong focus is placed on Council's capital works program with asset renewal playing a significant role. The trend indicates Council will maintain an adequate level of renewal spending over the next ten years.

6. Rates concentration

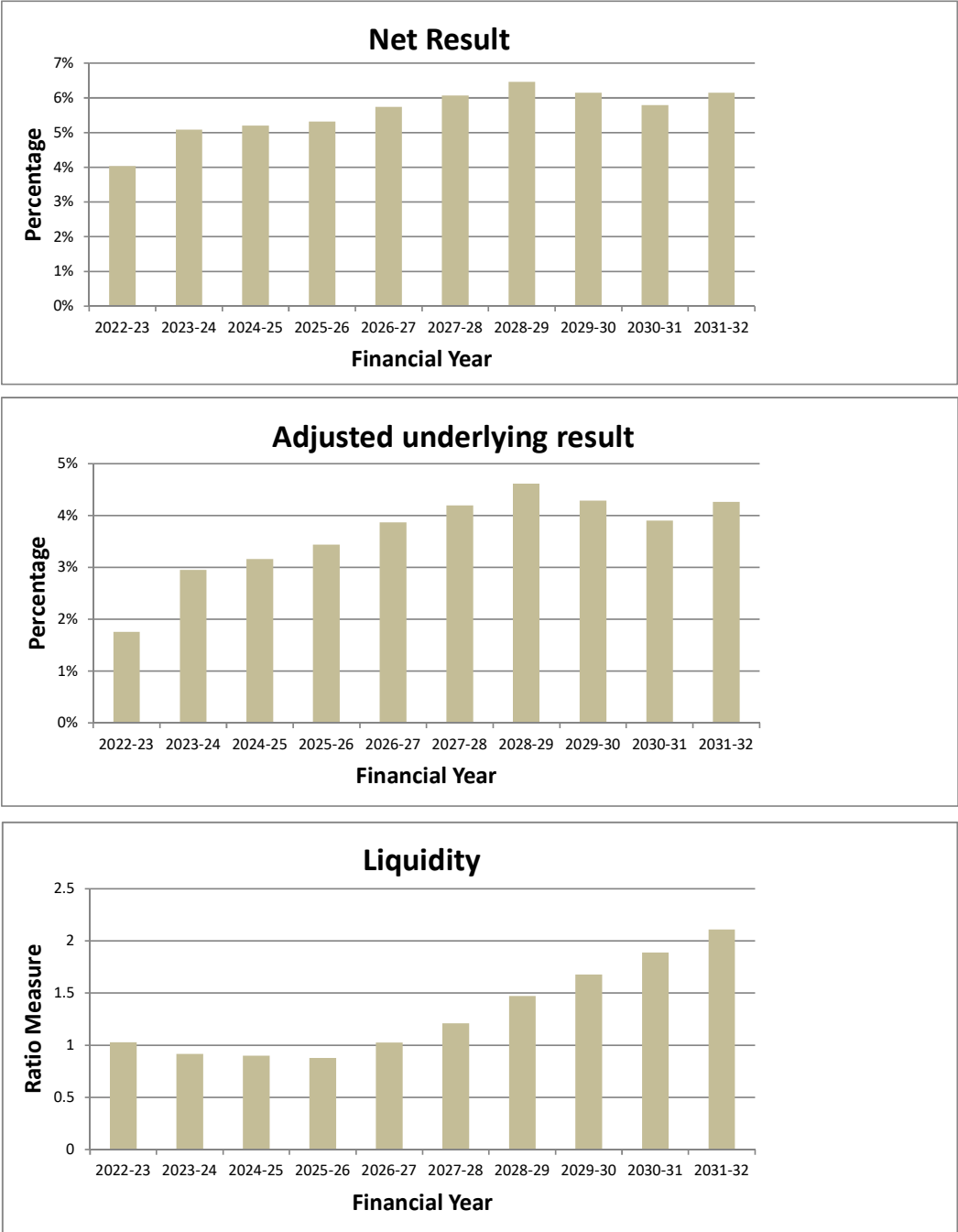
Reflects extent of reliance on rate revenues to fund all of Council's on-going services. The trend indicates Council will have a continual reliance on rate revenue compared to all other revenue sources.

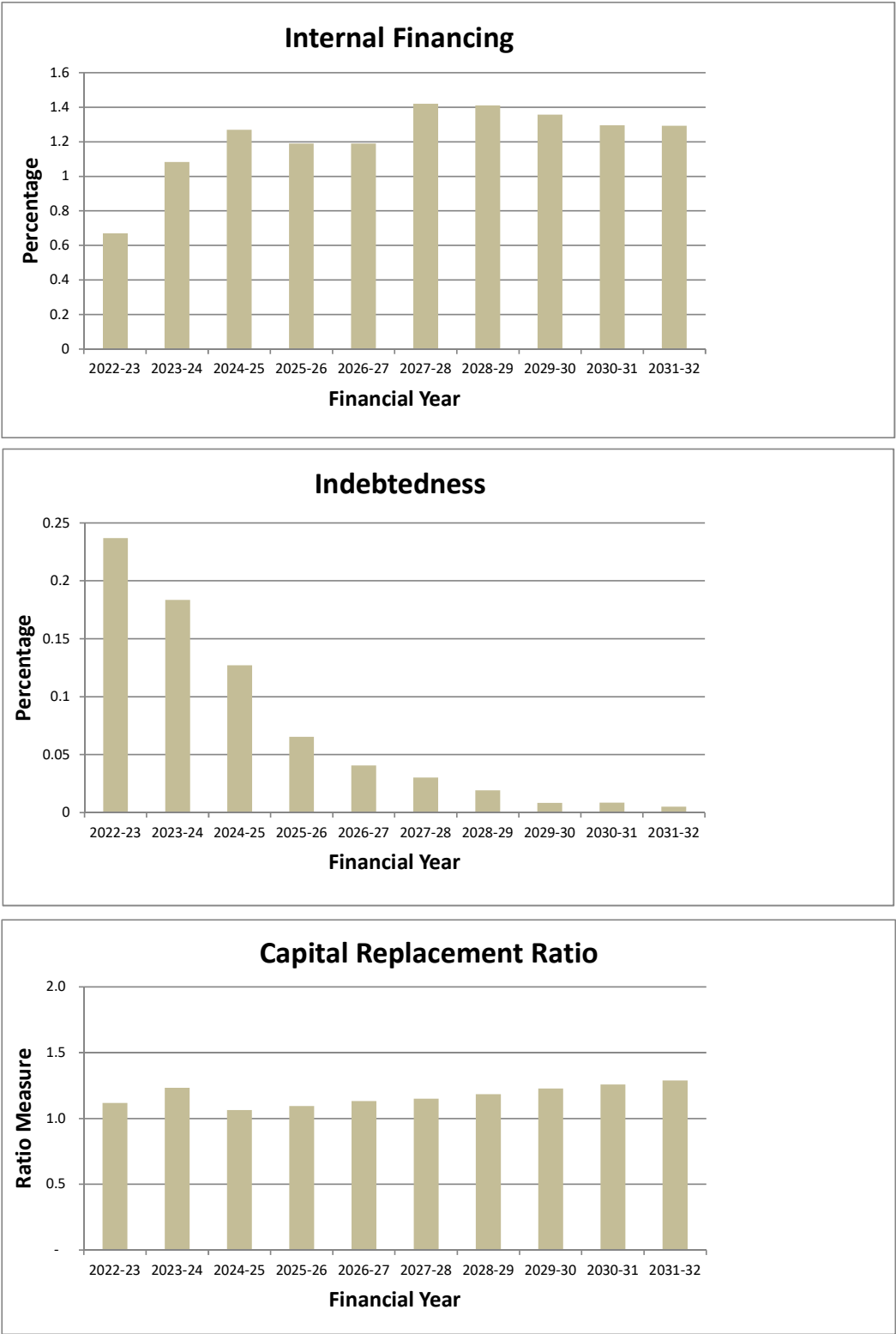
No significant changes are projected to Council operations, with the reliance on rates projected to remain consistent indicating no significant growth in rateable assessments.

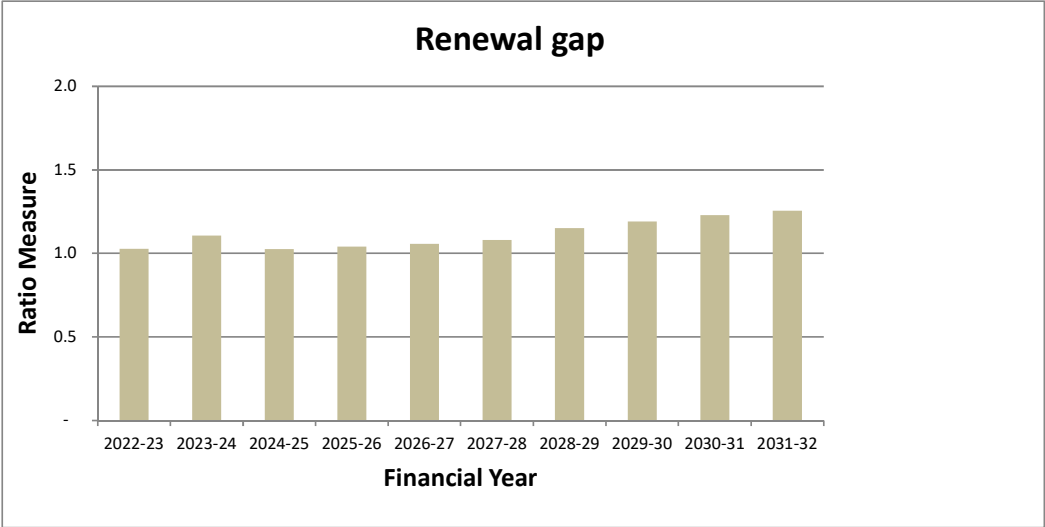
Financial Sustainability Performance

This appendix outlines Council's performance against the adopted financial sustainability plan indicators for the period 2022-23 to 2031-32

Financial Sustainability Plan indicators







Attachment 1. 2022-2023 Budget

Appendix 1

Fees and Charges

Nillumbik Shire Council 2022-23 Fees & Charges

Note: * indicates Statutory Fee

Description of Fee	Unit of Measure	Fee Status	Taxable Supply	Adopted Fee 2021-22 \$	Proposed Fee (GST Inclusive) 2022-23 \$
Waste Management					
Bin tows	Each	Discretionary	Y	30.00	30.00
120 litre green waste bin	Each	Discretionary	Y	80.00	80.00
240 litre green waste bin	Each	Discretionary	Y	95.00	95.00
80 litre landfill bin	Each	Discretionary	Y	70.00	70.00
120 litre landfill bin	Each	Discretionary	Y	80.00	80.00
140 litre landfill bin	Each	Discretionary	Y	85.00	85.00
120 litre recycling bin	Each	Discretionary	Y	80.00	80.00
240 litre recycling bin	Each	Discretionary	Y	95.00	95.00
Recycling & Recovery Centre					
Minimum charge	1	Discretionary	Y	25.00	26.00
Car boot	1	Discretionary	Y	50.00	52.00
Station wagon	1	Discretionary	Y	62.00	64.00
Small utility/van	1	Discretionary	Y	76.00	79.00
Medium utility/van	1	Discretionary	Y	114.00	118.00
Large ute	1	Discretionary	Y	120.00	124.00
Large van	1	Discretionary	Y	139.00	144.00
6 x 4 trailer	1	Discretionary	Y	102.00	106.00
6 x 4 trailer high side	1	Discretionary	Y	141.00	146.00
7 x 5 trailer	1	Discretionary	Y	118.00	122.00
7 x 5 trailer high side	1	Discretionary	Y	139.00	144.00
Medium utility or van	1	Discretionary	Y	114.00	118.00
8 x 6 tandem trailer	1	Discretionary	Y	141.00	150.00
8 x 6 tandem trailer high side	1	Discretionary	Y	152.00	165.00
White goods - refrigerator, air-conditioners, freezer etc.	1	Discretionary	Y	45.00	47.00
Mattress - king / queen / double	1	Discretionary	Y	48.00	50.00
Mattress - single / baby	1	Discretionary	Y	34.00	36.00
Car tyre	1	Discretionary	Y	19.00	20.00
Car tyre with rim	1	Discretionary	Y	22.00	23.00
4WD tyre	1	Discretionary	Y	23.00	24.00
4WD tyre with rim	1	Discretionary	Y	26.00	27.00
Motor bike tyre	1	Discretionary	Y	16.00	17.00
Motor bike tyre with rim	1	Discretionary	Y	16.00	17.00
Truck tyre	1	Discretionary	Y	42.00	44.00
Truck tyre with rim	1	Discretionary	Y	48.00	50.00
Large tractor tyre	1	Discretionary	Y	173.00	179.00
Motor oil	Per litre	Discretionary		No charge	No charge
Car battery	1	Discretionary		No charge	No charge
Scrap metal (including stoves and washing machines)	1	Discretionary		No charge	No charge
Household recycling - paper, cardboard & containers	1	Discretionary		No charge	No charge
Council Over the Counter native vegetation offset program					
General habitat unit (GHU) - over the counter native vegetation offset	Per unit	Discretionary		141,885.00	141,885.00
Species habitat unit (SHU) - over the counter native vegetation offset	Per unit	Discretionary		147,000.00	147,000.00
Infrastructure					
* Dispensations	Building over easement (maximum fee)	Statutory		294.70	As per Building Control Commission Rates (TBA)
	Front fence at corner (maximum fee)	Statutory		294.70	As per Building Control Commission Rates (TBA)
	Land subject to flooding (maximum fee)	Statutory		294.70	As per Building Control Commission Rates (TBA)
* Subdivision supervision and plan checking	3.25% of actual costs of works - fees set by Subdivision Act plus GST (Fee rate set by requirements of the Subdivision Act)	Statutory	Y	As per the Subdivision Act - 0.075% cost of works for plan checking and 2.5% cost of works for supervision.	As per Building Control Commission Rates (TBA)
* Subdivision plan checking resubmission fee	3.25% of actual costs of works - fees set by Subdivision Act plus GST (Fee rate set by requirements of the Subdivision Act)	Statutory	Y	140.00	As per Building Control Commission Rates (TBA)
Minor drainage supervision and plan checking	Flat rate (scaled for number of allotments)	Discretionary	Y	1-3 lots: \$620.00 4-10 lots: \$850.00 >10 lots: 3.25% of estimated cost of works	1-3 lots: \$682.00 4-10 lots: \$963.00 >10 lots: 3.25% of estimated cost of works
Minor drainage plan checking resubmit fee	Flat rate	Discretionary	Y	140.00	154.00
Pit opening - excluding traffic management	Per hour	Discretionary	Y	95.00	105.00
Copy of additional approved engineering plans	Flat rate	Discretionary	Y	130.00	143.00
Endorse Traffic Guidance Scheme (not applicable to community run events)	Per traffic guidance scheme	Discretionary	Y	150.00	165.00
Capital Works					
* Storm water and drainage information		Statutory		146.80	As per Building Control Commission Rates (TBA)
Road opening permits - works (other than minor works detailed below) :					
* Arterial road - conducted on any part of the roadway, shoulder or pathway	Per site	Statutory		649.30	Monetary fee unit
* Arterial road - not conducted on any part of the roadway, shoulder or pathway	Per site	Statutory		453.90	Monetary fee unit
* Local road where maximum speed limit at anytime is more than 50 kph - conducted on any part of the roadway, shoulder or pathway	Per site	Statutory		647.80	Monetary fee unit
* Local road where maximum speed limit at anytime is more than 50 kph - not conducted on any part of the roadway, shoulder or pathway	Per site	Statutory		353.20	Monetary fee unit
* Local road where maximum speed limit at anytime is not more than 50 kph - conducted on any part of the roadway, shoulder or pathway	Per site	Statutory		353.20	Monetary fee unit
* Local road where maximum speed limit at anytime is not more than 50 kph - not conducted on any part of the roadway, shoulder or pathway	Per site	Statutory		90.20	Monetary fee unit
Minor works conducted by utilities or public transport provider that are traffic impact works :					
* Arterial road - conducted on any part of the roadway, shoulder or pathway	Per site	Statutory		240.50	Monetary fee unit
* Arterial road - not conducted on any part of the roadway, shoulder or pathway	Per site	Statutory		142.80	Monetary fee unit
* Local road where maximum speed limit at anytime is more than 50 kph - conducted on any part of the roadway, shoulder or pathway	Per site	Statutory		139.80	Monetary fee unit
* Local road where maximum speed limit at anytime is more than 50 kph - not conducted on any part of the roadway, shoulder or pathway	Per site	Statutory		90.20	Monetary fee unit
* Local road where maximum speed limit at anytime is not more than 50 kph - conducted on any part of the roadway, shoulder or pathway	Per site	Statutory		139.80	Monetary fee unit
* Local road where maximum speed limit at anytime is not more than 50 kph - not conducted on any part of the roadway, shoulder or pathway	Per site	Statutory		90.20	Monetary fee unit
* Vehicle crossing	Per site	Discretionary		250.00	300.00
* Landscaping of nature strip	Per site	Statutory		90.20	Monetary fee unit

Nillumbik Shire Council 2022-23 Fees & Charges

Note: * indicates Statutory Fee

Description of Fee	Unit of Measure	Fee Status	Taxable Supply	Adopted Fee 2021-22 \$	Proposed Fee (GST Inclusive) 2022-23 \$
Stormwater drainage connection:					
- Easement or connection not requiring road opening	Per site	Discretionary		90.20	Monetary fee unit
- Connection requiring road opening	Per site	Discretionary		139.80	Monetary fee unit
Asset protection		Discretionary	Y	378.00	455.00
Reinstatement costs					
Asset reinstatements	Council claims actual cost of works plus a 30% surcharge plus GST	Discretionary	Y		
Road pavements	2m ² to 10m ² (per m ²)	Discretionary	Y	As per contract rates	As per contract rates plus a 3% administration charge
	Greater than 10m ² (per m ²)	Discretionary	Y	As per contract rates	As per contract rates plus a 3% administration charge
Footpath & crossovers - minimum charge of 2 m² or 2 lineal metres. These rates are charged for all reinstatements unless prior agreement to alternative arrangements (eg. cost plus 30%):					
- Footpaths	Asphalt, 75mm concrete, pitcher or flag type (per m ²)	Discretionary	Y	As per contract rates	As per contract rates plus a 3% administration charge
- Crossovers	150mm concrete (per m ²)	Discretionary	Y	As per contract rates	As per contract rates plus a 3% administration charge
Industrial vehicular crossing	Up to 175mm reinforced concrete (per m ²)	Discretionary	Y	As per contract rates	As per contract rates plus a 3% administration charge
Kerb & channel	Concrete, dish gutters and spoon drains concrete kerb (per lineal m)	Discretionary	Y	As per contract rates	As per contract rates plus a 3% administration charge
Saw cutting	Per lineal metre	Discretionary	Y	As per contract rates	As per contract rates plus a 3% administration charge
Traffic control	Per controller (per hour)	Discretionary	Y	As per contract rates	As per contract rates plus a 3% administration charge
Following surcharges will apply for all concrete reinstatements works:					
Under 10m ² - 30% surcharge on invoice price					
Under 20m ² - 15% surcharge on invoice price					
Above 20 m ² - no surcharge applied					
Edendale Farm Community Environment Centre					
School program fees					
School program	Per child (1 hour)	Discretionary	Y	Fee for service	Fee for service
School program	Per child - 1/2 day	Discretionary	Y	Fee for service	Fee for service
School program	Per child - 3/4 Day	Discretionary	Y	Fee for service	Fee for service
School program	Per child - Full day	Discretionary	Y	Fee for service	Fee for service
Preschool (excursion)	Per child (1 session)	Discretionary	Y	Fee for service	Fee for service
Preschool (excursion)	Per child (2 session)	Discretionary	Y	Fee for service	Fee for service
Preschool (excursion)	Per child (3 session)	Discretionary	Y	Fee for service	Fee for service
Incursions	Per class	Discretionary	Y	Fee for service	Fee for service
School visit / talk	Flat rate per hour	Discretionary	Y	Fee for service	Fee for service
Workshops	Total direct costs of course divided by minimum number of enrolments: Direct costs (e.g.) - tutor - materials - equipment - venue hire - catering Plus indirect costs - staffing & administration calculated at \$26 per program hour All costs take into account CPI and GST where applicable. Fees will be adjusted to take into consideration the target group i.e. holders of concession cards	Discretionary	Y	Fee for service	Fee for service
Other fees					
Festival and event entry	Per person	Discretionary	Y	10.00 - 50.00	Fee for service
Admissions - child (age 2 and over)	Child	Discretionary	Y	Donation	Donation
Admission - adult	Adult	Discretionary	Y	Donation	Donation
Farm tour	Per child	Discretionary	Y	9.50	10.00
Farm tour	Per adult	Discretionary	Y	10.50	11.00
Farm tour	Adult concession	Discretionary	Y	8.00	9.00
Room hire - standard (Mummery and Macey rooms)					
Any day	4 hours	Discretionary	Y	190.50	200.00
Any day	Per hour (min. 2 hours)	Discretionary	Y	51.50	53.00
Room hire - community, local small business & not for profit organisations (Mummery & Macey Rooms)					
Any day	4 hours	Discretionary	Y	136.00	140.00
Any day	Per hour (min. 2 hours)	Discretionary	Y	36.00	37.00
Room hire - Council and LLN (Mummery & Macey rooms)					
Any day	4 hours	Discretionary	Y	136.00	140.00
Any day	Per hour (min. 2 hours)	Discretionary	Y	36.00	37.00
Room hire - standard (Gaston, Cox and Thomas Cool rooms)					
Any day	4 hours	Discretionary	Y	136.00	140.00
Any day	Per hour (min. 2 hours)	Discretionary	Y	36.00	40.00
Room hire - community, local small business & not for profit organisations (Gaston, Cox and Thomas Cool Rooms)					
Any day	4 hours	Discretionary	Y	101.00	105.00
Any day	Per hour (min. 2 hours)	Discretionary	Y	35.00	30.00
Room hire - Council and LLN (Gaston, Cox and Thomas Cool Rooms)					
Any day	Day-time - 4 hours	Discretionary	Y	101.00	105.00
Any day	Per hour (min. 2 hours)	Discretionary	Y	35.00	30.00
Additional room hire services					
Kitchen use charge	Per day	Discretionary	Y	43.00	45.00
Cleaning levy	Per event (if required)	Discretionary	Y	167.00	175.00
Bond	Per event (if required)	Discretionary		250.00 - 1,000.00	250.00 - 1,000.00
Staff lock up fee	Night time	Discretionary	Y	162.00	165.00
PA Hire	Per session	Discretionary	Y	53.50	55.00
Set up fee	Per session	Discretionary	Y	43.00	45.00
Shelter hire outdoor spaces					
Ironbark shelter					
Birthday party shelter hire	Exclusive group with public liability insurance	Discretionary	Y	200.50	205.00
Peppercorn & sheoak shelter					
Birthday party shelter hire	Group	Discretionary	Y	103.00	105.00
Acacia, dam & spiral shelter					
Birthday party shelter hire	Exclusive group with public liability insurance	Discretionary	Y	81.00	85.00

CM.043/22 Adoption of Budget 2022-2023, declaration of Rates and Charges and Council Plan - Annual Action Plan 2022-2023

Attachment 1. 2022-2023 Budget

Fees and Charges

Nillumbik Shire Council 2022-23 Fees & Charges

Note: * indicates Statutory Fee

Description of Fee	Unit of Measure	Fee Status	Taxable Supply	Adopted Fee 2021-22 \$	Proposed Fee (GST Inclusive) 2022-23 \$
Optional birthday party services					
Waste free party kit	Per session	Discretionary	Y	43.00	45.00
Birthday party self guided farm tour	Per session	Discretionary	Y	n/a	65.00
Birthday party guinea pigs patting (mini party)	Per session	Discretionary	Y	81.00	85.00
Birthday party farm tour	Per session	Discretionary	Y	180.00	185.00
Hire of other spaces					
Hire of amphitheatre	4 hours	Discretionary	Y	175.00 - 250.00	200.00 - 300.00
Hire of amphitheatre	Per hour (min. 2 hours)	Discretionary	Y	n/a	60.00 - 90.00
Hire of designated lawn area	Per session	Discretionary	Y	100.00 - 1,200.00	100.00 - 1,500.00
Hire of whole site	Exclusive use	Discretionary	Y	1,000.00 - 4,000.00	2,000.00 - 6,000.00
Event bond	per event	Discretionary	Y	n/a	\$250.00 - \$1,000.00
Event infrastructure					
Marquee hire	Per marquee	Discretionary	Y	n/a	100.00
Bike parking	Per event	Discretionary	Y	n/a	200.00 - 1,000.00
Power stepdown box	Per Box	Discretionary	Y	n/a	50.00
Leisure Centre Facilities					
Eltham Leisure Centre	Per contract	Contract	Y	Per contract	Per contract
Diamond Valley Sports and Fitness Centre	Per contract	Contract	Y	Per contract	Per contract
Diamond Creek Pool	Per contract	Contract	Y	Per contract	Per contract
Yarrambat Golf Course	Per contract	Contract	Y	Per contract	Per contract
Diamond Creek Community Centre	Per contract	Contract	Y	Per contract	Per contract
Community Bank Stadium	Per contract	Contract	Y	Per contract	Per contract
Hurstbridge Sports Stadium	Per hour	Contract	Y	Per contract	Per contract
Leisure & Recreation					
Summer					
A grade	Per team	Discretionary	Y	886.20	912.80
B grade	Per team	Discretionary	Y	770.40	793.50
C grade	Per team	Discretionary	Y	654.50	674.20
D grade	Per team	Discretionary	Y	533.70	549.70
Winter					
A grade	Per team	Discretionary	Y	1,510.50	1,555.80
B grade	Per team	Discretionary	Y	1,394.70	1,436.50
C grade	Per team	Discretionary	Y	1,263.80	1,301.70
D grade	Per team	Discretionary	Y	1,142.90	1,177.20
Pavilion use					
Use of pavilion in conjunction with ground hire	Per season	Discretionary	Y	n/a	200.00
Ground use discounts for under-represented groups					
Clubs demonstrating initiative or events for LGBTQI+, CALD or First Nations people - 5%					
Clubs accredited with good sports - 5%					
Junior or veteran teams - 50%					
Teams for people with a disability - 90%					
Casual ground use					
Commercial hire	Per day	Discretionary	Y	402.80	414.90
Commercial hire	Per 1/2 day	Discretionary	Y	241.70	249.00
Commercial use	Additional hourly charge	Discretionary	Y	115.80	119.30
Commercial use	Per day	Discretionary	Y	120.80	124.40
Commercial use	Per 1/2 day	Discretionary	Y	73.50	75.70
Commercial use	Additional hourly charge	Discretionary	Y	26.20	27.00
School fees					
Schools within Nillumbik	Per hour	Discretionary	Y	27.20	28.00
Schools outside Nillumbik	Per hour	Discretionary	Y	42.30	43.60
Zone events	Per day	Discretionary	Y	258.80	266.60
Zone events	Per 1/2 day	Discretionary	Y	131.90	135.90
Synthetic soccer pitch					
Local club use	Per hour	Discretionary	Y	46.30	47.70
School use	Per hour	Discretionary	Y	63.40	65.30
Other user groups	Per hour	Discretionary	Y	69.50	71.60
Academy programs		Discretionary	Y	84.60	87.20
Floodlight use (casual users only)	Per hour	Discretionary	Y	59.40	61.20
Personal training / group fitness					
Monthly hire	Recurring	Discretionary	Y	125.90	129.70
Casual hire	Half day	Discretionary	Y	196.40	202.30
Casual hire	Full day	Discretionary	Y	302.10	311.20
Building Services					
Building permit (within Nillumbik)	Value of works between \$1 - \$5,000	Discretionary	Y	POA - minimum \$750 (includes a maximum of 2 inspections)	POA - minimum \$775 (includes maximum of 2 inspections)
Building permit (within Nillumbik)	Value of works between \$5,001 - \$15,000	Discretionary	Y	POA - minimum \$1,000 (includes a maximum of 2 inspections)	POA - minimum \$1,030 (includes a maximum of 2 inspections)
Building permit (within Nillumbik)	Value of works between \$15,001 - \$50,000	Discretionary	Y	POA - minimum 1,200 (includes a maximum of 3 inspections)	POA - minimum \$1,135 (includes a maximum of 3 inspections)
Building permit (within Nillumbik)	Value of works between \$50,001 - \$100,000	Discretionary	Y	POA - minimum \$1,545 (includes a maximum of 3 inspections)	POA - minimum \$1,500 (includes a maximum of 3 inspections)
Building permit (within Nillumbik)	Value of works between \$100,001 - \$150,000	Discretionary	Y	POA - minimum \$1,648 (includes a maximum of 4 inspections)	POA - minimum \$1,650 (includes a maximum of 4 inspections)
Building permit (within Nillumbik)	Value of works between \$150,001 - \$200,000	Discretionary	Y	POA - minimum \$1,957 (includes a maximum of 4 inspections)	POA - minimum \$1,900 (includes a maximum of 4 inspections)
Building permit (within Nillumbik)	Value of works between \$200,001 - \$300,000	Discretionary	Y	POA - minimum \$2,000 (includes a maximum of 4 inspections)	POA - minimum \$2,060 (includes a maximum of 4 inspections)
Building permit (within Nillumbik)	Value of works between \$300,001 - \$400,000	Discretionary	Y	POA - minimum \$2,250 (includes a maximum of 4 inspections)	POA - minimum \$2,320 (includes a maximum of 4 inspections)
Building permit (within Nillumbik)	Value of works between \$400,001 - \$1,000,000	Discretionary	Y	POA - minimum \$2,350 (includes a maximum of 4 inspections)	POA - minimum \$2,420 (includes a maximum of 4 inspections)
Building permit (within Nillumbik)	Value of works \$1,000,001 and over	Discretionary	Y	POA	POA

Nillumbik Shire Council 2022-23 Fees & Charges

Note: * indicates Statutory Fee

Description of Fee	Unit of Measure	Fee Status	Taxable Supply	Adopted Fee 2021-22 \$	Proposed Fee (GST Inclusive) 2022-23 \$
Building permit (within Nillumbik) - additional inspections	Fee per additional inspection (beyond quantity provided for in permit contract)	Discretionary	Y	165.00	POA - minimum \$110 (maximum 1 hour)
Building inspection (within Nillumbik) - commercial	Per hour	Discretionary	Y	175.00	150.00
Building inspection (outside Nillumbik boundaries)	Per hour	Discretionary	Y	220.00	220.00
Multiple dwelling application (within Nillumbik)	Per application (excludes apartment building applications - considered under commercial)	Discretionary	Y	POA	POA
Building permit (within Nillumbik) - demolition permit	Per demolition permit application	Discretionary	Y	750.00	POA - minimum \$750 (includes a maximum of 2 inspections)
Building permit (within Nillumbik) - sheds, carports, non masonry garages, verandas (\$15,000 - \$30,000)	Per building permit application	Discretionary	Y	990.00	990.00
Additional application fee	Fee in addition to relevant Building Permit fee, depending on the complexity of the application and extent of assistance/effort/time required to process the application	Discretionary	Y	POA - minimum \$100 (\$220 per hour for Building Surveyor & \$80 per hour for administration support)	POA - minimum \$100 (\$220 per hour for Building Surveyor & \$80 per hour for administration support)
Building permit (outside Nillumbik boundaries)	Fee per building permit application	Discretionary	Y	POA	POA
Multiple dwelling application (outside Nillumbik boundaries)	Per application (Excludes apartment building applications - considered under commercial)	Discretionary	Y	POA	POA
* Report & consents (dispensations)	As set by Victorian Building Authority (VBA)	Statutory		294.70	294.70 + CPI
Amended plans	Per application to amend plans	Discretionary	Y	POA - minimum \$250	POA - minimum \$258
Extension of time	Per application for extension of time	Discretionary	Y	300.00	310.00
Above ground swimming pool (within Nillumbik)	Per application	Discretionary	Y	850.00	POA - minimum \$875 (includes a maximum of 2 inspections)
Certificate of pool and spa barrier compliance	Per application – includes 2 inspections	Discretionary	Y	650.00 (less \$150.00 for each inspection not utilised)	\$350 (includes 1 inspection, any additional required inspection to be charged at a rate of \$150 per inspection).
* Lodgement fee for registration of pools and spas	Per application	Statutory	N	32.30	32.30 + CPI
* Pools and spas search fee	Per application - Not applicable if the application to register a swimming pool with Council includes a copy of CFI or Building permit that confirms date of construction of the swimming pool/spa	Statutory	N	47.95	47.95 + CPI
* Lodgement of certificate of swimming pool and spa barrier compliance	Per application	Statutory	N	20.70	20.70 + CPI
* Lodgement of certificate of pool and spa barrier noncompliance	Per application	Statutory	N	390.78	390.78 + CPI
Building inspection for selected private building surveyor (within Nillumbik)	Per building inspection	Discretionary	Y	250.00	250.00
Building inspection for selected private building surveyor (outside Nillumbik boundaries)	Per building inspection	Discretionary	Y	300.00	300.00
Building prosecution administration and withdrawal fee	Per building order withdrawal (Fee maybe waived/varied at the discretion of the Municipal Building Surveyor in circumstances where the issue of the Building Order has occurred due to events that have been outside the owner(s) control - e.g. house fire, vehicular collision)	Discretionary	Y	850.00	850.00
Building notice administration and withdrawal fee	Per request for withdrawal of building notice (Fee maybe waived/varied at the discretion of the Municipal Building Surveyor, where the issue of the Building Notice is as a result of factors that have been outside the owner's control)	Discretionary	Y	650.00	650.00
Permission to retain illegal structures	Value of works	Discretionary	Y	POA	POA
* Building miscellaneous	Per property information request - Building form 10. As advised by VBA	Statutory		47.90	47.90 + CPI
Building miscellaneous	Per priority request - additional charge for priority property information request - 24 hour turnaround	Discretionary	Y	40.00	40.00
Building miscellaneous	Per request for house plans (electronic copies only).	Discretionary	Y	110.00	0.00
Building miscellaneous	Non-refundable retrieval fee (per application)	Discretionary	Y	0.00	50.00
Building miscellaneous	Certificate of building permit	Discretionary	Y	0.00	75.00
Building miscellaneous	Certificate of occupancy permit	Discretionary	Y	0.00	75.00
Building miscellaneous	Certificate of domestic work insurance	Discretionary	Y	0.00	75.00
Building miscellaneous	Plans / computations / reports - plans	Discretionary	Y	0.00	150.00
Building miscellaneous	Plans / computations / reports - soil report	Discretionary	Y	0.00	150.00
Building miscellaneous	Plans / computations / reports - truss computations	Discretionary	Y	0.00	150.00
Building miscellaneous	All available permit Information (per application)	Discretionary	Y	0.00	260.00
Building miscellaneous	Per request for Commercial & Industrial Plans (Depends on number of plans - electronic copies only)	Discretionary	Y	200.00	POA - minimum \$200 (includes up to a maximum of 1 hour search time)
Building miscellaneous	Printing/copying charges for A4 paper (black and white per page)	Discretionary	Y	0.20	0.20
Building miscellaneous	Printing/copying charges for A3 paper (black and white per page)	Discretionary	Y	0.50	0.50
Building miscellaneous	Printing/copying charges for A0 paper (black and white per page)	Discretionary	Y	5.00	5.15
* Building miscellaneous	Per external lodgement - commercial (Set by VBA)	Statutory		123.70	123.70 + CPI
* Building miscellaneous	Per external lodgement - residential (Set by VBA)	Statutory		123.70	23.70 + CPI
Building surveying consultancy	Consultancy service/advice per hour - General building surveying advice, pre-application advice. Applications which require additional work, effort or technical advice will attract consultancy charges. Any application where priority service is requested will attract a consultancy charge.	Discretionary	Y	220.00	220.00
Liquor licence inspection and report fee	Per inspection and report request	Discretionary	Y	750.00	770.00
Bushfire attack level	Per request and assessment	Discretionary	Y	315.00	325.00
* Report and consent 604	Per application	Statutory		299.10	299.10 + CPI
Hoarding permit (street occupation)	Per occupied area, or minimum fee	Discretionary	Y	\$5 per m2 per week or min \$200 per week	\$5 per m2 per week or min \$200 per week
Commercial building permits (within or outside Nillumbik)	Value of works up to \$50,000	Discretionary	Y	POA (fees to be determined at a rate of \$220 per hour for Building Surveying support, \$80 per hour for administrative support, and \$165 per required inspection)	POA (fees to be determined at a rate of \$220 per hour for Building Surveying support, \$80 per hour for administrative support, and \$165 per required inspection)
Commercial building permits (within or outside Nillumbik)	Value of works between \$50,001 - \$200,000	Discretionary	Y	POA (fees to be determined at a rate of \$220 per hour for Building Surveying support, \$80 per hour for administrative support, and \$165 per required inspection)	POA (fees to be determined at a rate of \$220 per hour for Building Surveying support, \$80 per hour for administrative support, and \$165 per required inspection)
Commercial building permits (within or outside Nillumbik)	Value of works between \$200,001 - \$1,000,000	Discretionary	Y	POA (fees to be determined at a rate of \$220 per hour for Building Surveying support, \$80 per hour for administrative support, and \$165 per required inspection)	POA (fees to be determined at a rate of \$220 per hour for Building Surveying support, \$80 per hour for administrative support, and \$165 per required inspection)
Commercial building permits (within or outside Nillumbik)	Value of works greater than \$1,000,001	Discretionary	Y	POA (fees to be determined at a rate of \$220 per hour for Building Surveying support, \$80 per hour for administrative support, and \$165 per required inspection)	POA (fees to be determined at a rate of \$220 per hour for Building Surveying support, \$80 per hour for administrative support, and \$165 per required inspection)

Attachment 1. 2022-2023 Budget

Fees and Charges

Nillumbik Shire Council 2022-23 Fees & Charges

Note: * indicates Statutory Fee

Description of Fee	Unit of Measure	Fee Status	Taxable Supply	Adopted Fee 2021-22 \$	Proposed Fee (GST Inclusive) 2022-23 \$
Commercial building inspection (within or outside Nillumbik)	Per inspection	Discretionary	Y	200.00	205.00
Occupancy permit - place of public entertainment (POPE)	Event conducted by Council or community based organisation with less than 5,000 attendees at any one time - site inspection during business hours.	Discretionary		No fee charged	No fee charged
Occupancy permit inspection fee - place of public entertainment (POPE)	Event conducted by Council or community based organisation with less than 5,000 attendees at any one time - site inspection outside business hours.	Discretionary		220.00	225.00
Occupancy permit - place of public entertainment (POPE)	Event conducted through Council or community based organisation with greater than 5,000 attendees at any one time	Discretionary	Y	460.00	475.00
Occupancy permit - place of public entertainment (POPE)	Event conducted by a natural person or body corporate (business) with less than 5,000 attendees at any one time	Discretionary	Y	765.00	785.00
Occupancy permit - place of public entertainment (POPE)	Event conducted by a natural person or body corporate (business) with greater than 5,000 attendees at any one time	Discretionary	Y	1,480.00	1,525.00
Occupancy permit inspection fee - Pplace of public entertainment (POPE)	Inspection fee per hour if an inspection is required outside standard business hours - for event conducted by a natural person or body corporate (business)	Discretionary	Y	200.00	205.00
Occupancy permit - place of public entertainment (POPE) - events held within a building	Event conducted within a building	Discretionary	Y	POA	POA
Siting of temporary structures	Per siting request/application approval	Discretionary	Y	330.00	340.00
Siting of temporary structures	Inspection fee per hour if an inspection is required outside standard business hours	Discretionary	Y	200.00	205.00
Community Safety					
Impounding livestock	Labour - ordinary per hour	Discretionary		53.00	54.00
Impounding livestock	Labour - time and a half per hour	Discretionary		80.00	82.00
Impounding livestock	Labour - double time per hour	Discretionary		105.00	107.00
Impounding livestock	Trespass sheep/goat/pig per head	Discretionary		27.00	28.00
Impounding livestock	Trespass other cattle per head	Discretionary		32.00	33.00
Impounding livestock	Transport - Monday to Saturday	Discretionary		105.00	External contractors rate
Impounding livestock	Transport - Sunday/Public Holidays	Discretionary		134.00	External contractors rate
Impounding small livestock	Sustenance - chicken/rabbit/ferret/bird per day	Discretionary		5.50	6.00
Impounding medium livestock	Sustenance - sheep/goat/pig per day	Discretionary		22.00	23.00
Impounding large livestock	Sustenance - cattle/horse per day	Discretionary		27.00	28.00
Impounding livestock	Pound fees	Discretionary		22.00	23.00
Impounding livestock	Posting notice	Discretionary		27.00	35.00
Impounding livestock	Insertion of notice in newspapers	Discretionary		47.50	At cost + 10% administration fee
Impounding livestock	Advertisement cost	Discretionary		At cost	At cost + 10% administration fee
Dog pound - release	Release same day	Discretionary	Y	57.00	58.00
Dog pound - release	Release - one day	Discretionary	Y	90.00	91.00
Dog pound - sustenance	Sustenance per day	Discretionary	Y	32.00	33.00
Animal registration	Dog maximum fee	Discretionary		200.00	200.00
Animal registration	Dog reduced fee (Micro chipped only. Excludes new registrations)	Discretionary		102.00	103.00
Animal registration	Dog minimum fee (Desexed)	Discretionary		52.00	53.00
Animal registration	Cat maximum fee	Discretionary		300.00	300.00
Animal registration	Cat reduced fee (Micro chipped only)	Discretionary		102.00	103.00
Animal registration	Cat minimum fee (Desexed)	Discretionary		52.00	53.00
Animal registration	Transfer	Discretionary		10.50	11.00
Animal registration	Replacement tag	Discretionary	Y	11.00	12.00
Animal registration	Pensioner registration of any animal	Discretionary		1/2 standard fee	1/2 standard fee
Animal registration	Domestic animal business	Discretionary		385.00	390.00
Animal registration	Dangerous/restricted breed	Discretionary		385.00	390.00
Animal registration	Microchipping service	Discretionary		n/a	35.00
Local law permits	More than animals specified in Local Law	Discretionary		110.00	112.00
Local law permits	Pensioner concession - animal permit	Discretionary		55.00	56.00
Local law permits	Cat cage holding fee (refundable)	Discretionary		50.00	50.00
Local law permits	Outdoor eating facilities - 1st table	Discretionary		194.00	194.00
Local law permits	- Thereafter	Discretionary		102.00	102.00
Local law permits	Temporary signs and A Frames	Discretionary		122.00	122.00
Local law permits	Temporary real estate signage (multiple signs/year)	Discretionary		500.00	510.00
Local law permits	Goods/furniture on footpaths	Discretionary		204.00	204.00
Local law permits	Busking per day	Discretionary		20.00	20.00
Local law permits	Commercial fairs	Discretionary		1,935.00	1,950.00
Local law permits	Storage on roads per day	Discretionary		47.50	48.00
Local law permits	Skips	Discretionary		47.50	48.00
Local law permits	Skip bin - annual consent	Discretionary		550.00	555.00
Local law permits	Use of motorised toy vehicles on private property	Discretionary		95.00	110.00
Local law permits	Burning off	Discretionary		-	-
Local law permits	Road side vending (per day)	Discretionary		185.00	185.00
Local law permits	Road side vending (half day = 4hrs)	Discretionary		97.00	97.00
Local law permits	Road side vending (per annum)	Discretionary		n/a	1,400.00
Local law permits	Road Side Vending (pro rata/month)	Discretionary		n/a	Pro rata annual fee
Local law permits	Caravans	Discretionary		104.00	105.00
Local law permits	Camping on Council land per day	Discretionary		27.00	27.00
Local law permits	Unless otherwise stated local law permits	Discretionary		n/a	150.00
Local law releases	Shopping trolleys per item	Discretionary	Y	104.00	120.00
Local law releases	Charity bins per item	Discretionary	Y	400.00	420.00
Local law releases	Skips per item	Discretionary	Y	750.00	788.00
Local law releases	Caravans, boats and trailers	Discretionary	Y	400.00	420.00
Local law releases	A frames & signs	Discretionary	Y	120.00	126.00
Local law releases	Miscellaneous small items	Discretionary	Y	104.00	109.00
Local law releases	Miscellaneous medium items	Discretionary	Y	250.00	263.00
Local law releases	Miscellaneous large items	Discretionary	Y	400.00	420.00
* Parking fines	Section 87(4) of the Road Safety Act 1986 60% of one penalty unit	Statutory		0.6 penalty units	0.6 penalty units
* Parking fines	Infringement court fees (as advised)	Statutory		As advised	As advised
* Parking fines	Witness fees (as awarded)	Statutory		As awarded	As awarded
Derelict vehicles	Release	Discretionary	Y	209.00	219.00
Derelict vehicles	Towing	Discretionary	Y	175.00	184.00
Derelict vehicles	Storage per additional day - motor vehicles, caravans, trailers	Discretionary	Y	26.00	27.00
Parking permits	Resident schemes	Discretionary		52.00	55.00
Parking permits	Resident schemes - temporary 5-day	Discretionary		52.00	55.00

Nillumbik Shire Council 2022-23 Fees & Charges

Note: * indicates Statutory Fee

Description of Fee	Unit of Measure	Fee Status	Taxable Supply	Adopted Fee 2021-22 \$	Proposed Fee (GST Inclusive) 2022-23 \$
Parking permits	Private parking permits	Discretionary		22.00	23.00
Parking permits	Disabled parking	Discretionary		-	-
Parking permits	Disabled parking - replacement	Discretionary		-	-
Parking permits	Eltham Traders Permit Scheme - annual permit	Discretionary		100.00	105.00
Parking permits	Eltham Traders Permit Scheme - casual permit	Discretionary		2.00	2.00
Parking permits	Trade/builders parking permit / day	Discretionary		52.00	55.00
Filming permits	Application fee - filming	Discretionary		200.00	210.00
Filming permits	Application fee - stills photography	Discretionary		100.00	105.00
Filming permits	Application fee (student or not for profit)	Discretionary		-	-
Filming permits	Use of Council reserve / facility - per day	Discretionary		700.00	735.00
Filming permits	Use of Council reserve / facility - half day	Discretionary		350.00	368.00
Filming permits	Parking - car / day	Discretionary		40.00	42.00
Filming permits	Parking - truck / day	Discretionary		80.00	84.00
Filming permits	Low impact permit fee (in addition to application fee)	Discretionary		150.00	158.00
Filming permits	High impact permit fee (in addition to application fee)	Discretionary		500.00	525.00
Environmental Health					
Initial registration of food premises	Class one premises	Discretionary		655.00	665.00
Initial registration of food premises	Class two premises	Discretionary		765.00	775.00
Initial registration of food premises	Class three premises	Discretionary		455.00	460.00
Plans approval fee of premises	Premises	Discretionary		178.00	180.00
Initial registration of food premises	Community group - class 2	Discretionary		600.00	600.00
Initial registration of food premises	Community group - class 3	Discretionary		450.00	450.00
Notification of food premises	Class four premises	Discretionary		-	-
Renewal registration of food premises	Class one premises	Discretionary		570.00	580.00
Renewal registration of food premises	Class two premises	Discretionary		670.00	680.00
Renewal registration of food premises	Class three premises	Discretionary		375.00	380.00
Renewal registration of food premises	Community group - class 2	Discretionary		345.00	350.00
Renewal registration of food premises	Community group - class 3	Discretionary		187.00	190.00
Food premises additional inspection	Other than mandatory inspection and 1 follow up	Discretionary		150.00	180.00
Food premises associated activity	Where a proprietor chooses to register fixed premises and associated mobile premises together this additional fee applies to the mobile premises (instead of individual street-trader fees)	Discretionary		124.00	125.00
Temporary food premises permit	Single event	Discretionary		90.00	90.00
Temporary food premises permit	Community group single event	Discretionary		45.00	45.00
Pre purchase inspection	Food or health premises	Discretionary		182.00	180.00
Failed sampling result	2nd and subsequent sampling results	Discretionary		187.00	190.00
Street-trader registration	Class two premises	Discretionary		254.00	255.00
Street-trader registration	Class three premises	Discretionary		170.00	173.00
Street-trader registration	Community group - class 2	Discretionary		128.00	130.00
Street-trader registration	Community group - class 3	Discretionary		85.00	85.00
Additional component	Per additional component (eg bakery, butcher, deli) to main activity	Discretionary		150.00	155.00
Additional staff	Additional charge per staff EFT over 5 for all premises	Discretionary		10.00	10.50
Hairdresser registration - initial only	1	Discretionary		178.00	180.00
Beauty therapy registration	1	Discretionary		208.00	212.00
Beauty therapy renewal	1	Discretionary		208.00	212.00
Skin penetration registration	1	Discretionary		254.00	258.00
Skin penetration renewal	1	Discretionary		254.00	258.00
Prescribed accommodation	Fee for < 10 beds	Discretionary		290.00	295.00
	Fee for 10 - 20 beds	Discretionary		470.00	475.00
	Fee for > 20 beds	Discretionary		600.00	610.00
Aquatic facility registration	Category 1 aquatic facility	Discretionary		275.00	280.00
Aquatic facility renewal	Category 1 aquatic facility	Discretionary		275.00	280.00
Health - colonic irrigation registration	1	Discretionary		208.00	210.00
Health - colonic irrigation renewal	1	Discretionary		208.00	210.00
Domestic Wastewater Management (cost recovery)					
* Septic application	1	Statutory		734.70	48.88 fee units
* Minor alteration to OWMS	1	Statutory		559.90	37.25 fee units
* Transfer a permit	1	Statutory		149.20	9.93 fee units
* Amend a permit	1	Statutory		156.00	10.38 fee units
* Renew a permit	1	Statutory		124.90	8.31 fee units
* Exemption	1	Statutory		220.50	14.67 fee units
* Report and consent	1	Statutory		294.70	As advised
Search for septic plans	1	Discretionary		47.50	48.00
Application to retain septic system in reticulated area	Includes site inspection, records search and one water sample analysis	Discretionary		415.00	48.88 fee units
Statutory Planning					
Planning miscellaneous - history	Per request - general planning information (permits & dates etc.)	Discretionary	Y	153.00	153.00
Planning miscellaneous - written planning advice	Per request - for written planning information/advice	Discretionary	Y	153.00	165.00
Planning miscellaneous - copy of permit	Copy of permit (price per permit, without endorsed plans)	Discretionary		70.00	70.00
Planning miscellaneous - permit information (1 Permit)	Planning permit details (copies of permits, including endorsed plans, price per permit). One permit	Discretionary	Y	132.60	132.60
Planning miscellaneous - permit information (2 Permits)	Planning permit details (copies of permits, including endorsed plans, price per permit). Search last permit. Two permits	Discretionary	Y	249.90	249.90
Planning miscellaneous - multiple permit information	Planning permit details (copies of permits, including endorsed plans, price per permit). Search all permits	Discretionary	Y	377.40	377.40
* Planning - miscellaneous - form 29A building demolition request	Per request - Section 29A Building Demolition Request	Statutory		86.40	86.40 + CPI
Planning - miscellaneous consents	Miscellaneous consents (eg. S173)	Discretionary	Y	331.50	331.50
Planning - fast track miscellaneous consent	Miscellaneous consent fast track (eg. S173)	Discretionary		n/a	611.50
Planning - extension of time (1st)	Request for extension of time to permit - first request	Discretionary	Y	325.00	330.00
Planning - extension of time (Subsequent)	Request for extension of time to permit - subsequent requests	Discretionary	Y	425.00	430.00
* Planning - amendment to application	Request for amendment to application - after notice	Statutory		Variable - 40% of original fee	Variable - 40% of original fee
Permit application class:					
* Planning	Class 1	Statutory		1,337.70	1,337.70 + CPI
* Planning	Class 2	Statutory		202.90	202.90 + CPI
* Planning	Class 3	Statutory		638.80	638.80 + CPI
* Planning	Class 4	Statutory		1,307.60	1,307.60 + CPI
* Planning	Class 5	Statutory		1,412.80	1,412.80 + CPI
* Planning	Class 6	Statutory		1,518.00	1,518.00 + CPI
* Planning	Class 7	Statutory		202.90	202.90 + CPI

Attachment 1. 2022-2023 Budget

Fees and Charges

Nillumbik Shire Council 2022-23 Fees & Charges

Note: * indicates Statutory Fee

Description of Fee	Unit of Measure	Fee Status	Taxable Supply	Adopted Fee 2021-22 \$	Proposed Fee (GST Inclusive) 2022-23 \$
* Planning	Class 8	Statutory		435.90	435.90 + CPI
* Planning	Class 9	Statutory		202.90	202.90 + CPI
* Planning	Class 10	Statutory		202.90	202.90 + CPI
* Planning	Class 11	Statutory		1,164.80	1,164.80 + CPI
* Planning	Class 12	Statutory		1,570.60	1,570.60 + CPI
* Planning	Class 13	Statutory		3,464.40	3,464.40 + CPI
* Planning	Class 14	Statutory		8,830.10	8,830.10 + CPI
* Planning	Class 15	Statutory		26,039.50	26,039.50 + CPI
* Planning	Class 16	Statutory		58,526.80	58,526.80 + CPI
* Subdivision	Class 17	Statutory		1,337.70	1,337.70 + CPI
* Subdivision	Class 18	Statutory		1,337.70	1,337.70 + CPI
* Subdivision	Class 19	Statutory		1,337.70	1,337.70 + CPI
* Subdivision	Class 20	Statutory		1,337.70	1,337.70 + CPI
* Subdivision	Class 21	Statutory		1,337.70	1,337.70 + CPI
* Planning	Class 22	Statutory		1,337.70	1,337.70 + CPI
Request for amendment to permit class:					
* Planning	Class 1	Statutory		1,337.70	1,337.70 + CPI
* Planning	Amendment to change permit preamble or conditions (other than for a single dwelling)	Statutory		1,337.70	1,337.70 + CPI
* Planning	Class 2	Statutory		202.90	202.90 + CPI
* Planning	Class 3	Statutory		638.80	638.80 + CPI
* Planning	Class 4	Statutory		1,307.60	1,307.60 + CPI
* Planning	Class 5	Statutory		1,412.80	1,412.80 + CPI
* Planning	Class 6	Statutory		1,412.80	1,412.80 + CPI
* Planning	Class 7	Statutory		202.90	202.90 + CPI
* Planning	Class 8	Statutory		435.90	435.90 + CPI
* Planning	Class 9	Statutory		202.90	202.90 + CPI
* Planning	Class 10	Statutory		202.90	202.90 + CPI
* Planning	Class 11	Statutory		1,164.80	1,164.80 + CPI
* Planning	Class 12	Statutory		1,570.60	1,570.60 + CPI
* Planning	Class 13	Statutory		3,464.40	3,464.40 + CPI
* Planning	Class 14	Statutory		3,464.40	3,464.40 + CPI
* Planning	Class 15	Statutory		3,464.40	3,464.40 + CPI
* Planning	Class 16	Statutory		3,464.40	3,464.40 + CPI
* Subdivision	Class 17	Statutory		1,337.70	1,337.70 + CPI
* Subdivision	Class 18	Statutory		1,337.70	1,337.70 + CPI
* Subdivision	Class 19	Statutory		1,337.70	1,337.70 + CPI
* Subdivision	Class 20	Statutory		1,337.70	1,337.70 + CPI
* Subdivision	Class 21	Statutory		1,337.70	1,337.70 + CPI
* Planning	Class 22	Statutory		1,337.70	1,337.70 + CPI
* Certification	Certification of subdivision (per 100 lots)	Statutory		177.40	177.40 + CPI
* Certification	Alteration of plan	Statutory		112.70	112.70 + CPI
* Certification	Amendment to certified plan	Statutory		142.80	142.80 + CPI
* Certification	Recertification of a plan of subdivision	Statutory		142.80	142.80 + CPI
* Planning - satisfaction matter	Satisfaction matter	Statutory		330.70	330.70 + CPI
* Planning - certificate of compliance	Certificate of compliance	Statutory		330.70	330.70 + CPI
* Planning - section 173 change	For an agreement to amend or end a Section 173 Agreement - consent request	Statutory		668.80	668.80 + CPI
PS copying/scanning (not including written objections)	A3 copies	Discretionary	Y	5.00	5.00
PS copying/scanning (not including written objections)	A4 copies	Discretionary	Y	5.00	5.00
PS copying/scanning (not including written objections)	A1 copies	Discretionary	Y	20.00	20.00
Digitisation of hard copy submissions	A4 and A3	Discretionary	Y	55.00	55.00
Digitisation of hard copy submissions	Larger than A3	Discretionary	Y	110.00	110.00
Advertising	Mail out up to 10 notices	Discretionary	Y	125.00	150.00
Advertising	Additional notices	Discretionary	Y	n/a	12.00
Advertising	11-20 notices	Discretionary	Y	200.00	n/a
Advertising	21-30 notices	Discretionary	Y	250.00	n/a
Advertising	31-40 notices	Discretionary	Y	300.00	n/a
Advertising	41-50 notices	Discretionary	Y	350.00	n/a
Advertising	51-75 letters more	Discretionary	Y	425.00	n/a
Advertising	76 letters or more	Discretionary	Y	550.00	n/a
Advertising	1 site notice	Discretionary	Y	75.00	75.00
Advertising	2 site notices	Discretionary	Y	100.00	100.00
Advertising	3 site notices	Discretionary	Y	125.00	125.00
Advertising	4+ site notices	Discretionary	Y	150.00	150.00
Advertising	Additional sign/s - Installation Service	Discretionary	Y	42.35	48.40
Advertising	Planning notice installation service	Discretionary	Y	193.60	199.65
Advertising	Notice in local paper	Discretionary	Y	Cost plus 10% administration charge	Cost plus 10% administration charge
Plans to satisfy permit conditions	First submission of plans to satisfy Condition 1 of planning permit	Discretionary	Y	-	-
Plans to satisfy permit conditions	Resubmission of plans to satisfy Condition 1 of planning permit	Discretionary	Y	140.00	140.00
Removal of trees < 2 (Arborist) - fast-track - associated with a dwelling	Per application (must be charged in conjunction with appropriate statutory application fee)	Discretionary	Y	270.30	280.00
Removal of trees < 2 (Arborist) - fast-track - non - other development	Per application (must be charged in conjunction with appropriate statutory application fee)	Discretionary	Y	n/a	280.00
Request for secondary consent approval (<=3 Changes)	3 itemised changes	Discretionary	Y	375.00	375.00
Request for secondary consent approval (4+ Changes)	4 or more itemised changes	Discretionary	Y	525.00	525.00
Planning Scheme Amendments					
* Planning	Planning Scheme amendment (stage 1)	Statutory		3,096.20	3,096.20 + CPI
* Planning	Planning Scheme amendment (stage 2 - < 10 submissions)	Statutory		15,345.60	15,345.60 + CPI
* Planning	Planning Scheme amendment (stage 2 - 11-20 submissions)	Statutory		30,661.20	30,661.20 + CPI
* Planning	Planning Scheme amendment (stage 2 - > 20 submissions)	Statutory		40,986.80	40,986.80 + CPI
* Planning	Planning Scheme amendment (stage 3)	Statutory		488.50	488.50 + CPI

Attachment 1. 2022-2023 Budget

Fees and Charges

Nillumbik Shire Council 2022-23 Fees & Charges

Note: * indicates Statutory Fee

Description of Fee	Unit of Measure	Fee Status	Taxable Supply	Adopted Fee 2021-22 \$	Proposed Fee (GST Inclusive) 2022-23 \$
* Planning	Planning Scheme amendment (stage 4)	Statutory		488.50	488.50 + CPI
Arts & Culture					
Nillumbik prize for contemporary writing entry fee	"Open" per entry (max 3 entries)	Discretionary	Y	25.00	25.00
Nillumbik prize for contemporary writing entry fee	"Local" per entry (max 3 entries)	Discretionary	Y	no charge	no charge
Hire Eltham Gallery	Per week	Discretionary	Y	40.00	40.00
Nillumbik prize for contemporary art entry fee	"Open" per entry	Discretionary	Y	25.00	25.00
Nillumbik prize for contemporary art entry fee	"Local" per entry	Discretionary	Y	n/a	10.00
Artist residency fee	Per week	Discretionary	Y	100.00	n/a
Community Programs					
Social support group					
- Low	Per session (means tested)	Discretionary		9.45	9.70
- Medium	Per session (means tested)	Discretionary		9.70	10.00
- High	Per session (means tested)	Discretionary		10.65	11.00
Occasional child care					
Child care for booked users - Eltham	1 child per session	Discretionary		78.00	80.50
Child care for booked users - Pantom Hill	1 child per session	Discretionary		73.50	76.00
Child care for casual users - Eltham	1 child per session	Discretionary		83.00	86.00
Child care for casual users - Pantom Hill	1 child per session	Discretionary		78.50	82.00
Preschool					
Centralised preschool enrolments	Per child - 3 year old preschool	Discretionary		38.00	40.00
Centralised preschool enrolments	Per child - 4 year old preschool	Discretionary		38.00	40.00
Centralised preschool enrolments	Per child - combined 3 and 4 year old preschool	Discretionary		45.00	48.00
Community transport					
Community transport	Per trip (one way)	Discretionary		2.20	2.30
One on one transport	Per trip inside shire boundary - one way	Discretionary		6.60	6.80
One on one transport	Per trip outside shire boundary - one way	Discretionary		10.50	10.85
Community bus hire	Full day	Discretionary	Y	120.00	130.00
Community bus hire	Half day	Discretionary	Y	70.00	75.00
Living & Learning Nillumbik					
Fee for service courses	Total direct costs of course divided by minimum number of enrolments: Direct costs (e.g.) - tutor - materials, marketing - equipment - venue hire - catering Plus Indirect Costs - staffing & administration calculated at \$26 per program hour All costs take into account GST where applicable. Fees will take into consideration the target group i.e. holders of concession cards	Discretionary	Y		
Co-ops (untutored self-help interest groups)	Per session	Discretionary	Y	Fees calculated as fee for service	Fees calculated as fee for service
Government funded training	As per ministerial directive	Discretionary	Y	Fees calculated as fee for service	Fees calculated as fee for service
Corporate, business and institutional course delivery	Per course or per attendee, depending on delivery model	Discretionary	Y	POA	POA
Living & Learning Nillumbik Eltham					
Up to 25 people for meeting; includes kitchen facilities					
Pavilion	- Standard rate (per hour)	Discretionary	Y	62.50	63.50
	- Community rate (per hour)	Discretionary	Y	31.50	32.00
	- Unfunded voluntary group occasional	Discretionary	Y	14.50	14.50
Up to 15 people; includes kitchen facilities (access needs to be arranged)					
Sunroom	- Standard rate (per hour)	Discretionary	Y	49.50	50.50
	- Community rate (per hour)	Discretionary	Y	23.00	23.50
	- Unfunded voluntary group occasional	Discretionary	Y	14.50	14.50
Up to 12 people					
Kitchen	- Standard rate (per hour)	Discretionary	Y	26.00	26.50
	- Community rate (per hour)	Discretionary	Y	21.00	21.50
	- Unfunded voluntary group	Discretionary	Y	14.50	14.50
Up to 20 people; includes kitchen facilities					
Art studio 2 (small)	- Standard rate (per hour)	Discretionary	Y	49.00	50.00
	- Community rate (per hour)	Discretionary	Y	20.00	20.50
	- Unfunded voluntary group	Discretionary	Y	14.50	14.50
Additional individual bookings by current class participants					
Clay studio	- Standard rate (per hour)	Discretionary	Y	49.00	50.00
	- Community rate (per hour)	Discretionary	Y	20.00	20.50
	- Unfunded voluntary group	Discretionary	Y	14.50	14.50
Up to 14 people					
Training room	- Standard rate (per hour)	Discretionary	Y	49.50	50.50
	- Community rate (per hour)	Discretionary	Y	23.00	23.50
	- Unfunded voluntary group	Discretionary	Y	14.50	14.50
Up to 25 people for meeting; includes kitchen facilities					
War memorial hall	- Standard rate (per hour)	Discretionary	Y	n/a	63.50
	- Community rate (per hour)	Discretionary	Y	n/a	32.00
	- Unfunded voluntary group	Discretionary	Y	n/a	14.50
Living & Learning Nillumbik Pantom Hill					
Up to 25 people - standard rate					
Banksia/Eucalyptus	- Standard rate (per hour)	Discretionary	Y	36.50	37.00
	- Community rate (per hour)	Discretionary	Y	25.50	26.00
	- Unfunded voluntary group	Discretionary	Y	14.50	14.50
Up to 10 people; kitchen facilities					
Sunroom	- Standard rate (per hour)	Discretionary	Y	31.00	31.50
	- Community rate (per hour)	Discretionary	Y	20.50	21.00
	- Unfunded voluntary group	Discretionary	Y	14.50	14.50
Up to 15 people					
Kitchen	- Standard rate (per hour)	Discretionary	Y	36.50	37.00
	- Community rate (per hour)	Discretionary	Y	25.50	26.00
	- Unfunded voluntary group	Discretionary	Y	14.50	14.50
Living & Learning Nillumbik Diamond Creek					
Up to 15 people for meeting; includes kitchen facilities					
Downstairs classroom	- Standard rate (per hour)	Discretionary	Y	31.00	31.50
	- Community rate (per hour)	Discretionary	Y	20.50	21.00
	- Unfunded voluntary group	Discretionary	Y	14.50	14.50
Up to 25 people; includes kitchen facilities					
Upstairs classroom	- Standard rate (per hour)	Discretionary	Y	36.50	37.00
	- Community rate (per hour)	Discretionary	Y	26.00	26.50
	- Unfunded voluntary group	Discretionary	Y	14.50	14.50
Up to 11 people; includes kitchen facilities					
Computer room	- Standard rate (per hour)	Discretionary	Y	26.00	26.50
	- Community rate (per hour)	Discretionary	Y	20.50	21.00
	- Unfunded voluntary group	Discretionary	Y	14.50	14.50
If computers are required					
	- Standard rate (per hour)	Discretionary	Y	36.50	37.00
	- Community rate (per hour)	Discretionary	Y	25.50	26.00
	- Unfunded voluntary group	Discretionary	Y	14.50	14.50
Community Halls Network					

Attachment 1. 2022-2023 Budget

Fees and Charges

Nillumbik Shire Council 2022-23 Fees & Charges

Note: * indicates Statutory Fee

Description of Fee	Unit of Measure	Fee Status	Taxable Supply	Adopted Fee 2021-22 \$	Proposed Fee (GST Inclusive) 2022-23 \$
Eltham Community & Reception Centre (ECRC)					
Function	Friday Saturday & Sunday				
	- Standard rate	Discretionary	Y	1,215.00	1,215.00
	- Community rate	Discretionary	Y	850.00	850.00
Event	Rate per event/day				
	- Standard rate	Discretionary	Y	910.00	910.00
	- Community rate	Discretionary	Y	637.00	637.00
Event - whole of ECRC	Rate per event/day				
	- Standard rate	Discretionary	Y	1,365.00	1,365.00
	- Community rate	Discretionary	Y	955.00	955.00
ECRC function weekends	Rate per event/day				
	- Standard rate	Discretionary	Y	1,825.00	1,825.00
	- Community rate	Discretionary	Y	1,275.00	1,275.00
1x hall weekdays	Rate per hour				
	- Standard rate	Discretionary	Y	60.00	60.00
	- Community rate	Discretionary	Y	42.00	42.00
1x hall week evenings Mon-Thur	Rate per hour				
	- Standard rate	Discretionary	Y	90.00	90.00
	- Community rate	Discretionary	Y	63.00	63.00
ECRC weekdays	Rate per hour				
	- Standard rate	Discretionary	Y	90.00	90.00
	- Community rate	Discretionary	Y	63.00	63.00
ECRC week evenings	Rate per hour				
	- Standard rate	Discretionary	Y	125.00	125.00
	- Community rate	Discretionary	Y	88.00	88.00
Additional hours	Rate per hour				
	- Standard rate	Discretionary	Y	150.00	150.00
	- Community rate	Discretionary	Y	105.00	105.00
Cutlery / crockery / glassware	Rate per hour				
	- Standard rate	Discretionary	Y	110.00	110.00
Use of kitchen	Rate per hour				
	- Standard rate	Discretionary	Y	150.00	150.00
	- Community rate	Discretionary	Y	105.00	105.00
Eltham Performing Arts Centre	Rate per hour				
	- Standard rate	Discretionary	Y	37.00	37.00
	- Community rate	Discretionary	Y	26.00	26.00
	Performance rate				
	- Standard rate	Discretionary	Y	560.00	560.00
	- Community rate	Discretionary	Y	392.00	392.00
Eltham Library Multi Purpose Room	Rate per hour				
	- Standard rate	Discretionary	Y	37.00	37.00
	- Community rate	Discretionary	Y	26.00	26.00
Outdoor Performance Centre	Rate per hour				
	- Standard rate	Discretionary	Y	25.00	25.00
	- Community rate	Discretionary	Y	18.00	18.00
	School concerts				
	- Standard rate	Discretionary	Y	250.00	250.00
	- Community rate	Discretionary	Y	175.00	175.00
The Emergency Operations Centre/ Kangaroo Ground Hall	Rate per hour				
	- Standard rate	Discretionary	Y	34.00	34.00
	- Community rate	Discretionary	Y	24.00	24.00
	Function				
	- Standard rate	Discretionary	Y	560.00	560.00
	- Community rate	Discretionary	Y	392.00	392.00
Hurstbridge Hall	Rate per hour				
	- Standard rate	Discretionary	Y	34.00	34.00
	- Community rate	Discretionary	Y	24.00	24.00
	Function				
	- Standard rate	Discretionary	Y	560.00	560.00
	- Community rate	Discretionary	Y	392.00	392.00
Eltham North Hall	Rate per hour				
	- Standard rate	Discretionary	Y	37.00	37.00
	- Community rate	Discretionary	Y	26.00	26.00
	Function				
	- Standard rate	Discretionary	Y	560.00	560.00
	- Community rate	Discretionary	Y	392.00	392.00
North Warrandyte Family Centre	Rate per hour				
	- Standard rate	Discretionary	Y	34.00	34.00
	- Community rate	Discretionary	Y	24.00	24.00
	Function				
	- Standard rate	Discretionary	Y	560.00	560.00
	- Community rate	Discretionary	Y	392.00	392.00
Senior citizens - Diamond Creek					
Small meeting room	1 day hire - concession	Discretionary	Y	37.00	37.00
	1/2 day hire - concession	Discretionary	Y	19.00	19.00
	Hourly rate - concession	Discretionary	Y	9.50	9.50
Hall/Large meeting room	1 day hire - concession	Discretionary	Y	68.00	68.00
	1/2 day hire - concession	Discretionary	Y	34.00	34.00

Attachment 1. 2022-2023 Budget

Fees and Charges

Nillumbik Shire Council 2022-23 Fees & Charges

Note: * indicates Statutory Fee

Description of Fee	Unit of Measure	Fee Status	Taxable Supply	Adopted Fee 2021-22 \$	Proposed Fee (GST Inclusive) 2022-23 \$
	Hourly rate - concession	Discretionary	Y	17.00	17.00
Senior citizens - Eltham					
Annexe	1 day hire - concession	Discretionary	Y	37.00	37.00
	1/2 day hire - concession	Discretionary	Y	19.00	19.00
	Hourly rate - concession	Discretionary	Y	9.50	9.50
Large hall	1 day hire - concession	Discretionary	Y	68.00	68.00
	1/2 day hire - concession	Discretionary	Y	34.00	34.00
	Hourly rate - concession	Discretionary	Y	17.00	17.00
Diamond Creek East community building - Coniston St					
Facility hire charge	Hourly rate	Discretionary	Y	11.00	11.00
Weekend function	Per function	Discretionary	Y	100.00	100.00
Eltham North Maternal & Child Health Centre					
Facility hire charge	Hourly rate	Discretionary	Y	11.00	11.00
Hurstbridge Community Hub					
Community room	Standard rate	Discretionary	Y	69.50	69.50
	Community benefit	Discretionary	Y	35.50	35.50
	Community group	Discretionary	Y	21.50	21.50
Training room	Standard rate	Discretionary	Y	48.00	48.00
	Community benefit	Discretionary	Y	23.50	23.50
	Community group	Discretionary	Y	14.50	14.50
Meeting room 1	Standard rate	Discretionary	Y	37.50	25.00
	Community benefit	Discretionary	Y	18.50	12.50
	Community group	Discretionary	Y	11.00	7.50
Meeting room 2	Standard rate	Discretionary	Y	37.50	37.50
	Community benefit	Discretionary	Y	18.50	18.50
	Community group	Discretionary	Y	11.00	11.00
Community kitchen	Standard rate	Discretionary	Y	48.00	48.00
	Community benefit	Discretionary	Y	23.50	23.50
	Community group	Discretionary	Y	14.50	14.50
Allied health room	Standard rate	Discretionary	Y	31.00	31.00
	Community benefit	Discretionary	Y	15.50	15.50
	Community group	Discretionary	Y	9.30	9.30
Emergency management					
Compulsory clearance	Per Fire Prevention Notice	Discretionary	Y	As per contract rates	As per contract rates
Compulsory clearance - administration fee	Per Fire Prevention Notice	Discretionary	Y	180.00	180.00
Freedom of information					
* Freedom of information - application fee	Per application	Statutory		30.10	30.60
* Search time	Per hour	Statutory		22.50	22.90
* Photocopy fee	Per A4 page	Statutory		0.20	0.20
* Supervision of document inspections	Per hour	Statutory		22.50	22.90
Finance					
Printing of duplicate rate notices	Per notice	Discretionary	Y	15.00	15.00
* Land information certificate	Per application	Statutory		27.40	As Advised
Dishonoured cheque fee (Australia Post)	Per dishonoured cheque	Discretionary		25.00	25.00
Direct debit dishonour fee	Per payment	Discretionary		10.00	10.00
Legal collection fee	Per assessment	Discretionary		As per agency schedule of fees	As per agency schedule of fees
Merchant fees		Discretionary		0.40%	0.40%
Shire maps					
	A1	Discretionary	Y	31.50	31.50
Colour map (aerial photos)	A2	Discretionary	Y	26.00	26.00
	A3	Discretionary	Y	16.00	16.00
	A4	Discretionary	Y	10.50	10.50
Custom mapping	Per hour	Discretionary	Y	74.00	74.00

Annual Action Plan 2022-2023

Supporting the delivery of
the Council Plan 2021-2025

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Community and connection		Reporting Frequency
Equity and Inclusion		
1. Continue to work towards reconciliation with the Wurundjeri and other First Nations communities		Quarterly
2. Further develop an Inclusive Sports and Facilities Framework		Annual (Q4)
3. Implement the Disability Action Plan 2020-2024		Annual (Q4)
4. Implement the Gender Equality Action Plan		Annual (Q4)
Health and Wellbeing		
5. Implement the Nillumbik Health and Wellbeing Plan 2021-2025		Quarterly
6. Commence investigation into opportunities to expand volunteering opportunities, including supporting Council auspice Landcare groups and expanding "Friends of" groups		Annual (Q4)
7. Embed the adopted Events Policy to ensure a clear, consistent and equitable approach in the support and delivery of events in the Shire		Annual (Q4)
Ages and Stages		
8. Implement the Youth Strategy in partnership with our Youth Council		Quarterly
9. Undertake a feasibility study for a dedicated youth space within the Shire		Annual (Q4)
10. Commence an audit of facilities to identify opportunities to implement age-friendly improvements for community facilities		Quarterly
11. Continue to innovate Living & Learning Nillumbik offerings and services to support health and wellbeing outcomes across the community, and provide life-long learning opportunities		Annual (Q4)

Place and space		Reporting Frequency
Identity		
12. Implement the Arts and Culture Strategy 2022-2026		Quarterly
13. Continue to investigate suitable sites for a gallery and exhibition spaces		Annual (Q4)
14. Develop a Performing Arts Policy		Annual (Q4)
15. Seek authorisation from the Minister for Planning to prepare and exhibit an amendment to implement stage 1 and 2 sites of heritage significance via the Heritage Overlay into the planning scheme		Annual (Q4)
16. Adopt a Municipal Planning Strategy following community consultation and seek authorisation from the Minister for Planning to prepare and exhibit an amendment to include into the planning scheme		Quarterly
17. Implement the Green Wedge Management Plan 2019		Annual (Q4)
Natural Environment		
18. Continue to review our biodiversity strategy to provide renewed focus for Council, the community and our partners		Quarterly
19. As part of our biodiversity strategy review, investigate measures to protect wildlife across a range of settings, including roadsides		Annual (Q4)
Open Space		
20. Commence review Council's tree management policy and supporting guidelines		Annual (Q4)
21. Investigate measures to enhance the urban tree canopy		Annual (Q4)
22. Implement the Recreation and Leisure Strategy		Quarterly
23. Continue developing a trails network implementation framework, including missing links and local connectivity		Annual (Q4)

Neighbourhood Character	
24. Continue to develop a Neighbourhood Character Strategy	Quarterly
25. Continue to develop the Wattle Glen Public Realm Framework	Quarterly
26. Implement the place-making framework to support shared outcomes between community and Council	Annual (Q4)
Movement and Place	
27. Seek authorisation from the Minister for Planning to prepare and exhibit a planning scheme amendment to implement the Major Activity Centre structure plans for Diamond Creek and Eltham into the planning scheme	Annual (Q4)
28. Continue to develop a masterplan for community facilities in Diamond Creek, including recreation and community precincts and buildings	Quarterly
29. Continue development of an Integrated Transport Strategy	Quarterly
30. Continue review of road sealing policy to support capital works decision-making	Annual (Q4)

Sustainable and resilient	Reporting Frequency
Climate Change	
31. Commence implementing the Climate Action Plan	Quarterly
Sustainability	
32. Continue to deliver the solar farm project in Plenty	Quarterly
33. Transition Council's electric vehicles, and explore placement opportunities for future electric charging stations	Annual (Q4)
34. Review Environmental Sustainable Development (Building, Design and Works) Policy so that innovative and sustainable outcomes in capital works projects can be pursued	Annual (Q4)
Business and Tourism	
35. Implement the Economic Development Strategy 2020-2030	Quarterly
36. Continue to embed the Better Business Approvals program to make it easier for businesses to obtain necessary planning and other types of permits	Annual (Q4)
Resilience and Recovery	
37. As the COVID-19 pandemic continues to impact both the community and the operations of Council, continue to monitor and mitigate risks to ensure that Council continues to deliver important projects and services to the community	Quarterly

Responsible and accountable	Reporting Frequency
Good Governance	
38. Continue to advocate on key issues ahead of the Victorian State election, as well as make a pre-budget submission to the elected Victorian Government	Quarterly
39. Report quarterly on the annual budget	Quarterly
Risk Management	
40. Implement the Bushfire Mitigation Strategy 2019-2023 as outlined in the Municipal Fire Management Plan	Quarterly
41. Continue to develop and adopt the new local laws	Quarterly

**CM.043/22 Adoption of Budget 2022-2023, declaration of Rates and Charges and Council Plan -
Annual Action Plan 2022-2023**

Attachment 2. (Council Plan) Annual Action Plan 2022-2023

42. Develop an Enforcement Strategy to support local laws and regulation	Annual (Q4)
43. Develop a new Domestic Wastewater Management Plan to enable Council to effectively manage the risks associated with domestic wastewater across the Shire	Annual (Q4)
44. Develop a Building Municipal Control Plan which identifies building risks within the shire and categorise the risk to Council and community	Annual (Q4)
Services and Programs	
45. Continue to deliver our capital works program	Quarterly
46. Develop and implement a new customer service strategy/plan to further support our 'customer first' vision of <i>"Council's services are easy to use, and we will ensure they will be customer focused at all times in an environment where all customers will be treated with care and respect"</i>	Quarterly

Council Plan 2021-2025 – Year 1 Action Plan (FY 2021-2022); Quarter 3, 2021-2022 Update

Theme	Action	Responsibility	Progress Commentary this Quarter	Status
Community and connection - to encourage inclusion and participation to support health and wellbeing and ensure that all our residents have equitable access to services, programs, events and initiatives				
Equity & Inclusion	We actively work towards reconciliation and the process of healing with the Wurundjeri Woi Wurrung people and recognise them as the Traditional Owners of the land and waterways of Nillumbik			
	Continue to work towards reconciliation with the Wurundjeri and other First Nations communities	Executive Manager Communities	<p>Monthly cultural consultations with Traditional Owners continued this quarter. Topics discussed included:</p> <ul style="list-style-type: none"> • Nillumbik Reconciliation Group updates • Reconciliation Week Flag Raising Ceremony • Nillumbik Reconciliation Grants • Draft Nillumbik Access, Equity and Inclusion Policy • Gawa Trail and Diamond Creek Trail signage. 	ON TRACK
Health & Wellbeing	We address the social, environmental and economic factors of health to improve health and wellbeing outcomes for our communities			
	Implement annual actions in the Nillumbik Health and Wellbeing Plan 2021-2025	Executive Manager Communities	<p>The year 1 action plan for the Nillumbik Health and Wellbeing Plan 2021-2025 is currently being implemented. A mid-year progress review workshop was held with Council staff to track progress on actions.</p> <p>Achievements to date has included:</p> <ul style="list-style-type: none"> • Development of the draft Nillumbik Access, Equity and Inclusion Policy, draft Climate Action Plan, Volunteering in Nillumbik Framework and draft Recreation and Leisure Strategy • LGBTIQA+ consultations, background paper and IDAHOBIT working group; delivery of the 16 Days of Activism and International Women's Day activities; and development of the Gender Equality Action Plan • Participation in the VicHealth Victorian Local Government Partnership to improve health and wellbeing outcomes for young people in Nillumbik • Development of a Reconciliation Grants program. <p>New Terms of Reference for the Health and Wellbeing Advisory Committee have been endorsed and new members are currently being recruited. The Annual Health and Wellbeing Partnership Forum (which will form one of the Health and Wellbeing Advisory Committee meetings and provide opportunities for collaboration and shared planning) is being planned for June 2022.</p> <p>The year 1 progress report on delivery of the plan will be presented to Council in September 2022 and the year 2 action plan will be presented shortly afterwards.</p>	ON TRACK
	Continue to innovate leisure facilities offerings and services to support health and wellbeing outcomes across the community	Director Operations and Infrastructure	<p>Key actions completed this quarter included:</p> <ul style="list-style-type: none"> • High School Memberships - all Nillumbik Leisure Facilities High School memberships provide access to all 5 locations on the same previous rate. • Diamond Creek Outdoor Pool Membership - a new product was offered to increase access options resulted in 38 members joining onto a fortnightly debit membership. All members were offered a fortnight free at Eltham Leisure Centre at the end of season to continue swim access in the hope they continue memberships throughout the winter period. • Free member boot camp - continued provision of free access to members to a 4-week boot camp with 58 participants. • Wheelchair Football - Richmond Football Club (AFL) hosted a come and try day for Wheelchair Football at Diamond Creek Community Centre to drive participation • Eltham High School Transition Day - 150 Year 7 students attended a high school transition day at Eltham Leisure Centre in February to participate in activities to support health and wellbeing initiatives. • Group fitness classes have commenced in rural areas, with two classes per week held at St Andrews through February, with an average of 12 participants for each class. New classes at other locations will be delivered next quarter. 	ON TRACK
Ages & Stages	We work towards creating an age-friendly community where all people regardless of their age or ability can live a good quality of life			
	Develop and implement a Youth Strategy in partnership with our Youth Council	Executive Manager Communities	<p>Throughout 2022, the Youth Council will focus on implementing actions including hosting a Nillumbik Youth Summit and exploring opportunities for a Youth Hub in the Shire.</p> <p>The Youth Development team will continue to work with internal and external stakeholders to deliver other key actions, including improving access to mental health services, providing opportunities for volunteering, work experience and employment, as well as delivering live music and youth events across Nillumbik.</p>	ON TRACK

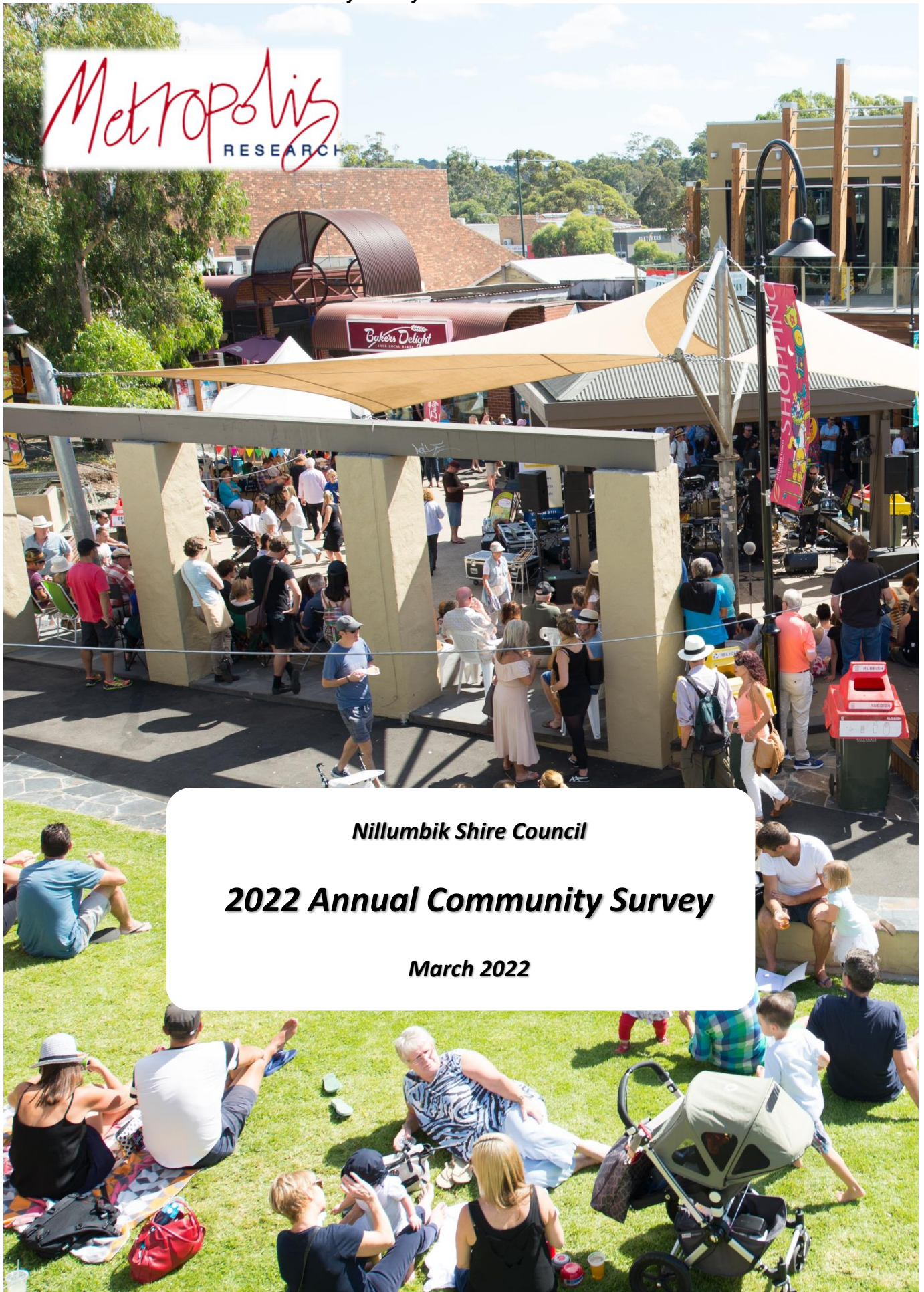
Theme	Action	Responsibility	Progress Commentary this Quarter	Status
Place and space - to protect, enhance, maintain, plan and design places and spaces that strengthen identity, reinforce character, improve accessibility, encourage social connection and enjoyment, support biodiversity and respect the environment				
Identity	We celebrate and prioritise the protection of our heritage, arts and culture, places and spaces by focusing on the diversity of experiences that have shaped our shared history			
	Undertake a heritage review of the 'Stage 2' potential heritage sites of significance	Executive Manager Planning and Community Safety	Key actions completed this quarter included the finalisation of the draft Heritage Review (including recommendations and citations). A draft Heritage Review will be provided to Councillors via a briefing in May 2022, with the final Heritage Review scheduled for adoption at the June 2022 Council Meeting.	ON TRACK
	Develop the Kangaroo Ground War Memorial Park Management Plan	Executive Manager Planning and Community Safety	The Kangaroo Ground War Memorial Park Management Plan was adopted at the December 2021 Council Meeting. Implementation of the plan is now subject to budget. An allocation of \$110,000 from the Local Roads and Community Infrastructure Grant was made to upgrade the Memorial Caretaker's Cottage on the site.	COMPLETE
	We value, appreciate and enjoy our Green Wedge Shire, including our rural areas and leafy urban areas, which we work hard to protect and enhance			
	Prepare a Municipal Planning Strategy for inclusion into the planning scheme	Executive Manager Planning and Community Safety	Approval for consultation (phase 3) on the draft Municipal Planning Strategy will be sought at the May 2022 Council Meeting. Phase 3 will consist of a six-week consultation/community engagement process in June-July 2022.	ON TRACK
Open Space	We carefully protect, plan, maintain and improve open spaces, streetscapes and places to ensure that they are safe, accessible and enjoyable			
	Determine and action future site planning for the former Plenty CFA site	Director Operations and Infrastructure	Council resolved to request the CFA to demolish the existing fire station and rehabilitate the land at the December 2021 Council Meeting. The CFA were advised of Council's decision in December 2021, and have formally been requested to initiate the works to demolish the building and draft plans to rehabilitate the land to open space. The existing building will not be demolished until the CFA complete construction of the new fire station and relocate all services to the new site.	ON TRACK
Neighbourhood Character	We respect and enhance the unique neighbourhood character in our communities to ensure a considered approach to planning and development			
	Develop a Neighbourhood Character Strategy	Executive Manager Planning and Community Safety	Key actions completed in this quarter included: <ul style="list-style-type: none">• Finalisation of the Engagement Plan• Background/permit data review• Preparation/finalisation of background report• Preparation of engagement inputs, webpage, survey and collateral• Phase 1 Community Engagement - championing the strategy (6 weeks) between 28 March-8 May, including 3 community onsite pop-ups. The next steps include a staff workshop, site surveys, a review of existing controls and preparation of a draft strategy based on research and community feedback for Council's consideration. These actions are scheduled to occur next quarter.	ON TRACK
	Develop the Wattle Glen Public Realm Framework	Executive Manager Planning and Community Safety	This action has been on hold, pending resource allocation availability (also with no budget allocation at present). It is programmed to re-start by the end of May 2022, with community engagement scheduled for August/September 2022.	MINOR ISSUES
	We promote place making and shaping and advocate for the continuation and enhancement of local character			
	Develop a set of guiding principles to facilitate place-making across the Shire	Executive Manager Communities	The place-making framework was adopted at the December 2021 Council Meeting. In the 2022-2023 financial year, officers will commence implementation of the relevant actions and priorities in the framework, designed to support Council staff, Councillors, community members, traders, stakeholders, contractors and consultants to plan and deliver place-making projects.	COMPLETE

Theme	Action	Responsibility	Progress Commentary this Quarter	Status
Movement and Place	We work with our community, neighbouring councils and transport and planning agencies to advocate for improved transport solutions			ON TRACK
	Implement a range of traffic and transport initiatives that will promote more sustainable travel while addressing key safety issues in line with the Eltham Major Activity Centre Structure Plan, through the Eltham Urban Congestion Fund Project	Director Operations and Infrastructure	Applications have been lodged with the Department of Transport for the Main Road elements of the program of works. Submissions have been sought to undertake detailed design of the Main Road elements of the program. Detailed design of, and procurement process for the Bible Street component of works was completed. A planning permit and cultural heritage assessment are currently being sought for the Eltham Central Oval component of the program. Works are required to be completed by August 2023.	
Sustainable and resilient - to manage and adapt to changing circumstances that affect our community to ensure it remains sustainable and resilient, both now and into the future				
Climate Action	We work with our community, First Nations People, partners and all levels of government to develop clear and effective initiatives to address climate change			ON TRACK
	Develop and adopt a Climate Action Plan	Director Operations and Infrastructure	Following a five-week consultation period throughout October-November 2021, Council was presented with the outcome of the consultation at the Planning and Consultation Committee Meeting in February 2022. 80 survey submissions and 11 written submissions were received through the public exhibition process, along with verbal input from 15 people who participated in one of four facilitated virtual drop in sessions. The finalised Climate Action Plan was presented to the April 2022 Council Meeting for adoption. The supporting 2022-2023 implementation plan will be presented to Council for endorsement at the June 2022 Council Meeting.	
Sustainability	We favour sustainable and innovative investment; focussing on renewable energy initiatives			ON TRACK
	Progress the solar farm project in Plenty	Director Operations and Infrastructure	The contractor (LMS) will develop a final proposal for implementation of a solar farm at the former Plenty landfill for Council consideration in July 2022.	
Resilience and Recovery	We support individuals, families and the community to be mentally and physically healthy, safe and enabled to participate in relief and recovery processes arising from crisis or emergency			ON TRACK
	Implement the Pandemic Recovery Plan 2021-2022	Executive Manager Communities	Taskforce meetings have continued and plan actions continue to be monitored. Actions completed this quarter included: • Review of organisational governance to support COVID response • Pop-up vaccination clinic in Panton Hill with healthAbility • Vaccination information session for parents/carers of children under 11 • Staff leave for vaccine booster shots made available • Continued to deliver the COVID-19 relief program • COVID-19 Business Support Officer extended until June 2022. Actions in this next quarter will involve drafting of a final progress report, tracking of progress against all actions in the plan and mapping transition of actions to medium and long-term recovery actions and business as usual activity. A partnership with Council's Emergency Management team has been established to ensure long term actions are embedded into the new Relief and Recovery Plan and year 2 actions of the Nillumbik Health and Wellbeing Plan. It is anticipated that the Relief and Recovery Plan will be tabled at the September 2022 Council Meeting.	

Theme	Action	Responsibility	Progress Commentary this Quarter	Status
Business and Tourism	We support businesses, industries and events, and encourage investment within Nillumbik			
	Implement annual actions in the Economic Development Strategy 2020-2030	Executive Manager Planning and Community Safety	<p>Actions undertaken in the quarter included:</p> <ul style="list-style-type: none"> • 4 networking events delivered (2 x breakfast events, 1 x creative industries networking event and 1 x Women in Business event) • Northern Business Achievement Award Breakfast hosted two nominees - Buttermans Track Winery and Naught Gin plus Young Achiever Nick from Nick's Gnocchi • Secured \$10,000 funding for two retail precinct projects - Hurstbridge Cycle Friendly Village and Research Retail Precinct Amenity Improvements • COVID-19 Business Concierge Officers contacted over 100 businesses per week, providing support and information • The Business in Nillumbik Facebook group now exceeds 200 members. 	ON TRACK
Responsible and accountable - to facilitate the best possible outcomes for our community, by demonstrating strong leadership and working actively to achieve the community's objectives				
Good Governance	We continue to exercise sustainable and responsible financial management			
	Report quarterly on the annual budget	Chief Financial Officer	<p>The report outlining Council's financial performance and financial position for the period ended 31 March 2022 was presented to the April 2022 Council Meeting.</p> <p>The Income Statement shows an overall favourable year to date (YTD) variance of \$2.24 million representing 8.4 percent of YTD Budget. This reflects the combined result of lower than budgeted operating income of \$393,663 and lower than budgeted operating expenses of \$2.63 million.</p> <p>Council's overall financial position at the end of this quarter remains sound.</p>	ON TRACK
	We are forward-thinking, data-driven and evidence-led in our decision making, always looking to identify new opportunities			
	Continue the business transformation program encompassing systems, processes and people, to achieve our 'customer first' vision	Executive Manager Business Transformation and Performance	<p>Actions implemented under the three key pillars of the program this quarter included:</p> <p><u>Our Staff</u></p> <ul style="list-style-type: none"> • Continued focus on health and wellbeing – calendar endorsed by the Executive Management Team, Mental Health First Aiders check-ins. • Access, equality and inclusion focus continues, with Council's Gender Equality Action Plan submitted to the Victoria Gender Equality Commission, and a LGBTIQ+ internal working group established. <p><u>Our Customers</u></p> <ul style="list-style-type: none"> • The final year update of the four-year Nillumbik Customer First Strategy was presented to Council at the April 2022 Council Meeting, closing out the strategy. Preliminary investigations have begun to research and enable the ensuing four-year strategy for Council to adopt later in 2022. <p><u>Our Processes</u></p> <ul style="list-style-type: none"> • 39 new processes were mapped in Promapp (our process mapping tool) this quarter, with now 1116 processes mapped • Using customer complaints data to commence a new targeted process improvement process. <p><u>Our Systems</u></p> <p><u>Online Booking System:</u></p> <ul style="list-style-type: none"> • User acceptance testing for the venue booking experience has been delayed due to resourcing constraints from the vendor, project team and several service areas. This has driven a revised go-live date of early November. <p><u>Asset Management System (AMS):</u></p> <ul style="list-style-type: none"> • Set-up of Council's centralised asset register and integration between Pathway, Council's Customer Request Management System and Geographic Information System is on schedule • System configuration and key user training for the cleansing and underground drainage team is complete, user acceptance testing is underway, and go live date is forecast for mid-May 2022. 	ON TRACK
	We continue to meet Council's responsibilities for emergency management by working with the community and partner agencies, especially in relation to bushfire			
	Implement the annual actions of the Bushfire Mitigation Strategy 2019-2023 as outlined in the Municipal Fire Management Plan	Executive Manager Governance, Communications and Engagement	<p>All identified actions from the three-year Bushfire Mitigation Action Plan remain on track.</p> <p>Significant progress has been made in creating a community focussed approach to bushfire including:</p> <ul style="list-style-type: none"> • Resilient St Andrews project launched under Emergency Management Victoria (EMV) Risk and Resilience Grant Funding. Working with community to develop project outcomes through a co-design process. • Place Shapers Program 2022 Information Night was held on 8 March and Session 1 began on 23 April. The program is scheduled to close 23 June. • 2022 Community Preparedness and Bushfire Resilience Grants open for up to \$2,000 for community led projects. 	ON TRACK

Theme	Action	Responsibility	Progress Commentary this Quarter	Status
Risk Management	We seek to enhance community safety, public health, amenity and the environment through improved planning and community engagement, prioritising fair and transparent approaches to managing compliance and enforcement			
	Undertake a review of our Local Laws	Executive Manager Planning and Community Safety	Following (phase 2) consultation on the draft local laws last quarter, the hearing of public submissions took place at the April 2022 Planning and Consultation Committee Meeting. This feedback will be used to consider changes to the draft local laws to be put on public exhibition later in 2022.	ON TRACK
	We acknowledge our role in managing the significance of global risks			
	Review Council's strategic risk register periodically by identifying any external risks to the organisation and our community, and report back quarterly	Executive Manager Business Transformation and Performance	<p>The review and development of the new Strategic Risk Register progressed this quarter. This has been informed by Council staff workshops and input and facilitation from Marsh Pty Ltd (the parent body of Council's insurance brokers). This quarter, preliminary strategic risk categorisations were presented to Council's Audit and Risk Committee and Council.</p> <p>Next quarter, the newly drafted register will be presented to Council's Audit and Risk Committee for endorsement, and to the June 2022 Council Meeting for noting.</p>	ON TRACK
Services and Programs	We communicate clearly and regularly, taking the time to listen and engage with our community			
	Implement the Community Engagement Policy	Executive Manager Governance, Communications and Engagement	Our Community Engagement Policy continues to be shared through internal communications channels. Guidelines and a toolkit for staff use remain on track to be delivered by the end of the financial year with input from an internal working group.	ON TRACK
	We source alternative and innovative funding sources to support and complement Council services and infrastructure			
	Delivery of our capital works program, including completion of Diamond Valley Sports and Fitness Centre upgrade and Diamond Creek Trail	Director Operations and Infrastructure	<p>The 2021-2022 Capital Works Program is on track to achieve an expenditure of 50-75%.</p> <p>Main projects completed within the quarter included the Diamond Valley Sports and Fitness Centre upgrade (\$16.89 million), Stage 2 of the Diamond Creek Trail (\$9.67 million) and the new Diamond Creek Netball Courts and Pavilion (\$800,000), with 26 recurrent programs also commenced within the reporting period.</p>	ON TRACK

Status Key	COMPLETE	Action is Completed
	ON TRACK	Action is on track for completion within budget and timeframe
	MAJOR ISSUES	Action is off track, experiencing major issues which require management attention
	MINOR ISSUES	Action is off track, and experiencing minor issues being managed in-house.
	YET TO COMMENCE	Action works are yet to commence



Nillumbik Shire Council

2022 Annual Community Survey

March 2022

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Executive summary

Metropolis Research conducted this, Council's 11th *Annual Community Satisfaction Survey*, as a telephone interview style survey of 508 respondents in February 2022. 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. 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.

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, satisfaction with aspects of traffic, parking, and safety whilst walking and cycling, as well the perception of safety in the public areas of the municipality.

In 2022, 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. There were also some questions around climate change.

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 2.7% to 6.41 (down from 6.59) out of a potential 10. This is a "solid", down from a "good" level of satisfaction.

Satisfaction is now marginally below the long-term average since 2011 of 6.51. This result is 4.2% higher than the most recent low recorded in 2014 (6.15).

This result was 2.8% lower than the 2022 metropolitan Melbourne (6.60), but marginally higher than the northern region councils' (6.36) averages, which fell measurably this year from 7.05. These comparisons were sourced from the *Governing Melbourne* research conducted independently by Metropolis Research in January 2022.



Despite the decline in average satisfaction, a little less than one-third (31.3% up from 30.6%) of respondents providing a score were “very satisfied” (i.e., rated satisfaction at eight or more), however, there was an increase in the proportion of “dissatisfied” respondents (rated satisfaction at less than five), up from 10.4% to 14.8%.

This does suggest that there is a substantial minority of the Nillumbik community who are dissatisfied with the overall performance of Council.

There was some variation in overall satisfaction with Council observed across the municipality, as follows:

- ***Somewhat more satisfied than average*** – includes senior citizens (aged 75 years and over), female respondents, respondents from one-parent families and sole person households, and respondents from rental households.
- ***Somewhat less satisfied than average*** – includes middle-aged and older adults (aged 45 to 74 years), male respondents, respondents from two-parent families with youngest child aged 13 to 18 years, and home-owner respondents.

The most common reasons why the 50 respondents were dissatisfied with Council’s overall performance as well as aspects of governance and leadership were related to Council’s responsiveness and customer service (21 responses), communication and consultation (20 responses), rates and financial management (12 responses), Council governance and management (11 responses), and general negative comments (9 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 include traffic management, rates, roads, bushfire management, street trees, building and planning, 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 5.47 out of 10, compared to the municipal average of 6.41.

Change in performance of Council over the last 12 months.

Despite the small decline in overall satisfaction, the proportion of respondents who felt that [Council’s overall performance had improved](#) in the last 12 months increased marginally to 12.8% (up from 11.2%), whilst 10.4% (up from 8.4%) considered it had deteriorated.

The most common reasons why the 65 respondents considered that Council’s performance had improved in the last 12 months included a perception that the newly elected Council as being better, perceived improvements to communication with the community, and Council’s performance during COVID-19.

There was no dominant issue or issues as the most common reasons why the 53 respondents considered that Council’s overall performance had deteriorated in the last 12 months, with a perceived lack of consultation with the community, and some comments about Council’s handling of COVID-19 were noted.



Satisfaction with the governance and leadership performance of Council

The survey includes five core aspects of Council’s governance and leadership performance, as well as four other measures around Council’s leadership across a range of policy areas.

The average satisfaction with the five core aspects of [governance and leadership](#) remained essentially stable this year at 6.19 (6.20 in 2021), remaining at a “solid” level.

This result was marginally lower than the metropolitan Melbourne average of 6.33, but identical to the average for the northern region councils (6.20).

These measures include making decisions in the interests of the community (6.26), representation, lobbying, and advocacy (6.21), community consultation and engagement (6.21), responsiveness to community needs (6.20), and maintaining community trust and confidence (6.09).

Metropolis Research notes that satisfaction with governance and leadership declined measurably last year (the first survey conducted during COVID-19 for Nillumbik) and has remained at these low levels through the second year of COVID-19.

By contrast, satisfaction with the three measures of Council’s leadership performance that were included in previous years all increased marginally this year but remained at “good” levels. This includes Council meeting its environmental responsibilities (6.90), meeting bushfire and emergency management responsibilities (6.89), and supporting a healthy local economy (6.75).

There was a new measure of Council leadership this year, “Council performance delivering climate action leadership”. Satisfaction with this aspect was 6.33 or “solid”, with 33.7% “very satisfied” and 18.2% “dissatisfied”. This does suggest a notable proportion of the community are dissatisfied with Council’s performance in this area of policy.

Satisfaction with customer service

Approximately one-third (34.3%) of respondents had [contacted Council in the last 12 months](#), with telephone (61.7%), email (17.3%), and the website (11.0%) the most common methods. Consistent with the pandemic, the proportion of respondents who visited Council in person remained low at just 5.8% of those contacting Council.

There was a measurable and significant decline in overall satisfaction with the seven aspects of [customer service](#) experience recorded this year, down 12.6% from 7.24 or “good” to 6.33 or “solid” this year.

This was a very significant decline, particularly following on from the 4.5% decline reported last year. this may require some further exploration from Council and reconciliation with other customer data. It does appear that the inability to engage with Council in person may have been a factor underpinning some of this decline.



The aspects of customer service to report the largest declines this year were “speed and efficiency of service” (down 16.2%), “access to relevant officer or area” (down 16.1%), and “courtesy and friendliness” (down 12.1%).

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 (44.7%), telephoning Customer Service (21.3%), direct mail / letterbox drop of information (21.1%), Council’s website (19.9%), and social media (18.9%).

Almost half (46.1%) of respondents regularly receive and read the [Nillumbik News](#), whilst 23.2% (up from 18.0%) report that they do not regularly receive the publication. The proportion who reported they don’t usually receive the publication has increased over time.

There was a decline this year in the proportion of respondents who at either frequently (7.0%) or infrequently (23.0%) [visit the website](#). There may well have been an increase in the proportion of respondents who only rarely visit the website, reflecting movement of interactions from in-person to online. The average satisfaction with the six aspects of the website was essentially stable this year at 7.33, remaining at a “very good” level.

The proportion of respondents who were aware of [Participate Nillumbik](#), increased again this year, up from 8.2% in 2019 to 16.2% this year. Only a relatively small proportion (3.9%) frequently use the site.

Planning and housing development

Just 49 of the 508 respondents were personally involved in a [planning application or development](#) in the last 12 months, as applicants (41 respondents), objectors (7 respondents) or other (1 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 “very poor” to “extremely poor” levels. These results were only marginally lower than the metropolitan Melbourne average as recorded in *Governing Melbourne*.

In relation to satisfaction with three [planning and development outcomes](#), these all remained relatively stable this year at “good” to “very good” levels of satisfaction. This includes the design of public spaces (7.42), the protection of local heritage (7.21), and the appearance and quality of new developments (7.01).

Satisfaction with all three planning and development outcomes were higher in the Nillumbik Shire than the metropolitan Melbourne average.



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, with a marginal increase in importance of 1.2% to 7.18. Whilst more than half (54.5%) considered it “very important”, it is noted that 11.8% of respondents did not believe it was important that Council address the needs of the LGBTIQ+ residents (i.e., rated importance at less than five).

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 declined a little this year following on from the unusual increase of 4.5% last year.

The most important services remain the three kerbside collection services (recycling, garbage, and green waste), the three community services (services for children, youth, and seniors), fire prevention works, and this year also includes support for local business.

The average [satisfaction](#) with the 33 included Council provided services and facilities increased just marginally this year, up less than one percent to 7.34, and remains at a “very good” level.

Satisfaction with 19 services and facilities increased this year, while satisfaction with 14 declined somewhat, with the following notable changes noted:

- ***Notably higher satisfaction in 2022 than in 2021*** – includes services for youth (up 10.3%); public toilets (up 5.9%); aquatic and leisure centres (up 5.0%); sports ovals (up 4.2%); the Nillumbik News (up 3.4%); street sweeping (up 2.9%); on and off-road bike paths (up 2.5%); and the provision and maintenance of parks and gardens (up 2.2%). None of these increases were statistically significant at the 95% confidence level.
- ***Notably lower satisfaction in 2022 than in 2021*** – includes parking enforcement (down 9.2%); fire prevention works (down 6.8%); the provision and maintenance of street trees (down 5.0%); the maintenance and repair of sealed local roads (down 4.4%); the grading of unsealed roads (down 2.8%), and the fortnightly kerbside garbage collection (down 2.2%). Of these declines, only parking enforcement was statistically significant at the 95% confidence level.

Most important issues to address for the Nillumbik Shire “at the moment”.

The three [top issues to address](#) to address for the Nillumbik Shire “at the moment” were road maintenance and repairs (16.7% up from 11.8%), traffic management (11.4% down from 14.2%), environment, conservation, and climate change (10.0% up from 5.4%), and bushfire management / prevention (8.3%).

The issues that were most negatively correlated with overall performance this year were traffic management, Council rates, roads, bushfire management, street trees, building and development, and communication.

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Traffic, parking, and safety whilst cycling and walking

This set of questions was last included in the survey in 2018. Satisfaction with the volume of traffic on residential street (6.51) and main roads (5.76), the availability of parking on residential streets (7.00), main roads (6.34), and around shopping / commercial areas (6.50) all increased somewhat from 2018 to 2022. Attention is drawn to the “poor” level of satisfaction with the volume of traffic on main roads.

Satisfaction with safety whilst walking on residential streets (7.89) and beside main roads (7.51) were “excellent” and “very good”.

Satisfaction with safety whilst cycling on residential streets (7.32) was “very good”, whilst safety whilst cycling beside main roads (6.76) was “good”. It is noted, however, that 16.3% of respondents were not satisfied with their safety while cycling beside main roads.

Climate action

A new set of questions was included this year around whether respondents and their household had made changes to their home or lifestyle to [reduce climate change and its impacts](#).

Almost two-thirds (64.7%) of the 397 respondents who provided a response reported that they had made changes. Respondents from Eltham North, senior citizens (aged 75 years and over), one-parent families with children, and younger, middle-aged, and older sole person households were somewhat less likely to have made changes than other respondents.

When asked to rate their household’s [ability to cope with climate related risks and impacts](#) (e.g., fire, drought, extreme heat, and heavy rainfall), on average, respondents rated their ability at 6.95 out of 10. It is noted that 7.6% of the 380 respondents who answered the question rated their ability to cope with extreme weather as “low” (i.e., less than five).

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 (8.95), at Eltham Activity Centre (8.53), and Diamond Creek Activity Centre (8.33), waiting for / travelling on public transport (7.77), and in the public areas of Nillumbik at night (7.74) all remained high this year

These perception of safety results were all higher than the metropolitan Melbourne average and suggest that the perception of safety in Nillumbik is strong.

It is noted that 5.5% of respondents felt “unsafe” waiting for / travelling on public transport and 6.1% felt unsafe in the public areas of Nillumbik Shire at night. Female respondents felt 8.5% less safe in the public areas of the municipality at night than male respondents.



COVID-19 pandemic

On average, respondent households rated how well they were [coping with COVID-19](#) in terms of their financial wellbeing (7.79 down from 7.88), physical (7.58 down from 7.62) and mental (7.11 down from 7.31) health and wellbeing at relatively strong levels, although all declined marginally but not measurably this year.

Particular attention is drawn to the increase in the proportion of respondent households who were not coping well in terms of their mental health and wellbeing, up from 6.6% last year to 9.8% this year.

On average, respondents rated the impact of COVID-19 on their personal health and wellbeing at 3.80 out of 10, or a moderately low level, although this did increase 5.4% from the 3.28 recorded last year. There was also an increase in the proportion of respondents who rated the impact of COVID-19 on their personal health and wellbeing as “high” (i.e., rated it eight or more), up from 5.4% last year to 12.2% this year. This is a significant proportion of the community who felt that COVID-19 had a strong effect on their personal health and wellbeing.

Summary of satisfaction with Council

In summary, Metropolis Research notes that satisfaction with Nillumbik Shire Council trended lower this year, with overall performance down 2.7%. Satisfaction with Council’s governance and leadership performance was stable, but at a lower level than pre-pandemic.

These relatively moderate levels of community satisfaction with Council appear consistent with the declines observed by Metropolis Research across metropolitan Melbourne, with the average satisfaction with local government declining by 4.6% this year.

These declines appear to reflect a generalised fatigue with government, which appears to have had a dampening effect on satisfaction with overall performance, as well as governance and leadership performance. People tend to not feel that government is responding to their needs as well now at the end of the pandemic (in January 2022 during the Omicron wave) than pre-pandemic levels.

Of most concern this year was the 12.6% decline in satisfaction with customer service, particularly “speed and efficiency of service” (down 16.2%), “access to relevant officer or area” (down 16.1%), and “courtesy and friendliness” (down 12.1%). These declines appear to reflect difficulties felt by respondents in engaging effectively with Council, particularly those who would pre-pandemic visited Council in person.

The key positives to report this year include the continued “good” levels of satisfaction with Council’s leadership on meeting environmental responsibilities, meeting bushfire and emergency management responsibilities, and supporting a healthy local economy. Metropolis Research also notes that the average satisfaction with Council services and facilities remained “very good” at 7.34.



Introduction

Metropolis Research was commissioned by Nillumbik Shire Council to undertake this, its eleventh *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 2022 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.



Methodology and response rate

The *Annual Community Survey* has traditionally been conducted as a door-to-door, interview style survey.

Due to the lockdowns and social distancing requirements in response to the COVID-19 pandemic, it was not possible to conduct the survey as a face-to-face, doorstep interview survey this year. Consequently, the survey was conducted as a telephone interview.

The surveying was all completed over three weeks in February 2022. Surveys were conducted from 11am till 7pm weekdays, and 11am till 5pm on Saturdays and Sunday.

Several (up to approximately four) attempts were made to contact each randomly selected telephone number, to give the household multiple opportunities to participate in the research.

A total of 508 surveys were conducted from a random sample of 6,507 residential telephone numbers, including mostly mobile phone numbers but also including landlines where available.

The sample of residential telephone numbers was pre-weighted by precinct population, to ensure that each precinct contributed proportionally to the overall municipal results.

The final sample of surveys were then weighted by age and gender, to ensure that each age / gender group contributed proportionally to the overall municipal result. This was necessary given the limitations of the telephone survey methodology in obtaining a sample that reflects the age structure of the underlying population. The two-step weighting process has no impact on the degree to which each precinct contributes to the overall municipal result, as each precinct continues to contribute proportionally to the overall municipal result.

Of the 6,507 telephone numbers, the following results were obtained:

- No answer - 4,549.
- Refused - 1,422.
- Call back another time - 466.
- Completed - 508.

This provides a response rate of 21.2%, reflecting the proportion of individuals who were invited to participate in the research, who ultimately participated. This is down substantially on the 45.0% response rate achieved in 2020 using the superior door-to-door methodology, and down marginally on the 29% recorded last year.

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%.

This is based on a total sample size of 508 respondents, and an underlying population of the Nillumbik Shire of 65,219.



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 508 surveys were conducted proportionally across the five areas, with the sample from each precinct pre-weighted by population size. These precincts are defined as follows:

- ⊗ **Greensborough** – (78 respondents) includes Greensborough and Plenty.
- ⊗ **Diamond Creek** – (99 respondents) includes Diamond Creek.
- ⊗ **Eltham** – (109 respondents) includes Eltham Central, Eltham South and Eltham East.
- ⊗ **Eltham North** – (76 respondents) includes Eltham North and Edendale.
- ⊗ **Rural** – (146 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 usually conducted with a sample of 1,200 respondents, however, due to COVID-19 this year, the survey included a sample of 800 respondents. This was because of both the time and budget limitations caused by delays in and rescheduling of projects at the end of January 2022. *Governing Melbourne* will return to a larger sample in 2023.

The sample is drawn in equal numbers from every municipality in metropolitan Melbourne.

Governing Melbourne provides an objective, consistent and reliable basis on which to compare the results of the *Nillumbik Shire Council – 2022 Annual Community Survey*. It 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 results of this report are presented at both the municipal and precinct level. The term precinct is used by Metropolis Research to describe the sub-municipal areas for which results are presented, as agreed with officers of Council. The precinct boundaries are most often the sub-municipal areas as presented in Council’s Community Profile as published by i.d Consulting.



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.

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 into the variation in community sentiment across the municipality or between groups within the community, or in changes in results over time.

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 95% confidence interval based on a one-sample t-test is used for the mean scores presented in this report. 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.

Metropolis Research has worked primarily with local government and developed these categories as a guide to satisfaction with the performance of local government across a wide range of service delivery and policy related areas of Council responsibility.

The scores presented in the report and are designed to give a general context about satisfaction with variables in this report, 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:

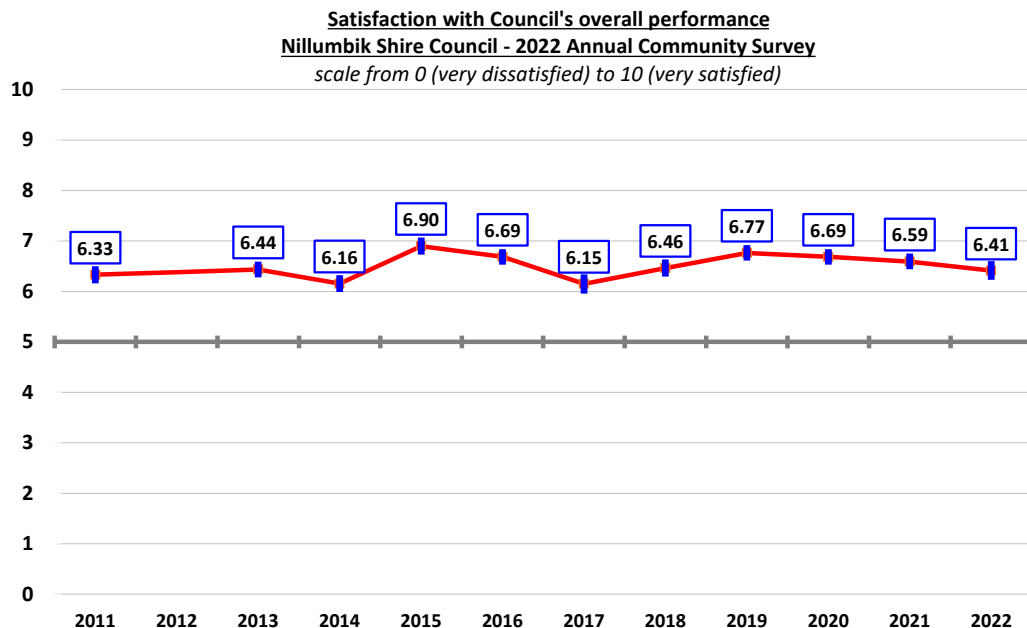
"On a scale of 0 (lowest) to 10 (highest), can you please rate the performance of Council across all areas of responsibility?"

Satisfaction with the performance of Council across all areas of responsibility "overall performance" declined somewhat this year, down 2.7% to 6.41.

Satisfaction declined from a "good" to a "solid" level of satisfaction. This decline was not, however, statistically significant at the 95% confidence interval.

This result was marginally lower than the long-term average satisfaction with Council's overall performance recorded since the survey commenced in 2011 of 6.51 or "good".

Metropolis Research notes the change in methodology from a full personal interaction face-to-face method from 2011 to 2020 to a telephone method in 2021 and 2022. The lower response rate achieved from the telephone survey can in theory have some small impact on the results, as the door-to-door method achieves a greater engagement from residents who may not otherwise choose to participate. It does appear, however, that any such methodological impact in the Nillumbik Shire would appear to be minimal, and that comparisons of the results over time can be undertaken with confidence.



As outlined in the following graph, and by way of comparison, this result remains lower than the metropolitan Melbourne average satisfaction with local government of 6.60, as recorded in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research in January 2021, using the identical random-sample telephone survey method.

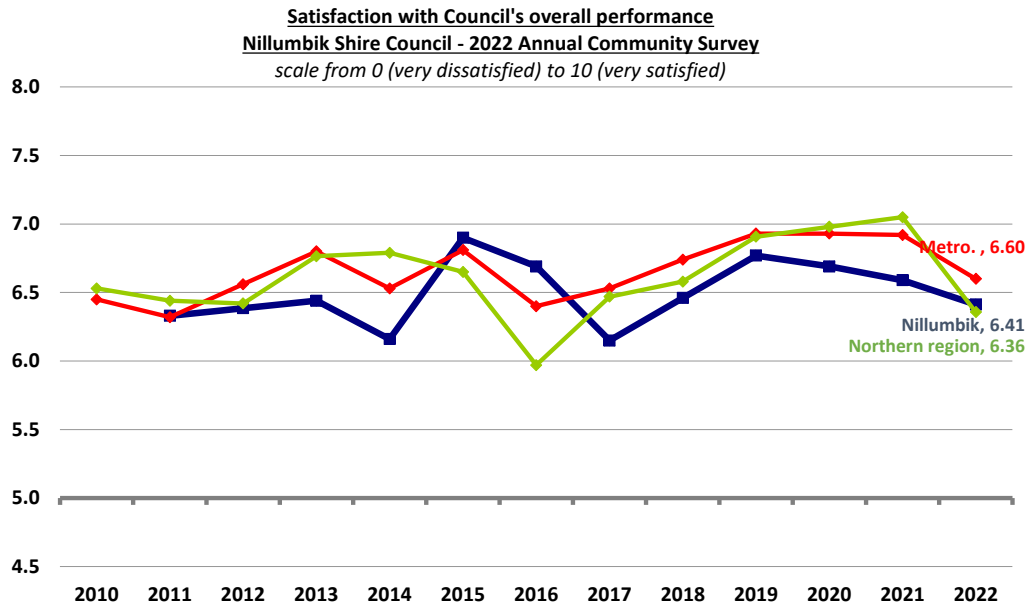
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Importantly, it is noted that the metropolitan Melbourne average satisfaction with the overall performance of the local council declined 4.6% this year, a statistically significant decline, and a decline that was larger than this Nillumbik Shire decline.

Metropolis Research also draws attention to the fact that satisfaction with local government declined 9.8% this year in the northern region councils, a substantial decline for the smaller sample of 151 respondents from the municipalities of Banyule, Darebin, Hume, Moreland, Nillumbik, and Whittlesea.



The following graph provides a breakdown of this result 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” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five).

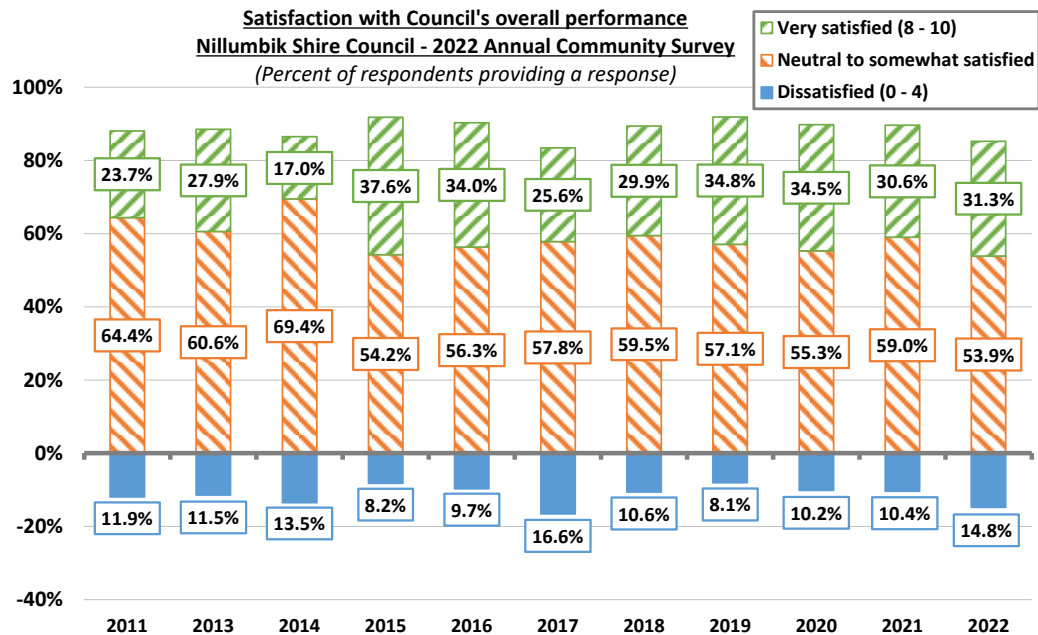
Metropolis Research notes that over the last five years, the proportion of respondents “very satisfied” with Council’s overall performance remained relatively stable at approximately one-third, with 31.3% (up from 30.6%) of respondents “very satisfied” with Council’s overall performance this year.

Attention is, however, drawn to the notable increase in the proportion of “dissatisfied” respondents, up from 10.4% last year to 14.8% this year. This is the second highest proportion of “dissatisfied” respondents recorded in the survey since 2011, with the 16.6% recorded in 2017 being the largest proportion.

These results do suggest that there is a reasonably large proportion of respondents in the Nillumbik Shire who were dissatisfied with Council’s overall performance, with additional details on the issues that may be underlying their dissatisfaction discussed in the following sections of this report.

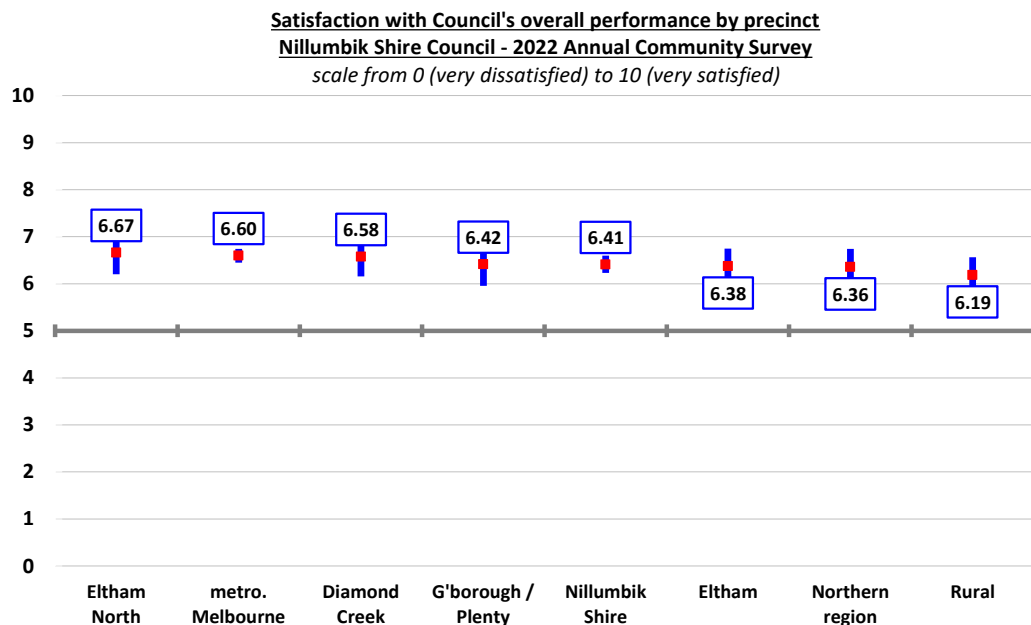


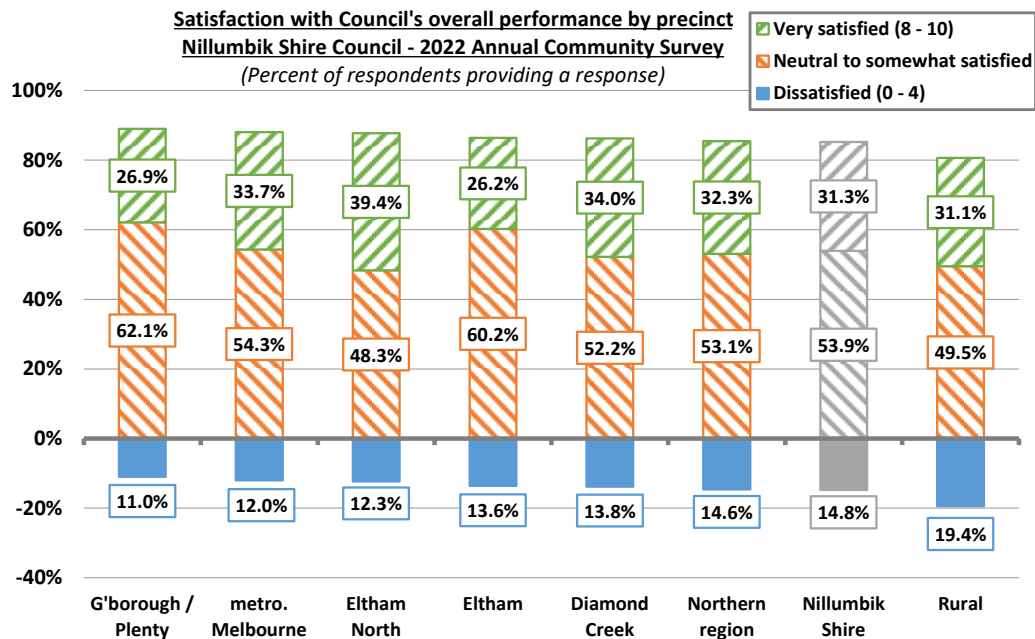
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There was no statistically significant variation in satisfaction with Council's overall performance observed across the six precincts comprising the Nillumbik Shire.

It is, however, noted that respondents from Eltham North and Diamond Creek both rated satisfaction at "good" rather than "solid" levels.





Satisfaction with overall performance by respondent profile

The following set of graphs provide a comparison of satisfaction with Council's overall performance by respondent profile, including age structure, gender, household structure, housing situation, and the period of residence in the Nillumbik Shire.

Apart from senior citizens (aged 75 years and over), who were measurably more satisfied with Council's overall performance than the municipal average, there was no other statistically significant variation observed.

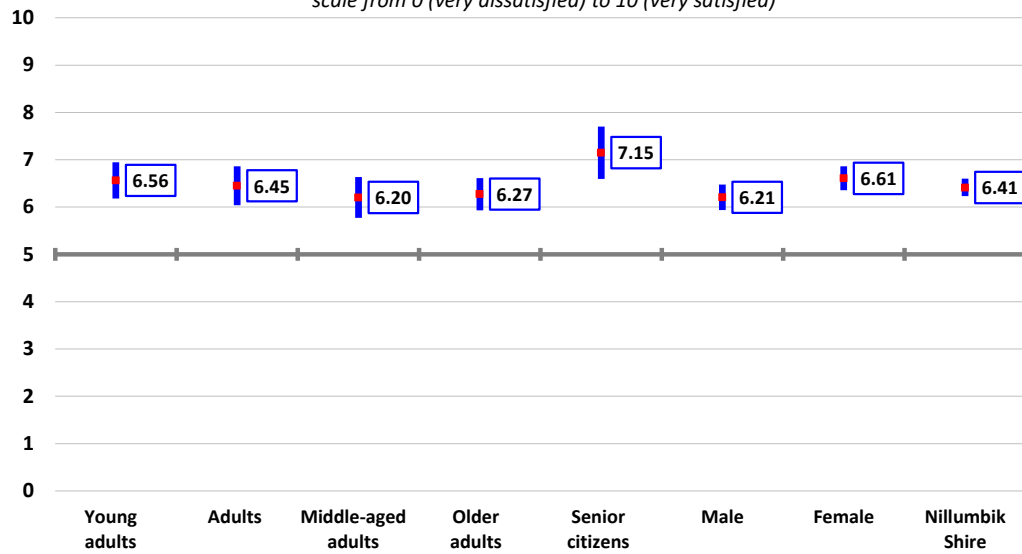
Attention is, however, drawn to the following variations in satisfaction of note:

- **Somewhat more satisfied than average** – includes senior citizens (aged 75 years and over), female respondents, respondents from one-parent families and sole person households, and respondents from rental households.
- **Somewhat less satisfied than average** – includes middle-aged and older adults (aged 45 to 74 years), male respondents, respondents from two-parent families with youngest child aged 13 to 18 years, and home-owner respondents.

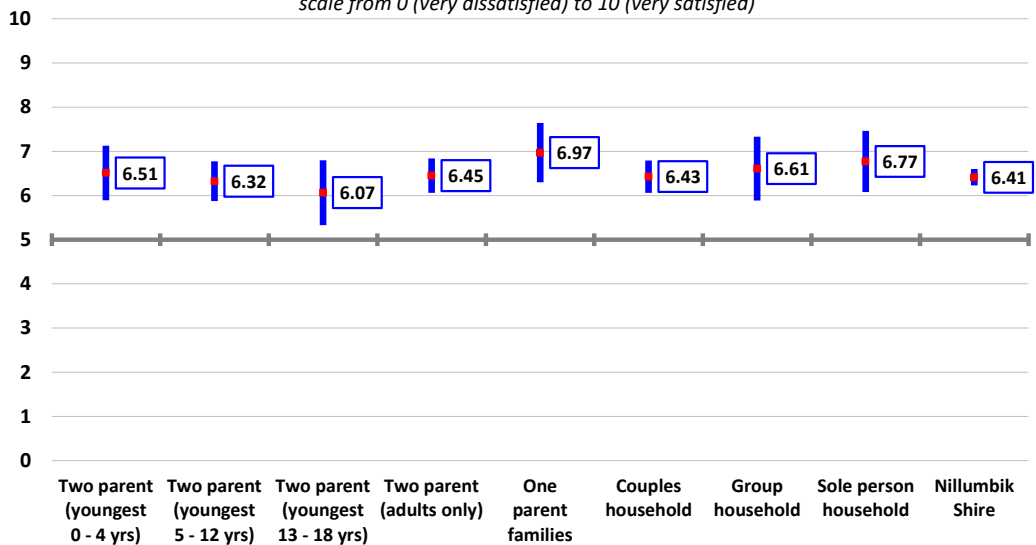


Nillumbik Shire Council – 2022 Annual Community Survey

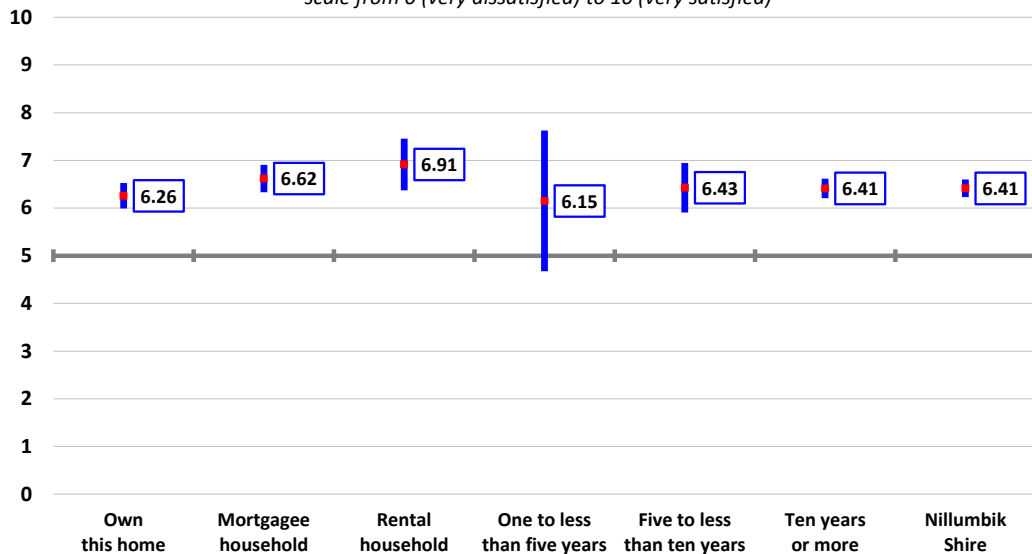
Satisfaction with Council's overall performance by respondent profile
Nillumbik Shire Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with Council's overall performance by household structure
Nillumbik Shire Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



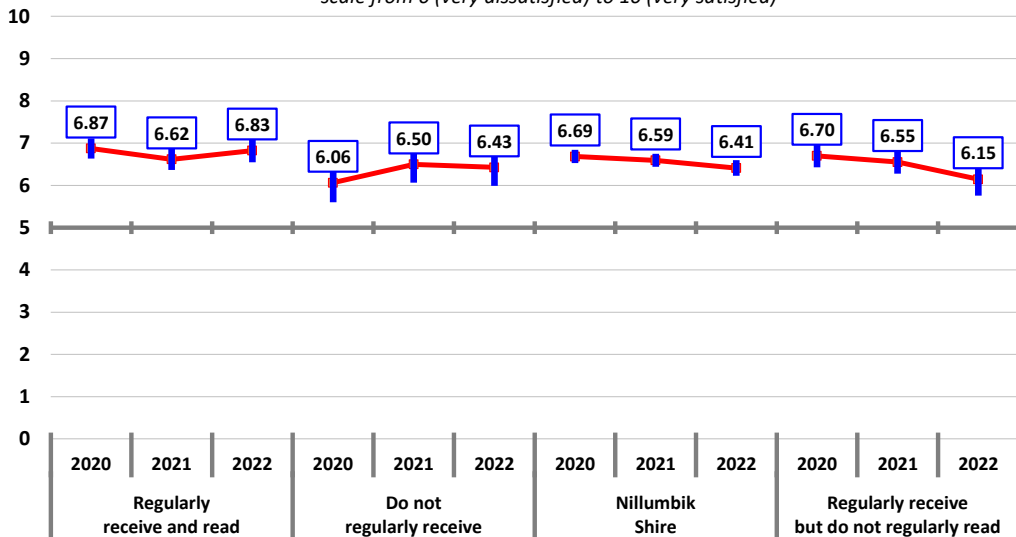
Satisfaction with Council's overall performance by housing profile
Nillumbik Shire Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with overall performance by readership of the Nillumbik News

There was some notable variation in satisfaction with Council's overall performance observed based on whether respondents regularly read the *Nillumbik News*. Respondents who regularly read the publication from Council were measurably more satisfied with Council's overall performance than respondents who regularly received, but who did not regularly read the *Nillumbik News*.

Satisfaction with Council's overall performance by readership of the Nillumbik News
Nillumbik Shire Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

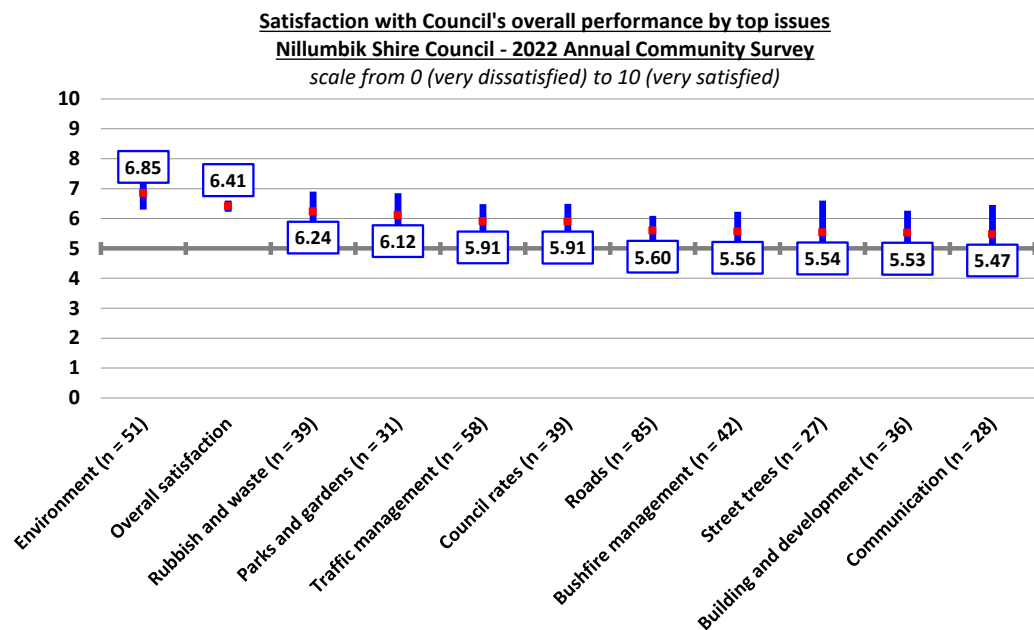


Satisfaction with overall performance by top issues for Nillumbik

The following graph shows the average satisfaction with Council’s overall performance for respondents who raised the 12 most common issues to address for the Nillumbik Shire “at the moment”. A detailed discussion of these issues is outlined in the [issues to address](#) section.

It is important to bear in mind that many of these issues are not directly within the remit of local government and many are shared responsibilities with other levels of government.

Whilst these results do not show a causal link between the issue raised by respondents and their overall satisfaction with Council, it does provide some guidance as to whether these issues are exerting a negative influence on satisfaction with Council.



Metropolis Research draws attention to the significant result that the 51 respondents who raised environment, conservation, sustainability, and climate change related issues as one of the top three issues to be addressed for the Shire at the moment, were, on average, notably more satisfied with Council’s overall performance than the average of all respondents.

This does imply that these issues may be exerting a positive influence on satisfaction with Council’s overall performance for the respondents who raise these as important issues.

By contrast, there were seven issues that appear to exert a substantially negative influence on overall satisfaction with Council for the respondents who nominate the issues. These issues include traffic management, Council rates, roads, bushfire management, street trees, building and planning, and communication issues. The respondents who nominated these issues, on average, rated satisfaction with Council’s overall performance at “poor” to “very poor” levels of satisfaction.



In the experience of Metropolis Research, it is often found that respondents who are dissatisfied with Council's overall performance tend to feel that Council is not consulting or communicating effectively with them (i.e., listening to them). This can often be based on their assumption that Council is not communicating with them because it has not addressed the underlying issues of concern to them. In other words, the dissatisfaction may influence their view about consultation and communication rather than communication and consultation being the driving force behind their dissatisfaction with Council.

The issues raised by respondents in relation to consultation and communication were, overall, relatively general in nature, many referring to a perceived lack of communication from Council.

The following table provides an alternative view of the relationship between the top issues to address and overall satisfaction with Council. The table outlines the proportion of both "dissatisfied" respondents and all respondents who nominated each of the issues.

Top issues for Nillumbik Shire of respondents' dissatisfied with overall performance

Nillumbik Shire Council - 2022 Annual Community Survey

(Number and percent of total respondents who dissatisfied with overall performance)

Issue	Dissatisfied respondents		All respondents
	Number	Percent	
Roads maintenance and repairs	24	33.3%	16.7%
Traffic management	13	18.1%	11.4%
Bushfire management / prevention issues	10	13.9%	8.3%
Communication and consultation	9	12.5%	5.5%
Council rates	7	9.7%	7.7%
Rubbish and waste issues inc garbage	7	9.7%	7.7%
Building, planning, housing and development	6	8.3%	7.1%
Provision and maintenance of street trees	6	8.3%	5.3%
Parks, gardens and open space	5	6.9%	6.1%
Environment, conservation and climate change	3	4.2%	10.0%
Animal management	3	4.2%	1.8%
Provision and maintenance of community facilities	3	4.2%	0.6%
Council customer service / responsiveness	3	4.2%	2.4%
Council governance and accountability	3	4.2%	1.6%
Support for local business	3	4.2%	3.7%
All other issues (22 separately identified issues)	27	37.5%	34.6%
Total responses	132		663
<i>Respondents identifying at least one issue (percent of total respondents)</i>	<i>59 (82.1%)</i>		<i>320 (63.0%)</i>

These results show that respondents who were "dissatisfied" with Council's overall performance (i.e., rated satisfaction at less than five), were significantly more likely than the average of all respondents, to nominate roads, traffic management, and bushfire management and prevention issues as one of the top three issues to address at the moment.



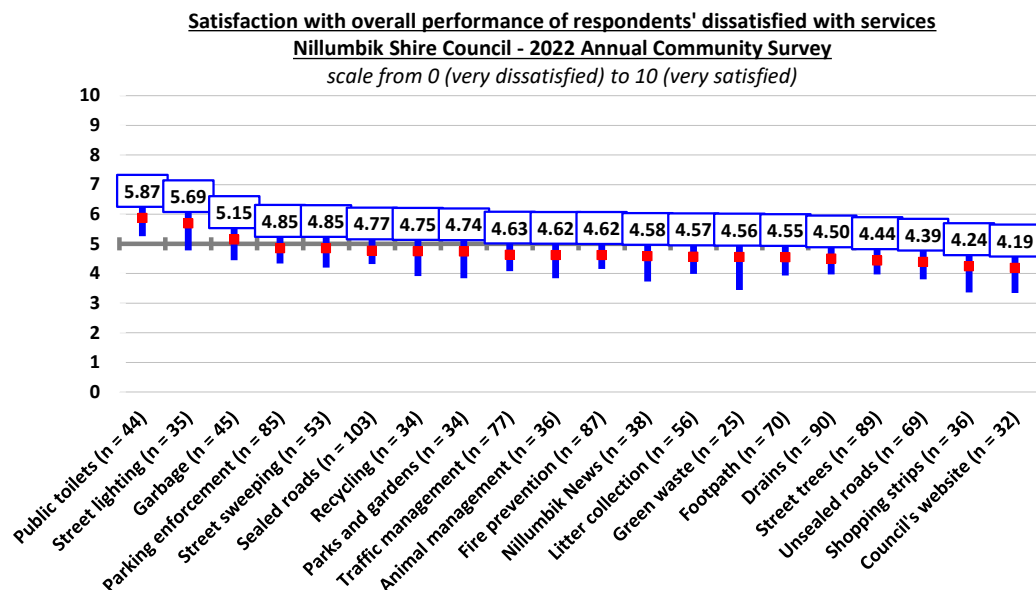
This result strongly implies that these issues exert a negative influence on satisfaction with Council's overall performance.

By contrast, respondents who were "dissatisfied" with Council's overall performance were significantly less likely than the average of all respondents to nominate environment, conservation, and climate change related issues. This strongly implies that these issues are not exerting a negative influence on satisfaction with the performance of Council.

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 respondents were dissatisfied have been excluded from these results.

Attention is drawn to the fact that respondents who were dissatisfied with individual services and facilities were also, on average, measurably and significantly less satisfied with Council's overall performance than the municipal average of all respondents (6.41).



It is also acknowledged that a relatively small sample of respondents were dissatisfied with most Council services and facilities, with a significant degree of overlap between services. In other words, respondents who were dissatisfied with one Council service and facility were likely to be dissatisfied with a number of these services and facilities.



This reflects the fact that some (an average of 105) 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 higher 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 that Council provides.

The services and facilities that appear to be most strongly associated with lower overall satisfaction scores were drains, street trees, unsealed local roads, the maintenance and cleaning of shopping strips, and Council's website.

Reasons for dissatisfaction with overall / governance and leadership performance

Respondents who were "dissatisfied" with any of the nine aspects of governance and leadership or the overall performance of Council were asked the reasons why they were dissatisfied.

A total of 128 responses were received, which have been broadly categorised as follows:

- | | |
|---|------------------------|
| • Responsiveness and customer service | (21 responses or 4.1%) |
| • Communication and engagement | (20 responses or 3.9%) |
| • Council rates | (12 responses or 2.4%) |
| • Council governance and management | (11 responses or 2.2%) |
| • General negative comments | (9 responses or 1.8%) |
| • Planning and development related issues | (8 responses or 1.6%) |
| • Roads, traffic management, and public transport | (8 responses or 1.6%) |
| • Provision of core services | (6 responses or 1.2%) |
| • Street trees | (6 responses or 1.2%) |
| • General maintenance of the local area | (5 responses or 1.0%) |
| • Parks, gardens, and open spaces | (5 responses or 1.0%) |
| • Bushfire prevention / management | (3 responses or 0.6%) |
| • Environment, climate change, and wildlife | (3 responses or 0.6%) |
| • Rural issues | (3 responses or 0.6%) |
| • Financial issues and priorities of Council | (2 responses or 0.4%) |
| • COVID-19 issues | (1 response or 0.2%) |
| • Other issues | (5 responses or 1.0%). |

These results are consistent with the result discussed in the [reasons for change in overall performance](#) section of this report, which highlights that many of the respondents who were dissatisfied with Council's performance tended to comment on the perception that Council was not listening to them or responding to their needs and expectations.



Nillumbik Shire Council – 2022 Annual Community Survey

This is clear in these results, given that 41 of the 128 comments were around responsiveness, customer service, communication, and engagement. A further 11 responses were focused on governance and leadership related perceptions, which are not dissimilar to concerns around responsiveness.

Metropolis Research notes that there were a small number of respondents raising concerns around specific issues that were evident elsewhere in this report, including the [issues to address](#) section, including roads and traffic, planning and development, street trees, parks and gardens, bushfire prevention, and environment and climate change.

It is important to note, however, that relatively few respondents raised these specific issues as being issues that underpinned their dissatisfaction with Council's overall performance.

The verbatim comments, broken down by category, are outlined in the following table.

<u>Reasons for dissatisfaction with aspects of governance, leadership, and overall performance</u>	
<u>Nillumbik Shire Council - 2022 Annual Community Survey</u>	
<i>(Number of responses)</i>	
<i>Response</i>	<i>Number</i>
<i>Responsiveness and customer service</i>	
A bit slow in responding	2
Several issues and the Council not supportive	1
Because of lack of response and care	1
Council customer service is not good	1
Council is motivated by money, don't care resident neglect resident enquiry	1
Council is not active and not looking after the needs of community	1
Council is not responding to people and problems	1
I have tried to reach out and they haven't got back	1
No focus on peoples demands whatsoever	1
No response about the car damaged from the trees	1
Responsiveness of services too slow	1
The Council is difficult to deal with compare with others	1
The dealing I had with Council had been terrible	1
They are not responsive when you contact them	1
They don't respond on time for any enquiries	1
Underperforming. Not listening to resident's requests	1
We are one of the most taxed Councils and simple things cannot be addressed	1
We communicate with them, and they don't answer and don't take any action	1
When dealing with Council, have been unsatisfied	1
Zero response, zero dialogue, whenever tried, always confusing answers	1
Total	21
<i>Communication and engagement</i>	
No community engagement	3
Consultation from the Council is minimal	2



Nillumbik Shire Council – 2022 Annual Community Survey

No communication. Not responsive	2
Poor / lack of communication	2
A lot of discussion is not informed for us residents	1
Council is not in touch with the community overall	1
Council is not taking responsibilities as Council in any sector. No consultation or communication	1
I don't believe the Council communicates with the residents	1
Insufficient and inconsistent information provided by the Council about several services especially regarding planning and building permits	1
Lack of interest in the people. Better listening to people via social media	1
No consultation from Council. Council isn't being proactive	1
Not open to residents	1
Not sure how consultative they really are	1
The Council could have communicated better about removing the roundabout at entrance to Eltham	1
They only say surface level information	1

Total **20**

Rates

Rates are very high also there is no value for rates	5
Expensive Council rates	3
Council puts too much energy into climate change, should be focusing on lowering rates, roads	1
I don't agree with the economic plan and the rates increase in future	1
Lot of legislation requirements - no evidence of what justifies the hefty costs	1
Rates too expensive, Council does not focus much on Eltham's services and facilities	1

Total **12**

Council governance and management

A lot of negativities of Council and Council members	1
A lot of people are upset that nothing is done, not personally	1
Council is not performing well	1
Experience with Council	1
Management is not good	1
Poor management	1
They are lazy	1
They are not working for the people and community	1
They are useless they don't care about community	1
They're doing an average job	1
Too political	1

Total **11**



Nillumbik Shire Council – 2022 Annual Community Survey

<i>General negative</i>	
Council provides no assistance	1
Knocked down local's hard work	1
Lot of issues	1
Needs improvement	1
Not doing good work	1
Poor in managing public issues	1
Ridiculous and beyond reasonable for some families	1
Services are pretty average and ordinary	1
Some things they do not do much. Some they do too much	1
Total	9
<i>Planning and development</i>	
Lost a large portion of land to hospital that doesn't work there	1
My extension is not allowed by Council	1
No plan or facility by the Council	1
Substandard too much high-density housing	1
There is no timeliness in Councils planning and application process	1
Town planning is not environmentally friendly	1
VCAT involved with Council and planning Department terrible	1
We've been talking with the Council to sub-divide the backyard and it is delayed for more than two years now	1
Total	8
<i>Roads, traffic management and public transport</i>	
Council has not ensured adequate support and provision for residential roads joining Yan Yean Rd	1
Potential traffic congestion due to the zoning of the regions	1
The management on roads, nature strips and grading is very poor	1
The roads are horrible they haven't done anything to fix them	1
Road management is poor	1
Roads, footpaths are poorly maintained. Overall, it's pretty average	1
Street maintenance is really disappointing. Drains always clog after it rains	1
More transport more often	1
Total	8
<i>Provision of core services</i>	
Council has not been maintaining roads, footpaths, trees. If they don't maintain the everyday services, there's no point of getting into additional services. Focus on what's the most important	1
Footpaths, roads, drains, trees are the basic needs and Council is ignoring it	1



Not fair job in maintaining core services	1
No service and facilities	1
Overall job is pretty average. Not properly maintained grass, roads, can't walk on roads because there's no space if the car comes. All this is pretty basic and should be done properly	1
Hasn't given appropriate core services let alone additional support	1
Total	6

Street trees

Trees are poorly maintained	2
Dead trees and foliage not cleared	1
Not happy about the roadside slashing and pruning of trees	1
On Smith's Gully Rd, a lady illegally chopped off a eucalyptus tree. We rang the Council; the officers came there but they didn't do anything	1
They wanted to remove a tree that's planted by me	1
Total	6

Parks, gardens, and open spaces

Bushes and grass are not cut	1
For the parks in Hurstbridge, community consultation took place and the outcome i.e., the structure of the park was opposite to what they discussed	1
Imbalanced Green Wedge	1
Requires bins and dog bins and dog poo bags	1
The way they do trees and garden is not good	1
Total	5

General maintenance of area

Lots of maintenance haven't been done	3
Council is not active in maintaining infrastructure	1
They don't maintain the area. Trees everywhere, possibly start fire. Bushes grow to knee height	1
Total	5

Bushfire prevention

Lack of any respond to bushfires	1
Poorly regulated fire prevention	1
Their response to bushfire preparation is disappointing	1
Total	3



Nillumbik Shire Council – 2022 Annual Community Survey

<i>Environment, climate change and wildlife management</i>	
I don't think they have initiated enough change to combat climate change	1
Some part Council is doing really well, some should put more effort in, like the protection of environment	1
Poor animal and wildlife management	1
Total	3
<i>Rural issues</i>	
Eltham and Diamond Creek prioritised over rural areas	1
Lack of services to rural land areas	1
Being in rural, we don't even have that many services to expect and still they can't provide it	1
Total	3
<i>Financial issues and priorities</i>	
The suburb looks run down and obvious lack of funding	1
Lack of resources outsourcing things	1
Total	2
<i>COVID issues</i>	
Just because of COVID they didn't do anything, and their services went really slow because of COVID	1
Total	1
<i>Other</i>	
Council hampering what I am trying to do	1
Don't have much to deal with the Council so it's unfair to rate them	1
Don't really know much to rate	1
My feelings with my car being destroyed by a tree and Council not paying for repairs	1
Not aware of the Council	1
Total	5
Total	128



Change in Council's overall performance

Respondents were asked:

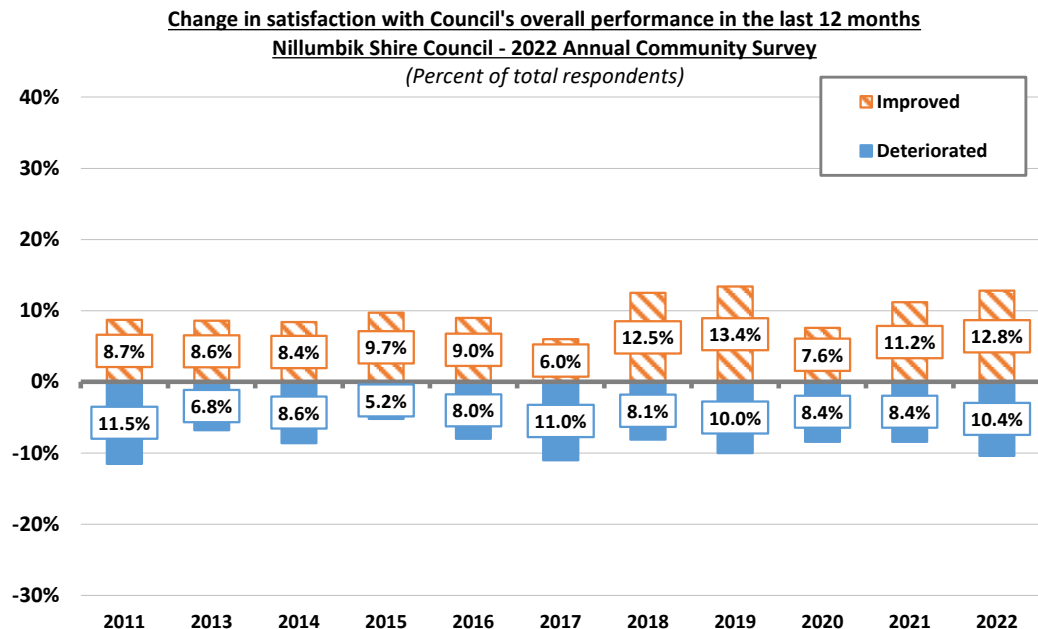
"Over the past 12 months, do you think Nillumbik Shire Council's overall performance has improved, deteriorated or stayed the same?"

Whilst satisfaction with Council's overall performance declined over each of the last three years, there was, at the same time, an increase in the proportion of respondents who considered that Council's overall performance had improved, up from just 7.6% back in 2020 to 12.8% this year.

There was, however, a small increase this year, in the proportion of respondents who were dissatisfied with Council's overall performance, up from 8.4% in each of the last two years to 10.4% this year.

By way of comparison, 12.1% of respondents across metropolitan Melbourne average considered that performance of their local council had improved in the last 12 months and 12.4% considered that performance had deteriorated.

These Nillumbik Shire results do suggest that there is a substantial group of respondents across the municipality who believe that Council's performance is "very good" (i.e., rated satisfaction at eight or more), many of whom also believe that Council's performance had improved.



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When broken down into the respondents who were “dissatisfied”, “neutral to somewhat satisfied” and “very satisfied”, the following is noted:

- **Very Satisfied respondents (rated satisfaction at eight or more)** – more than one-quarter (27.6%) of the very satisfied respondents considered that Council’s performance had improved in the last 12 months, whilst just 2.5% considered performance had deteriorated.
- **Neutral to somewhat satisfied respondents (rated satisfaction 5 to 7)** – two-thirds (67.5%) of the 262 respondents who were neutral to somewhat satisfied considered that performance had stayed the same, whilst approximately eight percent considered that performance had improved, and a similar proportion considered that performance had deteriorated.
- **Dissatisfied respondents (rated satisfaction less than five)** – none of the 72 respondents who were dissatisfied with Council’s overall performance considered that performance had improved in the last 12 months, whilst 40% considered that performance had deteriorated.

Change in overall performance
Nillumbik Shire Council - 2022 Annual Community Survey
(Number and percent of total respondents)

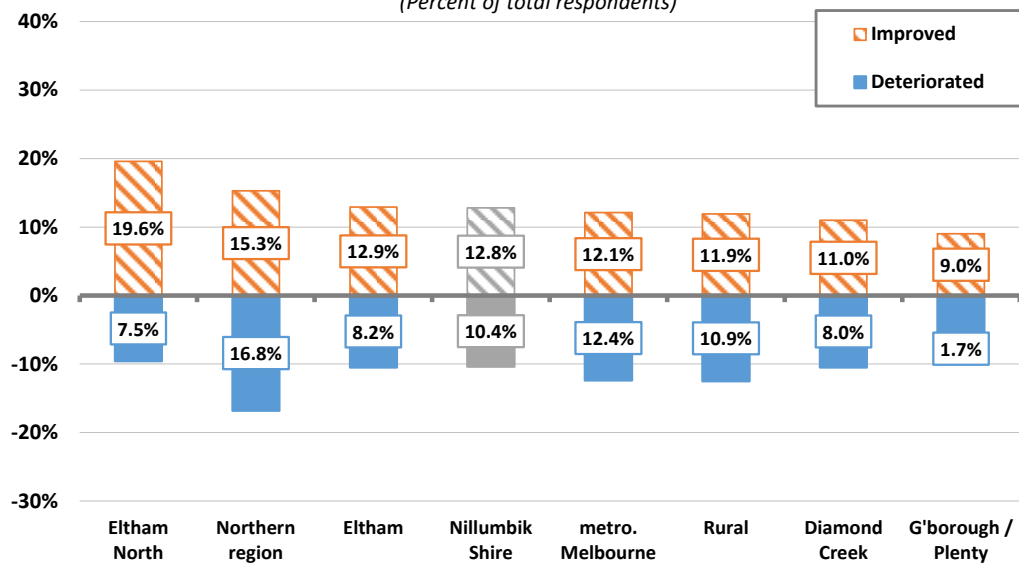
Change	2022		2021	2020	2019	2018	2017
	Number	Percent					
Improved	65	12.8%	11.2%	7.6%	13.4%	12.6%	6.0%
Stayed the same	288	56.7%	62.9%	70.0%	61.8%	56.7%	60.0%
Deteriorated	53	10.4%	8.4%	8.4%	10.0%	8.2%	11.0%
Can't say	102	20.1%	17.6%	14.0%	14.8%	22.6%	23.1%
Total	508	100%	501	500	500	501	502

There was some notable variation in this result observed across the municipality by precinct, age structure, gender, housing situation, and period of residence in the Nillumbik Shire, as follows:

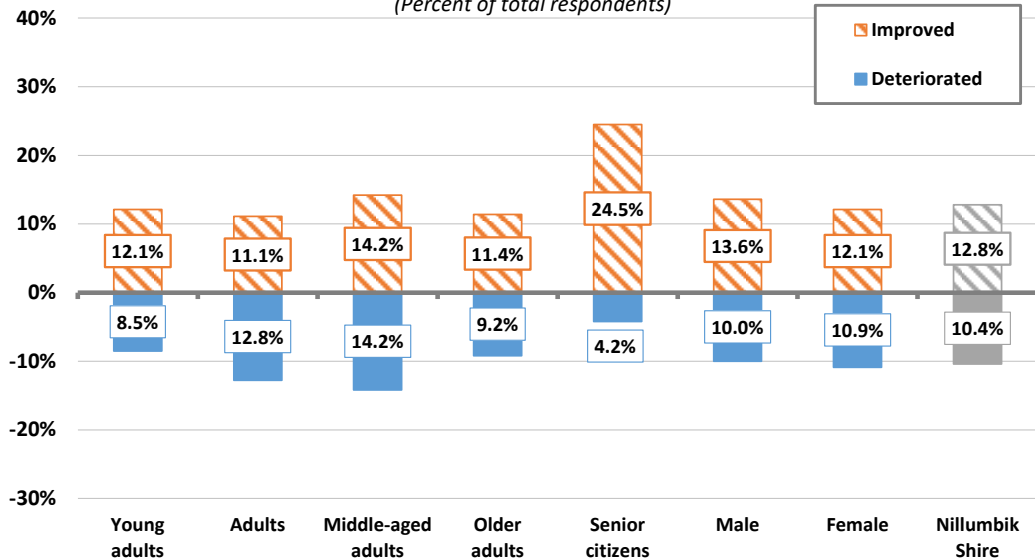
- **More likely than average to consider that performance had improved in the last 12 months** – includes respondents from Eltham North, senior citizens (aged 75 years and over), rental household respondents, and respondents who had lived in the Shire for between five and less than 10 years.
- **More likely than average to consider that performance had deteriorated in the last 12 months** – includes middle-aged adults (aged 45 to 59 years).



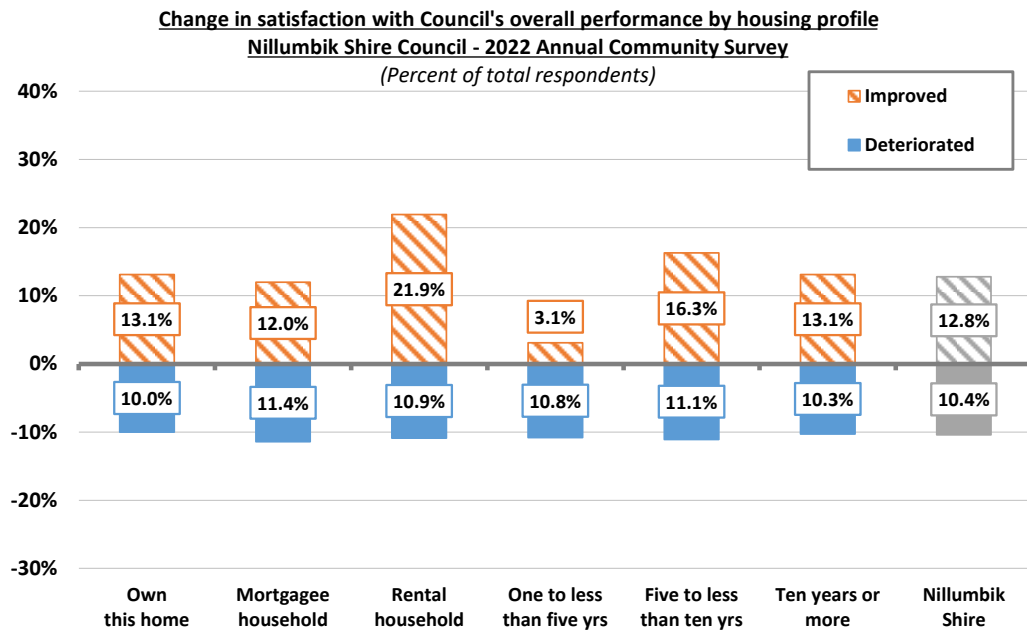
Change in satisfaction with Council's overall performance by precinct
Nillumbik Shire Council - 2022 Annual Community Survey
(Percent of total respondents)



Change in satisfaction with Council's overall performance by respondent profile
Nillumbik Shire Council - 2022 Annual Community Survey
(Percent of total respondents)



Nillumbik Shire Council – 2022 Annual Community Survey



Reasons for change in overall performance

Respondents were asked:

"Why do you say that?"

Respondents were asked to outline the reasons why they believed that Council's overall performance had improved, stayed the same, or deteriorated in the last 12 months.

Of the 508 respondents, 133 provided a response to this question, with 34 of the 65 respondents who considered that performance had improved, 62 of the 288 who considered that performance had stayed the same, and 37 of the 53 respondents who considered that performance had deteriorated providing a response.

The detailed verbatim responses are outlined in an appendix to this report, but in summary, the following was observed:

- **Improved performance** – several issues were raised, including the new elected Council, general communication improvements, improvements to some specific services including roads and traffic, sporting facilities, and Council working well through COVID-19.
- **Stable performance** - a range of responses were received, including some positive and negative responses, but with many responses relating to the perception that performance had been consistent over time.
- **Deteriorated performance** – several specific issues were raised by single respondents, however many of the comments related to perceived poor communication or engagement by Council, with a particular emphasis by some respondents on perceived lack of performance due to COVID-19, including staff working from home impacting on performance.



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 this year asked to rate their satisfaction with nine aspects of Council’s governance and leadership performance, covering a range of areas of performance. These have broken into two groups for ease of analysis, the five core comparison aspects of governance and leadership, against which metropolitan Melbourne comparisons can be provided from *Governing Melbourne*, and four aspects of Council’s leadership performance.

Core aspects of Council’s governance and leadership

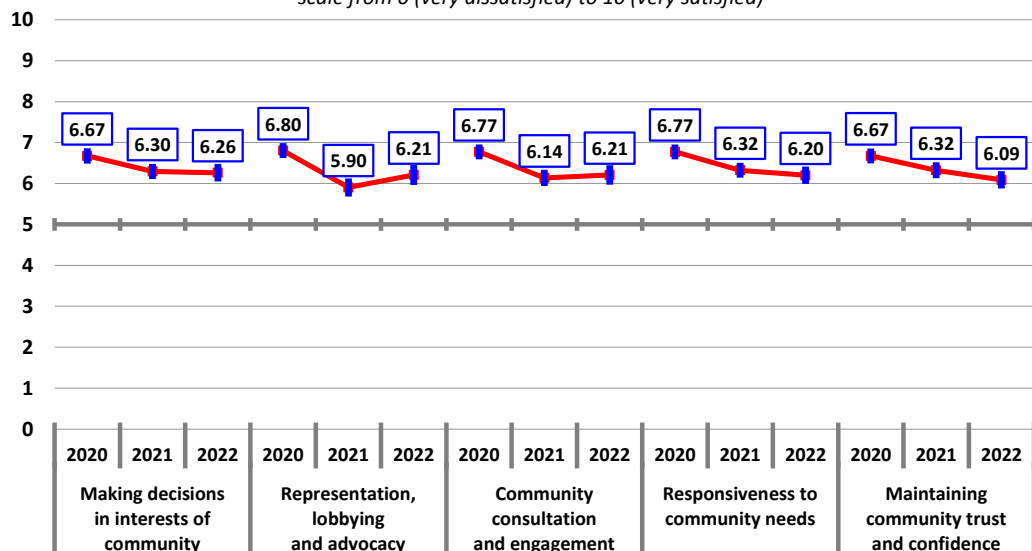
The average satisfaction with the five core aspects of Council’s governance and leadership performance was 6.19 this year, almost identical to the average of 6.20 recorded in 2021, and measurably lower than the 6.74 recorded back in 2020, just prior to the start of the COVID-19 pandemic.

This is a “solid” level of satisfaction and was somewhat lower than satisfaction with Council’s overall performance (6.41).

Satisfaction with all five aspects of governance and leadership was “solid”.

Clearly, these results show some concern in the community around the Council’s performance in how it listens to and responds to the needs of the community, reflects the interests of the community, and advocates on behalf of the community.

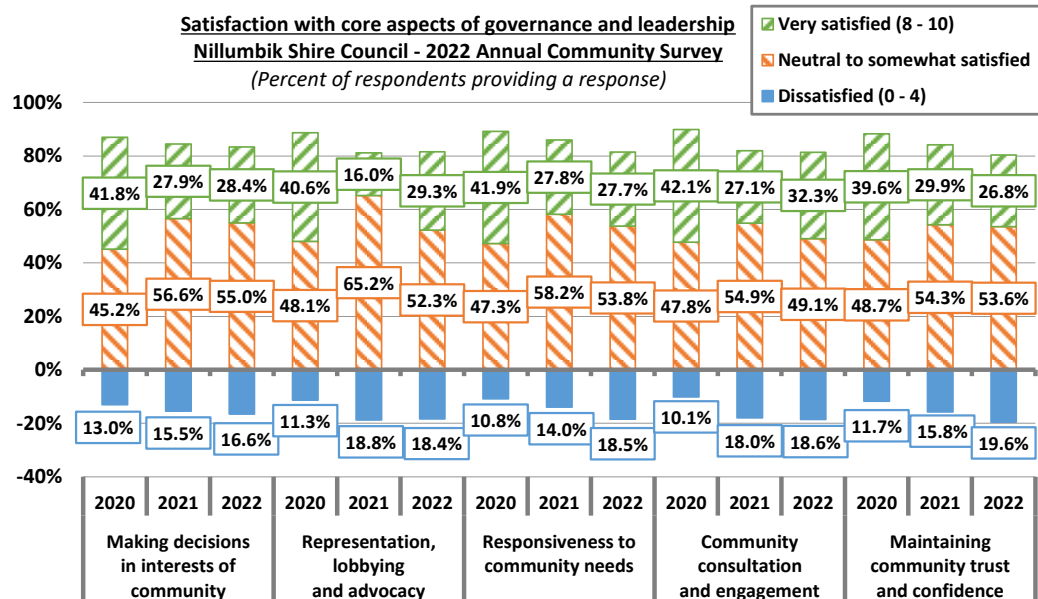
Satisfaction with core aspects of governance and leadership
Nillumbik Shire Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Nillumbik Shire Council – 2022 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), those who were “neutral to somewhat satisfied” (rated satisfaction at five to seven), and those who were “dissatisfied” (rated satisfaction at less than five).

Consistent with the results recorded last year, between approximately one-quarter and one-third of respondents were “very satisfied” with Council’s performance across all five core aspects of governance and leadership, whilst approximately one-sixth were “dissatisfied”.



By way of comparison, the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022 reported an average satisfaction with the same five aspects of governance and leadership of 6.33 across metropolitan Melbourne, and 6.20 for the six northern region councils.

Metropolis Research notes that the average satisfaction with these five core aspects of governance and leadership was almost identical in the Nillumbik Shire as it was for the surrounding norther region councils.

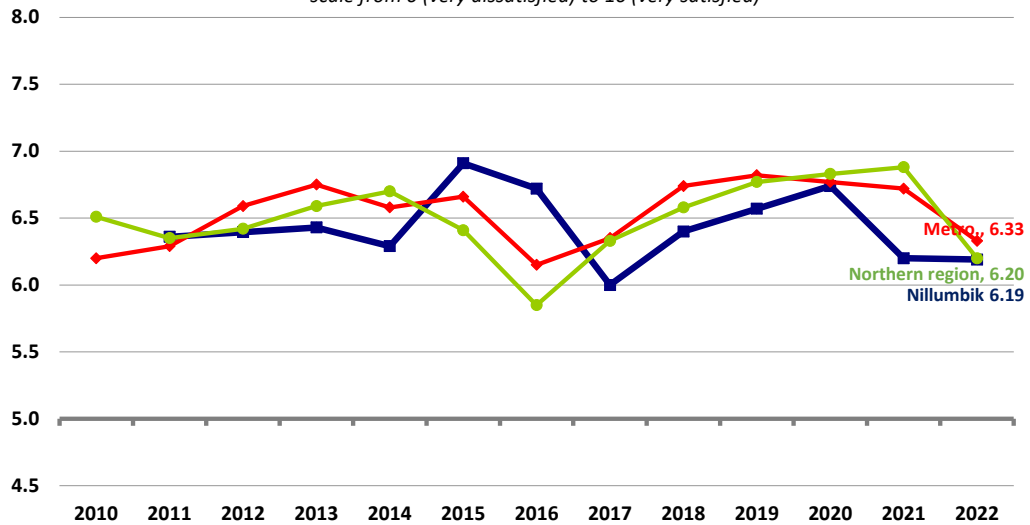
Whilst the sample for each individual Council in *Governing Melbourne* was insufficient to provide municipality level results from *Governing Melbourne*, Metropolis Research notes that satisfaction with most of these five aspects of governance and leadership was not notably lower than that recorded in most of the other individual municipalities located in the region.

The decline in satisfaction with governance and leadership across metropolitan Melbourne does appear unrelated to any specific governance issues but appears to reflect a generalised fatigue with government more broadly. This has been apparent in several individual councils as well as the *Governing Melbourne* research.



Nillumbik Shire Council – 2022 Annual Community Survey

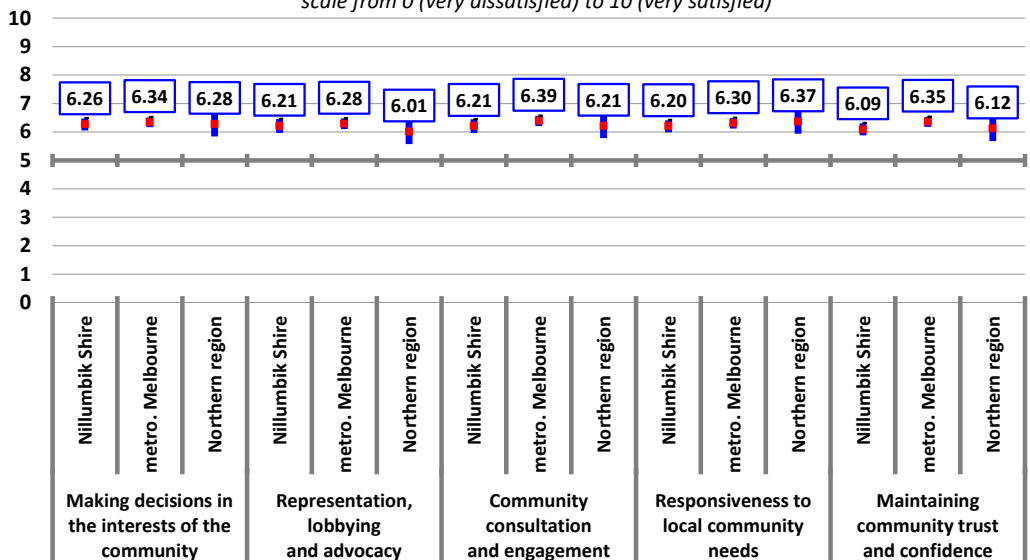
Average satisfaction with core aspects of governance and leadership
Nillumbik Shire Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



When examining the results for each of the five aspects of governance and leadership, it is noted that the Nillumbik Shire results were marginally, but not measurably lower than the metropolitan Melbourne average, and generally relatively similar to the northern region councils' average.

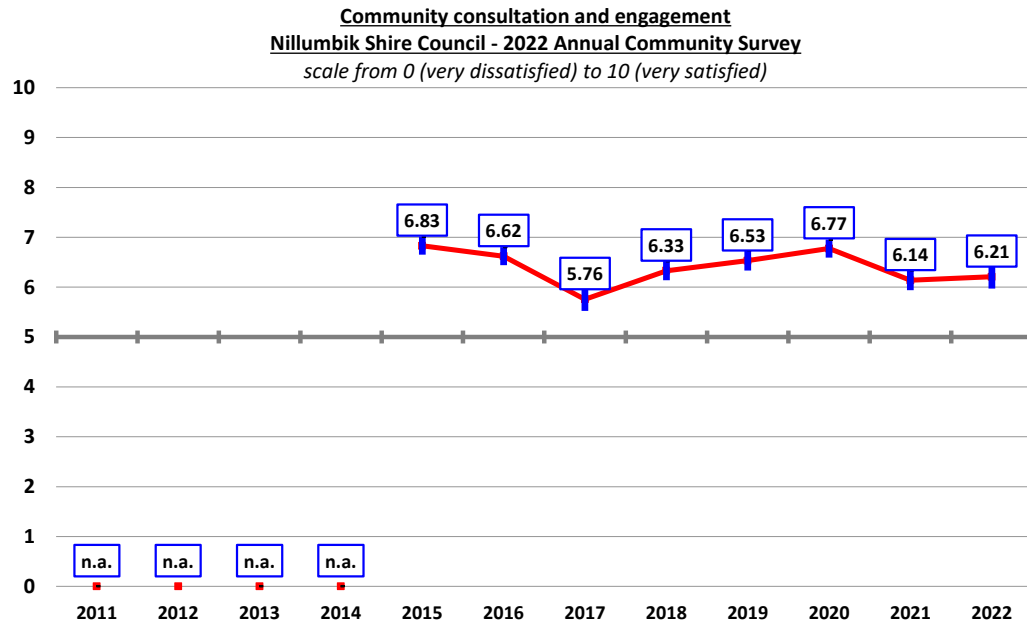
That said, it is noted that satisfaction with representation, lobbying, and advocacy was notably, but not measurably lower in the northern region councils than the Nillumbik Shire result.

Satisfaction with core aspects of governance and leadership
Nillumbik Shire Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

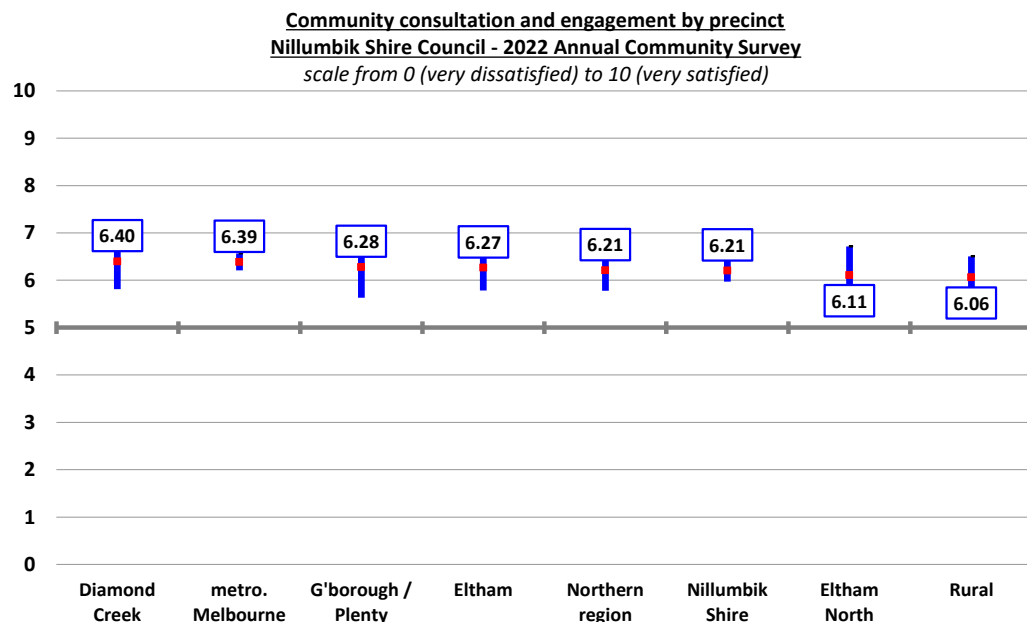


Community consultation and engagement

Satisfaction with Council’s community consultation and engagement increased marginally but not measurably this year, up 1.1% to 6.21, although it remains at a “solid” level. Despite the small increase this year, satisfaction remains below the long-term average since 2015 of 6.40.



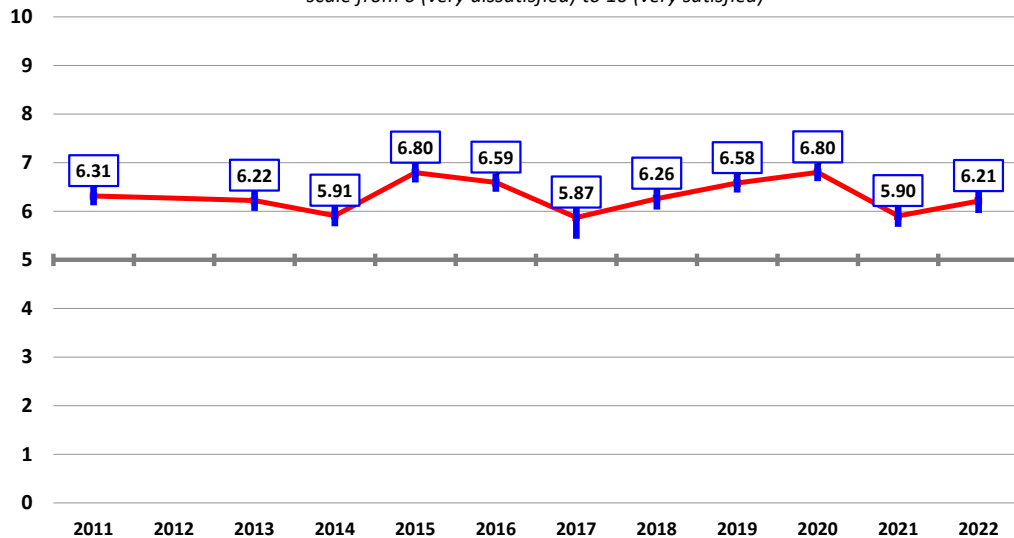
There was no statistically significant variation in this result observed across the municipality, and respondents in each precinct rated satisfaction at a “solid” level of satisfaction.



Representation, lobbying and advocacy

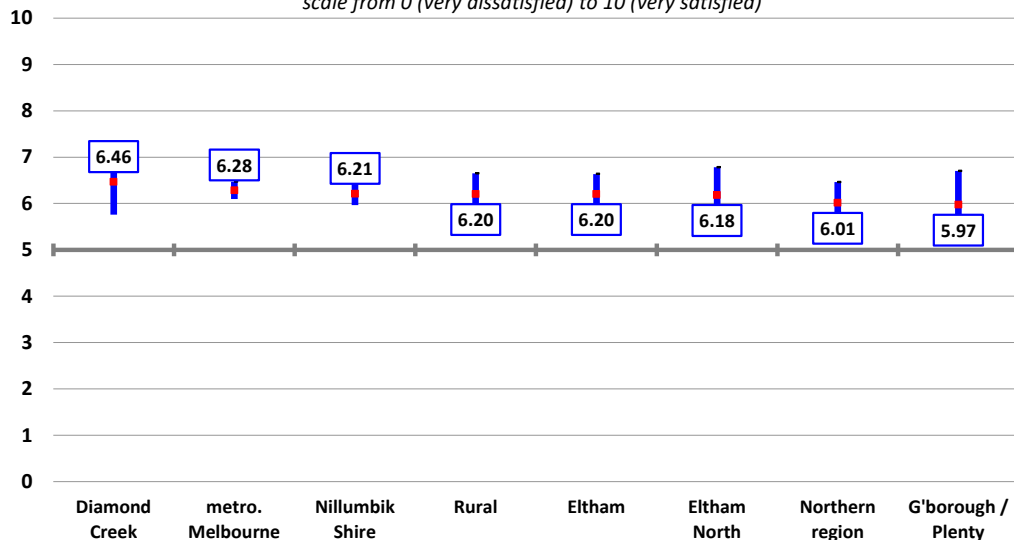
Satisfaction with Council’s representation, lobbying and advocacy on behalf of the community with other levels of government and private organisations on key issues increased marginally but not measurably this year, up 5.3% to 6.21, which is a “solid” up from a “poor” level. It remains below the long-term average since 2011 of 6.31.

Representation, lobbying and advocacy on behalf of the community
Nillumbik Shire Council - 2022 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, although respondents from Greensborough / Plenty rated satisfaction at a “poor” level.

Representation, lobbying and advocacy on behalf of the community by precinct
Nillumbik Shire Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

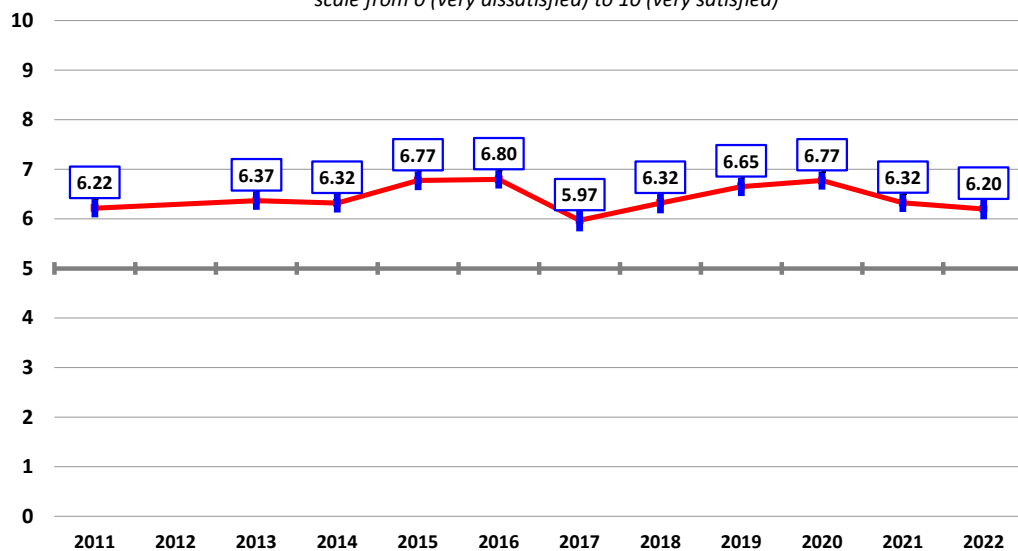


Nillumbik Shire Council – 2022 Annual Community Survey

Responsiveness to local community needs

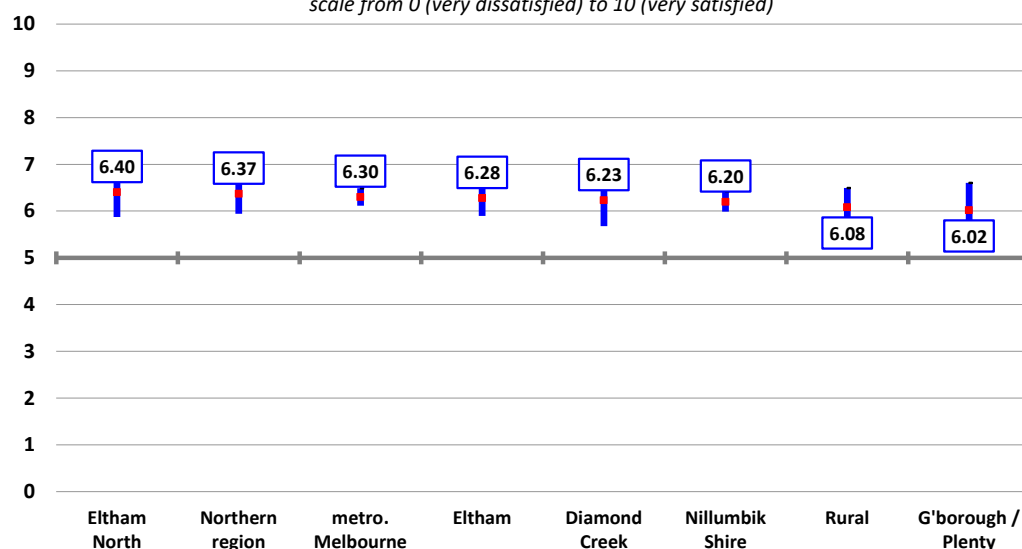
Satisfaction with the responsiveness of Council to local community needs declined marginally but not measurably this year, down 1.9% to 6.20, although it remains at a “solid” level. It remains, however, below the long-term average since 2011 of 6.43.

The responsiveness of Council to local community needs
Nillumbik Shire Council - 2022 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, and respondents in each precinct rated satisfaction at a “solid” level of satisfaction.

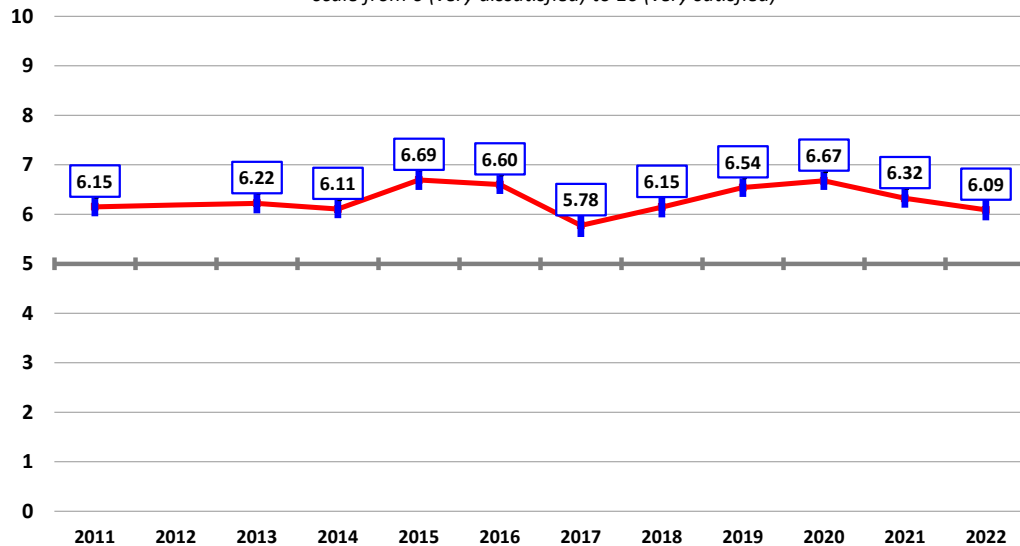
The responsiveness of Council to local community needs by precinct
Nillumbik Shire Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Maintaining the trust and confidence of the local community

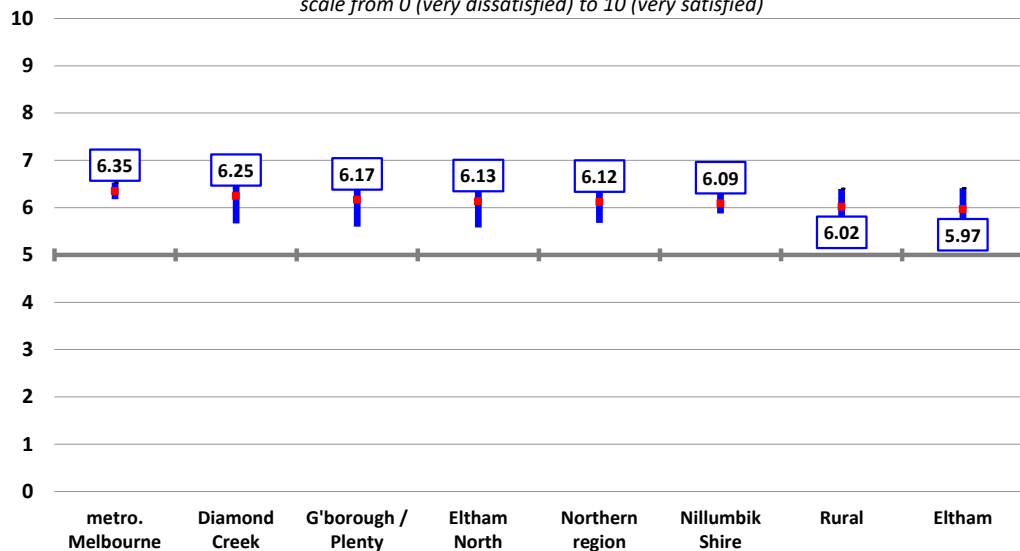
Satisfaction with Council’s performance maintaining the trust and confidence of the local community declined marginally but not measurably this year, down 3.6% to 6.09, although it remains at a “solid” level. It remains below the long-term average of 6.30 since 2011.

Maintaining community trust and confidence
Nillumbik Shire Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



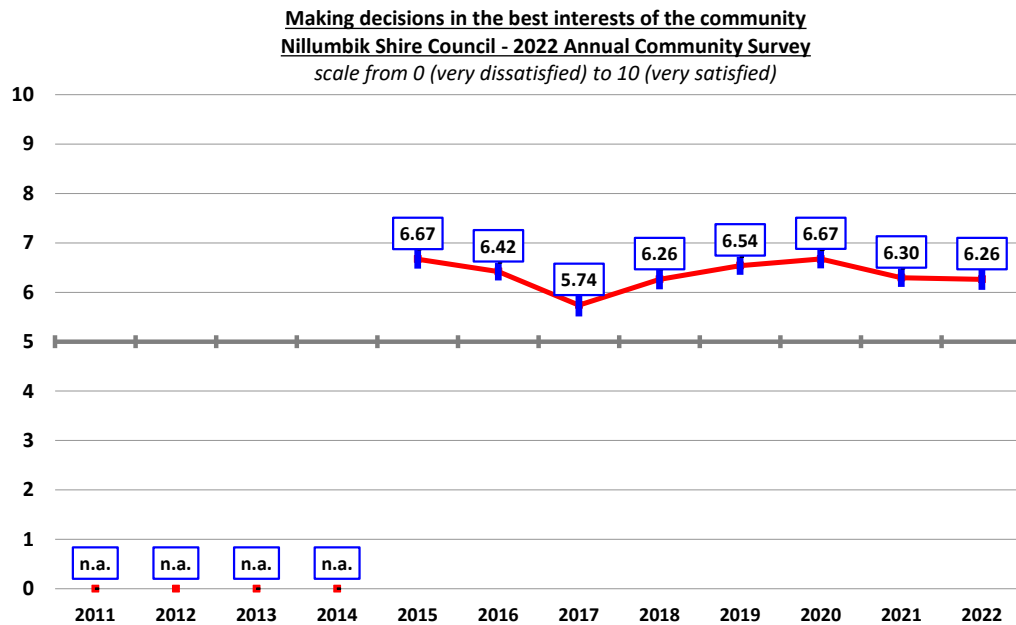
There was no statistically significant variation in this result observed across the municipality, although respondents from Eltham rated satisfaction at a “poor” level.

Maintaining community trust and confidence by precinct
Nillumbik Shire Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

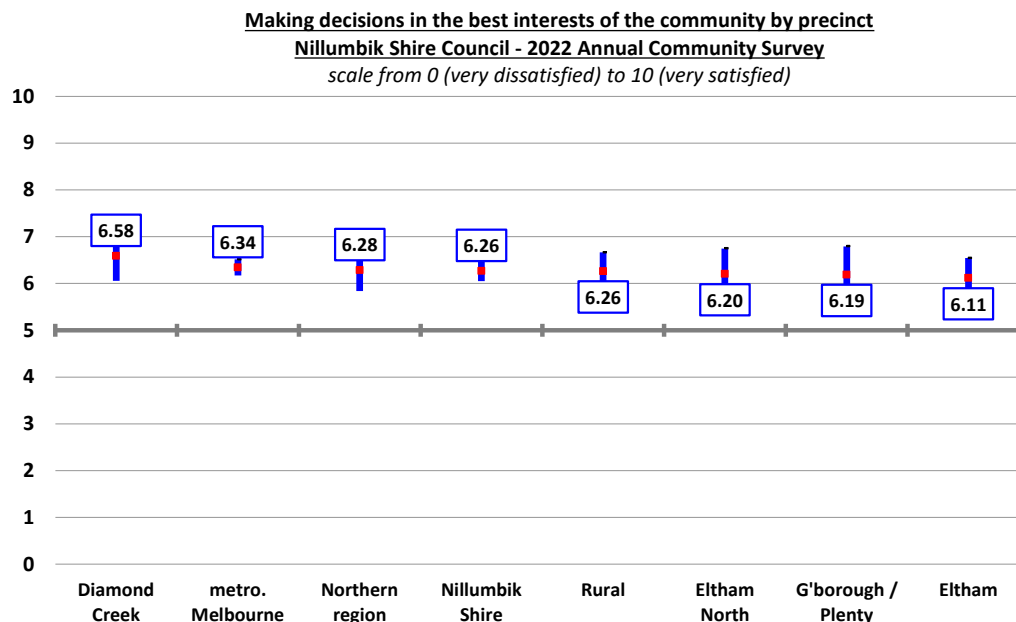


Making decisions in the interests of the community

Satisfaction with Council's performance making decisions in the interests of the community was almost stable this year, down less than one percent to 6.26, and remains at a "solid" level. This result remains only marginally below the long-term average since 2015 of 6.36.



There was no statistically significant variation in this result observed across the municipality, and respondents in each precinct rated satisfaction at a "solid" level of satisfaction.



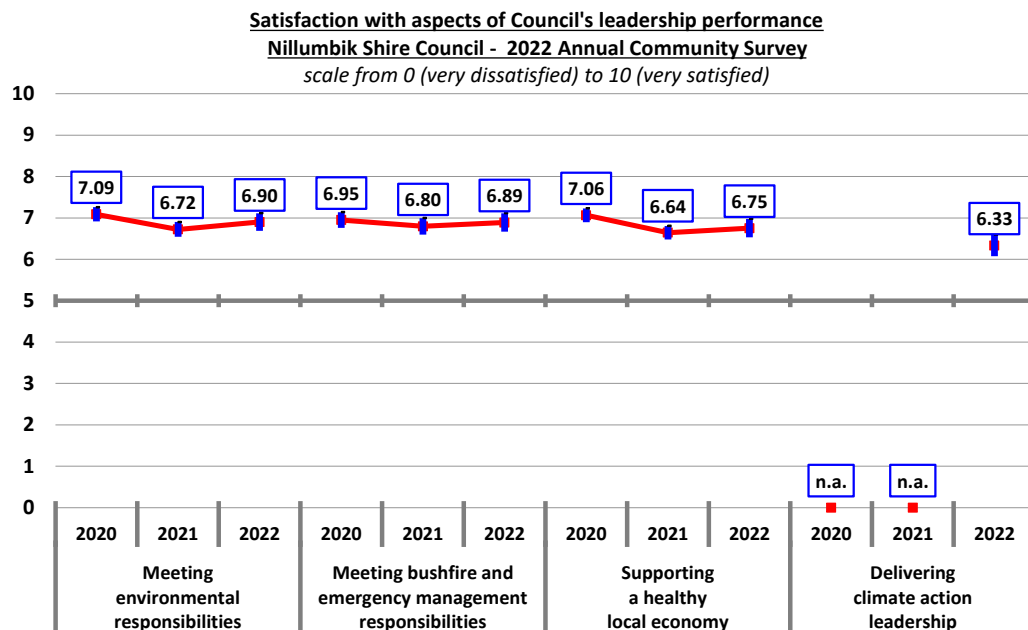
Aspects of Council's leadership performance

In addition to the five core comparison aspects of Council's governance and leadership, respondents were asked to rate satisfaction with four aspects of Council's leadership performance. These were focused on leadership in relation to the environment, bushfires and emergency management, and the local economy.

Satisfaction with Council meeting its environmental responsibilities, meeting bushfire and emergency management responsibilities, and supporting a healthy local economy all increased marginally but not measurably this year, although all three remained at a "good" level.

There was a new aspect of leadership included in the survey this year, relating to "Council's performance in delivering climate action leadership and initiatives". Satisfaction with this aspect of leadership was 6.33 or a "solid" level of satisfaction.

Of these five aspects of Council's leadership performance, only meeting environmental responsibilities was included in *Governing Melbourne*. By way of comparison, the 2022 metropolitan Melbourne average satisfaction with Council meeting its responsibilities towards the environment was 7.04, and the northern region councils' average was 7.13, both marginally but not measurably higher than this Nillumbik Shire result.

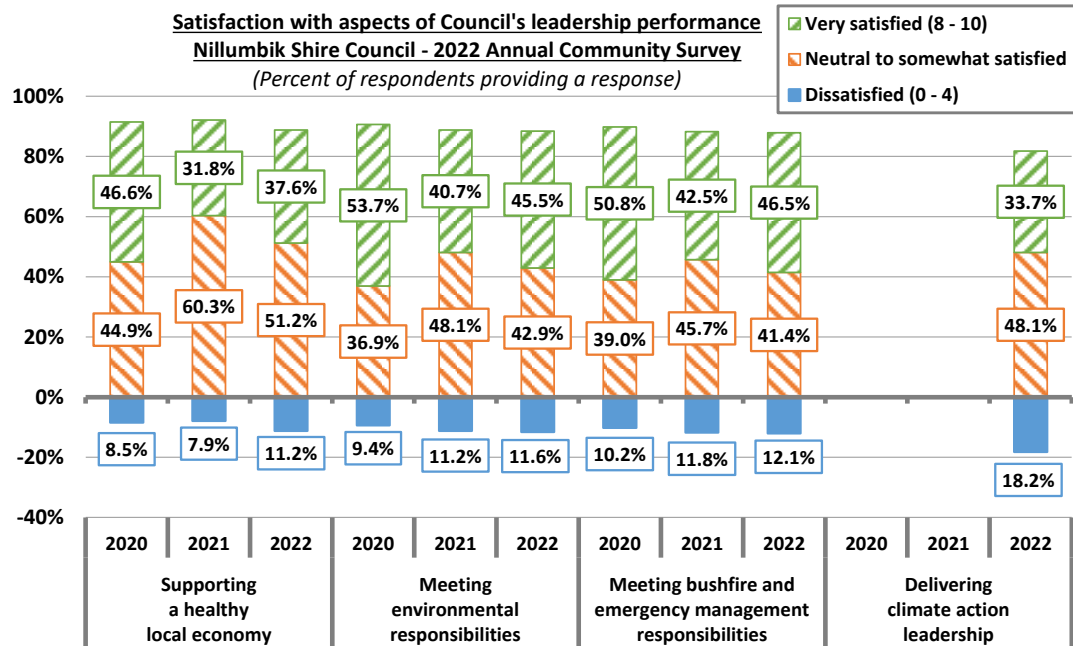


The following graph provides a breakdown of these results into the proportion of respondents who were "very satisfied" (rated satisfaction at eight or more), those who were "neutral to somewhat satisfied" (rated satisfaction at five to seven), and those who were "dissatisfied".

It is noted that more than one-third of respondents were "very satisfied" with Council's performance in relation to environment, local economy, and bushfire and emergency management, whilst a little more than ten percent were "dissatisfied".

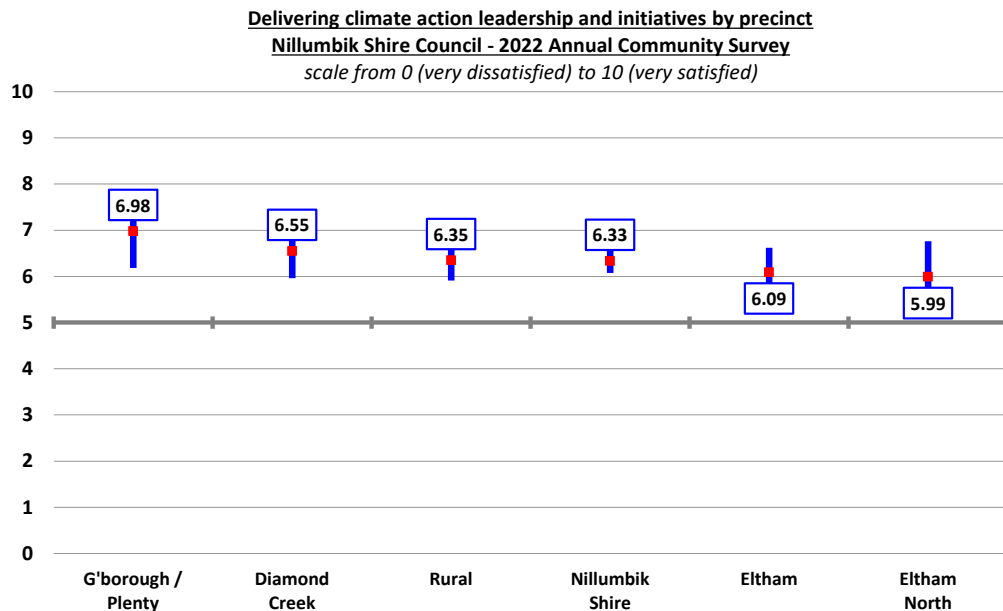
Nillumbik Shire Council – 2022 Annual Community Survey

In terms of the new aspect of leadership performance, one-third were “very satisfied” and a little more than one-sixth (18.2%) were “dissatisfied”.



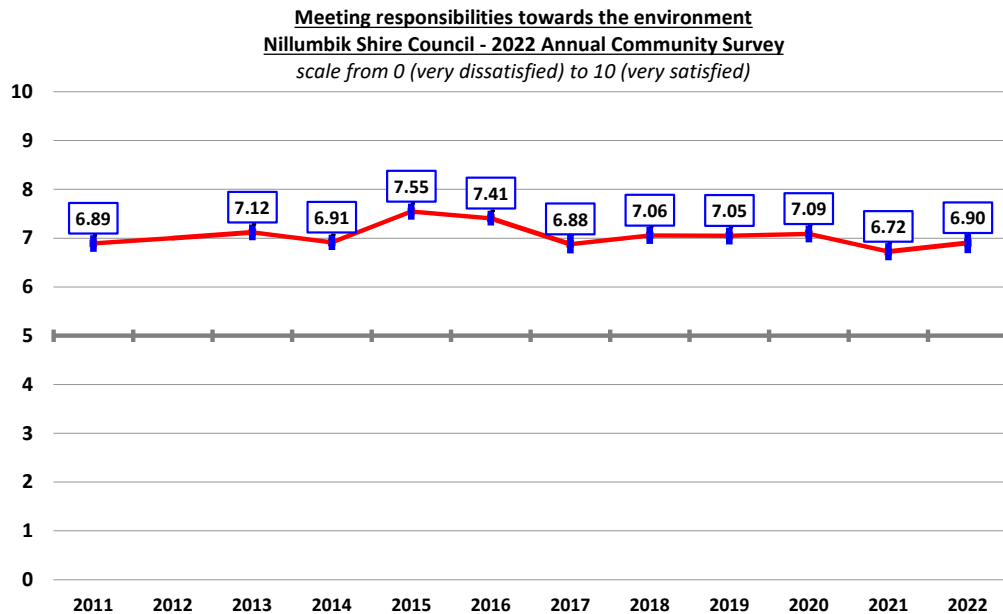
Delivering climate action leadership and initiatives

There was no statistically significant variation in satisfaction with this aspect observed across the municipality, although respondents from Greensborough / Plenty and Diamond Creek rated satisfaction at a “good” level and respondents from Eltham North at a “poor” level.

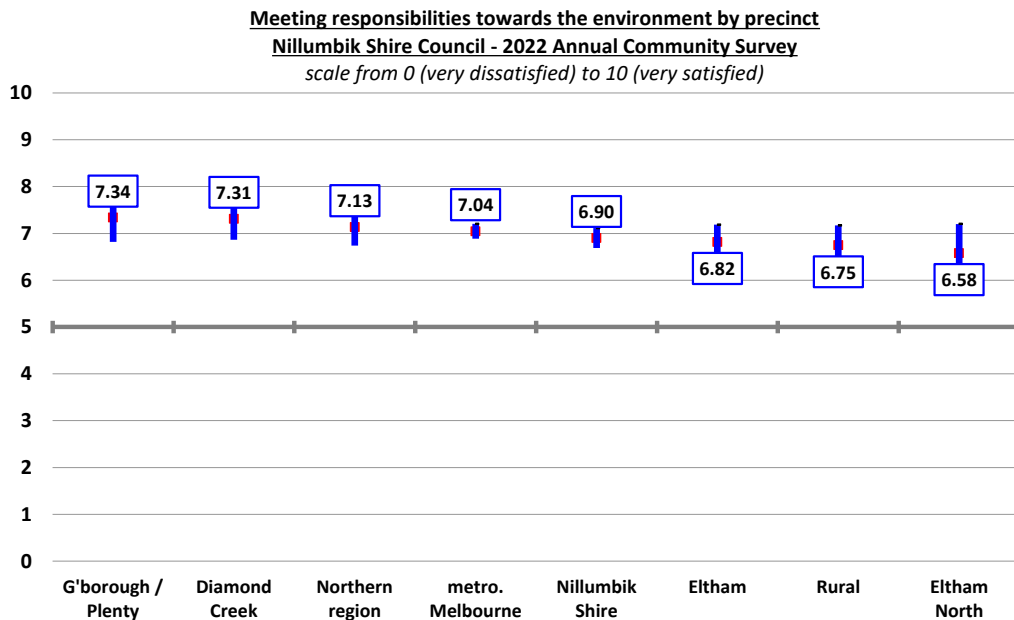


Meeting responsibilities to the environment

Satisfaction with Council meeting its environmental responsibilities increased marginally but not measurably this year, up 2.7% to 6.90, although it remains at a “good” level. It remains marginally below the long-term average since 2011 of 7.05.

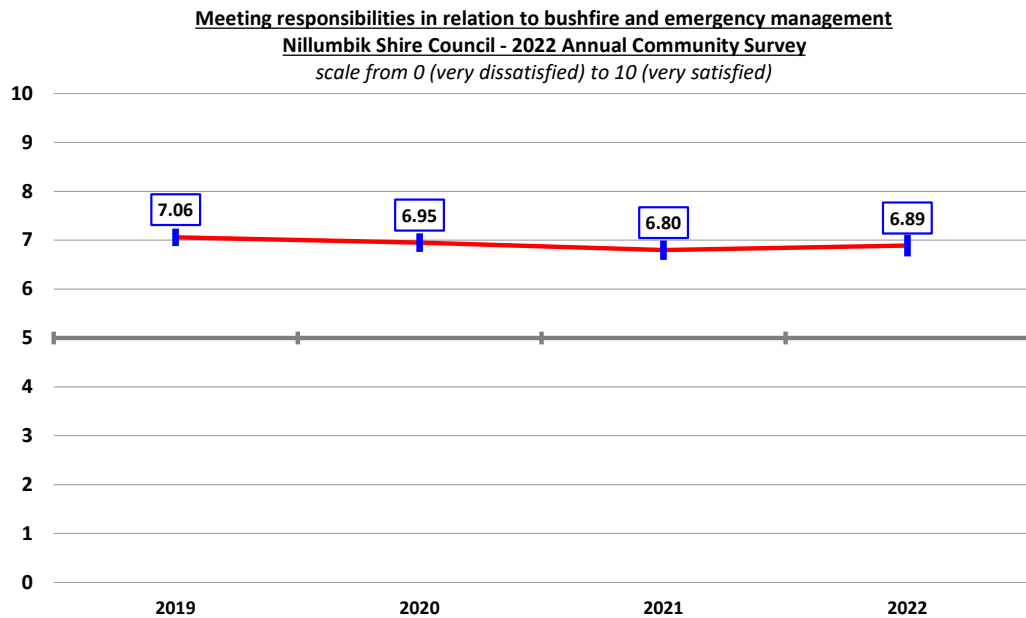


There was no statistically significant variation in satisfaction with this aspect observed across the municipality, although respondents from Greensborough / Plenty and Diamond Creek rated satisfaction at a “very good” rather than a “good” level of satisfaction.

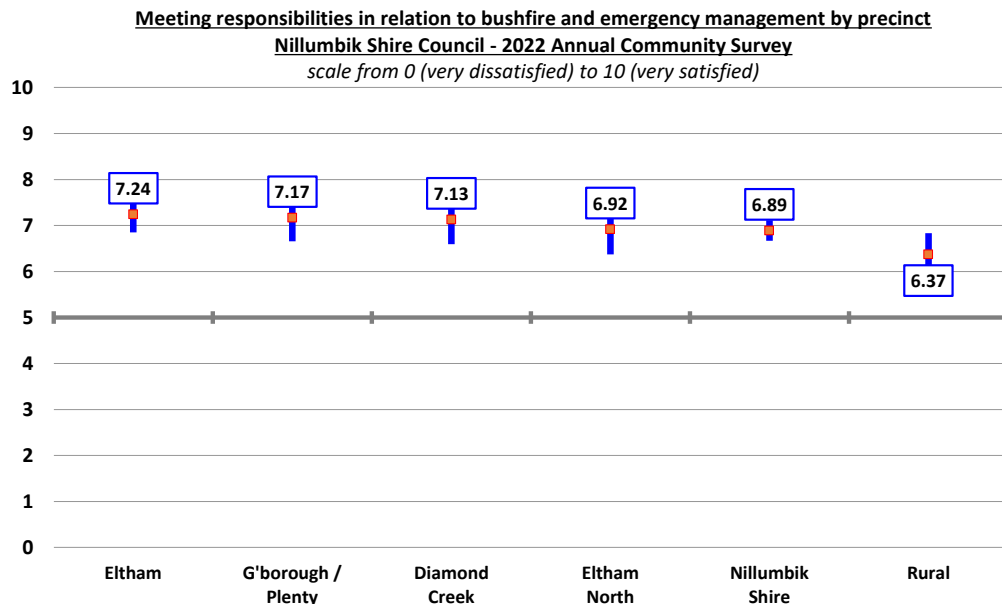


Meeting responsibilities in relation to bushfire and emergency management

Satisfaction with this aspect of Council leadership increased marginally but not measurably this year, up 1.3% to 6.89, although it remains “good”, and consistent with the long-term average since 2019 of 6.92.

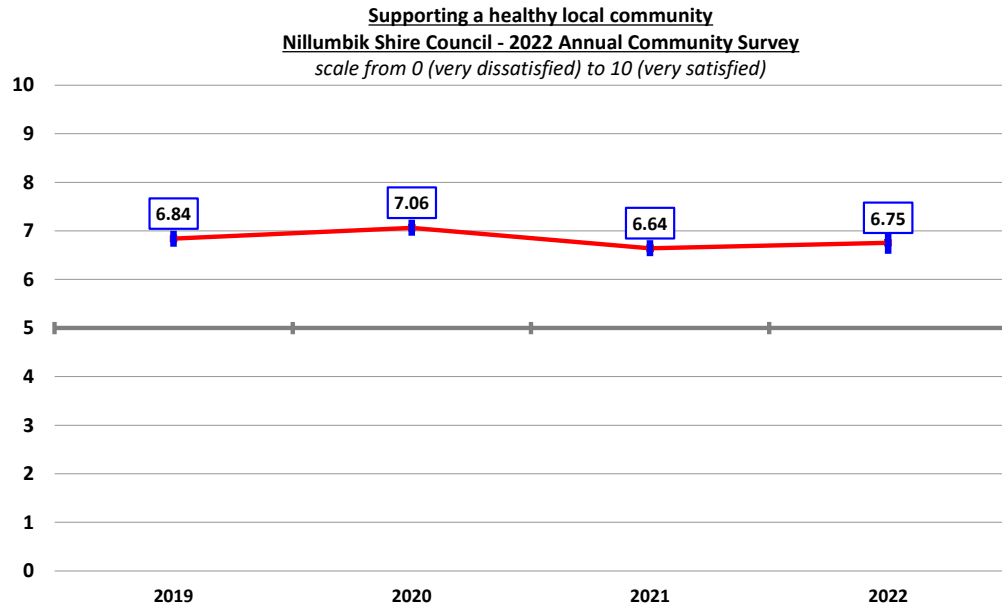


Whilst there was no statistically significant variation in satisfaction with this aspect of performance observed across the municipality, it is noted that respondents from the rural precinct rated satisfaction at a “solid” rather than “good” level, 7.5% lower than the average.

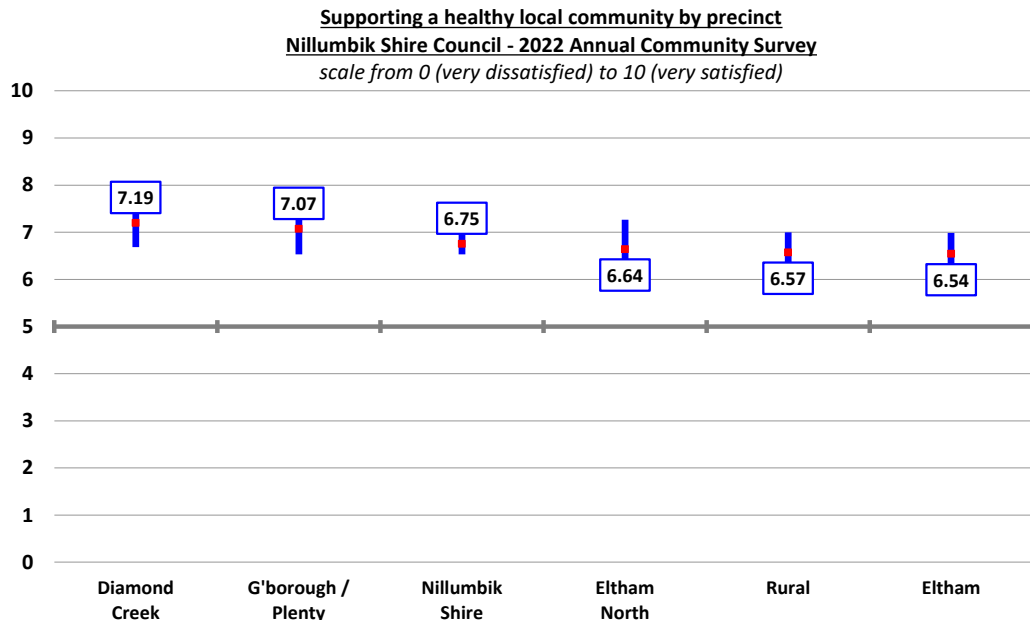


Supporting a healthy local community

Satisfaction with Council’s performance supporting a healthy local community increased marginally but not measurably this year, up 1.7% to 6.75, although it remains at a “good” level. This result has remained quite stable over time, although it does remain just barely below the long-term average since 2019 of 6.82.



There was no statistically significant variation in this result observed across the municipality, and respondents in each precinct rated satisfaction at a “good” level of satisfaction.



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 again in 2022, asked to identify from a precoded list of 12 methods (including “other”), all the methods by which they would prefer to receive information from or interact with Council.

There was a decline this year, in the proportion of respondents who nominated at least one method by which they would prefer to receive information from or interact with Council, down from more than ninety percent in each of the last four years, to 79.4% this year.

Whilst, on its face, this decline would suggest that fewer residents across Nillumbik would prefer to receive information from or interact with Council, Metropolis Research advises some caution in over-interpreting a single year’s change as being reflective of a longer-term trend. The proportion of respondents who provide a response to questions such as this can vary somewhat from year to year, without necessarily reflecting a meaningful variation in the proportion of the community who wish to receive information from or engage with Council.

Preferred method of receiving information from / or interacting with Council

Nillumbik Shire Council - 2022 Annual Community Survey

(Number and percent of total respondents)

Method	2022		2021	2020	2019	2018
	Number	Percent				
Email	227	44.7%	47.5%	35.4%	38.4%	39.5%
Telephone Customer Service	108	21.3%	16.0%	5.6%	16.8%	15.4%
Direct mail / letterbox drop of information	107	21.1%	26.3%	43.0%	53.6%	59.3%
Council's website	101	19.9%	20.8%	29.2%	34.8%	33.3%
Via social media (Twitter / Facebook)	96	18.9%	12.2%	14.4%	25.0%	17.6%
Council's regular publication <i>Nillumbik News</i>	91	17.9%	25.0%	25.6%	41.4%	36.1%
SMS / text message	77	15.2%	8.8%	21.6%	17.4%	2.4%
E-newsletters	62	12.2%	18.8%	11.2%	21.2%	14.8%
Council advertisements in the local newspapers*	38	7.5%	5.8%	11.6%	31.0%	24.4%
In person at the Civic Centre and other locations	32	6.3%	3.8%	5.0%	13.4%	12.0%
Local radio	22	4.3%	3.2%	3.0%	5.8%	7.0%
Other	1	0.2%	0.0%	0.2%	0.2%	0.6%
Total responses	962		942	1,029	1,495	1,314
<i>Respondents identifying at least one method</i>	<i>403</i>		<i>463</i>	<i>492</i>	<i>476</i>	<i>472</i>
	<i>(79.4%)</i>		<i>(92.4%)</i>	<i>(98.4%)</i>	<i>(95.3%)</i>	<i>(94.1%)</i>

() previously Council articles and columns in local newspapers*

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RESEARCH



There were, however, some significant changes in the preferred communication and engagement methods observed this year compared to previous years, as follows:

- **Increased preference in 2022 compared to 2021** – includes telephoning Customer Service (21.3% up from 16.0%), via social media (18.9% up from unusually low 12.2% in 2021), and SMS / text message (15.2% up from unusually low 8.8% in 2021).
- **Decreased preference in 2022 compared to 2021** – includes direct mail / letterbox drop of information (21.1% down from 26.3% in 2021 and down from 59.3% in 2018), the *Nillumbik News* (17.9% down from 25.0% and down from 41.4% in 2019), and e-newsletters (12.2% down from 18.8%).

The decline in the preference for the *Nillumbik News* is consistent with the readership of the publication as discussed in the following section of this report.

There was some variation in the preferred communication and engagement methods observed across the municipality, as follows:

- **Eltham North** – respondents were measurably more likely than average to prefer email.
- **Rural precinct** – respondents were measurably more likely than average to prefer email, telephoning Customer Service, direct mail / letterbox drop of information, Council's website, and Council advertisements in the local newspapers.

Preferred method of receiving information from / or interacting with Council by precinct
Nillumbik Shire Council - 2022 Annual Community Survey
(Number and percent of total respondents)

Method	Gr'nborough / Plenty	Diamond Creek	Eltham	Eltham North	Rural
Email	32.8%	36.7%	41.7%	57.1%	50.7%
Telephone Customer Service	14.9%	18.9%	16.5%	15.5%	32.2%
Direct mail / letterbox drop of information	13.4%	20.0%	20.9%	11.9%	30.3%
Council's website	14.9%	12.2%	20.0%	11.9%	30.9%
Via social media (Twitter / Facebook)	22.4%	23.3%	15.7%	7.1%	23.0%
Council's regular publication <i>Nillumbik News</i>	11.9%	17.8%	18.3%	15.5%	21.1%
SMS / text message	14.9%	15.6%	12.2%	15.5%	16.4%
E-newsletters	11.9%	15.6%	6.1%	10.7%	15.8%
Council advertisements in the local newspapers*	0.0%	6.7%	6.1%	7.1%	12.5%
In person at the Civic Centre and other locations	9.0%	1.1%	6.1%	7.1%	7.2%
Local radio	4.5%	5.6%	0.9%	1.2%	7.9%
Other	0.0%	1.1%	0.0%	0.0%	0.0%
Total responses	102	156	190	136	377
<i>Respondents identifying at least one method</i>	42 (62.0%)	69 (76.9%)	97 (84.7%)	65 (77.6%)	130 (85.4%)

(*) previously Council articles and columns in local newspapers



There was also some variation in the preferred communication and engagement methods observed by respondent profile, including age structure and gender, as follows:

- **Young adults (aged 18 to 34 years)** – respondents were notably more likely than average to prefer social media.
- **Adults (aged 35 to 44 years)** – respondents were notably more likely than average to prefer telephoning Customer Service, via social media, and the *Nillumbik News*.
- **Middle-aged adults (aged 45 to 59 years)** – respondents were somewhat more likely than average to prefer e-newsletters.
- **Senior citizens (aged 75 years and over)** – respondents were somewhat more likely than average to prefer telephoning Customer Service, direct mail / letterbox drop of information, the *Nillumbik News*, and Council advertisements in the local newsletters.
- **Female** – respondents were measurably more likely than average to prefer the Council website and via social media.



Preferred method of receiving information from / or interacting with Council by respondent profile

Nillumbik Shire Council - 2022 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	44.0%	51.1%	40.9%	49.4%
Telephone Customer Service	20.0%	30.7%	10.9%	21.8%
Direct mail / letterbox drop of information	14.4%	26.1%	21.8%	20.5%
Council's website	14.4%	21.6%	18.2%	23.1%
Via social media (<i>Twitter / Facebook</i>)	26.4%	23.9%	16.4%	14.1%
Council's regular publication <i>Nillumbik News</i>	5.6%	27.3%	11.8%	23.1%
SMS / text message	18.4%	15.9%	17.3%	11.5%
E-newsletters	10.4%	10.2%	17.3%	10.3%
Council advertisements in the local newspapers*	4.8%	8.0%	5.5%	10.3%
In person at the Civic Centre and other locations	1.6%	8.0%	6.4%	8.3%
Local radio	2.4%	3.4%	3.6%	5.8%
Other	0.0%	0.0%	0.0%	0.0%
Total responses	202	199	186	310
<i>Respondents identifying at least one method</i>	99 (79.7%)	72 (82.1%)	78 (70.9%)	129 (82.9%)

<i>Method</i>	<i>Senior citizens</i>	<i>Male</i>	<i>Female</i>	<i>Nillumbik Shire</i>
Email	20.7%	46.4%	43.5%	44.7%
Telephone Customer Service	34.5%	19.8%	22.7%	21.3%
Direct mail / letterbox drop of information	34.5%	20.2%	21.9%	21.1%
Council's website	24.1%	17.3%	22.3%	19.9%
Via social media (<i>Twitter / Facebook</i>)	6.9%	12.5%	25.0%	18.9%
Council's regular publication <i>Nillumbik News</i>	37.9%	16.1%	19.6%	17.9%
SMS / text message	10.3%	16.5%	13.8%	15.2%
E-newsletters	17.2%	10.9%	13.5%	12.2%
Council advertisements in the local newspapers*	13.8%	6.5%	8.5%	7.5%
In person at the Civic Centre and other locations	6.9%	4.8%	7.3%	6.3%
Local radio	6.9%	3.6%	5.0%	4.3%
Other	3.4%	0.4%	0.0%	0.2%
Total responses	63	435	526	962
<i>Respondents identifying at least one method</i>	24 (83.0%)	190 (76.6%)	213 (82.0%)	403 (79.4%)



Nillumbik News

Receiving and reading the Nillumbik News

Respondents were asked:

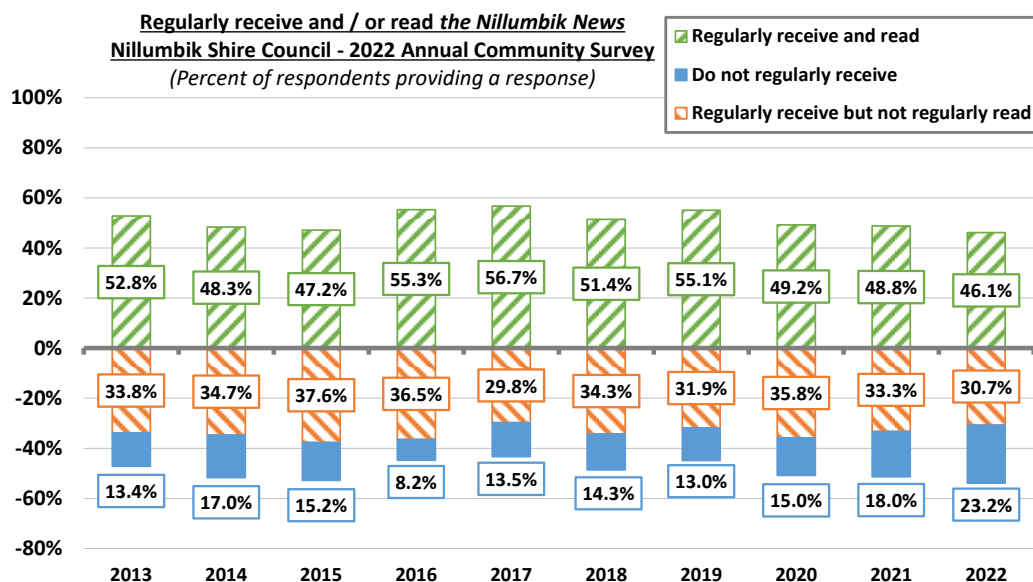
“Thinking about Council’s regular publication Nillumbik News, do you?”

The proportion of respondents who reported that they regularly receive and regularly read the *Nillumbik News* has declined somewhat in recent years, down from 55.1% back in 2019 to 46.1% this year. This was a measurable decline in the regularly readership of the publication.

There has also been a notable increase in the proportion of respondents who reported that they did not regularly receive the *Nillumbik News*, up from 13.0% in 2019 to 23.2% this year.

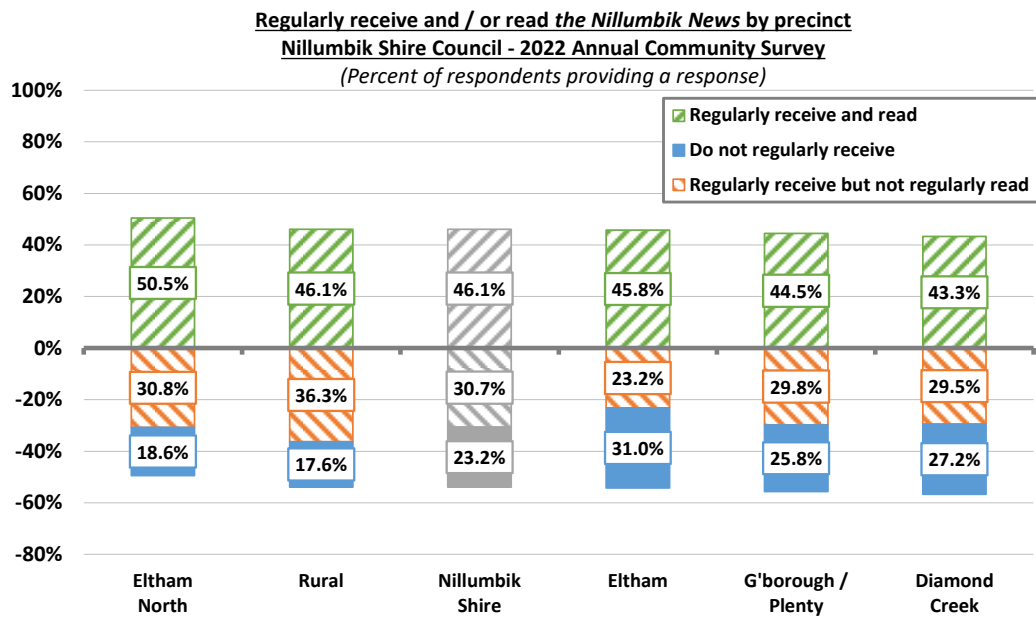
Regularly receive and / or read the Nillumbik News
Nillumbik Shire Council - 2022 Annual Community Survey
(Number and percent of respondents providing a response)

Response	2022		2021	2020	2019	2018
	Number	Percent				
Regularly receive and read	173	46.1%	48.8%	49.2%	55.1%	51.4%
Regularly receive but do not regularly read	115	30.7%	33.3%	35.8%	31.9%	34.3%
Do not regularly receive the publication	87	23.2%	18.0%	15.0%	13.0%	14.3%
Can't say	133		89	53	46	62
Total	508	100%	501	500	500	502



There was measurable variation in the proportion of respondents who receive the *Nillumbik News* observed across the municipality. Particular attention is drawn to the fact that almost one-third (31.0%) of the respondents from Eltham precinct reported that they do not regularly receive the publication.

This is a significant proportion that reflects either some distribution issues in the precinct, or a lower level of engagement of the Eltham community with Council which may result in a smaller proportion of respondents reporting that they do not regularly receive the publication.



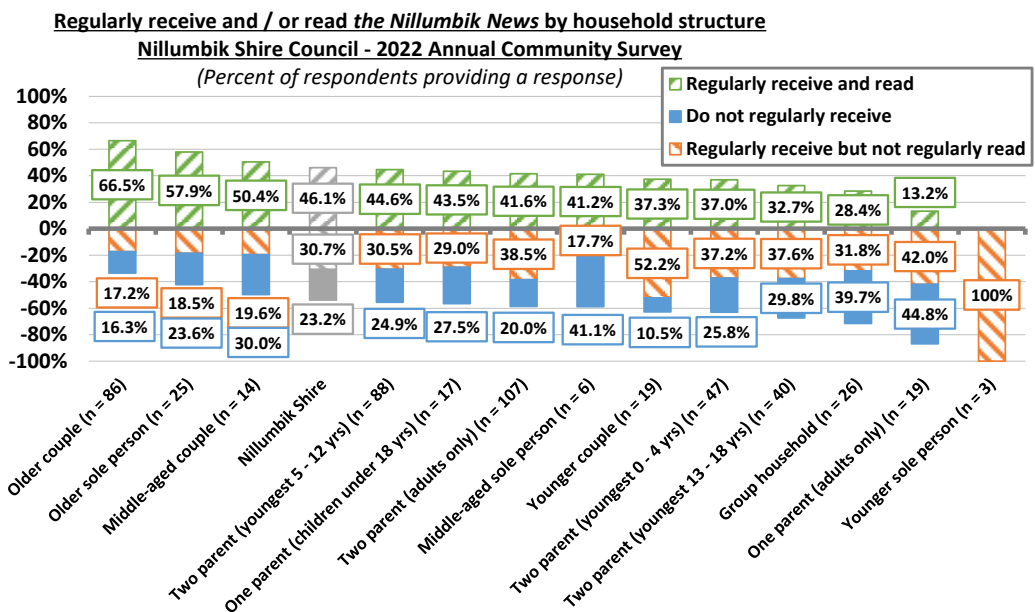
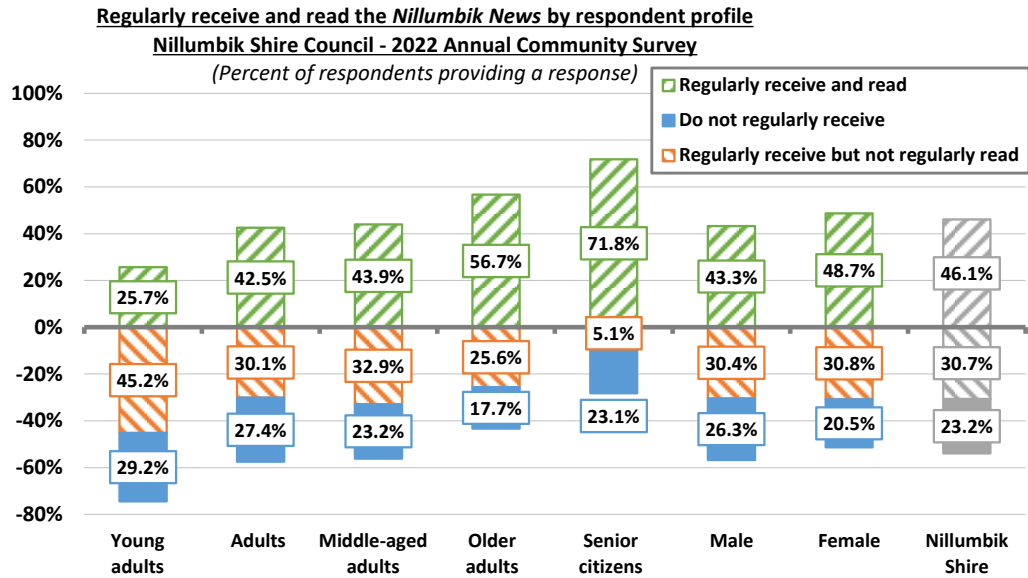
There was measurable and significant variation in the proportion of respondents receiving and reading the *Nillumbik News* observed by respondent profile, including age structure, gender, and household structure, with attention drawn to the following variations of note:

- **Age structure** – the regular readership of the *Nillumbik News* increased substantially with the respondents' age, from a low of 25.7% of young adults (aged 18 to 34 years, to a high of 71.8% of senior citizens (aged 75 years and over).
- **Gender** – female respondents were measurably more likely to regularly read the *Nillumbik News* than male respondents.
- **Older sole person and couple households without children** – respondents were measurably more likely than average to regularly read the *Nillumbik News*.
- **Two-parent families with youngest child aged 13 to 18 years, group households, one-parent families with adult children only, and younger sole person households** – respondents were measurably less likely than average to regularly read the *Nillumbik News*.



Nillumbik Shire Council – 2022 Annual Community Survey

- **Middle-aged sole person households and one-parent families with adult children only** – respondents were notably more likely than average to report that they do not regularly receive the *Nillumbik News*.



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?”*

Consistent with the decline in the proportion of respondents who reported that they regularly receive and regularly read the *Nillumbik News*, the proportion of respondents who nominated at least one section of the publication that they usually read also declined, down from 77.8% back in 2019 to just 40.2% this year.

This decline was observed for each section of the *Nillumbik News*, reflecting a lower proportion of respondents regularly reading the publication.

Consistent with previous years, the most read sections of the publication remain service information (28.7%), details about new projects and buildings (27.4%), features (27.0%), and calendars (26.6%).

It is noted, however, that between one sixth and a little more than one-quarter of the total sample of 508 respondents usually read each section of the *Nillumbik News*.

Sections of the *Nillumbik News* usually read
Nillumbik Shire Council - 2022 Annual Community Survey
(Number and percent of total respondents)

Section	2022		2021	2020	2019	2018	2017
	Number	Percent					
Service information	146	28.7%	38.3%	37.6%	34.8%	34.1%	29.1%
Details about new projects / buildings	139	27.4%	37.3%	39.8%	48.6%	45.7%	41.8%
Features	137	27.0%	35.5%	32.8%	47.2%	41.3%	42.2%
Calendars	135	26.6%	33.1%	39.6%	55.2%	43.5%	40.0%
Services dashboard	123	24.2%	27.3%	18.8%	37.0%	n.a.	n.a.
Mayor's message	106	20.9%	25.1%	24.2%	37.4%	32.1%	27.9%
Councillors page	94	18.5%	24.2%	18.6%	32.6%	27.9%	25.9%
Total responses	880		1,107	1,057	1,464	1,713	1,543
<i>Respondents identifying at least one section they usually read</i>	204 (40.2%)		266 (53.0%)	310 (62.0%)	389 (77.8%)	342 (68.2%)	326 (65.0%)



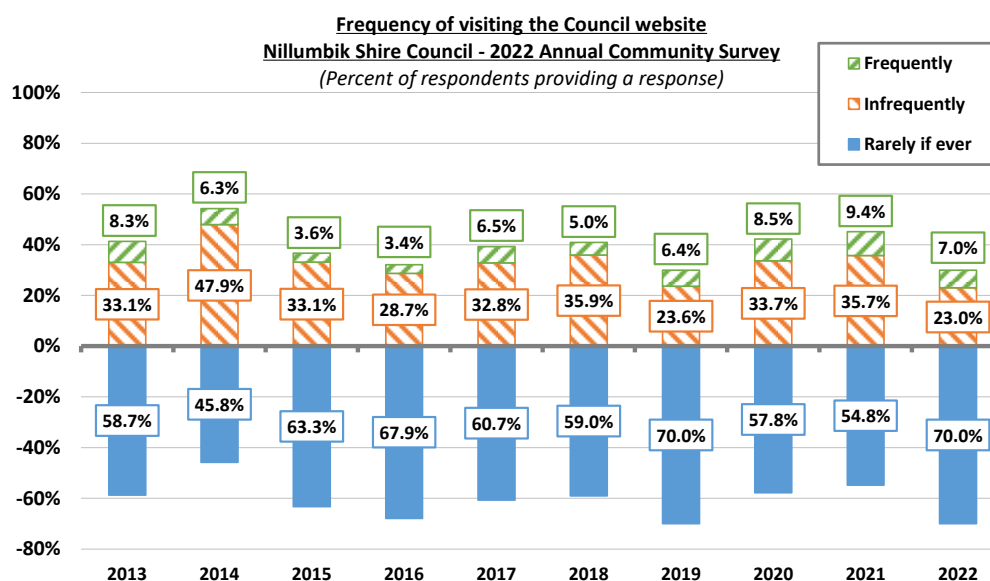
Council website

Visiting the Council website

Respondents were asked:

“How often do you visit the Council website? If rarely or never, why not?”

There was a significant decline this year, in the proportion of respondents who reported that they visited the Council website at least infrequently, down from 45.2% to 30.0% of the respondents providing a response to the question.



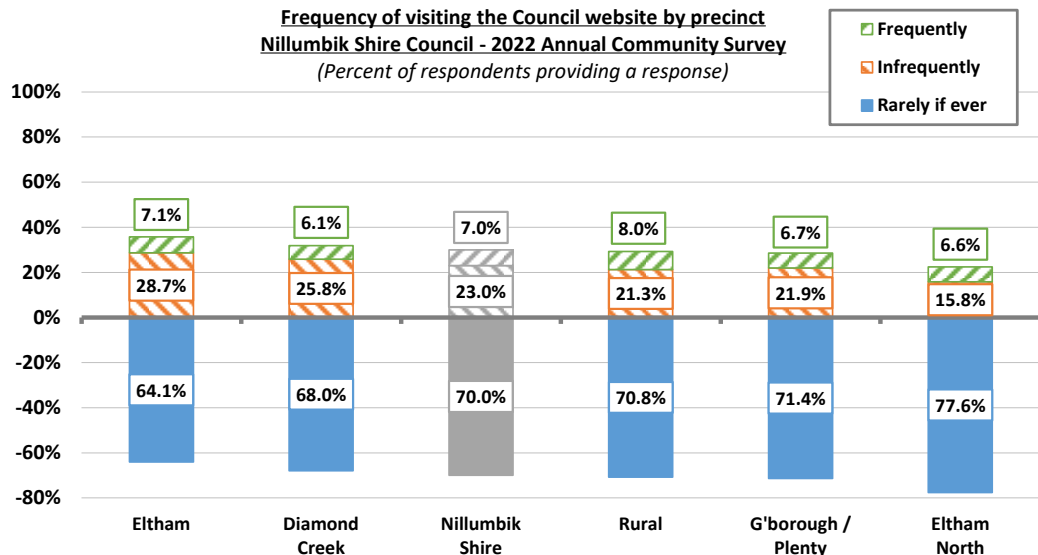
Metropolis Research notes that it is likely that there will have been some increased traffic to the Council website in 2021 and 2022 due to the COVID-19 pandemic, as discussed in relation to the methods of contacting Council. Some of this increased traffic may well be reflected in those respondents who reported that they “rarely or never” visit the website, as they may well have visited the site only once or twice where they would previously have visited or telephoned Council.

Frequency of visiting the Council website
Nillumbik Shire Council - 2022 Annual Community Survey
(Number and percent of respondents providing a response)

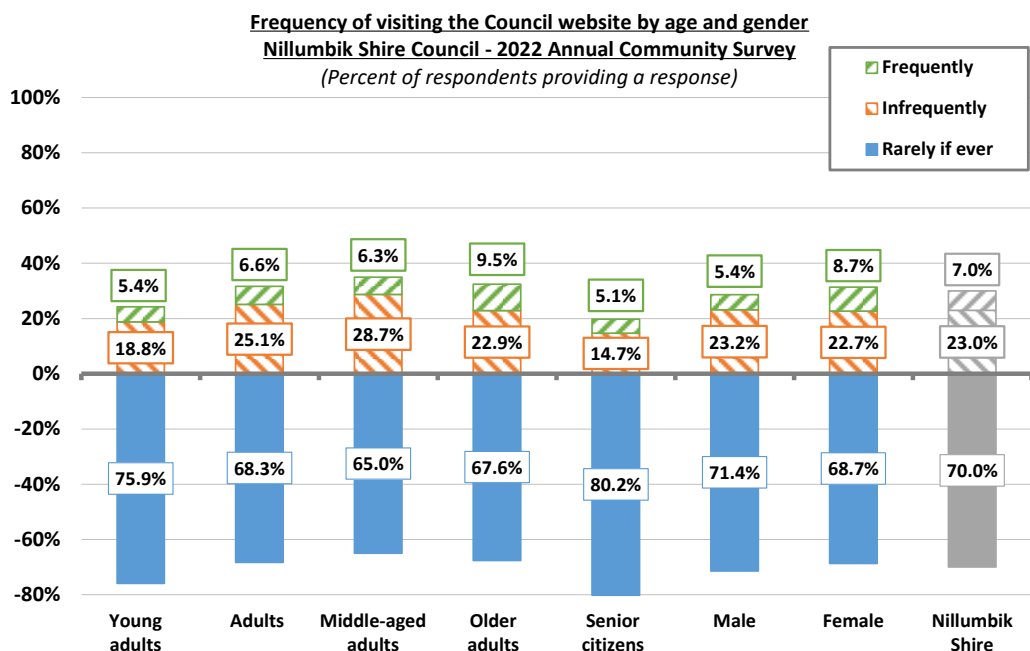
Frequency	2022		2021	2020	2019	2018	2017
	Number	Percent					
Frequently	29	7.0%	9.4%	8.5%	6.4%	5.0%	6.5%
Infrequently	95	23.0%	35.7%	33.7%	23.6%	35.9%	32.8%
Rarely or never	289	70.0%	54.8%	57.8%	70.0%	59.0%	60.7%
Can't say	95		98	64	13	42	24
Total	508	100%	501	500	500	501	502



There was no statistically significant variation in the frequency of visiting the Council website observed across the municipality, although respondents from Eltham were marginally more likely than average to infrequently visit the website.



There was some variation in the frequency of visiting the Council website observed by respondent profile. Middle-aged adults (aged 45 to 59 years) were the most likely to visit the website at least infrequently, whilst senior citizens (aged 75 years and over) were the least likely to visit the website at least infrequently. Female respondents were marginally more likely than male respondents to visit the website at least infrequently.



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?”

The 124 respondents who had at least infrequently visited the Council website were asked to rate their satisfaction with six aspects of the website, as outlined in the following graph.

The average satisfaction with these six aspects of the website was 7.33 out of a potential 10 this year, a marginal but not measurable decline on the average of 7.39 recorded last year, but still notably lower than the 2020 average of 7.80 recorded immediately prior to the COVID-19 pandemic.

This decline was most evident in 2021 in the decline in satisfaction with the ability and ease to interact with Council and the ease of finding the information the respondents require.

It is highly likely that due to the COVID-19 pandemic, there will have been a substantial number of respondents who had engaged with Council via the website who may in previous years have chosen another form of interaction, such as visiting the Council in person.

This change in the user profile of the website, with more visits from those who are less engaged with internet-based interactions, is likely to have been, at least in part, a factor influencing the decline observed in 2021 over the 2020 results.

Satisfaction with these six aspects of the Council website can best be summarised as follows:

- **Excellent** – for the ability and ease of making payments.
- **Very Good** – for the ease of reading; and presentation and attractiveness.
- **Good** – for the interest and relevance of articles; the ability and ease to interact with Council; and the ease of finding information respondents require.

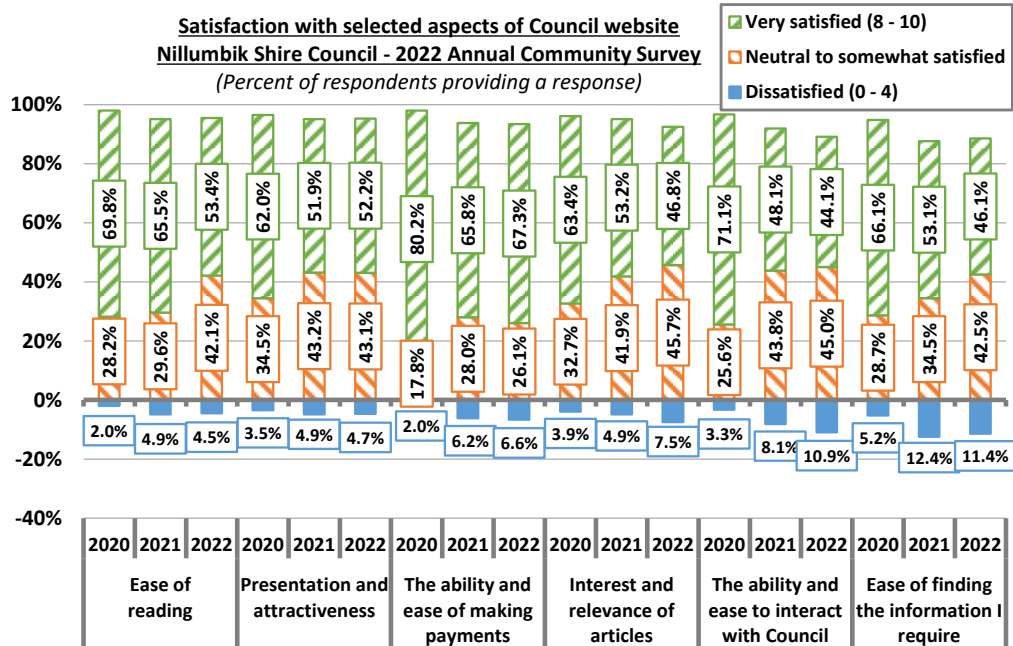
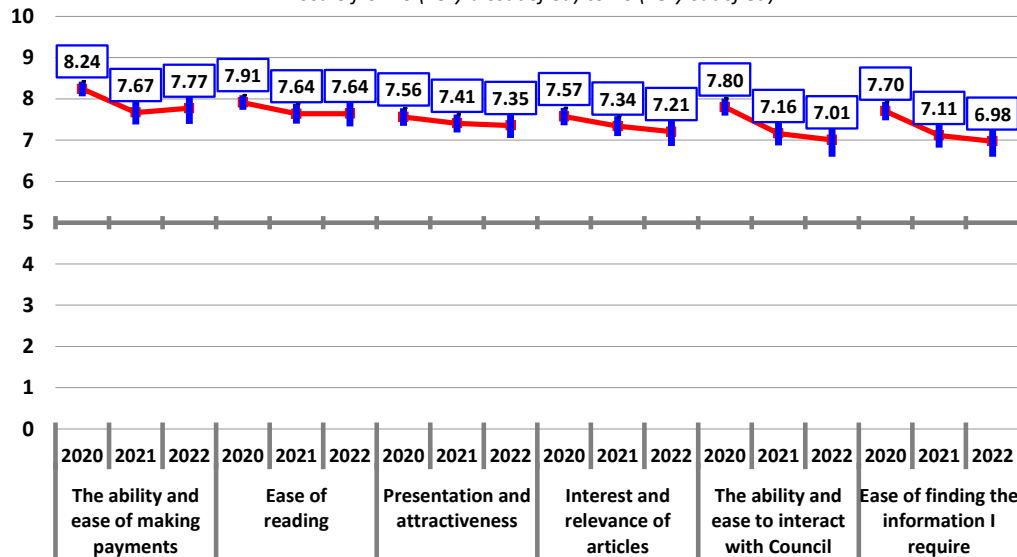
The second graph following provides a breakdown of these results into the proportion of respondents who were “very satisfied” (rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (rated satisfaction at five to seven), and those who were “dissatisfied”.

Attention is drawn to the fact that close to half or more of respondents were “very satisfied” with each of these six aspects of the Council website.

It is noted, however, that a little more than ten percent of respondents were “dissatisfied” with the ability and ease to interact with Council and the ease of finding the information the respondents require.

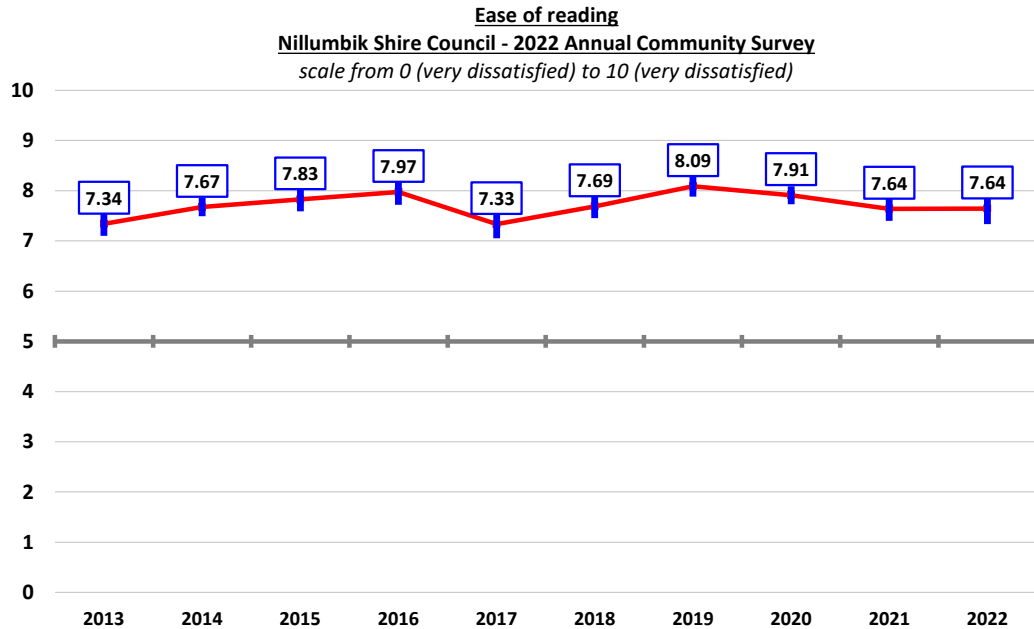


Satisfaction with selected aspects of Council website
Nillumbik Shire Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

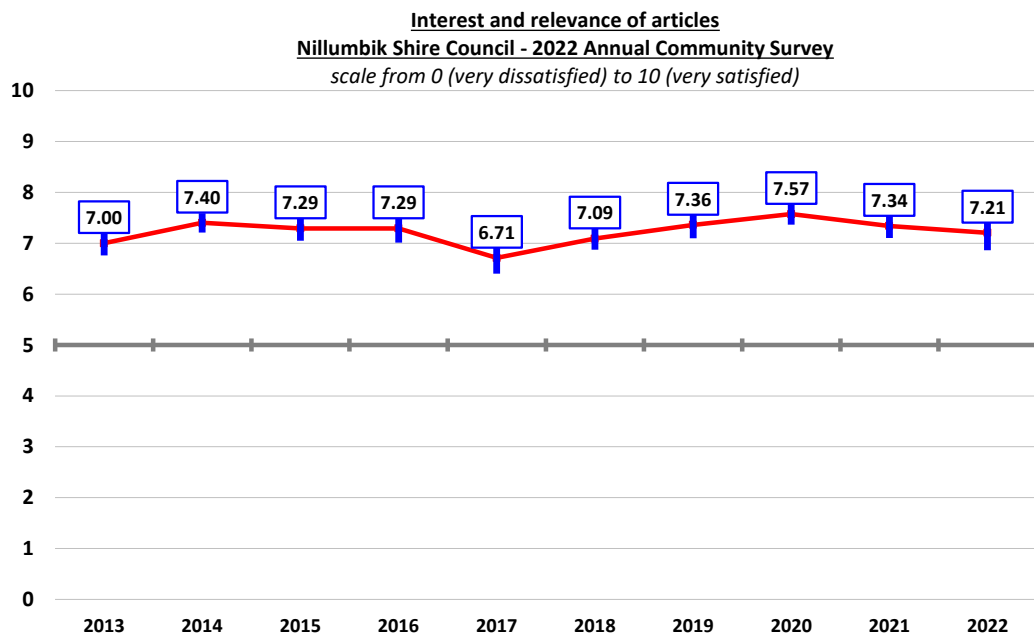


Nillumbik Shire Council – 2022 Annual Community Survey

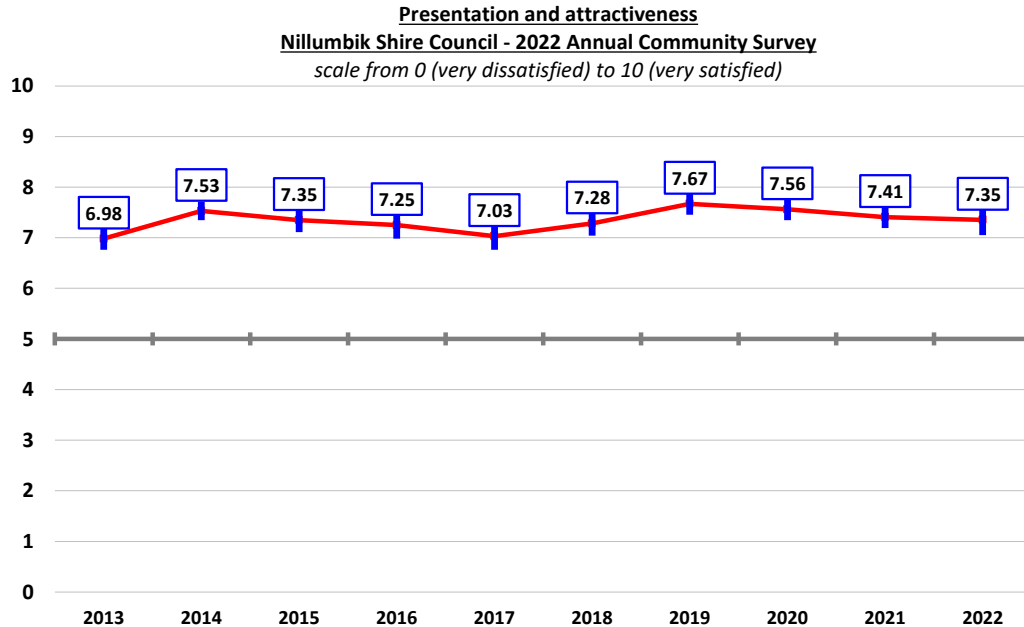
Satisfaction with the ease of reading remained stable at 7.64 this year, or a “very good” level of satisfaction. This result remains just marginally below the long-term average since 2013 of 7.71.



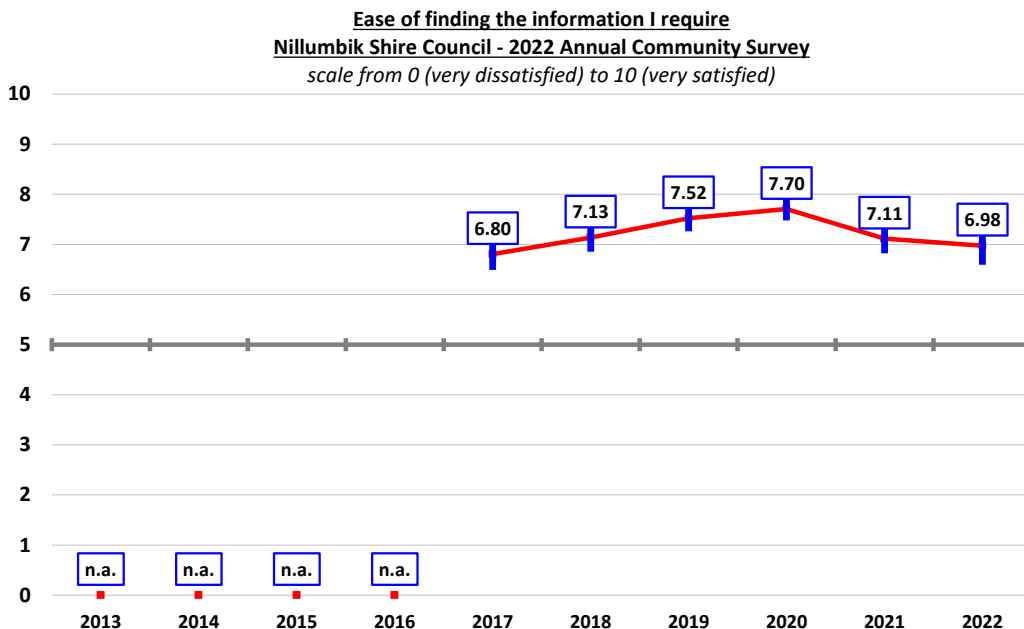
Satisfaction with the interest and relevance of articles declined marginally but not measurably this year, down 1.8% to 7.21, which is a “good”, down from a “very good” level of satisfaction. This result was, however, almost identical to the long-term average since 2013 of 7.23.



Satisfaction with the presentation and attractiveness of the website declined marginally but not measurably this year, down less than one percent to 7.35, but remains at a “very good” level. This result was almost identical to the long-term average since 2013 of 7.34.

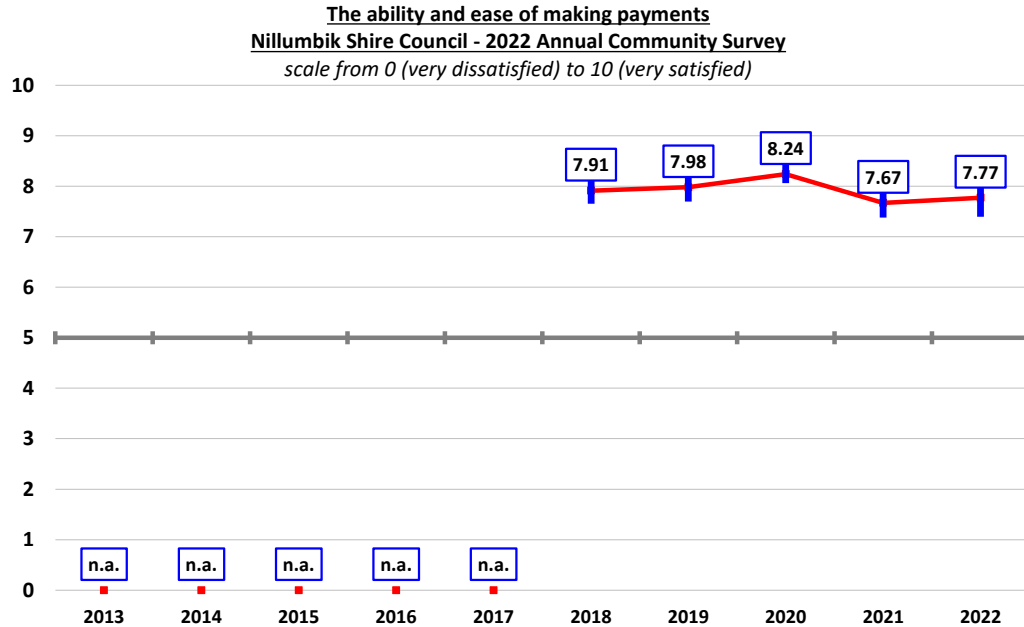


Satisfaction with the ease of finding the information the respondents required declined marginally but not measurably this year, down 1.8% to 6.98, although it remains at a “good” level. This result was somewhat lower than the long-term average since 2013 of 7.21.

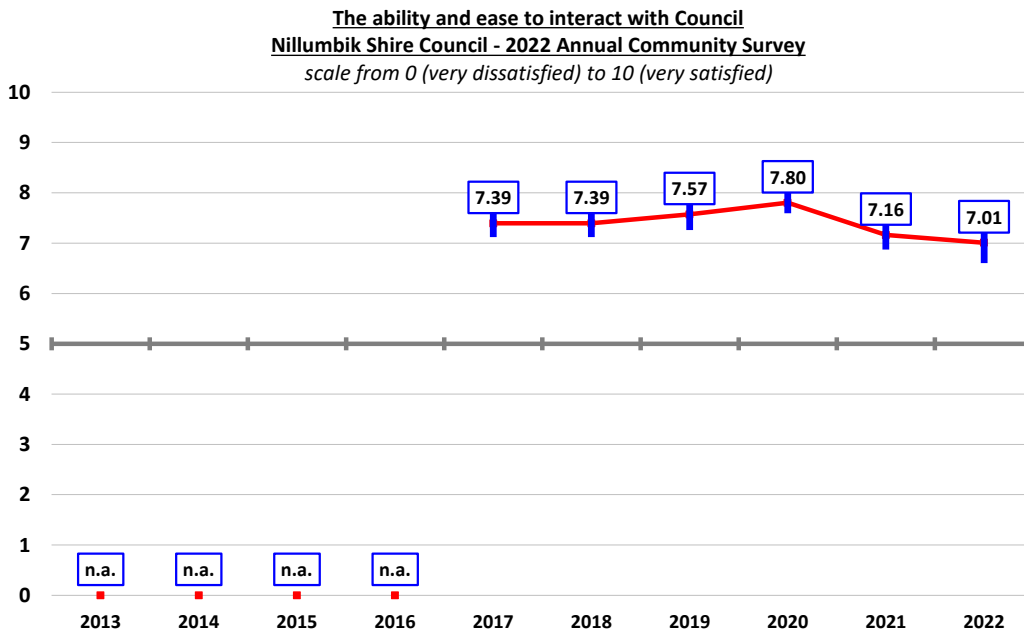


Nillumbik Shire Council – 2022 Annual Community Survey

Satisfaction with the ability and ease of making payments increased marginally but not measurably this year, up 1.3% to 7.77, which is a “very good”, up from a “good” level. This result remains, however, marginally lower than the long-term average since 2018 of 7.92.



Satisfaction with the ability and ease to interact with Council via the website declined marginally but not measurably this year, down 2.1% to 7.01, but remains at a “good” level. This result remains below the long-term average since 2017 of 7.39.



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?"

The 289 respondents who reported that they rarely or never visit the Council website were asked the reasons why they did not visit the site. The 133 verbatim comments received from these respondents are outlined in the following table. The most common reasons why respondents did not visit the website was that they believed that they did not need to visit.

Reasons for rarely or never visiting the Council website
Nillumbik Shire Council - 2022 Annual Community Survey
(Number of responses)

Reason	Number
Don't need it	54
Only when needed	19
No reason to	8
Don't need it except for payments / rates	6
Not needed at the moment	5
Not interested	4
I'm too old to use it	3
Not of any use	3
Prefer the Council newsletter	3
Don't check up	2
Don't use / don't know how to use computer	2
Don't use / don't know how to use the internet	2
No reason	2
Only if needed for the services	2
Didn't have to time to look up	1
Didn't look up for ages	1
Don't need it often	1
Due to job	1
Internet is not good	1
It's not important right now	1
Just for the planning application and bin calendar	1
My husband deals with the issues	1
No computer	1
No internet in my house	1
Only use for hard rubbish collection	1
Only use to address an issue	1
Only visit for fire restrictions	1
Publication tells me what I need	1
Situational	1
Use only for rubbish collection purpose	1
Visit occasionally. Not a common thing	1
Wasn't aware	1
Total	133



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?"*

The proportion of respondents who were aware of Council's community engagement site *Participate Nillumbik* increased again this year, with 16.2% (of the 414 respondents providing a response), reporting that they were aware of the site.

Just 16 of the 508 respondents reported that they had actively used the site, the second consecutive marginal increase in this result.

Aware of Council's online community engagement site 'Participate Nillumbik'
Nillumbik Shire Council - 2022 Annual Community Survey
(Number and percent of respondents providing a response)

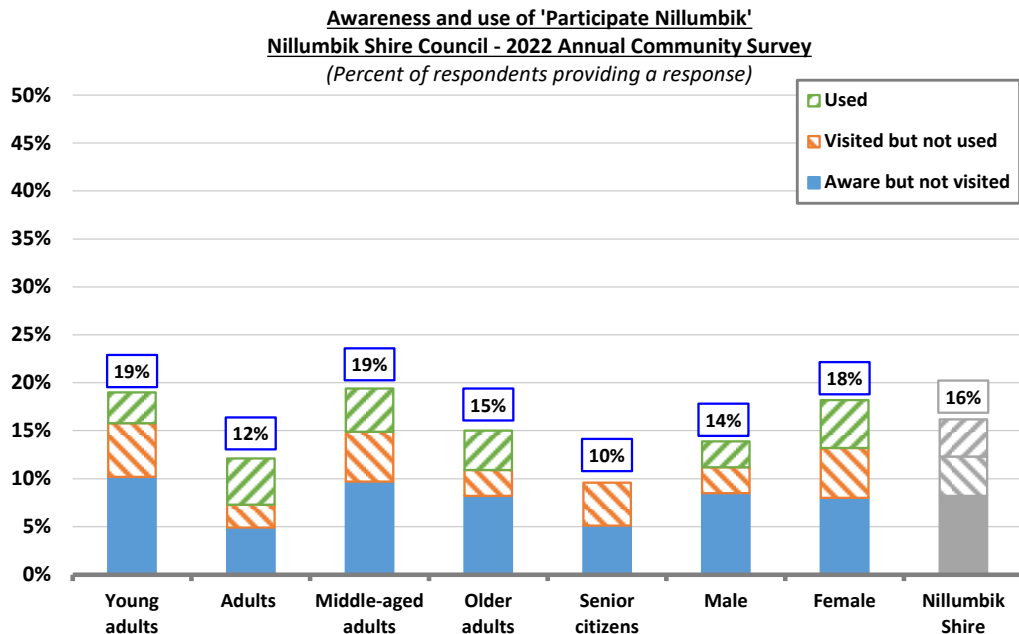
Response	2022		2021	2020	2019
	Number	Percent			
Yes - and have actively used the site	16	3.9%	2.3%	1.2%	
Yes - and have visited but not used the site	17	4.1%	2.7%	3.3%	12.8%
Yes - but have not visited or used	34	8.2%	5.7%	3.7%	
Not aware of the site	347	83.8%	89.3%	91.8%	87.2%
Not stated	94		24	10	0
Total	508	100%	501	500	500

There was no statistically significant variation in awareness of *Participate Nillumbik* observed by respondent profile, as outlined in the following graph.

It is noted, however, that adults (aged 35 to 44 years) and senior citizens (aged 75 years and over) were marginally less likely than average to be aware of the site.

It is also noted that female respondents were marginally more likely to be aware of, as well as to actively use the site, than male respondents.





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 67 respondents who reported that they had actively used the site in the last 12 months, most reported that they had used the site rarely.

Cognisant of the small sample size of just 67 respondents, it is noted that the proportion of respondents who reported that they had frequently used the site more than doubled.

Metropolis Research does make the important point on reviewing these results, that *Participate Nillumbik*, whilst providing an important opportunity for residents to provide input into a range of issues to assist Council in policy development, it is critical to note that only a very small proportion of the community have chosen to engage actively with the site.

This is important, as it highlights the fact that just two percent of the respondents were actively using the site on a frequent basis (up to around monthly). This two percent of respondents are therefore having a strong influence on the results obtained via the *Participate Nillumbik* site.

The fact that this group of residents are self-selected (i.e., they chose to actively go and participate themselves rather than being randomly approached) and that they are regularly participating, does colour the results obtained, and this should be borne in mind when interpreting *Participate Nillumbik* results.



Nillumbik Shire Council – 2022 Annual Community Survey

Used Council's online community engagement site 'Participate Nillumbik'

Nillumbik Shire Council - 2022 Annual Community Survey

(Number and percent of respondents who were aware of the site providing a response)

Response	2022		2021	2020
	Number	Percent		
Frequently (e.g. up to around once a month)	10	20.8%	8.3%	8.8%
Infrequently (e.g. up to around 3 - 4 times a year)	13	27.1%	25.0%	32.4%
Rarely or never	25	52.1%	66.7%	58.8%
Can't say	19		15	6
Total	67	100%	51	40

Customer service

Contact with Council in the last 12 months

Respondents were asked:

"Have you contacted Nillumbik Shire Council in the last twelve months?"

Consistent with the results in previous years, approximately one-third (34.3%) of respondents reported that they had contacted Council in the last 12 months.

Contacted Council in the last twelve months

Nillumbik Shire Council - 2022 Annual Community Survey

(Number and percent of respondents providing a response)

Response	2022		2021	2020	2019	2018	2017
	Number	Percent					
Yes	174	34.3%	34.4%	24.5%	37.1%	45.9%	45.6%
No	334	65.7%	65.6%	75.5%	62.9%	54.1%	54.4%
Not stated	0		1	2	1	9	0
Total	508	100%	501	500	500	501	502

Form of contact

Respondents were asked:

"When you last contacted the Council, was it?"

Consistent with the 2021 results, the proportion of respondents contacting Council by visiting in person remained low, and telephone, email, and the website remained the most common.



Form of contact with Nillumbik Shire Council
Nillumbik Shire Council - 2022 Annual Community Survey
(Number and percent of respondents who contacted Council)

Response	2022		2021	2020	2019	2018	2017
	Number	Percent					
Telephone (<i>during office hours</i>)	107	61.7%	62.8%	59.8%	56.5%	63.1%	66.8%
E-mail	30	17.3%	23.8%	9.8%	10.9%	10.7%	8.0%
Visit in person	10	5.8%	7.0%	20.5%	16.8%	16.9%	15.0%
Website	19	11.0%	6.4%	9.8%	10.3%	5.3%	3.1%
Social media (<i>e.g. Facebook</i>)	0	0.0%	0.0%	0.0%	1.1%	0.0%	
Directly with a Councillor	3	1.4%	0.0%	0.0%	0.0%	n.a.	n.a.
Mail	3	1.4%	0.0%	0.0%	0.0%	0.9%	1.3%
Telephone (<i>after hours service</i>)	3	1.4%	0.0%	0.0%	0.0%	0.0%	0.4%
Multiple	0	0.0%	0.0%	0.0%	4.3%	3.1%	5.3%
Not stated	0		0	0	1	1	3
Total	174	100%	172	122	185	226	229

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?”

Respondents who reported that they had contacted Council in the last 12 months were asked to rate their satisfaction with seven aspects of customer service, as outlined in the following graphs.

The average satisfaction with these seven aspects of customer service declined measurably and significantly this year, down from an average of 7.24 to 6.33 this year.

This was a decline of 12.6%, which is a very significant decline, particularly given that this is the second consecutive decline in satisfaction with customer service recorded, following the 4.5% decline recorded last year.

It may well be the case that the impact of COVID-19 on Council’s ability to provide face-to-face customer service had a significant impact on average satisfaction with customer service. This is discussed in more detail in the following pages of this section.

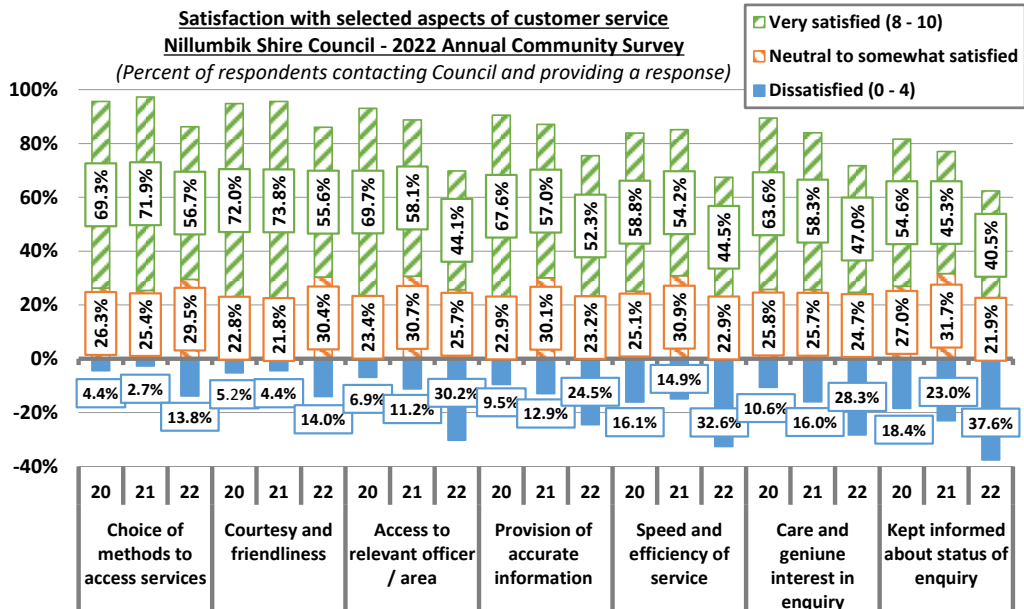
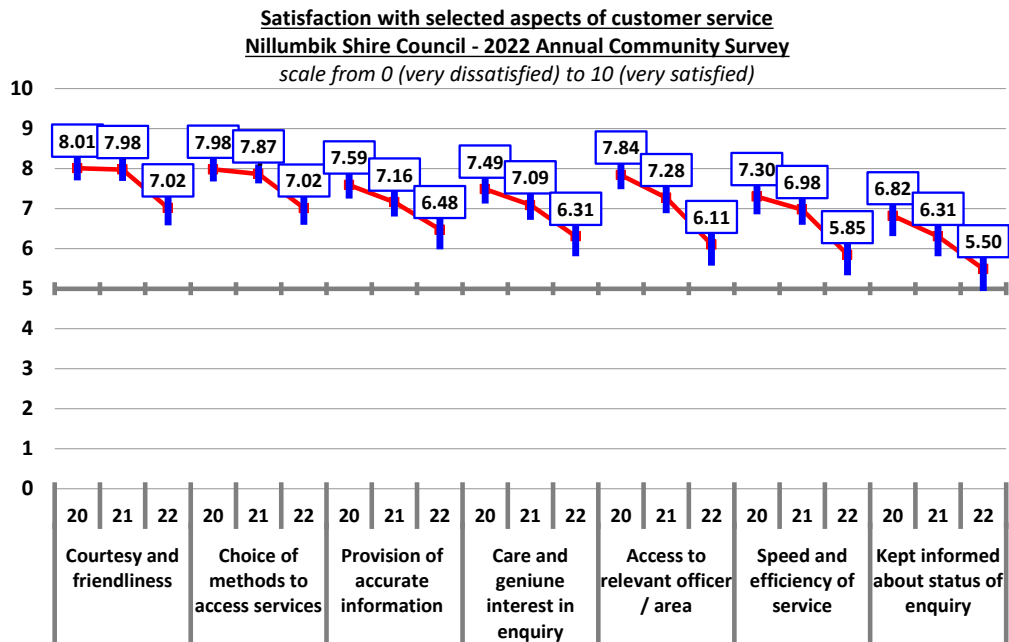
It is important to note, however, that satisfaction with customer service in the Nillumbik Shire was somewhat lower than the 2022 metropolitan Melbourne average, particularly in relation to access to relevant officer / area and speed and efficiency of service. This is also discussed in more detail in the following pages.



Nillumbik Shire Council – 2022 Annual Community Survey

Satisfaction with the seven aspects of customer service can best be summarised as follows:

- **Good** – for courtesy and friendliness, and choice of methods to access services. More than half of the respondents were “very satisfied” with these two aspects.
- **Solid** – for the provision of accurate information, care and genuine interest in enquiry, and access to relevant officer / area.
- **Poor** – for the speed and efficiency of service and being kept informed about the status of enquiry. Approximately one-third of respondents were “dissatisfied” with these two aspects

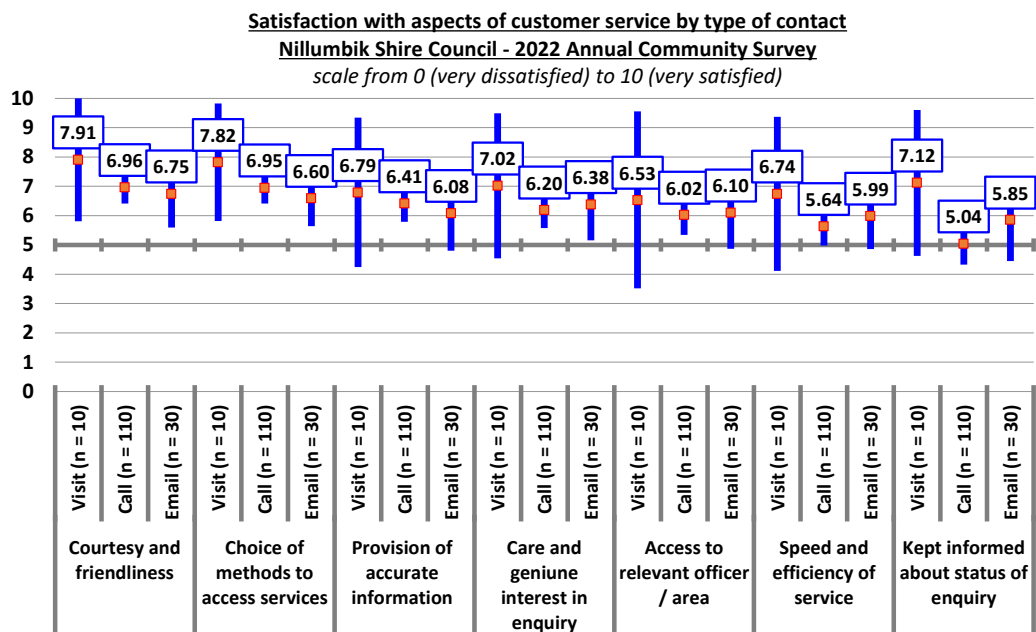


The following graph provides a comparison of satisfaction with the seven aspects of customer service based on the method by which respondents contacted Council.

It is important to bear in mind the small sample size of just 10 respondents who had contacted Council in person and 30 respondents who had emailed Council.

Cognisant of the small sample size, is noted that the average satisfaction with customer service of respondents who visited Council in person (7.13) was notably higher than respondents who telephoned Council (6.17), and respondents who emailed Council (6.25).

This variation in satisfaction is significant as it highlights the fact that many in the Nillumbik community prefer to visit Council in person, and that the impact of COVID-19 on face-to-face interactions is likely to have had a material impact on respondent satisfaction with customer service. This is particularly true for aspects such as access to relevant officer / area, and the speed and efficiency of service.



The following graph provides a comparison of satisfaction with the five aspects of customer service that were included in both this Nillumbik Shire survey as well as the *Governing Melbourne* research conducted independently by Metropolis Research in January 2022.

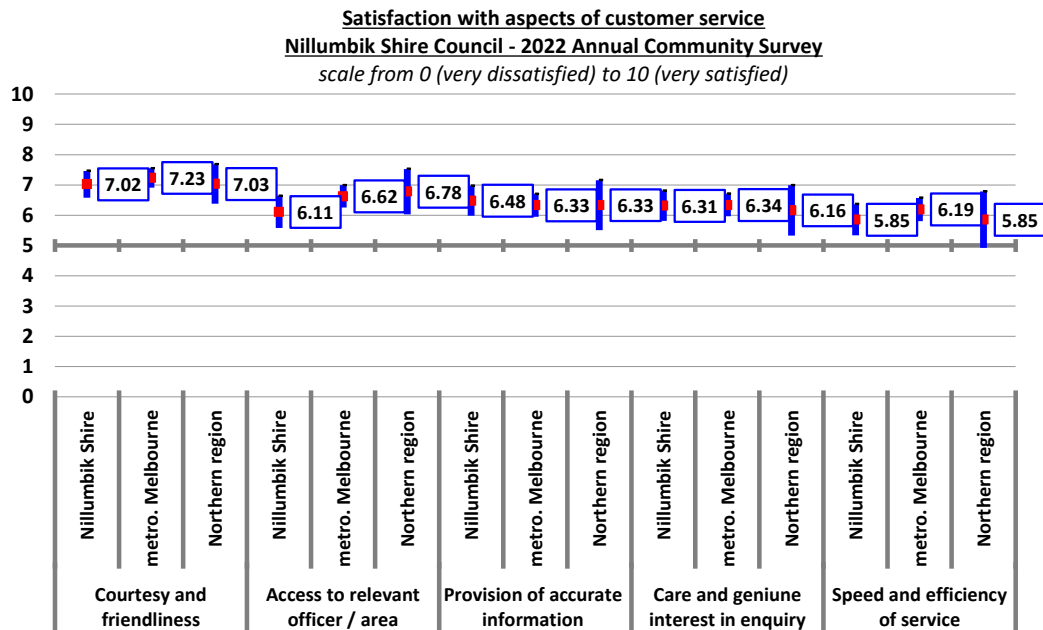
Metropolis Research draws attention to the fact that satisfaction with access to relevant officer and area (7.7% lower in Nillumbik) and speed and efficiency of service (5.5% lower in Nillumbik) were both substantially lower in the Nillumbik Shire.

Whilst cognisant of the small sample size for the norther region councils' average (56 respondents), it is noted that satisfaction with customer service was similar in the Nillumbik Shire than the northern region councils' average.

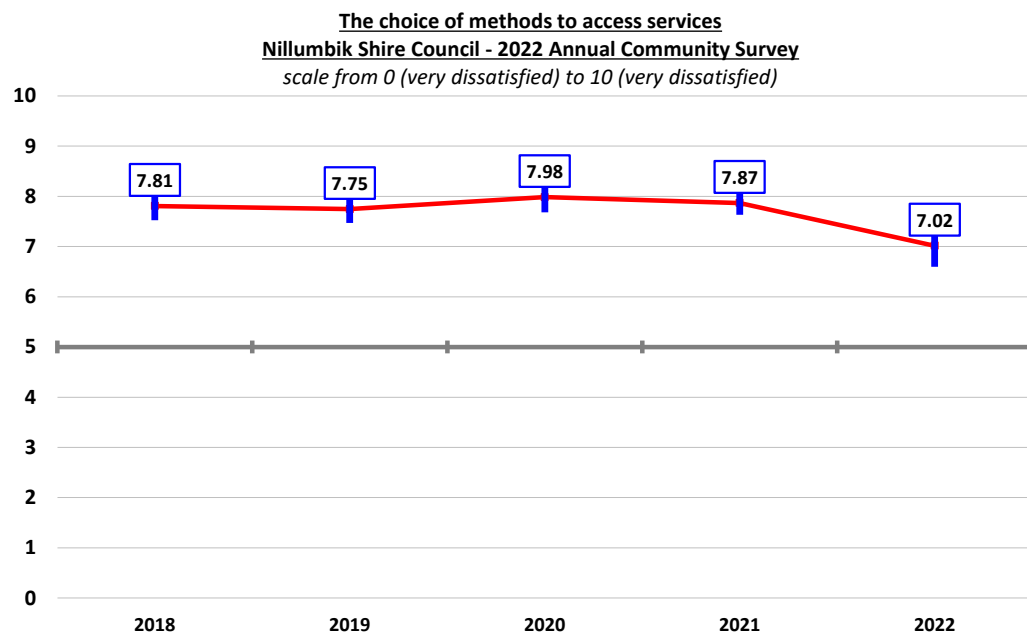


Nillumbik Shire Council – 2022 Annual Community Survey

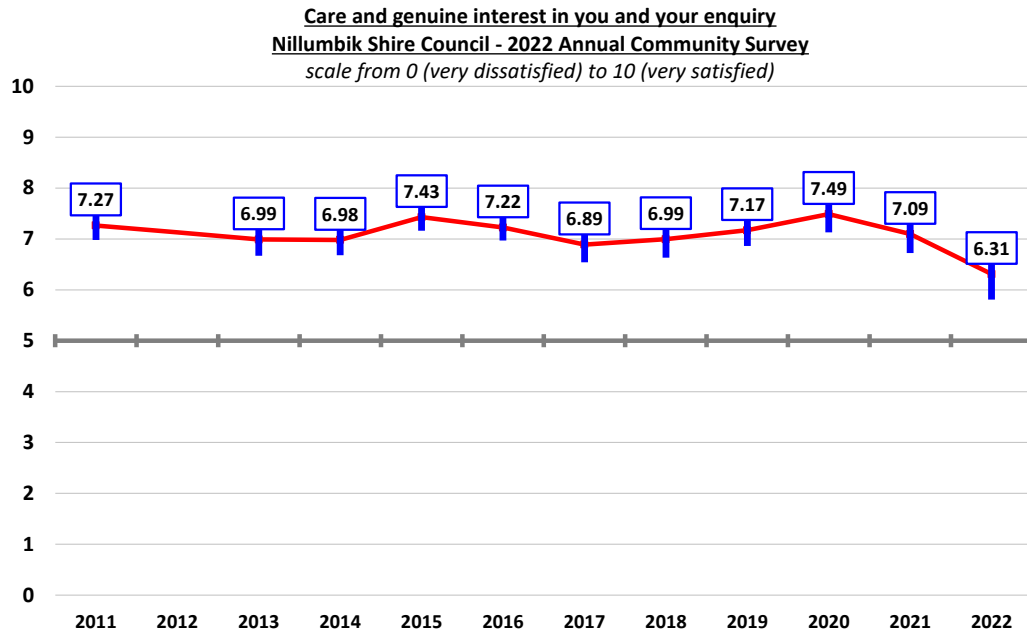
These variations were not, however, statistically significant at the 95% confidence level, given the relatively small sample for Nillumbik of 174 respondents who had contacted Council.



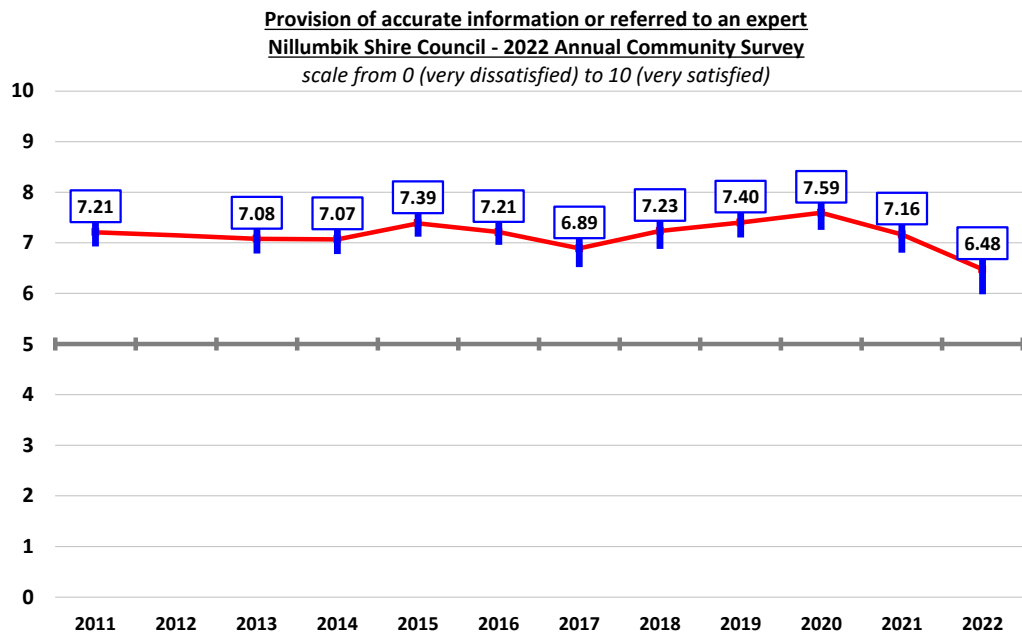
Satisfaction with the choice of methods to access services declined measurably this year, down 10.8% to 7.02, which is a “good”, down from an “excellent” level of satisfaction. This is the lowest level recorded for this aspect of customer service and is below the long-term average since 2018 of 7.68.



Satisfaction with care and genuine interest in the respondent and their enquiry declined notably, but not measurably this year, down 11% to 6.31, which is a “solid”, down from a “good” level of satisfaction. This is the lowest satisfaction score for this aspect of customer service and is substantially lower than the long-term average since 2011 of 7.08.

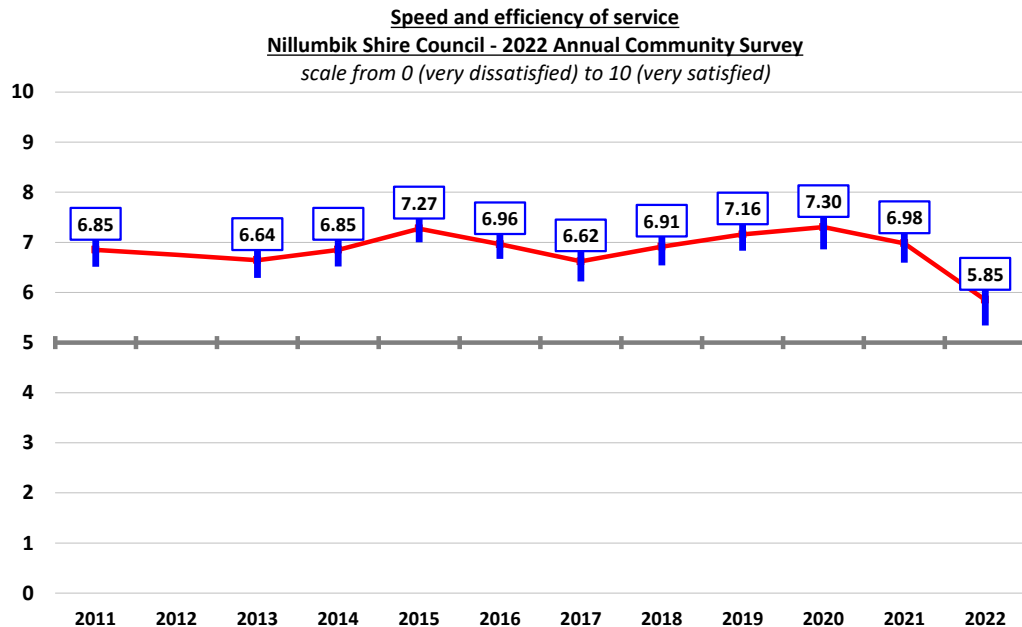


Satisfaction with the provision of accurate information or referred to an expert declined sharply, but not measurably this year, down 9.5% to 6.48, which is a “solid” down from a “good” level. This is the lowest result recorded and below the long-term average of 7.16.

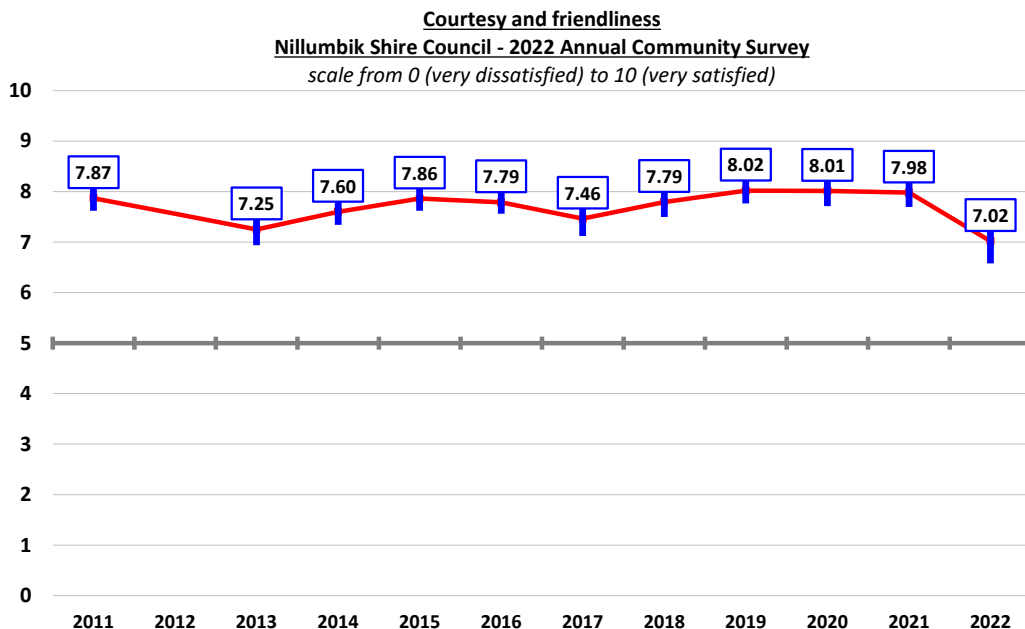


Nillumbik Shire Council – 2022 Annual Community Survey

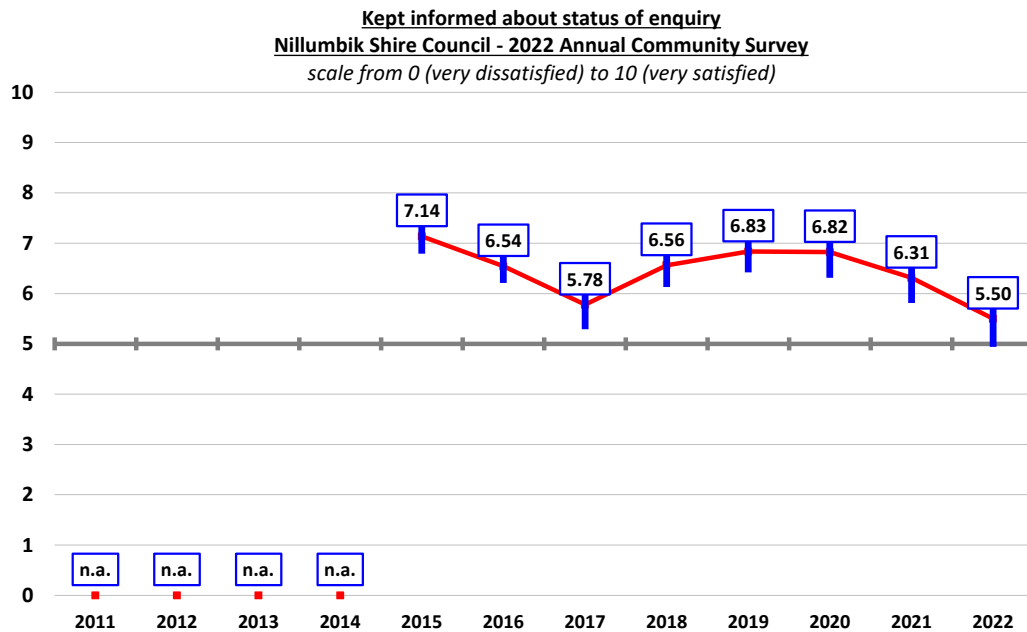
Satisfaction with the speed and efficiency of service declined measurably and significantly this year, down 16.2% to 5.85, which is a “poor”, down from a “good” level. This is the lowest results recorded and was measurably below the long-term average since 2011 of 6.85.



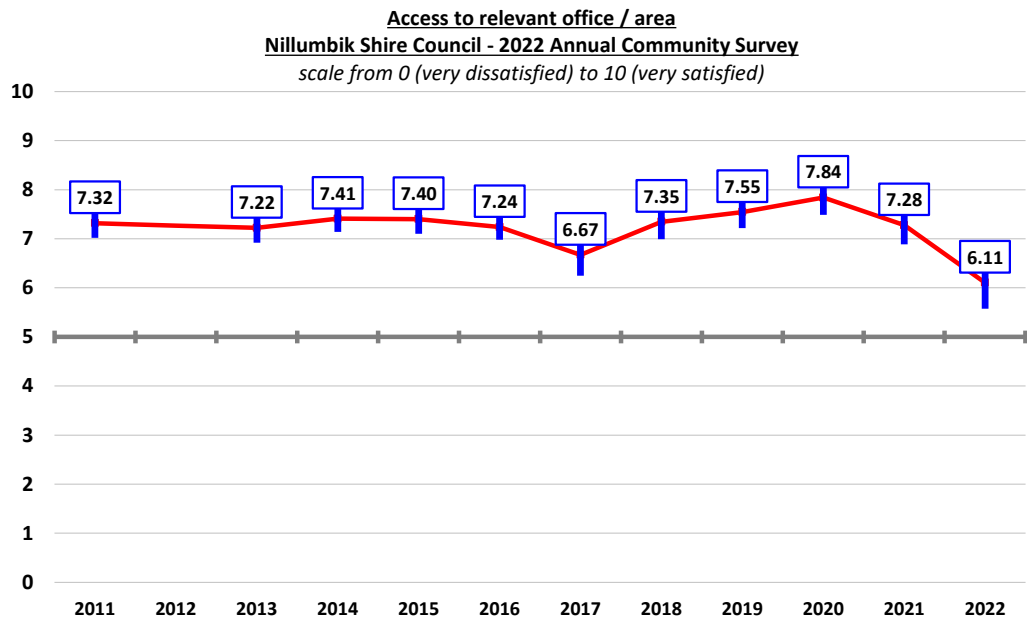
Satisfaction with the courtesy and friendliness of staff declined measurably and significantly this year, down 12.0% to 7.02, which is a “good”, down from a “very good” level. This is the lowest result recorded and was below the long-term average since 2011 of 7.68.



Satisfaction with being kept informed about the status of enquiry declined sharply, but not measurably this year, down 12.8% to 5.50, which is a “poor” down from a “solid” level. This is the lowest result recorded and is below the long-term average since 2015 of 6.44.



Satisfaction with access to relevant officer / area declined measurably and significantly this year, down 16.1% to 6.11, which is a “solid” down from a “very good” level. This is the lowest result recorded and is measurably below the long-term average since 2011 of 7.22



Planning and housing development

There were two sets of questions relating to satisfaction with planning and housing development included in the 2022 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.

The 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?”

A total of just 49 of the 468 respondents who provided a response to this question (10.5%) reported that they were involved in the planning approvals process in the last 12 months.

This is the highest level of participation in the planning approvals process recorded since the question was first included in the survey back in 2016.

Most of these respondents were involved in the process as applicants, with just seven objectors and one respondent who had other involvement.

Involvement in planning and housing development
Nillumbik Shire Council - 2022 Annual Community Survey
(Number and percent of respondents providing a response)

Response	2022		2021	2020	2019	2018	2017
	Number	Percent					
Yes - as an applicant	41	8.8%	5.3%	2.2%	2.8%	4.0%	5.0%
Yes - as an objector	7	1.5%	0.8%	1.6%	2.0%	3.2%	2.0%
Yes - other involvement	1	0.2%	0.4%	0.6%	0.6%	0.8%	0.4%
No involvement	419	89.5%	93.5%	95.6%	94.6%	92.0%	92.6%
Not stated	40		8	2	0	2	2
Total	508	100%	501	500	500	502	502



Satisfaction with aspects of planning approvals process

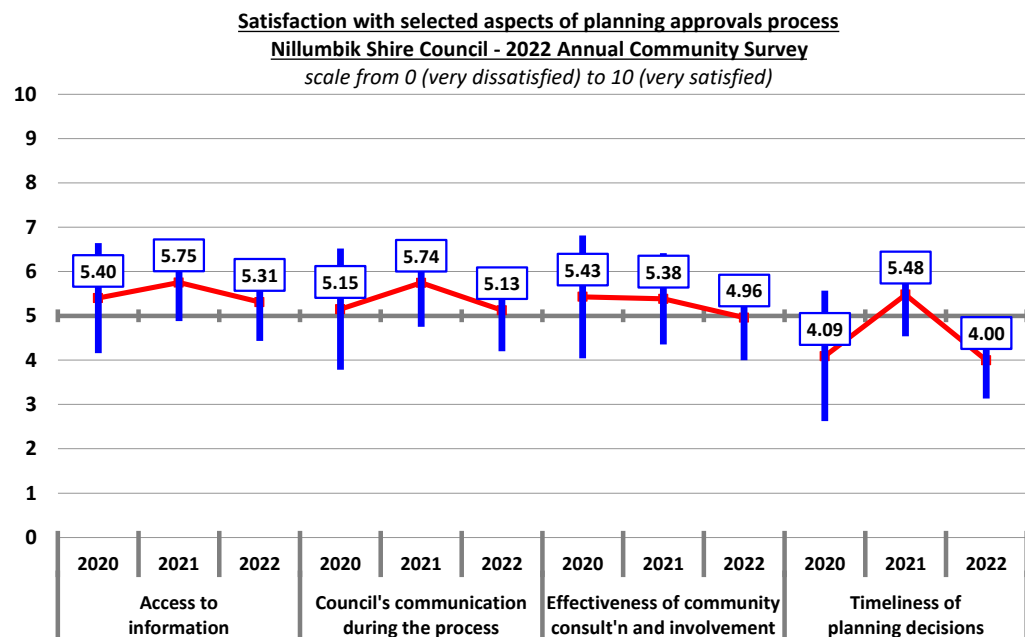
Respondents personally involved in a planning application were asked:

“On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of the planning approvals process?”

It is important to bear in mind the small sample of just 49 respondents who had been involved in the planning approvals process, as is clear in the following graph with the size of vertical blue bar, which represents the 95% confidence interval around these results.

The average satisfaction with these four aspects of the planning approvals process was 4.85, or an “extremely poor” level of satisfaction, a substantial but not statistically significant decline of 13.2% on the 2021 result of 5.59 or “poor”.

Satisfaction with the access to information and Council’s communication during the process were both rated as “very poor”, whilst satisfaction with the effectiveness of community consultation and involvement and the timeliness of planning decisions were both rated as “extremely poor”.

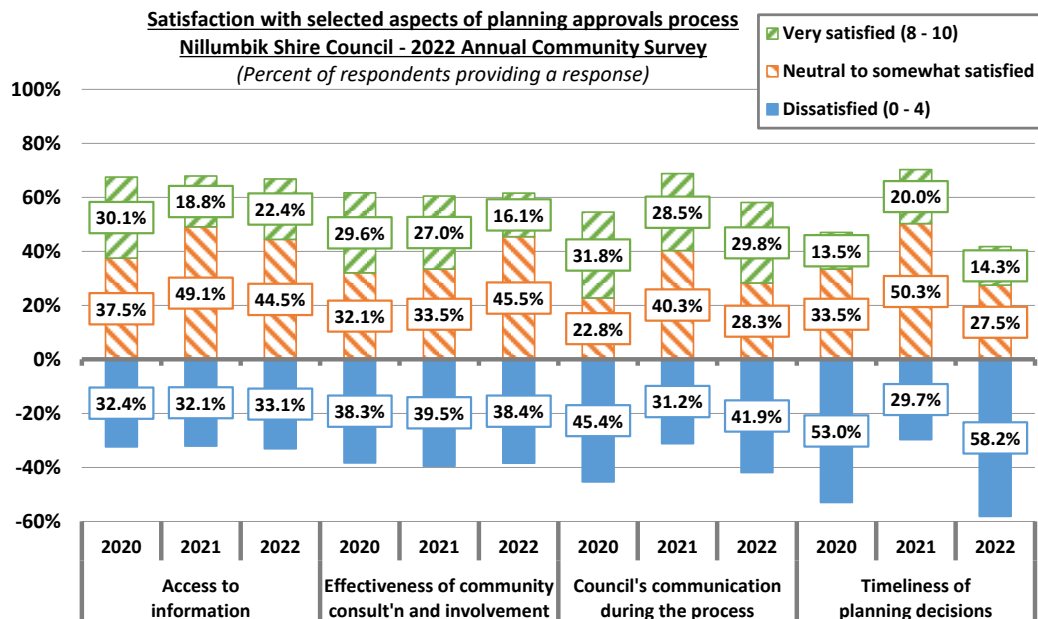


The following graph provides a breakdown of this result into the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more out of 10), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five).

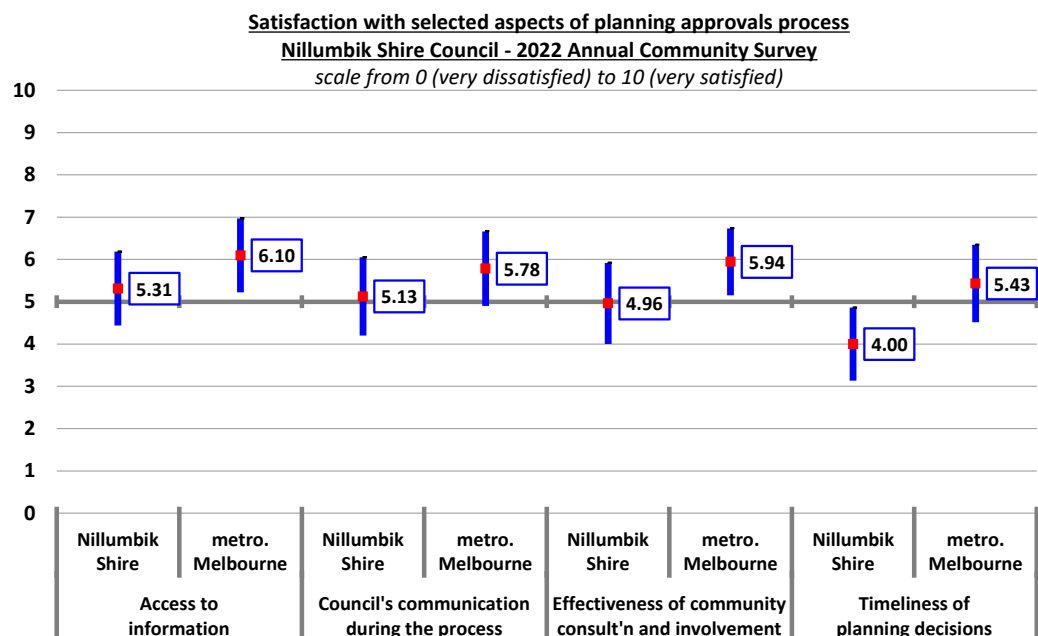
Metropolis Research draws attention to the fact that more respondents were “dissatisfied” with each of these four aspects of the planning approvals process than were “very satisfied”.

Nillumbik Shire Council – 2022 Annual Community Survey

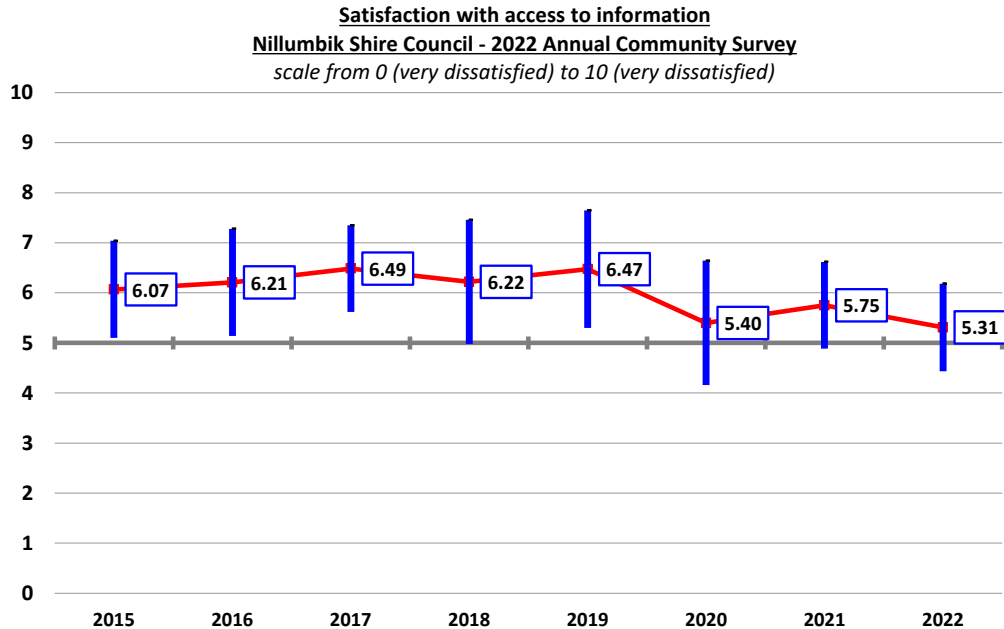
Particular attention is drawn to the 58.2% of the 49 respondents who were “dissatisfied” with the timeliness of planning decisions.



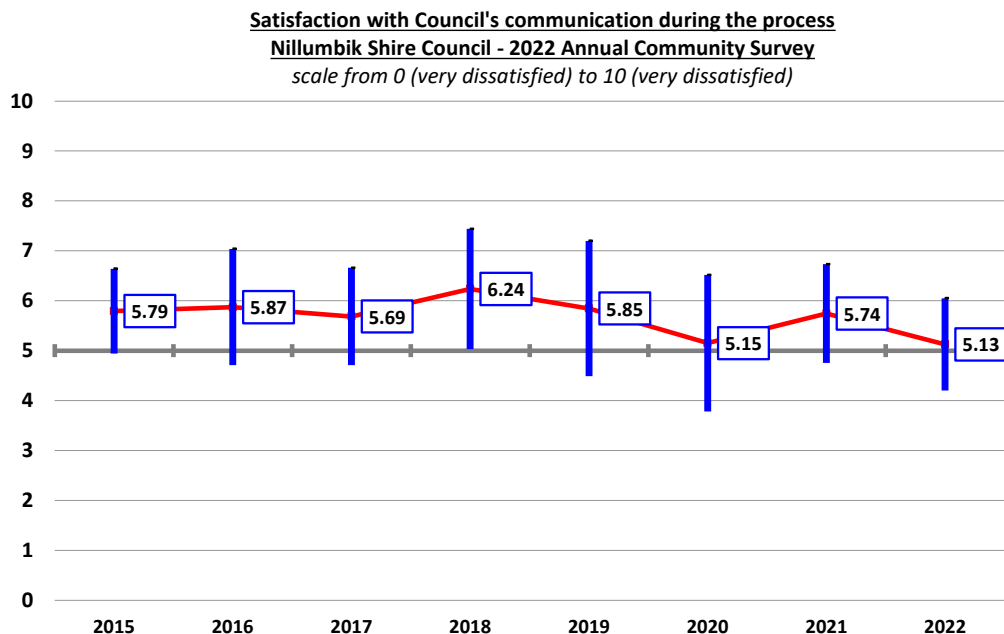
The following graph provides a comparison of satisfaction with these four aspects of the planning approvals process for the Nillumbik Shire against the metropolitan Melbourne average satisfaction, as recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022. Satisfaction with all four aspects was notably, but not measurably lower in the Nillumbik Shire, particularly timeliness of decisions.



Satisfaction with access to information declined marginally, but not measurably this year, down 7.7% to 5.31, which is a “very poor” level of satisfaction and the lowest result recorded. This result was below the long-term average satisfaction since 2015 of 5.99.

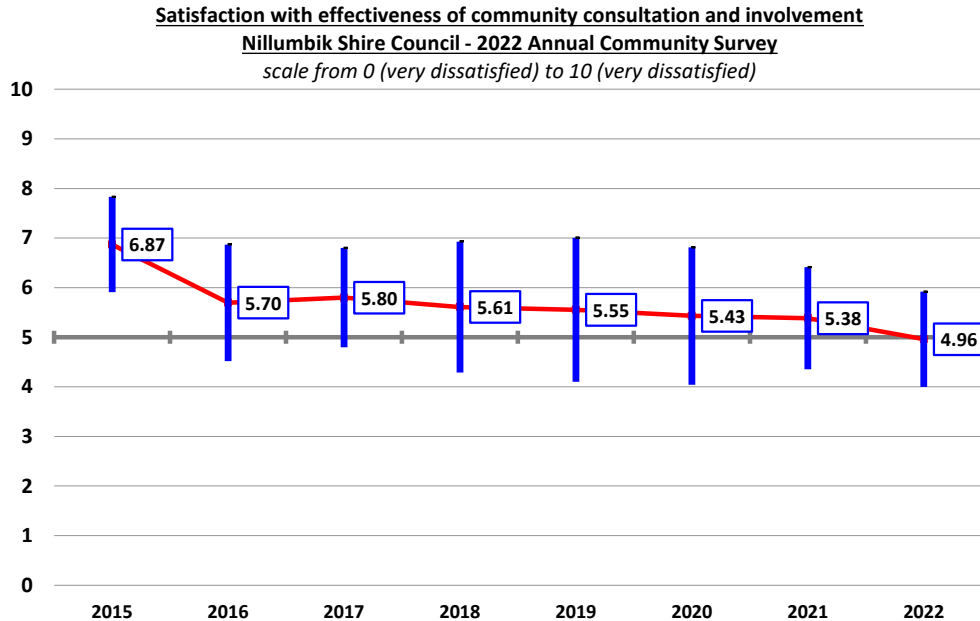


Satisfaction with Council’s communication during the process declined marginally, but not measurably this year, down 10.6% to 5.13, which is a “very poor” level of satisfaction and the lowest result recorded. This result was below the long-term average since 2015 of 5.68.

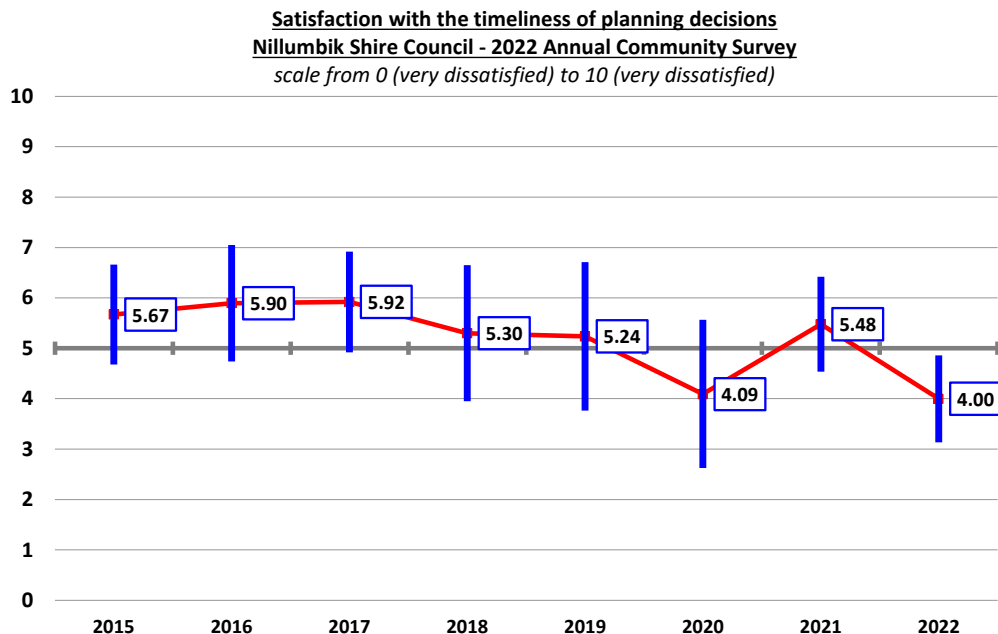


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Satisfaction with the effectiveness of community consultation and involvement declined marginally but not measurably this year, down 7.8% to 4.96, which is an “extremely poor”, down from a “very poor” level. This was below the long-term average since 2015 of 5.66.



Satisfaction with the timeliness of planning decisions declined sharply, but not measurably this year, down 27.1% to 4.00, which is an “extremely poor”, down from a “very poor” level. This was the lowest result recorded for this aspect and was below the long-term average since 2015 of 5.20.



Satisfaction with planning and development outcomes

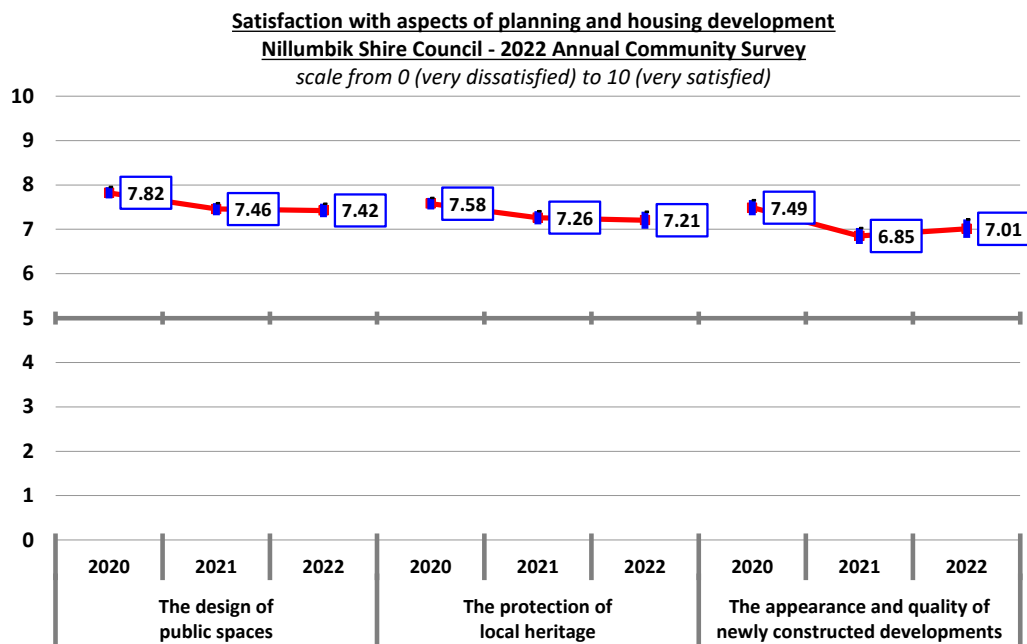
Respondents were asked:

“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 again in 2022, asked to rate their personal level of satisfaction with three planning and development outcomes, including the design of public spaces, the protection of local heritage, and the appearance and quality of newly constructed developments.

Satisfaction with the three planning and development outcomes all remained relatively stable this year, although there was a 2.3% increase in satisfaction with the appearance and quality of newly constructed developments.

Satisfaction with the design of public spaces was “very good”, and satisfaction with the protection of local heritage and the appearance and quality of newly constructed developments were both “good”.

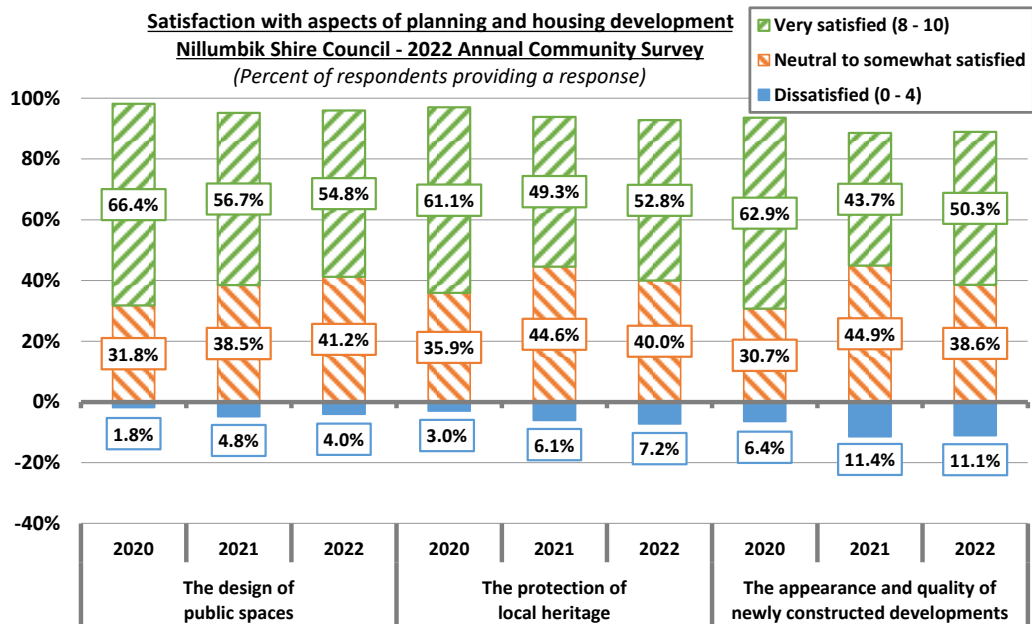


The following graph provides a breakdown of this result into the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more out of 10), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five).

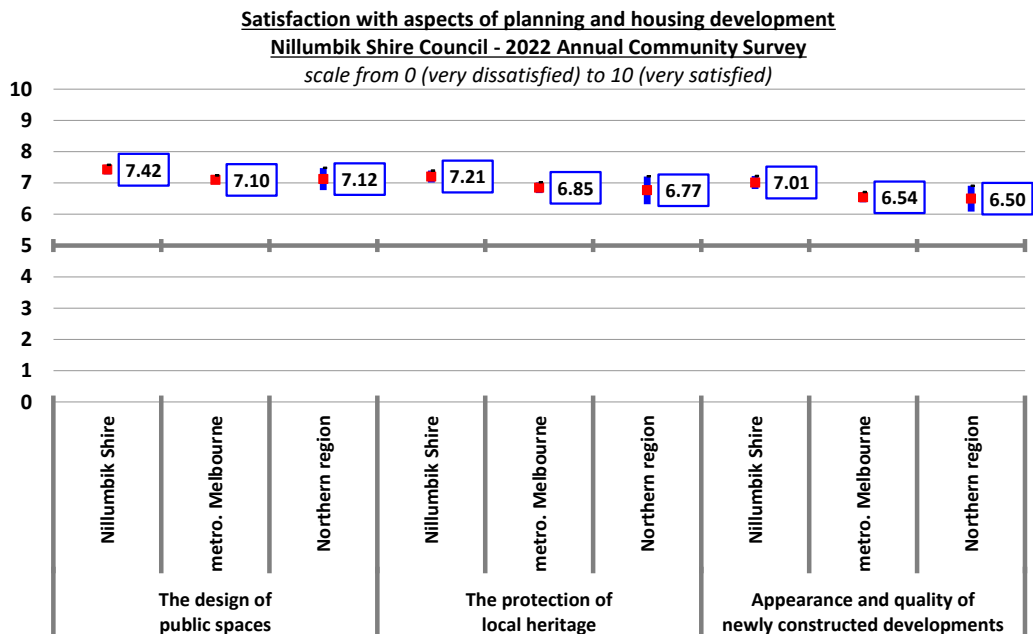
Metropolis Research notes that more than half of the respondents providing a satisfaction score for each of these three planning and development outcomes were “very satisfied” with each, whilst 11.2% of respondents were “dissatisfied” with the appearance and quality of newly constructed developments.



Nillumbik Shire Council – 2022 Annual Community Survey



The following graph provides a comparison of satisfaction with these three planning and development outcomes for the Nillumbik Shire against the metropolitan Melbourne average satisfaction, as recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022. Satisfaction with all three outcomes was measurably higher in the Nillumbik Shire than the metropolitan Melbourne average.

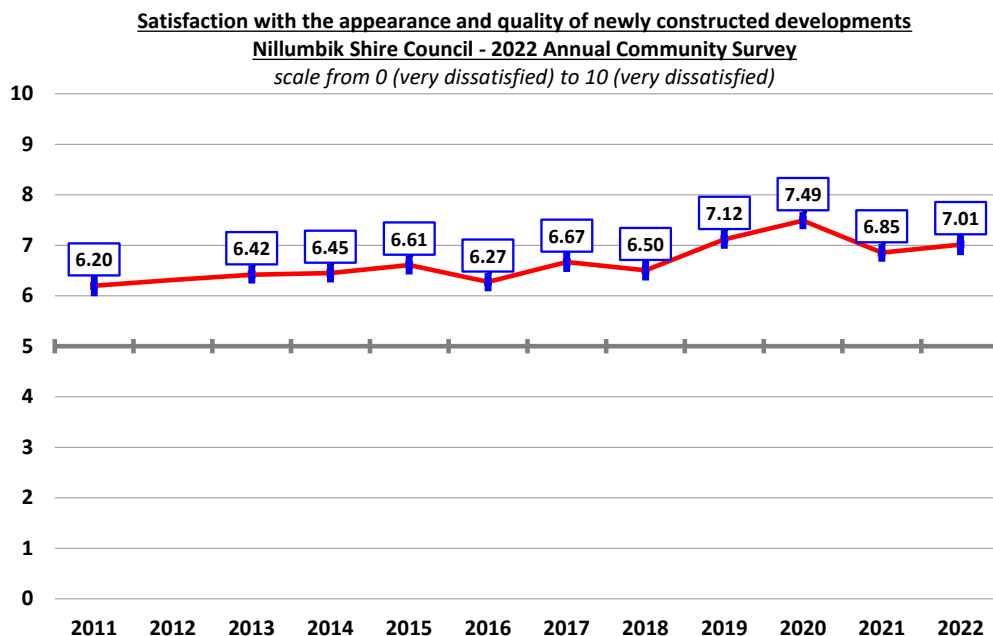


Satisfaction with the appearance and quality of newly constructed developments

The appearance and quality of newly constructed developments is the key measure of community satisfaction with new development across the municipality. Satisfaction with this aspect has trended generally higher over time, despite the significant decline recorded last year.

Satisfaction increased marginally this year, up 2.3% to 7.01, although it remains at a “good” level.

This result was 5.3% higher than the long-term average satisfaction since 2011 of 6.66 and was 13.1% higher than the low of 6.20 recorded back in 2011.

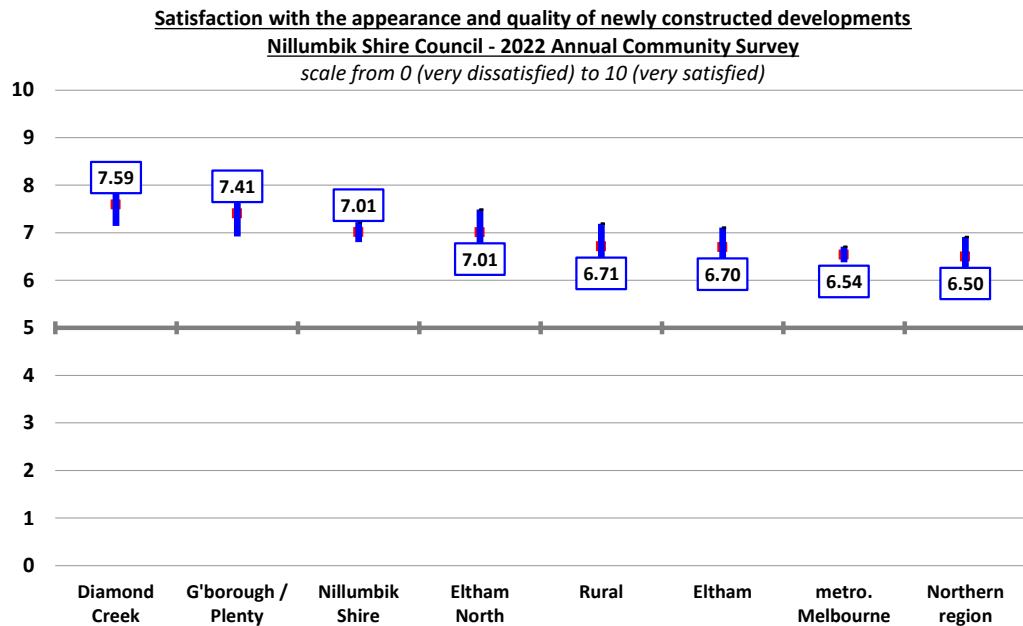


By way of comparison, satisfaction with the appearance and quality of newly constructed developments was measurably and significantly higher in the Nillumbik Shire than the metropolitan Melbourne (6.54) and northern region councils' (6.50) results, as recorded in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2022.

There was no statistically significant variation in this result observed across the municipality, although it is noted that respondents in Diamond Creek and Greensborough / Plenty rated satisfaction at “very good” levels.

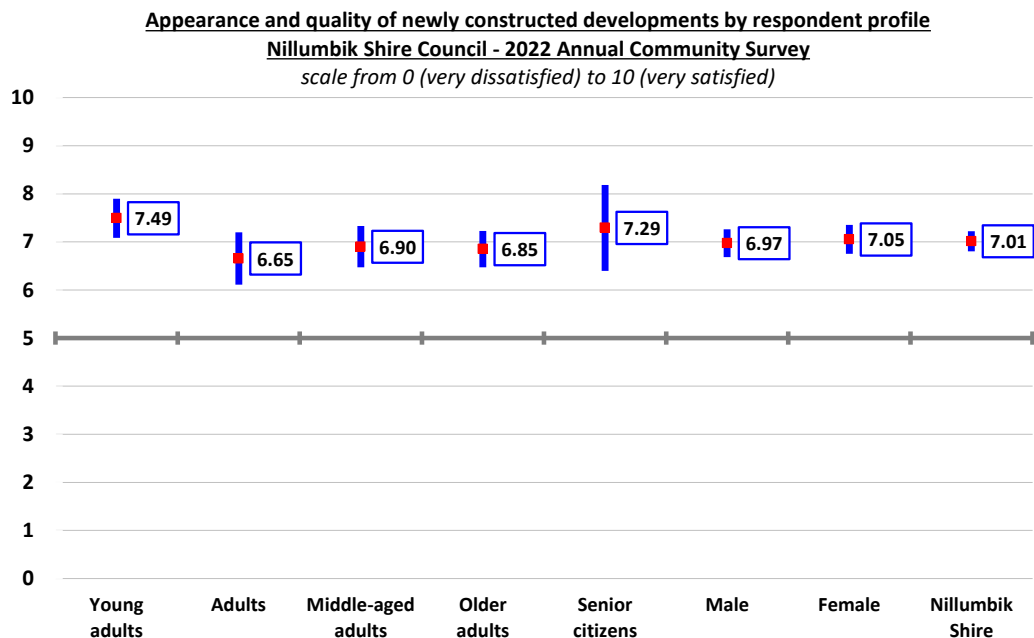


Nillumbik Shire Council – 2022 Annual Community Survey

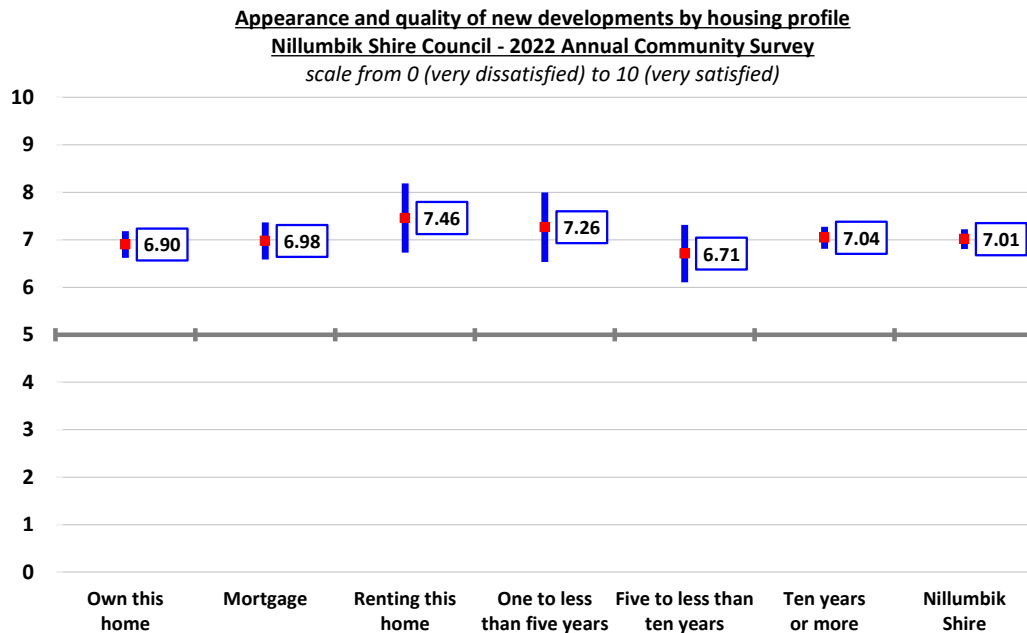


There was measurable variation in satisfaction with the appearance and quality of newly constructed developments observed by respondent profile, with young adults (aged 18 to 34 years) measurably more satisfied than average and at a “very good” rather than a “good” level of satisfaction.

There was no meaningful variation in satisfaction observed by the respondents’ gender.



There was also some variation observed by housing situation, with homeowners somewhat less satisfied than average, whilst rental households were somewhat more satisfied. Newer residents tended to be more satisfied than longer-term residents.



Examples and opinions regarding newly constructed housing developments

The following table outlines the verbatim comments received from respondents who were dissatisfied with the appearance and quality of newly constructed developments.

There were a range of opinions outlined by respondents, with some perceiving that there was too much development, and a smaller number perceiving that there was not enough development.

There were some comments about the appropriateness of development in the green wedge, as well as a range of other issues.



Nillumbik Shire Council – 2022 Annual Community Survey

Comments regarding the appearance and quality of newly constructed developments

Nillumbik Shire Council - 2022 Annual Community Survey

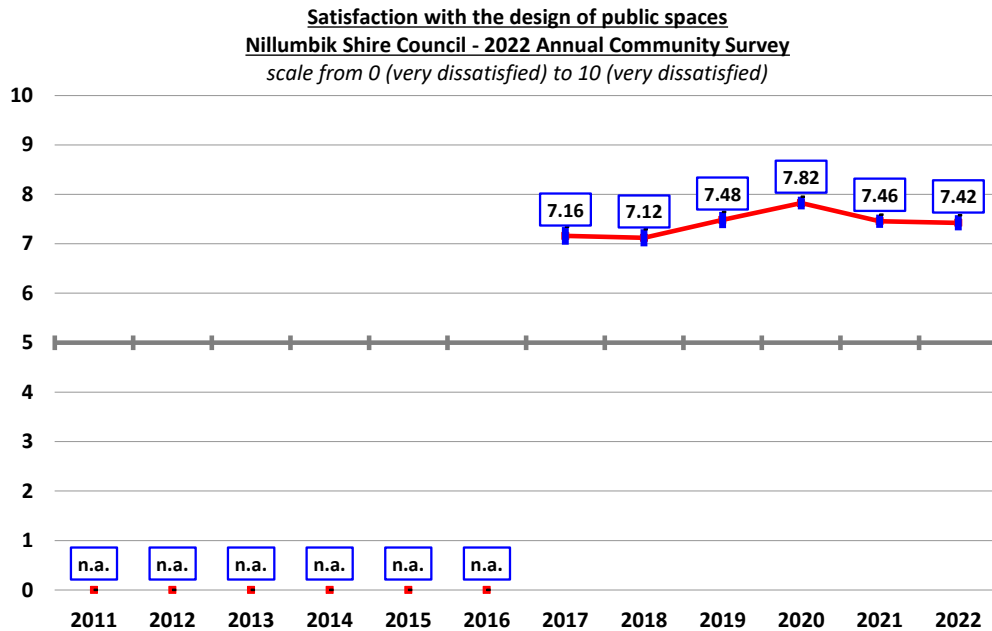
(Number of responses)

Response	Number
Not enough new development	4
Too many developments / over development	4
Too much high density / apartments	4
In general.	3
Low quality developments	3
Too many units in the area which creates more traffic and parking congestion	3
Apartments / developments don't look good	2
Don't like the design	2
Development is concentrated in Eltham that's why it seems overdeveloped	1
Diamond Creek is green wedge zone. Yet so much construction is approved	1
Does not fit in the landscape of the area	1
Does not meet the characteristic of Eltham	1
Eltham hospital	1
High density developments do not suit the environment in Broad Gully Road	1
Need better gardens, fences around Wagtail Place	1
New development on Bolton Street is not at all good. It is not nice or refreshing to look at. It is certainly not a good look as an entry to Eltham	1
New projects are not completed	1
No infrastructure	1
One issue that stands out is the bridge from North Warrandyte to Warrandyte. It is shocking and poor	1
Parks design is not good. Development is slow on the border of Banyule	1
Permit regulations are breached	1
Planning permits are not systemic	1
Redevelopment of basketball courts, leisure centre looks ugly	1
The apartment building at Bridge St and Main Rd in Eltham is of concern	1
The developments are not environment friendly	1
The number of developments at the corner of Bridge Rd and Main Rd doesn't fit the characteristic of Eltham	1
They allowed multiple tenancies when they aren't supposed to	1
This is a rural place	1
Too many developments especially around Town Square	1
Too many high-density developments in Eltham	1
Too overcrowded, traffic too bad	1
We're a part of Green Wedge	1
Whole feeling of area changing	1
Total	50

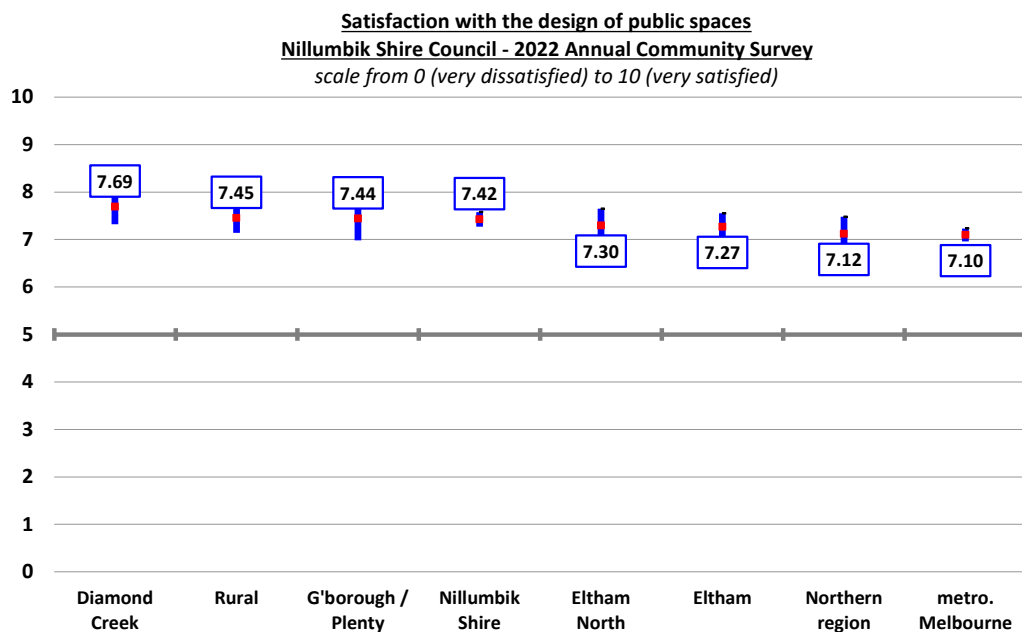


The design of public spaces

Satisfaction with the design of public spaces remained essentially stable this year at a “very good” level of satisfaction. This result remains consistent with the long-term average of 7.41.

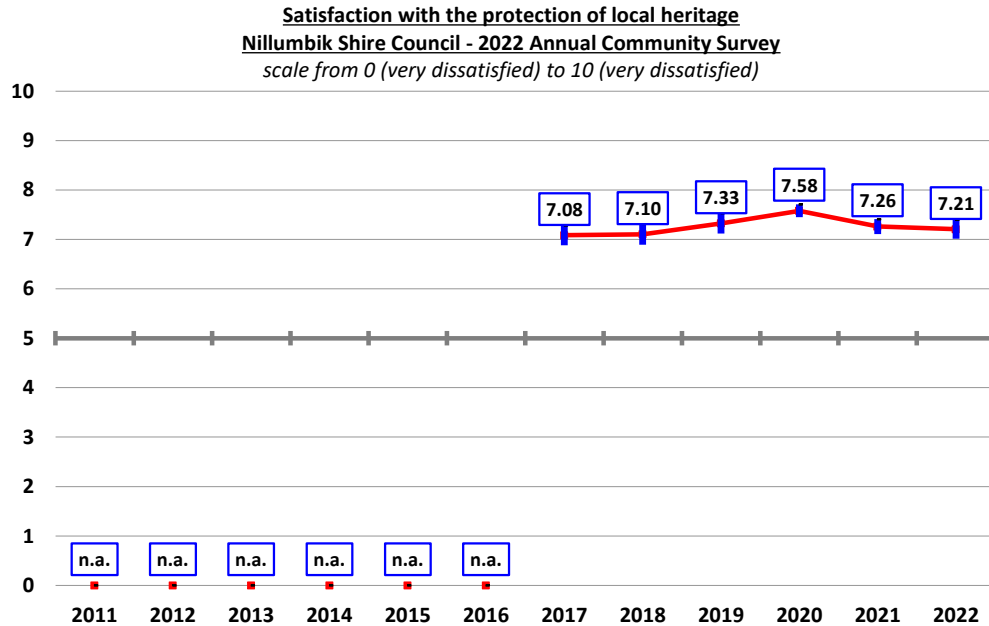


There was no statistically significant variation observed across the municipality, although it is noted that Nillumbik Shire was measurably higher than the metropolitan Melbourne average.

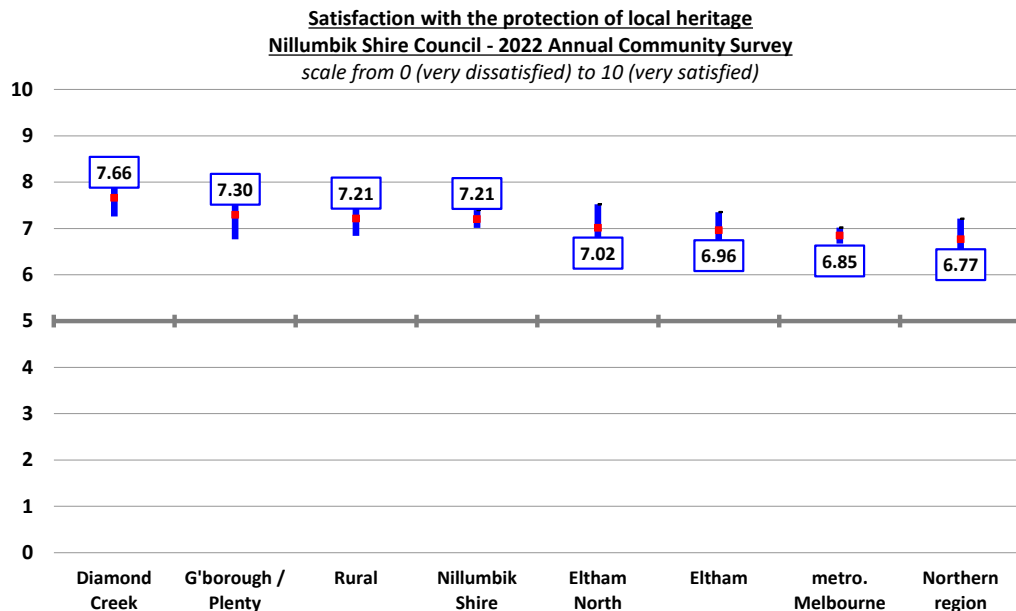


The protection of local heritage

Satisfaction with the protection of local heritage remained essentially stable this year, down less than one percent to 7.21, which is a “good”, down from a “very good” level, but consistent with the long-term average since 2017 of 7.26.



There was no statistically significant variation observed across the municipality, although it is noted that satisfaction in Nillumbik Shire was measurably higher than the metropolitan Melbourne average.

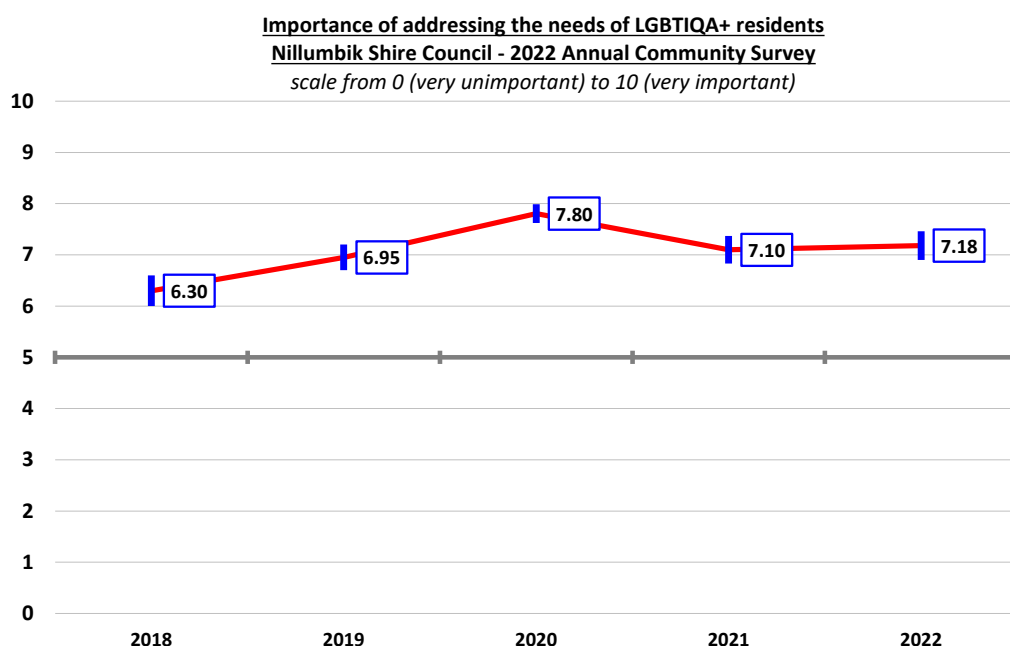


Addressing the needs of LGBTIQ+ residents

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?”

On average, respondents rated the importance of Council addressing the needs of LGBTIQ+ residents at 7.18 out of a potential 10. This is a marginal increase of 1.2% on the result last year, but still just marginally below the long-term average since 2018 of 7.07.



Consistent with the results last year, a little more than half (54.5%) rated it “very important”, whilst 11.8% rated it “unimportant” that Council address the needs of LGBTIQ+ residents.

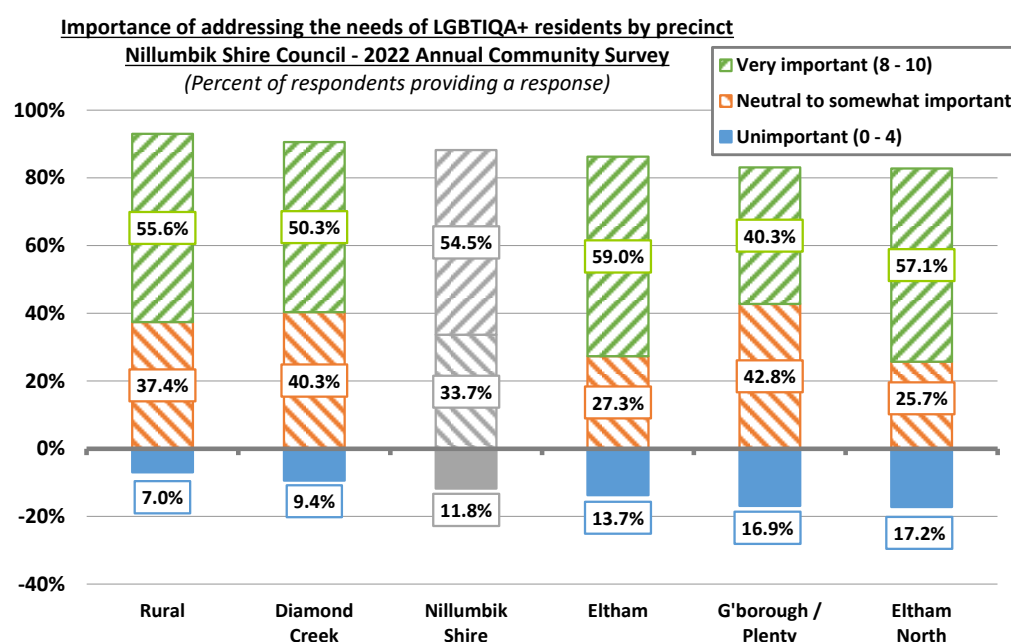
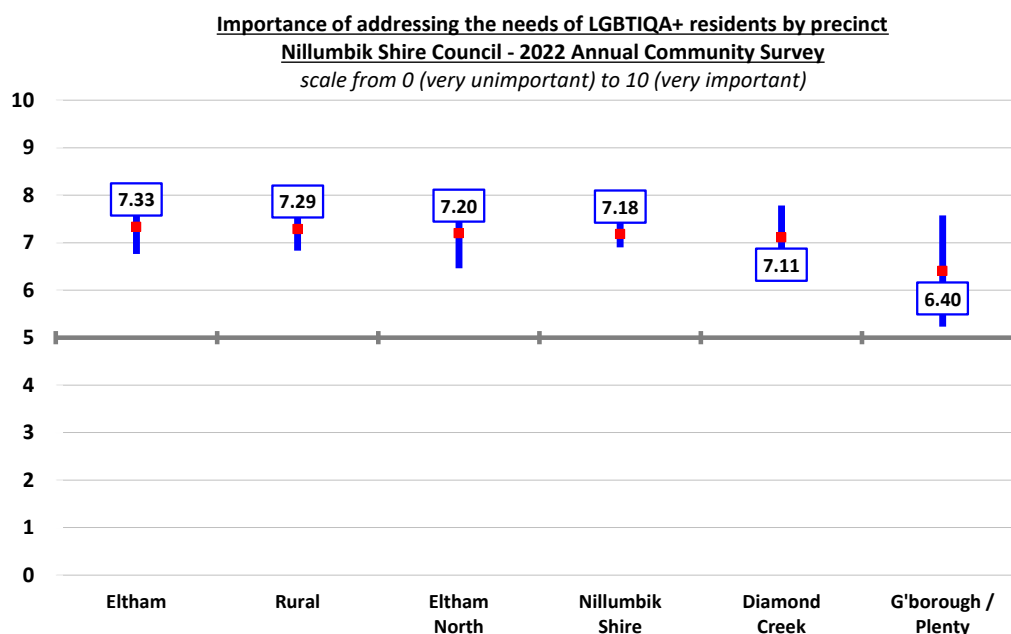
Importance of addressing the needs of LGBTIQ+ residents
Nillumbik Shire Council - 2022 Annual Community Survey
(Number and percent of respondents providing a response)

Response	2022		2021	2020	2019	2018
	Number	Percent				
Very important (8 to 10)	189	54.5%	55.5%	71.0%	43.3%	41.6%
Neutral to somewhat important (5 to 7)	117	33.7%	32.9%	24.3%	47.5%	39.5%
Unimportant (0 to 4)	41	11.8%	11.6%	4.8%	9.2%	18.9%
Can't say	161		130	80	140	92
Total	508	100%	501	500	500	501
<i>Average importance</i>		7.18	7.10	7.04	6.95	6.30



Nillumbik Shire Council – 2022 Annual Community Survey

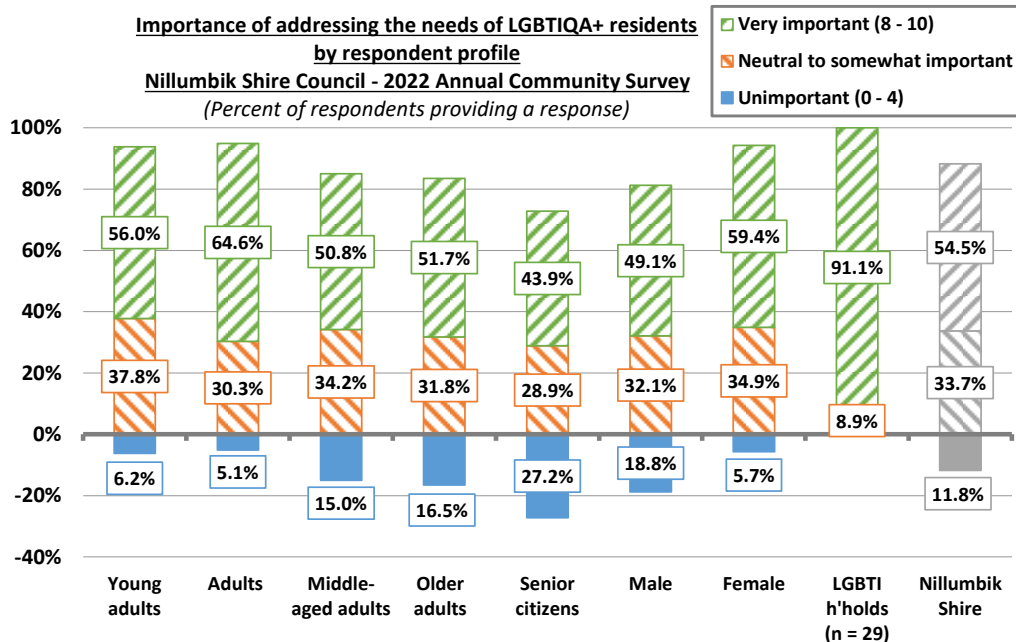
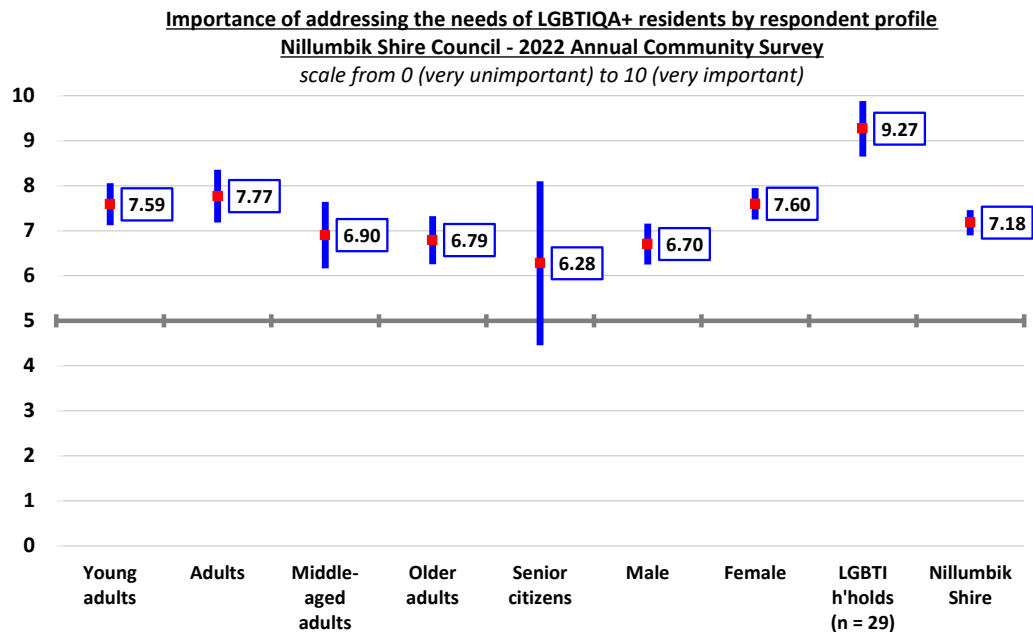
Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents from Greensborough / Plenty rated this notably less important than the municipal average, at 6.40 which is a “moderate” rather than a “strong” importance score.



There was significant variation in the average importance respondents place on Council meeting the needs of LGBTIQ+ residents observed by respondent profile, as follows:



- **Age structure** – younger respondents (aged under 45 years) rated this notably but not measurably more important than older respondents (aged 45 years and over).
- **Gender** – female respondents rated this measurably and significantly higher than male respondents.
- **LGBTIQA+** - the 29 respondents from households with an LGBTI member rated this measurably and significantly more important than the municipal average



Reasons for the importance of Council addressing needs of LGBTIQ+ residents

A total of 178 of the 508 respondents (35.0%) provided a response as to the reasons why they rated the importance of Council addressing the needs of LGBTIQ+ residents at the level they rated it.

This includes 138 of the 189 respondents who rated it “very important”, 20 of the 117 respondents who rated it “neutral to somewhat important”, and 20 of the 41 respondents who rated it “unimportant”.

The detailed verbatim respondents are included as an appendix to this report, but in summary the following reasons for respondents rating of the importance of this aspect are noted:

- **Very important** – most of the respondents who rated this “very important” referred to the need for Council to treat everyone equally, with support and respect.
- **Neutral to somewhat important** – most of the respondents who rated this “neutral to somewhat important” referred to the need to treat everyone equally, or that they neutral or had no opinion on the issue.
- **Unimportant** – most of the respondents who rated this “unimportant” referred to the need to treat everyone equally, with some referring to the importance of not treating one group with more attention than other groups. There were also some responses relating to a perception that this was a state and federal government rather than a local government issue.



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 2022 asked to rate first the importance of each of the 32 included Council services and facilities, and then their personal satisfaction with each service.

The services are broken into two groups, firstly 17 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 2022 survey, with the metropolitan Melbourne average importance of 26 services and facilities, sourced from the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022.

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.

The average importance of the 33 included services and facilities was 8.56 out of a potential, marginally but not measurably lower than the average importance in 2021 of 8.70, but similar to the 2020 average importance of 8.58.

It is important to note that all 33 Council services and facilities were considered important by the respondents, reflecting the importance of broad range of Council provided services and facilities are to the Nillumbik community.

As outlined at the left-hand side of the table, it is noted that eight services and facilities were measurably more important than the average of all 33 services and facilities, whilst six were of measurably less important than the average.

The services and facilities that were measurably more important to respondents were the three kerbside collections (i.e., garbage, recycling, and green waste), the three community services (children, youth, and seniors), fire prevention works, and support for local business.



The services and facilities that were measurably less important than average to respondents were animal management; arts and cultural events, programs, and activities; street sweeping, the *Nillumbik News*, parking enforcement, and horse-riding trails.

Changes in importance this year

The average importance of the 33 included services and facilities declined somewhat this year, down from the unusually high average of 9.09 recorded last year to 8.56 this year, a result similar to that recorded pre-COVID-19 in 2020.

Consistent with this decrease in average importance, there were some substantial changes in the average importance of most services and facilities this year, with particular attention drawn to the following:

- **Notably more important in 2022 than in 2021** – includes horse riding trails (down 18.9%); parking enforcement (down 18.3%); the *Nillumbik News* (down 11.8%), street sweeping (down 11.5%); arts and cultural events, programs, and activities (down 10.3%); animal management (down 8.1%); local traffic management (down 7.9%); the maintenance and repair of sealed local roads (down 6.9%); Council's website (down 6.8%); the maintenance and cleaning of shopping strips (down 6.3%).
- **Notably less important in 2022 than in 2021** – there were no services or facilities to record an increase in importance this year.

Comparison to the metropolitan Melbourne results

Of the 33 services and facilities included in the survey this year, 26 were also included in the *Governing Melbourne* research in a format that facilitates comparison. Of these 26 services and facilities, eight were somewhat more important in the Nillumbik Shire than the metropolitan Melbourne average, one was identical, and 16 were less important in the Nillumbik Shire.

Attention is drawn to the following variations of note:

- **Notably more important in the Nillumbik Shire than the metropolitan Melbourne average** – includes weekly kerbside green waste collection (3.4% more important in Nillumbik); services for children (2.6% more important); services for youth (2.5% more important); *Nillumbik News* (1.8% more important); and services for seniors (1.2% more important). None of these were measurably more important in the Nillumbik Shire.
- **Notably less important in the Nillumbik Shire than the metropolitan Melbourne average** – includes parking enforcement (10.2% less important in the Nillumbik Shire); street sweeping (5.9% less important); local traffic management (2.5% less important); animal management (2.2% less important); footpath maintenance and repairs (1.5% less important); the maintenance and repair of sealed local roads (1.5% less important); and the provision and maintenance of parks and gardens (1.3% less important). Of these only parking enforcement and street sweeping were measurably more important in the Nillumbik Shire.



Nillumbik Shire Council – 2022 Annual Community Survey

Importance of selected Council services and facilities
Nillumbik Shire Council - 2022 Annual Community Survey
(Number and index score scale 0 - 10)

	Service/facility	Number	2022			2021	2020	2019	2022 Metro.*
			Lower	Mean	Upper				
Higher than average	Fortnightly kerbside garbage collection	502	9.14	9.24	9.34	9.46	9.24	9.35	9.28
	Fortnightly kerbside recycling collection	493	9.07	9.18	9.28	9.48	9.29	9.45	9.26
	Services for children from birth to 5 years	414	8.98	9.10	9.22	9.17	8.64	8.87	8.87
	Weekly kerbside green waste collection	488	8.95	9.07	9.18	9.40	9.18	9.23	8.77
	Services for seniors	418	8.93	9.04	9.15	9.21	8.69	8.92	8.93
	Fire prevention works	458	8.87	9.00	9.13	9.35	9.15	9.07	n.a.
	Services for youth	392	8.86	8.98	9.09	9.10	8.56	8.77	8.76
	Support for local businesses	437	8.79	8.90	9.02	9.22	8.42	8.54	n.a.
Average importance	Sports ovals	468	8.69	8.81	8.92	9.07	8.61	8.76	8.81
	Hard rubbish collection	470	8.69	8.80	8.92	9.21	8.73	8.86	8.82
	Litter collection in public areas	486	8.69	8.80	8.91	9.17	8.94	8.76	n.a.
	Provision & maintenance of parks & gardens	481	8.67	8.78	8.89	9.31	9.00	8.80	8.90
	Education and Learning	428	8.65	8.77	8.89	9.04	8.44	8.67	n.a.
	Footpath maintenance and repairs	461	8.59	8.73	8.86	9.23	9.03	8.79	8.86
	Public toilets	472	8.61	8.73	8.84	8.97	8.44	8.75	8.69
	Provision and maintenance of street lighting	468	8.60	8.72	8.85	9.27	9.04	8.76	8.78
	Maintenance & repairs of local sealed roads	497	8.57	8.72	8.87	9.37	9.12	8.75	8.85
	Drains maintenance and repairs	472	8.59	8.72	8.85	9.14	9.02	8.85	8.73
	On and off road bike paths	466	8.56	8.69	8.82	9.18	8.34	8.47	8.64
	Provision and maintenance of street trees	477	8.52	8.65	8.78	9.17	8.86	8.45	8.62
	Environmental programs and facilities	451	8.49	8.60	8.72	9.09	8.59	8.65	n.a.
	Aquatic and Leisure centres	441	8.50	8.60	8.71	9.02	8.50	8.60	8.68
	Local library	463	8.45	8.60	8.75	9.06	8.67	8.91	8.65
	Maintenance & cleaning of shopping strips	478	8.44	8.56	8.67	9.13	8.79	8.48	8.63
	Local traffic management	468	8.34	8.48	8.63	9.21	8.93	8.78	8.70
	Grading of unsealed roads	420	8.31	8.47	8.62	8.81	8.38	7.98	n.a.
	Council's website	450	8.23	8.39	8.54	9.00	8.54	8.19	8.42
	Animal management	459	8.04	8.18	8.32	8.90	8.68	8.26	8.36
Lower	Arts & cultural events, programs & activities	456	7.87	8.04	8.21	8.97	8.33	8.32	8.09^
	Street sweeping	439	7.74	7.92	8.10	8.95	8.76	8.00	8.42
	Nillumbik News	416	7.33	7.55	7.77	8.57	8.42	7.74	7.42
	Parking enforcement	454	6.75	7.00	7.25	8.56	8.49	7.67	7.79
	Horse riding trails	357	6.43	6.71	6.99	8.28	7.37	6.78	n.a.
Average importance			8.42	8.56	8.70	9.09	8.70	8.58	8.65

(*) 2022 metropolitan Melbourne average from Governing Melbourne

(^) is the average of "provision of public art" and "Council's festivals and events"

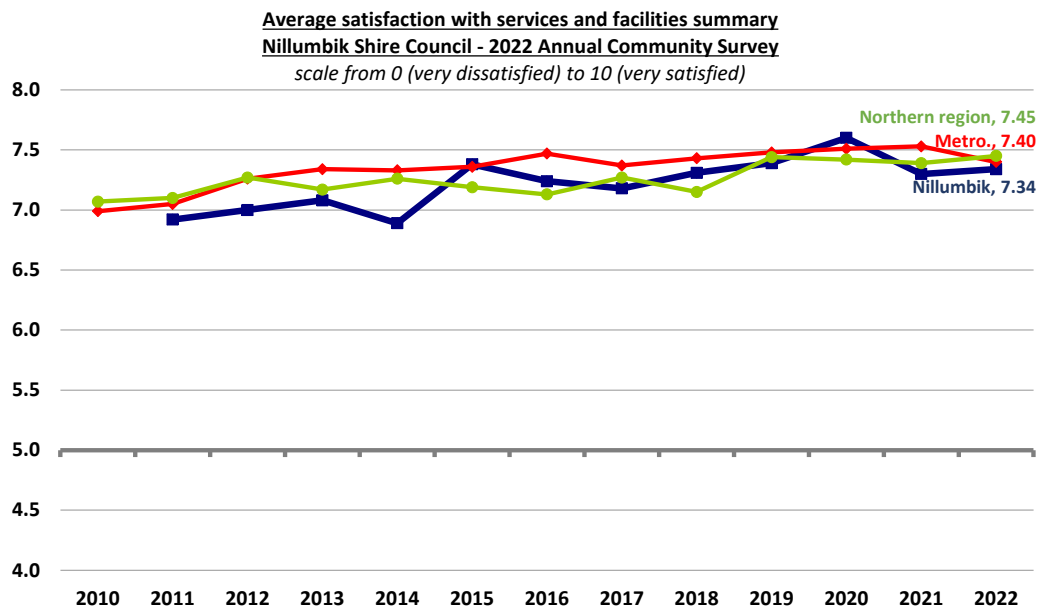


Satisfaction with Council services and facilities

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.

The average satisfaction with the 33 included services and facilities was 7.34 out of 10, or a “very good” level of satisfaction. This result is almost identical to the average of 7.30 recorded last year, but very marginally lower than the 2020 average of 7.60.

The average satisfaction with the 26 services and facilities that were included in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022 using the same methodology was 7.34 out of 10, just marginally lower than the metropolitan Melbourne average of 7.40 and the northern region councils’ average of 7.45.



Relative satisfaction with Council services and facilities

As outlined at the right-hand side of the following table, nine services and facilities received satisfaction scores measurably above the average of all 33 services and facilities, whilst 11 received a measurably lower satisfaction score than the average of all 33 services and facilities, as follows:

- **Measurably higher than average satisfaction** – includes the local library; services for children; sports ovals; kerbside green waste collection; aquatic and leisure centres; environmental programs and facilities; education and learning; kerbside recycling collection; and kerbside garbage collection.



- **Measurably lower than average satisfaction** – includes the maintenance and repair of sealed local roads; the grading of unsealed roads; fire prevention works; parking enforcement; drains maintenance and repairs; local traffic management; footpath maintenance and repairs, the provision and maintenance of street trees; public toilets; street sweeping; and litter collection in public areas.

Satisfaction with selected Council services and facilities
Nillumbik Shire Council - 2022 Annual Community Survey
(Number and index score scale 0 - 10)

	Service/facility	Number	2022			2021	2020	2019	2022 Metro.*
			Lower	Mean	Upper				
Higher than average	Local library	219	8.56	8.73	8.91	8.61	8.52	8.78	8.49
	Services for children aged 0 to 5 years	95	8.02	8.34	8.66	8.21	8.41	8.45	8.14
	Sports ovals	298	8.16	8.34	8.51	8.00	8.26	8.09	7.99
	Weekly kerbside green waste collection	478	8.08	8.26	8.44	8.30	8.40	8.43	8.16
	Aquatic and Leisure centres	222	7.97	8.18	8.39	7.79	8.20	8.12	7.97
	Environmental programs and facilities	201	7.92	8.16	8.40	8.30	8.14	8.23	n.a.
	Education and Learning	134	7.76	8.09	8.42	7.82	8.27	7.91	n.a.
	Fortnightly kerbside recycling collection	491	7.75	7.95	8.14	8.10	8.25	8.28	8.35
	Fortnightly kerbside garbage collection	504	7.66	7.86	8.06	8.03	8.08	7.90	8.41
Average satisfaction	Hard rubbish collection	307	7.58	7.82	8.06	7.74	7.78	7.86	7.99
	On and off road bike paths	312	7.60	7.81	8.02	7.62	7.60	7.53	7.40
	Arts & cultural events, programs & activities	178	7.51	7.77	8.02	7.63	7.94	7.98	7.34^
	Provision and maintenance of street lighting	452	7.46	7.64	7.83	7.48	7.54	7.06	7.72
	Horse riding trails	52	7.07	7.61	8.14	7.49	7.92	7.19	n.a.
	Provision & maintenance of parks & gardens	481	7.30	7.47	7.64	7.41	7.79	7.45	7.75
	Services for youth	47	6.73	7.40	8.07	6.71	7.53	7.58	7.30
	Support for local businesses	149	6.98	7.35	7.72	7.23	7.52	7.80	n.a.
	Animal management	431	7.15	7.34	7.52	7.26	7.51	7.23	7.60
	Services for seniors	52	6.67	7.29	7.92	7.32	7.72	8.10	7.51
	Maintenance & cleaning of shopping strips	468	7.09	7.27	7.44	7.22	7.79	7.27	7.40
Lower than average	Nillumbik News	354	7.02	7.25	7.48	7.01	7.36	7.13	6.70
	Council's website	296	6.88	7.12	7.36	7.13	7.80	7.31	7.28
	Litter collection in public areas	477	6.83	7.03	7.22	6.98	7.50	6.91	n.a.
	Street sweeping	401	6.57	6.80	7.03	6.61	6.76	6.72	7.45
	Public toilets	290	6.41	6.67	6.93	6.30	6.58	6.77	6.33
	Provision and maintenance of street trees	476	6.34	6.57	6.80	6.92	7.16	6.70	7.12
	Footpath maintenance and repairs	447	6.32	6.55	6.77	6.57	6.53	6.58	6.74
	Local traffic management	456	6.23	6.44	6.66	6.55	6.85	6.09	6.80
	Drains maintenance and repairs	462	6.05	6.29	6.52	6.32	6.91	6.40	7.07
	Parking enforcement	414	6.00	6.25	6.50	6.88	7.25	6.73	6.54
	Fire prevention works	424	5.97	6.22	6.48	6.68	6.88	7.06	n.a.
	Grading of unsealed roads	391	5.98	6.21	6.45	6.39	6.96	5.87	n.a.
	Maintenance & repairs of local sealed roads	495	5.79	6.02	6.25	6.30	6.99	6.50	6.66
Average satisfaction			7.07	7.34	7.60	7.30	7.60	7.39	7.40

(*) 2022 metropolitan Melbourne average from Governing Melbourne

(^) is the average of "provision of public art" and "Council's festivals and events"



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.

Satisfaction with the 33 included Council provided services and facilities can best be summarised as follows:

- **Excellent** – for the local library; services for children; sports ovals; kerbside green waste collection; aquatic and leisure centres; environmental programs and facilities; education and learning; kerbside recycling collection; kerbside garbage collection; hard rubbish collection; on and off-road bike paths; and arts and cultural events, programs, and activities.
- **Very Good** – for the provision and maintenance of street lighting; horse riding trails; the provision and maintenance of parks and gardens; services for youth; support for local business; animal management; services for seniors; the maintenance and cleaning of shopping strips; and the *Nillumbik News*.
- **Good** – Council's website; litter collection in public areas; street sweeping; public toilets; the provision and maintenance of street trees; and footpath maintenance and repairs.
- **Solid** – for local traffic management; drains maintenance and repairs; parking enforcement; fire prevention works; the grading of unsealed roads; and the maintenance and repair of sealed local roads.

Changes in satisfaction this year

In 2022, satisfaction with 19 of the 33 services and facilities increased somewhat this year, whilst satisfaction with 14 declined somewhat, with attention drawn to the following:

- **Notably higher satisfaction in 2022 than in 2021** – includes services for youth (up 10.3%); public toilets (up 5.9%); aquatic and leisure centres (up 5.0%); sports ovals (up 4.2%); the *Nillumbik News* (up 3.4%); street sweeping (up 2.9%); on and off-road bike paths (up 2.5%); and the provision and maintenance of parks and gardens (up 2.2%). None of these increases were statistically significant at the 95% confidence level.
- **Notably lower satisfaction in 2022 than in 2021** – includes parking enforcement (down 9.2%); fire prevention works (down 6.8%); the provision and maintenance of street trees (down 5.0%); the maintenance and repair of sealed local roads (down 4.4%); the grading of unsealed roads (down 2.8%), and the fortnightly kerbside garbage collection (down 2.2%). Of these declines, only parking enforcement was statistically significant at the 95% confidence level.



Comparison to the metropolitan Melbourne results

Of the 33 services and facilities included in the survey this year, 26 were also included in the *Governing Melbourne* research in a format that facilitates comparison.

Of these 26 services and facilities, nine recorded a somewhat higher satisfaction in the Nillumbik Shire than the metropolitan Melbourne average, whilst 16 recorded a somewhat lower satisfaction in the Nillumbik Shire, as follows:

- **Notably more satisfied in the Nillumbik Shire** – includes the *Nillumbik News* (8.2% higher in Nillumbik); on and off-road bike paths (5.6% higher); public toilets (5.4% higher); sports ovals (4.3% higher); local library (2.9% higher); aquatic and leisure centres (2.7% higher); and services for children (2.5% higher). Of these, only the *Nillumbik News* and bike paths were statistically significant at the 95% confidence level.
- **Notably less satisfied in the Nillumbik Shire** – includes drains maintenance and repairs (11.1% lower in Nillumbik); maintenance and repair of sealed local roads (9.6% lower in Nillumbik); street sweeping (8.8% lower); provision and maintenance of street trees (7.7% lower); fortnightly kerbside garbage collection (6.6% lower); local traffic management (5.2% lower); fortnightly kerbside recycling collection (4.8% lower); parking enforcement (4.4% lower); provision and maintenance of parks and gardens (3.6% lower); animal management (3.5% lower); services for seniors (2.9% lower); footpath maintenance and repairs (2.9% lower); Council's website (2.2% lower); and the hard rubbish collection (2.1% lower). Of these only drains, sealed local roads, street sweeping, street trees, garbage collection, local traffic management, and recycling collection were statistically significant at the 95% confidence level.

Raw satisfaction / dissatisfaction percentages

The following table provides a breakdown of this result 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” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five).

Metropolis Research notes that half or more of the respondents rating satisfaction with 23 of the 33 services and facilities were “very satisfied” with each of these services and facilities.

This is a strong result that reinforces that most of the Nillumbik community are very satisfied with the broad range of services and facilities provided by Council.

It is noted, however, that more than one-sixth of respondents were “dissatisfied” with each of fire prevention works (21.7%), the maintenance and repair of sealed local roads (21.4%), parking enforcement (21.1%), drains maintenance and repairs (20.1%), the provision and maintenance of street trees (19.3%), the grading of unsealed roads (18.3%), local traffic management (17.8%), footpath maintenance and repairs (16.4%), and public toilets (16.3%).



Nillumbik Shire Council – 2022 Annual Community Survey

Metropolis Research notes that many of the services and facilities with which a significant proportion of respondents were “dissatisfied” were infrastructure related (e.g., roads, footpaths, drains, public toilets, etc) rather than service delivery such as the kerbside collection services, community services, and recreational facilities.

Satisfaction with selected Council services and facilities
Nillumbik Shire Council - 2022 Annual Community Survey
(Number and percent of respondents providing a response)

<i>Service/facility</i>	<i>Dissatisfied</i>	<i>Neutral to somewhat satisfied</i>	<i>Very satisfied</i>	<i>Can't say</i>	<i>Total</i>
Local library	1.0%	11.6%	87.4%	0	219
Sports ovals	2.2%	16.1%	81.7%	0	296
Aquatic and Leisure centres	3.7%	16.9%	79.4%	1	223
Services for children aged 0 to 5 years	3.4%	18.5%	78.1%	1	96
Weekly kerbside green waste collection	5.1%	17.4%	77.5%	30	508
Environmental programs and facilities	4.4%	21.5%	74.1%	2	202
Fortnightly kerbside recycling collection	7.2%	19.9%	72.9%	17	508
Education and Learning	5.4%	23.1%	71.5%	0	134
Fortnightly kerbside garbage collection	9.1%	20.6%	70.3%	4	508
Hard rubbish collection	7.8%	22.2%	70.0%	3	309
On and off road bike paths	6.5%	25.4%	68.1%	2	314
Horse riding trails	2.9%	30.1%	67.0%	1	53
Provision and maintenance of street lighting	8.2%	26.2%	65.6%	56	508
Arts & cultural events, programs & activities	4.4%	32.1%	63.5%	1	179
Services for seniors	8.4%	30.2%	61.4%	2	54
Services for youth	5.3%	35.7%	59.0%	3	49
Provision & maintenance of parks & gardens	7.4%	34.0%	58.6%	27	508
Support for local businesses	11.4%	30.5%	58.1%	11	159
Animal management	8.6%	34.0%	57.4%	77	508
Nillumbik News	11.1%	31.7%	57.2%	154	508
Maintenance & cleaning of shopping strips	8.8%	35.5%	55.7%	40	508
Council's website	10.9%	34.5%	54.6%	1	296
Litter collection in public areas	12.9%	34.5%	52.6%	31	508
Street sweeping	13.9%	38.8%	47.3%	107	508
Provision and maintenance of street trees	19.3%	35.3%	45.4%	32	508
Footpath maintenance and repairs	16.4%	40.3%	43.3%	61	508
Public toilets	16.3%	41.1%	42.6%	1	291
Parking enforcement	21.1%	38.5%	40.4%	94	508
Drains maintenance and repairs	20.1%	41.2%	38.7%	46	508
Fire prevention works	21.7%	40.6%	37.7%	84	508
Local traffic management	17.8%	44.6%	37.6%	52	508
Grading of unsealed roads	18.3%	47.5%	34.2%	117	508
Maintenance & repairs of local sealed roads	21.4%	47.0%	31.6%	13	508



Change in satisfaction over the last 10 years

The following graph provides a comparison of satisfaction with the 26 of the 33 services and facilities that have been included over time to allow for a comparison of change over the last ten years. These results reflect the percentage change in satisfaction with these 26 services and facilities between the 2022 result and the three-year average from 2011 to 2013.

Of the 26 services and facilities, the average satisfaction with 21 improved over the last decade, whilst satisfaction with just five declined somewhat.

Of these improvements in satisfaction, particular attention is drawn to the hard rubbish collection (up 15.8%), street lighting (up 13.1%), aquatic and leisure centres (up 10.0%), public toilets (up 9.7%), and street sweeping (up 9.1%).

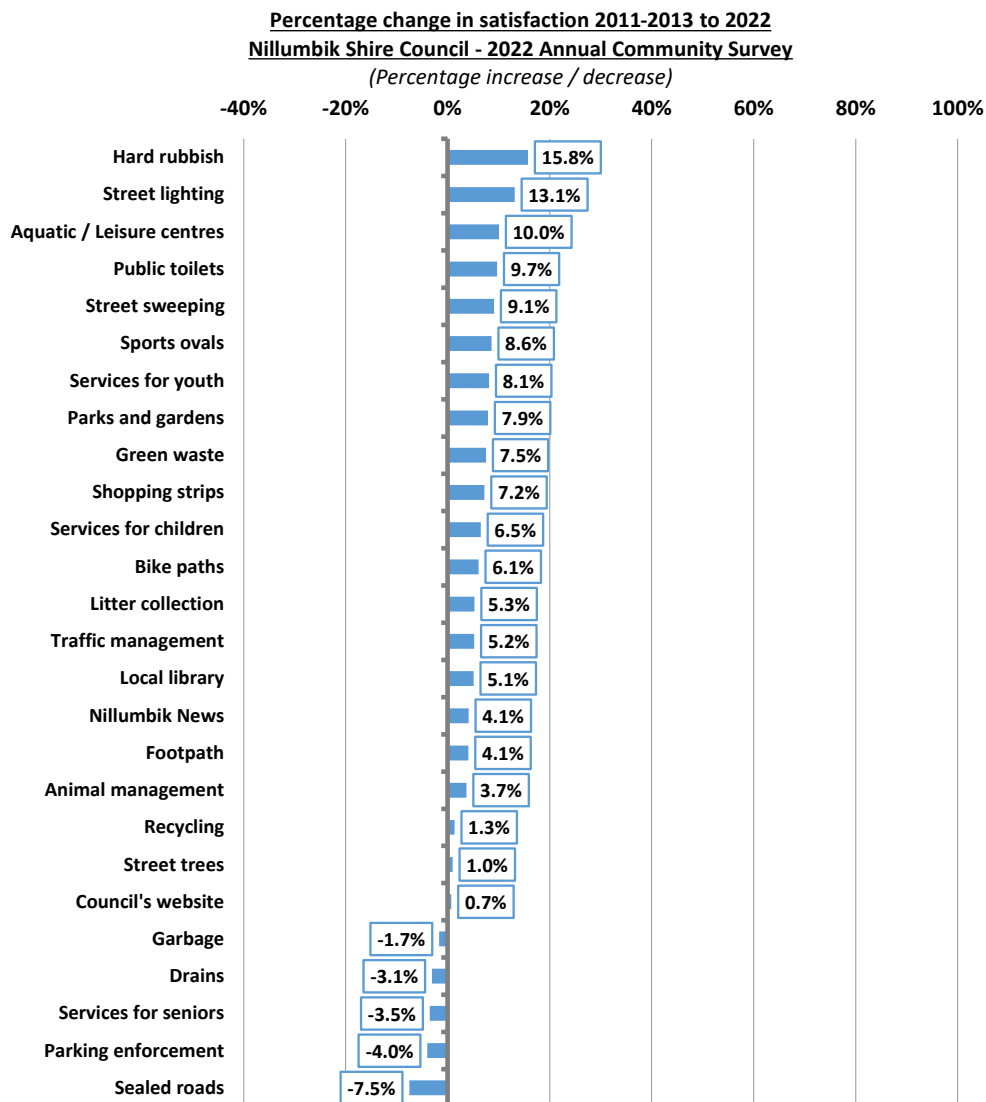
Improvements were statistically significant for hard rubbish, street lighting, aquatic and leisure centres, public toilets, street sweeping, sports ovals, parks and gardens, green waste, the maintenance and cleaning of shopping strips, litter collection in public areas, traffic management, and the local library service.

The average satisfaction with just five services and facilities declined over the last decade, although only the decline in satisfaction with the maintenance and repair of sealed local roads was statistically significant.

These longer-term results clearly indicate sustained strong improvement in satisfaction with the performance of Nillumbik Shire Council providing a broad range of services and facilities.



Nillumbik Shire Council – 2022 Annual Community Survey



Importance and satisfaction cross tabulation

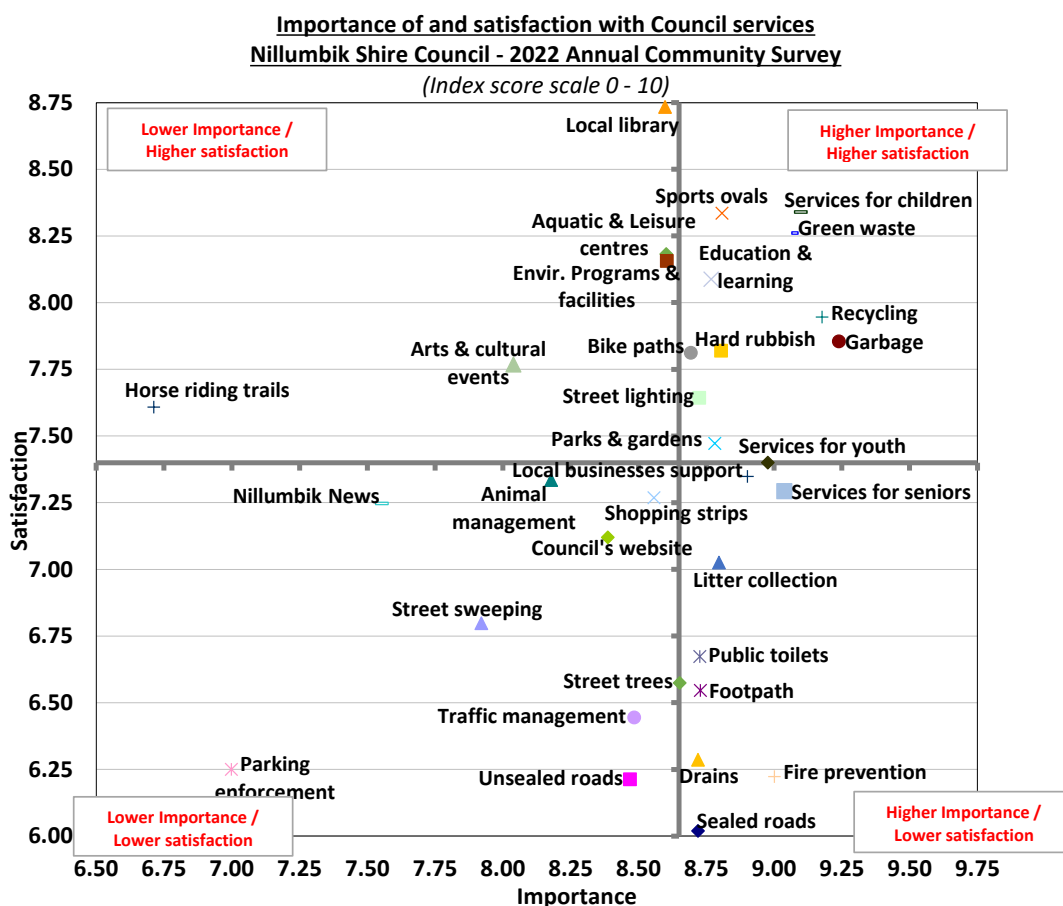
The following graph provides a cross-tabulation of the average importance of each of the 33 included Council services and facilities against the average satisfaction with each service and facility.

The grey crosshairs represent the metropolitan Melbourne average importance (8.65) and satisfaction (7.40) with Council services and facilities as recorded in the 2022 *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. Some points to note from these results:

- **Kerbside collection services** – these are all higher-than-average importance and received higher than average satisfaction scores.
- **Community services** – these were all higher-than-average importance. Children services received higher-than-average satisfaction and the other two received average satisfaction.
- **Sports, recreation, arts, and culture** – these were all higher-than-average satisfaction but were only of average or slightly lower than average importance.
- **Communication and consultation** – these were of lower-than-average importance, and marginally lower-than average satisfaction.
- **Parking enforcement** – was of measurably lower than average importance and received a lower-than-average satisfaction score.
- **Services and facilities of most concern** – these include both sealed and unsealed roads, drains, fire prevention works, traffic management, street trees, footpaths, and car parking.



Satisfaction by broad service areas

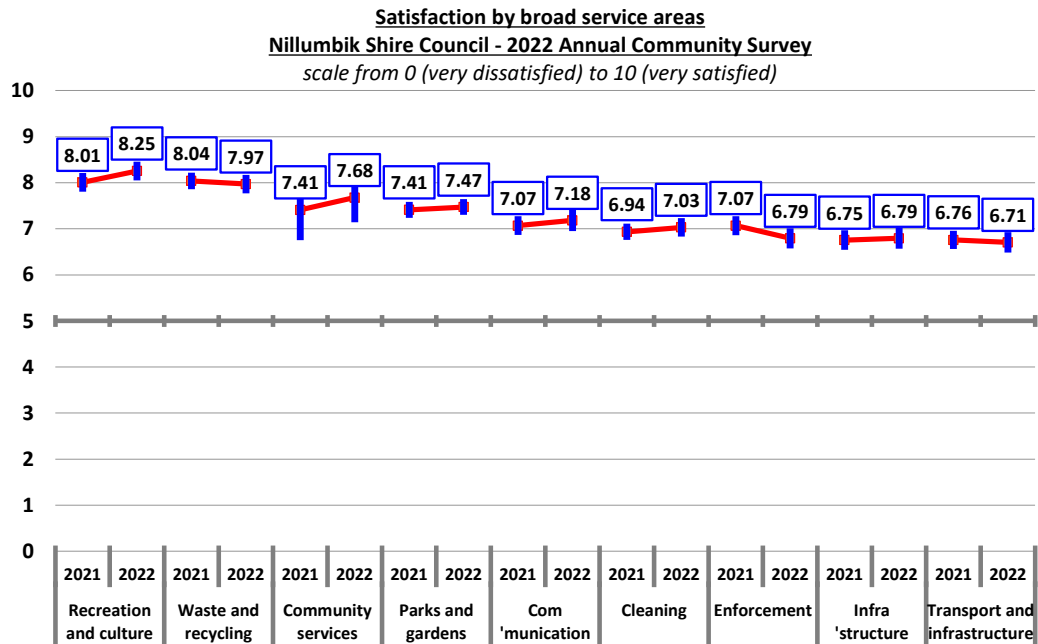
The 33 services and facilities included in the survey have been broadly categorised into nine broad service areas, as follows:

- **Infrastructure** – includes drains maintenance and repairs, provision and maintenance of street trees, provision and maintenance of street lighting, and public toilets.
- **Waste collection** – includes fortnightly kerbside garbage collection, fortnightly kerbside recycling collection, weekly kerbside green waste collection, and hard rubbish collection.
- **Recreation, arts, and culture** – includes local library, sports ovals, aquatic and leisure centres, and arts and cultural events, programs and activities.
- **Community services** – includes services for children aged 0 to 5 years, services for youth, and services for seniors.
- **Enforcement** – includes parking enforcement, and animal management.
- **Communications** – includes the *Nillumbik News*, and the Council's website.
- **Cleaning** – includes street sweeping, litter collection in public areas, and maintenance and cleaning of shopping strips.
- **Transport infrastructure** – includes the maintenance and repairs of local sealed roads, footpath maintenance and repairs, local traffic management, and on and off-road bike paths.
- **Parks and gardens** – including the provision and maintenance of parks and gardens.

There was no statistically significant variation in the average satisfaction with these nine broad service areas observed this year, and satisfaction with the nine areas can best be summarised as follows:

- **Excellent** – for recreation and culture, and waste and recycling services.
- **Very Good** – for community services, and parks and gardens.
- **Good** – for communication, cleaning, enforcement, infrastructure, and transport infrastructure.





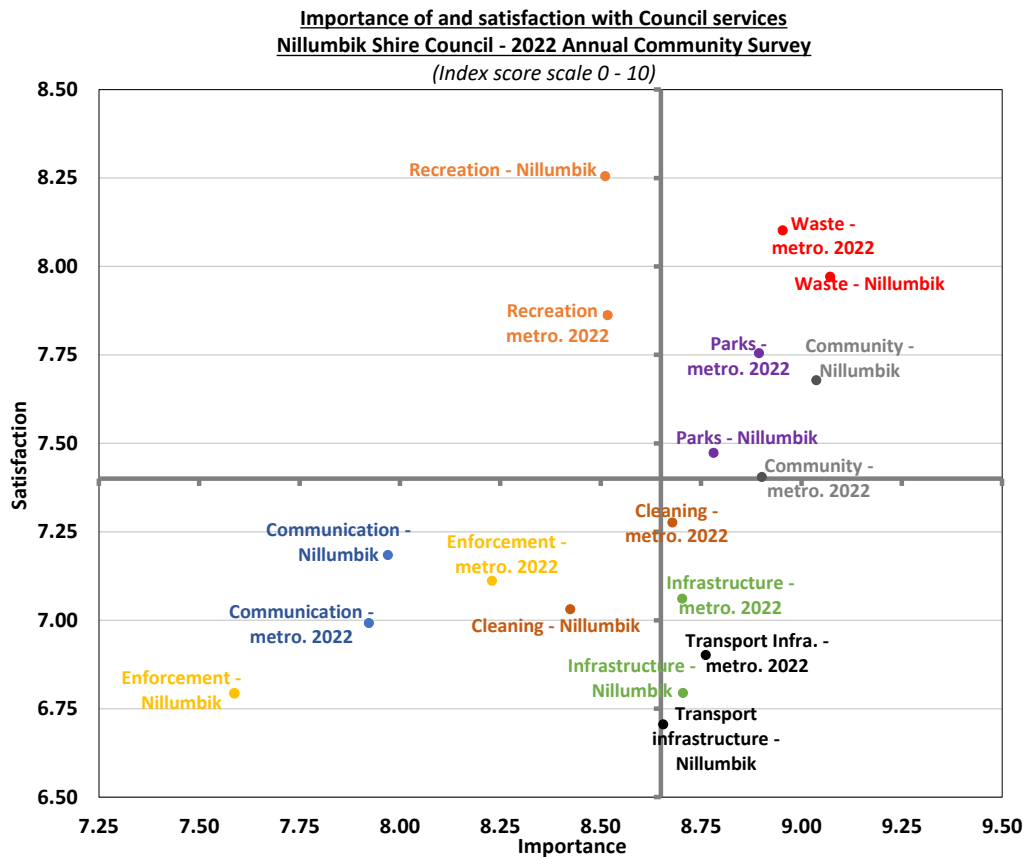
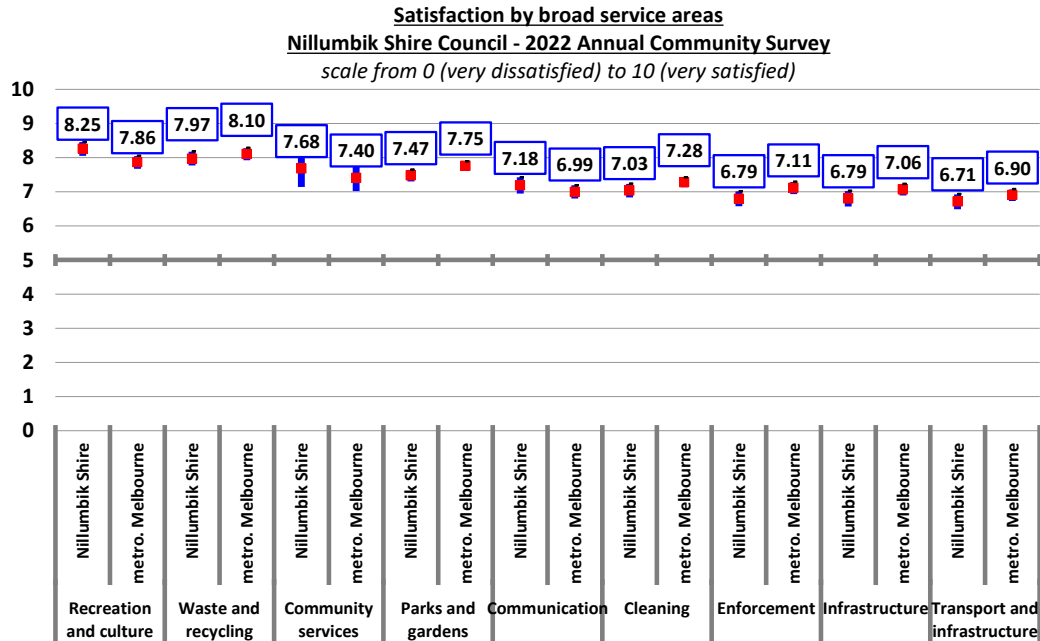
The following graph provides a comparison of average satisfaction with the nine broad services areas against the metropolitan Melbourne average satisfaction, as recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022, using the identical methodology.

There was some variation in the average satisfaction with these broad service areas observed between the Nillumbik Shire and metropolitan Melbourne, as follows:

- **Higher satisfaction in the Nillumbik Shire** – includes recreation and culture; community services; and communication services.
- **Lower satisfaction in the Nillumbik Shire** – includes parks and gardens; cleaning; enforcement; infrastructure; and transport infrastructure.



Nillumbik Shire Council – 2022 Annual Community Survey

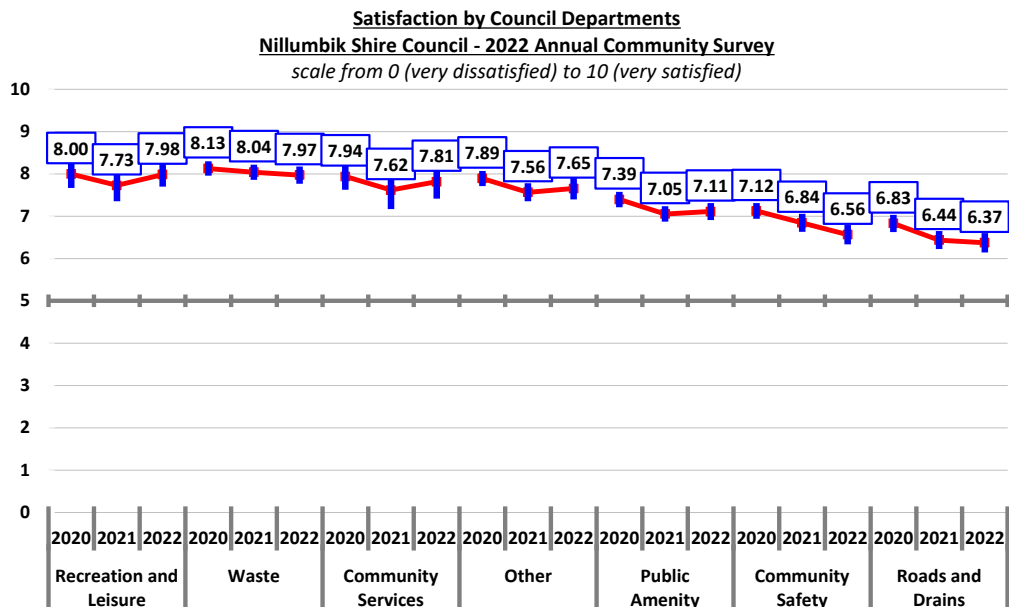


Satisfaction by Council department

The 33 included Council services and facilities have been broken down by Council department:

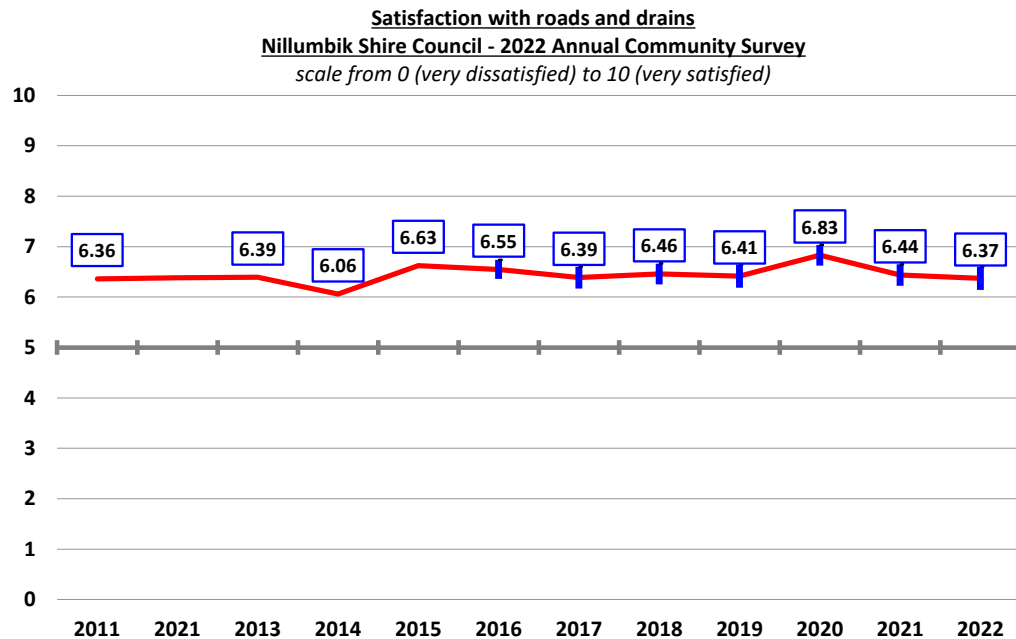
- **Roads and Drains** – includes the maintenance and repairs of local sealed roads, the grading of unsealed roads, drains maintenance and repairs, street sweeping, and footpath maintenance and repairs.
- **Waste** – includes the fortnightly kerbside garbage collection, fortnightly kerbside recycling collection, weekly kerbside green waste collection, and hard rubbish collection.
- **Public Amenity** – includes the provision and maintenance of parks and gardens, provision and maintenance of street trees, provision and maintenance of street lighting, litter collection in public areas, maintenance and cleaning of shopping strips, and public toilets.
- **Community Safety** – includes parking enforcement, local traffic management, fire prevention works, and animal management.
- **Recreation and Leisure** – includes sports ovals, on and off-road bike paths, horse riding trails, and aquatic and leisure centres.
- **Community Services** – includes the local library, services for children aged 0 to 5 years, services for youth, services for seniors, arts and cultural events, programs and activities, and support for local businesses.
- **Other services** – includes the *Nillumbik News*, Council's website, education and learning, and environmental programs and facilities.

Satisfaction with the services and facilities of four departments increased marginally this year (recreation and culture; community services; other services; and public amenity), and satisfaction with the services and facilities of three decreased marginally (waste; community safety; and roads and drains). None of these variations were statistically significant.



Roads and Drains

The average satisfaction with the five Roads and Drains department services and facilities declined marginally but not measurably this year, down just 1.1% to 6.37, but remains at a “solid” level of satisfaction.

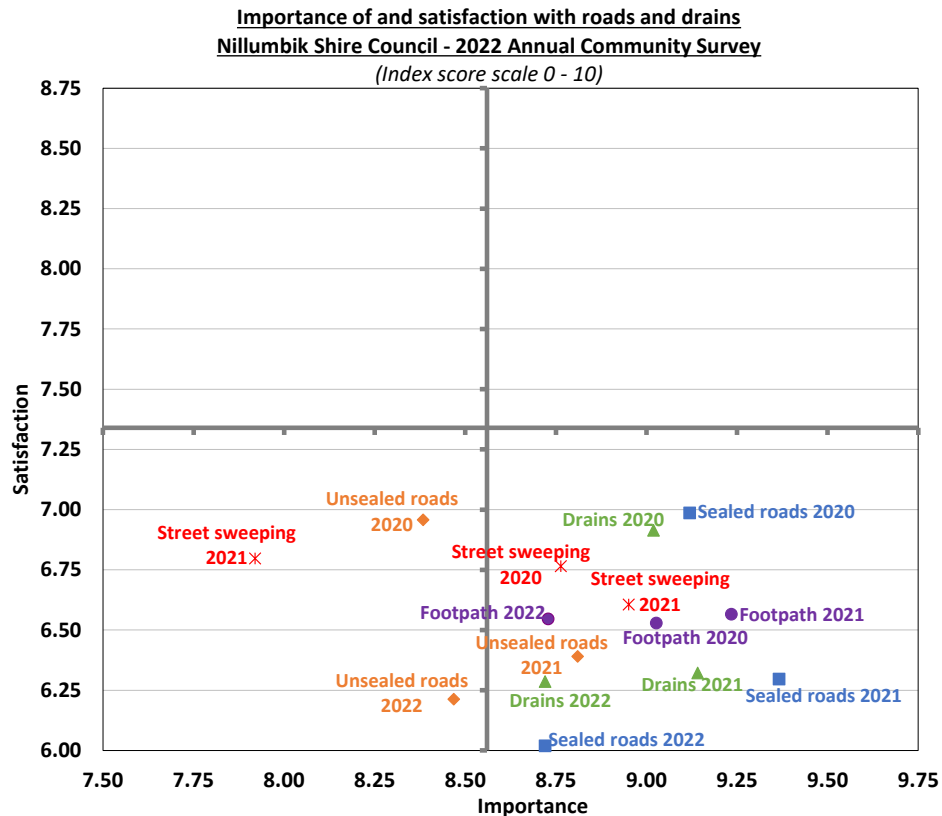


The following graph provides a cross-tabulation of the average importance to the community of, and the average satisfaction with each of these five services and facilities.

The crosshairs represent the average importance and satisfaction of all 33 included services and facilities this year.

Metropolis Research draws attention to the fact that all five of these services and facilities recorded lower than average satisfaction scores. That said, it is important to bear in mind that satisfaction with all these services was rated at least “solid” and that none received a “poor” or lower level of satisfaction.





Maintenance and repair of sealed local roads

The maintenance and repair of sealed local roads was 17th most important of the 33 included services and facilities with an average importance score of 8.72 out of 10. This was a decline on the results in recent years, and marginally below the long-term average since 2013 of 8.84

A total of 495 of the 508 respondents provided a satisfaction score for this service, including 31.6% “very satisfied” and 21.4% “dissatisfied”. This was a significant proportion of respondents “dissatisfied” with these services.

The average satisfaction with the maintenance and repair of sealed local roads declined marginally but not measurably, down 4.4% to 6.02, although it remains at a “solid” level.

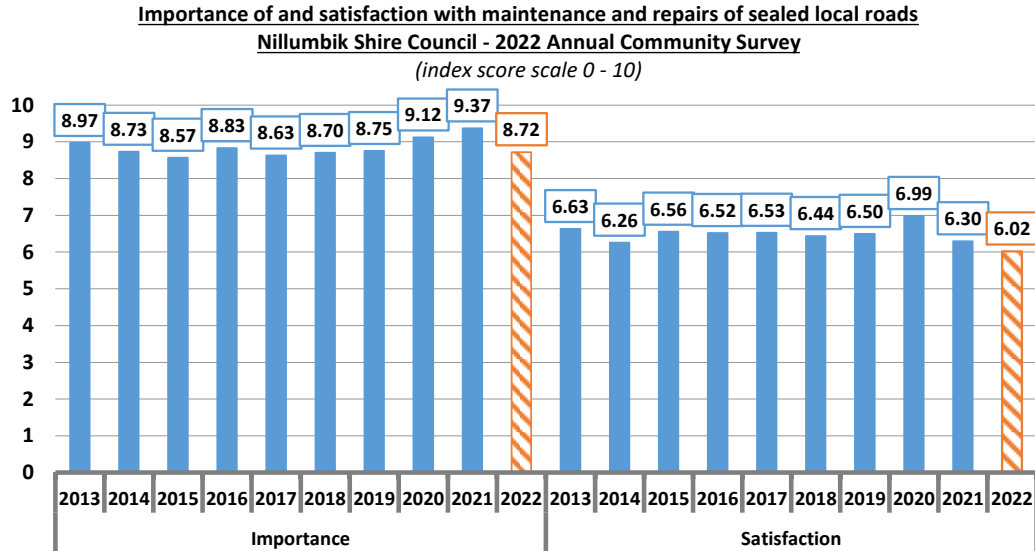
This result was measurably lower than the long-term average satisfaction since 2013 of 6.47.

This ranks the service 33rd in terms of satisfaction, with an average satisfaction score that was measurably lower than the average satisfaction with all 33 services and facilities (7.34).

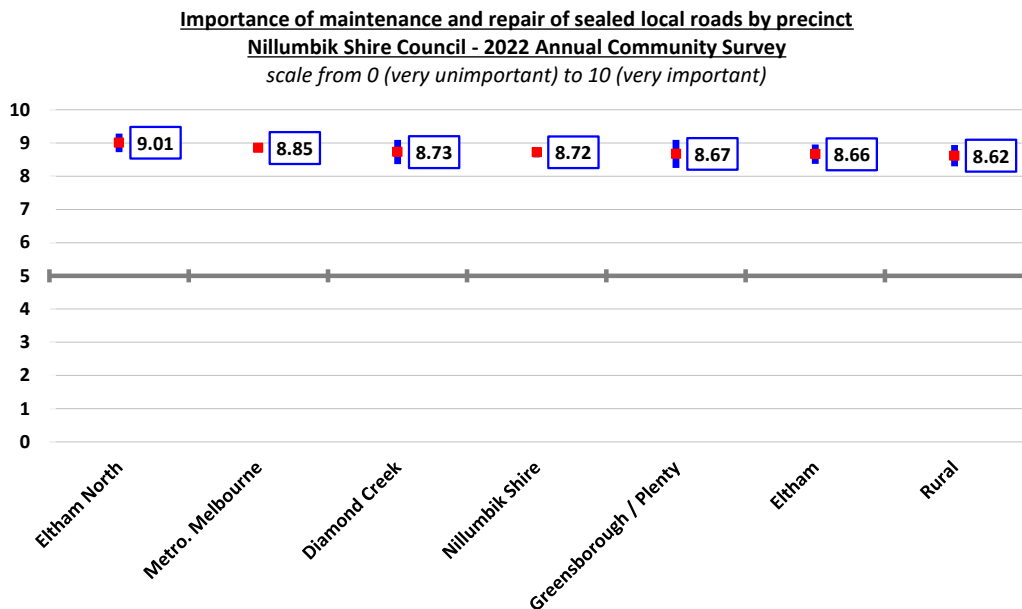


Nillumbik Shire Council – 2022 Annual Community Survey

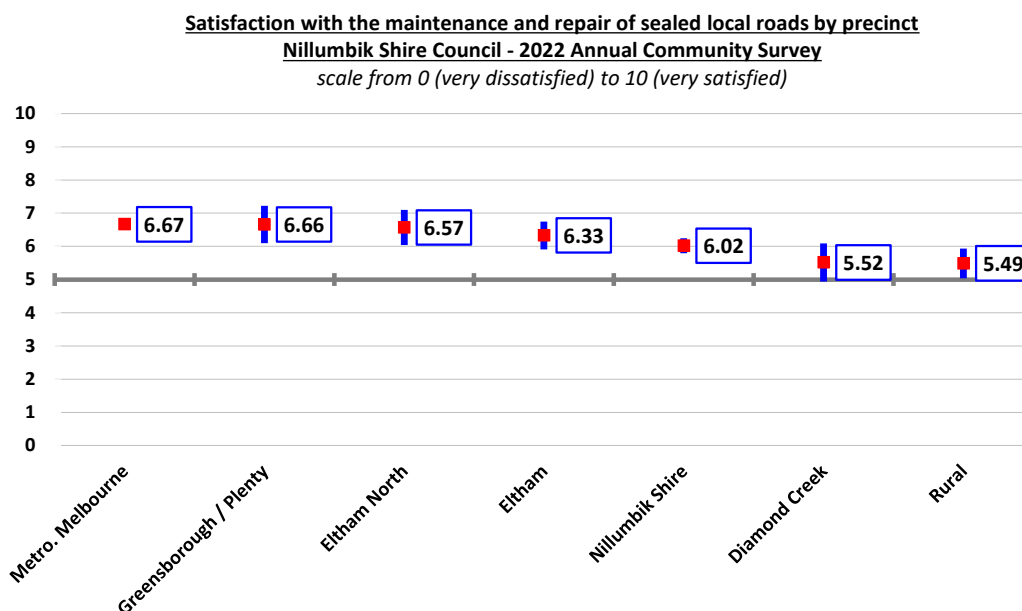
By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “the maintenance and repair of sealed local roads” was 6.66, measurably higher than this Nillumbik Shire result.



There was no statistically significant variation in the importance of the maintenance and repair of sealed local roads observed across the municipality. Respondents in all precincts, on average, rated this service at a similar level to the Nillumbik Shire result, as well as the metropolitan Melbourne average importance.



There was, however, significant variation in satisfaction with the maintenance and repair of sealed local roads observed across the municipality. Respondents from Diamond Creek and the rural precincts both rated satisfaction substantially, but not statistically significantly, lower than the municipal average, and at “very poor” rather than a “solid” level.



A total of 116 responses were received from the 106 respondents “dissatisfied” with these services, which have been broadly categorised as outlined in the following table.

Overwhelmingly, the main reason why respondents were dissatisfied with the maintenance and repair of sealed local roads related to concerns around the condition of the roads, including issues such as potholes, road surface, and a perceived lack of maintenance of roads (86 comments), as well as a small number of comments about the maintenance of trees and grass around roads (5 comments), dirt roads (4 comments), road works (3 comments), and a small number of general negative (12 comments), and other comments (6 comments).

Reasons for dissatisfaction with maintenance and repairs of sealed local roads
Nillumbik Shire Council - 2022 Annual Community Survey
(Number of responses)

Response	Number
<i>Condition of the roads</i>	
Potholes everywhere	29
Poorly maintained	8
Roads are not maintained	8



Nillumbik Shire Council – 2022 Annual Community Survey

Need more maintenance	3
A lot of potholes aren't fixed, or fixed multiple times, not effective	2
Roads are bad	2
A section of road out front of my house has loose asphalt, jobs are done one at a time rather than per street	1
Always needs repairing	1
Bumpy roads	1
Conditions of the road are poor like potholes	1
Diamond Creek roads are horrible	1
Entire Wattle Glen and parts of Hurstbridge roads are only patched up and not repaired properly	1
Entire Wattle Glen and parts of Hurstbridge roads have potholes	1
Few roads need repairing	1
General maintenance issues	1
I have a sports car. Potholes have damaged it	1
I have a sports car. Uneven roads have damaged it	1
It's piece of crack and horrible	1
Main roads are terrible, potholes	1
Massive indents on Old Diamond Creek roads	1
Massive potholes in Elders Rd	1
Need to be fixed quicker	1
No maintenance has been done for 2 years	1
Not in working conditions, focus on basics and terrible condition	1
Not up to standard	1
Poor quality repairs	1
Poorly maintained and structured roads	1
Potholes across St Andrews	1
Potholes on Bolton Street	1
Potholes on every road of Research, Eltham	1
Roads are full of unevenness	1
Roads are not attended for years	1
Roads are poor with potholes and dirt	1
Roads needs to be maintained better (Fairdell Crescent)	1
Roads needs to be repaired more	1
Several infrastructure issues of roads, not fixed	1
They don't do the roads. Potholes not fixed	1
They don't repair it; just patch it	1
They haven't fixed potholes for a long time, damaged car	1
They don't do it	1
Total	86

General Negative

Drains are always blocked	1
Roads too narrow	1
The roads are bad around Warrandyte	1
We tried to put extension that took 2 years	1
When they built the bridge, it didn't help traffic at all	1
You are paying high but no returns	1



Roads are dangerous	2
Betterment rather than dirty	1
Erosion due to rain	1
The management is poor	1
Very dangerous when raining, the longevity of roads, poor quality	1
Total	12
<i>Tree and grass maintenance</i>	
Overhanging branches likely to fall on vehicles	1
Roundabouts have high grass	1
Weeds and grass high	1
Whole Christmas Hills area has long grass. It obstructs vision	1
Wood and trees everywhere and not cleaned	1
Total	5
<i>Non sealed / dirt roads</i>	
Dirt road	1
Lot of non-sealed roads	1
Not sealed properly	1
Roads are not gravelled properly	1
Total	4
<i>Road works</i>	
Non-stop road works	1
Roadblocks, it's a mess, roadworks	1
Road works	1
Total	3
<i>Other</i>	
Takes too long	2
No pathway	1
Parkways that need to be undone, Yarraville Oval, synthetic turf very worn out, slippery in rain	1
They are useless	1
Uncomplicated	1
Total	6
Total	116



Grading of unsealed local roads

The grading of unsealed local roads was the 26th most important of the 33 included services and facilities, with an average importance of 8.47 out of 10. This was a slight decline on last year, but consistent with the long-term average importance since 2019 of 8.41.

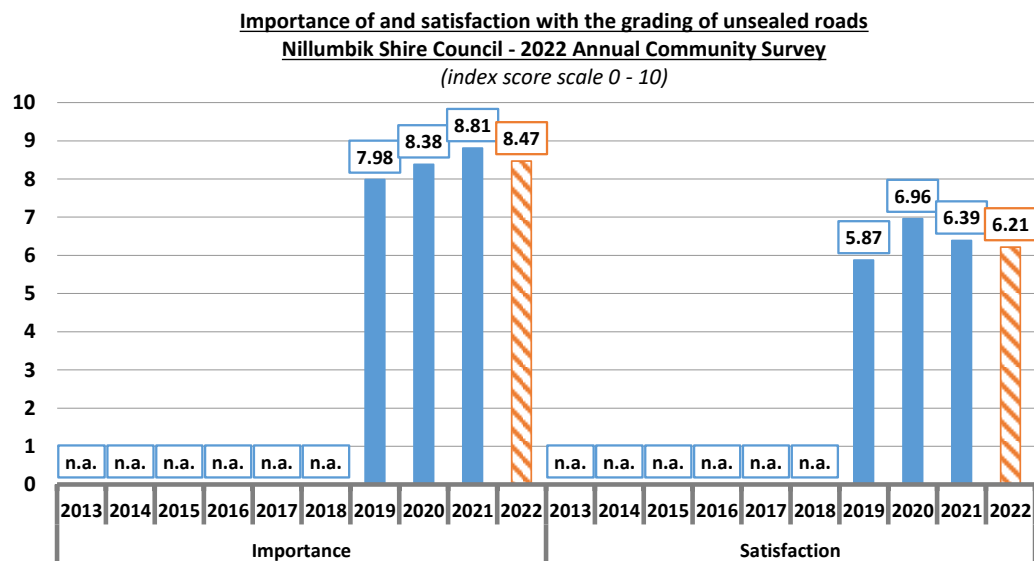
A total of 391 of the 508 respondents provided a satisfaction score for this service, including 34.2% “very satisfied” and 18.3% “dissatisfied”. This was a significant proportion of “dissatisfied” respondents.

The average satisfaction with the grading of unsealed local roads declined marginally but not measurably, down 2.8% to 6.21, although it remains at a “solid” level.

This result was marginally but not measurably lower than the long-term average satisfaction since 2019 of 6.36.

This ranks the service 32nd in terms of satisfaction, with an average satisfaction score that was measurably lower than the average satisfaction with all 33 services and facilities (7.34).

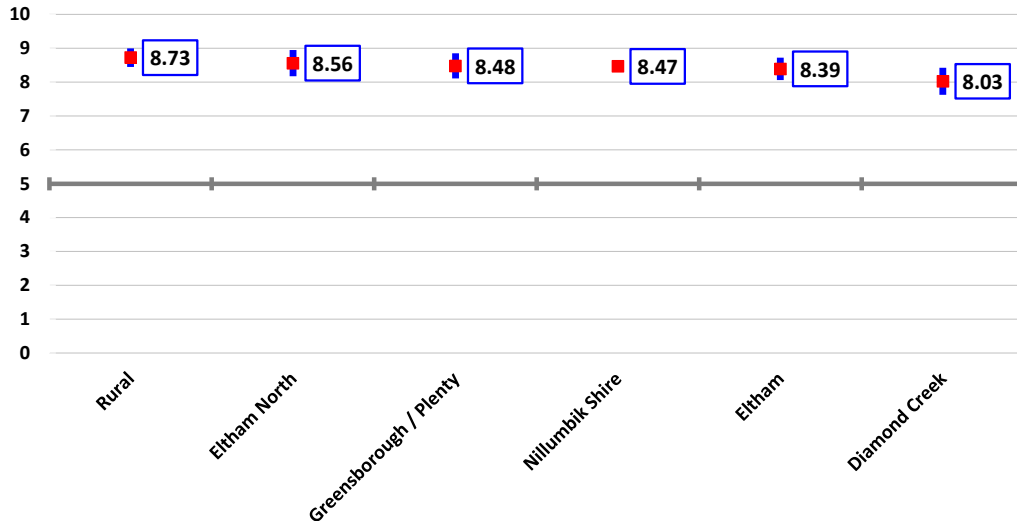
This service was not included in the *Governing Melbourne* research and therefore no comparison results can be provided.



Whilst there was no statistically significant variation in the average importance of the grading of unsealed local roads observed across the municipality, it is noted that respondents from the rural precinct, on average, considered this service notably more important than the municipal average.

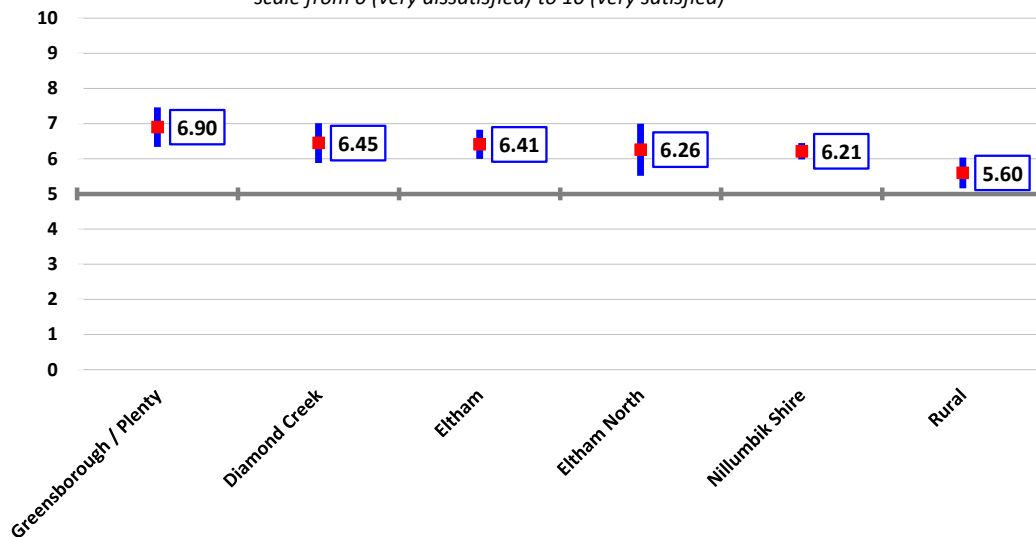


Importance of the grading of unsealed local roads by precinct
Nillumbik Shire Council - 2022 Annual Community Survey
scale from 0 (very unimportant) to 10 (very important)



There was notable variation in the average satisfaction with the grading of unsealed local roads observed across the municipality. Respondents from Greensborough / Plenty were notably, but not measurably more satisfied, and at a “good” level, whilst respondents from the rural precinct were measurably less satisfied than average, and at a “poor” level.

Satisfaction with the grading of unsealed local roads by precinct
Nillumbik Shire Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Nillumbik Shire Council – 2022 Annual Community Survey

The 72 respondents “dissatisfied” with the grading of unsealed local roads provided a total of 55 responses as to the reasons why they were dissatisfied.

The following table provides a breakdown of these verbatim responses by issue. The most common responses received from respondents related to a preference that the roads be graded more often and a perception that the condition of the roads was poor (e.g., potholes).

Reasons for dissatisfaction with grading of unsealed local roads

Nillumbik Shire Council - 2022 Annual Community Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Grading</i>	
Grading should be done more frequently	4
Done only once a year	2
No grading	2
Done only once a year and it's not so great. It really depends on who is doing the repairs. Some are really good, and some are the worst.	1
Hasn't been graded for a while	1
It should be at least twice a year	1
It's done only twice a year, should be done quarterly	1
Lot of ungraded roads in Christmas Hills	1
Not done enough. When they do they make a mess	1
Require regular grading of roads	1
The road near my car is shockingly rough	1
Takes a while to be graded	1
Too many potholes	9
Potholes everywhere. Poor quality repairs	4
Dangerous potholes	1
Potholes and no repairs	1
Not maintained	3
A lot of them are rutted	1
I live on unsealed roads; they are never maintained	1
Not maintained; too much dust	1
Pending for months	1
Poor maintenance	1
The roads near Sliver St are poor with potholes	1
The grading happens infrequently. It has potholes and slippery	1
Total	42
<i>General negative</i>	
Residents pay for the roads, complaining about it is causing cancer	1
The roads are insufficient	1



The streets pretty chopped up, Boldster Road	1
Not complete	1
Not good	1
Not much done	1
Total	6
<i>Seal roads</i>	
Better to seal every road	2
Seal more roads	1
Total	3
<i>Other</i>	
Dangerous	1
Doesn't feel as safe as it could be	1
I live on a dirt road	1
Runoff on dirt roads	1
Total	4
Total	55

Drains maintenance and repairs

Drains maintenance and repairs was the 18th most important of the 33 included services and facilities with an average importance score of 8.72 out of 10. This was a decline on the results in recent years, but consistent with the long-term average since 2013 of 8.79.

A total of 462 of the 508 respondents provided a satisfaction score for this service, including 38.7% “very satisfied” and 20.1% “dissatisfied”. This was a significant proportion of respondents “dissatisfied” with these services.

The average satisfaction with drains maintenance and repairs was essentially stable this year, down less than one percent to 6.29, although it remains at a “solid” level.

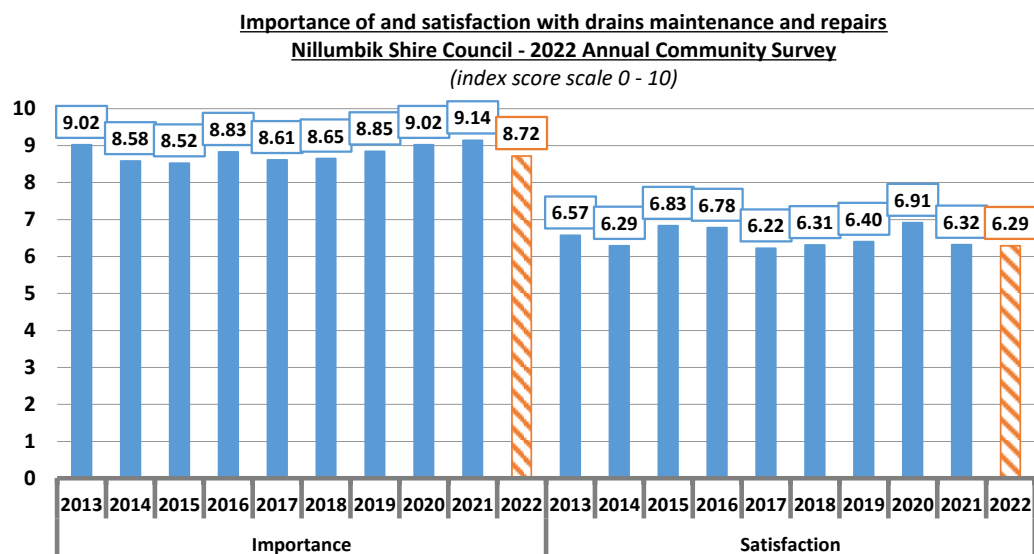
This result was somewhat, but not measurably lower than the long-term average satisfaction since 2013 of 6.49.

This ranks the service 29th in terms of satisfaction, with an average satisfaction score that was measurably lower than the average satisfaction with all 33 services and facilities (7.34).

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “drains maintenance and repairs” was 7.07, measurably and significantly higher than this Nillumbik Shire result.



Nillumbik Shire Council – 2022 Annual Community Survey



The following table provides a breakdown of the verbatim comments received from the 93 respondents “dissatisfied” with drains maintenance and repairs.

There were two, related, types of comments from respondents dissatisfied with drains maintenance and repairs. 34 comments were received related to the maintenance of drains, with a further 27 comments related to reports of drains being blocked, clogged, or flooded.

Reasons for dissatisfaction with drains maintenance and repairs
Nillumbik Shire Council - 2022 Annual Community Survey
(Number of responses)

Response	Number
<i>Maintenance and repairs</i>	
Not maintained enough	6
Drains are not maintained very well	5
No drain maintenance	4
They don't clean it often	3
It takes weeks for the Council to clean clogged drains	2
After every maintained or repairs, they dump the stuff on roads and leave. And every time it clogs the drains	1
All drains on Hoban Court, Doreen are clogged. We called Council but they never answered, and we lost 3 big trees to water clogs	1
Flood the roads, no signs of repairs	1
It took them 6 years to clean the drains nearby	1
Maintenance is poor because they are flooded	1
Never clean drains and ignore us whenever contacted. We are above 75 and yet I had to spend half a day to clean the drain next to my house	1
Never seen them clean the drains, not even after heavy rain	1



Not maintained without calling	1
Services take forever, no follow up	1
The Council doesn't fix the drains	1
The maintenance is poor after the recent storm	1
There is fox living in my drains, and the Council takes a really long time to remove it	1
They can't decide who's responsible for drains maintenance and we must face the consequences	1
Two drains in front of my house are not cleaned	1
Total	34

Flooding / clogged drains

Flooded drains	5
Always blocked and overflowing	3
Always clogged with rubbish, leaves, mud	3
Drainage leakage	3
Floods every time it rains	2
After every rain, there's at least one drainage clogged	1
After the storm, flooded streets in many areas	1
After the storm, the drains are flooded, and roads are damp for days	1
Always clogged. Leaves and mud blocking the gutters everywhere near River Avenue	1
Always clogged. This year was wet, and it was a nightmare	1
Around Stanley Avenue always flood	1
Bus stop - post office, IGA - flooded halfway up to average height. Bottom of the car was in the water	1
Leaves block the drainage near parks	1
Main road floods	1
The drains in front of my house are blocked	1
Water comes off the road, comes off to the property	1
Total	27

Other

Council directed the water through my property	1
More needed in rural area	1
No drains	1
Roads are filled with drainage	1
Drains are not good	1
Open gutters everywhere	1
Total	6
Total	67



Street sweeping

Street sweeping was 30th most important of the 33 included services and facilities with an average importance score of 7.92 out of 10. This was a significant decline on the results in recent years, but only marginally below the long-term average since 2013 of 8.08.

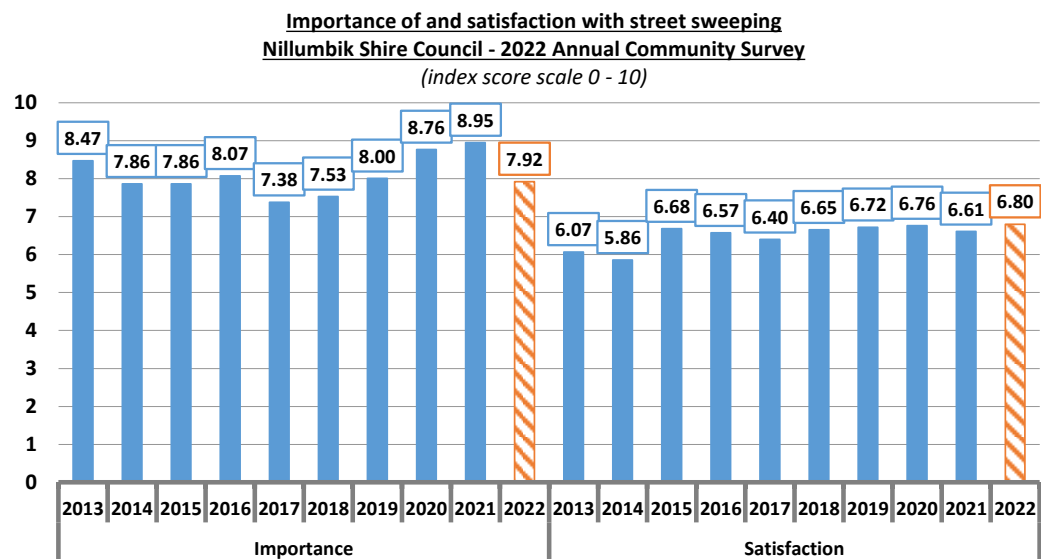
A total of 401 of the 508 respondents provided a satisfaction score for this service, including 47.3% “very satisfied” and 13.9% “dissatisfied”.

The average satisfaction with street sweeping increased marginally but not measurably this year, up 2.9% to 6.80, although it remains at a “good” level.

This result was notably but not measurably higher than the long-term average satisfaction since 2013 of 6.51.

This ranks the service 29th in terms of satisfaction, with an average satisfaction score (6.80) that was measurably lower than the average satisfaction with all 33 services and facilities (7.34).

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “street sweeping” was 7.47, measurably and significantly higher than this Nillumbik Shire result.



Footpath maintenance and repairs

Footpath maintenance and repairs was the 14th most important of the 33 included services and facilities, with an average importance score of 8.73 out of 10. This was a notable decline on the results in recent years, but marginally higher than the long-term average importance since 2013 of 8.70.

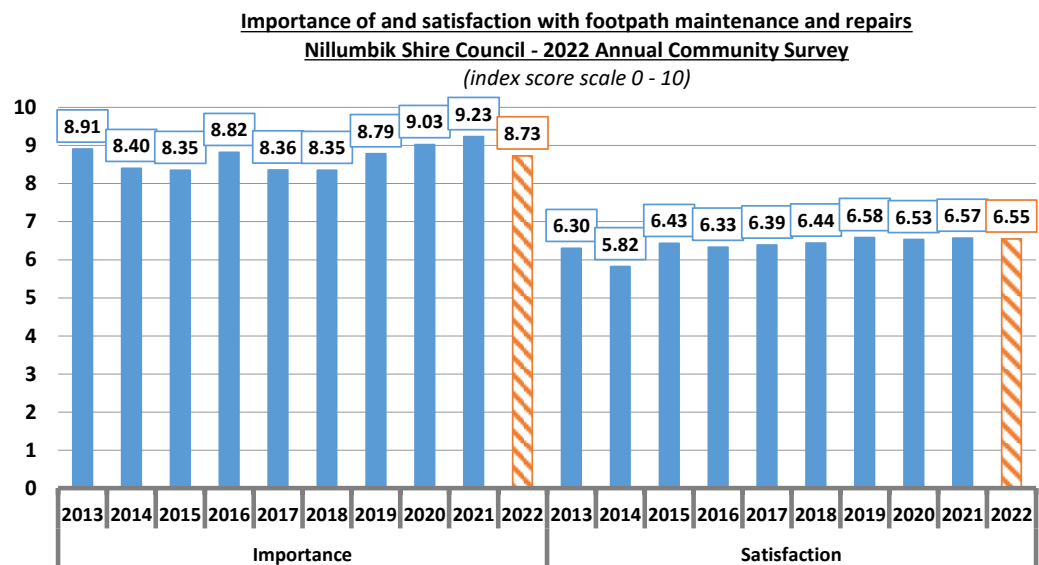
A total of 447 of the 508 respondents provided a satisfaction score for this service, including 43.3% “very satisfied” and 16.4% “dissatisfied”.

The average satisfaction with footpath maintenance and repairs remained essentially stable again this year at 6.55, the fourth consecutive year that satisfaction was marginally above 6.50, and it remains at a “good” level.

This result was marginally but not measurably higher than the long-term average satisfaction since 2013 of 6.39.

This ranks the service 27th in terms of satisfaction, with an average satisfaction score that was measurably lower than the average of all 33 included services and facilities (7.34).

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “footpath maintenance and repairs” was 6.74, somewhat, but not measurably higher than this result.



The 74 respondents who were “dissatisfied” with footpath maintenance and repairs were asked the reasons why they were dissatisfied. These open-ended responses are outlined in the following table, broadly categorised by issue.

The most common reasons why respondents were dissatisfied were uneven / cracked, or poor condition footpaths (33 responses), related comments about a perceived lack of maintenance (18 comments), and comments about not enough footpaths (21 responses).



Nillumbik Shire Council – 2022 Annual Community Survey

Reasons for dissatisfaction with footpath maintenance and repairs

Nillumbik Shire Council - 2022 Annual Community Survey

(Number of responses)

Response	Number
<i>Uneven, cracked</i>	
Cracks	10
Uneven footpaths	9
Overgrown grass on footpaths	2
Broken footpaths	1
Concrete is broken	1
Cracked and uneven footpaths in Eltham	1
Footpath on Lindon Strike Court, Research is uneven and bad	1
Footpaths lifted by trees	1
People trip over	1
Visually impaired people falling over	1
Holes in the middle	1
Poor condition	1
Footpaths are not great	2
Bad	1
Total	33
<i>Maintenance and repair</i>	
Not maintained	4
Bad maintenance	2
Takes too long to fix	2
They haven't fixed the footpath	2
Always unrepaired, never fix properly	1
Damages are not attended	1
Footpaths aren't maintained consistently	1
Footpaths in need of maintenance not safe for families and elderly people	1
Need repairs	1
Paths are not maintained and debris everywhere	1
Poorly maintained considering school kids use them (Valias St)	1
Don't do it	1
Total	18
<i>Not enough footpaths</i>	
No footpaths around the area	14
Need more footpath	3
No proper pavement	1
No walking path	1



There's none in Research	1
We've been asking the Council for footpaths in rural areas, and they keep ignoring	1
Total	21
<hr/> <i>Other</i> <hr/>	
The corner of Grey St has very steep gradient	1
Total	62
Total	73

Waste

There were four services from the waste department included in the 2022 survey, those being the four kerbside collection services (i.e., garbage, recycling, green waste, and hard rubbish).

The average satisfaction with these four services declined less than one percent this year but remains at an “excellent” level of 7.97 out of 10.

The second following graph provides a cross-tabulation of the average importance to the community of, and the average satisfaction with each of these four services.

The crosshairs represent the average importance and satisfaction of all 33 included services and facilities this year.

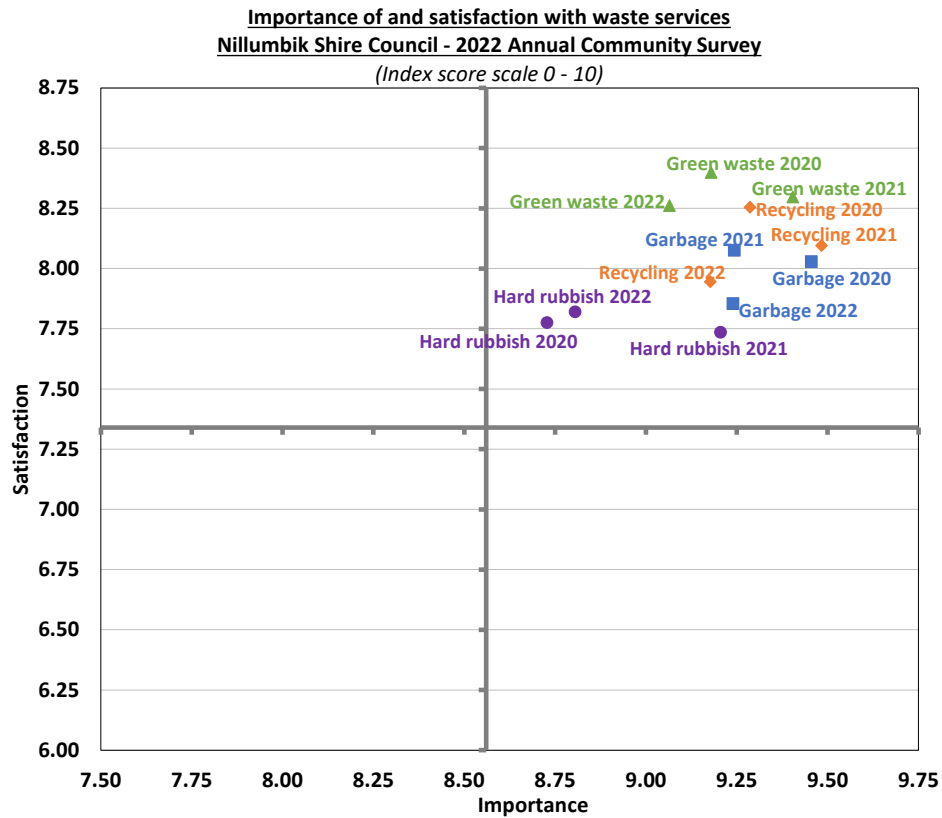
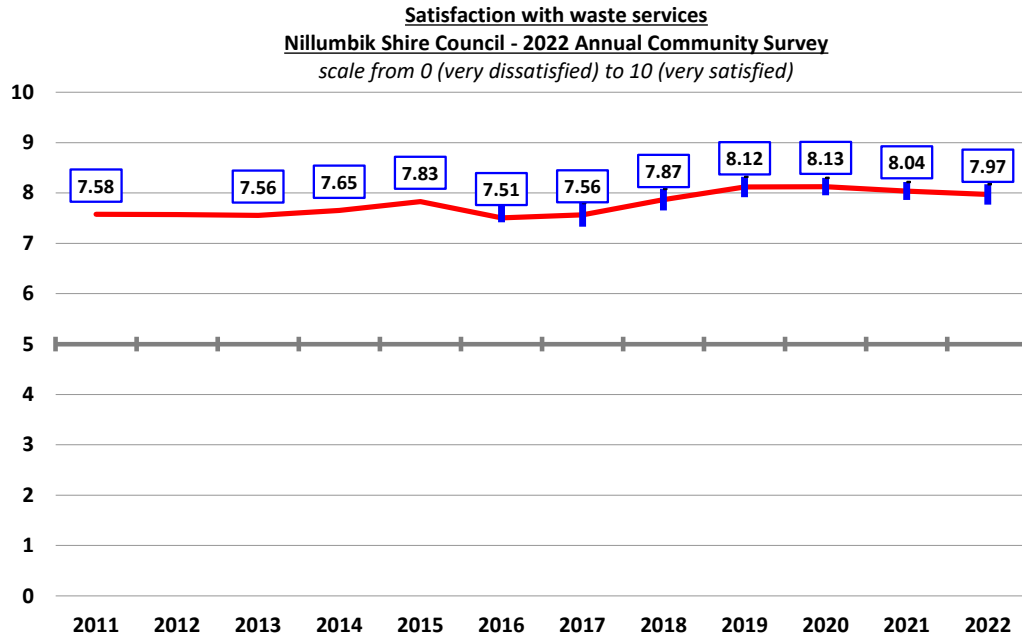
Metropolis Research draws attention to the fact that three of these four services were of measurably higher than average importance and higher than average satisfaction.

The hard rubbish collection was of somewhat higher than average importance and received a somewhat higher than average satisfaction score.

These results reinforce the long-standing trend that kerbside collection services are very important to the Nillumbik community, and that the community is very satisfied with the provision of these services.



Nillumbik Shire Council – 2022 Annual Community Survey



Fortnightly kerbside garbage collection

The fortnightly kerbside garbage collection was the most important of the 33 included services and facilities, with an average importance score of 9.24 out of 10. This result was just marginally lower than the long-term average importance since 2013 of 9.33.

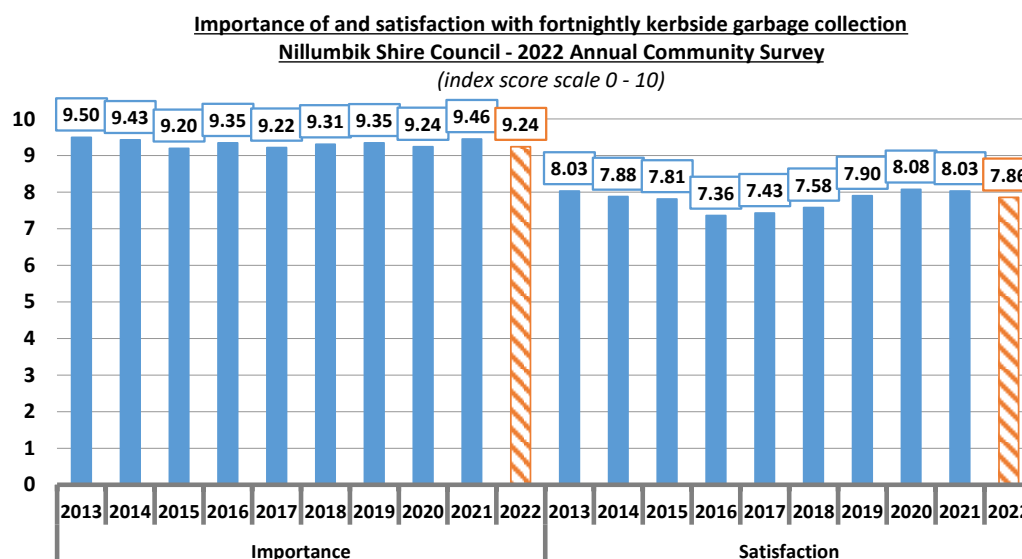
A total of 504 of the 508 respondents provided a satisfaction score for this service, including 70.3% “very satisfied” and 9.1% “dissatisfied”. To record almost three-quarters of respondents “very satisfied” with a service reflects well on the performance of that service.

The average satisfaction with the fortnightly kerbside garbage collection declined marginally but not measurably this year to 7.86, although it remains at an “excellent” level.

This result was marginally higher than the long-term average satisfaction since 2013 of 7.80.

This ranks the service 9th in terms of satisfaction, with an average satisfaction score that was measurably higher than the average of all 33 included services and facilities (7.34).

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “regular garbage collection” was 8.41, measurably higher than this Nillumbik Shire result.



The 46 respondents who were “dissatisfied” with this service provided a total 54 comments as to why they were dissatisfied, as outlined in the following table.

The most common reasons why respondents were dissatisfied was a preference for the garbage collection service to be a weekly rather than a fortnightly service with 33 of the 54 comments directly related to the frequency of collection.



Nillumbik Shire Council – 2022 Annual Community Survey

Reasons for dissatisfaction with fortnightly kerbside garbage collection

Nillumbik Shire Council - 2022 Annual Community Survey

(Number of responses)

Response	Number
It should be weekly / not frequent enough	33
Bins are small	7
Irregular garbage collection	3
Bins are half emptied	2
Red bins should be bigger	2
Appalling: rubbish everywhere specially recycling trucks- they make mess wherever they go	1
Contractors do it, not the Council	1
Council is not collecting now	1
No one collects rubbish	1
Pay for extra bins	1
The garbage bins are only fortnightly which is an issue with park bins	1
They won't let me have more than 1 bin even though I'm happy to pay for it	1
Total	54

Fortnightly kerbside recycling collection

The fortnightly kerbside recycling collection was the 2nd most important of the 33 included services and facilities, with an average importance score of 9.18 out of 10. This result was marginally lower than the long-term average importance since 2013 of 9.33.

A total of 491 of the 508 respondents provided a satisfaction score for this service, including 72.9% “very satisfied” and 7.2% “dissatisfied”. To record almost three-quarters of respondents “very satisfied” with a service reflects well on the performance of that service.

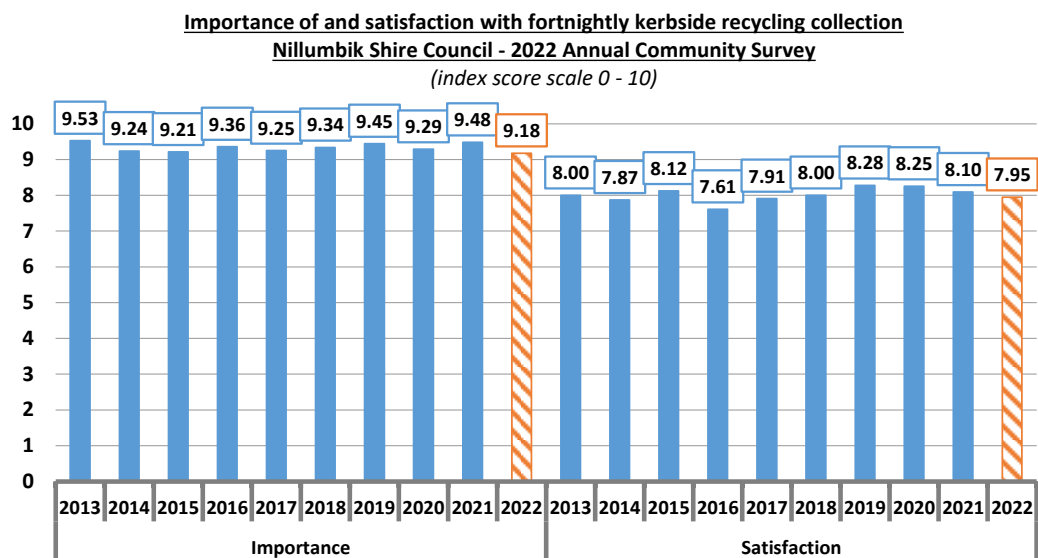
The average satisfaction with the fortnightly recycling collection declined marginally but not measurably this year, down 1.9% to 7.95, although it remains at an “excellent” level.

This result was marginally higher than the long-term average satisfaction since 2013 of 8.01.

This ranks the service 8th in terms of satisfaction, with an average satisfaction score that was measurably higher than the average of all 33 included services and facilities (7.34).

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “regular recycling collection” was 8.35, measurably higher than this Nillumbik Shire result.





The 36 respondents who were “dissatisfied” with this service provided a total 35 comments as to why they were dissatisfied, as outlined in the following table.

The most common reasons why respondents were dissatisfied was a preference for the recycling collection service to be a weekly rather than a fortnightly service with most of the comments directly related to the frequency of collection.

Reasons for dissatisfaction with fortnightly kerbside recycling collection
Nillumbik Shire Council - 2022 Annual Community Survey
(Number of responses)

Response	Number
Weekly collection preferred	18
Not frequent enough	4
At times, bin is only half emptied	2
Council don't actually do it	1
More items can be recycled	1
Need bigger bins	1
No one comes to collect	1
No service	1
Not being recycled	1
Not sure that things are being properly recycled	1
Once in 2 weeks it's not enough	1
Recycling should be recycled	1
They made bin smaller	1
Too much sorting	1

Total

35

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Weekly kerbside green waste collection

The weekly kerbside green waste collection was the 4th most important of the 33 included services and facilities, with an average importance score of 9.07 out of 10. This result was just marginally lower than the long-term average importance since 2013 of 9.18.

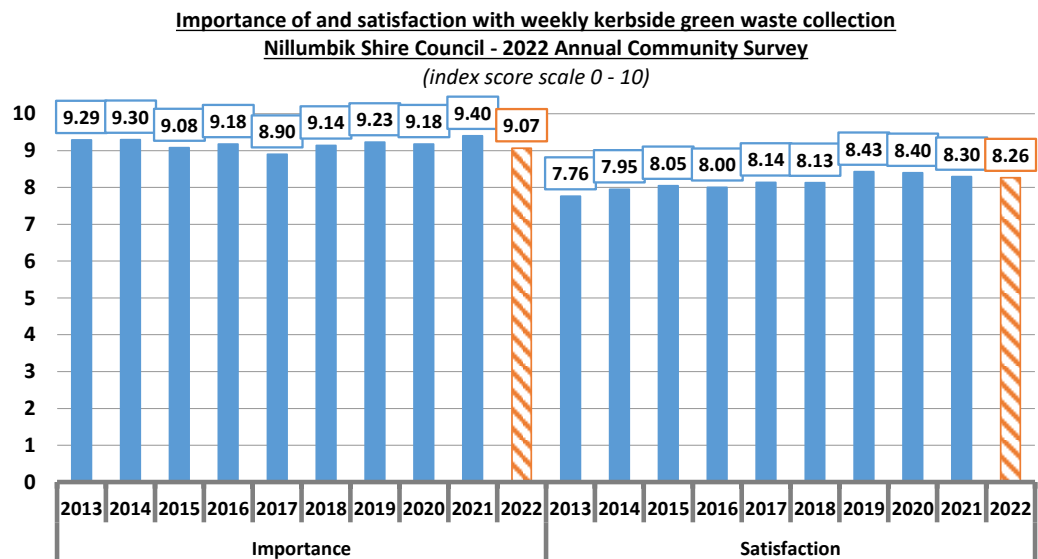
A total of 478 of the 508 respondents provided a satisfaction score for this service, including 77.5% “very satisfied” and 5.1% “dissatisfied”. To record more than three-quarters of respondents “very satisfied” with a service reflects well on the performance of that service.

The average satisfaction with the weekly green waste collection declined very marginally this year, down less than one percent to 8.26, although it remains at an “excellent” level.

This result was marginally but not measurably higher than the long-term average satisfaction since 2013 of 8.14.

This ranks the service 4th in terms of satisfaction, with an average satisfaction score that was measurably higher than the average of all 33 included services and facilities (7.34).

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “green waste collection” was 8.16, marginally but not measurably lower than this Nillumbik Shire result.



The 25 respondents “dissatisfied” with the weekly kerbside green waste collection provided a total of 10 responses as to why they were dissatisfied, as outlined in the following table.



Reasons for dissatisfaction with weekly kerbside green waste collection

Nillumbik Shire Council - 2022 Annual Community Survey

(Number of responses)

Response	Number
At times bin is half emptied	2
Bins are not big enough	2
I want more than one	1
They don't collect	1
They made bin smaller	1
They need to provide disposable bags	1
Too infrequent and too awkward	1
We don't use it	1
Total	10

Hard rubbish collection

The hard rubbish collection was the 10th most important of the 33 included services and facilities, with an average importance score of 8.80 out of 10. Despite a small decline this year, this result was just marginally lower than the long-term average importance since 2013 of 8.93.

A total of 307 of the 508 respondents provided a satisfaction score for this service, including 70.0% “very satisfied” and 7.8% “dissatisfied”. To record almost three-quarters of respondents as being “very satisfied” with a service reflects well on the performance of that service.

The average satisfaction with the hard rubbish collection increased marginally this year, up one percent to 7.82, and it remains at an “excellent” level.

This result was notably but not measurably higher than the long-term average satisfaction since 2013 of 7.37.

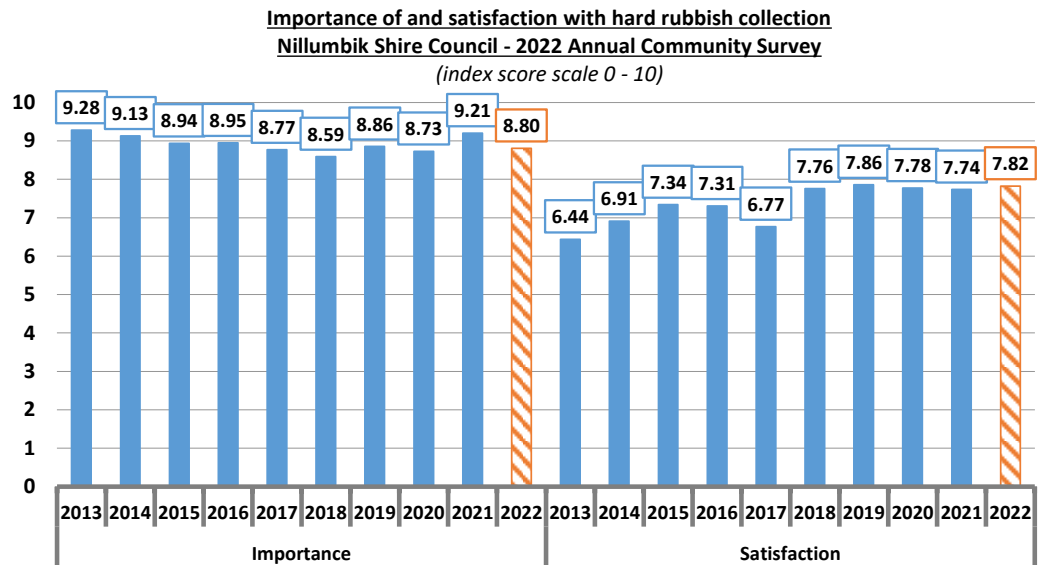
This ranks the service 10th in terms of satisfaction, with an average satisfaction score that was notably, but not measurably higher than the average of all 33 included services and facilities (7.34).

Metropolis Research draws attention to the fact that satisfaction with the hard rubbish collection has increased steadily over time, up from a low of 6.44 back in 2013 to 7.82 this year. As discussed earlier in this section, the hard rubbish collection reported the largest increase in average satisfaction over the last decade (15.1%).

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “hard rubbish collection” was 7.99, marginally but not measurably higher than this Nillumbik Shire result.



Nillumbik Shire Council – 2022 Annual Community Survey

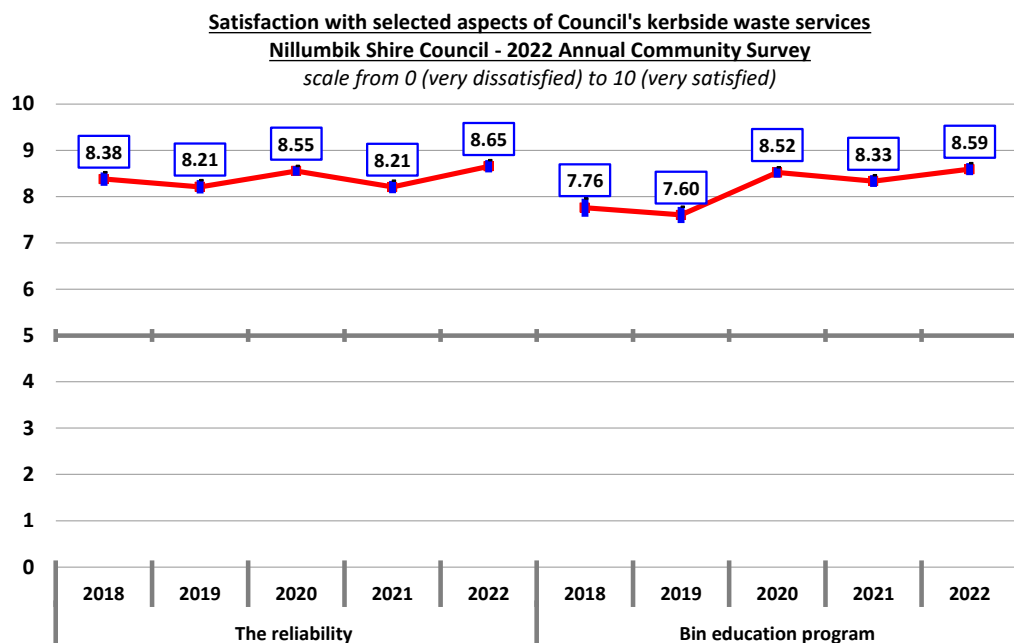


Satisfaction with selected aspects of Council's waste services

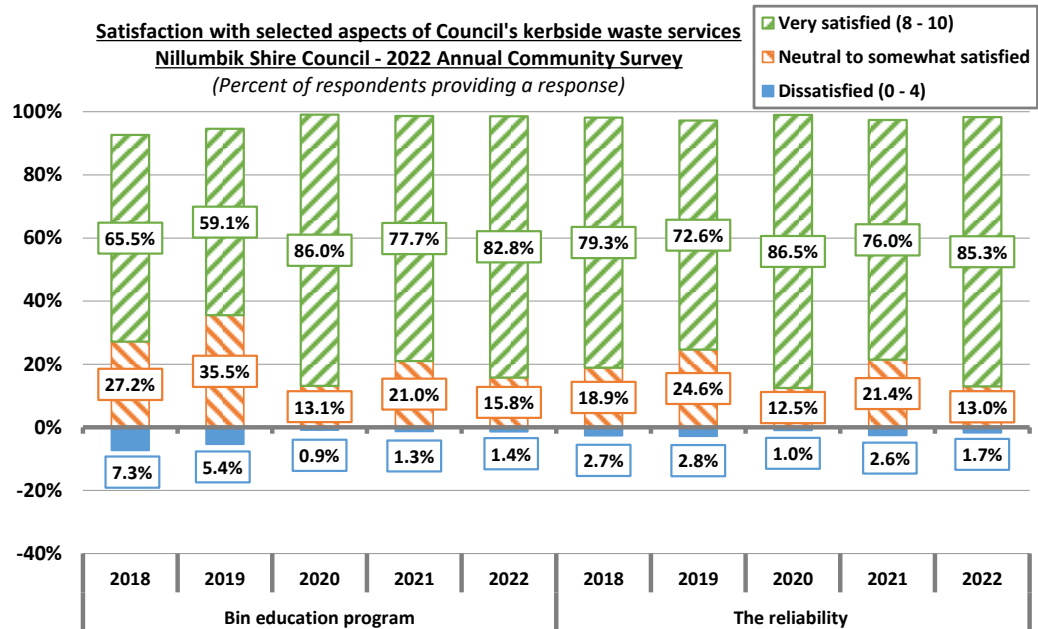
Respondents were asked:

"On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with the following aspects of Council's waste services?"

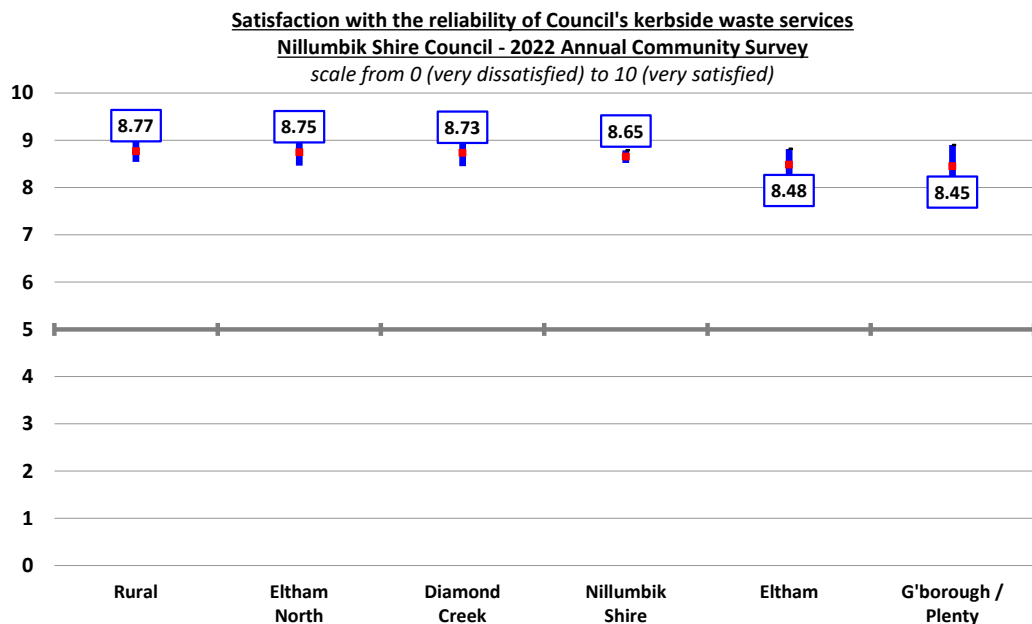
There was a statistically significant improvement this year in satisfaction with both the reliability of the bin collection, as well as information provided on the bin education program.



Satisfaction with both remains at an “excellent” level, the same as in each year in which these questions have been included in the survey. Consistent with these high average satisfaction scores, approximately four-fifths of respondents were “very satisfied” (i.e., rated satisfaction at eight or more) with both of these aspects, whilst less than two percent were “dissatisfied” (i.e., rated satisfaction less than five).

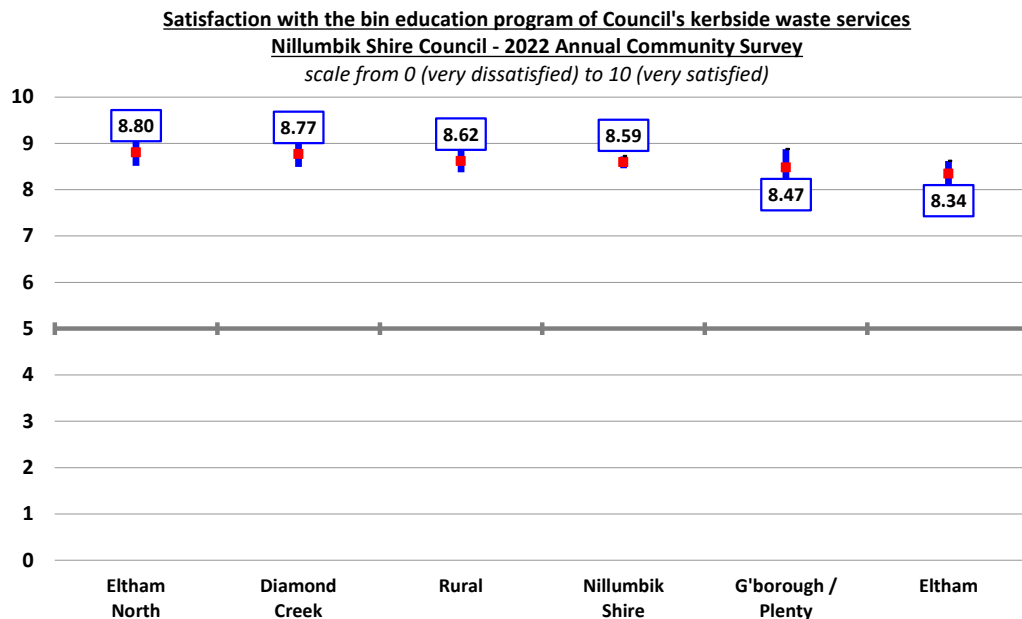


There was no statistically significant variation in satisfaction with the reliability of Council's kerbside collection services observed across the municipality.



Nillumbik Shire Council – 2022 Annual Community Survey

There was no statistically significant variation in satisfaction with the bin education program for Council’s kerbside collection services observed across the municipality.



Public amenity

There were six services from the public amenity department included in the survey this year (i.e., parks and gardens, shopping strips cleaning and maintenance, public toilets, street trees, litter collection, and street lighting).

The average satisfaction with these six services and facilities was 7.11 out of 10 this year, a marginal but not measurable increase of less than one percent on the 7.05 recorded last year.

This remains a “good” level of satisfaction.

The second following graph provides a cross-tabulation of the average importance to the community of, and the average satisfaction with each of these four services.

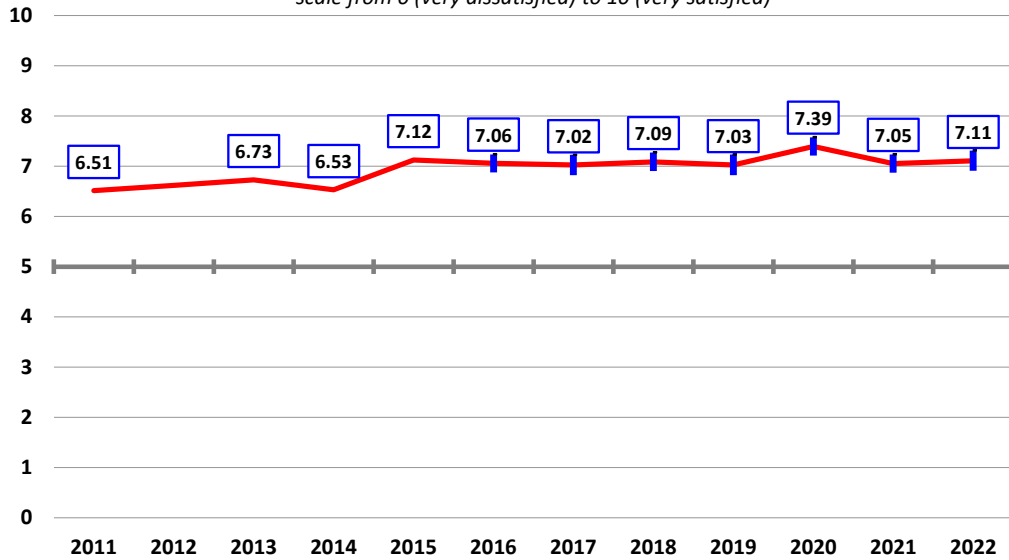
The crosshairs represent the average importance and satisfaction of all 33 included services and facilities this year.

Metropolis Research draws attention to the fact that all these services were of average or higher than average importance to the community, but four received a somewhat lower-than-average satisfaction score.

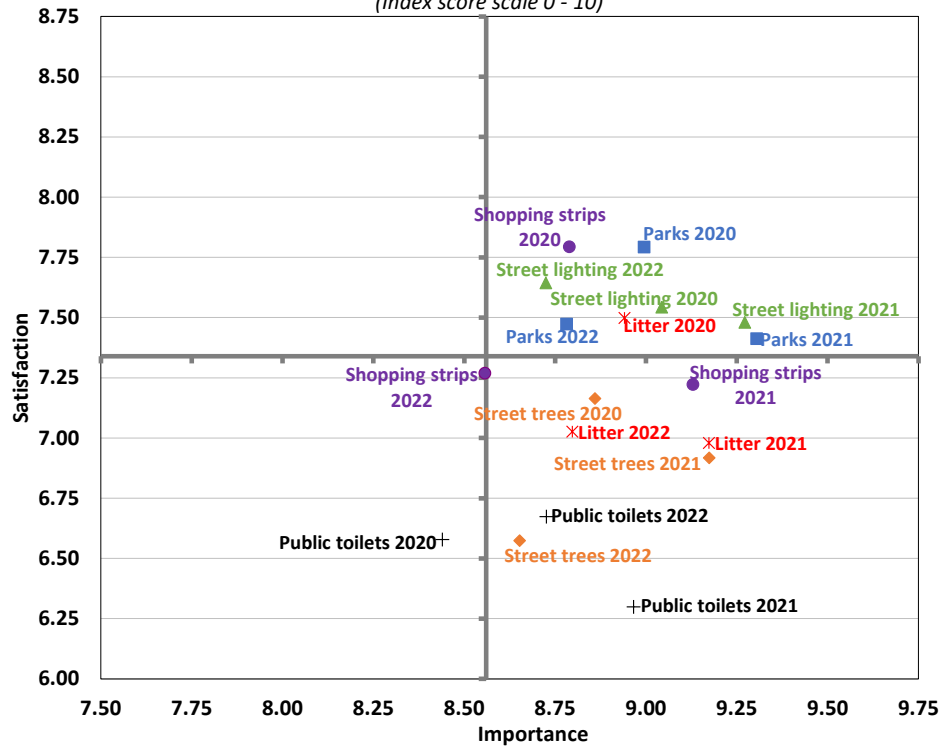
It is noted that the provision and maintenance of parks and gardens as well as street lighting both received a marginally higher than average satisfaction score this year.



Satisfaction with public amenity
Nillumbik Shire Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Importance of and satisfaction with public amenity
Nillumbik Shire Council - 2022 Annual Community Survey
(Index score scale 0 - 10)



Provision and maintenance of parks, gardens, and reserves

The provision and maintenance of parks, gardens, and reserves was the 12th most important of the 33 included services and facilities, with an average importance of 8.78 out of 10. Despite a small decline this year, this remains only marginally below the long-term average importance since 2013 of 8.84.

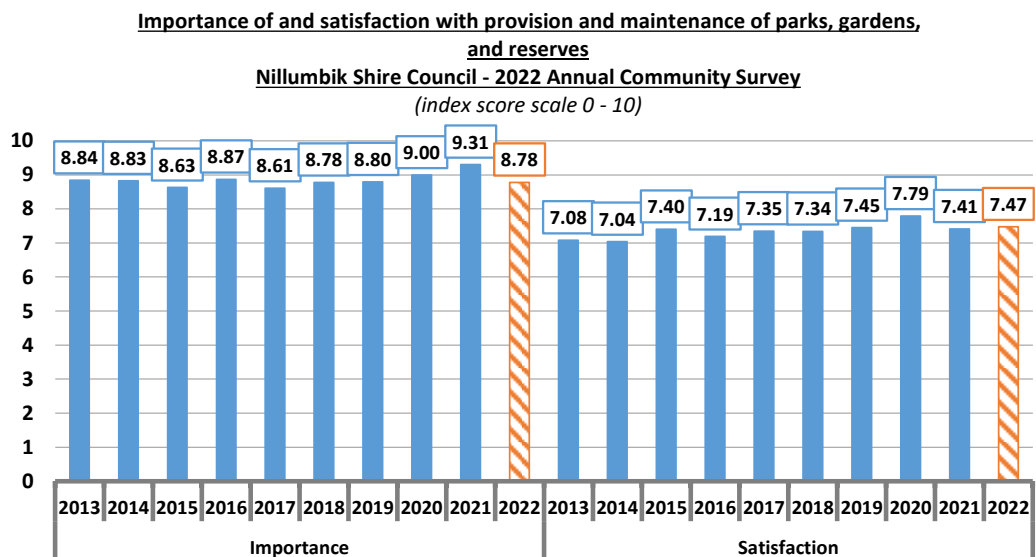
A total of 481 of the 508 respondents provided a satisfaction score for this service, including 58.6% “very satisfied” and 11.4% “dissatisfied”.

The average satisfaction with the provision and maintenance of parks, gardens, and reserves increased marginally this year, up less than one percent to 7.47, and it remains at a “very good” level.

This result was marginally but not measurably higher than the long-term average satisfaction since 2013 of 7.35.

This ranks the service 15th in terms of satisfaction.

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “provision and maintenance of parks and gardens” was 7.75, somewhat but not measurably higher than this Nillumbik Shire result.



Provision and maintenance of street trees

The provision and maintenance of street trees was the 20th most important of the 33 included services and facilities, with an average importance of 8.65 out of 10. Despite a small decline this year, this remains marginally above the long-term average importance since 2013 of 8.60.

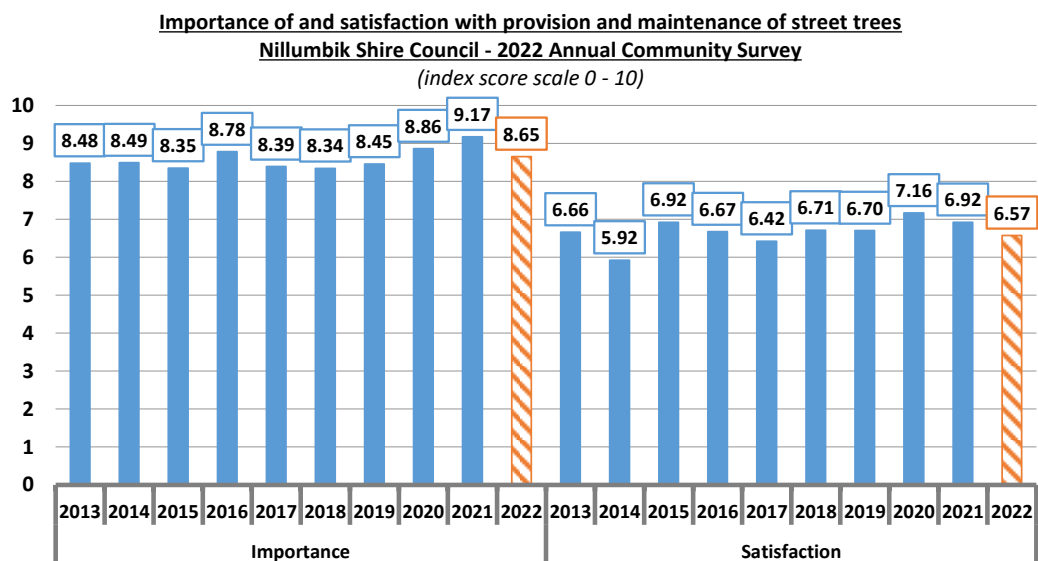
A total of 476 of the 508 respondents provided a satisfaction score for this service, including 45.4% “very satisfied” and 19.3% “dissatisfied”. This was a significant proportion of “dissatisfied” respondents, suggesting there is a substantial group of residents in the community who are not satisfied with street trees.

The average satisfaction with the provision and maintenance of street trees declined notably but not measurably this year, down 5.1% to 6.57, although it remains at a “good” level.

This result was marginally but not measurably lower than the long-term average satisfaction since 2013 of 6.67.

This ranks the service 26th in terms of satisfaction, with an average satisfaction score that was measurably lower than the average of all 33 included services and facilities (7.34).

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “provision and maintenance of street trees” was 7.12, measurably higher than this Nillumbik Shire result.



The 92 respondents “dissatisfied” with the provision and maintenance of street trees provided a total of 64 responses as to the reasons why they were dissatisfied, as outlined in the following table.



Nillumbik Shire Council – 2022 Annual Community Survey

The most common responses relate to a perception that there was insufficient maintenance (43 comments), comments about damage caused by trees (8 comments), a lack of trees (5 comments), comments on the type or species of trees (3 comments), and 5 other comments.

Reasons for dissatisfaction with provision and maintenance of street trees

Nillumbik Shire Council - 2022 Annual Community Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Maintenance issues</i>	
Not maintained	14
Not enough maintenance	5
Overhanging branches all the time. No timeliness / proactive approach by the Council	3
Dead trees everywhere	2
They haven't cut the trees down	2
A tree in front of our house needed to be looked at and Council ignored it	1
Always overgrown, leaning on the roads	1
Asked to check about tree maintenance but they've not checked	1
Council does not notice on their own. Residents must report everything	1
Council leaves the trees unattended until dangerous	1
Grass overgrown everywhere	1
Informed the Council to clear the tree barks and no response	1
Never properly pruned	1
Planted trees on nature strips, some died	1
Street trees are not maintained and cleaned	1
Takes forever to maintain the nature strips	1
The trees need to be trimmed down (Kamarooka Drive)	1
They don't clean up regularly and take ages	1
Trees came down during storm is still there not removed	1
Trees need to be trimmed on main roads	1
Trees weren't taken care of	1
They're not doing it	1
Total comments	43
<i>Damage caused by trees</i>	
Branches fall during strong wind	1
Cars damaged by the trees	1
During the storm, neighbour had to remove the blown down trees and nature strips	1
Gum trees shed so many leaves, seeds, and fruits, and it falls in my property. As a result, my green waste bin gets full of Council's tree waste. I don't get any space for my own green waste	1
Nature strips and trees during the storm damaged my fences	1
Old trees are damaging personal property and Council did nothing when raised the issue	1



Street trees often fall	1
Trees are all over the place. We can't see the traffic on opposite side or during the turns	1
Total comments	8
<i>Lack of trees</i>	
No trees provided in my street /area	4
We need more trees	1
Total comments	5
<i>Type / species of street trees</i>	
Council has planted genetically modified gum trees as street trees. And it is a stupid thing to do	1
Plant wrong trees	1
Species choices and location of planting is poorly considered	1
Total comments	3
<i>Other comments</i>	
Council does not do anything for rural land	1
None of the trees were put up properly	1
Poor animal and wildlife management. Rabbits and kangaroos ruin greenery on residential properties and backyards	1
The council had demolished a entire tree area which concerned me to a certain extent (Near Skyline Road)	1
Overdoing	1
Total comments	5
Total	64



Provision and maintenance of street lighting

The provision and maintenance of street lighting was the 16th most important of the 33 included services and facilities, with an average importance of 8.72 out of 10. Despite a small decline this year, this remains almost identical to the long-term average importance since 2013 of 8.79.

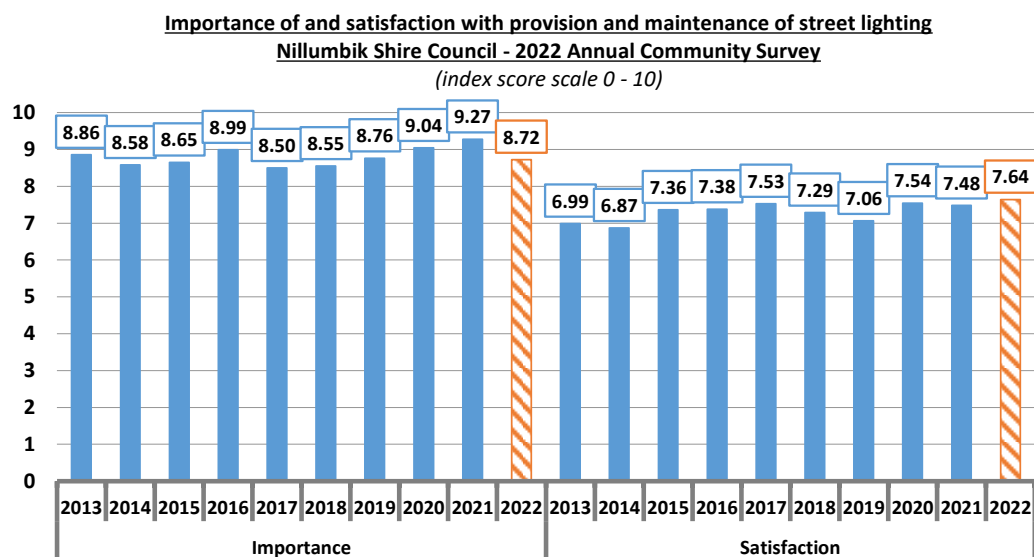
A total of 452 of the 508 respondents provided a satisfaction score for this service, including 65.6% “very satisfied” and 8.2% “dissatisfied”.

The average satisfaction with the provision and maintenance of street lighting increased marginally but not measurably this year, up 2.1% to 7.64, although it remains at a “very good” level.

This result was marginally but not measurably higher than the long-term average satisfaction since 2013 of 7.31.

This ranks the service 13th in terms of satisfaction.

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “provision and maintenance of street lighting” was 7.72, just marginally higher than this Nillumbik Shire result.



Litter collection in public areas

Litter collection in public areas was the 11th most important of the 33 included services and facilities, with an average importance of 8.80 out of 10. Despite a small decline this year, this result was identical to the long-term average importance since 2013 of 8.80.

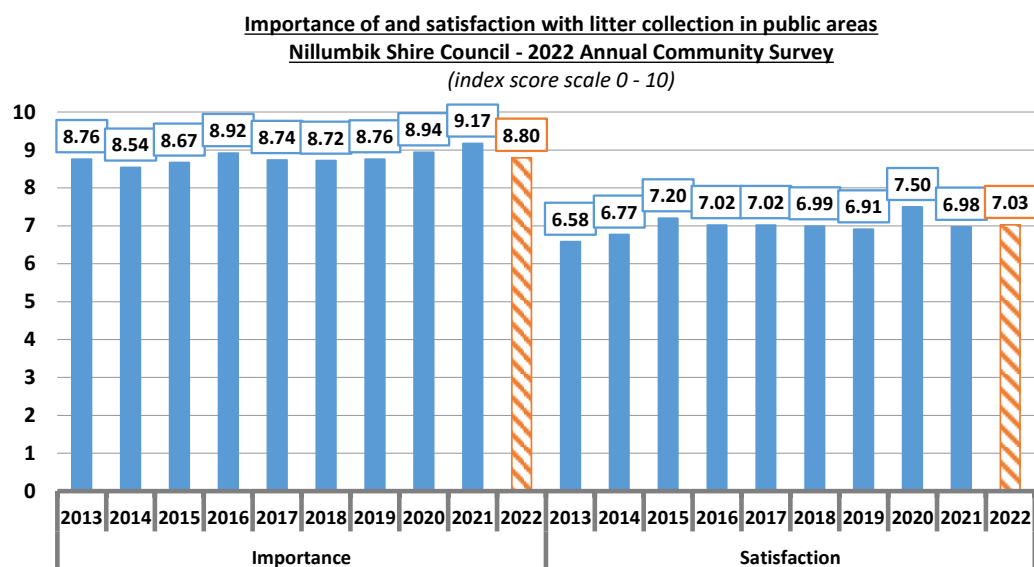
A total of 477 of the 508 respondents provided a satisfaction score for this service, including 52.6% “very satisfied” and 12.9% “dissatisfied”.

The average satisfaction with litter collection in public areas increased marginally but not measurably this year, up less than one percent to 7.03, although it remains at a “good” level.

This result was almost identical to the long-term average satisfaction since 2013 of 7.00.

This ranks the service 23rd in terms of satisfaction, with an average satisfaction score that was measurably lower than the average of all 33 included services and facilities (7.34).

This service was not included in *Governing Melbourne* in this format and therefore no comparison results are available.



Maintenance and cleaning of shopping strips

The maintenance and cleaning of shopping strips was the 24th most important of the 33 included services and facilities, with an average importance of 8.5 out of 10. Despite a small decline this year, this result was almost identical to long-term average importance since 2013 of 8.58.

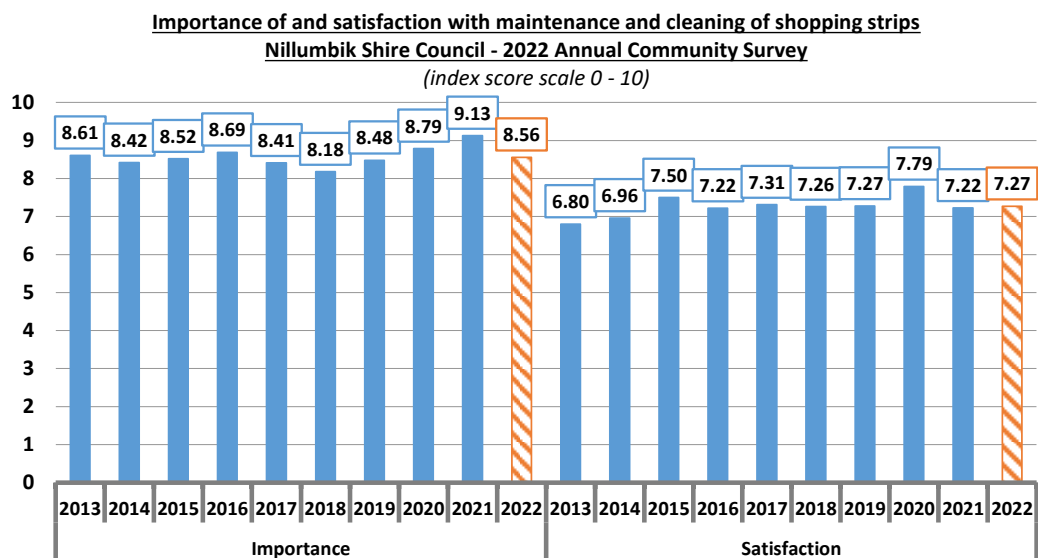
A total of 468 of the 508 respondents provided a satisfaction score for this service, including 55.7% “very satisfied” and 8.8% “dissatisfied”.

The average satisfaction with the maintenance and cleaning of shopping strips increased very marginally but not measurably this year, up less than one percent to 7.27, and is now at a “very good”, up from a “good” level of satisfaction.

This result was almost identical to the long-term average satisfaction since 2013 of 7.26.

This ranks the service 20th in terms of satisfaction.

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “maintenance and cleaning of shopping strips” was 7.40, marginally but not measurably higher than this Nillumbik Shire result.



Public toilets

Public toilets were the 15th most important of the 33 included services and facilities, with an average importance of 8.73 out of 10. Despite a small decline this year, this remains almost identical to the long-term average importance since 2013 of 8.77.

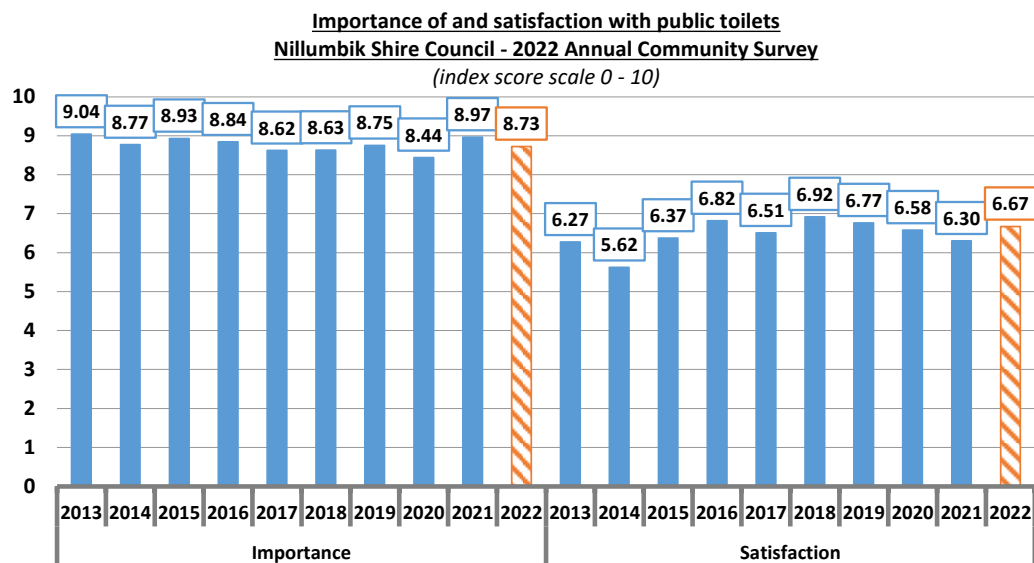
A total of 290 of the 508 respondents provided a satisfaction score for this service, including 42.6% “very satisfied” and 16.3% “dissatisfied”.

The average satisfaction with public toilets increased notably but not measurably this year, up 5.9% to 6.57, although it remains at a “good” level.

This result was notably but not measurably higher than the long-term average satisfaction since 2013 of 6.48.

This ranks the service 25th in terms of satisfaction, with an average satisfaction score that was notably, but not measurably lower than the average of all 33 included services and facilities (7.34).

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “public toilets” was 6.33, notably but not measurably lower than this Nillumbik Shire result.

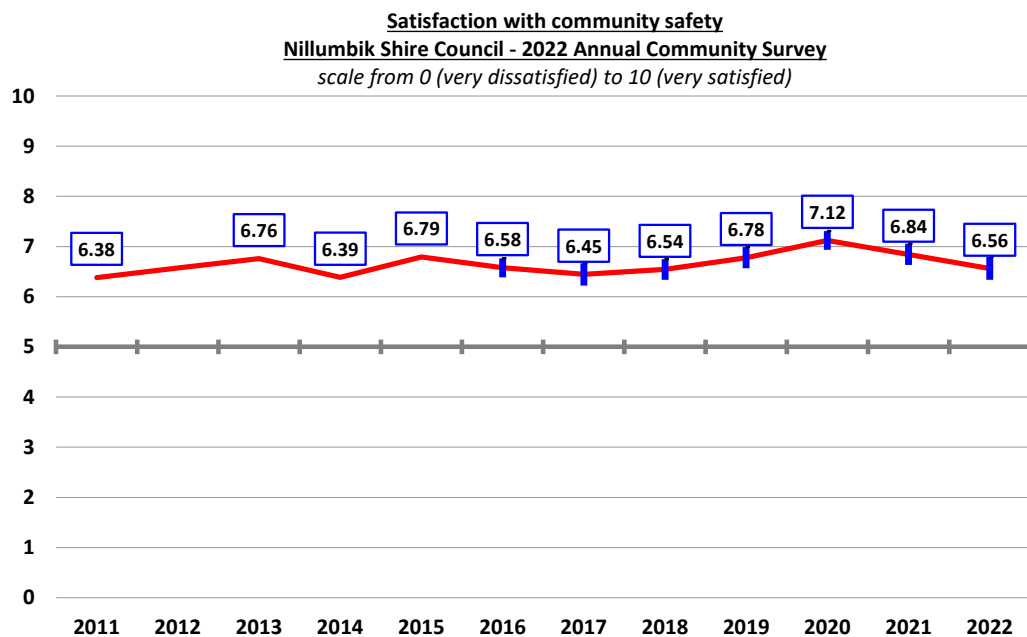


Community safety

There were four services from the community safety department included in the survey this year (i.e., fire prevention, animal management, parking enforcement, and local traffic management).

The average satisfaction with these four services and facilities was 6.56 out of 10 this year, a notable but not measurable decrease of 4.1% on the 6.84 recorded last year.

This remains a “good” level of satisfaction.



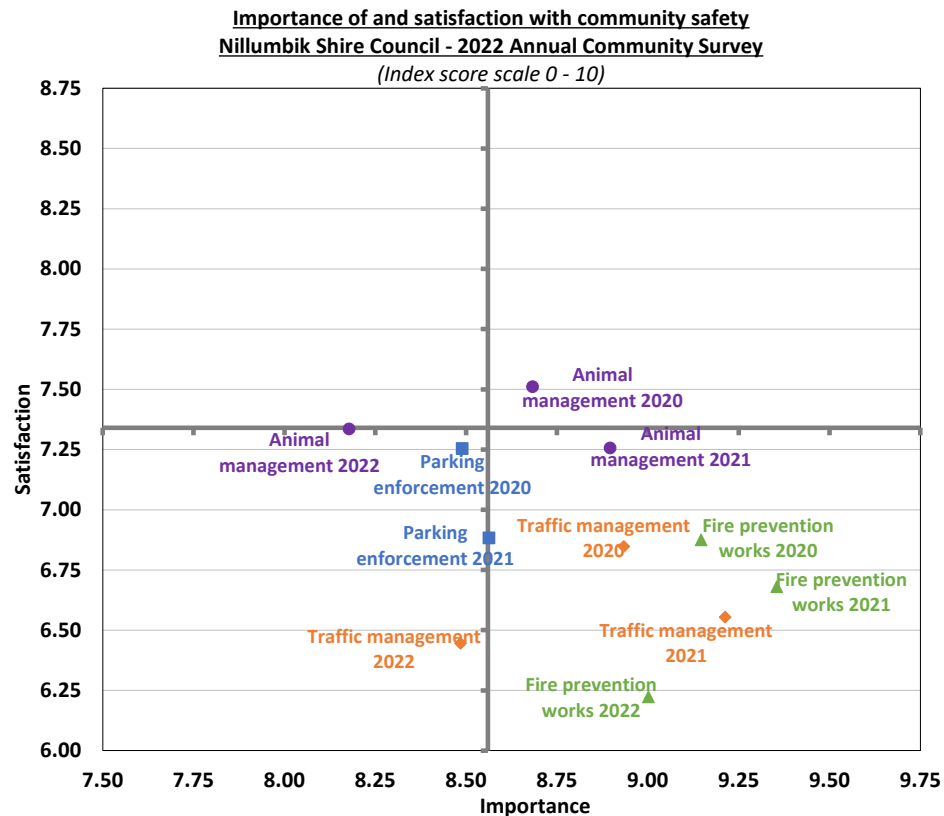
The following graph provides a cross-tabulation of the average importance to the community of, and the average satisfaction with each of these four services.

The crosshairs represent the average importance and satisfaction of all 33 included services and facilities this year.

Metropolis Research draws attention to the fact that three of these four services were of almost average or higher than average importance to the community, and all three of these received a somewhat lower-than-average satisfaction score.

It is noted that the animal management was of lower-than-average importance but received an average satisfaction score.





Parking enforcement

Parking enforcement was the 32nd most important of the 33 included services and facilities, with an average importance of 7.00 out of 10, a measurable and significant decline on the 8.56 recorded last year. It is noted that the importance of parking enforcement has been unsettled over time. The long-term average importance since 2013 was 7.57, measurably higher than the 2022 result.

A total of 414 of the 508 respondents provided a satisfaction score for this service, including 40.4% “very satisfied” and 21.1% “dissatisfied”. The fact that more than one-fifth of respondents were dissatisfied with this service reflects significant community concern with the provision of parking enforcement within the Nillumbik Shire.

The average satisfaction with parking enforcement declined measurably this year, down 9.2% to 6.25, which is a “solid”, down from a “good” level. Metropolis Research notes that the end of the pandemic lockdowns may well have played a part in increased parking related concerns.

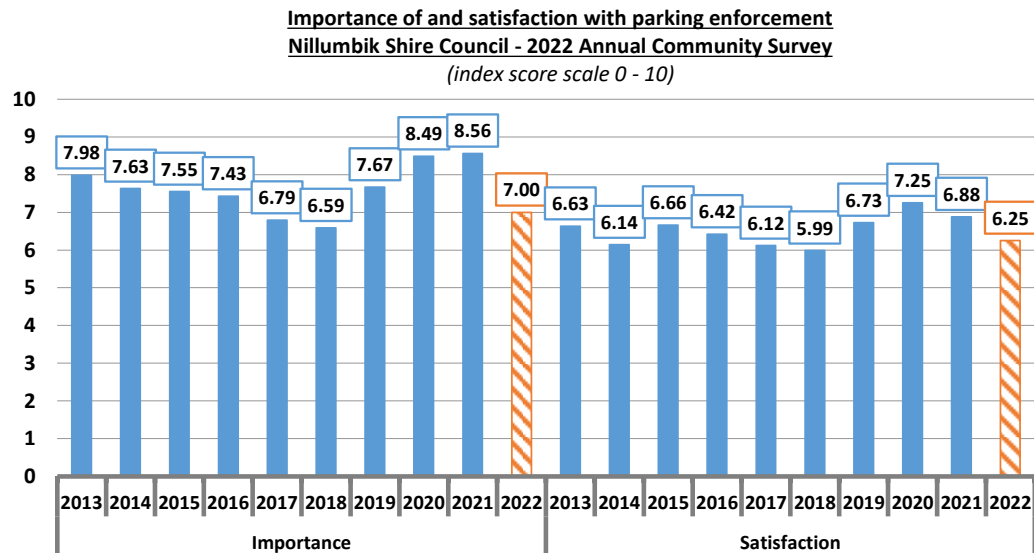
This result was notably but not measurably lower than the long-term average satisfaction since 2013 of 6.51.



Nillumbik Shire Council – 2022 Annual Community Survey

This ranks the service 30th in terms of satisfaction, with an average satisfaction score that was measurably lower than the average of all 33 included services and facilities (7.34).

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “parking enforcement” was 6.54, notably but not measurably higher than this Nillumbik Shire result.



Local traffic management

Local traffic management was the 25th most important of the 33 included services and facilities, with an average importance of 8.48 out of 10. Despite a small decline in importance this year, this remains only somewhat lower than the long-term average importance since 2013 of 8.78.

A total of 456 of the 508 respondents provided a satisfaction score for this service, including 37.6% “very satisfied” and 17.8% “dissatisfied”.

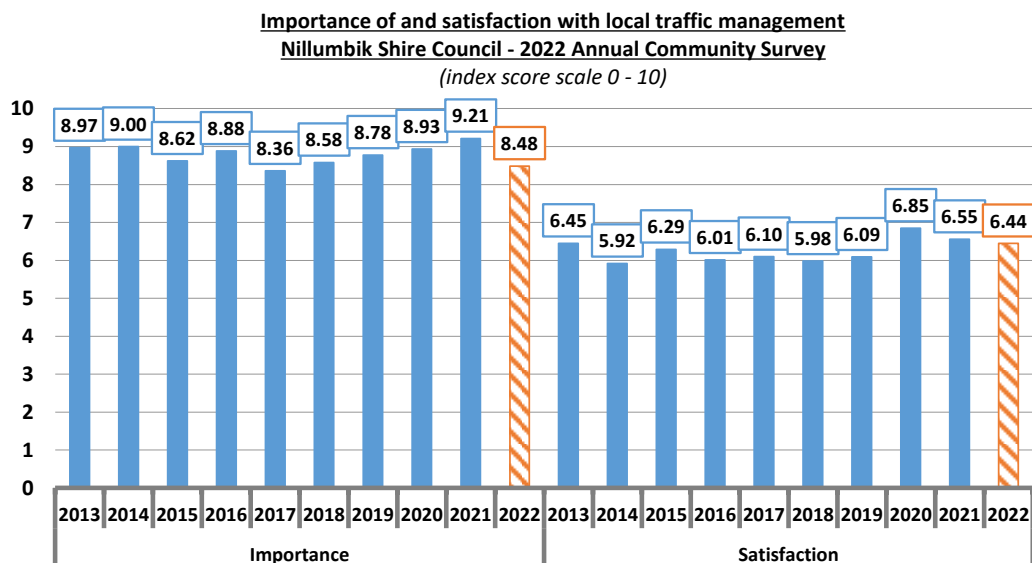
The average satisfaction with local traffic management declined marginally but not measurably this year, down 1.7% to 6.44, which is a “solid”, down from a “good” level. Metropolis Research notes that the end of the pandemic lockdowns this year may well have had an impact on community satisfaction with issues such as traffic management.

Despite the small decline this year, this result was marginally but not measurably higher than the long-term average satisfaction since 2013 of 6.27.

This ranks the service 28th in terms of satisfaction, with an average satisfaction score that was measurably lower than the average of all 33 included services and facilities (7.34).

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “local traffic management” was 6.80, measurably higher than this Nillumbik Shire result.





Fire prevention works

Fire prevention works were the 6th most important of the 33 included services and facilities, with an average importance of 9.00 out of 10. Despite a small decline this year, fire prevention works remains one of the most important services provided by Council, and importance this year was only marginally below the long-term average since 2016 of 9.16.

A total of 424 of the 508 respondents provided a satisfaction score for this service, including 37.3% “very satisfied” and 21.7% “dissatisfied”. The fact that more than one-fifth of respondents were dissatisfied with this service reflects substantial concern by many in the community with fire prevention works within the Nillumbik Shire.

The average satisfaction with fire prevention works declined measurably this year, down 6.9% to 6.22, which is a “solid”, down from a “good” level.

This result was measurably lower than the long-term average satisfaction since 2016 of 6.80.

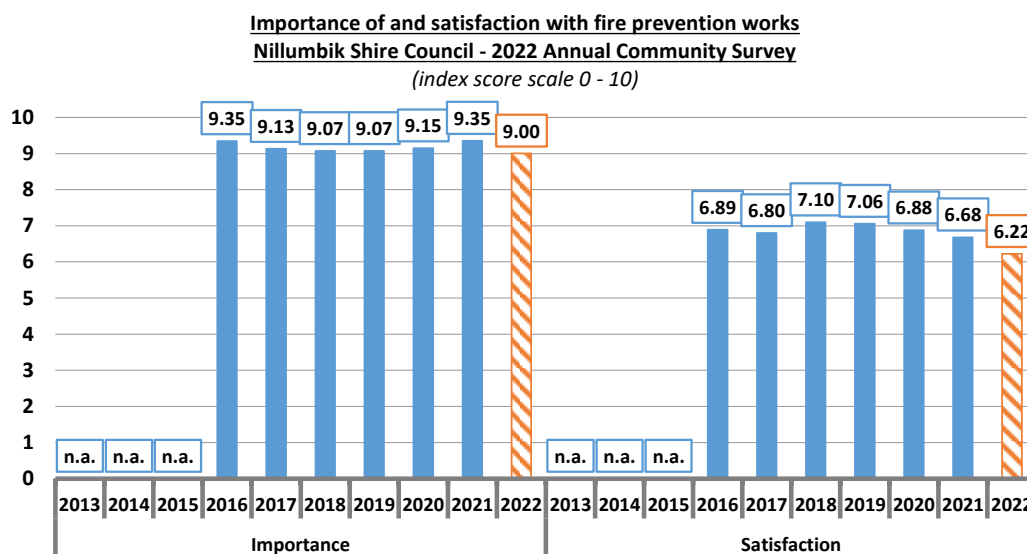
This ranks the service 31st in terms of satisfaction, with an average satisfaction score that was measurably lower than the average of all 33 included services and facilities (7.34).

Satisfaction with fire prevention works was highest in Eltham (6.82) and Eltham North (6.62) and lowest in the rural precinct (5.71 or “poor”) and Greensborough / Plenty (6.04 or “solid”).

This service was not included in *Governing Melbourne* and therefore no comparison results are available.



Nillumbik Shire Council – 2022 Annual Community Survey



A total of 92 respondents were “dissatisfied” with fire prevention works, and 60 of these respondents provided a response as to why they were “dissatisfied”, as outlined in the following table.

The most common responses related to a perception that grass was overgrown and / or not regularly slashed or mowed.

Reasons for dissatisfaction with fire prevention works
Nillumbik Shire Council - 2022 Annual Community Survey
(Number of responses)

Response	Number
<i>Perceived lack of roadside slashing / fire prevention works</i>	
Grass overgrown, not regularly slashed / mowed	9
Nothing has been done by the Council	8
Not done frequently	3
Take long time to cut grass	3
Too many dry and long grasses	3
It could be better	2
Left up to residents	2
No programs related to it	2
They don't do it often enough / need to do more	2
A lot of foliage not cared for; bushes not cut	1
Bad storm few months ago Manningham offered to the residents to clear green waste	1
Banks of the roads are always covered with grass. There are trees overhanging. They cut the grass this year after 3 years. Such poor response bushfire prone areas are appalling	1



Deadwoods are not attended	1
Don't clear debris	1
It's a really a big issue	1
It's done only once a year. It should be minimum 3 times a year	1
Leave all the trees that have come down around	1
Lots of bad maintenance	1
Neglect half of Eltham	1
Never cut the grass properly. Nearby roads under Whittlesea Council are so well maintained and ours look so shabby and unclean and half done	1
No programs related to that	1
No fire protection	1
Not enough fire prevention work	1
There's grass overgrown all the time. There are roads where one side is Whittlesea Council, and it is cut 3 times a year and one side of the road is under Nillumbik Shire which is always shabby and overgrown and just ugly	1
They do nothing. They stop us from doing it	1
They don't do it well. It always looks like job half done	1
They need to be proactive	1
They slash rubbish with it as they don't get rid of rubbish first	1
They took 6 weeks to get mine fixed	1
Too many shrubs in the area	1
Total comments	55
<i>Other comments</i>	
Council doesn't follow its own instructions	1
Council is not responsive to complaints	1
Council sent notice to clear the property during bushfires and they never planted the nature strips on the property	1
Our yards get flashed fire	1
Water tank too massive near housing area	1
Total comments	5
Total	60



Animal management

Animal management was the 28th most important of the 33 included services and facilities, with an average importance of 8.18 out of 10. Despite a measurable decline in importance this year, this remains only somewhat lower than the long-term average importance since 2013 of 8.32.

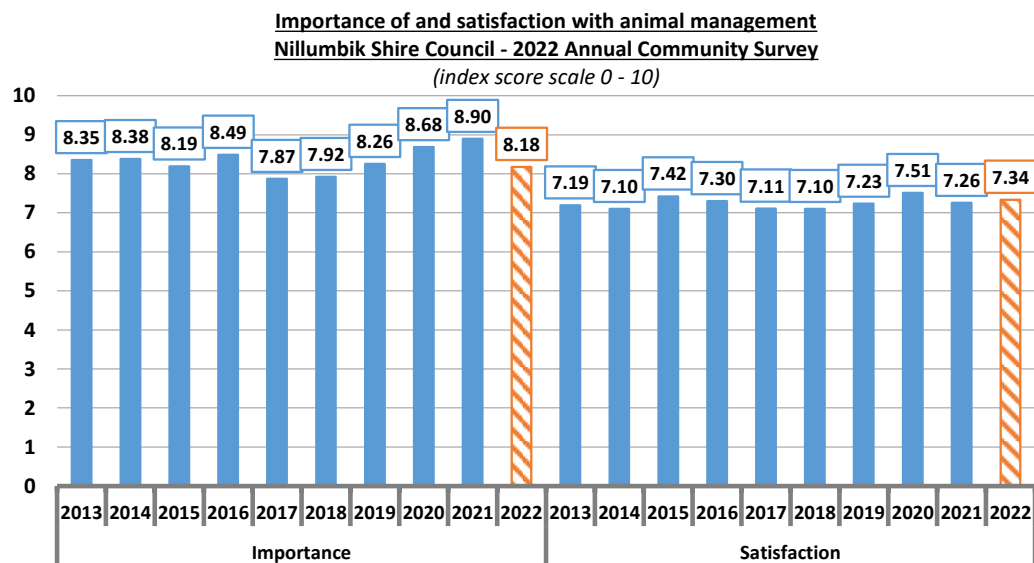
A total of 431 of the 508 respondents provided a satisfaction score for this service, including 57.4% “very satisfied” and 8.6% “dissatisfied”.

The average satisfaction with animal management increased marginally but not measurably this year, up 1.1% to 7.34, and remains at a “very good” level.

This result was marginally but not measurably higher than the long-term average satisfaction since 2013 of 7.26.

This ranks the service 18th in terms of satisfaction.

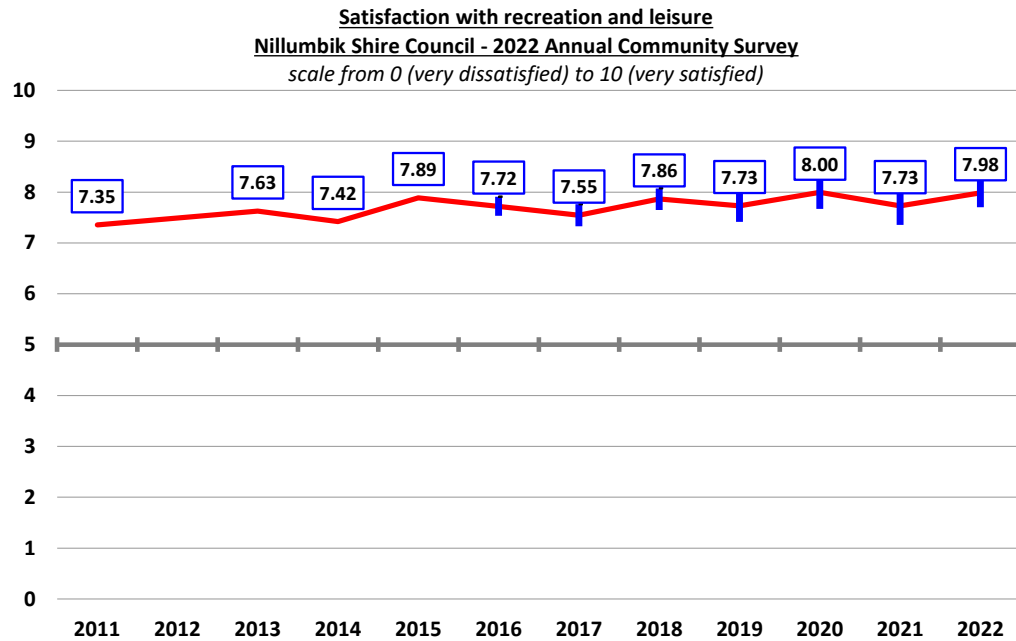
By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “animal management” was 7.60, somewhat, but not measurably higher than this Nillumbik Shire result.



Recreation and leisure

There were four services from the recreation and leisure department included in the survey this year (i.e., sports ovals, aquatic and recreation centres, horse riding trails, and bike paths).

The average satisfaction with these four services and facilities was 7.98 out of 10 this year, a notable but not measurable increase of 3.2% on the 7.73 recorded last year. This remains a “good” level of satisfaction.



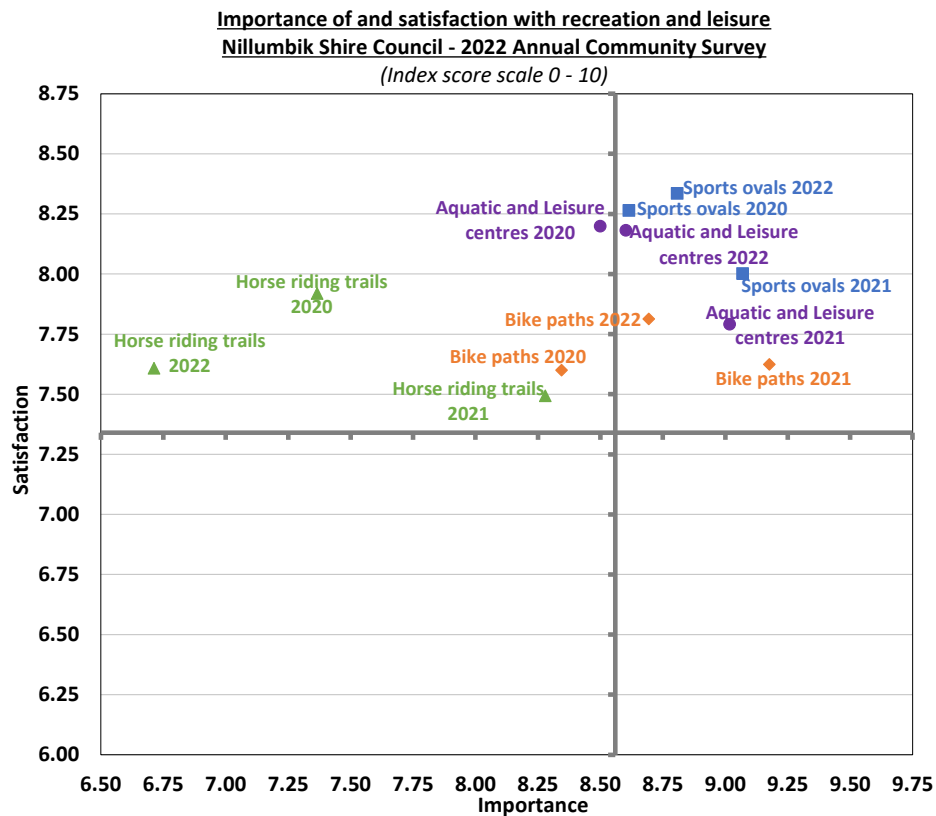
The following graph provides a cross-tabulation of the average importance to the community of, and the average satisfaction with each of these four services.

The crosshairs represent the average importance and satisfaction of all 33 included services and facilities this year.

Metropolis Research draws attention to the fact that three of these four services and facilities were of higher-than-average importance to the community, and that all four received a somewhat higher-than-average satisfaction score.

It is noted that horse riding trails has recorded a measurably lower than average importance score in two of the last three years, with the 2022 result measurably and significantly lower than the municipal average importance.





Sports ovals (including facilities and activities)

Sports ovals were the 9th most important of the 33 included services and facilities, with an average importance of 8.81 out of 10. This result remains marginally above than the long-term average importance since 2013 of 8.72.

A total of 298 of the 508 respondents (58.6%) provided a satisfaction score for this service, including 81.7% “very satisfied” and just 2.2% “dissatisfied”. The fact that more than four-fifths of the respondents who used these facilities were “very satisfied” reflects extremely well on the performance of Council providing these facilities to the community.

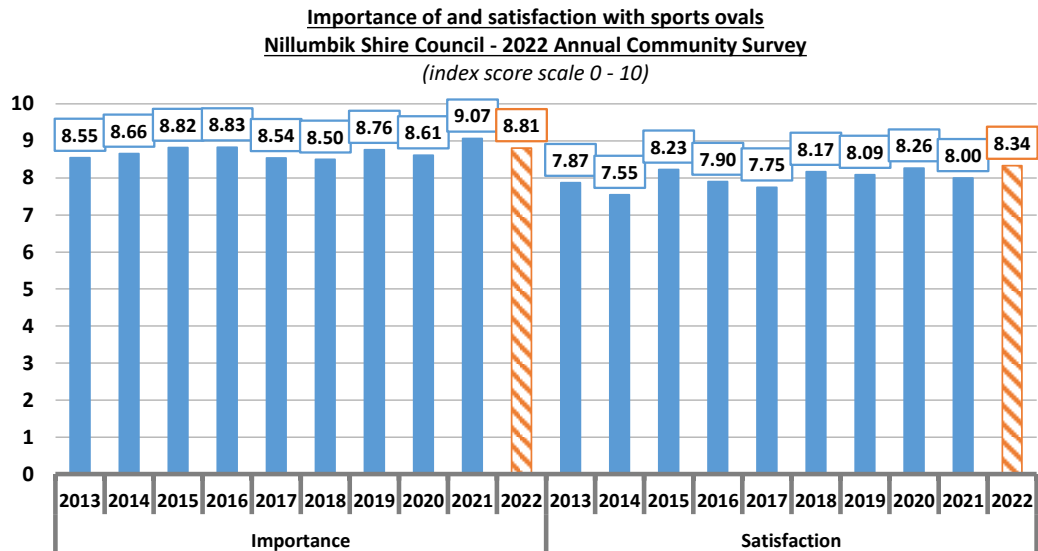
The average satisfaction with sports ovals increased marginally but not measurably this year, up 4.3% to 8.3, and remains at an “excellent” level.

This result was marginally but not measurably higher than the long-term average satisfaction since 2013 of 8.02.

This ranks the service 3rd in terms of satisfaction, with a satisfaction score that was measurably and significantly higher than the average satisfaction with all 33 services and facilities (7.34).



By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “sports ovals” was 7.99, somewhat, but not measurably lower than this Nillumbik Shire result.



On and off-road bike paths (including shared pathways)

On and off-road bike paths were the 19th most important of the 33 included services and facilities, with an average importance of 8.69 out of 10. Despite a measurable decline in importance this year from the unusually high result of 9.18 recorded last year, this remains almost identical to the long-term average importance since 2013 of 8.63.

A total of 312 of the 508 respondents (61.4%) provided a satisfaction score for this service, including 68.1% “very satisfied” and 6.5% “dissatisfied”.

The average satisfaction with on and off-road bike paths increased marginally but not measurably this year, up 2.5% to 7.81, which is an “excellent”, up from a “very good” level.

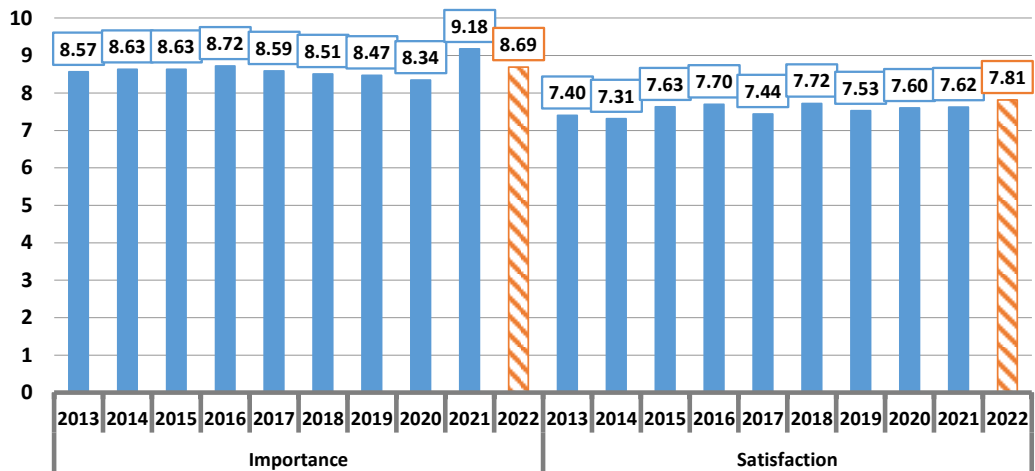
This result was notably but not measurably higher than the long-term average satisfaction since 2013 of 7.58.

This ranks the service 11th in terms of satisfaction.

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “on and off-road bike paths including shared pathways” was 7.40, notably, but not measurably lower than this Nillumbik Shire result.



Importance of and satisfaction with on and off road bike paths
Nillumbik Shire Council - 2022 Annual Community Survey
(index score scale 0 - 10)



Horse riding trails

Horse riding trails were the least important of the 33 included services and facilities, with an average importance of 6.71 out of 10. This was a measurable decline in importance this year from the unusually high result of 8.28 recorded last year, and is somewhat below the long-term average importance since 2019 of 7.29

A total of just 52 of the 508 respondents (10.2%) provided a satisfaction score for this service, including 67.0% “very satisfied” and 2.9% “dissatisfied”.

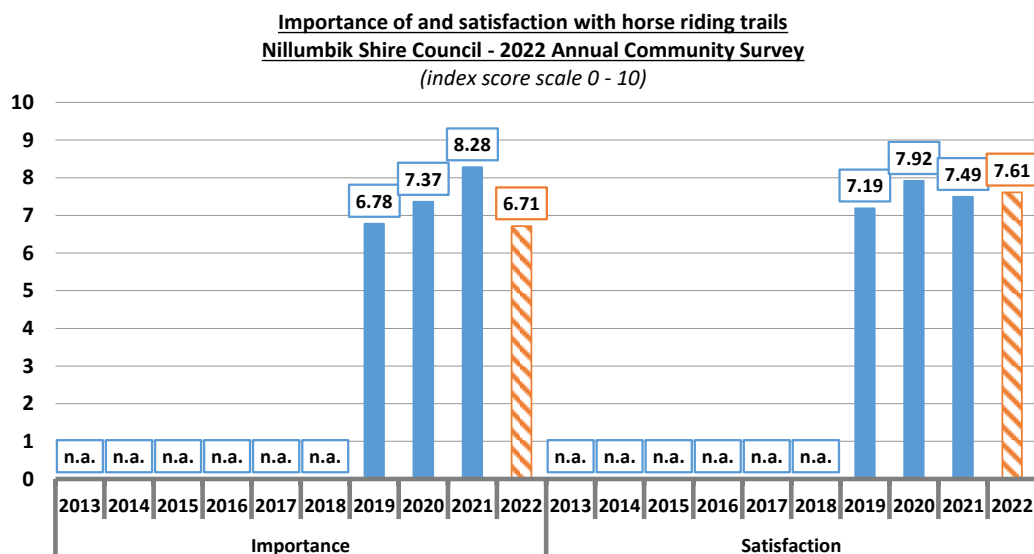
The average satisfaction with horse riding trails increased marginally but not measurably this year, up 1.6% to 7.61, which remains a “very good” level.

This result was similar to the long-term average satisfaction since 2019 of 7.55.

This ranks the service 14th in terms of satisfaction.

This service was not included in the *Governing Melbourne* research and therefore no comparison results are available.





Aquatic and Leisure Centres

Aquatic and leisure centres were the 22nd most important of the 33 included services and facilities, with an average importance of 8.60 out of 10. Despite a measurable decline in importance this year from the unusually high result of 9.02 recorded last year, this remains almost identical to the long-term average importance since 2013 of 8.57.

A total of 222 of the 508 respondents (43.7%) provided a satisfaction score for this service, including 79.4% “very satisfied” and 3.7% “dissatisfied”. The fact that more than four-fifths of the respondents who used these facilities were “very satisfied” with them reflects extremely well on the performance of Council providing these facilities to the community.

The average satisfaction with aquatic and leisure centres increased notably but not measurably this year, up 5.1% to 8.18, which remains an “excellent” level.

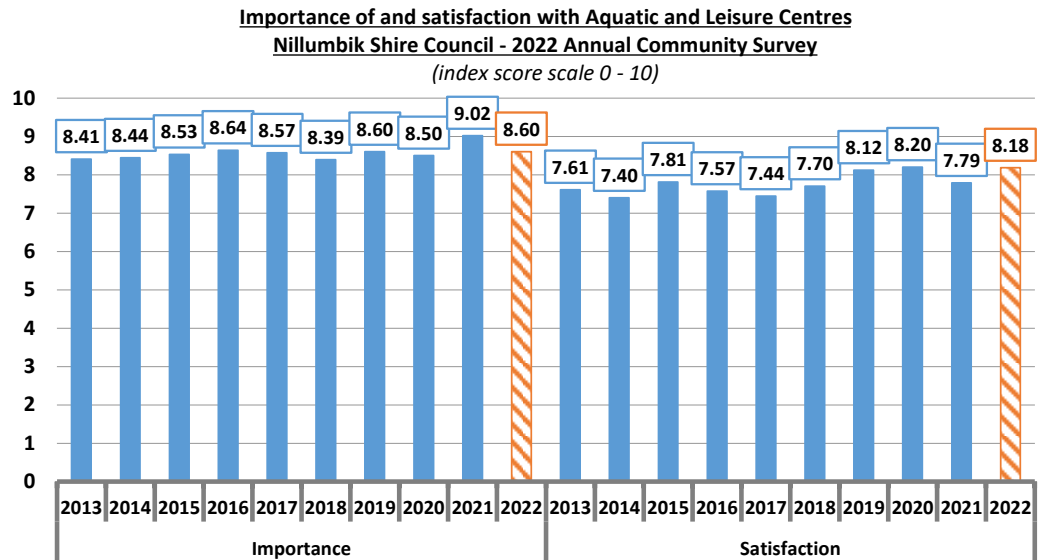
This result was notably but not measurably higher than the long-term average satisfaction since 2013 of 7.78.

This ranks the service 5th in terms of satisfaction.

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “aquatic and leisure centres” was 7.97, marginally but not measurably lower than this Nillumbik Shire result.



Nillumbik Shire Council – 2022 Annual Community Survey



Community services

There were six services from the community services department included in the survey this year (i.e., libraries, services for children, youth, and seniors, arts and culture, and support for local businesses).

The average satisfaction with these six services and facilities was 7.81 out of 10 this year, a marginal but not measurable increase of 2.5% on the 7.62 recorded last year.

This is an “excellent”, up from a “very good” level of satisfaction.

The following graph provides a cross-tabulation of the average importance to the community of, and the average satisfaction with each of these four services.

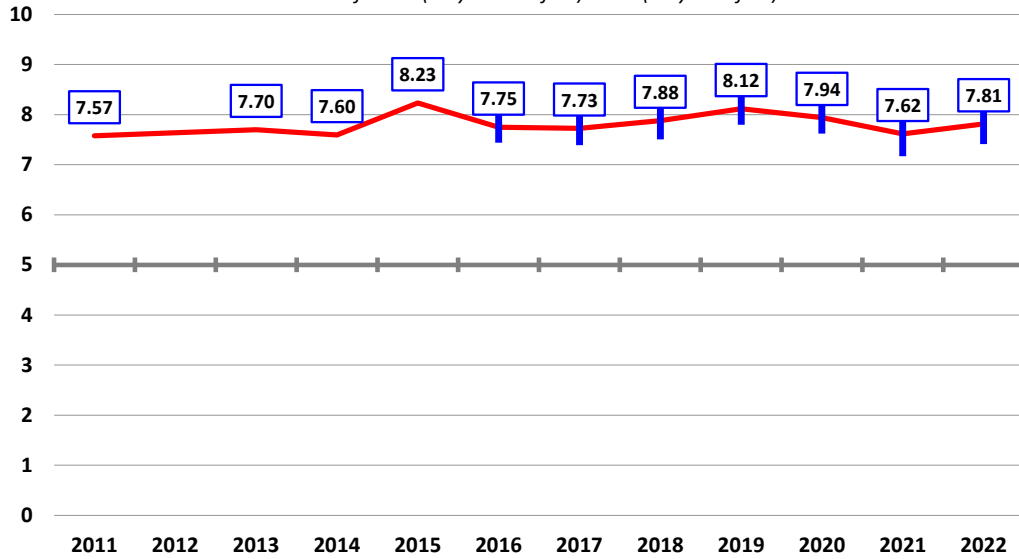
The crosshairs represent the average importance and satisfaction of all 33 included services and facilities this year.

Metropolis Research draws attention to the fact that five of the six services were of higher-than-average importance to the community, and all six received an average or higher-than-average satisfaction score.

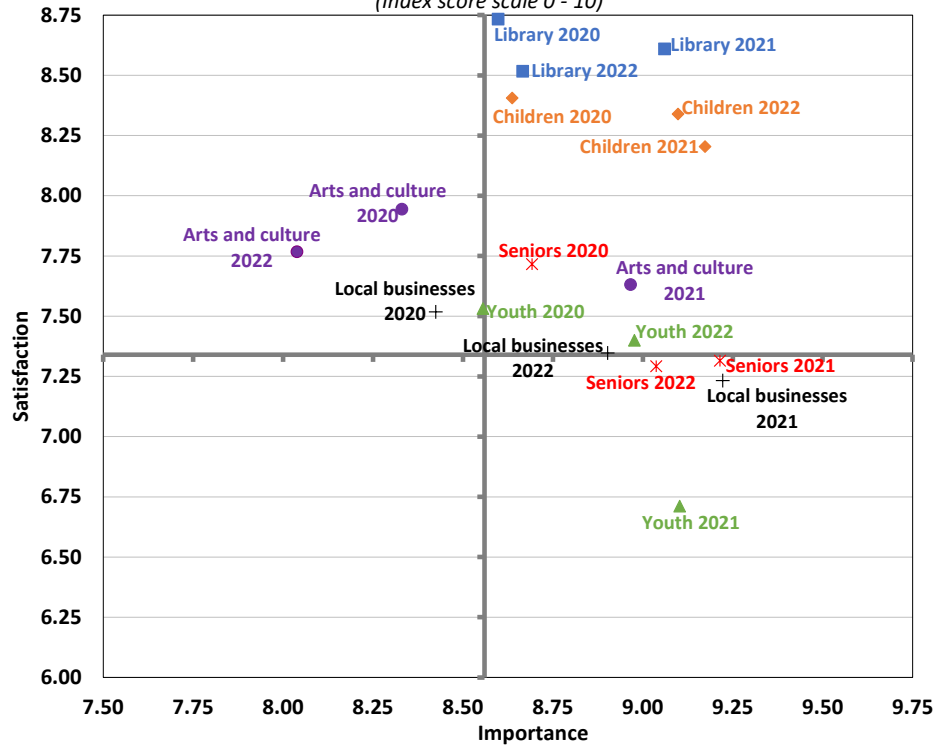
It is noted that arts and cultural events, programs, and activities were of measurably lower than average importance, but received a higher-than-average satisfaction score.



Satisfaction with community services
Nillumbik Shire Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Importance of and satisfaction with community services
Nillumbik Shire Council - 2022 Annual Community Survey
(Index score scale 0 - 10)



Local library

Local libraries were the 23rd most important of the 33 included services and facilities, with an average importance of 8.60 out of 10. Despite a marginal decline in importance this, this remains only marginally below the long-term average importance since 2013 of 8.78.

Metropolis Research notes that the importance of local libraries has declined somewhat in recent years across many municipalities, and in the *Governing Melbourne* research.

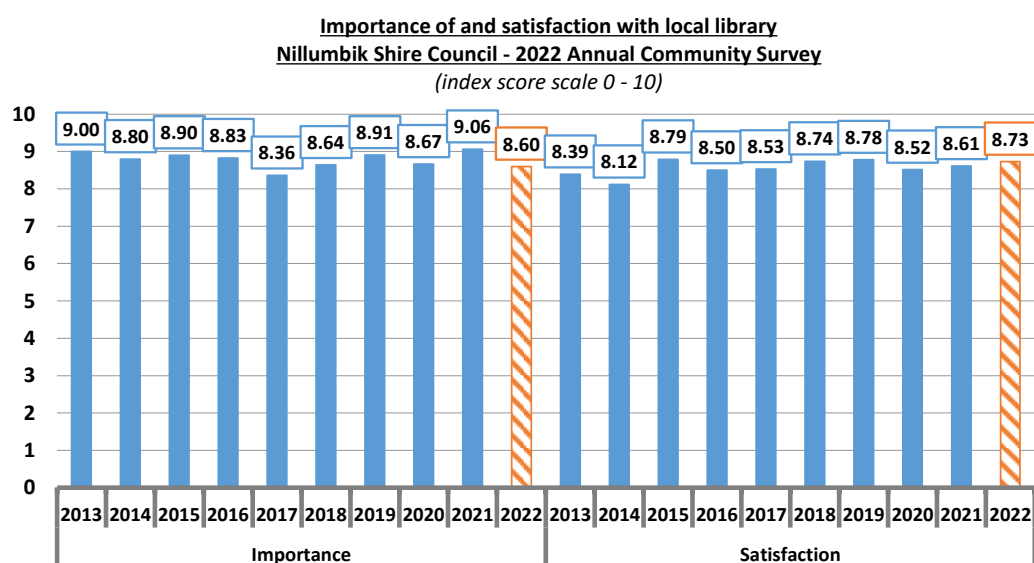
A total of 219 of the 508 respondents (43.1%) provided a satisfaction score for this service, including 87.4% “very satisfied” and just 1.0% “dissatisfied”. The fact that almost ninety percent of the respondents who used these facilities were “very satisfied” with them reflects extremely well on the performance of Council providing these facilities to the community.

The average satisfaction with local libraries increased marginally but not measurably this year, up 1.4% to 8.73, which remains an “excellent” level.

This result was marginally but not measurably higher than the long-term average satisfaction since 2013 of 8.57.

This ranks the service first in terms of satisfaction.

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “local libraries” was 8.49, marginally but not measurably lower than this Nillumbik Shire result.



Services for children from birth to 5 years of age

Services for children aged from birth to 5 years of age were the 3rd most important of the 33 included services and facilities, with an average importance of 9.10 out of 10. This result was marginally but not measurably above the long-term average importance since 2013 of 8.96.

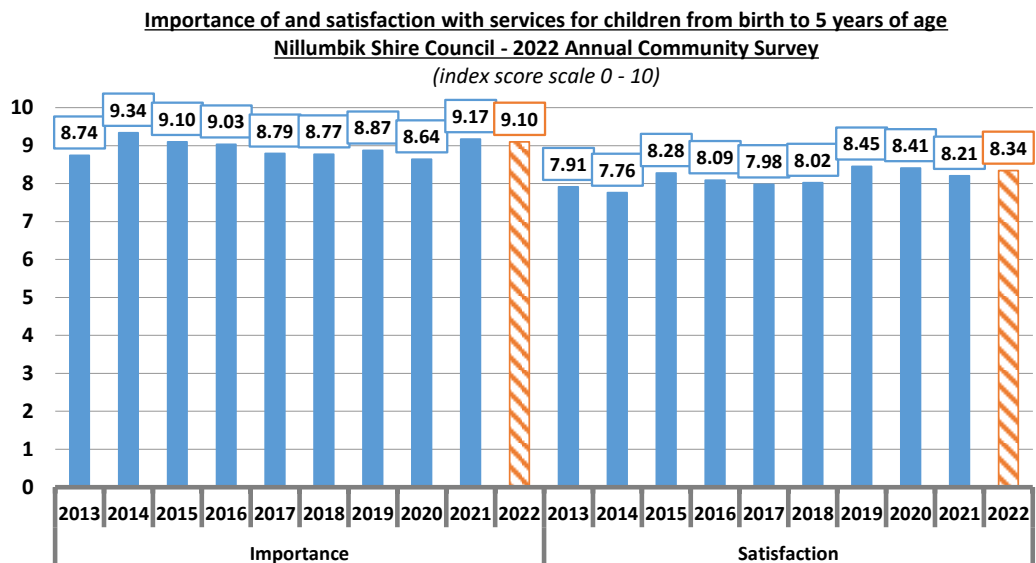
A total of 95 of the 508 respondents (18.7%) provided a satisfaction score for this service, including 78.1% “very satisfied” and 3.4% “dissatisfied”. The fact that almost four-fifths of the respondents who used these facilities were “very satisfied” with them reflects extremely well on the performance of Council providing these facilities to the community.

The average satisfaction with services for children increased marginally but not measurably this year, up 1.6% to 8.34, which remains an “excellent” level.

This result was marginally but not measurably higher than the long-term average satisfaction since 2013 of 8.14.

This ranks the service 2nd in terms of satisfaction.

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “services for children aged from birth to 5 years of age” was 8.14, marginally but not measurably lower than this Nillumbik Shire result.



Services for youth

Services for youth were the 7th most important of the 33 included services and facilities, with an average importance of 8.98 out of 10. This result was marginally but not measurably above the long-term average importance since 2013 of 8.84.

A total of 47 of the 508 respondents (9.3%) provided a satisfaction score for this service, including 59.0% “very satisfied” and 5.3% “dissatisfied”.

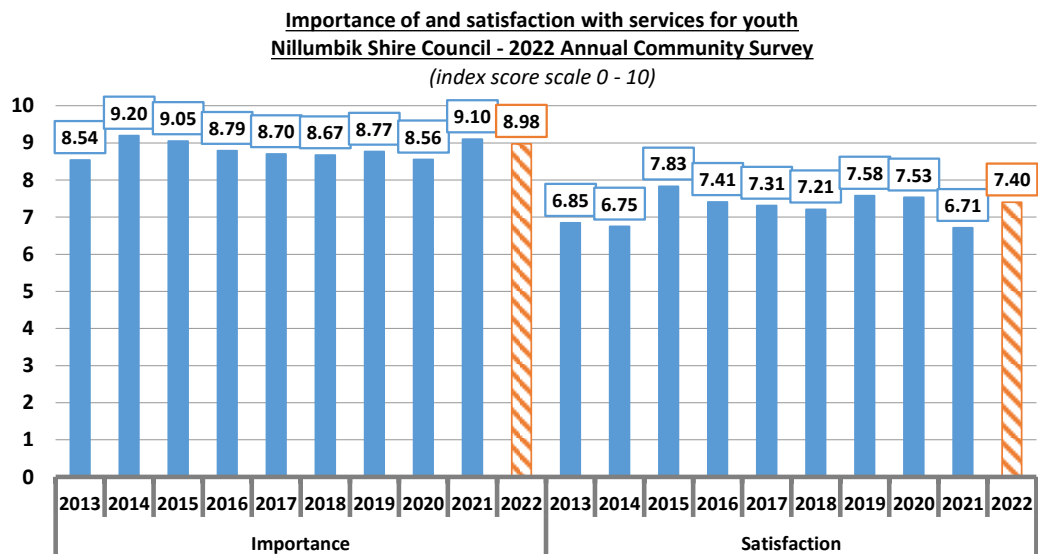
The average satisfaction with services for youth increased notably but not measurably this year, up 10.3% to 7.40, which is a “very good”, up from a “good” level of satisfaction.

Metropolis Research notes that due to the small sample of respondents who use these services in any given year, the satisfaction results tend to vary substantially from year to year without being statistically significant.

This result was marginally but not measurably higher than the long-term average satisfaction since 2013 of 7.26.

This ranks the service 16th in terms of satisfaction.

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “services for youth” was 7.30, marginally but not measurably lower than this Nillumbik Shire result.



Services for seniors

Services for seniors were the 5th most important of the 33 included services and facilities, with an average importance of 9.04 out of 10. This result was almost identical to the long-term average importance since 2013 of 9.01.

A total of 52 of the 508 respondents (4.0%) provided a satisfaction score for this service, including 61.4% “very satisfied” and 8.4% “dissatisfied”.

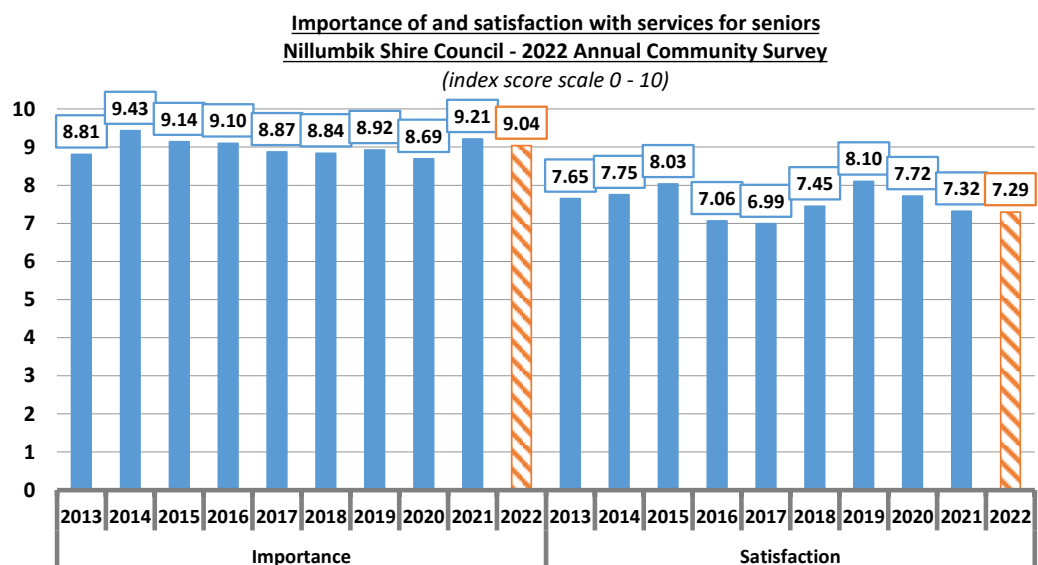
The average satisfaction with services for seniors remained essentially stable this year, down less than one percent to 7.29, but remains at a “very good” level of satisfaction.

Metropolis Research notes that due to the small sample of respondents who use these services in any given year, the satisfaction results tend to vary substantially from year to year without being statistically significant.

This result was marginally but not measurably lower than the long-term average satisfaction since 2013 of 7.54.

This ranks the service 19th in terms of satisfaction.

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “services for seniors” was 7.51, marginally but not measurably higher than this Nillumbik Shire result.



Arts and cultural events, programs, and activities

Arts and cultural events, programs, and activities were the 29th most important of the 33 included services and facilities, with an average importance of 8.04 out of 10. This result was marginally lower than the long-term average importance since 2016 of 8.26.

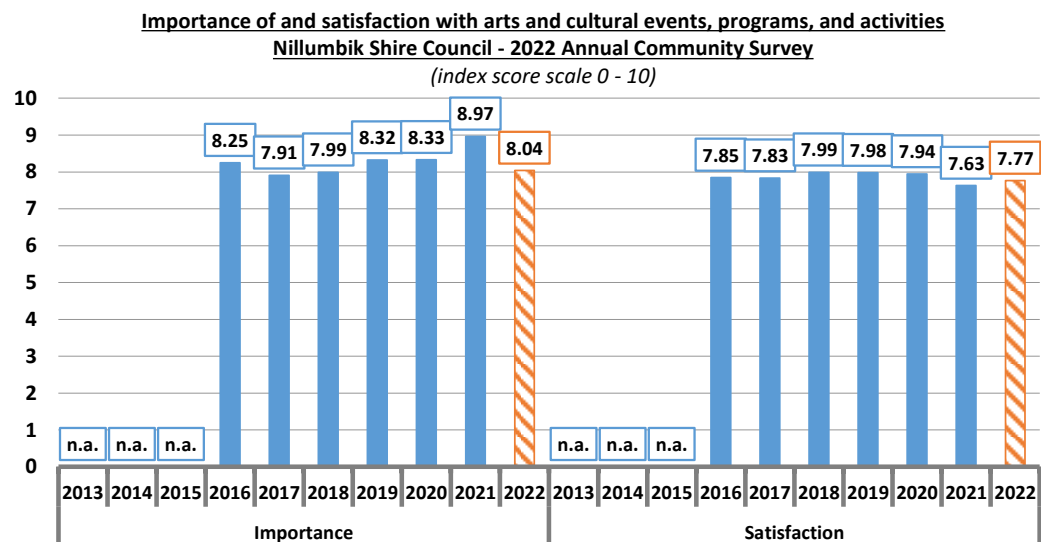
A total of 178 of the 508 respondents (35.0%) provided a satisfaction score for this service, including 63.5% “very satisfied” and 4.4% “dissatisfied”.

The average satisfaction with arts and cultural events, programs, and activities increased marginally, but not measurably this year, up 1.8% this year to 7.77, which is an “excellent”, up from a “very good” level of satisfaction.

This result was marginally but not measurably lower than the long-term average satisfaction since 2016 of 7.86.

This ranks the service 12th in terms of satisfaction.

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “arts and cultural activities” was 7.34, notably but not measurably lower than this Nillumbik Shire result.



Support for local businesses

Support for local business was the 8th most important of the 33 included services and facilities, with an average importance of 8.90 out of 10. This result was marginally higher than the long-term average importance since 2016 of 8.77.

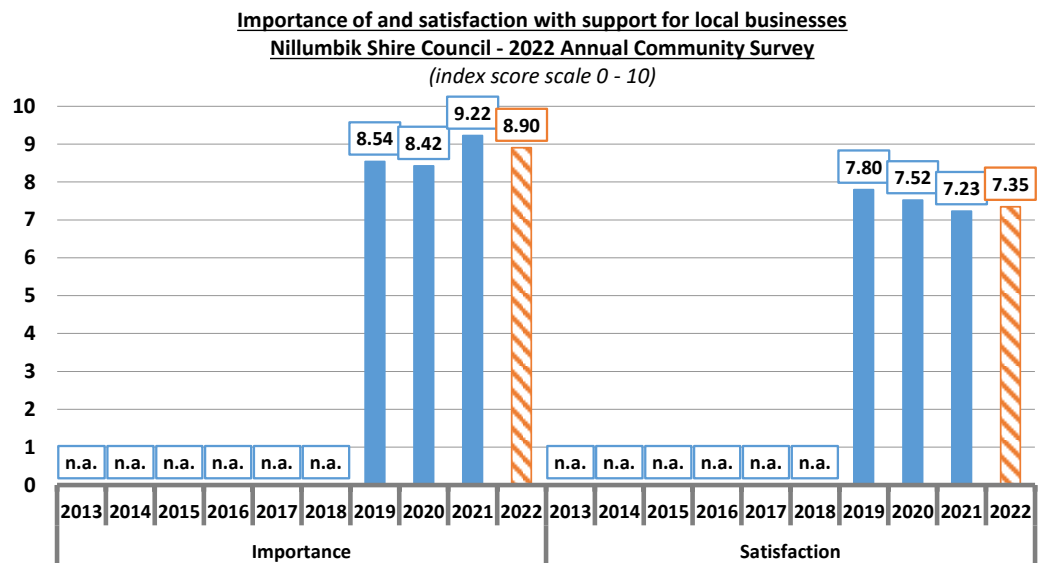
A total of 149 of the 508 respondents (29.3%) provided a satisfaction score for this service, including 58.1% “very satisfied” and 11.4% “dissatisfied”.

The average satisfaction with support for local business increased marginally, but not measurably this year, up 1.7% this year to 7.35, which is a “very good”, up from a “good” level of satisfaction.

This result was marginally but not measurably lower than the long-term average satisfaction since 2019 of 7.47.

This ranks the service 17th in terms of satisfaction.

This service was not included in *Governing Melbourne* in a format that would enable comparison against this service, and therefore no comparison results are available.



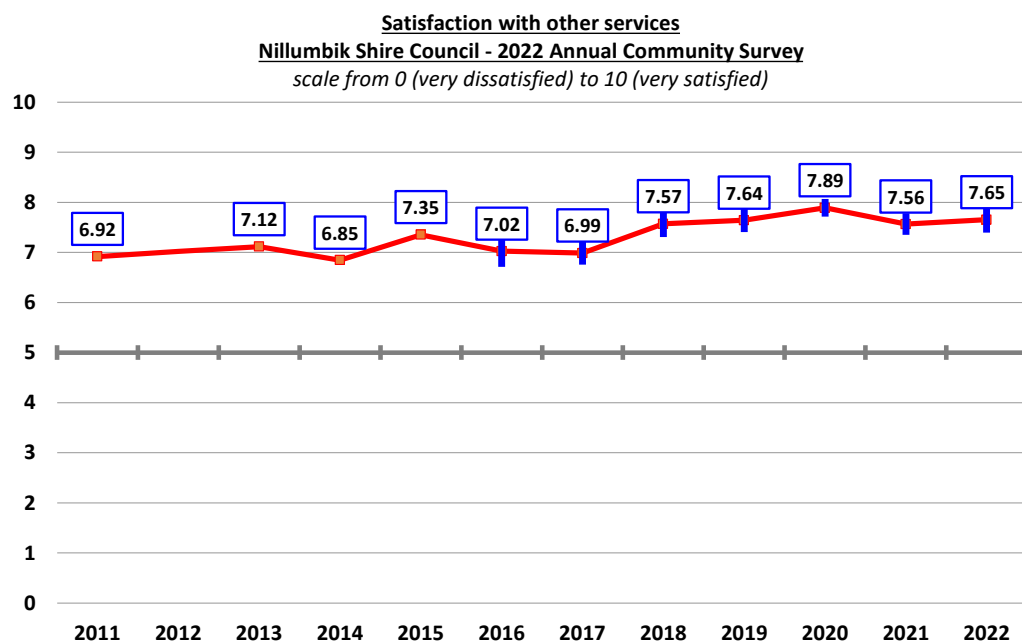
Other services and facilities

There were four other services and facilities included in the survey this year.

This includes the two communication services and facilities (i.e., the website and the *Nillumbik News*), as well as Education and Learning, and environmental programs and facilities.

The average satisfaction with these four services and facilities was 7.65 out of 10 this year, a marginal but not measurable increase of 1.2% on the 7.56 recorded last year.

This remains a “very good” level of satisfaction.



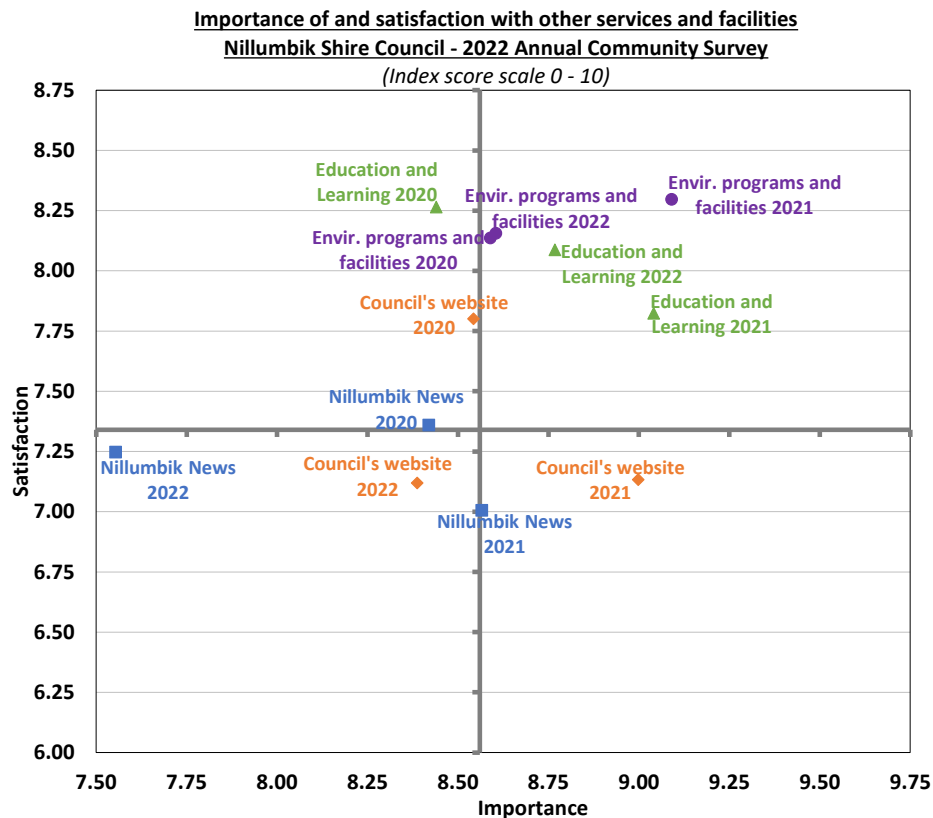
The following graph provides a cross-tabulation of the average importance to the community of, and the average satisfaction with each of these four services.

The crosshairs represent the average importance and satisfaction of all 33 included services and facilities this year.

Metropolis Research notes that both communication services and facilities were of lower-than-average importance (measurably lower for the *Nillumbik News*), and both received marginally lower than average satisfaction scores.

The other two services and facilities were of average or slightly higher than average importance, and both received measurably higher than average satisfaction scores.





Nillumbik News (Council's newsletter)

The *Nillumbik News* was the 31st most important of the 33 included services and facilities, with an average importance of 7.55 out of 10. Despite the measurable decline from the unusually high average importance over the last two years, this result was almost identical to the long-term average importance since 2016 of 7.59.

A total of 354 of the 508 respondents provided a satisfaction score for this service, including 57.2% "very satisfied" and 11.1% "dissatisfied".

The average satisfaction with the publication increased notably, but not measurably this year, up 3.4% this year to 7.25, which is a "very good", up from a "good" level of satisfaction.

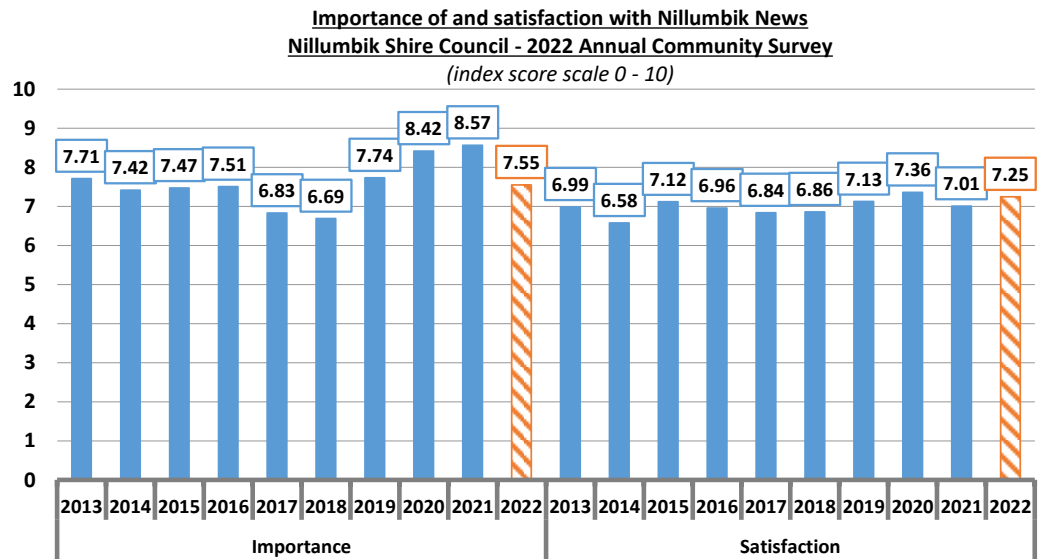
This result was marginally but not measurably higher than the long-term average satisfaction since 2013 of 7.01.

This ranks the service 21st in terms of satisfaction.

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with "Council's regular newsletter" was 6.70, measurably lower than this Nillumbik Shire result.



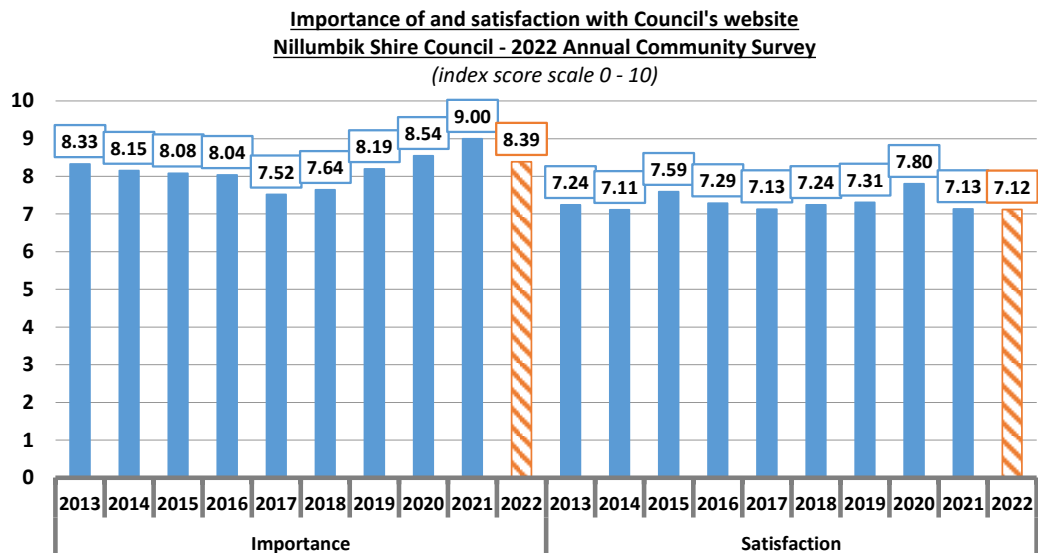
Nillumbik Shire Council – 2022 Annual Community Survey



Council's website

The Council website was the 27th most important of the 33 included services and facilities, with an average importance of 8.39 out of 10. Despite the measurable decline from the unusually high average importance last year, this result was marginally higher than the long-term average importance since 2016 of 8.19.

A total of 296 of the 508 respondents (58.3%) provided a satisfaction score for this service, including 54.6% "very satisfied" and 10.9% "dissatisfied".



The average satisfaction with the website remained essentially stable this year at 7.12 and remains at a “good” level of satisfaction.

This result was marginally but not measurably lower than the long-term average satisfaction since 2013 of 7.30.

This ranks the service 22nd in terms of satisfaction.

By way of comparison, the 2022 metropolitan Melbourne average satisfaction with “Council’s website” was 7.28, almost identical to this Nillumbik Shire result.

Education and Learning

Education and Learning was the 13th most important of the 33 included services and facilities, with an average importance of 8.77 out of 10. This result was marginally higher than the long-term average importance since 2016 of 8.64.

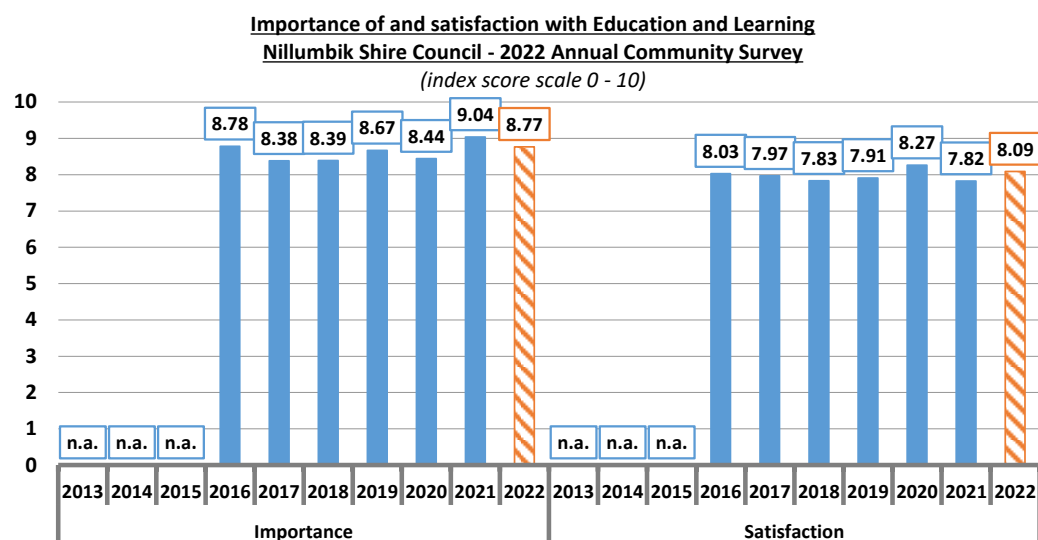
A total of 134 of the 508 respondents (26.4%) provided a satisfaction score for this service, including 71.5% “very satisfied” and 5.4% “dissatisfied”.

The average satisfaction with the service increased marginally, but not measurably this year, up 3.5% this year to 8.09, and remains at an “excellent” level of satisfaction.

This result was marginally but not measurably higher than the long-term average satisfaction since 2013 of 7.99.

This ranks the service 7th in terms of satisfaction.

This service was not included in *Governing Melbourne* and therefore no comparison result is available.



Environmental programs and facilities

Environmental programs and activities were the 21st most important of the 33 included services and facilities, with an average importance of 8.60 out of 10. This result was almost identical to the long-term average importance since 2016 of 8.62.

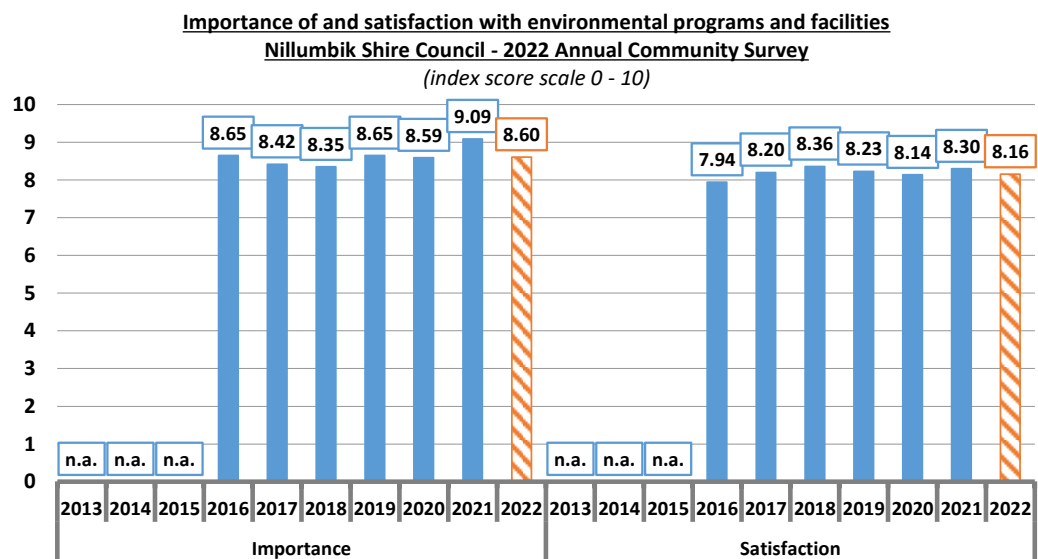
A total of 201 of the 508 respondents (39.6%) provided a satisfaction score for this service, including 74.5% “very satisfied” and 4.4% “dissatisfied”. The fact that almost three-quarters of respondents were “very satisfied” with these reflects well on Council performance providing the services and facilities.

The average satisfaction with these services and facilities decreased marginally, but not measurably this year, down 1.7% this year to 8.16, but remains at an “excellent” level of satisfaction.

This result was identical to the long-term average satisfaction since 2013 of 8.19.

This ranks the service 6th in terms of satisfaction.

This service was not included in *Governing Melbourne* and therefore no comparison result is available.



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 2021/22 asked to identify what they considered to be the top three issues for the Nillumbik Shire “at the moment”.

It is important to bear in mind that these responses are not technically complaints about the performance of Council, nor do they only reflect services, facilities, and issues within the specific remit of the Nillumbik Shire Council.

Many of the issues that respondents identify in the municipality are within the general remit of other levels of government.

A little less than two-thirds (63.0%, same as 2021) of respondents provided a total of 663 responses, at an average approximately two issues per respondent.

The open-ended responses received from respondents have been broadly categorised into a set of approximately 70 categories to facilitate analysis and time series, and other comparisons.

There have traditionally been two issues that have dominated the issues to address section of the survey since the survey was commenced back in 2011. These issues have been traffic management (e.g., commuting times, congestion, related issues) and road maintenance and repairs including roadworks (e.g., potholes, road condition, and road work related issues).

Road maintenance and repairs (16.7% up from 11.8%) increased as an issue this year, whilst traffic management (11.4% down from 14.2%) declined for the fourth consecutive year.

Other issues that have commonly been raised by respondents include bushfire management and prevention; rubbish and waste issues; Council rates; and building, housing, planning, and development related issue. These issues are again this year apparent in these results, although none were identified by more than ten percent of respondents.

Of most interest in these results this year, is the significant increase in the proportion of respondents nominating environment, conservation, and climate change related issues, up from 5.4% last year to 10.0% this year.



Nillumbik Shire Council – 2022 Annual Community Survey

Top issues for Nillumbik Shire at the moment
Nillumbik Shire Council - 2022 Annual Community Survey
(Number and percent of total respondents)

Issue	2022		2021	2020	2019	2018	2022 Metro.*
	Number	Percent					
Roads maintenance and repairs	85	16.7%	11.8%	16.8%	12.8%	19.0%	13.1%
Traffic management	58	11.4%	14.2%	22.0%	29.2%	33.7%	15.3%
Environment, conservation & climate change	51	10.0%	5.4%	6.8%	3.8%	5.6%	2.6%
Bushfire management / prevention issues	42	8.3%	8.8%	15.6%	14.4%	14.4%	1.0%
Council rates	39	7.7%	7.2%	8.2%	8.0%	10.2%	2.5%
Rubbish and waste issues including garbage	39	7.7%	4.2%	11.2%	8.4%	11.6%	5.0%
Building, planning, housing and development	36	7.1%	8.0%	8.4%	12.4%	15.4%	6.4%
Parks, gardens and open space	31	6.1%	7.0%	7.0%	8.2%	8.8%	12.8%
Communication and consultation	28	5.5%	4.6%	2.0%	2.4%	3.8%	1.8%
Provision and maintenance of street trees	27	5.3%	5.0%	6.0%	3.4%	4.4%	8.4%
Support for local business	19	3.7%	2.8%	0.8%	0.2%	0.2%	0.6%
Car parking / enforcement	15	3.0%	2.0%	4.2%	3.0%	5.4%	8.0%
Provision and maintenance of infrastructure	13	2.6%	1.4%	1.2%	2.2%	2.4%	1.8%
Council customer service / responsiveness	12	2.4%	0.6%	0.6%	0.0%	0.6%	1.3%
Prov. and main. of cycling / walking tracks	12	2.4%	2.8%	2.8%	3.0%	3.2%	2.6%
Animal management	9	1.8%	2.4%	1.8%	0.6%	3.2%	1.5%
Drains maintenance and repairs	9	1.8%	3.6%	2.0%	5.0%	4.2%	2.1%
Council governance and accountability	8	1.6%	2.6%	1.4%	3.0%	0.6%	2.3%
Cleanliness and maintenance of areas	7	1.4%	3.0%	1.4%	1.4%	3.2%	4.6%
Dog off-leash parks and amenities	7	1.4%	0.0%	0.0%	0.0%	0.0%	1.6%
Lighting	7	1.4%	1.0%	4.0%	2.0%	3.0%	2.4%
Community activities / arts and culture	6	1.2%	1.0%	0.8%	0.4%	1.4%	1.8%
Footpath maintenance and repairs	6	1.2%	2.8%	5.8%	1.6%	5.6%	6.6%
Street cleaning and maintenance	6	1.2%	1.2%	2.2%	1.0%	2.0%	2.9%
Activities, services and facilities for youth	5	1.0%	0.8%	1.0%	1.6%	1.2%	0.5%
Green waste collection	5	1.0%	0.4%	0.4%	0.6%	1.6%	1.3%
Public toilets	5	1.0%	0.6%	0.4%	0.8%	0.6%	2.1%
Shops, restaurants, entertainment venue	5	1.0%	1.4%	0.4%	1.6%	0.4%	1.0%
Childcare	4	0.8%	0.0%	0.0%	0.2%	0.2%	0.5%
Community support	4	0.8%	0.2%	0.0%	0.0%	0.0%	0.3%
Crime issues including policing, safety	4	0.8%	0.8%	0.4%	4.0%	3.6%	4.5%
Education and schools	4	0.8%	0.6%	1.4%	0.8%	1.0%	0.4%
Housing availability / affordability	4	0.8%	0.0%	0.2%	0.2%	0.0%	0.4%
Lack of rural services	4	0.8%	1.0%	0.0%	0.0%	0.0%	n.a.
Prov. & maint. recreation & sports facilities	4	0.8%	1.4%	1.2%	2.4%	2.0%	1.9%
All other issues (21 identified separately issues)	43	8.5%	13.6%	16.2%	23.0%	24.3%	24.0%
Total responses	663		621	773	808	985	1,167
<i>Respondents identifying at least one issue</i>	320 (63.0%)		316 (63.0%)	385 (77.0%)	381 (78.3%)	435 (86.7%)	555 (69.4%)

(*) 2022 metropolitan Melbourne average from Governing Melbourne



When compared to the metropolitan Melbourne average as recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022, the following is noted:

- **More commonly nominated in the Nillumbik Shire than the metropolitan average** – includes road maintenance and repairs (16.7% compared to 13.1%); environment, conservation, and climate change (10.0% compared to 2.6%); bushfire management and prevention (8.3% compared to 1.0%); Council rates (7.7% compared to 2.5%); communication and consultation (5.5% compared to 1.8%); and support for local business (3.7% compared to 0.6%).
- **Less commonly nominated in Nillumbik Shire than the metropolitan average** – includes traffic management (11.4% compared to 15.3%); parks, gardens, and open spaces (6.1% compared to 12.8%); street trees (5.3% compared to 8.4%); car parking availability and enforcement (3.0% compared to 8.0%); cleanliness and maintenance of areas (1.4% compared to 4.6%); footpaths maintenance and repairs (1.2% compared to 6.6%); and safety, policing, and crime issues (0.8% compared to 4.5%).

Many of the main issues identified in this section of the report appear to exert a negative influence on respondents' satisfaction with Council's overall performance (for the respondents raising the issue). A detailed discussion of the relationship between the issues nominated in this section and the respondents' overall satisfaction with the performance of Council is included in the [Relationship between issues and overall satisfaction](#) section.

Issues by precinct and respondent profile

There was some variation in the top issues to address for the Nillumbik Shire 'at the moment' observed by precinct and by respondent profile, with attention drawn to the following:

- **Greensborough / Plenty** – respondents were somewhat more likely than average to nominate rates; traffic management; rubbish and waste; parks, gardens, and open spaces; and infrastructure related issues.
- **Diamond Creek** – respondents were somewhat more likely than average to nominate roads maintenance and repairs and support for local business.
- **Eltham** – respondents were somewhat more likely than average to nominate building, planning, housing, and development related issues.
- **Rural precinct** – respondents were somewhat more likely than average to nominate roads; bushfire management / prevention; communication and consultation; and street trees.
- **Adults (aged 35 to 44 years)** – respondents were somewhat more likely than average to nominate building, housing, planning, and development related issues.
- **Middle-aged adults (aged 45 to 59 years)** – respondents were somewhat more likely than average to nominate roads, traffic management, and Council rates.
- **Senior citizens (aged 75 years and over)** – respondents were somewhat more likely than average to nominate environment, conservation, and climate change; traffic management; and building, housing, planning, and development.
- **Male** – respondents were somewhat more likely than female respondents to nominate roads; Council rates; and building, housing, planning, and development related issues.



Nillumbik Shire Council – 2022 Annual Community Survey

Top issues for Nillumbik Shire at the moment by precinct

Nillumbik Shire Council - 2022 Annual Community Survey

(Number and percent of total respondents)

Greensborough / Plenty		Diamond Creek	
Roads maintenance and repairs	17.9%	Roads maintenance and repairs	23.3%
Council rates	16.4%	Environment, conservation, climate change	10.0%
Traffic management	16.4%	Bush-fire management / prevention issues	10.0%
Rubbish and waste issues incl. garbage	14.9%	Traffic management	10.0%
Parks, gardens and open space	10.4%	Support for local business	10.0%
Bush-fire management / prevention issues	9.0%	Rubbish and waste issues incl. garbage	7.8%
Environment, conservation, climate change	7.5%	Parks, gardens and open space	5.6%
Provision / maintenance of infrastructure	6.0%	Communication and consultation	5.6%
Car Parking / enforcement	4.5%	Council rates	5.6%
Building, planning, housing, development	4.5%	Building, planning, housing, development	4.4%
All other issues	61.2%	All other issues	60.0%
Respondents identifying an issue	55 (82.3%)	Respondents identifying an issue	65 (72.5%)

Eltham		Eltham North	
Roads maintenance and repairs	13.9%	Council rates	9.5%
Building, planning, housing, development	13.0%	Environment, conservation, climate change	9.5%
Traffic management	13.0%	Rubbish and waste issues incl. garbage	7.1%
Environment, conservation, climate change	8.7%	Traffic management	7.1%
Bush-fire management / prevention issues	7.8%	Roads maintenance and repairs	6.0%
Rubbish and waste issues incl. garbage	7.8%	Building, planning, housing, development	4.8%
Council rates	6.1%	Support for local business	4.8%
Car Parking/ enforcement	5.2%	Parks, gardens and open space	3.6%
Parks, gardens and open space	4.3%	Communication and consultation	3.6%
Communication and consultation	4.3%	Provision and maintenance of street trees	3.6%
All other issues	38.3%	All other issues	29.8%
Respondents identifying an issue	70 (60.5%)	Respondents identifying an issue	39 (46.5%)

Rural		Shire of Nillumbik	
Roads maintenance and repairs	21.1%	Roads maintenance and repairs	16.7%
Environment, conservation, climate change	12.5%	Traffic management	11.4%
Bush-fire management / prevention issues	11.8%	Environment, conservation, climate change	10.0%
Traffic management	11.2%	Bushfire management / prevention issues	8.3%
Communication and consultation	8.6%	Council rates	7.7%
Provision and maintenance of street trees	8.6%	Rubbish and waste issues incl. garbage	7.7%
Parks, gardens and open space	7.2%	Building, planning, housing, development	7.1%
Building, planning, housing, development	6.6%	Parks, gardens and open space	6.1%
Council rates	4.6%	Communication and consultation	5.5%
Animal management	4.6%	Provision and maintenance of street trees	5.3%
All other issues	41.4%	All other issues	44.7%
Respondents identifying an issue	91 (59.8%)	Respondents identifying an issue	320 (63.0%)



Top issues for Nillumbik Shire at the moment by respondent profile

Nillumbik Shire Council - 2022 Annual Community Survey

(Number and percent of total respondents)

Young adults (18 to 34 years)		Adults (35 to 44 years)	
Roads maintenance and repairs	13.6%	Roads maintenance and repairs	14.8%
Rubbish and waste issues inc garbage	8.8%	Council rates	10.2%
Environment, conservation, climate change	7.2%	Building, planning, housing, development	10.2%
Bush-fire management / prevention issues	7.2%	Environment, conservation, climate change	9.1%
Traffic management	6.4%	Traffic management	9.1%
Support for local business	6.4%	Rubbish and waste issues incl. garbage	8.0%
All other issues	56.8%	All other issues	77.3%
Respondents identifying an issue	69 (54.9%)	Respondents identifying an issue	56 (64.1%)
Middle aged adults (45 to 54 years)		Older adults (55 to 74 years)	
Roads maintenance and repairs	20.0%	Roads maintenance and repairs	18.6%
Traffic management	18.2%	Environment, conservation, climate change	12.8%
Council rates	12.7%	Traffic management	11.5%
Bush-fire management / prevention issues	12.7%	Parks, gardens and open space	9.0%
Communication and consultation	8.2%	Council rates	7.1%
Rubbish and waste issues incl. garbage	8.2%	Building, planning, housing, development	7.1%
All other issues	75.5%	All other issues	69.2%
Respondents identifying an issue	81 (73.6%)	Respondents identifying an issue	95 (61.0%)
Senior citizens (75 years and over)		Male	
Environment, conservation, climate change	20.7%	Roads maintenance and repairs	18.1%
Roads maintenance and repairs	17.2%	Traffic management	12.5%
Traffic management	17.2%	Environment, conservation, climate change	10.1%
Building, planning, housing, development	13.8%	Council rates	9.3%
Council rates	6.9%	Bush-fire management / prevention issues	8.9%
Bush-fire management / prevention issues	6.9%	Building, planning, housing, development	8.1%
All other issues	44.8%	All other issues	69.4%
Respondents identifying an issue	19 (64.9%)	Respondents identifying an issue	155 (62.3%)
Female		Shire of Nillumbik	
Roads maintenance and repairs	15.4%	Roads maintenance and repairs	16.7%
Traffic management	10.8%	Traffic management	11.4%
Environment, conservation, climate change	10.0%	Environment, conservation, climate change	10.0%
Bush-fire management / prevention issues	8.1%	Bushfire management / prevention issues	8.3%
Rubbish and waste issues incl. garbage	7.7%	Council rates	7.7%
Communication and consultation	6.5%	Rubbish and waste issues incl. garbage	7.7%
All other issues	70.4%	All other issues	68.7%
Respondents identifying an issue	165 (63.6%)	Respondents identifying an issue	320 (63.0%)



Traffic and parking

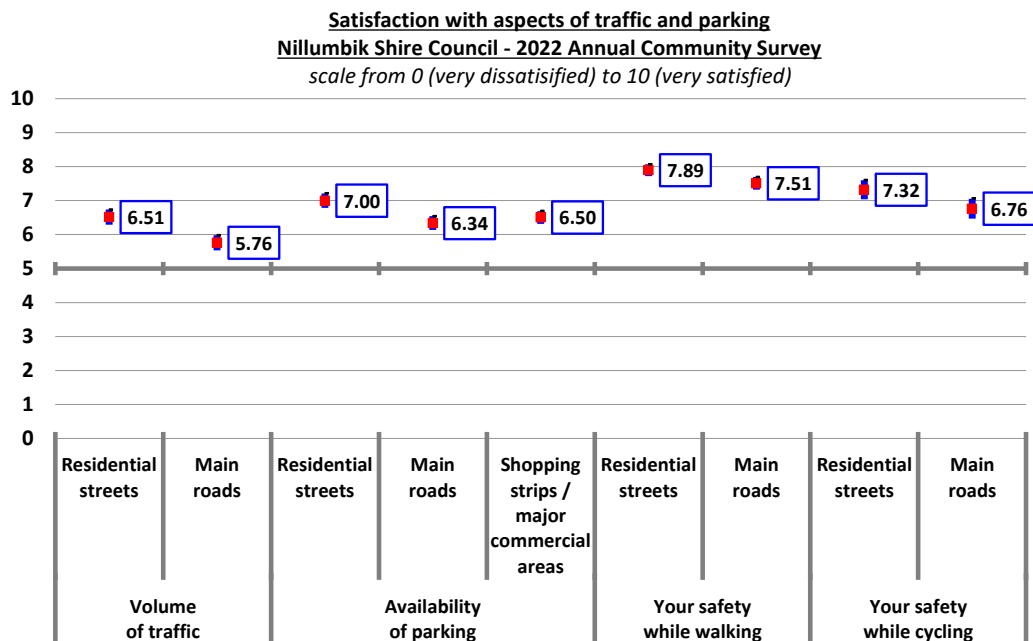
Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), please rate your satisfaction with the following aspects of traffic and parking in the Shire of Nillumbik.”

Respondents were asked to rate their satisfaction with the volume of traffic, the availability of parking, and the perception of safety on or beside roads and streets. These questions were previously included in the survey in 2018 and earlier years, but were not included in the 2019, 2020, and 2021 surveys.

Satisfaction with traffic, parking, and road safety can best be summarised as follows:

- **Excellent** – for the perception of safety walking on residential streets.
- **Very Good** – for the perception of safety walking besides main roads, and safety while cycling on residential streets.
- **Good** – for the volume of traffic on residential streets, the availability of parking on residential streets and shopping strips / major commercial areas, and safety while cycling on main roads.
- **Solid** - for the availability of parking on main roads.
- **Poor** – for the volume of traffic on main roads.



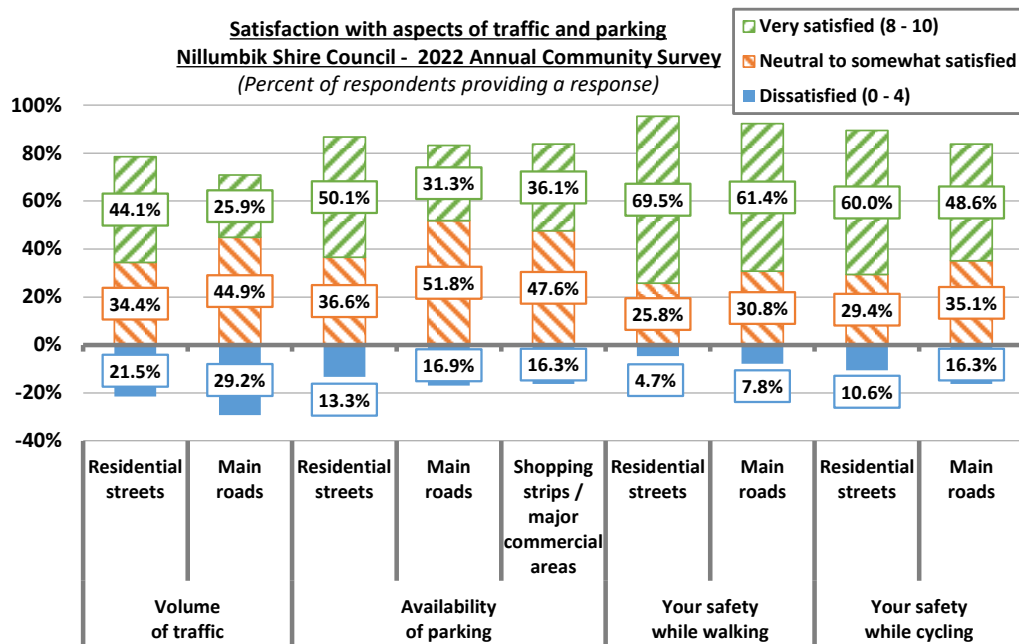
The following graph provides a breakdown of these results into the proportion of respondents who were “very satisfied” (rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (rated satisfaction at five to seven), and those who were “dissatisfied” (rated satisfaction at less than five).



It is noted that approximately two-thirds of respondents were “very satisfied” with their safety walking and cycling on residential streets and walking besides main roads.

Approximately half of the respondents were “very satisfied” with the volume of traffic on residential streets, the availability of parking on residential streets, and their safety when cycling besides main roads.

Attention is drawn to the fact that almost one-third (29.2%) of respondents were “dissatisfied” with the volume of traffic on main roads, and approximately one-sixth of respondents were “dissatisfied” with the availability of parking on main roads and shopping strips / major commercial areas, and their safety when cycling besides main roads.



These results do suggest that most respondents felt safe whilst walking and cycling in the municipality. There was some significant concern about the volume of traffic, particularly on main roads, and there was some concern around the availability of parking.

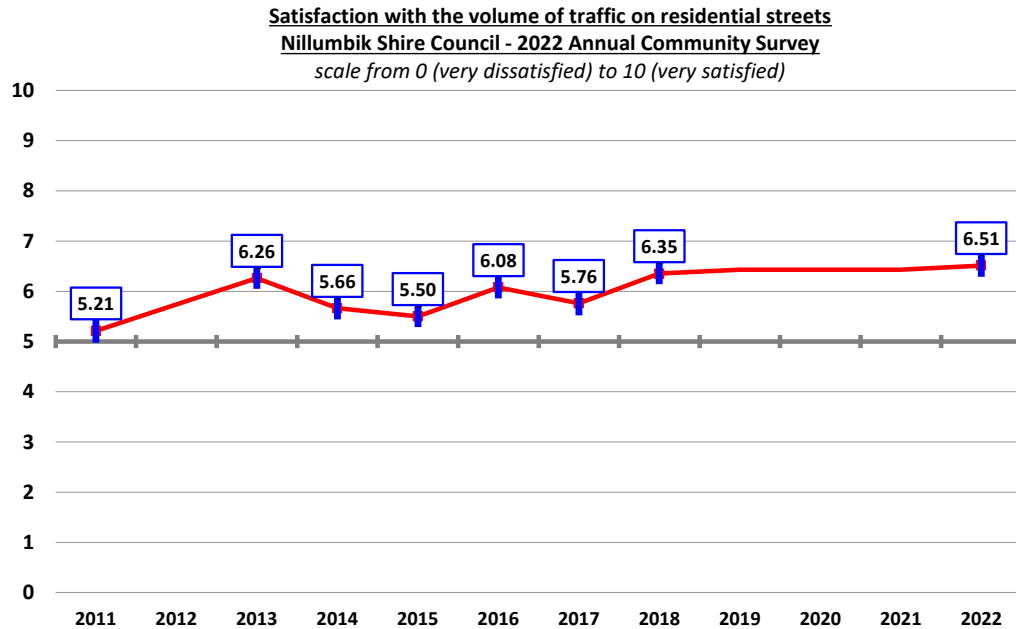
It is noted that in the [Issues to Address](#) section of this report, traffic management (mostly congestion and commuting times and similar issues) were raised as one of the top three issues by 11.4% of respondents, making this the second most common issue this year.

Parking, by contrast, was identified as a top three issue by just three percent of respondents, suggesting that whilst there are a significant number of respondents who were dissatisfied with the availability of parking, this was not a top three issue in the municipality for most of these respondents.

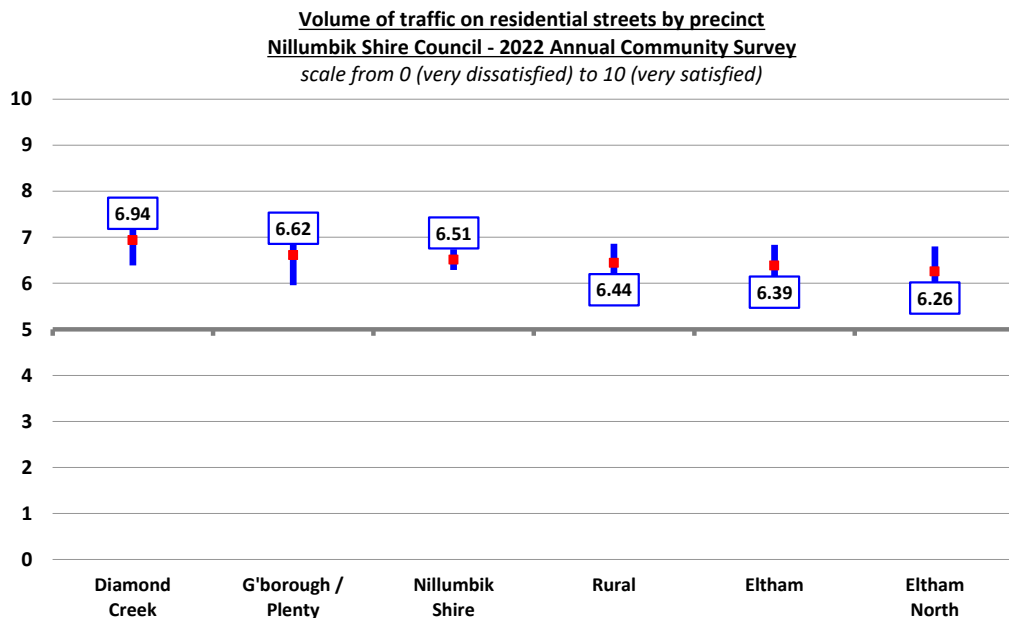


Volume of traffic on residential streets

Satisfaction with the volume of traffic on residential streets increased marginally but not measurably this year over the 2018 result, up 2.5% to 6.51, which is a “good”, up from a “solid” level. This result was comfortably above the long-term average of 5.92.



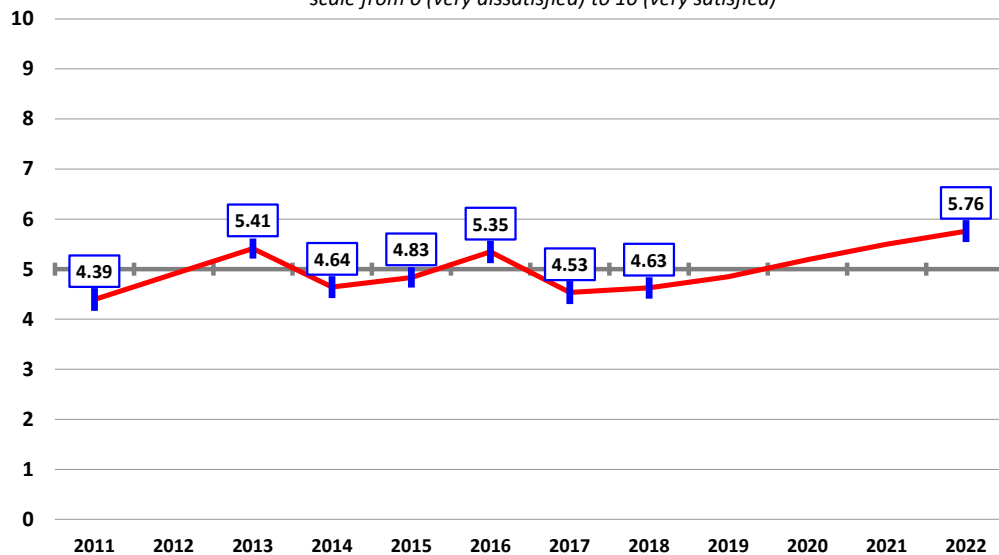
There was no statistically significant variation in satisfaction with the volume of traffic on residential street observed across the five precincts comprising the Nillumbik Shire.



Volume of traffic on main roads

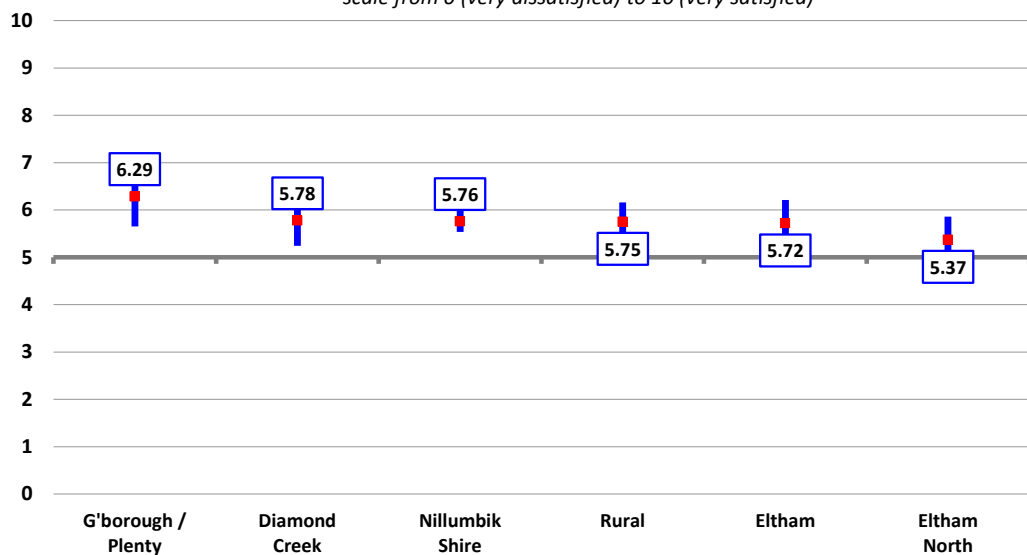
Satisfaction with the volume of traffic on main roads increased measurably this year over the 2018 result, up 24.4% to 5.73, which is a “poor”, up from an “extremely poor” level. This result was measurably above the long-term average of 4.94.

Satisfaction with the volume of traffic on main roads
Nilumbik Shire Council - 2022 Annual Customer Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



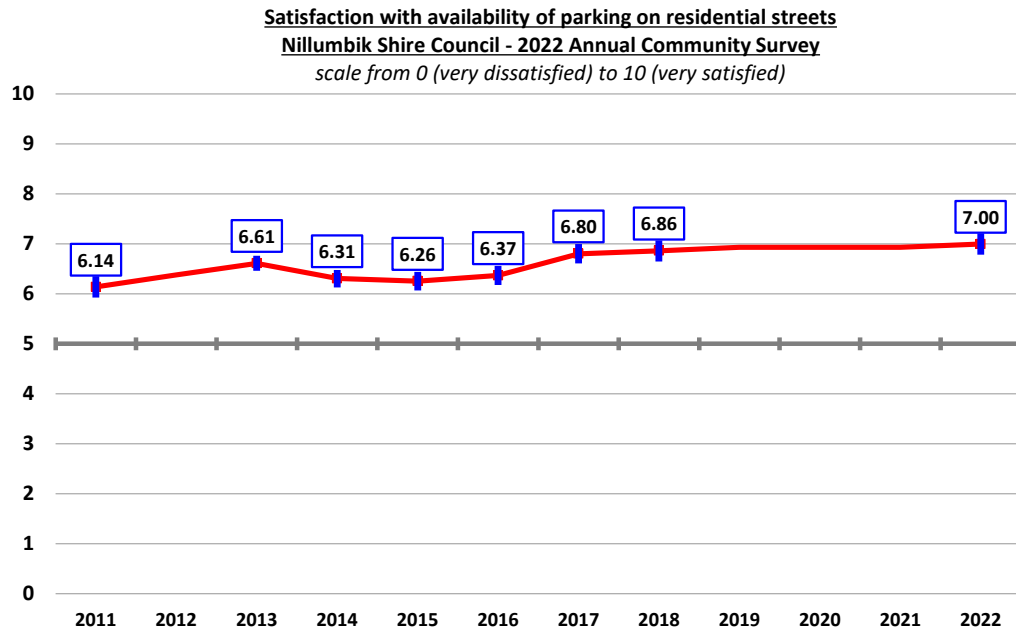
There was no statistically significant variation in satisfaction with the volume of traffic on main roads observed across the municipality, although it was marginally lower in Eltham North.

Volume of traffic on main roads by precinct
Nilumbik Shire Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

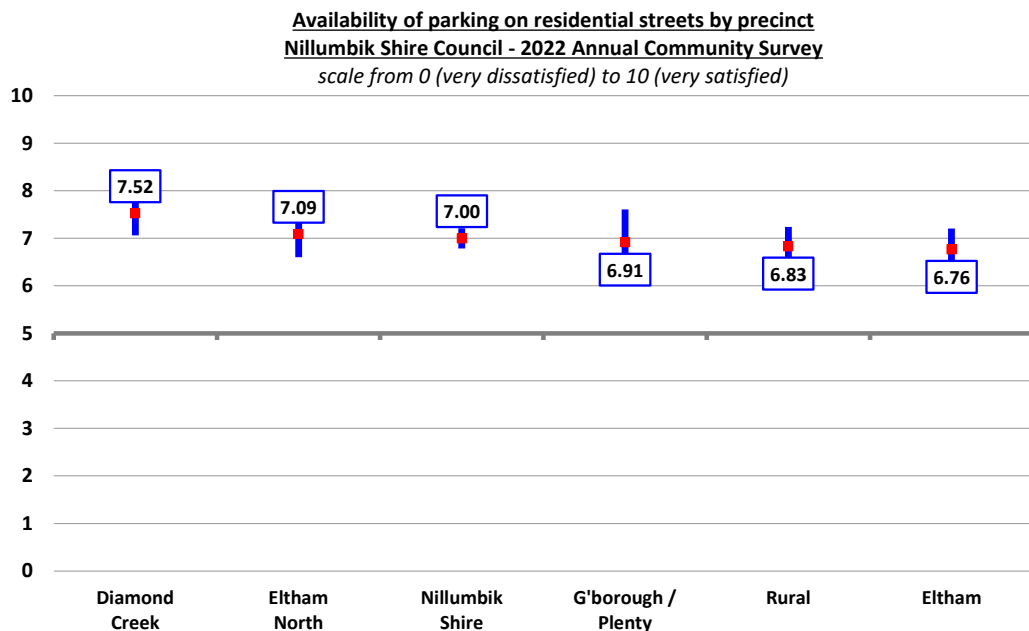


Availability of parking on residential streets

Satisfaction with the availability of parking on residential streets increased marginally but not measurably this year over the 2018 result, up 2.0% to 7.00, but remain at a “good” level. This result was comfortably above the long-term average of 6.54.



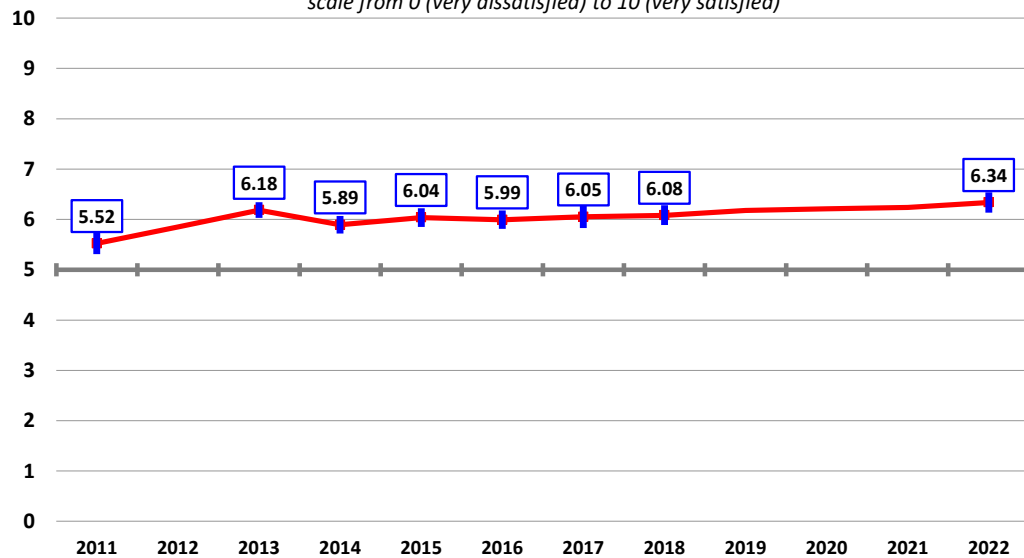
Whilst there was no statistically significant variation in this result observed across the municipality, respondents from Diamond Creek rated satisfaction as “very good”.



Availability of parking on main roads

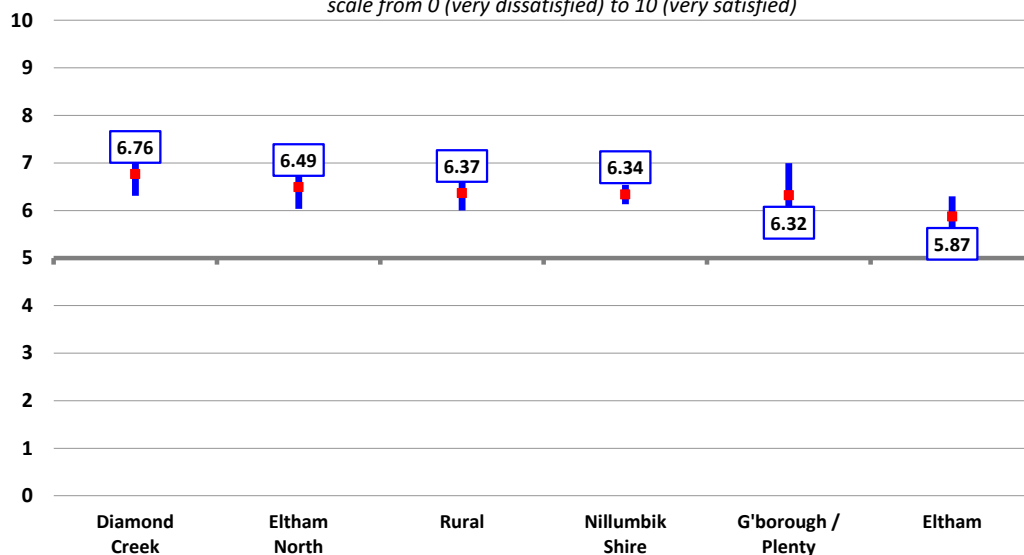
Satisfaction with the availability of parking on main roads increased marginally but not measurably over the 2018 result, up 4.3% to 6.34, although it remains at a “solid” level. This result was comfortably above the long-term average of 6.01

Satisfaction with availability of parking on main roads
Nillumbik Shire Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Whilst there was no statistically significant variation in this result observed across the municipality, respondents from Eltham rated satisfaction as “poor”.

Availability of parking on main roads by precinct
Nillumbik Shire Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

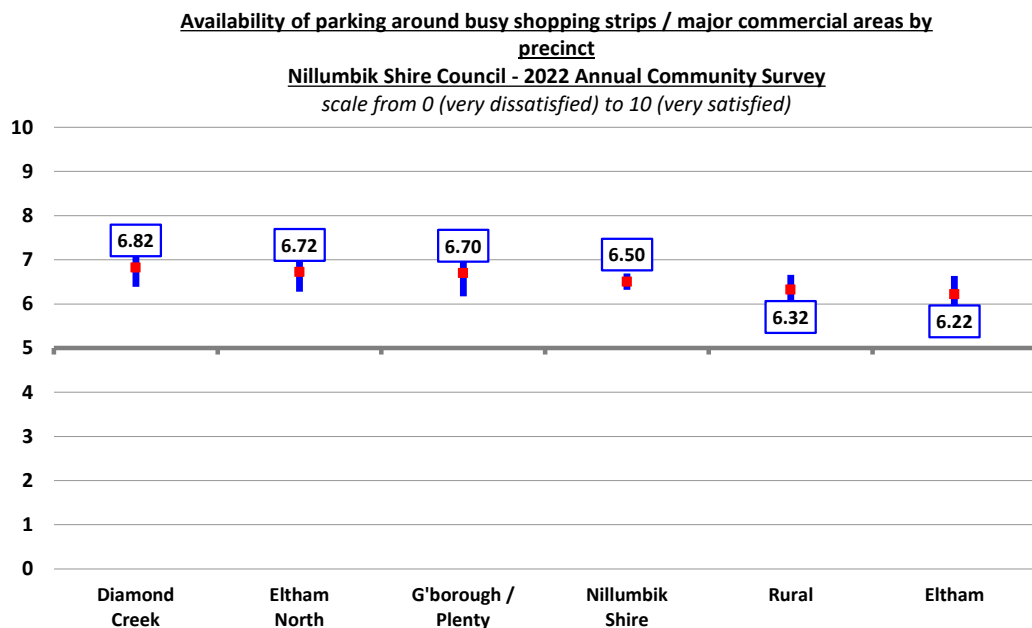


Availability of parking around busy shopping strips / major commercial areas

The availability of parking around busy shopping strips / major commercial areas was included for the first time in the survey this year.

The average satisfaction with the availability of parking was 6.50 out of 10, or a “good” level of satisfaction.

There was no statistically significant variation observed across the municipality, although respondents from the rural precinct and Eltham rated satisfaction at a “solid” rather than the municipal “good” level.



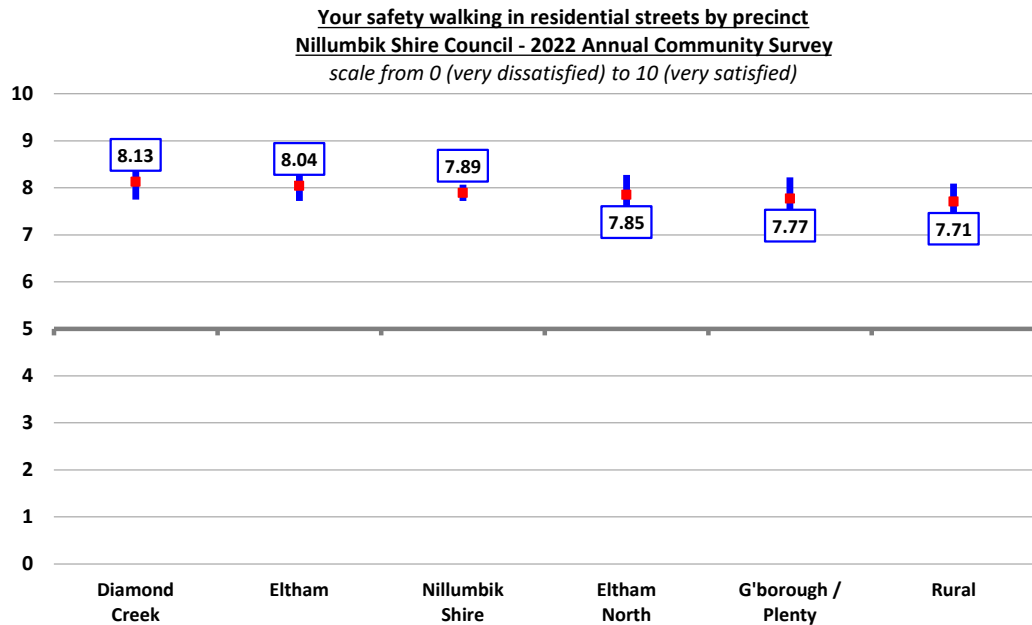
Your safety walking in residential streets

Respondents safety walking on residential streets was included for the first time in the survey this year.

The average satisfaction with the safety of walking on residential streets was 7.89 out of 10, or an “excellent” level of satisfaction.

There was no statistically significant variation observed across the municipality, although respondents from the rural precinct rated satisfaction at a “very good” rather than the municipal “excellent” level.





Your safety walking beside main roads

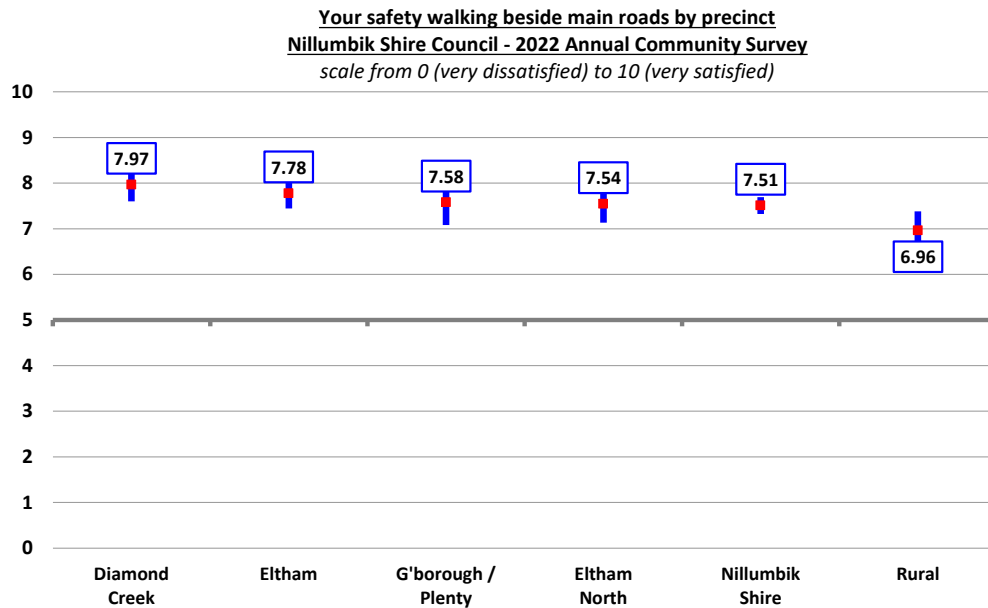
Satisfaction with the respondent's safety walking beside main roads was included for the first time in the survey this year.

The average satisfaction with the safety of walking beside main roads was 7.51 out of 10, or a "very good" level of satisfaction.

There was no statistically significant variation observed across the municipality, although respondents from the rural precinct rated satisfaction substantially but not measurably lower than the municipal average and at a "good" rather than the municipal "very good" level.

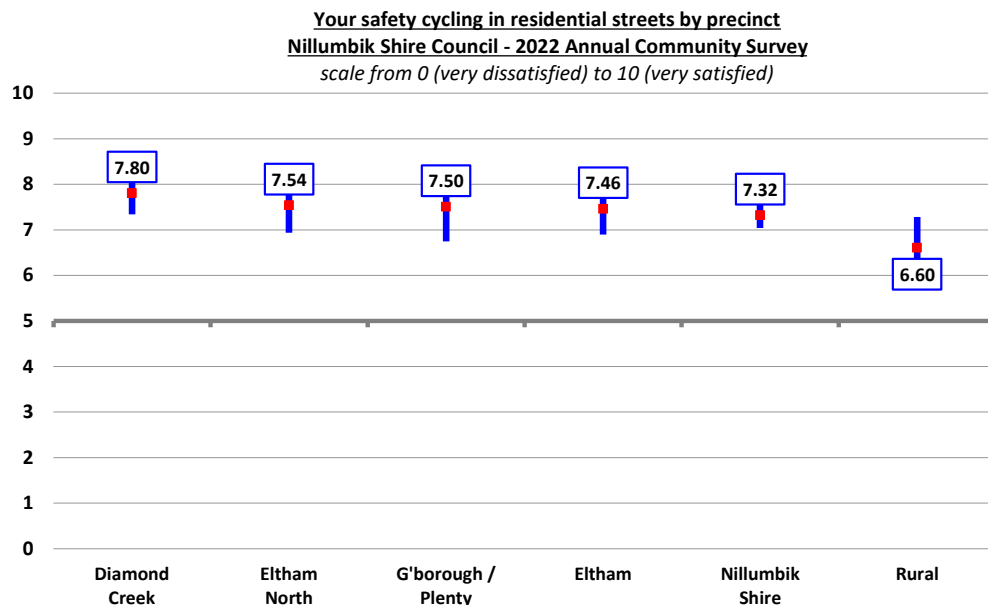


Nillumbik Shire Council – 2022 Annual Community Survey



Your safety cycling in residential streets

Satisfaction with the respondent's safety cycling on residential streets was included for the first time in the survey this year. The average satisfaction with the safety of walking beside main roads was 7.32 out of 10, or a "very good" level of satisfaction. There was no statistically significant variation observed across the municipality, although respondents from the rural precinct rated satisfaction substantially but not measurably lower than the municipal average and at a "good" rather than the municipal "very good" level.



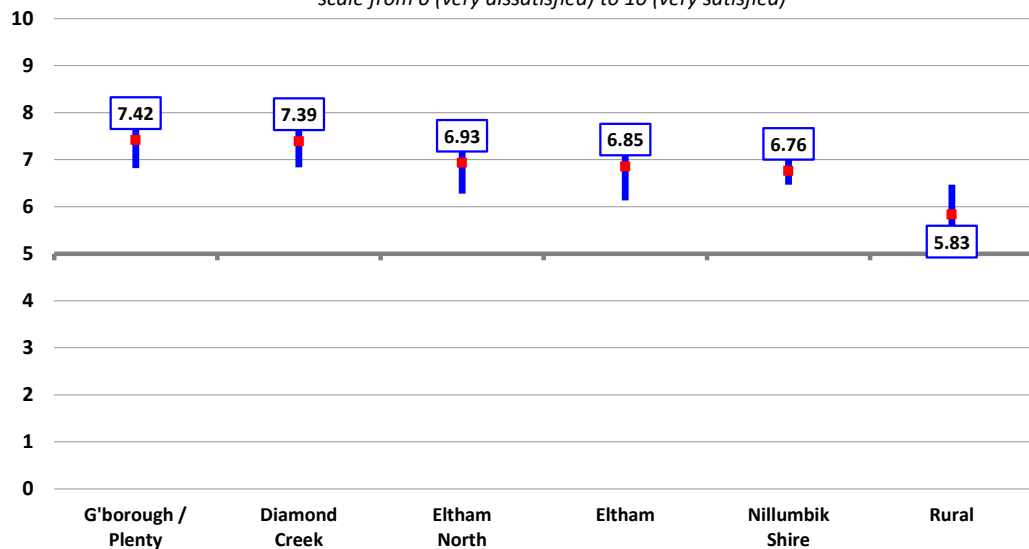
Your safety cycling beside main roads

Satisfaction with the respondent's safety cycling beside main roads was included for the first time in the survey this year.

The average satisfaction with the safety of walking beside main roads was 6.76 out of 10, or a "good" level of satisfaction.

There was statistically significant variation observed across the municipality. Rural precinct respondents rated satisfaction measurably lower than the municipal average and at a "poor" rather than the municipal "good" level.

Your safety cycling beside main roads by precinct
Nillumbik Shire Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Perception of safety in public areas of Nillumbik

Respondents were asked:

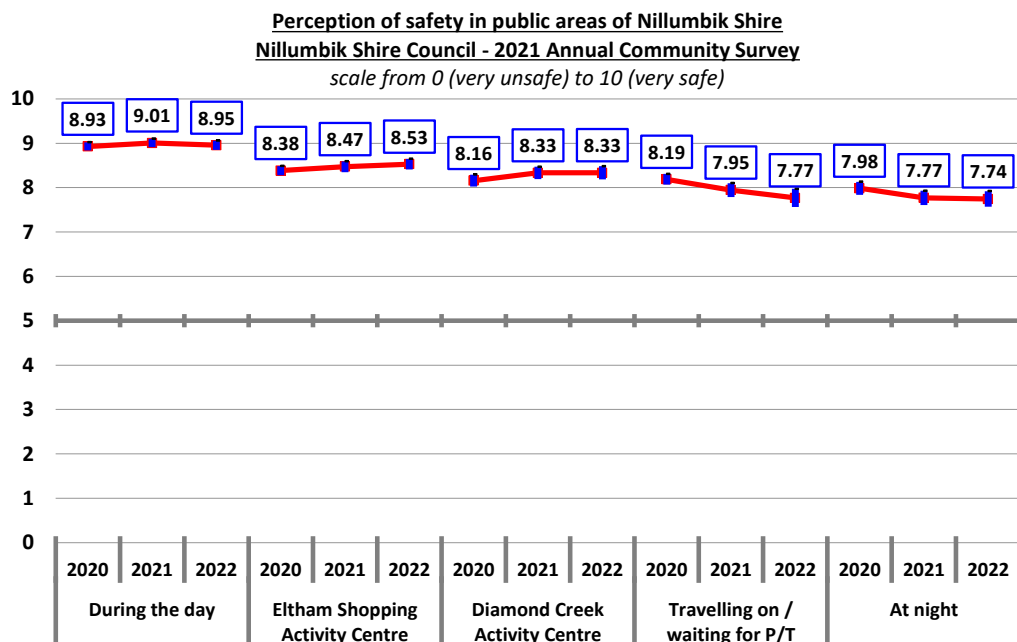
“On a scale from 0 (lowest) to 10 (highest), how safe do you feel in the public areas of Nillumbik Shire?”

Respondents were again in 2022, asked to rate how safe they felt in the public areas of Nillumbik Shire in several locations and times.

There was relatively little variation in the perception of safety results observed this year, with the perception of safety remaining measurably higher in the Nillumbik Shire than the metropolitan Melbourne average.

This high perception of safety reflects the [Issues to Address](#) results, which showed that just four of the 508 respondents nominated safety, policing, and crime issues as one of the top three issues to address for the Nillumbik Shire at the moment.

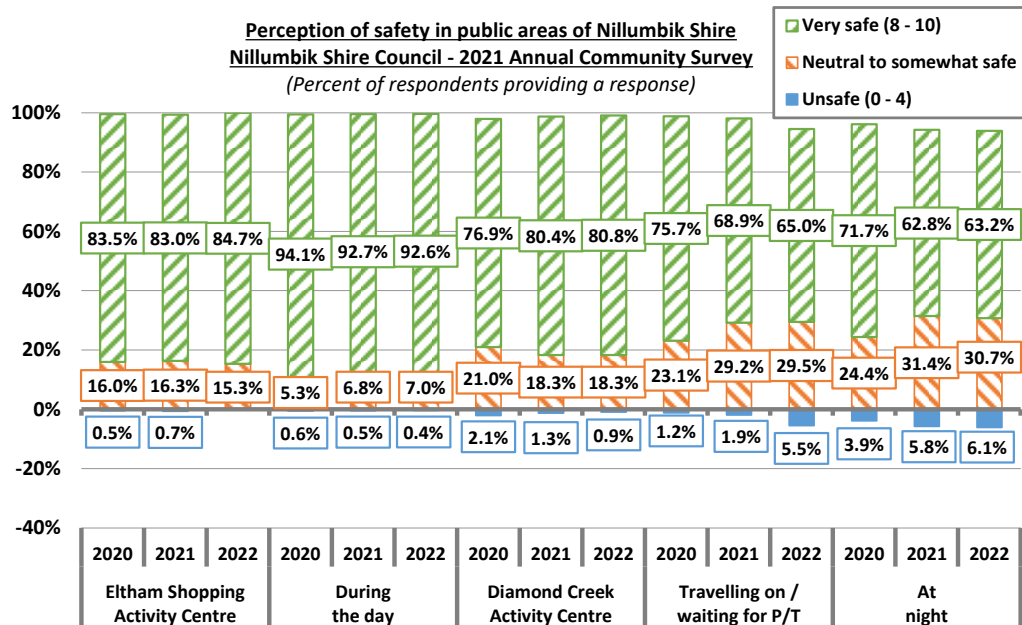
It is noted that the perception of safety in and around the Eltham Shopping Centre increased again this year, whilst the perception of safety travelling on or waiting for public transport declined marginally. None of these variations were statistically significant at the 95% confidence level.



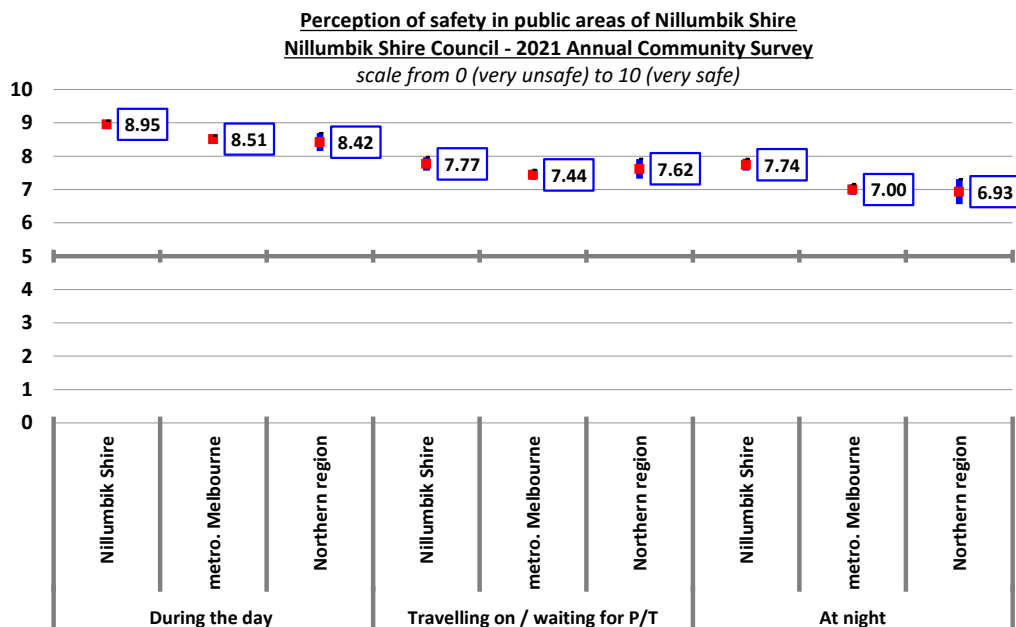
The following graph provides a breakdown of these results into the proportion of respondents who felt “very safe” (i.e., rated safety at eight or more), those who felt “neutral to somewhat safe” (i.e., rated safety at five to seven), and those who felt “unsafe” (i.e., rated safety at less than five).



Attention is drawn to the fact that approximately two-thirds or more of the respondents felt “very safe” in each of the five times and locations. Metropolis Research notes that just 6.1% of respondents felt unsafe in the public areas of Nillumbik Shire at night. This compares to the 2022 metropolitan Melbourne average of 13.3%.

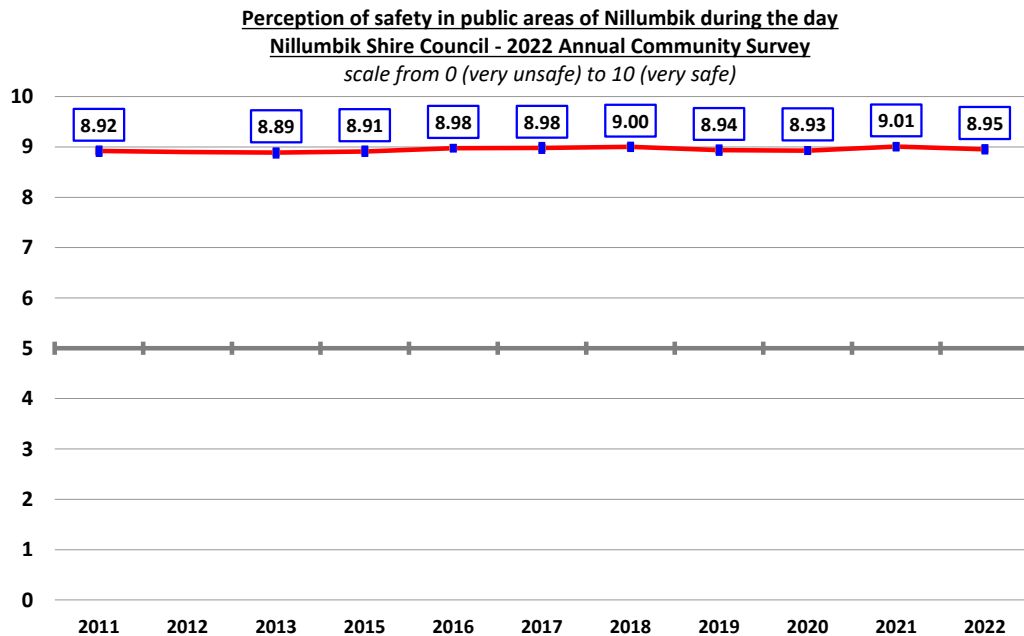


The following graph provides a comparison of these results against the metropolitan Melbourne average, as recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022 using the same methodology. The perception of safety in Nillumbik Shire was measurably higher than the metro. average.

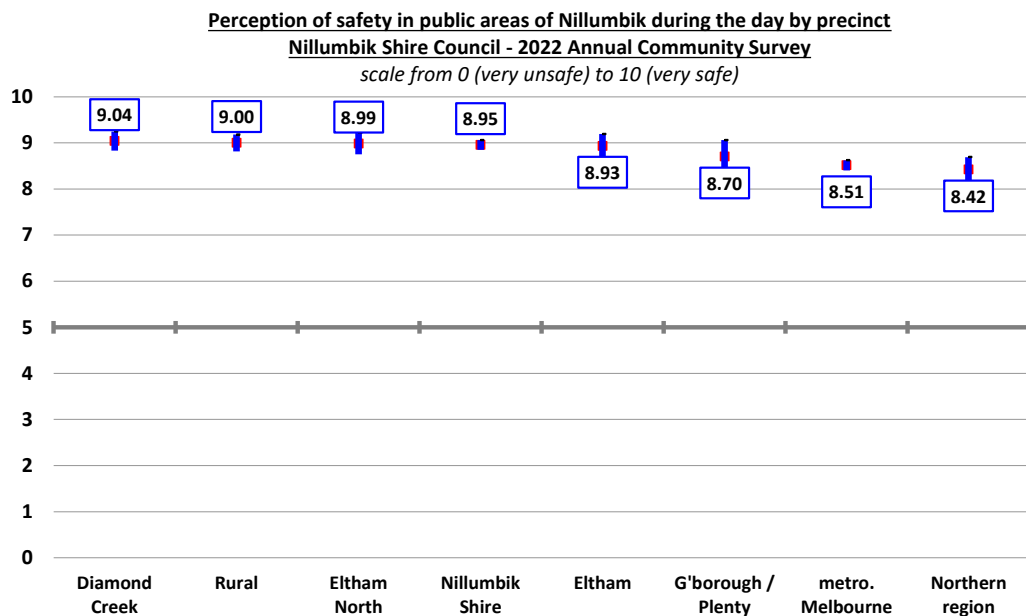


Perception of safety during the day

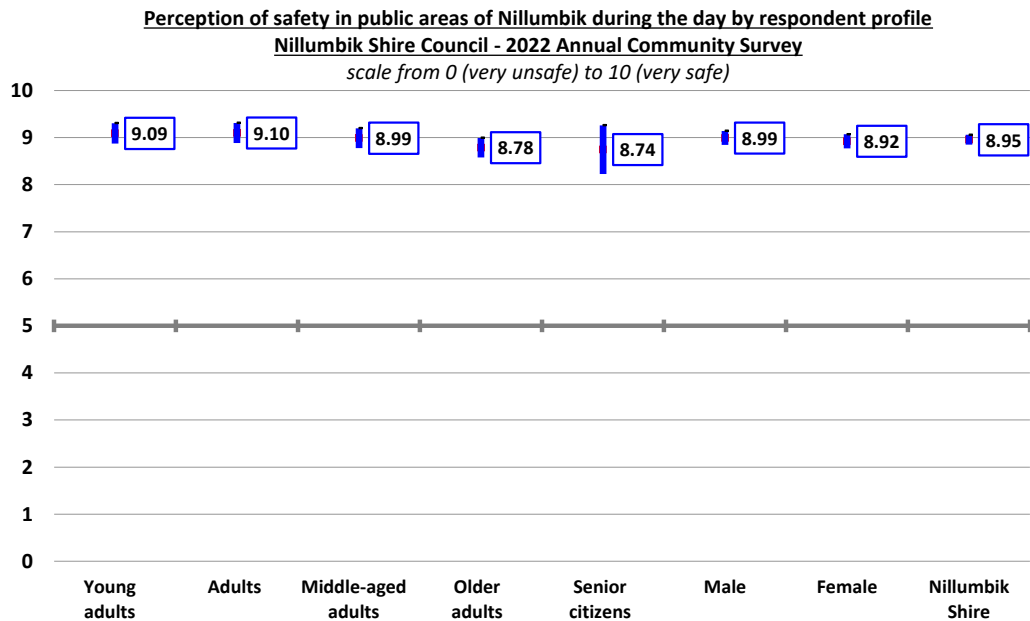
The perception of safety in the public areas of the Nillumbik Shire during the day remains extremely high at almost nine out of 10. This 2022 result is identical to the long-term average perception since 2011 of 8.95.



There was no statistically significant variation in the perception of safety in the public areas of the municipality during the day observed across the five precincts.

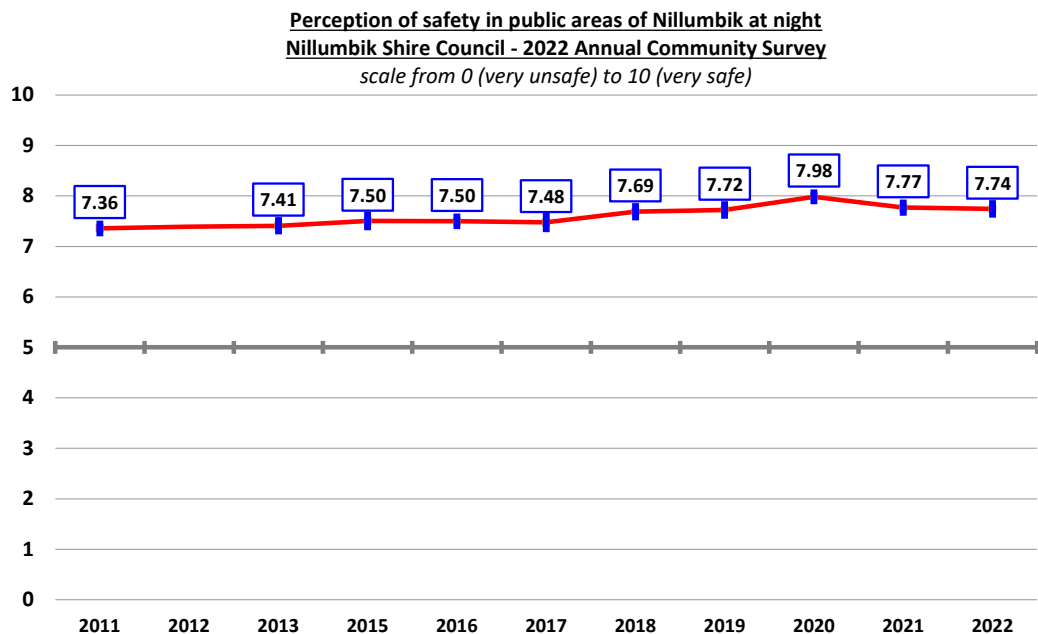


There was no statistically significant variation in the perception of safety in the public areas of the Nillumbik Shire during the day observed by respondents' age structure and gender.



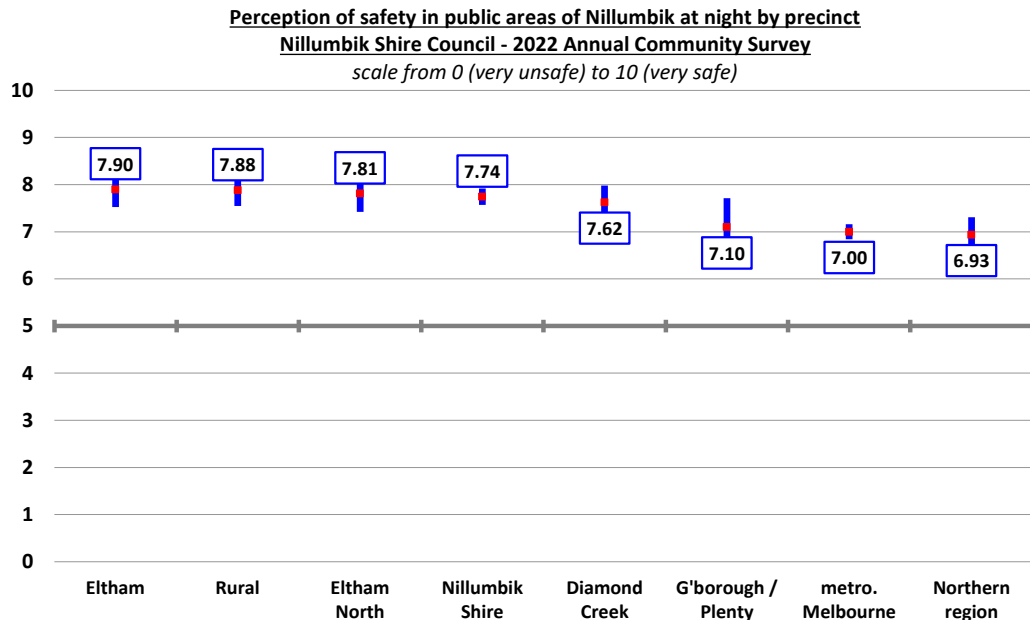
Perception of safety at night

The perception of safety in the public areas of Nillumbik Shire at night remained essentially stable this year at 7.74, a result that was above the long-term average since 2011 of 7.60

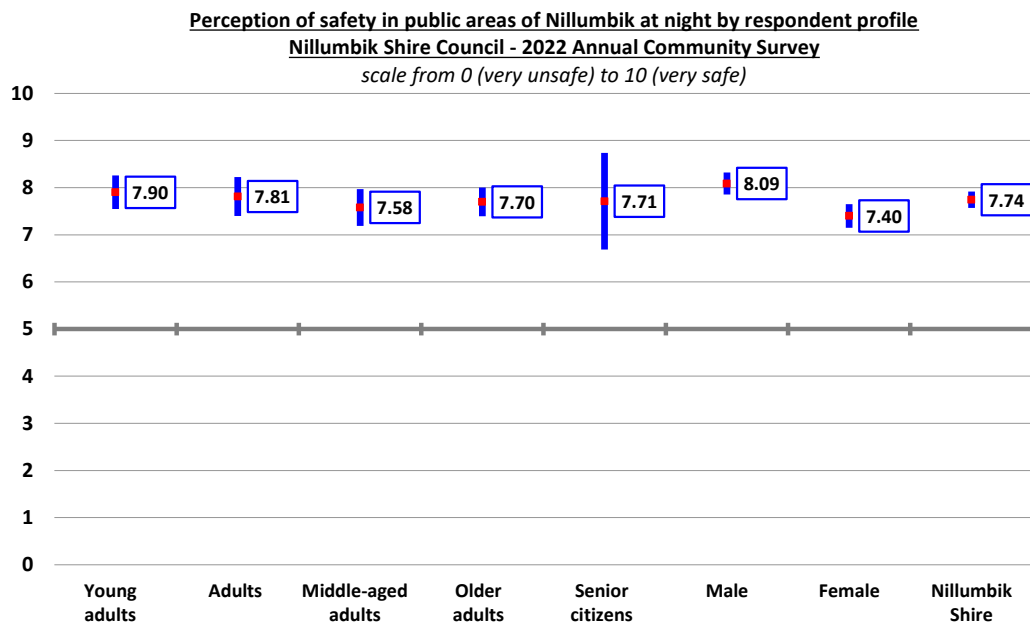


Nillumbik Shire Council – 2022 Annual Community Survey

There was no statistically significant variation in the perception of safety in the public areas of the municipality at night observed across the five precincts, although it was somewhat lower in Greensborough / Plenty.



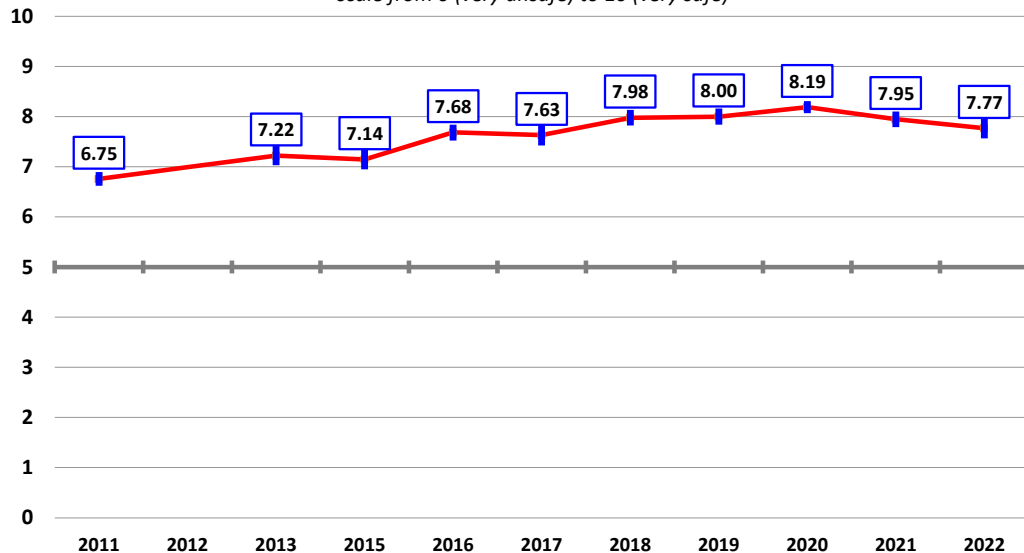
There was no statistically significant variation in this result observed by age structure, although it is noted that female respondents felt measurably and significantly (8.5%) less safe at night than male respondents.



Perception of safety travelling on / waiting for public transport

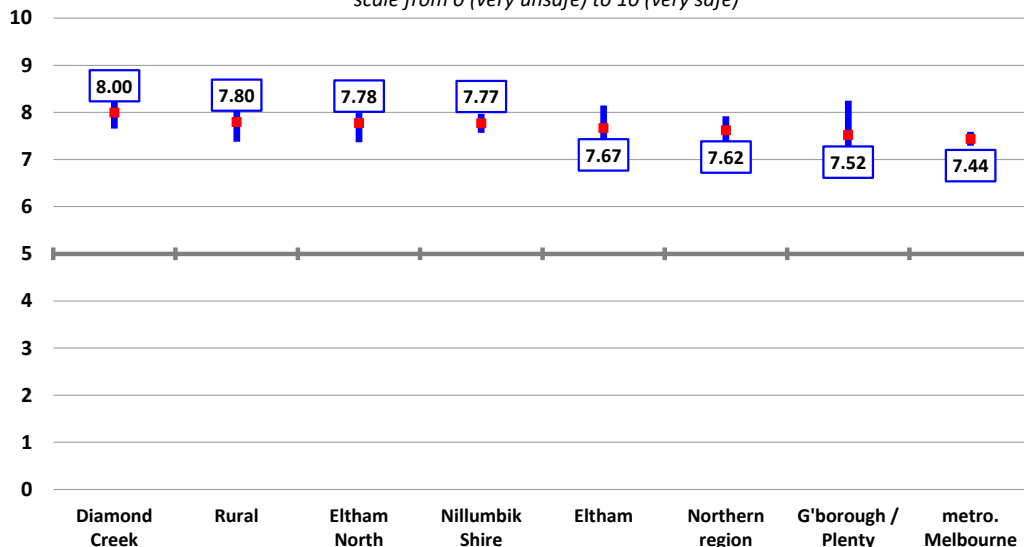
There was a marginal but not measurable decline this year in the perception of safety travelling on or waiting for public transport, down 2.3%, although the 2022 result remains comfortably above the long-term average result since 2011 of 7.57.

Perception of safety travelling on trains or waiting for public transport
Nillumbik Shire Council - 2022 Annual Community Survey
scale from 0 (very unsafe) to 10 (very safe)



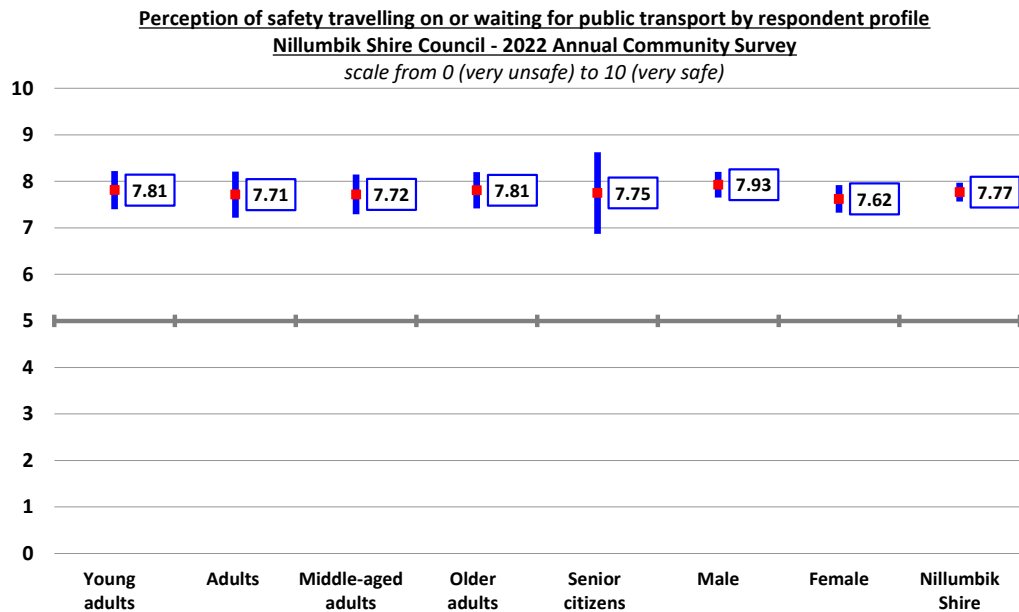
There was no statistically significant variation in the perception of safety in the public areas of the municipality at night observed across the five precincts.

Perception of safety travelling on or waiting for public transport by precinct
Nillumbik Shire Council - 2022 Annual Community Survey
scale from 0 (very unsafe) to 10 (very safe)



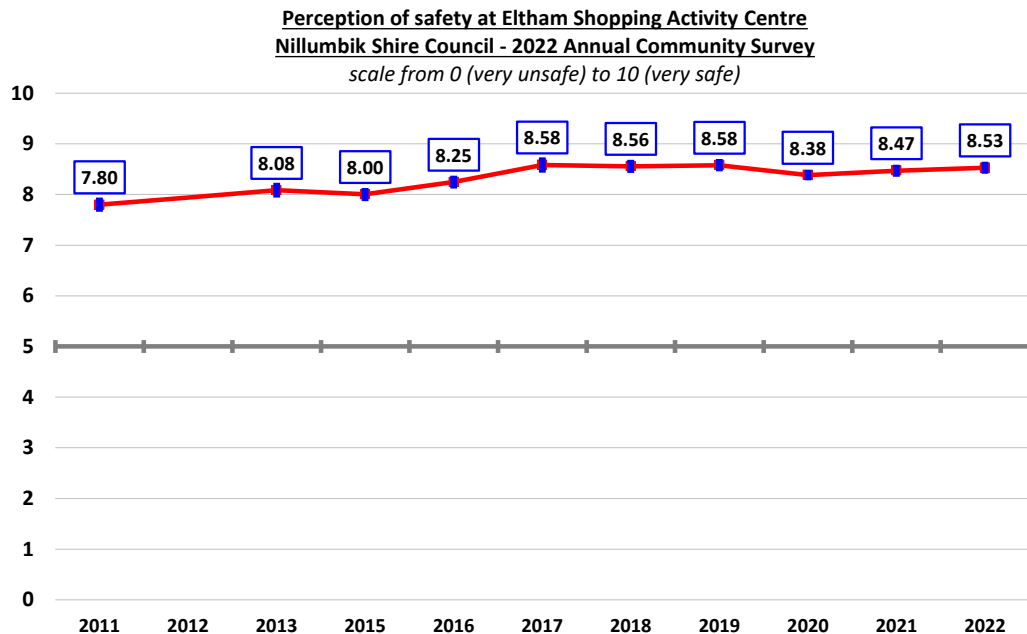
Nillumbik Shire Council – 2022 Annual Community Survey

There was no statistically significant variation in this result observed by respondent profile, although it is noted that female respondents felt somewhat (3.9%) less safe than males.

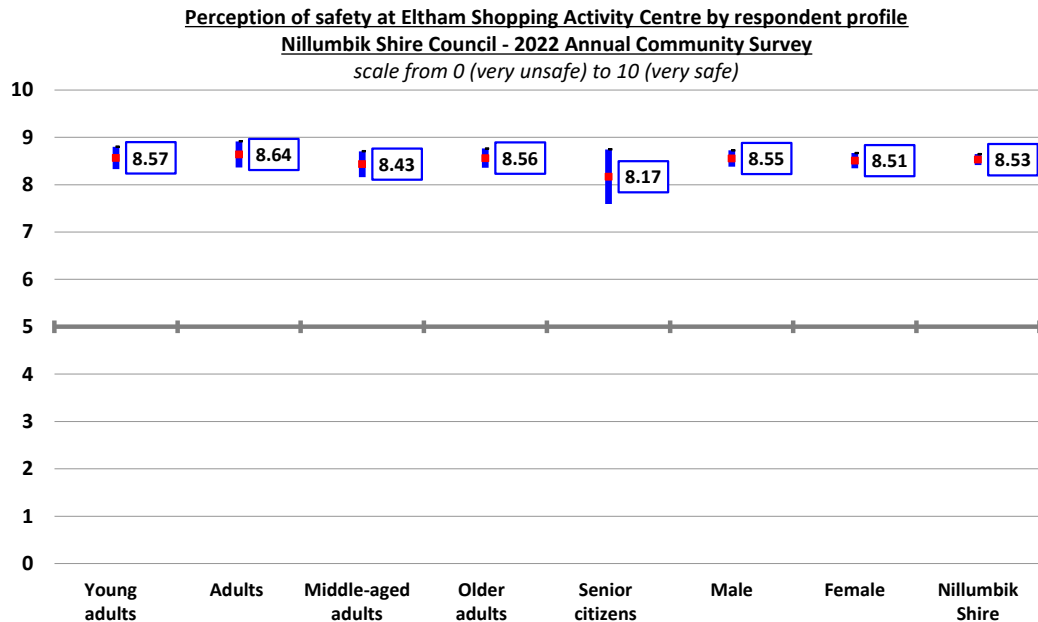


Perception of safety at Eltham Shopping Activity Centre

The perception of safety at Eltham Shopping Activity Centre increased marginally, but not measurably again this year, and it remains comfortably above the long-term average of 8.29.

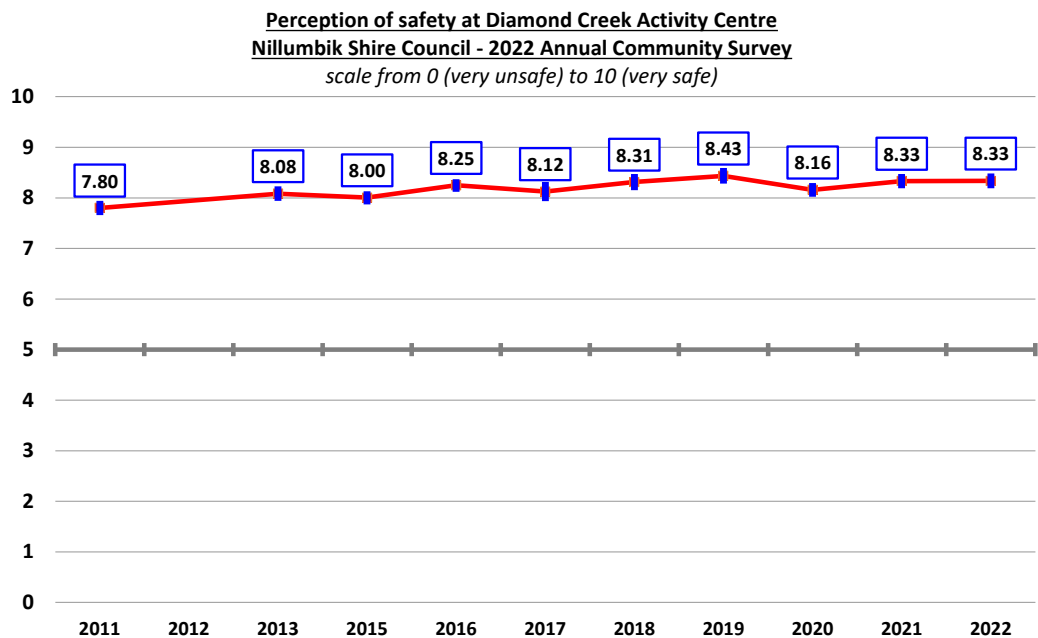


There was no measurable variation in this result observed by respondent profile, although it is noted that senior citizens (aged 75 years and over) felt marginally less safe than average.



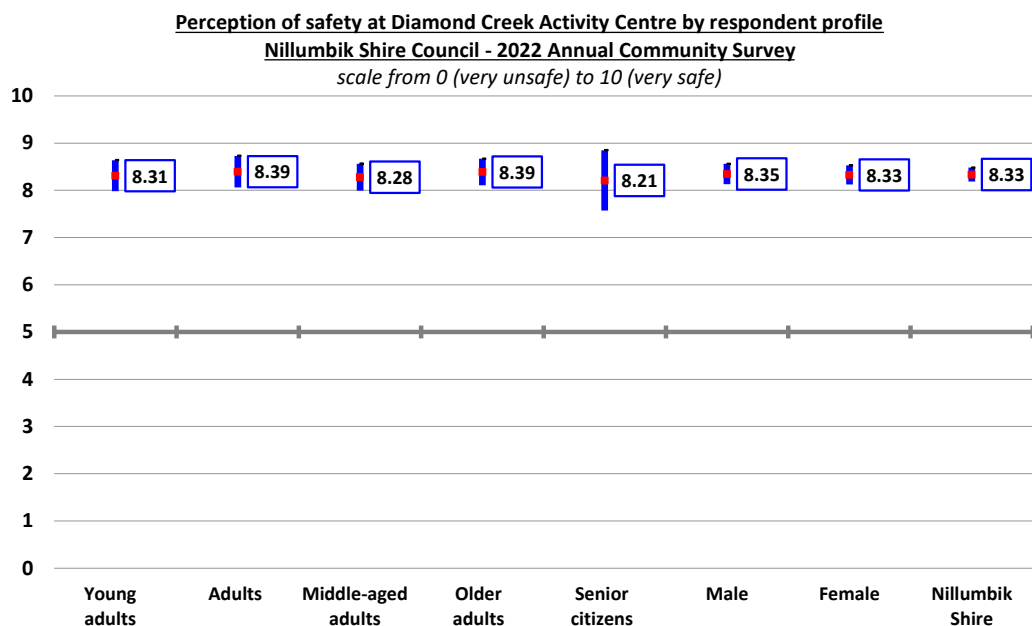
Perception of safety at Diamond Creek Activity Centre

The perception of safety at Diamond Creek Activity Centre remained stable this year at 8.33. and remains marginally above the long-term average since 2011 of 8.16.



Nillumbik Shire Council – 2022 Annual Community Survey

There was no measurable variation in this result observed by respondent profile.



Reasons for feeling unsafe in public areas of Nillumbik

A total of 20 responses were received from respondents who felt unsafe in the Nillumbik Shire. The verbatim comments are included as an appendix, with the summary of results outlined in the following table.

Consistent with previous years, concerns around some people, lighting, general safety, and concerns around crime remain the most common reasons why respondents felt unsafe.

Reasons for feeling unsafe in public areas of the Shire of Nillumbik
Nillumbik Shire Council - 2022 Annual Community Survey
(Number and percent of respondents rating safety less than five)

Reason	2022		2021	2020	2019	2018
	Number	Percent				
Issues with people - gangs, youths, "louts" etc	6	30.0%	21.7%	26.7%	26.1%	22.9%
Lighting	3	15.0%	21.7%	20.0%	17.4%	22.9%
General safety	3	15.0%	4.3%	16.7%	21.7%	4.2%
Crime - theft, robbery, violence, etc	2	10.0%	34.8%	23.3%	17.4%	10.4%
Safety at night	2	10.0%	8.7%	3.3%	4.3%	12.5%
Image / feel of place and news reports	1	5.0%	4.3%	6.7%	8.7%	4.2%
Public transport safety	1	5.0%	4.3%	3.3%	4.3%	6.3%
Other	2	10.0%	0.0%	0.0%	0.0%	16.7%
Total comments	20	100%	23	30	23	48



Locations where respondents feel unsafe in the public areas of Nillumbik

The following table outlines the locations nominated by respondents as those at which they felt unsafe in Nillumbik Shire.

Train stations were prominent in these results.

Location where you feel unsafe in the Shire of Nillumbik
Nillumbik Shire Council - 2022 Annual Community Survey
(Number and percent of respondents rating safety less than five)

Location	Number
Eltham Station	4
At train stations	3
Anywhere in Nillumbik Shire	2
Alleyways	1
Diamond Creek, Greensborough	1
Don't feel safe to interact with people	1
Eltham Shopping Centre	1
Greensborough train station	1
MacDonalds, local park	1
Need better lighting	1
Old Aqueduct Road	1
People lingering around stations	1
Public places in Eltham and Diamond Creek	1
Street lighting at night around shared trails is less	1
Train and bus station	1
Unpredictable passengers	1
Walking around streets	1
Total	23



Climate change

Changes to home or lifestyle to help reduce climate change and its impact

Respondents were asked:

“Have you made changes to your home or lifestyle to help reduce climate change and its impacts?”

This question relating to respondent households making changes to their home or lifestyle to help reduce climate change and its impacts was included for the first time in the survey this year.

A little less than two-thirds (64.7%) of the 397 respondents who provided a response to this question reported that they had made changes to their home or lifestyle to help reduce climate change and its impacts.

It is noted that a significant number of respondents would not or could not answer this question, and they have been excluded from the percentage results.

The survey did not ask respondents to outline what changes they had made to their home or lifestyle. Metropolis Research notes that this question has limited utility without providing additional insight into the ways in which respondents' behaviours have changed.

It is highly likely that the range of changes that respondents will have made to their homes or lifestyles will be very broad, with some having made relatively minor changes and some having made more significant changes.

Made changes to your home or lifestyle to help reduce climate change and its impacts
Nillumbik Shire Council - 2022 Annual Community Survey
(Number and percent of respondents providing a response)

Response	2022	
	Number	Percent
Yes	257	64.7%
No	140	35.3%
Not stated	111	
Total	508	100%

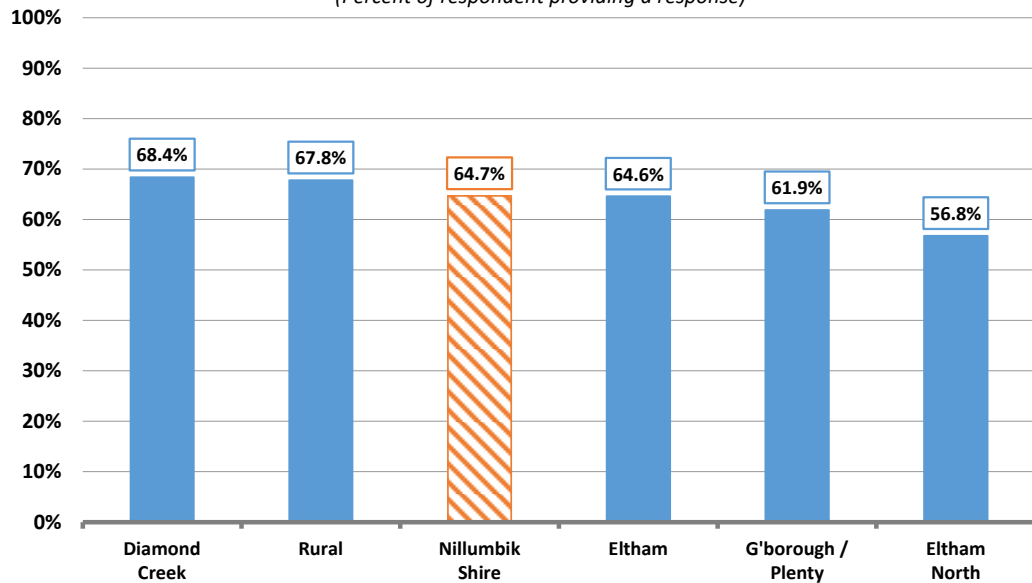
There was some variation in this result observed across the municipality, with respondents from Eltham North notably, but not measurably, less likely than average to have made changes to their home or lifestyle to reduce climate change and its impacts.



Made changes to your home or lifestyle to help reduce climate change by precinct

Nillumbik Shire Council - 2022 Annual Community Survey

(Percent of respondent providing a response)

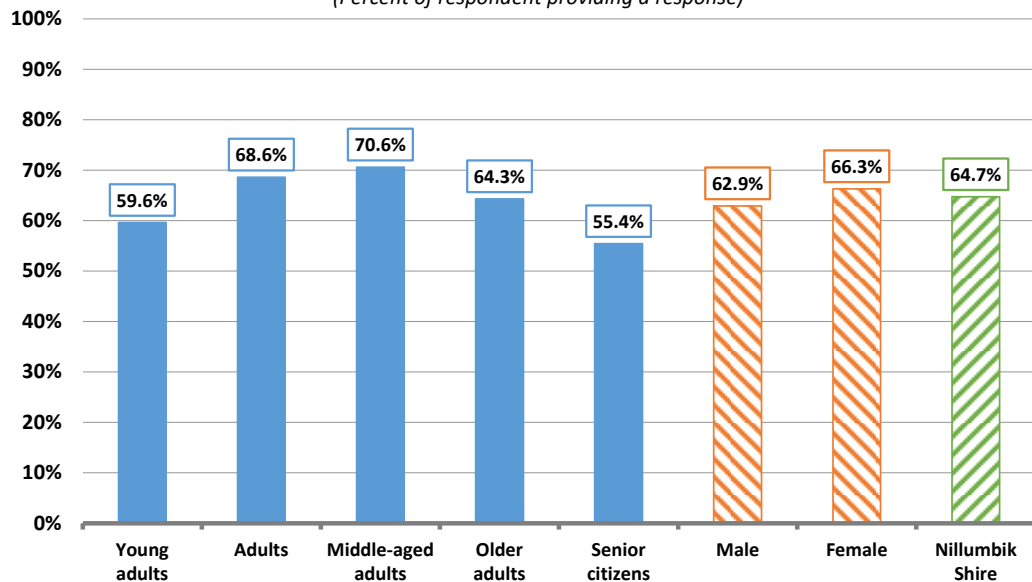


It is noted that younger adults (aged 18 to 34 years) were marginally less likely than average to have made changes, and senior citizens (aged 75 years and over) were notably less likely to have made changes. Female respondents were marginally more likely than male respondents to have made changes.

Made changes to your home or lifestyle to help reduce climate change by profile

Nillumbik Shire Council - 2022 Annual Community Survey

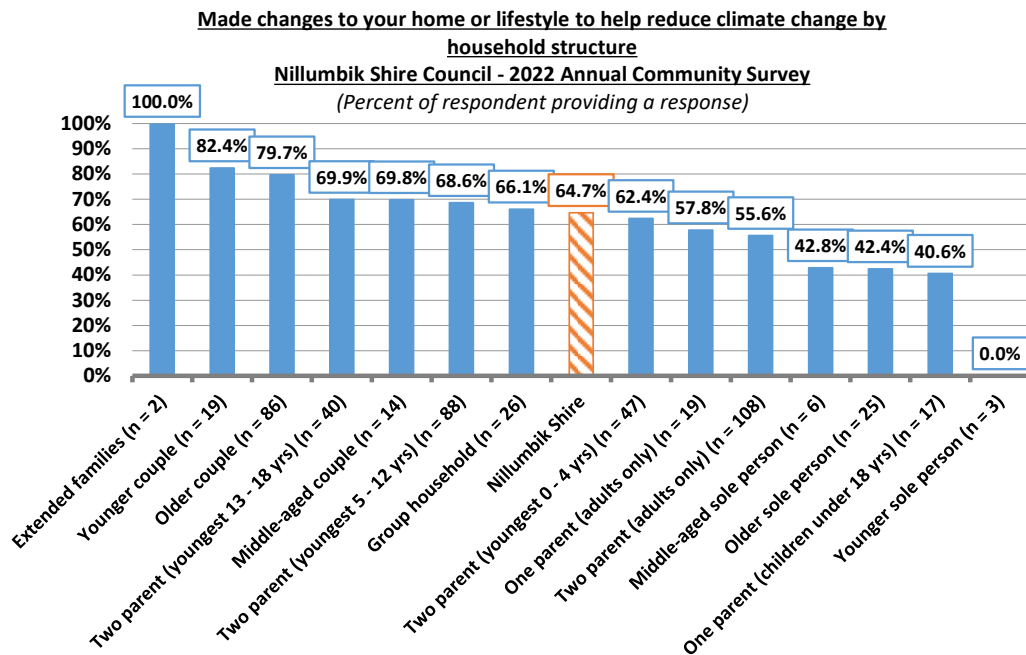
(Percent of respondent providing a response)



Nillumbik Shire Council – 2022 Annual Community Survey

Whilst cognisant of the small sample size for some of the household structures, there was some notable variation in these results observed, as follows:

- **More likely than average to have made changes to home and lifestyle** – includes extended families, younger couples, and older couples.
- **Less likely than average to have made changes to home and lifestyle** – includes middle-aged sole persons, older sole persons, one-parent families with children under 18 years, and younger sole persons.



Ability to cope with climate related risks and impacts

Respondents were asked:

“How would you rate your household’s ability to cope with climate related risks and impacts (e.g. fire, drought, extreme heat, heavy rainfall)?”

This question relating to respondent households’ ability to cope with climate related risks and impacts was included for the first time in the survey this year. It is noted that 128 of the 508 respondents would not or could not provide a response and they have been excluded from the percentage results.

The average ability of respondent households to cope with climate related risks and impacts was 6.95 out of a potential 10, or a moderate ability.



This includes 44.5% of respondents (providing a response) rating their ability as “very high” (i.e., rated their ability at eight or more), whilst just 7.6% rated their ability as “low” (i.e., less than five out of 10).

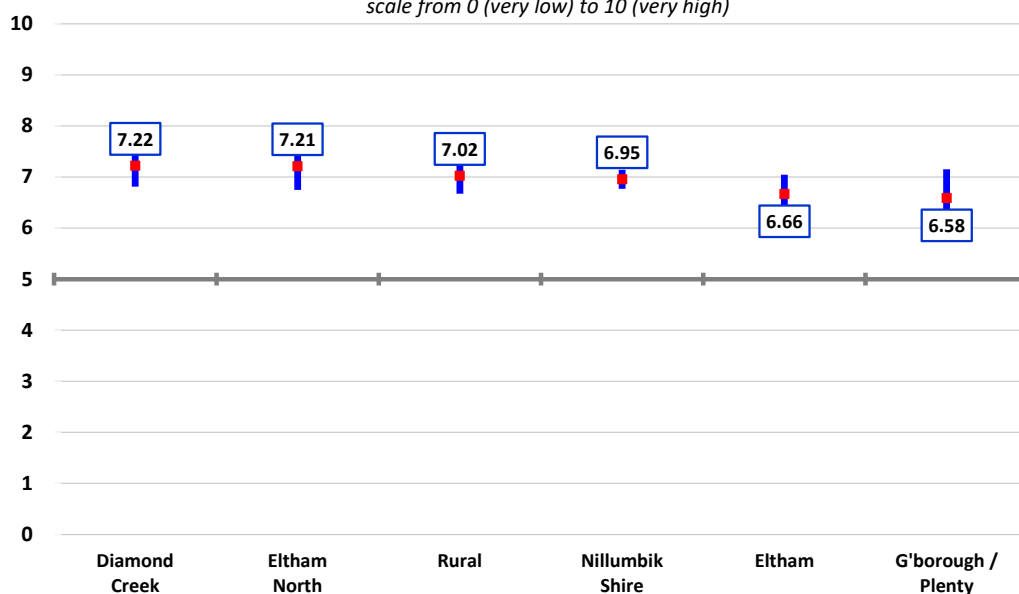
Ability to cope with climate related risks and impacts
Nillumbik Shire Council - 2022 Annual Community Survey
(Number and percent of respondents providing a response)

Response	2022	
	Number	Percent
High (8 to 10)	169	44.5%
Neutral to somewhat high (5 to 7)	182	47.9%
Low (0 to 4)	29	7.6%
Can't say	128	
Total	508	100%
<i>Average mean</i>	6.95	

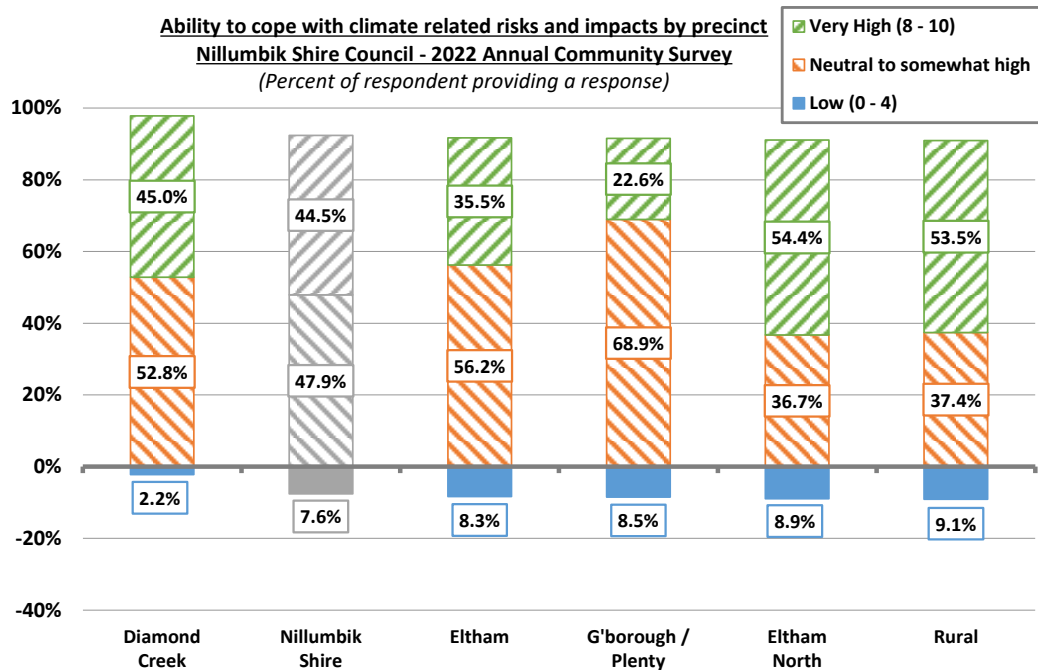
There was no statistically significant variation in the respondents’ ability to cope with the impacts of climate change observed across the five precincts comprising the Nillumbik Shire.

It is noted, however, that more than half of the respondents from Eltham North and the rural precinct rated their ability to cope with these impacts as “very high”, a measurably higher proportion than the municipal average of 44.5%.

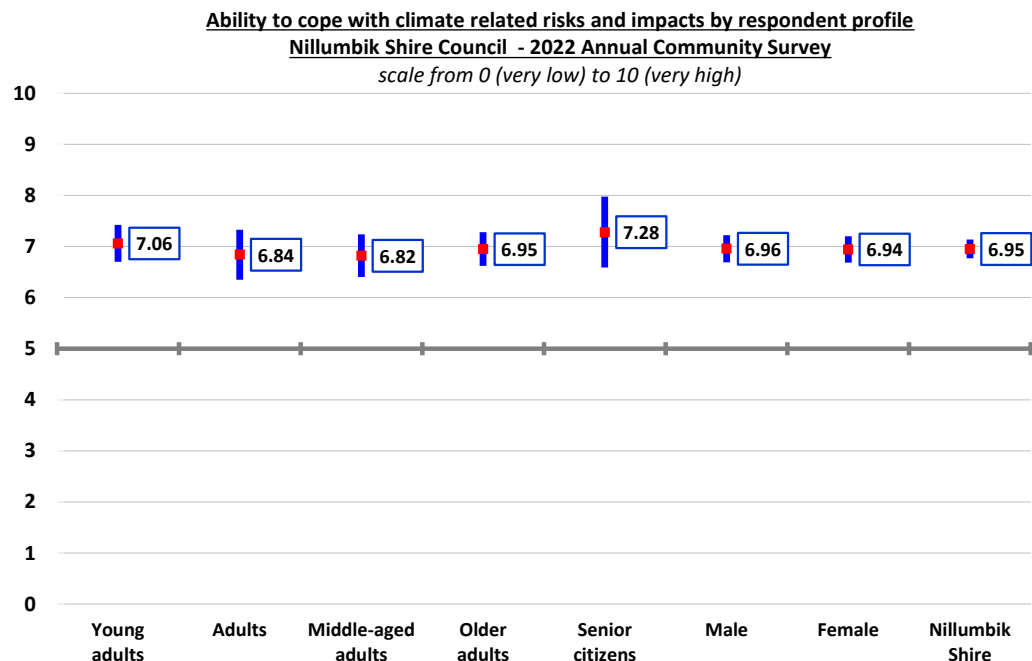
Ability to cope with climate related risks and impacts by precinct
Nillumbik Shire Council - 2022 Annual Community Survey
scale from 0 (very low) to 10 (very high)

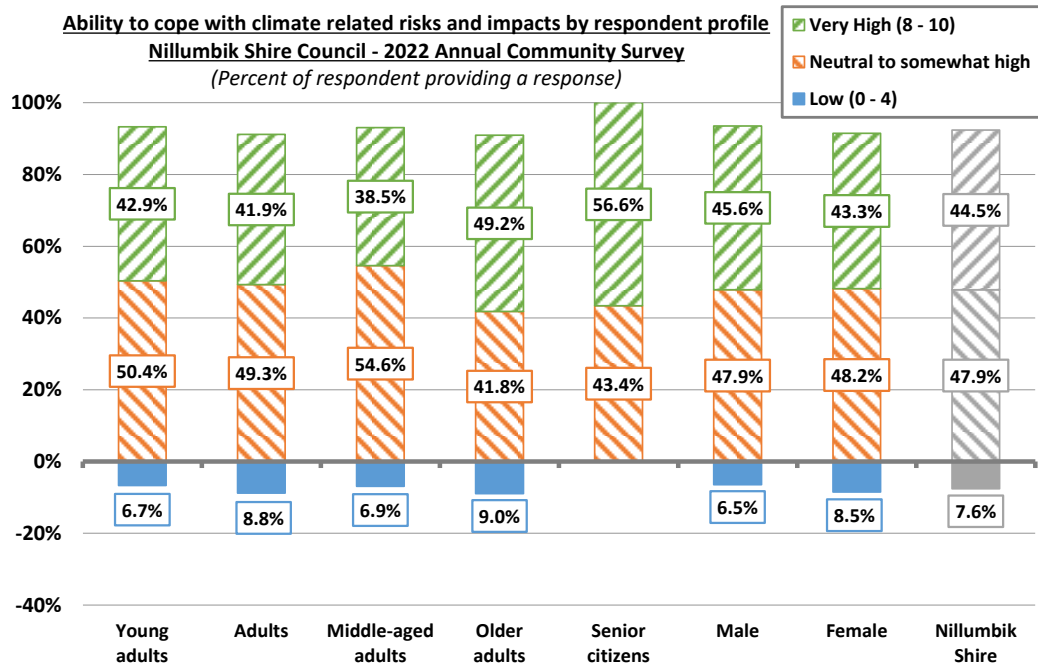


Nillumbik Shire Council – 2022 Annual Community Survey

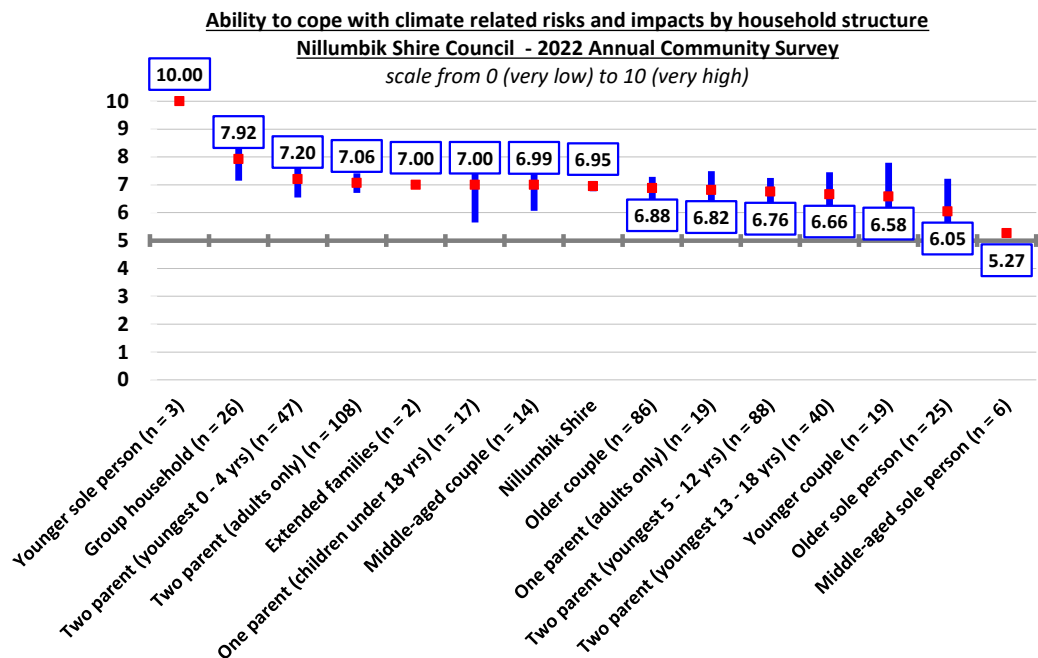


Although senior citizens (aged 75 years and over) rated their ability to cope marginally higher than average, there was no statistically significant or notable variation in these results observed by age structure or gender. Metropolis Research notes that senior citizens tend to rate most aspects a little higher than other respondents, and this may not always reflect meaningfully different views.





There was no statistically significant variation in the average ability to cope with climate related risks and impacts observed by household structure, although it is noted that the three younger sole person households reported that their ability was 10 out of 10, whilst the six middle-aged sole persons rated their ability substantially lower at just over 5 out of 10.

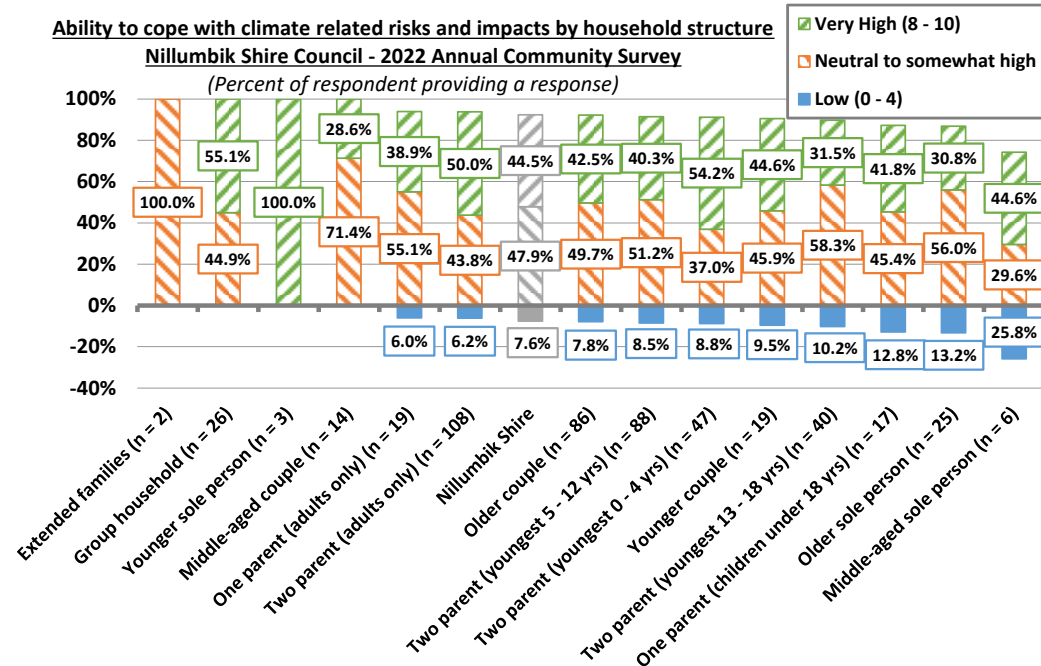


Nillumbik Shire Council – 2022 Annual Community Survey

For most of the household structures, between approximately one-third and half of the respondents rated their ability to cope with climate related risks and impacts as “very high”.

It is noted, however, that more than ten percent of the two-parent families with youngest child aged 13 to 18 years, one-parent families with children aged under 18 years, older sole person, and middle-aged sole person households rated their ability as “low” (i.e., less than five out of 10).

This was most evident for the small sample of just six middle-aged sole person households.



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.

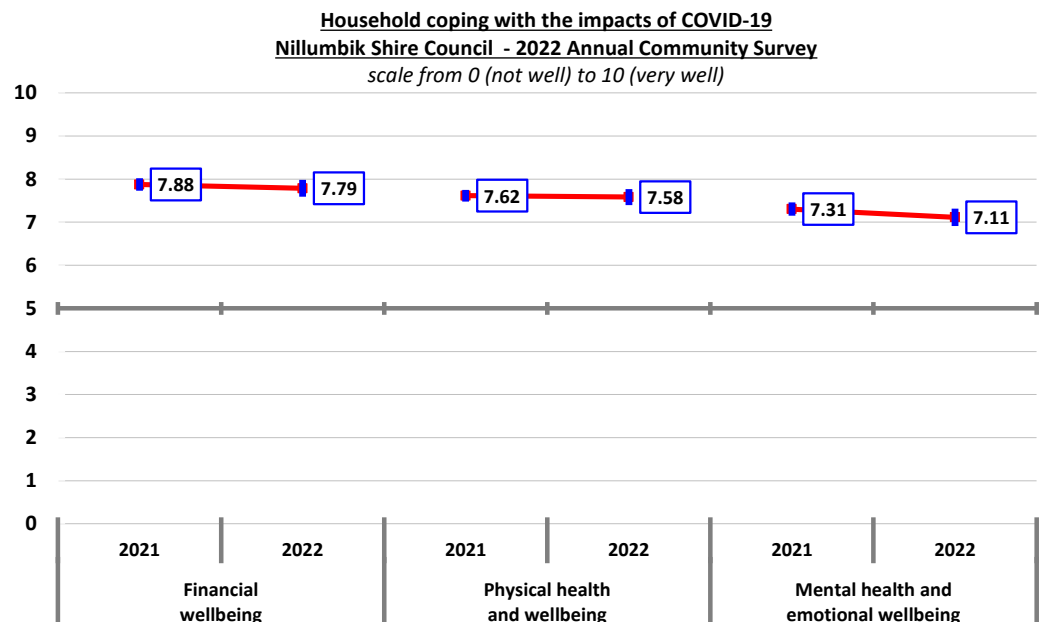
Household coping with the impacts

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 reported a marginally lower perception of how well they and their household were coping with the impacts of COVID-19 in terms of their financial wellbeing, their physical health and wellbeing, and their mental health and wellbeing this year than in 2021.

The decline in the average degree to which respondent households were coping with the impacts of COVID-19 was not statistically significant, although it is noted that it was most evident in relation to the perception of coping in terms of mental health and wellbeing (down from 7.31 to 7.11 out of 10).

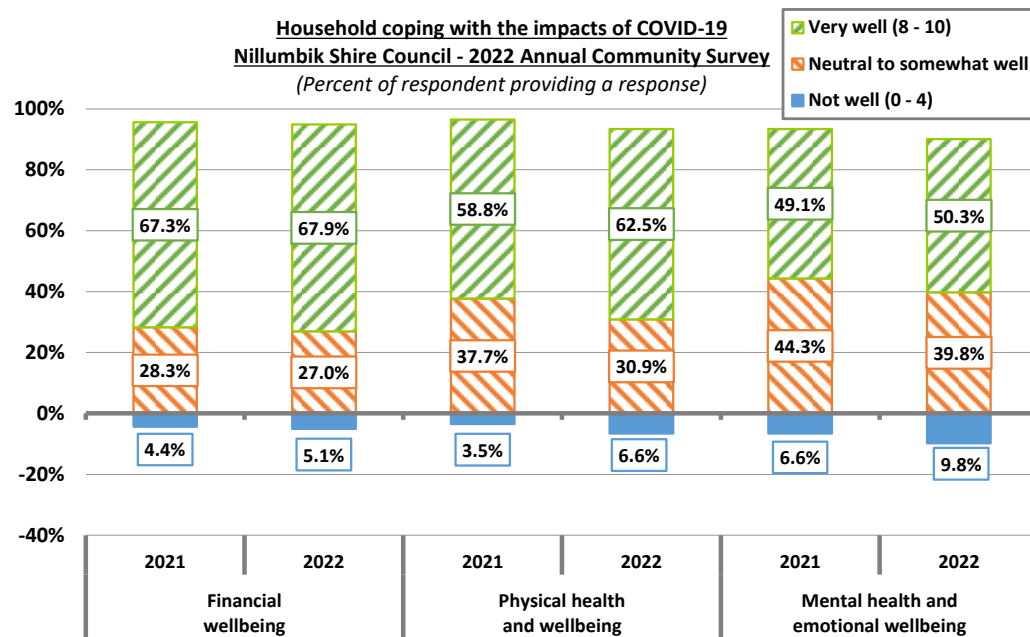


Nillumbik Shire Council – 2022 Annual Community Survey

The following graph provides a breakdown of these results into the proportion of respondents who felt they were coping “very well” (i.e., rated coping at eight or more), those who were coping “neutral to somewhat well” (i.e., rated coping at five to seven), and those who were “not coping well” (i.e., rated coping at less than five).

Most respondents reported that they and their household were coping “very well” in terms of financial wellbeing, as well as physical and mental health and wellbeing.

Metropolis Research notes, however, that almost ten percent (9.8%) of respondents reported that they and their household were not coping well with the impact of COVID-19 on their mental health and wellbeing. This is a notable increase on the 6.6% reported in 2021.



The following graph provides a comparison of the average degree to which respondents were coping with the impacts of COVID-19 in terms of financial wellbeing, physical, and mental health and wellbeing across the last two years of the COVID-19, and across four municipalities for which Metropolis Research has comparable results.

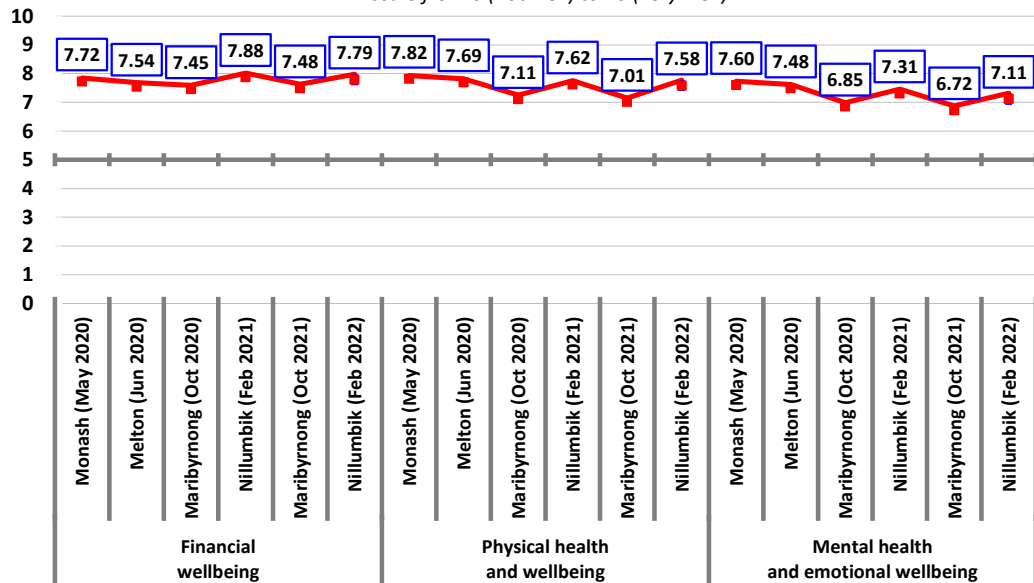
It is important to bear in mind that the impact of COVID-19 may well have been felt differently by residents in different municipalities across metropolitan Melbourne, so these results cannot be treated as simple time-series results.

Bearing that in mind, it is noted that respondents in Nillumbik Shire tended to report that they were, on average, coping better with the impacts of COVID-19 than respondents in the City of Maribyrnong.

Respondents in Nillumbik Shire reported marginally lower average coping scores than were recorded for the City of Melton in June 2020, and somewhat lower scores for physical and mental health and wellbeing than recorded in Monash in May 2020.



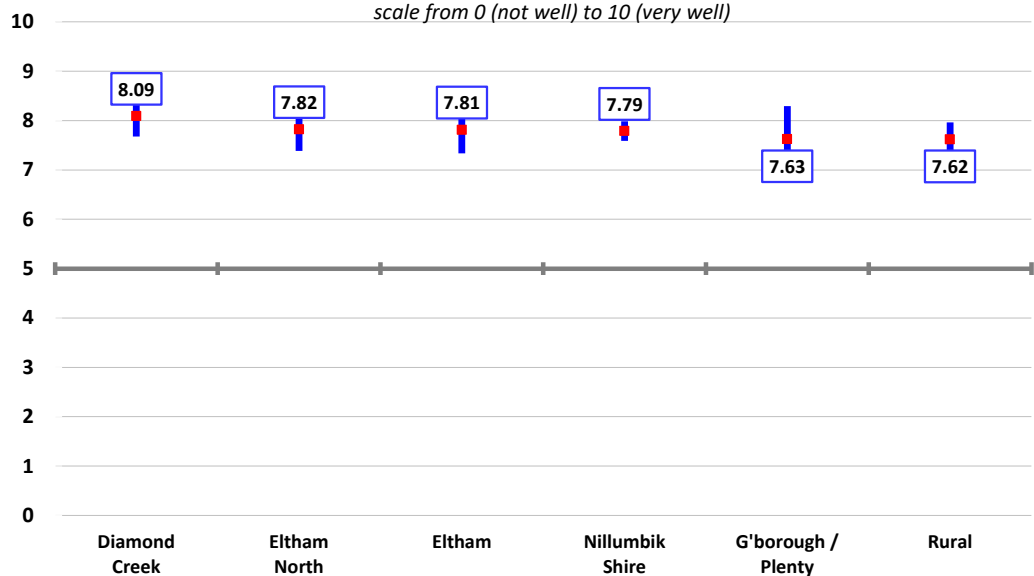
Household coping with the impacts of COVID-19
Nillumbik Shire Council - 2022 Annual Community Survey
scale from 0 (not well) to 10 (very well)



Financial Wellbeing

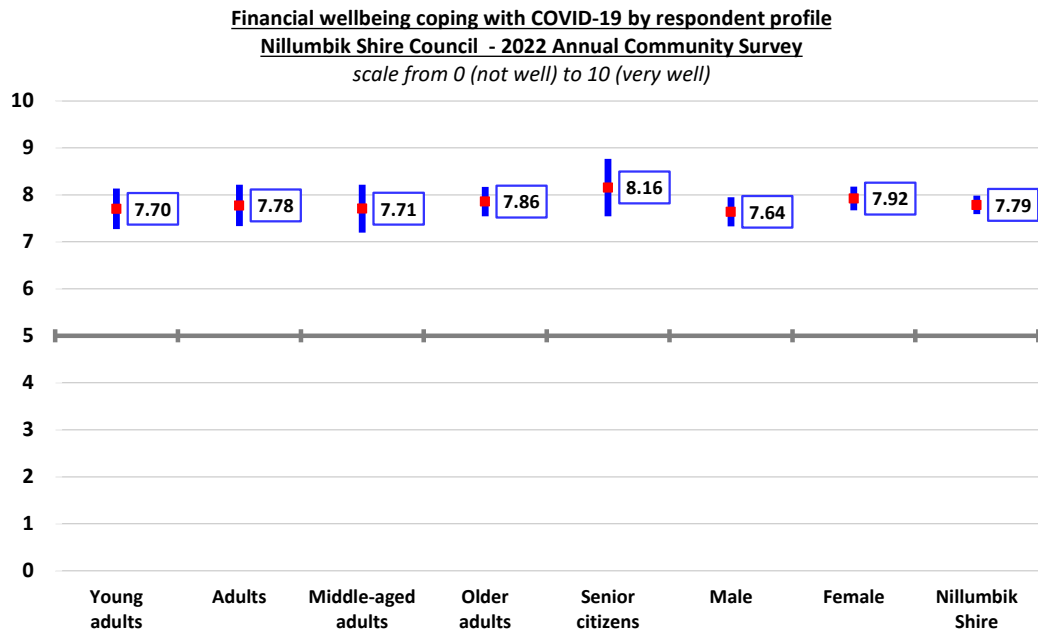
Whilst there was no statistically significant variation in the degree to which respondents and their household were coping with the impacts of COVID-19 in terms of their financial wellbeing observed across the municipality. It is noted, however, that respondents from the rural precinct rated the degree to which they were coping marginally lower than the average.

Financial wellbeing coping with COVID-19 by precinct
Nillumbik Shire Council - 2022 Annual Community Survey
scale from 0 (not well) to 10 (very well)

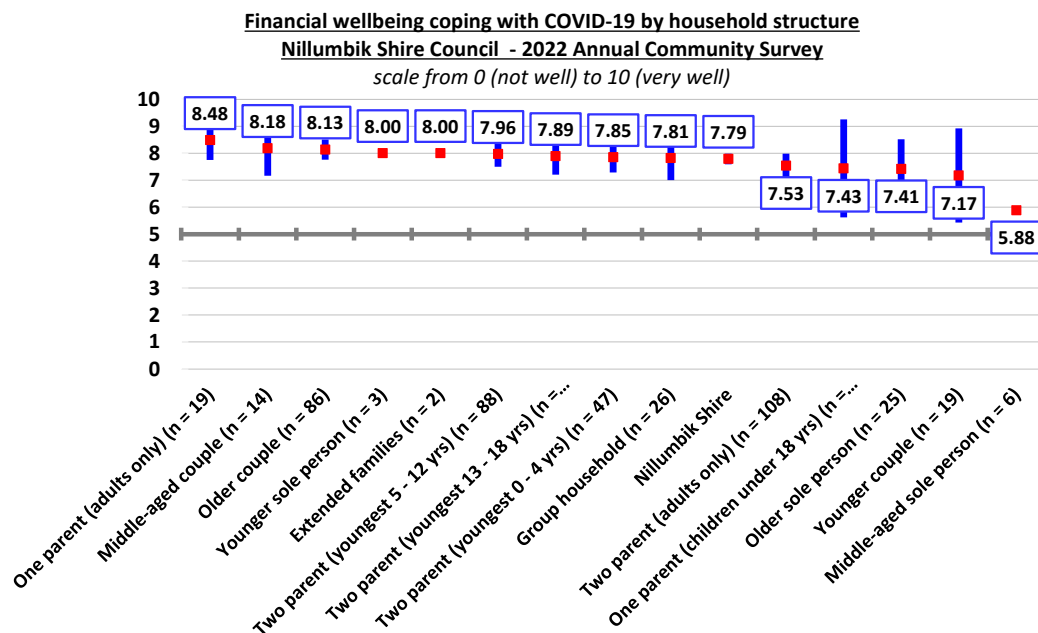


Nillumbik Shire Council – 2022 Annual Community Survey

Whilst there was no statistically significant variation in the average degree of coping with the financial wellbeing impacts of COVID-19 observed by respondent profile, although it is noted that female respondents reported coping marginally better than male respondents.

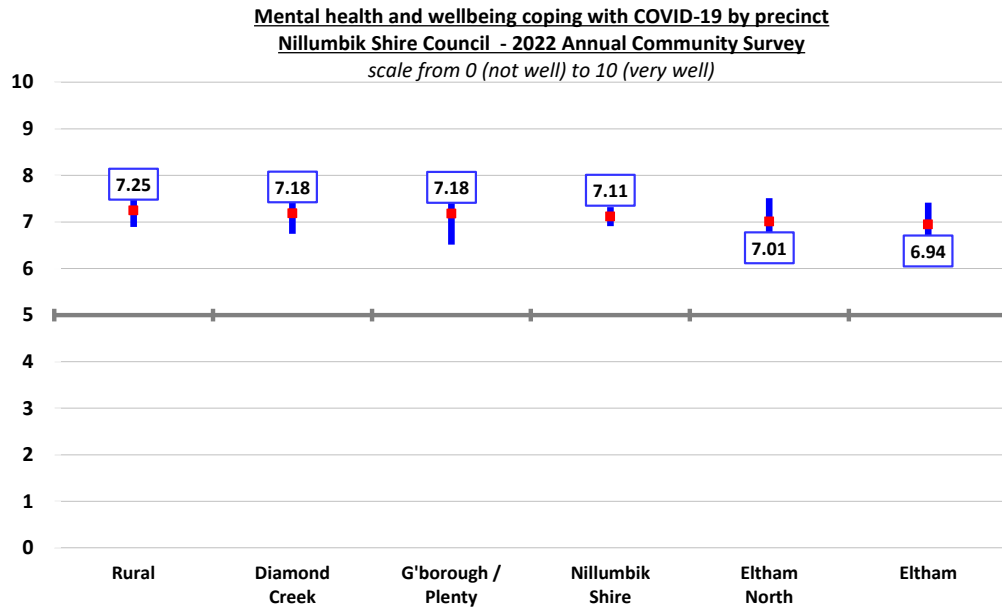


The following graph provides a comparison of the average coping results by household structure. It is noted that the six middle-aged sole person households reported coping significantly less well than the municipal average.

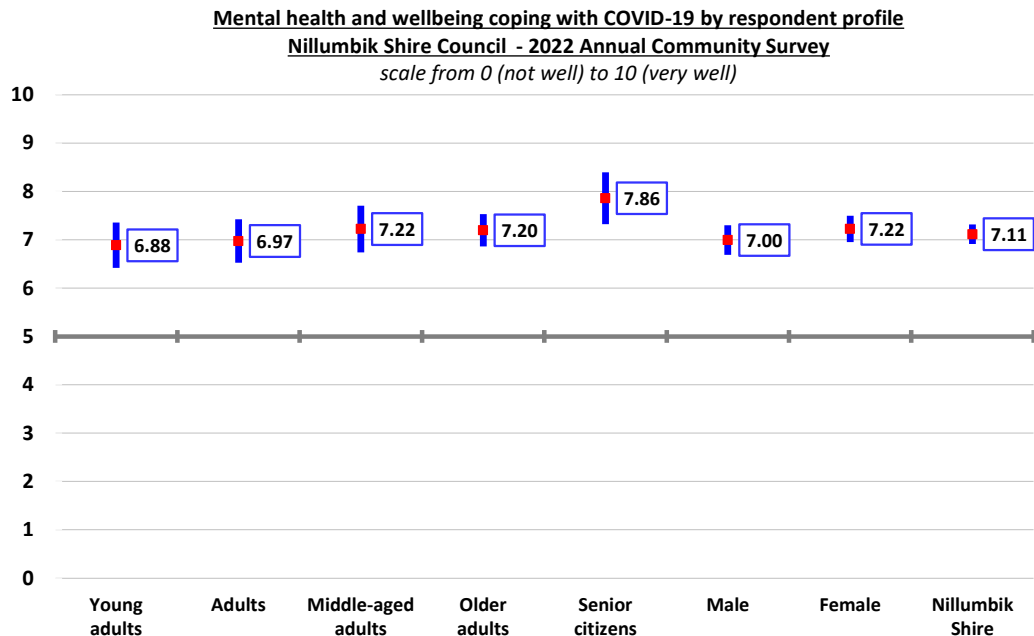


Mental Wellbeing

There was no statistically significant variation in the average degree of coping with the mental health and wellbeing impacts of COVID-19, although it is noted that respondents from Eltham and Eltham North were coping marginally less well than the municipal average.



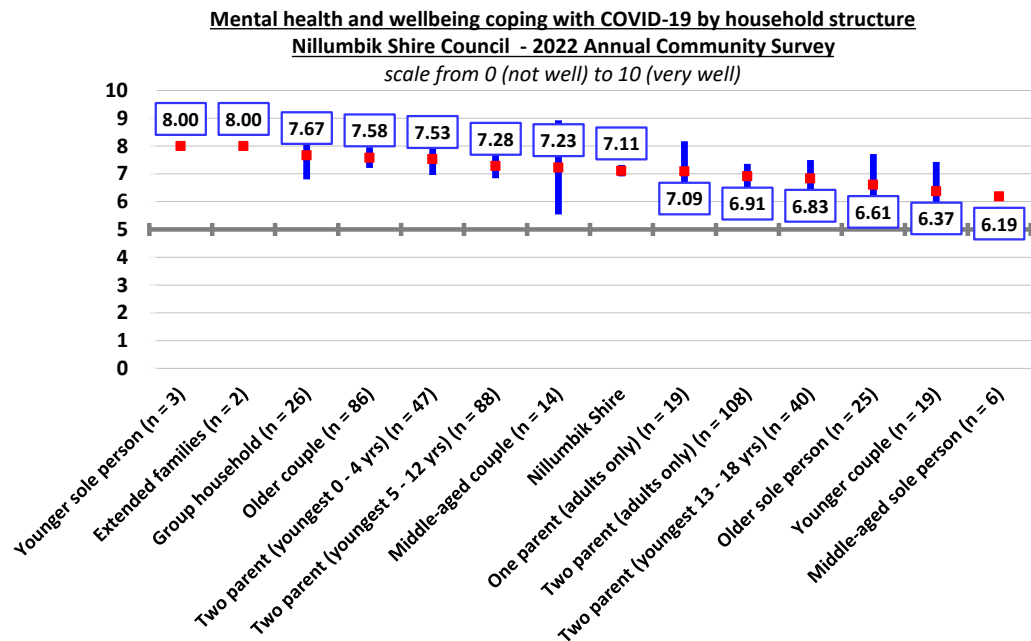
Whilst there was no statistically significant variation in this result observed by respondent profile, it is noted that younger respondents were, on average, coping less well than older respondents, and males were coping marginally less well than female respondents.



Nillumbik Shire Council – 2022 Annual Community Survey

Whilst there was no statistically significant variation in the average degree of coping with the mental health and wellbeing impacts of COVID-19 observed by household structure. This is likely to be the result of the relatively small sample size for many household structures.

Metropolis Research notes that the three younger sole person households and the two extended families were coping notably better than the municipal average, whilst middle-aged and older sole person households and the six middle-aged sole person households were coping notably less well.

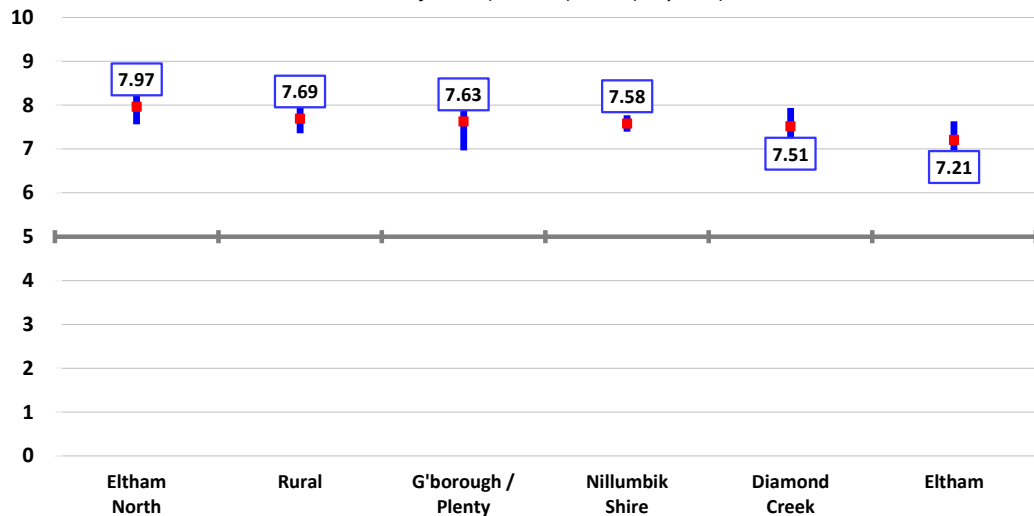


Physical health and wellbeing

There was no statistically significant variation in the average degree of coping with the physical health and wellbeing impacts of COVID-19, although it is noted that respondents from Eltham were coping marginally less well than the municipal average.

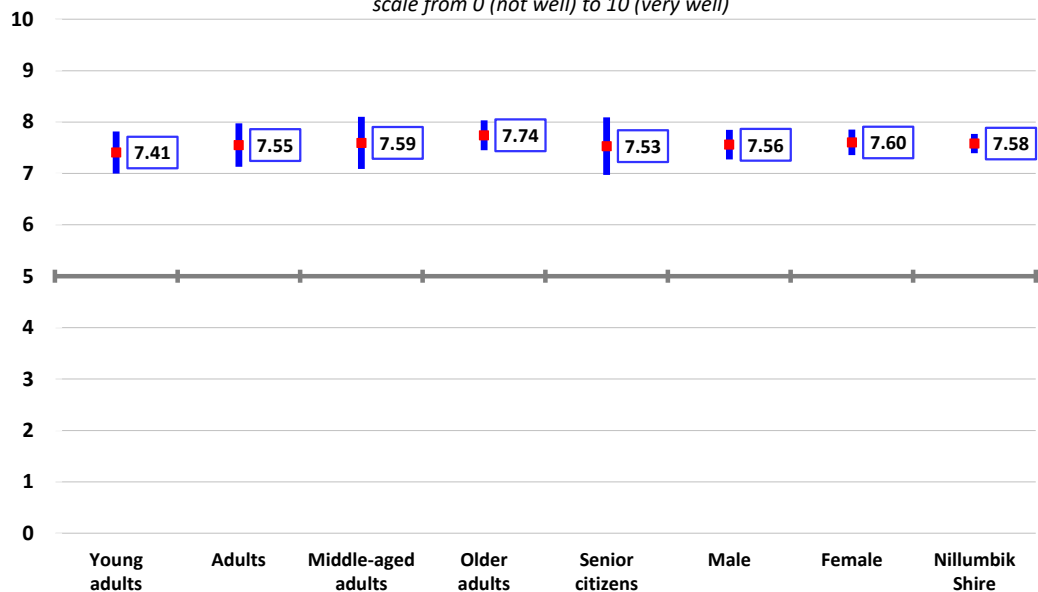


Physical health and wellbeing coping with COVID-19 by precinct
Nillumbik Shire Council - 2022 Annual Community Survey
scale from 0 (not well) to 10 (very well)



There was no measurable or meaningful variation in the average degree of coping with the physical health and wellbeing impacts of COVID-19.

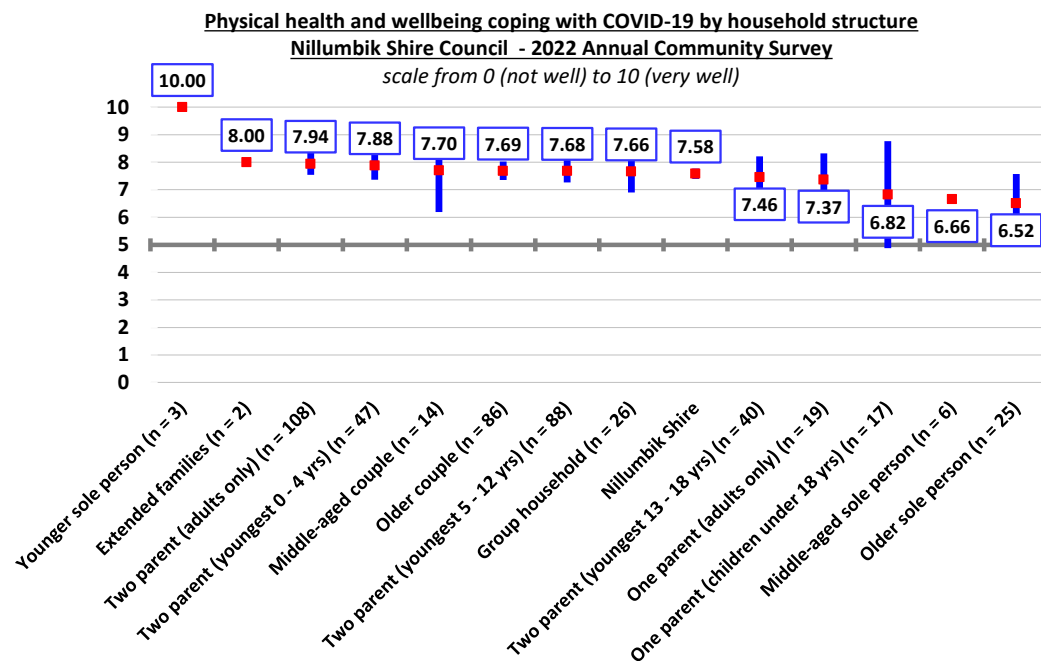
Physical health and wellbeing coping with COVID-19 by respondent profile
Nillumbik Shire Council - 2022 Annual Community Survey
scale from 0 (not well) to 10 (very well)



Nillumbik Shire Council – 2022 Annual Community Survey

Whilst there was no statistically significant variation in the average degree of coping with the physical health and wellbeing impacts of COVID-19 observed by household structure. This is likely to be the result of the relatively small sample size for many household structures.

Metropolis Research notes that the three younger sole person households were coping notably better than the municipal average, whilst one-parent households with children aged under 18 years, middle-aged and older sole person households were coping notably less well.



Reasons for not coping well with the impacts of COVID-19

A total of 29 responses were received from respondents who reported that they or their household were not coping well with the impacts of COVID-19, as outlined in the following table

Many of the comments received related to mental health related impacts of COVID-19 including anxiety and depression, the impact of lockdowns, employment and financial impacts, and impacts on the ability to interact with family and friends.



Reasons for not coping well with the impacts of COVID-19

Nillumbik Shire Council - 2022 Annual Community Survey

(Number of responses)

Reason	Number
Anxiety, depression	3
Effects of isolation	3
Lockdowns were really tough	2
Affected to a great extent; hard to explain how	1
Cannot connect with family and friends	1
Chronic health conditions but due to pandemic, the treatment was not frequent	1
Company went into voluntary administration	1
Could not work since 2020 and it has affected mentally	1
Couldn't work, adjustment issues	1
Difficult to manage kids at home	1
Don't want to talk about it	1
I am a performer and artist	1
I put on weight	1
I sustained long term injury	1
I was unable to cope well after losing my job	1
Jobless, had business but collapsed	1
Less work	1
Mentally not doing great	1
Most of the physical activities were closed	1
Partner lost his job for 6 months, and it was the primary income source	1
School principal job made it hard	1
Stuck at home	1
The pandemic had impact on mental health due to loss of job and not being able to live life normally	1
Wider grim atmosphere	1
Total	29

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?”

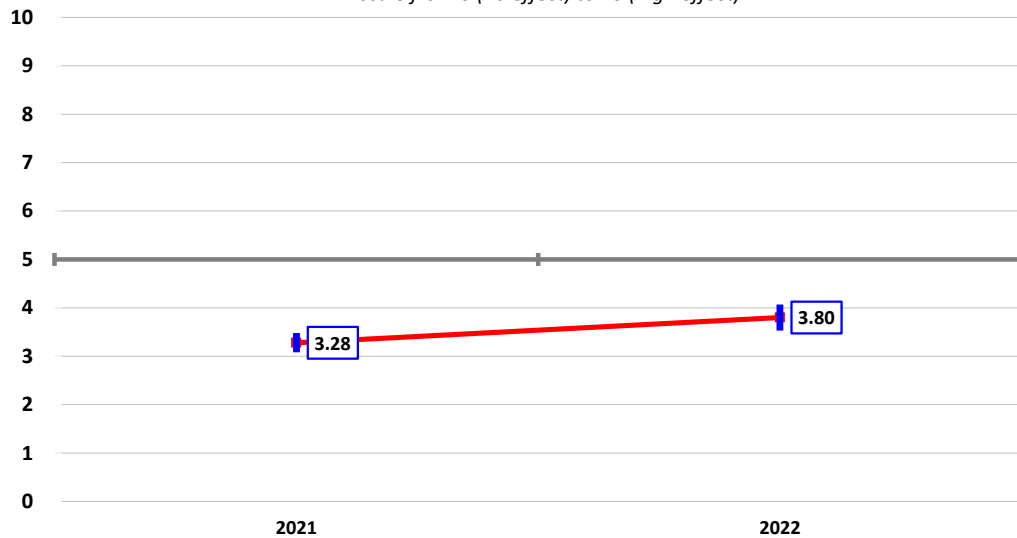
Respondents were also asked to rate the effect of COVID-19 on their personal health and wellbeing.

The average effect of COVID-19 on their personal health and wellbeing increased notably but not measurably between 2021 and 2022, up 15.8% from 3.28 to 3.80, suggesting that the impacts on personal health and wellbeing had increased over the course of the pandemic.



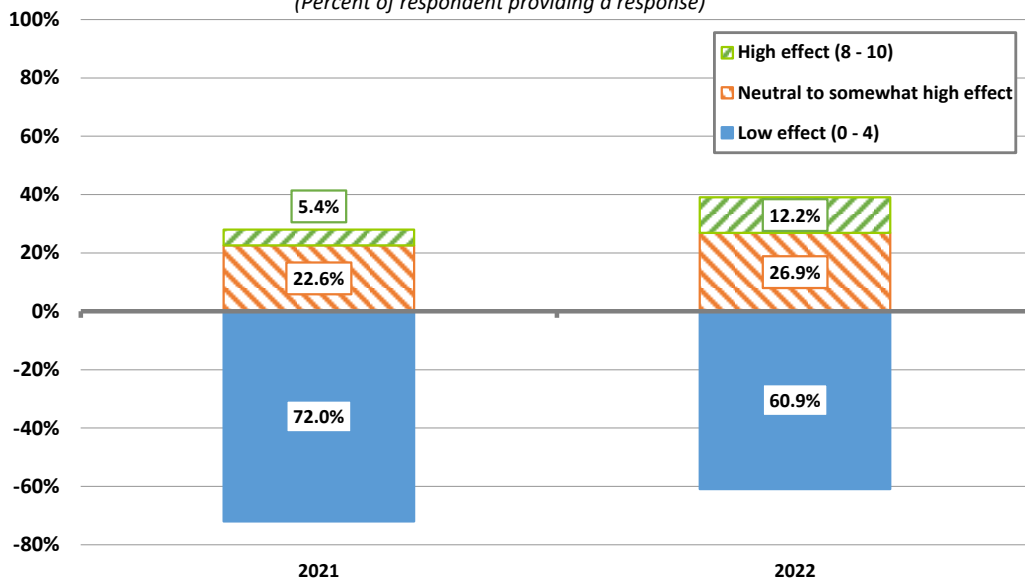
Nillumbik Shire Council – 2022 Annual Community Survey

The impacts of COVID-19 on health and wellbeing by respondent profile
Nillumbik Shire Council - 2022 Annual Community Survey
scale from 0 (no effect) to 10 (high effect)



Attention is drawn to the fact that the proportion of respondents who felt that COVID-19 had a high effect on their health and wellbeing (i.e., rated the effect at eight or more) had more than doubled between 2021 and 2022, up from 5.4% to 12.2%. Conversely the proportion of respondents who felt that the effect was low (i.e., less than five) declined substantially.

The impacts of COVID-19 on health and wellbeing by respondent profile
Nillumbik Shire Council - 2022 Annual Community Survey
(Percent of respondent providing a response)



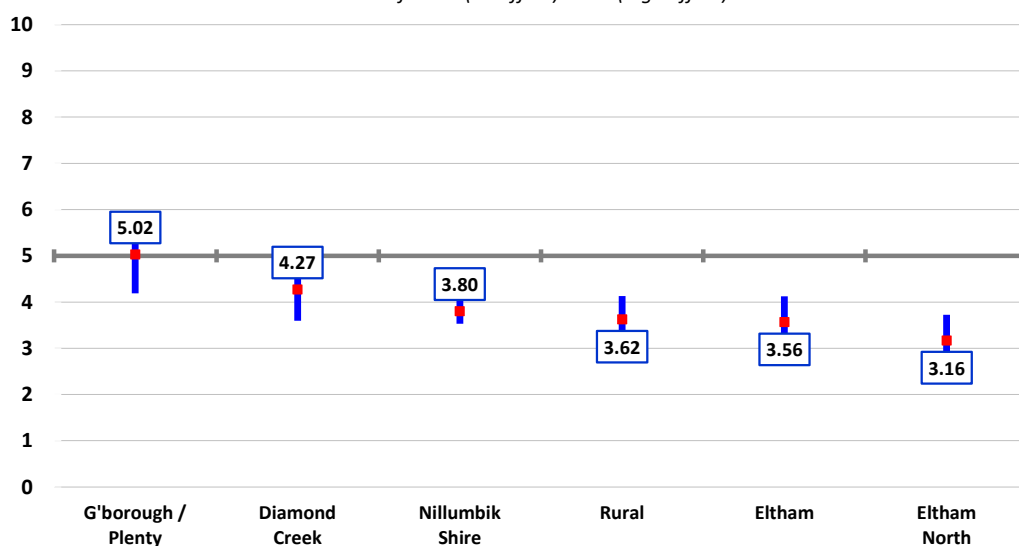
The impacts of COVID19 on health and wellbeing
Nillumbik Shire Council - 2022 Annual Community Survey
(Number and percent of respondents providing a response)

Response	2022		2021
	Number	Percent	
High effect (8 to 10)	48	12.3%	5.4%
Neutral to somewhat high effect (5 to 7)	104	26.7%	22.6%
Low effect (0 to 4)	238	61.0%	72.0%
Can't say	118		44
Total	508	100%	501
<i>Average mean</i>	<i>3.80</i>		<i>3.28</i>

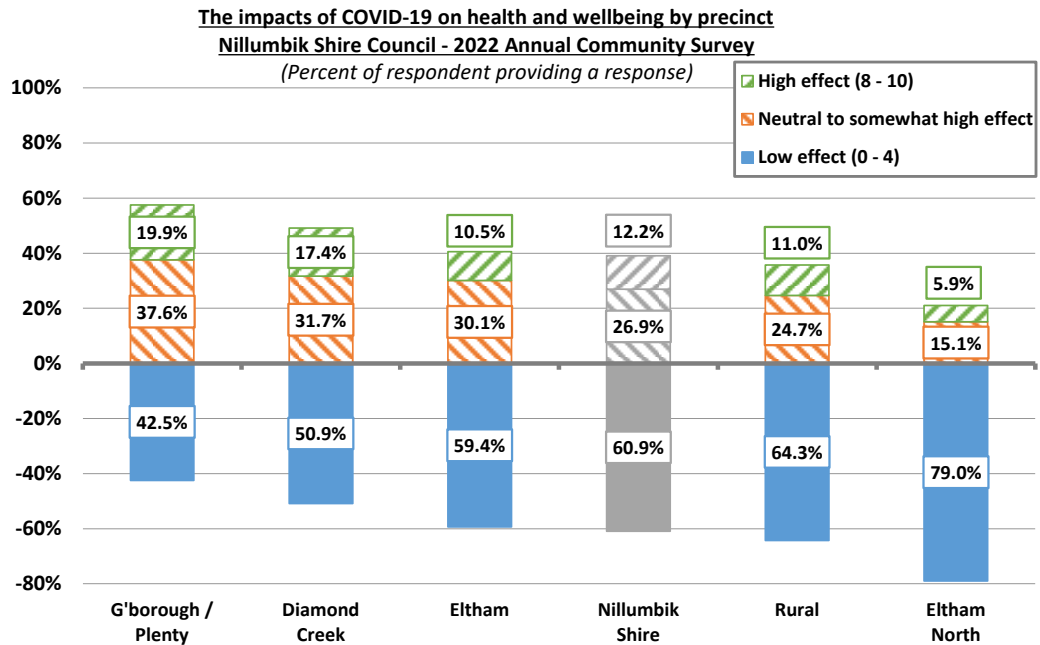
There was measurable variation in the impact of COVID-19 on respondents' personal health and wellbeing observed across the municipality.

- **Greensborough / Plenty** – respondents rated the effect measurably higher than the municipal average.
- **Eltham North** – respondents rated the effect notably but not measurably lower than the municipal average.

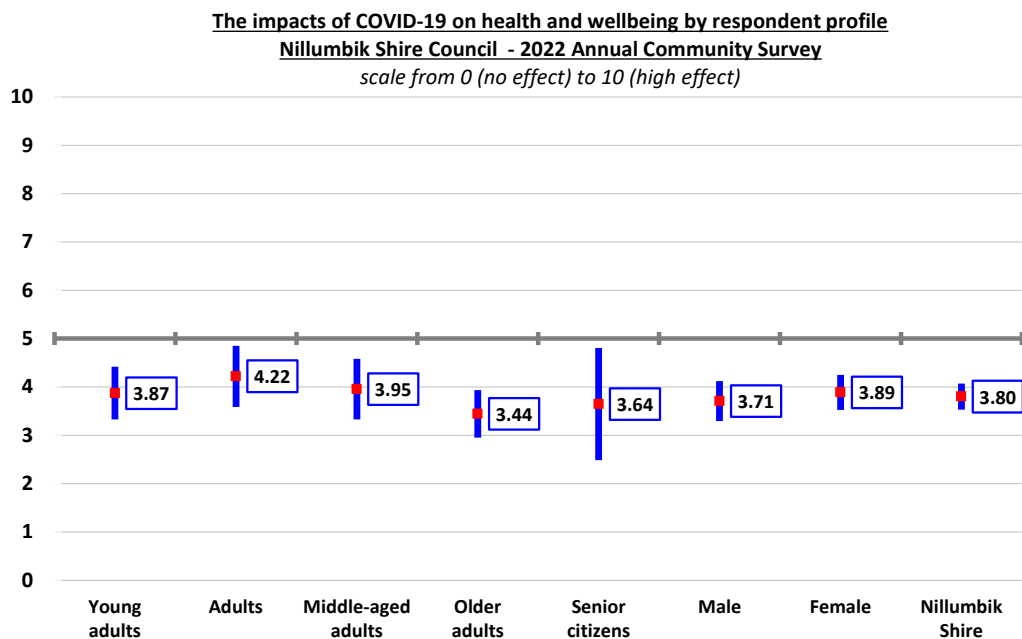
The impacts of COVID-19 on health and wellbeing by precinct
Nillumbik Shire Council - 2022 Annual Community Survey
scale from 0 (no effect) to 10 (high effect)

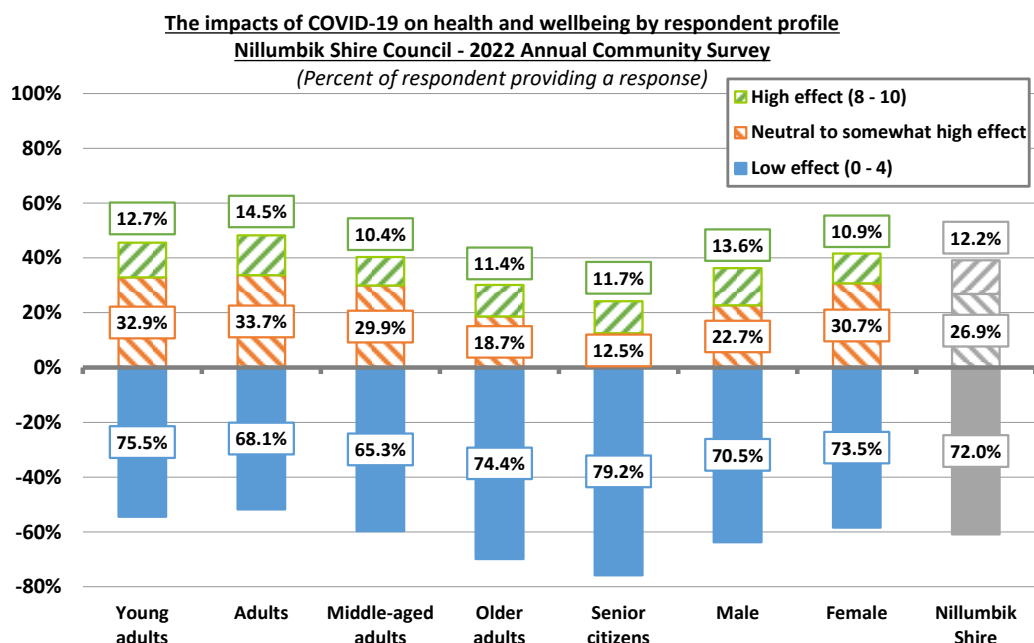


Nillumbik Shire Council – 2022 Annual Community Survey



There was no statistically significant variation in the average effect of COVID-19 on respondents' personal health and wellbeing observed by age structure or gender, although it is noted that the effect was marginally higher for adults (aged 35 to 44 years).





The following table outlines the verbatim comments received from respondents as to the effect of COVID-19 on their personal health and wellbeing.

It is noted that whilst there were a range of issues raised by respondents in small numbers, issues with the mental health effects including those related to isolation were prominent in the results.

Impact of COVID-19 on your health and wellbeing
Nillumbik Shire Council - 2022 Annual Community Survey
(Number of responses)

Response	Number
Not being able to go out	6
Effect of isolation	5
Mental health issues	3
Anxiety	2
Having to do home schooling	2
Mental and physical health	2
Not being able to exercise	2
A lot of services were not available	1
Affected to a great extent and hard to explain	1
At home too much	1
Cannot connect with family and friends	1
Can't go to the gym and pool	1



Nillumbik Shire Council – 2022 Annual Community Survey

Company went into voluntary administration	1
Constant changes	1
Difficult to find job, health in general	1
Drinking too much. Being unfit	1
Emotional and mental state affected by reduced physical activity due to lockdowns	1
Everything was shut down	1
Family members got COVID-19	1
Fear and uncertainty	1
Financial well being	1
General inconvenience	1
Had COVID. It sucked	1
Home schooling was challenging, and had to take care of child while working full time	1
I gained lot weight due to job loss	1
I have COVID-19	1
I sustained long term injury	1
I was affected by COVID-19 pretty badly	1
I was not allowed to visit my loved ones in the hospital	1
Inability to have personal contact with other human being	1
Increasing workload	1
It has been difficult for children to constantly be at home	1
Job and communications	1
Just in general, was pretty normal physical health	1
Lack of human interaction	1
Kids at home	1
Mentally, we were not strong	1
My kids and ex-wife got COVID-19	1
No one leaves house	1
Not being able to visit family	1
Physical work needed because not moving at all	1
Schooling	1
Social anxiety, can't go to gym	1
Still working full time from home, big mental burden	1
Stress	1
The effect of being restricted	1
There are some things I can't do due to COVID	1
Too frightened to go out	1
Took a big toll on mental health. Unnecessary loss of freedom	1
Traffic	1
Work and children	1
Total	66



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?”

Respondents were again this year, asked as an open-response question, the ways that they feel that Council could best assist the community to deal with the COVID-19 pandemic.

A total of 106 responses were received from the 508 respondents, with the verbatim responses broadly categorised as outlined in the following table.

The main suggestions received from respondents were in relation to physical and mental health support services, Council services and facilities, and social interaction / physical activities.

There was some variation from the results last year, which focused more on the provision of information and engagement with the community, as well as financial assistance for residents. These have both declined in importance somewhat as the pandemic eased into 2022 when the survey was completed.

Ways of assisting the community deal with the pandemic now
Nillumbik Shire Council - 2022 Annual Community Survey
(Number and percent of responses)

Response	2022		2021
	Number	Percent	
Physical and mental health support services	22	20.8%	9.9%
Council services and facilities	21	19.8%	6.6%
Social interaction / physical activities	18	17.0%	15.4%
Financial assistance for residents	11	10.4%	16.5%
Provision of information / engagement	9	8.5%	30.8%
Business support	8	7.5%	13.2%
COVID testing centres	6	5.7%	0.0%
Other	11	10.4%	7.7%
Total	106	100%	91

The following table provides the verbatim comments received, broken down by category as discussed in the preceding table.



Nillumbik Shire Council – 2022 Annual Community Survey

Ways of assisting the community deal with the pandemic now

Nillumbik Shire Council - 2022 Annual Community Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Physical and mental health support services</i>	
More mental health facilities and programs	8
Mental health support for youth	3
Information about mental health	2
Addressing mental health issues	1
Easy and accessible services to deal with loneliness	1
Free mental health services	1
Improved mental health services	1
Offer counselling	1
Online mental health facilities	1
Pop-up psychological and health services	1
Subsidise mental health care plans	1
Talk to community about its emotional and mental wellbeing	1
Total	22
<i>Council services and facilities</i>	
Better provision and maintenance of services	2
More activities for children	2
Provide more activities and support for elderly people	2
Better accountability	1
Cleaning public places	1
Do their job better	1
Keep schools	1
Local shopping centres	1
Comprehend the need of transport during lockdown	1
More accessibility for disabled people	1
Open library	1
Open public spaces - safe for kids	1
Promote online libraries - learning more online	1
Recreation events	1
Take out rubbish weekly	1
To provide more accessible services instead of just imposing unwanted regulations	1
Walking and riding path were helpful	1
Youth support	1
Total	21
<i>Social interaction / physical activities</i>	
More community activities are needed	3
Community engagement programs	1



Nillumbik Shire Council – 2022 Annual Community Survey

Community support groups	1
Free events to engage the community together after the pandemic	1
Free exercise programs	1
Helping community groups	1
Interactive program	1
More outdoor areas where people can go	1
Need lake to go fishing in during lockdown	1
Offer free fitness classes	1
Promote group exercises	1
Putting on more public events	1
Retraining programs	1
Run incentive programs for the community to shop and spend locally; support and improve local economy	1
They could help the youth by getting them off the phones and leading better lives	1
Volunteers to connect with each other	1
Total	18
<i>Financial assistance for residents</i>	
Reduce rates as residents did not use many services during the pandemic	7
Better money management and distribution to affected families	1
Charities financially	1
Rate support	1
Lower sporting fees	1
Total	11
<i>Provision of information / engagement</i>	
More communication	2
Advocacy to share experiences	1
Help the community to manage itself	1
Meetings with community	1
More advice on talking health help	1
More information with medical support	1
Need monthly updates on what the Council is doing	1
Participate in campaign to help people	1
Total	9
<i>Business support</i>	
Provide support for local businesses	7
Support local trade	1
Total	8
<i>Covid testing centres</i>	
Provide more testing centres	2



Nillumbik Shire Council – 2022 Annual Community Survey

Have more ways to be tested	1
Helping people with rapid test	1
More COVID testing	1
Move clinic somewhere else	1
Total	6
<i>Other</i>	
Don't address it at all	2
Access to internet for work from home people	1
Adaptability	1
Be available	1
General care	1
Improve planning system	1
Make sure everyone follows rules	1
Making sure everyone especially indigenous people get support	1
Provide resources during lockdown and isolation	1
They're doing a fantastic job with the current assistance and support	1
Total	11
Total	106

Employment status affected by COVID-19 pandemic

This question relating to whether the respondents' employment status was affected by the COVID-19 pandemic was included for the first time in the survey this year.

Of the 508 respondents, 489 provided a response to this question, with a little more than one-quarter (26.2%) reporting that their employment status had been affected by the pandemic.

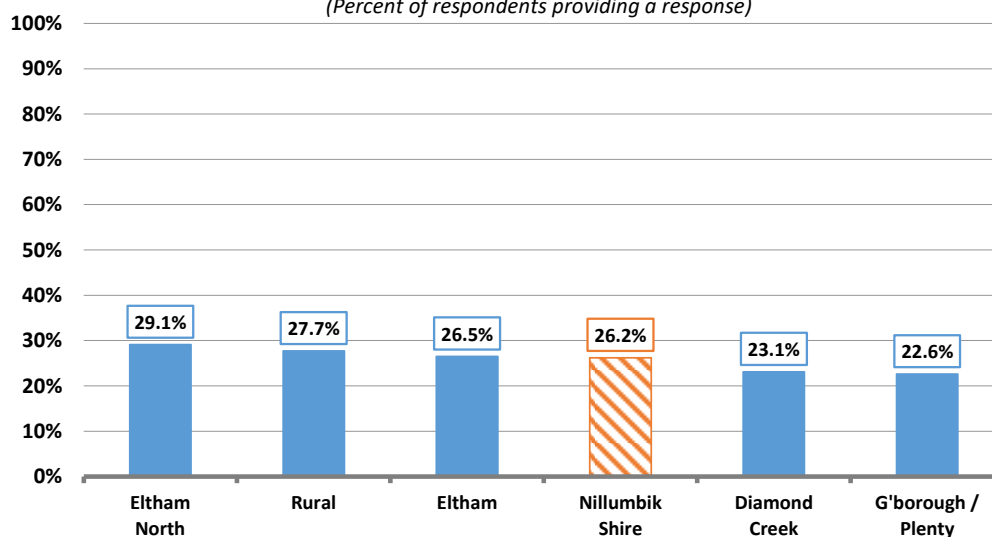
Employment status been affected by the COVID-19 pandemic
Nillumbik Shire Council - 2022 Annual Community Survey
(Number and percent of respondents providing a response)

Response	2022		2021
	Number	Percent	
Yes	128	26.2%	22.1%
No	361	73.8%	77.9%
Not stated	19		12
Total	508	100%	501

There was no statistically significant variation in this result observed across the five precincts comprising the Nillumbik Shire.



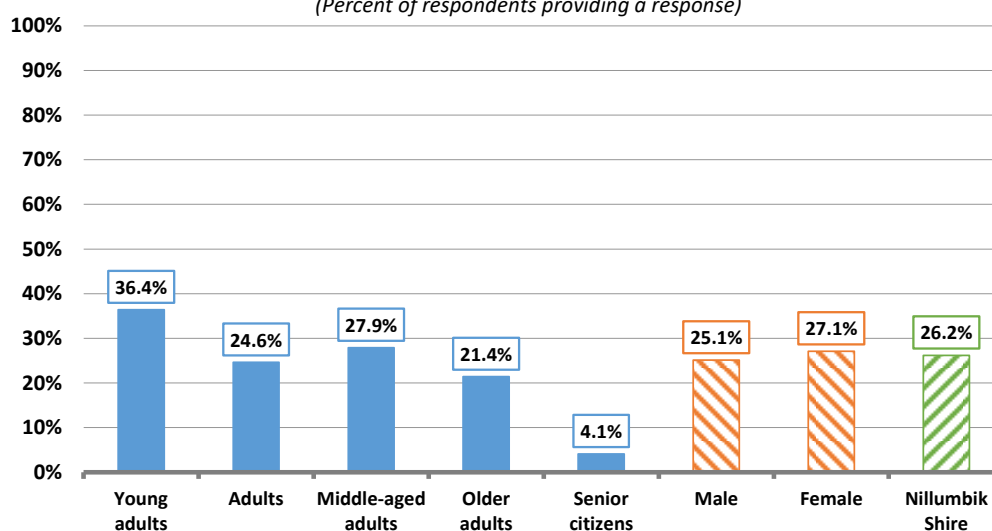
Employment status been affected by the COVID-19 pandemic by precinct
Nillumbik Shire Council - 2022 Annual Community Survey
(Percent of respondents providing a response)



There was, however, measurable variation in this result observed by respondent profile, with attention drawn to the following:

- **Young adults (aged 18 to 34 years)** – respondents were measurably more likely to report that their employment status was affected by the pandemic.
- **Senior citizens (aged 75 years and over)** – respondents were measurably and significantly less likely to report that their employment status had been affected by the pandemic.
- **Gender** – there was no meaningful variation in this result observed by gender.

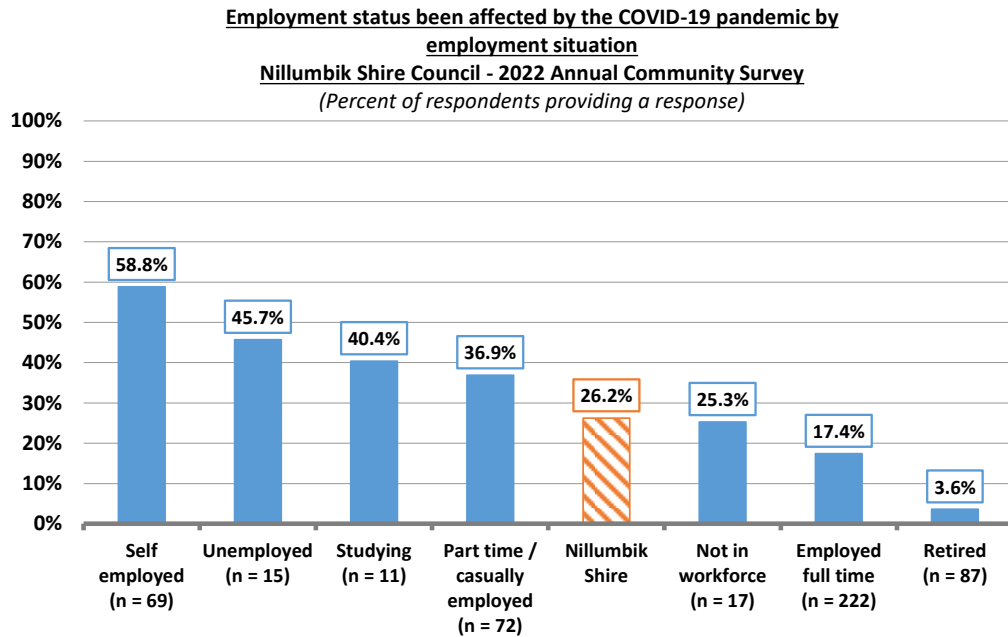
Employment status affected by the COVID-19 pandemic by respondent profile
Nillumbik Shire Council - 2022 Annual Community Survey
(Percent of respondents providing a response)



Nillumbik Shire Council – 2022 Annual Community Survey

Cognisant of the small sample size for some of the employment status groups, there was some notable variation in these results observed by employment status, as follows:

Respondents who were self-employed, unemployed, studying, or part-time or casually employed were notably more likely to report that their employment status had been affected by the COVID-19 pandemic than other respondents.



The following table outlines the verbatim responses from respondents who reported that their employment status had been affected by COVID-19.

A total of 111 responses were received from the 128 respondents who reported that their employment status had been affected by the pandemic.

The most common types of effects of the pandemic on employment status were related to a loss of employment or a loss of contracts (34 responses), reduced hours or work (30 responses), general negative impacts (13 responses), and lockdown related impacts (11 responses).



How your employment status been affected by the COVID-19 pandemic

Nillumbik Shire Council - 2022 Annual Community Survey

(Number of responses)

Response	Number
<i>Lost job / work / contracts</i>	
Caused unemployment / lost job	19
Unable to work	6
Off work for months	2
I was unemployed affected for six months during the pandemic but now it has started again	1
Jobless for 2 months	1
Lost contracts and clients	1
Off work for 6 months	1
Partner lost his job for a while	1
Several months during the pandemic as I lost my job	1
Wife lost her job right at the start of the pandemic and still unemployed	1
Total	34
<i>Reduced hours / work</i>	
Reduced hours	15
Reduced work	3
Part time from full time	2
Business became quieter in pandemic	1
Couldn't go to work for a week	1
Did not have any work during the pandemic	1
During pandemic the business was on and off for almost 2 years	1
Hardly been working	1
I'm a consultant and I have less clients during pandemic	1
Just made me slack off a bit	1
Not being able to work to fullest	1
Reduced customers because everyone is afraid to get out of the house	1
Will get laid off soon because of less work	1
Total	30
<i>General negative impacts</i>	
Affected for 18 months (entire pandemic)	5
Only marginally affected	3
6 months during the pandemic	2
Financially	1
It threatened my job but didn't remove	1
Too much problem and workload	1
Total	13



Nillumbik Shire Council – 2022 Annual Community Survey

<i>Lockdown, restrictions related issues</i>	
Lockdown issues	4
Can't go to work in lockdowns	1
I am not allowed to go out frequently to promote my items	1
In person visits weren't allowed	1
Lockdown restricted supply of goods	1
Quarantine	1
Restrictions	1
Working at home	1
Total	11
<i>Difficulty finding employment</i>	
No available work / employment	2
Access to employment services	1
Difficult in finding jobs, recently graduated and difficult to find jobs in the same field	1
Found it more difficult to get a job	1
No work in lockdown works in catering	1
Struggling to get job and basic needs	1
There is no consistent work available	1
Total	8
<i>Business closure</i>	
Closed down	3
Business shut down completely	1
Closing down of economy	1
Had to close restaurant	1
Company went into voluntary administration	1
Total	7
<i>Lost / cut down staff</i>	
Cut down on staff	1
Staff not on campus	1
We lost workers	1
Total	3
<i>Other</i>	
Came out of retirement to work	1
Now work in the farm	1
Positive effect	1
Was working casual before	1
Worked at a different place	1
Total	5
Total	111



Respondent profile

The following section provides the demographic profile of the respondents surveyed for the Nillumbik Shire Council – 2022 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

It is noted that the sample of 508 respondents was weighted by age and gender to reflect the Census results, in line with the 2021 results.

Age structure
Nillumbik Shire Council - 2022 Annual Community Survey
(Number and percent of respondents providing a response)

Age group	2022 (unweighted)		2022 (weighted)	2021	2020	2019	2018
	Number	Percent					
Adolescents (18 to 19 years)	8	1.6%	3.9%	3.9%	2.2%	2.2%	3.4%
Young adults (20 to 34 years)	90	17.7%	20.6%	20.6%	11.8%	12.2%	12.4%
Adults (35 to 44 years)	150	29.5%	17.3%	17.3%	20.2%	19.2%	21.7%
Middle aged adults (45 to 54 years)	148	29.1%	21.7%	21.7%	26.3%	23.0%	23.3%
Older adults (55 to 74 years)	87	17.1%	30.8%	30.8%	33.3%	35.0%	34.7%
Senior citizens (75 years and over)	25	4.9%	5.7%	5.7%	6.2%	8.4%	4.4%
Not stated	0		0	0	1	0	3
Total	508	100%	508	501	500	500	501

Gender

Gender
Nillumbik Shire Council - 2022 Annual Community Survey
(Number and percent of respondents providing a response)

Gender	2022		2021	2020	2019	2018	2017
	Number	Percent					
Male	248	48.8%	48.9%	51.5%	48.8%	53.1%	52.3%
Female	260	51.2%	51.1%	48.3%	51.2%	46.7%	47.1%
Other	0	0.0%	0.0%	0.2%	0.0%	0.2%	0.6%
Prefer not to say	0		0	3	4	2	16
Total	508	100%	501	500	500	501	502



Household members identify as LGBTIQ+

Household members identify as LGBTIQ+
Nillumbik Shire Council - 2022 Annual Community Survey
(Number and percent of respondents providing a response)

Response	2022		2021	2020	2019	2018
	Number	Percent				
Yes	29	5.9%	2.7%	0.6%	2.3%	3.3%
No	459	94.1%	97.3%	99.4%	97.7%	96.7%
Unsure / prefer not to say	20		16	7	26	20
Total	508	100%	501	500	500	501

Household structure

Household structure
Nillumbik Shire Council - 2022 Annual Community Survey
(Number and percent of respondents providing a response)

Structure	2022		2021	2020	2019	2018	2017
	Number	Percent					
Two parent family total	283	56.6%	49.1%	55.5%	50.5%	52.4%	51.4%
youngest child 0 - 4 years	47	9.4%	9.4%	9.9%	10.7%	8.4%	8.4%
youngest child 5 - 12 years	88	17.6%	12.3%	14.1%	13.9%	16.7%	14.3%
youngest child 13 - 18 years	40	8.0%	9.6%	11.3%	9.7%	10.8%	10.0%
adult children only	108	21.6%	17.8%	20.3%	16.3%	16.5%	18.7%
One parent family total	36	7.2%	8.0%	4.8%	5.4%	8.8%	6.8%
youngest child 0 - 4 years	2	0.4%	1.0%	0.4%	0.2%	0.6%	0.2%
youngest child 5 - 12 years	10	2.0%	0.8%	1.4%	1.2%	1.0%	0.8%
youngest child 13 - 18 years	5	1.0%	1.6%	1.2%	1.2%	2.2%	1.4%
adult children only	19	3.8%	4.5%	1.8%	2.8%	5.0%	4.4%
Couple only household	119	23.8%	28.8%	29.6%	29.6%	28.3%	28.5%
Group household	26	5.2%	3.3%	1.4%	3.8%	1.2%	2.2%
Sole person household	34	6.8%	9.0%	7.6%	10.1%	7.8%	10.2%
Extended or multiple families	2	0.4%	1.8%	1.0%	0.6%	0.6%	1.0%
Not stated	8		12	3	3	4	0
Total	508	100%	501	500	500	501	502



Housing situation

Housing situation Nillumbik Shire Council - 2022 Annual Community Survey (Number and percent of respondents providing a response)

Situation	2022		2021	2020	2019	2018	2017
	Number	Percent					
Own this home	276	56.0%	60.0%	73.0%	61.4%	54.1%	57.5%
Mortgage	154	31.2%	28.9%	19.7%	29.7%	35.8%	35.4%
Renting this home	41	8.3%	9.5%	6.8%	7.8%	8.1%	6.0%
Other arrangement	22	4.5%	1.6%	0.4%	1.0%	2.0%	1.0%
Not stated	15		16	3	2	6	6
Total	508	100%	501	500	500	502	502

Employment situation

Employment situation Nillumbik Shire Council - 2022 Annual Community Survey (Number and percent of respondents providing a response)

Response	2022		2021
	Number	Percent	
Self employed	69	13.8%	18.0%
Employed full time	222	44.3%	36.6%
Employed part time / casually employed	72	14.4%	14.5%
Unemployed (and looking for work)	15	3.0%	2.5%
Studying	11	2.2%	3.3%
Retired	87	17.4%	22.1%
Not in workforce (e.g. home duties)	17	3.4%	2.0%
Other	8	1.6%	1.0%
Not stated	7		12
Total	508	100%	501



Nillumbik Shire Council – 2022 Annual Community Survey

Period of residence in Nillumbik

Period of residence in the Shire of Nillumbik
Nillumbik Shire Council - 2022 Annual Community Survey
(Number and percent of respondents providing a response)

Period	2022		2021	2020	2019	2018	2017
	Number	Percent					
Less than one year	4	0.8%	1.6%	3.2%	2.8%	2.8%	3.6%
One to less than five years	17	3.4%	2.8%	12.2%	11.3%	11.3%	10.0%
Five to less than ten years	70	14.1%	13.3%	19.0%	13.6%	13.6%	17.3%
Ten years or more	406	81.7%	82.2%	65.6%	72.3%	72.3%	69.1%
Not stated	11		6	0	6	0	0
Total	508	100%	501	500	500	502	502

Previous Council
Nillumbik Shire Council - 2022 Annual Community Survey
(Number of respondents living in the Shire of Nillumbik for less than 5 yrs)

Council	2022	
	Number	Percent
Banyule	4	19.0%
Whittlesea	4	19.0%
International	3	14.3%
Interstate	2	9.5%
Whitehorse	2	9.5%
Hume	1	4.8%
Manningham	1	4.8%
Maribyrnong	1	4.8%
Melbourne	1	4.8%
Port phillip	1	4.8%
Yarra	1	4.8%
Total	21	100%



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, broken down into issues. Consistent with the results of the survey, comments on communication, consultation, responsiveness, and governance were the most common comments.

General comments
Nillumbik Shire Council - 2022 Annual Community Survey
(Number of responses)

Comment	Number
<i>Communication, consultation, responsiveness, governance</i>	
Able to lodge applications through an online portal	1
Council seems disconnected from the public	1
Do your job	1
Hope the Council takes actions	1
Improve communication	1
Introduce an app to communicate with the Council	1
Need more transparency with residents	1
Need to be careful about what we spend money on	1
Responsiveness is too slow	1
The Council should go back to do what it is meant to do	1
Total	10
<i>Comments on the survey</i>	
The survey was too long	2
Absence of question about caring for children or family member with disability but for LGBTIQ+ shows Council's priorities	1
LGBTIQ+ issues mentioned seems politicized and inappropriate	1
Poor survey given how many services for North Warrandyte residents addressed by other Councils	1
Stop asking current housing situation. Why do you want to know if I own the house or mortgaged or renting?	1
The questionnaire should be decreased as I know	1
The rating by giving numbers is not accurate, considering Nillumbik is a big area, and should be narrowed down to different suburbs	1
Total	8



Nillumbik Shire Council – 2022 Annual Community Survey

<i>Rates and financial management</i>	
Get the rates down	2
Rates are too expensive - I don't want them to go up	2
Inequality in rates and services between main areas of Nillumbik and rural	1
We actually changed our thoughts about doing any improvement because of the costs	1
We have expensive rates and that is not going to reduce if we don't have more development and income flow	1
Total	7
<i>Waste management</i>	
Want recycling and rubbish collection every week	2
A few times our bin was missed	1
Educating people on rubbish system, recycling etc.	1
Speeding of rubbish trucks	1
There are mixed messages about recycling bin. If Council could clear out what they do with the recycling waste, we can decide if we want to use Council's service or not	1
Total	6
<i>Traffic and roads</i>	
Please place more streetlights on very curvy road coming into Diamond Creek road. It is a very dangerous road to drive in and there is very less street lighting	1
Please, please do the level crossing removal	1
Proper roads and pavements	1
Traffic coming out of Diamond Creek driveway - crazy traffic	1
Unsealed roads	1
Total	5
<i>Planning, building and development</i>	
More emphasis should be put on long-term infrastructure developments	1
Need to preserve the community as it too much densely populated around the town square and city areas	1
We had a frustrating and opaque planning process, and it is expensive	1
We can have more development. Too much green space just in Nillumbik is not going to do any good. All the Councils should contribute to it	1
Total	4
<i>Council services and facilities</i>	
Ability of Council to help people living in poorly maintained home is very limited	1
For LGBTIQ residents, Council could provide genderless toilets	1
Need more public toilets	1
Total	3



Nillumbik Shire Council – 2022 Annual Community Survey

<i>General positive</i>	
Libraries are amazing - deliveries during lockdown	1
Nice roads on Edinburgh Street	1
They've been very proactive as possible during pandemic with too little or less interruption to the current services and the transition to online mode was very smooth. I sincerely do appreciate the Council for all their efforts	1
Total	3
<i>Bike and walking tracks / paths</i>	
I am really upset that bike jumps are taken away	1
Unsafe for cyclists. Son got a concussion while cycling and Council turned a blind eye	1
Total	2
<i>Bushfire prevention</i>	
Clearance of fire prevention works	1
Council needs to emphasis on bushfire issues, they should take actions and help prevent any future disaster	1
Total	2
<i>General negative</i>	
Be realistic	1
Tourists are disrespectful	1
Total	2
<i>Tree maintenance</i>	
I want Council to put more interest in tree canopy	1
Overall not that bad, definitely could be better to provide services like tree management though	1
Total	2
<i>Parks, gardens, and open spaces</i>	
Playgrounds in Panton Hill should be shaded. On fairly cool days the swings and slides are pretty hot for children to play on them	1
Total	1



Nillumbik Shire Council – 2022 Annual Community Survey

<i>Other</i>	
More inclusive of different cultures and LGBTQIA+ communities	1
My son lost his job in pandemic. And didn't get any support from the government because he was casual employee. That seemed unfair	1
Total	2
Total	57



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 - 2022 Annual Community Survey
(Number of responses)

Response	Number
<i>Improved</i>	
Change of Councillors and Mayors	2
Lots of parks have been built - basketball rings	2
More communication and awareness	2
Active in social media	1
Because it has just been the election	1
Communication during COVID has been good	1
Contacted the Council in 2020 and the response was appalling, now it's improved	1
Council is reaching out to community	1
Council keeps improving each year	1
Council overall political complexion	1
Doing a whole new project, people are happy seeing it	1
Everything's improved	1
Getting roadworks done	1
Getting traffic lights installed	1
I see a few things happening	1
Just had community meeting and everyone is very engaging, compared to previous ones	1
More approachable	1
More effort from the Council during the pandemic	1
New Council has made positive changes	1
New Councillors dealing with issues	1
Not much difference	1
People are getting opportunities	1
Rubbish collection has been good	1
Services are up-to-date even during COVID and that's good	1
Services I use are good	1
Sporting facilities have improved and more resources like recreation	1
Sports court construction is good	1
The Council has different set of priorities	1
There has been a couple of major initiatives, like the recent roundabout	1
They're putting more efforts for community needs	1
Worked well helping through COVID	1
Total performance improved comments	34



Nillumbik Shire Council – 2022 Annual Community Survey

Reasons why Council's overall performance has improved, stayed the same or deteriorated
Nillumbik Shire Council - 2022 Annual Community Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Stayed the same</i>	
No change / difference	33
No improvement	6
COVID / lockdown	4
Not too involved	3
Services like parks, trees, roads are really appalling and never get upgraded	1
Council is consistently keeping up its good work	1
COVID made Council's job more difficult	1
Hard to judge during COVID	1
I'm not much aware of the Council	1
It's been good	1
No bigger initiative compared to other years	1
No bushfire prevention	1
Not granted the residents wishes	1
Not much information of the Council	1
Nothing much has changed, the Council has done the best they can	1
Satisfied with the Council's performance	1
Still the same issues are not addressed as last year	1
They are not doing great	1
Rates are too high	1
Two areas improved, but most of them have not	1
Total performance stayed the same comments	62



Reasons why Council's overall performance has improved, stayed the same or deteriorated
Nillumbik Shire Council - 2022 Annual Community Survey
(Number of responses)

Response	Number
<i>Deteriorated</i>	
No reactions / response from the Council	3
Just because of COVID	2
Lack of consultation	2
Working from home has affected their efficiency	2
All the maintenance dropped off and delays	1
Been through COVID so haven't reduced rates	1
Bolton St is an example of poor planning infrastructure	1
Every time I contacted the Council, it was appalling	1
Council's website is not useful	1
Haven't made any improvements and there are still a lot of issues	1
High rates but no service / rates keep going up	1
I can't see them doing anything through the pandemic	1
Information coming through is not obvious	1
Very few people in the Council who actually know what they are doing	1
Never a clear dialogue, never know what's going on in the Council, tried contacting but never got a response	1
No improvement or change in my area	1
No progress in any sector	1
Not communicating properly and often	1
Only things that happen have been negative	1
Overall maintenance of Nillumbik is not the same as before. The area looks messy and ignored	1
Planning permits take way too long	1
Roads, footpaths have not been repaired for over 2 years now	1
The Council is understaffed and can't answer resident questions	1
They are getting more political	1
They can't solve basic problems	1
They don't seem to be getting stuff right	1
They haven't done anything to improve the road and footpaths	1
They just care about environment	1
They sold off land so people can build mansions	1
Too many new developments	1
Trying to do things quietly	1
When trying to access services, it is hard to get someone to talk to you. Sections are very disconnected	1
Total performance deteriorated comments	37
Total	133



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 - 2022 Annual Community Survey

(Number of responses)

Response	Number
<i>Crime - theft, robbery, violence, etc</i>	
Crimes around the area, but people are not serious about it	1
Robberies	1
Total	2
<i>Issues with people</i>	
Drunk people	2
Teenagers walking around and creating nuisance	2
Homeless people hanging around in groups	1
Lot of homeless people involved in drugs	1
Total	6
<i>Lighting</i>	
Not enough lights	2
Poor street lighting at night	1
Total	3
<i>Safety at night</i>	
Don't walk around at night	1
Not enough protection at night	1
Total	2
<i>Public transport safety</i>	
Gangs of young people around train station	1
Total	1
<i>General safety</i>	
I just don't feel safe	1
Roads are not safe for kids	1
Too risky to walk around footpaths	1
Total	3
<i>Image / feel of place and news reports</i>	
At public housing units, they get quite loud and hectic	1
Total	1
<i>Other</i>	
No buttons for help	1
Previous trauma	1
Total	2



Appendix Three: importance of Council meeting needs of LGBTI residents

Reasons for the importance of Council to address the needs of LGBTI residents

Nillumbik Shire Council - 2022 Annual Community Survey

(Number of responses)

Response	Number
<i>Unimportant (rated 0 to 4)</i>	
All should be treated equally	3
It is a personal choice. I shouldn't pay for it	2
It should not be Council's concern. It should be more of state and federal government's responsibility	2
Not important	2
Don't understand why should they need more attention	1
Giving special treatment isn't a solution	1
I don't believe beheading the minority groups	1
It shouldn't change how people live in society	1
It's ridiculous, we should all be treated the same, they shouldn't have special treatment in any form	1
Just leave people alone	1
Money can be spent on better things	1
Place too much importance and spent a lot of money on them	1
There is enough support for them from the central or state government without the Council getting involved	1
They go too extreme	1
We are all different	1
Total unimportant comments	20
<i>Neutral (rated 5)</i>	
Everyone should be treated equally	4
Neutral opinion	4
Everyone must have equal opportunities	2
Doesn't bother me	1
Everyone should be equal, they should be given equal importance such as elderly, kids and people with disabilities	1
Going overboard, too much emphasis	1
I don't know if any support is given	1
No information about it	1
Part of what we do, shouldn't be necessary	1
The Council should have better things to worry about	1
They are not that different from everybody else	1
Treated equally	1
We have a large community where other specific types of people need the care	1
Total neutral comments	20



Nillumbik Shire Council – 2022 Annual Community Survey

Reasons for the importance of Council to address the needs of LGBTI residents

Nillumbik Shire Council - 2022 Annual Community Survey

(Number of responses)

Response	Number
Important (rated 6 to 10)	
It is an important issue	11
Everybody should be treated equally	10
Everyone should be included as part of the community	9
They should all be treated fairly and equally	9
Gender equality	7
Equality	6
Everybody deserves support	6
Everyone's opinions and needs should be addressed	5
Important to address their needs / struggles	5
They need support like everyone	5
They need to be addressed, they're the minority / underrepresented	5
Everyone's needs are important	3
Friends / family who are LGBTIQ+ members	3
Not more important than anything else but their needs are just as important	3
They are legitimate part of the community	3
Everyone deserves to feel important and be heard	2
Everyone must be treated equally and have equal right to have their opinion	2
Important to look after residents	2
It's basic need / necessity	2
People struggle with that so the Council should help	2
They are important	2
They should look after the residents	2
A lot of social stigma and the Council has a good opportunity to reduce it	1
All Councils should support all members of the community	1
Any person should feel safe	1
Applies to me	1
Create more events	1
Don't distinguish	1
Don't have knowledge to comment	1
Don't know if it is Council's responsibility	1
Don't like discrimination	1
Engage with all members of community especially marginalised groups	1
Everyone have to experience the same rights	1
Everyone should feel support and interact with same opportunities	1
Feel like it's a requirement nowadays	1
Good for people, about time they recognise that part of the community	1
Human rights are important	1
I support everybody	1
Important but doesn't affect me	1
Important but not as important as other issues	1



Important for accessibility	1
Important to create friendly environment	1
It is addressed everywhere and something to be aware of in future perspective	1
Lack of services for LGBTQIA+ residents	1
Life is important for everyone	1
More role in day to day life, local advocacy of the LGBTQIA+ community	1
Need to help insecure people	1
Not relevant to us	1
Room for improvement	1
Social justice	1
Something to consider for future in terms of making Council decisions	1
Still lot of inequality and bias in the community	1
Still need to feel welcome	1
They need more local services	1
To not be rude to LGBTQIA+ people	1
To make everyone comfortable and aware	1
Total important comments	138
Total	178



Appendix four: survey form



Nillumbik Shire Council - 2022 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 (<i>during office hours</i>)	2	Website	6
Telephone (<i>after hours service</i>)	3	Social media (<i>e.g. Facebook</i>)	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
Reason for rating satisfaction 0 to 5 (i.e., provision or maintenance)													
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
Reason for rating satisfaction 0 to 5 (i.e., provision or maintenance)													
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
Reason for rating satisfaction 0 to 5 (i.e., provision or maintenance)													
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
Reason for rating satisfaction 0 to 5 (i.e., provision or maintenance)													
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
Reason for rating satisfaction 0 to 5 (i.e., provision or maintenance)													
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
Reason for rating satisfaction 0 to 5 (i.e., provision or maintenance)													
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)

1. 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
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

5

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
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 delivering climate action leadership and initiatives	0	1	2	3	4	5	6	7	8	9	10	99
3. Council's performance in supporting a healthy local economy	0	1	2	3	4	5	6	7	8	9	10	99
4. 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
5. Council's performance in community consultation and engagement	0	1	2	3	4	5	6	7	8	9	10	99
6. 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
7. The responsiveness of Council to local community needs	0	1	2	3	4	5	6	7	8	9	10	99
8. 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
9. Council making and implementing decisions in the interests of the community	0	1	2	3	4	5	6	7	8	9	10	99
10. Performance of Council across all areas of responsibility	0	1	2	3	4	5	6	7	8	9	10	99
If any aspect 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

On a scale of 0 (lowest) to 10 (highest), please rate your satisfaction with the following aspects of traffic and parking in the Shire of Nillumbik.

1. The volume of traffic on residential streets in your local area	0	1	2	3	4	5	6	7	8	9	10	99
2. The volume of traffic on main roads	0	1	2	3	4	5	6	7	8	9	10	99
3. Availability of parking on residential streets in your local area	0	1	2	3	4	5	6	7	8	9	10	99
4. Availability of parking on main roads	0	1	2	3	4	5	6	7	8	9	10	99
5. The availability of parking around busy shopping strips / major commercial areas	0	1	2	3	4	5	6	7	8	9	10	99
6. Your safety walking in residential streets in your local area	0	1	2	3	4	5	6	7	8	9	10	99
7. Your safety walking beside main roads	0	1	2	3	4	5	6	7	8	9	10	99
8. Your safety cycling in residential streets in your local area	0	1	2	3	4	5	6	7	8	9	10	99
9. Your safety cycling beside main roads	0	1	2	3	4	5	6	7	8	9	10	99

11

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.13) 4

12

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

13

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

14

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
<i>If rated less than 5, where do you feel unsafe?</i>												
<i>Why do you feel unsafe?</i>												

15

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

16

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		

17

How often do you visit the Council website?

Frequently (e.g. up to around once a month)	1	Rarely or never (go to Q.19)	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.19)

18

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

19

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.21)	4

20

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

21

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)	1
Council's website	2
Council advertisements in the local newspapers	3
Council's regular publication <i>Nillumbik News</i>	4
In person at the Civic Centre and other locations	5
Direct mail / letterbox drop of information	6
Telephone Customer Service	7
E-newsletters	8
Local radio	9
Email	10
SMS / text message	11
Other (please specify):	12

22

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?

23

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
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If rated more than six, how has it affected your health and/or wellbeing?

24

In what ways do you feel that Council could best assist the community to deal with the COVID-19 pandemic?

One:	
Two:	
Three:	

25

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 LGBTIQA+ residents?

1. Importance	0	1	2	3	4	5	6	7	8	9	10	99
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Why do you say that?

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26

Have you made changes to your home or lifestyle to help reduce climate change and its impacts?

Yes 1 No 2

27

How would you rate your household's ability to cope with climate related risks and impacts (e.g. fire, drought, extreme heat, heavy rainfall)?

Ability to cope (0 = Low, 10 = High)	0	1	2	3	4	5	6	7	8	9	10	99
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28

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

29

With which gender do you identify?

Male	1	Other (e.g. trans, intersex)	3
Female	2	Prefer not to say	9

30

What is the structure of this household?

Two parent family (<i>youngest 0 - 4 yrs</i>)	1	One parent family (<i>youngest 13-18</i>)	7
Two parent family (<i>youngest 5 – 12 yrs</i>)	2	One parent family (<i>adult child only</i>)	8
Two parent family (<i>youngest 13 - 18 yrs</i>)	3	Group household	9
Two parent family (<i>adult child only</i>)	4	Sole person household	10
One parent family (<i>youngest 0 - 4 yrs</i>)	5	Couple only household	11
One parent family (<i>youngest 5 – 12 yrs</i>)	6	Other (<i>specify</i>): _____	12

31

Do any members of this household identify as LGBTIQA+?

Yes	1	Unsure	3
No	2	Prefer not to say	4

32

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

33

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 (<i>e.g. home duties</i>)	7
Unemployed (<i>and looking for work</i>)	4	Other	9

34

Has your employment status been affected by the COVID-19 pandemic?

Yes	1	No	2
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If Yes, how has it been affected?

35

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

36

Do you have any further comments you would like to make?

Activity Centres

Key Sentiments	Response	Further Considerations
Community and Advisory Committees		
Support for MACs as main hub for services and growth	Already an Strategic Direction in MPS (02.03-1 Activity Centres)	
Better connectivity within the ACs specifically Eltham and Diamond Creek	Added Strategic Direction in transport 02.03-8	
Provide opportunities for connection to the outdoors and the arts	Added in MPS, though it has been kept pretty broad - any specific strategies should go into local policy	
Congestion and access challenges	Addressed in 02.03-5 (Urban and building design) existing Strategic Direction and 02.03-8 (Transport) existing narrative	
More diversity in housing	Already an Strategic Direction in MPS (02.03-1 activity centres) and policy	
Built environment shouldn't impede on the natural environment	Already generally covered in MPS (02.03-2 Environmental landscapes and values), this is not limited to activity centres.	
Decentralisation of existing activities	It is not entirely clear what this is seeking, however, decentralisation of activities is not supported by the underlying strategic documentation.	
Define medium density housing.	This is a matter for the State. It is not able to be undertaken at the local	
No more than 3 storeys of development	It is not clear how or where this would apply. Further Strategic Work is required to implement this type of requirement if the State would allow it. This is not in scope for this project and not applicable to the MPS	
More toilet facilities in Diamond Creek MAC	Not implemented through the planning scheme.	
More reference to Hurstbridge and Research (Neighbourhood Activity Centres)	There is existing reference in MPS narrative (02.03-1 Activity centres)	
Panton Hill and St Andrews are important to rural people and provide schools, eating places, fuel and post offices, so they need to be included.	Reference to Panton Hill and St Andrews is provided in the existing MPS (02.03-1 Activity centres).	
More parking	Public parking is not implemented through planning scheme. Any initiative to introduce greater levels of parking for private development would need to be supported by significant strategic work and be supported by the State Govt.	References to car parking in these activity centres are mentioned at a high level under the applicable Structure Plans. Council's infrastructure team are looking into an Infrastructure and Transport Strategy but this work is some time away from being completed.
Maintain and increase tree canopy - specifically indigenous vegetation	Added Strategic Direction in Climate change section.	
Focus on walkability and accessibility for all mobility abilities	This is currently addressed in existing Strategic Direction in 02.03-4 Urban and building design. Also included a new Strategic Direction in 02.03-8 that seeks to improve connectivity and accessibility within Acs, particularly for pedestrian and cyclists.	
Active transport should be a priority	As above	
All themes should prioritise Nillumbik as a Green Wedge Shire.	This is mentioned in the Settlement Context, each theme has a different focus and needs to effect the content associated with that theme.	
Yarrambat needs more commercial uses - lack facilities	This needs Further Strategic Work. Strategic Direction in MPS only seeks to facilitate the expansion of a range of commercial and community services in the MACs	No current Council or strategic support for this. No State Government support as well (Amendment C109 that looked at providing more commercial and residential development in Yarrambat but this was not supported by State Government)
Neighbourhood character should be considered when assessing developments	This is already done with the Neighbourhood Character policy.	This will be further strengthened through new Neighbourhood Character Strategy
Activity Centres have limited relevance to grazing and hobby farming residents.	Not applicable to this work.	
Community hospital should be in Eltham MAC	Advocacy work as this is done by state gov. However, this has been recognised in the Eltham MAC structure plan (precinct 5).	

Activity Centres

Key Sentiments	Response	Further Considerations
Major Activity Centres (MAC) and Neighbourhood Activity Centre's (NCS) should be defined	MACs defined through State. Any quantifiable measurement as a definition would need Further Strategic Work to back it up.	No current work proposed at the moment at identifying NAC's formally via structure plans. There is some Councillor support at identifying smaller centres such as the NAC's and it is suggested that this could form part of a future work programme to define these areas and specify what they are used for/capable of - but there is no resourcing or funding for such work and it is not currently identified in any future council strategy.
Restrict development	Not enough strategic justification to support.	
Internal Teams		
Congestion can cause bottle necks and becomes unsafe during emergencies	This could be implemented through the design of new roads and may be relevant to 18.02-4L. In a general sense, this is covered by the Strategic Direction in 02.03-8	
Lack of affordable and social housing	Added affordability into housing section of MPS and Strategic Direction, however further work would need to be done on this. Note that in the meantime, 16.01-2S (housing affordability applies to all planning assessments)	State policy was about to be updated in regard to this: The Social and Affordable Housing Contribution was proposed to be included in legislation and will see some new developments make a contribution to fund new social and affordable housing. The Contribution was proposed to be applied at a rate of 1.75% of the market value of 'as-of-complete' developments to the Social Housing Growth Fund for the following types of development however it is unknown if this work will continue: <ul style="list-style-type: none"> • New developments of three or more dwellings; or • The subdivision of land that results in three or more new residential lots. The future Housing Strategy will also identify actions in regard to this matter.
Define affordable housing	Affordable housing is defined in the Planning and Environment Act. Note, for future work, if council wishes to refer to affordable housing that is not within the definition of the Act, Council would need to specifically list out the type of housing it is referring to.	
Parking issues need to be addressed	As far as the planning scheme is concerned Further Strategic Work would be needed to undertake any changes in parking.	Not the role of the planning scheme to address. This will be more advocacy work Council's infrastructure team will look into.
Public transport into MACs not always accessible – esp some rural areas	Covered by Strategic Direction in 02.03-8	
Community transport need further support/encouragement	Action of Council taken outside the planning scheme	
Information gaps between Council and Communities – MACs potential education hub	Action of Council taken outside the planning scheme	
Youth Council		
Support for MACs as main hub for services and growth	Already an Strategic Direction in MPS (02.03-1 activity centres) and policy	
Housing affordability is an issue especially for the youth trying to get into the housing market.	Added general Strategic Direction about affordability into housing section of MPS.	As above in regard to Housing affordability.
Reference to Hurstbridge as an important AC	Hurstbridge is a Neighbourhood AC and has been referred to as such in the MPS (02.03-1 activity centres).	
Councillors		

Activity Centres

Key Sentiments	Response	Further Considerations
We can build up in Activity Centres but there is no market or appetite for it	Increasing housing and diversity in MACs is an existing Strategic Direction. It is also a direction of the State Government	
MACs should remain as main hub for activities and growth	Already an Strategic Direction in MPS (02.03-1 activity centres) and policy	
More sustainable design	Covered by Energy and resource efficiency section of MPS as well as new climate change section in MPS. Specific Strategic Direction in regard to this or policy would require Further Strategic Work.	Support ESD initiatives - any feasibility of future ESD Policy will be further work required for Council. Identified in Further Strategic Work.
Protect and enhance tree canopy	Added Strategic Direction in Climate change section.	
Enhancing neighbourhood character	Already an Strategic Direction in MPS (02.03-5) and policy	
Hurstbridge and Research Neighbourhood Activity Centres: should include consideration of active transport e.g. walkability & cyclability	02.03-8 (transport) has been updated to include an Strategic Direction re: access/connectivity for pedestrians and cyclists within and between ACs.	
Gaps in MPS identified by community		
Protection of the natural environment to maintain the appeal and character of the activity centres	Already generally covered in MPS	
Decentralisation of existing ACs	It is not entirely clear what this is seeking, however, decentralisation of activities is not supported by the underlying strategic documentation.	
Flexibility and diversity in housing	Already an Strategic Direction in MPS and policy	

Built Environment

Key Sentiments	Response	Further Consideration
Community and Advisory Committees		
Future developments must maintain character	Covered in existing MPS	
Protection of natural environment	Covered in existing MPS	
More innovative, sustainable, biodiverse urban design	Further work would need to be undertaken to establish what this means in the Nillumbik context and then implement this through the scheme.	Included in schedule of 74.02 as investigation ESD policy subject to funding.
Design to consider social integration and inclusion	Accessible design is covered in existing Strategic Directions under urban and building design. Strategic Directions amended to include social	
More way finding signs	This sits better as a strategy in local policy. Also, in instances where council provides the signs, it is likely planning permission is not required. In these cases, this is not implemented through the scheme.	
Improve accessibility	Accessible design is covered in existing Strategic Directions under urban and building design	
Maintain indigenous vegetation	Generally this is a theme covered throughout the MPS as well as the neighbourhood character local policy.	
Protect heritage buildings	Covered in existing MPS	
Indigenous tree canopy and understorey are protected throughout Nillumbik, including areas of built environment and all new developments within the Shire. Council actively pursues net increase of indigenous vegetation in both urban and rural areas.	This appears to be a statement	
In rural areas, planning requirements need to ensure that the built environment and associated infrastructure (e.g. access roads, car parking etc) is a secondary use and must be sub-ordinate to primary rural land	It is not clear what this is seeking. However, a Strategic Direction at 02.03-10 has been modified to state that the provision of infrastructure needs to minimise impact on the natural environment.	
Apartment developments outside of the areas they are currently in	Not supported by Council's strategies or position.	
Futher develop Wattle Glen for more housing growth	Not supported by Council's strategies or position.	
Ecologically Sustainability Development (EStrategic Directions) consultants/principles should be applied to all developments	Further work would need to be undertaken to establish what this means in the Nillumbik context and then implement this through the scheme.	Included in schedule of 74.02 as investigation ESD policy subject to funding.
Built form should not damage natural environment	Covered in existing MPS	
Eltham is overdeveloped and further growth should not occur	Eltham in a designated MAC - the adopted 2020 MAC Structure Plan for Eltham identifies objectives and actions that support its role and future sustainable development. As part of its role, it is required to accommodate future growth both for commercial and residential uses. The comment also does not align with State policy for MACs.	
Cyclists should be constrained to areas of low risk	Not within scope of planning scheme. There's a general Strategic Directions in 'transport' that talks about facilitating safe roads for all users	
Protecting habitat links and minimising fire and flood risk and erosion are important considerations in siting buildings and works, particularly in rural	Covered in existing MPS	
Internal teams		
Accessibility – not good enough in Nillumbik	Accessible design (in terms of accessibility for all users and safety) is already existing in the built environment section of MPS. Accessible open space/recreational facilities/trails is also existing in 02.03-9. Added in a new Strategic Direction in 02.03-8 (transport) that seeks to facilitate development that improves connectivity and accessibility (particularly for pedestrians and cyclists).	

Built Environment

Key Sentiments	Response	Further Consideration
Improve mobility	Planning can only improve mobility through facilitating infrastructure e.g. open space trails, roads etc or links between transport and land use etc.	
Cater of changing access needs	It is not clear what this is referring to	
More seats in MACs	Not clear what this is referring to. If it is about the provision of seating in the public realm, this can be done by Council outside of the planning	
Not a lot of choices for older people of housing in rural areas	Reworded the Strategic Directions in 02.03-6 to address housing for aging population. Current strategies and policies don't specifically encourage housing for older people in rural areas. No further work proposed - not supported by Council's strategies or position including GWMP. State policy in regards to the green wedge as well as the zones don't necessarily support smaller housing/maneagable lots or aged care / retirement living in these areas given the lack of adequate infrastructure and services. This type of use is more appropriately supported in Nillumbik's urban areas or even rural townships through appropriate zoning.	
*A topic that many teams chose not to discuss as it significantly overlaps with several other themes.		
Youth Council		
N/A	N/A	
Councillors		
Community concern: bulk and height	This is addressed through neighbourhood character and other planning scheme controls. Existing Strategic Directions cover off protecting NC and designing buildings to enhancing the attractiveness of the area.	
Maintain green spaces	Protecting open spaces from encroachment? This would be addressed as part of future Open Space Strategy (action in Council Plan)	
Making clear what inclusion is	The term 'inclusion' is referring to accessibility and disability. Disability Action Plan identifies: Council's role in supporting affordable and accessible housing in the Shire as part of the Nillumbik Housing Strategy, with reference to national and state government housing policy frameworks. Ensure consideration of: • Housing diversity • Housing requirements for people with disability (including possible rezoning of suitable areas for development) • Housing requirements for older people. https://www.nillumbik.vic.gov.au/files/assets/public/people-and-family/nillumbik_disability-action-plan_proof.pdf	There are existing Strategic Directions in the MPS that support design that enhances accessibility for all users (02.03-5 urban and building design). Housing diversity, including for aging population, is covered by a Strategic Directions in 02.03-6 (housing). This is adequately covered by the existing MPS.
Sustainable design could be linked to climate change objectives	New climate change section added to MPS	
Education for sustainable requirements – it's not a bad thing – applies for other requirements	education not implemented through scheme	

Built Environment

Key Sentiments	Response	Further Consideration
Can we require a canopy tree with each development – a higher level statement that can support this – education the difference about canopy trees	The MPS already states that canopy trees are important to the character and the Strategic Directions directly says to maintain and enhance the character. This can also be done through the schedules to the zones rather than policy. Currently undertaking Neighbourhood Character Strategy which will address this in private realm. Proposed Urban Tree Canopy Strategy will address this for the public realm. Currently no mandated requirements exists for tree canopy plantings under the SLO. Site revegetation comes from the neighbourhood characteristics of Council's neighbourhood character local policy and has a tree density ratio for each neighbourhood character precinct that Stat planners use when assessing applications - particularly unit applications. This ratio varies and becomes more flexible dependent upon the sites proximity to an activity centre. There may be conflicts regarding the interactions between new canopy tree requirements versus the surrounding bushfire risk (i.e. BPA and BMO). Future State strategic work 'Greening and Cooling' project may also support this comment and potentially look at tree density quotas.	
Trails and footpaths – accessibility – but it should fit into the natural environment – trails shouldn't remove vegetation	Included a new statement in the existing Strategic Directions in 02.03-9 (Community Infrastructure) - that trails and open space should be facilitated, while minimising impacts on the natural environment	
Good that this references historical characteristics but needs to also reference environment, biodiversity, climate, urban tree canopy etc, as these are some of the key characteristics that we want to promote	These are covered in different sections of the MPS. The MPS needs to be read as a whole document, not one just one section as was often the case in the old LPPF format.	
St Andrews Township Plan 7.2.3 "Introduce a local planning policy or update MSS provisions which highlight the importance of design excellence and respectful character for developments within St Andrews"	A general Strategic Directions in the MPS already talks about respecting character. This would actually be applicable to all townships and places, not just St Andrews. Future Strategic Work could be undertaken to come up with specific design guidelines for St Andrews if needed.	
Tree canopy and understorey to be protected, including in the built environment and all new developments	Added Strategic Directions in Climate change section.	
Gaps in MPS identified by community		
Greater considerations for innovative, sustainable, biodiverse urban design	Further work would need to be undertaken to establish what this means in the Nillumbik context and then implement this through the scheme.	Included in schedule of 74.02 as investigation ESD policy subject to funding.
Design to consider social integration and inclusion	Included reference to social integration in the narrative of 02.03-5 (urban and building design) and any further detail would need to form part of local	
Crucial to maintain the unique character of the area	Already referenced in NC of MPS	

Climate Change

Key Sentiments	Response	Further considerations
Community and Advisory Committees		
Ensure Council and community are well-informed and prepared to respond to climate change issues	Not implemented through planning scheme	
Encourage sustainable housing design and other buildings	This is covered by existing Strategic Direction under 'Energy and resource efficiency'	
Encourage sustainable transport	Amended context and Strategic Direction relating to this in existing 02.03-8	
Climate change should be integrated into all themes	Added reference to climate change in 02.03-3 Environmental risks and amenity, 02.03-5 Energy and resource efficiency, 02.03-8 Transport	
Reduce emissions and produce clean energy	Planning has limited ability in influencing this. The overall strategic intent of this has been captured in the new Climate change Strategic Direction in 02.03-3	
Protect and enhance existing vegetation, tree canopy and natural environments to help minimise climate change impacts	Added Strategic Direction in Climate change section. Also Urban Tree Canopy Strategy further strategic work.	Included in schedule of 74.02
Minimising development minimises climate change impacts	Not supported by Climate Action Plan	
Education opportunity	Not planning related	
Greater focus on clean energy and role of Council	Not planning related	
Recognise and support the contribution made by rural land owners to mitigate bushfire risk	Not planning related	
Promote ESD and Plan Melbourne objectives around sustainability	Plan Melbourne objectives are already in the scheme in the state policy (also applicable to local municipalities). Further strategic work would be required for an in-depth policy on ESD. Meanwhile, council officers can use the SD in 02.03-5 (energy and resource efficiency), the state policy in 15.02-1S and other VPP provisions to address ESD in planning assessments.	Included in schedule of 74.02 as investigation into ESD policy subject to funding.
Avoid only focusing on bushfires as this is just one risk from climate change	Not supported by Climate Action Plan. However, the planning scheme doesn't just focus on one thing, it considers all aspects. Climate change context added to Strategic Directions covers all impacts of climate change, not just bushfire.	
Objectives should not only be about preparing and adapting to climate change but also addressing and preventing it.	The new Strategic Direction included in 02.03-3 (Climate change) addresses this to some degree, noting that planning can only influence land use and development issues.	
First Nations people should be consulted on land management	Not planning related. Separate council policy on this as the planning scheme does not have the option to include this.	Council will be preparing policy in this area outside of the planning scheme
Review of ESO	No current Council position to conduct this work.	
Council should take an active leadership role in this space - paperless office, carbon neutral	Addressed in Climate action plan, but not related to planning	

Climate Change

Key Sentiments	Response	Further considerations
Minimise development in fire risk areas	This is covered by existing Strategic Direction under 'Bushfire' in 02.03-3	
Internal teams		
Address preparedness for impact of climate change on biodiversity	Added in reference to climate change as a threat to biodiversity in the Biodiversity context in 02.03-2. The new Strategic Direction in climate change 02.03-3 includes an overarching action to address the negative impacts of climate change, which includes its threats on the natural environment. This in addition with the existing biodiversity Strategic Directions are considered sufficient in addressing this point.	
Focus on reduction of Climate Change	Planning can't do this unfortunately, planning only has influence on land use and development.	
Climate change is also – floods, storms – widen definition – not just fire	This is addressed in new narrative for climate change	
Explore Climate change impacts on food production	Planning also doesn't really have much influence over food production in terms of detailed actions. Somewhat addressed by Future of Agriculture in Nillumbik project currently being undertaken by Council.	
Climate change objectives should be priority over bushfires	Not supported in Climate action plan or VPPs (State policy) - bushfire events are enhanced through climate change	
Balance climate change vs BMO	It is not exactly clear what this is seeking. The protection of life in bushfire affected areas cannot be over-ridden by other policy objectives. This is set by the State and cannot be varied at the local level.	
Collaborate with Emergency Management	Not planning related	Councils Bushfire Management Plan deals with this
Encourage more sustainable practices at home and private vehicle use	Not planning related. 02.03-8 transport has been updated to facilitate more sustainable modes of transport usage though.	Climate Action Plan also deals with this.
Emergency management information has not been accessible – easy English, reaching older people	Not planning related	Councils Bushfire Management Plan deals with this
Encourage PT use and improve accessibility	Addressed in existing Strategic Direction in 02.03-8 Transport.	Advocacy mainly to State government
Improve and increase charging stations	The development of land for charging stations is exempt under Clause 62.02-2	Climate Action Plan
Climate change should be integrated into all themes	Added in reference to climate change as a threat to biodiversity in the Biodiversity context in 02.03-2. The new Strategic Direction in climate change 02.03-3 includes an overarching action to address the negative impacts of climate change, which includes its threats on the natural environment. This in addition with the existing biodiversity Strategic Directions are considered sufficient in addressing this point.	
Youth Council		

Climate Change

Key Sentiments	Response	Further considerations
Better climate resilience	Addressed in new SD in 'Climate Change' section of MPS.	
Implement ESD principles	Further strategic work would be required for an indepth policy on ESD. Meanwhile, council officers can use the Strategic Direction in 02.03-5 (energy and resource efficiency), the state policy in 15.02-1S and other VPP provisions to address ESD in planning assessments.	Included in schedule of 74.02 as investigation into ESD policy subject to funding.
Encourage commercial buildings to place solar panels - incentives?	Not planning related as solar panels often don't require planning permission.	Climate Action Plan also deals with this.
Protect and enhance canopy cover	Added Strategic Direction in Climate change section.	
Our electric car charging stations, are they powered sustainably?	Not planning related	
More incentives for sustainable development	Monetary incentives? If so, not planning related. Further strategic work would be required for anything land use/development related and this would likely sit in local policy not the MPS.	Council's Climate Action Plan addresses this comment.
Councillors		
Better communication to show what Council is doing	Not planning related	Communications team
Not all about bushfire	Bushfire is one matter affected by climate change. The MPS section on Climate Change lists a number of them.	
The objectives need to be more about planning	Only land use and development related things that can be influenced by the planning scheme can be included in the MPS and policy.	
Acknowledge that climate will increase bushfire risk	Acknowledged in 02.03-3 MPS narrative	
But these objectives do not address climate and are not appropriate here	Where objectives in climate action plan can be influenced by planning, this has been included in the MPS.	
Identify provisions to enable new renewable projects (e.g. solar, wind, batteries) on existing cleared land in GW and RCZ without compromising biodiversity and conservation values	This is further strategic work.	Apart from initiatives with Council's Climate Action Plan, this would require further strategic work as there is no current Council strategy or position on this.
Provisions to restrict the cutting down of trees for the purpose of solar	There is no provision in the planning scheme that supports removal of trees for solar panels. Not supported in existing strategic work.	
Protect tree canopy, understory and plant	Added to Climate Change section in MPS.	
ESD	Further strategic work would be required for an indepth policy on ESD. Meanwhile, council officers can use the Strategic Direction in 02.03-5 (energy and resource efficiency), the state policy in 15.02-1S and other VPP provisions to address ESD in planning assessments.	Included in schedule of 74.02 as investigation into ESD policy subject to funding.
Gaps in MPS identified by community		
Education of the community to respond to bushfire risk, understanding of global warming and risks	Not planning related	Climate Action Plan talks to this.
Maintaining the current level of vegetation	Existing strategies deal with protection of existing vegetation.	

Climate Change

Key Sentiments	Response	Further considerations
Sustainability of buildings	Further strategic work would be required for an indepth policy on ESD. Meanwhile, council officers can use the Strategic Direction in 02.03-5 (energy and resource efficiency), the state policy in 15.02-1S and other VPP provisions to address ESD in planning assessments.	Included in schedule of 74.02 as investigation into ESD policy subject to funding.
Council needs to be more ambitious, do more, and finance this appropriately	Not planning related	Climate Action Plan talks to this.
Greater focus on clean energy and role Council can play in contributing to the use of it	Not planning related	Climate Action Plan talks to this.

Economic Development

Key Sentiments	Response	Further Consideration
Community		
Support small scale and/or remote businesses	Small scale' would need to be defined. Support for home based	
Creating better connectivity – better economy	This is very high level and is not implemented through the scheme unless there are more specific land use and development Strategic Directions. It is appropriately addressed in high-level Council strategies such as the Economic Development Strategy and in policy within the MActivity Centre Structure Plans.	
Support innovative, sustainable and encourage regenerative agriculture - not just soil based	This concept requires further strategic work to justify any changes in policy in the scheme - particularly around 'regenerative agriculture'.	Added to clause 74.02 as Further Strategic Work
Adjusting to and supporting the changing nature of businesses	Not implemented through planning scheme	
Tourism should be a recognised priority in the green wedge with easy approval processes.	There's an Strategic Direction in 02.03-7 that supports tourism opportunities.	
It is essential that innovative sustainable agriculture and related or downstream enterprise is encouraged	This is somewhat covered by Strategic Direction in 02.03-4 (agriculture). Industries related to environmental and agricultural research & development is also encouraged in 17.01-2L. Whether other industries want to be encouraged requires further justification.	
Agriculture is significant for economic development	Currently this is not in the 'economic development' section of the MPS. There is, however, an entire separate section dedicated to agriculture. Objective 3 of Council's 2020 Economic Development Strategy addresses agribusiness and its contribution to Nillumbik's economic development. "Nillumbik is one of Victoria's 12 green wedges around metropolitan Melbourne with 91 per cent of the Shire classified as green wedge. Its productivity is important to the Shire's economy and Council will encourage projects that fit with the values of the community to improve the economy and create local employment. Economic opportunities for the green wedge exist in agribusiness, tourism, recreation and sustainability including renewable energy. Council will encourage innovation in sustainable and regenerative agriculture. The Nillumbik Green Wedge Management Plan 2019 provides a framework for its future management and pursuit of environmentally sustainable economic outcomes while respecting conservation values". The Economic Development section has been updated to include references to Nillumbik's agriculture. Refer to specific comments in the Strategic Direction ordinances.	Updated narrative and Strategic Directions of 02.03-4 and 02.03-7 (business and employment) in MPS.
Don't restrict commercial uses in the green wedge but support them	This is not supported through existing State policy and the existing GW Management Plan.	Existing commercial rural uses in the green wedge are supported by the Economic Development Strategy.
Encourage redevelopment and improvement of Eltham's commercial centre behind Bridge Rd and Susan St	This point is considered through the adoption of the 2021 Eltham Major Activity Centre Structure Plan. Proposed changes outlined in the structure plan will be introduced through a future planning scheme amendment.	
In light of pandemic - home based businesses and home extensions to support this should be addressed in planning	Home based business strategy exists in 17.02-1L. The parameters around HBB are set by the State with very little discretion at the local level.	

Economic Development

Key Sentiments	Response	Further Consideration
Industrial precincts should not impact Activity Centre and the amenity of adjoining residential areas	This is already covered by 13.07-1S in state policy and through Clause 53.10, which applies to all planning applications.	
Strong and responsive Neighbourhood Character Policy is needed.	Council is undertaking work on a new Neighbourhood Character Activity Strategy as a key action of the current Council Plan that will form the basis of a future planning scheme amendment to implement	
Support micro and service-based businesses	This type of business is supported by Council's Economic Development Strategy but does not need to be specifically defined in the MPS.	
Internal teams and Advisory Committees		
Enhance Eco Tourism in Nillumbik	Have updated narrative in 02.03-7 to reference eco-tourism.	
Don't want to see soil based agriculture over modern ways of farming – reduce animal footprint	There is a strategy relating to non-soil based ag use/development in 14.01-1L. This concept requires further strategic work to justify any changes in policy in the scheme - particularly around 'regenrative agriculture'.	Added to clause 74.02 as Further Strategic Work
Encourage local food production	In terms of planning, it can only relate to the RCZ as agriculture is Section 1 use in the GW.	
We don't really have industrial areas	This would be Further Strategic WorkNo current Council or strategic support for large scale industrial areas.	
Economic Development Strategy – potential heat map of what business can go where	Not implemented through planning scheme	
Encourage modern businesses in industrial zones	What are modern businesses and is there strategic justification on this? No current Council or strategic support to revise Activity Centre accepted uses in industrial zones beyond current permissible use in the planning scheme.	
Future of Agriculture – 700 responses we can take into consideration	Further Strategic Work	This comment relates to 'Future of Agriculture in Nillumbik' Project that is being undertaken by Council.
Green wedge is too restricted – room for flexibility without destroying GW purpose?	The green wedge is deliberately restrictive in State policy and core provisions to protect it. No current Council or strategic support for this. This comment does not align with Council's GWMP or State policy.	
Youth Council		
N/A	N/A	
Councillors		
Can this be rephrased? Economic Sustainability? Not just about the business community – not the biggest economy driver	Is this referring to the title of 'economic development'? If so, it cannot be rephrased as this is set by the State gov.	

Economic Development

Key Sentiments	Response	Further Consideration
Sustainable agricultural uses	This is included as an existing Strategic Direction in Agriculture section of MPS	
We can't allow people selling in from of their property – produce, food, drinks, café – when does it stop? Many aren't even locally grown – used for tourism – in conjunction use	More of an enforcement issue if they don't have a planning permit. Not within scope.	
Add in that "in conjunction uses" or other modifications to existing land use should be done through approved land management plans which detail how the environment, habitat links and biodiversity will be protected	A land management plan is an application requirement/permit condition, which aren't included in the planning scheme. The intention of this is for future uses to protect environment, habitat links and biodiversity.	
St Andrews Township Plan 7.3.2 Introduce a local planning policy or update MSS provisions which: <input type="checkbox"/> Define the role of St Andrews as a local convenience centre. <input type="checkbox"/> Provide greater guidance as to the type, scale and intensity of commercial Activity Centretivities encouraged within the township. <input type="checkbox"/> Provide direction as to the preferred location for different types of commercial uses. <input type="checkbox"/> Encourage the establishment of over-night Activity Centrecommodation and eco-tourism developments.	No current work proposed at the moment at identifying rural township centres formally via structure/township plans. Could form part of a future work programme to define these areas and specify what they are used for/capable of, but there is no resourcing or funding at the moment for such work and it is not currently identified in any future council strategy. The Housing Strategy work to be conducted would also address some of these points.	
Gaps in MPS identified by community		
Environmental sustainability of businesses as a determining Activity Centre support and success	Further work needs to be done on what an environmentally sustainable business is in order to determine whether it can be implemented through the scheme. Note that the narrative of 02.03-7 states that economic development should focus on Activity Centres facilitating new business initiatives that respect the Shire's environmental, social and economic development priorities'.	Included in schedule of 74.02 as investigation into ESD policy subject to funding.
Adjusting to and supporting the changing nature of businesses	This is broad and not implemented through the scheme	
Working with Traditional Owners to create a more sustainable economy	This is not implemented through the scheme	

Green Wedge

Key Sentiments	Response	Further Consideration
Community and Advisory Committees		
Retaining and encouraging sustainable and regenerative agricultural land	Already an Strategic Directions in MPS and policy	
Better connectivity between townships	Strategic Directions in MPS 02.03-8 updated.	
Better accessibility to MACs	Existing Strategic Directions in 02.03-4 Urban and Building design, as well as 02.03- transport	
Gap in knowledge sharing	Not implemented through planning scheme	
More tools and information for landowners on maintaining and managing their land	Not implemented through planning scheme	
Rural living and development should be allowed	No current Council or strategic support for this. Not supported under relevant State Green Wedge Policy or Council's current Green Wedge Management Plan.	
Rural development should be discouraged	Already addressed under the purpose of zones in the planning scheme - particularly the RCZ.	
Conservation should be priority in the Green Wedge	Protecting Green Wedge is covered by existing Strategic Directions in MPS 02.03-1 settlement. Green Wedge has other uses that need to be balanced, RCZ prioritises conservation but cannot ask all Green Wedge land to prioritise conservation unless Further Strategic Work is done to justify this. No current Council or strategic support for this. Not supported under relevant State Green Wedge Policy or Council's current Green Wedge MP.	
Protection of the environment and biodiversity	Existing in MPS and policy	
Priority should be given to reducing/preventing climate change	New climate change Strategic Direction added to MPS	
development in rural areas minimises potential fire risk in a way which is acceptable to, and compatible with First Nations people	Not within scope	
Rural land owners are over regulated by restrictive planning overlays	Not within scope	
It's ok that rural areas lack existing infrastructure	This appears to be a statement.	
Review the application of Environmental Significance Overlays and Significant Landscape Overlays across the Green Wedge zones in line with Government policy, ensuring enforcement of protections and adequate resourcing	Not within scope	
Wattle Glen needs major development as it has large blocks and can benefit the community	No current Council or strategic support for this. Wattle Glen is not a MAC or NAC and is highly constrained by the UGB. Mostly zoned NRZ so is a minimal change area. This will be highlighted in the Housing Strategy.	
With north east link to be built consideration needs to be given to greater housing diversity in appropriate areas. Need to address the issue of housing affordability in the shire and look to create appropriate rezoning of land close to infrastructure to support greater number of residents.	Rezoning not within scope. A new general Strategic Directions on affordability has been included in MPS (02.03-5 housing)	
Treat Urban Growth Boundary as a hard boundary	Strategically this wouldn't work as there's already residential zoned land outside UGB - council already has a strategy in 11.01-1L-01 that seeks to avoid rezoning of land to urban or low density residential purposes unless supported by a council framework plan or strategy. MPS also seeks to maintain non-urban breaks between existing urban areas/non-urban areas.	

Green Wedge

Key Sentiments	Response	Further Consideration
State and Regional Planning do not identify Nillumbik as having environmental and landscape significance	Nillumbik is not a Distinctive Area Landscape, however it does not mean its landscape significance is not recognised. The PPF structure allows council to have their own local landscape policy in 12.05-2L. There is an existing local policy that talks about rural landscapes in Nillumbik. The MPS also has existing context on its landscape significance.	
Consider adding an objective about recognising and celebrating the multigenerational rural residents.	Not implemented through planning scheme	
Consider allowing further subdivision into smaller lots	Not within scope	
Infrastructure should be a further priority - safer roads, better maintained, more sealed roads (to reduce water turbidity in runoff) and clearing of vegetation along road reserves to enable safe exits for people in the event of wildfire	This is part of bushfire planning and provisions	
Upkeep of the remnant endemic bush land. It is a precious resource that is under threat from	02.03-2 protection of biodiversity also has a Strategic Directions that seeks to protect the significant remnant vegetation. The zoning also does this (RCZ/Green Wedge).	
Recognition that rural landowners do a lot to maintain their land which levels of government heavily rely on - they should not be restricted in doing what they want with their land	Not implemented through planning scheme	
Internal Teams		
Land clearing, Council responsibility and we do it poorly	Not implemented through planning scheme	
Need more enforcement for illegal clearing – budget issues	Not implemented through planning scheme	
Conflict between environment and engaged open spaces (BMX tracks)	Does not appear to be in strategic documents. Is this Further Strategic Work that council wants to address? If so, this may be addressed through local policy.	This will be dealt with through other council strategies e.g. recreation & leisure strategy. Not to be addressed by the planning scheme.
Nillumbik is 4 th most biodiverse area in Australia, we need to protect and enhance	Included in existing MPS	
Better collaboration with private land owners that have an interface to public land/reserves.	Not implemented through planning scheme	
Horse grazing an issue	Not implemented through planning scheme	
Need better roads	Already covered in 02.03-8 Strategic Directions	
Need better accessibility (in all aspects)	Accessibility for users is already covered in 02.03-5 Urban design and building design. Access to ACs, transport and roads are addressed in Strategic Directions of 02.03-8 (Transport).	
Youth Council		
Interface of urban and rural areas – missing	No current Council or strategic support for this. Council has advocated for no buffer areas for discretionary uses as part of its submission to the proposed Green Wedge AL reforms. This may be what this point is referring to. No further work is required at this stage. State policy currently supports a clean green break between rural and urban.	
Agricultural information gap	Not implemented through planning scheme	
Roads in some rural areas are unsafe – road safety is a huge issue	Already covered in 02.03-8 Strategic Directions	
Improving access to ACs via trails, links, transport – rural residents can feel isolated	Added Strategic Directions in 02.03-8 transport that addresses access and connectivity to ACs.	
Councillors		

Green Wedge

Key Sentiments	Response	Further Consideration
Not just about protecting what is endangered, it's all flora and fauna	this is recognised in existing MPS and policy. Can't protect fauna through planning, but can protect their habitat which is recognised in existing Strategic Directions	
Residence is not an as of right use	Controlled by zone	
Accessibility in how it reads - definition	Not entirely clear what this statement refers to.	
Objective about development mitigate fire risk – other way around? Should be assessing area before putting a house in it rather than putting a house in the trees and then cutting down all the trees.	This is consistent with state policy and bushfire planning provisions	
When managing conflicts, land management plans should address to ensure the land use doesn't affect the environment	Not suitable for MPS. If warranted can be requested as condition of permit.	
Rural areas don't want more infrastructure	Some infrastructure is necessary. MPS modified so that infrastructure does not impact on the natural environment.	
Danger in focusing on environmental and landscape significance is that it leads to a narrow focus on significance under EPBC act rather than recognising all areas are significant - could show significance via maps	Strategic framework plan highlights the wider environmental significant areas. Clause 02.03-2 emphasises the importance of landscapes as well as biodiversity.	
Needs to state that in managing the conflict, this is done through land management plans that address environmental protection strategies	Not suitable for MPS. If warranted can be requested as condition of permit.	
Ensure development in rural areas mitigates potential fire risk - other way around - "Development should only proceed where fire risk can be minimised while meeting the first principle of avoiding and minimising loss of native vegetation and preserving biodiversity."	This is consistent with state policy and bushfire planning provisions	
Protect the current UGB and oppose any proposal to move it	UGB is not set by local gov - not able to be dealt with via the planning scheme in this way.	
Protection of environment and biodiversity should guide all planning in Green Wedge and RCZ	This is already covered by existing MPS and policy	
Trust for nature covenants should be extended where possible	Not implemented through planning scheme	
Gaps in MPS identified by community		
Knowledge sharing between Council, communities, groups to promote, encourage and help understand best-practice land use and management techniques	Not implemented through planning scheme	
More effective controls for feral animals (deer, foxes, kangaroos) and invasive vegetation to protect indigenous flora and fauna	Not implemented through planning scheme	
Lack of Biolinks, and a review of ESOs and SLOs	Biolinks identified on existing plan, Further Strategic Work would be required to change this. ESOs and SLO review not within scope of project	No current Council or strategic support to do further work on this, however broader statement in Clause 72.04 identifying this.

Heritage, Arts and Culture

Key Sentiments	Response	Further consideration
Community and Advisory Committees		
Change how we perceive heritage – understanding and sharing First Nations culture	Not within planning scope	
Applying a First Nations lens to other themes	Not within planning scope without further work being done on this.	
Many parts of Nillumbik is significant to First Nations People	This has been recognised in the existing heritage narrative in MPS at 02.03-5	
Strengthen existing sites of importance by improving wayfinding and signage	This is council work that doesn't require planning permission, therefore is not controlled through planning. Where private development implements this, this can be included as a local policy, it is not suitable as a strategic	
Invest in more historical research to strengthen community understanding and participation	Council is currently undertaking a heritage review with a future amendment to apply the Heritage Overlay (HO) to identified properties. This however is an ongoing process and more properties may be identified in the future subject to further budget allocations to undertake the additional strategic heritage work and justify the further application of the HO. Community understanding and participation are outside of the planning scheme.	
Recognise potential heritage sites within Diamond Creek – police station and churches	Council is currently undertaking a heritage review with a future amendment to apply the Heritage Overlay (HO) to identified properties. This however is an ongoing process and more properties may be identified in the future subject to further budget allocations to undertake the additional strategic heritage work and justify the further application of the HO.	Heritage review is already in 74.02 as a continued further work requirement as new properties are identified for inclusion into the heritage overlay and review is required to justify such inclusion.
Better connectivity to public art in Activity Centres	Added in MPS, though it has been kept pretty broad - any specific strategies should go into local policy	
Encouragement and facilitation of public art	Added in MPS, though it has been kept pretty broad - any specific strategies should go into local policy	
Planning policy to allow creative communities to thrive in rural areas such as allowing for gallery spaces on rural properties and selling of handmade products	These outcome in the green wedge are something that is not within the scope of Council's strategies nor is a current position of Council.	
Recognise the land, waterways and all life they sustain are central to the cultural values of First Nations Peoples	Protection of these areas are recognised in the MPS.	
Encourage mudbrick structures as this is a sustainable method and historically significant to the Shire	This is covered in the existing Neighbourhood Character narrative of MPS. It recognises that there is a strong tradition of mud brick construction. It is followed up by a strategic direction that encourages the use of alternative construction materials where it adds character to the municipality and reflects the surrounding development.	
Protect historical buildings	This is already covered in local policy, a general strategic direction in MPS calls for the protection of heritage sites	
More education on First Nations People and their history	Not implemented through planning scheme	
Greater emphasis on supporting new art in developments and upgrades (e.g. murals in retaining walls at new footy facility).	Added in MPS, though it has been kept pretty broad - any specific strategies should go into local policy	
Development should not impede on or detract from all sights of heritage significance	This is already covered in local policy, a general strategic direction in MPS calls for the protection of heritage sites	
Internal teams		

Heritage, Arts and Culture

Key Sentiments	Response	Further consideration
Public Art Policy – trigger for public art to be included in developments of \$2 million + - other councils	Further Strategic Work would be required to justify such a requirement in the planning scheme and it would need to be a local policy.	Council are about to undertake a new Arts and Culture Strategy, however it is unlikely the level of strategic justification for such a policy including identification of feasibility for development will be included in that work. Therefore further strategic work would need to be undertaken and funded to support this matter.
Encourage public art in residential development and built environment in general	Added in MPS, though it has been kept pretty broad - any specific strategies should go into local policy	
New Arts and Culture Plan – adoption 2022	Not relevant to MPS	
Prioritising of creative industry activity – infrastructure including: art buildings, open spaces and reducing barriers to domestic developments such as home studios.	Added in Arts and culture section in MPS, though it has been kept pretty broad - any specific strategies should go into local policy	
Applying a First Nations lens to other themes	Not within planning scope without further work being done on this	Council will be preparing future policy in regards to this matter and it will sit outside of the planning scheme.
Using the word 'proud' is insensitive when referring to First Nations history – a lot of the history is horrible and brings up bad memories	The word 'proud' is not used in the MPS	
Youth Council		
*Didn't go through this theme	N/A	
Councillors		
We need more education	Not implemented through planning	
We can't be clumsy with representing a culture	Actions to this are not necessarily implemented through planning scheme, however language used in scheme has been reviewed for its appropriateness.	
Rich history of mudbrick	Already in the MPS	
Aboriginal issues not the biggest issue in history	Considered a statement.	
Gaps in MPS identified by community		
Acknowledgement of Traditional Owners as part of Nillumbik's community – this has been completely omitted	This has been added in a planning scheme appropriate way to Clause 02.01	
Collaboration between Council and the community and Traditional Owners	Not within scope of planning scheme	
Showcasing Aboriginal heritage, past and present	Not within scope of planning scheme	
Recognising the older part of Diamond Creek which includes its churches and police station	Council is currently undertaking a heritage review with a future amendment to apply the Heritage Overlay (HO) to identified properties. This however is an ongoing process and more properties may be identified in the future subject to further budget allocations to undertake the additional strategic heritage work and justify the further application of the HO.	Heritage review is already in 74.02 as a continued further work requirement as new properties are identified for inclusion into the heritage overlay and review is required to justify such inclusion.
Recognising the entirety of Nillumbik as a place of significance – not simply individual sites	Requires Further Strategic Work and heritage review - This unfortunately is not how heritage works in the planning scheme	This comment may be inferring to acknowledging Nillumbik as a Distinctive Areas and Landscapes as referred to in Clause 11.03-5S. Objective: "To recognise the importance of distinctive areas and landscapes to the people of Victoria and protect and enhance the valued attributes of identified or declared distinctive areas and landscapes". Council currently do not have a position in regards to undertaking/recognising such work to strategically justify conducting an amendment to implement State policy.

Housing

Key Sentiments	Response	Further Consideration
Community and Advisory Committees		
More housing diversity and options	Covered in existing MPS and PPF	
Connect communities and provide them with open spaces	Covered in existing MPS	
Preserve character with better control of developments	Covered in existing MPS	
Protect and enhance natural environment	Covered in existing MPS	
Better planning and support of housing within BMOs	Controlled through VPP provisions. More specific strategies would require update to local policy in 13.02-1L and the strategic work to underpin it. No future work is proposed by Council. State policy and current local policy apply.	
More bushfire and other climate change related risks considered in housing developments	New climate change section included. Bushfire is already a required consideration through state provisions	
Understanding of the change in housing needs in the Shire	It is not clear what this means, however on face value this appears to be addressed as part of the Housing Strategy which is future strategic work.	
Higher density developments in MACs discouraged	Not supported by State policy or current adopted MAC Structure Plans.	
New residential developments should be consistent with neighbourhood character	Covered in existing MPS and PPF	
Eltham to be kept leafy, green and low rise.	Covered in existing PPF, Neighbourhood Character policy in Clause 15.01-5L	
Mudbrick method for housing should be supported	This is already covered by existing narrative and Strategic Directions in Neighbourhood Character in 02.03-5	
Housing growth to only occur in Activity Centres	Not supported by State policy or strategic work - cannot constrain all housing change areas to Activity Centres.	
More innovative, sustainable, biodiverse urban design	Further work would need to be undertaken to establish what this means in the Nillumbik context and then implement this through the scheme.	Included in schedule of 74.02 as investigation ESD policy subject to funding.
Indigenous tree canopy and understorey are protected throughout Nillumbik, including areas of built environment and all new developments within the Shire. Council actively pursues net increase of indigenous vegetation in both urban and rural areas.	This appears to be a statement	
Development of a Nillumbik Urban Forest Strategy	Further strategic work. Council is intending to undertake work to develop a Urban Tree Canopy Strategy.	Included in schedule of 74.02
Major developments in Wattle Glen required	This is not supported by any council position or strategy. Wattle Glen is not a MAC or NAC and is highly constrained by the UGB. Mostly zoned NRZ so is a minimal change area. This will be highlighted in the Housing Strategy.	
Ecologically Sustainability Development (ESD) consultants/principles should be applied to all developments	New climate change section included. I have also bolstered up the Energy and resource efficiency section of the MPS. In all applications, 15.02-1S would need to be considered as well as the other VPP provisions relating to ESD.	Included in schedule of 74.02 as investigation ESD policy subject to funding.
Protection and enhancing of tree canopy	Added Strategic Directions in Climate change section. Further strategic work. Council is intending to undertake work to develop a Urban Tree Canopy Strategy.	Included in schedule of 74.02 as investigation ESD policy subject to funding.

Housing

Key Sentiments	Response	Further Consideration
There is a gap in the MPS which is providing housing security and sustainability of rural lifestyle grazing and hobby farming residents or demonstrating any ability to recognise or accommodate long term multi generational land occupancy	Reworded the Strategic Directions in 02.03-6 to address housing for aging population. Current strategies and policies don't specifically encourage housing for older people in rural areas. No further work proposed - not supported by Council's strategies or position including GWMP. State policy in regards to the green wedge as well as the zones don't necessarily support smaller housing/maneagable lots or aged care / retirement living in these areas given the lack of adequate infrastructure and services. This type of use is more appropriately supported in Nillumbik's urban areas or even rural townships through appropriate zoning.	
More housing diversity in rural areas - to cater for ageing in place	Reworded the SD in 02.03-6 to address housing for aging population. Current strategic docs don't specifically encourage housing for older people in rural areas. I've kept the SD general so it applies to the whole Shire. If further work is done to support this, e.g. which rural areas council wants to see housing for aging population, this can be added as a local policy in Clause 16.01-3L or 16.01-5S.	No further work proposed - not supported by Council's strategies or position including GWMP. State policy in regards to the green wedge as well as the zones don't necessarily support smaller housing/maneagable lots or aged care/retirement living in these areas given the lack of adequate infrastructure and services. This type of use is more appropriately supported in Nillumbik's urban areas or even rural townships through appropriate zoning.
Create a township precinct for Yarrambat	No current or Council strategic support for this. No State Government support as well (Amendment C109 that looked at providing more commercial and residential development in Yarrambat but this was not supported by State Government).	
Nillumbik doesn't need medium density housing	Not supported by State policy or current adopted MAC Structure Plans.	
Enlarge Rural Township Zone	Not supported by any council position or strategy including the GWMP. Therefore, no future work proposed.	
Medium density housing appropriate for older residents - in areas not too slopped, elevators, accessible for all mobility needs	A general Strategic Direction regarding housing and aging population is provided in 02.03-6 housing. Any specifics in terms of what design constitutes a suitable house for older people should be backed by strategic study and implemented through local planning policy, not MPS.	No further work proposed beyond the Housing Strategy. There are areas of Nillumbik with suitable topography in and around the MAC's that allow for medium density development.
Growth and medium density housing to be allowed outside UGB	Not supported by State policy or Green Wedge Core Provisions.	
Considerations for larger houses, extensions, and granny flats should be included.	All applications for these that require a planning permit will be considered against the planning scheme. Not supported by any Council position or strategy. The Neighbourhood Character Strategy and Housing Strategy will dictate the size and scale of residential development in the Shire.	
Internal teams		
More housing diversity and options – affordable medium density	Addressed in existing narrative and Strategic Directions and supported by adopted Major Activity Centre Structure Plans.	
Better connecting ageing residents	The 'transport', 'infrastructure' and 'urban and building design' sections of the MPS address accessibility to buildings/places for aging population.	

Housing

Key Sentiments	Response	Further Consideration
Encouragement of accessible and adaptable housing through our planning processes	Addressed in existing PPF. Scope of the Housing Strategy. Council's Disability Action Plan also identifies: Council's role in supporting affordable and accessible housing in the Shire as part of the Nillumbik Housing Strategy, with reference to national and state government housing policy frameworks. Ensure consideration of: • Housing diversity • Housing requirements for people with disability (including possible rezoning of suitable areas for development) • Housing requirements for older people. https://www.nillumbik.vic.gov.au/files/assets/public/people-and-family/nillumbik_disability-action-plan_proof.pdf	
Eltham has smaller housing but not cheaper	Not directly controlled by planning scheme	
Medium density need to be more accessible – multi storey dwellings not accessible – single storey units and apartments are better – flat driveways!	This issue centres around diversity of housing which is covered by the MPS. Any further detail would need to be expressed through local policy.	
Encourage sustainable housing	New climate change section included. I have also bolstered up the Energy and resource efficiency section of the MPS. In all applications, 15.02-1S would need to be considered as well as the other VPP provisions relating to ESD. Consider developing a local ESD policy in 15.02-1L	Included in schedule of 74.02 as ESD policy
Statutory planning – opportunity for education on adaptable housing and integrational living – encourage developers in pre app meetings – other councils use fact sheets	Not implemented through planning scheme	
Youth Council		
N/A	N/A	
Councillors		
Nillumbik is expensive, we need more affordable housing	Added general Strategic Direction in 02.03-6 housing	
People, particularly young people, cannot afford to buy back into Nillumbik	As above	
Define diversity in housing	This should be defined in council's strategic documents, not the planning scheme. The idea of housing diversity can also be inferred from the narrative of the MPS - it is housing that will help meet the increase in the number of smaller households and ageing population and includes medium density housing. This will be justified in future HS (current Council Plan) and any relevant changes to the scheme would be implemented via that strategic work.	
Allow for housing diversity outside of Activity Centres	The PPF and MPS do not restrict housing diversity to only be located in Activity Centres, although it is specifically encouraged to locate most density within the MAC's.	
Housing growth to occur only in Activity Centres	Addressed in existing Strategic Directions in 02.03-1 Activity Centres	
St Andrews Township Plan 7.1.4 Introduce a local planning policy or update MSS provisions to: <input type="checkbox"/> encourage the development of smaller, more affordable dwellings; <input type="checkbox"/> discourage subdivision and boundary realignments that create substandard lots in areas beyond the Urban Growth Boundary; and <input type="checkbox"/> discourage the development of dwellings on substandard lots in areas beyond the existing Urban Growth Boundary.	Out of scope - this would need further strategic work. Suggested that this could form part of a future work programme to define these areas and specify what they are used for/capable of, but there is no resourcing or funding at the moment for such work and it is not currently identified in any future council strategy. The Housing Strategy work to be conducted would also address some of these points.	

Housing

Key Sentiments	Response	Further Consideration
Develop an ESD policy and encourage ESD through the planning scheme <input type="checkbox"/> Encourage renewables on houses <input type="checkbox"/> Encourage water tanks <input type="checkbox"/> Recycled, clean materials such as mudbrick	New climate change section included. I have also bolstered up the Energy and resource efficiency section of the MPS. In all applications, 15.02-1S would need to be considered as well as the other VPP provisions relating to ESD. Consider developing a local ESD policy in 15.02-1L	Included in schedule of 74.02 as ESD policy
Gaps in MPS identified by community		
Greater focus on the protection of the natural environment in housing development to maintain the local character	Addressed through existing MPS and PPF.	
Bushfire and other climate change related threats included in design considerations	Design must consider bushfire threats, as determined through VPP provisions. I have added a new section on climate change and also updated the nergy and efficiency design section of the MPS.	
Shifting understanding of housing needs for the population of Nillumbik	Not implemented through the planning scheme.	

Infrastructure

Key Sentiments	Response	Further considerations
Community and Advisory Committees		
Ensure infrastructure upgrades are sensitive to and have minimal impacts on natural environment	The natural environment is considered as part of any assessment. However added in statement in the existing Strategic Direction.	
Clear, meaningful conversations with individuals and groups affected	Not relevant to planning scheme	
Prioritise natural environment when considering all infrastructure projects	The natural environment is considered as part of any assessment. However added in statement in the existing Strategic Direction.	
Don't make rural living more challenging with restricting planning policies	The importance of maintaining the GW means that it is zoned to protect environmental and rural values. This does mean that rural living is quite restricted.	
More education on reduction of waste and consumption and its positive impacts on infrastructure and sustainability	Not implemented through the planning scheme	
Consideration of renewable energy systems and local waste recycling.	Added in renewable energy use Strategic Direction in 02.03-5 (energy and resource efficiency)	
More clarity as to why consolidation of lots in rural areas is beneficial	This is already explained in the MPS (it is to create larger lots capable of containing effluent on site) and is consistent with the existing strategic work council has done.	
Make activity centres more inviting	This is covered in existing Strategic Direction in 02.03-5	
Rural areas don't need excessive infrastructure - it is what makes them rural	Assessment should be on a case-by-case, cannot generalise what 'excessive' is. Certain level of infrastructure is still needed, which is supported through existing MPS	
More development of smaller townships such as Plenty	Not a position supported by Council or any Council strategy nor supported by State Government. Nillumbik has the least growth of any metropolitan council. Rezoning of green wedge land to support township zones is not supported by the GWMP or broader State Policy. See similar comments on Yarrambat town centre concept.	
Infrastructure to support safety for flooding, bushfire, or severe storms/wind/weather.	Very broad, covered throughout planning scheme	
Internal teams		
More charging stations – Catering for modern/changing needs	The development of land for charging stations is already exempt by the scheme.	
Outdoor spaces that can be activated – universal design approach, power access, water access, signage	This is somewhat covered by the existing Strategic Direction in 02.03-5 (urban and building design). Noting, that for public spaces, upgrades are usually done by councils and don't require planning permission.	
Many businesses are not accessible	This is covered in existing strategic direction in 02.03-5 (urban and building design)	
Disability parking not endorsed by businesses – Council position should be strengthened	Not within planning scope	

Infrastructure

Key Sentiments	Response	Further considerations
Missing amenities – seats, water fountains, toilets along trails	Not within planning scope	
Better and more signage	Covered in existing signs section of MPS	
More sustainable infrastructure	Recommend local ESD policy subject to Further Strategic Work being done.	Further Strategic Work included at 72.04 to investigate ESD policy subject to funding.
Youth Council		
Need improved lighting throughout specially around stations – specified Wattle Glen	Not controlled through planning	
Councillors		
Needs to recognise the much broader reasons to consolidate including preservation of habitat	Preservation of habitat is already covered in 02.03-2 biodiversity	
Create an emphasis on renewable energy infrastructure	Added in renewable energy use strategic direction in 02.03-5 (emergy and resource efficiency)	
Gaps in MPS identified by community		
Prioritising the natural environment when considering infrastructure projects	The natural environment is considered as part of any assessment. However added in statement in the existing Strategic Direction.	The Climate Action Plan may provide some high-level guidance on this. The Plan talks primarily to Council's actions and responsibilities regarding its own assets (however it is not prescriptive regarding potential planning policy/controls). I.e. the Plan talks about Council's targets to zero net emissions and enhancement to biodiversity outcomes. Council is also bound by environmental controls of the planning scheme for its projects. From a State Government perspective, Council can only advocate through submissions and other means regarding State infrastructure projects. Council has a Advocacy Priorities document may address Council's position regarding State infrastructure projects: https://www.nillumbik.vic.gov.au/Council/Our-organisation/Strategies-policies-and-plans

Natural Environment

Key Sentiments	Response	Further Consideration
Community and Advisory Committees		
Prioritise conservation of biodiversity	This is covered by MPS biodiversity section.	
Strengthen enforcement	Not implemented through the planning scheme	
Minimise adverse impacts of development especially on tree canopy	Added Strategic Directions in Climate change section.	
Conservation of all flora and fauna, not just endangered species - prioritising indigenous species	This is covered by MPS biodiversity section. Conservation of all flora is also unrealistic, e.g. weed species.	
Infrastructure projects should consider and prioritise environmental impacts – roads, trails, amenities, car parking etc	Assessment of infrastructure projects (where they require a planning permit) would need to consider clause 12 and all biodiversity related provisions in the scheme. Nevertheless, I have added in a statement to the existing strategic direction in 02.03-10 that seeks to minimise impacts on the natural environment	
Monitor habitat links	Not implemented through the planning scheme	
Waterways are important and should be emphasised	Covered in existing MPS	
Needs to recognise the habitat corridors identified in the NERO and State of Environment reports and support extending and reinvigorating them. Noting the importance of establishing and connecting the potential corridors as identified in the State of Environment report.	These are already included in the identified strategic habitat links in the Faunal Habitat and Remnant Vegetation Plan. NERO report was used to implement the current ESOs controls. An ESO review is recommended under Biodiversity Strategy. A previous review of the current ESOs was abandoned by the Council at the time.	
Would like to see the Wurundjeri Woiwurrung heritage of care of the land acknowledged with intention to use consultation with Narrap team when	Not implemented through the planning scheme	
Important to create, improve and maintain access to public environment (i.e. trails), as well as the environment around town centres (i.e. ensuring appropriate tree cover of streets and roads).	A similar Strategic Direction regarding access exists in 02.03-9 community infrastructure has been added in reference to 'trails' to this Strategic Directions to cover this off. Anything regarding environment around town centres/tree cover should be addressed through local policy once further work is done. The Strategic Directions in the built environment and heritage section of MPS is quite high level and provides a general basis for this. Council have a trails strategy and are also undertaking work on urban tree canopy. The MAC Structure Plans also discusses the protection and enhancement of the Diamond Creek corridor which goes through both Elthan and Diamond Creek.	
Not just focusing on net loss of natural environment but also net gain	State policy sets the framework for native vegetation as no net loss. Not able to be modified at the local level.	
"Biodiversity urban sensitive design" is a requirement in urban areas	This would require further strategic work	Assuming this comment is referring to the establishment of ESD Policy. Consideration of this to be included at Clause 72

Natural Environment

Key Sentiments	Response	Further Consideration
Connecting isolated pockets of vegetation to form wildlife corridors	Council has identified this as a gap. May need Future Strategic Work to implement.	Further work would be required to support this comment but would more appropriately sit with the Environment team - not Strategic Planning. This could potentially be considered as part of the Biodiversity Strategy revamp that is due to occur. However given that this work hasn't yet been updated and the MPS accurately reflects what is in the current Biodiversity Strategy, no further remarks to add to the MPS besides references to the Climate Action Plan. The comment is referring to the creation of wildlife corridors on private land. This has been considered by the Environment Team but private property laws/rights were an issue to overcome. As part of the Biodiversity Strategy, Council has programs in place to strengthen wildlife corridors on public land. Councillors need to provide support and subsequent funding to execute this work.
Removal of weeds as a priority as they threaten flora, fauna and biodiversities	There is an incorporated doc that lists out weeds in the Shire. However, this is more about not planting weeds. This is not suitable as an Strategic Directions.	
Internal Teams		
Refer to State Listed Species to strengthen objectives to protect flora and fauna	It is not clear how this will strengthen protection under the planning scheme.	
Threatened 'indigenous species to Nillumbik' instead of 'native'	Important to note that Clause 73.01 of the planning scheme provides a definition of 'native vegetation'. Both terms (i.e. indigenous and native) are acceptable however the term indigenous can just be used as the definition for 'native vegetation' under the planning scheme states "Plants that are indigenous to Victoria, including trees, shrubs, herbs, and grasses".	However there is a need to consider impacts of introduced species caused by climate change. How are these introduced species to be termed (i.e. when they're not originally native to the area but due to warming climate they have a real prevalence in the area)? To be addressed in Biodiversity Strategy (review).
Consideration of environmental values and the facilitation of drainage and sewerage in all areas that affect all rivers and creeks.	This is covered under the Strategic Directions on waterways at 02.03-2 and development infrastructure at 02.03-10	
Waterways play an important role in climate change – so we need to protect them	This is covered by existing Strategic Directions in MPS.	
Maintain landscape values in the Shire	This is covered by the Strategic Directions at 02.03-2	
Focus on enhancement, not just protection	Wording in biodiversity Strategic Directions has been changed to accommodate this.	
Prioritise biodiversity	Biodiversity is something that must be considered in an application. Whether it should be prioritised would depend on the specific use or development and its context. Council has a duty under Clause 71.02 to balancing competing policy objectives and outcomes for net community benefit	
Youth Council		
No comments		
Councillors		

Natural Environment

Key Sentiments	Response	Further Consideration
'Placing conservation of biodiversity above all else' – not good for policy	Agreed- Clause 71.02 asks the responsible authority to integrate their decision making to balance competing policy objectives in favour of net community benefit and sustainable development. What this entails differs depending on the proposed use or development and the context in which is it situated.	
A map could be used here to identify existing and potential habitat links - NEROC, State of Environment and Abzeco reports have info on this	The Abzeco Report has not been identified in the relevant maps of Clause 02.04 but it has been advised by the Environment team that this will take substantial work to update beyond the timeframes of the MPS review, and the age of the report is an issue in terms of updates.	
References the Plenty River but there's no reference to our other waterways. Perhaps an additional objective could recognise this too	Other waterways are mentioned in 'waterways and water bodies' section of the MPS e.g. Arthurs Creek, Diamond Creek, Watsons Creek. Strategic Directions are general and do not single a particular waterway out. No other waterways to mention other subordinated tributaries are considered sub-catchments to the ones listed in the MPS now.	
Gaps in MPS identified by community		
Habitat links monitored and set out in the Planning Scheme, connection of small habitats for wildlife movement	Habitat links identified on existing plan, there are also strategies in 12.01-1L that refer to these links. May need further strategic work to implement for isolated sites.	The MPS already reflects what is in the current Biodiversity Strategy.
Importance of waterway corridors, and the position of Melbourne Water on waterway corridors	Waterway corridors discussed in existing MPS	
Roadside Management Program – needs to maintain the integrity of the natural environment	This is considered in 12.01-1L. Also, if this is referring to council works, planning permission is not required, therefore it is not implemented through the planning scheme	
More focus on conservation of run-off from private dwellings, and monitoring of private dams and how that affects water flow	Dam strategies are located in 14.01-2L and IWM is in 19.03-3L.	

Open Space

Key Sentiments	Response	Further considerations
Community and Advisory Committees		
Provide open spaces for the community while minimising impacts on the natural environment	Added in sentence to existing MPS Strategic Directions in 02.03-9	
Viewing the land through the lenses of the heritage of First Nations people and showing acknowledgement through signage, plaques, art works in parks, reserves and playgrounds	Not implemented through the planning scheme	
Balancing access for the community with health of the natural environment	Added in sentence to existing MPS SD in 02.03-9	
Conservation and regeneration of native flora and fauna	Addressed in existing MPS and PPF	
Reconsider and review Open Space Strategy	This is an action of current Council Plan. Work is yet to commence.	Noted, this is already in the schedule to 74.02.
Need of overarching statement on the land, life on it and the role they play to First Nations people.	Some further words added to 02.01 to address this in a way that is relevant to the planning scheme.	
Priorities should be preservation of the green wedge, protection of biodiversity and action on climate change	Addressed in the MPS	
Overarching objective that recognises the land, waterways and all life they sustain are central to the cultural values of First Nations Peoples.	This is not specifically implementable through the planning scheme	
Increase parkland (PPRZ) when opportunity arises	Will be considered as part of a review of the Open Space Strategy. Open Space Strategy review is an action of current Council Plan.	Noted, this is already in the schedule to 74.02.
Prioritise indigenous species when protecting and enhancing vegetation	Protection of native veg is already an existing Strategic Direction in 02.03-2 (biodiversity)	
Develop a comprehensive off-road shared trail network	Have added the word 'trails' into the existing Strategic Direction in 02.03-9. Council have an adopted trails strategy.	
Retention and enhancement of habitats as a priority	Addressed in existing MPS 02.03-2 (biodiversity)	
More dog friendly spaces	Not within planning scope	
More consideration to older people in open space planning	The detailed design of open spaces is undertaken outside the planning scheme. State policy already refers to the need for open spaces to meet the needs of all users. Will be considered as part of a review of the Open Space Strategy. Open Space Strategy review is an action of current Council Plan.	This is already in the schedule to 74.02.
Internal teams		
Open space availability to all communities and residents not necessarily possible or needed	This would be determined at a higher level strategic plan, which would then be translated into the Open space network and recreational facilities plan in 02.04	The availability of open space to the community and whether more is required will be considered under a review of the Open Space Strategy. Open Space Strategy review is an action of current Council Plan. This is already in the schedule to 74.02.
Decrease council carbon footprint by having more sustainable open spaces	Not within planning scope. General climate change section has been included in MPS - this is dealt with generally through Council's Climate Action Plan.	

Open Space

Key Sentiments	Response	Further considerations
Formalised sports facing issues	It is not clear what this is seeking, however better considered as part of Council Recreation and Leisure Strategy	
Tennis clubs and some sport facilities are dying – better use for those spaces?	This point should be addressed within Council's Recreation & Leisure Strategy. Not an MPS consideration.	
Co-design spaces with community	Undertaken outside the planning scheme	
More nature play	Will be considered as part of a review of the Open Space Strategy. Open Space Strategy review is an action of current Council Plan.	Noted, this is already in the schedule to 74.02.
Informal sports pop up quickly and Council is liable for any injuries – BMX, archery	Not within planning scope	
Ensuring our open spaces are 'safe' can be risky statement	MPS does not say this	
Youth Council		
Better accessibility and linkages between open spaces	Covered in existing 02.03-9 Strategic Directions	
Drink taps along trails	Not controlled through MPS or planning scheme	
Rubbish bins along trails	Not controlled through MPS or planning scheme	
More off leash dog areas	Not controlled through MPS or planning scheme	
Councillors		
Open spaces are important for livability – free accessibility	The MPS states that community facilities (including open space) should be accessible to all.	
Our open spaces make Nillumbik unique	Nillumbik's unique character is noted through all themes.	
Gaps in MPS identified by community		
Conservation and regeneration of native flora and fauna	Already in MPS 02.03-2 biodiversity	
Reconsider and review an Open Space Strategy that is fit for this time	This is an action of current Council Plan. Work is yet to commence.	Noted, this is already in the schedule to 74.02.
Overarching statement on the land, the life on it, and the role they play to Aboriginal People	Some further words added to 02.01 to address this in a way that is relevant to the planning scheme.	

Transport

Key Sentiments	Response	Further consideration
Community and Advisory Committees		
Reducing reliance on cars by increasing alternative options, improving transport infrastructure	Updated Strategic Direction and Transport narrative in 02.03-8 to address this.	
Insufficient community transport for older people	Not implemented through planning scheme	
Insufficient bus and train stops and frequency of services, and poor access to the stations	Frequency of service is unfortunately not controlled by Council nor the planning scheme. Added Strategic Direction relating to access to Public Transport stations.	
Greater focus needed on cycling and walking infrastructure	Updated Strategic Directions in 02.03-8 to also reference walking and cycling, not just facilitating increased public transport usage.	
Rural areas will likely to remain car dependant	This appears to be a statement	
How do we encourage sustainable vehicle private use	Not within scope of project - would need a separate study outside of planning scheme - Climate Action Plan picks up on some of this.	
Need safer roads, paths, tracks for all users and modes	This is included as an existing Strategic Direction in 02.03-8 in relation to roads. Updated the Strategic Direction in 02.03-9 to address safety of trails etc.	
Ensuring upgrades don't clash with the township character	Neighbourhood character will be something that needs to be considered as part of any planning assessment.	
Better planning for sustainable transport	Addressed in existing Strategic Directions in 02.03-8	
Ensure that transport infrastructure does not negatively impact the natural environment	This is something that needs to be considered as part of any planning assessment.	
More considerations to schools in the shire	Nillumbik has the least growth of all of Metro Melbourne - it is difficult to argue to the State for the requirement for more schools - we are not a growth council.	
More support for electric vehicles of all types	The uptake of EVs is not something the scheme can control. Comment is outside of what the planning scheme/MPS can address. Will be addressed under Council's Climate Action Plan.	
Traffic calming methods used at wildlife crossings	Not implemented through planning scheme.	
Extending public transport access times and routes specially to rural areas	Not implemented through planning scheme.	
More consideration to older people and people with disability when transport planning	This can be addressed through the design of development, which is already an existing Strategic Directions.	
More roads lead to more car usage - congestion leads to more public transport use	This appears to be a statement	
Rural area roads are unsafe and need improvements	The Strategic Direction focuses on general roads, not just rural roads. It seeks safer road links across Nillumbik.	
Internal teams		
We have 5 free charging stations but the community don't know about them – just for electric cars or also other electric vehicles?	Not implemented through planning scheme	
Mobility scooters, wheelchairs – need to be considered for paths, ramps and turns - more consideration of inclusion	The detailed design of ramps etc is not dealt with through the planning scheme.	
More shade, lighting and seats along transport infrastructure	Not implemented through planning scheme as planning permission is not required for this when council provides this.	
Rural areas lack good paths – why are roads being improved but not the paths along them?	Road improvements don't require planning permission so is not controlled through the planning scheme. Where private developers are providing the roads, the existing Strategic Direction in 02.03-8 'facilitate safe and efficient roads...that cater for all users' addresses this.	

Transport

Key Sentiments	Response	Further consideration
Should not just be car focused – there should be a minimum gap between road and fence for pedestrians	Not implemented through planning scheme	
Better facilities for bike storage	If public bike storage, this is not implemented through planning scheme as it doesn't require planning permission. Private development bike storage requirements are existing in VPP provisions.	
Encourage sustainable private use	Unclear what this entails. This statement may relate to encouraging ESD in the community - Climate Action Plan contains initiatives to assist the community in education and investment in private use ESD.	
Youth Council		
Rural roads are unsafe	Addressed in existing SD in 02.03-8	
Improve connectivity of rural areas and activity centres	Included a Sd in 02.03-8 to address this. Addressed more generally rather than specific to rural places.	
Diamond Creek – McDonald Road not needed – reduction of roads increase walkability	Not within scope	
Safety is a barrier for using PT – accessibility, trails	Not implemented through planning scheme. However, Strategic Directions relating to safety and accessibility help address this.	
Diamond Creek Station – unsafe	Upgrading a station does not require planning permission, therefore it is not implemented through scheme. Council may only advocate to the State government (and has consistently) in regard to upgrades and safety to train stations.	
Incorporate Arts and Culture in transport infrastructure like stations and bus shelters	Not controlled through planning scheme	
More bus shelters – make them welcoming	Not controlled through planning scheme	
Councillors		
Maps should show all trails	The relevant maps in Clause 02.04 regarding the Nillumbik's trail networks are very vague and don't appear to capture all trails. The Recreation and Leisure team have just completed a Trail Audit as part of the Nillumbik Trail Strategy, which captures all of the existing and proposed trails. A map of Nillumbik's existing trails can be found on Page 12 of the document and proposed 10 year trail plan can be found on Page 39 https://records.nillumbik.vic.gov.au/ContentManager/ServiceApi/Record/2162595/File/Document The map at Clause 02.04-3 - Open space and recreation facilities plan will subsequently need to be updated to reflect this.	Open space and recreation facilities plan in 02.04 updated.
Sustainable private use needs a focus	Council's Climate Action Plan contains initiatives to assist the community in education and investment in private use ESD.	
Add in active transport, which we'll have a lot more control of through planning than we do on public transport	Have added in to existing Strategic Direction in 02.03-8	
Maps could be good here to show strategic public and active transport routes	Public transport routes and principal public bike network are not determined by council - the existing train lines and bus routes are shown on the strategic framework plan.	
Protect the amenity of local roads and oppose unreasonable expansions of roads which are inconsistent with neighbourhood character and GW/RCZ protections	Road works don't require planning permission (unless it is in a heritage overlay), therefore not controlled through scheme.	
Improve safety of local roads for cyclists	Not implemented through planning scheme	

Transport

Key Sentiments	Response	Further consideration
Recognise that rural areas don't require large arterial roads and expansions to roads in rural areas would be out of character. Restricting density in these areas is key to avoiding pressure on their roads	The rural areas are already zoned in such a way that intense residential development is discouraged or prohibited. Where a road is provided by the state the design of that road is set by state standards.	
Gaps in MPS identified by community		
Electric vehicle infrastructure to plan for the future	Further Strategic Work to implement policy in regard to this. Note that development of charging stations is exempt at Clause 62.02-2.	Included in schedule of 74.02 as investigation of ESD policy subject to funding.
Greater focus on active transport	Updated narrative and Strategic Directions in 02.03-8 to address this.	
Upgraded transport infrastructure and transport modes that suit the needs of the demographic	Council's infrastructure team are looking into an Infrastructure and Transport Strategy but this work is some time away from being completed. This would complement anything being proposed and provided at a State Government level e.g. Fitzsimmons Lane Roundabout Upgrade and Hurstbridge Line upgrades.	

02 MUNICIPAL PLANNING STRATEGY

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DRAFT June 2022 for Consultation

02.01 CONTEXT

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Located on the north-eastern urban-rural fringe of Melbourne, the Shire of Nillumbik (Nillumbik) is approximately 25 kilometres from Melbourne's Central Business District and is generally bounded by the Yarra and Plenty Rivers and the Kinglake Ranges, which are of national and state environmental significance. A large proportion of the shire experiences high bushfire risk.

The Wurundjeri Woi-wurrung people are the Traditional Owners of the Country on which Nillumbik is located. The significance of their history and connection with the landscape are essential elements of shire's unique character.

Approximately 91 per cent of Nillumbik is rural land that lies outside the Urban Growth Boundary and forms part of a metropolitan green wedge, providing a non-urban break between the Whittlesea urban growth corridor and the Lilydale urban area. The green wedge is an area of environmental, landscape and agricultural importance to both Nillumbik and the wider metropolitan region. It contains the Sugarloaf Reservoir, a principal catchment in Melbourne's water supply.

Nillumbik has an estimated population of 65,369 people (Nillumbik Shire Council, 2021). This is not expected to increase substantially; however, an overall ageing of the population is expected.

Much of Nillumbik is rural and is used for a combination of agriculture, rural living and conservation purposes. Within the rural areas are several townships and smaller rural communities. The population, however, is concentrated in the established urban areas of Diamond Creek, Eltham, Plenty, Research, Wattle Glen, Hurstbridge and parts of Greensborough. Low-density residential development forms a buffer between urban and rural areas. Each settlement area comprises their own identity and heritage.

Nillumbik's natural beauty, diverse landscapes and biodiversity are highly valued both locally and regionally. Much of Nillumbik remains heavily vegetated, particularly in the non-urban undulating regions and along the major rivers and creeks. Nillumbik's strategic habitat links extend into surrounding municipalities and connect extensive areas of native vegetation. The green wedge supports a diverse range of species and their habitats, including several indigenous, rare and endangered species. Nillumbik also contains several regional and national parks, valued both for their environmental and recreational functions.

Nillumbik's economy is made up of four key industry areas: knowledge based, creative and culture, primary industry and trade, and retail and hospitality. The majority of businesses employ less than five people. A large proportion of businesses are home-based, which is a growing trend in Nillumbik, along with other emerging sectors including arts and culture, food and beverage, visitor attraction and sustainable agri-business. [\[Nillumbik economic development strategy 2020-2030\]](#)

02.02 VISION

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The *Nillumbik Community Vision 2040* emphasises that community and the Nillumbik Green Wedge is at the heart of the Shire. It states:

Nillumbik's places and spaces make an important contribution to health, wellbeing, culture, the environment, biodiversity and economic success. We continue to strengthen the Shire's identity through reinforcing existing natural and built form, improving accessibility and connectivity, protecting the environment, and enhancing both the Green Wedge and tree canopy in urban areas.

We acknowledge the pressures on liveability that in the future will likely challenge the way we live. We continue to strengthen Nillumbik's ability to manage and adapt to changing circumstances, to ensure the Shire and our community remain sustainable and resilient.

Nillumbik's planning related goals are to:

- Protect the Shire's green wedge across all aspects of planning.
- Enhance Nillumbik's sustainability and resilience to both climate change and bushfire.
- Facilitate enjoyable and connected places that strengthen identity and character, foster social connection and improve accessibility, wellbeing and safety for all.
- Strengthen Nillumbik's identity by protecting and enhancing its natural environment, heritage, arts and culture.
- Support economic growth that capitalises on Nillumbik's strengths, is innovative and is compatible with the natural environment.

02.03 STRATEGIC DIRECTIONS

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02.03-1 Settlement and the Nillumbik Green Wedge

Maintaining the existing settlement pattern of distinct urban areas and clearly defined rural townships surrounded by non-urban areas is critical to the ongoing sustainability of Nillumbik as a 'green wedge' municipality. Nillumbik, located on the fringe of metropolitan Melbourne, does not form part of a designated growth corridor. Outward metropolitan development, therefore, will not be a significant feature of the municipality.

Nillumbik's key planning issue will be providing a diverse range of dwellings within the Urban Growth Boundary while ensuring that it is in keeping with neighbourhood character. Areas identified as having further growth potential for residential subdivision in existing residential zones include:

- Eltham and Diamond Creek Major Activity Centres.
- Apollo Parkways.
- Land in the Diamond Creek North Area A Development Plan and Diamond Creek Area B Development Plan to the north and north-east of the Diamond Creek Major Activity Centre.
- The Plenty Low Density Residential area.

The Nillumbik Green Wedge is of significant value to the Shire and wider region, particularly for its biodiversity, natural beauty, visitor experiences, agriculture and other non-urban values. It contains sites of environmental and landscape significance and a mix of conservation, agricultural and residential uses. Issues of land use conflict, resource use and environmental management arising from the diversity of uses must be managed through sustainable land use and natural resource management.

Strategic directions:

- Maintain non-urban breaks between existing urban areas and non-urban areas, and between rural townships.
- Focus development in the established township and urban areas to take advantage of existing infrastructure and maintain the viability of these areas.
- Protect the Green Wedge from incompatible use and development.
- Limit subdivision in rural areas to minimise fragmentation of rural land and maintain vistas.

Activity centres

The **Eltham Major Activity Centre** is one of the primary community and commercial focal points within Nillumbik, providing a diverse range of commercial activities, community services, recreational facilities and housing opportunities, as well as containing a substantial public transport hub.

The **Diamond Creek Major Activity Centre** is a shopping, service and community centre for Diamond Creek and adjoining areas. It contains a range of retail, commercial, community and leisure activities and facilities that are serviced by the Hurstbridge railway, limited bus services and a road network dominated by Main Hurstbridge Road, which forms the 'spine' of the centre.

It is envisioned that the Eltham and Diamond Creek Major Activity Centres will continue to be the focus of community life, providing a wide range of shopping and professional services and places to meet and recreate. They will also have an increased role in providing for a diversity of housing and in particular, medium density housing.

Neighbourhood Activity Centres, including Hurstbridge and Research, offer a blend of uses and the availability of public transport generally supports higher levels of business and other activities, resulting in lower car usage and enabling multipurpose trips. Rural townships of Panton Hill and St. Andrews have a strong sense of identity and provide a focus for community life and interaction.

Strategic directions:

- Promote Eltham and Diamond Creek Major Activity Centres as the main commercial and community activity areas of the Shire, supported by Neighbourhood Activity Centres, small local convenience centres, rural townships, and rural stores.
- Facilitate an expansion in the range of commercial and community services available in the major activity centres, including those that cater for a local/regional clientele.
- Facilitate increased diversity and amount of housing in the major activity centres that are sustainable and scaled to respect the surrounding topography.

Eltham Gateway

The Eltham Gateway is a precinct with cultural and landscape significance to the local community and forms the entrance to the Eltham Major Activity Centre.

The Gateway provides services for the local community with a mix of residential, small-scale office and community uses, transitioning to more predominantly residential uses south of Mount Pleasant Road.

The Gateway contains a range of historic buildings that influence the architecture of the area and an avenue of trees that commemorates the World War. Its topography allows significant vegetated views from Main Road towards the Diamond Valley. Its high levels of indigenous vegetation, which often substantially screen built form from public view, and its modest scale of development, particularly along Main Road, provides a transition from the urbanity of the suburbs to the semi-rural character of Eltham.

Strategic directions:

- Protect and enhance the cultural and landscape significance of the Eltham Gateway.

02.03-2 Environmental landscapes and values

Protection of biodiversity

The Shire contains extensive habitat links comprising of native vegetation and water courses. Given the large number of threatened native species and threatening processes occurring in the Shire, including climate change, [\[Climate Action Plan, pg9\]](#) planning needs to protect and conserve biodiversity, provide habitats for native flora and fauna, and control pest plants and animals. Importantly, significant remnant vegetation, conservation areas and environmentally significant areas are located on both public and private land.

These areas are identified on the Faunal habitat and remnant vegetation plan in Clause 02.04.

Roadsides are an integral part of maintaining biodiversity in Nillumbik. Roadside vegetation provides wildlife with movement corridors between larger areas of habitat and can be the remaining refuge for many native floral and faunal species. In many parts of the Shire, land clearing and urban expansion have left roadsides as the only areas of relatively intact habitat where ground, middle and upper storey vegetation still remain.

Strategic directions:

- Protect and enhance areas of environmental significance and conservation.
- Protect and enhance significant remnant vegetation.
- Facilitate the establishment of large areas of native vegetation that are interconnected by a network of habitat corridors.
- Protect the habitat areas of native vegetation and fauna.
- Protect and enhance the environmental, landscape and habitat values of roadside vegetation in the Shire.

Waterways and water bodies

Nillumbik is situated in the Yarra Catchment and includes the sub-catchments of Arthurs Creek, Diamond Creek, Watsons Creek and the Plenty River. Nillumbik's environmental and social values are ascribed to areas of environmental and landscape quality in the vicinity of its waterways. The condition of rivers and tributaries in the Shire ranges from excellent in the forested northern part of the Shire to poor in the urban areas.

Use and development have the potential to affect stormwater quality and adversely affect downstream areas. Decline in water quality is associated with unsustainable land management practices, vegetation clearance, unrestricted stock access to streambanks and low flow rates associated with the proliferation of private dams and drought. Increased compacted, paved or covered surfaces result in higher volumes of stormwater run-off that carry pollutants into the waterways.

Strategic directions:

- Protect wetlands, floodplains and waterways from land use and development that will cause disturbance and pollution.
- Encourage land uses that improve water quality and maintain environmental flows.
- Facilitate ongoing and sustainable management of stormwater in development.
- Ensure land use and development avoids adverse impacts on the wider water catchment.

Landscapes

A significant element of the unique character of Nillumbik is its highly attractive landscapes and picturesque views from and of the many valleys and elevated ridge lines. These landscape vistas are highly valued by the community and visitors.

Nillumbik's undulating landscape consists of lowland hills and alluvial plains in the southern portion of the Shire, and steeper upland hills in the north.

Extensive areas of native vegetation, water courses and undulating terrain are the main features that contribute to the landscape identity of the Shire. The rural areas provide vistas of agricultural land, treed bushland, hills and watercourses with minimal urban intrusion. Indigenous vegetation is predominant in landscapes throughout the Shire.

Poorly designed and sited structures of any kind compromise the integrity of these features. Threats include locating buildings on hill-tops and along ridge-lines to take advantage of distant views, the presence of multiple buildings and the use of reflective materials.

In order to maintain the high landscape values in the Shire, threatening processes associated with the loss and degradation of the natural and built environment need to be addressed.

Strategic directions:

- Minimise adverse impacts of land use changes and development on the landscape.
- Protect and enhance rural landscape character through vegetation retention and respectful siting and design of development in rural areas.

02.03-3 Environmental risks and amenity

Climate change

Climate change is one of the biggest threats to Nillumbik's future. It is projected that warmer and drier conditions will have negative consequences for health, infrastructure, agriculture, water and biodiversity. [\[Climate Action Plan, pg3\]](#) Its negative impacts include:

- Harsher fire weather and longer fire seasons.
- Water shortages and droughts.
- Consequences on the health of the natural environment.
- Impacts on agriculture and land productivity.
- More frequent and extreme heat waves, storms and flooding events.
- Increase to the urban heat island effect. [\[Climate Action Plan, pg14\]](#)

Council has a target of net zero emissions across Nillumbik by 2035.

Strategic directions:

- Encourage use and development that mitigate and adapt to the impacts of climate change and seek to minimise its negative impacts.
- Protect and enhance the tree canopy across Nillumbik. [\[Council plan pg5\]](#)

Flooding, soil degradation and bushfire

In rural areas, the need to protect habitat links and minimise fire and flood risk and erosion are important considerations in siting buildings and works. These and off-site considerations (such as ensuring that effluent does not enter watercourses) at the planning stage benefit future occupants of land and the environmental integrity of the area.

Most areas liable to flooding are located along the Diamond Creek from Hurstbridge to Eltham, along the Yarra River from Kangaroo Ground to Eltham and the Plenty River at Plenty.

The Shire is not subject to significant landslide activity except where new development alters the conditions of sites on steeper slopes. Most of the soils in the Shire are susceptible to erosion on slopes and in drainage lines. Soils in the vicinity of Kangaroo Ground have a high shrink-swell potential that can result in foundation movement and hence damage to structures and disruption to services.

Low lying areas of the Shire are prone to dryland salinity particularly in areas that have been extensively cleared. The retention of vegetation and revegetation will be critical in avoiding salinity related problems.

Bushfire risk is a significant issue in the Shire as a result of its vegetation, topography and climate. North Warrandyte, the Plenty Gorge, Christmas Hills and St Andrews have a particularly high risk due to its limited access and egress, as well as its large population concentration. [2020-2023 Municipal emergency management plan] Climate change will lead to longer fire seasons. [Climate Action Plan, pg9] Many bushfire prone areas have high environmental significance. Particular attention to fire issues is needed in the design of subdivisions, the siting and design of buildings, and use and management of land in bushfire prone areas.

Strategic directions:

- Discourage development, including vegetation removal, that degrades stormwater quality and increases potential risk of soil erosion, expansion and landslip or other hazards.
- Avoid siting development that are liable to flooding.
- Avoid intensifying bushfire risk to people and property through poorly located, designed or managed use or development.

Potentially contaminated land

Some areas in Nillumbik contain potentially contaminated soil. For example, the Plenty/Yarrambat corridor area, which has ongoing pressure for low-density residential development, was previously used for gold mining activity. As such, its soil may contain concentrations of arsenic, cyanide and mercury.

Strategic directions:

- Avoid sensitive use and development on land that contains or may contain unacceptable levels of soil contamination, unless testing and necessary remedial treatment have been undertaken.

02.03-4 Natural resource management

Agriculture

While much of the geographic area of Nillumbik is rural, there are only a handful of large scale agricultural enterprises. The majority of the rural areas have soils with low fertility that are subject to erosion, making much of the Shire unsuitable for traditional agricultural use.

Broad-scale agricultural enterprises are mostly concentrated to the north-west of the Shire where enterprises run on larger land holdings. Very high quality agricultural land exists at Kangaroo Ground and Arthurs Creek. Small agricultural enterprises are prevalent in many rural areas of the Shire.

The continual pressures of tourism and urbanisation can adversely impact on the rural environment. Conflicts may occur between agricultural pursuits, rural living and other uses. These pressures can lead to changes in the rural landscape character and increased land values, which impacts the ability for farmers to achieve economies of scale.

It may be possible to expand the production of 'high value' horticulture and intensive livestock commodities already well suited to the area. Increasing the productiveness of agricultural industries is important for the sustainability of the green wedge areas, providing the environmental significance is not compromised.

Agricultural use and development must be planned to maintain the quality and quantity of natural resources and support the sustainable management of natural systems. This may include using new production methods such as permaculture and aquaponics, adopting new technologies, alternative energy sources and crop types, reducing waste or other sustainable and regenerative agricultural techniques. [Nillumbik Economic Development Strategy 2020-2030]

Strategic directions:

- Protect and enhance agricultural land for both its productive potential and environmental value.
- Retain existing agricultural land for soil based agricultural production.
- Promote land use in rural areas in accordance with the capability and productive potential of the land.
- Promote sustainable and regenerative agriculture and land management practices that minimise adverse impacts on the primary production and environmental values of surrounding land and the catchment.

02.03-5 Built environment

Urban and building design

The revitalisation and attractiveness of activity centres and townships are important to enhancing the viability of local commercial areas and providing inviting spaces for social interaction. The integrity of streetscapes and natural landscapes can be threatened by development that does not respond to the local characteristics of the area or incorporate design outcomes that enhance the functionality and visual amenity of the area. Additionally, there are opportunities to design places within Nillumbik (including through public art) so that its creative culture continues to be celebrated. [derived from arts and culture plan 2018-2022]

The Shire endeavours to ensure that all people, including those with a disability or impairment, have safe and efficient access to places and buildings.

The industrial precincts at Eltham, Research and Diamond Creek are located close to residential areas and in areas with high landscape values and vistas. It is important that development on industrial land contributes to the amenity of the area.

Strategic directions:

- Protect and enhance urban streetscapes, townships and landscapes.
- Promote urban design outcomes that retain the historical and individual characteristics of each area while enhancing its attractiveness, distinctiveness, safety and accessibility.
- Design places and development to maximise access for all users.
- Encourage development in industrial precincts to positively contribute to the visual amenity of the area, while ensuring functional layouts and use of land.

Signs

Advertising signs should aim to complement the high visual quality of the urban streetscapes and rural landscapes. The proliferation of signs and poorly designed and located signs can significantly detract from the visual amenity and character of an area as well as impact on road safety. Sign clutter can also reduce the effectiveness and visibility of individual signs.

Strategic directions:

- Encourage signs that provide effective identification of businesses and other land uses without adversely impacting on the amenity of the area.
- Site and design signs to complement and enhance, rather than dominate, the streetscape and landscape.
- Ensure road safety is not adversely affected by signs.

Neighbourhood character

The urban and township areas are characterised by a tree canopy of predominantly indigenous species resulting in vistas that are not dominated by buildings. Residential areas are generally of a lower density than in metropolitan Melbourne, providing for open spaces and retention of a bushland setting. Streetscapes generally consist of single dwellings on conventional lots with ample opportunities for canopy trees.

While most existing dwellings are of weatherboard or brick construction, there is also a strong tradition of adobe and mud-brick construction and continued interest in the use of alternative building materials and techniques such as rammed-earth and straw-bale construction.

The natural and built character of residential areas contributes to a high level of amenity and a strong sense of place for the community.

Strategic directions:

- Maintain and enhance the character, including neighbourhood character, of urban and township areas.
- Encourage the use of alternative construction materials where it adds character to the municipality and reflects surrounding development.

Energy and resource efficiency

Increasing levels of greenhouse gas emissions resulting from the increased energy consumption of non-renewable resources is an environmental threat that needs to be addressed, as a means to respond to climate change impacts, [Climate Action Plan, pg3] irrespective of whether the development is situated in a rural or urban location.

Strategic directions:

- Promote energy efficiency in land use and development, including through:
 - The layout of subdivisions.
 - The location, siting and design of buildings and places.
 - The use of renewable energy technologies. [Climate Action Plan]

Heritage

The Wurundjeri Woi-wurrung people are the Traditional Owners of the land Nillumbik is located on. A large number of existing Aboriginal archaeological sites that contribute to the cultural heritage of the region have been identified.

Nillumbik also has many sites that have non-indigenous cultural significance, including gold mining related historic sites, as well as original farm houses, bridges and other features that existed since early agricultural settlement. The Shire is also known for its 'environmental buildings' such as the Montsalvat Artists' Colony in Eltham and mud-brick dwellings, which reflect the Shire's artistic heritage.

Strategic directions:

- Protect and enhance places of heritage significance, including sites of Aboriginal heritage significance.
- Ensure new use and development do not impede on or detract from sites and features of heritage and archaeological significance.

02.03-6 Housing

Nillumbik will experience a reduction in household size due to an ageing population. Additionally, Nillumbik will need to accommodate an increasing number of households. Currently, there is a lack of housing diversity and the predominant form of housing may not be suitable for all residents, as household sizes decrease and the age of residents increase.

The trend of decreasing average household size and aging population provides the impetus to provide for some medium density housing and other housing models (such as social housing) as alternative housing choices. [\[Ageing well in Nillumbik Action Plan pg14\]](#) Consolidation of development will provide for more efficient use of infrastructure, and will assist in protecting the surrounding natural environment, significant landscapes and unique settlement pattern.

The locations most suited to medium density development are those that are close to infrastructure, including public transport scheduled stops, commercial areas, public open space and other community facilities. The Eltham and Diamond Creek Major Activity Centres and the Hurstbridge Shopping Centre provide such facilities.

Strategic directions:

- Facilitate the provision and diversification of housing to meet the projected increase in the number of smaller households and the aging population, while respecting the neighbourhood character, protecting natural and heritage values and minimising environmental risk.
- Facilitate medium density housing development that is compatible with the character of the area in identified locations that are close to infrastructure.
- Facilitate the provision of affordable housing close to infrastructure and services. [\[added from 16.01-2S in response to community feedback\]](#)

Rural residential development

Residential settlement in rural areas is usually based on an appreciation of the bush and often a willingness to revegetate previously cleared areas. With an undulating topography, there is also the attraction of distant views. Inappropriate historical subdivisions have created a significant number of small lots in the Green Wedge, making it susceptible to demand for rural residential development. However, rural residential development is often unsuitable in these areas as they have high bushfire risk and significant environmental values, and lack infrastructure

and facilities. There is also ongoing land use conflict between agricultural and rural residential land uses and a risk that further rural residential development will fragment rural land into unviable land parcels.

Yarrambat and the northern area of Plenty are suitable in supporting a rural residential community, while North Warrandyte forms a well treed low-density residential area on the northern side of the Yarra River.

Strategic directions:

- Discourage rural residential development in the Green Wedge, unless supported by a council strategy or framework plan.

02.03-7 Economic development

Business and employment

Economic development opportunities in Nillumbik are likely to be generated by small business enterprises, especially home-based businesses. Economic development should focus on strengthening existing enterprises and facilitating new business initiatives that respect the Shire's environmental, social and economic development priorities.

The main employment locations are the Eltham and Diamond Creek Major Activity Centres, Hurstbridge Neighbourhood Activity Centre and the industrial land at Research, which provide local employment opportunities. The Major Activity Centres, Hurstbridge Neighbourhood Activity Centre and rural townships offer opportunities for increased tourism activities, including cultural and eco-tourism operations. [added from Green Wedge Management Plan 2019 and Arts & Cultural Plan 2018-2022]

For the Green Wedge, opportunities exist in agribusiness, tourism, recreation and sustainability including renewable energy. The range of tourism and commercial activities are restricted to activity centres or purposes that can be used in conjunction with agriculture, rural industry or winery. [derived from Economic Development Strategy 2020-2030]

Nillumbik has deep connections to the arts. It is home to several artist communes, including Montsalvat and Dunmoochin, and has been the centre for various art and architectural movements. Nillumbik continues to support artists across the wider creative sector. [derived from arts and culture plan 2018-2022]

Strategic directions:

- Promote economic development opportunities that build on and respect the cultural and physical characteristics and rural focus of the Shire.
- Support the economic and employment viability of Activity Centres, Town Centres and the industrial land at Research.
- Encourage tourism that showcases Nillumbik's cultural and nature-based assets and generates local employment opportunities. [added from Economic Development Strategy 2020-2030]
- Encourage use and development in agribusiness that promote innovation in sustainable and regenerative agriculture. [derived from Economic Development Strategy 2020-2030]
- Encourage use and development that grows creative and cultural industries. [derived from arts and culture plan 2018-2022]

Industry

The existing industrial precincts in Eltham, Research and Diamond Creek are close to full capacity. To facilitate new industrial uses, these precincts should be retained for industrial uses and protected from the encroachment of other uses. This is unless Council has identified the land to be rezoned or redeveloped with other uses, such as the Bridge Street Business Area in the Eltham Major Activity Centre.

Strategic directions:

- Protect industrial precincts from non-industrial use and development unless a council strategy supports rezoning or redeveloping the land with other uses.

02.03-8 Transport

Nillumbik is a commuter area with the majority of the workforce travelling to other areas for employment. Consequently, issues arise such as increased greenhouse gas emissions and traffic congestion and the need for residents to access employment and public transport services. Improving safe and easy access to sustainable transport options, such as public transport and walking and cycling, can reduce car dependency and travel related emissions. [added from Climate Change Action plan pg18] Currently, public transport consists of the Hurstbridge railway line and connecting local bus routes concentrated in the urban south-west area of the Shire. The further development of pedestrian and cycle trails to link the key activity centres is a priority to encourage safe and convenient access for residents.

Many unsealed local roads service traditional residential, agricultural or bush uses and would be unsuitable for new uses requiring significant increases in traffic movement. The Western Ring Road and Whittlesea's urban growth corridor will continue to increase demand on Nillumbik's road network and other infrastructure.

Strategic directions:

- Facilitate increased public transport usage and opportunities for walking and cycling to reduce car-dependency. [added from Climate Change Action plan pg18]
- Incorporate greater links between land use planning and transport, especially in relation to activity centres and the public transport network.
- Facilitate development that improves connectivity and accessibility, particularly for pedestrians and cyclists, within and between activity centres, public transport stations and the wider region. [added from objectives in Eltham MAC structure plan pg27]
- Facilitate safe and efficient roads and road links within the municipality and to the wider region that cater for all users.

02.03-9 Infrastructure

Open space and recreational facilities

Nillumbik contains extensive areas of open space for the purposes of conservation. These areas are mainly connected to the major river and creek systems. The Open space and recreation facilities plan to Clause 02.04 identifies the open space and trail network and recreational facilities across Nillumbik.

In urban areas, the open space network should provide a broad range of recreational facilities and open space areas near residential areas.

In rural areas there are a number of horse riding, walking and mountain-bike trails. The emphasis is towards developing key regional and district recreational areas, enhancing and developing open space within townships and settlements, protecting native flora and fauna as well as developing a comprehensive regional based trail network.

Community facilities should be accessible to all groups, including children, youth, elderly persons and those with a disability. The dispersed population in the rural areas creates major challenges for the equitable distribution of community facilities, especially in dispersed areas where the population is heavily reliant on private transportation.

Strategic directions:

- Facilitate the provision and linking of trails, open space and local recreational facilities to form a network across the Shire, while minimising negative impacts on the natural environment.
- Encourage trails, open space and recreational facilities to be safe, equitable and accessible to all community members.
- Facilitate the provision of active and passive recreational facilities as an integral part of each township.

Development infrastructure

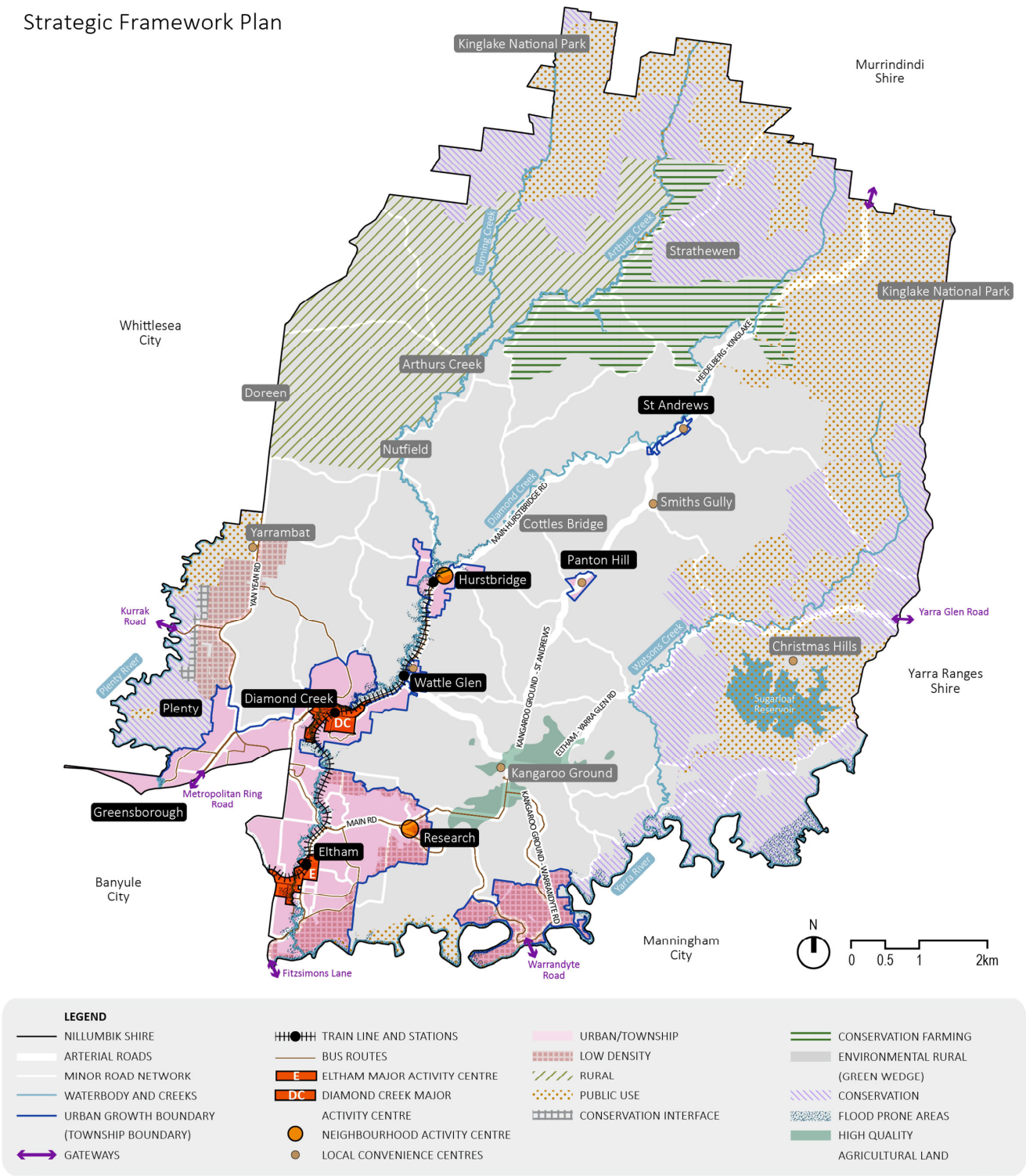
The dispersed nature of low-density residential areas creates difficulties in providing a full range of infrastructure services, and rural areas invariably have only limited physical infrastructure. A large part of the rural areas in the Shire rely on all-purpose effluent disposal systems as sewer is unavailable. A number of existing rural lots are unsuitable for residential development as effluent generated on site cannot be contained on-site.

The use of development contributions in the funding of infrastructure is important for designated residential areas where the existing infrastructure cannot cater for the expected density increase. This includes, the low-density housing in the Plenty/Yarrambat Corridor, new residential developments in Plenty and Diamond Creek, and in-fill development in urban areas. In particular, existing drainage arrangements in the Yarrambat area are insufficient for the further development of this area.

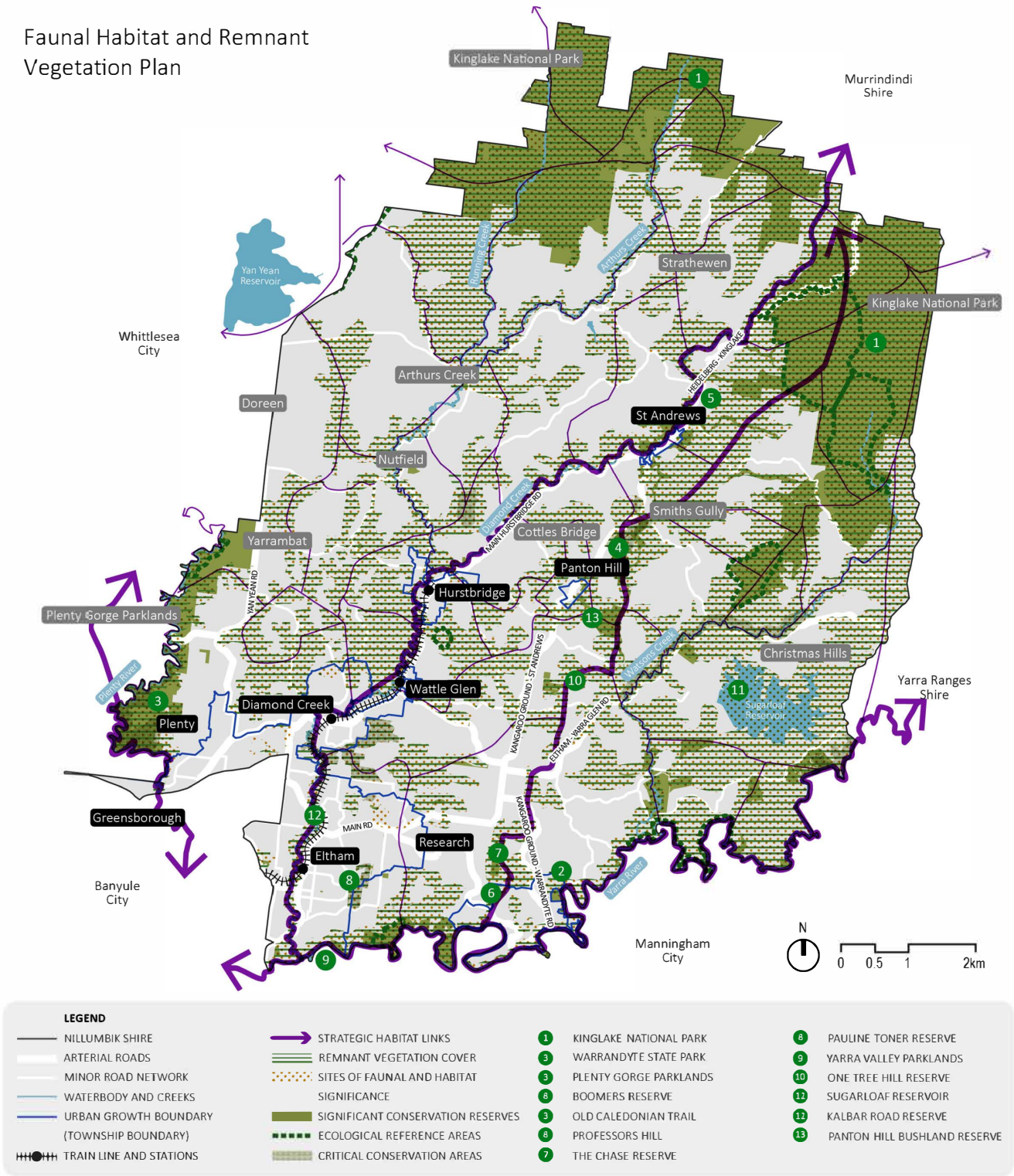
Strategic directions:

- Minimise infrastructure servicing demand in rural areas.
- Facilitate the consolidation of rural lots to create larger lots capable of containing effluent on site.
- Facilitate efficient provision of infrastructure to areas designated for residential and low-density residential development.

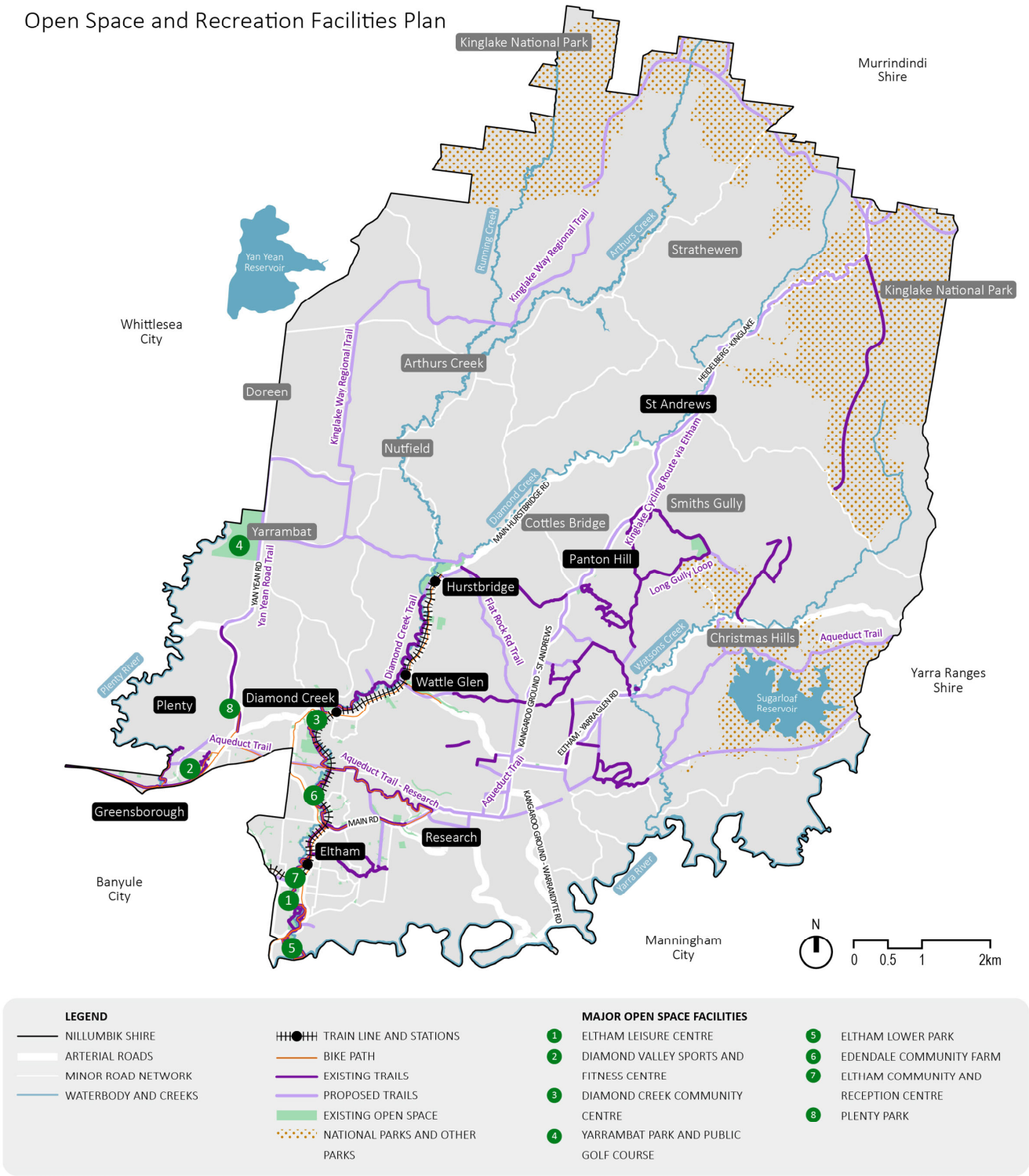
Strategic Framework Plan



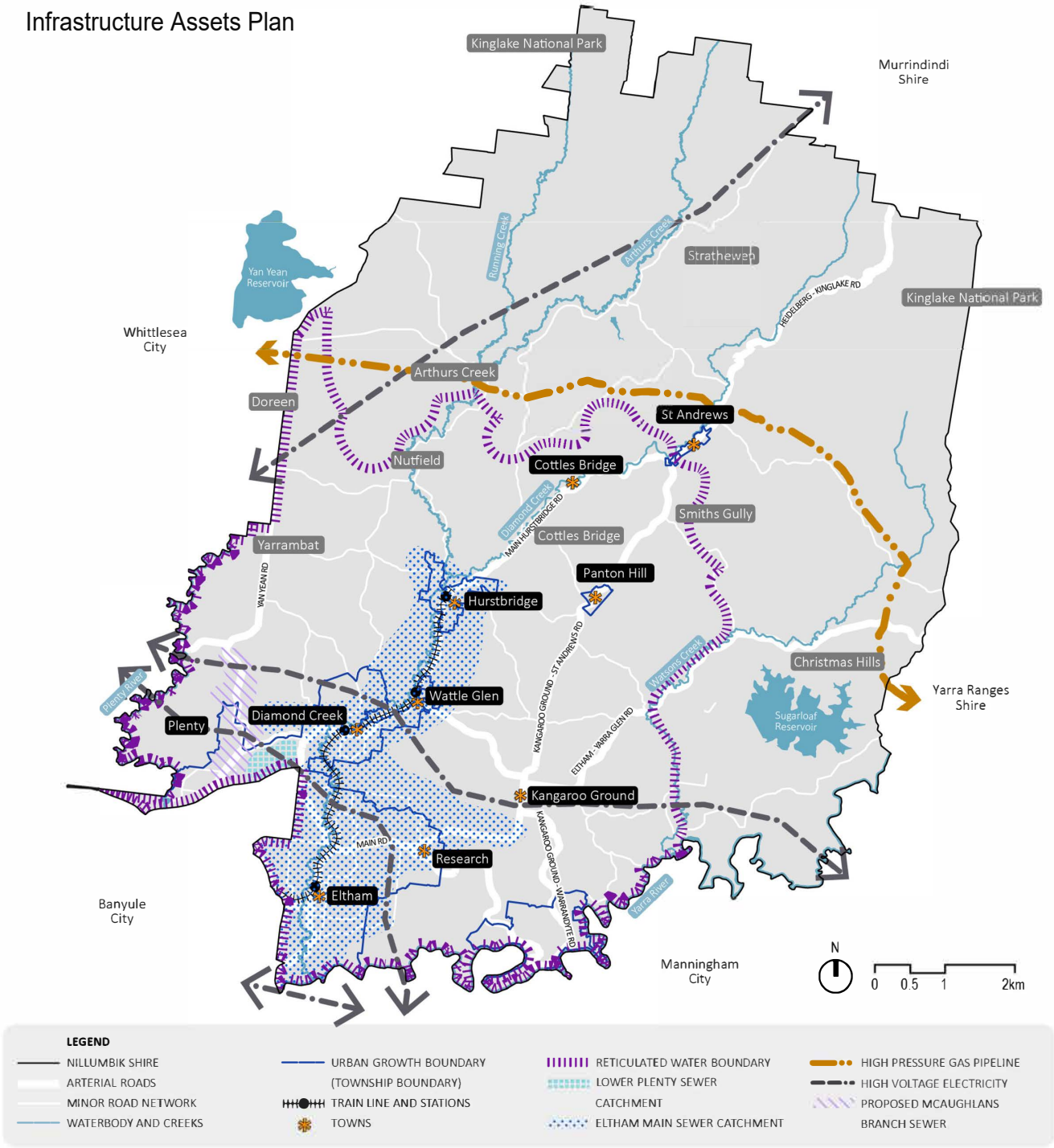
Faunal Habitat and Remnant Vegetation Plan



Open Space and Recreation Facilities Plan



Infrastructure Assets Plan



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SCHEDULE TO CLAUSE 74.02 FURTHER STRATEGIC WORK

1.0 Further strategic work

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- Identify:
 - Opportunities for medium density and more diverse housing that meet community needs particularly in the context of an ageing population. This should be undertaken through the housing strategy. [Nillumbik Disability Action Plan 2020-2024]
- Review:
 - The stock of vacant residential land supply and demand through the housing strategy.
 - The strategy documents for Hurstbridge.
 - Implementation mechanisms to identify and ensure appropriate development including signage controls in township entrances and gateways.
 - The quality, extent and visual impact and effectiveness of signage in industrial, commercial and gateway precincts as part of structure planning for activity centres, to allow businesses to effectively promote their presence, products and activities.
 - Policy relating to medium density housing through the housing strategy.
 - The open space strategy.
 - The environmental framework within the scheme, with a focus on optimising and tailoring the strategic basis, application and content of planning controls designed to protect biodiversity outcomes in the Shire.
 - The Environmental Audit Overlay in relation to identification of sites of potential contamination.
- Complete:
 - The heritage study review.
- Undertake further strategic work on:
 - Township entrances and gateways.
 - Strategic evidence to inform future policy development to protect, promote and support sustainable, regenerative agriculture and local foodsystems in the Shire for greater climate resilience and adaptation.
 - An environmental sustainable design policy. [Nillumbik Green Wedge Management Plan 2019]
 - Preparing options with strategic justification for a draft Environmentally Sustainable Development planning policy to be considered by Council.
- Develop:
 - An urban tree canopy strategy in consideration of initiatives of State government planning policy, including initiatives from the Cooling and Greening Reforms (Plan Melbourne 2050 action).

Future of Agriculture in Nillumbik Action Plan



Introduction

Nillumbik is one of Victoria's 12 green wedges around metropolitan Melbourne with 91 per cent of the Shire classified as green wedge. Its productivity is important to the Shire's economy and Council will encourage projects that fit with the values of the community to improve the economy and create local employment.

Economic opportunities for the green wedge exist in agribusiness, tourism, recreation and sustainability including renewable energy. Council will encourage innovation in sustainable and regenerative agriculture. The Nillumbik Green Wedge Management Plan 2019 provides a framework for its future management and pursuit of environmentally sustainable economic outcomes while respecting conservation values.

Through the findings derived from the Future in Nillumbik Research Project, Council has developed a realistic and achievable action plan with the key objectives being to retain, sustain and improve the future of agriculture in Nillumbik, taking into consideration planning policy, geographic, environmental, economic and social trends and demands.

These actions also sit firmly in line with Objective 3 from the Nillumbik Economic Development Strategy 2020 -2030.

Objective 3: Facilitate economically and environmentally sustainable use of and with the Shire's green wedge.

- *Investigate how Nillumbik can facilitate an environment for a strong and diverse collective of start-ups and businesses that will form the basis of a green economy*
- *Research, develop and pilot projects to increase sustainability as part of a green*
- *Explore and facilitate agribusiness*

Action Plan

Objectives	Actions
1. Protect, promote and support sustainable, regenerative agriculture and local food systems in the Shire	<ul style="list-style-type: none"> •Increase or utilise existing Council resources in the Environment and Economic Development teams to drive Agriculture and Food Systems projects, workshop programs, demonstration sites and other associated initiatives in line with conservation, agricultural and economic development and education. •Develop demonstration sites on public and private land for best practice regenerative farming practice. •Investigate the potential of urban farming in activity centres to support greater food security and climate resilience and to raise awareness in the community. •Expand on the Open Farm Day program. •Enhance the current Land Management Incentive program with a commercial farming component targeting the development of innovative, environmentally responsible farming systems.
2. Investigate and advocate for positive policy relating to diverse, innovative farming systems that foster ecological responsible economic development, local employment, circular resource use and local food systems and security;	<ul style="list-style-type: none"> •Inventory current waste resources generated in the Shire with potential for use in agriculture, such as green waste, organics and waste water. •Advocate for greater eco-market opportunities to support the retention and enhancement of biodiversity assets and soil carbon sequestration on private land. •Consider collaborative integrated pest management programs to manage pest plant and animals in the Shire in a coordinated and targeted approach. Consider harvesting as a part of management, as well as biological solutions before chemical management. •Advocate for and support supplementary rural business activities, such as farm gate sales, farm stays and other low environmental amenity impact enterprises, that are consistent with green wedge values in line with the planning scheme and approved use •Develop a program to facilitate the leasing of land to young farmers as a way to activate the landscape, bring new entrants into the industry and create productive succession plans for retiring farmers.; •Development of cultural advice notes for crops

	<p>modelled in this document;</p> <ul style="list-style-type: none"> •A secondary investigation to build on the research report and delve further into selected models, such as multiple grape variety models, new climate adaptive varieties for pome fruit and varieties of citrus to find those best adapted to future agricultural use.
3. Include in clause 74-002 – Further strategic work to influence policy changes/direction in the planning scheme regarding sustainable, regenerative agriculture	
4. Advocate for expansion for array of food production and farm gate sales of produce.	<ul style="list-style-type: none"> •Advocate for and support supplementary rural business activities, such as farm gate sales, farm stays and other low environmental amenity impact enterprises, that are consistent with green wedge values in line with the planning scheme and approved use
5. Support the creation of a vibrant, sustainable connected local agricultural community through peer to peer networks, targeted education programs, market access innovation and active, open communication between Council and the agricultural community.	<ul style="list-style-type: none"> •Investigate opportunities for scale appropriate market access models, such as food hubs, community supported agriculture, distribution networks, aggregators, farm gates, cooperatives etc. •Deliver targeted integrated land management education programs for various sectors of the agricultural community, such as equine, viticulture, olives, cattle etc. •Work with the 'Keep Yarra Ranges Fruit Fly Free' market access group to assist in developing regional fruit fly management programs. •Establish an annual celebratory dinner for the local farming community showcasing local produce. •Establish peer to peer training programs capitalizing on local and regional farming knowledge and innovative practices, such as permaculture, agroecology, biointensive vegetable production, integrated introduced pest management, stacked enterprises and others important regenerative elements and models. • Include an agricultural position on the Economic Development Advisory Committee • Investigate opportunities to work with Melbourne Market (wholesale market), Melbourne's North Food Group and the Melbourne Innovation Centre Food Incubators.

Nillumbik Shire Council

Civic Drive (PO Box 476) Greensborough Victoria 3088
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Future of Agriculture in Nillumbik Action Plan



Introduction

Nillumbik is one of Victoria's 12 green wedges around metropolitan Melbourne with 91 per cent of the Shire classified as green wedge. Its productivity is important to the Shire's economy and Council will encourage projects that fit with the values of the community to improve the economy and create local employment.

Economic opportunities for the green wedge exist in agribusiness, tourism, recreation and sustainability including renewable energy. Council will encourage innovation in sustainable and regenerative agriculture. The Nillumbik Green Wedge Management Plan 2019 provides a framework for its future management and pursuit of environmentally sustainable economic outcomes while respecting conservation values.

Through the findings derived from the Future in Nillumbik Research Project, Council has developed a realistic and achievable action plan with the key objectives being to retain, sustain and improve the future of agriculture in Nillumbik, taking into consideration planning policy, geographic, environmental, economic and social trends and demands.

These actions also sit firmly in line with Objective 3 from the Nillumbik Economic Development Strategy 2020 -2030.

Objective 3: Facilitate economically and environmentally sustainable use of and with the Shire's green wedge.

- *Investigate how Nillumbik can facilitate an environment for a strong and diverse collective of start-ups and businesses that will form the basis of a green economy*
- *Research, develop and pilot projects to increase sustainability as part of a green*
- *Explore and facilitate agribusiness*



Action Plan

Objectives	Actions
1. Protect, promote and support sustainable, regenerative agriculture and local food systems in the Shire	<ul style="list-style-type: none"> •Increase or utilise existing Council resources in the Environment and Economic Development teams to drive Agriculture and Food Systems projects, workshop programs, demonstration sites and other associated initiatives in line with conservation, agricultural and economic development and education. •Develop demonstration sites on public and private land for best practice regenerative farming practice. •Investigate the potential of urban farming in activity centres to support greater food security and climate resilience and to raise awareness in the community. •Expand on the Open Farm Day program. •Enhance the current Land Management Incentive program with a commercial farming component targeting the development of innovative, environmentally responsible farming systems.
2. Investigate and advocate for positive policy relating to diverse, innovative farming systems that foster ecological responsible economic development, local employment, circular resource use and local food systems and security;	<ul style="list-style-type: none"> •Inventory current waste resources generated in the Shire with potential for use in agriculture, such as green waste, organics and waste water. •Advocate for greater eco-market opportunities to support the retention and enhancement of biodiversity assets and soil carbon sequestration on private land. •Consider collaborative integrated pest management programs to manage pest plant and animals in the Shire in a coordinated and targeted approach. Consider harvesting as a part of management, as well as biological solutions before chemical management. •Advocate for and support supplementary rural business activities, such as farm gate sales, farm stays and other low environmental amenity impact enterprises, that are consistent with green wedge values in line with the planning scheme and approved use •Develop a program to facilitate the leasing of land to young farmers as a way to activate the landscape, bring new entrants into the industry and create productive succession plans for retiring farmers.; •Development of cultural advice notes for crops modelled in this document;

	<ul style="list-style-type: none"> •A secondary investigation to build on the research report and delve further into selected models, such as multiple grape variety models, new climate adaptive varieties for pome fruit and varieties of citrus to find those best adapted to future agricultural use.
3. Include in clause 74-002 – Further strategic work to influence policy changes/direction in the planning scheme regarding sustainable, regenerative agriculture	
4. Advocate for expansion for array of food production and farm gate sales of produce.	<ul style="list-style-type: none"> •Advocate for and support supplementary rural business activities, such as farm gate sales, farm stays and other low environmental amenity impact enterprises, that are consistent with green wedge values in line with the planning scheme and approved use
5. Advocate to State Government to alter planning controls to allow land holders a right to farm only on pre-cleared agricultural land in the RCZ ensuring decision guidelines to avoid damage to surrounding environment.	
6. Support the creation of a vibrant, sustainable connected local agricultural community through peer to peer networks, targeted education programs, market access innovation and active, open communication between Council and the agricultural community.	<ul style="list-style-type: none"> •Investigate opportunities for scale appropriate market access models, such as food hubs, community supported agriculture, distribution networks, aggregators, farm gates, cooperatives etc. •Deliver targeted integrated land management education programs for various sectors of the agricultural community, such as equine, viticulture, olives, cattle etc. •Work with the 'Keep Yarra Ranges Fruit Fly Free' market access group to assist in developing regional fruit fly management programs. •Establish an annual celebratory dinner for the local farming community showcasing local produce. •Establish peer to peer training programs capitalizing on local and regional farming knowledge and innovative practices, such as permaculture, agroecology, biointensive vegetable production, integrated introduced pest management, stacked enterprises and others important regenerative elements and models. • Include an agricultural position on the Economic Development Advisory Committee • Investigate opportunities to work with Melbourne Market (wholesale market), Melbourne's North Food Group and the

	Melbourne Innovation Centre Food Incubators.
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Nillumbik Shire Council

Living & Learning Nillumbik Neighbourhood House Advisory Committee Terms of Reference

Name

Living & Learning Nillumbik Neighbourhood Advisory Committee (**Advisory Committee**)

Introduction:

Living & Learning Nillumbik (L&LN) consists of a Registered Training Organisation (ToID 3989), a Registered Learn Local and three Neighbourhood Houses which are located in Eltham, Diamond Creek and Panton Hill. L&LN is responsible for the delivery of services that actively promote lifelong learning and improved social connectedness for our community and sits with the department for Community Services.

Policy Statement:

The L&LN Neighbourhood House Advisory Committee has been established to provide a mechanism by which community representatives from Eltham, Diamond Creek and Panton Hill can discuss and advice on Neighbourhood House offerings, opportunities and challenges.

Aims:

To support the three L&LN Neighbourhood Houses in being responsive to the needs of their local communities and providing a range of suitable and appropriate activities, programs and events to enhance social connectedness and lifelong learning opportunities for participants and volunteers.

Objectives

- Consult with and represent the voice and interests of Nillumbik residents regarding the Neighbourhood Houses.
- Provide a forum to discuss, facilitate and support local initiatives and collaborations (where possible) that aim to promote lifelong learning and social connection across Nillumbik.
- Act as Ambassadors for L&LN by actively promoting news, events, activities and issues relating to Neighbourhood House programs and events.



Attachment 1. Draft Terms of Reference for the Living & Learning Nillumbik Neighbourhood House Advisory Committee

- Provide input, feedback and advice to Neighbourhood Houses Victoria, the North Eastern Neighbourhood House Network and Council on community needs and community development opportunities.
- Consider and provide advice to Council on its policies, plans and services that impact neighbourhood house activities and Neighbourhood House Coordination Program (NHCP) funding obligations.
- Consider and provide advice on key Government initiatives, programs and reviews.
- Represent the views and needs of Neighbourhood house participants within Nillumbik.
- Assist Council to communicate, consult and engage more effectively with the broader Nillumbik community.
- Strengthen partnerships with residents, community groups and services in Nillumbik.
- Contribute to a cycle of continually assessing and improving Nillumbik's Neighbourhood houses.
- Respond to and provide input and feedback on proposed strategies, policies or action plans developed by Council and/or L&LN.
- Support the L&LN team to review programs and implement continuous improvement strategies.

Membership

The Advisory Committee membership will consist of up to 14 members and will include representation from:

- Two representatives of the Nillumbik Shire Council (Councillors);
- Up to 12 residents representing the three Neighbourhood house communities of Eltham, Diamond Creek and Panton Hill (individual members);

All Advisory Committee positions are unpaid positions unless otherwise specified in the Terms of Reference.

Council Directorate

The Advisory Committee falls within Council's Community Services Directorate and will be managed by Council's Living & Learning Team.

Meeting Frequency

- Monthly meetings, which consist of:
 - Bi-monthly daytime meetings. These meetings have a strategic focus with all members present.
 - Bi-monthly House meetings are held on a day determined by the committee members representing the individual houses. These meetings have a community representation focus.

Endorsed by Council

These Terms of Reference were endorsed by Council on [date]

[date]

Informal Meetings of Councillors and Conflicts of Interest

The Advisory Committee is considered an Informal Meeting of Councillors as defined in Clause 19 of Council's Governance Rule - Meeting Procedure.

An Informal Meeting of Councillors Record must be completed and sent to Council's Governance team as soon as possible at the completion of the meeting for inclusion in the Agenda for the next Council Meeting.

The Informal Meeting of Councillors Record must outline:

- the names of all Councillors and members of Council staff attending;
- the matters considered;
- any conflict of interest disclosures made by a Councillor, Committee member or Council staff member; and
- whether an individual who has disclosed a conflict of interest leaves the meeting.

The Minutes of the meeting, including the matters discussed at the meeting must be tabled at the next convenient Council Meeting and recorded in the minutes of that Council Meeting.

Conflicts of Interest as defined by sections 126-131 of the *Local Government Act 2020*

Councillors, Committee members and Council staff are expected to understand the concept of conflicts of interest in the *Local Government Act 2020* and follow Council's procedure for disclosure in the Governance Rule – Decision-making.

Working groups

Working groups will be established as required to provide an opportunity for members to work collaboratively on specific issues and projects. Membership of the working groups will be open to Advisory Committee members and non-members. A working group member will be nominated to provide feedback at the Advisory Committee meetings.

Recruitment Process

Nominations for appointment of individual members shall be invited through local media and Council publications. Invitations will also be circulated through relevant Council Committees and networks. Representatives of key organisations will be recruited directly by Council staff members, and from other organisations will be sought through advertising.

Gender Equality, Diversity and Inclusiveness

The *Gender Equality Act 2020* commenced on 31 March 2021 and seeks to improve workplace gender equality in the Victorian public sector, universities and local councils.

Local councils are required to promote gender equality in policies, programs and services that impact the public. The committee will actively consider how community

Attachment 1. Draft Terms of Reference for the Living & Learning Nillumbik Neighbourhood House Advisory Committee

members of various ages, abilities, cultural and gender identities, sexual orientation, religions, locations and social economic backgrounds might access policies, programs or services differently and if there are any barriers which may hinder these groups from accessing these policies, programs or services.

Selection Criteria for Membership of Advisory Committees

Nominees for membership must be able to demonstrate:

- Qualification skills and expertise in a specific area – where necessary depending on the issue/project/topic.
- A strong understanding of the local community and its social, environmental and economic influences.
- Good knowledge and understanding of the local issues that are relevant to the subject matter.
- Endorsement by their own organisation. Individuals should provide two character referees as part of their application, unless they are a returning member.
- An ability to represent a broad range of views that reflect the diversity of the community.
- Current involvement in the community in the interest area that relates to the purpose of the Advisory Committee.
- Strong community networks and linkages.
- An ability to constructively participate in an advisory capacity.
- A willingness to contribute positively to meetings in a fair and unbiased manner.
- An ability to look beyond personal interests for the benefit of the community and residents in the Shire.
- An ability and willingness to encourage participation from and provide feedback to the community regarding an issue.
- A capacity to commit to the Advisory Committee for the required duration.
- A willingness to celebrate the success and achievements of the issue/s.

All Advisory Committee applications will be considered based on the Key Selection Criteria and Application.

Selection Panel to make recommendation of members on Advisory Committees

- Senior member of Council (CEO or Director/Executive Manager – or delegated Manager)
- Nominated Council staff member from the specific service area related to the issue
- Senior Manager of a local provider (if appropriate)
- Senior Manager of a local industry (if appropriate).

Attachment 1. Draft Terms of Reference for the Living & Learning Nillumbik Neighbourhood House Advisory Committee

A recommendation about the membership is made for the endorsement of Council.

It is noted that once the committee has been appointed, this selection panel is disbanded.

A Councillor must not participate as a selection panel member because in doing so it will trigger the conflict of interest provision of the *Local Government Act 2020* whereby they will have to remove themselves from the decision making process at Council.

The following are examples of selection criteria relevant to the Committee's purpose that might be used in an expression of interest document.

An individual applicant may be selected on the basis of the following criteria:

- Qualifications, skills and experience the person can bring to the Committee.
- Current knowledge of issues relevant to the aims and objectives listed in the Terms of Reference.
- Living, working or engaging in activities in Nillumbik Shire.
- Willingness to commit to a two-year term.
- Ability to represent a diversity of views and interests of the community.

Representatives of organisations may be selected on the basis of that organisation:

- Having involvement and providing services to Nillumbik residents who work within the service industry covered by the Advisory Committee.
- The nature of the service the organisation provides to Nillumbik residents.
- Having capacity to provide a consistent representative for a two-year term.
- The resources and expertise that the organisation can offer the Committee.

Terms of Appointment

- Appointments will be for a two year term.
- Council will appoint a Councillor to chair the meetings.
- Members completing a two year term may re-apply for a further two year term.
- The operations of the Committee will be reviewed annually by Council.
- Members are free to resign in writing from an Advisory Committee at any time. At which time, Council may initially approach one of the unsuccessful applicants or undertake a new expression of interest.

Meeting Frequency

- The Advisory Committee will meet for the frequency listed above.
- It is expected that each member attend a minimum of 60 per cent of all meetings unless reasons are provided to the Chairperson. No reasonable explanation will be denied.
- A member's term of appointment may cease if the member fails to attend three consecutive meetings without prior apology.

Attachment 1. Draft Terms of Reference for the Living & Learning Nillumbik Neighbourhood House Advisory Committee

- A quorum at a meeting of the Advisory Committee will consist of at least half of the appointed members (excluding Council staff).

Role of Councillor

The role of the Councillor is:

- To act as Chairperson of the Advisory Committee.
- To be the link between Council and the Advisory Committee.
- To table issues and concerns to Council on behalf of the Advisory Committee.

Should the Chairperson be absent from the meeting, the Advisory Committee is to appoint a temporary Chairperson by a majority vote of those members present.

Observers

When observers are invited to attend Advisory Committee meetings, their role is to observe only unless called upon by the Chairperson to participate.

Executive Support

Council's nominated Department or team managing the Advisory Committee will provide executive support to the Advisory Committee.

Role of Committee members

- Commit to serving for two (2) years.
- Prepare for, attend and actively participate in meetings.
- Take an active role in communicating the views of residents and organisations to Council.
- Provide feedback to Council via the Council staff member assigned to convene the Committee.
- Keep the Committee informed of current and emerging developments, and issues and activities relevant to the Committee.
- Respond to requests for input into and/or feedback on Council activities, policies and reports.
- Seek approval from Council prior to making public statements, submissions or announcements or issuing correspondence (including emails) to external stakeholders on behalf of the Committee or Council.

Accountability and Extent of Authority

- All Advisory Committee members have an active role to provide feedback and advice to Council on issues relating to the aims and objectives of the Advisory Committee within the municipality.
- All Advisory Committee members participate in discussions at Advisory Committee meetings.

Attachment 1. Draft Terms of Reference for the Living & Learning Nillumbik Neighbourhood House Advisory Committee

- All Advisory Committee members have an advisory role and do not hold any authority to make decisions or commitments on behalf of Council.

Monitoring and reporting

- The minutes of Advisory Committee meetings will be circulated to members via email for confirmation, and then placed on Council's Advisory Committee website for viewing.
- All Committee minutes will be presented to Council at the next available Council Meeting for noting.
- Recommendations and requests arising from Advisory Committee meetings will be presented to Councillors for consideration. Where this occurs, the request will require the majority support of the Advisory Committee members present. Responses to recommendations will be determined based on Council's legislative role, stated commitments in Council's policies and plans and budgetary processes.
- Unless the Council staff member managing the Advisory Committee holds the appropriate delegation from Council to act on formal advice provided by the Committee, that advice must be referred to Council for formal resolution to act. Where formal advice provided by the Advisory Committee cannot be acted on with the delegated power of Council staff, it must be referred to Council for formal resolution before being acted on.

Evaluation and Review

The Advisory Committee Terms of Reference and membership will be reviewed and evaluated on an annual basis or as required for any significant changes.

Support to participate in meetings

Council will provide reasonable support for members to participate in the meetings. This will be negotiated with the members as needed.

Induction and Orientation

An induction and orientation process will occur for all members at the beginning of the term of the Advisory Committee. This process will include:

- Briefing members on the expectations and requirements of membership of the Advisory Committee.
- Providing members with an overview of the advisory structures (including working groups and sub-committees) and decision making processes of Council.
- Introduction to the Council Plan and other relevant Council policies, strategies and plans.
- An overview of key issues relating to the aims and objectives of the Advisory Committee.
- Establishing clear objectives and priorities for the two-year term of the Committee.

Attachment 1. Draft Terms of Reference for the Living & Learning Nillumbik Neighbourhood House Advisory Committee

- Reviewing Advisory Committee Policy and expectations of members at Advisory Committee meetings and each member signing a declaration to abide by the conduct obligations.
- Providing information to members to ensure their understanding of obligations relating to:
 - Conflicts of interest
 - Confidentiality
 - Privacy
 - Health and safety, equal opportunity, bullying and harassment
 - Child Safe Standards
 - Social Media Protocol

Confidentiality

Councillors and other members of Advisory Committees established by Council must not disclose information defined in section 3(1) of the *Local Government Act 2020* as “confidential information”.

Privacy

Councillors and committee members on advisory committees established by Council are subject to the requirements of the *Privacy and Data Protection Act 2014* and Council’s Information Privacy Policy.

Breaches

Breaches of the Advisory Committee Policy or Terms of Reference will be dealt with under the Policy.

Nillumbik Shire Council

Environment and Sustainability Advisory Committee

Terms of Reference

Name

Environment and Sustainability Advisory Committee (**Advisory Committee**)

Introduction:

The Environment and Sustainability Advisory Committee provides an opportunity for Council to work with representatives of the community in developing and implementing environment and sustainability policies, strategies and plans. Committee members can also influence Council's direction on environment and sustainability matters by recommending action for Council consideration.

Policy Statement:

The Environment and Sustainability Advisory Committee is a broad interest group providing advice to Council on matters relating to environment and sustainability.

Aims:

The aim of ESAC is to enable community members with expertise and experience relating to environment and sustainability to provide advice to Council concerning strategic or policy issues.

Objectives:

- Provide feedback and advice to Council on environment and sustainability matters including:
 - Climate action
 - Biodiversity and land management
 - Sustainable water management
 - Waste management, pollution and circular economy
- Consider and provide advice to Council on the development and implementation of its policies, plans and services that impact environment and sustainability.
- Consider and provide advice on key Government initiatives, programs and reviews.
- Represent the views and needs of environment and sustainability stakeholder groups within Nillumbik.

Attachment 1. ESAC Terms of Reference February 2022

- Assist Council to communicate, consult and engage more effectively with the broader Nillumbik community.
- Strengthen partnerships with residents, community groups and services in Nillumbik.
- Contribute to a cycle of continually assessing and improving Nillumbik's environment and sustainability programs.

Membership

The Advisory Committee membership will consist of up to fourteen members, selected to represent the broad range of environment and sustainability matters listed on page one, and will include up to:

- Two representatives of the Nillumbik Shire Council (Councillors) – one as Chair, one as alternate Chair.
- Eleven individual members representing the community, comprising a mix of urban and rural residents, businesses and community groups.
- One representative from the Nillumbik Youth Council.

Members will contribute specialist knowledge and expertise to the group, reflecting on and presenting community issues, rather than focusing on personal concerns or individual issues.

All Advisory Committee positions are unpaid positions unless otherwise specified in the Terms of Reference.

Council Directorate

The Advisory Committee falls within Council's Operations and Infrastructure Directorate and will be managed by Council's Environment Department.

Meeting Frequency

The Advisory Committee will be held every two months on the third Wednesday of the month in February, April, June, August, October and December.

Endorsed by Council

These Terms of Reference were endorsed by Council on 22 February 2022

Next Review Due

February, 2024

Informal Meetings of Councillors and Conflicts of Interest

The Advisory Committee is considered an Informal Meeting of Councillors as defined in Clause 19 of Council's Governance Rule - Meeting Procedure.

An Informal Meeting of Councillors Record must be completed and sent to Council's Governance team as soon as possible at the completion of the meeting for inclusion in the Agenda for the next Council Meeting.

The Informal Meeting of Councillors Record must outline:

- the names of all Councillors and members of Council staff attending;
- the matters considered;
- any conflict of interest disclosures made by a Councillor, Committee member or Council staff member; and
- whether an individual who has disclosed a conflict of interest leaves the meeting.

The Minutes of the meeting, including the matters discussed at the meeting must be tabled at the next convenient Council Meeting and recorded in the minutes of that Council Meeting.

Conflicts of Interest as defined by sections 126-131 of the *Local Government Act 2020*

Councillors, Committee members and Council staff are expected to understand the concept of conflicts of interest in the *Local Government Act 2020* and follow Council's procedure for disclosure in the Governance Rule – Decision-making.

Working groups

Working groups will be established as required to provide an opportunity for members to work collaboratively on specific issues and projects. Membership of the working groups will be open to Advisory Committee members and non-members. A working group member will be nominated to provide feedback at the Advisory Committee meetings.

Recruitment Process

Nominations for appointment of individual members shall be invited through local media and Council publications. Invitations will also be circulated through relevant Council Committees and networks. Representatives of key organisations (where relevant) will be recruited directly by Council staff members, and from other organisations will be sought through advertising.

Gender Equality, Diversity and Inclusiveness

The *Gender Equality Act 2020* commenced on 31 March 2021 and seeks to improve workplace gender equality in the Victorian public sector, universities and local councils.

Local councils are required to promote gender equality in policies, programs and services that impact the public. The committee will actively consider how community members of various ages, abilities, cultural and gender identities, sexual orientation, religions, locations and social economic backgrounds might access policies, programs

or services differently and if are there any barriers which may hinder these groups from accessing these policies, programs or services.

Selection Criteria for Membership of Advisory Committees

Nominees for membership must be able to demonstrate:

- Qualifications, skills and/or expertise in the focus areas of the advisory committee
- A strong understanding of the local community and its social, environmental and economic influences.
- Good knowledge and understanding of the local issues that are relevant to the subject matter.
- Endorsement by their own organisation. Individuals should provide two character referees as part of their application, unless they are a returning member.
- An ability to represent a broad range of views that reflect the diversity of the community.
- Current involvement in the community in the interest area that relates to the purpose of the Advisory Committee.
- Strong community networks and linkages.
- An ability to constructively participate in an advisory capacity.
- A willingness to contribute positively to meetings in a fair and unbiased manner.
- An ability to look beyond personal interests for the benefit of the community and residents in the Shire.
- An ability and willingness to encourage participation from and provide feedback to the community regarding an issue.
- A capacity to commit to the Advisory Committee for the required duration.
- A willingness to celebrate the success and achievements of the issue/s.

All Advisory Committee applications will be considered based on the Key Selection Criteria and Application.

Selection Panel to make recommendation of members on Advisory Committees

- Senior member of Council (CEO or Director/Executive Manager – or delegated Manager)
- Nominated Council staff member from the specific service area related to the issue
- Senior Manager of a local provider or local industry (if appropriate)

A recommendation about the membership is made for the endorsement of Council.

It is noted that once the committee has been appointed, this selection panel is disbanded.

Attachment 1. ESAC Terms of Reference February 2022

A Councillor must not participate as a selection panel member because in doing so it will trigger the conflict of interest provision of the *Local Government Act 2020* whereby they will have to remove themselves from the decision making process at Council.

The following are examples of selection criteria relevant to the Committee's purpose that might be used in an expression of interest document.

An individual applicant may be selected on the basis of the following criteria:

- Qualifications, skills and experience the person can bring to the Committee.
- Current knowledge of issues relevant to the aims and objectives listed in the Terms of Reference.
- Living, working or engaging in activities in Nillumbik Shire.
- Willingness to commit to a two-year term.
- Ability to represent a diversity of views and interests of the community.

Representatives of organisations may be selected on the basis of that organisation:

- Having involvement and providing services to Nillumbik residents who work within the service industry covered by the Advisory Committee.
- The nature of the service the organisation provides to Nillumbik residents.
- Having capacity to provide a consistent representative for a two-year term.
- The resources and expertise that the organisation can offer the Committee.

Terms of Appointment

- Appointments will be for a two year term.
- Council will appoint a Councillor to chair the meetings.
- Members completing a two year term may re-apply for a further two year term.
- The operations of the Committee will be reviewed annually by Council.
- Members are free to resign in writing from an Advisory Committee at any time. At which time, Council may initially approach one of the unsuccessful applicants or undertake a new expression of interest.

Meeting Frequency

- The Advisory Committee will meet for the frequency listed above.
- It is expected that each member attend a minimum of 60 per cent of all meetings unless reasons are provided to the Chairperson. No reasonable explanation will be denied.
- A member's term of appointment may cease if the member fails to attend three consecutive meetings without prior apology.
- A quorum at a meeting of the Advisory Committee will consist of at least half of the appointed members (excluding Council staff).

Role of Councillor

The role of the Councillor is:

- To act as Chairperson of the Advisory Committee.
- To be the link between Council and the Advisory Committee.
- To table issues and concerns to Council on behalf of the Advisory Committee.

Should the Chairperson be absent from the meeting, the Advisory Committee is to appoint a temporary Chairperson by a majority vote of those members present.

Observers

When observers are invited to attend Advisory Committee meetings, their role is to observe only unless called upon by the Chairperson to participate.

Executive Support

Council's nominated Department or team managing the Advisory Committee will provide executive support to the Advisory Committee.

Role of Committee members

- Commit to serving for two (2) years.
- Prepare for, attend and actively participate in meetings.
- Take an active role in communicating the views of residents and organisations to Council.
- Provide feedback to Council via the Council staff member assigned to convene the Committee.
- Keep the Committee informed of current and emerging developments, and issues and activities relevant to the Committee.
- Respond to requests for input into and/or feedback on Council activities, policies and reports.
- Seek approval from Council prior to making public statements, submissions or announcements or issuing correspondence (including emails) to external stakeholders on behalf of the Committee or Council.

Accountability and Extent of Authority

- All Advisory Committee members have an active role to provide feedback and advice to Council on issues relating to the aims and objectives of the Advisory Committee within the municipality.
- All Advisory Committee members participate in discussions at Advisory Committee meetings.
- All Advisory Committee members have an advisory role and do not hold any authority to make decisions or commitments on behalf of Council.

Monitoring and reporting

- The minutes of Advisory Committee meetings will be circulated to members via email for confirmation, and then placed on Council's Advisory Committee website for viewing.
- All Committee minutes will be presented to Council at the next available Council Meeting for noting.
- Recommendations and requests arising from Advisory Committee meetings will be presented to Councillors for consideration. Where this occurs, the request will require the majority support of the Advisory Committee members present. Responses to recommendations will be determined based on Council's legislative role, stated commitments in Council's policies and plans and budgetary processes.
- Unless the Council staff member managing the Advisory Committee holds the appropriate delegation from Council to act on formal advice provided by the Committee, that advice must be referred to Council for formal resolution to act. Where formal advice provided by the Advisory Committee cannot be acted on with the delegated power of Council staff, it must be referred to Council for formal resolution before being acted on.

Evaluation and Review

The Advisory Committee Terms of Reference and membership will be reviewed and evaluated on an annual basis or as required for any significant changes.

Support to participate in meetings

Council will provide reasonable support for members to participate in the meetings. This will be negotiated with the members as needed.

Induction and Orientation

An induction and orientation process will occur for all members at the beginning of the term of the Advisory Committee. This process will include:

- Briefing members on the expectations and requirements of membership of the Advisory Committee.
- Providing members with an overview of the advisory structures (including working groups and sub-committees) and decision making processes of Council.
- Introduction to the Council Plan and other relevant Council policies, strategies and plans.
- An overview of key issues relating to the aims and objectives of the Advisory Committee.
- Establishing clear objectives and priorities for the two-year term of the Committee.
- Reviewing Advisory Committee Policy and expectations of members at Advisory Committee meetings and each member signing a declaration to abide by the conduct obligations.

Attachment 1. ESAC Terms of Reference February 2022

- Providing information to members to ensure their understanding of obligations relating to:
 - Conflicts of interest
 - Confidentiality
 - Privacy
 - Health and safety, equal opportunity, bullying and harassment
 - Child Safe Standards
 - Social Media Protocol

Confidentiality

Councillors and other members of Advisory Committees established by Council must not disclose information defined in section 3(1) of the *Local Government Act 2020* as “confidential information”.

Privacy

Councillors and committee members on advisory committees established by Council are subject to the requirements of the *Privacy and Data Protection Act 2014* and Council’s Information Privacy Policy.

Breaches

Breaches of the Advisory Committee Policy or Terms of Reference will be dealt with under the Policy.

MAV STRATEGY 2021-25



THE VOICE OF LOCAL GOVERNMENT

The Municipal Association of Victoria (MAV) is the legislated peak body for Victoria's 79 councils. The MAV is a membership association, accountable to its constituent members through State Council and an elected Board. The MAV was formed in 1879, with the Municipal Association Act 1907 officially recognising us as the voice of local government in Victoria. We are a driving and influential force behind a strong and strategically positioned local government sector.

Our role is to:

- Represent and advocate local government interests
- Promote the role of local government
- Build the capacity of councils
- Facilitate effective networks
- Provide policy and strategic advice
- Support for Mayors and Councillors
- Provide insurance and procurement services.



ACKNOWLEDGEMENT OF COUNTRY

We acknowledge the traditional custodians of the land on which we live. We recognise their continuing connection to land, waters and culture and pay our respects to their Elders past, present and emerging.

VISION MISSION VALUES

INFORMED
INFLUENTIAL
CREDIBLE
CAPABLE

RESPONSIVE
ACCESSIBLE
CONNECTED
TRUSTED



MEMBER PRIORITIES

- Financial sustainability
- COVID-19 relief and recovery
- Health and well-being
- Waste and resource recovery
- Transport and infrastructure
- Planning and building
- Business and digital transformation
- Climate impacts and emergency management

MEMBER SERVICES

- Advocacy and representation
- Issue analysis and policy development
- Collaborative strategic procurement
- Resources and advice
- Network support and collaboration
- Insurance services
- Communications and engagement
- Representation of Victorian sector federally
- Training and professional development

A MESSAGE FROM THE MAV PRESIDENT AND CEO



CR DAVID CLARK
President



MS KERRY THOMPSON
Chief Executive Officer

Our 2021-25 Strategy will guide the MAV's policy and advocacy activities over the next four years. It outlines the priorities and actions that are needed to ensure we can continue to deliver for our communities and local businesses.

It is a commitment to serve the interests of our member Councils and their communities by representing and advocating for local government. This commitment will involve raising the sector's profile and providing strategic policy advice and capacity building programs as well as insurance and procurement services to local government.

This strategy has evolved from the achievements of the previous one, which was delivered in the most challenging of circumstances as the MAV was among those to respond to both bushfire emergencies and the COVID-19 pandemic. It also takes into account the current dynamic circumstances facing Victorian councils.

The bushfires of 2019-20 and the COVID-19 pandemic have highlighted the resilience of Victoria councils and their communities. Despite consistent hits to councils' financial positions throughout last year, councils have demonstrated an ability to innovate and lead in times of uncertainty. The consistent challenges of the past two years are likely to remain in some form over the next four years. The pandemic has engendered us with an understanding of what uncertainty truly means for our sector and beyond.

With this comes the opportunity to harness our experience to strengthen our work and our communities.

The economic impacts of COVID have given cause to an even greater focus on the need to support local business and develop regional economies. We acknowledge the financial sacrifices made by councils during the pandemic and will continue to call on other levels of government to make certain councils are not forced to fill shortfalls in state and federal funding.

*Despite these challenges,
nationally, our passion and
appreciation for community has
well and truly been re-invigorated.*

Two examples of the value of locally-led policy delivering high quality outcomes for community can be seen in the Royal Commissions into Aged Care and Victoria's Mental Health System. Both Royal Commissions acknowledged the integral role community connections play in ensuring people have access to services when they need them most.

Strengthening our communities and local business in every region of Victoria will rely on councils' local knowledge and expertise. The MAV remains committed to advocating for councils' on the issues that affect them. Significant investments into current and future State Government reforms, such as social and affordable housing, kindergarten expansion and waste resource recovery, will rely on strong, constructive, and open partnerships. Top-down approaches to reform have time and time again fallen short of meaningful long-term improvements.

The MAV continues to advocate to other levels of government to acknowledge the central role of councils in the successful development and implementation of reforms affecting our communities.

As we move beyond the pandemic's immediate impacts, climate change will remain a concern for our sector.

*The potential for meaningful
intergovernmental
action is considerable.*

Councils have shown their commitment to tackling climate change, putting in place local adaptation and mitigation actions. Strong partnerships will be vital for encouraging whole of government commitments to addressing climate change and its impacts on waste recovery, planning, the natural environment, health, transport and emergency management.

The MAV will continue to support councils to navigate new legislative frameworks, including the new principle-based Local Government Act and the Gender Equality Act. These Acts place greater emphasis on local decision-making, equity and inclusion.

Through facilitating collaboration within our sector and influencing the decisions that affect our members, the MAV will ensure councils are ready to navigate changing legislative landscapes.

In the next four years and recognising that there remain uncertainties that may challenge intentions, the MAV will continue to deliver positive outcomes for its members.

This strategy sets out our intentions through objectives and actions, in line with the key themes of:

- Economically sound councils
- Healthy, diverse and thriving communities
- Well planned, connected and resilient built environment
- Changing climate and a circular economy
- Sector capability and good governance
- Effective and responsive MAV

Through this strategy, it will expand our deliverables to build sector capacity, engagement and resilience. This strategy is not just outwardly focused. It is part of our commitment to members to ensure that MAV also reflects, collaborates and improves its systems and processes.

So, among the priorities will be further organisational improvements, engagement with member Councils for the review of the MAV rules and the implementation of actions arising from our inaugural Staff Engagement Survey.

Through this approach, the MAV seeks to balance our planned activities with the unforeseen issues that will emerge. This will be essential to both our success and our members' success.



Cr David Clark
President



Ms Kerry Thompson
Chief Executive Officer

HOW WE GO ABOUT OUR BUSINESS

The MAV's purpose is to advance the interests of local government in Victoria. We do this in two primary ways. First, through advocacy and policy development and secondly, through providing member-focussed services.

Our advocacy and policy development is focussed on:

- influencing decision-makers with informed, data-driven and realistic policy positions
- highlighting future opportunities and challenges facing councils and communities
- leveraging local government's expertise to inform our advocacy activities
- developing relationships with stakeholders to build understanding of local government
- collaborating with governments to shape new initiatives and reform programs.

We deliver services to our members focussed on:

- building the capacity and capability of the local government sector
- offering commercial services and programs that meet council needs
- highlighting best practice and sharing knowledge from across Victoria and nationally
- engaging with member councils on emerging needs in relation to procurement and insurance services.



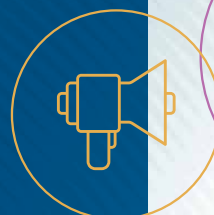
MAV President
Cr David Clark
Pyrenees Shire Council



Deputy President Metro
Cr Rohan Leppert
Metro Central Region
City of Melbourne



Deputy President Rural
Cr Ruth Gstrein
Rural South West Region
Corangamite Shire Council



BOARD



Cr Joseph Haweil
Interface Region
Hume City Council



Cr Brett Tessari
Rural Gippsland Region
Bass Coast Shire Council



Cr Tom Melican
Metro East Region
City of Banyule



Cr Jennifer Anderson
Rural North Central Region
Macedon Ranges Shire Council



Cr Jami Klisaris
Metro South East
City of Stonnington



Cr Aaron Scales
Rural North East Region
Towong Shire Council



Cr Kristopher Bolam
Metro Southern Region
City of Frankston



Cr Murray Emerson
Rural North West Region
Northern Grampians Shire
Council



Cr Kathy Majdlik
Metro West Region
City of Melton



Cr Kylie Grzybek
Rural South Central Region
City of Greater Geelong

PREPARATION OF THIS STRATEGY

The MAV 2021-25 strategy was been developed in collaboration with our members. The aim is to capture our strategic objectives as a sector and how the MAV will deliver enhanced services and outcomes.

There were a number of opportunities for member input and feedback to validate and prioritise objectives. Key activities included:

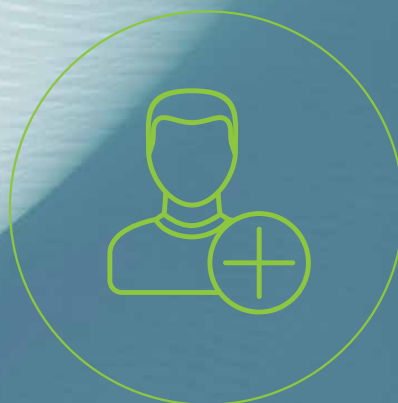
- **Regional consultation.** Meetings of the MAV's regional groups, including MAV representatives, Mayors and CEOs, were held in April 2021.
- **Member survey.** Members were asked to complete a wide-ranging survey on their perceptions of the opportunities and challenges facing the sector over the next four years. They were also able to identify priorities areas of focus for MAV-led activities.
- **Engagement activities.** Ongoing work by MAV board members, MAV staff, councillors and council officers is reflected in this strategy. This includes consideration of national local government issues as well as the policy and reform activities of external stakeholders, primarily Federal and State Governments.
- **MAV board deliberations.** The MAV board held a number of discussions on the emerging opportunities for the sector and the MAV's role in pursuing these opportunities. This included a board workshop to endorse the draft Strategy for consideration at State Council.
- **Current MAV priorities.** A number of the priorities and actions of the 2019-21 MAV Strategy continue to be a major focus of this Strategy. This includes relevant resolutions from past State Council meetings.

MONITORING AND REPORTING ON PERFORMANCE

The MAV strategy will be reviewed annually through reporting to State Council and the Annual Report over the next four years. Based on these reviews, the Strategy will be updated to reflect our performance and incorporate emerging issues.

After the second year of the MAV Strategy, the intention will be to refresh the priorities and actions in annual with the next board elections in 2023. The aim is to ensure that all MAV activities contribute to the delivery of our strategic objectives.

Using the measures identified for each activity, we will assess and report on the outcomes in our Annual Report to members. We will also report on the factors influencing the outcome, including our progress in building our capability and improving our processes.



STRATEGIC OUTCOMES



THEME 1

Economically sound councils



THEME 2

Healthy, diverse and thriving communities



THEME 3

Well-planned, connected and resilient built environment



THEME 4

Changing climate and a circular economy



THEME 5

Sector capability and good governance



THEME 6

Effective and responsive MAV



THEME 1

Economically sound councils

STRATEGIC OUTCOMES

To secure long term financial viability for Victoria's 79 councils

OBJECTIVES

Assist councils to provide COVID-19 recovery activities that enhance economic recovery and their communities

Undertake advocacy to protect the integrity of councils' rates base and financial position from unfair and unfunded decisions by State and Federal government

Support Australian Local Government Association (ALGA) national advocacy campaigns to secure additional Federal Government financial support for councils, including defending and extending Federal Financial Assistance Grants for Victorian councils

Support improvements to council asset management capacity and capability through policy development, advocacy and strategic partnerships

Support a range of business improvement and transformation activities for councils, particularly in the digital and technology area

INITIATIVES FOR 2021-22

- Council COVID-19 recovery examples shared with Members of Parliament (MPs), Ministers and key State Government departments
- Participation in Department of Jobs, Precincts and Regions (DJPR) forums on employment and economic development

- Undertake a review of the current financial health of Victoria's councils, including changes to council revenue over the past five years
- Provide a regular report on the impact of State Government decisions on councils' financial position
- Renegotiate an increased maternal and child health unit cost and a new contemporary funding model to maintain the 50:50 partnership funding between State and local government

- Implements national advocacy actions agreed through ALGA
- Maintain relationship with the Victorian Local Government Grants Commission regarding Victoria's share of national Financial Assistance Grants

- Complete survey and sector forum to confirm priority issues
- Advocate for fair outcome from urban stormwater and drainage infrastructure reforms

- Establish a Local Government Innovation Taskforce comprised of Council CEOs to champion digital leadership across the sector
- Advocate for equitable access to digital infrastructure and services, including new strategic procurement opportunities
- Coordinate multi-council digital committees on innovation and best practice across service delivery, information management and data governance



THEME 2

Healthy, diverse and thriving communities

STRATEGIC OUTCOMES

Councils have the capacity and capability to both plan for ongoing community need and deliver a range of services to meet that need

OBJECTIVES

Strengthen the ability of councils to undertake community well-being planning, implementation and partnership development through key strategic activities

Advocate for councils' role in current, emerging, and future policy directions in ageing, disability, and aged and community care

Continue to represent council's statutory role in the delivery of the Victorian Maternal and Child Health (MCH) Service

INITIATIVES FOR 2021-22

- Participate in development of a new Victorian Disability Act and associated strategy
- Facilitate council networks and leadership around the Gender Equity and Prevention of Violence against Women Network, the Local Government Disability Planners Network and the emerging area of mental health and wellbeing
- Represent councils in the development of new State Government Strategies for Youth and for LGBTI+
- Participate in the finalisation of the Local Government Victoria's Victorian Local Government Aboriginal Strategy
- Actively participate in the Federal Government Victorian Community Care Advisory Committee (VCCAC) and responded through ALGA to the next 10-year National Disability Strategy
- Participate in the advisory group supporting the Commissioner for Older Victorians
- Maintain regular council network meetings to continue communication to the sector regarding policy and advocacy issues
- Secure a new four year 2022-25 MCH MOU with the State Government on behalf of local government
- Influence new State Government policy and guidelines to ensure council's priorities and challenges are addressed

OBJECTIVES	INITIATIVES FOR 2021-22
Continue to work with the state and federal governments to advocate and represent council's role in early years education and care services	<ul style="list-style-type: none"> • Advocate for council priorities at the State Government Ministerial Kindergarten Reform Consultative Committee • Continue MAV network meetings with councils to ensure advocacy and representation of early educational and care services is targeted in State Government advisory and working groups
Advocate for councils' interests and activities in the areas of community safety and public health regulation	<ul style="list-style-type: none"> • Liaison undertaken regarding councils' role supporting the COVID-19 health response and vaccine rollout • Convene the Local Government Gambling, Alcohol and Other Drugs Issues Forum • New Department of Health/MAV tobacco control service agreements implemented
Represent the interests of councils with the emergency management sector, including through ongoing reform programs	<ul style="list-style-type: none"> • Participate in the third phase of Department of Jobs, Precincts and Region's Councils and Emergencies project • Collaborate with councils to influence and implement State Government reforms flowing from emergency management reviews, including the Royal Commission into National Natural Disaster Arrangements • Participate in the development of the Whole-of-Government Bushfire Management Strategy and support council input



THEME 3

Well-planned, connected and resilient built environment

STRATEGIC OUTCOMES

Councils continue to play a central role in creating and maintaining a well-planned, connected and resilient built environment

OBJECTIVES

INITIATIVES FOR 2021-22

Advocate for an effective Victorian planning system, which has local decision making at the centre

- Secure commitment from Department of Environment, Land, Water and Planning (DELWP) to strengthen engagement and consultation with councils on planning reforms
- Pursue reforms to the planning scheme amendment process to reduce delay and improve efficiencies
- Establish a regular forum for council engagement and knowledge-sharing on planning issues

Advocate for a building regulatory system that puts community safety first and equitably assigns responsibilities and resources among regulators

- Secure commitments from the State Government for an increased role and funding for local government in building reform
- Strengthen dialogue and engagement with key building regulation agencies, including the Victorian Building Authority

Work with councils, State Government and non-government stakeholders to meet Victoria's current and future housing needs

- Influence development of a Local Government Housing Compact to support delivery of social and affordable housing
- Secured commitment from Victorian Government for mandatory affordable housing contributions
- Explore streamlining of land supply process to meet growing demand in regional Victoria

Strengthen advocacy and partnerships to influence key investments in freight productivity, first and last mile impediments, transport connectivity and road safety by all levels of government

- Develop and commence a local roads funding advocacy plan
- Support Department of Transport (DoT) to engage effectively with local government to deliver Victorian Freight Plan and road safety priorities

Improve the capability of local government to plan, design and deliver walking and riding programs and projects

- Hold at least three forums on walking and riding, and share information via an online resource hub



THEME 4

Changing climate and a circular economy

STRATEGIC OUTCOMES

Councils are supported to reduce emissions, manage the impacts of a changing climate and continue their transition to a circular economy

OBJECTIVES

Advocate for practical leadership and investment to support councils to reduce emissions and build resilience to climate change impacts

Advocate to the State Government for greater support for councils and greater flexibility in the implementation of State-led waste and recycling reforms

Partner with the Environment Protection Agency (EPA) to develop and promote resources to support councils to implement the Environment Protection Act 2019 and relevant regulation

Work with the State Government to protect and enhance the natural environment

INITIATIVES FOR 2021-22

- Climate change advocacy evident across MAV activities and communications
- Deliver forums and resources that build council capacity and share practical learnings in climate adaptation and mitigation
- Strengthen collaboration with other organisations working to accelerate the transition to net zero emissions and a circular economy
- Actively influence State Government recycling reforms, including kerbside waste and e-waste
- Deliver forums that build council capacity in transitioning to a circular economy
- Represent local government on relevant reference groups including the Container Deposit Scheme Advisory Group and the High Risk and Hazardous Waste working group
- Establish an Memorandum of Understanding with EPA to support the role of EPA and councils as co-regulators under the Environment Protection Act
- Develop joint resources and guidance to support councils to meet the requirements of the new EPA Act and regulations
- Represent the sector on relevant reference and advisory groups including the Environmental Sustainability Commissioner's Reference Group, the Native Vegetation Advisory Group and Electric Line Clearance Consultative Committee
- Deliver forums and resources that build councils' knowledge and capacity in natural resource management



THEME 5

Sector capability and good governance

STRATEGIC OUTCOMES

A diverse, engaged and highly capable local government sector grounded in good governance and connected to its community

OBJECTIVES

INITIATIVES FOR 2021-22

Strengthen local government's capacity to deliver good governance

- Represent council interests on the oversight board for the implementation of the Local Government Act
- Deliver capacity building activities in relation to good governance practices
- Prepare a positioning paper about future professional development pathways for governance professionals

Influence the development and implementation of State Government legislation that impacts local government

- Monitor the implementation of key legislation, particularly implementation of the government's response to the rates review
- Advocacy to the State Government to ensure the MCH qualification legislation regulations do not affect councils current MCH workforce.
- Represent and advocate for local government in the role out of new regulations affecting maternal child health and other community services

Develop a strategic framework to support the design and delivery of MAV learning and events activities

- Develop MAV Learning and Events Strategy
- Implement a learning management system and digital learning platform to support the design and delivery of online learning content
- Commence a review and update the 2006 MAV Councillor Capability Framework

Deliver a relevant and contemporary learning and events program that builds sector capacity and capability

- Deliver the agreed events program for 2021-22
- Achieve overall participant satisfaction of greater than 70% for learning and events programs



THEME 6

Effective and responsive MAV

STRATEGIC OUTCOMES

An MAV that is an influential voice for local government, providing effective advocacy and value-adding services

OBJECTIVES

INITIATIVES FOR 2021-22

Modernise the constitution of the MAV

- Commence the MAV Rules review with a target completion of May 2022
- Advocate to the State Government to update the Municipal Association Act

Invest in a proactive relationship program with Victorian Parliamentarians and State Government agencies

- Deliver engagement program targeting major political parties and influential upper house MPs in the State Parliament
- Renegotiate the Victorian State-Local Government Agreement
- Redevelopment of Partnership Agreements with the new departments of Health (DH) and Families, Fairness and Housing (DFFH) and the Department of Education and Training (DET)

Continue to build an effective communications and engagement experience for members

- Develop a new MAV communications and engagement strategy in consultation with councils
- Create advocacy campaign templates for Council communicators in the lead up to the State and Federal elections and on priority issues
- Establish an annual communications plan to promote the benefits of MAV procurement and insurance to increase opportunities for council participation

Provide insurance and procurement services that offer high quality and value for money outcomes for councils

- Complete negotiations with State Government on the future structure of LMI insurance
- Renew a range of key procurement vendor panels for councils
- Explore new procurement opportunities for councils in new and emerging markets

COUNCIL REPRESENTATIVES

Alpine Shire Council
Cr John Forsyth

Ararat Rural City Council
Cr Jo Armstrong

Ballarat City Council
Cr Amy Johnson

Banyule City Council
Cr Tom Melican

Bass Coast Shire Council
Cr Brett Tessari

Baw Baw Shire Council
Cr Tricia Jones

Bayside City Council
Cr Alex del Porto

Benalla Rural City Council
Cr Danny Claridge

Boroondara City Council
Cr Lisa Hollingsworth

Brimbank City Council
Cr Ranka Rasic

Buloke Shire Council
Cr Daryl Warren

Campaspe Shire Council
Cr Colleen Gates

Cardinia Shire Council
Cr Brett Owen

Casey City Council
Ms Noelene Duff

Central Goldfields Shire Council
Cr Grace La Vella

Colac Otway Shire Council
Cr Stephen Hart

Corangamite Shire Council
Cr Ruth Gstrein

Darebin City Council
Cr Susan Rennie

East Gippsland Shire Council
Cr Mendy Urie

Frankston City Council
Cr Kris Bolam

Gannawarra Shire Council
Cr Travis Collier

Glen Eira City Council
Cr Neil Pilling

Glenelg Shire Council
Cr Anita Rank

Golden Plains Shire Council
Cr Owen Sharkey

Greater Bendigo City Council
Cr Rod Fyffe

Greater Dandenong City Council
Cr Sean O'Reilly

Greater Geelong City Council
Cr Kylie Grzybek

Greater Shepparton City Council
Cr Seema Abdullah

Hepburn Shire Council
Cr Lesley Hewitt

Hindmarsh Shire Council
Cr Ron Ismay

Hobsons Bay City Council
Cr Matt Tyler

Horsham Rural City Council
Cr Robyn Gulline

Hume City Council
Cr Joseph Haweil

Indigo Shire Council
Cr Jenny O'Connor

Kingston City Council
Cr Steve Staikos

Knox City Council
Cr Lisa Cooper

Latrobe City Council
Cr Sharon Gibson

Loddon Shire Council
Cr Gavan Holt

Macedon Ranges Shire Council
Cr Jennifer Anderson

Manningham City Council
Cr Stephen Mayne

Mansfield Shire Council
Cr Mark Holcombe

Maribyrnong City Council
Cr Simon Crawford

Maroondah City Council
Cr Mike Symon

Melbourne City Council
Cr Rohan Leppert

Melton City Council
Cr Kathy Majdlik

Mildura Rural City Council
 Cr Jason Modica

Mitchell Shire Council
 Cr Rhonda Sanderson

Moira Shire Council
 Cr Libro Mustica

Monash City Council
 Cr Brian Little

Moonee Valley City Council
 Cr Narelle Sharpe

Moorabool Shire Council
 Cr Tom Sullivan

Moreland City Council
 Cr Oscar Yildiz

**Mornington Peninsula
 Shire Council**
 Cr Despi O'Connor

Mount Alexander Shire Council
 Cr Tony Cordy

Moyne Shire Council
 Cr Daniel Meade

Murrindindi Shire Council
 Cr Sandice McAulay

Nillumbik Shire Council
 Cr Peter Perkins

**Northern Grampians
 Shire Council**
 Cr Murray Emerson

Port Phillip City Council
 Cr Tim Baxter

Pyrenees Shire Council
 Cr Damian Ferrari

Queenscliffe Borough Council
 Cr Ross Ebbels

South Gippsland Shire Council
 Ms Julie Eisenbise

**Southern Grampians
 Shire Council**
 Cr Bruach Colliton

Stonnington City Council
 Cr Jami Klisaris

Strathbogie Shire Council
 Cr Chris Raeburn

Surf Coast Shire Council
 Cr Adrian Schonfelder

Swan Hill Rural City Council
 Cr Les McPhee

Towong Shire Council
 Cr Aaron Scales

Wangaratta Rural City Council
 Cr Dean Rees

Warrnambool City Council
 Cr Vicki Jellie

Wellington Shire Council
 Cr Malcolm Hole*

West Wimmera Shire Council
 Cr Bruce Meyer

Whitehorse City Council
 Cr Andrew Munroe

Whittlesea City Council
 Ms Lydia Wilson

Wodonga City Council
 Cr Kev Poulton

Wyndham City Council
 Cr Sahana Ramesh

Yarra City Council
 Cr Claudia Nguyen

Yarra Ranges Shire Council
 Cr Fiona McAllister

Yarriambiack Shire Council
 Cr Graeme Massey



*Cr Hole sadly passed away on 10 April 2021.
 Cr Scott Rossetti was the Substitute Representative at the time of printing.

Municipal Association of Victoria

Level 12, 60 Collins Street, Melbourne VIC 3000

GPO Box 4326, Melbourne 3001

Telephone: 03 9667 5555 Fax: 03 9667 5550

Email: inquiries@mav.asn.au Website: www.mav.asn.au

MAV STATE COUNCIL MEETING MOTIONS FROM NILLUMBIK SHIRE COUNCIL
– 24 JUNE 2022

MOTION 1 – The MAV to advocate to the State Government for increased mental health support

Rational:

Arising as an impact of the pandemic and to support recovery, increased mental health assistance is needed particularly targeting children, youth and parents with new or young children. Council is seeking MAV to advocate to the State Government for increased funding to support:

- Outreach into early years education and care services to support children and provide professional development for educators.
- Mental health services to provide outreach to schools, reduce waiting lists and build programs that strengthen social connections.
- Maternal Child Health programs to allow for longer consultations to families who are struggling and in recognition of the role MCH nurses have played throughout the pandemic and in the absence of other face to face mental health support services.

The proposed motion aligns with MAV's Healthy, Diverse and Thriving Community strategic outcome.

MOTION 2 – The MAV to advocate to the Commonwealth Government on behalf of all councils to recognise the significant role that local government has in the delivery of age care services.

Rationale:

All Australians should be able to age with dignity. For nearly three quarters of a century Victorian councils have been planning, providing advocacy and supporting the health and wellbeing of our communities, particularly for the most vulnerable members.

The opportunity presented by the final report of the Royal Commission into Aged Care Quality and Safety provides the Victorian local government sector with a window to advocate for meaningful change to improve the lives of our communities, particularly our older residents.

A unified sector-wide response lead by the Municipal Association of Victoria is a central element of this advocacy and will help to recognise the role Victorian Local Governments play in delivery of age care services including:

- True cost to delivering quality services; and
- Service provision where this is a shortfall in availability of service providers in the market.

The proposed motion aligns with MAV's healthy, diverse and thriving community strategic outcome.

MAV STATE COUNCIL MEETING MOTIONS FROM NILLUMBİK SHIRE COUNCIL
– 24 JUNE 2022

MOTION 3 – The MAV to advocate for increase in the State Government contribution to Maternal and Child Health Programs

Rationale:

The proposed motion aligns with MAV's healthy, diverse and thriving community strategic outcome.

Increased contribution to Maternal and Child Health Programs:

- Supports work towards achieving the original cost split of 50/50 between State and Local Governments which now sits at 30/70 in favour of the State.
- Supports the impacts of the pandemic on MCH programs:
 - Increase staffing costs due to nurses needing to take leave at the slightest sign of illness
 - Nurses becoming a 'proxy' counselling service in the absence of other face to face support services available to people throughout the pandemic
 - Service overload post restrictions easing when families seek to attend appointments and groups that were cancelled/didn't attend due to lockdowns.

MOTION 4 – That the MAV advocate for increased financial and support from State and Commonwealth Governments to ensure that 3 year old kindergarten reforms are successfully implemented

Rationale:

The rollout of 3-year-old kindergarten reforms needs to occur in a way that does not impact the financial viability of local governments or their capacity to deliver a balanced range of services to their communities.

Council is seeking MAV's assistance to:

- Secure the ongoing agreement between the State and Commonwealth for 15 hours of 3 & 4 year old kindergarten;
- Place local context higher as a determinant to infrastructure funding rather than a supply/demand, agnostic approach;
- Increase funding (per capita and/or Early Years Management) to support services to provide places to children where it could cause a financial burden to the service;
- Lift the quality of infrastructure that is not necessarily attached to increasing licensed spaces; and
- Seek commitment of ongoing funding to support central registration programs.

The proposed motion aligns to MAV's economically sound council strategic outcome.

MAV STATE COUNCIL MEETING MOTIONS FROM NILLUMBIK SHIRE COUNCIL
– 24 JUNE 2022

MOTION 5 –That the MAV expands the focus of environmental, economic and social responsibility parameters as part of the criteria in awarding public tenders.

Rational:

Across the local government sector substantial amounts of monies are spent procuring goods and services some of which are accessed through panel contracts established by the MAV.

Council would like to see the elevation of the criteria capturing environmental, economic and social responsibility when the MAV is assessing proponents. These criteria are considered important in providing a balanced assessment.

This proposed motions aligns to MAV's effective and responsive MAV strategic outcome.

Nillumbik Shire Council



This material may be of assistance to you, but the State of Victoria and its employees together with Nillumbik Shire Council and its employees, do not guarantee that the publication is without flaw of any kind or is wholly appropriate for your particular purposes and therefore disclaims all liability for any error, loss or consequences which may arise from you relying on any information contained in this material.

**32-46 and 48-58 Collard Drive,
Diamond Creek**

Scale = 1:1557.360

27-Apr-2022





Subject Site and Surrounds

Subject Site: 32-46 and 48-58 Collard Drive, Diamond Creek

File Reference: C081/00/032P

Application Number: 53/2020/14P

Melways Reference: 12D2 and 12D3



Subject Site



Objectors

Nearby Objectors: 1

Total: 1

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Scale = 1:3114.720

Notes:

Produced By: Planning Business Support

Responsible Officer:

Date:

Attachment 2

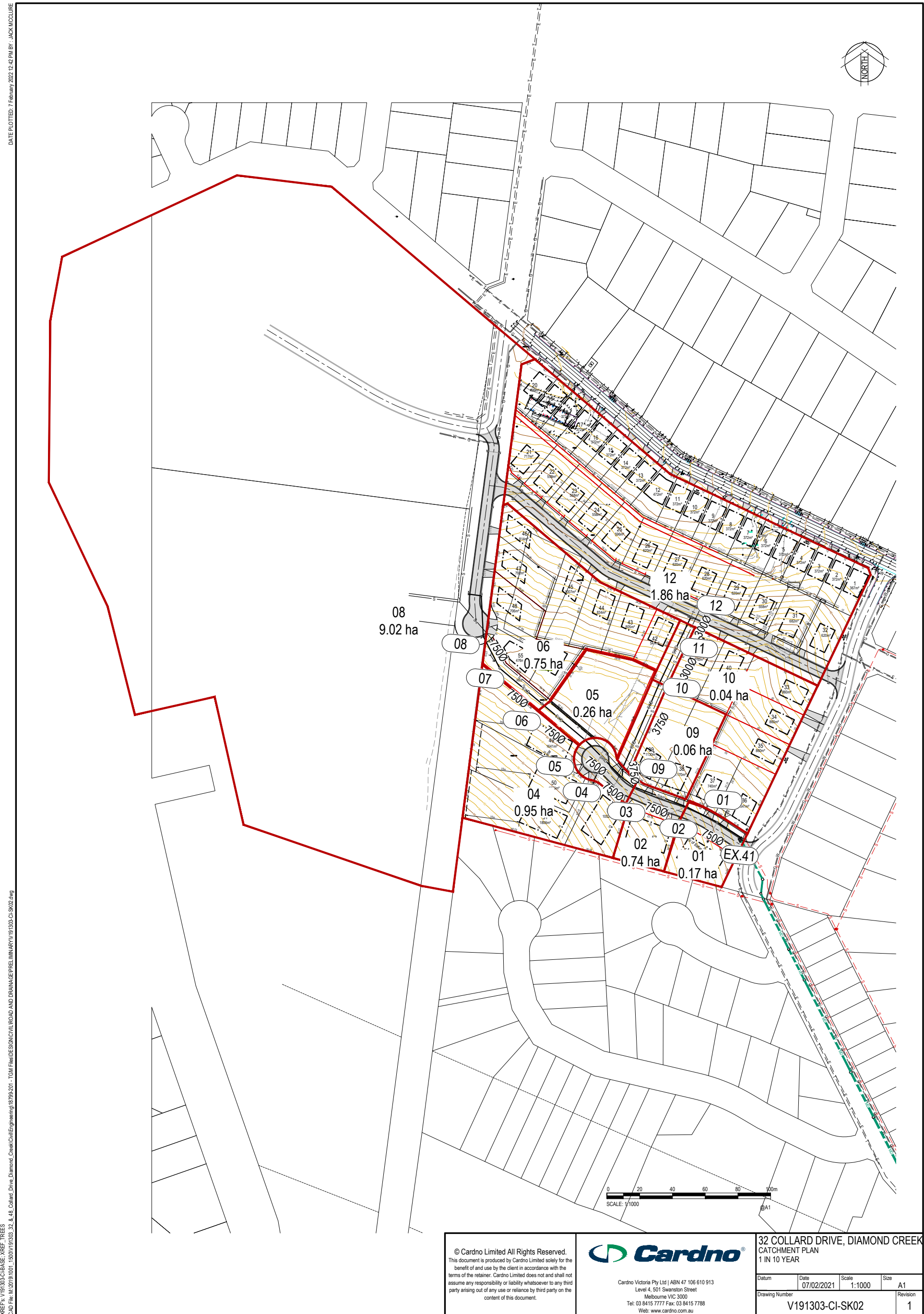


Ver	Revision	Date
3	Revised Lot Layout	29/01/20
2	Revised Lot Layout	31/10/19

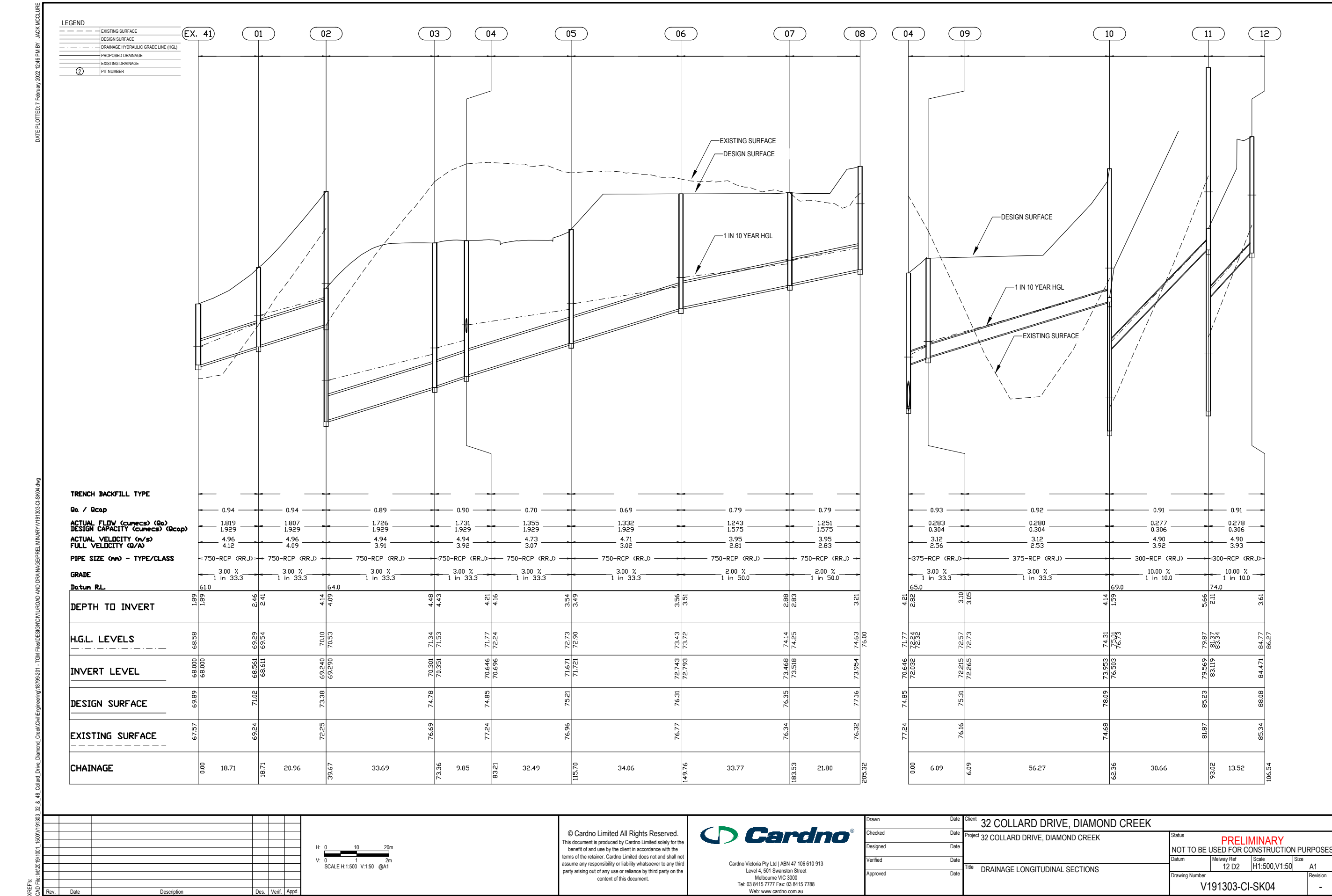
ABN 11 125 508 461
Level 4, 901 Swanston Street, Melbourne, VIC Australia 3000
Phone +61 3 8415 7777 Fax +61 3 8415 7768
Web: www.cardno.com

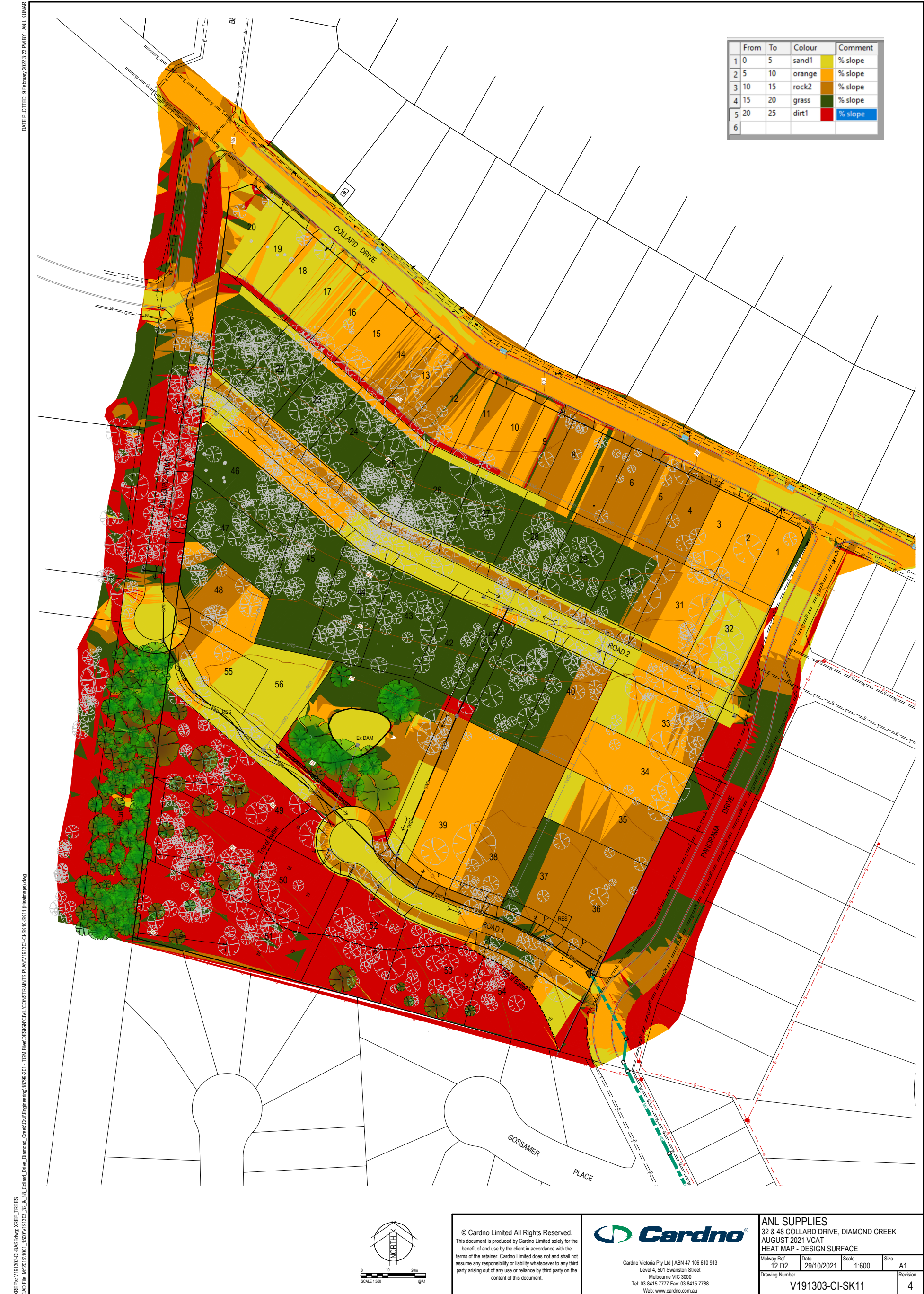
PLAN SHOWING EXISTING CONDITIONS 32-58 COLLARD DRIVE DIAMOND CREEK		Job Number : 18799-102 Sheet : 2 of 5 Date of Survey : 15/04/2019	Date of Issue : 29/01/2020
SCALE 1:500 0 5 10 15 20 25 METRES		At Site A1	
Survey:	Drawn:	Checked:	
DWG: 18799-102		VER: 3	

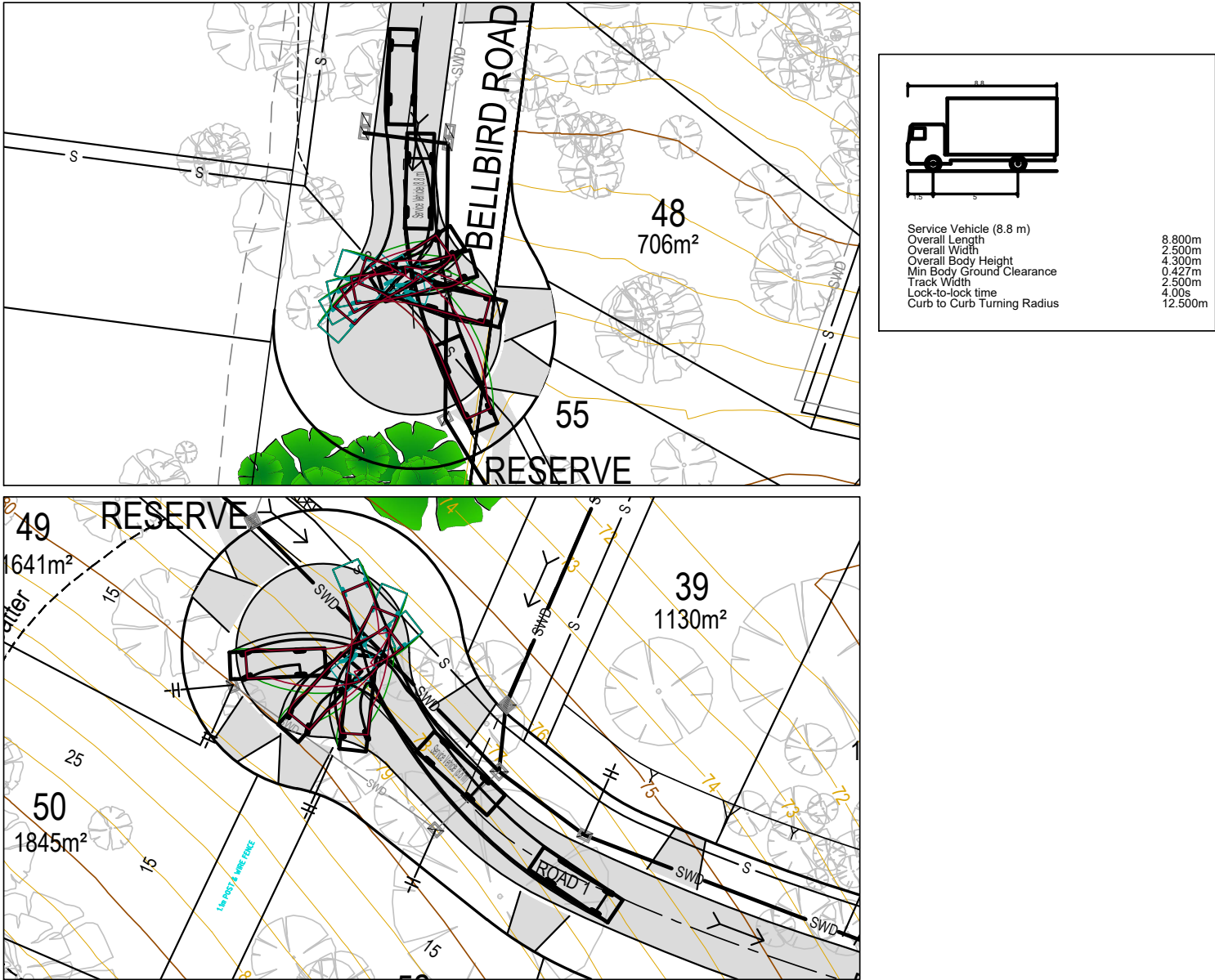


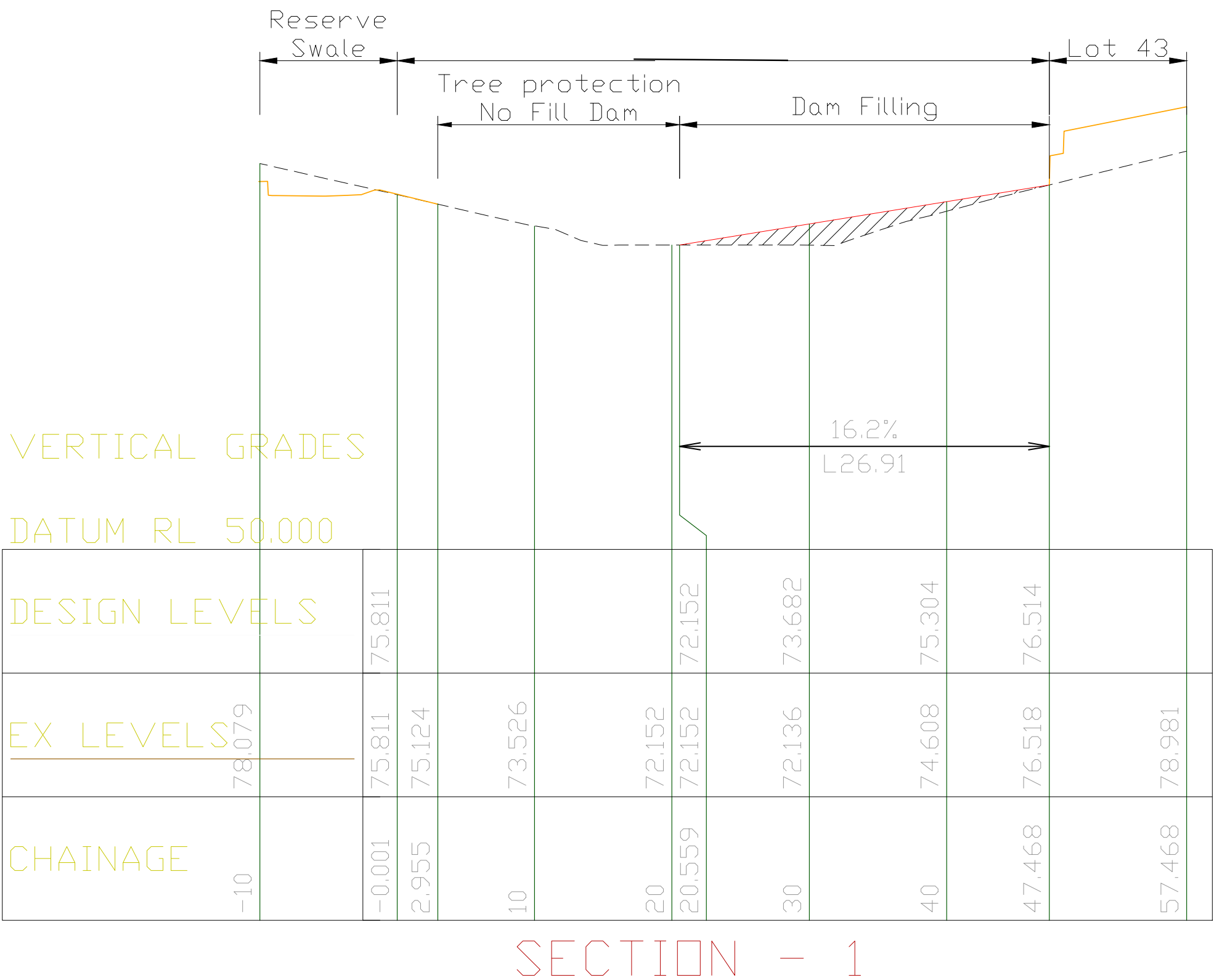


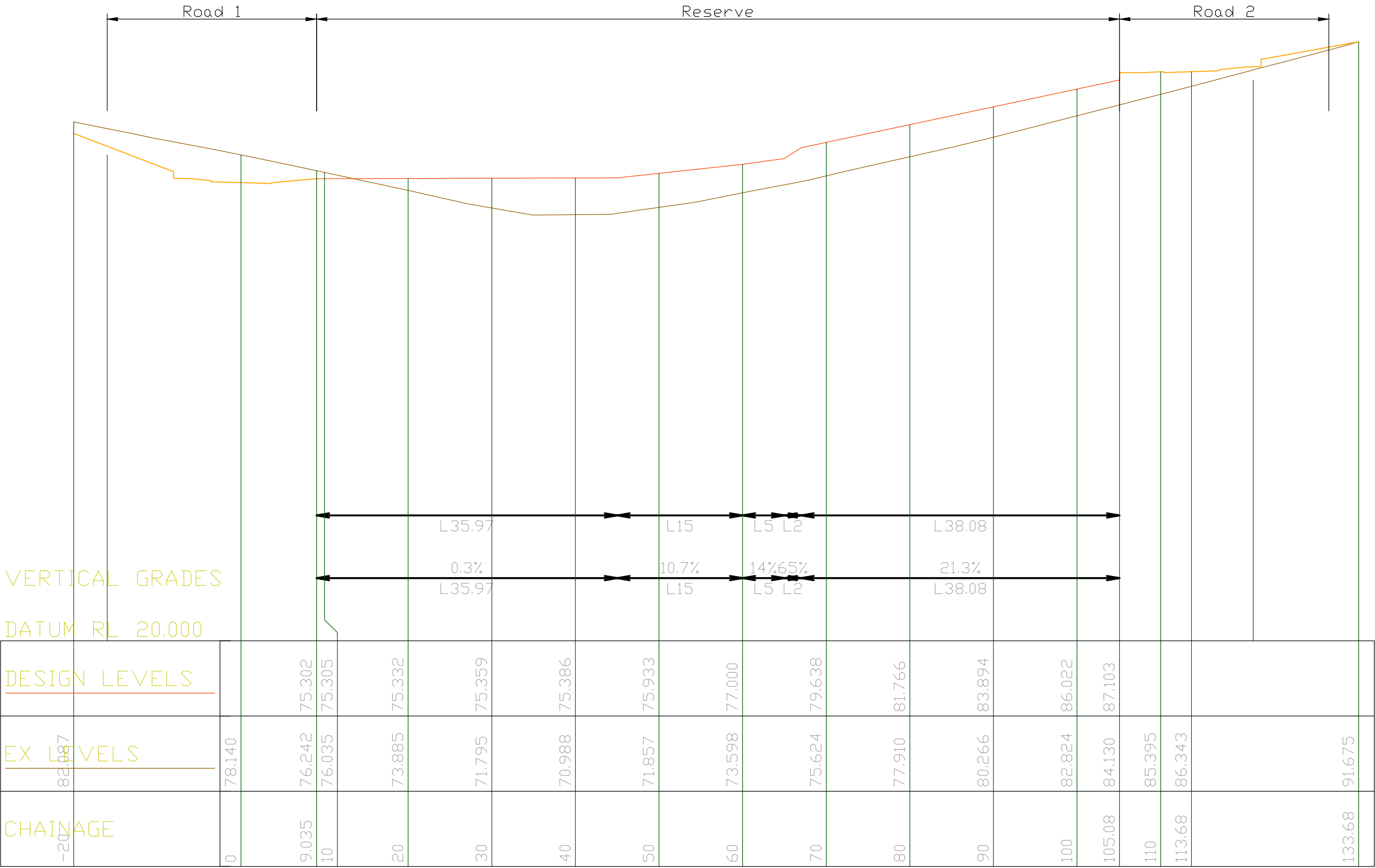






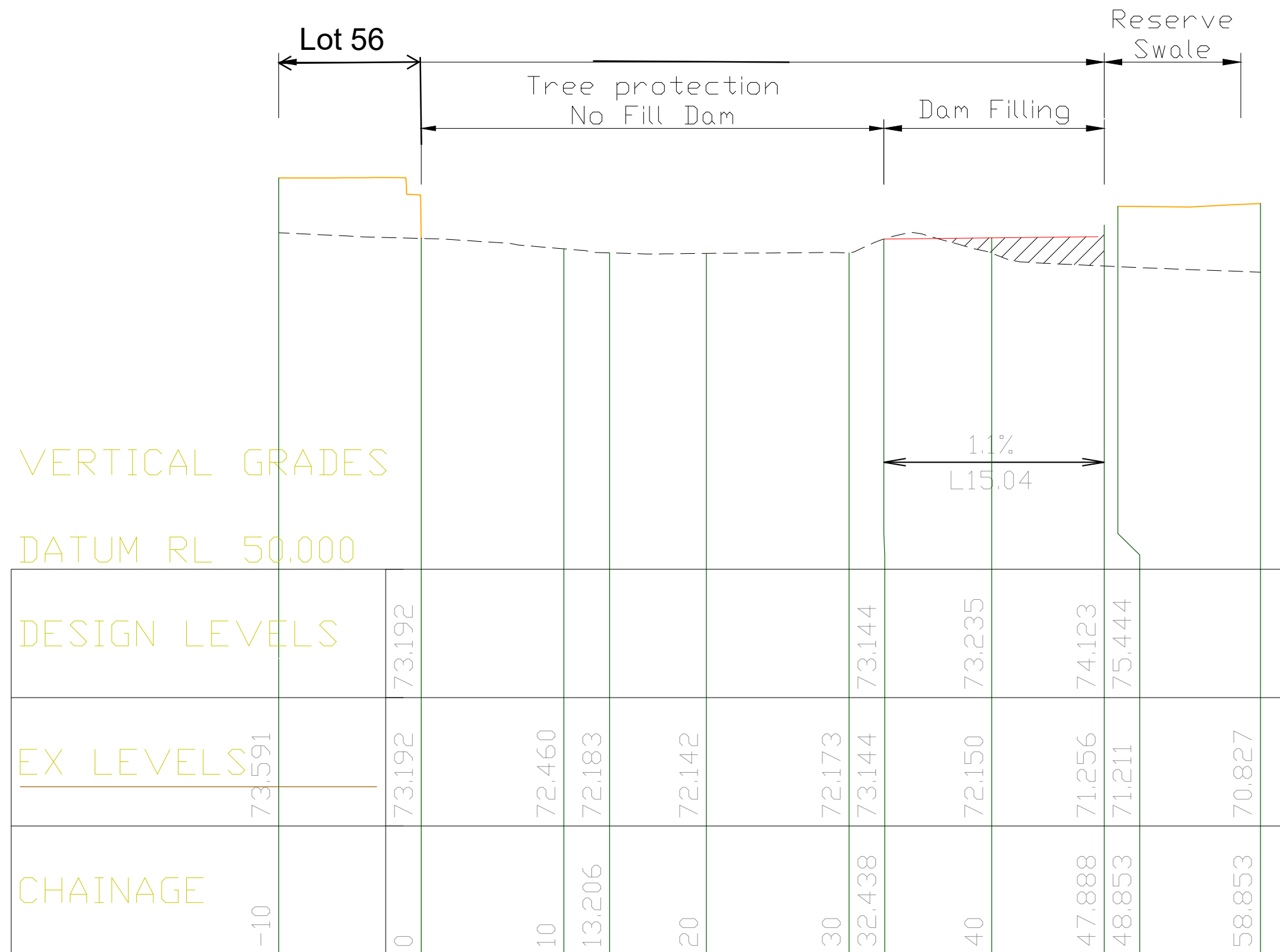






LONGITUDINAL SECTION - des cl swale2

32Collard Dr - Swale LS
V191303
09/03/2022



SECTION - 2

	Cardno	PROJECT : 32 Collard Drive, Diamond Creek
	Level 4, 501 Swanston Street	JOB NO.: V191303
	Melbourne VIC 3000	
	Ph. (03) 8415 7777	
	Fax (03) 8415 7788	REGION : Nillumbik

Designed : _____ Date : 7/02/2022 Checked : _____ Date : _____

32 Collard Drive, Diamond Creek

LOCATION (PIT ID)		HYDROLOGY									PIPE HYDRAULICS												PIT HYDRAULICS								
		Tct	I	C	A	CA	Qc	Qdg	Qdp	Qp		(mm)	S	G	Qa	Qcap	Qa/Qcap	Vcap	Va	Vf=Q/A	D	L	H	HGL-S		ku	H				
Pit	Sub	Time	Int'y	Eff-	Area	Eff-	Catch	Direct	Direct	Peak		Pipe	Pipe	Pipe	Pipe	Pipe	Pipe	Cap.	Actual	Full	Pipe	Pipe	Pipe	HGL		Pit	Pit	Inv.	Inv.	HGL	HGL
(-)	Area	Conc.	(mm/hr)	CoR	(Ha)	Area	Flow	Pit Flow	Pipe Flow	Flow	.	Dia.	Slope	Grade	Flow	Cap.	Ratio	Vel.	Vel.	Vel.	Depth	Length	Loss	Slope	..	Coeff	Loss	U/S	D/S	U/S	D/S
	13.834																														
12	1.860	12.0	71.8	0.75	1.860	1.395	278			278		300	10	10.00	278	306	0.91	4.33	4.90	3.93	0.224	13.5	0.991	9.5		1.9	1.501	84.471	83.119	84.769	83.344
11		12.1	71.4	0.75	1.860	1.395	277			277		300	10	10.00	277	306	0.91	4.33	4.90	3.92	0.224	30.7	2.700	9.8		1.5	1.190	79.569	76.503	79.867	76.726
10	0.040	12.4	70.7	0.75	1.900	1.425	280			280		375	33.3	3.00	280	304	0.92	2.75	3.12	2.53	0.284	56.3	1.595	35.5		1.7	0.563	73.953	72.265	74.310	72.727
09	0.055	12.8	69.5	0.75	1.955	1.466	283			283		375	33.3	3.00	283	304	0.93	2.75	3.12	2.56	0.287	6.1	0.102	24		0.5	0.154	72.215	72.032	72.572	72.319
08	9.020	14.0	66.5	0.75	9.020	6.765	1251			1251		750	50	2.00	1251	1575	0.79	3.57	3.95	2.83	0.505	21.8	0.420	57.9		3.4	1.372	73.954	73.518	74.627	74.250
07		14.2	66.1	0.75	9.020	6.765	1243			1243		750	50	2.00	1243	1575	0.79	3.57	3.95	2.81	0.502	33.8	0.473	79.7		0.3	0.111	73.468	72.793	74.139	73.715
06	0.746	14.5	65.5	0.75	9.766	7.325	1332			1332		750	33.3	3.00	1332	1929	0.69	4.37	4.71	3.02	0.458	34.1	0.571	64.3		0.6	0.287	72.743	71.721	73.429	72.899
05	0.263	14.7	64.8	0.75	10.030	7.522	1355			1355		750	33.3	3.00	1355	1929	0.70	4.37	4.73	3.07	0.463	32.5	0.481	67.6		0.4	0.173	71.671	70.696	72.726	72.245
04	0.947	15.0	64.2	0.75	12.931	9.699	1731			1731		750	33.3	3.00	1731	1929	0.90	4.37	4.94	3.92	0.555	9.9	0.238	41.4		0.6	0.478	70.646	70.351	71.767	71.529
03		15.1	64.1	0.75	12.931	9.699	1726			1726		750	33.3	3.00	1726	1929	0.89	4.37	4.94	3.91	0.554	33.7	0.809	41.6		0.2	0.194	70.301	69.290	71.335	70.526
02	0.736	15.4	63.5	0.75	13.668	10.251	1807			1807		750	33.3	3.00	1807	1929	0.94	4.37	4.96	4.09	0.576	21.0	0.552	38		0.5	0.431	69.240	68.611	70.096	69.544
01	0.167	15.6	63.1	0.75	13.834	10.376	1819			1819		750	33.3	3.00	1819	1929	0.94	4.37	4.96	4.12	0.580	18.7	0.332	26.3		0.3	0.254	68.561	68.000	69.290	68.580
Ex. 41																															

67 lot (reduced to 56 lot) subdivision, removal and creation of an easement, removal of native vegetation and buildings and works to construct retaining walls and earthworks at 32-46 and 48-58 Collard Drive, Diamond Creek

Attachment 3. Plans

Project Name 32 Collard Drive, Diamond Creek
 Address 32 Collard Drive, Diamond Creek
 Stage
 Title Major flow calculations
 Date 7/02/2022
 Version A
 Designer

Data Source Bureau of Meteorology

Rainfall location used	
Latitude	-37.661546
Longitude	145.166958
$10^6 I_1$	28
C'_{10}	0.1399

Coefficient of Runoff Calculator						
Fraction Impervious			Default Coefficient of Runoff			
	Zone Code	Note	f	ARI (Years)	C	C_{10}
Lots			0.80	100	0.90	0.75

Major Flow Sections

Section	1
Catchment Areas	
Lots	1.86 ha
Road Reserve	ha
Reserve	ha
Time of Concentration	
t_0	12 min
Reach Length	m
Velocity	m/sec
t_1	min
t_c	12 min
ARI 100 (1% AEP) Rainfall Intensity	
I	135.2 mm/hr
Total Flow Rate	
Q (from above)	0.627 m ³ /sec
Q (from upstream)	0 m ³ /sec
Q (at section)	0.627 m ³ /sec
Pipe Capacity	
Diameter	300 mm
Grade	10 1 in
Material	Concrete
n	0.013
Capacity	0.306 m ³ /s
Q_{gap}	0.321 m ³ /s

Section	2
Catchment Areas	
Lots	0.1828 ha
Road Reserve	ha
Reserve	ha
Time of Concentration	
t_0	5 min
Reach Length	m
Velocity	m/sec
t_1	min
t_c	5 min
ARI 100 (1% AEP) Rainfall Intensity	
I	187 mm/hr
Total Flow Rate	
Q (from above)	0.085 m ³ /sec
Q (from upstream)	0.321 m ³ /sec
Q (at section)	0.406 m ³ /sec
Pipe Capacity	
Diameter	375 mm
Grade	33.333 1 in
Material	Concrete
n	0.013
Capacity	0.000 m ³ /s
Q_{gap}	0.406 m ³ /s

Section	3
Catchment Areas	
Lots	9.335 ha
Road Reserve	ha
Reserve	ha
Time of Concentration	
t_0	15 min
Reach Length	m
Velocity	m/sec
t_1	min
t_c	15 min
ARI 100 (1% AEP) Rainfall Intensity	
I	119 mm/hr
Total Flow Rate	
Q (from above)	2.770 m ³ /sec
Q (from upstream)	m ³ /sec
Q (at section)	2.770 m ³ /sec
Pipe Capacity	
Diameter	750 mm
Grade	50 1 in
Material	Concrete
n	0.013
Capacity	1.574 m ³ /s
Q_{gap}	1.195 m ³ /s

Section	4
Catchment Areas	
Lots	13.687 ha
Road Reserve	ha
Reserve	ha
Time of Concentration	
t_0	17 min
Reach Length	m
Velocity	m/sec
t_1	min
t_c	17 min
ARI 100 (1% AEP) Rainfall Intensity	
I	106.4 mm/hr
Total Flow Rate	
Q (from above)	3.631 m ³ /sec
Q (from upstream)	m ³ /sec
Q (at section)	3.631 m ³ /sec
Pipe Capacity	
Diameter	750 mm
Grade	33.333 1 in
Material	Concrete
n	0.013
Capacity	0.354 m ³ /s
Q_{gap}	3.277 m ³ /s

Informal Meeting of Councillors Record

The Meeting commenced at 7.10pm

MEETING DETAILS:	Title:	Environment & Sustainability Advisory Committee (ESAC)
	Date:	Wednesday 20 March 2022
	Location:	Council Chambers / virtual
PRESENT:	Councillors:	Cr Ben Ramcharan
	Council Staff:	Lisa Pittle, Laura Nix, Melissa Butler, Lauren Treby, Paul Fyffe
	Other:	ESAC: John Huff, John Brennan, Narelle Campbell, Andrew Robinson, Alan Thatcher
APOLOGIES:		Liz Parsons, David Turner, Carol Jadraque, Sali Bache

MATTERS CONSIDERED		DISCLOSURES AND COMMENTS
1	Draft Access, Equity and Inclusion Policy	No disclosures were made
2	Neighbourhood Character Strategy	No disclosures were made
3	Urban Tree Canopy	No disclosures were made
4	Other business	No disclosures were made

The Meeting concluded at 9pm

RECORD COMPLETED BY:	Officer Name:	Laura Nix
	Officer Title:	Environment Project Officer

Informal Meeting of Councillors Record

The Meeting commenced at 12.10pm

MEETING DETAILS:	Title:	Positive Ageing Advisory Committee
	Date:	Friday 1 April 2022
	Location:	Zoom
PRESENT:	Councillors:	Cr Natalie Duffy
	Council Staff:	Fiona Vuong, Iwona Trickett, Corrienne Nichols, Jade Zigenbine, Melissa Butler
	Other:	Tianjian Shen, Philip Green, Ray Carroll, Anne Fitzpatrick, Sandra Verdam, Jan Taylor, Janice Crosswhite, Sabi Buehler, Sue Riley, Deanna Finn, Joy Ferguson, Richard Kottek
APOLOGIES:		Cr Frances Eyre, Gertraud McDonald

MATTERS CONSIDERED		DISCLOSURES AND COMMENTS
1.	Welcome/ introductions	No disclosures made
2.	Access Equity and Inclusion Policy consult	No disclosures made
3.	Communications subcommittee report	No disclosures made
4.	Dementia Friendly alliance update	No disclosures made
5.	Council updates	No disclosures made

The Meeting concluded at 1.15pm

RECORD COMPLETED BY:	Officer Name:	Fiona Vuong
	Officer Title:	Positive Ageing Officer

Informal Meeting of Councillors Record

The Meeting commenced at 5.10pm

MEETING DETAILS:	Title:	Councillor Briefing
	Date:	Tuesday 19 April 2022
	Location:	Virtual
PRESENT:	Councillors:	Cr Peter Perkins, Cr Natalie Duffy, Cr Geoff Paine, Cr Ben Ramcharan and Cr Richard Stockman
	Council Staff:	Carl Cowie, Vince Lombardi, Hjalmar Philipp, Blaga Naumoski, Corrienne Nichols, Rosa Zouzoulas, Kellie Grocock, Georgie Nathan, Jeff Saker, Lisa Pittle, Danielle Phyland, Nichole Johnson, Enrique Gutierrez, Lauren Treby, Molly Jessop, Melissa Butler
	Other:	
APOLOGIES:		Cr Karen Egan, Cr Frances Eyre

MATTERS CONSIDERED		DISCLOSURES AND COMMENTS
1	CEO Update to Councillors: <ul style="list-style-type: none"> - Unauthorised BMX tracks near Challenger St Diamond Creek removal by Metro Train contractors during planned rail maintenance works over the weekend - Request by DHHS on vaccination centre options 	No disclosures were made
2	Proposed relinquishment of Registered Training Organisation Status	No disclosures were made
3	Bushland Reserves management tender	No disclosures were made
4	Future of Agriculture in Nillumbik Project	No disclosures were made
5	Christmas in Nillumbik Update	No disclosures were made
6	LGBTIQA+ Inclusion	No disclosures were made
7	Graysharps Road Open Space – Concept Plan	No disclosures were made

The Meeting concluded at 8.30pm

RECORD COMPLETED BY:	Officer Name: Officer Title:	Blaga Naumoski Executive Manager Governance, Communications and Engagement
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Informal Meeting of Councillors Record

The Meeting commenced at 7.10pm

MEETING DETAILS:	Title:	Environment & Sustainability Advisory Committee (ESAC)
	Date:	Wednesday 20 March 2022
	Location:	Council Chambers
PRESENT:	Councillors:	Cr Ben Ramcharan
	Council Staff:	Lisa Pittle, Laura Nix, Melissa Butler, Lauren Treby, Paul Fyffe
	Other:	ESAC: John Huff, John Brennan, Narelle Campbell, Andrew Robinson, Alan Thatcher
APOLOGIES:		Liz Parsons, David Turner, Carol Jadraque, Sali Bache

MATTERS CONSIDERED		DISCLOSURES AND COMMENTS
1	Draft Access, Equity and Inclusion Policy	No disclosures were made
2	Neighbourhood Character Strategy	No disclosures were made
3	Urban Tree Canopy	No disclosures were made
4	Other business	No disclosures were made

The Meeting concluded at 9pm

RECORD COMPLETED BY:	Officer Name:	Laura Nix
	Officer Title:	Environment Project Officer

Informal Meeting of Councillors Record

The Meeting commenced at 10:00am

MEETING DETAILS:	Title:	Inclusion and Access Advisory Committee
	Date:	Friday 22 April 2022
	Location:	Diamond Valley Library: Civic Drive Greensborough
PRESENT:	Councillors:	Cr Perkins; Cr Ramcharan
	Council Staff:	Angela Lampard, Angela Clare, Melissa Butler, Narelle Hart, Paul Fyffe, Sean Diffey
	Externals	
	Committee Members:	Neville Coutts, Rhonda Bain, David O'Connor, Diana Warrell, Helen Ryan, Edmond Wong, Alison Stanyer
APOLOGIES:		Inbar Niv, Aisling McCabe

MATTERS CONSIDERED		DISCLOSURES AND COMMENTS
1	Disability Action Plan	No disclosures were made
2	Nillumbik Neighbourhood Character Strategy	No disclosures were made
3	Carers Hub	No disclosures were made
4	Diamond Valley Library tour and programs overview	No disclosures were made
5	Draft Access, Equity and Inclusion Policy	No disclosures were made
6	Location of future meetings	No disclosures were made

The Meeting concluded at 12pm

RECORD COMPLETED BY:	Officer Name: Officer Title:	Angela Lampard Coordinator Disability Inclusion and Volunteering.
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Informal Meeting of Councillors Record

The Meeting commenced at 5.02pm

MEETING DETAILS:	Title:	Council Meeting Pre-Meet
	Date:	Tuesday 26 April 2022
	Location:	Council Chamber
PRESENT:	Councillors:	Cr Peter Perkins, Cr Frances Eyre, Cr Natalie Duffy (virtually), Cr Karen Egan, Cr Geoff Paine, Cr Ben Ramcharan and Cr Richard Stockman
	Council Staff:	Carl Cowie, Vince Lombardi, Hjalmar Philipp, Blaga Naumoski, Corrienne Nichols, Rosa Zouzoulas, Nichole Johnson, Leigh Northwood, Kirsten Reedy, Patrick Wood, Enrique Gutierrez, Lance Clark, Eddie Cheng, Katia Croce
	Other:	
APOLOGIES:		

MATTERS CONSIDERED		DISCLOSURES AND COMMENTS
1	Council Meeting Pre-meet	<p><i>Cr Ben Ramcharan disclosed he has a Conflict of Interest with item CM.041/22 Tender Report – Contract 2122-051 Rockliffe Street Special Charge Scheme, and will be removing himself from Chamber at that item. No discussion was had on this report during pre-meet.</i></p> <p>No other disclosures were made.</p>

The Meeting concluded at 5.55pm

RECORD COMPLETED BY:	Officer Name: Officer Title:	Katia Croce Governance Lead
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Informal Meeting of Councillors Record

The Meeting commenced at 4:00pm

MEETING DETAILS:	Title:	Youth Council Informal Advisory Meeting
	Date:	Monday 2 May 2022
	Location:	Council Chambers
PRESENT:	Councillors:	Cr Natalie Duffy
	Council Staff:	Nichole Johnson, Nicola Clutton, Molly Jessop, Frances Biggar, Paul Fyffe, Sean Diffey
	Youth Council Members:	Bailey Cumming, Brianna Keogh, Fieke Van Der Kamp, Lachlan Wadsworth, Maali Kerta-Rice, Orianna Edmonds, Indi Sandwell, Kirra Imbriano, Niamh Coffey, Martina Charalambous, Rhys Warrillow
APOLOGIES:		Nil

MATTERS CONSIDERED		DISCLOSURES AND COMMENTS
1	Neighbourhood Character Strategy Council Officers Paul Fyffe and Sean Diffey took the Youth Council through Neighbourhood Character Strategy consultation.	No disclosures were made
2	Youth Summit Council Officer Frances Biggar consulted with the Youth Council on guest speaker options for the upcoming Youth Summit.	No disclosures were made
3	Youth Development Updates Officers updated the Youth Council on the upcoming BMX update in the forthcoming PCC meeting and invited members to attend.	No disclosures were made

The Meeting concluded at 6:00pm

RECORD COMPLETED BY:	Officer Name: Officer Title:	Nicola Clutton Team Leader Youth Development
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Informal Meeting of Councillors Record

The Meeting commenced at 5.05pm

MEETING DETAILS:	Title:	Councillor Briefing
	Date:	Tuesday 3 May 2022
	Location:	Virtual
PRESENT:	Councillors:	Cr Frances Eyre, Cr Peter Perkins, Cr Natalie Duffy, Cr Geoff Paine, Cr Ben Ramcharan and Cr Richard Stockman
	Council Staff:	Carl Cowie, Vince Lombardi, Hjalmar Philipp, Blaga Naumoski, Corrienne Nichols, Rosa Zouzoulas, Jeremy Livingston, Leigh Northwood, James Hartigan, Cobie Vermeulen, April Wilson, Lisa Pittle, Kirsten Ready
	Other:	Greg Tobin - Hardwood Andrews Briony Stephen - Matheson Stephen Valuations Dale Hubner – Metropolis Research
APOLOGIES:		Cr Karen Egan

MATTERS CONSIDERED		DISCLOSURES AND COMMENTS
1	Proposed Amendment to Facilitate Divestment of Land by Melbourne Water at Christmas Hills	No disclosures were made Cr Perkins left the briefing at the conclusion of this item.
2	2022 Property Revaluation	No disclosures were made
3	2022 Annual Community Survey Results	No disclosures were made
4	Draft Recreation and Leisure Strategy 2022-2030	No disclosures were made
5	L&LN Neighbourhood House Advisory Committee Endorsement of Terms of Reference	No disclosures were made
6	Environment and Sustainability Advisory Committee 2022-2024 membership recommendation	No disclosures were made
7	Draft Municipal Planning Strategy (MPS) Phase 3 Engagement	No disclosures were made
8	Motions to the Municipal Association of Victoria State Council Meeting	No disclosures were made

The Meeting concluded at 7.10pm

RECORD COMPLETED BY:	Officer Name: Officer Title:	Blaga Naumoski Executive Manager Governance, Communications and Engagement
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Informal Meeting of Councillors Record

The Meeting commenced at 12.10pm

MEETING DETAILS:	Title:	Positive Ageing Advisory Committee
	Date:	Friday 6 May 2022
	Location:	Zoom
PRESENT:	Councillors:	Cr Natalie Duffy
	Council Staff:	Fiona Vuong, Iwona Trickett, Jade Zigenbine, Narelle Hart
	Other:	Tianjian Shen, Philip Green, Anne Fitzpatrick, Sandra Verdam, Janice Crosswhite, Sabi Buehler, Sue Riley, Deanna Finn, Joy Ferguson, Richard Kottek
APOLOGIES:		Cr Frances Eyre

MATTERS CONSIDERED		DISCLOSURES AND COMMENTS
1.	Welcome/ introductions	No disclosures made
2.	Councill updates	No disclosures made
3.	Communications subcommittee report	No disclosures made
4.	Dementia Friendly alliance update	No disclosures made
5.	Communications strategy	No disclosures made
6.	Roundtable	No disclosures made

The Meeting concluded at 2.03pm

RECORD COMPLETED BY:	Officer Name:	Fiona Vuong
	Officer Title:	Positive Ageing Officer

Informal Meeting of Councillors Record

The Meeting commenced at 5.07pm

MEETING DETAILS:	Title:	Planning and Consultation Committee Meeting Pre-Meet
	Date:	Tuesday 10 May 2022
	Location:	Council Chamber
PRESENT:	Councillors:	Cr Peter Perkins, Cr Frances Eyre, Cr Natalie Duffy, Cr Geoff Paine, Cr Ben Ramcharan and Cr Richard Stockman
	Council Staff:	Carl Cowie, Vince Lombardi, Hjalmar Philipp, Blaga Naumoski, Corrienne Nichols, Rosa Zouzoulas, Jeremy Livingston, Nichole Johnstson, Katie Camilleri
	Other:	
APOLOGIES:		Cr Karen Egan

MATTERS CONSIDERED		DISCLOSURES AND COMMENTS
1	PCC Meeting Pre-meet	No disclosures were made.

The Meeting concluded at 6.47pm

RECORD COMPLETED BY:	Officer Name: Officer Title:	Blaga Naumoski Executive Manager Governance, Communications and Engagement
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Informal Meeting of Councillors Record

The Meeting commenced at 5:00pm

MEETING DETAILS:	Title:	Councillor Workshop Australia Day- January 26
	Date:	11 May 2022
	Location:	Via zoom
PRESENT:	Councillors:	Cr Frances Eyre, Cr Ben Ramcharan, Cr Peter Perkins, Cr Karen Egan, Cr Richard Stockman, Cr Natalie Duffy
	Council Staff:	Corrienne Nichols, Nichole Johnson, Lauren Treby, Anna Maio
	Other:	N/A
APOLOGIES:		Cr Geoff Paine, Carl Cowrie (CEO)

MATTERS CONSIDERED		DISCLOSURES AND COMMENTS
1	Welcome and Acknowledgement of Country	No disclosures were made
2	Introduction	No disclosures were made
3	Discussion regarding pros and cons of moving current Australia Day Awards to National Volunteer Week and aligning with Councils Volunteer appreciation Event.	No disclosures were made
4	Discussion regarding what the Citizenship Ceremony would look like if we were to proceed without the Australia Day Awards on January 26.	No disclosures were made
5	If Council do choose to move the awards what would we call them?	No disclosures were made

The Meeting concluded at 6:00pm

RECORD COMPLETED BY:	Officer Name:	Nichole Johnson
	Officer Title:	Manager Community Partnerships

Attachment B – Funding and Program Background

Background

1. On 28 September 2021, Council endorsed the outcomes of a six week public consultation process on the Main Road Corridor Eltham Urban Congestion Fund. This consultation was conducted from 9 June to 23 July 2021 and generated a total of 888 contributions, comprising 788 contributions from 229 individual contributors via Participate Nillumbik, 44 submissions received via email and over the phone, 46 targeted resident surveys of Bible St and 10 targeted resident surveys of Cecil St.
2. Since the endorsement of the Eltham Urban Congestion Fund Consultation Summary report, Council officers have triaged the delivery of the 22 various projects and progressed detailed design and sought project approvals from third parties (such as Department of Transport for major traffic control items, VicTrack for the Shared Use Path and St Laurence Lane elements).
3. This report seeks to award a contract for the first element of the Main Road Corridor Eltham Urban Congestion Fund program – the Bible Street works. Following the outcomes of a six week public consultation process the Bible Street works have been modified during the detailed design, and key elements include:
 - Adoption of 40km/h speed limit signage on Bible Street (from Cecil Street to Taylor Street);
 - Abandoned proposed Bible Street / Cecil Street raised platform intersection;
 - Retained zebra crossing at the Aged Care/Retirement Village with the blister island and pedestrian refuge as a rest area for aged walkers;
 - Adoption of proposal to only have parking on the western side of Bible Street and provide continuous white centre line to restrict cars from parking on eastern side of Bible Street;
 - Abandoned proposed Bible Street / Arthur Street raised platform intersection and retain existing roundabout (and central island tree); and
 - Install zebra pedestrian crossings on each of the legs of the Bible Street/Arthur Street intersection (except for the eastern leg due to road safety audit recommendation).

Overall Project Update

4. Council has undertaken a triage of the Main Road Corridor Eltham Urban Congestion Fund projects to prioritise the Bible Street works whilst statutory third party approvals are sought for the Main Road components (planning approvals sought from the Department of Transport and other third parties). Detailed design has also commenced on the Eltham Central Oval Car Park. The program of works has been triaged as follows:
 - a) **Phase 1: Bible Street.** These six projects are the subject of this council report and will deliver:

- i) Bible Street and Luck Street raised platform intersection and kerb outstands;
 - ii) Bible Street and Pryor Street raised platform intersection and kerb outstands;
 - iii) Bible Street and Arthur Street roundabout pedestrian crossings on each leg;
 - iv) Bible Street near Henry Street raised pedestrian crossing;
 - v) Parking lane linemarking on western side of Bible Street, no parking on eastern side and new linemarking; and
 - vi) 73 Bible Street speed hump.
- b) **Phase 2: Arthur and Prior Street pedestrian crossings.** These pedestrian crossings are located in the main retail core of Eltham and involve:
 - i) Arthur Street raised pedestrian crossing (at Woolworths);
 - ii) Pryor Street raised pedestrian crossing (at Commercial Place); and
 - iii) Pryor Street raised pedestrian crossing (at Woolworths).
- c) **Phase 3: Main Road threshold crossings.** These intersection treatments are located on Main Road at the southern end of the corridor:
 - i) Main Road and Panther Place raised threshold crossing; and
 - ii) Main Road and York Street raised threshold crossing.
- d) **Phase 4: Main Road.** These works are located on Main Road within the main retail core of Eltham and require Department of Transport approvals:
 - i) Main Road and Arthur Street (including St Laurence Lane kerb outstands)
 - ii) Zebra linemarking at the entrance to the Eltham bus terminal
 - iii) Main Road and Pryor Street raised threshold crossing
 - iv) Main Road pedestrian signals
 - v) Main Road and Luck Street raised pedestrian crossings
- e) **Phase 5: Main Road Shared Use Path.** This proposal involves the undergrounding of power lines from Diamond Street to the Diamond Creek Trail and works along Main Road.
- f) **Phase 6: Eltham Central Oval.** This involves the sealing of the car park and roadway around Eltham Central Oval and the rear Pavilion carpark.
- g) **Administrative Phase:**
 - i) Legal process to close St Laurence Lane;
 - ii) Longer-term 'missing link' to the Diamond Creek Trail;
 - iii) 40 km/h zone; and
 - iv) Traffic Signal Route Review.

5. The triage of projects has allowed the Bible Street detailed design and procurement process to progress whilst third party approvals were sought and further assessment conducted on the other program elements. Key updates to this program include:
 - a) On 5 October 2021, Council lodged applications with the Department of Transport seeking approval of the Main Road functional layout plans / major traffic control items. Council has no control over third party approval timelines and the approvals have only recently been partly provided:
 - i) On 29 April 2022, Department of Transport External Works Consent for Works approval was provided for the Bible Street works and a Memorandum of Authorisation (MOA) sought; and
 - ii) On 4 May 2022, Department of Transport External Works Consent for Works approval was provided for the Main Road works (with the Pryor Street and Main Road bus terminal traffic signals awaiting further information).
 - b) On 29 October 2021, Council lodged an application with VicTrack to commence a legal process to close St Laurence Lane, this will require VicTrack consent to create a permanent carriageway easement through the commuter car park. At May 2022, VicTrack consent was still outstanding.
 - c) On 4 November 2021, Council commenced discussions with St Vincents Health on a potential Diamond Creek Trail (along the Diamond Creek corridor within the St Vincents Health landholding) where Officers received a 'firm no' to the planned alignment through their property. An application was lodged with VicTrack for the rail corridor alignment (along the western side of the railway reserve from Railway Parade to Diamond Street). At May 2022, VicTrack consent was still outstanding.
 - d) In February 2022, it was determined the Eltham Central Oval car park required an assessment of the need for a planning permit to commence works and a Cultural Heritage Management Plan under the Aboriginal Heritage Act 2006. Following an assessment of planning permit and Cultural Heritage Management Plan requirements, it was concluded that the project is exempt.
 - e) In February 2022, it was determined the Main Road Shared Use Path scope was significantly more complex than expected (requiring five east-west underground power connections over Main Rd and one over the VicTrack rail corridor at Diamond Street and potential relocation of Telstra fibre optic and telecommunication pits along Main Road) and detailed design costs alone would exceed \$100,000, and at the conclusion of detailed design, SP AusNet approval is not guaranteed. Accordingly, the Main Road Shared Use Path (north of Diamond Street) was removed from the Main Road detailed design scope of works.
 - f) In April 2022, the Main Road Eltham detailed design works commenced and will consist of Service Authority Engagement, Underground Services Proving, Geotechnical Investigation and Pavement Design, Street Lighting Assessment and Preliminary Design, Civil Detailed Design, Traffic Signal Layout Plan, Schedule of Quantities and Opinion of Probable Costs, Stage

2 Road Safety Audit, with the submission of final detailed design and reports expected in September 2022.

Related Council decisions

6. On 8 June 2021 the Planning and Consultation Committee (acting under delegation from Council) resolved to commence a six-week period of community consultation on the Main Road Corridor Eltham Urban Congestion Fund project (refer PCC.008/21).
7. At the 14 September 2021 Planning and Consultation Committee meeting, submitters were provided an opportunity to address Councillors.
8. At the 28 September 2021 Ordinary Council Meeting, Council endorsed the outcomes of a six week public consultation process on the Main Road Corridor Eltham Urban Congestion Fund and resolved to implement the Eltham Urban Congestion Fund projects as modified following the community consultation (refer CM.133/21).

Community engagement

9. Council adopted a Community Engagement Policy on 25 February 2021 that requires 'deliberative' extended engagement for all projects of significant scope, complexity and impact.
10. The Main Road Corridor Eltham Urban Congestion Fund project was subject to 'deliberative engagement' practices to firstly identify the projects for consultation in consultation with a Transport Working Group (TWG) with members drawn from the Level Crossing Removal Project and several areas of the Department of Transport; and secondly a six week program of community consultation via *Participate Nillumbik* webpage.
11. The consultation process included:
 - a) *Participate Nillumbik* webpage with an interactive slider tool that allowed users to see before/after illustrations of each of the proposed traffic and transport projects and also more detailed information such as the technical design drawings.
 - b) Outreach emails to the various parts of the Department of Transport including Movement & Safety, Transport Network Planning Integration, Bus Stop (Metro Assets), Road Safety Victoria, Eltham Park and Ride project and Hurstbridge Stage 2 project team at the Level Crossing Removal Project, Metro Trains Melbourne, VicTrack and Victoria Walks.
 - c) Outreach emails to local community groups including Our Lady Help of Christians Primary School Primary School, Eltham East Primary School, St Vincents Aged Care, Eltham Child Centre Co-operative, Eltham Football Club, Eltham Junior Football Club, Eltham Cricket Club, OMNI Group, U3A, Eltham District Historical Society, Nillumbik Bicycle Users Group.
 - d) Virtual meetings with Eltham Community Action Group (ECAG) on 15 June 2021, Regional Trails Advisory Committee (RTAC) on 23 June 2021, Eltham Chamber of Commerce and Industry (ECCI) on 24 June 2021.
 - e) Face-to-face meetings with Eltham Community Action Group (ECAG) on 24 June 2021, Eltham Central Oval users of Eltham Child Centre Co-

operative, Eltham Football Club, Eltham Junior Football Club, Eltham Cricket Club, OMNI Group, U3A, Eltham District Historical Society on 24 June 2021, the Nillumbik Positive Ageing Advisory Committee on 2 July 2021.

- f) Face-to-face 'pop up' consultation opportunities on Thursday 24 June 2021, Monday 28 June 2021 and Wednesday 7 July 2021 at the Eltham Town Rotunda, Commercial Place Eltham (a planned face-to-face 'pop up' consultation was cancelled on Friday 16 July 2021 due to Covid-19 restrictions).
 - g) Face-to-face Wingrove Ward meeting on at Eltham Community and Reception Centre on 30 June 2021.
 - h) Letter box drop of the project brochure to 530 households and 178 businesses in the Eltham Activity Centre.
 - i) Targeted letter box drop of a resident survey to 58 residential properties on Cecil Street (regarding the entry only arrangement at Cecil Street/Main Road) and 123 residential properties on Bible Street (regarding the proposed parking on the west side of Bible Street, the raised platform intersections and 40km/h speed limit).
12. Consultation concluded on 23 July 2021 and the Consultation Summary Report was adopted by Council on 28 September 2021.