

Council Meeting

to be held at the Civic Centre, Civic Drive, Greensborough
on Tuesday 23 May 2023 commencing at 7:00pm.

Attachments

Carl Cowie
Chief Executive Officer

Monday 15 May 2023

Distribution: Public

Civic Drive, Greensborough
PO Box 476, Greensborough 3088
Telephone 9433 3111
Facsimile 9433 3777
Website www.nillumbik.vic.gov.au
Email nillumbik@nillumbik.vic.gov.au

Nillumbik Shire Council

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Council Meeting

held at the Civic Centre, Civic Drive, Greensborough
on Wednesday 26 April 2023 commenced at 7:01pm.

Minutes

Blaga Naumoski
Acting Chief Executive Officer

Friday 28 April 2023

Distribution: Public

Civic Drive, Greensborough
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Council Meeting Minutes

26 April 2023

Nillumbik Shire Council

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Nillumbik Shire Council

**Minutes of the Meeting of Nillumbik Shire Council held Wednesday 26 April 2023.
The meeting commenced at 7.01pm.**

Councillors present:

Cr Ben Ramcharan	Sugarloaf Ward (Mayor)
Cr Karen Egan	Bunjil Ward
Cr Peter Perkins	Ellis Ward
Cr Frances Eyre	Swipers Gully Ward
Cr Geoff Paine	Wingrove Ward (Deputy Mayor)

Officers in attendance:

Bлага Naumoski	Acting Chief Executive Officer
Sally Johnson	Acting Director Governance, Communications and Community Safety
Corrienne Nichols	Director Communities
Rosa Zouzoulas	Director Planning, Environment and Strategy
Jeremy Livingston	Director Culture and Performance
Nichole Johnson	Manager Community Partnerships
Lance Clarke	Senior Procurement Specialist
Katie Camilleri	Coordinator Youth & Community Development
Nicola Clutton	Team Leader Youth Development
Katia Croce	Governance Lead

1. Welcome by the Mayor

2. Acknowledgement of Country

Acknowledgement of Country was read by the Mayor, Cr Ben Ramcharan.

3. Good Governance Pledge

The Good Governance Pledge was ready by Cr Geoff Paine.

4. Prayer

A prayer was read by Reverend Dr Tim Johnson, Senior Minister at St John's Anglican Church, in Diamond Creek.

5. Apologies

Apologies for this meeting were received from Cr Natalie Duffy and Cr Richard Stockman.

Council Resolution

MOVED: Cr Frances Eyre

SECONDED: Cr Karen Egan

That the apologies from Cr Natalie Duffy and Cr Richard Stockman be noted.

CARRIED UNANIMOUSLY

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6. Presentations

Sporting Presentations 26 April 2023

Lahna Meadows (Blue Lake Ward) receives \$200 as a contribution for being selected to represent Australia at the World Skate Inline Speed Championships in Italy.

Ilse Dunell (Swipers Gully Ward) receives \$150 as a contribution for being selected to represent Victoria at the Australian U15 Hockey National Championships in Darwin.

Nillumbik Shire Council wishes them every success with their future sporting pursuits.

Following the presentations, each recipient gave a response. Lahna Meadows' photo was taken with the Mayor, Ben Ramcharan and Ilse Dunell's photo was taken with Cr Frances Eyre, Ward Councillor.

Recognition of Youth Council members

At the March Council Meeting, Councillors unanimously endorsed a new Youth Council for 2023-2025, welcoming 15 young people onto the Advisory Committee, some continuing members and some new young people as well.

On behalf of Nillumbik Shire Council, it is my pleasure today to formally acknowledge the Youth Council members who have now concluded their term and thank them for their past years of service.

Established in 2021 as a formal advisory committee of Council, the Youth Council has played an integral role in establishing and implementing Council's four year Youth Strategy, which outlines our strategic commitment to how we will support and respond to the needs of young people aged 12-25 who live, work, study, volunteer or play in Nillumbik.

In the development of this strategy, our Youth Council have played a lead role in engaging and consulting with the young people in Nillumbik to gain a diverse perspective on matters impacting their lives within community. This process has ensured young people have a stronger voice and sense of importance in community.

Over the past two years, our Youth Council have had some major achievements including:

- Developing and supporting the community wide youth consultation, Young Minds: Your Voice Our Future, where we gathered input and feedback from almost 900 local young people
- Writing, designing and launching the Nillumbik Youth Strategy 2022-2026
- Designing and hosting our first Nillumbik Youth Summit in 2022
- Advising Council on over 20 projects, policies or strategies, and
- Most recently advocating for and supporting the successful funding application to Victoria Government to establish the first Youth Hub here in Diamond Creek, which we are extremely excited about.

I would now like to invite our exiting members in attendance today up to collect a certificate of appreciation.

Exiting 2022 Youth Council Members:

- Ava Grzechnik
- Brianne Keogh (the 2022 Youth Mayor)
- Maali Kerta-Rice

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- Jack Linehan (the 2021 Youth Deputy Mayor)
- Indiana Sandwell
- Lachlan Wadsworth
- Rhys Warrillow.

We would also like to recognise those members who finished up in 2021:

- Taj Andreetta
- Joseph Bowman
- Cavan Cartwright
- Imogen Jaques
- Maverick Knight
- Katie O'Brien.

Thank you again to all of the young people both finishing up and continuing on with Youth Council, for the time, commitment and incredible passion you have demonstrated to help better the lives of our young people in our Shire.

Anzac Day

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.

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

Council also attended a service at Diamond Creek Community Care.

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.

Lest we forget

Condolences

We are saddened to hear of the recent passing of Martin Wright OAM. Martin was a Councillor for the former Shire of Diamond Valley between 1979 and 1992 and was Shire President in 1985–1986.

Martin actively contributed to the local community in Diamond Creek and Doreen. He was strongly involved in scouting, firstly as Group Leader and then as Rover Advisor.

He was a committed member of the Diamond Creek Progress Association and led the Progress Association in taking on responsibility for the running of the Diamond Creek Town Fair. Martin was also instrumental in the development of the Diamond Creek News.

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Martin was awarded an Order of Australia Medal in 1993 for his service to Local Government and the community.

He was also Station Manager at Plenty Valley Community Radio from 1998–2004.

On behalf of Nillumbik Shire Council, we pass on our condolences to Martin's family and friends.

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7. Confirmation of Minutes

Council Resolution

MOVED: Cr Geoff Paine

SECONDED: Cr Peter Perkins

That Council confirms the minutes of the Council Meeting held on Tuesday 28 March 2023 (Attachment 1).

CARRIED UNANIMOUSLY

8. Disclosure of conflicts of interest

Nil

9. Petitions

Nil

10. Questions from the gallery

Mark McDonald has submitted the following questions:

Question 1

Can Council please explain why do the honest residents who want to cut or remove trees have their addresses advertised in the planning application list, when on the other hand the dishonest residents who clear their land of vegetation without seeking a permit get no mention at all, and residents are unable to have any knowledge of what sanctions have been applied and what they have done wrong?

Response 1

In accordance with the Planning and Environment Act 1987, (the Act), Council is required to maintain and make publicly available a register of all planning permit applications. The register must contain information prescribed by the Act and Regulations including the address on which planning permission is sought. The Act does not require a register to be maintained and made publicly available for matters Council is investigating where possible non-compliance with Planning Scheme provisions may exist. When possible non-compliance is investigated, Council works with the owners to bring a site into compliance through a range of mechanisms afforded by the Act.

Question 2

What measures is council taking regarding advocating and lobbying for changes to the inadequate laws in the Victorian Government's planning and environmental act pertinent to illegal private tree removal and vegetation loss occurring throughout the shire?

Response 2

Council advocates on a regular basis to the Victorian Government with respect to planning scheme provisions in the Nillumbik Planning Scheme to ensure the Shire's urban tree canopy is enhanced and continues to provide aesthetic, health and wellbeing and habitat benefits to the community. Advocacy to date, to the Premier and relevant Ministers and MPs, including advocacy through the Municipal Association of Victoria, has sought a review of the legislative framework regarding the impacts of vegetation clearance, among other matters as an outcome of the illegal application of bushfire protections exemptions pursuant to Clause 52.12.

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Further advocacy has sought stronger and more suitable planning scheme provisions that limit the amount of tree loss in the Shire. Further to the above, Council's advocacy has and continues to request a review of, and amendment to the Act, to provide for greater powers to authorized officers to cause cessation of unauthorised clearing of vegetation and for increased fines for such activities.

Council continues to work with the Department of Transport and Planning and make submissions on any proposed reforms to the Victorian Planning Provisions to ensure no planning scheme provisions are not watered down through planning reform.

The bushfire protection particular provisions were added following recommendations of the 2009 Victorian Bushfire Royal Commission. They provide additional exemptions to the need to obtain a native vegetation clearing permit and they also apply to non-native vegetation. They allow for the clearance of some vegetation around existing buildings used for accommodation and adjacent to fences on property boundaries to reduce fuel load. These exemptions override any other requirements to obtain a permit in the planning scheme including if an overlay requires a permit. A review of the mapping that designates areas in Victoria as bushfire prone is undertaken annually and Council participates in this review to ensure only those areas prone to bushfire are subject to the bushfire protection provisions.

Younes Khazour has submitted the following questions:

Question 1

We have been asking the council to help clear the signs for parking and no park at Koornong Crescent multiple time in presence of Council and parks/CFA officers but have yet acted on. Our area is dead end and populated along the river, with park and river access to public, the issue we face is similar to the issue at Pound Bend and Bouchier lane.

As well as helping residents seal the dead end dirt road as we are experiencing higher volume of car and visitors due to an Airbnb being very active.

When will Council act on resident's repeated requests for parking signs to be placed correctly to ensure clear access to Fire Tracks and residential properties and ensure parking restrictions can be enforced by Council officers?

Response 1

Koornong Crescent, Koornong Crescent, North Warrandyte is categorised as a Rural Access Road under Nillumbik Shire Council's Road Management Plan 2021, with the primary road purpose of providing direct access for abutting land owners or occupiers. Koornong Crescent has a local speed limit of 50km/hr and has 'No Stopping Area' parking restrictions. Whilst there are signed 'Parking' areas, the extent of Koornong Crescent is considered unavailable for parking and is enforced by Council's Community Safety team.

Furthermore, Council's Traffic & Transport team often work with the local CFA to determine adequacy of the water refuel points and to assist in determining their priority during busy bush fire seasons.

There a number of ways roads can be funded for sealing within Nillumbik Shire Council.

One is through Council's Road Sealing program. Council considers its entire unsealed road network and its funding allocation for this program annually due to limited capital allocation available. Council currently has in excess of 330 kilometres of unsealed roads and prioritisation of works is essential to ensure that limited funds are responsibly spent.

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Roads considered for funding require Council to be satisfied that the road provides a direct link between townships and other prioritisation criteria. When compared against other unsealed roads Koornong Crescent is unlikely to receive funding in the coming few years.

Alternatively, Council suggests residents consider a special charge scheme, where benefiting residents fully fund the cost of works or through a Private Scheme where specific residents agree to fund a section of road or the entire length.

Additionally the signs in Koornong Crescent will be assessed and any remediation works will be conducted.

Question 2

My second question relates to a neighbour running a commercial Airbnb on a very quiet and preserved area, Koornong Crescent Nth Warrandyte. From high visitors to rubbish management not being taking care off, our peaceful and quiet environment is diminishing as well as the quality of life, road conditions deteriorating, and inappropriate use of a residential property. I am interested in Council's view on a residential property being used 100% as a commercial use.

How are Council rates and waste costs applied to a residential property in this instance?

We would love to see this house restored to a residential house so that the integrity of the neighbourhood is retained. We feel our council should act upon this matter rapidly to help building stronger communities.

Response 2

The rate and service charge applied is consistent with the underlying type of the property being leased. This applies regardless of the leasing mechanism.

A residential property being leased via a holiday rental agreement would be rated as residential and incur the waste service charge.

Short term rentals are considered a dwelling in the same context as a long term rental and Council does not have jurisdiction over residential leasing arrangements.

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11. Reports of Advisory Committees

AC.003/23 Advisory Committee Report - 26 April 2023

Distribution: Public

Manager: Blaga Naumoski, Director Governance, Communications and Community Safety

Author: Katia Croce, Governance and Property 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. Positive Ageing Advisory Committee Meeting held 3 March 2023; and
2. Youth Advisory Committee meeting held 3 April 2023.

Council Resolution

MOVED: Cr Karen Egan

SECONDED: Cr Frances Eyre

That Council notes the Minutes of the Advisory Committee meetings reported (**Attachment 1**).

CARRIED UNANIMOUSLY

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11. Reports of Advisory Committees

AC.003/23 Advisory Committee Report - 26 April 2023

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12. Officers' reports

CM.025/23 Positive Ageing Advisory Committee - 2023 Membership Endorsement

Distribution: Public

Manager: Corrienne Nichols, Director Communities

Author: Narelle Hart, Manager Community Programs

Summary

The Positive Ageing Advisory Committee (PAAC) provides a formal mechanism for Council to consult with key stakeholders, seek specialist advice and enable community participation in the development, implementation and evaluation of activities to promote Positive Ageing in our community.

Following the endorsement of the Terms of Reference for the Positive Ageing Advisory Committee (PAAC) at Council meeting on 13 December 2022, recruitment for the PAAC opened on 20 December 2022 and closed on Wednesday 12 February 2023.

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

This report updates Council on the proposed ten community nominees and four service provider nominees (**Attachment 1**) and seeks formal endorsement of the recommended new members.

Recommendation

That Council:

1. Endorses the fourteen recommended applicants listed for appointment to the 2023-2025 Positive Ageing Advisory Committee (**Attachment 1**) as a Positive Ageing Advisory Committee member:
 - a. Applicant 1 _____.
 - b. Applicant 2 _____.
 - c. Applicant 3 _____.
 - d. Applicant 4 _____.
 - e. Applicant 5 _____.
 - f. Applicant 6 _____.
 - g. Applicant 7 _____.
 - h. Applicant 8 _____.
 - i. Applicant 9 _____.
 - j. Applicant 10 _____.
 - k. Applicant 11 _____.
 - l. Applicant 12 _____.
 - m. Applicant 13 _____.; and
 - n. Applicant 14 _____.

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CM.025/23 Positive Ageing Advisory Committee - 2023 Membership Endorsement

2. Acknowledges and thanks all community members and local agencies who submitted expressions of interest to the Positive Ageing Advisory Committee.
3. Resolves that the Panel Recommendations and Scoring (**Attachment 1**) 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

Motion

MOVED: Cr Frances Eyre

SECONDED: Cr Geoff Paine

That Council:

1. Endorses the fourteen recommended applicants listed for appointment to the 2023-2025 Positive Ageing Advisory Committee (**Attachment 1**) as a Positive Ageing Advisory Committee member:
 - a. Applicant 1 _____.
 - b. Applicant 2 _____.
 - c. Applicant 3 _____.
 - d. Applicant 4 _____.
 - e. Applicant 5 _____.
 - f. Applicant 6 _____.
 - g. Applicant 7 _____.
 - h. Applicant 8 _____.
 - i. Applicant 9 _____.
 - j. Applicant 10 _____.
 - k. Applicant 11 _____.
 - l. Applicant 12 _____.
 - m. Applicant 13 _____; and
 - n. Applicant 14 _____.
2. Acknowledges and thanks all community members and local agencies who submitted expressions of interest to the Positive Ageing Advisory Committee.
3. Resolves that the Panel Recommendations and Scoring (**Attachment 1**) 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

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

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26 April 2023

12. Officers' reports

CM.025/23 Positive Ageing Advisory Committee - 2023 Membership Endorsement

Council Resolution

MOVED: Cr Frances Eyre

SECONDED: Cr Geoff Paine

That Council:

1. Endorses the fourteen recommended applicants listed for appointment to the 2023-2025 Positive Ageing Advisory Committee (**Attachment 1**) as a Positive Ageing Advisory Committee member:
 - a. Applicant 1 Richard Kottek
 - b. Applicant 2 Janice Crosswhite
 - c. Applicant 3 Anne Hutchinson
 - d. Applicant 4 Deanna Flinn
 - e. Applicant 5 Joy Ferguson
 - f. Applicant 6 Sandra Verdam
 - g. Applicant 7 Sheila Cheary
 - h. Applicant 8 Kate Puls
 - i. Applicant 9 Tom Fisher
 - j. Applicant 10 Yuqi Yan
 - k. Applicant 11 Opal Diamond Creek
 - l. Applicant 12 Banksia Palliative Care
 - m. Applicant 13 YPRL; and
 - n. Applicant 14 Healthy Ageing Service St Vincent's Hospital.
2. Acknowledges and thanks all community members and local agencies who submitted expressions of interest to the Positive Ageing Advisory Committee.
3. Resolves that the Panel Recommendations and Scoring (**Attachment 1**) 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

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CM.025/23 Positive Ageing Advisory Committee - 2023 Membership Endorsement

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COM.001/23 Confirmation of Minutes Council Meeting held Wednesday 26 April 2023
Attachment 1. Minutes of the Council Meeting held on Wednesday 26 April 2023

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12. Officers' reports

CM.026/23 March 2023 Quarter Financial Report

Distribution: Public

Manager: Vince Lombardi, Chief Operating Officer

Author: Melika Sukunda, Manager Finance, Assets and Procurement

Summary

This report outlines Council's financial performance and financial position for the period ended 31 March 2023.

The Income Statement shows an overall favourable year to date (YTD) variance of \$6.3 million representing 20.97 percent of YTD Budget. This reflects the combined result of higher than budgeted operating income of \$6.5 million and higher than budgeted operating expenses of \$210,321.

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

The Chief Executive Officer has reviewed the quarterly report and the mid-year forecast and has determined that a revised budget is not required.

Council Resolution

MOVED: Cr Geoff Paine

SECONDED: Cr Karen Egan

That Council receives and notes the Financial Report for the period ended 31 March 2023 (Attachment 1).

CARRIED UNANIMOUSLY

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12. Officers' reports

CM.026/23 March 2023 Quarter Financial Report

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12. Officers' reports

CM.027/23 Draft Onsite Wastewater Management Plan 2024-2029

Distribution: Public

Manager: Rosa Zouzoulas, Director Planning, Environment and Strategy

Author: Renae Ahern, Manager Planning Services

Summary

The Draft Onsite Wastewater Management Plan has been brought to Council as a statutory document which is to be developed with the consultation of water corporations, the community and other stakeholders.

Building on the success of the previous Domestic Wastewater Management Plan, the most significant objective of the Draft Onsite Wastewater Management Plan (OWMP) 2024-2029, is to develop a risk management assessment for managing the ongoing wastewater requirements throughout the Shire.

The purpose of this report is to seek Council resolution to put the Draft Onsite Wastewater Management Plan out for public consultation.

Council Resolution

MOVED: Cr Peter Perkins

SECONDED: Cr Geoff Paine

That Council:

1. Endorses the Draft Onsite Wastewater Management Plan shown at **Attachment 1** for public consultation from 30 April 2023 to 28 May 2023.
2. Invites written submissions regarding the Draft Onsite Wastewater Management Plan (**Attachment 1**) by 28 May 2023; and
3. Considers public submissions at a future Planning and Consultation Committee meeting.

CARRIED UNANIMOUSLY

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CM.027/23 Draft Onsite Wastewater Management Plan 2024-2029

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12. Officers' reports

CM.028/23 January 26 Citizenship Ceremonies moving forward

Distribution: Public

Manager: Corrienne Nichols, Director Communities

Author: Nichole Johnson, Manager Community Partnerships

Summary

The purpose of this report is to seek endorsement from Councillors regarding a change of date for the Citizenship ceremony that has previously been held on January 26.

The report provides information on the announcement on the update to the Australian Citizenship Ceremonies Code from the Minister for Immigration, Citizenship and Multicultural Affairs. This update enables Local Government greater flexibility to deliver Citizenship January 26.

Council Resolution

MOVED: Cr Frances Eyre

SECONDED: Cr Peter Perkins

That Council:

1. Endorses the change of date for Citizenship Ceremony currently held on January 26 to post January 26 moving forward.
2. Endorses that the 2024 Citizenship Ceremony is to be held on Monday 29 January 2024.
3. Endorses the date for future January Citizenship Ceremonies be determined annually at a Council meeting in November which coincides with the election of the Mayor, 14 months prior to the ceremony.

CARRIED UNANIMOUSLY

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12. Officers' reports

CM.028/23 January 26 Citizenship Ceremonies moving forward

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12. Officers' reports

CM.029/23 Jalna Court, Eltham - Proposed Special Charge Scheme

File: FOL/20/3711

Distribution: Public

Manager: Vince Lombardi, Chief Operating Officer

Author: Enrique Gutierrez, Manager Capital and Infrastructure

Summary

On 29 July 2021 Council received a petition by property owners to partially seal Jalna Court, Eltham, with costs recovered via the implementation of a Special Charge Scheme.

On 21 December 2021 an initial questionnaire was sent to all property owners to gauge their level of support. As part of this questionnaire the first two properties in the street (1 Jalna Court and 6 Jalna Court) were also asked of their interest for a partial scheme to seal only the section of road adjoining these two properties.

The result of the questionnaire confirmed insufficient support to proceed further with an investigation into a Special Charge Scheme to seal the full length of Jalna Court, however there was support to proceed with further investigation into a partial scheme involving the first two properties.

Council officers held an information session on site on 1 September 2022 with these two property owners. On 27 September 2022 a formal questionnaire was sent to confirm their support for sealing the section of road. Both properties confirmed their support.

Based on these results, it is recommended that the development of the Jalna Court Special Charge Scheme proceeds.

Council Resolution

MOVED: Cr Geoff Paine

SECONDED: Cr Karen Egan

That Council:

1. Proceeds with the development of a Special Charge Scheme for the partial sealing of Jalna Court, Eltham, (between the western boundary of 1 Jalna Court and the intersection with Sweeneys Lane), with a rural standard of construction.
2. Invites affected property owners to join the task group and to provide comments for consideration within the design process.

CARRIED UNANIMOUSLY

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12. Officers' reports

CM.029/23 Jalna Court, Eltham - Proposed Special Charge Scheme

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12. Officers' reports

CM.030/23 Land Management Incentive Program - Risk Review

Distribution: Public

Manager: Carl Cowie, Chief Executive Officer

Author: Jeremy Livingston, Director Culture and Performance

Summary

This report relates to a risk review of Council's Land Management Incentive Program (LMIP) as it relates to deer control and the use of high-powered firearms.

The LMIP offers incentive grants to the community (landowners) for sustainable land management activities that have positive ecological outcomes, support threatened species conservation, and/or support improved and sustainable land management outcomes.

The LMIP guidelines (**Attachment 2**) were revised and endorsed by Council at the November 2021 Council Meeting. One of the many revisions included more explicitly incorporating deer control into the eligibility criteria of the incentive grants.

Unlike the State Government funded Sugarloaf Link Project, the decision to include deer control into the eligibility criteria of the LMIP program did not include a risk assessment. In hindsight, a risk assessment should have been undertaken for this high-risk activity when the LMIP guidelines were revised in 2021.

To remedy this, the deer control component of the LMIP has now been subject to an independent risk a review, including a detailed risk assessment (**Attachment 1**).

Given the use of high powered firearms in deer control, this high-risk activity requires a very strong and robust control environment to manage the level of risk associated with this activity. Having regard to the independent risk assessment now undertaken, and the significance of the risk identified, it is recommended that Council:

- Remove deer funding from the LMIP; and
- Consider opportunities for the use of Council contactors for deer control outside of this program.

Recommendation

That Council:

1. Removes shooting based activities as part of the LMIP.
2. Continues to explore alternative programs to manage deer control across the Shire.
3. Requests the Director Planning, Environment and Strategy to implement this decision.

Motion

MOVED: Cr Karen Egan

SECONDED: Cr Geoff Paine

That Council:

1. Removes shooting based activities as part of the **Land Management Incentive Program (LMIP)**.

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12. Officers' reports

CM.030/23 Land Management Incentive Program - Risk Review

2. Continues to explore alternative programs to manage deer control across the Shire.
3. Requests the Director Planning, Environment and Strategy to implement this decision.

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

Council Resolution

MOVED: Cr Karen Egan
SECONDED: Cr Geoff Paine

That Council:

1. Removes shooting based activities as part of the Land Management Incentive Program (LMIP).
2. Continues to explore alternative programs to manage deer control across the Shire.
3. Requests the Director Planning, Environment and Strategy to implement this decision.

CARRIED UNANIMOUSLY

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12. Officers' reports

CM.031/23 Ageing Well in Nillumbik Action Plan 2019-2022 - Final Report

Distribution: Public

Manager: Corrienne Nichols, Director Communities

Author: Narelle Hart, Manager Community Programs

Summary

The purpose of this report is to provide Councillors with the final report of the Ageing Well in Nillumbik Action Plan 2019-2022.

The report provides information on activities undertaken over the three year period of the plan, with particular focus on the final year of the plan.

Council Resolution

MOVED: Cr Frances Eyre

SECONDED: Cr Karen Egan

That Council:

1. Accepts the Final Report of the Ageing Well in Nillumbik Action Plan 2019-2022 (**Attachment 1**).
2. Agrees that any actions from the Ageing Well in Nillumbik Action Plan 2019-2022 (**Attachment 2**) that require ongoing work will be embedded in the Year 3 and 4 Action Plans of the Nillumbik Health and Wellbeing Plan.
3. Agrees that new actions that support positive ageing and wellbeing will be identified and prioritised in consultation with the Positive Ageing Advisory Committee (PAAC).
4. Acknowledges the positive outcomes that have been achieved through the Ageing Well in Nillumbik Action Plan 2019-2022.

CARRIED UNANIMOUSLY

Council Meeting Minutes

26 April 2023

12. Officers' reports

CM.031/23 Ageing Well in Nillumbik Action Plan 2019-2022 - Final Report

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CM.032/23 Tender Report - Contract 2223-035 Design and Construction of a Modular Changing Places and Toilet Facility - Alistair Knox Park

Distribution: Public

Manager: Vince Lombardi, Chief Operating Officer

Author: Enrique Gutierrez, Manager Capital and Infrastructure

Summary

This report recommends the awarding of contract 2223-035 for Design and Construction of a Modular Changing Places and Toilet Facility - Alistair Knox Park which will replace the ageing brick public toilet facility which does not meet current community expectations, desired service levels or compliance standards such as accessibility.

The contract will commence on 1 May 2023 with completion expected by 1 April 2024.

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 2223-035 for Design and Construction of a Modular Changing Places and Toilet Facility - Alistair Knox Park.

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 (inclusive of GST) and enter into the following contract:
Number: 2223-035
Title: Design and Construction of a Modular Changing Places and Toilet Facility - Alistair Knox Park
Term: 1 May 2023 to 1 April 2024
Options: Not applicable.
2. Authorises the Chief Operating Officer to finalise and execute the contract documentation.
3. Authorises the Chief Operating Officer to approve additional cost variations that are a result of unknown latent site conditions or changes to building requirements throughout the term of the contract with a 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 2223-035 (**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*.

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12. Officers' reports

CM.032/23 Tender Report - Contract 2223-035 Design and Construction of a Modular Changing Places and Toilet Facility - Alistair Knox Park

7. Resolves that the preferred tenderer be named.

Motion

MOVED: Cr Geoff Paine
SECONDED: Cr Frances Eyre

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: 2223-035
Title: Design and Construction of a Modular Changing Places and Toilet Facility - Alistair Knox Park
Term: 1 May 2023 to 1 April 2024
Options: Not applicable.
2. Authorises the Chief Operating Officer to finalise and execute the contract documentation.
3. Authorises the Chief Operating Officer to approve additional cost variations that are a result of unknown latent site conditions or changes to building requirements throughout the term of the contract with a 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 2223-035 (**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 Geoff Paine
SECONDED: Cr Frances Eyre

That Council:

1. Accepts the tender submitted by the **GR Design and Construct Pty Ltd** for the sum of **\$374,597.07** plus **\$74,919.41** for contingency (inclusive of GST) and enter into the following contract:

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CM.032/23 Tender Report - Contract 2223-035 Design and Construction of a Modular Changing Places and Toilet Facility - Alistair Knox Park

Number: 2223-035

Title: Design and Construction of a Modular Changing Places and Toilet Facility - Alistair Knox Park

Term: 1 May 2023 to 1 April 2024

Options: Not applicable.

2. Authorises the Chief Operating Officer to finalise and execute the contract documentation.
3. Authorises the Chief Operating Officer to approve additional cost variations that are a result of unknown latent site conditions or changes to building requirements throughout the term of the contract with a 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 2223-035 (**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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**CM.032/23 Tender Report - Contract 2223-035 Design and Construction of a
Modular Changing Places and Toilet Facility - Alistair Knox Park**

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CM.033/23 Tender Report - Contract 2223-029 Design & Construct for Diamond Creek Netball Court Cover Project

Distribution: Public

Manager: Vince Lombardi, Chief Operating Officer

Author: Enrique Gutierrez, Manager Capital and Infrastructure

Summary

This report recommends the awarding of contract 2223-029 for Design & Construct for Diamond Creek Netball Court Cover Project.

The works include the Design and Construction of a new roof structure over courts one and two (1&2), as well as all storm water, service connections access paths and other associated works at Diamond Creek Netball, Diamond Street at Diamond Creek.

The contract arrangement will commence on 1 May 2023 with a practical completion date of 17 November 2025.

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 2223-029 for Design & Construct for Diamond Creek Netball Court Cover Project.

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 (inclusive of GST) and enter into the following contract:
Number: 2223-029
Title: Design & Construct for Diamond Creek Netball Court Cover Project
Term: 1 May 2023 to 17 November 2025
Options: Not applicable
2. Authorises the Chief Operating Officer to finalise and execute the contract documentation.
3. Authorises the Chief Operating Officer to approve additional cost variations that are a result of unknown latent site conditions or changes to building requirements throughout the term of the contract with a 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.

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CM.033/23 Tender Report - Contract 2223-029 Design & Construct for Diamond Creek Netball Court Cover Project

-
6. Makes public the decision regarding this contract but the Tender Evaluation Report 2223-029 (**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 Peter Perkins
SECONDED: Cr Karen Egan

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: 2223-029
Title: Design & Construct for Diamond Creek Netball Court Cover Project
Term: 1 May 2023 to 17 November 2025
Options: Not applicable
2. Authorises the Chief Operating Officer to finalise and execute the contract documentation.
3. Authorises the Chief Operating Officer to approve additional cost variations that are a result of unknown latent site conditions or changes to building requirements throughout the term of the contract with a 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 2223-029 (**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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CM.033/23 Tender Report - Contract 2223-029 Design & Construct for Diamond Creek Netball Court Cover Project

Council Resolution

MOVED: Cr Peter Perkins

SECONDED: Cr Karen Egan

That Council:

1. Accepts the tender submitted by the **Greenline Group Pty Ltd** for the sum of **\$1,514,700.00** plus **\$302,940.00** for contingency (inclusive of GST) and enter into the following contract:
Number: 2223-029
Title: Design & Construct for Diamond Creek Netball Court Cover Project
Term: 1 May 2023 to 17 November 2025
Options: Not applicable
2. Authorises the Chief Operating Officer to finalise and execute the contract documentation.
3. Authorises the Chief Operating Officer to approve additional cost variations that are a result of unknown latent site conditions or changes to building requirements throughout the term of the contract with a 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 2223-029 (**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

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**CM.033/23 Tender Report - Contract 2223-029 Design & Construct for Diamond
Creek Netball Court Cover Project**

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12. Officers' reports

CM.034/23 Tender Report - Contract 2223-039 Managed Print Services

Distribution: Public

Manager: Jeremy Livingston, Director Culture and Performance

Author: Daniel Tarquinio, Manager Information Technology

Summary

This report recommends the awarding of contract 2223-039 for Managed Print Services.

The contract is for the lease and management of 34 networked printer units across eighteen (18) of Councils operational sites.

The contract term is for a period of 5 years.

This contract replaces a previous business as usual contract for Managed Print Services that has reached the end of the agreed term.

The Tender Evaluation Panel has assessed all submissions and this report provides a summary of their evaluation in recommending the awarding of the contract for 2223-039 for Managed Print Services.

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 schedule of rates disclosed in (**Attachment 1**) and enter into the following contract:
Number: 2223-039
Title: Managed Print Services
Term: 5 years from date of units installation and activation
Options: Not applicable.
2. Authorises the Director of Culture and Performance to finalise and execute the contract documentation.
3. Authorises the Director of Culture and Performance to approve changes to operational requirements throughout the term of the contract.
4. Advises all tenderers accordingly.
5. Makes public the decision regarding this contract but the Tender Evaluation Report 2223-039 (**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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CM.034/23 Tender Report - Contract 2223-039 Managed Print Services

Motion

MOVED: Cr Karen Egan

SECONDED: Cr Peter Perkins

That Council:

1. Accepts the tender submitted by the **preferred tenderer** for the schedule of rates disclosed in (**Attachment 1**) and enter into the following contract:
Number: 2223-039
Title: Managed Print Services
Term: 5 years from date of units installation and activation
Options: Not applicable.
2. Authorises the Director of Culture and Performance to finalise and execute the contract documentation.
3. Authorises the Director of Culture and Performance to approve changes to operational requirements throughout the term of the contract.
4. Advises all tenderers accordingly.
5. Makes public the decision regarding this contract but the Tender Evaluation Report 2223-039 (**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.

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

Council Resolution

MOVED: Cr Karen Egan

SECONDED: Cr Peter Perkins

That Council:

1. Accepts the tender submitted by the **Konica Minolta Business Solutions Australia Pty Ltd** for the schedule of rates disclosed in (**Attachment 1**) and enter into the following contract:
Number: 2223-039
Title: Managed Print Services
Term: 5 years from date of units installation and activation
Options: Not applicable.
2. Authorises the Director of Culture and Performance to finalise and execute the contract documentation.
3. Authorises the Director of Culture and Performance to approve changes to operational requirements throughout the term of the contract.

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CM.034/23 Tender Report - Contract 2223-039 Managed Print Services

4. Advises all tenderers accordingly.
5. Makes public the decision regarding this contract but the Tender Evaluation Report 2223-039 (**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

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CM.035/23 Informal Meetings of Councillors Records - 26 April 2023

Distribution: Public

Manager: Blaga Naumoski, Director Governance, Communications and Community Safety

Author: Katia Croce, Governance and Property 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 28 March 2023.

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

1. Positive Ageing Advisory Committee meeting held 3 March 2023;
2. PCC Meeting Pre-Meet held 14 March 2023;
3. Councillor Briefing held 21 March 2023;
4. Council Meeting Pre-Meet held 28 March 2023;
5. Councillor Briefing held 4 April 2023;
6. Reflect Reconciliation Action Plan Councillor Session held 11 April 2023; and
7. PCC Meeting Pre-Meet held 11 April 2023.

Council Resolution

MOVED: Cr Frances Eyre

SECONDED: Cr Geoff Paine

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

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13. Notices of Motion

14. Delegates' Reports

15. Supplementary and urgent business

The Mayor, Cr Ben Ramcharan sought to admit the following item of urgent business:

- the Appointment of Councillor Representative to the Banyule Nillumbik Local Learning Employment Network Inc. Board – May 2023 .

Council Resolution

MOVED: Cr Karen Egan

SECONDED: Cr Peter Perkins

That Council, in accordance with Clause 57 of the Governance Rule Meeting Procedure, admit the item of urgent business relating to the Appointment of Councillor Representative to the Banyule Nillumbik Local Learning Employment Network Inc. Board – May 2023.

CARRIED UNANIMOUSLY

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CM.036/23 Appointment of Councillor Representative to the Banyule Nillumbik Local Learning Employment Network Inc. Board - May 2023

File: Urgent Business

Distribution: Public

Manager: Sally Johnson, Acting Director Governance, Communications and Community Safety

Author: Katia Croce, Governance and Property Lead

Summary

Council is a member or participant in a range of external organisations at a local, regional or sector level.

Councillors are appointed to represent Council as delegates to those organisations. In some cases, an alternate is also appointed who can attend if the primary Councillor is not available.

Banyule Nillumbik Local Learning and Employment Network Inc. Board (BNLLEN) is made up of representatives from various organisations and institutions that support its vision:

'to create seamless education, training, and employment outcomes for young people that are inclusive, responsive and innovative.'

Council has received notice of the Annual General Meeting (AGM) scheduled for 24 May 2023 together with a Board Election Notice (**Attachment 1 and 2**).

The Rules of Association of BNLLEN established a two-year term for each elected Board Member, half the Board are now required to nominate for re-election. This includes Councillor Representative under Category 7 – Local Government.

All members of the BNLLEN are invited to apply, by completing the attached nomination form. Written Board Election Nominations must be submitted to the BNLLEN Secretary by 17 May 2023.

Council's organisational representative to BNLLEN is the Economic Development and Tourism Lead from Councils Economic Development Team under Category 11 – Co-Opted member, and is a sitting member on the Board.

This report seeks to nominate a Councillor Representative under Category 7 – Local Government for election at the BNLLEN AGM and represent Council at the BNLLEN Board meetings for a two year period to 2025.

Due to the Council Elections occurring in November 2024, Councillor representative to the Board will cease at the commencement of the election period.

Officers will present a report to Council at the 2024 Extraordinary Meeting following the appointment of the Mayor and Deputy Mayor to nominate and seek endorsement of a Councillor Representation to the BNLLEN board to May 2025.

Recommendation

That Council:

1. Nominates Cr _____ as Councillor Representative (Category 7 – Local Government) to the Banyule Nillumbik Local Learning and Employment Network (BNLLEN) Inc. Board until the commencement of the election period.

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CM.036/23 Appointment of Councillor Representative to the Banyule Nillumbik Local Learning Employment Network Inc. Board - May 2023

2. Requests officers to advise Banyule Nillumbik Local Learning and Employment Network Inc, of Council's decision.
3. Requests officers to complete and submit the Board Election Notice (**Attachment 2**) for action and resolution at the BNLLLEN Annual General Meeting to be held 24 May 2023.
4. Requests officers bring the matter to Council at the 2024 Extraordinary Meeting following the appointment of the Mayor and Deputy Mayor to nominate and seek endorsement of a Councillor **Representation** to BNLLLEN board to May 2025.

Motion

MOVED: Cr Geoff Paine

SECONDED: Cr Karen Egan

That Council:

1. Nominates Cr **Frances Eyre** as Councillor Representative (Category 7 – Local Government) to the Banyule Nillumbik Local Learning and Employment Network (BNLLLEN) Inc. Board until the commencement of the election period.
2. Requests officers to advise Banyule Nillumbik Local Learning and Employment Network Inc, of Council's decision.
3. Requests officers to complete and submit the Board Election Notice (**Attachment 2**) for action and resolution at the BNLLLEN Annual General Meeting to be held 24 May 2023.
4. Requests officers bring the matter to Council at the 2024 Extraordinary Meeting following the **Election of a new Council** to nominate and seek endorsement of a Councillor **Representative** to BNLLLEN board to May 2025.

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

Council Resolution

MOVED: Cr Geoff Paine

SECONDED: Cr Karen Egan

That Council:

1. Nominates Cr Frances Eyre as Councillor Representative (Category 7 – Local Government) to the Banyule Nillumbik Local Learning and Employment Network (BNLLLEN) Inc. Board until the commencement of the election period.
2. Requests officers to advise Banyule Nillumbik Local Learning and Employment Network Inc, of Council's decision.
3. Requests officers to complete and submit the Board Election Notice (**Attachment 2**) for action and resolution at the BNLLLEN Annual General Meeting to be held 24 May 2023.

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CM.036/23 Appointment of Councillor Representative to the Banyule Nillumbik Local Learning Employment Network Inc. Board - May 2023

4. Requests officers bring the matter to Council at the 2024 Extraordinary Meeting following the Election of a new Council to nominate and seek endorsement of a Councillor Representative to BNLEN board to May 2025.

CARRIED UNANIMOUSLY

Attachments

- ⇒1. Banyule Nillumbik Local Learning and Employment Network AGM invitation
- ⇒2. Banyule Nillumbik Local Learning and Employment Network Inc Board Election Notice

Discussion

1. Council recognises it is important for it to be represented on various external committees to ensure the interests of the community are considered.
2. Council is a member or participant in a range of external organisations at a local, regional or sector level. Positions on external organisations enable Council to be represented in key sector organisations and allow Council to be better informed and influence outcomes on issues of interest of the Nillumbik Shire.
3. Councillors are appointed to represent Council as delegates to those organisations. In some cases, an alternate is also appointed to attend if the primary Councillor is not available.
4. Council appoints Councillor Representatives to internal Advisory Committees and External Committees each year at the Extraordinary Meeting following the appointment of the Mayor and Deputy Mayor.
5. The Banyule Nillumbik Local Learning and Employment Network (BNLEN) works in partnership with education providers, parents and families, business and industry and community groups to improve education, training and employment outcomes for young people in the Banyule/Nillumbik region.
6. The BNLEN is a community not-for-profit governed by a volunteer Board. The Board works to ensure the BNLEN achieves its vision, mission and strategic goals as well as fulfilling its, ethical, legal and financial obligations.
7. An Executive Officer oversees the operational management of the organisation. The Board is interested in strengthening and widening its membership and is actively recruiting members with a range of skills and abilities including;
 - a) Knowledge and commitment to youth and local community.
 - b) Expertise in youth issues including employment, education, training and well-being.
 - c) Strategic leadership, governance and compliance.
 - d) Understanding of elements of management of a not-for-profit community organisation.
 - e) Ability to advocate on behalf of the organisation with stakeholders, including local, state and federal governments.

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**CM.036/23 Appointment of Councillor Representative to the Banyule Nillumbik
Local Learning Employment Network Inc. Board - May 2023**

- f) Meeting bi-monthly on Wednesday mornings in Greensborough.
- 8. Members are appointed to BNLEN for a two year period. As there will be a local council election in 2024, it is proposed that:
 - a) the nominated Councillor Representative be appointed until the commencement of the election period; and
 - b) Officers bring the matter to Council at the 2024 Extraordinary Meeting following the appointment of the Mayor and Deputy Mayor to nominate and endorse a Councillor Representation to the BNLEN board to May 2025.

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**CM.036/23 Appointment of Councillor Representative to the Banyule Nillumbik
Local Learning Employment Network Inc. Board - May 2023**

Related Council decisions

9. Council made the following resolution at the 24 August 2021 Council Meeting

"That Council:

- 1. Nominates Cr Frances Eyre as Councillor Representative (Category 7 – Local Government) to the Banyule Nillumbik Living Learning and Employment Network (BNLLEN) Inc. Board for a two year period until 24 August 2023.*
- 2. Advises BNLLEN Inc, of Council's decision, and submits the required Organisational Membership form (**Attachment 1**) and Change of Organisation Representative form (**Attachment 2**) for Councillor Representatives of BNLLEN Inc. Board for action and resolution at its September BNLLEN Meeting.*
- 3. Notes that the Coordinator Economic Development and Tourism from Council's Economic Development team will continue to represent Council on the BNLLEN Inc. Board as a Category 11 – Co-Opted member on a permanent basis.*
- 4. Officers bring a report back to Council in August 2023 to appoint a Councillor Representative to Banyule Nillumbik Living Learning and Employment Network Inc Board for a two year term."*

Options

10. Members are appointed to BNLLEN for a two year period. As there will be a local council election in 2024, it is recommended that:
- a) the nominated Councillor Representative be appointed until the commencement of the election period; and
 - b) officers bring the matter to Council at the 2024 Extraordinary Meeting following the appointment of the Mayor and Deputy Mayor to nominate and endorse a Councillor Representation to the BNLLEN board to May 2025.

Council plans and policies

11. This report directly supports the achievement of the Council Plan 2021-2025 strategy:
- We actively engage people of all ages and stages in decisions that affect them, ensuring that initiatives meet current and emerging needs.

Access, Equity and Inclusion Council plans and policies

12. All community engagement projects are now required to undertake a Gender Impact Assessment prior to commencement.

Sustainability implications

13. The community voices provided by external committees are a resource for how Council conducts its business which complements other sources of information, expertise and evidence.

Community engagement

14. Not applicable.

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**CM.036/23 Appointment of Councillor Representative to the Banyule Nillumbik
Local Learning Employment Network Inc. Board - May 2023**

Innovation and continuous improvement

15. Ensuring Council includes the voices of our community is an important aspect of how Council innovates and continuously improves.

Collaboration

16. Not applicable.

Budget implications

17. There are no budgetary implications to this matter.

Relevant law

18. Not applicable.

Regional, state and national plans and policies

19. Not applicable.

Conflicts of interest

20. No officer involved in the preparation of this report has declared a conflict of interest in the subject matter of this report.

16. Confidential reports

17. Close of Meeting

The meeting closed at 7:57pm.

Confirmed:

Cr Ben Ramcharan, Mayor

Council Meeting Minutes

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Environment & Sustainability Advisory Committee (ESAC) Minutes



Date: Wednesday 15 February 2023

Time: 7.00pm – 9.00pm

Venue: Council Chambers

Chair: Cr Geoff Paine

Minute taker: Lisa Pittle

Order of Business

1	Welcome and Acknowledgement of Country Present: Cr Paine, Cr Ramcharan (on phone from 7pm, arrived in person 7.20pm), Lisa Pittle, Kirsten Reedy, Michael Ioannides, John Huf, Kahn Franke, Vasundhara Kandpal, Sue Rosenhain, Doug Evans, Lynlee Tozer, Andrew McMahon, Anne-Marie King, Malcolm Cock Apologies: Kate McCracken, Alan Thatcher Absent: Fieke Van Der Kamp	Chair
2	Conflict of interest Conflict of interest provisions are contained in section 80C of the <i>Local Government Act 1989</i> , the Councillor's Governance Code, the Employee Code of Conduct and the Volunteer Handbook. No conflicts of interest were declared.	Chair
3	Minutes of previous meeting The minutes of the previous meeting were confirmed as a true and accurate record of the meeting. Moved: Kahn Franke Seconded: John Huf	Chair
4	Outstanding Action Items	Chair
5	Update on the status of the Northern Region Trails Strategy Refer attachment 1 powerpoint presentation – google drive The committee had a range of specific and general comments: <ul style="list-style-type: none"> • Lack of space for a carpark at the end of Marshalls Lane. • Consultation on strategy development – an ESAC member made a submission and did not receive a response. • NTRS does not reference other Council strategies, how can these trails be considered when there is no environmental or heritage assessment; not gelling with other existing Council policies; loss of vegetation if constructed. 	Michael Ioannides, Coordinator Recreation & Open Space, Leisure Facilities

	<ul style="list-style-type: none"> • NTRS challengeable under EPBC, FFG Act, cultural heritage, offset requirements; loss of native vegetation on roadsides and so on. • Concept plan more than a strategy – many of the trails would not be able to built based on the existing legislation. • How were the routes chosen, what were the criteria, how were routes assessed for putting a trail through, how have they been assessed for a 3.5m wide shared trail. What type of trail is proposed? • Are these new trails or were they earmarked in previous documents. Kinglake and Maroondah Aqueduct trails have been mooted for a long time. • May be more of an issue in Nillumbik as more constrained by vegetation/cultural matters. • This version of the NTRS has an updated proposal for Maroondah includes 'missing links'. • Want Council to look at the realistic prospect of the trails being successful. <p>Recommendation</p> <p>ESAC unanimously recommends that the trails in the NRTS need to be thoroughly assessed against local, state and federal legislation and policy before Council commits to them.</p>	
6	<p>Single use plastic ban update</p> <p>Refer attachment 2 powerpoint presentation – google drive</p> <p>Comments that people are still observing single use plastics.</p> <p>Discussion on the importance of the circular economy approach – avoidance, materials recovery and reprocessing.</p> <p>Options for soft plastics following the cessation of Redcycle.</p> <p>Victorian government bin standards proposes to include bundled soft plastics at a future date. Currently landfilled.</p>	Lisa
7	<p>Urban Canopy Working Group update</p> <p>Refer attachment 3 working group notes – google drive</p> <p>John Huf provided an overview of the meeting with members of the working group (Alan, John, Vasu) with a Strategic Planner and Statutory Planner.</p> <ul style="list-style-type: none"> • Application of local law • Neighborhood Character Strategy • Proactive Council programs – supporting community groups Landcare, Friends, Gardens for Wildlife <p>Most of the urban canopy loss is on private land.</p> <p>Ensuring that tree contractors are aware of the local law.</p> <p>Earthworks contractors should also be made aware as they advertise to clear blocks especially in the rural area.</p> <p>Planning scheme is only activated when there is a permit trigger – how can it play a better role in protecting trees on private land.</p> <p>Multiple exemptions result in canopy loss.</p>	John Huf provided update

	<p>Controls already in place and are not being enforced – using a carrot approach rather than a stick. Stick approach - fines, requiring remediation, legal action. When people see stick not being applied, then people see that they can 'get away with it'.</p> <p>Potential to make example of specific cases and advertise the outcome as a deterrent.</p> <p>Need to promote valuing and incentivising – eg you get a percentage rate reduction for every tree on your property.</p>	
8	<p>Biodiversity Strategy update</p> <p>Failed initial procurement – no submissions received that met the level of quality required across all categories of work.</p> <p>Rescoped to 3 packages of work</p> <ul style="list-style-type: none"> • Biodiversity (and urban canopy) baseline consultant <ul style="list-style-type: none"> ◦ Consultant in place by 17 April • Planning consultant (and urban canopy) • Consultation and engagement consultant <p>Can arrange an out of session meeting with ESAC once the consultant on board.</p>	Kirsten
9	<p>ESAC suggestions on environmental and sustainability education / outreach priorities</p> <p>Seeking:</p> <ul style="list-style-type: none"> - Topic ideas and potential presenters for future workshops / events that could be delivered by Council or other community groups. (e.g. during Spring Outdoors, bioblitz, World Environment Day, climate action etc) - Environment/land management/sustainability key messages that could be delivered by Council or others and associated communications channels <p>If you bring a laptop you can input ideas directly onto the electronic whiteboard – during (or in advance) of the meeting. Link below: https://jamboard.google.com/d/1AHE6OfqW5Fu6LNec8NyLSp7hrJVc9Oq9hTxarc46DkY/edit?usp=sharing</p> <p>Meeting discussion:</p> <p>Environmental page in Council publications</p> <p>Report on expenditure on roadside weed control</p> <p>Education about weeds – Council to be more proactive with landowners about weeds</p> <p>Opportunities to get the message out – eg Noisy Miners</p> <p>Council has provided Blackberry Field Day and Rabbit Field Days</p> <p>Promotion of Land for Wildlife</p> <p>Use of poisons for insect and rodent control and impact on wildlife – put it in a positive way – provide safe ways to control pests</p> <p>Celebration of what we do have in Nillumbik - Bioblitz and City Nature Challenge using iNaturalist platform</p> <p>Better use of town fairs council tent to promote weed education and control</p>	Kirsten

	<p>Use the events for consultation around the biodiversity strategy as a conversation/feedback session</p> <p>Bend of Isles – prepared 40 property management plans – running two workshops for BOI residents</p> <p>Bees – native bees</p> <p>Dead heading agapanthus – don't let them seed</p> <p>The link to the jamboard will remain open for ESAC members to contribute.</p> <p>ESAC members can provide suggestions for presenters or experts on topics</p>	
8	<p>Other business</p> <ul style="list-style-type: none"> • Potential for an ESAC member to be on the assessment panel for our Community support grants – to have an environmental lens • Update on activity provided with the agenda • Open Farm Day at Edendale • Action – report on roadside weeds, what weeds are targeted, how are priorities set, budget, how do we communicate with private landowners about weeds 	Chair
9	Next meeting – Wednesday 19 April 2023	
	<p>Attachments to the minutes - Refer google drive</p> <ol style="list-style-type: none"> 1. Northern Regional Trails Strategy presentation 2. Soft plastics ban presentation 3. Urban canopy working group notes 15 February 2023 	

End 9.26pm

Table of Open Actions

Meeting date	Action	Owner/s	Status	Comment
15 February 2023	Provide ESAC recommendation on the Northern Regional Trails Strategy to Council	Officers	Open	
15 February 2023	Report on roadside weeds including what weeds are targeted, how priorities are set, how we communicate with private landowners about weeds	Officers	Open	
17 August 2022	Provide ESAC with an update on the Green Wedge Management Plan	Officers	Open	Email update to be provided in February 2023

Inclusion and Access Advisory Committee Minutes



Date: Friday 24 February 2023
Time: 10.00am – 12.00pm
Venue: Eltham Central Pavilion, 18 Panther Place, Eltham
Chair: Cr Perkins
Scribe: Angela Clare

Attendees:

Councillors:

Cr Perkins, Cr Duffy.

Council Officers:

Angela Lampard (Coordinator, Disability Inclusion and Volunteering), Angela Clare, (Disability Inclusion Officer), Steve Blight (Construction Coordinator), Saleh Hadi (Arts Development Officer), Narelle Hart (Manager Community Programs)

Committee members:

Rhonda Bain, Diana Warrell, Aaron Williams (Acting Senior Manager: Brotherhood of St Laurence), Shannon Morgan (St John of God Accord Disability Services – representing Aisling McCabe in her absence), Chloe Mann (Araluen Art Connect Lead – representing Helen Ryan in her absence)

Guests (external): Helen Fearn-Wannan and Lenore Whiteside (Architecture and Access)

Apologies:

Neville Coutts, David O'Connor, Inbar Niv, Agata Jarbin (healthAbility)



Order of business

- 1. Welcome** by Chair, Cr Perkins.
- 2. Acknowledgement of Country**
- 3. The Minutes of the previous meeting held on 16 December were confirmed as a true and accurate record of the meeting.**

Proposed: Rhonda Bain

Seconded: Diana Warrell

- 4. Proposed Changing Places facility and Universal Design Project (grant funded) at Alistair Knox Park:**

Steve Blight, Council's Construction Coordinator, provided an overview of his role as Project Manager. In terms of the Alistair Knox Park Project, Steve outlined the complexities of building on a landfill site, and that sewerage issues had meant that the old toilet block had to be closed.

Steve explained that the new facilities would comply with Council's Toilet Guidelines, and would include 6 toilets, including mixed left/right ambulant toilets, and a unisex accessible toilet with infant change table. Steve noted that considerations of safety, accessibility and visibility would inform what direction the toilet doors faced, with the preferred option ensuring visibility from the playspace for parents and carers.

The Changing Place facility would be prefabricated and craned in to the site.

Steve explained that the project included accessible footpaths and ramps from the proposed new accessible parking places on Panther Place to the facilities, new accessible footpaths connecting to the adjacent park features and lighting.

Steve advised that the tender process would close in two weeks, with a consultant appointed with the brief to complete the project by the end of March 2024.

- 5. Universal Access Principles:**

Accredited Access Consultant, Helen Fearn-Wannan, expanded on her presentation at the previous committee meeting, and further discussed Universal Access Principles in the context of the Alistair Knox Project.

Helen explained that Changing Places facilities include an adult sized change table, hoist and shower facilities for people with profound physical disabilities, who were not able to use standard accessible toilets.

Helen also outlined basic Universal Access principles, which aim to create access and inclusion for everyone, including sensory, cultural, local heritage, and environmental considerations, as well as acknowledging the multiple uses of the space.

Helen spoke of the design and environmental impact considerations of having more direct access to the Changing Place facility, with a ramp that would require handrails on both sides, versus a slightly longer pathway that would not require handrails. Helen advised that once detailed site gradient information was mapped, the project team would be able to provide more information.

- The committee noted that a balance between quick access and design impact should be sought

6. On-site walk through to discuss the Alistair Knox Park Project and questions from the committee about the Alistair Knox Project and/or Universal Access Principles:

Project manager Steve Blight and Access Consultant, Helen Fearn-Wannan, led an on-site walk through to clarify where the toilet facility (including Changing Places) is proposed, and to point out the adjacent park features which would be connected by new accessible footpaths.

Steve noted the importance of having visibility of the public toilets by parents and carers using the playspace.

Committee feedback for consideration:

- The committee agreed that the project design should reflect the natural environment, the cultural heritage of the area, the proximity to the historic trestle bridge and the celebrated mud brick Eltham Library and the statue of local author Alan Marshall – himself a person with disability.
- The committee noted that the design should consider easy access for people passing through, and Library users, as well as users of the park.
- The committee noted that picnic tables and accessible water fountains had been placed in the park on concrete pads with no footpaths leading to them. It was suggested that new accessible picnic tables should be installed, with accessible footpaths to new and existing picnic facilities.

- The committee requested that the amount of shade be a consideration for the new facilities
- The committee suggested that the project manager consider the use of recycled materials where possible.
- The committee requested prominent wayfinding signage to the facilities, to be situated in several areas around the precinct.
- The committee discussed the toilet design near the netball courts in Diamond Creek, and suggested a similar design in tonally appropriate colours for the precinct/artwork and natural environment.
- The committee suggested that access to the Changing Place be closest to the proposed new accessible parking on Panther Place.
- The committee also suggested that there be more than a single infant change table available, bearing in mind the popularity of the park, and the range of events held there.
- The committee suggested that electric outlets be installed outside of the facility, to allow recharge of motorised mobility aides. A tap on the outside of the facility was also suggested.

7. Arts component for the Changing Places facility:

Council's Arts Development Officer, Saleh Hadi, provided an overview of his role and the importance of considering the art component (allocation of \$50,000 – grant funded) during the early design process. Saleh clarified that the art component would not necessarily be a mural, as the design brief would be open to artists' individual responses. A theme/s (like those discussed earlier in the meeting by members) to inspire the artist could be considered as part of the design brief, but we need to allow the artist to interpret the theme as broadly as possible in order to get the best possible artistic outcome.

Saleh advised that artists of all abilities would be encouraged to submit their ideas, and that digital design applications would be considered, making it possible for people who are not able to create the physical work to apply. Saleh explained that the design brief would also encourage consideration of artwork as part of functional aspects such as wayfinding signage and seating. Saleh confirmed that local disability service, Araluen, would be engaged as part of this project. Saleh confirmed that the design brief would include the potential for the artist to work with local schools and disability services.

8. Member updates:

Diana Warrell advised that local community groups CAVE, LinC, the Nillumbik Reconciliation Group (NRG) and the Memory Care Café volunteers would have a stall at the upcoming Eltham Festival on Saturday 4 and Sunday 5 March. Diana urged committee members to visit the stall, and to drop off any relevant promotional resources for distribution.

Saleh Hadi encouraged the committee to visit the Warrandyte Pottery Festival on Sunday 26 February.

9. Other Business:

The committee noted that it was good to see the access upgrades to the Eltham Central pavilion, and while it was convenient for most to meet at Council, suggested that meetings be held at other external facilities on occasion, such as the Diamond Creek Netball Club, and the Eltham North Soccer Club and Hall.

Next meeting:

Friday 28 April 2023, 10am – 12pm
Nillumbik Shire Council (Council Chamber), Civic Drive Greensborough

12pm: **Conclusion of meeting** - Thanks to all

Living & Learning Neighbourhood House Advisory Committee



Minutes

Date: Monday, 17 April 2023

Time: 1:00pm – 3:00pm

Venue: Living & Learning Nillumbik – Diamond Creek Neighbourhood House
Peppercorn Room, 119 Cowin St, Diamond Creek

Chair: Cr Frances Eyre

Minute taker: Natalie Bucknell, Neighbourhood House Coordinator Diamond Creek

Committee Members: Cr Frances Eyre, Deborah Donehue, Bambi McLean, Sabi Bueler, Lynne Ellis, Deanna Finn

Other: Cobie Vermeulen, Vanessa Veldman, Natalie Bucknell, Corrienne Nicholls, Kellie Grocock, Hilary Duns-McKay

Order of business

1. Welcome

Welcome to everyone.

2. Acknowledgement of Country

Acknowledgement of Country was read by Cr Frances Eyre.

3. Apologies

Cr Richard Stockman, Frank Filardo, Sarah Doherty

4. Conflict of Interest and Informal Meeting of Councilors Record - None noted

5. Minutes of previous meeting

The minutes of the previous meeting were accepted - Moved Bambi, seconded Sabi, unanimous.

6. Outstanding Action Items - None

7. Neighbourhood House update

Natalie Bucknell (Diamond Creek), Erin Elderhurst (Eltham), Vanessa Veldman (Panton Hill) and Cobie Vermeulen (EO) provided an overview of current Neighbourhood house programs, venue hire and tutors. PowerPoint summary provided.

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Living & Learning Neighbourhood House Advisory Committee



Minutes

8. Learn Local update

Vanessa Veldman and Kellie Grocock provided an overview of ACFE programs and funding proposals. PowerPoint presentation provided.

Other Learn Local opportunities suggested:

- Other Creative Industries opportunities
- AUSLAN – looking for tutors
- Retail work skills
- Send further ideas to Kellie and Vanessa
- A list of previous programs will be attached to these minutes
- Link to ACFE's website - <https://www.vic.gov.au/pre-accredited-training-and-programs>

9. Communications and Marketing update

Hilary Duns-McKay, who has recently been appointed as the Communications and Engagement Officer for Living & Learning Nillumbik provided an overview of current focus areas. PowerPoint presentation provided.

10. Upcoming Events:

- a. Neighbourhood House week (8 – 14 May 2023)
- b. National Volunteer week (15 – 21 May 2023)
- c. NHVic Conference (17 – 19 May 2023)

11. L&LN Neighbourhood House and Learn Local governance

L&LN operates within the Neighbourhood House guidelines and Learn Local guidelines as well as Council plans.

To ensure L&LN continues to meet critical funding guidelines, such as ensuring community representation in the planning and delivery of programs which support community development programs, the requirement for a MOU between NSC and the Advisory Committee are currently being investigated.

12. Election of Chairperson for the L&LN Neighbourhood House Advisory Committee

The following chairperson and deputy chairperson were voted unanimously as part of an informal arrangement whilst the Terms of Reference is being reviewed and updated prior to Council endorsement being sought at a future Council meeting. This is to reflect key governance requirements as per the Neighbourhood House and Learn Local guidelines.

- Chairperson: Deborah Donehue
- Deputy chairperson: Deanna Finn

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Living & Learning Neighbourhood House Advisory Committee



Minutes

13. Attachments

The following was attached with the Agenda:

- a. L&LN Neighbourhood House Advisory Committee Terms of Reference

14. Finished 2:45 pm

Environment & Sustainability Advisory Committee (ESAC) Minutes



Date: Wednesday 19 April 2023

Time: 7.00pm – 9.00pm

Venue: Council Chambers

Chair: Cr Geoff Paine

Minute taker: Laura Nix

Order of Business

1	<p>Welcome and Acknowledgement of Country</p> <p>Nillumbik Shire Council acknowledges 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.</p> <p>Present: Cr Geoff Paine, Cr Ben Ramcharan, Leigh Northwood, Kirsten Reedy, Laura Nix, Malcolm Cock, Doug Evans, Kahn Franke, John Huf, Vasundhara Kandpal, Anne-Marie King, Lynlee Tozer, Sue Rosenhain, Fieke Van Der Kamp, Kate McCracken, Alan Thatcher,</p> <p>Apologies:</p> <p>Absent: Andrew McMahon</p>	Chair
2	<p>Conflict of interest</p> <p>Conflict of interest provisions are contained in section 80C of the <i>Local Government Act 1989</i>, the Councillor's Governance Code, the Employee Code of Conduct and the Volunteer Handbook.</p> <p>No conflicts of interest were declared.</p>	Chair
3	<p>Minutes of previous meeting</p> <p>The minutes of the previous meeting were confirmed as a true and accurate record of the meeting.</p> <p>Moved: Khan Franke</p> <p>Seconded: Sue Rosenhain</p>	Chair
4	<p>Outstanding Action Items</p> <p>Amendment made to outstanding action from previous meeting to include request for budget information on roadside weed management</p>	Chair
5	<p>Biodiversity Strategy update</p>	Kirsten Reedy

	<p>Two consultants have been engaged to support the Biodiversity Strategy development process:</p> <ul style="list-style-type: none"> • NGH Consulting – to deliver data, wildlife safety, native vegetation offset and strategy development components. (www.nghconsulting.com.au) • Chatterbox – to deliver community engagement. <p>The timing on seeking planning consultancy support is being considered.</p> <p>An ESAC request to see the NGH proposal or redacted version taken on notice.</p> <p>Action 1: Officers to seek procurement advice on whether a copy of the successful NGH tender can be provided ESAC.</p> <p>Action 2: Officers to schedule meeting dates for consultant engagement with ESAC.</p>	
6	<p>Green Wedge Management Plan update and draft priority actions for 23/24</p> <p>Update on implementation to date and opportunity for ESAC consideration of draft priority actions for 2023/24.</p> <p>See actions in google drive.</p> <p>Action 3: GWMP officer to check whether the CFA have been consulted with around mobile telecom blackspots.</p>	Leigh Northwood
7	<p>Northern Region Trails Strategy</p> <p>Outcome of 15/02/23 ESAC recommendation to Council.</p> <p>Recommendation</p> <p>“ESAC unanimously recommends that the trails in the NRTS need to be thoroughly assessed against local, state and federal legislation and policy before Council commits to them”.</p> <p>Council will be briefed on the Strategy at an upcoming Council meeting.</p>	Chair
8	<p>Overview of Local Law 52 – Protection of Amenity Trees</p> <p>Introduction to this new Nillumbik local law</p> <p>Clause 52 of the Nillumbik General Local Law 1</p> <p>The purpose of the local law is to regulate the removal, destruction or killing of, damage to and interference with any substantial tree on private land by requiring a permit.</p> <p>A Local Law permit is now required in areas inside the Urban Growth Boundary where the planning scheme does not require a permit – this does not include areas covered by the Bushfire Prone Area mapping and Bushfire Management Overlay mapped areas inside the Urban Growth Boundary.</p> <p>There are various listed exemptions where the local law does not apply e.g. Pinus Radiata.</p> <p>Discussion included:</p> <ul style="list-style-type: none"> - Council's Planning Services team implements the local law. Enforcement is via local law and rangers. - Breaches can be reported directly to Council 	Leigh Northwood

	<ul style="list-style-type: none"> - The maximum penalty that may be imposed for any offence against this Local Law is set out in the Procedure and Protocol Manual and is 3 units. - Penalty units are indexed annually and set by Victorian Treasurer under the provisions of the Local Government Act. - Definition of canopy tree in the context of Nillumbik Shire has been incorporated into the latest draft of the Neighbourhood Character Strategy, which will enable that definition to be incorporated into the planning scheme, subject to Council endorsement of the final Neighbourhood Character Strategy - The draft Strategy is programmed to go out for Phase 3 engagement subject to Council endorsement in July. - Suggestion to reframe ESAC agendas to focus on gathering further advice on items and allowing discussions between meetings. 	
9	<p>Urban Canopy Working Group update</p> <p>Attachment provided via ESAC Google Drive.</p> <p>Discussion included:</p> <ul style="list-style-type: none"> - Landholders should not view BMO/BPA zoning as an impediment to planting or retaining canopy trees. Undergrowth is more flammable. Opportunity to better educate the community that maintaining a defensible space doesn't require a denuded circumference of the home. - Greater Melbourne population growth shouldn't be incompatible with canopy enhancement. - Biodiversity Sensitive Urban Design - Interest expressed in ESAC being involved in the future development of Planting Guidelines. 	Alan Thatcher
10	<p>Electric vehicle update</p> <p>Cities power partnership – joint statement on EVs</p> <p>120 Aussie Mayors and Councillors Spark Campaign to Fast-Track Affordable EVs - Cities Power Partnership</p>	Cr. Ramcharan
11	<p>Climate Action Plan update</p> <p>A report will go to Council in July that provides an update on implementation of the 22/23 (Year 1) Implementation Plan and that proposes the 23/24 (Year 2) Implementation Plan.</p> <ul style="list-style-type: none"> - A draft Zero-Emissions Roadmap for Council operations is being developed. - An Energy Masterplan and an Integrated Water Plan for Edendale are being procured. - Around 60% of Council staff have completed the new Climate Action 101 training that is being rolled out across all Council departments. - Clean Energy Nillumbik have delivered a successful 2023 Sustainable House Day and Clean Energy Hub at the Eltham Festival. - Other community climate action initiatives are underway, for example NCATs new monthly Climate Chats. <p>Action 4: Share a copy of the new Climate Action 101 compulsory staff training module with ESAC</p>	Laura Nix

12	Inaugural Nillumbik Community Awards Do you know someone who has done something outstanding for the Nillumbik community and/or environment? Nillumbik Community Awards - Nillumbik Shire Council <ul style="list-style-type: none"> • Nillumbik Volunteer • Nillumbik Community Group • Nillumbik Young Citizen • Contribution to Environment and Sustainability Award(s) Nominations close 25 June and all committee members invited to consider groups and individuals that they could nominate. Action 5: Electronic copy of the Community Award nomination form to be circulated and ESAC members to consider making nomination(s).	Laura Nix
13	Other business <ul style="list-style-type: none"> • Update on enviro/sustainability activity provided with the agenda • Round table: <ul style="list-style-type: none"> - Question about whether Nillumbik State of the Environment Report will be prepared. Not currently planned. - Question about Nillumbik Weed Management Plan status. It was superseded in 2015 by the Invasive Species Action Plan. - Update on carbon accounting; currently preparing to procure a Carbon Accounting package to help track data on Council emissions. Advice provided by committee member about upcoming new data reporting requirements. - Members opted to receive more regular emails about specific events from Officers – this will be reviewed at the next meeting. 	Chair
14	Next meeting – Wednesday 21 June 2023	
	Attachments <ol style="list-style-type: none"> 1. Green Wedge Management Plan update 2. Urban canopy working group paper 	

Meeting closed: 9.10pm

Table of Open Actions

Meeting date	Action	Owner/s	Status	Comment
19 April 2023	Officers to seek procurement advice on whether a copy of the successful NGH tender can be provided ESAC	Officers	Open	
19 April 2023	Officers to schedule meeting dates for biodiversity strategy consultant engagement with ESAC	Officers	Open	
19 April 2023	GWMP officer to check whether the CFA have been consulted with around mobile telecom blackspots	Officers	Open	

AC.004/23 Advisory Committee Report - 23 May 2023
Attachment 1. Advisory Committee Meeting Minutes reported 23 May 2023

Meeting date	Action	Owner/s	Status	Comment
19 April 2023	Share a copy of the new Climate Action 101 compulsory staff training module with ESAC	Officers	Open	
19 April 2023	Electronic copy of the Community Award nomination form to be circulated and ESAC members to consider making nomination(s).	Officers	Open	
15 February 2023	Respond to request for information on roadside weed control, including associated budget and overall budget trend, what weeds are targeted, how priorities are set, how we communicate with private landowners about weeds.	Officers	Open	Future ESAC agenda item, as part of Biodiversity Strategy process

Youth Council Formal Advisory Committee Minutes



Date:	Monday 1 May 2023
Time:	4.00pm – 6.00pm
Venue:	Council Chambers
Chair:	Cr Ben Ramcharan and Kirra Imbriano
Minute Taker:	Molly Jessop
Committee Members:	Ayelet Yahav Zloof, Bailey Cumming, Elysia Cheche, Emily Yin, Fieke Van Der Kamp, Josh Adams, Kirra Imbriano, Martina Charalambous, Niamh Coffey, Orianna Edmonds, Scarlett Magnanini, Sophie McDonald and Soren Kean
Councillor Representative	Cr Natalie Duffy Mayor Cr Ben Ramcharan
Other:	Executive Leadership Team (ELT): Blaga Naumoski, Corrienne Nichols, Jeremy Livingston, Rosa Zouzoulas Council Officers: Nichole Johnson, Nicola Clutton, Frances Biggar, Molly Jessop
Apologies:	Cr Frances Eyre, Cr Geoff Paine, Cr Karen Egan, Cr Peter Perkins, Cr Richard Stockman, Carl Cowie, CEO, Vince Lombardi, CFO, Katie Camilleri, Coordinator Youth & Community Development

Order of business

1. Welcome (2 minutes)

Mayor Ben Ramcharan welcomed all attendees to the first Youth Council Meeting for the new cohort of members. Observers were reminded their role is to observe only, unless called upon by the Chairperson to participate.

2. Acknowledgment of Country

Mayor Ben Ramcharan acknowledged 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. Welcome Speech – Mayor Ben Ramcharan

Mayor Ben Ramcharan acknowledged that Youth Council is an opportunity to hear from younger members of our shire to share and action thoughts, concerns and ideas Youth Council members may have. Mayor Ben Ramcharan thanked members for taking on a role in Youth Council.

4. Welcome Speech – Blaga Naumoski, Acting CEO

Acting CEO Blaga Naumoski thanked all members running for Youth Mayor and Deputy Youth Mayor. Blaga acknowledged that Council values hearing from our

younger community members, and appreciates the insights all members bring to their role as Youth Council members.

5. Introductions

Icebreaker activity: Attendees were asked to introduce their name and pronouns and answer the following question: *If you could change two things about the world what would it be.*

6. Item of business 1: Youth Mayor Election Speeches

Members running for Youth Mayor were asked to prepare a 3 minute speech. Speeches and nominations for Youth Mayor were heard from the following members:

Kirra Imbriano

Martina Charalambous

Orianna Edmonds

Niamh Coffey

Bailey Cumming

Emily Yin

7. Youth Mayor and Deputy Youth Mayor Voting

Councillors and Executive Leadership Team were asked to exit the room, Youth Council members were provided have 5 minutes to decide and submit their Youth Mayor votes.

Votes were counted by Nicola Clutton, Team Leader Youth Development and sighted by Nichole Johnson, Manager Community Partnerships and Molly Jessop, Youth Development Officer.

Cr Ramcharan Mayor announced the Youth Mayor and Deputy Youth Mayor:

I declare that Kirra Imbriano, having received an absolute majority of vote is declared the nominee to be elected Youth Mayor of Nillumbik Youth Council for the 2023 Youth Council year.

Moved: Niamh Coffey

Seconded: Orianna Edmonds

I declare that Orianna Edmonds, having received an absolute majority of vote is declared the nominee to be elected Youth Deputy Mayor of Nillumbik Youth Council for the 2023 Youth Council year.

Moved by: Fieke Van der Kamp

Seconded by: Martina Charalambous

8. Conflict of Interest and Informal Meeting of Councillors Record

No conflicts of interest were declared.

9. Minutes of previous meeting

That the minutes of the meeting held 3 April 2023 are confirmed as a true and accurate record of the meeting.

Moved by: Niamh Coffey

Seconded by: Josh Adams

10. Outstanding Action Items

Nil

11. Item of business 2: Youth Hub

Nicola Clutton provided an update on the Youth Hub project to bring Youth Council members up to date on the project.

Nillumbik Shire Council has received \$300,000 under the Victorian Government's Youth Hubs grant program 2022-23 to support the establishment of the first youth hub for the Shire.

As part of this project, Nillumbik will be redeveloping its community facility located at 32-34 Elizabeth St, Diamond Creek, into a dedicated, stand-alone youth hub to provide centralised support for young people 12-25 years old.

Youth Hub will be a standing agenda item for Youth Council meetings for the first half of Youth Councils term. In the next meeting Youth Council members will hear from the Architect and have opportunity to input into the draft designs as the first step in the co-design for the redevelopment, prior to going out for community consultation in July.

More information about the project including frequently asked questions and updates can be found online at <https://participate.nillumbik.vic.gov.au/youth-hub>

12. Item of business 3: Youth Development Updates

Officers update Youth Council on the upcoming opportunities Youth Council members have been invited to participate in:

- **IDAHOBIT Nillumbik Youth Event**

In celebration of IDAHOBIT, Nillumbik Youth will be hosting a Pride Meet Up to be held on Sunday 21 May from 12pm-3pm in Eltham, as a social catch up for LGBTIQA+ young people in Nillumbik. There will be board games, badge making, bead bracelet making, snacks and more.

Action: If you are interested, please register your attendance here and Frances will send you all the further information: <https://www.eventbrite.com.au/e/pride-meet-up-tickets-624925417747>

- **25 Years of Reconciliation event**

Youth Council are invited to attend the 25 Years of Reconciliation Events on Sunday 28 May hosted by Nillumbik Reconciliation Group (NRG).

Date and time: 28 May 2023, 1.30 – 4pm

Location: Eltham Community Reception Centre

Bookings are essential <https://www.trybooking.com/events/landing?eid=1046950&>

Nicola emailed the invitation through to Youth Council members on 2 May 2023.

- **Library co-design**

Each year YPRL facilitate a co-design group of young people to assist with making the libraries facilities, services and programs more accessible and appealing to young people aged 12-25. This year's theme is 'Healthy Bodies, Healthy Minds' and focuses on physical and mental wellbeing initiatives that could be implemented at the library for young people.

The group is made up of representatives from Nillumbik, Banyule and Whittlesea with 2 representatives from Nillumbik sitting on the co-design team.

The commitment is 2-4 co-design workshops across June and July. The workshop will be held on a school night either over teams or at one of the library branches. Participants will be reimbursed for their time.

Final details of the workshops including dates and locations are being developed over the next few weeks.

Action: If you are interested in participating please let Molly Jessop know.

- **Rotary Leadership Dinner**

Youth Council members are invited to attend the upcoming Eltham Rotary Youth Night

Location: Heidelberg Golf Club, Main Rd Lower Plenty.

Date: Thursday 4th May 2023

Time: Arrive from 6.15pm onwards and socialise until commencement of the meeting at 6.45pm. The meeting concludes at approximately 8.30pm.

The meeting cost is \$30 for guests and includes a 2-course meal (Cost to be covered by Council).

Action: Invitation to be passed on to Kirra, Orianna, Bailey, Martina and Fieke who expressed an interest in attending.

13. Item of business 4: Council Meetings

Officers updated Youth Council on any upcoming Council Briefings, Council Meetings and Planning and Consultation Committee Meetings (PCC) and speaking opportunities.

Youth Council members are invited to stay up to date on upcoming Council Meeting and PCC topics, members can find agendas of upcoming meeting [here](#). Youth Council Members are able to watch Council Briefings live or on replay here: <https://www.youtube.com/@NillumbikCouncil/streams>

14. Other Business

Youth Council members invited to put forward agenda items for discussion. No items were put forward however members were encouraged for future meetings.

15. Next meeting date and location

Youth Council Formal Meeting, Monday 5 June 2023, Council Chambers.

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Budget 2023-2024



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Budget influences

Financial sustainability is an ongoing challenge faced by Nillumbik. 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 \$916 million. Apart from land, these assets comprise more than \$49 million in buildings and around \$370 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 2023-2024 Budget has been prepared in conjunction with the Council Plan.

In compliance with the Fair Go Rates System (FGRS) Council is applying a 3.50 percent increase to rates for the 2023-2024 year.

Council proposes an increase of 5.78 percent to the domestic waste service standard charge for the 2023-2024 financial year. This is being driven by two elements; the ongoing responsibility Council has to rehabilitate the former landfill site at Kangaroo Ground which is a statutory requirement under the Environment Protection Authority Victoria; and 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 continues to commit to a climate emergency response as part of the Council Plan. Priority actions, specifically implementing the Climate Action Plan has been included in the 2023-2024 budget.

An extensive capital works program of \$21.53 million is proposed for 2023-24 including \$3.12 million in grant-funded works.

Key projects include:

- Kangaroo Ground landfill rehabilitation \$5.8 million
- Road and carpark renewal \$1.74 million
- Diamond Creek netball courts roof \$1.7 million
- Buildings renewal (including public toilets) \$1.54 million
- Road upgrades \$1.4 million
- Hurstbridge outdoor netball courts \$0.54 million
- Diamond Creek and Panton Hill tennis renewal \$0.4 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 \$4.68 million on an accrual accounting basis. The decrease when compared to the 2022-2023 forecast is largely attributable to the reduction on one-off capital grant income.

Financial Snapshot

Key Statistics	2022-23 Forecast \$'000	2023-24 Budget \$'000
Total operating income	123,345	106,522
Total operating expenditure	104,134	101,843
Comprehensive operating surplus	19,211	4,679
Capital works program	45,505	21,526
Funding the capital works program		
Council cash	24,102	10,407
Borrowings	-	8,000
Grants	20,152	3,119
Contributions	1,236	-
Budgeted expenditure by strategic objective	Budget \$'000	% of Budget
Community and connection	14,125	15.25
Place and Space	40,898	44.14
Sustainable and resilient	15,492	16.72
Responsible and accountable	22,131	23.90

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.

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 \$78 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 2 March 2023 to 30 March 2023. 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 30 March 2023 and will be considered by Council in April, 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 2023-2024 Budget is for the year 1 July 2023 to 30 June 2024 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 2024 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 February 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.

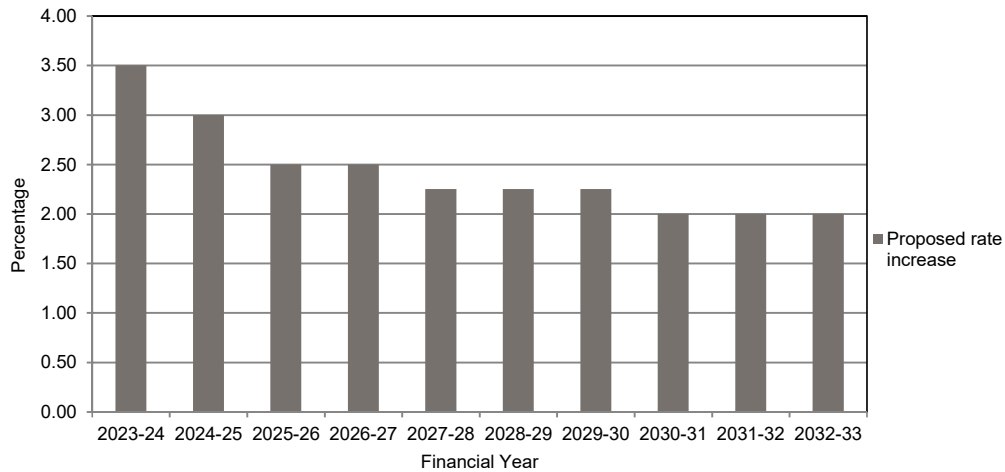
The final step is for Council to adopt the Budget after receiving and considering any submissions from interested parties. The Budget is required to be adopted by 30 June. The key dates for the Budget process are summarised below:

Budget process	Timing
1. Officers update Council's long term financial projections	December 2022 - February 2023
2. Officers prepare draft operating and capital budgets	December 2022 - February 2023
3. Council considers draft budgets at briefings of Councillors	February 2023 - March 2023
4. Proposed budget submitted to Council for approval	28 February 2023
5. Public notice advising intention to adopt Budget	2 March 2023
6. Community engagement process undertaken	2 March 2023 - 30 March 2023
7. Submissions period closes	30 March 2023
8. Submissions considered by Planning and Consultation Committee	11 April 2023
9. Budget submissions presented to Council	23 May 2023
10. Budget presented to Council for adoption	23 May 2023

Budget Trends and Summary

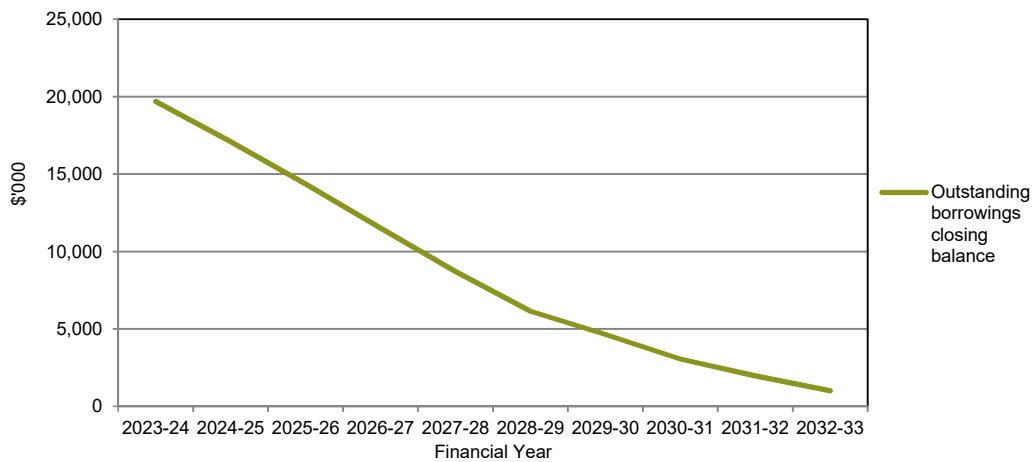
Council has prepared the Budget for the 2023-24 financial year which seeks to balance the demand for services and infrastructure. Key budget trends and outcomes information is provided below.

Rate trends



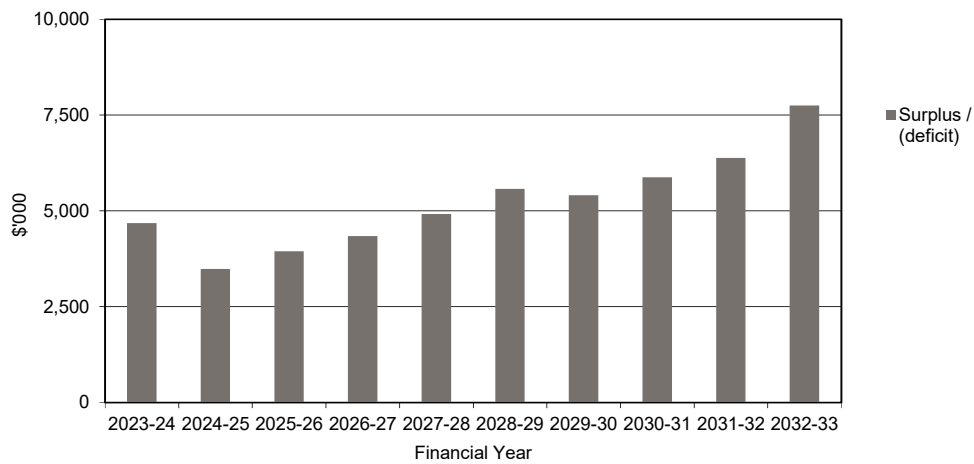
The graph above outlines Council's budgeted rate increase for 2023-24 which is in compliance with the rate cap. The rate cap will be 3.50 percent in 2023-24. It has been assumed that the rate cap will be 3.00 percent in 2024-25, 2.50 percent in 2025-26 and 2026-27, 2.25 percent in 2027-28 through to 2029-30, followed by increases of 2.00 percent in each of the following years.

Borrowing trends and outcomes



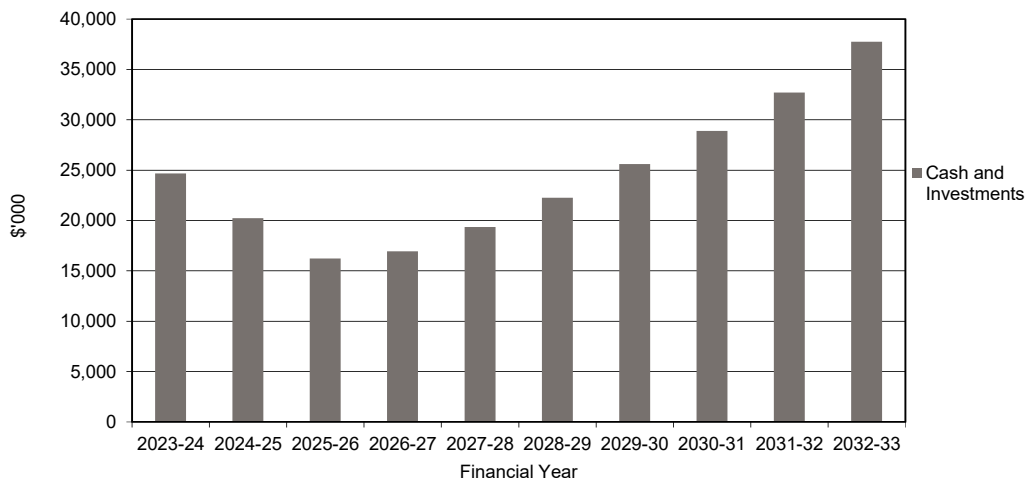
Council is proposing to take out up to eight million in new borrowings in 2023-2024 mainly for the rehabilitation of the closed landfill sites (five million) which is in response to and in compliance with the requirements set out by the Environment Protection Authority. Two million to fund specific capital works and one million will be set aside to enable Council to respond to potential Government grant funding opportunities. 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



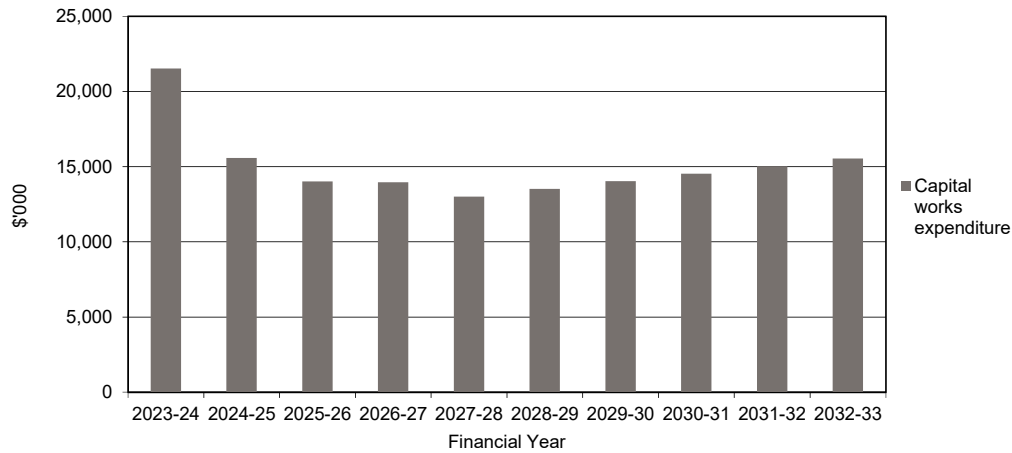
The expected operating result for the 2023-24 year is a surplus of \$4.68 million. The above graph projects surpluses to be achieved over the projected 10 years providing capacity for capital investment and debt reduction. The fluctuations are driven by the anticipated receipt of one-off capital grant 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.

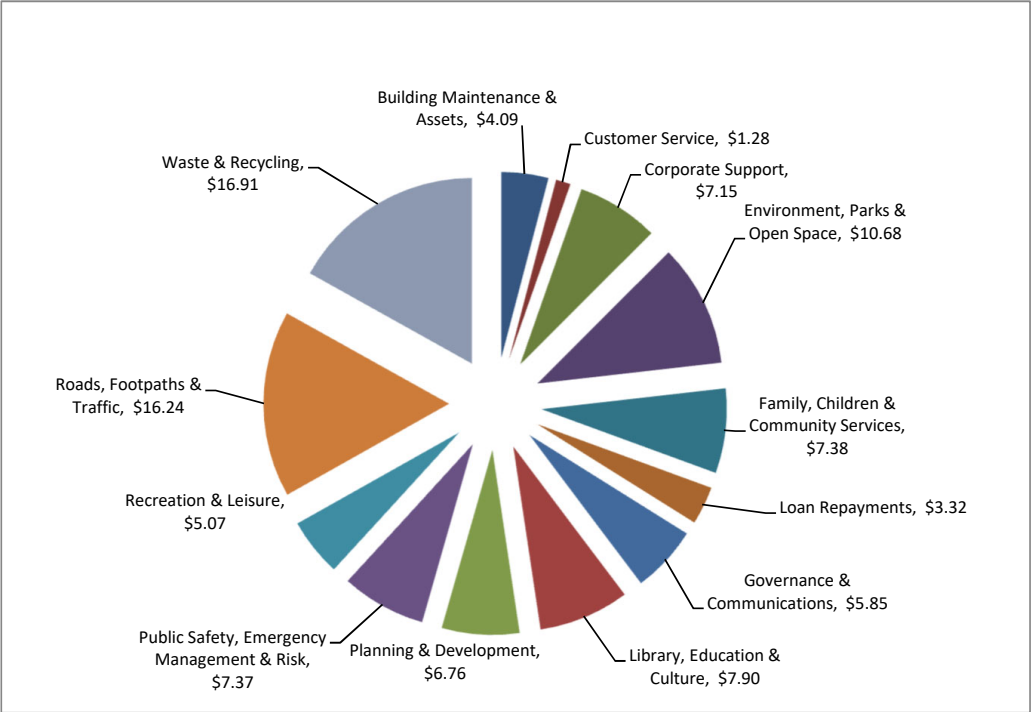
Capital works



The capital works program for 2023-24 will be \$21.53 million, of which \$10.13 million will be funded by Council cash, \$3.12 million from grants and \$8 million by borrowings. The capital expenditure program has been set and prioritised based on Council's assessment of the need for key projects. The 2023-24 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.

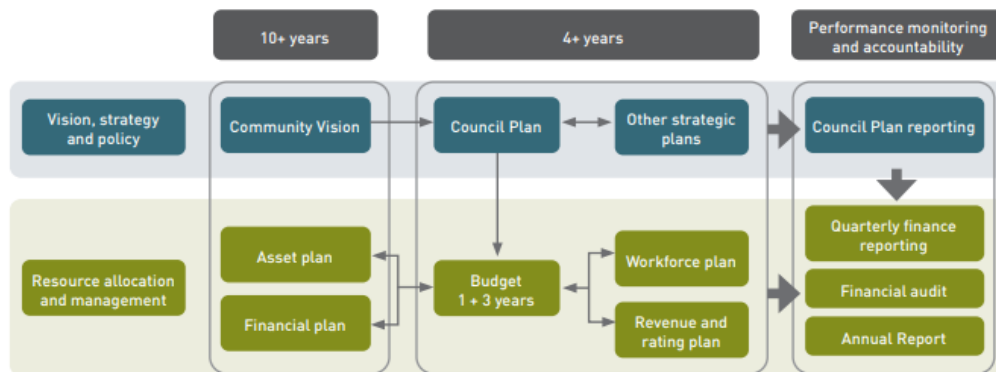


1. Link to the Integrated Planning and Reporting Framework

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 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 prioritises 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.

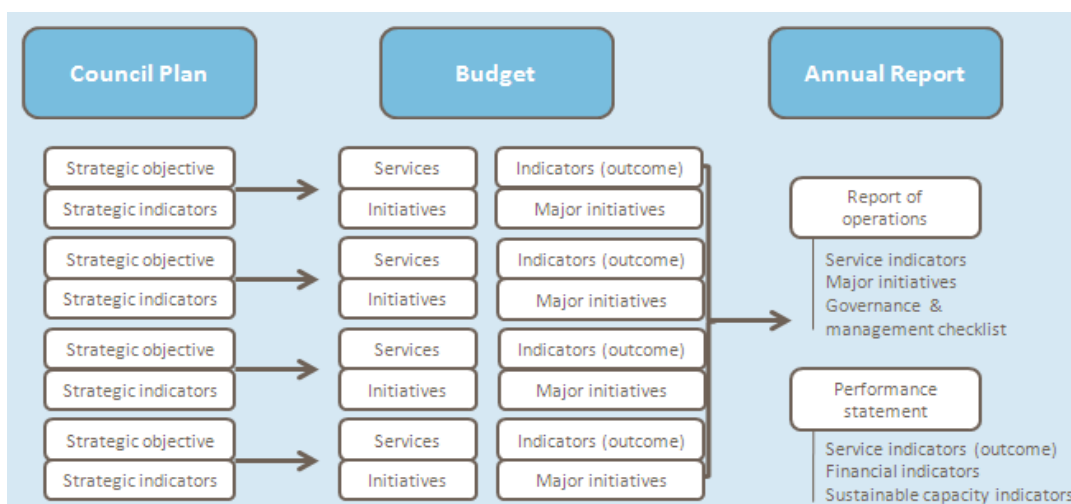
1.2 Strategic objectives

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 2023-2024 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 the 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.	2,251 <u>554</u> 1,695
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.	1,793 <u>2</u> 1,791

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.	443 - 443
Early years	Provides support and training to families with young children and services delivering early years' education and care programs.	598 <u>251</u> 347
Library and community education	Provides facilities and programs for the whole community, including libraries, Living & Learning Nillumbik and Edendale Community Environment Farm.	6,523 <u>1,421</u> 5,104
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.	1,765 <u>611</u> 1,154
School crossings	Provision of school crossing supervisors for school children across the Shire.	752 <u>355</u> 397

Major Initiatives

- 1) Establish a stand-alone Nillumbik Community Awards program
- 2) Allocation to support establishing a youth hub service
- 3) Funding to provide dedicated career and upskilling opportunities to support carers transition from caring responsibilities to employment (a carers hub)
- 4) Commit resources to and implement an expanded program of environmental volunteering
- 5) Implementation of *Reflect* Reconciliation Action Plan

Actions

- 1) Develop a Reflect Reconciliation Action Plan, and continue to work towards reconciliation with the Wurundjeri and other First Nations communities
- 2) Implement annual actions in the Nillumbik Health and Wellbeing Plan 2021-2025
- 3) Continue to implement the Youth Strategy 2022-2026 in partnership with our Youth Council
- 4) Progress planning for a dedicated youth space within the Shire
- 5) Undertake community engagement to further understand community needs with respect to lifelong learning

Service Performance Outcome Indicators

Service	Indicator	Performance Measure	Computation	2021-22 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	80.08%

		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	81.63%
Libraries	Participation	Active library members (Percentage of the municipal population that are active library members)	[Number of active library members / municipal population] x100	25.24%

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.	929 <u>6</u> 923
Building safety and regulation	Responsible for administration and enforcement of certain parts of the Building Act 1993 and Regulations.	1,110 <u>537</u> 573
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.	3,445 <u>1,605</u> 1,840
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.	14,066 <u>13,365</u> 701
Local laws and parking	Administers local laws, car parking regulation and amenity protection for the whole community.	896 <u>608</u> 288
Parks and reserves maintenance	Maintains parks, sportsgrounds, conservation reserves, street trees and roadsides across the Shire.	6,461 <u>65</u> 6,396
Property and asset management	Provides infrastructure, asset management and planning, building maintenance and fencing, and property, fleet, community centres and halls network management.	3,790 <u>717</u> 3,073

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.	5,352 1 5,351
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	3,700 1,055 2,645
Strategic planning	Provides land use planning and policy, planning scheme management, activity centre planning and heritage protection across the Shire.	1,150 - 1,150

Major Initiatives

- 1) Additional resourcing to support the implementation of place-making across the Shire
- 2) Allocation for a Heritage Amendment to the Nillumbik Planning Scheme
- 3) Develop a housing strategy for the Shire
- 4) Preparatory work for phase B of the Diamond Creek Community Facilities Masterplan
- 5) Complete the Wattle Glen Urban Design Framework

Actions

- 1) Implement annual actions in support of the Green Wedge Management Plan 2019
- 2) Complete and adopt the new Biodiversity Strategy, including investigation into measures to establish and enhance the urban tree canopy and protect wildlife
- 3) Continue to implement the Recreation and Leisure Strategy 2022-2030
- 4) Complete and adopt the new Neighbourhood Character Strategy
- 5) Continue to implement the adopted place-making framework to support shared outcomes between community and Council
- 6) Commence the development of a housing strategy for the Shire
- 7) Continue to develop a masterplan (phase B) for community facilities in Diamond Creek, including recreation and community precincts and buildings
- 8) Complete and adopt a new integrated transport strategy

Service Performance Outcome Indicators

Service	Indicator	Performance Measure	Computation	2021-22 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	5.2
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	64.00%

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.	60.00
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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.	1,410 5 1,405
Recycling and Waste Services	Provides collection of household waste, recycling, green waste, hard waste, waste education and landfill rehabilitation for the whole community.	12,999 682 12,317
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.	1,083 297 787

Major Initiatives

- 1) Continue delivery of the Economic Development Strategy
- 2) Establish a climate action hub at Edendale Community and Environment Farm

Actions

- 1) Continue to implement annual actions in the Climate Action Plan 2022-2032
- 2) Continue to deliver the solar farm project in Plenty
- 3) Continue to participate at a regional level around placement opportunities for electric vehicle charging stations, while exploring targeted placement opportunities for electric charging stations in the Shire
- 4) Develop a roadmap regarding ESD principles into the planning scheme, subject to the State Government's impending changes to the Victorian Planning Provisions and subsequent review of such changes
- 5) Commit resources to and implement an expanded program of environmental volunteering
- 6) Continue to implement annual actions in the Economic Development Strategy 2020-2030

Service Performance Outcome Indicators

Service	Indicator	Performance Measure	Computation	2021-22 Actual
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	72.70%

2.4 Theme - Responsible and Accountable

Strategic Objective

To facilitate the best possible outcomes for our community by demonstrating string 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.	1,077 990 87
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.	2,393 5 2,388
Communications	Assists Council and staff to communicate its decisions, services, activities and events through print and electronic communication channels.	1,170 - 1,170
Customer Service	Provides frontline customer service and reception services, and is responsible for driving key changes in behaviour achieving customer experience improvements.	978 - 978
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.	1,490 - 1,490
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.	845 306 539
Finance	Provides internal service delivery in finance, budgeting and procurement services, rates and property valuations.	5,510 3,244 2,266

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.	3,292 - 3,292
Human Resources	Provides internal service delivery in the areas of recruitment and selection, staff learning and development and employee and industrial relations.	1,637 202 1,435
Information and Technology	Provides internal service delivery in information technology services and solutions, on-line services and telecommunications.	3,739 - 3,739

Major Initiatives

- 1) Arborist consultancy to support the new Local Laws

Actions

- 1) Continue to advocate on key issues in line with Council's Advocacy Plan
- 2) Commit resources in order to implement the new local law with respect to permit assessments for the removal of trees
- 3) Finalise and adopt a new Domestic Wastewater Management Plan to enable Council to effectively manage the risk associated with domestic wastewater across the Shire
- 4) Continue to implement the Communications Strategy 2022-2025
- 5) Implement the Nillumbik Customer First Strategy 2023-2026 through Council's operations

Service Performance Outcome Indicators

Service	Indicator	Performance Measure	Computation	2021-22 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	2.00
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	94.40%

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	62.60
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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 2022-2023 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	10,932	14,125	3,193
Place and Space	22,939	40,898	17,959
Sustainable and resilient	14,508	15,492	984
Responsible and accountable	17,384	22,131	4,747
Total services and initiatives	65,763	92,646	26,883

Add

Depreciation	12,305
Amortisation - right of use assets	381
Finance costs - leases	19
Written down value of assets sold	280

Subtract

Debt redemption	1,894
Transfer to and from reserves	1,696

Deficit before funding sources

<u>Funding sources added back:</u>	
Net rates and charges	76,438
Capital funding sources	3,399
Total funding sources	79,837
Operating (surplus)/deficit for the year	(4,679)

3. Financial Statements

This section presents information in regard to the Financial Statements and Statement of Human Resources. The budget information for the year 2023-2024 has been supplemented with projections to 2032-2033.

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 2028

	Notes	Forecast Budget	Budget 2023-24 \$'000	Projections 2024-25 \$'000	2025-26 \$'000	2026-27 \$'000	2027-28 \$'000
Income / Revenue							
Rates and charges	4.1.1	74,055	77,118	80,457	82,477	84,627	86,635
Statutory fees and fines	4.1.2	2,023	2,041	2,107	2,170	2,235	2,297
User fees	4.1.3	17,568	17,063	17,702	18,303	18,759	19,264
Grants - operating	4.1.4	6,573	5,568	5,594	5,762	5,935	6,098
Grants - capital	4.1.4	20,152	3,119	740	740	740	740
Contributions - monetary	4.1.5	1,519	104	107	110	113	116
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	1,455	1,509	1,558	1,604	1,653	1,698
Total income / revenue		123,345	106,522	108,265	111,166	114,062	116,848
Expenses							
Employee costs	4.1.7	38,881	40,733	41,879	42,893	43,930	44,806
Materials and services	4.1.8	44,865	41,451	42,616	43,869	45,160	46,378
Depreciation and amortisation	4.1.9	12,251	12,305	12,392	12,495	12,603	12,667
Bad and doubtful debts - allowance for impairment losses		-	-	-	-	-	-
Amortisation - right of use assets	4.1.10	386	381	393	405	417	428
Borrowing costs		786	638	966	830	685	539
Finance costs - leases		19	19	20	20	21	21
Other expenses	4.1.11	6,946	6,316	6,519	6,710	6,906	7,092
Total expenses		104,134	101,843	104,785	107,222	109,722	111,931
Surplus / (deficit) for the year		19,211	4,679	3,480	3,944	4,340	4,917
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		19,211	4,679	3,480	3,944	4,340	4,917

Comprehensive Income Statement Forward Estimates

For the five years ending 30 June 2033

	Forward Estimates				
	2028-29 \$'000	2029-30 \$'000	2030-31 \$'000	2031-32 \$'000	2032-33 \$'000
Income					
Rates and charges	88,732	90,054	92,046	94,124	96,254
Statutory fees and fines	2,360	2,425	2,485	2,548	2,611
User fees	19,783	20,327	20,835	21,356	21,890
Grants - operating	6,266	6,438	6,599	6,764	6,933
Grants - capital	740	750	750	750	750
Contributions - monetary	120	123	126	129	132
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	1,745	1,793	1,838	1,883	1,931
Total income	119,746	121,910	124,679	127,554	130,501
Expenses					
Employee costs	45,701	46,613	47,543	48,492	49,460
Materials and services	47,630	48,917	50,118	51,350	51,762
Bad and doubtful debts - allowance for impairment losses	-	-	-	-	-
Depreciation and amortisation	12,696	12,727	12,783	12,842	12,897
Amortisation - right of use assets	440	452	464	475	487
Borrowing costs	400	295	217	143	84
Finance costs - leases	22	23	23	24	24
Other expenses	7,282	7,477	7,659	7,846	8,036
Total expenses	114,171	116,504	118,807	121,172	122,750
Surplus (deficit) for the year	5,575	5,406	5,872	6,382	7,751
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	5,575	5,406	5,872	6,382	7,751

CM.038/23 Adoption of Budget 2023-2024, declaration of Rates and Charges and Council Plan - Annual Action Plan 2023-2024
Attachment 1. Budget 2023-2024

Balance Sheet

For the five years ending 30 June 2028

	Notes	Forecast Budget	Budget	Projections			
		2022-23 \$'000	2023-24 \$'000	2024-25 \$'000	2025-26 \$'000	2026-27 \$'000	2027-28 \$'000
Current assets							
Cash and cash equivalents		26,703	24,648	20,219	16,207	16,943	19,351
Trade and other receivables		7,401	6,391	6,496	6,670	6,844	7,011
Prepayments		-	-	-	-	-	-
Other financial assets		250	250	250	250	250	250
Non-current assets classified as held for sale		-	-	-	-	-	-
Other assets		35	36	36	36	37	38
Total current assets	4.2.1	34,389	31,325	27,001	23,163	24,074	26,650
Non-current assets							
Trade and other receivables		856	682	546	438	352	281
Other financial assets		5	5	5	5	5	5
Investments in associates and joint arrangement and subsidiaries		1,748	1,748	1,748	1,748	1,748	1,748
Property, infrastructure, plant & equipment		947,876	956,400	959,066	959,969	960,675	960,618
Right-of-use assets	4.2.4	1,034	1,623	1,686	1,674	1,662	1,656
Investment property		-	-	-	-	-	-
Intangible assets		-	-	-	-	-	-
Total non-current assets	4.2.1	951,519	960,458	963,051	963,834	964,442	964,308
Total assets		985,908	991,783	990,052	986,997	988,516	990,958
Current liabilities							
Trade and other payables		5,750	5,487	5,646	5,803	5,966	6,115
Trust funds and deposits		2,992	2,992	2,992	2,992	2,992	2,992
Provisions		12,818	12,873	12,935	8,861	9,031	9,205
Unearned grants and contract liabilities		3,023	468	111	111	111	111
Interest-bearing liabilities	4.2.3	1,894	2,601	2,731	2,847	2,789	2,572
Lease liabilities	4.2.4	400	413	425	438	450	462
Total current liabilities	4.2.2	26,877	24,834	24,840	21,052	21,339	21,457
Non-current liabilities							
Provisions		9,646	5,208	5,013	4,822	4,634	4,452
Interest-bearing liabilities	4.2.3	11,688	17,087	14,356	11,509	8,720	6,148
Lease liabilities	4.2.4	634	1,211	1,261	1,236	1,212	1,193
Total non-current liabilities	4.2.2	21,968	23,506	20,630	17,567	14,566	11,793
Total liabilities		48,845	48,340	45,470	38,619	35,905	33,250
Net assets		937,063	943,443	944,582	948,378	952,611	957,708
Equity							
Accumulated surplus		427,864	432,542	436,022	439,966	444,306	449,223
Reserves		509,199	510,901	508,560	508,412	508,305	508,485
Total equity		937,063	943,443	944,582	948,378	952,611	957,708

Balance Sheet Forward Estimates

For the five years ending 30 June 2033

	Forward Estimates				
	2028-29	2029-30	2030-31	2031-32	2032-33
	\$'000	\$'000	\$'000	\$'000	\$'000
Current assets					
Cash and cash equivalents	22,233	25,595	28,875	32,698	37,720
Trade and other receivables	7,185	7,315	7,480	7,654	7,830
Prepayments	-	-	-	-	-
Other financial assets	250	250	250	250	250
Non-current assets classified as held for sale	-	-	-	-	-
Other assets	38	38	38	39	39
Total current assets	29,706	33,198	36,643	40,641	45,839
Non-current assets					
Trade and other receivables	225	178	140	112	87
Other financial assets	5	5	5	5	5
Investments in associates and joint arrangement and subsidiaries	1,748	1,748	1,748	1,748	1,748
Property, infrastructure, plant & equipment	961,021	961,893	963,198	964,935	967,107
Right-of-use assets	1,646	1,639	1,628	1,616	1,605
Investment property	-	-	-	-	-
Intangible assets	-	-	-	-	-
Total non-current assets	964,645	965,463	966,719	968,416	970,552
Total assets	994,351	998,661	1,003,362	1,009,057	1,016,390
Current liabilities					
Trade and other payables	6,266	6,424	6,569	6,722	6,810
Trust funds and deposits	2,992	2,992	2,992	2,992	2,992
Provisions	9,380	9,559	9,744	9,932	10,124
Unearned grants and contract liabilities	111	113	113	113	113
Interest-bearing liabilities	1,503	1,574	1,102	957	1,011
Lease liabilities	475	487	499	512	-
Total current liabilities	20,727	21,149	21,019	21,228	21,050
Non-current liabilities					
Provisions	4,273	4,098	3,927	3,758	3,773
Interest-bearing loans and borrowings	4,645	3,070	1,969	1,011	-
Lease liabilities	1,171	1,152	1,129	1,105	1,605
Total non-current liabilities	10,089	8,320	7,025	5,874	5,378
Total liabilities	30,816	29,469	28,044	27,102	26,428
Net assets	963,535	969,192	975,318	981,955	989,963
Equity					
Accumulated surplus	454,799	460,203	466,076	472,460	480,211
Reserves	508,736	508,989	509,242	509,495	509,752
Total equity	963,535	969,192	975,318	981,955	989,963

Statement of Changes in Equity

For the five years ending 30 June 2028

* 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
2023 Forecast Actual					
Balance at beginning of the financial year		917,854	408,655	476,291	32,908
Impact of adoption of new accounting standards		-	-	-	-
Surplus / (deficit) for the year		19,211	19,211	-	-
Net asset revaluation increment / (decrement)		16,557	-	16,557	-
Transfer to other reserves		2,789	-	-	2,789
Transfer from other reserves		(19,348)	-	-	(19,348)
Balance at end of the financial year		937,063	427,866	492,848	16,349
2024					
Balance at beginning of the financial year		937,063	427,864	492,848	16,351
Surplus / (deficit) for the year		4,679	4,679	-	-
Net asset revaluation increment / (decrement)		-	-	-	-
Transfer to other reserves	4.3.1	2,331	-	-	2,331
Transfer from other reserves	4.3.1	(630)	-	-	(630)
Balance at end of the financial year	4.3.2	943,443	432,543	492,848	18,052
2025					
Balance at beginning of the financial year		943,443	432,543	492,848	18,052
Surplus / (deficit) for the year		3,480	3,480	-	-
Net asset revaluation increment / (decrement)		-	-	-	-
Transfer to other reserves		2,346	-	-	2,346
Transfer from other reserves		(4,687)	-	-	(4,687)
Balance at end of the financial year		944,582	436,023	492,848	15,711
2026					
Balance at beginning of the financial year		944,582	436,023	492,848	15,711
Surplus / (deficit) for the year		3,944	3,944	-	-
Net asset revaluation increment / (decrement)		-	-	-	-
Transfer to other reserves		2,347	-	-	2,347
Transfer from other reserves		(2,495)	-	-	(2,495)
Balance at end of the financial year		948,378	439,967	492,848	15,563
2027					
Balance at beginning of the financial year		948,378	439,967	492,848	15,563
Surplus / (deficit) for the year		4,340	4,340	-	-
Net asset revaluation increment / (decrement)		-	-	-	-
Transfer to other reserves		1,804	-	-	1,804
Transfer from other reserves		(1,911)	-	-	(1,911)
Balance at end of the financial year		952,611	444,307	492,848	15,456
2028					
Balance at beginning of the financial year		952,611	444,307	492,848	15,456
Surplus / (deficit) for the year		4,917	4,917	-	-
Net asset revaluation increment / (decrement)		-	-	-	-
Transfer to other reserves		587	-	-	587
Transfer from other reserves		(407)	-	-	(407)
Balance at end of the financial year		957,708	449,224	492,848	15,636

Statement of Changes in Equity Forward Estimates

For the five years ending 30 June 2033

* 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
2029				
Balance at beginning of the financial year	957,708	449,224	492,848	15,636
Surplus / (deficit) for the year	5,575	5,575	-	-
Net asset revaluation increment / (decrement)	-	-	-	-
Transfer to other reserves	588	-	-	588
Transfer from other reserves	(336)	-	-	(336)
Balance at end of the financial year	963,535	454,799	492,848	15,888
2030				
Balance at beginning of the financial year	963,535	454,799	492,848	15,888
Surplus / (deficit) for the year	5,406	5,406	-	-
Net asset revaluation increment / (decrement)	-	-	-	-
Transfer to other reserves	589	-	-	589
Transfer from other reserves	(338)	-	-	(338)
Balance at end of the financial year	969,192	460,205	492,848	16,139
2031				
Balance at beginning of the financial year	969,192	460,205	492,848	16,139
Surplus / (deficit) for the year	5,872	5,872	-	-
Net asset revaluation increment / (decrement)	-	-	-	-
Transfer to other reserves	591	-	-	591
Transfer from other reserves	(337)	-	-	(337)
Balance at end of the financial year	975,318	466,077	492,848	16,393
2032				
Balance at beginning of the financial year	975,318	466,077	492,848	16,393
Surplus / (deficit) for the year	6,382	6,382	-	-
Net asset revaluation increment / (decrement)	-	-	-	-
Transfer to other reserves	592	-	-	592
Transfer from other reserves	(337)	-	-	(337)
Balance at end of the financial year	981,955	472,459	492,848	16,648
2033				
Balance at beginning of the financial year	981,955	472,459	492,848	16,648
Surplus / (deficit) for the year	7,751	7,751	-	-
Net asset revaluation increment / (decrement)	-	-	-	-
Transfer to other reserves	593	-	-	593
Transfer from other reserves	(336)	-	-	(336)
Balance at end of the financial year	989,963	480,210	492,848	16,905

CM.038/23 Adoption of Budget 2023-2024, declaration of Rates and Charges and Council Plan - Annual Action Plan 2023-2024
Attachment 1. Budget 2023-2024

Statement Cash Flows

For the five years ending 30 June 2028

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

	Notes	Forecast Budget	Budget 2023-24	Projections 2024-25	2025-26	2026-27	2027-28
		\$'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		77,807	78,097	80,510	82,447	84,575	86,571
Statutory fees and fines		2,178	2,091	2,102	2,161	2,226	2,289
User fees		17,723	17,113	17,697	18,294	18,750	19,256
Grants - operating		4,850	5,107	5,517	5,753	5,926	6,090
Grants - capital		12,795	1,126	449	731	731	732
Contributions - monetary		1,519	104	107	110	113	116
Interest received		600	800	826	851	876	900
Dividends received		-	-	-	-	-	-
Trust funds and deposits taken		-	-	-	-	-	-
Other receipts		855	709	732	753	777	798
Net GST refund / payment		-	-	-	-	-	-
Employee costs		(38,709)	(40,557)	(41,700)	(42,711)	(43,744)	(44,616)
Materials and services		(50,476)	(44,506)	(45,002)	(48,199)	(45,199)	(46,422)
Trust funds and deposits repaid		-	1	-	-	-	-
Other payments		(6,946)	(6,316)	(6,519)	(6,710)	(6,906)	(7,092)
Net cash provided by / (used in) operating activities	4.4.1	22,196	13,771	14,719	13,481	18,128	18,621
Cash flows from investing activities							
Payments for property, infrastructure, plant and equipment		(43,433)	(21,174)	(15,373)	(13,842)	(13,787)	(12,570)
Proceeds from sale of property, infrastructure, plant and equipment		839	280	205	335	365	134
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	(42,594)	(20,894)	(15,168)	(13,507)	(13,422)	(12,436)
Cash flows from financing activities							
Finance costs		(786)	(638)	(966)	(830)	(685)	(539)
Proceeds from borrowings		-	8,000	-	-	-	-
Repayment of borrowings		(3,340)	(1,894)	(2,601)	(2,731)	(2,847)	(2,789)
Interest paid - lease liability		(19)	(19)	(20)	(20)	(21)	(21)
Repayment of lease liabilities		(386)	(381)	(393)	(405)	(417)	(428)
Net cash provided by / (used in) financing activities	4.4.3	(4,531)	5,068	(3,980)	(3,986)	(3,970)	(3,777)
Net increase / (decrease) in cash & cash equivalents		(24,929)	(2,055)	(4,429)	(4,012)	736	2,408
Cash and cash equivalents at the beginning of the financial year		51,632	26,703	24,648	20,219	16,207	16,943
Cash and cash equivalents at the end of the financial year		26,703	24,648	20,219	16,207	16,943	19,351

Statement of Cash Flows Forward Estimates

For the five years ending 30 June 2033

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

	Forward Estimates				
	2028-29	2029-30	2030-31	2031-32	2032-33
	\$'000	\$'000	\$'000	\$'000	\$'000
	Inflows / (Outflows)	Inflows / (Outflows)	Inflows / (Outflows)	Inflows / (Outflows)	Inflows / (Outflows)
Cash flows from operating activities					
Rates and charges	88,649	89,995	91,949	94,014	96,135
Statutory fees and fines	2,351	2,419	2,477	2,539	2,602
User fees	19,774	20,321	20,827	21,347	21,881
Grants - operating	6,257	6,432	6,591	6,755	6,924
Grants - capital	731	745	742	741	741
Contributions - monetary	120	123	126	129	132
Interest received	925	951	974	999	1,024
Dividends received	-	-	-	-	-
Trust funds and deposits taken	-	-	-	-	-
Other receipts	820	842	864	884	907
Net GST refund / payment	-	-	-	-	-
Employee costs	(45,507)	(46,415)	(47,341)	(48,286)	(49,250)
Materials and services	(47,667)	(48,948)	(50,150)	(51,382)	(51,669)
Trust funds and deposits repaid	-	-	-	-	-
Other payments	(7,282)	(7,477)	(7,659)	(7,845)	(8,034)
Net cash provided by / (used in) operating activities	19,171	18,988	19,400	19,897	21,393
Cash flows from investing activities					
Payments for property, infrastructure, plant and equipment	(13,005)	(13,503)	(13,992)	(14,480)	(14,969)
Proceeds from sale of property, infrastructure, plant and equipment	150	150	150	150	150
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	(12,855)	(13,353)	(13,842)	(14,330)	(14,819)
Cash flows from financing activities					
Finance costs	(400)	(295)	(217)	(143)	(84)
Proceeds from borrowings	-	-	-	-	-
Repayment of borrowings	(2,572)	(1,503)	(1,574)	(1,102)	(957)
Interest paid - lease liability	(22)	(23)	(23)	(24)	(24)
Repayment of lease liabilities	(440)	(452)	(464)	(475)	(487)
Net cash provided by / (used in) financing activities	(3,434)	(2,273)	(2,278)	(1,744)	(1,552)
Net increase / (decrease) in cash & cash equivalents	2,882	3,362	3,280	3,823	5,022
Cash and cash equivalents at the beginning of the financial year	19,351	22,233	25,595	28,875	32,698
Cash and cash equivalents at the end of the financial year	22,233	25,595	28,875	32,698	37,720

Statement of Capital Works

For the five years ending 30 June 2028

	Notes	Forecast Budget	Budget	Projections			
		2022-23 \$'000	2023-24 \$'000	2024-25 \$'000	2025-26 \$'000	2026-27 \$'000	2027-28 \$'000
Property							
Land		-	-	-	-	-	-
Land improvements		134	-	-	-	-	-
Total land		134	-	-	-	-	-
Buildings		8,661	2,510	610	420	595	660
Heritage buildings		-	-	-	-	-	-
Building improvements		-	-	-	-	-	-
Leasehold improvements		-	-	-	-	-	-
Total buildings		8,661	2,510	610	420	595	660
Total property		8,795	2,510	610	420	595	660
Plant and equipment							
Heritage plant and equipment		-	-	-	-	-	-
Plant, machinery and equipment		1,668	1,285	1,125	1,200	1,230	814
Fixtures, fittings and furniture		300	195	345	310	315	345
Computers and telecommunications		-	-	-	-	-	-
Library books		-	-	-	-	-	-
Total plant and equipment		1,968	1,480	1,470	1,510	1,545	1,159
Infrastructure							
Roads		9,468	3,915	3,975	3,615	3,935	3,165
Bridges		225	150	175	180	180	400
Footpaths and cycleways		1,369	680	750	770	780	820
Drainage		854	885	625	790	820	820
Recreational, leisure and community facilities		11,939	5,442	3,280	3,070	3,897	4,560
Waste management		4,933	5,800	4,000	1,808	1,219	-
Parks, open space and streetscapes		1,190	320	340	400	450	445
Aerodromes		-	-	-	-	-	-
Off street car parks		-	-	-	-	-	-
Other infrastructure		4,763	344	347	1,447	530	972
Total infrastructure		34,741	17,536	13,492	12,080	11,811	11,182
Total capital works expenditure	4.5.1	45,504	21,526	15,572	14,010	13,951	13,001
Represented by:							
New asset expenditure		8,347	705	125	125	125	125
Asset renewal expenditure		7,978	12,598	10,608	9,385	9,327	8,340
Asset expansion expenditure		2,718	1,049	614	614	614	664
Asset upgrade expenditure		26,461	7,175	4,225	3,886	3,885	3,872
Total capital works expenditure	4.5.1	45,504	21,526	15,572	14,010	13,951	13,001
Funding sources represented by:							
Grants		20,152	3,119	740	740	740	740
Contributions		1,236	-	-	-	-	-
Council cash		24,116	10,407	14,832	13,270	13,211	12,261
Borrowings		-	8,000	-	-	-	-
Total capital works expenditure	4.5.1	45,504	21,526	15,572	14,010	13,951	13,001

Statement of Capital Works Forward Estimates

For the five years ending 30 June 2033

	Forward Estimates				
	2028-29 \$'000	2029-30 \$'000	2030-31 \$'000	2031-32 \$'000	2032-33 \$'000
Property					
Land	-	-	-	-	-
Land improvements	-	-	-	-	-
Total land	-	-	-	-	-
Buildings	710	750	775	775	775
Heritage buildings	-	-	-	-	-
Building improvements	-	-	-	-	-
Leasehold improvements	-	-	-	-	-
Total buildings	710	750	775	775	775
Total property	710	750	775	775	775
Plant and equipment					
Heritage plant and equipment	-	-	-	-	-
Plant, machinery and equipment	830	830	830	830	830
Fixtures, fittings and furniture	85	140	350	400	400
Computers and telecommunications	-	-	-	-	-
Library books	-	-	-	-	-
Total plant and equipment	915	970	1,180	1,230	1,230
Infrastructure					
Roads	3,100	2,710	2,760	2,760	2,760
Bridges	200	75	200	200	200
Footpaths and cycleways	890	860	930	930	930
Drainage	650	700	1,100	1,100	1,100
Recreational, leisure and community facilities	4,230	6,155	6,400	6,400	6,400
Waste management	-	-	-	-	-
Parks, open space and streetscapes	545	450	625	625	625
Aerodromes	-	-	-	-	-
Off street car parks	-	-	-	-	-
Other infrastructure	2,277	1,357	557	1,007	1,507
Total infrastructure	11,892	12,307	12,572	13,022	13,522
Total capital works expenditure	13,517	14,027	14,527	15,027	15,527
Represented by:					
New asset expenditure	135	110	110	110	110
Asset renewal expenditure	7,952	8,235	8,634	8,889	9,138
Asset expansion expenditure	664	575	625	625	625
Asset upgrade expenditure	4,766	5,107	5,158	5,404	5,654
Total capital works expenditure	13,517	14,027	14,527	15,028	15,527
Funding sources represented by:					
Grants	740	750	750	750	750
Contributions	-	-	-	-	-
Council cash	12,777	13,277	13,777	14,277	14,777
Borrowings	-	-	-	-	-
Total capital works expenditure	13,517	14,027	14,527	15,027	15,527

Statement of Human Resources

For the five years ending 30 June 2028

	Forecast Budget	Budget	Projections			
	2022-23 \$'000	2023-24 \$'000	2024-25 \$'000	2025-26 \$'000	2026-27 \$'000	2027-28 \$'000
Staff expenditure						
Employee costs - operating	35,940	39,641	40,632	41,445	42,274	43,119
Total staff expenditure	35,940	39,641	40,632	41,445	42,274	43,119
Staff numbers						
Permanent EFT numbers	314.43	323.80	323.80	323.80	323.80	323.80
Limited tenures	7.16	7.46	8.00	6.00	4.00	4.00
Total staff numbers	321.59	331.26	331.80	329.80	327.80	327.80

Statement of Human Resources Forward Estimates

For the five years ending 30 June 2033

	Forward Estimates				
	2028-29 \$'000	2029-30 \$'000	2030-31 \$'000	2031-32 \$'000	2032-33 \$'000
Staff expenditure					
Employee costs - operating	43,981	44,861	45,758	46,673	47,607
Total staff expenditure	43,981	44,861	45,758	46,673	47,607
Staff numbers					
Permanent EFT numbers	323.80	323.80	323.80	323.80	323.80
Limited tenures	4.00	4.00	4.00	4.00	4.00
Total staff numbers	327.80	327.80	327.80	327.80	327.80

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

Directorate	Budget 2023-24 \$'000	Composition			
		Permanent Full time	Permanent Part time	Casual \$'000	Temp \$'000
Operations and Infrastructure	14,520	12,634	1,539	-	347
Planning and Community Safety	8,279	6,990	1,289	-	-
Community Services	7,105	3,642	2,837	-	626
Corporate Services	6,846	6,270	577	-	-
Governance, Communications and Engagement	2,890	2,570	320	-	-
Total expenditure	39,641	32,106	6,562	-	973

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

Directorate	Budget 2023-24	Composition		
		Permanent Full time	Permanent Part time	Temp
Operations and Infrastructure	129.70	112.45	15.25	2.00
Planning and Community Safety	72.15	57.80	14.35	-
Community Services	58.20	27.60	25.14	5.46
Corporate Services	48.85	44.00	4.85	-
Governance, Communications and Engagement	22.36	19.00	3.36	-
Total staff	331.26	260.85	62.95	7.46

Summary of Planned Human Resources Expenditure
For the five years ending 30 June 2028

	Budget	Projections			
	2023-24 \$'000	2024-25 \$'000	2025-26 \$'000	2026-27 \$'000	2027-28 \$'000
Operations and Infrastructure					
Permanent - Full time	12,634	12,887	13,177	13,473	13,776
Female	3,168	3,231	3,304	3,378	3,454
Male	9,466	9,656	9,873	10,095	10,322
Self-described gender	-	-	-	-	-
Permanent - Part time	1,540	1,570	1,605	1,641	1,678
Female	1,108	1,130	1,155	1,181	1,208
Male	432	440	450	460	470
Self-described gender	-	-	-	-	-
Total Operations and Infrastructure	14,174	14,457	14,782	15,114	15,454
Planning and Community Safety					
Permanent - Full time	6,990	7,131	7,292	7,456	7,623
Female	3,437	3,506	3,585	3,666	3,748
Male	3,553	3,625	3,707	3,790	3,875
Self-described gender	-	-	-	-	-
Permanent - Part time	1,289	1,315	1,345	1,375	1,405
Female	852	869	889	909	929
Male	437	446	456	466	476
Self-described gender	-	-	-	-	-
Total Planning and Community Safety	8,279	8,446	8,637	8,831	9,028
Community Services					
Permanent - Full time	3,642	3,715	3,799	3,885	3,972
Female	3,183	3,247	3,320	3,395	3,471
Male	459	468	479	490	501
Self-described gender	-	-	-	-	-
Permanent - Part time	2,837	2,894	2,959	3,026	3,094
Female	2,759	2,814	2,877	2,942	3,008
Male	78	80	82	84	86
Self-described gender	-	-	-	-	-
Total Community Services	6,479	6,609	6,758	6,911	7,066
Corporate Services					
Permanent - Full time	6,269	6,395	6,538	6,685	6,835
Female	2,763	2,818	2,881	2,946	3,012
Male	3,506	3,577	3,657	3,739	3,823
Self-described gender	-	-	-	-	-
Permanent - Part time	576	588	601	615	629
Female	576	588	601	615	629
Male	-	-	-	-	-
Self-described gender	-	-	-	-	-
Total Corporate Services	6,845	6,983	7,139	7,300	7,464
Governance, Communications and Engagement					
Permanent - Full time	2,570	2,622	2,681	2,741	2,803
Female	2,357	2,404	2,458	2,513	2,570
Male	213	218	223	228	233
Self-described gender	-	-	-	-	-
Permanent - Part time	319	326	334	342	351
Female	319	326	333	340	348
Male	-	-	-	-	-
Self-described gender	-	-	-	-	-
Total Governance, Communications and Engagement	2,889	2,948	3,015	3,083	3,154

Summary of Planned Human Resources Expenditure
For the five years ending 30 June 2033

	Forward Estimates				
	2028-29 \$'000	2029-30 \$'000	2030-31 \$'000	2031-32 \$'000	2032-33 \$'000
Operations and Infrastructure					
Permanent - Full time	14,086	14,402	14,726	15,057	15,396
Female	3,532	3,611	3,692	3,775	3,860
Male	10,554	10,791	11,034	11,282	11,536
Self-described gender	-	-	-	-	-
Permanent - Part time	1,716	1,755	1,794	1,834	1,876
Female	1,235	1,263	1,291	1,320	1,350
Male	481	492	503	514	526
Self-described gender	-	-	-	-	-
Total Operations and Infrastructure	15,802	16,157	16,520	16,891	17,272
Planning and Community Safety					
Permanent - Full time	7,794	7,969	8,148	8,331	8,518
Female	3,832	3,918	4,006	4,096	4,188
Male	3,962	4,051	4,142	4,235	4,330
Self-described gender	-	-	-	-	-
Permanent - Part time	1,437	1,469	1,502	1,535	1,570
Female	950	971	993	1,015	1,038
Male	487	498	509	520	532
Self-described gender	-	-	-	-	-
Total Planning and Community Safety	9,231	9,438	9,650	9,866	10,088
Community Services					
Permanent - Full time	4,061	4,153	4,247	4,342	4,439
Female	3,549	3,629	3,711	3,794	3,879
Male	512	524	536	548	560
Self-described gender	-	-	-	-	-
Permanent - Part time	3,164	3,235	3,308	3,382	3,458
Female	3,076	3,145	3,216	3,288	3,362
Male	88	90	92	94	96
Self-described gender	-	-	-	-	-
Total Community Services	7,225	7,388	7,555	7,724	7,897
Corporate Services					
Permanent - Full time	6,989	7,146	7,307	7,471	7,639
Female	3,080	3,149	3,220	3,292	3,366
Male	3,909	3,997	4,087	4,179	4,273
Self-described gender	-	-	-	-	-
Permanent - Part time	643	657	672	687	702
Female	643	657	672	687	702
Male	-	-	-	-	-
Self-described gender	-	-	-	-	-
Total Corporate Services	7,632	7,803	7,979	8,158	8,341
Governance, Communications and Engagement					
Permanent - Full time	2,866	2,930	2,995	3,063	3,132
Female	2,628	2,687	2,747	2,809	2,872
Male	238	243	248	254	260
Self-described gender	-	-	-	-	-
Permanent - Part time	356	364	372	380	389
Female	356	364	372	380	389
Male	-	-	-	-	-
Self-described gender	-	-	-	-	-
Total Governance, Communications and Engagement	3,222	3,294	3,367	3,443	3,521

Summary of Planned Human Resources Expenditure
For the five years ending 30 June 2028

	Budget	Projections				
	2023-24 FTE	2024-25 FTE	2025-26 FTE	2026-27 FTE	2027-28 FTE	
Operations and Infrastructure						
Permanent - Full time	112.45	112.45	112.45	112.45	112.45	
Female	26.45	26.45	26.45	26.45	26.45	
Male	86.00	86.00	86.00	86.00	86.00	
Self-described gender	-	-	-	-	-	
Permanent - Part time	15.25	15.25	15.25	15.25	15.25	
Female	10.99	10.99	10.99	10.99	10.99	
Male	4.26	4.26	4.26	4.26	4.26	
Self-described gender	-	-	-	-	-	
Total Operations and Infrastructure	127.70	127.70	127.70	127.70	127.70	
Planning and Community Safety						
Permanent - Full time	57.80	57.80	57.80	57.80	57.80	
Female	27.80	27.80	27.80	27.80	27.80	
Male	30.00	30.00	30.00	30.00	30.00	
Self-described gender	-	-	-	-	-	
Permanent - Part time	14.35	14.35	14.35	14.35	14.35	
Female	9.52	9.52	9.52	9.52	9.52	
Male	4.83	4.83	4.83	4.83	4.83	
Self-described gender	-	-	-	-	-	
Total Planning and Community Safety	72.15	72.15	72.15	72.15	72.15	
Community Services						
Permanent - Full time	27.60	27.60	27.60	27.60	27.60	
Female	23.60	23.60	23.60	23.60	23.60	
Male	4.00	4.00	4.00	4.00	4.00	
Self-described gender	-	-	-	-	-	
Permanent - Part time	25.14	25.14	25.14	25.14	25.14	
Female	24.24	24.24	24.24	24.24	24.24	
Male	0.90	0.90	0.90	0.90	0.90	
Self-described gender	-	-	-	-	-	
Total Community Services	52.74	52.74	52.74	52.74	52.74	
Corporate Services						
Permanent - Full time	44.00	44.00	44.00	44.00	44.00	
Female	23.00	23.00	23.00	23.00	23.00	
Male	21.00	21.00	21.00	21.00	21.00	
Self-described gender	-	-	-	-	-	
Permanent - Part time	4.85	4.85	4.85	4.85	4.85	
Female	4.85	4.85	4.85	4.85	4.85	
Male	-	-	-	-	-	
Self-described gender	-	-	-	-	-	
Total Corporate Services	48.85	48.85	48.85	48.85	48.85	
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	3.36	3.36	3.36	3.36	3.36	
Female	2.36	2.36	2.36	2.36	2.36	
Male	-	-	-	-	-	
Self-described gender	1.00	1.00	1.00	1.00	1.00	
Total Governance, Communications and Engagement	22.36	22.36	22.36	22.36	22.36	

Summary of Planned Human Resources Expenditure
For the five years ending 30 June 2033

	Forward Estimates				
	2028-29 FTE	2029-30 FTE	2030-31 FTE	2031-32 FTE	2032-33 FTE
Operations and Infrastructure					
Permanent - Full time	112.45	112.45	112.45	112.45	112.45
Female	26.45	26.45	26.45	26.45	26.45
Male	86.00	86.00	86.00	86.00	86.00
Self-described gender	-	-	-	-	-
Permanent - Part time	15.25	15.25	15.25	15.25	15.25
Female	10.99	10.99	10.99	10.99	10.99
Male	4.26	4.26	4.26	4.26	4.26
Self-described gender	-	-	-	-	-
Total Operations and Infrastructure	127.70	127.70	127.70	127.70	127.70
Planning and Community Safety					
Permanent - Full time	57.80	57.80	57.80	57.80	57.80
Female	27.80	27.80	27.80	27.80	27.80
Male	30.00	30.00	30.00	30.00	30.00
Self-described gender	-	-	-	-	-
Permanent - Part time	14.35	14.35	14.35	14.35	14.35
Female	9.52	9.52	9.52	9.52	9.52
Male	4.83	4.83	4.83	4.83	4.83
Self-described gender	-	-	-	-	-
Total Planning and Community Safety	72.15	72.15	72.15	72.15	72.15
Community Services					
Permanent - Full time	27.60	27.60	27.60	27.60	27.60
Female	23.60	23.60	23.60	23.60	23.60
Male	4.00	4.00	4.00	4.00	4.00
Self-described gender	-	-	-	-	-
Permanent - Part time	25.14	25.14	25.14	25.14	25.14
Female	24.24	24.24	24.24	24.24	24.24
Male	0.90	0.90	0.90	0.90	0.90
Self-described gender	-	-	-	-	-
Total Community Services	52.74	52.74	52.74	52.74	52.74
Corporate Services					
Permanent - Full time	44.00	44.00	44.00	44.00	44.00
Female	23.00	23.00	23.00	23.00	23.00
Male	21.00	21.00	21.00	21.00	21.00
Self-described gender	-	-	-	-	-
Permanent - Part time	4.85	4.85	4.85	4.85	4.85
Female	4.85	4.85	4.85	4.85	4.85
Male	-	-	-	-	-
Self-described gender	-	-	-	-	-
Total Corporate Services	48.85	48.85	48.85	48.85	48.85
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	3.36	3.36	3.36	3.36	3.36
Female	2.36	2.36	2.36	2.36	2.36
Male	-	-	-	-	-
Self-described gender	1.00	1.00	1.00	1.00	1.00
Total Governance, Communications and Engagement	22.36	22.36	22.36	22.36	22.36

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 2023-2024 the FGRS cap has been set at 3.50 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 3.50 percent rate cap applied to the average general rate.

Rates and charges are due on a quarterly instalment basis. The due dates for the 2023-2024 financial year will be:

- 30 September 2023,
- 30 November 2023,
- 28 February 2024 and
- 31 May 2024

(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 2023-2024 to \$77.12 million.

4.1.1 (a) The reconciliation of the total rates and charges to the Comprehensive Income Statement is as follows:

	Forecast 2022-23 \$'000	Budget 2023-24 \$'000	Change	
			\$'000	%
General rates	60,254	62,513	2,259	3.75
Waste management charge	13,222	14,014	792	5.99
Special rates and charges	295	295	-	-
Interest on rates and charges	284	296	12	4.12
Total rates and charges	74,055	77,118	3,063	4.14

** general rates includes rebates and estimated supplementary rates.*

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	2022-23 Rate in Dollar	2023-24 Rate in Dollar	Change %
General	0.002441	0.002487	1.88
Farm Land	0.002075	0.002114	1.88
Commercial/Industrial	0.002832	0.002885	1.87
Vacant Land - Residential and Specified Low Density Residential Zones	0.003662	0.003731	1.88
Cultural and Recreational Land	0.000952	0.000970	1.89

** rate in the dollar values to be updated once total value of each type or class of land has been verified by the Valuer-General.*

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	2022-23 \$'000	2023-24 \$'000	Change \$'000	%
General	56,328	58,297	1,969	3.50
Farm Land	508	567	59	11.61
Commercial/Industrial	2,580	2,915	335	12.98
Vacant Land - Residential and Specified Low Density Residential Zones	776	727	(49)	(6.31)
Cultural and Recreational Land	4	4	-	-
Total amount to be raised by general rates	60,196	62,510	2,314	3.84

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	2022-23 Number	2023-24 Number	Change Number	%
Residential	22,623	22,716	93	0.41
Farm Land	140	143	3	2.14
Commercial / Industrial	1,003	1,006	3	0.30
Vacant Land - Residential and Specified Low Density Residential Zones	319	262	(57)	(17.87)
Cultural and Recreational Land	2	2	-	-
Total number of assessments	24,087	24,129	42	0.17

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	2022-23 \$'000	2023-24 \$'000	Change \$'000	%
Residential	23,075,713	23,440,567	364,854	1.58
Farm Land	244,975	268,125	23,150	9.45
Commercial / Industrial	911,015	1,010,410	99,395	10.91
Vacant Land - Residential and Specified Low Density Residential Zones	211,940	194,965	(16,975)	(8.01)
Cultural and Recreational Land	4,350	4,625	275	6.32
Total value of land	24,447,993	24,918,692	470,699	1.93

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	2022-23 \$	2023-24 \$	Change \$	%
Waste Management - Standard service	582.73	616.40	33.67	5.78
Waste Management - 80 litre landfill bin	466.18	493.12	26.94	5.78
Waste Management - 2 x 120 litre landfill bin	815.82	862.96	47.14	5.78
Waste Management - 140 litre landfill bin	641.00	678.04	37.04	5.78
Waste Management - 120 litre landfill bin – weekly collection	1,048.91	1,109.52	60.61	5.78
Waste Management - Elderly persons units - bin	145.68	154.10	8.42	5.78

Council has proposed to increase the domestic waste service standard charge by 5.78%.

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	2022-23 \$	2023-24 \$	Change \$	%
Waste Management - Residential - Standard Service	10,856,260	11,346,075	489,815	4.51
Waste Management - Residential - 80 Litre Red Bins	258,264	283,544	25,280	9.79
Waste Management - Residential - 2 Red Bins	1,568,006	1,766,479	198,473	12.66
Waste Management - Residential - 140 L (Fortnightly Garbage)	394,856	524,803	129,947	32.91
Waste Management - Residential - 120L (Weekly Garbage)	76,570	78,776	2,205	2.88
Waste Management - Elderly Persons Units - Bin	13,403	14,177	775	5.78

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:

	2022-23 \$	2023-24 \$	Change \$	%
General rates	60,196,396	62,510,440	2,314,044	3.84
Service charges	13,167,359	14,013,854	846,495	6.43
Total Rates and charges	73,363,755	76,524,294	3,160,539	4.31

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

Nillumbik Shire Council is fully compliant with the State Government's Fair Go Rates System

	2022-23	2023-24
Number of rateable properties	24,085	24,127
Base Average Rates	\$2,456.49	\$2,503.20
Maximum Rate Increase (set by the State Government)	1.75%	3.50%
Council Rate Cap Applied	1.75%	3.50%
Capped Average Rate based on Council rate cap	\$2,499.16	\$2,590.71
Budgeted General Rates Revenue subject to FGRS	\$ 60,192,255	\$ 62,505,954

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 (l) 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 0.2487 percent (0.2487 cents in the dollar of CIV) for all rateable residential properties and ordinary vacant land;
- A general rate of 0.2114 percent (0.2114 cents in the dollar of CIV) for all rateable farm land properties;
- A general rate of 0.2885 percent (0.2885 cents in the dollar of CIV) for all rateable commercial and industrial properties;
- A general rate of 0.3731 percent (0.3731 cents in the dollar of CIV) for all rateable vacant land - residential and specified low density residential zones; and
- A general rate of 0.09700 percent (0.09700 cents in the dollar of CIV) for all rateable cultural and recreational properties.

Rate in the dollar values will be updated once total value of each type or class of land has been verified by the Valuer-General in May.

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 2022-23 \$'000	Budget 2023-24 \$'000	Change	
			\$'000	%
Animal infringements	73	3	(70)	(95.89)
Infringements & costs	556	671	115	20.69
PERIN court recoveries	20	-	(20)	(100.00)
Town planning fees	1,124	1,117	(7)	(0.62)
Building fees	250	250	-	-
Total statutory fees and fines	2,023	2,041	18	0.92

Statutory fees and fines (\$18,000 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 2022-23 \$'000	Budget 2023-24 \$'000	Change	
			\$'000	%
Adult education	217	195	(22)	(9.95)
Building services	200	200	-	-
Child care/children's programs	385	439	54	14.03
Edendale farm	164	187	23	13.78
Environmental health	250	281	31	12.40
Hall & sports ground hire	392	426	34	8.67
Leisure centre and recreation	13,838	13,198	(640)	(4.62)
Pound release	37	25	(12)	(32.43)
Registration fees	823	855	32	3.94
Subdivision supervision	256	256	-	-
Waste management services	678	683	5	0.74
Other fees and charges	328	318	(10)	(3.05)
Total user fees	17,568	17,063	(505)	(2.87)

User fees (\$0.51 million decrease)

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 2023-2024 Fees and Charges**. There is an overall projected decrease in revenue generated by 2.87 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 2022-23 \$'000	Budget 2023-24 \$'000	Change \$'000 %	
Grants were received in respect of the following:				
Summary of grants:				
Commonwealth funded grants	1,237	3,814	2,577	208.33
State funded grants	25,488	4,873	(20,615)	(80.88)
Total grants received	26,725	8,687	(18,038)	(67.49)
(a) Operating Grants				
Recurrent - Commonwealth Government				
Aged care	306	300	(6)	(1.96)
Family and children	235	235	-	-
Financial Assistance Grants	696	3,279	2,583	371.12
Recurrent - State Government				
Adult education	468	219	(249)	(53.21)
Aged care	50	19	(31)	(62.00)
Community health	18	17	(1)	(5.56)
Family and children	765	541	(224)	(29.28)
Maternal and child health	515	435	(80)	(15.53)
Recreation	18	18	-	-
School crossing supervisors	295	355	60	20.34
Total recurrent grants	3,366	5,418	2,052	60.96
Non-recurrent - Commonwealth Government				
Environment	133	-	(133)	(100.00)
Non-recurrent - State Government				
Community Development	176	-	(176)	(100.00)
Corporate Support	45	-	(45)	(100.00)
Emergency Management	1,086	-	(1,086)	(100.00)
Environment	1,046	-	(1,046)	(100.00)
Family and children	171	-	(171)	(100.00)
Library and Community Education	18	150	132	733.33
Recreation	21	-	(21)	(100.00)
Recycling and Waste Services	70	-	(70)	(100.00)
Pandemic response	330	-	(330)	(100.00)
Bushfire recovery	1	-	(1)	(100.00)
Tourism and Business Support	110	-	(110)	(100.00)
Total non-recurrent grants	3,207	150	(3,057)	(95.32)
Total operating grants	6,573	5,568	(1,005)	(15.29)

	Forecast 2022-23 \$'000	Budget 2023-24 \$'000	Change \$'000	%
(b) Capital Grants				
Non-recurrent - Commonwealth Government				
Environment	-	-	-	100.00
Footpaths	160	-	(160)	
Recreational, leisure and community facilities	3,364	379	(2,985)	100.00
Roads	6,431	740	(5,691)	(88.49)
Family and children	30	-	(30)	(100.00)
Non-recurrent - State Government				
Family and children	480	-	(480)	(100.00)
Recreational, leisure and community facilities	9,123	2,000	(7,123)	(78.08)
Roads	519	-	(519)	(100.00)
Other infrastructure	45	-	(45)	(100.00)
Total non-recurrent grants(capital)	20,152	3,119	(17,033)	(84.52)
Total capital grants	20,152	3,119	(17,033)	(84.52)
Total Grants	26,725	8,687	(18,038)	(67.49)

Grants - Operating (\$1.01 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 15.29 percent or \$1.01 million. This is mainly due to a large number one-off non-recurrent grants received in 2022-2023.

Grants - Capital (\$18.04 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 67.49 percent or \$18.04 million mainly due to specific funding for large capital works projects in 2022-2023.

Section 4.5 Capital works program includes further detailed analysis of the grants and contributions expected to be received during the 2023-2024 year.

4.1.5 Contributions

	Forecast 2022-23 \$'000	Budget 2023-24 \$'000	Change \$'000	%
Monetary	1,519	104	(1,415)	(93.15)
Non-monetary	-	-	-	-
Total contributions	1,519	104	(1,415)	(93.15)

Contributions (\$1.42 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 \$1.42 million when compared to the 2022-2023 Budget forecast. This is mainly due to the one off receipt of contributions tied to capital projects in 2022-2023.

4.1.6 Other income

	Forecast	Budget	Change	
	2022-23 \$'000	2023-24 \$'000	\$'000	%
Interest on investments	600	800	200	33.33
Other rent	311	295	(16)	(5.14)
Sale of valuations	10	20	10	100.00
WorkCover insurance recoveries	150	150	-	-
Reimbursements	193	57	(136)	(70.47)
Other	191	187	(4)	(2.09)
Total other income	1,455	1,509	54	3.71

Other income (\$54,000 increase)

Other revenue is showing a slight increase of 3.7 percent compared to the prior financial year.

4.1.7 Employee costs

	Forecast	Budget	Change	
	2022-23 \$'000	2023-24 \$'000	\$'000	%
Casual staff	417	384	(33)	(7.91)
Fringe benefits tax and WorkCover	150	150	-	-
Oncost recoveries	8,012	8,521	509	6.35
Wages and salaries	30,302	31,678	1,376	4.54
Total employee costs	38,881	40,733	1,852	4.76

Employee benefits (\$1.85 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 11.00 percent to reflect changes in the superannuation guarantee legislation.

4.1.8 Materials and services

	Forecast 2022-23 \$'000	Budget 2023-24 \$'000	Change \$'000 %	
Contract payments:				
Audit	197	200	3	1.52
External labour hire	151	104	(47)	(31.13)
HACC contracts	234	240	6	2.56
Leisure	13,170	12,709	(461)	(3.50)
Other	1,768	1,878	110	6.22
Valuations	55	55	-	-
Waste services	7,507	8,213	706	9.40
Materials and Services:				
Building maintenance	387	398	11	2.84
Communications	232	215	(17)	(7.33)
Corporate information	49	69	20	40.82
Corporate support	96	96	-	-
Emergency management	246	261	15	6.10
Fleet operations	895	1,004	109	12.18
Insurances	1,325	1,456	131	9.89
IT & telephone	2,058	2,244	186	9.04
Materials, maintenance & equip	11,800	7,863	(3,937)	(33.36)
Other	537	528	(9)	(1.68)
Planning & building services	29	29	-	-
Stationery, printing & postage	397	373	(24)	(6.05)
Subscriptions, Publications & Memberships	226	228	2	0.88
Utilities	1,148	1,106	(42)	(3.66)
Waste services	2,358	2,182	(176)	(7.46)
Total materials and services	44,865	41,451	(3,414)	(7.61)

Materials and services (\$3.41 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 2022-23 \$'000	Budget 2023-24 \$'000	Change \$'000 %	
Property	2,371	1,436	(935)	(39.43)
Plant & equipment	530	847	317	59.81
Infrastructure	9,364	10,035	671	7.17
Total depreciation and amortisation	12,265	12,318	53	0.43

Depreciation and amortisation (\$0.53 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 2022-23 \$'000	Budget 2023-24 \$'000	Change \$'000 %	
Plant & equipment	386	381	(5)	(1.30)
Total amortisation - right of use assets	386	381	(5)	(1.30)

4.1.11 Other expenses

	Forecast 2022-23 \$'000	Budget 2023-24 \$'000	Change \$'000 %	
Aged & family services	703	69	(634)	(90.18)
Arts and cultural services	449	444	(5)	(1.11)
Community development	398	284	(114)	(28.64)
Council support	3	4	1	33.33
Councillors' allowances	265	295	30	11.32
Economic development	393	393	-	-
Environmental works	120	104	(16)	(13.33)
Leisure & education services	27	5	(22)	(81.48)
Library contributions (Yarra Plenty Regional Library)	3,052	3,189	137	4.49
Municipal laws	148	53	(95)	(64.19)
Short-term lease hire	239	235	(4)	(1.67)
Other	768	874	106	13.80
Payment agents & bank fees	198	200	2	1.01
Planning & building	97	97	-	-
Strategic planning	78	68	(10)	(12.82)
Youth services	8	2	(6)	(75.00)
Total other expenses	6,946	6,316	(630)	(9.07)

Other expenses (\$0.63 million decrease)

Other expenses are forecast to decrease by 9.07 percent or \$0.63 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 (\$3.1 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 (\$8.94 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 (\$2.04 million decrease)

The decrease is driven by the recognition of unearned grants and contract liabilities under Australian Accounting Standard.

Non Current Liabilities (\$1.54 million increase)

The increase 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.

	2022-23	2023-24
	\$	\$
Amount borrowed as at 30 June of the prior year	16,922	13,582
Amount proposed to be borrowed	-	8,000
Amount projected to be paid	(3,340)	(1,894)
Amount of borrowings as at 30 June	13,582	19,688

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 2022-23	Budget 2023-24
	\$'000	\$'000
Right-of-use assets		
Plant and equipment	1,034	1,623
Total right-of-use assets	1,034	1,623
Lease liabilities		
Current lease Liabilities		
Plant and equipment	400	413
Total current lease liabilities	400	413
Non-current lease liabilities		
Plant and equipment	634	1,211
Total non-current lease liabilities	634	1,211
Total lease liabilities	1,034	1,624

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 (\$0.14 million increase)

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 (\$1.56 million increase)

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 (\$6.38 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 (\$8.43 million decrease)

The decrease is driven by 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 (\$22.70 million decrease)

The overall decrease is a reflection of timing of cash flows associated with the capital works program for the 2023-2024 year. The statement of capital works provides a full detail of projects for the 2023-2024 year.

4.4.3 Net cash flows provided by/used in financing activities (\$9.6 million decrease)

This decrease is attributable to new loans to be taken in 2023-24 (\$8 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 2023-24 year, classified by expenditure type and funding source.

4.5.1 Summary

	Forecast 2022-23 \$'000	Budget 2023-24 \$'000	Change \$'000 %	
Property	8,795	2,510	(6,285)	(71.46)
Plant and equipment	1,968	1,480	(488)	(24.79)
Infrastructure	34,741	17,536	(17,205)	(49.52)
Total	45,504	21,526	(23,978)	(52.69)

* Forecast includes capital works projects carried forward from 2021-2022 - \$25.42 million

4.5.1 (a) Property (\$2.51 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 (\$1.48 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 (\$1.29 million).

4.5.1 (c) Infrastructure (\$17.54 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 2023-2024 year, \$3.92 million will be expended on road projects. The more significant projects include:

- Road and carpark renewal (\$1.74 million);
- Road upgrades (\$1.40 million);

\$3.9 million will be expended on recreational, leisure and community facilities, key projects being:

- Diamond Creek Netball Courts Roof (\$1.7 million);
- Hurstbridge Outdoor Netball (\$0.535 million);
- Tennis - Diamond Creek and Panton Hill (\$0.4 million);
- Carpark upgrades (\$0.379 million) and
- Trails renewal (\$0.3 million)

\$0.68 million will be expended on footpath construction and renewal program projects.

\$0.89 million will be expended on drainage renewal and upgrade projects.

\$5.8 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

- Street tree planting (\$0.13 million);
- Signage (non-regulatory) upgrade (\$0.10 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	4,048	1,538	2,510	-	-
Plant and equipment	1,480	1,480	-	-	-
Infrastructure	15,998	9,580	4,664	1,049	705
Total	21,526	12,598	7,174	1,049	705

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	4,048	1,000	-	2,048	1,000
Plant and equipment	1,480	-	-	1,480	-
Infrastructure	15,998	2,119	-	6,880	7,000
Total	21,526	3,119	-	10,407	8,000

Grants - Capital (\$3.12 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 2023-2024 include funding for the Diamond Creek Netball Courts Roof, road and carpark renewal and carpark upgrades. A list of projects with their funding source is provided below in 4.5.2.

Council Cash (\$10.41 million)

It is expected that in 2023-2024, \$10.41 million of rates revenue will be used to fund various capital projects.

Borrowing is proposed to fund tip rehabilitation works at Kangaroo Ground (\$5.0 million) which is in response to and in compliance with the requirements set out by the Environment Protection Authority. \$1 million will be set aside to enable Council to respond to potential Government grant funding opportunities. Remaining borrowings to fund Diamond Creek Netball Courts Roof (\$0.7 million), Hurstbridge Outdoor Netball (\$0.535 million), Tennis - Diamond Creek and Panton Hill (\$0.4 million), and Eltham North Pavilion Carpark Extension (\$0.365 million)

4.5.2 Capital works program

For the year ending 30 June 2024

* The below is a schedule of proposed and planned works for the 2023-2024 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	Borrowings \$'000
PROPERTY					
LAND	-	-	-	-	-
LAND IMPROVEMENTS	-	-	-	-	-
BUILDINGS					
Asset renewal expenditure					
Buildings renewal (including public toilets)	1,538	-	-	1,538	-
Total asset renewal expenditure - buildings	1,538	-	-	1,538	-
Asset upgrade expenditure					
Buildings upgrade	400	-	-	400	-
Climate Action Fund	110	-	-	110	-
Budget Stimulus Projects	2,000	1,000	-	-	1,000
Total asset upgrade expenditure - buildings	2,510	1,000	-	510	1,000
TOTAL BUILDINGS	4,048	1,000	-	2,048	1,000
BUILDING IMPROVEMENTS	-	-	-	-	-
LEASEHOLD IMPROVEMENTS	-	-	-	-	-
HERITAGE BUILDINGS	-	-	-	-	-
TOTAL PROPERTY	4,048	1,000	-	2,048	1,000
PLANT AND EQUIPMENT					
PLANT, MACHINERY AND EQUIPMENT (PM&E)					
Asset renewal expenditure					
Fleet replacement	565	-	-	565	-
Major plant replacement	720	-	-	720	-
Total asset renewal expenditure - PM&E	1,285	-	-	1,285	-
TOTAL PLANT, MACHINERY & EQUIPMENT	1,285	-	-	1,285	-
FIXTURES, FITTINGS AND FURNITURE (FF&F)					
Asset renewal expenditure					
Playground renewal	195	-	-	195	-
Total asset renewal expenditure - FF&F	195	-	-	195	-
TOTAL FIXTURES, FITTINGS AND FURNITURE	195	-	-	195	-
COMPUTERS AND TELECOMMUNICATIONS	-	-	-	-	-
HERITAGE PLANT AND EQUIPMENT	-	-	-	-	-
LIBRARY BOOKS	-	-	-	-	-
TOTAL PLANT AND EQUIPMENT	1,480	-	-	1,480	-

Capital Works Area	Summary of funding sources				
	Project Cost \$'000	Grants \$'000	Contrib \$'000	Council Cash \$'000	Borrowings \$'000
INFRASTRUCTURE					
ROADS					
Asset renewal expenditure					
Road and carpark renewal	1,740	740	-	1,000	-
Total asset renewal expenditure - roads	1,740	740	-	1,000	-
Asset upgrade expenditure					
Road upgrade	1,400	-	-	1,400	-
Total asset renewal expenditure - roads	1,400	-	-	1,400	-
Asset expansion expenditure					
Eltham North Pavilion Carpark Extension	365	-	-	-	365
Road safety	390	-	-	390	-
Total asset expansion expenditure - roads	755	-	-	390	365
New asset expenditure					
Bus shelters new	20	-	-	20	-
Total asset expansion expenditure - roads	20	-	-	20	-
TOTAL ROADS	3,915	740	-	2,810	365
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	280	-	-	280	-
Total asset expansion expenditure - footpaths	280	-	-	280	-
TOTAL FOOTPATHS AND CYCLEWAYS	680	-	-	680	-
DRAINAGE					
Asset renewal expenditure					
Drainage (reactive)	385	-	-	385	-
Total asset renewal expenditure - drainage	385	-	-	385	-
Asset upgrade expenditure					
Drainage (proactive)	500	-	-	500	-
Total asset upgrade expenditure - drainage	500	-	-	500	-
TOTAL DRAINAGE	885	-	-	885	-

Capital Works Area	Summary of funding sources				
	Project Cost \$'000	Grants \$'000	Contrib \$'000	Council Cash \$'000	Borrowings \$'000
RECREATIONAL, LEISURE AND COMMUNITY FACILITIES					
Asset renewal expenditure					
Trails renewal	300	-	-	300	-
Sports infrastructure renewal	255	-	-	255	-
Tennis - Diamond Creek and Panton Hill	400	-	-	-	400
Total asset renewal expenditure - RL&CF	955	-	-	555	400
Asset upgrade expenditure					
Trail upgrades	100	-	-	100	-
Carpark upgrades	379	379	-	-	-
Sports Infrastructure upgrade	85	-	-	85	-
Diamond Creek Netball Courts Roof	1,700	1,000	-	-	700
Total asset upgrade expenditure - RL&CF	2,264	1,379	-	185	700
New asset expenditure					
Hurstbridge Outdoor Netball	535	-	-	-	535
Quantity surveyor and planning for future grant funding opportunities	150	-	-	150	-
Total new asset expenditure - RL&CF	685	-	-	150	535
TOTAL RECREATIONAL, LEISURE AND COMMUNITY FACILITIES	3,904	1,379	-	890	1,635
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	20	-	-	20	-
Public open space infrastructure upgrade	150	-	-	150	-
Total asset upgrade expenditure - POSS	170	-	-	170	-
TOTAL PARKS, O/SPACE & STREETSCAPES	320	-	-	320	-
WASTE MANAGEMENT					
Asset renewal expenditure					
Landfill rehabilitation	5,800	-	-	800	5,000
Total asset renewal expenditure - Waste Management	5,800	-	-	800	5,000
TOTAL WASTE MANAGEMENT	5,800	-	-	800	5,000
AERODROMES	-	-	-	-	-
OFF STREET CAR PARKS	-	-	-	-	-
OTHER INFRASTRUCTURE					
Asset upgrade expenditure					
Street trees	130	-	-	130	-
Signage (non-regulatory) upgrade	100	-	-	100	-
Townships and streetscapes	100	-	-	100	-
Total asset upgrade expenditure - Other Infrastructure	330	-	-	330	-

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	14	-	-	14	-
Total asset expansion expenditure - Other Infrastructure	14	-	-	14	-
TOTAL OTHER INFRASTRUCTURE	344	-	-	344	-
TOTAL INFRASTRUCTURE	15,998	2,119	-	6,880	7,000
TOTAL CAPITAL WORKS 2023-2024	21,526	3,119	-	10,407	8,000

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	12,598	740	-	6,458	5,400
Asset upgrade expenditure	7,174	2,379	-	3,095	1,700
Asset expansion expenditure	1,049	-	-	684	365
New asset expenditure	705	-	-	170	535
TOTAL CAPITAL WORKS	21,526	3,119	-	10,407	8,000

5a. Targeted performance indicators

The following table highlights Council's current and projected performance across a selection of targeted service and financial performance indicators. These indicators provide a useful analysis of Council's intentions and performance and should be interpreted in the context of the organisation's objectives. The targeted performance indicators below are the prescribed financial performance indicators contained in Schedule 4 of the Local Government (Planning and Reporting) Regulations 2020. Results against these indicators and targets will be reported in Council's Performance Statement included in the Annual Report.

Targeted performance indicators - Service

Indicator	Measure	Notes	Actual 2021/22	Forecast Actual 2022/23	Target 2023/24	Target Projections			Trend
						2024/25	2025/26	2026/27	+/-
Governance									
Satisfaction with community consultation and engagement	Community satisfaction rating out of 100 with the consultation and engagement efforts of Council	1	62.1	69.3	71.0	65.2	66.9	68.6	+
Roads									
Sealed local roads below the intervention level	Number of kms of sealed local roads below the renewal intervention level set by Council / Kms of sealed local roads	2	95.10%	91.40%	91.70%	95.67%	95.96%	96.24%	+
Statutory planning									
Planning applications decided within the relevant required time	Number of planning application decisions made within the relevant required time / Number of decisions made	3	60.36%	62.60%	59.80%	55.16%	52.74%	50.42%	-
Waste management									
Kerbside collection waste diverted from landfill	Weight of recyclables and green organics collected from kerbside bins / Weight of garbage, recyclables and green organics collected from kerbside bins	4	72.69%	67.80%	72.20%	82.45%	87.81%	93.52%	+

Targeted performance indicators - Financial

Indicator	Measure	Notes	Actual 2021/22	Forecast Actual 2022/23	Target 2023/24	Target Projections			Trend
						2024/25	2025/26	2026/27	+/-
Liquidity									
Working Capital	Current assets / current liabilities	5	172%	127.95%	126.14%	108.70%	110.03%	112.82%	-
Obligations									
Asset renewal	Asset renewal and upgrade expense / Asset depreciation	6	163%	281.12%	160.69%	119.70%	106.21%	104.83%	-

Stability									
Rates concentration	Rate revenue / adjusted underlying revenue	7	76.80%	72.84%	74.66%	74.90%	74.76%	74.75%	o
Efficiency									
Expenditure level	Total expenses/ no. of property assessments	8	\$4,062.79	\$4,315.72	\$4,220.77	\$4,319.43	\$4,396.33	\$4,474.98	o

Key to Target Trend:

- + increase in Council's overall targets
- o maintaining Council's overall targets
- decrease in Council's overall targets

Notes to indicators

5a

1. Satisfaction with community consultation and engagement

We expect this measure to continue to improve over time, with minor fluctuations, reflective of current trends, as part of Council's Community Engagement Strategy.

2. Sealed local roads below the intervention level

We anticipate that this measure will improve in future years as our local roads are improved as part of Council's road maintenance program.

3. Planning applications decided within the relevant required time

This measure is reflective of current trends, with the result decreasing over time due to demand exceeding current resourcing.

4. Kerbside collection waste diverted from landfill

We expect diversion levels to remain steady over the coming financial years. Nillumbik remains well above the state diversion targets.

5. 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.

6. 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.

7. 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.

8. Expenditure level

Forecast results show the positive relationship between the growth in rateable properties across the Shire and corresponding growth in expenditure.

5b. 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 2022-23	Budget 2023-24	Strategic Resource Plan Projections			Trend +/-
Operating position								
Adjusted underlying result	Adjusted underlying surplus (deficit) / Adjusted underlying revenue	1	(2.4%)	1.4%	2.5%	2.8%	3.1%	+
Liquidity								
Unrestricted cash	Unrestricted cash / current liabilities	2	35.8%	22.4%	12.3%	(5.8%)	(3.8%)	-
Obligations								
Loans and borrowings	Interest bearing loans and borrowings / rate revenue	3	18.3%	25.5%	21.2%	17.4%	13.6%	+
Loans and borrowings	Interest and principal repayments on interest bearing loans and borrowings / rate revenue		5.6%	3.3%	4.4%	4.3%	4.2%	+
Indebtedness	Non-current liabilities / own source revenue		23.1%	24.1%	20.3%	16.8%	13.6%	+
Stability								
Rates effort	Rate revenue / CIV of rateable properties in the municipality		0.30%	0.31%	0.32%	0.33%	0.33%	o
Efficiency								
Revenue level	Residential rate revenue / no. of residential property assessments		\$3,046	\$3,171	\$3,219	\$3,277	\$3,343	o
Workforce turnover	No. of permanent staff resignations & terminations / average no. of permanent staff for the financial year		16.7%	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. 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.

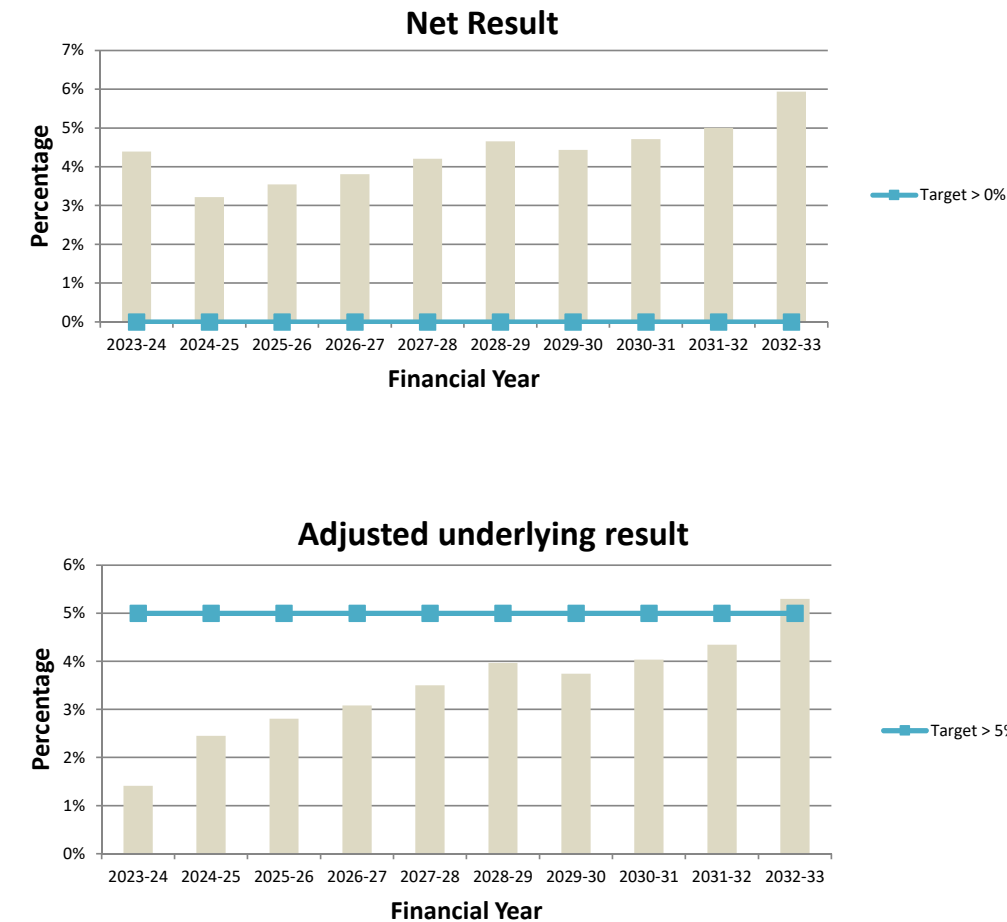
3. Debt compared to rates

The results illustrate Council's commitment to pay down existing loans.

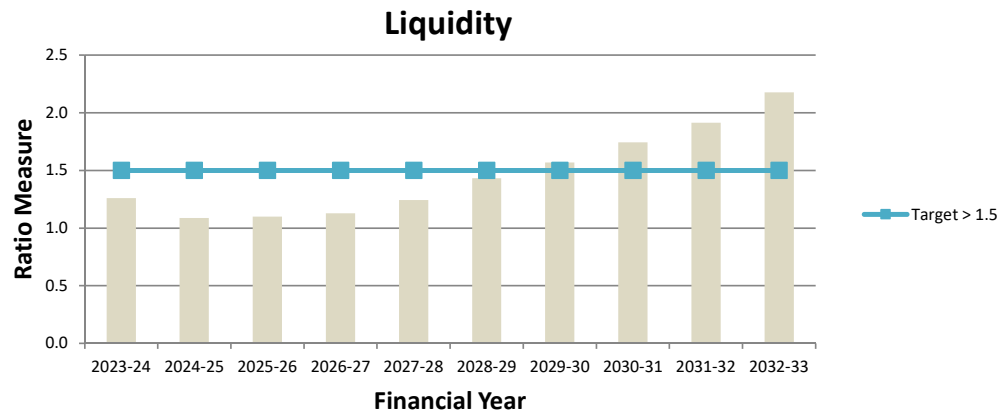
Financial Sustainability Performance

This appendix outlines Council's performance against the adopted financial sustainability plan indicators for the period 2023-24 to 2032-33

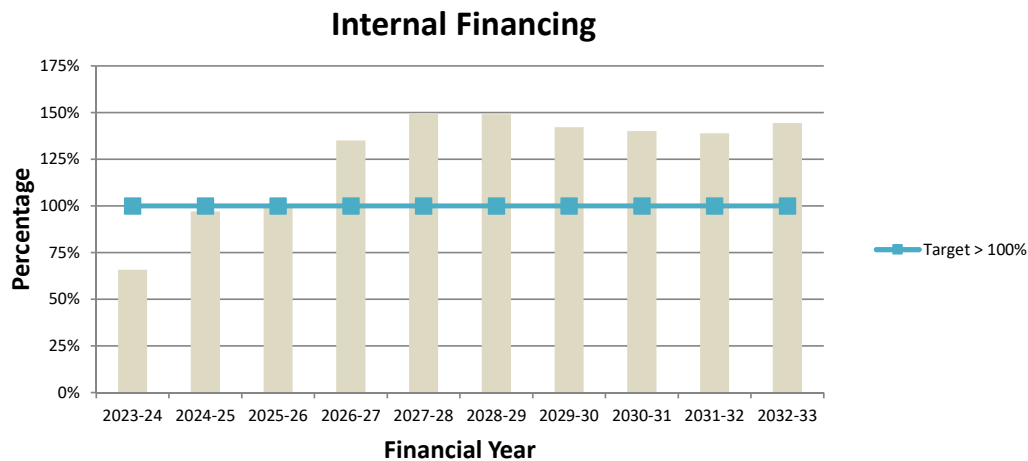
Financial Sustainability Plan indicators



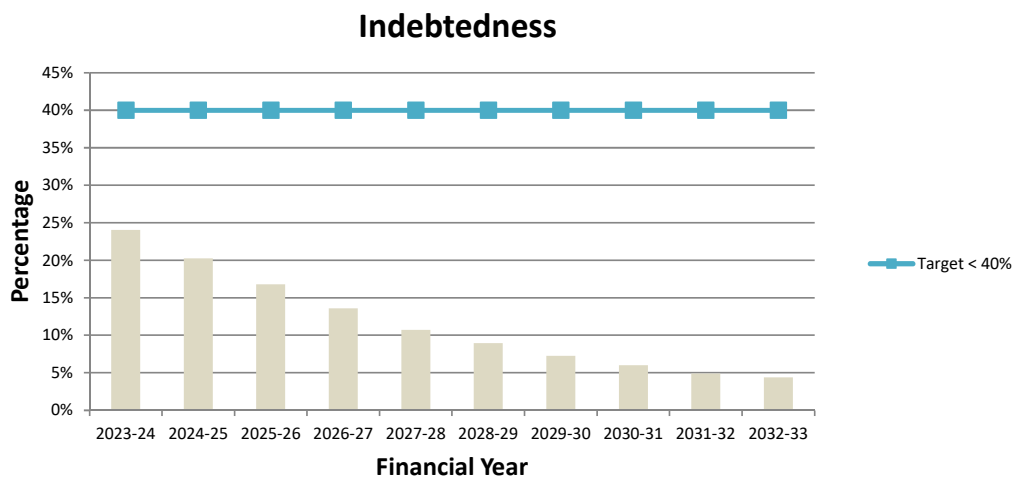
The net result projects that an operating surplus is expected to be achieved in each of the forecast years. The forecast underlying surplus results reflect limited growth in own-source revenue and continued maintenance of operational expenditure in line with service levels. The trend demonstrates the reliance on external funding sources, such as grants from other levels of government.



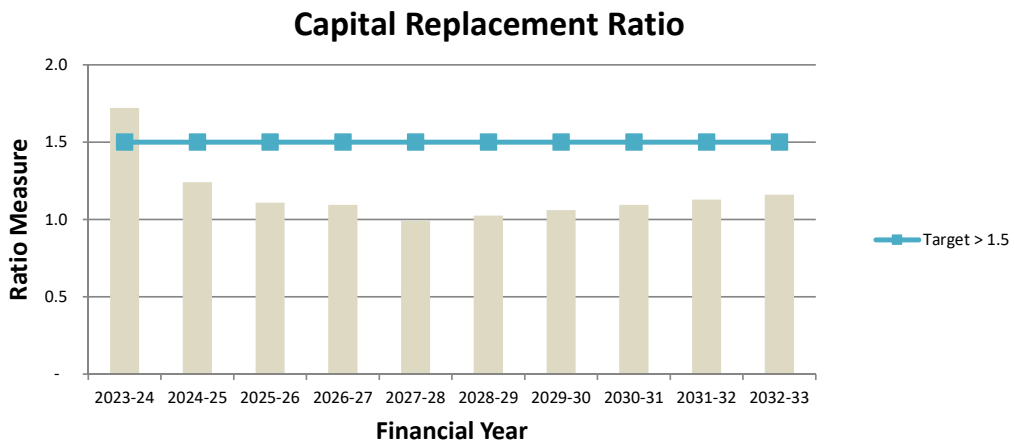
Council's liquidity forecasts is showing an improving trend and reflects liabilities, including borrowing maturities and a greater proportion of the provision for landfill rehabilitation becoming current, with cash balances lowering as capital projects are completed. Council does not budget for non-recurrent grant funding where there is a high degree of uncertainty or lack of assurance of receipt and as such this income and the associated cash inflow is not accounted for in this measure.



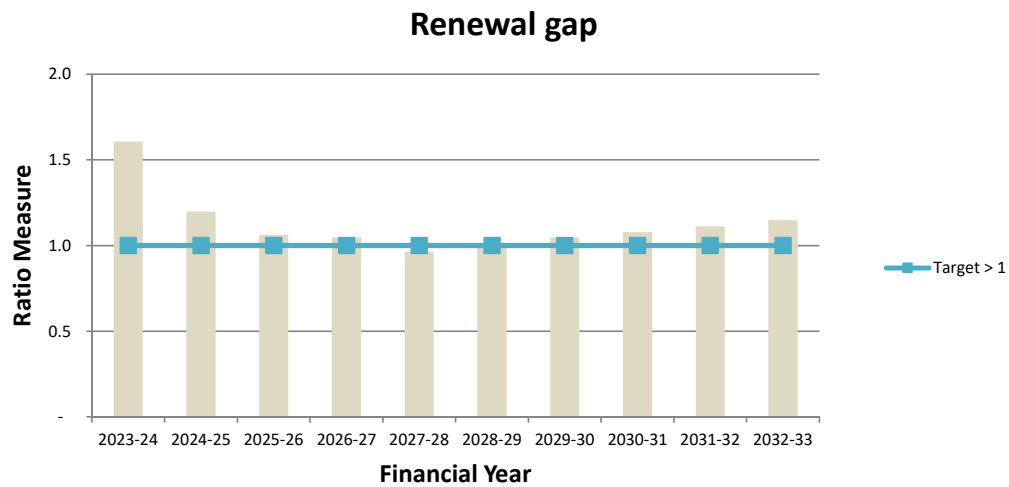
The internal financing forecasts Council's ability to finance capital works from generated cash flow. The trend is driven by the forecast capital works program, reflecting known funding sources where there is a high probability of receipt, and the limited growth in rates income.



Council continues to repay its existing loans and borrowings and anticipates taking out a further loan in 2023-2024. This is offset by borrowing maturities scheduled to occur each year, resulting in the declining overall debt balance and trend, ensuring that Council achieves above target levels each year.



Council is highly reliant on external funding sources in order to achieve the desired level of capital outlay, as demonstrated in the forecast results.



Council continues to invest in public infrastructure and community asset renewal with an underlying focus on ensuring the renewal gap targets are met, to ensure Council's responsibility remains at a manageable level. The forecast results mirror the capital works program currently scheduled and in future years; and again highlights the reliance on external funding.

Attachment 1. Budget 2023-2024

Appendix 1

Fees and Charges

Nillumbik Shire Council 2023-24 Fees & Charges

Note: * Indicates Statutory Fee

Description of Fee	Unit of Measure	Fee Status	Taxable Supply	Adopted Fee (GST Inclusive) 2022-23 \$	Proposed Fee (GST Inclusive) 2023-24 \$
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	26.00	27.50
Car boot	1	Discretionary	Y	52.00	54.50
Station wagon	1	Discretionary	Y	64.00	67.00
Small utility / van	1	Discretionary	Y	79.00	82.50
Medium utility / van	1	Discretionary	Y	118.00	123.50
Large ute	1	Discretionary	Y	124.00	130.00
Large van	1	Discretionary	Y	144.00	151.00
6 x 4 trailer	1	Discretionary	Y	100.00	105.00
6 x 4 trailer high side	1	Discretionary	Y	146.00	153.00
7 x 5 trailer	1	Discretionary	Y	122.00	128.00
7 x 5 trailer high side	1	Discretionary	Y	144.00	151.00
8 x 6 tandem trailer	1	Discretionary	Y	150.00	157.50
8 x 6 tandem trailer high side	1	Discretionary	Y	165.00	173.00
White goods - refrigerator, air-conditioners, freezer etc.	1	Discretionary	Y	47.00	49.00
Mattress - king / queen / double	1	Discretionary	Y	50.00	52.50
Mattress - single / baby	1	Discretionary	Y	36.00	37.50
Car tyre	1	Discretionary	Y	20.00	21.00
Car tyre with rim	1	Discretionary	Y	23.00	24.00
4WD tyre	1	Discretionary	Y	24.00	25.00
4WD tyre with rim	1	Discretionary	Y	27.00	28.50
Motor bike tyre	1	Discretionary	Y	17.00	18.00
Motor bike tyre with rim	1	Discretionary	Y	17.00	18.00
Truck tyre	1	Discretionary	Y	44.00	46.00
Truck tyre with rim	1	Discretionary	Y	50.00	52.50
Large tractor tyre	1	Discretionary	Y	179.00	187.50
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	Statutory		299.85	As advised by State Government
* 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 Subdivision Act (3.25%)	As per Subdivision Act
* 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	As per Subdivision Act (3.25%)	As per Subdivision Act
Minor drainage supervision and plan checking	Flat rate (scaled for number of allotments)	Discretionary	Y	1-3 lots: \$682.00 4-10 lots: \$963.00 >10 lots: 3.25% of estimated cost of works	1-3 lots: \$682.00 + BPI 4-10 lots: \$963.00 + BPI >10 lots: 3.25% of estimated cost of works
Minor drainage plan checking resubmit fee	Flat rate	Discretionary	Y	154.00	154.00 + BPI
Pit opening - excluding traffic management	Per hour	Discretionary	Y	105.00	105.00 + BPI
Copy of additional approved engineering plans	Flat rate	Discretionary	Y	143.00	143.00 + BPI
Endorse Traffic Guidance Scheme (not applicable to community run events)	Per traffic guidance scheme	Discretionary	Y	165.00	165.00
Capital Works					
* Storm water and drainage information		Statutory		149.40	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		660.50	Monetary fee unit
* Arterial road - not conducted on any part of the roadway, shoulder or pathway	Per site	Statutory		461.80	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		659.00	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		359.30	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		359.30	Monetary fee unit

Attachment 1. Budget 2023-2024

Fees and Charges

Nillumbik Shire Council 2023-24 Fees & Charges

Note: * indicates Statutory Fee

Description of Fee	Unit of Measure	Fee Status	Taxable Supply	Adopted Fee (GST Inclusive) 2022-23 \$	Proposed Fee (GST Inclusive) 2023-24 \$
* 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 Minor works conducted by utilities or public transport provider that are traffic impact works :	Per site	Statutory		91.70	Monetary fee unit
* Arterial road - conducted on any part of the roadway, shoulder or pathway	Per site	Statutory		244.60	Monetary fee unit
* Arterial road - not conducted on any part of the roadway, shoulder or pathway	Per site	Statutory		145.30	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		142.20	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		91.70	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		142.20	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		91.70	Monetary fee unit
* Vehicle crossing	Per site	Discretionary		300.00	316.50
* Landscaping of nature strip	Per site	Statutory		91.70	Monetary fee unit
Stormwater drainage connection:					
- Easement or connection not requiring road opening	Per site	Discretionary		91.70	97.00
- Connection requiring road opening	Per site	Discretionary		142.20	150.00
Asset protection		Discretionary	Y	455.00	480.00
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 plus a 3% administration charge	As per contract rates plus a 3% administration charge
	Greater than 10m ² (per m ²)	Discretionary	Y	As per contract rates plus a 3% administration charge	As per contract rates plus a 3% administration charge
Footpath & crossovers - minimum charge of 2 m² or 2 lineal metres.					
- Footpaths	Asphalt, 75mm concrete, pitch or flag type (per m ²)	Discretionary	Y	As per contract rates plus a 3% administration charge	As per contract rates plus a 3% administration charge
- Crossovers	150mm concrete (per m ²)	Discretionary	Y	As per contract rates plus a 3% administration charge	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 plus a 3% administration charge	As per contract rates plus a 3% administration charge
Kerb and channel	Concrete, dish gutters and spoon drains concrete kerb (per lineal m)	Discretionary	Y	As per contract rates plus a 3% administration charge	As per contract rates plus a 3% administration charge
Saw cutting	Per lineal metre	Discretionary	Y	As per contract rates plus a 3% administration charge	As per contract rates plus a 3% administration charge
Traffic control	Per controller (per hour)	Discretionary	Y	As per contract rates plus a 3% administration charge	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					
Building Services					
Building permit (within Nillumbik)	Value of works between \$1 - \$5,000	Discretionary	Y	POA - minimum \$775 (includes maximum of 2 inspections)	POA - minimum \$800 (includes maximum of 2 inspections)
Building permit (within Nillumbik)	Value of works between \$5,001 - \$15,000	Discretionary	Y	POA - minimum \$1,030 (includes a maximum of 2 inspections)	POA - minimum \$1,050 (includes a maximum of 2 inspections)
Building permit (within Nillumbik)	Value of works between \$15,001 - \$50,000	Discretionary	Y	POA - minimum \$1,135 (includes a maximum of 3 inspections)	POA - minimum \$1,150 (includes a maximum of 3 inspections)
Building permit (within Nillumbik)	Value of works between \$50,001 - \$100,000	Discretionary	Y	POA - minimum \$1,500 (includes a maximum of 3 inspections)	POA - minimum \$1,575 (includes a maximum of 3 inspections)
Building permit (within Nillumbik)	Value of works between \$100,001 - \$150,000	Discretionary	Y	POA - minimum \$1,650 (includes a maximum of 4 inspections)	POA - minimum \$1,675 (includes a maximum of 4 inspections)
Building permit (within Nillumbik)	Value of works between \$150,001 - \$200,000	Discretionary	Y	POA - minimum \$1,900 (includes a maximum of 4 inspections)	POA - minimum \$1,935 (includes a maximum of 4 inspections)
Building permit (within Nillumbik)	Value of works between \$200,001 - \$300,000	Discretionary	Y	POA - minimum \$2,060 (includes a maximum of 4 inspections)	POA - minimum \$2,085 (includes a maximum of 4 inspections)
Building permit (within Nillumbik)	Value of works between \$300,001 - \$400,000	Discretionary	Y	POA - minimum \$2,320 (includes a maximum of 4 inspections)	POA - minimum \$2,345 (includes a maximum of 4 inspections)
Building permit (within Nillumbik)	Value of works between \$400,001 - \$1,000,000	Discretionary	Y	POA - minimum \$2,420 (includes a maximum of 4 inspections)	POA - minimum \$2,445 (includes a maximum of 4 inspections)
Building permit (within Nillumbik)	Value of works \$1,000,001 and over	Discretionary	Y	POA	POA
Building permit (within Nillumbik) - additional inspections	Fee per additional inspection (beyond quantity provided for in permit contract)	Discretionary	Y	POA - minimum \$110 (maximum 1 hour)	POA - minimum \$165 (maximum 1 hour)
Building inspection (within Nillumbik) - commercial	Per hour	Discretionary	Y	150.00	165.00
Building inspection (outside Nillumbik boundaries)	Per hour	Discretionary	Y	220.00	255.00
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	POA - minimum \$750 (includes a maximum of 2 inspections)	POA - minimum \$800 (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
Building permit amendment	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)	380.00
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
* Section 29A consent	Per request	Statutory		87.90	87.90 + CPI
* Requesting adjoining neighbours comments	Per request	Discretionary		n/a	120.00
* Report & consents (dispensations)	As set by Victorian Building Authority (VBA)	Statutory		299.85	299.85 + CPI
Report (dispensations)	Per clause	Discretionary	Y	POA - minimum \$258	450.00

Attachment 1. Budget 2023-2024

Fees and Charges

Nillumbik Shire Council 2023-24 Fees & Charges

Note: * indicates Statutory Fee

Description of Fee	Unit of Measure	Fee Status	Taxable Supply	Adopted Fee (GST Inclusive) 2022-23 \$	Proposed Fee (GST Inclusive) 2023-24 \$
Extension of time	Per application for extension of time	Discretionary	Y	310.00	310.00
Above ground swimming pool (within Nillumbik)	Per application	Discretionary	Y	POA - minimum \$875 (includes a maximum of 2 inspections)	POA - minimum \$875 (includes a maximum of 2 inspections)
Certificate of pool and spa barrier compliance	Per application	Discretionary	Y	\$350 (includes 1 inspection, any additional required inspection to be charged at a rate of \$150 per inspection).	\$350 (includes 1 inspection and a 2nd minor re 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	32.85	32.85 + CPI
* Pools and spas search fee	Per application - Not applicable if the application to register a swimming pool with Council includes a copy of CF1 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	21.10	21.10 + CPI
* Pool registration and Form 23 built after 1/11/2020	Per application	Statutory	N	54.00	54.00 + CPI
* Failure to lodge pool/spa compliance certificate	1	Statutory	N	1849.20	1849.20 + CPI
* Lodgement of pool and spa barrier noncompliance certificate	1	Statutory	N	397.50	397.50 + 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
Permission to retain illegal structures	Value of works	Discretionary	Y	POA	POA
* Property Information Regulation 51(1)	Per property information request - Building form 10, As advised by VBA	Statutory		48.80	48.80 + CPI
* Property Information Regulation 51(2)	Per property information request - Building form 10, As advised by VBA	Statutory		48.80	48.80 + CPI
* Property Information Regulation 51(1) or 51(2)	Non-refundable retrieval fee (per application)	Statutory		97.60	97.60 + CPI
* Property Information Regulation 51(1) or 51(2) Fast track fee	Per priority request - additional charge for priority property information request	Discretionary	Y	n/a	120.00
* Property Information Regulation 51(3)	Certificate of building permit	Statutory		48.80	48.80 + CPI
Building permit - copy	Occupancy permit, certificate of final inspection	Discretionary	Y	75.00	75.00
Building miscellaneous	Certificate of domestic work insurance	Discretionary	Y	75.00	75.00
Building miscellaneous	Plans / computations / reports - plans (includes \$50 non-refundable search fee)	Discretionary	Y	260.00	260.00
Building miscellaneous	Plans / computations / reports - soil report (includes \$50 non-refundable search fee)	Discretionary	Y	150.00	150.00
Building miscellaneous	Plans / computations / reports - truss computations (includes \$50 non-refundable search fee)	Discretionary	Y	150.00	150.00
Building miscellaneous	All available commercial permit information	Discretionary	Y	POA	POA
Building miscellaneous	Per permit for Commercial & Industrial Plans (Depends on number of plans - electronic copies only)	Discretionary	Y	POA - minimum \$200 (includes up to a maximum of 1 hour search time)	200.00
Copy document fee	A4 paper (black and white per page)	Discretionary	Y	0.20	0.30
Copy document fee	A3 paper (black and white per page)	Discretionary	Y	0.50	0.80
Copy document fee	A0 paper (black and white per page)	Discretionary	Y	5.15	5.50
* Section 30 lodgement fee	Per external lodgement - (Set by VBA)	Statutory		125.80	125.80 + 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	770.00	800.00
Bushfire attack level	Per request and assessment	Discretionary	Y	325.00	325.00
* Report and consent- Regulation 116	Per application	Statutory		304.00	304.00 + 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 \$100 per day
Hoarding permit (road closure)	Per occupied area, or minimum fee	Discretionary	Y	n/a	641.00
Commercial building permits	Works within Nillumbik	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	Works outside Nillumbik	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 \$255 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 \$255 per required inspection)
Commercial building inspection (within Nillumbik)	Per inspection	Discretionary	Y	205.00	165.00
Commercial building inspection (outside Nillumbik)	Per inspection	Discretionary	Y	n/a	220.00
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		225.00	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	475.00	475.00

Attachment 1. Budget 2023-2024

Fees and Charges

Nillumbik Shire Council 2023-24 Fees & Charges

Note: * Indicates Statutory Fee

Description of Fee	Unit of Measure	Fee Status	Taxable Supply	Adopted Fee (GST Inclusive) 2022-23 \$	Proposed Fee (GST Inclusive) 2023-24 \$
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	785.00	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	1,525.00	1,525.00
Occupancy permit inspection fee - Place 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	205.00	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	340.00	340.00
Siting of temporary structures	Inspection fee per hour if an inspection is required outside standard business hours	Discretionary	Y	205.00	205.00
Community Safety					
Impounding livestock	Labour - ordinary per hour	Discretionary		54.00	55.00
Impounding livestock	Labour - time and a half per hour	Discretionary		82.00	84.00
Impounding livestock	Labour - double time per hour	Discretionary		107.00	109.00
Impounding livestock	Trespass sheep/goat/pig per head	Discretionary		28.00	29.00
Impounding livestock	Trespass other cattle per head	Discretionary		33.00	34.00
Impounding livestock	Transport - Monday to Saturday	Discretionary		External contractors rate	External contractors rate
Impounding livestock	Transport - Sunday/public holidays	Discretionary		External contractors rate	External contractors rate
Impounding small livestock	Sustenance - chicken/rabbit/ferret/bird per day	Discretionary		6.00	7.00
Impounding medium livestock	Sustenance - sheep/goat/pig per day	Discretionary		23.00	24.00
Impounding large livestock	Sustenance - cattle/horse per day	Discretionary		28.00	29.00
Impounding livestock	Pound fees	Discretionary		23.00	24.00
Impounding livestock	Posting notice	Discretionary		35.00	35.00
Impounding livestock	Insertion of notice in newspapers	Discretionary		At cost + 10% administration fee	At cost + 10% administration fee
Impounding livestock	Advertisement cost	Discretionary		At cost + 10% administration fee	At cost + 10% administration fee
Dog pound - release	Release same day	Discretionary	Y	58.00	59.00
Dog pound - release	Release - one day	Discretionary	Y	91.00	93.00
Dog pound - sustenance	Sustenance per day	Discretionary	Y	33.00	34.00
Animal registration	Dog maximum fee	Discretionary		200.00	205.00
Animal registration	Dog reduced fee (Micro chipped only. Excludes new registrations)	Discretionary		103.00	105.00
Animal registration	Dog minimum fee (Desexed)	Discretionary		53.00	54.00
Animal registration	Cat maximum fee	Discretionary		300.00	307.00
Animal registration	Cat reduced fee (Micro chipped only)	Discretionary		103.00	105.00
Animal registration	Cat minimum fee (Desexed)	Discretionary		53.00	54.00
Animal registration	Transfer	Discretionary		11.00	12.00
Animal registration	Replacement tag	Discretionary	Y	12.00	13.00
Animal registration	Pensioner registration of any animal	Discretionary		1/2 standard fee	1/2 standard fee
Animal registration	Domestic animal business	Discretionary		390.00	399.00
Animal registration	Dangerous/restricted breed	Discretionary		390.00	399.00
Animal registration	Microchipping service	Discretionary		35.00	36.00
Local law permits	More than animals specified in Local Law	Discretionary		112.00	114.00
Local law bonds	Cat cage holding fee (refundable)	Discretionary		50.00	51.00
Local law permits	Outdoor eating facilities - 1st table	Discretionary		194.00	198.00
Local law permits	- Thereafter	Discretionary		102.00	104.00
Local law permits	Temporary signs and A Frames	Discretionary		122.00	125.00
Local law permits	Temporary real estate signage (multiple signs/year)	Discretionary		510.00	522.00
Local law permits	Goods/furniture on footpaths	Discretionary		204.00	209.00
Local law permits	Repair and sale of vehicle	Discretionary		n/a	50.00
Local law permits	Fireworks	Discretionary		n/a	200.00
Local law permits	Charitable collection	Discretionary		n/a	10.00
Local law permits	Clothing bin	Discretionary		n/a	80.00
Local law permits	Busking per day	Discretionary		20.00	21.00
Local law permits	Storage on roads per day	Discretionary		48.00	49.00
Local law permits	Skips	Discretionary		48.00	49.00
Local law permits	Skip bin - annual consent	Discretionary		555.00	568.00
Local law permits	Use of motorised toy vehicles on private property	Discretionary		110.00	112.00
Local law permits	Road side vending (per day)	Discretionary		185.00	189.00
Local law permits	Road side vending (half day = 4hrs)	Discretionary		97.00	99.00
Local law permits	Road side vending (per annum)	Discretionary		1,400.00	1435.00
Local law permits	Road side vending (pro rata/month)	Discretionary		Pro rata annual fee	Pro rata annual fee
Local law permits	Caravans, boats and trailers	Discretionary		105.00	110.00
Local law releases	Shopping trolleys per item	Discretionary	Y	120.00	125.00
Local law releases	Charity bins per item	Discretionary	Y	420.00	425.00
Local law releases	Skips per item	Discretionary	Y	788.00	790.00
Local law releases	Caravans, boats and trailers	Discretionary	Y	420.00	425.00
Local law releases	A frames and signs	Discretionary	Y	128.00	129.00
Local law releases	Miscellaneous small items	Discretionary	Y	109.00	111.00
Local law releases	Miscellaneous medium items	Discretionary	Y	263.00	269.00
Local law releases	Miscellaneous large items	Discretionary	Y	420.00	430.00
* 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	219.00	224.00
Derelict vehicles	Towing	Discretionary	Y	184.00	188.00
Derelict vehicles	Storage per additional day - motor vehicles, caravans, trailers	Discretionary	Y	27.00	28.00
Parking permits	Private parking permits	Discretionary		23.00	24.00
Parking permits	Eltham Traders Permit Scheme - annual permit	Discretionary		105.00	107.00
Parking permits	Eltham Traders Permit Scheme - casual permit	Discretionary		2.00	2.50
Parking permits	Trade/builders parking permit / day	Discretionary		55.00	56.00
Filming permits	Application fee - filming	Discretionary		210.00	215.00
Filming permits	Application fee - stills photography	Discretionary		105.00	107.00
Filming permits	Use of Council reserve / facility - per day	Discretionary		735.00	753.00
Filming permits	Use of Council reserve / facility - half day	Discretionary		368.00	377.00
Filming permits	Parking - car / day	Discretionary		42.00	43.00
Filming permits	Parking - truck / day	Discretionary		84.00	86.00

Attachment 1. Budget 2023-2024

Fees and Charges

Nillumbik Shire Council 2023-24 DRAFT Fees & Charges

Note: * indicates Statutory Fee

Description of Fee	Unit of Measure	Fee Status	Taxable Supply	Adopted Fee (GST Inclusive) 2022-23 \$	Proposed Fee (GST Inclusive) 2023-24 \$
Filming permits	Low impact permit fee (in addition to application fee)	Discretionary		158.00	162.00
Filming permits	High impact permit fee (in addition to application fee)	Discretionary		525.00	538.00
Environmental Health					
Initial registration of food premises	Class one premises	Discretionary		665.00	950.00
Initial registration of food premises	Class two premises	Discretionary		775.00	850.00
Initial registration of food premises	Class three premises	Discretionary		460.00	500.00
Plans approval fee of premises	Premises	Discretionary		180.00	185.00
Initial registration of food premises	Community group - class 2	Discretionary		600.00	425.00
Initial registration of food premises	Community group - class 3	Discretionary		450.00	250.00
Notification of food premises	Class four premises	Discretionary		-	-
Renewal registration of food premises	Class one premises	Discretionary		580.00	750.00
Renewal registration of food premises	Class two premises	Discretionary		680.00	685.00
Renewal registration of food premises	Class three premises	Discretionary		380.00	430.00
Renewal registration of food premises	Community group - class 2	Discretionary		350.00	340.00
Renewal registration of food premises	Community group - class 3	Discretionary		190.00	215.00
Food premises additional inspection	Other than mandatory inspection and 1 follow up	Discretionary		180.00	200.00
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		125.00	127.00
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		180.00	200.00
Failed sampling result	2nd and subsequent sampling results	Discretionary		190.00	190.00
Street-trader registration	Class two premises	Discretionary		255.00	580.00
Street-trader registration	Class three premises	Discretionary		173.00	430.00
Street-trader registration	Community group - class 2	Discretionary		130.00	180.00
Street-trader registration	Community group - class 3	Discretionary		85.00	130.00
Additional component	Per additional component (eg bakery, butcher, deli) to main activity	Discretionary		155.00	158.00
Additional staff	Additional charge per staff EFT over 5 for all premises	Discretionary		10.50	11.00
Hairdresser registration - initial only	1	Discretionary		180.00	280.00
Beauty therapy registration	1	Discretionary		212.00	310.00
Beauty therapy renewal	1	Discretionary		212.00	212.00
Skin penetration registration	1	Discretionary		258.00	350.00
Skin penetration renewal	1	Discretionary		258.00	258.00
Prescribed accommodation - renewal	Fee for < 10 beds	Discretionary		295.00	300.00
	Fee for 10 - 20 beds	Discretionary		475.00	480.00
	Fee for > 20 beds	Discretionary		610.00	610.00
Prescribed accommodation - registration	Fee for < 10 beds	Discretionary		n/a	460.00
	Fee for 10 - 20 beds	Discretionary		n/a	640.00
	Fee for > 20 beds	Discretionary		n/a	770.00
Aquatic facility registration	Category 1 aquatic facility	Discretionary		280.00	285.00
Aquatic facility renewal	Category 1 aquatic facility	Discretionary		280.00	285.00
Health - colonic irrigation registration	1	Discretionary		210.00	210.00
Health - colonic irrigation renewal	1	Discretionary		210.00	210.00
Health - Transfer	1	Discretionary		n/a	180.00
Scare Gun permit	1	Discretionary		n/a	180.00
Domestic Wastewater Management (cost recovery)					
* Septic application	1	Statutory		747.37	48.88 fee units
* Minor alteration to OWMS	1	Statutory		569.55	37.25 fee units
* Transfer a permit	1	Statutory		151.83	9.93 fee units
* Amend a permit	1	Statutory		158.71	10.38 fee units
* Renew a permit	1	Statutory		127.05	8.31 fee units
* Exemption	1	Statutory		224.30	14.67 fee units
* Report and consent	1	Statutory		299.85	19.61 fee units
Search for septic plans	1	Discretionary		48.00	50.00
Application to retain septic system in reticulated area	Includes site inspection, records search and one water sample analysis	Discretionary		747.37	48.88 fee units
Statutory Planning					
Planning miscellaneous - history	Per request - general planning information (permits & dates etc.)	Discretionary	Y	153.00	155.00
Planning miscellaneous - written planning advice	Per request - for written planning information/advice	Discretionary	Y	165.00	180.00
Planning miscellaneous - copy of permit	Copy of permit (price per permit, without endorsed plans)	Discretionary		70.00	73.50
Planning miscellaneous - permit information (1 Permit)	Planning permit details (copies of permits, including endorsed plans, price per permit) One permit	Discretionary	Y	132.60	150.00
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	255.00
Planning miscellaneous - multiple permit information	Planning permit details (copies of permits, including endorsed plans, price per permit) Search all permits	Discretionary	Y	377.40	380.00
Planning - miscellaneous consents	Miscellaneous consents (eg. S173)	Discretionary	Y	331.50	470.00

Attachment 1. Budget 2023-2024

Fees and Charges

Nillumbik Shire Council 2023-24 Fees & Charges

Note: * indicates Statutory Fee

Description of Fee	Unit of Measure	Fee Status	Taxable Supply	Adopted Fee (GST Inclusive) 2022-23 \$	Proposed Fee (GST Inclusive) 2023-24 \$
Planning - fast track miscellaneous consent	Miscellaneous consent fast track (eg. S173 for up to 2 trees)	Discretionary		611.50	770.00
Planning - extension of time (1st)	Request for extension of time to permit - first request	Discretionary	Y	330.00	360.00
Planning - extension of time (Subsequent)	Request for extension of time to permit - subsequent requests	Discretionary	Y	430.00	475.00
* 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		1,360.80	1,360.80 + CPI
* Planning	Class 2	Statutory		206.40	206.40 + CPI
* Planning	Class 3	Statutory		649.80	649.80+ CPI
* Planning	Class 4	Statutory		1,330.20	1,330.20 + CPI
* Planning	Class 5	Statutory		1,437.30	1,437.30 + CPI
* Planning	Class 6	Statutory		1,544.30	1,544.30 + CPI
* Planning	Class 7	Statutory		206.40	206.40 + CPI
* Planning	Class 8	Statutory		443.40	443.40 + CPI
* Planning	Class 9	Statutory		206.40	206.40 + CPI
* Planning	Class 10	Statutory		206.40	206.40 + CPI
* Planning	Class 11	Statutory		1,185.00	1,185.00 + CPI
* Planning	Class 12	Statutory		1,597.80	1,597.80 + CPI
* Planning	Class 13	Statutory		3,524.30	3,524.30 + CPI
* Planning	Class 14	Statutory		8,982.90	8,982.90 + CPI
* Planning	Class 15	Statutory		26,489.90	26,489.90 + CPI
* Planning	Class 16	Statutory		59,539.30	59,539.30+ CPI
* Subdivision	Class 17	Statutory		1,360.80	1,360.80 + CPI
* Subdivision	Class 18	Statutory		1,360.80	1,360.80 + CPI
* Subdivision	Class 19	Statutory		1,360.80	1,360.80 + CPI
* Subdivision	Class 20	Statutory		1,360.80	1,360.80 + CPI
* Subdivision	Class 21	Statutory		1,360.80	1,360.80 + CPI
* Planning	Class 22	Statutory		1,360.80	1,360.80 + CPI
Request for amendment to permit class:					
* Planning	Class 1	Statutory		1,360.80	1,360.80 + CPI
* Planning	Amendment to change permit preamble or conditions (other than for a single dwelling)	Statutory		1,360.80	1,360.80 + CPI
* Planning	Class 2	Statutory		206.40	206.40 + CPI
* Planning	Class 3	Statutory		649.80	649.80+ CPI
* Planning	Class 4	Statutory		1,330.20	1,330.20 + CPI
* Planning	Class 5	Statutory		1,437.30	1,437.30 + CPI
* Planning	Class 6	Statutory		1,437.30	1,437.30 + CPI
* Planning	Class 7	Statutory		206.40	206.40 + CPI
* Planning	Class 8	Statutory		443.40	443.40 + CPI
* Planning	Class 9	Statutory		206.40	206.40 + CPI
* Planning	Class 10	Statutory		206.40	206.40 + CPI
* Planning	Class 11	Statutory		1,185.00	1,185.00 + CPI
* Planning	Class 12	Statutory		1,597.80	1,597.80 + CPI
* Planning	Class 13	Statutory		3,524.30	3,524.30 + CPI
* Planning	Class 14	Statutory		3,524.30	3,524.30 + CPI
* Planning	Class 15	Statutory		3,524.30	3,524.30 + CPI
* Planning	Class 16	Statutory		3,524.30	3,524.30 + CPI
* Subdivision	Class 17	Statutory		1,360.80	1,360.80 + CPI
* Subdivision	Class 18	Statutory		1,360.80	1,360.80 + CPI
* Subdivision	Class 19	Statutory		1,360.80	1,360.80 + CPI
* Subdivision	Class 20	Statutory		1,360.80	1,360.80 + CPI
* Subdivision	Class 21	Statutory		1,360.80	1,360.80 + CPI
* Planning	Class 22	Statutory		1,360.80	1,360.80 + CPI
* Certification	Certification of subdivision (per 100 lots)	Statutory		180.40	180.40 + CPI
* Certification	Alteration of plan	Statutory		114.70	114.70 + 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		336.40	336.40 + CPI
* Planning - section 173 change	For an agreement to amend or end a Section 173 Agreement - consent request	Statutory		680.40	680.40 + 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	150.00	200.00
Advertising	Additional notices	Discretionary	Y	12.00	12.00
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	48.40	58.40
Advertising	Planning notice installation service	Discretionary	Y	199.65	209.65
Advertising	Notice in local paper	Discretionary	Y	Cost plus 10% administration charge	Cost plus 10% administration charge

Attachment 1. Budget 2023-2024

Fees and Charges

Nillumbik Shire Council 2023-24 Fees & Charges

Note: * Indicates Statutory Fee

Description of Fee	Unit of Measure	Fee Status	Taxable Supply	Adopted Fee (GST Inclusive) 2022-23 \$	Proposed Fee (GST Inclusive) 2023-24 \$
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	200.00
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	280.00	300.00
Removal of trees < 2 (Arborist) - fast-track - non - other development	Per application (must be charged in conjunction with appropriate statutory application fee)	Discretionary	Y	280.00	300.00
Application to remove up to two trees on private land under the local law	Per application and includes a Council arborist assessment in this fee (arborist report not required by the applicant).		Y	n/a	350.00
Application to remove more than two trees on private land under the local law	Per application, the customer to provide the arborist report.		Y	n/a	300.00
Extension of time to extend a local laws tree removal permit	Per application			n/a	250.00
Request for secondary consent approval (<=3 Changes)	3 itemised changes	Discretionary	Y	375.00	385.00
Request for secondary consent approval (4+ Changes)	4 or more itemised changes	Discretionary	Y	525.00	535.00
Pre-lodgement application and document check and review	Per request	Discretionary	Y	n/a	115.00
Major pre-application meeting request with written planning advice	per request	Discretionary	y	n/a	250.00
Planning Scheme Amendments					
* Planning	Planning Scheme amendment (stage 1)	Statutory		3,149.70	3,149.70 + CPI
* Planning	Planning Scheme amendment (stage 2 - < 10 submissions)	Statutory		15,611.10	15,611.10 + 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		41,695.80	41,695.80 + CPI
* Planning	Planning Scheme amendment (stage 3)	Statutory		496.90	496.90 + CPI
* Planning	Planning Scheme amendment (stage 4)	Statutory		496.90	496.90 + CPI
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	Workshop fees to be calculated taking into account officer time, materials and contractor fees Fees will be adjusted to take into consideration the target group and delivery of council plans	Discretionary	Y	Fee for service	Fee for service
Other fees					
Festival and event entry	Per person	Discretionary	Y	Fee for service	Fee for service
Admissions - child (age 2 and over)	Child	Discretionary	Y	Donation	Donation
Admission - adult	Adult	Discretionary	Y	Donation	Donation
Farm tours (minimum 10 participants)					
Farm animal tour	Per child	Discretionary	Y	10.00	10.00
Farm tour	Per adult	Discretionary	Y	11.00	12.00
Farm tour	Adult concession	Discretionary	Y	9.00	10.00
Room hire - standard (Mummery and Macey rooms)					
Any day	4 hours (includes setup and pack up time)	Discretionary	Y	200.00	200.00
Any day	Per hour (min. 2 hours) (includes setup and pack up time)	Discretionary	Y	53.00	53.00
Room hire - community, local small business & not for profit organisations (Mummery & Macey Rooms)					
Any day	4 hours (includes setup and pack up time)	Discretionary	Y	140.00	140.00
Any day	Per hour (min. 2 hours) (includes setup and pack up time)	Discretionary	Y	37.00	37.00
Room hire - Council and LLN (Mummery & Macey rooms)					
Any day	4 hours (includes setup and pack up time)	Discretionary	Y	140.00	140.00
Any day	Per hour (min. 2 hours) (includes setup and pack up time)	Discretionary	Y	37.00	37.00
Room hire - standard (Gaston, Cox and Thomas Cool rooms)					
Any day	4 hours (includes setup and pack up time)	Discretionary	Y	140.00	150.00
Any day	Per hour (min. 2 hours) (includes setup and pack up time)	Discretionary	Y	40.00	40.00
Room hire - community, local small business & not for profit organisations (Gaston, Cox and Thomas Cool Rooms)					
Any day	4 hours (includes setup and pack up time)	Discretionary	Y	105.00	113.00
Any day	Per hour (min. 2 hours) (includes setup and pack up time)	Discretionary	Y	30.00	30.00
Room hire - Council and LLN (Gaston, Cox and Thomas Cool Rooms)					
Any day	4 hours (includes setup and pack up time)	Discretionary	Y	105.00	113.00
Any day	Per hour (min. 2 hours) (includes setup and pack up time)	Discretionary	Y	30.00	30.00
Additional room hire services					
Kitchen use charge (up to 20 people)	Per day (incl tea/ coffee / cups)	Discretionary	Y	45.00	47.00
Kitchen use charge (21-60 people)	Per day (incl tea/ coffee / cups)	Discretionary	Y	n/a	94.00

Attachment 1. Budget 2023-2024

Fees and Charges

Nillumbik Shire Council 2023-24 Fees & Charges

Note: * Indicates Statutory Fee

Description of Fee	Unit of Measure	Fee Status	Taxable Supply	Adopted Fee (GST Inclusive) 2022-23 \$	Proposed Fee (GST Inclusive) 2023-24 \$
Discretionary Kitchen Bond	Per session	Discretionary	Y	n/a	100.00
Cleaning levy	Per event (if required)	Discretionary	Y	175.00	185.00
Bond	Per event (if required)	Discretionary	Y	250.00 - 1,000.00	250.00 - 1,000.00
Staff lock up fee	Night time	Discretionary	Y	165.00	174.00
PA Hire (speaker / microphone)	Per session	Discretionary	Y	55.00	58.00
Set up fee	Per session	Discretionary	Y	45.00	55.00
Shelter hire outdoor spaces					
Ironbark shelter	Exclusive group with public liability insurance				
Birthday party shelter hire	Per hour (min. 2 hours)	Discretionary	Y	205.00 per session	82.00 per hour
Peppercorn & sheoak shelter	Exclusive group with public liability insurance				
Birthday party shelter hire	Per hour (min. 2 hours)	Discretionary	Y	105.00 per session	42.00 per hour
Acacia, dam & spiral shelter	Exclusive group with public liability insurance				
Birthday party shelter hire	Per hour (min. 2 hours)	Discretionary	Y	85.00 per session	34.00 per hour
Optional birthday party services					
Birthday party self guided farm tour	Per session	Discretionary	Y	65.00	69.00
Birthday party guinea pigs patting (mini party)	Per session	Discretionary	Y	85.00	90.00
Birthday party farm tour	Per session	Discretionary	Y	185.00	195.00
Hire of other spaces					
Hire of amphitheatre	Per hour (min. 2 hours)	Discretionary	Y	200.00 - 300.00 per block	50.00 per hour
Hire of designated lawn area for parties (not events)	Per hour (min. 2 hours)	Discretionary	Y	100.00 - 1,500.00 per block	42.00 per hour
Hire of whole site	Exclusive use	Discretionary	Y	2,000.00 - 6,000.00	2,000.00 - 6,000.00
Event bond	Per event	Discretionary	Y	250.00 - 1,000.00	250.00 - 1,000.00
Event infrastructure					
Marquee hire	Per marquee	Discretionary	Y	100.00	105.00
Bike parking	Per event	Discretionary	Y	200.00 - 1,000.00	200.00 - 1,000.00
Power stepdown box	Per box	Discretionary	Y	50.00	53.00
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 contract	Contract	Y	Per contract	Per contract
Leisure & Recreation					
Summer					
A grade	Per team	Discretionary	Y	912.80	963.00
B grade	Per team	Discretionary	Y	793.50	837.00
C grade	Per team	Discretionary	Y	674.20	711.00
D grade	Per team	Discretionary	Y	549.70	578.00
Winter					
A grade	Per team	Discretionary	Y	1,555.80	1,641.00
B grade	Per team	Discretionary	Y	1,436.50	1,515.50
C grade	Per team	Discretionary	Y	1,301.70	1,373.00
D grade	Per team	Discretionary	Y	1,177.20	1,242.00
Pavilion use					
Use of pavilion in conjunction with ground hire	Per season	Discretionary	Y	200.00	211.00
Eltham High	Per Use	Discretionary	Y	n/a	20.00
Eltham High floodlight use	Per hour	Discretionary	Y	n/a	64.50
Ground use discounts for under-represented groups					
Clubs demonstrating initiative or events for LGBTIQ+, 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	414.90	438.00
Commercial hire	Per 1/2 day	Discretionary	Y	249.00	263.00
Commercial hire	Additional hourly charge	Discretionary	Y	119.30	126.00
Community Use	Per day	Discretionary	Y	124.40	131.00
Community Use	Per 1/2 day	Discretionary	Y	75.70	78.00
Community Use	Additional hourly charge	Discretionary	Y	27.00	28.50
School fees					
Schools within Nillumbik	Per hour	Discretionary	Y	28.00	29.50
Schools outside Nillumbik	Per hour	Discretionary	Y	43.60	46.00
Zone events	Per day	Discretionary	Y	266.60	281.00
Zone events	Per 1/2 day	Discretionary	Y	135.90	143.50
Synthetic soccer pitch					
Local club use	Per hour	Discretionary	Y	47.70	50.50
School use	Per hour	Discretionary	Y	65.30	69.00
Other user groups	Per hour	Discretionary	Y	71.60	75.50
Academy programs	Per hour	Discretionary	Y	87.20	92.00
Floodlight use (casual users only)	Per hour	Discretionary	Y	61.20	64.50
Personal training / group fitness					
Monthly hire	Recurring	Discretionary	Y	129.70	137.00
Casual hire	Half day	Discretionary	Y	202.30	213.50
Casual hire	Full day	Discretionary	Y	311.20	328.50
Community Programs					
Social support group					
- Low	Per session (means tested)	Discretionary		9.70	10.00
Occasional child care					
Child care for booked users - Eltham	1 child per session	Discretionary		80.50	82.00
Child care for booked users - Pantom Hill	1 child per session	Discretionary		76.00	78.00
Child care for casual users - Eltham	1 child per session	Discretionary		86.00	89.00
Child care for casual users - Pantom Hill	1 child per session	Discretionary		82.00	85.00
Preschool					
Centralised preschool enrolments 3 year old only	Per child - 3 year old preschool	Discretionary		40.00	40.00
Centralised preschool enrolments 4 year old only	Per child - 4 year old preschool	Discretionary		40.00	40.00
Centralised preschool enrolments combined 3 and 4 year old application	Per child - combined 3 and 4 year old preschool	Discretionary		48.00	48.00

Attachment 1. Budget 2023-2024

Fees and Charges

Nillumbik Shire Council 2023-24 Fees & Charges

Note: * Indicates Statutory Fee

Description of Fee	Unit of Measure	Fee Status	Taxable Supply	Adopted Fee (GST Inclusive) 2022-23 \$	Proposed Fee (GST Inclusive) 2023-24 \$
Community transport					
Community transport	Per trip (one way)	Discretionary		2.30	2.40
One on one transport	Per trip inside shire boundary - one way	Discretionary		6.80	7.15
One on one transport	Per trip outside shire boundary - one way	Discretionary		10.85	11.40
Community bus hire	Full day	Discretionary	Y	130.00	135.00
Community bus hire	Half day	Discretionary	Y	75.00	79.00
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	10.00
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	10.00	10.00
Community Halls Network					
Hurstbridge Community Hub					
Rate per hour					
Community room	Standard rate	Discretionary	Y	69.50	69.50
	Community benefit	Discretionary	Y	35.50	34.75
	Community group	Discretionary	Y	21.50	20.85
Rate per hour					
Training room	Standard rate	Discretionary	Y	48.00	48.00
	Community benefit	Discretionary	Y	23.50	24.00
	Community group	Discretionary	Y	14.50	14.40
Rate per hour					
Meeting room 1	Standard rate	Discretionary	Y	25.00	25.00
	Community benefit	Discretionary	Y	12.50	12.50
	Community group	Discretionary	Y	7.50	7.50
Rate per hour					
Meeting room 2	Standard rate	Discretionary	Y	37.50	37.50
	Community benefit	Discretionary	Y	18.50	18.75
	Community group	Discretionary	Y	11.00	11.25
Rate per hour					
Community kitchen	Standard rate	Discretionary	Y	48.00	48.00
	Community benefit	Discretionary	Y	23.50	24.00
	Community group	Discretionary	Y	14.50	14.40
Rate per hour					
Community lounge (available after-hours only)	Standard rate	Discretionary	Y	n/a	48.00
	Community benefit	Discretionary	Y	n/a	24.00
	Community group	Discretionary	Y	n/a	14.40
Rate per hour					
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
Eltham Community & Reception Centre (ECRC)					
Friday Saturday & Sunday					
Event (one room)	- Standard rate	Discretionary	Y	1,215.00	1,800.00
	- Community rate	Discretionary	Y	850.00	897.00
Rate per event/day					
Event (one room)	- Standard rate	Discretionary	Y	910.00	960.00
	- Community rate	Discretionary	Y	637.00	672.00
Rate per event/day					
Event (entire ECRC)	- Standard rate	Discretionary	Y	1,365.00	1,440.00
	- Community rate	Discretionary	Y	955.00	1,008.00
Rate per event/day					
ECRC function weekends (entire ECRC)	- Standard rate	Discretionary	Y	1,825.00	1,925.00
	- Community rate	Discretionary	Y	1,275.00	1,345.00
Rate per hour					
1 x hall weekdays (one room)	- Standard rate	Discretionary	Y	60.00	63.50
	- Community rate	Discretionary	Y	42.00	44.50
Rate per hour					
1 x hall week evenings Mon-Thur (one room)	- Standard rate	Discretionary	Y	90.00	95.00
	- Community rate	Discretionary	Y	63.00	66.50
Rate per hour					
ECRC weekdays (entire ECRC)	- Standard rate	Discretionary	Y	90.00	95.00
	- Community rate	Discretionary	Y	63.00	66.50
Rate per hour					
ECRC week evenings (entire ECRC)	- Standard rate	Discretionary	Y	125.00	132.00
	- Community rate	Discretionary	Y	88.00	93.00
Rate per hour					
Additional hours	- Standard rate	Discretionary	Y	150.00	158.00
	- Community rate	Discretionary	Y	105.00	111.00
Rate per hour					
Eltham Performing Arts Centre	- Standard rate	Discretionary	Y	37.00	39.00
	- Community rate	Discretionary	Y	26.00	27.50
Performance rate					
	- Standard rate	Discretionary	Y	560.00	591.00
	- Community rate	Discretionary	Y	392.00	413.50
Rate per hour					
Eltham Library Multi Purpose Room	- Standard rate	Discretionary	Y	37.00	39.00
	- Community rate	Discretionary	Y	26.00	27.50

Attachment 1. Budget 2023-2024

Fees and Charges

Nillumbik Shire Council 2023-24 Fees & Charges

Note: * Indicates Statutory Fee

Description of Fee	Unit of Measure	Fee Status	Taxable Supply	Adopted Fee (GST Inclusive) 2022-23 \$	Proposed Fee (GST Inclusive) 2023-24 \$
Outdoor Performance Centre	Rate per hour				
	- Standard rate	Discretionary	Y	25.00	26.50
	- Community rate	Discretionary	Y	18.00	19.00
	- Private Functions (minimum booking 4 hours)	Discretionary	Y	n/a	37.50
	School concerts				
	- Standard rate	Discretionary	Y	250.00	264.00
The Emergency Operations Centre/ Kangaroo Ground Hall	- Community rate	Discretionary	Y	175.00	185.00
	Rate per hour				
	- Standard rate	Discretionary	Y	34.00	36.00
	- Community rate	Discretionary	Y	24.00	25.50
	Function				
	- Standard rate	Discretionary	Y	560.00	591.00
Hurstbridge Hall	- Community rate	Discretionary	Y	392.00	414.00
	Rate per hour				
	- Standard rate	Discretionary	Y	34.00	36.00
	- Community rate	Discretionary	Y	24.00	25.50
	Function				
	- Standard rate	Discretionary	Y	560.00	591.00
Eltham North Hall	- Community rate	Discretionary	Y	392.00	413.50
	Rate per hour				
	- Standard rate	Discretionary	Y	37.00	39.00
	- Community rate	Discretionary	Y	26.00	27.50
	Function				
	- Standard rate	Discretionary	Y	560.00	591.00
North Warrandyte Family Centre	- Community rate	Discretionary	Y	392.00	413.50
	Rate per hour				
	- Standard rate	Discretionary	Y	34.00	36.00
	- Community rate	Discretionary	Y	24.00	25.50
	Function				
	- Standard rate	Discretionary	Y	560.00	591.00
Senior citizens - Diamond Creek	- Community rate	Discretionary	Y	392.00	413.50
	Small meeting room				
	1 day hire	Discretionary	Y	52.87	55.71
	1 day hire - community rate	Discretionary	Y	37.00	39.00
	1/2 day hire	Discretionary	Y	27.15	28.57
	1/2 day hire - community rate	Discretionary	Y	19.00	20.00
Hall/Large meeting room	Hourly rate	Discretionary	Y	13.58	14.29
	Hourly rate - community rate	Discretionary	Y	9.50	10.00
	1 day hire	Discretionary	Y	97.15	102.14
	1 day hire - community rate	Discretionary	Y	68.00	71.50
	1/2 day hire	Discretionary	Y	48.58	51.43
	1/2 day hire - community rate	Discretionary	Y	34.00	36.00
Senior citizens - Eltham	Hourly rate	Discretionary	Y	22.86	25.71
	Hourly rate - community rate	Discretionary	Y	17.00	18.00
	Annexe				
	1 day hire	Discretionary	Y	52.87	55.71
	1 day hire - community rate	Discretionary	Y	37.00	39.00
	1/2 day hire	Discretionary	Y	27.15	28.57
Large hall	1/2 day hire - community rate	Discretionary	Y	19.00	20.00
	Hourly rate	Discretionary	Y	13.58	14.29
	Hourly rate - community rate	Discretionary	Y	9.50	10.00
	1 day hire	Discretionary	Y	97.15	102.14
	1 day hire - community rate	Discretionary	Y	68.00	71.50
	1/2 day hire	Discretionary	Y	48.58	51.43
Diamond Creek East community building - Coniston St	1/2 day hire - community rate	Discretionary	Y	34.00	36.00
	Hourly rate	Discretionary	Y	22.86	25.71
	Hourly rate - community rate	Discretionary	Y	17.00	18.00
	Facility hire charge	Discretionary	Y	11.00	11.50
	Weekend function	Discretionary	Y	100.00	105.50
	Eltham North Maternal & Child Health Centre				
Living & Learning Nillumbik	Facility hire charge	Discretionary	Y	11.00	11.50
	Fee for service courses	Discretionary	Y	POA	POA
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					
Pavilion	Up to 25 people for meeting; includes kitchen facilities				
	- Standard rate (per hour)	Discretionary	Y	63.50	67.00
	- Community rate (per hour)	Discretionary	Y	32.00	33.50
	- Unfunded voluntary group occasional	Discretionary	Y	14.50	15.00
Sunroom	Up to 15 people; includes kitchen facilities (access needs to be arranged)				
	- Standard rate (per hour)	Discretionary	Y	50.50	53.50
	- Community rate (per hour)	Discretionary	Y	23.50	24.50
	- Unfunded voluntary group occasional	Discretionary	Y	14.50	15.00
Kitchen	Up to 12 people				
	- Standard rate (per hour)	Discretionary	Y	26.50	28.00
	- Community rate (per hour)	Discretionary	Y	21.50	22.50

Attachment 1. Budget 2023-2024

Fees and Charges

Nillumbik Shire Council 2023-24 Fees & Charges

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Description of Fee	Unit of Measure	Fee Status	Taxable Supply	Adopted Fee (GST Inclusive) 2022-23 \$	Proposed Fee (GST Inclusive) 2023-24 \$
	- Unfunded voluntary group	Discretionary	Y	14.50	15.00
Art studio 2 (small)	Up to 20 people; includes kitchen facilities				
	- Standard rate (per hour)	Discretionary	Y	50.00	53.00
	- Community rate (per hour)	Discretionary	Y	20.50	21.50
	- Unfunded voluntary group	Discretionary	Y	14.50	15.00
Clay studio	Additional individual bookings by current class participants				
	- Standard rate (per hour)	Discretionary	Y	50.00	53.00
	- Community rate (per hour)	Discretionary	Y	20.50	21.50
	- Unfunded voluntary group	Discretionary	Y	14.50	15.00
Training room	Up to 14 people				
	- Standard rate (per hour)	Discretionary	Y	50.50	53.50
	- Community rate (per hour)	Discretionary	Y	23.50	24.79
	- Unfunded voluntary group	Discretionary	Y	14.50	15.30
War memorial hall	Up to 25 people for meeting; includes kitchen facilities				
	- Standard rate (per hour)	Discretionary	Y	63.50	67.00
	- Community rate (per hour)	Discretionary	Y	32.00	33.50
	- Unfunded voluntary group	Discretionary	Y	14.50	15.00
Living & Learning Nillumbik Pantom Hill					
Banksia/Eucalyptus	Up to 25 people - standard rate				
	- Standard rate (per hour)	Discretionary	Y	37.00	39.00
	- Community rate (per hour)	Discretionary	Y	26.00	27.50
	- Unfunded voluntary group	Discretionary	Y	14.50	15.00
Sunroom	Up to 10 people; kitchen facilities				
	- Standard rate (per hour)	Discretionary	Y	31.50	33.00
	- Community rate (per hour)	Discretionary	Y	21.00	22.00
	- Unfunded voluntary group	Discretionary	Y	14.50	15.00
Kitchen	Up to 15 people				
	- Standard rate (per hour)	Discretionary	Y	37.00	39.00
	- Community rate (per hour)	Discretionary	Y	26.00	27.50
	- Unfunded voluntary group	Discretionary	Y	14.50	15.00
Living & Learning Nillumbik Diamond Creek					
Downstairs classroom	Up to 15 people for meeting; includes kitchen facilities				
	- Standard rate (per hour)	Discretionary	Y	31.50	33.00
	- Community rate (per hour)	Discretionary	Y	21.00	22.00
	- Unfunded voluntary group	Discretionary	Y	14.50	15.00
Upstairs classroom	Up to 25 people; includes kitchen facilities				
	- Standard rate (per hour)	Discretionary	Y	37.00	39.00
	- Community rate (per hour)	Discretionary	Y	26.50	28.00
	- Unfunded voluntary group	Discretionary	Y	14.50	15.00
Computer room	Up to 11 people; includes kitchen facilities				
	- Standard rate (per hour)	Discretionary	Y	26.50	28.00
	- Community rate (per hour)	Discretionary	Y	21.00	22.00
	- Unfunded voluntary group	Discretionary	Y	14.50	15.00
	If computers are required				
	- Standard rate (per hour)	Discretionary	Y	37.00	39.00
	- Community rate (per hour)	Discretionary	Y	26.00	27.50
	- Unfunded voluntary group	Discretionary	Y	14.50	15.00
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	190.00
Freedom of information					
* Freedom of information - application fee	Per application	Statutory		30.60	30.60 + CPI
* Search time	Per hour	Statutory		22.90	22.90 + CPI
* Photocopy fee	Per A4 page	Statutory		0.20	As advised
* Supervision of document inspections	Per hour	Statutory		22.90	22.90 + CPI
Finance					
Printing of duplicate rate notices	Per notice	Discretionary	Y	15.00	16.00
* Land information certificate	Per application	Statutory		27.80	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					
Colour map (aerial photos)	A1	Discretionary	Y	31.50	33.00
	A2	Discretionary	Y	26.00	27.50
	A3	Discretionary	Y	16.00	16.60
	A4	Discretionary	Y	10.50	11.00
Custom mapping	Per hour	Discretionary	Y	74.00	78.00

Supporting the delivery of the Council Plan 2021-2025



Community and connection		Reporting Frequency
Equity and Inclusion		
1. Develop a <i>Reflect</i> Reconciliation Action Plan, and continue to work towards reconciliation with the Wurundjeri and other First Nations communities		Quarterly
2. Complete an Inclusive Sports and Facilities Framework		Annual (Q4)
3. Continue to implement the Disability Action Plan 2020-2024		Annual (Q4)
4. Continue to implement the Gender Equality Action Plan 2022-2025		Annual (Q4)
Health and Wellbeing		
5. Implement annual actions in the Nillumbik Health and Wellbeing Plan 2021-2025		Quarterly
6. Commit resources to and implement an expanded program of environmental volunteering		Annual (Q4)
Ages and Stages		
7. Continue to implement the Youth Strategy 2022-2026 in partnership with our Youth Council		Quarterly
8. Progress the delivery of a dedicated youth space within the Shire		Annual (Q4)
9. Complete an audit of facilities to identify opportunities to implement age-friendly improvements for community facilities		Quarterly
10. Undertake community engagement to further understand community needs with respect to lifelong learning		Annual (Q4)

Place and space		Reporting Frequency
Identity		
11. Continue to implement annual actions in the Arts and Culture Strategy 2022-2026		Quarterly
12. Investigate creative infrastructure development opportunities through the development of a Creative Infrastructure Framework		Annual (Q4)
13. Progress the planning scheme amendment process to implement stage 1 and 2 sites of heritage significant via the Heritage Overlay into the planning scheme		Annual (Q4)
14. Seek authorisation from the Minister for Planning to prepare and exhibit an amendment to include the adopted Municipal Planning Strategy into the planning scheme		Quarterly
15. Implement annual actions in support of the Green Wedge Management Plan 2019		Annual (Q4)
Natural Environment		
16. Complete and adopt the new Biodiversity Strategy, including investigation into measures to establish and enhance the urban tree canopy and protect wildlife		Quarterly
17. Complete a review of Council's tree management policy and supporting guidelines		Annual (Q4)
Open Space		
18. Continue to implement the Recreation and Leisure Strategy 2022-2030		Quarterly
Neighbourhood Character		
19. Complete and adopt the new Neighbourhood Character Strategy		Quarterly
20. Complete and adopt the Wattle Glen Public Realm Framework		Quarterly
21. Continue to implement the adopted place-making framework to support shared outcomes between community and Council		Annual (Q4)
22. Commence the development of a Housing Strategy for the Shire		Annual (Q4)

Movement and Place	
23. Progress the planning scheme amendment process to implement the Major Activity Centre structure plans for Diamond Creek and Eltham into the planning scheme	Annual (Q4)
24. Continue to develop a masterplan (phase B) for community facilities in Diamond Creek, including recreation and community precincts and buildings	Quarterly
25. Complete and adopt a new Integrated Transport Strategy	Annual (Q4)

Sustainable and resilient		Reporting Frequency
Climate Change		
26. Continue to implement annual actions in the Climate Action Plan 2022-2032		Quarterly
Sustainability		
27. Continue to participate at a regional level around placement opportunities for electric vehicle charging stations, while exploring targeted placement opportunities for electric charging stations in the Shire		Annual (Q4)
28. Develop a roadmap regarding ESD principles into the planning scheme, subject to the State Government's impending changes to the Victorian Planning Provisions and subsequent review of such changes		Annual (Q4)
29. Commence a review of the Integrated Water Management Plan		Annual (Q4)
Business and Tourism		
30. Continue to implement annual actions in the Economic Development Strategy 2020-2030		Quarterly

Responsible and accountable		Reporting Frequency
Good Governance		
31. Continue to advocate on key issues in line with Council's Advocacy Plan		Annual (Q4)
32. Report quarterly on the annual budget		Quarterly
Risk Management		
33. Commit resources in order to implement the new local law with respect to permit assessments for the removal of trees		Quarterly
34. Finalise and adopt a new Domestic Wastewater Management Plan to enable Council to effectively manage the risk associated with domestic wastewater across the Shire		Annual (Q4)
Services and Programs		
35. Continue to deliver our capital works program		Quarterly
36. Continue to implement the Communications Strategy 2022-2025		Annual (Q4)
37. Implement the Nillumbik Customer First Strategy 2023-2026 through Council's operations		Annual (Q4)

Nillumbik Shire Council

Civic Drive (PO Box 476) Greensborough Victoria 3088
03 9433 3111 | nillumbik@nillumbik.vic.gov.au



nillumbik.vic.gov.au

Council Plan 2021-2025 – Year 2 Action Plan (FY 2022-2023); Quarter 3 (Jan-Mar 2023) Update

Theme	Action	Responsibility	Q3- Action Progress Commentary	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 Traditional Owners and other First Nations communities	Communities	<p>Council continues to meet on a monthly basis with Wurundjeri Woi-Wurrung Traditional Owners.</p> <p>The Reconciliation Action Plan (RAP) Community Engagement Plan was endorsed by Council on 28 February 2023. Community consultation on the RAP was undertaken from 6 March - 23 April 2023, with a range of internal and external stakeholders engaged (e.g. kindergartens, schools, sporting clubs, Traditional owners and community groups).</p>	ON TRACK
Health & Wellbeing	We address the social, environmental and economic factors of health to improve health and wellbeing outcomes for our communities			
	Implement the Nillumbik Health and Wellbeing Plan 2021-2025	Communities	<p>In January 2023, Council was successful in securing \$10,000 of funding via the VicHealth Alcohol Harm Prevention grant program to assist in the delivery of actions under this priority area of the Municipal Health and Wellbeing Plan.</p> <p>A Social Planning & Policy Officer to lead the delivery of the Municipal Health and Wellbeing Plan was successfully appointed and commenced in March 2023. A quarterly progress update on the Year 2 Implementation Action Plan was presented to Executive Leadership Team on 22 March 2023 and</p> <p>The Health & Wellbeing Partnerships forum, which will bring together Council Officers, the Health & Wellbeing Advisory Committee and key external partners for the purpose of developing actions for the Year 3 implementation plan, is currently being planned and is scheduled for June 2023.</p>	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			
	Implement the Youth Strategy in partnership with our Youth Council	Communities	<p>The Youth Strategy 2022-2026 Implementation Plan Year 1 Review and Year 2 Implementation Plan was presented at the March 2023 Council Meeting. A resolution was passed that Council:</p> <ol style="list-style-type: none"> 1. Endorses the Youth Strategy 2022-2026, Year 1 Progress Report 2. Makes the Nillumbik Youth Wrap Up 2022 report publicly available on Council's website. 3. Endorses the Youth Strategy 2022-2026, Year 2 Implementation Plan 2023. <p>Actions are being delivered in accordance with the Year 2 Implementation Plan. Highlights for Quarter 3 included:</p> <ul style="list-style-type: none"> - Announcement of \$300,000 in Victorian Government funding for a Youth Hub by June 2024; - Endorsement of new Youth Council 2023-2025; - Summer school holiday program completed; - Parenting session on Understanding and supporting young people with ADHD; and - Presenting the Young Women Leader Awards at International Women's Day event. 	ON TRACK
	Commence an audit of facilities to identify opportunities to implement age-friendly improvements for community facilities	Communities	Some foundational and planning work to support the delivery of this action has been undertaken. The facilities audit and urgent identified works has been budgeted for the 2023-2024 facilities renewal program, and accordingly, the completion of this action is identified in the draft Council Plan Action Plan 2023-2024.	ON TRACK

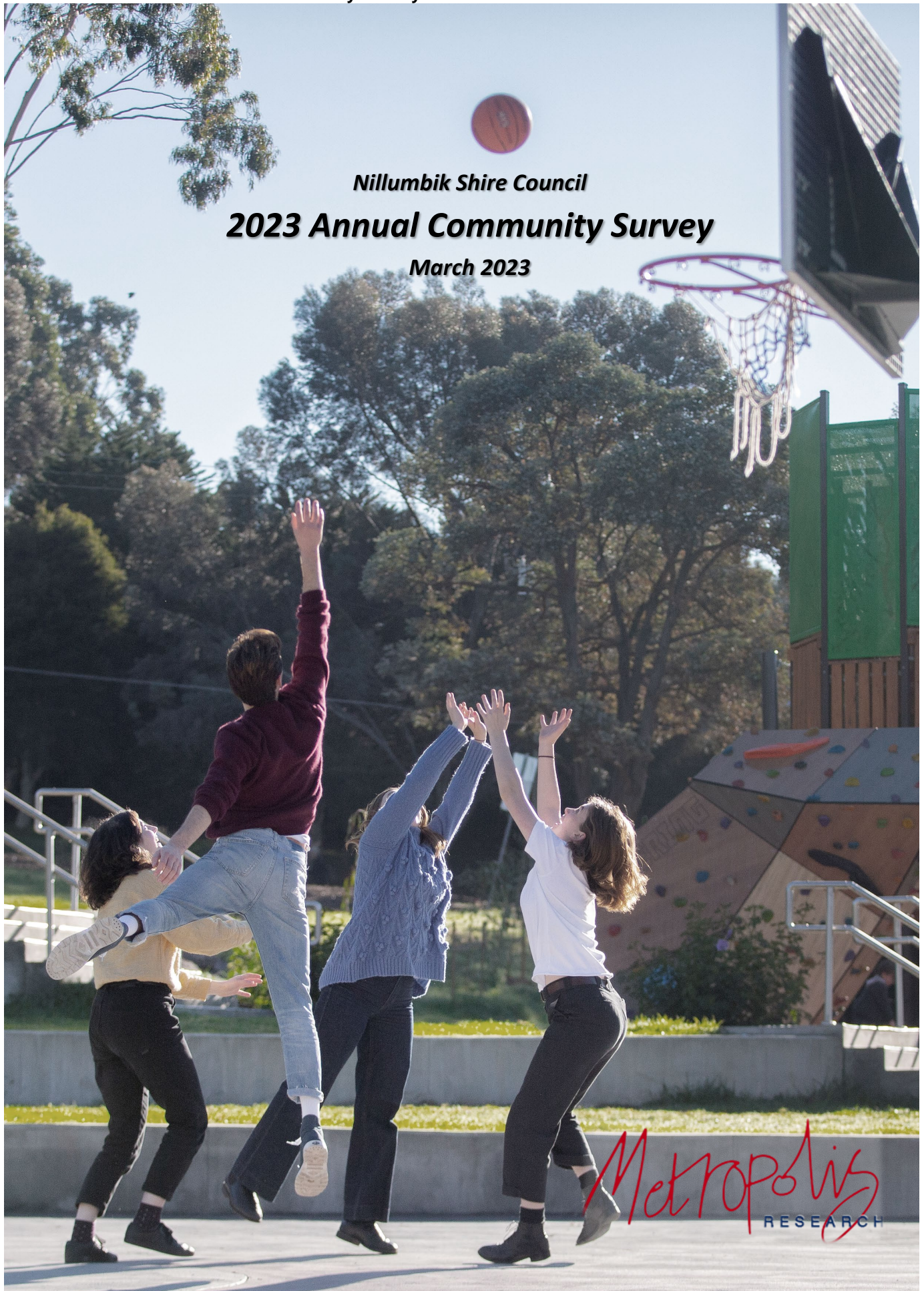
Theme	Action	Responsibility	Q3- Action Progress Commentary	Status
Place and space - to protect, enhance, maintain, plan and design places and spaces that strengthen identity, reinforce character, improve accessibility, encourage social connection and enjoyment, support biodiversity and respect the environment				
Identity	We value, appreciate and enjoy our Green Wedge Shire, including our rural areas and leafy urban areas, which we work hard to protect and enhance			
	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	Planning, Environment and Strategy	<p>Actions completed in this quarter included:</p> <ul style="list-style-type: none"> - Changes to final draft strategy based on Phase 3 engagement feedback; and - Councillor briefing pushed out by a month to accommodate preparation (in house) of framework mapping for the strategy, saving the need to outsource and fund preparation by consultants. <p>Following this, draft ordinance and amendment material will be lodged in the State Government's Amendment Tracking System (ATS) in May 2023. Council adoption of the strategy, and approval to seek authorisation from the Minister to prepare and exhibit amendment under section 8A of the <i>Planning and Environment Act 1987</i> to implement the Strategy into the planning scheme, will be sought in June 2023.</p>	ON TRACK
	We recognise and celebrate our community's significant contributions to art and culture			
	Implement the Arts and Culture Strategy 2022-2026	Communities	<p>Delivery of the Arts and Culture Action Plan (Year 1) has continued, including:</p> <ul style="list-style-type: none"> - Commencing development of the Creative Infrastructure Framework; - Progression of public Art projects at Eltham Gateway, Eltham North Adventure Playground and Civic Drive Amphitheatre; - Continued with ArtsACTION professional development program for artists; - Profiled cultural activities through social media, publications, evaluation and collection of participation data; - Sought opportunities to strengthen Nillumbik's connection to Wurundjeri Woi-wurrung heritage and culture through collection acquisition and public art projects including Eltham Gateway; - Reviewed and undertook Gender Impact Assessments for all activities to ensure access to under-represented groups; - Support of Community Fund grant recipients for Arts and Heritage projects; and - Delivered the 2023 Nillumbik Prize for Contemporary Art. 	ON TRACK
Natural Environment	We understand and value biodiversity and its importance to human health and wellbeing, and take action to protect and enhance biodiversity in Nillumbik			
	Continue to review our Biodiversity Strategy to provide renewed focus for Council, the community and our partners	Operations	<p>In this quarter, it was planned that a consultant to deliver the biodiversity strategy would be appointed and works commenced. However, the initial procurement process was unsuccessful, and the tender scope was revised and re-advertised. Applications closed on 16 March 2023, with evaluation to be completed in early Quarter 4, 2022-2023.</p> <p>This action will continue to progress in 2023-2024, as reflected in the draft Council Plan Action Plan 2023-2024.</p>	MINOR ISSUES
Open Space	We facilitate participation in sports, leisure and recreational activities			
	Implement the Recreation and Leisure Strategy	Operations	<p>The Year 1 action plan has been developed, with internal teams assisting with reporting against actions.</p> <p>Key actions undertaken in Quarter 3 included:</p> <ul style="list-style-type: none"> - Council continued to support Eltham Football Club's All Abilities Program; - Phase 4 of the Proud to Play Rainbow Ready Clubs Program continued, with two Nillumbik sporting clubs helping to increase participation in local sport; - Mental Health Training has been completed as part of Club Development Workshops; and - A Gender Impact Assessment has been completed for the Ryans Reserve projects. 	ON TRACK

Theme	Action	Responsibility	Q3- Action Progress Commentary	Status
Neighbourhood Character	We respect and enhance the unique neighbourhood character in our communities to ensure a considered approach to planning and development			
	Continue to develop a Neighbourhood Character Strategy	Planning, Environment and Strategy	Actions completed this quarter included a Councillor briefing in February which provided a summary and analysis of Phase 2 community engagement outcomes. The submissions from the Phase 2 community engagement process were presented to the February 2023 Planning and Consultation Committee Meeting. Further changes to the draft strategy are currently being made based on outcomes of Phase 2 community engagement.	ON TRACK
	We promote place making and shaping and advocate for the continuation and enhancement of local character			
	Continue to develop the Wattle Glen Public Realm Framework	Planning, Environment and Strategy	Advice was provided by the Department of Transport in March that has allowed for further development of concepts. Due to resourcing issues, some tasks have been allocated to consultant for input. Delays have been experienced due to procurement processes. A Request for Quotes (RFQ's) was issued in early April with delivery of concept drawings programmed for end of May 2023. Councillor briefing scheduled for July 2023 to present concepts. The completion of this action is scheduled for the 2023-2024 financial year, as reflected in the draft Council Plan Action Plan 2023-2024.	ON TRACK
Movement & Place	We champion the notion of living locally; making it easier for people to meet most of their daily needs within the Shire			
	Continue to develop a masterplan for community facilities in Diamond Creek, including recreation and community precincts and buildings	Planning, Environment and Strategy	Budget has been allocated and Request For Quotes (RFQ's) which have been prepared and sent to request quotations for Phase B.1 inputs into the masterplan, including procurement for geotech services, traffic and parking and survey analysis. Consultants will then be selected to prepare and deliver Phase B.1 inputs by the end of the 2022-2023 financial year.	ON TRACK
	We work with our community, neighbouring councils and transport and planning agencies to advocate for improved transport solutions			
	Continue development on an Integrated Transport Strategy	Operations	Project work undertaken this quarter included fortnightly project meetings and staff workshops. Council received the first draft of the Integrated Transport Strategy from the consultant in March 2023. Officers provided feedback and comments to the consultant, who is now reviewing the feedback and incorporating it into the strategy, with a view that the final strategy will be provided to Council in Quarter 4, 2022-2023. This will then be presented to the Executive Leadership Team to agree on next steps.	ON TRACK
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 Change	We work proactively to reduce Council's direct contribution to climate change, and support our community to do the same			
	Commence implementing the Climate Action Plan	Operations	Actions completed in this quarter included: - A draft implementation plan for 2023-2024 (Year 2) to support the Climate Action Plan is being prepared. Consultation with the Executive Leadership Team is scheduled for Q4, 2022-2023; - A review of year 1 implementation has commenced; and - A report to Council on Net Zero Roadmap and EV transition has been delayed to Q4, 2022-2023.	ON TRACK

Theme	Action	Responsibility	Q3- Action Progress Commentary	Status
Sustainability	We favour sustainable and innovative investment; focussing on renewable energy initiatives			MINOR ISSUES
	Continue to deliver the Solar Farm project in Plenty	Operations	<p>Progress on the delivery of the Solar Farm at the former Plenty Landfill site has been delayed, reflective of the impacts of the global economic and energy crisis.</p> <p>Council will continue to monitor the above-mentioned challenges with LMS Energy in relation to the future progress of this project.</p>	
Business & Tourism	We support businesses, industries and events, and encourage investment within Nillumbik			ON TRACK
	Implement the annual actions in the Economic Development Strategy 2020-2030	Planning, Environment and Strategy	<p>Key work undertaken as part of the strategy this quarter included:</p> <ul style="list-style-type: none">- Sustainable Business Activities including Future of Agriculture Action Plan implementation;- Single use plastic business visitations have been undertaken in partnership with Council's Environment team;- Business Friendly Council Approvals - delivered a suite of external marketing and promotional tools for the existing business community and any new businesses to Nillumbik;- Delivery of key flagship events including the Melbourne North Food Group Networking Event (February) and the Women in Business Networking event;- Shop in our Shire seasonal shop local Autumn campaign;- Destination Management Plan – Yarra Ranges Tourism Partnership – working in partnership to continue to develop a comprehensive 10 year Plan; and- Accessible Business Support - Good Access 4 Good Business - developed a kit and checklist to be launched in Small Business Week in May 2023.	
Resilience & 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
	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	Culture and Performance	<p>Once again, service provision was not adversely affected this quarter by the COVID-19 pandemic, as the community returns to a 'new normal'.</p> <p>While staff continue to test positive to the virus, it has not directly impacted on service levels or the delivery of key projects.</p>	
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 act in the best interests of our community			ON TRACK
	Continue to advocate on key issues ahead of the Victorian State election, as well as manage a pre-budget submission to the elected Victorian Government	Governance, Communications and Community Safety	<p>Following the 2022 Federal and State elections, Council has continued to meet local members of Parliament to discuss election commitments and key advocacy priorities.</p> <p>Council was successful in its funding application for Nillumbik’s first Youth Hub in Diamond Creek with the Victorian Government Youth Minister visiting to announce \$300,000 for the project on 30 March. This follow Council's Mental Health and Wellbeing advocacy campaign prior to the 2022 State Election.</p> <p>In the lead-up to the Federal and State Budgets, Council has worked with our Northern Councils Alliance partners to advocate for funding support for regional infrastructure and strategic projects outlined in the Strategic Plan 2022-2026.</p> <p>Council has endorsed motions for the Australian Local Government Association National General Assembly 2023 calling on Australian Government support for local governments' work in biodiversity and meeting net zero emissions targets. Separate motions endorsed for the MAV State Council seek funding to improve mental health services, and expanded funding for kindergarten infrastructure.</p>	

Theme	Action	Responsibility	Q3- Action Progress Commentary	Status
	We continue to exercise sustainable and responsible financial management			ON TRACK
	Report quarterly on the annual budget	Operations	<p>The 31 March 2023 Financial Report will be presented to Council at the April 2023 Council Meeting and to Council's Audit and Risk Committee on 6 June 2023.</p> <p>Council's overall financial position at the end of the third quarter remains sound, with active monitoring of operating items a priority (income and expenditure).</p>	
Risk Management	We continue to meet Council's responsibilities for emergency management by working with the community and partner agencies, especially in relation to bushfire			ON TRACK
	Implement the Bushfire Mitigation Strategy 2019-2023 as outlined in the Municipal Fire Management Plan	Governance, Communications and Community Safety	<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">- \$794,000 grant application submitted for Disaster Ready Fund to extend Communities First to mid-2026;- Disaster Resilient Nillumbik project management plan developed. Conversations commenced with residents, community leaders, Council staff, neighbouring councils and agency stakeholders;- Connected St Andrews Project held;- Mapping our Community Workshop facilitated by the Jeder Institute;- What If Community Picnic and Emergency Scenario Discussion facilitated by Red Flag Real Time Leadership; and- Ideas to action upskilling training for Connected St Andrews Project team and core community groups.	
	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			COMPLETE
	Continue to develop and adopt the new local laws	Planning, Environment and Strategy	This action was completed in Quarter 2.	
Services & Programs	We enhance the effectiveness and efficiency of our services, prioritising a great customer experience			ON TRACK
	Develop and implement a new customer service strategy/plan to further support our 'Customer First' vision of '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'	Culture and Performance	<p>The Nillumbik Customer First Strategy is now available on Council's website.</p> <p>Implementation of the Year 1 actions has commenced with the completion of the annual community satisfaction survey, sourcing of a training provider to upskill staff in the area of complaint handling and the commencement of a review of customer online forms.</p>	
	We source alternative and innovative funding sources to support and complement Council services and infrastructure			ON TRACK
	Continue to deliver our capital works program	Operations	Delivery of the Capital Works program continues, with the majority of all programs and projects scheduled for delivery in this financial year on track to be delivered from a financial expenditure of at least 80%.	

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



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Contact Details

This report was prepared by Metropolis Research Pty Ltd on behalf of the Nillumbik Shire Council. For more information, please contact:

Dale Hubner
Managing Director

Metropolis Research Pty Ltd

P O Box 1357
Carlton VIC 3053

(03) 9272 4600
d.hubner@metropolis-research.com



Jeremy Livingston
Executive Manager Business Transformation and
Performance
Nillumbik Shire Council

Civic Drive
Greensborough VIC 3088

(03) 9433 3225
Jeremy.Livingston@nillumbik.vic.gov.au



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Executive summary

Metropolis Research conducted this, Council's 12th *Annual Community Satisfaction Survey*, as a door-to-door, interview style survey of 502 respondents in February 2023.

The survey returned this year to the traditional door-to-door, face-to-face interview style survey, following two years of the COVID-19 pandemic requiring that the survey be conducted by the socially distanced telephone methodology. A small number of 59 surveys continued to be conducted by telephone in the more rural areas of the municipality where OH&S requirements prevented conducting the surveys door-to-door.

The response rate was 47.5% for the door-to-door and 21.1% for the telephone surveys.

The 95% confidence interval (margin of error) of these results is plus or minus 4.4% at 50% level. In other words, if a yes / no question obtains a result of 50% yes, it is 95% certain that the true value of this result is within the range of 45.6% and 54.4%.

The aim of the research was 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 continued to explore the top issues the community feel needs to be addressed in the Nillumbik Shire 'at the moment', satisfaction with aspects of traffic, parking, and safety whilst walking and cycling, as well the perception of safety in public areas of the municipality.

In 2023, the survey also included questions around the impact of the COVID-19 pandemic on employment status, as well as some questions around climate change.

Summary of satisfaction with Council

Metropolis Research notes the key finding that overall satisfaction with Nillumbik Shire Council recovered the decline in satisfaction recorded in 2021 and 2022 and returned satisfaction with most aspects to the trend of increasing satisfaction.

Overall satisfaction was up 7.3%, and the second highest score since the survey commenced in 2011 at 6.88, although it remains marginally lower than the metropolitan Melbourne average (6.98). Satisfaction with Council's governance and leadership performance (up 10%), customer service (up 10%), services and facilities (2.9%), and planning and development (up 2.9%) were mostly up significantly this year.

These significant improvements in satisfaction represent a clear return to trend for Nillumbik Shire Council, with overall satisfaction now up 8.7% over the life of the survey since 2011, recovering from the previous two years' declines, recorded through the COVID-19 pandemic.

Whilst the return to the traditional more inclusive and interactive door-to-door method is noted, the improvements this year clearly reflect a real and broad-based improvement in community sentiment towards Nillumbik Shire Council over pre-pandemic levels.



The significant increase in satisfaction with customer service is noted as a likely factor in the improvement in overall satisfaction with Council this year, but also noted are the significant increases in satisfaction with footpaths, hard rubbish, traffic management, public toilets, street trees, parking enforcement, and street sweeping.

The issues of most concern to the community this year remain traffic and roads, communication and consultation, bushfire prevention and management, planning and development, and to a lesser extent environment, sustainability, and climate change.

Satisfaction with Council's overall performance

Satisfaction with the [overall performance](#) of Nillumbik Shire Council increased measurably and significantly this year, up 7.3% to 6.88 (up from 6.41) out of a potential 10. This is a “good”, up from a “solid” level of satisfaction.

This is the second highest satisfaction score recorded for Nillumbik Council, and notably above the long-term average since 2011 of 6.53.

Despite the significant increase in satisfaction this year, this result remains marginally (1.4%) below than the 2023 metropolitan Melbourne (6.98), and 1.9% below than the northern region councils' (7.01) averages, as recorded in the *Governing Melbourne* survey conducted independently by Metropolis Research in January 2023 using the same methodology.

There was an increase this year in the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more) to 39.2% (up from 31.3%), and a sizeable decline in the proportion of “dissatisfied” respondents (rated satisfaction at less than five), down from 14.8% to 8.6%. These are the best percentage results recorded for Nillumbik Shire Council.

There was some variation in overall satisfaction with Council observed across the municipality, as follows:

- ***Notably more satisfied than the municipal average*** – includes respondents from Eltham and Diamond Creek, young adults and adults (aged 18 to 44 years), rental households, respondents who had lived in the Shire for between one and 10 years, two-parent families (with youngest child aged 0 to 12 years), and one parent families (of all ages).
- ***Notably less satisfied than the municipal average*** – includes respondents from Eltham North, the rural precinct, and Greensborough / Plenty, middle-aged and older adults (aged 45 to 74 years), respondents who had contacted Council in the last 12 months, long-term residents (10 years or more in the Shire), and two-parent families (with adult children only).

The most common reasons why the 40 respondents were dissatisfied with Council's overall performance as well as aspects of governance and leadership were related to Council's communication and engagement (16 responses), Council governance and management (12 responses), Council's responsiveness and customer service (10 responses), general negative comments (8 responses), rates and financial management (5 responses), general maintenance (5 responses), rural issues (4 responses), environment and climate change (4 responses), bushfire related issues (2 responses), and roads and traffic (2 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 roads, Council performance and governance, bushfire management, communication between Council and the community, building and planning, rates, public transport, parks and gardens, and the environment.

Change in performance of Council over the last 12 months.

Despite the significant increase in overall satisfaction, the proportion of respondents who felt that [Council's overall performance had improved](#) in the last 12 months decreased marginally to 11.0% (down from 12.8%), whilst 10.0% (down from 10.4%) considered it had deteriorated.

The most common reasons why the 55 respondents considered that Council's performance had improved in the last 12 months included a general perception that performance had improved, some felt that Council had gotten better, or Council was doing a good job, well-managed, more efficient, and similar responses.

The most common reasons why the 50 respondents considered that Council's overall performance had deteriorated in the last 12 months including a range of generally negative comments about Council performance, including in areas of performance such as communication, roads, kerbside collections, planning and development, as well as some comments about a range of issues including environment and climate change, COVID-19, several comments about Council rates, fees, and charges, and several relating to Councillors.

Satisfaction with the governance and leadership performance of Council

The survey included 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](#) increased measurably and significantly this year, up 10.0% to 6.81, which is a "good", up from "solid".

This result was marginally (2.4%) lower than the metropolitan Melbourne average of 6.98, but identical to the average for the northern region councils (6.85).

These measures include community consultation and engagement (6.93 up from 6.21), responsiveness to community needs (6.83 up from 6.20), representation, lobbying, and advocacy (6.81 up from 6.21), making decisions in the interests of the community (6.77 up from 6.26), and maintaining community trust and confidence (6.71 up from 6.09).

Metropolis Research notes that satisfaction with governance and leadership was down quite strongly through the COVID-19 pandemic in both 2021 and 2022 (the 2020 survey was completed prior to the pandemic). Satisfaction in 2023 recovered all of this decline in satisfaction over the last two years.

Satisfaction with the four other measures of [Council's leadership performance](#) all increased again this year and were at "good" to "very good" levels.



These include Council meeting its environmental responsibilities (7.32 up from 6.90), meeting bushfire and emergency management responsibilities (7.15 up from 6.89), supporting a healthy local economy (6.95 up from 6.75), and performance delivering climate action leadership (6.92 up from 6.33).

Satisfaction with customer service

Approximately one-third (32.5%) of respondents had [contacted Council in the last 12 months](#), with telephone (58.0%), email (20.4%), and the website (11.1%) the most common methods. Despite the easing of the pandemic, the proportion of respondents who visited Council in person remained low at just eight percent of those who contacted Council.

There was a measurable and significant increase in overall satisfaction with the seven aspects of [customer service](#) experience recorded this year, up 10.4%, recovering almost all of the 12.6% decline recorded last year. Satisfaction with customer service was “good”, up from a “solid” overall.

It does appear that the customer service issues that were significant in the survey results over the two COVID-19 years of 2021 and 2022 have been overcome, and satisfaction has returned to pre-pandemic levels.

The aspect of customer service to report the largest increase in satisfaction this year were “access to relevant officer or area” (up 14.7% following the 16.1% decline last year). This aspect of customer service appears to have been most closely related to pandemic related issues in terms of providing good quality customer service.

Communication tools

Despite some variation in preferences this year, the four most common methods by which respondents prefer to [receive information from or interact with Council](#) remain email (41.6%), direct mail / letterbox drop of information (36.9%), Council’s website (25.9%), e-newsletters (20.5%), SMS / text (19.1%), and the *Nillumbik News* (18.5%).

A little less than half (43.4%) of respondents regularly receive and read the [Nillumbik News](#), whilst 22.0% (down from 23.2%) report that they do not regularly receive the publication.

There was an increase this year in the proportion of respondents who at either frequently (7.7% up from 7.0%) or infrequently (44.0% up from 23.0%) [visit the website](#).

Of the 161 respondents who reported that they had visited the Council website since the upgrade in September 2022, 27.3% considered that the [content and functionality](#) of the website had improved, whilst just 1.2% considered that it had deteriorated.

The average [satisfaction with the six aspects of the website](#) increased notably this year, up 5.6% to 7.77, which is an “excellent”, up from a “very good” level.



The proportion of respondents who were aware of [Participate Nillumbik](#), increased marginally again this year, up from 12.8% in 2019 to 19.5% this year. Consistent with previous years, only a relatively small proportion (3.5%) frequently use the site.

Planning and housing development

Just 28 of the 502 respondents were personally involved in a [planning application or development](#) in the last 12 months, as applicants (23 respondents), objectors (4 respondents) or other (1 respondents).

These 28 respondents' satisfaction with aspects of the process (access to information (5.77), effectiveness of community consultation and involvement (5.43), communication during the process (4.67), and timeliness of decisions (4.09) remained at "poor" to "extremely poor" levels. These results were somewhat lower than the metropolitan Melbourne average as recorded in *Governing Melbourne*, however, it is important to bear in mind the very small sample size.

In relation to satisfaction with the three [planning and development outcomes](#), these all improved somewhat this year and were all at "very good" levels of satisfaction. These include the protection of local heritage (7.59), the design of public spaces (7.58), and the appearance and quality of new developments (7.36).

Satisfaction with all three planning and development outcomes were higher in the Nillumbik Shire than the metropolitan Melbourne average and northern region councils' results from *Governing Melbourne*.

Addressing the needs of LGBTIQ+ residents

There was a change in this area in the survey this year. Instead of asking for a measure of the importance of Council addressing the needs of LGBTIQ+ residents, respondents were asked to rate their [satisfaction with how well Council was addressing the needs of LGBTIQ+ residents](#).

Satisfaction with Council's efforts in this area was rated at 6.87 or a "good" level of satisfaction, a result that was consistent with the overall satisfaction with Council (6.88).

Whilst half (50.3%) of the respondents providing a score were "very satisfied" with Council's efforts, there remains a proportion (10.5%) who were "dissatisfied". The reasons for their dissatisfaction were a mix of those who believed that Council should be doing more, and some who believed that this was not an area requiring Council attention.

A total of 11.2% of respondents believed that Council should be doing more to address the needs of LGBTIQ+ residents, 21.3% disagreed, and most (67.5%) did not know.

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 remained stable this year at 8.53 (down from 8.56).

The most important services remain the three kerbside collection services (recycling, garbage, and green waste), fire prevention works, sports ovals facilities and activities, services for seniors, hard rubbish collection, drains maintenance and repairs, and the maintenance and repair of sealed local roads.

The average [satisfaction](#) with the 33 included Council provided services and facilities increased 2.9% this year to 7.55, which remains a “very good” level, almost identical to the metropolitan Melbourne average of 7.57 as recorded in *Governing Melbourne*.

Of the 33 included services and facilities, the average satisfaction with 25 increased, whilst satisfaction with eight declined, with attention drawn to the following variations:

- **Notable increase in satisfaction this year** – includes parking enforcement (up 14.5%), sealed local roads (up 13.8%), fire prevention works (up 13.6%), grading of unsealed local roads (up 11.8%), drains (up 11.4%), street trees (up 10.4%), local traffic management (up 8.7%), footpaths (up 8.1%), Council’s website (up 7.8%), litter collection in public areas (up 5.1%), support for local business (up 4.9%), recycling collection (up 4.4%), garbage collection (up 3.55%), maintenance and cleaning of shopping strips (up 3.5%), and services for seniors (up 3.3%).
- **Notable decrease in satisfaction this year** – includes horse-riding trails (down 6.5%), local library (down 4.1%), and services for children aged 0 to 5 years (down 3.9%).

Most important issues to address for the Nillumbik Shire “at the moment”.

The [top issues to address](#) to address for the Nillumbik Shire ‘at the moment’ were traffic management (16.1% up from 11.4%), roads maintenance and repairs (13.3% down from 16.7%), Council rates, fees, and charges (8.4%), parks and gardens (8.0%), rubbish and waste (8.0%), and communication and consultation (6.4%) related issues.

Traffic, parking, and safety whilst cycling and walking

Respondents’ satisfaction with the seven aspects of traffic and parking all increased measurably and significantly this year.

This included satisfaction with the volume of traffic on residential streets (7.35 up from 6.51), and on main roads (6.52 up from 5.76), the availability of parking on residential streets (7.59 up from 7.00), on main roads (7.12 up from 6.34), and around shopping / commercial areas (7.26 up from 6.50). Satisfaction with these aspects this year varied from “good” to “excellent” levels, which was a significant improvement over the 2022 results.

Satisfaction with safety whilst walking on residential streets (7.87 down from 7.89) and beside main roads (7.65 up from 7.51) were relatively stable, and at “excellent” and “very good” levels respectively.



Satisfaction with safety whilst cycling on residential streets (7.53 up from 7.32) remained “very good”, whilst safety whilst cycling beside main roads (7.05 up from 6.76) remained “good”.

It is noted, however, that there remained 13.5% (down from 16.3%) of respondents who provided a score, who did not feel safe whilst cycling beside main roads.

Climate action

Respondents were again asked if their household had made changes to their home or lifestyle to [reduce climate change and its impacts](#).

A little less than two-thirds (57.6% down from 64.7%) of the 462 respondents who provided a response reported that they had made changes.

Respondents from Eltham, young adults and adults (aged 18 to 44 years), young families with children aged under 12 years, as well as young sole person and couple households were the most likely to have made changes.

There was a significant increase this year, in the average household’s [ability to cope with climate related risks and impacts](#) (e.g., fire, drought, extreme heat, and heavy rainfall) this year. On average, respondents rated their ability at 7.45 (up from 6.95) out of 10.

It is noted that 3.1% (down from 7.6%) of the 420 respondents who answered the question rated their ability to cope with climate related risks and impacts 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 (9.03), at Eltham Activity Centre (8.43), Diamond Creek Activity Centre (8.36), waiting for / travelling on public transport (8.01), and in the public areas of Nillumbik at night (7.90) all remained high again this year. These results were all significantly higher than the metropolitan Melbourne average and confirm the perception of safety in Nillumbik remains at very high levels.

It is noted that 3.7% (down from 5.5%) of respondents felt “unsafe” travelling on / waiting for public transport and 3.5% (down from 6.1%) felt unsafe in the public areas of Nillumbik Shire at night.

Female respondents felt 4.1% (down from 8.5%) less safe in the public areas of the municipality at night than male respondents.

Impact of COVID-19 pandemic on employment status

67 of the 502 respondents (13.8%) reported that their employment status had been affected by the COVID-19 pandemic, with 17.2% of older adults (aged 60 to 74 years), and 16.4% of female respondents, along with 41.8% of the 72 self-employed respondents, and 2 of the 5 unemployed respondents reporting that they were affected.

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Introduction

Metropolis Research was commissioned by Nillumbik Shire Council to undertake this, its 12th Annual *Community Satisfaction 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 2023 survey was 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.
- Satisfaction with Council addressing the needs of LGBTIQ+ residents.
- 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, response rate and statistical significance

The *Annual Community Survey* has traditionally been conducted as a door-to-door, interview style survey.

The survey was conducted this year using mostly (443 or 88%) door-to-door interviews and 59 telephone interviews (12%).

The surveying was all completed in February 2023.

Telephone surveys were conducted from 11am till 7pm weekdays, and 11am till 5pm on Saturdays and Sunday, and the door-to-door surveys all completed on Saturdays and Sundays from 11am till 5pm.

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.

The sample 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.

A total of 3,082 residents were approached with a view to inviting them to participate in the research. Of these:

- No answer - 1,845
- Refused - 711
- Call back another time - 24 (telephone)
- Completed - 502

This provides a response rate of 40.8%, including 47.5% for the door-to-door and 21.1% for the telephone surveys, reflecting the proportion of individuals who were invited to participate in the research, who ultimately participated.

Metropolis Research notes the significantly superior response rate from the door-to-door survey over the response rate of 21.2% recorded in 2022. This higher response rate reflects a greater level of community engagement with the survey when implemented in person, which provides a richer interaction and a more considered view on Councils' performance.

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 502 respondents, and an underlying population of the Nillumbik Shire of 63,454.



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 502 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** – (80 respondents) includes Greensborough and Plenty.
- ⊗ **Diamond Creek** – (97 respondents) includes Diamond Creek.
- ⊗ **Eltham** – (115 respondents) includes Eltham Central, Eltham South and Eltham East.
- ⊗ **Eltham North** – (63 respondents) includes Eltham North and Edendale.
- ⊗ **Rural** – (147 respondents) includes Hurstbridge, Kangaroo Ground, North Warrandyte, Research, Wattle Glen, St. Andrews, Rural East, and Rural Northwest.

Governing Melbourne

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 – 2023 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.

In order of significance, “marginal” is the least significant, followed by “somewhat”, and with “notable” the most significant of the subjective terms used to describe variations that were not statistically significant.

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

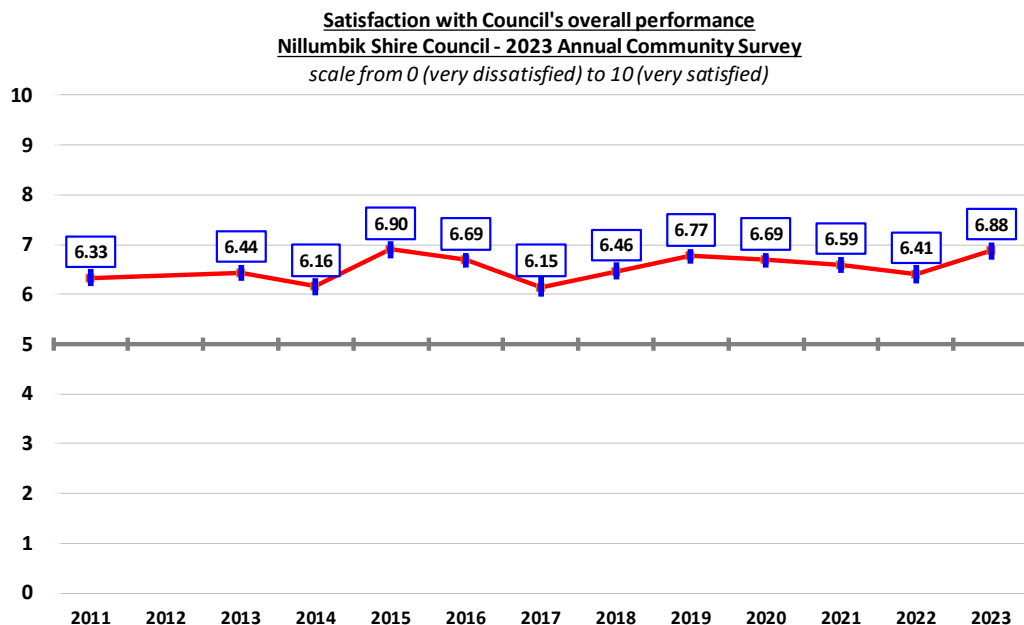
Respondents were asked:

"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" increased measurably and significantly this year, up 7.3% to 6.88, which is a "good", up from a "solid" level of satisfaction.

This result reverses the declines recorded over the last two years of the COVID-19 pandemic and was the second highest overall satisfaction score recorded by Metropolis Research for the Nillumbik Shire Council since the survey program commenced in 2011.

This result was above the long-term average satisfaction with Council's overall performance since 2011 of 6.54.



The increase in satisfaction this year will have been partly influenced by the return to the door-to-door interview style methodology, from the telephone interview methodology that was employed in 2021 and 2022. This will be a small contributing factor, but clearly does not fully explain the improvement in satisfaction this year.

A range of other factors were likely to be impacting on community satisfaction this year, including the broader improvement in community sentiment in 2023 compared to 2022, at which time there was a significant degree of fatigue with government as the community emerged from the pandemic lockdowns, and then into the federal election campaign.



This effect was observed across metropolitan Melbourne and reflected in lower satisfaction scores in many municipalities.

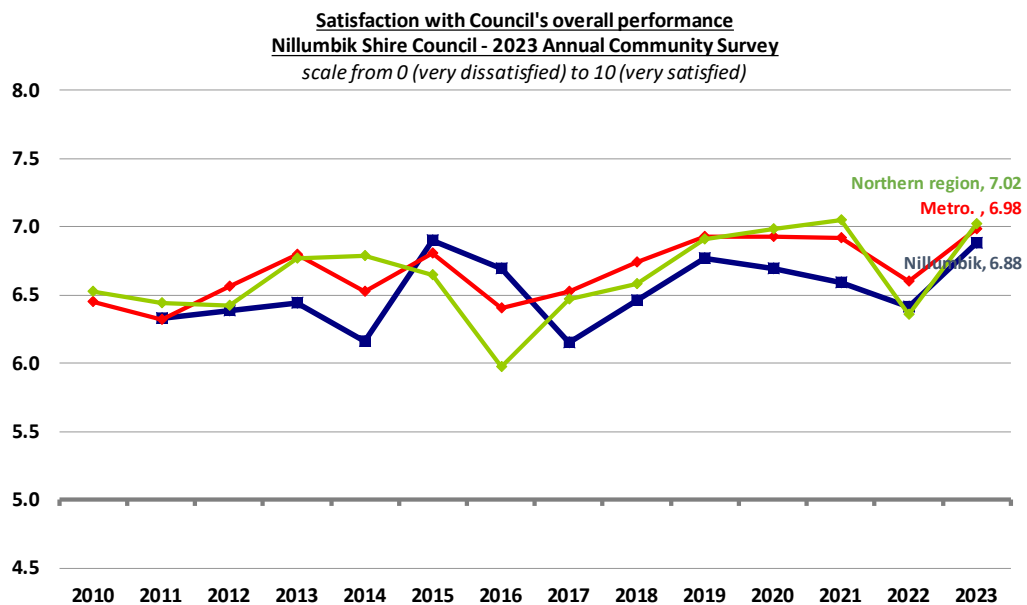
The following sections of this report also outline the range of issues and factors that underpin community satisfaction with Council’s overall performance, which focus on reasons for dissatisfaction rather than reasons for satisfaction.

Metropolis Research notes that the increase in overall satisfaction with Council of 7.3% was replicated in many results through the survey this year, including a 10% increase in satisfaction with the five core aspects of governance and leadership, a 10.4% increase in satisfaction with aspects of customer service, and a 2.9% increase in average satisfaction with services and facilities.

By way of comparison, this result was just marginally below the metropolitan Melbourne (6.98) and northern region councils’ (7.02) results, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023, using the same door-to-door interview style survey methodology.

Metropolis Research notes that satisfaction with Nillumbik Shire Council’s overall performance was below the metropolitan Melbourne average in 10 of the 12 years of the annual community satisfaction survey program.

The average difference is overall satisfaction between the Nillumbik Shire and the metropolitan Melbourne average was 2.5%, with the 2014 result 5.7% lower than the metropolitan Melbourne average, and the 2016 result 4.5% higher than the metropolitan Melbourne average.

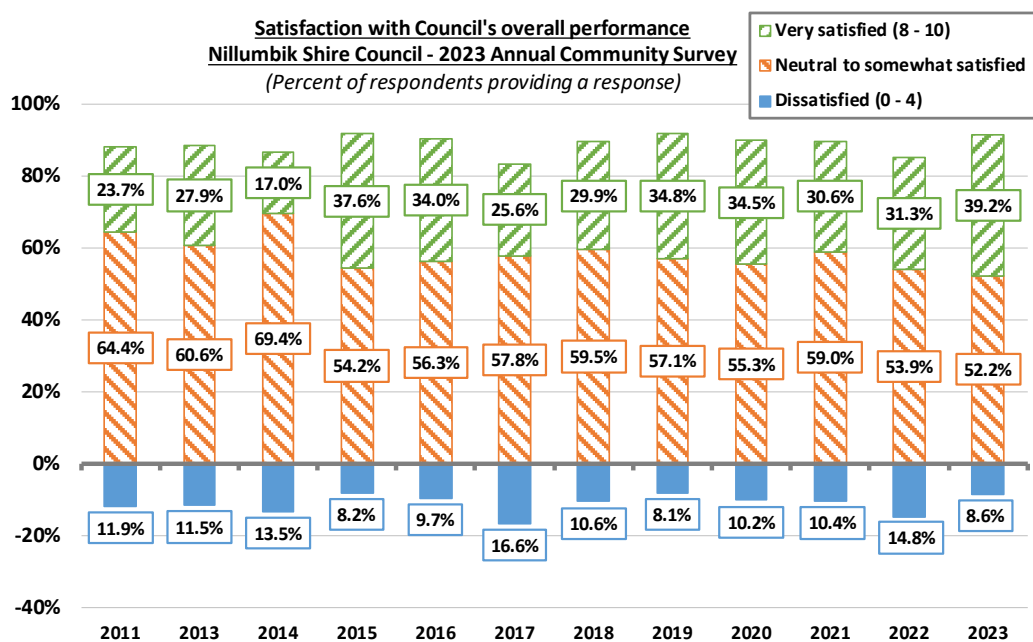


Nillumbik Shire Council – 2023 Annual Community Survey

The following graph displays the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more), 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).

There was a notable increase this year in the proportion of respondents who were “very satisfied” with Council’s overall performance (39.2% up from 31.3%) and a substantial decline in the proportion of “dissatisfied” respondents, down from an unusually high 14.8% to 8.6%.

By way of comparison, the metropolitan Melbourne average was 39.4% “very satisfied” and 6.9% “dissatisfied” respondents. It is noted that the Nillumbik Shire has consistently reported a slightly higher proportion of “dissatisfied” respondents than the municipal average.

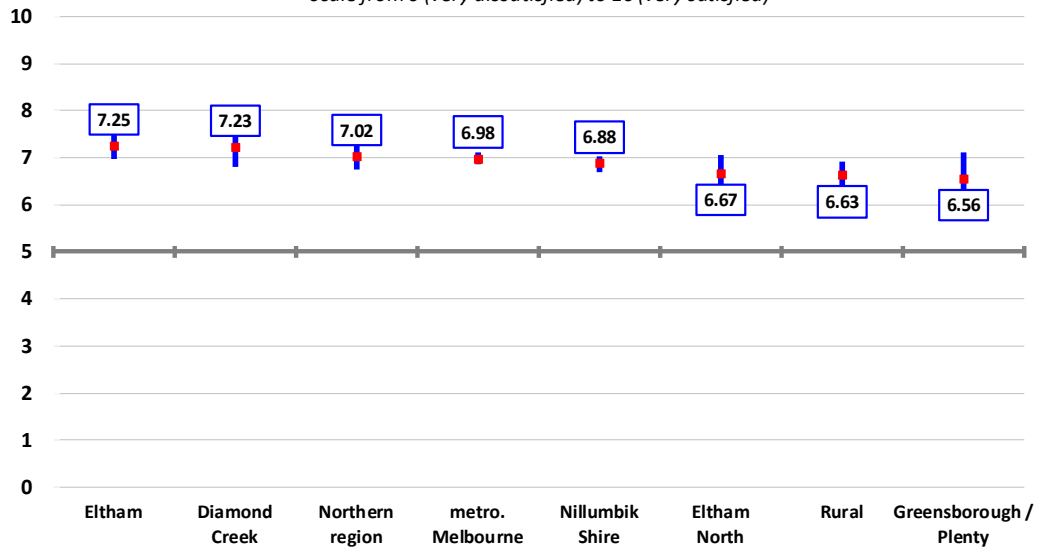


Whilst there was no statistically significant variation in satisfaction with Council’s overall performance observed across the five precincts comprising the Nillumbik Shire, it is noted that:

- **Eltham** – respondents were notably more satisfied than average and at a “very good” level.
- **Diamond Creek** – respondents were notably more satisfied than average although still at a “good” level.
- **Eltham North, Rural precinct, and Greensborough / Plenty** – respondents were notably less satisfied than average, although still at “good” levels of satisfaction.



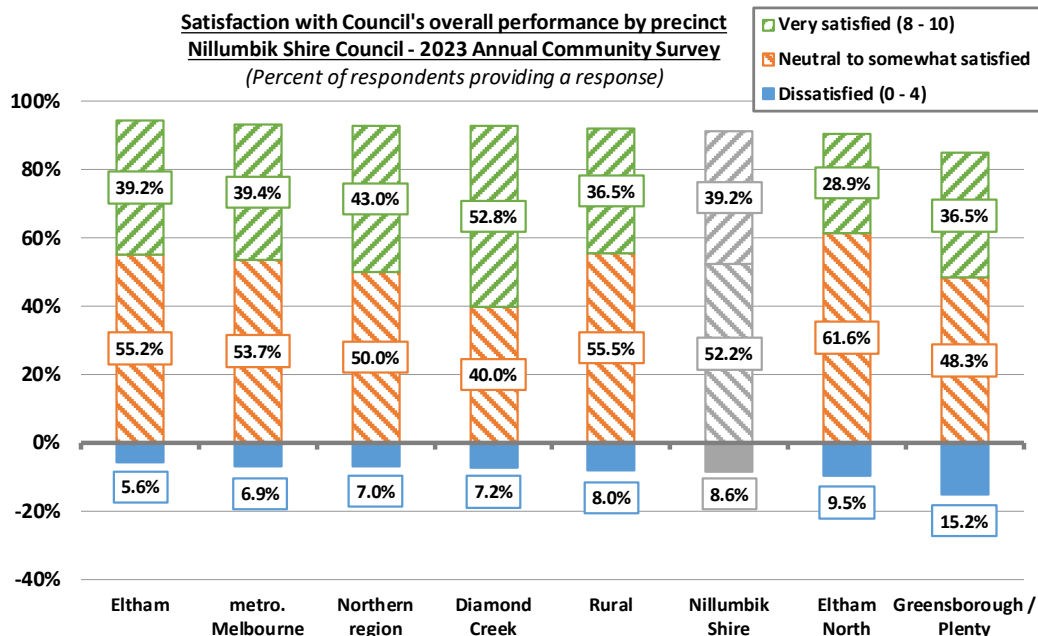
Satisfaction with Council's overall performance by precinct
Nillumbik Shire Council - 2023 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Consistent with the somewhat lower than average overall satisfaction, it is noted that 15.2% of respondents from Greensborough / Plenty were “dissatisfied” with Council’s overall performance.

Metropolis Research also notes that more than half (52.8%) of the respondents from Diamond Creek precinct were “very satisfied” with Council’s overall performance, a significantly higher proportion than the municipal average of 39.2%.

Satisfaction with Council's overall performance by precinct
Nillumbik Shire Council - 2023 Annual Community Survey
(Percent of respondents providing a response)



Nillumbik Shire Council – 2023 Annual Community Survey

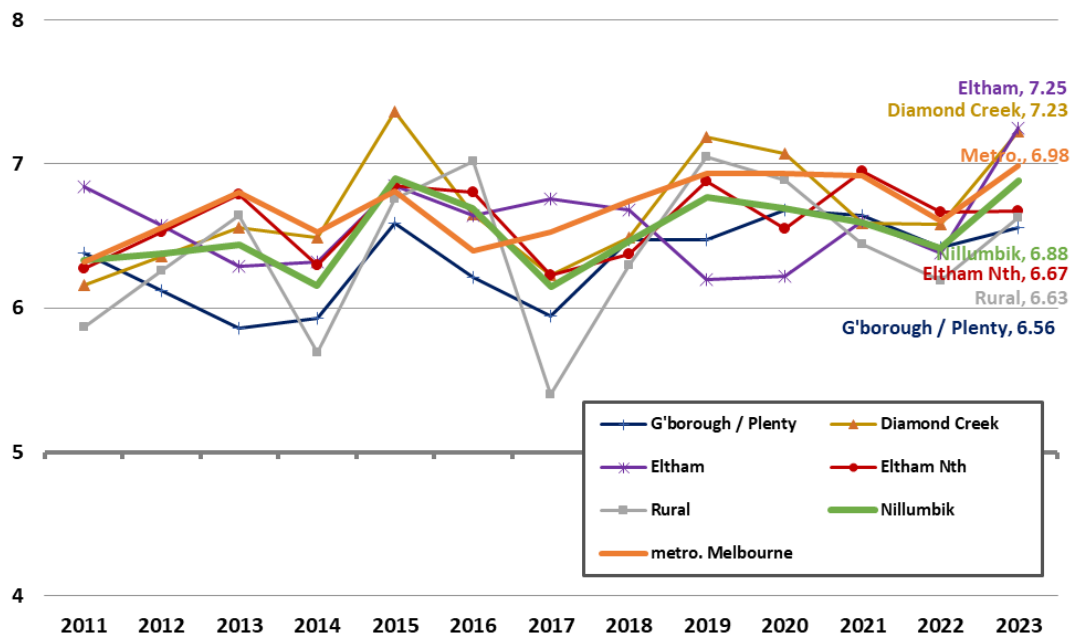
The following graph provides the time series results for satisfaction with Council's overall performance by precinct.

Metropolis Research notes that respondents from the rural precinct and Greensborough / Plenty have been somewhat less satisfied with Council's overall performance in most years of the survey program.

This was particularly pronounced for the rural precinct in 2017, reflecting specific issues at that time, which are discussed in detail in the 2017 report.

Metropolis Research does note the relatively small sample size at the precinct level, which will result in a degree of variability in the precinct level results from year to year.

Satisfaction with Council's overall performance
Nillumbik Shire Council - 2023 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



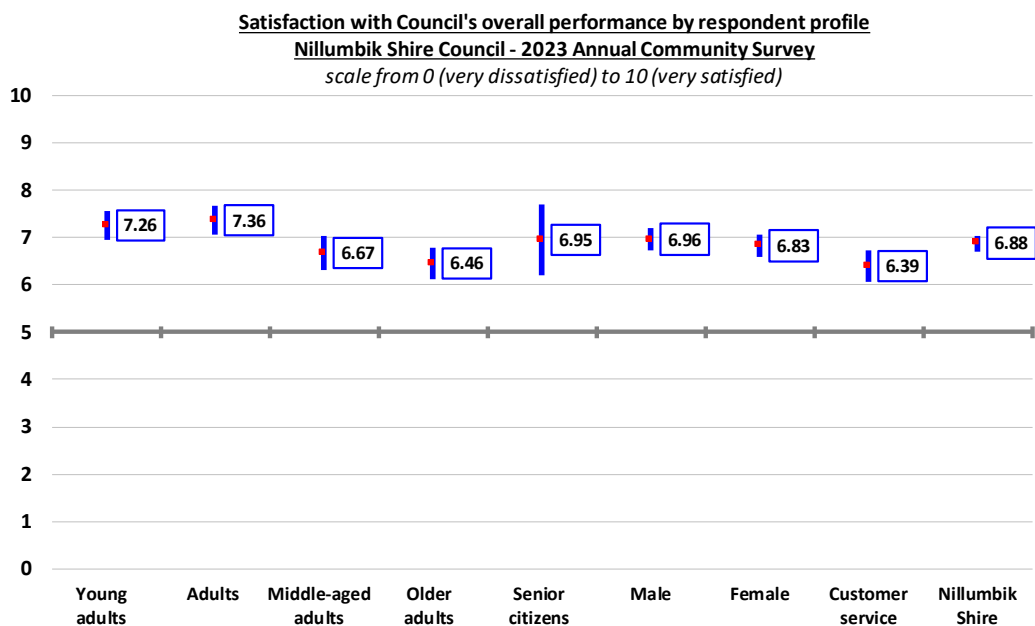
Satisfaction with overall performance by respondent profile

The following section provides a comparison of satisfaction with Council’s overall performance by respondent profile, including age structure, gender, engagement with Council, housing situation, period of residence in the Nillumbik Shire, and household structure.

There was some measurable and some notable variation in satisfaction with Council’s overall performance observed, as follows:

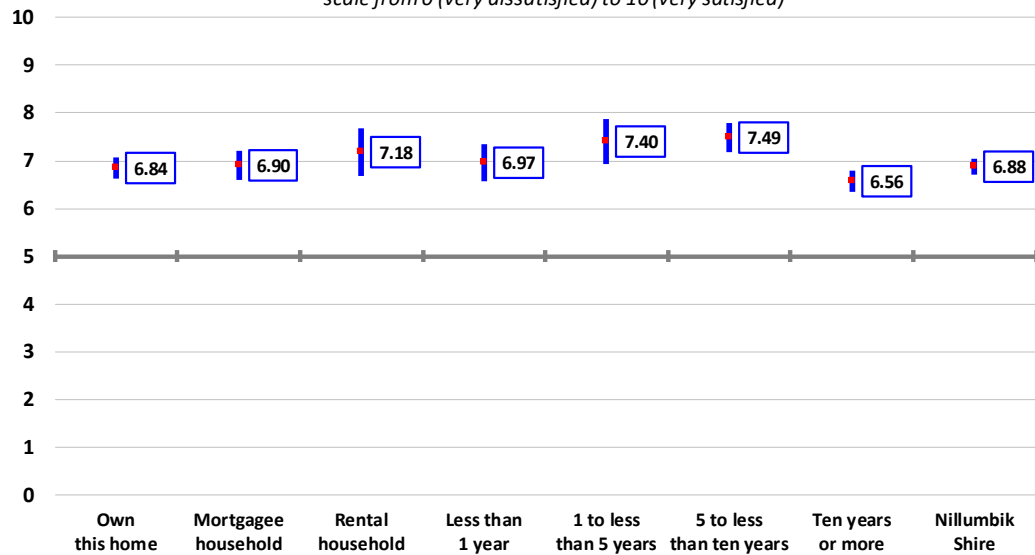
- **Notably more satisfied than the municipal average** – includes young adults and adults (aged 18 to 44 years), rental households, respondents who had lived in the Shire for between one and 10 years, two-parent families (with youngest child aged 0 to 12 years), and one parent families (of all ages).
- **Notably less satisfied than the municipal average** – includes middle-aged and older adults (aged 45 to 74 years), respondents who had contacted Council in the last 12 months, long-term residents (10 years or more in the Shire), and two-parent families (with adult children only).

Metropolis Research notes that this pattern of variation in satisfaction with Council’s overall performance was consistent with results recorded previously for the Nillumbik Shire, as well as results observed elsewhere across metropolitan Melbourne.

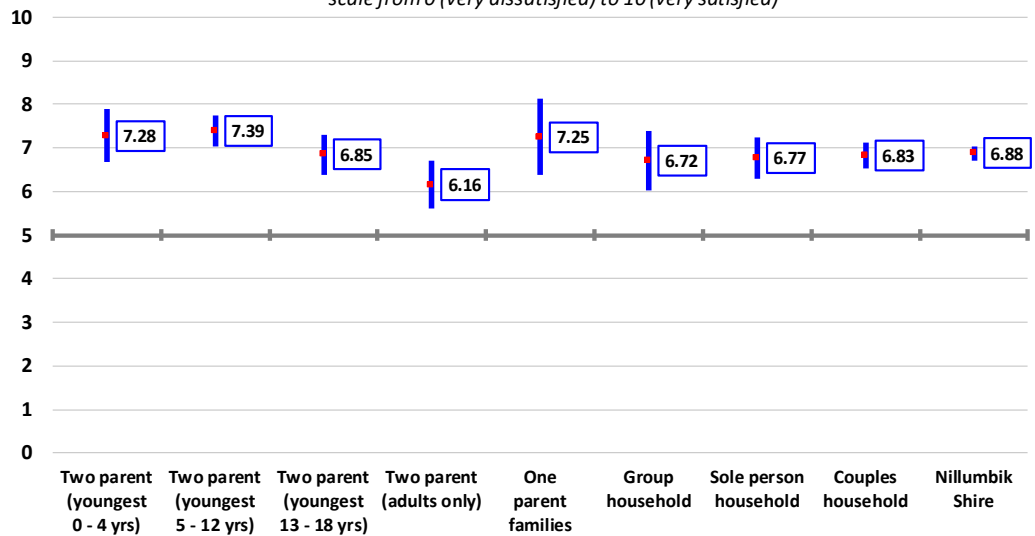


Nillumbik Shire Council – 2023 Annual Community Survey

Satisfaction with Council's overall performance by housing profile
Nillumbik Shire Council - 2023 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with Council's overall performance by household structure
Nillumbik Shire Council - 2023 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

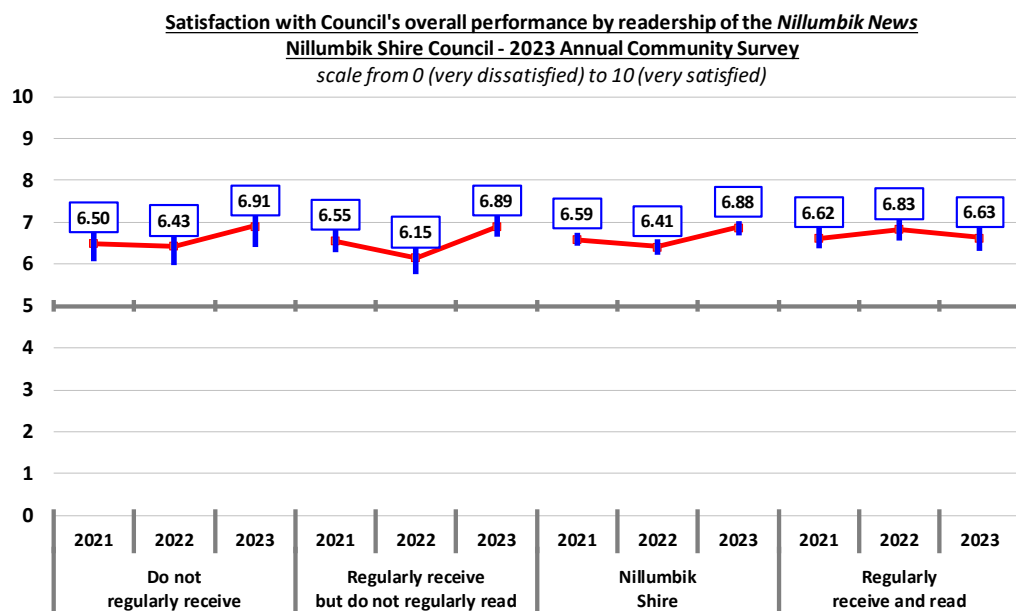


Satisfaction with overall performance by readership of the Nillumbik News

The following graph provides a comparison of satisfaction with Council’s overall performance by respondents’ readership of the *Nillumbik News*.

It is noted that respondents who regularly read the Nillumbik News were somewhat, but not measurably, less satisfied with Council’s overall performance than respondents who do not regularly receive or do not regularly read the publication.

This was a somewhat unusual result, as traditionally, respondents who regularly read the publication tend to be a little more satisfied with Council’s overall performance than respondents who do not regularly read the publication.



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 were exerting a negative influence on satisfaction with Council.



Nillumbik Shire Council – 2023 Annual Community Survey

The 127 respondents who did not nominate any issues to address for the Nillumbik Shire ‘at the moment’, on average rated satisfaction with Council’s overall performance at 7.59 or a “very good” level of satisfaction. This reflects the fact that if a resident does not feel there are any issues to address in their local area, then they will almost always be more satisfied.

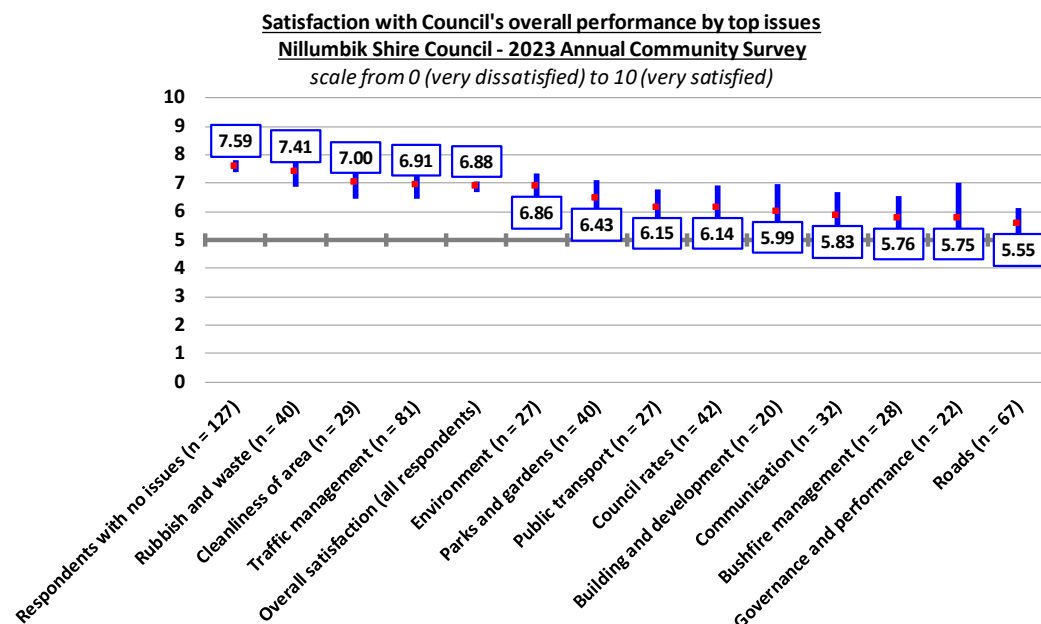
The respondents who nominated rubbish and waste issues, cleanliness issues, and traffic management, were somewhat more satisfied than the average of all respondents.

This does suggest that the issues around rubbish and waste, whilst important to the 40 respondents who nominated them as a top three issue, were unlikely to be exerting a significant negative influence on their overall satisfaction with Council. This is consistent with the fact that the kerbside collection services received among the highest levels of satisfaction.

Traffic management was the most nominated issue to address for the Nillumbik Shire again this year, with 16.1% of respondents nominating the issue. Whilst these respondents, on average rated satisfaction at a similar level to the municipal average (6.88), given the significant number of respondents nominating these issues, they were still likely to be exerting a somewhat negative influence on overall satisfaction.

The other issues that appear to be exerting a negative influence on overall satisfaction, for the respondents who nominated the issues, include most notably public transport, Council rates and charges, planning and development, communication, bushfire management, Council governance and performance, and roads maintenance and repairs.

These issues have been observed as negative influences on overall satisfaction with the performance of Nillumbik Shire Council for those nominating the issues for several years, and many are consistently observed as negative influences on satisfaction with local government across metropolitan Melbourne.



The following table provides an alternative method of exploring the relationship between issues to address for the Nillumbik Shire and satisfaction with Council's overall performance.

The table displays the proportion of the 41 respondents who were "dissatisfied" with Council's overall performance who nominated each of the top 15 issues, compared to the proportion of all respondents who nominated these issues.

The respondents who were "dissatisfied" with Council's overall performance were significantly more likely than the municipal average to nominate road maintenance and repairs, Council rates and charges, bushfire management / prevention, and drains maintenance and repairs related issues.

This was particularly notable in relation to roads and Council rates. These results reinforce the importance of road maintenance and repairs related issues, including both sealed and unsealed local roads, but also to some extent including arterial roads, to community satisfaction with local government.

With reference to Council rates and charges, it is always the case that the respondents who felt that Council rates and charges was one of the top three issues to address were always less satisfied with Council's overall performance than the average. This reflects their underlying view that they were paying too much for Council's services and facilities.

Top issues for Nillumbik Shire of respondents' dissatisfied with overall performance

Nillumbik Shire Council - 2023 Annual Community Survey

(Number and percent of total respondents who dissatisfied with overall performance)

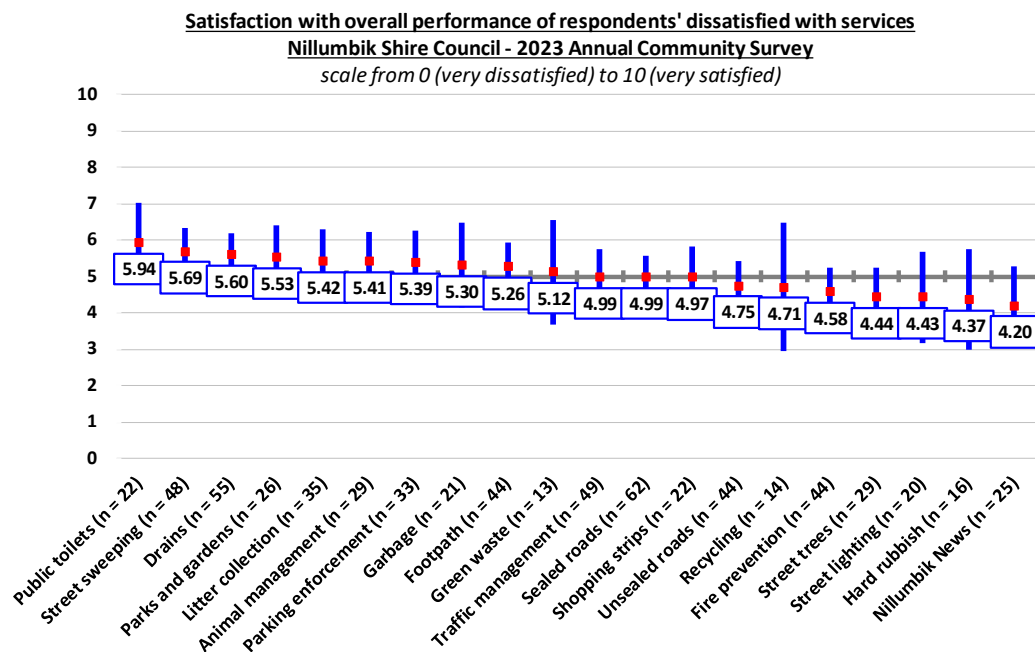
Issue	Dissatisfied respondents		All respondents
	Number	Percent	
Roads maintenance and repairs	15	36.6%	13.3%
Council rates	10	24.4%	8.4%
Traffic management	8	19.5%	16.1%
Parks, gardens and open space	5	12.2%	8.0%
Bush-fire management / prevention issues	5	12.2%	5.6%
Council governance and performance	5	12.2%	4.4%
Communication and community consultation	4	9.8%	6.4%
Drains maintenance and repairs	3	7.3%	3.6%
Building, planning, housing and development	3	7.3%	4.0%
Environment, conservation and climate change	3	7.3%	5.4%
Quality and provision of community services	3	7.3%	1.2%
Council customer service / responsiveness	3	7.3%	1.0%
Shops, restaurants, entertainment venue	3	7.3%	2.8%
Public transport incl. seats and shades	2	4.9%	6.2%
Footpath maintenance and repairs	2	4.9%	3.0%
All other issues (17 separately identified issues)	23	56.1%	63.6%
Total responses	97		768
<i>Respondents identifying at least one issue</i>	41		371
<i>(percent of total respondents)</i>	(100%)		(73.8%)



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 (6.88).



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 33) 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.



Reasons for dissatisfaction with overall / governance and leadership performance

There were 82 separate comments made by respondents who were “dissatisfied” with any aspect of Council governance, leadership, and overall performance.

These have been broadly categorised as outlined in the following table.

The three most common areas of concern by respondents related to Council’s communication and engagement performance, concerns around Council management and governance performance, and the responsiveness of Council to community needs.

There were several general negative comments, and comments around rates, planning, general maintenance and cleanliness, core services, roads and traffic, bushfire related issues, and concerns by several respondents about a perceived lack of attention to rural area issues.

Reasons for dissatisfaction with aspects of governance, leadership, and overall performance
Nillumbik Shire Council - 2023 Annual Community Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Communication and engagement</i>	
They should be seen more in the community.	1
Council doesn't do enough to engage with the community	1
Doesn't engage at all with community and any local developments	1
Don't see enough Council participation	1
Don't really see any Council community consultation	1
I am not happy with the community consultation	1
I don't know anything about government advocacy	1
Barely any communication and participation	1
Not enough communication I haven't heard anything from council	1
Not enough consultation	1
People would like to know before they do things.	1
Their communication is bad. They communicate terribly. Their engagement is poor.	1
Lack of transparency and community engagement	1
They don't really listen to the community	1
They just say they are doing things, but nothing really happens.	1
They provide some services well such as garbage and healthcare but there is way too little consultation and making decisions in their own interest not the communities	1
Total	16



Nillumbik Shire Council – 2023 Annual Community Survey

<i>Council governance and management</i>	
Bad management	1
Because there can be a lot of Improvements and they are not for the residents	1
Because they don't put resources into doing anything meaningful	1
Council always trying to one up another, doesn't care about resident wellbeing	1
Council doesn't seem to be very proactive	1
Council seems to make recessions which benefit themselves and don't consider the needs of the community	1
Dubious council and can't see any active changes	1
I don't have faith in the council in my dealings with them.	1
Many people I know don't really like or trust council	1
The council don't deliver on their promises	1
They get involved in issues they don't need to and end up failing to do things they actually should be focussing on	1
They should work harder to regain the confidence	1
Total	12
<i>Responsiveness and customer service</i>	
I contacted them to control rabbits two years ago and they have done nothing	1
Lack of responsiveness	1
The staffs are not cooperative with people.	1
They are a bit slow to respond to the community	1
They are not user friendly, and they don't listen to people.	1
They are not visible in the community at all	1
They are very selective in responsive. They are partial.	1
They do make effort in taking the feedbacks but the way it is delivered is disappointing.	1
They don't response to emails	1
They don't answer emails	1
Total	10
<i>General negative</i>	
Failing in some areas so they need more improvement	1
Haven't seen any	1
Improvement needed	1
Initially they used to be good but now not so much	1
Non-performance	1
Not doing it	1
Bad confidence of the council	1
They are really good with the bin collections but other than that nothing	1
They are taking advantage of us	1
Total	8



<i>Rates</i>	
Cost of living pressures including our rates	1
Rate hikes make cost of living very high	1
The rate is *** too high and I'm paying for nothing	1
They are doing nothing, and the rates are too high	1
Very expensive council rate and basic services	1
Total	5
<i>Planning and development</i>	
Development of Eltham is not handled properly. They are damaging the environment.	1
I have issue with their planning department, they tell me I can't do but they don't tell me what I can do and that costs a lot of money, and their response is not satisfactory. They don't have a customer/service orientated approach to doing business.	1
Need a permit to do anything at all	1
Unsatisfactory process with building permits	1
Total	4
<i>General maintenance of area</i>	
Every aspect of the council is poorly maintained	1
Grass never cut around the offices	1
Local train works and trails are not properly maintained overgrown grass is a safety hazard	1
Negligence in maintaining area, unsealed roads, pathways hazardous, snake risks high.	1
They are lazy. Shopping centres in Civic Drive is disgusting and I won't shop there. It's so dirty.	1
Total	5
<i>Provision of core services</i>	
I asked them for a green bin and haven't received any	1
I don't think that they keep the green vegetation under control given that there are snakes, focus seems to on red tapes rather than helping the community	1
Not receiving the service expected	1
Total	3
<i>Roads, traffic management and public transport</i>	
Big potholes in the area.	1
Delayed Yan Yean Road construction.	1
Total	2



Nillumbik Shire Council – 2023 Annual Community Survey

<i>Bushfire related issues</i>	
No bushfire communication	2
Total	2
<i>Environment, climate change and wildlife management</i>	
Climate is for the government not the council	1
Council should be solving immediate issues rather than telling old people that the world is going to end soon and asking them to do more things than they can understand.	1
Not council job to worry about climate, they should stick to roads and rubbish	1
Not doing enough for climate	1
Total	4
<i>Rural issues</i>	
No communication with the people in the rural areas.	1
No support for people living on rural land despite the high rates	1
The council doesn't address the issues and problems of people living in the more rural areas in Nillumbik	1
They do not care for rural people	1
Total	4
<i>Other</i>	
Don't have enough knowledge to say	2
Council isn't doing enough to support local economy	1
Council not super exciting	1
Don't know enough about the issue regarding government lobbying	1
Economy isn't really favouring anyone	1
Never paid much attention to the council	1
Not too sure	1
They spray the toxic chemicals everywhere	1
Total	9
Total comments	84



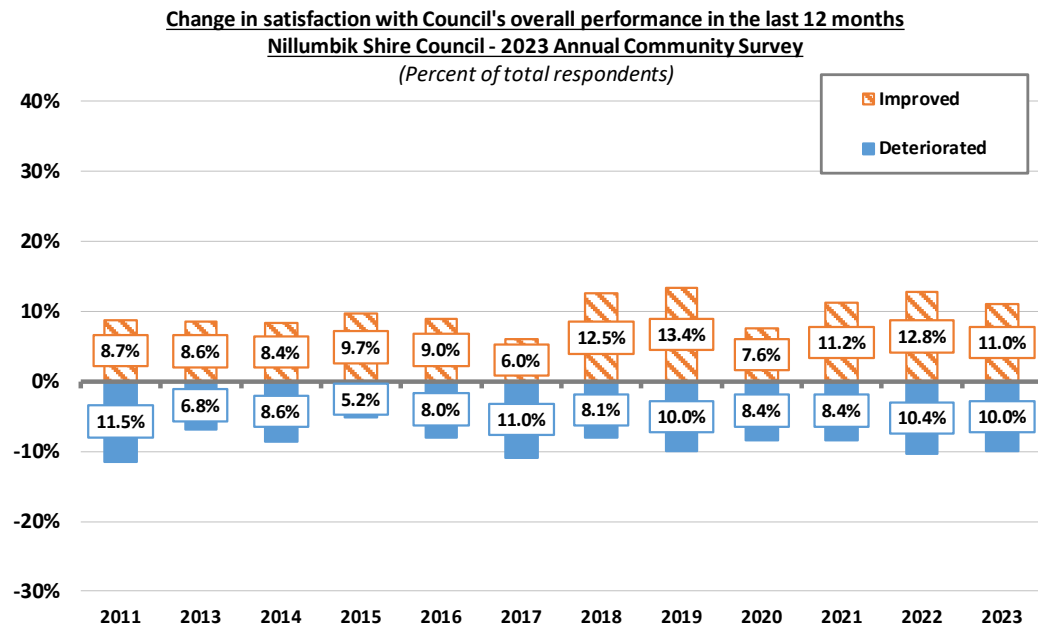
Change in Council's overall performance

Respondents were asked:

"Over the past 12 months, do you think Nillumbik Shire Council's overall performance has improved, deteriorated or stayed the same?"

Respondents were again in 2023, asked whether they believe that Council's overall performance had improved, stayed the same, or deteriorated in the last 12 months.

The proportion of respondents who believe that performance had improved (11.0% down from 12.8%) and deteriorated (10.0% down from 10.4%) remained consistent with the results in 2022. It is noted that these results have remained quite stable for the Nillumbik Shire Council over the course of the survey program.



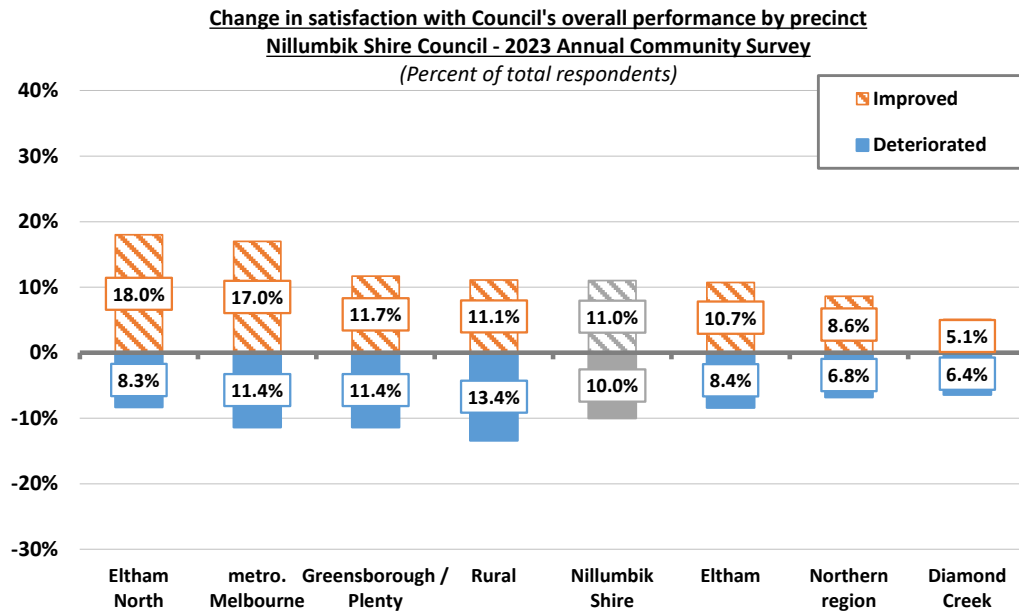
Change in overall performance
Nillumbik Shire Council - 2023 Annual Community Survey
(Number and percent of total respondents)

Change	2023		2022	2021	2020	2019	2018
	Number	Percent					
Improved	55	11.0%	12.8%	11.2%	7.6%	13.4%	12.6%
Stayed the same	284	56.6%	56.7%	62.9%	70.0%	61.8%	56.7%
Deteriorated	50	10.0%	10.4%	8.4%	8.4%	10.0%	8.2%
Can't say	113	22.5%	20.1%	17.6%	14.0%	14.8%	22.6%
Total	502	100%	508	501	500	500	501

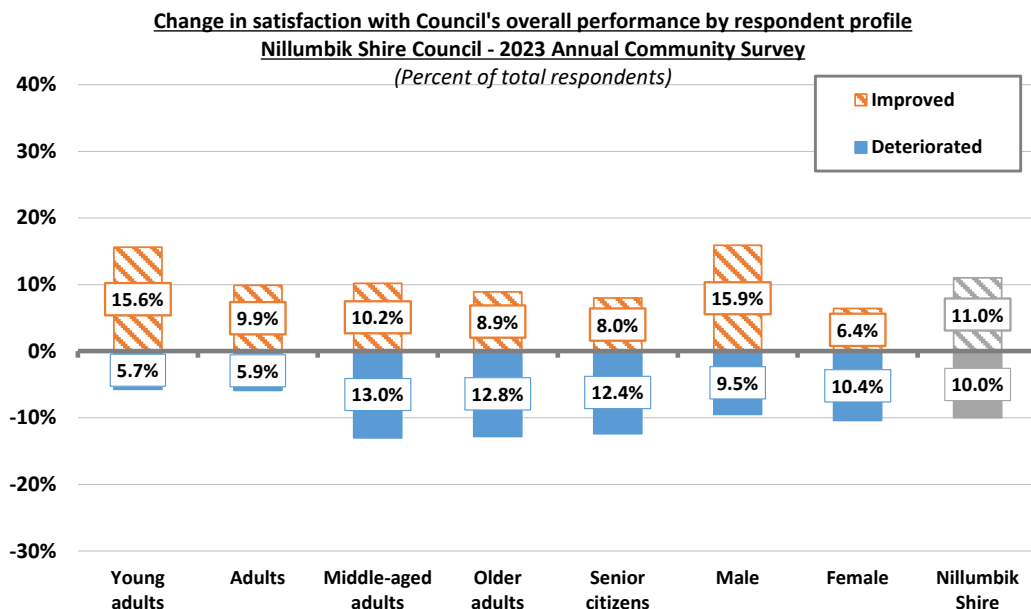


Nillumbik Shire Council – 2023 Annual Community Survey

There was some notable variation in this result observed across the municipality, with respondents from Eltham North notably more likely than average to consider that performance had improved, whilst respondents from the rural precinct were the most likely to consider that performance had deteriorated.

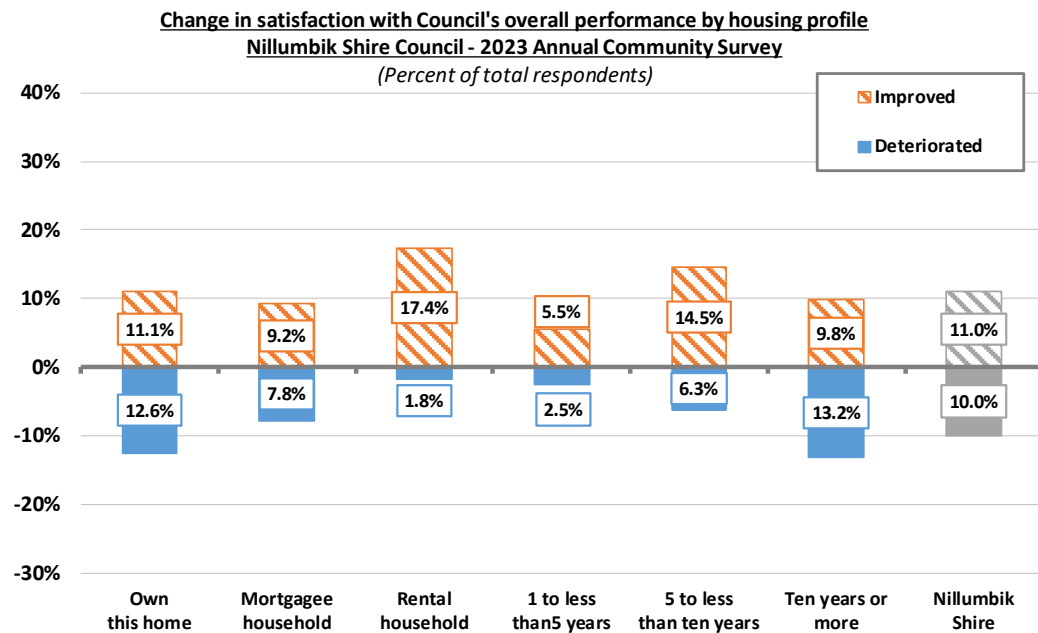


Young adults (aged 18 to 34 years) were the most likely to consider that performance had improved, whilst middle-aged, older adults, and senior citizens (aged 45 years and over) were more likely to consider that performance had deteriorated. Male respondents were significantly more likely than females to consider that performance had improved.



There was also some variation observed by housing situation, with rental households notably more likely than average to consider that performance had improved, whilst homeowners were more likely to consider that performance had deteriorated.

It is also noted that long-term resident respondents (10 years or more in Nillumbik Shire), were more likely than average to consider that performance had deteriorated.



Reasons for change in overall performance

Respondents were asked:

"Why do you say that?"

A total of 226 comments were received from respondents as to why they considered that Council's overall performance had improved, stayed the same, or deteriorated. The main issues outlined by respondents as to the change in performance are as follows:

- **Performance had improved (38 comments)** – many of these comments reflected a general perception that performance had improved, some felt that Council had gotten better, Council was doing a good job, well-managed, more efficient, and similar responses.
- **Performance had stayed the same (139 comments)** – most of these comments related to a perception that there had been no change in performance over the year, as well as a range of generally positive statements about Council, and several suggestions for improvements.



- **Performance had deteriorated (49 comments)** – including a range of generally negative comments about Council performance, including in areas of performance such as communication, roads, kerbside collections, planning and development, as well as some comments about a range of issues including environment and climate change, COVID-19, several comments about Council rates, fees, and charges, and several comments relating to Councillors.

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

Satisfaction with the five core aspects of Council’s governance and leadership performance increased measurably and significantly this year, up 10% to 6.81, which is a “good”, up from a “solid” level of satisfaction.

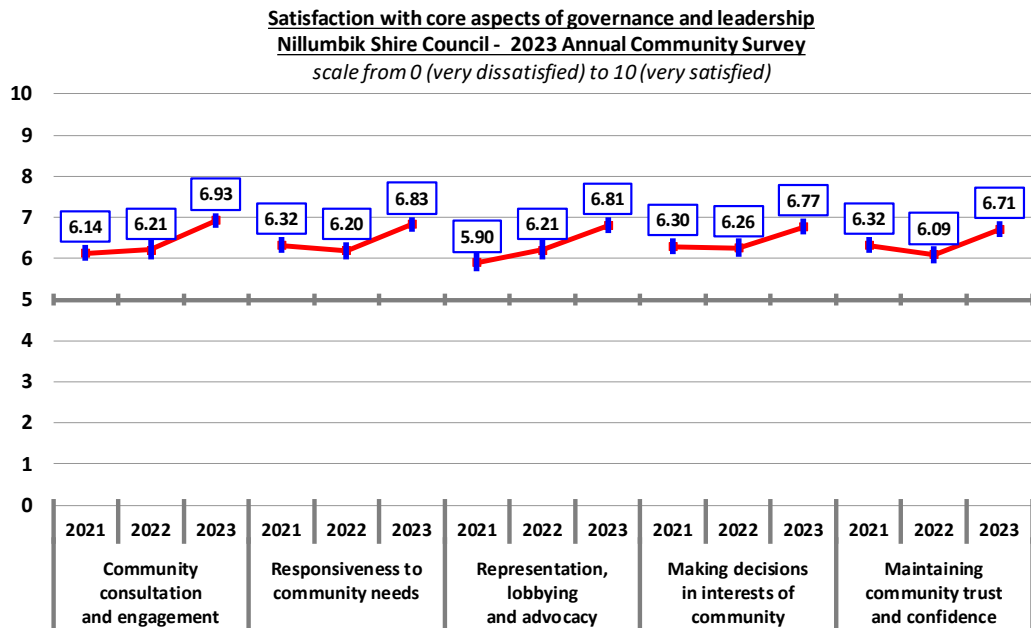
Metropolis Research notes that the average improvement in satisfaction with these five aspects of Council’s governance and leadership performance increased by more than the increase in satisfaction with Council’s overall performance (10.0% compared to 7.3%).

This is one of the lowest variations between average satisfaction with core aspects of governance and leadership performance and the overall satisfaction with Council recorded for Nillumbik, which is a positive result that reflects well on Council’s performance in this area this year.

Satisfaction with all five measures of governance and leadership increased measurably this year, with the largest improvement in satisfaction being the 11.6% increase in satisfaction with Council’s community consultation and engagement performance.

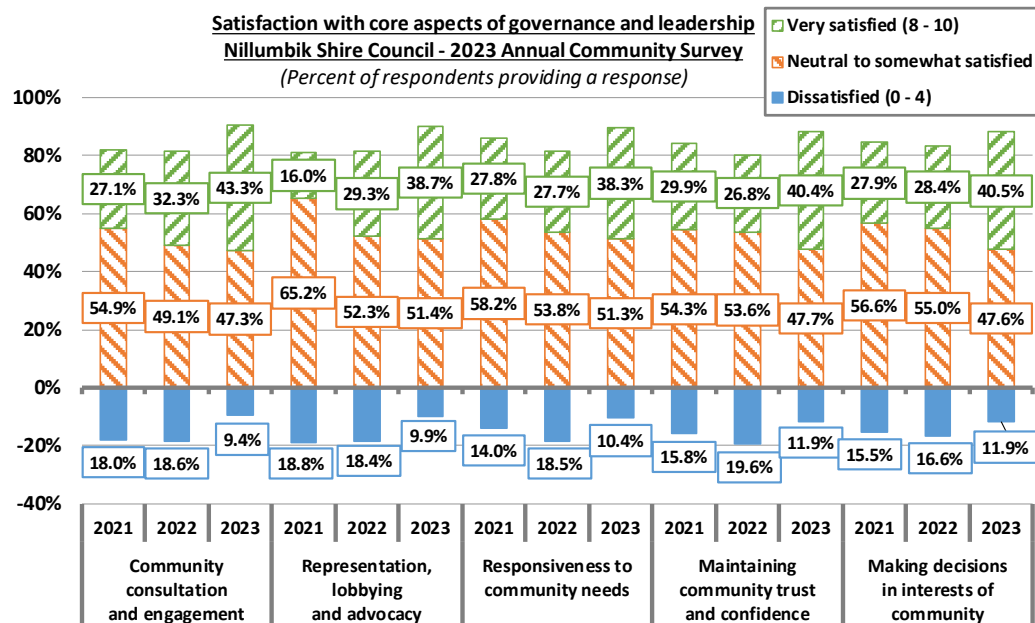
Satisfaction with all five measures of governance and leadership performance were rated at “good” levels this year, up from “solid” levels in 2022 and 2021. It is noted that satisfaction with representation, lobbying and advocacy was rated at a “poor” level in 2021.





The following graph displays the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more), 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).

There was a substantial increase in the proportion of “very satisfied” respondents for each aspect this year, and in some cases, a halving of the proportion of “dissatisfied” respondents.



Nillumbik Shire Council – 2023 Annual Community Survey

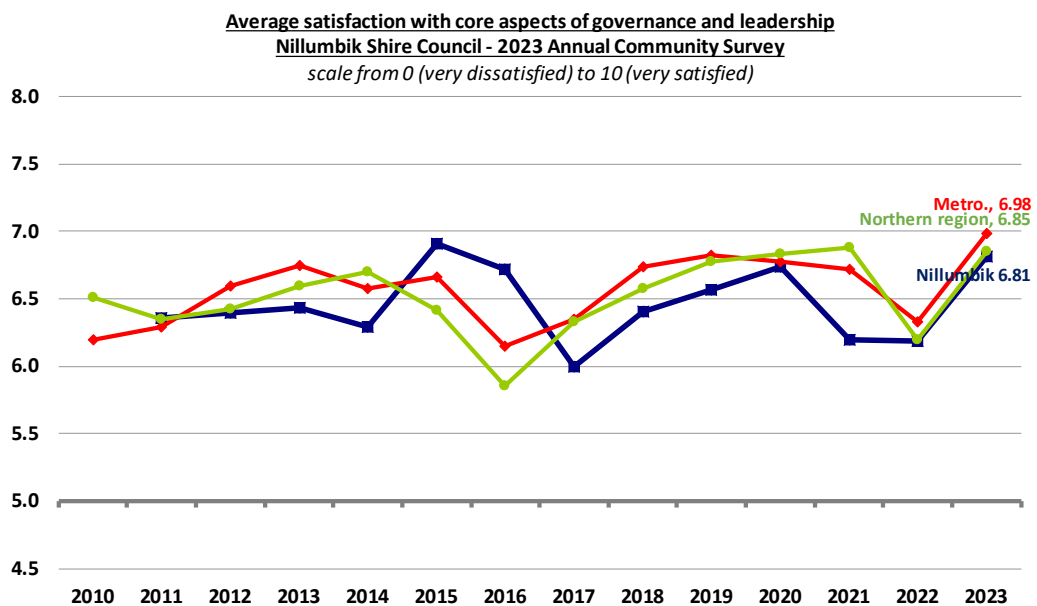
The following graphs display a comparison of these results against the metropolitan Melbourne and northern region councils' results from the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023, using the same door-to-door methodology.

The average satisfaction with Council's governance and leadership performance remains marginally below the metropolitan Melbourne average and almost identical to the northern region councils' average.

It is noted that in nine of the 13 years of the survey program, the average satisfaction with these core aspects of governance and leadership performance has been somewhat lower in the Nillumbik Shire than the metropolitan Melbourne average.

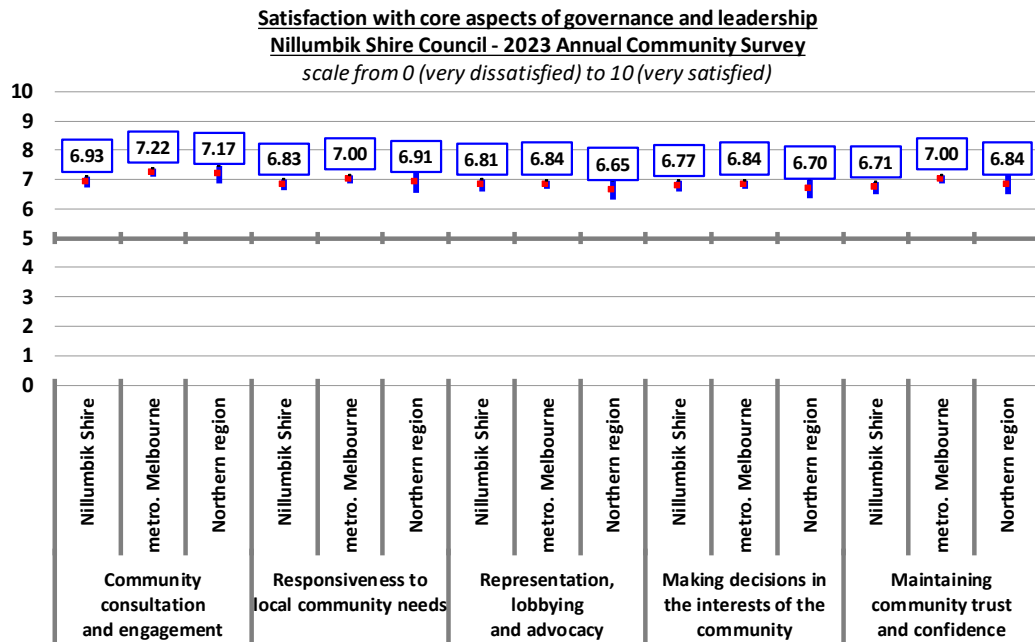
In many of these years, this variation between satisfaction in the Nillumbik Shire and the metropolitan Melbourne has been relatively small at between around one and four percent.

As is clear in the graph, however, there have been two years when satisfaction was notably higher in the Nillumbik Shire (2015 and 2016), and in 2021 satisfaction was notably lower (8% lower).



Satisfaction with each of the five core aspects of Council's governance and leadership performance was marginally lower in the Nillumbik Shire than the metropolitan Melbourne average, with attention drawn to the 3.3% lower score for community consultation and engagement, and the 4.1% lower score for maintaining community trust and confidence.





Community consultation and engagement

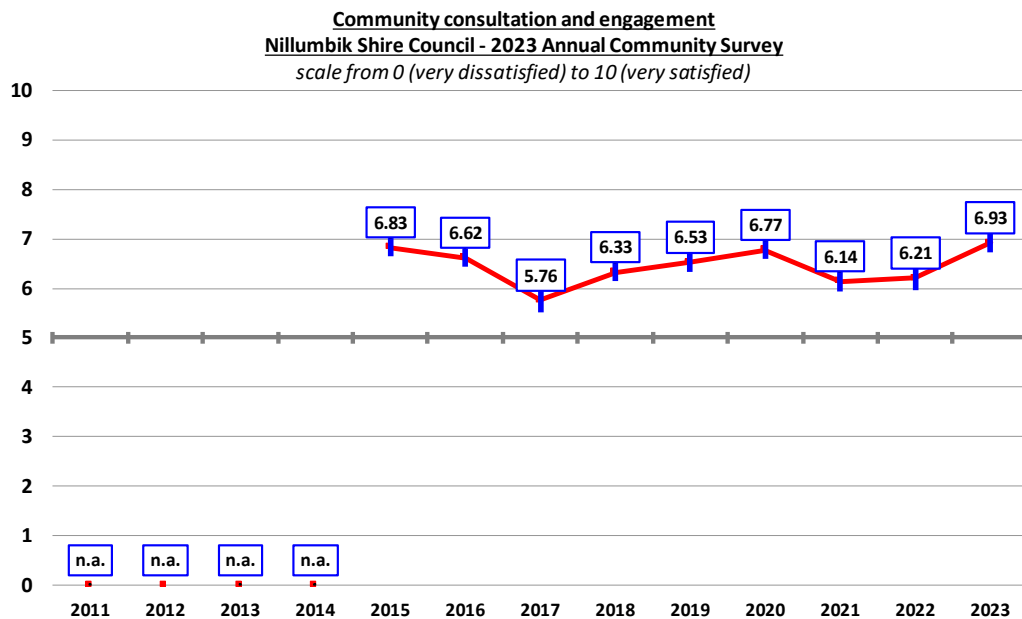
Satisfaction with Council’s community consultation and engagement increased measurably and significantly this year, up 11.6% to 6.93, which is a “good”, up from a “solid” level of satisfaction.

This is the highest level of satisfaction with this aspect of Council’s performance recorded over the course of the survey program and was well above the long-term average satisfaction since 2015 of 6.46.

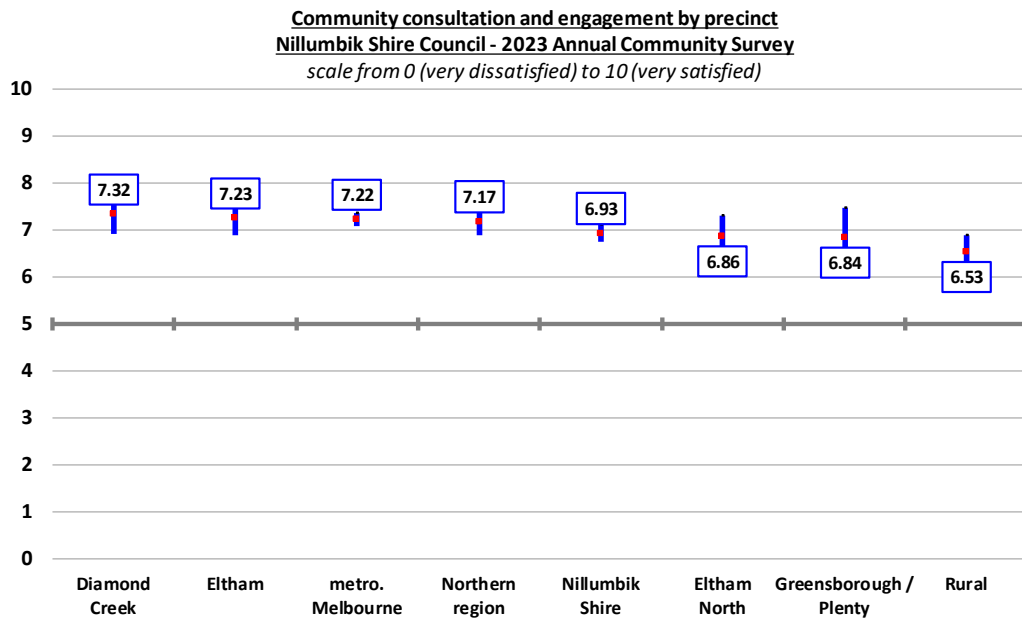
This result clearly returns satisfaction with community consultation and engagement to pre-pandemic trend of increasing satisfaction.



Nillumbik Shire Council – 2023 Annual Community Survey



Whilst there was no statistically significant variation in satisfaction with this aspect of performance observed across the municipality, it was noted that respondents from Diamond Creek rated satisfaction at a “very good” rather than a “good” level of satisfaction.



Representation, lobbying and advocacy

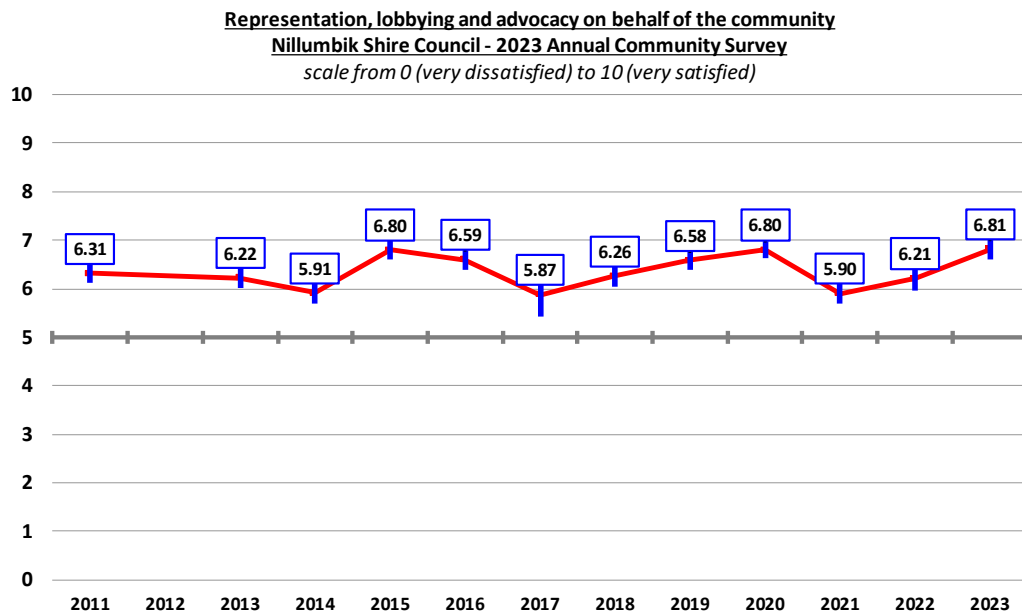
Satisfaction with Council’s representation, lobbying, and advocacy increased measurably and significantly this year, up 9.7% to 6.81, which is a “good”, up from a “solid” level of satisfaction.

This was the highest satisfaction with this aspect of performance recorded for the Nillumbik Shire and was well above the long-term average satisfaction since 2011 of 6.35.

Metropolis Research notes that this result returns satisfaction with this aspect of performance to the pre-pandemic trend of increasing satisfaction.

It is noted, however, that satisfaction with representation, lobbying, and advocacy has dropped notably in single years and then recovered three times over the 12 years of the survey program.

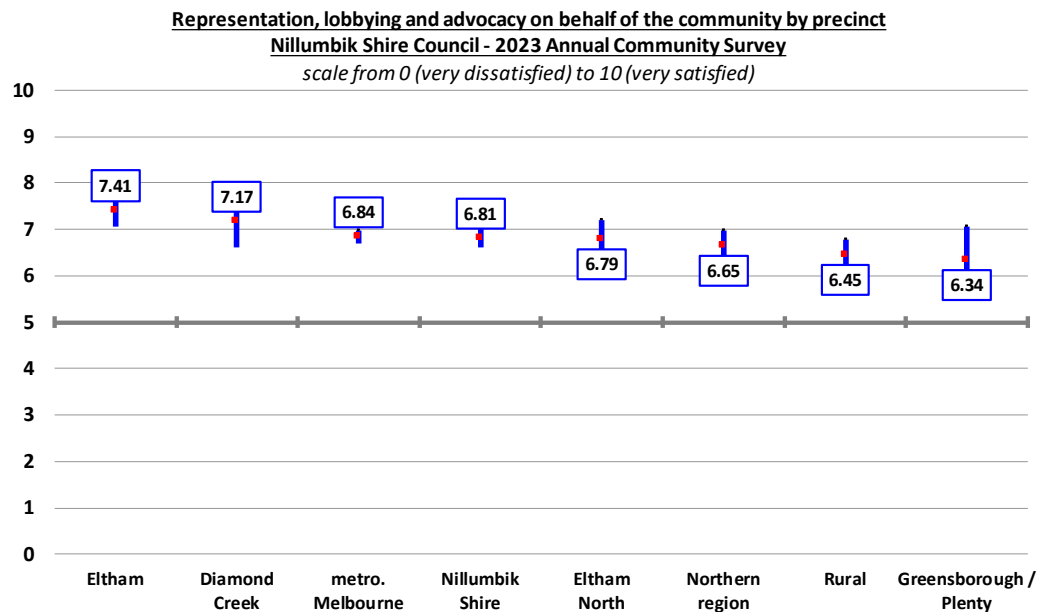
Metropolis Research suggests that this is likely to reflect community concern around various issues in the municipality, and their view of how well Council is advocating on behalf of the community around these issues. These issues were likely to include roads and traffic, but also potentially other issues including environment and climate change.



Nillumbik Shire Council – 2023 Annual Community Survey

There was statistically significant variation in satisfaction with Council’s representation, lobbying, and advocacy performance observed across the municipality, as follows:

- **Eltham** – respondents were measurably and significantly more satisfied than average and at a “very good” level of satisfaction.
- **Rural precinct and Greensborough / Plenty** – respondents were notably but not measurably less satisfied than average and at “solid” rather than “good” levels of satisfaction.



Responsiveness to local community needs

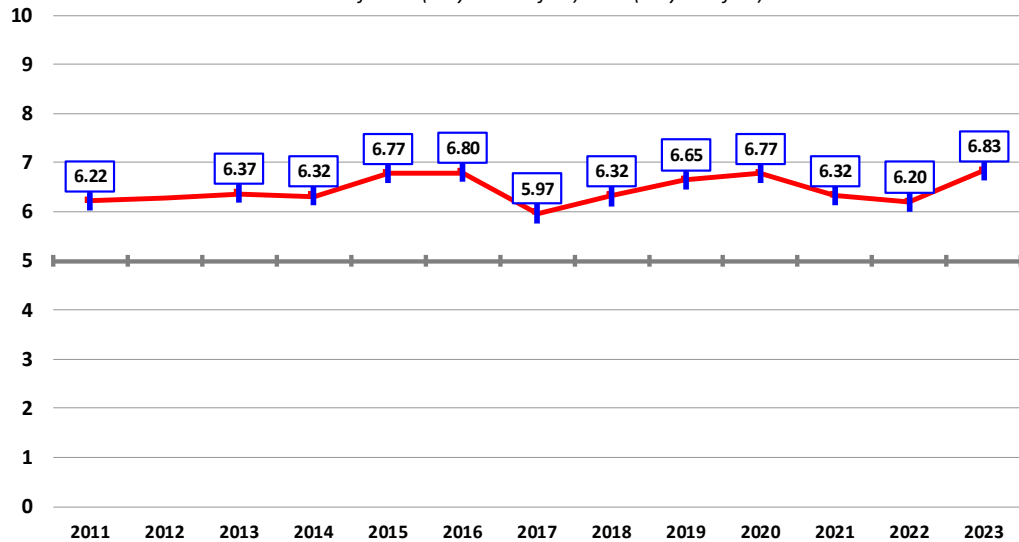
Satisfaction with the responsiveness of Council to local community needs increased measurably and significantly this year, up 10.1% to 6.83, which is a “good”, up from a “very good” level of satisfaction.

This was the highest satisfaction score for this aspect of performance recorded over the life of the survey program and was well above the long-term average satisfaction since 2011 of 6.45.

Satisfaction with this aspect of performance has clearly recovered from the lower results recorded over the last two years of the pandemic and returned to a trend of increasing satisfaction over time.

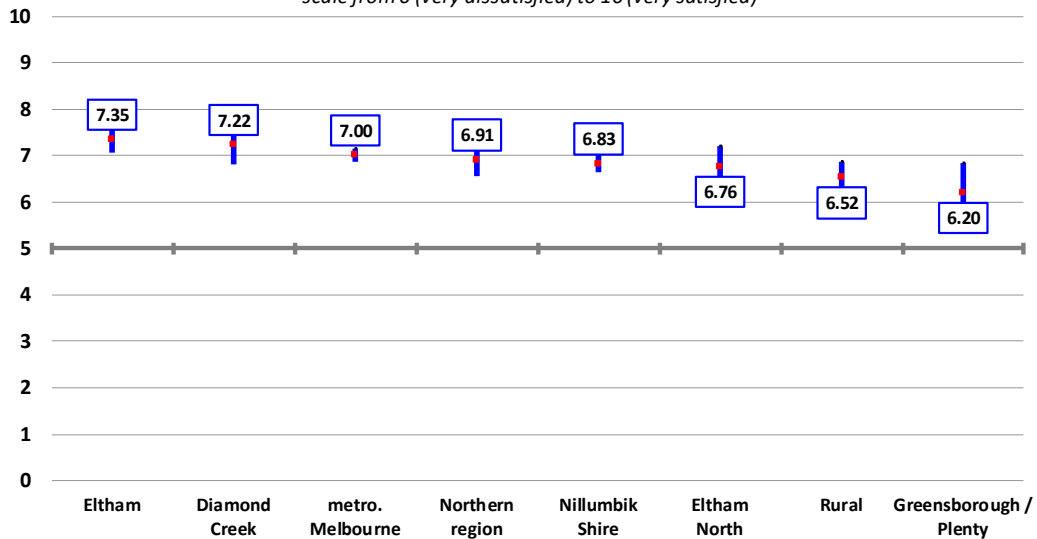


The responsiveness of Council to local community needs
Nilumbik Shire Council - 2023 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Whilst there was no statistically significant variation in satisfaction with this aspect of performance observed across the municipality, it is noted that respondents from Eltham rated satisfaction at a “very good” level, and respondents from Greensborough / Plenty rated satisfaction at a “solid” rather than a “good” level of satisfaction.

The responsiveness of Council to local community needs by precinct
Nilumbik Shire Council - 2023 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

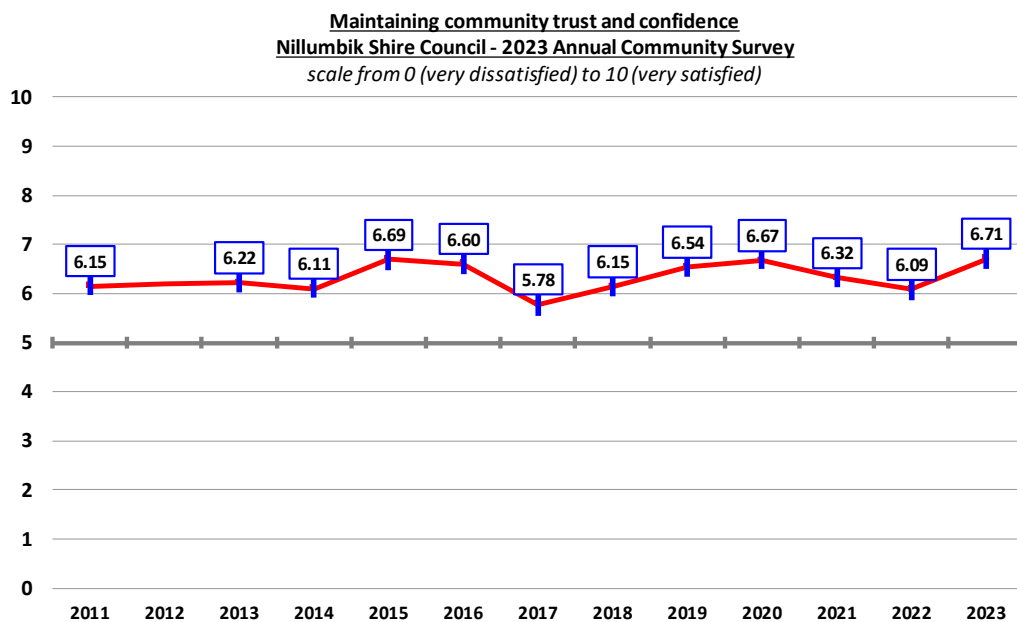


Maintaining the trust and confidence of the local community

Satisfaction with Council’s performance maintaining the trust and confidence of the local community increased measurably and significantly this year, up 10.2% to 6.71, which is a “good”, up from a “solid” level of satisfaction.

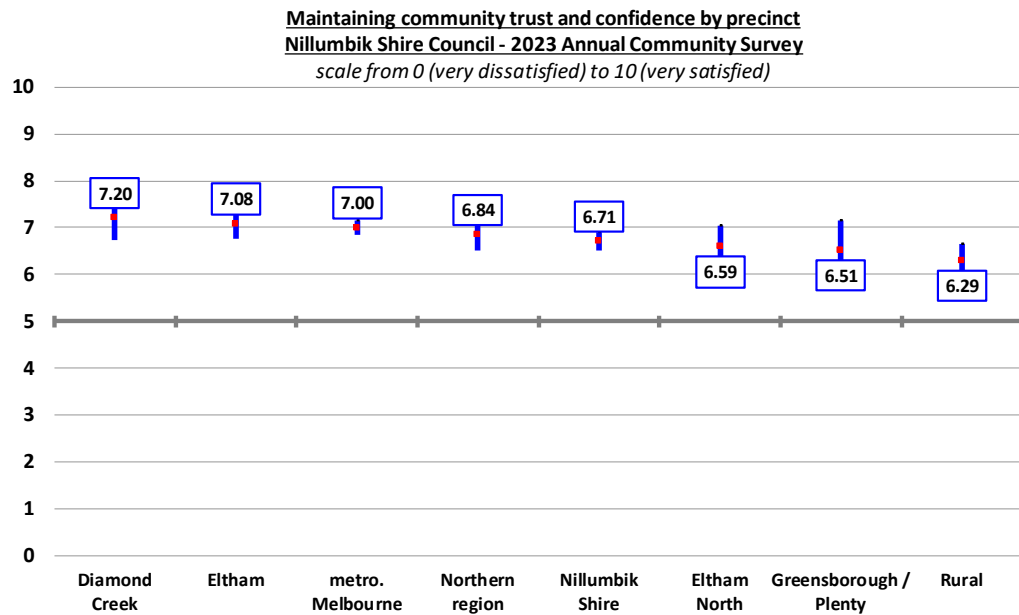
This was the highest satisfaction score for this aspect of performance recorded over the life of the survey program and was well above the long-term average satisfaction since 2011 of 6.32.

Satisfaction with this aspect of performance has clearly recovered from the lower results recorded over the last two years of the pandemic and returned to a trend of increasing satisfaction over time.



Whilst there was no statistically significant variation in satisfaction with Council’s performance maintaining the trust and confidence of the local community observed across the municipality, it is noted that respondents from the rural precinct rated satisfaction at a “solid” rather than a “good” level of satisfaction.





Making decisions in the interests of the community

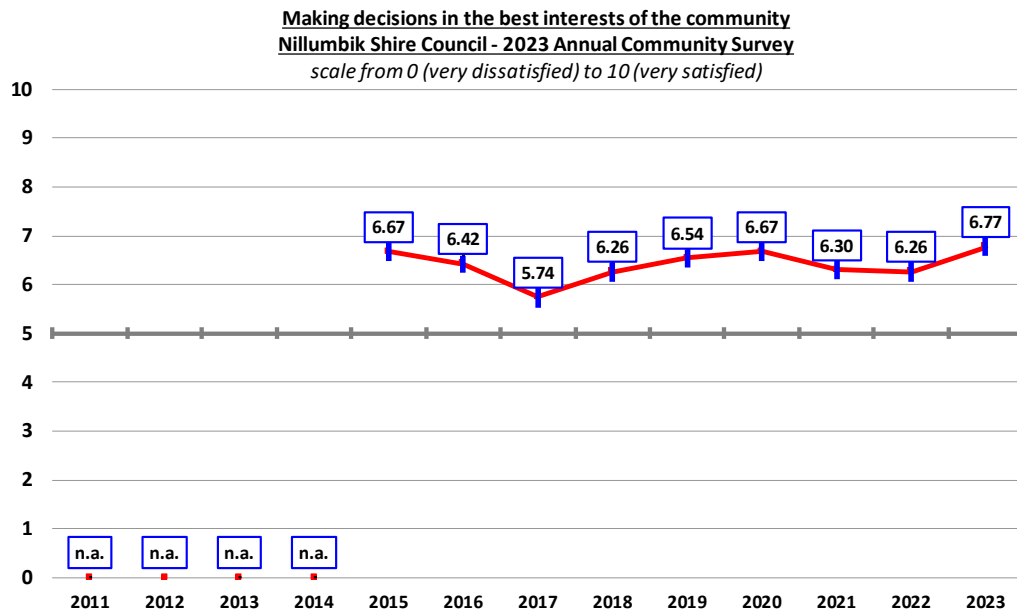
Satisfaction with Council's performance making decisions in the interests of the community increased measurably this year, up 8.4% to 6.77, which is a "good" up from a "solid" level of satisfaction.

This was the highest satisfaction score for this aspect of performance recorded over the life of the survey program and was comfortably the long-term average satisfaction since 2011 of 6.40.

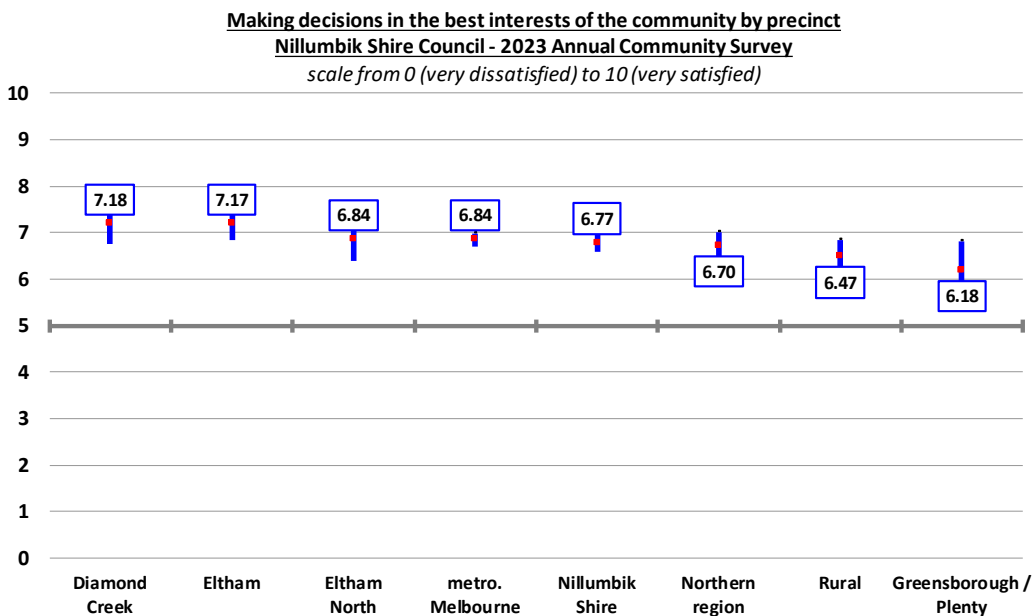
Satisfaction with this aspect of performance has clearly recovered from the lower results recorded over the last two years of the pandemic and returned to a trend of increasing satisfaction over time.



Nillumbik Shire Council – 2023 Annual Community Survey



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 and Greensborough / Plenty rated satisfaction at “solid” rather than “good” levels of satisfaction.



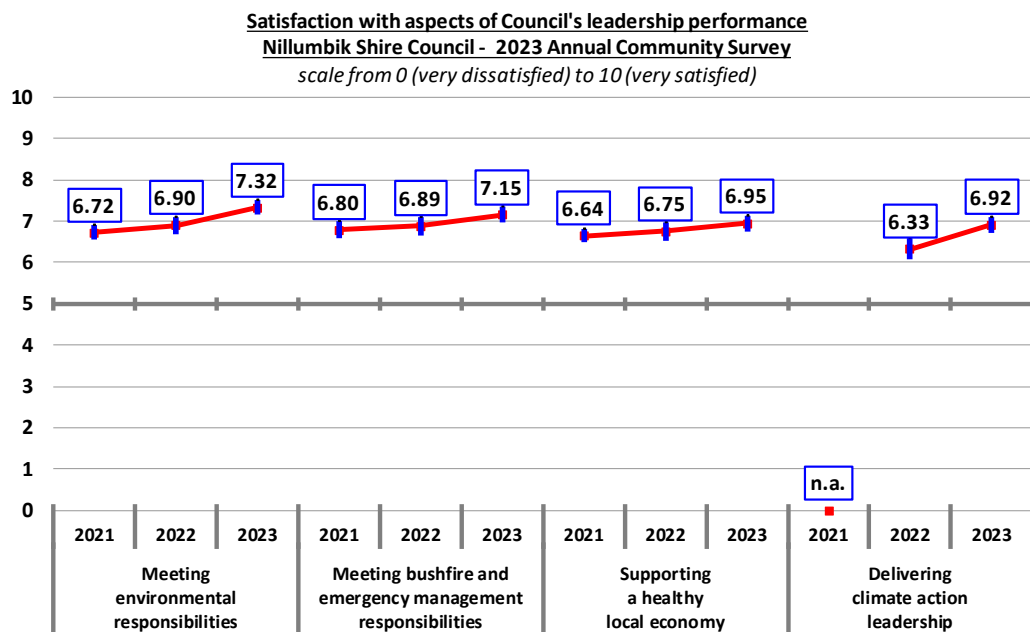
Aspects of Council's leadership performance

Respondents were again in 2023, asked to rate their satisfaction with five aspects of Council's leadership performance across a range of areas including environment and sustainability, emergency management, and local economy.

Satisfaction with all four of these aspects of Council's leadership performance increased somewhat this year, with satisfaction with meeting environmental responsibilities and delivering climate action leadership both increasing by a statistically significant degree.

Satisfaction with Council's performance meeting its responsibilities towards the environment was rated as "very good" and satisfaction with the remaining three aspects were rated at "good" levels.

Metropolis Research notes that satisfaction with these aspects of Council's leadership performance proved more stable through the years of the pandemic than overall satisfaction or satisfaction with aspects of Council's governance performance.

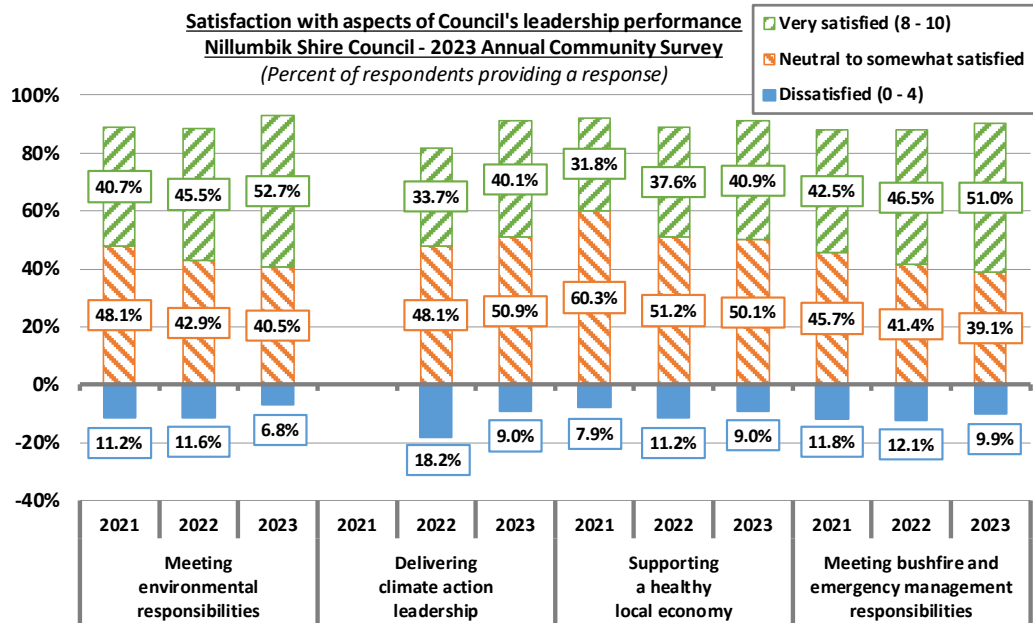


The following graph displays the proportion of respondents who were "very satisfied" (i.e., rated satisfaction at eight or more), those who were "neutral to somewhat satisfied" (i.e., rated satisfaction at five to seven), and those who were "dissatisfied" (i.e., rated satisfaction at less than five).

It is noted that more than half of the respondents providing a satisfaction score were "very satisfied" with Council's performance meeting its environmental responsibilities, and meeting bushfire and emergency management responsibilities.

Nillumbik Shire Council – 2023 Annual Community Survey

Attention is drawn to the fact that a little less than 10% of respondents were “dissatisfied” with each of these four aspects of Council’s leadership performance, highlighting that whilst average satisfaction was “good” to “very good”, there remains a small proportion of the community who were “dissatisfied” with Council’s performance in these areas.



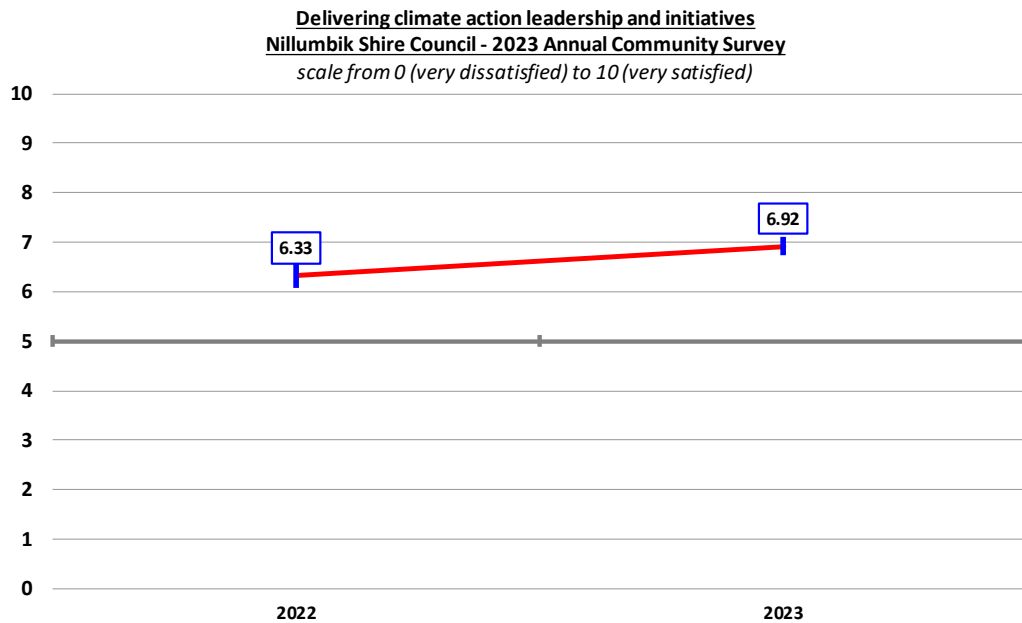
Delivering climate action leadership and initiatives

Satisfaction with Council’s performance delivering climate action leadership and initiatives increased measurably this year, up 9.3% to 6.92, which is a “good”, up from a “solid” level of satisfaction.

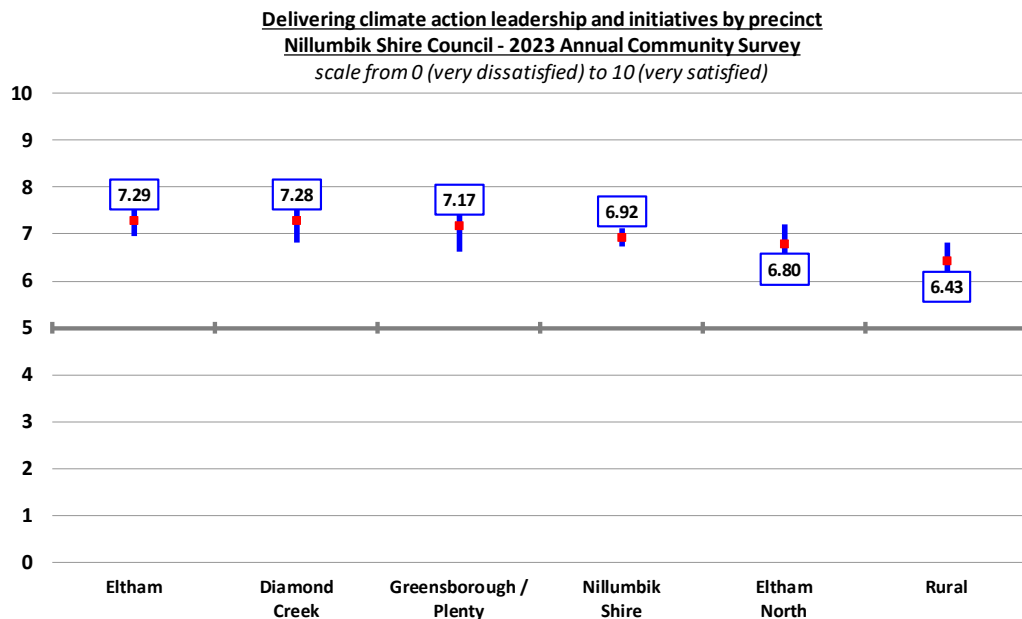
Metropolis Research draws attention to this significant increase in satisfaction with this aspect of Council’s leadership performance, with this aspect moving from a score well below the other aspects of Council’s leadership performance to a similar result to the other three aspects.

It is also noted that this result was above the overall satisfaction with Council score of 6.88.





Whilst there was no statistically significant variation in satisfaction with this aspect of leadership, it is noted that respondents from Eltham and Diamond Creek rated satisfaction at “very good” levels, whilst respondents from the rural precinct rated satisfaction at a “solid” rather than a “good” level.

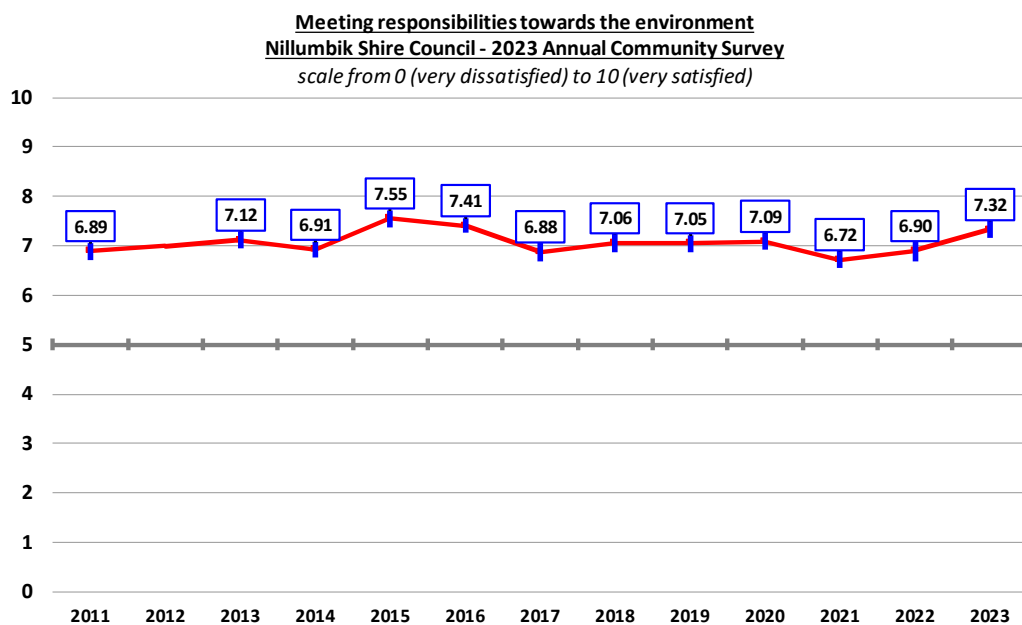


Meeting responsibilities to the environment

Satisfaction with Council’s performance meeting its responsibilities towards the environment increased measurably this year, up six percent to 7.32, which is a “very good”, up from a “good” level of satisfaction.

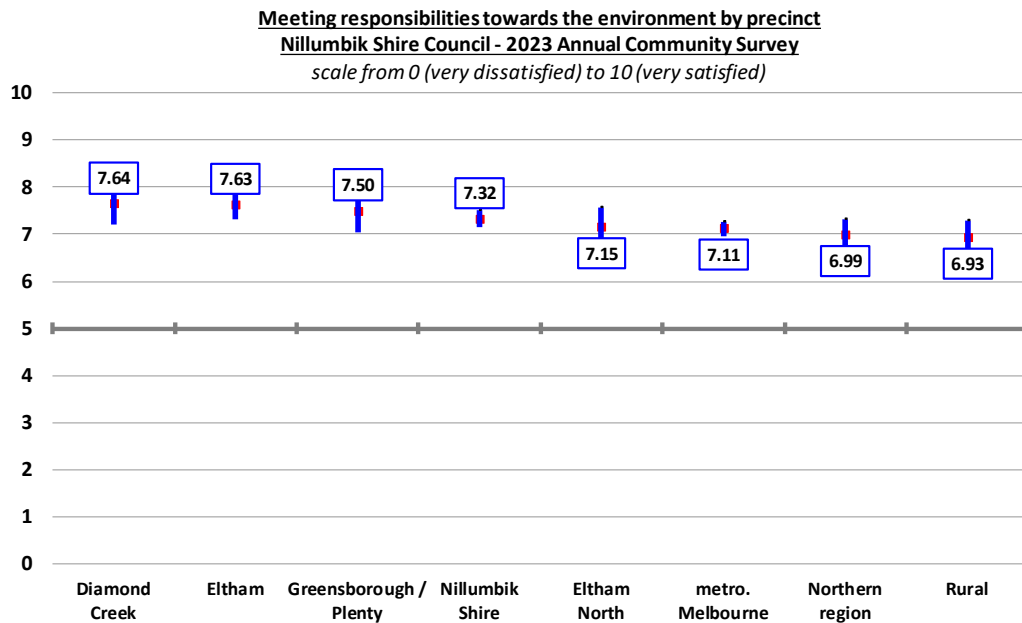
This result reverses the lower scores recorded over the previous two years and was higher than then long-term average satisfaction since 2011 of 7.07.

Metropolis Research draws attention to the fact that satisfaction with this aspect of Council’s leadership performance has been higher than the overall satisfaction with Council in each year of the survey program.



Whilst there was no statistically significant variation in satisfaction with this aspect of Council’s leadership performance observed across the municipality, it is noted that respondents from Eltham North and the rural precinct rated satisfaction at “good” rather than “very good” levels of satisfaction.





Meeting responsibilities in relation to bushfire and emergency management

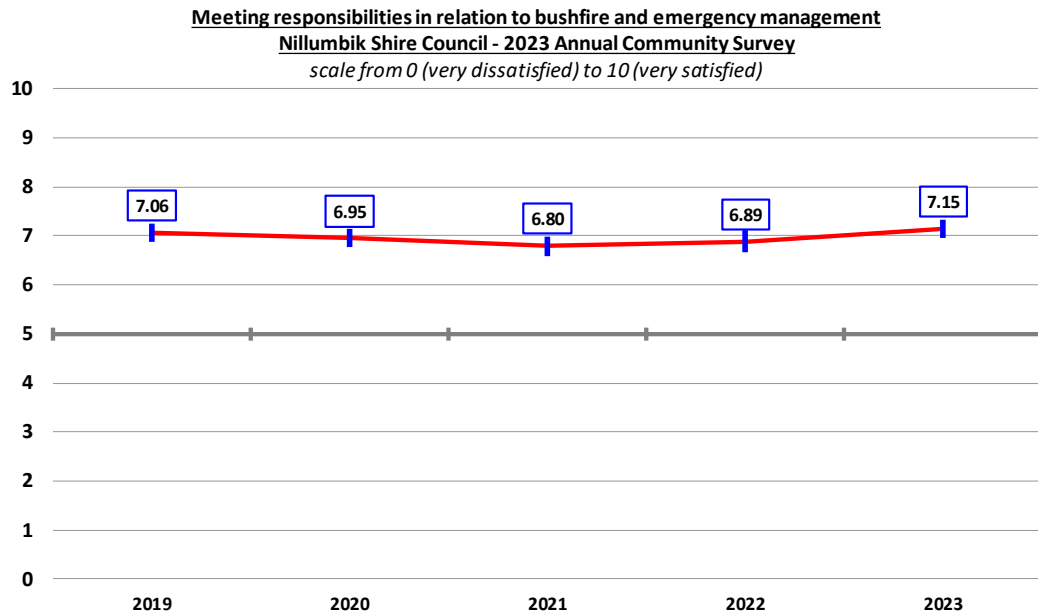
Satisfaction with Council's performance meeting its responsibilities in relation to bushfire and emergency management increased marginally, but not measurably this year, up 3.8% to 7.15, which remains a "good" level of satisfaction.

Metropolis Research notes that satisfaction with this aspect of Council's leadership performance has remained relatively stable around the long-term average satisfaction since 2019 of 6.97.

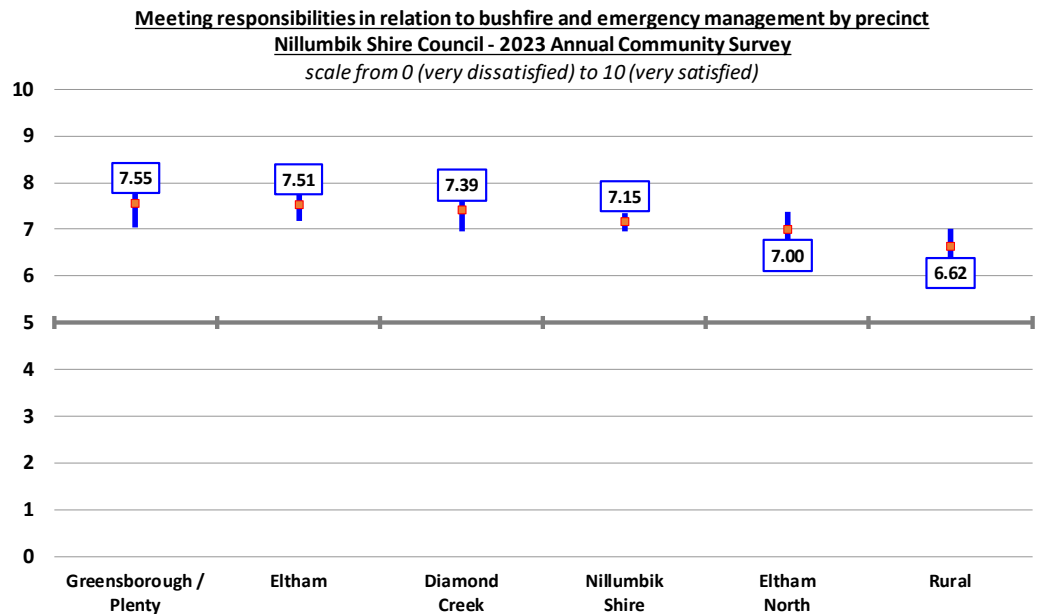
This does strongly suggest a relatively consistent satisfaction with Council's performance in this area, although it is noted that approximately 10% of respondents were "dissatisfied" with Council's performance in this area.



Nillumbik Shire Council – 2023 Annual Community Survey



Whilst there was no statistically significant variation in satisfaction with Council's performance in meeting its responsibilities in relation to bushfire and emergency management observed across the municipality, it is noted that respondents from Greensborough / Plenty, Eltham, and Diamond Creek rated satisfaction at "very good" levels, whilst respondents from the rural precinct were notably but not measurably less satisfied, although still at a "good" level of satisfaction.



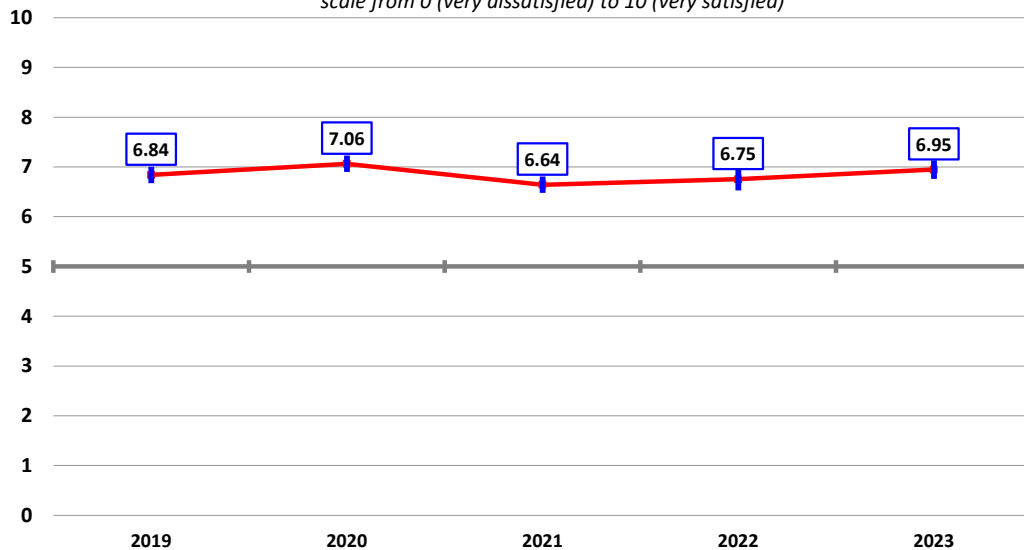
Supporting a healthy local economy

Satisfaction with Council’s performance supporting a healthy local community increased marginally, but not measurably this year, up three percent to 6.95, although it remains at a “good” level of satisfaction.

Satisfaction with this aspect of Council’s leadership performance has remained relatively consistent around the long-term average satisfaction since 2019 of 6.95.

It is noted that satisfaction with this aspect of performance was just marginally higher than the overall satisfaction with Council this year (6.88).

Supporting a healthy local economy
Nillumbik Shire Council - 2023 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

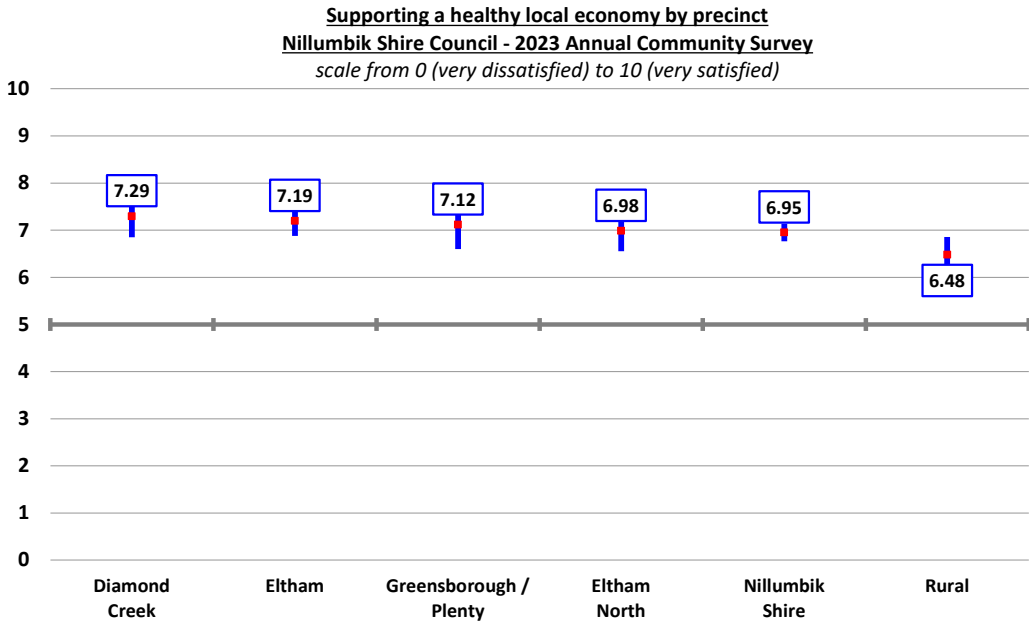


There was no statistically significant variation in satisfaction with this aspect of Council’s leadership performance observed across the municipality.

It is noted, however, that respondents from Diamond Creek rated satisfaction at a “very good” level, whilst respondents from the rural precinct were notably, but not measurably less satisfied than average, and at a “solid” rather than a “good” level of satisfaction.



Nillumbik Shire Council – 2023 Annual Community Survey



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 2023, asked to select 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.

In 2023, 90.5% of respondents nominated at least one method by which they would prefer to receive information from or engage with Council, at an average of approximately two methods each.

This is an increase on the unusually low result of 79.4% recorded last year. This lower response in 2022 may reflect the lower satisfaction score with Council recorded last year, and a lower level of engagement with Council.

Consistent with the results recorded over the previous two years, the most preferred method of receiving information from or interacting with Council was via email, with 41.6% nominating this method.

The other commonly preferred methods were direct mail / letterbox drop of information (36.9%), the website 25.9%), e-newsletters (20.5%), SMS / text message (19.1%), and the *Nillumbik News* (18.5%).

Metropolis Research notes that there has been some variability in these results over the six years.

It is noted that information in the local newspapers diminished as a preferred method over time, from a high of 31.0% in 2019 to less than nine percent in each of the last three years.

Email has increased marginally as a preferred method over the last three years, consistent with the results discussed in the [Contact with Council – Form of Contact](#) section of this report. It will be interesting to observe whether this declines over time to historical levels, or whether the increased engagement with Council via email becomes a more permanent feature.

E-newsletters and SMS / text messages also appear to be trending slowly higher as a preferred method of receiving information over time.

The two more traditional methods of interacting, i.e., in person at the Civic Centre and other locations and by telephoning Council appear to be diminishing as preferred methods over time. This process was likely to have been accelerated by the COVID-19 pandemic.



Nillumbik Shire Council – 2023 Annual Community Survey

Metropolis Research notes the substantial increase this year, in the proportion of respondents preferring to receive information / interact with Council via direct mail / letterbox drop of information. It is noted that despite this increase, this result has trended significantly lower over time, from a high of 59.3% back in 2018 to 36.9% this year.

It may be the case that the change in methodology to door-to-door instead of telephone in 2021 and 2022 during the pandemic, may have been a small factor in this increase this year. This may reflect that some respondents to the personal interaction method at the door maybe a little more traditional in their preferred methods of interaction compared to those who answered the survey by telephone. This would, however, be a small impact.

Preferred method of receiving information from / or interacting with Council
Nillumbik Shire Council - 2023 Annual Community Survey
(Number and percent of total respondents)

Method	2023		2022	2021	2020	2019	2018
	Number	Percent					
Email	209	41.6%	44.7%	47.5%	35.4%	38.4%	39.5%
Direct mail / letterbox drop of information	185	36.9%	21.1%	26.3%	43.0%	53.6%	59.3%
Council's website	130	25.9%	19.9%	20.8%	29.2%	34.8%	33.3%
E-newsletters	103	20.5%	12.2%	18.8%	11.2%	21.2%	14.8%
SMS / text message	96	19.1%	15.2%	8.8%	21.6%	17.4%	2.4%
Council's regular publication <i>Nillumbik News</i>	93	18.5%	17.9%	25.0%	25.6%	41.4%	36.1%
Via social media (<i>Twitter / Facebook</i>)	80	15.9%	18.9%	12.2%	14.4%	25.0%	17.6%
Council advertisements in the local newspapers*	43	8.6%	7.5%	5.8%	11.6%	31.0%	24.4%
Telephone Customer Service	30	6.0%	21.3%	16.0%	5.6%	16.8%	15.4%
In person at the Civic Centre and other locations	26	5.2%	6.3%	3.8%	5.0%	13.4%	12.0%
Local radio	21	4.2%	4.3%	3.2%	3.0%	5.8%	7.0%
Other	2	0.4%	0.2%	0.0%	0.2%	0.2%	0.6%
Total responses	1,018		962	942	1,029	1,495	1,314
<i>Respondents identifying at least one method</i>	454 (90.5%)		403 (79.4%)	463 (92.4%)	492 (98.4%)	476 (95.3%)	472 (94.1%)

(*) previously Council articles and columns in local newspapers

There was some variation in the preferred methods of receiving information from or interacting with Council observed across the municipality, as follows:

- **Diamond Creek** – respondents were somewhat more likely than average to prefer to visit the Council website.
- **Eltham** – respondents were somewhat more likely than average to prefer e-newsletter, the *Nillumbik News*, and social media.
- **Eltham North** – respondents were somewhat more likely than average to prefer direct mail / letterbox drop of information, and the Council website.
- **Rural precinct** – respondents were measurably more likely than average to prefer email, and somewhat more likely to prefer social media, and Council advertisements in the local newspapers.



Preferred method of receiving information from / or interacting with Council by precinct
Nillumbik Shire Council - 2023 Annual Community Survey
(Number and percent of total respondents)

Method	Gr'nborough / Plenty	Diamond Creek	Eltham	Eltham North	Rural
Email	44.9%	41.5%	33.0%	28.1%	51.9%
Direct mail / letterbox drop of information	39.7%	35.1%	25.9%	53.1%	38.3%
Council's website	14.1%	29.8%	20.5%	35.9%	29.2%
E-newsletters	11.5%	13.8%	33.9%	23.4%	18.2%
SMS / text message	16.7%	18.1%	11.6%	21.9%	25.3%
Council's regular publication <i>Nillumbik News</i>	5.1%	18.1%	30.4%	10.9%	20.1%
Via social media (<i>Twitter / Facebook</i>)	15.4%	11.7%	21.4%	3.1%	20.1%
Council advertisements in the local newspapers*	2.6%	9.6%	8.9%	6.3%	12.3%
Telephone Customer Service	6.4%	4.3%	3.6%	1.6%	9.7%
In person at the Civic Centre and other locations	3.8%	3.2%	2.7%	3.1%	9.7%
Local radio	6.4%	0.0%	3.6%	3.1%	6.5%
Other	0.0%	0.0%	1.8%	0.0%	0.0%
Total responses	130	174	221	120	372
<i>Respondents identifying at least one method</i>	73 (94.3%)	85 (90.8%)	95 (84.4%)	60 (94.0%)	140 (91.4%)

(*) previously Council articles and columns in local newspapers

There was also some variation in the preferred methods of receiving information from and interacting with Council observed by respondent profile, as follows:

- **Young adults (aged 18 to 34 years)** – respondents were somewhat more likely than average to prefer email, the website, SMS / text message, and social media.
- **Adults (aged 35 to 44 years)** – respondents were somewhat more likely than average to prefer e-newsletters.
- **Middle-aged adults (aged 45 to 59 years)** – respondents were somewhat more likely than average to prefer e-newsletters and telephoning Council customer service.
- **Older adults (aged 60 to 74 years)** – respondents were somewhat more likely than average to prefer direct mail / letterbox drop of information and the *Nillumbik News*.
- **Senior citizens (aged 75 years and over)** – the small sample of just 28 respondents were somewhat more likely than average to prefer email.
- **Male** – respondents were somewhat more likely than females to prefer email, the website, and Council advertisements in the local newspapers.
- **Female** – respondents were somewhat more likely than average males to prefer direct mail / letterbox drop of information.



Nillumbik Shire Council – 2023 Annual Community Survey

Preferred method of receiving information from / or interacting with Council by respondent profile

Nillumbik Shire Council - 2023 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	46.0%	36.0%	42.1%	39.9%
Direct mail / letterbox drop of information	37.1%	29.1%	32.7%	43.8%
Council's website	37.1%	26.7%	23.4%	20.3%
E-newsletters	21.0%	31.4%	25.2%	13.7%
SMS / text message	22.6%	18.6%	16.8%	19.0%
Council's regular publication <i>Nillumbik News</i>	11.3%	18.6%	18.7%	24.8%
Via social media (<i>Twitter / Facebook</i>)	29.0%	16.3%	15.0%	7.8%
Council advertisements in the local newspapers*	11.3%	5.8%	7.5%	9.2%
Telephone Customer Service	4.0%	3.5%	10.3%	5.2%
In person at the Civic Centre and other locations	4.0%	2.3%	3.7%	8.5%
Local radio	4.0%	2.3%	6.5%	3.9%
Other	0.0%	0.0%	0.0%	0.0%
Total responses	282	165	217	300
<i>Respondents identifying at least one method</i>	<i>112</i> <i>(90.6%)</i>	<i>78</i> <i>(91.2%)</i>	<i>91</i> <i>(84.9%)</i>	<i>142</i> <i>(92.5%)</i>

<i>Method</i>	<i>Senior citizens</i>	<i>Male</i>	<i>Female</i>	<i>Nillumbik Shire</i>
Email	50.0%	43.8%	39.8%	41.6%
Direct mail / letterbox drop of information	39.3%	33.9%	39.8%	36.9%
Council's website	17.9%	28.9%	23.2%	25.9%
E-newsletters	3.6%	21.1%	19.7%	20.5%
SMS / text message	14.3%	17.8%	20.5%	19.1%
Council's regular publication <i>Nillumbik News</i>	14.3%	18.6%	18.9%	18.5%
Via social media (<i>Twitter / Facebook</i>)	7.1%	15.7%	15.7%	15.9%
Council advertisements in the local newspapers*	3.6%	10.3%	7.1%	8.6%
Telephone Customer Service	7.1%	6.6%	5.1%	6.0%
In person at the Civic Centre and other locations	7.1%	5.0%	5.5%	5.2%
Local radio	3.6%	4.5%	3.5%	4.2%
Other	3.6%	0.0%	0.4%	0.4%
Total responses	47	499	507	1,018
<i>Respondents identifying at least one method</i>	<i>28</i> <i>(100%)</i>	<i>219</i> <i>(90.6%)</i>	<i>231</i> <i>(91.0%)</i>	<i>454</i> <i>(90.5%)</i>

() previously Council articles and columns in local newspapers*



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 regularly read the *Nillumbik News* declined very marginally again this year, down from 55.1% back in 2019 to 43.3% this year, whilst the proportion who regularly receive, but don’t regularly read the publication increased marginally to 34.7%.

It is noted that the proportion of respondents who report that they don’t usually receive the publication has increased over time, from an average of around 14% from 2013 to 2020, to an average of around 21% since 2021.

Metropolis Research also notes the significant number of respondents in recent years who were not able to say whether or not their household regularly received the publication.

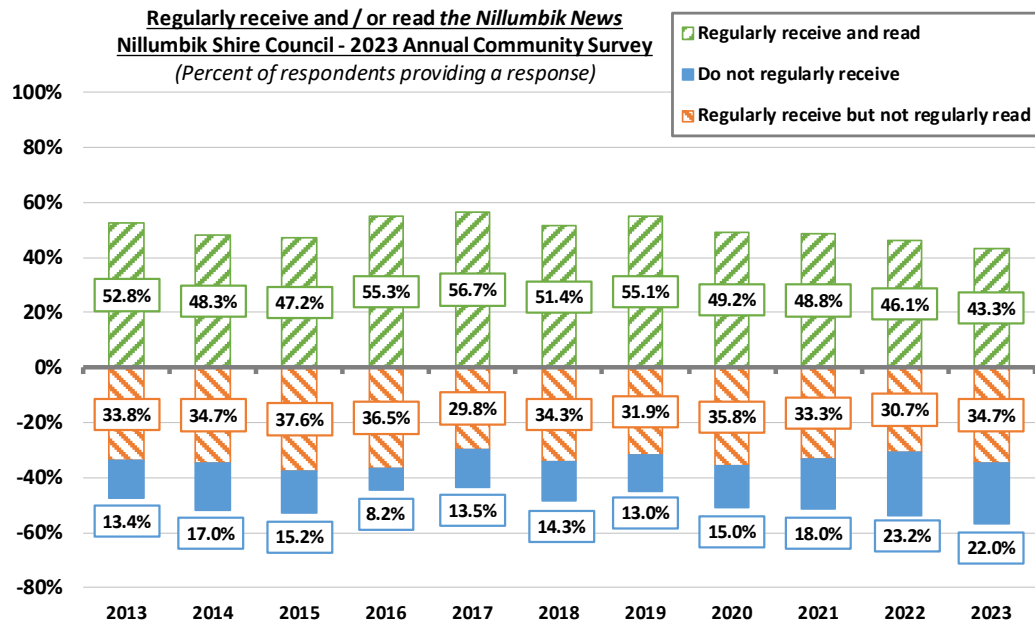
Taken together, these results suggest that community engagement with the *Nillumbik News* was likely to be diminishing slowly over time. This trend has been observed by Metropolis Research in several municipalities across metropolitan Melbourne, likely reflecting changing preferences in the community around how they receive information from their local council.

Regularly receive and / or read the Nillumbik News
Nillumbik Shire Council - 2023 Annual Community Survey
(Number and percent of respondents providing a response)

Response	2023		2022	2021	2020	2019
	Number	Percent				
Regularly receive and read	161	43.3%	46.1%	48.8%	49.2%	55.1%
Regularly receive but do not regularly read	129	34.7%	30.7%	33.3%	35.8%	31.9%
Do not regularly receive the publication	82	22.0%	23.2%	18.0%	15.0%	13.0%
Can't say	130		133	89	53	46
Total	502	100%	508	501	500	500

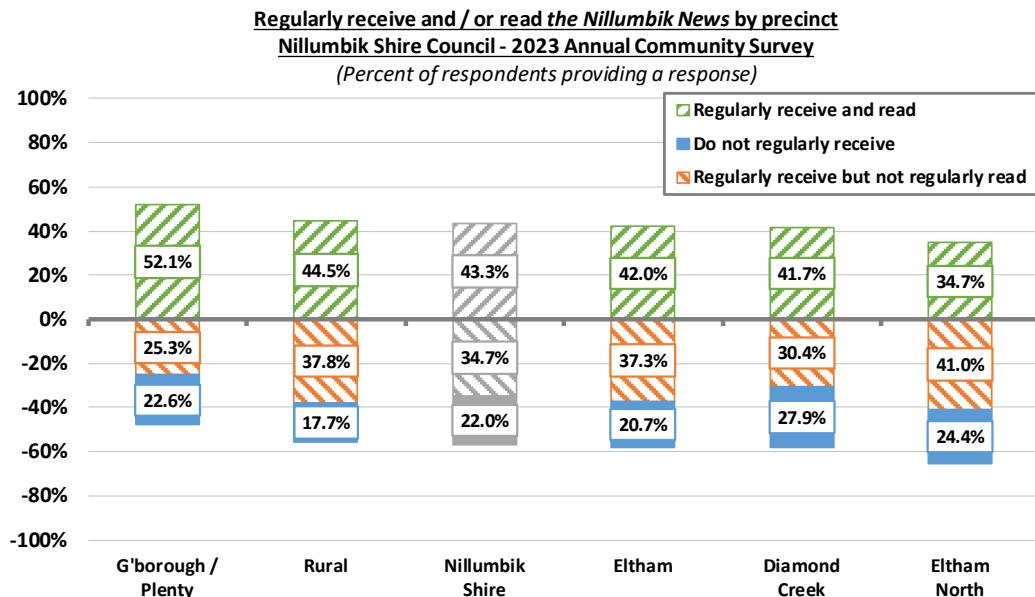


Nillumbik Shire Council – 2023 Annual Community Survey



There was notable variation in the readership of the *Nillumbik News* observed across the municipality, as follows:

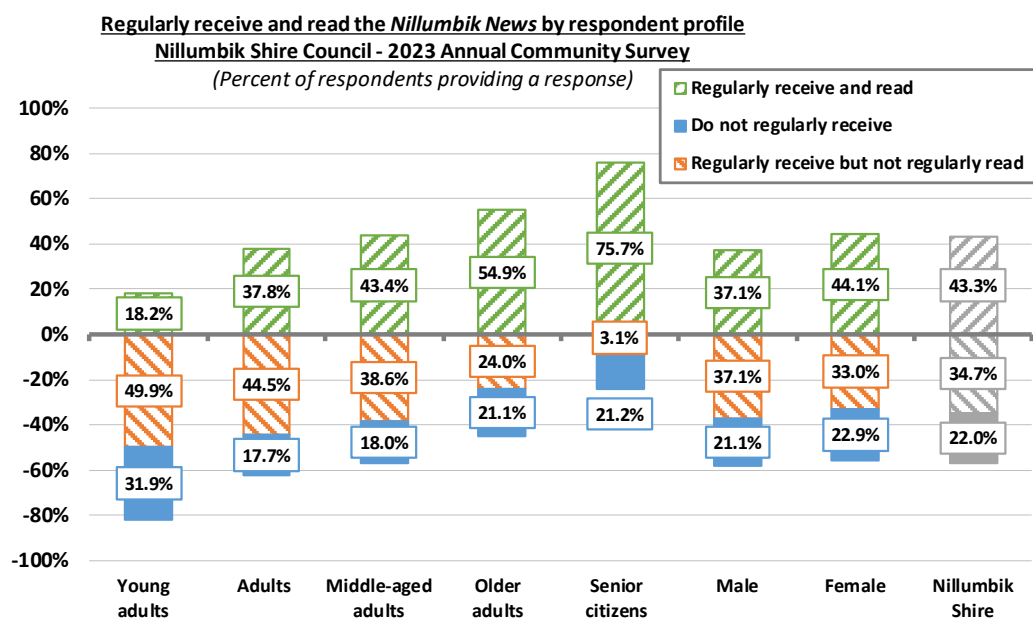
- **Greensborough / Plenty** – respondents were measurably more likely than average to regularly receive and regularly read the *Nillumbik News*.
- **Eltham North** – respondents were notably more likely than average to receive but not regularly read the *Nillumbik News*.



Consistent with results observed over many years, there was measurable and significant variation in the readership of the *Nillumbik News* observed by respondent profile. The proportion of respondents who regularly read the publication increased measurably and significantly with the respondents' age, with approximately one-sixth of young adults (aged 18 to 34 years) regularly reading the publication, compared to three-quarters of senior citizens (aged 75 years and over).

This significant variation in the readership of the publication by age group is at the heart of the long-term decline in the readership of the publication over time.

It is also noted that female respondents were measurably more likely to regularly read the *Nillumbik News* than male respondents.

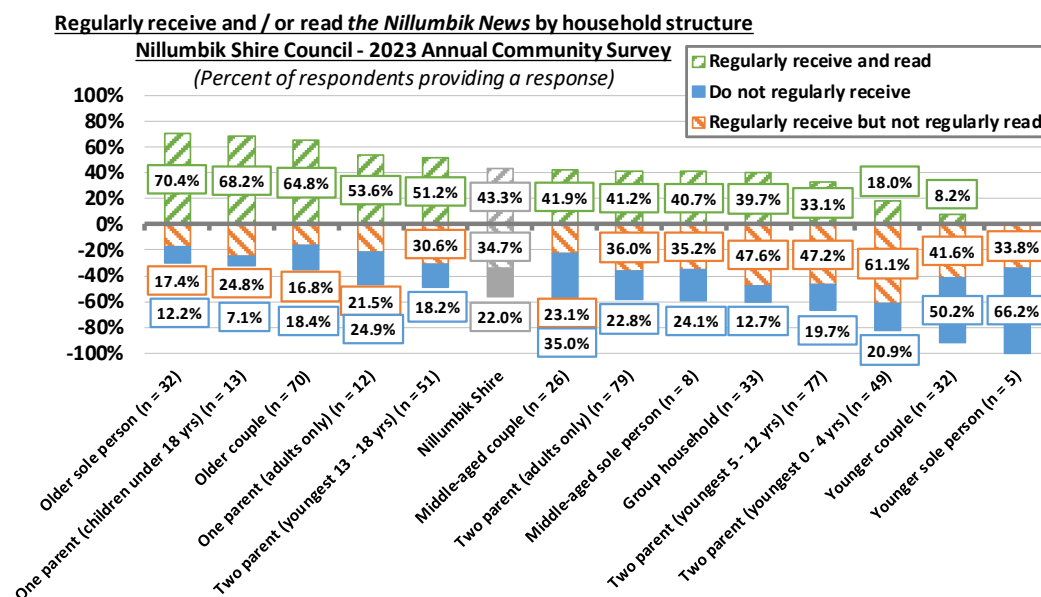


Whilst cognisant of the small sample size for many of the household structures, there was also some variation in the readership of the *Nillumbik News* observed by household structure, as follows:

- **More likely than average to read the *Nillumbik News*** – includes older sole persons, one-parent families, older couples, and two-parent families with adolescent children.
- **Less likely than average to read the *Nillumbik News*** – includes younger couple and younger sole person households, group households, and two-parent families with children aged 0 to 12 years.



Nillumbik Shire Council – 2023 Annual Community Survey



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 results recorded in previous years, between approximately one-sixth and one-third of respondents who read the Nillumbik News read each of the sections, with service information the most commonly read section.

Sections of the Nillumbik News usually read
Nillumbik Shire Council - 2023 Annual Community Survey
(Number and percent of total respondents)

Section	2023		2022	2021	2020	2019	2018
	Number	Percent					
Service information	162	32.3%	28.7%	38.3%	37.6%	34.8%	34.1%
Details about new projects / buildings	150	29.9%	27.4%	37.3%	39.8%	48.6%	45.7%
Features	156	31.1%	27.0%	35.5%	32.8%	47.2%	41.3%
Calendars	140	27.9%	26.6%	33.1%	39.6%	55.2%	43.5%
Services dashboard	101	20.1%	24.2%	27.3%	18.8%	37.0%	n.a.
Mayor's message	108	21.5%	20.9%	25.1%	24.2%	37.4%	32.1%
Councillors page	91	18.1%	18.5%	24.2%	18.6%	32.6%	27.9%
Total responses	908		880	1,107	1,057	1,464	1,713
<i>Respondents identifying at least one section they usually read</i>	278	(55.3%)	204	266	310	389	342
			(40.2%)	(53.0%)	(62.0%)	(77.8%)	(68.2%)



Council website

Visiting the Council website

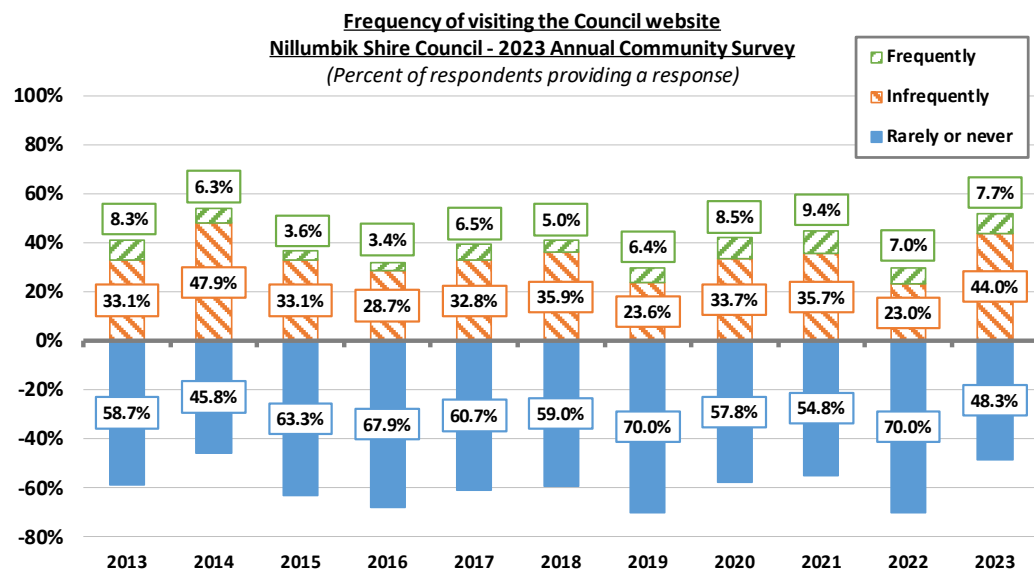
Respondents were asked:

“How often do you visit the Council website? If rarely or never, why not?”

The proportion of respondents who reported that they visited the Council website at least infrequently increased significantly this year, up from 30.0% to 51.7%.

This is the highest proportion of respondents visiting the Council website since the unusually high result of 54.2% recorded back in 2014.

This result has proved somewhat variable from year to year around a long-term average of 40.3%.



Frequency of visiting the Council website
Nillumbik Shire Council - 2023 Annual Community Survey
(Number and percent of respondents providing a response)

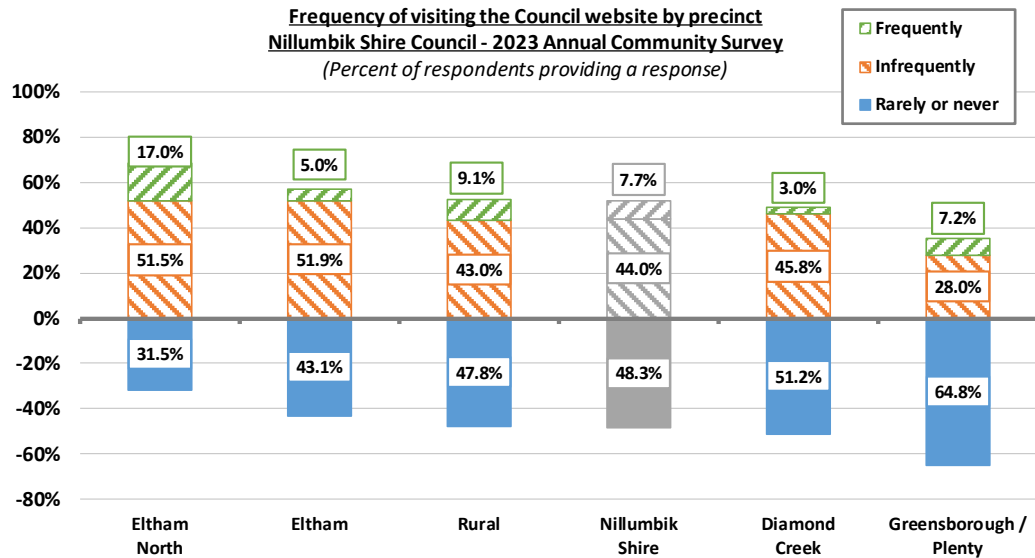
Frequency	2023		2022	2021	2020	2019	2018
	Number	Percent					
Frequently	31	7.7%	7.0%	9.4%	8.5%	6.4%	5.0%
Infrequently	177	44.0%	23.0%	35.7%	33.7%	23.6%	35.9%
Rarely	105	26.1%	70.0%	54.8%	57.8%	70.0%	59.0%
Never	89	22.1%					
Can't say	100		95	98	64	13	42
Total	502	100%	508	501	500	500	501



Nillumbik Shire Council – 2023 Annual Community Survey

There was measurable variation in the proportion of respondents at least infrequently visiting the council website observed across the municipality, as follows:

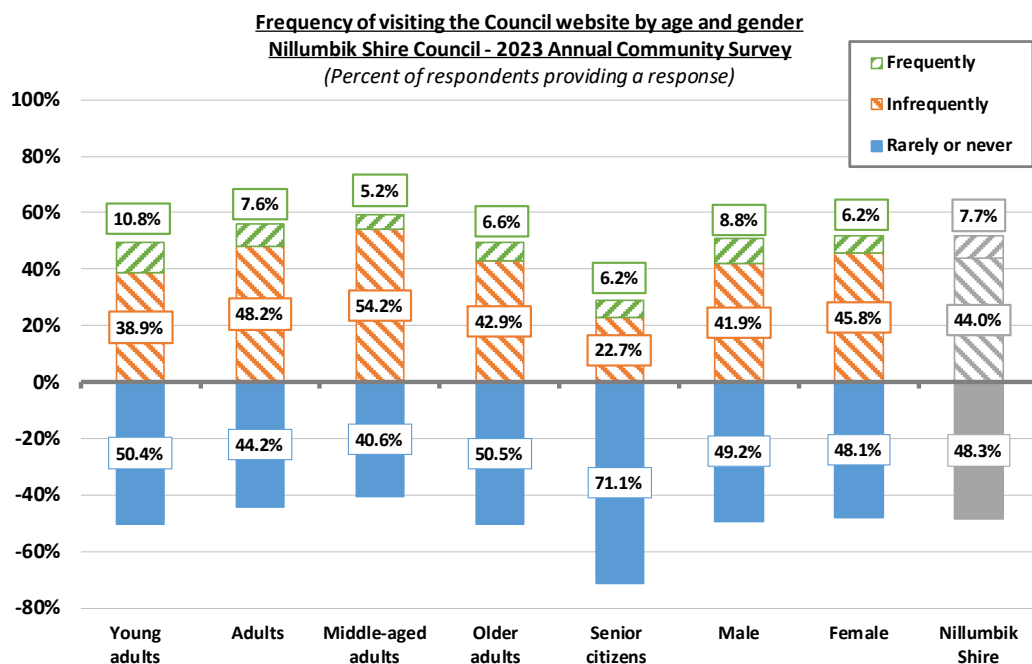
- **Eltham North** – respondents were measurably more likely than average to visit the Council website at least infrequently, with a significant proportion visiting frequently.
- **Greensborough / Plenty** – respondents were measurably more likely than average to rarely or never visit the Council website.



There was also measurable variation in the frequency of visiting the Council website observed by respondent profile, as follows:

- **Middle-aged adults (aged 45 to 59 years)** – respondents were measurably more likely than average to visit the Council website at least infrequently.
- **Senior citizens (aged 75 years and over)** – respondents were measurably and significantly more likely than average to rarely or never visit the Council website.
- **Gender** – there was no significant variation in the frequency of visiting the Council website observed between male and female respondents.





Visiting the Council website after the upgrade

Respondents who had at least infrequently visited the website were asked:

“Council completed an upgrade of its website in September 2021, have you visited the website since then?”

Of the 313 respondents who reported that they had visited the Council website at least rarely, a little more than half (53.7%) reported that they had visited the website since the upgrade in September 2021.

Visited Council website after the completion of upgrade of the website
Nillumbik Shire Council - 2023 Annual Community Survey
(Number and percent of respondents visited website providing a response)

Response	2023	
	Number	Percent
Yes	161	53.7%
No	139	46.3%
Not stated	13	
Total	313	100%



Change in website content and functionality since the upgrade

Respondents who had at least infrequently visited the website were asked:

“Would you consider that the website content and functionality has?”

Of the 161 respondents who reported that they had visited the Council website since the upgrade in September 2021, a little more than one-quarter (27.3%) reported that they considered that the website functionality had improved.

Just 1.2% of these 161 respondents considered that the website content and functionality had deteriorated since the upgrade.

Change in content and functionality of the website
Nillumbik Shire Council - 2023 Annual Community Survey
(Number and percent of respondents visited website providing a response)

Response	2023	
	Number	Percent
Improved	44	27.3%
Stayed the same	68	42.2%
Deteriorated	2	1.2%
Don't know / can't say	47	29.2%
Total	161	100%

The following table outlines the comments received from respondents who considered that the content and functionality of the website had improved or deteriorated.

The most common reasons why respondents felt that the content and functionality had improved was the perception that it was easier to find what they were looking for, easier to navigate, and general improvements.

Reasons why the content and functionality of the website has improved or deteriorated
Nillumbik Shire Council - 2023 Annual Community Survey
(Number of responses)

Response	Number
<i>Improved</i>	
Easier to find what you are looking for	6
Easy to navigate	3
Better layout	2
Easier to access every little function	2
Improved format	2
It looks much nicer. The appearance has improved	2



Just feel that	2
Sleeker design	2
The contents presentation	2
Layout is better. It's easy to find information	1
Looks better	1
More accessible	1
More modern	1
More resources on there	1
More streamlined	1
More user friendly	1
Responsiveness to feedback is good	1
Speed of service	1
The old one was terrible.	1
User friendly	1
Total improved comments	34
<i>Deteriorated</i>	
Difficult to find pages	2
Total deteriorated comments	2
Total comments	36

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?”

All respondents who had visited the Council website at least infrequently were asked to rate their satisfaction with six aspects of the website.

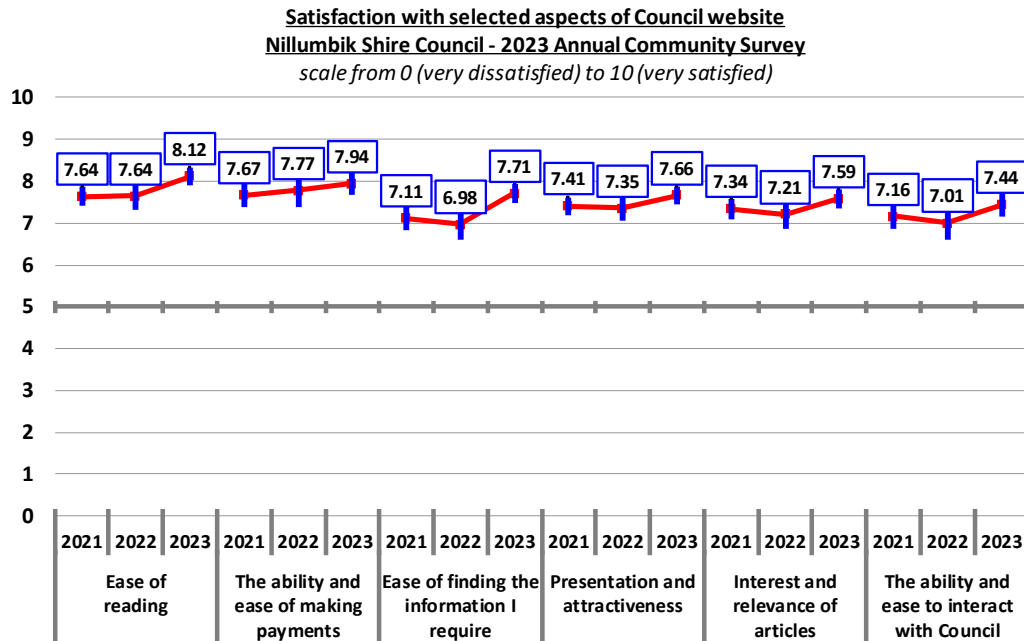
The average satisfaction with these six aspects of the Council website increased notably, but not measurably this year, up 5.6% to 7.77, which is an “excellent”, up from a “very good” level of satisfaction.

Satisfaction with all six aspects of the Council website increased this year, although only the increase in satisfaction with the ease of reading (up 6.3%) and ease of finding the information required (up 10.5%) were statistically significant.

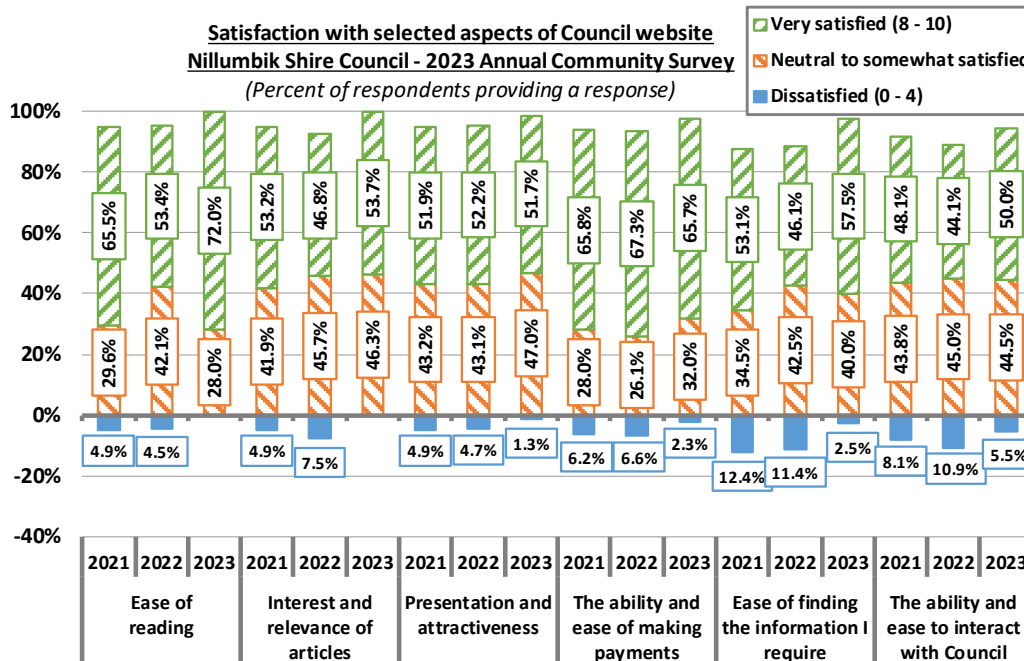
Satisfaction with the ease of reading, and the ability and ease of making payments were rated at “excellent” levels, and satisfaction with the remaining four aspects were all rated at “very good” levels.



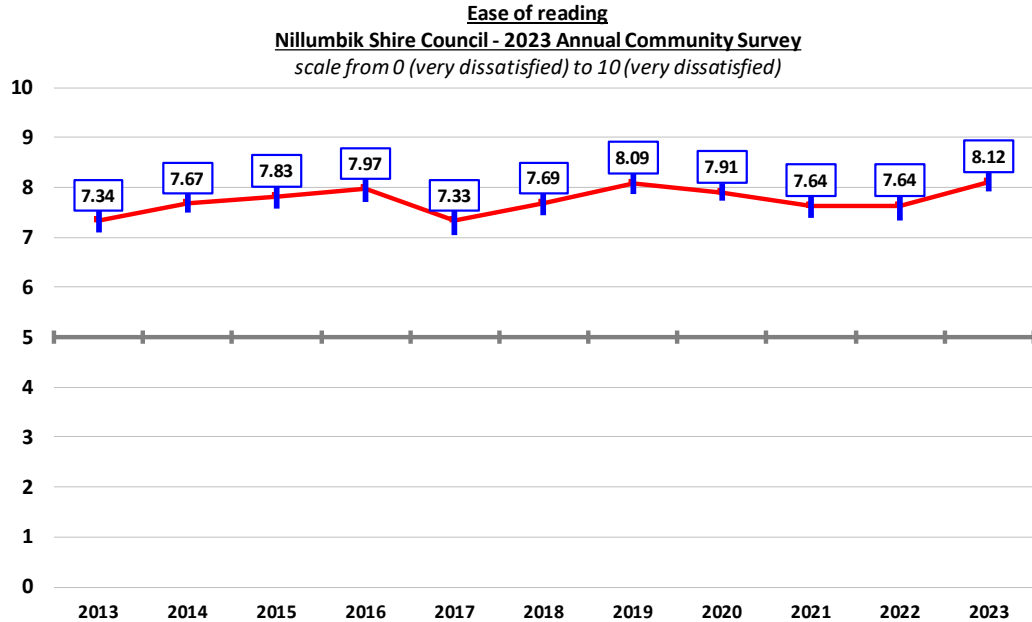
Nillumbik Shire Council – 2023 Annual Community Survey



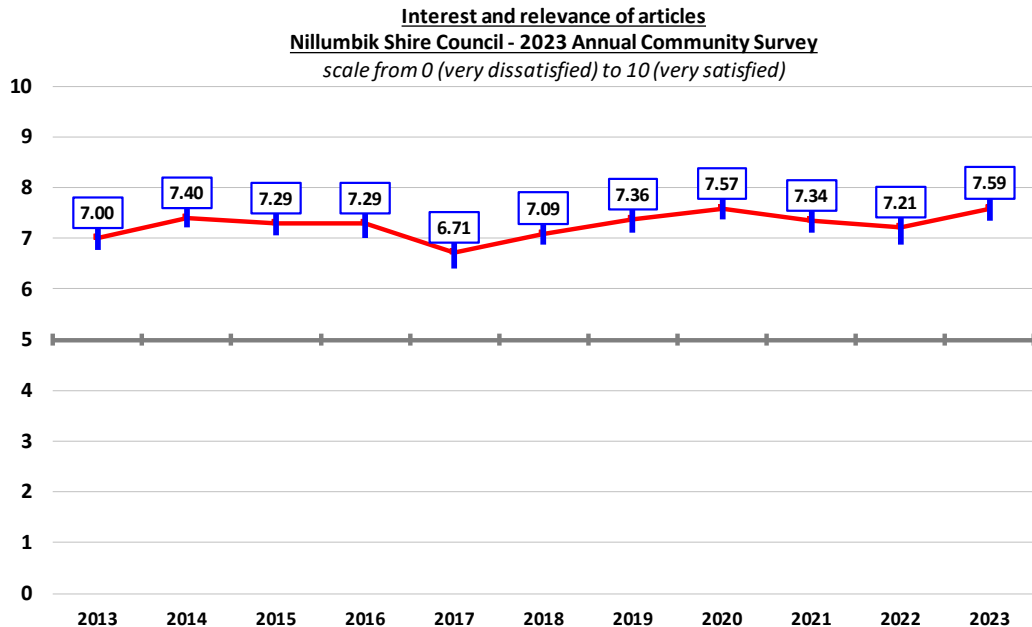
The following graph displays the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated at five to seven), and those who were “dissatisfied” (i.e., rated less than five). At least half the respondents were “very satisfied” with each aspect, and less than six percent were “dissatisfied”. There was a significant decline in the proportion of respondents “dissatisfied” with easy of finding required information and the ability and ease to interact with Council.



Satisfaction with the ease of reading on the Council website increased measurably this year, up 6.3% to 8.12, which is an “excellent”, up from a “very good” level. This was the highest score recorded for this aspect and was well above the long-term average since 2013 of 7.75.

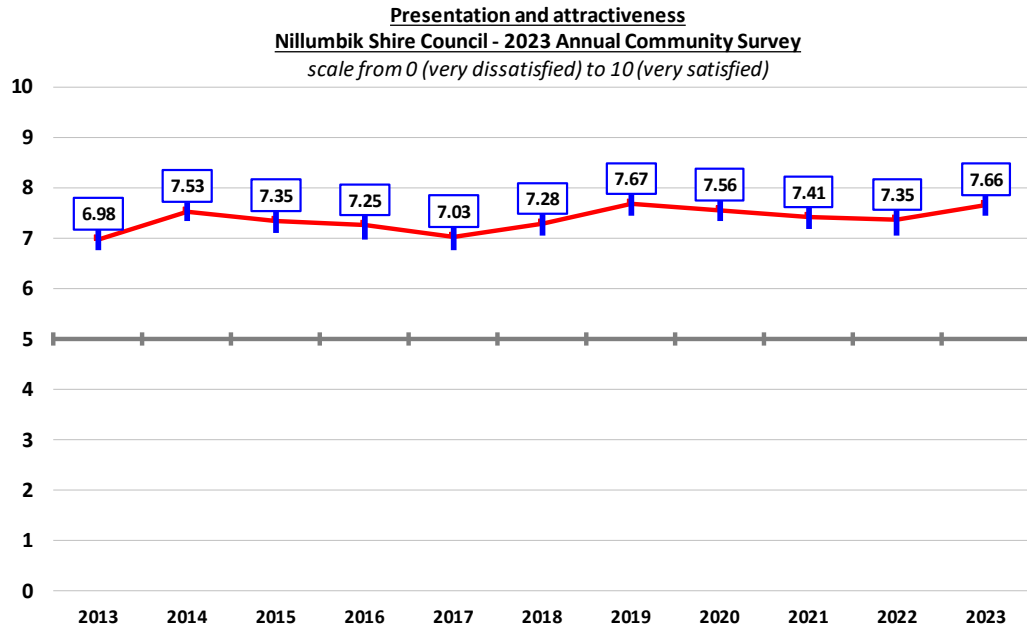


Satisfaction with the interest and relevance of articles increased somewhat this year, up 5.3% to 7.59, which is a “very good”, up from a “good” level of satisfaction. This was the highest score recorded for this aspect, and above the long-term average since 2013 of 7.26.

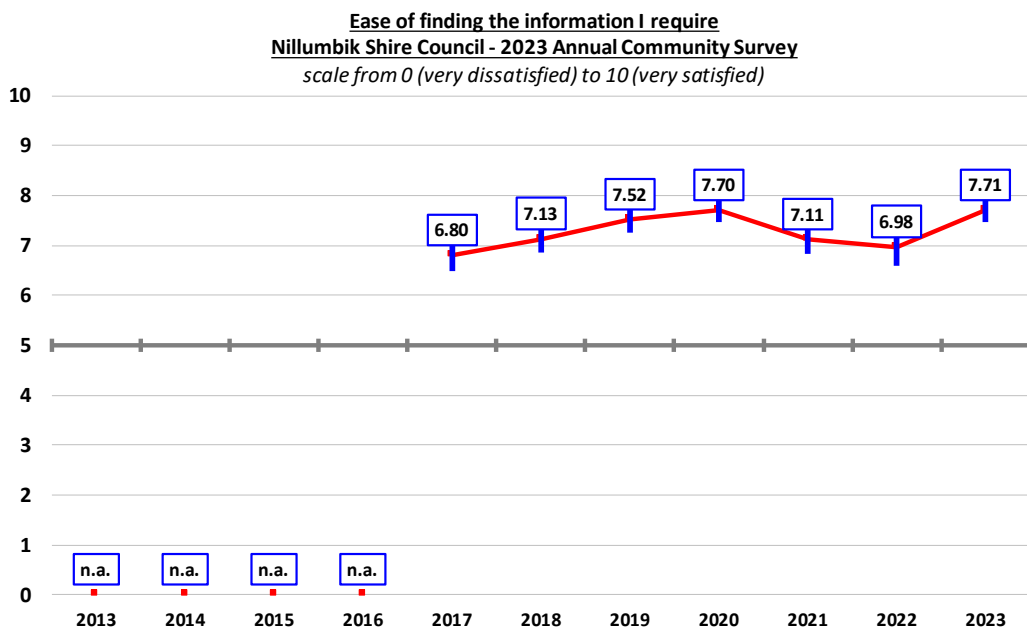


Nillumbik Shire Council – 2023 Annual Community Survey

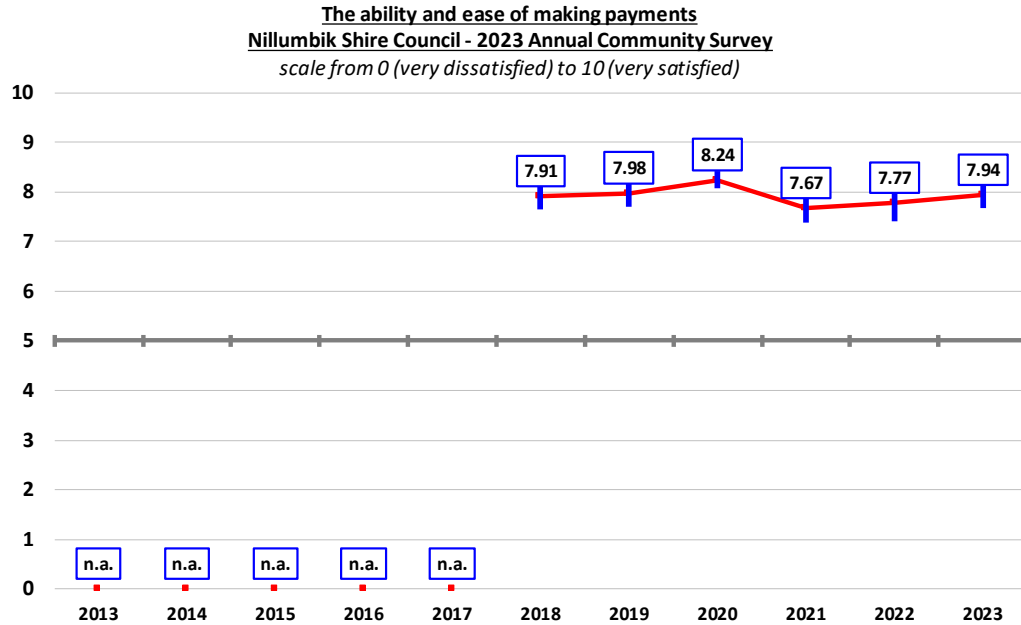
Satisfaction with the presentation and attractiveness of the website increased somewhat this year, up 4.2% to 7.66, but remains at a “very good” level. This result was the second highest recorded for this aspect and above the long-term average satisfaction since 2013 of 7.37.



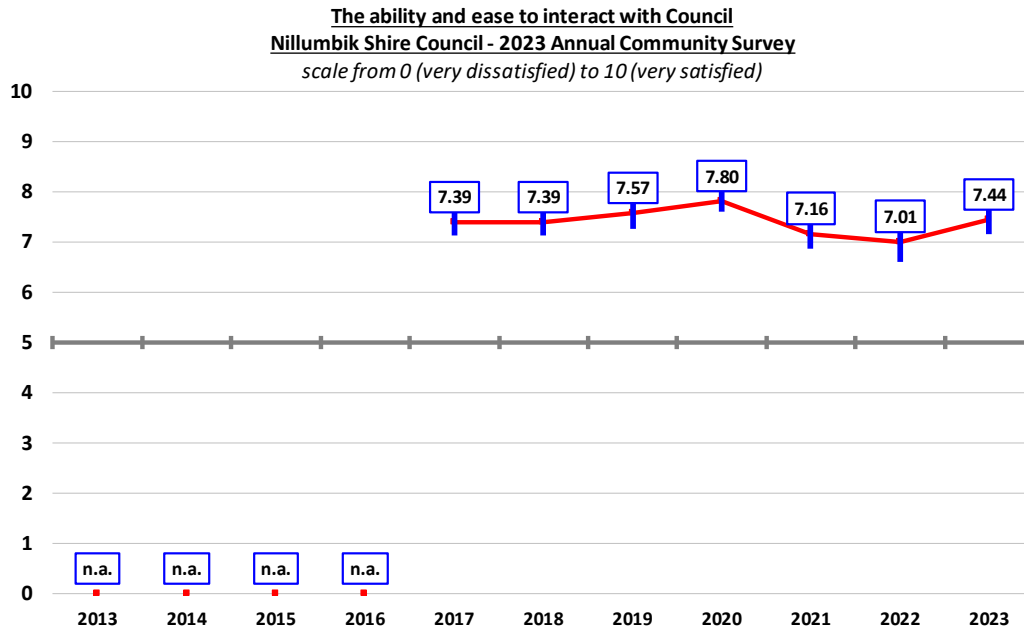
Satisfaction with the ease of finding required information increased measurably this year, up 10.5% to 7.71, which is a “very good”, up from a “good” level. This result was above the long-term average satisfaction since 2017 of 7.28.



Satisfaction with the ability and ease of making payments increased marginally but not measurably this year, up 2.2% to 7.94, which remains an “excellent” level of satisfaction and consistent with the long-term average since 2018 of 7.92.



Satisfaction with the ability and ease to interact with Council on the website increased somewhat this year, up 6.1% to 7.44, which is a “very good”, up from a “good” level of satisfaction and consistent with the long-term average satisfaction since 2017 of 7.40.



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 most common reason why respondents rarely or never visit the Council website is that they feel they have no need to visit. There were only a handful of comments about issues with access, including that it was confusing, difficulty when using previously and similar issues.

Reasons for rarely or never visiting the Council website
Nillumbik Shire Council - 2023 Annual Community Survey
(Number of responses)

Reason	Number
Don't need to	75
I only visit when I need	10
Don't use the internet / no computer	9
No time	2
Irrelevant / unnecessary	3
I find it difficult to use / confusing	2
I visit only when I need something from the council like logging a request	1
Nothing interests me	1
Council does not matter much	1
Don't really care	1
Don't receive to po box	1
Get information from neighbours	1
Husband uses it	1
I go there in person	1
I got magazines	1
I just use it to pay rates	1
I prefer calling	1
I visit in person if contact needs to be made	1
It's not for me	1
There is nothing on there	1
Just looking for specific information	1
Just use it to pay Bills	1
Just Waste information	1
New here	1
No satisfaction last time	1
Not good	1
Once a quarter to pay rates.	1
Parents do	1
Too old for that stuff	1
Visit another council I lived before	1
We used only for the tips	1
Whenever I have questions, I will scan it	1
Total	127



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'?"

The proportion of respondents who were aware of Council's online community engagement site *Participate Nillumbik* increased marginally again this year, up from 16.2% to 19.5% of respondents who provided a response.

The proportion of respondents who reported that they actively used the site remained consistent at 3.5%.

Aware of Council's online community engagement site 'Participate Nillumbik'
Nillumbik Shire Council - 2023 Annual Community Survey
(Number and percent of respondents providing a response)

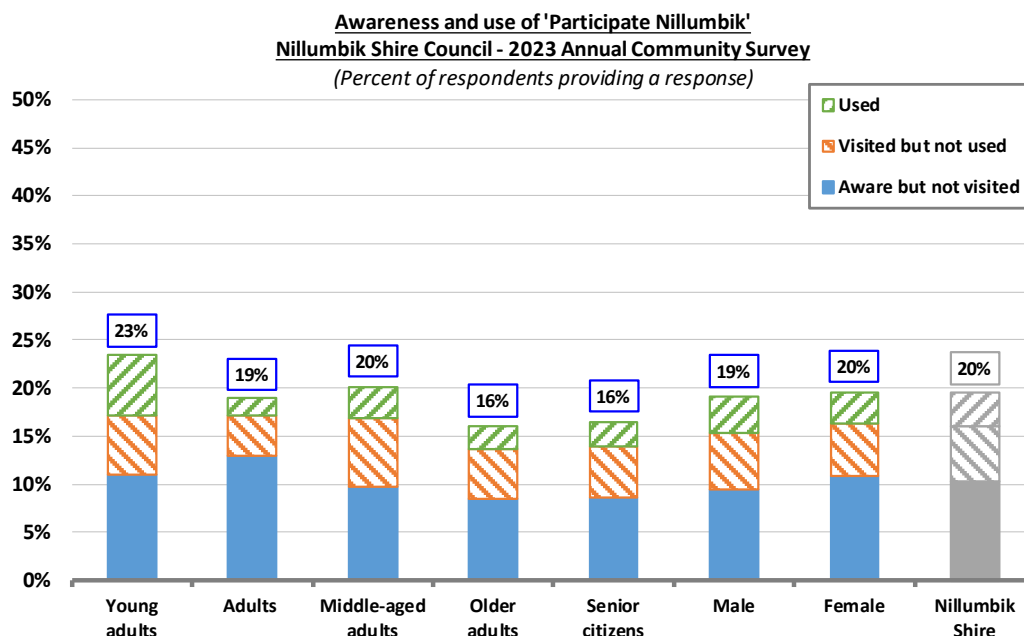
Response	2023		2022	2021	2020	2019
	Number	Percent				
Yes - and have actively used the site	16	3.5%	3.9%	2.3%	1.2%	
Yes - and have visited but not used the site	26	5.7%	4.1%	2.7%	3.3%	12.8%
Yes - but have not visited or used	47	10.3%	8.2%	5.7%	3.7%	
Not aware of the site	368	80.5%	83.8%	89.3%	91.8%	87.2%
Not stated	45		94	24	10	0
Total	502	100%	508	501	500	500

There was some minor variation in the awareness of the *Participate Nillumbik* community engagement site observed by respondent profile, with younger adults (aged 18 to 34 years) somewhat more likely than other respondents.

Older adults and senior citizens (aged 60 years and over) were the least likely to be aware of the site.

There was no meaningful variation in awareness of the site observed between male and female 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 88 respondents who reported that they had actively used the *Participate Nillumbik* site, just six reported that they frequently (i.e., up to around one a month) used the site, with two-thirds (50 of 88) reporting that they rarely actively used the site.

Used Council's online community engagement site 'Participate Nillumbik'
Nillumbik Shire Council - 2023 Annual Community Survey
(Number and percent of respondents who were aware of the site providing a response)

Response	2023		2022	2021	2020
	Number	Percent			
Frequently (e.g. up to around once a month)	6	7.9%	20.8%	8.3%	8.8%
Infrequently (e.g. up to around 3 - 4 times a year)	20	26.3%	27.1%	25.0%	32.4%
Rarely or never	50	65.8%	52.1%	66.7%	58.8%
Can't say	12		19	15	6
Total	88	100%	67	51	40



Customer service

Contact with Council in the last 12 months

Respondents were asked:

“Have you contacted Nillumbik Shire Council in the last 12 months?”

Approximately one-third (32.5%) of respondents reported that they had contacted Council in the last 12 months, similar to the results in both 2022 and 2021.

This result is consistent with results observed elsewhere across metropolitan Melbourne in recent years.

Contacted Council in the last 12 months
Nillumbik Shire Council - 2023 Annual Community Survey
(Number and percent of respondents providing a response)

Response	2023		2022	2021	2020	2019	2018
	Number	Percent					
Yes	163	32.5%	34.3%	34.4%	24.5%	37.1%	45.9%
No	339	67.5%	65.7%	65.6%	75.5%	62.9%	54.1%
Not stated	0		0	1	2	1	9
Total	502	100%	508	501	500	500	501

Form of contact

Respondents were asked:

“When you last contacted the Council, was it?”

The 163 respondents who had contacted Council in the last 12 months were asked the method by which they contacted Council.

Consistent with the results over a long period of time, the most common method of contacting Council remains telephone (during office hours), with 58.0% (down from 61.7%) contacting Council by this method in 2023.

Metropolis Research notes that the proportion of respondents who contacted Council by visiting in person increased only very marginally again this year, up from seven percent in 2021 and 5.8% in 2022, to eight percent this year.



Nillumbik Shire Council – 2023 Annual Community Survey

The significant increase in the proportion of respondents contacting Council by email through the pandemic in 2021 and 2022 has been maintained, with one-fifth (20.4%) of respondents contacting Council by this method this year.

Metropolis Research notes that this pattern of more contacts by email (and a little more via the website) and fewer visits in person in response to the pandemic has been observed across several municipalities in 2022 and 2023.

It will be interesting over the next couple of years to observe whether this is a longer-term pattern or whether visits in person will increase again in the future.

This will have implications for how Council engages with the community, including ensuring that the website provides the information and services required by the community.

Form of contact with Nillumbik Shire Council
Nillumbik Shire Council - 2023 Annual Community Survey
(Number and percent of respondents who contacted Council)

Response	2023		2022	2021	2020	2019	2018
	Number	Percent					
Telephone (during office hours)	94	58.0%	61.7%	62.8%	59.8%	56.5%	63.1%
E-mail	33	20.4%	17.3%	23.8%	9.8%	10.9%	10.7%
Website	18	11.1%	11.0%	6.4%	9.8%	10.3%	5.3%
Visit in person	13	8.0%	5.8%	7.0%	20.5%	16.8%	16.9%
Directly with a Councillor	2	1.2%	1.4%	0.0%	0.0%	0.0%	n.a.
Social media (e.g. Facebook)	1	0.6%	0.0%	0.0%	0.0%	1.1%	0.0%
Telephone (after hours service)	1	0.6%	1.4%	0.0%	0.0%	0.0%	0.0%
Not stated	1		0	0	0	1	1
Total	163	100%	174	172	122	185	226

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 had contacted Council in the last 12 months were asked to rate their satisfaction with seven aspects of customer service.

The average satisfaction with these seven aspects of customer service had fallen significantly last year (down 12.6%) to 6.33 or “solid” from 7.24 or “good”, but has recovered much of that lost ground this year, with the average satisfaction with aspects of customer service increasing 10.4% to 6.99 or “good”.

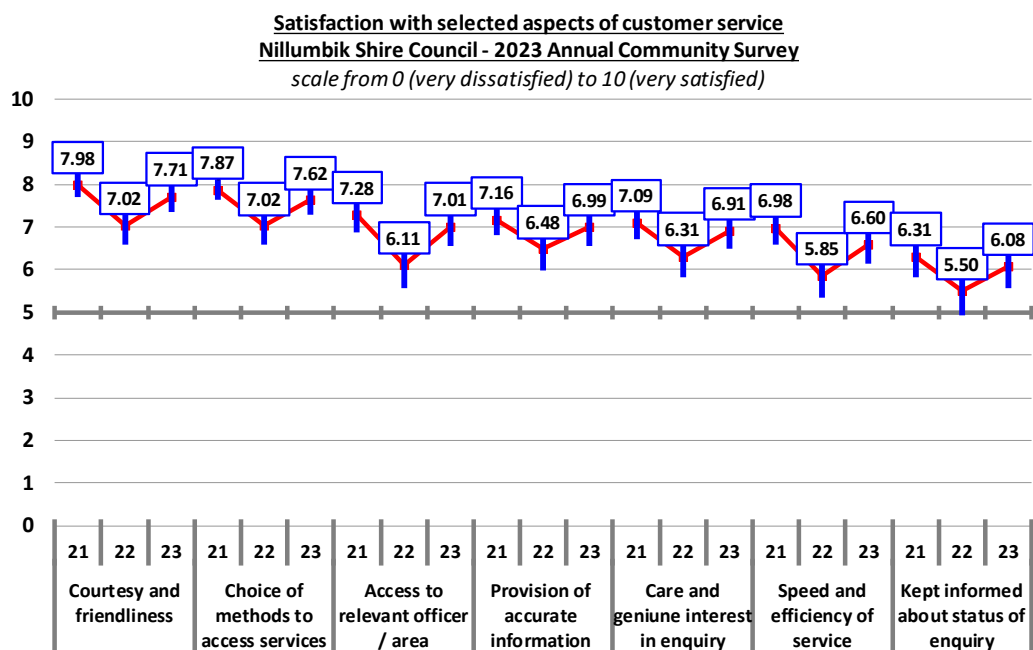


Metropolis Research notes that satisfaction with aspects of customer service declined in many municipalities across metropolitan Melbourne through the pandemic, but that this decline was patchy, and seemed to suggest both a variability in the ability of councils to respond to community need through lockdowns, but also reflected differing communities and their willingness / satisfaction with engaging with their local council by means other than what they had traditionally used.

Given the variability in satisfaction in the Nillumbik Shire results between those visiting in person and those emailing Council, it does appear that the Nillumbik community was less satisfied with alternative methods of contacting Council than some other municipalities.

Satisfaction with the seven aspects of customer service all strongly increased this year, as outlined in the following graph, and satisfaction with these seven aspects can best be summarised as follows:

- **Very Good** – for staff courtesy and friendliness, and choice of methods to access services.
- **Good** – for access to relevant officer / area, the provision of accurate information, care and genuine interest in enquiry, and speed and efficiency of service.
- **Solid** – for being kept informed about the status of enquiry.



The following graph displays the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more), 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).

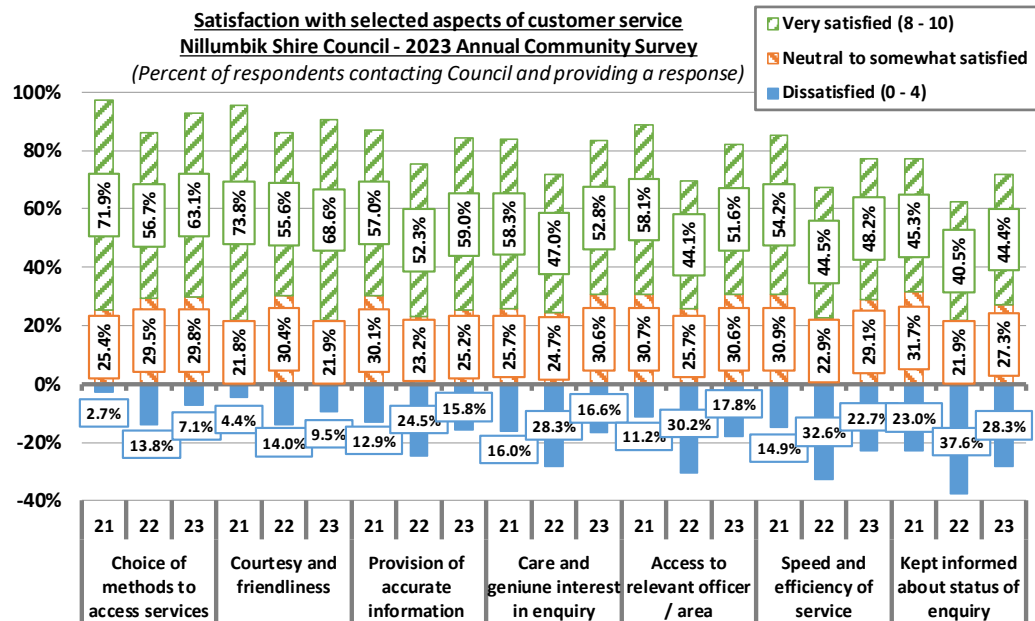


Nillumbik Shire Council – 2023 Annual Community Survey

There are two key findings from these raw percentage results; firstly, that there were many more respondents who were “very satisfied” than “dissatisfied” with each aspect.

The second main point to note is that there was a significant decline in the proportion of respondents who were “dissatisfied” with each aspect of customer service.

These results clearly reflect a return to more typical levels of satisfaction / dissatisfaction with customer service for the Nillumbik Shire.



The following graph provides a comparison of average satisfaction with the seven aspects of customer service by the method by which respondents contacted Council.

Whilst some caution should be exercised given the relatively small sample sizes, Metropolis Research draws particular attention to the meaningful (albeit not statistically significant) variation in satisfaction between respondents who visited Council in person and those who emailed Council.

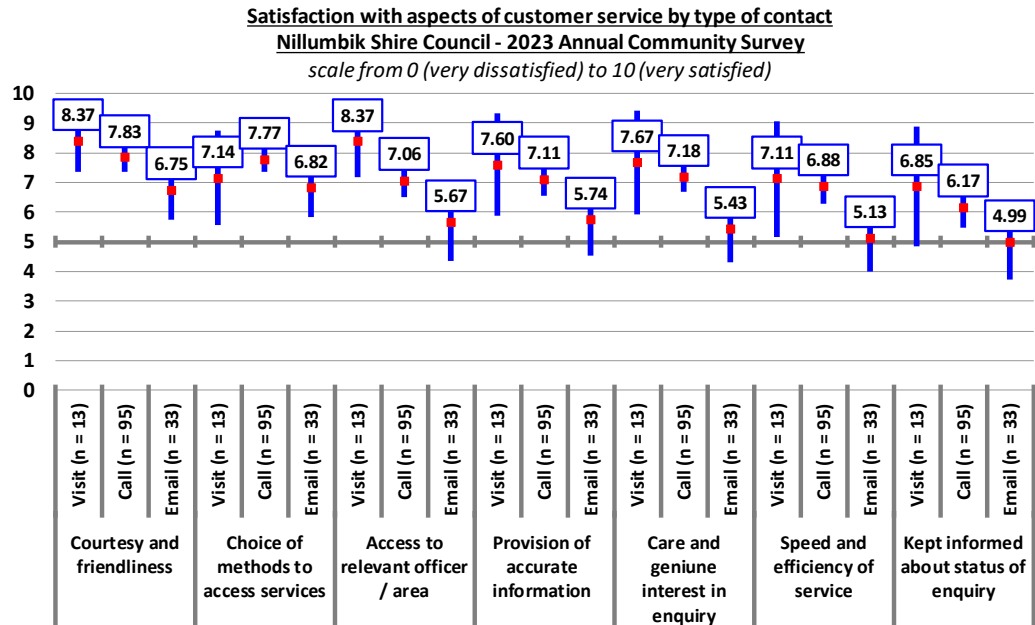
Respondents who visited Council in person reported “good” to “excellent” levels of satisfaction with each aspect, including “excellent” satisfaction for courtesy and friendliness and access to relevant officer / area.

Respondents who emailed Council, by contrast, reported “extremely poor” to “good” levels of satisfaction, including “extremely poor” for being kept informed about the status of enquiry, and “very poor” for speed and efficiency, and care and genuine interest in enquiry.

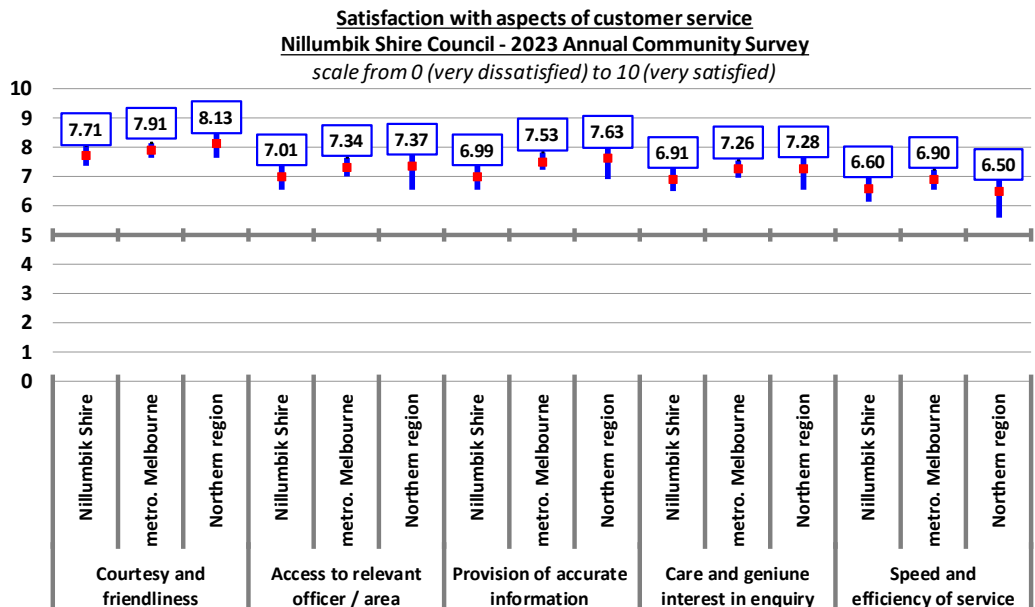
These are important results, as they highlight how the method of contacting Council can impact on the current ability of Council to provide high-quality customer service.



With the proportion of respondents who continue to contact Council via email remaining higher than pre-pandemic, clearly this has implications for how Council trains and resources officers to provide high-quality customer service via these methods of contact.

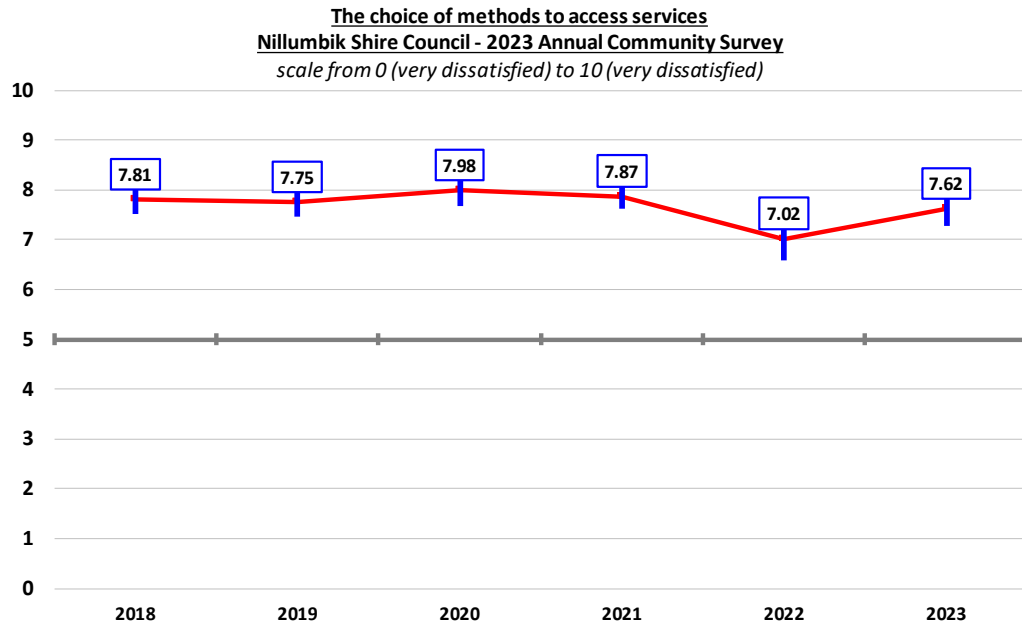


When compared to the metropolitan Melbourne and norther region councils' results from the *Governing Melbourne* research conducted independently by Metropolis Research, it is noted that Nillumbik Shire reported results generally somewhat below the comparison results, but not to a statistically significant degree.

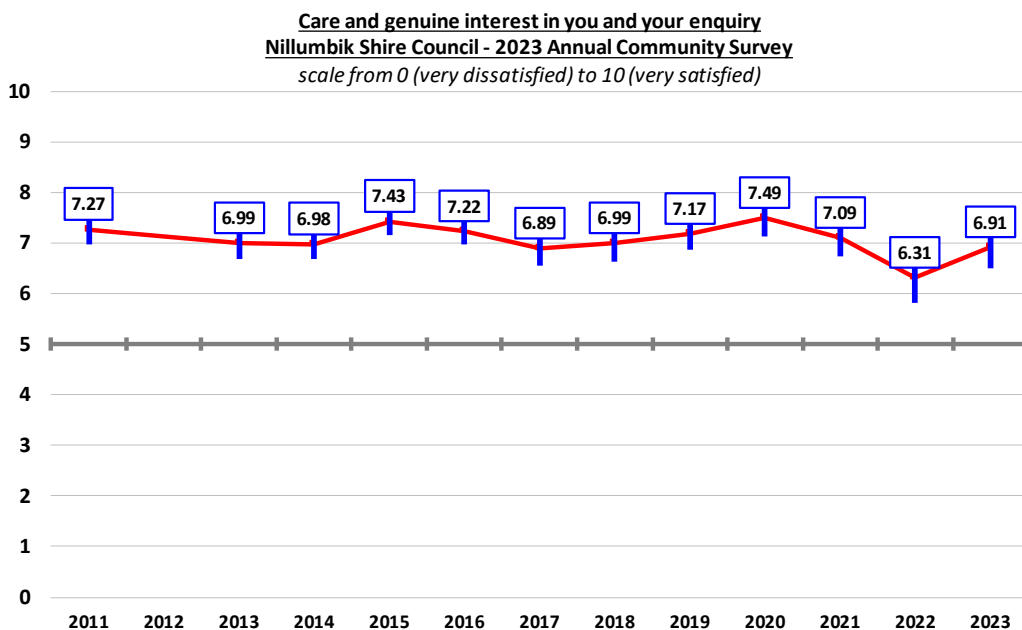


Nillumbik Shire Council – 2023 Annual Community Survey

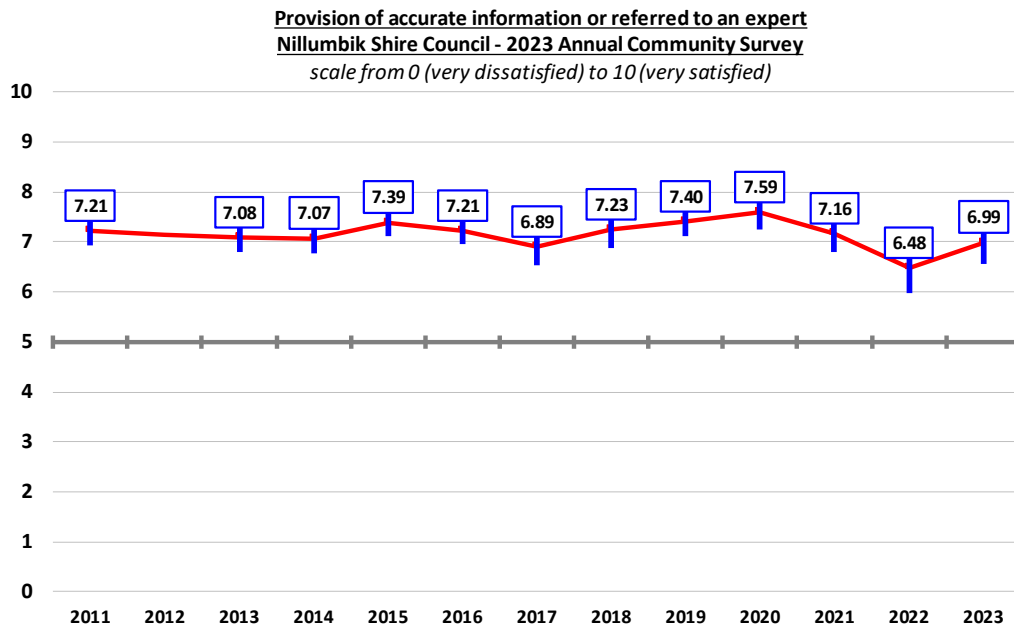
Satisfaction with the choice of methods to access services recovered almost all of the decline recorded last year, up 8.5% to 7.62, which is a “very good”, up from an “excellent” level, and almost identical to the long-term average satisfaction since 2018 of 7.67.



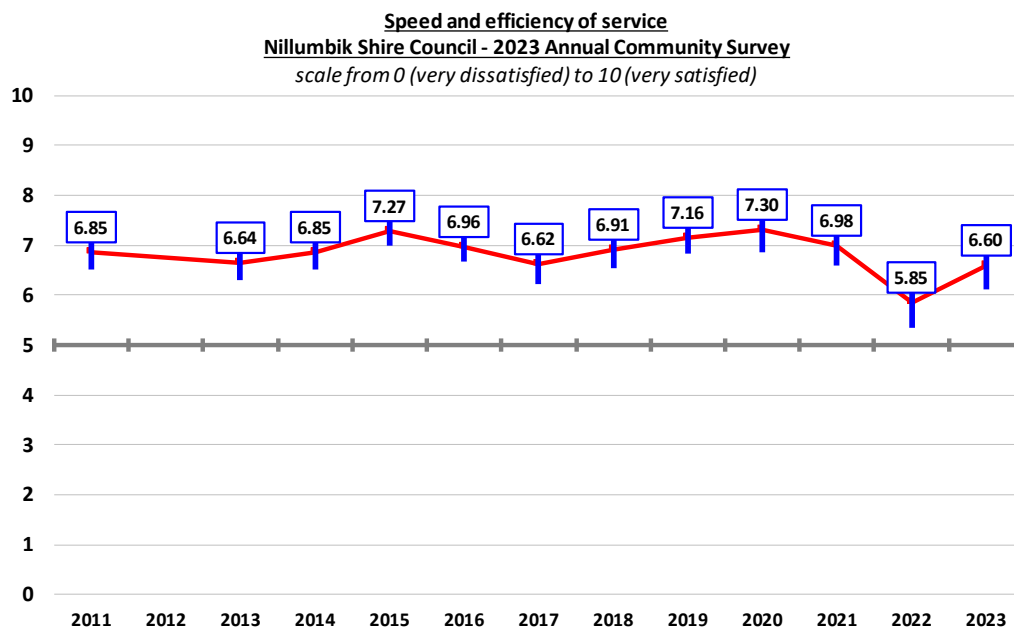
Satisfaction with the care and genuine interest in the respondent and their enquiry recovered most of the decline recorded last year, up 9.5% to 6.91, which is a “good”, up from a “solid” level, and consistent with the long-term average satisfaction since 2011 of 7.07.



Satisfaction with the provision of accurate information or referred to an expert recovered most of the decline recorded last year, up 7.8% to 6.99, which is a “good”, up from a “solid” level, and consistent with the long-term average satisfaction since 2011 of 7.14.

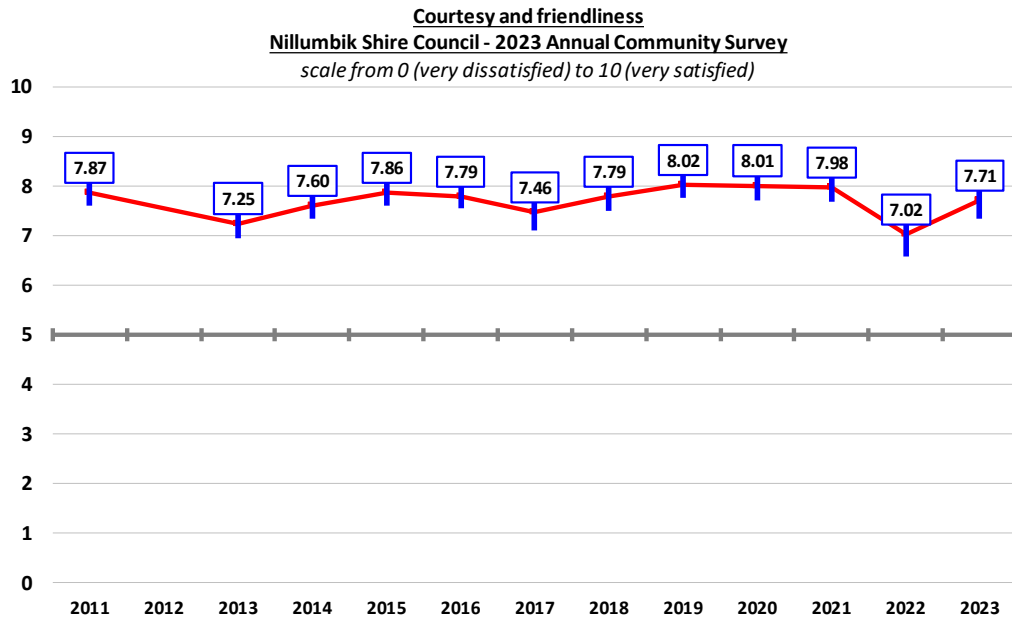


Satisfaction with the speed and efficiency of service recovered most of the decline recorded last year, up 12.8% to 6.60, which is a “good”, up from a “poor” level, and consistent with the long-term average satisfaction since 2011 of 6.83.

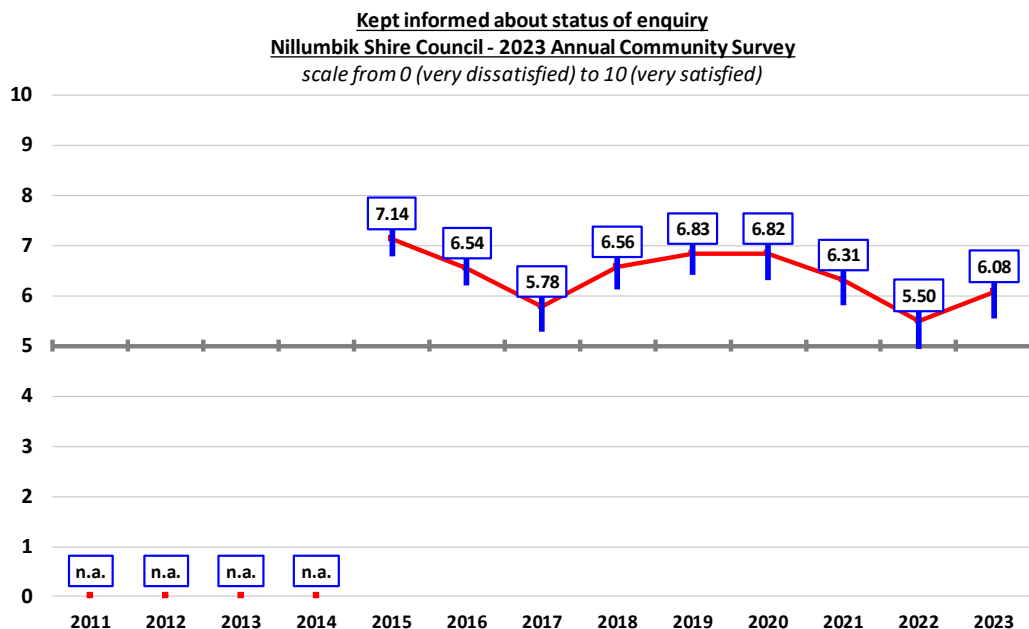


Nillumbik Shire Council – 2023 Annual Community Survey

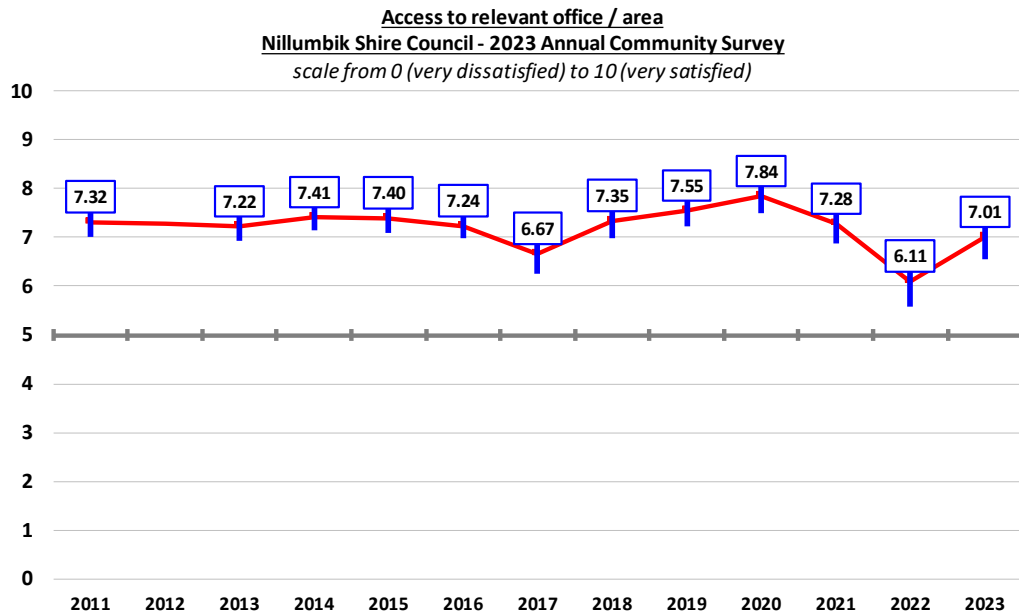
Satisfaction with the courtesy and friendliness of staff recovered most of the decline recorded last year, up 9.8% to 7.71 which is a “very good”, up from a “good” level, and consistent with the long-term average satisfaction since 2011 of 7.69.



Satisfaction with being kept informed about status of enquiry recovered some but not most of the decline recorded last year, up 10.5% to 6.08, which is a “solid”, up from a “poor” level, but remains notably below the long-term average satisfaction since 2015 of 6.83. This is an area of customer service which appears to have struggled with email-based interactions.



Satisfaction with access to relevant officer / area recovered some but not most of the decline recorded last year, up 14.7% to 7.01, which is a “good”, up from a “solid” level, but remains notably below the long-term average satisfaction since 2011 of 7.21. This is an area of customer service which appears to have struggled with email-based interactions.



Planning and housing development

There were two sets of questions relating to satisfaction with planning and housing development included in the 2023 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 12 months?”

Consistent with the results recorded historically both in the Nillumbik Shire as well as elsewhere across metropolitan Melbourne, only a relatively small proportion (5.7% in 2023) reported that they were personally involved in a planning application or development in the last 12 months.

The fact that only a small proportion of the community are engaged in planning applications or development, with most engaging with these processes only once or perhaps twice in their lifetime has significant implications for their potential satisfaction with the process aspects.

This results from the fact that planning approvals are inherently complex and detailed processes, and that most residents in the community will have relatively low levels of knowledge to assist them.

Involvement in planning and housing development
Nillumbik Shire Council - 2023 Annual Community Survey
(Number and percent of respondents providing a response)

Response	2023		2022	2021	2020	2019	2018
	Number	Percent					
Yes - as an applicant	23	4.7%	8.8%	5.3%	2.2%	2.8%	4.0%
Yes - as an objector	4	0.8%	1.5%	0.8%	1.6%	2.0%	3.2%
Yes - other involvement	1	0.2%	0.2%	0.4%	0.6%	0.6%	0.8%
No involvement	463	94.3%	89.5%	93.5%	95.6%	94.6%	92.0%
Not stated	11		40	8	2	0	2
Total	502	100%	508	501	500	500	502



Satisfaction with aspects of planning approvals process

Respondents personally involved in a planning application were asked:

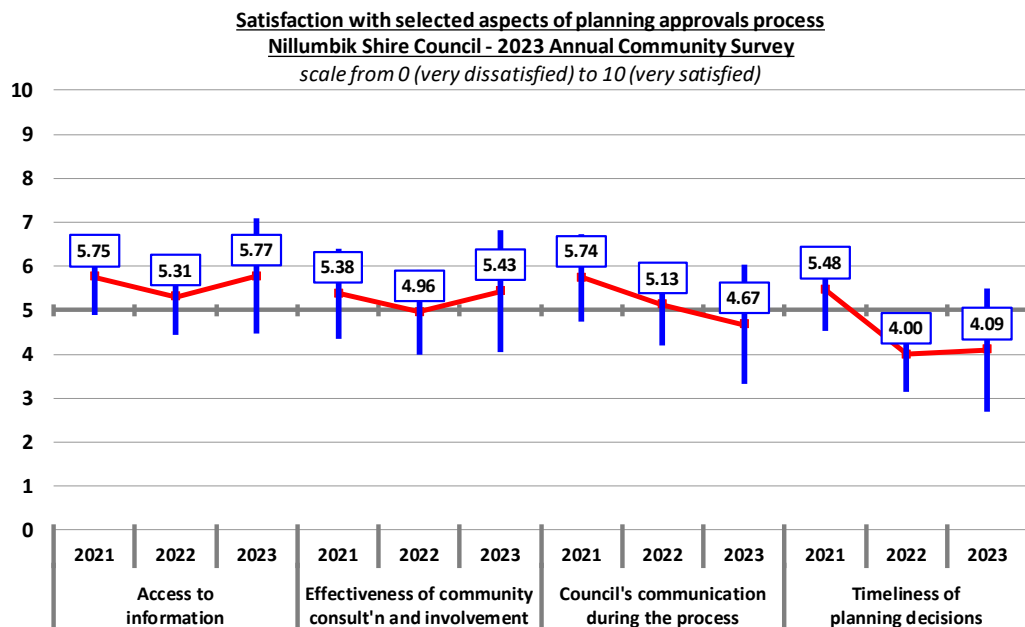
“On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of the planning approvals process?”

The 28 respondents who reported that they were involved in the planning approvals process were asked to rate their satisfaction with four aspects of the planning approvals process.

The average satisfaction with these four aspects increased marginally, but not measurably this year, up 2.9% to 4.99, but remains at an “extremely poor” level.

Satisfaction with these four aspects can best be summarised as follows:

- **Poor** – for access to information.
- **Very Poor** – for effectiveness of community consultation and involvement.
- **Extremely Poor** – for Council’s communication during the process, and the timeliness of planning decisions.



The following graph displays the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more), 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).

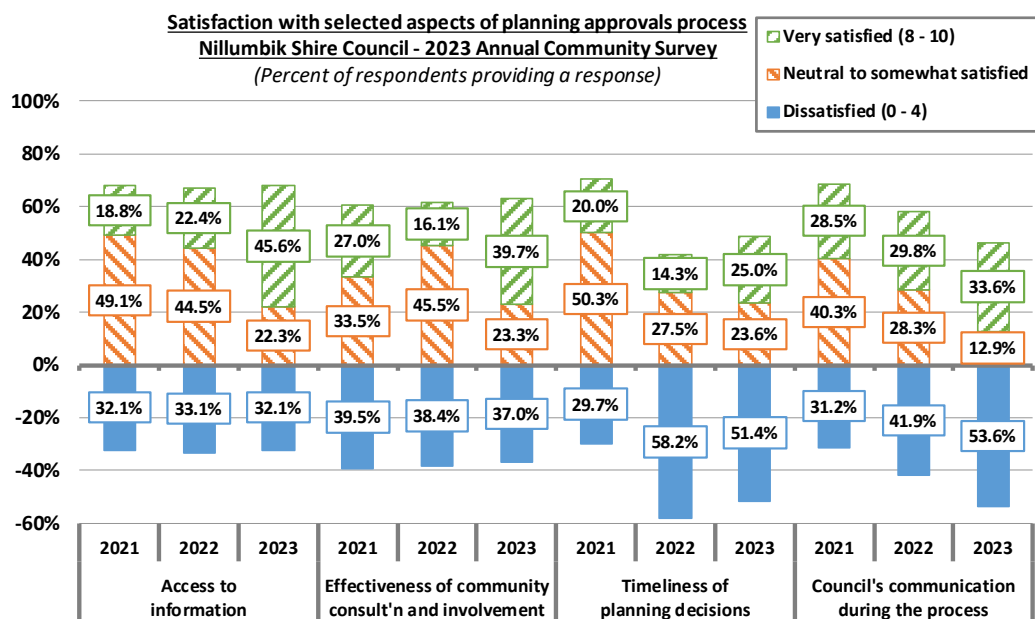


Nillumbik Shire Council – 2023 Annual Community Survey

There was relatively little significant variation in these results observed between 2022 and 2023.

It is noted that approximately one-third of respondents who had participated in the planning approvals / development process were “dissatisfied” with the access to information and the effectiveness of community consultation and involvement.

Of most concern was the fact that more than half of those involved in the process were “dissatisfied” with the timeliness of planning decisions and Council’s communication during the process.



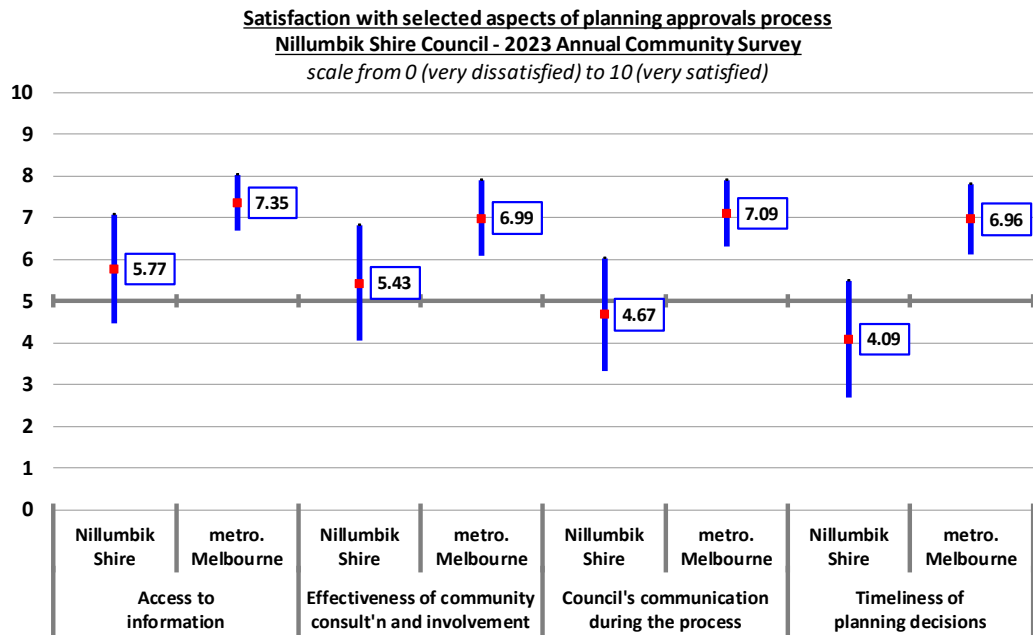
The following graph provides a comparison of these results against the metropolitan Melbourne average satisfaction as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023, using the same door-to-door methodology.

Whilst cognisant of the very small sample size, it is noted that satisfaction with Council’s communication during the process and the timeliness of planning decisions was measurably lower in the Nillumbik Shire than the metropolitan Melbourne average.

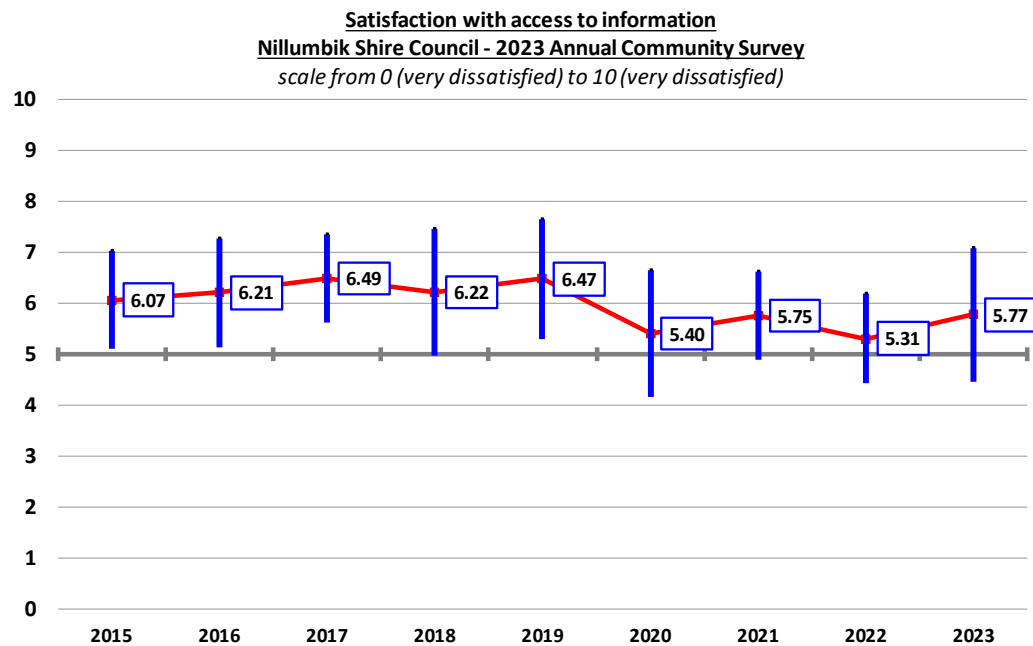
Metropolis Research notes that the metropolitan Melbourne average satisfaction with these four aspects of the planning approvals process improved measurably this year, up from “poor” and “very poor” levels to “solid” levels of satisfaction.

This improvement in satisfaction with aspects of the planning approvals process was not replicated in the Nillumbik Shire this year.



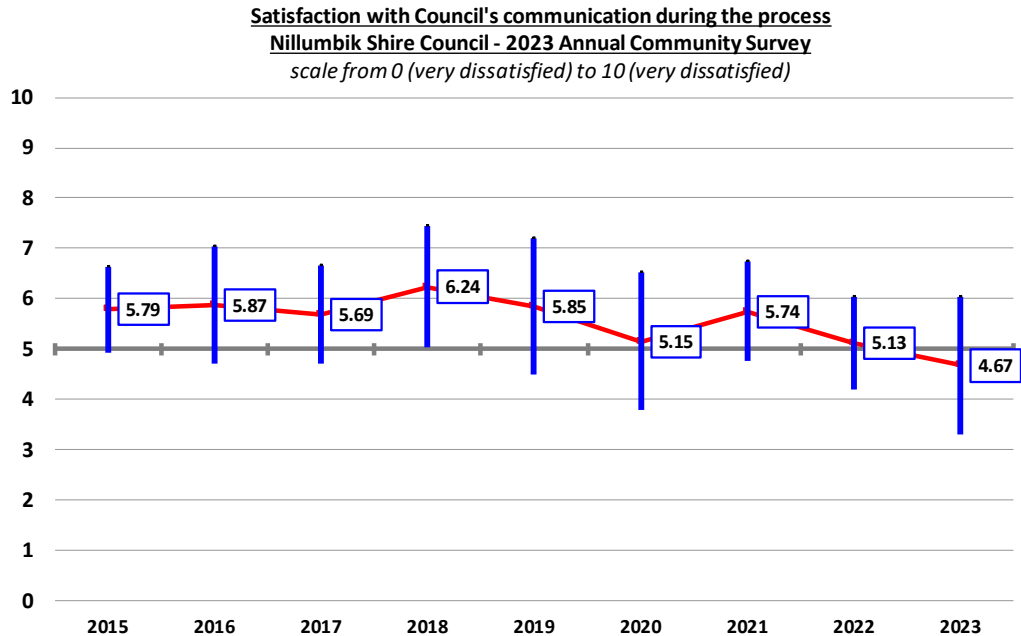


Satisfaction with the access to information increased marginally but not measurably this year (up 8.6%) but remains at a “poor” level. This result remains consistent with the long-term average satisfaction since 2015 of 5.97.

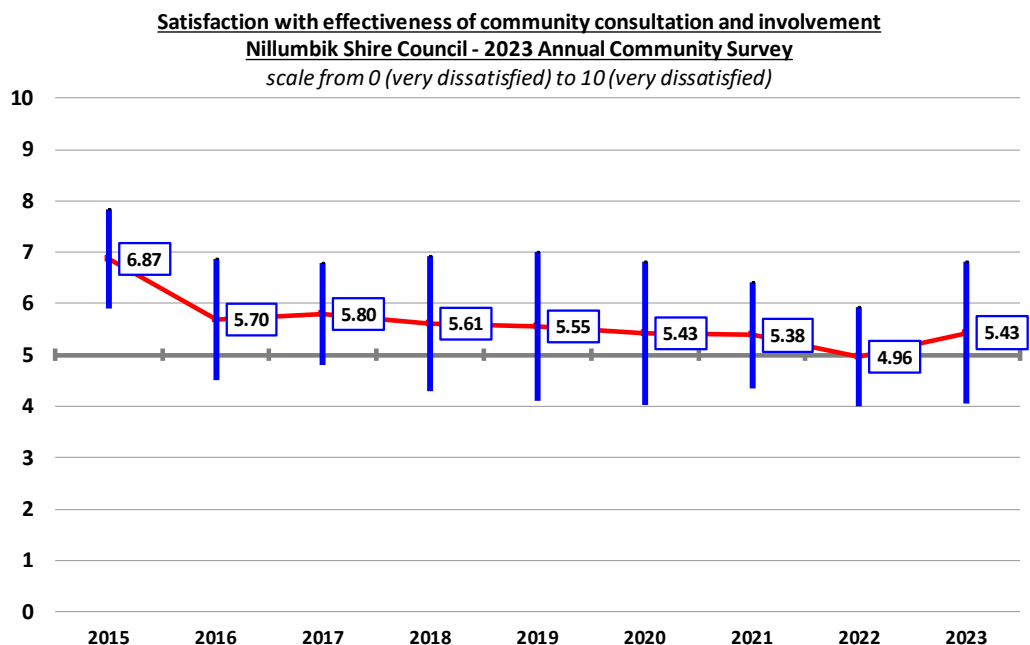


Nillumbik Shire Council – 2023 Annual Community Survey

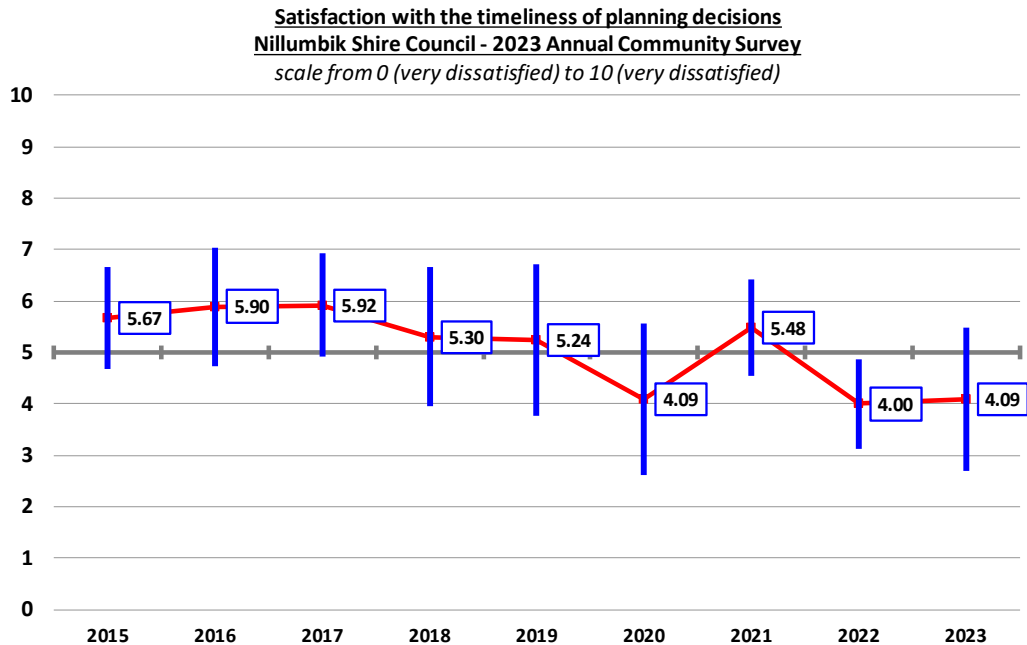
Satisfaction with Council’s communication during the process declined somewhat but not measurably this year (down 9.0%) to a “extremely poor”, down from a “very poor” level. This result remains notably below the long-term average satisfaction since 2015 of 5.57.



Satisfaction with the effectiveness of community consultation and involvement improved somewhat, but not measurably (up 9.5%) which is a “very poor”, up from “extremely poor”. This result remains consistent with the long-term average satisfaction since 2015 of 5.64.



Satisfaction with the timeliness of planning decisions remained essentially stable this year at an “extremely poor” 4.09 out of 10. This was the equal lowest satisfaction with this aspect of the planning approvals process recorded since it was first included in the survey in 2015. This result remains notably below the long-term average satisfaction since 2015 of 5.08.



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?”

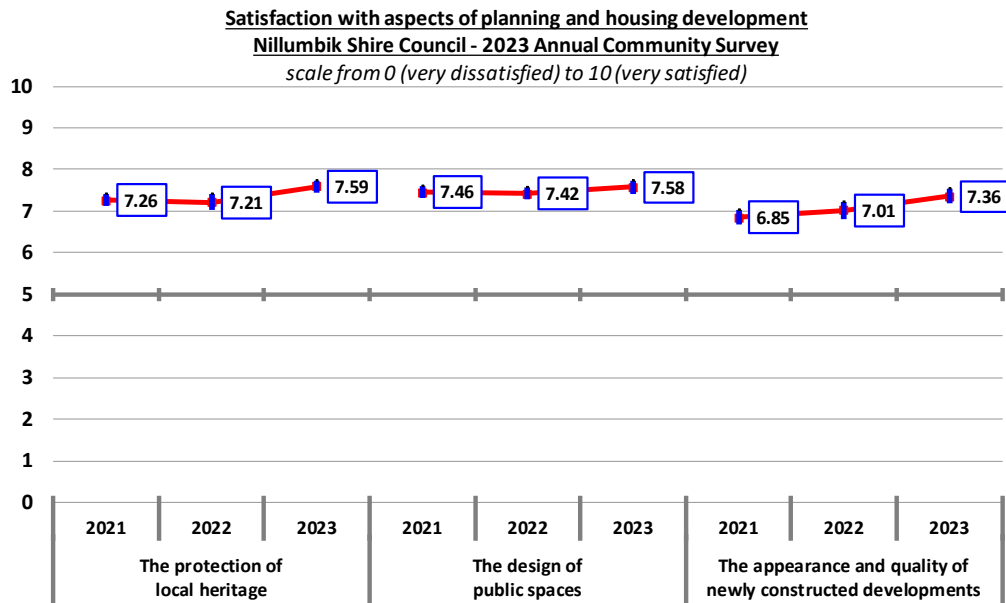
All respondents were again in 2023, asked to rate their satisfaction with three aspects of planning and housing development in their local area.

These aspects relate to planning and development outcomes including the protection of local heritage, the appearance and quality of new developments, and the design of public spaces.

Satisfaction with all three of these aspects improved somewhat this year, with all three aspects now being categorised as “very good”.

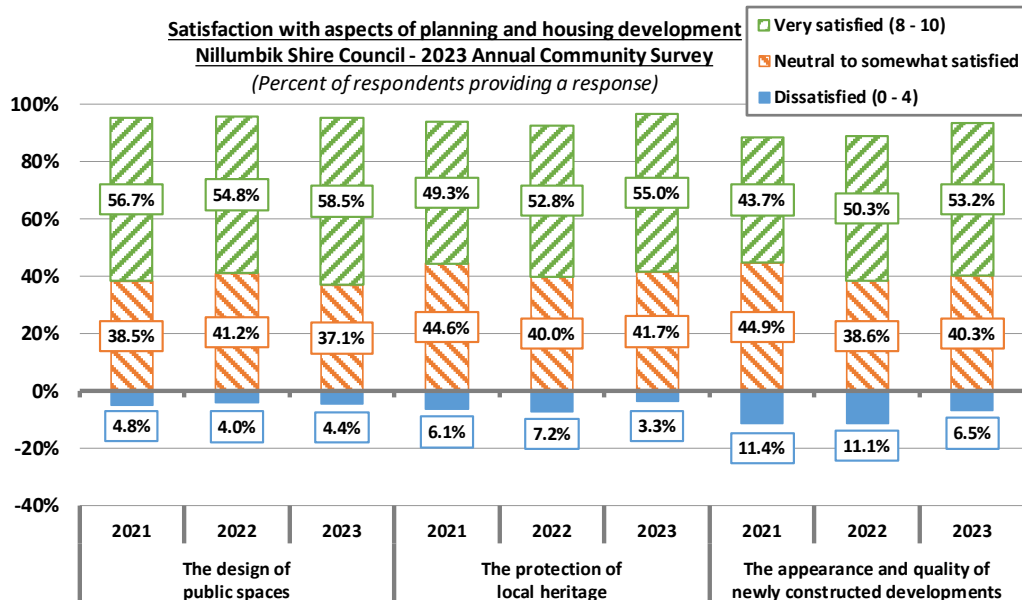


Nillumbik Shire Council – 2023 Annual Community Survey



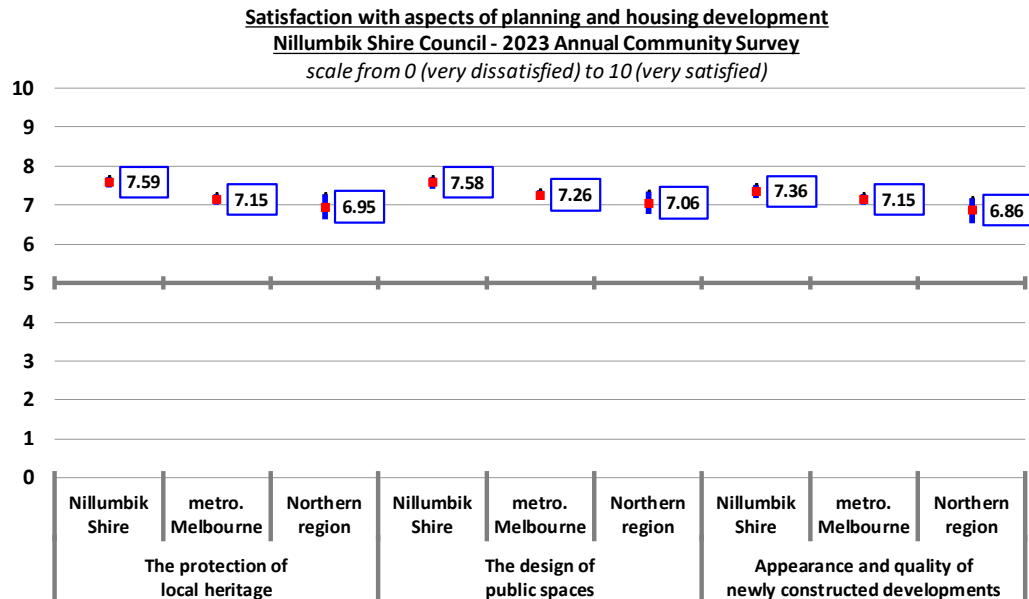
The following graph displays the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five).

The significant finding from this graph this year, was that the proportion of respondents who were “dissatisfied” with both the protection of local heritage and the appearance and quality of new developments almost halved, with just 6.5% of respondents in 2023 being “dissatisfied” with the appearance and quality of new developments.



The following graph provides a comparison of satisfaction with these three planning and development outcomes against the metropolitan Melbourne and northern region councils' results from the 2023 *Governing Melbourne* research conducted independently by Metropolis Research using the door-to-door methodology in January 2023.

It is noted that satisfaction with all three of these planning and development outcomes were measurably higher in the Nillumbik Shire than either the metropolitan Melbourne, or to a greater extent the northern region councils.



Satisfaction with the appearance and quality of newly constructed developments

Satisfaction with the appearance and quality of newly constructed developments increased for the second consecutive year in 2023, up five percent to 7.36, which is a “very good”, up from a “good” level of satisfaction.

This result continues the improvement in satisfaction with the appearance and quality of newly constructed developments from the most recent low point of 6.85 back in 2021 during the pandemic.

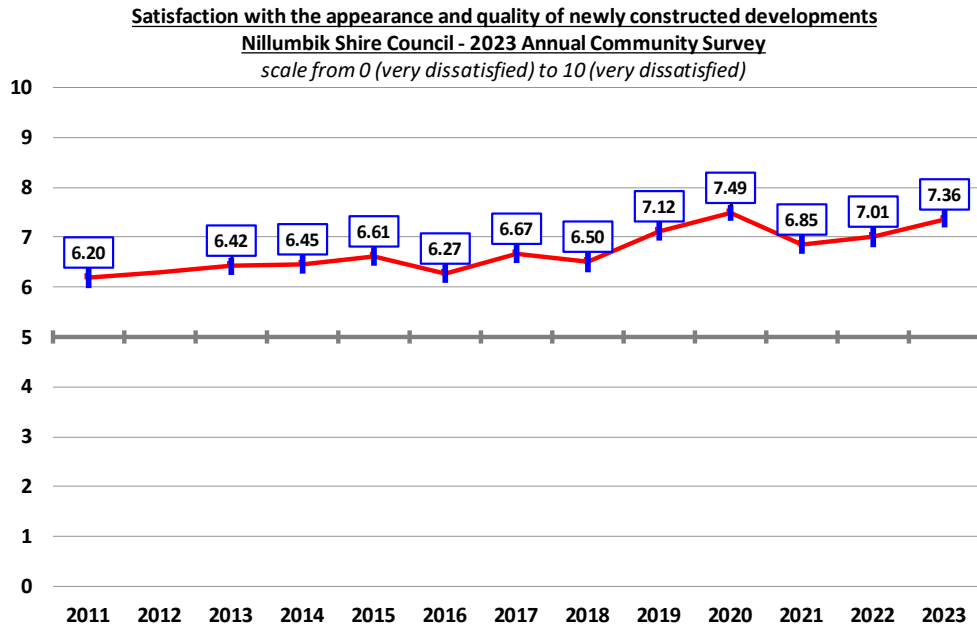
Metropolis Research notes that satisfaction with the appearance and quality of newly constructed developments has improved significantly over the life of the survey program, increasing 18.7% since 2011, and in 2023, up 9.7% from the long-term average satisfaction since 2011 of 6.71.

This is a significant improvement over time, and clearly reflects improving levels of community satisfaction with new development occurring in the municipality.

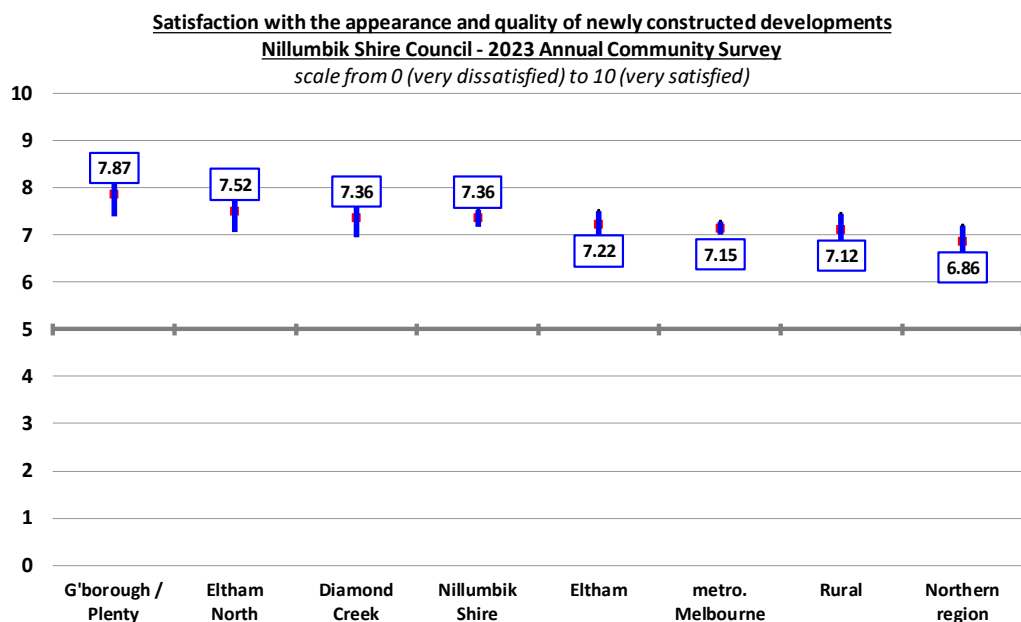


Nillumbik Shire Council – 2023 Annual Community Survey

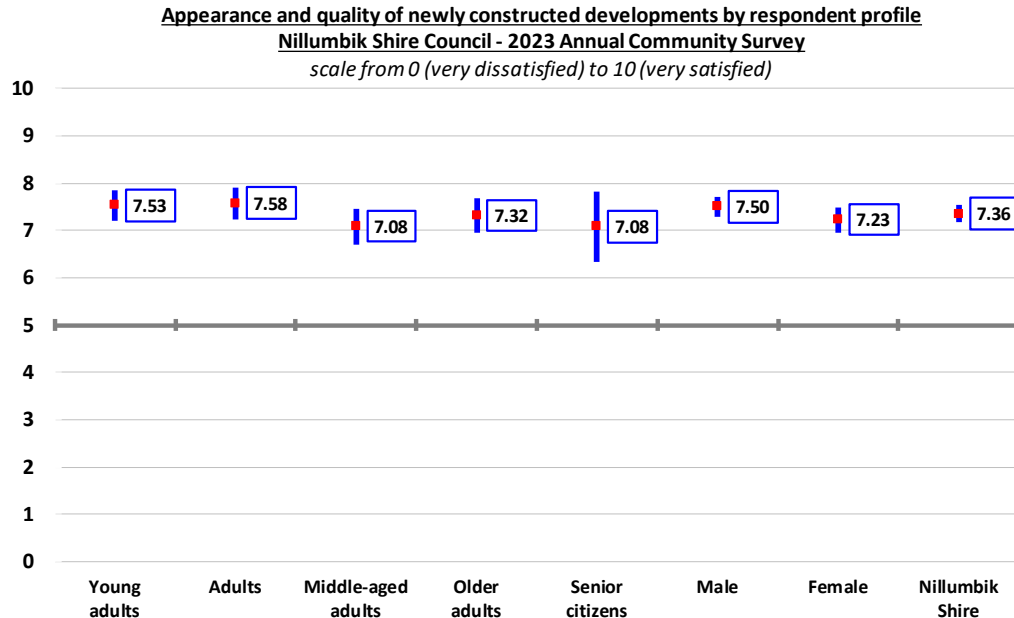
Metropolis Research does suggest that, over time, satisfaction with new developments is likely to slowly improve, as development occurs over time, and the proportion of the community living in newer style developments increases.



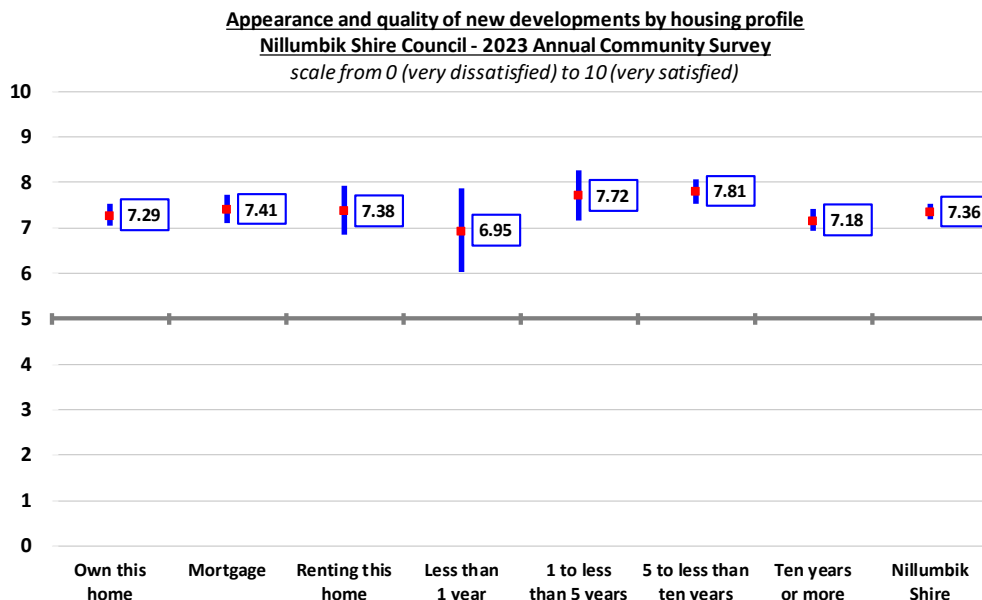
Whilst there was no statistically significant variation in satisfaction with this aspect observed across the municipality, it is noted that respondents from Greensborough / Plenty rated satisfaction at an “excellent” level, whilst respondents from Eltham and the rural precinct rated it at “good” rather than “very good” levels.



There was some relatively minor variation in satisfaction with the appearance and quality of newly constructed developments observed by respondent profile, with middle-aged adults (aged 45 to 59 years) the least satisfied, and male somewhat more satisfied than females.



There was also some relatively minor variation observed by housing situation and period of residence, with long-term residents (10 years or more in Nillumbik) somewhat less satisfied than average. The result for new residents (less than one year in Nillumbik) was an unusual result, and somewhat unreliable given the small sample size.



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.

Many of these comments were focused on perceived overdevelopment of the local area, including higher density housing, too many apartments, and similar comments.

There were also several comments about perceived poor quality of developments, and several around the environmental impact of these new developments.

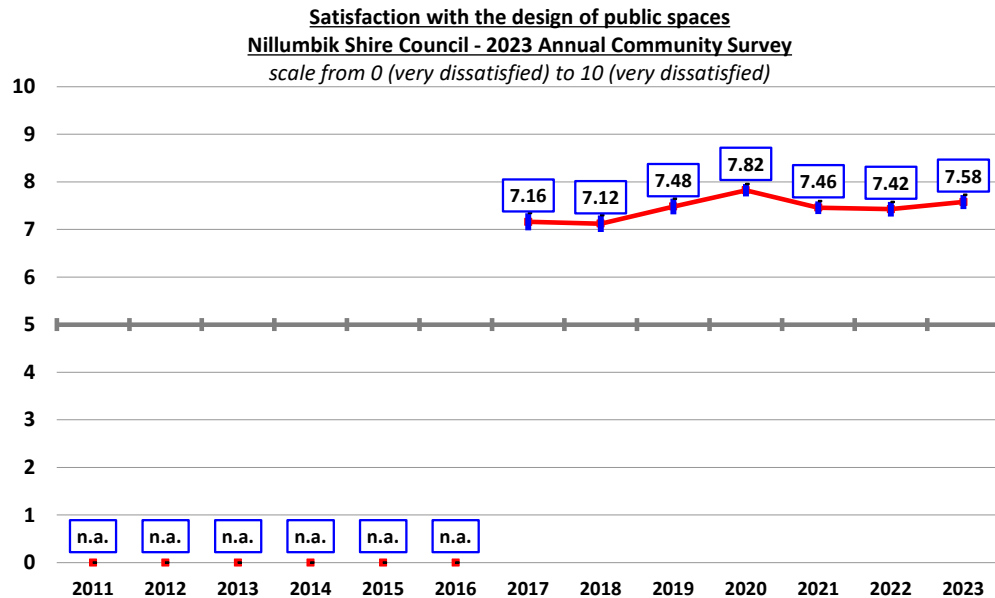
Comments regarding the appearance and quality of newly constructed developments in your area
Nillumbik Shire Council - 2023 Annual Community Survey
(Number of responses)

Response	Number
Overdevelopment	5
Multi-story developments / too many apartments / high density developments	4
A development in my boundary	1
Council doesn't consult the community	1
Diamond Valley Sports and Fitness centre is very poor and it's a poor use of money and space and childcare has been moved to a worse side	1
Everything looks terrible looks like a giant construction town	1
General level of design suits the area	1
High rises near train station are inappropriate for the area.	1
Houses locally	1
I can't see any developments of council	1
Just all the houses in general	1
Just in general	1
Looks poorly done	1
Lots of local housing	1
Neighbourhood housing	1
Not the best-looking town houses and neighbourhood	1
Overdevelopment. For instance, playgrounds and sporting facilities are getting funded, a lot which the majority of the people do not even use even though I have to pay for these	1
Some houses are in very poor condition including my neighbour	1
Some houses don't suit the area	1
The housing development near council office looks messy.	1
The multi dwelling constructions are ugly and look cheaply done and don't suit the surrounding buildings in the area	1
They are not environment friendly at all. They should listen to the community more about these developments.	1
They look like very cheaply done and won't really last	1
Two storied houses	1
Total	31

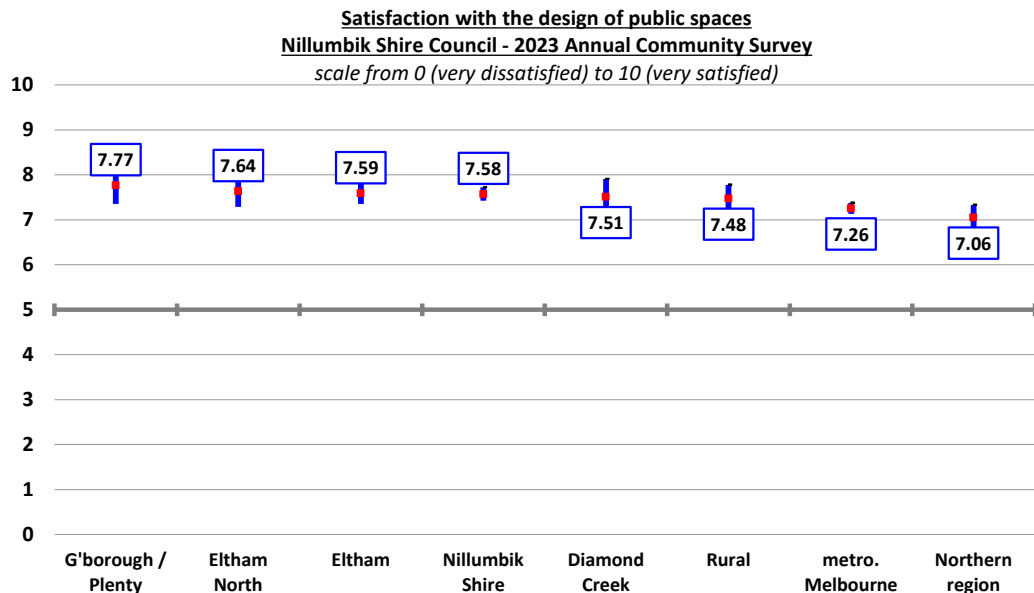


The design of public spaces

Satisfaction with the design of public spaces increased in 2023, up 2.2% to 7.58, although it remains at a “very good” level. Satisfaction has clearly trended higher over time, and the 2023 result was marginally above the long-term average satisfaction since 2017 of 7.43.

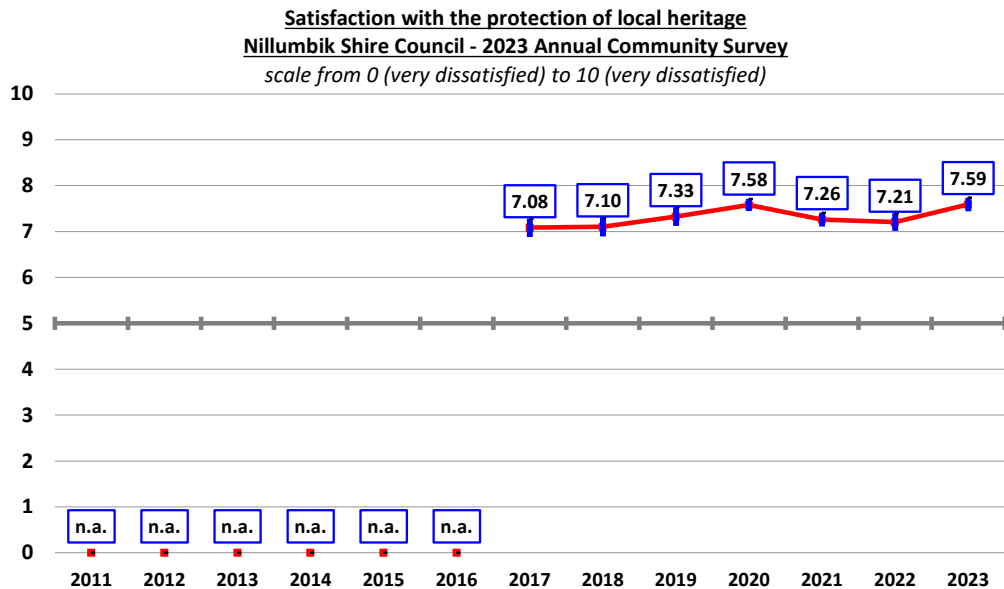


Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents from Greensborough / Plenty rated satisfaction at an “excellent” rather than a “very good” level of satisfaction.

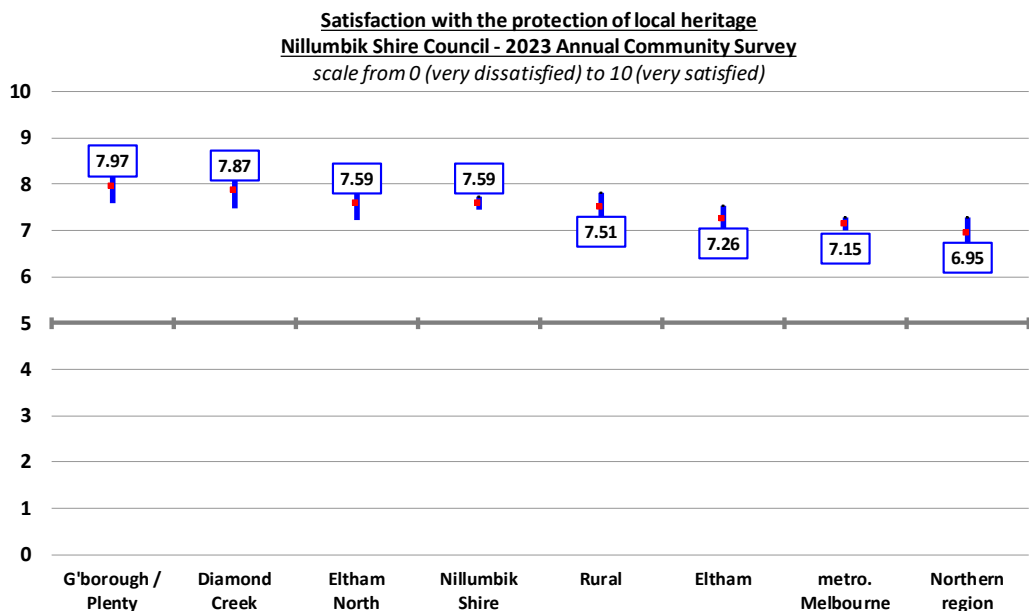


The protection of local heritage

Satisfaction with the protection of local heritage increased notably but not measurably this year, up 5.3% to 7.59, which is the highest score recorded for this aspect, and well above the long-term average satisfaction since 2017 of 7.31. Satisfaction is clearly improving over time.



Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents from Greensborough / Plenty and Diamond Creek rated satisfaction at “excellent” rather than “very good” levels of satisfaction.



Addressing the needs of LGBTIQ+ residents

Satisfaction with the needs of LGBTIQ+ residents

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest) with five being neutral, how satisfied are you with what Council is currently doing to address the needs of LGBTIQ+ residents?”

This question relating to satisfaction with how well Council is currently doing addressing the needs of LGBTIQ+ residents was included in the survey program for the first time this year.

In previous years, respondents were asked to rate the importance of Council addressing the needs of LGBTIQ+ residents, the importance of which was rated, on average, at 7.18 out of 10.

The average satisfaction with how well Council was addressing the needs of LGBTIQ+ residents was 6.87 out of 10 this year, or a “good” level of satisfaction.

Metropolis Research notes that this score was almost identical to the overall satisfaction with Council result this year of 6.88. This is an informative result, as it tends to suggest that many in the community may not have a significant frame of reference necessary to rate satisfaction with Council’s performance in this area, in which case they tend to rate satisfaction at a similar level to overall satisfaction.

Attention is drawn to the 323 respondents (64.3%) who were unable to provide a satisfaction score for this aspect of Council performance. This is again a very important point to note, as it highlights the same issue that most in the community would be unaware of specific Council activities in this area.

Satisfaction with Council addressing the needs of LGBTIQ+ residents
Nillumbik Shire Council - 2023 Annual Community Survey
(Number and percent of respondents providing a response)

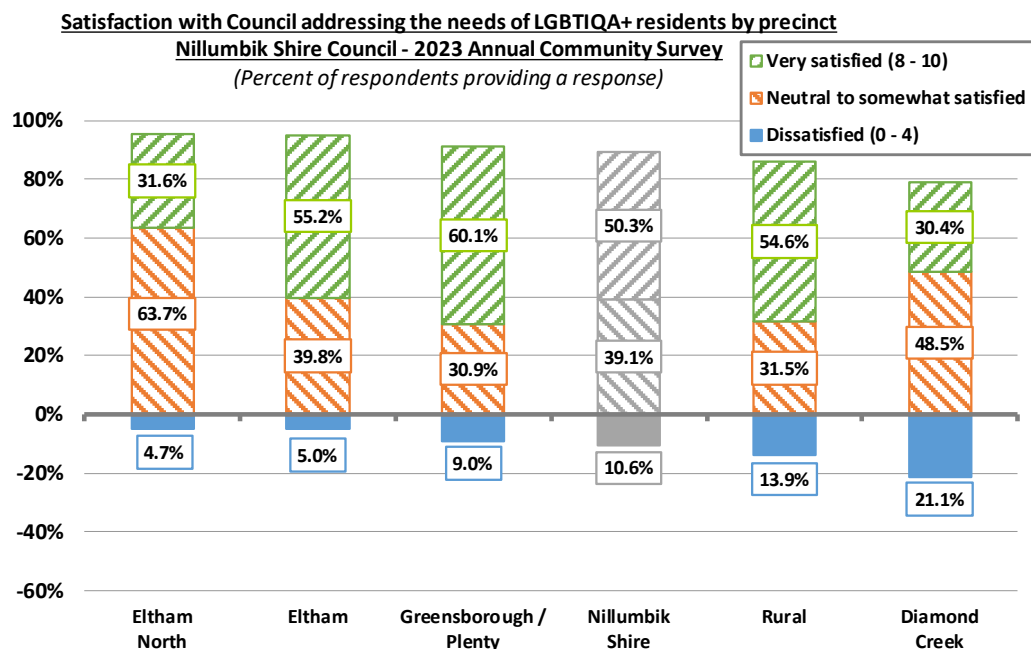
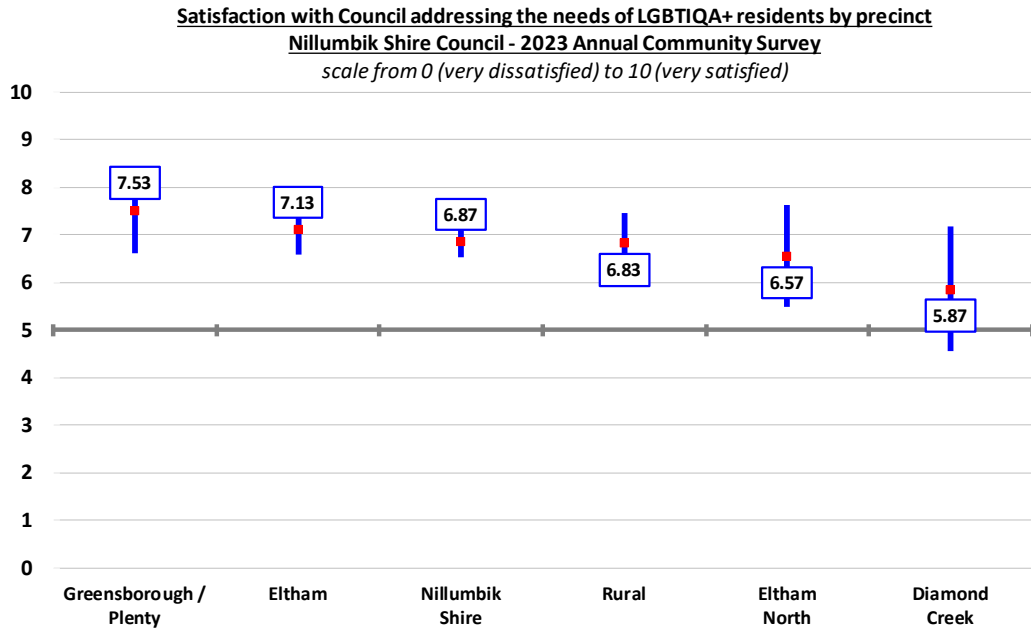
Response	2023	
	Number	Percent
Very satisfied (8 to 10)	90	50.3%
Neutral to somewhat satisfied (5 to 7)	70	39.1%
Dissatisfied (0 to 4)	19	10.6%
Can't say	323	
Total	502	100%
<i>Average satisfaction</i>	6.87	



Nillumbik Shire Council – 2023 Annual Community Survey

Cognisant of the small sample size of respondents providing a score for this aspect of performance, it is noted that there was no statistically significant variation in this result observed across the municipality.

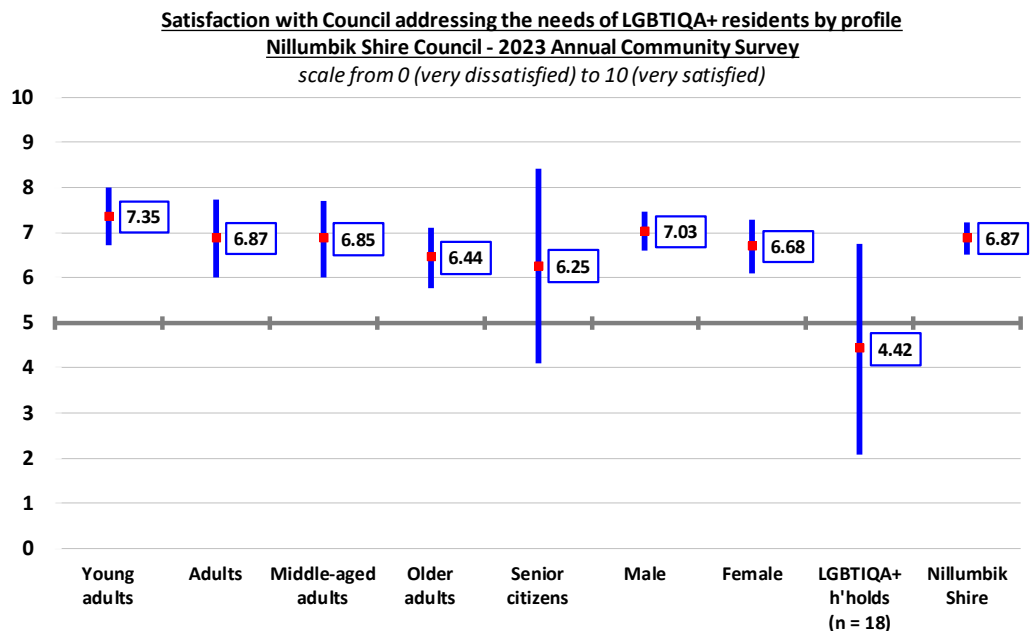
Metropolis Research notes that respondents from Greensborough / Plenty rated at a “very good” level, whilst respondents from Diamond Creek rated satisfaction at a “poor” level.

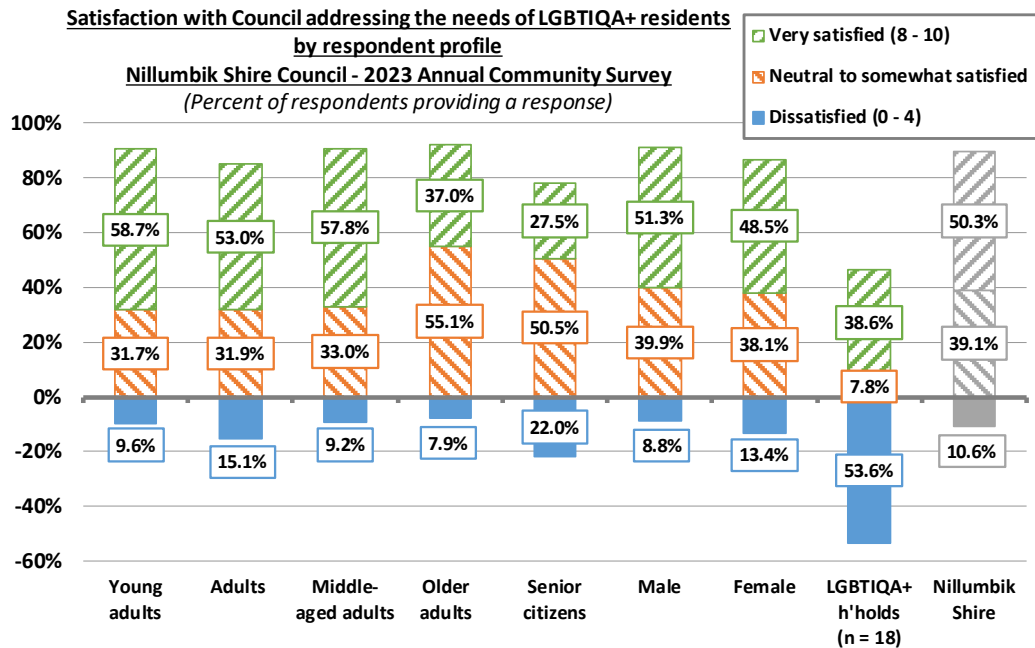


There was some variation in satisfaction with Council’s performance meeting the needs of LGBTIQ+ residents observed by respondent profile.

There was an inverse relationship between the respondents’ age and their satisfaction with Council’s efforts in this area, with younger respondents more satisfied than older respondents. Metropolis Research suggests that this result may reflect a greater degree of engagement with LGBTIQ+ issues among younger respondents, whilst older respondents may have more concerns about why Council was engaging with the issue.

The 18 respondents from households with a member identifying as LGBTIQ+ were significantly, albeit not measurably less satisfied with Council’s performance in meeting the needs of LGBTIQ+ residents than the municipal average, with 53.6% of these 18 respondents “dissatisfied” with Council’s efforts.





Reasons for rating satisfaction with Council addressing needs of LGBTIQ+ residents

There was a total of 99 comments received from respondents as to why they rated their satisfaction with Council's efforts to address the needs of LGBTIQ+ residents at the level they did.

The majority of these comments were from those who were satisfied with Council's efforts, and most of these comments related to generally positive feedback on the role that Council has taken, including its advocacy efforts.

The most common reasons why respondents were dissatisfied with Council's efforts in this area related to a mix of some respondents believing that Council was not doing much, or they were not aware of what Council was doing in this area, and several respondents who felt that this was not an area that Council should be focusing on.



Reasons for the satisfaction with Council to address the needs of LGBTIQ+ residents

Nillumbik Shire Council - 2023 Annual Community Survey

(Number of responses)

Response	Number
<i>Satisfied (rated 6 to 10)</i>	
I am satisfied	11
Good approach of Council to issue / doing a good job	10
Don't know about issue / what Council does	8
They seem to care / do enough	7
I haven't heard any complaints / issues	3
Appreciate the Council advocacy	1
Community accepts all members	1
Council has been creating a safe space	1
Council has been pretty vocal that it is inclusive	1
Council is very active on that matter	1
Everyone needs safety	1
Heard from a neighbour on what they are doing	1
I have seen a few programs and I am happy with that	1
I have seen advertisements and council activities relating to the issue	1
I haven't heard anything negative	1
I haven't seen enough events circling around besides Eltham High	1
I hope the council is addressing the issue satisfactorily	1
I know people of the community who feel safe here	1
I saw an article on it	1
I think people are still old fashioned.	1
Increasing representation in workforce	1
They seem to be proactive in meeting needs and raising awareness	1
Lovely residents, all inclusive	1
No discrimination can be found in the neighbourhood	1
Not really sure what council does in terms of LGBTIQ+ focus	1
Participated in school	1
People feel safe here, we are a community	1
People feel safe if council advocates for their rights	1
Saw an article on it the seem to be doing well with that	1
There is lots of positive messaging around that	1
There's lot of support everywhere for people like that on media	1
They can do better	1
They care about that heard about it from a neighbour	1
They've got workshops and whatnot	1
Thinks it's a great issue to be evaluated	1
This Is a safe area	1
Total satisfied comments	70



Nillumbik Shire Council – 2023 Annual Community Survey

<i>Neutral (rated 5)</i>	
I'm not aware of any	4
Didn't know it was a Council issue	2
Everyone should be made felt welcome	2
I can't tell what needs there are	1
I don't notice anything in the community	1
I don't know much about services for this community	1
I don't think there much happening	1
More awareness is needed	1
Total neutral comments	13
<i>Dissatisfied (rated 0 to 4)</i>	
Not aware of anything they are doing	7
Because Council shouldn't waste any money on it	1
Don't care about the issue	1
I am not even aware of anything as a member of LGBTIQA+ community	1
It's pushing the agenda	1
It gets too much publicity and it's too totalitarian in nature	1
No contact or unaware of what the council doing to address the community	1
Not aware of anything they are doing besides what's taught at schools	1
Not sure	1
Unimportant and overstated	1
Total dissatisfied comments	16
Total	99

Council's role in addressing the needs of LGBTIQA+ residents

Respondents were asked:

"Do you believe Council should be doing more to address the needs of LGBTIQA+ residents? If Yes, what do you believe Council should be doing?"

Approximately one-third (32.5%) of respondents were able to say if they believed that Council should be doing more to address the needs of LGBTIQA+ residents, whilst 11.2% believed that Council should be doing more and 21.3% believing that Council should not be doing more.



Council should be doing more to address the needs of LGBTIQ+ residents

Nillumbik Shire Council - 2023 Annual Community Survey

(Number and percent of total respondents)

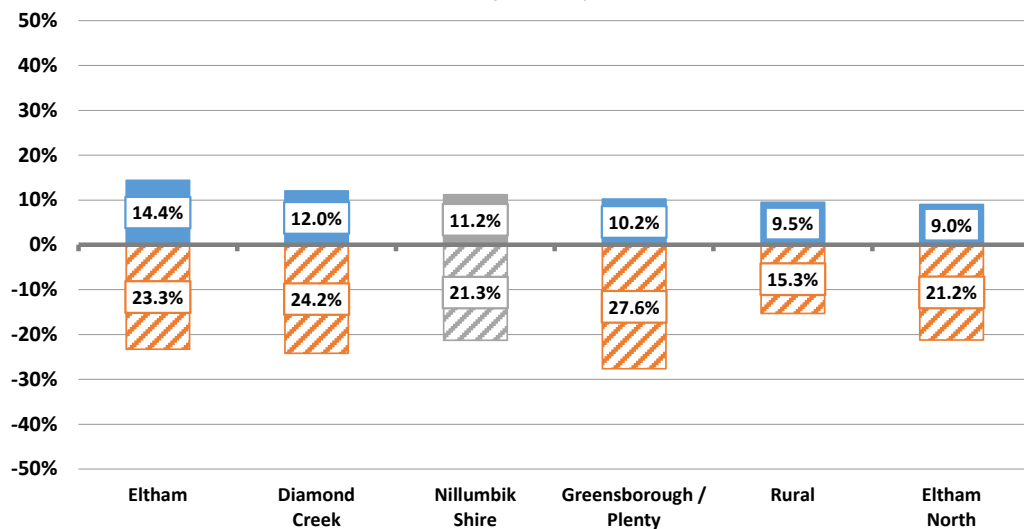
Response	2023	
	Number	Percent
Yes	56	11.2%
No	107	21.3%
Don't know / can't say	339	67.5%
Total	502	100%

There was no statistically significant variation in this result observed across the municipality, with more respondents believing Council should not be doing more to address the needs of LGBTIQ+ residents than believing that Council should be doing more.

Council should be doing more to address the needs of LGBTIQ+ residents by precinct

Nillumbik Shire Council - 2023 Annual Community Survey

(Percent of total respondents)

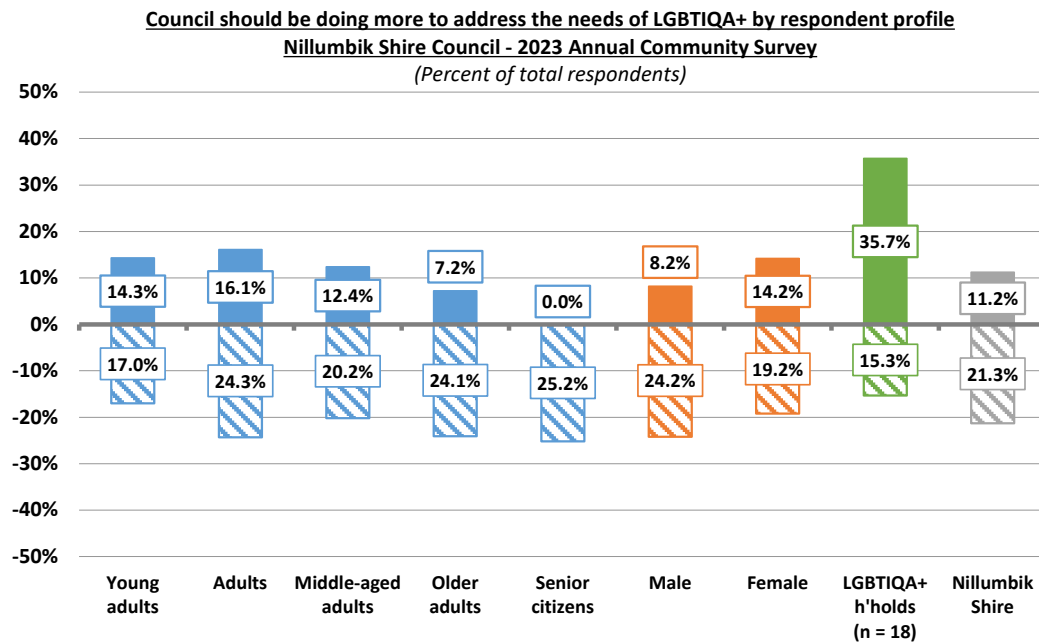


There was some variation in these results observed by respondent profile, as follows:

- **Age structure** – support for Council doing more to address the needs of LGBTIQ+ residents declined with the respondents' age.
- **Gender** – female respondents were notably more likely than males to believe that Council should be doing more to address the needs of LGBTIQ+ residents.
- **LGBTIQ+ households** – the small sample of 18 respondent households with an LGBTIQ+ member were substantially more likely than average to believe that Council should be doing more to address the needs of LGBTIQ+ residents.



Nillumbik Shire Council – 2023 Annual Community Survey



Metropolis Research notes two important points from these results:

1. Most respondents were not able to provide a response to this question, reflecting relatively low levels of knowledge, engagement, or interest in the issue.
2. It is not clear what “addressing the needs of LGBTIQ+ residents” means or looks like in the context of local government service delivery. This point is made clear in the following section that discusses the open-ended comments received from respondents in relation to these issues.
3. Of those in the community who had a view, a clear majority of approximately two to one were of the view that Council should not be doing more to address the needs of LGBTIQ+ residents. Metropolis Research suggests that this reflects community concern about the importance of an equality of service delivery to all residents, regardless of the gender identity or sexual preference.



Suggestions as to what Council should be doing more of to address LGBTIQ+ needs

The following table outlines the suggestions and responses from respondents as to what Council should be doing more of to address the needs of the LGBTIQ+ residents. A range of suggestions were made, with the most common relating to more awareness, and more activities, community events, and LGBTIQ+ events.

Aspects that Council should be doing more to address the needs of LGBTIQ+ residents
Nillumbik Shire Council - 2023 Annual Community Survey
(Number of responses)

Reason	Number
More awareness	10
More activities / community events / LGBTIQ+ events	8
Engaging with the primary and high schools	3
More advocacy	2
More outreach programs	3
More representation in the council	2
Acknowledgement	1
Being respectful of the community	1
Create a separate platform for voicing their opinion	1
Encourage diversity	1
Enforcing equality and prosecuting homophobic behaviour	1
Expression rights	1
Faith and outreach	1
Fire safety	1
Just more of what they're already doing, make sure all residents' feels safe	1
More active approach	1
More communication	1
More Council funded mental health program for the transgender community	1
More exposure on social media	1
More inclusive, promoting LGBTIQ+ days	1
Promote general inclusiveness	1
Promoting safe spaces and support and friendly spaces	1
Raising more awareness through school drives and community events	1
Safe spaces for LGBTIQ+ residents	1
School runs and publications in the newsletter to increase awareness	1
Somebody from the relevant group should be asked this for appropriate suggestions that actually reflects their opinions	1
They should employ more diverse people. They could diversify more	1
Toilets for the LGBTIQ+ community	1
Young councillors ensure that they have the representations involved in LGBTIQ+	1
Total	51



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 2023 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 2023 survey, with the metropolitan Melbourne average importance of 26 services and facilities, sourced from the *2023 Governing Melbourne* research conducted independently by Metropolis Research in January 2023.

The table provides the average importance score, as well as the 95% confidence interval around each average score.

The average importance of the 33 services and facilities was 8.53 out of 10, almost identical to the 2022 importance of 8.56.

The table also includes a comparison against the last three years' results.

As outlined at the right-hand side of the main table, there were nine services and facilities that were measurably more important than the average of all 33 services and facilities (8.53), including kerbside recycling, garbage collection, green waste collection, fire prevention works, sports ovals, services for seniors, hard rubbish collection, drains, and the maintenance and repair of sealed local roads.

There were five services and facilities that were measurably less important than the average of all 33 services and facilities (8.53), although it is important to bear in mind that all of these services and facilities were still very important to the community, with importance scores of 6.90 out of 10 or more.

These services included horse riding trails, the *Nillumbik News*, parking enforcement, arts and cultural events, programs, and activities, and street sweeping.



Nillumbik Shire Council – 2023 Annual Community Survey

Importance of selected Council services and facilities
Nillumbik Shire Council - 2023 Annual Community Survey
(Number and index score scale 0 - 10)

	Service/facility	Number	2023			2022	2021	2020	2023 Metro.*
			Lower	Mean	Upper				
Higher than average	Fortnightly kerbside recycling collection	498	9.08	9.17	9.26	9.18	9.48	9.29	9.28
	Fortnightly kerbside garbage collection	496	9.04	9.14	9.23	9.24	9.46	9.24	9.31
	Weekly kerbside green waste collection	479	8.99	9.09	9.20	9.07	9.40	9.18	8.97
	Fire prevention works	458	8.80	8.91	9.03	9.00	9.35	9.15	n.a.
	Sports ovals	443	8.75	8.85	8.96	8.81	9.07	8.61	8.86
	Services for seniors	358	8.71	8.85	8.99	9.04	9.21	8.69	9.08
	Hard rubbish collection	476	8.72	8.83	8.94	8.80	9.21	8.73	9.01
	Drains maintenance and repairs	480	8.71	8.82	8.92	8.72	9.14	9.02	8.96
	Maintenance & repairs of local sealed roads	492	8.69	8.81	8.92	8.72	9.37	9.12	8.94
Average importance	Services for children from birth to 5 years	372	8.64	8.79	8.94	9.10	9.17	8.64	8.93
	Services for youth	366	8.56	8.70	8.84	8.98	9.10	8.56	8.74
	Local library	443	8.56	8.69	8.82	8.60	9.06	8.67	8.98
	Footpath maintenance and repairs	473	8.56	8.69	8.81	8.73	9.23	9.03	8.97
	Litter collection in public areas	487	8.54	8.66	8.78	8.80	9.17	8.94	8.89
	Provision and maintenance of street trees	480	8.53	8.66	8.78	8.65	9.17	8.86	8.71
	Public toilets	431	8.51	8.63	8.76	8.73	8.97	8.44	8.86
	Support for local businesses	380	8.47	8.61	8.74	8.90	9.22	8.42	8.29
	Provision & maintenance of parks & gardens	484	8.49	8.61	8.73	8.78	9.31	9.00	8.90
	On and off road bike paths	429	8.47	8.60	8.72	8.69	9.18	8.34	8.71
	Education and Learning	407	8.43	8.56	8.69	8.77	9.04	8.44	n.a.
	Maintenance & cleaning of shopping strips	481	8.43	8.54	8.65	8.56	9.13	8.79	8.70
	Provision and maintenance of street lighting	473	8.40	8.53	8.66	8.72	9.27	9.04	8.80
	Local traffic management	466	8.38	8.51	8.64	8.48	9.21	8.93	8.78
	Grading of unsealed roads	448	8.36	8.51	8.66	8.47	8.81	8.38	n.a.
	Environmental programs and facilities	405	8.34	8.48	8.61	8.60	9.09	8.59	n.a.
	Aquatic and Leisure centres	412	8.27	8.42	8.57	8.60	9.02	8.50	8.85
	Council's website	444	8.12	8.27	8.43	8.39	9.00	8.54	8.64
	Animal management	443	8.09	8.25	8.40	8.18	8.90	8.68	8.44
	Street sweeping	451	8.02	8.19	8.37	7.92	8.95	8.76	8.67
Lower	Arts & cultural events, programs & activities	421	7.90	8.06	8.22	8.04	8.97	8.33	8.17^
	Parking enforcement	451	7.50	7.71	7.91	7.00	8.56	8.49	8.24
	Nillumbik News	421	7.33	7.55	7.77	7.55	8.57	8.42	7.65
	Horse riding trails	290	6.61	6.90	7.19	6.71	8.28	7.37	n.a.
Average importance			8.39	8.53	8.67	8.56	9.09	8.70	8.76

(*) 2023 metropolitan Melbourne average from Governing Melbourne

(^) is the average of "provision of public art" and "Council's festivals and events"



Changes in importance this year

There was some notable variation in the average importance of the 33 included services and facilities this year, with the average importance of 13 increased somewhat, the provision and maintenance of street trees remained stable, and the average importance of 19 declined somewhat.

Whilst most of these variations were relatively minor in nature, attention is drawn to the following:

- ***Somewhat more important in 2023 than in 2022*** – includes parking enforcement (up 10.1%), street sweeping (up 3.5%), and horse-riding trails (up 2.8%).
- ***Somewhat less important in 2023 than in 2022*** – includes services for children from birth to 5 years of age (down 3.4%), support for local business (down 3.3%), and services for youth (down 3.1%).

Comparison to the metropolitan Melbourne results

Of the 33 included services and facilities, 27 were included in the survey in a format that allowed for a comparison to the metropolitan Melbourne average satisfaction, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023, using the same door-to-door methodology.

Whilst most of these variations were less than three percent, attention is drawn to following variations of note:

- ***Somewhat more important in Nillumbik than the metro. Melbourne average*** – includes support for local business (3.8% more important in Nillumbik), and weekly kerbside green waste collection (1.4%).
- ***Somewhat less important in Nillumbik than the metro. Melbourne average*** – includes parking enforcement (6.5% less important in Nillumbik), street sweeping (5.5%), aquatic and leisure centres (4.9%), Council's website (4.35), provision and maintenance of parks and gardens (3.3%), local library (3.2%), footpath maintenance and repairs (3.1%), provision and maintenance of street lighting (3.1%), and local traffic management (3.0%).



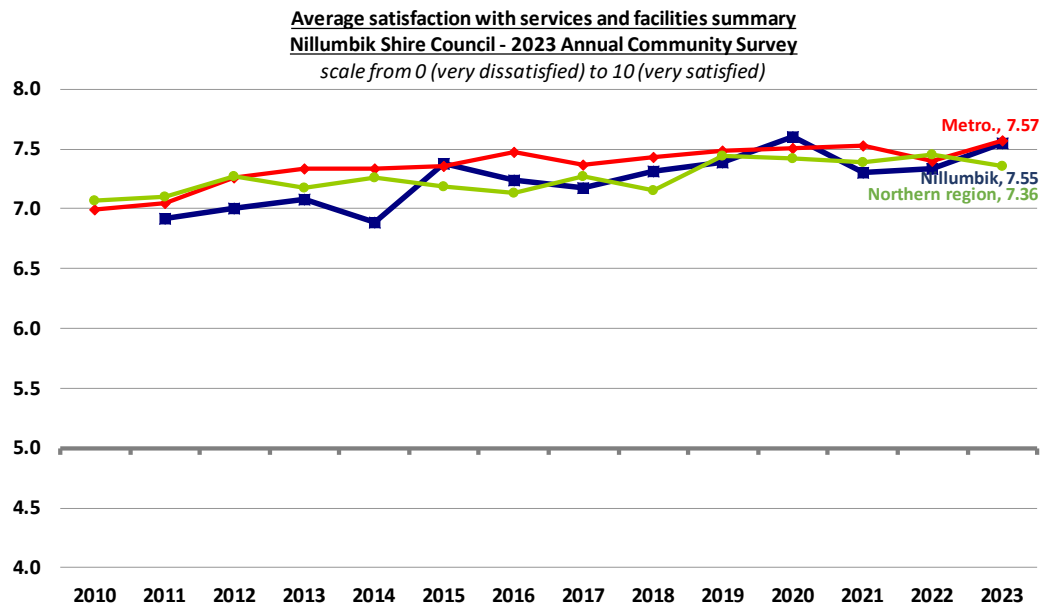
Satisfaction with Council services and facilities

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 7.55 out of 10, or a “very good” level of satisfaction.

This result was an increase of 2.9% on the 2022 average satisfaction of 7.34.

The average satisfaction with the 28 services and facilities that were included in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the same methodology was 7.57 out of 10, identical to the metropolitan Melbourne average, and somewhat higher than the northern region councils’ average of 7.36.



Metropolis Research notes that the average satisfaction with the range of services and facilities provided by Nillumbik Shire Council has trended higher over time, from a low of 6.92 back in 2011 to a high of 7.60 in 2020 (immediately prior to the pandemic).

The average satisfaction with these services over the first seven years of the survey program was 7.10 or “good”, whilst the average over the last six years (including the two pandemic years when the survey was conducted by telephone) was 7.42 or “very good”.

Of the 33 included services and facilities, seven recorded a satisfaction score that was measurably higher than the average of all 33 services and facilities (7.55), and eight recorded a measurably lower than average satisfaction score, as follows:



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- **Measurably higher than average satisfaction** – includes the local library, green waste collection, recycling collection, environmental programs and facilities, sports ovals including facilities and activities, aquatic and leisure centres, and garbage collection.
- **Measurably lower than average satisfaction** – includes public toilets, sealed local roads, street sweeping, grading of unsealed roads, local traffic management, drains, and fire prevention works.

Satisfaction with selected Council services and facilities
Nillumbik Shire Council - 2023 Annual Community Survey
(Number and index score scale 0 - 10)

	Service/facility	Number	2023			2022	2021	2020	2023 Metro.*
			Lower	Mean	Upper				
Higher than average	Local library	214	8.18	8.38	8.58	8.73	8.61	8.52	8.19
	Weekly kerbside green waste collection	466	8.15	8.31	8.46	8.26	8.30	8.40	8.21
	Fortnightly kerbside recycling collection	494	8.15	8.29	8.44	7.95	8.10	8.25	8.45
	Environmental programs and facilities	149	7.98	8.25	8.51	8.16	8.30	8.14	n.a.
	Sports ovals	258	8.03	8.20	8.37	8.34	8.00	8.26	7.91
	Aquatic and Leisure centres	203	7.95	8.17	8.39	8.18	7.79	8.20	7.80
Average satisfaction	Fortnightly kerbside garbage collection	489	7.96	8.13	8.29	7.86	8.03	8.08	8.52
	Services for children aged 0 to 5 years	93	7.68	8.01	8.34	8.34	8.21	8.41	8.05
	Education and Learning	118	7.63	7.89	8.14	8.09	7.82	8.27	n.a.
	Hard rubbish collection	336	7.64	7.85	8.05	7.82	7.74	7.78	8.14
	Support for local businesses	103	7.28	7.71	8.14	7.35	7.23	7.52	7.14
	On and off road bike paths	246	7.47	7.69	7.91	7.81	7.62	7.60	7.45
	Provision and maintenance of street lighting	464	7.51	7.68	7.85	7.64	7.48	7.54	7.64
	Council's website	292	7.49	7.67	7.85	7.12	7.13	7.80	7.62
	Arts & cultural events, programs & activities	172	7.40	7.62	7.84	7.77	7.63	7.94	7.63^
	Services for seniors	51	7.01	7.54	8.06	7.29	7.32	7.72	7.85
	Maintenance & cleaning of shopping strips	474	7.38	7.52	7.67	7.27	7.22	7.79	7.43
	Services for youth	63	7.08	7.52	7.95	7.40	6.71	7.53	7.57
	Provision & maintenance of parks & gardens	477	7.35	7.51	7.68	7.47	7.41	7.79	7.74
	Animal management	423	7.21	7.40	7.58	7.34	7.26	7.51	7.62
	Litter collection in public areas	477	7.22	7.39	7.55	7.03	6.98	7.50	7.30
	Nillumbik News	406	7.05	7.27	7.48	7.25	7.01	7.36	7.08
	Provision and maintenance of street trees	472	7.08	7.26	7.44	6.57	6.92	7.16	7.37
	Parking enforcement	427	6.95	7.16	7.37	6.25	6.88	7.25	7.11
Lower than average	Horse riding trails	36	6.37	7.12	7.86	7.61	7.49	7.92	n.a.
	Footpath maintenance and repairs	458	6.88	7.08	7.27	6.55	6.57	6.53	7.24
	Fire prevention works	419	6.85	7.07	7.28	6.22	6.68	6.88	n.a.
	Drains maintenance and repairs	463	6.80	7.01	7.21	6.29	6.32	6.91	7.50
	Local traffic management	466	6.81	7.00	7.20	6.44	6.55	6.85	7.31
	Grading of unsealed roads	417	6.75	6.95	7.14	6.21	6.39	6.96	n.a.
	Street sweeping	434	6.64	6.85	7.07	6.80	6.61	6.76	7.47
	Maintenance & repairs of local sealed roads	490	6.65	6.85	7.04	6.02	6.30	6.99	7.05
	Public toilets	200	6.52	6.80	7.09	6.67	6.30	6.58	6.39
	Average satisfaction		7.31	7.55	7.79	7.34	7.30	7.60	7.57

(*) 2023 metropolitan Melbourne average from Governing Melbourne

(^) is the average of "provision of public art" and "Council's festivals and events"



Changes in satisfaction this year

Of the 33 included services and facilities, the average satisfaction with 25 increased, whilst satisfaction with eight declined, with attention drawn to the following notable changes this year:

- **Notable increase in satisfaction this year** – includes parking enforcement (up 14.5%), sealed local roads (up 13.8%), fire prevention works (up 13.6%), grading of unsealed local roads (up 11.8%), drains (up 11.4%), street trees (up 10.4%), local traffic management (up 8.7%), footpaths (up 8.1%), Council's website (up 7.8%), litter collection in public areas (up 5.1%), support for local business (up 4.9%), recycling collection (up 4.4%), garbage collection (up 3.55), maintenance and cleaning of shopping strips (up 3.5%), and services for seniors (up 3.3%).
- **Notable decrease in satisfaction this year** – includes horse-riding trails (down 6.5%), local library (down 4.1%), and services for children aged 0 to 5 years (down 3.9%).

Comparison to the metropolitan Melbourne results

Of the 33 included services and facilities, 27 were included in the survey in a format that allowed for a comparison to the metropolitan Melbourne average satisfaction, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023, using the same door-to-door methodology.

Whilst most of these variations were less than three percent, attention is drawn to following variations of note:

- **Notably higher satisfaction in Nillumbik Shire than metro. Melbourne average** – includes support for local business (8.0% higher satisfaction in Nillumbik), public toilets (6.5%), aquatic and leisure centres (4.8%), sports ovals (3.6%), and on and off-road bike paths (3.2%).
- **Notably lower satisfaction in Nillumbik Shire than metro. Melbourne average** – includes street sweeping (8.2% lower satisfaction in Nillumbik), drains (6.6%), garbage collection (4.6%), local traffic management (4.2%), services for seniors (4.0%), and hard rubbish collection (3.6%).

Raw satisfaction / dissatisfaction percentages

The following graph provides a breakdown of these results into the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more), 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 at least half of the respondents providing a score were “very satisfied” with 24 of the 33 services and facilities.



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There were six services and facilities with which approximately three-quarters or more of the respondents providing a score were “very satisfied”, including the local library, recycling collection, green waste collection, aquatic and leisure centers, sports ovals including facilities and activities, and environmental programs and facilities.

By contrast, there were nine services and facilities with which more than 10% of respondents providing a score were “dissatisfied”, including horse-riding trails, public toilets, sealed local roads, drains, street sweeping, grading of unsealed local roads, local traffic management, fire prevention works, and footpaths.

Satisfaction with selected Council services and facilities
Nillumbik Shire Council - 2023 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	2.5%	14.7%	82.8%	3	217
Fortnightly kerbside recycling collection	2.9%	19.9%	77.2%	8	502
Weekly kerbside green waste collection	3.6%	20.2%	76.3%	36	502
Aquatic and Leisure centres	2.7%	21.3%	76.0%	1	204
Sports ovals	1.3%	23.5%	75.2%	1	259
Environmental programs and facilities	3.0%	23.5%	73.5%	2	151
Fortnightly kerbside garbage collection	4.7%	23.2%	72.1%	13	502
Support for local businesses	8.6%	21.4%	70.0%	1	104
Services for children aged 0 to 5 years	2.7%	27.7%	69.6%	1	94
Hard rubbish collection	6.0%	28.1%	65.9%	0	336
Services for youth	7.5%	26.9%	65.6%	3	65
Education and Learning	2.4%	32.1%	65.5%	3	121
Services for seniors	5.5%	30.1%	64.4%	2	52
Council's website	3.3%	33.3%	63.4%	3	295
Provision and maintenance of street lighting	4.6%	32.6%	62.8%	38	502
On and off road bike paths	5.7%	33.0%	61.3%	4	250
Arts & cultural events, programs and activities	3.6%	36.5%	59.9%	3	175
Provision and maintenance of parks and gardens	5.9%	37.3%	56.7%	25	502
Maintenance and cleaning of shopping strips	4.7%	39.5%	55.8%	28	502
Animal management	7.3%	36.9%	55.8%	79	502
Horse riding trails	15.1%	29.1%	55.8%	1	38
Litter collection in public areas	7.6%	38.2%	54.2%	25	502
Nillumbik News	7.1%	39.4%	53.5%	96	502
Parking enforcement	9.1%	40.0%	50.9%	75	502
Drains maintenance and repairs	12.3%	38.1%	49.6%	39	502
Provision and maintenance of street trees	7.6%	44.0%	48.4%	30	502
Fire prevention works	10.7%	41.8%	47.5%	83	502
Maintenance and repairs of local sealed roads	13.1%	39.5%	47.4%	12	502
Footpath maintenance and repairs	10.5%	42.7%	46.8%	44	502
Local traffic management	11.0%	42.4%	46.6%	36	502
Grading of unsealed roads	11.1%	43.1%	45.8%	85	502
Street sweeping	11.9%	43.2%	44.9%	68	502
Public toilets	13.1%	45.3%	41.6%	2	202

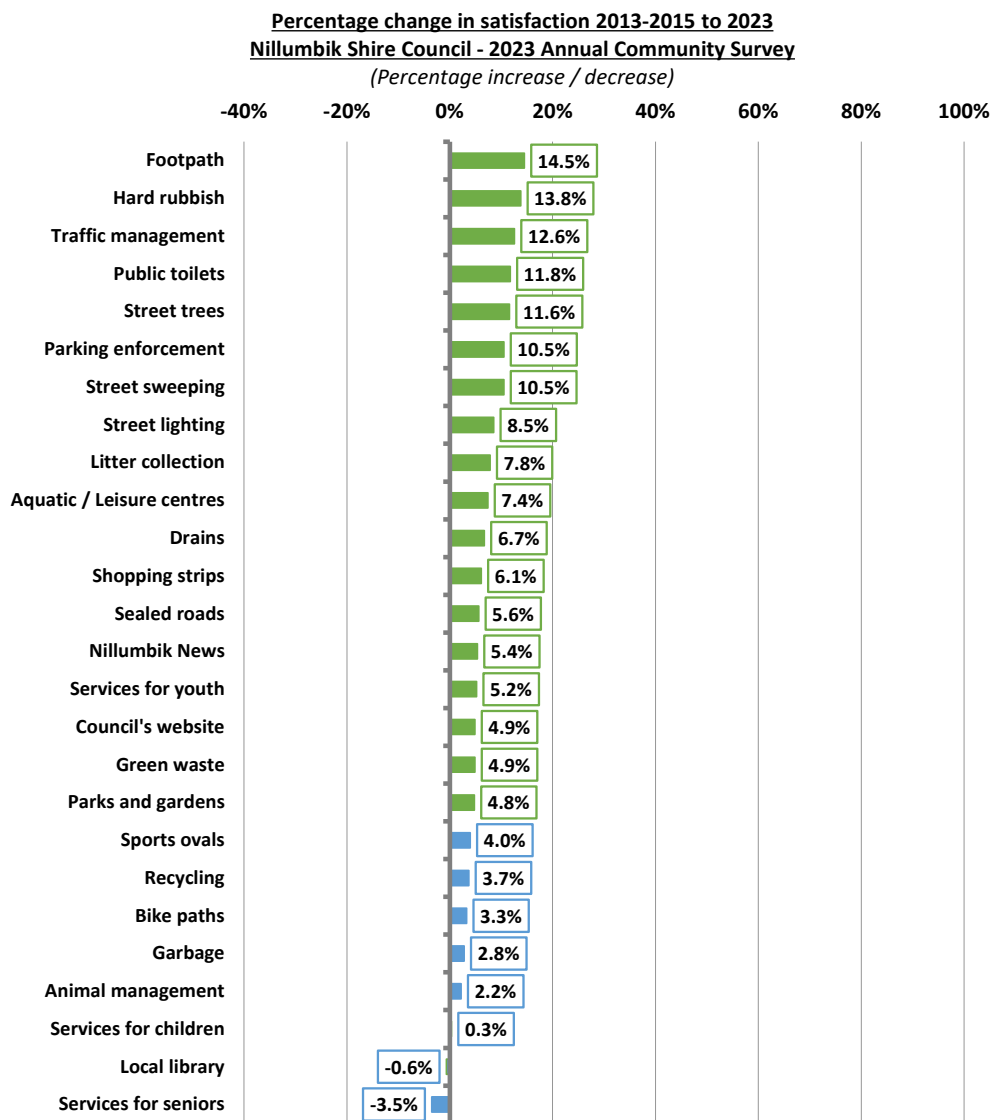


Change in satisfaction over the last 10 years

The following graph provides the percentage change in satisfaction with services and facilities over the 10 years from an average of 2013 to 2015 against the 2023 result (a 10-year average).

There were statistically significant increases in satisfaction for footpaths, hard rubbish collection, local traffic management, public toilets, street trees, parking enforcement, street sweeping, street lighting, litter collection in public areas, aquatic and leisure centres, drains, the maintenance and cleaning of shopping strips, and sealed local roads.

None of the listed services and facilities recorded a statistically significant or notable decline.



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 (8.76) and satisfaction (7.57) with Council services and facilities as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.

Services located in the top right-hand quadrant were more important than average and have received higher than average satisfaction.

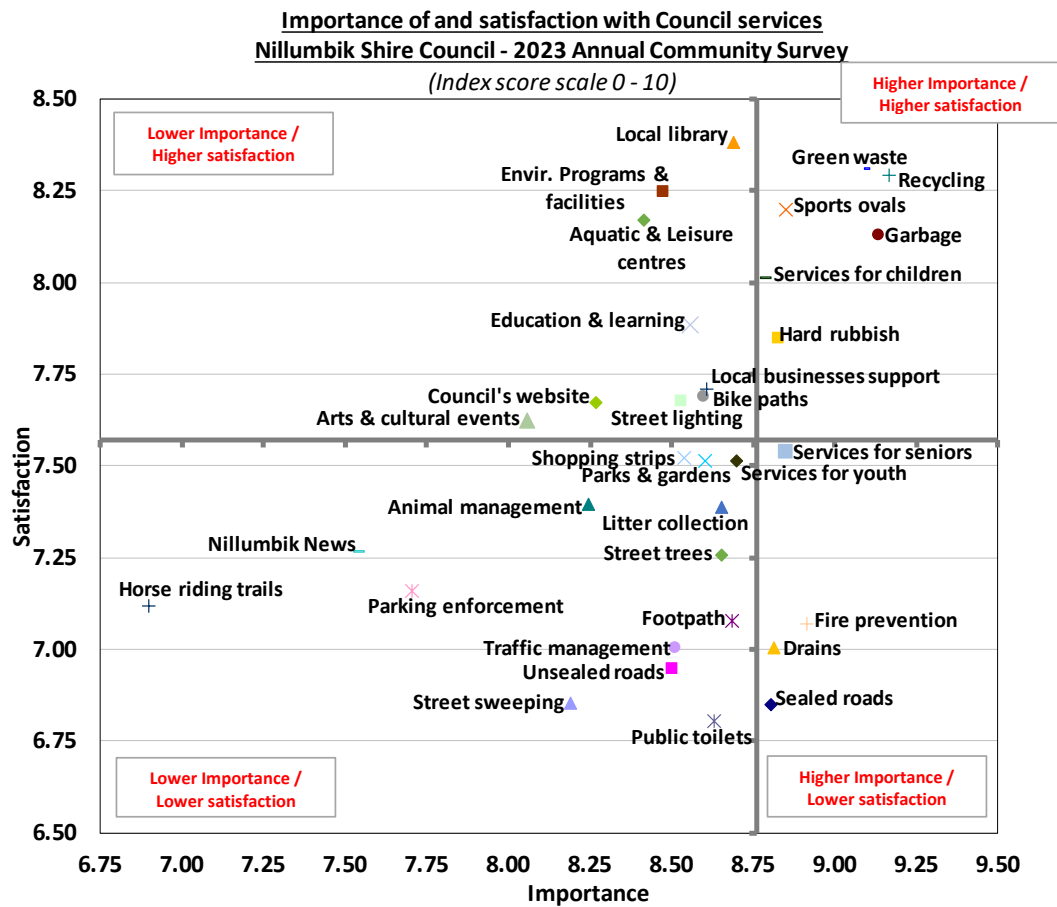
The services and facilities in the lower right-hand quadrant were those that were more important than average, but with which respondents were less satisfied than average. This quadrant represents the services and facilities of most concern.

Metropolis Research notes that most of the Nillumbik services and facilities reported a lower importance score than the metropolitan Melbourne average, whilst satisfaction with services and facilities was more evenly distributed both above and below the metropolitan Melbourne average.

Some key points to note from these results this year:

- ***Kerbside collection services*** – these were all higher-than-average importance and received higher than average satisfaction scores.
- ***Community services*** – these were all average or 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, with the Nillumbik News recording a notably lower than average satisfaction score.
- ***Parking enforcement*** – was of measurably lower than average importance and received a lower-than-average satisfaction score.
- ***Horse-riding trails*** – this was of measurably lower than average importance and received a notably lower than average satisfaction score this year, reflecting the significant drop in satisfaction recorded this year.
- ***Services and facilities of most concern*** – these include both sealed and unsealed roads, drains, fire prevention works, traffic management, street sweeping, and footpaths.





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.



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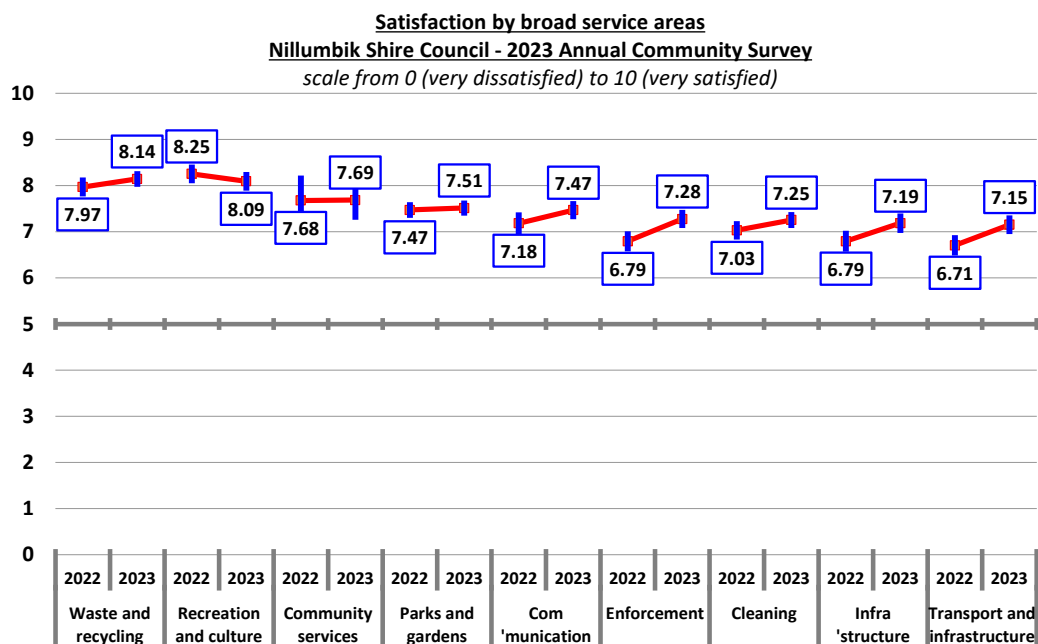
- **Communications** – includes the *Nillumbik News*, and the Council's website.
- **Cleaning** – includes street sweeping, litter collection in public areas, and maintenance and cleaning of shopping strips.
- **Transport infrastructure** – includes the maintenance and repairs of local sealed roads, 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.

Satisfaction with eight of the nine broad service areas increased at least a little this year, with only enforcement increasing by a statistically significant degree (up 7.2%).

Recreation and culture services was the only broad service area to record a marginally lower satisfaction score this year, down 1.9%, although it remains at an “excellent” level.

Satisfaction with these broad service areas can best be summarised as follows:

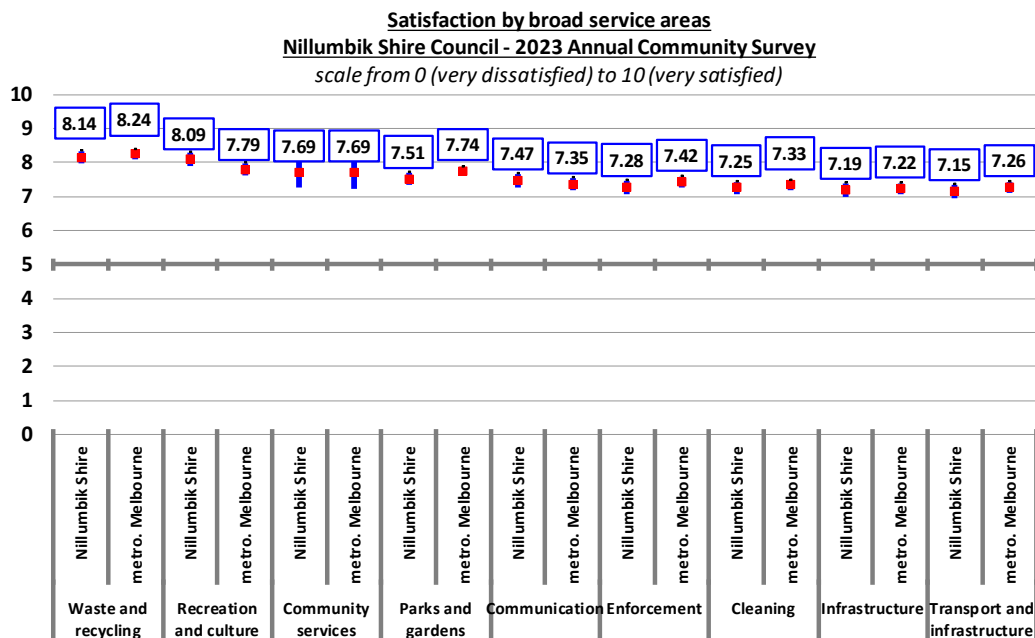
- **Excellent** – for waste and recycling, and recreation and culture.
- **Very Good** – for community services, parks and gardens, communication, enforcement, and cleaning.
- **Good** – for infrastructure, and transport infrastructure.



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 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023, using the identical methodology.

Of the nine broad service areas, satisfaction with two (recreation and culture, and communication) was marginally higher than the metropolitan Melbourne average, satisfaction with community services was identical to the metropolitan Melbourne average, whilst satisfaction with waste and recycling, parks and gardens, enforcement, cleaning, infrastructure, and transport infrastructure was marginally lower.

Metropolis Research notes that none of the nine broad service areas recorded a statistically significant variation in satisfaction for the Nillumbik Shire compared to the metropolitan Melbourne average.

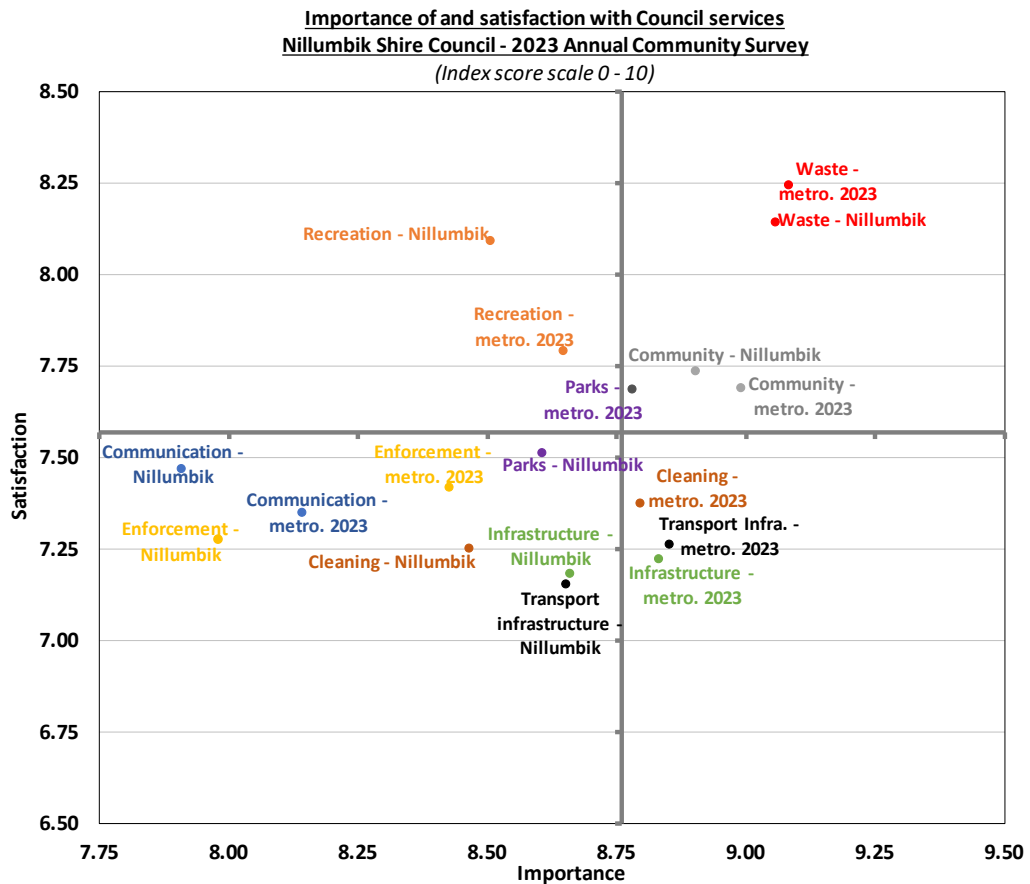


The following graph provides a comparison of the average importance of and satisfaction with the nine broad service areas between the Nillumbik Shire and the metropolitan Melbourne average.

Attention is drawn to the higher satisfaction with recreation and culture for the Nillumbik Shire and the notably lower than average importance for enforcement (largely parking enforcement) for the Nillumbik Shire.



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Satisfaction by Council department

The 33 included Council services and facilities have been broken down by Council department:

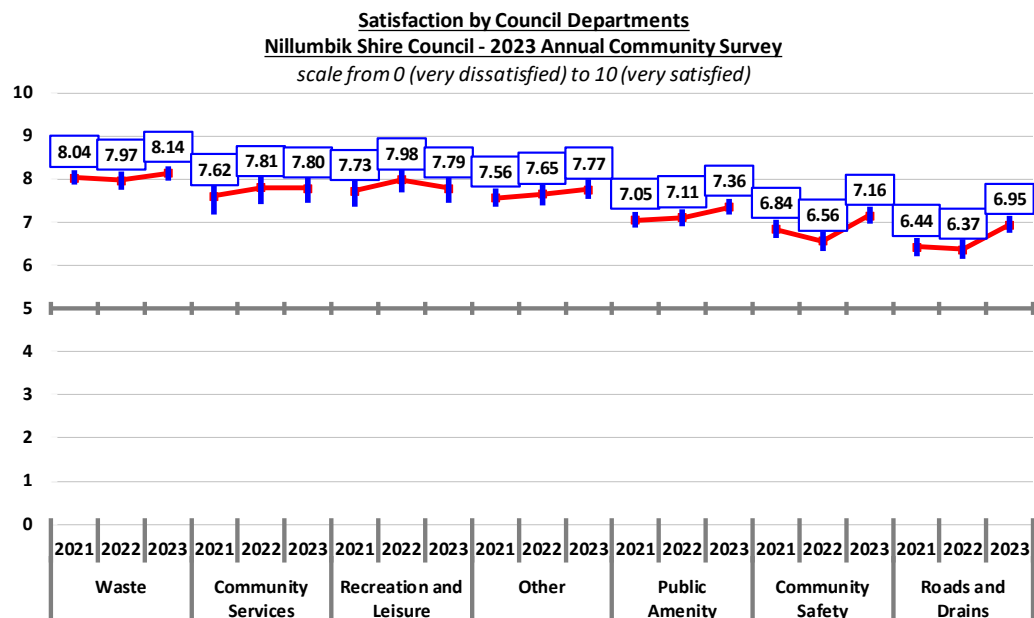
- **Roads and Drains** – includes the maintenance and repairs of local sealed roads, the grading of unsealed roads, drains maintenance and repairs, street sweeping, and footpath maintenance and repairs.
- **Waste** – includes the fortnightly kerbside garbage collection, fortnightly kerbside recycling 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.

The average satisfaction with five of the seven department group services and facilities improved somewhat this year, whilst satisfaction with two declined marginally.

Attention is drawn to the statistically significant increase in satisfaction with community safety (up 9.1%) and roads and drains (up 9.1%).



Roads and Drains

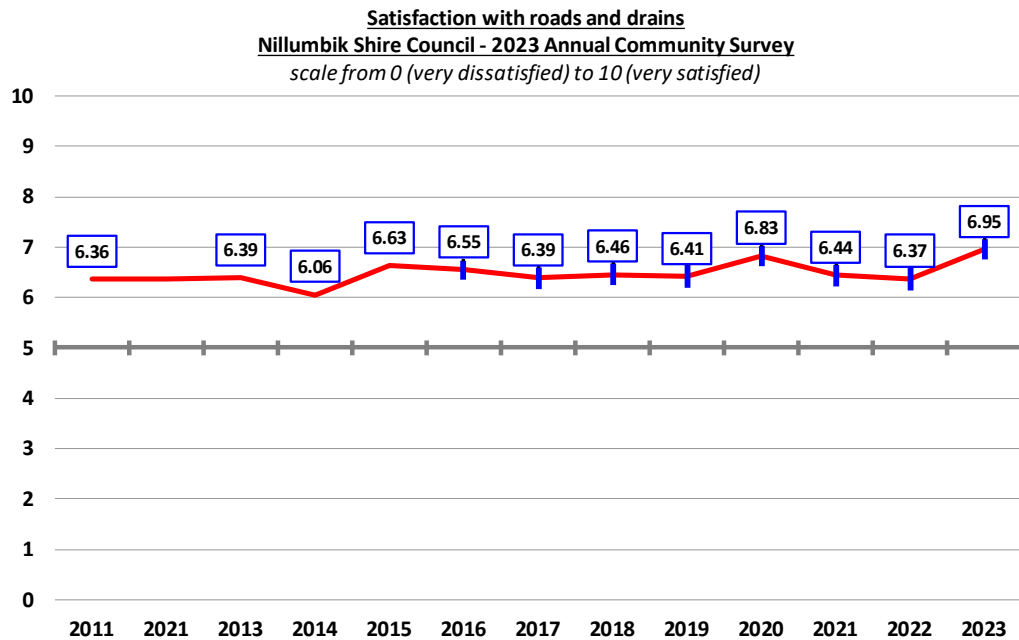
There were five roads and drains services and facilities included in the 2023 survey, including the maintenance and repair of sealed local roads, grading of unsealed local roads, drains maintenance and repair, street sweeping, and footpath maintenance and repairs.

The average satisfaction with these five services and facilities increased measurably this year, up 9.1% to 6.95, which is a “good”, up from a “solid” level of satisfaction.



Nillumbik Shire Council – 2023 Annual Community Survey

This was the highest average satisfaction with roads and drains observed since the program commenced in 2011 and was above the long-term average satisfaction since 2011 of 6.48.



The following graph provides a crosstabulation of the average importance of and satisfaction with each of these five services and facilities, with a comparison to the metropolitan Melbourne average (where available), from the *Governing Melbourne* research, conducted independently by Metropolis Research in January 2023, using the same door-to-door methodology.

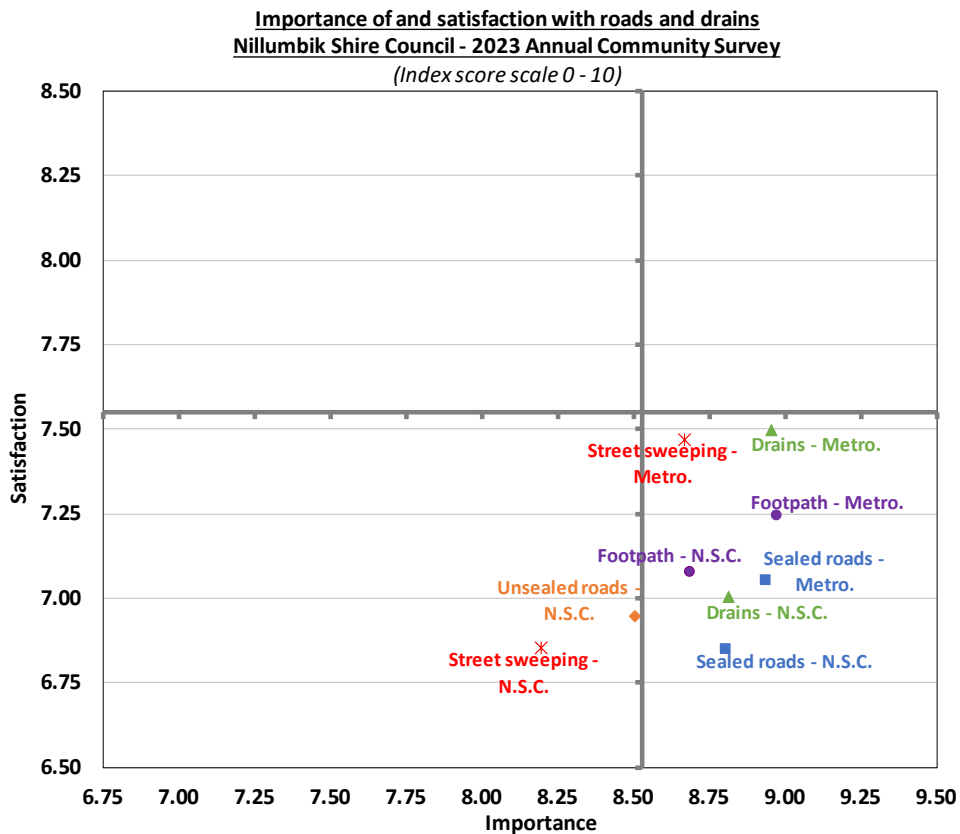
Four of the five roads and drains services and facilities were of higher-than-average importance but received lower-than-average satisfaction scores.

It is noted that street sweeping was of marginally lower-than-average importance, but also received a measurably lower than average satisfaction score.

This does suggest that the roads and drains services and facilities remained services of concern, where the community considers them more important than average, but are less satisfied than the average of all services and facilities (7.55).

Metropolis Research also notes that satisfaction with the four of five services that were in *Governing Melbourne* was lower than the metropolitan Melbourne average.





Maintenance and repair of sealed local roads

The maintenance and repair of sealed local roads was the 9th most important of the 33 included services and facilities, with an average importance of 8.81 out of 10.

This was one of nine services and facilities to be measurably more important than the average of all 31 services and facilities (8.53).

Satisfaction with the maintenance and repair of sealed local roads increased measurably and significantly this year, up 13.8% to 6.85, which is a “good”, up from a “solid” level of satisfaction.

This was the second highest satisfaction score for these services recorded over the life of the survey program, and in the view of Metropolis Research, is likely to be somewhat of an outlier result.

This result was measurably above the long-term average satisfaction since 2011 of 6.50.

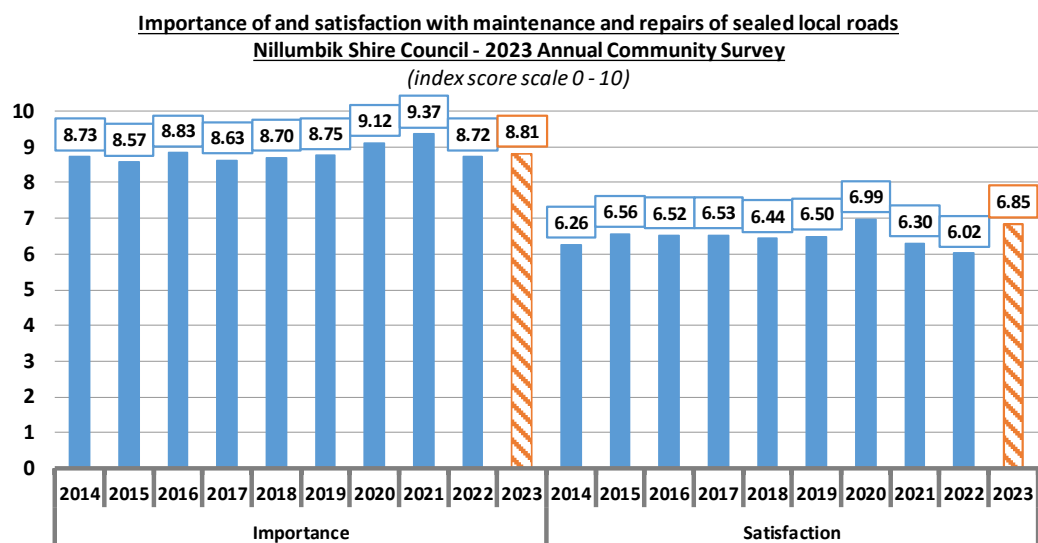


Nillumbik Shire Council – 2023 Annual Community Survey

Despite the significant increase in satisfaction recorded this year, this result still ranks the maintenance and repair of sealed local roads 32nd in terms of satisfaction, and one of eight to record a satisfaction score measurably lower than the average of all 33 services and facilities (7.55).

This result was comprised of 46.8% “very satisfied” and 13.1% “dissatisfied” respondents, based on a total sample of 490 of the 502 respondents.

By way of comparison, this result was marginally, but not measurably lower than the metropolitan Melbourne average satisfaction with the “maintenance and repair of sealed local roads” of 7.05, as recorded in the 2023 Governing Melbourne research conducted independently by Metropolis Research.

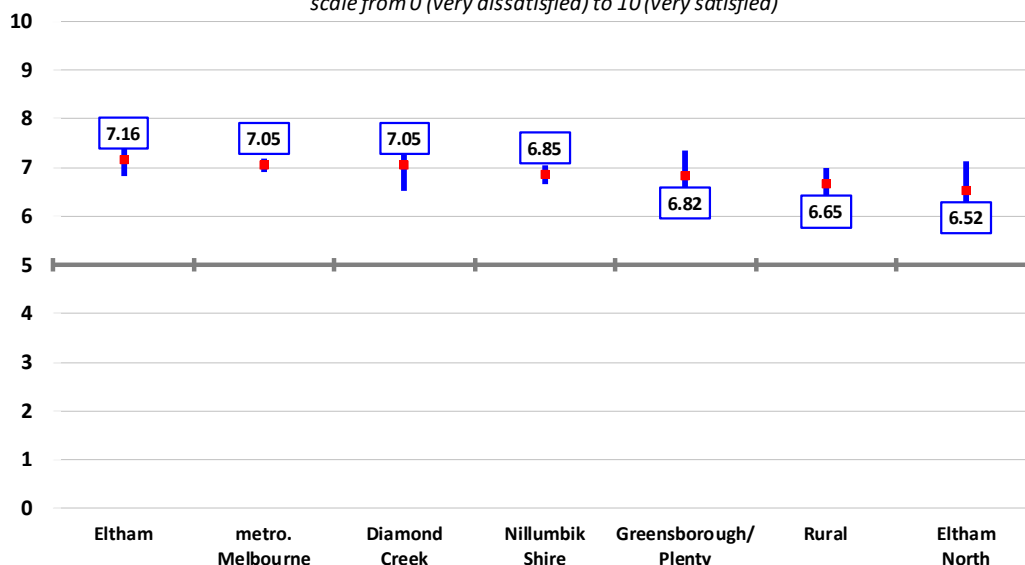


There was no statistically significant variation in satisfaction with the maintenance and repair of sealed local roads observed across the municipality, with respondents in all five precincts rating satisfaction at “good” levels of satisfaction this year.

It is noted, however, that respondents from the rural precinct and Eltham North rated satisfaction marginally lower than the municipal average.



Maintenance and repairs of local sealed roads by precinct
Nillumbik Shire Council - 2023 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



The following table displays the reasons why respondents were “dissatisfied” with the maintenance and repair of sealed local roads. Consistent with previous years, the most common reasons for dissatisfaction were related to perceived poor quality of roads, such as potholes, bumpy roads, and similar issues.

Reasons for dissatisfaction with maintenance and repairs of sealed local roads
Nillumbik Shire Council - 2023 Annual Community Survey
(Number of responses)

Response	Number
<i>Condition of the roads</i>	
Potholes	16
Lots of bumps	4
Roads are in terrible condition	2
After storms they are a lot of potholes on research Warren Bay Road	1
Many potholes on Research Road	1
North Oakland has too many bumps and potholes. The road is also too narrow and sometimes people drive on the side of the road and there are ditches there which makes it dangerous	1
Potholes and dirt roads	1
Potholes everywhere and no maintenance	1
potholes, no sweeping of roads	1
Roads around the city centre are chipped and uneven	1
Research Warrandyte road has some potholes, need to be fixed.	1
Some roads not great.	1



Nillumbik Shire Council – 2023 Annual Community Survey

The road I live in is very busy but there are many potholes and it's Eltham Yarra Glen roads. It's maintained shockingly poor.	1
The roads are pretty 'shit' right now they need to step up their game	1
The roads around here in North Warrandyte are shocking	1
The roads in St Andrews area are of poor quality	1
The Windy Mile surface is terrible.	1
Uneven from one area to the next within the community	1
Windy Mile is patched and there are potholes all over it, needs maintenance and repairs	1
Total	38
<i>Road maintenance</i>	
Council doesn't maintain roads / insufficient / poor maintenance	8
I don't think they do it often enough	1
Not enough money being spent on the roads and too much money on useless projects	1
Roads in Arthurs Creek need some repairs	1
They are not very consistent in doing things	1
They didn't do anything	1
They don't maintain Brinkkott Road, it's dusty	1
Total	14
<i>Non sealed / dirt roads</i>	
All The dirt roads are only maintained once a year.	1
I live on a dirt road and it is poorly maintained	1
Total	2
<i>Other</i>	
Council clearly doesn't care or bother with maintaining satisfactory service standards	1
Council said we live in a private road, but it's used by everyone - Edinburgh Road.	1
Haven't heard back from council when complained about the roads.	1
It is ignored completely	1
Lot of them with no marking	1
Reasonable	1
Serious drainage problems	1
The road isn't wide enough and causes traffic on Silver Street	1
The work keeps going on and on and hasn't finished	1
There was the digging in the road and damaged my car	1
Total	10
Total comments	64



Grading of unsealed local roads

The grading of unsealed local roads was the 24th most important of the 33 included services and facilities, with an average importance of 8.51 out of 10. It is noted that the importance of these services has marginally increased over time.

Satisfaction with the grading of unsealed local roads increased measurably and significantly this year, up 11.9% to 6.95 out of 10, which is a “good”, up from a “solid” level of satisfaction.

This was the second highest satisfaction score for these services recorded since it was first included in the survey program back in 2019 and was measurably higher than the long-term average satisfaction since 2019 of 6.48.

The satisfaction with the grading of unsealed local roads has certainly been significantly more variable from year to year than most of the other services included in the survey. This does make interpretation of this result somewhat more difficult.

Metropolis Research notes the variability in satisfaction and suggests that this variability may result from external factors, including potentially weather, or other factors. The comments received from “dissatisfied” respondents was consistent with previous years, referring to a perceived lack of maintenance and several comments about perceived poor quality of grading.

The comments, naturally, do not provide any insight into why satisfaction increased so strongly this year, although it is noted that satisfaction was rated “good” to “very good” by respondents in the urban precincts, but only “solid” by respondents from the rural precinct.

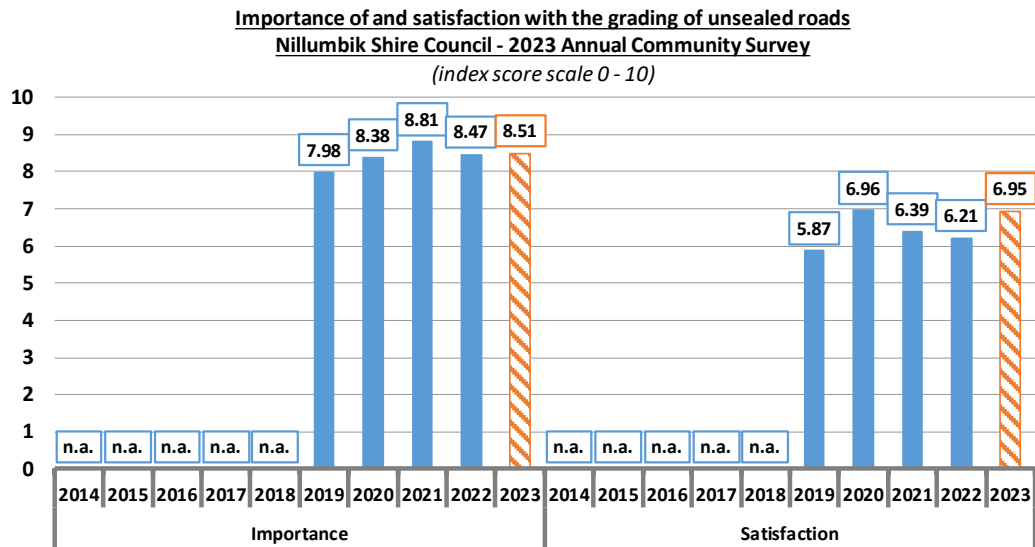
Despite the significant increase in satisfaction recorded this year, this result ranks the grading of unsealed local roads 30th in terms of satisfaction, and one of eight to record a satisfaction score measurably lower than the average of all 33 services and facilities (7.55).

This result was comprised of 45.8% “very satisfied” and 11.1% “dissatisfied” respondents, based on a total sample of 417 of the 502 respondents.

This service was not included in the *Governing Melbourne research* conducted independently by Metropolis Research, and therefore no comparison results are available.

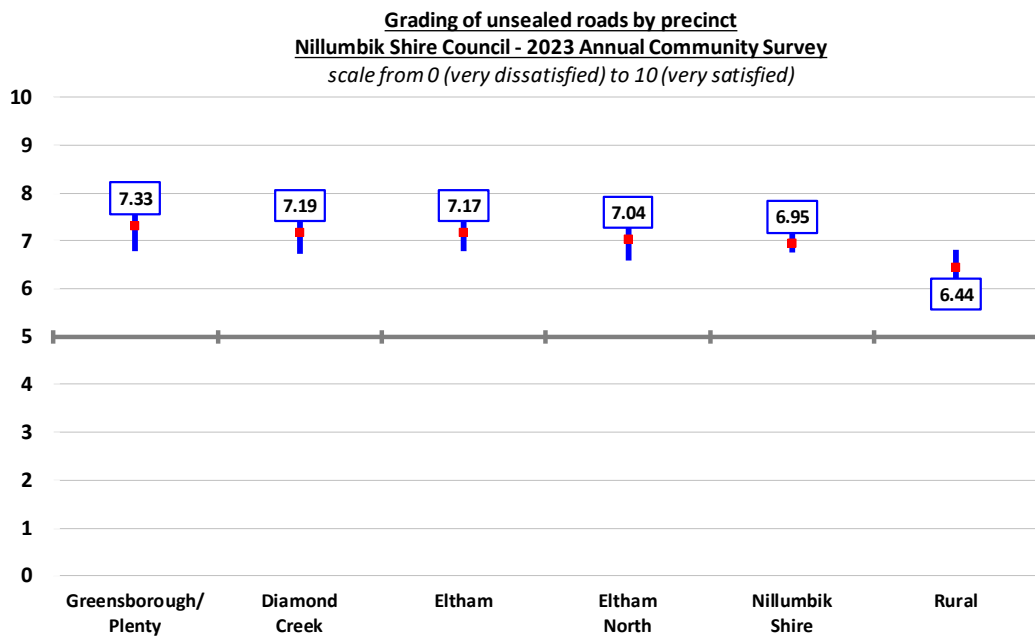


Nillumbik Shire Council – 2023 Annual Community Survey



There was measurable and significant variation in satisfaction with the grading of unsealed local roads observed across the municipality, as follows:

- **Greensborough / Plenty** – respondents were somewhat more satisfied than average and at a “very good” level of satisfaction.
- **Rural precinct** – respondents were measurably and significantly less satisfied than average and at a “solid” rather than a “good” level of satisfaction.



The following table displays the comments received from respondents who were “dissatisfied” with the grading of unsealed local roads.

As expected, most of these comments relate to a perceived lack of maintenance, or too infrequent maintenance of these roads.

Reasons for dissatisfaction with grading of unsealed local roads
Nillumbik Shire Council - 2023 Annual Community Survey
(Number of responses)

Response	Number
Lack of maintenance / not often enough / frequency	8
Poor quality roads with potholes	2
Bad quality roads	1
Bumps and potholes everywhere	1
Fixing up the potholes	1
Grading of unsealed roads is bad	1
I've got potholes, non-local traffic, huge dust hazard, choked with dust	1
I live on a dirt road, and it is poorly maintained	1
It's just a temporary fix.	1
Smaller roads are pretty c**p	1
Some newly done parts looks cheaply done	1
Some roads have deep potholes and hard to navigate	1
The dirt flies away and it runs everything	1
The grader sits there and does nothing, only does something if someone complains	1
There are rough unsealed roads	1
They graded only one house and left everything else, Howell ct.	1
Too many potholes	1
Council clearly doesn't care enough or bother with maintaining satisfactory standards of any services)	1
Average quality on main roads	1
They are *** and don't listen	1
They could do with a lot of upgrades through the main road through town lots of cracks and potholes	1
Total	29



Drains maintenance and repairs

Drains maintenance and repairs was the 8th most important of the 33 included services and facilities, with an average importance of 8.82 out of 10.

This was one of nine services and facilities that were measurably more important than the average of all 33 services and facilities (8.53).

Satisfaction with drains maintenance and repairs increased measurably and significantly this year, up 11.5% to 7.01, which is a “good”, up from a “solid” level of satisfaction.

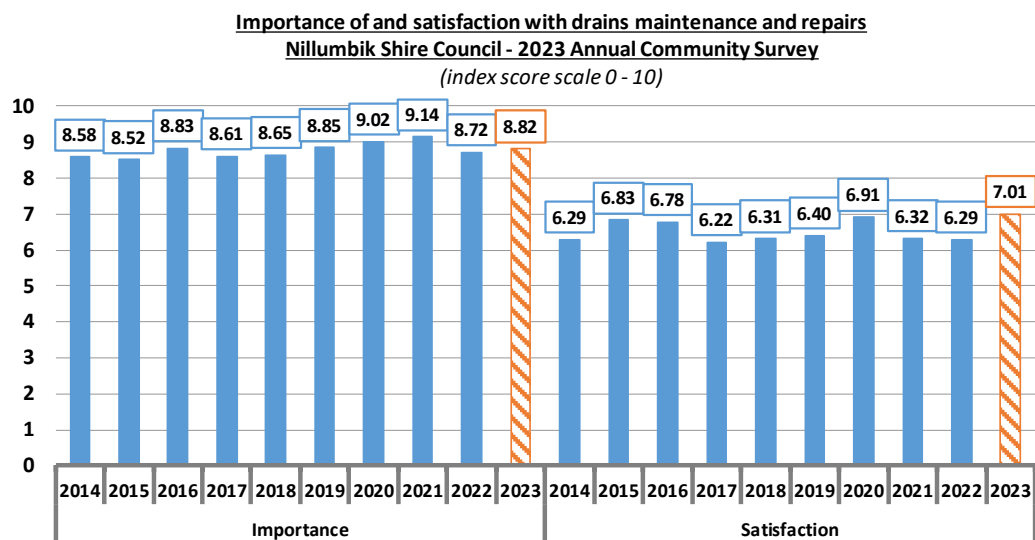
This was the highest satisfaction score for drains maintenance and repairs recorded since the survey program commenced in 2011.

Despite this increase, satisfaction with drains maintenance and repairs remains below the long-term average satisfaction since 2011 of 6.53.

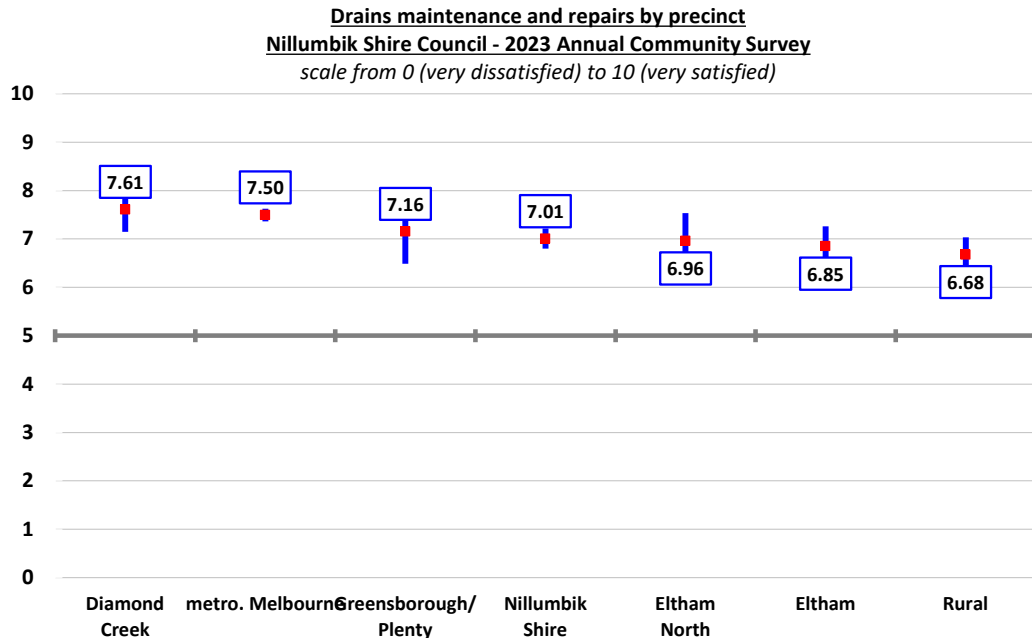
Metropolis Research notes the lower-than-average scores recorded over the last two years, and that the increase this year more than recovered the lost ground.

Despite the significant increase in satisfaction recorded this year, this result still only ranks drains maintenance and repairs 28th in terms of satisfaction and remains one of eight services and facilities to record a satisfaction score measurably lower than the average of all 33 services and facilities (7.55).

This result was comprised of 49.6% “very satisfied” and 12.3% “dissatisfied” respondents, based on a total sample of 463 of the 502 respondents.



Whilst there was no statistically significant variation in satisfaction with drains maintenance and repair observed across the municipality, it is noted that respondents from Diamond Creek rated satisfaction somewhat higher and at a “very good” level, whilst respondents from the rural precinct rated satisfaction somewhat lower than average, although still at a “good” level.



The following table displays the reasons why respondents were “dissatisfied” with drains maintenance and repairs.

Consistent with results reported in previous years, the most common reason why respondents were “dissatisfied” with drains maintenance and repairs related to concerns around blockages and flooding and a perceived lack of adequate cleaning and maintenance.

Reasons for dissatisfaction with drains maintenance and repairs
Nillumbik Shire Council - 2023 Annual Community Survey
(Number of responses)

Response	Number
<i>Maintenance and repairs</i>	
Don't ever seen any drain maintenance	7
Maintenance	6
Drains are pain and need to be maintained	1
Gutters need to be cleaned in Yarrambat area	1
Need to maintain regularly and more often	1
No maintenance, drains always overflow after rain, shoulders often not graded	1



Nillumbik Shire Council – 2023 Annual Community Survey

They need to be cleaned out more regularly.	1
Not maintained around the Yan Yean road which make it clogged during rainfalls.	1
The drains should be maintained properly at intersection of River Ave and Amaroo PL	1
Total	20
<i>Flooding / clogged drains</i>	
A lot of tree debris / flooding from tree debris	4
Flooding	4
Blocked drains	3
Always flooding from trees shedding	1
They get blocked and not maintained well on the Main road of research	1
Drains on Bradley's lane are often blocked	1
Drains block and wash all dirt to bottom of Youngs Rd	1
Drains block up and there is no maintenance as council people come very rarely.	1
Every time it rains hard, it floods. I've sent photos numerous times of road being under water and it takes time. We have asked for sealed road numerous times but zero	1
Gravel gets into the drains and blocks them	1
I think many of them are not cleaned properly, they are blocked usually by leaves and it's the worst during heavy rains.	1
Lots of water through here, the drain is blocked	1
Our driveway was flooded after heavy rains on silver street	1
So many trees around here and there are branches that block the drains and the Council does not properly clean them	1
Streets get flooded during rain as the maintenance of the branches of the trees are poor	1
Too many leaves blocking drains, no one cleans them	1
We've got holes in the drain that goes onto Brinkkott Road	1
Total	25
<i>Other</i>	
It is rubbish	1
Too slow for something that is an emergency	1
Council clearly doesn't care enough or bother with maintaining satisfactory standards of services	1
Total	3
Total comments	48



Street sweeping

Street sweeping was the 29th most important of the 33 included services and facilities, with an average importance of 8.19 out of 10. This was one of five that were measurably less important than the average of all 33 services and facilities (8.53).

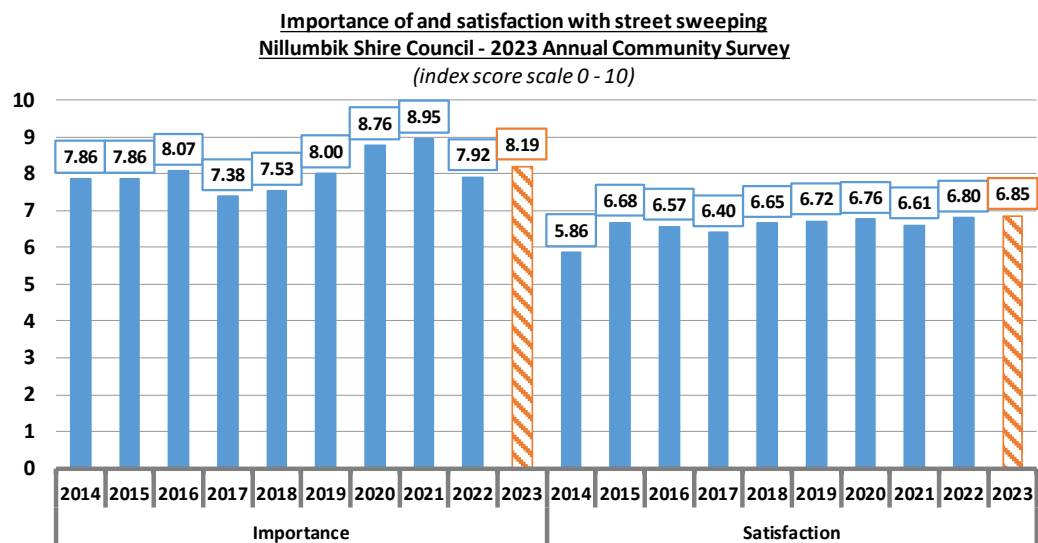
Satisfaction with street sweeping remained essentially stable this year, up less than one percent to 6.85, which remains a “good” level of satisfaction.

Satisfaction with street sweeping has increased marginally over time, with the 2023 result the highest satisfaction score recorded for street sweeping since the program commenced in 2011.

This result was above the long-term average satisfaction since 2011 of 6.53.

This result was comprised of 44.9% “very satisfied” and 11.9% “dissatisfied” respondents, based on a total sample of 434 of the 502 respondents.

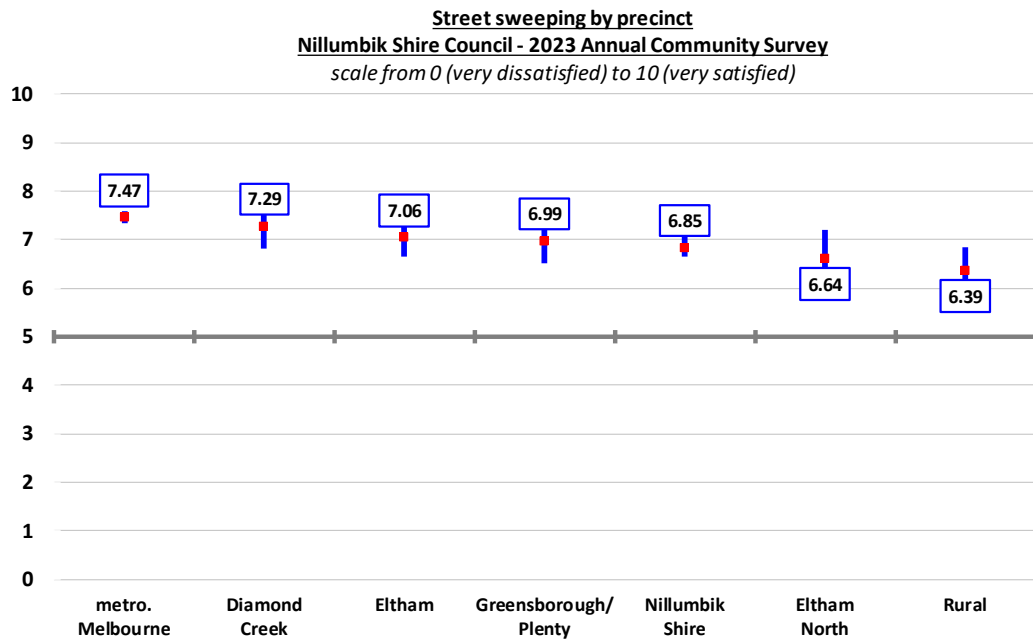
By way of comparison, this result was measurably and significantly lower than the metropolitan Melbourne average satisfaction with “street sweeping” of 7.47, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



There was no statistically significant variation in satisfaction with street sweeping observed across the municipality.

It is noted, however, that respondents from Diamond Creek were somewhat more satisfied than average and at a “very good” level, whilst respondents from the rural precinct were somewhat less satisfied and at a “solid” rather than a “good” level of satisfaction.





Footpath maintenance and repairs

Footpath maintenance and repairs was the 13th most important of the 33 included services and facilities, with an average importance of 8.69 out of 10.

Satisfaction with footpath maintenance and repairs increased measurably this year, up 8.1% to 7.08, although it remains at a “good” level.

This 2023 satisfaction score was measurably above the long-term average satisfaction since 2011 of 6.44, and the first year to record a break-out level of satisfaction.

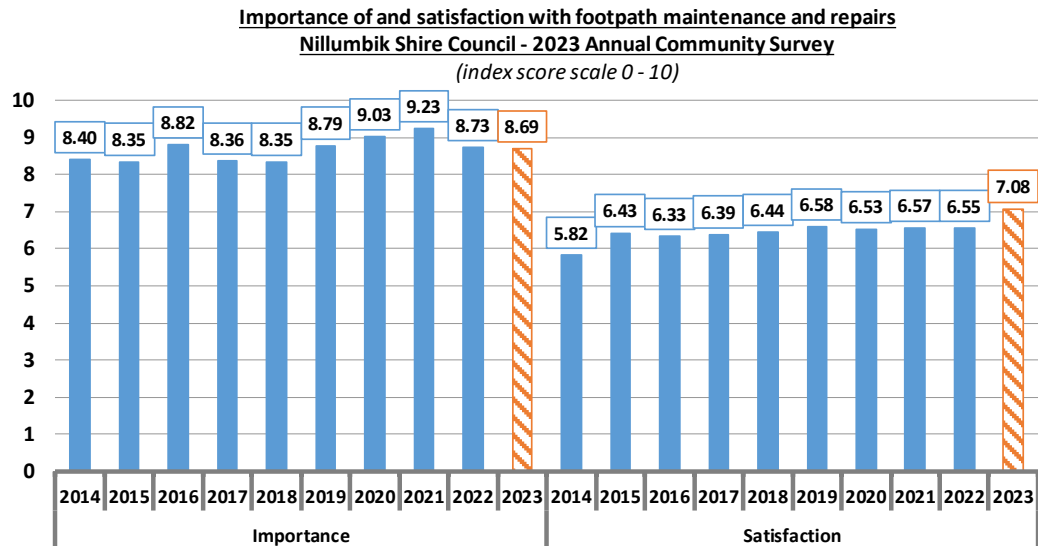
Metropolis Research can provide no further insight into why satisfaction with footpath maintenance and repairs increased above the trend this year and suggests it may be somewhat of an outlier result.

Despite the measurable increase in satisfaction recorded this year, this result still only ranks footpath maintenance and repairs 26th in terms of satisfaction, and one of eight to record a satisfaction score measurably lower than the average of all 33 services and facilities (7.55).

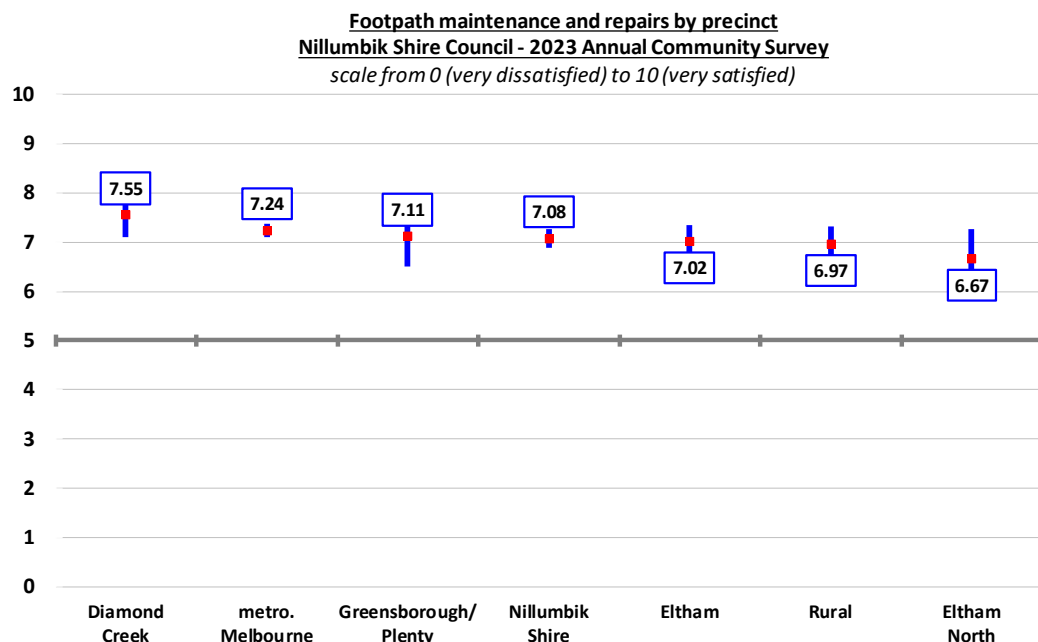
This result was comprised of 46.8% “very satisfied” and 10.5% “dissatisfied” respondents, based on a total sample of 458 of the 502 respondents.



By way of comparison, this result was somewhat, but not measurably lower than the metropolitan Melbourne average satisfaction with “footpath maintenance and repairs” of 7.24, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



There was no statistically significant variation in satisfaction with footpath maintenance and repairs observed across the municipality. It is noted, however, that respondents from Diamond Creek were notably more satisfied than average and at a “very good” level, whilst respondents from Eltham North were notably less satisfied, although still at a “good” level.



Nillumbik Shire Council – 2023 Annual Community Survey

The following table displays the comments received from respondents who were “dissatisfied” with footpath maintenance and repairs. Consistent with previous years, the most common reasons why respondents were “dissatisfied” was perceived poor quality of footpaths (e.g., cracked, uneven, broken, etc.) and a lack of footpaths in some areas.

Reasons for dissatisfaction with footpath maintenance and repairs

Nillumbik Shire Council - 2023 Annual Community Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Uneven, cracked, similar comments</i>	
Uneven footpaths	2
A lot of places on footpaths and walking trails are uneven and a tripping risk to elderly and kids	1
Broken and uneven footpaths	1
Broken footpath outside my home for many years.	1
Footpath cracked and has been fixed	1
I tripped on the footpath as it was uneven	1
It's not even	1
Lots of potholes near my local street	1
Not graded, not safe	1
Potholes need to be fixed	1
Raised footpaths	1
Rocky footpaths	1
Roots of trees get under the footpath and it's not level which is risky	1
They are uneven in many areas in the local community	1
Too many broken foot paths	1
Too many cracks	1
Very uneven and chipped and cracked	1
Total	18
<i>Maintenance and repair</i>	
Bridges are not repaired	1
Horrible maintenance and litter	1
Minimal is done	1
Not kept clean	1
Some of the footpaths have been deteriorated	1
The maintenance of footpaths is poor	1
They don't repair the footpaths	1
Took a while for a damaged path to get fixed	1
Total	8



<i>Not enough footpaths</i>	
No footpath at all	4
Need footpaths in Yarrambat area	1
Need more footpaths	1
No footpath here and unsafe for disabled people	1
No footpath, kids have to go to bus stop with grass above knees	1
No footpaths here in Research/Warrandyte Road	1
Not a lot of footpaths around here and maintenance is bad	1
Total	10
<i>Litter / mud / dirty</i>	
Footpath has lots of litter	1
Litter and sometimes animals roaming footpaths	1
Lots of litter and dust	1
Lots of litter at times on streets	1
Terrible litter on side pathways	1
Very dirty and muddy	1
Very dirty and unpleasant	1
Total	7
<i>Other</i>	
It's only ok.	1
Footpaths are not good enough	1
Council clearly doesn't care or bother maintaining satisfactory standards of service	1
Total	3
Total comments	46

Waste

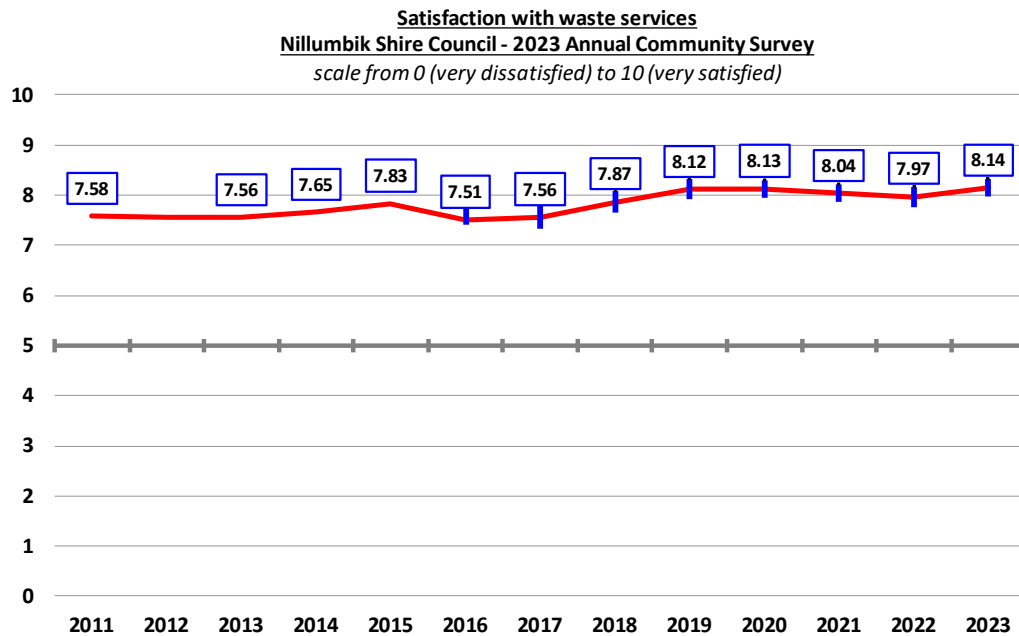
There were four waste services included in the survey again this year, including fortnightly kerbside garbage collection (which goes to landfill), fortnightly kerbside recycling collection, weekly kerbside green waste collection, and hard rubbish collection.

Satisfaction with the four waste services increased marginally this year, up 2.1% to 8.14, which remains an “excellent” level of satisfaction.

Metropolis Research notes that average satisfaction with these waste services has been recorded at an “excellent” level in each of the six last years of the survey program, with a long-term average satisfaction of 7.81 out of 10.



Nillumbik Shire Council – 2023 Annual Community Survey



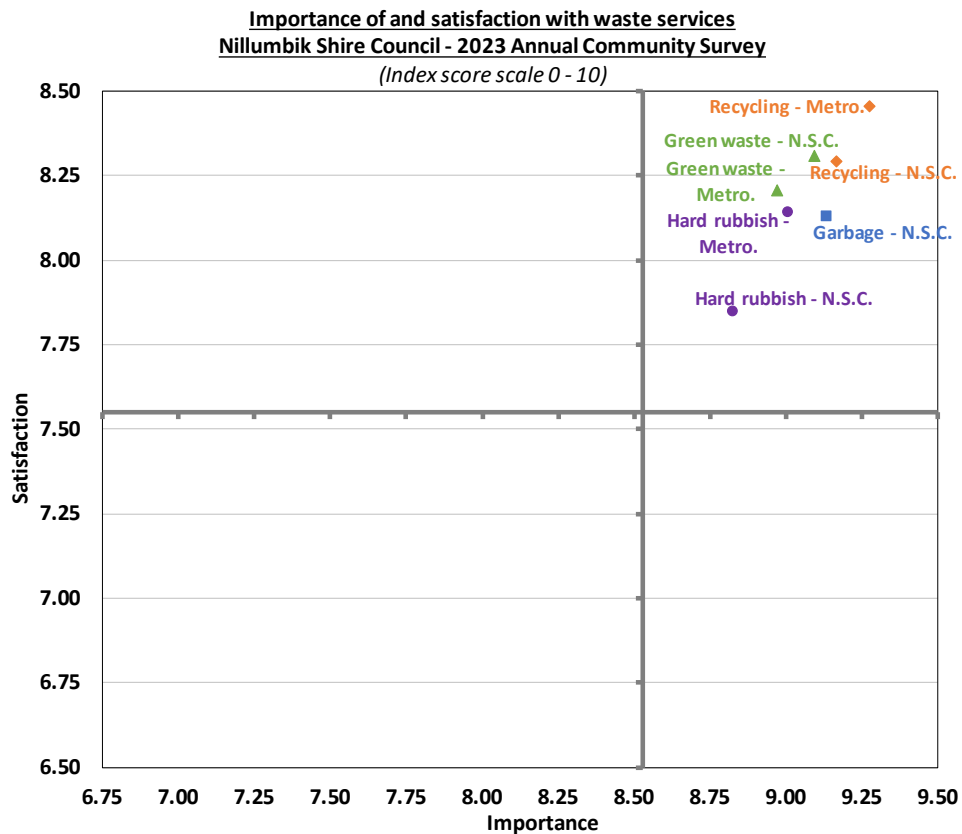
The following graph provides the average importance of and satisfaction with these four kerbside collection services, with a comparison to the 2023 metropolitan Melbourne results.

Metropolis Research notes that all four of these kerbside collection services were of higher-than-average importance, and all four received a measurably higher-than-average satisfaction score.

This is an important result, as it highlights that Nillumbik Shire Council continues to provide a high-quality service to the community for these services that the community consider to be among the most important services provided by Council.

It is noted, however, that satisfaction with all four services was marginally, but not measurably lower for the Nillumbik Shire than the metropolitan Melbourne average.





Fortnightly kerbside garbage collection

The fortnightly kerbside garbage collection was the 2nd most important of the 33 included services and facilities, with an average importance of 9.14 out of 10.

This has remained consistently among the most important services provided by Nillumbik Shire Council and was one of nine that were measurably more important than the average of all 33 services and facilities (8.53).

Satisfaction with the garbage collection service increased somewhat, but not measurably this year, up 3.4% to 8.13, which remains an “excellent” level of satisfaction.

Metropolis Research notes that satisfaction scores of more than eight out of 10 are relatively rare and are reflective of a very high level of community satisfaction with the service.

This was the highest level of satisfaction recorded for this service since the program commenced in 2011 and was above the long-term average satisfaction since 2011 of 7.84.

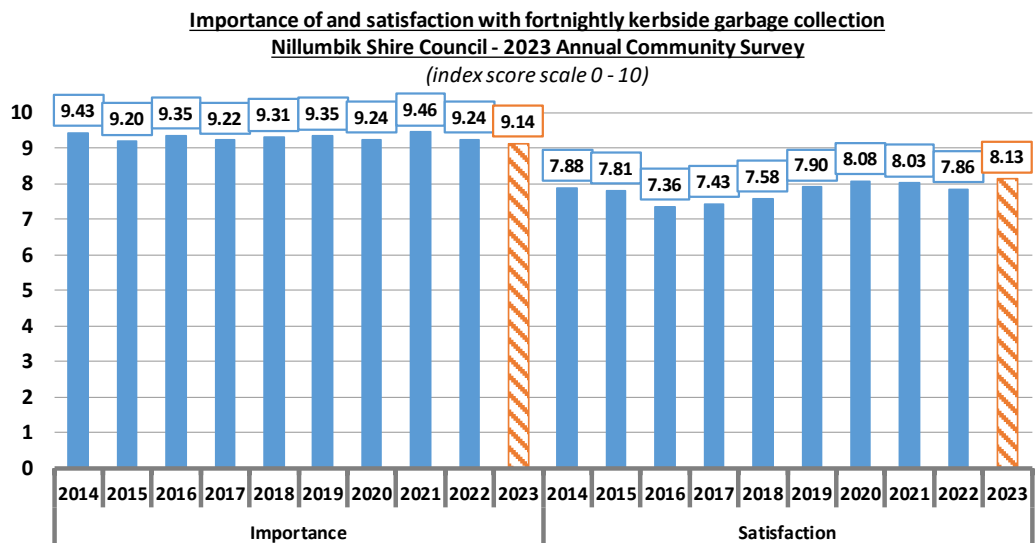


Nillumbik Shire Council – 2023 Annual Community Survey

This ranks the fortnightly kerbside garbage collection 7th in terms of satisfaction and one of seven to record a satisfaction score measurably higher than the average of all 33 services and facilities (7.55).

This result was comprised of 72.1% “very satisfied” and 4.7% “dissatisfied” respondents, based on a total sample of 489 of the 502 respondents.

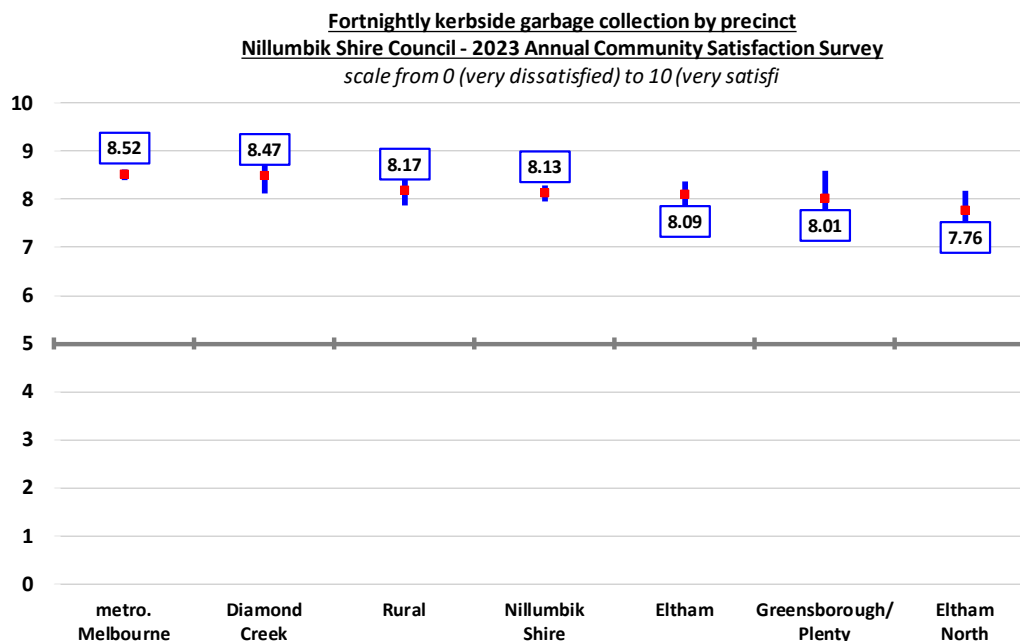
By way of comparison, this result was measurably lower than the metropolitan Melbourne average satisfaction with “regular garbage collection” of 8.52, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



There was no measurable variation in satisfaction with these services observed across the municipality, with respondents from all precincts rating satisfaction at “excellent” levels.

It is noted, however, that respondents from Eltham North were somewhat less satisfied than average at 7.76, although still at an “excellent” level.





The following table displays the comments received from respondents “dissatisfied” with the kerbside fortnightly garbage collection.

Most of these comments were again this year focused on a preference by a small number of respondents for the garbage collection to be a weekly rather than a fortnightly collection.

Reasons for dissatisfaction with fortnightly kerbside garbage collection
Nillumbik Shire Council - 2023 Annual Community Survey
(Number of responses)

Response	Number
It should be weekly / more frequent	13
Council clearly doesn't care or bother with maintaining satisfactory service standards	1
Not enough bins	1
On 26th Jan the garbage was picked up in the afternoon and sometimes it they are picked up late	1
Poor quality, bins always are not empty. It should be collected weekly	1
Red bin could be done weekly or be given bigger bins	1
Red bin should be collected weekly.	1
Slightly confusing	1
They do not have bottle collection separately	1
Very difficult to access the road drop off time, infrequent collection	1
Works not done	1

Total

23

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Fortnightly kerbside recycling collection

The fortnightly kerbside recycling collection was the most important of the 33 included services and facilities, with an average importance of 9.17 out of 10.

This has remained consistently among the most important services provided by Nillumbik Shire Council and was one of nine that were measurably more important than the average of all 33 services and facilities (8.53).

Satisfaction with the kerbside recycling collection increased measurably this year, up 4.3% to 8.29, which remains an “excellent” level of satisfaction.

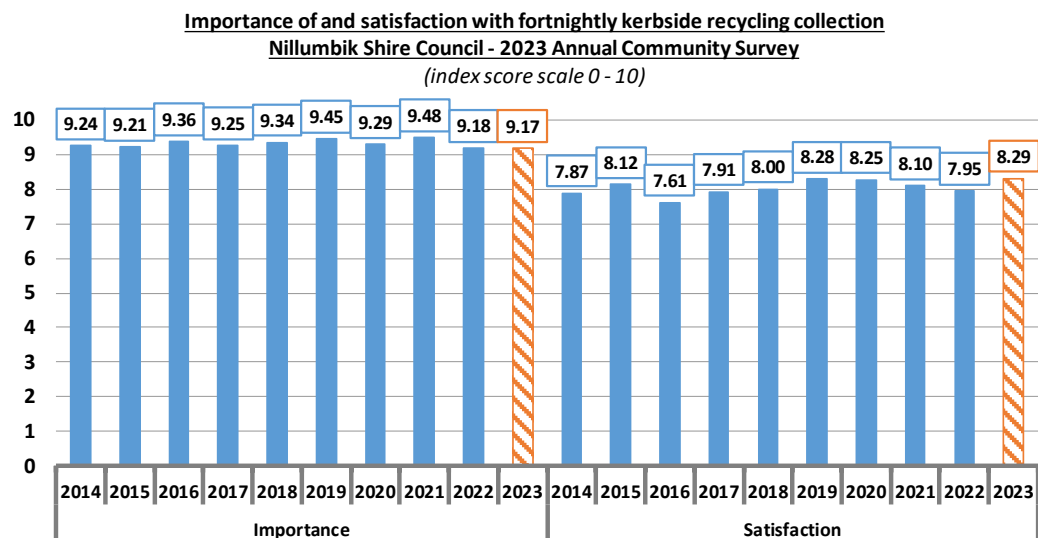
Metropolis Research notes that satisfaction scores of more than eight out of 10 are relatively rare and are reflective of a very high level of community satisfaction with the service.

This was the highest level of satisfaction recorded for this service since the program commenced in 2011 and was above the long-term average satisfaction since 2011 of 8.00.

This ranks the fortnightly kerbside recycling collection 3rd in terms of satisfaction and one of seven to record a satisfaction score measurably higher than the average of all 33 services and facilities (7.55).

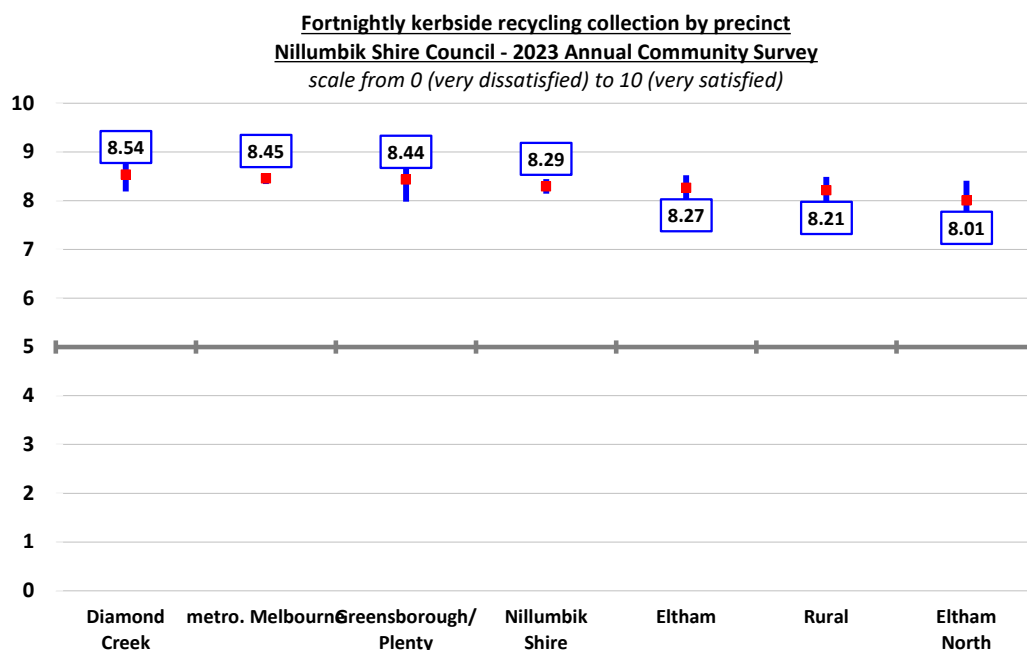
This result was comprised of 77.2% “very satisfied” and 2.9% “dissatisfied” respondents, based on a total sample of 494 of the 502 respondents.

By way of comparison, this result was somewhat, but not measurably lower than the metropolitan Melbourne average satisfaction with “regular recycling collection” of 8.45, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



There was no measurable variation in satisfaction with these services observed across the municipality, with respondents from all precincts rating satisfaction at “excellent” levels and at more than eight out of 10.

It is noted, however, that respondents from Eltham North were somewhat less satisfied than average at 8.01, although still at an “excellent” level.



The following table displays the reasons why respondents were “dissatisfied” with the fortnightly kerbside recycling collection. Again in 2023, the majority of these comments reflected a preference by a handful of respondents for a weekly collection.

Reasons for dissatisfaction with fortnightly kerbside recycling collection
Nillumbik Shire Council - 2023 Annual Community Survey
(Number of responses)

Response	Number
Should be weekly / more frequent	7
Council clearly doesn't care bother with maintaining satisfactory service standard	1
Council is not recycling properly as it is ultimately going to landfill	1
The roads are corrugated due to which the garbage trucks struggle in the uphill.	1
They drop all the bins	1
Very difficult to access the road drop off time, infrequent collection	1
Total	12



Weekly kerbside green waste collection

The weekly kerbside green waste collection was the 3rd most important of the 33 included services and facilities, with an average importance of 9.09 out of 10.

This has remained consistently among the most important services provided by Nillumbik Shire Council and was one of nine that were measurably more important than the average of all 33 services and facilities (8.53).

Satisfaction with the kerbside green waste collection remained essentially stable this year, up less than one percent to 8.31, which remains an “excellent” level of satisfaction.

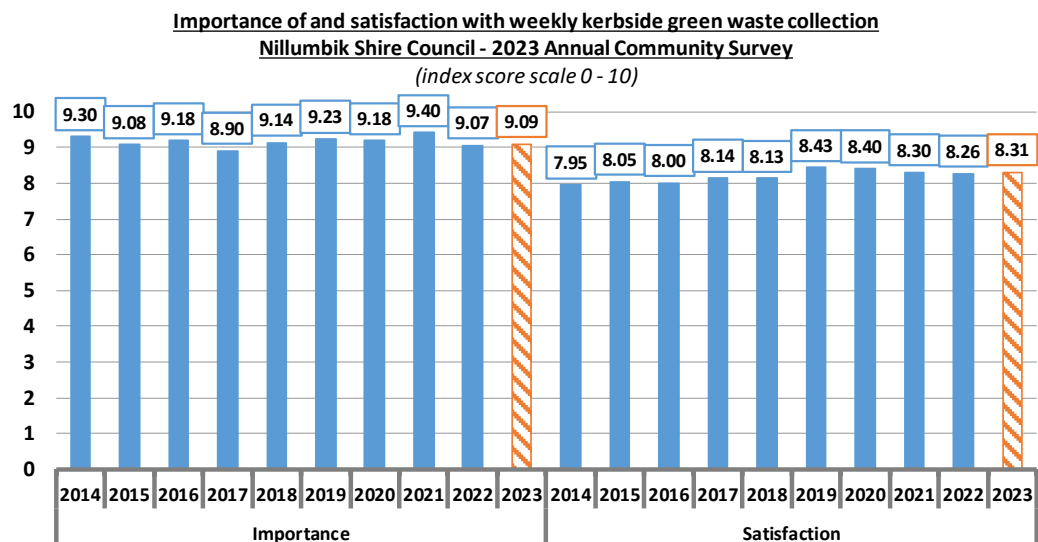
Metropolis Research notes that satisfaction scores of more than eight out of 10 are relatively rare and are reflective of a very high level of community satisfaction with the service.

This result was somewhat above the long-term average satisfaction since 2011 of 8.11.

This ranks the weekly kerbside green waste collection 2nd in terms of satisfaction and one of seven to record a satisfaction score measurably higher than the average of all 33 services and facilities (7.55).

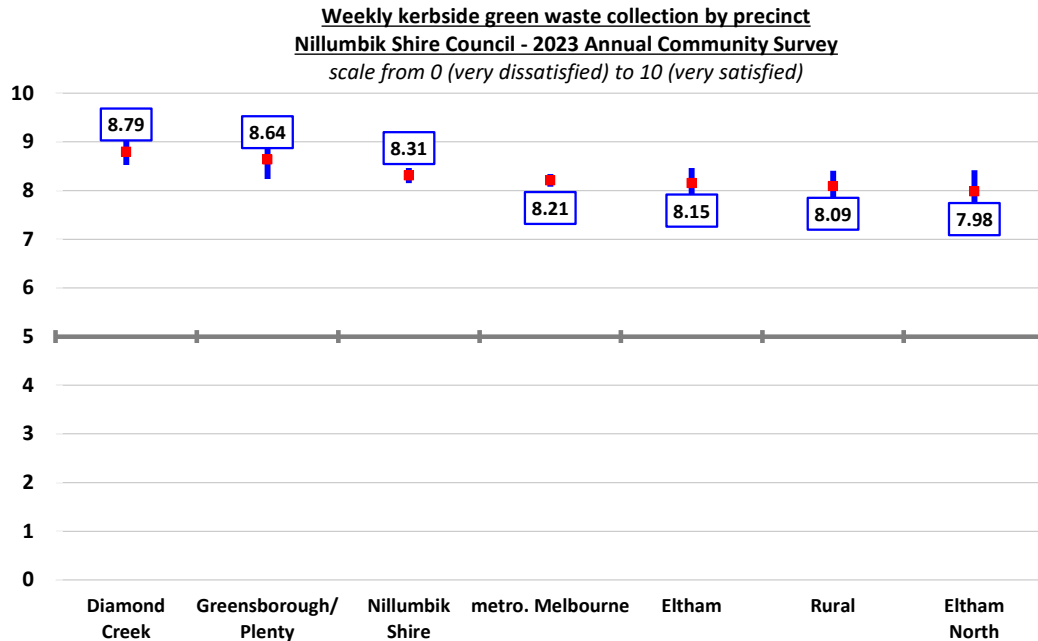
This result was comprised of 76.3% “very satisfied” and 3.6% “dissatisfied” respondents, based on a total sample of 466 of the 502 respondents.

By way of comparison, this result was marginally, but not measurably higher than the metropolitan Melbourne average satisfaction with “green waste collection” of 8.21, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



There was no measurable variation in satisfaction with these services observed across the municipality, with respondents from all precincts rating satisfaction at “excellent” levels and at more than eight out of 10.

It is noted, however, that respondents from Diamond Creek and Greensborough / Plenty were notably more satisfied than average, whilst respondents from Eltham North were somewhat less satisfied than average at 7.98, although still at an “excellent” level.



The following table displays the reasons why respondents were “dissatisfied” with the weekly kerbside green waste collection. The frequency of collection was the most common reason for “dissatisfaction” along with the size of the bin.

Reasons for dissatisfaction with weekly kerbside green waste collection
Nillumbik Shire Council - 2023 Annual Community Survey
(Number of responses)

Response	Number
Council clearly doesn't care bother with maintaining satisfactory service standard	1
Bin is too small	1
I asked them for bin, and they haven't done anything	1
Need to be more frequent	1
There are not enough bins	1
They are not collecting it at all for 5 past weeks.	1



Nillumbik Shire Council – 2023 Annual Community Survey

This needs to be done frequently as well	1
We don't receive this	1
Weekly	1
Would like more bins, two big ones	1
Total	10

Hard rubbish collection

The hard rubbish collection was the 7th most important of the 33 included services and facilities, with an average importance of 9.09 out of 10.

This was one of nine that were measurably more important than the average of all 33 services and facilities (8.53).

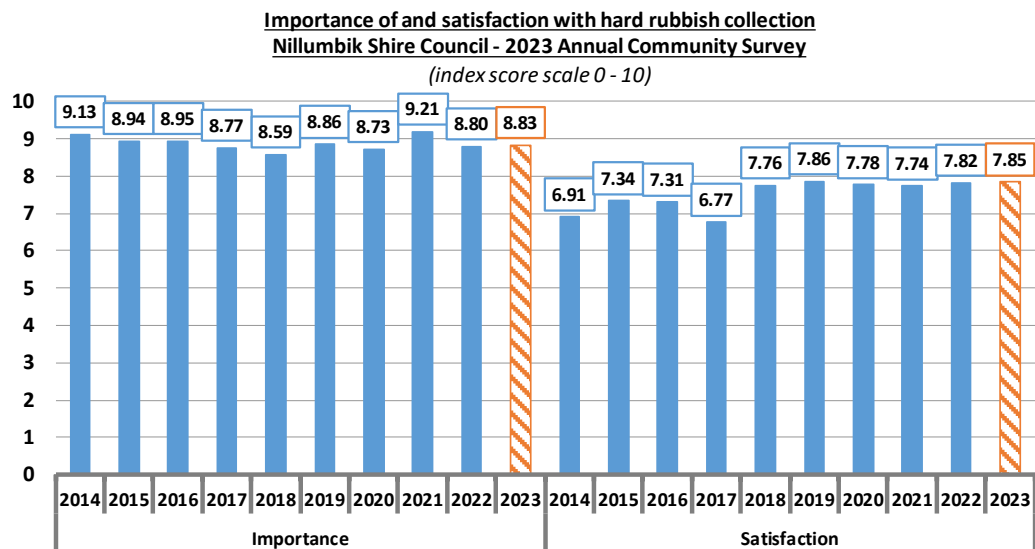
Satisfaction with the hard rubbish collection remained essentially stable this year, up less than one percent to 7.85, which remains an “excellent” level of satisfaction.

This result was measurably above the long-term average satisfaction since 2011 of 7.39.

This ranks the hard rubbish collection 10th in terms of satisfaction.

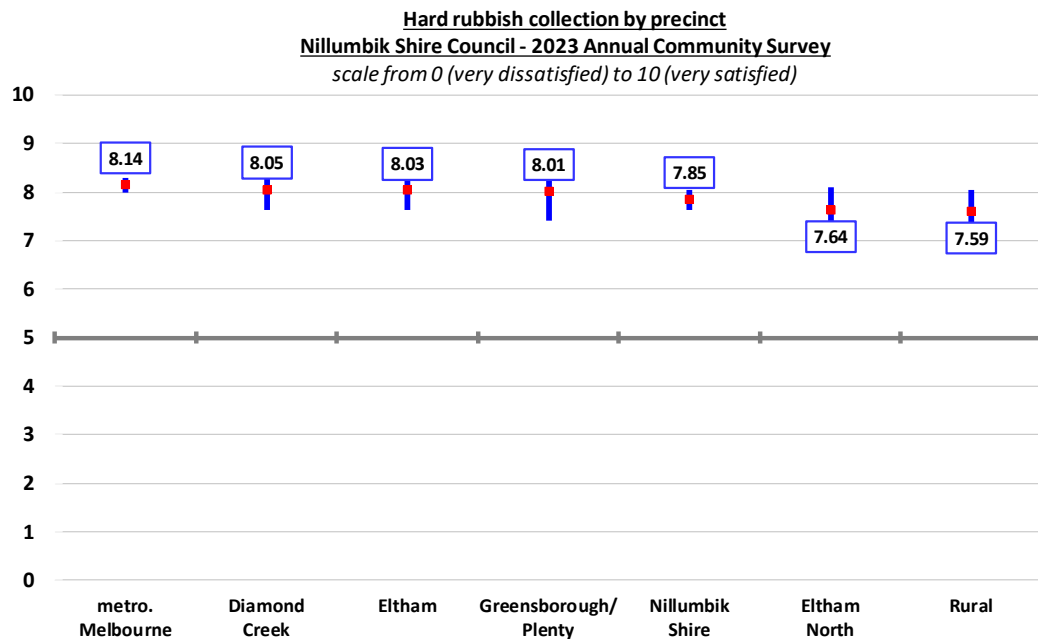
This result was comprised of 65.9% “very satisfied” and 6.0% “dissatisfied” respondents, based on a total sample of 336 of the 336 respondents (66.9%) from households who had used these services in the last 12 months.

By way of comparison, this result was marginally, but not measurably higher than the metropolitan Melbourne average satisfaction with “green waste collection” of 8.21, as recorded in the 2023 *Governing Melbourne* research conducted by Metropolis Research.



There was no measurable variation in satisfaction with these services observed across the municipality.

It is noted, however, that respondents from Eltham North and the rural precinct were somewhat less satisfied than average and at “very good” rather than “excellent” levels of satisfaction.



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?”

Since 2018, the survey has included two questions asking respondents’ satisfaction with two additional aspects of Council’s waste services, including the reliability of the kerbside collection services, and the bin education program.

The average satisfaction with both of these aspects remained essentially stable this year, down by less than one percent year, but remaining at “excellent” levels of satisfaction.

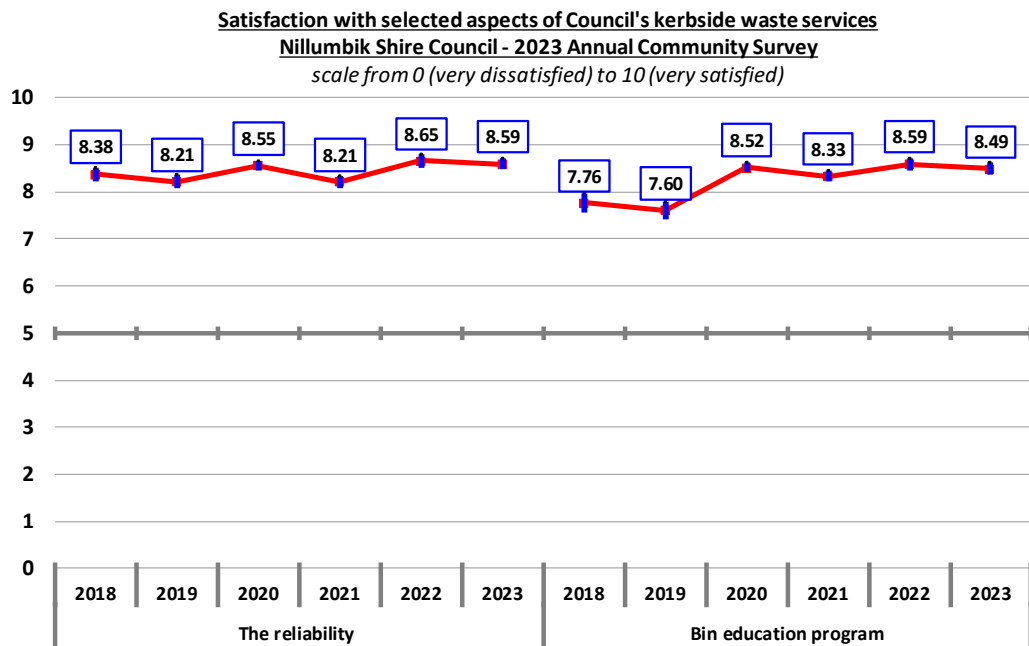
Metropolis Research notes that satisfaction scores of more than eight out of 10 are relatively rare and reflects a high level of community satisfaction with the service.



Nillumbik Shire Council – 2023 Annual Community Survey

Metropolis Research notes that these two additional questions were unlikely to be providing additional information of value at this stage and recommend that they be discontinued in future years. The requirement to understand community satisfaction with the bin education program appears redundant now that the new services have been in operation for some time now.

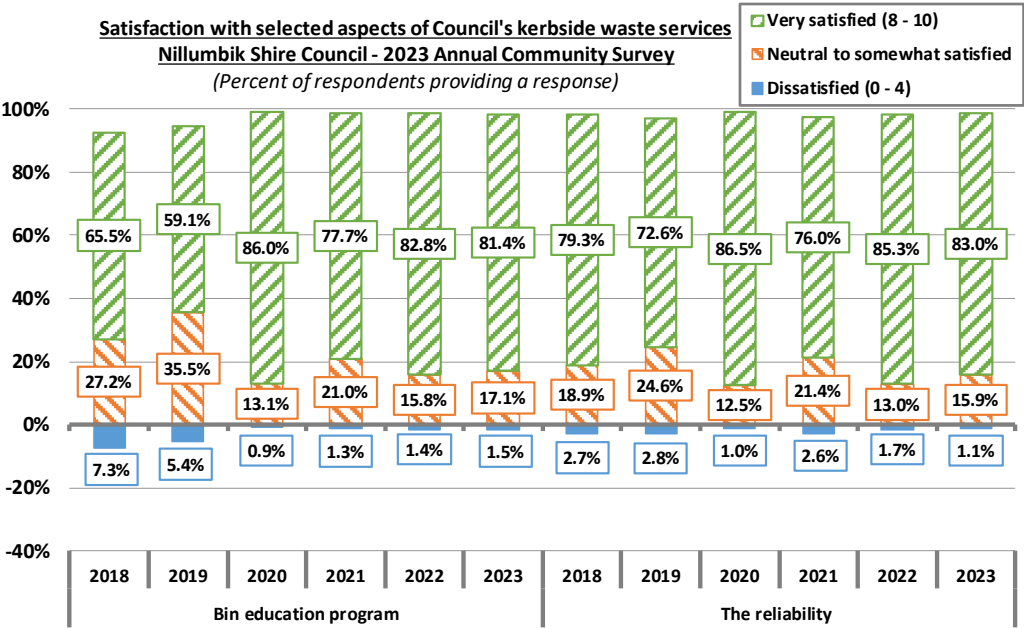
The measure of satisfaction with the reliability of bin collections also appears redundant given the detailed information on satisfaction with each of the four kerbside collection services discussed in the preceding section of this report.



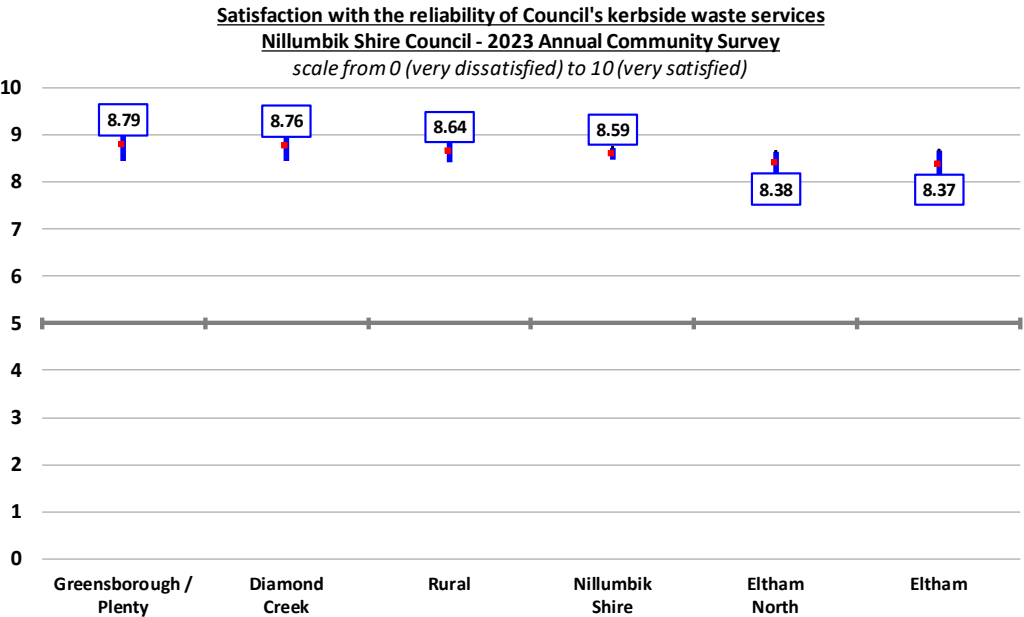
The following graph provides a breakdown of satisfaction into the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five).

Attention is drawn to the more than four-fifths of respondents providing a satisfaction score who were “very satisfied” with these two aspects, and that less than two percent of respondents were “dissatisfied”.





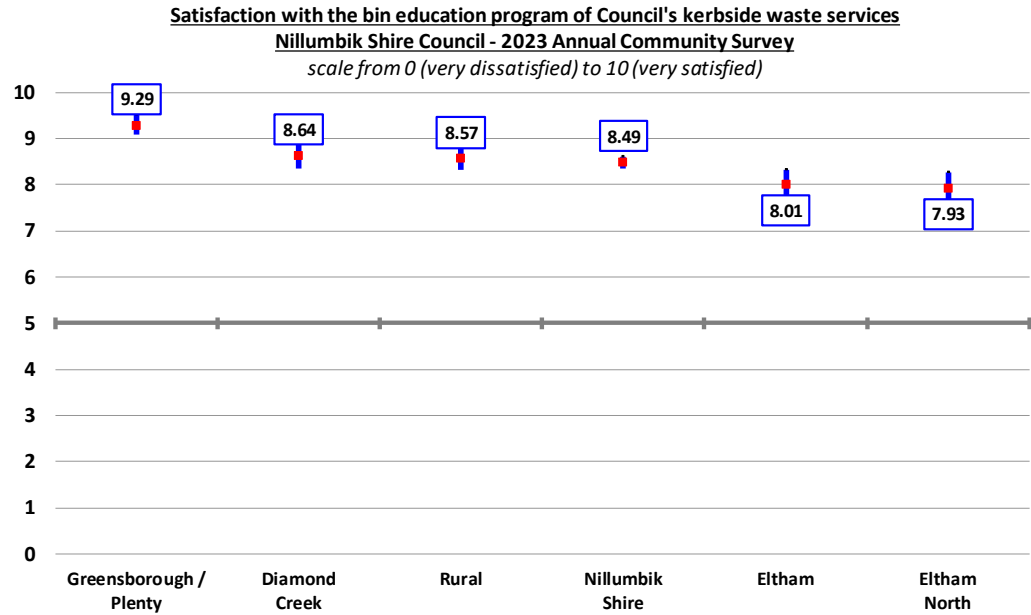
There was no statistically significant variation in satisfaction with the reliability of bin collection observed across the municipality, with respondents from all five precincts rating satisfaction at “excellent” levels of more than eight out of 10.



There was no statistically significant variation in satisfaction with the bin education program observed across the municipality, with respondents from all five precincts rating satisfaction at “excellent” levels of more than eight out of 10.



Nillumbik Shire Council – 2023 Annual Community Survey



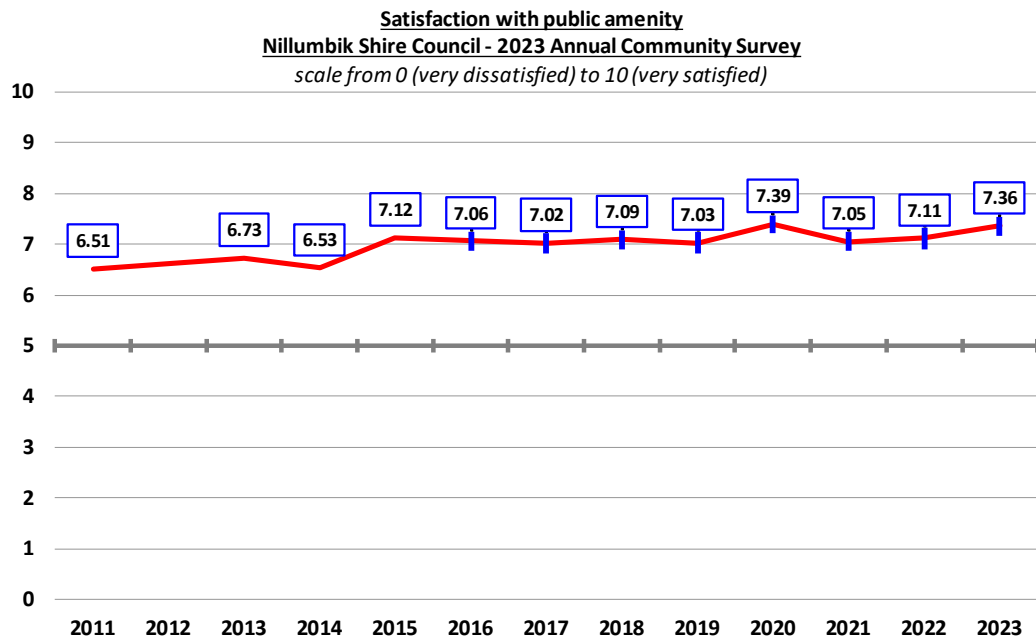
Public amenity

There were six services and facilities from the Public Amenity area of Council included in the 2023 survey.

These include street lighting, the provision and maintenance of parks and gardens, the maintenance and cleaning of strip shopping centres, street trees, and public toilets.

The average satisfaction with these six services and facilities increased marginally, but not measurably this year, up 3.5% to 7.36.

This is a “very good”, up from a “good” level of satisfaction, and above the long-term average satisfaction since 2011 of 6.97.



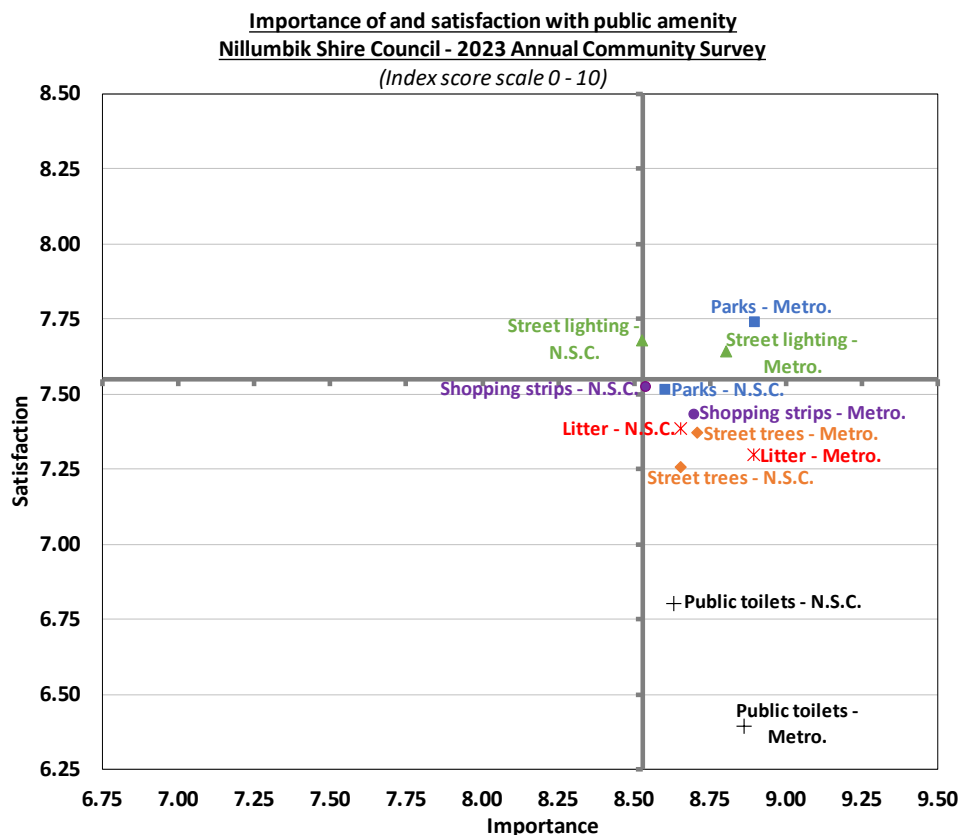
The following graph provides a crosstabulation of the average importance of and satisfaction with each of these six services and facilities, with a comparison (where available) to the metropolitan Melbourne average importance and satisfaction as recorded in the *Governing Melbourne* research conducted independently by Metropolis Research.

It is noted that all six of these services and facilities were of average or higher-than-average importance, and all but one received an average or below average satisfaction score.

It is noted that satisfaction with street lighting was marginally higher-than-average.



Metropolis Research also notes that satisfaction with public toilets was notably higher in the Nillumbik Shire than the metropolitan Melbourne average.



Provision and maintenance of parks, gardens, and reserves

The provision and maintenance of parks, gardens, and reserves was the 18th most important of the 33 included services and facilities, with an average importance of 8.61 out of 10.

Metropolis Research notes that the importance of parks, gardens, and reserves has declined somewhat in recent years, and is now below the long-term average importance since 2014 of 8.82.

Satisfaction with the provision and maintenance of parks, gardens, and reserves remained stable this year, up less than one percent to 7.51, which remained a “very good” level.

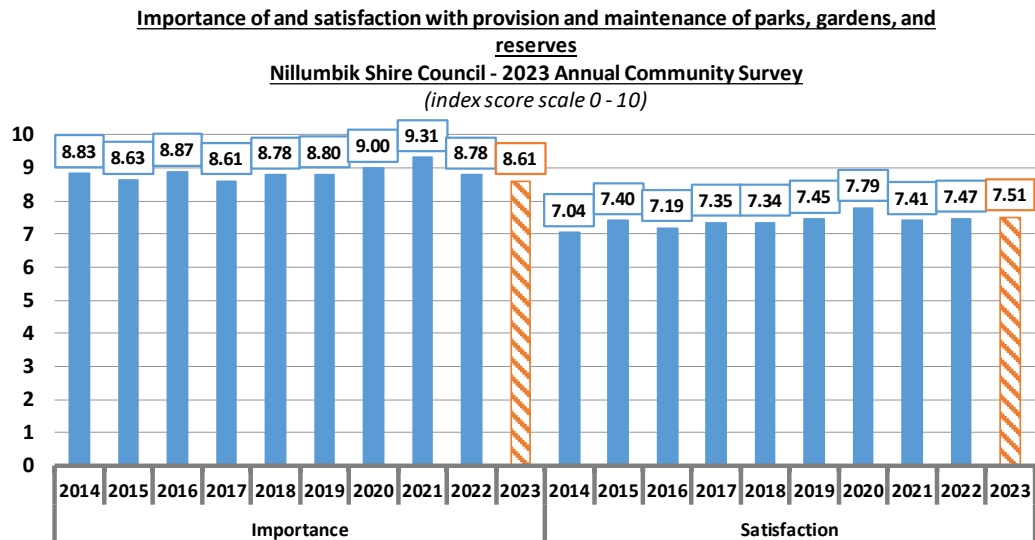
This result remains somewhat above the long-term average satisfaction since 2011 of 7.32.

This ranks the provision and maintenance of parks, gardens, and reserves 19th in terms of satisfaction.

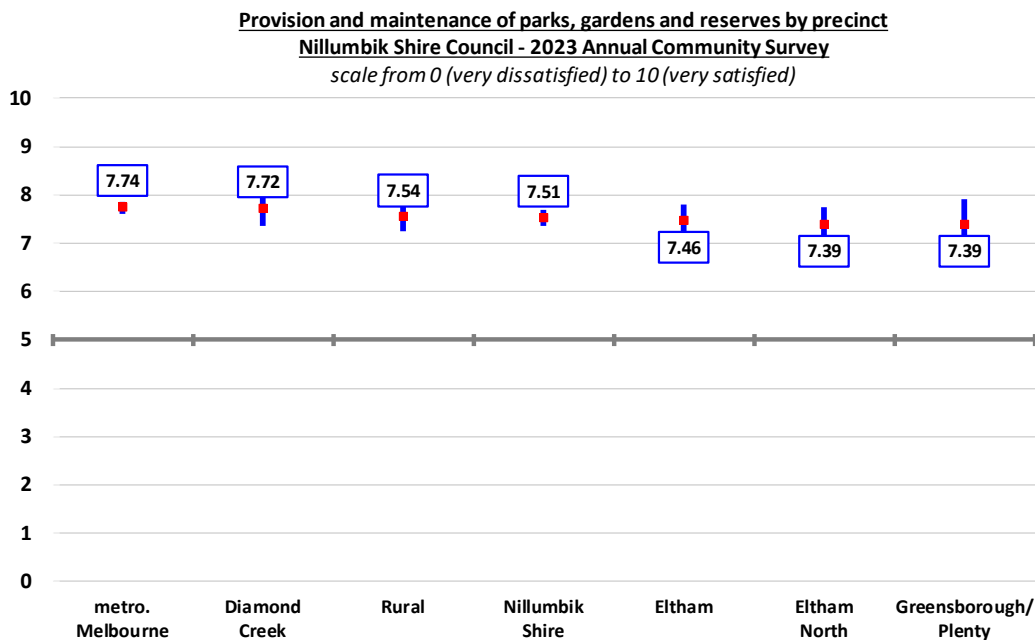


This result was comprised of 56.7% “very satisfied” and 5.9% “dissatisfied” respondents, based on a total sample of 477 of the 502 respondents.

By way of comparison, this result was somewhat, but not measurably lower than the metropolitan Melbourne average satisfaction with “provision and maintenance of parks and gardens” of 7.74, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



There was no statistically significant variation in this result observed across the municipality, with respondents from all five precincts rating satisfaction at “very good” levels.



Provision and maintenance of street trees

The provision and maintenance of street trees was the 15th most important of the 33 included services and facilities, with an average importance of 8.66 out of 10.

Satisfaction with the provision and maintenance of street trees increased measurably and significantly this year, up 10.5% to 7.26, which is a “very good”, up from a “good” level of satisfaction.

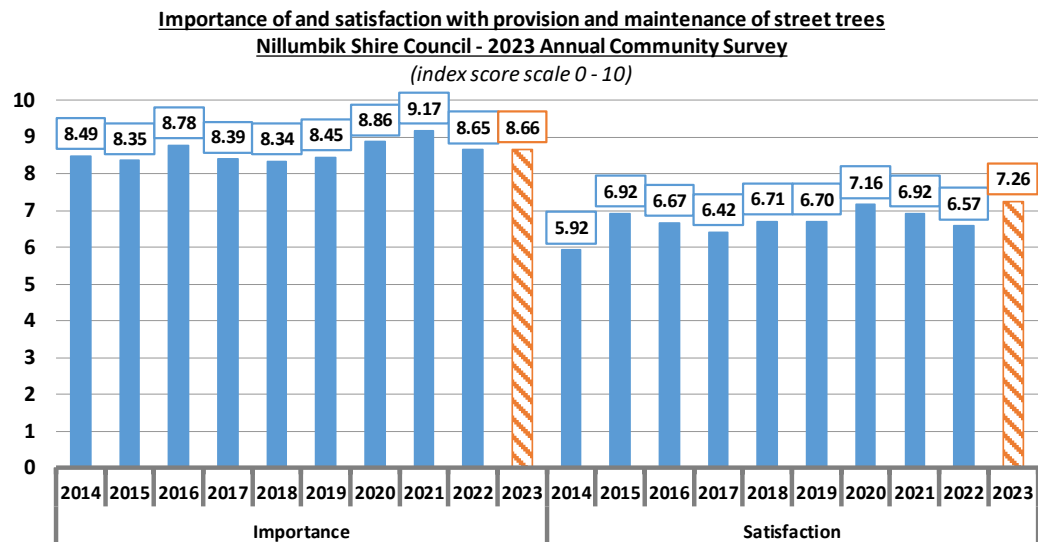
Metropolis Research notes the significant increase in satisfaction, and suggests that this may be somewhat of an outlier result this year.

This was the highest satisfaction with street trees observed over the life of the survey program since 2011, and was measurably above the long-term average satisfaction since 2011 of 6.69.

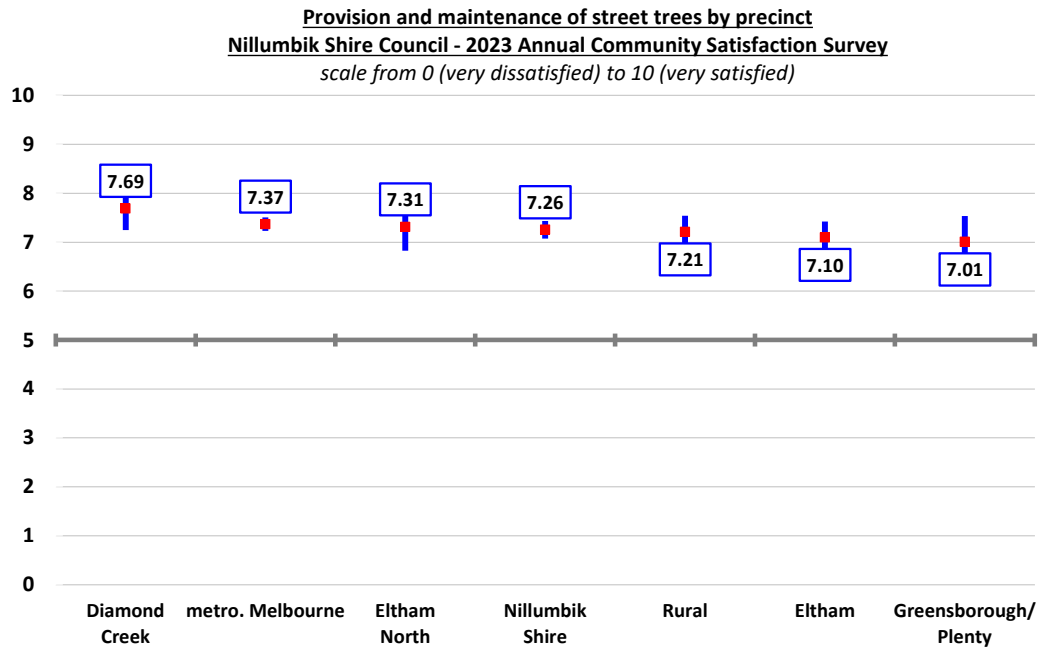
Despite the measurable increase in satisfaction this year, this result ranks the provision and maintenance of street trees just 23rd of 33 in terms of satisfaction.

This result was comprised of 48.4% “very satisfied” and 7.6% “dissatisfied” respondents, based on a total sample of 472 of the 502 respondents.

By way of comparison, this result was marginally, but not measurably lower than the metropolitan Melbourne average satisfaction with “provision and maintenance of street trees” of 7.37, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



Whilst there was no statistically significant variation in satisfaction with the provision and maintenance of street trees observed across the municipality, it is noted that respondents from Greensborough / Plenty rated satisfaction somewhat lower than the municipal average, although still at a “good” level of satisfaction.



The following table outlines the reasons why respondents were “dissatisfied” with the provision and maintenance of street trees. Consistent with the results in previous years, the majority of comments related to perceived lack of or insufficient quality of street tree maintenance and associated issues.

Reasons for dissatisfaction with provision and maintenance of street trees
Nillumbik Shire Council - 2023 Annual Community Survey
(Number of responses)

Response	Number
<i>Maintenance issues</i>	
Trees are not maintained properly	3
Trees on the side of the road need to be trimmed	2
After storms took quite a while to maintain	1
Because of some tall old trees that we think they need to be cut but our requests have been declined	1
Because they are not careful on how to cut on people's property, and they leave the tree looking like a mess and the cutting method is the problem and needs to be done by arborists.	1
Because they don't do it properly	1



Nillumbik Shire Council – 2023 Annual Community Survey

Branches and greenage overgrown and not well maintained	1
Hanging branches over footpaths or roads need to be trimmed	1
Haven't seen any	1
Heavily dense areas need to be pruned more often	1
Infrequent maintenance	1
It's infrequently done and when it's done it is done very poorly and they do not listen tp us then about what we complain	1
It's never done we have to do it ourselves	1
Lots of tree are not treated well	1
No body cut and clean them	1
No notice for cutting trees, trees often fall on power lines	1
Poorly maintained, poor choice of trees (not native)	1
Problem trees over power lines	1
Requested trimmed but no action taken	1
There is no maintenance in the local areas.	1
They are doing nothing	1
They don't check them	1
Trees are not maintained properly especially the one over wires	1
Trees are not trimmed; this attracts various insects	1
Walking there are too many overgrown trees.	1
Total	28
<i>Damage caused by trees</i>	
Concerned of large branches falling down	1
Some trails have fallen branches	1
Total	2
<i>Lack of trees</i>	
None planted	1
Not much evidence of planting of trees in non-suburban areas	1
Total	2
<i>Other comments</i>	
Council clearly doesn't care or bother with maintaining satisfactory service standards	1
Some trees are dying.	1
The whole design of the electric cables with the trees does not align	1
Trees that came down got shoved down instead of removing them	1
Total	4
Total comments	36



Provision and maintenance of street lighting

The provision and maintenance of street lighting was the 22nd most important of the 33 included services and facilities, with an average importance of 8.53 out of 10.

It is noted that the importance of street lighting has declined a little from the higher than usual results recorded in 2020 and 2021, perhaps reflecting the impact of COVID-19 and the lockdowns on community perception of lighting in their local area at night. It was likely that there were more people spending more time out and about walking in their local area through the pandemic, particularly during the lockdowns, which may have increased to street lighting.

Satisfaction with the provision and maintenance of street lighting remained essentially stable, up less than one percent to 7.68, which remains a “very good” level of satisfaction.

This was the highest satisfaction score for street lighting recorded over the life of the survey program since 2011, the previous high being 7.64 recorded last year.

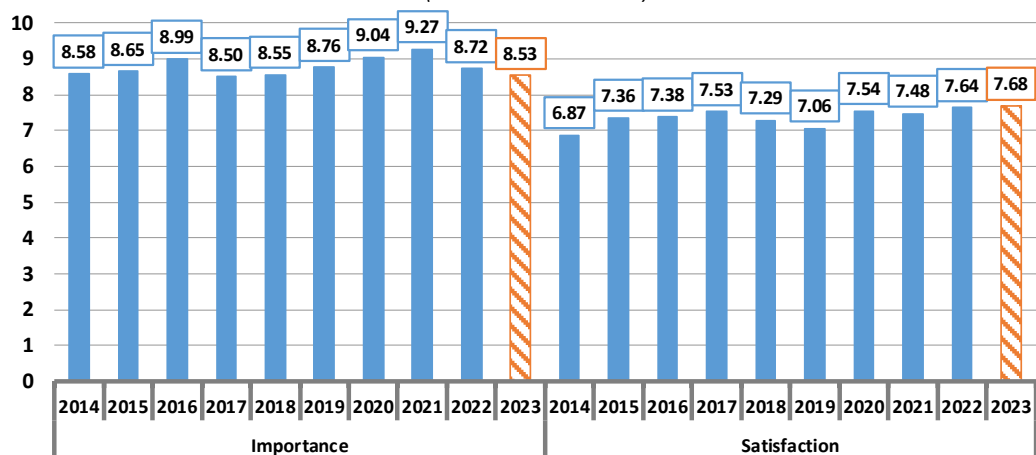
This result was measurably above the long-term average satisfaction since 2011 of 7.28, and the results tend to suggest a mildly increasing average satisfaction over time.

This ranks the provision and maintenance of street lighting 13th in terms of satisfaction.

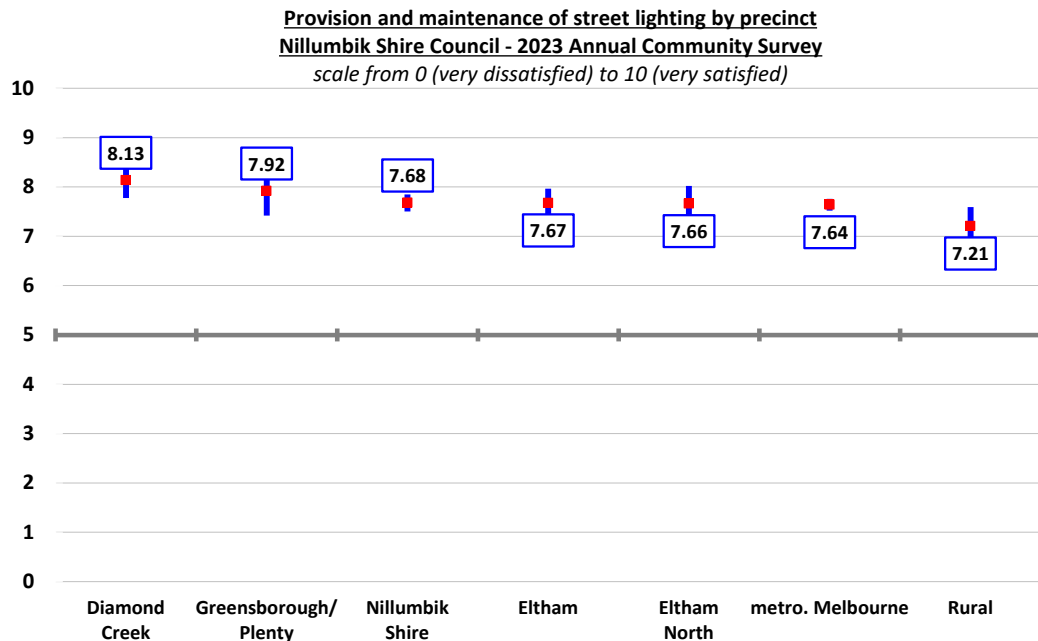
This result was comprised of 62.8% “very satisfied” and 4.6% “dissatisfied” respondents, based on a total sample of 464 of the 502 respondents.

By way of comparison, this result was very marginally, but not measurably lower than the metropolitan Melbourne average satisfaction with “provision and maintenance of street lighting” of 7.64, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.

Importance of and satisfaction with provision and maintenance of street lighting
Nillumbik Shire Council - 2023 Annual Community Survey
(index score scale 0 - 10)



Whilst there was no statistically significant variation in satisfaction with the provision and maintenance of street lighting observed across the municipality, it is noted that respondents from the rural precinct rated satisfaction notably lower than average and at a “good” rather than a “very good” level of satisfaction.



Litter collection in public areas

Litter collection in public areas was the 14th most important of the 33 included services and facilities, with an average importance score of 8.66 out of 10.

Satisfaction with litter collection in public areas increased measurably this year, up five percent to 7.39, which is a “very good”, up from a “good” level of satisfaction.

This was the second highest satisfaction score for this service recorded since the program commence in 2011, the highest being 2020 (7.50). Metropolis Research suggests that it may be possible that this result was somewhat of an outlier result, given the historically mostly consistent satisfaction with the service observed over time.

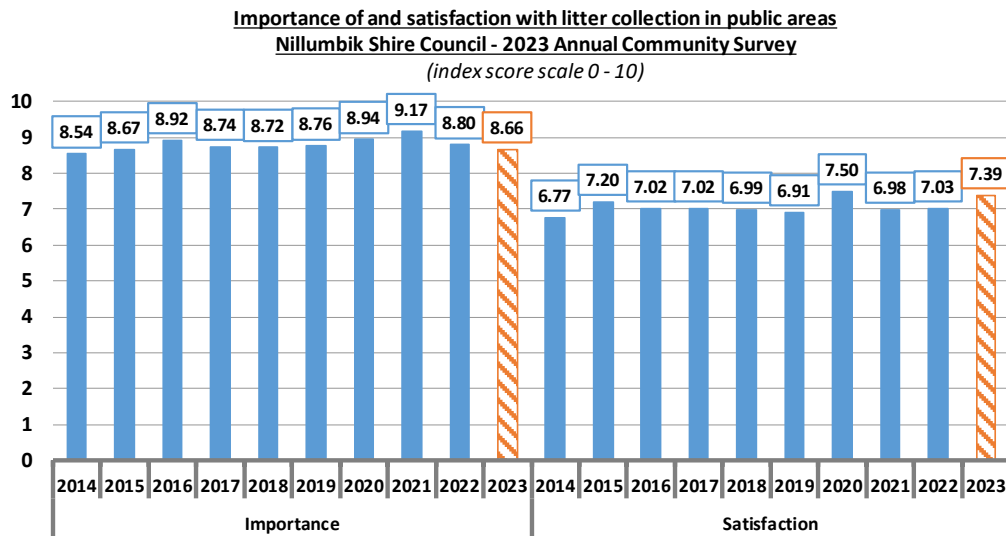
This result was measurably above the long-term average satisfaction since 2011 of 7.01.

Despite the measurable increase in satisfaction this year, this result ranks litter collection in public areas only 21st in terms of satisfaction.

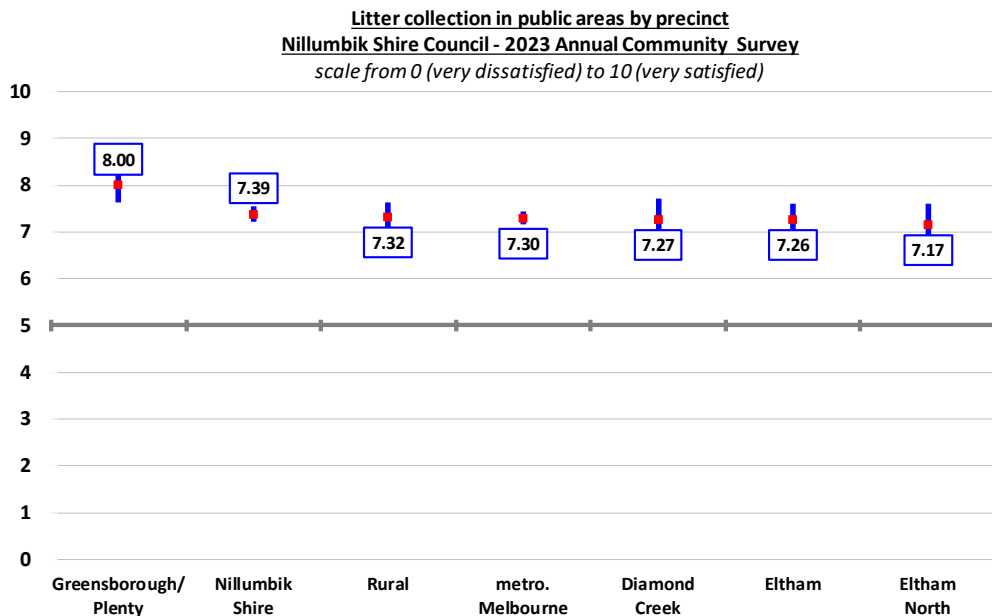


This result was comprised of 54.2% “very satisfied” and 7.6% “dissatisfied” respondents, based on a total sample of 477 of the 502 respondents.

By way of comparison, this result was very marginally, but not measurably higher than the metropolitan Melbourne average satisfaction with “litter collection in public areas” of 7.30, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



There was statistically significant variation in satisfaction with litter collection in public areas observed across the municipality, with respondents from Greensborough / Plenty measurably more satisfied than average and at an “excellent” rather than a “very good” level.



Maintenance and cleaning of shopping strips

The maintenance and cleaning of shopping strips was the 21st most important of the 33 included services and facilities, with an average importance of 8.54 out of 10.

Satisfaction with the maintenance and cleaning of shopping strips increased notably, but not measurably this year, up 3.4% to 7.52, although it remains at a “very good” level of satisfaction.

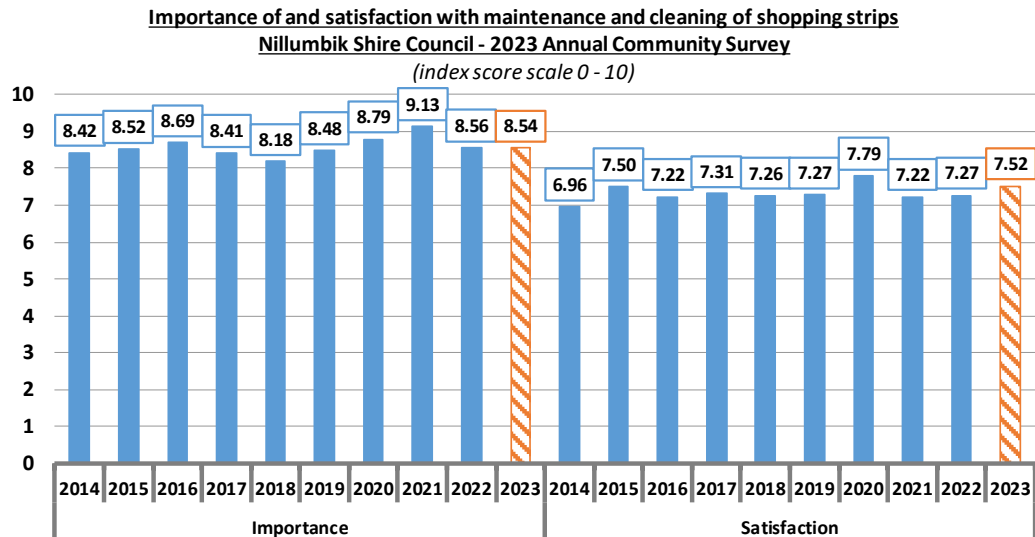
This result was the second highest satisfaction score for this service recorded, the highest being 7.79 back in 2020.

This result was somewhat, but not measurably above the long-term average satisfaction with the maintenance and cleaning of shopping strips since 2011 of 7.24.

This result ranks the maintenance and cleaning of shopping strips 17th in terms of satisfaction.

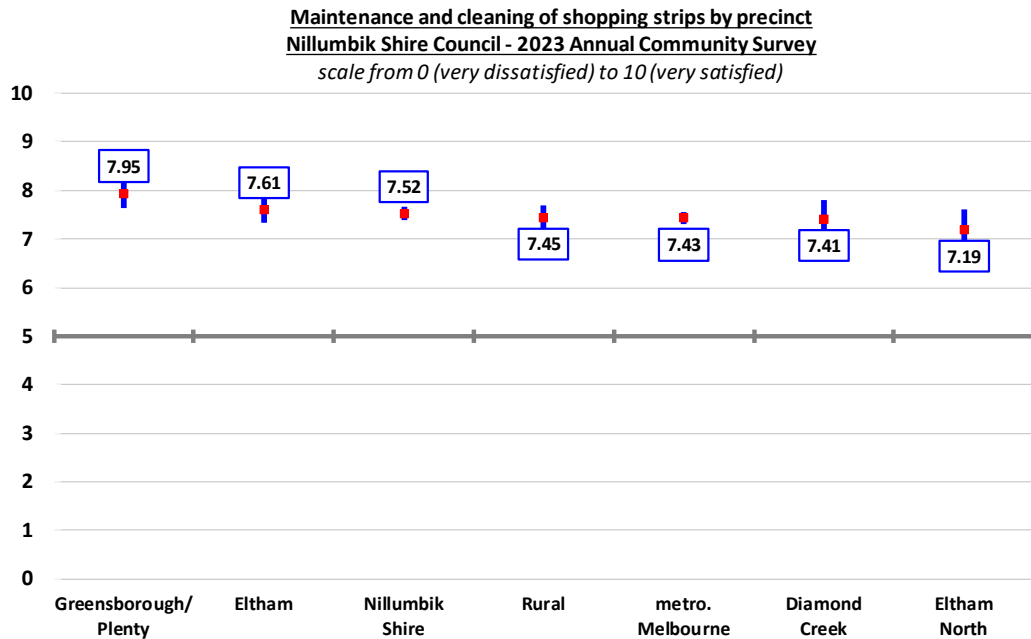
This result was comprised of 55.8% “very satisfied” and 4.7% “dissatisfied” respondents, based on a total sample of 474 of the 502 respondents.

By way of comparison, this result was marginally, but not measurably higher than the metropolitan Melbourne average satisfaction with “maintenance and cleaning of strip shopping areas” of 7.43, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



There was statistically significant variation in satisfaction with this service observed across the municipality, with respondents from Greensborough / Plenty measurably more satisfied than average and at an “excellent” rather than a “very good” level of satisfaction. Respondents from Eltham North were somewhat less satisfied than average and at a “good” level.





Public toilets

Public toilets were the 16th most important of the 33 included services and facilities, with an average importance of 8.63 out of 10.

Satisfaction with public toilets increased marginally, but not measurably this year, up 1.9% to 6.80, although it remains at a “good” level of satisfaction.

This result was somewhat above the long-term average satisfaction since 2011 of 6.46.

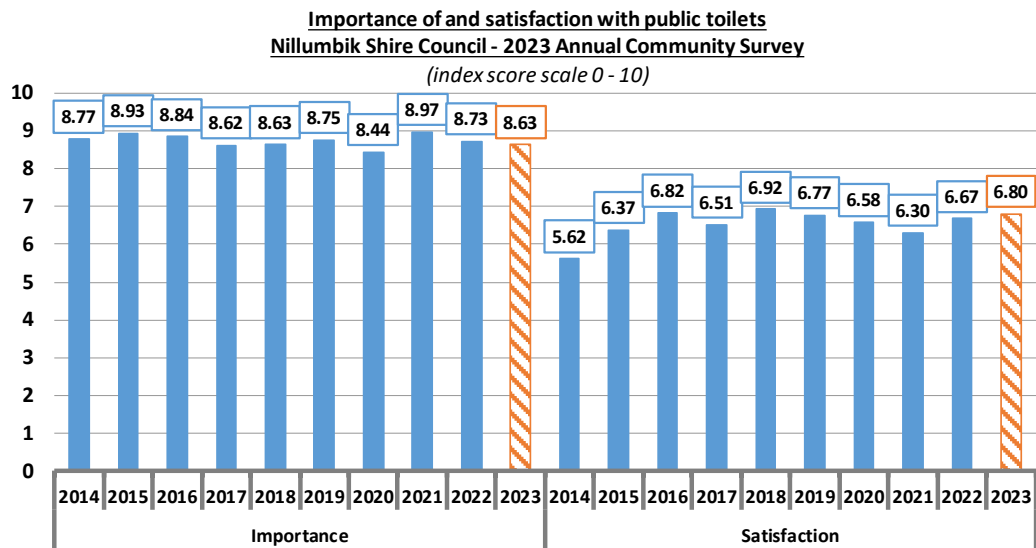
This ranks public toilets last in terms of satisfaction and one of eight to record a satisfaction score measurably lower than the average of all 33 services and facilities (7.55).

This result was comprised of 41.6% “very satisfied” and 13.1% “dissatisfied” respondents, based on a total sample of 200 of the 202 respondents (40.2%) from households who had used these facilities in the last 12 months.

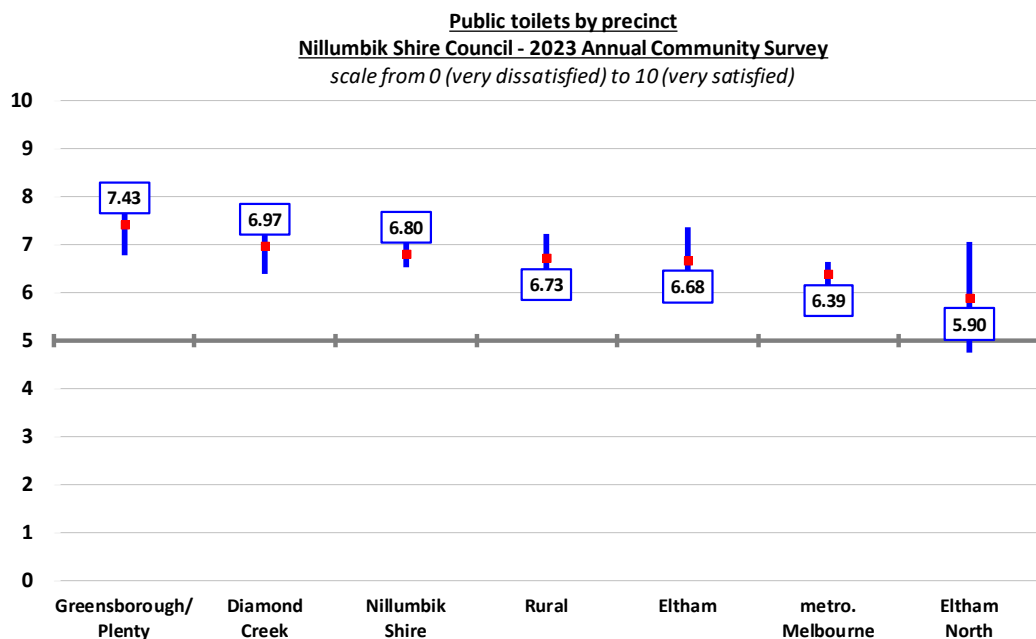
By way of comparison, this result was measurably higher than the metropolitan Melbourne average satisfaction with “public toilets” of 6.39, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



Nillumbik Shire Council – 2023 Annual Community Survey



Whilst there was no statistically significant variation in satisfaction with public toilets observed across the municipality, it is noted that respondents from Greensborough / Plenty rated satisfaction at a “very good” level, whilst respondents from Eltham North rated satisfaction at a “poor” level.



Community safety

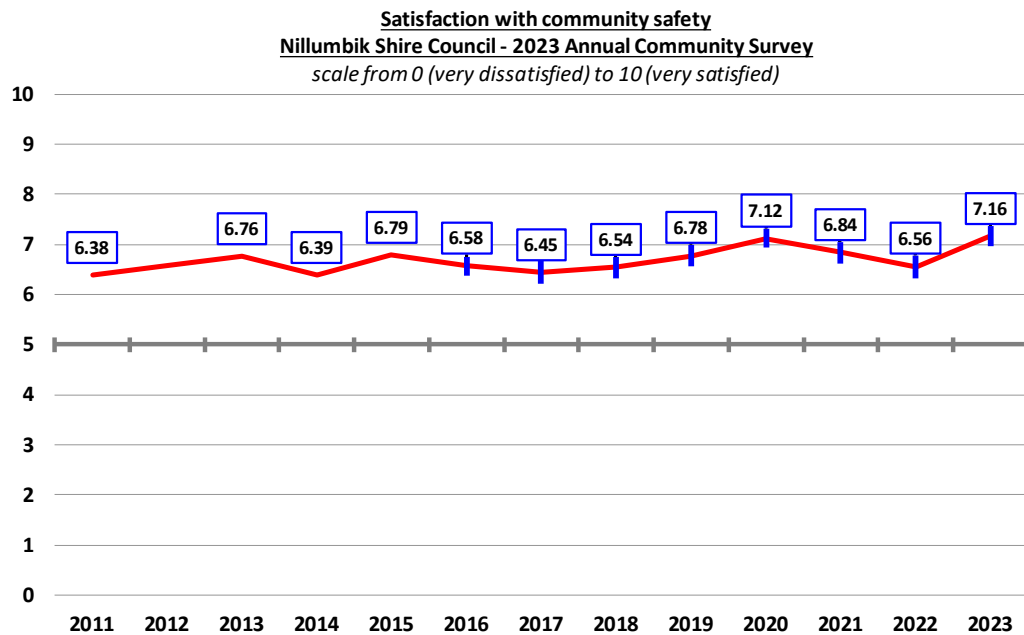
There were four services and facilities from the Community Safety area of Council included in the survey again this year.

This includes parking enforcement, fire prevention works, animal management, and local traffic management.

The average satisfaction with these four services and facilities increased measurably this year, up 9.1% to 7.16.

This increase reverses the declines recorded over the preceding two years and returns satisfaction with these services to an upward trend.

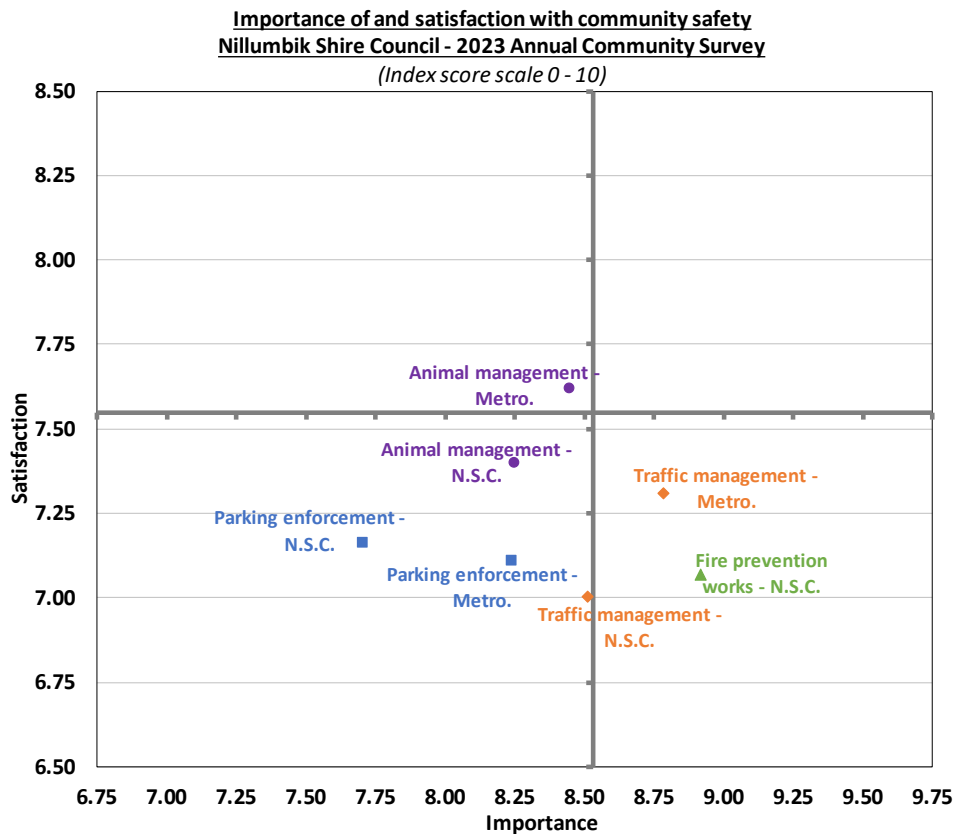
This result was above the long-term average satisfaction with these services of 6.69, and was the highest average satisfaction recorded since the survey program commenced in 2011.



The following graphs provides a comparison of the average importance of and satisfaction with the four community safety services and facilities, with a comparison to the metropolitan Melbourne results from the *Governing Melbourne* research.

It is noted that satisfaction with traffic management was measurably lower in the Nillumbik Shire than the metropolitan Melbourne average, and satisfaction with both parking enforcement and animal management was marginally to somewhat lower.





Parking enforcement

Parking enforcement was the 31st most important of the 33 included services and facilities this year, with an average importance of 7.71 out of 10.

Metropolis Research notes that the importance of parking enforcement has proved somewhat unstable in recent years, although the 2023 result was consistent with the long-term average importance since 2014 of 7.54.

The 2020 and 2021 results were unusually high at more than eight out of 10, whilst the 2022 result was unusually low at just seven.

It may be the case that the COVID-19 pandemic may have influenced community measurement of the importance of and satisfaction with parking enforcement.



Metropolis Research has observed over many years, that the lower-than-average importance for parking enforcement reflects the fact that some will mark down the importance of parking enforcement because they are dissatisfied with the level of enforcement, and therefore consider it less important as they feel it is over-enforced.

It is important to bear in mind, however, that there was also a group within the community who consistently feel that there was too little parking enforcement occurring. The difference in sentiment clearly reflects individual respondents' engagement with parking issues in the municipality.

Satisfaction with parking enforcement increased measurably and significantly this year, up 14.5% to 7.16, which is a "good", up from a "solid" level of satisfaction.

Metropolis Research notes that satisfaction with parking enforcement has also proved somewhat unstable in recent years, around the long-term average satisfaction since 2011 of 6.55.

The 2023 result was measurably higher than the long-term average and returns satisfaction to pre-COVID-19 levels.

This ranks parking enforcement 24th in terms of satisfaction in 2023.

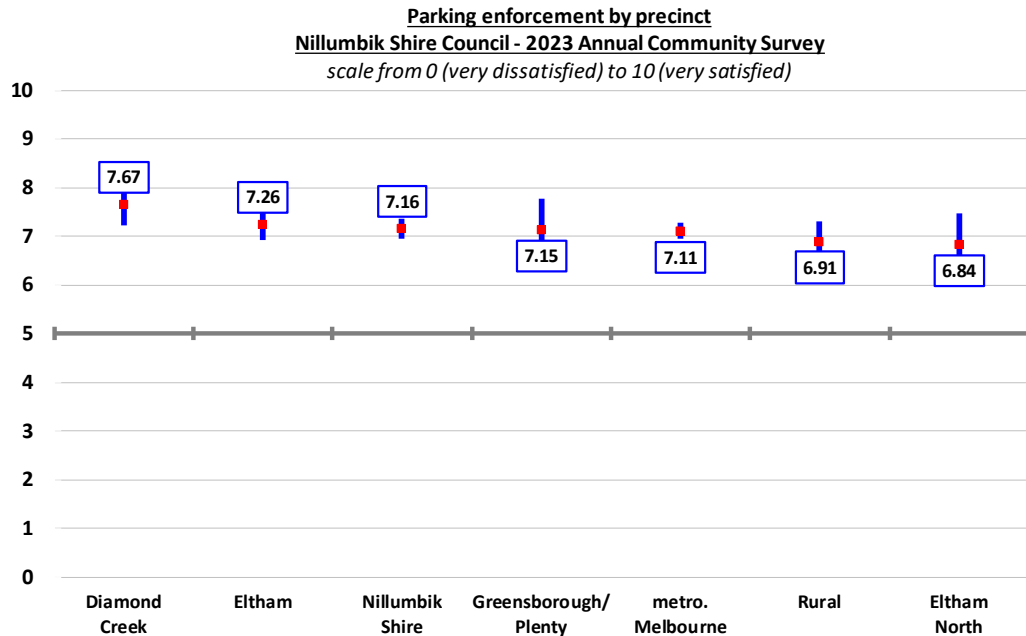
This result was comprised of 50.9% "very satisfied" and 9.1% "dissatisfied" respondents, based on a total sample of 427 of the 502 respondents.

By way of comparison, this result was very marginally, but not measurably higher than the metropolitan Melbourne average satisfaction with "parking enforcement" of 7.11, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



Nillumbik Shire Council – 2023 Annual Community Survey

Whilst there was no statistically significant variation in satisfaction with parking enforcement observed across the municipality, it is noted that respondents from Diamond Creek and Eltham rated satisfaction at “very good”, rather than “good” levels of satisfaction.



Local traffic management

Local traffic management was the 23rd most important of the 33 included services and facilities this year, with an average importance of 8.51 out of 10. This result was somewhat lower than the long-term average importance since 2014 of 8.74.

Satisfaction with local traffic management increased measurably this year, up 8.7% to 7.00, which is a “good”, up from a “solid” level of satisfaction.

This result was the highest satisfaction score for local traffic management recorded over the life of the survey program since 2011 and was measurably higher than the long-term average satisfaction since 2011 of 6.29.

This result clearly returns satisfaction with local traffic management to the satisfaction level observed immediately prior to COVID-19.

Metropolis Research notes that there were increases in satisfaction with local traffic management, as well as the maintenance and repair of sealed local roads, and the grading of unsealed local roads.

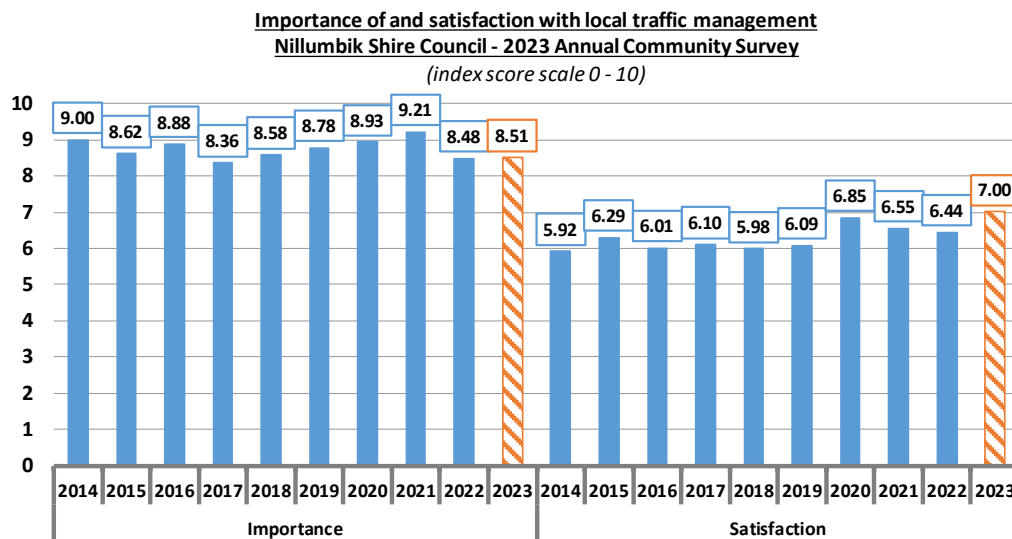


Metropolis Research notes that traffic management related issues were the most common issues to address for the Nillumbik Shire ‘at the moment’, as discussed in the [Issues To Address](#) section of this report.

These issues do appear to exert a somewhat negative influence on community satisfaction with Council’s overall performance, reflecting the importance of these issues in the community, as discussed in the [Relationship between Issues and Overall Satisfaction](#) section of this report.

Despite the increase in satisfaction this year, this result ranks local traffic management 29th in terms of satisfaction and one of eight to record a satisfaction score measurably lower than the average of all 33 services and facilities. This result was comprised of 46.6% “very satisfied” and 11.0% “dissatisfied” respondents, based on a total sample of 466 of the 502 respondents.

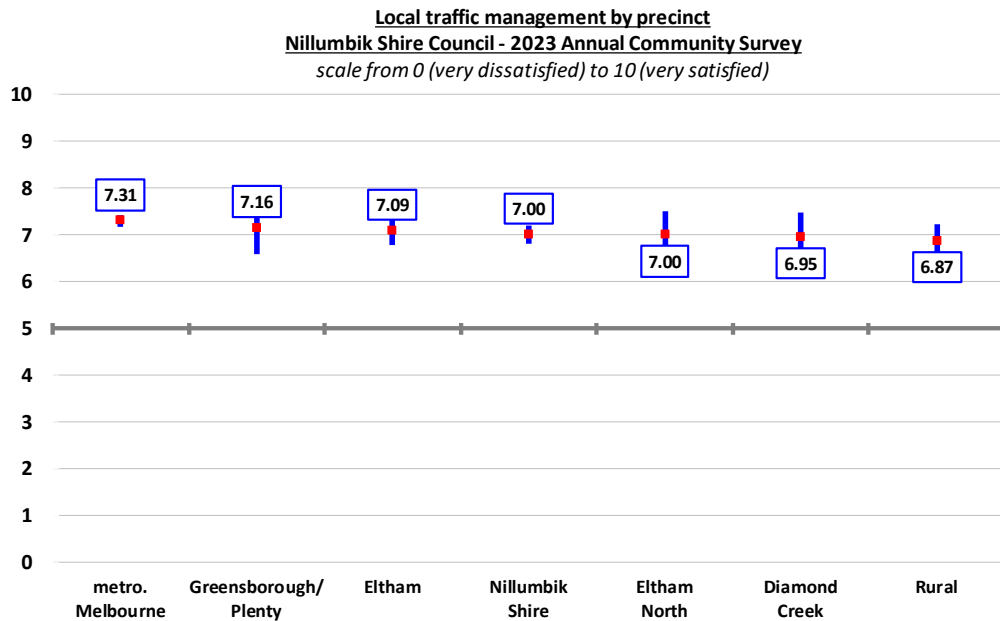
By way of comparison, this result was measurably lower than the metropolitan Melbourne average satisfaction with “local traffic management” of 7.31, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



There was no statistically significant variation in satisfaction with local traffic management observed across the municipality, with respondents from all rating satisfaction as “good”.



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Fire prevention works

Fire prevention works were the 4th most important of the 33 included services and facilities, with an average importance of 8.91 out of 10. These services have consistently been recorded as among the most important services provided by Nillumbik Shire Council.

Satisfaction with fire prevention works increased measurably and significantly this year, up 13.7% to 7.07, which is a “good”, up from a “solid” level of satisfaction.

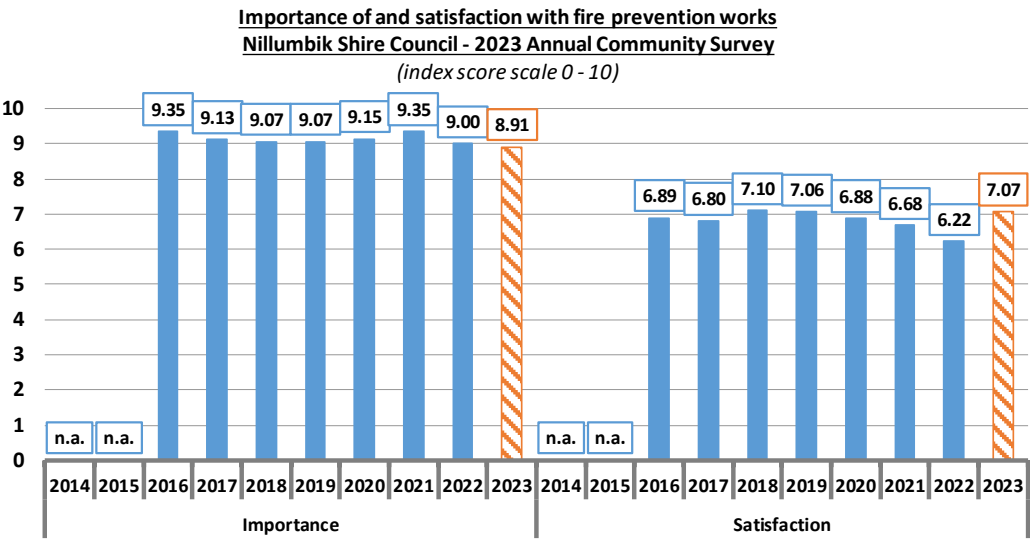
This result reverses the last three years’ declines in satisfaction with these services and returns satisfaction to marginally above the long-term average satisfaction since 2016 of 6.84.

Despite the significant increase in satisfaction recorded this year, this result only ranks fire prevention works 27th in terms of satisfaction and one of eight to record a satisfaction score measurably lower than the average of all 33 services and facilities.

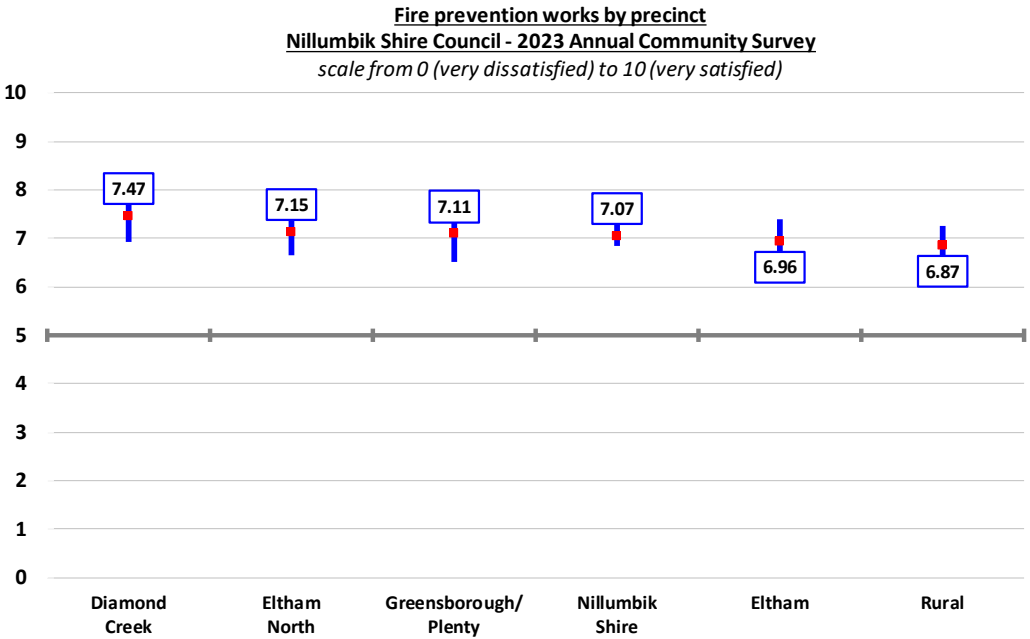
This result was comprised of 47.5% “very satisfied” and 10.7% “dissatisfied” respondents, based on a total sample of 419 of the 502 respondents.

This service was not included in the *Governing Melbourne* research conducted independently by Metropolis Research and therefore no comparison results can be provided.





Whilst there was no statistically significant variation in satisfaction with fire prevention works observed across the municipality, it is noted that respondents from Diamond Creek rated satisfaction at a “very good” level, whilst respondents from the rural precinct were slightly less satisfied than average, although still at a “good” level.



The following table displays the reasons why respondents were “dissatisfied” with fire prevention works. Many of these comments related to a perceived lack of roadside slashing and overgrown grass along roads.



Nillumbik Shire Council – 2023 Annual Community Survey

Reasons for dissatisfaction with fire prevention works
Nillumbik Shire Council - 2023 Annual Community Survey
(Number of responses)

Response	Number
<i>Perceived lack of roadside slashing / fire prevention works</i>	
They don't do anything	7
Grass too long around roads	5
Haven't seen any	3
Had to call them last year as they stopped crossing the grass. Contractors didn't have the appropriate machinery.	1
Haven't done clean-up of anything	1
I don't think enough is done	1
Infrequent	1
It's never done we have to do it on our own	1
It's not done	1
It is not done - lots of dry tempers not cleaned in the Diamond creek walk	1
More slashing needs to be done along freeway.	1
Needs to be done more in summer	1
Not done near my home	1
Some areas should be cleared more often	1
The maintenance of council areas is bad, needs better fire prevention strategies	1
They don't keep the open spaces maintained	1
Total	28
<i>Other comments</i>	
Council clearly doesn't care or bother with maintaining satisfactory service standards	1
Confusion when its VicRoads property	1
Useless	1
Not sure what this is	1
They ask us to clean our area but don't bother with the mess they have left.	1
They need to incorporate roadside weed management on a larger scale.	1
Total	6
Total comments	34



Animal management

Animal management was the 28th most important of the 33 included services and facilities, with an average importance of 8.25 out of 10 this year.

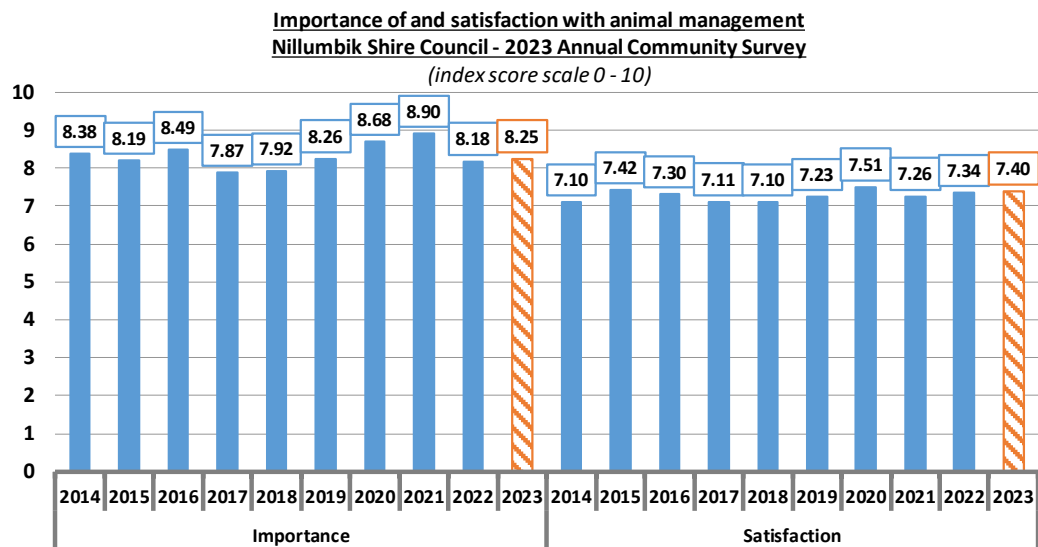
Satisfaction with animal management remained essentially stable this year, up less than one percent to 7.40, which remains a “very good” level of satisfaction.

This result was higher than the long-term average satisfaction with animal management since 2011 of 7.24.

This result ranks animal management 20th in terms of satisfaction.

This result was comprised of 55.8% “very satisfied” and 7.3% “dissatisfied” respondents, based on a total sample of 423 of the 502 respondents.

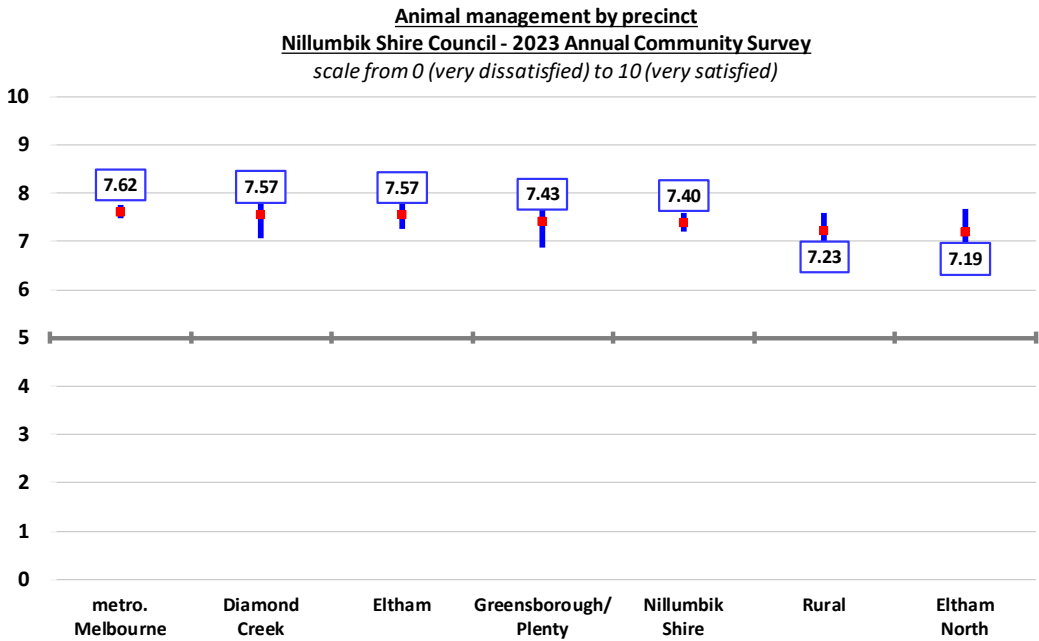
By way of comparison, this result was somewhat, but not measurably lower than the metropolitan Melbourne average satisfaction with “animal management” of 7.62, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



Whilst there was no statistically significant variation in satisfaction with animal management observed across the municipality, it is noted that respondents from the rural precinct and Eltham North rated satisfaction at “good” rather than “very good” levels of satisfaction.



Nillumbik Shire Council – 2023 Annual Community Survey



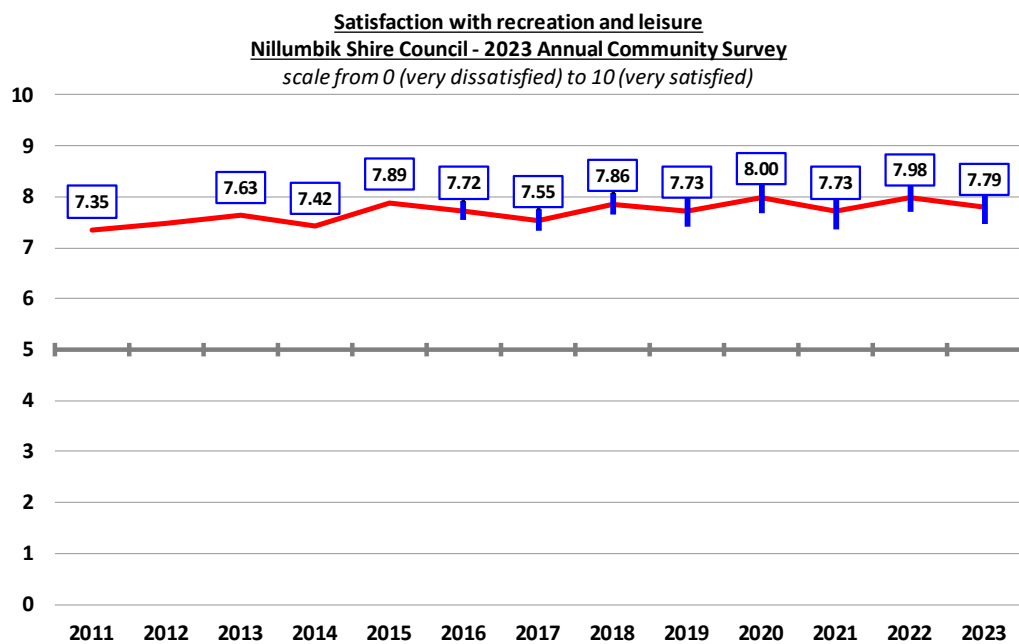
Recreation and leisure

There were four services from the Recreation and Leisure department of Council included in the survey again this year.

These include sports ovals, the aquatic and leisure centres, bike paths, and horse-riding trails.

The average satisfaction with these four services and facilities declined very marginally, but not measurably this year, and remain at an “excellent” level.

These services have been consistently recorded (as a group), at a “very good” to “excellent” level of satisfaction for the 12 annual community satisfaction surveys.

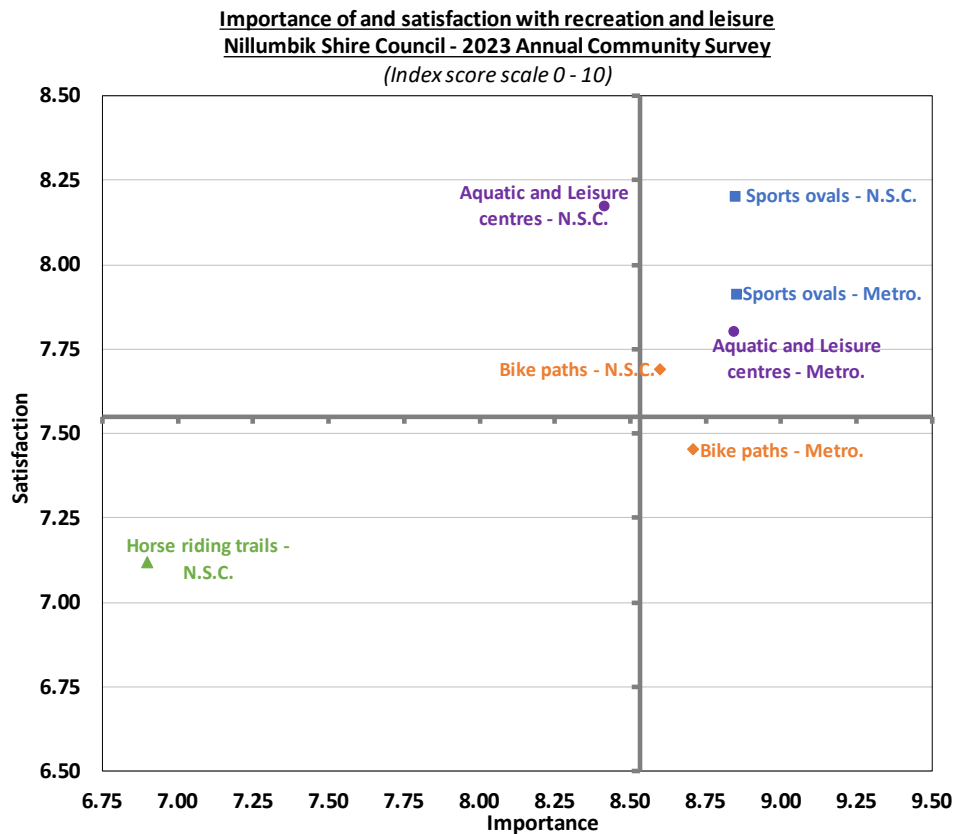


The following graph provides a comparison of the average importance of and satisfaction with these four services and facilities, with a comparison to the metropolitan Melbourne results, where available.

It is noted that the sports ovals, aquatic and recreation centres, and bike paths were all average or higher-than-average importance, and all received a higher-than-average satisfaction score.

Horse riding trails, however, were again recorded at a measurably lower-than-average importance and received a lower-than-average satisfaction score, although still in the “good” range.





Sports ovals (including facilities and activities)

Sports ovals including facilities and activities were the 5th most important of the 33 included services and facilities, with an average importance of 8.85 this year.

The importance of sports ovals to the Nillumbik community has remained remarkably stable over the life of the survey program, reflecting significant community engagement with Council providing these facilities. This includes not only respondents who use these facilities, but the general community overall recognising the importance of these facilities, even if they do not personally use them.

Satisfaction with sports ovals declined marginally, but not measurably this year, down 1.7% to 8.20, which remains an “excellent” level of satisfaction.

Metropolis Research notes that satisfaction scores of more than eight out of 10 are relatively rare and reflect a very high degree of community satisfaction with the service or facility.



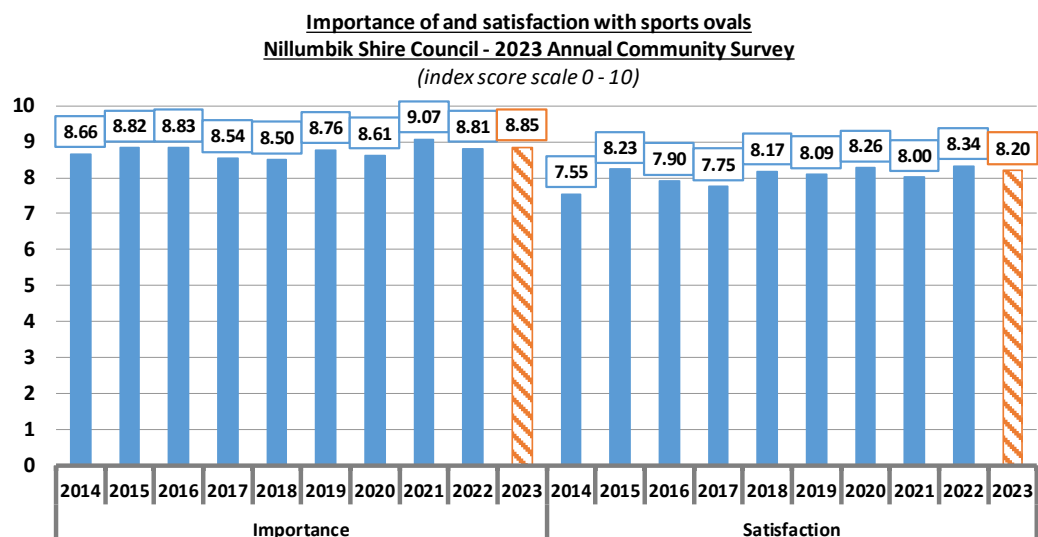
This result remains above the long-term average satisfaction since 2011 of 7.99, the sixth consecutive year that sports ovals have recorded a satisfaction score above the long-term average.

This ranks sports ovals (including facilities and activities) 5th in terms of satisfaction this year, and one of seven to record a satisfaction score measurably higher than the average of all 33 services and facilities (7.55).

This result was comprised of 75.2% “very satisfied” and 1.3% “dissatisfied” respondents, based on a total sample of 258 of the 259 respondents (51.6%) from households who had used these facilities in the last 12 months.

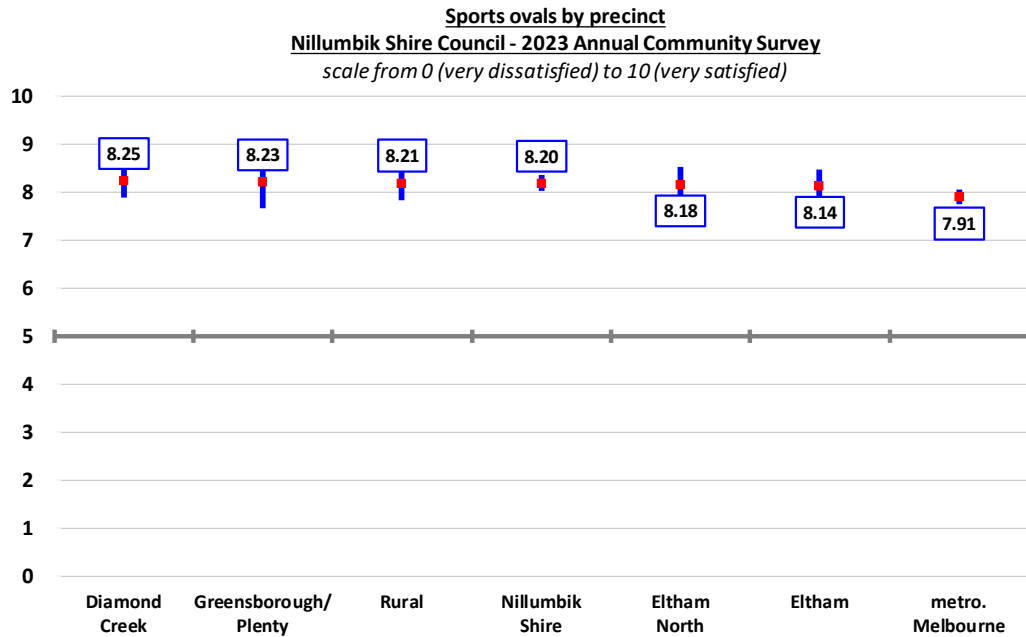
The fact that three-quarters of the respondents from households who had used these facilities in the last 12 months were “very satisfied” speaks well of the high-level of service delivery for sports ovals that is acknowledged by the clients of these facilities and activities.

By way of comparison, this result was somewhat, but not measurably higher than the metropolitan Melbourne average satisfaction with “sports ovals” of 7.91, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



There was no statistically significant or meaningful variation in satisfaction with sports ovals observed across the municipality, with respondents from all five precincts rating satisfaction at “excellent” levels of satisfaction.





On and off-road bike paths (including shared pathways)

On and off-road bike paths (including shared pathways) were the 19th most important of the 33 included services and facilities, with an average importance of 8.60 out of 10.

This is down a touch on the unusually high 2021 result, which was likely to have reflected greater attention by the community through the lockdown phases of the pandemic in 2021.

Apart from the unusually high result in 2021, the importance of bike paths has remained very stable around a long-term average since 2014 of 8.64.

Satisfaction with bike paths (including shared pathways) declined marginally, but not measurably this year, down 1.6% to 7.69, which remains a “very good” level of satisfaction.

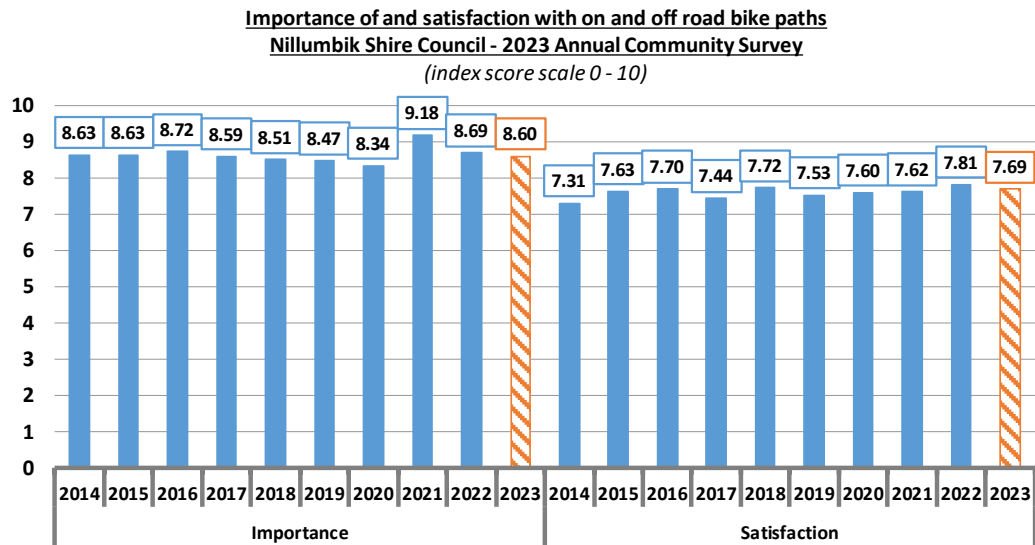
This result remains just marginally above the long-term average satisfaction since 2011 of 7.57.

This ranks bike paths (including shared pathways) 12th in terms of satisfaction this year.

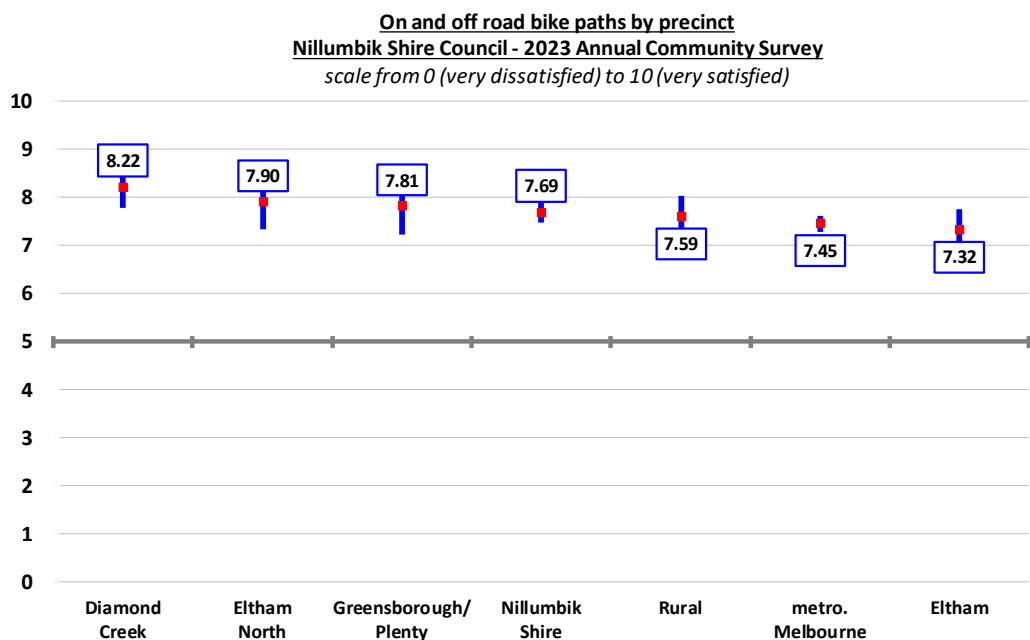
This result was comprised of 61.3% “very satisfied” and 5.7% “dissatisfied” respondents, based on a total sample of 256 of the 260 respondents (51.8%) from households who had used these facilities in the last 12 months.



By way of comparison, this result was somewhat, but not measurably higher than the metropolitan Melbourne average satisfaction with “bike and shared paths (both on-road and off-road and including shared paths)” of 7.45, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



Whilst there was no statistically significant variation in satisfaction with bike paths observed across the municipality, it is noted that respondents from Diamond Creek and Eltham North rated satisfaction at “excellent” rather than “very good” levels of satisfaction.



Horse riding trails

Horse riding trails were the least important of the 33 included services and facilities this year, with an average importance of 6.90 out of 10.

Metropolis Research notes that the importance of horse-riding trails has proved somewhat variable over the five years it has been included in the survey program, around a long-term average importance of 7.21.

Metropolis Research is unsure as to what factors maybe underpinning the variability in importance for horse riding trails. It would not have been expected that COVID-19 would result in a higher-than-average importance score.

Satisfaction with horse-riding trails declined somewhat, but not measurably this year, down 6.4% to 7.12, which is a “good”, down from a “very good” level of satisfaction.

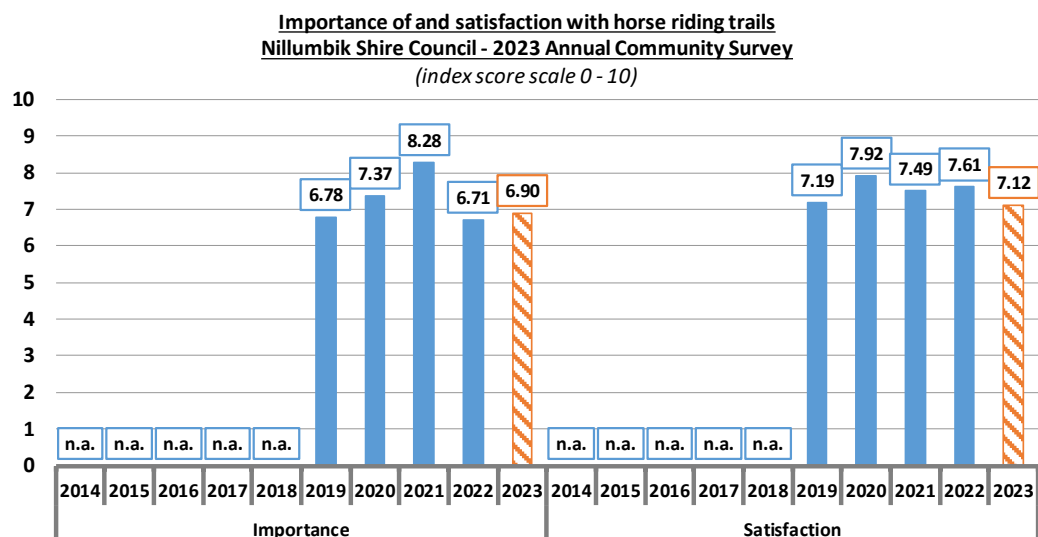
It is important to bear in mind, however, the very small sample size of just 38 respondents from households who had used these services in the last 12 months. This very low sample size will result in a greater degree of variability in satisfaction score from year to year.

This result was somewhat below the long-term average satisfaction since 2019 of 7.46.

This ranks horse-riding trails 25th in terms of satisfaction this year.

This result was comprised of 55.8% “very satisfied” and 15.1% “dissatisfied” respondents, based on a total sample of 37 of the 38 respondents (7.6%) from households who had used these facilities in the last 12 months.

These facilities were not included in the *Governing Melbourne* research conducted independently by Metropolis Research and therefore no comparison results are available.



Given the sample of just 37 respondents rating satisfaction with these facilities, no precinct level satisfaction scores are published.

Aquatic and Leisure Centres

Aquatic and leisure centres were the 26th most important of the 33 included services and facilities, with an average importance of 8.42 out of 10 this year.

It is noted that the average importance of these facilities has declined marginally from the 2020 result but remains consistent with the long-term average importance since 2014 of 8.57.

Satisfaction with aquatic and leisure centres remained essentially stable this year, down less than one percent to 8.17, which remains an “excellent” level of satisfaction.

This ranks aquatic and leisure centres 6th in terms of satisfaction this year.

This result was above the long-term average satisfaction since 2011 of 7.77, with satisfaction clearly trending higher in recent years from “very good” to “excellent” levels of satisfaction.

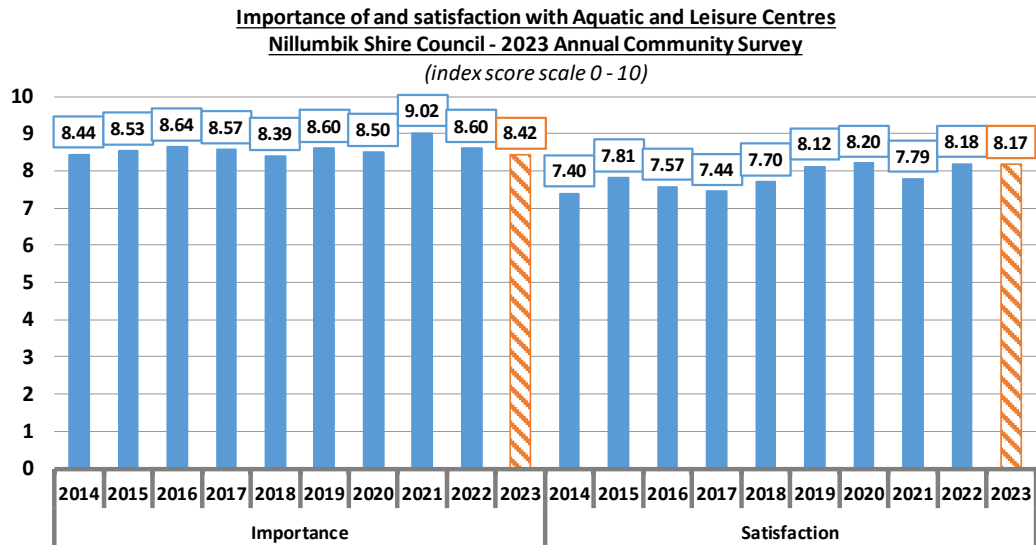
This result was comprised of 76.0% “very satisfied” and 2.7% “dissatisfied” respondents, based on a total sample of 203 of the 204 respondents (40.6%) from households who had used these facilities in the last 12 months.

The fact that more than three-quarters of the respondents from households who had used these facilities in the last 12 months were “very satisfied” speaks well of the high-level of service delivery for sports ovals that is acknowledged by the clients of these facilities and activities.

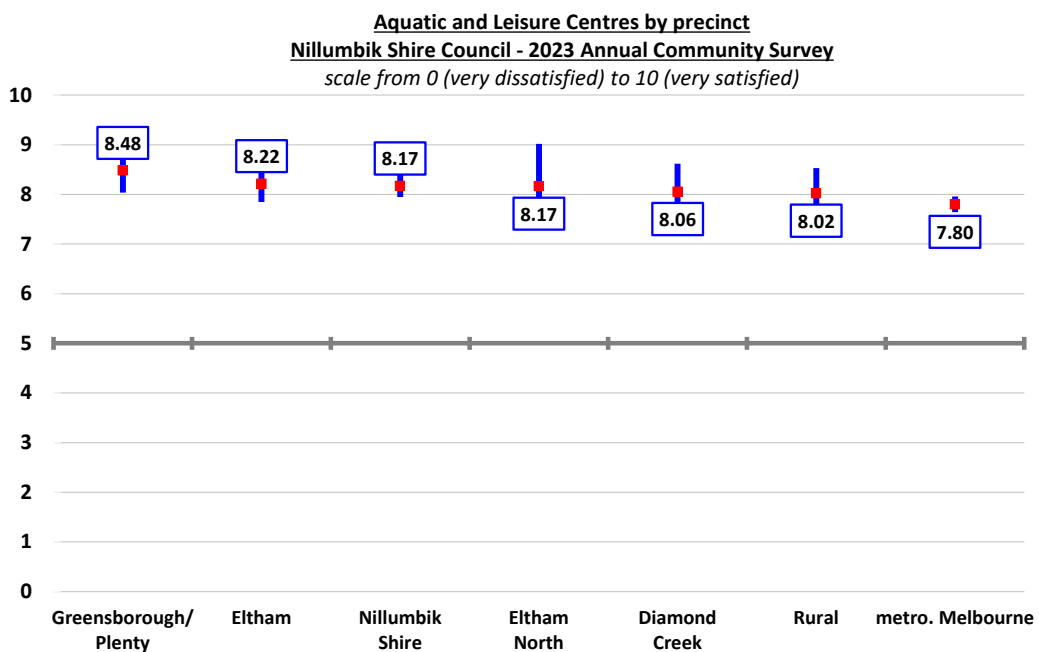
By way of comparison, this result was measurably higher than the metropolitan Melbourne average satisfaction with “recreation and / or aquatic Centres (including swimming pool)” of 7.80, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



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There was no statistically significant or meaningful variation in satisfaction with aquatic and leisure centres observed across the municipality, with respondents from all five precincts rating satisfaction at “excellent” levels of satisfaction.

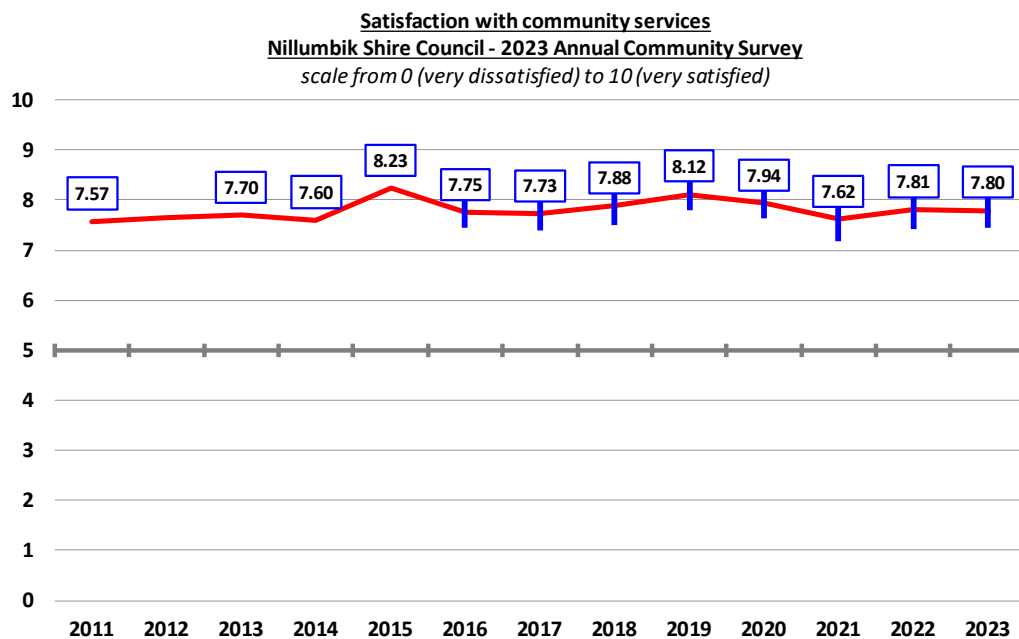


Community services

There were seven services and facilities from the Community Services department of Council included in the survey again this year.

These include library services, services for children, youth services, services for seniors, support for local business, and arts and cultural events and activities.

The average satisfaction with these six services and facilities remained stable at an “excellent” level of satisfaction this year.



The following graph provides a comparison of the average importance of and satisfaction with these six services and facilities, with a comparison to the metropolitan Melbourne results from *Governing Melbourne* (where available).

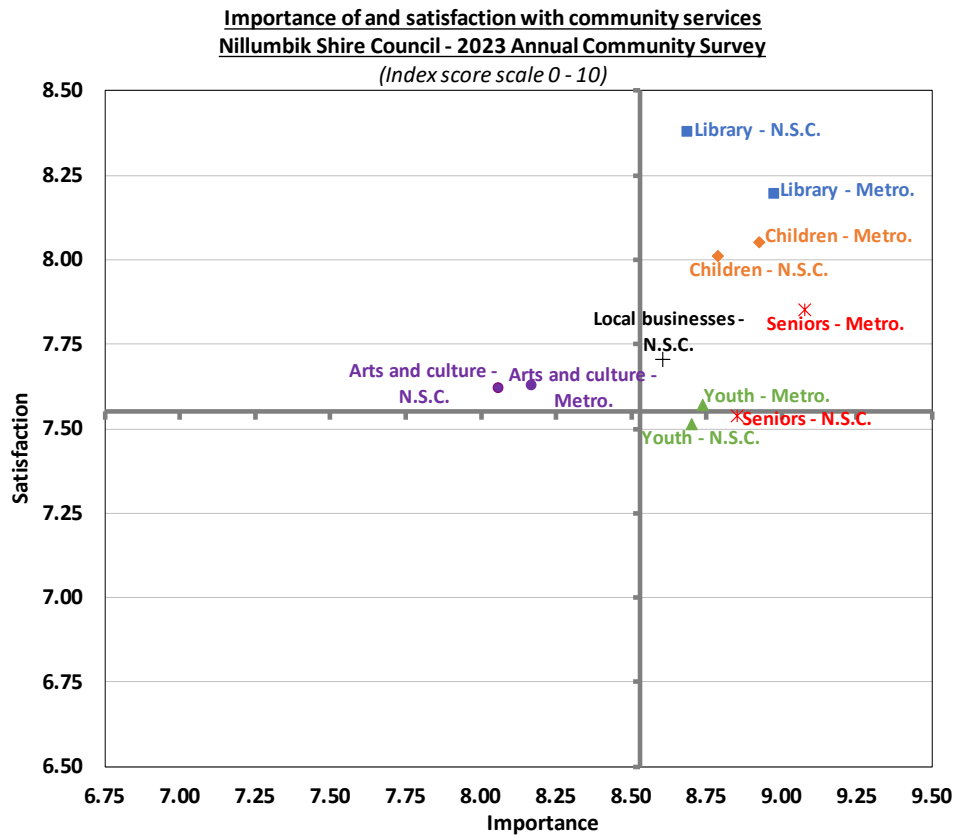
It is noted that five of the six services and facilities were of higher-than-average importance, and all six recorded average or above average satisfaction scores.

Consistent with results observed across metropolitan Melbourne and elsewhere over many years, arts and cultural activities were of somewhat lower-than-average importance.

This is a consistent result observed which reflects the fact that many respondents will rate other services such as kerbside collection, community services, and some others as more important than arts and cultural activities.



It is noted, however, that arts and cultural activities still recorded an importance score of more than 7.5 out of 10, i.e., they were important to the community.



Local library

The local library was the 12th most important of the 33 included services and facilities, with an average importance score this year of 8.69 out of 10.

This result has remained remarkably stable over most years of the survey program at or around the long-term average since 2014 of 8.75.

Satisfaction with the local library declined notably, but not measurably this year, down four percent to 8.38, although it remains at an “excellent” level.

This result was somewhat below the long-term average satisfaction since 2011 of 8.53.

Metropolis Research notes that whilst satisfaction declined a little this year, and in a year when the average satisfaction with services and facilities increased 2.9%, satisfaction with libraries remains well above eight out of 10.



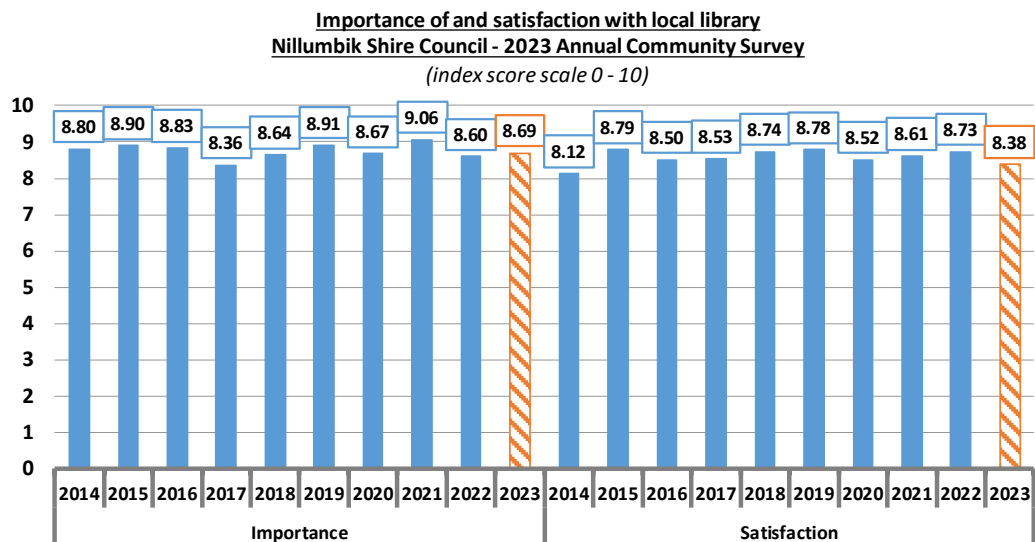
Satisfaction scores of more than eight out of 10 are relatively rare and reflects significant user satisfaction with the service or facility.

This ranks local libraries first in terms of satisfaction again this year.

This result was comprised of 82.8% “very satisfied” and 2.5% “dissatisfied” respondents, based on a total sample of 214 of the 217 respondents (43.2%) from households who had used these facilities in the last 12 months.

The fact that more than four-fifths of the respondents from households who had used these facilities in the last 12 months were “very satisfied” speaks well of the high-level of service delivery for local libraries that is acknowledged by the clients of these facilities.

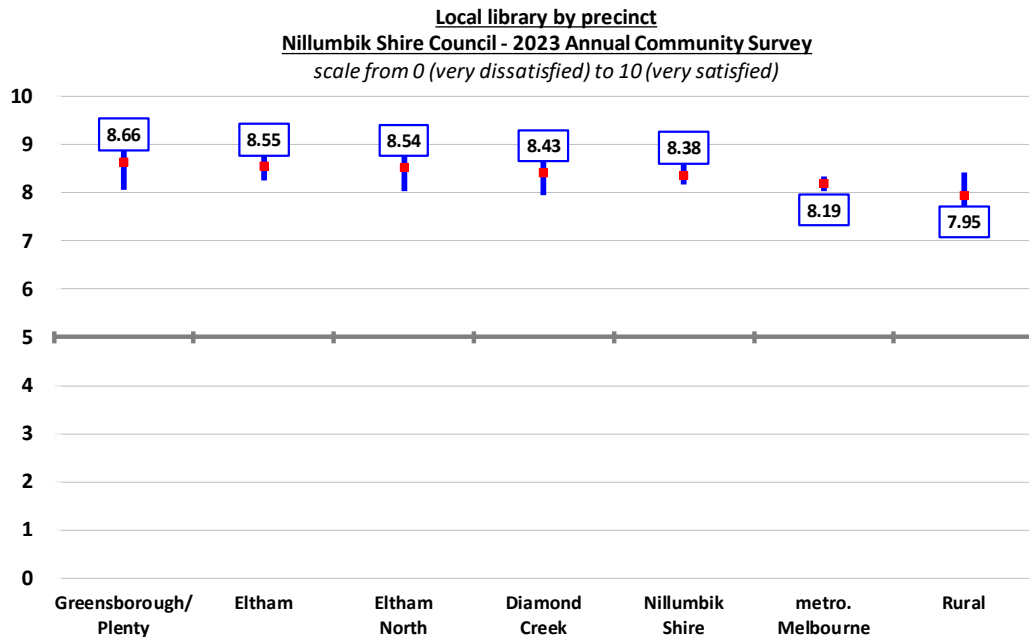
By way of comparison, this result was somewhat, but not measurably higher than the metropolitan Melbourne average satisfaction with “local library” of 8.19, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



There was no statistically significant or meaningful variation in satisfaction with local libraries observed across the municipality, with respondents from all five precincts rating satisfaction at “excellent” levels of satisfaction.



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Services for children from birth to 5 years of age

Services for children aged from birth to 5 years of age were the 10th most important of the 33 included services and facilities this year, with an average importance score of 8.79 out of 10.

This result was somewhat lower than the long-term average importance since 2014 of 8.96.

Satisfaction with services for children declined somewhat, but not measurably this year, down four percent to 8.01, although it remains at an “excellent” level of satisfaction.

Metropolis Research draws attention to the small sample of just 93 respondents who rated satisfaction with these services and notes that the small sample will result in more variable results from year to year.

Metropolis Research notes that whilst satisfaction declined a little this year, and in a year when the average satisfaction with services and facilities increased 2.9%, satisfaction with these services remains well above eight out of 10.

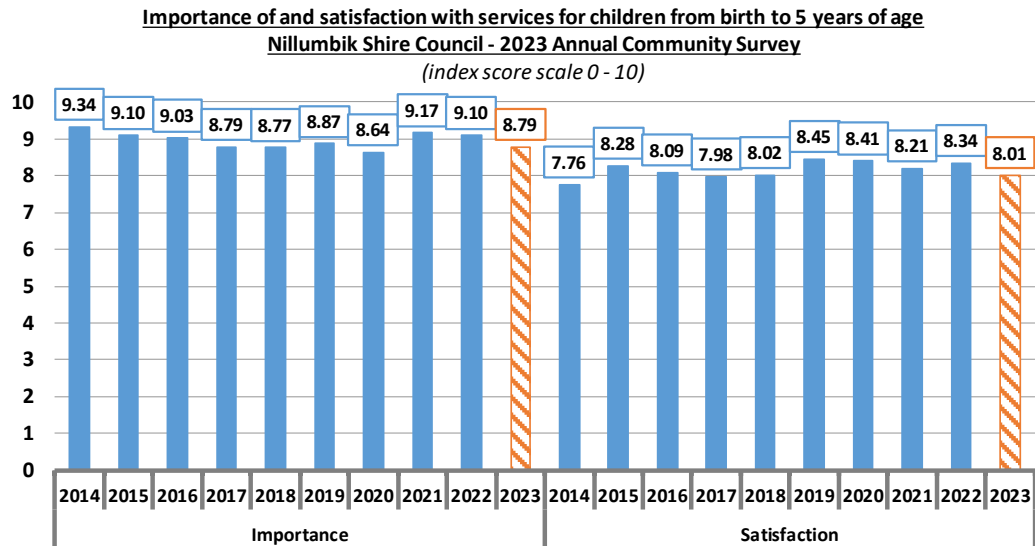
Satisfaction scores of more than eight out of 10 are relatively rare and reflects significant user satisfaction with the service or facility.

This ranks services for children 8th in terms of satisfaction.

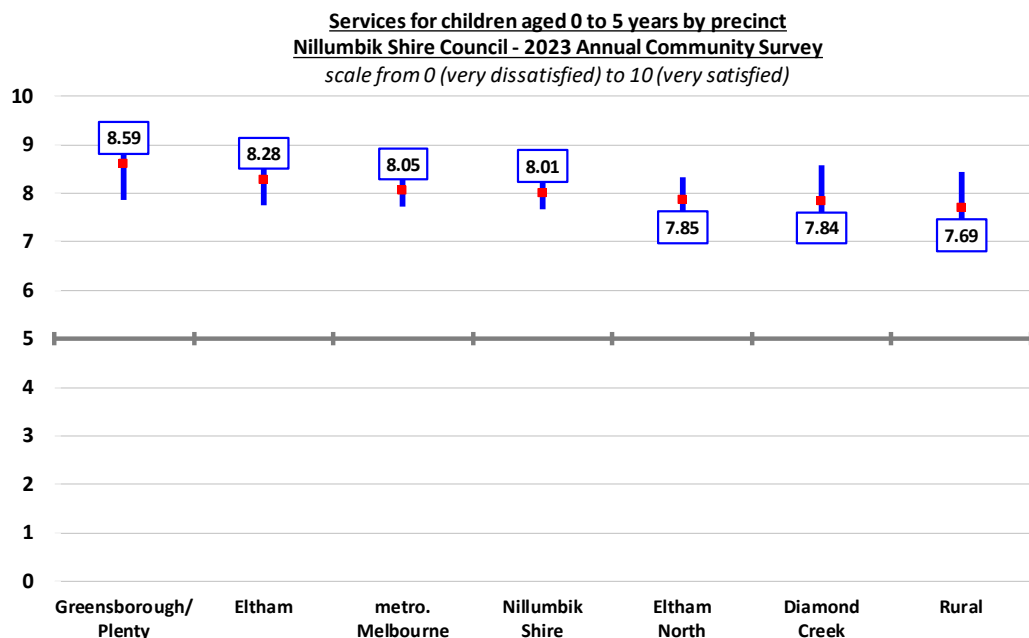
This result was comprised of 69.6% “very satisfied” and 2.7% “dissatisfied” respondents, based on a total sample of 93 of the 94 respondents (18.7%) from households who had used these facilities in the last 12 months.



By way of comparison, this result was almost identical to the metropolitan Melbourne average satisfaction with “services for children aged 0-4 years (e.g., Family day care, Maternal and Child Health, Kinder)” of 8.05, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



Cognisant of the very small precinct-level sample for these services, no measurable variation in satisfaction was observed, although it is noted that respondents from the rural precinct rated satisfaction at “very good” rather than “excellent” levels of satisfaction.



Services for youth

Services for youth were the 11th most important of the 33 included services and facilities, with an average importance of 8.70 out of 10 this year.

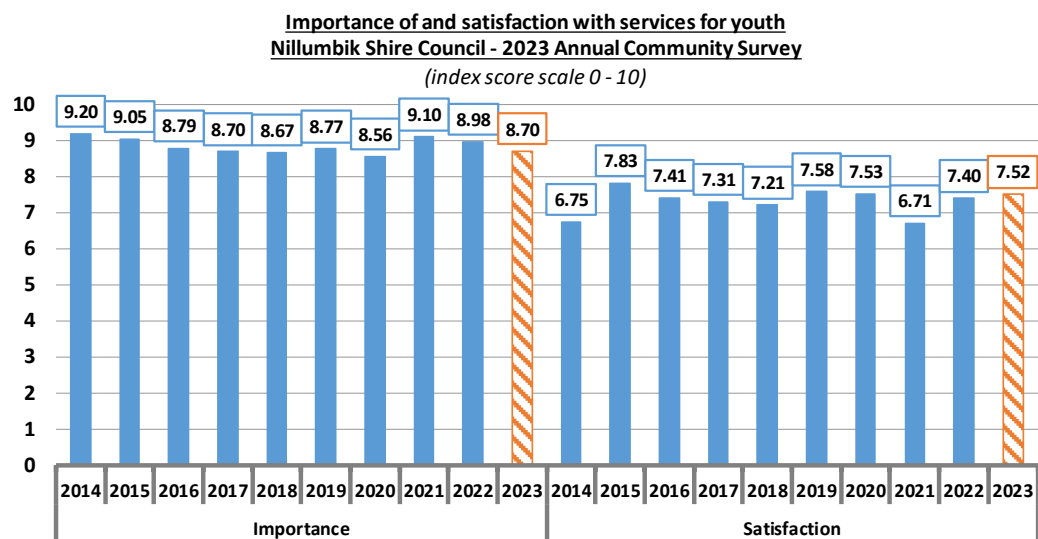
Satisfaction with services for youth increased very marginally, but not measurably this year, up 1.6% to 7.52, which remains a “very good” level of satisfaction.

This result remains above the long-term average satisfaction with services for youth since 2011 of 7.24.

This ranks services for youth 18th in terms of satisfaction.

This result was comprised of 65.6% “very satisfied” and 7.5% “dissatisfied” respondents, based on a total sample of 62 of the 65 respondents (12.9%) from households who had used these facilities in the last 12 months.

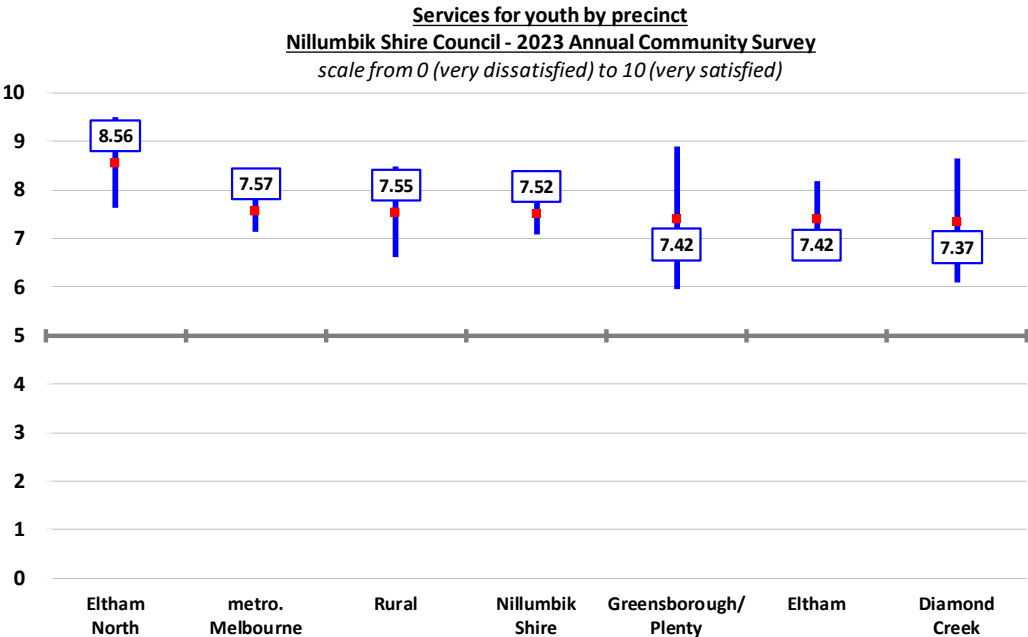
By way of comparison, this result was almost identical to the metropolitan Melbourne average satisfaction with “services for youth (e.g., school holiday programs, Council recreation events)” of 7.57, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



Cognisant of the extremely small sample size at the precinct level for these services, no statistically significant variation in satisfaction with youth services was observed across the municipality.

It is noted, however, that respondents from Eltham North rated satisfaction at an “excellent” rather than a “very good” level of satisfaction.





Services for seniors

Services for seniors were the 6th most important of the 33 included services and facilities, with an average importance of 8.85 out of 10 this year. This was one of nine that were measurably more important than the average of all 33 services and facilities (8.53).

Satisfaction with services for seniors increased marginally, but not measurably this year, up 3.4% to 7.54, although it remains at a “very good” level.

This result remains almost identical to the long-term average satisfaction with services for seniors since 2011 of 7.53.

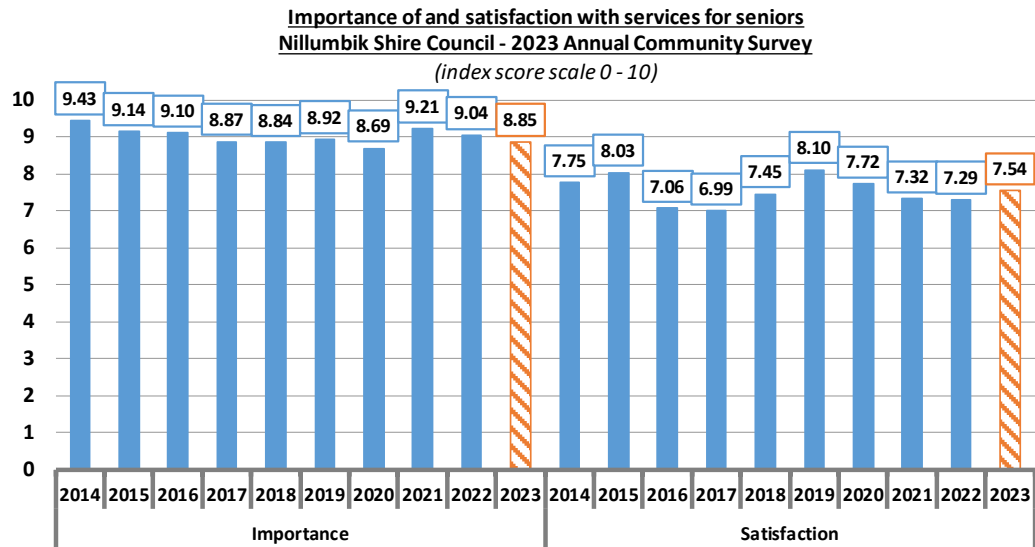
This ranks services for senior’s 16th in terms of satisfaction.

This result was comprised of 64.4 “very satisfied” and 5.5% “dissatisfied” respondents, based on a total sample of 50 of the 52 respondents (10.4%) from households who had used these facilities in the last 12 months.

By way of comparison, this result was somewhat, but not measurably lower than the metropolitan Melbourne average satisfaction with “services for seniors (e.g., community transport, planned activity groups)” of 7.85, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.

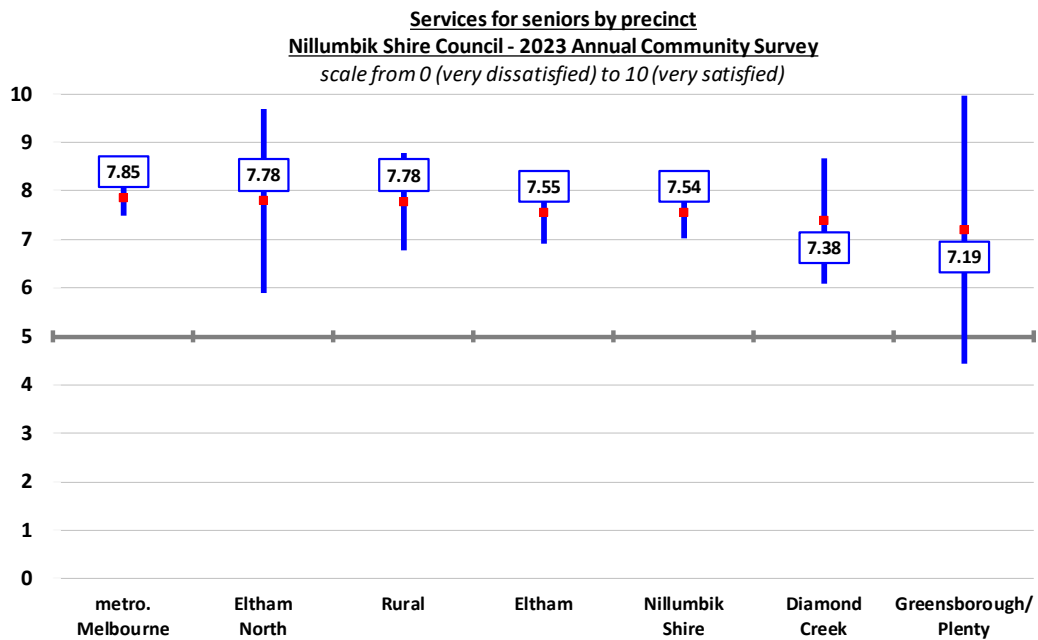


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Cognisant of the extremely small sample size at the precinct level for these services, no statistically significant variation in satisfaction with services for seniors was observed across the municipality.

It is noted, however, that respondents from Eltham North and the rural precinct rated satisfaction at an “excellent” rather than a “very good” level of satisfaction.



Arts and cultural events, programs, and activities

Arts and cultural events, programs, and activities were the 30th most important of the 33 included services and facilities, with an average importance of 8.06 out of 10 this year.

This result has remained relatively consistent over time, apart from the unusually high importance of 8.97 recorded in 2021.

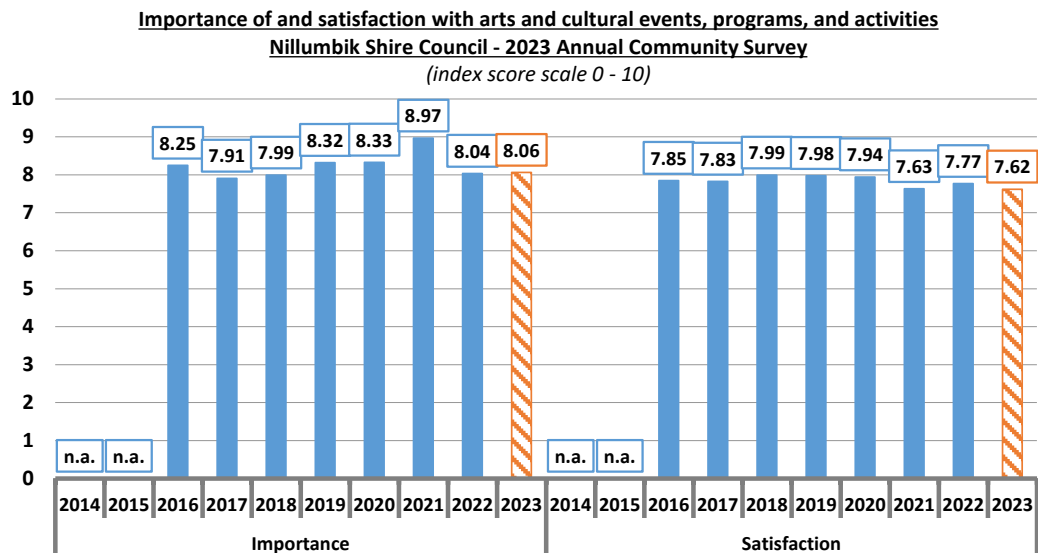
Satisfaction with arts and cultural events, programs, and activities declined marginally, but not measurably this year, down 1.9% to 7.62, which is a “very good”, down from an “excellent” level of satisfaction.

This result was somewhat, but not measurably below the long-term average satisfaction since 2016 of 7.83.

This ranks arts and cultural events, programs, and activities 15th in terms of satisfaction this year.

This result was comprised of 59.9% “very satisfied” and 3.6% “dissatisfied” respondents, based on a total sample of 172 of the 175 respondents (34.9%) from households who had used these facilities in the last 12 months.

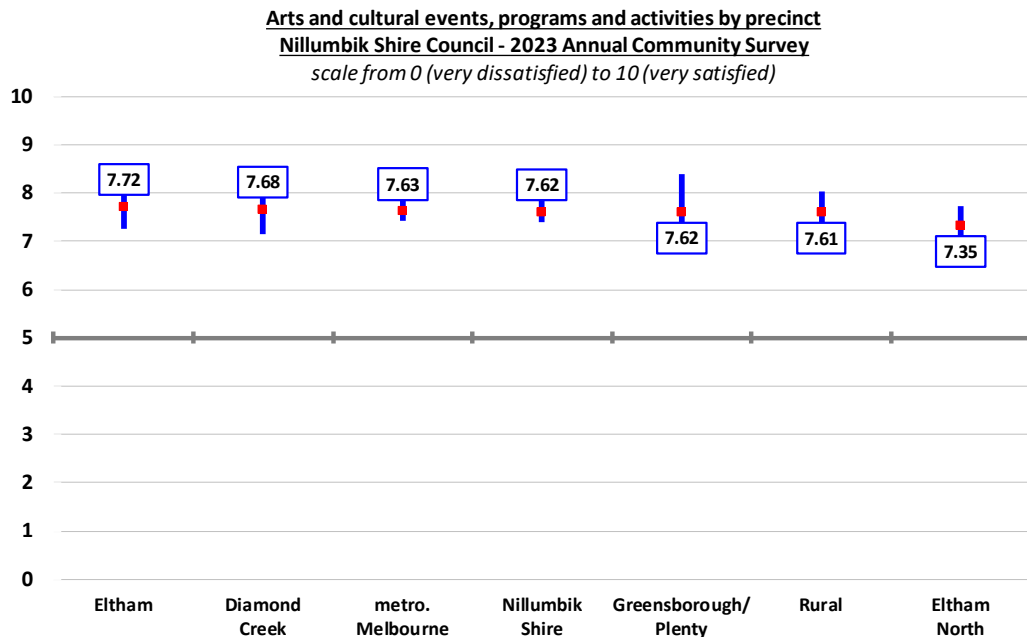
By way of comparison, this result was almost identical to the metropolitan Melbourne combined average satisfaction with “the provision of public art” and “Council’s festivals and events” of 7.63, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



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There was no statistically significant variation in satisfaction with arts and cultural events, programs, and activities observed across the municipality, with respondents from all five precincts rating satisfaction at “very good” levels.

It is noted, however, that respondents from Eltham North were somewhat less satisfied than average, although still at a “very good” level.



Support for local businesses

Support for local business was the 17th most important of the 33 included services and facilities, with an average importance of 8.61 out of 10 this year.

Satisfaction with support for local business increased notably, but not measurably this year, up 4.9% to 7.71, although it remains at a “very good” level of satisfaction.

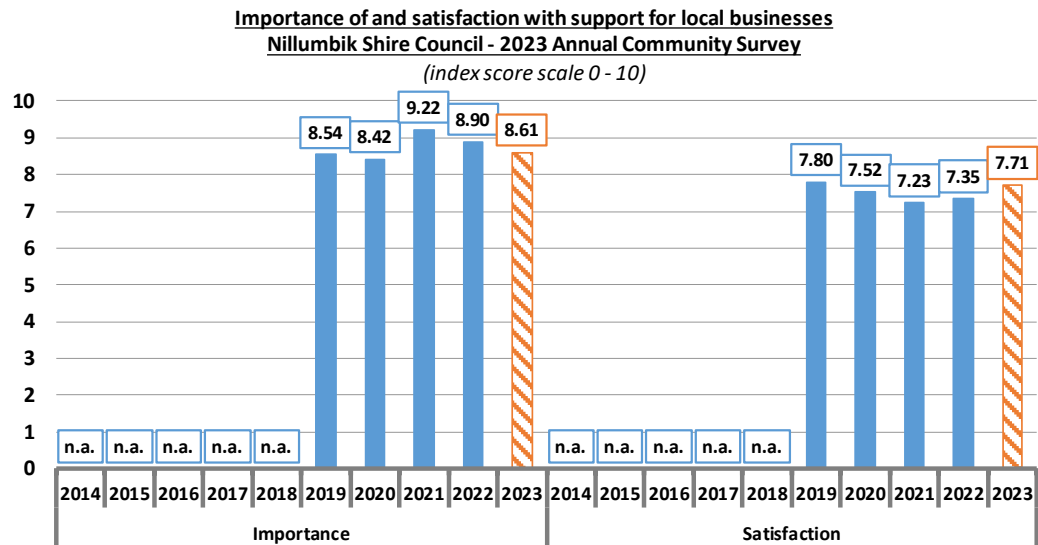
This was the second highest score for this service recorded since it was included in the survey program back in 2019 and was above the long-term average satisfaction since 2019 of 7.52.

This result ranks support for local business 11th in terms of satisfaction this year.

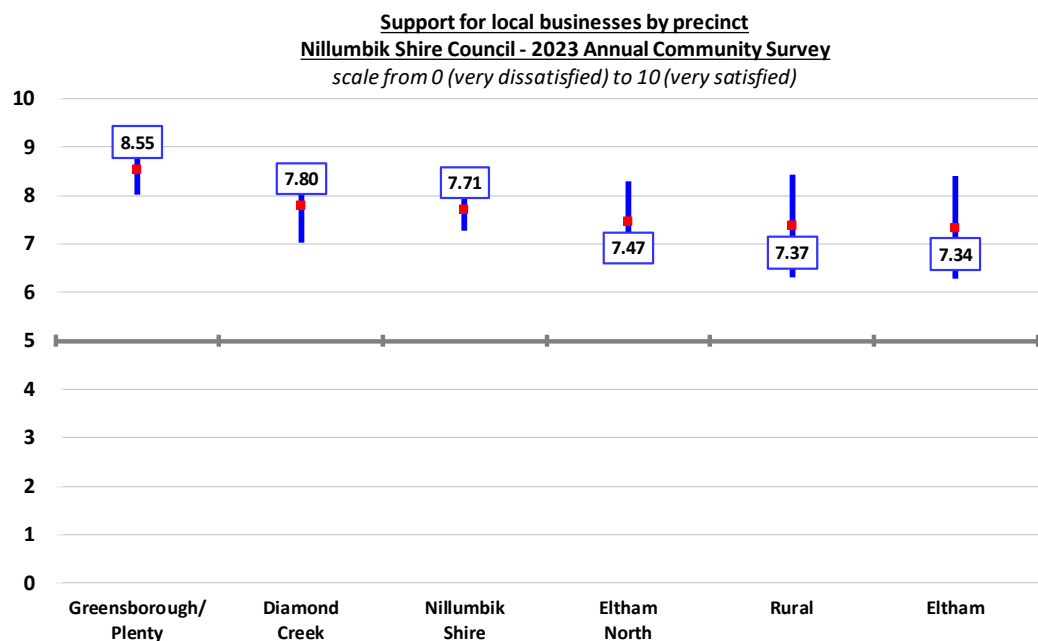
This result was comprised of 70.0% “very satisfied” and 8.6% “dissatisfied” respondents, based on a total sample of 103 of the 104 respondents (20.7%) from households who had used these services in the last 12 months.



By way of comparison, this result was notably, but not measurably higher than the metropolitan Melbourne average satisfaction with “Council activities promoting local economic development” of 7.14, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



Whilst there was no statistically significant variation in satisfaction observed across the municipality, and cognisant of the small sample size, it is noted that respondents from Greensborough / Plenty rated satisfaction notably higher than average and as “excellent”.



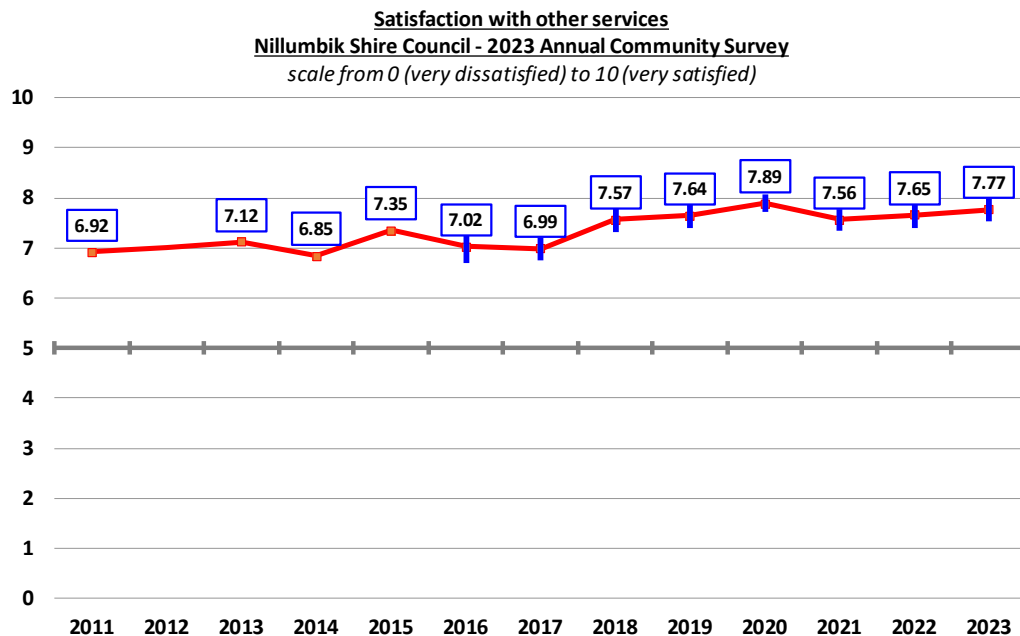
Other services and facilities

There were four other services and facilities included in the survey again this year, that were not included in the previous Council departments.

These services and facilities include environmental programs and facilities, education and learning, Council’s website, and the *Nillumbik News* publication.

The average satisfaction with these four services and facilities continued to increase again this year, up 1.6% to 7.77, which is an “excellent”, up from a “very good” level of satisfaction.

It is noted that the average satisfaction with this group of services has trended higher over, and that the 2023 result recovered most of the decline in satisfaction recorded through the COVID-19 years of 2021 and 2022.

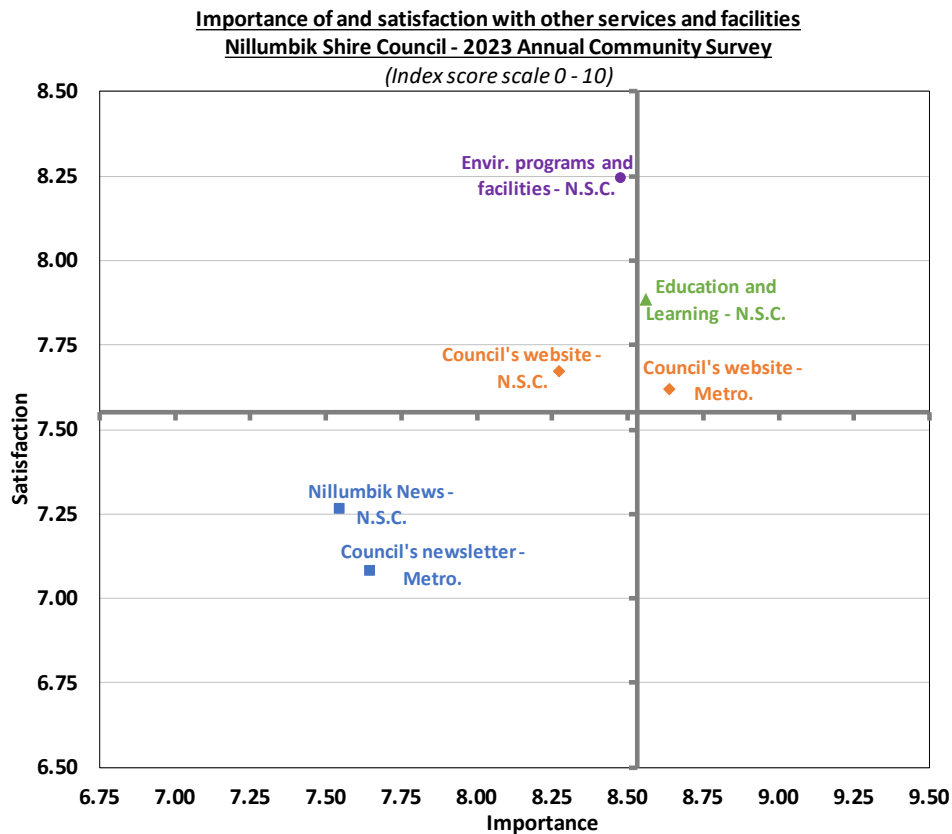


The following graph provides a comparison of the average importance of and satisfaction with these four services and facilities, with a comparison to the metropolitan Melbourne results where available.

It is noted that three of these four services and facilities were of average or slightly higher-than-average importance, and these three all received somewhat higher-than-average satisfaction scores.

The *Nillumbik News* was of lower-than-average importance, and again in 2023, recorded a lower-than-average satisfaction score.





Nillumbik News (Council's newsletter)

The *Nillumbik News* (Council's newsletter) was the 32nd most important of the 33 included services and facilities, with an average importance of 7.55 out of 10 this year.

Metropolis Research notes that, apart from 2020 and 2021, the importance of this publication was moderate at around 7.5 out of 10.

Satisfaction with the publication remained essentially stable this year, up less than one percent to 7.27, which remains a "very good" level of satisfaction.

This result ranks the *Nillumbik News* 22nd in terms of satisfaction this year.

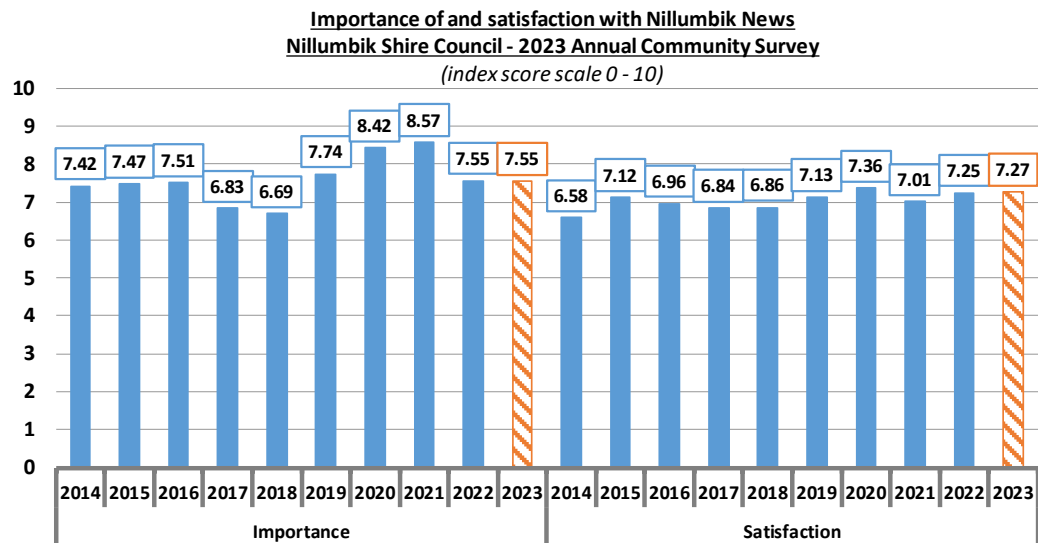
This result was comprised of 53.5% "very satisfied" and 7.1% "dissatisfied" respondents, based on a total sample of 406 of the 502 respondents.

By way of comparison, this result was somewhat, but not measurably higher than the metropolitan Melbourne average satisfaction with "Council's regular printed newsletter" of

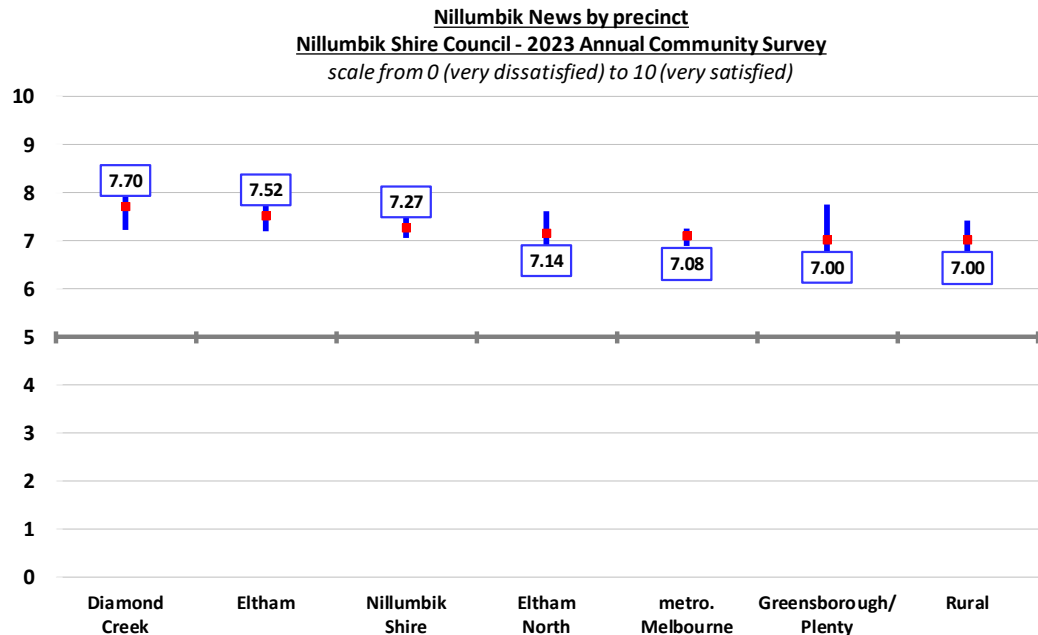


Nillumbik Shire Council – 2023 Annual Community Survey

7.08, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



Whilst there was no statistically significant variation in satisfaction with the publication observed across the municipality, it is noted that respondents from Eltham North, Greensborough / Plenty, and the rural precinct rated satisfaction at “good” rather than “very good” levels of satisfaction.



Council's website

Council's website was the 27th most important of the 33 included services and facilities, with an average importance of 8.27 out of 10 this year.

Metropolis Research notes the significantly higher than average importance recorded in 2021, potentially reflecting greater community engagement via the website through the pandemic.

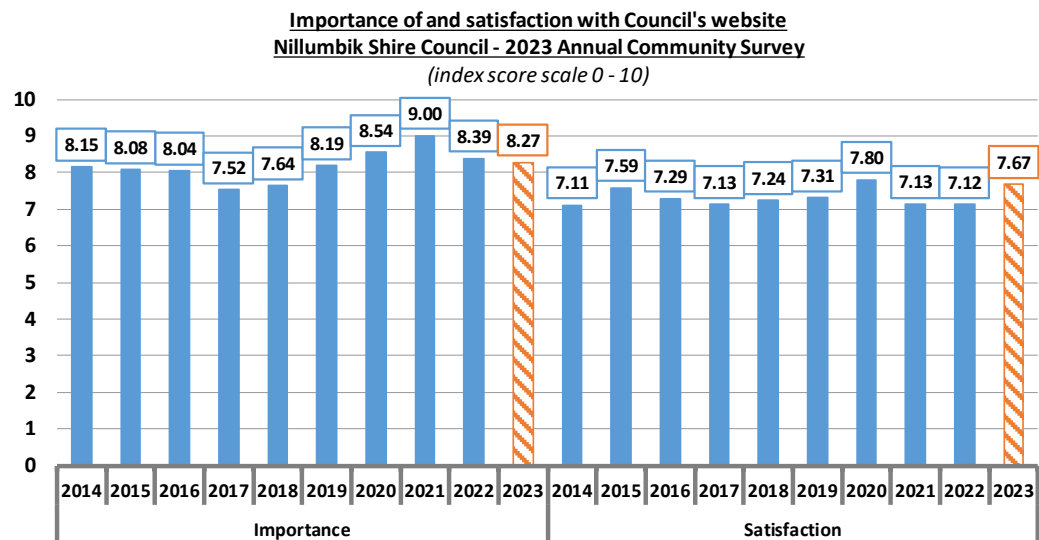
Satisfaction with Council's website increased measurably this year, up 7.7% to 7.67, which is a "very good" up from a "good" level of satisfaction.

This increase reverses the decline in satisfaction recorded over the two COVID-19 years of 2021 and 2022 and was measurably above the long-term average satisfaction since 2011 of 7.29.

This result ranks the Council website 14th in terms of satisfaction this year.

This result was comprised of 63.4% "very satisfied" and 3.3% "dissatisfied" respondents, based on a total sample of 292 of the 295 respondents (58.8%) from households who had used these facilities in the last 12 months.

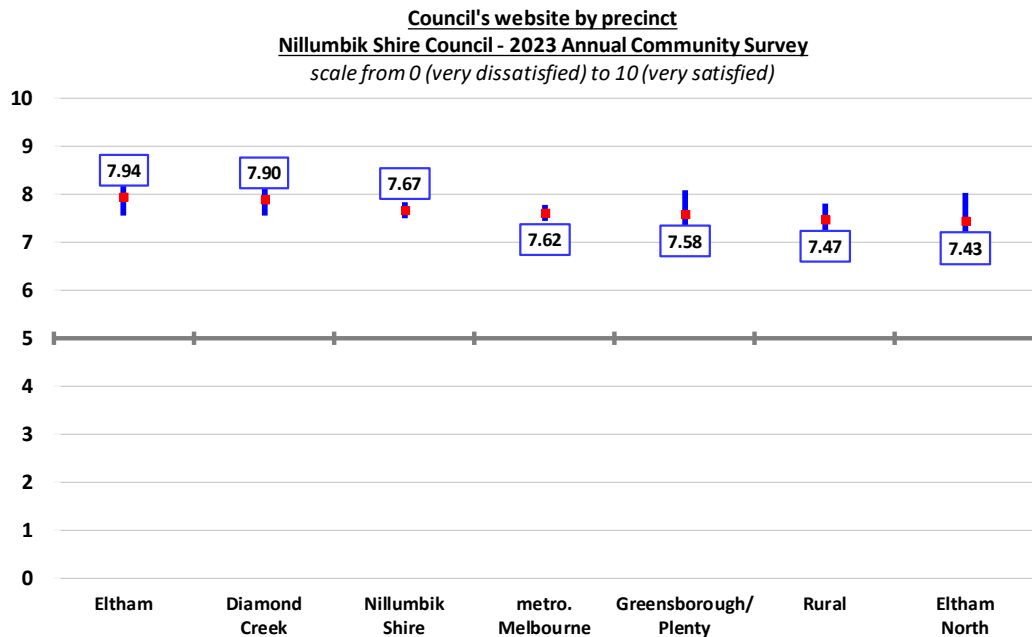
By way of comparison, this result was almost identical to the metropolitan Melbourne average satisfaction with "Council's website" of 7.62, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



Whilst there was no statistically significant variation in satisfaction with the Council website observed across the municipality, it is noted that respondents from Eltham and Diamond Creek rated satisfaction at "excellent" rather than "very good" levels of satisfaction.



Nillumbik Shire Council – 2023 Annual Community Survey



Education and Learning

Education and Learning was the 20th most important of the 33 included services and facilities, with an average importance of 8.56 out of 10 this year.

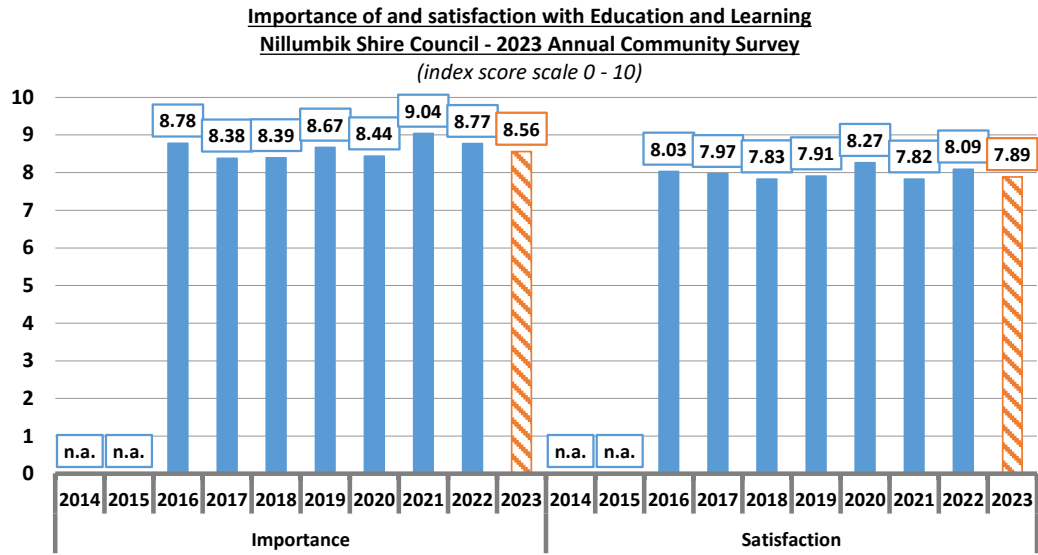
Satisfaction with Education and Learning declined marginally, but not measurably this year, down 2.5% to 7.89, although it remains at an “excellent” level.

This result ranks Education and Learning 9th in terms of satisfaction this year.

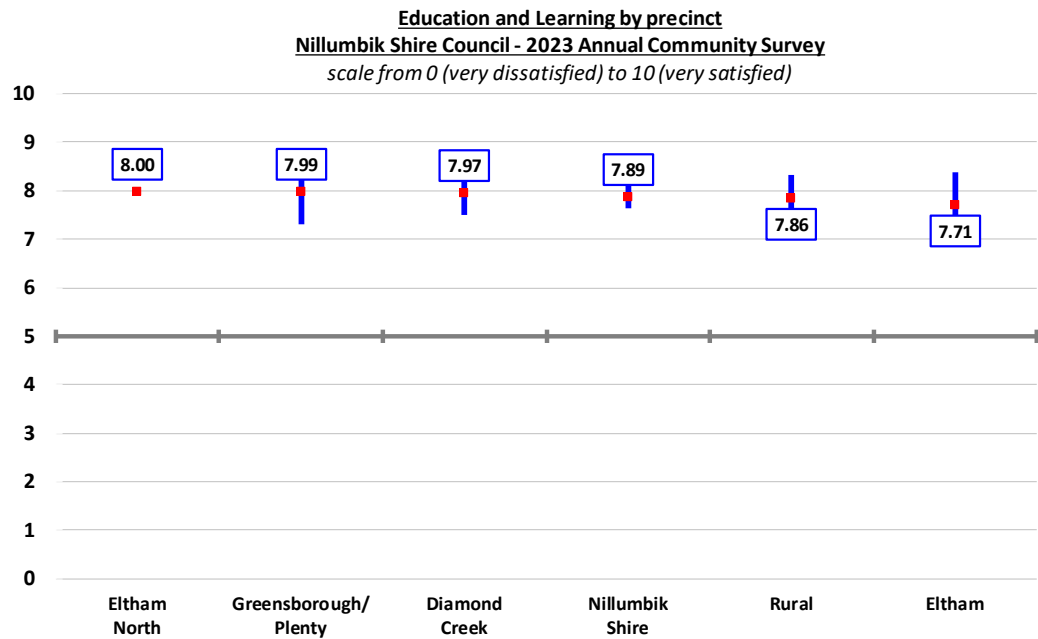
This result was comprised of 65.5% “very satisfied” and 2.4% “dissatisfied” respondents, based on a total sample of 118 of the 121 respondents (24.1%) from households who had used these facilities in the last 12 months.

This service was not included in the *Governing Melbourne* research conducted independently by Metropolis Research and therefore no comparison results were available.





Cognisant of the small sample size at the precinct level for this service, there was no statistically significant variation in satisfaction with Education and Learning observed across the municipality, although it is noted that respondents from Eltham rated satisfaction at a “very good” rather than an “excellent” level of satisfaction.



Environmental programs and facilities

Environmental programs and facilities were the 25th most important of the 33 included services and facilities, with an average importance of 8.48 out of 10 this year. This result has remained quite stable over the last eight years at or around the long-term average of 8.60.

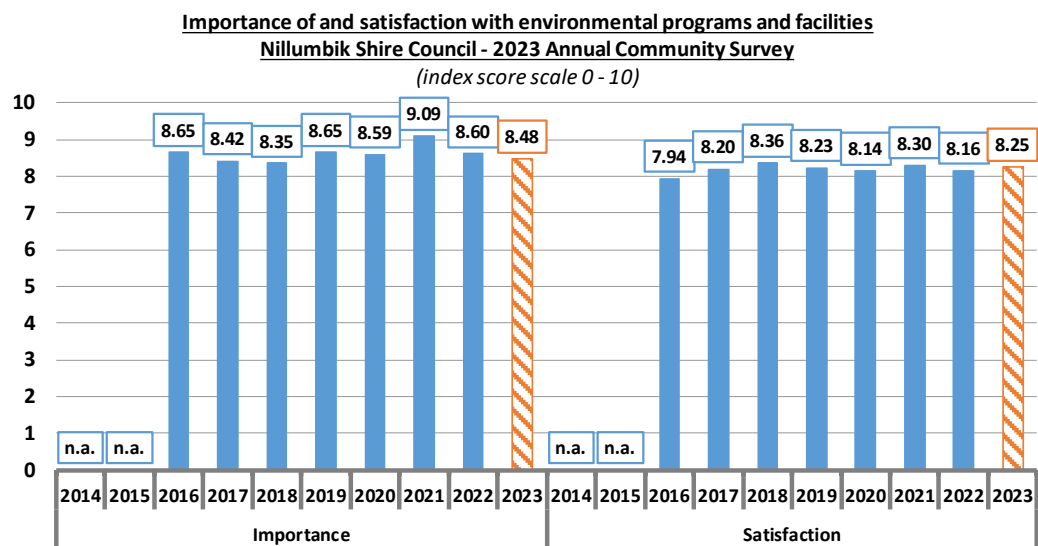
Satisfaction with environmental programs and facilities remained essentially stable this year, up less than one percent to 8.25, which remains an “excellent” level of satisfaction.

This result has remained quite stable at or around the long-term average since 2016 of 8.20.

This result ranks environmental programs and facilities 4th in terms of satisfaction this year and one of seven to record a satisfaction score measurably higher than the average of all 33 services and facilities (7.55).

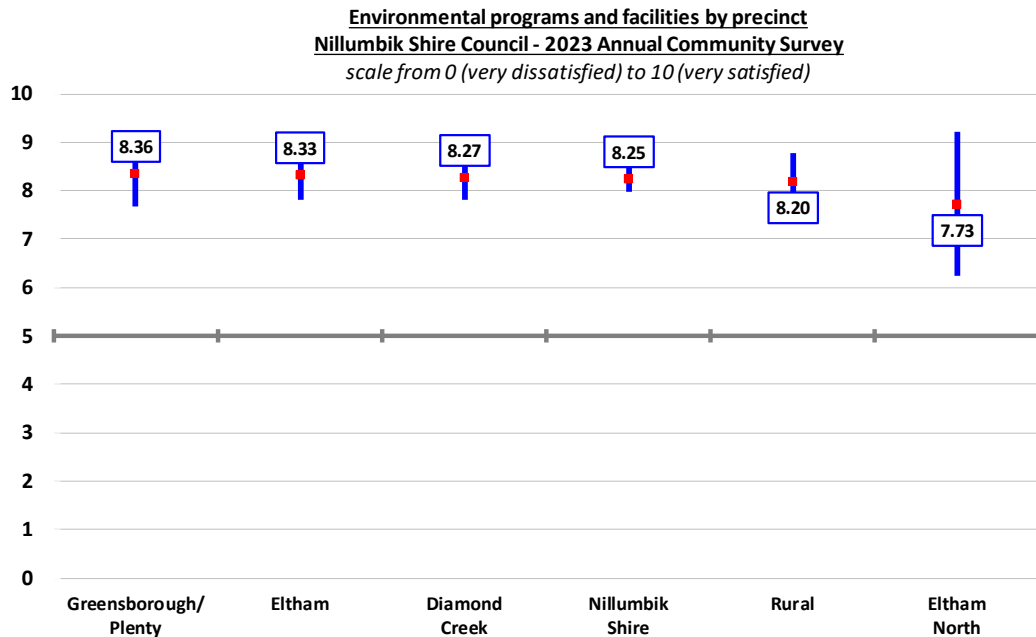
This result was comprised of 73.5% “very satisfied” and 3.0% “dissatisfied” respondents, based on a total sample of 149 of the 151 respondents (30.1%) from households who had used these facilities in the last 12 months.

This service was not included in the *Governing Melbourne* research conducted independently by Metropolis Research and therefore no comparison results were available.



Cognisant of the small sample size at the precinct level for this service, there was no statistically significant variation in satisfaction with environmental programs and facilities observed across the municipality, although it is noted that the small sample of respondents from Eltham North rated satisfaction at a “very good” rather than an “excellent” level of satisfaction.





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 2023 asked to identify what they considered to be the top three issues for the Nillumbik Shire ‘at the moment’.

This question is considered one of the critical components of the *Annual Community Survey* program, as it provides a meaningful insight into the range of issues that currently on the mind of the community.

These can include a wide range of issues, some relating to the activities of Council, and some relating to other areas. They all, however, have the capacity to impact on the local community’s satisfaction with, and expectations of their local council.

It is important to bear in mind that these responses were not necessarily all 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 nominate as significant are generally within the remit of other levels of government.

Approximately three-quarters (73.8% up from 63.0%) of respondents provided a total of 768 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 examination of change over time, 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).

Other commonly nominated issues for Nillumbik include parks, gardens, and open space related issues, and parking (both availability and enforcement), Council rates, fees, and charges, rubbish and waste issues, bushfire management / prevention, communication and consultation, and to a lesser extent environment, sustainability, and climate change related issues.

These issues were again in 2023 prominent in these results.

Importantly, all of these issues appear to exert a somewhat negative influence on satisfaction with Council's overall performance, for the respondents who raised the issues.

Further 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 of this report.

Change in results from 2022 to 2023

There was some variation observed in the top issues to address this year, as follows:

- **Somewhat more commonly nominated in 2023 than in 2022** – includes traffic management (16.1% up from 11.4%), public transport including seating and shade (6.2% up from 0.6%), cleanliness and maintenance of the area (5.8% up from 1.4%), and Council governance and performance (4.4% up from 1.6%).
- **Somewhat less commonly nominated in 2023 than in 2022** – includes road maintenance and repairs including roadworks (13.3% down from 16.7%), environment, conservation, and climate change (5.4% down from unusually high 10.0% last year), and building, housing, planning and development (4.0% down from 7.1%).

Metropolis Research notes that these variations this year were relatively minor in scope and didn't change the fundamental finding that the issues of most concern to the Nillumbik community remain focused on traffic and roads. Despite this, it is noted that satisfaction with the volume of traffic on both residential streets and main roads improved this year, as discussed in the [Traffic and Parking](#) section of this report.



Top issues for Nillumbik Shire at the moment
Nillumbik Shire Council - 2023 Annual Community Survey
(Number and percent of total respondents)

Issue	2023		2022	2021	2020	2019	2023 Metro.*
	Number	Percent					
Traffic management	81	16.1%	11.4%	14.2%	22.0%	29.2%	12.6%
Roads maintenance and repairs	67	13.3%	16.7%	11.8%	16.8%	12.8%	9.6%
Council rates	42	8.4%	7.7%	7.2%	8.2%	8.0%	4.6%
Parks, gardens and open space	40	8.0%	6.1%	7.0%	7.0%	8.2%	8.6%
Rubbish and waste issues including garbage	40	8.0%	7.7%	4.2%	11.2%	8.4%	5.8%
Communication and community consultation	32	6.4%	5.5%	4.6%	2.0%	2.4%	3.4%
Public transport incl. seats and shades	31	6.2%	0.6%	1.0%	1.8%	6.2%	4.9%
Cleanliness and maintenance of areas	29	5.8%	1.4%	3.0%	1.4%	1.4%	4.8%
Bushfire management / prevention issues	28	5.6%	8.3%	8.8%	15.6%	14.4%	0.1%
Environment, conservation & climate change	27	5.4%	10.0%	5.4%	6.8%	3.8%	2.6%
Council governance and performance	22	4.4%	1.6%	2.6%	1.4%	3.0%	0.9%
Building, planning, housing and development	20	4.0%	7.1%	8.0%	8.4%	12.4%	2.9%
Drains maintenance and repairs	18	3.6%	1.8%	3.6%	2.0%	5.0%	1.9%
Provision and maintenance of street trees	18	3.6%	5.3%	5.0%	6.0%	3.4%	6.8%
Footpath maintenance and repairs	15	3.0%	1.2%	2.8%	5.8%	1.6%	7.1%
Street cleaning and maintenance	15	3.0%	1.2%	1.2%	2.2%	1.0%	4.0%
Shops, restaurants, entertainment venue	14	2.8%	1.0%	1.4%	0.4%	1.6%	1.6%
Animal management	13	2.6%	1.8%	2.4%	1.8%	0.6%	2.0%
Car parking / enforcement	12	2.4%	3.0%	2.0%	4.2%	3.0%	6.4%
Safety, policing and crime issues	12	2.4%	0.8%	0.8%	0.4%	4.4%	5.3%
Economic issues / cost of living	10	2.0%	0.2%	0.0%	0.0%	0.6%	0.1%
Education and schools	10	2.0%	0.8%	0.6%	1.4%	0.8%	0.6%
Prov. and main. of cycling / walking tracks	10	2.0%	2.4%	2.8%	2.8%	3.0%	2.8%
Community activities / arts and culture	9	1.8%	1.2%	1.0%	0.8%	0.4%	0.3%
Control / management of wild / feral animals	9	1.8%	n.a.	n.a.	n.a.	n.a.	n.a.
Provision and maintenance of infrastructure	9	1.8%	2.6%	1.4%	1.2%	2.2%	1.0%
Lighting	8	1.6%	1.4%	1.0%	4.0%	2.0%	3.1%
Prov. and maint. recreation, sports facilities	8	1.6%	0.8%	1.4%	1.2%	2.4%	1.8%
Provision and maint. of community facilities	7	1.4%	0.6%	0.4%	0.4%	0.2%	1.5%
Recycling collection	7	1.4%	0.4%	1.0%	2.4%	1.2%	2.1%
Support for local business	7	1.4%	3.7%	2.8%	0.8%	0.2%	0.1%
Community support	6	1.2%	0.8%	0.2%	0.0%	0.0%	0.5%
Council customer service / responsiveness	5	1.0%	2.4%	0.6%	0.6%	0.0%	0.8%
Dog off-leash parks and amenities	5	1.0%	1.4%	0.0%	0.0%	0.0%	0.5%
Public toilets	5	1.0%	1.0%	0.6%	0.4%	0.8%	1.5%
All other issues (21 identified separately issues)	77	15.3%	8.5%	13.6%	16.2%	23.0%	20.0%
Total responses	768		663	621	773	808	1,061
<i>Respondents identifying at least one issue</i>	371 (73.8%)		320 (63.0%)	316 (63.0%)	385 (77.0%)	381 (78.3%)	558 (69.8%)

(*) 2023 metropolitan Melbourne average from Governing Melbourne



Variation in results from the metropolitan Melbourne average

There was some notable variation in the issues nominated in the Nillumbik Shire compared to the metropolitan Melbourne averages as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023, as follows:

- **Somewhat more commonly nominated in the Nillumbik Shire than metropolitan Melbourne** – includes traffic management (16.1% compared to 12.6%), road maintenance and repairs (13.3% compared to 9.6%), Council rates, fees, and charges (8.4% compared to 4.6%), communication and consultation (6.4% compared to 3.4%), bushfire management and prevention (5.6% compared to 0.1%), environment, conservation, and climate change (5.4% compared to 2.6%), Council governance and performance (4.4% compared to 0.9%), and drains maintenance and repairs (3.6% compared to 1.9%).
- **Somewhat less commonly nominated in the Nillumbik Shire than metropolitan Melbourne** – includes street trees (3.6% compared to 6.8%), footpath maintenance and repairs (3.0% compared to 7.1%), car parking including enforcement (2.4% compared to 6.4%), and safety, policing, and crime related issues (2.4% compared to 5.3%).

Issues by precinct and respondent profile

There was some variation in these results observed by precinct and by respondent profile:

- **Greensborough / Plenty** – respondents were somewhat more likely than average to nominate traffic management, roads, rubbish and waste, Council rates, parks and gardens, and street trees.
- **Eltham** – respondents were somewhat more likely than average to nominate safety, policing and crime related issues.
- **Eltham North** – respondents were somewhat more likely than average to nominate Council rates, cleanliness and maintenance, planning and development, drains, and street cleaning.
- **Rural precinct** – respondents were somewhat more likely than average to nominate public transport including seats and shading at stops, and bushfire management and prevention.
- **Young adults (aged 18 to 34 years)** – respondents were somewhat more likely than average to nominate traffic management, public transport, and environment and conservation.
- **Middle-aged adults (aged 45 to 59 years)** – respondents were somewhat more likely than average to nominate roads and cleanliness and maintenance related issues.
- **Older adults (aged 60 to 74 years)** – respondents were somewhat more likely than average to nominate Council rates.
- **Senior citizens (aged 75 years and over)** – respondents were somewhat more likely than average to nominate planning and development.
- **Male** – respondents were somewhat more likely than females to nominate roads and rubbish and waste issues.
- **Female** – respondents were somewhat more likely than males to nominate parks and gardens.



Top issues for Nillumbik Shire at the moment by precinct

Nillumbik Shire Council - 2023 Annual Community Survey

(Number and percent of total respondents)

Greensborough / Plenty		Diamond Creek	
Traffic management	28.2%	Traffic management	13.8%
Roads maintenance and repairs	17.9%	Roads maintenance and repairs	12.8%
Rubbish and waste issues including garbage	16.7%	Rubbish and waste issues including garbage	9.6%
Council rates	15.4%	Cleanliness and maintenance of areas	8.5%
Parks, gardens and open space	14.1%	Council rates	8.5%
Communication, community consultation	9.0%	Parks, gardens and open space	6.4%
Provision and maintenance of street trees	7.7%	Building, planning, housing, development	5.3%
Cleanliness and maintenance of areas	6.4%	Public transport incl. seats and shades	5.3%
Car parking / enforcement	5.1%	Bush-fire management / prevention issues	5.3%
Drains maintenance and repairs	5.1%	Education and schools	4.3%
All other issues	84.6%	All other issues	58.5%
Respondents identifying an issue	70 (90.2%)	Respondents identifying an issue	65 (69.3%)

Eltham		Eltham North	
Traffic management	18.8%	Council rates	17.2%
Parks, gardens and open space	8.0%	Roads maintenance and repairs	14.1%
Safety, policing and crime issues	7.1%	Cleanliness and maintenance of areas	12.5%
Roads maintenance and repairs	7.1%	Traffic management	12.5%
Environment, conservation, climate change	5.4%	Parks, gardens and open space	9.4%
Rubbish and waste issues including garbage	5.4%	Building, planning, housing, development	9.4%
Prov. and main. of cycling / walking tracks	4.5%	Drains maintenance and repairs	7.8%
Cleanliness and maintenance of areas	3.6%	Rubbish and waste issues including garbage	7.8%
Communication, community consultation	3.6%	Street cleaning and maintenance	7.8%
Council rates	3.6%	Provision and maintenance of street trees	7.8%
All other issues	45.5%	All other issues	62.5%
Respondents identifying an issue	66 (58.6%)	Respondents identifying an issue	49 (76.9%)

Rural		Shire of Nillumbik	
Roads maintenance and repairs	15.6%	Traffic management	16.1%
Public transport incl. seats and shades	12.3%	Roads maintenance and repairs	13.3%
Communication, community consultation	11.7%	Council rates	8.4%
Environment, conservation, climate change	10.4%	Parks, gardens and open space	8.0%
Bush-fire management / prevention issues	10.4%	Rubbish and waste issues including garbage	8.0%
Traffic management	10.4%	Communication, community consultation	6.4%
Council governance and performance	5.8%	Public transport incl. seats and shades	6.2%
Shops, restaurants, entertainment venues	5.8%	Cleanliness and maintenance of areas	5.8%
Parks, gardens and open space	5.2%	Bushfire management / prevention issues	5.6%
Drains maintenance and repairs	4.5%	Environment, conservation, climate change	5.4%
All other issues	72.7%	All other issues	69.9%
Respondents identifying an issue	120 (78.2%)	Respondents identifying an issue	371 (73.8%)



Nillumbik Shire Council – 2023 Annual Community Survey

Top issues for Nillumbik Shire at the moment by respondent profile

Nillumbik Shire Council - 2023 Annual Community Survey

(Number and percent of total respondents)

Young adults (18 to 34 years)		Adults (35 to 44 years)	
Traffic management	20.2%	Traffic management	14.0%
Public transport incl. seats and shades	14.5%	Rubbish and waste issues including garbage	10.5%
Roads maintenance and repairs	9.7%	Parks, gardens and open space	9.3%
Rubbish and waste issues including garbage	8.9%	Communication, community consultation	7.0%
Communication, community consultation	8.1%	Bush-fire management / prevention issues	7.0%
Environment, conservation, climate change	7.3%	Council rates	5.8%
All other issues	75.8%	All other issues	95.3%
Respondents identifying an issue	90 (72.6%)	Respondents identifying an issue	58 (68.3%)
Middle aged adults (45 to 54 years)		Older adults (55 to 74 years)	
Roads maintenance and repairs	22.4%	Roads maintenance and repairs	15.7%
Traffic management	17.8%	Traffic management	14.4%
Cleanliness and maintenance of areas	10.3%	Council rates	11.1%
Parks, gardens and open space	8.4%	Parks, gardens and open space	9.8%
Council rates	8.4%	Bush-fire management / prevention issues	7.8%
Communication, community consultation	7.5%	Rubbish and waste issues including garbage	6.5%
All other issues	91.6%	All other issues	95.4%
Respondents identifying an issue	81 (75.2%)	Respondents identifying an issue	120 (78.1%)
Senior citizens (75 years and over)		Male	
Building, planning, housing, development	10.7%	Traffic management	17.4%
Council rates	7.1%	Roads maintenance and repairs	16.1%
Rubbish and waste issues including garbage	7.1%	Council rates	10.3%
Communication, community consultation	7.1%	Rubbish and waste issues including garbage	9.5%
Animal management	7.1%	Communication, community consultation	7.0%
Support for local business	7.1%	Parks, gardens and open space	6.6%
All other issues	85.7%	All other issues	93.0%
Respondents identifying an issue	19 (67.2%)	Respondents identifying an issue	189 (78.2%)
Female		Shire of Nillumbik	
Traffic management	15.0%	Traffic management	16.1%
Roads maintenance and repairs	10.6%	Roads maintenance and repairs	13.3%
Parks, gardens and open space	9.1%	Council rates	8.4%
Public transport incl. seats and shades	7.5%	Parks, gardens and open space	8.0%
Cleanliness and maintenance of areas	7.1%	Rubbish and waste issues including garbage	8.0%
Environment, conservation, climate change	6.7%	Communication, community consultation	6.4%
All other issues	91.7%	All other issues	92.8%
Respondents identifying an issue	179 (70.3%)	Respondents identifying an issue	371 (73.8%)



Traffic and parking

Respondents were asked:

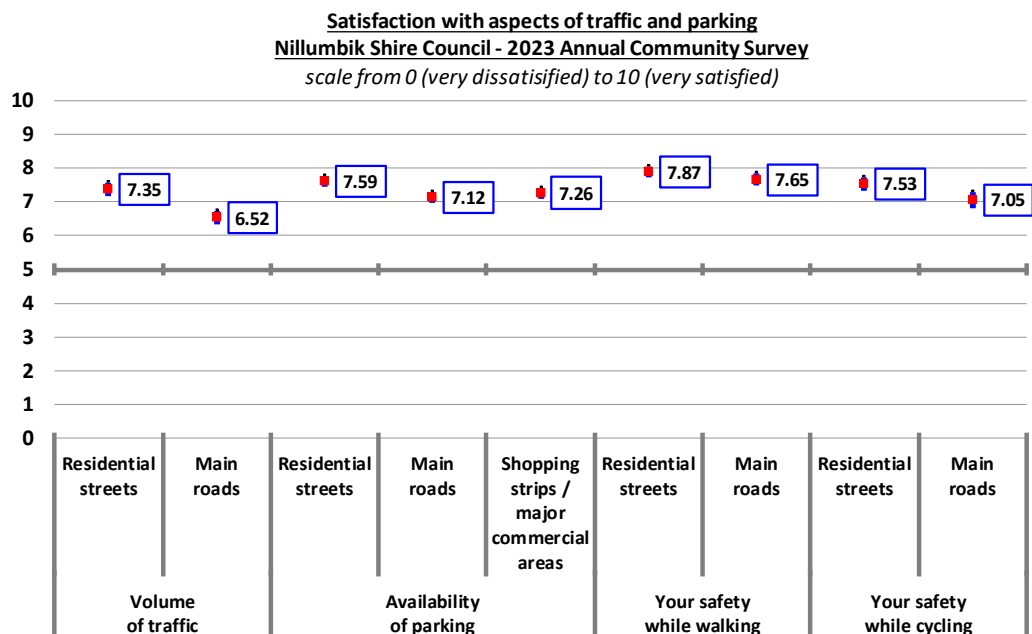
“On a scale of 0 (lowest) to 10 (highest), please rate your satisfaction with the following aspects of traffic and parking in the Shire of Nillumbik.”

Respondents were again in 2023, asked to rate their satisfaction with the volume of traffic, the availability of parking, safety whilst walking, and safety whilst cycling on both residential streets and main roads. The availability of parking in shopping strips and major commercial areas was also included.

There were measurable and significant increases in satisfaction with the volume of traffic and the availability of parking in all locations this year, whilst satisfaction with safety whilst walking or cycling on residential streets and main roads were stable or increased only marginally.

These results can best be summarised as follows:

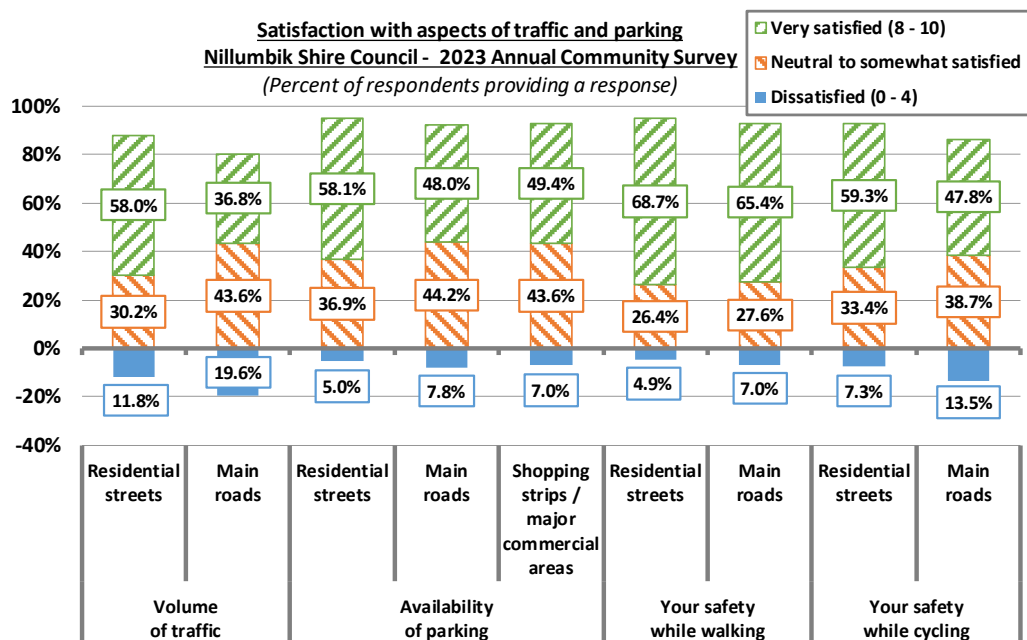
- **Excellent** – for safety whilst walking on residential streets.
- **Very Good** – for the volume of traffic on residential streets, the availability of parking on residential streets and shopping strip / major commercial areas, safety whilst walking on main roads, and safety whilst cycling on both residential streets and main roads.
- **Good** – for the volume of traffic on main roads, the availability of parking on main roads, and safety whilst cycling on main roads.



The following graph displays the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more), 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).

Whilst significantly more respondents were “very satisfied” than “dissatisfied” with each of these aspects of traffic, parking, and safety on roads, it is noted that almost one-fifth (19.6%) of respondents were “dissatisfied” with the volume of traffic on main roads, and 13.5% of respondents were “dissatisfied” with their safety whilst cycling on main roads.

Metropolis Research notes that these results in relation to the volume of traffic on main roads in particular, reflects the [Issues To Address](#) section results that reported that “traffic management” related issues were again this year the most nominated issues to address for the Nillumbik Shire ‘at the moment’.



Volume of traffic on residential streets

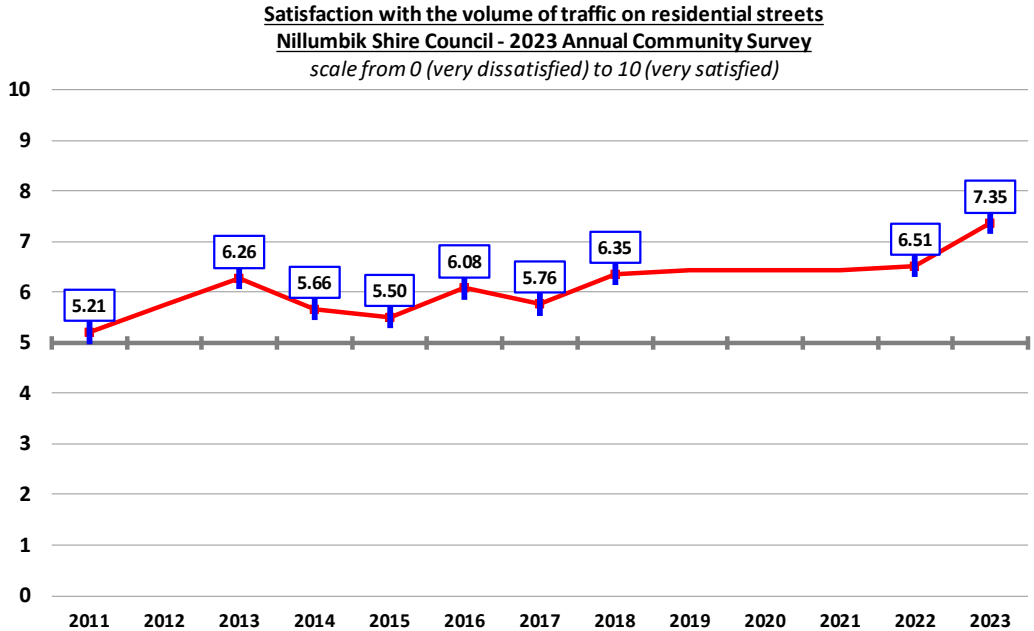
Satisfaction with the volume of traffic on residential streets increased measurably and significantly this year, up 12.9% to 7.35, which is a “very good”, up from a “good” level.

This is the highest satisfaction with this aspect recorded for the Nillumbik Shire and was measurably and significantly above the long-term average of 6.08.

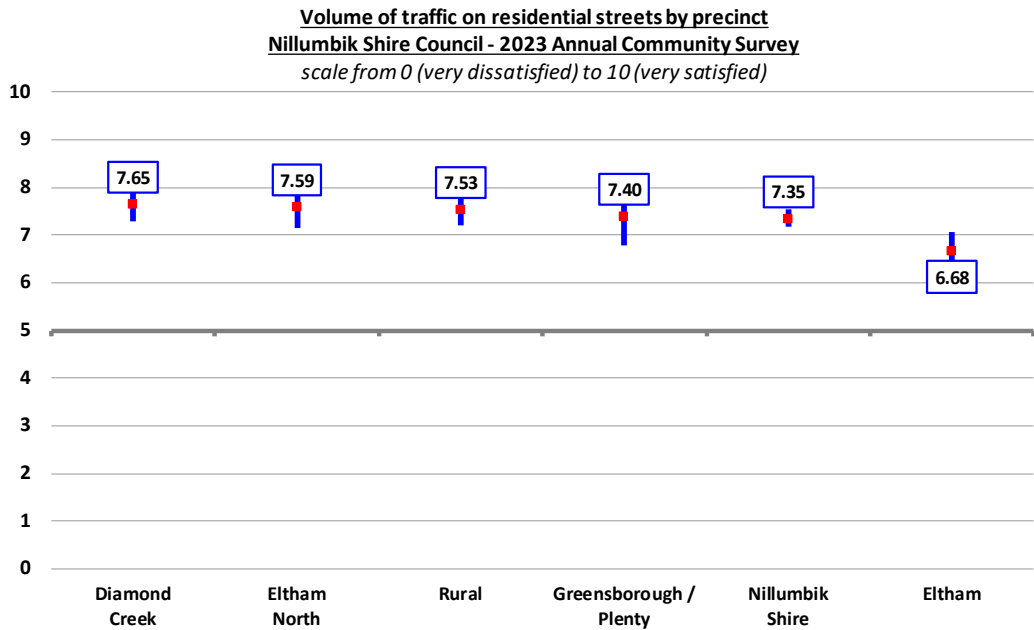
It is difficult to explain this substantial increase in satisfaction with the volume of traffic, as it was not a result commonly observed across metropolitan Melbourne by Metropolis Research in recent years.



It does, however, reflect the trend of increasing satisfaction with the volume of traffic on residential streets observed over time, although the 2023 result appears larger than expected.



There was measurable variation in this result observed across the municipality, with respondents from Eltham measurably and significantly less satisfied than average and at a “good” rather than a “very good” level of satisfaction.

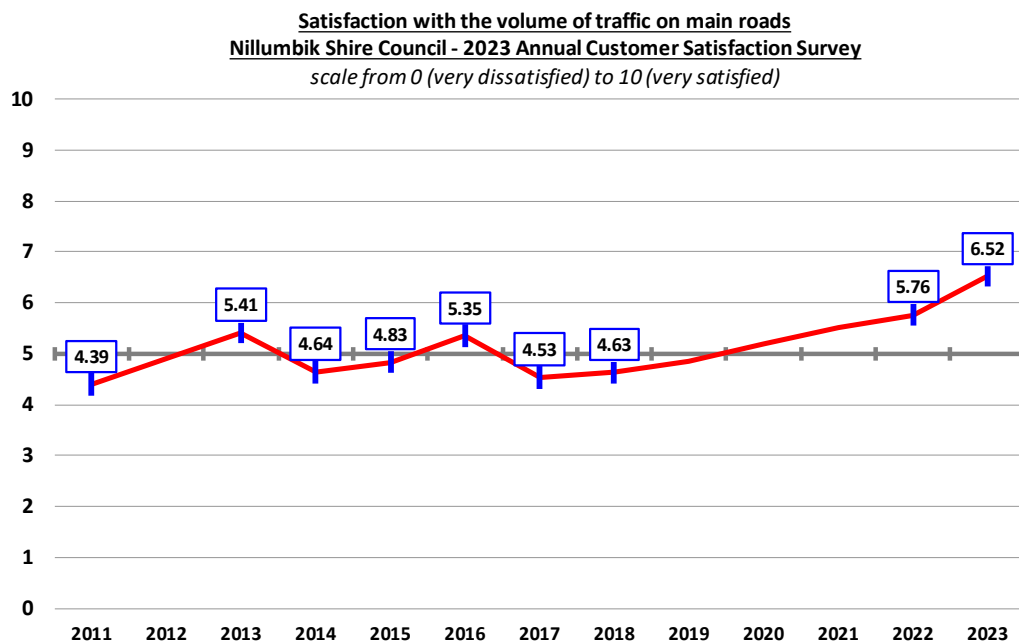


Volume of traffic on main roads

Satisfaction with the volume of traffic on main roads increased measurably and significantly this year, up 13.2% to 6.52, which is a “good”, up from a “poor” level of satisfaction.

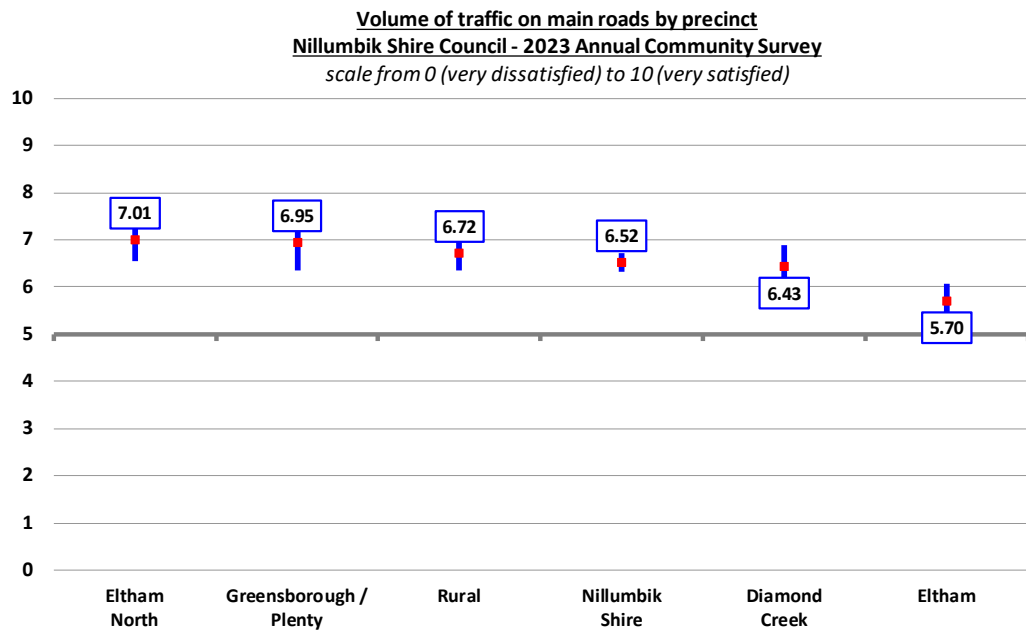
This was the highest satisfaction with this aspect of traffic recorded for the Nillumbik Shire and was significantly above the long-term average since 2011 of 5.12.

Metropolis Research notes, that whilst this was an unexpectedly high result for this aspect of traffic, it was consistent with the longer-term trend of increasing satisfaction with the volume of traffic on main roads.



There was measurable variation in this result observed across the municipality, with respondents from Eltham measurably and significantly less satisfied than average and at a “poor” rather than a “good” level of satisfaction.





Availability of parking on residential streets

Satisfaction with the availability of parking on residential streets increased measurably and significantly this year, up 8.4% to 7.59, which is a “very good”, up from a “good” level of satisfaction.

This was the highest satisfaction with this aspect of parking recorded for the Nillumbik Shire and was significantly above the long-term average since 2011 of 6.66.

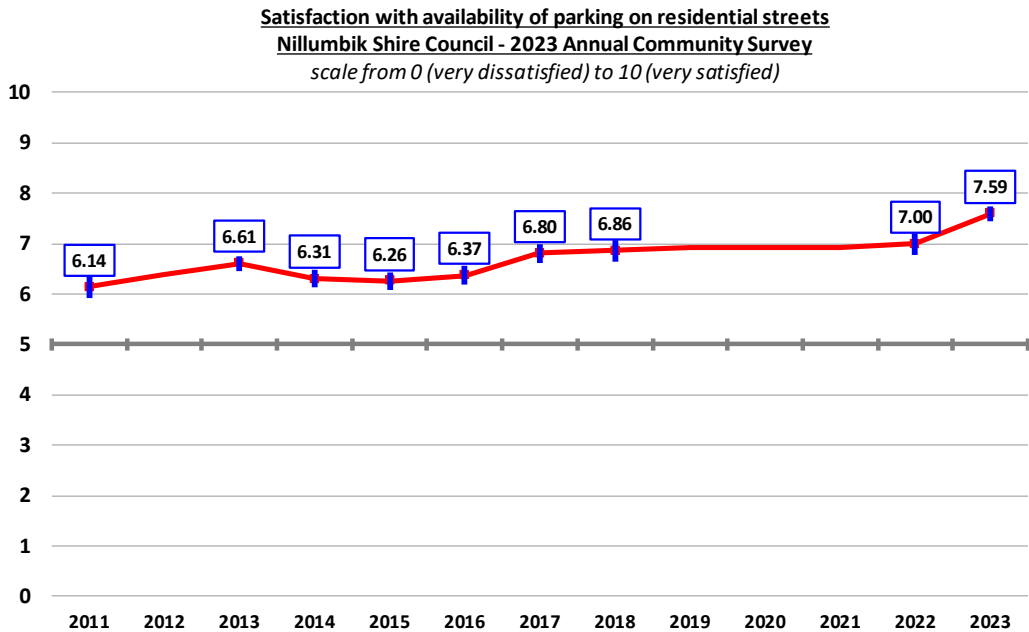
Metropolis Research notes, that whilst this was a somewhat unexpectedly high result for this aspect of parking, it was consistent with the longer-term trend of increasing satisfaction with the availability of parking on residential streets.

Metropolis Research also notes that just 2.4% of respondents nominated car parking related issues as one of the top three issues to address for the Nillumbik Shire ‘at the moment’, significantly less than the metropolitan Melbourne average of 6.4%.

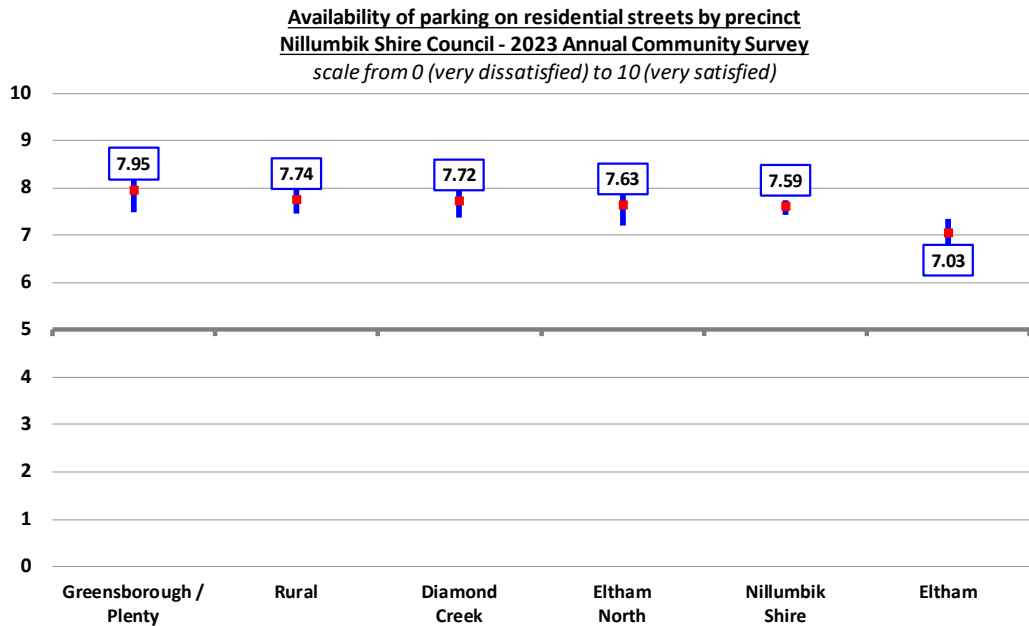
This does suggest that parking was not a significant issue for most in the Nillumbik community, which is discussed in more detail in the [Issues to Address](#) section of this report.



Nillumbik Shire Council – 2023 Annual Community Survey



There was measurable variation in this result observed across the municipality, with respondents from Eltham measurably and significantly less satisfied than average and at a “good” rather than a “very good” level of satisfaction.



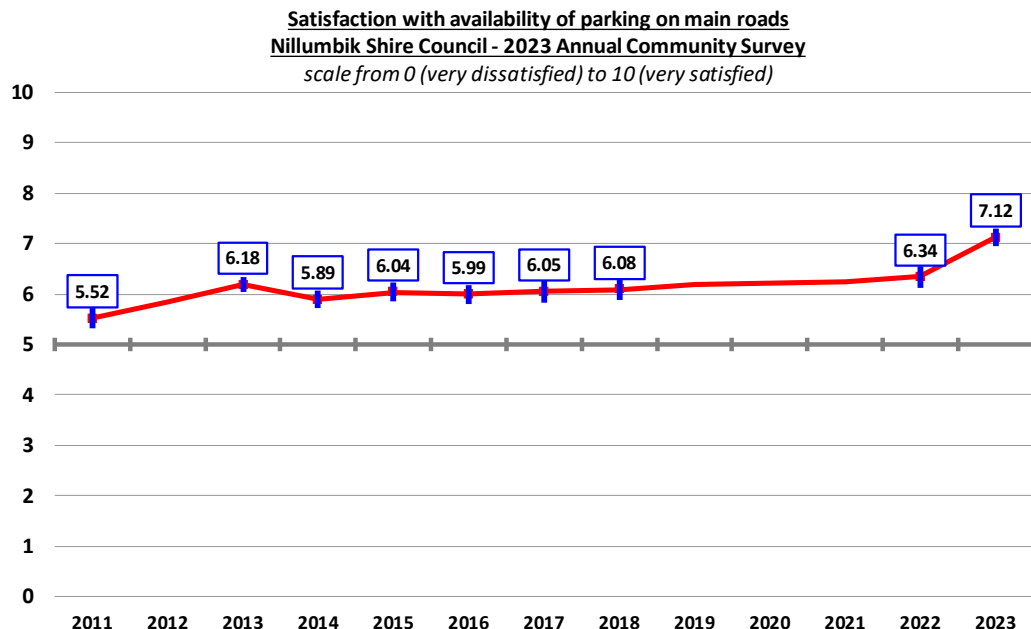
Availability of parking on main roads

Satisfaction with the availability of parking on main roads increased measurably and significantly this year, up 12.3% to 7.12, which is a “good”, up from a “solid” level of satisfaction.

This was the highest satisfaction with this aspect of parking recorded for the Nillumbik Shire and was significantly above the long-term average since 2011 of 6.14.

Metropolis Research also notes that just 2.4% of respondents nominated car parking related issues as one of the top three issues to address for the Nillumbik Shire ‘at the moment’, significantly less than the metropolitan Melbourne average of 6.4%.

This does suggest that parking was not a significant issue for most in the Nillumbik community, which is discussed in more detail in the [Issues to Address](#) section of this report.

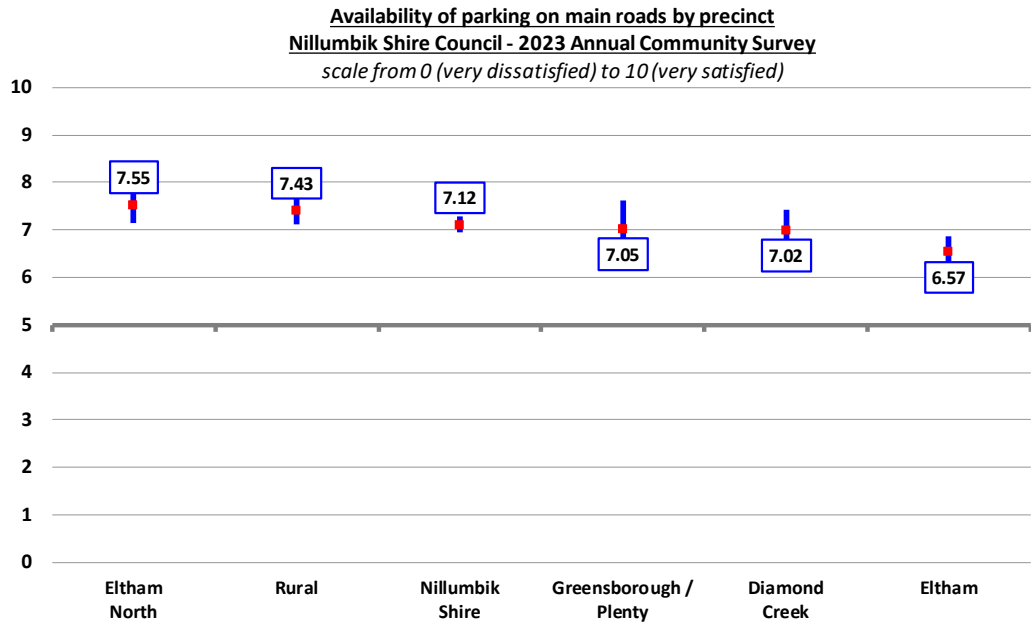


There was measurable variation in this result observed across the municipality, with respondents from Eltham measurably and significantly less satisfied than average and at a “good” rather than a “very good” level of satisfaction.

It is also noted that respondents from Eltham North and the rural precinct rated satisfaction at “very good” rather than “good” levels of satisfaction.

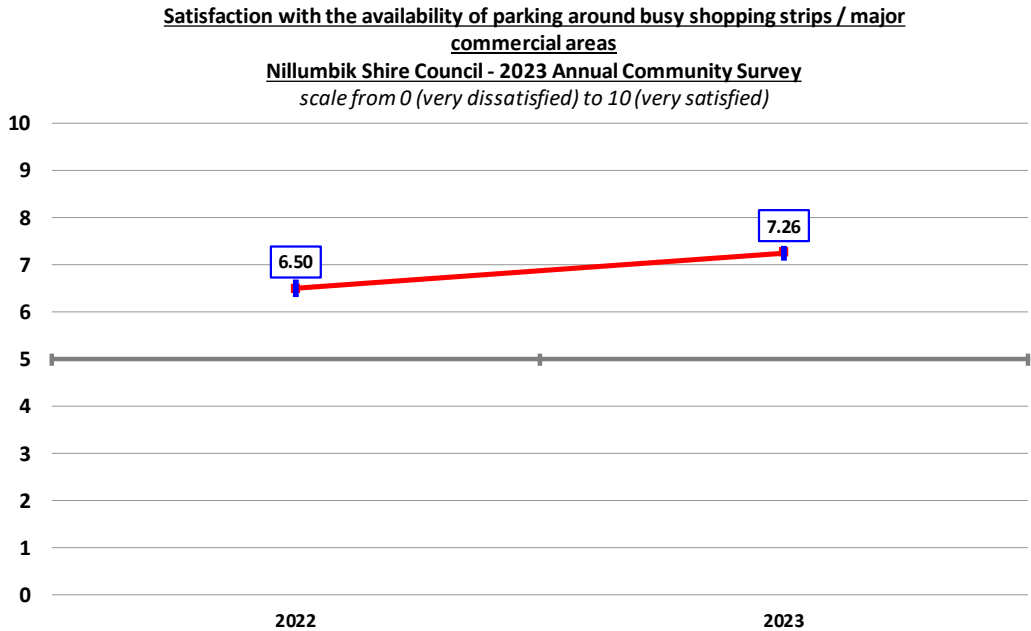


Nillumbik Shire Council – 2023 Annual Community Survey

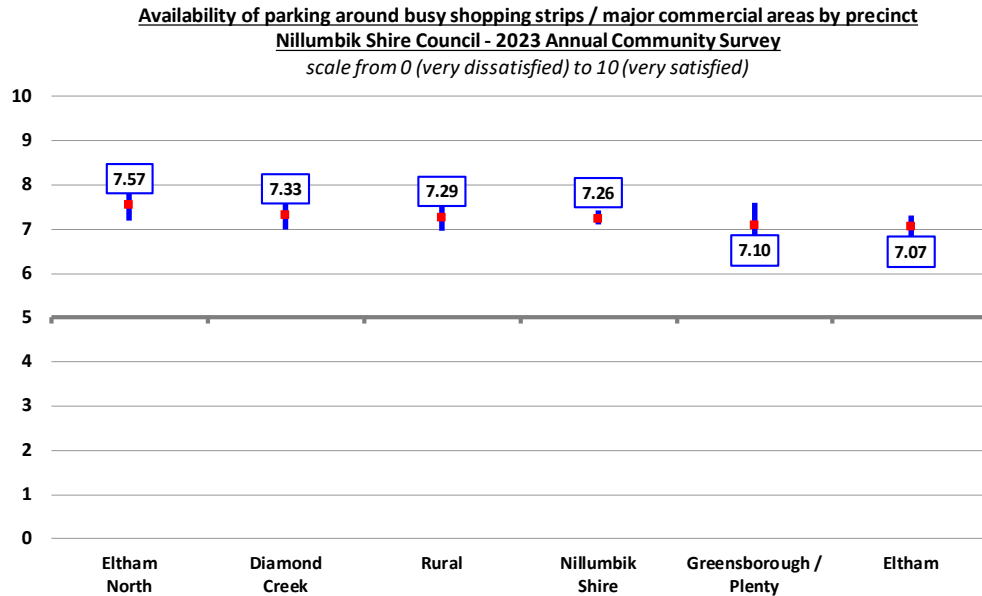


Availability of parking around busy shopping strips / major commercial areas

Satisfaction with the availability of parking around busy shopping strips / major commercial areas increased measurably and significantly this year, up 11.7% to 7.26, which is a “very good”, up from a “good” level of satisfaction.

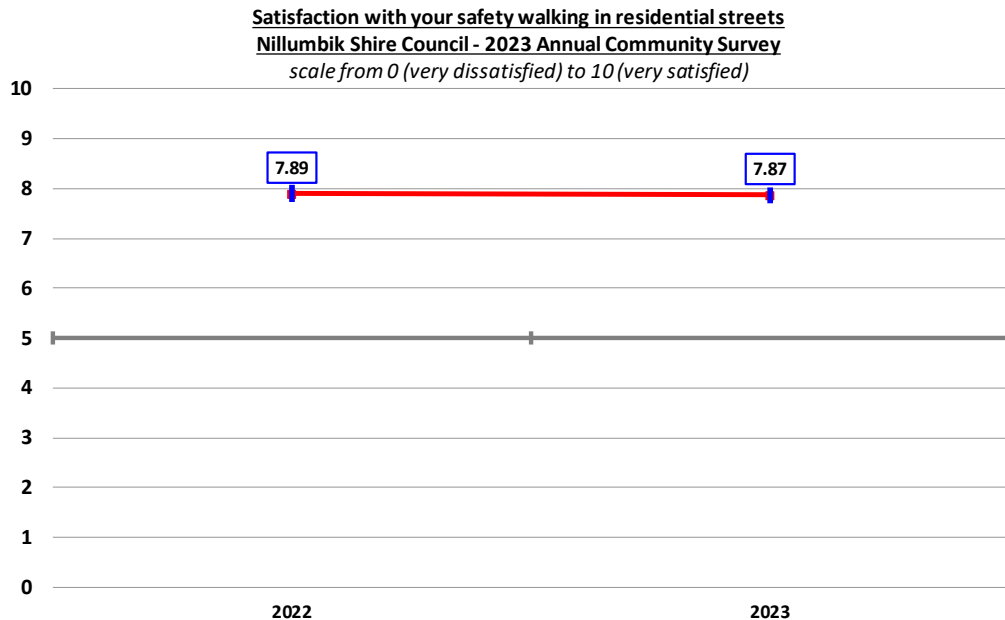


Whilst there was no statistically significant variation in satisfaction with this aspect of parking observed across the municipality, it is noted that respondents from Greensborough / Plenty and Eltham rated satisfaction at “good” rather than “very good” levels of satisfaction.



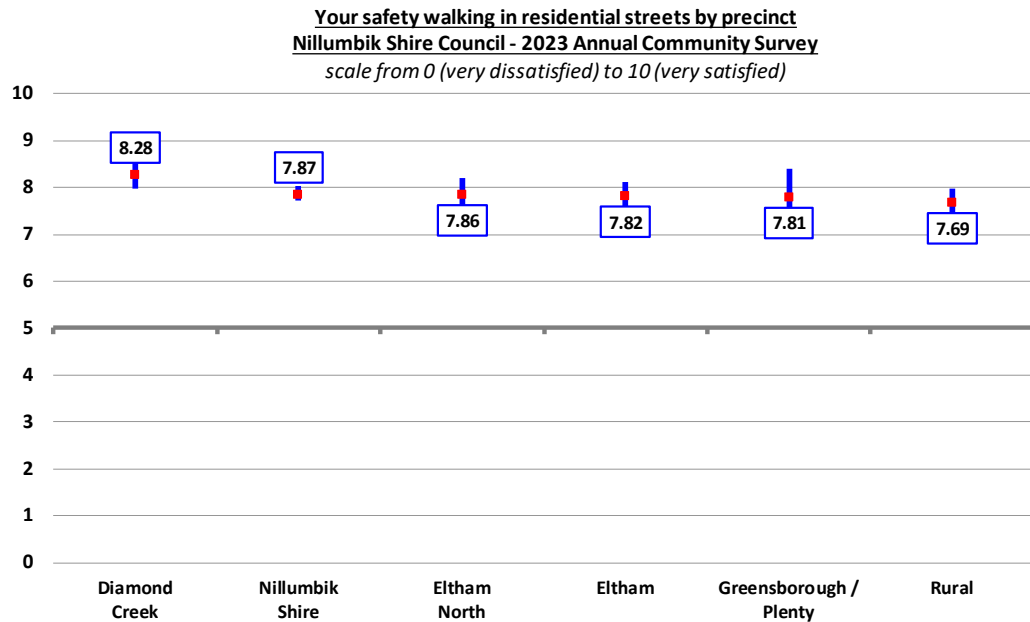
Your safety walking in residential streets

Satisfaction with respondents’ safety whilst walking on residential streets remained essentially stable this year, down less than one percent to 7.87, which remains “excellent”.

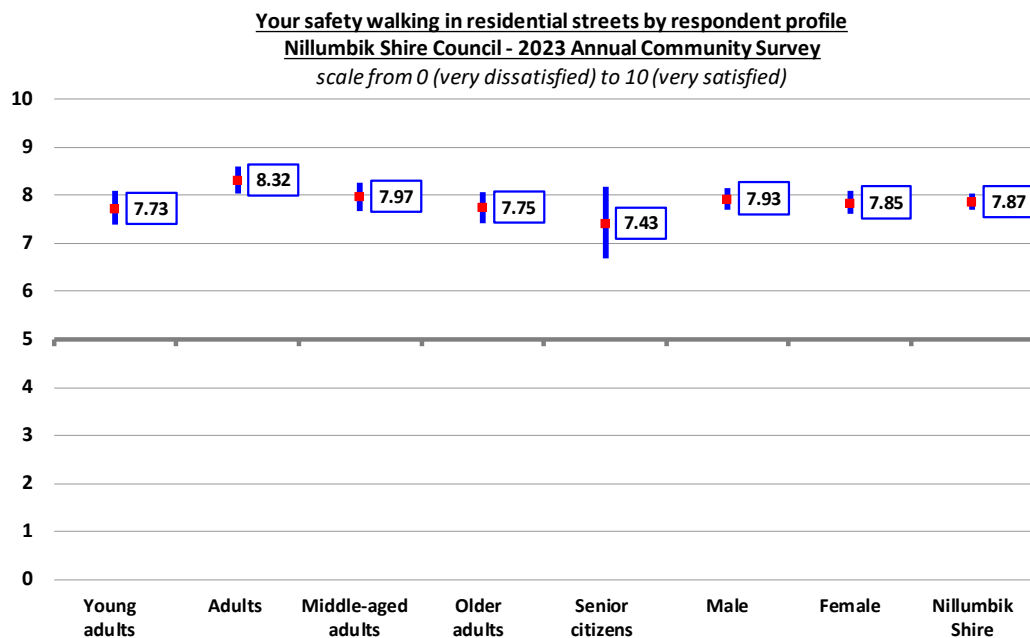


Nillumbik Shire Council – 2023 Annual Community Survey

Whilst there was no statistically significant variation in satisfaction with the respondents' safety whilst walking on residential streets observed across the municipality, it is noted that respondents from the rural precinct rated satisfaction at a "very good" rather than an "excellent" level of satisfaction.

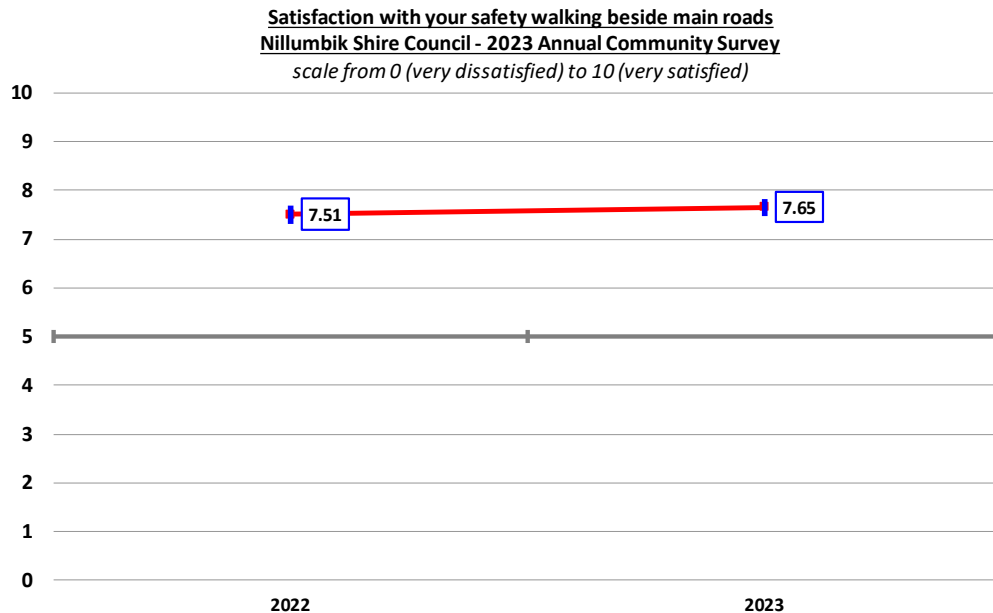


Adults (aged 35 to 44 years) were measurably more satisfied with their safety walking on residential streets, whilst senior citizens (aged 75 years and over) were somewhat less.

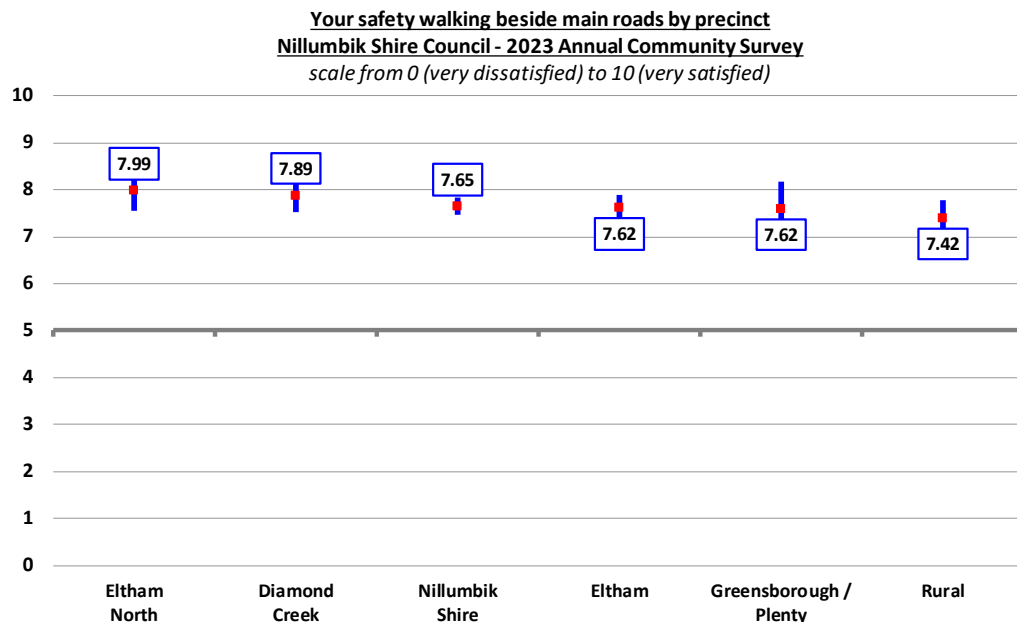


Your safety walking beside main roads

The perception of safety walking beside main roads increased marginally but not measurably this year, up 1.9% to 7.65, which remains a “very good” level of satisfaction.

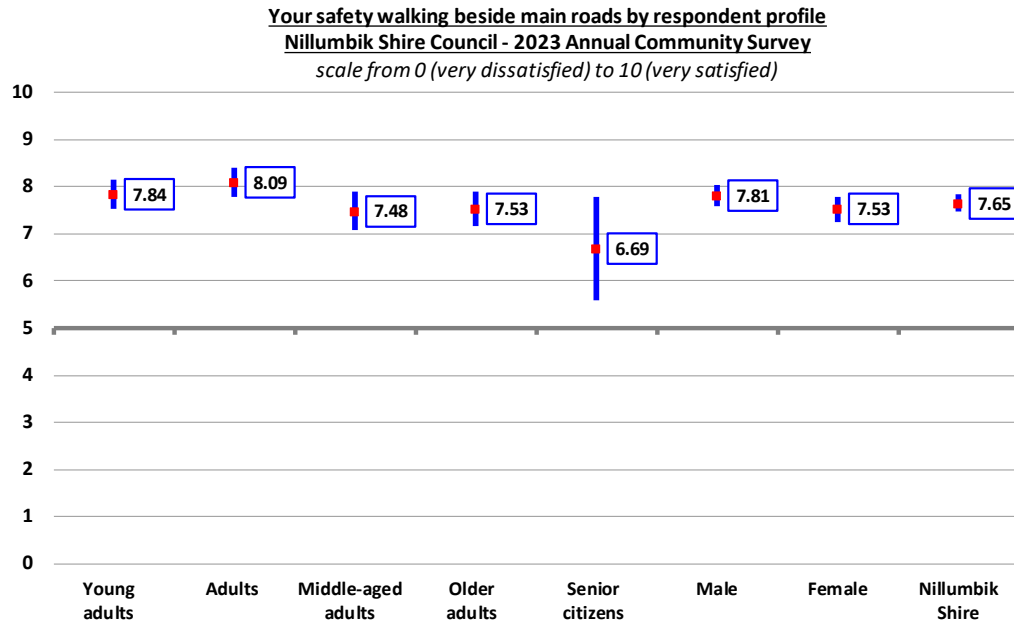


Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents from Eltham North and Greensborough / Plenty rated satisfaction at “excellent” rather than “very good” levels of satisfaction.



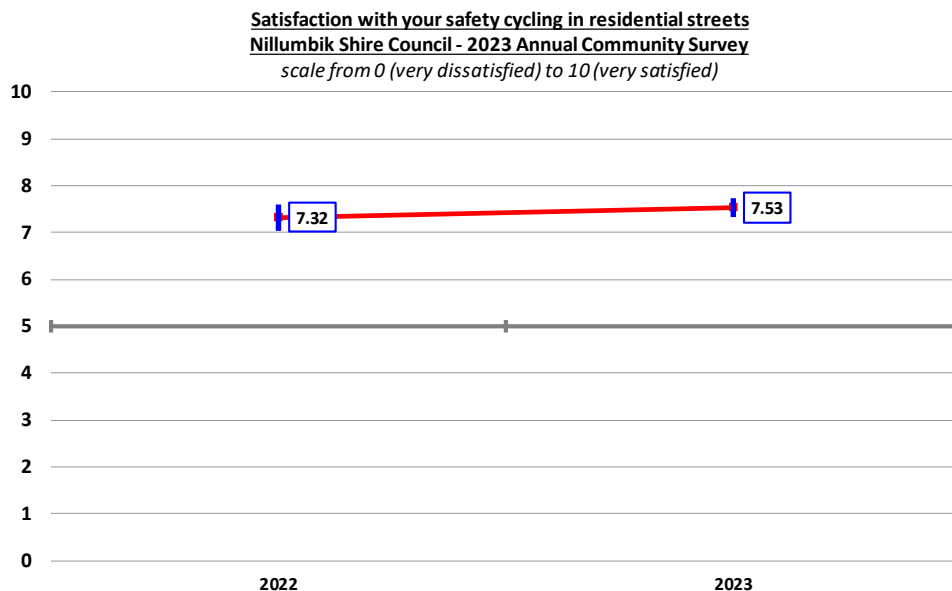
Nillumbik Shire Council – 2023 Annual Community Survey

Adults (aged 35 to 44 years) were notably more satisfied with their safety walking on residential streets, whilst senior citizens (aged 75 years and over) were notably less satisfied. Male respondents were somewhat, but not measurably more satisfied than females.

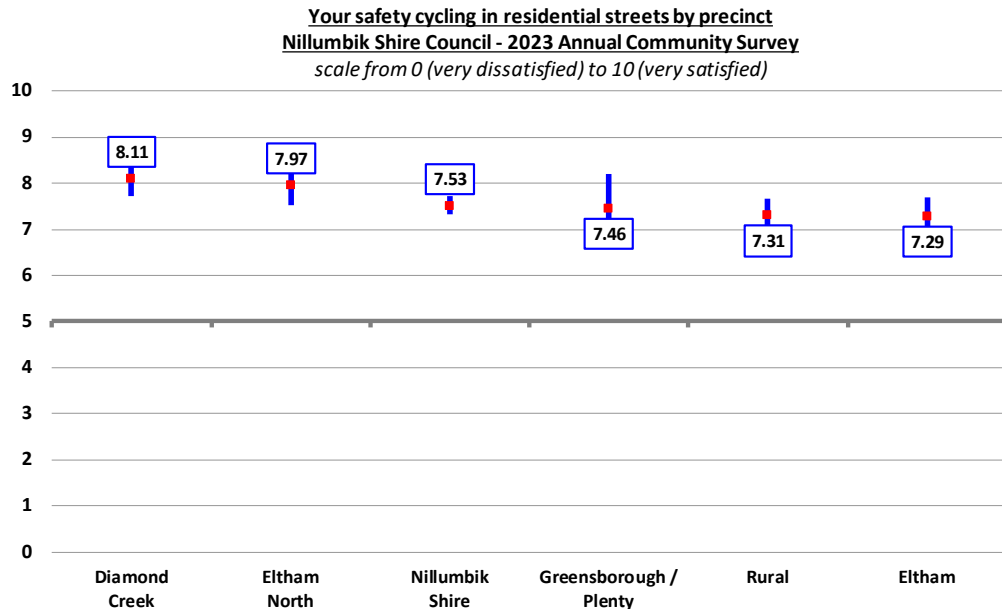


Your safety cycling in residential streets

Satisfaction with respondents' safety cycling in residential streets increased marginally, but not measurably this year, up 2.9% to 7.53, although it remains at a "very good" level.

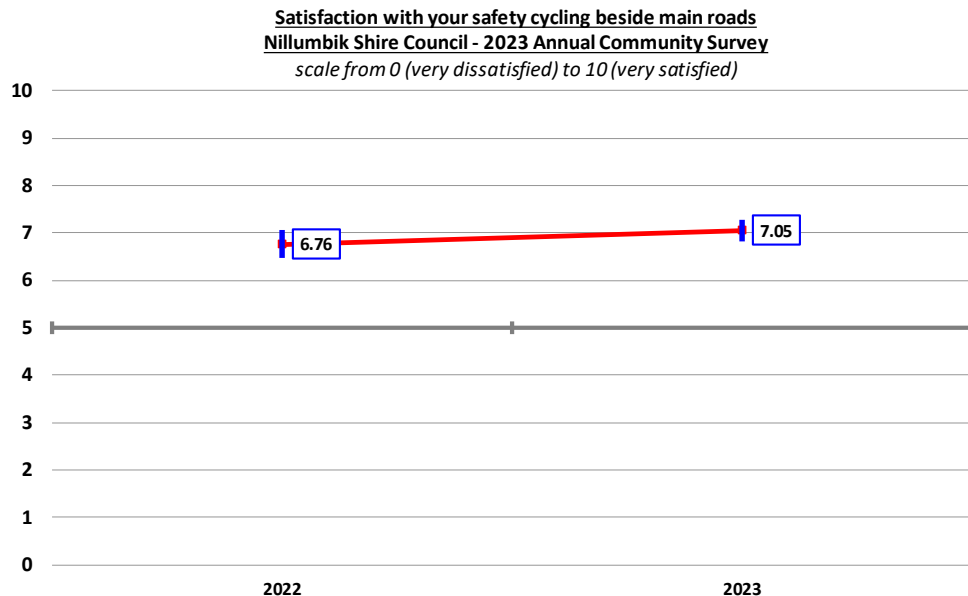


Whilst there was no statistically significant variation in satisfaction with this aspect observed across the municipality, respondents from Diamond Creek and Eltham North rated satisfaction at “excellent” rather than “very good” levels of satisfaction.



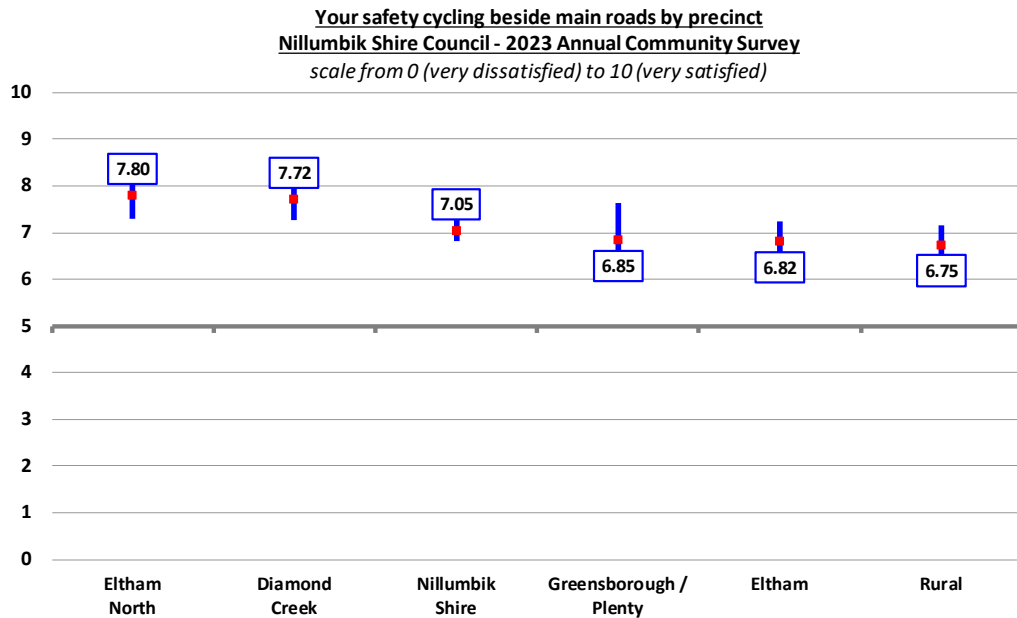
Your safety cycling beside main roads

Satisfaction with respondents’ safety cycling beside main roads increased somewhat, but not measurably, up 4.3% to 7.05, although it remains at a “good” level of satisfaction.



Nillumbik Shire Council – 2023 Annual Community Survey

Whilst there was no statistically significant variation in satisfaction observed across the municipality, it is noted that respondents from Eltham North rated satisfaction at an “excellent” level and those from Diamond Creek rated satisfaction at a “very good” level.



Perception of safety in public areas of Nillumbik

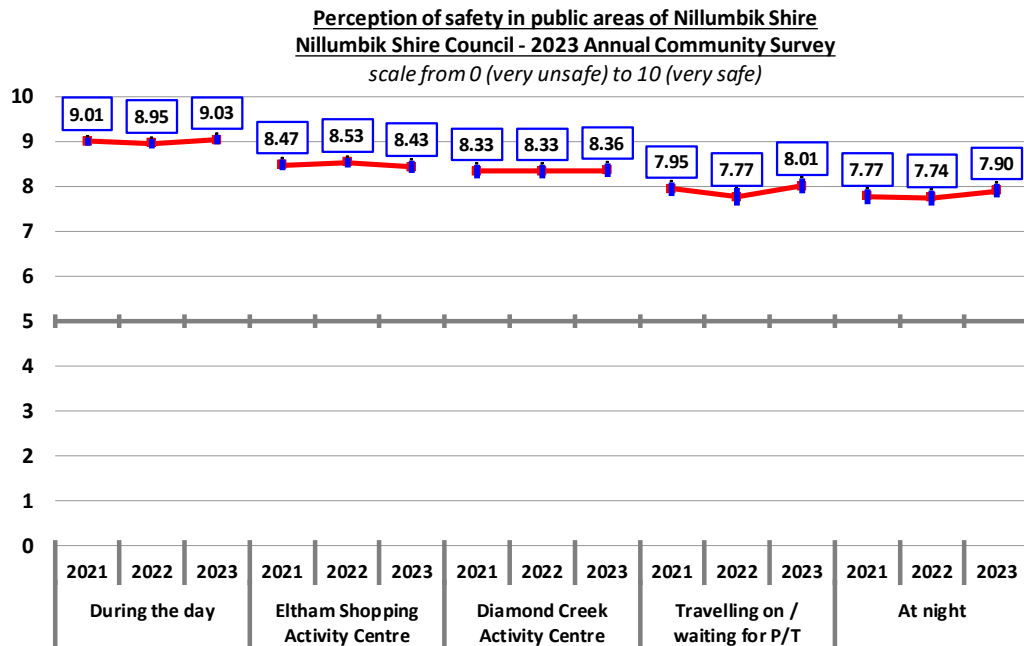
Respondents were asked:

“On a scale from 0 (lowest) to 10 (highest), how safe do you feel in the public areas of Nillumbik Shire?”

The perception of safety in and around the public areas of the Nillumbik Shire were stable or increased marginally this year, and overall reflect a strong perception of safety among the Nillumbik community, particularly when compared to the metropolitan Melbourne results.

Metropolis Research draws attention to the 3.1% increase in the perception of safety travelling on / waiting for public transport. As discussed in the 2022 report, it may be the case that some of the lower perception of safety around public transport during 2021 and 2022 was due to concerns around the COVID-19 pandemic.





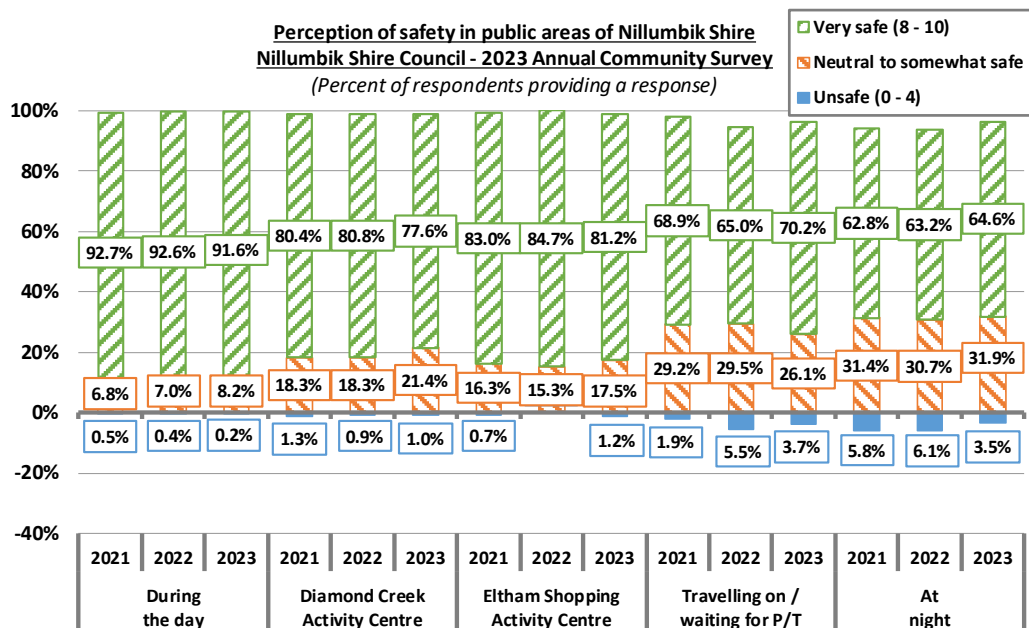
The following graph provides a breakdown of the perception of safety results into the proportion of respondents who felt “very safe” (i.e., rated safety at eight or more), those who felt “neutral to somewhat safe” (i.e., rated safety at between five and seven), and those who felt “unsafe” (i.e., rated safety at less than five).

Metropolis Research notes that again in 2023, more than 90% of respondents providing a score felt “very safe” in the public areas of the Nillumbik Shire, whilst less than one percent felt “unsafe”.

Approximately two-thirds (64.6% up from 63.2%) of respondents providing a score felt “very safe” in the public areas of the Nillumbik Shire at night, whilst just 3.5% (down from 6.1%) felt unsafe.



Nillumbik Shire Council – 2023 Annual Community Survey



The following graph provides a comparison to the metropolitan Melbourne and northern region councils' perception of safety results, as recorded in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2023, using the door-to-door methodology.

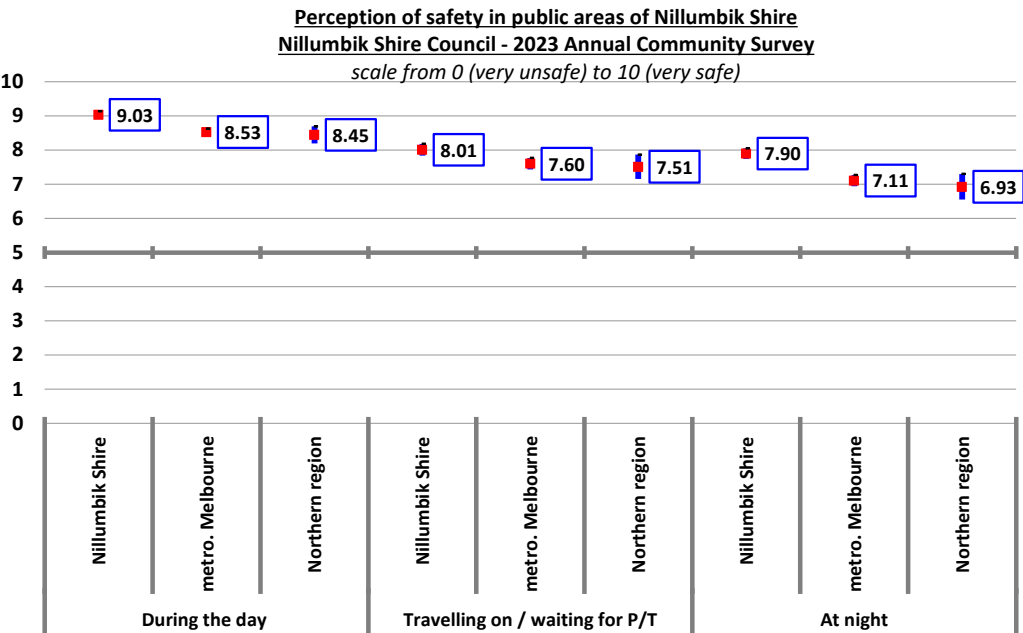
Metropolis Research notes that the perception of safety in the public areas of the Nillumbik Shire during the day, at night, and travelling on / waiting for public transport was measurably and significantly higher than both the northern region councils' and the metropolitan Melbourne averages.

Metropolis Research notes that this higher perception of safety in the Nillumbik Shire was consistent with the fact that just 2.4% of respondents nominated safety, policing, and crime related issues as one of the top three issues to address for the Nillumbik Shire at the moment.

This was less than half the metropolitan Melbourne average of 5.3%, as recorded in the 2023 *Governing Melbourne* research.

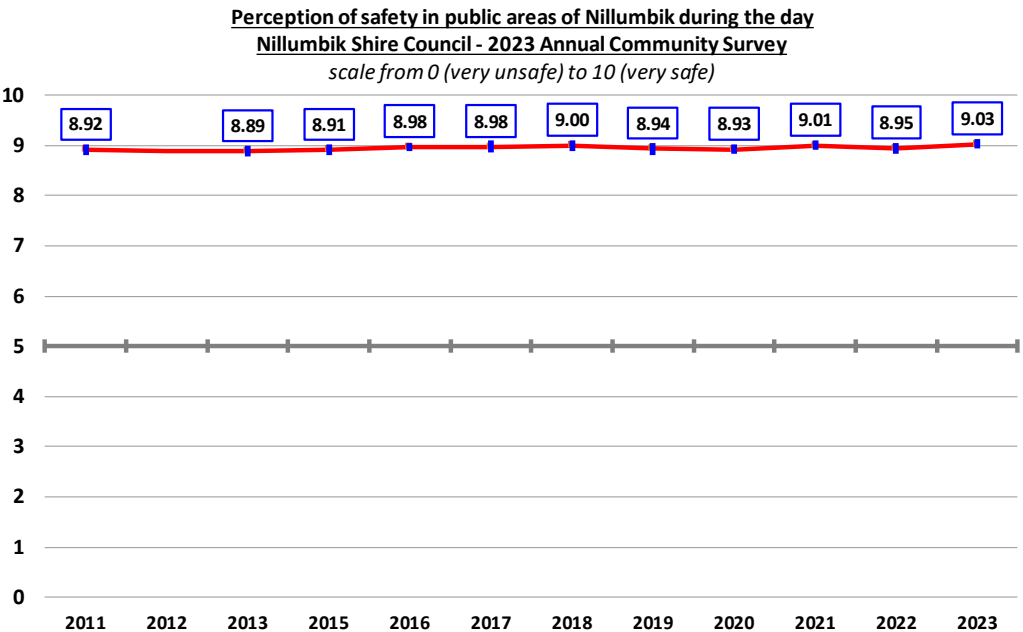
This is discussed in more detail in the [Issues To Address](#) section of this report.





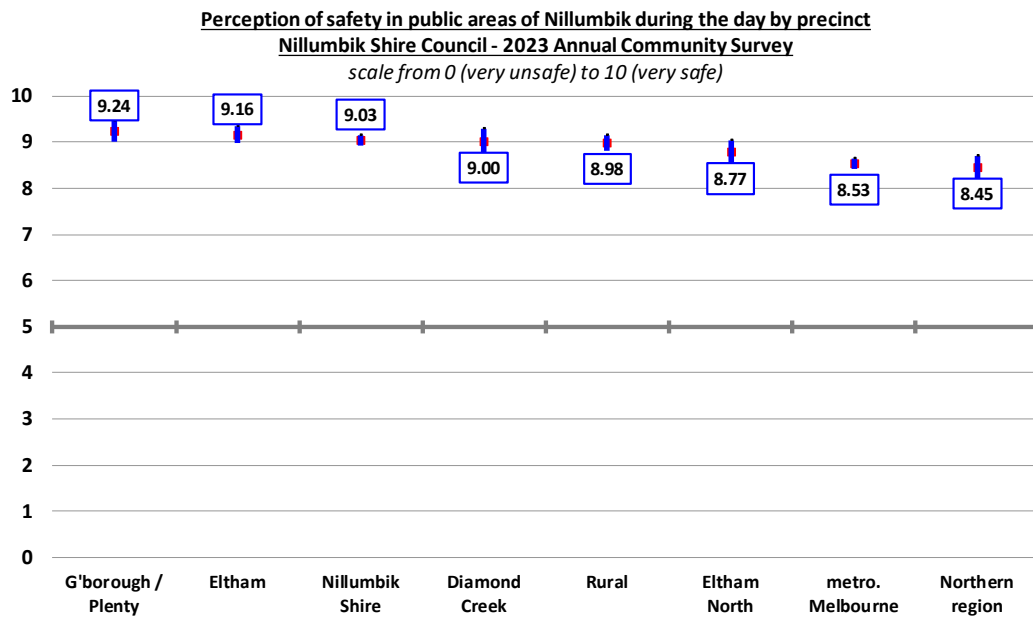
Perception of safety during the day

The perception of safety in the public areas of the Nillumbik Shire during the day remained essentially stable this year, up less than one percent to 9.03. This result has remained remarkably stable around the long-term average of 8.95.

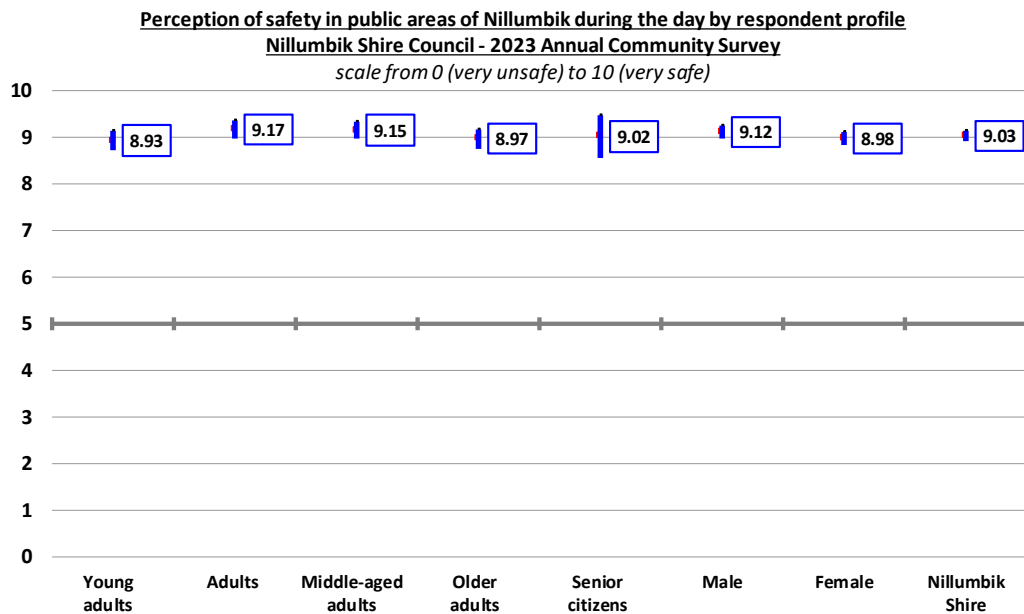


Nillumbik Shire Council – 2023 Annual Community Survey

There was no statistically significant variation in the perception of safety in the public areas of the Nillumbik Shire observed across the municipality.



There was also no statistically significant variation in the perception of safety in the public areas of the Nillumbik Shire during the day observed by the respondents' age or gender.



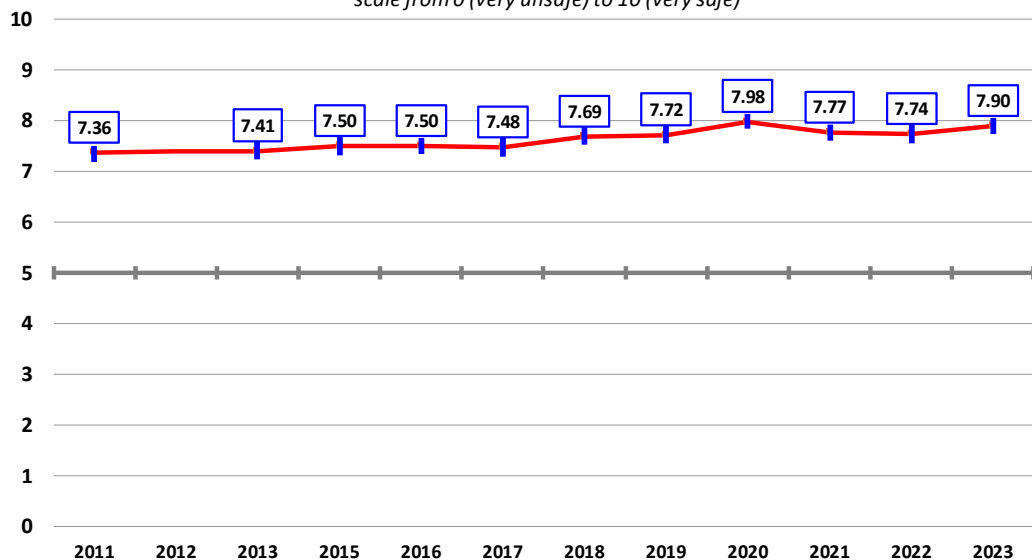
Perception of safety at night

The perception of safety in the public areas of the Nillumbik Shire at night increased marginally, but not measurably this year, up 2.1% to 7.90.

This was the second highest score recorded for this aspect over the life of the survey program and was higher than the long-term average perception of safety of 7.62.

Apart from the two marginally lower scores recorded in 2021 and 2022 during the COVID-19 pandemic, the perception of safety at night in Nillumbik Shire appears to have been trending marginally higher over time.

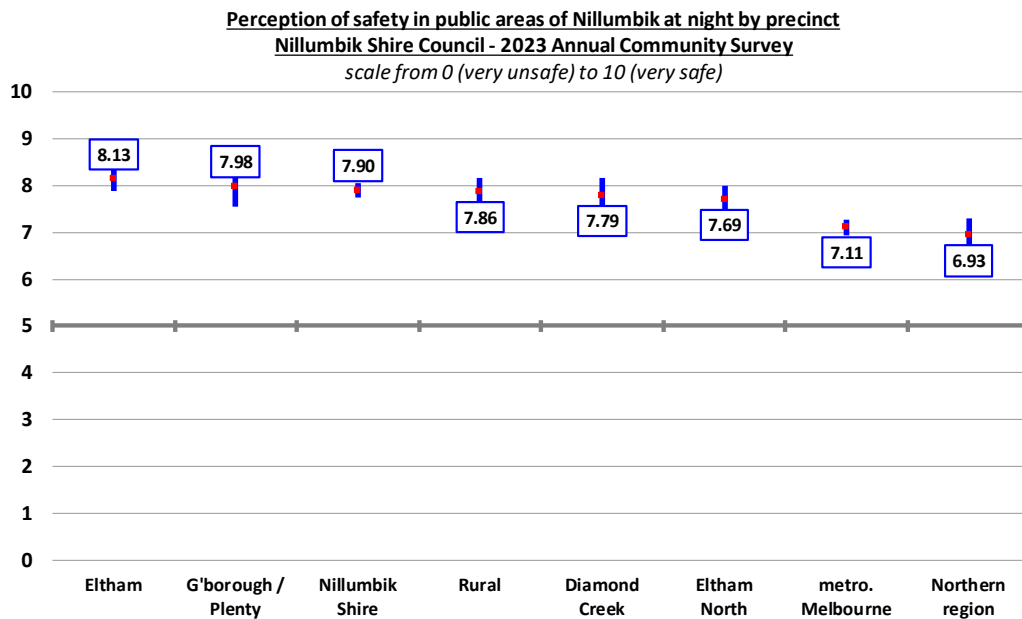
Perception of safety in public areas of Nillumbik at night
Nillumbik Shire Council - 2023 Annual Community Survey
scale from 0 (very unsafe) to 10 (very safe)



Whilst there was no statistically significant variation in the perception of safety in the public areas of the Nillumbik Shire at night observed across the municipality, it is noted that respondents from Eltham North felt marginally, but not measurably less safe than the municipal average.

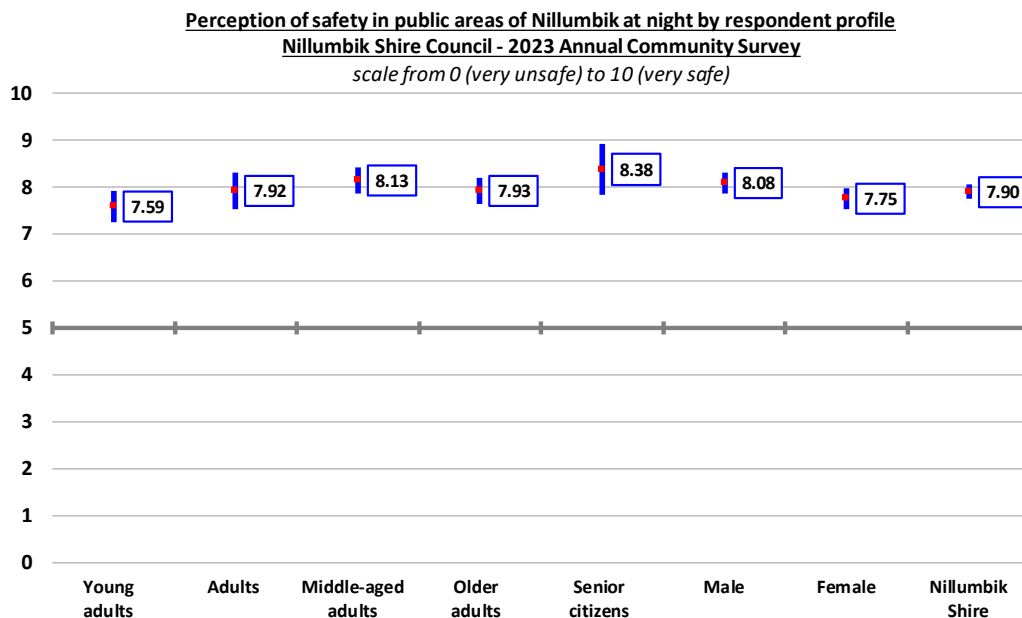


Nillumbik Shire Council – 2023 Annual Community Survey



Whilst there was no statistically significant variation in this result observed by respondent profile, it is noted that:

- **Young adults (aged 18 to 34 years)** – respondents felt somewhat less safe than average.
- **Senior citizens (aged 75 years and over)** – respondents felt notably safer than average.
- **Female** - respondents felt notably (4.1%) less safe than male respondents.

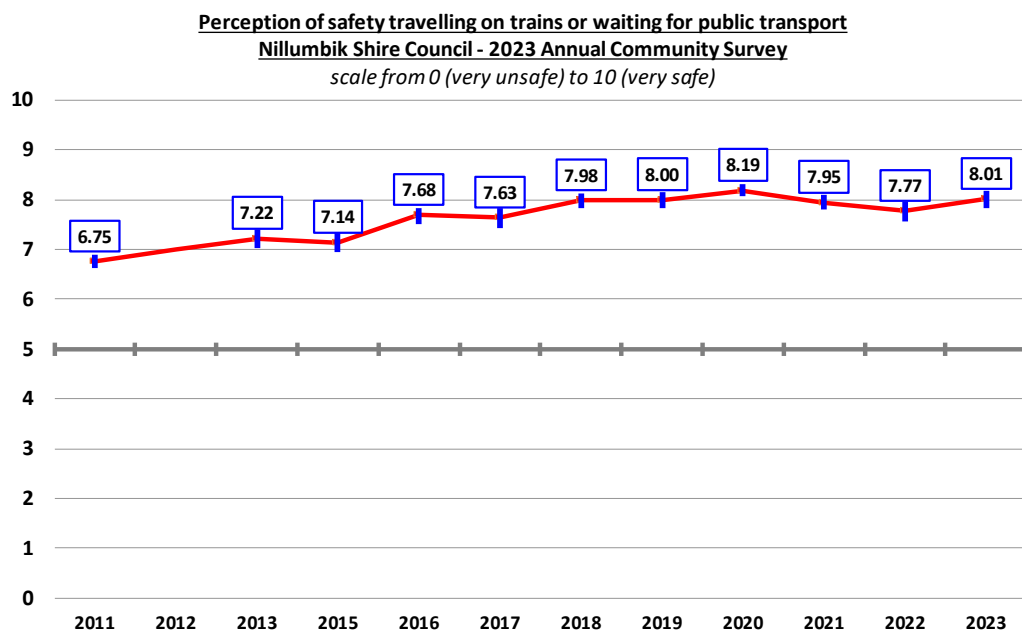


Perception of safety travelling on / waiting for public transport

The perception of safety travelling on / waiting for public transport increased somewhat, but not measurably this year, up 3.1% to 8.01, which was the second highest score for this aspect of safety recorded over the course of the survey program for the Nillumbik Shire.

This result was well above the long-term average perception of safety travelling on / waiting for public transport since 2011 of 7.61.

Apart from the two previous years of 2021 and 2022 during the pandemic, these results do tend to suggest a trend of marginally increasing perception of safety around public transport over time.

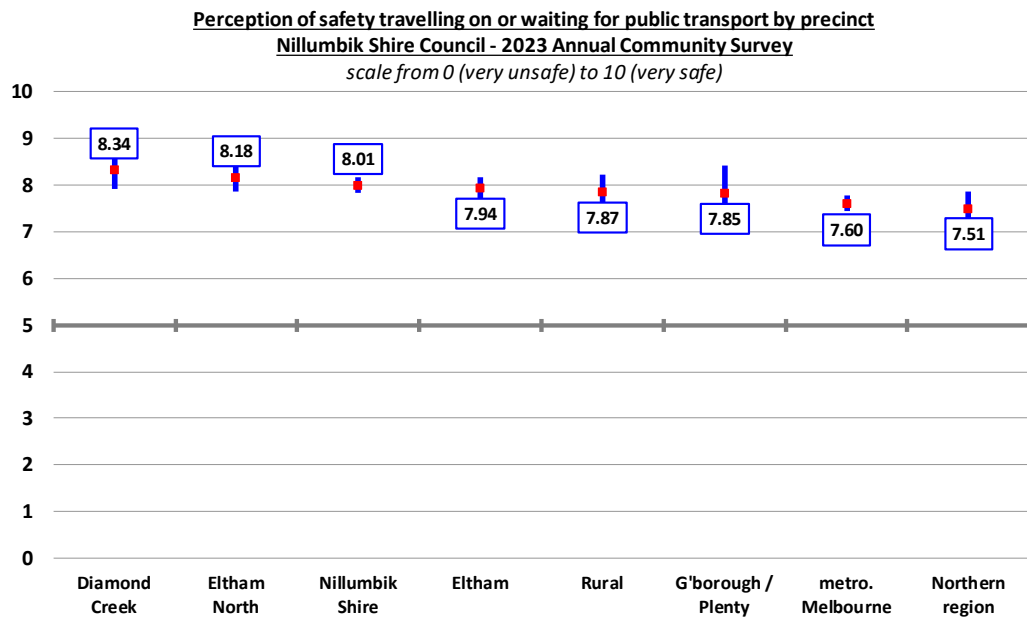


There was no statistically significant variation in the perception of safety travelling on / waiting for public transport observed across the municipality, with respondents from all five precincts rating their perception of safety highly at or around eight out of 10.

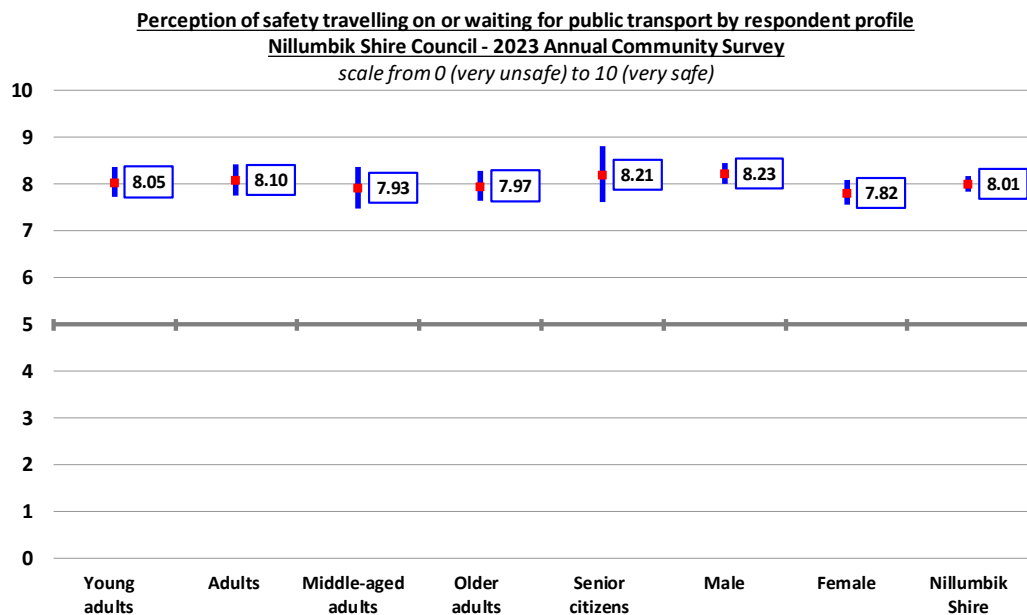
It is noted that just 3.7% of respondents across the Nillumbik Shire providing a score for this aspect felt unsafe travelling on / waiting for public transport.



Nillumbik Shire Council – 2023 Annual Community Survey

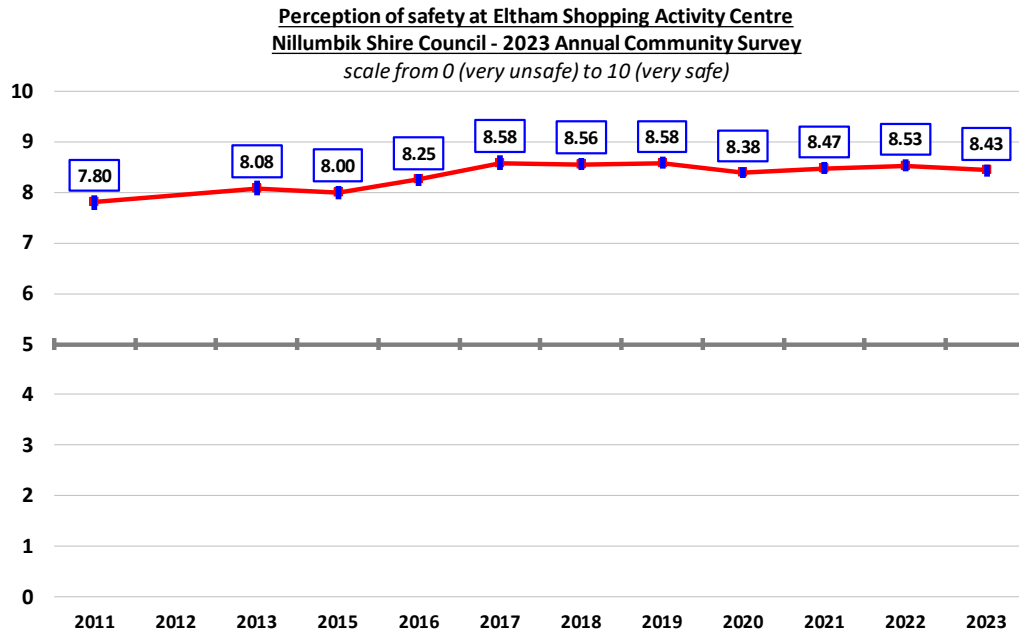


There was no statistically significant variation in satisfaction with the perception of safety travelling on / waiting for public transport observed by respondent profile, although it is noted that female respondents felt five percent less safe than male respondents.

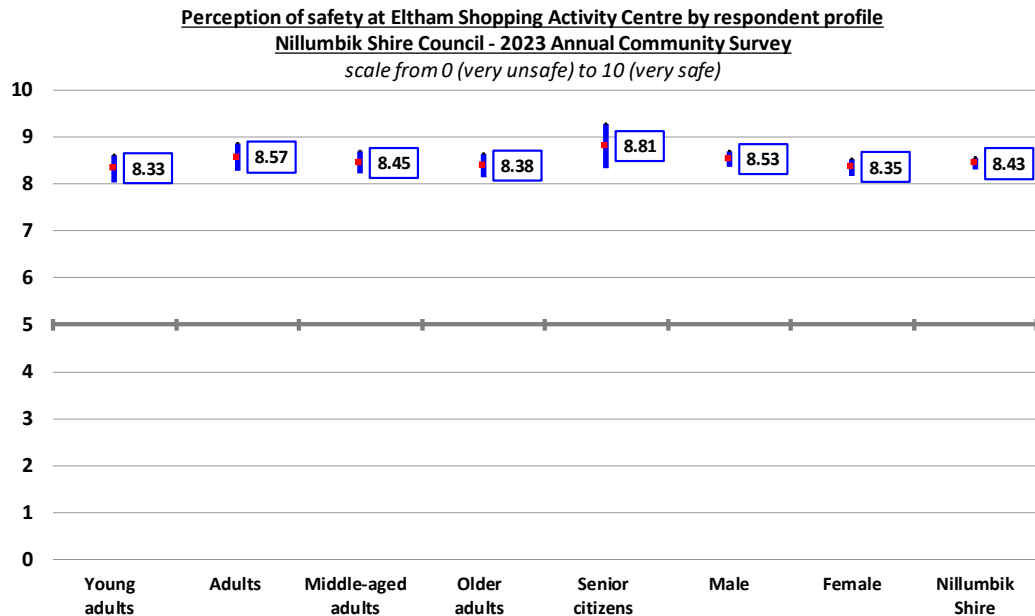


Perception of safety at Eltham Shopping Activity Centre

The perception of safety at Eltham Shopping Activity Centre declined marginally, but not measurably this year, down 1.2% to 8.43, although it remains consistent with the long-term average since 2011 of 8.30.

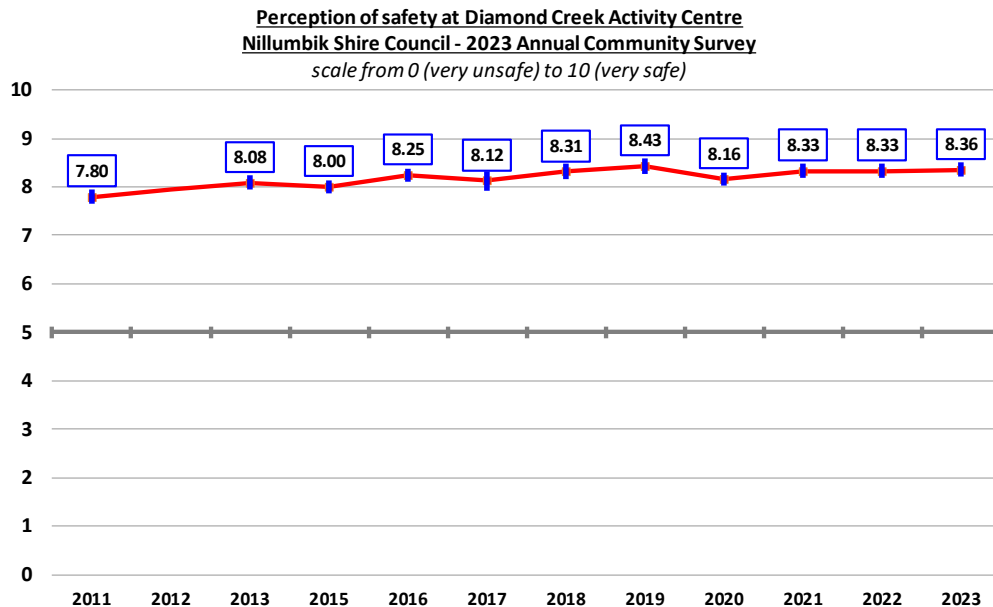


There was no substantial variation in this result observed by respondent profile.

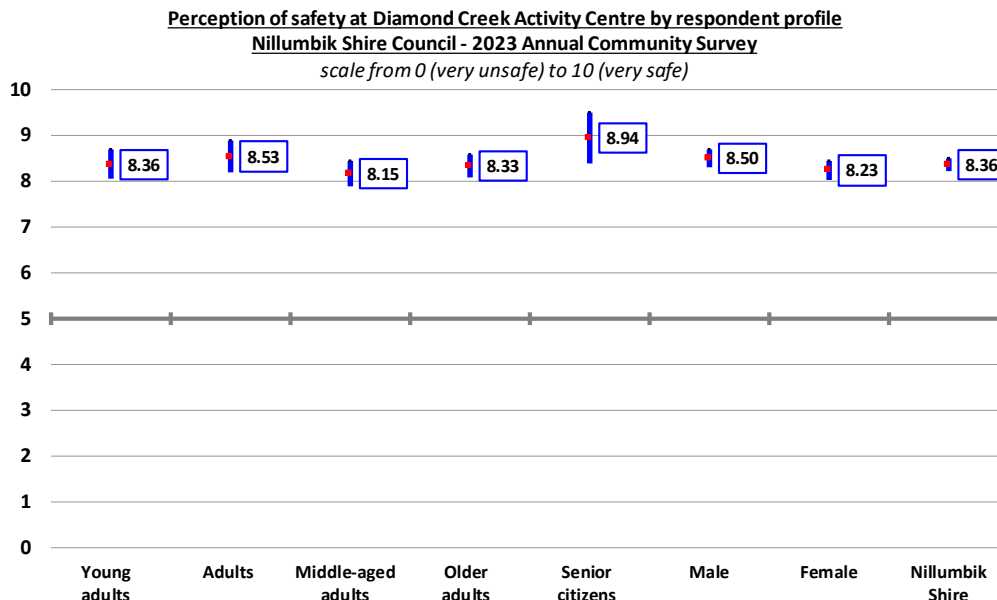


Perception of safety at Diamond Creek Activity Centre

The perception of safety at Diamond Creek Activity Centre remained essentially stable this year, up less than one percent to 8.36, which was consistent with the long-term average since 2011 of 8.18.



Whilst there was no measurable variation observed, it was noted that the small sample of senior citizens (aged 75 years and over) felt somewhat safer than average, and female respondents felt somewhat less safe than male respondents, albeit not measurably.



Reasons for feeling unsafe in public areas of Nillumbik

The following table provides a summary of the reasons why respondents felt unsafe in the public areas of the Nillumbik Shire or travelling on / waiting for public transport. Consistent with previous years, concerns around various types of people and concerns around lighting and general safety at night were the most common reasons for feeling unsafe.

The verbatim comments outlining reasons for feeling unsafe are included as an appendix.

Reasons for feeling unsafe in public areas of the Shire of Nillumbik
Nillumbik Shire Council - 2023 Annual Community Survey
(Number and percent of respondents rating safety less than five)

Reason	2023		2022	2021	2020	2019
	Number	Percent				
Issues with people - gangs, youths, "louts" etc	8	34.8%	30.0%	21.7%	26.7%	26.1%
Lighting	5	21.7%	15.0%	21.7%	20.0%	17.4%
Safety at night	3	13.0%	10.0%	8.7%	3.3%	4.3%
General safety	2	8.7%	15.0%	4.3%	16.7%	21.7%
Crime - theft, robbery, violence, etc	1	4.3%	10.0%	34.8%	23.3%	17.4%
Public transport safety	1	4.3%	5.0%	4.3%	3.3%	4.3%
Image / feel of place and news reports	0	0.0%	5.0%	4.3%	6.7%	8.7%
Other	3	13.0%	10.0%	0.0%	0.0%	0.0%
Total comments	23	100%	20	23	30	23

Locations where respondents feel unsafe in the public areas of Nillumbik

The following table outlines the locations where respondents felt unsafe in the Nillumbik Shire this year. Public transport including train stations as well as on trains were the most common locations.

Location where you feel unsafe in the Shire of Nillumbik
Nillumbik Shire Council - 2023 Annual Community Survey
(Number and percent of respondents rating safety less than five)

Location	Number
Public transport / trains / train stations	8
Anywhere / everywhere	3
Local neighbourhood / local streets	2
Greensborough shopping centre	1
Shopping centres	1
Diamond Creek Shopping Centre	1



Nillumbik Shire Council – 2023 Annual Community Survey

Public roads	1
Small streets	1
Diamond Hills Reserve	1
Public space in general	1
Between Ilana View Drive and Perversi Avenue there is no lighting till the shopping strips	1
Total	21

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?”

The proportion of respondents who reported that they had made changes to their home or lifestyle to help reduce climate change and its impacts declined somewhat this year, down from 64.7% in 2022 to 57.6% this year.

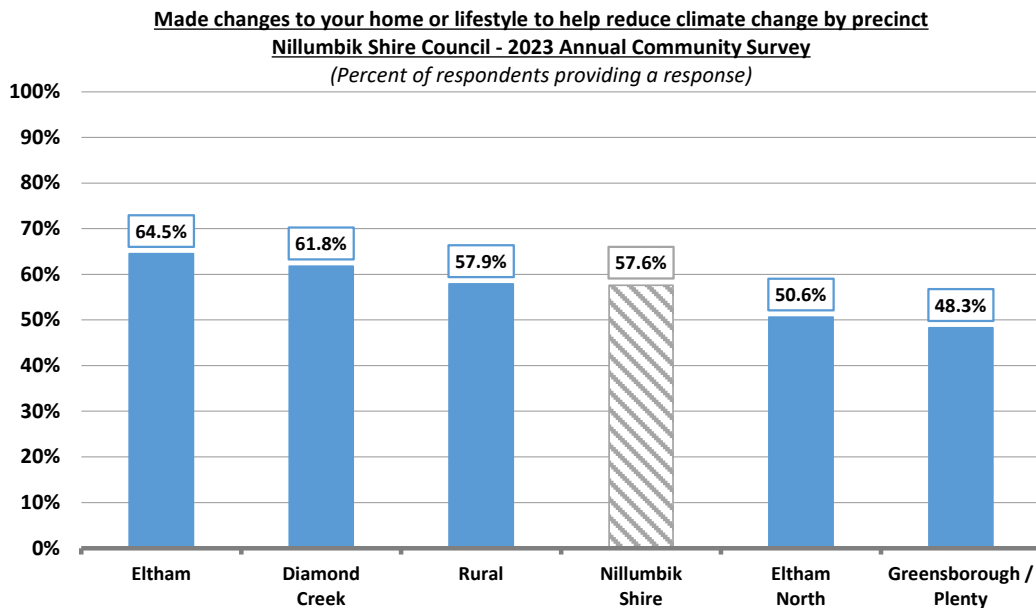
Metropolis Research notes, however, that there was a significant decline in the proportion of respondents who were not able to provide a response this year, many of whom were likely to be less rather than more likely to have made changes to their home or lifestyle.

Made changes to your home or lifestyle to help reduce climate change and its impacts
Nillumbik Shire Council - 2023 Annual Community Survey
(Number and percent of respondents providing a response)

Response	2023		2022
	Number	Percent	
Yes	266	57.6%	64.7%
No	196	42.4%	35.3%
Not stated	40		111
Total	502	100%	508

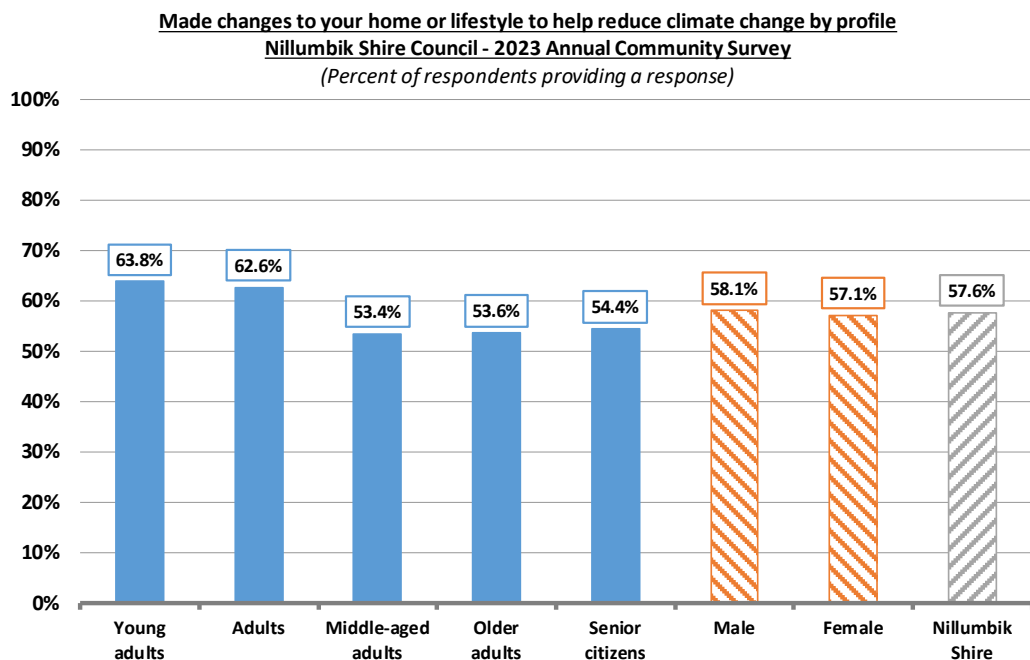
There was measurable and significant variation in this result observed across the municipality, with respondents from Eltham measurably more likely to have made changes than the municipal average, and respondents from Greensborough / Plenty measurably less likely to have made changes.





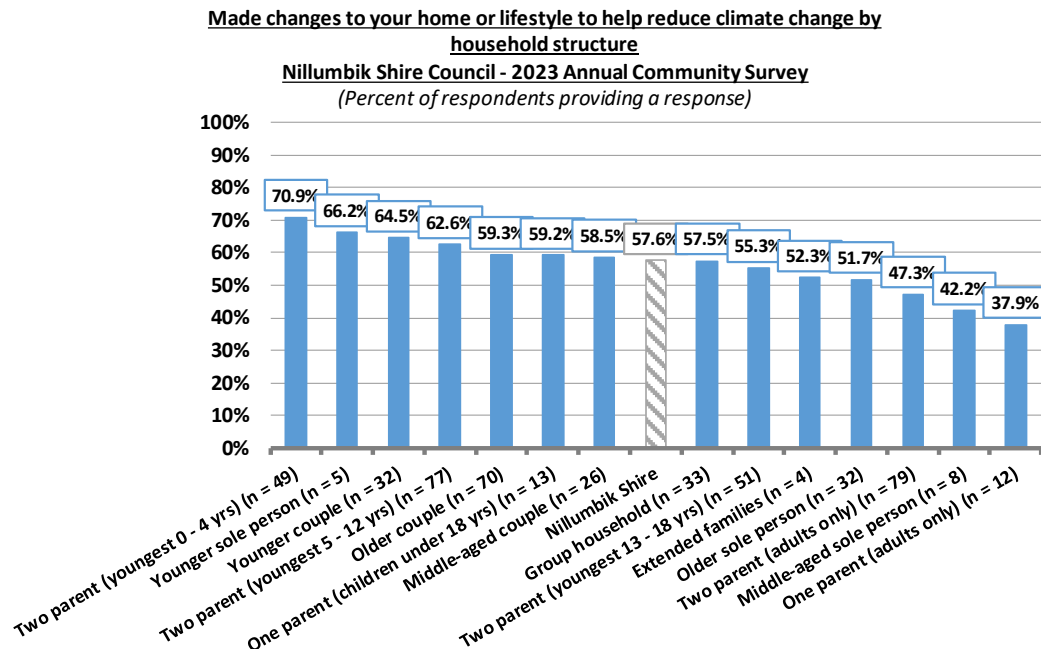
There was notable variation in this result observed by the respondents' age structure, with younger respondents (aged 18 to 44 years) measurably and significantly more likely to have made changes than middle-aged, older adults, and senior citizens (aged 45 years and over).

There was no meaningful variation in this result observed between male and female respondents.



Nillumbik Shire Council – 2023 Annual Community Survey

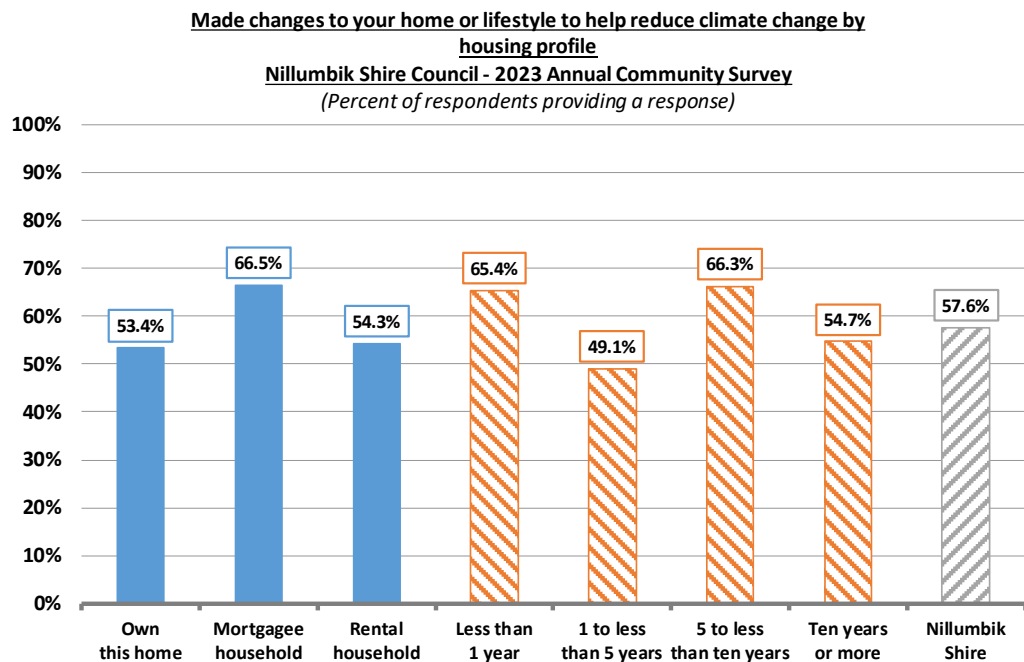
Whilst cognisant of the very small sample size for some of these household structures, it is noted that younger families, younger sole person, and younger couple households were the most likely to have made changes, whilst middle-aged and older sole persons and older two and one parent families were the least likely.



There was also some interesting variation in these results observed by housing situation and period of residence in the Nillumbik Shire, as follows:

- **Housing situation** – mortgagor households were the most likely to have made changes to their home or lifestyle in response to climate change, whilst homeowners and rental households were less likely. The lower rental household response reflects the difficulty of rental households making some changes to their rental properties, whilst the lower response from homeowners reflects their older age structure.
- **Period of residence in the Nillumbik Shire** - there was variation observed in these results by period of residence, with new residents (less than one year in Nillumbik) and those who had lived in the municipality for between five and less than 10 years the most likely. It is difficult to provide a simple description of the factors that may be impacting these results.





Ability to cope with climate related risks and impacts

Respondents were asked:

“On a scale from zero (low) to 10 (high), how would you rate your household’s ability to cope with climate related risks and impacts (e.g. fire, drought, extreme heat, heavy rainfall)?”

There was a measurable and significant increase this year, in the average perceived ability of respondent households to cope with climate related risks and impacts, up 7.2% to 7.45.

It is noted that along with this increase in average ability, the number of respondents who were not able to provide a response to this question declined notably, down from 128 to 82. This is an important result as well, as it suggests that a larger proportion of the community have engaged with climate related risks (e.g., fire, drought, extreme heat, heavy rainfall) and can form a view as to their ability to cope.

Metropolis Research suggests that this improvement in results, along with the increased proportion able to provide a response is likely to reflect greater community engagement with these issues, potentially resulting from the significant number of events to have occurred in recent times, both in Nillumbik as well as elsewhere across Victoria and Australia.

It is likely that a view in the community that the climate is becoming more variable, with increasing numbers of extreme weather events may be increasing community attention to their personal ability to cope with these events.

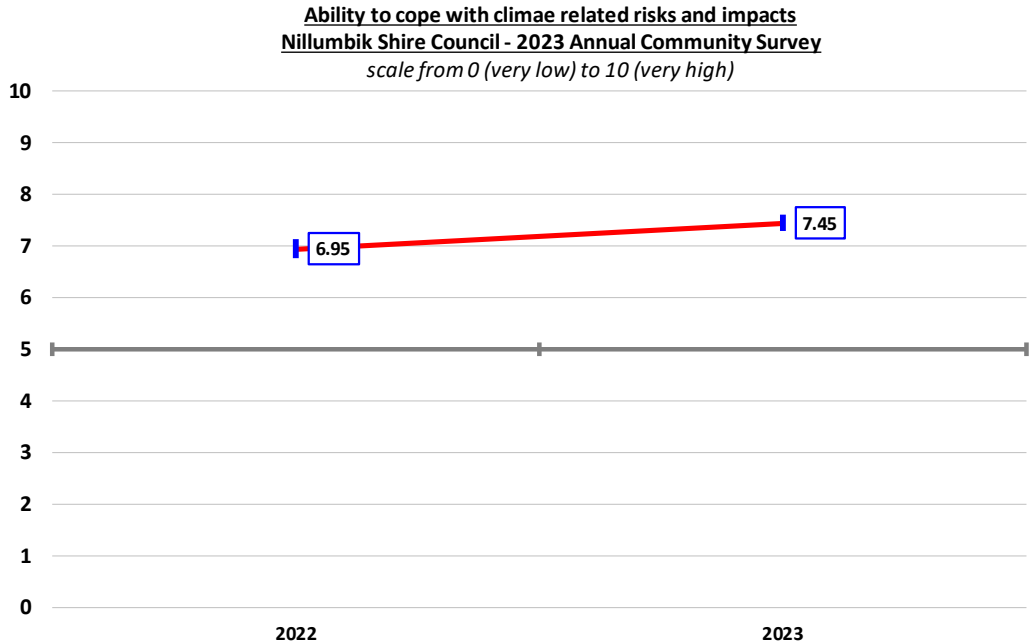


Nillumbik Shire Council – 2023 Annual Community Survey

Ability to cope with climate related risks and impacts
Nillumbik Shire Council - 2023 Annual Community Survey
(Number and percent of respondents providing a response)

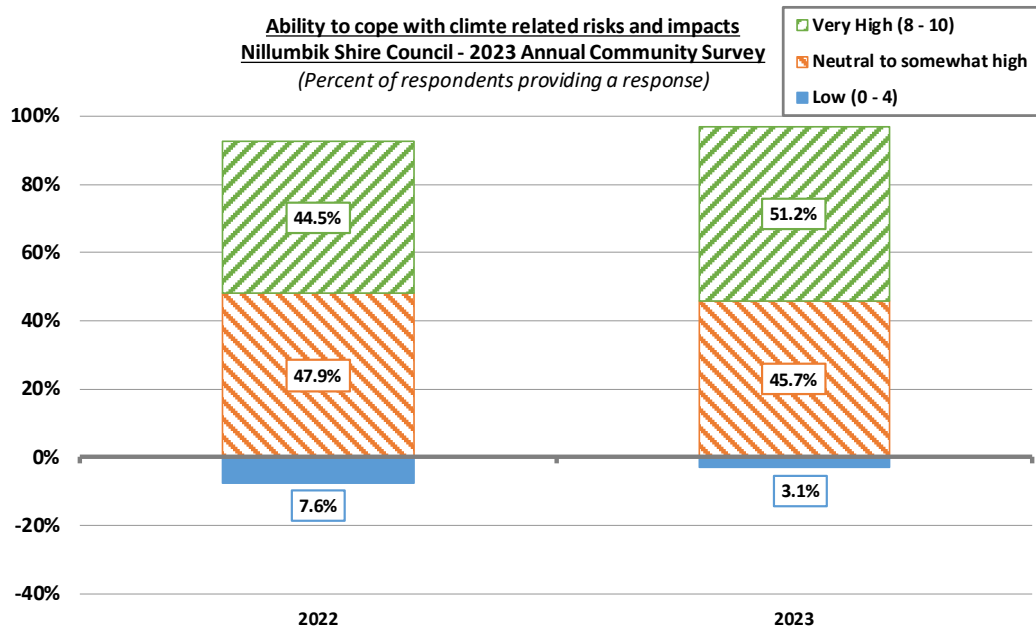
Response	2023		2022
	Number	Percent	
High (8 to 10)	215	51.2%	44.5%
Neutral to somewhat high (5 to 7)	192	45.7%	47.9%
Low (0 to 4)	13	3.1%	7.6%
Can't say	82		128
Total	502	100%	508
<i>Average ability to cope</i>		7.45	6.95

There was a statistically significant (7.2%) increase in the average ability of respondent households to cope with climate related risks due to extreme weather.



There was both a significant increase in the proportion of respondent households who rated their ability to cope with climate related risks “very high” (51.2% up from 44.5%), and a notable decline in the proportion who rated their ability “low” (3.1% down from 7.6%).



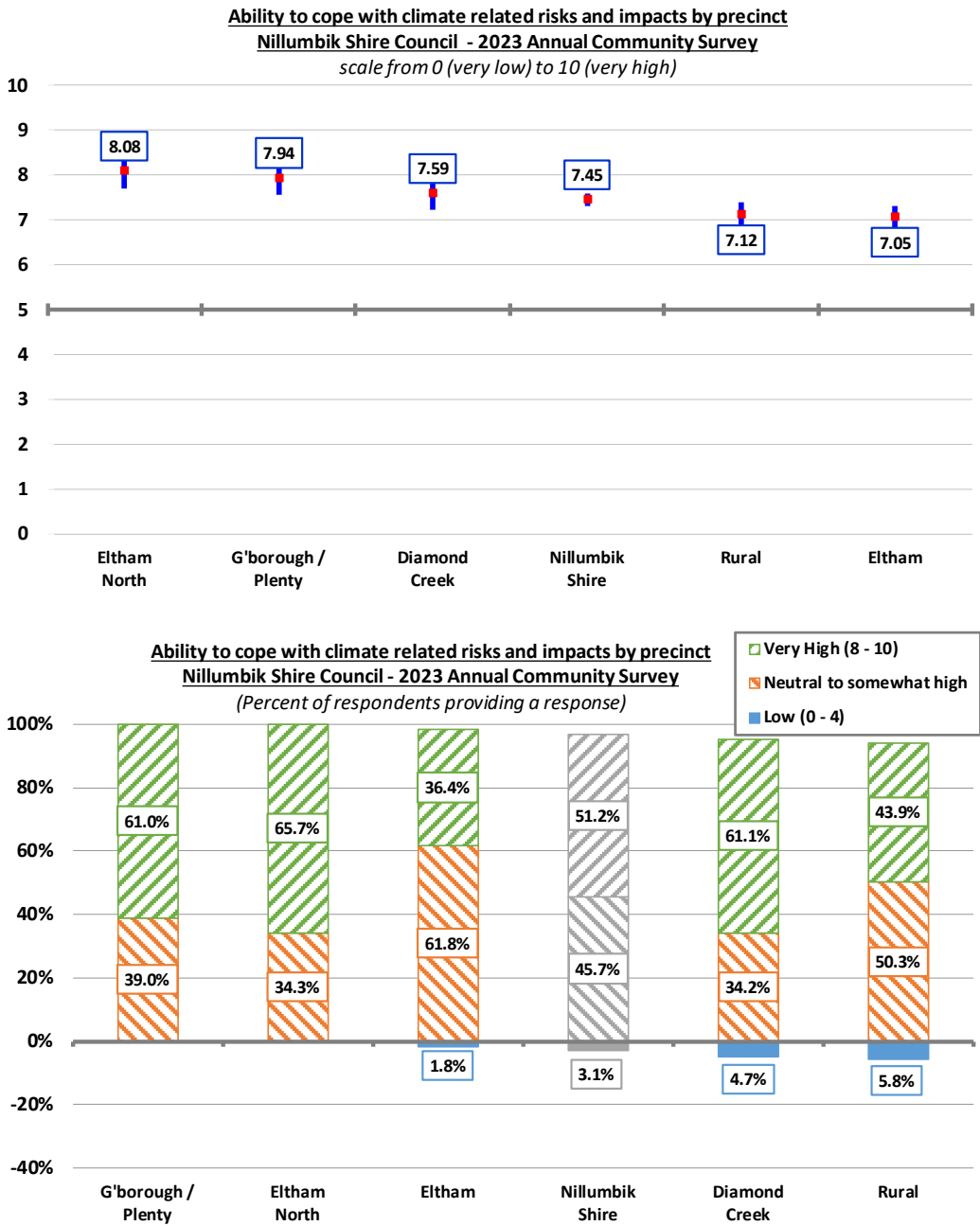


There was measurable as well as notable variation in the average ability of respondent households to cope with climate related risks and extreme weather events observed by precinct, as follows:

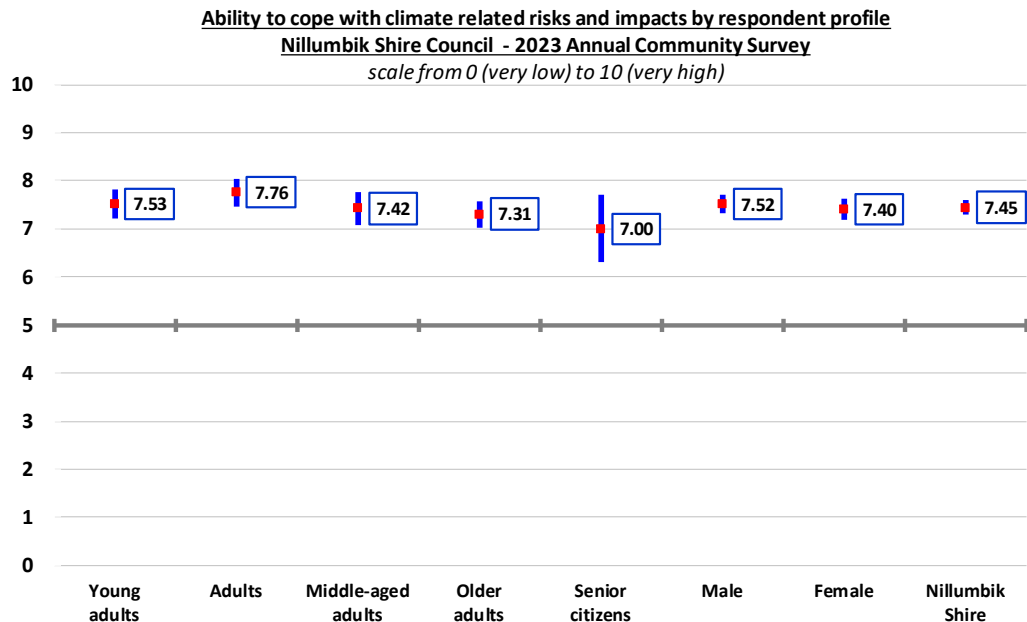
- **Eltham North** – respondents believed themselves, on average to be measurably more able to cope than the municipal average.
- **Greensborough / Plenty** – respondents believed themselves, on average, to be notably but not measurably more able to cope than the municipal average.
- **Rural precinct** – respondents believed themselves, on average, to be notably but not measurably less able to cope than the municipal average.
- **Eltham** – respondents believed themselves, on average, to be measurably less likely to be able to cope than the municipal average.



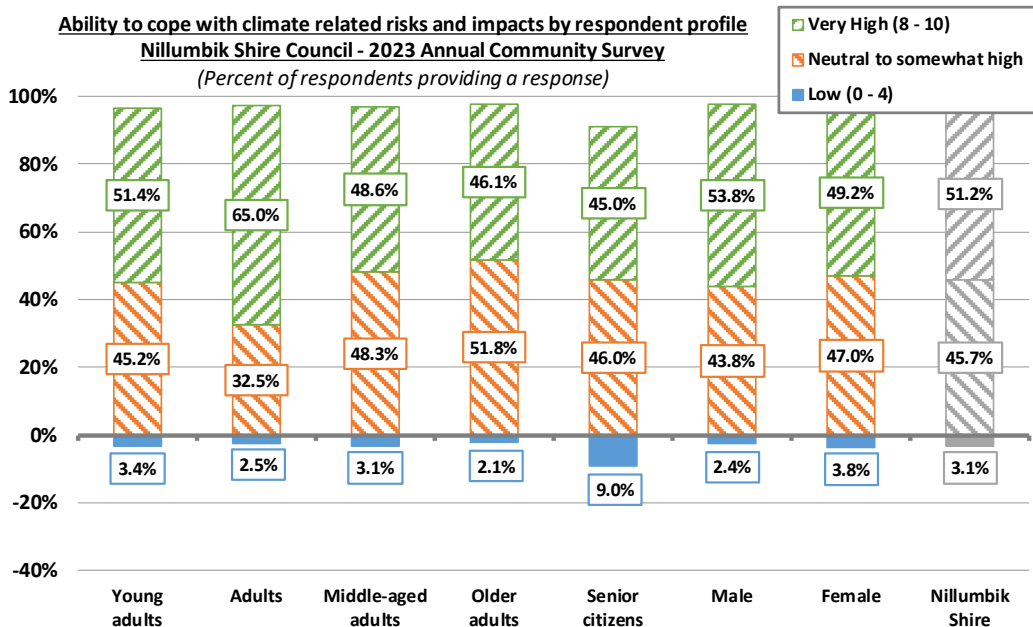
Nillumbik Shire Council – 2023 Annual Community Survey



There was no statistically significant variation in the average ability of respondent households to cope with climate related risks observed by respondent profile, although it is noted that adults (aged 35 to 44 years) rated their ability highest, and senior citizens (aged 75 years and over) rated their ability lowest.

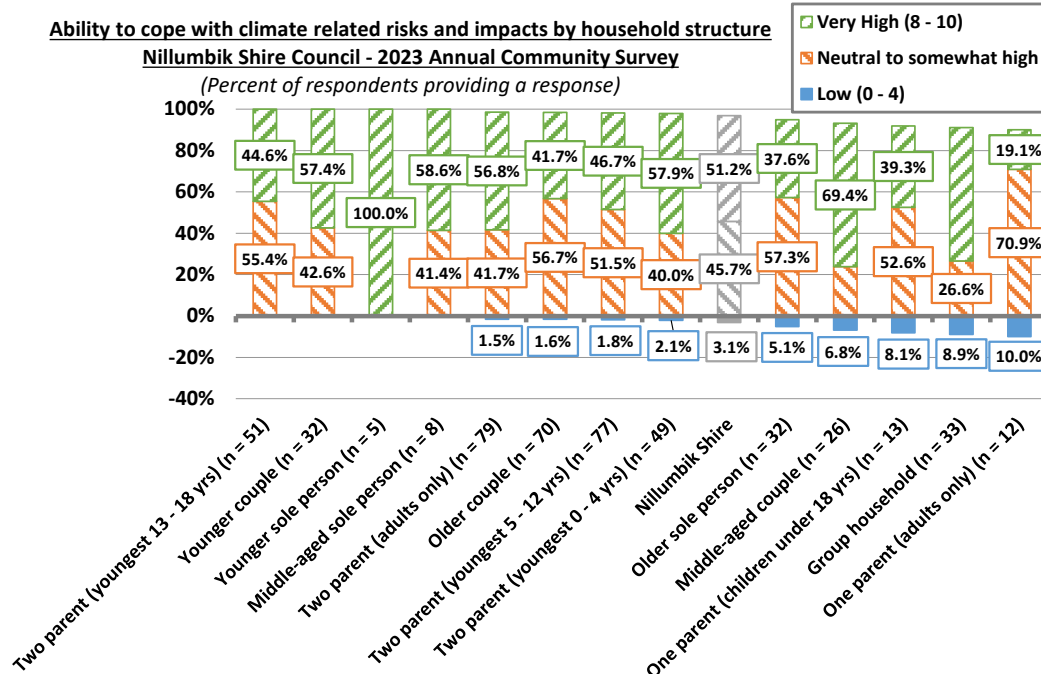
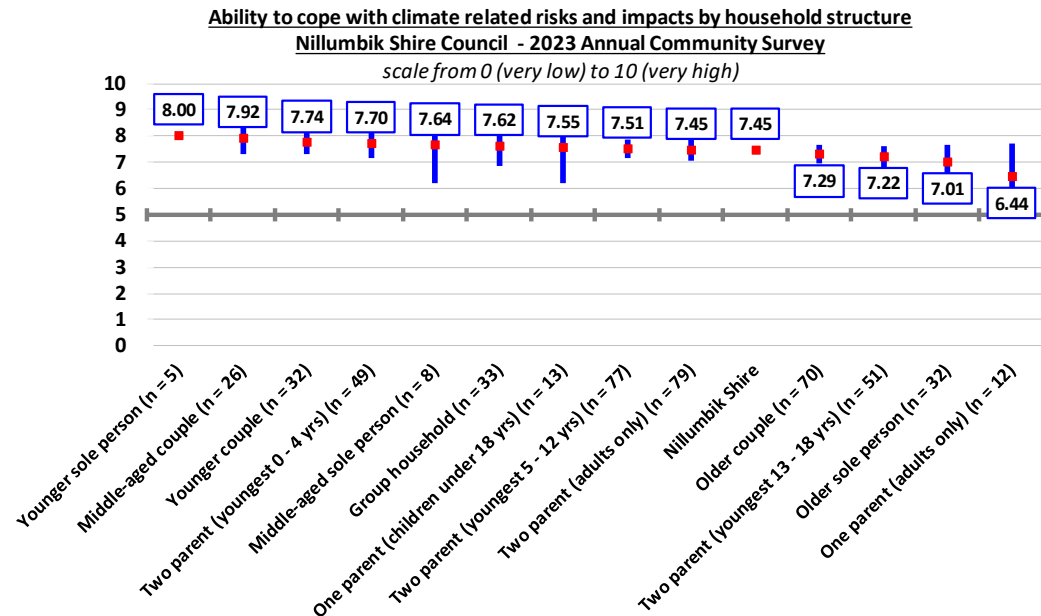


It is noted that nine percent of senior citizens (aged 75 years and over) rated their ability to cope with climate related risks as “low” (i.e., less than five out of 10).

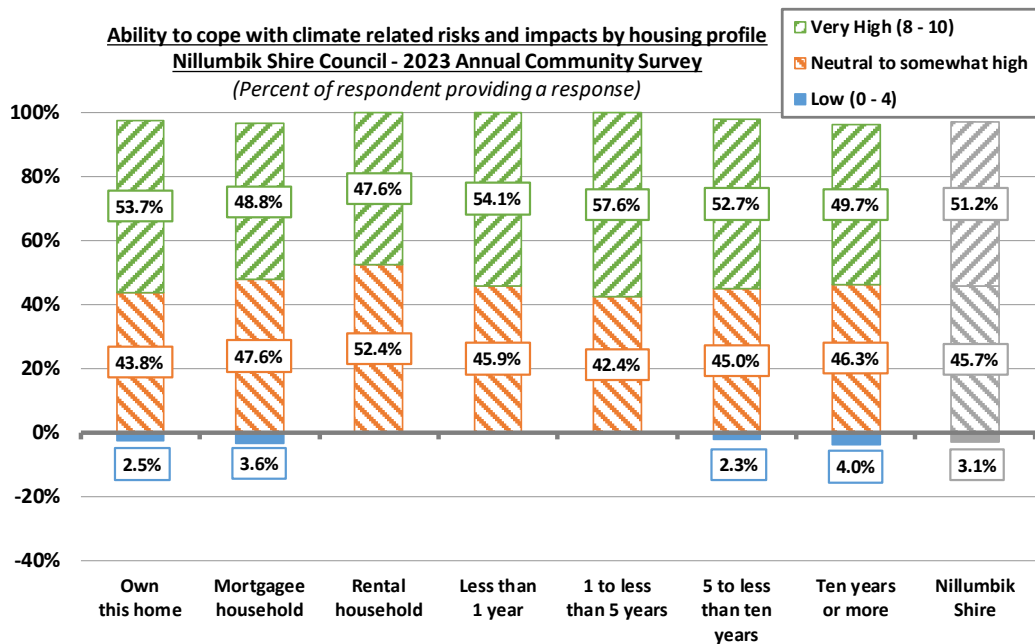
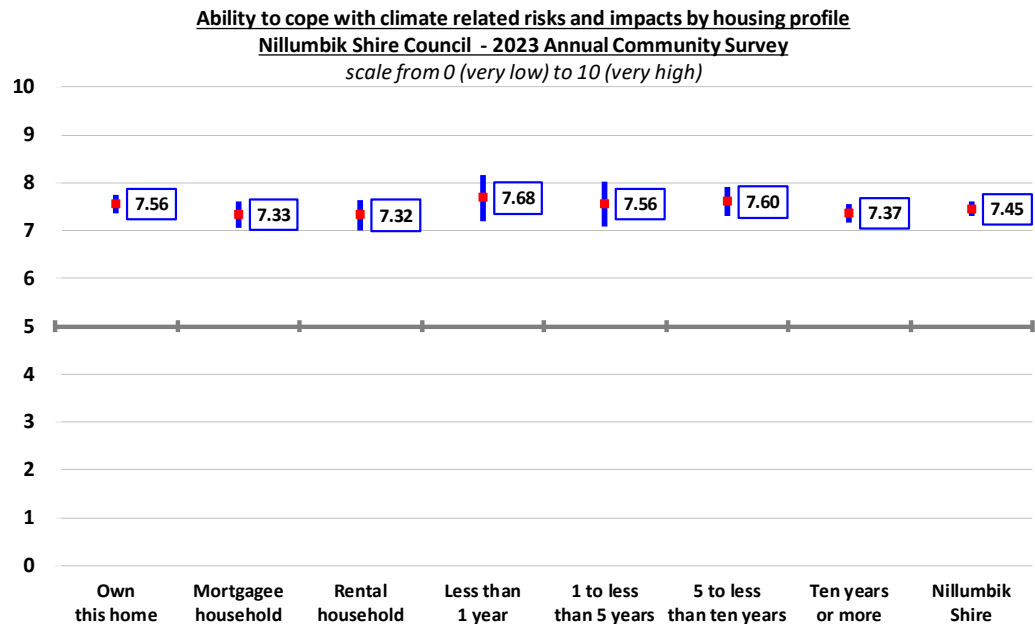


Nillumbik Shire Council – 2023 Annual Community Survey

Cognisant of the small sample size for individual household structures, it is noted that younger and middle-aged sole person and couples, as well as young families, and group households tended to rate their ability to cope with climate related risks highest, whilst older couples and sole person households, older one-parent families, and families with adolescent children were the least likely.



There was no statistically significant variation in the average ability of respondent households to cope with climate related risks and impacts observed by housing situation or period of residence in the Nillumbik Shire.



Employment status affected by COVID-19 pandemic

Respondents were asked:

“Has your employment status been affected by the COVID-19 pandemic? If Yes, how has it been affected?”

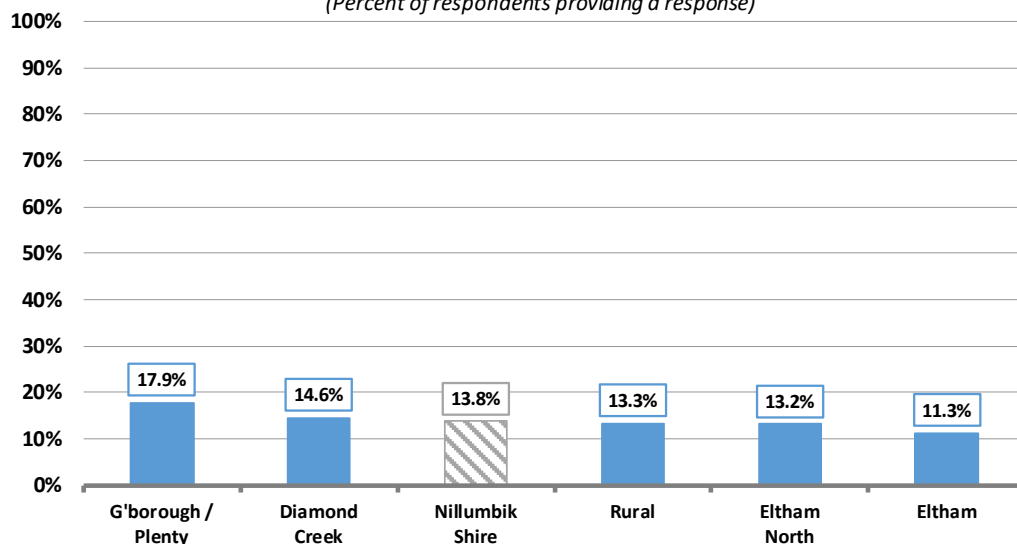
The proportion of respondents who reported that their employment status had been affected by the COVID-19 pandemic declined measurably and significantly this year, down from more than one-quarter (26.2%) last year to 13.8% this year.

Employment status been affected by the COVID-19 pandemic
Nillumbik Shire Council - 2023 Annual Community Survey
(Number and percent of respondents providing a response)

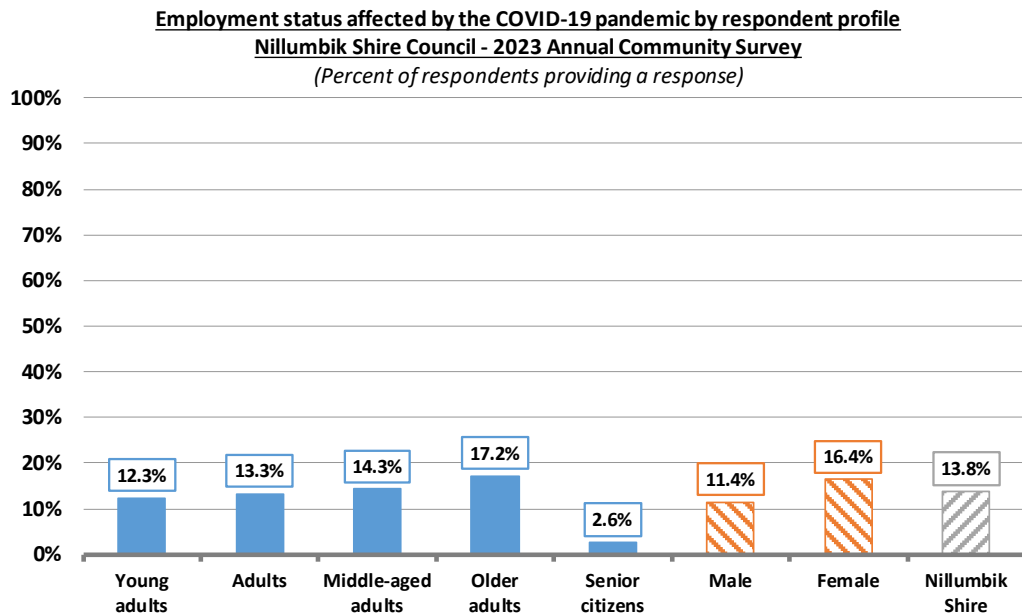
Response	2023		2022	2021
	Number	Percent		
Yes	67	13.8%	26.2%	22.1%
No	418	86.2%	73.8%	77.9%
Not stated	17		19	12
Total	502	100%	508	501

Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents from Greensborough / Plenty were somewhat more likely to have had their employment affected than the municipal average.

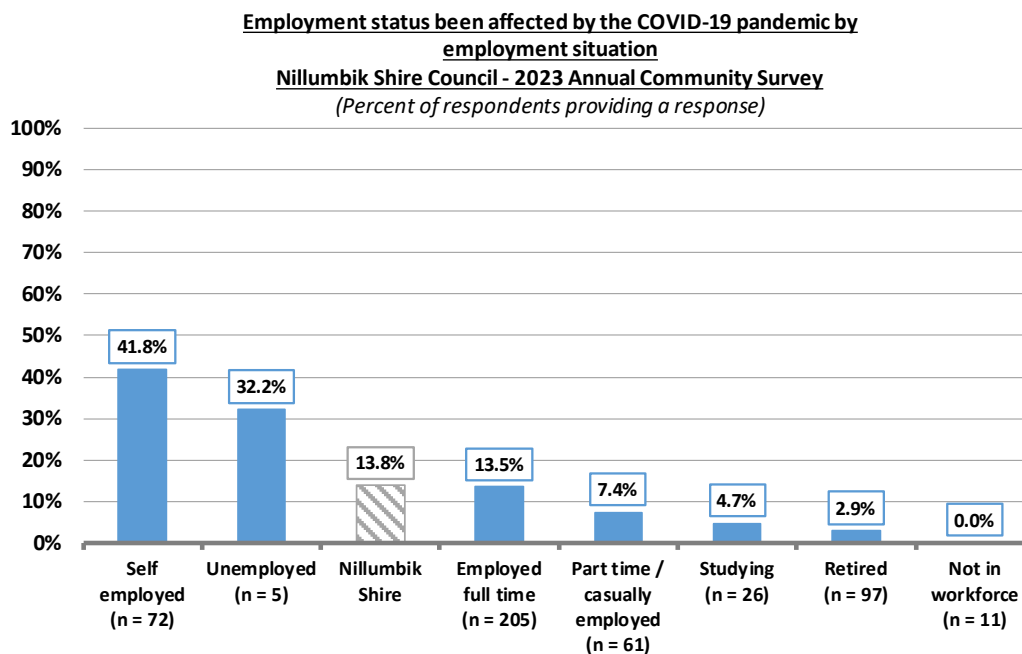
Employment status been affected by the COVID-19 pandemic by precinct
Nillumbik Shire Council - 2023 Annual Community Survey
(Percent of respondents providing a response)



There was some minor variation in this result observed by respondent profile, with older adults (aged 60 to 74 years) the most likely, and female respondents notably more likely to have been impacted than male respondents.



The sample of 72 self-employed respondents were the most likely to report that their employment was impacted by COVID-19 pandemic, with 41.8% reporting that it had been.



Ways in which employment status was affected by COVID-19 pandemic

A total of 55 responses were received from respondents who felt that their employment status was impacted by the COVID-19 pandemic.

Most of these comments related to a loss of work or business, or reduced work, hours, or business through the pandemic.

How your employment status been affected by the COVID-19 pandemic

Nillumbik Shire Council - 2023 Annual Community Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Lost job / work / contracts / business</i>	
Loss of job	5
Business has had less traffic.	1
Couldn't consult because of restrictions, had to home-school kids and I haven't been able get back	1
It was a retail shop, so it had to be closed, so problems making an income	1
Just loss of business	1
Lack of income	1
Lockdown slowed the retail	1
Lost time off	1
My business has lost some customers	1
No business thanks to Dan Andrews	1
Self-employed mean no money was coming in	1
Slowed down business drastically almost ran me out of business	1
There was no employment	1
We lost a business in Melbourne	1
Worked in retail and shop was shut	1
Total	19
<i>Reduced hours / work</i>	
The work dried up	1
Work during covid was limited with hours and income reduced. Now back to full time	1
Cut in hours and shifts	1
I had to cut back on hours and income	1
Off work for while	1
Reduce to part time temporarily	1
Reduced hours	1
Reduced your ability to earn income	1
Reduction in opportunities	1
Salary reduction	1



Went from part time to 2 days a week	1
Working for home and less income	1
Less opportunities	1
Harder to get out and it just became harder to find opportunities	1
Total	14
<i>Lockdown, restrictions related issues</i>	
Lockdowns and isolation	1
Locked down	1
Daniel Andrew's ***** us - locked us up	1
Total	3
<i>Improved situation due to COVID</i>	
Have become busier.	1
I was actually employed because of covid	1
Less travel and work from home	1
Total	3
<i>Other</i>	
Work at home	2
Discrimination	1
Gave you a job	1
High cost of living and global inflation	1
I am a teacher so school environment was affected quite a lot	1
I can't work	1
I refused to have the vaccine	1
I was unavailable to work	1
I work from home	1
Left the state for two years	1
Working much more by ourselves	1
My husband couldn't make the commute, so we had to improvise and work locally amongst ourselves	1
My husband was retired, and I looked after him.	1
To a degree	1
Totally ruined it. I was on the Council committee, but I was banned because I was not vaccinated. But my doctor refused to vaccinate me because of other health issues.	1
Total	16



Respondent profile

The following section provides the demographic profile of the respondents surveyed for the Nillumbik Shire Council – 2023 Annual Community Survey.

Age structure

The sample was weighted by age and gender to reflect the 2021 Census population of Nillumbik Shire. Metropolis Research draws attention to the fact that the unweighted sample was similar in age structure to the weighted results, although it slightly underrepresented younger adults. This reflects the strength of the door-to-door methodology over the telephone method that was required in 2021 and 2022 due to the pandemic.

Age structure
Nillumbik Shire Council - 2023 Annual Community Survey
(Number and percent of respondents providing a response)

Age group	2023 (unweighted)		2023 (weighted)	2022	2021	2020	2019
	Number	Percent					
Young adults (18 to 34 years)	71	14.3%	24.5%	24.5%	24.5%	14.0%	14.4%
Adults (35 to 44 years)	102	20.5%	17.3%	17.3%	17.3%	20.2%	19.2%
Middle aged adults (45 to 54 years)	114	22.9%	21.7%	21.7%	21.7%	26.3%	23.0%
Older adults (55 to 74 years)	172	34.5%	30.8%	30.8%	30.8%	33.3%	35.0%
Senior citizens (75 years and over)	39	7.8%	5.7%	5.7%	5.7%	6.2%	8.4%
Not stated	4		0	0	0	1	0
Total	502	100%	500	508	501	500	500

Gender

The sample was weighted by age and gender with the unweighted sample including a near 50/50 gender split. There were no non-binary respondents in the 2023 sample.

Gender
Nillumbik Shire Council - 2023 Annual Community Survey
(Number and percent of respondents providing a response)

Gender	2023 unweighted		2023 Weighted	2022	2021	2020	2019
	Number	Percent					
Male	260	52.4%	48.8%	48.8%	48.9%	51.5%	48.8%
Female	236	47.6%	51.2%	51.2%	51.1%	48.3%	51.2%
Other	0	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%
Prefer not to say	6		6	0	0	3	4
Total	502	100%	502	508	501	500	500



Household members identify as LGBTIQ+

Four percent of respondents reported that there was at least one member of their household identifying as LGBTIQ+, a result consistent with the long-term average since 2019 of 3.1%.

Household members identify as LGBTIQ+
Nillumbik Shire Council - 2023 Annual Community Survey
(Number and percent of respondents providing a response)

Response	2023		2022	2021	2020	2019
	Number	Percent				
Yes	18	4.0%	5.9%	2.7%	0.6%	2.3%
No	429	96.0%	94.1%	97.3%	99.4%	97.7%
Unsure / prefer not to say	55		20	16	7	26
Total	502	100%	508	501	500	500

Household structure

The household structure of respondent households has remained quite stable over the course of the survey program, with approximately half from two-parent families, one-quarter couple households, approximately 10% sole person households, and small proportion of one-parent families, group households, and extended or multiple family households.

Household structure
Nillumbik Shire Council - 2023 Annual Community Survey
(Number and percent of respondents providing a response)

Structure	2023		2022	2021	2020	2019	2018
	Number	Percent					
Two parent family total	256	52.0%	56.6%	49.1%	55.5%	50.5%	52.4%
youngest child 0 - 4 years	49	10.0%	9.4%	9.4%	9.9%	10.7%	8.4%
youngest child 5 - 12 years	77	15.7%	17.6%	12.3%	14.1%	13.9%	16.7%
youngest child 13 - 18 years	51	10.4%	8.0%	9.6%	11.3%	9.7%	10.8%
adult children only	79	16.1%	21.6%	17.8%	20.3%	16.3%	16.5%
One parent family total	25	5.1%	7.2%	8.0%	4.8%	5.4%	8.8%
youngest child 0 - 4 years	0	0.0%	0.4%	1.0%	0.4%	0.2%	0.6%
youngest child 5 - 12 years	3	0.6%	2.0%	0.8%	1.4%	1.2%	1.0%
youngest child 13 - 18 years	10	2.0%	1.0%	1.6%	1.2%	1.2%	2.2%
adult children only	12	2.4%	3.8%	4.5%	1.8%	2.8%	5.0%
Group household	33	6.7%	5.2%	3.3%	1.4%	3.8%	1.2%
Sole person household	45	9.1%	6.8%	9.0%	7.6%	10.1%	7.8%
Couple only household	129	26.2%	23.8%	28.8%	29.6%	29.6%	28.3%
Extended or multiple families	4	0.8%	0.4%	1.8%	1.0%	0.6%	0.6%
Not stated	10		8	12	3	3	4
Total	502	100%	508	501	500	500	501



Housing situation

Consistent with previous results, a little more than half of the respondents were from households that owned their home, a little more than one-quarter were mortgage households, and approximately 10% were rental households.

Housing situation
Nillumbik Shire Council - 2023 Annual Community Survey
(Number and percent of respondents providing a response)

Situation	2023		2022	2021	2020	2019	2018
	Number	Percent					
Own this home	292	59.8%	56.0%	60.0%	73.0%	61.4%	54.1%
Mortgage	138	28.3%	31.2%	28.9%	19.7%	29.7%	35.8%
Renting this home	46	9.4%	8.3%	9.5%	6.8%	7.8%	8.1%
Other arrangement	12	2.5%	4.5%	1.6%	0.4%	1.0%	2.0%
Not stated	14		15	16	3	2	6
Total	502	100%	508	501	500	500	502

Employment situation

The sample included a good cross-section of employment situations of respondents, with a little more than half employed full time or self-employed, approximately one-fifth retired, approximately one-eighth employed part-time or casually employed, and a small number studying or otherwise not in the workforce.

Employment situation
Nillumbik Shire Council - 2023 Annual Community Survey
(Number and percent of respondents providing a response)

Response	2023		2022	2021
	Number	Percent		
Self employed	72	14.8%	13.8%	18.0%
Employed full time	205	42.3%	44.3%	36.6%
Employed part time / casually employed	61	12.6%	14.4%	14.5%
Unemployed (and looking for work)	5	1.0%	3.0%	2.5%
Studying	26	5.4%	2.2%	3.3%
Retired	97	20.0%	17.4%	22.1%
Not in workforce (e.g. home duties)	11	2.3%	3.4%	2.0%
Other	8	1.6%	1.6%	1.0%
Not stated	17		7	12
Total	502	100%	508	501



Period of residence in Nillumbik

There was an increase this year in the proportion of new resident respondents (less than one year in the Shire), consistent with results observed elsewhere, as the pandemic has eased and more individuals in the community have been able to move dwelling.

Period of residence in the Shire of Nillumbik
Nillumbik Shire Council - 2023 Annual Community Survey
(Number and percent of respondents providing a response)

Period	2023		2022	2021	2020	2019	2018
	Number	Percent					
Less than one year	27	5.5%	0.8%	1.6%	3.2%	2.8%	2.8%
One to less than five years	33	6.7%	3.4%	2.8%	12.2%	11.3%	11.3%
Five to less than ten years	109	22.2%	14.1%	13.3%	19.0%	13.6%	13.6%
Ten years or more	321	65.5%	81.7%	82.2%	65.6%	72.3%	72.3%
Not stated	12		11	6	0	6	0
Total	502	100%	508	501	500	500	502

The most common previous municipalities of residence for new and newer residents were Whittlesea, Yarra, and Banyule, reflecting well established housing trends across Melbourne.

Previous Council
Nillumbik Shire Council - 2023 Annual Community Survey
(Number of respondents living in the Shire of Nillumbik for less than 5 yrs)

Council	2023	
	Number	Percent
Whittlesea	10	22.8%
Yarra	6	14.0%
Banyule	5	10.6%
Merri-bek	4	8.6%
Manningham	3	5.9%
Monash	3	6.0%
Port Phillip	3	7.4%
Darebin	2	4.2%
Hobsons Bay	2	4.1%
International	2	3.7%
Whitehorse	2	3.8%
Ballarat	1	2.3%
Moonee Valley	1	2.2%
Wyndham	1	2.2%
Yarra Ranges	1	2.2%
Not stated	18	
Total	60	100%



General comments

Respondents were asked:

“Do you have any further comments you would like to make?”

There was a total of 51 general comments received from respondents, which have been broadly categorised as follows:

- Traffic, roads, and parking (14 comments)
- Council services and facilities (8 comments)
- Communication, consultation, responsiveness, governance (5 comments)
- General negative (5 comments)
- Waste management (5 comments)
- Rates and financial management (4 comments)
- Bike and walking tracks / paths (3 comments)
- Parks, gardens, and open spaces (2 comments)
- Bushfire prevention (1 comment)
- Comments on the survey (1 comment)
- Other (3 comments)

Metropolis Research notes that many of these comments reflect the general findings from the survey this year, with a focus on roads and traffic, a range of specific services, and some concerns around communication and consultation.

The following table provides the verbatim comments received from respondents.

General comments
Nillumbik Shire Council - 2023 Annual Community Survey
(Number of responses)

Comment	Number
<i>Traffic, roads, and parking</i>	
Checking current vehicles which have been parked on the side of the road for a long time, especially damaged vehicles Kangaroo Warrandyte Road	1
Duplication of Yan Yean Rd, very urgent	1
Get Yan Yean fixed so people can go outside. There is too much traffic with people spending hours in traffic	1
Greensborough bypass needs improving traffic flow is not good	1
Have the unsealed roads maintained more regularly	1
I wish the big road gets fixed (too much traffic at Civic Rd roundabout)	1
Lack of street lighting	1
Need to see Dingley Rd sealed, North Warrandyte	1
Parking spaces are disappearing, nowhere to park a truck	1
Put bitumen down on Upper Rd	1
Roundabout at Civic Rd and Greensborough bypass is too dangerous	1
Roundabout traffic at Civic Dr and Diamond Creek Rd	1

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Traffic control for getting onto the Ring Rd is more congested	1
Turning right on Kalbar Rd onto Main Rd is dangerous	1
Total	14
<i>Council services and facilities</i>	
Council needs to go around regular walk around Diamond Creek to see how untidy the whole place is as they are not maintaining and doing their job properly	1
Council should support local businesses to become more energy efficient like solar panels	1
I wish there were more educational and general activities for locals	1
Keep the area a bit cleaner	1
Please sweep the roads more often than usual	1
Strong bones stay young' has been doubled in price and nothing has changed from what the program offers	1
The Council's emphasis on environmental problems does not align with the situation in rural areas. It seems like the Council is focusing more on suburban environment compared to the rural ones	1
They need better plan to cope with environmental issues	1
Total	8
<i>Communication, consultation, responsiveness, governance</i>	
Address traffic management	1
Answer the telephones and staffs need to help more in problem solving and more friendly and engaging	1
Bit more communication	1
Easier communication rather than just saying everything is online as many people in the area are older people and have hard time navigating online	1
The Mayor seems to be inexperienced	1
Total	5
<i>General negative</i>	
Council please do your work properly	1
Council needs to improve a lot	1
Council planning needs to be more proactive in servicing their customers like a private enterprise would	1
I was happy with the Council until I got banned	1
Out here in North Warrandyte, we feel forgotten, left out	1
Total	5
<i>Waste management</i>	
Please check the staff of recycling depot. I feel like I am being harassed by them whenever I go there	1
Soft plastics should be made possible to recycle	1



Nillumbik Shire Council – 2023 Annual Community Survey

The list of garbage disposal is complicated and difficult to figure out what goes in what bin. But the Council is very fast in fining if we do it the wrong way	1
There is no clarity on the recycling elements which makes in very confusing on what should be recycled and should not	1
Whitehorse gives small compost bins, but this Council does not have it	1
Total	5
<i>Rates and financial management</i>	
Our rates are too high compared to any other Council	1
Reinforce more reasonable Council rates	1
The rates are going up, but we aren't seeing any real improvements	1
The rates are high for what we get	1
Total	4
<i>Bike and walking tracks / paths</i>	
I'd like the path between Tindal Court and Apollo Parkway shops	1
Really like the addition of walking and cycling paths, would like to see addition to rural areas too	1
There are no cycling or horseback riding paths. It is not safe to travel on the roads as the cars are speeding	1
Total	3
<i>Parks, gardens, and open spaces</i>	
Grass too tall needs better maintenance	1
Maintain the integrity of the Green Wedge	1
Total	2
<i>Bushfire prevention</i>	
People need to get rid of the undergrowth	1
Total	1
<i>Comments on the survey</i>	
Should have shorter surveys	1
Total	1
<i>Other</i>	
Help liaising neighbours would be good	1
Neighbours' dogs and chooks should be in enclosed spaces where they can't go to others houses	1



Voluntary groups were banned in the area which needs to be brought back all due to privatization	1
Total	3
Total	51

Appendices

Appendix One: reasons for change in Council's overall performance

The following table outlines the summarised verbatim comments received from respondents as to their reasons for change in Council's overall performance.

A total of 226 comments were received, including 38 from respondents' who considered that performance had improved, 139 from respondents who felt it had stayed the same, and 49 from respondents who considered that performance had deteriorated.

Reasons why Council's overall performance had improved
Nillumbik Shire Council - 2023 Annual Community Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
I feel like they got better	3
I'm pretty happy with the Council	3
They seem more active / lot more going on	3
They seem to be putting more effort into providing the services and facilities we need	3
The Council's doing a fine job at the services we use	2
The roads have been better maintained	2
Better effort being made to meet the community's needs, better consultation and communication with the community	1
Communication, open explanations	1
Community seems to be more proactive	1
Council does well focusing on the community	1
Council does well to manage precinct	1
Don't mind Council and website	1
Due to actions of Councillor Stockman	1
Environment and greenery maintenance a lot better	1
Everything seems to be running smooth for us. The Council does not have much input in our lives	1
Facilities restarted after COVID	1
Greater sense of efficiency they build a bigger car park at the station	1
I think more diverse representation on Council	1
It has gotten more efficient than before; they use resources better	1
It has improved the train station to make the environment more friendly	1
Love the local area and appreciate the community	1
No complaints so far	1



Nillumbik Shire Council – 2023 Annual Community Survey

Services are timelier	1
The Council is always making improvements	1
There is slight improvement on the concerns for the signages on the streets	1
They develop some areas	1
They seem to be putting more effort and having more of an impact especially down in Eltham by the shopping centre	1
Trying to implement things although there are really no results	1
Total performance improved comments	38

Reasons why Council's overall performance had stayed the same
Nillumbik Shire Council - 2023 Annual Community Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
No change / difference	76
No improvement	8
Haven't had much to do with Council / not enough knowledge	5
There is always room for improvement	4
I have been here a few months so not really sure	3
Been satisfactory in its performance	2
Everything is about the same nothing is being really done better or worse	2
Haven't noticed any differences it's nice that they are taking a survey	2
I appreciate the Council's efforts to help the community	2
I don't believe they are doing a good job	2
They're doing what they have been since COVID, returning to the norm	2
As far as I'm aware, they're about to make some pretty big changes soon but it hasn't been implemented yet	1
Council advocates for community well	1
Council does well maintaining the local houses	1
Council doing more to help developments locally	1
Council stays on top of local issues	1
Good housing development locally	1
Have enough info about what they do, they need to do Council reports and let them know	1
Haven't noticed any difference in roads, parks etc.	1
Haven't seen any new initiatives	1
Haven't seen any real change but the Council is doing fairly well	1
I don't interact with the Council too much and the services I use haven't changed	1
I haven't seen any evidence of they're doing more	1
I think Council are doing moderately well in such circumstances	1
Inadequate Council participation but seems to be doing alright overall	1
It was different because of COVID, now it is the same	1
It's hard to tell due to COVID restrictions	1
My local area same facilities and maintenance	1
No real improvements to match rate rises	1
Nothing's changed they provide stuff like garbage collection and other general stuff well but other things poorly lots of room for improvement	1



Personal experience	1
Really like local neighbourhood and facilities	1
Services haven't improved or gotten any worse. The things the Council does well are still being done that way and the things being done poorly are the same	1
Some things have been better while some things have remained the same	1
Still not doing as much as they should	1
Streets need sweeping	1
The Council always did a pretty good job and continues to do so	1
There are damaged signs on the road	1
There hasn't been and change in services and facilities	1
They changed the main bins to be collected fortnightly	1
They might have improved but we had big problems this year like this floods etc	1
We don't really know or care	1
Total performance stayed the same comments	139

Reasons why Council's overall performance had deteriorated
Nillumbik Shire Council - 2023 Annual Community Survey
(Number of responses)

Response	Number
They are becoming hungrier for money and not caring about the community	3
Never any clear communication	2
They fail to listen to what the community really want	2
Because no works have been done on property and I understand that's privately owned by someone overseas, but the premises are so uninviting	1
Because they are adopting more and more policies that don't accommodate for the rural areas	1
Councillors are anti-conservation	1
Decline in response to permit issues	1
Deteriorated since COVID	1
Don't have funds for environmental works	1
Failing on planning issues	1
Have asked so many times for light at roundabout (end of Apollo Crt)	1
Have closed kinder	1
I can see more rubbish around	1
I have noticed that in parks and gardens are not being maintained as they had been previously	1
I think the attention to rural services is very less. They have side-lined us	1
Lack of effort	1
Lack of provision of public toilets	1
Lack of staff	1
Need to be more supportive of local businesses	1
No action on climate change	1
No idea what the Council is even doing	1
Nothing changed	1
Old leaders have left, and the new leaders are not doing much of great job	1
Planning system is hopeless	1



Nillumbik Shire Council – 2023 Annual Community Survey

Road issues aren't fixed	1
Selected services that we used to get before, we don't get now	1
Slowness to response	1
Surveys are done but no actions are taken. Surveys are very vague and has nothing to do with the problems around the Council	1
The amount of rates the Council is taking does not match up with the service we are receiving	1
The garbage pickup truck is hasty and leaves rubbish on the ground	1
The grasses on the side of the roads rare not cut increasing risk of snake bites	1
The maintenance of trees and grass	1
The services have gotten worse	1
There used to be more consultation and involvement in decisions being made that affect the community	1
There's no evidence of improvement based on the rates being paid	1
They are not caring enough about greenery	1
They don't listen to rate payers and don't allow us to build anything	1
They get nothing done around here	1
They haven't done anything and repaired anything	1
They only collect the rubbish but don't do anything else	1
Through COVID, need to be more supportive of local issues	1
Too much wokeness	1
Too little engagement	1
Want to develop units in Shire towns	1
We must call and ask the Council to mow the grass and the overall maintenance of services is bad	1
Total performance deteriorated comments	49
Total comments	226

Appendix Two: reasons for feeling unsafe in the public areas of Nillumbik

The following table outlines the verbatim comments received from respondents who felt unsafe in the public areas of the Nillumbik Shire or travelling on / waiting for public transport.

Reasons for feeling unsafe in public areas of the Shire of Nillumbik
Nillumbik Shire Council - 2023 Annual Community Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Crime - theft, robbery, violence, etc</i>	
There is so much crime so can't take a chance any more	1
Total	1
<i>Issues with people</i>	
Dubious persons	1
Lots of hagglers and unpleasant environment	1



Lots of interesting people out and hard to walk safely or in shopping centres at night	1
Lots of people with mental health issues and homeless	1
Many disrespectful people on trains and can't get a sense of peace	1
Was haggled and annoyed by group of teenagers at night felt uneasy	1
There seems to be lots of young rowdy people	1
Homelessness	1
Total	8
<i>Lighting</i>	
Too few streetlights	1
Very dim lighting and hard to see 10 feet ahead	1
Very uneasy and dim lighting	1
No lighting	1
Lack of lighting in some areas	1
Total	5
<i>Safety at night</i>	
At night, you really don't feel safe and get your personal space interfered with	1
No specific location, just fear of dark and nobody around	1
I wouldn't use it at night its unsafe	1
Total	3
<i>Public transport safety</i>	
There are no people who watch and protect the station	1
Total	1
<i>General safety</i>	
Generally, don't feel safe	1
Just feel unsafe in general	1
Total	2
<i>Other</i>	
Road hazards	1
Lots of dogs	1
No cameras	1
Total	3
Total	23



Appendix three: survey form



Nillumbik Shire Council - 2023 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	Never (go to Q.21)	3
Infrequently (e.g. up to around 3 - 4 times a year)	2	Can't say	9
Rarely	3		

If rarely (then go to Q18) or never (then go to Q21) , why not?

18

Council completed an upgrade of its website in September 2021, have you visited the website since then?

Yes 1 No (go to Q21) 2

19

Would you consider that the website content and functionality has?

Improved 1 Deteriorated 3
Stayed the same 2 Don't know / can't say 9

Why do you say that?

Why it Improved:

Why it deteriorated:

20

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

21

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.23) 4

22

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

23

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 Telephone Customer Service 7
Council's website 2 E-newsletters 8
Council advertisements in the local newspapers 3 Local radio 9
Council's regular publication Nillumbik News 4 Email 10
Direct mail / letterbox drop of information 5 SMS / text message 11
In person at the Civic Centre and other locations 6 Other (please specify): 12

24

On a scale of 0 (lowest) to 10 (highest) with five being neutral, how satisfied are you with what Council is currently doing to address the needs of LGBTIQA+ residents?

1. Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
-----------------	---	---	---	---	---	---	---	---	---	---	----	----

Why do you say that?

25

Do you believe Council should be doing more to address the needs of LGBTIQA+ residents?

Yes	1	Don't know / can't say	9
No	2		

If Yes, what do you believe Council should be doing?

One:

Two:

Three:

26

Have you made changes to your home or lifestyle to help reduce climate change and its impacts?

Yes	1	No	2
-----	---	----	---

27

On a scale from zero (low) to 10 (high), 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		1	2	3	4	5	6	7	8	9	10	99
-----------------	--	---	---	---	---	---	---	---	---	---	----	----

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 (youngest 0 - 4 yrs)	1	One parent family (youngest 13-18)	7
Two parent family (youngest 5 - 12 yrs)	2	One parent family (adult child only)	8
Two parent family (youngest 13 - 18 yrs)	3	Group household	9
Two parent family (adult child only)	4	Sole person household	10
One parent family (youngest 0 - 4 yrs)	5	Couple only household	11
One parent family (youngest 5 - 12 yrs)	6	Other (specify): _____	12

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 (e.g. home duties)	7
Unemployed (and looking for work)	4	Other	9

34

Has your employment status been affected by the COVID-19 pandemic?

Yes	1	No	2
-----	---	----	---

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

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Do you have any further comments you would like to make?

**Thank you for your time
Your feedback is most appreciated**

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Nillumbik Shire Council

Inclusion and Access Advisory Committee Terms of Reference

To receive the Terms of Reference for the Inclusion and Access Advisory Committee in an alternative format or for assistance, please phone 0438 277 428 (Council welcomes contact via the National Relay Service) or email inclusion@nillumbik.vic.gov.au

Name

Inclusion and Access Advisory Committee (IAAC)

Introduction:

The IAAC provides a formal mechanism for Council to consult with key stakeholders, seek specialist advice and enable community participation in the implementation of the Disability Action Plan, as well as current and future planning to promote inclusion, including people with disability.

Policy Statement:

Community and local disability services and community group representatives advise Council on the Disability Action Plan actions, as well as other opportunities and challenges related to inclusion in Nillumbik.

Aims:

To make Nillumbik a more welcoming, inclusive and accessible place for people with disability, their families and carers.



Objectives

- Support the implementation of actions in the Disability Action Plan, and in Council Plans and Strategies relating to inclusion and access for people with disability, by discussing strategies to reduce barriers, increase economic participation, social participation and local connectedness.
- Advocate on barriers and issues affecting people with disability in Nillumbik
- Consult with and represent the voice and interests of people with disability
- Respond to and provide input and feedback on proposed strategies, policies or action plans developed by Council
- Provide a forum for the discussion of issues or barriers which may impact health, safety, wellbeing and resilience.
- Support opportunities to raise awareness and create a platform for leadership to promote inclusive communities.

Membership

All Advisory Committee positions are unpaid positions.

The IAAC will consist of up to 14 members, and will include:

- Appointed Councillor to act as chairperson, with second Councillor to act as Chair in the appointed Councillor's absence.
- Community representatives, key local disability service providers and community groups and will be selected to represent the diverse needs of the disability community in Nillumbik, including but not limited to people with disability, their families, carers and advocates.
- A balance of membership representation across groups, including but not limited to representatives living in rural Nillumbik, and from diverse backgrounds including LGBTIQ+, Aboriginal or Torres Strait Islander and Culturally and Linguistically Diverse communities.

Council Directorate

The IAAC falls within Council's Community Services Directorate, and will be resourced by Council's Disability Inclusion and Volunteering Unit.

Meeting Frequency

Meetings are held on the fourth Friday of every second month between 10am - 12pm at the Council Offices, Civic Drive, Greensborough, unless otherwise determined by the Committee.

Meeting days, times and venues may change as voted on by the committee and where quorum has been met.

A quorum at a meeting will consist of:

- Five members.
- One Council officer present for administrative purposes.

Subcommittees and working groups for specific projects may be convened as required and meet on a more regular basis.

Endorsed by Council

These Terms of Reference were endorsed by Council on 23 May 2023.

Next Review Due

May 2025

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.
- 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

- The Advisory Committee may invite suitable people to join in an advisory capacity, for a specified purpose and for a specified period of time.
- Where appropriate, working groups may be established to provide an opportunity for members to work collaboratively on specific projects or issues. A working group or sub-committee member will be nominated to provide feedback at advisory committee meetings.
- Membership of the working groups will be open to members and non-members.

Recruitment Process

Expressions of Interest 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 Officers, and 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 there are any barriers which may hinder these groups from accessing these policies, programs or services.

Selection process

Nominees for membership must be able to demonstrate:

- That they live, work or engage in activities in Nillumbik Shire.
- Lived experience, qualifications, skills or expertise in disability and inclusion.
- A strong understanding of the Nillumbik community and the barriers to inclusion for people with disability.
- An ability to represent a broad range of views that reflect the diversity of the disability community.
- An ability to constructively participate in an advisory capacity, and 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.
- An ability and willingness to celebrate success and achievements.
- Endorsement by their own organisation (if appropriate).
- Strong community networks and linkages.
- A capacity to commit to the Advisory Committee for the required duration.

In addition to the above, representatives of organisations will be selected on the basis of that organisation:

- Having involvement and providing services and programs to Nillumbik residents with disability.
- Having a consistent and substantial presence in Nillumbik.
- Being a not for profit organisation or community group.
- Having capacity to provide a consistent representative for a two-year term.

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).
- Disability Inclusion Unit Officers.

A recommendation regarding membership appointment 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.

Terms of Appointment

- Members will be appointed for a two-year term from date of endorsement.
- Members completing their two-year term may re-apply for a further two-year term.
- Should a member wish to resign prior to their term of appointment finishing, written notification (via email and/or mail) must be given to the Council Officer of their intent.
- A members' term of appointment may also cease if they fail to attend three consecutive meetings without notice of an apology.

- Where a member resigns before the end of their term, a replacement committee member may be appointed by a Council Officer.
- 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.

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.
- 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.

Relevant Council Policies and Strategies

- Nillumbik Shire Council Advisory Committee Policy
- Disability Action Plan 2020 – 2024
- Council Plan 2021 – 2025
- Municipal Public Health and Wellbeing Plan 2021 - 2025

~ end ~

Nillumbik Shire Council

Arts and Cultural Advisory Committee

Terms of Reference

Name

Arts and Cultural Advisory Committee (**Advisory Committee**)

Introduction:

The Arts and Cultural Advisory Committee provides a formal mechanism for Council to consult with key stakeholders, seek specialist advice and enable community participation in the development, implementation and evaluation of Arts and Culture.

Community representation is sought from all segments of the arts, culture and creative industries.

Policy Statement:

The Arts and Cultural Advisory Committee provides advice to Council on matters relating to arts and cultural development.

Aims:

The aim of the Arts and Cultural Advisory Committee is to enable community members with appropriate expertise and experience to provide advice to Council concerning key issues relating to arts and culture.

The Arts and Cultural Advisory Committee aims to maximize participation in the cultural life of the community and opportunities to enjoy the arts.

Objectives

- Provide feedback and advice to Council regarding key issues relating to arts and culture.
- Provide a forum for dissemination and consideration of information to the local community and assist Council to communicate, consult and engage more effectively with the broader Nillumbik community.
- Keep Council informed of the diverse artistic and cultural needs of the community.
- Consider and provide advice to Council on the development and implementation of its policies, plans and services that impact arts and culture.

- Advise on the acquisition and de-accessioning of artworks in accordance with the Nillumbik Shire Art Collection Policy.
- Act as the Project Reference Group for Arts and Cultural Development projects and policy reviews.
- Act as the nominated independent assessment panel for Arts and Cultural Development open applications.
- Contribute to a cycle of continually assessing and improving Nillumbik's Arts and Cultural Development programs.

Membership

The Arts and Cultural Advisory Committee has a maximum membership of 16 community members with two year terms for members and an annual nomination process. This means that each calendar year roughly half the Committee will come to the end of their term. This ensures that there are always experienced members on the Committee, assists the Committee in achieving quorum, provides regular opportunities for new members to nominate and provides a greater depth of candidates for Council to draw on for arts and culture activities.

The Advisory Committee membership will consist of up to sixteen members as follows:

- Two representatives of the Nillumbik Shire Council (Councillors) to act as Chair and Deputy Chair;
- Up to sixteen community representatives to collectively represent a diverse range of arts and cultural expertise.
- Arts Advisory Committee members should represent the diverse and varied needs of the arts community in Nillumbik including members who represent a range of age groups.
- A dedicated position on the Committee to be reserved for a First Nations artist or creative.
- Suitably skilled persons may be invited to join the Committee in an advisory capacity, for a specified purpose and for a specified period of time. Co-opted members do not contribute to the Committee's quorum.

All Advisory Committee positions are unpaid positions unless otherwise specified in the Terms of Reference.

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.

Council Directorate

The Advisory Committee falls within Council's Community Services Directorate and will be managed by Council's Community Partnerships Department.

Meeting Frequency

The Advisory Committee will be held quarterly. Exceptional meetings can be called if necessary.

Endorsed by Council

These Terms of Reference were endorsed by Council on [date]

Next Review Due

December 2025

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 members shall be invited through local media and Council publications. Invitations will also be circulated through relevant Council Committees and networks.

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 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/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 if representing an organisation.
- An ability to represent a broad range of views that reflect the diversity of the community.
- Current involvement in the community in an 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 nominations will be considered based on the Key Selection Criteria.

Selection Panel to make recommendation of members on Advisory Committees

- Senior member of Council (CEO or Director – or delegated Manager)
- Up to three nominated Council staff members from the specific service area related to the issue
- A nominated Council staff member from the specific service area related to the issue will administer the selection panel.

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-nominate 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 quarterly.
- It is expected that each member attends 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 seven (7) appointed members (excluding Council staff).

Role of Councillors

The role of the Councillors is:

- To act as Chairperson and Deputy Chair 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 Deputy Chair will chair the meeting. Should the Chairperson and the Deputy Chair 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 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.

Informal Meeting of Councillors Record

The Meeting commenced at 1pm

MEETING DETAILS:	Title:	L&LN Neighbourhood House Advisory Committee
	Date:	Monday 20 February 2023
	Location:	Peppercorn Room; L&LN Diamond Creek Neighbourhood House
PRESENT:	Councillors:	Cr Frances Eyre
	Council Staff:	Corrienne Nicholls, Cobie Vermeulen, Natalie Bucknell, Kellie Grocock, Vanessa Veldman, Erin Elderhurst
	Other:	Committee Members - Deborah Donehue, Sarah Doherty, Bambi McLean, Sabi Bueler, Frank Filardo Observer: Lynne Ellis
APOLOGIES:		Cr Richard Stockman

MATTERS CONSIDERED		DISCLOSURES AND COMMENTS
1	This was the first meeting of the newly endorsed L&LN Neighbourhood House Advisory Committee. No matters were considered as the meeting only focused on introductions and an induction.	None

The Meeting concluded at 2:55pm

RECORD COMPLETED BY:	Officer Name:	Cobie Vermeulen
	Officer Title:	Executive Officer L&LN

Informal Meeting of Councillors Record

The Meeting commenced at 7pm

MEETING DETAILS:	Title:	Environment & Sustainability Advisory Committee (ESAC)
	Date:	Wednesday 19 April 2023
	Location:	Council Chambers
PRESENT:	Councillors:	Cr Geoff Paine, Cr Ben Ramcharan
	Council Staff:	Leigh Northwood, Kirsten Reedy, Laura Nix
	Other:	Malcolm Cock, Doug Evans, Kahn Franke, John Huf, Vasundhara Kandpal, Anne-Marie King, Lynlee Tozer, Sue Rosenhain, Fieke Van Der Kamp, Kate McCracken, Alan Thatcher
APOLOGIES:		Andrew McMahon

MATTERS CONSIDERED		DISCLOSURES AND COMMENTS
1	Biodiversity strategy update	No disclosures were made
2	Green Wedge Management Plan update and draft priority actions for 23/24	No disclosures were made
3	Northern Region Trails Strategy	No disclosures were made
4	Overview of Local Law 52 - Permit to clear vegetation	No disclosures were made
5	Electric vehicle update	No disclosures were made
6	Climate Action Plan update	No disclosures were made
7	Inaugural Nillumbik Community Awards	No disclosures were made
8	Other business	No disclosures were made

The Meeting concluded at 9.07pm

RECORD COMPLETED BY:	Officer Name: Laura Nix Officer Title: Environment and Climate Change Officer
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Informal Meeting of Councillors Record

The Meeting commenced at 5:08pm

MEETING DETAILS:	Title:	Council Meeting Pre-Meet
	Date:	Tuesday 26 April 2023
	Location:	Council Chamber
PRESENT:	Councillors:	Cr Ben Ramcharan, Cr Peter Perkins, Cr Frances Eyre, Cr Karen Egan <small>(entered meeting at 5:19pm)</small> , and Cr Geoff Paine,
	Council Staff:	Blaga Naumoski, Corrienne Nichols, Jeremy Livingston, Rosa Zouzoulas, Sally Johnson, Nichole Johnson, Enrique Gutierrez, Anna Maio, Katie Camilleri, Lance Clark, Daniel Tarquinio, Steven Blight, Renae Ahern, Leah Farrell, Patrick Wood, Narelle Hart, Leanne Horvath, Katia Croce
	Other:	
APOLOGIES:		Cr Natalie Duffy, Cr Richard Stockman

MATTERS CONSIDERED		DISCLOSURES AND COMMENTS
1	Council Meeting Pre-Meet	No disclosures were made

The Meeting concluded at 5:46pm

RECORD COMPLETED BY:	Officer Name: Officer Title:	Katia Croce Governance Lead
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Informal Meeting of Councillors Record

The Meeting commenced at 10:00am

MEETING DETAILS:	Title:	Inclusion and Access Advisory Committee
	Date:	Friday 28 April 2023
	Location:	Council Chambers, Civic Drive Greensborough
PRESENT:	Councillors:	Cr Perkins
	Council Staff:	Angela Lampard, Angela Clare, Narelle Hart, Alex Marshall
	Externals	Mel Spencer (Different Journeys) and Tamsyn Guerrero (Merri Health Gateway Services)
	Committee Members:	Neville Coutts, Rhonda Bain, Diana Warrell, Aaron Williams, Helen Ryan, Chris Milton, David O'Connor
APOLOGIES:		Inbar Niv, Cr Duffy, Agata Jarbin

MATTERS CONSIDERED		DISCLOSURES AND COMMENTS
1	End of Committee Term	No disclosures were made
2	Member Update	No disclosures were made
3	External guest speaker: Introduction to Merri Health	No disclosures were made
4	External guest speaker: Introduction to Different Journeys	No disclosures were made
5	Community Awards Program	No disclosures were made
6	Alistair Knox Park – Changing Places	No disclosures were made
7	Accessible Parking Bay awareness video	No disclosures were made
8	Carers Services Network	No disclosures were made
9	International Day of People with Disability Grants	No disclosures were made

The Meeting concluded at 12:20pm

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 4:00pm

MEETING DETAILS:	Title:	Youth Council Meeting May 2023
	Date:	Monday 1 May 2023
	Location:	Council Chambers
PRESENT:	Councillors:	Cr Ben Ramcharan Cr Natalie Duffy
	Council Staff:	Blaga Naumoski, Corrienne Nichols, Jeremy Livingston, Rosa Zouzoulas, Nichole Johnson, Nicola Clutton, Frances Biggar, Molly Jessop
	Other:	Ayelet Yahav Zloof, Bailey Cumming, Elysia Cheche, Emily Yin, Fieke Van Der Kamp, Josh Adams, Kirra Imbriano, Martina Charalambous, Niamh Coffey, Orianna Edmonds, Scarlett Magnanini, Sophie McDonald and Soren Kean
APOLOGIES:		Cr Frances Eyre, Cr Geoff Paine, Cr Karen Egan, Cr Peter Perkins, Cr Richard Stockman

MATTERS CONSIDERED		DISCLOSURES AND COMMENTS
1	Youth Mayor Election Speeches	No disclosures Speeches were heard from: Kirra Imbriano, Martina Charalambous, Orianna Edmonds, Niamh Coffey, Bailey Cumming, Emily Yin
2	Youth Hub	No disclosures
3	Youth Development Updates	No disclosures

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 3:30pm

MEETING DETAILS:	Title:	Draft Biodiversity Strategy – Councillor Update on proposed community engagement
	Date:	Tuesday 2 May 2023
	Location:	Zoom
PRESENT:	Councillors:	Cr Geoff Paine, Cr. Ben Ramcharan, Cr. Natalie Duffy, Cr. Frances Eyre
	Council Staff:	Rosa Zouzoulas, Leigh Northwood, Kirsten Reedy. Rowena Cairns, Warren Tomlinson
	Other:	Representatives from Chatterbox - Angela Walter and Robyn Cochrane
APOLOGIES:		N/A

MATTERS CONSIDERED		DISCLOSURES AND COMMENTS
1	Consultant inputs to inform preparation of the Draft Biodiversity Strategy	No disclosures were made
2	Proposed community consultation process	No disclosures were made
3	Councillor Engagement and formal reporting	No disclosures were made
4	Next Steps	No disclosures were made

The Meeting concluded at 4:30pm

RECORD COMPLETED BY:	Officer Name:	Warren Tomlinson
	Officer Title:	Biodiversity Officer

Informal Meeting of Councillors Record

The Meeting commenced at 5.08pm

MEETING DETAILS:	Title:	Councillor Briefing
	Date:	Tuesday 2 May 2023
	Location:	Virtual meeting
PRESENT:	Councillors:	Cr Peter Perkins, Cr Frances Eyre, Cr Natalie Duffy, Cr Karen Egan, Cr Geoff Paine, Cr Ben Ramcharan
	Council Staff:	Blaga Naumoski, Sally Johnson, Mel Sukunda, Corrienne Nichols, Jeremy Livingston, Rosa Zouzoulas, Katia Croce, Leigh Northwood, Nichole Johnson, Narelle Hart, Craig King, James Hartigan, Madeline McClelland, Angela Lampard, Heath Gillett
	Other:	Dale Hubner – Metropolis Research (left 5.31pm)
APOLOGIES:		Cr Richard Stockman

MATTERS CONSIDERED		DISCLOSURES AND COMMENTS
1	2023 Annual Community Survey results	No disclosures were made
2	Yarra Strategic Plan - Update Annual Plan Implementation	No disclosures were made
3	Review of Performing Arts Policy Purpose and Needs	No disclosures were made
4	Review of Arts and Cultural Advisory Committee Terms of Reference	No disclosures were made
5	Expressions of Interest for the Inclusion and Access Advisory Committee and Draft Terms of Reference	No disclosures were made
6	Storage provision requests by Community Groups	No disclosures were made
	CEO Update with Councillors	No disclosures were made

The Meeting concluded at 6.51pm

RECORD COMPLETED BY:	Officer Name: Officer Title:	Sally Johnson, Acting Director Governance, Communications and Community Safety
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