Council Meeting

to be held at the Council Chamber, 32 Civic Drive, Greensborough on Tuesday 28 May 2024 commencing at 7:00pm.

Attachments

Carl Cowie
Chief Executive Officer

Thursday 23 May 2024

Distribution: Public

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Nillumbik
The Green Wedge Shire

Nillumbik Shire Council

Attachments

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Council Meeting

held virtually on Tuesday 30 April 2024 commencing at 7:00pm.

Minutes

Carl Cowie
Chief Executive Officer

Friday 3 May 2024

Distribution: Public

Civic Drive, Greensborough
PO Box 476, Greensborough 3088
Telephone 9433 3111
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Nillumbik
The Green Wedge Shire

Nillumbik Shire Council

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Council Meeting Minutes **30 April 2024**

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Nillumbik Shire Council

Minutes of the Meeting of Nillumbik Shire Council held Tuesday 30 April 2024.
The meeting commenced at 7.02pm.

Councillors present:

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

Officers in attendance:

Carl Cowie	Chief Executive Officer
Vince Lombardi	Chief Operating Officer
Blaga Naumoski	Director Governance, Communications and Community Safety
Corrienne Nichols	Director Communities
Renae Ahern	Acting Director Planning, Environment and Strategy
Jeremy Livingston	Director Culture and Performance
Tracey Varley	Manager Communications and Engagement
Tania Treasure	Economic Development and Tourism Lead
Georgie Nathan	Industry Development Officer
Daniel Tarquinio	Manager Information Technology
Katia Croce	Manager Governance and Property

1. Welcome

2. Acknowledgement

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

3. Good Governance Pledge

The Good Governance Pledge was ready by Cr Frances Eyre.

4. Prayer

A prayer was read by Pastor Sam Scott of the Hurstbridge Christian Fellowship.

5. Apologies\Leave of Absence

Nil.

6. Declarations of conflict of interest

Nil

7. Presentations

CONDOLENCE – Beverley Brock OAM

We are deeply saddened to hear of the recent passing of long time Nillumbik resident, Beverley Brock OAM.

Bev was a former teacher, life counsellor, an author, a passionate environmentalist and road safety advocate.

Bev was an extremely well-known woman in Australian motorsport. She was the former partner of Australian motorsport icon Peter Brock, writing two books on his career and their life together, before publishing an autobiography of her own.

Bev lived a life dedicated to others and was involved with a number of charities including the Lighthouse Foundation, the Leukemia Foundation and the Brock Foundation which is aimed at disadvantaged youth and others that experience difficulties.

She was also a volunteer tutor at the Panton Hill Living and Learning Centre for more than 10 years until December 2001.

Bev was Citizen of the Year in Nillumbik's 2003 Australia Day Awards. She was also awarded a Medal of the Order of Australia (OAM) in the General Division (OAM) in 2016 for service to the community through charitable organisations.

Over recent years Bev focused her time and passion on The Skyline Foundation, Melbourne Rotary, public speaking and her ever expanding family.

Our thoughts are with Bev's family and friends.

8. Confirmation of Minutes

COM.001/24 Confirmation of Minutes Council Meeting held Tuesday 26 March 2024

Confirmation of the Minutes of the Council Meeting and Confidential Council Meeting held on Tuesday 26 March 2024.

Council Resolution

MOVED: Cr Natalie Duffy
SECONDED: Cr Karen Egan

That Council:

1 Confirms the Minutes of the Council Meeting and Confidential Council Meeting held on Tuesday 26 March 2024 (**Attachment 1** and **Attachment 2)**.

2 Resolves that the Confidential Council Meeting minutes **(Attachment 2)** remains confidential in accordance with section 3(1) of the *Local Government Act 2020.*

CARRIED UNANIMOUSLY

9. Petitions

Nil

10. Questions from the gallery

Stephen Clendinnen - Member Nillumbik for Palestine has submitted the following questions:

Question 1

Will this Council clearly take a stand against the genocide that is being enacted on the people of Palestine?

Question 2

Will this council express solidarity with the communities in Nillumbik traumatised by the extreme violence of Israel on the people of Gaza?

Nina Gillespie for Nillumbik 4 Palestine has submitted the following questions:

Question 1

At the 2022 NGA of Local Councils, a motion in support of Ukraine was unanimously passed by all Councils in Australia. If there is a motion submitted at the 2024 NGA in July in support of Palestine, will Nillumbik Council support this?

Question 2

And if not, why?

Combined response

This is an international issue and outside Council's jurisdiction and therefore Council does not have an official position on this issue.

While we acknowledge these tragic circumstances are on a lot of people's minds our primary responsibility remains on addressing the needs and concerns of our local community.

11. Reports of Advisory Committees

AC.003/24 Advisory Committee Report - 30 April 2024

Distribution: **Public**

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

Author: **Katia Croce, Manager Governance and Property**

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. Inclusion and Access Advisory Committee meeting held 23 February 2024.

Council Resolution

MOVED: **Cr Frances Eyre**
SECONDED: **Cr Karen Egan**

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

CARRIED UNANIMOUSLY

11. Reports of Advisory Committees

AC.003/24 Advisory Committee Report - 30 April 2024

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12. Officers' reports

CM.030/24 Creative Infrastructure Framework

Distribution: **Public**

Manager: **Corrienne Nichols, Director Communities**

Author: **Nichole Johnson, Manager Community Partnerships**

Summary

The purpose of this report is to present the draft Creative Infrastructure Framework (the draft Framework) **(Attachment 1)** for adoption following the Planning and Consultation Committee meeting held on 12 March 2024. The feedback received from community was constructive and there have been only very minor changes made to the Draft Framework.

Recommendation

That Council:

1. Adopts the Creative Infrastructure Framework **(Attachment 1).**
2. Authorises the Director Communities to make any further minor changes to the Framework that may be necessary and are inconsequential in nature.
3. Makes the adopted Creative Infrastructure Framework publically available on Council's website.
4. Notes the incorrect date was inadvertently nominated to endorse the Creative Infrastructure Framework at the Planning and Consultation Committee meeting held on the 12 March 2024.

Motion

MOVED: **Cr Geoff Paine**
SECONDED: **Cr Karen Egan**

That Council:

1. Adopts the Creative Infrastructure Framework **(Attachment 1).**
2. Authorises the Director Communities to make any further minor changes to the Framework that may be necessary and are inconsequential in nature.
3. Makes the adopted Creative Infrastructure Framework publically available on Council's website.
4. Notes the incorrect date was inadvertently nominated to endorse the Creative Infrastructure Framework at the Planning and Consultation Committee meeting held on the 12 March 2024.
5. **Request officers to make the following changes to the Creative Infrastructure framework:**
   - **a) On Page 38 under 'What does the evidence say?', add a paragraph referring to the feasibility study from 2019 and mention that 895 Main Rd Eltham scored highest in this study.**
   - **b) On Page 47 at Strategic Direction 19, which currently states:**

12. Officers' reports

CM.030/24 Creative Infrastructure Framework

"Explore options for delivering a purpose-built, gallery-grade exhibition space to display the collection and works of established artists." Add at the end of this sentence "and collaborate with groups in the community who share this vision."

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

1. Adopts the Creative Infrastructure Framework **(Attachment 1).**
2. Authorises the Director Communities to make any further minor changes to the Framework that may be necessary and are inconsequential in nature.
3. Makes the adopted Creative Infrastructure Framework publically available on Council's website.
4. Notes the incorrect date was inadvertently nominated to endorse the Creative Infrastructure Framework at the Planning and Consultation Committee meeting held on the 12 March 2024.
5. Request officers to make the following changes to the Creative Infrastructure framework:
   a) On Page 38 under 'What does the evidence say?', add a paragraph referring to the feasibility study from 2019 and mention that 895 Main Rd Eltham scored highest in this study.
   b) On Page 47 at Strategic Direction 19, which currently states:

CARRIED UNANIMOUSLY

12. Officers' reports

CM.031/24 Northern Regional Trails Strategy

Distribution: **Public**

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

Author: **Rebecca Burton, Manager Recreation and Leisure**

Summary

The purpose of the Northern Regional Trails Strategy 2022 (the Strategy 2022) is to guide future planning and development of regional trails north of Melbourne.

The Strategy 2022 is the culmination of a collaboration between six local government areas: Banyule, Darebin, Hume, Merri-bek, Nillumbik and Whittlesea. All other Councils involved in the development have endorsed the strategy.

The endorsement of the Strategy 2022 will enable strengthened advocacy for regional trails across the Shire.

Recommendation

That Council endorses the Northern Regional Trails Strategy 2022 **(Attachment 1)**.

Motion

MOVED: **Cr Karen Egan**
SECONDED: **Cr Natalie Duffy**

That Council:

1. Endorses the Northern Regional Trails Strategy 2022 (**Attachment 1**), and makes the following changes to Attachment 1:
    a) replaces the illustration on page 51 to show two alternative trail options:
        I. the Maroondah Aqueduct Trail to follow the southern alignment (Calwell Rd through Ashmore Rd to Yarra Glen) below sugarloaf reservoir instead of the current illustration showing the trail to the northern alignment above the sugarloaf reservoir; and
        II. the Maroondah Aqueduct Trail to follow the southern alignment (Calwell Rd via the Melbourne Water Caretakers trail to Ashmore Rd on to Yarra Glen) below sugarloaf reservoir instead of the current illustration showing the trail to the northern alignment above the sugarloaf reservoir.
    b) removes any reference to Warrandyte Kinglake road on page 51.
    c) updates the priority actions on page 51 to reflect the southern alignment of the two options listed in point 1a) i and ii).
    d) change the wording to priority action 8 on page 39 to remove the words “from along the Main Road” to “around”.
2. Notes any future trail construction within Nillumbik is to consider land use zones with specific reference to the special use zones.

12. Officers' reports

CM.031/24 Northern Regional Trails Strategy

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

Council Resolution

MOVED: Cr Karen Egan
SECONDED: Cr Natalie Duffy

That Council:

1. Endorses the Northern Regional Trails Strategy 2022 (**Attachment 1**), and makes the following changes to Attachment 1:
   a) replaces the illustration on page 51 to show two alternative trail options:
      I. the Maroondah Aqueduct Trail to follow the southern alignment (Calwell Rd through Ashmore Rd to Yarra Glen) below sugarloaf reservoir instead of the current illustration showing the trail to the northern alignment above the sugarloaf reservoir; and
      II. the Maroondah Aqueduct Trail to follow the southern alignment (Calwell Rd via the Melbourne Water Caretakers trail to Ashmore Rd on to Yarra Glen) below sugarloaf reservoir instead of the current illustration showing the trail to the northern alignment above the sugarloaf reservoir.
   b) removes any reference to Warrandyte Kinglake road on page 51.
   c) updates the priority actions on page 51 to reflect the southern alignment of the two options listed in point 1a) i and ii).
   d) change the wording to priority action 8 on page 39 to remove the words “from along the Main Road” to “around”.
2. Notes any future trail construction within Nillumbik is to consider land use zones with specific reference to the special use zones.

The Mayor, Cr Ben Ramcharan called for a division

For: Crs Natalie Duffy, Karen Egan, Frances Eyre, Geoff Paine, Peter Perkins and Richard Stockman

Against: Cr Ben Ramcharan

CARRIED

The Mayor, Cr Ben Ramcharan declared the Motion Carried.

12. Officers' reports

CM.032/24 Reconciliation Action Plan (RAP) - Proposed draft

Distribution: **Public**

Manager: **Corrienne Nichols, Director Communities**

Author: **Nichole Johnson, Manager Community Partnerships**

Summary

This report presents the Draft Reconciliation Action Plan (RAP) **(Attachment 1)** for endorsement and the purpose of community engagement. Community engagement on the Draft RAP will be open from 2 May 2024 to 26 May 2024. Public submissions will close 11.59pm on Sunday 26 May 2024 and will be considered by the Planning and Consultation Committee on the 16 July 2024.

This report also outlines the progress of the RAP Working Group (RWG), next steps for the RAP artwork process and recommends a slight wording change to Council's Acknowledgment of Country **(Attachment 2).**

Council Resolution

MOVED: **Cr Natalie Duffy**
SECONDED: **Cr Frances Eyre**

That Council:

1. Endorses the Draft Reconciliation Action Plan **(Attachment 1)** to go out for the purpose of community engagement from 2 May 2024 to 26 May 2024.
2. Invites written submission on the Draft Reconciliation Plan to Council by 26 May 2024.
3. Considers public submission at the Planning and Consultation Committee meeting to be held on 16 July 2024.
4. Endorses the wording change from 'European' to 'colonial' in the long-version of Council's Acknowledgment of Country **(Attachment 2)**.

CARRIED UNANIMOUSLY

12. Officers' reports

CM.032/24 Reconciliation Action Plan (RAP) - Proposed draft

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12. Officers' reports

CM.033/24 Economic Development Advisory Committee (EDAC) - revised Terms of Reference and Expressions of Interest for new committee

---

Distribution: **Public**

Manager: **Renae Ahern, Acting Director Planning, Environment and Strategy**

Author: **Tania Treasure, Economic Development &Tourism Lead**

Summary

The current term of Council's Economic Development Advisory Committee (EDAC) is nearing completion.

This report provides an overview of the remit and work of the current Economic Development Advisory Committee (EDAC), makes recommendations for minor edits to the Terms of Reference, and recommends that a recruitment process to appoint a new two-year committee be undertaken.

The last meeting of the current committee will be in May 2024, and the first meeting of the new committee will be in August 2024.

Council Resolution

MOVED: **Cr Karen Egan**
SECONDED: **Cr Natalie Duffy**

That Council:

1. Acknowledges and thanks members of the Economic Development Advisory Committee for their advice and practical contribution to economic and tourism outcomes for the Shire over the term of the committee.
2. Endorses the revised Terms of Reference for the Economic Development Advisory Committee for public exhibition in May 2024 seeking expressions of interest for membership nomination to renew the Committee by August 2024.
3. Instructs officers to report nominations for the Economic Development Advisory Committee to Council for endorsement.

CARRIED UNANIMOUSLY

12. Officers' reports

CM.033/24 Economic Development Advisory Committee (EDAC) - revised Terms of Reference and Expressions of Interest for new committee

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12. Officers' reports

CM.034/24 Proposed Road Deviation - Part of Simpson Road and Ridge Road, Christmas Hills

---

Distribution: **Public**

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

Author: **Katia Croce, Manager Governance and Property**

Summary

In 2017, the Governor in Council and Minister approved the transfer of 288 hectares of Melbourne Water Corporation (MWC) surplus land to the Crown for the extension of the existing Warrandyte Kinglake Nature Conservation Reserve.

As part of the transfer of land from MWC to the Crown, Department of Energy, Environment and Climate Action (DEECA) require that all land parcels divested to the Crown are appropriately zoned, have correct road status and appropriate land data particulars.

It has been identified by DEECA and MWC that part of Simpson Road and Ridge Road, Christmas Hills (as constructed) does not conform with the title boundary of the Government Road, as the road has been constructed on part of the adjoining land owned by MWC as shown on the aerial plan in **Attachment 1** and lot 4 of the title plan in **Attachment 2** (Title Plan).

Council has been requested by MWC to realign the title boundaries so that they are consistent with the location of Simpson Road and Ridge Road as constructed.

To achieve this outcome, officers propose that Council resolves to:

1. write to the Minister administering the *Land Act 1958* (Minister) to seek the Minister's consent to the proposed road deviation described in paragraph 2 below, under clause 2(2) of Schedule 10 of the *Local Government Act 1989* (Act), as part of the land affected by the road deviation is on Crown land;
2. deviate Simpson Road and Ridge Road as follows:
    a. discontinue the road shown cross hatched on the plan contained in Attachment 3 to this report, being those parts of the Government Road that are not used as a road (Unused Road); and
    b. deviate the road to the location shown hatched on the plan contained in Attachment 3 to this report, being that part of MWC's land currently constructed as part of Simpson Road and Ridge Road (Constructed Road),

    (together the 'Road Deviation'); and
3. if Council resolves to deviate Simpson Road and Ridge Road, then following the completion of the Road Deviation, Council proposes that:
    a. the title to the Unused Road will be transferred from Council to MWC; and
    b. the title to the Constructed Road will be registered in Council's name

    (Land Transfers).

Council is able to carry out a Road Deviation pursuant to clause 2 of Schedule 10 of the Act and the Land Transfers pursuant to section 116 of the *Local Government Act 2020* (2020 Act).

12. Officers' reports

CM.034/24 Proposed Road Deviation - Part of Simpson Road and Ridge Road, Christmas Hills

This report provides background information on the proposed Road Deviation and Land Transfers and seeks Council's endorsement to commence the road deviation and transfer of land process including public consultation as outlined in **Attachment 4.**

Council Resolution

MOVED: Cr Karen Egan
SECONDED: Cr Geoff Paine

That Council:

1. Authorises the Chief Executive Officer to enter into a Deed with Melbourne Water Corporation (MWC) regarding the realignment of title boundaries to be consistent with the location of Simpson Road and Ridge Road as constructed, including setting out the necessary statutory processes and resolution(s) required by Council to proceed with the proposal.
2. Resolves to commence the statutory procedures with respect to the proposed road deviation of part of Simpson Road and Ridge Road, Christmas Hills (Road) which comprises the following:
   a) discontinuing that part of the Road shown as Lot 5 and cross-hatched on the plan contained in **Attachment 3** to this report (Unused Road); and
   b) deviate the Road shown as Lot 4 and hatched on the plan contained in **Attachment 3** to this report, being part of the land contained in certificates of title volume 8222 folio 900, volume 8480 folio 275 and volume 8480 folio 278, which is registered in the name of MWC (Constructed Road),

   (together the Road Deviation) under clause 2 of Schedule 10 and sections 206, 207 and 223 of the *Local Government Act 1989* (1989 Act); and
3. Notes that subject to the outcome of the Road Deviation proposal, Council proposes that:
   a) the title to the Unused Road will be transferred from Council to MWC under section 116 of the *Local Government Act 2020*; and
   b) the title to the Constructed Road will be registered in Council's name

   (together the Land Transfers).
4. Authorises the Chief Executive Officer to write to the Minister administering the *Land Act 1958* (Minister) to seek the Minister's consent to the proposed Road Deviation described in paragraph 2 above, under clause 2(2) of Schedule 10 of the 1989 Act.
5. Authorises the Chief Executive Officer to:
   a) give public notice of the proposed Road Deviation pursuant to 207A and 223 of the 1989 Act;
   b) the public notice will note that the proposed Road Deviation is subject to Council obtaining the consent of the Minister for the Department of Energy,

Environment, and Climate Action (Minister) to the proposed Road Deviation pursuant to clause 2(2) of Schedule 10 of the 1989 Act; and

c) undertake the administrative procedures necessary to enable Council to carry out its functions under section 223 of the 1989 Act in relation to this matter.

6. Considers any public submissions received in respect of the proposed Road Deviation and Land Transfers:

a) at the Planning and Consultation Committee (PCC) meeting on 16 July 2024; and

b) receives a further report following the completion of the procedures required under clause 2 of Schedule 10 and 207A and 223 of the 1989 Act, prior to making a final decision on whether to proceed with the proposed Road Deviation and Land Transfers.

CARRIED UNANIMOUSLY

12. Officers' reports

CM.034/24 Proposed Road Deviation - Part of Simpson Road and Ridge Road, Christmas Hills

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12. Officers' reports

CM.035/24 Parliamentary Inquiry into securing the Victorian food supply

---

Distribution: **Public**

Manager: **Renae Ahern, Acting Director Planning, Environment and Strategy**

Author: **Leigh Northwood, Manager Strategic Planning and Environment**

Summary

The purpose of this report is to seek Council's endorsement for a submission to the Victorian Parliamentary Inquiry into securing the Victorian food supply.

The Victorian Parliament's Legislative Assembly, Environment and Planning Committee is conducting the Inquiry. The Committee's terms of reference are to examine the Victorian food supply in the context of urban sprawl and the impact of population growth on the farming industry and arable land.

The submission has been prepared with consideration of previous Council endorsed plans, strategies and submissions that are relevant to this subject matter including Council's endorsed submission to the State Government's Planning for Melbourne's Green Wedges and Agricultural Land Consultation Paper (endorsed by Council if February 2021).

It is noted that in March 2024 the State Government released its 'Planning for Melbourne's Green Wedges and Agricultural Land Action Plan (the Action Plan). The Action Plan is in response to its proposed reform options in its Consultation Paper, noting it effectively responds to key matters raised by Council in its submission to such. Importantly, and particularly in light of the State government mandates in regard to provision of housing through its September 2023 Housing Statement, the Action Plan re-affirms the continued application of the Urban Growth Boundary and ongoing protection of Green Wedge policy settings.

Notwithstanding, the submission (**Attachment 1**) to the Victorian Parliament's Legislative Assembly, Environment and Planning Committee in regard to Victorian food supply highlights some key matters that require consideration, specifically with regard to food supply issues.

Council Resolution

MOVED: **Cr Geoff Paine**
SECONDED: **Cr Natalie Duffy**

That Council:

1. Adopts the submission to the Victorian Parliamentary Inquiry into securing the Victorian food supply (**Attachment 1**).
2. Instructs officers to formally lodge the adopted submission to the Legislative Assembly Environment and Planning Committee by the 1 May 2024.

CARRIED UNANIMOUSLY

12. Officers' reports

CM.035/24 Parliamentary Inquiry into securing the Victorian food supply

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12. Officers' reports

CM.036/24 Naming proposal for Civic Drive Precinct (Park)

Distribution: **Public**

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

Author: **Katia Croce, Manager Governance and Property**

Summary

Council has received a proposal to name Civic Drive Precinct (reserve area) 'Kirrip Park'. 'Kirrip' is the Woi-wurrung word for friend.

The park area at present does not have a registered name with the Registrar of Geographic Names – Vicnames.

The name 'Kirrip Park' has received Wurundjeri Woi-wurrung Cultural Heritage Aboriginal formal approval to use this name and Geographic Names Victoria have provided informal in principle support for the use of the name.

At present Council officers have been referring to this park as Civic Drive Reserve, however Council resolved when the Civic Drive Community Facilities Upgrade Masterplan was adopted in 2016 to include with the detailed planning and appropriate naming of the precinct.

Some previous names have been proposed since that date, but have not proceeded for various reasons.

This report is seeking endorsement to commence a public consultation process on the proposed name 'Kirrip Park' for the Civic Drive Precinct (Park) and proposed naming of four areas within this Park, as required under section 7 of the Naming Rules for Places in Victoria – 2022 (Naming Rules) and Council's Community Engagement Policy.

Council Resolution

MOVED: **Cr Richard Stockman**
SECONDED: **Cr Natalie Duffy**

That Council:

1. Endorses the commencement of the public consultation process as outlined in **Attachment 1** and shown on the plan in **Attachment 2** on the following naming proposals as required under Section 7 of the Naming Rules for Places in Victoria – 2022 (Naming Rules) and Council's Community Engagement Policy:
    a) The entire Civic Drive Precinct (Park) to be named 'Kirrip Park';
    b) The Building within the Civic Drive Precinct (Park) area to be named 'Kirrip Pavilion';
    c) The Outdoor Performance Area within the Civic Drive Precinct (Park) area to be named 'Kirrip Outdoor Performance Space';
    d) The Playground within the Civic Drive Precinct (Park) area to be named 'Kirrip Playspace'; and

12. Officers' reports

CM.036/24 Naming proposal for Civic Drive Precinct (Park)

e) The Exercise / Flat Open Space Area within the Civic Drive Precinct (Park) to be named 'Kirrip Recreation Space'.

2. Requests all residents and businesses abutting Civic Drive Precinct be formally advised of Council's intention to apply official names to the Civic Drive Precinct (Park) and other assets within the Park as outlined in Point 1.

3. Invites public submissions on the naming proposal between 3 May to 2 June 2024.

4. Considers public submissions at the Planning and Consultation Committee meeting to be held on 16 July 2024.

5. Notes that any person who requests to make a verbal submission in relation to the naming proposal be heard at the 16 July 2024 Planning and Consultation Committee meeting.

CARRIED UNANIMOUSLY

Agenda item CM.038/24 was inadvertently heard prior to CM.037/24.

12. Officers' reports

CM.038/24 March 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 2024.

The Income Statement shows an overall favourable year to date (YTD) variance of $2.05 million representing 6.30 per cent of YTD Budget. This reflects the combined result of higher than budgeted operating income of $3.21 million and higher than budgeted operating expenses of $1.16 million.

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 Frances Eyre**

That Council receives and notes the Financial Report for the period ended 31 March 2024 (**Attachment 1**).

CARRIED UNANIMOUSLY

12. Officers' reports

CM.038/24 March Quarter Financial Report

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12. Officers' reports

CM.037/24 Naming Rights Agreement - Community Bank Stadium

Distribution: **Public**

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

Author: **Rebecca Burton, Manager Recreation and Leisure**

Summary

Council's naming rights arrangement for Community Bank Stadium with Valley Community Financial Services Limited (VCFSL) (as known as Bendigo Bank) has been in place from 15 December 2011 and expired on 14 December 2021.

VCFSL is a community based financial institution with a focus on supporting local community groups through its own business activities.

VCFSL has expressed an interest in continuing the partnership with Council which includes retaining the naming rights to the stadium. Under a new agreement VCFSL, where possible, will contribute to projects benefiting the local community.

Council Resolution

MOVED: **Cr Peter Perkins**
SECONDED: **Cr Karen Egan**

That Council:

1. Authorises the Chief Operating Officer to finalise and execute the new agreement with Valley Community Financial Services Limited that will expire ten years from the commencement date.
2. Resolves that the Naming Rights Agreement – Community Bank Stadium (**Attachment 1**) remain confidential on the grounds specified in the definition of confidential information in section 3(1)(g) of the *Local Government Act 2020*.

CARRIED UNANIMOUSLY

12. Officers' reports

CM.037/24 Naming Rights Agreement - Community Bank Stadium

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12. Officers' reports

CM.039/24 Instrument of Appointment and Authorisation (Planning and Environment Act 1987)

File: **GF/20/96**

Distribution: **Public**

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

Author: **Katia Croce, Manager Governance and Property**

Summary

Section 224 of the *Local Government Act 1989* provides for the appointment of Authorised Officers for the purposes of the administration and enforcement of any Act, regulations or local laws which relate to the functions and powers of the Council.

The Chief Executive Officer makes these appointments by authority conferred by Instrument of Delegation by Council dated 26 March 2024.

Section 147(4) of the *Planning and Environment Act 1987* provides for the appointment and authorisation of Council Officers for the purpose of the *Planning and Environment Act 1987.*

To strengthen Council's decision making and enforcement processes, appointment of authorisation under the *Planning and Environment Act 1987* is being recommended by Council Resolution.

Council Resolution

MOVED: **Cr Frances Eyre**
SECONDED: **Cr Natalie Duffy**

That Council in the exercise of the powers conferred by s147(4) of the *Planning and Environment Act 1987*, resolves that:

a) The Nillumbik Shire Council staff referred to in the Instrument of Appointment and Authorisation (*Planning and Environment Act 1987)* (**Attachment 1**) be appointed and authorised as set out in the instrument.

b) The common seal of Council be affixed to the Instrument.

c) The Instrument comes into force immediately after the common seal of Council is affixed to the Instrument and remains in force until Council determines to vary or revoke it.

CARRIED UNANIMOUSLY

12. Officers' reports

CM.039/24 Instrument of Appointment and Authorisation (Planning and Environment Act 1987)

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12. Officers' reports

CM.040/24 Tender Report - Contract 2324-021 Consulting Arborist Services - Parks and Open Space

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Distribution: **Public**

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

Author: **Lance Clark, Senior Procurement Specialist**

Heath Gillett, Manager Operations Centre

Summary

This report recommends the awarding of a panel contract 2324-021 for Consulting Arborist Services - Parks and Open Space.

There are four different service categories as part of this contract:

- Customer Request Inspections
- Firefighting Water Tanks
- Hazardous Trees on Priority Roads
- High Use Sites Lvl 1 and Lvl 2

The contract term is for an initial period of 3 years, with a 1 x 3 year option to extend the contract. The total duration of the contract, including the exercise of any options, shall not exceed 6 years.

The Tender Evaluation Panel (TEP) has assessed all submissions and this report provides a summary of their evaluation in recommending the awarding of the contract for 2324-021 for Consulting Arborist Services - Parks and Open Space.

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 tenders and tendered schedule of rates submitted by the **preferred tenderers** and enter into a panel contract arrangement for the **listed categories** by tenderers as disclosed in (**Attachment 1**):

   Number: 2324-021

   Title: Consulting Arborist Services - Parks and Open Space

   Term: 1 May 2024 to 30 April 2027

   Options: Term extension up to 30 April 2030

2. Authorises the Chief Operating Officer to finalise and execute the contract documentation.
3. Authorises the Chief Operating Officer to approve contract term extension.
4. Authorises the Chief Operating Officer to approve changes to operational requirements throughout the term of the contract.

12. Officers' reports

CM.040/24 Tender Report - Contract 2324-021 Consulting Arborist Services - Parks and Open Space

5. Advises all tenderers accordingly.
6. Makes public the decision regarding this contract but the Tender Evaluation Report (**Attachment 1**) remain confidential on the grounds specified in the definition of confidential information in section 3(1)(g) of the *Local Government Act 2020*.
7. Resolves that the preferred tenderer be named.

Council Resolution

MOVED: Cr Peter Perkins
SECONDED: Cr Frances Eyre

1. Accepts the tenders and tendered schedule of rates submitted by the **preferred tenderers** and enter into a panel contract arrangement for the **listed categories** by tenderers as disclosed in (**Attachment 1**):

   Number: 2324-021

   Title: Consulting Arborist Services - Parks and Open Space

   Term: 1 May 2024 to 30 April 2027

   Options: Term extension up to 30 April 2030

No.	Recommended Tenderers Names	Awarded Categories
A.	Ironbark Environmental Arboriculture Pty Ltd	Customer Request Inspections; and High Use Sites - Lvl 1 & Lvl 2
B.	C & R Ryder Consulting	Firefighting Water Tanks; and Hazardous Trees on Priority Roads

2. Authorises the Chief Operating Officer to finalise and execute the contract documentation.
3. Authorises the Chief Operating Officer to approve contract term extension.
4. Authorises the Chief Operating Officer to approve changes to operational requirements throughout the term of the contract.
5. Advises all tenderers accordingly.
6. Makes public the decision regarding this contract but the Tender Evaluation Report (**Attachment 1**) remain confidential on the grounds specified in the definition of confidential information in section 3(1)(g) of the *Local Government Act 2020*.
7. Resolves that the preferred tenderer be named.

CARRIED UNANIMOUSLY

12. Officers' reports

CM.041/24 Informal Meetings of Councillors Records - 30 April 2024

Distribution: **Public**

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

Author: **Katia Croce, Manager Governance and Property**

Summary

In accordance with *Item 20 of Council's Governance Rule – Meeting Procedures*, adopted on 25 July 2023, 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 26 March 2024.

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

1. Planning and Consultation Committee Meeting Pre-Meet held 12 March 2024;
2. Councillor Briefing held 19 March 2024;
3. Recreation Trails Advisory Committee held 20 March 2024;
4. Council Meeting Pre-Meet held 26 March 2024;
5. Positive Ageing Advisory Committee held 5 April 2024;
6. Youth Advisory Council Meeting held 8 April 2024;
7. Councillor Briefing held 9 April 2024; and
8. Planning and Consultation Committee Pre-Meet meeting held 16 April 2024.

Council Resolution

MOVED: **Cr Francis Eyre**
SECONDED: **Cr Natalie Duffy**

That Council, in accordance with *Item 20 of Council's Governance Rule – Meeting Procedures*, receives the Informal Meetings of Councillors Records (**Attachment 1**) for the meetings held.

CARRIED UNANIMOUSLY

12. Officers' reports

CM.041/24 Informal Meetings of Councillors Records - 30 April 2024

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13. Notices of Motion

Nil.

14. Delegates' Reports

Nil.

15. Supplementary and urgent business

Nil.

16. Confidential reports

Nil.

17. Close of Meeting

The meeting closed at 8:30pm.

Confirmed: _____

Cr Ben Ramcharan, Mayor

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Positive Ageing Advisory Committee

Minutes

Date:	Friday 5 April 2024
Time:	10.30am – 1.30pm
Venue:	Nillumbik Shire Council; Chamber and via Zoom
Chair:	Cr Frances Eyre
Present:	**Committee members:** Tanya Cottrell, Sandra Verdam, Ann Hutchinson, Kate Puls, Tom Fisher, Yuqi Yan, Sheila Cheary, Janice Crosswhite, Deanna Finn, Chantal Blitenthall, Annie Lee and Richard Kottek **Council:** Cr Frances Eyre, Leanne Horvath (Coordinator Community Support Services), Heather Macmillan (Positive Ageing Officer), Julie-Anne Grech (Business and Program Support Officer) **Guest Speakers:**), Sarah Shehata, (Senior Strategic Planner) and Ayman William (Traffic and Transport Coordinator)
Apologies:	Narelle Hart (Manager Community Programs), Joy Ferguson, Mahshid Ghorbani, Leigh Northwood (Manager Strategic Planning and Environment)

Order of business

1. Welcome

Cr. Eyre welcomed all to PAAC and introduced Chantel Blitenthall from Yarra Plenty Regional Library Service to the Committee. Apologies were noted.

2. Acknowledgement of Country

Acknowledgement of Country was read by Cr Eyre.

3. Conflict of Interest and Informal Meeting of Councillors Record

Nil

4. Minutes of previous meeting & Outstanding Action Items

That the minutes of the meeting 2 February 2024 are confirmed as a true and accurate record of the meeting.

Moved: Deanna Finn

Seconded: Sandra Verdam

Carried

A Committee member requested an update on increasing accessibility for residents to make Council payments at an alternative site. Committee was advised that Council's Customer Experience Team is currently gathering data and researching the viability of an additional Council site for payment options. Once data gathering is compiled and completed, findings will need to follow the correct channels of submissions, briefings and approvals.

5. Business Arising

Nil

6. Nillumbik Shire Council Housing Strategy update and Q&A. Sarah Shehata, Senior Strategic Planner

Sarah Shehata guided the Committee through the current status of the Housing Strategy guided by the Consultation Committee, what can be expected and the current direction the strategy.

The Housing Strategy Update included:

- Key settings: State and local policy
- Roles of Federal, State and Local Government
- Local statistics that impact the Strategy; demographics, geography, Open space, transport, housing and activity centres
- Capacity to accommodate needs; an understanding of how many dwellings are needed to accommodate growth, forecasting local population
- Local challenges; environmental settings, bushfire risk, topography, lack of Council land
- Focus areas: directed/guided by community reference group
- Residential development framework and change areas – made up of neighbourhood character strategy, and housing change strategy/areas.

The question of the suitability of 'medium high rise apartments' allowable under the current Housing Strategy was raised – 3 to 5 stories as a maximum. It was advised that many factors are considered when investigating proposed development; many apartment submissions are not appropriate given the context of character and suitability to local topography and are refused on this basis. Thus highlighting the importance of influence of Neighbourhood Character Strategies and the influence of public feedback in shaping local strategies.

It was questioned whether there was confidence that the Housing Strategy would be accepted by the State? NSC feel positive about their work citing the thorough research, reasoning and planning that is currently being undertaken.

Questions were raised about the accuracy of statistics surrounding small second dwellings as well as the new policy on planning and building of such dwellings. Information regarding small second dwellings can be found on Council's website using the following address:

https://www.nillumbik.vic.gov.au/Develop/Planning-Scheme-Amendment-VC253

How can the Positive Ageing Advisory Committee support developing the Housing Strategy?

- Provide feedback on Participate Nillumbik from 22 April – 27 May: https://participate.nillumbik.vic.gov.au/draft-housing-strategy-2023
- Encourage other interested community members to do the same.
- Follow the draft Housing Strategy on Participate Nillumbik to keep informed.
- Share information with your groups regarding Q&A sessions happening throughout the Shire where Officers will be able to answer questions and address any concerns regarding the Strategy.

- Online and virtual sessions will be available to residents in conjunction with the face to face meetings.

- Downloadable flyers and promotion will be available on Participate Nillumbik.

7. Nillumbik Shire Council Integrated Transport Strategy Update, Ayman William. Traffic and Transport Coordinator

The Integrated Transport Strategy (ITS) investigates traffic and transport needs throughout the Shire with the intention of consulting with and collecting feedback from the community of transport users. Essentially everyone is qualified to provide input as we all interact with transport and roads throughout the Shire on a number of levels, travelling to different areas in different ways.

Ayman led the Committee through a presentation which highlighted factors such as:

- Reasons for travel

- Place; the unique mix of urbanised and green wedge, local and arterial roads with limited public transport networks

- People

- Opportunities; and

- Strategic Direction; factors needed to be considered to ensure our' uniqueness' is accounted for

The Strategic Direction for the ITS is comprised of 4 main objectives:

1. Enable emerging sustainable transport,

2. Plan and deliver active transport networks that are safe accessible, connected, comfortable and inclusive,

3. Advocate for and encourage public transport use by enhancing its accessibility, safety, convenience and attractiveness; and

4. Encourage land use planning that supports safe and sustainable transport outcomes.

Where to next? Continuing on from data collected from an independent consultant, an 'Issues and Options' paper will be developed.

How can the Positive Ageing Advisory Committee participate?

- Read the Issues and Options paper when consultation commences; information can be found on Participate Nillumbik: https://participate.nillumbik.vic.gov.au/ITS

- Join a Q&A session at any of the 'Pop Ups' across the Shire

- Complete a questionnaire and provide feedback on the Issues and Options Paper

- Encourage other interested community members to attend pop-up information sessions and complete the questionnaire

Questions were raised regarding the current direction of Council's fleet of vehicles pertaining to sustainability and charging stations around the Shire? This is not in scope for the ITS project, Ayman will contact that Committee member individually offline to address this issue.

8. Nillumbik Shire Council Community Support Services Update.

The Positive Ageing Officer led the Committee through the many planned upcoming events run by Community Support Services.

Committee members were supplied with a list of upcoming events, dates and information.

9. Roundtable

Richard – recently read an article highlighting the group *National Seniors Australia* – a not-for-profit organisation established in 1976 that advocates for better outcomes for people aged over 50. They tackle a range of issues such as age discrimination, accessible housing, pension poverty, health costs, aged care and improving retirement income. Further information can be found online at: https://nationalseniors.com.au/

Sandra – the Dementia Alliance have approached the five care facilities in Nillumbik to gauge their interest in partnering with the Dementia Alliance to purchase a Tovertafel for their residents. If centres can raise half the funds, the Dementia Alliance is looking to fundraise for the other half. Terms and conditions will apply such as facilities keeping the Tovertafel within the Shire and providing funds for upkeep and regular upgrades.

Ann is assembling 19 food hampers a month for families struggling in the Community. St. Margaret's in Eltham are experiencing high need for food in their pantry. Funding is ceasing for Diamond Valley and Care Connect and being channelled to healthAbility as a trial. Committee members can donate food items to pantries at St. Margaret's, the Hurstbridge Hub and the Panton Hill Living & Learning Centre on an ongoing basis.

Sheila is currently applying for a Churchill Grant/Fellowship to research aged care systems throughout the world and examine Australia's 'government managed system'. Applications close 1 May 2024. The Committee wished her the best of luck and all have volunteered to carry her bags around the world if she is the successful candidate.

Kate is participating in reading and scoring applications for funding through the Nillumbik Community Grants panel. Currently 31 applications being assessed based on strict eligibility form and criteria. Panel meets at the end of April to discuss applications and scoring, 18 June Council approval and final results announced around 24 June.

Janice provided positive feedback regarding Nillumbik Shire Council information (Ageing Well in Nillumbik booklet & Living & Learning course guides) being available at the Donvale Rehab Centre for people post discharge. Nillumbik had more information available/representation than any other Council.
The success of the recent Panton Hill Tennis Club fundraising activity was shared, over $500 was raised using goods supplied by the Australian Open.
Janice detailed the difficulties experienced by the Panton Hill Tennis Club with regards to resurfacing issues. The club has been working with the NSC Sport and Recreation Team.

Yuki has continued on his journey to improve his English through a local church group and attending Box Hill Tafe. He suggested a possible English conversational group at the Eltham library. Chantal will look at the possibility of 'chat group' for people to practice their English conversation skills, possibly to chat around a different topic each week.

Annie – informed PAAC that Banksia Palliative Care has been chosen as the charity of choice by Stephen K Amos who is currently appearing on Channel 10's 'I'm a Celebrity … Get Me Out of Here', Annie encouraged PAAC members to vote for him.
Banksia are currently undertaking Community talks about palliative care and services they offer, highlighting the importance of advanced care planning. Further information can be found on the website: https://banksiapalliative.com.au/

The Committee spoke about the fundraising option *Tastepoint* as a possible option for fundraising for community initiatives.

10. Other Business

Nil

11. Next Meeting

When: Friday 7 June 2024

Time: 10.30am – 1.30pm

Where: Council Chambers and Hybrid on Zoom

Meeting closed 1.38pm

Action Summary Table			
Action	**Who**	**Due**	**Completed?**
Follow up on the possibility of offering another Council service site to increase accessibility for those in the outer parts of the Shire, particularly those who can't complete payments online. Cr Eyre has raised the matter with other Councillors who have agreed that it is a matter that needs further investigations. Councillors have requested a briefing from relevant Council Officers to investigate viability.	Cr Eyre	2 February 2024	Ongoing
Committee members to bring non-perishable food items to next meeting (is possible) to assist Ann with food parcels	Committee members	5 April 2024	Completed. Committee members were advised that they could donate food directly to St. Margaret's Church in Eltham or to the Hurstbridge Hub and Panton Hill Living & Learning Centre food pantries.

Current and upcoming Council engagements:

Engagement	**Details**
https://participate.nillumbik.vic.gov.au/draft-housing-strategy-2023 https://participate.nillumbik.vic.gov.au/ITS	Draft Housing Strategy Integrated Transport Strategy

Living & Learning Nillumbik Advisory Committee

Minutes

Date: Monday, 15 April 2024

Time: 2:00pm – 4:00pm

Venue: Living & Learning Nillumbik – Panton Hill Neighbourhood House, 18 Bishops Rd, Panton Hill

Chair: Deanna Finn

Minute taker: Natalie Bucknell

Committee Members: Cr Geoff Paine, Sabi Bueler, Lynne Ellis, Deanna Finn

Other: Vanessa Veldman, Natalie Bucknell, Hilary Duns-Mackay, Fancy Chen, Erin Elderhurst, Kellie Grocock

Apologies: Sarah Doherty, Bambi Maclean, Deborah Donehue, Cobie Vermeulen, Corrienne Nicholls,

Order of business

1. Welcome

Welcome to Cr Geoff Paine
Observers – None present

2. Acknowledgement of Country

Acknowledgement of Country was read by Deanna Finn.

3. Apologies and review of previous meeting minutes

Minutes: No amendments.
Passed by Erin, seconded by Vanessa/Natalie

4. Conflict of Interest and Informal Meeting of Councilors Record

None noted

LIVING & LEARNING NILLUMBIK

Living & Learning Nillumbik Advisory Committee Minutes

Nillumbik
The Green Wedge Shire

5. Neighbourhood House update

Diamond Creek Neighbourhood Houses

- School holiday activities well attended
- Art for kids tutor not available this term – thanks to Erin for assistance in arranging for Polly to deliver the class and moving Art for teens to DC to accommodate Polly's availability.
- Potential singing leader for Glee Club has come up
- Music movement and mindfulness class was popular in term 1. A term 2 series will also be run.
- Plans underway for a women's workshop later in the term
- New online writing program has been launched – one hour on Monday nights
- NHWeek at DC: Fence art, come and try arts class, polymer class earrings, cameras and cuppas, Little Things story time, walking group and games and cuppa
- Social planet migration, Semester 2 course guide preparations, NVW

Eltham Neighbourhood House

- Art for junior teens (12-14yo) moving to DC for term 2 to allow Polly to teach that and Art for kids together. Class has grown since term 1.
- New tutor starting Botanical Illustrations this term. Background as science teacher and botanical artist, internship with royal herbarium. Try another class – Scientific illustration, also proposed older teen class.
- Potential for another pottery class (absolute beginners) – discussions underway with existing tutor. Continuing teens and kids pottery classes.
- NHWeek –
  - Edible weeds walking tour
  - Songwriting session with Hanna
- Volunteer week – hosting lunch for all L&LN vols
- Drainage works over past 2 weeks have been completed.
- Transition to Social Planet, Course Guide preparations

Panton Hill Neighbourhood House

- Great turn out for once off courses recently – school holiday program and sourdough breadmaking
- Taking expressions of interest for knitting group – 9 interested so far
- Bree, Aligned Leisure classes have been popular – investigating additional paid class
- Garden project – awaiting levelling works before installing wicking beds (play house have also installed some wicking beds), considering having dementia care participants
- NHWeek:
  - Crafty Cats market stall
  - Come and try sessions
  - New community garden sign built by Mosaic MakerSpace

Living & Learning Nillumbik Advisory Committee Minutes

Nillumbik
The Green Wedge Shire

6. Skills Hub update

- 3 courses starting today , Tools for women at DC Men's Shed, Urban food gardening, Creative industries starting tonight, also Intro to Floristry starting 22 May and First Aid for Seniors – 2 workshops
- Only course that didn't get up was Step up to small business – will try a different format next time
- Digital mentoring – smooth transition from Be Connected

7. Communications and Marketing update

Next Course Guide preparations started
Social Planet (see item 14)
Call out for new AC members – there will be a coordinated recruitment session later in the year. Hilary is asking AC members to consider being part of a group photo as part of that.
10 minutes secured at June? Council staff meeting.
Finalised branding and identity process. Moving forward with:
Living & Learning Nillumbik which oversees Diamond Creek Living & Learning, Eltham Living & Learning, Panton Hill Living & Learning. Will incorporate the use of the term 'hub' in place of 'centre' or 'site'
Neighbourhood House Week:
Great range of programs coming up
First round in Nillumbik News and call outs. Real estate boards, flyers coming up.

8. Carers Hub Update

- Many programs offered in past 2 months
  - Terrarium making, song writing and therapeutic horticulture
- Upcoming: Yoga, rice paper roll cooking workshop – in collaboration with Mind Australia, aim to connect carers for mutual support – booked out
- Collaboration with Disability Inclusion Team – info session for disability support pension navigation. General info followed by opportunity for one on one advocacy – provided by Disability Resource Centre.
- Music, movement and mindfulness workshop specifically for carers coming up
- Collaboration with Aligned Leisure – 3 months at half rate for Eltham Leisure centre. After that time support with concession rate.
- Preparing survey to canvas carers preferences, needs and requests.
- Last newsletter invited EOIs for Carer Volunteers to engage with other carers

Living & Learning Nillumbik Advisory Committee

Minutes

Nillumbik
The Green Wedge Shire

9. Upcoming Events

a. Neighbourhood House Week (13 – 19 May 2024) – See individual
b. IDAHOBIT (Friday 17 May) – posters and social post
c. National Volunteer Week (20 – 26 May 2024) - planning a thank you lunch for volunteers at Eltham on Monday 20 May 12:30-1:30pm, also CPR update Tuesday 21 May 9:30am, NSC event 30 May?, NSC looking for nominations for volunteers for awards.
d. Reconciliation Week (27 May – 3 June 2024) - posters

10. North East Neighbourhood House Network Bus Tour (2 May 2024)

- NENHN Bus tour – who is coming? – Sabi, Deanna, Lynne, Vanessa, Natalie (Erin and Hilary to reply)

11. Recruiting additional Advisory Committee members

- See notes in item 7. Hilary is meeting with Comms to discuss the approach and will share the plan of approach after that.
- Round table discussion points: Emphasising community building, 'all the excuses you need to meet people', existing AC members felt doubtful about their ability to contribute – how do we overcome that in the messaging, importance of direct personal approach, sharing anecdotes and stories is an important way to recruit

12. 'Eyes and Ears of the community'

- Dementia Friendly Alliance (chaired by Heather Macmillan) – Tover Tafel table to be launched at the Hurstbridge Hub, images projected onto table. These groups support dementia sufferers and their carers as well as carers who's relatives have gone into residential care or have passed away.
- World Elder Abuse Day – Deanna shared flyer for event on Monday 17 June

13. Nillumbik Literary Festival

- Sabi – brainstorming session on Friday about how to get some money for mini lit fest taster for 2024 at end of July. Please contact Sabi if you have any suggestions, advice or connections. sabib44@gmail.com
- Objective is tapping into the wealth of stories in our communities
- Montsalvat is looking for community events to run
- Add to agenda for coordinators meeting

Living & Learning Nillumbik Advisory Committee

Minutes

Nillumbik
The Green Wedge Shire

14. Social Planet Client Management System

This is our new enrolment system.
Using a staged transition approach.
Skills Hub is up, Carer's Hub is up. User feedback is really positive so far.
All programs will migrate to Social Planet in time for term 3 enrolments.

15. Priority enrolments

Phasing out priority enrolments from term 3. Impact particularly at Eltham so Erin is working to adjust programs and communication around enrolments.
This is a balance to support existing groups and ensure there is more equal access to a range of people.

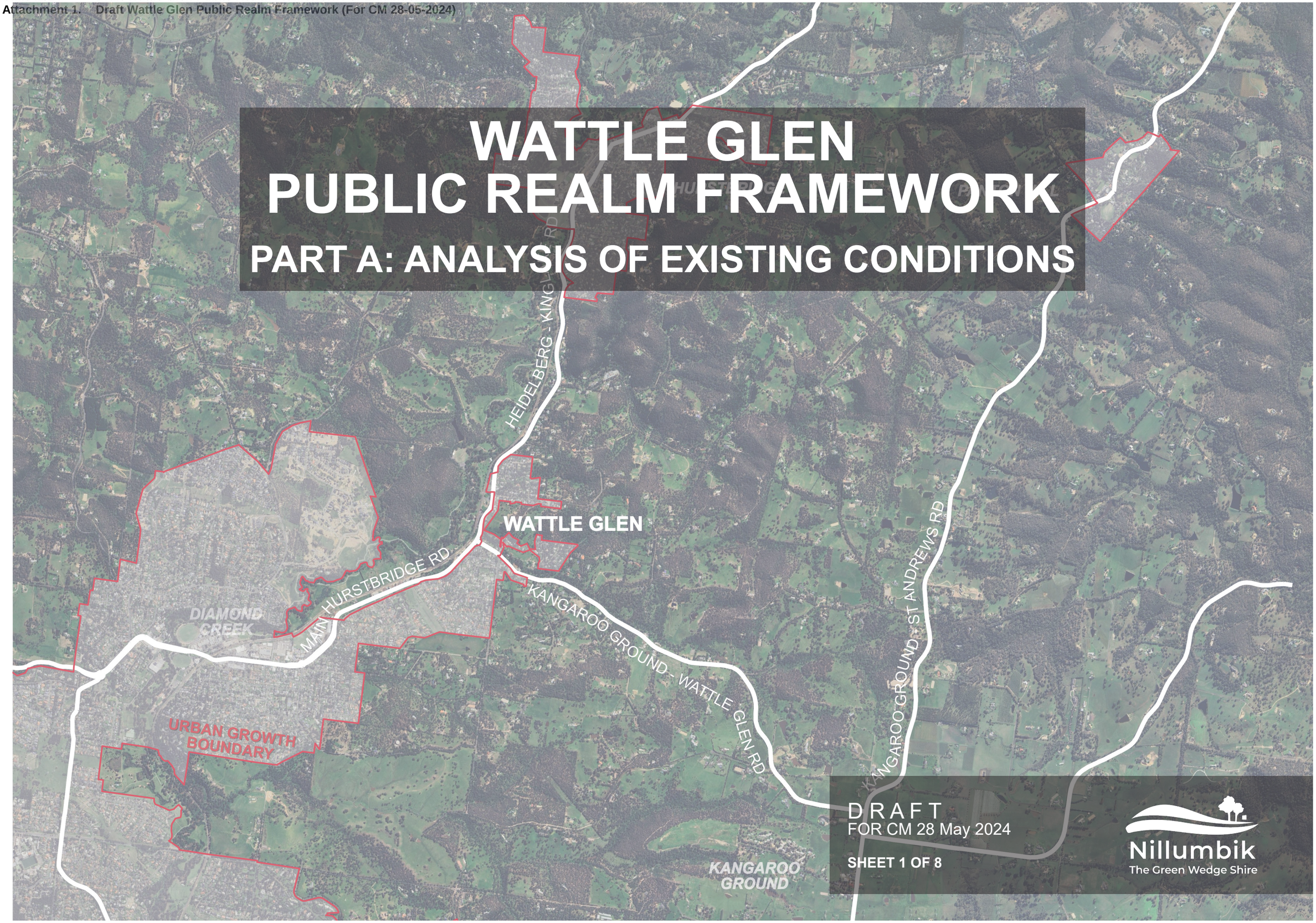
16. Election of Chairperson for the L&LN Neighbourhood House Committee

Lynne and Deanna to share the role. Can each be scheduled as chairperson at alternating meetings.

17. Meeting concluded at 3:30 pm - Next meeting 2pm 17 June at Eltham

WATTLE GLEN PUBLIC REALM FRAMEWORK

PART A: ANALYSIS OF EXISTING CONDITIONS

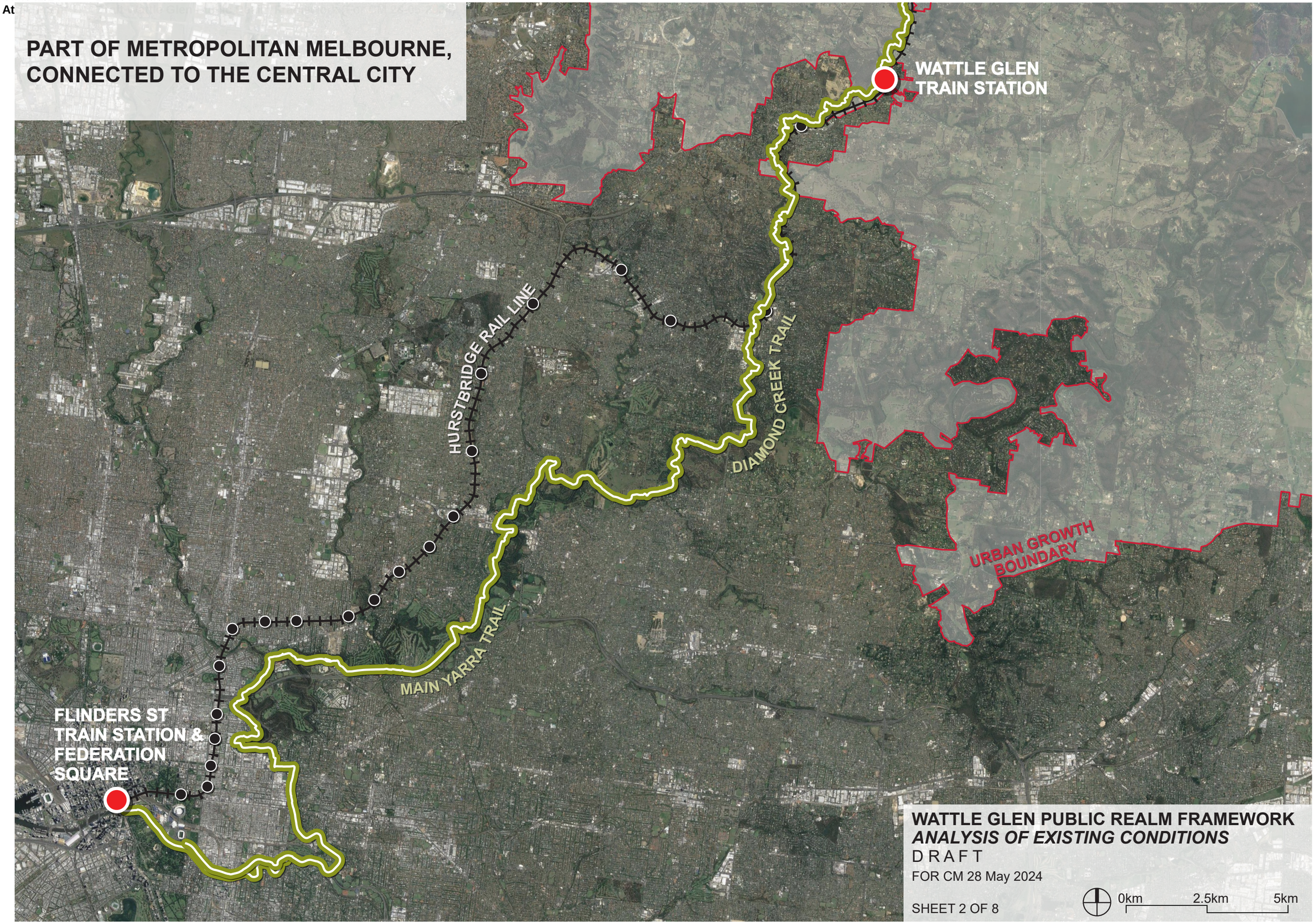


DRAFT
FOR CM 28 May 2024

SHEET 1 OF 8

Nillumbik
The Green Wedge Shire

PART OF METROPOLITAN MELBOURNE, CONNECTED TO THE CENTRAL CITY

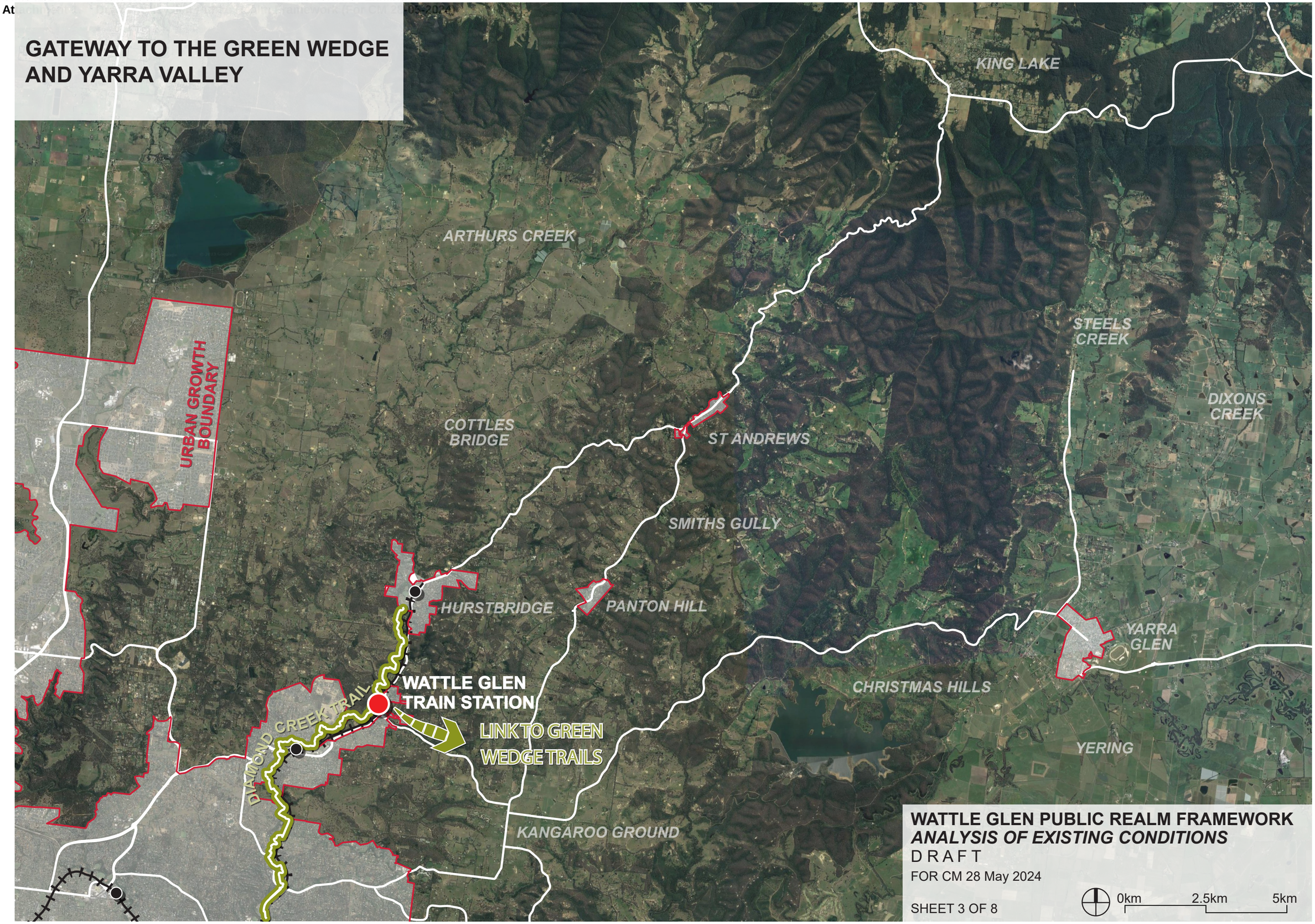


WATTLE GLEN PUBLIC REALM FRAMEWORK
ANALYSIS OF EXISTING CONDITIONS
D R A F T
FOR CM 28 May 2024

SHEET 2 OF 8

0km 2.5km 5km

GATEWAY TO THE GREEN WEDGE AND YARRA VALLEY

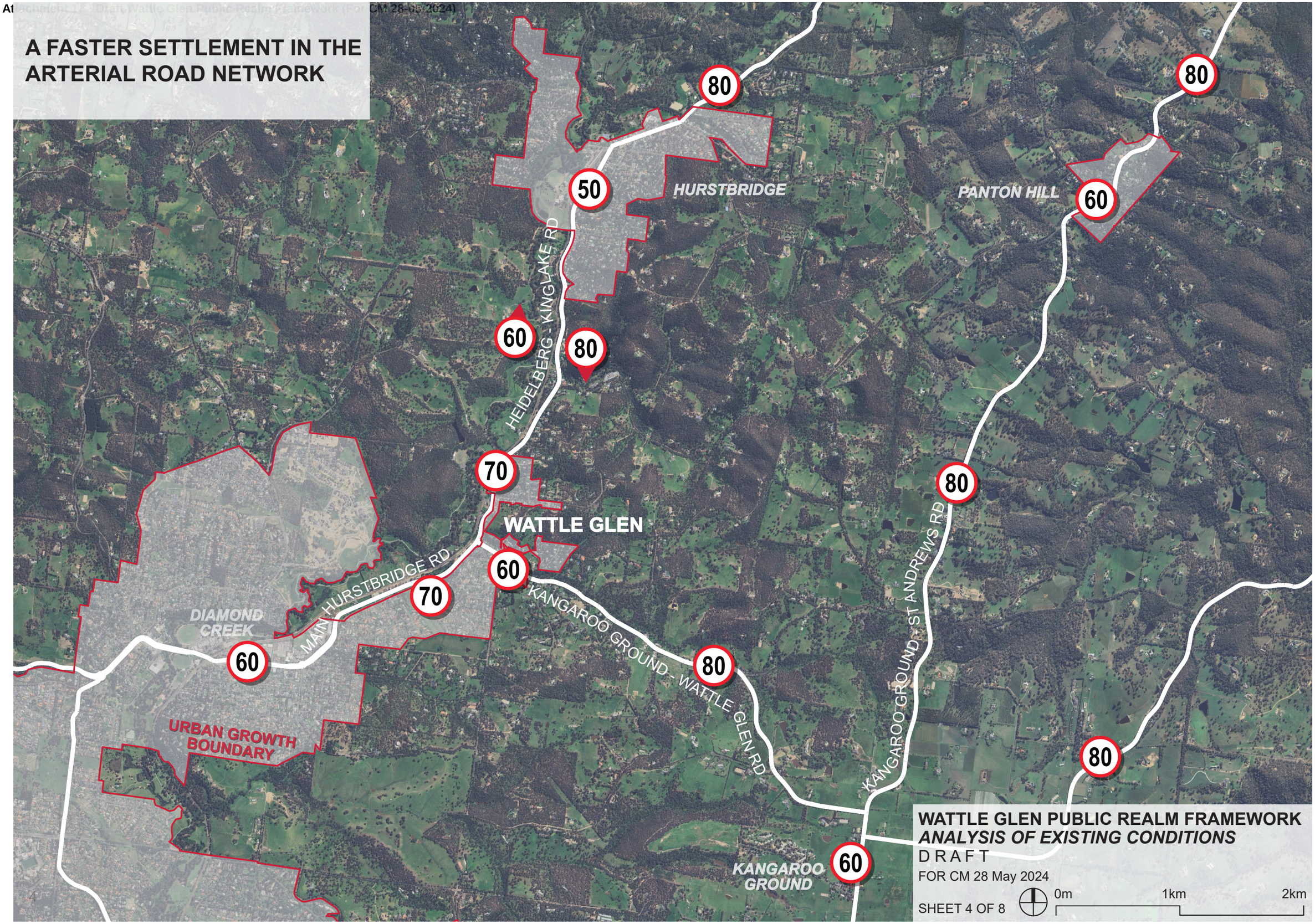


WATTLE GLEN PUBLIC REALM FRAMEWORK
ANALYSIS OF EXISTING CONDITIONS
D R A F T
FOR CM 28 May 2024

SHEET 3 OF 8

0km 2.5km 5km

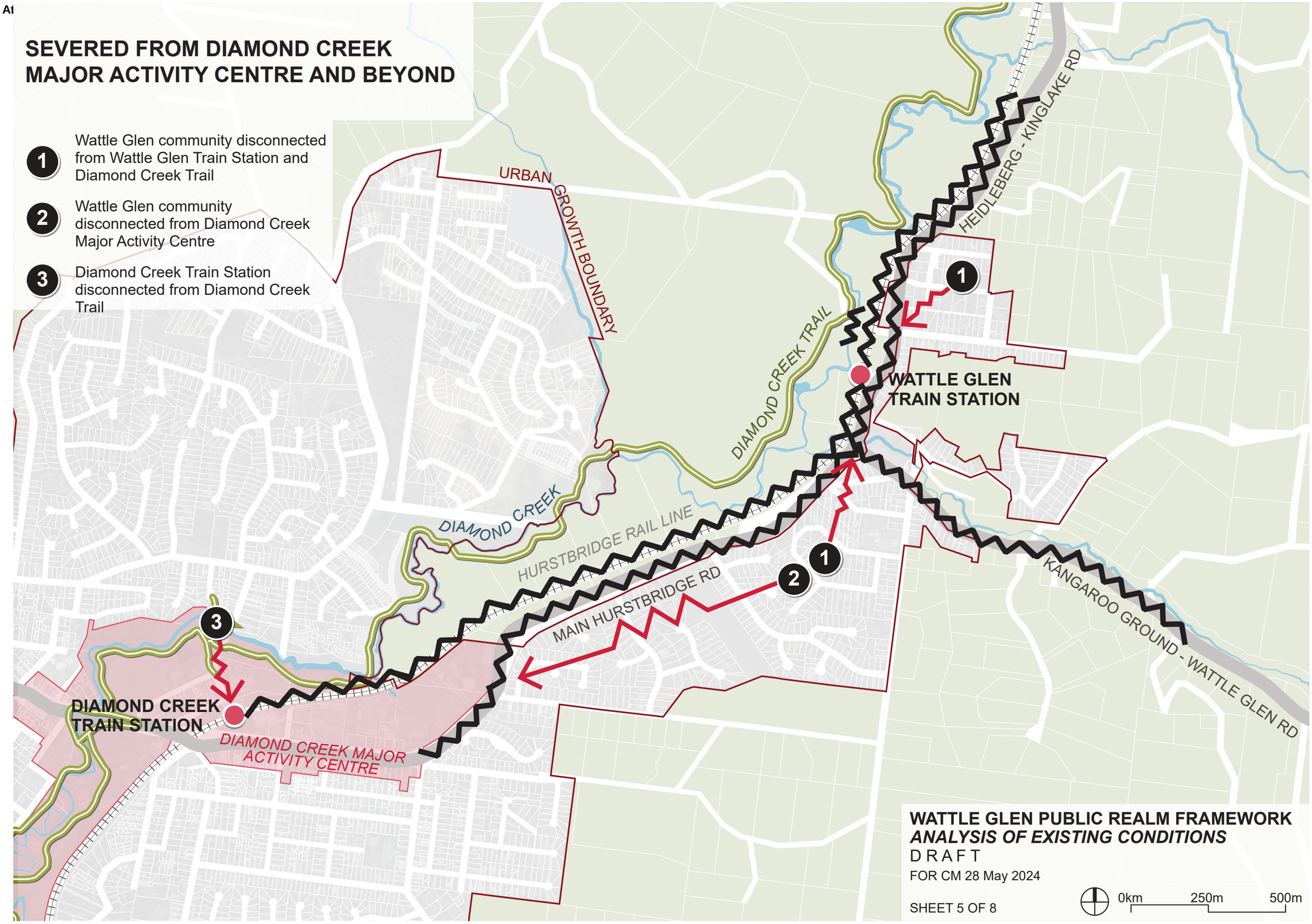
A FASTER SETTLEMENT IN THE ARTERIAL ROAD NETWORK



WATTLE GLEN PUBLIC REALM FRAMEWORK
ANALYSIS OF EXISTING CONDITIONS
DRAFT
FOR CM 28 May 2024
SHEET 4 OF 8
0m 1km 2km

SEVERED FROM DIAMOND CREEK MAJOR ACTIVITY CENTRE AND BEYOND

1. Wattle Glen community disconnected from Wattle Glen Train Station and Diamond Creek Trail
2. Wattle Glen community disconnected from Diamond Creek Major Activity Centre
3. Diamond Creek Train Station disconnected from Diamond Creek Trail



WATTLE GLEN PUBLIC REALM FRAMEWORK
ANALYSIS OF EXISTING CONDITIONS
D R A F T
FOR CM 28 May 2024

SHEET 5 OF 8

0km 250m 500m

A PLACE OF MANY PLACES — WATTLE GLEN CONTEXT

- Cycling
- Walking/ Hiking
- Equestrian
- Nature
- Mountain Biking
- Train Station

MAIN HURSTBRIDGE RD

DIAMOND CREEK TRAIL

WATTLE GLEN TRAIN STATION

SEE ENLARGED MAP TO PLACES WITHIN OUTLINED CENTRAL AREA

HEIDLEBERG - KINGLAKE RD

DIAMOND CREEK

TRACKS TO GREEN WEDGE TRAIL

URBAN GROWTH BOUNDARY

KANGAROO GROUND-WATTLE GLEN RD

GREEN WEDGE TRAIL VIA WATERY GULLY ROAD

LAND JURISDICTION

- Council - Open Space
- Crown Land
- VicTrack
- DTP Arterial Road Reserve
- Council - Local Road Reserve

WATTLE GLEN PUBLIC REALM FRAMEWORK
ANALYSIS OF EXISTING CONDITIONS
D R A F T
FOR CM 28 May 2024

SHEET 6 OF 8

0m 250m 500m

A PLACE OF MANY PLACES — WATTLE GLEN

- Cycling
- Walking/ Hiking
- Equestrian
- Nature
- Public Amenities
- Soccer
- Cricket
- Culture
- Picnic
- Playground
- Community
- School
- General Store
- Scout Hall
- Tennis
- CFA
- Bus Stop
- Train Station

DIAMOND CREEK TRAIL
DIAMOND CREEK
MAIN HURSTBRIDGE RD
WILSON RESERVE
WILSON RD
WATTLE GLEN MEMORIAL PARK
WATTLE GLEN TRAIN STATION
PEPPERS PADDOCK
DISUSED ROAD
URBAN GROWTH BOUNDARY
HEIDELBERG - KINGLAKE RD
WATTLE GLEN PRIMARY SCHOOL
REYNOLDS RD
KANGAROO GROUND - WATTLE GLEN RD
GENERAL STORE
WATTLE GLEN SCOUT HALL
WATTLE GLEN TENNIS CLUB
WATTLE GLEN CFA
TRACKS TO GREEN WEDGE TRAIL
MANNISH RD

LAND JURISDICTION

- Council - Open Space
- Crown Land
- VicTrack
- DTP Arterial Road Reserve
- Council - Local Road Reserve

WATTLE GLEN PUBLIC REALM FRAMEWORK
ANALYSIS OF EXISTING CONDITIONS
D R A F T
FOR CM 28 May 2024
SHEET 7 OF 8

0m 100m 200m

PLACES SEGREGATED AND IMPACTED BY TRANSPORT INFRASTRUCTURE

1. Arterial Roads
2. Station Car Parking
3. Railway Line
4. No Pathway
5. Inadequate/ Unprotected Pathway
6. Uncontrolled Car Parking

DIAMOND CREEK
DIAMOND CREEK TRAIL
WILSON RESERVE
WILSON RD
WATTLE GLEN MEMORIAL PARK
WATTLE GLEN TRAIN STATION
PEPPERS PADDOCK
HEIDELBERG - KINGLAKE RD
WATTLE GLEN PRIMARY SCHOOL
DISUSED ROAD
URBAN GROWTH BOUNDARY
REYNOLDS RD
GENERAL STORE
WATTLE GLEN SCOUT HALL
WATTLE GLEN TENNIS CLUB
WATTLE GLEN CFA
TRACKS TO GREEN WEDGE TRAIL
MANNISH RD

LAND JURISDICTION

- Council - Open Space
- Crown Land
- VicTrack
- DTP Arterial Road Reserve
- Council - Local Road Reserve

WATTLE GLEN PUBLIC REALM FRAMEWORK
ANALYSIS OF EXISTING CONDITIONS
D R A F T
FOR CM 28 May 2024
SHEET 8 OF 8

0m 100m 200m

WATTLE GLEN PUBLIC REALM FRAMEWORK

PART B: PUBLIC REALM FRAMEWORK PLANS

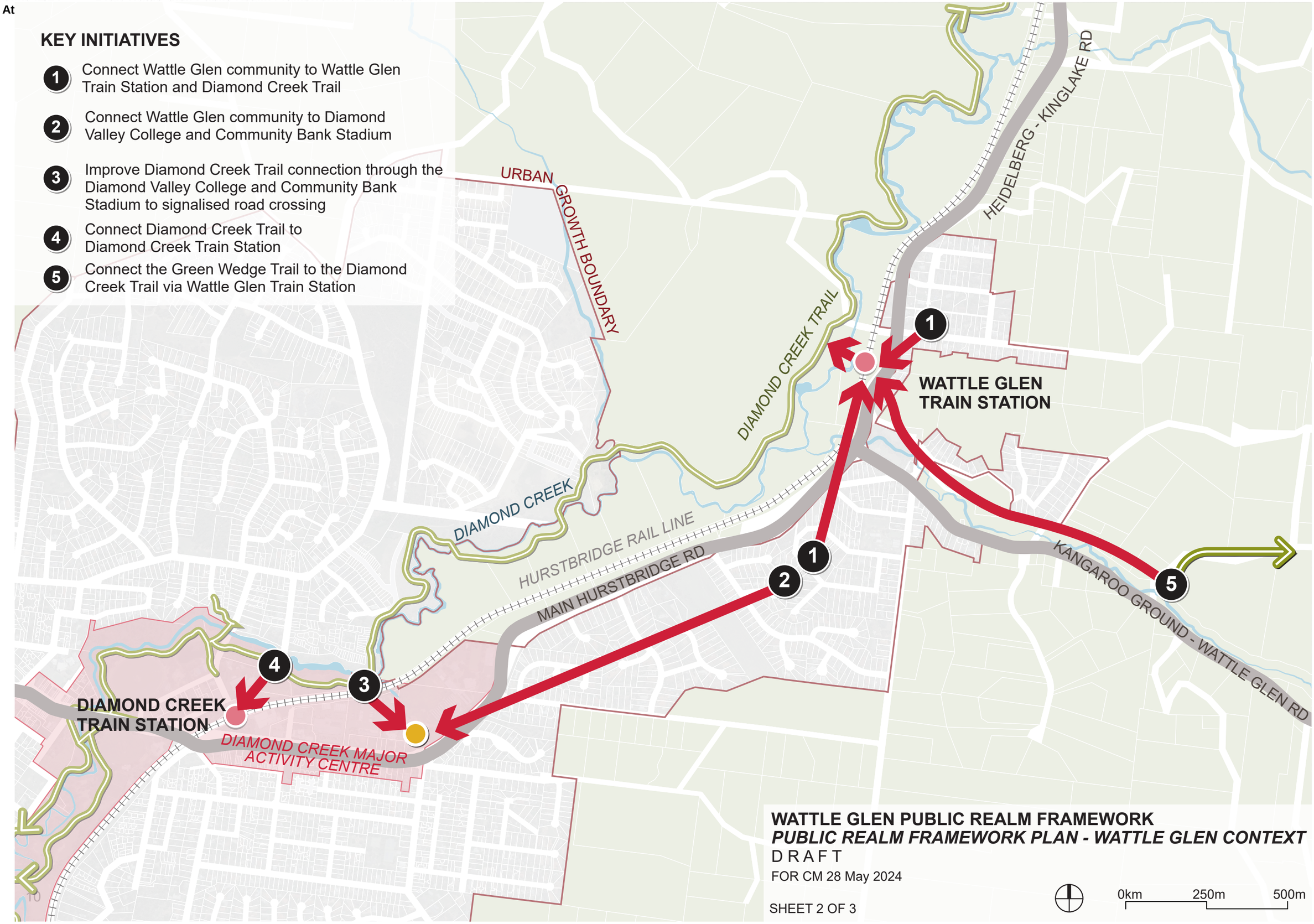
DRAFT
FOR CM 28 May 2024

SHEET 1 OF 3

Nillumbik
The Green Wedge Shire

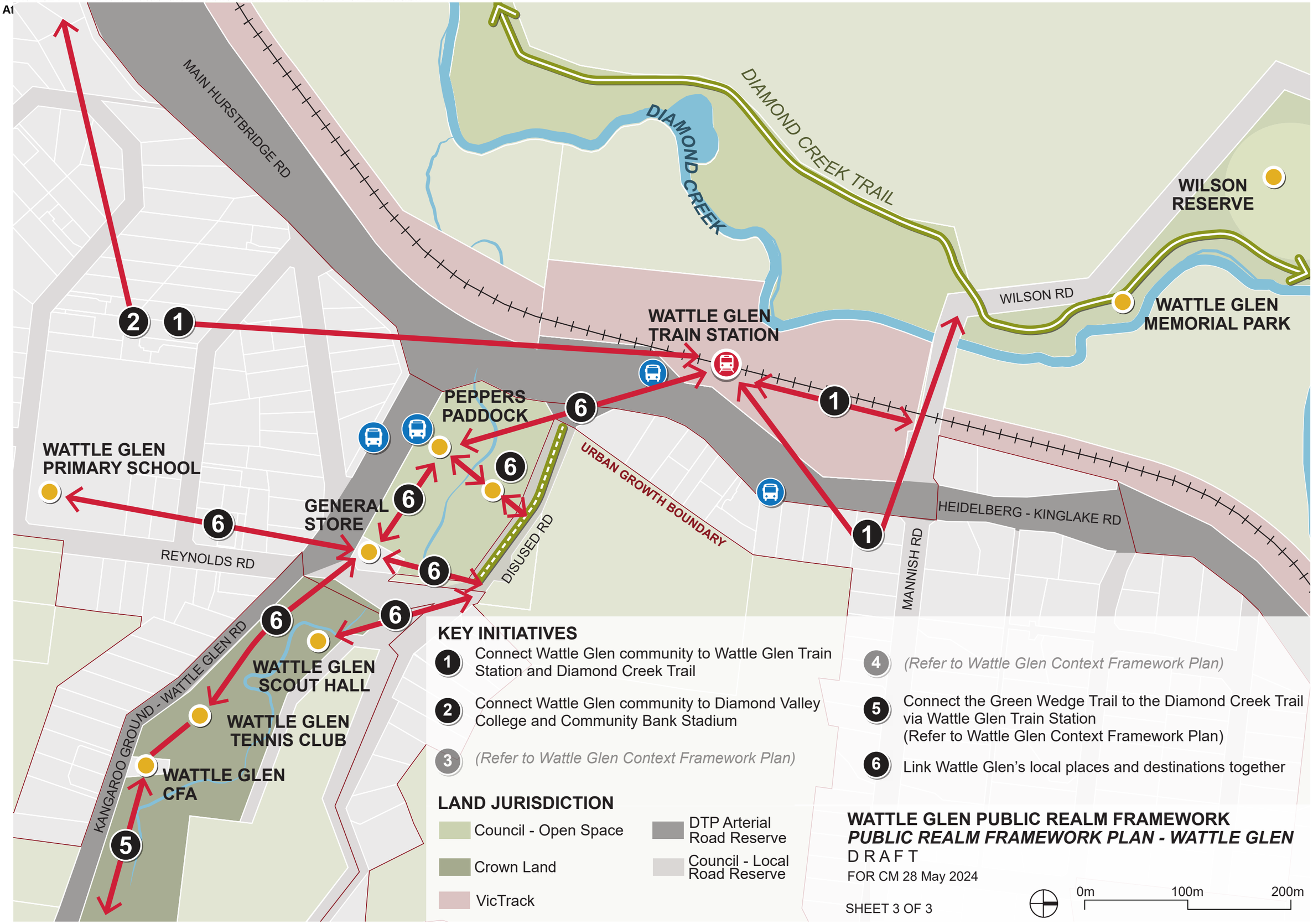
KEY INITIATIVES

1. Connect Wattle Glen community to Wattle Glen Train Station and Diamond Creek Trail
2. Connect Wattle Glen community to Diamond Valley College and Community Bank Stadium
3. Improve Diamond Creek Trail connection through the Diamond Valley College and Community Bank Stadium to signalised road crossing
4. Connect Diamond Creek Trail to Diamond Creek Train Station
5. Connect the Green Wedge Trail to the Diamond Creek Trail via Wattle Glen Train Station



WATTLE GLEN PUBLIC REALM FRAMEWORK
PUBLIC REALM FRAMEWORK PLAN - WATTLE GLEN CONTEXT
D R A F T
FOR CM 28 May 2024

SHEET 2 OF 3


MAIN HURSTBRIDGE RD
DIAMOND CREEK
DIAMOND CREEK TRAIL
WILSON RESERVE
WILSON RD
WATTLE GLEN MEMORIAL PARK
WATTLE GLEN TRAIN STATION
PEPPERS PADDOCK
WATTLE GLEN PRIMARY SCHOOL
GENERAL STORE
URBAN GROWTH BOUNDARY
HEIDELBERG - KINGLAKE RD
MANNISH RD
REYNOLDS RD
DISUSED RD
KANGAROO GROUND - WATTLE GLEN RD
WATTLE GLEN SCOUT HALL
WATTLE GLEN TENNIS CLUB
WATTLE GLEN CFA
KEY INITIATIVES
1 Connect Wattle Glen community to Wattle Glen Train Station and Diamond Creek Trail
2 Connect Wattle Glen community to Diamond Valley College and Community Bank Stadium
3 (Refer to Wattle Glen Context Framework Plan)
4 (Refer to Wattle Glen Context Framework Plan)
5 Connect the Green Wedge Trail to the Diamond Creek Trail via Wattle Glen Train Station (Refer to Wattle Glen Context Framework Plan)
6 Link Wattle Glen's local places and destinations together
LAND JURISDICTION
Council - Open Space
Crown Land
VicTrack
DTP Arterial Road Reserve
Council - Local Road Reserve
WATTLE GLEN PUBLIC REALM FRAMEWORK
PUBLIC REALM FRAMEWORK PLAN - WATTLE GLEN
D R A F T
FOR CM 28 May 2024
SHEET 3 OF 3
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Department of Transport and Planning

GPO Box 2392
Melbourne, VIC 3001 Australia
www.transport.vic.gov.au

Ref: DOC/24/108493

Mr Andrew Feeney
Principal Urban Designer
Strategic Planning and Environment
Nillumbik Shire Council
PO Box 476
GREENSBOROUGH VIC 3088

(Via email: Andrew.Feeney@nillumbik.vic.gov.au)

Dear Mr Feeney

WATTLE GLEN PUBLIC REALM FRAMEWORK

I refer to your email dated 24 April 2024 to The Department of Transport and Planning (The Department) seeking in-principle support for the Draft Wattle Glen Public Realm Framework, so as to proceed with the public exhibition of the Framework document.

The Department has reviewed the Framework and notes that the Framework's approach to active transport, road safety and public transport aligns with The Department's objectives. Given Wattle Glen's location on the arterial road network, the Framework has considered movements both within and through the precinct, along with opportunities to improve placemaking, through the updated Movement and Place classifications undertaken in conjunction with The Department.

On this basis, The Department of Transport and Planning provides in-principle support for the Draft Wattle Glen Public Realm Framework to proceed to public exhibition and community consultation, prior to Council adoption. Should any feedback arise through the consultation process which may change or have implications for transport elements, The Department would welcome an opportunity to work collaboratively with Council on any updates to the Framework. Once completed and adopted by Council, The Department looks forward to working in partnership with Nillumbik Shire Council to progress projects and initiatives related to the Framework.

Should you have any enquiries regarding this matter, please contact Kon Kouinis, Transport Planner at kon.kouinis@roads.vic.gov.au.

Yours sincerely

Daniel Kowalczyk
Associate Director Transport Network Planning Integration
8 / 05 / 2024

Arts and Cultural Development

Nillumbik Shire Council Visual and Civic Art Collection Policy 2023-2026

May 2024

Acknowledgement of Country

Nillumbik Shire Council respectfully acknowledges the Wurundjeri Woi-wurrung people as the Traditional Owners of the Country on which Nillumbik is located, and we value the significance of the Wurundjeri people's history as essential to the unique character of the Shire. We pay tribute to all First Nations People living in Nillumbik, give respect to Elders past, present and future, and extend that respect to all First Nations People.

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Inclusion statement

Nillumbik Shire Council is committed to creating a fair, equitable and inclusive community where human rights are respected, participation is facilitated, barriers are addressed and diversity is celebrated. We support the rights of all people regardless of age, gender, ability or background. We value the diverse and changing nature of our community and understand that some groups and individuals experience more barriers than others.

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1. Introduction

1.1 Purpose

Nillumbik Shire Council Visual and Civic Art Collection Policy 2023-26 outlines the processes for the management of the Nillumbik Shire Art Collection, and its continued growth through new acquisitions of artworks that align with the collection acquisition criteria.

1.2 Visual and Civic Art Definition

The Nillumbik Shire Visual and Civic Art Collection includes the Visual Art, Public Art and a Civic Collections. Visual Art in the Nillumbik Art Collection includes contemporary and modernist artworks in mediums such as sculpture, painting, drawing, moving image, photography, ceramics, artist books, textiles and installation. The Civic collection includes items that are significant to the municipality and its administration.

1.3 Context

Nillumbik is rich in artistic traditions, from the early Australian Impressionists to the establishment of artist communities of Montsalvat and Dunmoochin. Such legacies have continued with the strength of today's local arts practices with professional contemporary artists representing Nillumbik at local, regional and international levels, acknowledging that the Wurundjeri Woi-wurrung peoples have been practicing art and culture here for generations.

Nillumbik Shire Council values the interpretation of the Shire's local culture and heritage as expressed through the arts. The Council is committed to making art experiences accessible and inclusive. As such, Council actively collects contemporary artworks that speak to Nillumbik's culture, together with works that reflect our artistic heritage. Nillumbik Shire Council is the custodian of the Nillumbik Shire Art Collection on behalf of the community of the Shire.

1.4 Scope

The *Nillumbik Shire Council Visual and Civic Art Collection Policy 2023-2026* and the *Nillumbik Shire Visual and Civic Art Collection Guidelines 2023-2026* apply to all items housed in the Nillumbik Shire Art Collection ("the collection"). The collection has three categories: visual art, public art, and objects of civic significance. The guidelines provide the framework for collection management, including, but not limited to, acquisitions and de-accessioning, public access, safe handling, maintenance and conservation of all collection items.

All items housed within the collection must meet/align with criteria and the acquisition process as set out in the policy and guidelines.

This policy applies to:

- The acquisition and deaccessioning of artworks and objects to/from the collection
- Acquisition of significant heritage items and civic objects that reflect Nillumbik's social and cultural history
- Donations and bequests of artworks/objects to the collection via the Commonwealth Cultural Gifts Program;
- The biennial acquisitive Nillumbik Prize for Contemporary Art;
- Public access to the collection/s via display, exhibitions and public programs

2. Policy Framework

2.1 Policy Statement

Council is committed to the best practice management of the collection as the custodian of this artistic and cultural asset for the Nillumbik community. The collection is a tangible acknowledgement of Nillumbik's long tradition of artistic values and rich cultural heritage, and supports the development and growth of creative and cultural industries through new acquisitions and displays. Nillumbik is committed to supporting creativity in the Shire and making the experience of the arts accessible and inclusive.

2.2 Objectives

The objectives of this policy are to:

- Provide clear guidelines to Council to allow consistency and control over collection activities.
- Demonstrate accountability to ratepayers and residents in the professional management of Nillumbik Shire Council's collection.
- Demonstrate the application of best practice in art collection activities.
- Support the strategic growth of the art collection by addressing priority acquisition areas that supports local creative community and as identified in the Collection Significance Assessment Report (2022).
- Demonstrate the consideration of sustainability in art collection activities with respect to social, economic and environmental factors.
- To facilitate arts as an everyday experience through the acquisition of artworks into the Council Art Collection for public display, as well as other exhibition displays.

2.3 Principles

- Responsibility and accountability: The Nillumbik Shire Council Visual and Civic Art Collection is a public collection. Accordingly, it will be managed professionally in line with best practice curatorial industry standards. Acquisitions to the collection will be reviewed according to strict selection criteria.

- Respect: we actively listen and encourage all views, respecting our peers, our community and the environment.
- Equity and inclusion: Inclusion and diversity in cultural expression and artistic practice is a priority for the Art collection. Council is committed to making art experiences accessible and inclusive.
- Adaptability: we are responsive, agile and creative.
- Community: we build strong relationships that benefit our community and supports local arts practices

2.4 Strategic Alignment

- **Council Plan 2021-2025**
  Strategic objective Place and Space: reinforcing character and encouraging social connections, celebrating and prioritising the Heritage, Arts and Culture, Places and Spaces by focusing on the diversity of experiences that have shaped our history.

- **Nillumbik Arts and Culture Strategy 2022-2026**
  Goal 1: An Interconnected and Creative Community, Goal 2: A Visible and Supported Creative Community, Goal 3: Diverse and Resilient Creative Community, Goal 4: A Distinctively Nillumbik Creative Community.

3. Areas of Application

3.1 Acquisitions

Acquisitions to the collection can include purchases, commissions, donations, gifts or bequests.

Artworks eligible to be housed within the collection must meet all of the *Core acquisition criteria*, and one or more of the *Collection category criteria* relevant to either visual art, public art or the civic collection.

Core acquisition criteria

- Broadens the representation of art forms and artists in the collection, or aligns with and enhances similar works in the collection.
- A high calibre work of verifiable legal origin and provenance.
- A durable work in sound condition. If the work is not in good condition but it is significant for the collection, then its conservation has been budgeted and can be covered.
- Council has an ability to resource conservation, framing, presentation and storage of the artwork, or specific conditions that relate to the artwork.
- Council has the capacity to display the work in Council buildings or in public spaces without hindering public access or safety, nor breaching the artist's moral rights
- Does not breach principles and protocols that protect Indigenous cultural heritage.
- Is an unconditional acquisition.

Collection category criteria

Visual art collection

- An artwork that contributes to contemporary art practice and theory.
- An artwork that shows a verifiable connection with the Shire of Nillumbik.
- An artwork that consolidates and expands the range of art forms or artists represented in the collection.
- Is an original artwork or limited edition, signed and numbered by the artist (or of verifiable provenance).
- Aligns with priority acquisition areas as referenced in the *2022 Collection Significance Assessment Report*.

Public art collection

- A public artwork that contributes to contemporary art practice and theory.
- A public artwork that contributes to the unique cultural identity and history of the Shire of Nillumbik.
- A public artwork that creates a sense of place.
- A public artwork that contributes to cultural tourism.

Civic collection

- Memorabilia objects of significance, identifiably associated with the cultural and/or social history of the Shire of Nillumbik.
- Memorials and monuments created as artworks of excellence, for the purpose of commemorating an event or person.
- Memorabilia objects relating to the ongoing values and cultural policies of Nillumbik Shire Council.

Exclusions from Acquisition:

- Generic, decorative civic features, community art installations, other visual or public artworks, craft and memorabilia commissioned or purchased separate to the acquisition processes set out in the policy and guidelines, such works or items will not be housed in the collection. Accordingly, those works or items will remain the responsibility of the relevant installing and/or commissioning unit of Council.
- Certificates and other objects of appreciation and memorabilia gifted from community to Council are outside the scope of the collection and should be dealt with by the relevant business unit of Council.
- Street and office decorations.
- Artworks will not be accepted from current employees or Councillors of Nillumbik Shire Council, nor members of the Arts Advisory Committee.

Acquisition Process

1. Acquisition proposals, including donations through the Cultural Gifts Program, can be suggested through the designated Council Arts Officer
2. Acquisitions are proposed by the designated Council Arts Officer, with possible advice sought from industry professionals.

3. The designated Council Arts Officer presents the acquisition to the Arts and Cultural Advisory Committee for consideration, enabling specialist community participation in the development of the Art Collection.
4. The designated Council Arts Officer will complete an Acquisition Recommendation Report, which is to be endorsed by members of the Arts and Cultural Advisory Committee, to document this stakeholder involvement in the acquisition process.

Biennial Acquisitive Nillumbik Prize for Contemporary Art
The Nillumbik Prize for Contemporary Art is an acquisitive biennial award with an open prize (acquisitive) and a local prize (acquisitive).

The acquisitive nature of the prize will contribute to the Collection as an additional acquisition source. The Nillumbik Prize for Contemporary Art is judged by a panel of independent industry experts, followed by endorsement from the Arts and Cultural Advisory Committee. The formal acknowledgement process via delegated authority remains.

3.2 De-accessioning

Artworks may be de-accessioned from the collection as part of responsible collection management, on identification by the designated Council Arts Officer, and on recommendation by the Arts and Cultural Advisory Committee.

Note: Gifts made under the Cultural Gifts Program will not be returned to the donor if the donor has already received the benefit of tax deduction for the gift.

De-accessioning criteria
De-accessioning will follow the same approval requirements as for acquisitions and in compliance with following criteria:

- An item lost or stolen without possibility of recovery, or,
- An item that has suffered excessive or irreparable damage or deterioration, or,
- A change of circumstances has occurred in respect of an item, namely:
    - The site of a public artwork being no longer owned by Council, or is to be redeveloped for other purposes, and the artwork is unable to be relocated;
    - An artwork being unable to be adequately stored and/or restored or protected by Council; or,
    - An artwork being determined by the designated Council Arts Officer and on recommendation by the Arts Advisory Committee to be no longer relevant to the collection and/or falls outside the scope of this policy, subject to a probationary period of five years.

3.3 Loans
Council may agree to allow items from the Collection to be loaned out to external public galleries and institutions that are members of the Public Galleries Association Victoria (PGAV) for curated exhibitions. Loan applications will be assessed by the designated Council Arts Officer and decisions will be based on conditions ensuring the safety, security and appropriate display of the item(s) on loan. Refer to the *Art Collection Internal Operations Guidelines 2023-2026* for the list of conditions required for outward and inward loans.

3.4 Collection Management

Collection Management will adhere to industry best practices to ensure the Collections preservation and accessibility. Key components of collection management include:

- Preventive Actions: Proactive measures will be taken to prevent deterioration and damage, including maintaining suitable environmental conditions and implementing security measures.
- Conservation Schedule and Operations: A continuous conservation schedule will address routine cleaning, maintenance, and restoration efforts. Specialised conservation operations will address issues related to the physical condition, stability, and preservation of individual artworks.
- Revaluation: The Collection will be revalued every three years or on the recommendation of Council's Risk Advisor to inform decision-making on acquisitions and de-accessioning.
- Display and Accessibility: The collection is intended to be accessible to the community and to enhance awareness, understanding and appreciation of art through exhibition and display at publically accessible spaces in Council buildings. Not all artworks in the collection are appropriate for long-term display.
- Public Engagement: Consideration will be given to public engagements, including special events, community engagement initiatives, and educational programs.
- Documentation and Cataloguing: Comprehensive documentation and cataloguing will ensure accurate records of each artwork, including provenance, condition reports, and conservation work.
- Research: Academic and curatorial research into Collection items will be encouraged

4. Roles and responsibilities

- The collection is overseen by the designated Council Arts Officer.
- The Arts Advisory Committee provides a formal mechanism for Council to consult with key stakeholders and seek specialist advice in accordance with its Terms of Reference.
- The Designated Council Arts Officer will use the Collection Management System (CMS) to generate the information required by the Assets and Property unit of Council for Council's asset register.

5. Access, equity and inclusion impacts

The designated Council Arts Officer 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. The Officer will ensure practices are consistent and compatible with the *Charter of Human Rights and Responsibilities Act 2006* and the *Gender Equality Act 2020*.

The designated Council Arts Officer will act to increase the inclusiveness of the collection and its accessibility. An important first step is to review existing data on artists represented in the collection and to expand the demographic data collected to include gender, pronouns, language groups etc. This will improve understanding of priority areas for representation within the collection and help to guide both displays and acquisitions. As part of this process, the designated Council Arts Officer will benchmark with other councils to ascertain what and how demographic data is collected, displayed and best practices. Labels, other collateral and published texts will be reviewed to improve representation and accessibility, for example by the inclusion of pronouns, language groups for First Nations artists and clear language.

The designated Council Arts Officer will address barriers to participation. In working with artists or donors, the Officer will provide assistance with paperwork and processes to increase accessibility. The Officer will be understanding of carer and family commitments when creating appointments and project timelines. The Officer will work to make the collection and processes increasingly accessible for CALD artists and communities. Financial barriers are also a key concern, and the designated Council Arts Officer will continue to review project budgets to ensure pay rates meet industry standards, and also explore ways in which to provide further assistance for artists.

6. Related external legislation and/or regulations

Charter of Human Rights and Responsibilities Act 2006
Sets out the protected rights of all people in Victoria as well as the corresponding obligations on the Victorian Government.

First Peoples: A Roadmap for Enhancing Indigenous Engagement in Museums and Galleries 2018.
The Australian Museums and Galleries Association 10-Year Indigenous Roadmap is committed to improving Indigenous engagement and employment. The Roadmap was developed for the museums and galleries sector, in consultation with the sector. It is built on 5 Key Elements for Change that highlight where and how the sector needs to improve. They are: Reimaging Representation, Embedding Indigenous values in museum and gallery practices, Increasing Indigenous opportunities, Two Way caretaking of cultural material, and Connection with Indigenous communities.

Gender Equity Act 2020
The Act commenced on 31 March 2021. It promotes gender equality by:

- Requiring the Victorian public sector, local councils and universities to take positive action towards achieving workplace gender equality.
- Requiring these organisations to consider and promote gender equality in their policies, programs and services.
- Establishing the Public Sector Gender Equality Commissioner to provide education, support implementation and enforce compliance.

National Association for the Visual Arts, Code of Practice for Visual Arts, Craft and Design 2022.
This Code of Practice sets out equitable, ethical and self-reflective standards for the professional Australian contemporary arts sector. The Code covers good practice approaches to working relationships, ethical standards of access and inclusion, and payment rates in the arts.

National Association for the Visual Arts, Love your local: How visual artists, makers and designers can engage with local government, 2023.
A toolkit to assist artists and designers engage with Local Government Authorities (LGAs). It discusses how artists can look to achieve creative and professional development goals, while also delivering on council policy goals.

National Standards for Australian Museums and Galleries, second edition, 2023.
The National Standards for Australian Museums and Galleries is a guiding document that outlines best practice in the museum and gallery sector.

7. Related Council policies, procedures and/or guidelines

- Access, Equity and Inclusion Policy 2022-2025
  Public Art projects must comply with this policy due to their location in spaces accessible to the general public.
- Arts and Cultural Advisory Committee Terms of Reference endorsed by Council 23 May 2023
  Public Art projects are developed in continuous consultation with Arts and Cultural Advisory Committees, providing a formal mechanism for Council to consult with key stakeholders and seek specialist advice.
- Arts and Culture Strategy 2022-2026
  The PAC Policy aligns with Council's Arts and Culture Strategy.
- Art Guidelines 2023-2026
  This document contains a set of internal operation guidelines to effectively implement the Art Policy.
- Art Policy 2023-2026
  The Art Policy and the Public Art Policy share most of their core elements and they complement each other.
- Council Plan 2021-2025
  The PAC Policy aligns with Council's principles.
- Climate action Plan 2022-2032
- Customer First Strategy 2023-2026
  The ultimate beneficiary of the PAC is the public, including interactions with the community throughout extensive consultation.
- Gender Equity Action Plan 2022-2025
  This plan is a reference to any public art selection process
- Health and Wellbeing Plan 2021-2025
- Procurement Policy 2021-2025
  A majority of processes that involve hiring services or products are aligned with Procurement Policy.
- Public Art Guidelines 2023-2026
  This document contains a set of internal operation guidelines to effectively implement the Public Art Policy.

8. Definitions

Reference term	Definition
Acquisition	The process of ownership or custodianship of an asset, either by way of purchase, commission, donation, gift or bequest.
Civic objects	Objects of significance relating to the social and cultural history of the Shire of Nillumbik and of Council.
the Collection	All items housed in the Nillumbik Shire Art Collection. The collection has three categories: visual art, public art, and objects of civic significance.
Commonwealth Cultural Gifts program	A federal initiative that offers tax incentives to encourage people to donate cultural items to public art galleries, museums, libraries and archives in Australia.
Contemporary arts	Art of today, produced in the late-twentieth or by artists living in the twenty-first century comprising any arts discipline or form, including visual, literary and performing arts among others.
Creative Industries	Industries with a principal purpose relating to cultural, artistic and heritage goods and services.
Cultural heritage	Community expression of a way of living through artistic and cultural knowledge and customs passed from generation to generation.
Designated Council Arts Officer	Curator or designated member of the Council's Arts and Culture Development Team
De-accession	To dispose of a collection item, either by way of return, re-sale or donation.
Moral rights	The right of an artist to protect the integrity and ownership of their work.
Provenance	A record of ownership of a work of art.
Public arts	Any art/media intended for presentation in the public domain and accessible by all.
Sustainability	Activities that meet the needs of the present without compromising the ability of future generations to meet their needs.
Visual arts	Arts that are appreciated through sight, such as painting, sculpture, film. Other art forms include ceramics, drawing, printmaking, design, crafts, photography and new media.

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Arts and Cultural Development

Nillumbik Shire Council Public Art Collection Policy 2023-2026

May 2024

Nillumbik
The Green Wedge Shire

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1. Introduction

1.1. Purpose

Nillumbik Shire Council Public Art Collection Policy 2023-26 outlines the processes for the management of The Nillumbik Shire Public Art Collection (PAC), and its continued growth through new acquisitions of artworks that align with the collection acquisition criteria.

1.2. Public Art Definition

Public art is artwork located in public spaces and buildings other than galleries and museums. It is created by practitioners for outdoor spaces such as parks, foreshores, beaches, city squares, streets, courtyards and forecourts, or indoor spaces in publicly or privately-owned buildings such as schools, hospitals, shopping centres, recreation centres, local government administration centres, office buildings, etc.

Public art can take many forms in many different materials. It can be free-standing work or integrated into the fabric of buildings or outdoor spaces, such as a sculpture or mural. Practitioners may also work individually or with other practitioners and manufacturers to create mosaic and ceramic floor or wall insets, stained glass windows, ornamental metal gates or grates, water fountains, light fittings or door handles, street furniture, topiary and landscaping, neon works, and multimedia installations. Performance works can also be executed in public space.

Public art can be permanent, lasting many years, or temporary, lasting a couple of hours, a few days or several months. It can be site-specific, drawing its meaning from and adding to the meaning of a particular site or place, or non site-specific, located in a public place primarily for display purposes.

Source: NAVA Website (https://visualarts.net.au/advocacy/campaigns/public-art/)

1.3. Context

Investment in public art is a tangible acknowledgement of Nillumbik's long tradition of artistic values and rich cultural heritage, supports the development and growth of creative and cultural industries, and enables community engagement with the arts as an everyday experience. As such, Nillumbik Shire Council actively commissions permanent and ephemeral (temporary) contemporary public artworks that reflect its culture.

2. Policy Framework

2.1. Policy Statement

Nillumbik Shire Council is dedicated to the best practice management of the PAC as the custodian of artistic and cultural assets for the Nillumbik community. This policy outlines our commitment to preserving and showcasing Nillumbik's artistic values and rich cultural heritage through the PAC.

The PAC plays a pivotal role in supporting the development and growth of creative and cultural industries in Nillumbik. Through strategic acquisitions, the council actively contributes to the vibrancy and diversity of our cultural landscape. Central to our commitment is the authentic representation of the local identity in public art. Nillumbik aims to ensure that public art projects capture the nuanced essence of our community, distinguishing them from the cultural narratives of other communities. Whether public art is ephemeral or permanent, community engagement and support from the project's conception are fundamental to its success. The council recognises that successful public art is intrinsically linked to the community, contributes to its health and wellbeing and is specific to the immediate environment in which it is located.

This policy reflects Nillumbik's dedication to fostering creativity and preserving our unique cultural heritage through the thoughtful management of the PAC.

2.2. Objectives

- Provide clear guidelines to the Council, ensuring consistency and control over PAC activities.
- Demonstrate accountability to ratepayers and residents through consistently applying best practices in the professional management of the PAC.
- Support the strategic growth of the PAC by addressing priority acquisition areas as identified in the Collection Significance Assessment Report (2022).
- Demonstrate the consideration of sustainability in PAC activities, encompassing social, economic, and environmental factors, by implementing practices that minimise the environmental impact of acquisitions and activities.
- Facilitate arts as an everyday experience by proactively acquiring artworks into the PAC, fostering a cultural environment accessible to all residents.
- Promote curatorial/academic research to raise the profile of the Council PCA, facilitate interconnectivity through art and promote tourism

2.3. Principles

- Responsibility and accountability: The Nillumbik Shire PAC is a public collection and will be managed professionally in line with best practice curatorial industry standards. Acquisitions to the PAC will be reviewed according to strict selection criteria.

- Respect: We actively listen and encourage all views, respecting our peers, the community, and the environment.
- Equity and inclusion: Inclusion and diversity in cultural expression and artistic practice are priorities for The Nillumbik Shire PAC.
- Adaptability: We are responsive, agile, and creative in adapting to evolving artistic trends, community needs, and industry standards.
- Community: We actively engage with our community through outreach programs, collaborative projects, and initiatives that promote community participation in the artistic and cultural life of Nillumbik.

2.4. Strategic Alignment

- **Council Plan 2021-2025**
  Strategic objective Place and Space: reinforcing character and encouraging social connections, celebrating and prioritising the Heritage, Arts and Culture, Places and Spaces by focusing on the diversity of experiences that have shaped our history.

- **Nillumbik Arts and Culture Strategy 2022-2026**
  Goal 1: An Interconnected and Creative Community, Goal 2: A Visible and Supported Creative Community, Goal 3: Diverse and Resilient Creative Community, Goal 4: A Distinctively Nillumbik Creative Community.

3. Scope

The Nillumbik Shire Council Public Art Collection Policy 2023-2026 and the Nillumbik Shire Council Public Art Collection Guidelines 2023-2026 applies to all items housed in the PAC.

Items within the PAC must adhere to the criteria and acquisition process outlined in the policy and guidelines.

As the asset-owner of open space, built infrastructure, and public facilities, the Council can utilise these spaces for creative expression and the responsibility to manage them, including installing public artworks.

This policy applies to:

- The existing PAC on display and in storage.
- The commission of public art, ranging from ephemeral (temporary) public art to major public artworks.
- The acquisition and deaccessioning of artworks and objects to/from the PAC.
- Donations and bequests of artworks/objects to the collection via the Commonwealth Cultural Gifts Program.
- Public access to the PAC via display, exhibitions, and public programs.
- An assessment criteria and approval process for private and community-initiated public art proposals.

- A commitment to allocate 1% of the Council's capital works budgets exceeding $2 million project value towards Council's arts funds to support current and future public art commissions.
- A negotiated private developer contribution to include an allocation of 1% of the total project budget exceeding $2 million towards Council's arts contribution funds to support current and future public art commissions.

3.1. Acquisitions:

Acquisitions to the public art collection can include purchases, commissions, donations, gifts, or bequests. Artworks eligible to be housed within the PAC must meet all the core acquisition criteria and one or more of the Collection category criteria relevant to public art.

Acquisition Criteria

- Diversity: Diversifying the representation of art forms and artists in the collection or aligning with and enhancing similar works in the PAC.
  Promote diversity in creative narratives, style, materials, and visual experience
- Cultural Sensitivity: Ensure the acquisition does not breach principles and protocols protecting Indigenous cultural heritage.
- Fosters well-being: Works that encourage place activation, encourage outdoor activities that ultimately promote community's health and wellbeing.
- Encouragement to new generations of artists: Provide mentoring opportunities for local artists and support local creatives to enter the public art realm.
- Cultural Identity: Represent the unique cultural identity and history of the Shire of Nillumbik.
- Placemaking: Create a sense of place within the community.
- Cultural Tourism: Contribute to cultural tourism initiatives.
- Quality: Ensure a high-calibre work with verifiable legal origin and provenance.
- Conservation: Ensure artwork condition report is provided, any needs for conservational work must be budgeted and accounted for in advance prior to initiating the acquisition process.
- Display Capacity: Ensure that the Council can fund the cleaning and conservation of the artwork. Additionally, verify that the Council can display the work in public spaces without obstructing public access, creating safety hazards, or breaching the artist's moral rights.

Inclusions

- Specific contemporary art, permanent or ephemeral (temporary), integrated into public spaces, parks, or public facilities. These works should be created by professional public artists and designed to stimulate the community while enhancing a sense of place.
- Private and community-driven projects seeking planning permits and/or funding from the Council, fostering collaboration and community engagement.
- Awards, competitions and symposiums related to public art.

Exclusions

- Interpretative Signage and Wayfinding.
- Civic Architectural Design Installations.
- Memorials and Monuments, unless the installation is predominantly an artwork commissioned by professional artists and an artistic process has formed the context and development of the installation.
- Advertising.
- Generic Decorative Civic Features, community art installations, and other visual artworks, crafts, and memorabilia commissioned or purchased separately from the acquisition processes set out in the policy and guidelines. Such works or items will not be housed in the PAC and will remain the responsibility of the relevant installing and/or commissioning unit of the Council.
- Certificates and Non-Artistic Memorabilia.
- Street and Office Decorations.
- Artworks from Employees, Councillors, or Committee Members: Artworks will not be accepted from employees or councillors of Nillumbik Shire Council nor members of the Arts Advisory Committee.

3.2. De-Accessions

Artworks may be de-accessioned from the PAC as part of responsible collection management. De-accessioning will follow the same approval requirements as for acquisitions and in compliance with the following criteria:

De-accessioning criteria

- An item lost or stolen without possibility of recovery.
- An item that has suffered excessive or irreparable damage or deterioration.
- A change of circumstances has occurred in respect of an item, namely:
  - The site of a public artwork is no longer owned by the Council or is to be redeveloped for other purposes, and the artwork cannot be relocated.
  - An artwork cannot be adequately stored and/or restored or protected by the Council.
  - Based on curatorial recommendations in consultation with Arts and Culture Advisory Committee when artwork is deemed no longer relevant to the PAC and/or falls outside the scope of this policy.

NOTE: Gifts made under the Cultural Gifts Program will not be returned to the donor as the donor has already received the benefit of a tax deduction for the gift.

3.3. Loans:

Council may agree to allow items from the PAC to be loaned out to external public galleries and institutions that are members of the Public Galleries Association Victoria (PGAV) for curated exhibitions. Loan applications will be assessed, and decisions will be based on conditions ensuring the safety, security, and appropriate display of the item(s) on loan. Refer to the Nillumbik Shire Public Art Collection Internal Operations Guidelines 2023-2026 for the conditions required for outward and inward loans.

3.4. Collection Management:

The Public Art Collection (PAC) will adhere to industry best practices to ensure its preservation and accessibility. Key components of collection management include:

- Preventive Actions: Proactive measures will be taken to prevent deterioration and damage, including maintaining suitable environmental conditions and implementing security measures.
- Conservation Schedule and Operations: A continuous conservation schedule will address routine cleaning, maintenance, and restoration efforts. Specialised conservation operations will address issues related to the physical condition, stability, and preservation of individual artworks.
- Revaluation: The PAC will be revalued every four years or as deemed required for insurance purposes.
- Display and Accessibility: The PAC aims to enhance community awareness through strategic displays in publicly accessible spaces within Council buildings. Note that ephemeral artworks are not suitable for long-term display in public areas.
- Display Elements: Artworks will be curated for optimal presentation, with informative labels providing context, artist details, and historical significance.
- Engagement: Consideration will be given to public art elements, including special events, community engagement initiatives, and educational programs.
- Documentation and Cataloguing: Comprehensive documentation and cataloguing will ensure accurate records of each artwork, including provenance, condition reports, and conservation work.
- Promote academic and curatorial research on the existing public art collection

4. Roles and responsibilities

The management of the PAC involves several roles and responsibilities to ensure adequate oversight and execution:

- Collection Management: In coordination with relevant units, the designated Council's Arts Officer will utilise the Collection Management System (CMS) to provide necessary information for maintaining the Council's asset register, encompassing the PAC and new acquisitions.

- New Public Art Projects: The designated Council's Arts Officer takes responsibility for public art projects and initiatives on behalf of the Council. This includes commissioning, loans, maintenance, facilitating research, and de-accessioning activities.
- Interdepartmental Collaboration: Other service areas within the Council involved in public art as part of community projects should integrate the designated officer into the working groups from the project's early planning stages.
- Advisory Committees, Project Control Groups, and Community Stakeholders: Committees and Groups, internal and external to the Council, play a crucial role by providing recommendations for public art initiatives.

5. Access, Equity and Inclusion Impacts

The designated Council's Arts Officer 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.

An important first step is to review existing data on artists represented in the collection and begin to collect demographic data, including gender and pronouns. This will improve understanding of priority areas for representation within the collection and help to guide both displays and acquisitions. As part of this process, the designated Council's Arts Officer will benchmark with other councils regarding what and how demographic data is collected and how it is displayed appropriately. Labels and other collateral and published text will be reviewed to improve representation, for example through the continued inclusion of language groups for First Nations artists, as well as including pronouns in labels. In working with artists or donors, the designated Council's Arts Officer will continue to provide assistance with paperwork and processes, being understanding of people's different technical and literacy skills. Moreover, the designated Council's Arts Officer will continue to be understanding of carer and family commitments when creating appointments and project timelines with artists. Financial barriers is also a key concern, and the designated Council's Arts Officer will continue to review project budgets to ensure pay rates meet industry standards, and also explore ways in which to provide further assistance for artists.

6. Related External Legislation, Regulations and Guidelines

- Arts Law: Public Art Guidelines for Artists and Commissioners.
  Helps creators and commissioners of public artworks avoid conflict and misunderstanding both during the commissioning process and for the life of the work.
- Charter of Human Rights and Responsibilities Act 2006
  Sets out the protected rights of all people in Victoria as well as the corresponding obligations on the Victorian Government.

- First Peoples: A Roadmap for Enhancing Indigenous Engagement in Museums and Galleries 2018.
  Provides a roadmap to improving Indigenous engagement and employment for the museums and galleries sector.
- Gender Equity Act 2020
  Promotes gender equality by taking positive action in public institutions towards achieving workplace gender equality; requiring to consider and promote gender equality in their policies, programs and services; and establishing the Public Sector Gender Equality Commissioner to provide education, support implementation and enforce compliance.
- National Association for the Visual Arts, Code of Practice for Visual Arts, Craft and Design 2022.
  Covers best practices approaches to working relationships, ethical standards of access and inclusion, and payment rates in the arts.
- National Association for the Visual Arts, Love your local: How visual artists, makers and designers can engage with local government, 2023.
  A toolkit to assist artists and designers engage with Local Government Authorities.
- National Association for the Visual Arts, Public Art.
  Covers best practices in EOIs, the selection process, the use of appropriate contracts, the insuring of public art work and practitioners, compliancy, the unauthorised use of practitioners' intellectual property, moral rights and the disposal or relocation of art works.
- National Cultural Policy—Revive: a place for every story, a story for every place | Office for the Arts
  Seeks to revive Australia's arts, entertainment and cultural sectors through a 5 year plan.
- National Standards for Australian Museums and Galleries, second edition, 2023.
  Outlines best practice in the museum and gallery sector.

7. Related Council Policies, Procedures, and/or Guidelines

- Access, Equity and Inclusion Policy 2022-2025
  Public Art projects must comply with this policy due to their location in spaces accessible to the general public.
- Arts and Cultural Advisory Committee Terms of Reference endorsed by Council 23 May 2023
  Public Art projects are developed in continuous consultation with Arts and Cultural Advisory Committees, providing a formal mechanism for Council to consult with key stakeholders and seek specialist advice.
- Arts and Culture Strategy 2022-2026
  The PAC Policy aligns with Council's Arts and Culture Strategy.
- Visual Art Collection Guidelines 2023-2026
  This document contains a set of internal operation guidelines to effectively implement the Art Policy.
- Visual Art Collection Policy 2023-2026
  The Art Policy and the Public Art Policy share most of their core elements and they complement each other.

- Climate Action Plan 2022-2032
- Council Plan 2021-2025
  The PAC Policy aligns with Council's principles.
- Customer First Strategy 2023-2026
  The ultimate beneficiary of the PAC is the public, including interactions with the community throughout extensive consultation.
- Gender Equity Action Plan 2022-2025
  This plan is a reference to any public art selection process
- Health and Wellbeing Plan 2021-2025
- Procurement Policy 2021-2025
  A majority of processes that involve hiring services or products are aligned with Procurement Policy.
  A guide to Council's response to the changes posed by Climate Change
- Public Art Guidelines 2023-2026
  This document contains a set of internal operation guidelines to effectively implement the Public Art Policy.

8. Definitions

Reference term	Definition
Acquisition	The process of obtaining ownership or custodianship of a public art asset is achieved through purchase, commission, donation, gift, or bequest.
Arts and Culture Advisory Committee	These are formal bodies established to provide guidance, recommendations, and expertise to the Council regarding public art initiatives.
Civic Collection	Memorabilia objects and artworks of significance; including memorials and monuments created as artworks for the specific purpose to commemorate an event or person, relating to the social and cultural history of the Shire of Nillumbik and of Council.
Commonwealth Cultural Gifts program	A federal initiative that offers tax incentives to encourage people to donate cultural items to public art galleries, museums, libraries and archives in Australia.
Community Arts	Community-led and based artistic processes comprising any arts discipline or form, including visual, literary and performing arts among others.
Community Engagement	The active involvement and participation of the local community in the creation, selection, or appreciation of public artworks.
Condition Report	Condition Reports are a detailed report confirming the condition or conservation of an artwork, both in written form and in photographic documentation. Where possible, an acquisition will be accompanied by a detailed condition report. It may also be necessary to have an official condition report by a qualified expert for a variety of purposes: Insurance, Transportation, Temporary Display, and/or Loans.
Contemporary Arts	Art of today, produced in the late twentieth or by artists living in the twenty-first century comprising any arts discipline or form.
Creative Industries	Industries with a principal purpose relating to cultural, artistic and heritage goods and services.
Cultural heritage	Community expression as a way of living through artistic and cultural knowledge and customs passed from generation to generation.
Cultural Landscape	The term "cultural landscape" embraces a diversity of manifestations of the interaction between humankind and its natural environment.
De-accession	To dispose of a collection item, either by way of return, re-sale or donation.
De-accessioning	To dispose of a collection item, either by way of return, re-sale or donation.
Ephemeral Public Art	To dispose of a collection item as per the de- accessioning criteria of (7.7.1) of the Nillumbik Shire Council Art Collection Curatorial Guidelines 2019-2022.

First Nations Art and Indigenous cultural heritage	Artistic expressions and cultural practices created by First Nations, often reflect their unique heritage, stories, and connection to the land. Within the public art context, First Nations art may be considered for inclusion and acknowledgment in various projects.
Moral rights	The right of an artist to protect the integrity and ownership of their work.
New media Performing arts	Temporary public art with a life-span ranging from fleeting (such as participatory art, performance art and buskers) to five years (such as murals and installations). Arts created with digital technology.
Permanent Public Art	Forms of creative activity that are performed in front of an audience, such as drama, music, and dance.
Placemaking	A public art strategy that involves creating spaces that enhance the community's identity, culture, and sense of place.
Provenance	A record of ownership of a work of art.
Public Art	Any art/media intended for presentation in the public domain and accessible by all.
Sustainability	Activities that meet the needs of the present without compromising the ability of future generations to meet their needs.
The Public Art Collection (PAC)	All items housed in the Nillumbik Shire Public Art Collection.
Vandalism	Vandalism in the form of tagging, graffiti, carving, stickers and others, that may appear on outdoor sculpture will be removed promptly by Council in accordance with Council policy.

Arts and Cultural Development

Nillumbik Shire Art Collection Policy 2019-2022

1. Policy purpose

Nillumbik Shire Council values the interpretation of the Shire's local culture and heritage as expressed through the arts. As such, Council actively collects contemporary and modernist artworks of excellence that reflect our artistic heritage and local culture.

2. Policy scope

The Nillumbik Shire Art Collection is a tangible acknowledgement of Nillumbik's long tradition of artistic values and rich cultural heritage, and supports the development and growth of creative and cultural industries through:

2.1 The acquisition of indoor visual and outdoor public artworks of excellence, which foster the integrity of the collection;

2.2 Encouragement of donations and bequests of artworks to the collection via the Commonwealth Cultural Gifts Program;

2.3 The biennial acquisitive Nillumbik Prize for Contemporary Art;

2.4 Acquisition of significant heritage items and civic objects that reflect Nillumbik's social and cultural history; and

2.5 Public access to collection via display, exhibitions and public programs so as to educate, challenge and engage the community.

3. Collection principles

The Nillumbik Shire Art Collection is a public collection, and a Council asset. As such there is an imperative to ensure return on investment to Council in its acquisitions. Accordingly, all items housed within the collection must meet strict selection criteria and acquisition process as set out in the *Nillumbik Shire Art Collection Curatorial Guidelines 2019-2022*, in accordance with best curatorial practice.

4. Strategic alignment

4.1 Strategic objective 2 of the Council Plan 2017-2021 provides for active lifestyles and artistic expression are fostered through participation and innovation. Priority Action 2.2.2 of the Council Plan provides for the review of this policy.

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4.2 The Arts and Cultural Plan 2018-2022 provides opportunities for the Nillumbik community to foster active lifestyles and artistic expression through participation and innovation. Goal two of the Arts and Cultural Plan 2018-2022 provides for the development and growth of creative and cultural industries.

5. Inclusions

5.1 Visual art collection: two and three-dimensional contemporary (21st and late 20th century) and modernist (early to mid 20th century) visual artworks (including preparatory works if applicable) of excellence in traditional and non-traditional mediums by emerging, mid-career and established artists.

5.2 Public art collection: Permanent or temporary site-specific contemporary art integrated into public space, parks or public facilities designed to stimulate the community and enhance a sense of place. Public art can include such genres as:

- 5.2.1 permanent two or three-dimensional visual art, craft or design.
- 5.2.2 new media such as projection and digital artworks.
- 5.2.3 documentation of ephemeral (temporary) installations and artworks.

5.3 Civic collection: Objects of significance; including memorials and monuments specifically created as artworks, relating to the social and cultural history of Nillumbik.

6. Exclusions

6.1 Artworks not curatorially identified to fit the collection's acquisition criteria.

6.2 Generic, decorative civic features, community art installations, other visual or public artworks, craft and memorabilia commissioned or purchased outside the acquisition processes of the *Nillumbik Shire Art Collection Curatorial Guidelines 2019-2022*.

6.3 Objects of appreciation and memorabilia gifted from community to Council.

6.4 Street and office decorations.

6.5 Artworks will not be accepted from employees or Councillors of Nillumbik Shire Council, nor members of the Arts Advisory Committee.

7. Roles and responsibilities

7.1 The collection curated by the Curator & Creative Industries Officer ("the curator").

7.2 The Arts Advisory Committee provides a formal mechanism for Council to consult with key stakeholders and seek specialist advice in accordance with its Terms of Reference.

7.3 Assets and Property unit of Council will collaborate with Arts and Cultural Development in maintaining Council's asset register to include the collection and new acquisitions.

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8. Policy implementation

In accordance with the *Nillumbik Shire Art Collection Curatorial Guidelines 2019-2022:*

8.1 The curator will act on an opportunity to acquire an exceptional work of art in consultation with the Arts Advisory Committee (via purchase, commission, donation).

8.2 The curator will curate a bi-annual collection exhibition to enable greater public access;

8.3 The curator will display the collection at publicly accessible spaces in Council buildings, the offices of councillors and management, and through loans with secure local commercial organisations such as banks, in accordance with curatorial and collection management requirements.

8.4 The curator will otherwise maintain, conserve and decommission the collection in accordance with curatorial and collection management requirements.

9. Related policies

9.1 Council Plan 2017-2021;

9.2 Nillumbik Shire Council Procurement Policy 2018-2019;

9.3 Arts and Cultural Plan 2018-2022;

9.4 Arts Advisory Committee Terms of Reference endorsed 30 October 2018;

9.5 Nillumbik Shire Art Collection Curatorial Guidelines 2019-2022;

9.6 Nillumbik Shire Public Art Policy and Implementation Guidelines 2019-2022.

10. Policy review

This policy should be reviewed by September 2022.

11. Endorsed by Future Nillumbik Committee (acting under delegation from Council) on 15 October 2019.

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Arts and Cultural Development

Nillumbik Shire Public Art Policy 2019-2022

1. Policy purpose

Investment in public art is tangible acknowledgement of Nillumbik's long tradition of artistic values and rich cultural heritage supports the development and growth of creative and cultural industries and enables community engagement with the arts as an everyday experience. As such, Nillumbik Shire Council actively commissions permanent and ephemeral (temporary) contemporary public artworks that reflect its culture.

2. Policy scope

As the asset-owner of open space, built infrastructure and public facilities, Council has an opportunity to utilise such public spaces for creative expression, but also has the responsibility to manage such sites, which includes the installation of public artworks.

The accompanying *Nillumbik Shire Public Art Implementation Guidelines 2019-2022* provides the framework for:

2.1 The commissioning of public art, ranging from ephemeral (temporary) public art to major public artworks (including sculpture);

2.2 An assessment criteria and approval process for private and community initiated public art proposals;

2.3 A commitment to allocate 1% of Council's capital works budgets exceeding $2 million project value towards public art; and

2.4 A negotiated private developer contribution to include an allocation of 1% of the total project budget exceeding $2 million towards public art.

3. Rule of best practice

Public art should reflect the nuances of local identity, rather than replicate the culture of other communities. Successful public art is intrinsically linked to community, and is specific to the immediate environment in which it is located.

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Whether the public art is ephemeral or permanent, community engagement and support from the outset of the project is vital.

4. Inclusions

Not all public infrastructure or creative activity is considered public art. The scope of activities that are defined as public art for the purpose of the policy include:

4.1 Permanent or ephemeral (temporary) specific contemporary art integrated into public spaces, parks or public facilities, created by professional public artists, and designed to stimulate the community and enhance a sense of place.

4.2 Operational programs, capital works, streetscaping and major commissions.

4.3 Private and community-driven projects that seek planning permits and/or funding from Council.

5. Exclusions

The scope of activities that are not considered public art for the purpose of the policy include:

5.1 Interpretative signage and wayfinding;

5.2 Civic architectural design installations and township decorations;

5.3 Memorials and monuments, unless, the installation is predominantly an artwork, whereby a professional artist or artists has/have been commissioned and an artistic process has formed the context and development of the installation; and

5.4 Advertising

6. Roles and responsibilities

6.1 The Public Art Officer is responsible for public art initiatives (including commissioning, maintenance and decommissioning) on behalf of Council. This includes capital works programs, streetscape works, and major public commissions. This also includes acting as the interface for Council for private and community-driven initiatives.

6.2 Other service areas of Council with a remit for public art as part of community projects and capital works should incorporate the Public Art

Officer into the project working group from the earliest stage of project planning.

6.3 A qualified practicing public artist is commissioned to undertake the public artwork according to Council's procurement framework.

6.4 The Arts Advisory Committee is responsible for making recommendations in relation to public art in accordance with its Terms of Reference.

6.5 The Curator & Creative Industries Officer is responsible for ongoing maintenance, conservation and decommissioning of those public artworks housed within the Nillumbik Shire Art Collection.

7. Policy implementation

In accordance with the Public Art Implementation Guidelines 2019-2022:

7.1 The equivalent of 1 percent of the total budget for publicly accessible capital works projects valued in excess of $2 million, be allocated to incorporate a public artwork as an integral feature.

7.2 A negotiated developer contribution for publically accessible developments with a total value in excess of $2 million require 1 percent of the total budget cost be allocated to the commissioning of public artwork as a key element of the development.

7.3 That a negotiated developer contribution be triggered through the planning permit process, and specify that qualified public artists be commissioned to develop works congruent with the Nillumbik Shire Art Collection.

7.4 An innovative ephemeral public art program be developed to meet the goals of the Arts and Cultural Plan 2018-2022 and available resources.

7.5 Private and community-driven initiatives be assessed in accordance with criteria illustrated in the implementation guidelines.

8. Related policies

8.1 Council Plan 2017-2021;

8.2 Nillumbik Shire Council Procurement Policy 2018-2019;

8.3 Arts and Cultural Plan 2018-2022;

8.4 Arts Advisory Committee Terms of Reference endorsed 30 October 2018;

8.5 Nillumbik Shire Public Art Implementation Guidelines 2019-2022;

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8.6 Nillumbik Shire Art Collection Policy 2019-2022;

8.7 Nillumbik Shire Art Collection Curatorial Guidelines 2019-2022;

9. Policy review

This policy should be reviewed in September 2022.

10. Endorsed by Future Nillumbik Committee (acting under delegation from Council) on 15 October 2019

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Nillumbik Shire Council
Environment and Sustainability Advisory Committee

Terms of Reference

Name

Environment and Sustainability Advisory Committee (**Advisory Committee**)

Introduction

The Environment and Sustainability Advisory Committee provides an opportunity for Council to work with representatives of the community in developing and implementing environment and sustainability policies, strategies and plans. Committee members can also influence Council's direction on environment and sustainability matters by recommending action for Council consideration.

Policy Statement

The Environment and Sustainability Advisory Committee is a broad interest group providing advice to Council on matters relating to environment and sustainability.

Aims

The aim of ESAC is to enable community members with expertise and experience relating to environment and sustainability to provide advice to Council concerning strategic or policy issues.

Objectives

- Provide feedback and advice to Council on environment and sustainability matters including:
    - Biodiversity and land management
    - Climate action – (climate resilience, net-zero emissions, sustainable transport, waste management and circular economy, and integrated water management)
- Consider and provide advice to Council on the development and implementation of its policies, plans and services that impact environment and sustainability.
- Consider and provide advice on key Government initiatives, programs and reviews.
- Represent the views and needs of environment and sustainability stakeholder groups within Nillumbik.

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- Assist Council to communicate, consult and engage more effectively with the broader Nillumbik community.
- Strengthen partnerships with residents, community groups and services in Nillumbik.
- Contribute to a cycle of continually assessing and improving Nillumbik's environment and sustainability programs.

Membership

The Advisory Committee membership will consist of up to fourteen members, selected to represent the broad range of environment and sustainability matters listed on page one, and will include up to:

- Two representatives of the Nillumbik Shire Council (Councillors) – one as Chair, one as alternate Chair.
- Eleven individual members representing the community, comprising a mix of urban and rural residents, businesses and community groups.
- One representative from the Nillumbik Youth Council.

Members will contribute specialist knowledge and expertise to the group, reflecting on and presenting community issues, rather than focusing on personal concerns or individual issues.

All Advisory Committee positions are unpaid positions unless otherwise specified in the Terms of Reference.

Council Directorate

The Advisory Committee falls within Council's Planning, Environment and Strategy directorate and will be managed by Council's Strategic Planning and Environment Department.

Meeting Frequency

The Advisory Committee will be held every two months on the third Wednesday of the month in February, April, June, August, October and November.

Endorsed by Council

These Terms of Reference were endorsed by Council in February 2024.

Next Review Due

February 2026

Informal Meetings of Councillors and Conflicts of Interest

The Advisory Committee is considered an Informal Meeting of Councillors as defined in Clause19 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 may 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, by prior agreement of the Chair on a case-by-case basis, non-members. A working group member will be nominated to provide feedback at the Advisory Committee meetings.

Formal out-of-session meetings may be scheduled on occasion by the Chair, when the timing of a matter that would benefit from Advisory Committee advice requires consideration prior to the next Advisory Committee meeting date.

Recruitment Process

Nominations for appointment of individual members shall be invited through local media and Council publications. Invitations will also be circulated through relevant Council Committees and networks. Representatives of key organisations (where relevant) may be recruited directly by Council staff members, and from other organisations will be sought through advertising.

Gender Equality, Diversity and Inclusiveness

The *Gender Equality Act 2020* commenced on 31 March 2021 and seeks to improve workplace gender equality in the Victorian public sector, universities and local councils.

Local councils are required to promote gender equality in policies, programs and services that impact the public. The committee will actively consider how community members of various ages, abilities, cultural and gender identities, sexual orientation, religions, locations and social economic

backgrounds might access policies, programs or services differently and if are there any barriers which may hinder these groups from accessing these policies, programs or services.

Child Safety and Wellbeing

The safety and wellbeing of children and young people is everyone's responsibility.

Every child and young person has the right to feel safe and we all have a shared responsibility to protect them from harm and abuse.

At Nillumbik Shire Council, we are required by law to implement the Victorian Child Safe Standards and Council is committed to being a child-safe organisation where all children and young people are valued and protected from harm and abuse.

In meeting Council's obligations under the Child Safe Standards, Advisory Committee members are responsible for ensuring that they adhere with Council's Child Safe Policy and Child Safe Reporting processes.

Advisory Committee members are required to observe child safe principles and expectations for appropriate behaviour towards and in the company of children and support the safety, participation, wellbeing and empowerment of children.

Selection Criteria for Membership of Advisory Committees

Nominees for membership must be able to demonstrate:

- Genuine and valuable reasons for wanting to join the advisory committee
- Qualifications, knowledge, skills and/or lived experience that are relevant to the advisory committee

- A strong understanding of local issues that are relevant to the advisory committee terms of reference.
- Strong community networks and linkages.
- An ability to represent a broad range of views that reflect the diversity of the community.
- Endorsement by their own organisation. Individuals should provide two character referees as part of their application, unless they are a returning member.
- An ability to constructively participate in an advisory capacity - including a willingness to contribute positively to meetings in a fair and unbiased manner, and an ability to look beyond personal interests for the benefit of the community and residents in the Shire.
- An ability and willingness to encourage participation from and provide feedback to the community regarding an issue.
- A capacity to commit to the Advisory Committee for the required duration.
- A willingness to celebrate the success and achievements of the issue/s.

All Advisory Committee applications will be considered based on the Key Selection Criteria and Application.

Selection Panel to make recommendation of members on Advisory Committees

- Senior member of Council (CEO or Director/Executive Manager – or delegated Manager)
- Nominated Council staff member from the specific service area related to the issue
- Senior Manager of a local provider or local industry (if appropriate)

A recommendation about the membership is made for the endorsement of Council.

It is noted that once the committee has been appointed, this selection panel is disbanded.

A Councillor must not participate as a selection panel member because in doing so it will trigger the conflict of interest provision of the *Local Government Act 2020* whereby they will have to remove themselves from the decision making process at Council.

The following are examples of selection criteria relevant to the Committee's purpose that might be used in an expression of interest document.

An individual applicant may be selected on the basis of the following criteria:

- Qualifications, skills and experience the person can bring to the Committee.
- Current knowledge of issues relevant to the aims and objectives listed in the Terms of Reference.
- Living, working or engaging in activities in Nillumbik Shire.
- Willingness to commit to a two-year term.
- Ability to represent a diversity of views and interests of the community.

Representatives of organisations may be selected on the basis of that organisation:

- Having involvement and providing services to Nillumbik residents who work within the service industry covered by the Advisory Committee.
- The nature of the service the organisation provides to Nillumbik residents.
- Having capacity to provide a consistent representative for a two-year term.
- The resources and expertise that the organisation can offer the Committee.

Terms of Appointment

- Appointments will be for a two year term.
- Council will appoint a Councillor to chair the meetings.
- Members completing a two year term may re-apply for a further two year term.
- The operations of the Committee will be reviewed annually by Council.
- Members are free to resign in writing from an Advisory Committee at any time. At which time, Council may initially approach one of the unsuccessful applicants or undertake a new expression of interest.

Meeting Frequency

- The Advisory Committee will meet for the frequency listed above.

- It is expected that each member attend a minimum of 60 per cent of all meetings unless reasons are provided to the Chairperson. No reasonable explanation will be denied.
- A member's term of appointment may cease if the member fails to attend three consecutive meetings without prior apology.
- A quorum at a meeting of the Advisory Committee will consist of at least half of the appointed members (excluding Council staff).

Role of Councillor

The role of the Councillor is:

- To act as Chairperson of the Advisory Committee.
- To be the link between Council and the Advisory Committee.
- To table issues and concerns to Council on behalf of the Advisory Committee.

Should the Chairperson be absent from the meeting, the Advisory Committee is to appoint a temporary Chairperson by a majority vote of those members present.

Observers

When observers are invited to attend Advisory Committee meetings, their role is to observe only unless called upon by the Chairperson to participate.

Executive Support

Council's nominated Department or team managing the Advisory Committee will provide executive support to the Advisory Committee.

Role of Committee members

- Commit to serving for two (2) years.
- Prepare for, attend and actively participate in meetings.
- Take an active role in communicating the views of residents and organisations to Council.
- Provide feedback to Council via the Council staff member assigned to convene the Committee.
- Keep the Committee informed of current and emerging developments, and issues and activities relevant to the Committee.
- Respond to requests for input into and/or feedback on Council activities, policies and reports.
- Seek approval from Council prior to making public statements, submissions or announcements or issuing correspondence (including emails) to external stakeholders on behalf of the Committee or Council.

Accountability and Extent of Authority

- All Advisory Committee members have an active role to provide feedback and advice to Council on issues relating to the aims and objectives of the Advisory Committee within the municipality.

- All Advisory Committee members participate in discussions at Advisory Committee meetings.
- All Advisory Committee members have an advisory role and do not hold any authority to make decisions or commitments on behalf of Council.

Monitoring and reporting

- The minutes of Advisory Committee meetings will be circulated to members via email for confirmation, and then placed on Council's Advisory Committee website for viewing.
- All Committee minutes will be presented to Council at the next available Council Meeting for noting.
- Recommendations and requests arising from Advisory Committee meetings will be presented to Councillors for consideration. Where this occurs, the request will require the majority support of the Advisory Committee members present. Responses to recommendations will be determined based on Council's legislative role, stated commitments in Council's policies and plans and budgetary processes.
- Unless the Council staff member managing the Advisory Committee holds the appropriate delegation from Council to act on formal advice provided by the Committee, that advice must be referred to Council for formal resolution to act. Where formal advice provided by the Advisory Committee cannot be acted on with the delegated power of Council staff, it must be referred to Council for formal resolution before being acted on.

Evaluation and Review

The Advisory Committee Terms of Reference and membership will be reviewed and evaluated on an annual basis or as required for any significant changes.

Support to participate in meetings

Council will provide reasonable support for members to participate in the meetings. This will be negotiated with the members as needed.

Induction and Orientation

An induction and orientation process will occur for all members at the beginning of the term of the Advisory Committee.

This process will include:

- Briefing members on the expectations and requirements of membership of the Advisory Committee.
- Providing members with an overview of the advisory structures (including working groups and sub-committees) and decision making processes of Council.
- Introduction to the Council Plan and other relevant Council policies, strategies and plans.
- An overview of key issues relating to the aims and objectives of the Advisory Committee.
- Establishing clear objectives and priorities for the two-year term of the Committee.
- Reviewing Advisory Committee Policy and expectations of members at Advisory Committee meetings and each member signing a declaration to abide by the conduct obligations.
- 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.

Budget

2024-2025

Nillumbik
The Green Wedge Shire

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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 ten 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 assets with a valuation of $911 million. Apart from land, these assets comprise more than $50 million in buildings and around $378 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 2024-2025 Budget has been prepared in conjunction with the Council Plan.

In compliance with the Fair Go Rates System (FGRS) Council is applying a 2.75 percent increase to rates for the 2024-2025 year.

Council proposes an increase of 6.81 percent to the domestic waste service standard charge for the 2024-2025 financial year. This is being driven by 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, an increase in the disposal costs in recycling and general waste, and contamination management and education activities.

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 the continued implementation of the Climate Action Plan has been included in the 2024-2025 budget.

A capital works program of $16.07 million is proposed for 2024-25 including $1.55 million in grant-funded works.

Key projects include:
• Road and carpark renewal
• Buildings renewal (including public toilets)
• Drainage works
• North East Tree Offset Program
• Road upgrades
• Ryans reserve rejuvenation
• Alistair Knox Park changing places amenity upgrades

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

The Budget forecasts an operating surplus of $3.99 million on an accrual accounting basis. The decrease when compared to the 2023-2024 forecast is largely attributable to the reduction of one-off capital grant income.

Financial Snapshot

Key Statistics	2023-24 Forecast $'000	2024-25 Budget $'000
Total operating income	124,957	110,410
Total operating expenditure	105,028	106,419
Comprehensive operating surplus	19,929	3,991
Capital works program	49,518	16,070
Funding the capital works program		
Council cash	22,151	14,518
Borrowings	8,000	-
Grants	18,236	1,552
Contributions	1,131	-

Budgeted expenditure by strategic objective	Budget $'000	% of Budget
Community and connection	14,891	15.19
Place and Space	43,045	43.90
Sustainable and resilient	15,590	15.90
Responsible and accountable	24,517	25.01

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 $68 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 was exhibited for public consultation from 29 February 2024 to 28 March 2024. Members of the community were able to view the draft Budget on Council's website and at Council's offices. Written submissions were made up until 28 March 2024 and were considered by Council in April, prior to finalisation and adoption of the Budget. Submissions were 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 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 2024-2025 Budget is for the year 1 July 2024 to 30 June 2025 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 2025 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.

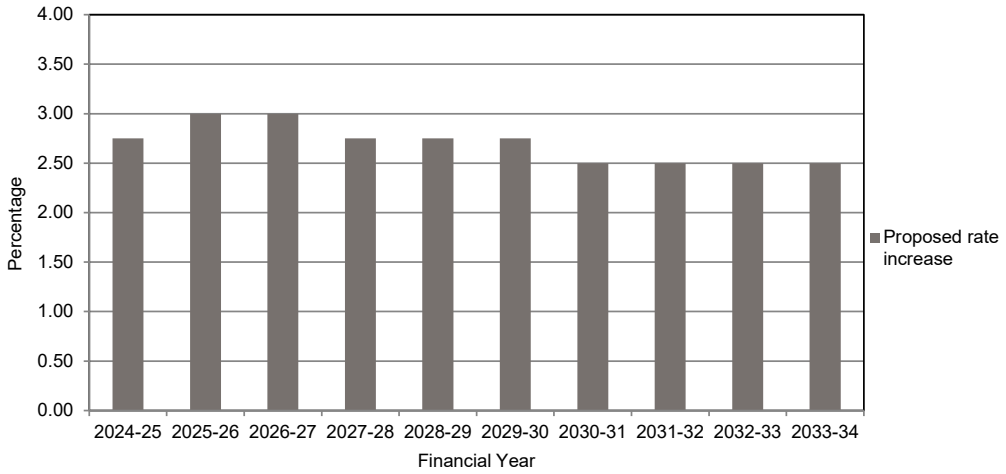
The final step is for Council to adopt the Budget after receiving and considering any submissions from interested parties. The Budget is required to be adopted by 30 June. The key dates for the Budget process are summarised below:

Budget process	Timing
1. Officers update Council's long term financial projections	December 2023 - February 2024
2. Officers prepare draft operating and capital budgets	December 2023 - February 2024
3. Council considers draft budgets at briefings of Councillors	February 2024 - March 2024
4. Proposed budget submitted to Council for approval	27 February 2024
5. Public notice advising intention to adopt Budget	29 February 2024
6. Community engagement process undertaken	29 February 2024 - 28 March 2024
7. Submissions period closes	28 March 2024
8. Submissions considered by Planning and Consultation Committee	16 April 2024
9. Budget submissions presented to Council	28 May 2024
10. Budget presented to Council for adoption	28 May 2024

Budget Trends and Summary

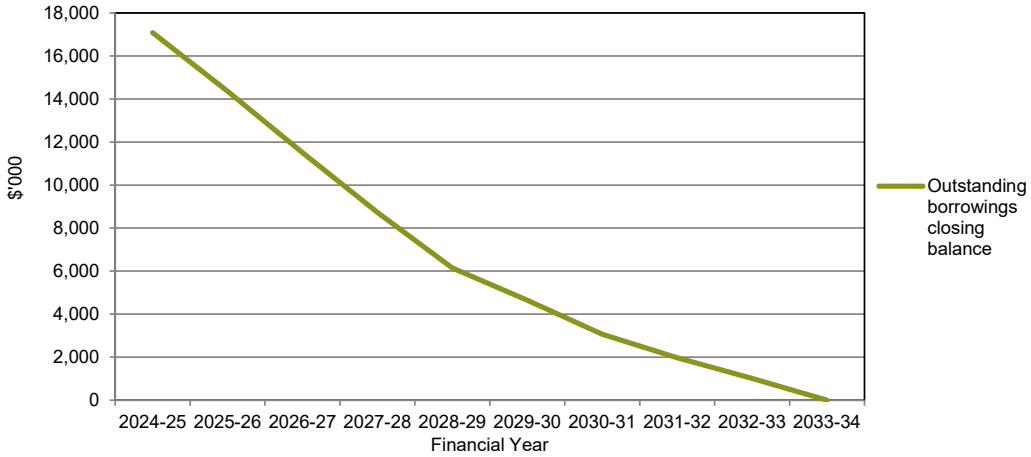
Council has prepared the Budget for the 2024-25 financial year which seeks to balance the demand for services and infrastructure. Key budget trends and outcomes information is provided below.

Rate trends



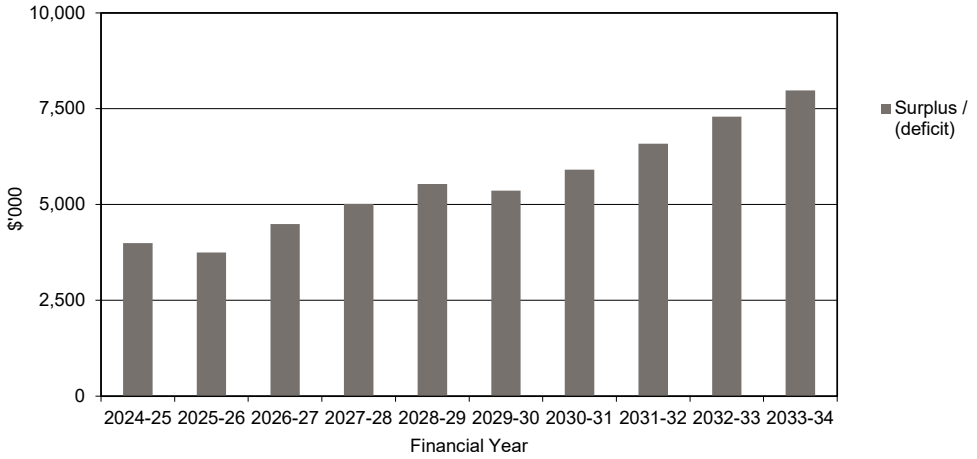
The graph above outlines Council's budgeted rate increase for 2024-25 which is in compliance with the rate cap. The rate cap will be 2.75 percent in 2024-25. It has been assumed that the rate cap will be 3.00 percent in 2025-26 and 2026-2027, 2.75 percent in 2027-28 through to 2029-30, followed by increases of 2.50 percent in each of the following years.

Borrowing trends and outcomes



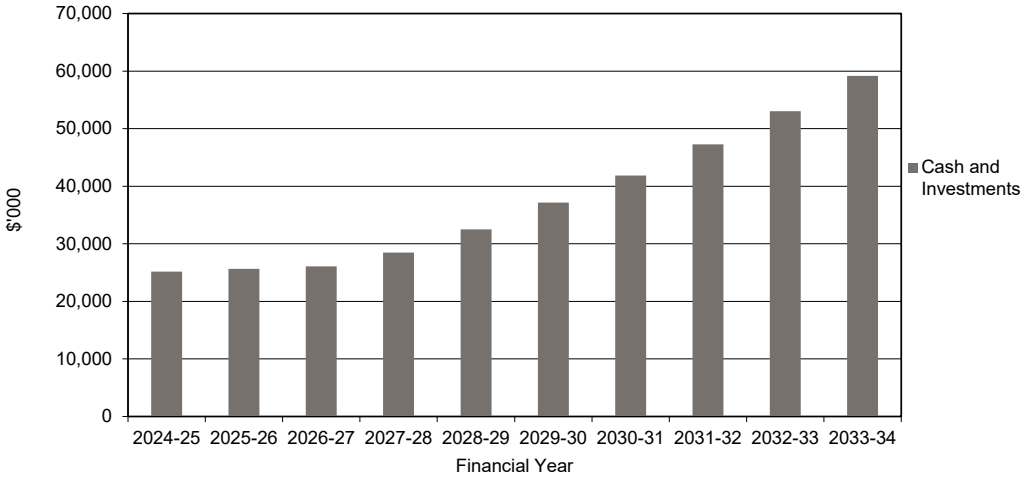
Council is not anticipating to take out any new borrowings in 2024-2025. The graph above outlines Council's existing loan borrowings with the declining trend reflective of current repayment schedules. Borrowings remain within the Auditor-General's low risk range.

Operating result



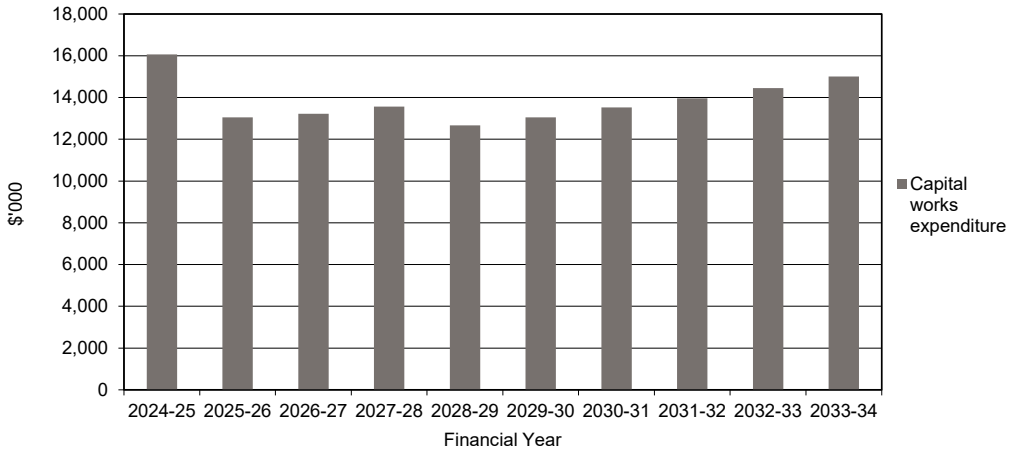
The expected operating result for the 2024-25 year is a surplus of $3.99 million. The above graph projects surpluses to be achieved over the projected 10 years providing capacity for capital investment and debt reduction. The fluctuations are driven by the anticipated receipt of one-off capital grant 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.

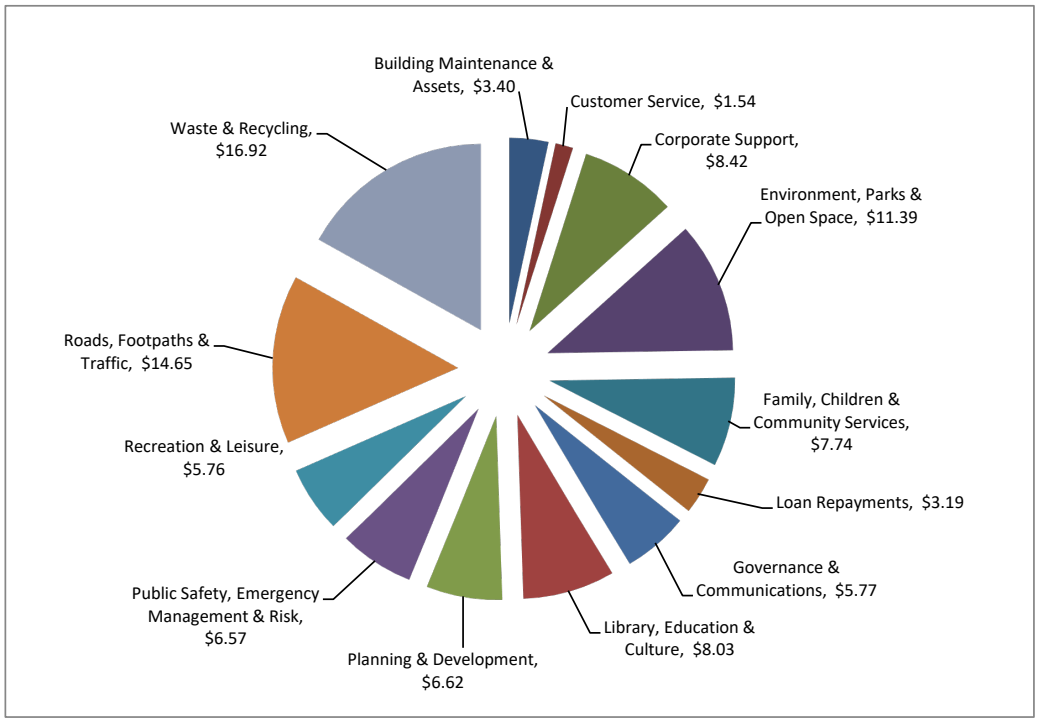
Capital works



The capital works program for 2024-25 will be $16.07 million, of which $14.52 million will be funded by Council cash and $1.55 million from grants. The capital expenditure program has been set and prioritised based on Council's assessment of the need for key projects. The 2024-25 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.

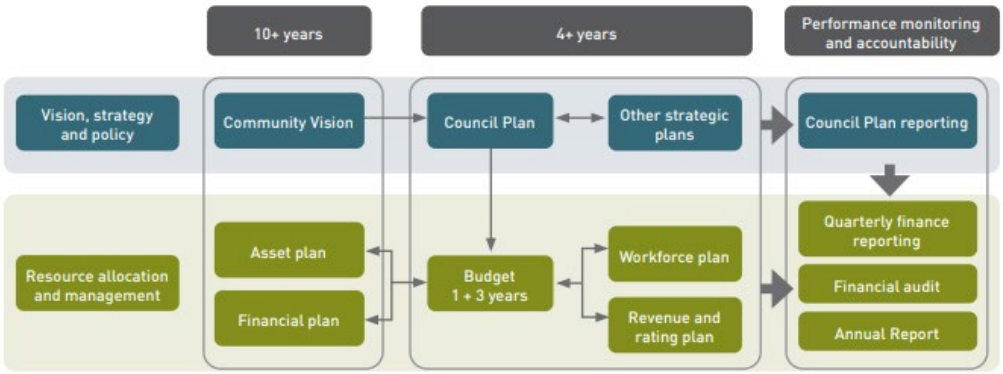


1. Link to the Integrated Planning and Reporting Framework

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.

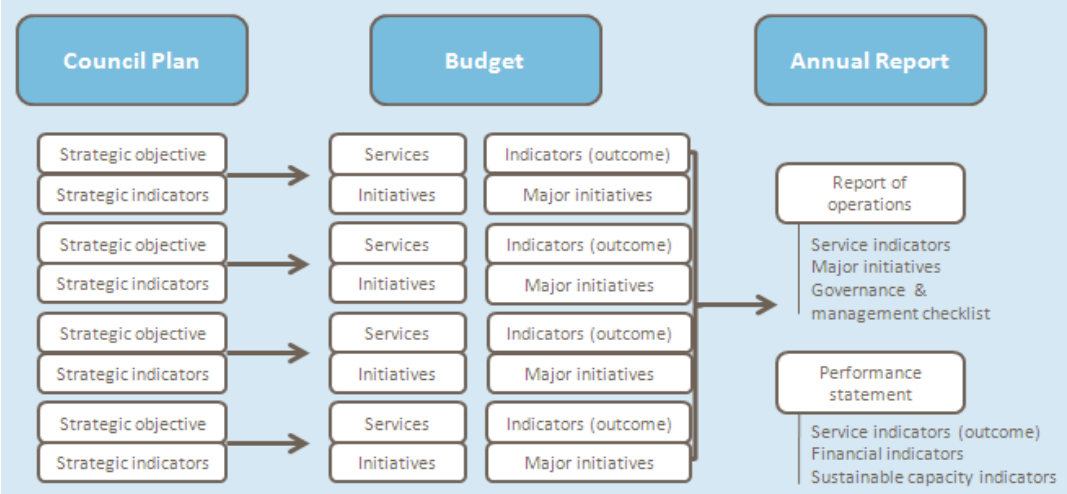
1.2 Strategic objectives

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 2024-2025 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.	2,205 350 **1,855**
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.	1,874 2 **1,872**

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.	465 - **465**
Early years	Provides support and training to families with young children and services delivering early years' education and care programs.	597 252 **345**
Library and community education	Provides facilities and programs for the whole community, including libraries, Living & Learning Nillumbik and Edendale Community Environment Farm.	6,988 1,526 **5,462**
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.	1,889 692 **1,197**
School crossings	Provision of school crossing supervisors for school children across the Shire.	873 355 **518**

Major Initiatives

1) Allocation to support establishing a youth hub service in Diamond Creek
2) Funding to provide dedicated career and upskilling opportunities to support carers transition from caring responsibilities to employment (carers hub initiative)
3) A review of Living & Learning Nillumbik's offerings and services
4) Increased allocation for Nillumbik Community Funding
5) Resources towards environmental volunteering programing

Actions

1) Finalise a Reflect Reconciliation Action Plan, and continue to work towards reconciliation with the Wurundjeri and other First Nations communities
2) Continue to implement the Disability Action Plan 2020-2024
3) Continue to implement the Gender Equality Action Plan 2022-2025
4) Implement annual actions in the Nillumbik Health and Wellbeing Plan 2021-2025
5) Commit resources to and implement an expanded program of environmental volunteering
6) Continue to implement the Youth Strategy 2022-2026 in partnership with our Youth Council
7) Continue to innovate Living & Learning Nillumbik offerings and services to support health and wellbeing outcomes across the community, and provide life-long learning opportunities

Service Performance Outcome Indicators

Service	Indicator	Performance Measure	Computation	2022-23 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	79.87%

Maternal and Child Health (MCH)	Participation	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	73.17%
Libraries	Participation	Active library members (Percentage of the municipal population that are active library members)	[Number of active library members / municipal population] x100	25.83%

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.	931 6 **925**
Building safety and regulation	Responsible for administration and enforcement of certain parts of the Building Act 1993 and Regulations.	1,234 764 **470**
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.	3,312 1,670 **1,642**
Leisure facilities and services	Responsible for the provision of leisure facilities and services for the whole community, including leisure centres, sportsgrounds, recreation trails and playgrounds.	15,238 14,953 **285**
Local laws and parking	Administers local laws, car parking regulation and amenity protection for the whole community.	862 598 **264**
Parks and reserves maintenance	Maintains parks, sportsgrounds, conservation reserves, street trees and roadsides across the Shire.	7,189 47 **7,142**
Property and asset management	Provides infrastructure, asset management and planning, building maintenance and fencing, and property, fleet, community centres and halls network management.	4,203 527 **3,676**

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.	5,023 1 **5,022**
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	3,897 1,065 **2,832**
Strategic planning	Provides land use planning and policy, planning scheme management, activity centre planning and heritage protection across the Shire.	1,155 - **1,155**

Major Initiatives

1) Planning Scheme Amendment for Neighbourhood Character Strategy
2) Planning Scheme Amendment for Municipal Planning Strategy
3) Planning Scheme Amendment for Housing Strategy
4) Diamond Creek Community Facilities Masterplan
5) Allocation towards Wadambuk St Andews Community Centre service agreement
6) Facilitate place-making across the Shire to support shared outcomes between community and Council

Actions

1) Continue to implement annual actions in the Arts and Culture Strategy 2022-2026
2) Seek authorisation from the Minister for Planning to prepare and exhibit an amendment to include the adopted Municipal Planning Strategy into the planning scheme
3) Implement annual actions in support of the Green Wedge Management Plan 2019
4) Finalise and adopt the new Biodiversity Strategy, including an investigation into measures to establish and enhance the urban tree canopy and protect wildlife
5) Continue to implement the Recreation and Leisure Strategy 2022-2030
6) Complete and adopt the Wattle Glen Public Realm Framework, subject to approval from other agencies including Department of Transport & Planning and VicTrack
7) Continue to implement the adopted place-making framework to support shared outcomes between community and Council
8) Complete the development of a Housing Strategy for the Shire
9) Progress the planning scheme amendment process to implement the Major Activity Centre structure plans for Diamond Creek and Eltham into the planning scheme
10) Continue to develop a masterplan for community facilities in Diamond Creek, including recreation, social and cultural infrastructure
11) Complete and adopt a new Integrated Transport Strategy

Service Performance Outcome Indicators

Service	Indicator	Performance Measure	Computation	2022-23 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	11.22

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	46.15%
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.	68.50

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.	1,201 5 **1,196**
Recycling and Waste Services	Provides collection of household waste, recycling, green waste, hard waste, waste education and landfill rehabilitation for the whole community.	13,288 682 **12,606**
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.	1,101 297 **804**

Major Initiatives

1) Nillumbik Forest Health Monitoring Program
2) Promoting agriculture
3) Climate Action Plan implementation
4) Nillumbik Environment Climate Action Hub at Edendale Community Environment Farm

Actions

1) Continue to implement annual actions in the Climate Action Plan 2022-2032
2) Continue to establish a climate action hub at Edendale Community Environment Farm
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) Consider sustainable materials and product selection as part of the holistic review of Council's Procurement Policy, in line with the Local Government Act 2020
5) Develop a roadmap regarding Environmental Sustainable Development (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
6) Complete a review of the Integrated Water Management Strategy
7) Continue to implement annual actions in the Economic Development Strategy 2020-2030

Service Performance Outcome Indicators

Service	Indicator	Performance Measure	Computation	2022-23 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	72.24%

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.	986 984 **2**
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.	2,397 5 **2,392**
Communications	Assists Council and staff to communicate its decisions, services, activities and events through print and electronic communication channels.	1,287 - **1,287**
Customer Service	Provides frontline customer service and reception services, and is responsible for driving key changes in behaviour achieving customer experience improvements.	1,228 - **1,228**
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.	1,650 16 **1,634**

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.	843 306 **537**
Finance	Provides internal service delivery in finance, budgeting and procurement services, rates and property valuations.	6,468 3,889 **2,579**
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.	3,691 - **3,691**
Human Resources	Provides internal service delivery in the areas of recruitment and selection, staff learning and development and employee and industrial relations.	1,665 202 **1,463**
Information and Technology	Provides internal service delivery in information technology services and solutions, on-line services and telecommunications.	4,303 - **4,303**

Actions

1) Continue to advocate on key issues in line with Council's Advocacy Plan
2) Report quarterly on the annual budget
3) Continue to deliver our capital works program
4) Continue to implement the Communications Strategy 2022-2025
5) Continue to implement the Nillumbik Customer First Strategy 2023-2026 through Council's operations

Service Performance Outcome Indicators

Service	Indicator	Performance Measure	Computation	2022-23 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	1.00
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	100.00%

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	67.70

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 2023-2024 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	11,714	14,891	3,177
Place and Space	23,415	43,045	19,630
Sustainable and resilient	14,606	15,590	984
Responsible and accountable	19,131	24,517	5,386
Total services and initiatives	**68,866**	**98,043**	**29,177**
Add			
Depreciation	12,440		
Amortisation - right of use assets	410		
Finance costs - leases	55		
Written down value of assets sold	222		
Subtract			
Debt redemption	2,601		
Transfer to and from reserves	2,027		
Deficit before funding sources	**77,365**		
Funding sources added back:			
Net rates and charges	79,582		
Capital funding sources	1,774		
Total funding sources	**81,356**		
Operating (surplus)/deficit for the year	**(3,991)**		

3. Financial Statements

This section presents information in regard to the Financial Statements and Statement of Human Resources. The budget information for the year 2024-2025 has been supplemented with projections to 2033-2034.

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 2029

	Notes	Forecast Budget	**Budget**	Projections			
		2023-24 $'000	**2024-25 $'000**	2025-26 $'000	2026-27 $'000	2027-28 $'000	2028-29 $'000
Income / Revenue							
Rates and charges	4.1.1	77,118	80,272	83,038	85,533	87,940	90,322
Statutory fees and fines	4.1.2	2,041	2,128	2,191	2,257	2,325	2,377
User fees	4.1.3	17,063	18,682	19,242	19,819	20,414	21,026
Grants - operating	4.1.4	7,759	5,704	5,875	6,051	6,233	6,420
Grants - capital	4.1.4	18,236	1,552	740	740	740	740
Contributions - monetary	4.1.5	1,235	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	1,505	1,968	2,027	2,087	2,150	2,215
Total income / revenue		124,957	**110,410**	113,220	116,597	119,915	123,216
Expenses							
Employee costs	4.1.7	40,801	42,357	43,844	45,047	46,171	47,323
Materials and services	4.1.8	43,692	43,522	44,861	46,179	47,538	48,937
Depreciation	4.1.9	12,326	12,440	12,588	12,630	12,858	12,991
Allowance for impairment losses		-	-	-	-	-	-
Depreciation - right of use assets	4.1.10	460	410	410	773	642	726
Borrowing costs		638	966	830	685	539	400
Finance costs - leases		77	55	35	36	37	38
Other expenses	4.1.11	7,034	6,669	6,903	6,759	7,116	7,265
Total expenses		105,028	**106,419**	109,471	112,109	114,901	117,680
Surplus / (deficit) for the year		19,929	**3,991**	3,749	4,488	5,014	5,536
Other comprehensive income							
Items that will not be reclassified to surplus or deficit in future periods							
Net asset revaluation gain /(loss)		-	-	-	-	-	-
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		19,929	**3,991**	3,749	4,488	5,014	5,536

Comprehensive Income Statement Forward Estimates
For the five years ending 30 June 2034

	Forward Estimates				
	2029-30 $'000	2030-31 $'000	2031-32 $'000	2032-33 $'000	2033-34 $'000
Income					
Rates and charges	92,054	94,477	97,009	99,618	102,306
Statutory fees and fines	2,431	2,479	2,529	2,580	2,631
User fees	21,657	22,307	22,976	23,665	24,375
Grants - operating	6,613	6,811	7,015	7,226	7,443
Grants - capital	740	740	740	740	740
Contributions - monetary	120	124	127	131	135
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	2,281	2,349	2,420	2,493	2,567
Total income	125,896	129,287	132,816	136,453	140,197
Expenses					
Employee costs	48,503	49,592	50,706	51,844	53,009
Materials and services	50,378	51,862	53,391	54,966	56,588
Depreciation	13,085	13,188	13,219	13,231	13,284
Allowance for impairment losses	-	-	-	-	-
Depreciation - right of use assets	644	861	644	644	644
Borrowing costs	295	217	143	84	30
Finance costs - leases	39	40	41	43	44
Other expenses	7,587	7,617	8,087	8,349	8,619
Total expenses	120,531	123,377	126,231	129,161	132,218
Surplus (deficit) for the year	5,365	5,910	6,585	7,292	7,979
Other comprehensive income					
Items that will not be reclassified to surplus or deficit in future periods					
Net asset revaluation gain /(loss)	-	-	-	-	-
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	5,365	5,910	6,585	7,292	7,979

Balance Sheet
For the five years ending 30 June 2029

	Notes	Forecast Budget	**Budget**	Projections			
		2023-24	**2024-25**	2025-26	2026-27	2027-28	2028-29
		$'000	**$'000**	$'000	$'000	$'000	$'000
Current assets							
Cash and cash equivalents		31,481	25,154	25,639	26,091	28,460	32,509
Trade and other receivables		7,497	6,625	6,793	6,996	7,195	7,393
Prepayments		-	-	-	-	-	-
Other financial assets		250	250	250	250	250	250
Non-current assets classified as held for sale		-	-	-	-	-	-
Other assets		32	32	32	32	33	33
Total current assets	4.2.1	39,260	**32,061**	32,714	33,369	35,938	40,185
Non-current assets							
Trade and other receivables		784	625	502	401	321	257
Other financial assets		5	5	5	5	5	5
Investments in associates and joint arrangement and subsidiaries		1,636	1,636	1,636	1,636	1,636	1,636
Property, infrastructure, plant & equipment		947,645	950,750	950,783	951,021	950,980	950,106
Right-of-use assets	4.2.4	1,993	1,323	913	1,724	1,432	1,618
Investment property		-	-	-	-	-	-
Intangible assets		-	-	-	-	-	-
Total non-current assets	4.2.1	952,063	**954,339**	953,839	954,787	954,374	953,622
Total assets		991,323	**986,400**	986,553	988,156	990,312	993,807
Current liabilities							
Trade and other payables		5,735	5,751	5,938	6,081	6,267	6,438
Trust funds and deposits		3,201	3,201	3,201	3,201	3,201	3,201
Provisions		9,493	9,648	9,262	8,403	8,564	8,728
Contract and other liabilities		2,735	233	111	111	111	111
Interest-bearing liabilities	4.2.3	2,601	2,731	2,848	2,786	2,572	1,503
Lease liabilities	4.2.4	450	321	809	679	764	683
Total current liabilities	4.2.2	24,215	**21,885**	22,169	21,261	21,479	20,664
Non-current liabilities							
Provisions		8,193	6,991	6,810	6,631	6,456	6,286
Interest-bearing liabilities	4.2.3	17,085	14,354	11,506	8,721	6,148	4,645
Lease liabilities	4.2.4	1,543	1,002	104	1,044	668	935
Total non-current liabilities	4.2.2	26,821	**22,347**	18,420	16,396	13,272	11,866
Total liabilities		51,036	**44,232**	40,589	37,657	34,751	32,530
Net assets		940,287	**942,168**	945,964	950,499	955,561	961,277
Equity							
Accumulated surplus		431,520	435,511	439,261	443,749	448,763	454,299
Reserves		508,767	506,657	506,703	506,750	506,798	506,978
Total equity		940,287	**942,168**	945,964	950,499	955,561	961,277

Balance Sheet Forward Estimates

For the five years ending 30 June 2034

	Forward Estimates				
	2029-30 $'000	2030-31 $'000	2031-32 $'000	2032-33 $'000	2033-34 $'000
Current assets					
Cash and cash equivalents	37,179	41,867	47,275	53,039	59,177
Trade and other receivables	7,554	7,757	7,969	8,187	8,412
Prepayments	-	-	-	-	-
Other financial assets	250	250	250	250	250
Non-current assets classified as held for sale	-	-	-	-	-
Other assets	33	34	34	34	35
Total current assets	45,016	49,908	55,528	61,510	67,874
Non-current assets					
Trade and other receivables	206	164	132	105	84
Other financial assets	5	5	5	5	5
Investments in associates and joint arrangement and subsidiaries	1,636	1,636	1,636	1,636	1,636
Property, infrastructure, plant & equipment	949,630	949,541	949,914	950,764	952,050
Right-of-use assets	1,436	1,919	1,436	1,436	1,436
Investment property	-	-	-	-	-
Intangible assets	-	-	-	-	-
Total non-current assets	952,913	953,265	953,123	953,946	955,211
Total assets	997,929	1,003,173	1,008,651	1,015,456	1,023,085
Current liabilities					
Trade and other payables	6,628	6,792	6,999	7,191	7,394
Trust funds and deposits	3,201	3,201	3,201	3,201	3,201
Provisions	8,895	9,065	9,238	9,415	9,596
Contract and other liabilities	111	111	111	111	111
Interest-bearing liabilities	1,574	1,102	957	1,011	-
Lease liabilities	901	686	687	688	-
Total current liabilities	21,310	20,957	21,193	21,617	20,302
Non-current liabilities					
Provisions	6,119	5,958	5,802	5,650	5,670
Interest-bearing loans and borrowings	3,071	1,969	1,012	-	-
Lease liabilities	535	1,233	749	748	1,436
Total non-current liabilities	9,725	9,160	7,563	6,398	7,106
Total liabilities	31,035	30,117	28,756	28,015	27,408
Net assets	966,894	973,056	979,895	987,441	995,677
Equity					
Accumulated surplus	459,664	465,574	472,159	479,450	487,430
Reserves	507,230	507,482	507,736	507,991	508,247
Total equity	966,894	973,056	979,895	987,441	995,677

Statement of Changes in Equity

For the five years ending 30 June 2029

* 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
2024 Forecast Actual					
Balance at beginning of the financial year		920,358	411,590	476,291	32,477
Surplus / (deficit) for the year		19,929	19,929	-	-
Net asset revaluation gain / (loss)		11,049	-	11,049	-
Transfer to other reserves		2,331	-	-	2,331
Transfer from other reserves		(13,380)	-	-	(13,380)
Balance at end of the financial year		940,287	431,519	487,340	21,427
2025					
Balance at beginning of the financial year		940,287	431,520	487,340	21,427
Surplus / (deficit) for the year		3,991	3,991	-	-
Net asset revaluation gain / (loss)		-	-	-	-
Transfer to other reserves	4.3.1	2,331	-	-	2,331
Transfer from other reserves	4.3.1	(4,441)	-	-	(4,441)
Balance at end of the financial year	4.3.2	**942,168**	**435,511**	**487,340**	**19,317**
2026					
Balance at beginning of the financial year		942,168	435,511	487,340	19,317
Surplus / (deficit) for the year		3,749	3,749	-	-
Net asset revaluation increment / (decrement)		-	-	-	-
Transfer to other reserves		2,346	-	-	2,346
Transfer from other reserves		(2,300)	-	-	(2,300)
Balance at end of the financial year		945,963	439,260	487,340	19,363
2027					
Balance at beginning of the financial year		945,963	439,260	487,340	19,363
Surplus / (deficit) for the year		4,488	4,488	-	-
Net asset revaluation gain / (loss)		-	-	-	-
Transfer to other reserves		2,347	-	-	2,347
Transfer from other reserves		(2,300)	-	-	(2,300)
Balance at end of the financial year		950,498	443,748	487,340	19,410
2028					
Balance at beginning of the financial year		950,498	443,748	487,340	19,410
Surplus / (deficit) for the year		5,014	5,014	-	-
Net asset revaluation gain / (loss)		-	-	-	-
Transfer to other reserves		1,804	-	-	1,804
Transfer from other reserves		(1,756)	-	-	(1,756)
Balance at end of the financial year		955,560	448,762	487,340	19,458
2029					
Balance at beginning of the financial year		955,560	448,762	487,340	19,458
Surplus / (deficit) for the year		5,536	5,536	-	-
Net asset revaluation gain / (loss)		-	-	-	-
Transfer to other reserves		587	-	-	587
Transfer from other reserves		(407)	-	-	(407)
Balance at end of the financial year		961,276	454,298	487,340	19,638

Statement of Changes in Equity Forward Estimates
For the five years ending 30 June 2034
* 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
2030				
Balance at beginning of the financial year	961,276	454,298	487,340	19,638
Surplus / (deficit) for the year	5,365	5,365	-	-
Net asset revaluation gain / (loss)	-	-	-	-
Transfer to other reserves	588	-	-	588
Transfer from other reserves	(336)	-	-	(336)
Balance at end of the financial year	966,893	459,663	487,340	19,890
2031				
Balance at beginning of the financial year	966,893	459,663	487,340	19,890
Surplus / (deficit) for the year	5,910	5,910	-	-
Net asset revaluation gain / (loss)	-	-	-	-
Transfer to other reserves	589	-	-	589
Transfer from other reserves	(337)	-	-	(337)
Balance at end of the financial year	973,055	465,573	487,340	20,142
2032				
Balance at beginning of the financial year	973,055	465,573	487,340	20,142
Surplus / (deficit) for the year	6,585	6,585	-	-
Net asset revaluation gain / (loss)	-	-	-	-
Transfer to other reserves	591	-	-	591
Transfer from other reserves	(337)	-	-	(337)
Balance at end of the financial year	979,894	472,158	487,340	20,396
2033				
Balance at beginning of the financial year	979,894	472,158	487,340	20,396
Surplus / (deficit) for the year	7,292	7,292	-	-
Net asset revaluation gain / (loss)	-	-	-	-
Transfer to other reserves	592	-	-	592
Transfer from other reserves	(337)	-	-	(337)
Balance at end of the financial year	987,441	479,450	487,340	20,651
2034				
Balance at beginning of the financial year	987,441	479,450	487,340	20,651
Surplus / (deficit) for the year	7,979	7,979	-	-
Net asset revaluation gain / (loss)	-	-	-	-
Transfer to other reserves	593	-	-	593
Transfer from other reserves	(337)	-	-	(337)
Balance at end of the financial year	995,676	487,429	487,340	20,907

Statement Cash Flows

For the five years ending 30 June 2029

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

	Notes	Forecast Budget	**Budget**	Projections			
		2023-24	**2024-25**	2025-26	2026-27	2027-28	2028-29
		$'000 Inflows / (Outflows)	**$'000 Inflows / (Outflows)**	$'000 Inflows / (Outflows)	$'000 Inflows / (Outflows)	$'000 Inflows / (Outflows)	$'000 Inflows / (Outflows)
Cash flows from operating activities							
Rates and charges		82,826	81,127	83,028	85,471	87,861	90,227
Statutory fees and fines		2,297	2,172	2,183	2,247	2,315	2,367
User fees		17,319	18,726	19,234	19,809	20,404	21,016
Grants - operating		5,847	5,247	5,842	6,041	6,223	6,410
Grants - capital		9,821	(406)	634	730	730	730
Contributions - monetary		1,235	104	107	110	113	116
Interest received		800	1,250	1,288	1,326	1,366	1,407
Dividends received		-	-	-	-	-	-
Trust funds and deposits taken		-	-	-	-	-	-
Other receipts		705	718	740	761	784	808
Net GST refund / payment		-	-	-	-	-	-
Employee costs		(40,633)	(42,185)	(43,669)	(44,868)	(45,989)	(47,137)
Materials and services		(48,433)	(47,072)	(45,411)	(47,247)	(47,544)	(48,951)
Trust funds and deposits repaid		-	-	-	-	-	-
Other payments		(7,034)	(6,669)	(6,903)	(6,759)	(7,116)	(7,265)
Net cash provided by / (used in) operating activities	4.4.1	24,750	**13,012**	17,073	17,621	19,147	19,728
Cash flows from investing activities							
Payments for property, infrastructure, plant and equipment		(50,579)	(15,530)	(12,750)	(12,918)	(13,255)	(12,237)
Proceeds from sale of property, infrastructure, plant and equipment		280	222	168	91	480	294
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	(50,299)	**(15,308)**	(12,582)	(12,827)	(12,775)	(11,943)
Cash flows from financing activities							
Finance costs		(638)	(966)	(830)	(685)	(539)	(400)
Proceeds from borrowings		8,000	-	-	-	-	-
Repayment of borrowings		(1,894)	(2,601)	(2,731)	(2,848)	(2,786)	(2,572)
Interest paid - lease liability		(77)	(55)	(35)	(36)	(37)	(38)
Repayment of lease liabilities		(460)	(410)	(410)	(773)	(642)	(726)
Net cash provided by / (used in) financing activities	4.4.3	4,931	**(4,032)**	(4,006)	(4,342)	(4,004)	(3,736)
Net increase / (decrease) in cash & cash equivalents		**(20,618)**	**(6,328)**	**485**	**452**	**2,369**	**4,049**
Cash and cash equivalents at the beginning of the financial year		52,099	31,481	25,154	25,639	26,091	28,460
Cash and cash equivalents at the end of the financial year		31,481	25,154	25,639	26,091	28,460	32,509

Statement of Cash Flows Forward Estimates
For the five years ending 30 June 2034
* Balances at the end of the financial year may be subject to rounding differences.

	Forward Estimates				
	2029-30 $'000 Inflows / (Outflows)	2030-31 $'000 Inflows / (Outflows)	2031-32 $'000 Inflows / (Outflows)	2032-33 $'000 Inflows / (Outflows)	2033-34 $'000 Inflows / (Outflows)
Cash flows from operating activities					
Rates and charges	91,976	94,355	96,872	99,469	102,147
Statutory fees and fines	2,423	2,469	2,518	2,569	2,620
User fees	21,649	22,297	22,965	23,654	24,364
Grants - operating	6,605	6,801	7,004	7,215	7,432
Grants - capital	732	730	729	729	729
Contributions - monetary	120	124	127	131	135
Interest received	1,449	1,493	1,537	1,583	1,631
Dividends received	-	-	-	-	-
Trust funds and deposits taken	-	-	-	-	-
Other receipts	832	856	883	910	936
Net GST refund / payment	-	-	-	-	-
Employee costs	(48,314)	(49,399)	(50,509)	(51,643)	(52,804)
Materials and services	(50,369)	(51,875)	(53,357)	(54,943)	(56,383)
Trust funds and deposits repaid	-	-	-	-	-
Other payments	(7,587)	(7,617)	(8,087)	(8,349)	(8,619)
Net cash provided by / (used in) operating activities	19,516	20,233	20,682	21,325	22,187
Cash flows from investing activities					
Payments for property, infrastructure, plant and equipment	(12,546)	(13,018)	(13,441)	(13,916)	(14,458)
Proceeds from sale of property, infrastructure, plant and equipment	181	164	97	83	137
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	(12,365)	(12,854)	(13,344)	(13,833)	(14,321)
Cash flows from financing activities					
Finance costs	(295)	(217)	(143)	(84)	(30)
Proceeds from borrowings	-	-	-	-	-
Repayment of borrowings	(1,503)	(1,574)	(1,102)	(957)	(1,011)
Interest paid - lease liability	(39)	(40)	(41)	(43)	(44)
Repayment of lease liabilities	(644)	(861)	(644)	(644)	(644)
Net cash provided by / (used in) financing activities	(2,481)	(2,692)	(1,930)	(1,728)	(1,729)
Net increase / (decrease) in cash & cash equivalents	**4,670**	**4,688**	**5,408**	**5,764**	**6,138**
Cash and cash equivalents at the beginning of the financial year	32,509	37,179	41,867	47,275	53,039
Cash and cash equivalents at the end of the financial year	37,179	41,867	47,275	53,039	59,177

Statement of Capital Works
For the five years ending 30 June 2029

	Notes	Forecast Budget	**Budget**	Projections			
		2023-24	**2024-25**	2025-26	2026-27	2027-28	2028-29
		$'000	**$'000**	$'000	$'000	$'000	$'000
Property							
Land		-	-	-	-	-	-
Land improvements		-	-	-	-	-	-
Total land		**-**	**-**	**-**	**-**	**-**	**-**
Buildings		8,941	610	520	550	590	630
Heritage buildings		-	-	-	-	-	-
Building improvements		-	-	-	-	-	-
Leasehold improvements		-	-	-	-	-	-
Total buildings		**8,941**	**610**	**520**	**550**	**590**	**630**
Total property		**8,941**	**610**	**520**	**550**	**590**	**630**
Plant and equipment							
Heritage plant and equipment		-	-	-	-	-	-
Plant, machinery and equipment		1,965	1,263	1,492	650	2,082	1,285
Fixtures, fittings and furniture		375	315	315	340	375	380
Computers and telecommunications		-	-	-	-	-	-
Library books		-	-	-	-	-	-
Total plant and equipment		**2,339**	**1,578**	**1,807**	**990**	**2,457**	**1,665**
Infrastructure							
Roads		9,091	2,850	3,005	3,055	3,070	3,120
Bridges		172	150	150	150	150	170
Footpaths and cycleways		801	630	630	655	680	700
Drainage		1,187	885	885	950	975	950
Recreational, leisure and community facilities		15,166	2,733	2,790	3,375	3,520	3,790
Waste management		7,232	4,111	1,763	1,763	1,219	-
Parks, open space and streetscapes		766	1,132	330	410	420	470
Aerodromes		-	-	-	-	-	-
Off street car parks		-	-	-	-	-	-
Other infrastructure		3,822	1,391	1,168	1,323	485	1,166
Total infrastructure		**38,237**	**13,882**	**10,721**	**11,681**	**10,519**	**10,366**
Total capital works expenditure	4.5.1	**49,518**	**16,070**	**13,048**	**13,220**	**13,565**	**12,661**
Represented by:							
New asset expenditure		11,065	932	145	145	150	160
Asset renewal expenditure		9,638	6,196	6,943	6,994	8,137	7,943
Asset expansion expenditure		2,708	684	700	650	680	680
Asset upgrade expenditure		26,108	8,258	5,260	5,431	4,599	3,878
Total capital works expenditure	4.5.1	**49,518**	**16,070**	**13,048**	**13,220**	**13,566**	**12,661**
Funding sources represented by:							
Grants		18,236	1,552	740	740	740	740
Contributions		1,131	-	-	-	-	-
Council cash		22,151	14,518	12,308	12,480	12,825	11,921
Borrowings		8,000	-	-	-	-	-
Total capital works expenditure	4.5.1	**49,518**	**16,070**	**13,048**	**13,220**	**13,565**	**12,661**

Statement of Capital Works Forward Estimates
For the five years ending 30 June 2034

	Forward Estimates				
	2029-30 $'000	2030-31 $'000	2031-32 $'000	2032-33 $'000	2033-34 $'000
Property					
Land	-	-	-	-	-
Land improvements	-	-	-	-	-
Total land	**-**	**-**	**-**	**-**	**-**
Buildings	650	775	800	840	845
Heritage buildings	-	-	-	-	-
Building improvements	-	-	-	-	-
Leasehold improvements	-	-	-	-	-
Total buildings	**650**	**775**	**800**	**840**	**845**
Total property	**650**	**775**	**800**	**840**	**845**
Plant and equipment					
Heritage plant and equipment	-	-	-	-	-
Plant, machinery and equipment	1,010	1,098	516	380	694
Fixtures, fittings and furniture	380	390	440	450	480
Computers and telecommunications	-	-	-	-	-
Library books	-	-	-	-	-
Total plant and equipment	**1,390**	**1,488**	**956**	**830**	**1,174**
Infrastructure					
Roads	3,010	2,810	2,895	2,975	3,125
Bridges	130	200	200	200	200
Footpaths and cycleways	700	770	770	800	850
Drainage	925	1,125	1,200	1,200	1,200
Recreational, leisure and community facilities	3,900	4,160	5,140	6,000	6,300
Waste management	-	-	-	-	-
Parks, open space and streetscapes	520	620	635	645	655
Aerodromes	-	-	-	-	-
Off street car parks	-	-	-	-	-
Other infrastructure	1,823	1,582	1,368	959	655
Total infrastructure	**11,008**	**11,267**	**12,208**	**12,779**	**12,985**
Total capital works expenditure	**13,048**	**13,531**	**13,964**	**14,450**	**15,004**
Represented by:					
New asset expenditure	150	160	165	175	175
Asset renewal expenditure	8,094	8,260	8,190	8,003	8,474
Asset expansion expenditure	625	645	730	740	740
Asset upgrade expenditure	4,179	4,466	4,879	5,532	5,615
Total capital works expenditure	**13,048**	**13,531**	**13,964**	**14,450**	**15,004**
Funding sources represented by:					
Grants	740	740	740	740	740
Contributions	-	-	-	-	-
Council cash	12,308	12,791	13,224	13,710	14,264
Proceeds on sale of assets	-	-	-	-	-
Total capital works expenditure	**13,048**	**13,531**	**13,964**	**14,450**	**15,004**

For the five years ending 30 June 2029

	Forecast Budget	**Budget**	Projections			
	2023-24	**2024-25**	2025-26	2026-27	2027-28	2028-29
	$'000	**$'000**	$'000	$'000	$'000	$'000
Staff expenditure						
Employee costs - operating	39,641	41,132	42,263	43,425	44,511	45,624
Employee costs - capital	-	-	-	-	-	-
	EFT	**EFT**	EFT	EFT	EFT	EFT
Permanent EFT numbers	323.80	329.85	329.85	329.85	329.85	329.85
Limited tenures	7.46	4.75	7.00	6.00	4.00	4.00
Total staff numbers	331.26	**334.60**	336.85	335.85	333.85	333.85

Statement of Human Resources Forward Estimates
For the five years ending 30 June 2034

	Forward Estimates				
	2029-30	2030-31	2031-32	2032-33	2033-34
	$'000	$'000	$'000	$'000	$'000
Staff expenditure					
Employee costs - operating	46,764	47,816	48,892	49,992	51,117
Employee costs - capital	-	-	-	-	-
	EFT	EFT	EFT	EFT	EFT
Permanent EFT numbers	329.85	329.85	329.85	329.85	329.85
Limited tenures	4.00	4.00	4.00	4.00	4.00
Total staff numbers	333.85	333.85	333.85	333.85	333.85

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

		Composition			
	Budget	Permanent		Casual	Temp
Directorate	**2024-25**	**Full time**	**Part time**		
	$'000	**$'000**	**$'000**	**$'000**	**$'000**
Operations	13,246	13,065	60	-	121
Planning, Environment and Strategy	8,755	7,928	827	-	-
Community Services	7,285	3,898	2,930	-	457
Culture and Performance	5,258	4,195	1,063	-	-
Governance, Communications and Community Safety	6,588	5,194	1,394	-	-
Total expenditure	**41,132**	**34,280**	**6,274**	**-**	**578**

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

	Budget	Permanent		Temp
Directorate	**2024-25**	**Full time**	**Part time**	
Operations	113.60	112.00	0.60	1.00
Planning, Environment and Strategy	68.92	61.00	7.92	-
Community Services	57.31	28.00	25.56	3.75
Culture and Performance	41.01	31.00	10.01	-
Governance, Communications and Community Safety	53.76	38.00	15.76	-
Total staff	**334.60**	270.00	59.85	4.75

Summary of Planned Human Resources Expenditure
For the five years ending 30 June 2029

	Budget	Projections			
	2024-25	2025-26	2026-27	2027-28	2028-29
	$'000	$'000	$'000	$'000	$'000
Operations					
Permanent - Full time	13,065	13,425	13,794	14,139	14,492
Female	4,140	4,254	4,371	4,480	4,592
Male	8,925	9,171	9,423	9,659	9,900
Self-described gender	-	-	-	-	-
Permanent - Part time	60	61	63	65	67
Female	-	-	-	-	-
Male	60	61	63	65	67
Self-described gender	-	-	-	-	-
Total Operations	13,125	13,486	13,857	14,204	14,559
Planning, Environment and Strategy					
Permanent - Full time	7,928	8,146	8,370	8,579	8,794
Female	4,218	4,334	4,453	4,564	4,678
Male	3,613	3,712	3,814	3,909	4,007
Self-described gender	97	100	103	106	109
Permanent - Part time	827	849	873	895	918
Female	732	752	773	792	812
Male	95	97	100	103	106
Self-described gender	-	-	-	-	-
Total Planning, Environment and Strategy	8,755	8,995	9,243	9,474	9,712
Community Services					
Permanent - Full time	3,898	4,006	4,116	4,219	4,324
Female	3,071	3,156	3,243	3,324	3,407
Male	705	725	745	764	783
Self-described gender	122	125	128	131	134
Permanent - Part time	2,930	3,011	3,094	3,171	3,250
Female	2,930	3,011	3,094	3,171	3,250
Male	-	-	-	-	-
Self-described gender	-	-	-	-	-
Total Community Services	6,828	7,017	7,210	7,390	7,574
Culture and Performance					
Permanent - Full time	4,113	4,226	4,342	4,451	4,562
Female	1,619	1,663	1,709	1,752	1,796
Male	2,494	2,563	2,633	2,699	2,766
Self-described gender	-	-	-	-	-
Permanent - Part time	1,145	1,176	1,208	1,238	1,269
Female	890	914	939	962	986
Male	255	262	269	276	283
Self-described gender	-	-	-	-	-
Total Culture amd Performance	5,258	5,402	5,550	5,689	5,831
Governance, Communications and Community Safety					
Permanent - Full time	5,194	5,337	5,484	5,621	5,762
Female	3,982	4,092	4,205	4,310	4,418
Male	1,212	1,245	1,279	1,311	1,344
Self-described gender	-	-	-	-	-
Permanent - Part time	1,394	1,421	1,457	1,493	1,530
Female	957	984	1,011	1,036	1,062
Male	436	448	460	472	484
Self-described gender	-	-	-	-	-
Total Governance, Communications and Community Safety	6,588	6,758	6,941	7,114	7,292

Summary of Planned Human Resources Expenditure
For the five years ending 30 June 2034

	Forward Estimates				
	2029-30 $'000	2030-31 $'000	2031-32 $'000	2032-33 $'000	2033-34 $'000
Operations					
Permanent - Full time	14,855	15,189	15,530	15,880	16,237
Female	4,707	4,813	4,921	5,032	5,145
Male	10,148	10,376	10,609	10,848	11,092
Self-described gender	-	-	-	-	-
Permanent - Part time	69	71	73	75	77
Female	-	-	-	-	-
Male	69	71	73	75	77
Self-described gender	-	-	-	-	-
Total Operations	14,924	15,260	15,603	15,955	16,314
Planning, Environment and Strategy					
Permanent - Full time	9,014	9,217	9,424	9,637	9,854
Female	4,795	4,903	5,013	5,126	5,241
Male	4,107	4,199	4,293	4,390	4,489
Self-described gender	112	115	118	121	124
Permanent - Part time	941	962	983	1,006	1,029
Female	832	851	870	890	910
Male	109	111	113	116	119
Self-described gender	-	-	-	-	-
Total Planning, Environment and Strategy	9,955	10,179	10,407	10,643	10,883
Community Services					
Permanent - Full time	4,432	4,532	4,633	4,737	4,843
Female	3,492	3,571	3,651	3,733	3,817
Male	803	821	839	858	877
Self-described gender	137	140	143	146	149
Permanent - Part time	3,331	3,406	3,483	3,561	3,641
Female	3,331	3,406	3,483	3,561	3,641
Male	-	-	-	-	-
Self-described gender	-	-	-	-	-
Total Community Services	7,763	7,938	8,116	8,298	8,484
Culture amd Performance					
Permanent - Full time	4,676	4,781	4,888	4,998	5,110
Female	1,841	1,882	1,924	1,967	2,011
Male	2,835	2,899	2,964	3,031	3,099
Self-described gender	-	-	-	-	-
Permanent - Part time	1,301	1,331	1,361	1,392	1,423
Female	1,011	1,034	1,057	1,081	1,105
Male	290	297	304	311	318
Self-described gender	-	-	-	-	-
Total Culture amd Performance	5,977	6,112	6,249	6,390	6,533
Governance, Communications and Community Safety					
Permanent - Full time	5,906	6,039	6,175	6,314	6,456
Female	4,528	4,630	4,734	4,841	4,950
Male	1,378	1,409	1,441	1,473	1,506
Self-described gender	-	-	-	-	-
Permanent - Part time	1,585	1,621	1,657	1,695	1,733
Female	1,089	1,114	1,139	1,165	1,191
Male	496	507	518	530	542
Self-described gender	-	-	-	-	-
Total Governance, Communications and Community Safety	7,491	7,660	7,832	8,009	8,189

Summary of Planned Human Resources Expenditure
For the five years ending 30 June 2029

	Budget	Projections			
	2024-25	2025-26	2026-27	2027-28	2028-29
	FTE	FTE	FTE	FTE	FTE
Operations					
Permanent - Full time	112.00	112.00	112.00	112.00	112.00
Female	33.00	33.00	33.00	33.00	33.00
Male	79.00	79.00	79.00	79.00	79.00
Self-described gender	-	-	-	-	-
Permanent - Part time	0.60	0.60	0.60	0.60	0.60
Female	-	-	-	-	-
Male	0.60	0.60	0.60	0.60	0.60
Self-described gender	-	-	-	-	-
Total Operations	112.60	112.60	112.60	112.60	112.60
Planning, Environment and Strategy					
Permanent - Full time	61.00	61.00	61.00	61.00	61.00
Female	32.00	32.00	32.00	32.00	32.00
Male	28.00	28.00	28.00	28.00	28.00
Self-described gender	1.00	1.00	1.00	1.00	1.00
Permanent - Part time	7.92	7.92	7.92	7.92	7.92
Female	7.03	7.03	7.03	7.03	7.03
Male	0.89	0.89	0.89	0.89	0.89
Self-described gender	-	-	-	-	-
Total Planning, Environment and Strategy	68.92	68.92	68.92	68.92	68.92
Community Services					
Permanent - Full time	28.60	28.60	28.60	28.60	28.60
Female	21.60	21.60	21.60	21.60	21.60
Male	6.00	6.00	6.00	6.00	6.00
Self-described gender	1.00	1.00	1.00	1.00	1.00
Permanent - Part time	24.96	24.96	24.96	24.96	24.96
Female	24.96	24.96	24.96	24.96	24.96
Male	-	-	-	-	-
Self-described gender	-	-	-	-	-
Total Community Services	53.56	53.56	53.56	53.56	53.56
Culture amd Performance					
Permanent - Full time	31.00	31.00	31.00	31.00	31.00
Female	14.00	14.00	14.00	14.00	14.00
Male	17.00	17.00	17.00	17.00	17.00
Self-described gender	-	-	-	-	-
Permanent - Part time	10.01	10.01	10.01	10.01	10.01
Female	8.01	8.01	8.01	8.01	8.01
Male	2	2	2	2	2
Self-described gender	-	-	-	-	-
Total Culture amd Performance	41.01	41.01	41.01	41.01	41.01
Governance, Communications and Community Safety					
Permanent - Full time	38.00	38.00	38.00	38.00	38.00
Female	30.00	30.00	30.00	30.00	30.00
Male	8.00	8.00	8.00	8.00	8.00
Self-described gender	-	-	-	-	-
Permanent - Part time	15.76	15.76	15.76	15.76	15.76
Female	10.47	10.47	10.47	10.47	10.47
Male	5	5	5	5	5
Self-described gender	-	-	-	-	-
Total Governance, Communications and Community Safety	53.76	53.76	53.76	53.76	53.76

Summary of Planned Human Resources Expenditure
For the five years ending 30 June 2034

	Forward Estimates				
	2029-30 FTE	2030-31 FTE	2031-32 FTE	2032-33 FTE	2033-34 FTE
Operations					
Permanent - Full time	112.00	112.00	112.00	112.00	112.00
Female	33.00	33.00	33.00	33.00	33.00
Male	79.00	79.00	79.00	79.00	79.00
Self-described gender	-	-	-	-	-
Permanent - Part time	0.60	0.60	0.60	0.60	0.60
Female	-	-	-	-	-
Male	0.60	0.60	0.60	0.60	0.60
Self-described gender	-	-	-	-	-
Total Operations	112.60	112.60	112.60	112.60	112.60
Planning, Environment and Strategy					
Permanent - Full time	61.00	61.00	61.00	61.00	61.00
Female	32.00	32.00	32.00	32.00	32.00
Male	28.00	28.00	28.00	28.00	28.00
Self-described gender	1.00	1.00	1.00	1.00	1.00
Permanent - Part time	7.92	7.92	7.92	7.92	7.92
Female	7.03	7.03	7.03	7.03	7.03
Male	0.89	0.89	0.89	0.89	0.89
Self-described gender	-	-	-	-	-
Total Planning, Environment and Strategy	68.92	68.92	68.92	68.92	68.92
Community Services					
Permanent - Full time	28.60	28.60	28.60	28.60	28.60
Female	21.60	21.60	21.60	21.60	21.60
Male	6.00	6.00	6.00	6.00	6.00
Self-described gender	1.00	1.00	1.00	1.00	1.00
Permanent - Part time	24.96	24.96	24.96	24.96	24.96
Female	24.96	24.96	24.96	24.96	24.96
Male	-	-	-	-	-
Self-described gender	-	-	-	-	-
Total Community Services	53.56	53.56	53.56	53.56	53.56
Culture amd Performance					
Permanent - Full time	31.00	31.00	31.00	31.00	31.00
Female	14.00	14.00	14.00	14.00	14.00
Male	17.00	17.00	17.00	17.00	17.00
Self-described gender	-	-	-	-	-
Permanent - Part time	10.01	10.01	10.01	10.01	10.01
Female	8.01	8.01	8.01	8.01	8.01
Male	2	2	2	2	2
Self-described gender	-	-	-	-	-
Total Culture amd Performance	41.01	41.01	41.01	41.01	41.01
Governance, Communications and Community Safety					
Permanent - Full time	38.00	38.00	38.00	38.00	38.00
Female	30.00	30.00	30.00	30.00	30.00
Male	8.00	8.00	8.00	8.00	8.00
Self-described gender	-	-	-	-	-
Permanent - Part time	15.76	15.76	15.76	15.76	15.76
Female	10.47	10.47	10.47	10.47	10.47
Male	5	5	5	5	5
Self-described gender	-	-	-	-	-
Total Governance, Communications and Community Safety	53.76	53.76	53.76	53.76	53.76

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 2024-2025 the FGRS cap has been set at 2.75 percent. The cap applies to general rates and is calculated on the basis of council's average rates and charges.

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

To achieve these objectives while maintaining service levels and a strong capital expenditure program, there will be a 2.75 percent rate cap applied to the average general rate.

Rates and charges are due on a quarterly instalment basis. The due dates for the 2024-2025 financial year will be:
- 30 September 2024,
- 30 November 2024,
- 28 February 2025 and
- 31 May 2025

(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 2024-2025 to $80.27 million.

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

	Forecast 2023-24 $'000	Budget 2024-25 $'000	Change $'000	Change %
General rates	62,513	64,612	2,099	3.36
Service charges	14,014	15,059	1,045	7.46
Special rates and charges	295	295	-	-
Interest on rates and charges	296	306	10	3.10
Total rates and charges	**77,118**	**80,272**	**3,154**	**4.09**

**** 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	2023-24 Rate in Dollar	2024-25 Rate in Dollar	Change %
General	0.002487	0.002378	(4.38)
Farm Land	0.002114	0.002021	(4.40)
Commercial/Industrial	0.002885	0.002758	(4.40)
Vacant Land - Residential and Specified Low Density Residential Zones	0.003731	0.003531	(5.36)
Cultural and Recreational Land	0.000970	0.000927	(4.43)

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	2023-24 $'000	2024-25 $'000	Change $'000	Change %
General	58,297	60,283	1,986	3.41
Farm Land	567	613	46	8.11
Commercial/Industrial	2,915	3,012	97	3.33
Vacant Land - Residential and Specified Low Density Residential Zones	727	656	(71)	(9.77)
Cultural and Recreational Land	4	5	1	25.00
Total amount to be raised by general rates	**62,510**	**64,569**	**2,059**	**3.29**

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	2023-24 Number	2024-25 Number	Change Number	Change %
Residential	22,716	22,820	104	0.46
Farm Land	143	143	-	-
Commercial / Industrial	1,006	1,004	(2)	(0.20)
Vacant Land - Residential and Specified Low Density Residential Zones	262	239	(23)	(8.78)
Cultural and Recreational Land	2	2	-	-
Total number of assessments	**24,129**	**24,208**	**79**	**0.33**

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	2023-24 $'000	2024-25 $'000	Change $'000	Change %
Residential	23,440,567	25,350,827	1,910,260	8.15
Farm Land	268,125	303,125	35,000	13.05
Commercial / Industrial	1,010,410	1,092,020	81,610	8.08
Vacant Land - Residential and Specified Low Density Residential Zones	194,965	185,695	(9,270)	(4.75)
Cultural and Recreational Land	4,625	5,100	475	10.27
Total value of land	**24,918,692**	**26,936,767**	2,018,075	8.10

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	2023-24 $	2024-25 $	Change $	Change %
Waste Management - Standard service	616.40	658.35	41.95	**6.81**
Waste Management - 80 litre landfill bin	493.12	526.68	33.56	**6.81**
Waste Management - 2 x 120 litre landfill bin	862.96	921.69	58.73	**6.81**
Waste Management - 140 litre landfill bin	678.04	724.19	46.15	**6.81**
Waste Management - 120 litre landfill bin – weekly collection	1,109.52	1,185.03	75.51	**6.81**
Waste Management - Elderly persons units - bin	154.10	164.59	10.49	**6.81**

Council has proposed to increase the domestic waste service standard charge by 6.81%.

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	2023-24 $	2024-25 $	Change $	Change %
Waste Management - Residential - Standard Service	11,346,075	12,099,815	753,740	6.64
Waste Management - Residential - 80 Litre Red Bins	283,544	306,528	22,984	8.11
Waste Management - Residential - 2 Red Bins	1,766,479	1,942,001	175,522	9.94
Waste Management - Residential - 140 L (Fortnightly Garbage)	524,803	617,010	92,207	17.57
Waste Management - Residential - 120L (Weekly Garbage)	78,776	78,212	(564)	(0.72)
Waste Management - Elderly Persons Units - Bin	14,177	15,142	965	6.81

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:

	2023-24 $	2024-25 $	Change $	Change %
General rates	62,510,440	64,569,068	2,058,628	3.29
Service charges	14,013,854	15,058,708	1,044,854	7.46
Total Rates and charges	**76,524,294**	**79,627,776**	**3,103,481**	**4.06**

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

	2023-24	2024-25
Number of rateable properties	24,127	24,206
Base Average Rates	$2,503.20	$2,595.86
Maximum Rate Increase (set by the State Government)	3.50%	2.75%
Council Rate Cap Applied	**3.50%**	**2.75%**
Capped Average Rate based on Council rate cap	$2,590.71	$2,667.29
Budgeted General Rates Revenue subject to FGRS	$ 62,505,954	$ 64,564,340

4.1.1 (k) Any significant changes that may affect the estimated amounts to be raised by rates and charges:

There are no known significant changes which may affect the estimated amounts to be raised by rates and charges. However, the total amount to be raised by rates and charges may be affected by:

- The making of supplementary valuations;
- The variation of returned levels of value (e.g. valuation appeals);
- Changes of use of land such that rateable land becomes non-rateable land and vice versa; and
- Changes of use of land such that residential land becomes business land.

4.1.1 (I) Differential rates

Rates to be levied

The rate and amount of rates payable in relation to land in each category of differential are:

- A general rate of 0.2378 percent (0.2378 cents in the dollar of CIV) for all rateable residential properties and ordinary vacant land;
- A general rate of 0.2021 percent (0.2021 cents in the dollar of CIV) for all rateable farm land properties;
- A general rate of 0.2758 percent (0.2758 cents in the dollar of CIV) for all rateable commercial and industrial properties;
- A general rate of 0.3531 percent (0.3531 cents in the dollar of CIV) for all rateable vacant land - residential and specified low density residential zones; and
- A general rate of 0.0927 percent (0.0927 cents in the dollar of CIV) for all rateable cultural and recreational properties.

Each differential rate will be determined by multiplying the Capital Improved Value (CIV) of each rateable land (categorised by the characteristics described below) by the relevant percentages indicated above.

Council considers that each differential rate will contribute to the equitable and efficient carrying out of Council functions. Details of the objectives of each differential rate, the types of classes of land, which are subject to each differential rate and the uses of each differential rate, are set out below.

Commercial land - any land used for commercial purposes
Occupied for the principal purpose of carrying out the trade in goods and services.
Unoccupied but zoned commercial under the State Planning Scheme.

Industrial – any land used for industrial purposes
Occupied for the principal purpose of carrying out the manufacture or production of goods and services.
Unoccupied but zoned industrial under the State Planning Scheme.

Farm land
Land not less than 2 hectares in area; that is used primarily for grazing (including agistment), dairying, pig-farming, poultry-farming, tree farming, bee-keeping, viticulture, horticulture, fruit-growing or the growing of crops of any kind or for any combination of those activities; that is used by a business.

Land that has a significant and substantial commercial purpose or character; and that seeks to make a profit on a continuous or repetitive basis from its activities on the land; and that is making a profit from its activities on the land, or that has a reasonable prospect of making a profit from its activities on the land if it continues to operate in the way that it is operating.

Farm land with Sustainable Agriculture Rebate land
Used by the applicant for a single farm enterprise must comprise and aggregate of a minimum 30 hectares;
The property in respect of which the rebate is sought is classified as Farm Land; the applicant shall satisfy detailed criteria relating to sustainable farming practices and land care principles as developed by Council.

Other land
Unoccupied land which is not farm land, commercial/industrial land or vacant land - residential and specified low density residential zones.

Vacant Land - Residential and Specified Low Density Residential Zones
General Residential / Activity Centre Zone / Neighbourhood Residential Zones and Low Density Residential Zones (LDRZ) to which Development Planning Overlay 4 applies, on which no habitable dwelling exists.

Lots greater than 8,000 square metres in the Plenty LDRZ are excluded.
This is a higher differential to encourage construction of new dwellings in preferred locations across the Shire.
Rateable land under this definition includes Vic Roads land that is not used for transport or for residential properties.
On submission of a valid building or planning permit for a dwelling or occupiable building/s, the property rate type will revert to the general rate.

Cultural and Recreational Land

Council is required to determine an amount payable as rates in respect to recreational lands.

Recreational lands are described as lands which are:

- Vested in or occupied by any body corporate or unincorporate which exists for the purpose of providing or promoting cultural or sporting recreational facilities or objectives.
- Which applies its profits in promoting its objectives and prohibits the payment of dividend or amount to members used for outdoor sporting recreational or cultural purposes or similar outdoor activities.

4.1.2 Statutory fees and fines

	Forecast 2023-24 $'000	Budget 2024-25 $'000	Change $'000	Change %
Animal infringements	3	3	-	-
Infringements & costs	671	683	12	1.79
Town planning fees	1,117	1,132	15	1.34
Building fees	250	310	60	24.00
Total statutory fees and fines	**2,041**	**2,128**	**87**	**4.26**

Statutory fees and fines ($87,000 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 2023-24 $'000	Budget 2024-25 $'000	Change $'000	Change %
Adult education	195	207	12	6.15
Building services	200	210	10	5.00
Child care/children's programs	439	485	46	10.48
Edendale farm	187	204	17	9.09
Environmental health	281	281	-	-
Hall & sports ground hire	423	394	(29)	(6.86)
Leisure centre and recreation	13,200	14,780	1,580	11.97
Pound release	25	25	-	-
Registration fees	855	855	-	-
Subdivision supervision	256	256	-	-
Waste management services	684	690	6	0.88
Other fees and charges	318	295	(23)	(7.23)
Total user fees	**17,063**	**18,682**	**1,619**	**9.49**

User fees ($1.619 million decrease)

User charges relate mainly to the recovery of service delivery costs through the charging of fees to users of Council's Revenue generated from user charges has increased driven by the increase in charges as listed in **Appendix 1** - Nillumbik Shire Council 2024-2025 Fees and Charges. There is an overall projected increase in revenue generated by 9.49 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 2023-24 $'000	Budget 2024-25 $'000	Change $'000	Change %
Grants were received in respect of the following:				
Summary of grants:				
Commonwealth funded grants	3,814	4,038	224	5.87
State funded grants	22,181	3,218	(18,963)	(85.49)
Total grants received	**25,995**	**7,256**	**(18,739)**	**(72.09)**
(a) Operating Grants				
Recurrent - Commonwealth Government				
Aged care	300	126	(174)	(58.00)
Family and children	235	237	2	0.85
Financial Assistance Grants	3,279	3,675	396	12.08
Recurrent - State Government				
Adult education	234	233	(1)	(0.43)
Aged care	38	-	(38)	(100.00)
Community health	87	17	(70)	(80.46)
Family and children	782	547	(235)	(30.05)
Maternal and child health	439	514	75	17.08
Recreation	21	-	(21)	(100.00)
School crossing supervisors	355	355	-	-
Total recurrent grants	**5,770**	**5,704**	**(66)**	**(1.14)**
Non-recurrent - Commonwealth Government				
Environment	19	-	(19)	(100.00)
Non-recurrent - State Government				
Community Development	105	-	(105)	(100.00)
Economic Development and Tourism	16	-	(16)	(100.00)
Emergency Management	646	-	(646)	(100.00)
Environment	559	-	(559)	(100.00)
Family and children	297	-	(297)	(100.00)
Library and Community Education	2	-	(2)	(100.00)
Recreation	151	-	(151)	(100.00)
Recycling and Waste Services	70	-	(70)	(100.00)
Pandemic response	14	-	(14)	(100.00)
Tourism and Business Support	110	-	(110)	(100.00)
Total non-recurrent grants	**1,989**	**-**	**(1,989)**	**(100.00)**
Total operating grants	**7,759**	**5,704**	**(2,055)**	**(26.49)**

	Forecast 2023-24 $'000	Budget 2024-25 $'000	Change $'000	Change %
(b) Capital Grants				
Non-recurrent - Commonwealth Government				
Buildings	155	-	(155)	(100.00)
Family and children	4	-	(4)	(100.00)
Footpaths	201	-	(201)	(100.00)
Recreational, leisure and community facilities	3,100	-	(3,100)	(100.00)
Roads	4,920	740	(4,180)	(84.96)
Non-recurrent - State Government				
Family and children	654	-	(654)	(100.00)
Recreational, leisure and community facilities	9,182	-	(9,182)	(100.00)
Environment	-	812	812	100.00
Other infrastructure	20	-	(20)	(100.00)
Total non-recurrent grants(capital)	**18,236**	**1,552**	**(16,684)**	**(91.49)**
Total capital grants	**18,236**	**1,552**	**(16,684)**	**(91.49)**
Total Grants	**25,995**	**7,256**	**(18,739)**	**(72.09)**

Grants - Operating ($2.06 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 26.49 percent or $2.06 million. This is mainly due to a large number one-off non-recurrent grants received in 2023-2024.

Grants - Capital ($19.55 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 75.21 percent or $19.55 million mainly due to specific funding for large capital works projects in 2023-2024.

Section 4.5 Capital works program includes further detailed analysis of the grants and contributions expected to be received during the 2024-2025 year.

4.1.5 Contributions

	Forecast 2023-24 $'000	Budget 2024-25 $'000	Change $'000	Change %
Monetary	1,235	104	(1,131)	(91.58)
Total contributions	**1,235**	**104**	**(1,131)**	**(91.58)**

Contributions ($1.13 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 $1.13 million when compared to the 2023-2024 Budget forecast. This is mainly due to the one off receipt of contributions tied to capital projects in 2023-2024.

4.1.6 Other income

	Forecast 2023-24 $'000	Budget 2024-25 $'000	Change $'000	Change %
Interest on investments	800	1,250	450	56.25
Other rent	295	314	19	6.44
Sale of valuations	20	15	(5)	(25.00)
WorkCover insurance recoveries	150	150	-	-
Reimbursements	57	57	-	-
Other	183	182	(1)	(0.55)
Total other income	**1,505**	**1,968**	**463**	**30.76**

Other income ($463,000 increase)

Other revenue is showing a slight increase of 30.76 percent compared to the prior financial year mainly due to anticipated interest on investments.

4.1.7 Employee costs

	Forecast 2023-24 $'000	Budget 2024-25 $'000	Change $'000	Change %
Casual staff	388	496	108	27.84
Fringe benefits tax and WorkCover	150	150	-	-
Oncost recoveries	8,553	8,986	433	5.06
Wages and salaries	31,710	32,725	1,015	3.20
Total employee costs	**40,801**	**42,357**	**1,556**	**3.81**

Employee benefits ($1.56 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 the estimate used in the Strategic Resource Plan of 2.75 percent and is reflective of budgeted positions. The superannuation rate has been increased to 11.50 percent to reflect changes in the superannuation guarantee legislation.

4.1.8 Materials and services

	Forecast 2023-24 $'000	Budget 2024-25 $'000	Change $'000	Change %
Contract payments:				
Audit	244	246	2	0.82
External labour hire	104	52	(52)	(50.00)
HACC contracts	240	249	9	3.75
Leisure	12,709	13,865	1,156	9.10
Other	1,918	1,897	(21)	(1.09)
Valuations	55	55	-	-
Waste services	8,169	7,871	(298)	(3.65)
Materials and Services:				
Building maintenance	398	391	(7)	(1.76)
Communications	215	200	(15)	(6.98)
Corporate information	69	71	2	2.90
Corporate support	108	114	6	5.56
Emergency management	265	267	2	0.75
Fleet operations	1,004	983	(21)	(2.09)
Insurances	1,456	1,709	253	17.38
IT & telephone	2,094	2,584	490	23.40
Materials, maintenance & equip	10,163	8,327	(1,836)	(18.07)
Other	545	498	(47)	(8.62)
Planning & building services	29	29	-	-
Stationery, printing & postage	373	344	(29)	(7.77)
Subscriptions, Publications & Memberships	228	347	119	52.19
Utilities	1,106	1,112	6	0.54
Waste services	2,200	2,311	111	5.05
Total materials and services	**43,692**	**43,522**	**(170)**	**(0.39)**

Materials and services ($0.17 million decrease)

Materials and services include the purchases of consumables, payments to contractors for the provision of services and utility costs. There is an overall projected increase in expenditure mainly attributable to a change in facility related contracts.

4.1.9 Depreciation and amortisation

	Forecast 2023-24 $'000	Budget 2024-25 $'000	Change $'000	Change %
Property	2,226	472	(1,754)	(78.80)
Plant & equipment	582	1,222	640	109.97
Infrastructure	9,518	10,746	1,228	12.90
Total depreciation and amortisation	**12,326**	**12,440**	**114**	**0.92**

Depreciation and amortisation ($0.11 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 2023-24 $'000	Budget 2024-25 $'000	Change $'000	Change %
Plant & equipment	460	410	(50)	(10.87)
Total amortisation - right of use assets	**460**	**410**	**(50)**	**(10.87)**

4.1.11 Other expenses

	Forecast 2023-24 $'000	Budget 2024-25 $'000	Change $'000	Change %
Aged & family services	745	35	(710)	(95.30)
Arts and cultural services	444	444	-	-
Community development	405	210	(195)	(48.15)
Council support	4	4	-	-
Councillors' allowances	295	323	28	9.49
Economic development	393	393	-	-
Environmental works	68	78	10	14.71
Leisure & education services	7	9	2	28.57
Library contributions (Yarra Plenty Regional Library)	3,188	3,270	82	2.57
Municipal laws	53	53	-	-
Short-term lease hire	98	148	50	51.02
Other	951	1,345	394	41.43
Payment agents & bank fees	200	189	(11)	(5.50)
Planning & building	97	97	-	-
Strategic planning	84	68	(16)	(19.05)
Youth services	2	3	1	50.00
Total other expenses	**7,034**	**6,669**	**(365)**	**(5.19)**

Other expenses ($0.37 million decrease)

Other expenses are forecast to decrease by 5.19 percent or $0.37 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 ($7.2 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 ($2.28 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 ($2.33 million decrease)

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

Non Current Liabilities ($4.47 million decrease)
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.

	2023-24 $	2024-25 $
Amount borrowed as at 30 June of the prior year	13,580	19,686
Amount proposed to be borrowed	8,000	-
Amount projected to be paid	(1,894)	(2,601)
Amount of borrowings as at 30 June	**19,686**	**17,085**

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 2023-24 $'000	Budget 2024-25 $'000
Right-of-use assets		
Plant and equipment	1,993	1,323
Total right-of-use assets	**1,993**	**1,323**
Lease liabilities		
Current lease Liabilities		
Plant and equipment	450	321
Total current lease liabilities	**450**	**321**
Non-current lease liabilities		
Plant and equipment	1,543	1,002
Total non-current lease liabilities	**1,543**	**1,002**
Total lease liabilities	**1,993**	**1,323**

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 ($2.25 million decrease)
These funds are not tied to a specific purpose. In this case Council has made decisions regarding the future use of these funds and unless there is a Council resolution these funds are to be used for those purposes. The decisions about future use of these funds has been reflected in Council's Budget.

4.3.2 Equity

Equity ($1.88 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 ($11.74 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 ($34.99 million decrease)

The overall decrease is a reflection of timing of cash flows associated with the capital works program for the 2024-2025 year. The statement of capital works provides a full detail of projects for the 2024-2025 year.

4.4.3 Net cash flows provided by/used in financing activities ($8.96 million decrease)

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 2024-25 year, classified by expenditure type and funding source.

4.5.1 Summary

	Forecast 2023-24 $'000	Budget 2024-25 $'000	Change $'000	Change %
Property	8,941	610	(8,331)	(93.18)
Plant and equipment	2,339	1,578	(761)	(32.53)
Infrastructure	38,238	13,882	(24,356)	(63.70)
Total	**49,518**	**16,070**	**(33,448)**	**(67.55)**

* Forecast includes capital works projects carried forward from 2022-2023 - $25.18 million

4.5.1 (a) Property ($0.610 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 ($1.58 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 ($1.26 million).

4.5.1 (c) Infrastructure ($13.88 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 2024-2025 year, $2.85 million will be expended on road projects. The more significant projects include:

- Road and carpark renewal ($1.64 million) and
- Road upgrades ($0.8 million).

$1.56 million will be expended on recreational, leisure and community facilities, key projects being:

- Ryan's Reserve Rejuvenation ($0.36 million);
- Carpark upgrades ($0.379 million) and
- Trails renewal ($0.3 million).

$1.13 million will be expended on parks, open space and streetscapes, key projects being:

- NE Link Tree Offset Program ($0.81 million) and
- Public open space infrastructure renewal and upgrades ($0.3 million).

$0.63 million will be expended on footpath construction and renewal program projects.

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

$4.1 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

- Major roads street lighting lamp replacement ($0.35 million)
- Street tree planting ($0.13 million) and
- Disability access upgrade works ($0.1 million).

Asset Class	Project Cost	Asset expenditure types			
		Renewal	Upgrade	Expansion	New
	$'000	$'000	$'000	$'000	$'000
Property	**2,433**	1,538	795	-	100
Plant and equipment	**1,578**	1,458	120	-	-
Infrastructure	**12,059**	7,311	3,232	684	832
Total	**16,070**	10,307	4,147	684	932

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	Summary of Funding Sources			
		Grants	Contrib. and Other Funding	Council Cash	Borrow-ings
	$'000	$'000	$'000	$'000	$'000
Property	**2,433**	-	-	2,433	-
Plant and equipment	**1,578**	-	-	1,578	-
Infrastructure	**12,059**	1,552	-	10,507	-
Total	**16,070**	1,552	-	14,518	-

Grants - Capital ($1.55 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 2024-2025 include funding for NE Link Tree Offset Program, road and carpark renewal and carpark upgrades. A list of projects with their funding source is provided below in 4.5.2.

Council Cash ($14.52 million)

It is expected that in 2024-2025, $14.52 million of rates revenue will be used to fund various capital projects including the Kangaroo Ground landfill rehabilitation ($4.11 million).

4.5.2 Capital works program

For the year ending 30 June 2025

* The below is a schedule of proposed and planned works for the 2024-2025 financial year. It is not a list of Council assets.

Capital Works Area	Project Cost $'000	Summary of funding sources: Grants $'000	Contrib $'000	Council Cash $'000	Borrow-ings $'000
PROPERTY					
LAND	-	-	-	-	-
LAND IMPROVEMENTS	-	-	-	-	-
BUILDINGS					
Asset renewal expenditure					
Buildings renewal (including public toilets)	**1,538**	-	-	1,538	-
Total asset renewal expenditure - buildings	**1,538**	-	-	1,538	-
Asset upgrade expenditure					
Alistair Knox Park changing places amenity upgrades	**285**	-	-	285	-
Buildings upgrade	**400**	-	-	400	-
Climate Action Fund	**110**	-	-	110	-
Total asset upgrade expenditure - buildings	**795**	-	-	795	-
New asset expenditure					
Nillumbik Youth Hub - furniture and IT costs	**100**	-	-	100	-
Total new asset expenditure - buildings	**100**	-	-	100	-
TOTAL BUILDINGS	**2,433**	-	-	2,433	-
BUILDING IMPROVEMENTS	-	-	-	-	-
LEASEHOLD IMPROVEMENTS	-	-	-	-	-
HERITAGE BUILDINGS	-	-	-	-	-
TOTAL PROPERTY	**2,433**	-	-	2,433	-
PLANT AND EQUIPMENT					
PLANT, MACHINERY AND EQUIPMENT (PM&E)					
Asset renewal expenditure					
Fleet replacement	**447**	-	-	447	-
Major plant replacement	**816**	-	-	816	-
Total asset renewal expenditure - PM&E	**1,263**	-	-	1,263	-
TOTAL PLANT, MACHINERY & EQUIPMENT	**1,263**	-	-	1,263	-
FIXTURES, FITTINGS AND FURNITURE (FF&F)					
Asset renewal expenditure					
Playground renewal	**195**	-	-	195	-
Total asset renewal expenditure - FF&F	**195**	-	-	195	-
Asset upgrade expenditure					
Playground upgrade	**120**	-	-	120	-
Total asset upgrade expenditure - FF&F	**120**	-	-	120	-
TOTAL FIXTURES, FITTINGS AND FURNITURE	**315**	-	-	315	-
COMPUTERS AND TELECOMMUNICATIONS	-	-	-	-	-
HERITAGE PLANT AND EQUIPMENT	-	-	-	-	-
LIBRARY BOOKS	-	-	-	-	-
TOTAL PLANT AND EQUIPMENT	**1,578**	-	-	1,578	-

Capital Works Area	Project Cost $'000	Summary of funding sources: Grants $'000	Contrib $'000	Council Cash $'000	Borrow-ings $'000
INFRASTRUCTURE					
ROADS					
Asset renewal expenditure					
Road and carpark renewal	**1,640**	140	-	1,500	-
Total asset renewal expenditure - roads	**1,640**	140	-	1,500	-
Asset upgrade expenditure					
Road upgrade	**800**	600	-	200	-
Total asset upgrade expenditure - roads	**800**	600	-	200	-
Asset expansion expenditure					
Road safety	**390**	-	-	390	-
Total asset expansion expenditure - roads	**390**	-	-	390	-
New asset expenditure					
Bus shelters new	**20**	-	-	20	-
Total new asset expenditure - roads	**20**	-	-	20	-
TOTAL ROADS	**2,850**	740	-	2,110	-
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	**350**	-	-	350	-
Total asset renewal expenditure - footpaths	**350**	-	-	350	-
Asset expansion expenditure					
Footpaths new	**280**	-	-	280	-
Total asset expansion expenditure - footpaths	**280**	-	-	280	-
TOTAL FOOTPATHS AND CYCLEWAYS	**630**	-	-	630	-
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	Project Cost $'000	Summary of funding sources: Grants $'000	Contrib $'000	Council Cash $'000	Borrowings $'000
RECREATIONAL, LEISURE AND COMMUNITY FACILITIES					
Asset renewal expenditure					
Trails renewal	**300**	-	-	300	-
Sports infrastructure renewal	**225**	-	-	225	-
Total asset renewal expenditure - RL&CF	**525**	-	-	525	-
Asset upgrade expenditure					
Trail upgrades	**100**	-	-	100	-
Carpark upgrades	**350**	-	-	350	-
Sports Infrastructure upgrade	**220**	-	-	220	-
Ryan's Reserve Rejuvenation	**362**	-	-	362	-
Total asset upgrade expenditure - RL&CF	**1,032**	-	-	1,032	-
TOTAL RECREATIONAL, LEISURE AND COMMUNITY FACILITIES	**1,557**	-	-	1,557	-
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	-
New asset expenditure					
NE Link Tree Offset Program	**812**	812	-	-	-
Total new asset expenditure - POSS	**812**	812	-	-	-
TOTAL PARKS, O/SPACE & STREETSCAPES	**1,132**	812	-	320	-
WASTE MANAGEMENT					
Asset renewal expenditure					
Landfill rehabilitation	**4,111**	-	-	4,111	-
Total asset renewal expenditure - Waste Management	**4,111**	-	-	4,111	-
TOTAL WASTE MANAGEMENT	**4,111**	-	-	4,111	-
AERODROMES	**-**	-	-	-	-
OFF STREET CAR PARKS	**-**	-	-	-	-
OTHER INFRASTRUCTURE					
Asset upgrade expenditure					
Street trees	**130**	-	-	130	-
Signage (non-regulatory) upgrade	**70**	-	-	70	-
Townships and streetscapes	**80**	-	-	80	-
Disability access works upgrade	**100**	-	-	100	-
Major roads street lighting lamp replacement	**350**	-	-	350	-
Total asset upgrade expenditure - Other Infrastructure	**730**	-	-	730	-

Capital Works Area	Project Cost	Summary of funding sources: Grants	Contrib	Council Cash	Borrow-ings
	$'000	$'000	$'000	$'000	$'000
Asset expansion expenditure					
Fire fighting water storage tanks	**14**	-	-	14	-
Total asset expansion expenditure - Other Infrastructure	**14**	-	-	14	-
TOTAL OTHER INFRASTRUCTURE	**744**	-	-	744	-
TOTAL INFRASTRUCTURE	**12,059**	1,552	-	10,507	-
TOTAL CAPITAL WORKS 2023-2024	**16,070**	1,552	-	14,518	-

2. Summary

Capital Works Area	Project Cost	Summary of funding sources: Grants	Contrib	Council Cash	Borrow-ings
	$'000	$'000	$'000	$'000	$'000
Asset renewal expenditure	**10,307**	140	-	10,167	-
Asset upgrade expenditure	**4,147**	600	-	3,547	-
Asset expansion expenditure	**684**	-	-	684	-
New asset expenditure	**932**	812	-	120	-
TOTAL CAPITAL WORKS	**16,070**	1,552	-	14,518	-

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	Forecast Actual	Target	Target Projections			Trend
			2022/23	2023/24	2024/25	2025/26	2026/27	2027/28	+/o/-
Governance									
Satisfaction with community consultation and engagement	Community satisfaction rating out of 100 with the consultation and engagement efforts of Council	1	69.3	69.7	70.1	70.6	71.0	71.4	+
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	95.28%	95.35%	95.43%	95.50%	95.58%	95.65%	+
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	55.99%	54.53%	53.12%	51.74%	50.39%	49.08%	-
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	72.24%	72.43%	72.62%	72.80%	72.99%	73.18%	+

Targeted performance indicators - Financial

Indicator	Measure	Notes	Actual	Forecast Actual	Target	Target Projections			Trend
			2022/23	2023/24	2024/25	2025/26	2026/27	2027/28	+/o/-
Liquidity									
Working Capital	Current assets / current liabilities	5	171.16%	162.13%	146.50%	147.57%	156.95%	167.31%	+
Obligations									
Asset renewal	Asset renewal and upgrade expense / Asset depreciation	6	88.42%	290.00%	116.19%	96.94%	98.38%	99.05%	-

Stability									
Rates concentration	Rate revenue / adjusted underlying revenue	7	72.66%	73.11%	73.81%	73.89%	73.90%	73.86%	**o**
Efficiency									
Expenditure level	Total expenses/ no. of property assessments	8	$4,566.63	$4,338.57	$4,396.03	$4,497.95	$4,581.86	$4,671.15	**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**
   Based on current trends, we expect this measure to continue to improve over time, driven by actions under Council's Community Engagement Strategy.
2. **Sealed local roads below the intervention level**
   We anticipate that this measure will continue to improve in future years as the condition of 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**
   Based on recent trends in this measure, we expect diversion levels to continue to increase steadily 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	Budget	Strategic Resource Plan Projections			Trend
			2023-24	2024-25	2025-26	2026-27	2027-28	+/o/-
Operating position								
Adjusted underlying result	Adjusted underlying surplus (deficit) / Adjusted underlying revenue	**1**	0.4%	2.1%	2.6%	3.1%	3.5%	**+**
Liquidity								
Unrestricted cash	Unrestricted cash / current liabilities	**2**	49.7%	35.7%	36.0%	38.2%	47.4%	**-**
Obligations								
Loans and borrowings	Interest bearing loans and borrowings / rate revenue	**3**	25.5%	21.3%	17.3%	13.5%	9.9%	**+**
Loans and borrowings	Interest and principal repayments on interest bearing loans and borrowings / rate revenue		3.3%	4.4%	4.3%	4.1%	3.8%	**+**
Indebtedness	Non-current liabilities / own source revenue		27.4%	21.7%	17.3%	14.9%	11.8%	**+**
Stability								
Rates effort	Rate revenue / CIV of rateable properties in the municipal district		0.31%	0.30%	0.31%	0.31%	0.32%	**o**
Efficiency								
Revenue level	Residential rate revenue / no. of residential property assessments		$3,171	$3,289	$3,339	$3,399	$3,467	**o**
Workforce turnover	Number of permanent staff resignations and terminations for the financial year / Average number of permanent staff for the financial year		13.9%	10.0%	10.0%	10.0%	10.0%	**o**

Key to Forecast Trend:
+ Forecasts improvement in Council's financial performance/financial position indicator
o Forecasts that Council's financial performance/financial position indicator will be steady
- Forecasts deterioration in Council's financial performance/financial position indicator

Notes to indicators

1. Adjusted underlying result
An indicator of the sustainable operating result required to enable Council to continue to provide core services and meet its objectives. Improvement in financial performance expected over the period.

Council is projecting to achieve surpluses and projected financial sustainability remains a priority and challenge for Council.

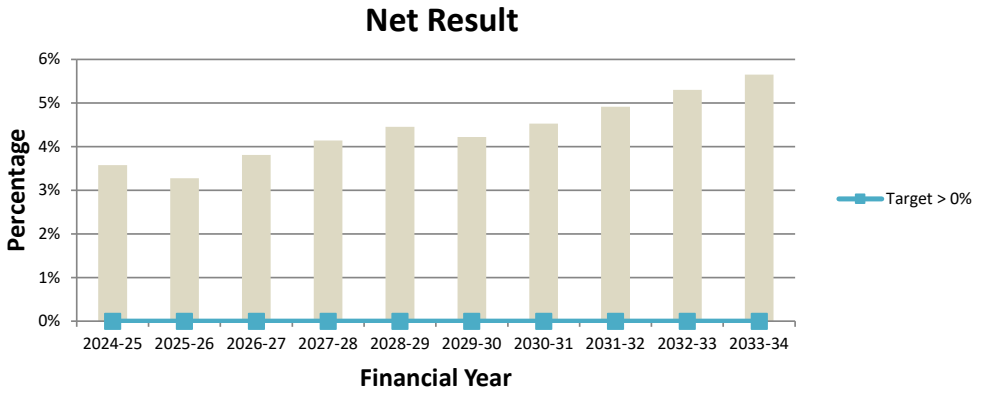
2. Unrestricted cash
The trend is reflective of Council's ongoing reliance on grant funding to deliver projects / programs.
This further highlights the need for Council to explore other revenue generating streams to maintain financial sustainability in the longer term.

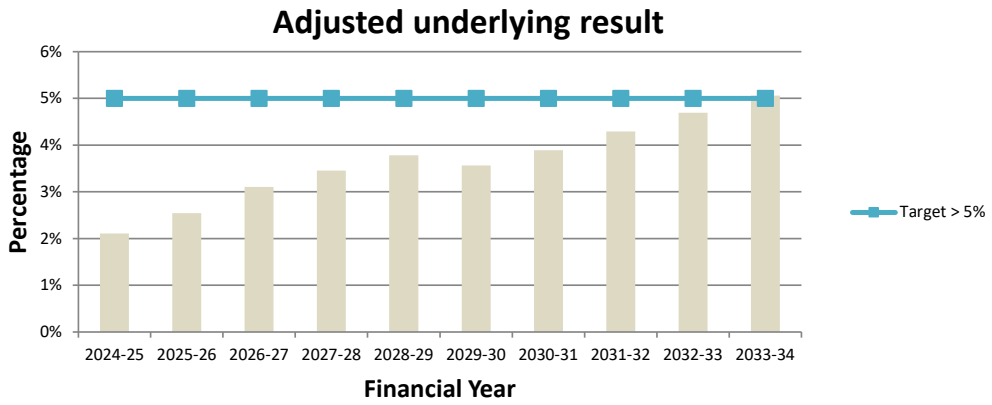
3. Debt compared to rates
The results illustrate Council's commitment to pay down existing loans.

Financial Sustainability Performance

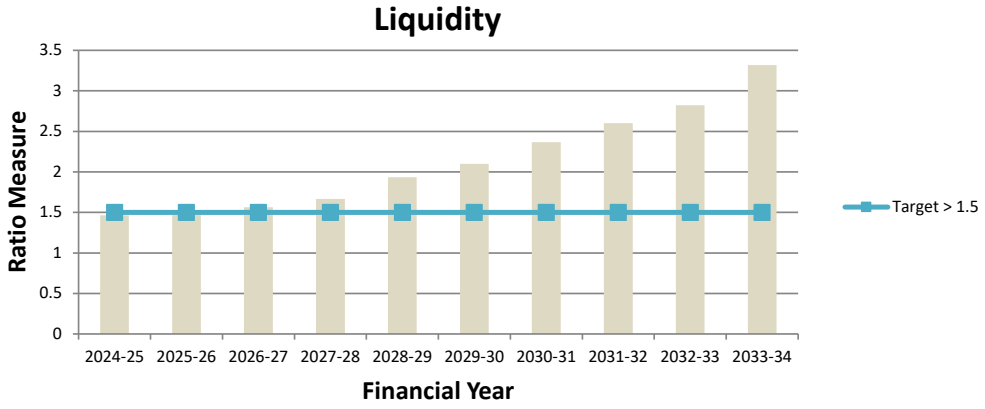
This appendix outlines Council's performance against the adopted financial sustainability plan indicators for the period 2024-25 to 2033-34

Financial Sustainability Plan indicators

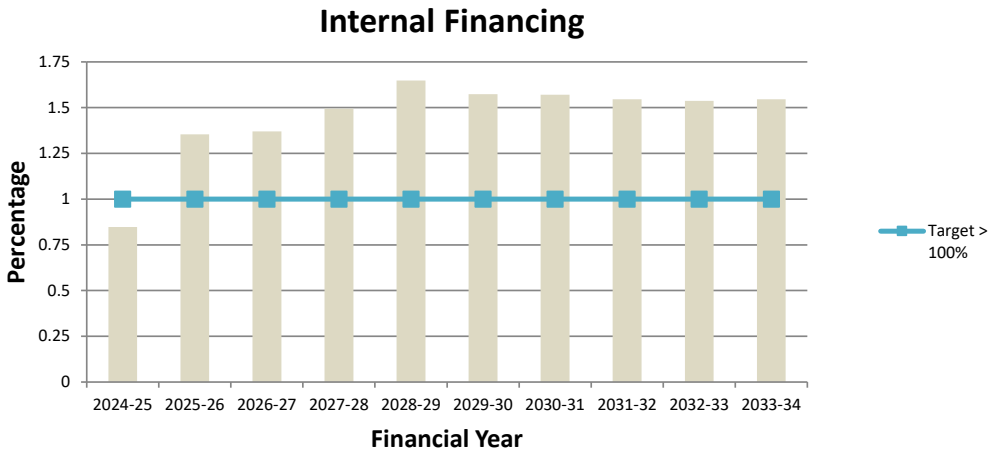




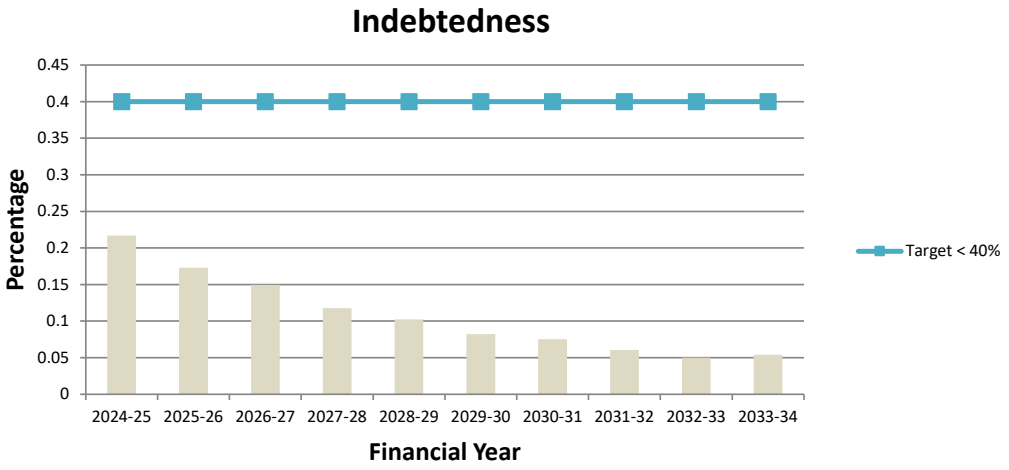
The net result projects that an operating surplus is expected to be achieved in each of the forecast years. The forecast underlying surplus results reflect limited growth in own-source revenue and continued maintenance of operational expenditure in line with service levels. The trend demonstrates the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



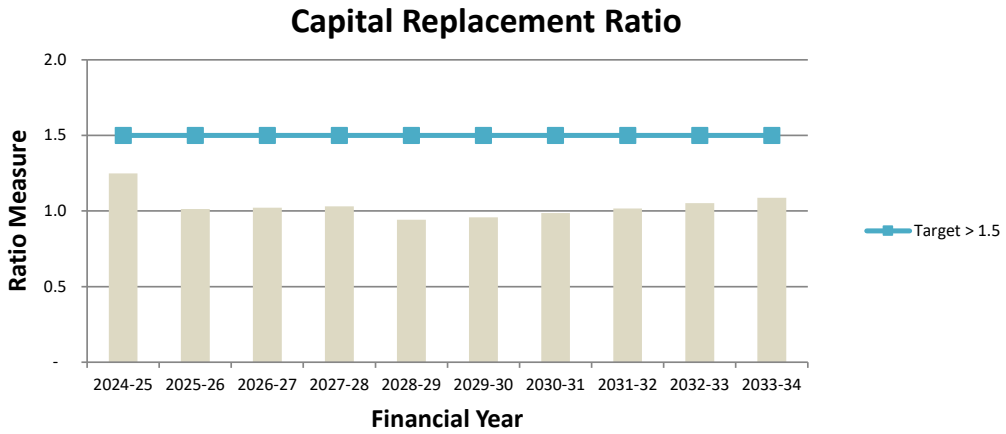
Council's liquidity forecasts is showing an improving trend and reflects liabilities, including borrowing maturities and a greater proportion of the provision for landfill rehabilitation becoming current, with cash balances lowering as capital projects are completed. Council does not budget for non-recurrent grant funding.



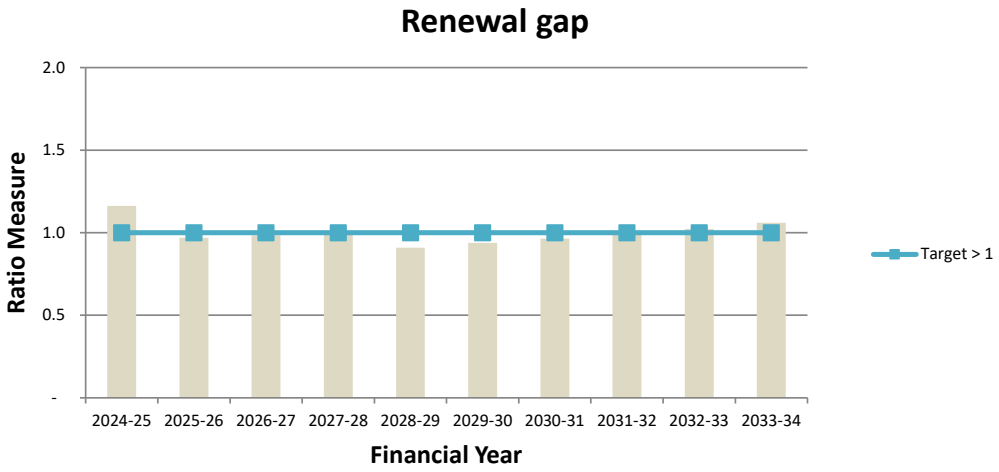
The internal financing forecasts Council's ability to finance capital works from generated cash flow. The trend is driven by the forecast capital works program, reflecting known funding sources.



Council continues to repay its existing loans and borrowings and is not anticipating taking out any loans in 2024-2025. This is offset by borrowing maturities scheduled to occur each year, resulting in the declining overall debt balance and trend.



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. The trend highlights the reliance on external funding and pressure on Council to maintain it's assets.

Appendix 1
Fees and Charges

Nillumbik Shire Council 2024-25 DRAFT Fees & Charges

Note: * indicates Statutory Fee

Description of Fee	Unit of Measure	Taxable Supply	Adopted Fee (GST Inclusive) 2023-24 $	Proposed Fee (GST Inclusive) 2024-25 $
Waste Management				
Bin tows	Each	Y	30.00	31.50
120 litre green waste bin	Each	Y	80.00	83.50
240 litre green waste bin	Each	Y	95.00	99.00
80 litre landfill bin	Each	Y	70.00	73.00
120 litre landfill bin	Each	Y	80.00	83.50
140 litre landfill bin	Each	Y	85.00	89.00
120 litre recycling bin	Each	Y	80.00	83.50
240 litre recycling bin	Each	Y	95.00	99.00
Recycling & Recovery Centre				
Recycling & Recovery Centre - NSC Resident				
Minimum charge	1	Y	27.50	27.50
Car boot	1	Y	54.50	54.50
Station wagon	1	Y	67.00	67.00
Small utility / van	1	Y	82.50	82.50
Medium utility / van	1	Y	123.50	123.50
Large ute	1	Y	130.00	130.00
Large van	1	Y	151.00	151.00
6 x 4 trailer	1	Y	105.00	105.00
6 x 4 trailer high side	1	Y	151.00	151.00
7 x 5 trailer	1	Y	128.00	128.00
7 x 5 trailer high side	1	Y	153.00	153.00
8 x 6 tandem trailer	1	Y	157.50	157.50
8 x 6 tandem trailer high side	1	Y	173.00	173.00
White goods - refrigerator, air-conditioners, freezer etc.	1	Y	49.00	49.00
Mattress - king / queen / double	1	Y	52.50	52.50
Mattress - single / baby	1	Y	37.50	37.50
Car tyre	1	Y	21.00	21.00
Car tyre with rim	1	Y	24.00	24.00
4WD tyre	1	Y	25.00	25.00
4WD tyre with rim	1	Y	28.50	28.50
Motor bike tyre	1	Y	18.00	18.00
Motor bike tyre with rim	1	Y	18.00	18.00
Truck tyre	1	Y	46.00	46.00
Truck tyre with rim	1	Y	52.50	52.50
Large tractor tyre	1	Y	187.50	187.50
Motor oil	Per litre		No charge	No charge
Car battery	1		No charge	No charge
Scrap metal (including stoves and washing machines)	1		No charge	No charge
Household recycling - paper, cardboard & containers	1		No charge	No charge
E-waste	1		No charge	No charge
Recycling & Recovery Centre - Non-NSC Resident				
Minimum charge	1	Y	-	42.00
Car boot	1	Y	-	82.00
Station wagon	1	Y	-	100.00
Small utility / van	1	Y	-	125.00
Medium utility / van	1	Y	-	185.00
Large ute	1	Y	-	195.00
Large van	1	Y	-	225.00
6 x 4 trailer	1	Y	-	155.00
6 x 4 trailer high side	1	Y	-	225.00
7 x 5 trailer	1	Y	-	190.00
7 x 5 trailer high side	1	Y	-	230.00
8 x 6 tandem trailer	1	Y	-	235.00
8 x 6 tandem trailer high side	1	Y	-	260.00
White goods - refrigerator, air-conditioners, freezer etc.	1	Y	-	75.00
Mattress - king / queen / double	1	Y	-	75.00
Mattress - single / baby	1	Y	-	57.00
Car tyre	1	Y	-	32.00
Car tyre with rim	1	Y	-	36.00
4WD tyre	1	Y	-	38.00

	Description of Fee	Unit of Measure	Taxable Supply	Adopted Fee (GST Inclusive) 2023-24 $	Proposed Fee (GST Inclusive) 2024-25 $
	4WD tyre with rim	1	Y	-	43.00
	Motor bike tyre	1	Y	-	27.00
	Motor bike tyre with rim	1	Y	-	27.00
	Truck tyre	1	Y	-	70.00
	Truck tyre with rim	1	Y	-	80.00
	Large tractor tyre	1	Y	-	280.00
	Motor oil	Per litre	Y	-	4.00
	Car battery	1	Y	-	5.00
	Scrap metal (including stoves and washing machines)	1	Y	-	5.00
	Household recycling - paper, cardboard & containers	Car boot	Y	-	50.00
	E-waste	Per item	Y	-	5.00
Infrastructure					
*	Dispensations	Building over easement		As advised by State Government	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)	Y	As per Subdivision Act	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)	Y	As per Subdivision Act	As per Subdivision Act
	Minor drainage supervision and plan checking	Flat rate (scaled for number of allotments)	Y	1-3 lots: $682.00 + BPI 4-10 lots: $963.00 + BPI >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	Y	154.00 + BPI	154.00 + BPI
	Copy of additional approved engineering plans	Flat rate	Y	143.00 + BPI	143.00 + BPI
	Pit opening - excluding traffic management	Per hour	Y	105.00 + BPI	105.00 + BPI
Capital Works					
*	Storm water and drainage information			155.30	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		686.90	Monetary fee unit
*	Arterial road - not conducted on any part of the roadway, shoulder or pathway	Per site		480.20	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		685.30	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		373.70	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		373.70	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		95.40	Monetary fee unit
	Minor works conducted by utilities or public transport provider that are traffic impact works :				
*	Arterial road - conducted on any part of the roadway, shoulder or pathway	Per site		254.40	Monetary fee unit
*	Arterial road - not conducted on any part of the roadway, shoulder or pathway	Per site		151.10	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		147.90	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		95.40	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		147.90	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		95.40	Monetary fee unit
	Vehicle crossing	Per site		316.50	331.00
*	Landscaping of nature strip	Per site		95.40	Monetary fee unit
	Stormwater drainage connection:				
	- Easement or connection not requiring road opening	Per site		97.00	101.50
	- Connection requiring road opening	Per site		150.00	157.00
	Reinstatement costs				
	Asset reinstatements	Council claims actual cost of works plus a 30% surcharge plus GST	Y	Actual cost of works plus a 30% surcharge plus GST	Actual cost of works plus a 30% surcharge plus GST
	Road pavements	2m² to 10m² (per m²)	Y	As per contract rates plus a 3% administration charge	As per contract rates plus a 3% administration charge
		Greater than 10m² (per m²)	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. These rates are charged for all reinstatements unless prior agreement to alternative arrangements (eg. cost plus 30%):				
	- Footpaths	Asphalt, 75mm concrete, pitcher or flag type (per m²)	Y	As per contract rates plus a 3% administration charge	As per contract rates plus a 3% administration charge
	- Crossovers	150mm concrete (per m²)	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 m²)	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)	Y	As per contract rates plus a 3% administration charge	As per contract rates plus a 3% administration charge
	Saw cutting	Per lineal metre	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)	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 10m² - 30% surcharge on invoice price				
	Under 20m² - 15% surcharge on invoice price				
	Above 20 m² - no surcharge applied				

	Description of Fee	Unit of Measure	Taxable Supply	Adopted Fee (GST Inclusive) 2023-24 $	Proposed Fee (GST Inclusive) 2024-25 $
Traffic and Transport					
	Endorse Traffic Guidance Scheme *(not applicable to community run events)*	Per traffic guidance scheme	Y	165.00	165.00
Building Services					
	Building permit (within Nillumbik)	Value of works between $1 - $5,000	Y	POA - minimum $800 (includes maximum of 2 inspections)	POA - minimum $850 (includes maximum of 2 inspections)
	Building permit (within Nillumbik)	Value of works between $5,001 - $15,000	Y	POA - minimum $1,050 (includes a maximum of 2 inspections)	POA - minimum $1,100 (includes a maximum of 2 inspections)
	Building permit (within Nillumbik)	Value of works between $15,001 - $50,000	Y	POA - minimum $1,150 (includes a maximum of 3 inspections)	POA - minimum $1,200 (includes a maximum of 3 inspections)
	Building permit (within Nillumbik)	Value of works between $50,001 - $100,000	Y	POA - minimum $1,575 (includes a maximum of 3 inspections)	POA - minimum $1,600 (includes a maximum of 3 inspections)
	Building permit (within Nillumbik)	Value of works between $100,001 - $150,000	Y	POA - minimum $1,675 (includes a maximum of 4 inspections)	POA - minimum $1,800 (includes a maximum of 4 inspections)
	Building permit (within Nillumbik)	Value of works between $150,001 - $200,000	Y	POA - minimum $1,935 (includes a maximum of 4 inspections)	POA - minimum $2,000 (includes a maximum of 4 inspections)
	Building permit (within Nillumbik)	Value of works between $200,001 - $300,000	Y	POA - minimum $2,085 (includes a maximum of 4 inspections)	POA - minimum $2,200 (includes a maximum of 4 inspections)
	Building permit (within Nillumbik)	Value of works between $300,001 - $400,000	Y	POA - minimum $2,345 (includes a maximum of 4 inspections)	POA - minimum $2,500 (includes a maximum of 4 inspections)
	Building permit (within Nillumbik)	Value of works between $400,001 - $1,000,000	Y	POA - minimum $2,445 (includes a maximum of 4 inspections)	POA - minimum $2,600 (includes a maximum of 4 inspections)
	Building permit (within Nillumbik)	Value of works $1,000,001 and over	Y	POA	POA
	Building permit (within Nillumbik) - additional inspections	Fee per additional inspection (beyond quantity provided for in permit contract)	Y	POA - minimum $165 (maximum 1 hour)	POA - minimum $170 (maximum 1 hour)
	Building inspection (within Nillumbik) - commercial	Per hour	Y	165.00	170.00
	Building inspection (outside Nillumbik boundaries)	Per hour	Y	255.00	260.00
	Multiple dwelling application (within Nillumbik)	Per application (excludes apartment building applications - considered under commercial)	Y	POA	POA
	Building permit (within Nillumbik) - demolition permit	Per demolition permit application	Y	POA - minimum $800 (includes a maximum of 2 inspections)	POA - minimum $950 (includes a maximum of 2 inspections)
	Building permit (within Nillumbik) - sheds, carports, non masonry garages, verandas ($15,000 - $30,000)	Per building permit application	Y	990.00	1,000.00
	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	Y	380.00	400.00
	Building permit (outside Nillumbik boundaries)	Fee per building permit application	Y	POA	POA
	Multiple dwelling application (outside Nillumbik boundaries)	Per application (Excludes apartment building applications - considered under commercial)	Y	POA	POA
*	Section 29A consent	Per request		91.40	As advised.
	Requesting adjoining neighbours comments	Per request		120.00	120.00
*	Report & consents (dispensations)	As set by Victorian Building Authority (VBA)		311.80	As advised.
	Report (dispensations)	Per clause	Y	450.00	455.00
	Extension of time	Per application for extension of time	Y	310.00	315.00
	Above ground swimming pool (within Nillumbik)	Per application	Y	POA - minimum $875 (includes a maximum of 2 inspections)	POA - minimum $880 (includes a maximum of 2 inspections)
	Certificate of pool and spa barrier compliance	Per application	Y	$350 (includes 1 inspection and a 2nd minor re inspection, any additional required inspection to be charged at a rate of $150 per inspection)	$355 (includes 1 inspection and a 2nd minor re inspection, any additional required inspection to be charged at a rate of $155 per inspection)
*	Lodgement fee for registration of pools and spas	Per application	N	34.20	As advised
*	Pools and spas search fee	Per application - Not applicable if the application to register a swimming pool with Council includes a copy of CFI or Building permit that confirms date of construction of the swimming pool/spa	N	50.70	As advised
*	Lodgement of certificate of swimming pool and spa barrier compliance	Per application	N	21.90	As advised
*	Pool registration and Form 23 built after 1/11/2020	Per application	N	53.95	As advised
*	Failure to lodge pool/spa compliance certificate	1	N	1,849.20	10 penalty units
*	Lodgement of pool and spa barrier noncompliance certificate	1	N	413.40	26 Fee units
	Building inspection for selected private building surveyor (within Nillumbik)	Per building inspection	Y	250.00	250.00
	Building inspection for selected private building surveyor (outside Nillumbik boundaries)	Per building inspection	Y	300.00	300.00
	Permission to retain illegal structures	Value of works	Y	POA	POA
*	Property Information Regulation 51(1)	Per property information request - Building form 10, As advised by VBA		50.70	As advised
*	Property Information Regulation 51(2)	Per property information request - Building form 10, As advised by VBA		50.70	As advised
	Property Information Regulation 51(1) or 51(2) Fast track fee	Per priority request - additional charge for priority property information request	Y	120.00	125.00
*	Property Information Regulation 51(3)	Certificate of building permit		50.70	As advised
	Building permit - copy	Occupancy permit, certificate of final inspection	Y	75.00	80.00
	Building miscellaneous	Certificate of domestic work insurance	Y	75.00	80.00

	Description of Fee	Unit of Measure	Taxable Supply	Adopted Fee (GST Inclusive) 2023-24 $	Proposed Fee (GST Inclusive) 2024-25 $
	Building miscellaneous	Plans / computations / reports - plans (includes $50 non-refundable search fee)	Y	260.00	260.00
	Building miscellaneous	Plans / computations / reports - soil report (includes $50 non-refundable search fee)	Y	150.00	155.00
	Building miscellaneous	Plans / computations / reports - truss computations (includes $50 non-refundable search fee)	Y	150.00	155.00
	Building miscellaneous	All available commercial permit information	Y	POA	POA
	Building miscellaneous	Per permit for commercial & industrial plans (Depends on number of plans - electronic copies only)	Y	200.00	265.00
	Copy document fee	A4 paper (black and white per page)	Y	0.30	0.30
	Copy document fee	A3 paper (black and white per page)	Y	0.80	0.80
	Copy document fee	A0 paper (black and white per page)	Y	5.50	5.55
*	Section 30 lodgement fee	Per external lodgement - (Set by VBA)		125.80	As advised
	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.	Y	220.00	220.00
	Liquor licence inspection and report fee	Per inspection and report request	Y	800.00	850.00
	Bushfire attack level	Per request and assessment	Y	325.00	330.00
*	Report and consent- Regulation 116	Per application		304.00	As advised
	Hoarding permit (street occupation)	Per occupied area, or minimum fee	Y	$5 per m2 per week or min $100 per day	$5 per m2 per week or min $100 per day
	Hoarding permit (road closure)	Per occupied area, or minimum fee	Y	641.00	645.00
	Commercial building permits	Works within Nillumbik	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 $170 per required inspection)
	Commercial building permits	Works outside Nillumbik	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 $225 per hour for Building Surveying support, $80 per hour for administrative support, and $225 per required inspection)
	Commercial building inspection (within Nillumbik)	Per inspection	Y	165.00	170.00
	Commercial building inspection (outside Nillumbik)	Per inspection	Y	220.00	225.00
	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.		225.00	230.00
	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	Y	475.00	480.00
	Occupancy permit - place of public entertainment (POPE)	Event conducted by a natural person or body corporate (business) with less than 5,000 attendees at any one time	Y	785.00	800.00
	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	Y	1,525.00	1,600.00
	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)	Y	205.00	225.00
	Occupancy permit - place of public entertainment (POPE) - events held within a building	Event conducted within a building	Y	POA	POA
	Siting of temporary structures	Per siting request/application approval	Y	340.00	350.00
	Siting of temporary structures	Inspection fee per hour if an inspection is required outside standard business hours	Y	205.00	225.00
	Asset Protection or Out of Hours Work Fee	Per site	Y	480.00	480.00
	Site Property Sign	Per sign	Y	-	Actual cost of SIGN plus a 10% surcharge plus GST
	Replacement of Street Tree	Per tree	Y	-	Actual cost of works plus a 30% surcharge plus GST
	Streer sweeper rental with Operator per hour	Per hour	Y	-	Actual cost of works plus a 30% surcharge plus GST
Environmental Health					
	Initial registration of food premises	Class one premises		950.00	993.00
	Initial registration of food premises	Class two premises		850.00	888.00
	Initial registration of food premises	Class three premises		500.00	522.50
	Plans approval fee of premises	Premises		185.00	193.50
	Initial registration of food premises	Community group - class 2		425.00	444.00
	Initial registration of food premises	Community group - class 3		250.00	261.00
	Notification of food premises	Class four premises		-	-
	Renewal registration of food premises	Class one premises		750.00	784.00
	Renewal registration of food premises	Class two premises		685.00	716.00
	Renewal registration of food premises	Class three premises		430.00	449.50
	Renewal registration of food premises	Community group - class 2		340.00	355.00
	Renewal registration of food premises	Community group - class 3		215.00	225.00
	Food premises additional inspection	Other than mandatory inspection and 1 follow up		200.00	209.00
	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)		127.00	133.00
	Temporary food premises permit	Single event		90.00	94.00
	Temporary food premises permit	Community group single event		45.00	47.00
	Pre purchase Inspection	Food or health premises		200.00	209.00
	Failed sampling result	2nd and subsequent sampling results		190.00	198.50

	Description of Fee	Unit of Measure	Taxable Supply	Adopted Fee (GST Inclusive) 2023-24 $	Proposed Fee (GST Inclusive) 2024-25 $
	Street-trader registration	Class two premises		580.00	606.00
	Street-trader registration	Class three premises		430.00	449.50
	Street-trader registration	Community group - class 2		180.00	188.00
	Street-trader registration	Community group - class 3		130.00	136.00
	Additional component	Per additional component (eg bakery, butcher, deli) to main activity		158.00	165.00
	Additional staff	Additional charge per staff EFT over 5 for all premises		11.00	11.00
	Hairdresser registration - initial only	1		280.00	292.50
	Beauty therapy registration	1		310.00	324.00
	Beauty therapy renewal	1		212.00	221.50
	Skin penetration registration	1		350.00	365.50
	Skin penetration renewal	1		258.00	270.00
	Prescribed accommodation - renewal	Fee for < 10 beds		300.00	313.50
		Fee for 10 - 20 beds		480.00	501.50
		Fee for > 20 beds		610.00	637.50
	Prescribed accommodation - registration	Fee for < 10 beds		460.00	480.50
		Fee for 10 - 20 beds		640.00	669.00
		Fee for > 20 beds		770.00	804.50
	Aquatic facility registration	Category 1 aquatic facility		285.00	298.00
	Aquatic facility renewal	Category 1 aquatic facility		285.00	298.00
	Health - colonic irrigation registration	1		210.00	219.50
	Health - colonic irrigation renewal	1		210.00	219.50
	Health - Transfer	1		180.00	188.00
	Scare Gun permit	1		180.00	188.00
Domestic Wastewater Management (cost recovery)					
*	Septic application	1		777.19	48.88 fee units
*	Minor alteration to OWMS	1		592.27	37.25 fee units
*	Transfer a permit	1		157.88	9.93 fee units
*	Amend a permit	1		165.04	10.38 fee units
*	Renew a permit	1		132.13	8.31 fee units
*	Exemption	1		233.25	14.67 fee units
*	Report and consent	1		311.80	19.61 fee units
	Search for septic plans	1		50.00	52.00
	Application to retain septic system in reticulated area	Includes site inspection, records search and one water sample analysis		777.19	48.88 fee units
Statutory Planning					
	Planning miscellaneous - history	Per request - general planning information (permits & dates etc.)	Y	155.00	162.00
	Planning miscellaneous - written planning advice	Per request - for written planning information/advice	Y	180.00	188.00
	Planning miscellaneous - copy of permit	Copy of permit (price per permit, without endorsed plans)		73.50	77.00
	Planning miscellaneous - permit information (1 Permit)	Planning permit details (copies of permits, including endorsed plans, price per permit). One permit	Y	150.00	156.50
	Planning miscellaneous - permit information (2 Permits)	Planning permit details (copies of permits, including endorsed plans, price per permit) Search last permit. Two permits	Y	255.00	266.50
	Planning miscellaneous - multiple permit information	Planning permit details (copies of permits, including endorsed plans, price per permit) Search all permits	Y	380.00	397.00
	Planning - miscellaneous consents	Miscellaneous consents (eg. S173)	Y	470.00	491.00
	Planning - fast track miscellaneous consent	Miscellaneous consent fast track (eg. S173 for up to 2 trees)		770.00	804.50
	Planning - extension of time (1st)	Request for extension of time to permit - first request	Y	360.00	395.00
	Planning - extension of time (Subsequent)	Request for extension of time to permit - subsequent requests	Y	475.00	510.00
*	Planning - amendment to application	Request for amendment to application - after notice		Variable - 40% of original fee	Variable - 40% of original fee
	Permit application class:				
*	Planning	Class 1		1,415.10	1,415.10 + CPI
*	Planning	Class 2		214.70	214.70 + CPI
*	Planning	Class 3		675.80	675.80 + CPI
*	Planning	Class 4		1,383.30	1,383.30 + CPI
*	Planning	Class 5		1,494.60	1,494.60 + CPI
*	Planning	Class 6		1,605.90	1,605.90 + CPI
*	Planning	Class 7		214.70	214.70 + CPI
*	Planning	Class 8		461.10	461.10 + CPI
*	Planning	Class 9		214.70	214.70 + CPI
*	Planning	Class 10		214.70	214.70 + CPI
*	Planning	Class 11		1,232.30	1,232.30 + CPI
*	Planning	Class 12		1,661.60	1,661.60 + CPI
*	Planning	Class 13		3,665.00	3,665.00 + CPI
*	Planning	Class 14		9,341.30	9,341.30 + CPI
*	Planning	Class 15		27,546.80	27,546.80 + CPI
*	Planning	Class 16		61,914.60	61,914.60 + CPI
*	Subdivision	Class 17		1,415.10	1,415.10 + CPI
*	Subdivision	Class 18		1,415.10	1,415.10 + CPI
*	Subdivision	Class 19		1,415.10	1,415.10 + CPI
*	Subdivision	Class 20		1,415.10	1,415.10 + CPI

	Description of Fee	Unit of Measure	Taxable Supply	Adopted Fee (GST Inclusive) 2023-24 $	Proposed Fee (GST Inclusive) 2024-25 $
*	Subdivision	Class 21		1,415.10	1,415.10 + CPI
*	Planning	Class 22		1,415.10	1,415.10 + CPI
	Request for amendment to permit class:				
*	Planning	Class 1		1,415.10	1,415.10 + CPI
*	Planning	Amendment to change permit preamble or conditions (other than for a single dwelling)		1,415.10	1,415.10 + CPI
*	Planning	Class 2		214.70	214.70 + CPI
*	Planning	Class 3		675.80	675.80 + CPI
*	Planning	Class 4		1,383.30	1,383.30 + CPI
*	Planning	Class 5		1,494.60	1,494.60 + CPI
*	Planning	Class 6		1,494.60	1,494.60 + CPI
*	Planning	Class 7		214.70	214.70 + CPI
*	Planning	Class 8		461.10	461.10 + CPI
*	Planning	Class 9		214.70	214.70 + CPI
*	Planning	Class 10		214.70	214.70 + CPI
*	Planning	Class 11		1,232.30	1,232.30 + CPI
*	Planning	Class 12		1,661.60	1,661.60 + CPI
*	Planning	Class 13		3,665.00	3,665.00 + CPI
*	Planning	Class 14		3,665.00	3,665.00 + CPI
*	Planning	Class 15		3,665.00	3,665.00 + CPI
*	Planning	Class 16		3,665.00	3,665.00 + CPI
*	Subdivision	Class 17		1,415.10	1,415.10. CPI
*	Subdivision	Class 18		1,415.10	1,415.10 CPI
*	Subdivision	Class 19		1,415.10	1,415.10 + CPI
*	Subdivision	Class 20		1,415.10	1,415.10 + CPI
*	Subdivision	Class 21		1,415.10	1,415.10 + CPI
*	Planning	Class 22		1,415.10	1,415.10 + CPI
*	Certification	Certification of subdivision (per 100 lots)		187.60	187.60 + CPI
*	Certification	Alteration of plan		119.30	119.30 + CPI
*	Certification	Amendment to certified plan		151.10	151.10 + CPI
*	Certification	Recertification of a plan of subdivision		151.10	151.10 + CPI
*	Planning - satisfaction matter	Satisfaction matter		349.80	349.80 + CPI
*	Planning - certificate of compliance	Certificate of compliance		349.80	349.80 + CPI
*	Planning - section 173 change	For an agreement to amend or end a Section 173 Agreement - consent request		707.60	707.60 + CPI
	PS copying/scanning (not including written objections)	A3 copies	Y	5.00	5.00
	PS copying/scanning (not including written objections)	A4 copies	Y	5.00	5.00
	PS copying/scanning (not including written objections)	A1 copies	Y	20.00	20.00
	Digitisation of hard copy submissions	A4 and A3	Y	55.00	57.50
	Digitisation of hard copy submissions	Larger than A3	Y	110.00	115.00
	Advertising	Mail out up to 10 notices	Y	200.00	240.00
	Advertising	Additional notices	Y	12.00	15.00
	Advertising	1 site notice	Y	75.00	75.00
	Advertising	2 site notices	Y	100.00	100.00
	Advertising	3 site notices	Y	125.00	125.00
	Advertising	4+ site notices	Y	150.00	150.00
	Advertising	Additional sign/s - installation service	Y	58.40	61.00
	Advertising	Planning notice installation service	Y	209.65	219.00
	Advertising	Notice in local paper	Y	Cost plus 10% administration charge	Cost plus 10% administration charge
	Plans to satisfy permit conditions	First submission of plans to satisfy Condition 1 of planning permit	Y	-	-
	Plans to satisfy permit conditions	Resubmission of plans to satisfy Condition 1 of planning permit	Y	200.00	209.00
	Removal of trees < 2 (Arborist) - fast-track - associated with a dwelling	Per application (must be charged in conjunction with appropriate statutory application fee)	Y	300.00	313.50
	Removal of trees < 2 (Arborist) - fast-track - non - other development	Per application (must be charged in conjunction with appropriate statutory application fee)	Y	300.00	313.50
	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	350.00	514.70
	Application to remove more than two trees on private land under the local law	Per application, the customer to provide the arborist report.	Y	300.00	400.00
	Extension of time to extend a local laws tree removal permit	Per application		250.00	250.00 + CPI
	Request for secondary consent approval	Changes associated with a single dwelling, including outbuildings and DPUs associated with a single dwelling	y	385.00	385.00
	Request for secondary consent approval	Changes associated with 2 - 5 Dwellings	y	535.00	585.00
	Request for secondary consent approval	All other requests, including changes to multiple dwellings (6 or more), changes to commercial/industrial developments, changes to other non-residential approvals	y	-	685.00
	Pre-lodgement application and document check and review	Per request	Y	115.00	115.00 + CPI
	Major pre-application meeting request with written planning advice	Per request	y	250.00	250.00 + CPI
	Draft Section 173 Agreement - review by officers	Per request	Y	-	220.00
Planning Scheme Amendments					+ CPI
*	Planning	Planning Scheme amendment (stage 1)		3,275.40	3,275.40 + CPI
*	Planning	Planning Scheme amendment (stage 2 - < 10 submissions)		16,233.90	16,233.90 + CPI
*	Planning	Planning Scheme amendment (stage 2 - 11-20 submissions)		32,436.00	32,436.00 + CPI
*	Planning	Planning Scheme amendment (stage 2 - > 20 submissions)		43,359.30	43,359.30 + CPI
*	Planning	Planning Scheme amendment (stage 3)		516.80	516.80 + CPI

	Description of Fee	Unit of Measure	Taxable Supply	Adopted Fee (GST Inclusive) 2023-24 $	Proposed Fee (GST Inclusive) 2024-25 $
*	Planning	Planning Scheme amendment (stage 4)		516.80	516.80 + CPI
Council Over the Counter native vegetation offset program					
	General habitat unit (GHU) - over the counter native vegetation offset	Per unit		141,885.00	141,885.00
	Species habitat unit (SHU) - over the counter native vegetation offset	Per unit		147,000.00	147,000.00
Community Safety					
	Impounding livestock	Labour - ordinary per hour		55.00	57.00
	Impounding livestock	Labour - time and a half per hour		84.00	86.00
	Impounding livestock	Labour - double time per hour		109.00	112.00
	Impounding livestock	Trespass sheep/goat/pig per head		29.00	30.00
	Impounding livestock	Trespass other cattle per head		34.00	35.00
	Impounding livestock	Transport - Monday to Saturday		External contractors rate	External contractors rate
	Impounding livestock	Transport - Sunday/public holidays		External contractors rate	External contractors rate
	Impounding small livestock	Sustenance - chicken/rabbit/ferret/bird per day		7.00	8.00
	Impounding medium livestock	Sustenance - sheep/goat/pig per day		24.00	25.00
	Impounding large livestock	Sustenance – cattle/horse per day		29.00	30.00
	Impounding livestock	Pound fees		24.00	25.00
	Impounding livestock	Posting notice		35.00	36.00
	Impounding livestock	Insertion of notice in newspapers		At cost + 10% administration fee	At cost + 10% administration fee
	Impounding livestock	Advertisement cost		At cost + 10% administration fee	At cost + 10% administration fee
	Dog pound - release	Release same day	Y	59.00	61.00
	Dog pound - release	Release - one day	Y	93.00	96.00
	Dog pound - sustenance	Sustenance per day	Y	34.00	35.00
	Animal registration	Dog maximum fee		205.00	210.00
	Animal registration	Dog reduced fee (Micro chipped only. Excludes new registrations)		105.00	108.00
	Animal registration	Dog minimum fee (Desexed)		54.00	55.00
	Animal registration	Cat maximum fee		307.00	315.00
	Animal registration	Cat reduced fee (Micro chipped only)		105.00	107.00
	Animal registration	Cat minimum fee (Desexed)		54.00	55.00
	Animal registration	Transfer		12.00	13.00
	Animal registration	Replacement tag	Y	13.00	14.00
	Animal registration	Pensioner registration of any animal		1/2 standard fee	1/2 standard fee
	Animal registration	Domestic animal business		399.00	408.00
	Animal registration	Dangerous/restricted breed		399.00	408.00
	Animal registration	Microchipping service		36.00	37.00
	Local law permits	More than animals specified in Local Law		114.00	117.00
	Local law bonds	Cat cage holding fee (refundable)		51.00	53.00
	Local law permits	Outdoor eating facilities - 1st table		198.00	200.00
		- Thereafter		104.00	106.00
	Local law permits	Temporary signs and A frames		125.00	128.00
	Local law permits	Temporary real estate signage (multiple signs/year)		522.00	530.00
	Local law permits	Goods/furniture on footpaths		209.00	214.00
	Local law permits	Repair and sale of vehicle		50.00	50.00
	Local law permits	Fireworks		200.00	205.00
	Local law permits	Charitable collection		10.00	10.00
	Local law permits	Clothing bin		80.00	82.00
	Local law permits	Busking per day		21.00	21.00
	Local law permits	Storage on roads per day		49.00	50.00
	Local law permits	Skips		49.00	50.00
	Local law permits	Skip bin - annual consent		568.00	580.00
	Local law permits	Use of motorised toy vehicles on private property		112.00	114.00
	Local law permits	Road side vending (per day)		189.00	193.00
	Local law permits	Road side vending (half day = 4hrs)		99.00	100.00
	Local law permits	Road side vending (per annum)		1,435.00	1450.00
	Local law permits	Road side vending (pro rata/month)		Pro rata annual fee	Pro rata annual fee
	Local law permits	Caravans, boats and trailers		110.00	112.00
	Local law releases	Shopping trolleys per item	Y	125.00	128.00
	Local law releases	Charity bins per item	Y	425.00	435.00
	Local law releases	Skips per item	Y	790.00	800.00
	Local law releases	Caravans, boats and trailers	Y	425.00	435.00
	Local law releases	A frames and signs	Y	129.00	132.00
	Local law releases	Miscellaneous small items	Y	111.00	113.00
	Local law releases	Miscellaneous medium items	Y	269.00	275.00
	Local law releases	Miscellaneous large items	Y	430.00	440.00
*	Parking fines	Section 87(4) of the Road Safety Act 1986 60% of one penalty unit		0.6 penalty units	0.6 penalty units
*	Parking fines	Infringement court fees (as advised)		As advised	As advised
*	Parking fines	Witness fees (as awarded)		As awarded	As awarded
	Derelict vehicles	Release	Y	224.00	229.00
	Derelict vehicles	Towing	Y	188.00	192.00
	Derelict vehicles	Storage per additional day - motor vehicles, caravans, trailers	Y	28.00	29.00
	Parking permits	Private parking permits		24.00	25.00
	Parking permits	Eltham Traders Permit Scheme - annual permit		107.00	109.00
	Parking permits	Eltham Traders Permit Scheme - casual permit		2.50	2.50
	Parking permits	Trade/builders parking permit / day		56.00	57.00
	Filming permits	Application fee - filming		215.00	220.00
	Filming permits	Application fee - stills photography		107.00	109.00
	Filming permits	Use of Council reserve / facility - per day		753.00	770.00
	Filming permits	Use of Council reserve / facility - half day		377.00	386.00
	Filming permits	Parking - car / day		43.00	45.00
	Filming permits	Parking - truck / day		86.00	88.00

Description of Fee	Unit of Measure	Taxable Supply	Adopted Fee (GST Inclusive) 2023-24 $	Proposed Fee (GST Inclusive) 2024-25 $
Filming permits	Low impact permit fee (in addition to application fee)		162.00	166.00
Filming permits	High impact permit fee (in addition to application fee)		538.00	550.00
Emergency management				
Compulsory clearance	Per Fire Prevention Notice	Y	As per contract rates	As per contract rates
Compulsory clearance - administration fee	Per Fire Prevention Notice	Y	190.00	195.00
Community Programs				
Social support group				
- Low	Per session (means tested)		10.00	12.50
Occasional child care				
Child care for booked users - Eltham	1 child per session		82.00	83.00
Child care for booked users - Panton Hill	1 child per session		78.00	81.00
Child care for casual users - Eltham	1 child per session		89.00	90.00
Child care for casual users - Panton Hill	1 child per session		85.00	88.00
Preschool				
Centralised preschool enrolments 3 year old only	Per child - 3 year old preschool		40.00	No charge
Centralised preschool enrolments 4 year old only	Per child - 4 year old preschool		40.00	No charge
Centralised preschool enrolments combined 3 and 4 year old application	Per child - combined 3 and 4 year old preschool		48.00	No charge
Community transport				
Community transport	Per trip (one way)		2.40	3.00
One on one transport	Per trip inside shire boundary - one way		7.15	8.00
One on one transport	Per trip outside shire boundary - one way		11.40	12.00
Community bus hire	Full day	Y	135.00	135.00
Community bus hire	Half day	Y	79.00	79.00
Arts & Culture				
Nillumbik prize for contemporary writing entry fee	"Open" per entry (max 3 entries)	Y	25.00	25.00
Nillumbik prize for contemporary writing entry fee	"Local" per entry (max 3 entries)	Y	10.00	10.00
Nillumbik prize for contemporary art entry fee	"Open" per entry	Y	25.00	25.00
Nillumbik prize for contemporary art entry fee	"Local" per entry	Y	10.00	10.00
Community Halls Network				
Eltham Community & Reception Centre (ECRC)				
Event (one room)	**Friday Saturday & Sunday**			
	- Standard rate	Y	1,800.00	1,800.00
	- Community rate	Y	897.00	999.00
Event (one room)	**Rate per event/day**			
	- Standard rate	Y	960.00	960.00
	- Community rate	Y	672.00	672.00
Event (entire ECRC)	**Rate per event/day**			
	- Standard rate	Y	1,440.00	1,440.00
	- Community rate	Y	1,008.00	1,008.00
ECRC function weekends (entire ECRC)	**Rate per event/day**			
	- Standard rate	Y	1,925.00	1,925.00
	- Community rate	Y	1,345.00	1,345.00
1 x hall weekdays (one room)	**Rate per hour**			
	- Standard rate	Y	63.50	63.50
	- Community rate	Y	44.50	44.50
1 x hall week evenings Mon-Thur (one room)	**Rate per hour**			
	- Standard rate	Y	95.00	95.00
	- Community rate	Y	66.50	95.00
ECRC weekdays (entire ECRC)	**Rate per hour**			
	- Standard rate	Y	95.00	95.00
	- Community rate	Y	66.50	66.50
ECRC week evenings (entire ECRC)	**Rate per hour**			
	- Standard rate	Y	132.00	132.00
	- Community rate	Y	93.00	132.00
Additional hours	**Rate per hour**			
	- Standard rate	Y	165.00	165.00
	- Community rate	Y	93.00	165.00
Eltham Performing Arts Centre	**Rate per hour**			
	- Standard rate	Y	39.00	39.00
	- Community rate	Y	27.50	27.50
	Performance rate			
	- Standard rate	Y	591.00	591.00
	- Community rate	Y	413.50	413.50
Eltham Library Multi Purpose Room				
	Rate per hour			
	- Standard rate	Y	39.00	39.00
	- Community rate	Y	27.50	27.50
Outdoor Performance Centre				
	Rate per hour			
	- Standard rate	Y	26.50	26.50
	- Community rate	Y	19.00	19.00
	- Private Functions (minimum booking 4 hours)	Y	37.50	37.50
	School concerts			
	- Standard rate	Y	264.00	264.00
	- Community rate	Y	185.00	185.00

Description of Fee	Unit of Measure	Taxable Supply	Adopted Fee (GST Inclusive) 2023-24 $	Proposed Fee (GST Inclusive) 2024-25 $
	Rate per hour			
The Emergency Operations Centre/ Kangaroo Ground Hall	- Standard rate	Y	36.00	36.00
	- Community rate	Y	25.50	25.50
	Function			
	- Standard rate	Y	591.00	591.00
	- Community rate	Y	414.00	414.00
	Rate per hour			
	- Standard rate	Y	36.00	36.00
Hurstbridge Hall	- Community rate	Y	25.50	25.50
	Function			
	- Standard rate	Y	591.00	591.00
	- Community rate	Y	413.50	413.50
	Rate per hour			
	- Standard rate	Y	39.00	39.00
Eltham North Hall	- Community rate	Y	27.50	27.50
	Function			
	- Standard rate	Y	591.00	591.00
	- Community rate	Y	413.50	413.50
	Rate per hour			
	- Standard rate	Y	36.00	36.00
North Warrandyte Family Centre	- Community rate	Y	25.50	25.50
	Function			
	- Standard rate	Y	591.00	591.00
	- Community rate	Y	413.50	413.50
Senior citizens - Eltham				
Annexe	1 day hire	Y	55.71	55.71
	1 day hire - community rate	Y	39.00	39.00
	1/2 day hire	Y	28.57	28.57
	1/2 day hire - community rate	Y	20.00	20.00
	Hourly rate	Y	14.29	14.29
	Hourly rate - community rate	Y	10.00	10.00
Large hall	1 day hire	Y	102.14	102.14
	1 day hire - community rate	Y	71.50	71.50
	1/2 day hire	Y	51.43	51.43
	1/2 day hire - community rate	Y	36.00	36.00
	Hourly rate	Y	25.71	25.71
	Hourly rate - community rate	Y	18.00	18.00
Diamond Creek East community building - Coniston St				
Facility hire charge	Hourly rate	Y	11.50	11.50
Weekend function	Per function	Y	105.50	105.50
Eltham North Maternal & Child Health Centre				
Facility hire charge	Hourly rate	Y	11.50	11.50
Hurstbridge Community Hub				
	Rate per hour			
Community room	Standard rate	Y	69.50	69.50
	Community benefit	Y	34.75	34.75
	Community group	Y	20.85	20.85
	Rate per hour			
Training room	Standard rate	Y	48.00	48.00
	Community benefit	Y	24.00	24.00
	Community group	Y	14.40	14.40
	Rate per hour			
Meeting room 1	Standard rate	Y	25.00	25.00
	Community benefit	Y	12.50	12.50
	Community group	Y	7.50	7.50
	Rate per hour			
Meeting room 2	Standard rate	Y	37.50	37.50
	Community benefit	Y	18.75	18.75
	Community group	Y	11.25	11.25
	Rate per hour			
Community kitchen	Standard rate	Y	48.00	48.00
	Community benefit	Y	24.00	24.00
	Community group	Y	14.40	14.40
	Rate per hour			
Community lounge (available after-hours only)	Standard rate	Y	48.00	48.00
	Community benefit	Y	24.00	24.00
	Community group	Y	14.40	14.40
	Rate per hour			
Allied health room	Standard rate	Y	31.00	31.00
	Community benefit	Y	15.50	15.50
	Community group	Y	9.30	9.30
Nillumbik Youth Hub (previously Senior Citizens - Diamond Creek)				
	Rate per hour			
Program Room 1 (previously (Hall/large meeting room)	Standard rate	Y	25.71	25.00
	Community benefit	Y	18.00	12.50
	Community partnership	Y	-	0.00
	Rate per hour			
Program Room 2 (previously small meeting room)	Standard rate	Y	14.29	15.00
	Community benefit	Y	10.00	7.50
	Community partnership	Y	-	0.00

Description of Fee	Unit of Measure	Taxable Supply	Adopted Fee (GST Inclusive) 2023-24 $	Proposed Fee (GST Inclusive) 2024-25 $
Meeting Room (previously small meeting room)	**Rate per hour**			
	Standard rate	Y	14.29	15.00
	Community benefit	Y	10.00	7.50
	Community partnership	Y	-	0.00
Outdoor performance stage	**Rate per hour**			
	Standard rate	Y		20.00
	Community benefit	Y		10.00
	Community partnership	Y		0.00
Kitchen	**Rate per hour**			
	Standard rate	Y	-	20.00
	Community benefit	Y	-	10.00
	Community partnership	Y	-	0.00
Consulting Room 1	**Rate per hour**			
	Standard rate	Y	-	15.00
	Community benefit	Y	-	7.50
	Community partnership	Y	-	0.00
Consulting Room 2	**Rate per hour**			
	Standard rate	Y	-	15.00
	Community benefit	Y	-	7.50
	Community partnership	Y	-	0.00
Edendale Farm Community Environment Centre				
School program fees				
School program (excursion)	Per child / session	Y	Fee for service	Fee for service
Preschool program (excursion)	Per child / session	Y	Fee for service	Fee for service
Incursions	Per child / session	Y	Fee for service	Fee for service
School visit / talk	Per child / session	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	Y	Fee for service	Fee for service
Other fees				
Festival and event entry	Per person	Y	Fee for service	Fee for service
Admission	per person	Y	Voluntary donation	Voluntary donation
Farm tours (minimum 10 participants)				
Farm animal tour	Per child	Y	10.00	11.00
Farm tour	Per adult	Y	12.00	13.00
Farm tour	Adult concession	Y	10.00	11.00
Room hire - standard (Mummery room)				
Any day	Per hour (min. 2 hours) (includes setup and pack up time)	Y	53.00	56.00
Room hire - community, local small business, not for profit, NSC (Mummery Room)				
Any day	Per hour (min. 2 hours) (includes setup and pack up time)	Y	37.00	39.00
Room hire - standard (Macey room)				
Any day	Per hour (min. 2 hours) (includes setup and pack up time)	Y	53.00	50.00
Room hire - community, local small business, not for profit, NSC (Macey Room)				
Any day	Per hour (min. 2 hours) (includes setup and pack up time)	Y	37.00	35.00
Room hire - standard (Homestead rooms)				
Any day	Per hour (min. 2 hours) (includes setup and pack up time)	Y	40.00	42.00
Room hire - community, local small business, not for profit and NSC (Homestead Rooms)				
Any day	Per hour (min. 2 hours) (includes setup and pack up time)	Y	30.00	30.00
Additional room hire and event services				
Kitchen use charge (up to 20 people)	Per day (incl tea/ coffee / cups)	Y	47.00	49.00
Kitchen use charge (21-60 people)	Per day (incl tea/ coffee / cups)	Y	94.00	99.00
Additional Crockery and cutlery fee	Per usage	Y	Fee for service	Fee for service
Discretionary Kitchen Bond	Per session	Y	100.00	100.00
Cleaning levy	Per event (if required)	Y	185.00	194.00
Staff lock up fee	Night time	Y	174.00	183.00
PA Hire (speaker / microphone)	Per session	Y	58.00	61.00
Set up fee	Per session	Y	55.00	58.00
Fire Place (Mummery)	Per session	Y	-	110.00
Additional Edendale Staff - Weekday business hours	$/hour/staff	Y	-	65.00
Additional Edendale Staff - Weekday after hours and Saturdays	$/hour/staff	Y	-	100.00
Additional Edendale Staff - Sundays	$/hour/staff	Y	-	130.00
Additional waste bins	Per bin	Y	Fee for Service	Fee for service
Additional toilet clean	Per clean	Y	-	150.00
Shelter hire outdoor spaces				
Ironbark shelter	Exclusive group with public liability insurance			
Birthday party shelter hire	Per hour (min. 2 hours)	Y	82.00	86.00
Peppercorn & sheoak shelter	Exclusive group with public liability insurance			
Birthday party shelter hire	Per hour (min. 2 hours)	Y	42.00	44.00
Acacia, dam & spiral shelter	Exclusive group with public liability insurance			
Birthday party shelter hire	Per hour (min. 2 hours)	Y	34.00	36.00
Optional birthday party services				
Birthday party self guided farm tour	Per session	Y	69.00	72.00
Birthday party guinea pigs patting (mini party)	Per session	Y	90.00	95.00
Birthday party farm tour	Per session	Y	195.00	205.00
Hire of other spaces				
Hire of amphitheatre	Per hour (min. 2 hours)	Y	50.00	53.00

Description of Fee	Unit of Measure	Taxable Supply	Adopted Fee (GST Inclusive) 2023-24 $	Proposed Fee (GST Inclusive) 2024-25 $
Hire of designated lawn area for parties (not events)	Per hour (min. 2 hours)	Y	42.00	44.00
Hire of bottom paddock for events	Per event	Y	-	$250 - $750
Hire of whole site	Exclusive use	Y	2,000.00 - 6,000.00	2,000.00 - 6,000.00
Event bond	Per event	Y	250.00 - 1,000.00	250.00 - 1,000.00
Event infrastructure				
Marquee hire	Per marquee	Y	105.00	110.00
Bike parking	Per event	Y	200.00 - 1,000.00	200.00 - 1,000.00
Power stepdown box	Per box	Y	53.00	55.00
Nursery services				
Delivery fee	per delivery	Y	-	Fee for service
Living & Learning Nillumbik				
Fee for service courses	Total direct costs of course divided by minimum number of enrolments: Direct costs (e.g.) - tutor - materials, marketing - equipment - venue hire - catering Plus Indirect Costs - administration. All costs take into account GST where applicable. Fees will take into consideration the target group i.e. holders of concession cards	Y	POA	POA
Co-ops (untutored self-help interest groups)	Per session	Y	Fees calculated as fee for service	Fees calculated as fee for service
Government funded training	As per ministerial directive	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	Y	POA	POA
Living & Learning Nillumbik Eltham				
Pavilion - Minimum 2 hours hire	**Up to 25 people for meeting; includes kitchenette facilities**			
	- Standard rate (per hour)	Y	67.00	73.00
	- Local small business	Y	37.00	40.00
	- Community rate (per hour)	Y	33.50	29.00
	- Unfunded voluntary group	Y	15.00	15.00
Sunroom - Minimum 2 hours hire	**Up to 15 people; includes kitchenette facilities (access needs to be arranged)**			
	- Standard rate (per hour)	Y	53.50	60.00
	- Local small business	Y	29.50	33.00
	- Community rate (per hour)	Y	24.50	24.00
	- Unfunded voluntary group	Y	15.00	15.00
Kitchen	**Up to 12 people (exclusive use)**			
	- Standard rate (per hour)	Y	28.00	50.00
	- Local small business	Y	-	27.50
	- Community rate (per hour)	Y	22.50	20.00
	- Unfunded voluntary group	Y	15.00	15.00
Art studio 2 (small) - Minimum 2 hours hire	**Up to 20 people; includes kitchenette facilities**			
	- Standard rate (per hour)	Y	53.00	55.00
	- Local small business	Y	29.50	30.00
	- Community rate (per hour)	Y	21.50	22.00
	- Unfunded voluntary group	Y	15.00	15.00
Clay studio	**Additional individual bookings by current class participants**			
	- Standard rate (per hour)	Y	53.00	55.00
	- Community rate (per hour)	Y	21.50	22.00
Training room - Minimum 2 hours hire	**Up to 14 people; includes kitchenette facilities**			
	- Standard rate (per hour)	Y	53.50	55.00
	- Local small business	Y	-	30.00
	- Community rate (per hour)	Y	24.79	22.00
	- Unfunded voluntary group	Y	15.30	15.00
War memorial hall	**Up to 25 people for meeting; includes kitchen facilities**			
	- Standard rate (per hour)	Y	67.00	67.00
	- Local small business	Y	37.00	37.00
	- Community rate (per hour)	Y	33.50	27.00
	- Unfunded voluntary group	Y	15.00	15.00
Living & Learning Nillumbik Panton Hill				
Banksia/Eucalyptus - Community Room	**Up to 25 people - standard rate; kitchenette facilities**			
	- Standard rate (per hour)	Y	39.00	50.00
	- Local small business	Y	-	25.00
	- Community rate (per hour)	Y	27.50	20.00
	- Unfunded voluntary group	Y	15.00	15.00
Sunroom	**Up to 10 people; kitchenette facilities**			
	- Standard rate (per hour)	Y	33.00	34.00
	- Local small business	Y	-	17.00
	- Community rate (per hour)	Y	22.00	15.00
	- Unfunded voluntary group	Y	15.00	15.00
Kitchen	**Up to 15 people**			
	- Standard rate (per hour)	Y	39.00	44.00
	- Local small business	Y	-	22.00
	- Community rate (per hour)	Y	27.50	17.50
	- Unfunded voluntary group	Y	15.00	15.00
Living & Learning Nillumbik Diamond Creek				
Downstairs classroom - Ecualypt Room	**Up to 15 people for meeting; includes kitchenette facilities**			
	- Standard rate (per hour)	Y	33.00	48.00
	- Local small business	Y	-	24.00
Downstairs classroom - Ecualypt Room	- Community rate (per hour)	Y	22.00	19.50
	- Unfunded voluntary group	Y	15.00	15.00

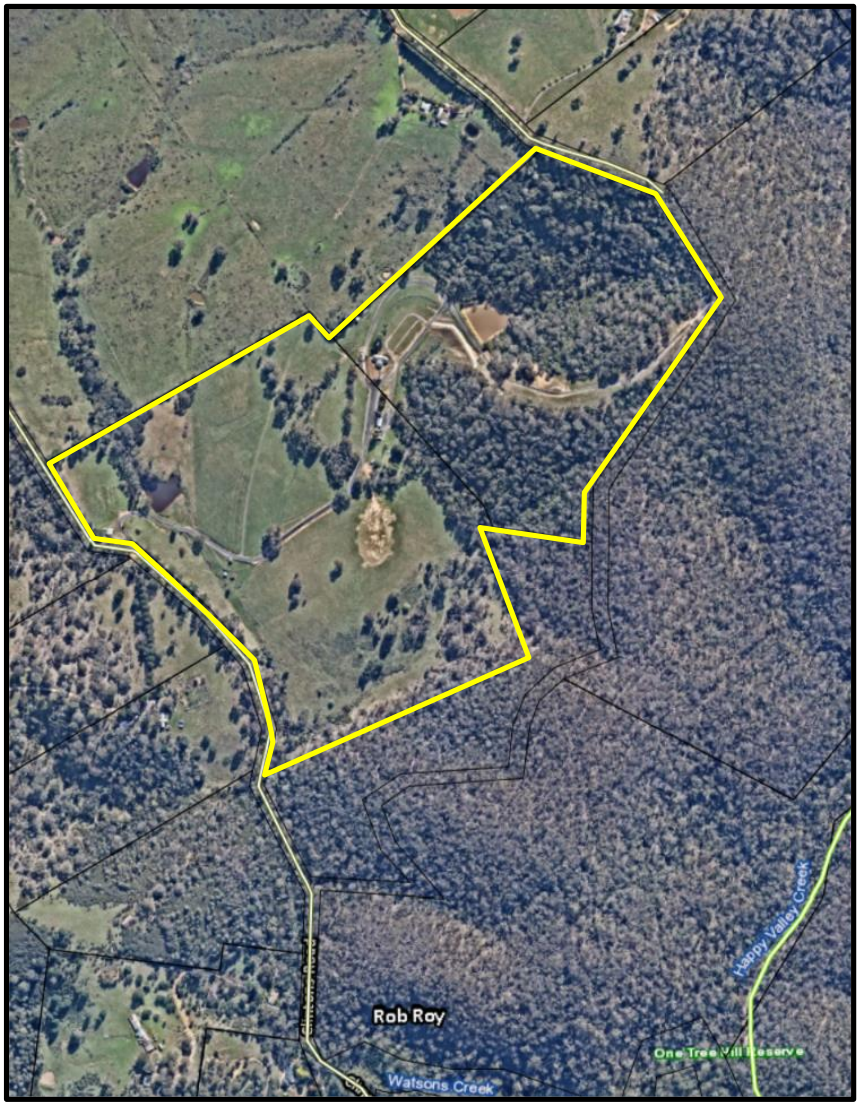
	Description of Fee	Unit of Measure	Taxable Supply	Adopted Fee (GST Inclusive) 2023-24 $	Proposed Fee (GST Inclusive) 2024-25 $
	Upstairs classroom - Peppercorn Room	**Up to 25 people; includes kitchen facilities**			
		- Standard rate (per hour)	Y	39.00	50.00
		- Local small business	Y	30.00	25.00
		- Community rate (per hour)	Y	28.00	20.00
		- Unfunded voluntary group	Y	15.00	15.00
	Computer room - Bunya room	**Up to 11 people; includes kitchenette facilities**			
		- Standard rate (per hour)	Y	28.00	45.00
		- Local small business	Y	22.50	22.50
		- Community rate (per hour)	Y	22.00	18.00
		- Unfunded voluntary group	Y	15.00	15.00
Leisure Centre Facilities					
	Eltham Leisure Centre	Per contract	Y	Per contract	Per contract
	Diamond Valley Sports and Fitness Centre	Per contract	Y	Per contract	Per contract
	Diamond Creek Pool	Per contract	Y	Per contract	Per contract
	Yarrambat Golf Course	Per contract	Y	Per contract	Per contract
	Diamond Creek Community Centre	Per contract	Y	Per contract	Per contract
	Community Bank Stadium	Per contract	Y	Per contract	Per contract
	Hurstbridge Sports Stadium	Per contract	Y	Per contract	Per contract
Leisure & Recreation					
	Summer				
	A grade	Per team	Y	963.00	1,006.50
	B grade	Per team	Y	837.00	875.00
	C grade	Per team	Y	711.00	743.00
	D grade	Per team	Y	578.00	604.00
	Winter				
	A grade	Per team	Y	1,641.00	1,715.00
	B grade	Per team	Y	1,515.50	1,584.00
	C grade	Per team	Y	1,373.00	1,435.00
	D grade	Per team	Y	1,242.00	1,298.00
	Pavilion use				
	Use of pavilion in conjunction with ground hire	Per season	Y	211.00	220.50
	Eltham High	Per use	Y	20.00	21.00
	Eltham High floodlight use	Per hour	Y	64.50	67.50
	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%				
	Female teams - 90%				
	Casual ground use				
	Commercial hire	Per day	Y	438.00	458.00
	Commercial hire	Per 1/2 day	Y	263.00	275.00
	Commercial hire	Additional hourly charge	Y	126.00	132.00
	Community Use	Per day	Y	131.00	137.00
	Community Use	Per 1/2 day	Y	78.00	81.50
	Community Use	Additional hourly charge	Y	28.50	30.00
	School fees				
	Schools within Nillumbik	Per hour	Y	29.50	31.00
	Schools outside Nillumbik	Per hour	Y	46.00	48.00
	Zone events	Per day	Y	281.00	294.00
	Zone events	Per 1/2 day	Y	143.50	150.00
	Synthetic soccer pitch				
	Local club use	Per hour	Y	50.50	53.00
	School use	Per hour	Y	69.00	72.00
	Other user groups	Per hour	Y	75.50	79.00
	Academy programs		Y	92.00	96.00
	Floodlight use (casual users only)	Per hour	Y	64.50	67.50
	Personal training / group fitness				
	Monthly hire	Recurring	Y	137.00	143.00
	Casual hire	Half day	Y	213.50	223.00
	Casual hire	Full day	Y	328.50	343.50
Finance					
	Printing of duplicate rate notices	Per notice	Y	16.00	16.00
*	Land information certificate	Per application		28.90	As advised
	Dishonoured cheque fee (Australia Post)	Per dishonoured cheque		25.00	25.00
	Direct debit dishonour fee	Per payment		10.00	10.00
	Legal collection fee	Per assessment		As per agency schedule of fees	As per agency schedule of fees
	Merchant fees			0.40%	0.40%
Freedom of information					
*	Freedom of information - application fee	Per application		31.80	31.80 + CPI
*	Search time	Per hour		23.85	23.85 + CPI
*	Photocopy fee	Per A4 page		0.20	As advised
*	Supervision of document inspections	Per 15 minutes		5.96	5.96 + CPI
Shire maps					
	Colour map (aerial photos)	A1	Y	33.00	33.00
		A2	Y	27.50	27.50
		A3	Y	16.60	16.60
		A4	Y	11.00	11.00
	Custom mapping	Per hour	Y	78.00	78.00

Notice of intention to lease land

In accordance with its Community Engagement Policy and Section 115 of the *Local Government Act 2020*, Nillumbik Shire Council (**Council**) gives notice that it proposes to enter into a lease with the MG Car Club Victoria ACN 004 503 084 in respect of part of the land in Crown Allotment 46 and 47, Section B Parish of Queenstown located at 375 Clintons Road, Smith Gully and 10 Rob Roy Road, Smiths Gully (**Land**).

The Land is the land shown outlined yellow on the plan below.

Land at 375 Clintons Road, Smiths Gully and 10 Rob Roy Road, Smiths Gully



The lease is proposed to be granted on the following terms and conditions:

- **Term of Lease:** Twenty One (21) years
- **Commencement Date:** The Date Council receives the Minister for Department of Energy, Environment and Climate Change or their delegate's written approval to the grant and purpose of the lease.
- **Rent Amount:** $1,000 per annum (plus GST) Fixed rate for the lease term.
- **Permitted use:** Hill Climb Race Track and ancillary activities, including activities to raise funds for this purpose.
- **Outgoings:** The tenant is responsible for all outgoings including structure and maintenance of all assets on the leased land, building and public liability insurance, utility supply and usage charges.

If you have any queries on the lease proposal please contact Council's Coordinator Property on 9433 3204.

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Annual Action Plan 2024-2025

Supporting the delivery of the Council Plan 2021-2025

Nillumbik
The Green Wedge Shire

Community and connection	Reporting Frequency
Equity and Inclusion	
1. Finalise a *Reflect* Reconciliation Action Plan, and continue to work towards reconciliation with the Wurundjeri and other First Nations communities	Quarterly
2. Continue to implement the Disability Action Plan 2020-2024	Annual (Q4)
3. Continue to implement the Gender Equality Action Plan 2022-2025	Annual (Q4)
Health and Wellbeing	
4. Implement annual actions in the Nillumbik Health and Wellbeing Plan 2021-2025	Quarterly
5. Commit resources to and implement an expanded program of environmental volunteering	Annual (Q4)
Ages and Stages	
6. Continue to implement the Youth Strategy 2022-2026 in partnership with our Youth Council	Quarterly
7. Continue to innovate Living & Learning Nillumbik offerings and services to support health and wellbeing outcomes across the community, and provide life-long learning opportunities	Annual (Q4)

Place and space	Reporting Frequency
Identity	
8. Continue to implement annual actions in the Arts and Culture Strategy 2022-2026	Quarterly
9. Seek authorisation from the Minister for Planning to prepare and exhibit an amendment to include the adopted Municipal Planning Strategy into the planning scheme	Annual (Q4)
10. Implement annual actions in support of the Green Wedge Management Plan 2019	Annual (Q4)
Natural Environment	
11. Finalise and adopt the new Biodiversity Strategy, including an investigation into measures to establish and enhance the urban tree canopy and protect wildlife	Quarterly
Open Space	
12. Continue to implement the Recreation and Leisure Strategy 2022-2030	Annual (Q4)
Neighbourhood Character	
13. Complete and adopt the Wattle Glen Public Realm Framework, subject to approval from other agencies including Department of Transport & Planning and VicTrack	Quarterly
14. Continue to implement the adopted place-making framework to support shared outcomes between community and Council	Annual (Q4)
15. Complete the development of a Housing Strategy for the Shire	Quarterly
Movement and Place	
16. 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)
17. Continue to develop a masterplan for community facilities in Diamond Creek, including recreation, social and cultural infrastructure	Quarterly
18. Complete and adopt a new Integrated Transport Strategy	Quarterly

Sustainable and resilient	Reporting Frequency
Climate Change	
19. Continue to implement annual actions in the Climate Action Plan 2022-2032	Quarterly
20. Continue to establish a climate action hub at Edendale Community Environment Farm	Quarterly
Sustainability	
21. 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)
22. Consider sustainable materials and product selection as part of the holistic review of Council's Procurement Policy, in line with the *Local Government Act 2020*	Annual (Q4)
23. 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	Quarterly
24. Complete a review of the Integrated Water Management Strategy	Annual (Q4)
Business and Tourism	
25. Continue to implement annual actions in the Economic Development Strategy 2020-2030	Quarterly

Responsible and accountable	Reporting Frequency
Good Governance	
26. Continue to advocate on key issues in line with Council's Advocacy Plan	Annual (Q4)
27. Report quarterly on the annual budget	Quarterly
Services and Programs	
28. Continue to deliver our capital works program	Quarterly
29. Continue to implement the Communications Strategy 2022-2025	Annual (Q4)
30. Continue to implement the Nillumbik Customer First Strategy 2023-2026 through Council's operations	Annual (Q4)

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Council Plan 2021-2025 – Year 3 Action Plan (FY 2023-2024); Quarter 3 (January-March 2024) Update

Theme	Action	Progress Commentary - End of March 2024	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**		
	Develop a Reflect Reconciliation Action Plan, and continue to work towards reconciliation with the Wurundjeri and other First Nations communities	Development of the Reflect Reconciliation Action Plan (RAP) is on track for endorsement prior to the local government election caretaker period, followed by submission to Reconciliation Australia. The RAP Working Group (RWG) met for the second time in February 2024. The draft RAP has been presented to Council's Executive Leadership Team and to Councillors in April. A second round of community consultation on the draft RAP will take place in May. Quotes have been sought from First Nations businesses for the RAP artwork and graphic design, with contracts currently being drawn up. Wurundjeri Traditional Owners have been consulted throughout this process. The Corporate Development Manager from Mob Jobs continues to work as a consultant with Nillumbik to support the RAP development and review of the Aboriginal Partnerships Officer role. Recruitment of the Aboriginal Partnerships Officer role will commence in Q4, 2023-2024.	ON TRACK
Health & Wellbeing	**We address the social, environmental and economic factors of health to improve health and wellbeing outcomes for our communities**		
	Implement annual actions in the Nillumbik Health and Wellbeing Plan 2021-2025	Implementation of the Year 3 Action Plan for the Nillumbik Health and Wellbeing Plan 2021-2025 is underway and on track. The Plan includes 113 actions. Of these, 7 are complete, 105 are on track, and one is experiencing minor issues. Highlight actions undertaken during the quarter included: • International Women's Day Event held • Successful application for a $40K Alcohol Harms tier 2 grant. A full quarterly report regarding progress with the plan will be presented to the Executive Leadership Team in June 2024, with an annual progress report to be presented to Councillors in August 2024.	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**		
	Continue to implement the Youth Strategy 2022-2026 in partnership with our Youth Council	Progress on actions in the second year of the Youth Strategy 2022-2026 was presented to the Executive Leadership Team and Councillors during the quarter, focusing on Q3, 2023-2024 highlights. These included: • Four school holiday events engaging 79 attendees, featuring music and life skills. • Four FReeZA meetings delivered to 16 young people, with 3 offered paid performance opportunities. • Two Youth Council meetings delivered with 18 contacts over the period, covering diverse topics. • Two Rainbow Group sessions delivered with 5 new members. • One school engagement delivered to 50 young people. • L2P program saw 26 active learners, 23 mentors, and 7 licenses achieved. • Nillumbik Youth Hub project has progressed with permits and demolition started. • Nillumbik Young Women Leaders awards delivered to 6 recipients. • One parent session delivered to 7 attendees. • Youth performances included 3 at summer holiday program and 1 at International Women's Day. • Child safe standards training delivered to 8 staff. • Social media growth: 24 new Facebook followers, 35 new Instagram followers, and 3 new newsletter subscribers.	ON TRACK
	Complete an audit of facilities to identify opportunities to implement age-friendly improvements for community facilities	The procurement process for the age friendly audit of Council owned community facilities was delayed due to a redirection of funds for an urgent matter. Funding has now been confirmed and the procurement to appoint an auditor will be completed in Q4, 2023-2024 with the audit to be completed by the end of Q1, 2024-2025. The audit report will include a priority based works program to be implemented over the next 3 to 5 years.	MINOR ISSUES
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			
	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		
	Seek authorisation from the Minister for Planning to prepare and exhibit an amendment to include the adopted Municipal Planning Strategy into the planning scheme	In June 2023, Council formally adopted the Municipal Planning Strategy (MPS) and also resolved to request the Minister for Planning to authorise the preparation and exhibition of an amendment to the Nillumbik Shire Planning Scheme. Next steps for this action (subject to budget allocation in Q4, 2023-2024) include: • A Future Planning Scheme Amendment is programmed to implement the MPS (adopted), Neighbourhood Character Strategy (adopted) and Housing Strategy (currently out for consultation) into the planning scheme through one amendment; • Subject to Council endorsement of the Housing Strategy, in late 2024 - seek authorisation from the Minister to prepare and exhibit amendment to implement the MPS, Housing Strategy and Neighbourhood Character Strategy into the planning scheme.	ON TRACK

Identity	**We recognise and celebrate our community's significant contributions to art and culture**		
	Continue to implement annual actions in the Arts and Culture Strategy 2022-2026	Further development of the draft Creative Infrastructure Framework was undertaken based on Council feedback from the March Planning and Consultation Committee Meeting. The amended draft was then presented to the April 2024 Council Meeting for consideration of its adoption. Key actions undertaken to progress the strategy this quarter included: • Quarterly working group meeting with Montsalvat as part of an ongoing partnership to collaboration on Exhibitions and Arts programs. • Successful delivery of exhibitions program at Eltham Library Community Gallery, including 'Cardboard Drought' by Joanne McFadyen and 'Flight' by local Nillumbik Artist Nina Kelabora. • Supported Nillumbik history and heritage groups and the annual History and Heritage Grant Program. • Promoted the Nillumbik Prize for Contemporary Writing 2024. • Supported the Nillumbik Community Fund application process for Arts and Culture projects. • Supported annual arts and culture projects funded through Council's community grants. • Supported the Nillumbik Artist in Residence Program 2023-2024 and review the 2024-2025 program to develop stronger community connections and outcomes.	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**		
	Complete and adopt the new Biodiversity Strategy, including investigation into measures to establish and enhance the urban tree canopy and protect wildlife	Community consultation on the draft Biodiversity Strategy was undertaken from 1 Feb to 3 March 2024. A total of 112 participants provided feedback, which has been analysed to inform the finalisation of the draft strategy. Councillors were briefed on the feedback results on 23 April 2024. Next steps for this action include: • The Planning and Consultation Committee Meeting will hear verbal submissions on the draft strategy in May 2024. • Proposed updates to the draft strategy will be presented to a Councillor briefing in June 2024. • The updated strategy will be presented to the July 2024 Council Meeting for consideration of its adoption.	ON TRACK
Open Space	**We facilitate participation in sports, leisure and recreational activities**		
	Continue to implement the Recreation and Leisure Strategy 2022-2030	Actions undertaken in this quarter included: • Hosting and delivering the Rainbow Golf Cup event at Yarrambat Park, with 71 participants. Positive feedback was received from all participants. • Three grants were developed and submitted under the Local Sports Infrastructure Fund. Results will be announced in Q4, 2023-2024. • Renewals were completed for sporting clubs for Eltham Ball Screen Fence and Research Ball Screen Fence. The fences will significantly reduce the number of ball losses for the clubs and provide additional safety for pedestrians walking by the ovals.	ON TRACK
Neighbourhood Character	**We respect and enhance the unique neighbourhood character in our communities to ensure a considered approach to planning and development**		
	Complete and adopt the new Neighbourhood Character Strategy	This action was completed in the previous quarter, with Council adopting the strategy at the December 2023 Council Meeting.	COMPLETED
	We promote place making and shaping and advocate for the continuation and enhancement of local character		
	Complete and adopt the Wattle Glen Public Realm Framework	Appreciating that the arterial roads and railway corridor are central to the heart of Wattle Glen and implicated in the community's values and concerns as captured in the themes from the first round of engagement, Council officers have been collaborating with the Department of Transport and Planning (DTP) whose jurisdiction over the arterial roads and railway falls within. Council is reliant on DTP assessment and approvals processes and timelines in advancing the Framework Plan to community engagement. Next steps in the process include: • Broad Council support to submit draft public realm framework to DTP and VicTrack sought at Council Briefing of 23 April 2024. • DTP and VicTrack endorsement of draft public realm framework is sought by 7 May 2024. • Draft public realm framework is considered for public exhibition at the Council Meeting of 28 May 2024. • Exhibition of draft public realm framework 29 May – 18 June 2024 (3-weeks only due to the predominantly locally defined community audience). • Briefing outcomes of consultation 9 July 2024. • PCC to hear from submitters 16 July 2024. • Recommended changes and consideration of adoption of public realm framework at Council Meeting of 27 August 2024.	MINOR ISSUES
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 (phase B) for community facilities in Diamond Creek, including recreation and community precincts and buildings	Key actions undertaken in this quarter included: • December 2023/January 2024 - preparation of needs analysis assessment. • January 2024 - Project Working Group reviewed the Community Needs Assessment Report. • February 2024 - Finalisation of Community Needs Assessment Report. • April 2024 - the Community Needs Assessment Report update was reported to the Executive Leadership Team. This completes Phase B.2a. Further work (Year 3 2024-2025, Phase B.2b) is subject to allocation of funding and will be subject to further Councillor briefings and community consultation.	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**		
	Continue to implement annual actions in the Climate Action Plan 2022-2032	Some of the climate action plan works delivered this quarter include: • Council endorsed a recommendation to enter into a Renewable Energy Supply Agreement from 1 July 2024 with the Victorian Energy Collaboration (VECO) group of over 50 Victorian LGAs, at the March Council Meeting. This is the largest emissions reduction project undertaken by the local government sector in Australia and will facilitate Council to purchase 100% renewable wind energy that is carbon neutral. • Consideration of opportunity to install two high speed public electric vehicle (EV) chargers in Eltham Town Centre. • Ongoing delivery of Council's sustainability advisory service for the community. • Community consultation on the concept of establishing a repair café at Edendale. • Hosting of an Electric Vehicle / Sustainable Transport expo for Council staff. • Draft Urban Tree Canopy Strategy endorsed by Council for public consultation at the March 2024 Council Meeting. • Heavy fleet truck idling assessment undertaken and measures introduced to reduce occurrence and associated costs and emissions.	**ON TRACK**
Sustainability	**We favour sustainable and innovative investment; focussing on renewable energy initiatives**		
	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	This action is on hold, awaiting further State Government advice/updates. The focus of the State Government in this space has been on the recently released Housing Statement and affordable housing. Victorian Planning Policy amendments have been implemented into all planning schemes in Victoria that have set the foundation for future provisions to support ESD to be embedded into all planning schemes. Council is awaiting State Government updates on the detail of provisions to enable a gap analysis to determine if further strategic work is required to support ESD outcomes over/above those proposed by the State Government. This action has been raised as an advocacy matter in the draft Housing Strategy (i.e. State preparation of robust ESD provisions).	**YET TO COMMENCE**
Business & Tourism	**We support businesses, industries and events, and encourage investment within Nillumbik**		
	Continue to implement annual actions in the Economic Development Strategy 2020-2030	Key work undertaken as part of the strategy this quarter included: • The 2024 Women in Business Networking Event hosted over 160 attendees with local business owners and internationally renowned leadership expert Fabian Dattner as the guest speaker. • The Circular Economy Program has been completed with Monash University, with 10 local businesses participating. • The Your Business is Our Business Sustainability Edition Podcast series is completed and available on Council's website for businesses to access. • The development of a new fact sheet aimed at starting/growing a home based business is now available providing information on the relevant provisions and approvals which may be required. • Three Business in Nillumbik e-newsletters were distributed to over 1,600 businesses. • Two business workshops (Artificial Intelligence for Business and Social Media Marketing) have taken place with 34 businesses attending. • Increased followers for the Visit Nillumbik Instagram page (now at 2,500) and Visit at Nillumbik Facebook page (4,864). • Governance training for our trader associations took place in February to support effective business associations. • The Local Producers Directory is continuing to be updated on Council's website promoting our agricultural offering. • Officers are participating on a project working group with Yarra Ranges Tourism who are developing an Events Strategy and Action Plan to maximise diverse and year round events across the region.	**ON TRACK**

Responsible and accountable - to facilitate the best possible outcomes for our community, by demonstrating strong leadership and working actively to achieve the community's objectives			
Good Governance	**We continue to exercise sustainable and responsible financial management**		
	Report quarterly on the annual budget	The 31 March 2024 Financial Report will be presented to Council at the May 2024 Council Meeting and to Council's Audit and Risk Committee in May 2024. Council's overall financial position at the end of the third quarter is sound, however active monitoring of operational budgets will continue to be a focus for the financial year ahead.	ON TRACK
Risk Management	**We seek to enhance community safety, public health, amenity and the environment through improved planning and community engagement, prioritising fair and transparent approaches to managing**		
	Commit resources in order to implement the new local law with respect to permit assessments for the removal of trees	An additional funding commitment was provided in the 2022-2023 annual budget to support the implementation of the protection of Amenity trees Local Law. The Protection of Amenity Trees Local Law provides protection for substantial trees in the urban and townships areas of the Shire. These additional resources have funded referrals to Council's consulting arborist to obtain expert technical advice about the trees proposed to be removed under the Amenity Tree Local Law.	ON TRACK
Services & Programs	**We source alternative and innovative funding sources to support and complement Council services and infrastructure**		
	Continue to deliver our capital works program	Delivery of the 2023-2024 Capital Works Program delivery has progressed this quarter, with some larger projects being committed. Overall, 64% of the program has been completed or committed to date. Many projects are encountering external delays. The Capital Works team is working to predict and counter as many of these delays as possible. Actual spend is still low, but commitments are high and most works scheduled for 2023-2024 should be completed or commenced before 30 June 2024.	MINOR ISSUES

STATUS KEY:

COMPLETED - Action is completed
ON TRACK - Action is on track for completion within budget and timeframe
MAJOR ISSUES - Action is off track, experiencing major issues which require management attention
MINOR ISSUES - Action is off track, and experiencing minor issues being managed in-house
YET TO COMMENCE - Action works are yet to commence

Nillumbik Shire Council
2024 Annual Community Survey
March 2024
Metropolis
RESEARCH

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Executive summary

Metropolis Research conducted this, Council's 13th *Annual Community Satisfaction Survey*, as a door-to-door, interview style survey of 501 respondents in February 2024.

The 2024 survey was conducted primarily as a door-to-door, face-to-face interview style survey. A small number of 67 surveys were 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 50% for the door-to-door and 32% for the telephone surveys, or 46% overall.

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' and the perception of safety in public areas of the municipality.

In 2024, the survey also included additional questions around traffic and parking, as well as some more detailed questions around climate change.

Summary of satisfaction with Council

Metropolis Research notes the key finding that overall satisfaction was stable at a historical high for Nillumbik Shire Council of 6.9 out of 10, after recovering all of the decline in satisfaction recorded in 2021 and 2022 through the pandemic.

Satisfaction with most aspects of performance were stable or increased somewhat this year, with many at historically high levels for Nillumbik Shire Council, including:

- Average satisfaction with 34 services and facilities — 7.5 (stable) (2nd highest)
- Aspects of Council's customer service — 7.2 (up 3%)
- Aspects of Council's leadership performance — 7.1 (stable)
- Overall performance — 6.9 (stable) (equal highest)
- Aspects of Council's governance performance — 6.9 (up 1%) (equal highest)
- Aspects of planning approvals process — 6.3 (up 26% from 16 respondents)

Satisfaction with the performance of Nillumbik Shire Council across most areas of Council performance were at or marginally below the metropolitan Melbourne results, but generally consistent with those recorded for the interface councils.

Over the life of the annual community satisfaction survey program, satisfaction with many aspects of Council performance have trended higher, including overall satisfaction (up 10%), services and facilities (up 9%), and governance and leadership (up 8%).

It is noted, however, that satisfaction with customer service has trended somewhat lower over time, down 3% from the 2011 result.

This year, the most notable increases in satisfaction were recorded for animal management (up 3%), fire prevention works (3%), and the *Nillumbik News* (up 3%).

The most notable declines in satisfaction this year were recorded for public toilets (down 5%), the maintenance and repair of sealed local roads (down 4%), the grading of unsealed local roads (down 4%), and street lighting (down 4%).

The issues of most concern to the community this year remain road maintenance and repairs (18%), traffic management (15%), parks, gardens, and open spaces (8%), Council rates (8%), and bushfire prevention and management (6%).

Satisfaction with Council's overall performance

Satisfaction with the overall performance of Nillumbik Shire Council remained stable this year at 6.9 out of 10. This is a "good" level of satisfaction.

This is the equal highest satisfaction score recorded for Nillumbik Council, and notably (8%) above the long-term average since 2011 of 6.4.

This result remains marginally (1%) below than the 2024 metropolitan Melbourne (7.0), identical to the interface councils' (6.9), and 1% above the northern region councils' (6.8) averages, as recorded in the *Governing Melbourne* survey conducted independently by Metropolis Research in January 2024 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 40% (up from 39%), whilst nine percent were "dissatisfied" (i.e., rated satisfaction at less than five).

This was the largest proportion of "very satisfied" respondents recorded for Nillumbik Shire Council.

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

- ***Notably more satisfied than average*** – included respondents from Diamond Creek, young adults (aged 18 to 34 years), rental households, residents of the Shire for less than 10 years, and two-parent families (with youngest child aged 0 to 18 years).
- ***Notably less satisfied than average*** – included respondents from Greensborough / Plenty, older adults (aged 60 to 74 years), respondents who had contacted Council in the last 12 months, mortgagor households, group households, culturally or linguistically diverse respondents, respondents with disability, and carers of a person with disability.

The most common reasons why the 46 respondents were dissatisfied with Council's overall performance and governance and leadership performance were related to Council governance and management (17 responses), Council's communication and engagement (15 responses), general negative comments (9 responses), Council services and facilities (6 responses), environment and climate change (5 responses), rates and financial management (5 responses), Council's responsiveness and customer service (5 responses), community support (4 responses), and planning and development (3 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 planning and development, car parking, roads, street trees, cleanliness of the area, bushfire management and prevention, Council rates, environment and climate change, traffic management, rubbish and waste, parks and gardens, and public toilets.

Change in performance of Council over the last 12 months.

The proportion of respondents who felt that Council's overall performance had improved in the last 12 months decreased to seven percent (down from 11%), whilst 14% (up from 10%) considered it had deteriorated.

The most common reasons why the 36 respondents considered that Council's performance had improved in the last 12 months included a general perception that performance had improved, improved communication and consultation, along with some comments related to specific areas including footpaths, parks and gardens, roads, traffic, and the capping of rates.

The most common reasons why the 70 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 roads, communication, kerbside collections, planning and development, and comments about various services and facilities.

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 remained stable this year at 6.9, which is a "good" level of satisfaction.

This result was identical to the metropolitan Melbourne and interface councils' results and was five percent higher than the northern region councils' average of 6.6 out of 10.

These measures include community consultation and engagement (6.9, stable), responsiveness to community needs (6.9 up from 6.8), representation, lobbying, and advocacy (6.9 up from 6.8), making decisions in the interests of the community (6.9 up from 6.8), and maintaining community trust and confidence (6.9 up from 6.7).

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, and these improvements have all been maintained this year at close to record highs for Nillumbik Shire Council.

Satisfaction with the four measures of Council's leadership performance remained essentially stable again this year and were at "good" to "very good" levels.

These include Council meeting its environmental responsibilities (7.3, stable), meeting bushfire and emergency management responsibilities (7.0 down from 7.1), supporting a healthy local economy (7.0 up from 6.9), and performance delivering climate action leadership (6.9, stable).

Satisfaction with customer service

One-fifth (20% down from 33%) of respondents had contacted Council in the last 12 months, with telephone (66% up from 58%), visits in person (16% up from 8%), email (11% down from 20%), and the website (4% down from 11%) the most common methods.

It is noted that moving further away from the pandemic, the proportion of respondents contacting Council via the website and by email have both declined notably this year, returning to levels more commonly observed pre-pandemic.

There was a small increase in overall satisfaction with the seven aspects of customer service experience recorded this year, up three percent to 7.2 out of 10. This increase builds on the significant improvement recorded last year, coming out of the pandemic.

Satisfaction with customer service remains consistent with the long-term average since 2011 of 7.2, but still five percent below the 2020 peak of 7.6 out of 10, or "very good".

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.

Metropolis Research draws attention to the 13% increase in satisfaction with being kept informed about the status of enquiry, which has improved 25% from the low point of 5.5 or "poor" recorded in 2022 to 6.9 or "good" this year.

Communication tools

The four most common methods by which respondents prefer to receive information from or interact with Council remain email (47% up from 42%), direct mail / letterbox drop of information (33% down from 37%), Council's website (25% down from 26%), SMS / text (25% up from 19%), the *Nillumbik News* (24% up from 19%), and e-newsletters (20% down from 21%).

Approximately one-third (34% down from 43%) of respondents regularly receive and read the *Nillumbik News*, whilst 28% (down from 22%) report that they do not regularly receive the publication.

There was an increase again this year in the proportion of respondents who visit the website (56% up from 52%), visiting either frequently (18% up from 8%) or infrequently (38% down from 44%).

The average satisfaction with the six aspects of the website increased again this year, up one percent (following on from the six percent increase last year) to 7.8, which is an "excellent", level.

This year, 16% (down from 20%) of respondents were aware of *Participate Nillumbik*,. Consistent with previous years, only a relatively small proportion (2%) frequently use the site.

Planning and housing development

Just 16 of the 501 respondents were personally involved in a planning application or development in the last 12 months, as applicants (12 respondents) or objectors (4 respondents).

These 16 respondents' satisfaction with aspects of the process including access to information (6.8 up from 5.8), effectiveness of community consultation and involvement (6.7 up from 5.4), communication during the process (6.3 up from 4.7), and timeliness of decisions (5.1 up from 4.1) all improved notably this year.

These results were similar to the metropolitan Melbourne average as recorded in *Governing Melbourne*; however, it is important to bear in mind the very small sample size.

Satisfaction with the appearance and quality of newly constructed developments, declined somewhat this year, down three percent to 7.2, which is a "good", down from a "very good" level of satisfaction. This result was marginally lower than the interface councils' average (7.4), but marginally higher than the metropolitan Melbourne average (7.1).

Importance of and satisfaction with Council services and facilities

The survey measured the importance of and satisfaction with 34 Council provided services and facilities.

The average importance of these 34 services and facilities remained stable this year at 8.9 (up from unusually low 8.6 last year).

The most important services remain the three kerbside collection services (recycling, garbage, and green waste), the maintenance and repair of sealed local roads, fire prevention works, services for children aged from birth to 5 years of age, and services for older people.

The average satisfaction with the 34 included Council provided services and facilities remained stable this year at 7.5 out of 10, which remains a "very good" level, and just marginally lower than the metropolitan Melbourne average of 7.6.

It is noted that since 2011, the average satisfaction with Council's services and facilities has improved nine percent, up from 6.9 or "good" to 7.5 out of 10, or "very good".

Of the 34 included services and facilities, the average satisfaction with 16 increased, whilst satisfaction with 12 declined, with attention drawn to the following variations:

- ***Notable increase in satisfaction this year*** – included services for youth (up 5% from 54 respondents), animal management (up 3%), fire prevention works (up 3%), *Nillumbik News* (up 3%), and Education and Learning (up 3%).

- ***Notable decline in satisfaction this year*** – public toilets (down 5%), local business support (down 5% from 53 respondents), environmental programs and facilities (down 4% from 92 respondents), maintenance and repair of sealed local roads (down 4%), grading of unsealed local roads (down 4%), and street lighting (down 4%).

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 roads maintenance and repairs (18% up from 13%), traffic management (15% down from 16%), parks and gardens (8.0%, stable), Council rates, fees, and charges (8%, stable), and bushfire management and prevention issues (6%, stable).

Of these issues, the issues that appear to exert the largest negative influence on satisfaction with Council's overall performance for the respondents who raise the issues were planning and development, car parking, roads, street trees, cleanliness of the area, bushfire management, Council rates, environment and climate change, traffic management, rubbish and waste issues, parks and gardens, and public toilets.

It is noted, however, that many of these issues were only nominated as a top three issue by a small number of respondents.

Traffic, parking, and safety whilst cycling and walking

This section of the survey was modified this year, to meet Council's current information requirements, and therefore no time-series results are available.

When asked how frequently respondents travel by various methods, it was found that 78% frequently (multiple times per week) by car, 38% frequently walk, and seven percent frequently cycle.

Respondents were then asked to rate their satisfaction with the level of traffic congestion, their perception of safety travelling on roads, and satisfaction with the availability of parking spaces, with results as follows:

- Satisfaction with the level of traffic congestion - pedestrians were the most satisfied with the level of traffic congestion at 8.2 out of 10, or "excellent", followed by cyclists (7.8), and then those travelling by car (7.0).
- Perception of safety when travelling on roads – those travelling by car were the most satisfied at 8.5 out of 10, or "excellent", followed by pedestrians (8.1), and by cyclists (7.7).
- Satisfaction with the availability of parking spaces – cyclists were the most satisfied at 8.2 out of 10, or "excellent", followed by those travelling by car (7.8).

Perception of safety in the public areas of the Nillumbik Shire

The perception of safety in the public areas of the Nillumbik Shire during the day (8.8 down from 9.0), waiting for / travelling on public transport (8.1 up from 8.0), and in the public areas of Nillumbik at night (7.9, stable) all remained high again this year.

These results were all significantly higher than the metropolitan Melbourne, northern region councils, and interface councils' results, which confirm the perception of safety in Nillumbik remains at very high levels.

It is noted that three percent (down from 4%) of respondents felt unsafe in the public areas of Nillumbik Shire at night, with female respondents feeling three percent (down from 5%) less safe in the public areas of the municipality at night than male respondents.

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 (58%, stable) of the 360 respondents who provided a response reported that they had made changes, although it is noted that 141 respondents were unable to provide a response to this question. This reflects some lack of knowledge in the community.

Respondents were asked a new question this year, asking if their household had undertaken each of eight environmental initiatives, as follows:

- Purchased green products that reduce environmental harm. (50%)
- Picked up other people's litter when you visit parks or natural areas. (38%)
- Visited a bushland reserve in Nillumbik. (37%)
- "Planted native trees, installed nest boxes, or removed weeds/pest animals to support wildlife on your own property". (35%)
- Contained your cat indoors or kept your dogs on lead. (31%)
- "Planted trees, provided other kinds of habitat, or removed weeds to support wildlife outside of your property." (18%)
- Advocated for the environment or supported advocacy organisations that address environmental issues. (6%)
- Collected data for a citizen science program such as WaterWatch, Frog Census. Aussie Backyard Bird Count or iNaturalist. (2%).

Respondents rated their households' ability to cope with climate related risks and impacts at 7.2 out of 10, or a relatively high level.

This included 39% (down from 51%) who rated their households' ability as high (i.e., eight or more out of 10, 57% (up from 46%) who rated it neutral to somewhat high (i.e., at between five and seven), and 4% (up from 3%) who rated it low (i.e., less than five out of 10).

Introduction

Metropolis Research was commissioned by Nillumbik Shire Council to undertake this, its 13th 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 2024 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 34 Council services and facilities.
- Satisfaction with aspects of planning and development and planning approvals process.
- 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 selected aspects of traffic and parking.
- 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 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.

A particular strength of this survey program is identifying the issues of importance to the community and how these issues may be impacting on community satisfaction with the performance of Council.

In addition, the *Annual Community Satisfaction Survey* includes a range of demographic and socio-economic variables against which the results can be analysed.

For example, the survey includes data on age structure, gender, language spoken at home, disability, period of residence, and household structure.

By including these variables, satisfaction scores can be analysed against these variables and issues that sub-groups in the community have with Council's performance or services can be identified.

Methodology, response rate and statistical significance

The *Annual Community Survey* has traditionally been conducted as a mostly door-to-door, interview style survey, with telephone surveys of the non-urban areas.

The survey was conducted this year using mostly (434 or 87%) door-to-door interviews and 67 telephone interviews (13%).

The surveying was all completed in February 2024.

Telephone surveys were conducted from 11am till 7pm weekdays, and 11am till 5pm on Saturdays and Sunday, and the door-to-door surveys were 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 3,152 residents were approached with a view to inviting them to participate in the research. Of these:

- No answer - 2,055
- Refused - 577
- Call back another time - 19 (telephone)
- Completed - 501

This provides a response rate of 46%, including 50% for the door-to-door and 32% 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% recorded in 2022 when the survey was conducted entirely by telephone. 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 501 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 501 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*** – (76 respondents) includes Greensborough and Plenty.
- ***Diamond Creek*** – (95 respondents) includes Diamond Creek.
- ***Eltham*** – (127 respondents) includes Eltham Central, Eltham South and Eltham East.
- ***Eltham North*** – (40 respondents) includes Eltham North and Edendale.
- ***Rural*** – (162 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, and then weighted by age and gender to reflect the profile of the metropolitan Melbourne community.

Governing Melbourne provides an objective, consistent and reliable basis on which to compare the results of the *Nillumbik Shire Council – 2024 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 2024 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.

Results are also available on request for the interface councils' which include Cardinia, Casey, Hume, Melton, Mornington Peninsula, Nillumbik, Whittlesea, Wyndham, and Yarra Ranges.

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.

Marginal / somewhat / notable

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

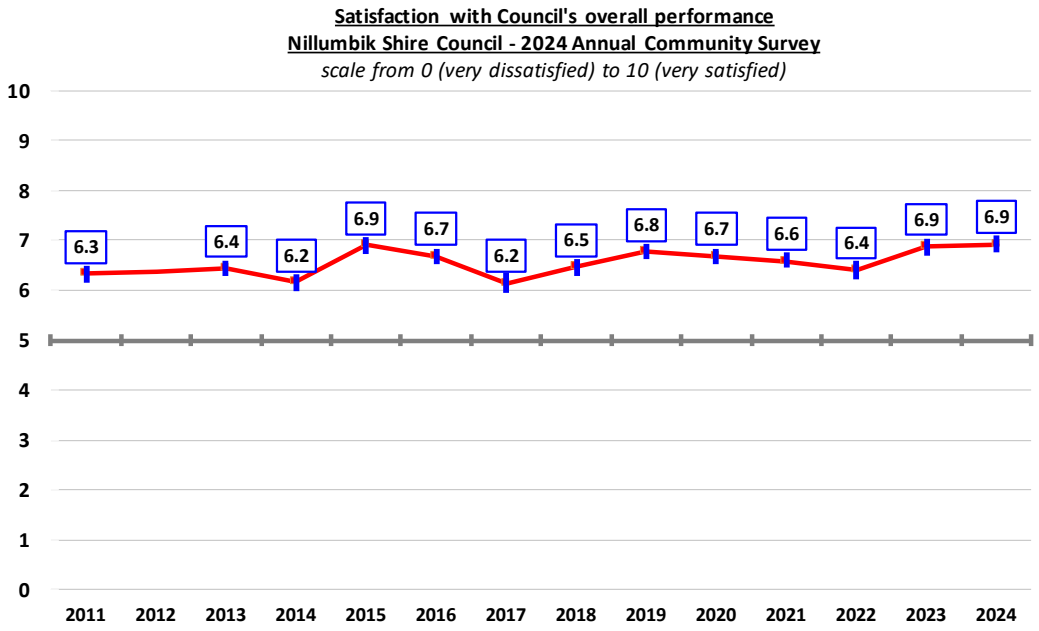
Respondents were asked:

"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 Nillumbik Shire Council across all areas of responsibility or "overall performance" remained stable this year at 6.9 out of 10.

This remains a "good" level of satisfaction.

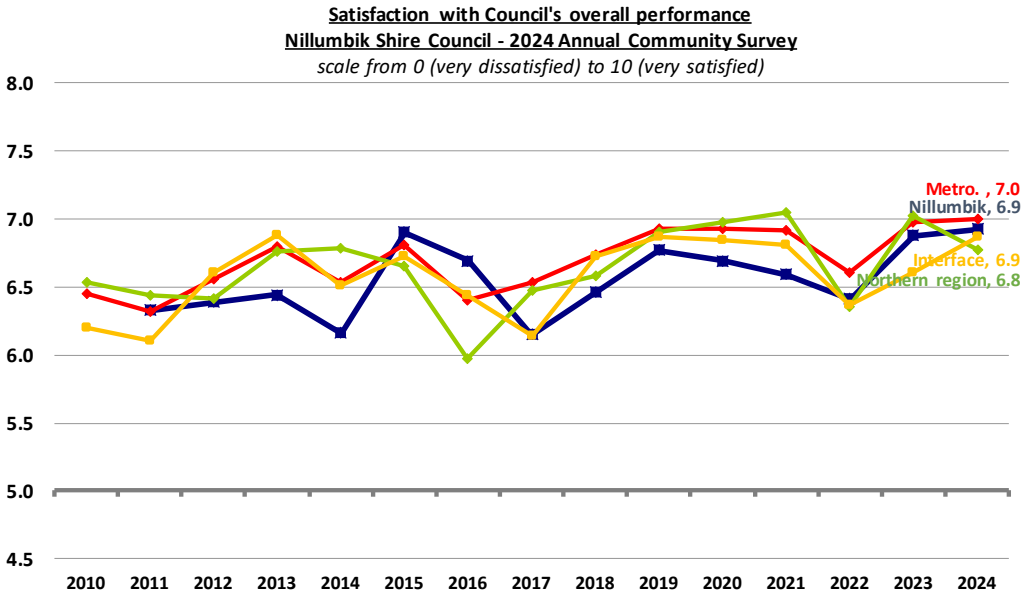
This result was measurably above the long-term average satisfaction since 2011 of 6.4 out of 10, or "solid".



By way of comparison, this result was identical to the 2024 interface councils' average of 6.9, but marginally lower than the metropolitan Melbourne average of 7.0, both as recorded in the 2024 *Governing Melbourne* research.

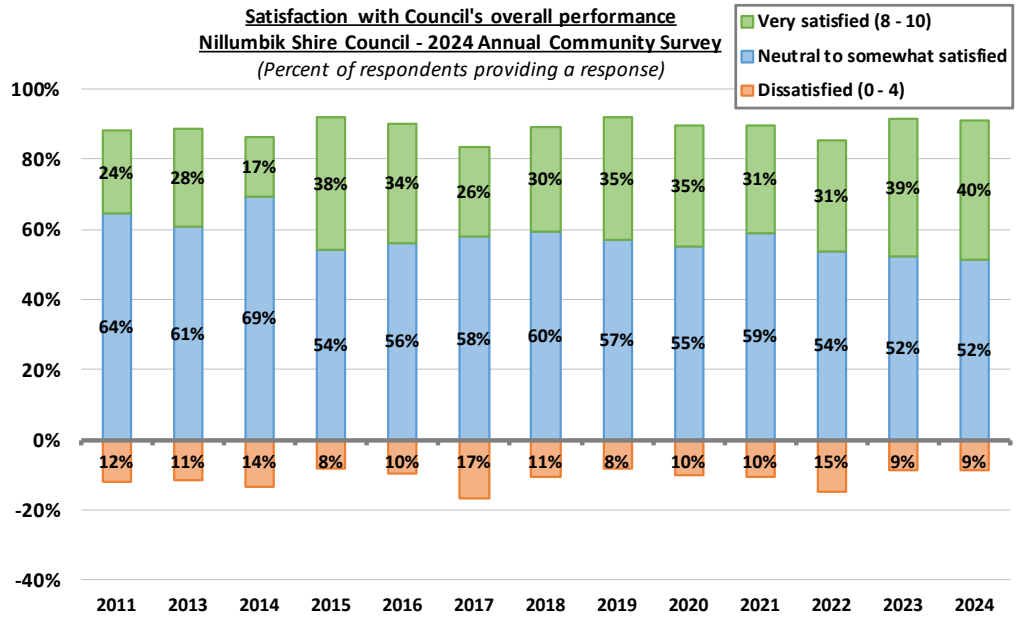
This result was also marginally higher than the northern region councils' average of 6.8.

This result was identical to the 2024 interface councils' average of 6.9 out of 10. The Nillumbik result has been somewhat higher than the interface councils' average in six of the last 14 years, identical in 2017, and lower in seven years.

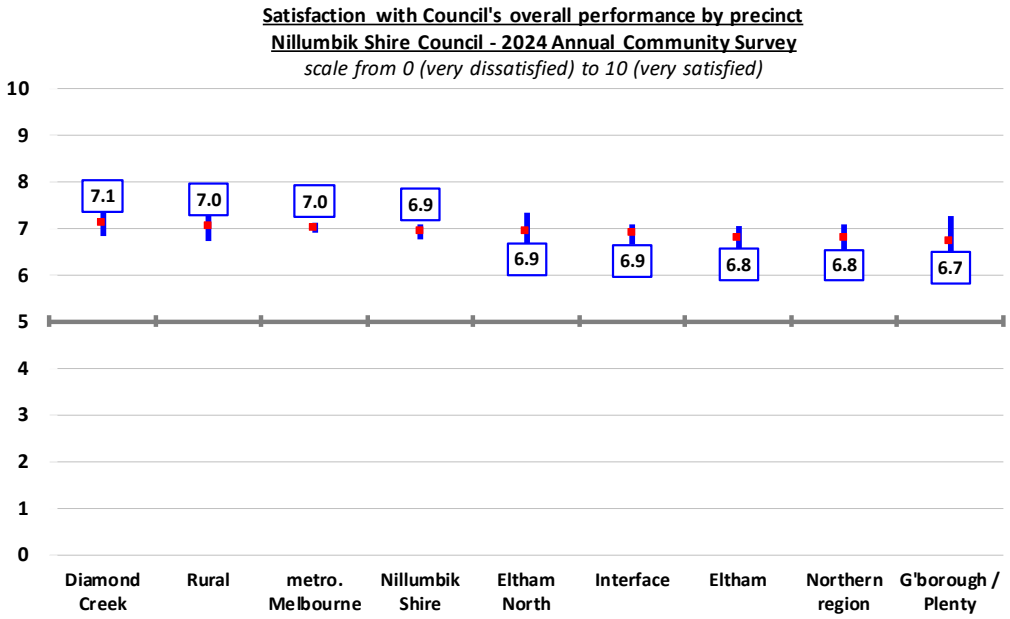


The following graph provides a breakdown of satisfaction into the proportion of respondents (who provided a score) who were "very satisfied" (i.e., rated satisfaction at eight or more), those who were "neutral to somewhat satisfied" (i.e., rated satisfaction from five to seven), and those who were "dissatisfied"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

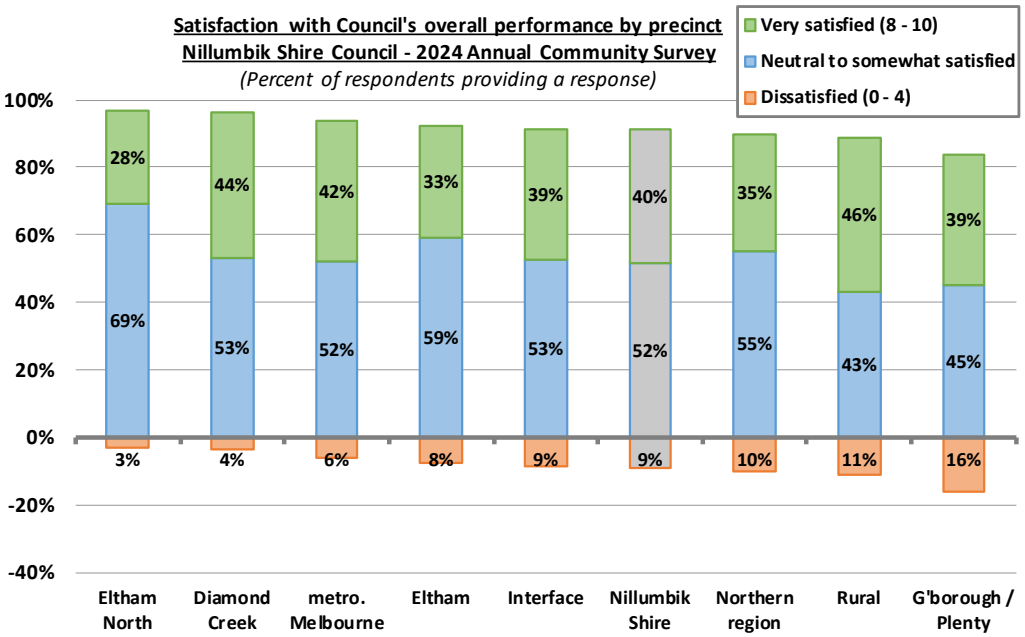
It is noted that consistent with the result recorded last year, 40% (up from 39%) of respondents were "very satisfied" with Council's overall performance, whilst nine percent were "dissatisfied". This remains the equal second lowest proportion of respondents "dissatisfied" with the performance of the Nillumbik Shire Council.



There was no statistically significant variation in satisfaction with Council's overall performance observed across the municipality, with respondents from all five precincts rating satisfaction at "good" levels. It is noted, however, that respondents from Greensborough / Plenty were marginally (3%) less satisfied, and respondents from Diamond Creek were marginally (3%) more satisfied than the municipal average.



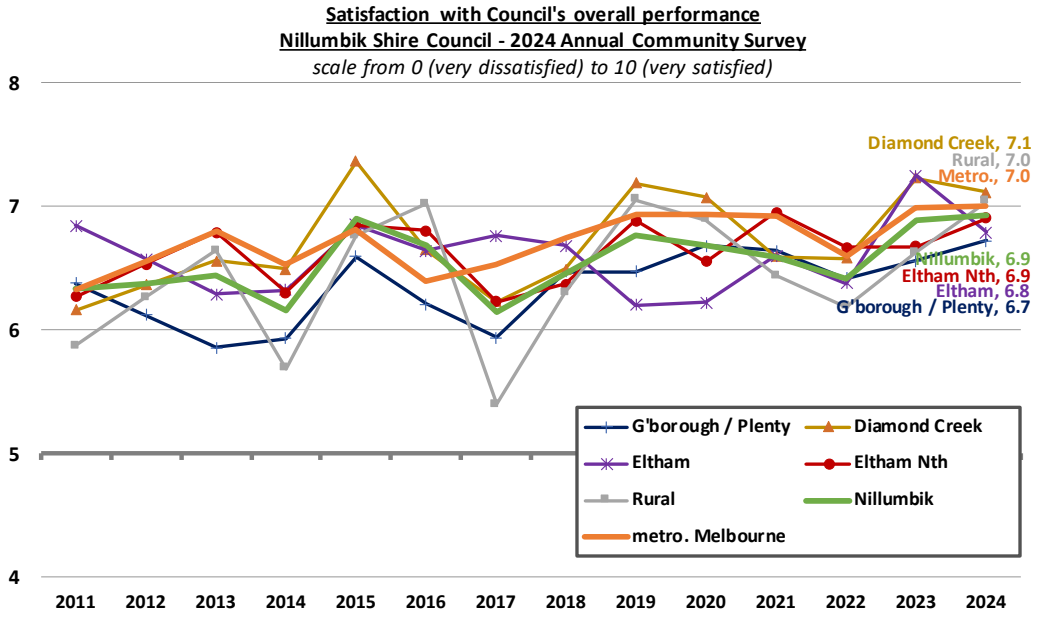
It is noted that 16% of respondents from Greensborough / Plenty were "dissatisfied" with Council's overall performance.



Metropolis Research notes that over the 14 years of the community satisfaction survey:

- ***Diamond Creek*** – respondents have reported higher-than-average satisfaction in nine years, identical satisfaction in three years, and lower satisfaction in two years.
- ***Greensborough / Plenty*** – respondents have reported lower-than-average satisfaction in nine years, identical satisfaction in two, and higher satisfaction in two years.

It is also noted that respondents from the rural precinct tended to record satisfaction scores that were the most different to the municipal average, with particular attention drawn to the 12% lower satisfaction recorded in 2017.

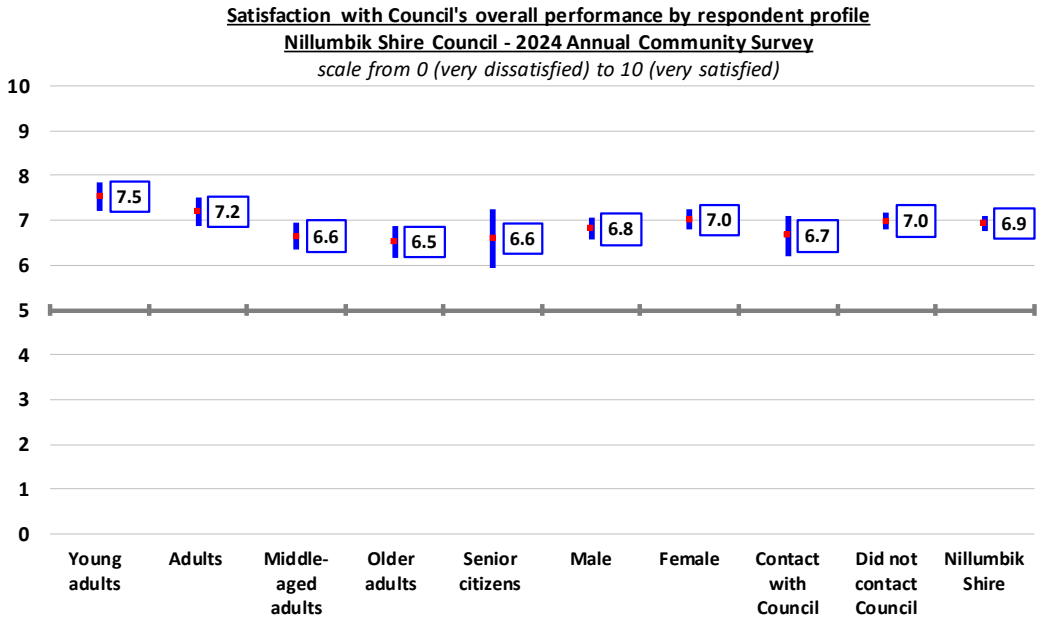


Satisfaction with overall performance by respondent profile

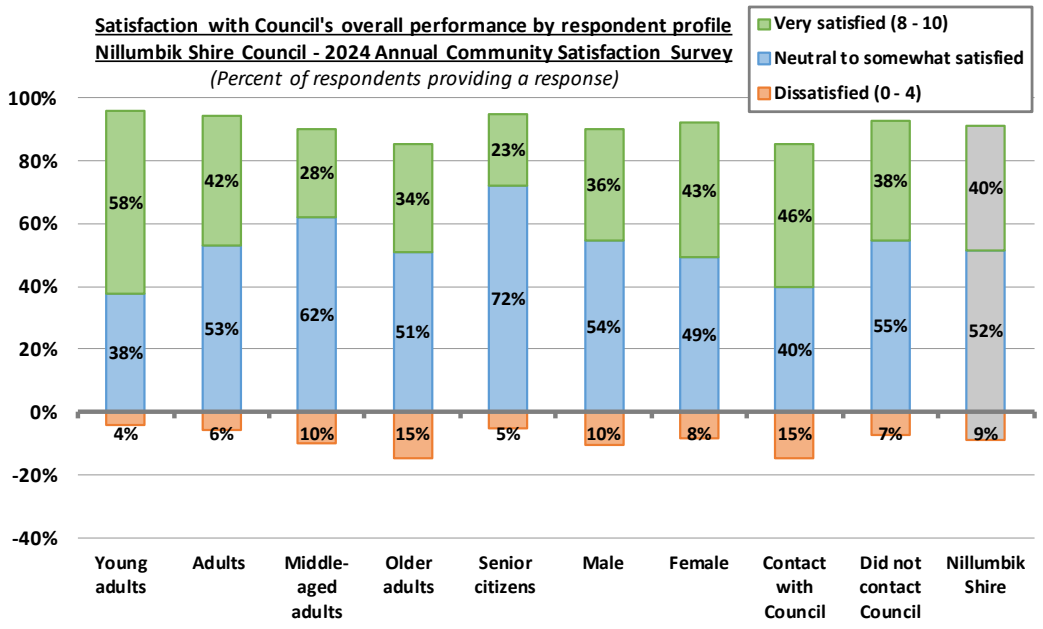
The following section provides a comparison of satisfaction with Council's overall performance by respondent profile, including age structure, gender, language spoken at home, contact with Council, housing situation, period of residence in the Shire, household structure, and by diverse population groups.

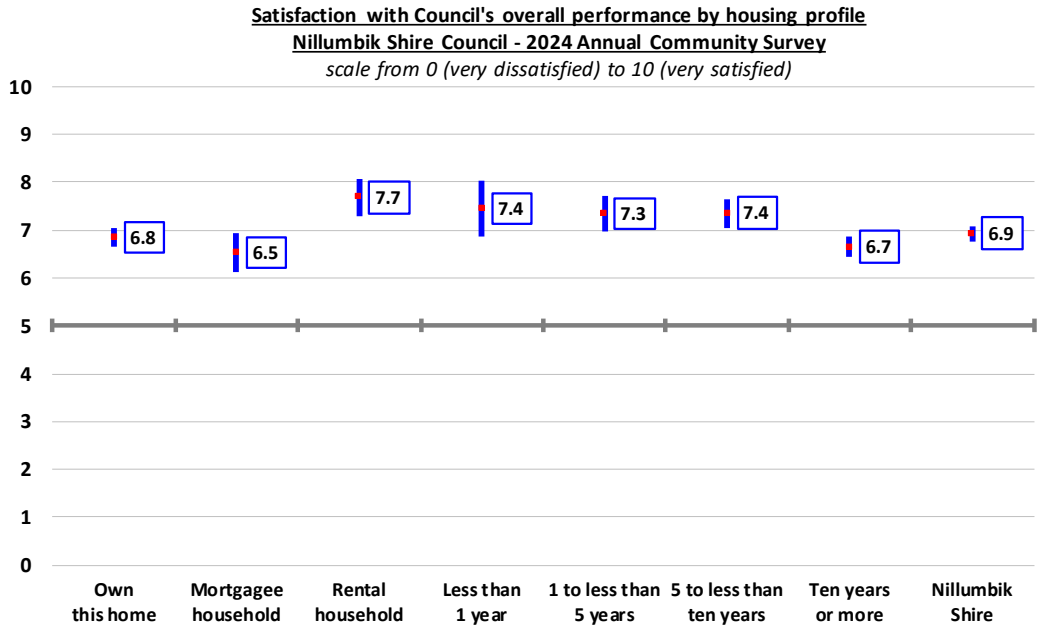
There was some variation in satisfaction observed, as follows:

- ***Notably more satisfied than average*** – included young adults (aged 18 to 34 years), rental households, residents of the Shire for less than 10 years, and two-parent families (with youngest child aged 0 to 18 years).
- ***Notably less satisfied than average*** – included older adults (aged 60 to 74 years), respondents who had contacted Council in the last 12 months, mortgagor households, group households, culturally or linguistically diverse respondents, respondents with disability, and carers of a person with disability.

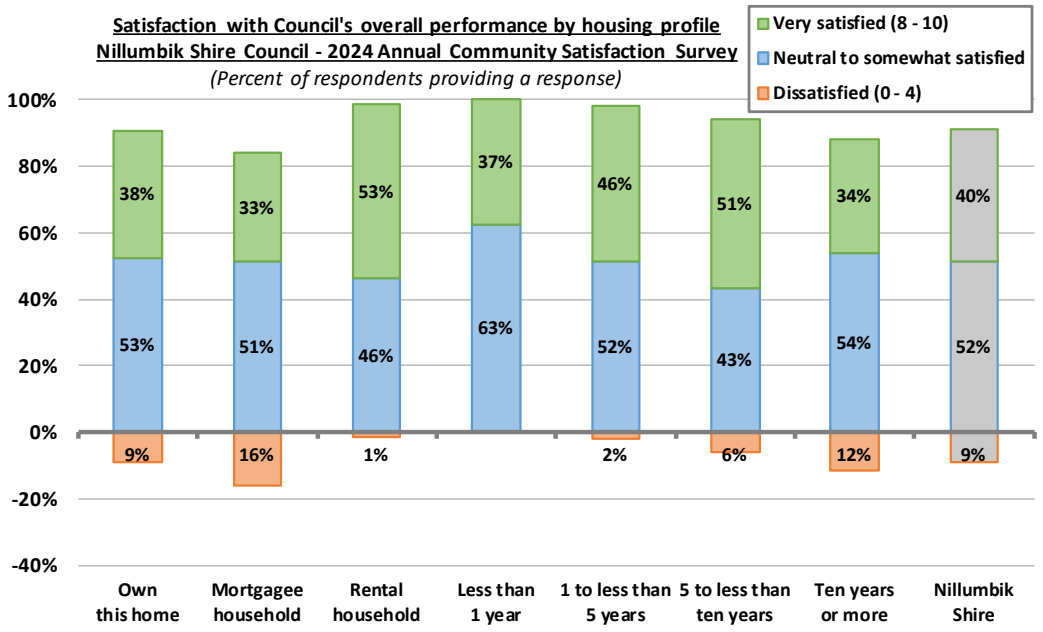


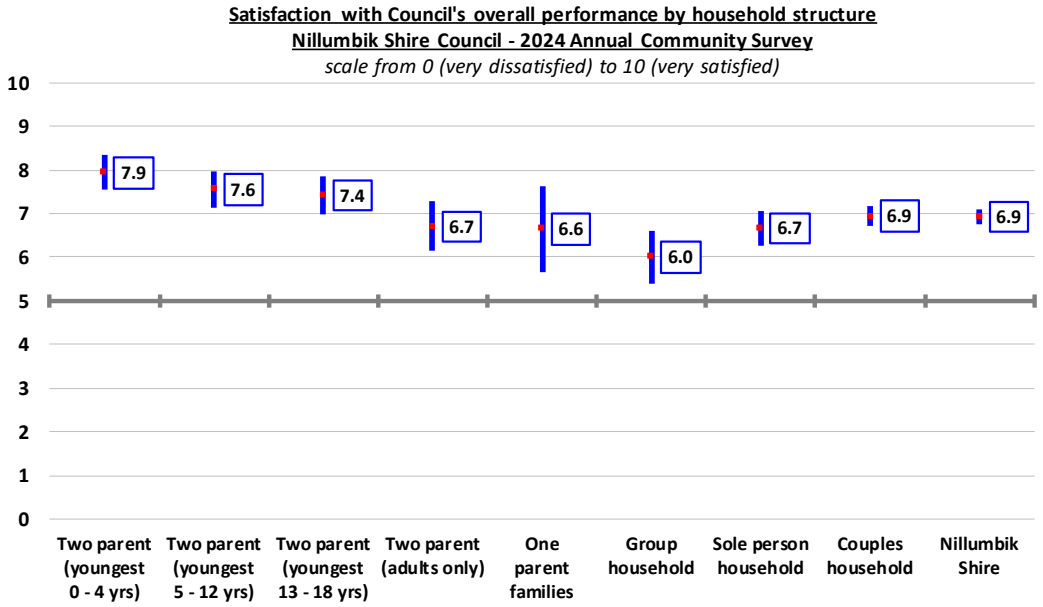
Metropolis Research notes that more than half (58%) of the young adults (aged 18 to 34 years) were "very satisfied" with Council's overall performance, whilst 15% of older adults (aged 60 to 74 years) were "dissatisfied". It is also noted that 15% of the respondents who had contacted Council in the last 12 months were "dissatisfied" with Council's overall performance.



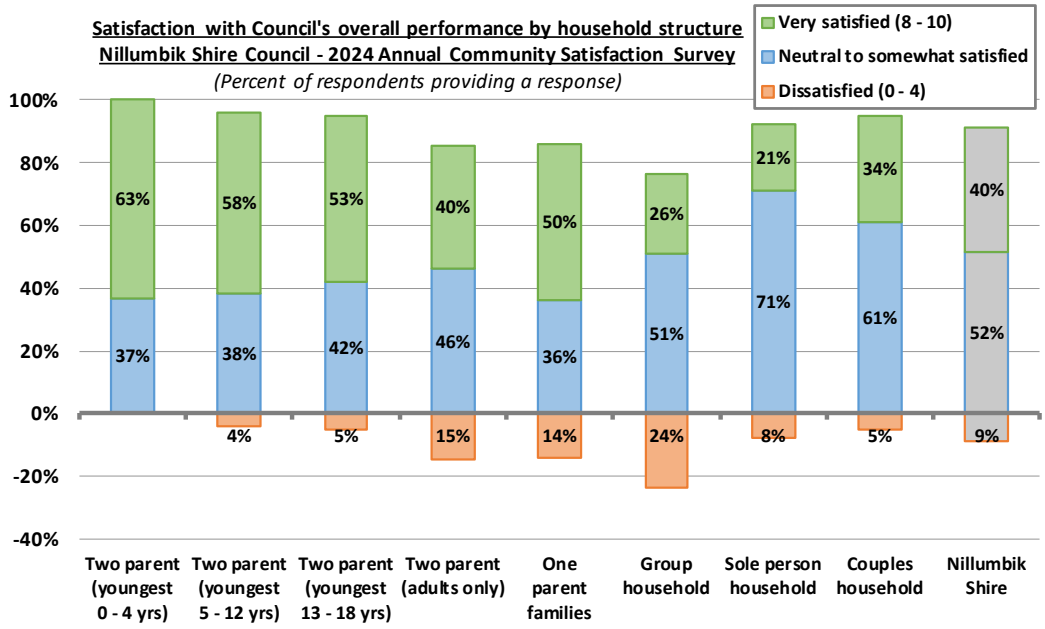


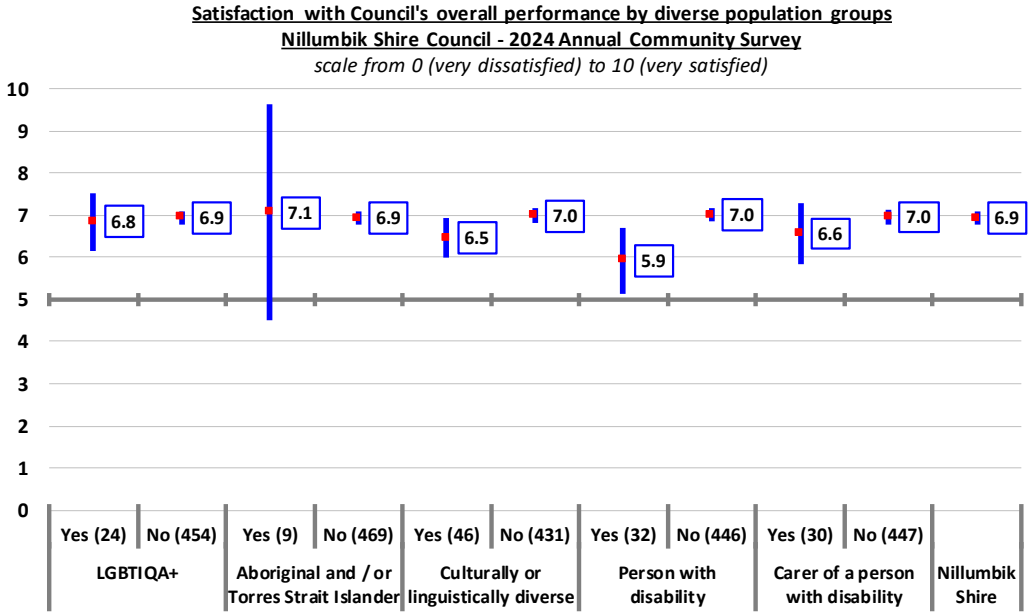
Metropolis Research notes that more than half of the rental household respondents (53%) and respondents who had lived in the municipality for between one and less than five years (51%) were "very satisfied", whilst 16% of mortgagor households were "dissatisfied" with Council's overall performance.



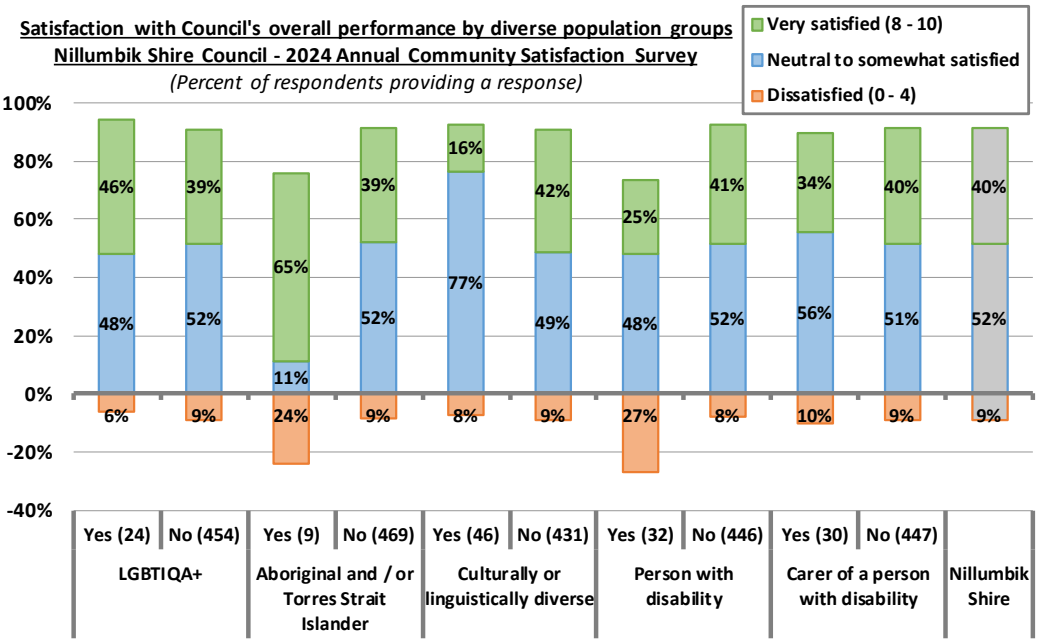


Metropolis Research notes that more than half of the respondents from two-parent families with children aged under 18 years were "very satisfied", whilst 24% of the group household respondents were "dissatisfied" with Council's overall performance.





Whilst two-thirds of the nine respondents identifying as Aboriginal and / or Torres Strait Islander were "very satisfied" with Council's overall performance, 24% were "dissatisfied". It is also noted that 27% of the 32 respondents with disability were "dissatisfied".

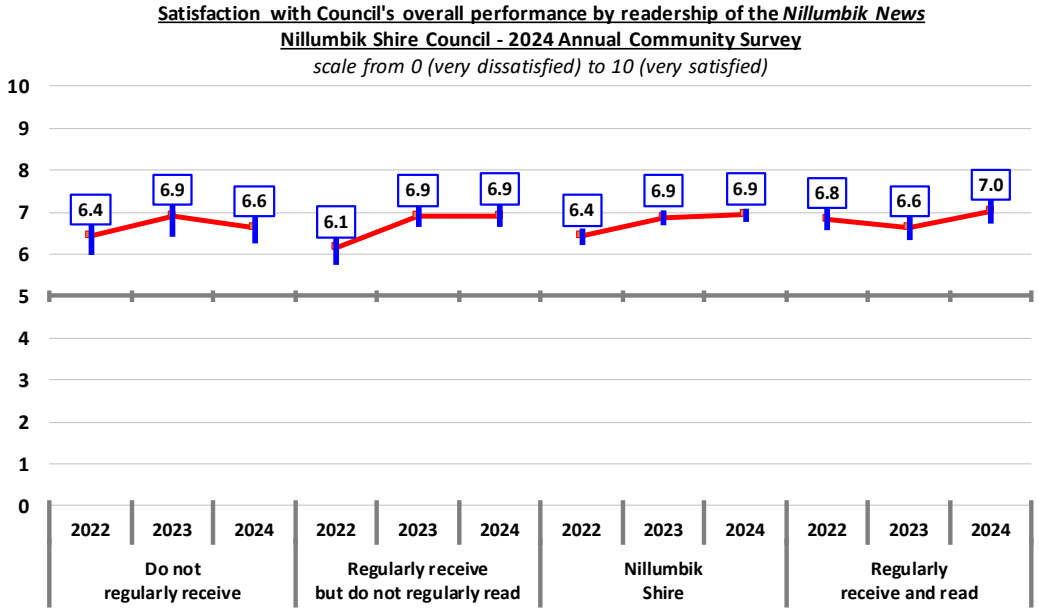


Satisfaction with overall performance by readership of the Nillumbik News

Consistent with the results recorded in most (but not all) previous years, it is noted that respondents who reported that they did not regularly receive the Nillumbik News reported a somewhat lower-than-average satisfaction with Council's overall performance.

By contrast, the respondents who reported that they regularly read the publication reported a marginally higher-than-average satisfaction score.

These results reflect the fact that respondents who report that they regularly read the Council publication tend to be slightly more engaged with Council and are therefore somewhat more likely to be satisfied with the performance of Council than the respondents who do not recall regularly receiving the publication.



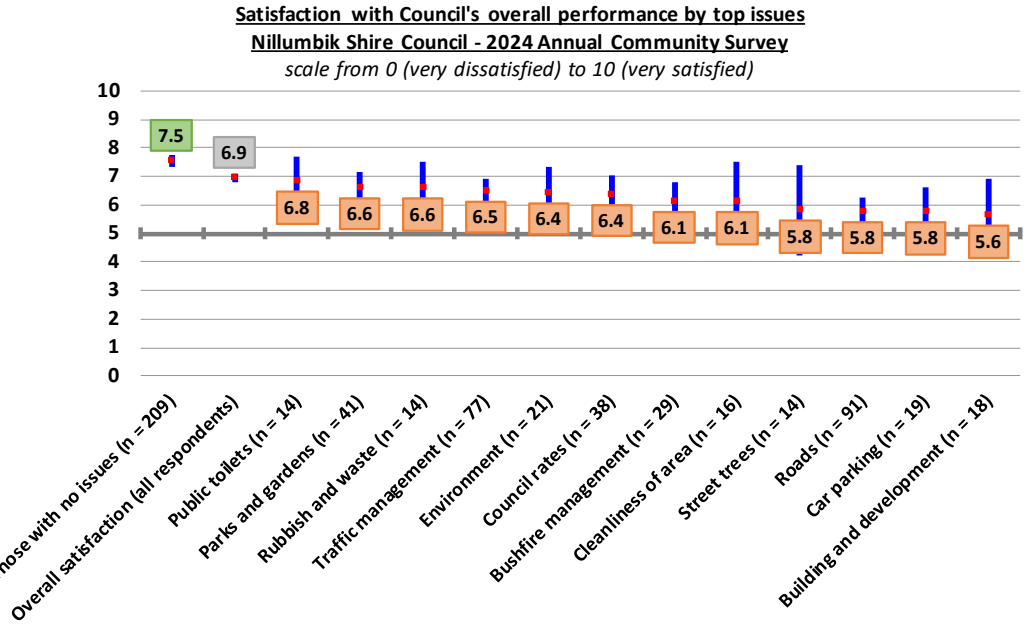
Satisfaction with overall performance by top issues for Nillumbik

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.



The 209 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 7.5 (down from 7.6 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 with Council's overall performance.

There were a wide range of issues that appeared to exert a negative influence on respondents' satisfaction with Council's overall performance this year, with planning and development, car parking, roads, and street trees the most significant.

It is important to note that less than 20 respondents nominated each of street trees, parking, and planning and development related issues.

Of most significance was roads, which was nominated as an issue by 91 of the 501 respondents (18%). These respondents, on average, rated satisfaction with Council's overall performance 16% lower than the municipal average (5.8 compared to 6.9). This is a significant variation in satisfaction, which highlights the degree to which road related issues impact on community satisfaction with the performance of Nillumbik Shire Council.

Metropolis Research also draws attention to traffic management, which was nominated as an issue by 15% of respondents this year. These 77 respondents, on average, rated satisfaction with Council's overall performance six percent lower than the municipal average.

Other issues that appear to exert a negative influence on overall satisfaction for the respondents nominating the issues include parks and gardens, rubbish and waste, environment, Council rates, fees, and charges, bushfire management, and cleanliness.

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 43 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, planning and development, communication and consultation, Council governance, and street trees.

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

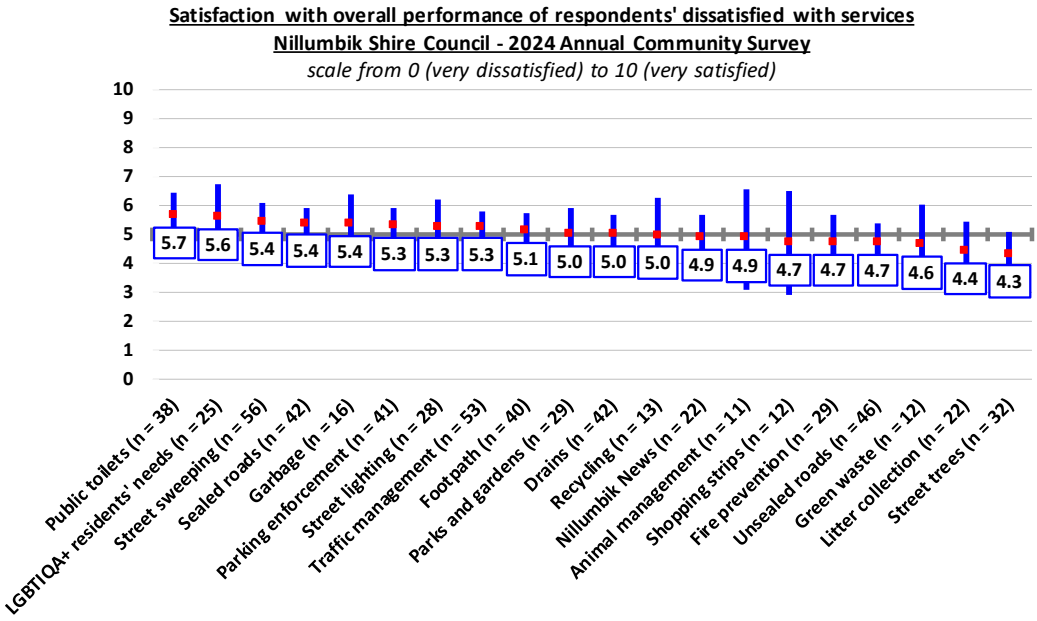
Top issues for Nillumbik Shire of respondents' dissatisfied with overall performance
Nillumbik Shire Council - 2024 Annual Community Survey
(Number and percent of total respondents who dissatisfied with overall performance)

Issue	*Dissatisfied respondents*		*All respondents*
	Number	*Percent*	
Roads maintenance and repairs	19	46%	18%
Traffic management	7	17%	15%
Council rates	6	15%	8%
Bush-fire management / prevention issues	5	12%	6%
Building, planning, housing and development	4	10%	4%
Car Parking / enforcement	4	10%	4%
Communication and community consultation	4	10%	3%
Council governance and performance	4	10%	1%
Provision and maintenance of street trees	4	10%	3%
Environment, conservation and climate change	3	7%	4%
Parks, gardens and open space	3	7%	8%
Cleanliness and maintenance of areas	2	5%	3%
Drains maintenance and repairs	2	5%	2%
Financial issues and priorities for Council	2	5%	1%
Focus on basic services	2	5%	1%
All other issues *(12 separately identified issues)*	14	34%	41%
Total responses	**85**		**597**
Respondents identifying at least one issue	*35*		*292*
(percent of total respondents)	*(82%)*		*(58%)*

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 (6.9).



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 11) 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 81 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 concerns around Council management and governance performance (17 comments) and Council's communication and engagement performance (15 comments).

There were several general negative comments, and comments around Council services and facilities, environment, climate change and wildlife management, Council rates, customer service responsiveness, community support, and a range of other issues.

Reasons for dissatisfaction with aspects of governance, leadership, and overall performance
Nillumbik Shire Council - 2024 Annual Community Survey
(Number of responses)

Response	*Number*
Council governance and management	
Not proactive	5
Bad management of the entire Greensborough area, neglected by Council	1
Council doesn't make active decisions	1
Council is slow to act	1
Council needs to be more proactive	1
Improper management	1
Make poor decisions	1
Not proactive with resident needs or support	1
Not satisfied with Council, taking money and fuelling war in Ukraine	1
People in the Council have been pursuing their own agendas and personal interests instead of the community's	1
Spend too much time making decisions	1
The Council does not care about the people that lives here and the area, they only care about politics	1
They're going too far about LGBTIQA+ and politics	1
Total	**17**
Communication and engagement	
No / not enough communication or action	3
Council not open to comments / opinions / interest of residents	2

Lack of communication and care for residents in general	2
Council has their own agenda and won't listen to the people	1
Lacks community consultation and initiatives to draw community in decision making process	1
No community consultation provision I am aware of	1
Not communicating properly	1
Not enough engagement	1
The Council should listen to the issues and concerns of people	1
They have never approached citizens about what they need to do better	1
They need to get their head out of their behinds and work while listening to the people	1
Total	**15**

General negative

Council needs to improve in lot of areas	2
Average Council	1
Council only does bare minimum, doesn't do enough for rates	1
Don't do anything	1
I do like living here but the Council is really negligent with in some issues	1
I do not deal much with the Council but from what I feel they are nothing special just average	1
It feels like the Council has neglected the community and does not address most of our concerns	1
Neglect of several issues	1
Total	**9**

Council services and facilities

There is no street lighting or signs out of Meruka Dr	2
Council needs to clean the rubbish and keep the area clean	1
More facilities for older people in the community	1
Not enough roadside slashing	1
There's not much street lighting near Lilly Pilly Ave	1
Total	**6**

Environment, climate change and wildlife management

Council doesn't actively engage or have zero environmental awareness	1
I haven't seen any climate initiatives	1
Insufficient climate action	1
Lived here 35 years and all cramped, when we shifted here there were trees all around and now all are houses, they cut trees	1
Not proactive on environmental protection	1
Total	**5**

Rates	
Too expensive for rates	3
Not providing value for rates	2
Total	**5**

Responsiveness and customer service	
I don't know what they do. It takes weeks to get anything done	1
I had reported my issue to the Eltham issue police station, but they didn't actively help me and ignored it. Same happened with my neighbour	1
Many issues of the local residents still not tended to; Council doesn't give much thought	1
The Council is lacking in responding to issues urgently	1
They handled my parking fine very badly, not happy first time I asked anything	1
Total	**5**

Community support	
Council doesn't support / help residents enough	2
Council doesn't act out or do anything for residents	1
I don't think they are taking care of our needs properly	1
Total	**4**

General positive	
Satisfactory performance from the Council	1
Some areas good	1
They do a fair job	1
Total	**3**

Planning and development	
Allowing too many developments all over	1
Building permits are slow and give wrong information	1
Too many high-rise apartments	1
Total	**3**

Financial issues and priorities	
Needs so much more funding	1
They need to be doing more and wasting less money	1
Total	**2**

General maintenance of area	
Lack of maintenance in many areas	1
Maintenance of everything is not enough	1
Total	**2**
Provision of core services	
Council is focused on issues not core to the community, like the environment	1
Focus on the core responsibilities	1
Total	**2**
Roads, traffic management and public transport	
I am unable to turn right or left out of my street without getting killed	1
There are a lot of problems for roads maintenance, but nothing happened	1
Total	**2**
Parks, gardens and open spaces	
Local parks and gardens not maintained that well	1
Total	**1**
Total	**81**

Change in Council's overall performance

Respondents were asked:

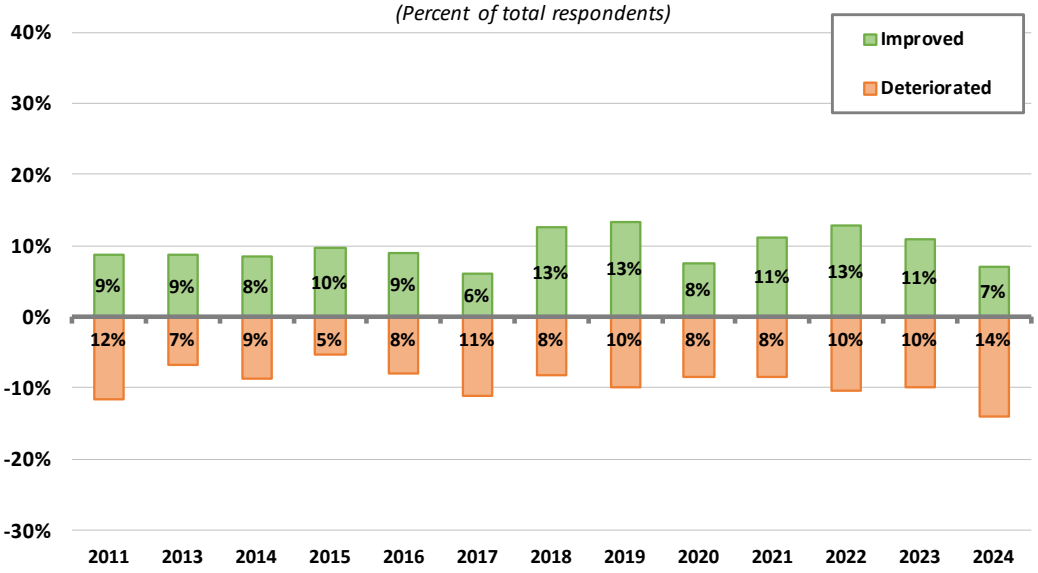
"Over the past 12 months, do you think Nillumbik Shire Council's overall performance has improved, deteriorated or stayed the same?"

Respondents were again in 2024, asked whether they believe that Council's overall performance had improved, stayed the same, or deteriorated in the last 12 months.

Despite the fact that overall satisfaction remained stable this year at a "good" level of 6.9 out of 10, there was a notable decline in the proportion of respondents who considered that Council's overall performance had improved (7% down from 11%), and a notable increase in the proportion who considered that performance had deteriorated (14% up from 10%).

Over the 14 years of the annual community satisfaction survey program, on average, 10% of respondents considered that performance had improved, whilst an average of nine percent considered that performance had deteriorated.

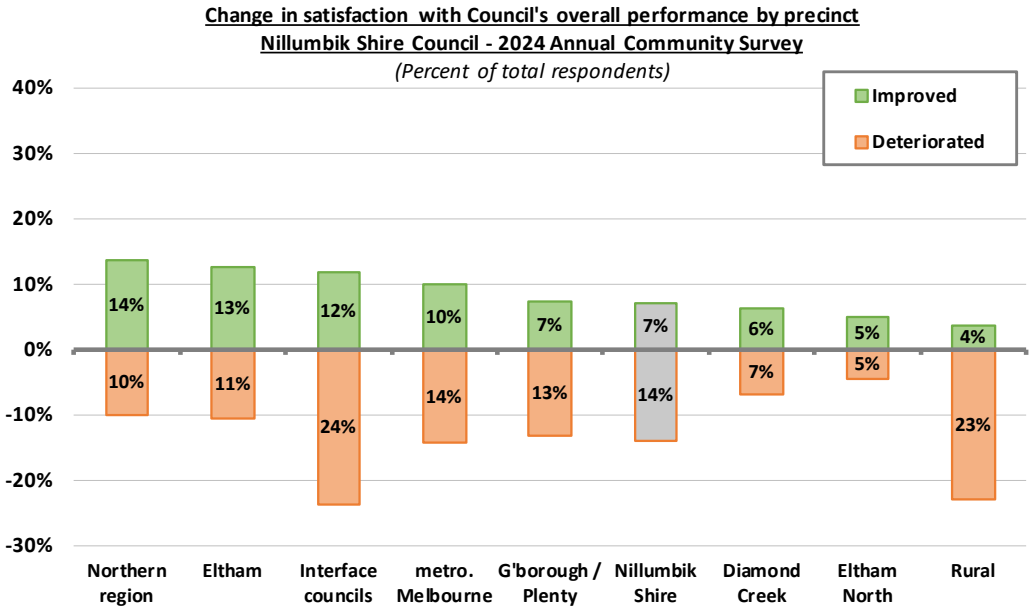
Change in satisfaction with Council's overall performance in the last 12 months
Nillumbik Shire Council - 2024 Annual Community Survey
(Percent of total respondents)



Change in overall performance
Nillumbik Shire Council - 2024 Annual Community Survey
(Number and percent of total respondents)

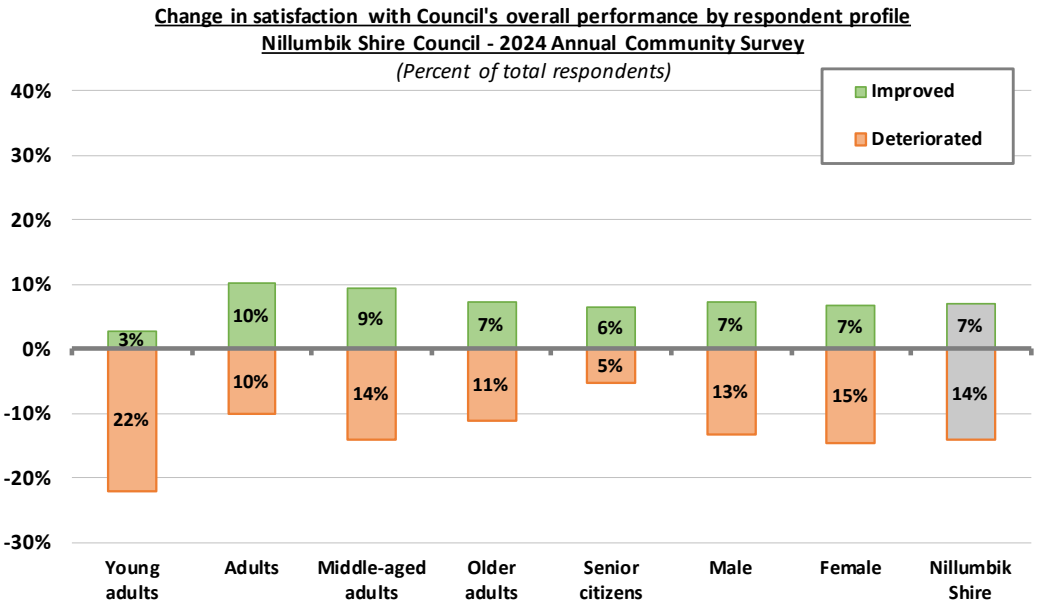
Change	*2024*		*2023*	*2022*	*2021*	*2020*	*2019*
	Number	*Percent*					
Improved	36	7%	11%	13%	11%	8%	13%
Stayed the same	333	66%	57%	57%	63%	70%	62%
Deteriorated	70	14%	10%	10%	8%	8%	10%
Can't say	63	13%	23%	20%	18%	14%	15%
Total	**502**	**100%**	**502**	**508**	**501**	**500**	**500**

By way of comparison, this compares to the metropolitan Melbourne average of 10% improved and 14% deteriorated,

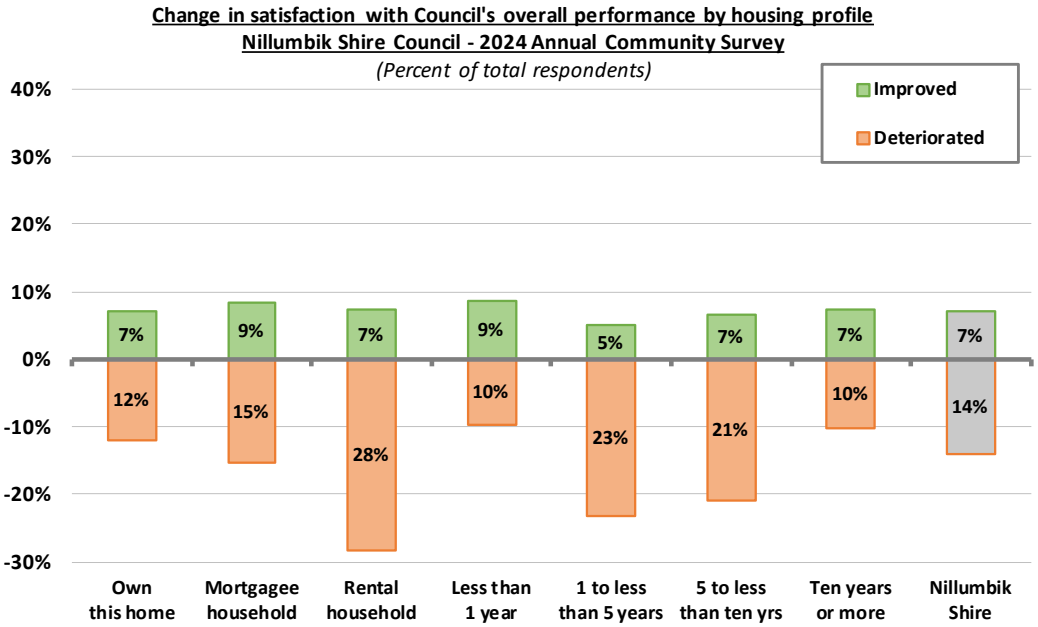


It is noted that young adults (aged 18 to 34 years) were notably more likely than average to consider that Council's overall performance had deteriorated in the last 12 months.

It is important to bear in mind, however, that young adults were significantly more satisfied with Council's overall performance than the municipal average (7.5 compared to 6.9).



It is also noted that respondents from rental households (28%), and respondents who had lived in the municipality for one to less than five years (23%) and five to less than 10 years (21%) were more likely than average to consider that Council's overall performance had deteriorated in the last 12 months.



Reasons for change in overall performance

Respondents were asked:

"Why do you say that?"

Respondents were asked to outline the reasons why they felt that Council's overall performance had improved, stayed the same, or deteriorated.

A total of 131 comments were received from the 500 respondents, with these comments outlined in the following tables.

There were 27 comments from respondents as to why they felt that Council's overall performance had improved in the last 12 months.

A range of issues were raised by a small number of respondents, including general comments about a perceived improvement in the local area or Council performance, improvements in Council's engagement and communication with the community, as well as several specific improvements such as roads, safety, cleanliness, parks, and some others.

Reasons why Council's overall performance has improved
Nillumbik Shire Council - 2024 Annual Community Survey
(Number of responses)

Response	*Number*
Improved footpaths / maintenance	3
Active in social media	1
Bit more visible	1
Council added lights in street to reduce robberies	1
Council is doing a bit more	1
Engaging with the community	1
Everything seems to be running smoothly	1
Everything's improved	1
Feeling better (safety)	1
Haven't noticed any differences of much around the place	1
Improved railway stations	1
Less issues	1
More approachable	1
Much more consultation	1
Not doing anything wrong but can't see anything super proactive	1
Noticed a lot more cleanliness in the area	1
Parks improved	1
Pretty quick to respond to the issue	1
Room for improvement	1
Starting to do more projects around	1
The rates are very high - they are capping the rates	1
They are doing more about the roads	1
They kicked out all the greenies	1
Traffic moves frequently	1
Zero rate raise	1
Total performance improved comments	**27**

There were 72 comments from respondents who felt that Council's overall performance had stayed the same. Most of these comments related to the perception that performance had not changed over the last 12 months.

Metropolis Research notes that some of these comments related to the perception that performance had stayed at poorer levels, with several raising specific areas that they felt needed improvement.

Reasons why Council's overall performance has stayed the same
Nillumbik Shire Council - 2023 Annual Community Survey
(Number of responses)

Response	*Number*
Haven't noticed any changes / difference	27
No improvement	6
Council does okay but still lots to be done	3
They need to improve	3
Slightly improved	2
Always make improvement, but nothing substantial	1
As bad as before	1
Council is not doing good even we pay for it	1
Doesn't seem to be any new initiatives	1
Don't get much information on what Council does	1
Good - keep going	1
Happy with the service, but no improvement	1
Haven't seen massive improvement. Only increase of rates	1
High rates for services but they don't marry up	1
I think that Diamond Creek is of low priority in the Shire	1
Institutional thinking doesn't suit different suburbs, needs different approach	1
It takes time for the new Council to make changes	1
Lack of response	1
Negative has been local traffic management	1
Nillumbik is too big for one Council to manage	1
No bushfire prevention	1
No consultation, biased towards businesses	1
No improved roads	1
No improved traffic lights	1
Positive has been maintenance of reserves	1
Public transport should be addressed before expanding the area	1
Seem to be consistent and of an above-average level, no deterioration of services	1
Stayed in communication	1
Still have many problems to be solved	1
Still the same issues are not addressed as last year	1
The Council can perform better and deal with issues in better ways	1
There is no advanced planning of housing growth	1
They are useless really. They're paid too much for too little. They are not available to the community. Call them up, the answering machine picks up and they don't call back	1
They never pay any attention to North Warrandyte	1
They still try their best to meet their responsibilities	1
Things are running as they should be	1
Total performance stayed the same comments	**72**

There were 31 comments received from respondents outlining the reasons why they felt that Council's overall performance had deteriorated in the last 12 months.

A range of issues were canvassed by a small number of respondents, including some related to planning and development, roads and traffic, cleanliness and maintenance of the local area, and several other issues.

Reasons why Council's overall performance has deteriorated
Nillumbik Shire Council - 2023 Annual Community Survey
(Number of responses)

Response	*Number*
Cutting of grass is non existent	2
They've done nothing	2
Allowing inappropriate developments, too many	1
Biased towards businesses - no consultation whatsoever - no listening to any objections	1
Building permits issued to unsuitable places	1
Can't make decision	1
Drainage neglected and has become worse	1
Facilities need repair	1
Facilities need repair	1
Fire control neglected and has become worse	1
Hard to find information	1
Lack of importance of the environment	1
Maintenance of roads is non existent	1
No progress in any sector	1
Poor consultation	1
Reactive to planning issue, instead of proactive	1
Roads need repair	1
Roads neglected and has become worse	1
Service has slowed down	1
Speed humps are useless	1
The rates are a lot up, pay too much but nothing comes out	1
The rubbish picking needs to be improved	1
The whole area is overgrown	1
They can't solve basic problems	1
They don't communicate and are not transparent in their actions	1
They don't cut trees	1
They don't listen to people	1
They don't seem to be getting stuff right	1
Traffic management has worsened the area	1
Tree maintenance needs to be improved	1
Total performance deteriorated comments	**32**
Total comments	**131**

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 marginally this year, up one percent to 6.9, which remains a "good" level of satisfaction.

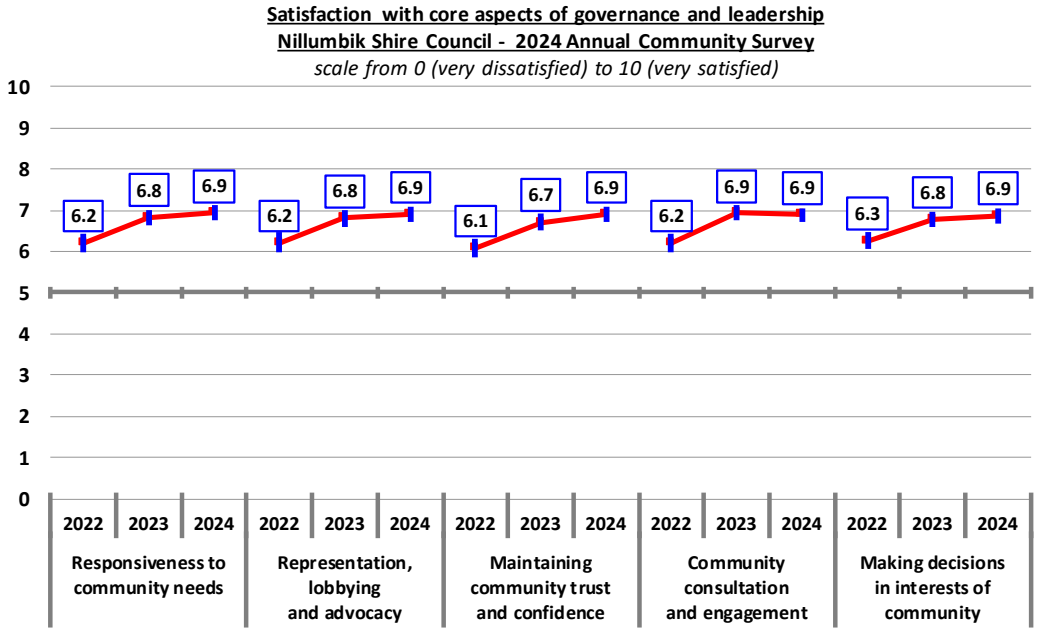
This was the highest level of satisfaction with the five core aspects of governance and leadership recorded for Nillumbik Shire Council over the 14 years of the annual community satisfaction survey program.

Metropolis Research notes that satisfaction with the core aspects of governance and leadership have fully recovered from the unusually low results recorded back in 2021, during COVID-19.

Metropolis Research notes that satisfaction with these five aspects of Council's governance and leadership performance increased by one percent whilst overall satisfaction remained stable at 6.9.

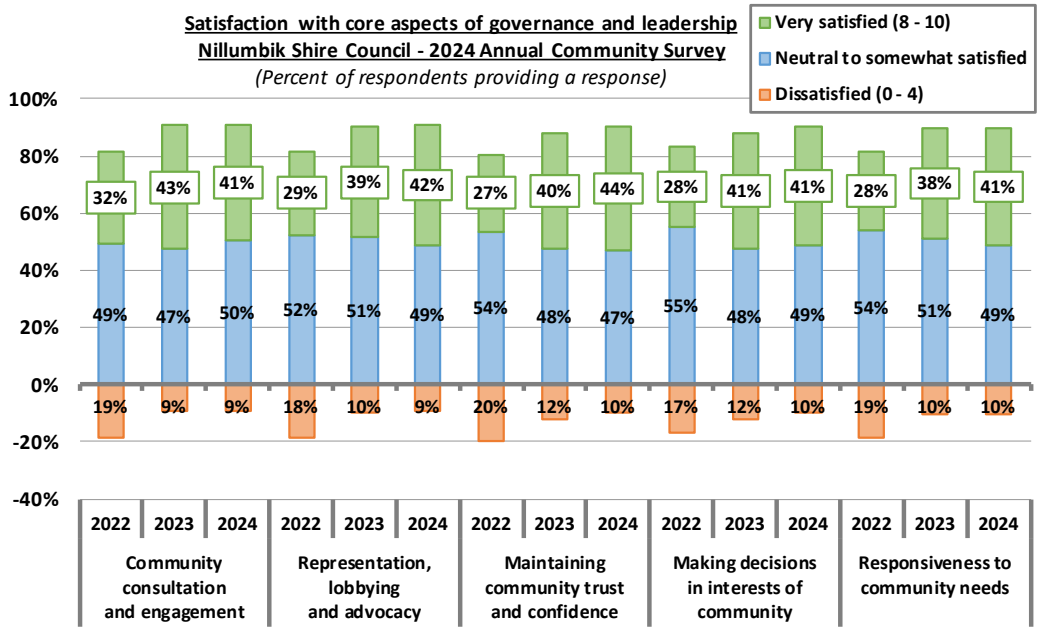
This results in the same average satisfaction with core aspects of governance and leadership as the overall satisfaction with Council. This is a positive result that reflects well on Council's performance in this area this year. This builds on the average 10% improvement in governance and leadership recorded last year.

Satisfaction with all five measures of governance and leadership performance were rated at "good" levels this year, consistent with the results recorded last year.



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).

Consistent with the relatively stable average satisfaction scores, the raw percentage results also remained relatively stable, with a little less than half "very satisfied" and approximately 10% "dissatisfied".

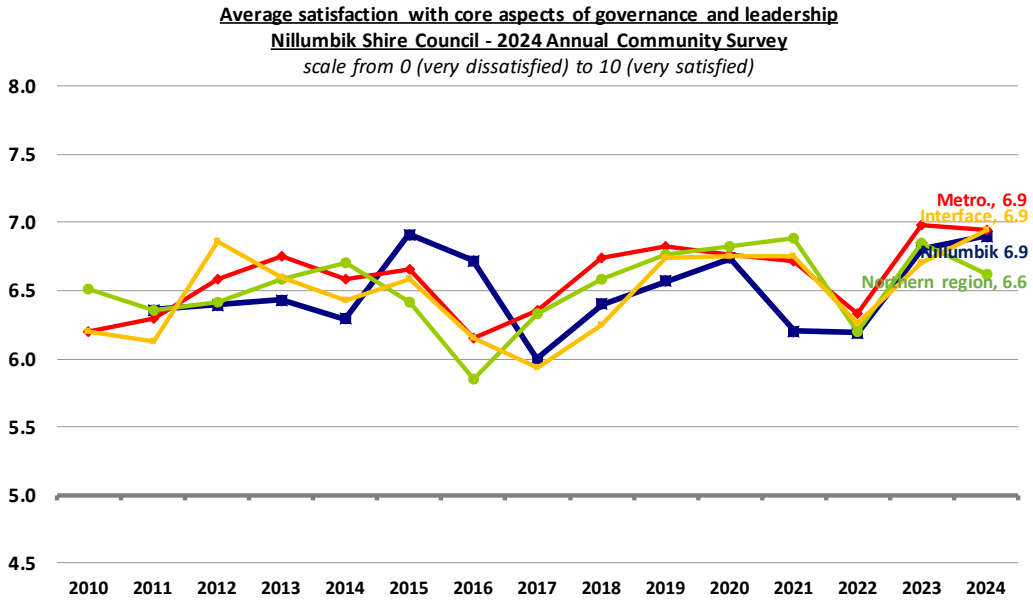


The following graph provides a comparison of satisfaction with the five core aspects of governance and leadership against the metropolitan Melbourne, northern region, and interface councils' averages, as recorded in the 2024 *Governing Melbourne* research conducted independently by Metropolis Research in January 2024, using the same methodology.

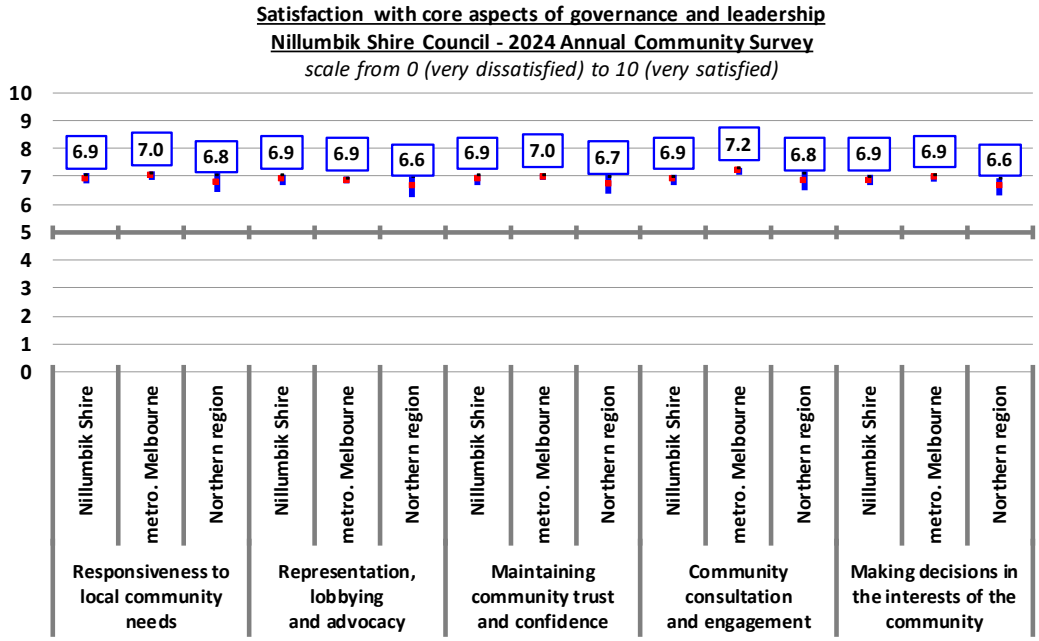
It is noted that Nillumbik Shire Council has reported satisfaction with aspects governance and leadership that was notably lower than the metropolitan Melbourne average in 10 of the 14 years of the annual community satisfaction survey program.

The largest difference between satisfaction with governance and leadership in the Nillumbik Shire and the metropolitan Melbourne average was 2021, with an eight percent differential.

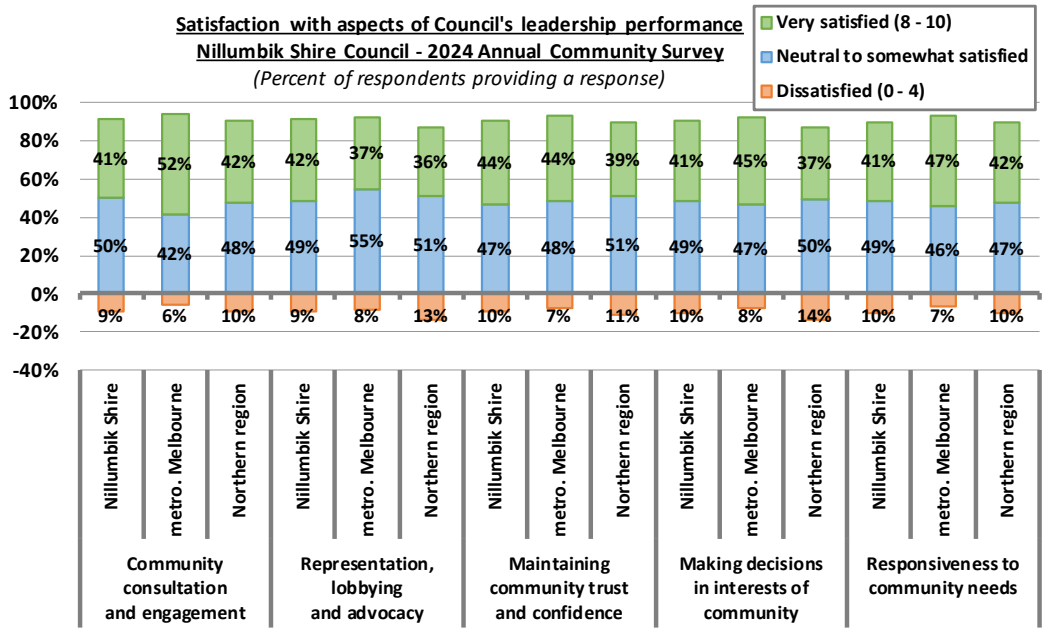
Metropolis Research notes that the average satisfaction with the five aspects of governance and leadership for the Nillumbik Shire has been recorded below the interface councils' average in seven of the last 14 years, identical in 2020, and higher in six years. The 2024 result was identical to the interface councils' average of 6.9 out of 10.



It is noted that Nillumbik Shire Council reported measurably lower satisfaction for community consultation and engagement (4% lower), and marginally lower satisfaction for responsiveness (1% lower) and maintaining trust and confidence (1% lower).

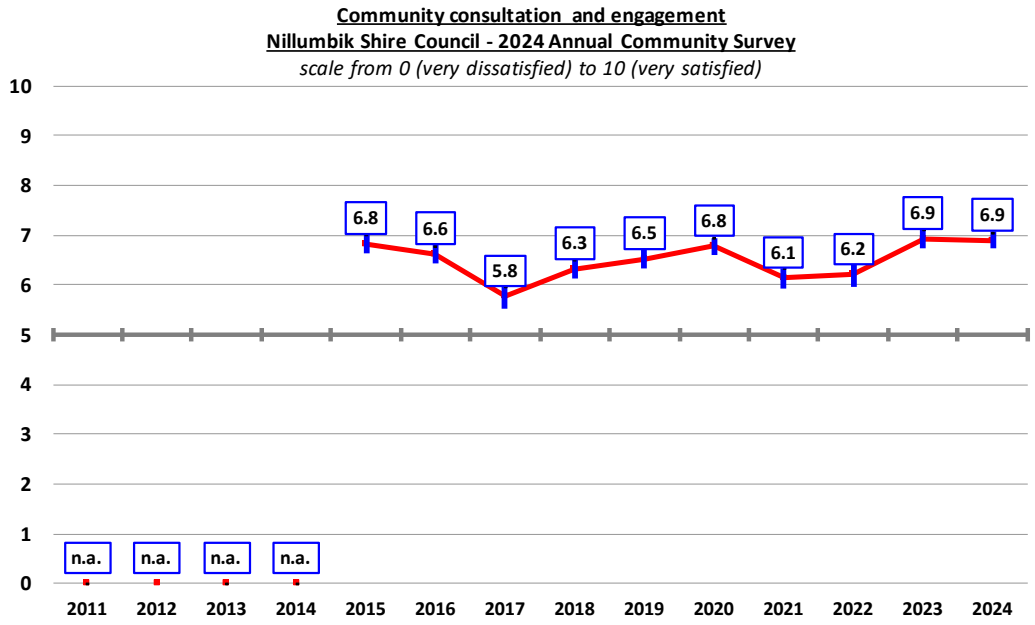


It is noted that there were marginally more respondents "dissatisfied" with each of the five core aspects of governance and leadership than the metropolitan Melbourne average.

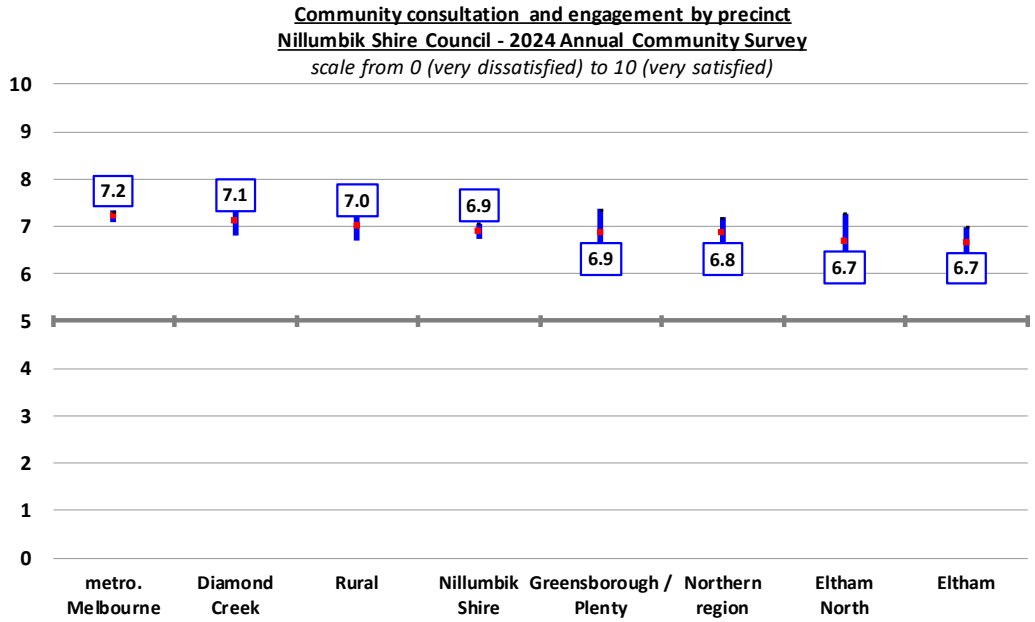


Community consultation and engagement

Satisfaction with Council's community consultation and engagement remained stable this year at 6.9 out of 10, or a "good" level of satisfaction. This result was measurably above the long-term average satisfaction since 2015 of 6.5 out of 10.

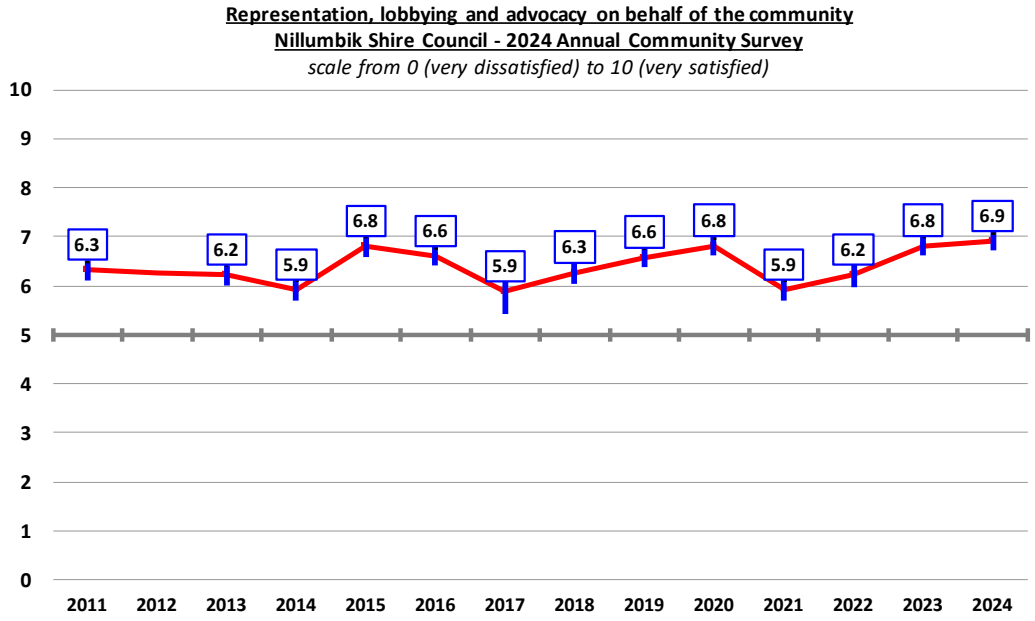


There was no statistically significant variation in satisfaction with community consultation and engagement observed across the municipality, with all precincts recording "good" levels.

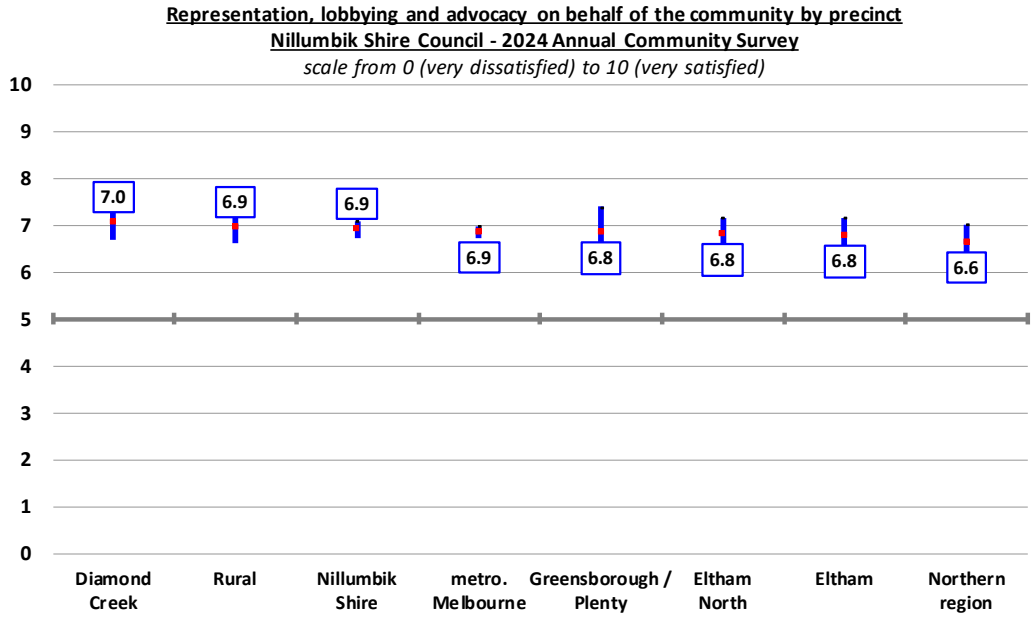


Representation, lobbying and advocacy

Satisfaction with Council's representation, lobbying, and advocacy remained stable this year at 6.9 out of 10, or a "good" level of satisfaction. This result was measurably higher than the long-term average satisfaction since 2011 of 6.4 out of 10, and the highest level recorded.

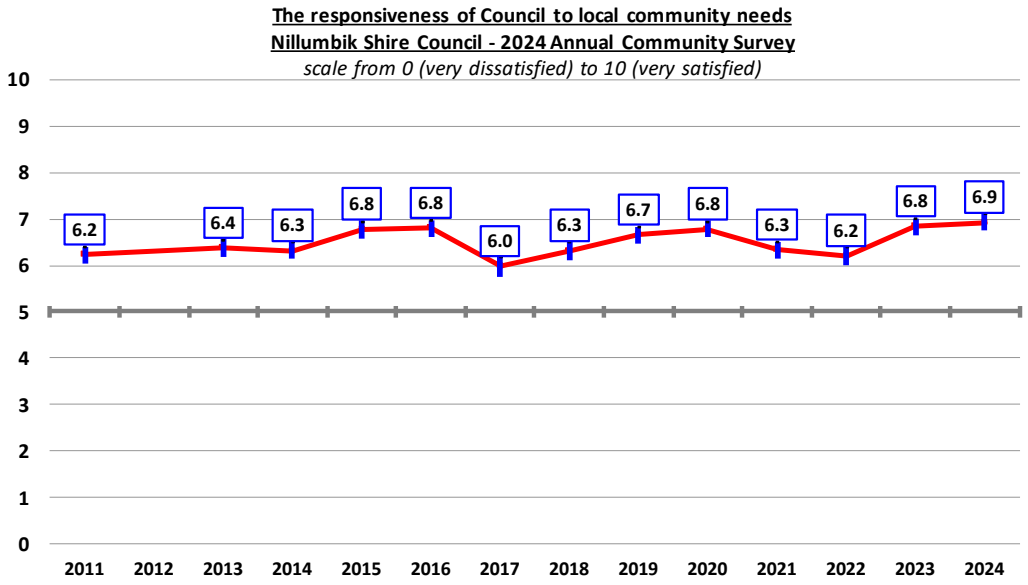


There was no statistically significant variation in satisfaction with this aspect of performance observed across the municipality, with all precincts recording "good" levels.

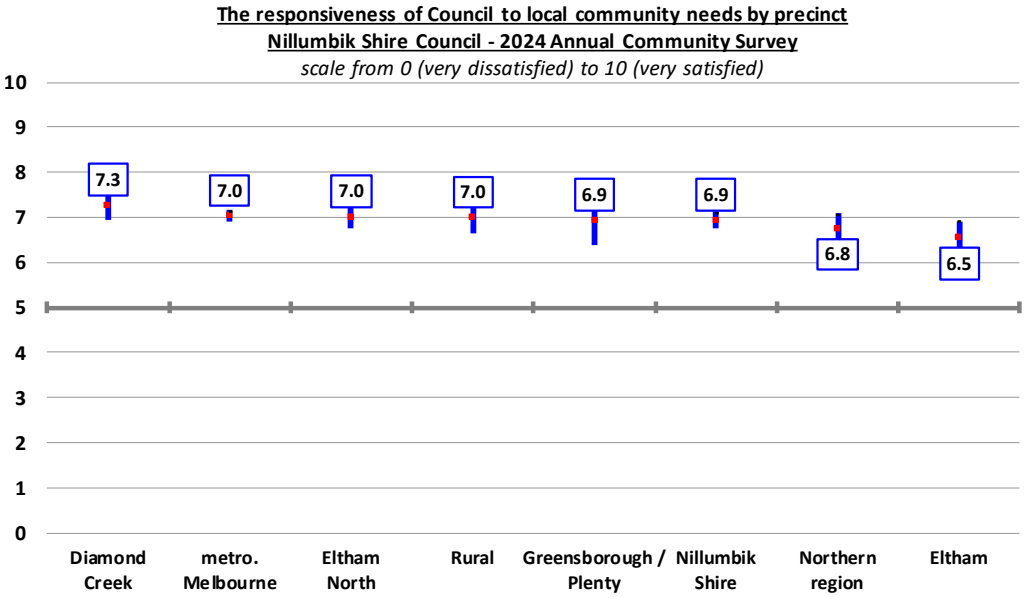


Responsiveness to local community needs

Satisfaction with the responsiveness of Council to local community needs increased marginally but not measurably this year, up one percent to 6.9 out of 10, which remains a "good" level. This was the highest score for this aspect of performance recorded for Nillumbik Shire Council and was measurably above the long-term average since 2011 of 6.5 out of 10.

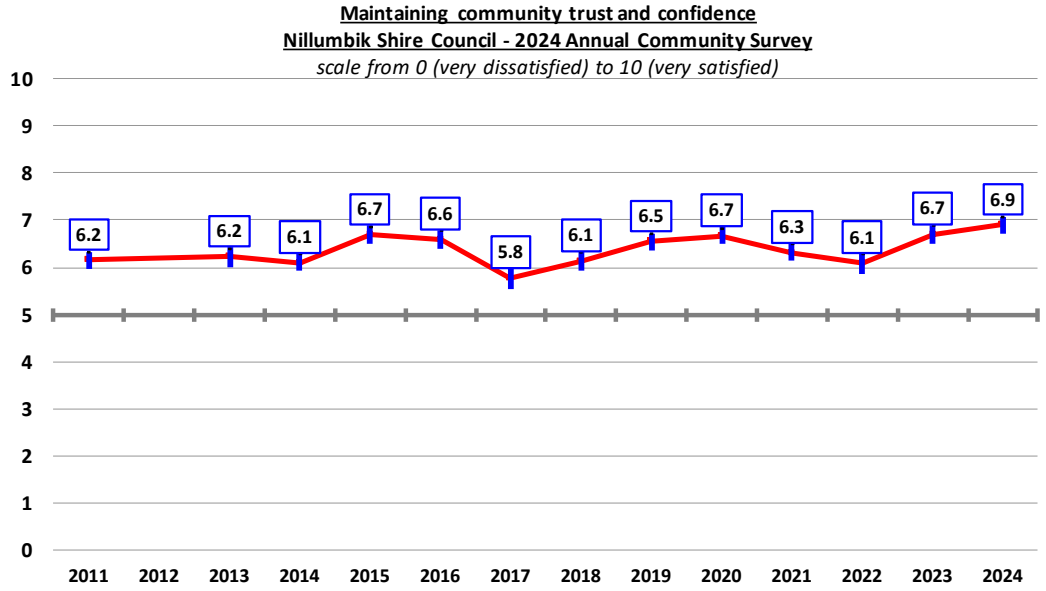


Whilst there was no statistically significant variation observed across the municipality, it is noted that respondents from Diamond Creek rated satisfaction at a "very good" level, whilst respondents from Eltham were six percent less satisfied.

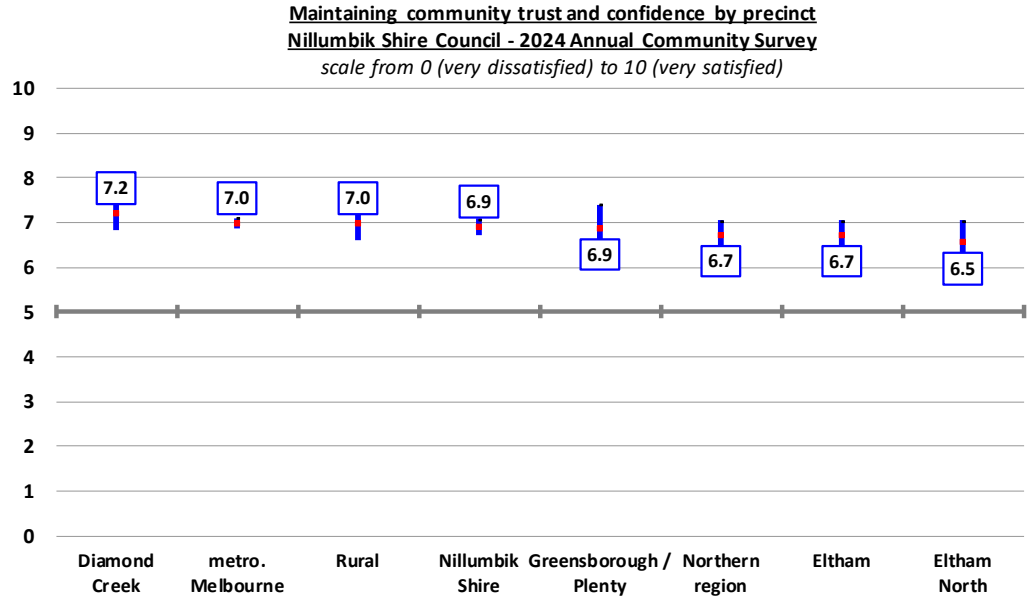


Maintaining the trust and confidence of the local community

Satisfaction with Council's performance maintaining the trust and confidence of the local community increased somewhat, but not measurably this year, up three percent to 6.9 out of 10, which remains a "good" level. This result was the highest score recorded for this aspect of performance and was measurably above the long-term average since 2011 of 6.4 out of 10.

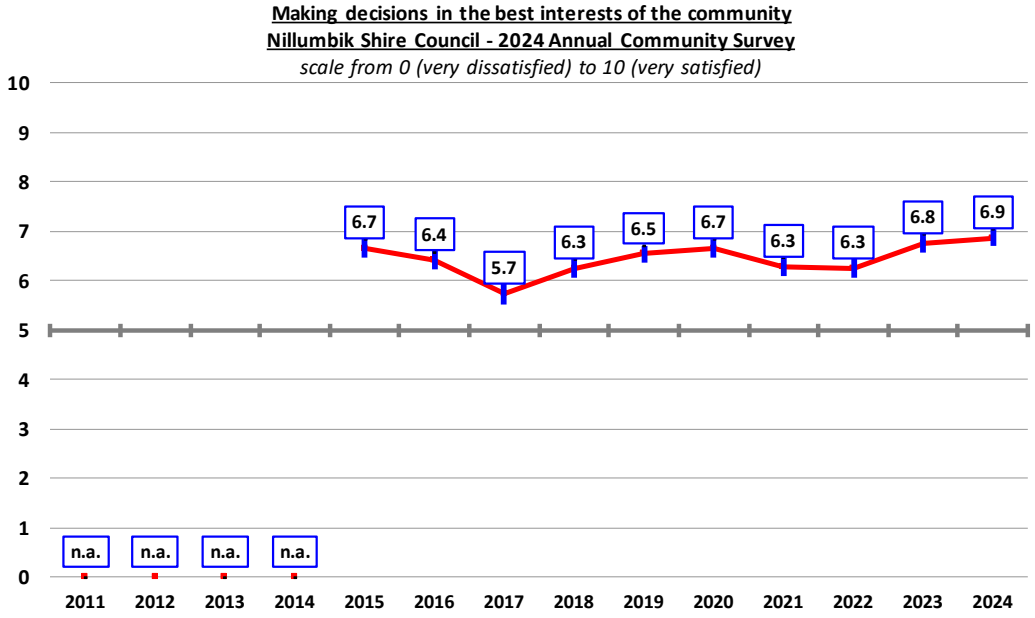


There was no statistically significant variation in satisfaction with this aspect of performance observed across the municipality, although respondents from Eltham North were six percent less satisfied than the municipal average.

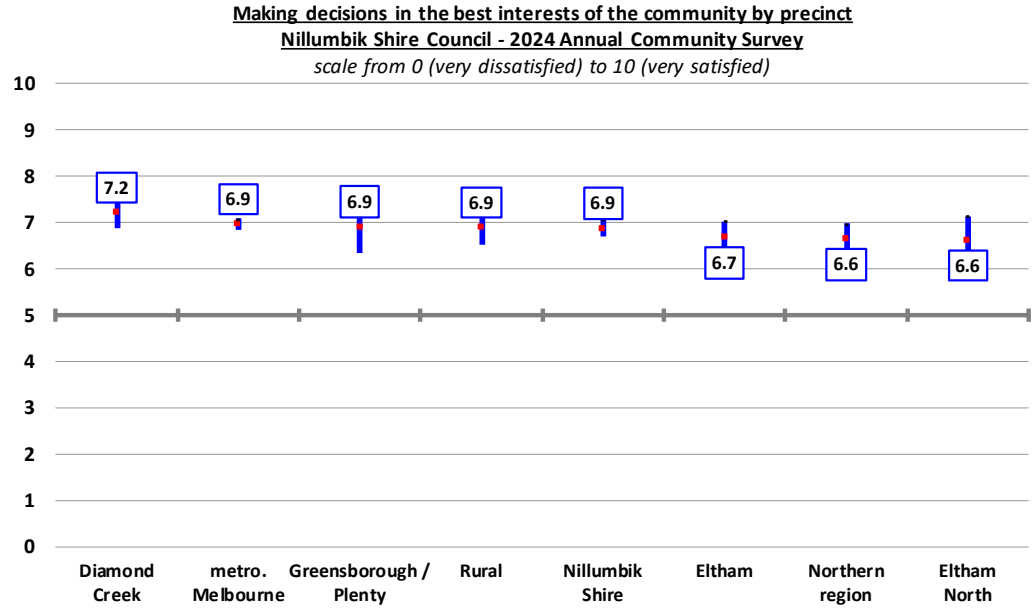


Making decisions in the interests of the community

Satisfaction with Council's performance making decisions in the interests of the community increased marginally but not measurably this year, up one percent to 6.9 out of 10. This was the highest score recorded for this aspect of performance and was above the long-term average since 2015 of 6.5 out of 10.



There was no statistically significant variation in this result observed across the municipality.

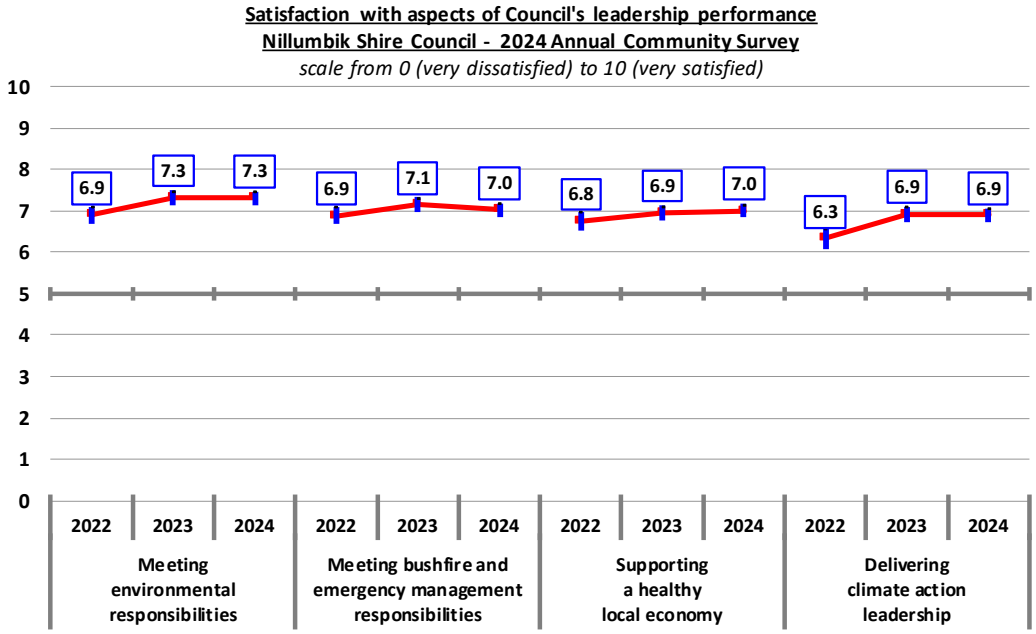


Aspects of Council's leadership performance

Respondents were again in 2024, 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 these four aspects of Council management remained relatively stable this year, with one improving marginally, one declining marginally, and two remaining the same.

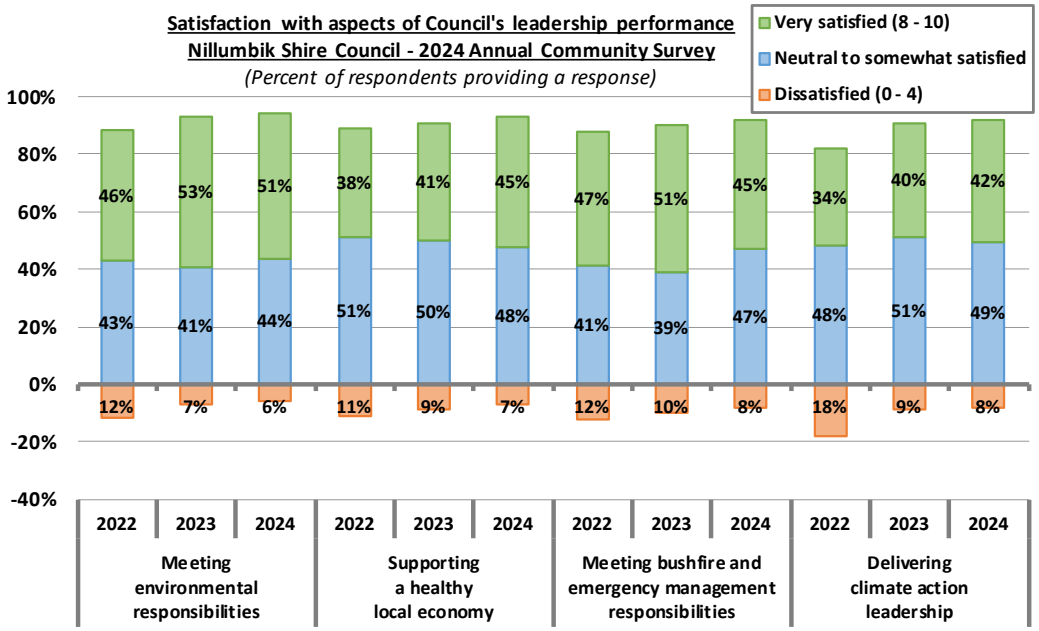
Satisfaction with Council meeting its responsibilities towards the environment remained at a "very good" level, whilst satisfaction with the four other aspects remained at "good" levels.



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).

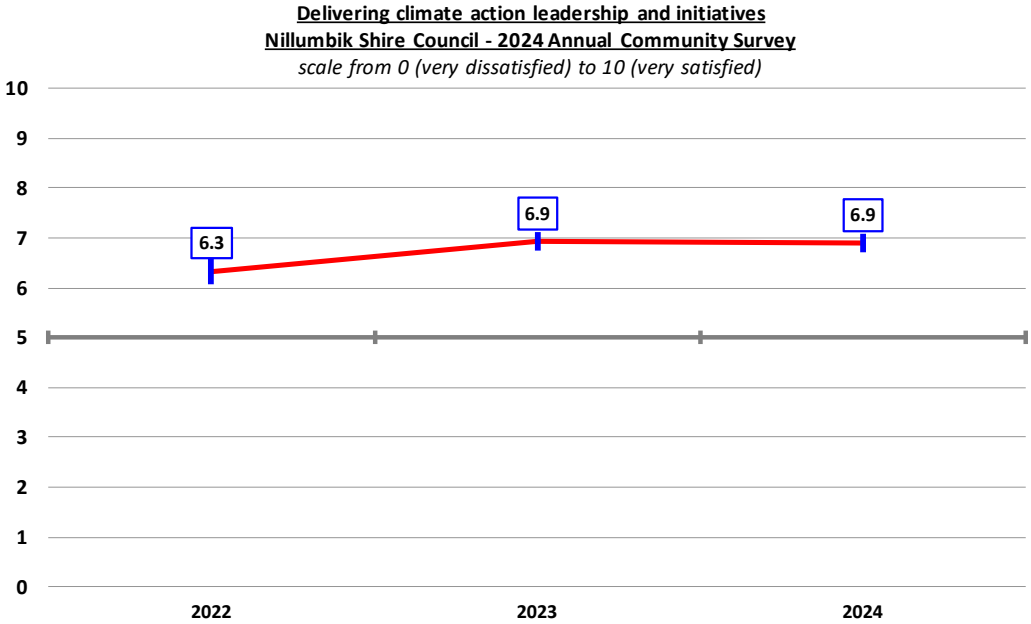
It is noted that more than half of the respondents providing a score were "very satisfied" with Council's performance meeting its responsibilities towards the environment, whilst more than 40% of respondents were "very satisfied" with the other three aspects of performance.

Metropolis Research draws attention to the fact that the proportion of respondents "dissatisfied" with each of these five aspects declined again this year, with no more than eight percent "dissatisfied" with any of these five aspects of performance.

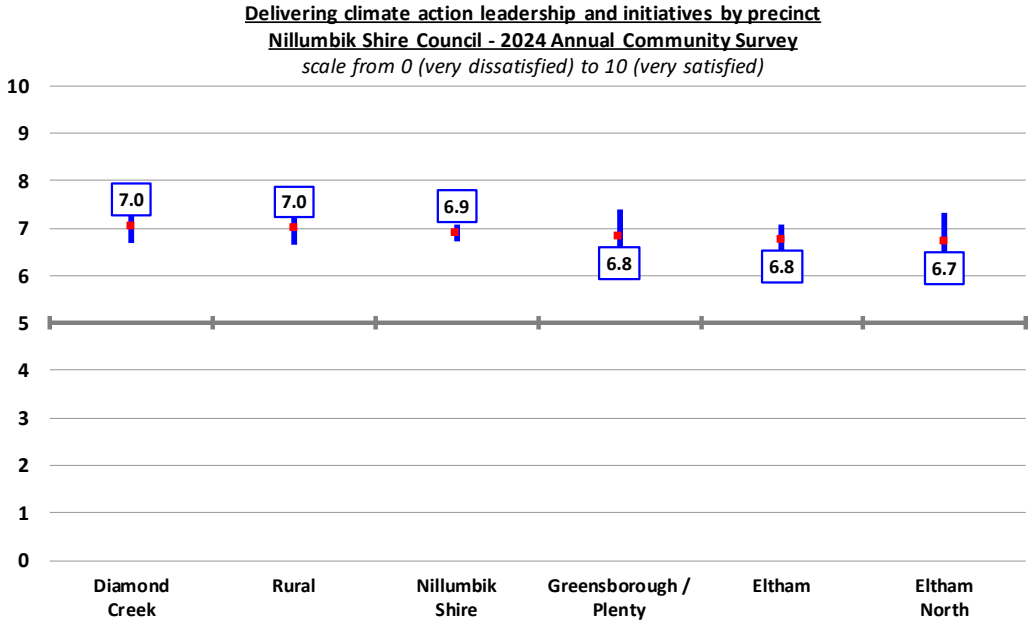


Delivering climate action leadership and initiatives

Satisfaction with Council's performance delivering climate action leadership and initiatives remained stable this year at 6.9 out of 10, or a "good" level of satisfaction. This was an improvement on the "solid" level of satisfaction of 6.3 out of 10 recorded in 2022.



There was no statistically significant variation in this result observed across the municipality, with respondents from all precincts rating satisfaction at "good "levels.



Meeting responsibilities to the environment

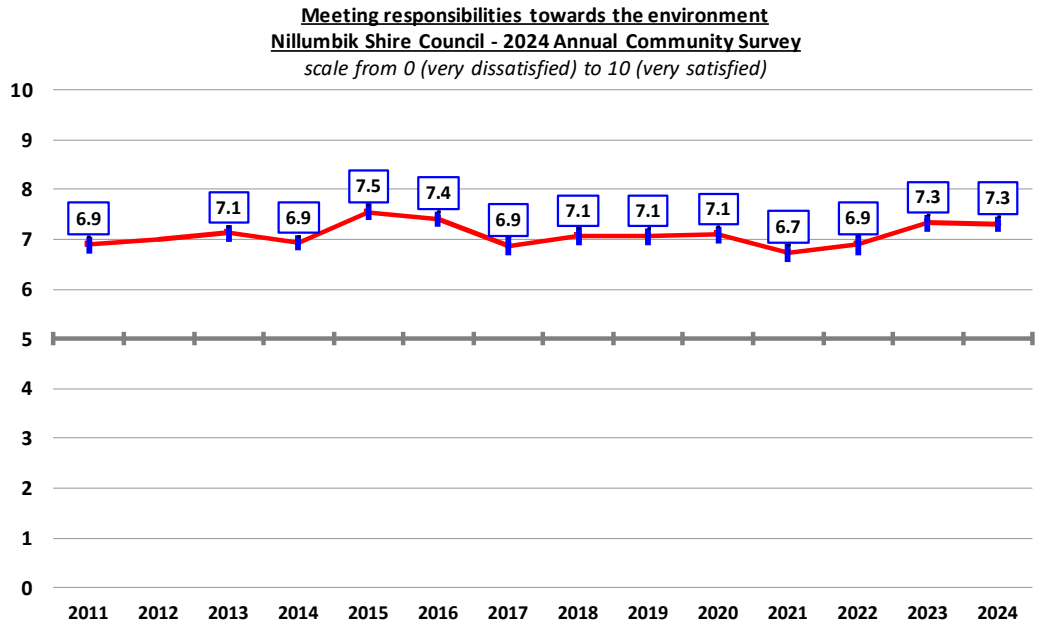
Satisfaction with Council's performance meeting its responsibilities towards the environment remained stable at 7.3 out of 10, or a "very good" level of satisfaction.

This result reinforces the recovery in satisfaction recorded last year, after the two lower-than-average results recorded in 2021 and 2022 through COVID-19.

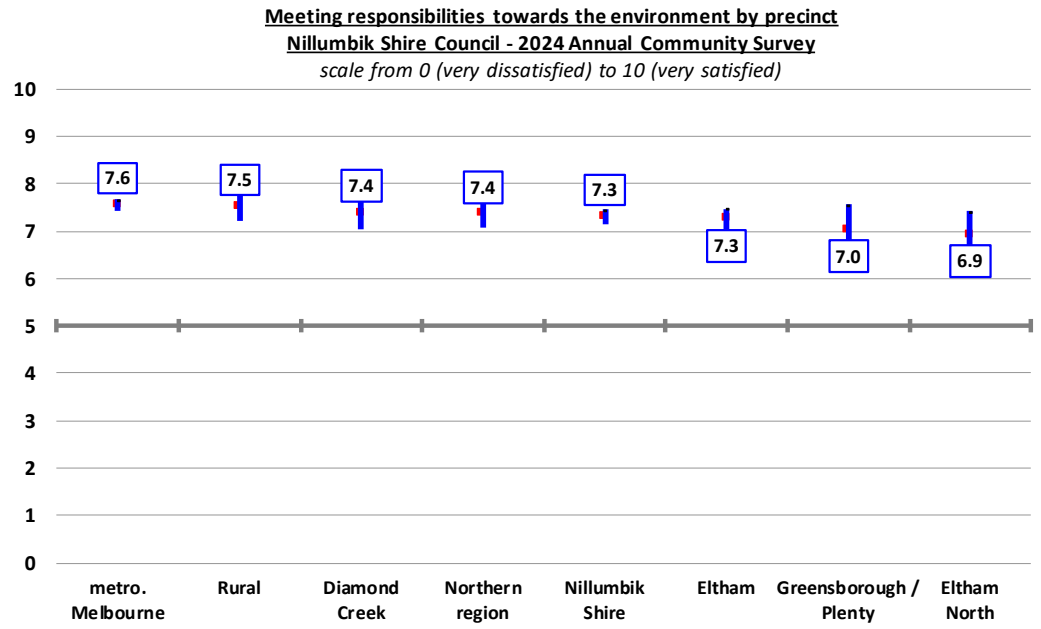
This result was comfortably above the long-term average satisfaction since 2011 of 7.1 out of 10, or "good".

By way of comparison, this result was notably, but not measurably lower than the metropolitan Melbourne average of 7.6 out of 10, as recorded in the 2024 Governing Melbourne research.

Metropolis Research suggests that this lower satisfaction with this aspect of performance recorded for the Nillumbik Shire is likely to reflect higher expectations of Nillumbik Shire Council in relation to the environment, than the average expectation of local government recorded across metropolitan Melbourne.

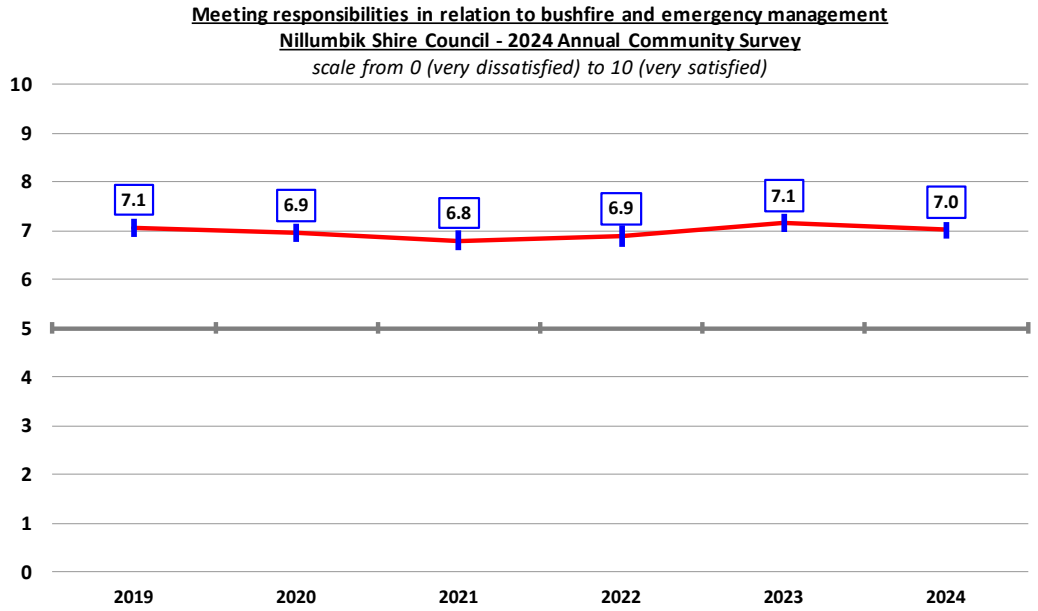


Whilst there was no statistically significant variation in satisfaction with this aspect of performance observed across the municipality, it is noted that respondents from Greensborough / Plenty and Eltham North rated satisfaction at "good" rather than "very good" levels of satisfaction.

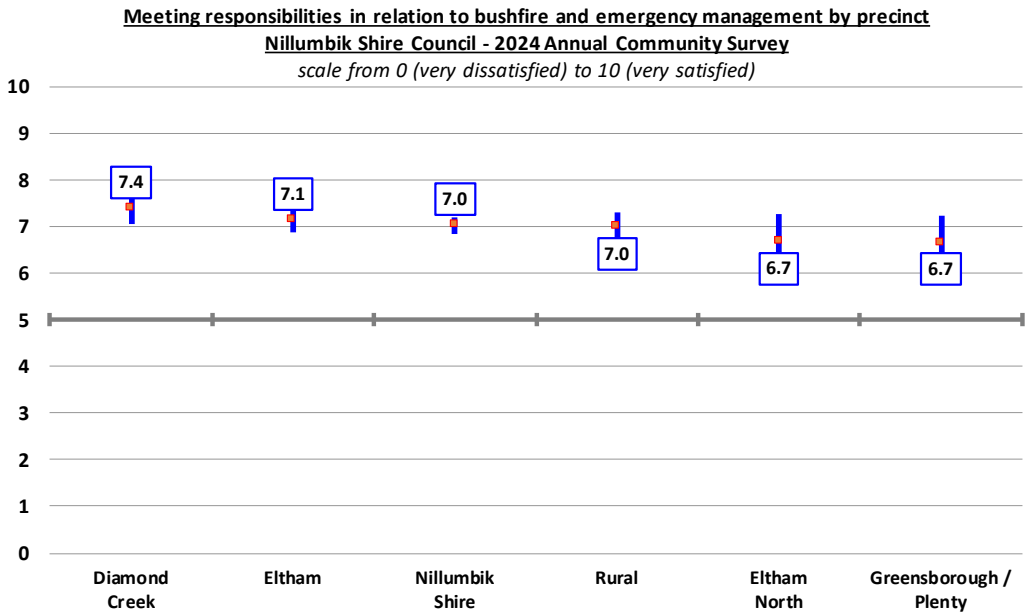


Meeting responsibilities in relation to bushfire and emergency management

Satisfaction with Council's performance meeting its responsibilities in relation to bushfire and emergency management declined marginally, but not measurably this year, down one percent to 7.0, which was consistent with the long-term average since 2019 of 7.0 out of 10.

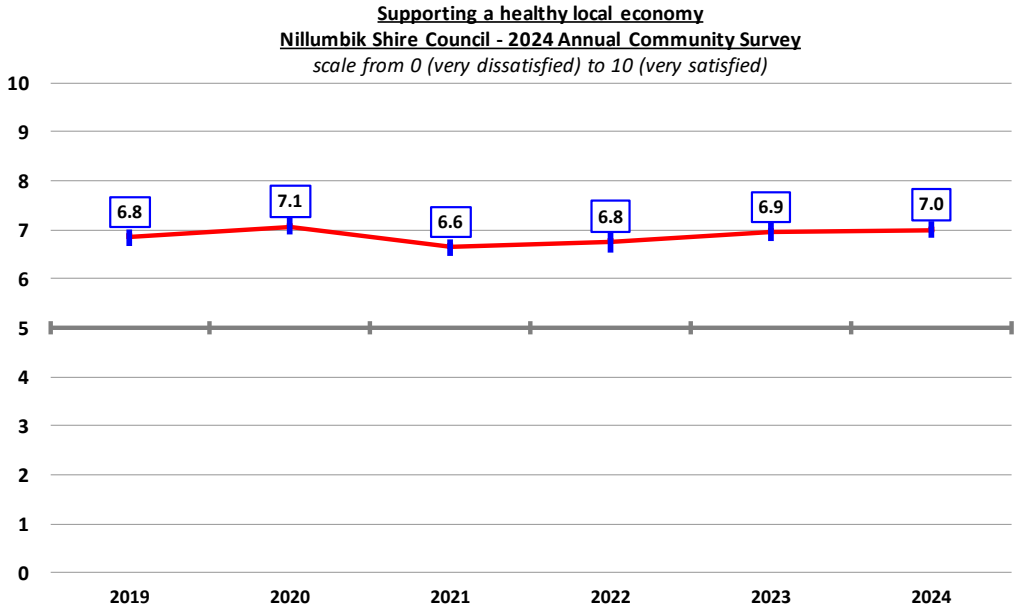


Whilst there was no statistically significant variation in satisfaction observed across the municipality, it is noted that respondents from Diamond Creek were notably more satisfied and at a "very good" rather than a "good" level of satisfaction.

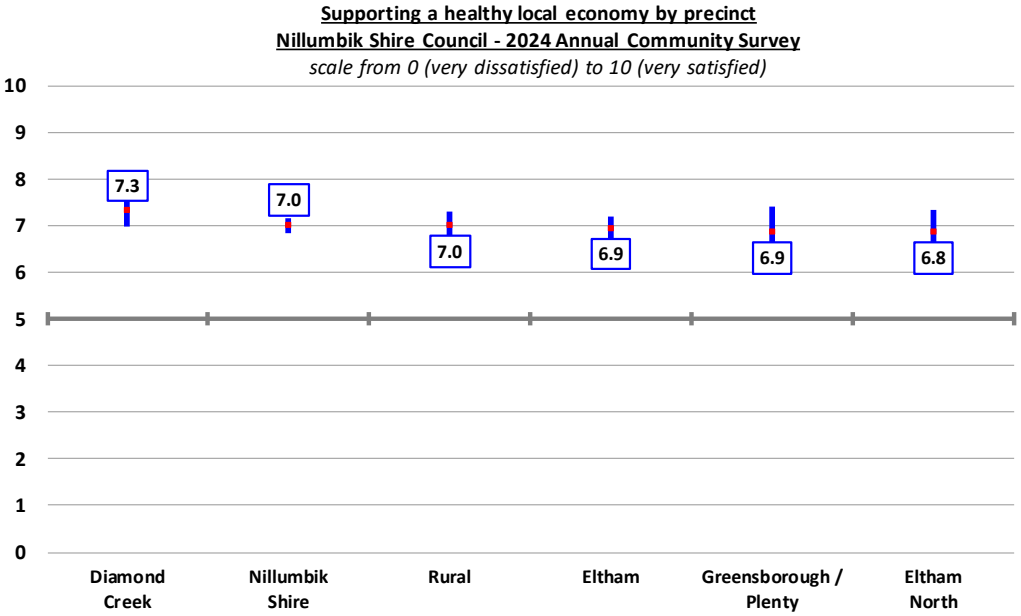


Supporting a healthy local economy

Satisfaction with Council's performance supporting a healthy local economy improved marginally, but not measurably this year, up one percent to 7.0. This result was marginally above the long-term average since 2019 of 6.9 out of 10.



Whilst there was no statistically significant variation in satisfaction observed across the municipality, it is noted that respondents from Diamond Creek were notably more satisfied and at a "very good" rather than a "good" level of satisfaction.



Communication and engagement with Council

Preferred method of receiving information from / interacting with Council

Respondents were asked:

"From the following list, please identify all the methods by which you would prefer to receive information from or interact with Council?"

Respondents were again in 2024, asked to nominate all the methods by which they would prefer to receive information from and / or interact with Council.

Consistent with the results recorded in recent years, the most preferred method of receiving information from Council was via email, with 47% (up from 42%) nominating this method. Over the course of the last six years, an average of 42% of all respondents nominated email as a preferred method of receiving information from / interacting with Council.

It is important to note that whilst email has been the most preferred method in each of the last four years, direct mail / letterbox drop of information remains a preferred method of 33% of respondents and was the most preferred method in 2019 and 2020.

Metropolis Research notes that the website, SMS / text messages, e-newsletters, and social media were preferred methods of information and communication by a significant minority of respondents of between approximately one-sixth and one-quarter.

Over the last six years, the *Nillumbik News* was a preferred method of receiving information from and / or interacting with Council by one-quarter of respondents, although down substantially on the 41% recorded back in 2019.

These results do suggest that the Nillumbik community prefer a variety of methods of receiving information from and / or interacting with Council, with various methods likely to be preferred depending on the nature of the information or enquiry.

Electronic methods such as the website, email, e-newsletters, SMS, and social media are prominent in these results, although it is noted that the *Nillumbik News* remains a preferred method by a significant proportion of the community.

Preferred method of receiving information from / or interacting with Council
Nillumbik Shire Council - 2024 Annual Community Survey
(Number and percent of total respondents)

Method	*2024*		*2023*	*2022*	*2021*	*2020*	*2019*
	Number	*Percent*					
Email	237	47%	42%	45%	48%	35%	38%
Direct mail / letterbox drop of information	166	33%	37%	21%	26%	43%	54%
Council's website	127	25%	26%	20%	21%	29%	35%
SMS / text message	124	25%	19%	15%	9%	22%	17%
Council's regular publication *Nillumbik News*	118	24%	19%	18%	25%	26%	41%
E-newsletters	98	20%	21%	12%	19%	11%	21%
Telephone Customer Service	83	17%	6%	21%	16%	6%	17%
Via social media *(Twitter / Facebook)*	81	16%	16%	19%	12%	14%	25%
Council advertisements in the local newspapers*	70	14%	9%	7%	6%	12%	31%
Local radio	32	6%	4%	4%	3%	3%	6%
In person at the Civic Centre and other locations	23	5%	5%	6%	4%	5%	13%
Other	4	1%	0%	0%	0%	0%	0%
Total responses	**1,163**		**1,018**	**962**	**942**	**1,029**	**1,495**
Respondents identifying at least one method	*464 (93%)*		*454 (91%)*	*403 (79%)*	*463 (92%)*	*492 (98%)*	*476 (95%)*

(*) previously Council articles and columns in local newspapers

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

- ***Greensborough / Plenty*** – respondents were notably more likely than average to prefer SMS / text messages, and via social media.
- ***Eltham*** – respondents were notably more likely than average to prefer email, direct mail / letterbox drop of information, and e-newsletters.
- ***Eltham North*** – respondents were notably more likely than average to prefer direct mail / letterbox drop of information, and the *Nillumbik News*.
- ***Rural precinct*** – respondents were notably more likely than average to prefer Council advertisements in the local newspapers and local radio.

Preferred method of receiving information from / or interacting with Council by precinct
Nillumbik Shire Council - 2024 Annual Community Survey
(Number and percent of total respondents)

Method	*Gr'nsborough / Plenty*	*Diamond Creek*	*Eltham*	*Eltham North*	*Rural*
Email	51%	52%	60%	35%	36%
Direct mail / letterbox drop of information	22%	29%	44%	65%	24%
Council's website	28%	21%	20%	33%	29%
SMS / text message	34%	25%	20%	18%	26%
Council's regular publication *Nillumbik News*	25%	15%	23%	53%	22%
E-newsletters	18%	21%	26%	8%	17%
Telephone Customer Service	16%	14%	14%	10%	22%
Via social media *(Twitter / Facebook)*	26%	11%	13%	15%	17%
Council advertisements in the local newspapers*	16%	4%	13%	13%	20%
Local radio	7%	2%	2%	0%	14%
In person at the Civic Centre and other locations	7%	5%	3%	8%	4%
Other	3%	0%	0%	0%	1%
Total responses	**192**	**190**	**305**	**102**	**376**
Respondents identifying at least one method	*64 (84%)*	*89 (93%)*	*118 (93%)*	*40 (100%)*	*153 (94%)*

(*) previously Council articles and columns in local newspapers

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

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

Preferred method of receiving information from / or interacting with Council by respondent profile
Nillumbik Shire Council - 2024 Annual Community Survey
(Number and percent of total respondents)

Method	*Young adults*	*Adults*	*Middle-aged adults*	*Older adults*
Email	37%	54%	55%	49%
Direct mail / letterbox drop of information	22%	32%	36%	38%
Council's website	29%	32%	21%	24%
SMS / text message	19%	28%	31%	26%
Council's regular publication *Nillumbik News*	19%	18%	25%	27%
E-newsletters	19%	27%	24%	16%
Telephone Customer Service	27%	13%	9%	14%
Via social media *(Twitter / Facebook)*	33%	13%	10%	10%
Council advertisements in the local newspapers*	16%	13%	11%	17%
Local radio	14%	6%	2%	5%
In person at the Civic Centre and other locations	4%	2%	3%	7%
Other	2%	1%	0%	1%
Total responses	**293**	**216**	**244**	**359**
Respondents identifying at least one method	*113 (93%)*	*83 (92%)*	*101 (94%)*	*142 (93%)*

Method	*Senior citizens*	*Male*	*Female*	*Nillumbik Shire*
Email	25%	52%	42%	47%
Direct mail / letterbox drop of information	54%	36%	31%	33%
Council's website	4%	24%	26%	25%
SMS / text message	11%	28%	22%	25%
Council's regular publication *Nillumbik News*	32%	27%	19%	24%
E-newsletters	4%	18%	21%	20%
Telephone Customer Service	18%	15%	17%	17%
Via social media *(Twitter / Facebook)*	4%	15%	17%	16%
Council advertisements in the local newspapers*	7%	12%	16%	14%
Local radio	4%	7%	6%	6%
In person at the Civic Centre and other locations	11%	5%	4%	5%
Other	0%	2%	0%	1%
Total responses	**46**	**579**	**558**	**1,163**
Respondents identifying at least one method	*23 (81%)*	*224 (93%)*	*231 (92%)*	*464 (93%)*

(*) 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?"

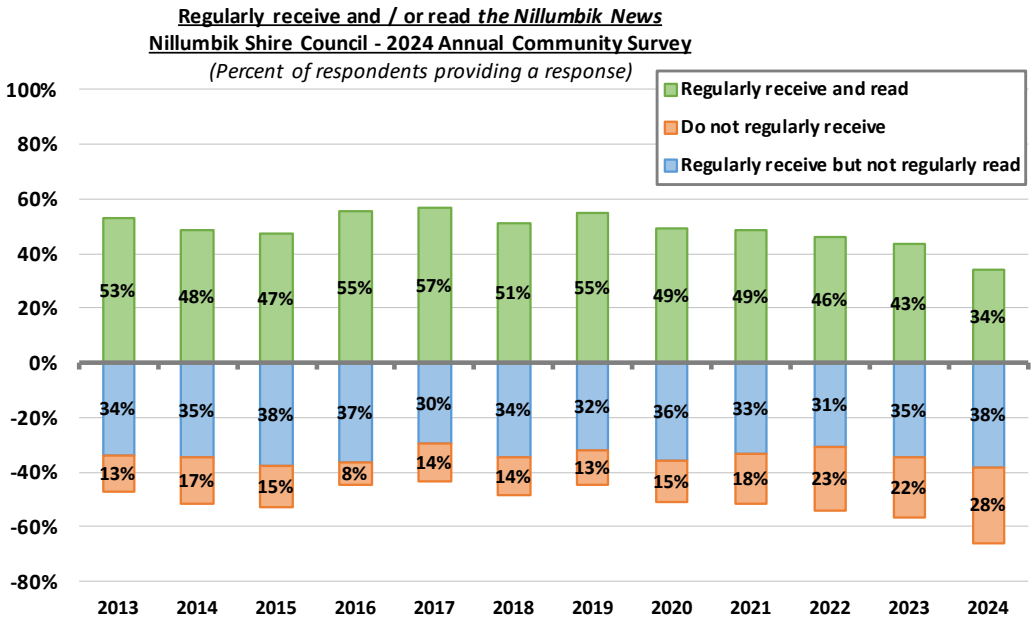
The proportion of respondents who regularly read the *Nillumbik News* declined for the third consecutive time this year, and continued its longer-term decline, down from a high of 57% back in 2017 to 34% this year.

The 2024 result was the lowest proportion of respondents who report that they regularly read the *Nillumbik News* recorded since the question was first asked back in 2013.

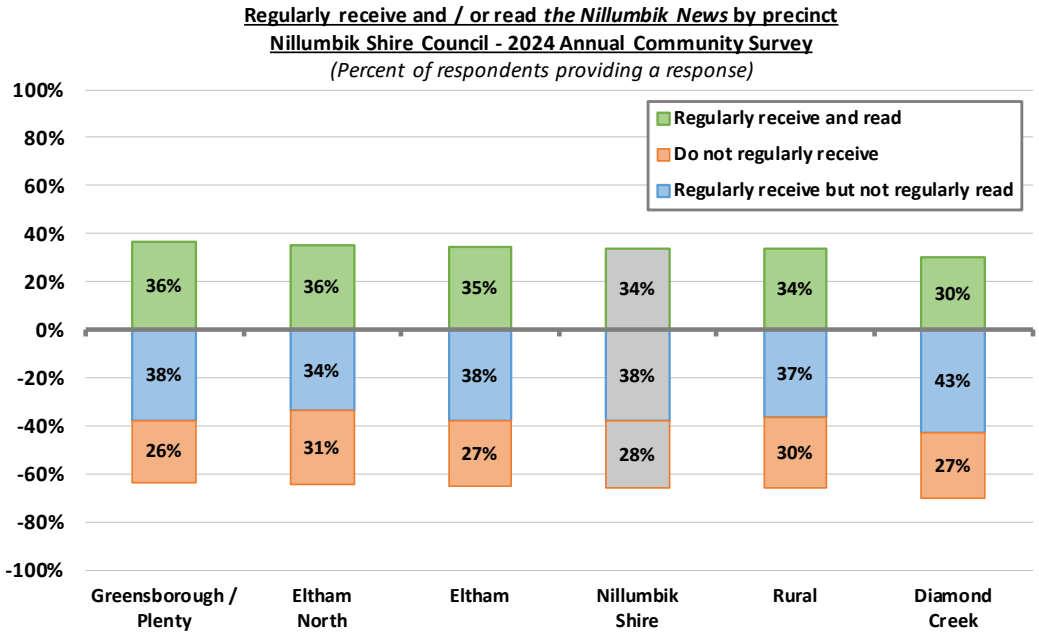
The proportion who regularly receive, but don't regularly read the publication has remained relatively stable around the long-term average since 2013 of 34%.

It is noted that the proportion of respondents who report that they don't usually receive the publication has continued to increase over time, from an average of 14% from 2013 to 2020, to an average of around 23% since 2021. The 2024 result of 28% was the highest proportion recorded for this question.

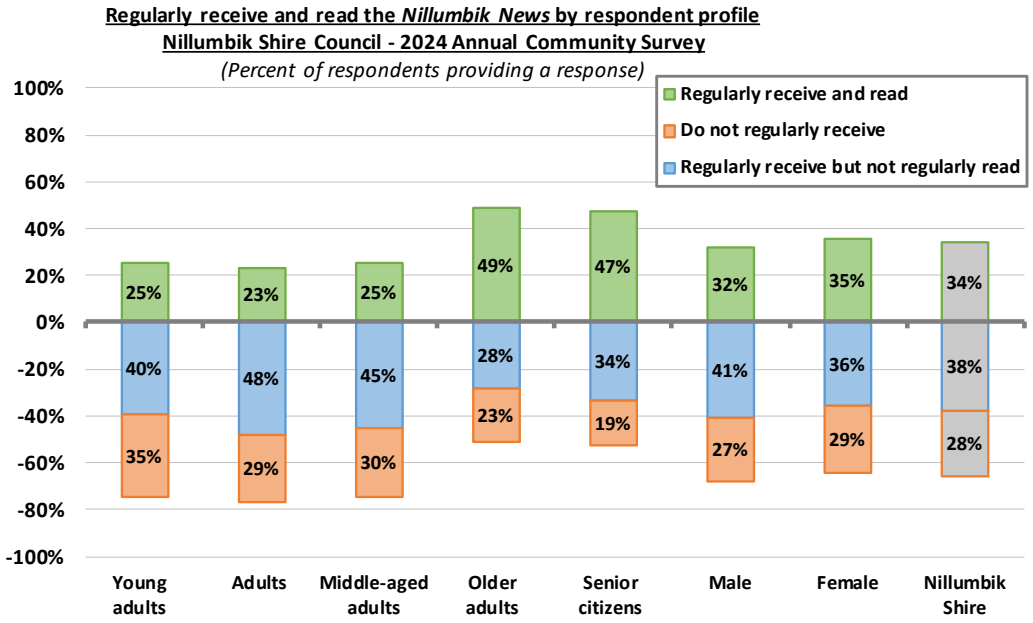
These results suggest a long-term decline in the recognition of the *Nillumbik News* in the Nillumbik community, although approximately one-third of the community continue to regularly read the publication.



There was no statistically significant variation in the reading of the *Nillumbik News* observed across the municipality this year.

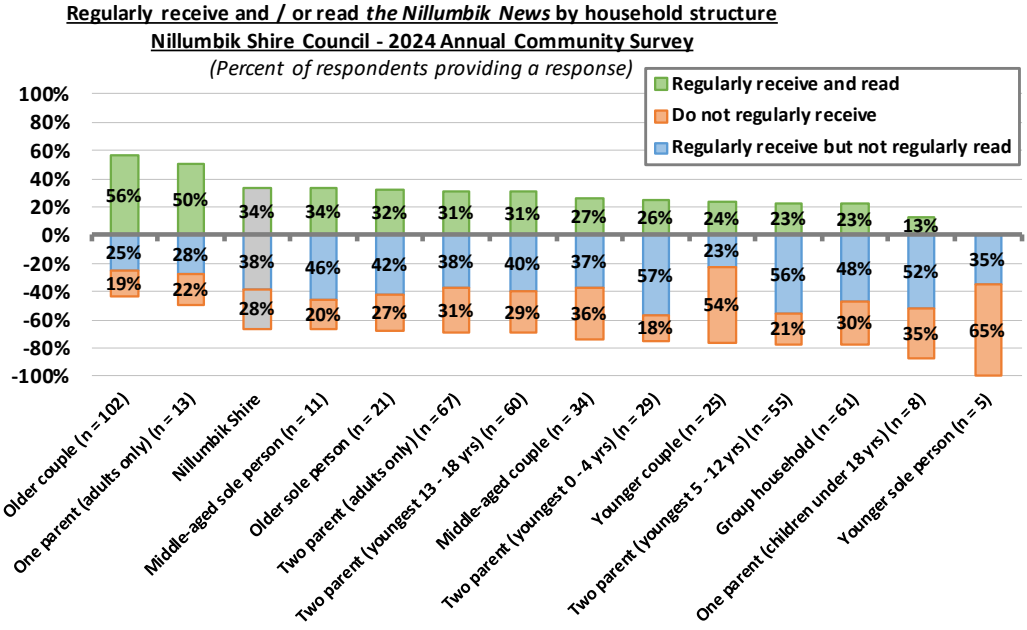


There was, however, significant variation observed by age structure, with older adults and senior citizens measurably and significantly more likely than those aged under 60 years to regularly read the *Nillumbik News*. It is noted that adults and middle-aged adults (aged 35 to 59 years) were notably more likely to regularly receive but not read the publication.



The following graph provides a comparison of receiving and reading the *Nillumbik News* by the respondents' household structure. It is noted that older couples and respondents from mature one-parent families with adults only at home were the most likely to regularly read the publication.

The small sample of one-parent families with children aged 18 years and under as well as the five younger sole person households were the least likely to regularly read the publication.



Sections of the *Nillumbik News* read by respondents

Respondents were asked:

"Which, if any, of the following sections of the Nillumbik News do you usually read?"

Consistent with the results recorded in previous years, between approximately one-quarter and one-third of respondents who read the *Nillumbik News* read each of the sections, with calendars (33%), service information (32%), and details about new projects / buildings (32%) the most commonly read sections this year.

Sections of the *Nillumbik News* usually read
Nillumbik Shire Council - 2024 Annual Community Survey
(Number and percent of total respondents)

Section	2024 Number	2024 Percent	2023	2022	2021	2020	2019
Calendars	164	33%	28%	27%	33%	40%	55%
Service information	162	32%	32%	29%	38%	38%	35%
Details about new projects / buildings	158	32%	30%	27%	37%	40%	49%
Mayor's message	139	28%	22%	21%	25%	24%	37%
Councillors page	139	28%	18%	19%	24%	19%	33%
Features	134	27%	31%	27%	36%	33%	47%
Services dashboard	125	25%	20%	24%	27%	19%	37%
Total responses	**1,021**		**908**	**880**	**1,107**	**1,057**	**1,464**
Respondents identifying at least one section they usually read	*316 (63%)*		*278 (55%)*	*204 (40%)*	*266 (53%)*	*310 (62%)*	*389 (78%)*

Council website

Visiting the Council website

Respondents were asked:

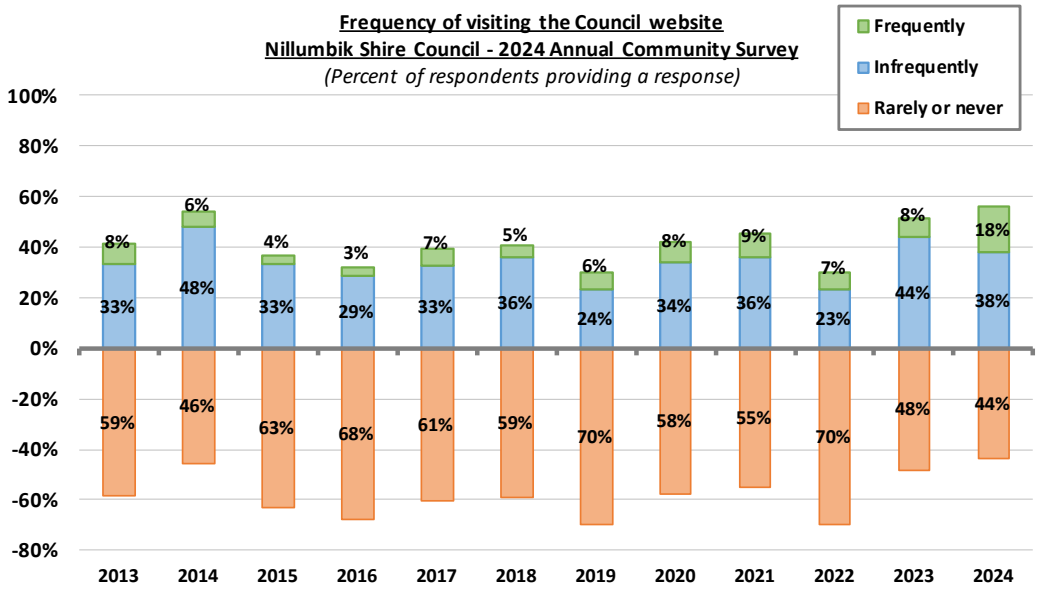
"How often do you visit the Council website? If rarely or never, why not?"

The proportion of respondents who reported that they visited the Council website at least infrequently increased again this year, up from 52% to 56%.

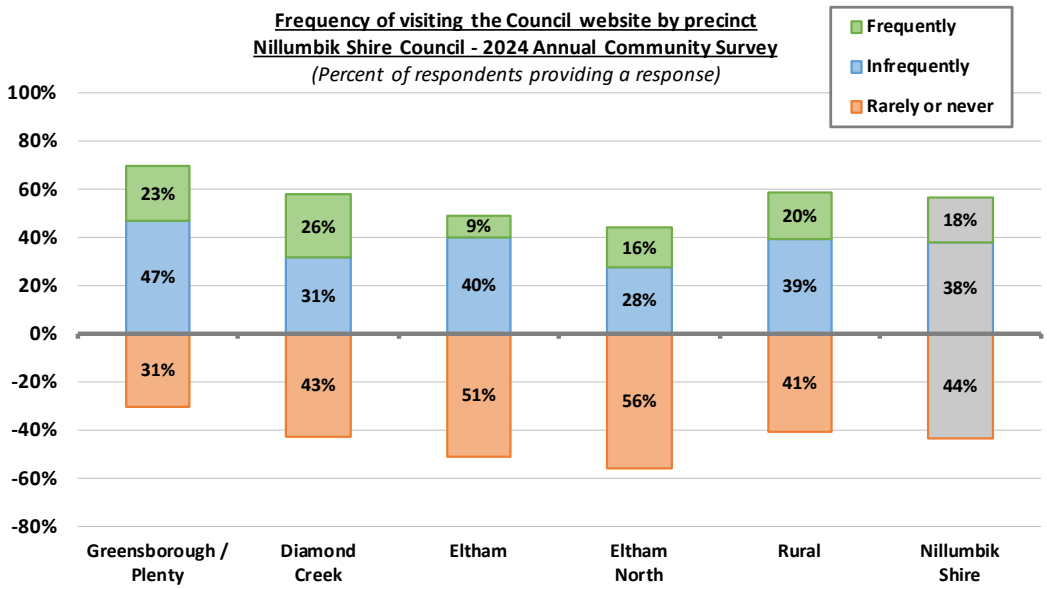
This is the highest proportion of respondents visiting the Council website since the unusually high result of 54% recorded back in 2014. This result has proved somewhat variable from year to year around a long-term average of 41%.

Frequency of visiting the Council website
Nillumbik Shire Council - 2024 Annual Community Survey
(Number and percent of respondents providing a response)

Frequency	2024 Number	2024 Percent	2023	2022	2021	2020	2019
Frequently	80	18%	8%	7%	9%	8%	6%
Infrequently	166	38%	44%	23%	36%	34%	24%
Rarely	84	19%	26%	70%	55%	58%	70%
Never	108	25%	22%				
Can't say	63		100	95	98	64	13
Total	**501**	**100%**	**502**	**508**	**501**	**500**	**500**

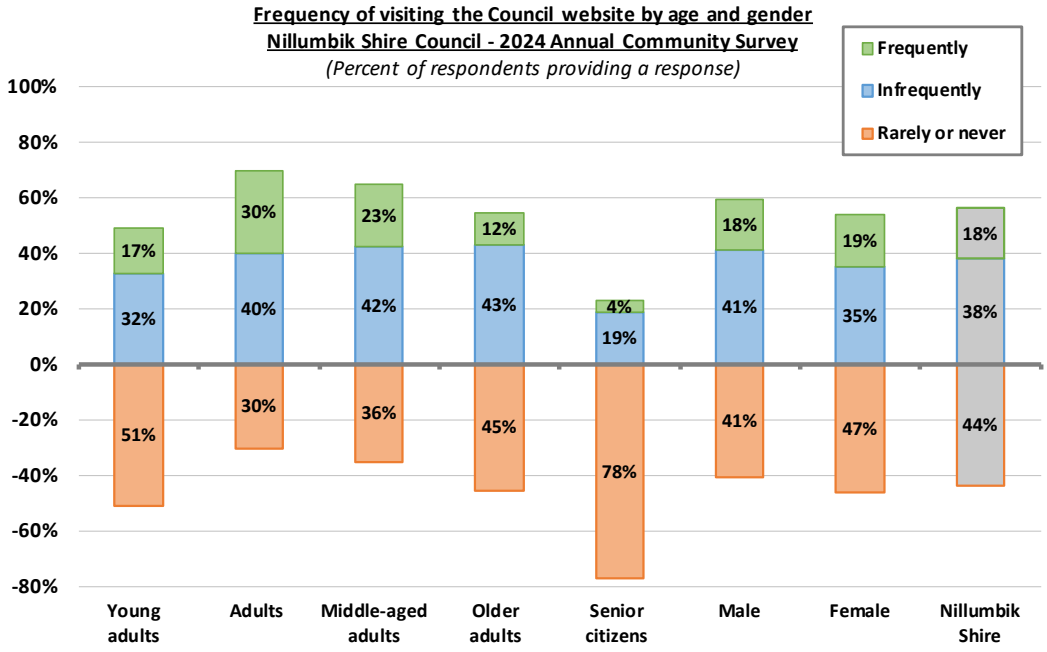


Respondents from Greensborough / Plenty were the most likely to at least infrequently visit the Council website, whilst a majority of respondents from Eltham North (56%) and Eltham (51%) rarely or never visited the site.



There was substantial variation in this result observed by respondent profile, with adults (aged 35 to 44 years) (70%) and middle-aged adults (aged 45 to 59 years) (55%) the most likely to visit the website at least infrequently.

By contrast, 51% of young adults (aged 18 to 34 years) and 78% of senior citizens (aged 75 years and over) reported that they rarely or never visit the site.



Satisfaction with aspects of Council website

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

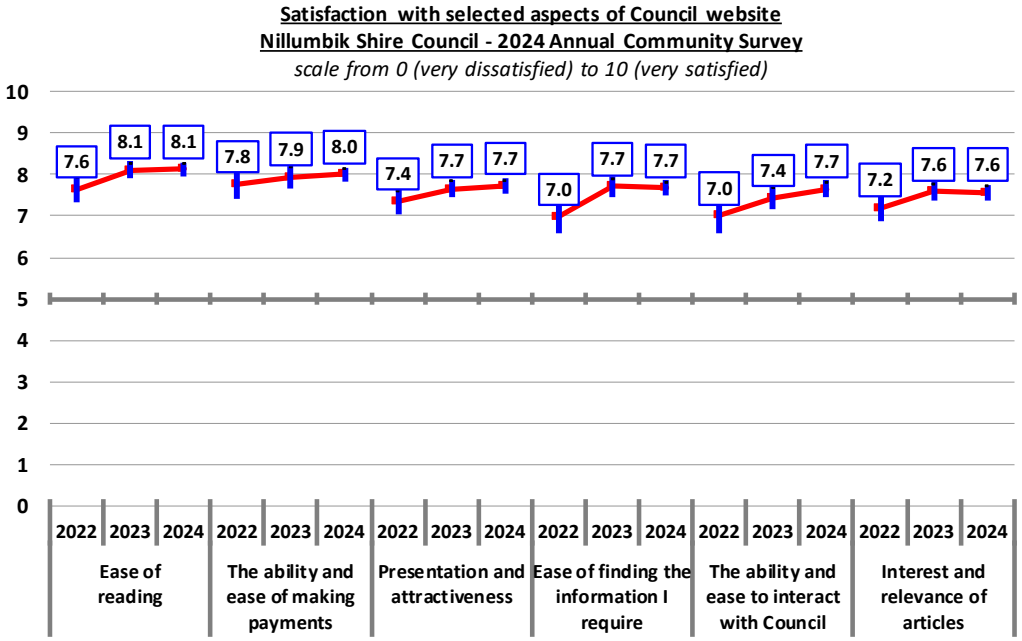
"On a scale of 0 (lowest) to 10 (highest), can you please rate the following aspects of Council's website?"

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

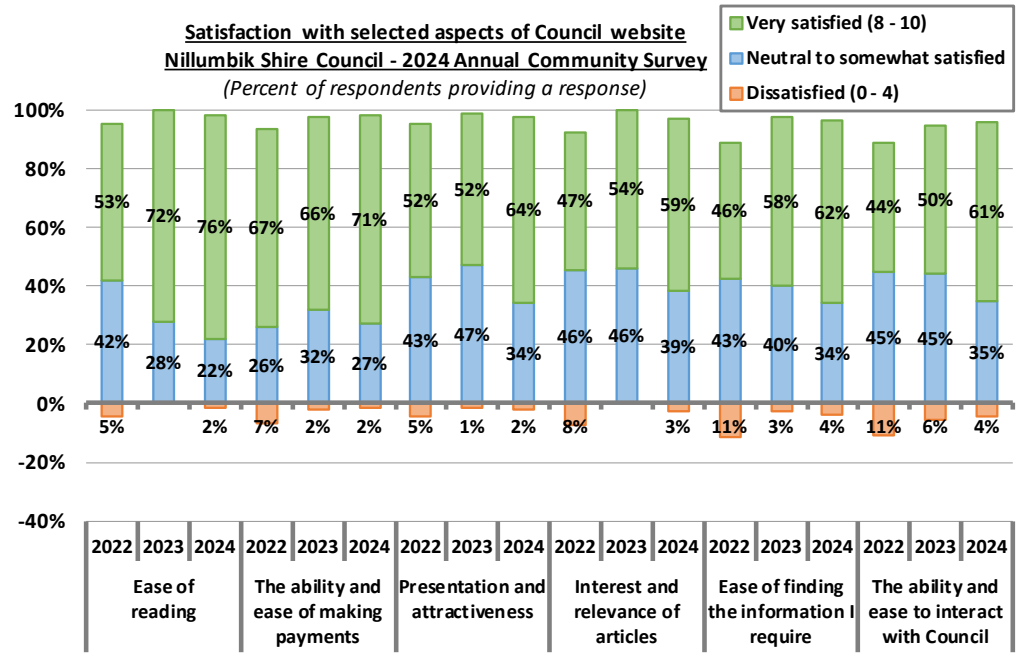
The average satisfaction with these six aspects of the Council website increased marginally this year, up one percent to 7.8, which is an "excellent", up from a "very good" level of satisfaction.

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.

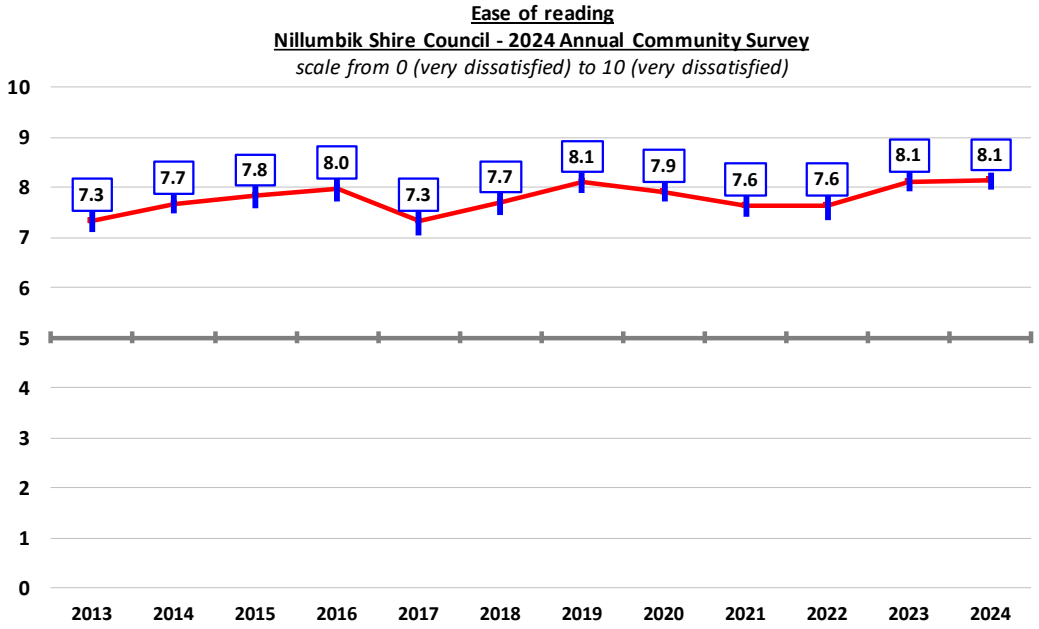
It is noted that there was a four percent increase in satisfaction with the ability and ease to interact with Council, although it remains at a "very good" level of satisfaction.



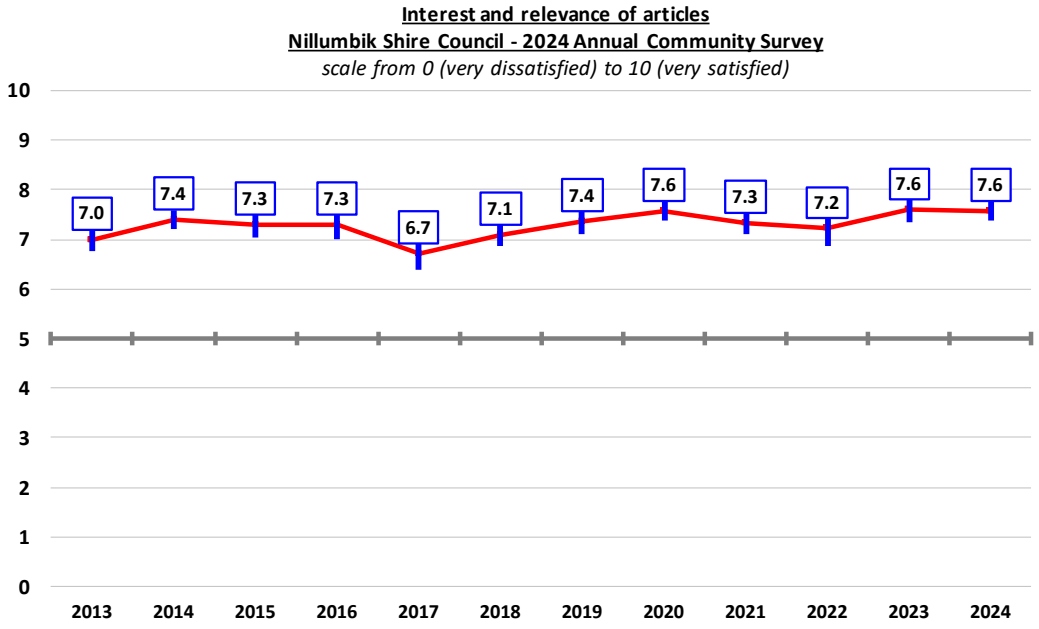
The following graph displays the proportion of respondents who were "very satisfied" (i.e., rated satisfaction at eight or more), those who were "neutral to somewhat satisfied" (i.e., rated satisfaction at five to seven), and those who were "dissatisfied" (i.e., rated satisfaction at less than five). There was an increase this year in the proportion of respondents who were "very satisfied" with each of the six aspects of the Council website, with the largest increase being for the ability and ease to interact with Council, which increased from 50% to 61%.



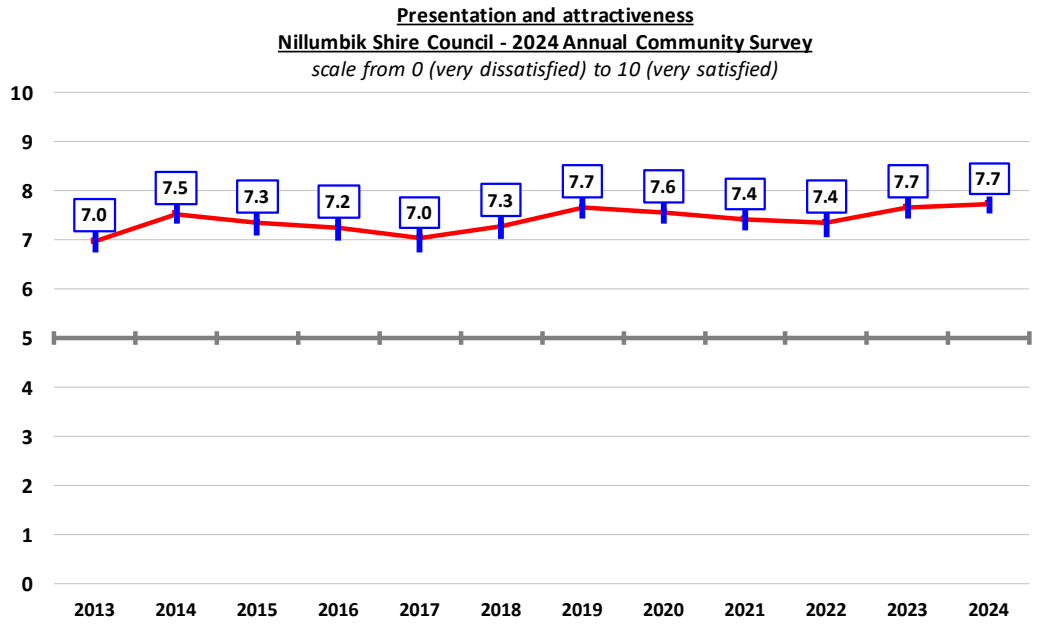
Satisfaction with the ease of reading remained stable this year at 8.1 out of 10, or an "excellent" level of satisfaction. This remains at the equal highest level, and well above the long-term average satisfaction since 2013 of 7.8.



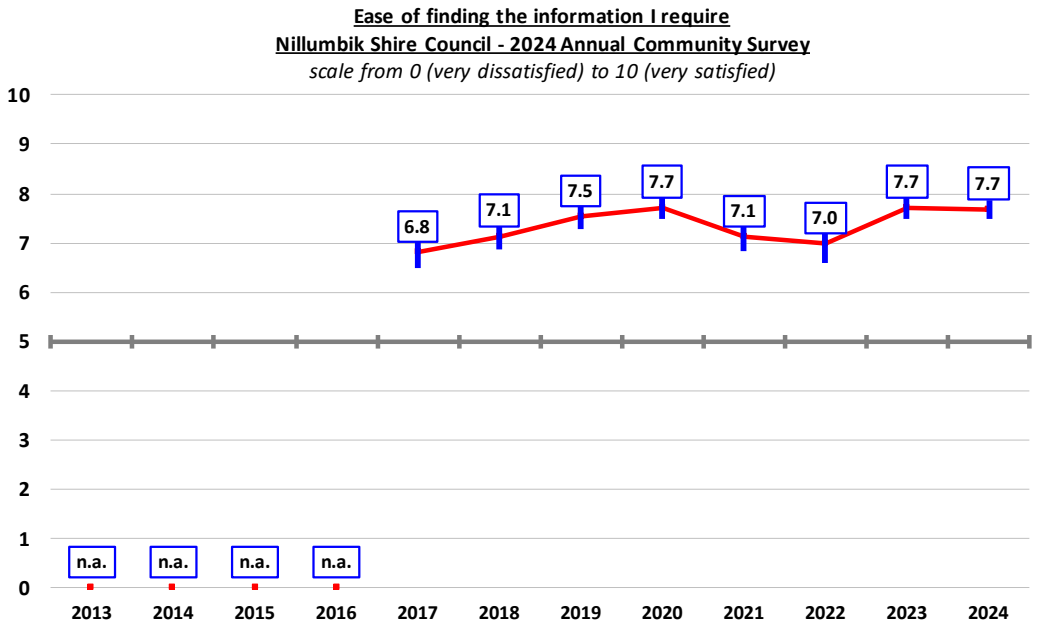
Satisfaction with the interest and relevance of articles remained stable this year at 7.6 out of 10, or a "very good" level of satisfaction. This remains at the highest level recorded for this aspect, and well above the long-term average satisfaction since 2013 of 7.3 out of 10.



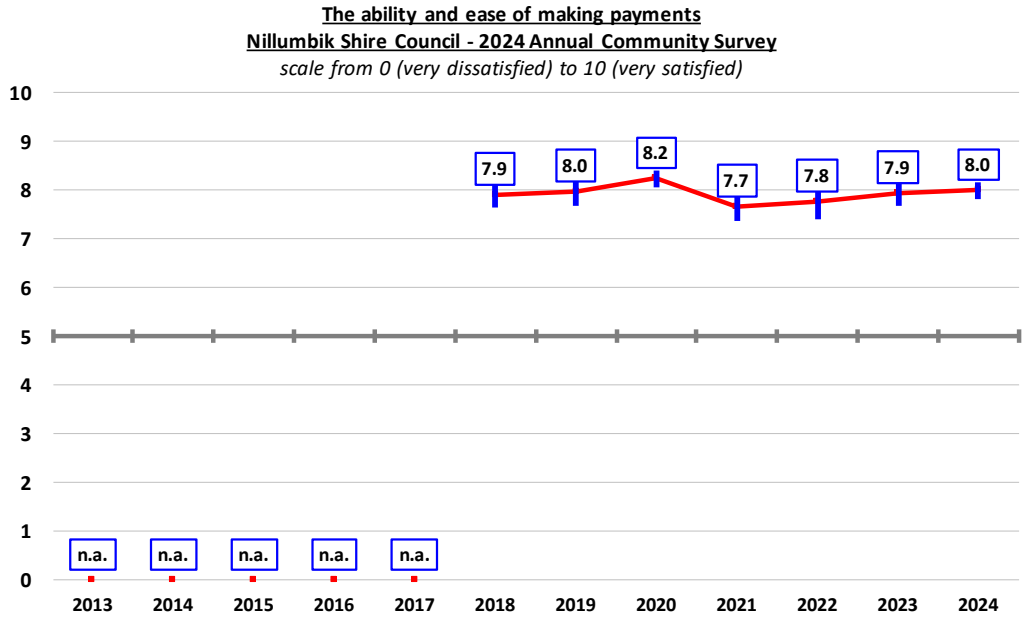
Satisfaction with the presentation and attractiveness of the website remained stable this year at 7.7 out of 10, or a "very good" level of satisfaction. This remains at the highest level recorded for this aspect, and well above the long-term average satisfaction since 2013 of 7.4.



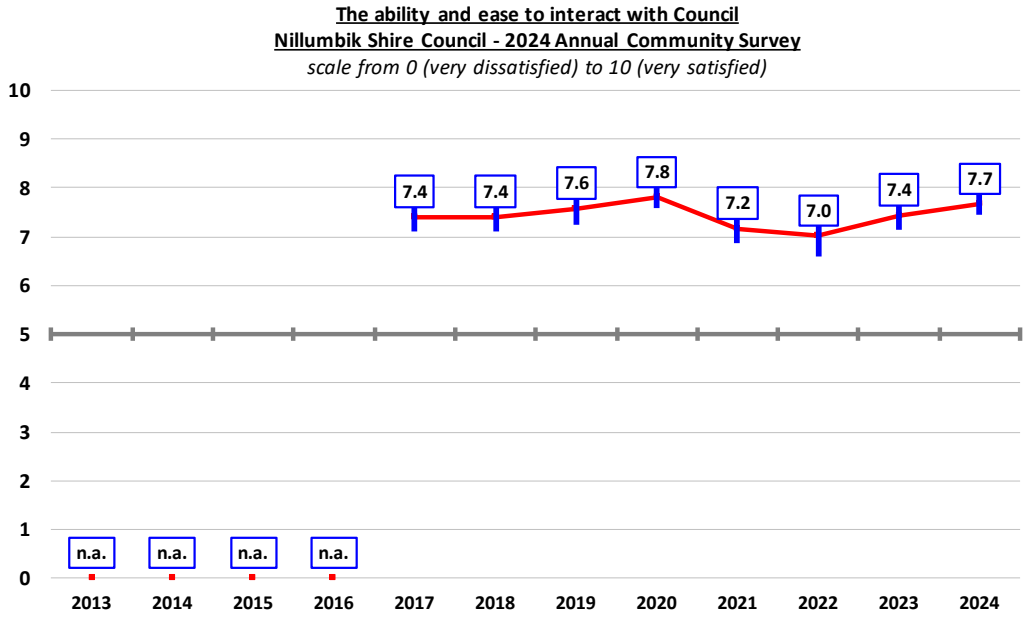
Satisfaction with the ease of finding the information required remained stable this year at 7.7 out of 10, or a "very good" level of satisfaction. This remains at the highest level recorded for this aspect, and well above the long-term average satisfaction since 2017 of 7.3.



Satisfaction with the ability and ease of making payments increased marginally this year, up one percent to 8.0, which remains an "excellent" level, and consistent with the long-term average satisfaction since 2018 of 7.9 out of 10.



Satisfaction with the ability and ease to interact with Council (via the website) increased notably, but not measurably this year, up four percent to 7.7 out of 10, which remains a "very good" level of satisfaction. This result was somewhat above the long-term average satisfaction since 2017 of 7.4 out of 10 or "very good".



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 no 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 - 2024 Annual Community Survey
(Number of responses)

Reason	*Number*
Not needed / required	64
I don't use computers / internet	6
Not interested	5
Only when I'm looking for something	5
Don't know much about it / not aware of it	4
I am too old to use new technology	3
Busy	2
Just to find out about rubbish bin collections	2
Council website is useless	1
Different lifestyle	1
Disappointing need it	1
Hard waste collection	1
Husband does	1
I always ring them up if I need something	1
I don't look on the web so often	1
I just don't do it by choice	1
If I need something I will ring up. I'm old enough to read up sites	1
If important information around our area, I will know from neighbour	1
Just checking on Facebook page instead	1
Just got here	1
Most details are on Nillumbik News	1
My dad pays rent using the website	1
My parents do but I don't	1
My son uses it, I don't	1
Never got around to it	1
New to this Council	1
Nillumbik News should include all important information	1
No NBN connection	1
Weak eyesight	1
Total	**112**

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* remained essentially stable this year, down from 20% last year to 16% of the respondents who provided a response.

The proportion of respondents who reported that they actively used the site remained relatively low at two percent this year (down from four percent last year).

The long-term average proportion of respondents (who provided an answer) who reported that they actively used the site was three percent.

Aware of Council's online community engagement site 'Participate Nillumbik'
Nillumbik Shire Council - 2024 Annual Community Survey
(Number and percent of respondents providing a response)

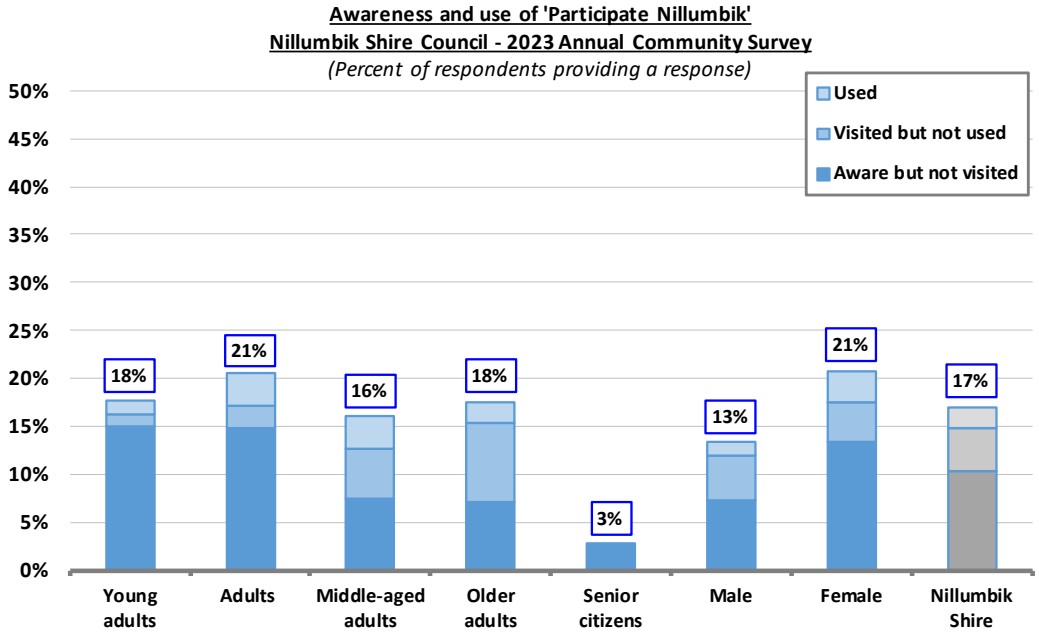
Response	*2024*		*2023*	*2022*	*2021*	*2020*
	Number	*Percent*				
Yes - and have actively used the site	11	2%	4%	4%	2%	1%
Yes - and have visited but not used the site	21	4%	6%	4%	3%	3%
Yes - but have not visited or used	49	10%	10%	8%	6%	4%
Not aware of the site	394	83%	81%	84%	89%	92%
Not stated	26		45	94	24	10
Total	**501**	**100%**	**502**	**508**	**501**	**500**

There was some notable variation in the proportion of respondents who reported that they were at least aware of the Participate Nillumbik site observed by respondent profile, as follows:

- ***Age structure*** – adults (aged 35 to 44 years) were the most likely to at least be aware of the site, whilst senior citizens (aged 75 years and over) were very unlikely to be aware of or have visited the site.

- ***Gender*** – female respondents were significantly more likely to at least be aware of the site than male respondents.

Of the 32 respondents who had visited or actively used the site, almost half were older adults (aged 55 to 74 years) and 27% were middle-aged adults (aged 45 to 54 years), and a little more than half (56%) were 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?"

Consistent with the results recorded in most previous years, the majority of respondents who were aware of the community engagement site reported that they rarely or never visited the site, whilst just nine of the 81 respondents reported that they frequently actively used the site.

These results clearly reflect the fact that use of the community engagement site would be conditional for many respondents on their personal engagement with the various issues being consulted through the site.

Used Council's online community engagement site 'Participate Nillumbik'
Nillumbik Shire Council - 2024 Annual Community Survey
(Number and percent of respondents who were aware of the site providing a response)

Response	*2024*		*2023*	*2022*	*2021*	*2020*
	Number	*Percent*				
Frequently *(e.g. up to around once a month)*	9	15%	8%	21%	8%	9%
Infrequently *(e.g. up to around 3 - 4 times a year)*	15	25%	26%	27%	25%	32%
Rarely or never	35	59%	66%	52%	67%	59%
Can't say	22		12	19	15	6
Total	**81**	**100%**	**88**	**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?"

In 2024, one-fifth (20%) of the respondents providing a response reported that they had contacted Council in the last 12 months.

This was a substantial decline on the approximately one-third of respondents who had contacted Council in the last 12 months over each of the last three years.

This was the lowest proportion of respondents contacting Council observed since this question was first included in the survey program back in 2011, and half the long-term average since 2011 of 41%.

Metropolis Research notes that a decline in the proportion of respondents contacting their local Council in the last 12 months has declined in several municipalities across metropolitan Melbourne in 2024. This follows on from the higher-than-average levels of contact with the local council observed for many municipalities across metropolitan Melbourne through the pandemic.

Contacted Council in the last 12 months
Nillumbik Shire Council - 2024 Annual Community Survey
(Number and percent of respondents providing a response)

Response	*2024*		*2023*	*2022*	*2021*	*2020*	*2019*
	Number	*Percent*					
Yes	97	20%	32%	34%	34%	24%	37%
No	398	80%	68%	66%	66%	76%	63%
Not stated	6		0	0	1	2	1
Total	**501**	**100%**	**502**	**508**	**501**	**500**	**500**

Form of contact

Respondents who had contacted Council were asked:

"When you last contacted the Council, was it?"

Consistent with the results recorded in previous years, the most common method of contacting Council was telephone during office hours, with two-thirds (66%) of respondents contacting Council via that method this year, up from 58%.

Attention is drawn to the significant increase in the proportion of respondents who contacted Council by visiting in person, up from less than 10% in each of the last three years, to 16% this year.

There was a commensurate decline in the proportion of respondents who contacted Council by email, down from an average of 20% over the last three years to 11% this year. There was also a decline in the proportion who visited the website (4% down from 11%).

Metropolis Research suggests that this appears to reflect a return to pre-COVID19 pattern of contact with Council. It has been observed in several councils across metropolitan Melbourne that the proportion of respondents contacting Council by email has remained at higher than pre-COVID19 levels.

Form of contact with Nillumbik Shire Council
Nillumbik Shire Council - 2024 Annual Community Survey
(Number and percent of respondents who contacted Council)

Response	*2024*		*2023*	*2022*	*2021*	*2020*	*2019*
	Number	*Percent*					
Telephone *(during office hours)*	63	66%	58%	62%	63%	60%	57%
Visit in person	15	16%	8%	6%	7%	20%	17%
E-mail	11	11%	20%	17%	24%	10%	11%
Website	4	4%	11%	11%	6%	10%	10%
Mail	2	2%	0%	1%	0%	0%	0%
Social media *(e.g. Facebook)*	1	1%	1%	0%	0%	0%	1%
Telephone *(after hours service)*	0	0%	1%	1%	0%	0%	0%
Directly with a Councillor	0	0%	1%	1%	0%	0%	0%
Not stated	1		1	0	0	0	1
Total	**97**	**100%**	**163**	**174**	**172**	**122**	**185**

Satisfaction with aspects of customer service

Respondents who had contacted Council were asked:

"On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of service when you last contacted the Nillumbik Shire Council?"

The 97 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 in 2022 (down 12.6%) to 6.3 or "solid" from 7.2 or "good", but recovered much of that lost ground last year, up 10% to 7.0 or "good".

Satisfaction with the seven aspects of customer service increased again this year, up three percent to 7.2 out of 10, although it remains at a "good" level.

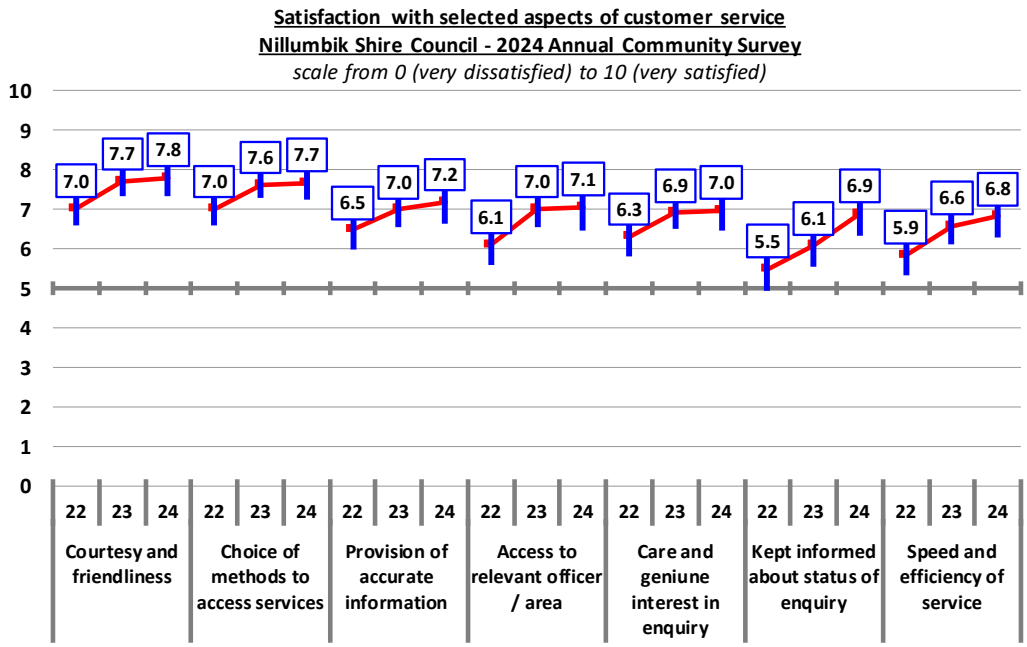
Metropolis Research notes that satisfaction with aspects of customer service declined in many municipalities across metropolitan Melbourne through the pandemic, but that this decline was patchy, and seemed to suggest both a variability in the ability of some councils to respond to community need through 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. This appears to have been the case for the Nillumbik Shire.

Satisfaction with six of the seven aspects of customer service increased marginally to somewhat this year, with satisfaction with being kept informed about status of enquiry improving notably, up by 13%.

These results show that Nillumbik Shire has recovered all of the ground lost through the pandemic.

Satisfaction with the seven aspects of customer service can best be summarised as follows:

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

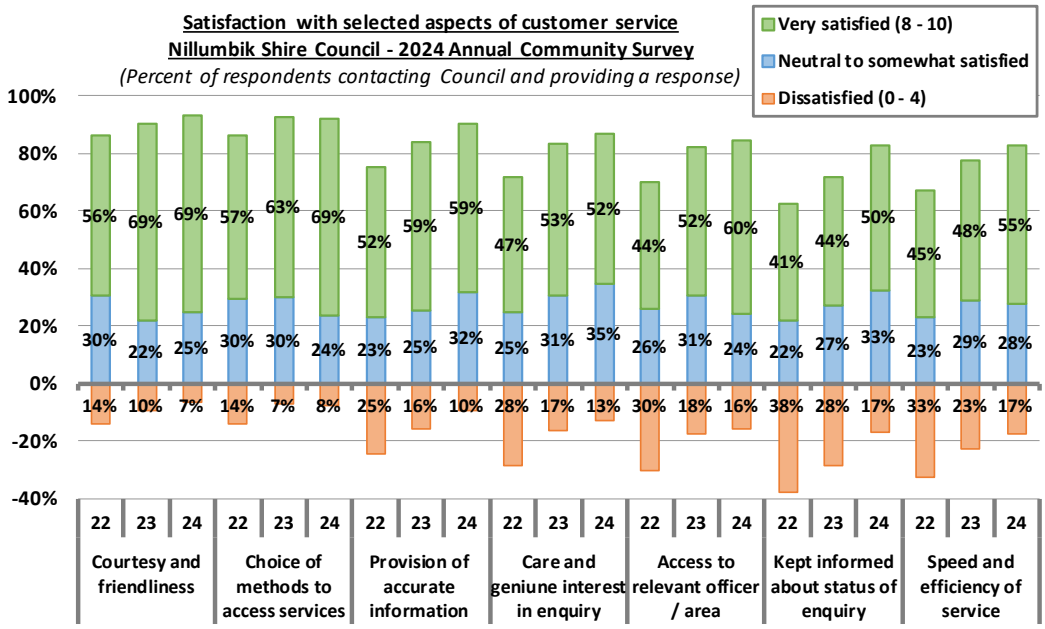


The following graph displays the proportion of respondents who were "very satisfied" (i.e., rated satisfaction at eight or more), those who were "neutral to somewhat satisfied" (i.e., rated satisfaction at five to seven), and those who were "dissatisfied" (i.e., rated satisfaction at less than five).

There was a notable increase in the proportion of respondents who were "very satisfied" with access to relevant officer, being kept informed about status of enquiry, speed and efficiency of service, and choice of methods to access services.

There was also a substantial decline again this year, in the proportion of respondents "dissatisfied" with being kept informed about status of enquiry (17% down from 38% in 2022), speed and efficiency of service (17% down from 33% in 2022), access to relevant officer / area (13% down from 28% in 2022), and provision of accurate information (10% down from 25% in 2022).

These results clearly reflect a continued improvement in community satisfaction with their contacts with Council across a variety of aspects of performance and as discussed below, including by method of contacting Council.

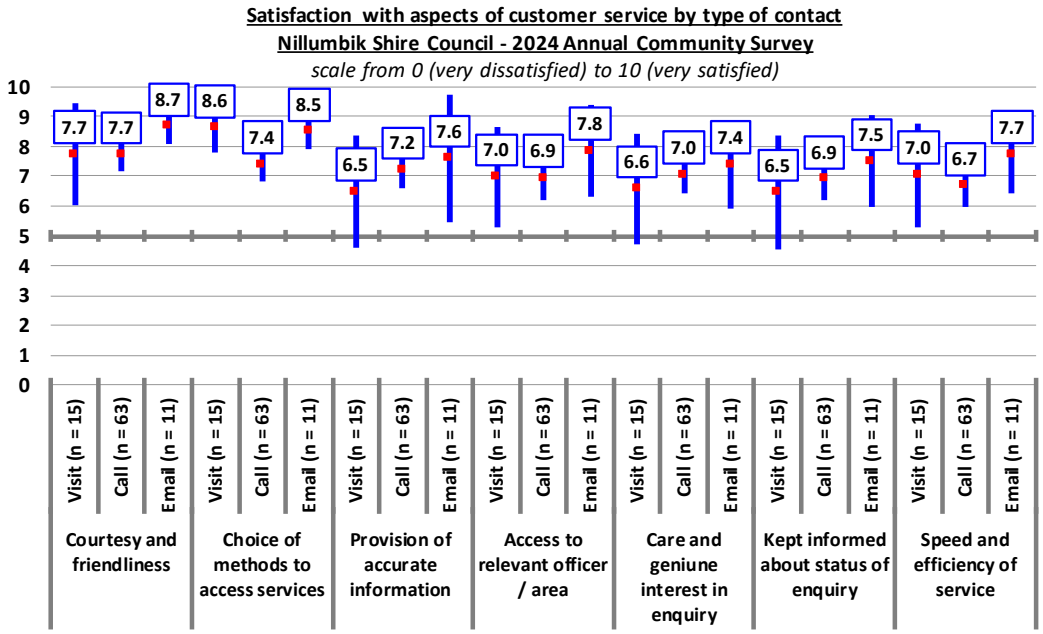


The following graph provides a comparison of satisfaction with the seven aspects of customer service by method of contacting Council.

There was a substantial change in the pattern of these results this year compared to last year. In 2023, it was noted that satisfaction with customer service was significantly lower for respondents who had contacted Council by email.

This is no longer the case, with the small number of respondents who contacted by Council by email reporting somewhat higher satisfaction than those telephoning Council or visiting in person.

The small sample of just 11 respondents for contact with Council by email should be borne in mind when interpreting these results, however, on their face, they suggest an improvement in the provision of customer service to respondents contacting Council by email this year.



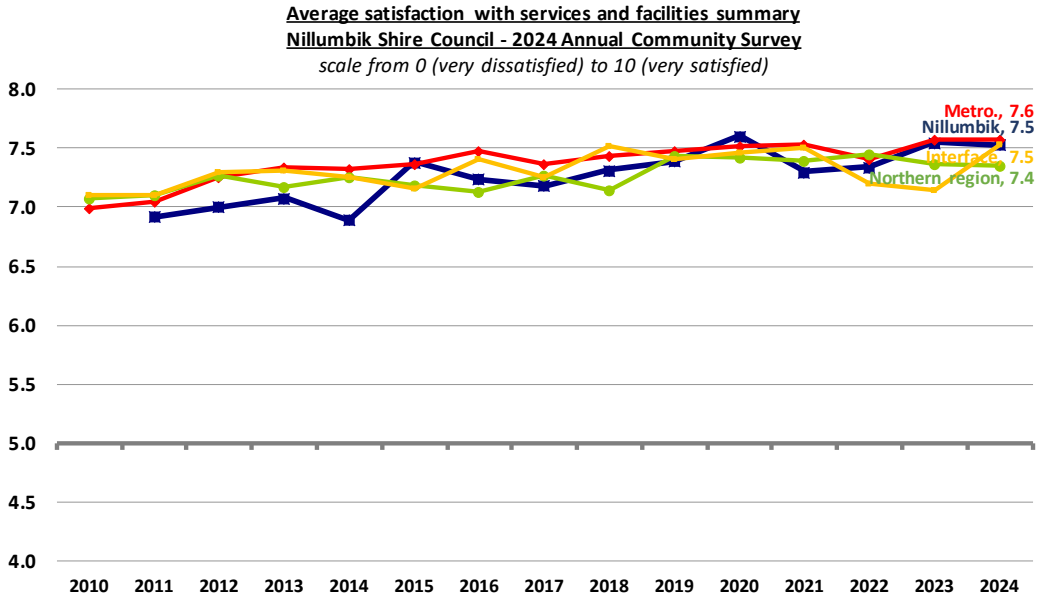
Five of the seven aspects of customer service were also included in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2024.

The average satisfaction with these five aspects of customer service was 7.5 out of 10, which was identical to the interface councils' average of 7.5.

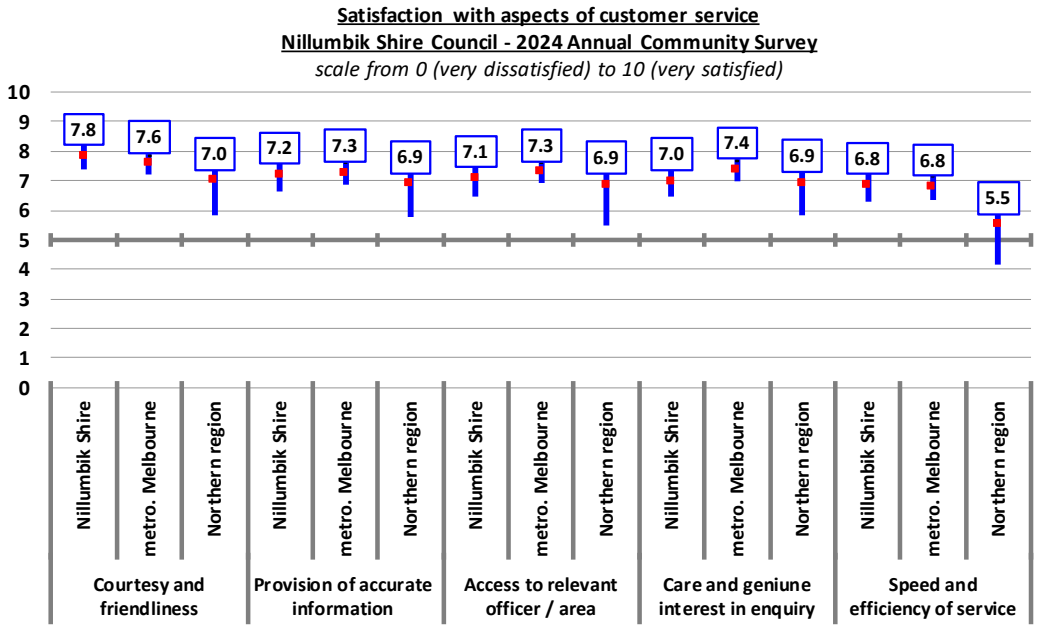
This result was marginally lower than the metropolitan Melbourne average of 7.6, but marginally higher than the northern region councils' average of 7.4 out of 10.

The average satisfaction with these five aspects of customer service was somewhat lower than the metropolitan Melbourne average in 11 of the last 14 years, was identical in two years, and higher than the metropolitan Melbourne average in 2020 (1% higher).

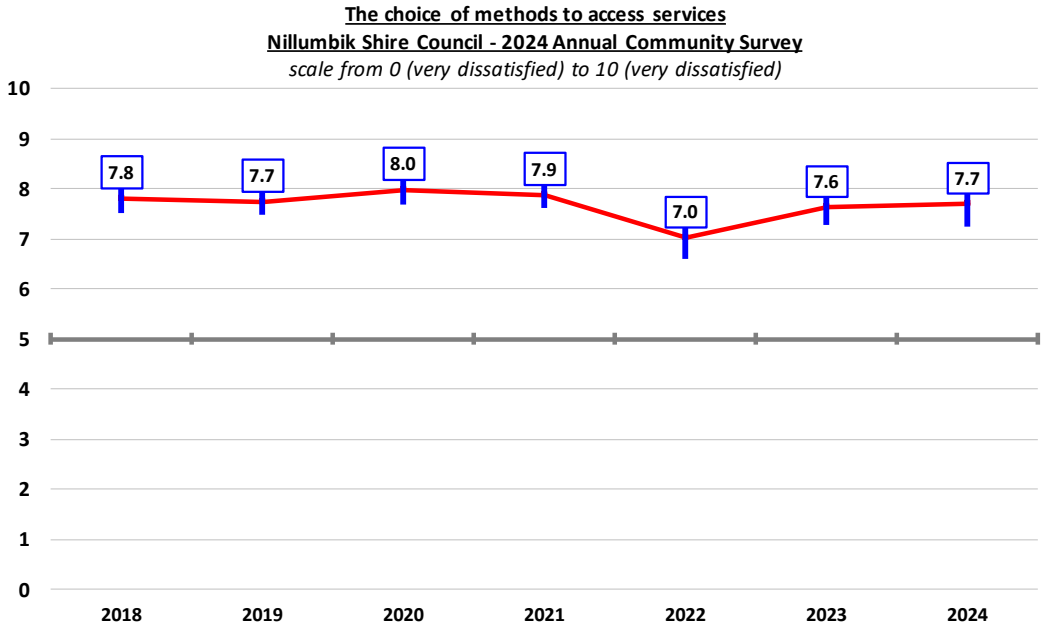
The average difference in satisfaction with customer service between the Nillumbik Shire and the metropolitan Melbourne average was two percent, which was not statistically significant, but, nonetheless, consistently lower.



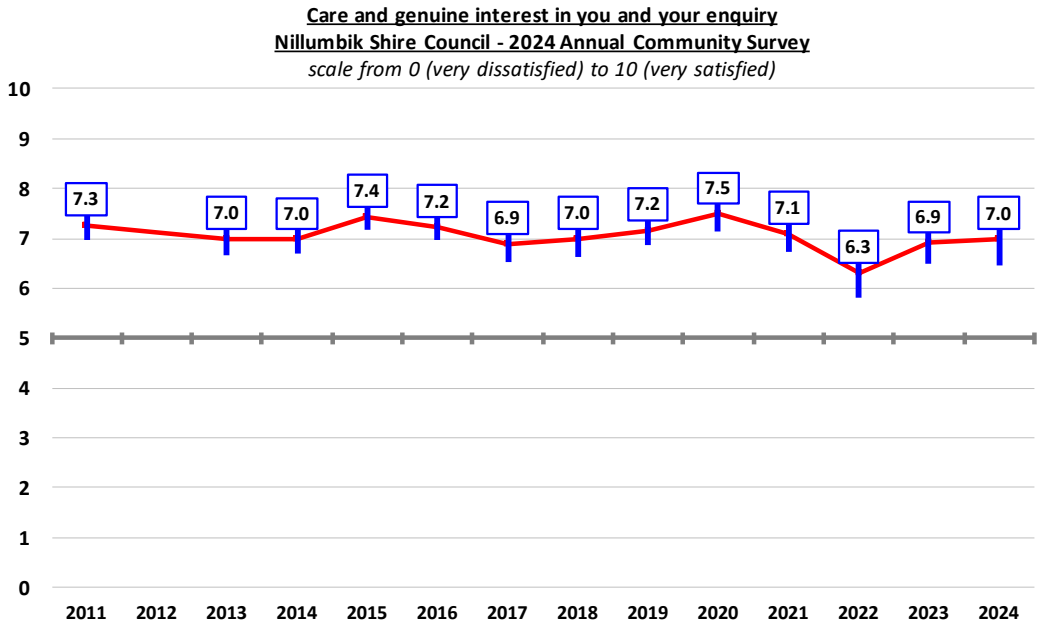
Satisfaction with the courtesy and friendliness of staff was somewhat (3%) higher in the Nillumbik Shire, whilst satisfaction with the care and genuine interest to enquiry was notably (5% lower) and satisfaction with access to relevant officer / area was somewhat (3%) lower.



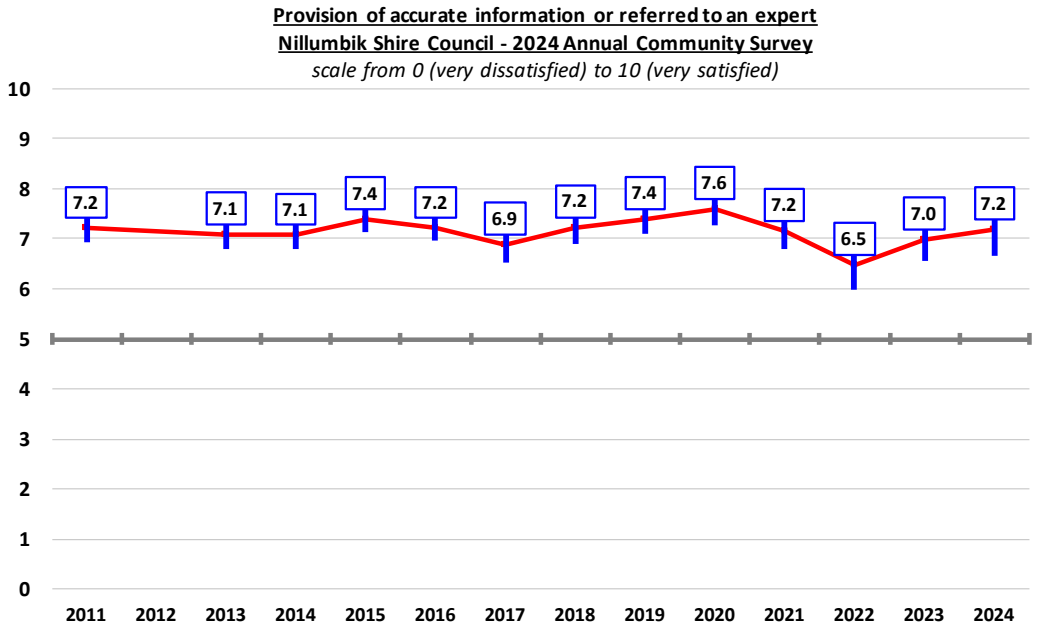
Satisfaction with the choice of methods to access services increased marginally this year, up one percent to 7.7 out of 10, which remains a "very good" level of satisfaction. This result was consistent with the long-term average satisfaction since 2018 of 7.7 out of 10.



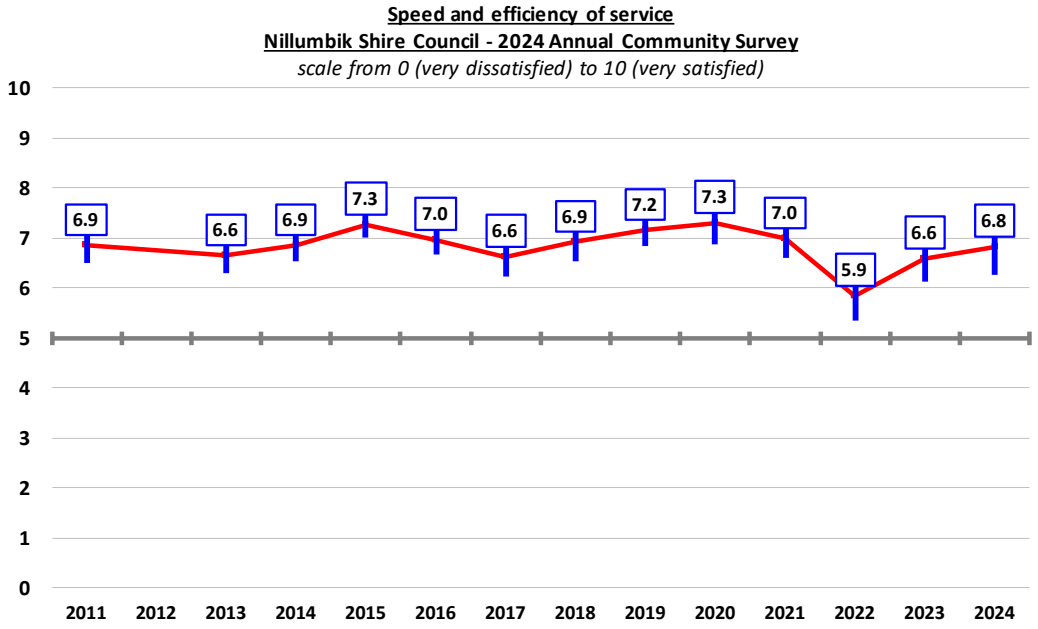
Satisfaction with the care and genuine interest in the respondent and their enquiry increased marginally this year, up one percent to 7.0 out of 10, which remains a "good" level of satisfaction. This result was marginally below the long-term average since 2011 of 7.1.



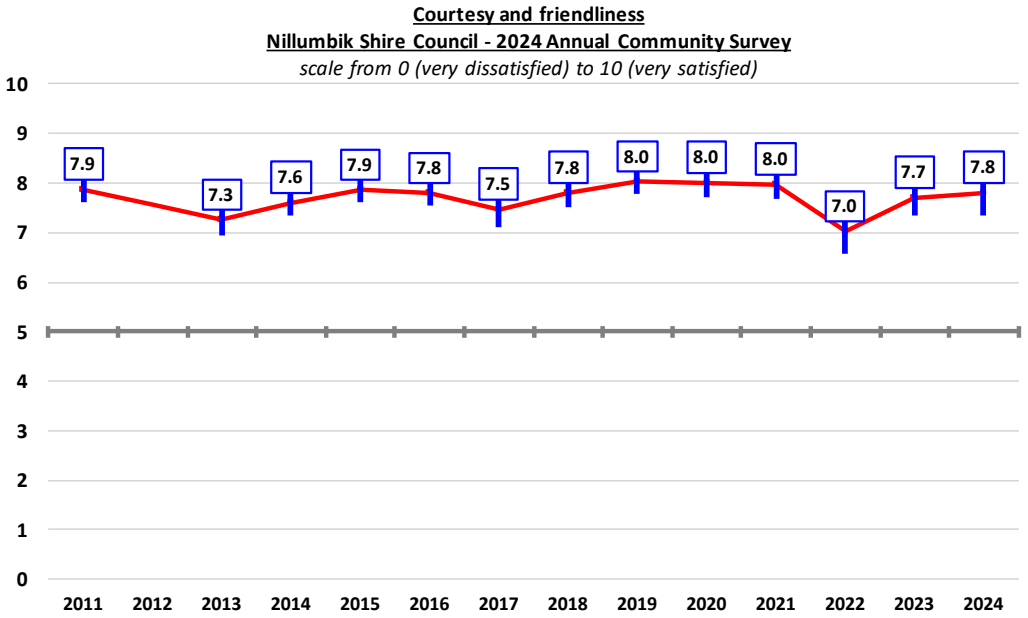
Satisfaction with the provision of accurate information or referred to an expert increased somewhat, but not measurably this year, up three percent to 7.2 out of 10, which remains a "good" level of satisfaction. This result was marginally above the long-term average since 2011 of 7.1 out of 10.



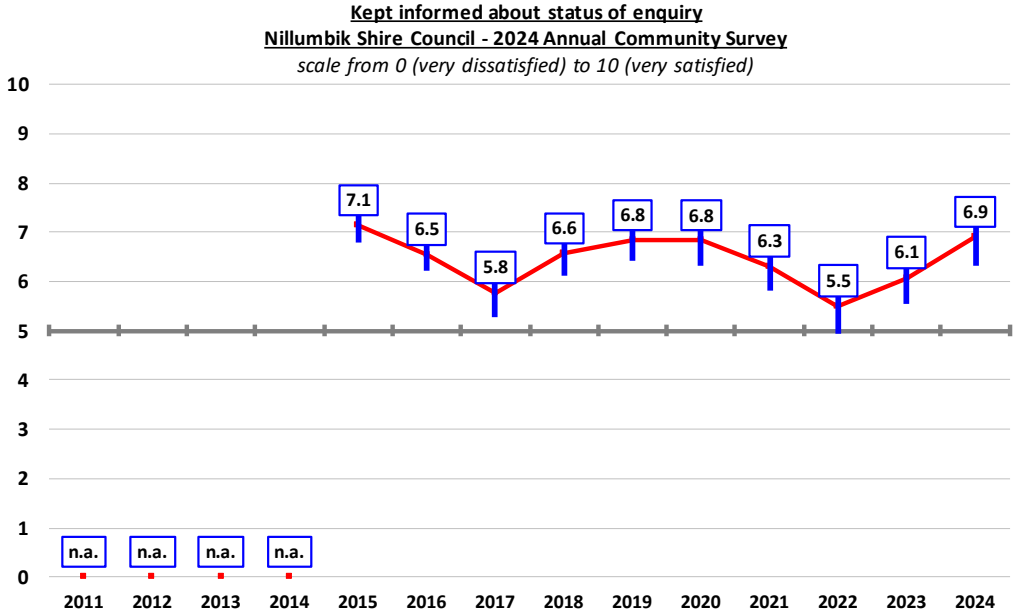
Satisfaction with the speed and efficiency of service increased somewhat, but not measurably this year, up three percent to 6.8 out of 10, which remains a "good" level. This result was consistent with the long-term average since 2011 of 6.8.



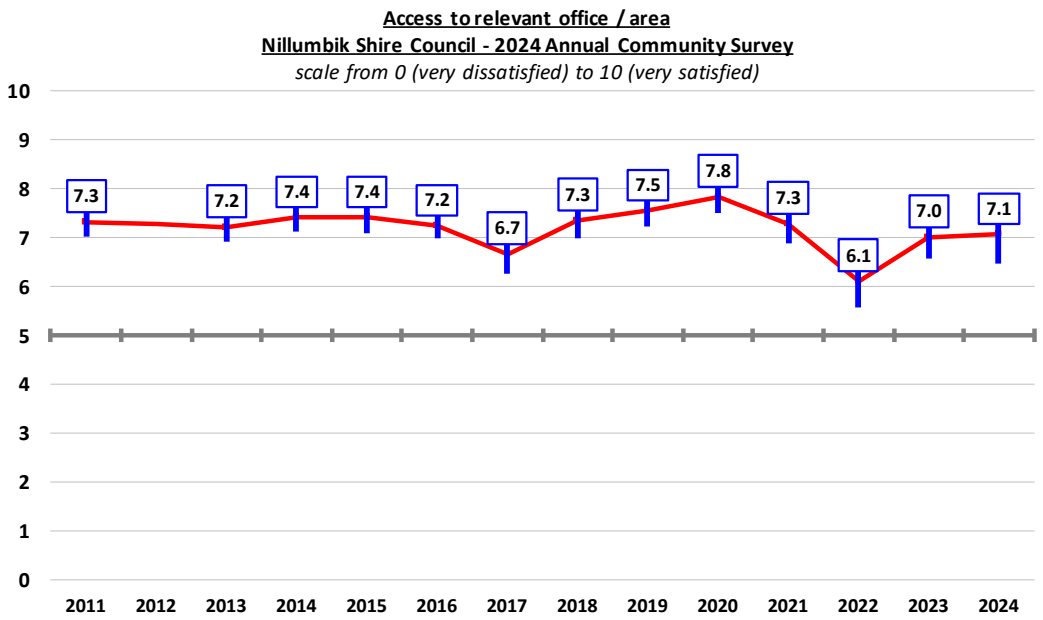
Satisfaction with staff courtesy and friendliness increased marginally this year, up one percent to 7.8 out of 10, which was an "excellent", up from a "very good" level of satisfaction. This result was marginally above the long-term average since 2011 of 7.7 out of 10.



Satisfaction with being kept informed about the status of enquiry increased notably, but not measurably this year, up 13% to 6.9 out of 10, which was a "good", up from a "solid" level of satisfaction. This result has varied somewhat more over time than other aspects of customer service, around the long-term average satisfaction since 2015 of 6.4 out of 10 or "solid".



Satisfaction with the access to relevant office / area increased marginally this year, up one percent to 7.1 out of 10, which remains a "good" level of satisfaction. This result was marginally below the long-term average satisfaction since 2011 of 7.2 out of 10 or "good".



Planning and housing development

There were two sets of questions relating to satisfaction with planning and housing development included in the 2024 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 12 months.

The second set of questions relating to satisfaction with planning and development outcomes were asked of all respondents. In 2024, this section was reduced from the previous three aspects to only satisfaction with the appearance and quality of new developments.

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 in previous years, only a small number of respondents reported that they had been involved in the planning approvals process in the last 12 months.

This included 12 respondents who participated as applicants and four respondents who participants as objectors.

Involvement in planning and housing development
Nillumbik Shire Council - 2024 Annual Community Survey
(Number and percent of respondents providing a response)

Response	*2024*		*2023*	*2022*	*2021*	*2020*	*2019*
	Number	*Percent*					
Yes - as an applicant	12	2%	5%	9%	5%	2%	3%
Yes - as an objector	4	1%	1%	1%	1%	2%	2%
Yes - other involvement	0	0%	0%	0%	0%	1%	1%
No involvement	474	97%	94%	90%	94%	96%	95%
Not stated	11		11	40	8	2	0
Total	**501**	**100%**	**502**	**508**	**501**	**500**	**500**

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 16 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.

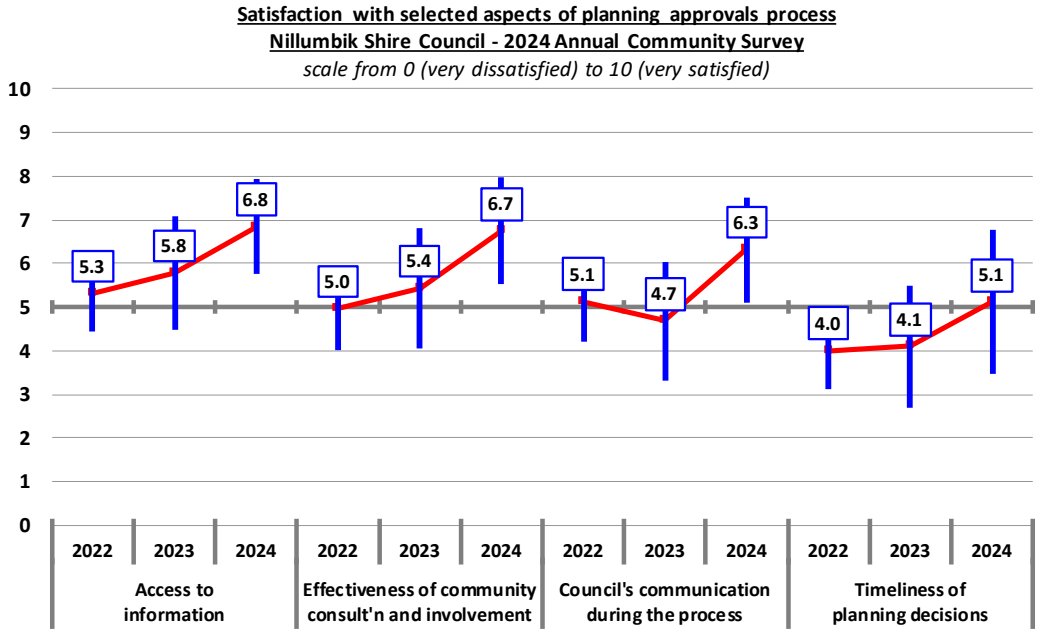
The average satisfaction with these four aspects increased notably this year, up an average of 26% this year, up from an average of 5.0 or "very poor" to 6.3 out of 10 or "solid".

Metropolis Research notes the extremely small sample size and recognises that these variation in satisfaction were not statistically significant.

It is, however, a positive result that satisfaction with the planning approvals process in the last 12 months has returned to "solid" levels of satisfaction.

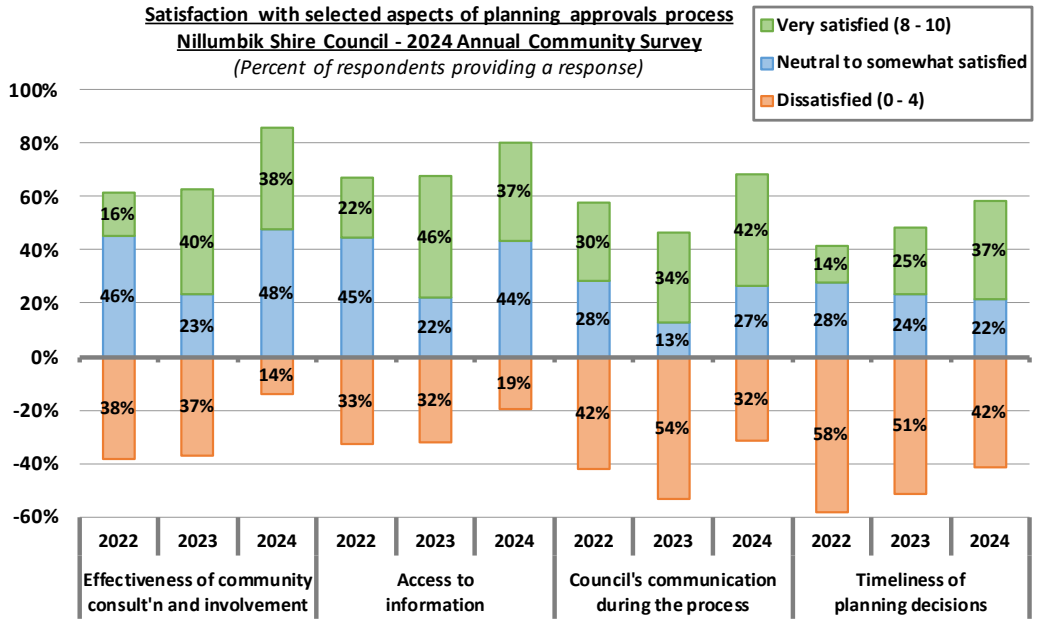
Satisfaction with these four aspects can best be summarised as follows:

- ***Good*** – for access to information and effectiveness of community consultation and involvement.
- ***Solid*** – for Council's communication during the process (up from "extremely poor").
- ***Very Poor*** – for the timeliness of planning decisions.



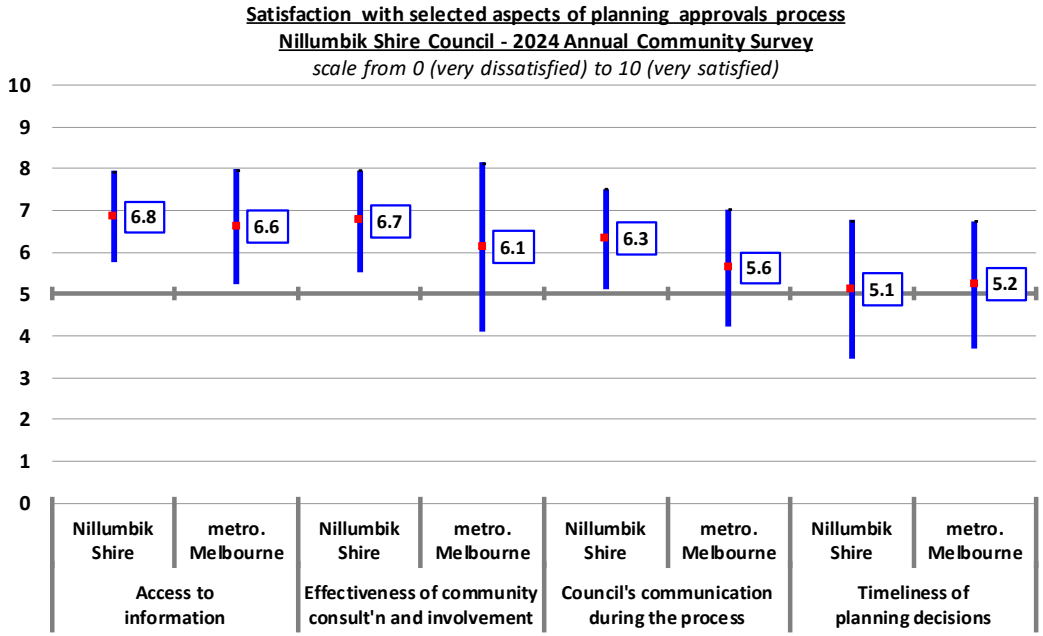
The following graph displays the proportion of respondents who were "very satisfied" (i.e., rated satisfaction at eight or more), those who were "neutral to somewhat satisfied" (i.e., rated satisfaction at five to seven), and those who were "dissatisfied" (i.e., rated satisfaction at less than five).

Consistent with the substantial improvement in average satisfaction, the proportion of respondents who were "dissatisfied" with each of these four aspects declined notably.

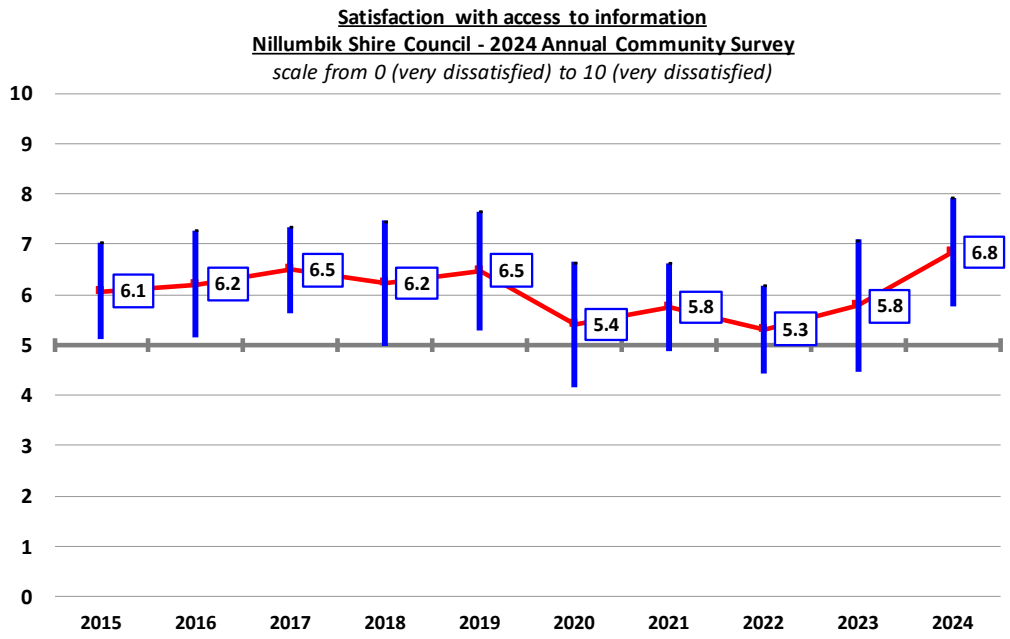


The following graph provides a comparison of satisfaction with these four aspects of the planning approvals process against the metropolitan Melbourne average, as recorded in the 2024 *Governing Melbourne* research conducted independently by Metropolis Research in January 2024, using the same methodology.

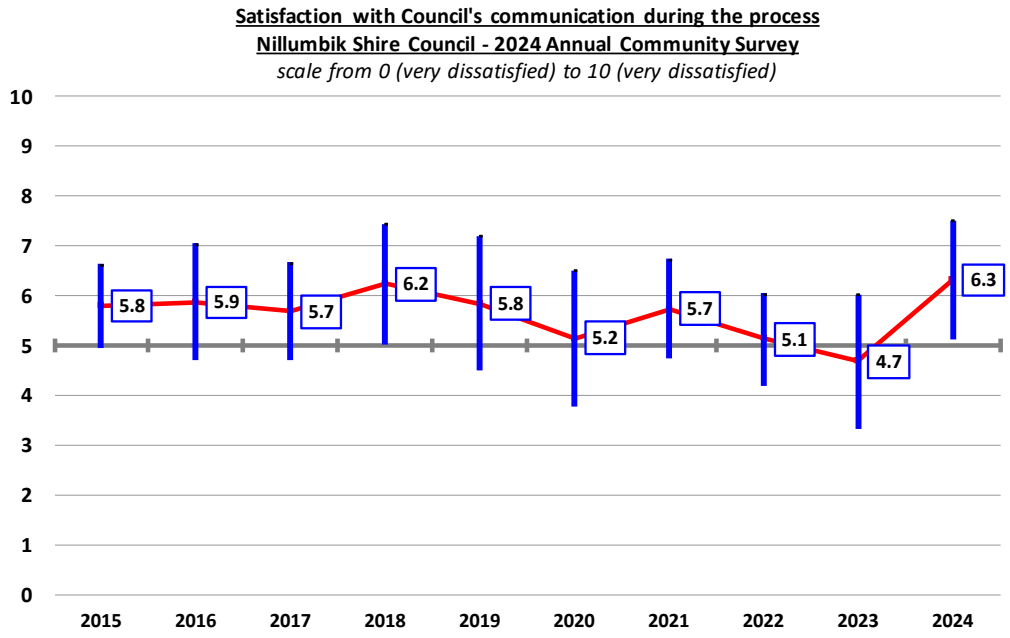
Satisfaction with each of these four aspects of the planning approvals process was similar in the Nillumbik Shire as the metropolitan Melbourne average.



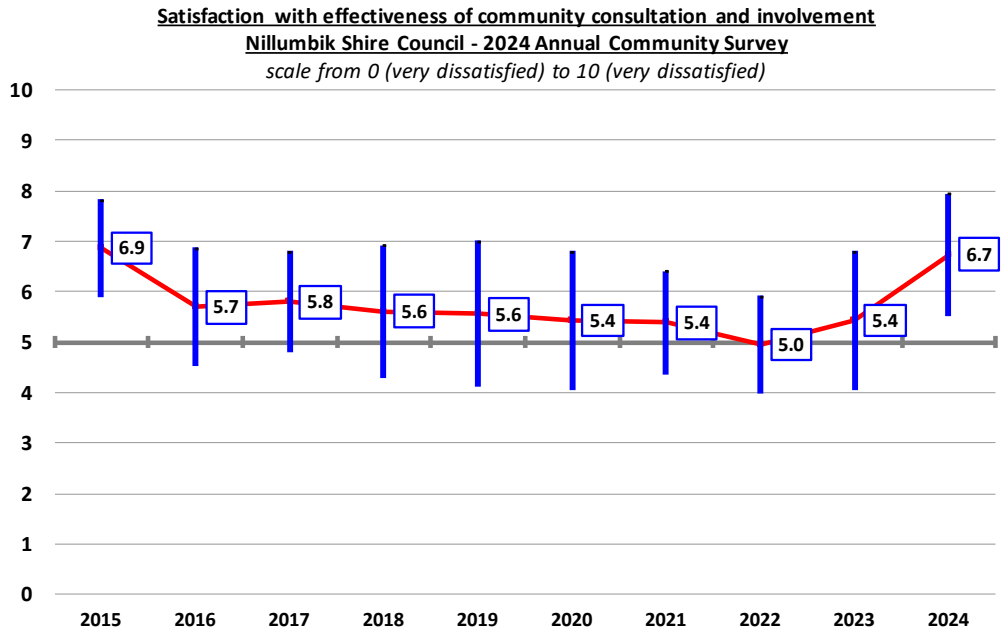
Satisfaction with access to information increased notably but not measurably this year, up 17% to 6.8 out of 10, or a "good", up from a "poor" level of satisfaction. This was the highest result recorded for this aspect since it was first included in the survey back in 2015.



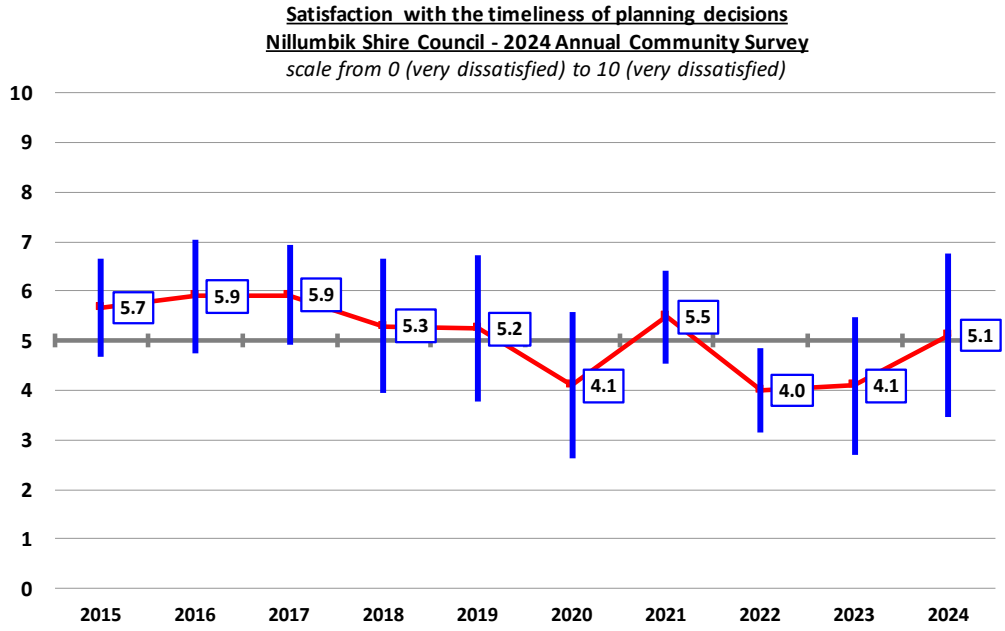
Satisfaction with Council's communications during the process increased notably, but not measurably this year, up 34% to 6.3 out of 10, or "solid", up from "extremely poor". This was the highest result recorded for this aspect of the process.



Satisfaction with the effectiveness of community consultation and involvement increased notably, but not measurably this year, up 24% to 6.7 out of 10, or a "good", up from a "very poor" level of satisfaction.



Satisfaction with the timeliness of planning decisions increased notably, but not measurably this year, up 24% to 5.1 out of 10, or "very poor", up from "extremely poor".



Satisfaction with appearance and quality of newly constructed developments

Respondents were asked:

"On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the appearance and quality of newly constructed development in your local area?"

In 2024, satisfaction with the appearance and quality of newly constructed developments declined somewhat, but not measurably, down three percent to 7.2 out of 10.

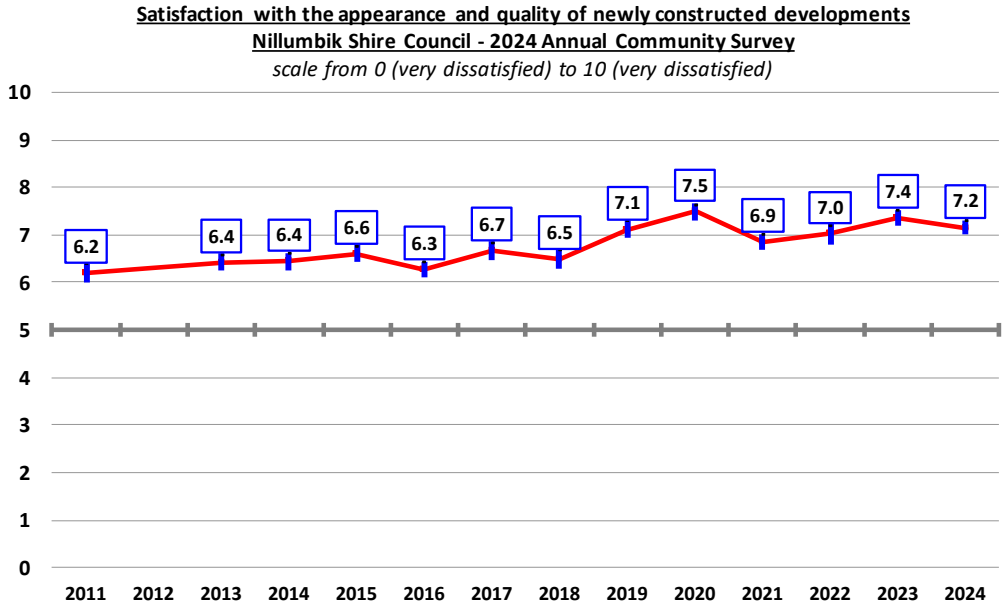
This was a "good", down from a "very good" level of satisfaction.

Despite the three percent decline in satisfaction this year, this result remained measurably above the long-term average satisfaction since 2011 of 6.7 out of 10, or "good".

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 16% since 2011, and in 2023, and six percent above the long-term average satisfaction since 2011 of 6.8.

This is a significant improvement over time, and clearly reflects improving levels of community satisfaction with new development occurring in the municipality.

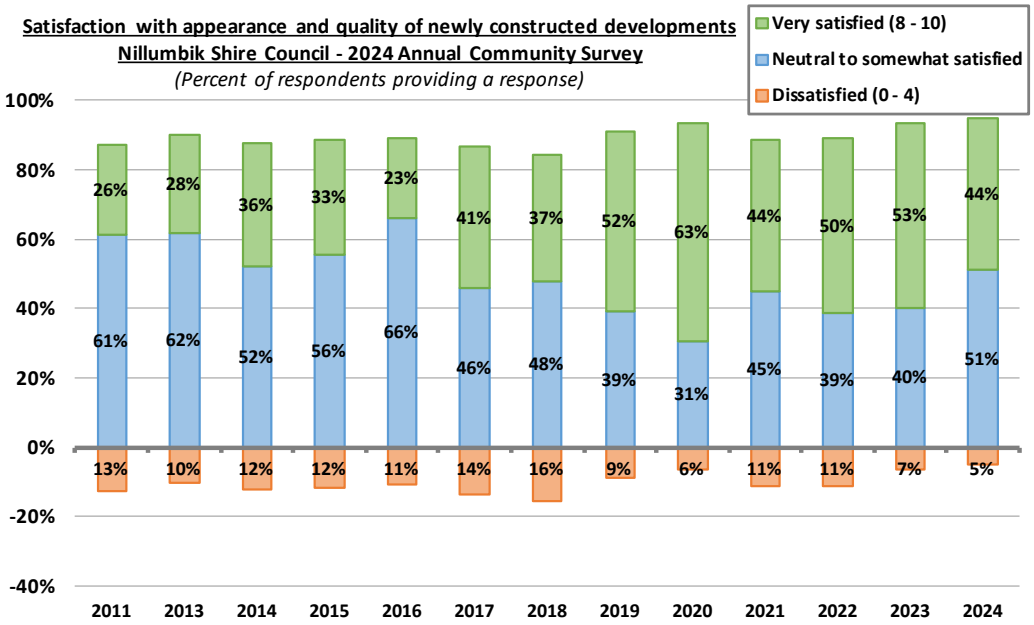
By way of comparison, this result was marginally above the metropolitan Melbourne (7.1), identical to the northern region councils' (7.2), but somewhat lower than the interface councils' (7.4) averages, as recorded in the 2024 *Governing Melbourne* research conducted independently by Metropolis Research in January 2024.



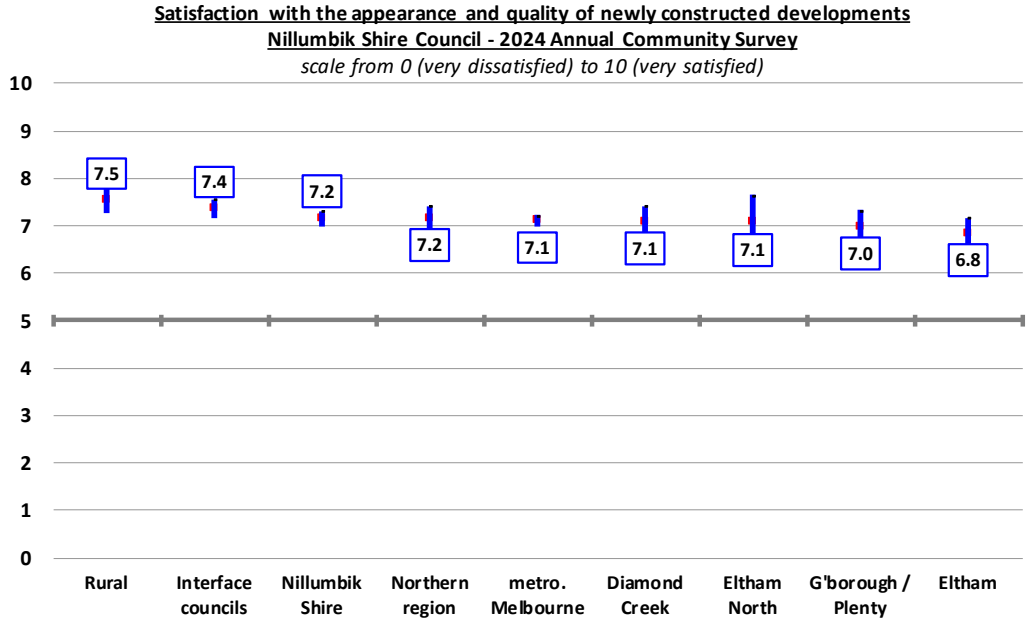
The following graph displays the proportion of respondents who were "very satisfied" (i.e., rated satisfaction at eight or more), those who were "neutral to somewhat satisfied" (i.e., rated satisfaction at five to seven), and those who were "dissatisfied" (i.e., rated satisfaction at less than five).

There was a decline in the proportion of "very satisfied" respondents this year, down from the unusually high 53% recorded last year, to 44% this year.

There was, however, also a small decline this year in the proportion of respondents "dissatisfied" with the appearance and quality of newly constructed developments, down from the most recent high of 11% in 2021 and 2022, to five percent this year.

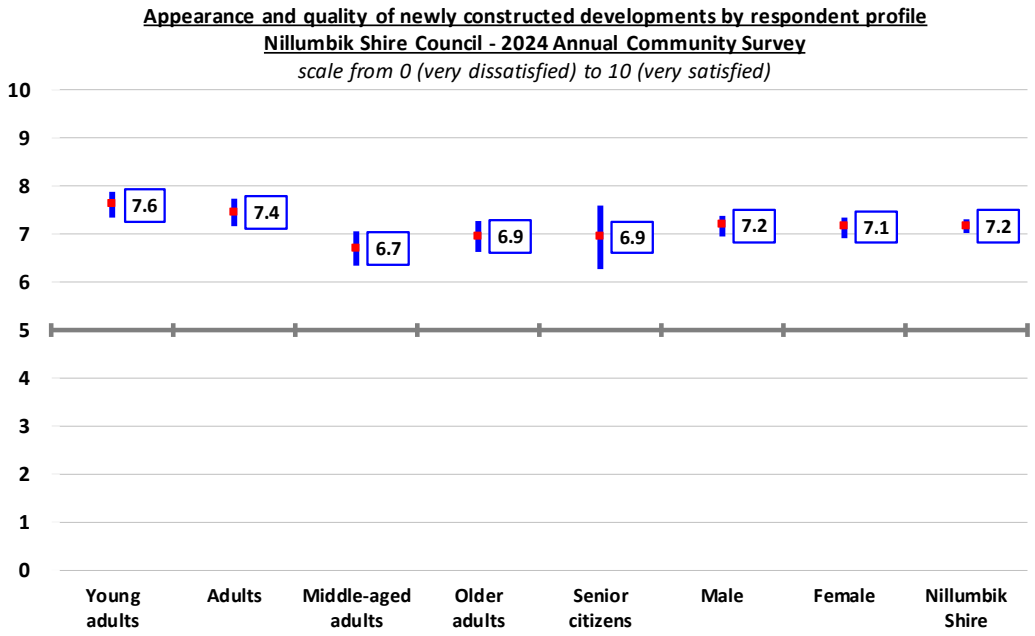


There was statistically significant variation in this result observed across the municipality, with respondents from the rural precinct measurably more satisfied than average, and at a "very good" rather than a "good" level of satisfaction.



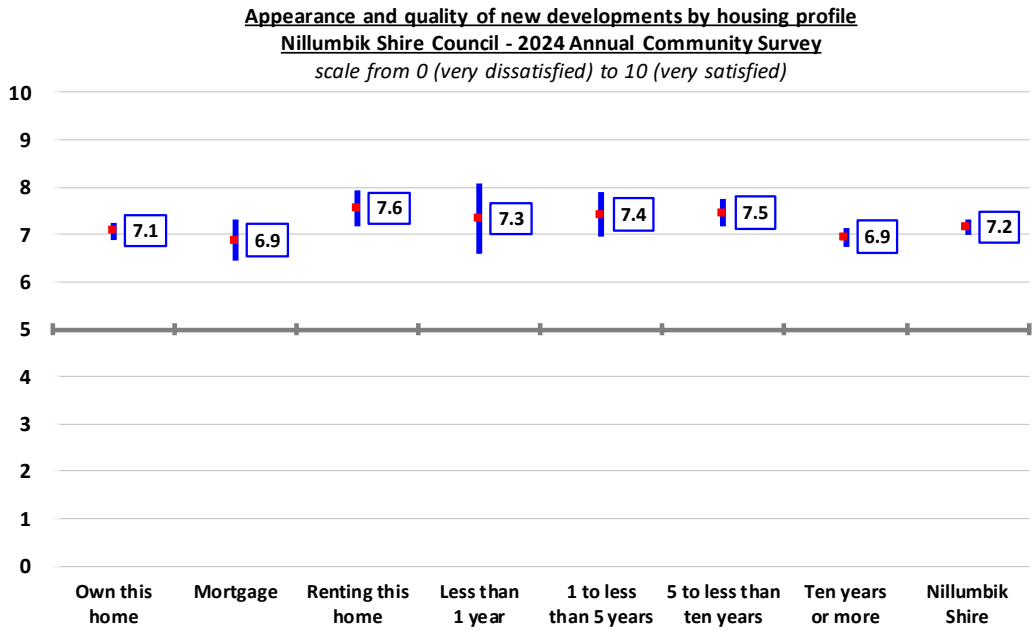
There was measurable variation in satisfaction with the appearance and quality of newly constructed developments observed by respondent profile, as follows:

- ***Age structure*** – younger respondents (aged 18 to 44 years) were measurably and significantly more satisfied than older respondents aged 45 years and over).



There was also some variation observed by housing situation and period of residence, as follows:

- ***Housing situation*** – rental household respondents were measurably more satisfied than homeowners and mortgagor households.
- ***Period of residence in Nillumbik*** – respondents who had lived in the Shire for 10 years or more were measurably less satisfied than those who had lived in the Shire for less than 10 years.



Examples and opinions regarding newly constructed housing developments

The following table outlines the verbatim comments received from respondents who were dissatisfied with the appearance and quality of newly constructed developments.

There were a range of issues raised by respondents who were dissatisfied with the appearance and quality of new developments, with several comments around perceived overdevelopment, several around the quality and appearance of the developments, and several on the perceive impact on neighbourhood character.

Comments regarding the appearance and quality of newly constructed developments in your area
Nillumbik Shire Council - 2024 Annual Community Survey
(Number of responses)

Response	*Number*
Overdevelopment	3
Bruce and Anne St, 3 houses on one block. All of a sudden six cars parked in a corner	1
Concrete driveways 200 meters long. Mansions	1
Developments aren't being built to last	1
Hedges and greenage overgrowth is growing onto properties	1
It doesn't look nice with townhouses	1
Lower management of the Council made issues with the noise and messy behaviour from the construction area in the community	1
No development seen	1
Not much done in last 12 months	1
Opposite Withers Reserve, the developments look cheap and nasty and not suitable to the environment	1
Poor building structures, maximizes energy use and does not utilise natural light	1
They allow / approve architecture that does not fit into the general neighbourhood and environment	1
Too many apartments, eventually leading to more cars on the road	1
Total	**15**

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 2024 asked to rate first the importance of each of the 34 included Council services and facilities, and then their personal satisfaction with each service.

The services are broken into two groups, firstly 19 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 34 services and facilities included in the 2024 survey, with the metropolitan Melbourne average importance of 26 services and facilities, sourced from the *2024 Governing Melbourne* research conducted independently by Metropolis Research in January 2024.

The table provides the average importance score, as well as the 95% confidence interval around each average score.

The table also includes a comparison against the last three years.

The average importance of the 34 services and facilities was 8.9 out of 10, up measurably on the average importance last year of 8.5 out of 10.

As outlined at the right-hand side of the main table, there were seven services and facilities that were measurably more important than the average of all 33 services and facilities (8.9), including kerbside garbage collection, recycling, green waste collection, the maintenance and repair of sealed local roads, fire prevention works, services for children from birth to 5 years of age, and services for older people.

There were four services and facilities that were measurably less important than the average of all 33 services and facilities (8.9), although it is important to bear in mind that each of these services and facilities were still very important to the community, with importance scores of 7.9 out of 10 or more.

These services included horse riding trails, Council efforts to address the needs of LGBTIQA+ residents, the *Nillumbik News*, and parking enforcement.

Importance of selected Council services and facilities
Nillumbik Shire Council - 2024 Annual Community Survey
(Number and index score scale 0 - 10)

	Service/facility	Number	2024 Lower	2024 Mean	2024 Upper	2023	2022	2021	2024 Metro.*
Higher than average	Fortnightly kerbside garbage collection	496	9.3	**9.3**	9.4	9.1	9.2	9.5	9.1
	Fortnightly kerbside recycling collection	494	9.2	**9.3**	9.4	9.2	9.2	9.5	9.1
	Weekly kerbside green waste collection	488	9.1	**9.3**	9.4	9.1	9.1	9.4	8.9
	Maintenance & repairs of local sealed roads	486	9.1	**9.2**	9.3	8.8	8.7	9.4	9.0
	Fire prevention works	483	9.1	**9.2**	9.3	8.9	9.0	9.4	n.a.
	Services for children from birth to 5 years	460	9.1	**9.2**	9.3	8.8	9.1	9.2	8.9
	Services for older people	455	9.1	**9.2**	9.2	8.9	9.0	9.2	8.9
Average importance	Provision and maintenance of street trees	488	8.9	**9.1**	9.2	8.7	8.7	9.2	8.7
	Drains maintenance and repairs	485	8.9	**9.1**	9.2	8.8	8.7	9.1	8.8
	Footpath maintenance and repairs	483	8.9	**9.0**	9.1	8.7	8.7	9.2	8.8
	Hard rubbish collection	497	8.9	**9.0**	9.1	8.8	8.8	9.2	8.9
	Provision & maintenance of parks & gardens	488	8.9	**9.0**	9.1	8.6	8.8	9.3	8.9
	Public toilets	478	8.9	**9.0**	9.1	8.6	8.7	9.0	8.7
	Local library	483	8.9	**9.0**	9.1	8.7	8.6	9.1	8.8
	Litter collection in public areas	488	8.9	**9.0**	9.1	8.7	8.8	9.2	8.8
	Sports ovals	493	8.9	**9.0**	9.1	8.9	8.8	9.1	8.7
	Services for youth	456	8.8	**8.9**	9.0	8.7	9.0	9.1	8.8
	Local traffic management	493	8.8	**8.9**	9.0	8.5	8.5	9.2	8.8
	Provision and maintenance of street lighting	484	8.8	**8.9**	9.0	8.5	8.7	9.3	8.8
	Education and Learning	469	8.8	**8.9**	9.0	8.6	8.8	9.0	n.a.
	Council's website	478	8.7	**8.9**	9.0	8.3	8.4	9.0	8.6
	On and off road bike paths	486	8.7	**8.8**	8.9	8.6	8.7	9.2	8.6
	Maintenance & cleaning of shopping strips	485	8.7	**8.8**	8.9	8.5	8.6	9.1	8.6
	Grading of unsealed roads	476	8.6	**8.8**	8.9	8.5	8.5	8.8	n.a.
	Support for local businesses	443	8.6	**8.8**	8.9	8.6	8.9	9.2	n.a.
	Animal management	469	8.6	**8.7**	8.9	8.2	8.2	8.9	8.7
	Environmental programs and facilities	465	8.6	**8.7**	8.8	8.5	8.6	9.1	n.a.
	Aquatic and Leisure centres	478	8.6	**8.7**	8.8	8.4	8.6	9.0	8.6
	Street sweeping	470	8.5	**8.7**	8.8	8.2	7.9	9.0	8.6
	Arts & cultural events, programs & activities	469	8.5	**8.6**	8.7	8.1	8.0	9.0	8.3^
Lower	Parking enforcement	478	8.2	**8.4**	8.6	7.7	7.0	8.6	8.5
	Nillumbik News	460	7.9	**8.1**	8.3	7.5	7.6	8.6	8.1
	Council efforts to address the needs of LGBTIQA+ residents	369	7.8	**8.0**	8.3	n.a.	n.a.	n.a.	n.a.
	Horse riding trails	419	7.7	**7.9**	8.1	6.9	6.7	8.3	n.a.
	Average importance		*8.7*	***8.9***	*9.0*	*8.5*	*8.6*	*9.1*	*8.7*

(*) 2024 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 and measurable variation in the average importance of the 34 included services and facilities this year, with the average importance of 32 increasing none declining this year. There was one new service this year relating to LGBTIQA+ residents.

Metropolis Research does note that the average importance of all services and facilities increased somewhat this year, with the importance of all 34 services and facilities increasing by an average of five percent this year. This increase brings the average satisfaction with services and facilities closer to the metropolitan Melbourne average this year.

Whilst most of these variations were relatively minor in nature, attention is drawn to the following:

- ***Measurably more important in 2024 than in 2023*** – included horse riding trails (up 15%), parking enforcement (up 9%), the Nillumbik News (up 8%), Council's website (up 7%), arts and cultural events, programs, and activities (up 7%), animal management (up 6%), street sweeping (up 6%), local traffic management (up 5%), provision and maintenance of street trees (up 5%), and the maintenance and repair of sealed local roads (up 5%).

Comparison to the metropolitan Melbourne results

Of the 34 included services and facilities, 26 were included in the survey in a format that allowed for a comparison to the metropolitan Melbourne average satisfaction, as recorded in the 2024 *Governing Melbourne* research conducted independently by Metropolis Research in January 2024, using the same door-to-door methodology.

Of these 26 services and facilities, 23 were at least marginally more important in the Nillumbik Shire, two were identical to the metropolitan Melbourne average, and just one was marginally less important in the Nillumbik Shire.

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*** – included the provision and maintenance of street trees (5% more important in Nillumbik), weekly kerbside green waste collection (4% more important).

- ***Marginally less important in Nillumbik than the metro. Melbourne average*** – included parking enforcement (1% less important in Nillumbik).

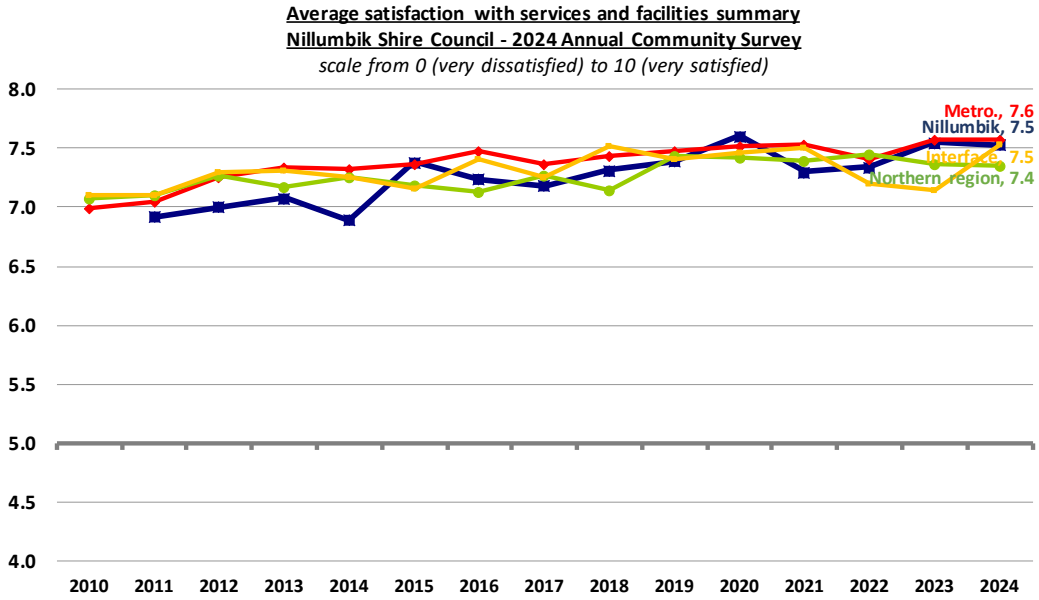
Satisfaction with Council services and facilities

Respondents were asked to rate their personal level of satisfaction with all 19 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 these 34 services and facilities remained stable this year at 7.5 out of 10, or a "very good" level of satisfaction.

This result was marginally (1%) lower than the metropolitan Melbourne average satisfaction with the 27 comparable services and facilities of 7.6 out of 10, as recorded in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2024, using the same in-person, door-to-door methodology.

This Nillumbik result was identical to the interface councils' average of 7.5, and marginally (1%) higher than the northern region councils' average of 7.4 out of 10, both as recorded in *Governing Melbourne*.



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 6.9 back in 2011 to a high of 7.6 in 2020 (immediately prior to the pandemic).

During the pandemic (2021 and 2022), average satisfaction with services and facilities declined a little, down to 7.3 in each of the two years, but has since recovered to 7.5.

The average satisfaction with these services over the first seven years of the survey program was 7.1 or "good", whilst the average over the last seven years (including the two pandemic years when the survey was conducted by telephone) was 7.4 or "very good".

Satisfaction with selected Council services and facilities
Nillumbik Shire Council - 2024 Annual Community Survey
(Number and index score scale 0 - 10)

	Service/facility	Number	2024 Lower	2024 Mean	2024 Upper	2023	2022	2021	2024 Metro.*
Higher than average	Local library	218	8.4	**8.5**	8.7	8.4	8.7	8.6	8.2
	Sports ovals	196	8.1	**8.2**	8.4	8.2	8.3	8.0	7.9
	Weekly kerbside green waste collection	480	8.1	**8.2**	8.3	8.3	8.3	8.3	8.1
	Fortnightly kerbside recycling collection	493	8.0	**8.2**	8.3	8.3	7.9	8.1	8.2
	Fortnightly kerbside garbage collection	494	8.0	**8.1**	8.3	8.1	7.9	8.0	8.2
	Education and Learning	91	7.8	**8.1**	8.4	7.9	8.1	7.8	n.a.
	Services for children aged 0 to 5 years	85	7.8	**8.1**	8.3	8.0	8.3	8.2	7.6
	Hard rubbish collection	268	7.8	**8.0**	8.2	7.8	7.8	7.7	8.0
Average satisfaction	Aquatic and Leisure centres	171	7.7	**7.9**	8.1	8.2	8.2	7.8	7.7
	Environmental programs and facilities	92	7.6	**7.9**	8.2	8.2	8.2	8.3	n.a.
	Services for youth	54	7.6	**7.9**	8.1	7.5	7.4	6.7	7.5
	Arts & cultural events, programs & activities	123	7.5	**7.7**	8.0	7.6	7.8	7.6	7.7^
	Council's website	265	7.5	**7.7**	7.9	7.7	7.1	7.1	7.6
	On and off road bike paths	184	7.5	**7.7**	7.9	7.7	7.8	7.6	7.4
	Animal management	443	7.5	**7.6**	7.8	7.4	7.3	7.3	7.7
	Maintenance & cleaning of shopping strips	476	7.5	**7.6**	7.7	7.5	7.3	7.2	7.5
	Provision & maintenance of parks & gardens	483	7.4	**7.6**	7.7	7.5	7.5	7.4	7.9
	Services for older people	60	7.1	**7.5**	8.0	7.5	7.3	7.3	7.7
	Nillumbik News	395	7.3	**7.5**	7.7	7.3	7.2	7.0	7.5
	Provision and maintenance of street lighting	474	7.2	**7.4**	7.6	7.7	7.6	7.5	7.5
	Support for local businesses	53	6.8	**7.4**	7.9	7.7	7.3	7.2	n.a.
	Provision and maintenance of street trees	482	7.2	**7.4**	7.5	7.3	6.6	6.9	7.4
	Litter collection in public areas	480	7.1	**7.3**	7.4	7.4	7.0	7.0	7.5
	Fire prevention works	449	7.1	**7.3**	7.4	7.1	6.2	6.7	n.a.
	Horse riding trails	24	6.5	**7.2**	8.0	7.1	7.6	7.5	n.a.
	Council efforts to address the needs of LGBTIQA+ residents	279	6.9	**7.2**	7.5	n.a.	n.a.	n.a.	n.a.
	Parking enforcement	470	6.9	**7.1**	7.3	7.2	6.2	6.9	7.2
Lower than average	Local traffic management	487	6.9	**7.0**	7.2	7.0	6.4	6.6	7.2
	Footpath maintenance and repairs	461	6.8	**7.0**	7.2	7.1	6.5	6.6	7.3
	Street sweeping	449	6.8	**7.0**	7.2	6.9	6.8	6.6	7.6
	Drains maintenance and repairs	471	6.7	**6.9**	7.1	7.0	6.3	6.3	7.4
	Grading of unsealed roads	454	6.5	**6.7**	6.9	6.9	6.2	6.4	n.a.
	Maintenance & repairs of local sealed roads	496	6.4	**6.6**	6.8	6.8	6.0	6.3	7.0
	Public toilets	210	6.1	**6.4**	6.7	6.8	6.7	6.3	6.9
	Average satisfaction		*7.3*	***7.5***	*7.8*	*7.5*	*7.3*	*7.3*	*7.6*

(*) 2024 metropolitan Melbourne average from Governing Melbourne
(^) is the average of "provision of public art" and "Council's festivals and events"

Of the 34 included services and facilities, eight recorded a satisfaction score that was measurably higher than the average of all 34 services and facilities (7.5), and seven recorded a measurably lower than average satisfaction score, as follows:

- ***Measurably higher than average satisfaction*** – includes the local library, sports ovals including facilities and activities, green waste collection, recycling collection, kerbside garbage collection, education and learning, and services for children aged from birth to 5 years of age.

- ***Measurably lower than average satisfaction*** – includes public toilets, sealed local roads, grading of unsealed roads, drains maintenance and repairs, street sweeping, footpath maintenance and repairs, and local traffic management.

Comparison to the metropolitan Melbourne results

Of the 34 included services and facilities, 26 were included in the survey in a format that allowed for a comparison to the metropolitan Melbourne average satisfaction, as recorded in the 2024 *Governing Melbourne* research.

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*** – included services for children from birth to 5 years of age (7% higher), services for youth (5% higher), on and off-road bike paths (5% higher), local library (4% higher), and sports ovals (4% higher).

- ***Notably lower satisfaction in Nillumbik Shire than metro. Melbourne average*** – included street sweeping (8% lower), public toilets (7% lower), drains maintenance and repairs (6% lower), maintenance and repair of sealed local roads (6% lower), provision and maintenance of parks and gardens (4% lower), and footpath maintenance and repairs (4% lower).

Change in satisfaction between 2023 and 2024

The following graph provides a comparison of the change in average satisfaction with each of the 34 included services and facilities between 2023 and 2024.

The average satisfaction with all 34 services and facilities remained stable this year at 7.5 out of 10, or “very good”.

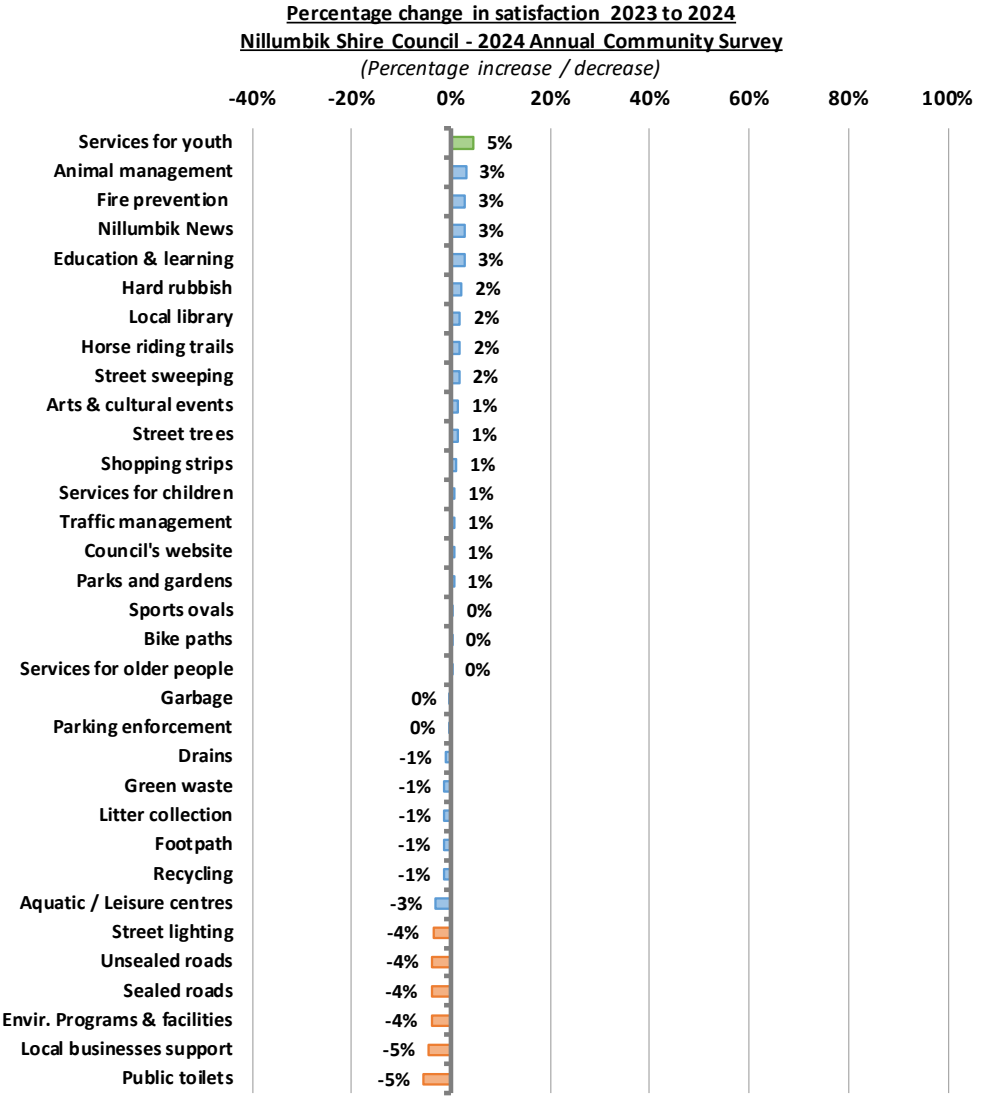
Of the 33 services and facilities that were included in the survey last year, satisfaction with 16 increased somewhat, satisfaction with five remained the same, and satisfaction with 12 declined somewhat, with attention drawn to the following:

- ***Notable increase in satisfaction this year*** – included services for youth (up 5% from 54 respondents), animal management (up 3%), fire prevention works (up 3%), Nillumbik News (up 3%), and Education and Learning (up 3%).

- ***Notable decline in satisfaction this year*** – public toilets (down 5%), local business support (down 5% from 53 respondents), environmental programs and facilities (down 4% from 92 respondents), maintenance and repair of sealed local roads (down 4%), grading of unsealed local roads (down 4%), and street lighting (down 4%).

Metropolis Research notes that satisfaction with the maintenance and repair of sealed local roads has declined somewhat in several municipalities across metropolitan Melbourne in recent years, including in several other interface councils.

These results, overall, suggest a relatively stable level of community satisfaction with Council services and facilities in recent years, at "very good" levels.



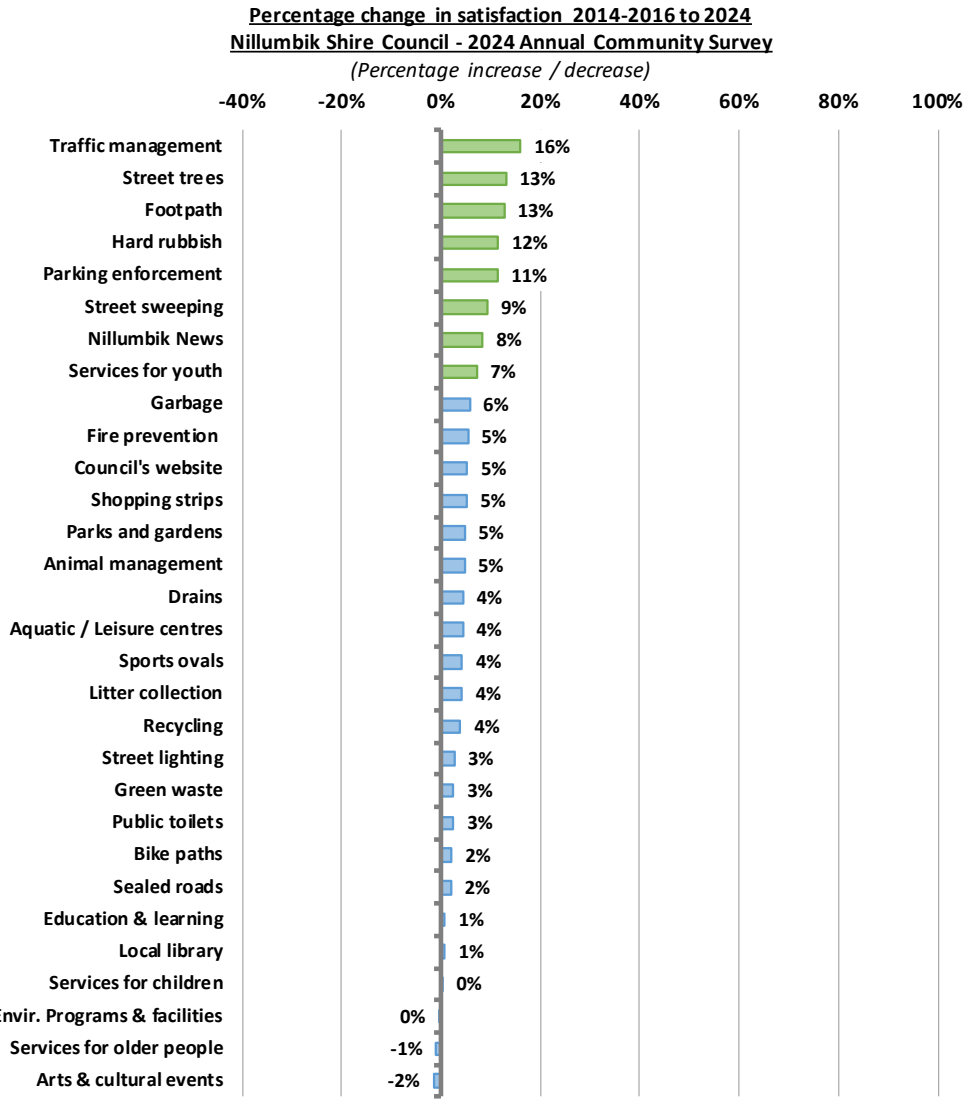
Change in satisfaction over the last 10 years

The following graph provides the percentage change in satisfaction with services and facilities over the 10 years from an average of 2014 to 2016 against the 2024 result (a 10-year average). The aim of this graph is to take a longer-term view of community satisfaction with Council's services and facilities.

The average satisfaction with Council services and facilities increased four percent over the last 10 years, up from an average of 7.2 out of 10 for 2014 to 2016 and 2024.

Over this longer period, Metropolis Research notes that of the 30 services and facilities for which time-series results were available, satisfaction with 26 increased at least marginally, satisfaction with two remained essentially the same, and satisfaction with only two declined marginally, including services for older people (both from a small annual sample size), and arts and cultural events (down 1%).

These results reflect a broad-based improvement in community satisfaction with Council's delivery of services and facilities over the last decade, with particularly strong improvements in satisfaction with traffic management (up 16%), street trees (up 13%), footpath maintenance and repairs (up 13%), hard rubbish collection (up 12%), parking enforcement (up 11%), and street sweeping (up 9%).



Raw satisfaction / dissatisfaction percentages

The following table 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 five to seven), and those who were "dissatisfied" (i.e., rated satisfaction at less than five out of 10).

These results show that the overwhelming majority of respondents were at least somewhat satisfied with all of the services and facilities provided by Council included in the survey.

Metropolis Research notes that at least 50% of the respondents who provided a score were "very satisfied" with 27 of the 34 services and facilities, whilst 10% or more of respondents were "dissatisfied" with public toilets (20%), sealed local roads (16%), street sweeping (13%), local traffic management (11%), grading of unsealed local roads (11%), local traffic management (11%), drains maintenance and repair (10%), and Council efforts to address the needs of LGBTIQA+ respondents (10%).

Satisfaction with selected Council services and facilities
Nillumbik Shire Council - 2024 Annual Community Survey
(Number and percent of respondents providing a response)

Service/facility	*Dissatisfied*	*Neutral to somewhat satisfied*	*Very satisfied*	*Can't say*	***Total***
Local library	1%	17%	82%	0	**218**
Sports ovals	1%	18%	81%	3	**198**
Weekly kerbside green waste collection	3%	18%	79%	21	**501**
Fortnightly kerbside garbage collection	3%	19%	77%	7	**501**
Fortnightly kerbside recycling collection	3%	20%	77%	8	**501**
Environmental programs and facilities	3%	22%	75%	1	**93**
Hard rubbish collection	4%	24%	73%	0	**268**
Services for children aged 0 to 5 years	1%	27%	72%	1	**86**
Education and Learning	0%	29%	71%	7	**98**
Services for youth	0%	31%	69%	3	**57**
Council's website	4%	28%	69%	2	**267**
Aquatic and Leisure centres	2%	32%	67%	1	**172**
Arts & cultural events, programs and activities	1%	33%	66%	1	**124**
Support for local businesses	7%	30%	63%	3	**56**
On and off road bike paths	4%	35%	61%	3	**186**
Provision and maintenance of parks and gardens	6%	34%	60%	18	**501**
Animal management	3%	38%	59%	58	**501**
Services for older people	5%	36%	59%	5	**64**
Nillumbik News	6%	35%	59%	106	**501**
Council efforts to address the needs of LGBTIQA+ res	10%	33%	58%	222	**501**
Maintenance and cleaning of shopping strips	2%	41%	57%	25	**501**
Horse riding trails	7%	37%	56%	2	**25**
Provision and maintenance of street lighting	6%	39%	55%	27	**501**
Parking enforcement	9%	37%	54%	31	**501**
Provision and maintenance of street trees	7%	40%	54%	19	**501**
Street sweeping	13%	34%	53%	52	**501**
Fire prevention works	7%	42%	51%	52	**501**
Local traffic management	11%	40%	48%	14	**501**
Litter collection in public areas	5%	47%	48%	21	**501**
Footpath maintenance and repairs	9%	47%	44%	40	**501**
Drains maintenance and repairs	10%	46%	43%	30	**501**
Maintenance and repairs of local sealed roads	16%	44%	40%	5	**501**
Grading of unsealed roads	11%	54%	35%	47	**501**
Public toilets	20%	45%	35%	2	**211**

Satisfaction by respondent profile

The following table provides a comparison of satisfaction with each of the 34 included Council services and facilities by respondent profile, including age structure and gender.

The age groups have been summarised into just three groups to maximise the sample size for these results. These age groups include younger adults (aged 18 to 34 years), middle-aged adults (aged 35 to 54 years), and older adults (aged 55 years and over).

There was some variation in satisfaction with the 34 individual services and facilities observed, which is discussed in more detail in the following section's summary of results for each of the individual services and facilities.

In general terms, however, younger adults tended to be notably to measurably more satisfied with Council's services and facilities than the municipal, with older adults somewhat less satisfied than average.

Male respondents were, on average, marginally (1%) more satisfied than female respondents.

Metropolis Research notes that this is a somewhat unusual result. Typically, female respondents tend to be a little more satisfied with Council services and facilities than male respondents, although not in all cases.

Average satisfaction with selected Council services and facilities
Nillumbik Shire Council - 2024 Annual Community Survey
(Number and index score scale 0 - 10)

Service/facility	*Younger adults*	*Middle-aged adults*	*Older adults*	*Male*	*Female*
Maintenance and repairs of local sealed roads	7.4	6.5	6.1	6.6	6.5
Grading of unsealed roads	7.4	6.6	6.3	6.7	6.6
Drains maintenance and repairs	7.6	6.9	6.5	7.1	6.8
Street sweeping	7.8	7.0	6.3	7.0	6.9
Footpath maintenance and repairs	7.7	6.9	6.5	7.0	6.9
Fortnightly kerbside garbage collection	8.3	8.0	8.2	8.2	8.1
Fortnightly kerbside recycling collection	8.4	8.2	8.1	8.3	8.0
Weekly kerbside green waste collection	8.3	8.2	8.2	8.2	8.2
Provision and maintenance of parks and gardens	8.1	7.4	7.3	7.6	7.5
Provision and maintenance of street trees	8.0	7.4	6.8	7.4	7.3
Provision and maintenance of street lighting	7.6	7.4	7.2	7.3	7.5
Litter collection in public areas	7.4	7.3	7.2	7.3	7.3
Maintenance and cleaning of shopping strips	7.9	7.6	7.4	7.7	7.6
Parking enforcement	7.6	7.2	6.8	7.1	7.1
Local traffic management	7.8	7.0	6.6	7.1	7.0
Fire prevention works	7.8	7.2	6.9	7.4	7.1
Animal management	7.9	7.6	7.4	7.6	7.6
Nillumbik News	8.0	7.4	7.1	7.5	7.4
Council efforts to address the needs of LGBTIQA+ residents	7.3	7.3	6.8	7.1	7.3
Council's website	7.7	7.9	7.6	7.6	7.9
Hard rubbish collection	8.2	8.0	7.9	8.0	8.0
Local library	8.5	8.6	8.5	8.3	8.7
Sports ovals	8.4	8.2	8.1	8.3	8.2
Public toilets	6.5	6.6	6.1	6.3	6.6
On and off road bike paths	7.7	7.7	7.8	7.8	7.6
Horse riding trails	6.7	7.5	7.8	7.4	7.2
Aquatic and Leisure centres	8.1	7.8	7.9	8.1	7.8
Services for children aged 0 to 5 years	8.5	8.1	7.6	8.2	8.0
Services for youth	8.0	8.1	7.3	7.8	7.9
Services for older people	9.0	7.4	7.2	7.6	7.5
Arts and cultural events, programs and activities	8.0	7.7	7.7	7.8	7.7
Education and Learning	8.1	8.2	8.0	8.2	8.0
Environmental programs and facilities	8.0	8.1	7.7	7.7	8.1
Support for local businesses	7.6	6.5	7.7	7.5	7.2
Average satisfaction	*7.9*	*7.5*	*7.3*	*7.6*	*7.5*
Total respondents	**121**	**197**	**181**	**240**	**252**

Importance and satisfaction cross tabulation

The following graph provides a cross-tabulation of the average importance of each of the 34 included Council services and facilities against the average satisfaction with each service and facility.

The grey crosshairs represent the metropolitan Melbourne average importance (8.7) and satisfaction (7.6) with Council services and facilities as recorded in the 2024 *Governing Melbourne* research conducted independently by Metropolis Research.

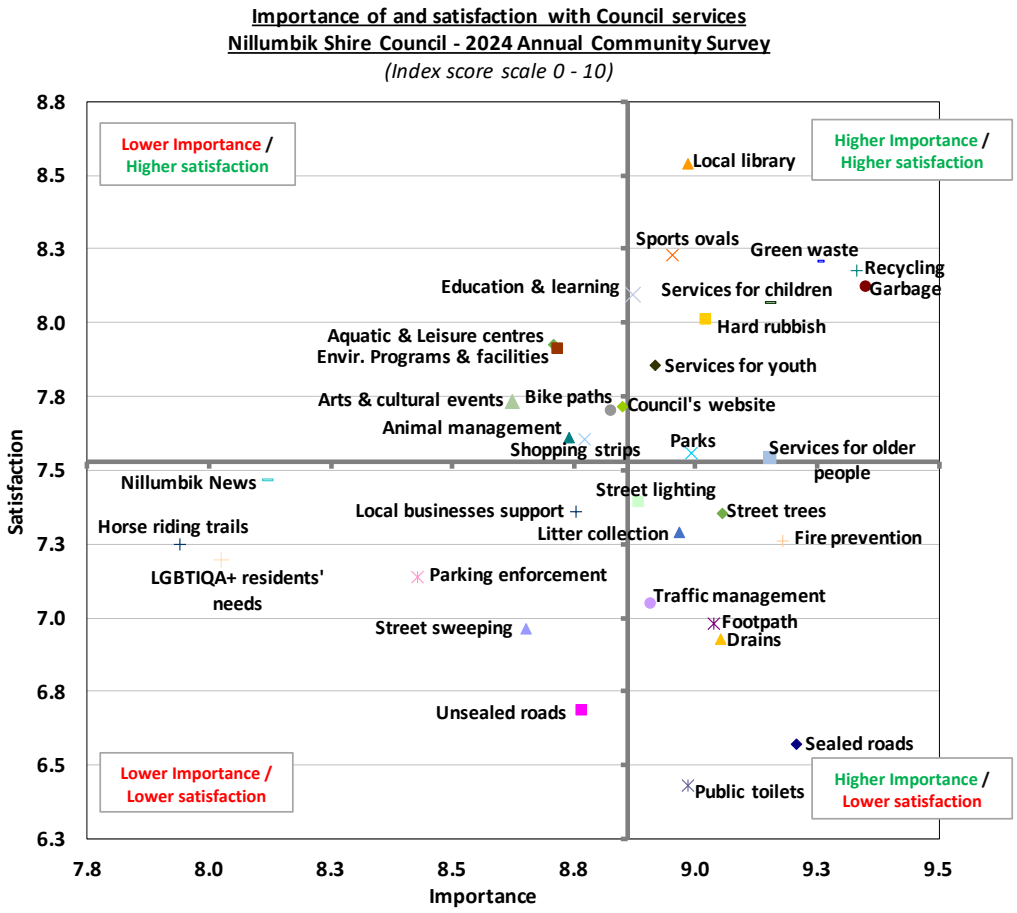
Services located in the top right-hand quadrant were more important than average and received higher than average satisfaction.

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 noted last year 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. With the average five percent increase in importance with Nillumbik services and facilities this year, this is no longer the case, and the distribution of services and facilities in 2024 is more consistent with the metropolitan Melbourne results.

Some key points to note from these results this year:

- ***Kerbside collection services*** – all four of these were of higher-than-average importance and received higher than average satisfaction scores.
- ***Community services*** – all three of these were of average or higher-than-average importance. Services for children and for youth were both of notably higher than average satisfaction, with services for older people continuing to record an average satisfaction score this year.
- ***Sports, recreation, arts, and culture*** – these were all higher-than-average satisfaction, although most were of average, or in some cases, somewhat lower-than-average importance.
- ***Communication and consultation*** – these were of lower-than-average importance, with the *Nillumbik News* recording a marginally 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 somewhat lower than average satisfaction score this year, after recovering much of the drop in satisfaction recorded last year.
- ***Services and facilities of most concern*** – these include public toilets, both sealed and unsealed roads, drains, traffic management, street sweeping, footpaths, and Council efforts meeting the needs of the LGBTIQA+ community.



Satisfaction by broad service areas

The 34 services and facilities included in the survey have been broadly categorised into nine broad service areas, as follows:

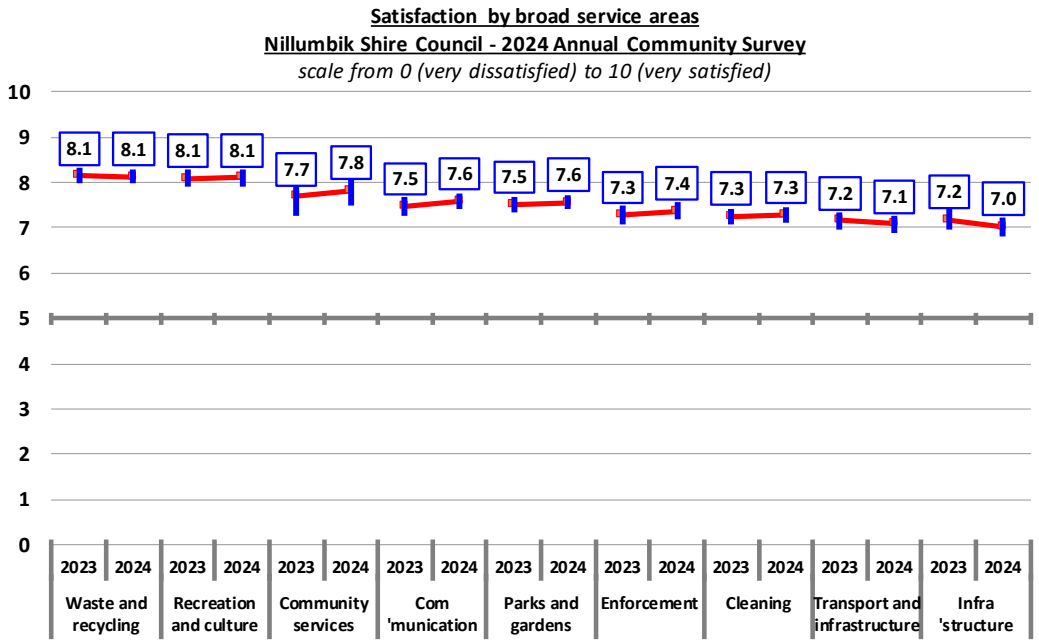
- ***Infrastructure*** – includes drains maintenance and repairs, provision and maintenance of street trees, provision and maintenance of street lighting, and public toilets.
- ***Waste collection*** – includes fortnightly kerbside garbage collection, fortnightly kerbside recycling collection, weekly kerbside green waste collection, and hard rubbish collection.
- ***Recreation, arts, and culture*** – includes local library, sports ovals, aquatic and leisure centres, and arts and cultural events, programs, and activities.
- ***Community services*** – includes services for children aged 0 to 5 years, services for youth, and services for seniors.
- ***Enforcement*** – includes parking enforcement, and animal management.
- ***Communications*** – includes the *Nillumbik News*, and the Council's website.

- ***Cleaning*** – includes street sweeping, litter collection in public areas, and maintenance and cleaning of shopping strips.
- ***Transport infrastructure*** – includes the maintenance and repairs of local sealed roads, footpath maintenance and repairs, local traffic management, and on and off-road bike paths.
- ***Parks and gardens*** – including the provision and maintenance of parks and gardens.

Satisfaction with four of the nine broad service areas increased at least a little this year, with none increasing by a statistically significant degree. Satisfaction with transport infrastructure (down 1%) and infrastructure (down 3%) both declined a little this year.

Satisfaction with these broad service areas can best be summarised as follows:

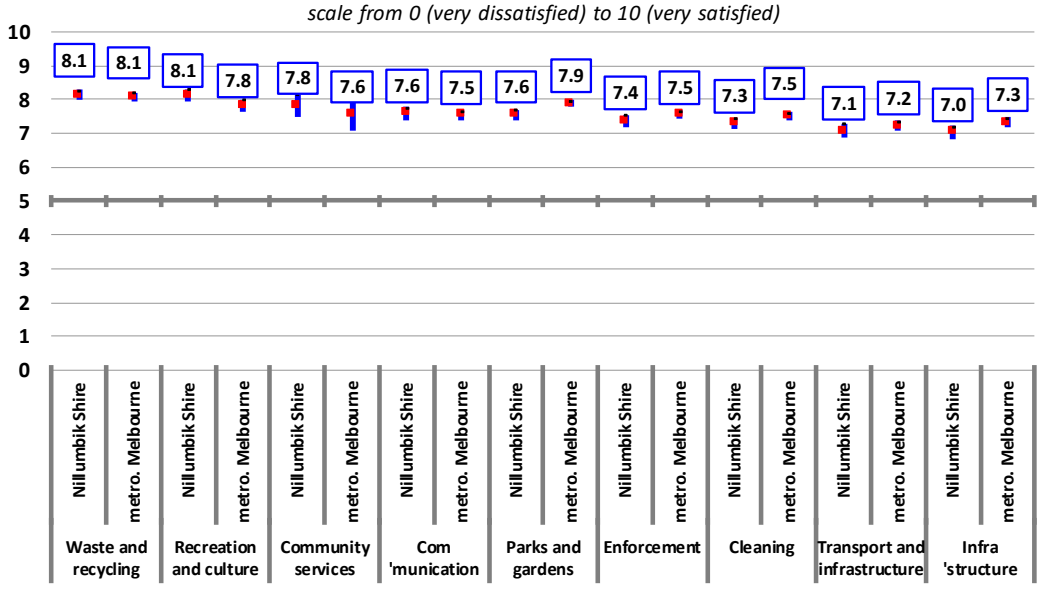
- ***Excellent*** – for waste and recycling; recreation and culture; and community services.
- ***Very Good*** – for communications; parks and gardens; enforcement, and cleaning.
- ***Good*** – for transport infrastructure and infrastructure.



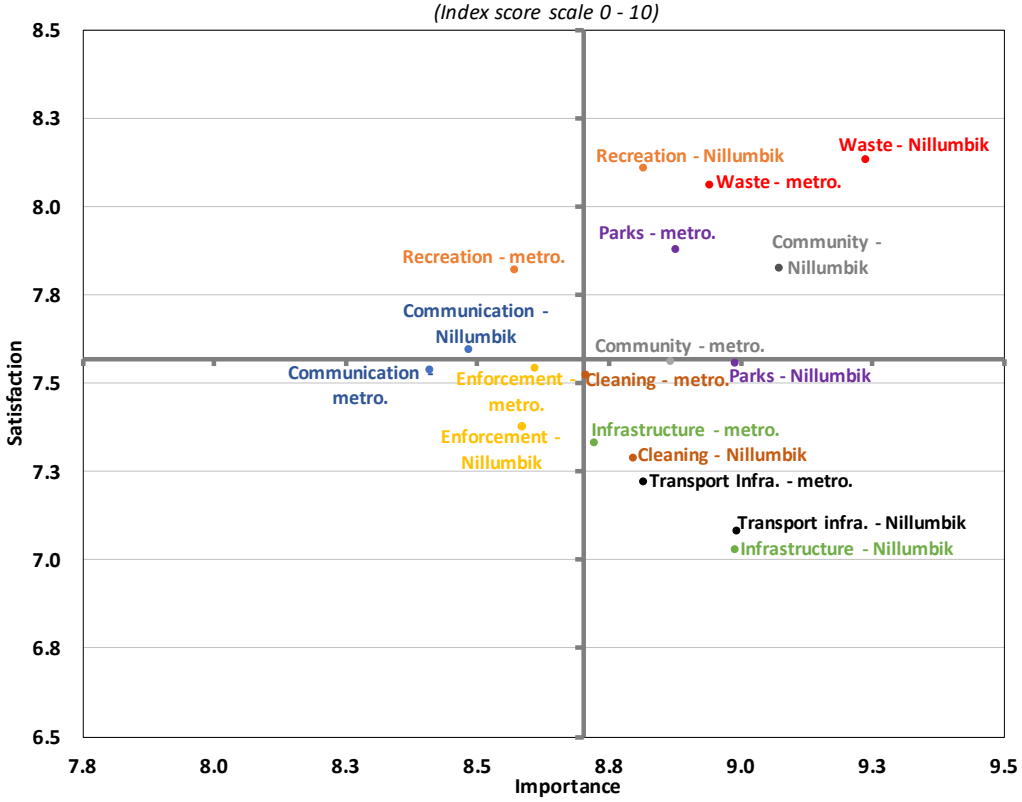
When compared to the metropolitan Melbourne average satisfaction, as recorded in the 2024 *Governing Melbourne* research, it is noted that:

- ***Somewhat higher satisfaction in Nillumbik Shire*** – included recreation and culture (4% higher), and community services (3% higher).
- ***Somewhat lower satisfaction in Nillumbik Shire*** – included parks and gardens (4% lower), infrastructure (4% lower), and cleaning (3% lower).

Satisfaction by broad service areas
Nillumbik Shire Council - 2024 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Importance of and satisfaction with Council services
Nillumbik Shire Council - 2024 Annual Community Survey
(Index score scale 0 - 10)

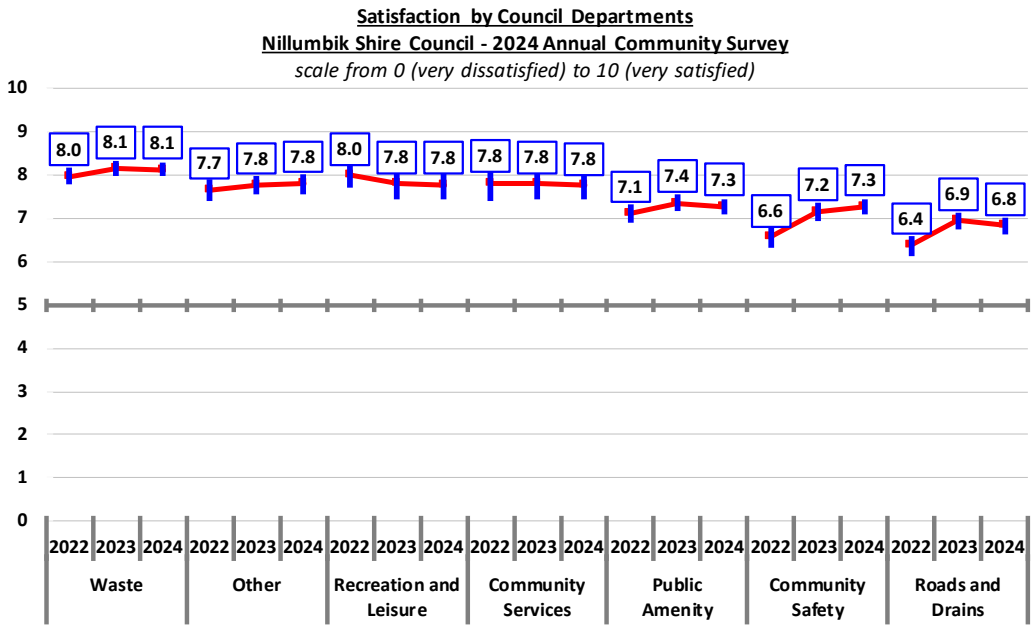


Satisfaction by Council department

The 34 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 Council efforts to address the needs of LGBTIQA+ residents, 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.

There was no substantive variation in the average satisfaction with the services and facilities of each of the seven departments of Council, as outlined in the following graph.

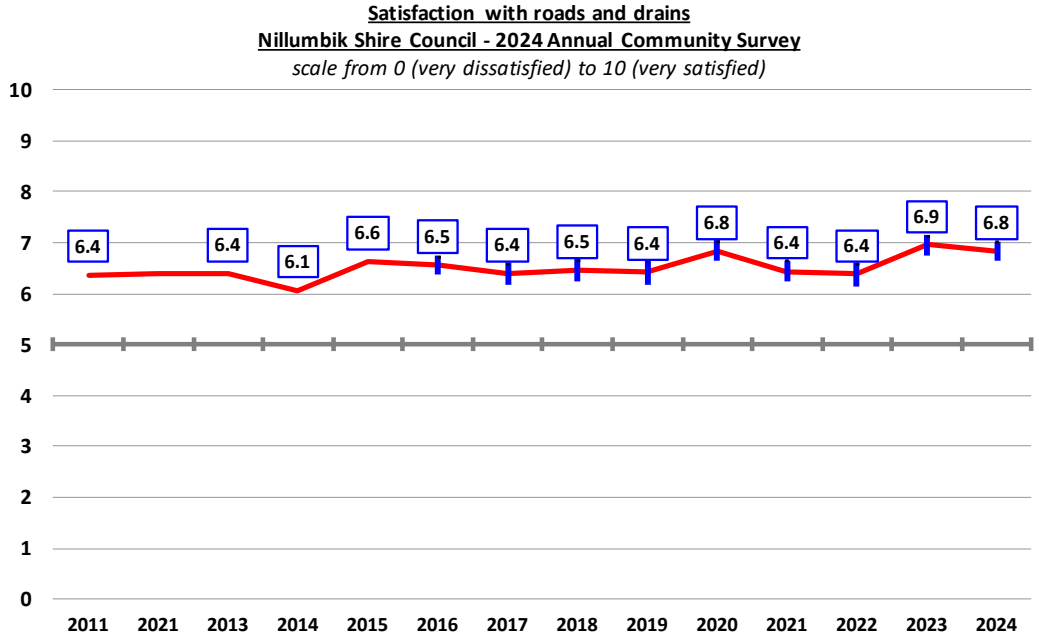


Roads and Drains

There were five roads and drains services and facilities included in the 2024 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.

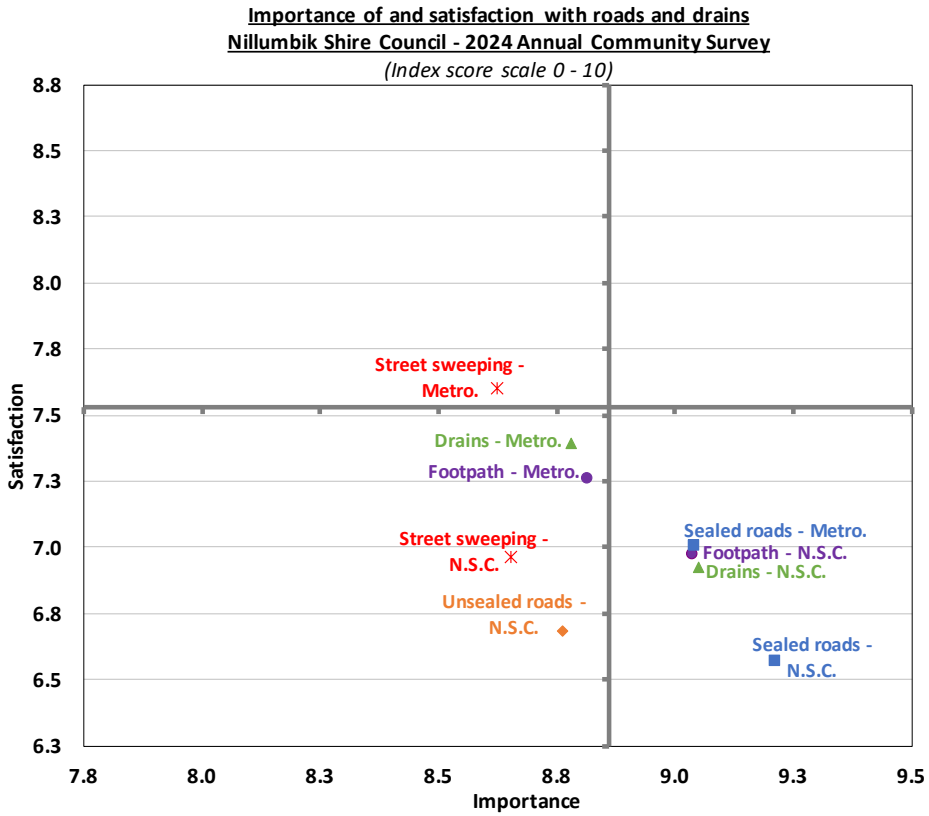
The average satisfaction with these five services and facilities declined marginally this year, down one percent to 6.8 out of 10, although it remains at a "good" level.

Over the 13 years of the survey program, the average satisfaction with roads and drains services and facilities was 6.5 out of 10, with both the 2023 and 2024 results above this long-term average.



When compared to the metropolitan Melbourne average results, as recorded in the *Governing Melbourne* research, it is noted that satisfaction with all four (excluding the grading of unsealed local roads) was lower in the Nillumbik Shire than the metropolitan Melbourne average.

It is noted that the average importance of each of these four services and facilities was a little higher in the Nillumbik Shire, possibly reflecting the lower satisfaction with these services and facilities. This reflects the fact that Nillumbik residents may well be rating the importance a little higher as they feel less satisfied than the metropolitan average, and therefore seek additional Council attention to these infrastructure services and facilities.



Maintenance and repair of sealed local roads

The maintenance and repair of sealed local roads was the 4th most important of the 34 included services and facilities, with an average importance of 9.2 out of 10, and one of six that were measurably more important than the average of all 34 services and facilities (8.9).

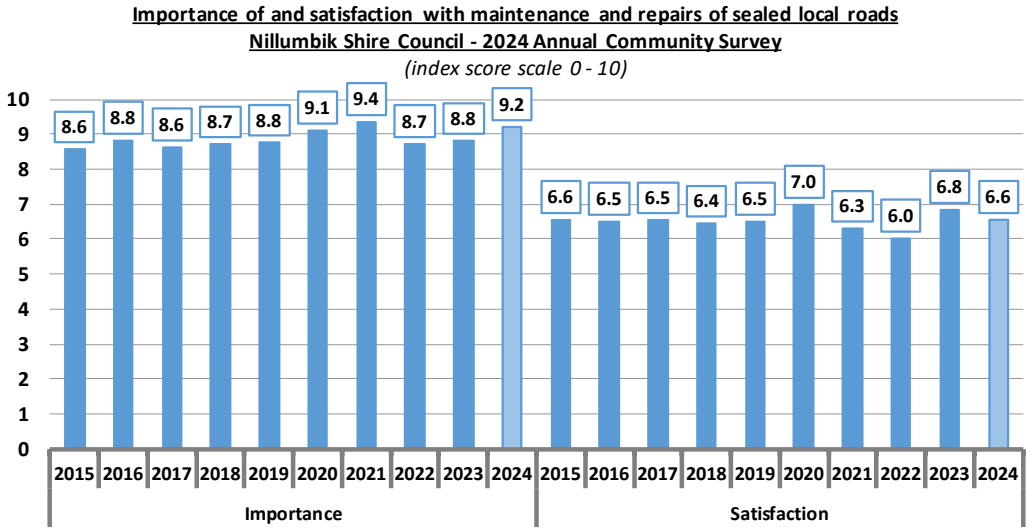
Satisfaction with sealed local roads declined notably, but not measurably this year, down four percent to 6.6 out of 10, although it remains a "good" level of satisfaction.

This result ranks sealed local roads 33rd in terms of satisfaction this year, and one of seven that recorded a satisfaction score measurably lower than the average of all 34 (7.5).

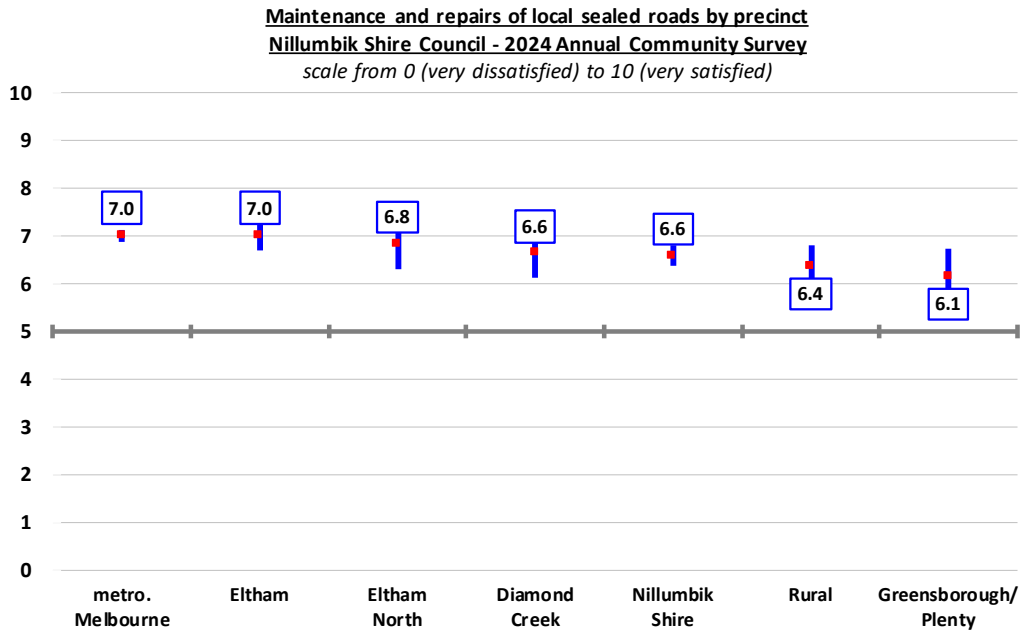
Despite the notable decline in satisfaction recorded this year, this result remains marginally above the long-term average satisfaction since 2011 of 6.5 out of 10, or "good".

This result was comprised of 40% "very satisfied" and 16% dissatisfied respondents, based on a total sample of 496 of the 501 respondents who provided a satisfaction score this year.

There was some variation in satisfaction observed by respondent profile, with younger adults (aged 18 to 34 years) measurably more satisfied, and older adults notably less satisfied.
By way of comparison, satisfaction with sealed local roads in Nillumbik Shire was measurably lower than the metropolitan Melbourne average satisfaction with the "maintenance and repair of sealed local roads" of 7.0 out of 10, as recorded in the 2024 *Governing Melbourne*.



Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents from the rural precinct and Greensborough / Plenty were somewhat less satisfied than average, and at "solid" rather than "good" levels.



The following table outlines the reasons why respondents were "dissatisfied" with the maintenance and repair of sealed local roads. The majority of the 95 comments were related to the condition of the roads.

Reasons for dissatisfaction with maintenance and repairs of sealed local roads
Nillumbik Shire Council - 2024 Annual Community Survey
(Number of responses)

Response	*Number*
Condition of the roads	
Lots of potholes / potholes everywhere	14
Potholes	7
Potholes maintenance / fixing	4
Potholes maintenance and fixing takes a very long time	4
Allendale Rd has bad traffic flow and potholes	1
Any sealed road is in poor condition	1
Bad condition cracks and potholes	1
Big potholes on the roads	1
Bridge Rd has bad traffic flow and potholes	1
Cracks and missing speed bump signs	1
Diamond Creek roads have too many potholes	1
Lot of potholes on Main Rd to Element Way	1
Main roads have big potholes near Diamond Creek	1
Number potholes in the local area basically on the Diamond Creek Rd	1
Pioneer Rd also has potholes	1
Plenty River Dr has potholes	1
Potholes after rains	1
Potholes and gutter cleaning issues	1
Potholes everywhere like Diamond Creek Rd	1
Potholes everywhere like on the way to school, pools and work from Diamond Creek	1
Potholes on Main Rd	1
Potholes on Plenty River Dr	1
Potholes on Windy Mile and Kangaroo Watergarden Rd	1
Roads are appalling	1
Too many potholes in Ryan's Rd and Windy Mile	1
Windy Mile is disgusting should maintain it	1
Yan Yean Rd is terrible, full of potholes and poorly repaired	1
York St roads are not up to the mark	1
Total	**53**
Road maintenance	
Not maintained well enough	4
More maintenance and support	2
No timely maintenance	2
Not enough maintenance / non-maintenance	2

Bad maintenance of Union Rd	1
Council's not doing enough to improve the roads	1
Don't clean it like Main Rd and Challenger St	1
Local roads not cleaned or maintained	1
Lots of unfixed roads	1
Main Rd and surrounding areas need a lot of maintenance	1
Maintenance going on for too long	1
Maintenance of potholes	1
Not enough maintenance in the Main Road towards Diamond Creek	1
Not maintained well with growth	1
Not well maintained like ones in Black Gully Rd	1
Not well maintained like ones in Phipps Cres	1
Not well maintained like ones in Reynolds Rd	1
Road maintenance not in check	1
Stanley Ave and surrounding streets needs maintenance	1
They do nothing on roads like Windy Mile Rd	1
Took several weeks to get part of the road fixed	1
Total	**27**

Roadworks

Lot of road works	1
Road work around Main Rd Heidelberg King Lake Rd since years not finished	1
Roadworks taking too long to fix with potholes	1
Total	**3**

Non sealed / dirt roads

Live on dirt road, not well maintained	1
Total	**1**

Other

Average	1
Cole’s carpark no signs for enter and exit	1
Grass growing everywhere	1
Gutters	1
Narrow roads like Highpoint Cres	1
Narrow roads like Silver St	1
Not clean	1
Sharp turns	1
Slow	1
So many narrow roads	1
Uneven pavements in general	1
Total	**11**
Total	**95**

Grading of unsealed local roads

The grading of unsealed local roads was the 24th most important of the 34 included services and facilities, with an average importance of 8.8 out of 10.

Satisfaction with the grading of unsealed local roads declined notably, but not measurably this year, down four percent to 6.7 out of 10, although it remains a "good" level of satisfaction.

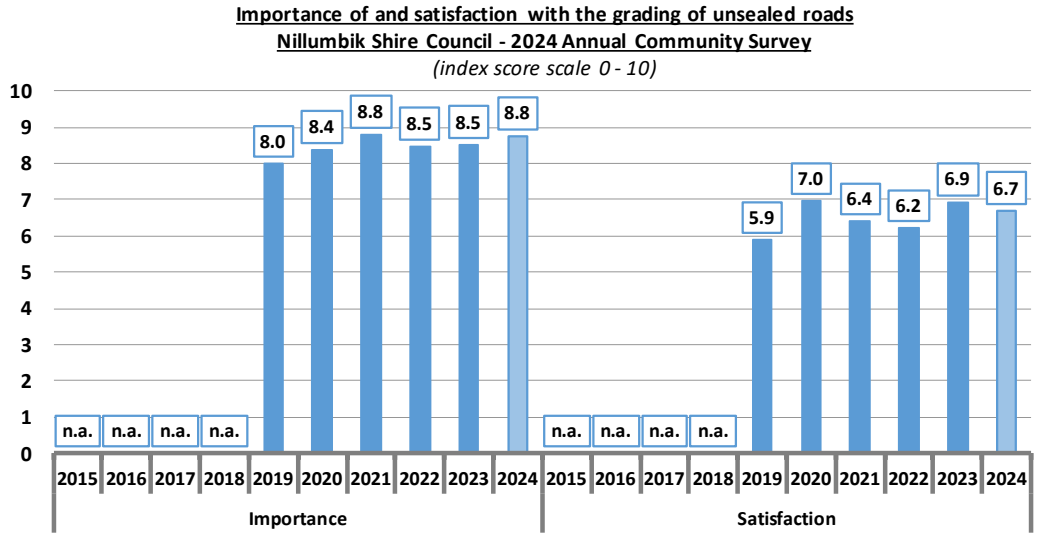
This result ranks the grading of unsealed local roads 32nd in terms of satisfaction this year, and one of seven that recorded a satisfaction score measurably lower than the average of all 34 (7.5).

Despite the notable decline in satisfaction recorded this year, this result remains marginally above the long-term average satisfaction since 2011 of 6.5 out of 10, or "good".

This result was comprised of 35% "very satisfied" and 11% dissatisfied respondents, based on a total sample of 454 of the 501 respondents who provided a satisfaction score this year.

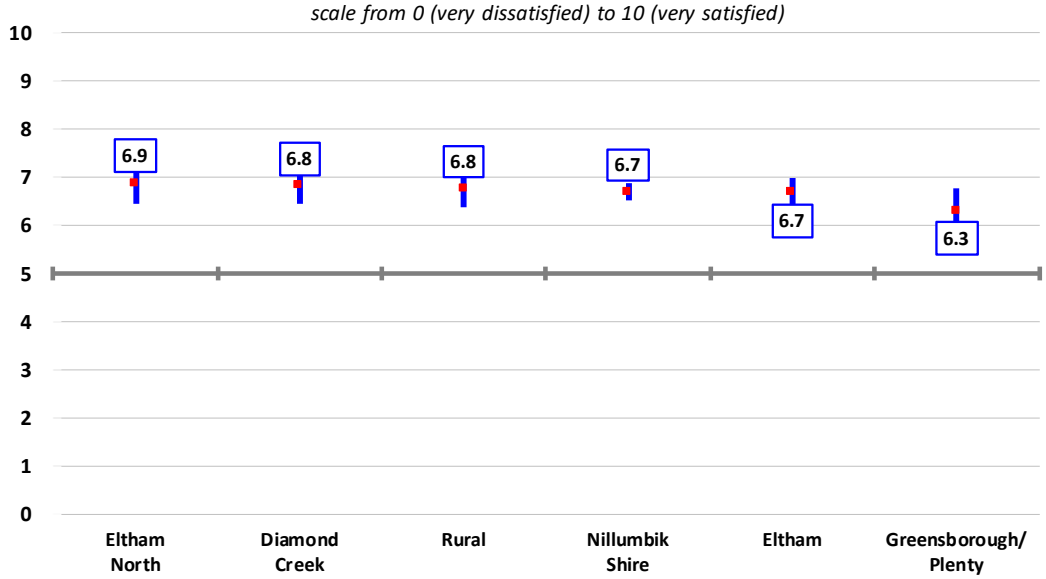
There was some variation in satisfaction observed by respondent profile, with younger adults (aged 18 to 34 years) measurably more satisfied, and older adults notably less satisfied than average.

By way of comparison, these facilities were not included in the 2024 *Governing Melbourne* survey and therefore no metropolitan-wide comparison result is published.



Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents from Greensborough / Plenty were somewhat less satisfied than average, and at "solid" rather than "good" levels.

Grading of unsealed roads by precinct
Nillumbik Shire Council - 2024 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



The following table outlines the 37 comments received from respondents who were "dissatisfied" with the grading of unsealed local roads.

Reasons for dissatisfaction with grading of unsealed local roads
Nillumbik Shire Council - 2024 Annual Community Survey
(Number of responses)

Response	*Number*
Lack of maintenance / not often enough / frequency	8
Council doesn't give priority to support grading of unsealed roads	2
Don't use it much	2
Edinburgh Rd not good enough / needs sealing	2
Flooding prevalent all over	2
Main Rd needs maintenance	2
Far too much dust flying	1
Flattens entrance of pathway so causes flooding	1
Footpaths not fixed regularly	1
Lot of potholes unwatched	1
Main Rd and surrounding areas need a lot of maintenance	1
Main Rd is in poor condition	1
Main Rd needs a lot of expanding	1
Messy, dirty, and unsafe like View Hill Cres	1
Never any cleaning or grading been done	1
Not enough support or cleaning done	1
Potholes everywhere and dangerous. It's been years	1
Potholes. Needs regular maintenance	1

Requires sealed roads	1
Roads have too many potholes	1
The Esplanade Rd has potholes	1
Unsealed roads not regularly graded or safe	1
Very irregular when they do them	1
Very narrow and dusty	1
Wattle Tree Rd is in poor condition	1
Total	**37**

Drains maintenance and repairs

Drains maintenance and repairs was the 9th most important of the 34 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with drains declined marginally, but not measurably this year, down one percent to 6.9 out of 10, which remains a "good" level of satisfaction.

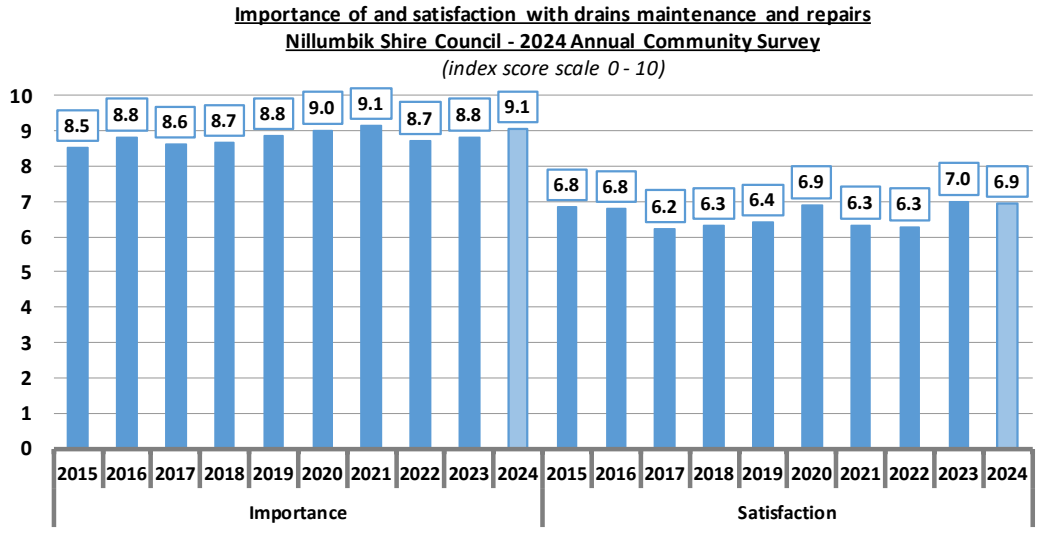
This result ranks drains maintenance and repairs 31st in terms of satisfaction this year, and one of seven that recorded a satisfaction score measurably lower than the average of all 34 (7.5).

Despite the notable decline in satisfaction recorded this year, this result remains notably above the long-term average satisfaction since 2011 of 6.6 out of 10, or "good".

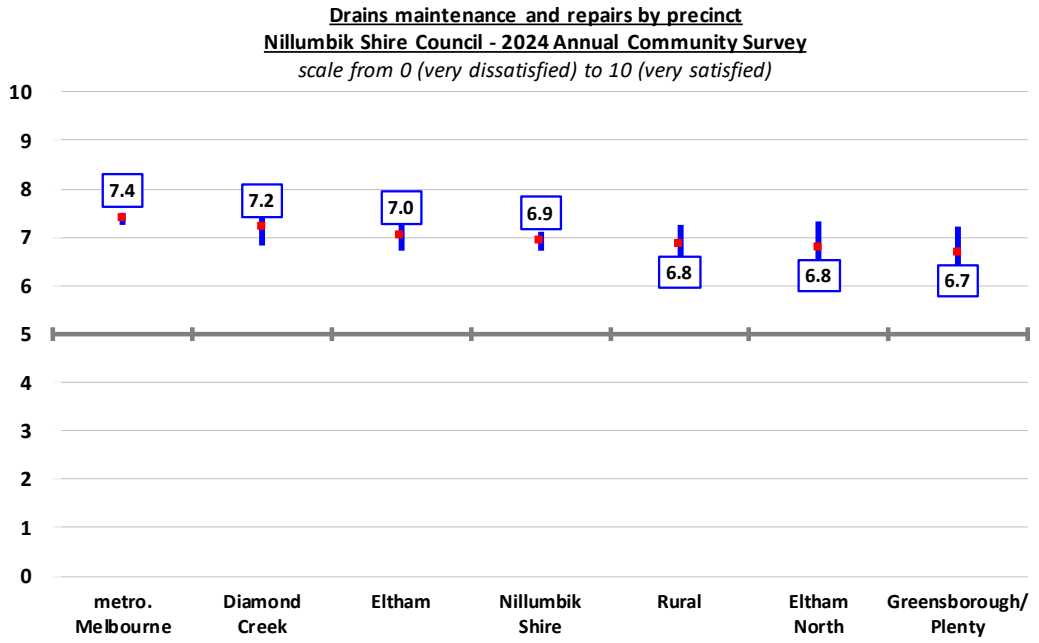
This result was comprised of 43% "very satisfied" and 10% dissatisfied respondents, based on a total sample of 471 of the 501 respondents who provided a satisfaction score this year.

There was some variation in satisfaction observed by respondent profile, with younger adults (aged 18 to 34 years) measurably more satisfied, and older adults notably less satisfied than average. Male respondents were notably more satisfied than female respondents, which is an unusual result.

By way of comparison, satisfaction with drains in Nillumbik Shire was measurably and significantly lower than the metropolitan Melbourne average satisfaction with the "drains maintenance and repair" of 7.4 out of 10 or "very good", as recorded in the 2024 *Governing Melbourne*.



There was no statistically significant variation in satisfaction with drains maintenance and repairs observed across the municipality, with respondents from all precincts rating satisfaction at "good" levels.



The following table outlines the 53 comments received from respondents "dissatisfied" with drains maintenance and repairs.

Reasons for dissatisfaction with drains maintenance and repairs
Nillumbik Shire Council - 2024 Annual Community Survey
(Number of responses)

Response	*Number*
Flooding / clogged drains	
Clogged drains around my area	5
Occasional flooding occurs	3
It gets flooded during winter / heavy rain	3
Lot of flooding	2
Diamond Creek Rd floods during rain	1
Drains get flooded at Wensley St	1
Driveway blocked from flooding	1
Eltham North dog park extreme poor drainage in the winter months	1
Flooding issues due to road	1
Flooding on dirt roads	1
Floods at Oval Road	1
Flooding issue on Corowa Cres	1
Garage has over flooded once	1
Get clogged because of the cover	1
Get clogged on Zig Zag Rd	1
Not clean	1
Not cleaned and cleared often enough e.g. Phipps Cres	1
Not cleaned and cleared often enough e.g. Chapman St	1
Storm water drain flooded at the front road (Meruka Dr) during recent rains	1
Suck out the pits more often	1
The roads are flooded on the Mangrove Oval area	1
They don't flush the drains near Challenger St	1
Total	**31**
Maintenance and repairs	
Not being maintained / repaired	7
Not enough maintenance occurring	2
Don't maintain drains in Challenger St	1
Drain maintenance never seen being checked	1
Drains around this Barriedale Ct not maintained properly, our neighbour's house got flooded recently	1
Not maintained well enough	1
Some drains in Highpoint Cres are dislocated	1
Total	**14**

Other	
Average	1
Don't have access to any drains around	1
Drains around this area are terrible	1
Drains in Main Street is terrible	1
Drains on Pioneer Rd is terrible	1
Drains on Yan Yean Rd is terrible	1
Improve the drains	1
No drains available	1
Total	**8**
Total	**53**

Street sweeping

Street sweeping was the 29th most important of the 34 included services and facilities, with an average importance of 8.7 out of 10.

Satisfaction with street sweeping increased somewhat, but not measurably this year, up two percent to 7.0 out of 10, which remains a "good" level of satisfaction.

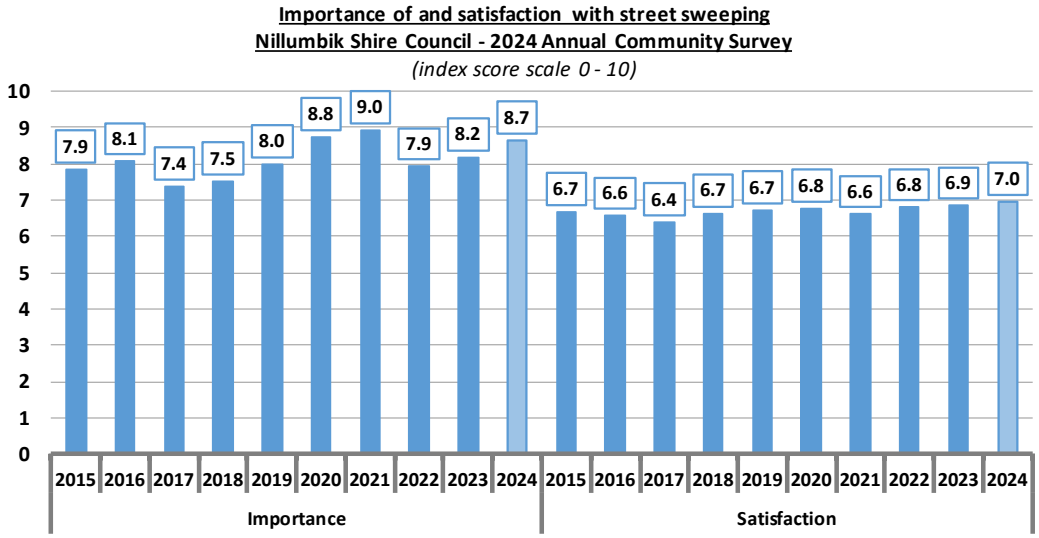
This result ranks street sweeping 30th in terms of satisfaction this year, and one of seven that recorded a satisfaction score measurably lower than the average of all 34 (7.5).

This result remains measurably above the long-term average satisfaction since 2011 of 6.6 out of 10, or "good".

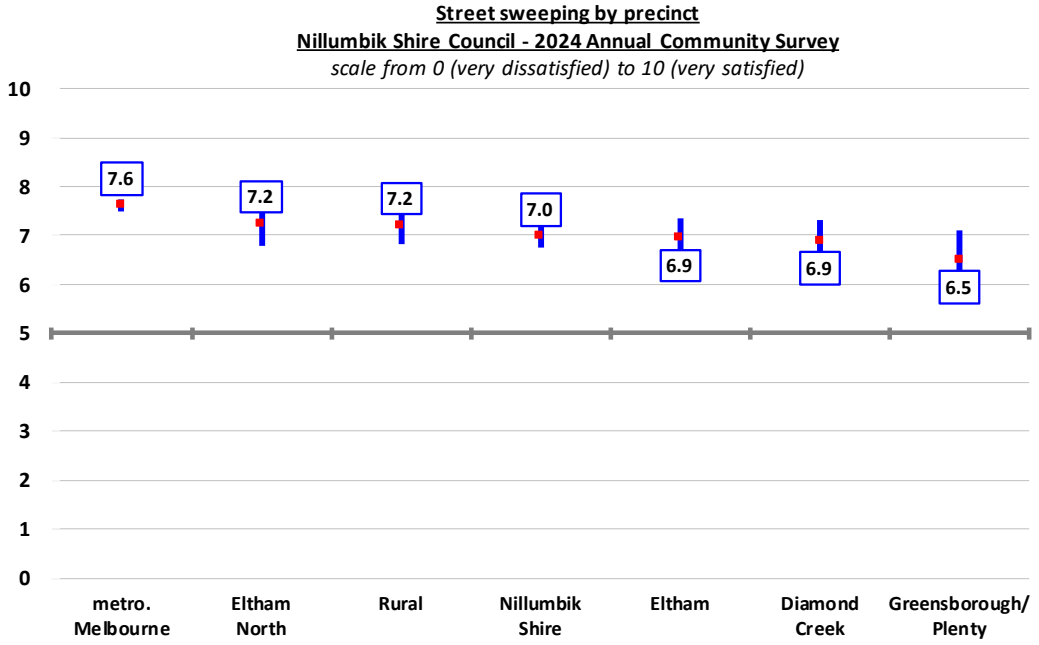
This result was comprised of 53% "very satisfied" and 13% dissatisfied respondents, based on a total sample of 449 of the 501 respondents who provided a satisfaction score this year.

There was some variation in satisfaction observed by respondent profile, with younger adults (aged 18 to 34 years) measurably more satisfied, and older adults notably less satisfied than average.

By way of comparison, satisfaction with street sweeping in Nillumbik Shire was measurably lower than the metropolitan Melbourne average satisfaction with the "street sweeping" of 7.6 out of 10, as recorded in the 2024 *Governing Melbourne*.



Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents from Greensborough / Plenty were somewhat less satisfied than average, although still at a "good" level of satisfaction.



Footpath maintenance and repairs

Footpath maintenance and repair was the 10th most important of the 34 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with footpaths declined marginally, but not measurably this year, down one percent to 7.0 out of 10, which remains a "good" level of satisfaction.

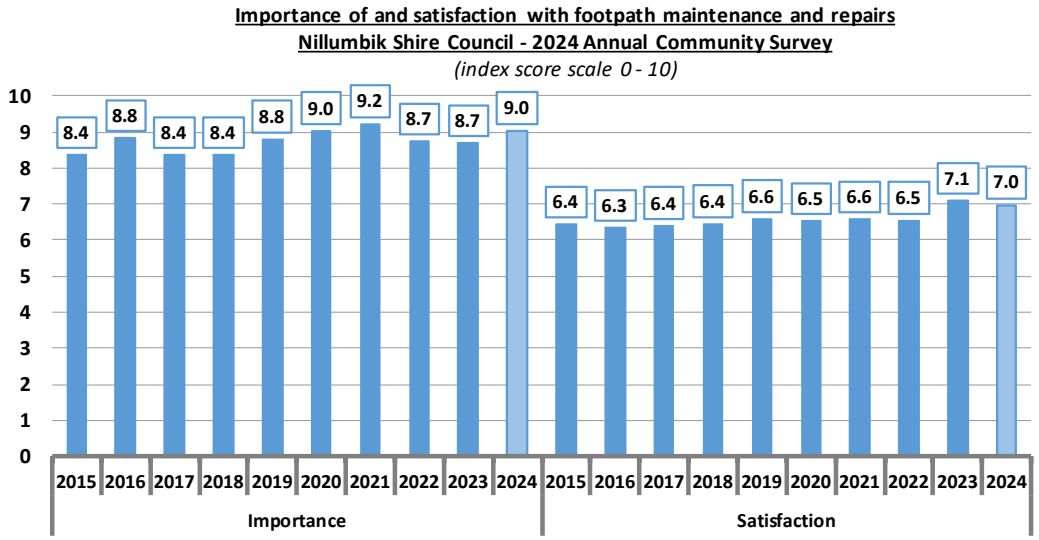
This result ranks footpaths 29th in terms of satisfaction this year, and one of seven that recorded a satisfaction score measurably lower than the average of all 34 (7.5).

This result remains measurably above the long-term average satisfaction since 2011 of 6.5 out of 10, or "good".

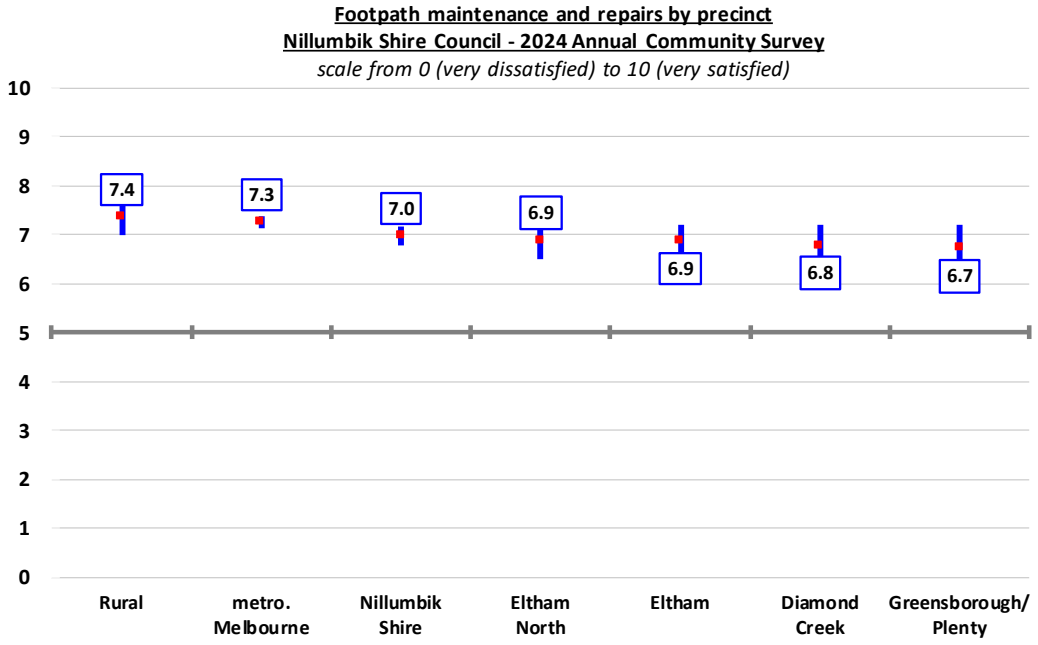
This result was comprised of 44% "very satisfied" and nine percent dissatisfied respondents, based on a total sample of 461 of the 501 respondents who provided a satisfaction score this year.

There was some variation in satisfaction observed by respondent profile, with younger adults (aged 18 to 34 years) measurably more satisfied, and older adults notably less satisfied than average.

By way of comparison, satisfaction with footpaths in Nillumbik Shire was notably lower than the metropolitan Melbourne average satisfaction with the "footpath maintenance and repair" of 7.3 out of 10, or "very good", as recorded in the 2024 *Governing Melbourne*.



Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents from the rural precinct were notably more satisfied than average, and at a "very good" rather than a "good" level of satisfaction.



The following table outlines the 47 comments received from respondents "dissatisfied" with footpath maintenance and repair. Most of these comments related to a lack of footpaths in the area, and the condition of footpaths including cracks, uneven, and similar comments.

Reasons for dissatisfaction with footpath maintenance and repairs
Nillumbik Shire Council - 2024 Annual Community Survey
(Number of responses)

Response	*Number*
Not enough footpaths	
No footpaths	6
No footpaths on Challenger St	2
No footpaths on Main Rd	2
Not enough footpaths around this area	2
Need a footpath near York St	1
No footpath on Felicia Rise	1
No footpath on Zig Zag Rd	1
The road of the bridge at Yarra and the Main Rd and the Wattle Tree Rd have footpaths on only one side of the road and it's difficult to cross the road	1
Total	**16**

Uneven, cracked, similar comments	
Irregular footpaths	2
Uneven footpaths on the roadside everywhere	2
Cracked footpath on Hartland Way, Eltham	1
Cracks and tripping hazards in Eltham	1
Cracks on Main Rd footpath	1
Dangerous, cracked open and lifted up (Meruka Dr)	1
Footpaths are cracked and uneven in Diamond Creek area	1
Footpaths at Fraser St are uneven and dirty	1
Many uneven footpaths in Eltham	1
Some of the footpaths along Main Road are uneven and needs maintenance	1
Too many bumps on footpaths, and not quickly fixed	1
Uneven footpaths on Helene St and not very well-done repairs	1
There is a hump on the road on Wensley St which makes people fall sometimes and not able to move the trolleys	1
Total	**15**

Maintenance and repair	
Footpaths on Hartland Way not maintained properly	1
Footpath at the main road needs repairing	1
Footpaths have not maintained at the Glen Park Rd	1
Footpaths have not maintained at the Main Rd	1
Footpaths never being fixed by Council	1
Never repaired footpath on Nillumbik Square St	1
Not maintained	1
Total	**7**

Litter / mud / dirty	
Footpaths not clean	1
Total	**1**

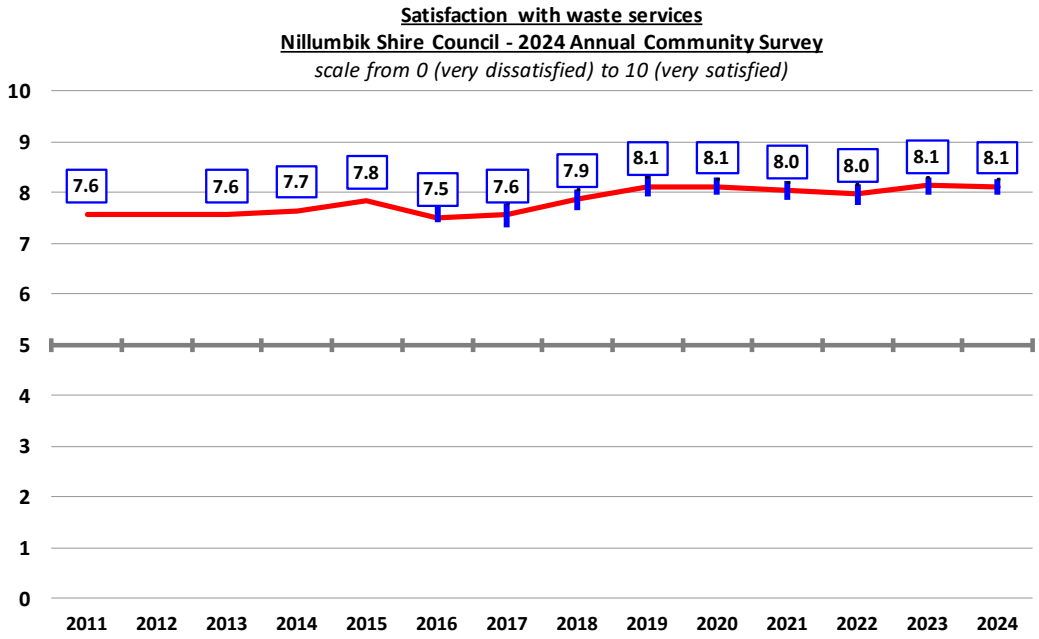
Other	
Can see dangerous footpaths around the area	1
Dumped trees and overhanging trees	1
Grass growing over	1
Greenage overgrown	1
Need improvement on Coolabah Dr	1
Needs to be improved in Highpoint Cres	1
No street sweeping	1
The footpaths in the Cockatiel Place Road does not have a friendly design for people with disabilities	1
Total	**8**
Total	**47**

Waste

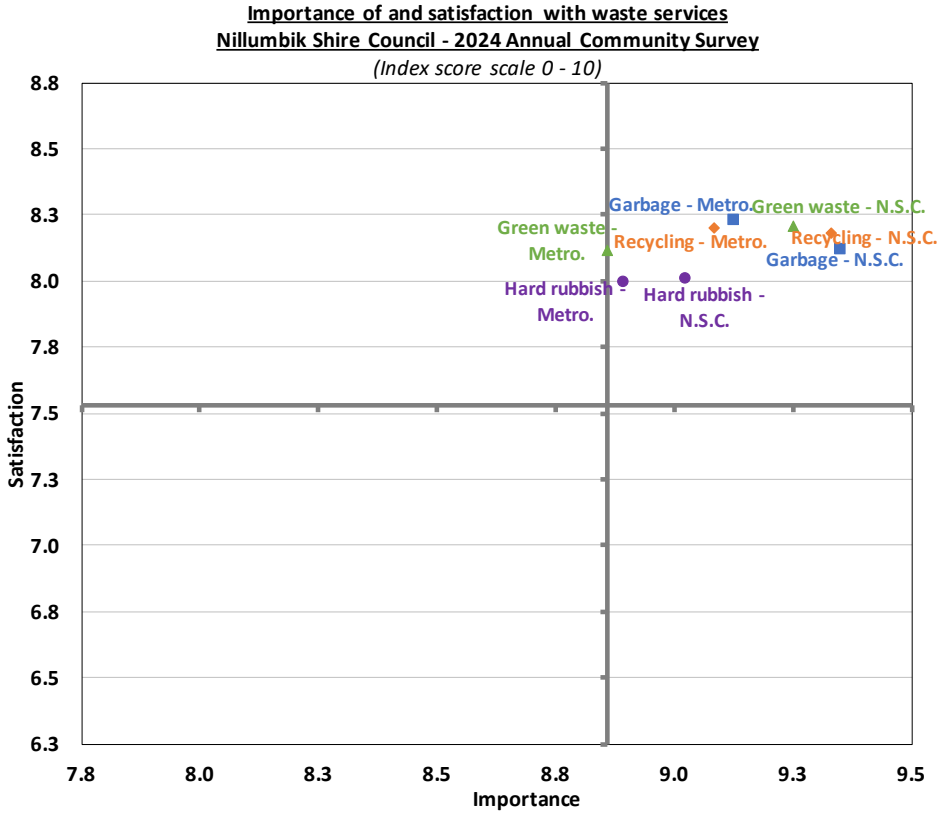
There were four waste services included in the survey again this year, including fortnightly kerbside garbage collection (which goes to landfill), fortnightly kerbside recycling collection, weekly kerbside green waste collection, and hard rubbish collection.

The average satisfaction with the four kerbside collection services remained stable this year at 8.1 out of 10, or an "excellent" level of satisfaction.

Metropolis Research notes that satisfaction with the waste services of Council has been recorded at "excellent" levels each year since 2017.



When compared to the metropolitan Melbourne results, as sourced from the 2024 *Governing Melbourne* research, it is noted that each of these four kerbside collection services were of a similar importance and received a similar satisfaction as the metropolitan Melbourne average.



Fortnightly kerbside garbage collection

The fortnightly kerbside garbage collection service was the most important of the 34 included services and facilities, with an average importance of 9.3 out of 10, and one of six that were measurably more important than the average of all 34 services and facilities (8.9).

Satisfaction with the kerbside garbage collection remained stable this year at 8.1 out of 10, which remains an "excellent" level of satisfaction.

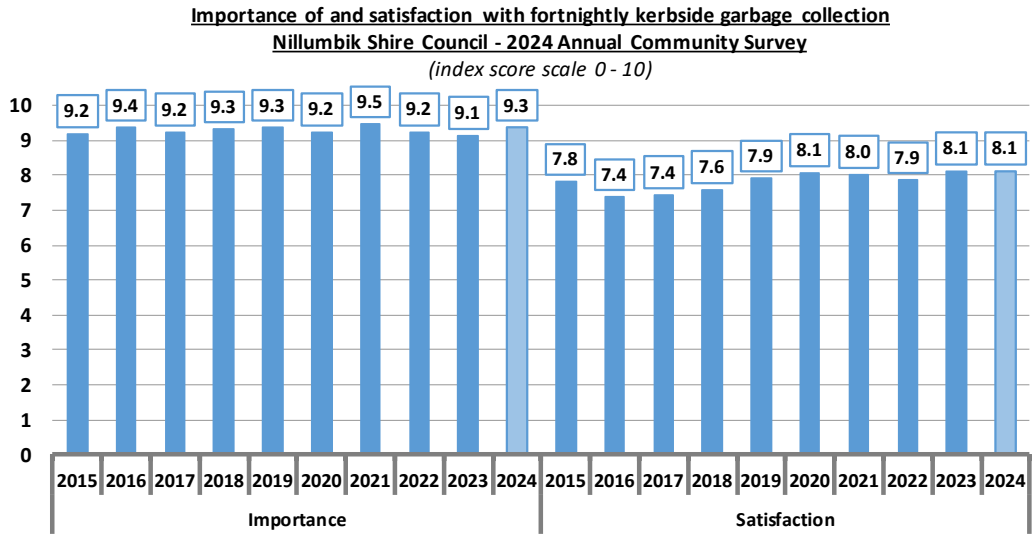
This result ranks the kerbside garbage collection 5th in terms of satisfaction this year, and one of eight that recorded a satisfaction score measurably higher than the average of all 34 (7.5).

This result remains somewhat above the long-term average satisfaction since 2011 of 7.9 out of 10, or "excellent".

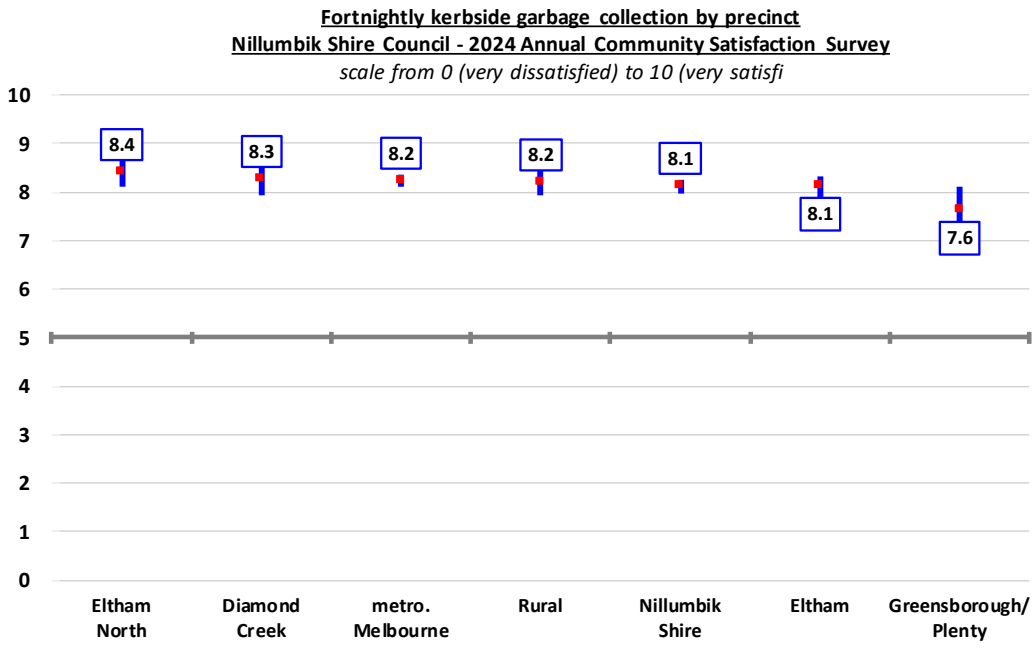
This result was comprised of 77% "very satisfied" and three percent dissatisfied respondents, based on a total sample of 494 of the 501 respondents who provided a satisfaction score.

There was some variation in satisfaction observed by respondent profile, with younger adults (aged 18 to 34 years) notably more satisfied than average.

By way of comparison, satisfaction with the kerbside garbage collection in Nillumbik Shire was marginally lower than the metropolitan Melbourne average satisfaction with the "regular garbage collection" of 8.2 out of 10, as recorded in the 2024 *Governing Melbourne*.



Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents from Greensborough / Plenty were notably less satisfied than average, and at a "very good" rather than "excellent" level of satisfaction.



The following table outlines the 21 comments received from respondents "dissatisfied" with the kerbside garbage collection service.

Reasons for dissatisfaction with fortnightly kerbside garbage collection
Nillumbik Shire Council - 2024 Annual Community Survey
(Number of responses)

Response	*Number*
Needs to be collected weekly	6
Not being picked up regularly	3
Red bin gets missed	3
Average	1
Fortnightly	1
Leave the bins lying on the road	1
Need the extra sustainability bin	1
Needs to be changed to weekly as there is too much rubbish	1
Not enough, need red and yellow picked up every week	1
Red bin should be emptied weekly and paying bills isn't fair	1
The fish and chips shop near my house at the main road dumps the garbage on road	1
Too small to use	1
Total	**21**

Fortnightly kerbside recycling collection

The fortnightly kerbside recycling collection service was the 2nd most important of the 34 included services and facilities, with an average importance of 9.3 out of 10, and one of six that were measurably more important than the average of all 34 services and facilities (8.9).

Satisfaction with the kerbside recycling collection declined marginally this year, down one percent to 8.2 out of 10, which remains an "excellent" level of satisfaction.

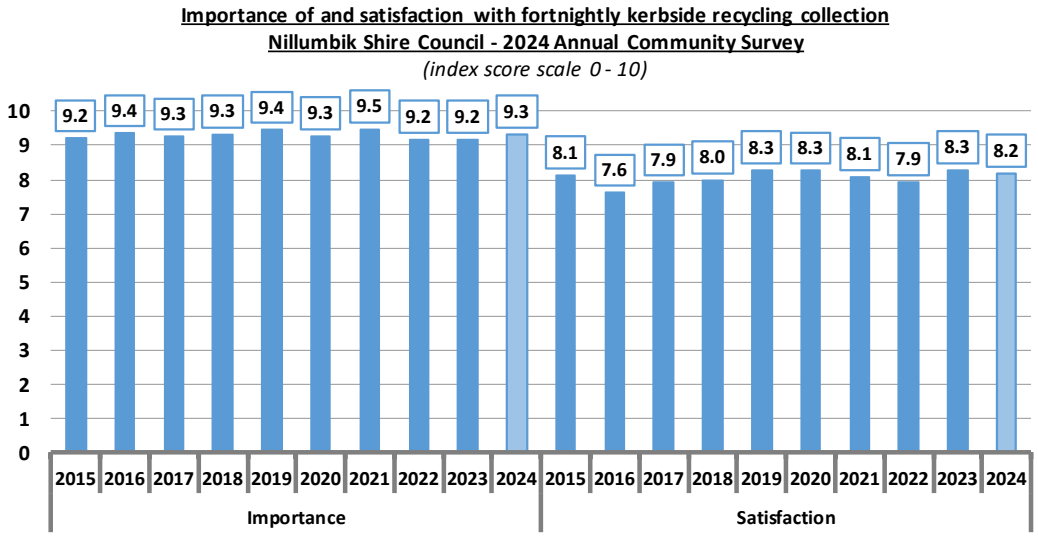
This result ranks the kerbside recycling collection 4th in terms of satisfaction this year, and one of eight that recorded a satisfaction score measurably higher than the average of all 34 (7.5).

This result remains somewhat above the long-term average satisfaction since 2011 of 8.0 out of 10, or "excellent".

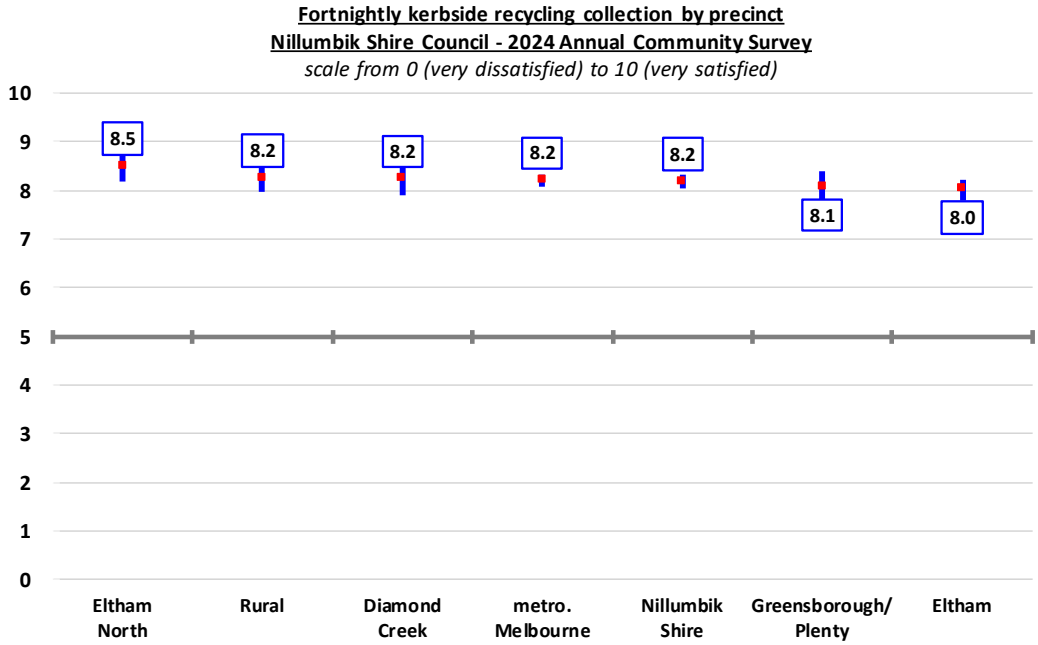
This result was comprised of 77% "very satisfied" and three percent dissatisfied respondents, based on a total sample of 493 of the 501 respondents who provided a satisfaction score.

There was some variation in satisfaction observed by respondent profile, with younger adults (aged 18 to 34 years) somewhat more satisfied than average, and male respondents notably more satisfied than female respondents.

By way of comparison, satisfaction with the kerbside recycling collection in Nillumbik Shire was identical to the metropolitan Melbourne average satisfaction with the "regular recycling collection" of 8.2 out of 10, as recorded in the 2024 *Governing Melbourne*.



There was no meaningful variation in satisfaction with the kerbside recycling collection observed across the municipality, with respondents from all precincts rating satisfaction at "excellent" levels of satisfaction.



The following table outlines the four comments received from respondents "dissatisfied" with the kerbside recycling collection.

Reasons for dissatisfaction with fortnightly kerbside recycling collection
Nillumbik Shire Council - 2024 Annual Community Survey
(Number of responses)

Response	*Number*
Frequency should be weekly	7
Concerned about whether they recycle properly	5
Not collected enough / too infrequent	3
Need bigger bins	2
It all goes to the general waste	1
Total	**18**

Weekly kerbside green waste collection

The weekly kerbside green waste collection service was the 3rd most important of the 34 included services and facilities, with an average importance of 9.3 out of 10, and one of six that were measurably more important than the average of all 34 services and facilities (8.9).

Satisfaction with the kerbside green waste collection declined marginally this year, down one percent to 8.2 out of 10, which remains an "excellent" level of satisfaction.

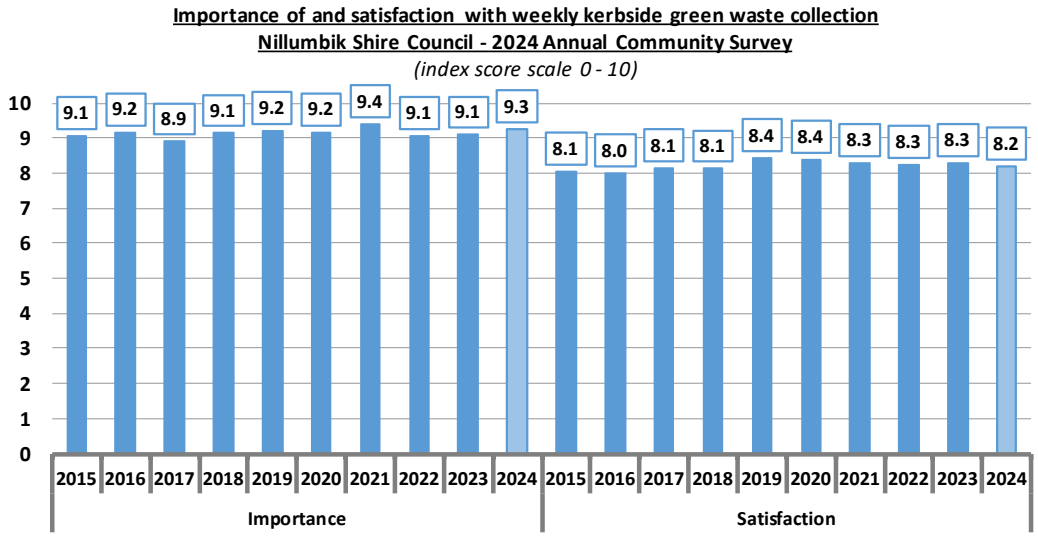
This result ranks the kerbside green waste collection 3rd in terms of satisfaction this year, and one of eight that recorded a satisfaction score measurably higher than the average of all 34 (7.5).

This result remains marginally above the long-term average satisfaction since 2011 of 8.1 out of 10, or "excellent".

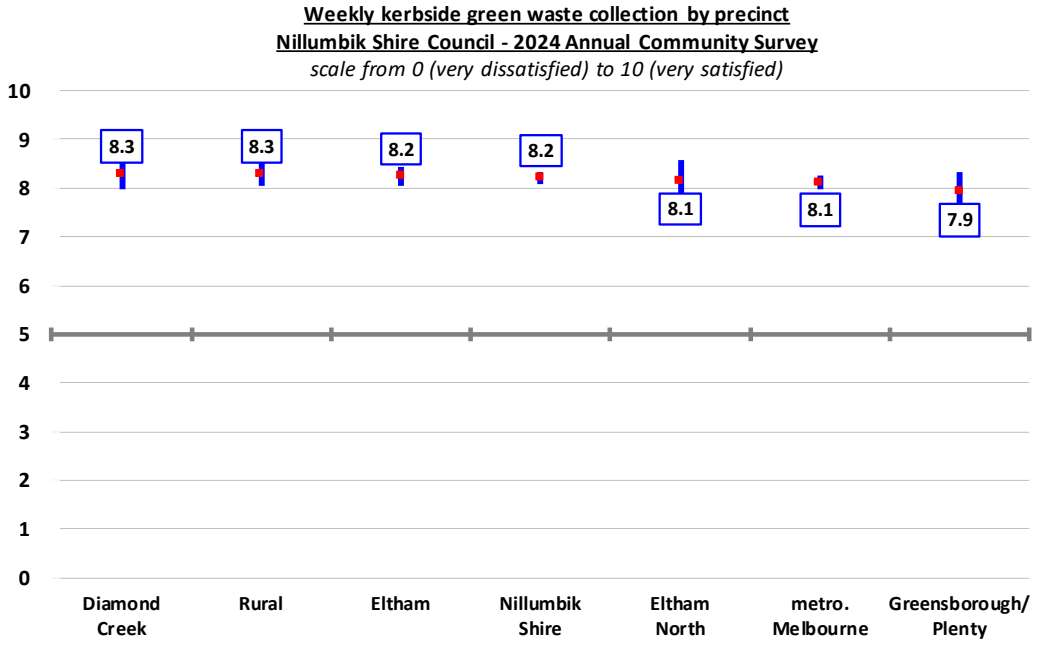
This result was comprised of 79% "very satisfied" and three percent dissatisfied respondents, based on a total sample of 480 of the 501 respondents who provided a satisfaction score.

There was some variation in satisfaction observed by respondent profile, with younger adults (aged 18 to 34 years) somewhat more satisfied than average, and male respondents notably more satisfied than female respondents.

By way of comparison, satisfaction with the kerbside green waste collection in Nillumbik Shire was marginally higher than the metropolitan Melbourne average satisfaction with the "green waste collection" of 8.1 out of 10, as recorded in the 2024 *Governing Melbourne*.



There was no meaningful variation in satisfaction with the kerbside green waste collection observed across the municipality, with respondents from all precincts rating satisfaction at "excellent" levels of satisfaction.



The following table outlines the 11 comments received from respondents "dissatisfied" with the kerbside green waste collection.

Reasons for dissatisfaction with weekly kerbside green waste collection
Nillumbik Shire Council - 2024 Annual Community Survey
(Number of responses)

Response	*Number*
Need it here don't have one at the moment	2
Unnecessary / barely use it	2
Frequency should be fortnightly, no need	1
Frequency should be weekly	1
Infrequent and not punctual	1
Need bigger bins	1
Need regular maintenance	1
Not large enough for our family	1
The price they charge for it, no value for money	1
Total	**11**

Hard rubbish collection

The hard rubbish collection service was the 11th most important of the 34 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with the hard rubbish collection increased somewhat, but not measurably this year, up two percent to 8.0 out of 10, which remains an "excellent" level of satisfaction.

This result ranks the hard rubbish collection 8th in terms of satisfaction this year, and one of eight that recorded a satisfaction score measurably higher than the average of all 34 (7.5).

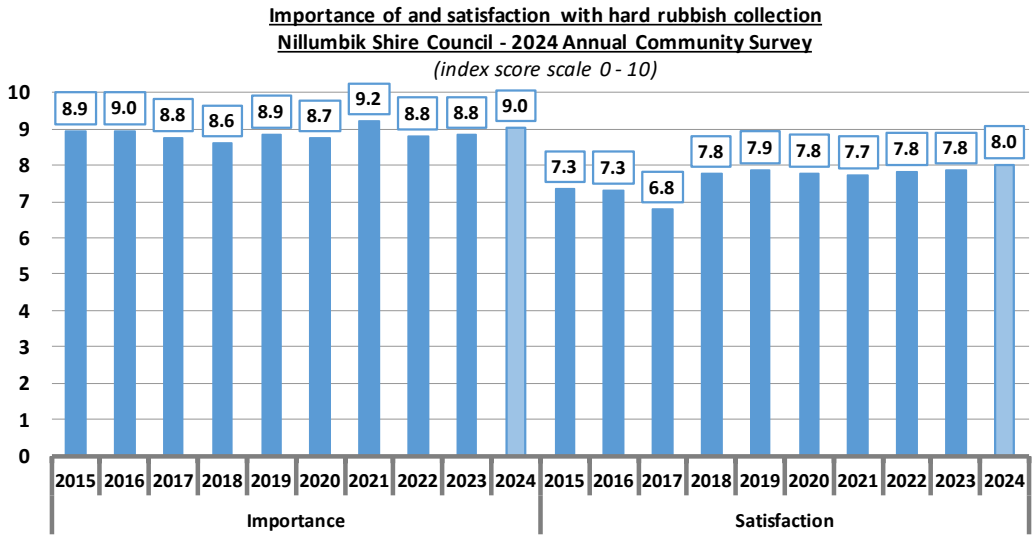
This result remains measurably and significantly above the long-term average satisfaction since 2011 of 7.4 out of 10, or "very good".

This was the highest Nillumbik satisfaction score for hard rubbish collection recorded since 2011.

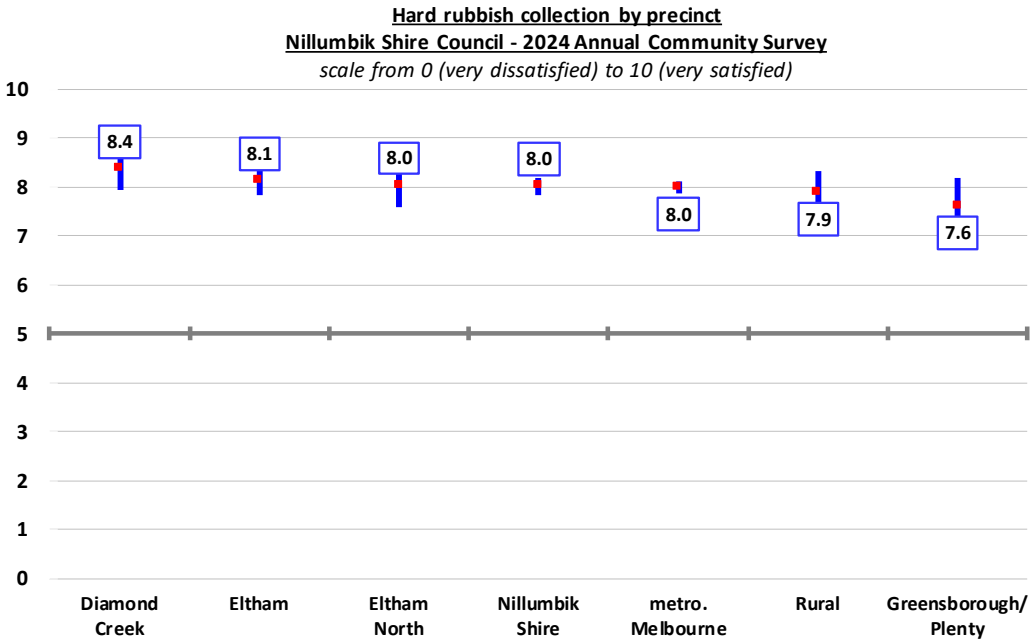
This result was comprised of 73% "very satisfied" and four percent dissatisfied respondents, based on a total sample of 268 of the 268 respondents (53%) from households who had used these services in the last 12 months.

There was some variation in satisfaction observed by respondent profile, with younger adults (aged 18 to 34 years) somewhat more satisfied than average.

By way of comparison, satisfaction with the hard rubbish collection in Nillumbik Shire was identical to the metropolitan Melbourne average satisfaction with the "hard rubbish collection" of 8.0 out of 10, as recorded in the 2024 *Governing Melbourne*.



Whilst there was no statistically significant variation in satisfaction with the hard rubbish collection observed across the municipality, it is noted that respondents from Greensborough / Plenty were notably less satisfied than average, and at a "very good" rather than an "excellent" level of satisfaction.



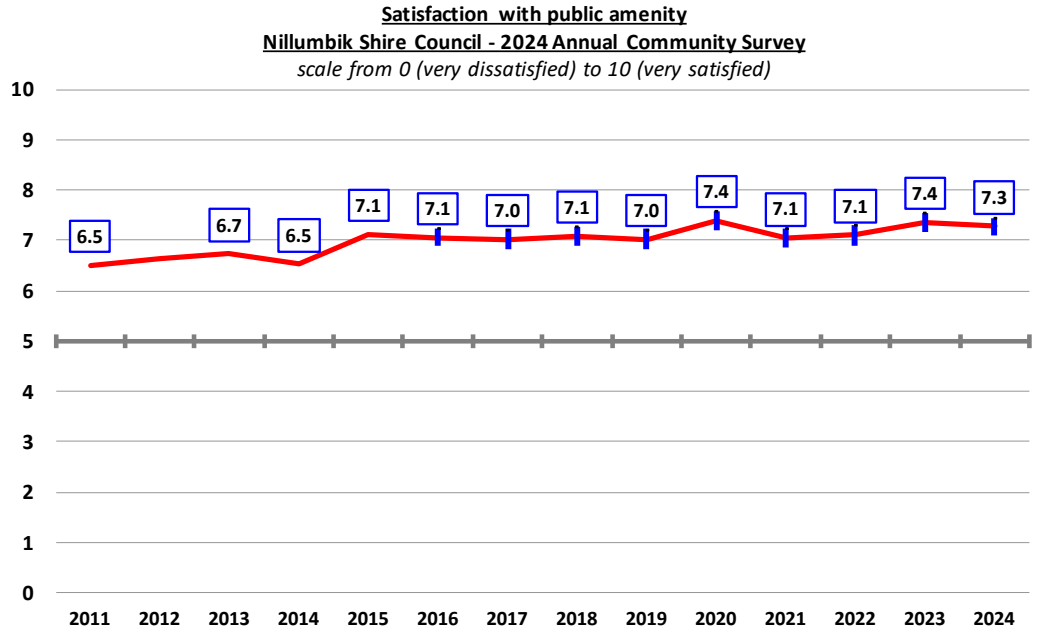
Public amenity

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, litter collection in public areas, the maintenance and cleaning of strip shopping centres, street trees, and public toilets.

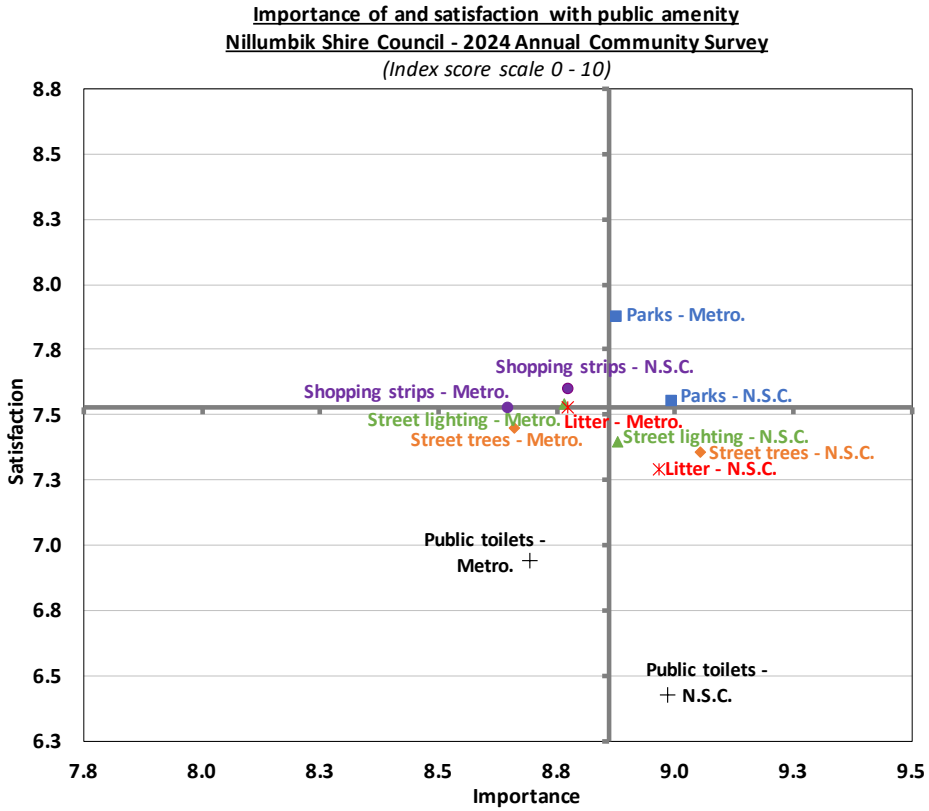
The average satisfaction with these six services and facilities declined marginally this year, down one percent to 7.3 out of 10, although it remains at a "very good" level.

Metropolis Research notes that satisfaction with the public amenity services and facilities has remained relatively stable around the long-term average satisfaction since 2011 of 7.0 out of 10.



When compared to the metropolitan Melbourne results, as sourced from the 2024 *Governing Melbourne* research, it is noted that each of these five public amenity services and facilities were of a slightly higher importance but received lower satisfaction than the metropolitan Melbourne average.

This was most evident in relation to public toilets, with which satisfaction was six percent lower in the Nillumbik Shire this year than the metropolitan Melbourne average (6.4 compared to 6.9.



Provision and maintenance of parks, gardens, and reserves

The provision and maintenance of parks, gardens, and reserves was the 12th most important of the 34 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with the parks, gardens, and reserves increased marginally this year, up one percent to 7.6 out of 10, which remains a "very good" level of satisfaction.

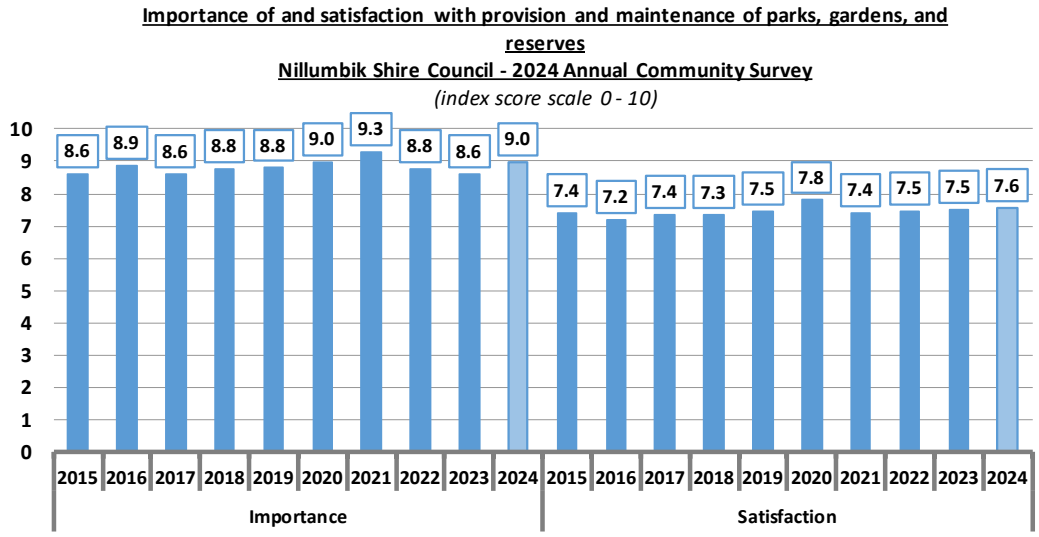
This result ranks parks, gardens, and reserves 17th in terms of satisfaction this year.

This result remains notably above the long-term average satisfaction since 2011 of 7.3 out of 10, or "very good".

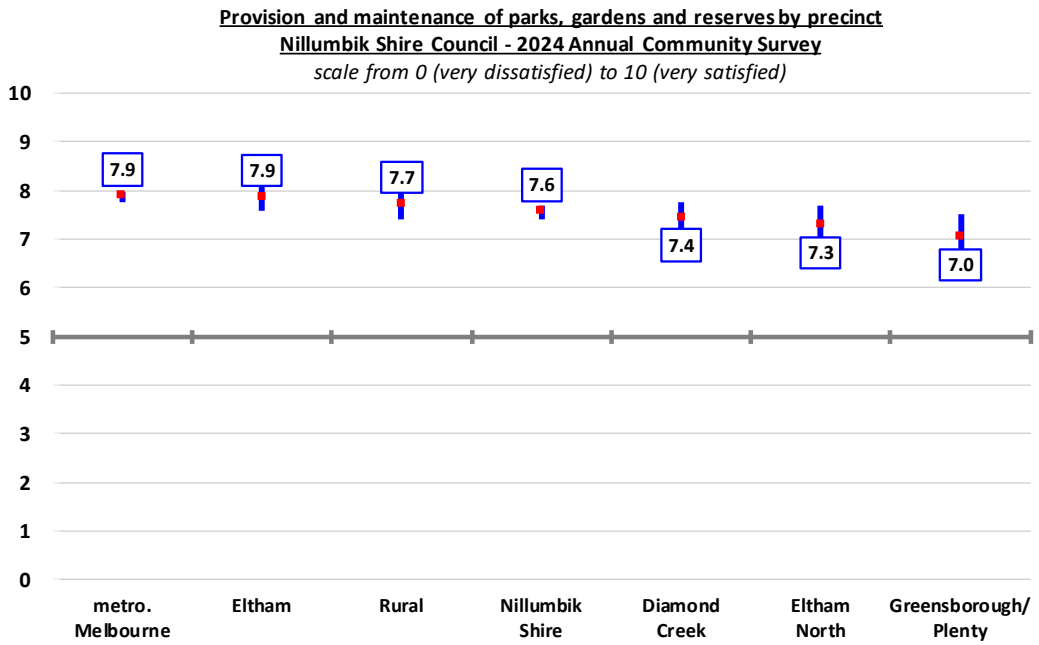
This result was comprised of 60% "very satisfied" and six percent dissatisfied respondents, based on a total sample of 483 of the 501 respondents who provided a satisfaction score this year.

There was some variation in satisfaction observed by respondent profile, with younger adults (aged 18 to 34 years) measurably more satisfied than average.

By way of comparison, satisfaction with the parks, gardens, and reserves in Nillumbik Shire was measurably lower than the metropolitan Melbourne average satisfaction with the "the provision and maintenance of parks, gardens, and open spaces" of 7.9 out of 10, or "excellent", as recorded in the 2024 *Governing Melbourne*.



Whilst there was no statistically significant variation in satisfaction with parks, gardens, and reserves observed across the municipality, it is noted that respondents from Eltham were somewhat more satisfied than average and at an "excellent" level, and respondents from Greensborough / Plenty were notably less satisfied than average, and at a "good" level.



Provision and maintenance of street trees

The provision and maintenance of street trees was the 8th most important of the 34 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with street trees increased marginally this year, up one percent to 7.4 out of 10, which remains a "very good" level of satisfaction.

This result ranks street trees 22nd in terms of satisfaction this year.

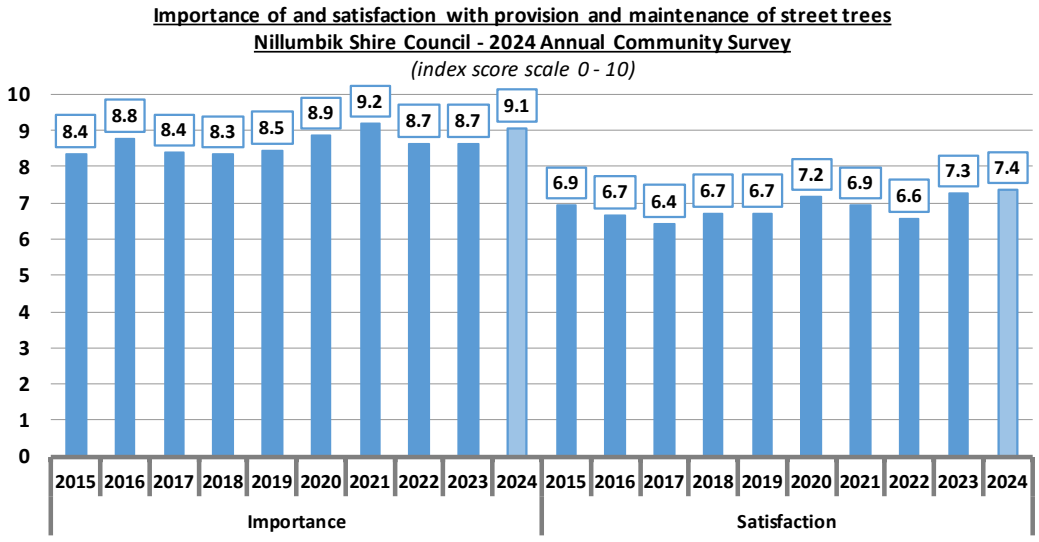
This result remains measurably above the long-term average satisfaction since 2011 of 6.7 out of 10, or "good".

This was the highest satisfaction score for street trees observed since the survey program commenced in 2011.

This result was comprised of 54% "very satisfied" and seven percent dissatisfied respondents, based on a total sample of 482 of the 501 respondents who provided a satisfaction score this year.

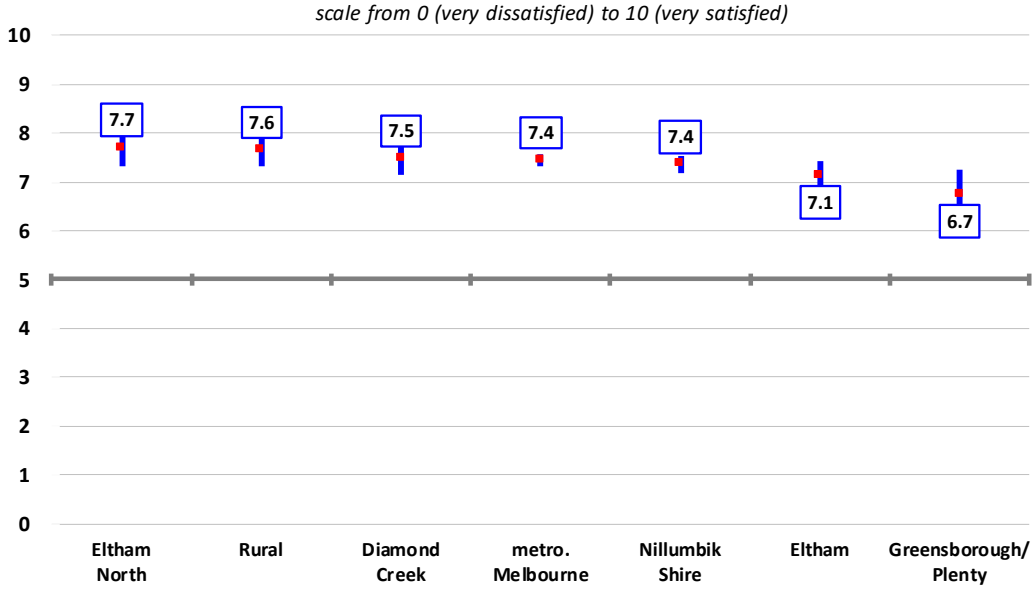
There was some variation in satisfaction observed by respondent profile, with younger adults (aged 18 to 34 years) measurably more satisfied than average, and older adults (aged 60 years and over) somewhat less satisfied.

By way of comparison, satisfaction with street trees in Nillumbik Shire was identical to the metropolitan Melbourne average satisfaction with the "the provision and maintenance of street trees" of 7.4 out of 10, as recorded in the 2024 *Governing Melbourne*.



There was notable and measurable variation in satisfaction with street trees observed across the municipality, with respondents from Eltham North notably more satisfied than average, and respondents from Greensborough / Plenty measurably less satisfied than average, and at a "good" rather than a "very good" level of satisfaction.

Provision and maintenance of street trees by precinct
Nillumbik Shire Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



The following table outlines the 33 comments received from respondents "dissatisfied" with the provision and maintenance of street trees. The majority of these comments were related to a perceived lack of maintenance of street trees.

Reasons for dissatisfaction with provision and maintenance of street trees
Nillumbik Shire Council - 2024 Annual Community Survey
(Number of responses)

Response	*Number*
Maintenance issues	
Lack of maintenance	3
Annually fix or biannual fixing needs more	1
Branches overgrown	1
Broken branches not collected	1
Dangerous tree branches in Meruka Park particularly	1
Doesn't get hedge trimming	1
Leaves are falling and not well maintained in Main Rd	1
Never seen any trees trimmed and occasionally see branches fallen down and not cleared	1

Not enough road slide slashing being done and overgrowth	1
Not too much work being done	1
Should be fortnightly	1
Street trees never being trimmed properly or unchecked	1
The branches of the trees are falling out need to chop it off	1
There are many overgrown trees around	1
They continue to let the trees right up to the edge of the roads. They aren't maintained	1
They never maintained the trees (Meruka Dr)	1
Trees on Main Rd to be maintained	1
Total	**19**

Negative impact of trees

Overgrown over residence	1
The trees are too large on Batman Rd, and they cause a safety hazard	1
Too large for the area and ruins footpaths	1
Trees are very dangerous, and they do nothing generally	1
Total	**4**

No trees / insufficient number

Plant more and maintain them	1
There could be some more	1
It's too large and is coming into my house	1
Total	**3**

Type of trees

Not the appropriate species and does not look good	1
Selection of trees very bad	1
They plant big trees which are not important on nature strips	1
Total	**3**

Other comments

Trim the bushes / hedge	2
Nice tree cut down with lack of notification	1
Some streets are not managed well	1
Total	**4**
Total	**33**

Provision and maintenance of street lighting

The provision and maintenance of street lighting was the 19th most important of the 34 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with street lighting declined notably this year, down four percent to 7.4 out of 10, although it remains a "very good" level of satisfaction.

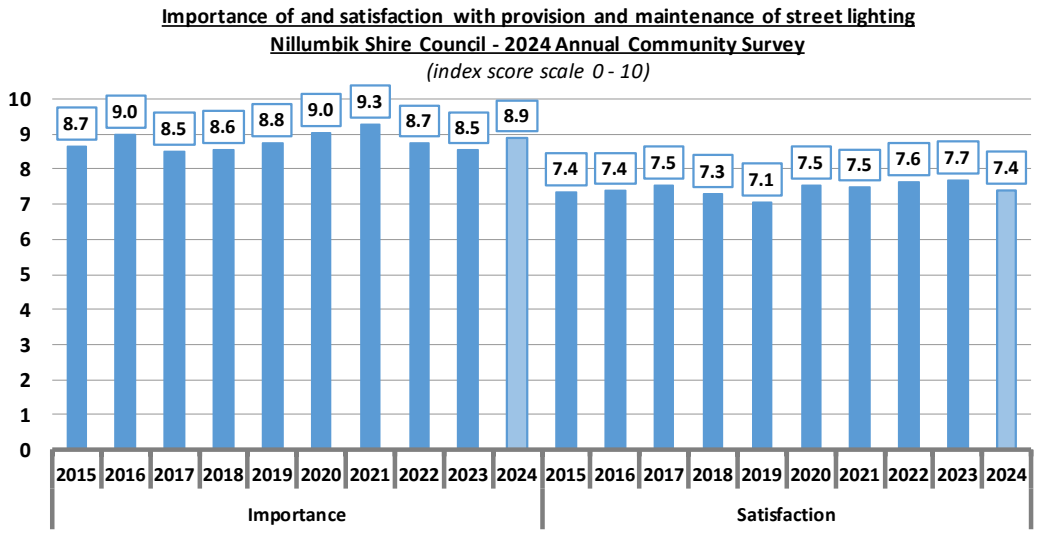
This result ranks street lighting 20th in terms of satisfaction this year.

Despite the notable decline this year, this result remains marginally above the long-term average satisfaction since 2011 of 7.3 out of 10, or "very good".

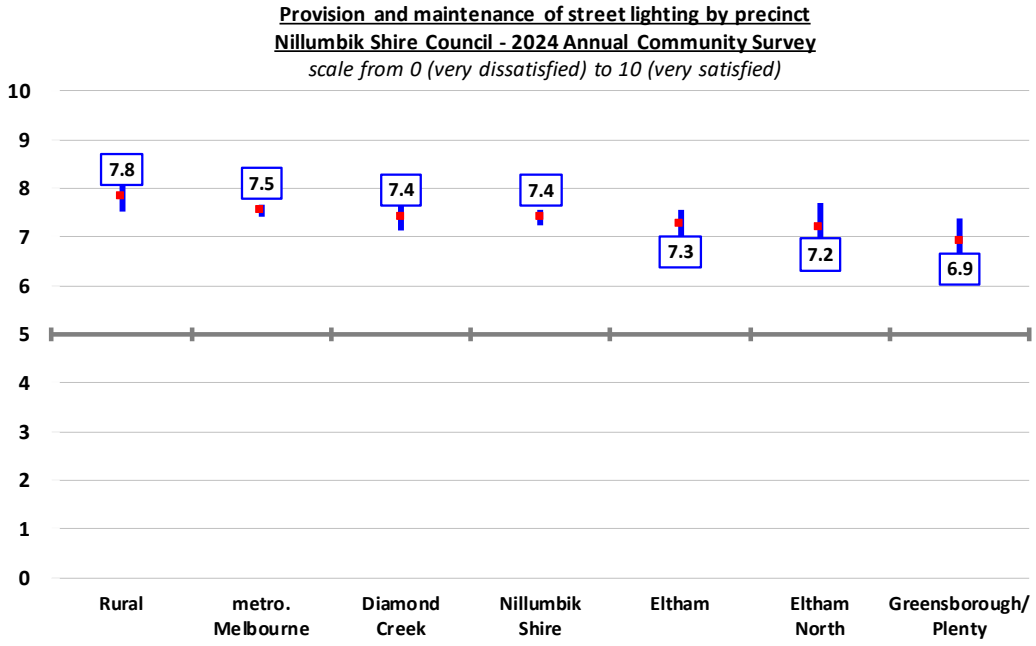
This result was comprised of 55% "very satisfied" and six percent dissatisfied respondents, based on a total sample of 474 of the 501 respondents who provided a satisfaction score this year.

There was some variation in satisfaction observed by respondent profile, with older adults (aged 60 years and over) somewhat less satisfied than average, and female respondents somewhat more satisfied than male respondents.

By way of comparison, satisfaction with street lighting in Nillumbik Shire was marginally lower than the metropolitan Melbourne average satisfaction with the "the provision and maintenance of street lighting" of 7.5 out of 10, as recorded in the 2024 *Governing Melbourne*.



Whilst there was no statistically significant variation in satisfaction with street lighting observed across the municipality, it is noted that respondents from the rural precinct were somewhat more satisfied than average and at an "excellent" level, and respondents from Greensborough / Plenty were notably less satisfied than average, and at a "good" level.



Litter collection in public areas

Litter collection in public areas was the 15th most important of the 34 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with litter collection in public areas declined marginally this year, down one percent to 7.3 out of 10, although it remains a "very good" level of satisfaction.

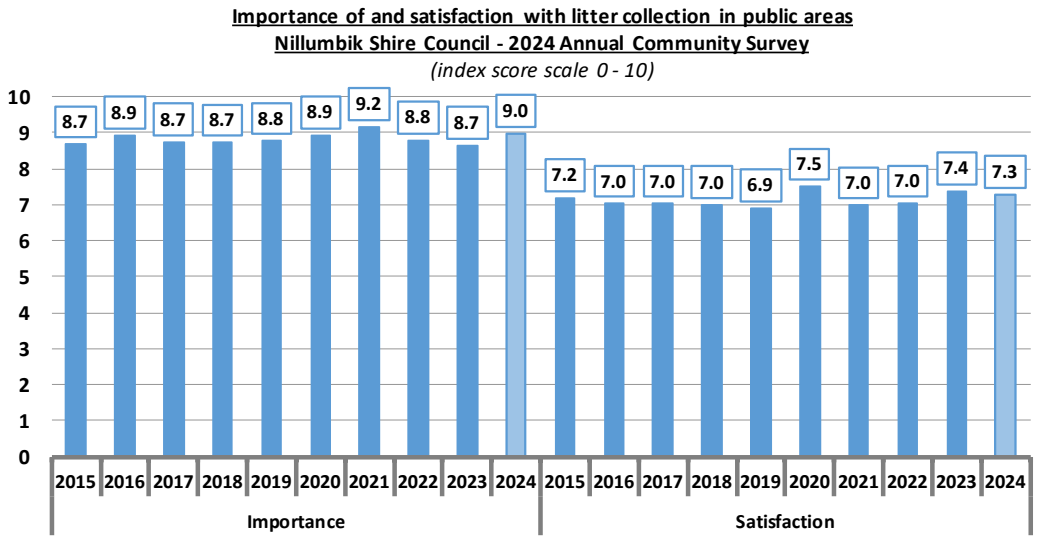
This result ranks litter collection in public areas 23rd in terms of satisfaction this year.

This result remains notably above the long-term average satisfaction since 2011 of 7.0 out of 10, or "good".

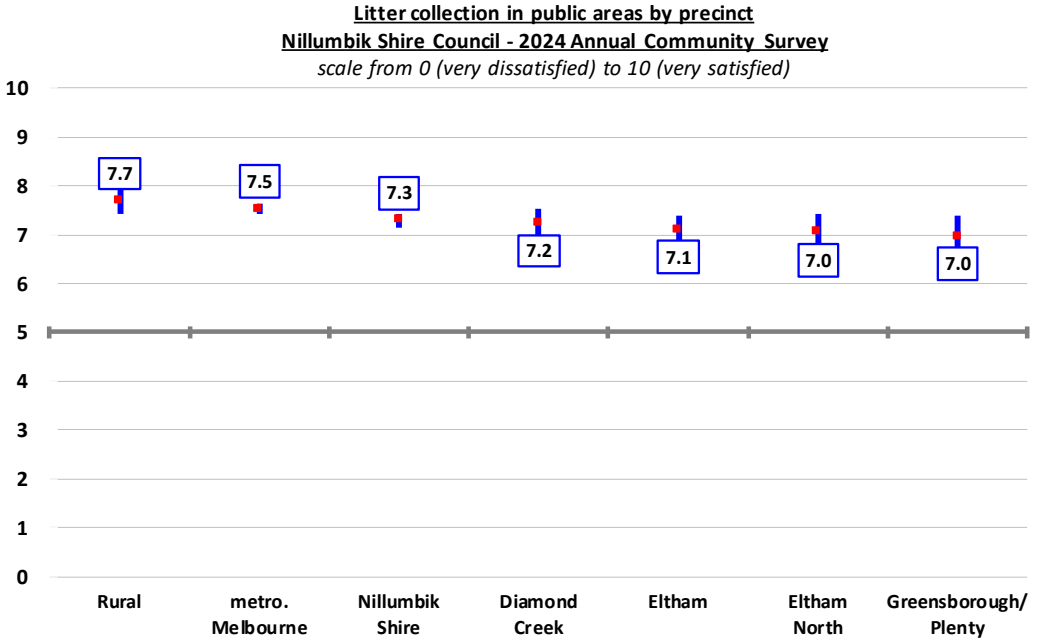
This result was comprised of 48% "very satisfied" and five percent dissatisfied respondents, based on a total sample of 480 of the 501 respondents who provided a satisfaction score this year.

There was no meaningful variation in satisfaction with litter collection observed by respondent profile including age structure and gender.

By way of comparison, satisfaction with litter collection in Nillumbik Shire was somewhat lower than the metropolitan Melbourne average satisfaction with the "litter collection in public areas" of 7.5 out of 10, as recorded in the 2024 *Governing Melbourne*.



There was statistically significant variation in satisfaction with litter collection in public areas observed across the municipality, with respondents from the rural precinct measurably more satisfied than average.



Maintenance and cleaning of shopping strips

The maintenance and cleaning of shopping strips was the 23rd most important of the 34 included services and facilities, with an average importance of 8.8 out of 10.

Satisfaction with these services increased marginally this year, up one percent to 7.6 out of 10, although it remains a "very good" level of satisfaction.

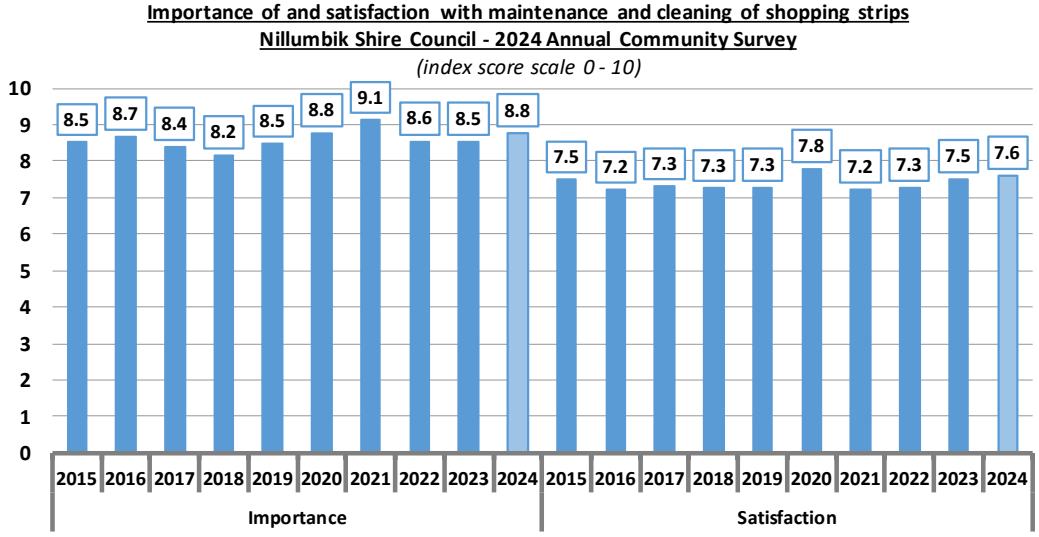
This result ranks the maintenance and cleaning of shopping strips 16th in terms of satisfaction this year.

This result was somewhat above the long-term average satisfaction since 2011 of 7.3 out of 10, or "very good".

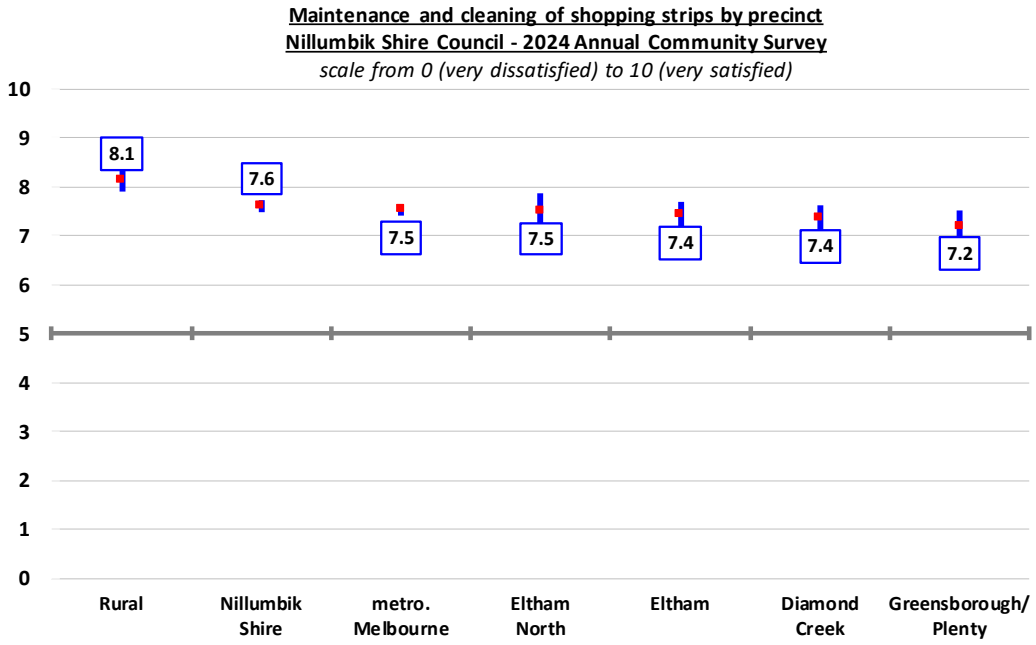
This result was comprised of 57% "very satisfied" and two percent dissatisfied respondents, based on a total sample of 476 of the 501 respondents who provided a satisfaction score this year.

There was some variation in satisfaction observed by respondent profile, with younger adults (aged 18 to 34 years) notably more satisfied than average.

By way of comparison, satisfaction with these services in Nillumbik Shire was marginally higher than the metropolitan Melbourne average satisfaction with the "the maintenance and cleaning of shopping strips" of 7.5 out of 10, as recorded in the 2024 *Governing Melbourne*.



There was statistically significant variation in satisfaction with the maintenance and cleaning of shopping strips observed across the municipality. Rural precinct respondents were measurably more satisfied than average and at an "excellent" level, whilst respondents from Greensborough / Plenty were measurably less satisfied than average, and at a "good" level.



Public toilets

Public toilets were the 13th most important of the 34 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with public toilets declined measurably this year, down five percent to 6.4 out of 10, which was a "solid", down from a "good" level of satisfaction.

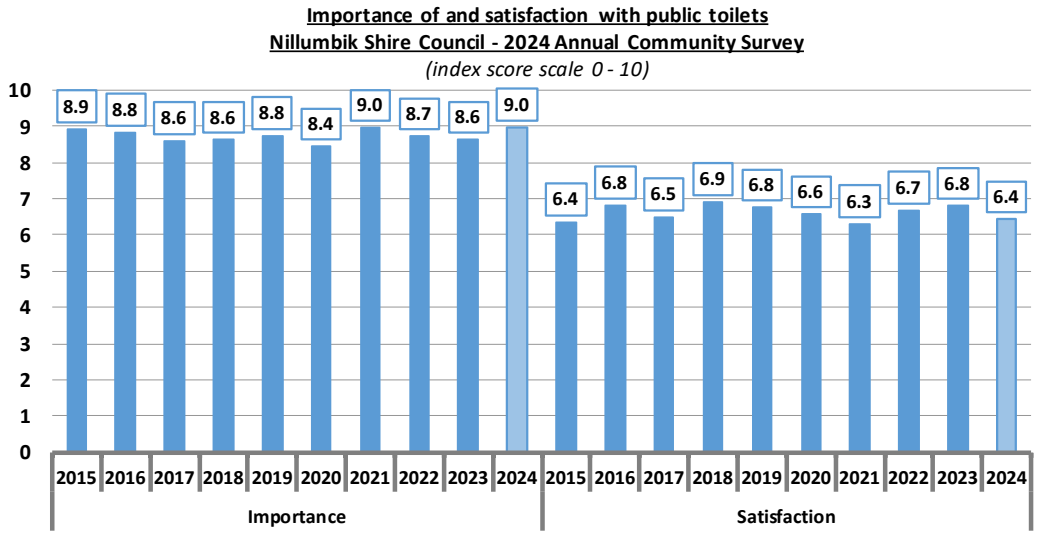
This result ranks public toilets 34th or last in terms of satisfaction this year.

This result was marginally below the long-term average satisfaction since 2011 of 6.5 out of 10, or "very good".

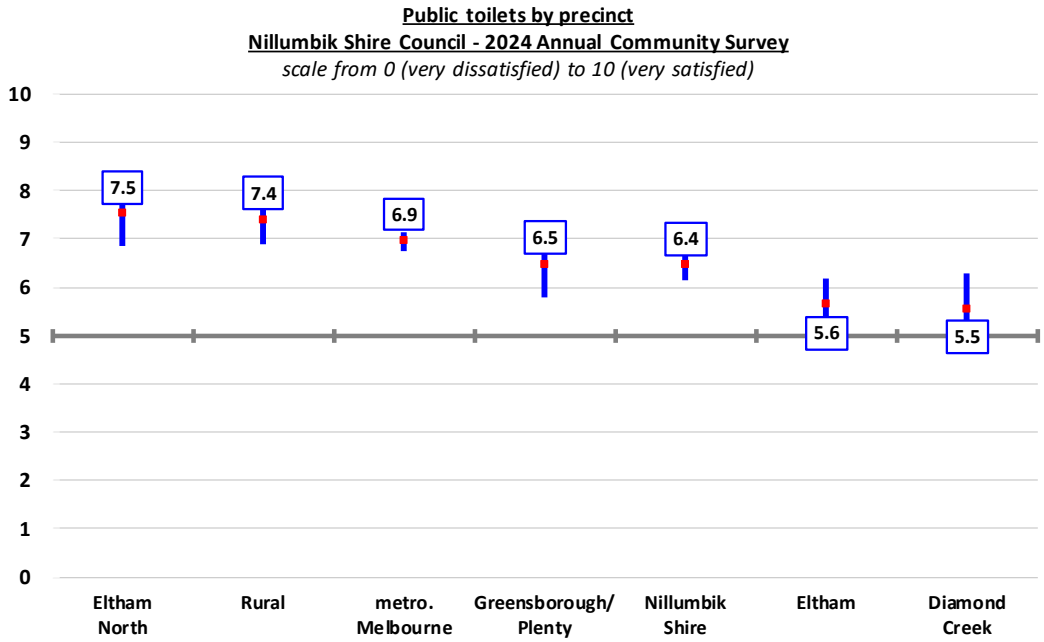
This result was comprised of 35% "very satisfied" and 20% dissatisfied respondents, based on a total sample of 209 of the 211 respondents (42%) from households who had used these facilities in the last 12 months.

There was some variation in satisfaction observed by respondent profile, with older adults (aged 60 years and over) notably less satisfied than average.

By way of comparison, satisfaction with public toilets in Nillumbik Shire was measurably lower than the metropolitan Melbourne average satisfaction with the "public toilets" of 6.9 out of 10, or "good", as recorded in the 2024 *Governing Melbourne*.



There was notable and measurable variation in satisfaction with public toilets observed across the municipality. Respondents from Eltham North and the rural precinct were measurably more satisfied than average and at "very good" levels, whilst respondents from Eltham and Diamond Creek were notably less satisfied than average, and at "poor" levels of satisfaction.



Community safety

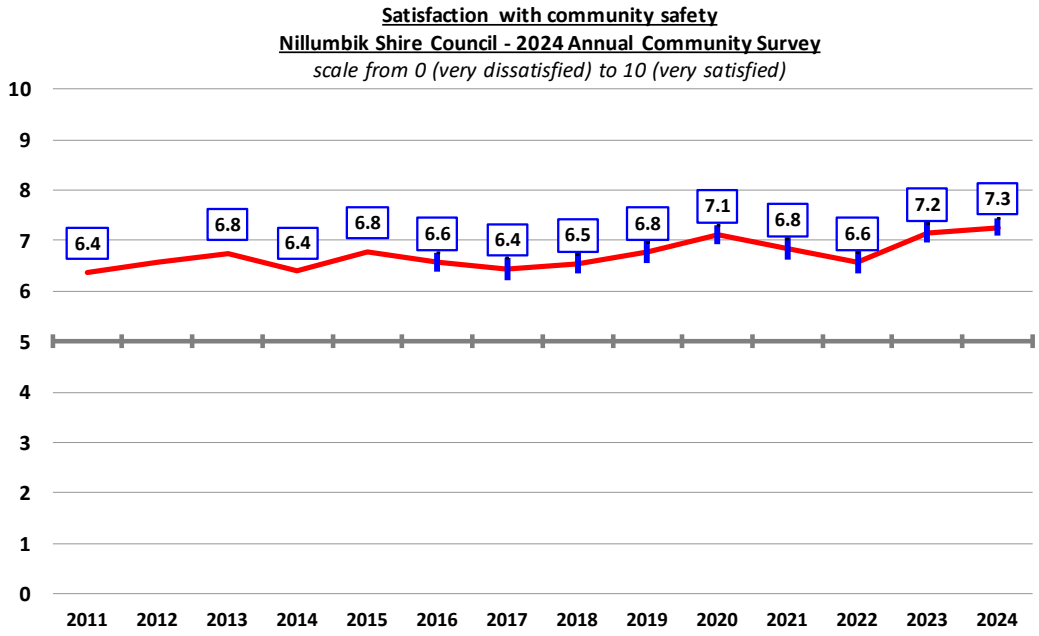
There were four services and facilities from the Community Safety area of Council included in the survey again this year.

This includes parking enforcement, fire prevention works, animal management, and local traffic management.

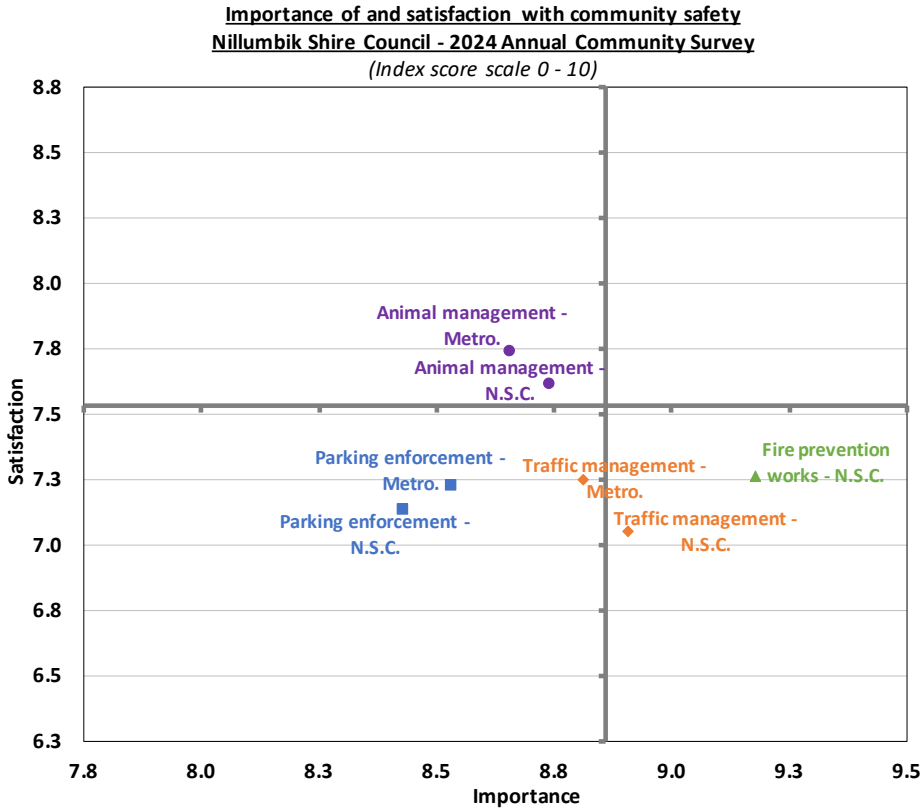
The average satisfaction with the five Community Safety services and facilities increased marginally this year, up one percent to 7.3 out of 10.

This was a "very good", up from a "good" level of satisfaction, and was the highest average satisfaction with this group of services recorded for Nillumbik Shire Council over the 14 years of the survey program.

This improvement in satisfaction was mainly due to the three percent increases in satisfaction with both animal management and fire prevention works this year.



When compared to the metropolitan Melbourne results, as sourced from the 2024 *Governing Melbourne* research, it is noted that satisfaction with each of animal management, local traffic management, and parking enforcement were all marginally lower in Nillumbik Shire, although not significantly lower.



Parking enforcement

Parking enforcement was the 31st most important of the 34 included services and facilities, with an average importance of 8.4 out of 10, and one of five that were measurably less important than the average of all 34 services and facilities (8.9).

Satisfaction with parking enforcement remained essentially stable this year, down less than one percent to 7.1 out of 10, which remains a "good" level of satisfaction.

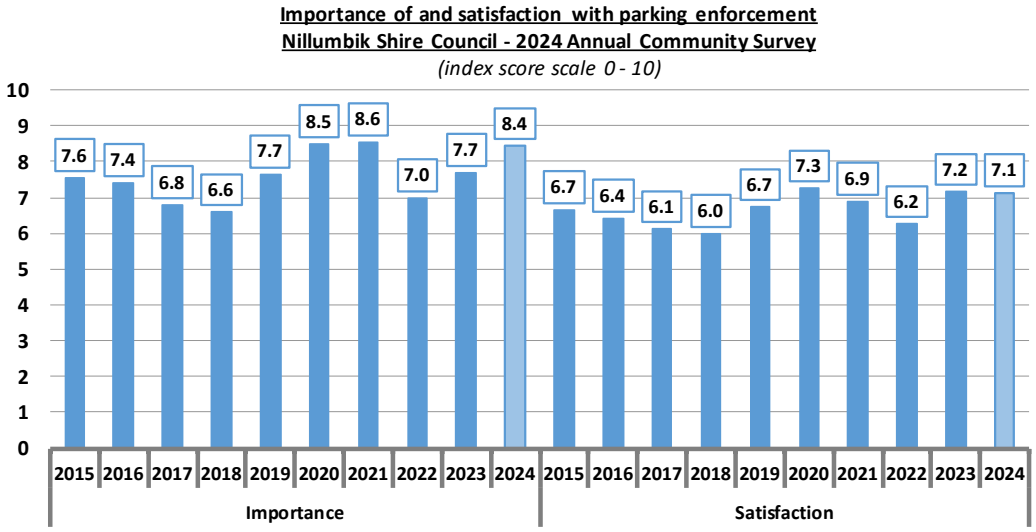
This result ranks parking enforcement 27th in terms of satisfaction this year.

This result was measurably above the long-term average satisfaction since 2011 of 6.6 out of 10, or "good".

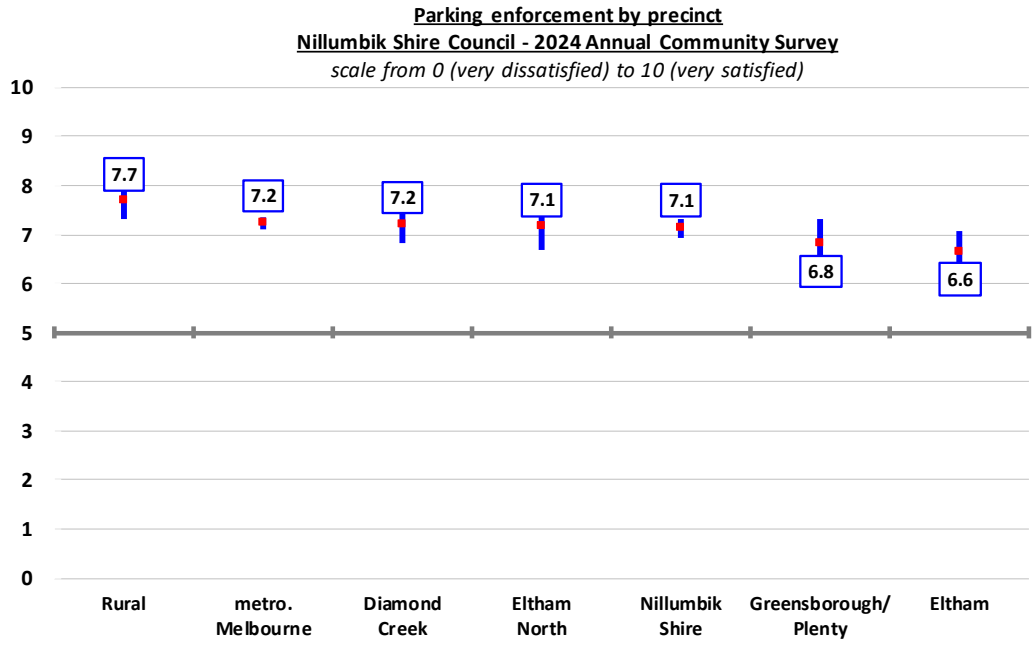
This result was comprised of 54% "very satisfied" and nine percent dissatisfied respondents, based on a total sample of 470 of the 501 respondents who provided a satisfaction score.

There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) measurably more satisfied than average, whilst older adults (aged 60 years and over) were somewhat less satisfied.

By way of comparison, satisfaction with parking enforcement in Nillumbik Shire was marginally lower than the metropolitan Melbourne average satisfaction with the "parking enforcement" of 7.2 out of 10, as recorded in the 2024 *Governing Melbourne*.



There was measurable variation in satisfaction with parking enforcement observed across the municipality, with respondents from the rural precinct measurably more satisfied than average, and at a "very good" rather than a "good" level of satisfaction.



Local traffic management

Local traffic management was the 18th most important of the 34 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with local traffic management remained essentially stable this year, up less than one percent to 7.0 out of 10, which remains a "good" level of satisfaction.

This result ranks local traffic management 28th in terms of satisfaction this year, and one of seven to record a satisfaction score measurably lower than the average of all 34 services and facilities (7.5).

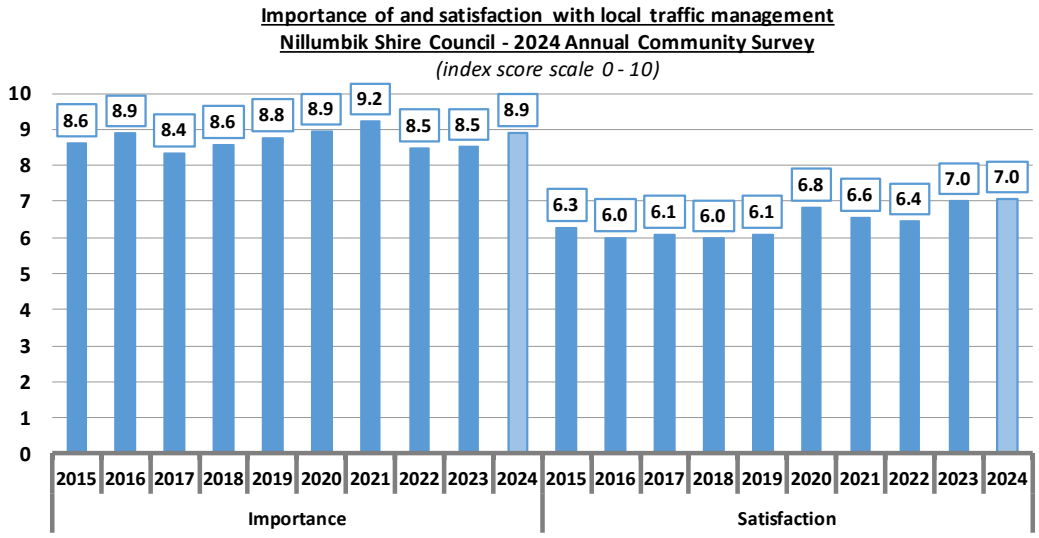
This result was measurably above the long-term average satisfaction since 2011 of 6.3 out of 10, or "solid".

Metropolis Research notes that satisfaction with local traffic management averaged 6.2 from 2011 to 2020 (pre-pandemic) but has averaged 6.8 out of 10 from 2021 to 2024 (during and post-pandemic).

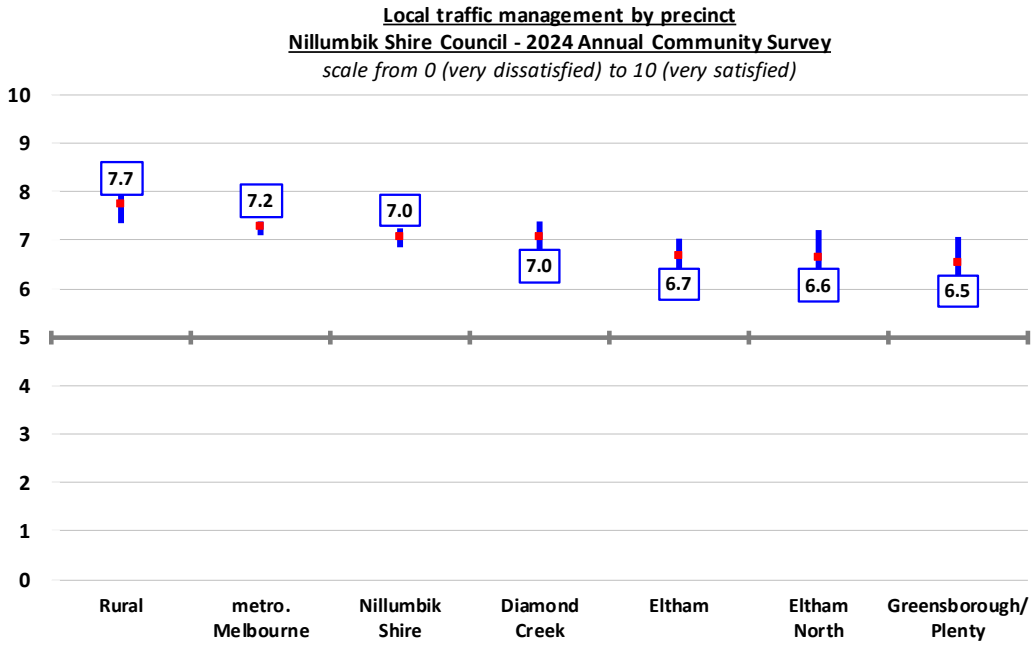
This result was comprised of 48% "very satisfied" and 11% dissatisfied respondents, based on a total sample of 487 of the 501 respondents who provided a satisfaction score.

There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) measurably more satisfied than average, whilst older adults (aged 60 years and over) were measurably less satisfied.

By way of comparison, satisfaction with local traffic management in Nillumbik Shire was somewhat lower than the metropolitan Melbourne average satisfaction with the "local traffic management" of 7.2 out of 10, as recorded in the 2024 *Governing Melbourne*.



There was notable and measurable variation in satisfaction with local traffic management observed across the municipality. Respondents from the rural precinct were measurably more satisfied than average, and at a "very good" rather than a "good" level of satisfaction, whilst respondents from Greensborough / Plenty were notably less satisfied, although still at a "good" level of satisfaction.



Fire prevention works

Fire prevention works were the 5th most important of the 34 included services and facilities, with an average importance of 9.2 out of 10, and one of six that were measurably more important than the average of all 34 services and facilities (8.9).

Satisfaction with fire prevention works increased notably this year, up three percent to 7.3 out of 10, which was a "very good", up from a "good" level of satisfaction.

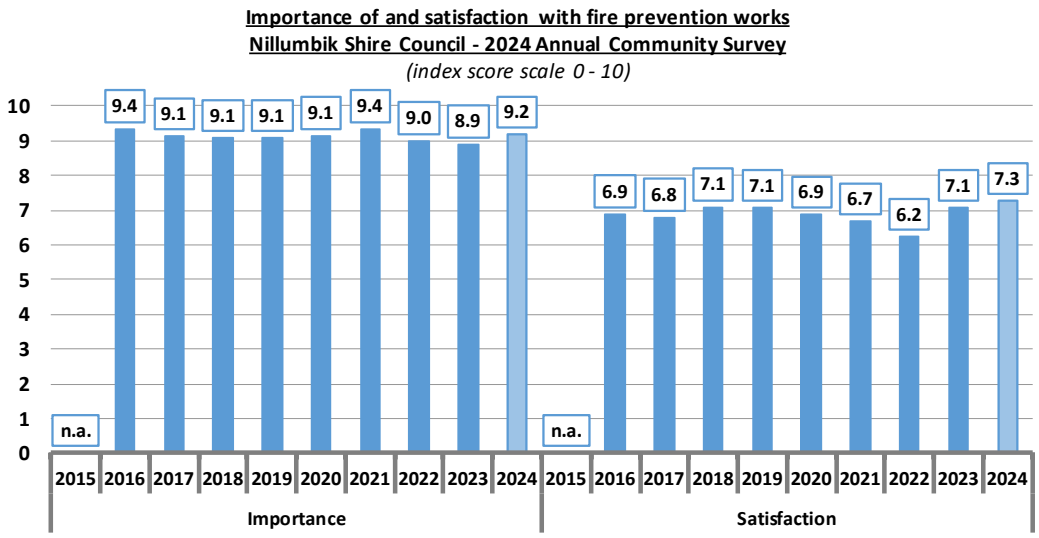
This result ranks fire prevention works 23rd in terms of satisfaction this year.

This result was measurably above the long-term average satisfaction since 2016 of 6.9 out of 10, or "good".

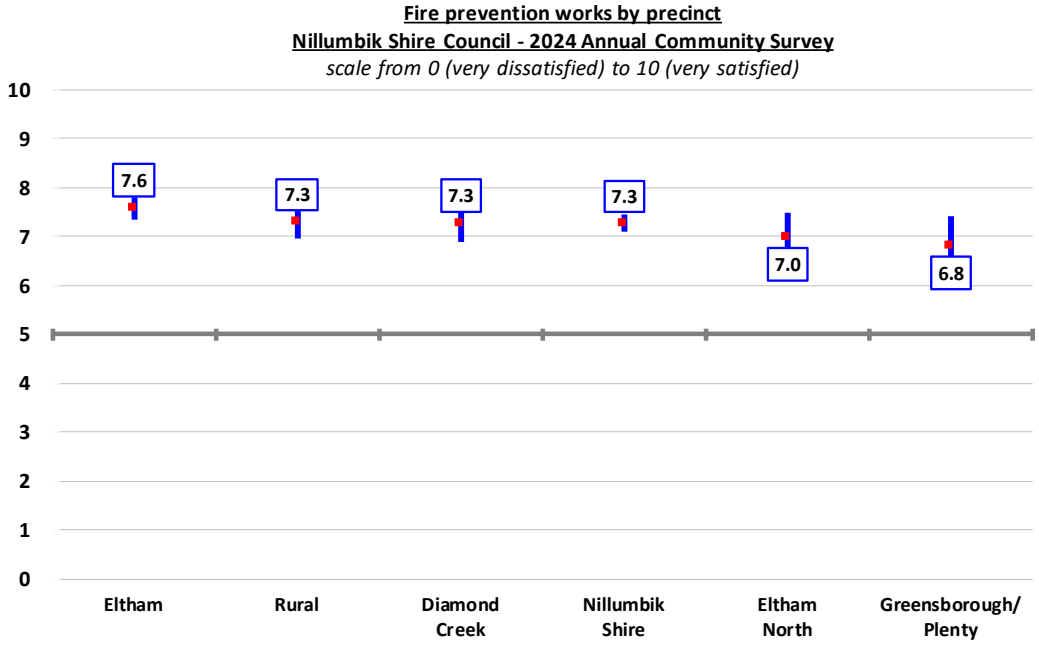
This result was comprised of 51% "very satisfied" and seven percent dissatisfied respondents, based on a total sample of 449 of the 501 respondents who provided a satisfaction score.

There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) measurably more satisfied than average, whilst older adults (aged 60 years and over) were notably less satisfied.

By way of comparison, these services were not included in the 2024 *Governing Melbourne*, and therefore no metropolitan wide comparisons can be published.



There was statistically significant variation in satisfaction with fire prevention works observed across the municipality, with respondents from Eltham measurably more satisfied than average, and at an "excellent" rather than a "very good" level of satisfaction.



The following table outlines the 22 comments received from respondents "dissatisfied" with fire prevention works.

Reasons for dissatisfaction with fire prevention works
Nillumbik Shire Council - 2024 Annual Community Survey
(Number of responses)

Response	*Number*
Perceived lack of roadside slashing / fire prevention works	
They don't do anything	3
Hedging is not shaven / trimmed	2
It is poorly done	2
Because sometimes the grass is too high and there is chance of fire especially around the park near Lilly Pilly Lane	1
Branches and leaves	1
Doesn't get bushfire prevention work	1
Live on dirt road and grass is overgrown	1
Long hedges and shrubs not cut down	1
Lot of reserves are overgrown	1
Nature strips and overgrown grasses	1
No roadside slashing fine	1
Not enough collection of dry leaves	1
Roadside grasses not cut enough	1
Some areas aren't maintained well, in general	1
The Council workers cutting down the sledge don't have knowledge of how to cut	1
Too much overgrowth	1
Total	**20**
Other comments	
Don't think they care about the rural rate payers	1
You should get people to clean up their houses more on Craig Ave	1
Total	**2**

Animal management

Animal management was the 26th most important of the 34 included services and facilities, with an average importance of 8.7 out of 10.

Satisfaction with animal management increased notably this year, up three percent to 7.6 out of 10, although it remains a "very good" level of satisfaction.

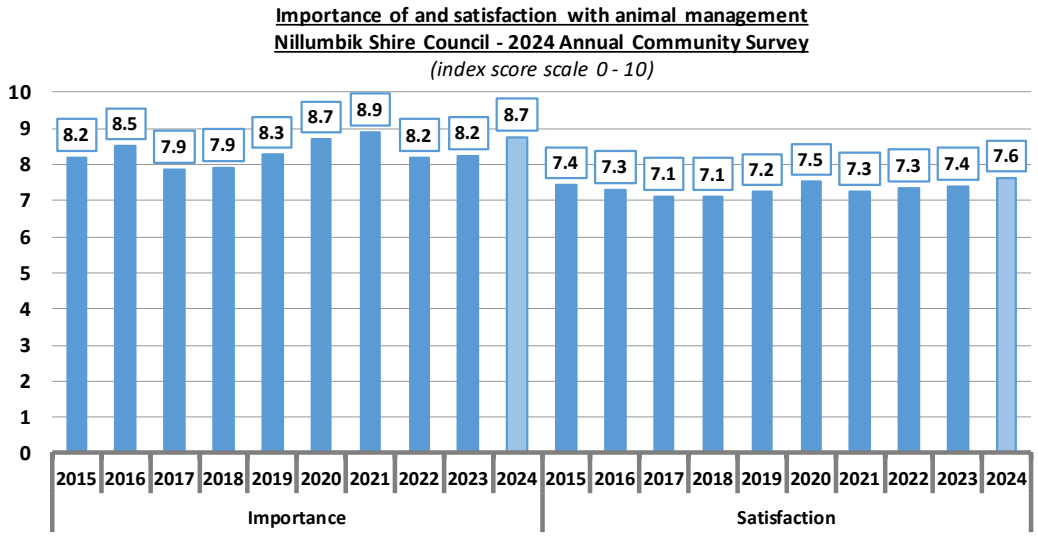
This result ranks animal management 15th in terms of satisfaction this year.

This result was notably higher than the long-term average satisfaction since 2011 of 7.3 out of 10, or "very good".

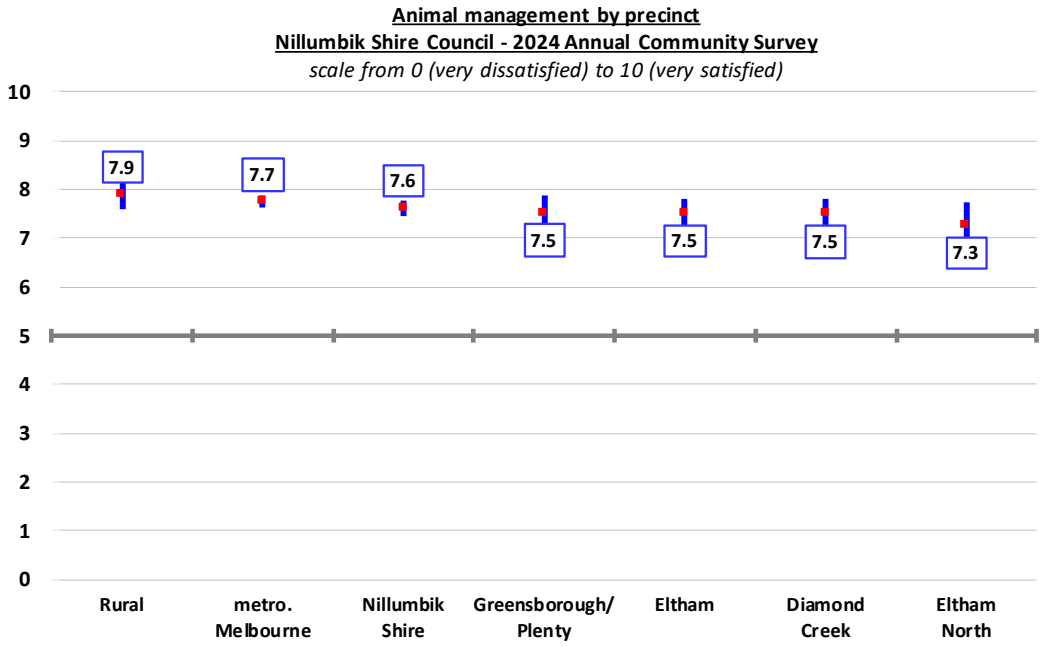
This result was comprised of 59% "very satisfied" and three percent dissatisfied respondents, based on a total sample of 453 of the 501 respondents who provided a satisfaction score.

There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average, whilst older adults (aged 60 years and over) were somewhat less satisfied.

By way of comparison, satisfaction with animal management in Nillumbik Shire was marginally lower than the metropolitan Melbourne average satisfaction with the "animal management" of 7.7 out of 10, as recorded in the 2024 *Governing Melbourne*.



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 were notably more satisfied than average, and at an "excellent", rather than a "very good" level.



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 this group of services and facilities remained stable this year at 7.8 out of 10, or an “excellent” level of satisfaction.

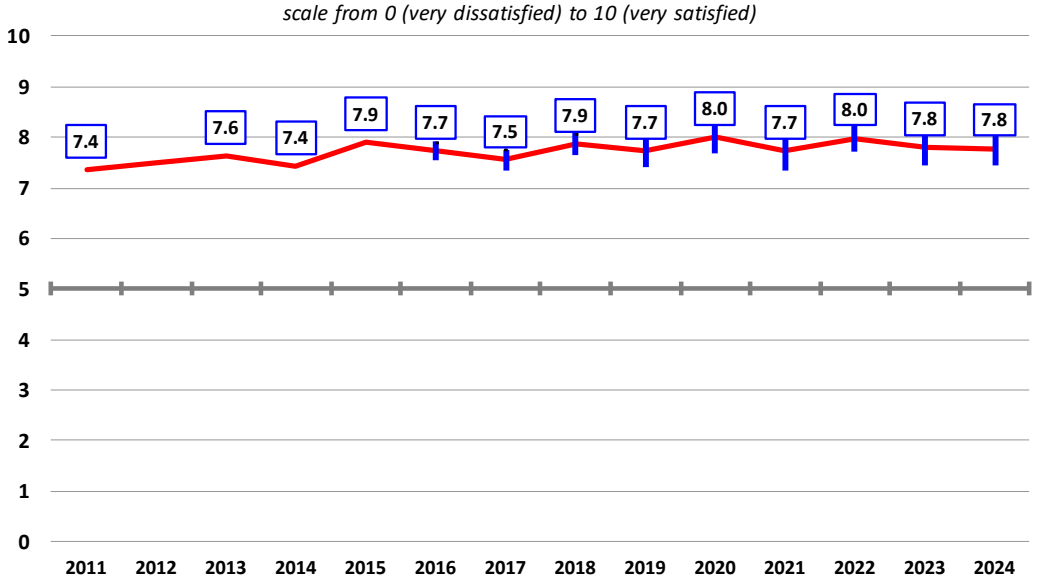
This result has remained remarkably stable at a long-term average over the last 14 years of around 7.7 out of 10.

These results reflect sustained very high to excellent levels of satisfaction by the Nillumbik community in the provision of recreation and leisure services and facilities.

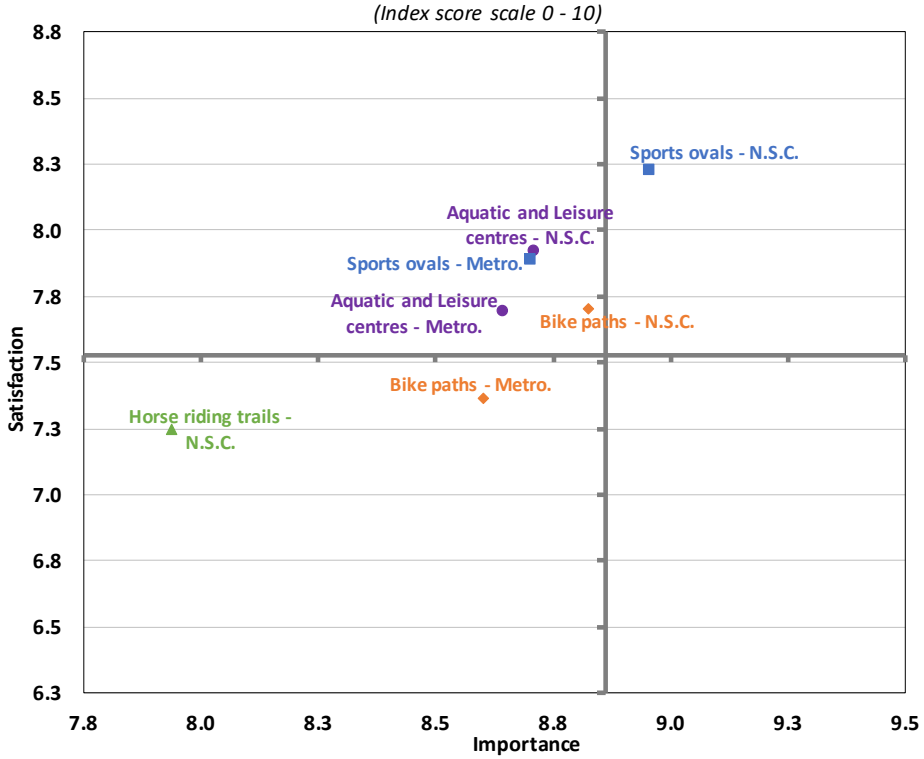
When compared to the metropolitan Melbourne results sourced from the 2024 *Governing Melbourne* research, all four of these services and facilities that were included in *Governing Melbourne* received higher satisfaction scores in the Nillumbik Shire than the metropolitan average.

Sports ovals (including facilities and activities) were the stand-out in this department this year, with a satisfaction score of 8.2 out of 10, or “excellent”, which was four percent higher than the metropolitan Melbourne average this year.

Satisfaction with recreation and leisure
Nillumbik Shire Council - 2024 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Importance of and satisfaction with recreation and leisure
Nillumbik Shire Council - 2024 Annual Community Survey
(Index score scale 0 - 10)



Sports ovals (including facilities and activities)

Sports ovals were the 16th most important of the 34 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with sports ovals remained stable this year at 8.2 out of 10, which remains an "excellent" level of satisfaction.

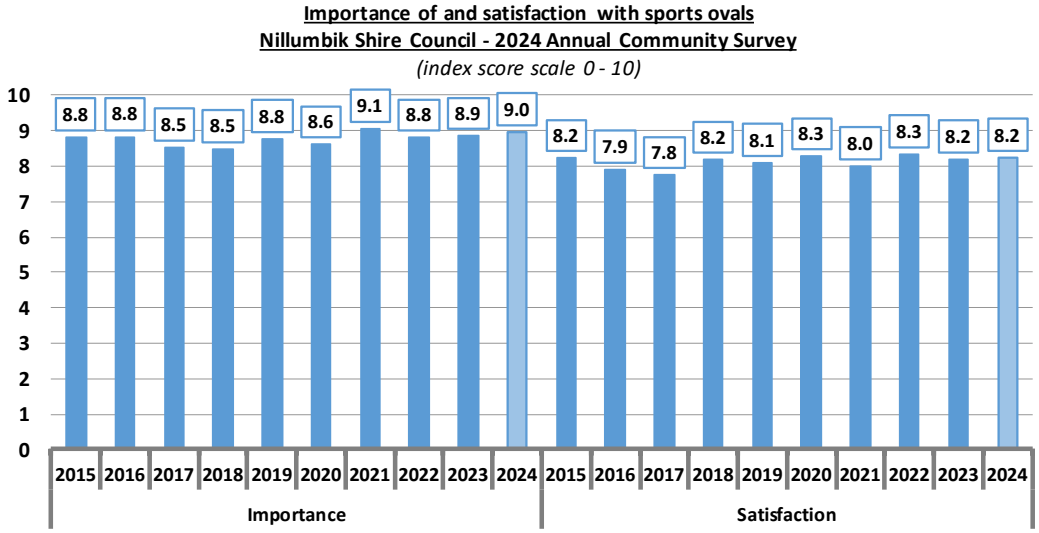
This result ranks sports ovals 2nd in terms of satisfaction this year.

This result was notably higher than the long-term average satisfaction since 2011 of 8.0 out of 10, or "excellent".

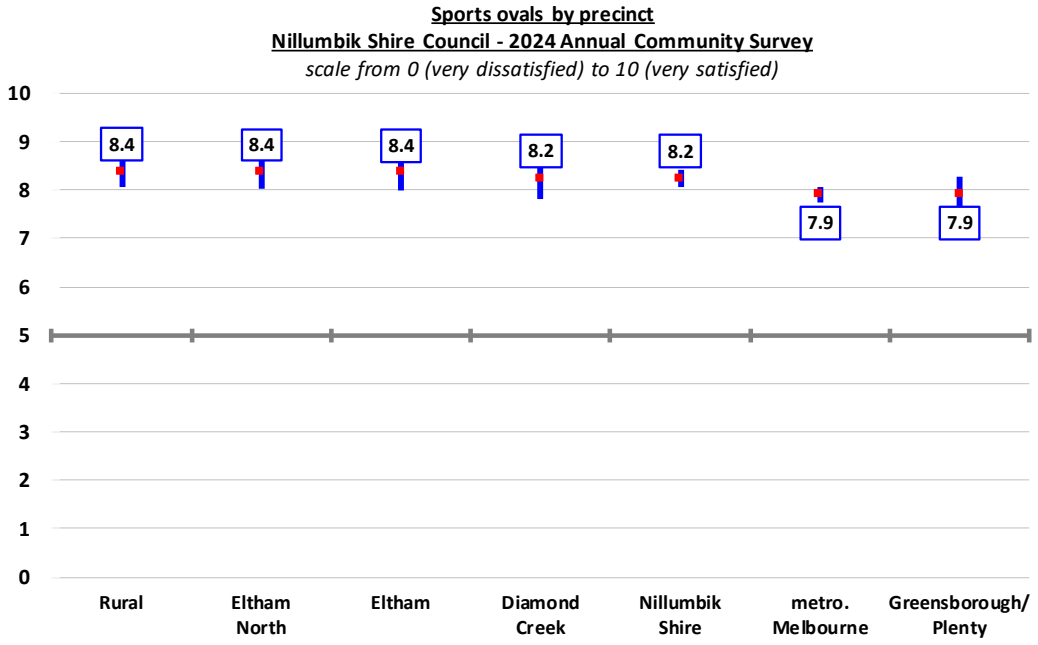
This result was comprised of 81% "very satisfied" and just one percent "dissatisfied" respondents, based on a total sample of 195 of the 198 respondents (40%) from households who had used these facilities in the last 12 months.

There was no substantial variation in satisfaction observed by respondent profile.

By way of comparison, satisfaction with sports ovals in Nillumbik Shire was notably higher than the metropolitan Melbourne average satisfaction with the "sports ovals and other outdoor sporting facilities" of 7.9 out of 10, as recorded in the 2024 *Governing Melbourne*.



There was no statistically significant variation in satisfaction with sports ovals observed across the municipality, with respondents from all precincts rating satisfaction at "excellent" levels.



On and off-road bike paths (including shared pathways)

On and off-road bike paths (including shared pathways) were the 22nd most important of the 34 included services and facilities, with an average importance of 8.8 out of 10.

Satisfaction with on and off-road bike paths remained stable this year at 7.7 out of 10, which remains a "very good" level of satisfaction.

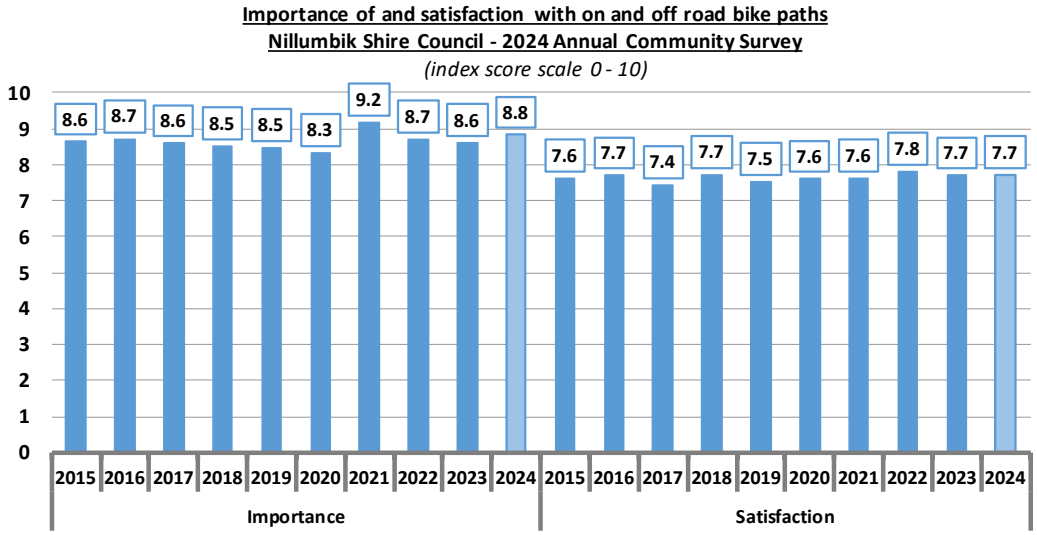
This result ranks sports ovals 14th in terms of satisfaction this year.

This result was marginally higher than the long-term average satisfaction since 2011 of 7.6 out of 10, or "very good".

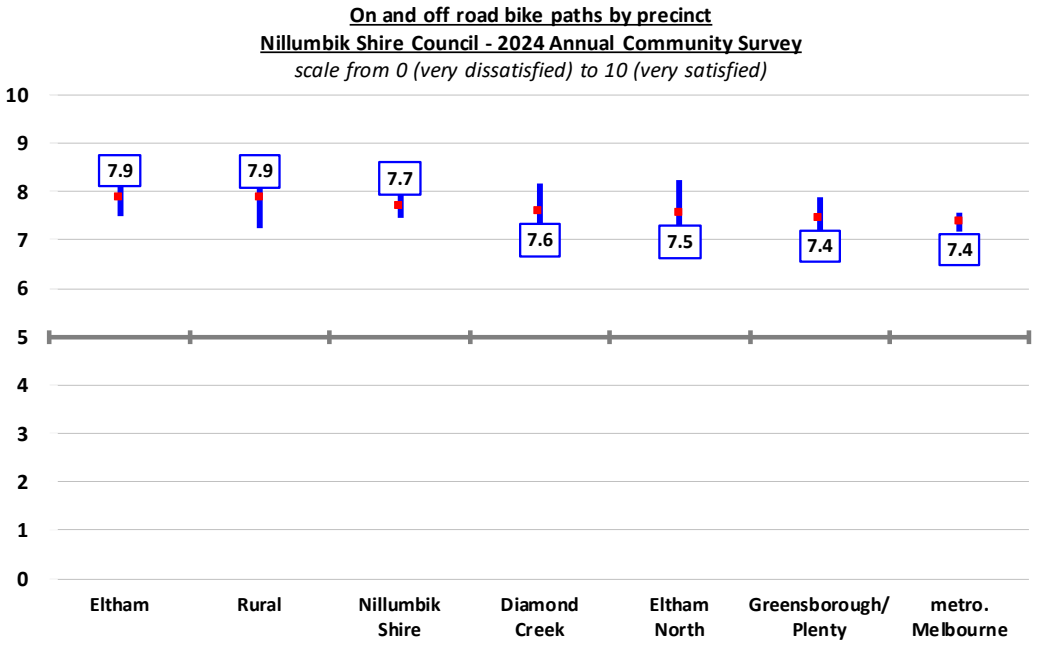
This result was comprised of 61% "very satisfied" and four percent "dissatisfied" respondents, based on a total sample of 183 of the 186 respondents (37%) from households who had used these facilities in the last 12 months.

There was no substantial variation in satisfaction observed by age structure, however, male respondents were somewhat more satisfied than female respondents.

By way of comparison, satisfaction with on and off-road bikes paths in Nillumbik Shire was notably higher than the metropolitan Melbourne average satisfaction with the "on and off-road bikes paths (both on-road and off-road and including shared paths" of 7.4 out of 10, as recorded in the 2024 *Governing Melbourne*.



Whilst there was no statistically significant variation in satisfaction with on and off-road bike paths observed across the municipality, it is noted that respondents from Eltham and the rural precinct rated satisfaction at "excellent", rather than "very good" levels of satisfaction.



Horse riding trails

Horse riding trails were the least important of the 34 included services and facilities, with an average importance of 7.9 out of 10, and one of five services and facilities that were measurably less important than the average of all 34 (8.9).

Metropolis Research notes that the importance of horse riding trails has varied somewhat more from year to year than many of the other 34 services and facilities.

Satisfaction with horse riding trails increased somewhat this year, up two percent to 7.2 out of 10, which remains a "good" level of satisfaction.

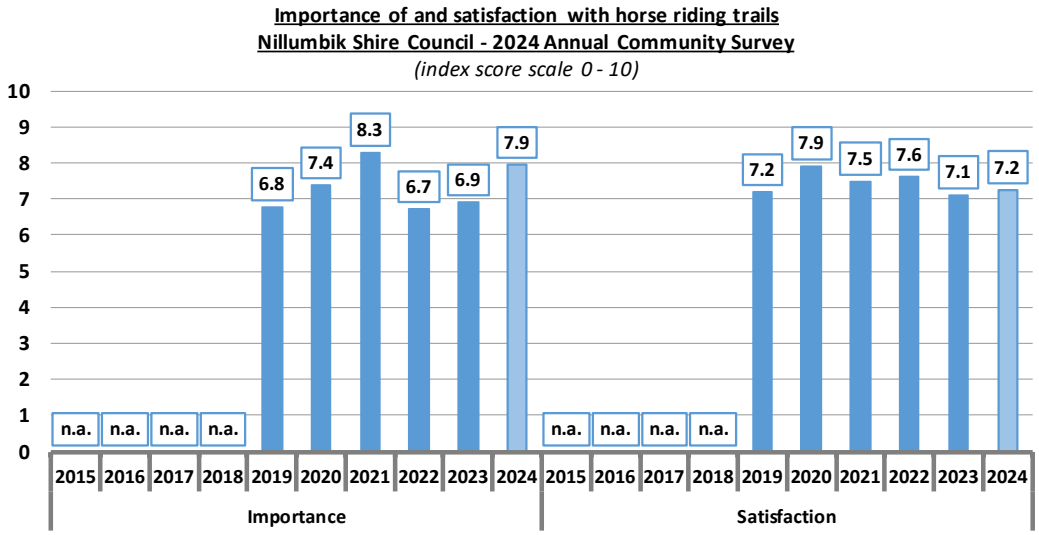
This result ranks horse riding trails 25th in terms of satisfaction this year.

This result was somewhat lower than the long-term average satisfaction since 2019 of 7.4 out of 10, or "very good".

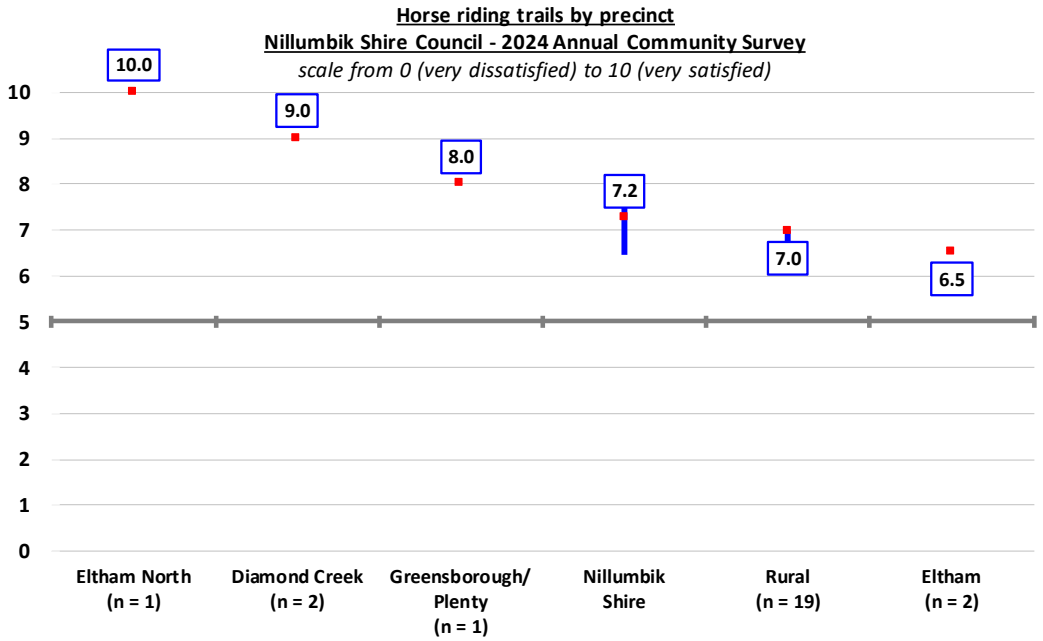
This result was comprised of 56% "very satisfied" and seven percent "dissatisfied" respondents, based on a very small sample of 23 of the 25 respondents (5%) from households who had used these facilities in the last 12 months.

Given the very small sample size for this service, there was no substantial variation in satisfaction observed by respondent profile.

By way of comparison, these facilities were not included in the 2024 *Governing Melbourne* survey and therefore no metropolitan-wide comparison results were published.



Given the very small sample size, no variation by precinct was observed.



Aquatic and Leisure Centres

Aquatic and Leisure were the 28th most important of the 34 included services and facilities, with an average importance of 8.7 out of 10.

Satisfaction with aquatic and leisure centres declined notably this year, down three percent to 7.9 out of 10, although it remains at an "excellent" level of satisfaction.

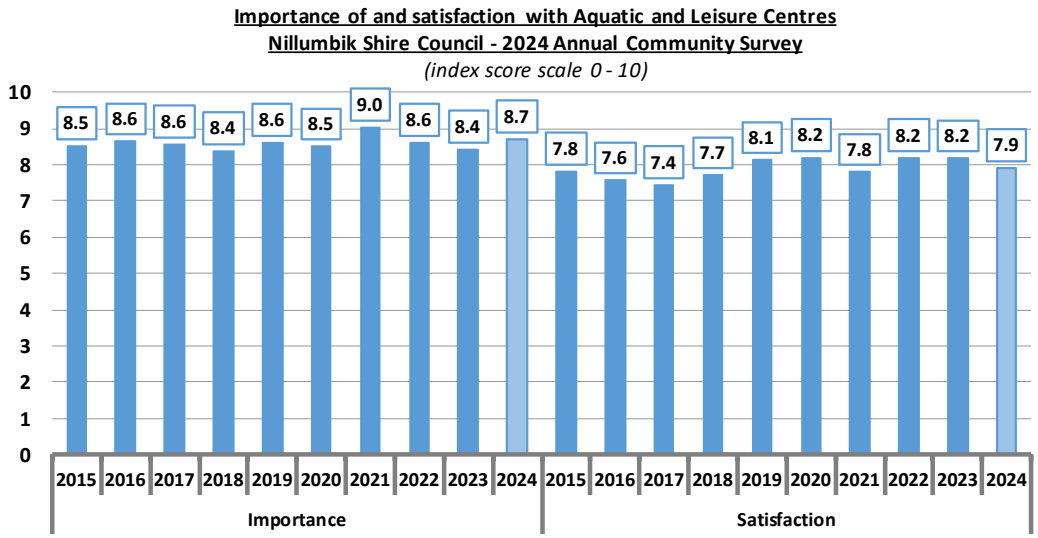
This result ranks aquatic and leisure centres 9th in terms of satisfaction this year.

This result was marginally higher than the long-term average satisfaction since 2011 of 7.8 out of 10, or "excellent".

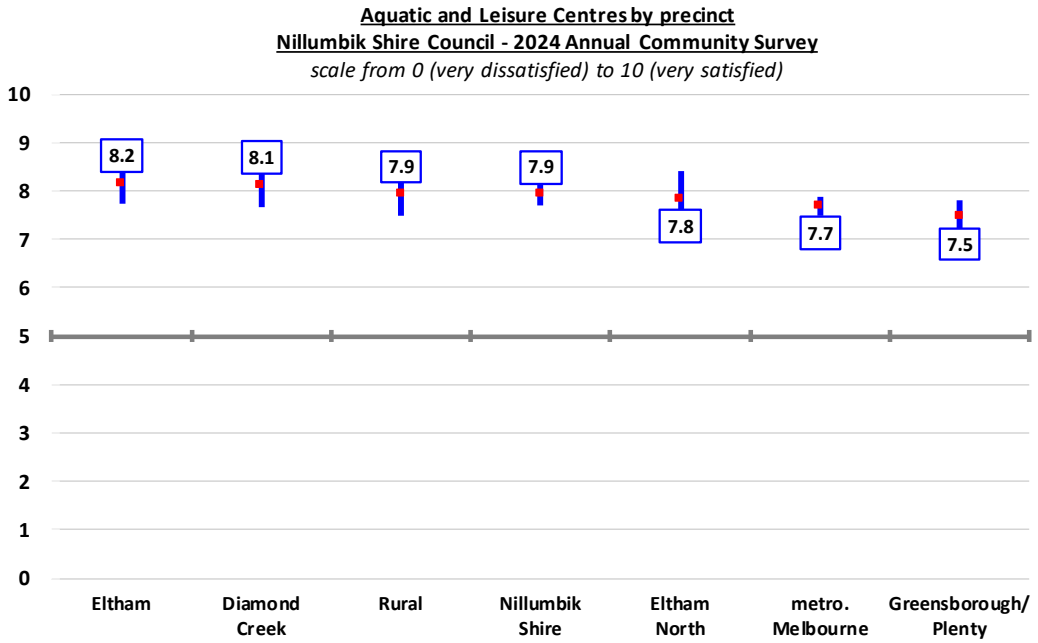
This result was comprised of 67% "very satisfied" and two percent "dissatisfied" respondents, based on a total sample of 171 of the 172 respondents (34%) from households who had used these facilities in the last 12 months.

There was no substantial variation in satisfaction observed by respondent profile, with all age groups and gender rating satisfaction at "excellent" levels.

By way of comparison, satisfaction with aquatic and leisure centres in Nillumbik Shire was somewhat higher than the metropolitan Melbourne average satisfaction with the "recreation and / or aquatic centres (including swimming pool)" of 7.7 out of 10, or "very good", as recorded in the 2024 *Governing Melbourne*.



Whilst there was no statistically significant variation in satisfaction with aquatic and leisure centres observed across the municipality, it is noted that respondents from Greensborough / Plenty were notably less satisfied than average and at a "very good" rather than "excellent" level.



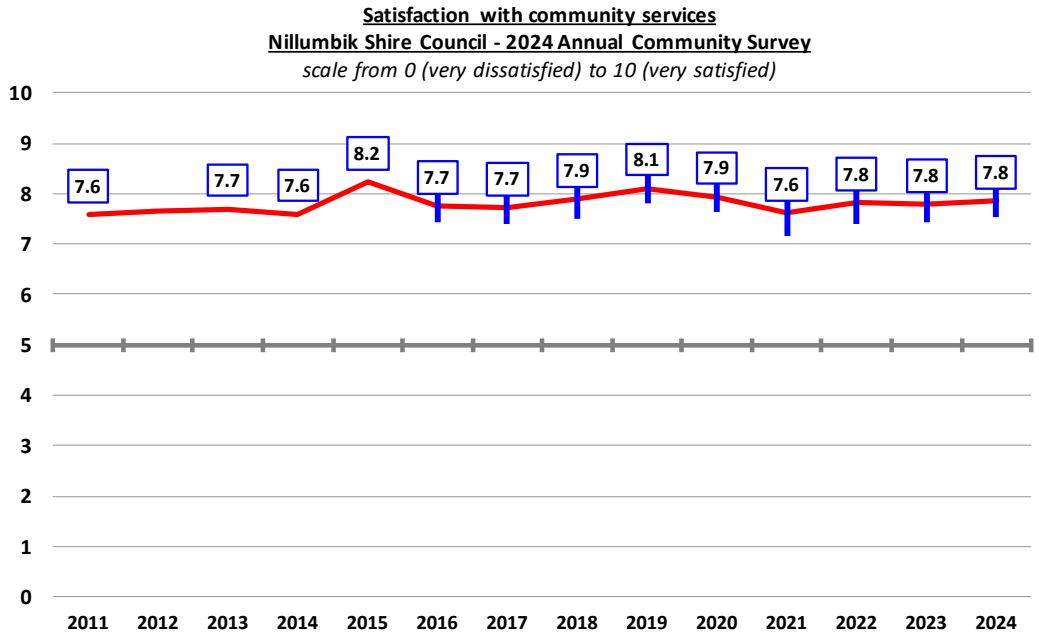
Community services

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.

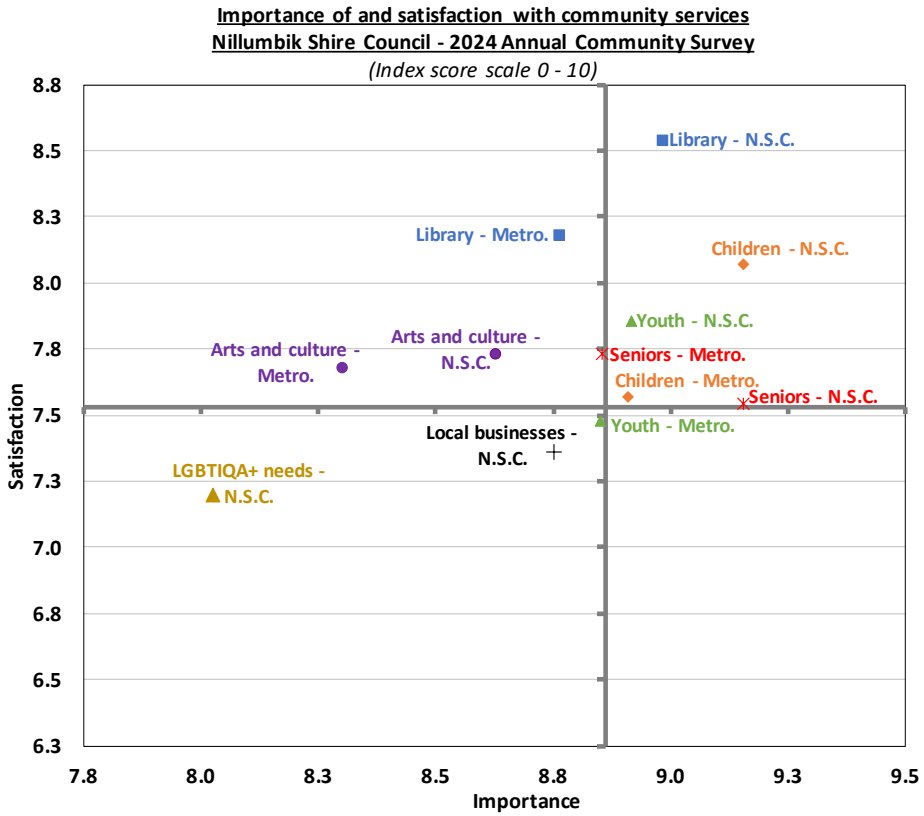
The average satisfaction with this group of services and facilities remained stable this year at 7.8 out of 10, or an "excellent" level.

Metropolis Research notes that the average satisfaction with community services was categorised as "excellent" in six of the last seven years, with only 2021 (during the height of the pandemic) dropping to a "very good" level.



All of the community services (services for children, youth, and older people) remain at "excellent" levels of higher-than-average satisfaction, as was satisfaction with the local library.

When compared to the metropolitan Melbourne results, as sourced from the 2024 *Governing Melbourne* research, it is noted that satisfaction with the library, services for children, services for youth, and arts and culture were all higher in the Nillumbik Shire than the metropolitan average.



Council efforts to address the needs of LGBTIQA+ residents

Council efforts to address the needs of LGBTIQA+ residents were included as a service in this section of the survey in this format for the first time this year.

These services were the 33rd most important of the 34 included services and facilities, with an average importance of 8.0 out of 10, and one of five that were measurably less important than the average of all 34 services and facilities (8.9).

Satisfaction with these services was 7.2 out of 10 this year, or a "good" level of satisfaction.

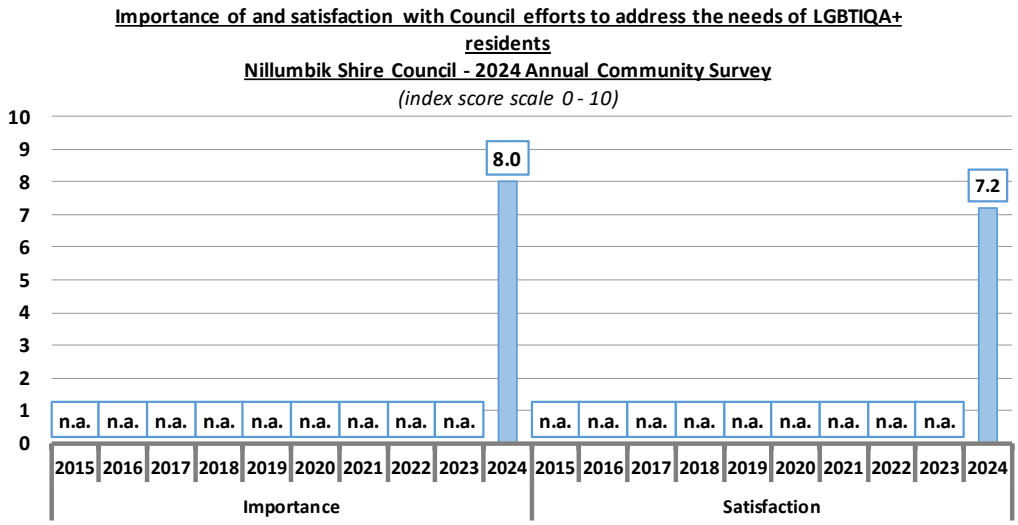
This result ranks Council efforts to address the needs of LGBTIQA+ residents 26th in terms of satisfaction this year.

This result was comprised of 58% "very satisfied" and 10% "dissatisfied" respondents, based on a total sample of 279 of the 501 respondents who provided a satisfaction score this year.

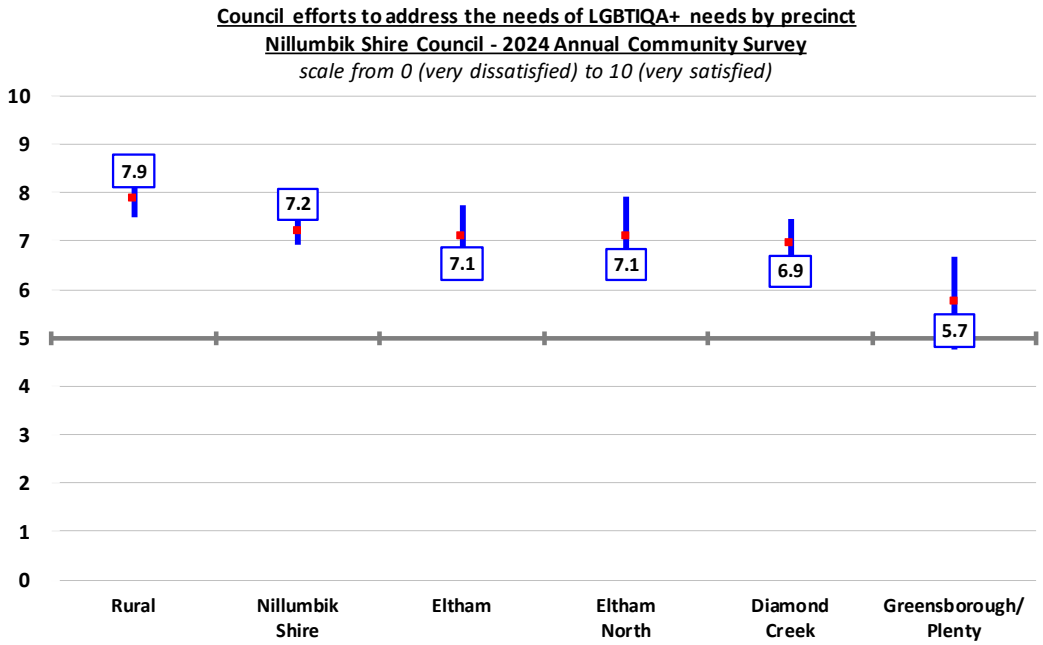
It is noted that 222 of the 501 respondents (44%) of respondents were unable to provide a satisfaction score for this service, likely reflecting a significant lack of knowledge about Council activities in this area among many in the Nillumbik Shire community.

There was some variation in satisfaction observed by respondent profile, with older adults (aged 60 years and over) notably less satisfied than average. This likely reflects a greater level of concern among older adults as to the activities of Council in this area.

By way of comparison, these facilities were not included in the 2024 *Governing Melbourne* survey and therefore no metropolitan-wide comparison results were published.



Whilst noting the smaller sample size of just 279 respondents, there was notable and measurable variation in satisfaction observed across the municipality. Respondents from the rural precinct were notably more satisfied, and at an "excellent" level, whilst respondents from Greensborough / Plenty were measurably less satisfied, and at a "poor" level.



Local library

The local library was the 14th most important of the 34 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with the local library increased somewhat but not measurably this year, up two percent to 8.5 out of 10, although it remains at an "excellent" level of satisfaction.

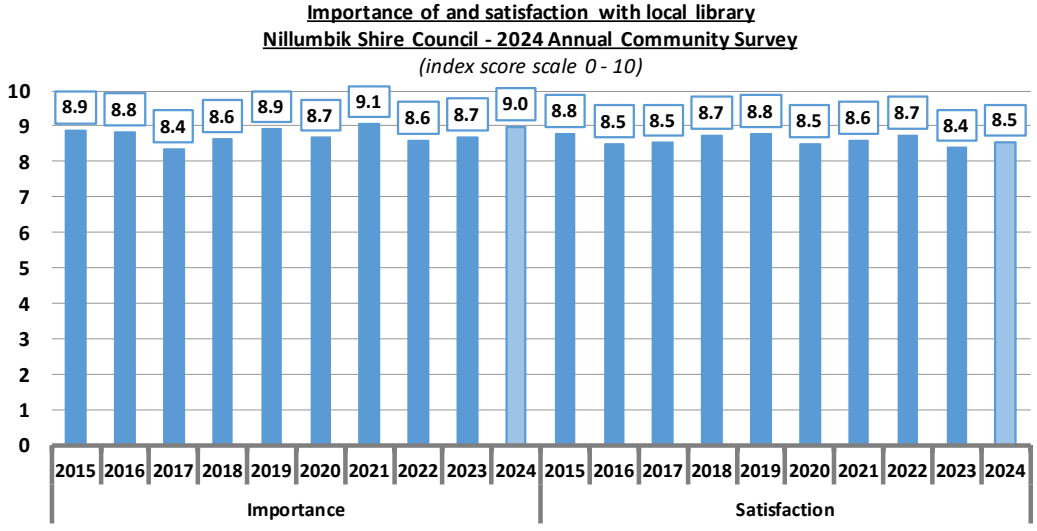
This result ranks the local library 1st in terms of satisfaction this year.

This result was identical to the long-term average satisfaction since 2011 of 8.5 out of 10, or "excellent".

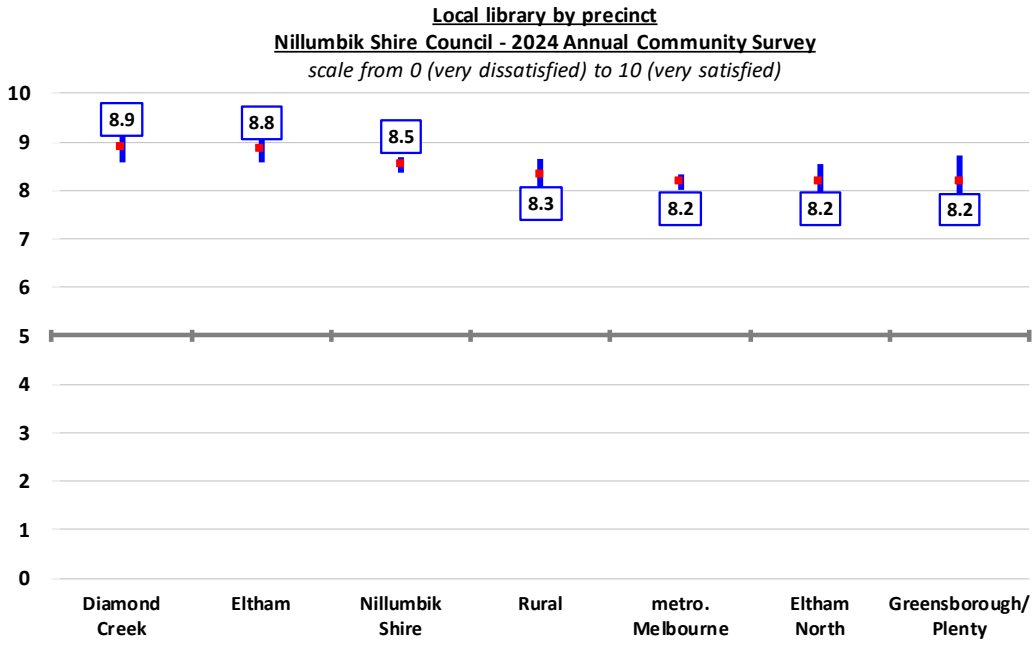
This result was comprised of 82% "very satisfied" and just one percent "dissatisfied" respondents, based on a total sample of 218 of the 218 respondents (44%) from households who had used these facilities in the last 12 months.

There was no substantial variation in satisfaction observed by age group, although it is noted that female respondents were measurably more satisfied than male respondents. It is also noted that all age groups and gender rated satisfaction at "excellent" levels.

By way of comparison, satisfaction with the local library in Nillumbik Shire was notably higher than the metropolitan Melbourne average satisfaction with the "local library" of 8.2 out of 10, or "excellent", as recorded in the 2024 *Governing Melbourne*.



There was no statistically significant variation in satisfaction with the local library observed across the municipality, with respondents from all precincts rating satisfaction at "excellent" levels.



Services for children from birth to 5 years of age

Services for children from birth to 5 years of age were the 6th most important of the 34 included services and facilities, with an average importance of 9.2 out of 10, and one of six that were measurably more important than the average of all 34 services and facilities (8.9).

Satisfaction with these services increased marginally this year, up one percent to 8.1 out of 10, which remains at an "excellent" level of satisfaction.

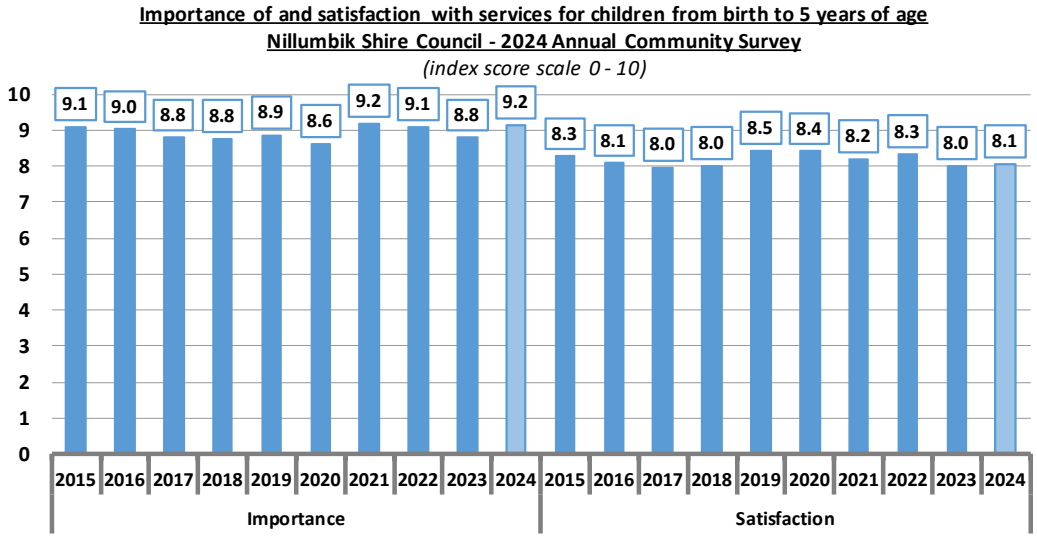
This result ranks these services 7th in terms of satisfaction this year, and one of eight that received a measurably higher-than-average satisfaction score this year.

This result was identical to the long-term average satisfaction since 2011 of 8.1 out of 10, or "excellent".

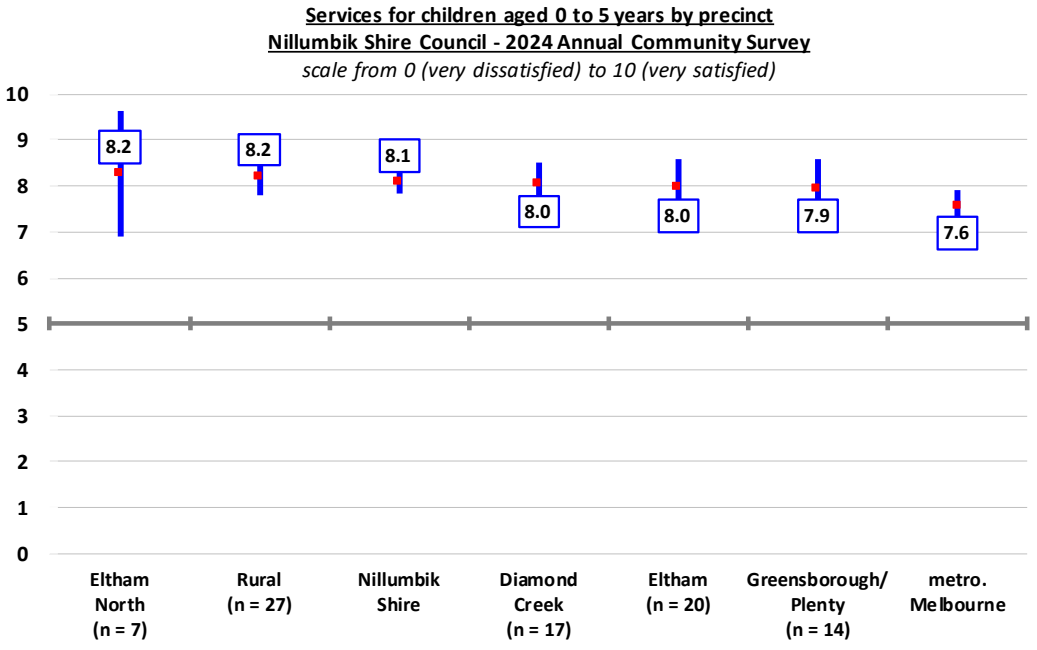
This result was comprised of 72% "very satisfied" and just one percent "dissatisfied" respondents, based on a total sample of 85 of the 86 respondents (17%) from households who had used these services in the last 12 months.

There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average, and female respondents somewhat more satisfied than male respondents.

By way of comparison, satisfaction with these services in Nillumbik Shire was notably higher than the metropolitan Melbourne average satisfaction with "services for children from birth to 5 years of age" of 7.6 out of 10, or "very good", as recorded in the 2024 *Governing Melbourne*.



There was no statistically significant variation in satisfaction with services for children from birth to 5 years of age observed across the municipality, with respondents from all precincts rating satisfaction at "excellent" levels.



Services for youth

Services for youth were the 17th most important of the 34 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with services for youth increased notably but not measurably this year, up five percent to 7.9 out of 10, which was an "excellent", up from a "very good" level of satisfaction. This was the largest increase in satisfaction recorded for all services and facilities this year.

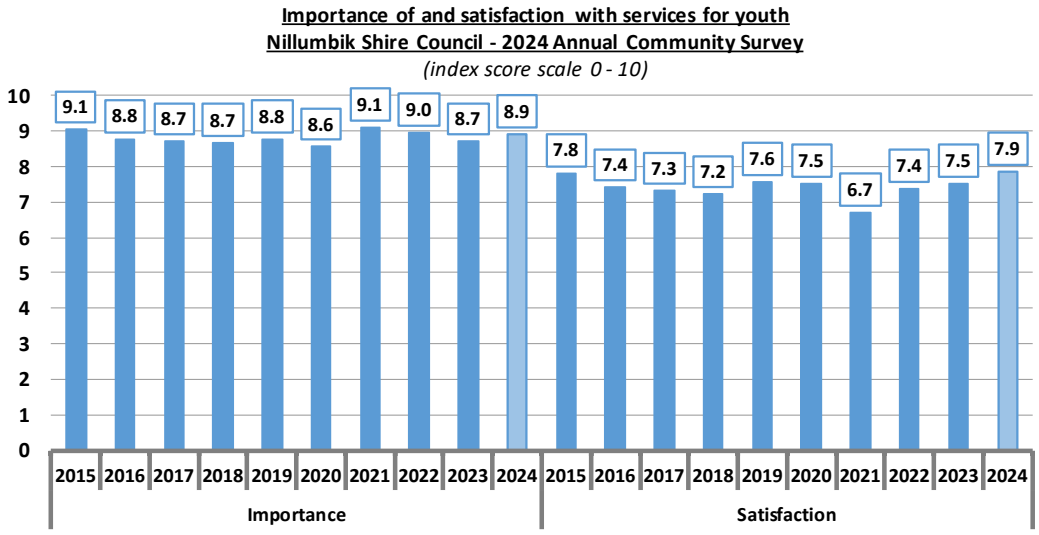
This result ranks these services 11th in terms of satisfaction this year.

This result was notably higher than the long-term average satisfaction since 2011 of 7.3 out of 10, or "very good".

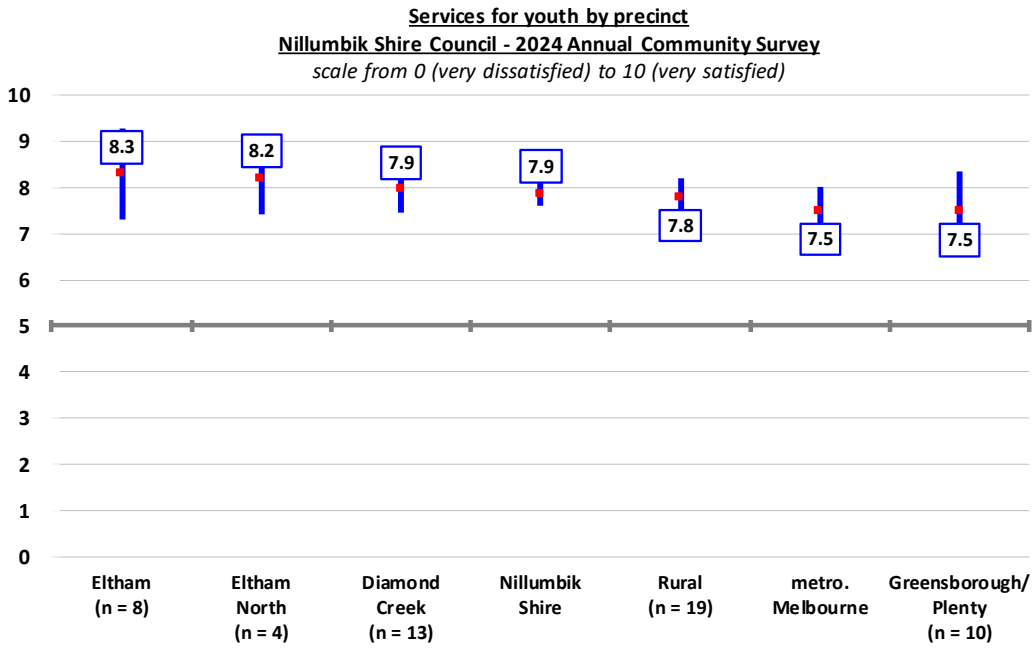
This result was comprised of 69% "very satisfied" and no "dissatisfied" respondents, based on a total sample of 54 of the 57 respondents (11%) from households who had used these services in the last 12 months.

Noting the very small sample of just 54 respondents, there was no substantive variation in satisfaction observed by respondent profile.

By way of comparison, satisfaction with these services in Nillumbik Shire was notably higher than the metropolitan Melbourne average satisfaction with the "services for youth" of 7.5 out of 10, or "very good", as recorded in the 2024 *Governing Melbourne*.



Noting the small sample size of just 54 respondents, there was no meaningful variation in satisfaction with services for youth observed across the municipality.



Services for older people

Services for older people were the 7th most important of the 34 included services and facilities, with an average importance of 9.2 out of 10 and one of six that were measurably more important than the average of all 34 services and facilities (8.9).

Satisfaction with services for older people remained stable this year at 7.5 out of 10, which was a "very good" level of satisfaction.

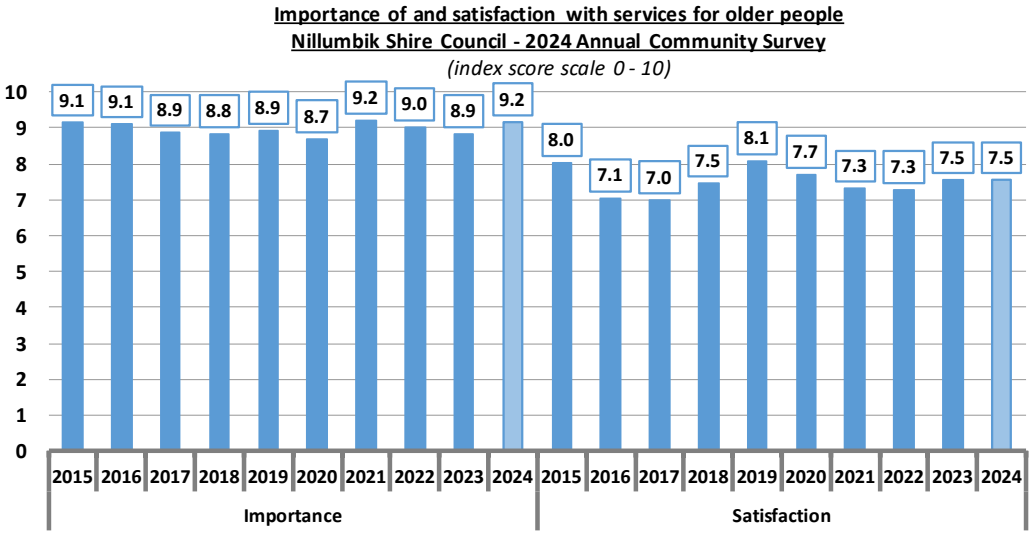
This result ranks services for older people 18th in terms of satisfaction this year.

This result was notably higher than the long-term average satisfaction since 2011 of 7.3 out of 10, or "very good".

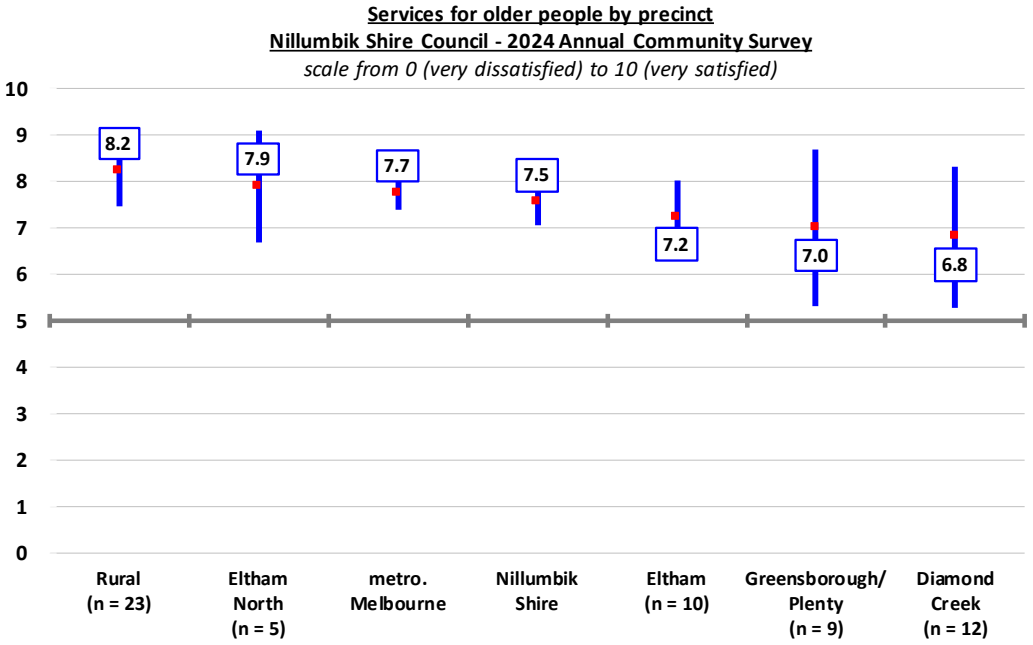
This result was comprised of 59% "very satisfied" and five percent "dissatisfied" respondents, based on a total sample of 59 of the 64 respondents (13%) from households who had used these facilities in the last 12 months.

Noting the very small sample of just 59 respondents, there was no substantive variation in satisfaction observed by respondent profile.

By way of comparison, satisfaction with these services in Nillumbik Shire was somewhat lower than the metropolitan Melbourne average satisfaction with the "services for seniors" of 7.7 out of 10, or "very good", as recorded in the 2024 *Governing Melbourne*.



Noting the small sample size of just 54 respondents, there was no meaningful variation in satisfaction with services for older people observed across the municipality.



Arts and cultural events, programs, and activities

Arts and cultural events, programs, and activities were the 30th most important of the 34 included services and facilities, with an average importance of 8.6 out of 10.

Satisfaction with these services increased marginally this year, up one percent to 7.7 out of 10, which remains at a "very good" level of satisfaction.

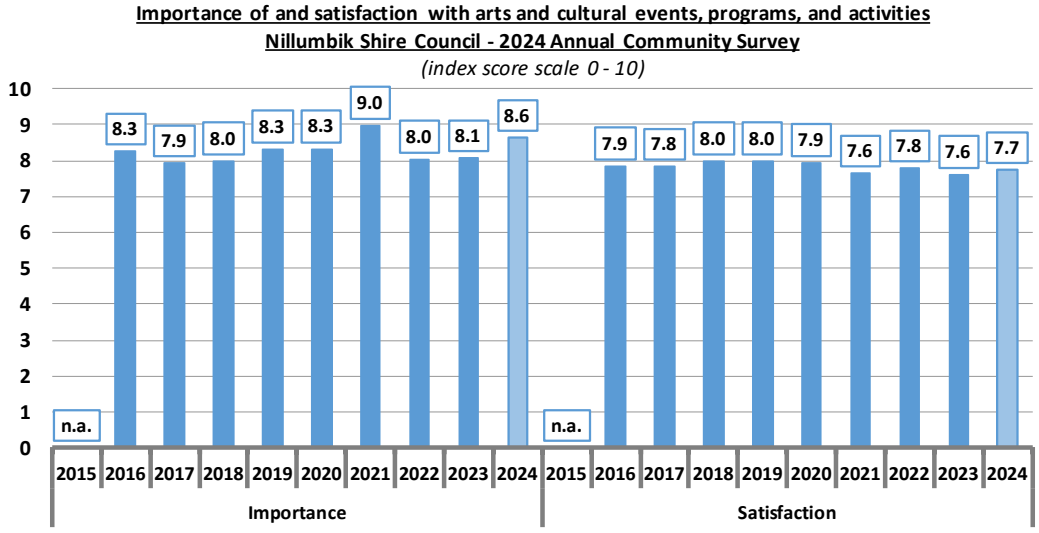
This result ranks these services 12th in terms of satisfaction this year.

This result was marginally below the long-term average satisfaction since 2011 of 7.8 out of 10, or "excellent".

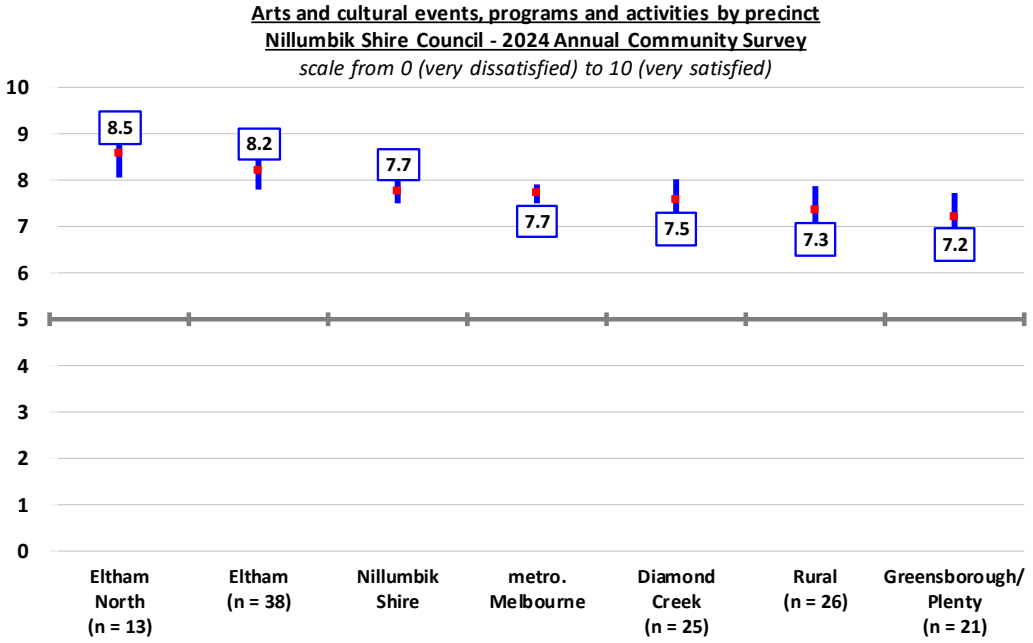
This result was comprised of 66% "very satisfied" and just one percent "dissatisfied" respondents, based on a total sample of 123 of the 124 respondents (25%) from households who had used these facilities in the last 12 months.

Noting the very small sample of just 123 respondents, there was no substantial variation in satisfaction observed by respondent profile, although younger adults (aged 18 to 34 years) were somewhat more satisfied than average.

By way of comparison, satisfaction with these services in Nillumbik Shire was identical to the metropolitan Melbourne combined average satisfaction with "Council's festivals and events" and "provision of public art" of 7.7 out of 10, as recorded in the 2024 *Governing Melbourne*.



Noting the small sample of 123 respondents, there was still some measurable and notable variation in satisfaction with arts and cultural events, programs, and activities observed across the municipality. The 13 respondents from Eltham North were measurably more satisfied than average, and at an "excellent" level.



Support for local businesses

Support for local businesses was the 25th most important of the 34 included services and facilities, with an average importance of 8.8 out of 10.

Satisfaction with the support for local business declined notably, but not measurably this year, down five percent this year to 7.4 out of 10, although it remains at a "very good" level of satisfaction.

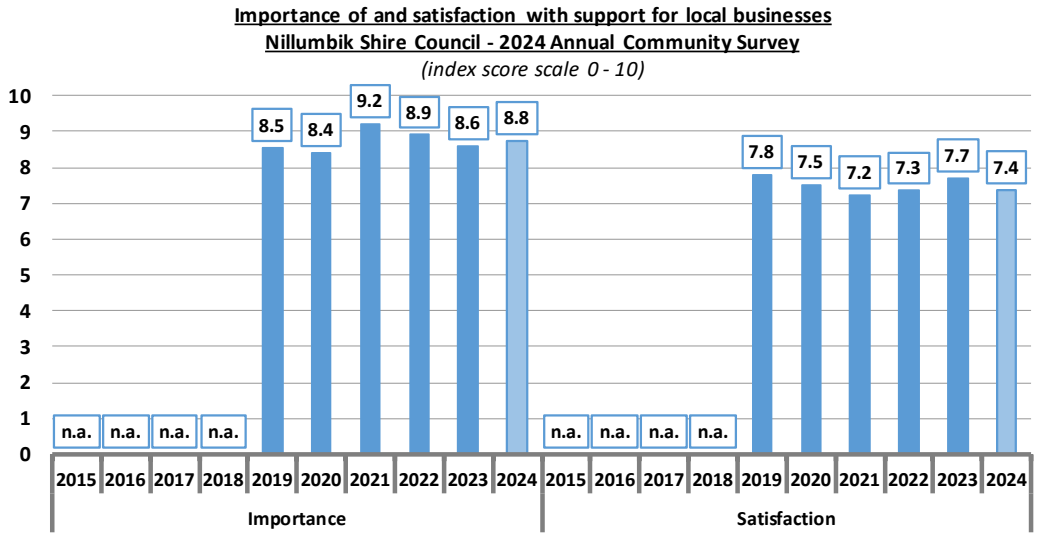
This result ranks these services 21st in terms of satisfaction this year.

This result was marginally lower than the long-term average satisfaction since 2019 of 7.5 out of 10, or "very good".

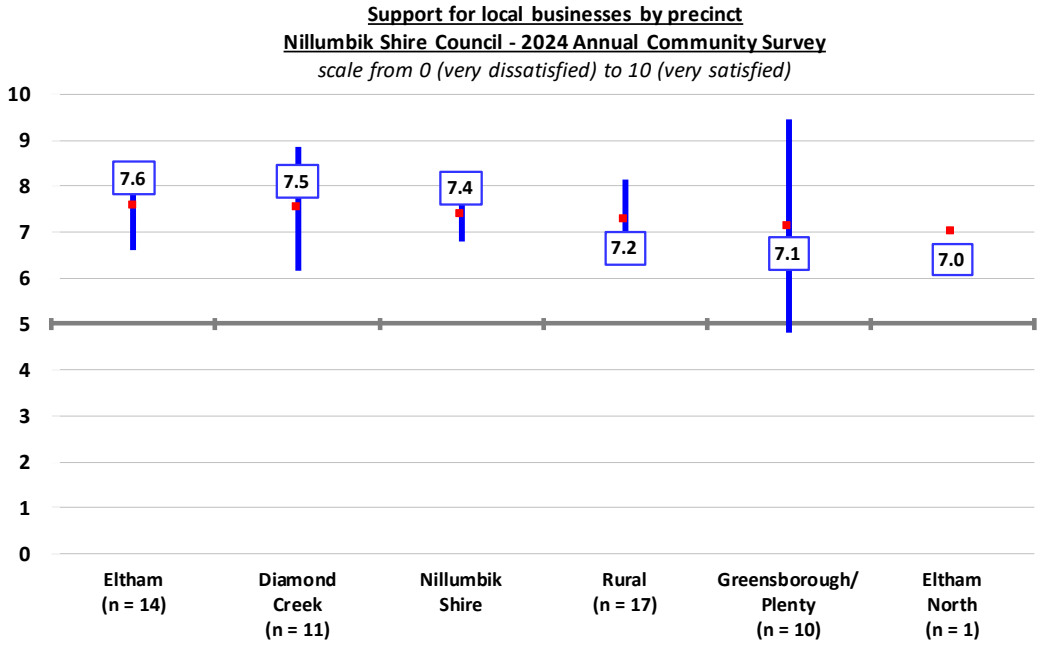
This result was comprised of 63% "very satisfied" and seven percent "dissatisfied" respondents, based on a total sample of 53 of the 56 respondents (11%) from households who had used these facilities in the last 12 months.

Noting the very small sample of just 53 respondents, there was no substantive variation in satisfaction observed by respondent profile.

By way of comparison, these services were not included in the 2024 *Governing Melbourne* survey in a comparable format, and therefore no metropolitan-wide comparison results were published.



Noting the small sample size of just 53 respondents, there was no meaningful variation in satisfaction with support for local businesses observed across the municipality.



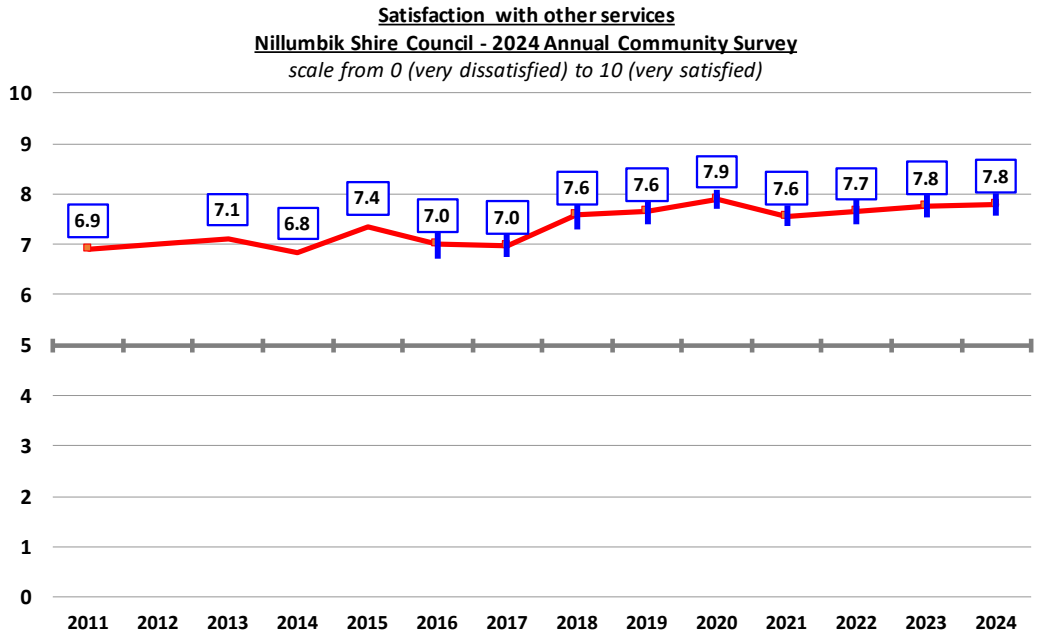
Other services and facilities

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 other services and facilities remained stable this year at 7.8 out of 10, or an "excellent" level of satisfaction.

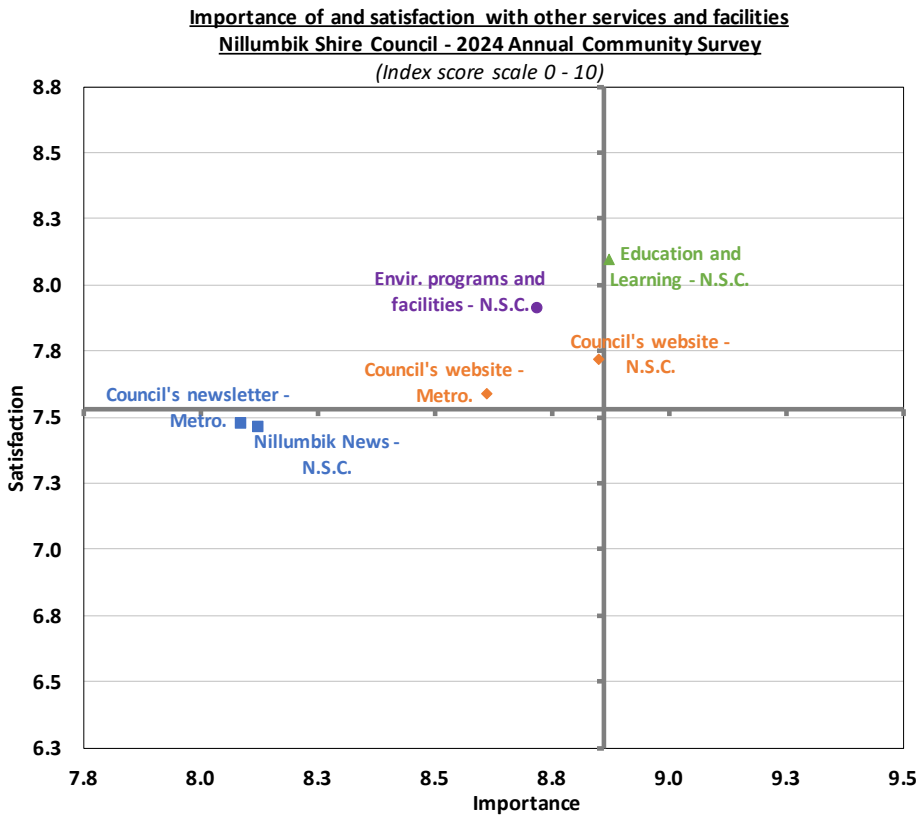
This result has remained very stable around a long-term average satisfaction with this group of services from 2011 of 7.4 out of 10, or "very good".



Metropolis Research notes that satisfaction with Education and Learning and environmental programs and facilities were both at "excellent" levels, well above the average satisfaction of 7.5.

The two communication services and facilities, the website and the *Nillumbik News* were both of lower-than-average importance. The Council website, however, recorded a higher-than-average satisfaction score.

The importance and satisfaction with the two communication services and facilities was broadly consistent with the metropolitan Melbourne results, as recorded in the 2024 Governing Melbourne research.



Nillumbik News (Council's newsletter)

The *Nillumbik News* was the 32nd most important of the 34 included services and facilities, with an average importance of 8.1 out of 10, and one of five that were measurably less important than the average of all 34 services and facilities (8.9).

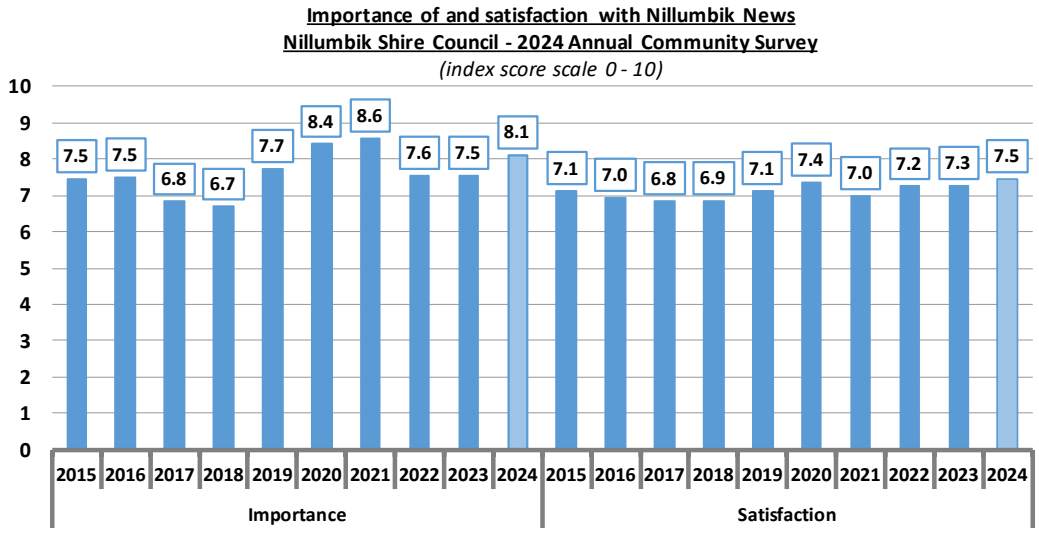
Satisfaction with the publication increased notably but not measurably this year, up three percent to 7.5 out of 10, although it remains at a "very good" level of satisfaction.

This result ranks the publication 19th in terms of satisfaction this year.

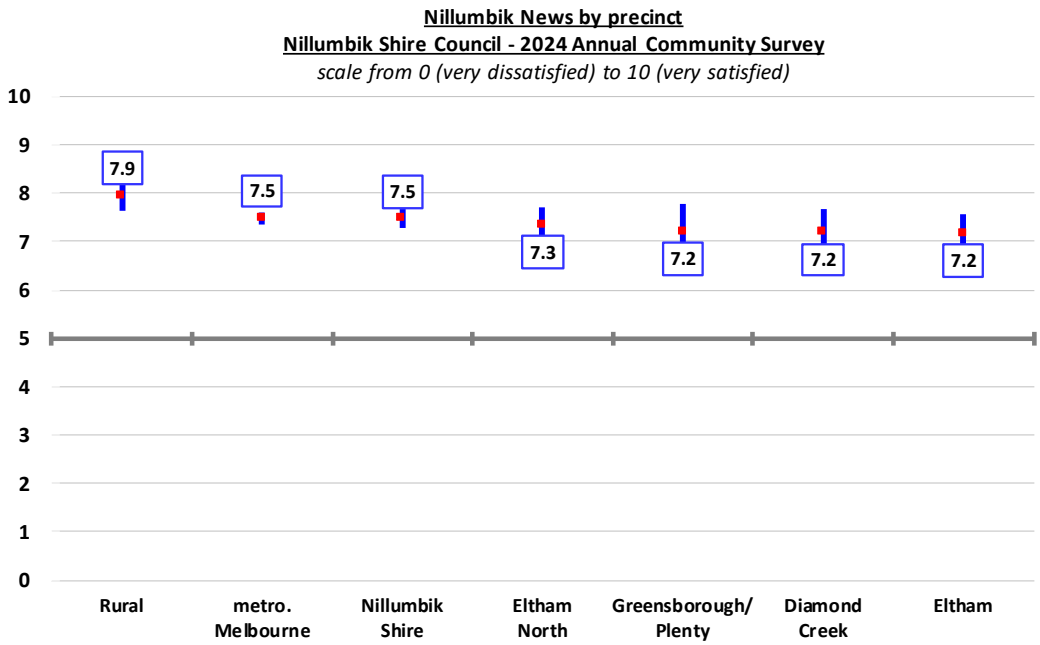
This result was measurably higher than the long-term average satisfaction since 2011 of 7.1 out of 10, or "good".

This result was comprised of 59% "very satisfied" and six percent "dissatisfied" respondents, based on a total sample of 395 respondents who provided a satisfaction score this year.

There was measurable variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) measurably more satisfied than older adults (aged 60 years and over).
By way of comparison, satisfaction with the publication in Nillumbik Shire was identical to the metropolitan Melbourne average satisfaction with the "Council's regular printed newsletter" of 7.5 out of 10, as recorded in the 2024 *Governing Melbourne*.



Whilst there was no statistically significant variation in satisfaction with the *Nillumbik News* observed across the municipality, it is noted that respondents from the rural precinct were notably more satisfied than average, and at an "excellent" rather than a "very good" level.



Council's website

Council's website was the 21st most important of the 34 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with the website increased marginally this year, up less than one percent to 7.7 out of 10, which remains a "very good" level of satisfaction.

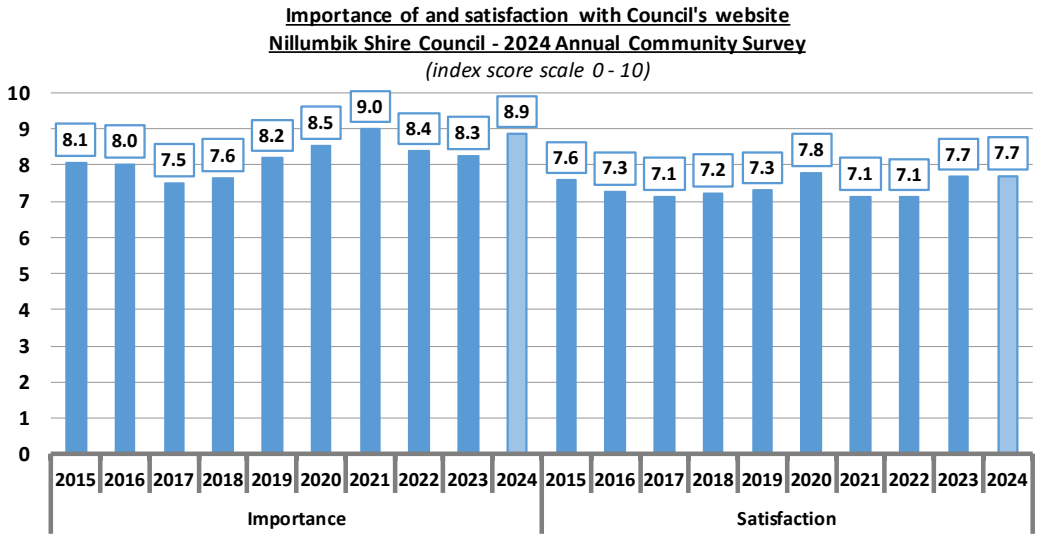
This result ranks the website 13th in terms of satisfaction this year.

This result was measurably higher than the long-term average satisfaction since 2011 of 7.3 out of 10, or "very good".

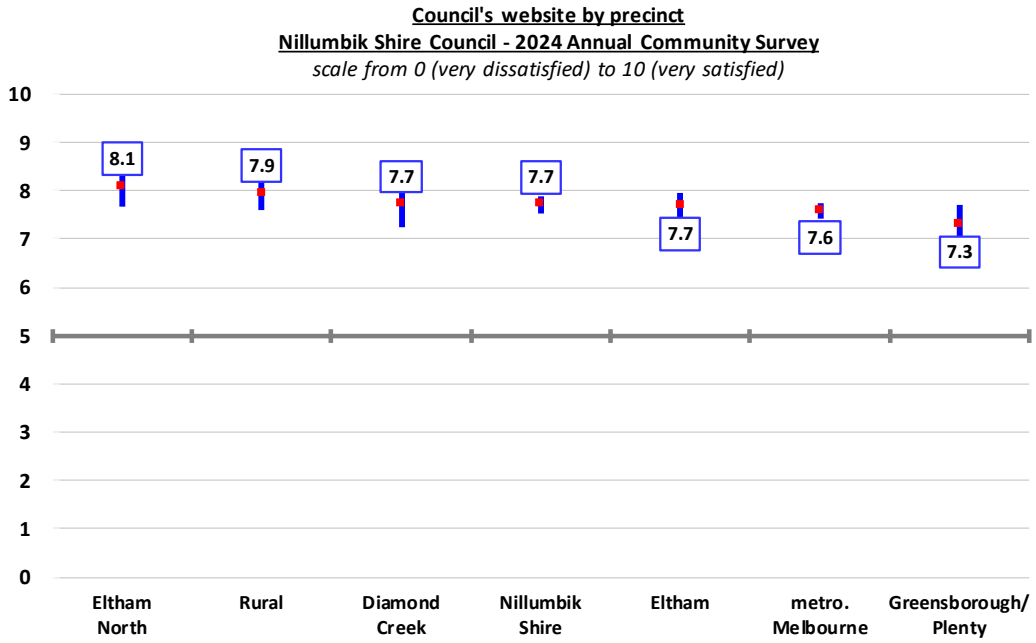
This result was comprised of 69% "very satisfied" and four percent "dissatisfied" respondents, based on a total sample of 265 of the 267 respondents (53%) from households who had used these facilities in the last 12 months.

There was no substantive variation in satisfaction observed by age group, although it is noted that female respondents were notably more satisfied than male respondents.

By way of comparison, satisfaction with the Nillumbik Shire website was marginally higher than the metropolitan Melbourne average satisfaction with the "Council website" of 7.6 out of 10, as recorded in the 2024 *Governing Melbourne*.



Whilst there was no statistically significant variation in satisfaction with the Council website observed across the municipality, it is noted that respondents from Eltham North and the rural precinct rated satisfaction at "excellent" rather than "very good" levels of satisfaction.



Education and Learning

Education and Learning was the 23rd most important of the 34 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with this service increased notably, but not measurably this year, up three percent this year to 8.1 out of 10, which remains an "excellent" level of satisfaction.

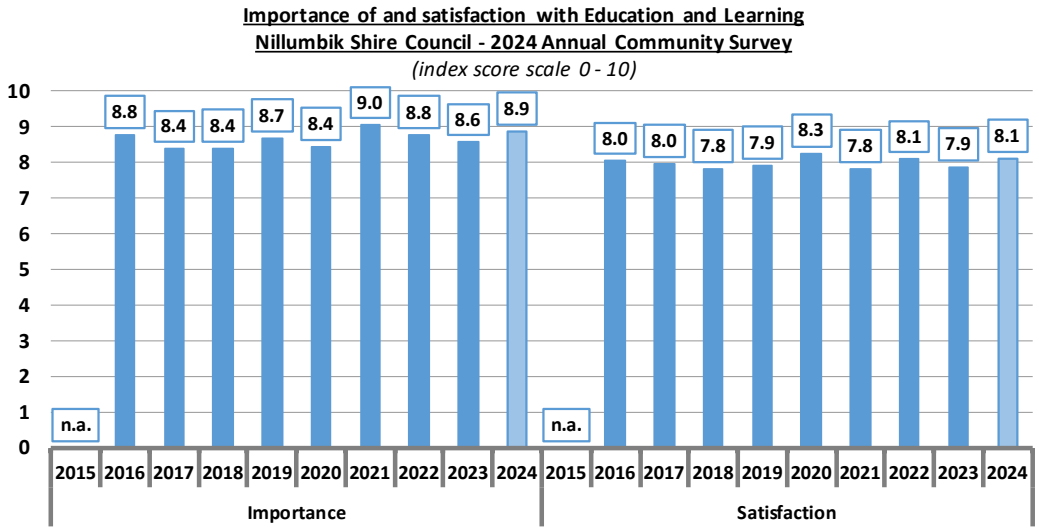
This result ranks this service 6th in terms of satisfaction this year, and one of eight that received a satisfaction score measurably higher than the average of all 34 services and facilities (7.5).

This result was marginally higher than the long-term average satisfaction since 2016 of 8.0 out of 10, or "very good".

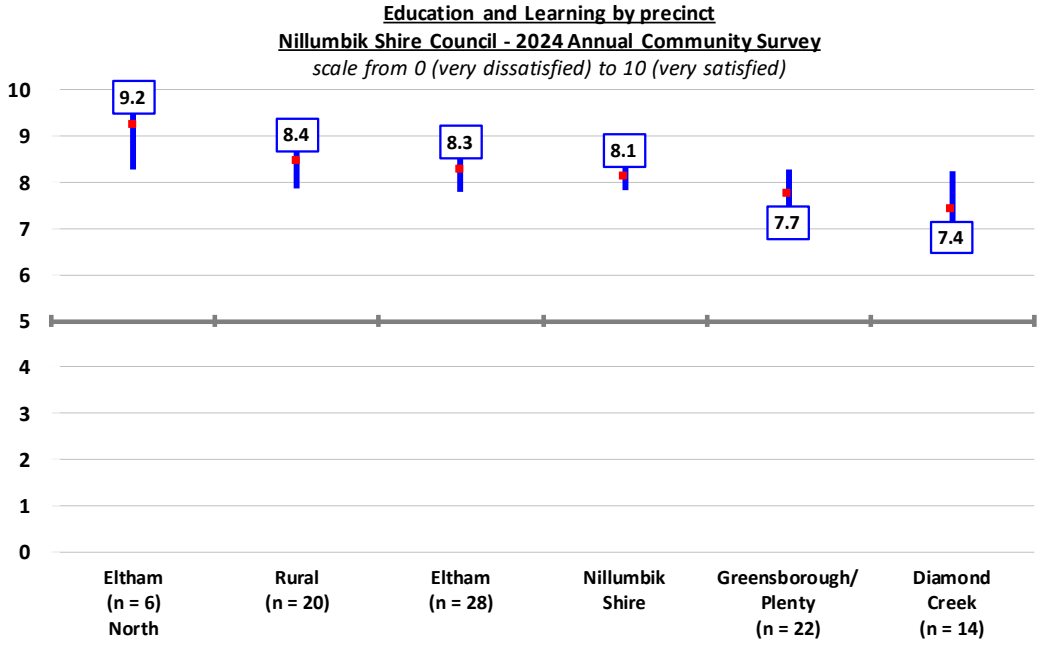
This result was comprised of 71% "very satisfied" and no "dissatisfied" respondents, based on a total sample of 91 of the 98 respondents (20%) from households who had used these facilities in the last 12 months.

There was no meaningful variation in satisfaction observed by respondent profile, with all age groups and gender rated satisfaction at "excellent" levels.

By way of comparison, these services were not included in the 2024 *Governing Melbourne* survey in a comparable format, and therefore no metropolitan-wide comparison results were published.



Noting the small sample size of 91 respondents, there was no measurable variation in satisfaction with Education and Learning observed across the municipality, although 14 respondents from Diamond Creek were somewhat less satisfied than average and at a "very good" rather than an "excellent" level.



Environmental programs and facilities

Environmental programs and facilities were the 27th most important of the 34 included services and facilities, with an average importance of 8.7 out of 10.

Satisfaction with this service declined notably, but not measurably this year, down four percent this year to 7.9 out of 10, although it remains at an "excellent" level of satisfaction.

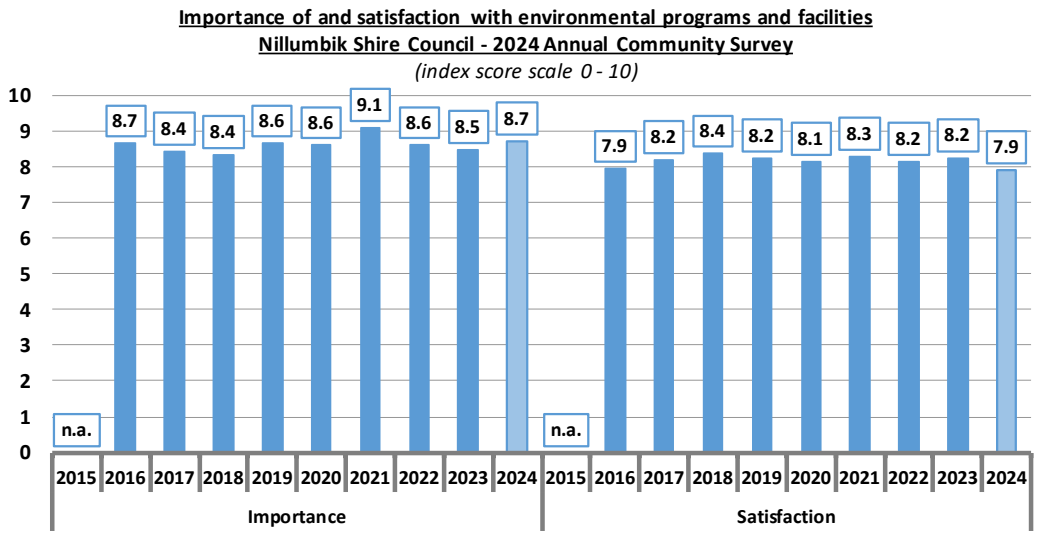
This result ranks environmental programs and facilities 10th in terms of satisfaction this year.

This result was somewhat lower than the long-term average satisfaction since 2016 of 8.2 out of 10, or "excellent".

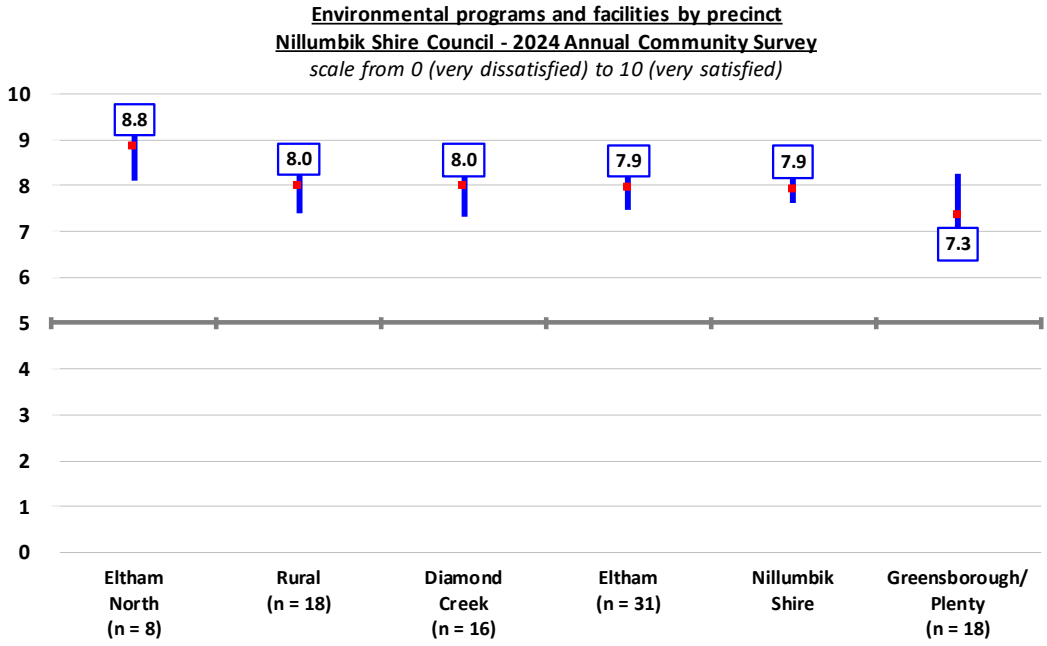
This result was comprised of 75% "very satisfied" and three percent "dissatisfied" respondents, based on a total sample of 92 of the 93 respondents (19%) from households who had used these facilities in the last 12 months.

Whilst noting the small sample of just 92 respondents, there was some variation in satisfaction observed by respondent profile, with older adults (aged 60 years and over) were somewhat less satisfied than average, and female respondents notably more satisfied than male respondents.

By way of comparison, these services were not included in the 2024 *Governing Melbourne* survey in a comparable format, and therefore no metropolitan-wide comparison results were published.



Noting the small sample size of 92 respondents, there was no measurable variation in satisfaction with environmental programs and facilities observed across the municipality, although 18 respondents from Greensborough / Plenty were somewhat less satisfied than average and at a "very good" rather than an "excellent" level.



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 2024 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.

A little more than half (58% down from 74%) of respondents provided a total of 597 responses, at an average approximately two issues per respondent. The decline in the proportion of respondents providing an issue can reflect a reduction in community concern around various issues but can also reflect lower levels of engagement in the community with Council and local issues.

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 consistently been two issues that have and continue to dominate the issues to address results 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, parking (both availability and enforcement), Council rates, fees, and charges, planning and development, bushfire management / prevention, and environment, sustainability, and climate change related issues.

These issues were again in 2024 prominent in these results, although not in large numbers.

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 2023 to 2024

There was relatively little notable variation observed in the top issues to address this year, although attention is drawn to the following:

- ***Somewhat more commonly nominated in 2024 than in 2023*** – includes road maintenance and repairs (18% up from 13%), and car parking including availability and enforcement (4% up from 2%).
- ***Somewhat less commonly nominated in 2024 than in 2023*** – includes cleanliness and maintenance of the local area (3% down from 6%), rubbish and waste issues (3% down from 8%), communication and consultation (3% down from 6%), public transport (2% down from 6%), and Council governance and performance (1% down from 4%).

Metropolis Research notes that the total proportion of respondents who provided at least one issue this year was down significant (58% down from the unusually high 74% last year). This does mean that many issues were slightly less commonly nominated this year than last year.

Metropolis Research notes that the increase in road maintenance and repair related issues was consistent with the decline in satisfaction with the maintenance and repair of sealed local roads (down 3%), and the grading of unsealed local roads (down 3%), as discussed in the Roads and Drains section of this report.

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 2024 *Governing Melbourne* research conducted independently by Metropolis Research in January 2024, as follows:

- ***Somewhat more commonly nominated in the Nillumbik Shire than metropolitan Melbourne*** – included road maintenance and repairs (18% compared to 7%), bushfire management and prevention (6% compared to 0%), environment, conservation, and climate change (4% compared to 0%), and public toilets (3% compared to 0%).
- ***Somewhat less commonly nominated in the Nillumbik Shire than metropolitan Melbourne*** – included car parking including enforcement (4% compared to 7%), provision and maintenance of street trees (3% compared to 6%), rubbish and waste issues (3% compared to 6%), and nature strip issues (1% compared to 6%).

Top issues for Nillumbik Shire at the moment
Nillumbik Shire Council - 2024 Annual Community Survey
(Number and percent of total respondents)

Issue	*2024*		*2023*	*2022*	*2021*	*2020*	*2024*
	Number	*Percent*					*Metro.**
Roads maintenance and repairs	91	18%	13%	17%	12%	17%	7%
Traffic management	77	15%	16%	11%	14%	22%	14%
Parks, gardens and open space	41	8%	8%	6%	7%	7%	6%
Council rates	38	8%	8%	8%	7%	8%	6%
Bushfire management / prevention issues	29	6%	6%	8%	9%	16%	0%
Environment, conservation, climate change	21	4%	5%	10%	5%	7%	0%
Car parking / enforcement	19	4%	2%	3%	2%	4%	7%
Building, planning, housing and development	18	4%	4%	7%	8%	8%	2%
Cleanliness and maintenance of areas	16	3%	6%	1%	3%	1%	3%
Provision and maintenance of street trees	14	3%	4%	5%	5%	6%	6%
Public toilets	14	3%	1%	1%	1%	0%	0%
Rubbish and waste issues including garbage	14	3%	8%	8%	4%	11%	6%
Communication and community consultation	13	3%	6%	6%	5%	2%	2%
Public transport incl. seats and shades	12	2%	6%	1%	1%	2%	1%
Footpath maintenance and repairs	11	2%	3%	1%	3%	6%	4%
Safety, policing and crime issues	11	2%	2%	1%	1%	0%	2%
Street cleaning and maintenance	9	2%	3%	1%	1%	2%	3%
Drains maintenance and repairs	8	2%	4%	2%	4%	2%	1%
Provision and maintenance of infrastructure	8	2%	2%	3%	1%	1%	1%
Lighting	7	1%	2%	1%	1%	4%	2%
Nature-strip issues	7	1%	0%	0%	0%	0%	6%
Prov. and maint. recreation, sports facilities	7	1%	2%	1%	1%	1%	1%
Services and facilities for the elderly	7	1%	1%	0%	0%	1%	2%
Animal management	6	1%	3%	2%	2%	2%	2%
Economic issues / cost of living	6	1%	2%	0%	0%	0%	0%
Shops, restaurants, entertainment venue	6	1%	3%	1%	1%	0%	1%
Activities, services and facilities for youth	5	1%	1%	1%	1%	1%	0%
Control / management of wild / feral animals	5	1%	2%	n.a.	n.a.	n.a.	n.a.
Council governance and performance	5	1%	4%	2%	3%	1%	2%
Health and medical issues / services	5	1%	1%	1%	0%	0%	1%
Prov. and main. of cycling / walking tracks	5	1%	2%	2%	3%	3%	1%
Recycling collection	5	1%	1%	0%	1%	2%	1%
Activities and facilities for children	4	1%	1%	0%	0%	0%	1%
Financial issues and priorities for Council	4	1%	1%	0%	1%	1%	1%
Green waste collection	4	1%	1%	1%	0%	0%	1%
All other issues *(29 identified separately issues)*	45	9%	15%	8%	14%	16%	8%
Total responses	**597**		**768**	**663**	**621**	**773**	**765**
Respondents identifying at least one issue	*292*	*(58%)*	*371*	*320*	*316*	*385*	*391*
			(74%)	*(63%)*	*(63%)*	*(77%)*	*(50%)*

(*) 2024 metropolitan Melbourne average from Governing Melbourne

Issues by precinct and respondent profile

There was some variation in the top issues to address for the Nillumbik Shire at the moment observed by precinct and by respondent profile, as follows:

- ***Greensborough / Plenty*** – respondents were somewhat more likely than average to nominate roads, parks and gardens, Council rates, rubbish and waste, and nature strip issues.
- Diamond Creek – respondents were somewhat more likely than average to nominate traffic management, Council rates, public toilets, and street trees.
- ***Eltham*** – respondents were somewhat more likely than average to nominate car parking issues.
- ***Eltham North*** – respondents were somewhat more likely than average to nominate traffic management, parks and gardens, street trees, public transport, and environment, conservation and climate change.
- ***Rural precinct*** – respondents were somewhat more likely than average to nominate roads, and bushfire management and prevention.
- ***Adults (aged 35 to 44 years)*** – respondents were somewhat more likely than average to nominate environment and conservation.
- ***Middle-aged adults (aged 45 to 59 years)*** – respondents were somewhat more likely than average to nominate roads, Council rates, bushfire management / prevention issues, and planning and development related issues.
- ***Older adults (aged 60 to 74 years)*** – respondents were somewhat more likely than average to nominate roads, and parks and gardens.
- ***Senior citizens (aged 75 years and over)*** – respondents were somewhat more likely than average to nominate traffic management, car parking, public toilets, and street trees.
- ***Male*** – respondents were somewhat more likely than females to nominate Council rates.

Top issues for Nillumbik Shire at the moment by precinct
Nillumbik Shire Council - 2024 Annual Community Survey
(Number and percent of total respondents)

Greensborough / Plenty	
Roads maintenance and repairs	24%
Parks, gardens and open space	16%
Council rates	14%
Traffic management	11%
Bushfire management / prevention issues	8%
Rubbish and waste issues inc garbage	7%
Nature-strip issues	7%
Environment, conservation, climate change	5%
Drains maintenance and repairs	4%
Building, planning, housing, development	4%
All other issues	50%
Respondents identifying an issue	*51 (67%)*

Diamond Creek	
Traffic management	20%
Council rates	12%
Parks, gardens and open space	9%
Roads maintenance and repairs	8%
Public toilets	7%
Provision and maintenance of street trees	6%
Drains maintenance and repairs	4%
Safety, policing and crime issues	4%
Car Parking/ enforcement	3%
Animal management	3%
All other issues	46%
Respondents identifying an issue	*55 (58%)*

Eltham	
Traffic management	18%
Car Parking/ enforcement	9%
Parks, gardens and open space	7%
Roads maintenance and repairs	6%
Council rates	5%
Street cleaning and maintenance	5%
Cleanliness and maintenance of areas	4%
Building, planning, housing, development	4%
Environment, conservation, climate change	4%
Provision / maintenance of infrastructure	4%
All other issues	37%
Respondents identifying an issue	*77 (60%)*

Eltham North	
Traffic management	23%
Parks, gardens and open space	13%
Roads maintenance and repairs	13%
Provision and maintenance of street trees	10%
Council rates	8%
Public transport incl. seats and shades	8%
Environment, conservation, climate change	8%
Footpath maintenance and repairs	5%
Bushfire management / prevention issues	5%
Economic issues / cost of living	5%
All other issues	50%
Respondents identifying an issue	*29 (72%)*

Rural	
Roads maintenance and repairs	31%
Bushfire management / prevention issues	12%
Traffic management	11%
Building, planning, housing, development	6%
Communication, community consultation	5%
Cleanliness and maintenance of areas	4%
Council rates	4%
Environment, conservation, climate change	4%
Parks, gardens and open space	3%
Rubbish and waste issues inc garbage	3%
All other issues	28%
Respondents identifying an issue	*79 (49%)*

Shire of Nillumbik	
Roads maintenance and repairs	18%
Traffic management	15%
Parks, gardens and open space	8%
Council rates	8%
Bushfire management / prevention issues	6%
Environment, conservation, climate change	4%
Car parking / enforcement	4%
Building, planning, housing, development	4%
Cleanliness and maintenance of areas	3%
Provision and maintenance of street trees	3%
All other issues	47%
Respondents identifying an issue	*292 (58%)*

Top issues for Nillumbik Shire at the moment by respondent profile
Nillumbik Shire Council - 2024 Annual Community Survey
(Number and percent of total respondents)

Young adults (18 to 34 years)	
Roads maintenance and repairs	15%
Traffic management	14%
Parks, gardens and open space	9%
Car Parking/ enforcement	4%
Drains maintenance and repairs	4%
Cleanliness and maintenance of area	4%
All other issues	37%
Respondents identifying an issue	*56 (46%)*

Adults (35 to 44 years)	
Traffic management	14%
Roads maintenance and repairs	10%
Council rates	9%
Environment, conservation, climate change	9%
Bushfire management / prevention issues	4%
Provision / maintenance of infrastructure	4%
All other issues	68%
Respondents identifying an issue	*50 (55%)*

Middle aged adults (45 to 54 years)	
Roads maintenance and repairs	25%
Traffic management	16%
Council rates	14%
Bushfire management / prevention issues	9%
Building, planning, housing, development	8%
Parks, gardens and open space	7%
All other issues	74%
Respondents identifying an issue	*75 (70%)*

Older adults (55 to 74 years)	
Roads maintenance and repairs	21%
Parks, gardens and open space	12%
Traffic management	12%
Council rates	7%
Bushfire management / prevention issues	7%
Car Parking/ enforcement	5%
All other issues	55%
Respondents identifying an issue	*93 (61%)*

Senior citizens (75 years and over)	
Traffic management	36%
Roads maintenance and repairs	18%
Car Parking/ enforcement	11%
Public toilets	7%
Provision and maintenance of street trees	7%
Parks, gardens and open space	4%
All other issues	64%
Respondents identifying an issue	*19 (68%)*

Male	
Roads maintenance and repairs	18%
Traffic management	15%
Council rates	10%
Parks, gardens and open space	8%
Bushfire management / prevention issues	5%
Environment, conservation, climate change	4%
All other issues	55%
Respondents identifying an issue	*139 (58%)*

Female	
Roads maintenance and repairs	18%
Traffic management	16%
Parks, gardens and open space	9%
Bushfire management / prevention issues	8%
Council rates	5%
Environment, conservation, climate change	4%
All other issues	67%
Respondents identifying an issue	*148 (59%)*

Shire of Nillumbik	
Roads maintenance and repairs	18%
Traffic management	15%
Parks, gardens and open space	8%
Council rates	8%
Bushfire management / prevention issues	6%
Environment, conservation, climate change	4%
All other issues	60%
Respondents identifying an issue	*292 (58%)*

Traffic and parking

Frequency of travelling by selected methods

Respondents were asked:

"How often do you typically travel by the following methods?"

This question relating to the frequency of travelling by car, bicycle, and walking was included in the survey program for the first time this year.

The question was designed to assist in a more detailed understanding of satisfaction with aspects of traffic and parking by method of travel.

More than three-quarters (78%) of all respondents reported that they frequently travel by car, with multiple trips per week.

By contrast, a little more than one-third (38%) of respondents reported that they frequently walk, and just seven percent of respondents reported that they frequently cycle.

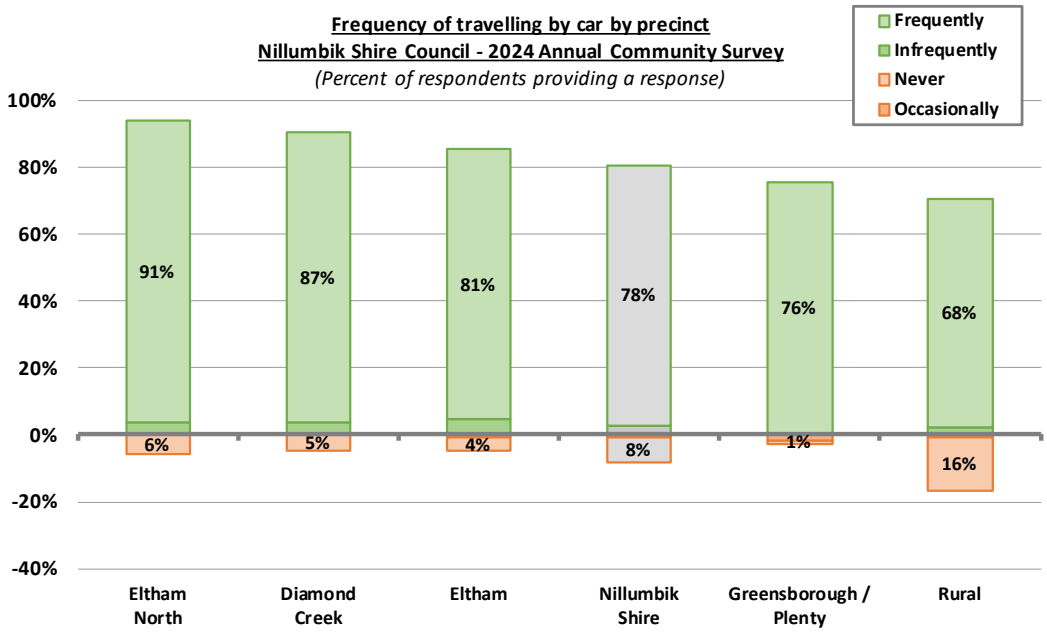
Metropolis Research draws attention to the fact that 43% of respondents reported that they never cycle, and a further 23% were unable or unwilling to say if they cycled. It is fair to assume that the majority of the respondents who did not provide a response for cycling (or walking) were likely not frequently engaging in cycling (or walking).

Frequency of travelling by selected methods
Nillumbik Shire Council - 2024 Annual Community Survey
(Number and percent of respondents providing a response)

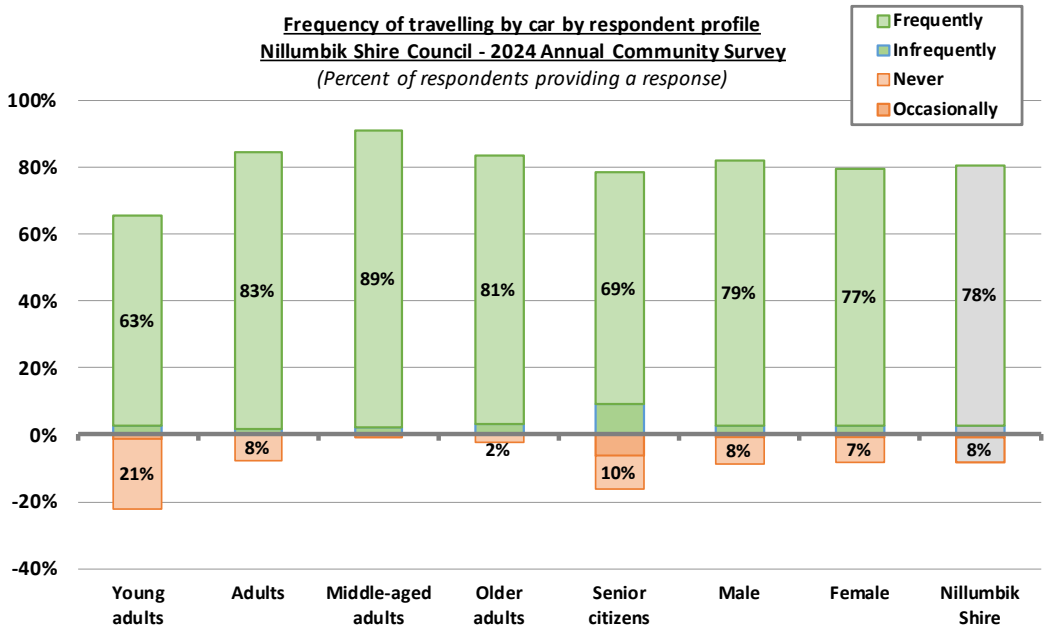
Response	*By car (as driver or passenger)*		*By bicycle*		*Walking*	
	Number	*Percent*	*Number*	*Percent*	*Number*	*Percent*
Frequently *(multiple times per week)*	390	78%	33	7%	189	38%
Infrequently *(a few times per month)*	14	3%	70	14%	104	21%
Occasionally *(a few times a year)*	4	1%	70	14%	43	9%
Never	38	8%	214	43%	70	14%
Can't say	55	11%	114	23%	95	19%
Total	**501**	**100%**	**501**	**100%**	**501**	**100%**

Frequency of travelling by car (as driver or passenger)

There was some variation in the frequency of travelling by car observed across the municipality with respondents from Eltham North notably more likely than average to frequently travel by car, whilst respondents from the rural precinct were notably less likely.

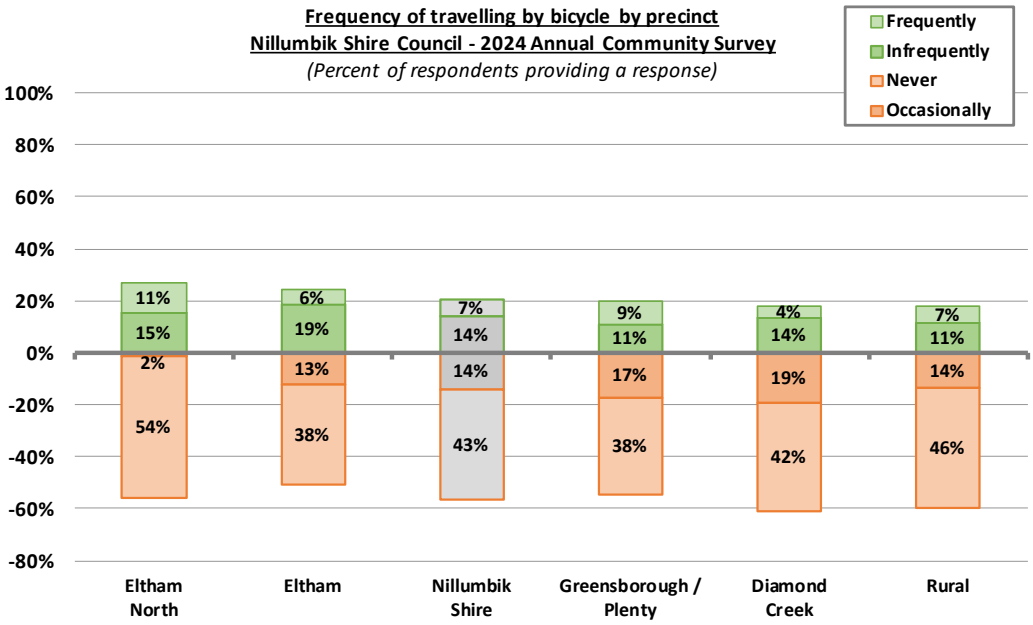


Young adults (aged 18 to 34 years) were the least likely to frequently travel by car.

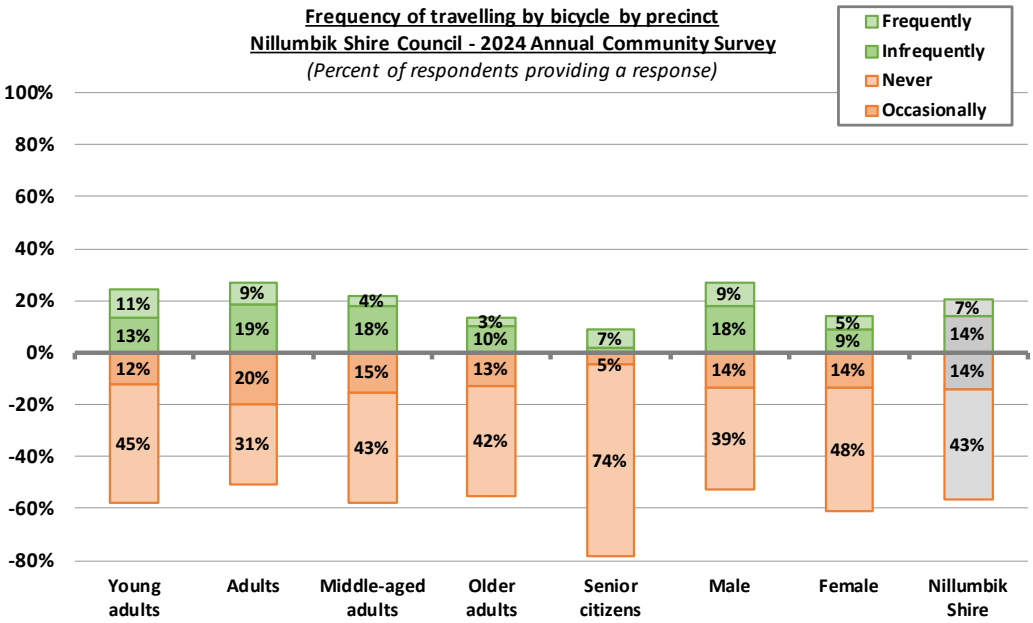


Frequency of travelling by bicycle

Respondents from Eltham North and Eltham were the most likely to at least infrequently travel by bicycle.

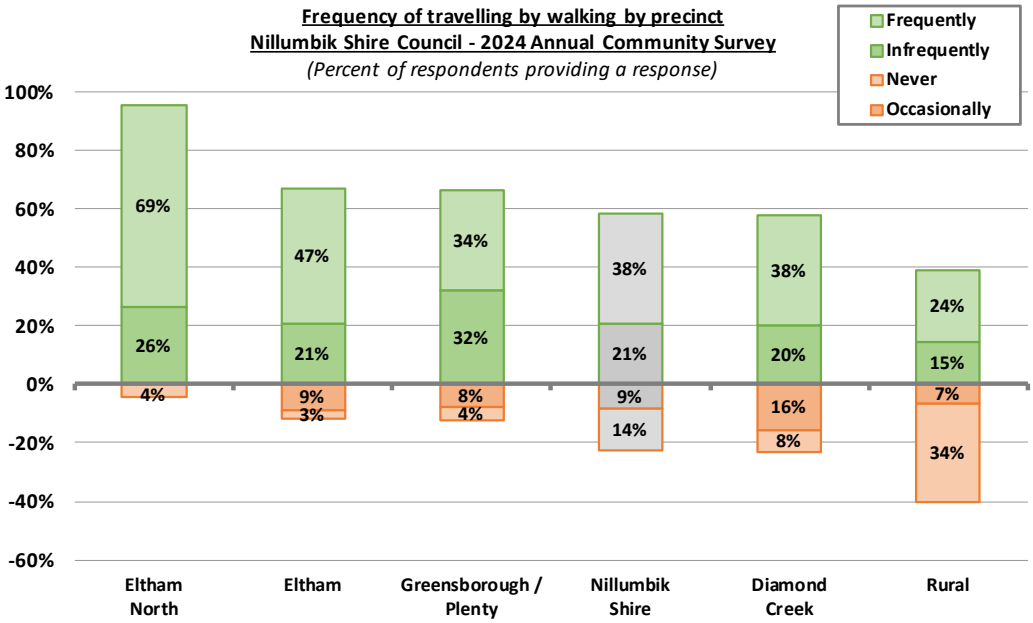


Older adults and senior citizens (aged 60 years and over) were the least likely to cycle. Male respondents were more likely to cycle than female respondents.

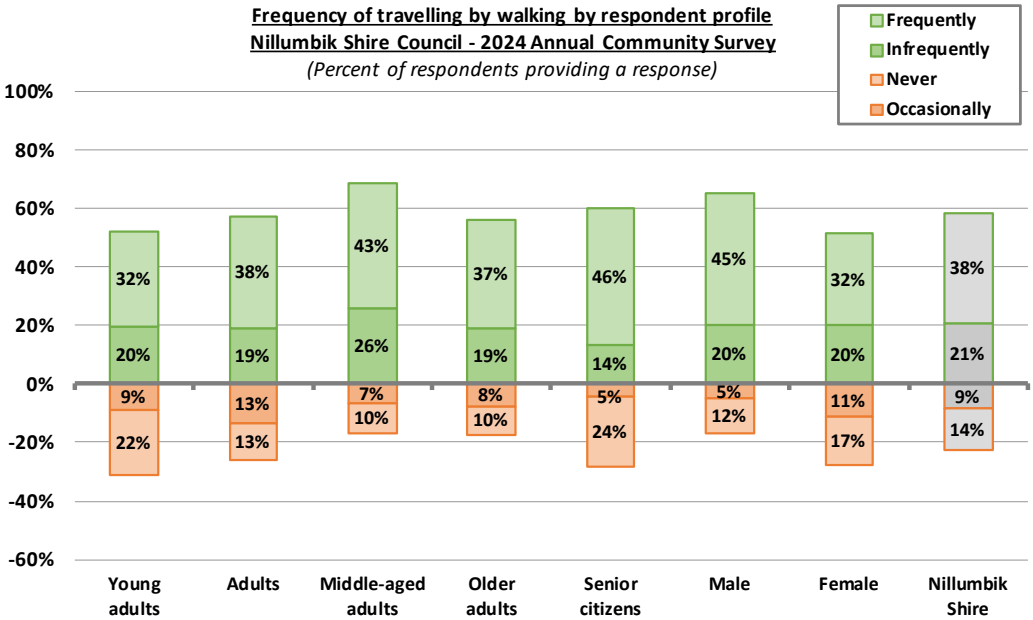


Frequency of travelling by walking

Respondents from Eltham North were notably more likely to walk than average, whilst respondents from the rural precinct were notably more likely to never walk.



Middle-aged adults (aged 45 to 59 years) were the most likely to walk. Male respondents were notably more likely to walk than female respondents.



Satisfaction / perception of safety of selected aspects of traffic and parking

Respondents were asked:

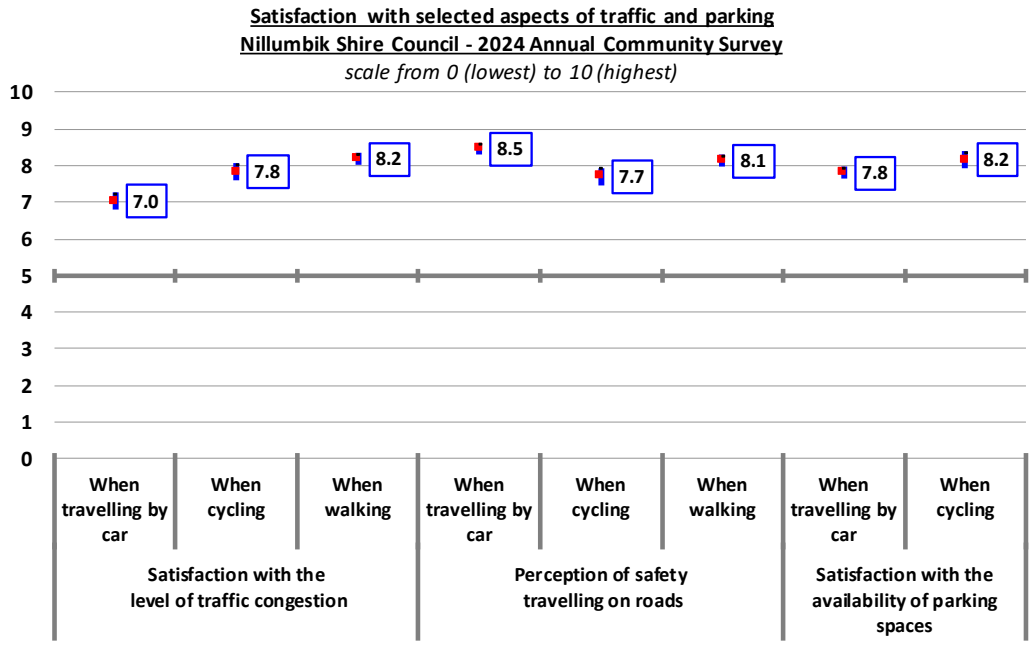
"On a scale of 0 (lowest) to 10 (highest), how satisfied are you with the level of traffic congestion in your local area?" / "On a scale of 0 (lowest) to 10 (highest), how safe do you feel travelling on roads in your local area?" / "On a scale of 0 (lowest) to 10 (highest), how satisfied are you with the availability of parking spaces in your local area?"

This set of question relating to satisfaction with traffic congestion, safety travelling on roads, and the availability of parking were changed this year from the previous question format.

In previous years, respondents were asked to rate their satisfaction with the volume of traffic on residential streets and main roads; the availability of parking on residential streets, main roads, and around busy shopping strips and major commercial areas; and safety walking in residential streets, walking beside main roads; cycling in residential streets and beside main roads.

The question was changed in order to facilitate more detailed understanding of variation in satisfaction with traffic congestion, safety, and parking between those travelling by car, walking, and cycling.

There was measurable and significant variation in satisfaction with traffic congestion, safety, and parking availability based on the method of travel, as outlined in the following graph.



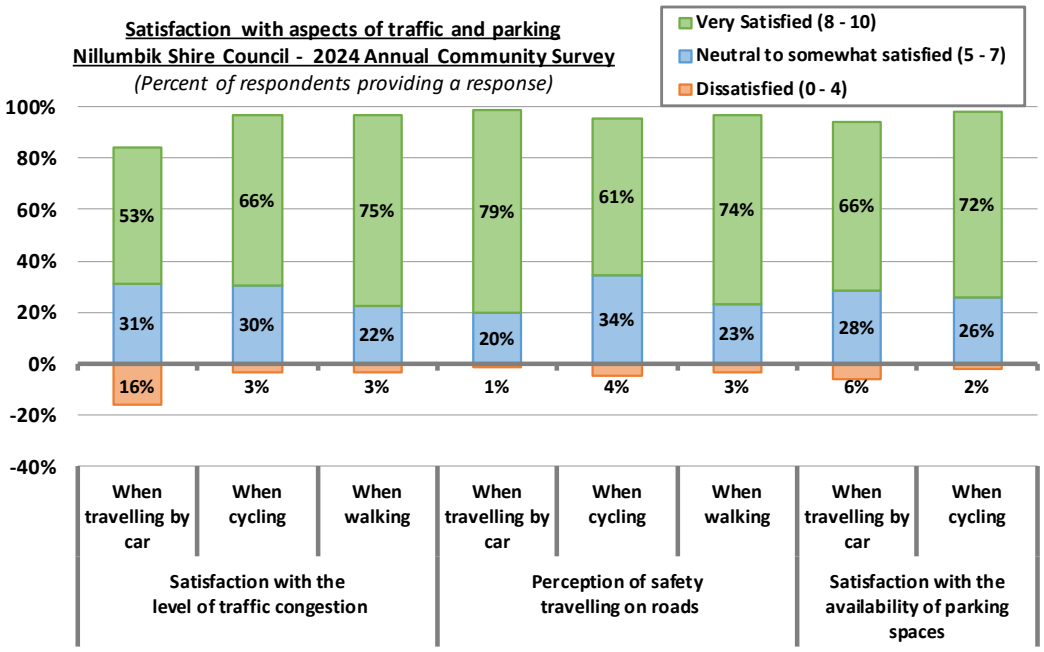
Satisfaction with these three aspects of traffic and parking can best be summarised as follows:

- ***Excellent*** – for the level of traffic congestion when cycling and when walking, the perception of safety when travelling by car and when walking, and the availability of parking when travelling by car and when cycling.
- ***Very Good*** – for the perception of safety when cycling.
- ***Good*** – for the level of traffic congestion when travelling by car.

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).

Attention is drawn to the fact that more than half of respondents providing a satisfaction score were "very satisfied" with the level of traffic congestion, their perception of safety, and the availability of parking.

It is, however, noted that 16% of respondents were "dissatisfied" with the level of traffic congestion when travelling by car.



Taken as a set, these results strongly suggest that most in the Nillumbik community feel safe when travelling on roads, and are satisfied with the level of traffic congestion and the availability of parking.

Metropolis Research notes that satisfaction with traffic management and parking enforcement was included in the Satisfaction with services and facilities section of this report, which showed the following:

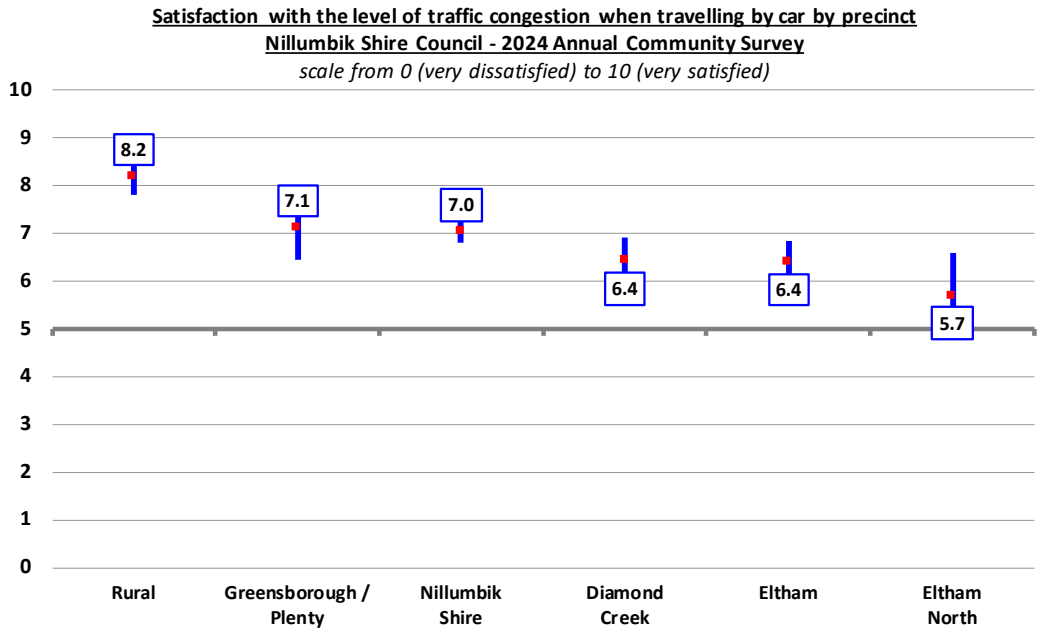
- ***Local Traffic management*** – satisfaction with the level of traffic congestion for those travelling by car (7.0) was consistent with the average satisfaction with the Council service 'local traffic management', which reported a satisfaction score of 7.0 out of 10 or "good". This result was, however, three percent lower than the metropolitan Melbourne average satisfaction with local traffic management of 7.2 out of 10.

- ***Parking enforcement*** – satisfaction with the availability of parking for those travelling by car (7.8) was measurably and significantly higher than the average satisfaction with the Council service 'parking enforcement' which reported a satisfaction score of 7.1 out of 10 or "good". This result was one percent lower than the metropolitan Melbourne average satisfaction with parking enforcement of 7.2 out of 10.

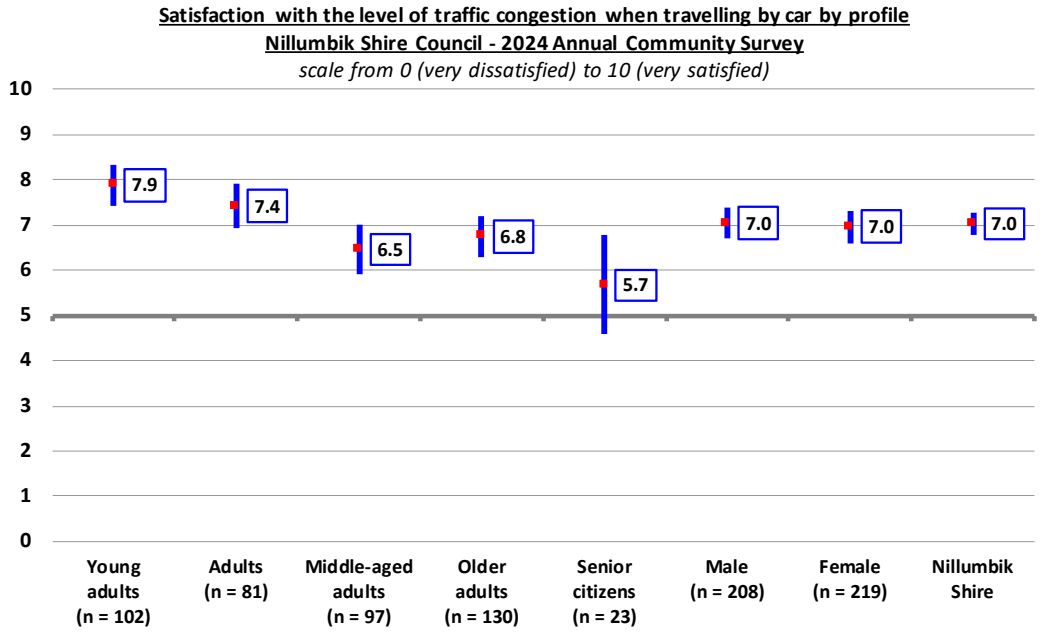
Satisfaction with the level of traffic congestion when travelling by car

There was measurable and significant variation in satisfaction with the level of traffic congestion when travelling by car observed across the municipality.

Respondents from the rural precinct were measurably and significantly more satisfied than average and at an "excellent" level of satisfaction, whilst respondents from Eltham North were measurably and significantly less satisfied and at a "poor" level of satisfaction.

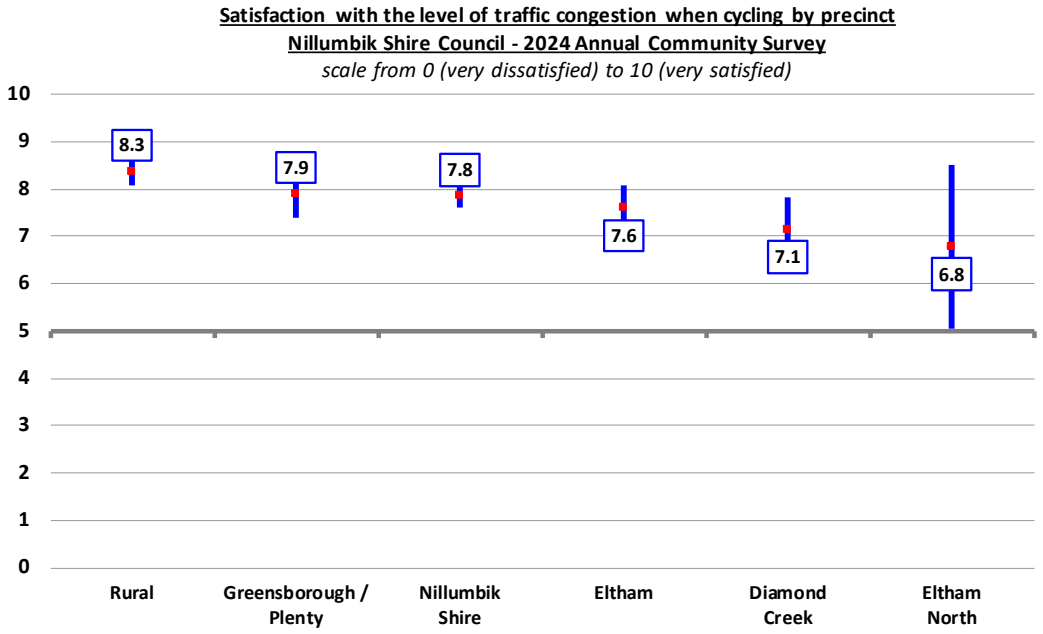


There was also measurable variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) measurably more satisfied and at an "excellent" level, whilst senior citizens (aged 75 years and over) were measurably less satisfied and at a "poor" level.

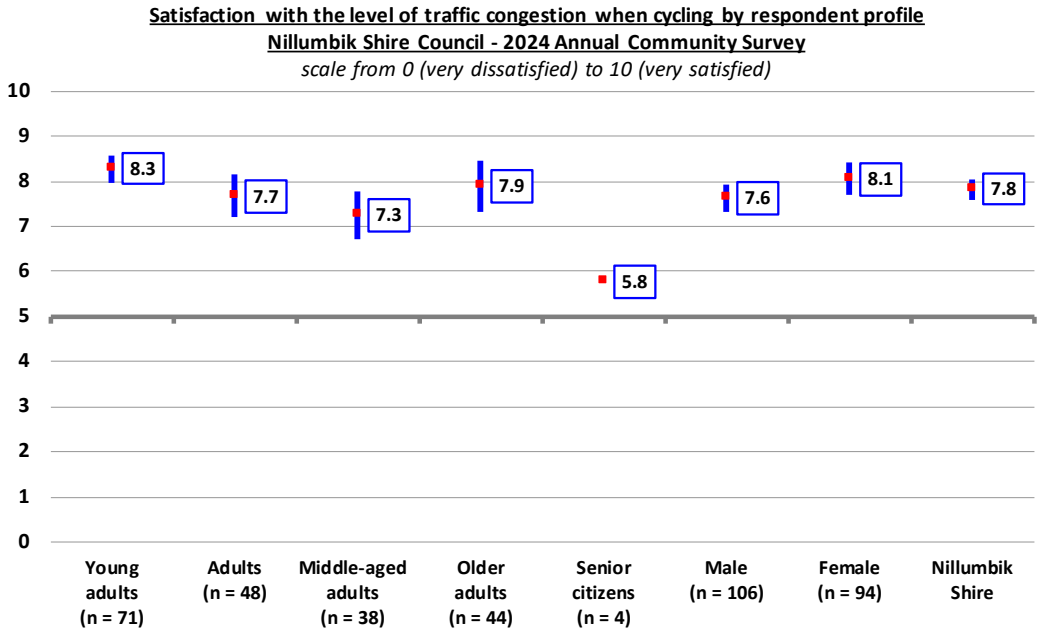


Satisfaction with the level of traffic congestion when cycling

There was measurable and notable variation in satisfaction with the level of traffic congestion when cycling observed across the municipality. Respondents from the rural precinct were measurably more satisfied than average, whilst respondents from Diamond Creek and Eltham North were notably, but not measurably less satisfied and at "good" rather than "excellent" levels of satisfaction.

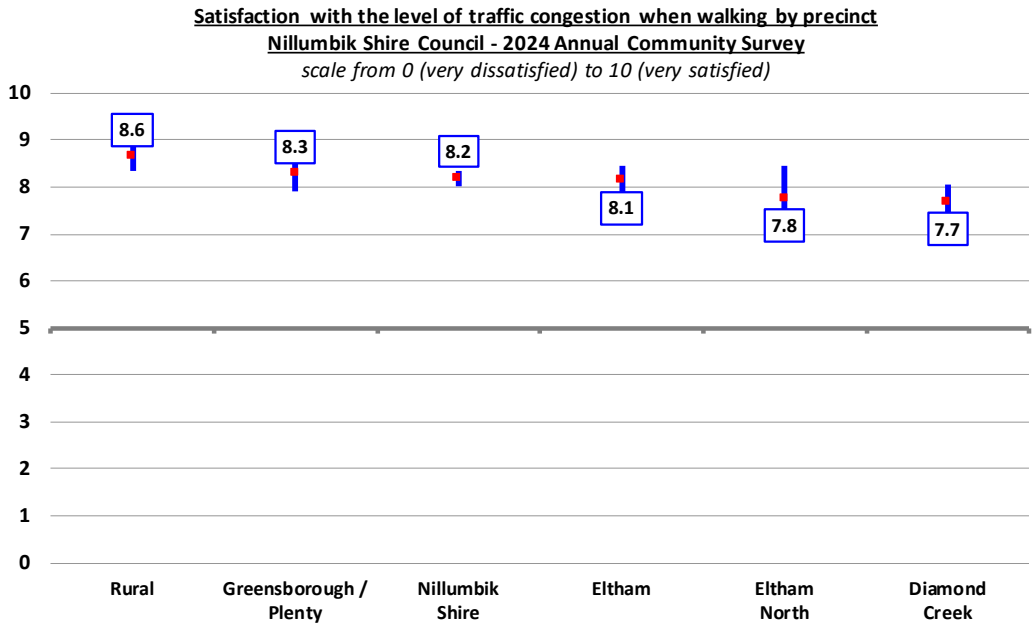


There was no statistically significant variation in this result observed by respondent profile, partly due to the relatively small sample size. It is, however, noted that the 71 young adults (aged 18 to 34 years) were notably more satisfied than average, middle-aged adults (aged 45 to 59 years) were notably less satisfied, and the four senior citizens were substantially less satisfied. Female respondents were also notably more satisfied than male respondents.

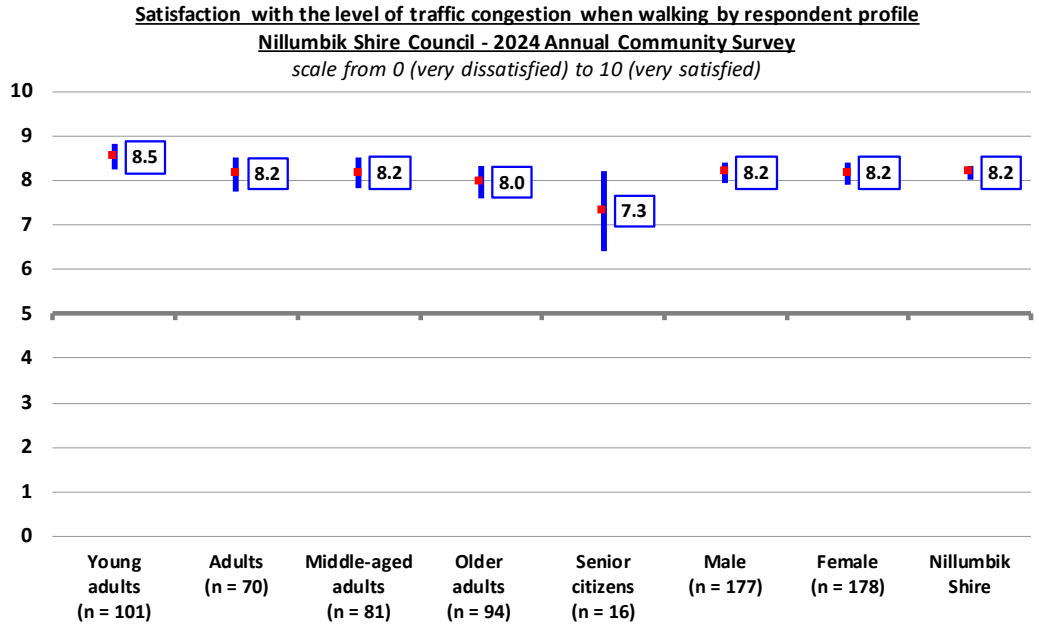


Satisfaction with the level of traffic congestion when walking

There was measurable and notable variation in satisfaction with the level of traffic congestion when walking observed across the municipality. Respondents from the rural precinct were measurably more satisfied than average, whilst respondents from Diamond Creek were notably less satisfied and at a "very good" rather than an "excellent" level of satisfaction.



Whilst there was no statistically significant variation in satisfaction with the level of traffic congestion when walking observed by respondent profile, it is noted that the 16 senior citizens were notably less satisfied than average and at a "very good" rather than an "excellent" level of satisfaction.



Reasons for dissatisfaction with the level of traffic congestion

There were 80 comments received from respondents who were dissatisfied with the level of traffic congestion.

Whilst a range of issues were canvassed by a small number of respondents, the main theme was the perceived level of traffic congestion.

Several locations of specific concern were also identified by some respondents.

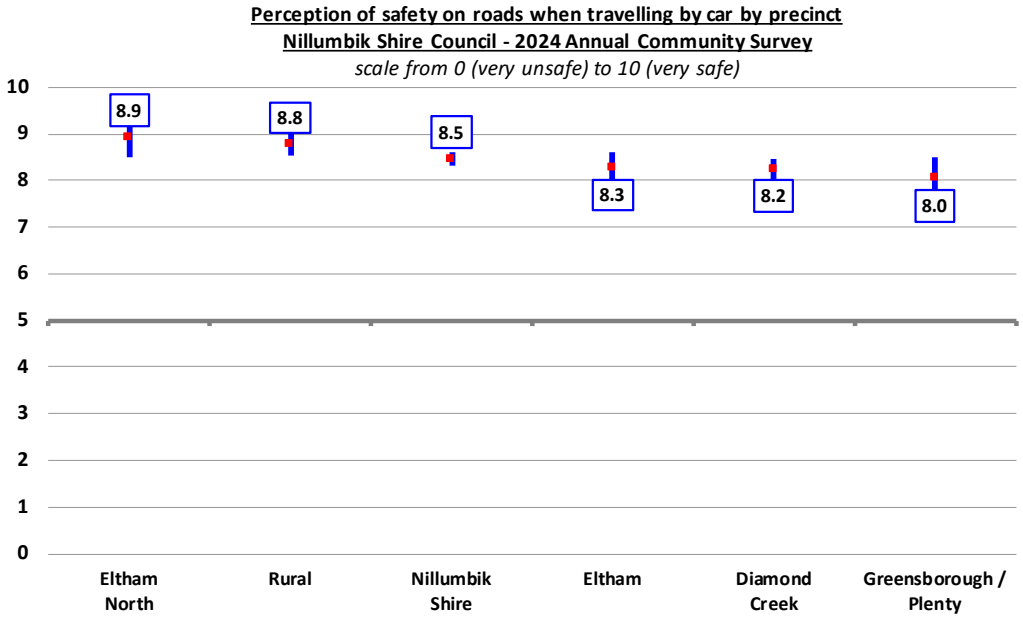
Reasons for dissatisfaction with the level of traffic congestion
Nillumbik Shire Council - 2024 Annual Community Survey
(Number of responses)

Reason	*Number*
Lot of traffic / cars / congestion	18
Congestion on Union Rd	3
Diamond Creek Rd high traffic	3
There isn't enough space, roads are narrow	3
Too many blockades	3
Traffic issues / congestion on Main Rd	3
Gets crowded around Main Rd in Diamond Creek	2
Sherborne Rd traffic congestion is terrible there is no peak it's all the time	2

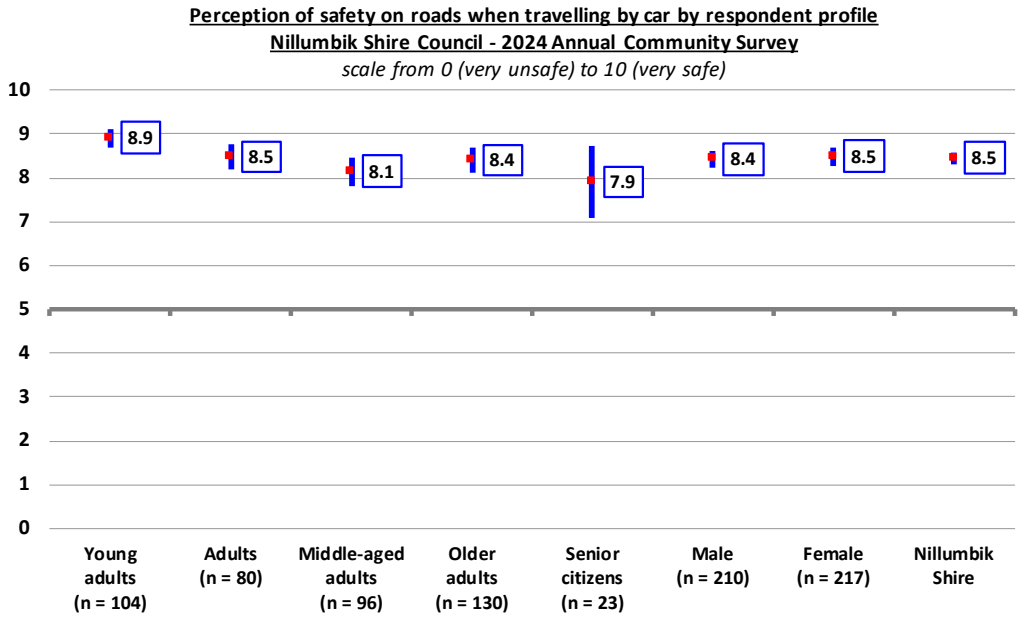
There are single lanes, and it is not enough for volume of traffic	2
Too congested with roadworks	2
Bolton St traffic	1
Briar Hill to Eltham very high traffic too many cars	1
Building up	1
Can't get out of my street	1
Congestion is horrible on Main Rd especially during after school hours	1
Congestion on Yan Yean Rd	1
Construction	1
Diamond Creek shopping strip is incredibly congested	1
Difficult to get out of Zig Zag Rd to Main Rd	1
Due to poor management	1
During the week, very busy and heavy traffic congestion	1
Extremely congested on local streets and Diamond Creek	1
Footpaths not maintained	1
Gets me late for work	1
Hurstbridge Main St too many cars parked on either side	1
Infrastructure of roads have not kept up	1
Its all jammed on the roads of Eltham	1
Jamming of vehicles on the roads of Main Rd and Wattletree Rd	1
Kerala Pl	1
Lot of congestion through Diamond Creek	1
Main roads near Kerala Place is congested during weekend	1
No pedestrians crossing on Sherborne Rd	1
Parking issues at shopping centres at Eltham	1
Parking issues at the Main Rd	1
Peak hour congestion too busy	1
Poor street lighting	1
Population has grown substantially	1
Progress Rd	1
Roads are small in Eltham town	1
Roads aren't managed	1
The roads get blocked due to traffic	1
The whole Rd from cemetery to Greensborough is congested especially on weekends and office hours. It is difficult to manage while driving and biking	1
Too congested with population	1
Too crowded because of developments	1
Too much congestion near Diamond Creek	1
Traffic gets congested at the shopping centre area	1
Traffic is poor and gets too much during office hours	1
Traffic issues at shopping centres at Eltham	1
Use of Highpoint Cres Street is like Main Rd but its narrow	1
Total	**80**

Perception of safety travelling on roads when travelling by car

There was no statistically significant variation in the perception of safety when travelling on roads by car observed across the municipality, with respondents from all precincts rating this at "extremely high" levels of more than eight out of 10.



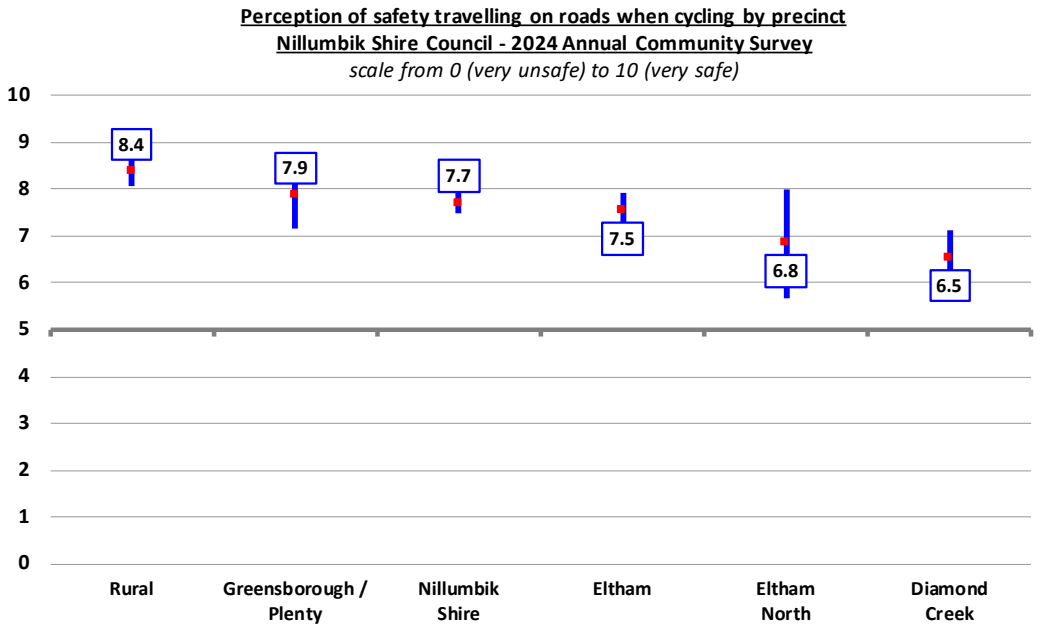
There was, however, measurable variation observed by respondent profile, with young adults (aged 18 to 34 years) feeling measurably safer when travelling by car than others.



Perception of safety travelling on roads when cycling

There was measurable and notable variation in the perception of safety travelling on roads when cycling observed across the municipality.

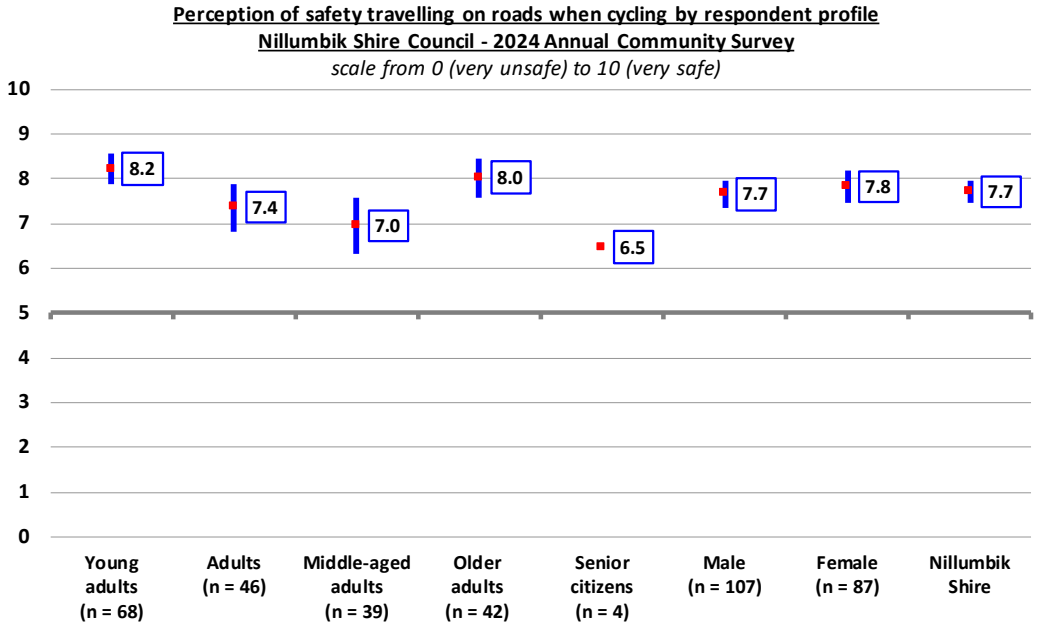
Respondents from the rural precinct felt measurably safer than average, whilst respondents from Diamond Creek felt measurably less safe, and respondents from Eltham North felt notably but not measurably less safe.



There was also notable and measurable variation in the perception of safety when travelling on roads when cycling observed by respondent profile.

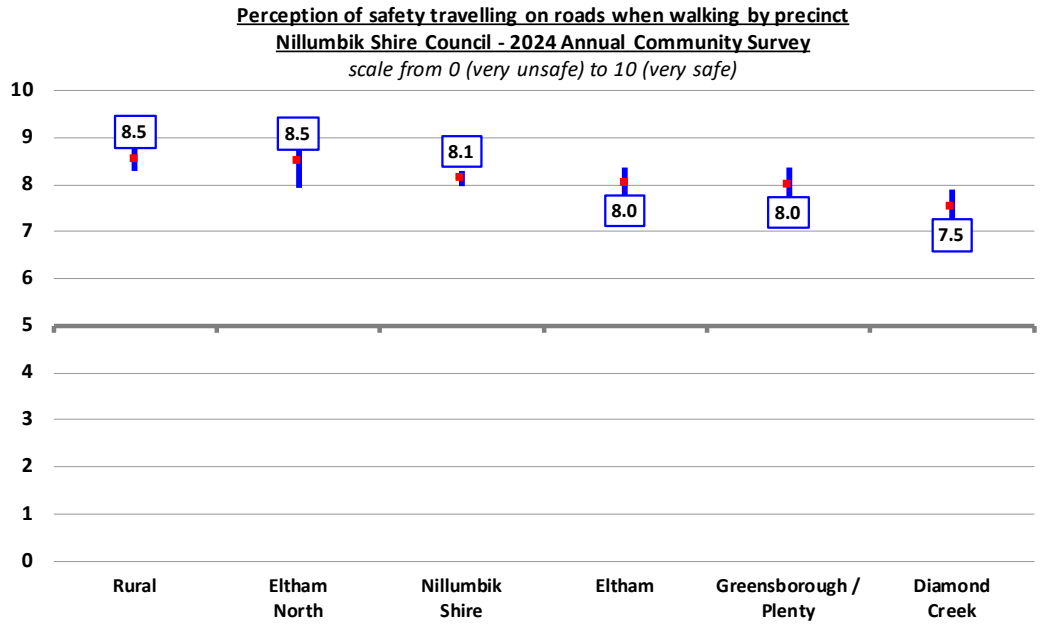
Young adults (aged 18 to 34 years) felt measurably safer when cycling on roads than the municipal average.

Middle-aged adults (aged 45 to 54 years) felt notably, but not measurably less safe when cycling on roads, and four senior citizens felt substantially less safe.

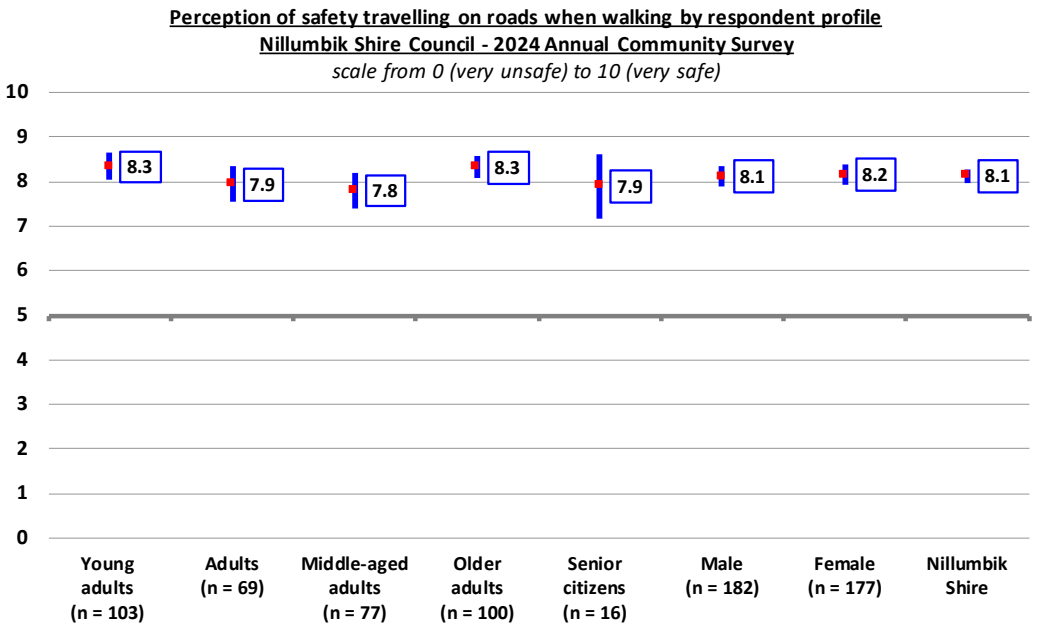


Perception of safety travelling on roads when walking

There was measurable variation in the perception of safety when walking on roads observed across the municipality. Respondents from the rural precinct felt measurably safer than average, whilst respondents from Diamond Creek felt measurably and significantly less safe.



There was no statistically significant variation in the perception of safety when walking on roads observed by respondent profile.



Reasons for feeling unsafe travelling on roads

The following table outlines the 27 comments received from respondents who did not feel safe when travelling on roads in the Nillumbik Shire. A range of issues were canvassed by a small number of respondents, with a lack of separated cycling tracks and footpaths prominent in the results.

Reasons for feeling unsafe travelling on roads
Nillumbik Shire Council - 2024 Annual Community Survey
(Number of responses)

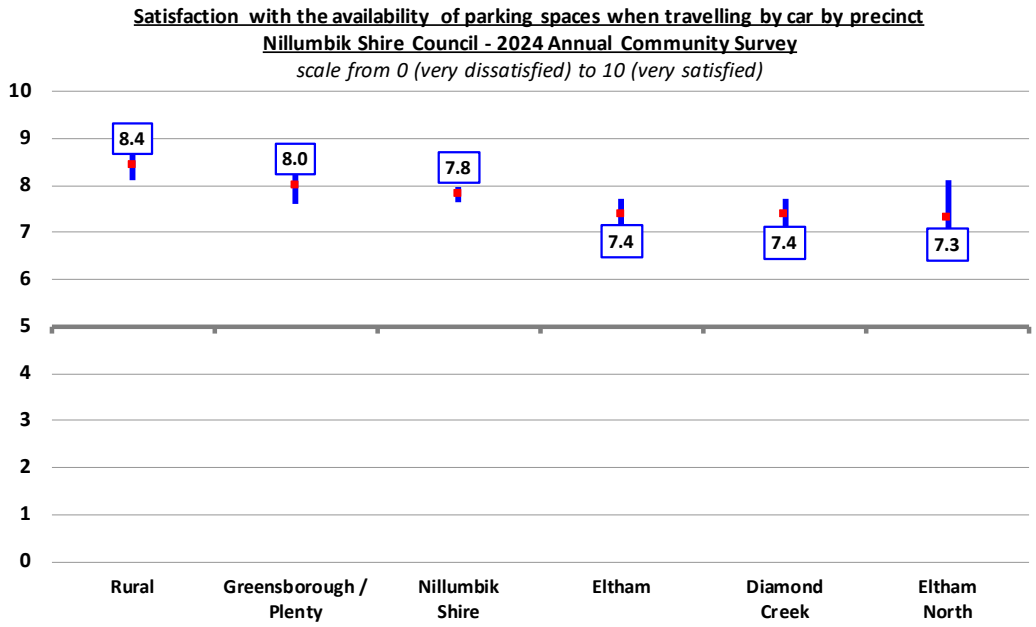
Reason	*Number*
No separated / proper cycling tracks	5
No footpaths	3
Drug addicted people	2
Need lights on roads	2
No bike lanes on the road	2
Speeding cars	2
The roads are always busy	2
At nighttime near shopping districts	1

Cars drive too quickly and too close	1
Getting out of Meruka Dr is just impossible	1
Hilly area and no footpath in Zig Zag Rd	1
Increasingly too much speeding on roads	1
It's too dangerous to drive on the steep car lane	1
Potholes all over	1
The road is truly small	1
The roads are getting worse and worse	1
Total	**27**

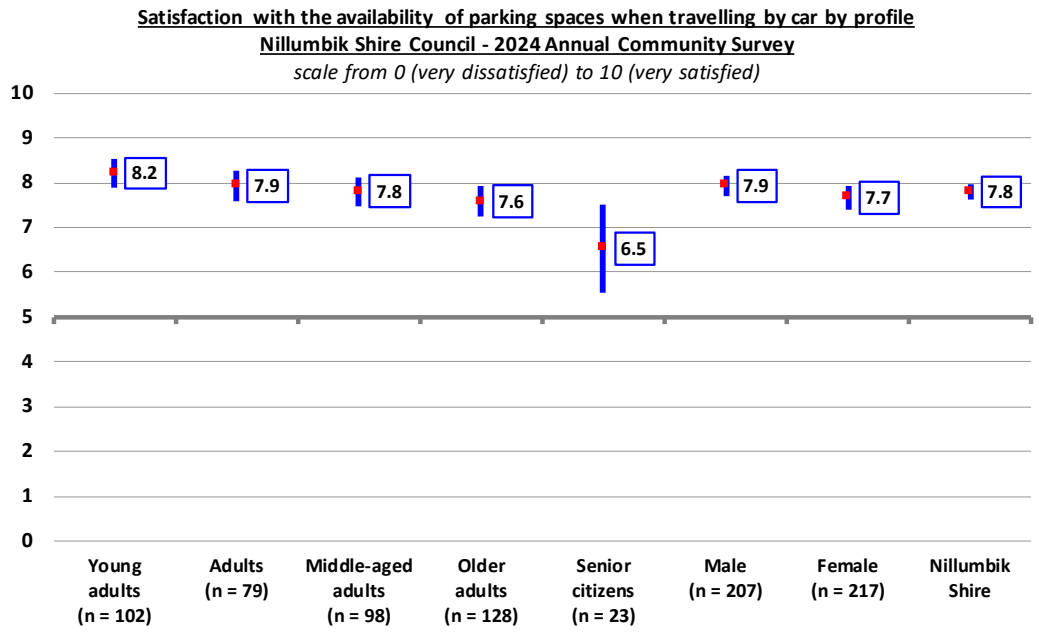
Satisfaction with the availability of parking spaces when travelling by car

There was measurable and notable variation in satisfaction with the availability of parking spaces when travelling by car observed across the municipality.

Respondents from the rural precinct were measurably and significantly more satisfied than average, whilst respondents from Eltham, Diamond Creek, and Eltham North were notably but not measurably less satisfied than average and at "very good" rather than "excellent" levels.

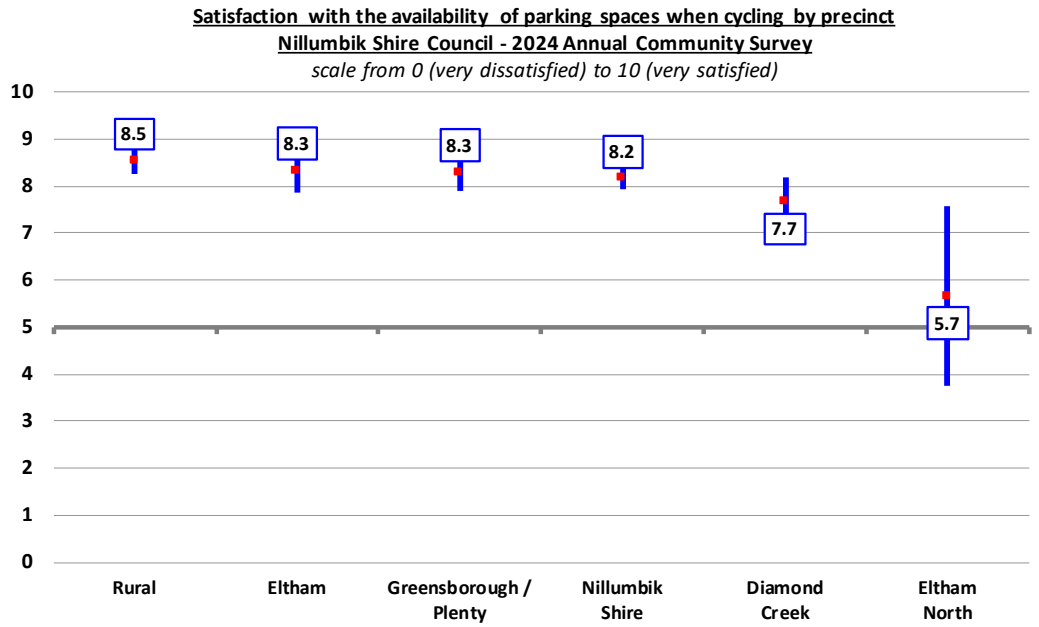


There was also notable and measurable variation in this result observed by respondent profile. Young adults (aged 18 to 34 years) were notably more satisfied than average, whilst senior citizens (aged 75 years and over) were measurably and significantly less satisfied, and at a "good" rather than an "excellent" level of satisfaction.



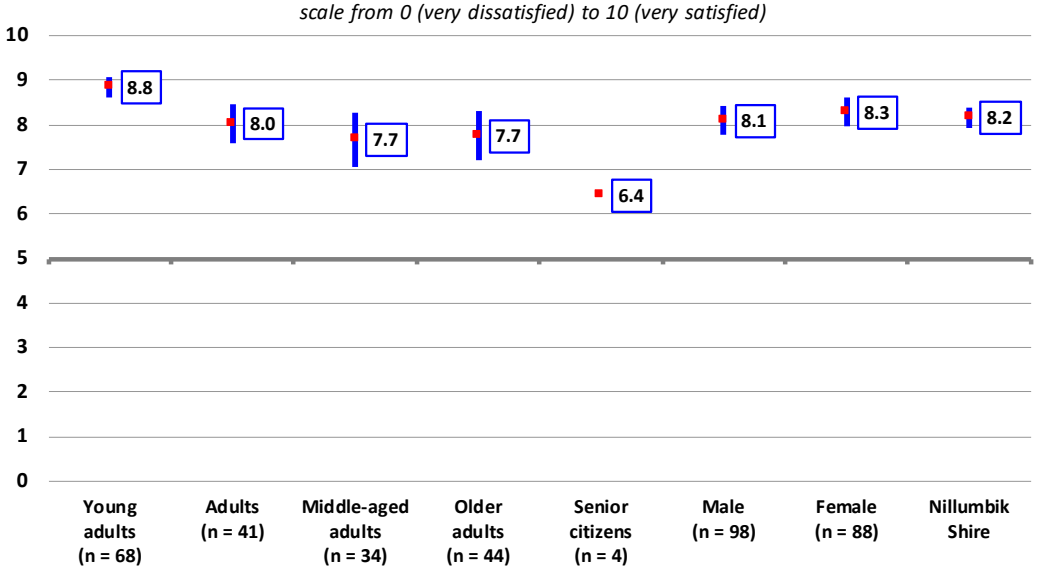
Satisfaction with the availability of parking spaces when cycling

There was measurable and notable variation in satisfaction with the availability of parking spaces when cycling observed across the municipality. Respondents from Diamond Creek were notably less satisfied and at a "very good" level, whilst respondents from Eltham North were measurably less satisfied than average and at a "poor" rather than an "excellent" level.



There was measurable and notable variation in this result observed by respondent profile. Young adults (aged 18 to 34 years) were measurably more satisfied than average, middle-aged and older adults (aged 45 to 74 years) were somewhat less satisfied, and four senior citizens were substantially less satisfied than average and at a "solid" rather than "excellent" level.

Satisfaction with the availability of parking spaces when cycling by respondent profile
Nillumbik Shire Council - 2024 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Reasons for dissatisfaction with the availability of parking spaces

There were 25 comments received from respondents who were dissatisfied with the availability of parking spaces, as outlined in the following table.

Whilst a range of locations and specific issues were raised, the most common feedback was the perceived lack of car parking spaces.

Reasons for dissatisfaction with the availability of parking spaces
Nillumbik Shire Council - 2024 Annual Community Survey
(Number of responses)

Reason	*Number*
Not enough spaces	3
Poorly managed parking	2
Waiting time is high	2
Business should be required to supply parking to remove congestion of the main street	1

Busy roads	1
Car park near Coles (Arther St) needs improvement there is not enough car parking	1
Coles parking is dreadful	1
Due to people increasing and most people have 3 or more cars in a house. It increases traffic and causes problems in parking	1
Extremely busy on Diamond Creek	1
Insufficient parking spaces, the number of on road cars have doubled in last 5 years	1
It gets crowded	1
It gets crowded around the shopping centre	1
Lack of parking due to large amount of traffic	1
Low parking around Coles Diamond Creek	1
Not happy with how they time the parking	1
Peak hour parking at Diamond Creek shopping strip is very busy	1
Residents park everywhere in streets with families of husband and wife having one car each	1
Restricted time and not enough disabled parking in Chute St	1
The shopping centre hasn't got parking for seniors	1
Too narrow parking over Coles side, Coles Diamond Creek Coles car park	1
Very congested at peak hour all around Diamond Creek	1
Total	**25**

Perception of safety in public areas of Nillumbik

Respondents were asked:

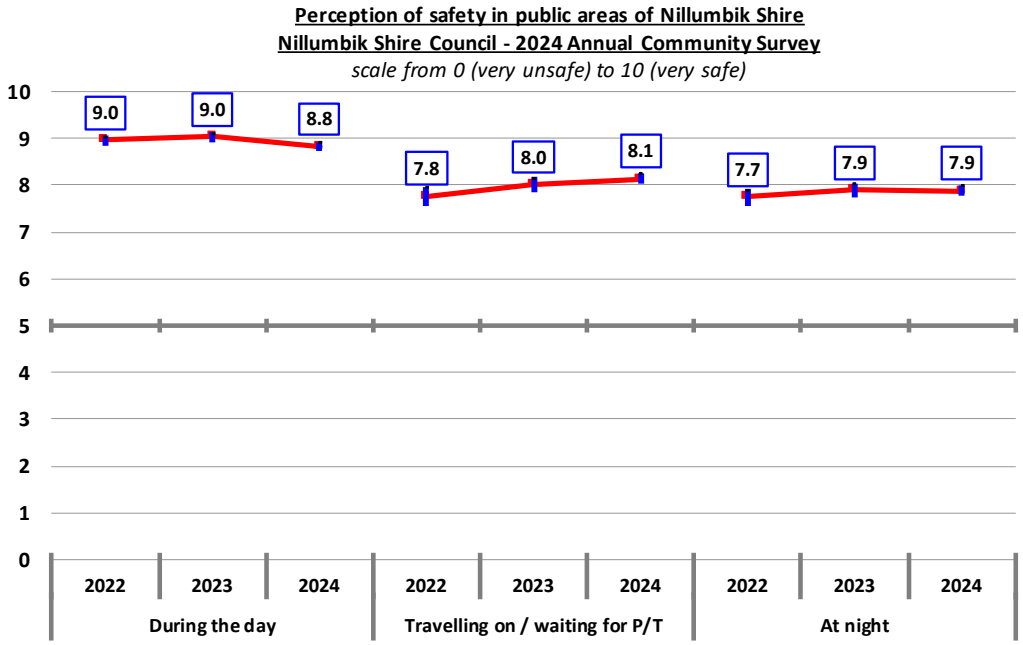
"On a scale from 0 (lowest) to 10 (highest), how safe do you feel in the public areas of Nillumbik Shire?"

The perception of safety in and around the public areas of the Nillumbik Shire was relatively stable this year, and overall reflect a continued strong perception of safety among the Nillumbik community, particularly when compared to the metropolitan Melbourne results.

Metropolis Research draws attention to the second consecutive increase in the perception of safety travelling on / waiting for public transport.

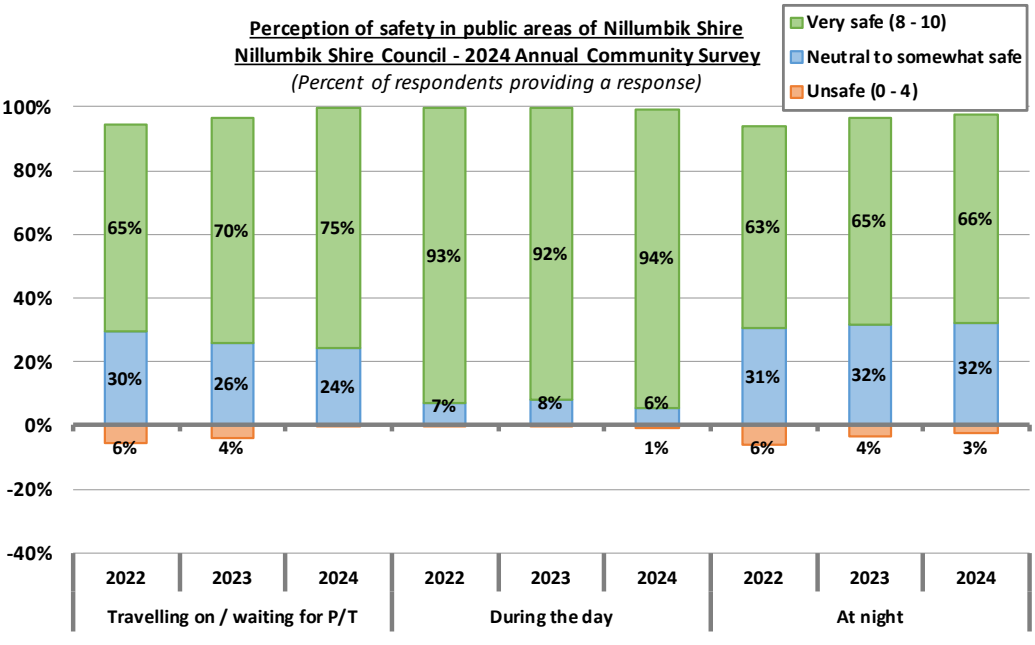
As discussed in the 2022 and 2023 reports, it may be the case that some of the lower perception of safety around public transport during 2021 and 2022 was due to concerns around the COVID-19 pandemic.

The perception of safety travelling on / waiting for public transport has returned to pre-pandemic levels.



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 again notes that at least two-thirds of respondents felt "very safe" in each of the three situations / locations, and no more than three percent felt "unsafe".



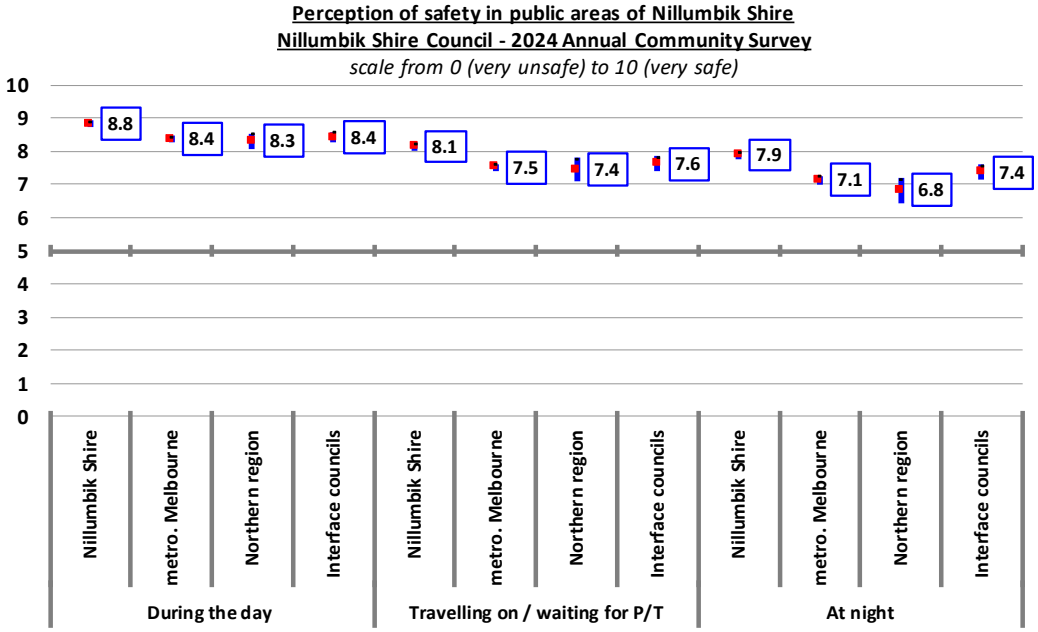
The following graph provides a comparison to the metropolitan Melbourne, northern region, and interface councils' perception of safety results, as recorded in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2024, using the door-to-door methodology.

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 the northern region councils', the interface 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 two percent 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, however, similar to the metropolitan Melbourne average of two percent, as recorded in the 2023 *Governing Melbourne* research.

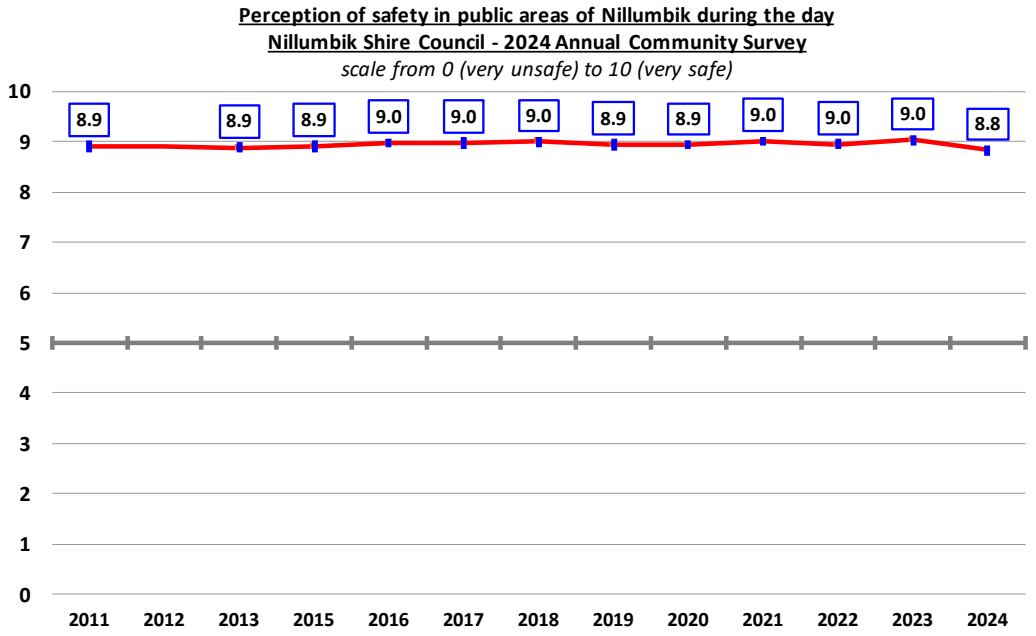
This is discussed in more detail in the Issues To Address section of this report.



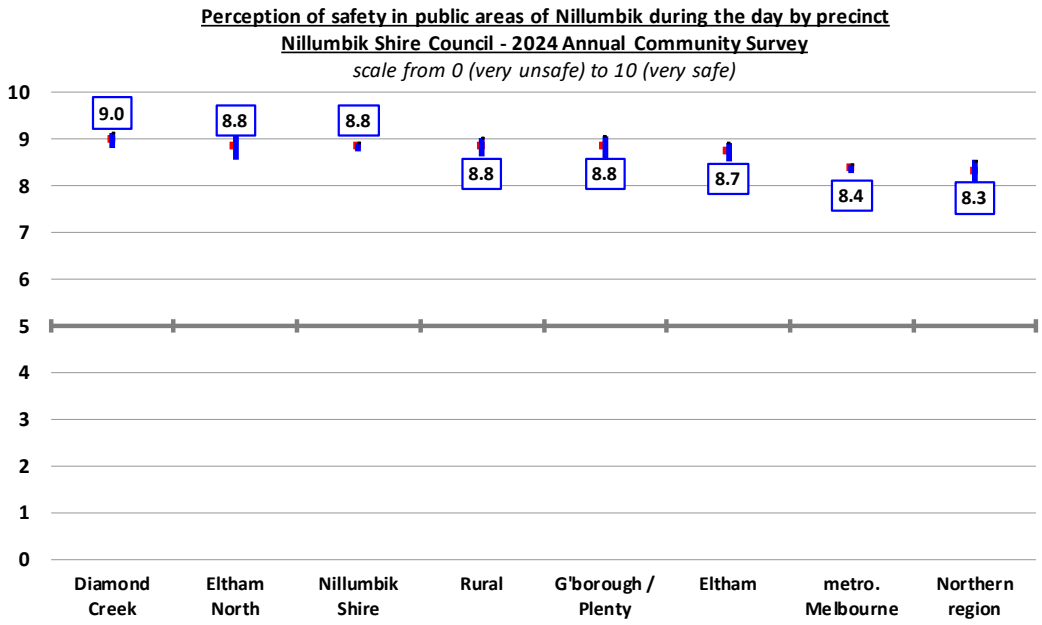
Perception of safety during the day

The perception of safety in the public areas of the Nillumbik Shire during the day declined measurably, but not significantly this year, down two percent to 8.8 out of 10.

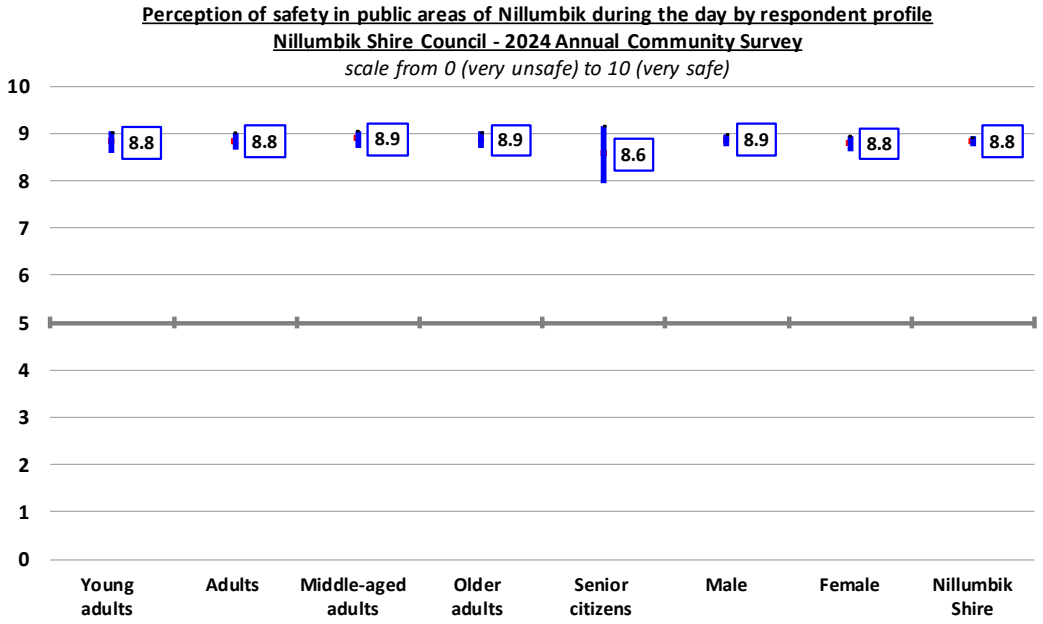
Whilst this is the lowest perception of safety during the day score recorded for the Nillumbik Shire, it remains extremely high and reflective of a strong perception of safety during the day, and consistent with the long-term average perception of safety since 2011 of 8.9.



There was no statistically significant variation in this result observed across the municipality.



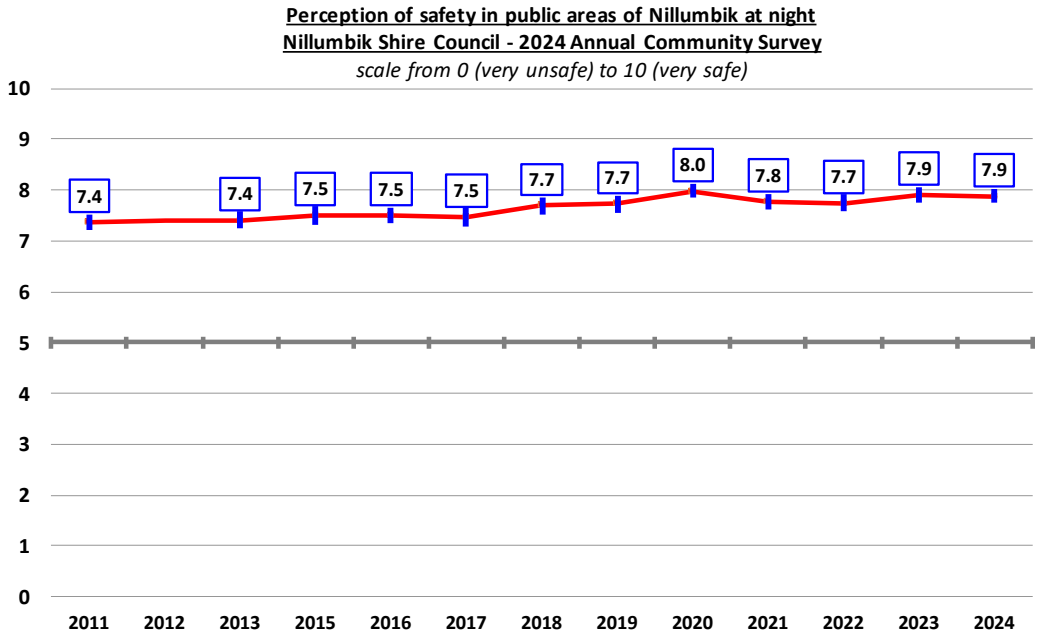
There was no statistically significant variation in this result observed by respondent profile, although senior citizens (aged 75 years and over) felt marginally less safe than others.



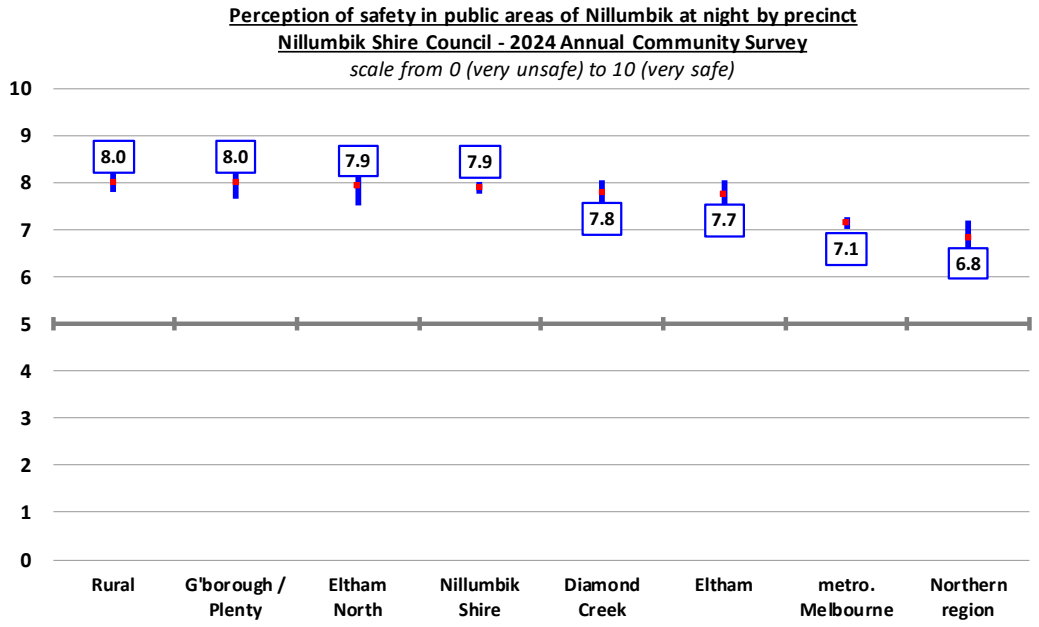
Perception of safety at night

The perception of safety in the public areas of the Nillumbik Shire at night remained stable this year at 7.9 out of 10.

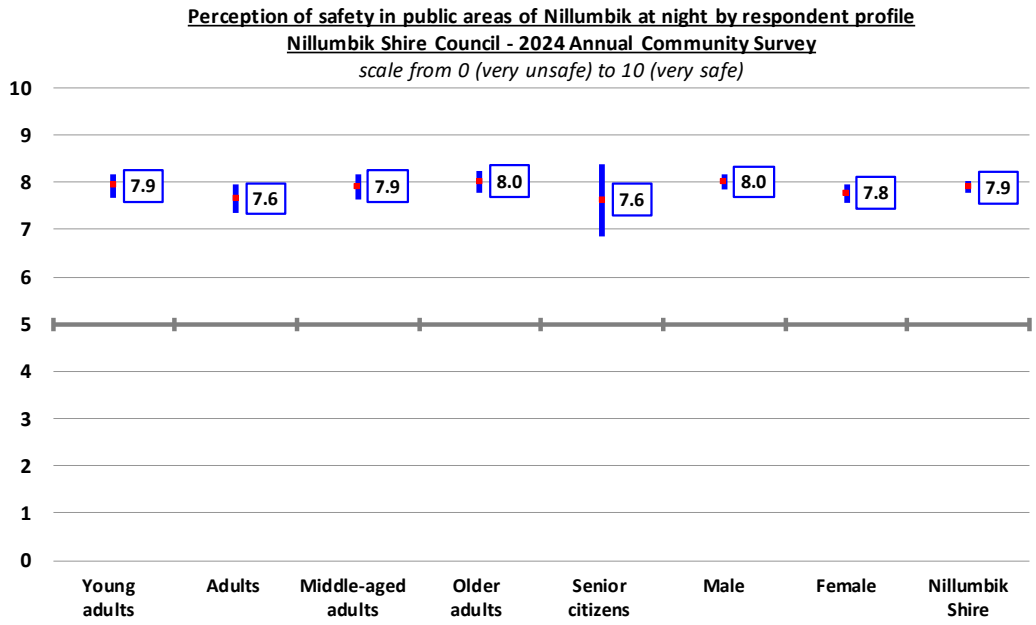
This result remains notably above with the long-term average perception of safety since 2011 of 7.6 out of 10.



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.



There was also no statistically significant variation in this result observed by respondent profile, although female respondents felt three percent less safe than male respondents.

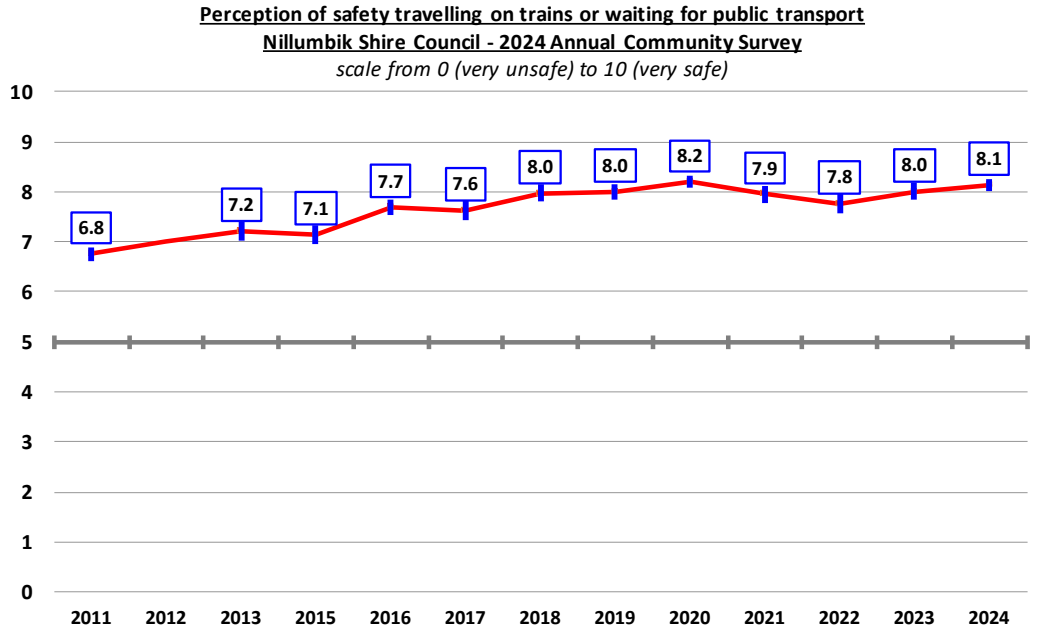


Perception of safety travelling on / waiting for public transport

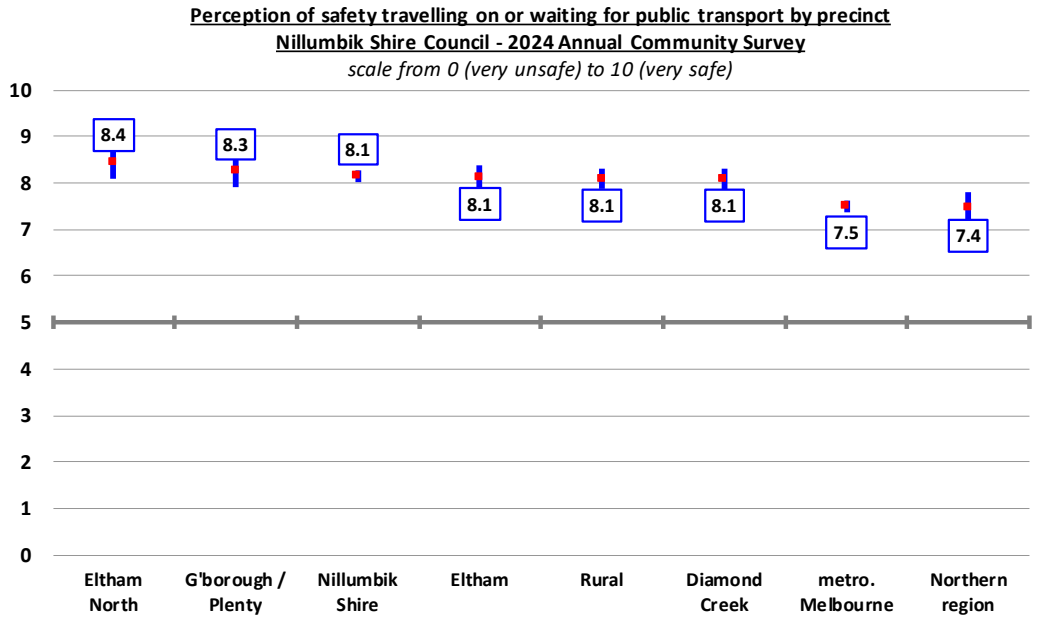
The average perception of safety travelling on / waiting for public transport increased marginally again this year, up one percent to 8.1 out of 10.

This was the second highest score recorded for this variable since it was first included back in 2011 and was measurably above the long-term average result since 2011 of 7.6 out of 10.

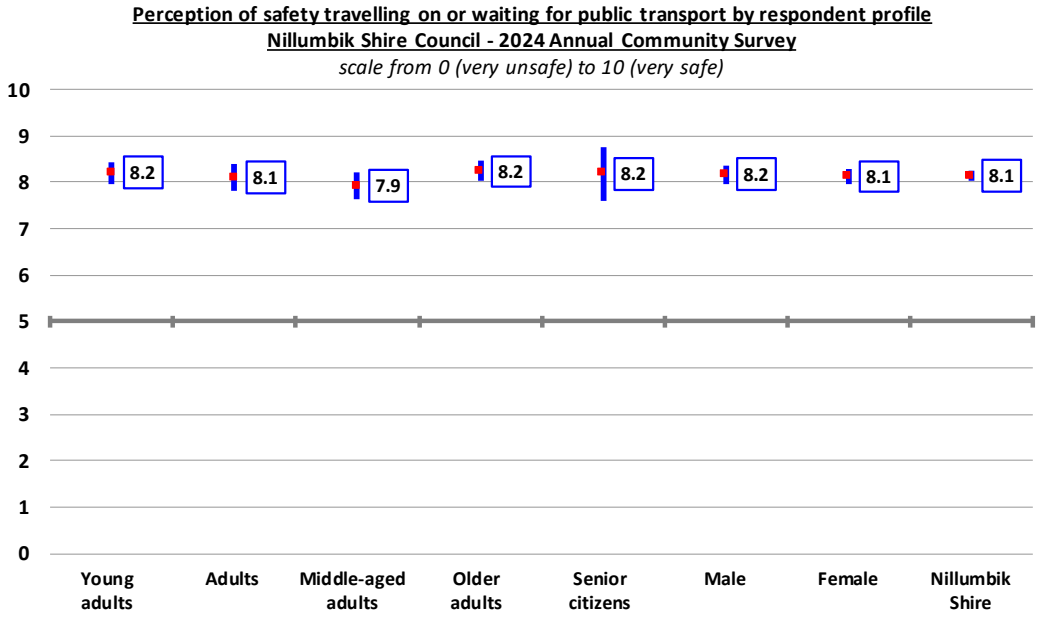
It does appear that these results have recovered from the slight decline recorded through the pandemic, which was likely to have somewhat negatively impacted on community perception of safety travelling on public transport.



There was no statistically significant variation in the perception of safety travelling on / waiting for public transport observed across the municipality.



There was also no statistically significant variation in this result observed by respondent profile.



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.

The verbatim comments outlining reasons for feeling unsafe are included as an appendix.

The most common reasons why respondents felt unsafe related to concerns around various types of people, and concerns around crime.

Reasons for feeling unsafe in public areas of the Shire of Nillumbik
Nillumbik Shire Council - 2024 Annual Community Survey
(Number and percent of respondents rating safety less than five)

Reason	*2024*		*2023*	*2022*	*2021*	*2020*
	Number	*Percent*				
Issues with people - gangs, youths, "louts" etc	5	42%	35%	30%	22%	27%
Crime - theft, robbery, violence, etc	3	25%	4%	10%	35%	23%
General safety	1	8%	9%	15%	4%	17%
Other	3	25%	13%	10%	0%	0%
Total comments	**12**	**100%**	**23**	**20**	**23**	**30**

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.

Location where you feel unsafe in the Shire of Nillumbik
Nillumbik Shire Council - 2024 Annual Community Survey
(Number and percent of respondents rating safety less than five)

Location	*Number*
At night	1
Diamond Creek Station near McDonalds	1
Ironbark Reserve	1
Kerby St	1
Local bus	1
Lower Plenty Rd	1
Meruka Dr	1
Nature strips	1
Near the Ironbark Reserve common area	1
No street lighting	1
Outside my house at Wensely St	1
Total	**11**

Climate change

Changes to home or lifestyle to help reduce climate change and its impact

Respondents were asked:

"Have you made any changes to your home or lifestyle to help reduce climate change and its impacts?"

Respondents were again in 2024, asked whether they had made any changes to their home or lifestyle to help reduce climate change and its impacts.

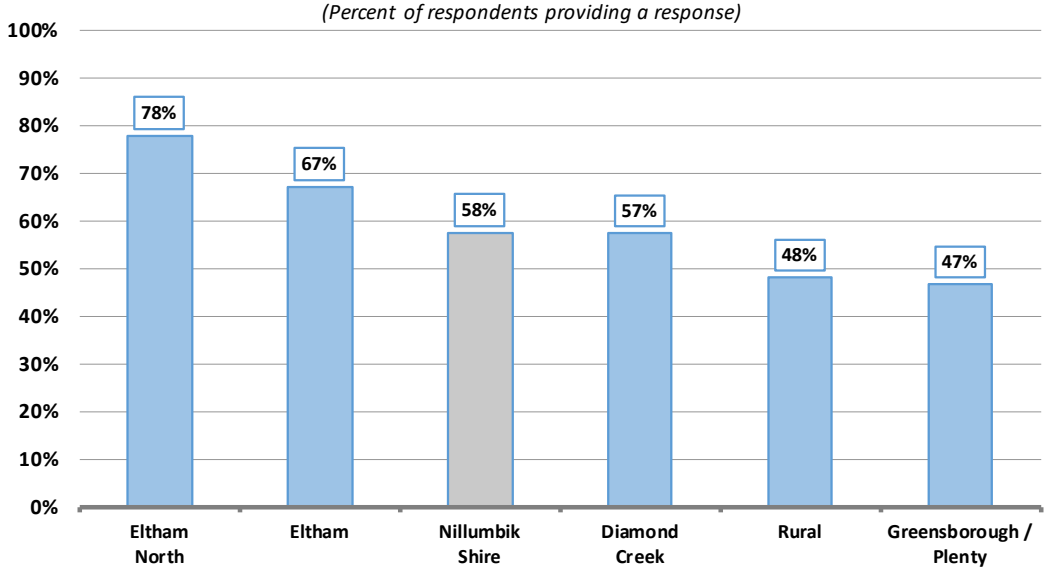
Consistent with the result recorded last year, 58% of respondents reported that they had taken some action, although it is noted that there were more respondents who didn't know or couldn't say this year than last year.

Made changes to your home or lifestyle to help reduce climate change and its impacts
Nillumbik Shire Council - 2024 Annual Community Survey
(Number and percent of respondents providing a response)

Response	*2024*		*2023*	*2022*
	Number	*Percent*		
Yes	207	58%	58%	65%
No	153	43%	42%	35%
Don't know / can't say	141		40	111
Total	**501**	**100%**	**502**	**508**

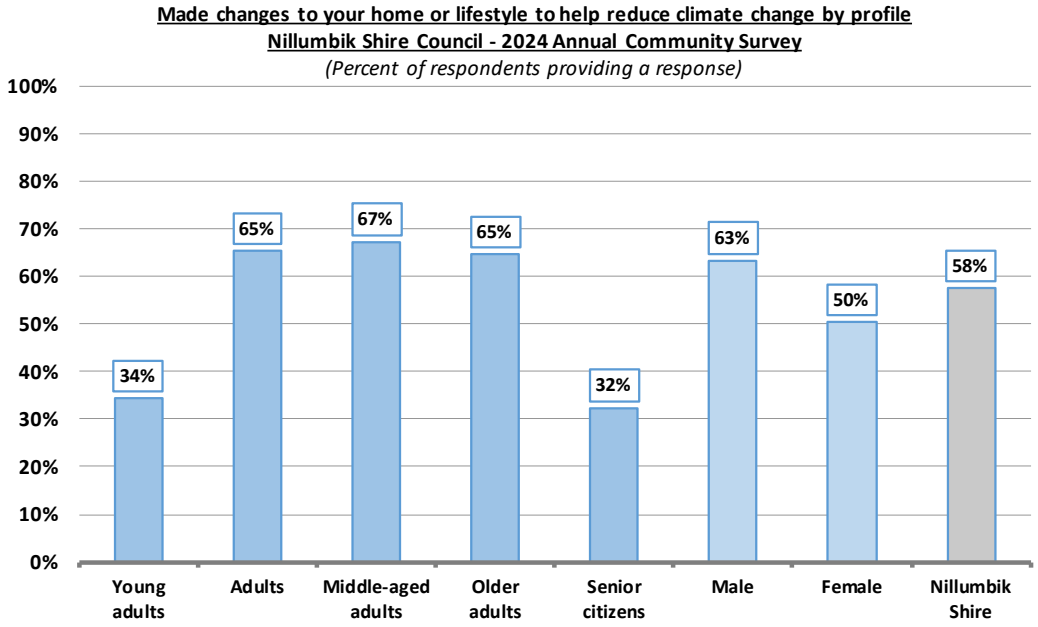
There was measurable and significant variation in this result observed across the municipality. Respondents from Eltham North and Eltham were measurably more likely than average to have acted, whilst respondents from the rural precinct and Greensborough / Plenty were measurably less likely.

Made changes to your home or lifestyle to help reduce climate change by precinct
Nillumbik Shire Council - 2024 Annual Community Survey
(Percent of respondents providing a response)

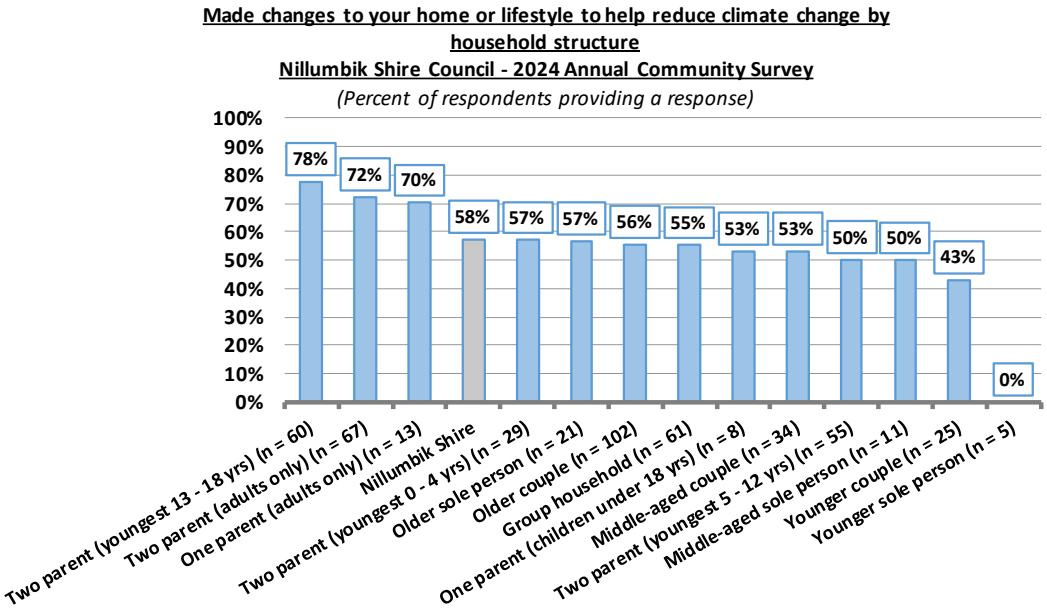


There was measurable and significant variation in this result observed by respondent profile.

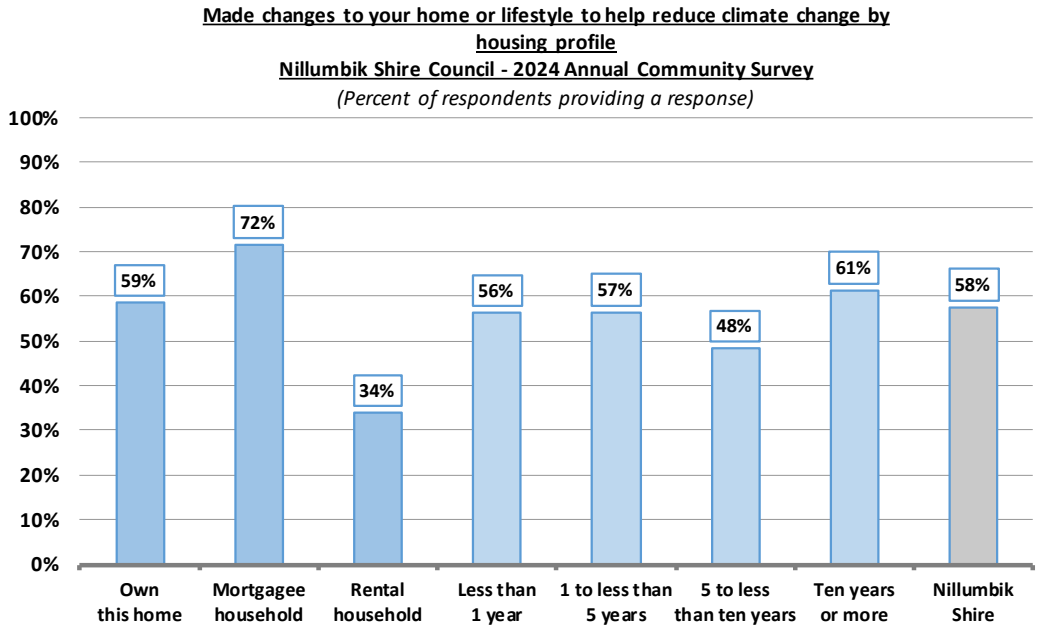
Interestingly, young adults (aged 18 to 34 years) as well as senior citizens (aged 75 years and over) were measurably and significantly less likely than average to have acted on climate change. This result is at odds with the results last year, which showed approximately 64% oof young adults and 54% of senior citizens had acted. It is also noted that male respondents were measurably more likely than female respondents to have acted on climate change.



It is noted that two parent families with children aged 13 years and over and one-parent families with adults only were notably more likely to have acted than average, whilst younger couples and sole person households were notably less likely than average to have acted.



Mortgagor household respondents were measurably more likely than average to have acted on climate change, whilst rental households were measurably less likely. There was little notable variation in this result observed by period of residence in the Nillumbik Shire.



Undertaken environmental initiatives

Respondents were asked:

"Over the past 12 months, have you or members of your household undertaken any of the following environmental initiatives?"

This question relating to the respondent households' undertaking of selected environmental initiatives was included in this format for the first time in the survey program this year.

Overall, approximately three-quarters (74%) of respondent households reported that they had undertaken at least one of the eight listed environmental initiatives, with these households undertaking an average of 2.9 initiatives each.

Half of the respondent households reported that they had purchased green products that help reduce environmental harm, whilst approximately one-third had undertaken four of the other seven initiatives.

A total of 18% of respondent households reported that they had planted trees, provided other kinds of habitat, or removed weeds to support wildlife outside their property.

Just six percent of respondent households had advocated for the environment, and just 12 of the 500 respondent households reported that they had collected data for a citizen science program.

Household members engaged in selected environmental initiatives
Nillumbik Shire Council - 2024 Annual Community Survey
(Number and percent of total respondents)

Action	*2024*	
	Number	*Percent*
Purchased green products that reduce environmental harm	248	50%
Picked up other people's litter when you visit parks or natural areas	188	38%
Visited a bushland reserve in Nillumbik	183	37%
Planted native trees, installed nest boxes, or removed weeds/pest animals to support wildlife on your own property	175	35%
Contained your cat indoors or kept your dogs on lead	157	31%
Planted trees, provided other kinds of habitat, or removed weeds to support wildlife outside of your property. For example, as part of a revegetation project or "friends of" group	92	18%
Advocated for the environment or supported advocacy organisations that address environmental issues (e.g., climate change, wildlife conservation)	30	6%
Collected data for a citizen science program such as WaterWatch, Frog Census. Aussie Backyard Bird Count or iNaturalist	12	2%
Total responses	**1,085**	
Respondents identifying at least one action	*370 (74%)*	

There was some notable variation in these results observed across the municipality, as follows:

- ***Eltham*** – respondents were notably more likely than average to have purchased green products, picked up other peoples' litter in parks or natural areas, planted native trees etc. on their property, and planted trees, etc. to support wildlife outside of their property.

- ***Eltham North*** – respondents were notably more likely than average to have purchased green products, planted native trees etc., to support wildlife on their property, advocated for the environment, and collected data for a citizen science project.

- ***Rural precinct*** – respondents were notably more likely than average to have picked up other peoples' litter in parks and natural areas, visited a bushland reserve in Nillumbik, and contained their cat indoors or kept their dogs on lead.

Household members engaged in selected environmental initiatives by precinct
Nillumbik Shire Council - 2024 Annual Community Survey
(Number and percent of total respondents)

Action	*Gr'nsborough / Plenty*	*Diamond Creek*	*Eltham*	*Eltham North*	*Rural*
Purchased green products that reduce environmental harm	38%	49%	59%	60%	44%
Picked up other people's litter when you visit parks or natural areas	32%	27%	43%	28%	44%
Visited a bushland reserve in Nillumbik	28%	22%	30%	28%	57%
Planted native trees, installed nest boxes, or removed weeds/pest animals to support wildlife	20%	29%	46%	63%	31%
Contained your cat indoors or kept your dogs on lead	26%	16%	35%	28%	41%
Planted trees, provided other kinds of habitat, or removed weeds to support wildlife outside of your property	12%	22%	24%	20%	14%
Advocated for the environment or supported advocacy organisations that address environmental issues	4%	2%	6%	10%	8%
Collected data for a citizen science program such as WaterWatch, Frog Census. Aussie Backyard Bird Count or iNaturalist	0%	2%	2%	8%	2%
Total responses	**120**	**161**	**313**	**97**	**394**
Respondents identifying at least one action	*49 (65%)*	*60 (63%)*	*95 (75%)*	*31 (77%)*	*135 (83%)*

There was notable variation in participation in these initiatives observed by household structure.

Whilst some caution should be exercised given the small sample size for some household structures, it is noted that in general terms it was found that:

- ***Two parent families*** - respondents from families with children aged under 18 years were more likely to have participated in many of these initiatives than average.
- ***Two parent families (adults)*** – respondents were more likely than average to have purchased green power products.
- ***One-parent families*** – the 18 respondents were likely to have picked up other peoples' litter and planted native trees and other initiatives to support wildlife.
- ***Group households*** – respondents were more likely to have participated in almost all of the initiatives.
- ***Sole person and couple-only households*** – respondents were no more likely than average to have participated in any of these initiatives.

Household members engaged in selected environmental initiatives by household structure
Nillumbik Shire Council - 2024 Annual Community Survey
(Number and percent of total respondents)

Method	2p family (0 - 4 yrs)	2p family (5 - 12 yrs)	2p family (13 - 18 yrs)	2p family (adults only)
Purchased green products that reduce environmental harm	34%	55%	47%	57%
Picked up other people's litter when you visit parks or natural areas	31%	45%	33%	36%
Visited a bushland reserve in Nillumbik	52%	45%	35%	27%
Planted native trees, installed nest boxes, or removed weeds/pest animals to support wildlife	17%	40%	37%	34%
Contained your cat indoors or kept your dogs on lead	45%	47%	43%	30%
Planted trees, provided other kinds of habitat, or removed weeds to support wildlife outside of your property	7%	16%	22%	13%
Advocated for the environment or supported advocacy organisations that address environmental issues	0%	2%	12%	1%
Collected data for a citizen science program such as WaterWatch, Frog Census. Aussie Backyard Bird Count or iNaturalist	0%	4%	2%	1%
Total responses	**55**	**139**	**138**	**133**
Respondents identifying at least one action	*24 (83%)*	*46 (83%)*	*48 (80%)*	*55 (81%)*

Method	One parent families	Sole person household	Couples household	Group household
Purchased green products that reduce environmental harm	48%	41%	49%	56%
Picked up other people's litter when you visit parks or natural areas	52%	24%	36%	44%
Visited a bushland reserve in Nillumbik	33%	22%	30%	62%
Planted native trees, installed nest boxes, or removed weeds/pest animals to support wildlife	43%	22%	33%	51%
Contained your cat indoors or kept your dogs on lead	33%	11%	22%	38%
Planted trees, provided other kinds of habitat, or removed weeds to support wildlife outside of your property	14%	8%	19%	33%
Advocated for the environment or supported advocacy organisations that address environmental	5%	5%	6%	16%
Collected data for a citizen science program such as WaterWatch, Frog Census. Aussie Backyard Bird Count or iNaturalist	0%	3%	4%	2%
Total responses	**49**	**51**	**321**	**184**
Respondents identifying at least one action	*18 (89%)*	*19 (51%)*	*104 (64%)*	*49 (81%)*

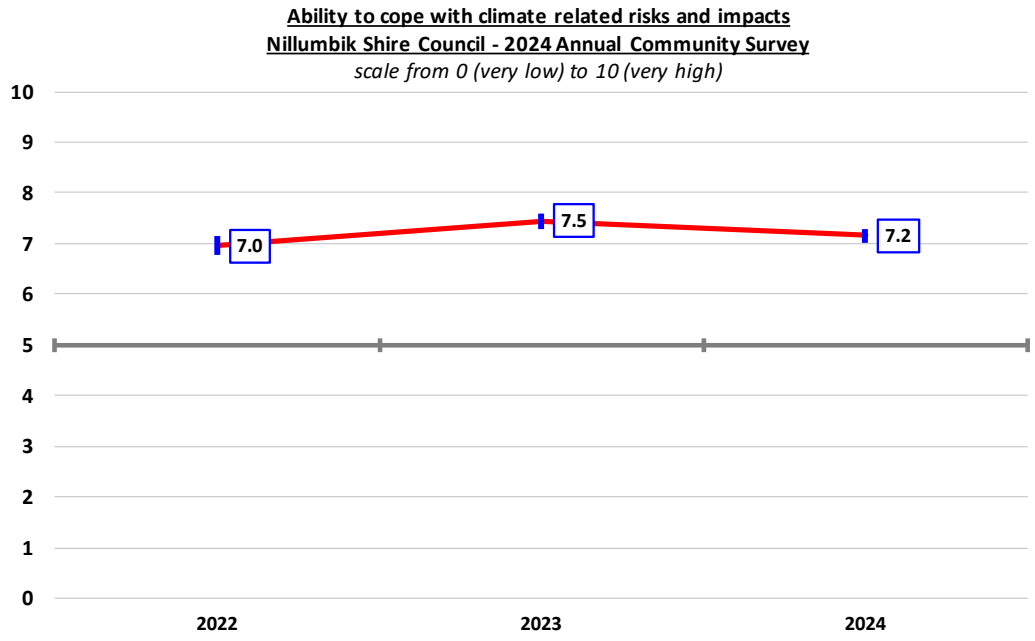
Ability to cope with climate related risks and impacts

Respondents were asked:

"On a scale from 0 (lowest) to 10 (highest), how do you rate your household's ability to cope with climate related risks and impacts (e.g. fire, drought, extreme heat, heavy rainfall)?"

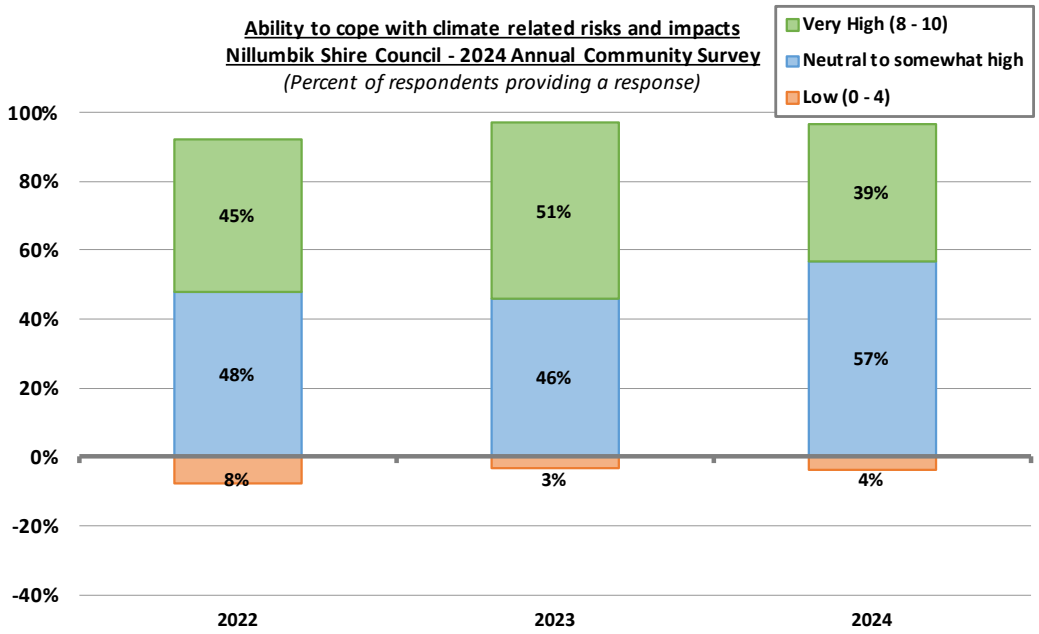
Consistent with the results recorded in the last two years, the average ability of respondent households to cope with climate related risks and impacts was 7.2 out of 10, or a relatively high level.

This included 39% who rated their household's ability as high (i.e., eight or more out of 10), with 57% rating it neutral to somewhat high, and just four percent (up from 3%) rating it low (i.e., less than five out of 10).



Metropolis Research draws attention to the decline this year in the proportion of respondent households who rated their ability to cope with climate related risks and impacts at a high level of more than eight out of 10, which declined from 45% in 2022 and 51% in 2023, to 39% this year.

There was not a corresponding increase in the proportion who rated their household's ability as low (i.e., less than five), although these results do suggest somewhat less confidence in the community this year than in previous years.



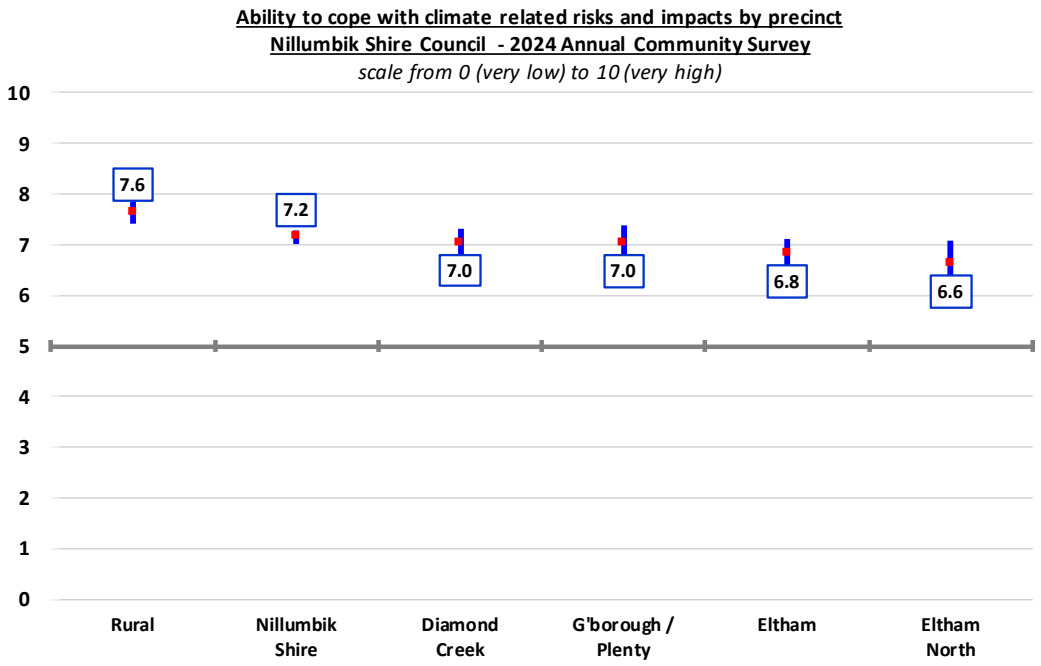
Metropolis Research notes that, consistent with the results recorded last year, there remains a significant number of respondents who were unable to provide a score as to their household's ability to cope with climate related risks and impacts, with 85 respondents unable to provide a score this year.

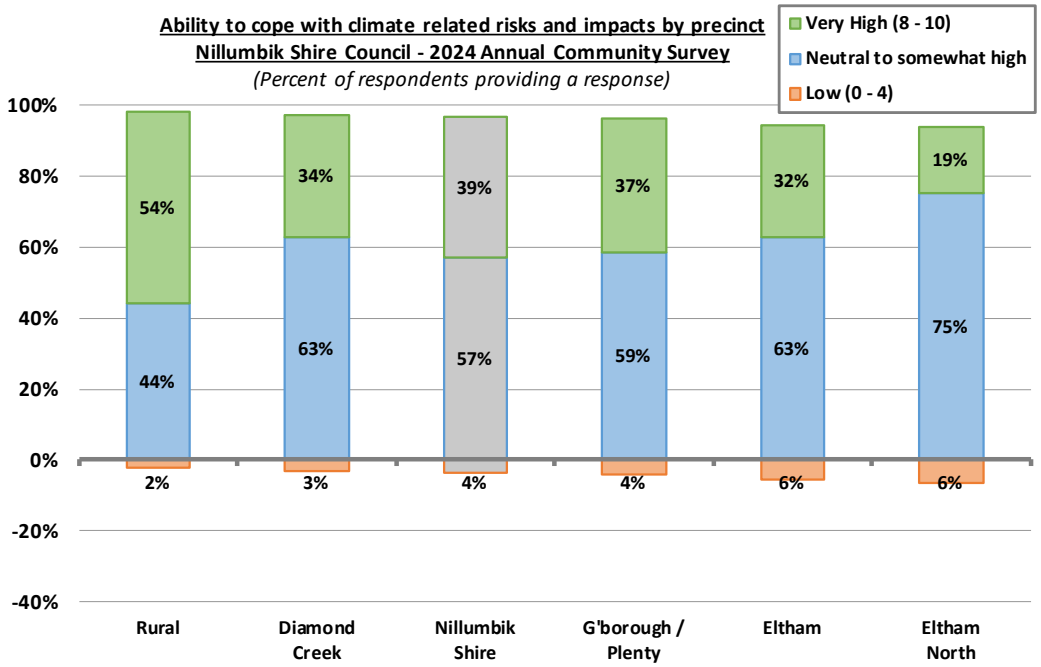
This relatively large non-response reflects a lack of knowledge about the issue of climate rated risks and impacts in the Nillumbik community.

Ability to cope with climate related risks and impacts
Nillumbik Shire Council - 2024 Annual Community Survey
(Number and percent of respondents providing a response)

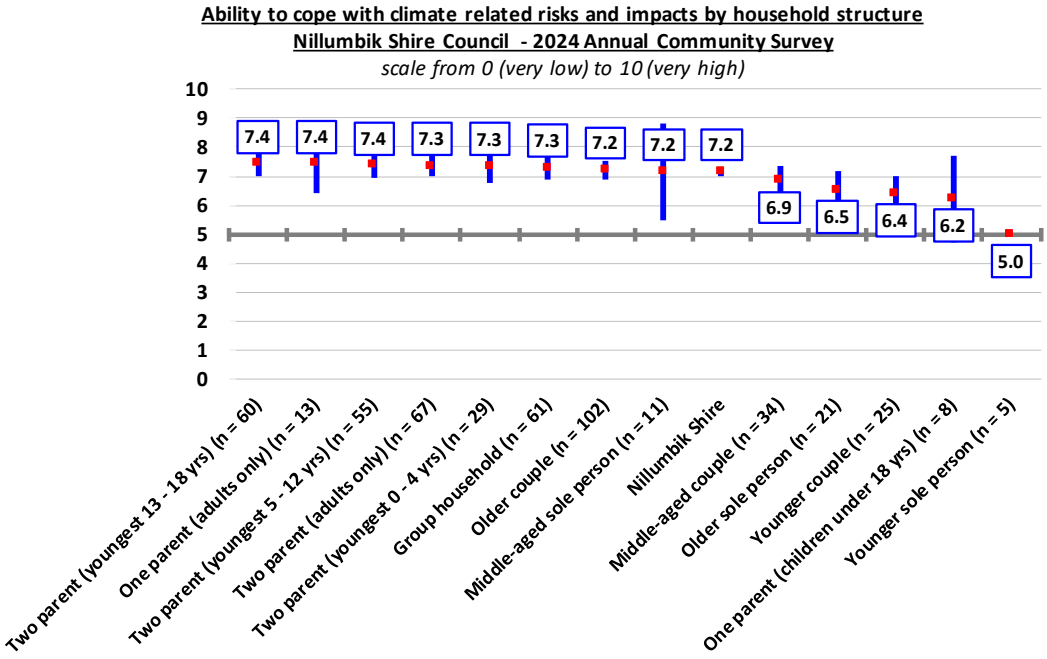
Response	*2024*		*2023*	*2022*
	Number	*Percent*		
High *(8 to 10)*	164	39%	51%	44%
Neutral to somewhat high *(5 to 7)*	237	57%	46%	48%
Low *(0 to 4)*	15	4%	3%	8%
Can't say	85		82	128
Total	**501**	**100%**	**502**	**508**
Average ability to cope	*7.2*		*7.5*	*7.0*

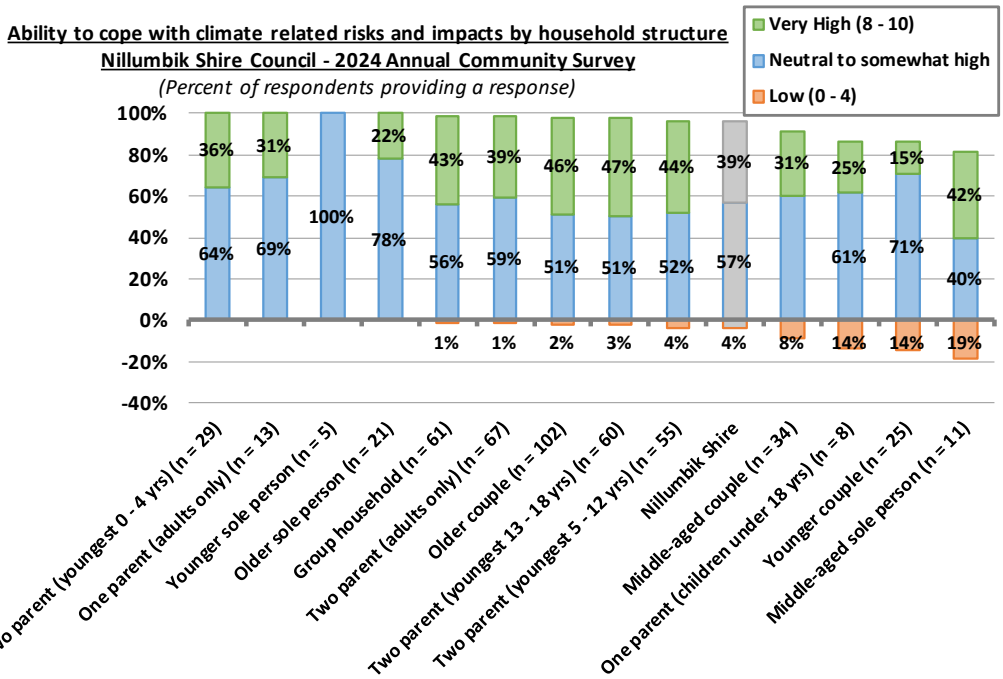
There was measurable variation in this result observed across the municipality, with respondent households from the rural precinct rating their ability to cope with climate related risks and impacts measurably and significantly higher than the municipal average. By contrast, respondent households from Eltham North rated their household's ability somewhat, but not measurably lower than the municipal average.



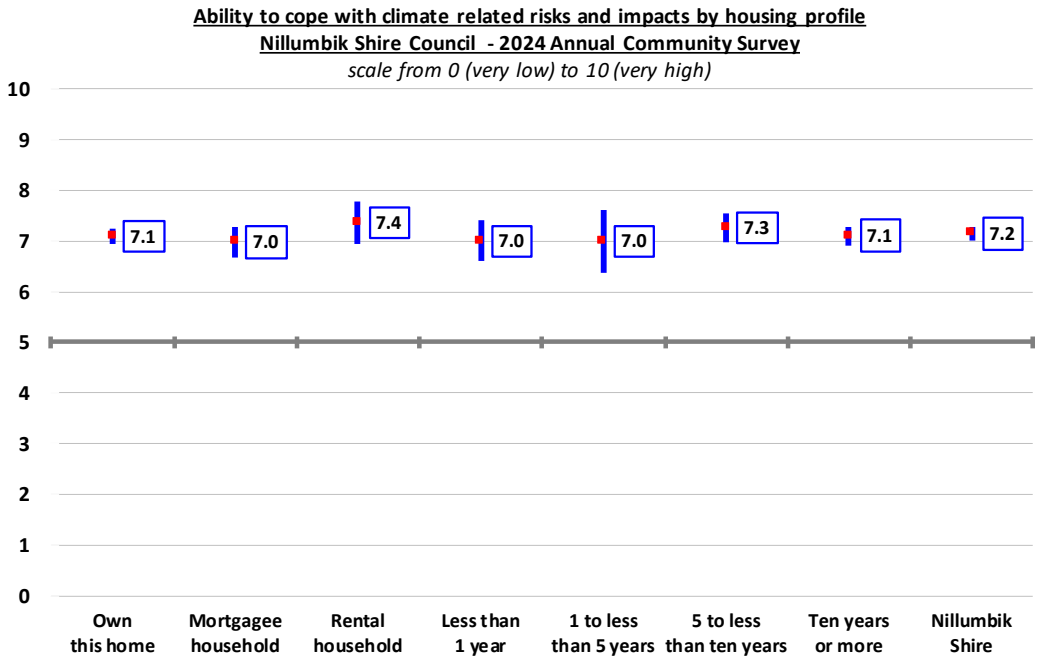


There was some variation in this result observed by the respondents' household structure, with older sole persons (6.5), younger couples (6.4), one parent families with children under 18 years (6.2), and younger sole persons (5.0) rating their ability to cope with climate related risks notably lower than the municipal average.

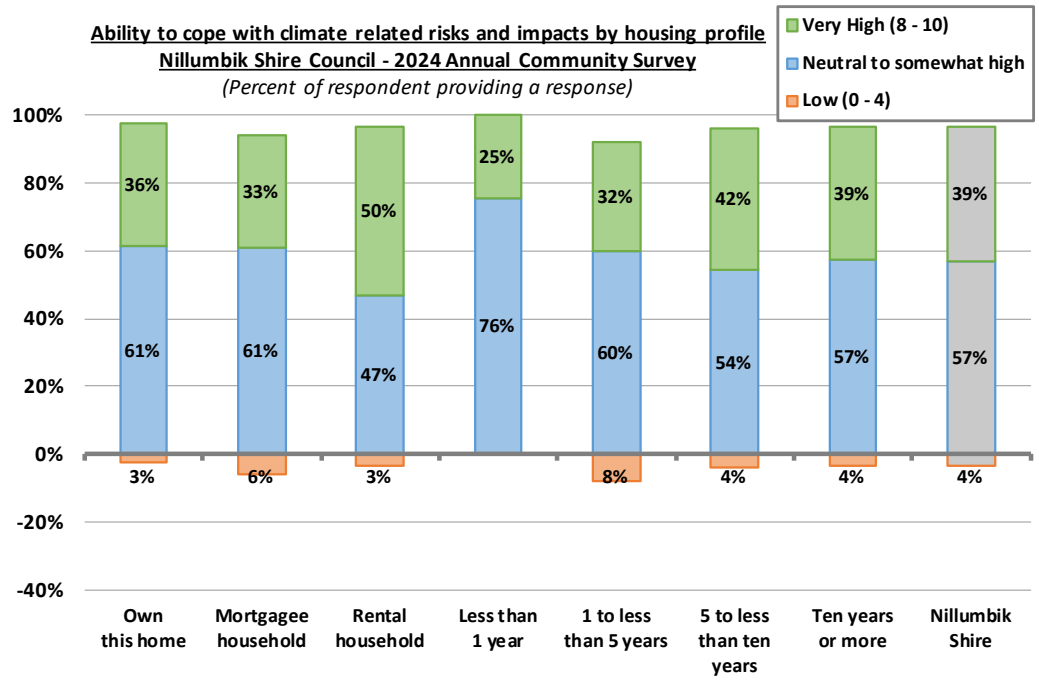




There was no statistically significant variation in this result observed by housing situation or the period of residence in the Nillumbik Shire.



It is noted that half of the rental respondent households rated their ability to cope with climate related risks as very high.



Respondent profile

The following section provides the demographic profile of the respondents surveyed for the *Nillumbik Shire Council – 2024 Annual Community Survey*.

Age structure

The sample of respondents was weighted by age and gender to reflect the 2021 *Census* results. It is noted, however, that the pre-weighted sample was a reasonable reflection of the underlying community, reflecting the strength of the in-person methodology.

Age structure
Nillumbik Shire Council - 2024 Annual Community Survey
(Number and percent of respondents providing a response)

Age group	*2024 (unweighted)*		*2024*	*2023*	*2022*	*2021*	*2020*
	Number	*Percent*	*(weighted)*				
Young adults *(18 to 34 years)*	72	14%	24%	25%	25%	25%	14%
Adults *(35 to 44 years)*	127	25%	18%	17%	17%	17%	20%
Middle aged adults *(45 to 54 years)*	125	25%	21%	22%	22%	22%	26%
Older adults *(55 to 74 years)*	130	26%	31%	31%	31%	31%	33%
Senior citizens *(75 years and over)*	45	9%	6%	6%	6%	6%	6%
Not stated	2		0	0	0	0	1
Total	**501**	**100%**	**500**	**502**	**508**	**501**	**500**

Gender

The sample of respondents was weighted by age and gender to reflect the 2021 *Census* results. It is noted, however, that the pre-weighted sample was a accurate reflection of the gender profile of the community, reflecting the strength of the in-person methodology.

Gender
Nillumbik Shire Council - 2024 Annual Community Survey
(Number and percent of respondents providing a response)

Gender	*2024 (unweighted)*		*2024*	*2023*	*2022*	*2021*	*2020*
	Number	*Percent*	*(weighted)*				
Male	243	49%	48%	49%	49%	49%	52%
Female	249	50%	50%	51%	51%	51%	48%
Non-binary	9	2%	2%	0%	0%	0%	0%
Prefer not to say	0		6	6	0	0	3
Total	**501**	**100%**	**502**	**502**	**508**	**501**	**500**

Diverse population groups

This question was included for the first time this year, replacing some previous respondent profile questions. It is noted that 24% of respondent identified with one of the five diverse population groups.

Diverse population groups
Nillumbik Shire Council - 2023 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Response	*2024*	
	Number	*Percent*
Culturally or linguistically diverse	48	10%
Person with disability (inclusive of mental illness)	34	7%
Carer of a person with disability	33	7%
LGBTIQA+	25	5%
Aboriginal and / or Torres Strait Islander	9	2%
Total responses	**149**	
Respondents identifying at least one response	*120 (24%)*	

Housing situation

Consistent with the results recorded in previous years, approximately two-thirds of respondent households owned their home outright, 19% were mortgagor households, and 11% were rental households.

Housing situation
Nillumbik Shire Council - 2024 Annual Community Survey
(Number and percent of respondents providing a response)

Situation	*2024*		*2023*	*2022*	*2021*	*2020*	*2019*
	Number	*Percent*					
Own this home	318	64%	60%	56%	60%	73%	61%
Mortgage	95	19%	28%	31%	29%	20%	30%
Renting this home	52	11%	9%	8%	9%	7%	8%
Other arrangement	30	6%	2%	4%	2%	0%	1%
Not stated	6		14	15	16	3	2
Total	**501**	**100%**	**502**	**508**	**501**	**500**	**500**

Household structure

There were somewhat fewer two-parent family households included in the 2024 sample, at 43%, down from 52%, whilst there were somewhat more couple households without children.

Metropolis Research also notes that there were notably more group households included in the sample this year than in recent years.

Household structure
Nillumbik Shire Council - 2024 Annual Community Survey
(Number and percent of respondents providing a response)

Structure	*2024*		*2023*	*2022*	*2021*	*2020*	*2019*
	Number	*Percent*					
Two parent family total	**211**	**43%**	**52%**	**57%**	**49%**	**56%**	**51%**
youngest child 0 - 4 years	*29*	*6%*	*10%*	*9%*	*9%*	*10%*	*11%*
youngest child 5 - 12 years	*55*	*11%*	*16%*	*18%*	*12%*	*14%*	*14%*
youngest child 13 - 18 years	*60*	*12%*	*10%*	*8%*	*10%*	*11%*	*10%*
adult children only	*67*	*14%*	*16%*	*22%*	*18%*	*20%*	*16%*
One parent family total	**20**	**4%**	**5%**	**7%**	**8%**	**5%**	**5%**
youngest child 0 - 4 years	*1*	*0%*	*0%*	*0%*	*1%*	*0%*	*0%*
youngest child 5 - 12 years	*1*	*0%*	*1%*	*2%*	*1%*	*1%*	*1%*
youngest child 13 - 18 years	*6*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*
adult children only	*12*	*2%*	*2%*	*4%*	*4%*	*2%*	*3%*
Group household	61	12%	7%	5%	3%	1%	4%
Sole person household	37	7%	9%	7%	9%	8%	10%
Couple only household	162	33%	26%	24%	29%	30%	30%
Extended or multiple families	4	1%	1%	0%	2%	1%	1%
Not stated	6		10	8	12	3	3
Total	**501**	**100%**	**502**	**508**	**501**	**500**	**500**

Period of residence in Nillumbik

Consistent with the results recorded in most years, approximately two-thirds of respondents had lived in the municipality for 10 years or more, whilst nine percent were new or newer residents of Nillumbik Shire (less than five years in the municipality).

Period of residence in the Shire of Nillumbik
Nillumbik Shire Council - 2024 Annual Community Survey
(Number and percent of respondents providing a response)

Period	*2024*		*2023*	*2022*	*2021*	*2020*	*2019*
	Number	*Percent*					
Less than one year	16	3%	6%	1%	2%	3%	3%
One to less than five years	32	6%	7%	3%	3%	12%	11%
Five to less than ten years	141	29%	22%	14%	13%	19%	14%
Ten years or more	304	62%	66%	82%	82%	66%	72%
Not stated	8		12	11	6	0	6
Total	**501**	**100%**	**502**	**508**	**501**	**500**	**500**

The most common previous municipalities of residence were the neighbouring municipalities of Whittlesea and Banyule.

Previous Council
Nillumbik Shire Council - 2024 Annual Community Survey
(Number of respondents living in the Shire of Nillumbik for less than 5 yrs)

Council	*2024*	
	Number	*Percent*
Whittlesea	9	20%
Banyule	6	13%
Nillumbik	5	11%
Interstate	4	9%
Manningham	4	9%
Yarra	4	9%
Melbourne	3	7%
Bayside	2	4%
Darebin	2	4%
Yarra Ranges	2	4%
Hume	1	2%
Merri-bek	1	2%
Moreland	1	2%
Port Philip	1	2%
Whitehorse	1	2%
Not stated	2	
Total	**48**	**100%**

General comments

Respondents were asked:

"Do you have any further comments you would like to make?"

A total of 43 general comments were received from respondents this year, similar to the number received in recent years.

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

The most common issues raised by respondents in the general comments this year were related to Council's communication, consultation, responsiveness, and governance (8 comments), comments on various Council services and facilities (6 comments), and comments on Council rates and financial management (6 comments).

General comments
Nillumbik Shire Council - 2024 Annual Community Survey
(Number and percent of responses)

Reason	*2024*		*2023*	*2022*
	Number	*Percent*		
Communication, consultation, responsiveness, governance	8	19%	10%	18%
Council services and facilities	6	14%	16%	5%
Rates and financial management	6	14%	8%	12%
Traffic, roads and parking	5	12%	27%	9%
Parks, gardens and open spaces	3	7%	4%	2%
Planning, building and development	3	7%	0%	7%
General negative	2	5%	10%	4%
General positive	2	5%	0%	5%
Bike and walking tracks / paths	1	2%	6%	4%
Bushfire prevention	1	2%	2%	4%
Comments on the survey	1	2%	2%	14%
Waste management	1	2%	10%	11%
Other	4	9%	6%	4%
Total comments	**43**	**100%**	**51**	**57**

The following table outlines the verbatim comments split by topic.

General comments
Nillumbik Shire Council - 2024 Annual Community Survey
(Number of responses)

Comment	*Number*
Communication, consultation, responsiveness, governance	
Can Council get this app called good sort? Notifies which bin to put out	1
Council needs to listen to the people	1
Council needs to stay more in tune with people	1
Current Councillors are not looking after the rural areas and residents. Getting too caught in political chit chat. Get back to basics	1
Don't stick your nose into politics	1
Poor communication from the Council led to me getting an unnecessary fine	1
The bin calendar has disappeared from the newsletter, and I'd like it to come back as I don't use the internet	1
We would like to see more community engagements in our area	1
Total	**8**
Council services and facilities	
Please support our local business and local shopping strip	2
Need bike stands in the whole area around Barak bushlands	1
The Council has privatised the healthcare system. There is no one to take care of elderly / people with a disability	1
There is no library in Diamond Creek. We have to go to Greensborough for it	1
There should be dog poo dispensers in areas where people walk their dogs	1
Total	**6**
Rates and financial management	
Climate change is not a Council issue, our rates should not be used to further support this agenda	1
Council should be more accountable for spending	1
No value for rates	1
Price increases	1
The amount of money spent on Yarrambat is not proportionate to money spent in other areas like Diamond Creek etc.	1
The Council rates are very high	1
Total	**6**

Traffic, roads, and parking	
Council should engage special parking arranging for farm market day. It is hard to find legal parking nearby	1
Freeway traffic congestion during afternoon hours	1
Really need to clean up the roads	1
Roadsides need to be maintained	1
Yan Yean Rd has deep channels either side of the road that are dangerous and people have been getting stuck in them	1
Total	**5**

Planning, building and development	
Cheaper houses should be present in area to do so	1
We love to live in Nillumbik with moderate new development	1
We'd like to be able to cut down the size of our block more easily	1
Total	**3**

Parks, gardens, and open spaces	
Council is doing good except the maintenance of few parks as the grass grows pretty high which increases the risk of snakes	1
Littering in shared reserves, especially after cricket on St Andrew's oval	1
Lots of nature strips are overgrown	1
Total	**3**

General negative	
I would like to see someone from Council to work	1
Up your game	1
Total	**2**

General positive	
Thanks for visiting me and give me a chance to complete survey	1
Good initiative by the Council to support the Palestinians flag	1
Total	**2**

Bike and walking tracks / paths	
The state of walking path is terrible the Council needs to clean up weeds	1
Total	**1**

Bushfire prevention	
Clean up the Shire from bushfire	1
Total	**1**

Comments on the survey	
Keep doing this survey frequently so that our voices can be heard to the Council and Federal government	1
Total	**1**

Waste management	
The red bins need to go every week	1
Total	**1**

Other	
Need more awareness in social economic development	1
Need to attract people who care about environment	1
The office is right on the edge of the Shire which makes no sense	1
Would like the Council to remember the rural areas	1
Total	**4**
Total comments	**43**

Appendices

Appendix One: 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 - 2024 Annual Community Survey
(Number of responses)

Response	*Number*
Issues with people	
Drug addicted people	3
Young kids acting very wild	1
Youth hanging around	1
Total	**5**
Crime - theft, robbery, violence, etc	
People getting into my house	1
There has been couple of break ins here	1
Robbery case	1
Total	**3**
General safety	
Not very safe when a woman walks alone at night	1
Total	**1**
Other	
Main Rd	1
No footpath. Feels unsafe	1
Zig Zag Rd	1
Total	**3**
Total responses	**12**

Appendix Two: survey form

Nillumbik Shire Council - 2024 Annual Community Survey

1 **Have you contacted Nillumbik Shire Council in the last 12 months?**

Yes (*continue)*	**1**	No (*go to Q.4)*	**2**

2 **When you last contacted the Council, was it?**

(Please circle one only)

Visit in person	**1**	E-mail	**5**
Telephone *(during office hours)*	**2**	Website	**6**
Telephone *(after hours service)*	**3**	Social media *(e.g. Facebook)*	**7**
Mail	**4**	Directly with a Councillor	**8**

3 **On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of service when you last contacted the Nillumbik Shire Council?**

1. The choice of methods to access services	0	1	2	3	4	5	6	7	8	9	10	*99*
2. The care and genuine interest in you and your enquiry	0	1	2	3	4	5	6	7	8	9	10	*99*
3. The provision of accurate information or referred to an expert	0	1	2	3	4	5	6	7	8	9	10	*99*
4. The speed and efficiency of service	0	1	2	3	4	5	6	7	8	9	10	*99*
5. Courtesy and friendliness	0	1	2	3	4	5	6	7	8	9	10	*99*
6. Kept informed about status of enquiry	0	1	2	3	4	5	6	7	8	9	10	*99*
7. Access to relevant officer / area	0	1	2	3	4	5	6	7	8	9	10	*99*

4 **On a scale of 0 (lowest) to 10 (highest), please rate the importance to the community, and your personal level of satisfaction with each of the following.**

1. Maintenance and repairs of sealed local roads	Importance	0	1	2	3	4	5	6	7	8	9	10	*99*
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	*99*
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 *(which goes to landfill)*	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*
19. Council efforts to address the needs of LGBTIQA+ residents	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 12 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 older people *(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 12 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:	

10 **Have you or members of this household been personally involved in a planning application or development in the last 12 months?**

Yes - lodged an application	**1**	Yes - other: _____	**3**
Yes - objected to an application	**2**	No involvement *(go to Q.12)*	**4**

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

1. Access to information	0	1	2	3	4	5	6	7	8	9	10	*99*
2. Council's communication during the process	0	1	2	3	4	5	6	7	8	9	10	*99*
3. Effectiveness of community consultation and involvement	0	1	2	3	4	5	6	7	8	9	10	*99*
4. Timeliness of planning decisions	0	1	2	3	4	5	6	7	8	9	10	*99*

12 **On a scale of 0 (lowest) to 10 (highest) how satisfied are you with the appearance and quality of newly constructed developments 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*
If rated less than 6, please identify any examples or concerns:												

13 **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**

14 **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**		

15 **How often do you visit the Council website?**

Frequently *(e.g. up to around once a month)*	**1**	Never *(go to Q.17)*	**3**
Infrequently *(e.g. up to around 3 - 4 times a year)*	**2**	Can't say	**9**
Rarely	**3**		

If rarely *(then go to Q16)* **or never** *(then go to Q17)* **, why not?**

16 **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*

17 **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.19)*	**4**

18 **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**

19 **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**

20 **On a scale of 0 (lowest) to 10 (highest), how safe do you feel in the 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 public tran	0	1	2	3	4	5	6	7	8	9	10	*99*
If rated less than 5, where do you feel unsafe?												
Why do you feel unsafe?												

21 **Have you made any changes to your home or lifestyle to help reduce climate change and its impacts?**

Yes	**1**	Don't know / can't say	**3**
No	**2**		

22 **Over the past 12 months, have you or members of your household undertaken any of the following environmental initiatives?**

(please select as many as appropriate)

1. Visited a bushland reserve in Nillumbik	**1**
2. Contained your cat indoors or kept your dogs on lead	**2**
3. Picked up other people's litter when you visit parks or natural areas	**3**
4. Purchased green products that reduce environmental harm	**4**
5. Planted native trees, installed nest boxes, or removed weeds/pest animals to support wildlife on your own property	**5**
6. Planted trees, provided other kinds of habitat, or removed weeds to support wildlife outside of your property. For example, as part of a revegetation project or "friends of" group	**6**
7. Collected data for a citizen science program such as WaterWatch, Frog Census. Aussie Backyard Bird Count or iNaturalist	**7**
8. Advocated for the environment or supported advocacy organisations that address environmental issues (e.g., climate change, wildlife conservation)	**8**

23 **On a scale of 0 (lowest) to 10 (highest) how do you rate your household's ability to cope with climate related risks and impacts (e.g., fire, drought, extreme heat, heavy rainfall)?**

1. Ability to cope with climate related risks	0	1	2	3	4	5	6	7	8	9	10	*99*

24 **How often do you typically travel by the following methods?**

	Frequently *(multiple times per week)*	***Infrequently*** *(a few times per month)*	***Occasionally*** *(a few times a year)*	***Never***	***Can't say***
1. By car *(as driver or passenger)*	**1**	**2**	**3**	**4**	**9**
2. By bicycle	**1**	**2**	**3**	**4**	**9**
3. Walking	**1**	**2**	**3**	**4**	**9**

25 **On a scale of 0 (lowest) to 10 (highest), how satisfied are you with the level of traffic congestion in your local area?**

1. When travelling by car	0	1	2	3	4	5	6	7	8	9	10	*99*
2. When cycling	0	1	2	3	4	5	6	7	8	9	10	*99*
3. When walking	0	1	2	3	4	5	6	7	8	9	10	*99*

Why were you dissatisfied with the level of traffic congestion?

26 **On a scale of 0 (lowest) to 10 (highest), how safe do you feel travelling on roads in your local area?**

1. When travelling by car	0	1	2	3	4	5	6	7	8	9	10	*99*
2. When cycling	0	1	2	3	4	5	6	7	8	9	10	*99*
3. When walking	0	1	2	3	4	5	6	7	8	9	10	*99*

Why did you feel unsafe?

27 **On a scale of 0 (lowest) to 10 (highest), how satisfied are you with the availability of parking spaces in your local area?**

1. When travelling by car	0	1	2	3	4	5	6	7	8	9	10	*99*
2. When cycling	0	1	2	3	4	5	6	7	8	9	10	*99*

Why were you dissatisfied with the availability of parking spaces?

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**	Prefer to self-identify: _____	**4**
Female	**2**	Prefer not to say	**9**
Non-binary	**3**		

30 **Do any members of this household identify as:**

LGBTIQA+	**1**	Person with disability *(inclusive of mental illness)*	**7**
Aboriginal and / or Torres Strait Islander	**2**		
Culturally or linguistically diverse	**3**	Carer of a person with disability	**8**

31 **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**

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 **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 yrs, what was your previous Council

34 **Do you have any further comments you would like to make?**

Thank you for your time
Your feedback is most appreciated

(c) Metropolis Research, 2024

Governance Rule

Election Period Policy

Version Number	2
Approved by	Council
Approval date	28 May 2024
Effective date	28 May 2024
Date of last revision	25 August 2020
Date of next review*	1 January 2028

*Unless replaced, this policy will still apply beyond the review date.

Related internal policies, procedures and guidelines	• Councillor Code of Conduct • Code of Conduct for Members of Council Staff
Related legislation	• *Local Government Act 2020*

Nillumbik
The Green Wedge Shire

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Nillumbik
The Green Wedge Shire

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Purpose

The Governance Rule - Election Period Policy (Election Period Policy) has been developed in order to ensure that the general election for Nillumbik Shire Council on Saturday 26 October 2024 and subsequent elections are conducted in a manner that is ethical, fair and equitable, and are publicly perceived as such.

The Policy ensures that the ordinary business of Council continues throughout the election period in a responsible and transparent manner, in accordance with statutory requirements and established 'caretaker' conventions.

Scope

The Election Period Policy applies to all Council staff, Councillors and election candidates.

Council will function in accordance with this Policy during the election period commencing at 12.00am on Tuesday 24 September 2024 and concluding at 6:00pm on Saturday 26 October 2024.

The Election Period Policy addresses the legal requirements by providing guidance at an operational level to ensure compliance, and builds on the minimum statutory standards to enhance the transparency and accountability of Councillors and Council officers during the election period.

This Policy overrides any prior Council policy or document that refers to a ‘caretaker’ or election period.

Legislative Context

The Local Government Act 2020 (the Act) sets out the provisions regarding the responsibilities, functions and powers of Council in the period leading up to a general election.

Section 60 of the Act requires councils to adopt and maintain an Election Period Policy in accordance with section 69 in relation to procedures to be applied by Council during the election period for a general election.

A copy of this Policy should be given to each Councillor as soon as practicable after it is adopted, and be made available for public inspection at Council offices and on Council’s website.

In the lead up to an election the Victorian local government sector adopts an election period (or caretaker) mode. During this period, Council will be deemed to be in election period mode and is prohibited from making major policy decisions or publishing/distributing election material.

The next relevant Election Day is Saturday 26 October 2024.

The election period commences at noon on Tuesday 24 September 2024 to 6pm Saturday 26 October 2024.

Definitions

Candidate	means a person who has nominated as a candidate for an election under section 256 of the Act
Councillor	means a person who holds the office of member of a Council
Delegated decisions	is a decision made under delegation and considered a decision of Council
Election Period	starts at the time that nominations close on nomination day; and ends at 6pm on election day
Electoral matter	means any matter which intended or likely to affect voting in an election
Information request register	is a register maintained and published on Council's website including all requests relating to electoral matters by Councillors and candidates
Member of Council staff	means a natural person appointed by the Chief Executive Officer
Penalty Unit	determine the amount a person is fined when they commit an infringement offence $192.31, from 1 July 2023 to 30 June 2024
Prohibited decisions	as outlined in section 69 of the Act
Public consultation	is a process that involves an invitation to individuals, groups or organisations or the community generally to comment to Council on a matter
Significant decision	is a decision that commits the incoming council to financial commitments, significant undertakings and that could have a lasting and substantial effect on the municipality or community. More detail in 1.3
Social Media	for the purpose of this policy is Council's corporate social media accounts including Facebook, Twitter, Instagram or YouTube

Policy

1. Council Decision Making

Matters of Council business requiring major policy decisions or significant decisions are scheduled to enable a Council resolution prior to the commencement of the election period, or deferred where appropriate, for determination of the incoming Council.

1.1 Prohibited decisions

Section 69 of the Act prohibits any Council decision during the election period for a general election:

a) Relating to the employment or remuneration of a Chief Executive Officer (CEO), but not to the appointment or remuneration of an Acting CEO;

b) That commits the Council to expenditure which exceeds 1 per cent* of the Council's income from general rates, municipal charges and service rates levied in the preceding financial ; or

c) The Council considers could be reasonably deferred until the next Council is in place; or

d) The Council considers should not be made during an election period.

* For the purposes of the 2024 election period, 1 per cent of revenue from rates and charges of the adopted 2023/2024 Budget

A Council decision made in contravention of paragraph (a) or (b) above, is invalid and any person who suffers loss or damage as a result of acting in good faith on that decision is entitled to compensation from Council for the loss or damage.

1.2 Decisions enabling use of Council resources

During the election period for a general election or by-election Council is prohibited from making a decision that would enable the use of Council resources in a way intended to influence, or likely to influence voting at the election.

1.3 Significant decisions

A significant decision of Council includes:

- Decisions that commit the incoming Council to financial commitments or other significant undertakings, such as utilising unbudgeted funds, allocating community grants, or providing direct funding to community organisations.
- Decisions that could have a lasting and substantial effect on the municipality or a significant segment of the community, including changes to planning schemes, unplanned community consultations, the adoption of new policies, strategies, or local laws, as well as alterations to strategic objectives and strategies outlined in the Council Plan.

1.4 Decisions made under delegation

A decision made under delegation is considered a decision by Council.

Prior to issuing delegated decisions during the election period the following points must be considered:

a) Whether it is a prohibited or significant decision;

b) Is the decision in the best interests of Council and the community;

c) Can the decision be deferred and if there would be consequences or repercussions to Council in deferring a decision.

2. Public consultation and Council events

Limits are placed on public consultation and the scheduling of Council events during the election period.

2.1 Public consultation

Public consultation is a process that involves an invitation to individuals, groups or organisations or the community generally to comment on an issue, proposed action or proposed policy, and includes discussion of that matter with the public.

Public consultation will cease to be initiated as from 24 September 2024 and will not occur during the election period.

An exemption to the requirements of this Clause relate to statutory public consultation required under the *Planning and Environment Act 1987 or* matters subject to section 223 of the *Local Government Act 1989* but only where the matter **could not be avoided** during the election period.

Consultations under statutory provisions or matters that facilitate the day-to-day business of Council shall only proceed after express agreement by the relevant Director in consultation with the Chief Executive Officer and if it relates solely to the normal day-to-day business of Council. Any such public consultations will avoid express or implicit links to the election and must receive prior approval from the CEO.

In view of the potential for a matter to become contentious or politically sensitive in the course of the election period, Council reserves the right to postpone a matter if the issue is likely to affect voting at the election.

Where public consultation commences prior to the election period, the results of that consultation will not be reported until after the election period, unless approved by the CEO.

2.2 Council events

Council will not schedule any events either sponsored by or under the auspices of or run by Council during the election period.

Council sponsored events include official openings, launches, events, and any other public forum.

Annual, recurring shire-wide community events that are scheduled to take place during the election period will proceed, but there will be no formal role for Councillors at these events.

All other Council events will be scheduled to take place outside of the election period. Any publicity materials related to these events will be subject to the publication constraints outlined in Clause 3 of the Policy.

Councillors may continue to attend external events and functions during the election period, however speeches, background briefings and other Council resources will not be provided by Nillumbik Shire Council. Councillors must not use external events and functions to promote themselves as an election candidate.

3. Council publications

3.1 Prohibition on publishing material

In light of the major commitment of Council resources that is required during an election period to assess whether or not Council documents contain electoral matter, there will be restrictions placed on the number of Council documents published during the election period.

Only publications deemed essential to the day-to-day operations of Council during the election period will be assessed for compliance with section 304(2) of the Act. These publications would include information to communicate a change or disruption to a Council service or an emergency which impacts on the health and wellbeing of community members.

All other documents must only be published either before or after the election period and not during that period. Council officers are to be given timely notification of the publication requirements of this Rule, and are required to schedule the publication of non-essential documents to a date outside of the election period.

3.2 Approval of publications

Publications to be printed, published or distributed during the election period must be assessed as to whether they contain electoral matter.

Publications which require assessment include:

- Brochures, pamphlets, handbills, flyers, magazines, e-newsletters and books;
- Reports (other than agenda papers and minutes as outlined in clause 3.4);
- Advertisements and notices except newspaper notices of meetings;
- New website material;
- Social media posts (including Facebook and Twitter);
- Emails with multiple addressees, used for broad communication with the community;

- Mass mail outs or identical letters sent to a large number of people by or on behalf of Council;
- Media releases;
- Material to publicise a function or event; and
- Any publication or distribution of Councillor speeches.

Only publications that CEO considers to be essential to the day-to-day operations of Council during the election period will be assessed for compliance and submitted for approval by the Director Governance, Communications and Community Safety during that period.

3.3 Prohibited material

Electoral matter as defined in the Act means any matter which intended or likely to affect voting in an election, but does not include any material produced by or on behalf of the election manager for the purposes of conducting an election.

A publication is taken to contain electoral matter if it contains an express or implicit reference to, or comment on:

- The election;
- A candidate in the election; or
- An issue submitted to, or otherwise before, the voters in connection with the election.

Electoral matter includes material which:

- Publicises the strengths or weaknesses of a candidate;
- Advocates the policies of the Council or of a candidate;
- Responds to claims made by a candidate;
- Publicises the achievements of the elected Council.

3.4 Council publications containing Councillor or Candidate information

Any reference to Councillors standing for re-election in Council publications printed, published or distributed during the election period must not include promotional text.

Council publications referencing either current Councillors or Candidates, both online and on public display, will be withdrawn from view during the election period.

Councillor contact information will remain available on the website during the election period, but Councillors' profiles will be removed.

3.5 Council's website

Material published on Council's website in advance of the election period is not subject to assessment, however existing material that is prominently displayed will be reviewed and consideration given to the removal of any such material that may be considered electoral matter, were it to be published during the election period.

No new material is to be published on Council's website during the election period unless it is considered to be essential to the operation of Council during that period.

Council Agendas, Minutes, and the Annual Report are considered exempt from the requirements of this section. Pursuant to the provisions of the *Local Government Act 2020*, Council is required to produce an Annual Report and the Annual Report 2024 will be published during the election period.

3.6 Annual Report

Council is required under section 98 of the Act to produce its Annual Report. The 2023-2024 Annual Report may be published during the election period. The Annual Report will not contain any material that could be regarded as overt electioneering or that inappropriately promotes individual Councillors.

3.7 Council and Committee business papers

Council will not schedule Council or Planning and Consultation Committee meetings during the election period. Urgent business items that cannot be delayed and are not a prohibited decision under section 69 the Act or a significant decision, may be considered at an Extraordinary Council or Planning and Consultation Committee meeting.

Advisory committee or other committee meetings including reference group meetings, will not be held during the election period.

During the election period, if an Extraordinary Council or Planning Consultation Committee is called the CEO will ensure that every report includes an Election Period Statement specifying either:

a) The recommended decision is not considered to be a major decision within the meaning of the Election Period Policy and has been approved by the Chief Executive Officer as appropriate for Council consideration during the election period.

b) The recommended decision has been approved by the Chief Executive Officer as one that could not be reasonably deferred until the next Council is in place. It is considered appropriate for consideration by the Council during the election period for the following reason/s [insert reason/s].

During the election period, Council will not decide on any matter that does not include one of the Election Period Statements as outlined above.

The agenda papers and minutes of any Council or committee meetings which may need to be scheduled during the election period as a matter of urgency do not require assessment by Council staff unless they are printed or published for a wider distribution than normal.

3.8 Social media

Any publication on Council's corporate social media accounts including Facebook, Twitter, Instagram and the like during the election period must be assessed by Council staff.

No material is to be posted on any of Council's social media accounts during the election period, unless it is considered essential to the day-to-day operations of Council during that period.

Council officers responsible for administering individual social media accounts will monitor their respective accounts during the election period and must use moderation features where available to ensure no electoral matter is posted on these accounts.

Social media activity during the election period must conform with the following:

(a) On Facebook and other social media pages, the "post comments" ability will be disabled.
(b) Social media posts will be kept to a minimum, reflecting day-to-day activities only.
(c) No launches or announcements of new projects, policy initiatives, or programs will be published.
(d) YouTube videos to be made private and only those pertaining to operational matters of Council day-to-day activities allowed to remain active.
(e) No hosting or responding to political content will be permitted.

The restrictions imposed by this Policy do not apply to the personal social media accounts of Councillors, provided that they do not use Council resources such as photographs taken by Nillumbik Shire Council.

4. Council resources

It is an established democratic principle that public resources must not be used in a manner that would influence the way people vote in elections. Council therefore commits to this principle in that it will ensure Council resources are not used inappropriately during an election period.

Council resources, including offices, vehicles, staff, hospitality, services, property, equipment and stationery must be used exclusively for normal Council business during the election period and must not be used in connection with any election campaign or issue.

4.1 Role of officers

The Executive Assistant to the Mayor and Councillors, Governance staff, or any other officers, must not be asked to undertake any tasks connected directly or indirectly with the election campaign of a Councillor standing for re-election.

4.2 Use of Council equipment by Councillors

Councillors may continue to use any Council equipment provided to them to facilitate their performance of normal Council duties, subject to existing protocols and terms of use. Councillors standing for re-election must not use Council equipment (including mobile phones, tablets, laptops, computers or printers) as a resource to assist with election campaigns.

The allocated Mayoral motor vehicle must only be used for normal Mayoral activities during the election period and not to assist, or give the perception of assisting, an election campaign.

No Council logos, letterheads or other Nillumbik Shire Council branding will be used for, or linked in any way to, a candidate's election campaign.

Photographs or images funded by the Council or captured by Council staff are prohibited from being used in election materials by any candidate or incumbent Councillor, including images taken of Councillors and Council events and infrastructure. This restriction encompasses images of Councillors, events, and any Council infrastructure.

This applies equally to:

(a) images on Council websites or social media that may be able to be copied, and

(b) posts and comments on social media that may be able to be forwarded and commented on.

4.3 Councillor reimbursement

Reimbursements of Councillors' out-of-pocket expenses during the election period will only apply to costs that have been incurred in the performance of normal Council duties, and not for expenses that support or are connected with an election campaign.

Allocations on budget for Councillor allowances, e.g. seminars / training and attendance at conferences, are to be allocated on a pro rata basis between the commencement of the financial year and the election date, i.e., pro rata basis of 4 months out of 12-month period.

4.4 Ward-specific publications and activities

No Ward meetings are to be held during the election period. Ward-specific publications or Councillor profiles and articles in the media, will not be arranged or published by Council during the election period.

4.5 Officer discretion

Council will ensure that due propriety is observed in the use of all Council resources. Officers are required to exercise appropriate discretion in that regard. Where the use of Council resources appears to relate to the election campaign of a Councillor standing for re-election, the matter must be referred to the CEO or their delegate.

5. Media and publicity

5.1 Restriction on services

Council's Communications and Engagement team undertakes the promotion of Council activities and initiatives.

During the election period, this team's services must not be used in any way that might promote a Councillor as an election candidate.

Council publicity during the election period will be restricted to communicating essential information relating to current services and operations. .

Contact with the media will be restricted to the communication of essential information relating to current services and operations and responding to questions not involving the election or possible election outcomes.

5.2 Media releases/Spokespersons

Media releases will not reference specific Councillors and will not identify any Councillor in a manner that could promote a Councillor as an election candidate. Where it is necessary to identify a spokesperson, the CEO or their delegate will be consulted.

Media releases will require assessment by the Director Governance, Communications and Community Safety.

Any requests from Councillors for media advice or assistance during the election period will be channelled through the Chief Executive Officer. No media advice or assistance will be provided to Councillors in relation to election campaign matters.

5.3 Councillors

Councillors will not use their position as an elected representative or their access to Council officers and other Council resources to gain media attention in support of an election campaign.

5.4 Council officers

During the election period, no Council officer may make any public statement that relates to an election issue unless prior approval has been obtained by the CEO or their delegate.

6. Information

6.1 Candidate information

All election candidates have equal rights to information relevant to their election campaigns from the Council administration. While it is important that sitting Councillors continue to receive information that is necessary to fulfil their existing elected roles, neither Councillors nor candidates will receive information or advice (including any internal Council publications) from Council officers that may improperly advantage candidates in the election.

In conjunction with external organisations such as Victorian Electoral Commission, Municipal Association of Victoria, and Victorian Local Governance Association, where appropriate, Council officers will assist with the facilitation of candidate information sessions for election candidates or potential election candidates.

Information and any other briefing material prepared for Councillors during the election period will relate only to factual matters or existing Council services to assist Councillors in conducting normal day-to-day activities. Such information will be sent to Councillors by the Chief Executive Officer's Office or the appropriate Director.

Any Freedom of Information (FOI) requests lodged during the election period on matters regarding current Councillors will be dealt with in accordance with the statutory procedure prescribed by the Freedom of Information Act 1982 (FOI Act). Where possible the request will be dealt with outside of the election period (the FOI Act specifies the timeframes in providing a response to an FOI request).

6.2 Member of Council Advisory Committee or other Committees standing for election

Upon becoming a candidate, any person who is a member of one of Council's advisory or other committees is expected to:

- Comply with this Policy;
- Inform the Chief Executive Officer;
- Take leave from the Advisory Committee or other committee; and
- Return any council equipment, documents or information which is not
    - available to the public for the duration of their candidacy and/or the
    - election period; and
    - If elected, immediately resign from the Advisory Committee or other committee.

6.3 Members of Council staff standing for election

Any person who is a member of Council staff and intending to nominate as a candidate for election for Nillumbik Shire Council must:

a) Take leave to stand as a candidate for election prior to the time of nominating as a candidate.

b) If elected, resign from their Council staff position upon being declared an elected Councillor.

6.4 Information Request Register

The Governance Unit will maintain an Information Request Register during the election period. This Register will be a public document that records all requests relating to electoral matters and non-routine requests for information by Councillors and candidates, and the responses given to those requests. Details to be included within the Register include not only the request and response but also the name of the candidate making the request and the date the request was made.

Responses to candidate's requests for information will be provided by Directors or the Chief Executive Officer. Directors will be required to discuss the request and the proposed response with the Chief Executive Officer prior to the response being provided. Only information that can reasonably be accessed will be released.

Penalties exist for any Councillor who inappropriately makes use of their position or information obtained in their role of Councillor, to gain an advantage.

6.3 Role of Returning Officer

All election-related enquiries from candidates, whether sitting Councillors or not, will be directed to the election manager or, where the matter is outside the responsibilities of the election manager, to the CEO or their delegate.

6.4 Election Campaign Return

Further to section 306 of the Act, candidates will be advised of the requirements to complete and submit an Election Campaign Return to the CEO within 40 days after the election day. The Return must contain details of any campaign donation or gift valued at, or greater than the gift disclosure threshold, received.

7. Councillor conduct

7.1 Misuse of position

Section 123 of the Act outlines:

(1) A person who is, or has been, a Councillor or member of a delegated committee must not intentionally misuse their position—

(a) to gain or attempt to gain, directly or indirectly, an advantage for themselves or for any other person; or

(b) to cause, or attempt to cause, detriment to the Council or another person.

Penalty: 600 penalty units or imprisonment for 5 years.

(2) An offence against subsection (1) is an indictable offence.

(3) For the purposes of this section, circumstances involving the misuse of a position by a person who is, or has been, a Councillor or member of a delegated committee include—

(a) making improper use of information acquired as a result of the position the person held or holds; or

(b) disclosing information that is confidential information; or

(c) directing or improperly influencing, or seeking to direct or improperly influence, a member of Council staff; or

(d) exercising or performing, or purporting to exercise or perform, a power, duty or function that the person is not authorised to exercise or perform; or

(e) using public funds or resources in a manner that is improper or unauthorised; or

(f) participating in a decision on a matter in which the person has a conflict of interest.

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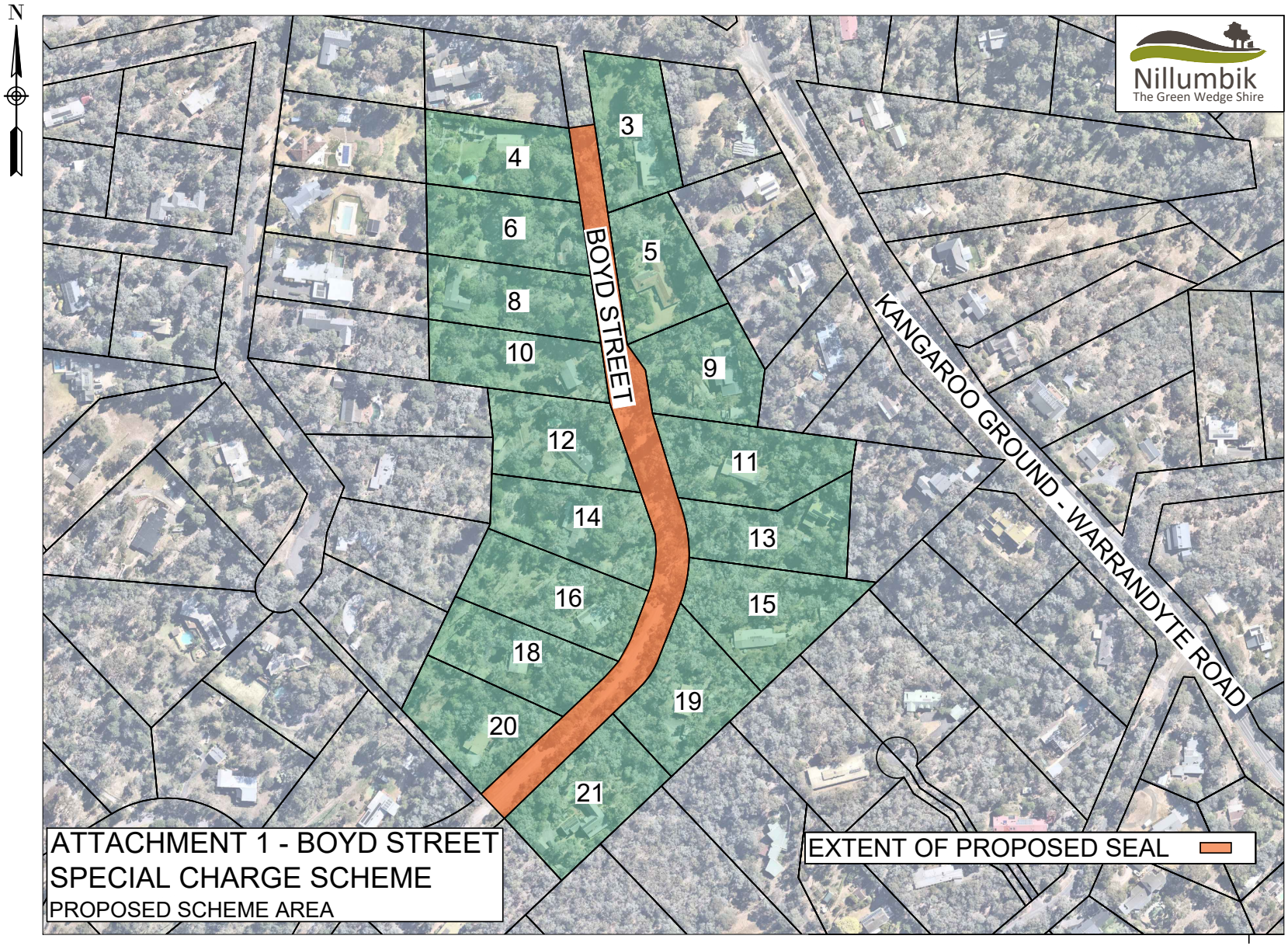
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Nillumbik
The Green Wedge Shire
BOYD STREET
KANGAROO GROUND - WARRANDYTE ROAD
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ATTACHMENT 1 - BOYD STREET
SPECIAL CHARGE SCHEME
PROPOSED SCHEME AREA
EXTENT OF PROPOSED SEAL

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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.

Nillumbik
The Green Wedge Shire

- 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 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 fourteen 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 23 May 2023

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 Clause19 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 are there any barriers which may hinder these groups from accessing these policies, programs or services.

Selection Criteria for Membership of Advisory Committees

Nominees for membership must be able to demonstrate:

- 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.

Domestic Animal Management Plan

2021-2025

COMMUNITY SAFETY

Nillumbik
The Green Wedge Shire

Acknowledgement of Traditional Owners

Nillumbik Shire Council respectfully acknowledges the Wurundjeri Woi Wurrung people as the Traditional Owners of the land on which Nillumbik is located, and we value the significance of the Wurundjeri people's history as essential to the unique character of the shire. We pay tribute to all First Nations People living in Nillumbik, give respect to Elders past and present and future, and extend that respect to all First Nations People.

We recognise that Wurundjeri Woi Wurrung people hold a deep and ongoing connection to this place. We value the distinctive place of our First Nations People in both Nillumbik's and Australia's identity; from their cultural heritage and care of the land, to their ongoing contributions in many fields including academia, agriculture, art, economics, law, sport and politics.

We recognise and value the distinctive and special spiritual and material relationship that First Nations People have with the land and the water, including trees, rocks, hills and valleys, creeks, rivers and flood plains in our Shire.

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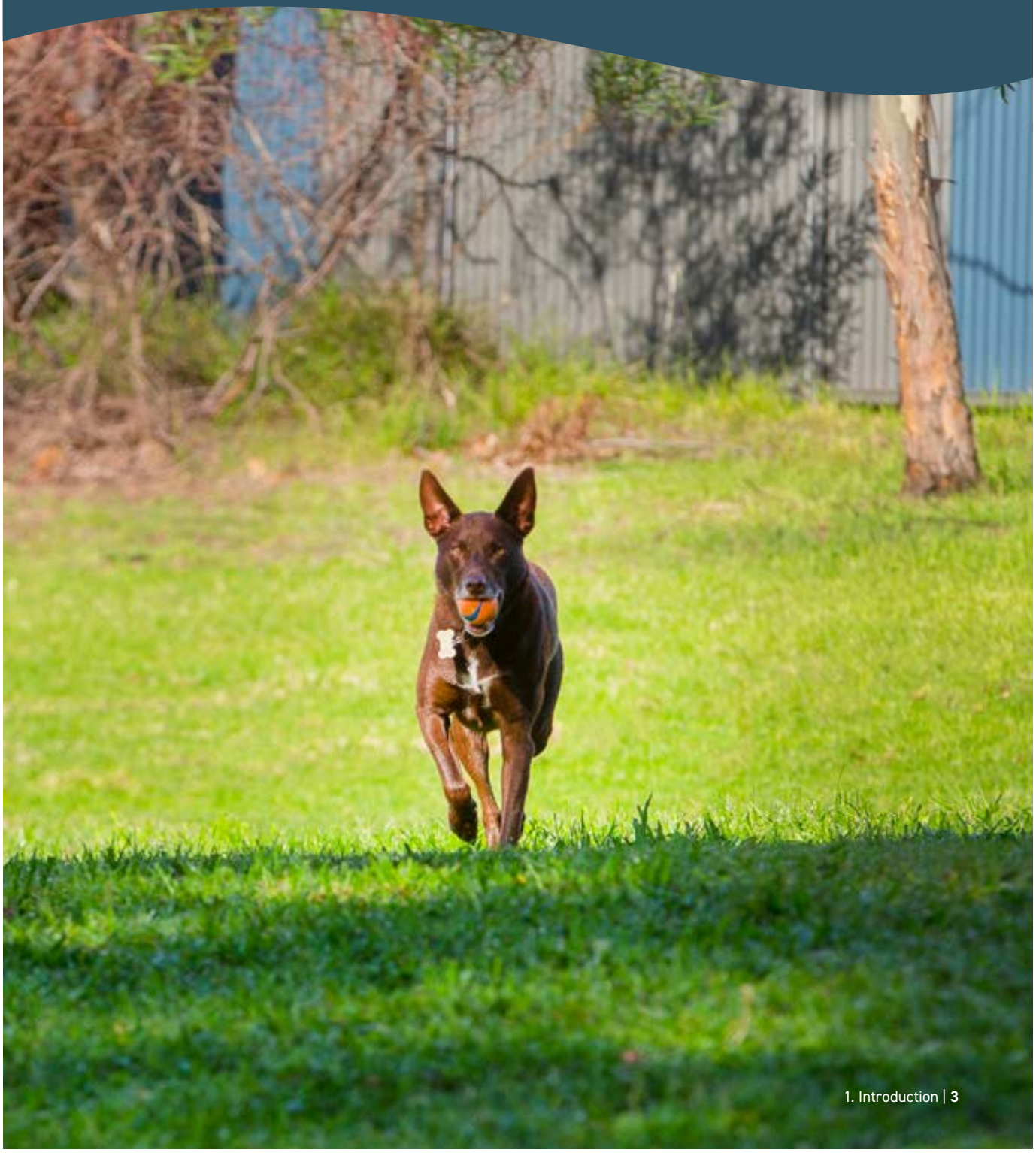
Acronyms

Term	Definition
AMO	Animal Management Officer
AVA	Australian Veterinary Association
BCC	Banyule City Council
CSO	Community Safety Officer
DAA	*Domestic Animal Act 1994*
DAB	Domestic Animal Business
DAMP	Domestic Animal Management Plan
DINs	Domestic Animal Infringement Notices
LLs	Local Laws
NSC	Nillumbik Shire Council
RSPCA	Royal Society for the Prevention of Cruelty to Animals
WAL	Wandering at Large
VDDR	Victorian Dangerous Dog Register

1. Introduction



Under Section 68A of the ***Domestic Animal Act 1994***, (the Act) each Council must, in consultation with the Secretary, prepare a Domestic Animal Management Plan (DAMP) on 4 December 2021 and renew the plan every four years thereafter.

The format and content of a DAMP is set by the State Government in order to ensure consistency across the state of Victoria. As set by the State Government, a DAMP must respond to the following key areas:

- Training of authorised officers
- Programs to promote and encourage responsible ownership
- Programs to address over-population rates and high euthanasia rates
- Registration and identification
- Nuisance
- Dog attack
- Dangerous, menacing and restricted breed dogs
- Domestic animal business
- Other matters
- Annual review of plan and annual reporting.

Specifically, the following provisions apply to the development of a DAMP:

S68A

(2) A domestic animal management plan prepared by a Council must—

(a) set out a method for evaluating whether the animal control services provided by the Council in its municipal district are adequate to give effect to the requirements of this Act and the regulations; and

(b) outline programs for the training of authorised officers to ensure that they can properly administer and enforce the requirements of this Act in the Council's municipal district; and

(c) outline programs, services and strategies which the Council intends to pursue in its municipal district

(i) to promote and encourage the responsible ownership of dogs and cats; and

(ii) to ensure that people comply with this Act, the regulations and any related legislation; and

(iii) to minimise the risk of attacks by dogs on people and animals; and

(iv) to address any over population and high euthanasia rates for dogs and cats; and

(v) to encourage the registration and identification of dogs and cats; and

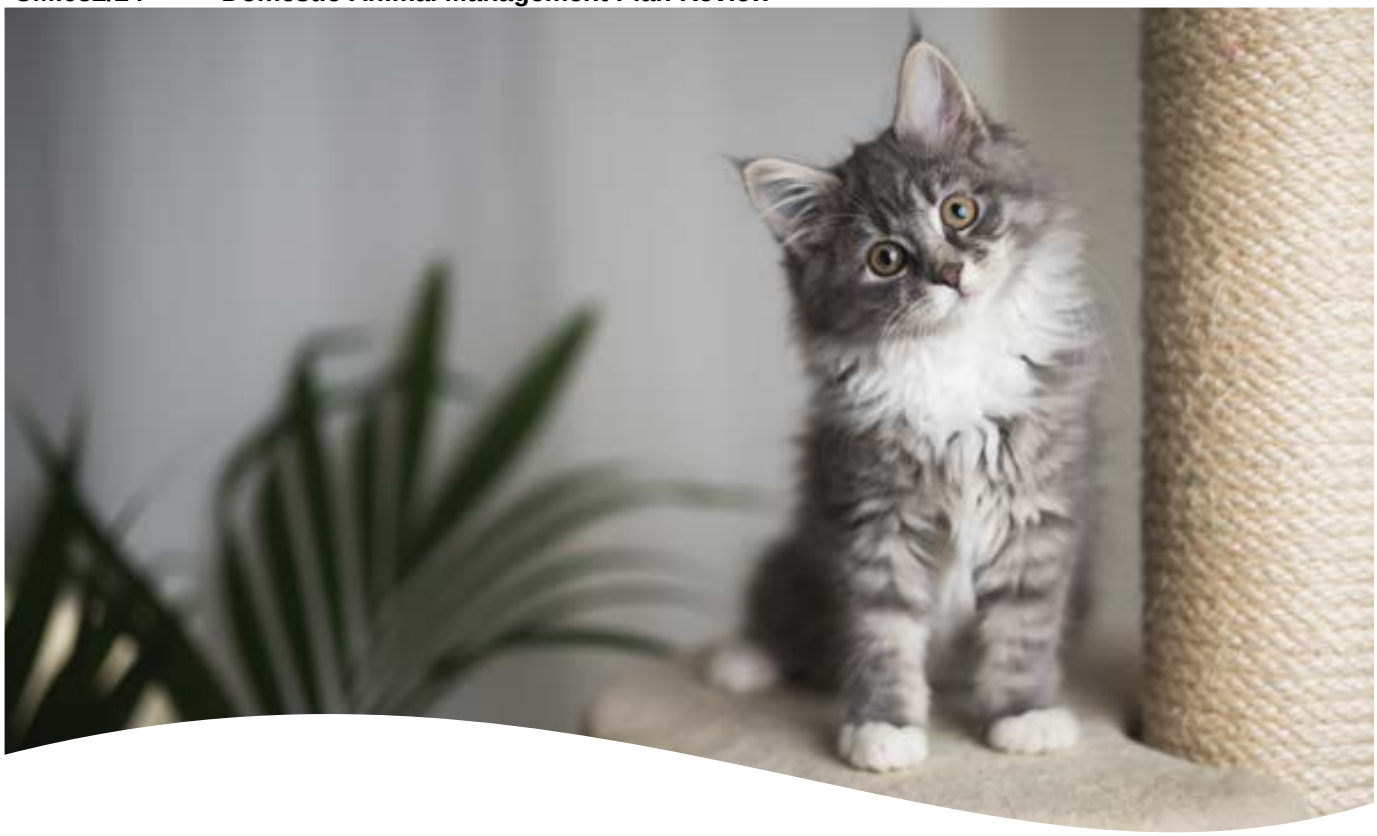
(vi) to minimise the potential for dogs and cats to create a nuisance; and

(vii) to effectively identify all dangerous dogs, menacing dogs and restricted breed dogs in that district and to ensure that those dogs are kept in compliance with this Act and the regulations; and

(d) provide for the review of existing orders made under the Act and local laws that relate to Council's municipal district with a view to determining whether further orders or Local Law dealings with the management of dogs and cats in the municipal district are desirable; and

(e) provide for the review of any other matters related to the management of dogs and cats in the Council's municipal district that it thinks necessary; and

(f) provide for the periodic evaluation of any program, service, strategy or review outlined under the plan,



1.1 Statutory Compliance

Council is required to provide an animal management service with the aim of ensuring community amenity and safety is not compromised by domestic animals; that customer requests and complaints are responded to, and that all relevant Acts, Regulations and Local Laws are enforced.

The relevant Acts and Regulations include:

- Domestic Animals Act and Regulations 1994;
- Impounding of Livestock Act 1994;
- Prevention of Cruelty to Animals Act 1986;
- Infringements Act 2005;
- Magistrates Court Act 1980;
- Victorian Civil and Administrative Tribunal Act 1998;
- Local Government Act 1989;
- and Local Government Act 2020

Council must also have regard for applicable guidelines and standards including:

- Code of Practice for the Management of Animals in Shelters and Pounds;
- Code of Practice for the Operation of Pet Shops;
- Code of Practice for the Operation of Breeding and Rearing Establishments;
- Code of Practice for the Operation of Dog Training Establishments; and
- Code of Practice for the Operation of Greyhound Establishments.

1.2 Council Orders, Local Laws, and planning scheme requirements

Council can, from time to time, make orders in respect to the management of domestic animals within the Shire under the following circumstances:

Domestic Animals Act 1994 – Sect 10a

A Council may resolve that it will not register dogs and cats unless desexed.

(1) A Council may resolve that it will not, after a specified future date, register or renew the registration of a dog or cat unless the dog or cat—

(a) is desexed; or

(b) is exempted under this Act from any requirement to be desexed.

Council currently has an order made under Section 10A of the Act which requires the mandatory desexing of cats. This order requires cats to be desexed before they can be registered.

Domestic Animals Act 1994 – Sect 26

A Council may resolve that it will prohibit the presence of cats or dogs in certain public places; set conditions regarding the restraint of dogs or cats; set conditions on the times that cats or dogs are not permitted in public places; or any other matter the Council wishes to set conditions on the management of cats or dogs within the municipality.

(1) If a dog or cat is found in a place in respect of which an order under this section has been made in contravention of that order or any terms and conditions of that order, the owner is guilty of an offence and liable to a penalty of not more than 2 penalty units for a first offence and 4 penalty units for a second or subsequent offence.

(2) A Council may by resolution make an order under this section which may do all or any of the following:

(a) prohibit the presence of dogs and cats in any public place of the municipal district of the Council;

(b) impose all or any of the following conditions on the presence of dogs or cats in any public place of the municipal district of the Council-

(iii) conditions as to the means of restraint of dogs or cats

(iv) conditions as to the times at which the presence of dogs or cats is not permitted;

(v) any other conditions that are specified in the order.

Council currently has an order made under Section 26 of the Act which requires the following animal management practices:

- 'Cat confinement'. This order requires cats to be confined to their property between 7.30pm and 6am.
- 'Dogs in public places'. This order requires dogs to be on-leash in all public places, other than in designated areas where dogs are allowed off leash. It also requires owners and carers to ensure they have their dogs:
  - Under effective control at all times.
  - On-leash within five metres of playgrounds in pre-schools and childcare centres.
- 'Exclusion of dogs on sporting ovals in Diamond Creek and Hurstbridge'. This order disallows dogs being on any sports field in Diamond Creek and Hurstbridge.

Amenity Local Law 2013

The Nillumbik Shire Amenity Local Law was adopted in October 2013, and includes the following provisions that relate to domestic animals:

Clause 23. Collection and disposal of dog excrement requires people walking their dogs in public places to:

- carry a receptacle to remove excrement.
- collect and dispose appropriately of the excrement.
- produce receptacles on request by a Community Safety Officer.

Clause 24. Keeping of animals – secure confinement requires property owners or occupiers to:

- Ensure all livestock and dogs are adequately contained, and ensure the site is maintained to prevent nuisances such as odour or attracting vermin.
- Obtain a permit for more than:
  - two dogs or cats
  - five reptiles or rodents
  - 10 large birds or 25 small birds
  - a rooster or 24 poultry
- Obtain a permit for livestock kept on a property less than 4,000 square metres.

Clause 26. Dogs prohibited in markets.

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

Nillumbik Planning Scheme

The Nillumbik Planning Scheme Schedule contains two Special Use Zones. One relates to the Heritage Golf and Country Club and the other to the Bend of Islands. The objective of these zones includes the protection of wildlife and aims to achieve this through restrictions on the keeping of pets.

- Special Use Zone Schedule 1 – Heritage Golf and Country Club – it is prohibited to keep cats or dogs or to horse ride
- Special Use Zone Schedule 2 – Bend of Islands – it is prohibited to keep domestic pets or livestock

1.3 Purpose of Domestic Animal Management Plan

Nillumbik Shire Council has developed this Domestic Animal Management Plan (DAMP) in accordance with the requirements established under Section 68A of the ***Domestic Animal Act*** (The Act) 1994.

The plan builds on Council's 2017-2021 Domestic Animal Plan which was adopted in October 2017. Council was successful in completing the outlined actions of the 2017-2021 plan as follows:

- A steady increase in pet registrations
- Officer training provided throughout the four years to maintain industry standard skills and knowledge
- Pet Expos were held in 2017 to 2019. Due to COVID-19 pandemic, the Pet Expo was cancelled in 2020 and 2021
- Implementation of a Lost and Found webpage
- Legislative agreements (84Y DAA 1994), have been put in place with Yarrambat Veterinary Hospital, Save-A-Dog-Scheme and Cat Protection Society
- In conjunction with Animal Welfare Victoria, Responsible Pet Ownership material has been provided to owners registering their pets for the first time
- Established a new three-year contract with Banyule City Council to provide a pound service
- Transport of un-microchipped pets to Yarrambat Veterinary Hospital for microchipping to enable registration before release as legislatively required
- An increase of patrols of reserves and parks have been well received by the community
- Expected completion by the end of 2021 of a new dog park located at Eltham North.

The 2021-2025 DAMP objectives will guide Council in its service to the community by implementing a number of strategies in response to issues raised by the community:

- Encourage statutory compliance and promote responsible pet ownership
- Reduce nuisance caused by cats and dogs
- Minimise dog attacks
- Enhance community safety by reducing the number of dogs not under effective control in Council's off-leash parks and reserves
- Review Council's animal management service which include Local Laws provisions and existing Orders made under the Act
- Increase registration of cats and dogs
- Ensure authorised officers are appropriately trained to conduct their animal management duties
- Promote the benefits of desexing cats and dogs
- Continue to reunite lost and found cats and dogs with their owners when possible
- Continue to provide assistance to vulnerable community members by caring for their animals free of charge
- To have a plan in place in case of an emergency
- Address the overpopulation of unwanted cats and dogs while minimising euthanasia rates.

The care and welfare of pets (dogs and cats) is an important priority and Council works to ensure that no dog or cat is destroyed or harmed and whenever possible all unwanted animals are rehomed.

The plan relates only to the keeping of dogs and cats, as the Act does not address other animals such as livestock or wildlife.

1.4 Process Applied in Developing the Plan

The DAMP has been developed in consultation with Nillumbik Shire Councillors and Council's Executive Management Team; Council's Community Safety Officers; relevant internal departments; members of the community and key stakeholders, including local veterinary practices, the Australian Veterinary Association (AVA), Cat Protection Society (CPS), Save a Dog Scheme (SADS), RSPCA and Animal Welfare Victoria.

Community consultation in the development of this DAMP was conducted in May and June 2021 and focused on broad issues associated with animal management. This was carried out via Council's website, signage placed at key locations and pop-ups displayed at prominent locations.

The 10 most common community issues identified through the survey were:

These issues along with other related matters will form part of the action plan in the 2021-2025 DAMP.

1.5 Demographic and Profile of Council

Nillumbik Shire is located in Melbourne's north-eastern suburbs, about 25 kilometres from the Melbourne CBD.

The Shire covers 431.94 square kilometres or 43,194 hectares and features both urban and rural areas. Located less than 25 kilometres from the centre of Melbourne, the Shire of Nillumbik has the Yarra River as its southern boundary and extends 29 kilometres to Kinglake National Park in the north. The Shire stretches approximately 20 kilometres from the Plenty River and Yan Yean Road in the west, to Christmas Hills and the Yarra escarpment in the east.

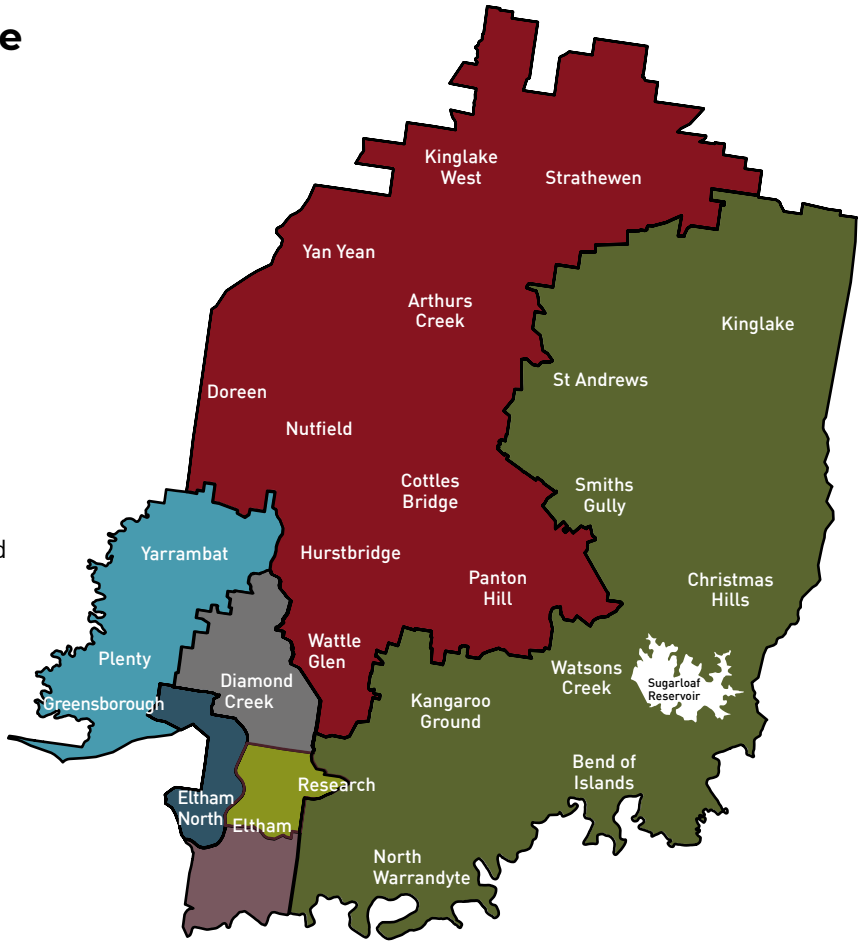
Nillumbik Shire services an estimated 65,219 residents in approximately 22,400 properties throughout the suburbs and townships of Eltham, Eltham North, Greensborough, Kangaroo Ground, Hurstbridge, Diamond Creek, Doreen, North Warrandyte, Plenty, Research, Wattle Glen, Yarrambat, Arthurs Creek, Bend of Islands, Christmas Hills, Nutfield, Panton Hill, Smiths Gully, St Andrews, Strathewen, Yan Yean and Watsons Creek.

The median age in Nillumbik is 41 years. Children aged 0-14 make up 19.7% of the population and people aged 65 years and over make up 13.1% of the population.

Ward Structure

KEY

- Blue Lake Ward
- Bunjil Ward
- Edendale Ward
- Ellis Ward
- Sugarloaf Ward
- Swipers Gully Ward
- Wingrove Ward



1.6 Context and Current Situation

Current services and programs provided by Nillumbik Shire Council align with the ***Domestic Animal Act 1994*** and Council takes an educative approach over enforcement where possible.

Nillumbik Shire Council animal management programs and services currently in place include:

Program/Service	Service Level
NSC Regional Pound (services NSC and BCC)	• Dogs found wandering at large are displayed on Council's website. • Veterinary care is available for any injured/sick dog seven days a week including public holidays. • Welfare care for residents dealing with family violence or other hardship. • Online payment facility for registration, housing and other associated costs. • Dogs taken to owner's residence during business hours when dog owner is unable to collect. • Mandatory registration of animals prior to release from pound. • Other animals cared for at pound (rabbits, birds, guinea pigs.) • Facility for livestock.
Cat Protection Society	• Cat collection seven days a week from CPS. • Photos of cats available on CPS website. • Mandatory microchipping and registration of cats prior to release from pound.
Cat trapping service	• Cat trapping service available business days. • A cat trap deposit is required.
Annual pet registration	• Pet registration reminders distributed in January. • Pet renewals distributed in March. • Various payment options including online payment, B-Pay, post office, Council office.
Promotion of Responsible Pet Ownership	• Regular follow up with shelters and breeders to obtain information of cats and dogs sold. • Welcome packs provided to new pet owners including Responsible Pet Ownership information.
Pet Expo	• Annual event promoting animal management. (Cancelled due to COVID 2020/2021).
After hours emergency service	• After hours collection service for dogs found and contained by community members. Hours of collection: Business days 5pm-10pm. Weekends and public holidays 7am-10pm • Found dogs reunited with their owners when applicable or taken to Council's regional pound. • Pound available to house lost pets seven days a week, including public holidays. • Officers can attend dog attacks within 45 minutes of call.
Off-leash parks and reserves	• Two fenced off-leash dog parks. • 11 off-leash parks/reserves.
Park patrols	• Officer attend to park patrols during business hours and after hours, weekends and public holidays.
DAB inspections	• Annual inspections.
Declared Dogs inspections	• Annual inspections.

1.7 Domestic Animal Statistics

The figures provided in the tables below are comparative to the commencement of the 2017-2021 DAMP.

Animal management statistics 2017-2021

	2017	2018	2019	2020	2021-June
Registered Cats	2098	2328	2661	2959	3133
Registered Dogs	7369	7859	8960	10041	10659
Registered DAB	12	15	14	16	13
Dangerous Dog	2	5	5	5	7
Menacing Dog	0	0	0	2	1
Restricted Dog	0	0	0	0	0
Impounded Dog	248	194	208	115	62
Reclaimed Dog	218	171	176	100	51
Rehoused Dog	18	12	20	10	9
Seized Dog	15	6	12	5	1
Surrendered Dog	8	9	14	6	8
Euthanised Dog	7	8	9	4	2
Welfare Dog	7	8	9	4	0
Impounded Cat	190	154	203	214	110
Reclaimed Cat	23	34	32	30	24
Rehoused Cat	127	85	150	143	63
Seized Cat	0	0	0	0	0
Surrendered Cat	64	31	63	34	25
Euthanised Cat	38	34	19	41	23
Welfare Cat	0	0	0	1	0

Key takeaways from the data above include:

- Council has had an increase of 49.33% of cat registrations and a 44.65% increase of dog registrations in the four years of the current DAMP.
- Nillumbik has consistently maintained a zero rate of registered restricted breed dogs.
- Prior to the COVID Pandemic, impoundments of dogs were consistent at about 200 per annum.
- There is an upward trend in cat impoundments.
- Council has consistently achieved an average rate of 95% returned or rehomed dogs.

Animal management service requests 2017-2021

Additional Data	2017	2018	2019	2020	2021-June
Cat Cage Request	59	68	73	95	58
Cats at Large	15	14	156	13	9
Dog Attacks	46	63	72	69	34
Dog Rush	26	27	29	24	5
Dog Wandering	12	6	7	16	3
Dog Pick up	287	252	314	288	158
Multiple Permit Cat	24	24	17	12	9
Multiple Permit Dog	119	105	98	75	56
Park Patrols	N/A	N/A	N/A	349	283
Prosecutions	0	0	4	5	1

The Community Safety team has implemented several proactive programs over the life of the 2017-2021 DAMP. These have included:

- cat trapping program year on year
- improved reporting on park patrols
- increased frequency of patrols across all of Council's parks and reserves.

2. Strategic Aims

Key strategic aims addressed within the DAMP include:

1. To enhance the skills and knowledge of officers and provide the tools Community Safety Officers require to deliver best practice programs and services
2. Promote responsible pet ownership
3. To gain a better understanding of dog and cat populations within Nillumbik Shire and redress circumstances of preventable euthanasia
4. To increase animal registration and compliance
5. To encourage responsible pet ownership in order to protect the health and welfare of other animals and wildlife and to minimise the potential of nuisance or harm to others
6. To minimise the risk of dog attacks to the community
7. To ensure that declared dogs are identified and managed to minimise the risk to safety of residents and the broader community
8. To ensure compliance with the Act and the Code of Practice are met.

3. Training of Authorised Officers

Section 68(A) (2) (b) of the Act outlines training programs for authorised officers, ensuring proper administration and enforcement of the Act within the municipal district.

Aim: To enhance the knowledge and provide the required tools for all Community Safety Officers to deliver best practice programs and services.

3.1 Context and Current Situation

Nillumbik Shire Council is committed to ensuring all Community Safety Officers and Administration Support are trained and competent in their duties and provide an effective and professional service to the community.

Officers are required to hold Certificate IV Animal control and Regulation, Certificate IV in Local Government (Regulatory Services) or similar and to be competent in the use of Council systems.

3.2 Our Planned Training for Authorised Officers

A detailed training program ensures officers maintain skills at an industry-leading level.

Industry Related Training.

Training	Frequency	Evaluation
Animal Handling.	Annually	
Animal Assessment.	Year 1 & 3	
Canine Anatomy and Identification.	Year 2 & 4	
Department of Economic Development, Jobs, Transport and Resources-training and information days.	Annually	

Good Governance Training.

Training	Frequency	Evaluation
Customer Service.	Annually	
Freedom of Information.	Annually	
Privacy & Data Protection Act.	Annually	
Mental health, drugs and alcohol awareness.	Annually	
Family Violence and Gender Equity.	Annually	

Occupational Health & Safety related training.

Training	Frequency	Evaluation
Working in a remote area.	Annually	
Situation awareness.	Annually	
Managing difficult situations.	Annually	
Dealing with aggressive/ difficult persons.	Annually	
Manual handling.	Annually	
First Aid.	As required	

Technical Skills.

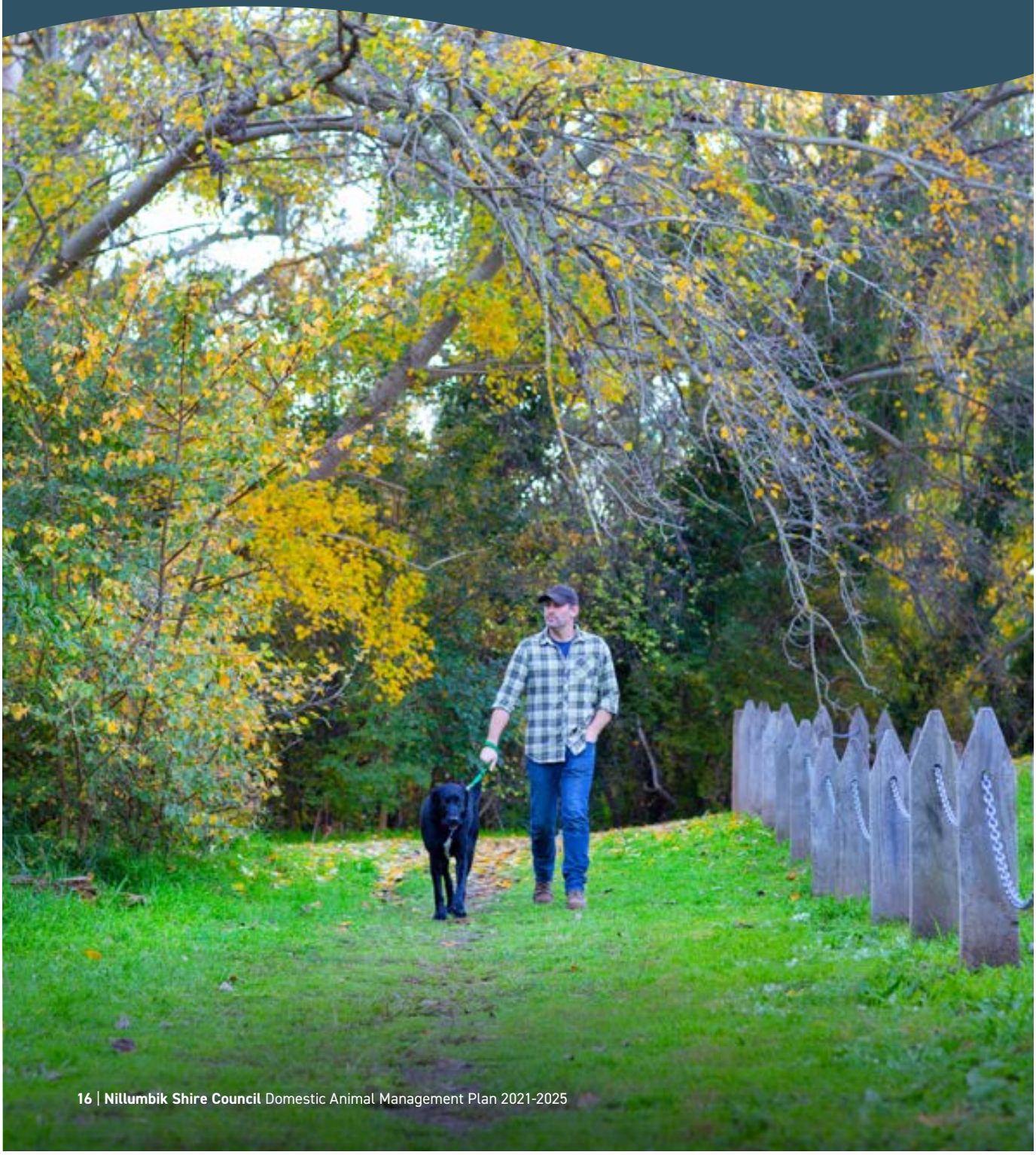
Training	Frequency	Evaluation
Legislation awareness updates.	Monthly	
Statement and interview techniques.	Annually	
Microchipping of cats and dogs.	Initial one of training	
System training.	Ongoing	

3.3 Our Plan

Council is committed to developing officer skills by identifying training opportunities and enabling attendance to relevant forums, workshops and seminars that provide the necessary skills and qualifications to undertake the duties of animal management officers with confidence and professionalism.

The training will provide well-developed technical skills and knowledge required for animal investigations, prosecution and animal handling and behavior. All training will include a strong customer service focus to assist with building and maintaining positive relationships with members of the community and visitors to Nillumbik Shire.

4. Promotion of Responsible Pet Ownership



4.1 Context and Current Situation

Promoting responsible pet ownership (RPO) has always been paramount in the administrative and on-field work by Community Safety officers (CSOs). Council's Community Safety and Amenity Support team receives daily updates of the sales and adoptions from breeders and shelters including owner details and microchip numbers. Information on RPO and registration is sent to residents to encourage education and compliance with legislation.

Council has conducted an annual Pet Expo, with the exception of 2020 and 2021 due to the COVID-19 pandemic. The aim of the Pet Expo is to promote RPO and services and activities available for pets within the Shire and beyond. Residents have the opportunity to engage directly with CSOs, shelters, veterinary specialists and breeders to promote, advocate and assist with RPO.

4.2 Our Orders, Local Laws, Council Policies and Procedures

Currently Nillumbik Shire Council does not have Orders or Local Laws specific to communicating or enforcing the responsible pet ownership message.

However Council does have policies and procedures in place, aimed at improving community understanding of RPO, including:

- Registration forms and Welcome Packs to be posted to new pet owners.
- Text message alerts to pet owners advising of upcoming events, registration and Pet Expo.
- Hosting an annual Pet Expo.
- Officers attending to weekly park patrols to provide education to pet owners by scanning dogs for microchip details, checking registration, and providing poo bags and dog leashes.

4.3 Our Plan

Implementation of proactive programs to increase the responsible pet ownership message to the community, including;

- Implement an educational program in local schools
- Regular review of Council's website content, to ensure it is up to date and easy to use
- Development of short promotional videos distributed on social media and Council's website promoting RPO
- Develop information tools focusing on pet anxieties (i.e as a result of COVID-19) informed by an animal behaviourist
- Develop further information resources through brochures and fact sheets relating to animal nuisance. (see appendix for maps of off-leash areas throughout the Shire).

Action	Frequency	Evaluation
Educational programs for responsible pet ownership run by CSOs at parks and reserves within the municipality during business hours and after hours, including weekdays and weekends.	Every 6 months	
Provide information sessions at local community centres, retirement villages, schools, sporting grounds and other relevant groups on aspects of RPO.	Every 6 months	
Engage with an animal behaviourist to create posts and videos relating to RPO and caring for your pet during the transition of family members returning to school/work during COVID-19 pandemic.	Year 1	
Create social media posts advertising educational programs run by CSOs.	Ongoing	
Dedicated webpage on RPO.	Year 1	
Develop a brochure and fact sheets for the community in responding to pets causing a nuisance.	Year 2	
Develop a brochure and fact sheets to educate the community on compliance with legislation.	Year 2	

5. Programs to Address Over-population Rates and High Euthanasia Rates

Section 68A (2) (c) (iv) of the Act outlines programs, services and strategies to address over-population and high euthanasia rates for dogs and cats.

Aim: To gain better understanding of dog and cat populations within Nillumbik Shire and address circumstances of preventable euthanasia.

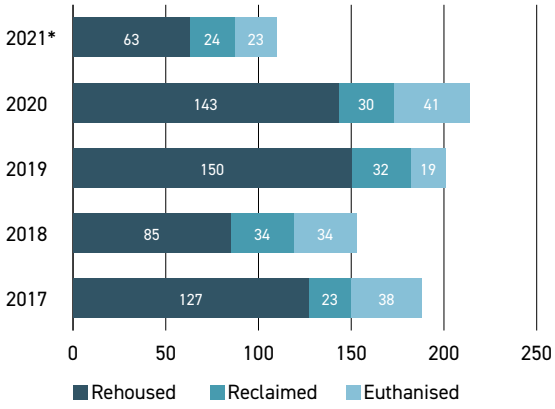
5.1 Context and Current Situation

Council provides a cat and dog impoundment service in conjunction with the Cat Protection Society (CPS) and Save a Dog Scheme (SADS). Council's pound service is also provided on behalf of Banyule City Council. Data in relation to the impoundment of cats and dogs for the period 2017-2021 is contained below:

Cats	2017	2018	2019	2020	2021-June
*Impounded	190	154	203	214	110
Reclaimed	23	34	32	30	24
Rehoused	127	85	150	143	63
Euthanised	38	34	19	41	23

**Impounded refers to the total number of animals brought in by Council, public (stray animals) and those surrendered by the public.*

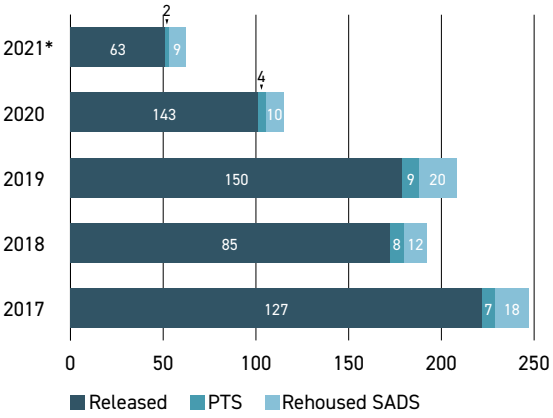
Cat Impoundments



Dogs	2017	2018	2019	2020	2021-June
*Impounded	248	194	208	115	62
Reclaimed	218	171	176	100	51
Rehoused	18	12	20	10	9
Euthanised	7	8	9	4	2

**Impounded refers to the total number of animals brought in by Council, public (stray animals) and those surrendered by the public.*

Dog Impoundment Releases



While the number of dogs that are euthanised within Nillumbik Shire is low, there has been an increase in the number of cats euthanised.

In many cases, euthanasia of both dogs and cats is a result of not being able to rehome the animal within the community due to temperament problems that pose a risk to the community. In the case of the impoundment of cats the difficulty for Council is the identification of colonies of wild cats which results in cats being trapped and not able to be rehomed due to infections, untreatable disease or deformities. Most of these cats are deemed wild.

5.2 Our Orders, Local Laws, Council Policies and Procedures.

- Orders in place, relevant to over-population and euthanasia are; Section 10A Order in Council – 'Mandatory Desexing of Cats'.
- Section 26 Order in Council 15 – 'Cat Confinement'.

Provision Part 5, Clause 24(c) of the Amenity Local Law 2013 addresses multiple animal ownership:

Policies and procedures in place, relevant to over-population and euthanasia are:

- Documented process for seizure and impounding of dogs after a dog attack
- Documented process for issuing of notice to comply, infringement notices and filing charges for prosecutions
- Standard operating procedure for cat trapping
- Statutory process for managing a Notice of Objection.

5.3 Our Plan

A strong focus for Council is the collaboration with the Cat Protection Society and Save a Dog Scheme to assist in the rehoming of unwanted domestic animals. The focus actions within the Plan are a) reduce euthanasia rates and b) promote rehousing of unwanted domestic animals.

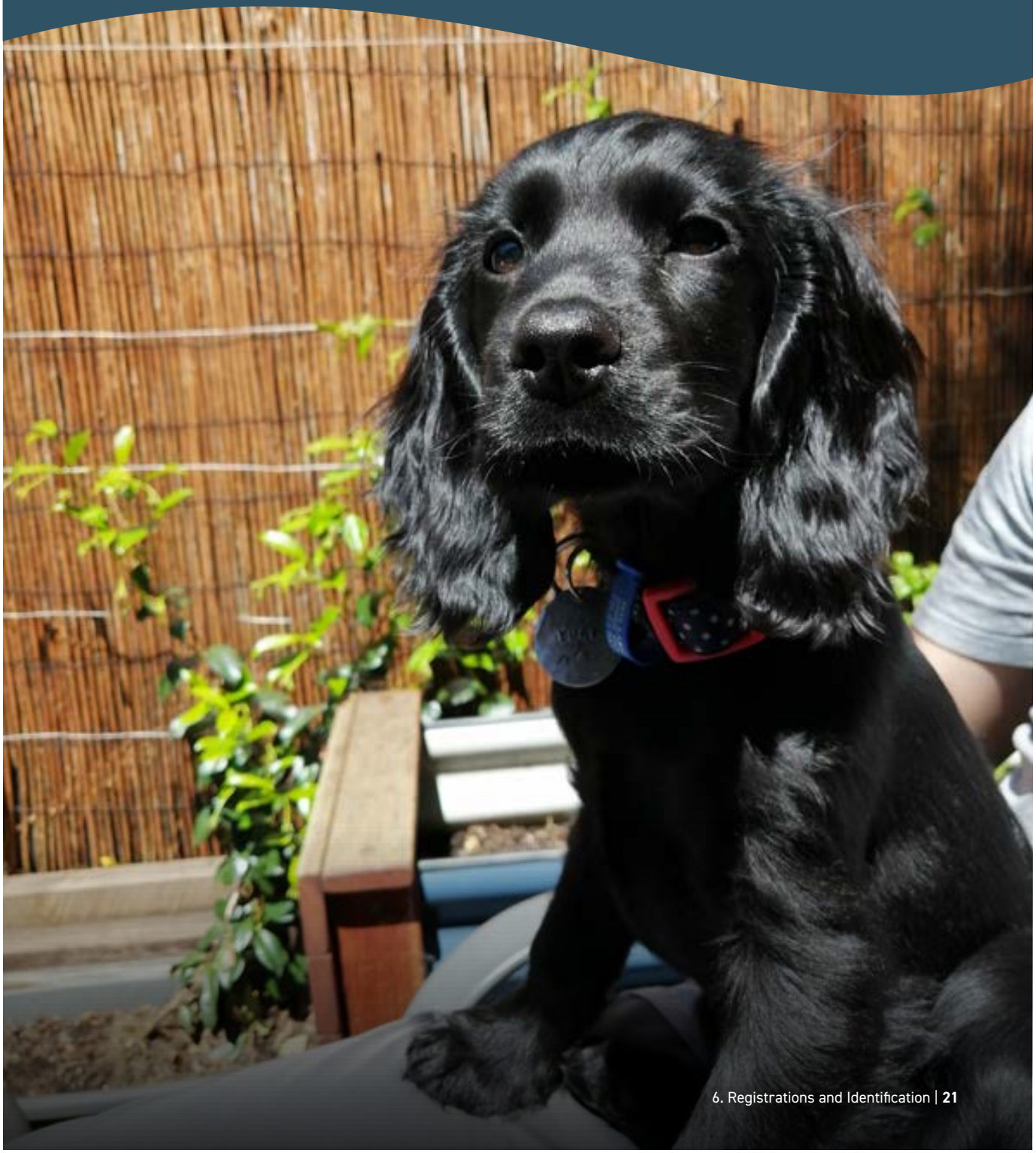
Reduce the number of impounds animals that are euthonised.

Action	Frequency	Evaluation
Regularly update Council Lost and Found webpage and social media with photographs of found cats and dogs.	Ongoing	
Raise awareness of the benefits of microchipping and desexing pets to reduce the number of stray animals and increase reunification rate.	Ongoing	
Promote dog and cat owners keeping microchip details up to date to ensure animals are reunited if lost.	Yearly	
System training.	Ongoing	

Promote rehousing and adoption of unwanted domestic pets.

Action	Frequency	Evaluation
Reducing the number of dumped and unwanted dogs and cats by encouraging the surrendering of domestic pets and arranging for adoption through SADS and CPS.	Ongoing	
Establish a service agreement with SADS	Year 1	

6. Registrations and Identification



Section 68A (2) (c) (v) of the Act outlines programs, services and strategies to encourage the registration and identification of dogs and cats.

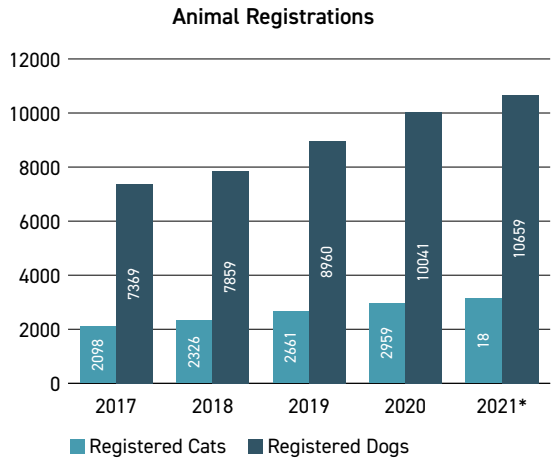
In accordance with section 68A (2) (a), (c) (i), (c) (ii), (d), (f) - All dogs and cats are required to be registered annually. Registered pets are also required to wear an identification marker outside their premises. All dogs and cats being registered in Victoria for the first time must be microchipped before they can be registered.

Aim: To increase animal registration and compliance.

6.1 Context and Current Situation

Nillumbik Shire Council has recorded a continued trend toward improved rates of animal registration and increased levels of pet ownership within the Shire during the term of the current DAMP 2017-2021.

Annual Registrations	2017	2018	2019	2020	2021-June
Registered Cats	2098	2328	2661	2959	3133
Registered Dogs	7369	7859	8960	10041	10659
Total	9467	10187	11621	13000	13792



Specifically, we have seen the following key trends:

- Cat registrations have increased by 49.33%
- Dog registration have increased by 44.65%
- Overall domestic animal registrations have increased by 45.69%

The registration and identification of dogs and cats remains an ongoing priority issue for Council. Animal registration enables officers to reunite lost and found animals with their owners in a short period of time. It also assists in the provision of education programs, the Pet Expo, regular patrols of parks and reserves, and to attend local schools, sporting clubs and other groups to provide education on animal safety and RPO.

6.2 Our Orders, Local Laws, Council Policies and Procedures.

Orders relevant to registration and identification include:

- Section 10A Order in Council - 'Mandatory Desexing of Cats'.
- Section 26 Order in Council 15 - 'Cat Confinement'
- Part 5 clause 24(c) of the Amenity Local Law 2013 addresses the number of animals a person may keep in their premises.

Policies and procedures in place

- Annual review of registration renewal information
- Animal registration fees are prepared and adopted as per Council's annual budget process
- Text message reminders to pet owners listed on Council's database sent in January and again a week before registration are due on 10 April each year
- Registration renewals issued each February
- Registration reminders issued each May
- Registration renewal payment options include online payment, Post BillPay, BPay, mail or in-person
- Follow up of unregistered dogs and cats
- Enforcement via notices to comply, infringement notices and filing charges for prosecution where dogs/cats have not been registered or renewed.

6.3 Our Plan

Ensuring all cats and dogs within the municipality are registered is an ongoing challenge. It has been identified that a range of promotional, educational and regulatory actions are needed to achieve and maintain high registration rates.

A strong emphasis will be placed on social media campaigns to increase pet registrations. Community Safety Officers will be actively engaged in promoting registrations of cats and dogs by maintaining a visible presence in parks and reserves, providing education and enforcement to encourage registration and renewals of pets.

Improve registrations for renewals.

Activity	Frequency	Evaluation
Registration reminder text sent out.	Bi-annually January and April	
Mail out registrations, due April 10.	Annually – March	
Send out registration reminders to owners who have failed to apply for registration two months after final due date.	Annually – June	
Investigate registration cost for juvenile (under 12 months), not desexed dogs and cats	Year 1	

Improve responsible pet ownership and education in relation to registration requirements.

Activity	Frequency	Evaluation
Implement two free microchipping days including free first-time registration.	Bi-annually – January and July	
Increase patrols in parks and reserves.	Weekly over four years	
Support local veterinary practices to promote registration by referring clients to Council's website, as well as providing hard copies.	Ongoing	
Attend education days at schools, sporting clubs and other community organisations.	Yearly	
Develop a communication plan incorporating social strategies to engage with hard to reach community members to promote registration requirements.	Year 1 and 3	

Follow up enforcement actions.

Activity	Frequency	Evaluation
Ensure all seized, impounded animals are registered before leaving the pound.	Ongoing	
Infringement notices to be issued within seven days of a dog/cat found not to be registered.	Ongoing	

7. Nuisance

Section 68A (2) (c) (IV) and 68A (2) (a), (c) (i), (d), (f) of the Act outlines programs, services and strategies to minimise the potential for dogs and cats to create a nuisance.

Section 32 of the Act outlines what is regarded as a nuisance in relation to the behavior of cats and dogs.

(2) A dog or cat is to be regarded as a nuisance for the purposes of this section—

(a) if it injures or endangers the health of any person; or

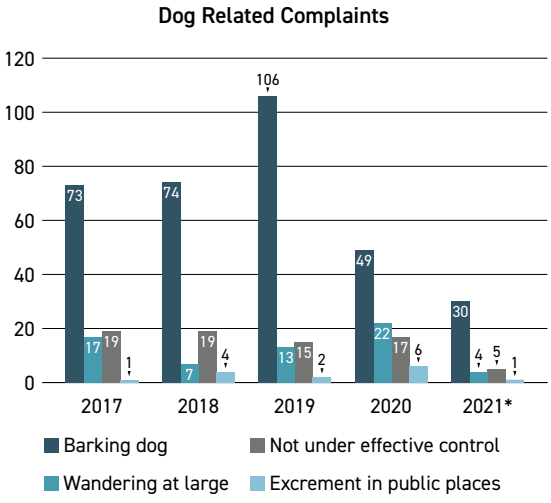
(b) if it creates a noise, by barking or otherwise, which persistently occurs or continues to such a degree or extent that it unreasonably interferes with the peace, comfort or convenience of any person in any other premises.

Aim: To encourage Responsible Pet Ownership in order to protect the health and welfare of other animals and wildlife and to minimise the potential of nuisance or harm to others.

7.1 Context and Current Situation

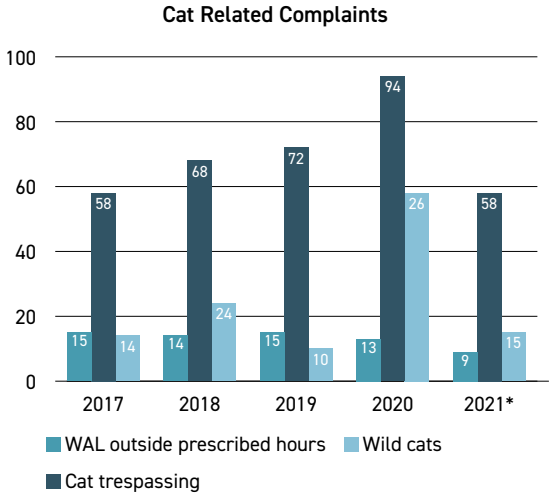
In Nillumbik Shire it is noted that the most common nuisances caused by dogs vary from wandering at large, not under effective control in public, excrement not collected by their owners and barking dogs.

Complaint received	2017	2018	2019	2020	2021-June
Barking dog	73	74	106	49	30
Wandering at Large	17	7	13	22	4
Not under effective control	19	19	15	17	5
Excrement in public places	1	4	2	6	1



In Nillumbik Shire it is noted the most common nuisances related to cats include wandering at large outside prescribed hours, cat trespassing and wild cats.

Complaint received	2017	2018	2019	2020	2021-June
WAL outside prescribed hours	15	14	15	13	9
Cat trespassing	58	68	72	94	58
Wild cats	14	24	10	26	15



The statistics show that cat owners need further education and encouragement to contain their cats to their properties.

Roaming cats can attack and kill native wildlife, wander onto a neighbour's property, cause damage to garden beds by defecating, create health concerns in children's sandpits, cause undue noise due to fighting with owned or stray cats, call and cry when seeking a mate, and spray on front doors, mats and other areas.

It is an offence under the DAA for a cat to remain on private property without permission.

To assist with addressing this need, Nillumbik Shire has a cat curfew established under s26 of the Act. The curfew requires cats to be confined to their owner's premises between 7:30pm and 6am, however cats found roaming the streets during the day (non-curfew hours) can still be trapped if a resident objects to the cat being on their property.

The majority of survey and quick poll participants were supportive of the proposal for a 24-hour cat curfew in Nillumbik, although mixed views were evident: just over half of participants indicated strong support (260 or 50.8%) and a further 80 (or 15.6%) indicated somewhat support (but they had some concerns). 60.0% of quick poll participants indicated support for the proposal.

The level of support for the proposal for a 24-hour cat curfew varied across areas (suburb, township and village): stronger levels of support were evident for: Bend of Islands, Christmas Hills, Cottles Bridge, Hurstbridge, North Warrandyte, Research, Smiths Gully and St Andrews. These insights are based on low response levels for many areas and should be regarded as indicative and not conclusive.

7.2 Our Orders, Local Laws, Council Policies and Procedures.

Orders relevant to nuisance animals include:

- Section 10A Order in Council - 'Mandatory Desexing of Cats'.
- Section 26 Order in Council 15 - 'Cat Confinement'.
- Section 26 Order in Council - 'Dogs in public places.'
- Section 26 Order in Council - 'Exclusion of dogs on sporting ovals in Diamond Creek and Hurstbridge.'
- Relevant provisions of the Amenity Local Law 2013 are:
- Section 23. (a), (b) and(c) - Collection and disposal of dog excrement.
- Section 24. (a), (c) and (d) – Keeping of animals secured confinement.
- Section 26. Dogs prohibited in markets.

Policies and procedures relevant to nuisance animals include:

- Animal management processes and procedures are in place to ensure a consistent approach to animal management issues
- Review of barking dog procedures to further enhance and provide officers the tools to provide a timely investigation
- The availability of cat trapping cages to residents on a weekly basis to trap cats trespassing during the current curfew.

7.3 Our Plan

Nuisance animals can have a serious negative effect on the amenity and peaceful enjoyment of property and enjoyment to residents. Noise issues in particular can cause sleep deprivation, stress, domestic issues and disputes between neighbours.

Other nuisances, such as animals wandering at large and excrement not being collected, prevent members of the community and visitors to Nillumbik from enjoying our parks, reserves and leafy streets. A visible presence of officers conducting mobile patrols within suburban streets and foot patrols throughout Council's reserves and parks will be a key focus in the next four years, with officers enforcing breaches of Council's current Orders and Local Laws. Key actions will include a review of controls currently in place relating to animals in public spaces.

Actions in relation to the management of dogs.

Minimise the number of barking dogs complaints.

Activity	Frequency	Evaluation
Regularly review Council process and update accordingly.	Half yearly	
Review all Sec. 26 Order in Council in relation to off-leash areas and exclusion of dogs on ovals.	Year 1-2	
Review Council Local Laws to implement new provision relating to barking dogs.	Year 1	
Engage with animal behaviourist to create posts/ videos relating to barking dogs, and provide the tools a dog owner can utilise to stop the dog from barking.	Year 1, 2, 3 and 4	
Implement industry approved device to provide a more effective/partial investigation of barking dogs.	Ongoing	
Provide ongoing training for authorised officers in management of barking dog complaints.	Ongoing	
Engage with Dispute Settlement Centre.	Ongoing	

Minimise the number of complaints received in relation to dogs wandering at large.

Activity	Frequency	Evaluation
Continue to identify and patrol known hotspots.	Ongoing	
Attend to WAL reports within 40 minutes during business hours.	Ongoing	
Return dogs to owner if first offence with written warning notice.	Ongoing	
Dogs found WAL with history to be impounded and an infringement notice issued.	Ongoing	

Minimise the number of complaints of dogs not under effective control in public places.

Activity	Frequency	Evaluation
Continue to patrol parks and reserves during business hours, after hours, weekends and public holidays.	Ongoing	
Review signage at parks and reserves.	Year 2	
Utilise Council social media with reminders of responsible pet ownership.	Ongoing	
Dogs found WAL with history to be impounded and an infringement notice issued.	Ongoing	

Minimise the excrement left on roads, footpaths and reserves.

Activity	Frequency	Evaluation
Investigate the installation of poo bags and devices.	Year 1	
Collaborate with neighbouring Councils on alternative options (other than Council-provided poo bags).	Year 1 and 3	
Increased frequency of monitoring and patrol of known hotspots where dog excrement is commonly found.	Ongoing	
Warning or infringement notices to be issued to dog owners found to be in breach.	Ongoing	

Actions in relation to the management of cats.

Wandering at large outside prescribed hours to minimise cat trespassing.

Activity	Frequency	Evaluation
Provide educational material relating to cat enclosures and nuisance issues to cat owners.	Year 2	
Undertake an extensive marketing and media campaign based on responsible pet ownership and importance of securing cats within their yards or registered property.	Year 1, 2 and 4	

Minimise Wild Cat population.

Activity	Frequency	Evaluation
Provide cat trapping programs focusing on clusters of wild cats.	Yearly	
Educate members of the community about the harms of feeding random cats.	Ongoing	

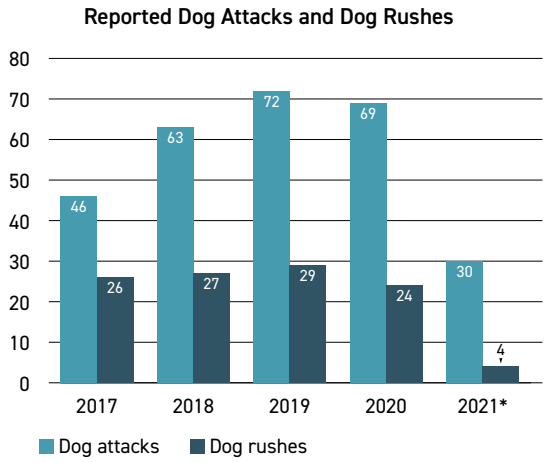
8. Dog Attack

Section 68A (2) (c) (iii) of the Act outlines programs, services and strategies to minimise the risk of attacks by dogs on animals and people.

Aim: To minimise the risk of dog attacks to the community.

8.1 Context and Current Situation

Council receives a relatively low rate of reported dog attacks and dog rushes within the Shire.



The majority of dog attacks occur when the attacking dog is wandering at large or not securely confined to its property. Reducing risk and responding to attacks and rushes is one of the core roles of a Community Safety officer.

8.2 Our Orders, Local Laws, Council Policies and Procedures

Orders relevant to dog attacks and rushes include:

- Section 26 Order in Council - 'Dogs in public places.'
- Section 26 Order in Council - 'Exclusion of dogs on sporting ovals in Diamond Creek and Hurstbridge.

Provisions of the Amenity Local Law 2013 relevant to dog attacks and rushes include:

- Section 24. (a), (c) and (d) – Keeping of animals secured confinement.
- Section 26. Dogs prohibited in markets.

Policies and procedures in place relevant to dog attacks and rushes include:

- Investigation of serious and non-serious dog attacks
- Investigation of dog rushes
- Prosecution of serious dog attacks
- Capture of wandering dogs
- Collection of abandoned or injured animals
- Animal handling
- Regular patrols of parks, reserves and streets
- Recording all declared dogs on the Victorian Dog Registry
- Process relating to seizure documents (s.75 DAA)
- Serving notices of seizure (s.84H DAA)
- Process for owners when recovering a dog that has been seized (s.84M DAA)
- Process with the seizure of a dog and impounding after a dog attack
- Warning and infringement notices
- Declaration of dogs – menacing or dangerous
- Seeking an order for destruction of dog/s.

8.3 Our Plan

A key tool to reducing the frequency of dog attacks and dog rushes within the Shire, is increasing awareness within the community, including Council's role in managing events of this nature; making it easier for community members to report events to Council, and increasing the presence of Community Safety Officers within Council's parks and reserves while also educating pet owners of the importance of keeping their dog under effective control.

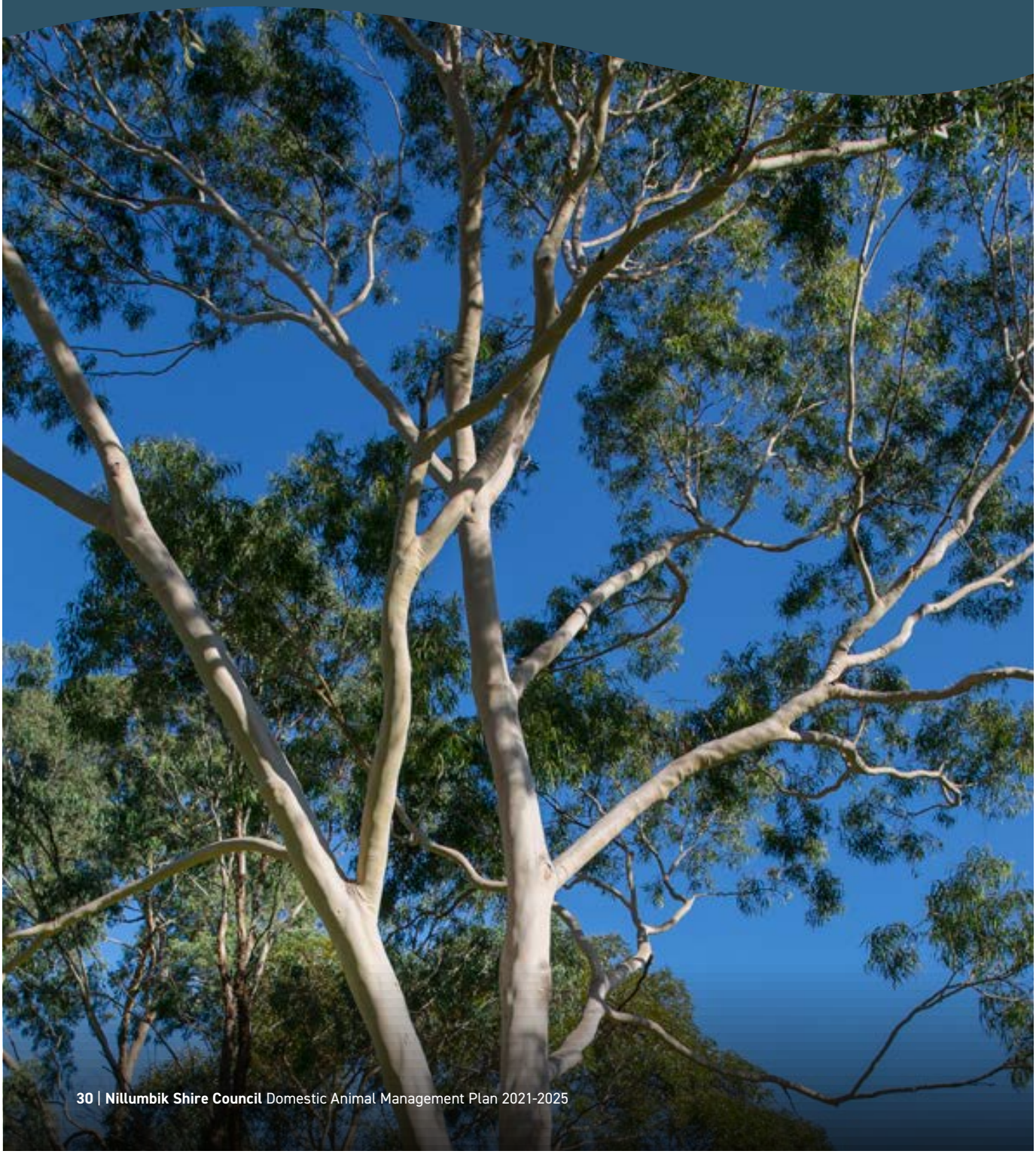
Increase the reporting of dog attacks in the community.

Activity	Frequency	Evaluation
Improve public awareness of what a dog attack is and how to report it.	Yearly and ongoing	
Quarterly reporting made available on Council's website of reported dog rushes and dog attacks.	Year 1 and ongoing	

Improved community awareness of dog attacks and dog rushes.

Activity	Frequency	Evaluation
Set park patrol targets.	Ongoing	
Publicise key dog attack prevention messages through media articles, mail outs, website information and social media.	Year 1 and 3	

9. Dangerous, Menacing and Restricted Breed Dogs

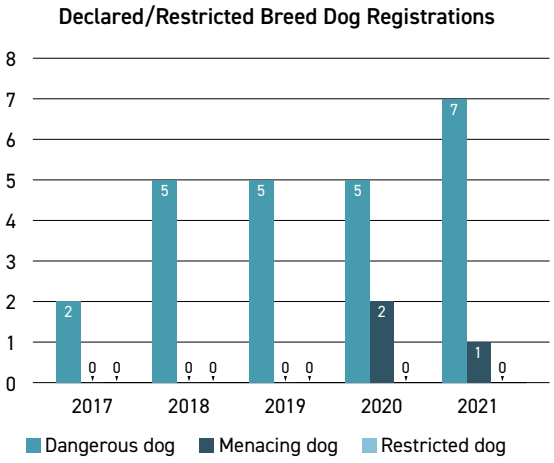


Section 68A(2)(c)(vii) of the Act outlines programs, services and strategies to effectively identify all dangerous dogs, menacing dogs and restricted breed dogs.

Aim: To ensure that declared dogs are identified and managed to minimise the risk to safety of residents and the broader community.

9.1 Context and Current Situations

There has been consistently low numbers of declared dangerous, menacing or restricted breed dogs registered within Nillumbik.



9.2 Our Orders, Local Laws, Council Policies and Procedures

Council has made no Orders or Local Laws specific to dangerous, menacing and restricted breed dogs.

Policies and procedures relevant to dangerous, menacing and restricted breed dogs include:

- Statutory procedure for the declaration of dogs (statutory requirement to declare dogs)
- Statutory requirement to provide details of declared dogs to the VDDR (Section 44AE DAA 1994)
- Statutory requirement to provide details to VDDR of dogs destroyed in relation to DAA 1994
- Procedure associated with the seizure and impounding of declared dogs.

9.3 Our Plan

There are currently a low number of declared dogs within Nillumbik Shire. Council will continue to focus on maintaining communication with declared dog owners, undertaking unscheduled inspections of properties, and keeping abreast of legislation changes relating to restricted breeds, declared dangerous and menacing dogs.

Ensure all dogs are kept in accordance with the Act and Regulations.

Activity	Frequency	Evaluation
Maintain regular contact with owners of declared dogs ensuring owners are aware of their responsibilities and penalties for non-compliance.	Every 6 months.	
All dogs that remain unregistered after 10 April each year are to be investigated for possible breaches of legislation.	Yearly – June	
Undertake property inspections of all properties housing declared dogs to ensure compliance.	Yearly – February	

Accurate identification of restricted breed dogs.

Activity	Frequency	Evaluation
Officers to ensure appropriate standards are applied in accordance with the DDA 1994.	Ongoing	
Victorian Declared Dog Registry to be updated by Senior Officer.	Bi-annually – July and February	

10. Domestic Animal Businesses

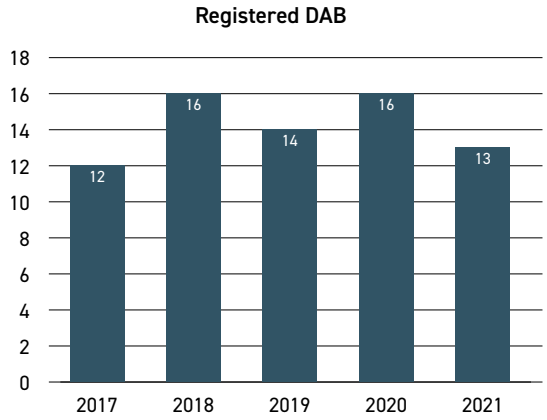
Section 68A (2)(c) (ii) of the Act outlines the programs, services and strategies that Council intends to pursue to ensure the Domestic Animal Business (DAB) complies with the Act, regulations and relevant Codes of Practice.

Aim: To ensure compliance with the Act and the Code of Practice is met.

10.1 Context and Current Situation

There are currently 13 Domestic Animal Businesses (DABs) consisting of:

- 8 boarding establishments
- 1 training establishment
- 2 pet shops
- 2 shelter and pounds.



Over the last four years Council has undertaken unannounced annual audits of all registered Domestic Animal Businesses to ensure compliance with legislation and relevant Code of Practice. During this time the audits have highlighted some minor noncompliance issues which have been quickly rectified.

10.2 Our Orders, Local Laws, Council Policies and Procedures

Council has made no Orders or Local Laws specific to Domestic Animal Business.

Policies and procedures relevant to Domestic Animal Businesses include:

- Registration of Domestic Animal Businesses
- Periodical auditing of all Domestic Animal Businesses
- Retention of standard sheets are to be maintained in Council's record management system
- All new businesses are subject to planning approval and inspection before registration
- Noncompliance and reports of cruelty are investigated accordingly.

10.3 Our Plan

Council officers will continue to conduct audits and identify noncompliant or new DABs within the Shire while also engaging with business proprietors to provide education, relevant updates and changes to legislation.

Identify and register all DABs within the Shire.

Activity	Frequency	Evaluation
Officers to regularly check social media sites for unregistered DABs.	Bi-annually January/ February and June/ July.	
Officers to conduct mobile patrols of known areas where DABs set up.	Throughout the year.	
Senior CSO to arrange annual inspections of DABs.	Annually – to be completed before registration is due 10 April.	

11. Council Regional Pound

Nillumbik Shire Council Regional Pound is a Council-owned and operated facility caring for lost, stray and unowned domestic animals found within Nillumbik or Banyule. The pound provides caring for dogs free of charge for up to 10 days or longer if required by community members facing family violence, or other hardship.

Historically Council has seen a relatively consistent level of impoundments, however 2020 and 2021 have seen decreased impoundments, generally as a reflection of reduced dogs at large during the COVID-19 pandemic.

Impoundments	2017	2018	2019	2020	2021-June
Impounded Dog	248	194	208	115	62
Reclaimed Dog	218	171	176	100	51
Rehoused Dog	18	12	20	10	9
Seized Dog	15	6	12	5	2
Surrendered Dog	8	9	14	6	8
Euthanised Dog	7	8	9	4	2
Welfare Dog	7	8	9	4	2

The pound is attended by staff seven days a week including weekends and public holidays, however, in order to maintain a safe and secure facility for impounded animals and staff, the pound is not open to the public.

Registration and other associated payments can be paid online. Officers will then meet with dog owners at Council's Civic Centre office or, if required, take the dog home at an agreed time.

After eight days unclaimed dogs are assessed and rehomed by SADS. Council provides a monetary donation for every dog that is rehomed with SADS.

11.1 Our Policies and Procedures

Council ensures it complies with all requirements of the Code of Practice for the management of dogs and cats in shelters and pounds.

11.2 Our Plan

Nillumbik Shire Council Regional Pound will continue to provide a shelter for lost and found dogs, surrendered animals, seized dogs and dogs requiring immediate care due to family violence, illness and other emergency situations.

Community Safety Officers and Pound staff will:

- Promote responsible pet ownership and maintain a continuous campaign to educate the general public.
- Staff will continue to be trained in matters relating to animal health and welfare.

Council's pound is compliant with the Code of Practice, however the building structure is old and security is a major concern for both staff and animals. As such a current review is underway to ensure the infrastructure can continue to protect the physical and emotional needs of animals and staff.

Items under review include:

- Ventilation and outdoor space
- Outdoor exercise area
- Medical treatment rooms
- Isolation space for sick animals
- Pen upgrade
- Safe vehicle entrance
- Secure reception area for the collection of animals.

Upgrades to the pound will ensure that both the facility and the operations meet community expectations in terms of animal management and welfare.

12. Annual Review of Plan and Annual Reporting

Council is required to review this plan pursuant to Section 68A of the Act. The intent behind the review process is to ensure that the plan responds to current issues and opportunities over the four-year period.

The annual review process evaluates whether the services provided are suitable.

Appendix: Maps of Off-leash Areas in Nillumbik

Fergusons Paddock, Hurstbridge	40
Nillumbik Park, Diamond Creek	41-42
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Eltham East Linear Reserve north of Diosma Road, Eltham	50
Gumtree Reserve, Research	51
Former Eltham Tip, Kangaroo Ground	52

Looking after your best friend

To ensure your dog can be easily identified and returned if it strays:

1. Register it with Council, and
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Under Victorian law, all dogs (and cats) registered for the first time must be microchipped. This entails implanting a tiny, grain-sized computer chip, containing a unique ID number, under the skin. The chip is inert, has no battery and uses no energy but can be scanned to identify your dog. It lasts the dog's lifetime. It is also advisable to have your dog sterilised (unless intended for breeding).

Remember, as a dog owner, you can be fined for:

- not registering your dog
- walking your dog in a prohibited area
- allowing your dog to wander at large
- not having your dog on a leash when it should be
- failing to pick up after your dog, and/or
- not carrying a doggy-do bag or container and leash.

Fergusons Paddock, Hurstbridge

- Off-leash area
- Off-leash dog park (fully enclosed)
- On-leash area
- On-leash path
- Dogs prohibited
- Skate park
- Playground — Dogs are not allowed within 5 metres of playgrounds
- Waterway
- Toilets
- Bridge/footbridge
- Train line

Enjoy walking your dog

Nillumbik
The Green Wedge Shire

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Nillumbik Park, Diamond Creek

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- Off-leash dog park (fully enclosed)
- On-leash area
- On-leash path
- Dogs prohibited
- Playground — Dogs are not allowed within 5 metres of playgrounds
- Waterway
- Toilets
- Bridge/footbridge
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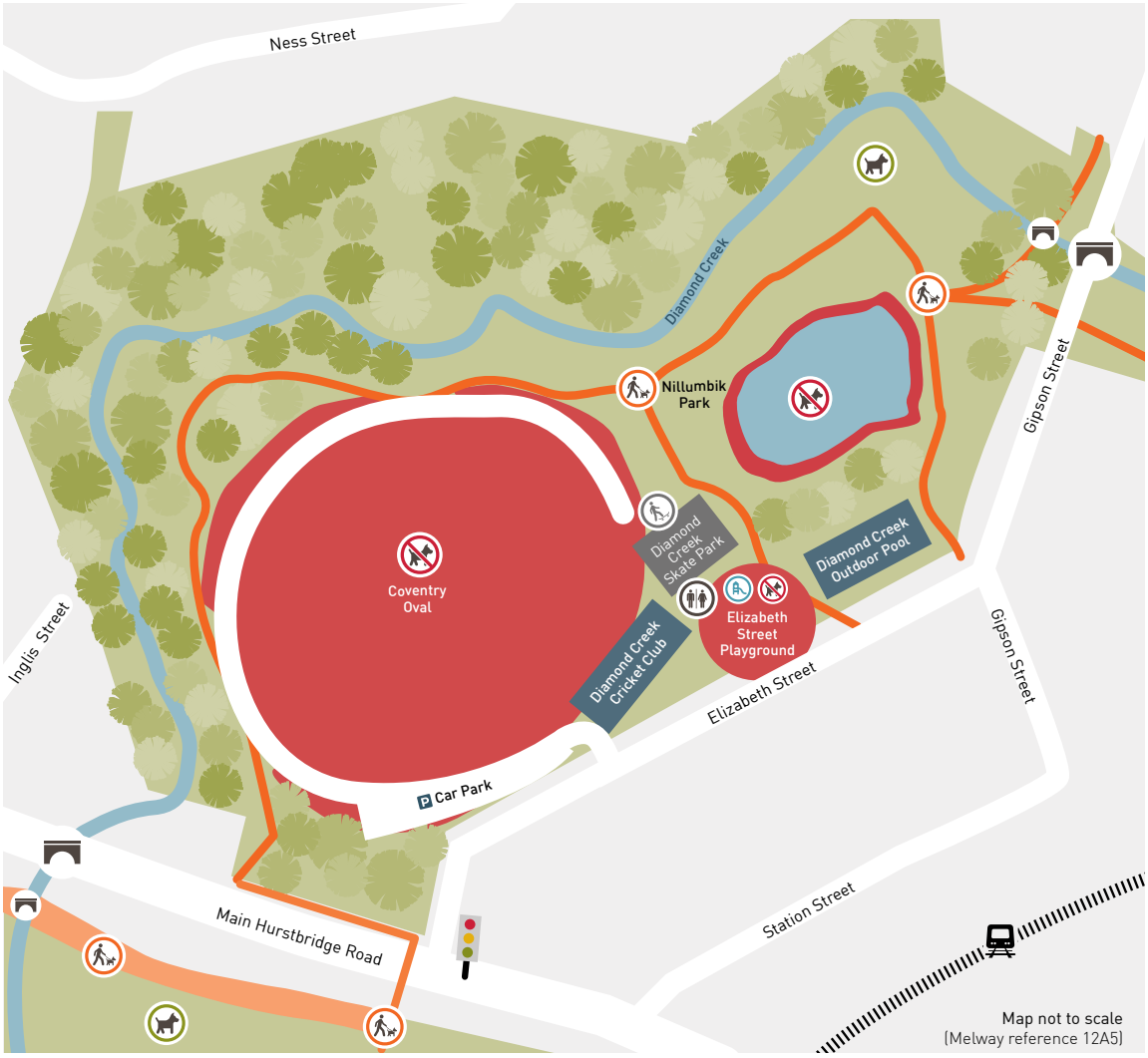
Nillumbik
The Green Wedge Shire



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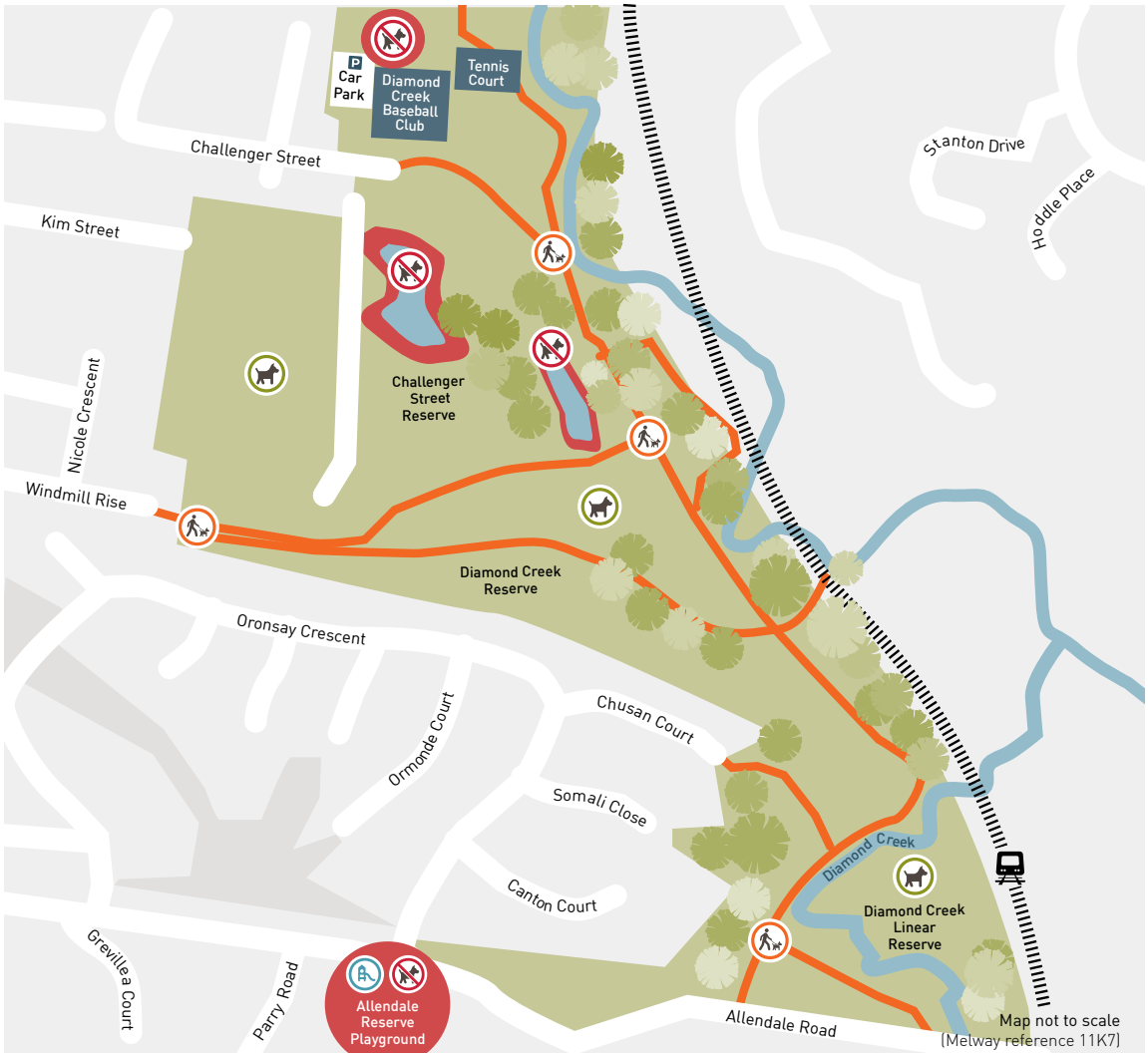
Nillumbik Park, Diamond Creek

- Off-leash area
- On-leash area
- On-leash path
- Dogs prohibited
- Skate park
- Playground (Dogs are not allowed within 5 metres of playgrounds)
- Waterway
- Toilets
- Bridge/footbridge
- Train line

Enjoy walking your dog

Nillumbik
The Green Wedge Shire



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- not carrying a doggy-do bag or container and leash.

Diamond Creek Reserve, Diamond Creek

- Off-leash area
- On-leash path
- Dogs prohibited
- Playground — Dogs are not allowed within 5 metres of playgrounds
- Waterway
- Train line

Enjoy walking your dog

Nillumbik
The Green Wedge Shire

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- not having your dog on a leash when it should be
- failing to pick up after your dog, and/or
- not carrying a doggy-do bag or container and leash.

Plenty River Drive Reserve, Greensborough

- Off-leash area
- On-leash path
- Dogs prohibited
- Playground — Dogs are not allowed within 5 metres of playgrounds
- Toilets

Nillumbik Shire Council is committed to providing shared-use ovals for the whole community. At times these ovals are exclusively allocated for local schools and sporting clubs. No dogs permitted on the ovals when in use by these authorised user groups.

Enjoy walking your dog

Nillumbik
The Green Wedge Shire

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- failing to pick up after your dog, and/or
- not carrying a doggy-do bag or container and leash.

Susan Street, Eltham

- Off-leash area
- On-leash area
- On-leash path
- Dogs prohibited
- Playground
  Dogs are not allowed within 5 metres of playgrounds
- Waterway
- Toilets
- BMX track
- Bridge/footbridge
- Train line

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Enjoy walking your dog

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The Green Wedge Shire

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- not having your dog on a leash when it should be
- failing to pick up after your dog, and/or
- not carrying a doggy-do bag or container and leash.

Falkiner Street Park, Eltham (Barrack Bushland)

- Off-leash area
- On-leash area
- On-leash path
- Waterway
- Footbridge/bridge

Enjoy walking your dog

Nillumbik
The Green Wedge Shire

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Eltham Lower Park, Eltham

- Off-leash area
- On-leash area
- On-leash path
- Dogs prohibited
- Playground — Dogs are not allowed within 5 metres of playgrounds
- Waterway
- Toilets
- Bridge/footbridge

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Enjoy walking your dog

Nillumbik
The Green Wedge Shire

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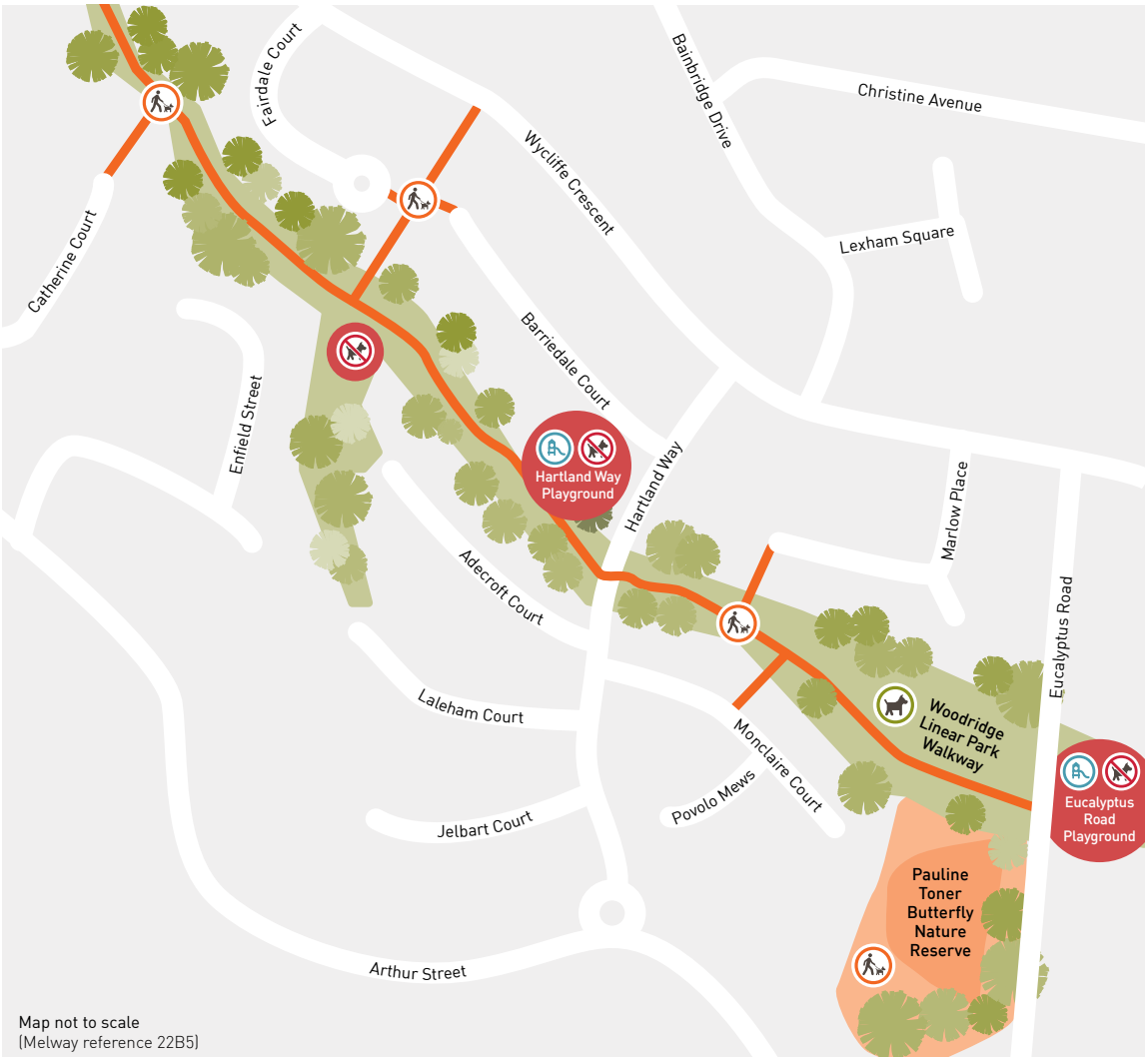
- failing to pick up after your dog, and/or
- not carrying a doggy-do bag or container and leash.

Griffith Park, Eltham

- Off-leash area
- On-leash area
- On-leash path
- Waterway

Enjoy walking your dog

Nillumbik
The Green Wedge Shire



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- allowing your dog to wander at large
- not having your dog on a leash when it should be
- failing to pick up after your dog, and/or
- not carrying a doggy-do bag or container and leash.

Woodridge Linear Park, Eltham

- Off-leash area
- On-leash area
- On-leash path
- Dogs prohibited
- Playground
  Dogs are not allowed within 5 metres of playgrounds

Enjoy walking your dog

Nillumbik
The Green Wedge Shire

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Eltham East Linear Reserve north of Diosma Road, Eltham

Off-leash area

On-leash path

Dogs prohibited

Enjoy walking your dog

Nillumbik
The Green Wedge Shire

Looking after your best friend

To ensure your dog can be easily identified and returned if it strays:

1. Register it with Council, and
2. Get your vet to microchip it.

Under Victorian law, all dogs (and cats) registered for the first time must be microchipped. This entails implanting a tiny, grain-sized computer chip, containing a unique ID number, under the skin. The chip is inert, has no battery and uses no energy but can be scanned to identify your dog. It lasts the dog's lifetime. It is also advisable to have your dog sterilised (unless intended for breeding).

Remember, as a dog owner, you can be fined for:

- not registering your dog
- walking your dog in a prohibited area
- allowing your dog to wander at large
- not having your dog on a leash when it should be
- failing to pick up after your dog, and/or
- not carrying a doggy-do bag or container and leash.

Gumtree Reserve, Research

Off-leash area

Enjoy walking your dog

Nillumbik
The Green Wedge Shire

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Former Eltham Tip, Kangaroo Ground

- Off-leash area
- On-leash area
- On-leash path
- Dogs prohibited
- No public vehicle access dirt roads
- Waterway

Enjoy walking your dog

Nillumbik
The Green Wedge Shire

Nillumbik Shire Council

Civic Drive (PO Box 476) Greensborough Victoria 3088

9433 3111 | nillumbik@nillumbik.vic.gov.au

nillumbik.vic.gov.au

Domestic Animal Management Plan - Stage 1 Engagement Plan

The engagement for this project will involve the following stages and will seek council endorsement for each stage separately.

Stage 1: To inform the development of the draft Domestic Animal Management Plan	Stage 2: Consultation on the DAMP 2025- 2028
Monday 3 June – Sunday 7 July 2024 (5 weeks)	
Objectives: Seeking community feedback on a number of matters relating to cats and dogs. - Animal management services - Programs or strategies - New orders that could be made to address responsible pet ownership in the community - Concerns associated with current council policies on animal management	Objectives: Feedback from the Community engagement process will inform the development of Council Draft Domestic Animal Management Plan 2025 -2029 (DAMP). The draft DAMP 2025-2029 will be subject to a further round of community consultation anticipated to occur in early 2025 after the commencement of the new Council term.
This stage will include: • Participate Nillumbik online and hard copy survey • 2 x place based pop ups Eltham North Dog Park Thursday 13 June 4.30-5.30pm Diamond Creek Regional Play space Saturday 22 June 11am-1pm • Sharing engagement with key stakeholders • Share in Sporting Club newsletters • Share in School newsletters • GIA completed	

Engagement timeline/methods

Timeline	Activity	Detail	Who
3 June – 7 July 2024	Community consultation	Feedback form on Participate Nillumbik	Communications
July – August 2024	Consolidate findings	Report writing	Community Safety
December/January	Xmas/Holiday period block out		

Achievements from Domestic Animal Management Plan 2021 -2025

Action	Frequency	Evaluation	Delivered yes/no
Educational programs for responsible pet ownerships run by CSOs at parks and reserves within the Municipality during business hours and after hours, including weekdays and weekends.	Every 6 months	Pro-active park patrols engaging with community on a weekly basis – ongoing Pop up pet expo to engage with community and promote RPO.	Yes
Provide information sessions at local community centres, retirement villages, schools, sporting grounds and other relevant groups on aspects of RPO.	Every 6 months	Pop up pet expo to engage with community and promote RPO Annual pet expo delivered. Will form part of community consultation for future DAMP review.	Yes
Engage with an animal behaviourist to create posts and videos relating to RPO and caring for your pet during the transition of family members returning to school/work during COVID-19 pandemic.	Year 1	Officers have completed training with external providers for animal related issues as a result of Covid -19 (financial/physical impacts) RPO session delivered to community via annual Pet Expo and attending Early Childhood Centres for safety sessions.	Yes
Create social media posts advertising educational programs run by CSOs.	Ongoing	Complete incorporated with local law implementation via video series.	Yes

		Established RPO Pet Tales initiative promoting fortnightly dedicated animal posts on social media.	
Dedicated webpage on RPO	Year1	Complete Pets and farm animals - Nillumbik Shire Council Updated regularly, recent update to include assistance animals fee exemption.	Yes
Develop a brochure and fact sheets for the community in responding to pets causing a nuisance.	Year 2	Info obtained from AWV shared when registering a dog and promoted at annual Pet Expo. Refined process for managing barking dogs.	Yes
Develop a brochure and fact sheets to educate the community on compliance with legislation.	Year 2	Info obtained from AWV shared when registering a dog or cat. Provided with RPO promotional bags and all animal registrations.	Yes

- We will continue to conduct regular park patrols for the purpose of educating and enforcing RPO in appropriate areas(off lead/on lead)
- We are committed to promoting RPO within schools and community centres, by means of delivery of education programs on safely approaching animals.
- We regularly maintain our dedicated webpage for RPO, updated with new legislation and promotions
- Updated brochure obtained from Animal Welfare Victoria, provided to community in promotional bags and with every animal registration application received.

Statistics of dog and cat ownership

- **Nillumbik Shire currently has 12778 dogs and cats 9887 dogs**
- **2891 cats**

Top 5 most popular breeds of dogs

- **Labrador Retriever 576**
- **Border Collie 555**

- **Golden Retriever 368**
- **Australian Kelpie 337**
- **German Shepard 275**

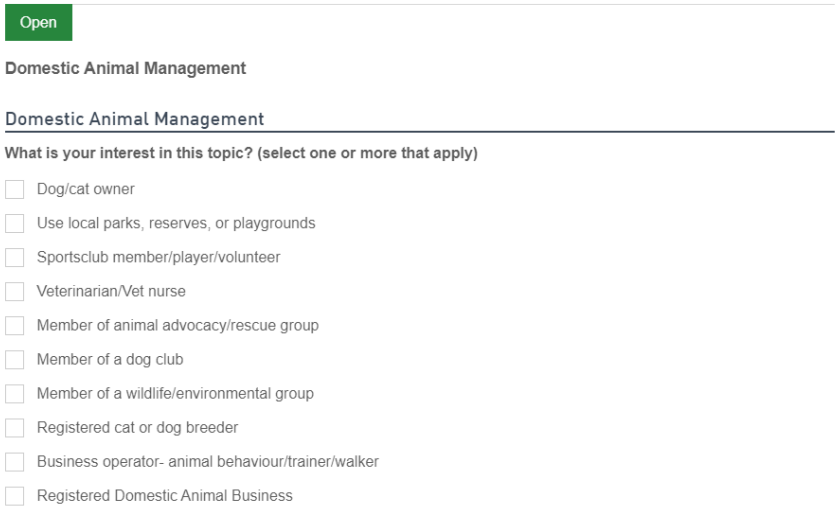
Most popular type of cats

- **Domestic shorthair 1470**
- **Domestic long hair 185**
- **Other 1236**

Helpful links

Pets and farm animals - Nillumbik Shire Council
You and Your Pet: Dogs
You and Your Pet: Cats
Domestic Animal Management Plan 2021 -2025

Stage 1 – Proposed questions



Open

Domestic Animal Management

Domestic Animal Management

What is your interest in this topic? (select one or more that apply)

- [ ] Dog/cat owner
- [ ] Use local parks, reserves, or playgrounds
- [ ] Sportsclub member/player/volunteer
- [ ] Veterinarian/Vet nurse
- [ ] Member of animal advocacy/rescue group
- [ ] Member of a dog club
- [ ] Member of a wildlife/environmental group
- [ ] Registered cat or dog breeder
- [ ] Business operator- animal behaviour/trainer/walker
- [ ] Registered Domestic Animal Business

To what extent do you agree or disagree with the following statements?

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Not applicable
Pets give great comfort and support to many people in the local community?	○	○	○	○	○	○
My/our pet/s are an important part of my/our family	○	○	○	○	○	○
My/our pet gives me/us great comfort	○	○	○	○	○	○
I/we exercise more because I/we have a dog	○	○	○	○	○	○
I/we talk to more people in our neighbourhood because I/we have a dog	○	○	○	○	○	○

In the last year, have you noticed any of the following things about cats when out and about in the local area?

	Always	Very Often	Sometimes	Rarely	Never
Cats in the streets at nights	○	○	○	○	○
Cats preying on wildlife	○	○	○	○	○
Cats kept inside houses during the day/night	○	○	○	○	○
Cats appearing to be unowned	○	○	○	○	○
Cats fighting other cats	○	○	○	○	○
Cats making loud noises	○	○	○	○	○
Disturbed garden beds due to cat activity	○	○	○	○	○
Cats living in sensitive environmental areas or reserves	○	○	○	○	○

Do you support the introduction of a 24 hour cat curfew in your local area?

- ○ Strongly support this proposal
- ○ Somewhat support this proposal but have concerns
- ○ Somewhat oppose the proposal and have concerns
- ○ Strongly oppose the proposal

Please explain your concerns

In the last year, have you noticed any of the following things about dogs when out and about in the local area?

	Always	Very Often	Sometimes	Rarely	Never
Dog poo left on the ground	○	○	○	○	○
Dogs off-leash when they shouldn't be	○	○	○	○	○
Dogs with owners far away/owners seem to be absent	○	○	○	○	○
Dogs annoying or intimidating people	○	○	○	○	○
Dogs annoying or intimidating other dogs	○	○	○	○	○
Grass/plants trampled or dug up	○	○	○	○	○
Dogs chasing/attacking wildlife	○	○	○	○	○
Dogs returning to their owners when called	○	○	○	○	○
Dogs in playgrounds	○	○	○	○	○
Dogs sitting next to their owners at outdoor cafes	○	○	○	○	○
Dogs barking for a long time	○	○	○	○	○
Dogs responding to owner commands	○	○	○	○	○

Council provides written and on-line information for residents and visitors, about the rules of owning a pet. Which of the following topics needs more promotion? (select one or more)

- [ ] Why microchipping is important
- [ ] Why you need to register your pet
- [ ] Responsibilities of dog owners when walking/exercising their dog
- [ ] What 'effective control' of a dog means
- [ ] Cat curfews in your area
- [ ] Why de-sexing is important
- [ ] How to renew or add a pet registration on-line
- [ ] Dog on-leash areas and the rules
- [ ] Dog off-leash areas and the rules
- [ ] Who can look after you pet if you have to leave home suddenly
- [ ] What to do if you can no longer care for your pet
- [ ] What to do if you find a lost pet
- [ ] What to do if you lose your pet
- [ ] Barking dogs in your neighbourhood
- [ ] Making a complaint about another pet or owner
- [ ] Other (please specify)

Were you aware that the Regional Pound is owned by Nillumbik Shire Council and also accommadate dogs that reside within Banyule?

Have you had to visit the pound to retrieve a lost pet?

---- ▾

How important (or otherwise) do you think it is for councils to provide the following for the community?

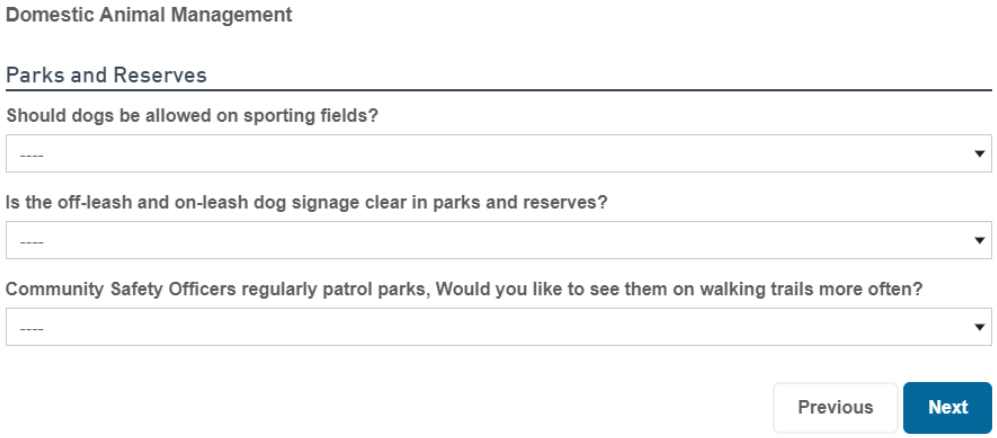
	Very important	Important	Fairly important	Slightly important	Not important
Dog-free nature reserves/environmentally sensitive areas	○	○	○	○	○
Fenced park/s for dog play (tunnels/ramps/water play)	○	○	○	○	○
Free cat de-sexing program	○	○	○	○	○
Checking every house to check if pets are correctly registered	○	○	○	○	○
Cat traps for resident's use	○	○	○	○	○

How can Council improve its animal management services for pet owners?

How can Council improve its animal management services for the benefit of the general community?

Do you find it easy to register your pet?

Next


Domestic Animal Management
Parks and Reserves
Should dogs be allowed on sporting fields?

Is the off-leash and on-leash dog signage clear in parks and reserves?

Community Safety Officers regularly patrol parks, Would you like to see them on walking trails more often?

Previous
Next

About you

Age Group

20-24

If you would like to updated about the progress and outcome of this consultation please provide your email address

How did you hear about this consultation?

- [ ] Nillumbik News
- [ ] Social media
- [ ] E-newsletter
- [ ] Advisory Committee
- [ ] Pop-ups
- [ ] Other (please specify)

Previous Next

Timeline

3 June – 7 July 2024
Community consultation

Mid 2024
Consultation findings collated

XX 2025
Consultation on the Draft Domestic Animal Management Plan 2025 -2029

XX 2025
Planning and Consultation Committee Meeting

XX
Council Meeting to consider the adoption of the DAMP 2025 - 2029

Attachment 1 - Scheme Area
Sweeneys Lane
6 Jalna Court
Jalna Court
1 Jalna Court
Sweeneys Lane
Sweeneys Lane
5
6
71
1
N
22-Mar-2023
Scale = 1:750

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APPORTIONMENT - JALNA COURT SPECIAL CHARGE SCHEME ELTHAM

Property Address	Frontage	Sideage/ Rearage	Abuttal Unit	Abuttal Cost	Access Benefit Unit	Access Benefit Cost	Total Cost
1 Jalna Court	67.3	0.0	67.3	$ 6,171.40	1	$17,276.25	$ 23,447.65
6 Jalna Court	58.3	0.0	58.3	$ 5,346.10	1	$17,276.25	$ 22,622.35
			125.6		**2**		**$ 46,070.00**

TOTAL SCHEME COST	$ 46,070.00
COUNCIL CONTRIBUTION	$ -
AMOUNT TO BE LEVIED	$ 46,070.00

	ABUTTAL RATE PER METER	$ 91.70
	BENEFIT RATE PER UNIT	$17,276.25

ABUTTAL PERCENTAGE	25%
ACCESS BENEFIT PERCENTAGE	75%

TOTAL ABUTTAL COST	$ 11,517.50
TOTAL ACCESS BENEFIT COST	$ 34,552.50

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Instrument of Appointment and Authorisation (*Planning and Environment Act 1987*)

Nillumbik
The Green Wedge Shire

In this Instrument '**officers**' means –

Renae Ahern
Dimitrios Athanas
Anthony Augunas
Briana Barnes
Emma Barrett
John Brennan
Megan Brittingham
Andrea de Boer
Siena Cairns
Stephanie Chen
Melody Du
Andrew Feeney
Aidan Francischelli
Eloise Gabriele
Richard Glawitsch
Kamal Hasanoff
Brendan Hunt
Mark Huntersmith
Simon Ilsley
Achy Kalinga
Jennifer Kemp
Ben Kenyon
Sav Koletas
Stewart Mala
Sarah Mayman
Karen McPherson
Raymond Micallef
Robert Mitchelmore
Tim Oldfield
Leigh Northwood
Nicholas Ouzas
Serge Perna
Barry Pilliner
Katrina Ross
Catriona Sexton
Sarah Shehata
Craig Smith
Marianne Sparks
Warren Tomlinson
Michael van Oosterwijck
Timothy Vickers
Emrys Williams

By this Instrument of Appointment and Authorisation Nillumbik Shire Council –

1. under section 147(4) of the *Planning and Environment Act 1987* – appoints the officers to be authorised officers for the purpose of the *Planning and Environment Act 1987* and the regulations made under that Act; and

2. under section 313 of the *Local Government Act 2020* authorises the officers either generally or in a particular case to institute proceedings for offences against the Acts and regulations described in this Instrument.

It is declared that this Instrument –

a) comes into force immediately upon its execution;

b) remains in force until varied or revoked.

This instrument is authorised by a resolution of **Nillumbik Shire Counci**l on 28 May 2024.

THE COMMON SEAL of NILLUMBIK)
SHIRE COUNCIL was affixed hereto)
On the day of May 2024)
On the authority of the Council and)
signed by:)

…… Councillor

…… Chief Executive Officer

Informal Meeting of Councillors Record

The Meeting commenced at 2pm

MEETING DETAILS:	**Title:**	Living & Learning Nillumbik Advisory Committee
	Date:	Monday 15th April 2024
	Location:	Diamond Creek Neighbourhood House
PRESENT:	**Councillors:**	Cr Geoff Paine
	Council Staff:	Natalie Bucknell, Vanessa Veldman, Erin Elderhurst, Hillary Duns-McKay, Fancy Chen, Kellie Grocock
	Other:	Committee Members -,Sabi Bueler, Lynne Ellis, Deanna Finn
APOLOGIES:		Sarah Doherty, Bambi McLean Cobie Vermeulen, Corrienne Nicholls. Deborah Donehue

	MATTERS CONSIDERED	DISCLOSURES AND COMMENTS
1	Neighbourhood House update	None
2	Skills Hub update	None
3	Communications and Marketing update	None
4	Carers Hub update	None
5	Upcoming Events	None
6	North East Neighbourhood House Network Bus Tour (2 May 2024)	None
7	Recruiting additional Advisory Committee members	None

Nillumbik
The Green Wedge Shire

MATTERS CONSIDERED		DISCLOSURES AND COMMENTS
8	L&LN Advisory Committee involvement in planning and support	None
9	Nillumbik Literary Festival	None
10	Social Planet Client Management System	None
11	Priority Enrolments	None
12	Election of Chairperson for the L&LN Neighbourhood House Committee	

The Meeting concluded at 3:30pm

RECORD COMPLETED BY:	**Officer Name**:	Kellie Grocock
	Officer Title:	Acting Executive Officer Living & Learning Nillumbik

Informal Meeting of Councillors Record

The Meeting commenced at 5.05pm

MEETING DETAILS:	**Title:**	Councillor Briefing
	Date:	Tuesday 23 April 2024
	Location:	Virtual meeting
PRESENT:	**Councillors:**	Cr Peter Perkins, Cr Frances Eyre, Cr Natalie Duffy, Cr Karen Egan, Cr Geoff Paine, and Cr Ben Ramcharan
	Council Staff:	Carl Cowie, Vince Lombardi, Blaga Naumoski, Corrienne Nichols, Jeremy Livingston, Renae Ahern, Tracey Varley, Melika Sekunda, Steve Blight, Amanda James, Kirsten Reedy, Crig King, Jamie Leigh Neilson, Ayman William, Andrew Feeney
	Other:	External: Briony Stephen and Zoe Sriratana from Matheson Stephen Valuations
APOLOGIES:		Cr Richard Stockman

MATTERS CONSIDERED		**DISCLOSURES AND COMMENTS**
1	2024 Property Revaluation	No disclosures were made
2	Draft Unsealed Roads Improvement Prioritisation Policy	No disclosures were made
3	Draft Special Rate and Special Charge Policy and Guidelines	No disclosures were made
4	Draft Biodiversity Strategy - Stage 2 Consultation Findings	No disclosures were made
5	Wattle Glen Public Realm Framework - Draft for DTP & VicTrack Endorsement	No disclosures were made
6	Customer First Strategy 2023-2026 – Year 1 Update	No disclosures were made
7	Planning for Melbourne's Green Wedges & Agricultural Land Action Plan	No disclosures were made

The Meeting concluded at 7.49pm

RECORD COMPLETED BY:	**Officer Name**: **Officer Title**:	Blaga Naumoski Director Governance Communications and Community Safety

Nillumbik
The Green Wedge Shire

Informal Meeting of Councillors Record

The Meeting commenced at 5:03pm

MEETING DETAILS:	**Title:**	Council Meeting Pre-Meet
	Date:	Tuesday 30 April 2024
	Location:	Virtual meeting
PRESENT:	**Councillors:**	Cr Peter Perkins, Cr Frances Eyre, Cr Natalie Duffy, Cr Karen Egan, Cr Geoff Paine, Cr Ben Ramcharan and Cr Richard Stockman
	Council Staff:	Carl Cowie, Vince Lombardi, Blaga Naumoski, Corrienne Nichols, Jeremy Livingston, Renae Ahern, Leigh Northwood, Tracey Varley, Nichole Johnson, Lance Clark, Melika Sukunda, Tania Treasure, Georgie Natan, Chris Gipps, Natalie Campion, Saleh Hadi, Katia Croce
	Other:	
APOLOGIES:		

MATTERS CONSIDERED		**DISCLOSURES AND COMMENTS**
1	Creative Infrastructure Framework	No disclosures were made
2	Northern Regional Trails Strategy	No disclosures were made
3	Reconciliation Action Plan (RAP) - Proposed draft	No disclosures were made
4	Economic Development Advisory Committee (EDAC) - revised Terms of Reference and Expressions of Interest for new committee	No disclosures were made
5	Proposed Road Deviation - Part of Simpson Road and Ridge Road, Christmas Hills	No disclosures were made
6	Parliamentary Inquiry into securing the Victorian food supply	No disclosures were made
7	Naming proposal for Civic Drive Precinct (Park)	No disclosures were made
8	Naming Rights Agreement - Community Bank Stadium	No disclosures were made
9	March Quarter Financial Report Instrument of Appointment and Authorisation (Planning and Environment Act 1987)	No disclosures were made
10	Tender Report - Contract 2324-021 Consulting Arborist Services - Parks and Open Space	No disclosures were made
11	Informal Meetings of Councillors Records - 30 April 2024	No disclosures were made

The Meeting concluded at 6:17pm

Nillumbik
The Green Wedge Shire

RECORD COMPLETED BY:	**Officer Name**: **Officer Title**:	Katia Croce Manager Governance and Property

Informal Meeting of Councillors Record

The Meeting commenced at 10:00am

MEETING DETAILS:	**Title:**	Inclusion and Access Advisory Committee
	Date:	Friday 3 May 2024
	Location:	Macey Room, Edendale Farm; 30 Gastons Road, Eltham
PRESENT:	**Councillors:**	Cr Peter Perkins
	Council Staff:	Angela Lampard, Julie-Anne Grech, Sarah Shehata (via Zoom) and Samuel Boynton
	Committee Members:	Neville Coutts, Rhonda Bain, Melanie Keely, Diana Warrell, Sue King, Silvana Scibilia, Courtney Walsh, Seane Cumming, Nicole Coxford
APOLOGIES:		Gina Lloyd-Thomas, Carol Lee, Aaron Williams, Helen Ryan

	MATTERS CONSIDERED	DISCLOSURES AND COMMENTS
1	**The minutes of the previous meeting held on 24 February were confirmed as a true and accurate record of the meeting.**	No disclosures were made
2	**Disability work experience at Edendale Farm – Including a farm tour**	No disclosures were made
3	**Inclusion and Access at Edendale Farm – farm tour continues**	No disclosures were made
4	**Nillumbik Housing Strategy consultation check-in**	No disclosures were made
5	**Integrated Transport Strategy**	No disclosures were made

The Meeting concluded at 12:00pm

Nillumbik
The Green Wedge Shire

RECORD COMPLETED BY:	**Officer Name**:	Julie-Anne Grech
	Officer Title:	Business and Program Support Officer

Informal Meeting of Councillors Record

The Meeting commenced at 4:30pm

MEETING DETAILS:	**Title:**	Youth Council Meeting May 2024
	Date:	Monday 6 May 2023
	Location:	Council Chambers
PRESENT:	**Councillors:**	Cr Ben Ramcharan
	Council Staff:	Nichole Johnson, Meg Exell, Nate Sutton, Frances Biggar, Sam Boynton
	Other:	Ayelet Yahav Zloof, Bailey Cumming, Elysia Cheche, Emily Yin, Emmika Kent, Kai Biviano, Martina Charalambous, Niamh Coffey, Orianna Edmonds, Samuel Kelso, Sophie McDonald and Soren Kean
APOLOGIES:		Corrienne Nichols, Katie Camilleri, Scarlett Magnanini, Ayman Williams

	MATTERS CONSIDERED	DISCLOSURES AND COMMENTS
1	Engage! Policy, presented by Rob Mitchell MP	No disclosures
2	Integrated Transport Strategy	No disclosures
3	Youth Summit Update and Planning	No disclosures

The Meeting concluded at 6:30pm

RECORD COMPLETED BY:	**Officer Name**: **Officer Title**:	Meg Exell Team Leader Youth Development

Nillumbik
The Green Wedge Shire

Informal Meeting of Councillors Record

The Meeting commenced at 5.04pm

MEETING DETAILS:	**Title:**	Councillor Briefing
	Date:	Tuesday 7 May 2024
	Location:	Virtual meeting
PRESENT:	**Councillors:**	Cr Peter Perkins, Cr Frances Eyre, Cr Natalie Duffy, Cr Karen Egan, Cr Geoff Paine and Cr Ben Ramcharan
	Council Staff:	Carl Cowie, Vince Lombardi, Blaga Naumoski, Corrienne Nichols, Jeremy Livingston, Renae Ahern, Jamie-Louise Neilson, Leigh Northwood, Nichole Johnson, Elishia Jansz, Tracey Varley , James Hartigan, Jamie Lousie Neison, Sal Hadi, Kirsten Reedy
	Other:	Dale Hubner – Metropolis
APOLOGIES:		Cr Richard Stockman

MATTERS CONSIDERED		**DISCLOSURES AND COMMENTS**
1	Domestic Animal Management Plan Review	No disclosures were made
2	2024 Annual Community Survey results	
3	Environment and Sustainability Advisory Committee 2024-2026 membership recommendation	No disclosures were made
4	Expression of Interest process Arts and Culture Advisory Committee	No disclosures were made
5	CEO Update with Councillors - 7 May 2024	No disclosures were made
		No disclosures were made

The Meeting concluded at 6.35pm

RECORD COMPLETED BY:	**Officer Name**: **Officer Title**:	Blaga Naumoski Director Governance Communications and Community Safety

Nillumbik
The Green Wedge Shire

Informal Meeting of Councillors Record

The Meeting commenced at 5:06pm

MEETING DETAILS:	**Title:**	Planning and Consulation Committee Pre-Meet
	Date:	Tuesday 14 May 2024
	Location:	Council Chamber
PRESENT:	**Councillors:**	Cr Peter Perkins, Cr Frances Eyre, Cr Natalie Duffy, Cr Karen Egan, Cr Geoff Paine, Cr Ben Ramcharan and Cr Richard Stockman
	Council Staff:	Carl Cowie, Melika Sukunda, Blaga Naumoski, Corrienne Nichols, Jeremy Livingston, Renae Ahern, Leigh Northwood, Kirsten Reedy, Waren Tomlinson,Tracey Varley, Katia Croce
	Other:	
APOLOGIES:		

MATTERS CONSIDERED		**DISCLOSURES AND COMMENTS**
1	Draft Biodiversity Strategy - Stage 2 consultation findings and verbal submissions	No disclosures were made

The Meeting concluded at 5:26pm

RECORD COMPLETED BY:	**Officer Name**: **Officer Title**:	Katia Croce Manager Governance and Property

Nillumbik
The Green Wedge Shire