

# Council Meeting

to be held at the Council Chamber, 32 Civic Drive, Greensborough  
on Tuesday 27 May 2025 commencing at 7:00 PM.

## Attachments

**Carl Cowie**  
**Chief Executive Officer**

Thursday 22 May 2025

Distribution: Public

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## Nillumbik Shire Council

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# Council Meeting

held at the Council Chamber, 32 Civic Drive, Greensborough  
on Tuesday 29 April 2025 commencing at 7:00 PM.

## Minutes

**Carl Cowie**  
**Chief Executive Officer**

Friday 2 May 2025

Distribution: Public

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

**29 April 2025**

**Nillumbik Shire Council**

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Council Meeting Minutes  
17. Close of Meeting

29 April 2025  
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**Council Meeting Minutes**

**29 April 2025**

**Nillumbik Shire Council**

**Minutes of the Meeting of Nillumbik Shire Council held Tuesday 29 April 2025.  
The meeting commenced at 7.00pm.**

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**Councillors present:**

Cr John Dumaresq	Wingrove Ward <b>(Mayor)</b>
Cr Naomi Joiner	Bunjil Ward <b>(Deputy Mayor)</b>
Cr Grant Brooker	Blue Lake Ward
Cr Kelly Joy	Edendale Ward
Cr Peter Perkins	Ellis Ward
Cr Kim Cope	Sugarloaf Ward
Cr Kate McKay	Swipers Gully Ward

**Officers in attendance:**

Carl Cowie	Chief Executive Officer
Melika Sukunda	Acting Chief Operating Officer
Blaža Naumoski	Director Governance, Communications and Community Safety
Corrienne Nichols	Director Communities
Frank Vassilacos	Director Planning, Environment and Strategy
Jeremy Livingston	Director Culture and Performance
Katia Croce	Manager Governance and Property
Michele Purtle	Manager Advocacy Communications and Engagement
Tania Treasure	Economic Development & Tourism Lead

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**1. Welcome**

**2. Acknowledgement**

Acknowledgement of Country was read by the Mayor, Cr John Dumaresq.

**3. Good Governance Pledge**

The Good Governance Pledge was read by Cr Naomi Joiner.

**4. Prayer**

An apology was received from the scheduled Prayer reader.

**5. Apologies\Leave of Absence**

To accept apologies from any Councillors not in attendance at the meeting.

Nil

**6. Declarations of conflict of interest**

Nil

**Council Meeting Minutes**

**29 April 2025**

**7. Presentations**

**Sporting Grants**

**Asher Andrews (Bunjil Ward)** receives \$200 for being selected to represent Victoria in Decathlon at the Australian Athletics Championships in Perth.

**Jack Beddoe (Ellis Ward)** receives \$200 as a contribution for being selected to represent Victoria at the Australian Youth Beach Volleyball Championships in Queensland.

**James Beddoe (Ellis Ward)** receives \$200 as a contribution for being selected to represent Victoria at the Australian Youth Beach Volleyball Championships in Queensland.

**Jamie Ritchie (Swipers Gully Ward)** receives \$200 as a contribution for being selected to represent Victoria in athletics at the 2025 Australian Junior Athletics Championships in Western Australia.

**Lawson Franzmann (Wingrove Ward)** was an apology and will attend a Council Meeting at a later date.

*The recipients thanked Council and photos were taken with their ward Councillor.*

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

*Michele Purtle - Manager Advocacy Communications and Engagement left the meeting at the conclusion of this item – 7.12pm*



**Council Meeting Minutes**

**29 April 2025**

**8. Confirmation of Minutes**

**COM.001/25 Confirmation of Minutes Council Meeting held Tuesday 25 March 2025**

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Confirmation of the Minutes of the Council Meeting held on Tuesday 25 March 2025.

<b>Council Resolution</b>
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**MOVED: Cr Kate McKay**

**SECONDED: Cr Kim Cope**

**That** Council confirms the Minutes of the Council Meeting held on Tuesday 25 March 2025  
(Attachment 1).

**CARRIED UNANIMOUSLY**

**Council Meeting Minutes**

**29 April 2025**

**9. Petitions**

Nil

**10. Questions from the gallery**

Nil

**Council Meeting Minutes**

**29 April 2025**

**11. Reports of Advisory Committees**

**AC.002/25 Advisory Committee Report - 29 April 2025**

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**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. Arts & Cultural Advisory Committee Minutes meeting held 19 August 2024; and
2. Health and Wellbeing Advisory Committee Minutes meeting held 20 March 2025.

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

**MOVED:** Cr Kelly Joy

**SECONDED:** Cr Naomi Joiner

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

**CARRIED UNANIMOUSLY**

**Council Meeting Minutes**

**29 April 2025**

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**Council Meeting Minutes**

**29 April 2025**

**12. Officers' reports**

**CM.036/25 Draft Planning Scheme Review (PSR) 2025 - Findings and Recommendations (for Community Engagement)**

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**Distribution: Public**

**Manager: Frank Vassilacos, Director Planning, Environment and Strategy**

**Author: Emrys Williams, Senior Strategic Planner  
Sarah Shehata, Senior Strategic Planner**

**Summary**

This report presents the Draft Planning Scheme Review (PSR) 2025 (**Attachment 1**), outlining its findings and proposed recommendations for consideration and endorsement for public exhibition.

A review of the Nillumbik Planning Scheme is required every 4 years to enhance the effectiveness and efficiency of the planning scheme to ensure current issues relevant to Nillumbik are addressed and local policies are consistent with state planning policies.

Overall, the Nillumbik Planning Scheme is operating effectively, with most planned projects and amendments completed since the last review in 2019. Planning Services and Compliance functions are being delivered satisfactorily, with continuous improvement yielding positive outcomes. However, the draft PSR 2025 has identified opportunities to enhance and strengthen policy objectives and where future strategic work is required.

The Review has identified 24 recommendations to guide the strategic planning program over the next four years and shape the new Council Plan (2025–2029). These 24 recommendations are categorised by priority: 8 high, 10 medium, and 6 low. The high-priority items are to:

- Complete the Nillumbik Housing Strategy
- Implement the Housing and Neighbourhood Character Strategy
- Implement the Eltham Major Activity Centre Structure Plan into the Planning Scheme
- Implement the Diamond Creek Major Activity Centre Structure Plan into the Planning Scheme
- Finalise the Heritage Review
- Complete the Diamond Creek Community Infrastructure Master Plan
- Review and implement the Municipal Planning Strategy
- Progress work on Flood Modelling and Mapping

The draft PSR 2025 has been informed by feedback gathered from previous community engagement on various projects and strategies. It is recommended that the draft PSR 2025 be published on Council's Participate Nillumbik page where the community will be informed on the review's findings and recommendations.

Any feedback received during the exhibition period (May–June 2025) will inform the final version of the PSR 2025, which will be presented for Council adoption in September 2025.

**Council Meeting Minutes**

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**CM.036/25 Draft Planning Scheme Review (PSR) 2025 - Findings and Recommendations (for Community Engagement)**

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It should be noted that endorsing the PSR 2025 does not give officers authority to implement all recommendations. Actions identified in the PSR 2025 (starting with high priority actions) will each follow their own detailed process, including further programming, community engagement, and formal decision-making. Officers will return to Council and consult with the community before progressing any significant action to ensure full transparency.

Following the adoption of the PSR 2025, Council officers plan to immediately advance high-priority items, including the Eltham and Diamond Creek Activity Centre Amendments and the Nillumbik Housing Strategy (from late 2025). Council will receive separate briefings on these projects at that time.

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

**MOVED: Cr Grant Brooker**

**SECONDED: Cr Kim Cope**

**That Council:**

1. Endorses the Draft Planning Scheme Review 2025 (**Attachments 1 and 2**) for the purposes of community engagement;
2. Notes that the adopted Draft Planning Scheme Review 2025 and Appendices be exhibited for community engagement for a period of 4 weeks commencing early May; and
3. Authorises the Director Planning, Environment and Strategy to make any typographical or minor corrections to the Draft Planning Scheme Review 2025 (**Attachment 1**) and Appendices (**Attachment 2**), that may be necessary and are inconsequential in nature.

**CARRIED UNANIMOUSLY**

**Council Meeting Minutes**

**29 April 2025**

**12. Officers' reports**

**CM.037/25 March Quarter Financial Report**

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**File:**

**Distribution: Public**

**Manager: Melika Sukunda, Acting Chief Operating Officer**

**Summary**

This report outlines Council's financial performance and financial position for the period ended 31 March 2025.

The Income Statement shows an overall favourable year to date (YTD) variance of \$2.53 million representing 7.47 per cent of YTD Budget. This reflects the combined result of higher than budgeted operating income of \$3.09 million, offset by higher than budgeted operating expenses of \$556,779.

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

<b>Council Resolution</b>
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**MOVED: Cr Naomi Joiner**

**SECONDED: Cr Grant Brooker**

**That** Council receives and notes the Financial Report for the period ended 31 March 2025 (Attachment 1).

**CARRIED UNANIMOUSLY**

**Council Meeting Minutes**

**29 April 2025**

**12. Officers' reports**

**CM.037/25 March Quarter Financial Report**

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**Council Meeting Minutes**

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**12. Officers' reports**

**CM.038/25 Draft Revenue and Rating Plan 2025-2029**

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**Distribution: Public**

**Manager: Melika Sukunda, Acting Chief Operating Officer**

**Summary**

This report presents the draft Revenue and Rating Plan 2025-2029 (the Plan) for Council approval prior to exhibition for public consultation. The Revenue and Rating Plan 2025-2029 (the Plan) is a requirement under section 93 of the *Local Government Act 2020* (the 2020 Act).

The purpose of the Revenue and Rating Plan is to establish a rating and revenue strategy.

The Draft Revenue and Rating Plan outlines Council's most significant sources of income and provides a framework for informing the income projections in Council's Financial Plan 2025-2029.

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

**MOVED: Cr Grant Brooker**

**SECONDED: Cr Kate McKay**

**That Council:**

1. Adopts the draft Revenue and Rating Plan 2025-2029 (**Attachment 1**) for the purposes of section 93 of the *Local Government Act 2020*.
2. Authorises the Chief Executive Officer to give public notice in accordance with section 223 of the *Local Government Act 1989* and section 96 of the *Local Government Act 2020* of Council's intention to adopt, at a Council meeting proposed to be held at 7:00 pm on Tuesday 17 June 2025, the Revenue and Rating Plan 2025-2029 (**Attachment 1**).
3. Notes that any person who makes a written submission in relation to the draft Revenue and Rating Plan 2025-2029 and requests to be heard in support of the written submission, be heard at the Planning and Consultation Committee meeting to be held in the Council Chamber, Civic Centre, at 7:00 pm on Tuesday 10 June 2025.
4. Authorises the Chief Executive Officer to undertake any and all administrative procedures necessary to enable Council to carry out its functions under section 223 of the *Local Government Act 1989*.

**CARRIED UNANIMOUSLY**

**Council Meeting Minutes**

**29 April 2025**

**12. Officers' reports**

**CM.038/25 Draft Revenue and Rating Plan 2025-2029**

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**29 April 2025**

**12. Officers' reports**

**CM.039/25 Draft Diamond Creek Dog Park Upgrade Concept Plan**

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**Distribution: Public**

**Manager: Melika Sukunda, Acting Chief Operating Officer**

**Author: Mike Dean, Acting Manager Recreation and Leisure  
Steven Blight, Manager Capital and Infrastructure**

**Summary**

The purpose of this report is to seek approval to consult on the project, in line with the Diamond Creek Dog Park Concept Plan (**Attachment 1**).

Community consultation on the dog park upgrade is proposed to commence on 30 April 2025 and conclude on 21 May 2025. Submissions received during this period will be considered by the Planning and Consultation Committee on 10 June 2025.

<b>Council Resolution</b>
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**MOVED: Cr Peter Perkins**

**SECONDED: Cr Kelly Joy**

**That Council:**

1. Endorses the draft Diamond Creek Dog Park Upgrade Concept Plan (**Attachment 1**) for the purpose of community consultation.
2. Approves Council officers to undertake community consultation for the period of 30 April 2025 to 21 May 2025 inviting written submissions for the Diamond Creek Dog Park Upgrade in line with the endorsed concept plan.
3. Considers all public submissions at the Planning and Consultation Committee meeting to be held on 10 June 2025

**CARRIED UNANIMOUSLY**

**Council Meeting Minutes**

**29 April 2025**

**12. Officers' reports**

**CM.039/25 Draft Diamond Creek Dog Park Upgrade Concept Plan**

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**Council Meeting Minutes**

**29 April 2025**

**12. Officers' reports**

**CM.040/25 Endorsement of the Tourism East Visitor Economy Partnership**

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**Distribution: Public**

**Manager: Frank Vassilacos, Director Planning, Environment and Strategy**

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

**Summary**

1. The purpose of this report is to seek Councillors endorsement for the establishment and support of the Tourism East Visitor Economy Partnership.
2. In 2021 the Victorian Government released the Visitor Economy Recovery and Reform Plan. The Plan outlined the Victorian Government's intention to support Victoria's visitor economy and transition Regional Tourism Boards into a network of Visitor Economy Partnerships (VEP's). Council has a partnership agreement with Yarra Ranges Tourism (YRT), Regional Tourism Board until June 2026.
3. This report details the transitioning of YRT, Regional Tourism Board, into a Visitor Economy Partnership (VEP), named Tourism East, for the local government areas of Yarra Ranges Council, Cardinia Shire Council and Nillumbik Shire Council.
4. The benefits of Nillumbik Shire participating in a VEP include working as a region to leverage into a \$1.2 million budget for regional tourism marketing and industry development and eligibility for the Shire and businesses to apply for tourism grants.
5. Should Council not to participate in a VEP Yarra Ranges Tourism, Yarra Ranges Council and Cardinia Shire Council will be unable to form a VEP due to State Government requirements to have a minimum of 3 Local Government Authorities (LGA) partner and financially contribute to a VEP. This will limit the regions' ability to access State Government funding for marketing and industry development to support the tourism sector and for the Shire and businesses to access tourism related grant funding.

**Council Resolution**

**MOVED: Cr Naomi Joiner**

**SECONDED: Cr Grant Brooker**

**That Council:**

1. Endorses the establishment of the new Tourism East Visitor Economy Partnership for the region.
2. Provides support to transfer Nillumbik's agreement with Yarra Ranges Tourism to the new Tourism East Visitor Economy Partnership with an extension of the agreement to be for 3 years, until June 2028.
3. Supports the required funds of \$72,500 per year, with 0.2 FTE of Nillumbik Shire staff's time as a contribution to the Visitor Economy Partnership in the 2025/2026 Council budgetary process, and for the 3-year term of the agreement.

**Council Meeting Minutes**

**29 April 2025**

**12. Officers' reports**

**CM.040/25 Endorsement of the Tourism East Visitor Economy Partnership**

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4. Delegates responsibility for the implementation of the new Visitor Economy Partnership, Tourism East, to the Chief Executive Officer.
5. Notes that both Yarra Ranges Council and Cardinia Shire Council have endorsed their respective Councils' participation on the Tourism East Visitor Economy Partnership.

**CARRIED UNANIMOUSLY**

**Council Meeting Minutes**

**29 April 2025**

**12. Officers' reports**

**CM.041/25 Kangaroo Ground Landfill Rehabilitation - Project Management Services Contract Extension**

---

**Distribution: Public**

**Manager: Melika Sukunda, Acting Chief Operating Officer**

**Author: Steven Blight, Manager Capital and Infrastructure  
Lance Clark, Senior Procurement Specialist**

**Summary**

As part of the Kangaroo Ground Landfill Rehabilitation, it was necessary to appoint a suitably qualified and experienced project management consultant to oversee the delivery of the project on behalf of Council. Landfill rehabilitation is a technically complex project that is monitored by an independent auditor on behalf of the Environment Protection Authority Victoria (EPA) and Council does not have the technical experience or knowledge to ensure a compliant and safe project is delivered.

At the Ordinary Council Meeting of March, 2019, SMEC Pty Ltd were appointed as Project Managers for the Kangaroo Ground Landfill Rehabilitation project. The contract was for an initial two years, with the option to extend the contract on a yearly basis, for a further two years until April 2025. These options were exercised and the current contract will conclude at the end of April 2025.

As the landfill project still has approximately 18 months before construction works are scheduled to conclude and up to an additional 12 months to achieve compliance certification, it is necessary to appoint a project manager for the remainder of the project.

This report is seeking Council approval to extend the current contract arrangement with SMEC Pty Ltd, based on the rates and cost estimate provided for the remaining duration of the project.

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

**MOVED: Cr Grant Brooker**

**SECONDED: Cr Kim Cope**

**That Council:**

1. Extends the existing Kangaroo Ground Landfill Rehabilitation - Project Management Services Contract Extension with SMEC Pty Ltd from 1 May 2025 to 30 December, 2028 based on the rates outlined in Attachment 1.
2. Authorises the Acting Chief Operating Officer to finalise and execute the contract extension documents.
3. Makes public the decision regarding the Project Management Service Contract Extension and (**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**

**Council Meeting Minutes**

**29 April 2025**

**12. Officers' reports**

**CM.041/25 Kangaroo Ground Landfill Rehabilitation - Project Management  
Services Contract Extension**

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*Tania Treasure, Economic Development & Tourism Lead left the meeting during discussion of this item at 7:47pm.*

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**Council Meeting Minutes**

**29 April 2025**

**12. Officers' reports**

**CM.042/25 Glass Collection Service (Purple Bin) Advocacy Position**

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**Distribution:** Public

**Manager:** Melika Sukunda, Acting Chief Operating Officer

**Author:** Hannah Burns, Senior Waste Management Specialist  
Michele Purtle, Manager Advocacy Communications and Engagement

**Summary**

This report provides an update on the legislated requirement to introduce a separate glass collection service (purple bin) to households, including findings from an independent report commissioned by a group of councils on the cost and benefits of separate glass collection. A growing number of councils are advocating to the Victorian Government to defer and reconsider the mandatory requirement to introduce the service.

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

**MOVED:** Cr Kate McKay

**SECONDED:** Cr Peter Perkins

**That Council:**

1. Notes its commitment to provide best value services for the community, reduce emissions from waste, divert waste from landfill and maximise resource recovery.
2. Advocates to the Victorian Government in partnership with other councils to defer and reconsider the mandatory requirement for a separate kerbside bin for glass.
3. Continues to collaborate with local members of Parliament, state and federal governments to advocate in our community's best interests.

**CARRIED UNANIMOUSLY**

**Council Meeting Minutes**

**29 April 2025**

**12. Officers' reports**

**CM.042/25 Glass Collection Service (Purple Bin) Advocacy Position**

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**Council Meeting Minutes**

**29 April 2025**

**12. Officers' reports**

**CM.043/25 Sunsetting of the Panton Hill Bushland Reserves System Advisory Committee**

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**Distribution: Public**

**Manager: Frank Vassilacos, Director Planning, Environment and Strategy**

**Author: Bridget Russell, Coordinator Environment Works and Land Management**

**Summary**

1. This report is presented for Council to formally resolve to sunset the Panton Hill Bushland Reserves System (PHBRS) User Group Advisory Committee.
2. The PHBRS Advisory Committee was established in 2011 to facilitate community engagement on recreational trail development and ecological conservation within the PHBRS.
3. Over the past 14 years, the committee has effectively fostered collaboration among various user groups, balanced conservation efforts with recreational needs, and promoted the reserves as an important community asset.
4. The Committee formally concluded its most recent 2-year term as per the Terms of Reference in October 2024.
5. Council has considered that the Committee has achieved the outcomes and objectives set out when it established the Committee, and therefore, recommends that the Committee now be formally sunset.

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

**MOVED: Cr Naomi Joiner**

**SECONDED: Cr Kim Cope**

**That Council:**

1. Formally sunset the Panton Hill Bushland Reserves System (PHBRS) User Group Advisory Committee as its purpose has been fulfilled.
2. Officers write to all previous committee members via letter to inform them of Council's decision to sunset the committee and thank them for their time and contribution to the Committee.
3. Notes that any minor matters that continue to arise from this former committee and/or the Panton Hill community can be addressed through Customer Service Requests (CSRs) or alternatively referred through Council's existing Environment and Sustainability Advisory Committee (ESAC).

**CARRIED UNANIMOUSLY**

**Council Meeting Minutes**

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**12. Officers' reports**

**CM.043/25      Sunsetting of the Panton Hill Bushland Reserves System Advisory  
Committee**

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**Council Meeting Minutes**

**29 April 2025**

**12. Officers' reports**

**CM.044/25 Notice of Change to June Council Meeting Dates**

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**Distribution: Public**

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

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

**Summary**

The 31<sup>st</sup> Australian Local Government Association (ALGA) National General Assembly (NGA), is taking place in Canberra from 24-27 June 2025. This major event provides councils with the opportunity to influence national local government policy.

This report seeks to reschedule the Council Meeting from 24 June to 17 June 2025 to enable Councillor attendance.

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

**MOVED: Cr Naomi Joiner**

**SECONDED: Cr Kate McKay**

**That Council:**

1. Resolves to reschedule the Council Meeting from Tuesday 24 June to Tuesday 17 June 2025 to be held in the Council Chamber at Civic Drive, Greensborough at 7pm to allow Councillors to attend the Australian Local Government Association, National General Assembly.
2. Requests officers to update the 2025 schedule of meetings and Council website with the revised Council meeting date accordingly.

**CARRIED UNANIMOUSLY**

**Council Meeting Minutes**

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**12. Officers' reports**

**CM.044/25 Notice of Change to June Council Meeting Dates**

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Council Meeting Minutes

29 April 2025

12. Officers' reports

CM.045/25 Instrument of Appointment and Authorisation (Planning and Environment Act 1987)

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File: GF/20/96

Distribution: Public

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

Author: Emma Christensen, Governance Coordinator

**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 25 March 2025.

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.

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

**MOVED:** Cr Kelly Joy

**SECONDED:** Cr Kim Cope

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

1. 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.
2. The common seal of Council be affixed to the Instrument.
3. 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**

**Council Meeting Minutes**

**29 April 2025**

**12. Officers' reports**

**CM.045/25 Instrument of Appointment and Authorisation (Planning and Environment Act 1987)**

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**Council Meeting Minutes**

**29 April 2025**

**12. Officers' reports**

**CM.046/25 Informal Meetings of Councillors Records - 29 April 2025**

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**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 25 March 2025.

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

1. Councillor Briefing held 18 March 2025;
2. Recreation Trails Advisory Committee held 19 March 2025;
3. Health and Wellbeing Advisory Committee held 20 March 2025;
4. Council Meeting Pre- Meet 25 March 2025;
5. Councillor Briefing held 1 April 2025;
6. Positive Ageing Advisory Committee held 4 April 2025;
7. Councillor Briefing held 8 April 2025; and
8. Planning and Consultation Committee Pre-Meet held 8 April 2025.

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

**MOVED: Cr Kate McKay**

**SECONDED: Cr Kelly Joy**

**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**

**Council Meeting Minutes**

**29 April 2025**

**12. Officers' reports**

**CM.046/25 Informal Meetings of Councillors Records - 29 April 2025**

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**Council Meeting Minutes**

**29 April 2025**

**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 8:11pm.

Confirmed:

\_\_\_\_\_  
Cr John Dumaresq, Mayor

## Recreation Trails Advisory Committee

### Minutes



**Date:** Wednesday 19 March 2025  
**Time:** 6:30pm – 7:30pm  
**Venue:** Council Chambers, Civic Centre, Greensborough  
**Chair:** Cr Kelly Joy  
**Minute Taker:** Chris Gipps, Recreation and Community Infrastructure Project Manager  
**Committee Members:** Cr Kelly Joy (Chair)  
Cr Kim Cope  
Andrew Bakos  
Andrew Chau  
Andrew McMahon  
Bernie Broom  
Bill Penrose  
Brad March  
Cath Giles  
Janice Davies  
Rex Niven  
Serena Marriott  
**Apologies:** Julie O'Connell Seamer

### Order of business

- 1. Welcome (Chair)**
  - 1.1. Meeting commenced at 6.33pm
- 2. Acknowledgement of Country (Chair)**
  - 2.1. We acknowledge the Wurundjeri Woi-wurrung people as the Traditional Owners of the Country on which Nillumbik is located, we pay our respects to Elders past, present and future, and extend that respect to all First Nations People. We respect the enduring strength of the Wurundjeri Woi-wurrung and acknowledge that sovereignty was never ceded.
- 3. Apologies (Chair)**
  - 3.1. Julie O'Connell Seamer
- 4. Conflict of Interest and Informal Meeting of Councillors Record (Chair)**
  - 4.1. No conflict of interest raised by the group.
- 5. Confirmation of minutes from previous meeting (Chair)**
  - 5.1. Moved by Andrew Bakos and carried by Cr Cope

**6. Actions from previous meeting (Chair)**

- 6.1. Maroondah Aqueduct Trail (Kangaroo Ground to Yarra Glen) (Chair)
  - 6.1.1. Two RTAC members will present on this matter. Refer to agenda items 7 & 8
- 6.2. Wattle Glen Public Realm project update
  - 6.2.1. The Wattle Glen Public Realm Framework was adopted by the last sitting Council in August 2024
  - 6.2.2. The following items are listed as key initiatives (KIs) of the Wattle Glen Public Realm Framework:
    - KI #1: Connect Wattle Glen community to Wattle Glen Train Station and Diamond Creek Trail
    - KI #2: Connect Wattle Glen community to Diamond Valley College and Community Bank Stadium
    - KI #3: Improve Diamond Creek Trail connection through the Diamond Valley College and Community Bank Stadium to signalised road crossing
    - KI #4: Connect Diamond Creek Trail to Diamond Creek Train Station
    - KI #5: Connect the Green Wedge Trail to the Diamond Creek Trail via Wattle Glen Train Station
    - KI #6: Link Wattle Glen's local places and destinations together
  - 6.2.3. Any implementation of initiatives will require external funding and support. State development funding opportunities become available towards the end of each year
  - 6.2.4. Strategic Planning will update the project's Participate Nillumbik webpage with any further advancement of the framework.
- Action: Advise outcome of previous advocacy from previous Councillors to Vic Roads for a suitable crossing at this location
- Action: Advise RTAC members of their scope for external advocacy

*Recommendation:*

- 6.3. RTAC members proposed the below recommendation to Council:
  - 6.3.1. RTAC recommends that Council investigate potential funding sources for a pedestrian crossing for Hurstbridge-Diamond Creek Road at Wattle Glen, to address safety, trail links and community connection issues as described in the Wattle Glen Public Realm Framework (Key initiatives 1, 5 and 6).
  - 6.3.2. The recommendation was supported unanimously
- Note: This recommendation was raised as a 'Motion' however Advisory Committees cannot raise Council motions. Instead, the recommendation will be made to the appropriate Council department.

- 6.4. Active Transport Fund outcome (Chair)
- 6.4.1. Council have been advised that the Active Transport Fund grant application (seeking funding for the design and construction of a recreational trail along the Maroondah Aqueduct pipe track from Diamond Creek to Greensborough) was unsuccessful.
- 6.4.2. Cr Joy advised that advocacy for internal funding for feasibility work is ongoing
- 6.4.3. (Andrew Bakos) Discussion around trail connections between Melbourne Water access points. Consider incorporating opportunity into future feasibility work.
- 7. Maroondah Aqueduct Trail – Kangaroo Ground to Yarra Glen – Priority Action 2ii (Andrew McMahon) – 15 minutes**
- 7.1. Andrew McMahon presented on the proposed route of Northern Region Trail Strategy Action 2ii including some of the challenges of this proposed alignment.
- 7.2. The presentation included:
  - 7.2.1. Overview of Bend of Islands township including history
  - 7.2.2. Biodiversity significance surrounding the area and potential impacts of the proposed trail
  - 7.2.3. Details of land tenure for sites surrounding Melbourne Water caretakers trail
  - 7.2.4. How a shared use trail may impact goals of Council's Biodiversity Strategy
- 7.3. Question: If the trail did run through this area, are we sure that biodiversity is going to be negatively impacted or can both functions coexist?
- Action: Officers to seek planning information regarding the sections of the Melbourne Water caretakers trail that run through surrounding properties, including width of any easements in place
- 8. Maroondah Aqueduct Trail – Kangaroo Ground to Yarra Glen – Southern Section (Andrew Bakos) – 15 minutes**
- 8.1. Andrew Bakos presented on the proposed route of Northern Region Trail Strategy Action 2i including some of the opportunities of this proposed alignment.
- 8.2. The presentation included:
  - 8.2.1. The Southern route (along the historical caretakers trail) provides for the linking of Nillumbik and Yarra Ranges trail network, completing the Melbourne ring trail
  - 8.2.2. Southern route provides strong local and wider community connectivity once the historical Yarra Glen link is restored.
  - 8.2.3. The favourable gradient for a shared use trail with an overall 13 inches per mile grade change
  - 8.2.4. Calwell Rd option makes for a great side trail for both Nillumbik and Yarra Ranges communities to access the Sugarloaf Dam facilities however access has been restricted

8.2.5. Potential issue of exotic plantings placed on top of the historical aqueduct. Both the path and aqueduct are covered by a historical overlay which states any section back filled must be available for restoration works at any stage.

8.2.6. Andrew suggested that Council request design and planning documentation from Melbourne Water for original Maroondah Aqueduct project

**9. Any other business? (Chair)**

9.1. Query regarding Montmorency to Eltham bike trail update (Janice)

9.1.1. This project is being delivered by Department of Transport. We haven't been given an update in recent times. The project updates pages states:

9.1.2. Two sections of the path were completed in late 2023, with works on the remaining middle section of path to begin in mid-2024 and completed by early 2025.

9.1.3. In addition, the Department of Transport and Planning has started planning for stage 2 of the shared use path between Montmorency and Eltham.

9.1.4. Source: <https://bigbuild.vic.gov.au/>

9.1.5. Council's Traffic and Transport team will seek an updated from Department of Transport directly and any updates on this matter will be shared with RTAC members.

Action: Provide updates to RTAC members regarding the Montmorency to Eltham bike trail project, as they arise

9.2. Query regarding recent survey works undertaken at Eltham North Dog park (Andrew Bakos)

9.2.1. The survey work relates to a preliminary investigation to determine the viability of a project that was being considered. The project is unlikely to proceed at this stage.

9.2.2. An additional bridge over the Diamond Creek in the Eltham North area is not being considered.

**10. Thank you!**

10.1. Whilst the current RTAC term doesn't cease until May 2025, this meeting was the last formal meeting for the current RTAC members.

10.2. Cr Joy shared Council's thanks and appreciation to RTAC members for their time, effort, passion and commitment for the 2 year term.

10.3. Expressions of Interest are now open for the next RTAC term (June 2025 - May 2027).

**11. Meeting close – 8:05pm**

## Youth Council Informal Meeting Minutes



---

<b>Date:</b>	Monday 7 April 2025
<b>Time:</b>	4.30pm – 6.30pm
<b>Venue:</b>	Nillumbik Youth Hub
<b>Chair:</b>	Youth Mayor Orianna Edmonds
<b>Minute Taker:</b>	Molly Jessop
<b>Attendance:</b>	Kai Biviano, Niamh Coffey, Soren Kean, Oriana Edmonds, Ayelet Yahav Zloof, Scarlett Magnanini
<b>Councillor Representative</b>	Cr Kate McKay
<b>Other:</b>	Nichole Johnson, Frances Biggar
<b>Apologies</b>	Nicola Clutton, Elysia Cheche, Emily Yin, Emmika Kent, Sophie McDonald, Ayelet Yahav Zloof, Scarlett Magnanini

### Items

#### 1. Acknowledgment of Country

*Youth Mayor Orianna Edmonds*

We acknowledge the Wurundjeri Woi-wurrung people as the Traditional Owners of the land on which Nillumbik is located and pay our respects to Elders, children, and young people of past, present, and future generations.

We extend this respect to all First Nations People. We honor their enduring strength, continuing connection and care for the land and waters, and the truth that sovereignty was never ceded. We acknowledge all Bubups – children and their right to play, learn and have a voice on Country.

We acknowledge the past and walk together for our shared future.

#### 2. Conflict of Interest and Informal Meetings of Councillors Record

No conflicts of interest declared.

#### 3. Minutes of previous meeting

The minutes of the meeting held 7 April 2025 are confirmed as a true and accurate record of the meeting.

Minutes moved by: Cr McKay, minutes seconded by: Kai Biviano

#### 4. Outstanding Action Items

No outstanding action items.



**5. Item of business 1: Nillumbik Youth Priorities Consultation**

Officers led Youth Council through a Youth Priorities Consultation, discussing the key issues that are impacting young people in Nillumbik. Further discussions around key topic areas included:

**School disengagement:**

- More support and awareness from school might have helped support those students
- Education sessions for parents and parent support groups
- Education for teachers - awareness of how to support students mental health
- Bullying
- Want to be home playing video games
- Engagement for students who are present but not actually participating or doing the work is also important
- Hate school because it isn't hands on enough
- Awareness and promotion of different types of schools and your options
- Stigma around undertaking VCAL/ VM

**Vaping - supporting and prevention**

- Happening a lot at schools
- Normalised and not seen as an addiction
- Starts really young
- Does not have the same stigma like smoking
- Preventative education should start at primary school
- Intervention needs to be widely accessible
- Awareness of support services

**What skills do young people need to succeed after leaving school?**

- Professional communication
- Writing resumes and cover letters - different industry expectations and expectations between generations
- Interacting with job services (Services Australia/My Gov)
- Online services/resources
- Finances/Budgeting
- Young People don't know about these services/don't know you need to know

**What are the barriers young people face to socially connect outside school?**

- Lack of third spaces (school, home then looking for more third spaces)
- Young People attending Youth Hub is a matter of time
- Outreach/engagement outside Youth Hub and tailor to those rural areas eg rural Young People
- Encourage young people to bring their friends
- Lack of public transport to rural Nillumbik

**What makes you feel unsafe in our community?**

- Diamond Creek McDonalds carpark (anti - social behaviour, theft etc, perpetrators of crime in 20's, 30's)
- Lack of street lighting paths take longer
- No footpaths - feel the need to walk on roads
- Safer walking
- Lack of respectful relationships education
- Lack of importance of affirmative consent

**What support services do young people need in Nillumbik?**

- Group support for mental health including outside attempts
- Job search support
- Worker's rights support incl. unions
- Reporting to police, work issues (coffee with a cop for young people)

Youth Council members were invited to complete the Youth Priorities survey individually during the meeting.

**6. Item of business 2: Youth Summit Check in**

Youth Development officers took Youth Council members through a brainstorming activity on projects and initiatives that would address outstanding recommendations from the 2024 Nillumbik Youth Summit

The following ideas were recommended:

**Alcohol and Other Drugs: Centralise youth voices through working groups and consultation to create resources packs about alcohol and other drug support for families and schools.**

- Must be youth led

- Youth working group with lived experience and without to develop peer support programs by working alongside prevention and intervention services. Committee could lead peer education programs.
- Online resources provided through schools, how to quit, links to existing programs provided to both parents and students
- Parent webinars on AOD and vaping
- Prevention programs targeted at primary schools and intervention at a high school young adult level

**Mental Health: A mentorship program where recently graduated students mentor students in preparation for VCE.**

- Explaining how VCE works, the ATAR system.
- Online program paired with older mentor and young people.
- Paired with mentors with similar circumstances and aspirations for VCE.
- Mentors should have a range of backgrounds and not just be high achievers
- Information session from past student high achievers with 1:1 component

**7. Youth Development Updates**

**Youth Council recruitment**

Youth Council recruitment period has closed and 14 applications were received. Youth Development Officers are scheduling interviews with applicants over the next few weeks.

**School Holiday Events**

There are several school holiday events scheduled at the Youth Hub and other areas of Nillumbik for young people including:

- Drop In Sessions at the Youth Hub Tuesdays & Thursdays, 11am-3pm
- Tuesday 8 April, Pop Up Tennis Open at Diamond Valley Sports and Fitness Centre, 1-3pm
- Wednesday 9 April, Nocturnal Wildlife Safari at the Youth Hub, 5.30-7.30pm
- Wednesday 9 April, Job Skills Workshop at the Youth Hub, 12-2pm
- Wednesday 16 April, Scott Pilgrim vs The World Movie Night at the Youth Hub, 6-8.30pm

Further information and registration links are available on the Youth Website: <https://www.nillumbikyouth.vic.gov.au/Programs/School-Holiday-Program>

**Board Games Program for 18-25 year olds**

Nillumbik Youth have launched a new weekly board game event for young adults at the Youth Hub. The sessions will run weekly on Wednesdays in Term 2 from 1.30-3.30pm.

Further information: <https://www.nillumbikyouth.vic.gov.au/Programs/Board-Games-Meet-Up>

**Youth Hub Mural**

The mural at the Youth Hub is underway with local artist Arina Apostolva. A group of young people were involved in the co-design and initial painting of the mural which will be completed by May 2025.

**Next meeting date and location**

Monday 5 May 2025, 4:30 – 6:30pm at Nillumbik Youth Hub – 32-34 Elizabeth Street,  
Diamond Creek

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# Budget 2025-2026



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## **Budget influences**

Financial sustainability is an continual challenge faced by Nillumbik and is an ongoing area of focus throughout the budgeting process. 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 longer-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 \$1.03 billion. Apart from land, these assets comprise more than \$63 million in buildings and around \$458 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 2025-2026 Budget has been prepared in conjunction with the development of the Council Plan.

In compliance with the Fair Go Rates System (FGRS) Council is applying a 3.00 percent increase to rates for the 2025-2026 year.

Council proposes an increase of 3.27 percent to the domestic waste service standard charge for the 2025-2026 financial year. This is being driven by an increase in the disposal costs in recycling and general waste as well as increases to the landfill levy.

Council acknowledges the numerous threats facing all communities and ecosystems as a result of climate change and continues to commit to the implementation of the Climate Action Plan. This is reflected across the 2025-2026 financial year with budget allocations to multiple climate and biodiversity initiatives.



A capital works program of \$21.48 million is proposed for 2025-26 including \$5.35 million in grant funded works.

Key projects include:

- Kangaroo Ground landfill rehabilitation works
- Diamond Creek Mens Shed
- Yarrambat Football Club change rooms
- Road and carpark renewal
- Buildings renewal (including public toilets)
- Drainage works

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

The Budget forecasts an operating surplus of \$5.8 million on an accrual accounting basis. The increase when compared to the 2024-2025 forecast is largely attributable to the increase of one-off capital grant income.

#### **Financial Snapshot**

<b>Key Statistics</b>	<b>2024-25 Forecast \$'000</b>	<b>2025-26 Budget \$'000</b>
Total operating income	127,480	117,975
Total operating expenditure	111,685	112,216
Comprehensive operating surplus	15,795	5,759
Capital works program	48,642	21,484
Funding the capital works program		
Council cash	32,142	14,036
Borrowings	-	2,100
Grants	15,064	5,348
Reimbursements	277	-
Contributions	1,159	-
<b>Budgeted expenditure by strategic objective</b>	<b>Budget \$'000</b>	<b>% of Budget</b>
Community and connection	15,202	14.96
Place and Space	45,534	44.77
Sustainable and resilient	16,294	16.02
Responsible and accountable	24,678	24.26

#### **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 \$74.89 million over the next five years. This is proposed to be funded from a combination of grants, contributions and operating revenue.

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

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

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

### **Process**

The draft Budget is exhibited for public consultation from 27 March 2025 to 27 April 2025. Members of the community are able to view the draft Budget on Council's website and at Council's offices. Written submissions can be made up until 27 April 2025 and will be considered by Council in May, prior to finalisation and adoption of the Budget. Submissions can be made via Council's website or lodged in person at Council offices.

### **Budget processes**

Under the *Local Government Act 2020 (the Act)*, Council is required to prepare and adopt an annual budget for each financial year. The Budget is required to include 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 2025-2026 Budget is for the year 1 July 2025 to 30 June 2026 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 2026 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.

The underlying assumptions have been considered in conjunction with specific growth factors when modelling operational income and expenditure, particularly where contracts are in place or other known cost escalations exist.

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

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

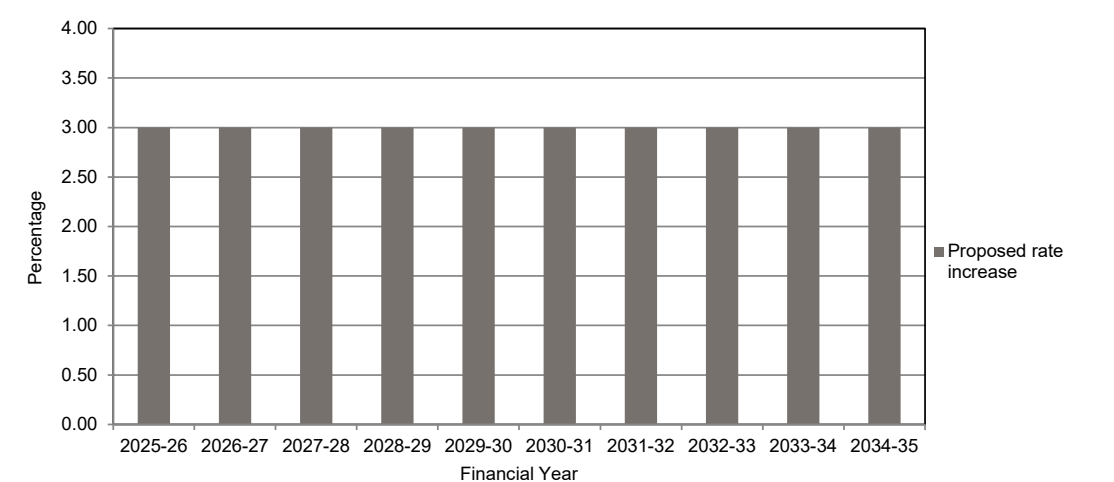
The final step is for Council to adopt the Budget after receiving and considering any submissions from interested parties. The Budget is required to be adopted by 30 June 2025. The key dates for the Budget process are summarised below:

<b>Budget process</b>	<b>Timing</b>
1. Officers update Council's long term financial projections	December 2024 - February 2025
2. Officers prepare draft operating and capital budgets	December 2024 - February 2025
3. Council considers draft budgets at briefings of Councillors	February 2025 - March 2025
4. Proposed budget submitted to Council for approval	25 March 2025
5. Public notice advising intention to adopt Budget	27 March 2025
6. Community engagement process undertaken	27 March 2025 - 27 April 2025
7. Submissions period closes	27 April 2025
8. Submissions considered by Planning and Consultation Committee	13 May 2025
9. Budget submissions presented to Council	27 May 2025
10. Budget presented to Council for adoption	27 May 2025

**Budget Trends and Summary**

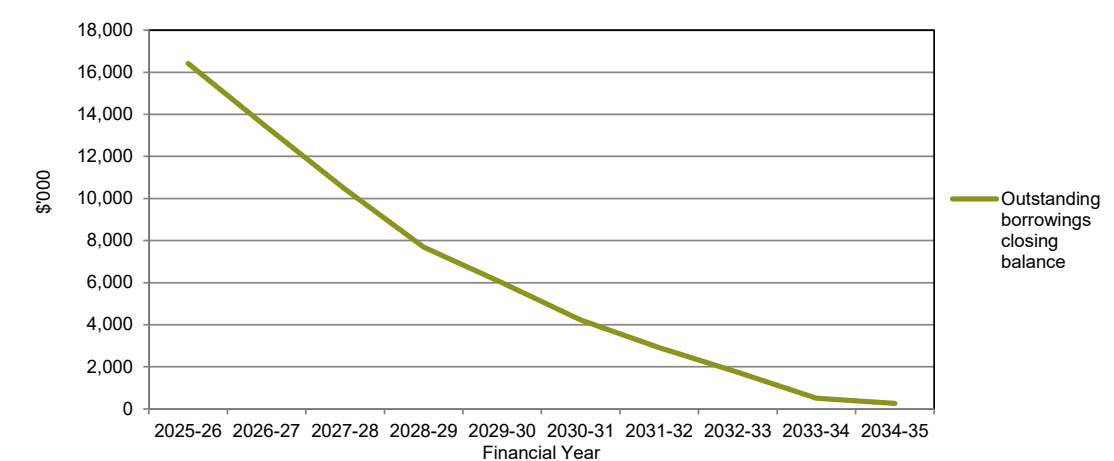
Council has prepared the Budget for the 2025-2026 financial year which seeks to balance the demand for services and infrastructure. Key budget trends and outcomes information is provided below.

**Rate trends**



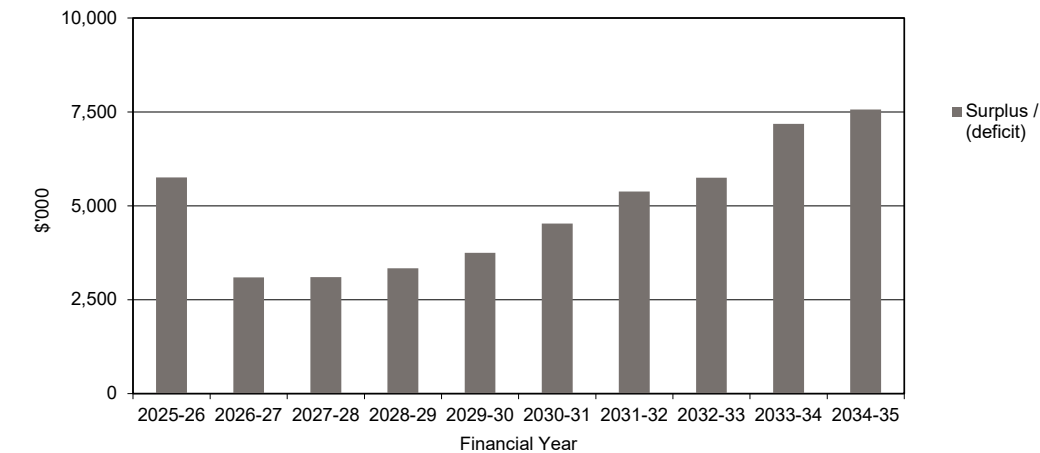
The graph above outlines Council's budgeted rate increase for 2025-2026 which is in compliance with the rate cap. The rate cap will be 3.00 percent in 2025-2026. It has been assumed that the rate cap will be 3.00 percent in each of the following years.

**Borrowing trends and outcomes**



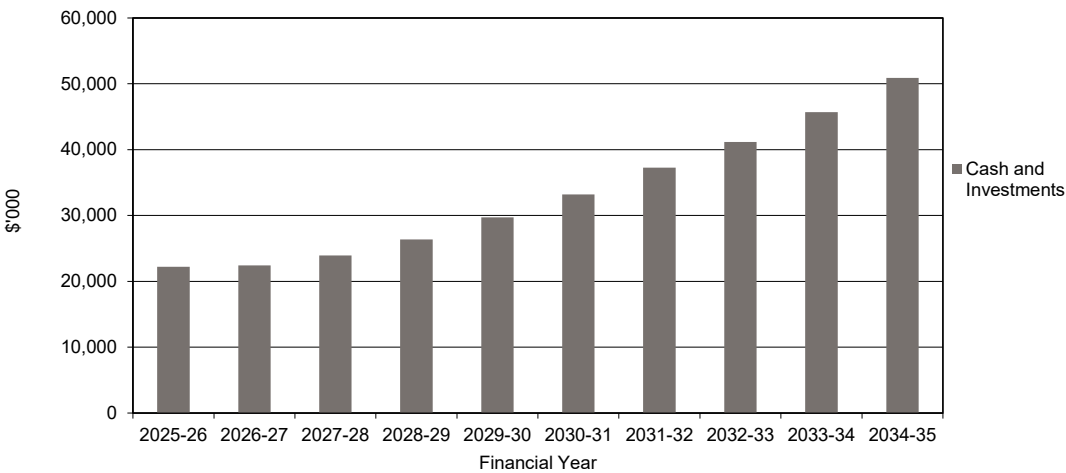
Council is proposing to take out up to \$2.1 million in new borrowings in 2025-2026 to fund capital works with \$900,000 to be set aside to enable Council to respond to potential Government grant funding or co-contribution opportunities. The graph above outlines Council's existing loan borrowings with the declining trend reflective of current repayment schedules. Borrowings remain within the Auditor-General's low risk range.

Operating result



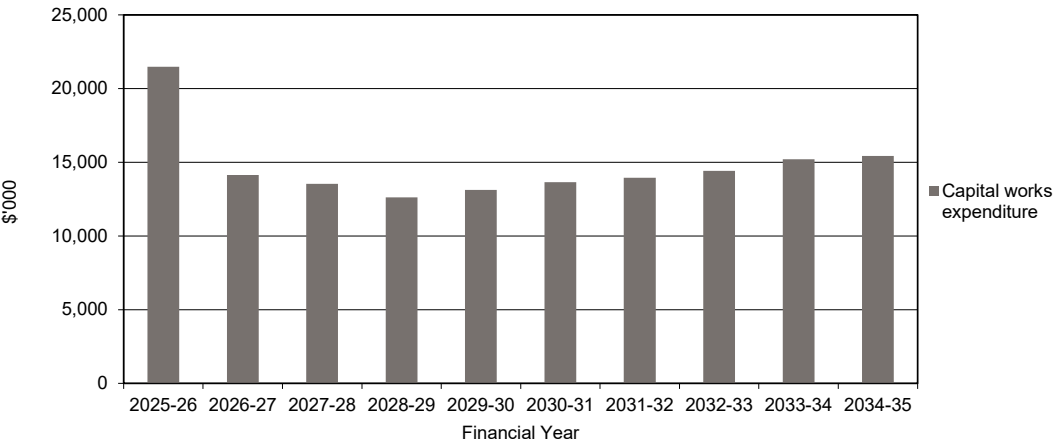
The expected operating result for the 2025-2026 year is a surplus of \$5.76 million. The above graph projects surpluses to be achieved over the projected 10 years providing capacity for capital investment and debt reduction. The fluctuations are driven by the anticipated receipt of one-off capital grant 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.

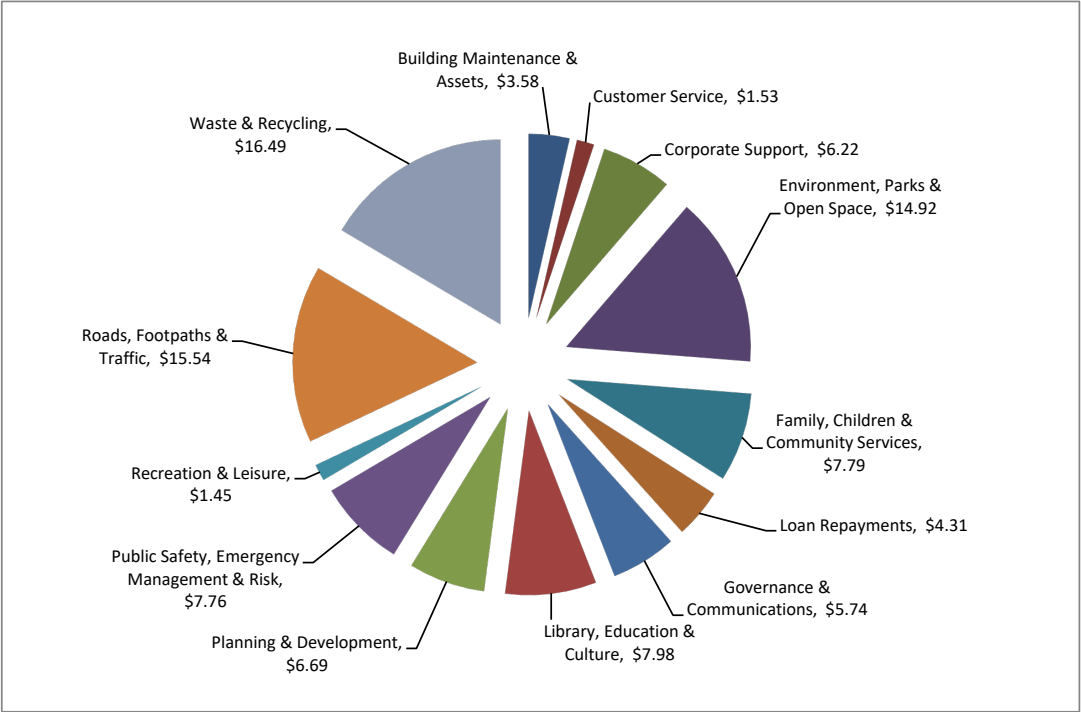
Capital works



The capital works program for 2025-26 will total \$21.48 million, of which \$14.04 million will be funded by Council cash, \$5.35 million from grants and \$2.1 million in borrowings. The capital expenditure program has been set and prioritised based on Council's assessment of the need for key projects. The 2025-2026 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.

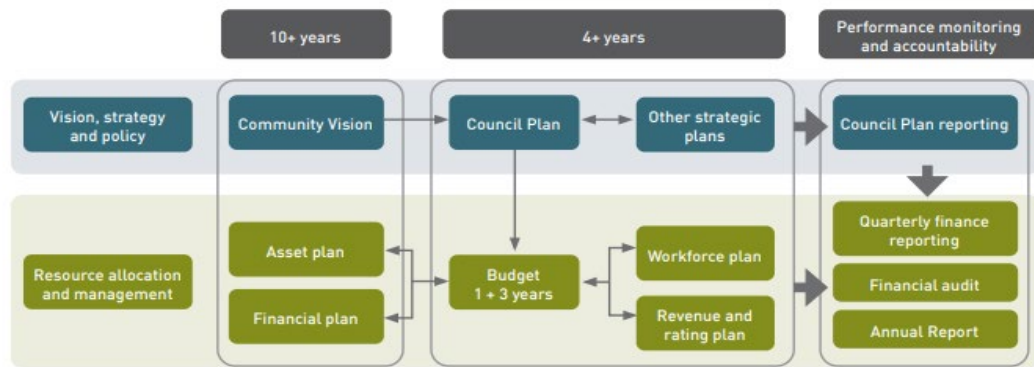


## 1. Link to the Integrated Planning and Reporting Framework

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**

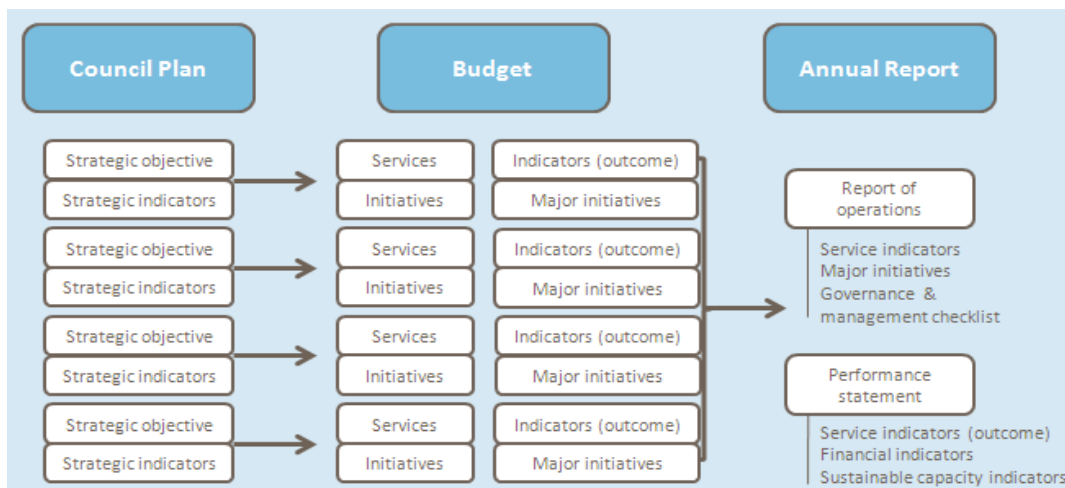
Council delivers activities and initiatives under thirty major service categories as listed in the following pages. Each contributes to the achievement of one of the four strategic objectives as set out in the Council Plan for 2021-2025. The following table lists the four themes and strategic objectives 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 2025-2026 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 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.	2,178 299 <b>1,879</b>
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.	1,868 2 <b>1,866</b>

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.	477 - <b>477</b>
Early years	Provides support and training to families with young children and services delivering early years' education and care programs.	643 <u>265</u> <b>378</b>
Library and community education	Provides facilities and programs for the whole community, including libraries, Living & Learning Nillumbik and Edendale Community Environment Farm.	7,061 <u>1,624</u> <b>5,437</b>
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.	2,003 <u>666</u> <b>1,337</b>
School crossings	Provision of school crossing supervisors for school children across the Shire.	972 <u>392</u> <b>580</b>

#### Major Initiatives

- 1) Allocation to support the youth hub service in Diamond Creek - \$149,000
- 2) Facilitate place-making across the Shire to support shared outcomes between community and Council - \$30,000

#### Service Performance Outcome Indicators

Service	Indicator	Performance Measure	Computation	2023-24 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	77.43%
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	87.23%

Libraries	Participation	Library membership (Percentage of the resident municipal population who are registered library members)	[Number of registered library members / municipal population] x 100	45.75%
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## 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.	955 <u>6</u> <b>949</b>
Building safety and regulation	Responsible for administration and enforcement of certain parts of the Building Act 1993 and Regulations.	1,294 <u>764</u> <b>530</b>
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.	3,620 <u>1,650</u> <b>1,970</b>
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.	15,516 <u>15,478</u> <b>38</b>
Local laws and parking	Administers local laws, car parking regulation and amenity protection for the whole community.	1,057 <u>709</u> <b>348</b>
Parks and reserves maintenance	Maintains parks, sportsgrounds, conservation reserves, street trees and roadsides across the Shire.	8,394 <u>50</u> <b>8,343</b>
Property and asset management	Provides infrastructure, asset management and planning, building maintenance and fencing, and property, fleet, community centres and halls network management.	4,413 <u>540</u> <b>3,873</b>
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.	5,110 <u>1</u> <b>5,109</b>

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	3,942 <u>920</u> <b>3,022</b>
Strategic planning	Provides land use planning and policy, planning scheme management, activity centre planning and heritage protection across the Shire.	1,233 <u>-</u> <b>1,233</b>

#### Major Initiatives

- 1) Diamond Creek Community Facilities Masterplan - \$139,000
- 2) Allocation towards Wadambuk St Andrews Community Centre service agreement - \$30,000
- 3) Planning Scheme Amendment for Housing Strategy and Neighbourhood Character Study - \$250,000\*
- 4) Significant Strategic Planning Initiatives - \$100,000
- 5) School Safety Traffic Priority Program - \$125,000

*\* to be predominantly from 2024/2025 funding*

#### Service Performance Outcome Indicators

Service	Indicator	Performance Measure	Computation	2023-24 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	12.47
Statutory planning	Service standard	Planning applications decided within required timeframes	[Number of planning application decisions made within 60 days for regular permits and 10 days for VicSmart permits / Number of planning decisions made] x 100	64.02%
Roads	Condition	Sealed local roads maintained to condition standards	[Number of kilometres of sealed local roads below the renewal intervention level set by Council / Kilometres of sealed local roads] x 100	95.47%

## 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.	1,399 <u>5</u> <b>1,394</b>
Recycling and Waste Services	Provides collection of household waste, recycling, green waste, hard waste, waste education and landfill rehabilitation for the whole community.	13,793 <u>682</u> <b>13,111</b>
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.	1,103 <u>297</u> <b>806</b>

### Major Initiatives

- 1) Climate Action Plan implementation - \$47,500
- 2) Nillumbik Environment Climate Action Hub at Edendale Community Environment Farm - \$50,000
- 3) Continue to deliver Nillumbik Forest Health Monitoring Program - \$50,000
- 4) Enhance promotion and support of 'Friends of' groups and opportunities for environmental volunteers - \$95,500
- 5) Deliver the Nillumbik Gardens for Wildlife Program in partnership with community volunteers - \$24,000
- 6) Reassess the vegetation condition of Council's bushland reserves - \$120,000

### Service Performance Outcome Indicators

Service	Indicator	Performance Measure	Computation	2023-24 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	70.61%

## 2.4 Theme - Responsible and Accountable

### Strategic Objective

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

### Services

Service Area	Description of services provided	Expenditure
		Revenue Net Cost \$'000
Animal Management	Works under the required legislative framework to protect the welfare of animals and the community. Manages animal regulation and municipal pound.	981 <u>1,013</u> <b>(32)</b>
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.	2,531 <u>5</u> <b>2,526</b>
Communications	Assists Council and staff to communicate its decisions, services, activities and events through print and electronic communication channels.	1,340 <u>-</u> <b>1,340</b>
Customer Service	Provides frontline customer service and reception services, and is responsible for driving key changes in behaviour achieving customer experience improvements.	1,257 <u>-</u> <b>1,257</b>
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.	1,626 <u>-</u> <b>1,626</b>
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.	877 <u>312</u> <b>566</b>
Finance	Provides internal service delivery in finance, budgeting and procurement services, rates and property valuations.	6,596 <u>4,254</u> <b>2,343</b>
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.	3,392 <u>-</u> <b>3,392</b>
Human Resources	Provides internal service delivery in the areas of recruitment and selection, staff learning and development and employee and industrial relations.	1,732 <u>190</u> <b>1,542</b>
Information and Technology	Provides internal service delivery in information technology services and solutions, on-line services and telecommunications.	4,345 <u>137</u> <b>4,208</b>

**Service Performance Outcome Indicators**

Service	Indicator	Performance Measure	Computation	2023-24 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	0.00%
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 community consultation and engagement (Community satisfaction rating out of 100 with the consultation and engagement efforts of the Council. This includes consulting and engaging directly with the community on key local issues requiring decisions by Council)	Community satisfaction rating out of 100 with how Council has performed on community consultation and engagement	69.30

**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 2024-2025 Annual Report. The prescribed performance indicators contained in the Performance Statement are audited each year by the Victorian Auditor General's 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	11,954	15,202	3,248
Place and Space	25,416	45,534	20,118
Sustainable and resilient	15,310	16,294	984
Responsible and accountable	18,768	24,678	5,910
<b>Total services and initiatives</b>	<b>71,447</b>	<b>101,707</b>	<b>30,260</b>
<b><u>Add</u></b>			
Depreciation	14,354		
Amortisation - right of use assets	572		
Finance costs - leases	204		
Written down value of assets sold	271		
<b><u>Subtract</u></b>			
Debt redemption	2,746		
Transfer to and from reserves	1,820		
<b>Deficit before funding sources</b>	<b>82,282</b>		
<b><u>Funding sources added back:</u></b>			
Net rates and charges	82,422		
Capital funding sources	5,619		
<b>Total funding sources</b>	<b>88,041</b>		
<b>Operating (surplus)/deficit for the year</b>	<b>(5,759)</b>		



### 3. Financial Statements

This section presents information in regard to the Financial Statements and Statement of Human Resources. The budget information for the year 2025-2026 has been supplemented with projections to 2034-2035.

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 2030

	Notes	Forecast Budget	Budget	Projections			
		2024-25 \$'000	2025-26 \$'000	2026-27 \$'000	2027-28 \$'000	2028-29 \$'000	2029-30 \$'000
<b>Income / Revenue</b>							
Rates and charges	4.1.1	80,272	83,351	86,227	88,810	91,484	93,310
Statutory fees and fines	4.1.2	2,128	2,077	2,140	2,204	2,270	2,338
User fees	4.1.3	18,541	19,267	19,845	20,440	21,053	21,685
Grants - operating	4.1.4	7,967	5,750	5,922	6,100	6,283	6,472
Grants - capital	4.1.4	15,064	5,348	1,904	1,478	1,478	1,478
Contributions - monetary	4.1.5	1,263	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	2,245	2,078	2,033	1,991	2,014	2,038
<b>Total income / revenue</b>		<b>127,480</b>	<b>117,975</b>	<b>118,178</b>	<b>121,133</b>	<b>124,695</b>	<b>127,437</b>
<b>Expenses</b>							
Employee costs	4.1.7	42,547	43,723	45,175	46,640	48,036	49,474
Materials and services	4.1.8	45,786	46,355	47,770	49,203	50,650	52,139
Depreciation	4.1.9	14,532	14,354	14,191	14,169	13,972	13,893
Allowance for impairment losses		-	-	-	-	-	-
Depreciation - right of use assets	4.1.10	460	572	456	542	475	519
Borrowing costs		966	800	759	608	467	355
Finance costs - leases		131	204	182	178	141	102
Other expenses	4.1.11	7,263	6,208	6,554	6,688	7,616	7,205
<b>Total expenses</b>		<b>111,685</b>	<b>112,216</b>	<b>115,087</b>	<b>118,028</b>	<b>121,357</b>	<b>123,687</b>
<b>Surplus / (deficit) for the year</b>		<b>15,795</b>	<b>5,759</b>	<b>3,091</b>	<b>3,105</b>	<b>3,338</b>	<b>3,750</b>
<b>Other comprehensive income</b>							
<b>Items that will not be reclassified to surplus or deficit in future periods</b>							
Net asset revaluation gain /(loss)		-	-	-	-	-	-
Share of other comprehensive income of associates and joint ventures		-	-	-	-	-	-
<b>Items that may be reclassified to surplus or deficit in future periods</b>							
		-	-	-	-	-	-
<b>Total comprehensive result</b>		<b>15,795</b>	<b>5,759</b>	<b>3,091</b>	<b>3,105</b>	<b>3,338</b>	<b>3,750</b>

**Comprehensive Income Statement Forward Estimates**

For the five years ending 30 June 2035

	Forward Estimates				
	2030-31	2031-32	2032-33	2033-34	2034-35
	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Income</b>					
Rates and charges	96,175	99,105	102,176	105,356	108,006
Statutory fees and fines	2,408	2,481	2,555	2,632	2,711
User fees	22,335	23,005	23,696	24,406	25,139
Grants - operating	6,666	6,866	7,072	7,284	7,502
Grants - capital	1,478	1,478	1,478	1,478	1,478
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	2,069	2,100	2,133	2,166	2,200
<b>Total income</b>	<b>131,251</b>	<b>135,159</b>	<b>139,237</b>	<b>143,453</b>	<b>147,171</b>
<b>Expenses</b>					
Employee costs	50,955	52,481	54,052	55,671	57,338
Materials and services	53,673	55,253	56,881	58,557	60,284
Depreciation	13,765	13,549	13,282	13,137	12,855
Allowance for impairment losses	-	-	-	-	-
Depreciation - right of use assets	431	431	431	431	431
Borrowing costs	271	190	125	64	20
Finance costs - leases	77	77	77	77	77
Other expenses	7,552	7,794	8,643	8,338	8,604
<b>Total expenses</b>	<b>126,724</b>	<b>129,775</b>	<b>133,491</b>	<b>136,275</b>	<b>139,609</b>
<b>Surplus (deficit) for the year</b>	<b>4,527</b>	<b>5,384</b>	<b>5,746</b>	<b>7,178</b>	<b>7,562</b>
<b>Other comprehensive income</b>					
<b>Items that will not be reclassified to surplus or deficit in future periods</b>					
Net asset revaluation gain /(loss)	-	-	-	-	-
Share of other comprehensive income of associates and joint ventures	-	-	-	-	-
<b>Items that may be reclassified to surplus or deficit in future periods</b>	-	-	-	-	-
<b>Total comprehensive result</b>	<b>4,527</b>	<b>5,384</b>	<b>5,746</b>	<b>7,178</b>	<b>7,562</b>

### Balance Sheet

For the five years ending 30 June 2030

	Notes	Forecast Budget	Budget	Projections			
		2024-25	2025-26	2026-27	2027-28	2028-29	2029-30
		\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Current assets</b>							
Cash and cash equivalents		31,245	22,213	22,410	23,912	26,350	29,738
Trade and other receivables		7,649	7,079	7,091	7,268	7,482	7,646
Prepayments		-	-	-	-	-	-
Other financial assets		250	250	250	250	250	250
Non-current assets classified as held for sale		-	-	-	-	-	-
Other assets		33	33	33	33	34	34
<b>Total current assets</b>	4.2.1	39,177	29,575	29,784	31,463	34,116	37,668
<b>Non-current assets</b>							
Trade and other receivables		570	456	365	292	234	187
Other financial assets		5	5	5	5	5	5
Investments in associates and joint arrangement and subsidiaries		1,650	1,650	1,650	1,650	1,650	1,650
Property, infrastructure, plant & equipment		1,058,989	1,065,188	1,064,636	1,063,132	1,061,196	1,059,720
Right-of-use assets	4.2.4	1,661	1,865	1,294	1,739	1,432	1,351
Investment property		-	-	-	-	-	-
Intangible assets		-	-	-	-	-	-
<b>Total non-current assets</b>	4.2.1	1,062,876	1,069,164	1,067,950	1,066,818	1,064,517	1,062,913
<b>Total assets</b>		1,102,053	1,098,739	1,097,734	1,098,281	1,098,633	1,100,581
<b>Current liabilities</b>							
Trade and other payables		5,991	6,000	6,198	6,382	6,635	6,776
Trust funds and deposits		3,729	3,729	3,729	3,729	3,729	3,729
Provisions		13,335	8,506	8,665	8,827	8,992	9,161
Contract and other liabilities		2,260	802	286	222	222	222
Interest-bearing liabilities	4.2.3	2,747	3,028	2,947	2,759	1,696	1,774
Lease liabilities	4.2.4	450	321	721	615	621	508
<b>Total current liabilities</b>	4.2.2	28,512	22,386	22,546	22,534	21,895	22,170
<b>Non-current liabilities</b>							
Provisions		16,312	15,764	15,216	14,668	14,121	13,574
Interest-bearing liabilities	4.2.3	14,320	13,392	10,445	7,686	5,990	4,217
Lease liabilities	4.2.4	1,212	1,544	573	1,124	810	843
<b>Total non-current liabilities</b>	4.2.2	31,844	30,700	26,234	23,478	20,921	18,634
<b>Total liabilities</b>		60,356	53,086	48,780	46,012	42,816	40,804
<b>Net assets</b>		1,041,697	1,045,653	1,048,954	1,052,269	1,055,817	1,059,777
<b>Equity</b>							
Accumulated surplus		415,566	421,325	424,416	427,521	430,859	434,609
Reserves		626,131	624,328	624,538	624,748	624,958	625,168
<b>Total equity</b>		1,041,697	1,045,653	1,048,954	1,052,269	1,055,817	1,059,777

**Balance Sheet Forward Estimates**

For the five years ending 30 June 2035

	Forward Estimates				
	2030-31	2031-32	2032-33	2033-34	2034-35
	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Current assets</b>					
Cash and cash equivalents	33,212	37,290	41,159	45,678	50,879
Trade and other receivables	7,875	8,110	8,354	8,607	8,830
Prepayments	-	-	-	-	-
Other financial assets	250	250	250	250	250
Non-current assets classified as held for sale	-	-	-	-	-
Other assets	34	35	35	35	36
<b>Total current assets</b>	<b>41,371</b>	<b>45,685</b>	<b>49,798</b>	<b>54,570</b>	<b>59,995</b>
<b>Non-current assets</b>					
Trade and other receivables	150	120	96	77	61
Other financial assets	5	5	5	5	5
Investments in associates and joint arrangement and subsidiaries	1,650	1,650	1,650	1,650	1,650
Property, infrastructure, plant & equipment	1,058,854	1,058,694	1,059,288	1,060,256	1,062,244
Right-of-use assets	1,098	1,613	1,244	1,109	1,109
Investment property	-	-	-	-	-
Intangible assets	-	-	-	-	-
<b>Total non-current assets</b>	<b>1,061,757</b>	<b>1,062,082</b>	<b>1,062,283</b>	<b>1,063,097</b>	<b>1,065,069</b>
<b>Total assets</b>	<b>1,103,128</b>	<b>1,107,767</b>	<b>1,112,081</b>	<b>1,117,667</b>	<b>1,125,064</b>
<b>Current liabilities</b>					
Trade and other payables	6,987	7,196	7,461	7,647	7,879
Trust funds and deposits	3,729	3,729	3,729	3,729	3,729
Provisions	9,333	9,508	9,687	9,870	10,056
Contract and other liabilities	222	222	222	222	222
Interest-bearing liabilities	1,308	1,170	1,231	248	-
Lease liabilities	508	508	508	508	508
<b>Total current liabilities</b>	<b>22,087</b>	<b>22,333</b>	<b>22,838</b>	<b>22,224</b>	<b>22,394</b>
<b>Non-current liabilities</b>					
Provisions	13,027	12,481	11,935	11,389	10,844
Interest-bearing loans and borrowings	2,909	1,739	508	-	-
Lease liabilities	590	1,105	735	601	601
<b>Total non-current liabilities</b>	<b>16,526</b>	<b>15,325</b>	<b>13,178</b>	<b>11,990</b>	<b>11,445</b>
<b>Total liabilities</b>	<b>38,613</b>	<b>37,658</b>	<b>36,016</b>	<b>34,214</b>	<b>33,839</b>
<b>Net assets</b>	<b>1,064,515</b>	<b>1,070,109</b>	<b>1,076,065</b>	<b>1,083,453</b>	<b>1,091,225</b>
<b>Equity</b>					
Accumulated surplus	439,135	444,520	450,266	457,444	465,006
Reserves	625,380	625,589	625,799	626,009	626,219
<b>Total equity</b>	<b>1,064,515</b>	<b>1,070,109</b>	<b>1,076,065</b>	<b>1,083,453</b>	<b>1,091,225</b>

### Statement of Changes in Equity

For the five years ending 30 June 2030

\* 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
<b>2025 Forecast Actual</b>				
Balance at beginning of the financial year	1,025,902	399,771	590,134	35,997
Surplus / (deficit) for the year	15,795	15,795	-	-
Net asset revaluation gain / (loss)	20,600	-	20,600	-
Transfer to other reserves	2,276	-	-	2,276
Transfer from other reserves	(22,876)	-	-	(22,876)
<b>Balance at end of the financial year</b>	<b>1,041,697</b>	<b>415,566</b>	<b>610,734</b>	<b>15,397</b>
<b>2026</b>				
Balance at beginning of the financial year	1,041,697	415,566	610,734	15,397
Surplus / (deficit) for the year	5,759	5,759	-	-
Net asset revaluation gain / (loss)	-	-	-	-
Transfer to other reserves 4.3.1	2,276	-	-	2,276
Transfer from other reserves 4.3.1	(4,079)	-	-	(4,079)
<b>Balance at end of the financial year 4.3.2</b>	<b>1,045,653</b>	<b>421,325</b>	<b>610,734</b>	<b>13,594</b>
<b>2027</b>				
Balance at beginning of the financial year	1,045,653	421,325	610,734	13,594
Surplus / (deficit) for the year	3,091	3,091	-	-
Net asset revaluation increment / (decrement)	-	-	-	-
Transfer to other reserves	2,290	-	-	2,290
Transfer from other reserves	(2,080)	-	-	(2,080)
<b>Balance at end of the financial year</b>	<b>1,048,954</b>	<b>424,416</b>	<b>610,734</b>	<b>13,804</b>
<b>2028</b>				
Balance at beginning of the financial year	1,048,954	424,416	610,734	13,804
Surplus / (deficit) for the year	3,105	3,105	-	-
Net asset revaluation gain / (loss)	-	-	-	-
Transfer to other reserves	1,527	-	-	1,527
Transfer from other reserves	(1,317)	-	-	(1,317)
<b>Balance at end of the financial year</b>	<b>1,052,269</b>	<b>427,521</b>	<b>610,734</b>	<b>14,014</b>
<b>2029</b>				
Balance at beginning of the financial year	1,052,269	427,521	610,734	14,014
Surplus / (deficit) for the year	3,338	3,338	-	-
Net asset revaluation gain / (loss)	-	-	-	-
Transfer to other reserves	527	-	-	527
Transfer from other reserves	(317)	-	-	(317)
<b>Balance at end of the financial year</b>	<b>1,055,817</b>	<b>430,859</b>	<b>610,734</b>	<b>14,224</b>
<b>2030</b>				
Balance at beginning of the financial year	1,055,817	430,859	610,734	14,224
Surplus / (deficit) for the year	3,750	3,750	-	-
Net asset revaluation gain / (loss)	-	-	-	-
Transfer to other reserves	527	-	-	527
Transfer from other reserves	(317)	-	-	(317)
<b>Balance at end of the financial year</b>	<b>1,059,777</b>	<b>434,609</b>	<b>610,734</b>	<b>14,434</b>

**Statement of Changes in Equity Forward Estimates**

For the five years ending 30 June 2035

\* 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
<b>2031</b>				
Balance at beginning of the financial year	1,059,777	434,609	610,734	14,434
Surplus / (deficit) for the year	4,527	4,527	-	-
Net asset revaluation gain / (loss)	-	-	-	-
Transfer to other reserves	527	-	-	527
Transfer from other reserves	(316)	-	-	(316)
<b>Balance at end of the financial year</b>	<b>1,064,515</b>	<b>439,136</b>	<b>610,734</b>	<b>14,645</b>
<b>2032</b>				
Balance at beginning of the financial year	1,064,515	439,136	610,734	14,645
Surplus / (deficit) for the year	5,384	5,384	-	-
Net asset revaluation gain / (loss)	-	-	-	-
Transfer to other reserves	527	-	-	527
Transfer from other reserves	(317)	-	-	(317)
<b>Balance at end of the financial year</b>	<b>1,070,109</b>	<b>444,520</b>	<b>610,734</b>	<b>14,855</b>
<b>2033</b>				
Balance at beginning of the financial year	1,070,109	444,520	610,734	14,855
Surplus / (deficit) for the year	5,746	5,746	-	-
Net asset revaluation gain / (loss)	-	-	-	-
Transfer to other reserves	527	-	-	527
Transfer from other reserves	(317)	-	-	(317)
<b>Balance at end of the financial year</b>	<b>1,076,065</b>	<b>450,266</b>	<b>610,734</b>	<b>15,065</b>
<b>2034</b>				
Balance at beginning of the financial year	1,076,065	450,266	610,734	15,065
Surplus / (deficit) for the year	7,178	7,178	-	-
Net asset revaluation gain / (loss)	-	-	-	-
Transfer to other reserves	527	-	-	527
Transfer from other reserves	(317)	-	-	(317)
<b>Balance at end of the financial year</b>	<b>1,083,453</b>	<b>457,444</b>	<b>610,734</b>	<b>15,275</b>
<b>2035</b>				
Balance at beginning of the financial year	1,083,453	457,444	610,734	15,275
Surplus / (deficit) for the year	7,562	7,562	-	-
Net asset revaluation gain / (loss)	-	-	-	-
Transfer to other reserves	527	-	-	527
Transfer from other reserves	(317)	-	-	(317)
<b>Balance at end of the financial year</b>	<b>1,091,225</b>	<b>465,006</b>	<b>610,734</b>	<b>15,485</b>

### Statement Cash Flows

For the five years ending 30 June 2030

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

	Notes	Forecast Budget	Budget	Projections			
		2024-25	2025-26	2026-27	2027-28	2028-29	2029-30
		\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
		Inflows / (Outflows)	Inflows / (Outflows)	Inflows / (Outflows)	Inflows / (Outflows)	Inflows / (Outflows)	Inflows / (Outflows)
<b>Cash flows from operating activities</b>							
Rates and charges		86,110	83,921	86,308	88,741	91,371	93,225
Statutory fees and fines		2,446	2,106	2,139	2,195	2,259	2,330
User fees		18,859	19,296	19,844	20,431	21,042	21,677
Grants - operating		7,133	5,487	5,818	6,078	6,272	6,464
Grants - capital		10,775	4,211	1,490	1,418	1,467	1,470
Contributions - monetary		1,263	104	107	110	113	116
Interest received		1,250	1,350	1,283	1,218	1,218	1,218
Dividends received		-	-	-	-	-	-
Trust funds and deposits taken		-	-	-	-	-	-
Other receipts		995	728	751	773	796	820
Net GST refund / payment		-	-	-	-	-	-
Employee costs		(42,378)	(43,551)	(45,000)	(46,461)	(47,853)	(49,289)
Materials and services		(49,879)	(52,924)	(48,128)	(49,578)	(50,959)	(52,553)
Trust funds and deposits repaid		-	-	-	-	-	-
Other payments		(7,263)	(6,208)	(6,554)	(6,688)	(7,616)	(7,205)
<b>Net cash provided by / (used in) operating activities</b>	4.4.1	29,311	14,520	18,057	18,238	18,111	18,273
<b>Cash flows from investing activities</b>							
Payments for property, infrastructure, plant and equipment		(44,524)	(21,600)	(13,526)	(12,888)	(11,991)	(12,482)
Proceeds from sale of property, infrastructure, plant and equipment		222	271	91	427	159	269
Payments for investments		-	-	-	-	-	-
Proceeds from sale of investments		-	-	-	-	-	-
Loan and advances made		-	-	-	-	-	-
Payments of loans and advances		-	-	-	-	-	-
<b>Net cash provided by / (used in) investing activities</b>	4.4.2	(44,302)	(21,329)	(13,435)	(12,461)	(11,832)	(12,213)
<b>Cash flows from financing activities</b>							
Finance costs		(966)	(800)	(759)	(608)	(467)	(355)
Proceeds from borrowings		-	2,100	-	-	-	-
Repayment of borrowings		(2,617)	(2,746)	(3,028)	(2,947)	(2,759)	(1,696)
Interest paid - lease liability		(131)	(204)	(182)	(178)	(141)	(102)
Repayment of lease liabilities		(460)	(572)	(456)	(542)	(475)	(519)
<b>Net cash provided by / (used in) financing activities</b>	4.4.3	(4,174)	(2,222)	(4,425)	(4,275)	(3,842)	(2,672)
<b>Net increase / (decrease) in cash &amp; cash equivalents</b>		(19,165)	(9,032)	197	1,502	2,437	3,389
Cash and cash equivalents at the beginning of the financial year		50,410	31,245	22,213	22,410	23,912	26,350
<b>Cash and cash equivalents at the end of the financial year</b>		31,245	22,213	22,410	23,912	26,350	29,738



### Statement of Cash Flows Forward Estimates

For the five years ending 30 June 2035

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

	Forward Estimates				
	2030-31	2031-32	2032-33	2033-34	2034-35
	\$'000	\$'000	\$'000	\$'000	\$'000
	Inflows /	Inflows /	Inflows /	Inflows /	Inflows /
	(Outflows)	(Outflows)	(Outflows)	(Outflows)	(Outflows)
<b>Cash flows from operating activities</b>					
Rates and charges	96,029	98,947	102,004	105,172	107,842
Statutory fees and fines	2,397	2,469	2,543	2,619	2,700
User fees	22,324	22,993	23,684	24,393	25,128
Grants - operating	6,655	6,854	7,060	7,271	7,491
Grants - capital	1,467	1,466	1,466	1,465	1,467
Contributions - monetary	120	124	127	131	135
Interest received	1,224	1,231	1,237	1,243	1,249
Dividends received	-	-	-	-	-
Trust funds and deposits taken	-	-	-	-	-
Other receipts	845	869	896	923	951
Net GST refund / payment	-	-	-	-	-
Employee costs	(50,766)	(52,287)	(53,854)	(55,469)	(57,133)
Materials and services	(54,019)	(55,604)	(57,174)	(58,943)	(60,611)
Trust funds and deposits repaid	-	-	-	-	-
Other payments	(7,552)	(7,794)	(8,643)	(8,338)	(8,604)
<b>Net cash provided by / (used in) operating activities</b>	<b>18,722</b>	<b>19,269</b>	<b>19,345</b>	<b>20,469</b>	<b>20,616</b>
<b>Cash flows from investing activities</b>					
Payments for property, infrastructure, plant and equipment	(12,984)	(13,288)	(13,736)	(14,497)	(14,711)
Proceeds from sale of property, infrastructure, plant and equipment	289	102	63	350	72
Payments for investments	-	-	-	-	-
Proceeds from sale of investments	-	-	-	-	-
Loan and advances made	-	-	-	-	-
Payments of loans and advances	-	-	-	-	-
<b>Net cash provided by / (used in) investing activities</b>	<b>(12,695)</b>	<b>(13,186)</b>	<b>(13,673)</b>	<b>(14,147)</b>	<b>(14,639)</b>
<b>Cash flows from financing activities</b>					
Finance costs	(271)	(190)	(125)	(64)	(20)
Proceeds from borrowings	-	-	-	-	-
Repayment of borrowings	(1,774)	(1,308)	(1,170)	(1,231)	(248)
Interest paid - lease liability	(77)	(77)	(77)	(77)	(77)
Repayment of lease liabilities	(431)	(431)	(431)	(431)	(431)
<b>Net cash provided by / (used in) financing activities</b>	<b>(2,553)</b>	<b>(2,006)</b>	<b>(1,803)</b>	<b>(1,803)</b>	<b>(776)</b>
<b>Net increase / (decrease) in cash &amp; cash equivalents</b>	<b>3,474</b>	<b>4,077</b>	<b>3,869</b>	<b>4,519</b>	<b>5,201</b>
Cash and cash equivalents at the beginning of the financial year	29,738	33,212	37,290	41,159	45,678
<b>Cash and cash equivalents at the end of the financial year</b>	<b>33,212</b>	<b>37,290</b>	<b>41,159</b>	<b>45,678</b>	<b>50,879</b>

### Statement of Capital Works

For the five years ending 30 June 2030

	Notes	Forecast Budget 2024-25 \$'000	Budget 2025-26 \$'000	Projections 2026-27 \$'000	2027-28 \$'000	2028-29 \$'000	2029-30 \$'000
<b>Property</b>							
Land		-	-	-	-	-	-
Land improvements		-	-	-	-	-	-
<b>Total land</b>		-	-	-	-	-	-
Buildings		6,161	4,204	2,250	2,320	2,480	2,558
Heritage buildings		-	-	-	-	-	-
Building improvements		-	-	-	-	-	-
Leasehold improvements		-	-	-	-	-	-
<b>Total buildings</b>		<b>6,161</b>	<b>4,204</b>	<b>2,250</b>	<b>2,320</b>	<b>2,480</b>	<b>2,558</b>
<b>Total property</b>		<b>6,161</b>	<b>4,204</b>	<b>2,250</b>	<b>2,320</b>	<b>2,480</b>	<b>2,558</b>
<b>Plant and equipment</b>							
Heritage plant and equipment		-	-	-	-	-	-
Plant, machinery and equipment		2,266	1,614	469	1,896	480	1,493
Fixtures, fittings and furniture		(0)	-	-	-	-	-
Computers and telecommunications		-	-	-	-	-	-
Library books		-	-	-	-	-	-
<b>Total plant and equipment</b>		<b>2,265</b>	<b>1,614</b>	<b>469</b>	<b>1,896</b>	<b>480</b>	<b>1,493</b>
<b>Infrastructure</b>							
Roads		8,621	2,830	2,880	2,940	3,020	3,070
Bridges		241	285	2,160	560	175	200
Footpaths and cycleways		967	630	580	580	620	650
Drainage		960	950	1,050	1,100	1,200	1,100
Recreational, leisure and community facilities		18,442	6,974	1,738	1,565	2,605	1,385
Waste management		7,011	2,793	1,763	1,000	-	-
Parks, open space and streetscapes		1,287	635	640	680	765	790
Aerodromes		-	-	-	-	-	-
Off street car parks		-	-	-	-	-	-
Other infrastructure		2,686	570	605	890	1,270	1,878
<b>Total infrastructure</b>		<b>40,215</b>	<b>15,666</b>	<b>11,416</b>	<b>9,316</b>	<b>9,655</b>	<b>9,073</b>
<b>Total capital works expenditure</b>	4.5.1	<b>48,642</b>	<b>21,484</b>	<b>14,135</b>	<b>13,532</b>	<b>12,614</b>	<b>13,124</b>
<b>Represented by:</b>							
New asset expenditure		9,392	2,645	2,563	960	630	610
Asset renewal expenditure		8,504	9,774	6,054	7,364	6,417	7,886
Asset expansion expenditure		1,974	1,956	-	-	-	-
Asset upgrade expenditure		28,773	7,108	5,518	5,207	5,567	4,628
<b>Total capital works expenditure</b>	4.5.1	<b>48,642</b>	<b>21,484</b>	<b>14,135</b>	<b>13,532</b>	<b>12,614</b>	<b>13,124</b>
<b>Funding sources represented by:</b>							
Grants		15,064	5,348	1,904	1,478	1,478	1,478
Contributions		1,159	-	-	-	-	-
Council cash		32,419	14,036	12,231	12,054	11,136	11,646
Borrowings		-	2,100	-	-	-	-
<b>Total capital works expenditure</b>	4.5.1	<b>48,642</b>	<b>21,484</b>	<b>14,135</b>	<b>13,532</b>	<b>12,614</b>	<b>13,124</b>

**Statement of Capital Works Forward Estimates**

For the five years ending 30 June 2035

	Forward Estimates				
	2030-31	2031-32	2032-33	2033-34	2034-35
	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Property</b>					
Land	-	-	-	-	-
Land improvements	-	-	-	-	-
<b>Total land</b>	-	-	-	-	-
Buildings	2,655	3,260	3,405	3,595	3,630
Heritage buildings	-	-	-	-	-
Building improvements	-	-	-	-	-
Leasehold improvements	-	-	-	-	-
<b>Total buildings</b>	<b>2,655</b>	<b>3,260</b>	<b>3,405</b>	<b>3,595</b>	<b>3,630</b>
<b>Total property</b>	<b>2,655</b>	<b>3,260</b>	<b>3,405</b>	<b>3,595</b>	<b>3,630</b>
<b>Plant and equipment</b>					
Heritage plant and equipment	-	-	-	-	-
Plant, machinery and equipment	1,192	580	240	1,302	282
Fixtures, fittings and furniture	-	-	-	-	-
Computers and telecommunications	-	-	-	-	-
Library books	-	-	-	-	-
<b>Total plant and equipment</b>	<b>1,192</b>	<b>580</b>	<b>240</b>	<b>1,302</b>	<b>282</b>
<b>Infrastructure</b>					
Roads	3,120	3,290	3,450	3,450	3,500
Bridges	200	200	220	230	225
Footpaths and cycleways	650	695	830	850	865
Drainage	1,200	1,200	1,300	1,300	1,325
Recreational, leisure and community facilities	1,440	1,445	1,530	1,625	1,760
Waste management	-	-	-	-	-
Parks, open space and streetscapes	815	820	870	940	1,055
Aerodromes	-	-	-	-	-
Off street car parks	-	-	-	-	-
Other infrastructure	2,372	2,467	2,573	1,913	2,784
<b>Total infrastructure</b>	<b>9,797</b>	<b>10,117</b>	<b>10,773</b>	<b>10,308</b>	<b>11,514</b>
<b>Total capital works expenditure</b>	<b>13,644</b>	<b>13,957</b>	<b>14,418</b>	<b>15,205</b>	<b>15,427</b>
<b>Represented by:</b>					
New asset expenditure	610	645	740	790	800
Asset renewal expenditure	8,057	8,138	8,301	9,136	8,684
Asset expansion expenditure	-	-	-	-	-
Asset upgrade expenditure	4,977	5,175	5,377	5,279	5,942
<b>Total capital works expenditure</b>	<b>13,644</b>	<b>13,957</b>	<b>14,418</b>	<b>15,205</b>	<b>15,427</b>
<b>Funding sources represented by:</b>					
Grants	1,478	1,478	1,478	1,478	1,478
Contributions	-	-	-	-	-
Council cash	12,166	12,479	12,940	13,727	13,949
Proceeds on sale of assets	-	-	-	-	-
<b>Total capital works expenditure</b>	<b>13,644</b>	<b>13,957</b>	<b>14,418</b>	<b>15,205</b>	<b>15,427</b>

### Statement of Human Resources

For the five years ending 30 June 2030

	Forecast Budget	Budget	Projections			
	2024-25	2025-26	2026-27	2027-28	2028-29	2029-30
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Staff expenditure</b>						
Employee costs - operating	41,132	42,475	43,750	45,062	46,414	47,806
Employee costs - capital	-	-	-	-	-	-
	FTE	FTE	FTE	FTE	FTE	FTE
Permanent FTE numbers	329.85	333.31	333.31	333.31	333.31	333.31
Limited tenures	4.75	2.00	2.00	2.00	2.00	2.00
<b>Total staff numbers</b>	<b>334.60</b>	<b>335.31</b>	<b>335.31</b>	<b>335.31</b>	<b>335.31</b>	<b>335.31</b>

### Statement of Human Resources Forward Estimates

For the five years ending 30 June 2035

	Forward Estimates				
	2030-31	2031-32	2032-33	2033-34	2034-35
	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Staff expenditure</b>					
Employee costs - operating	49,241	50,718	52,239	53,807	55,421
Employee costs - capital	-	-	-	-	-
	FTE	FTE	FTE	FTE	FTE
Permanent FTE numbers	333.31	333.31	333.31	333.31	333.31
Limited tenures	2.00	2.00	2.00	2.00	2.00
<b>Total staff numbers</b>	<b>335.31</b>	<b>335.31</b>	<b>335.31</b>	<b>335.31</b>	<b>335.31</b>

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

Directorate	Composition				
	Budget	Permanent		Casual	Temp
	2025-26	Full time	Part time		
	\$'000	\$'000	\$'000	\$'000	\$'000
Operations	13,692	13,542	150	-	-
Planning, Environment and Strategy	9,049	8,164	885	-	-
Community Services	7,535	4,064	3,203	-	268
Culture and Performance	5,387	4,365	1,022	-	-
Governance, Communications and Community Safety	6,812	5,372	1,440	-	-
<b>Total expenditure</b>	<b>42,475</b>	<b>35,508</b>	<b>6,700</b>	<b>-</b>	<b>268</b>

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

Directorate	Budget	Composition		
		Permanent		Temp
	2025-26	Full time	Part time	
Operations	113.60	112.00	1.60	-
Planning, Environment and Strategy	69.02	61.00	8.02	-
Community Services	57.50	29.00	26.50	2.00
Culture and Performance	41.40	32.00	9.40	-
Governance, Communications and Community Safety	53.79	38.00	15.79	-
<b>Total staff</b>	<b>335.31</b>	<b>272.00</b>	<b>61.31</b>	<b>2.00</b>

**Summary of Planned Human Resources Expenditure**  
For the five years ending 30 June 2030

	Budget	Projections			
	2025-26 \$'000	2026-27 \$'000	2027-28 \$'000	2028-29 \$'000	2029-30 \$'000
<b>Operations</b>					
Permanent - Full time	13,542	13,948	14,367	14,798	15,242
Female	4,528	4,664	4,804	4,948	5,096
Male	9,014	9,284	9,563	9,850	10,146
Self-described gender	-	-	-	-	-
Permanent - Part time	150	155	159	163	167
Female	45	46	47	48	49
Male	106	109	112	115	118
Self-described gender	-	-	-	-	-
<b>Total Operations</b>	<b>13,692</b>	<b>14,103</b>	<b>14,526</b>	<b>14,961</b>	<b>15,409</b>
<b>Planning, Environment and Strategy</b>					
Permanent - Full time	8,164	8,409	8,661	8,921	9,189
Female	4,017	4,137	4,261	4,389	4,521
Male	4,043	4,165	4,290	4,419	4,552
Self-described gender	104	107	110	113	116
Permanent - Part time	885	911	938	966	995
Female	787	811	835	860	886
Male	97	100	103	106	109
Self-described gender	-	-	-	-	-
<b>Total Planning, Environment and Strategy</b>	<b>9,049</b>	<b>9,320</b>	<b>9,599</b>	<b>9,887</b>	<b>10,184</b>
<b>Community Services</b>					
Permanent - Full time	4,065	4,187	4,313	4,442	4,575
Female	3,205	3,301	3,400	3,502	3,607
Male	735	757	780	803	827
Self-described gender	125	129	133	137	141
Permanent - Part time	3,470	3,574	3,681	3,791	3,905
Female	3,470	3,574	3,681	3,791	3,905
Male	-	-	-	-	-
Self-described gender	-	-	-	-	-
<b>Total Community Services</b>	<b>7,535</b>	<b>7,761</b>	<b>7,994</b>	<b>8,233</b>	<b>8,480</b>
<b>Culture and Performance</b>					
Permanent - Full time	4,365	4,496	4,631	4,770	4,913
Female	1,753	1,805	1,859	1,915	1,972
Male	2,613	2,691	2,772	2,855	2,941
Self-described gender	-	-	-	-	-
Permanent - Part time	1,022	1,053	1,084	1,117	1,151
Female	814	839	864	890	917
Male	208	214	220	227	234
Self-described gender	-	-	-	-	-
<b>Total Culture and Performance</b>	<b>5,387</b>	<b>5,549</b>	<b>5,715</b>	<b>5,887</b>	<b>6,064</b>
<b>Governance, Communications and Community Safety</b>					
Permanent - Full time	5,372	5,534	5,700	5,871	6,047
Female	4,027	4,148	4,272	4,400	4,532
Male	1,345	1,386	1,428	1,471	1,515
Self-described gender	-	-	-	-	-
Permanent - Part time	1,440	1,483	1,528	1,574	1,621
Female	989	1,019	1,050	1,082	1,114
Male	451	464	478	492	507
Self-described gender	-	-	-	-	-
<b>Total Governance, Communications and Community Safety</b>	<b>6,812</b>	<b>7,017</b>	<b>7,228</b>	<b>7,445</b>	<b>7,668</b>

### Summary of Planned Human Resources Expenditure

For the five years ending 30 June 2035

	Forward Estimates				
	2030-31 \$'000	2031-32 \$'000	2032-33 \$'000	2033-34 \$'000	2034-35 \$'000
<b>Operations</b>					
Permanent - Full time	15,699	16,170	16,655	17,155	17,670
Female	5,249	5,406	5,568	5,735	5,907
Male	10,450	10,764	11,087	11,420	11,763
Self-described gender	-	-	-	-	-
Permanent - Part time	172	178	184	190	196
Female	50	52	54	56	58
Male	122	126	130	134	138
Self-described gender	-	-	-	-	-
<b>Total Operations</b>	<b>15,871</b>	<b>16,348</b>	<b>16,839</b>	<b>17,345</b>	<b>17,866</b>
<b>Planning, Environment and Strategy</b>					
Permanent - Full time	9,465	9,750	10,043	10,344	10,655
Female	4,657	4,797	4,941	5,089	5,242
Male	4,689	4,830	4,975	5,124	5,278
Self-described gender	119	123	127	131	135
Permanent - Part time	1,020	1,043	1,067	1,091	1,124
Female	908	928	949	970	999
Male	112	115	118	121	125
Self-described gender	-	-	-	-	-
<b>Total Planning, Environment and Strategy</b>	<b>10,485</b>	<b>10,793</b>	<b>11,110</b>	<b>11,435</b>	<b>11,779</b>
<b>Community Services</b>					
Permanent - Full time	4,712	4,853	4,998	5,148	5,303
Female	3,715	3,826	3,941	4,059	4,181
Male	852	878	904	931	959
Self-described gender	145	149	153	158	163
Permanent - Part time	4,022	4,143	4,267	4,395	4,527
Female	4,022	4,143	4,267	4,395	4,527
Male	-	-	-	-	-
Self-described gender	-	-	-	-	-
<b>Total Community Services</b>	<b>8,734</b>	<b>8,996</b>	<b>9,265</b>	<b>9,543</b>	<b>9,830</b>
<b>Culture and Performance</b>					
Permanent - Full time	5,060	5,212	5,369	5,530	5,696
Female	2,031	2,092	2,155	2,220	2,287
Male	3,029	3,120	3,214	3,310	3,409
Self-described gender	-	-	-	-	-
Permanent - Part time	1,186	1,221	1,257	1,295	1,334
Female	945	973	1,002	1,032	1,063
Male	241	248	255	263	271
Self-described gender	-	-	-	-	-
<b>Total Culture and Performance</b>	<b>6,246</b>	<b>6,433</b>	<b>6,626</b>	<b>6,825</b>	<b>7,030</b>
<b>Governance, Communications and Community Safety</b>					
Permanent - Full time	6,228	6,415	6,607	6,806	7,010
Female	4,668	4,808	4,952	5,101	5,254
Male	1,560	1,607	1,655	1,705	1,756
Self-described gender	-	-	-	-	-
Permanent - Part time	1,669	1,719	1,770	1,823	1,878
Female	1,147	1,181	1,216	1,252	1,290
Male	522	538	554	571	588
Self-described gender	-	-	-	-	-
<b>Total Governance, Communications and Community Safety</b>	<b>7,897</b>	<b>8,134</b>	<b>8,377</b>	<b>8,629</b>	<b>8,888</b>

**Summary of Planned Human Resources Expenditure**  
For the five years ending 30 June 2030

	Budget	Projections			
	2025-26	2026-27	2027-28	2028-29	2029-30
	FTE	FTE	FTE	FTE	FTE
<b>Operations</b>					
Permanent - Full time	112.00	112.00	112.00	112.00	112.00
Female	35.00	35.00	35.00	35.00	35.00
Male	77.00	77.00	77.00	77.00	77.00
Self-described gender	-	-	-	-	-
Permanent - Part time	1.60	1.10	1.10	1.10	1.10
Female	1	-	-	-	-
Male	1.10	1.10	1.10	1.10	1.10
Self-described gender	-	-	-	-	-
<b>Total Operations</b>	<b>113.60</b>	<b>113.10</b>	<b>113.10</b>	<b>113.10</b>	<b>113.10</b>
<b>Planning, Environment and Strategy</b>					
Permanent - Full time	61.00	61.00	61.00	61.00	61.00
Female	30.00	30.00	30.00	30.00	30.00
Male	30.00	30.00	30.00	30.00	30.00
Self-described gender	1.00	1.00	1.00	1.00	1.00
Permanent - Part time	8.02	8.02	8.02	8.02	8.02
Female	7.13	7.13	7.13	7.13	7.13
Male	0.89	0.89	0.89	0.89	0.89
Self-described gender	-	-	-	-	-
<b>Total Planning, Environment and Strategy</b>	<b>69.02</b>	<b>69.02</b>	<b>69.02</b>	<b>69.02</b>	<b>69.02</b>
<b>Community Services</b>					
Permanent - Full time	29.00	29.00	29.00	29.00	29.00
Female	22.00	22.00	22.00	22.00	22.00
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	28.50	28.50	28.50	28.50	28.50
Female	28.50	28.50	28.50	28.50	28.50
Male	-	-	-	-	-
Self-described gender	-	-	-	-	-
<b>Total Community Services</b>	<b>57.50</b>	<b>57.50</b>	<b>57.50</b>	<b>57.50</b>	<b>57.50</b>
<b>Culture and Performance</b>					
Permanent - Full time	32.00	32.00	32.00	32.00	32.00
Female	15.00	15.00	15.00	15.00	15.00
Male	17.00	17.00	17.00	17.00	17.00
Self-described gender	-	-	-	-	-
Permanent - Part time	9.40	9.40	9.40	9.40	9.40
Female	7.40	7.40	7.40	7.40	7.40
Male	2	2	2	2	2
Self-described gender	-	-	-	-	-
<b>Total Culture and Performance</b>	<b>41.40</b>	<b>41.40</b>	<b>41.40</b>	<b>41.40</b>	<b>41.40</b>
<b>Governance, Communications and Community Safety</b>					
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	15.79	15.79	15.79	15.79	15.79
Female	10.49	10.49	10.49	10.49	10.49
Male	5	5	5	5	5
Self-described gender	-	-	-	-	-
<b>Total Governance, Communications and Community Safety</b>	<b>53.79</b>	<b>53.79</b>	<b>53.79</b>	<b>53.79</b>	<b>53.79</b>

### Summary of Planned Human Resources Expenditure

For the five years ending 30 June 2035

	Forward Estimates				
	2030-31 FTE	2031-32 FTE	2032-33 FTE	2033-34 FTE	2034-35 FTE
<b>Operations</b>					
Permanent - Full time	112.00	112.00	112.00	112.00	112.00
Female	35.00	35.00	35.00	35.00	35.00
Male	77.00	77.00	77.00	77.00	77.00
Self-described gender	-	-	-	-	-
Permanent - Part time	1.10	1.10	1.10	1.10	1.10
Female	-	-	-	-	-
Male	1.10	1.10	1.10	1.10	1.10
Self-described gender	-	-	-	-	-
<b>Total Operations</b>	<b>113.10</b>	<b>113.10</b>	<b>113.10</b>	<b>113.10</b>	<b>113.10</b>
<b>Planning, Environment and Strategy</b>					
Permanent - Full time	61.00	61.00	61.00	61.00	61.00
Female	30.00	30.00	30.00	30.00	30.00
Male	30.00	30.00	30.00	30.00	30.00
Self-described gender	1.00	1.00	1.00	1.00	1.00
Permanent - Part time	8.02	8.02	8.02	8.02	8.02
Female	7.13	7.13	7.13	7.13	7.13
Male	0.89	0.89	0.89	0.89	0.89
Self-described gender	-	-	-	-	-
<b>Total Planning, Environment and Strategy</b>	<b>69.02</b>	<b>69.02</b>	<b>69.02</b>	<b>69.02</b>	<b>69.02</b>
<b>Community Services</b>					
Permanent - Full time	29.00	29.00	29.00	29.00	29.00
Female	22.00	22.00	22.00	22.00	22.00
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	28.50	28.50	28.50	28.50	28.50
Female	28.50	28.50	28.50	28.50	28.50
Male	-	-	-	-	-
Self-described gender	-	-	-	-	-
<b>Total Community Services</b>	<b>57.50</b>	<b>57.50</b>	<b>57.50</b>	<b>57.50</b>	<b>57.50</b>
<b>Culture and Performance</b>					
Permanent - Full time	32.00	32.00	32.00	32.00	32.00
Female	15.00	15.00	15.00	15.00	15.00
Male	17.00	17.00	17.00	17.00	17.00
Self-described gender	-	-	-	-	-
Permanent - Part time	9.40	9.40	9.40	9.40	9.40
Female	7.40	7.40	7.40	7.40	7.40
Male	2	2	2	2	2
Self-described gender	-	-	-	-	-
<b>Total Culture and Performance</b>	<b>41.40</b>	<b>41.40</b>	<b>41.40</b>	<b>41.40</b>	<b>41.40</b>
<b>Governance, Communications and Community Safety</b>					
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	15.79	15.79	15.79	15.79	15.79
Female	10.49	10.49	10.49	10.49	10.49
Male	5	5	5	5	5
Self-described gender	-	-	-	-	-
<b>Total Governance, Communications and Community Safety</b>	<b>53.79</b>	<b>53.79</b>	<b>53.79</b>	<b>53.79</b>	<b>53.79</b>



#### 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 2025-2026 the FGRS cap has been set at 3.00 percent. The cap applies to general rates and is calculated on the basis of council's average rates and charges.

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

To achieve these objectives while maintaining service levels and a strong capital expenditure program, there will be a 3.00 percent rate cap applied to the average general rate.

Rates and charges are due on a quarterly instalment basis. The due dates for the 2025-2026 financial year will be:

- 30 September 2025,
- 30 November 2025,
- 28 February 2026 and
- 31 May 2026

(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 2025-2026 to \$80.26 million.

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

	Forecast 2024-25 \$'000	Budget 2025-26 \$'000	Change \$'000      %	
General rates	64,612	66,854	2,242	3.47
Service charges	15,059	15,657	598	3.97
Special rates and charges	295	295	-	-
Interest on rates and charges	306	545	239	77.96
<b>Total rates and charges</b>	<b>80,272</b>	<b>83,351</b>	<b>3,079</b>	<b>3.84</b>

*\* 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	2024-25 Rate in Dollar	2025-26 Rate in Dollar	Change %
General	0.002378	0.002384	0.25
Farm Land	0.002021	0.002026	0.25
Commercial/Industrial	0.002758	0.002765	0.25
Vacant Land - Residential and Specified Low Density Residential Zones	0.003531	0.003576	1.27
Cultural and Recreational Land	0.000927	0.000930	0.32

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	2024-25	2025-26	Change	
	\$'000	\$'000	\$'000	%
General	60,283	62,427	2,144	3.56
Farm Land	613	644	31	5.06
Commercial/Industrial	3,012	3,126	114	3.78
Vacant Land - Residential and Specified Low Density Residential Zones	656	609	(47)	(7.16)
Cultural and Recreational Land	5	5	-	-
<b>Total amount to be raised by general rates</b>	<b>64,569</b>	<b>66,811</b>	<b>2,242</b>	<b>3.47</b>

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	2024-25	2025-26	Change	
	Number	Number	Number	%
Residential	22,820	22,914	94	0.41
Farm Land	143	144	1	0.70
Commercial / Industrial	1,004	1,003	(1)	(0.10)
Vacant Land - Residential and Specified Low Density Residential Zones	239	220	(19)	(7.95)
Cultural and Recreational Land	2	2	-	-
<b>Total number of assessments</b>	<b>24,208</b>	<b>24,283</b>	<b>75</b>	<b>0.31</b>

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	2024-25	2025-26	Change	
	\$'000	\$'000	\$'000	%
Residential	25,350,827	26,185,755	834,928	3.29
Farm Land	303,125	317,975	14,850	4.90
Commercial / Industrial	1,092,020	1,130,586	38,566	3.53
Vacant Land - Residential and Specified Low Density Residential Zones	185,695	170,240	(15,455)	(8.32)
Cultural and Recreational Land	5,100	5,100	-	-
<b>Total value of land</b>	<b>26,936,767</b>	<b>27,809,656</b>	<b>872,889</b>	<b>3.24</b>

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	2024-25	2025-26	Change	
	\$	\$	\$	%
Waste Management - Residential - Standard service	658.35	679.87	21.52	<b>3.27</b>
Waste Management - 80 litre landfill bin	526.68	543.90	17.22	<b>3.27</b>
Waste Management - 2 x 120 litre landfill bin	921.69	951.82	30.13	<b>3.27</b>
Waste Management - 140 litre landfill bin - fortnightly collection	724.19	747.86	23.67	<b>3.27</b>
Waste Management - 120 litre landfill bin – weekly collection	1,185.03	1,223.77	38.74	<b>3.27</b>
Waste Management - Elderly persons units - bin	164.59	169.97	5.38	<b>3.27</b>

Council has proposed to increase the domestic waste service standard charge by 3.27%.

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	2024-25	2025-26	Change	
	\$	\$	\$	%
Waste Management - Residential - Standard service	12,099,815	12,408,987	309,172	2.56
Waste Management - 80 litre landfill bin	306,528	318,726	12,198	3.98
Waste Management - 2 x 120 litre landfill bin	1,942,001	2,114,944	172,943	8.91
Waste Management - 140 litre landfill bin - fortnightly collection	617,010	719,441	102,431	16.60
Waste Management - 120 litre landfill bin – weekly collection	78,212	79,545	1,333	1.70
Waste Management - Elderly persons units - bin	15,142	15,637	495	3.27

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:

	2024-25	2025-26	Change	
	\$	\$	\$	%
General rates	64,569,068	66,810,649	2,241,581	3.47
Service charges	15,058,708	15,657,280	598,572	3.97
<b>Total Rates and charges</b>	<b>79,627,776</b>	<b>82,467,929</b>	<b>2,840,152</b>	<b>3.57</b>

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

	2024-25	2025-26
Number of rateable properties	24,206	24,281
Base Average Rates	\$2,595.86	\$2,671.48
Maximum Rate Increase (set by the State Government)	2.75%	3.00%
<b>Council Rate Cap Applied</b>	<b>2.75%</b>	<b>3.00%</b>
Capped Average Rate based on Council rate cap	\$2,667.29	\$2,751.37
Budgeted General Rates Revenue subject to FGRS	\$ 64,564,340	\$ 66,805,906

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 0.2384 percent (0.2384 cents in the dollar of CIV) for all rateable residential properties and ordinary vacant land;
- A general rate of 0.2026 percent (0.2026 cents in the dollar of CIV) for all rateable farm land properties;
- A general rate of 0.2765 percent (0.2765 cents in the dollar of CIV) for all rateable commercial and industrial properties;
- A general rate of 0.3576 percent (0.3576 cents in the dollar of CIV) for all rateable vacant land - residential and specified low density residential zones; and
- A general rate of 0.0930 percent (0.0930 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 2024-25 \$'000	Budget 2025-26 \$'000	Change \$'000 %	
Animal infringements	3	3	-	-
Infringements & costs	683	783	100	14.64
Town planning fees	1,132	981	(151)	(13.34)
Building fees	310	310	-	-
<b>Total statutory fees and fines</b>	<b>2,128</b>	<b>2,077</b>	<b>(51)</b>	<b>(2.40)</b>

#### Statutory fees and fines (\$51,000 decrease)

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 2024-25 \$'000	Budget 2025-26 \$'000	Change \$'000 %	
Adult education	207	235	28	13.53
Building services	210	215	5	2.38
Child care/children's programs	453	463	10	2.21
Edendale farm	204	221	17	8.33
Environmental health	281	287	6	2.14
Hall & sports ground hire	280	341	61	21.79
Leisure centre and recreation	14,780	15,361	581	3.93
Pound release	25	25	-	-
Registration fees	855	855	-	-
Subdivision supervision	256	240	(16)	(6.25)
Waste management services	690	690	-	-
Other fees and charges	300	334	34	11.33
<b>Total user fees</b>	<b>18,541</b>	<b>19,267</b>	<b>726</b>	<b>3.92</b>

#### User fees (\$0.73 million increase)

User charges relate mainly to the recovery of service delivery costs through the charging of fees to users of Council's services. These include use of leisure and other community facilities and the provision of human services such as family day care and home help services. In setting the Budget, the key principle for determining the level of user charges has been to ensure that increases are generally consistent with cost increases.

Revenue generated from user charges has increased, driven by the increase in charges as listed in **Appendix 1** - Nillumbik Shire Council 2025-2026 Fees and Charges. There is an overall projected increase in revenue generated by 3.92 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 2024-25 \$'000	Budget 2025-26 \$'000	Change \$'000 %	
<b>Grants were received in respect of the following:</b>				
Summary of grants:				
Commonwealth funded grants	4,044	4,092	48	1.19
State funded grants	18,987	7,006	(11,981)	(63.10)
<b>Total grants received</b>	<b>23,031</b>	<b>11,098</b>	<b>(11,933)</b>	<b>(51.81)</b>
<b>(a) Operating Grants</b>				
<b><i>Recurrent - Commonwealth Government</i></b>				
Aged care	133	137	4	3.01
Family and children	237	264	27	11.39
Financial Assistance Grants	3,674	3,691	17	0.46
<b><i>Recurrent - State Government</i></b>				
Adult education	251	238	(13)	(5.18)
Community Development	-	50	50	100.00
Community health	17	17	-	-
Environment	10	-	(10)	(100.00)
Family and children	473	300	(173)	(36.58)
Maternal and child health	831	661	(170)	(20.46)
School crossing supervisors	355	392	37	10.42
<b>Total recurrent grants</b>	<b>5,981</b>	<b>5,750</b>	<b>(231)</b>	<b>(3.86)</b>
<b><i>Non-recurrent - Commonwealth Government</i></b>				
Family and children	307	-	(307)	(100.00)
<b><i>Non-recurrent - State Government</i></b>				
Community Development	37	-	(37)	(100.00)
Emergency Management	282	-	(282)	(100.00)
Environment	791	-	(791)	(100.00)
Family and children	390	-	(390)	(100.00)
Recycling and Waste Services	115	-	(115)	(100.00)
Roads	50	-	(50)	(100.00)
Pandemic response	14	-	(14)	(100.00)
<b>Total non-recurrent grants</b>	<b>1,986</b>	<b>-</b>	<b>(1,986)</b>	<b>(100.00)</b>
<b>Total operating grants</b>	<b>7,967</b>	<b>5,750</b>	<b>(2,217)</b>	<b>(27.83)</b>

	Forecast 2024-25 \$'000	Budget 2025-26 \$'000	Change \$'000 %	
<b>(b) Capital Grants</b>				
<b><i>Non-recurrent - Commonwealth Government</i></b>				
Footpaths	142	-	(142)	(100.00)
Recreational, leisure and community facilities	5,802	1,866	(3,936)	(67.84)
Roads	2,906	1,182	(1,724)	(59.33)
<b><i>Non-recurrent - State Government</i></b>				
Environment	1,098	-	(1,098)	(100.00)
Family and children	775	-	(775)	(100.00)
Recreational, leisure and community facilities	4,285	2,300	(1,985)	(46.32)
Roads	56	-	(56)	(100.00)
<b>Total non-recurrent grants(capital)</b>	<b>15,064</b>	<b>5,348</b>	<b>(9,716)</b>	<b>(64.50)</b>
<b>Total capital grants</b>	<b>15,064</b>	<b>5,348</b>	<b>(9,716)</b>	<b>(64.50)</b>
<b>Total Grants</b>	<b>23,031</b>	<b>11,098</b>	<b>(11,933)</b>	<b>(51.81)</b>

#### Grants - Operating (\$2.22 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 27.83 percent or \$2.22 million. This is mainly due to a large number of one-off non-recurrent grants received in 2024-2025.

#### Grants - Capital (\$11.93 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 51.81 percent or \$11.93 million mainly due to specific funding for large capital works projects in 2024-2025.

Section 4.5 Capital works program includes further detailed analysis of the grants and contributions expected to be received during the 2025-2026 year.

#### 4.1.5 Contributions

	Forecast 2024-25 \$'000	Budget 2025-26 \$'000	Change \$'000 %	
Monetary	1,263	104	(1,159)	(91.77)
Non-monetary	-	-	-	-
<b>Total contributions</b>	<b>1,263</b>	<b>104</b>	<b>(1,159)</b>	<b>(91.77)</b>

#### Contributions (\$1.16 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.

#### 4.1.6 Other income

	Forecast 2024-25 \$'000	Budget 2025-26 \$'000	Change \$'000 %	
Interest on investments	1,250	1,350	100	8.00
Other rent	313	327	14	4.47
Sale of valuations	15	20	5	33.33
WorkCover insurance recoveries	150	120	(30)	(20.00)
Reimbursements	335	57	(278)	(82.99)
Other	182	204	22	12.09
<b>Total other income</b>	<b>2,245</b>	<b>2,078</b>	<b>(167)</b>	<b>(7.44)</b>

#### Other income (\$167,000 decrease)

Other revenue is showing a slight decrease of 7.44 percent compared to the prior financial year mainly due to anticipated interest on investments.

#### 4.1.7 Employee costs

	Forecast 2024-25 \$'000	Budget 2025-26 \$'000	Change \$'000 %	
Casual staff	496	455	- 41	(8.27)
Fringe benefits tax and WorkCover	150	120	(30)	(20.00)
Oncost recoveries	9,145	9,570	425	4.65
Wages and salaries	32,756	33,578	822	2.51
<b>Total employee costs</b>	<b>42,547</b>	<b>43,723</b>	<b>1,176</b>	<b>2.76</b>

#### Employee benefits (\$1.18 million increase)

Employee costs include all labour related expenditure including; wages and salaries and on-costs for both casual employees and permanent employees. Salaries and wages have been increased based on Council's Enterprise Agreement. The superannuation rate has been increased to 12.00 percent to reflect changes in the superannuation guarantee legislation.



#### 4.1.8 Materials and services

	Forecast 2024-25 \$'000	Budget 2025-26 \$'000	Change \$'000 %	
Contract payments:				
Audit	246	248	2	0.81
External labour hire	53	51	(2)	(3.77)
HACC contracts	249	260	11	4.42
Leisure	13,865	14,183	318	2.29
Other	1,896	2,203	307	16.19
Valuations	55	55	-	-
Waste services	7,821	7,966	145	1.85
Materials and Services:				
Building maintenance	391	390	(1)	(0.26)
Communications	200	210	10	5.00
Corporate information	71	71	-	-
Corporate support	114	97	(17)	(14.91)
Emergency management	267	274	7	2.62
Fleet operations	983	981	(2)	(0.20)
Insurances	1,709	1,823	114	6.67
IT & telephone	2,669	2,591	(78)	(2.92)
Materials, maintenance & equip	10,555	9,693	(862)	(8.17)
Other	484	491	7	1.45
Planning & building services	29	29	-	-
Stationery, printing & postage	344	345	1	0.29
Subscriptions, Publications & Memberships	347	396	49	14.12
Utilities	1,106	1,280	174	15.73
Waste services	2,332	2,718	386	16.55
<b>Total materials and services</b>	<b>45,786</b>	<b>46,355</b>	<b>569</b>	<b>1.24</b>

#### Materials and services (\$0.57 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 2024-25 \$'000	Budget 2025-26 \$'000	Change \$'000 %	
Property	1,915	2,809	894	46.68
Plant & equipment	704	1,078	374	53.13
Infrastructure	12,501	10,467	(2,034)	(16.27)
<b>Total depreciation and amortisation</b>	<b>15,120</b>	<b>14,354</b>	<b>(766)</b>	<b>(5.07)</b>

#### 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 2024-25 \$'000	Budget 2025-26 \$'000	Change \$'000	%
Plant & equipment	460	572	112	24.35
<b>Total amortisation - right of use assets</b>	<b>460</b>	<b>572</b>	<b>112</b>	<b>24.35</b>

#### 4.1.11 Other expenses

	Forecast 2024-25 \$'000	Budget 2025-26 \$'000	Change \$'000	%
Aged & family services	444	33	(411)	(92.57)
Arts and cultural services	444	428	(16)	(3.60)
Community development	328	228	(100)	(30.49)
Council support	4	4	-	-
Councillors' allowances	323	323	-	-
Economic development	394	395	1	0.25
Environmental works	85	78	(7)	(8.24)
Leisure & education services	9	10	1	11.11
Library contributions (Yarra Plenty Regional Library)	3,197	3,277	80	2.50
Municipal laws	53	53	-	-
Short-term lease hire	22	25	3	13.64
Other	1,597	936	(661)	(41.39)
Payment agents & bank fees	189	200	11	5.82
Planning & building	97	97	-	-
Strategic planning	68	118	50	73.53
Youth services	9	3	(6)	(66.67)
<b>Total other expenses</b>	<b>7,263</b>	<b>6,208</b>	<b>(1,055)</b>	<b>(14.53)</b>

#### Other expenses (\$1.06 million decrease)

Other expenses are forecast to decrease by 14.53 percent or \$1.06 million. This is mainly as a result of reductions in aged and family services related expenditure and costs associated with the 2024 Council elections.

### 4.2 Balance Sheet

#### 4.2.1 Assets

##### Current Assets (\$9.6 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 (\$6.29 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 (\$6.13 million decrease)

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

#### Non Current Liabilities (\$1.14 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.

	2024-25	2025-26
	\$	\$
Amount borrowed as at 30 June of the prior year	19,683	17,066
Amount proposed to be borrowed	-	2,100
Amount projected to be paid	(2,617)	(2,746)
<b>Amount of borrowings as at 30 June</b>	<b>17,066</b>	<b>16,420</b>

#### 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 2024-25 \$'000	Budget 2025-26 \$'000
<b>Right-of-use assets</b>		
Plant and equipment	1,661	1,865
<b>Total right-of-use assets</b>	<b>1,661</b>	<b>1,865</b>
<b>Lease liabilities</b>		
<b>Current lease Liabilities</b>		
Plant and equipment	450	321
<b>Total current lease liabilities</b>	<b>450</b>	<b>321</b>
<b>Non-current lease liabilities</b>		
Plant and equipment	1,212	1,544
<b>Total non-current lease liabilities</b>	<b>1,212</b>	<b>1,544</b>
<b>Total lease liabilities</b>	<b>1,662</b>	<b>1,865</b>

Where the interest rate applicable to a lease is not expressed in the lease agreement, Council applies the average incremental borrowing rate in the calculation of lease liabilities.

#### 4.3 Statement of changes in Equity

##### 4.3.1 Reserves

##### 4.3.1 (a) Statutory reserves (\$0.14 million increase)

These funds must be applied for specified statutory purposes in accordance with various legislative and contractual requirements. The decrease projected is illustrating the use of funds received for specific purposes.

##### 4.3.1 (b) Discretionary reserves (\$1.94 million decrease)

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

#### **4.3.2 Equity**

##### **Equity (\$3.96 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 such as developer contributions and asset sales.

#### **4.4 Statement of Cash Flows**

##### **4.4.1 Net cash flows provided by/used in operating activities (\$14.79 million decrease)**

The decrease is driven by one off capital works funding through external contributions received, and in materials and services.

##### **4.4.2 Net cash flows provided by/used in investing activities (\$22.97 million decrease)**

The overall decrease is a reflection of timing of cash flows associated with the capital works program for the 2025-2026 year. The statement of capital works provides a full detail of projects for the 2025-2026 year.

##### **4.4.3 Net cash flows provided by/used in financing activities (\$1.95 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 2025-26 year, classified by expenditure type and funding source.

### 4.5.1 Summary

	Forecast 2024-25 \$'000	Budget 2025-26 \$'000	Change	
			\$'000	%
Property	6,161	4,204	(1,957)	(31.76)
Plant and equipment	2,265	1,614	(651)	(28.73)
Infrastructure	40,216	15,666	(24,550)	(61.05)
<b>Total</b>	<b>48,642</b>	<b>21,484</b>	<b>(27,158)</b>	<b>(55.83)</b>

\* Forecast includes capital works projects carried forward from 2023-2024 - \$29.14 million

#### 4.5.1 (a) Property (\$4.2 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 (\$1.61 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 (\$15.67 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 2025-2026 year, \$2.83 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).

\$6.97 million will be expended on recreational, leisure and community facilities, key projects being:

- Edendale / Eltham dog park trail connection (\$2 million);
- Yarrambat Football Club change rooms (\$1.8 million)
- Carpark upgrades (\$0.55 million) and
- Diamond Creek Pool - plant room and equipment (\$0.35 million).

\$0.64 million will be expended on parks, open space and streetscapes, key projects being:

- Playground renewal and upgrades (\$0.32 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.

\$0.95 million will be expended on drainage renewal and upgrade projects.

\$2.79 million will be expended on waste management in relation to the rehabilitation of the Kangaroo Ground landfill site.

\$0.28 million will be expended on bridge works.

Other infrastructure expenditure includes

- Major roads street lighting lamp replacement (\$0.1 million)
- Street tree planting (\$0.13 million) and
- Melbourne Water flood mapping (\$90,000).

Asset Class	Project Cost	Asset expenditure types			
		Renewal	Upgrade	Expansion	New
	\$'000	\$'000	\$'000	\$'000	\$'000
Property	4,204	1,538	710	1,956	-
Plant and equipment	1,614	1,614	-	-	-
Infrastructure	15,666	6,622	6,348	330	2,365
<b>Total</b>	<b>21,484</b>	<b>9,774</b>	<b>7,058</b>	<b>2,286</b>	<b>2,365</b>

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	Borrowings
	\$'000	\$'000	\$'000	\$'000	\$'000
Property	4,204	965	-	2,624	615
Plant and equipment	1,614	-	-	1,614	-
Infrastructure	15,666	4,383	-	9,798	1,485
<b>Total</b>	<b>21,484</b>	<b>5,348</b>	<b>-</b>	<b>14,036</b>	<b>2,100</b>

#### Grants - Capital (\$5.35 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 2025-2026 include funding for the Edendale / Eltham dog park trail connection, Yarrambat Football Club change rooms, Diamond Creek mens shed, and road and carpark renewal and carpark upgrades. A list of projects with their funding source is provided below in 4.5.2.

#### Council Cash (\$14.04 million)

It is expected that in 2025-2026, \$14.04 million of rates revenue will be used to fund various capital projects including the Kangaroo Ground landfill rehabilitation (\$2.79 million) and Buildings renewal works (\$1.53 million).

#### Borrowings (\$2.1 million)

For 2025-2026, \$2.1 million of reserve fund will be used to fund part of the new capital works program including:

- Diamond Creek mens shed (\$0.96 million); and
- Yarrambat Football Club change rooms (\$0.9 million).

\$1.33 million will be set aside to enable Council to respond to potential Government grant funding opportunities.

#### 4.5.2 Capital works program

For the year ending 30 June 2026

\* The below is a schedule of proposed and planned works for the 2025-2026 financial year. It is not a list of Council assets.

Capital Works Area	Project Cost \$'000	Summary of funding sources			
		Grants \$'000	Contrib \$'000	Council Cash \$'000	Borrowings \$'000
<b>PROPERTY</b>					
<b>LAND</b>	-	-	-	-	-
<b>LAND IMPROVEMENTS</b>	-	-	-	-	-
<b>BUILDINGS</b>					
<b>Asset renewal expenditure</b>					
Buildings renewal (including public toilets)	1,538	-	-	1,538	-
Total asset renewal expenditure - buildings	1,538	-	-	1,538	-
<b>Asset upgrade expenditure</b>					
Civic Drive accessible lift and car parking	100	-	-	100	-
Disability access works upgrade	100	-	-	100	-
Buildings upgrade	400	-	-	400	-
Climate Action Fund	110	-	-	110	-
Total asset upgrade expenditure - buildings	710	-	-	710	-
<b>Asset expansion expenditure</b>					
Diamond Creek mens shed	1,956	965	-	376	615
Total asset expansion expenditure - buildings	1,956	965	-	376	615
<b>TOTAL BUILDINGS</b>	<b>4,204</b>	965	-	2,624	615
<b>BUILDING IMPROVEMENTS</b>	-	-	-	-	-
<b>LEASEHOLD IMPROVEMENTS</b>	-	-	-	-	-
<b>HERITAGE BUILDINGS</b>	-	-	-	-	-
<b>TOTAL PROPERTY</b>	<b>4,204</b>	965	-	2,624	615
<b>PLANT AND EQUIPMENT</b>					
<b>PLANT, MACHINERY AND EQUIPMENT (PM&amp;E)</b>					
<b>Asset renewal expenditure</b>					
Fleet replacement	263	-	-	263	-
Major plant replacement	1,351	-	-	1,351	-
Total asset renewal expenditure - PM&E	1,614	-	-	1,614	-
<b>TOTAL PLANT, MACHINERY &amp; EQUIPMENT</b>	<b>1,614</b>	-	-	1,614	-
<b>FIXTURES, FITTINGS AND FURNITURE (FF&amp;F)</b>					
<b>COMPUTERS AND TELECOMMUNICATIONS</b>	-	-	-	-	-
<b>HERITAGE PLANT AND EQUIPMENT</b>	-	-	-	-	-
<b>LIBRARY BOOKS</b>	-	-	-	-	-
<b>TOTAL PLANT AND EQUIPMENT</b>	<b>1,614</b>	-	-	1,614	-

Capital Works Area	Project Cost \$'000	Summary of funding sources			
		Grants \$'000	Contrib \$'000	Council Cash \$'000	Borrowings \$'000
<b>INFRASTRUCTURE</b>					
<b>ROADS</b>					
<b>Asset renewal expenditure</b>					
Road and carpark renewal	1,640	782	-	858	-
Total asset renewal expenditure - roads	1,640	782	-	858	-
<b>Asset upgrade expenditure</b>					
Road safety	390	-	-	390	-
Road upgrade	800	400	-	400	-
Total asset upgrade expenditure - roads	1,190	400	-	790	-
<b>TOTAL ROADS</b>	<b>2,830</b>	<b>1,182</b>	<b>-</b>	<b>1,648</b>	<b>-</b>
<b>BRIDGES</b>					
<b>Asset renewal expenditure</b>					
Bridge renewal	150	-	-	150	-
Total asset renewal expenditure - bridges	150	-	-	150	-
<b>New asset expenditure</b>					
Alistair Knox Park shared trail bridge planning and design	135	-	-	135	-
Total new asset expenditure - bridges	135	-	-	135	-
<b>TOTAL BRIDGES</b>	<b>285</b>	<b>-</b>	<b>-</b>	<b>285</b>	<b>-</b>
<b>FOOTPATHS AND CYCLEWAYS</b>					
<b>Asset renewal expenditure</b>					
Footpath renewal	350	-	-	350	-
Total asset renewal expenditure - footpaths	350	-	-	350	-
<b>New asset expenditure</b>					
Footpaths new	280	-	-	280	-
Total new asset expenditure - footpaths	280	-	-	280	-
<b>TOTAL FOOTPATHS AND CYCLEWAYS</b>	<b>630</b>	<b>-</b>	<b>-</b>	<b>630</b>	<b>-</b>
<b>DRAINAGE</b>					
<b>Asset renewal expenditure</b>					
Drainage (reactive)	400	-	-	400	-
Total asset renewal expenditure - drainage	400	-	-	400	-
<b>Asset upgrade expenditure</b>					
Drainage (proactive)	550	-	-	550	-
Total asset upgrade expenditure - drainage	550	-	-	550	-
<b>TOTAL DRAINAGE</b>	<b>950</b>	<b>-</b>	<b>-</b>	<b>950</b>	<b>-</b>
<b>RECREATIONAL, LEISURE AND COMMUNITY FACILITIES</b>					
<b>Asset renewal expenditure</b>					
Trails renewal	300	-	-	300	-
Diamond Creek Pool - plant room and equipment	350	-	-	350	-
Sports infrastructure renewal	225	-	-	225	-
Total asset renewal expenditure - RL&CF	875	-	-	875	-



Capital Works Area	Project Cost \$'000	Summary of funding sources			
		Grants \$'000	Contrib \$'000	Council Cash \$'000	Borrowings \$'000
<b>Asset upgrade expenditure</b>					
Trail upgrades	100	-	-	100	-
Carpark upgrades	550	-	-	550	-
Sports Infrastructure upgrade	220	-	-	220	-
Funding allocation to potential grant opportunities (if required)	1,326	300	-	-	1,026
Yarrambat Football Club change rooms	1,802	901	-	442	459
Total asset upgrade expenditure - RL&CF	3,998	1,201	-	1,312	1,485
<b>New Asset expenditure</b>					
Edendale / Eltham dog park trail connection	2,000	2,000	-	-	-
QS and planning for future grant funding opportunities	100	-	-	100	-
Total new asset expenditure - RL&CF	2,100	2,000	-	100	-
<b>TOTAL RECREATIONAL, LEISURE AND COMMUNITY FACILITIES</b>	<b>6,973</b>	<b>3,201</b>	<b>-</b>	<b>2,287</b>	<b>1,485</b>
<b>PARKS, OPEN SPACE AND STREETSCAPES (POSS)</b>					
<b>Asset renewal expenditure</b>					
Public open space infrastructure renewal	150	-	-	150	-
Playground renewal	195	-	-	195	-
Total asset renewal expenditure - POSS	345	-	-	345	-
<b>Asset upgrade expenditure</b>					
Panton Hill bushland reserves management plan implementation	20	-	-	20	-
Playground upgrade	120	-	-	120	-
Public open space infrastructure upgrade	150	-	-	150	-
Total asset upgrade expenditure - POSS	290	-	-	290	-
<b>TOTAL PARKS, O/SPACE &amp; STREETSCAPES</b>	<b>635</b>	<b>-</b>	<b>-</b>	<b>635</b>	<b>-</b>
<b>WASTE MANAGEMENT</b>					
<b>Asset renewal expenditure</b>					
Landfill rehabilitation	2,792	-	-	2,792	-
Total asset renewal expenditure - Waste Management	2,792	-	-	2,792	-
<b>TOTAL WASTE MANAGEMENT</b>	<b>2,792</b>	<b>-</b>	<b>-</b>	<b>2,792</b>	<b>-</b>
<b>AERODROMES</b>	-	-	-	-	-
<b>OFF STREET CAR PARKS</b>	-	-	-	-	-
<b>OTHER INFRASTRUCTURE</b>					
<b>Asset renewal expenditure</b>					
Bus shelters	20	-	-	20	-
Edendale Farm fencing replacement program (stage 1)	50	-	-	50	-
Total asset renewal expenditure - Other Infrastructure	70	-	-	70	-
<b>Asset upgrade expenditure</b>					
Signage (non-regulatory) upgrade	50	-	-	50	-
Townships and streetscapes	80	-	-	80	-
Melbourne Water flood mapping	90	-	-	90	-
Major roads street lighting lamp replacement	100	-	-	100	-
Total asset upgrade expenditure - Other Infrastructure	320	-	-	320	-

Capital Works Area	Project Cost \$'000	Summary of funding sources			
		Grants \$'000	Contrib \$'000	Council Cash \$'000	Borrowings \$'000
<b>Asset expansion expenditure</b>					
Fire fighting water storage tanks	50	-	-	50	-
Total asset expansion expenditure - Other Infrastructure	50	-	-	50	-
<b>New Asset expenditure</b>					
Street trees	130	-	-	130	-
Total new asset expenditure - Other Infrastructure	130	-	-	130	-
<b>TOTAL OTHER INFRASTRUCTURE</b>	<b>570</b>	<b>-</b>	<b>-</b>	<b>570</b>	<b>-</b>
<b>TOTAL INFRASTRUCTURE</b>	<b>15,666</b>	<b>4,383</b>	<b>-</b>	<b>9,798</b>	<b>1,485</b>
<b>TOTAL CAPITAL WORKS 2025-2026</b>	<b>21,484</b>	<b>5,348</b>	<b>-</b>	<b>14,036</b>	<b>2,100</b>

## 2. Summary

Capital Works Area	Project Cost \$'000	Summary of funding sources			
		Grants \$'000	Contrib \$'000	Council Cash \$'000	Borrowings \$'000
Asset renewal expenditure	9,774	782	0	8,992	0
Asset upgrade expenditure	7,058	1,601	0	3,972	1,485
Asset expansion expenditure	2,286	965	0	706	615
New asset expenditure	2,365	2,000	0	365	0
<b>TOTAL CAPITAL WORKS</b>	<b>21,484</b>	<b>5,348</b>	<b>-</b>	<b>14,036</b>	<b>2,100</b>

### 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	Target	Target Projections			Trend
			2023/24	2024/25	2025/26	2026/27	2027/28	2028/29	+/-
<b>Governance</b>									
Satisfaction with community consultation and engagement	Community satisfaction rating out of 100 with the consultation and engagement efforts of Council	1	69.3	69.5	69.7	69.9	70.1	70.3	+
<b>Roads</b>									
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	95.47%	95.66%	95.85%	96.04%	96.24%	96.43%	+
<b>Statutory planning</b>									
Planning applications decided within the relevant required timeframe	Number of planning application decisions made within the relevant required time / Number of decisions made	3	64.02%	64.34%	64.66%	64.99%	65.31%	65.64%	+
<b>Waste management</b>									
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	70.61%	70.82%	71.03%	71.25%	71.46%	71.68%	+

#### Targeted performance indicators - Financial

Indicator	Measure	Notes	Actual	Forecast	Target	Target Projections			Trend
			2023/24	2024/25	2025/26	2026/27	2027/28	2028/29	+/-
<b>Liquidity</b>									
Working Capital	Current assets / current liabilities	5	184.56%	137.41%	132.11%	132.11%	139.62%	155.81%	+
<b>Obligations</b>									
Asset renewal	Asset renewal and upgrade expense / Asset depreciation	6	100.31%	256.51%	117.61%	81.55%	88.72%	85.77%	-

<b>Stability</b>									
Rates concentration	Rate revenue / adjusted underlying revenue	7	75.11%	72.22%	74.07%	74.23%	74.29%	74.31%	o
<b>Efficiency</b>									
Expenditure level	Total expenses/ no. of property assessments	8	\$5,061.00	\$4,599.31	\$4,621.18	\$4,714.17	\$4,809.03	\$4,918.62	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 timeframe**

This measure is reflective of recent trends, with the result increasing over time due to system and process improvements.

**4. Kerbside collection waste diverted from landfill**

We aim to increase this measure steadily over the coming financial years through ongoing waste education and communications. 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 work towards increasing the amount of renewal spending to a sustainable level 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	Strategic Resource Plan					Trend +/-
			Forecast 2024-25	Budget 2025-26	Projections			
Operating position								
Adjusted underlying result	Adjusted underlying surplus (deficit) / Adjusted underlying revenue	1	(0.5%)	0.3%	0.9%	1.3%	1.4%	+
Liquidity								
Unrestricted cash	Unrestricted cash / current liabilities	2	45.3%	21.0%	20.3%	25.6%	36.1%	-
Obligations								
Loans and borrowings	Interest bearing loans and borrowings / rate revenue	3	21.3%	19.7%	15.5%	11.8%	8.4%	+
Loans and borrowings	Interest and principal repayments on interest bearing loans and borrowings / rate revenue		4.5%	4.3%	4.4%	4.0%	3.5%	+
Indebtedness	Non-current liabilities / own source revenue		30.9%	28.8%	23.8%	20.7%	17.9%	+
Stability								
Rates effort	Rate revenue / CIV of rateable properties in the municipal district		0.30%	0.30%	0.31%	0.32%	0.32%	o
Efficiency								
Revenue level	Residential rate revenue / no. of residential property assessments		\$3,289	\$3,396	\$3,498	\$3,603	\$3,711	o
Workforce turnover	Number of permanent staff resignations and terminations for the financial year / Average number of permanent staff for the financial year		13.6%	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.

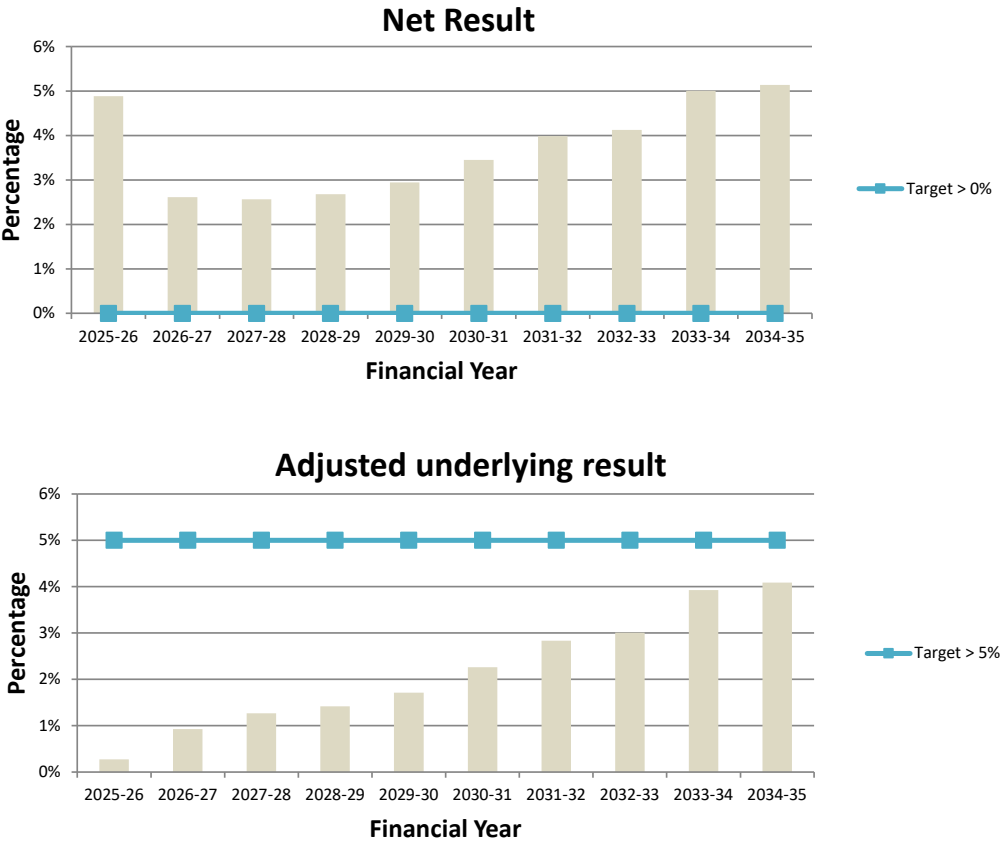
**3. Debt compared to rates**

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

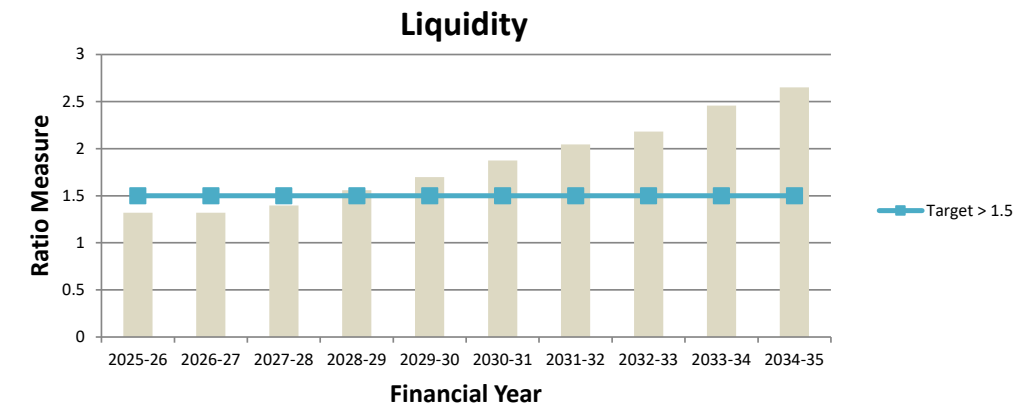
Financial Sustainability Performance

This appendix outlines Council's performance against the adopted financial sustainability plan indicators for the period 2025-26 to 2034-35

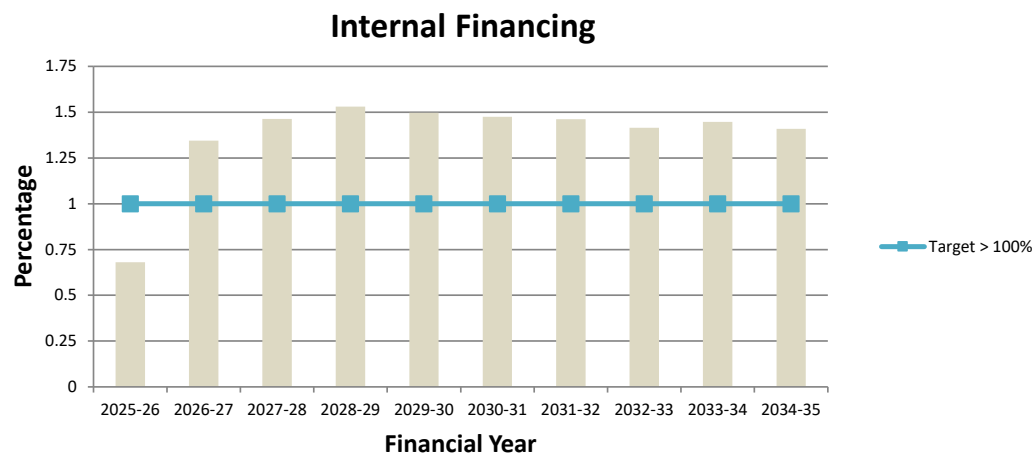
Financial Sustainability Plan indicators



The net result projects that an operating surplus is expected to be achieved in each of the forecast years, but recognises the reliance on grant funding particularly in 2025-2026. 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.

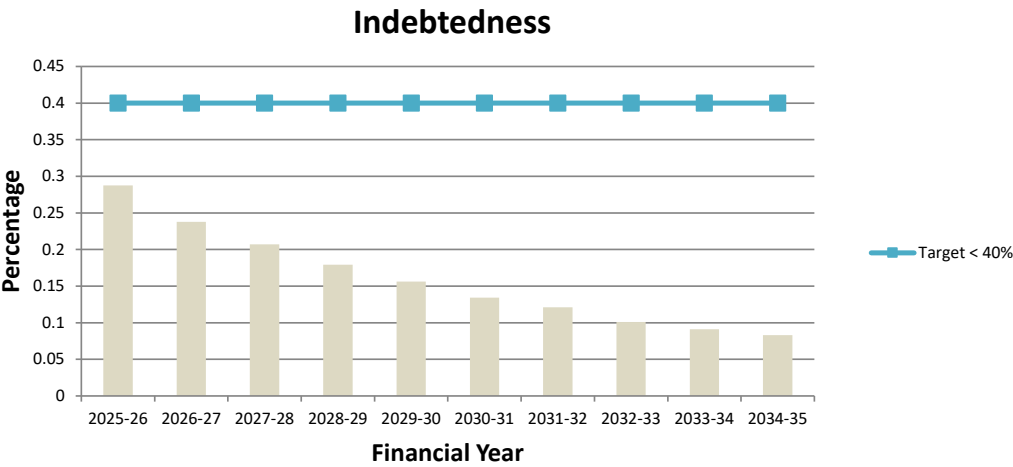


Council's liquidity forecasts is showing an improving trend and reflects liabilities, including borrowing maturities and a greater proportion of the provision for landfill rehabilitation becoming current, with cash balances lowering as capital projects are completed. Council does not budget for non-recurrent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

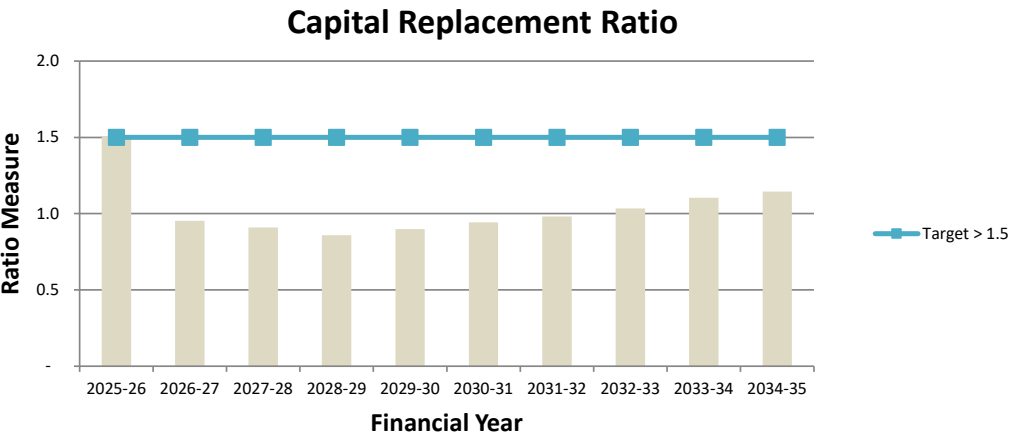


The internal financing forecasts Council's ability to finance capital works from generated cash flow. The trend is driven by the forecast capital works program, reflecting known funding sources.

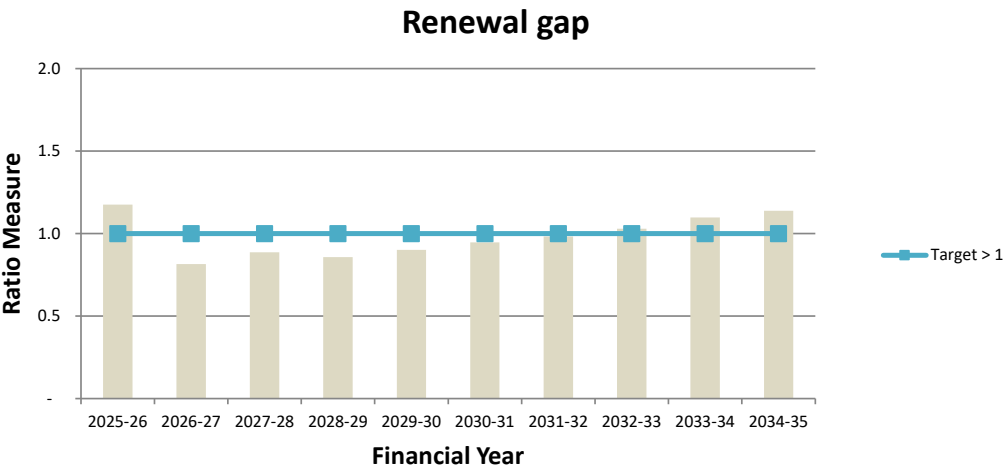




Council continues to repay its existing loans and borrowings and proposes new loans of \$2.1 million in 2025-2026 for specific capital works projects. This is offset by borrowing maturities scheduled to occur each year, resulting in the declining overall debt balance and trend.



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.

**CM.048/25 Adoption of Budget 2025-2026, declaration of rates and Charges**  
**Attachment 1. Budget 2025-2026**

**Appendix 1**  
**Fees and Charges**

**Nillumbik Shire Council 2025-26 Fees & Charges**

Note: \* indicates Statutory Fee

Description of Fee	Unit of Measure	Adopted Fee (GST Inclusive) 2024-25 \$	Adopted Fee (GST Inclusive) 2025-26 \$
<b>Waste Management</b>			
Bin tows	1	31.50	31.50
120 litre green waste bin	1	83.50	83.50
240 litre green waste bin	1	99.00	99.00
80 litre landfill bin	1	73.00	73.00
120 litre landfill bin	1	83.50	83.50
140 litre landfill bin	1	89.00	89.00
120 litre recycling bin	1	83.50	83.50
240 litre recycling bin	1	99.00	99.00
<b>Recycling and Recovery Centre</b>			
<b>Recycling &amp; Recovery Centre - NSC Resident</b>			
Minimum charge	1	27.50	29.00
Car boot	1	54.50	57.00
Station wagon	1	67.00	70.00
Small utility / van	1	82.50	85.00
Medium utility / van	1	123.50	127.00
Large ute	1	130.00	133.00
Large van	1	151.00	155.00
6 x 4 trailer	1	105.00	108.00
6 x 4 trailer high side	1	151.00	155.00
7 x 5 trailer	1	128.00	132.00
7 x 5 trailer high side	1	153.00	157.00
8 x 6 tandem trailer	1	157.50	165.00
8 x 6 tandem trailer high side	1	173.00	180.00
White goods - refrigerator, air-conditioners, freezer etc.	1	49.00	52.00
Mattress - king / queen / double	1	52.50	55.00
Mattress - single / baby	1	37.50	40.00
Car tyre	1	21.00	24.00
Car tyre with rim	1	24.00	27.00
4WD tyre	1	25.00	28.00
4WD tyre with rim	1	28.50	30.00
Motor bike tyre	1	18.00	21.00
Motor bike tyre with rim	1	18.00	21.00
Truck tyre	1	46.00	49.00
Truck tyre with rim	1	52.50	56.00
Large tractor tyre	1	187.50	190.00
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
<b>Recycling &amp; Recovery Centre - Non-NSC Resident</b>			
Minimum charge	1	42.00	46.00
Car boot	1	82.00	87.00
Station wagon	1	100.00	106.00
Small utility / van	1	125.00	132.00
Medium utility / van	1	185.00	200.00
Large ute	1	195.00	210.00
Large van	1	225.00	240.00
6 x 4 trailer	1	155.00	165.00
6 x 4 trailer high side	1	225.00	230.00
7 x 5 trailer	1	190.00	200.00
7 x 5 trailer high side	1	230.00	240.00
8 x 6 tandem trailer	1	235.00	245.00
8 x 6 tandem trailer high side	1	260.00	300.00
White goods - refrigerator, air-conditioners, freezer etc.	1	75.00	85.00
Mattress - king / queen / double	1	75.00	85.00
Mattress - single / baby	1	57.00	67.00
Car tyre	1	32.00	36.00
Car tyre with rim	1	36.00	40.00
4WD tyre	1	38.00	42.00
4WD tyre with rim	1	43.00	47.00
Motor bike tyre	1	27.00	30.00
Motor bike tyre with rim	1	27.00	30.00
Truck tyre	1	70.00	75.00
Truck tyre with rim	1	80.00	85.00
Large tractor tyre	1	280.00	290.00
Scrap metal (including stoves and washing machines)	1	5.00	6.00

**CM.048/25 Adoption of Budget 2025-2026, declaration of rates and Charges**  
**Attachment 1. Budget 2025-2026**

Description of Fee	Unit of Measure	Adopted Fee (GST Inclusive) 2024-25 \$	Adopted Fee (GST Inclusive) 2025-26 \$
Household recycling - paper, cardboard & containers	Car boot	50.00	50.00
E-waste	Per item	5.00	6.00
<b>Infrastructure</b>			
* 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)	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)	As per Subdivision Act	As per Subdivision Act
Multi unit and multi lot development supervision and plan checking	Flat rate (scaled for number of allotments)	1-3 lots: \$682.00 4-10 lots: \$963.00 >10 lots: 3.25% of estimated cost of works	1-3 lots: \$682.00 4-10 lots: \$963.00 >10 lots: 3.25% of estimated cost of works
Commercial and industrial development supervision and plan checking fee	Flat rate	New	963.00
Non-subdivision development plan checking resubmission fee	Flat rate	154.00	154.00
Copy of additional approved engineering plans	Flat rate	143.00	143.00
<b>Capital Works</b>			
* Storm water and drainage information		159.50	As per Building Control Commission Rates (TBA)
<b>Road opening permits - works (other than minor works detailed below) :</b>			
* Arterial road - conducted on any part of the roadway, shoulder or pathway	Per site	705.50	Monetary fee unit
* Arterial road - not conducted on any part of the roadway, shoulder or pathway	Per site	493.20	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	703.80	Monetary fee unit
* Local road where maximum speed limit at anytime is more than 50 kph - not conducted on any part of the roadway, shoulder or pathway	Per site	383.80	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	383.80	Monetary fee unit
* Local road where maximum speed limit at anytime is not more than 50 kph - not conducted on any part of the roadway, shoulder or pathway	Per site	98.00	Monetary fee unit
<b>Minor works conducted by utilities or public transport provider that are traffic impact works :</b>			
* Arterial road - conducted on any part of the roadway, shoulder or pathway	Per site	261.30	Monetary fee unit
* Arterial road - not conducted on any part of the roadway, shoulder or pathway	Per site	155.10	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	151.90	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	98.00	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	151.90	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	98.00	Monetary fee unit
* Vehicle crossing	Per site	331.00	331.00
* Landscaping of nature strip	Per site	98.00	Monetary fee unit
<b>Stormwater drainage connection:</b>			
- Easement or connection not requiring road opening	Per site	98.00	Monetary fee unit
- Connection requiring road opening	Per site	383.80	Monetary fee unit
<b>Reinstatement costs</b>			
Asset reinstatements	Council claims actual cost of works plus a 30% surcharge plus GST	Actual cost of works plus a 30% surcharge plus GST	Actual cost of works plus a 30% surcharge plus GST
Road pavements	2m <sup>2</sup> to 10m <sup>2</sup> (per m <sup>2</sup> )	As per contract rates plus a 3% administration charge	As per contract rates plus a 3% administration charge
	Greater than 10m <sup>2</sup> (per m <sup>2</sup> )	As per contract rates plus a 3% administration charge	As per contract rates plus a 3% administration charge
<b>Footpath &amp; crossovers - minimum charge of 2 m<sup>2</sup> or 2 lineal metres. These rates are charged for all reinstatements unless prior agreement to alternative arrangements (eg. cost plus 30%):</b>			
- Footpaths	Asphalt, 75mm concrete, pitcher or flag type (per m <sup>2</sup> )	As per contract rates plus a 3% administration charge	As per contract rates plus a 3% administration charge
- Crossovers	150mm concrete (per m <sup>2</sup> )	As per contract rates plus a 3% administration charge	As per contract rates plus a 3% administration charge
Industrial vehicular crossing	Up to 175mm reinforced concrete (per m <sup>2</sup> )	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)	As per contract rates plus a 3% administration charge	As per contract rates plus a 3% administration charge
Saw cutting	Per lineal metre	As per contract rates plus a 3% administration charge	As per contract rates plus a 3% administration charge
Traffic control	Per controller (per hour)	As per contract rates plus a 3% administration charge	As per contract rates plus a 3% administration charge
<b>Following surcharges will apply for all concrete reinstatements works:</b>			
Under 10m <sup>2</sup> - 30% surcharge on invoice price			
Under 20m <sup>2</sup> - 15% surcharge on invoice price			
Above 20 m <sup>2</sup> - no surcharge applied			
<b>Traffic and Transport</b>			
Endorse Traffic Guidance Scheme (not applicable to community run events)	Per traffic guidance scheme	165.00	198.00
<b>Building Services</b>			
Building permit (within Nillumbik)	Value of works between \$1 - \$5,000	POA - minimum \$850 (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	POA - minimum \$1,100 (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	POA - minimum \$1,200 (includes a maximum of 3 inspections)	POA - minimum \$1,200 (includes a maximum of 3 inspections)

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Description of Fee	Unit of Measure	Adopted Fee (GST Inclusive) 2024-25 \$	Adopted Fee (GST Inclusive) 2025-26 \$
Building permit (within Nillumbik)	Value of works between \$50,001 - \$100,000	POA - minimum \$1,600 (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	POA - minimum \$1,800 (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	POA - minimum \$2,000 (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	POA - minimum \$2,200 (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	POA - minimum \$2,500 (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	POA - minimum \$2,600 (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	POA	POA
Building permit (within Nillumbik) - additional inspections	Fee per additional inspection (beyond quantity provided for in permit contract)	POA - minimum \$170 (maximum 1 hour)	POA - minimum \$170 (maximum 1 hour)
Building inspection (within Nillumbik) - commercial	Per hour	170.00	170.00
Building inspection (outside Nillumbik boundaries)	Per hour	260.00	260.00
Multiple dwelling application (within Nillumbik)	Per application (excludes apartment building applications - considered under commercial)	POA	POA
Building permit (within Nillumbik) - demolition permit	Per demolition permit application	POA - minimum \$950 (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	1,000.00	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	400.00	POA - minimum \$400
Building permit (outside Nillumbik boundaries)	Fee per building permit application	POA	POA
Multiple dwelling application (outside Nillumbik boundaries)	Per application (Excludes apartment building applications - considered under commercial)	POA	POA
* Section 29A consent	Per request	93.90	As advised
* Requesting adjoining neighbours comments	Per request	120.00	120.00
* Report & consents (dispensations)	Per request	320.20	As advised
Report (dispensations)	Per application	455.00	455.00
Extension of time	Per application for extension of time	315.00	315.00
Above ground swimming pool (within Nillumbik)	Per application	POA - minimum \$880 (includes a maximum of 2 inspections)	POA - minimum \$880 (includes a maximum of 2 inspections)
Certificate of pool and spa barrier compliance	Per application	\$355 (includes 1 inspection and a 2nd minor re inspection, any additional required inspection to be charged at a rate of \$155 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	35.10	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	52.10	As advised
* Lodgement of certificate of swimming pool and spa barrier compliance	Per application	22.50	As advised
* Pool registration and Form 23 built after 1/1/2020	Per application	57.60	As advised
* Failure to lodge pool/spa compliance certificate	1	1,923.10	10 penalty units
* Lodgement of pool and spa barrier noncompliance certificate	1	424.60	26 Fee units
Building inspection for selected private building surveyor (within Nillumbik)	Per building inspection	250.00	250.00
Building inspection for selected private building surveyor (outside Nillumbik boundaries)	Per building inspection	300.00	300.00
Permission to retain illegal structures	Value of works	POA	POA
* Property Information Regulation 51(1)	Per property information request - Building form 10, As advised by VBA	52.10	As advised
* Property Information Regulation 51(2)	Per property information request - Building form 10, As advised by VBA	52.10	As advised
* Property Information Regulation 51(1) or 51(2) Fast track fee	Per priority request - additional charge for priority property information request	125.00	125.00
* Property Information Regulation 51(3)	Certificate of building permit	52.10	As advised
Building permit - copy	Occupancy permit, certificate of final inspection	80.00	80.00
Building miscellaneous	Certificate of domestic work insurance	80.00	80.00
Building miscellaneous	Plans / computations / reports - plans (includes \$50 non-refundable search fee)	260.00	260.00
Building miscellaneous	Plans / computations / reports - soil report (includes \$50 non-refundable search fee)	155.00	155.00
Building miscellaneous	Plans / computations / reports - truss computations (includes \$50 non-refundable search fee)	155.00	155.00
Building miscellaneous	All available commercial permit information	POA	POA
Building miscellaneous	Per permit for commercial & industrial plans (Depends on number of plans - electronic copies only)	265.00	265.00
Copy document fee	A4 paper (black and white per page)	0.30	0.30
Copy document fee	A3 paper (black and white per page)	0.80	0.80
Copy document fee	A0 paper (black and white per page)	5.55	5.55
* Section 30 lodgement fee	Per external lodgement - (Set by VBA)	134.80	As advised

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Description of Fee	Unit of Measure	Adopted Fee (GST Inclusive) 2024-25 \$	Adopted Fee (GST Inclusive) 2025-26 \$
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.	220.00	220.00
Liquor licence inspection and report fee	Per inspection and report request	850.00	850.00
Bushfire attack level	Per request and assessment	330.00	330.00
* Report and consent - Regulation 116	Per application	325.00	As advised
* Report and consent -Siting	Per application	448.30	As advised
Hoarding permit (street occupation)	Per occupied area, or minimum fee	\$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	645.00	645.00
Commercial building permits	Works within Nillumbik	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)	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	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)	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	170.00	170.00
Commercial building inspection (outside Nillumbik)	Per inspection	225.00	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.	230.00	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	480.00	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	800.00	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	1,600.00	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)	225.00	225.00
Occupancy permit - place of public entertainment (POPE) - events held within a building	Event conducted within a building	POA	POA
Siting of temporary structures	Per siting request/application approval	350.00	350.00
Siting of temporary structures	Inspection fee per hour if an inspection is required outside standard business hours	225.00	225.00
Asset Protection or Out of Hours Work Fee	Per site	480.00	480.00
Site Property Sign	Per sign	Actual cost of SIGN plus a 10% surcharge plus GST	Actual cost of SIGN plus a 10% surcharge plus GST
Replacement of Street Tree	Per tree	Actual cost of works plus a 30% surcharge plus GST	Actual cost of works plus a 30% surcharge plus GST
Street sweeper rental with Operator per hour	Per hour	Actual cost of works plus a 30% surcharge plus GST	Actual cost of works plus a 30% surcharge plus GST
<b>Environmental Health</b>			
Initial registration of food premises	Class one premises	993.00	1,107.00
Initial registration of food premises	Class two premises	888.00	1,071.00
Initial registration of food premises	Class three premises	522.50	770.00
Plans approval fee of premises	Premises	193.50	200.00
Initial registration of food premises	Community group - class 2	444.00	460.00
Initial registration of food premises	Community group - class 3	261.00	270.00
Notification of food premises	Class four premises	-	-
Renewal registration of food premises	Class one premises	784.00	812.00
Renewal registration of food premises	Class two premises	716.00	741.00
Renewal registration of food premises	Class three premises	449.50	465.00
Renewal registration of food premises	Community group - class 2	355.00	368.00
Renewal registration of food premises	Community group - class 3	225.00	233.00
Food premises additional inspection	Other than mandatory inspection and 1 follow up	209.00	217.00
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)	133.00	138.00
Temporary food premises permit	Single event	94.00	97.50
Temporary food premises permit	Community group single event	47.00	48.50
Pre purchase Inspection (within 5 working days)	Food or health premises	-	511.00
Pre purchase Inspection (within 10 working days)	Food or health premises	209.00	300.00
Failed sampling result	2nd and subsequent sampling results	198.50	205.50
Street-trader registration	Class two premises	606.00	720.00
Street-trader registration	Class three premises	449.50	465.50
Street-trader registration	Community group - class 2	188.00	194.50
Street-trader registration	Community group - class 3	136.00	140.75
Additional component	Per additional component (eg bakery, butcher, deli) to main activity	165.00	170.75
Additional staff	Additional charge per staff EFT over 5 for all premises	11.00	25.00
Hairdresser registration - initial only	1	292.50	302.50
Beauty therapy registration	1	324.00	335.50
Beauty therapy renewal	1	221.50	229.50

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Description of Fee	Unit of Measure	Adopted Fee (GST Inclusive) 2024-25 \$	Adopted Fee (GST Inclusive) 2025-26 \$
Skin penetration registration	1	365.50	378.50
Skin penetration renewal	1	270.00	279.50
Prescribed accommodation - renewal	Fee for < 10 beds	313.50	324.50
	Fee for 10 - 20 beds	501.50	519.00
	Fee for > 20 beds	637.50	660.00
Prescribed accommodation - registration	Fee for < 10 beds	480.50	497.50
	Fee for 10 - 20 beds	669.00	692.50
	Fee for > 20 beds	804.50	833.00
Aquatic facility registration	Category 1 aquatic facility	298.00	308.50
Aquatic facility renewal	Category 1 aquatic facility	298.00	308.50
Health - colonic irrigation registration	1	219.50	227.00
Health - colonic irrigation renewal	1	219.50	227.00
Health - Transfer	1	188.00	194.50
Scare Gun permit	1	188.00	194.50
<b>Domestic Wastewater Management (cost recovery)</b>			
* Septic application	1	798.20	48.88 fee units
* Minor alteration to OWMS	1	608.30	37.25 fee units
* Transfer a permit	1	162.20	9.93 fee units
* Amend a permit	1	169.50	10.38 fee units
* Renew a permit	1	135.70	8.31 fee units
* Exemption	1	239.60	14.67 fee units
* Report and consent	1	320.23	19.61 fee units
Search for septic plans	1	52.00	54.00
Application to retain septic system in reticulated area	Includes site inspection, records search and one water sample analysis	798.20	48.88 fee units
<b>Statutory Planning</b>			
Planning miscellaneous - history	Per request - general planning information (permits & dates etc.)	162.00	162.00
Planning miscellaneous - written planning advice	Per request - for written planning information/advice	188.00	200.00
Planning miscellaneous - copy of permit	Copy of permit (price per permit, without endorsed plans)	77.00	77.00
Planning miscellaneous - permit information (1 Permit)	Planning permit details (copies of permits, including endorsed plans, price per permit). One permit	156.50	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	266.50	266.50
Planning miscellaneous - multiple permit information	Planning permit details (copies of permits, including endorsed plans, price per permit) Search all permits	397.00	397.00
Planning - miscellaneous consents	Miscellaneous consents (eg. S173)	491.00	500.00
Planning - miscellaneous consents for tree removal whereby a planning permit is concurrently being assessed for those trees	Miscellaneous consents (eg S173) for tree removal when those trees are concurrently being considered with a planning permit application for tree removal (a 10P app) and an arborist report has been provided. This fee must be charged in addition to the statutory fee for tree removal	New	250.00
Planning - fast track tree removal miscellaneous consent	Miscellaneous consent fast track (eg. S173 for up to 2 trees)	804.50	500.00 + (313.50 + CPI)
Planning - extension of time (1st)	Request for extension of time to permit - first request	395.00	400.00
Planning - extension of time (subsequent)	Request for extension of time to permit - subsequent requests	510.00	600.00
* Planning - amendment to application	Request for amendment to application - after notice	Variable - 40% of original fee	Variable - 40% of original fee
<b>Permit application class:</b>			
* Planning	Class 1	1,453.40	1,453.40 + CPI
* Planning	Class 2	220.60	220.60 + CPI
* Planning	Class 3	694.00	694.00 + CPI
* Planning	Class 4	1,420.70	1,420.70 + CPI
* Planning	Class 5	1,535.00	1,535.00 + CPI
* Planning	Class 6	1,649.30	1,649.30 + CPI
* Planning	Class 7	220.50	220.50 + CPI
* Planning	Class 8	473.60	473.60 + CPI
* Planning	Class 9	220.50	220.50 + CPI
* Planning	Class 10	220.50	220.50 + CPI
* Planning	Class 11	1,265.60	1,265.60 + CPI
* Planning	Class 12	1,706.50	1,706.50 + CPI
* Planning	Class 13	3,764.10	3,764.10 + CPI
* Planning	Class 14	9,593.90	9,593.90 + CPI
* Planning	Class 15	28,291.70	28,291.70 + CPI
* Planning	Class 16	63,589.00	63,589.00 + CPI
* Subdivision	Class 17	1,453.40	1,453.40 + CPI
* Subdivision	Class 18	1,453.40	1,453.40 + CPI
* Subdivision	Class 19	1,453.40	1,453.40 + CPI
* Subdivision	Class 20	1,453.40	1,453.40 + CPI
* Subdivision	Class 21	1,453.40	1,453.40 + CPI
* Planning	Class 22	1,453.40	1,453.40 + CPI
<b>Request for amendment to permit class:</b>			
* Planning	Class 1	1,453.40	1,453.40 + CPI
* Planning	Amendment to change permit preamble or conditions (other than for a single dwelling)	1,453.40	1,453.40 + CPI
* Planning	Class 2	220.50	220.50 + CPI
* Planning	Class 3	694.00	694.00 + CPI
* Planning	Class 4	1,420.70	1,420.70 + CPI
* Planning	Class 5	1,535.00	1,535.00 + CPI
* Planning	Class 6	1,649.30	1,649.30 + CPI
* Planning	Class 7	220.50	220.50 + CPI
* Planning	Class 8	473.60	473.60 + CPI
* Planning	Class 9	220.50	220.50 + CPI
* Planning	Class 10	220.50	220.50 + CPI

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Description of Fee	Unit of Measure	Adopted Fee (GST Inclusive) 2024-25 \$	Adopted Fee (GST Inclusive) 2025-26 \$
* Planning	Class 11	1,265.60	1,265.60 + CPI
* Planning	Class 12	1,706.50	1,706.50 + CPI
* Planning	Class 13	3,764.10	3,764.10 + CPI
* Planning	Class 14	3,764.10	3,764.10 + CPI
* Planning	Class 15	3,764.10	3,764.10 + CPI
* Planning	Class 16	3,764.10	3,764.10 + CPI
* Subdivision	Class 17	1,453.40	1,453.40 + CPI
* Subdivision	Class 18	1,453.40	1,453.40 + CPI
* Subdivision	Class 19	1,453.40	1,453.40 + CPI
* Subdivision	Class 20	1,453.40	1,453.40 + CPI
* Subdivision	Class 21	1,453.40	1,453.40 + CPI
* Planning	Class 22	1,453.40	1,453.40 + CPI
* Certification	Certification of subdivision (per 100 lots)	192.70	192.70 + CPI
* Certification	Alteration of plan	122.50	122.50 + CPI
* Certification	Amendment to certified plan	155.10	155.10 + CPI
* Certification	Recertification of a plan of subdivision	155.10	155.10 + CPI
* Planning - satisfaction matter	Satisfaction matter	359.30	359.30 + CPI
* Planning - certificate of compliance	Certificate of compliance	359.30	359.30 + CPI
* Planning - section 173 change	For an agreement to amend or end a Section 173 Agreement - consent request	726.70	726.70 + CPI
PS copying/scanning (not including written objections)	A3 copies	5.00	5.00
PS copying/scanning (not including written objections)	A4 copies	5.00	5.00
PS copying/scanning (not including written objections)	A1 copies	20.00	20.00
Digitisation of hard copy submissions	A4 and A3	57.50	60.00
Digitisation of hard copy submissions	Larger than A3	115.00	120.00
Advertising	Mail out up to 10 notices	240.00	260.00
Advertising	Additional notices	15.00	16.00
Advertising	Additional sign/s - installation service	61.00	61.00 + CPI
Advertising	Planning notice installation service	219.00	219.00 + CPI
Advertising	Notice in local paper	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	-	-
Plans to satisfy permit conditions	Resubmission of plans to satisfy Condition 1 of planning permit	209.00	235.00
Removal of trees < 2 (Arborist) - fast-track - associated with a dwelling	Per application (must be charged in conjunction with appropriate statutory application fee)	313.50	313.50 + CPI
Removal of trees < 2 (Arborist) - fast-track - non - other development	Per application (must be charged in conjunction with appropriate statutory application fee)	313.50	313.50 + CPI
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).	514.70	(220.50 + CPI) plus (313.50 + CPI)
Application to remove more than two trees on private land under the local law	Per application, the customer to provide the arborist report.	400.00	400.00 + CPI
Extension of time to extend a local laws tree removal permit	Per application	256.80	400.00
Request for secondary consent approval	Changes associated with a single dwelling, including outbuildings and DPUs associated with a single dwelling	385.00	400.00
Request for secondary consent approval	Changes associated with 2 - 5 Dwellings	585.00	600.00
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	685.00	700.00
Pre-lodgement application and document check and review	Per request	256.80	260.00
Pre-application meeting request with written planning advice	Per request if written advice is requested (Minor, for any proposal that includes: alterations and extensions to an existing dwelling or commercial building, development of a single dwelling, display advertising signage, removal of vegetation, similar small-scale applications).	118.10	250.00
Medium pre-application meeting request with written planning advice	Per request if written advice is requested (Medium, for any proposal that includes: development of 2-4 dwellings, changing the use of land, commercial developments up to \$1M, industrial developments up to \$1M, reduce or waive the number of car parking spaces, liquor licensing, vacant land subdivision).	-	350.00
Major pre-application meeting request with written planning advice	Per request if written advice is requested (Major, for any proposal that includes: development of 5 or more dwellings, mixed-use developments, commercial developments > \$1M, industrial developments > \$1M, matters involving existing use rights or enforcement matters, other similar applications).	-	450.00
Draft Section 173 Agreement - review by officers	Per request	220.00	220.00 + CPI
<b>Planning Scheme Amendments</b>			
* Planning	Planning Scheme amendment (stage 1)	3,364.00	3,364.00 +CPI
* Planning	Planning Scheme amendment (stage 2 - < 10 submissions)	16,672.90	16,627.90 + CPI
* Planning	Planning Scheme amendment (stage 2 - 11-20 submissions)	33,313.20	33,313.20 + CPI
* Planning	Planning Scheme amendment (stage 2 - > 20 submissions)	44,531.90	44,531.90 + CPI
* Planning	Planning Scheme amendment (stage 3)	530.70	530.70 + CPI
* Planning	Planning Scheme amendment (stage 4)	530.70	530.70 + CPI
<b>Council Over the Counter native vegetation offset program</b>			
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
<b>Community Safety</b>			
Impounding livestock	Transport - Monday to Saturday	External contractors rate	External contractors rate



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Impounding livestock	Transport - Sunday/public holidays	External contractors rate	External contractors rate
Impounding small livestock	Sustenance - chicken/rabbit/ferret/bird per day	8.00	11.00
Impounding medium livestock	Sustenance - sheep/goat/pig per day	25.00	28.00
Impounding large livestock	Sustenance - cattle/horse per day	30.00	35.00
Impounding livestock	Impound administration fees - per animal per day (small livestock)	New	15.00
Impounding livestock	Impound administration fees - per animal per day (medium/large livestock)	25.00	30.00
Impounding livestock	Posting notice administration fee	36.00	40.00
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	61.00	63.00
Dog pound - release	Release - one day	96.00	99.00
Dog pound - release	Release - subsequent days	35.00	36.00
Animal registration	Dog maximum fee (Entire)	210.00	216.00
Animal registration	Dog reduced fee (Micro chipped only. Excludes new registrations)	108.00	111.00
Animal registration	Dog minimum fee (Desexed)	55.00	56.00
Animal registration	Cat maximum fee	315.00	324.00
Animal registration	Cat reduced fee (Micro chipped only)	107.00	110.00
Animal registration	Cat minimum fee (Desexed)	55.00	57.00
Animal registration	Transfer	13.00	14.00
Animal registration	Replacement tag	14.00	15.00
Animal registration	Pensioner registration of any animal	1/2 standard fee	1/2 standard fee
Animal registration	Domestic animal business	408.00	420.00
Animal registration	Dangerous/restricted breed	408.00	420.00
Animal registration	Microchipping service	As per vet fee for implant	As per vet fee for implant
Local law permits	More than animals specified in Local Law	117.00	120.00
Local law bonds	Cat cage holding fee (refundable)	53.00	54.00
Local law permits	Outdoor eating facilities - 1st table	200.00	206.00
Local law permits	- Thereafter	106.00	109.00
Local law permits	Temporary signs and A frames	128.00	131.00
Local law permits	Temporary real estate signage (multiple signs/year)	530.00	545.00
Local law permits	Goods/furniture on footpaths	214.00	220.00
Local law permits	Repair and sale of vehicle	50.00	52.00
Local law permits	Fireworks	205.00	211.00
Local law permits	Clothing bin	82.00	84.00
Local law permits	Busking per day	21.00	21.00
Local law permits	Storage on roads per day	50.00	52.00
Local law permits	Skips	50.00	52.00
Local law permits	Skip bin - annual consent	580.00	597.00
Local law permits	Use of motorised toy vehicles on private property	114.00	117.00
Local law permits	Trading on Council land (per day)	193.00	198.00
Local law permits	Trading on Council land (half day = 4hrs)	100.00	103.00
Local law permits	Trading on Council land (per annum)	1450.00	1493.00
Local law permits	Trading on Council land (community group/not for profit annual fee)	New	1/2 standard fee
Local law permits	Trading on Council land (pro rata/month)	Pro rata annual fee	Pro rata annual fee
Local law permits	Caravans, boats and trailers	112.00	115.00
Local law releases	Shopping trolleys per item	128.00	128.00
Local law releases	Charity bins per item	435.00	448.00
Local law releases	Skips per item	800.00	824.00
Local law releases	Caravans, boats and trailers	435.00	448.00
Local law releases	A frames and signs	132.00	132.00
Local law releases	Miscellaneous items	113.00	116.00
* 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	229.00	235.00
Derelict vehicles	Towing	192.00	197.00
Derelict vehicles	Storage per additional day - motor vehicles, caravans, trailers	29.00	30.00
Parking permits	Private parking permits	25.00	26.00
Parking permits	Eltham Traders Permit Scheme - annual permit	109.00	112.00
Parking permits	Eltham Traders Permit Scheme - casual permit	2.50	3.00
Parking permits	Trade/builders parking permit / day	57.00	58.00
Filming permits	Application fee - filming	220.00	226.00
Filming permits	Application fee - stills photography	109.00	112.00
Filming permits	Use of Council reserve / facility - per day	770.00	790.00
Filming permits	Use of Council reserve / facility - half day	386.00	397.00
Filming permits	Parking - car / day	45.00	46.00
Filming permits	Parking - truck / day	88.00	90.00
Filming permits	Low impact permit fee (in addition to application fee)	166.00	170.00
Filming permits	High impact permit fee (in addition to application fee)	550.00	565.00
<b>Emergency management</b>			
Compulsory clearance	Per Fire Prevention Notice	As per contract rates	As per contract rates
Compulsory clearance - administration fee	Per Fire Prevention Notice	195.00	200.00
<b>Community Programs</b>			
<b>Social support group</b>			
- Low	Per session (means tested)	12.50	13.00

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Description of Fee	Unit of Measure	Adopted Fee (GST Inclusive) 2024-25 \$	Adopted Fee (GST Inclusive) 2025-26 \$
<b>Occasional child care</b>			
Child care for booked users - Eltham	1 child per session	83.00	84.00
Child care for booked users - Panton Hill	1 child per session	81.00	84.00
Child care for casual users - Eltham	1 child per session	90.00	91.00
Child care for casual users - Panton Hill	1 child per session	88.00	91.00
<b>Room Hire</b>			
(Rooms only available for complementary services)			
Diamond Hills multi-purpose room - Full rate	Per hour	New facility	16.50
Diamond Hills multi-purpose room - Community rate	Per hour	New facility	11.50
<b>Community transport</b>			
Community transport	Per trip (one way)	3.00	3.50
One on one transport	Per trip inside shire boundary - one way	8.00	8.50
One on one transport	Per trip outside shire boundary - one way	12.00	12.50
<b>Arts &amp; Culture</b>			
Nillumbik prize for contemporary writing entry fee	"Open" per entry (max 3 entries)	25.00	25.00
Nillumbik prize for contemporary writing entry fee	"Local" per entry (max 3 entries)	10.00	15.00
Nillumbik prize for contemporary art entry fee	"Open" per entry	25.00	25.00
Nillumbik prize for contemporary art entry fee	"Local" per entry	10.00	15.00
<b>Community Halls Network</b>			
<b>Hurstbridge Community Hub</b>			
Community room	<b>Rate per hour</b>		
	Standard rate	69.50	72.00
	Community benefit	34.75	36.00
	Community group	20.85	21.60
Training room	<b>Rate per hour</b>		
	Standard rate	48.00	50.00
	Community benefit	24.00	25.00
	Community group	14.40	15.00
Meeting room 1	<b>Rate per hour</b>		
	Standard rate	25.00	26.00
	Community benefit	12.50	13.00
	Community group	7.50	7.80
Meeting room 2	<b>Rate per hour</b>		
	Standard rate	37.50	39.00
	Community benefit	18.75	19.50
	Community group	11.25	11.70
Community kitchen	<b>Rate per hour</b>		
	Standard rate	48.00	50.00
	Community benefit	24.00	25.00
	Community group	14.40	15.00
Community lounge (available after-hours only)	<b>Rate per hour</b>		
	Standard rate	48.00	50.00
	Community benefit	24.00	25.00
	Community group	14.40	15.00
Allied health room	<b>Rate per hour</b>		
	Standard rate	31.00	32.00
	Community benefit	15.50	16.00
	Community group	9.30	9.60
<b>Nillumbik Youth Hub</b>			
Program Room 1 (previously (Hall/large meeting room)	<b>Rate per hour</b>		
	Standard rate	25.00	26.00
	Community benefit	12.50	13.00
	Community partnership	-	0.00
Program Room 2 (previously small meeting room)	<b>Rate per hour</b>		
	Standard rate	15.00	15.50
	Community benefit	7.50	7.75
	Community partnership	-	0.00
Meeting Room (previously small meeting room)	<b>Rate per hour</b>		
	Standard rate	15.00	15.50
	Community benefit	7.50	7.75
	Community partnership	-	0.00
Outdoor performance stage	<b>Rate per hour</b>		
	Standard rate	20.00	21.00
	Community benefit	10.00	10.50
	Community partnership	-	0.00
Kitchen	<b>Rate per hour</b>		
	Standard rate	20.00	21.00
	Community benefit	10.00	10.50
	Community partnership	-	0.00
Consulting Room 1	<b>Rate per hour</b>		
	Standard rate	15.00	15.50
	Community benefit	7.50	7.75
	Community partnership	-	0.00
Consulting Room 2	<b>Rate per hour</b>		
	Standard rate	15.00	15.50
	Community benefit	7.50	7.75
	Community partnership	-	0.00

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Description of Fee	Unit of Measure	Adopted Fee (GST Inclusive) 2024-25 \$	Adopted Fee (GST Inclusive) 2025-26 \$
<b>Eltham Community &amp; Reception Centre (ECRC)</b>			
	<b>Friday Saturday &amp; Sunday</b>		
Event (one room)	- Standard rate	1,800.00	1,800.00
	- Community rate	999.00	999.00
	<b>Rate per event/day</b>		
Event (one room)	- Standard rate	960.00	960.00
	- Community rate	672.00	672.00
	<b>Rate per event/day</b>		
Event (entire ECRC)	- Standard rate	1,440.00	1,440.00
	- Community rate	1,008.00	1,008.00
	<b>Rate per event/day</b>		
ECRC function weekends (entire ECRC)	- Standard rate	1,925.00	1,925.00
	- Community rate	1,345.00	1,345.00
	<b>Rate per hour</b>		
1 x hall weekdays (one room)	- Standard rate	63.50	65.50
	- Community rate	44.50	46.00
	<b>Rate per hour</b>		
1 x hall week evenings Mon-Thur (one room)	- Standard rate	95.00	98.00
	- Community rate	66.50	69.00
	<b>Rate per hour</b>		
ECRC weekdays (entire ECRC)	- Standard rate	95.00	98.00
	- Community rate	66.50	69.00
	<b>Rate per hour</b>		
ECRC week evenings (entire ECRC)	- Standard rate	132.00	136.50
	- Community rate	132.00	136.50
	<b>Rate per hour</b>		
Additional hours	- Standard rate	165.00	170.00
	- Community rate	165.00	170.00
	<b>Rate per hour</b>		
<b>Eltham Performing Arts Centre</b>	- Standard rate	39.00	40.00
	- Community rate	27.50	28.50
	<b>Performance rate</b>		
	- Standard rate	591.00	612.00
	- Community rate	413.50	428.00
	<b>Rate per hour</b>		
<b>Eltham Library Multi Purpose Room</b>	- Standard rate	39.00	40.50
	- Community rate	27.50	28.50
	<b>Rate per hour</b>		
	- Standard rate	26.50	27.50
	- Community rate	19.00	19.50
<b>Outdoor Performance Centre</b>	- Private Functions (minimum booking 4 hours)	37.50	39.00
	<b>School concerts</b>		
	- Standard rate	264.00	273.00
	- Community rate	185.00	191.50
	<b>Rate per hour</b>		
<b>The Emergency Operations Centre/ Kangaroo Ground Hall</b>	- Standard rate	36.00	37.50
	- Community rate	25.50	26.50
	<b>Function</b>		
	- Standard rate	591.00	611.50
	- Community rate	413.50	428.00
	<b>Rate per hour</b>		
<b>Hurstbridge Hall</b>	- Standard rate	36.00	37.50
	- Community rate	25.50	26.50
	<b>Function</b>		
	- Standard rate	591.00	611.50
	- Community rate	413.50	428.00
	<b>Rate per hour</b>		
<b>Eltham North Hall</b>	- Standard rate	39.00	40.50
	- Community rate	27.50	28.50
	<b>Function</b>		
	- Standard rate	591.00	611.50
	- Community rate	413.50	428.00
	<b>Rate per hour</b>		
<b>North Warrandyte Family Centre</b>	- Standard rate	36.00	37.50
	- Community rate	25.50	26.50
	<b>Function</b>		
	- Standard rate	591.00	611.50
	- Community rate	413.50	428.00
<b>Senior citizens - Eltham</b>			
Annexe	1 day hire	55.71	57.50
	1 day hire - community rate	39.00	40.50
	1/2 day hire	28.57	29.50
	1/2 day hire - community rate	20.00	20.50
	Hourly rate	14.29	15.00
	Hourly rate - community rate	10.00	10.50
Large hall	1 day hire	102.14	105.50
	1 day hire - community rate	71.50	74.00
	1/2 day hire	51.43	53.00
	1/2 day hire - community rate	36.00	37.50
	Hourly rate	25.71	26.50
	Hourly rate - community rate	18.00	18.50

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Description of Fee	Unit of Measure	Adopted Fee (GST Inclusive) 2024-25 \$	Adopted Fee (GST Inclusive) 2025-26 \$
<b>Diamond Creek East community building - Coniston St</b>			
Facility hire charge	Hourly rate	16.44	17.00
	Hourly rate - community rate	11.50	12.00
Weekend function	Per function	150.00	155.00
	Per function - community rate	105.50	109.00
<b>Edendale Farm Community Environment Centre</b>			
<b>School program fees</b>			
School program (excursion)	Per child / session	Fee for service	Fee for service
Preschool program (excursion)	Per child / session	Fee for service	Fee for service
Incursions	Per child / session	Fee for service	Fee for service
School visit / talk	Per child / session	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	Fee for service	Fee for service
<b>Other fees</b>			
Festival and event entry	Per person	Fee for service	Fee for service
Admission	per person	Voluntary donation	Voluntary donation
<b>Farm tours (minimum 15 participants)</b>			
Farm animal tour	Per child	11.00	11.50
Farm tour	Per adult	13.00	13.50
Farm tour	Adult concession	11.00	11.50
<b>Room hire - standard (Mummery room)</b>			
Any day	Per hour (min. 2 hours) (includes setup and pack up time)	56.00	58.00
<b>Room hire - community, local small business, not for profit, NSC (Mummery Room)</b>			
Any day	Per hour (min. 2 hours) (includes setup and pack up time)	39.00	40.00
<b>Room hire - standard (Macey Room)</b>			
Any day	Per hour (min. 2 hours) (includes setup and pack up time)	50.00	52.00
<b>Room hire - community, local small business, not for profit, NSC (Macey Room)</b>			
Any day	Per hour (min. 2 hours) (includes setup and pack up time)	35.00	36.00
<b>Room hire - standard (Homestead rooms)</b>			
Any day	Per hour (min. 2 hours) (includes setup and pack up time)	42.00	43.00
<b>Room hire - community, local small business, not for profit, NSC (Homestead rooms)</b>			
Any day	Per hour (min. 2 hours) (includes setup and pack up time)	30.00	31.00
<b>Additional room hire and event services</b>			
Kitchen use charge (up to 20 people)	Per day (incl tea/ coffee / cups)	49.00	50.00
Kitchen use charge (21-60 people)	Per day (incl tea/ coffee / cups)	99.00	100.00
Additional Crockery and cutlery fee	Per usage	Fee for service	Fee for service
Discretionary Kitchen Bond	Per session	100.00	100.00
Discretionary Waste Bond	Per event (if required)	New	200.00
Cleaning levy	Per event (if required)	194.00	200.00
Staff lock up fee	Night time	183.00	190.00
PA Hire (speaker / microphone)	Per session	61.00	63.00
Set up fee	Per session	58.00	60.00
Nillumbik Environment and Climate Action Hub activities	per activity	New	Fee for service
Additional Edendale Staff - Weekday business hours	\$/hour/staff	65.00	67.00
Additional Edendale Staff - Weekday after hours and Saturdays	\$/hour/staff	100.00	103.00
Additional Edendale Staff - Sundays	\$/hour/staff	130.00	133.00
Education Activities - Weekday business hours	\$/hour/staff	New	80.00
Education Activities - Weekday after hours and Saturdays	\$/hour/staff	New	120.00
Education Activities - Sundays	\$/hour/staff	New	160.00
Additional waste bins	Per bin	Fee for service	Fee for service
Additional toilet clean	Per clean	150.00	155.00
<b>Shelter hire outdoor spaces</b>			
<b>Ironbark shelter</b>	Exclusive group with public liability insurance		
Birthday party shelter hire	Per hour (min. 2 hours)	86.00	89.00
<b>Peppercorn &amp; Sheoak shelter</b>	Exclusive group with public liability insurance		
Birthday party shelter hire	Per hour (min. 2 hours)	44.00	46.00
<b>Acacia, dam &amp; spiral shelter</b>	Exclusive group with public liability insurance		
Birthday party shelter hire	Per hour (min. 2 hours)	36.00	37.00
<b>Optional birthday party services</b>			
Birthday party self guided farm tour	Per session	72.00	75.00
Birthday party guinea pigs patting (mini party)	Per session	95.00	98.00
Birthday party farm tour	Per session	205.00	210.00
<b>Hire of other spaces</b>			
Hire of amphitheatre	Per hour (min. 2 hours)	53.00	55.00
Hire of designated lawn area for parties (not events)	Per hour (min. 2 hours)	44.00	45.00
Hire of bottom paddock for events	Per event	\$250 - \$750	\$250 - \$750
Hire of whole site	Exclusive use	2,000.00 - 6,000.00	0 - 10,000
Event bond	Per event	250.00 - 1,000.00	0 - 2,000
<b>Event infrastructure</b>			
Marquee hire	Per marquee	110.00	114.00
Bike parking	Per event	200.00 - 1,000.00	0 - 1,500
Power stepdown box	Per box	55.00	100.00
<b>Nursery services</b>			
Delivery fee	per delivery	Fee for service	Fee for service

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Description of Fee	Unit of Measure	Adopted Fee (GST Inclusive) 2024-25 \$	Adopted Fee (GST Inclusive) 2025-26 \$
<b>Living &amp; Learning Nillumbik</b>			
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	POA	POA
Co-ops (untutored self-help interest groups)	Per session	Fees calculated as fee for service	Fees calculated as fee for service
Government funded training	As per ministerial directive	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	POA	POA
<b>Living &amp; Learning Nillumbik Eltham</b>			
Pavilion - Minimum 2 hours hire	<b>Up to 25 people for meeting; includes kitchenette facilities</b>		
	- Standard rate (per hour)	73.00	75.00
	- Local small business	40.00	41.00
	- Community rate (per hour)	29.00	30.00
	- Unfunded voluntary group	15.00	15.50
Sunroom - Minimum 2 hours hire	<b>Up to 15 people; includes kitchenette facilities (access needs to be arranged)</b>		
	- Standard rate (per hour)	60.00	61.50
	- Local small business	33.00	34.00
	- Community rate (per hour)	24.00	24.50
	- Unfunded voluntary group	15.00	15.50
Kitchen	<b>Up to 12 people (exclusive use)</b>		
	- Standard rate (per hour)	50.00	50.00
	- Local small business	27.50	27.50
	- Community rate (per hour)	20.00	20.00
	- Unfunded voluntary group	15.00	15.50
Art studio 2 (small) - Minimum 2 hours hire	<b>Up to 20 people; includes kitchenette facilities</b>		
	- Standard rate (per hour)	55.00	56.50
	- Local small business	30.00	31.00
	- Community rate (per hour)	22.00	22.50
	- Unfunded voluntary group	15.00	15.50
Clay studio	<b>Additional individual bookings by current class participants</b>		
	- Standard rate (per hour)	55.00	56.50
	- Community rate (per hour)	22.00	22.50
Training room - Minimum 2 hours hire	<b>Up to 14 people; includes kitchenette facilities</b>		
	- Standard rate (per hour)	55.00	56.50
	- Local small business	30.00	31.00
	- Community rate (per hour)	22.00	22.50
	- Unfunded voluntary group	15.00	15.50
War memorial hall	<b>Up to 25 people for meeting; includes kitchen facilities</b>		
	- Standard rate (per hour)	67.00	69.00
	- Local small business	37.00	38.00
	- Community rate (per hour)	27.00	27.50
	- Unfunded voluntary group	15.00	15.50
<b>Living &amp; Learning Nillumbik Pantom Hill</b>			
Banksia/Eucalyptus - Community Room	<b>Up to 25 people - standard rate; kitchenette facilities</b>		
	- Standard rate (per hour)	50.00	50.00
	- Local small business	25.00	25.50
	- Community rate (per hour)	20.00	20.50
	- Unfunded voluntary group	15.00	15.50
Sunroom	<b>Up to 10 people; kitchenette facilities</b>		
	- Standard rate (per hour)	34.00	34.00
	- Local small business	17.00	17.50
	- Community rate (per hour)	15.00	15.50
	- Unfunded voluntary group	15.00	15.50
Kitchen	<b>Up to 15 people</b>		
	- Standard rate (per hour)	44.00	44.00
	- Local small business	22.00	22.50
	- Community rate (per hour)	17.50	18.00
	- Unfunded voluntary group	15.00	15.50
<b>Living &amp; Learning Nillumbik Diamond Creek</b>			
Downstairs classroom - Eucalypt Room	<b>Up to 15 people for meeting; includes kitchenette facilities</b>		
	- Standard rate (per hour)	48.00	48.00
	- Local small business	24.00	24.00
	- Community rate (per hour)	19.50	19.50
	- Unfunded voluntary group	15.00	15.50
Upstairs classroom - Peppercorn Room	<b>Up to 25 people; includes kitchen facilities</b>		
	- Standard rate (per hour)	50.00	50.00
	- Local small business	25.00	25.50
	- Community rate (per hour)	20.00	20.50
	- Unfunded voluntary group	15.00	15.50
Computer room - Bunya room	<b>Up to 11 people</b>		
	- Standard rate (per hour)	45.00	30.00
	- Local small business	22.50	16.50
	- Community rate (per hour)	18.00	12.00
	- Unfunded voluntary group	15.00	12.00

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Description of Fee	Unit of Measure	Adopted Fee (GST Inclusive) 2024-25 \$	Adopted Fee (GST Inclusive) 2025-26 \$
<b>Leisure Centre Facilities</b>			
Eltham Leisure Centre	Per contract	Per contract	Per contract
Diamond Valley Sports and Fitness Centre	Per contract	Per contract	Per contract
Diamond Creek Pool	Per contract	Per contract	Per contract
Yarrambat Golf Course	Per contract	Per contract	Per contract
Diamond Creek Community Centre	Per contract	Per contract	Per contract
Community Bank Stadium	Per contract	Per contract	Per contract
Hurstbridge Sports Stadium	Per contract	Per contract	Per contract
<b>Leisure &amp; Recreation</b>			
<b>Summer</b>			
A grade	Per team	1,006.50	1,041.50
B grade	Per team	875.00	905.50
C grade	Per team	743.00	769.00
D grade	Per team	604.00	625.00
<b>Winter</b>			
A grade	Per team	1,715.00	1,775.00
B grade	Per team	1,584.00	1,639.50
C grade	Per team	1,435.00	1,485.00
D grade	Per team	1,298.00	1,343.50
<b>Pavilion use</b>			
Use of pavilion in conjunction with ground hire	Per season	220.50	228.00
Eltham High	Per use	21.00	21.50
Eltham High floodlight use	Per hour	67.50	70.00
<b>Ground use discounts for under-represented groups</b>			
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%			
<b>Casual ground use</b>			
Commercial hire	Per day	458.00	474.00
Commercial hire	Per 1/2 day	275.00	284.50
Commercial hire	Additional hourly charge	132.00	136.50
Community Use	Per day	137.00	142.00
Community Use	Per 1/2 day	81.50	84.50
Community Use	Additional hourly charge	30.00	31.00
<b>School fees</b>			
Schools within Nillumbik	Per hour	31.00	32.00
Schools outside Nillumbik	Per hour	48.00	50.00
Zone events	Per day	294.00	304.50
Zone events	Per 1/2 day	150.00	155.50
<b>Synthetic soccer pitch</b>			
Local club use	Per hour	53.00	55.00
School use	Per hour	72.00	74.50
Other user groups	Per hour	79.00	82.00
Academy programs		96.00	99.50
Floodlight use (casual users only)	Per hour	67.50	70.00
<b>Personal training / group fitness</b>			
Monthly hire	Recurring	143.00	148.00
Casual hire	Half day	223.00	231.00
Casual hire	Full day	343.50	355.50
<b>Finance</b>			
Printing of duplicate rate notices	Per notice	16.00	16.00
* Land information certificate	Per application	29.70	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%
<b>Freedom of information</b>			
* Freedom of information - application fee	Per application	32.70	32.70 + CPI
* Search time	Per hour	24.50	24.50 + CPI
* Photocopy fee	Per A4 page	0.20	As advised
* Supervision of document inspections	Per 15 minutes	6.13	6.13 + CPI
<b>Shire maps</b>			
Colour map (aerial photos)	A1	33.00	34.50
	A2	27.50	28.50
	A3	16.60	17.50
	A4	11.00	11.50
Custom mapping	Per hour	78.00	80.50

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# Annual Community Survey Report

## 2024-2025



*Metropolis*  
RESEARCH

  
**Nillumbik**  
The Green Wedge Shire



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## Executive summary

Metropolis Research conducted this, Council's 14<sup>th</sup> *Annual Community Satisfaction Survey*, as a door-to-door, interview style survey of 502 respondents in February 2025.

The 2025 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 42% for the door-to-door and 19% for the telephone surveys, or 36% 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 2025, the survey also included additional questions around climate change, as well as a question around the Community Vision.

### ***Summary of satisfaction with Council***

Metropolis Research notes the key finding that overall satisfaction declined somewhat (3%) from the historically high recorded over the last two years, returning to the long-term average satisfaction of 6.6 out of 10.

Satisfaction with most aspects of performance were stable or declined somewhat this year from the historically high levels, including:

- |                                                         |                                   |
|---------------------------------------------------------|-----------------------------------|
| • Average satisfaction with 34 services and facilities  | 7.6 (up 1%) (equal highest)       |
| • Average satisfaction with aspects of customer service | 7.6 (up 4%) (highest)             |
| • Aspects of Council's leadership performance           | 6.9 (down 2%)                     |
| • Overall performance                                   | 6.6 (down 3%)                     |
| • Aspects of Council's governance performance           | 6.6 (down 3%)                     |
| • Aspects of planning approvals process                 | 5.9 (down 4% from 32 respondents) |



The stand-out positive result from the survey this year was the continued improvement in satisfaction with customer service to historically high levels.

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

Over the life of the annual community satisfaction survey program (since 2011), satisfaction with many aspects of Council performance have trended higher, including average satisfaction with services and facilities (up 7%), overall satisfaction (up 3%), average satisfaction with aspects of customer service (up 3%), and governance and leadership (stable).

This year, the most notable increases in satisfaction were recorded for local business support (up 9%), and environmental programs and facilities (up 7%).

The only one of 34 services and facilities to record a statistically significant (measurable) decline in satisfaction this year was the maintenance and repair of sealed local roads, which declined nine percent this year, following the four percent decline recorded last year.

Satisfaction with the maintenance and repair of sealed local roads was in 2025, 16% below the metropolitan average, although it remained, however, 16% above the regional Victorian average.

This was reinforced by the fact that road maintenance and repairs was the most nominated issue to address for the Nillumbik Shire at the moment, with 24% (up from 18%) nominating the issue. This was significantly (15%) higher than the metropolitan average, although it was measurably (24%) lower than the regional Victorian average.

Metropolis Research strongly suggests that the increase in local community concern (particularly but not exclusively in the Rural precinct) was a significant factor underpinning the three percent decline in overall satisfaction with Nillumbik Shire Council's performance this year.

It is important to bear in mind that this concern about roads in the Shire was not limited to sealed local roads managed by Council, and that concern around major arterial roads and highways was also a contributing factor underpinning lower overall satisfaction with Council this year.

### ***Satisfaction with Council's overall performance***

Satisfaction with the [overall performance](#) of Nillumbik Shire Council declined notably this year, down three percent to 6.6 out of 10, although it remains at a "good" level.

This result reflects a retreat from the post-pandemic historically high results recorded in 2023 (6.9) and 2024 (6.9) and returns satisfaction to the long-term average since 2011 of 6.6.





*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

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This result was measurably (5%) below than the 2025 metropolitan Melbourne (7.1) and interface councils' (6.9) averages and was measurably lower than the northern region councils' (7.2 up from 6.8 with sample of 150 respondents), as recorded in the *Governing Melbourne* survey conducted independently by Metropolis Research in January 2025 using the same methodology.

There was a decrease this year in the proportion of respondents who were "very satisfied" (i.e., rated satisfaction at eight or more) to 30% (down from 40%), whilst 10% (up from 9%) were "dissatisfied" (i.e., rated satisfaction at less than five).

Metropolis Research notes that the decline in average satisfaction with Council's overall performance was not due to a notable increase in the number of respondents dissatisfied with Council's performance. Rather, the decline reflected a reduction in the proportion of "very satisfied" respondents, i.e., those rating satisfaction at eight or more.

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

- ***Somewhat to notably more satisfied than average*** – included respondents from Eltham North and Eltham, young adults and adults (aged 18 to 44 years), senior citizens (aged 75 years and over), rental households, residents of the Shire for less than 10 years, nine respondents who identified as LGBTIQ+, sole person households, and respondents from two-parent families (with youngest child aged 5 to 18 years).
- ***Somewhat to notably less satisfied than average*** – included respondents from the Rural precinct, middle-aged and older adults (aged 45 to 74 years), respondents from group households, respondents with disability and carers of a person with disability, as well as the one respondent who identified as Aboriginal and / or Torres Strait Islander.

The most common reasons why respondents were dissatisfied with Council's overall performance and governance and leadership performance were related to Council's communication and engagement (29 up from 15 responses), general negative comments (20 up from 9 responses), comments around roads, traffic and public transport (19 comments), Council's governance and leadership performance (12 comments), financial issues and priorities (11 comments), and comments focused on rural issues (10 comments).

This is reinforced further by the fact that the most common issues that the largest single issue that appeared to have a negative relationship with overall satisfaction with Council was roads, with the 122 respondents (24%) who nominated road related issues as a top three issue to address for the Nillumbik Shire at the moment, rated satisfaction with Council's overall performance five percent lower than the municipal average. Given the number of respondents nominating roads, this was a substantial impact on satisfaction.

Other issues that appeared to exert a negative influence on overall satisfaction included communication; planning and development; street trees; rates, fees, and charges; car parking; and bushfire management and recovery.



***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 remained essentially stable this year at eight percent (up from 7%), whilst 11% (down from 14%) considered it had deteriorated.

This was an important result reflecting the overall satisfaction score results, highlighting that there was no substantial increase in the level of community dissatisfaction with Council's overall performance, rather a small decline in the level of satisfaction (i.e., fewer rating eight or more out of 10, and more rating between five and seven).

The 21 comments received from respondents who considered that Council's performance had improved in the last 12 months included a general perception that performance had improved, but also with several comments around specific improvements.

There were 50 (up from 32) comments received as to the most common reasons why the 70 respondents considered that Council's overall performance had deteriorated including a range of generally negative comments about Council performance, as well as some comments about 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](#) declined notably this year, down three percent from the historically high results recorded in 2023 and 2024, to 6.6 out of 10 this year, although it remained at a "good" level.

This result was measurably (5%) lower than the metropolitan Melbourne average, as recorded in *Governing Melbourne*. This result was consistent with the overall satisfaction score.

These measures include community consultation and engagement (6.8, down 1%), representation, lobbying, and advocacy (6.7, down 2%), maintaining community trust and confidence (6.6, down 3%), making decisions in the interests of the community (6.6 down 3%), and responsiveness to community needs (6.5, down 4%).

Satisfaction with the four measures of [Council's leadership performance](#) were relatively stable this year, at "good" levels.

These include Council meeting its environmental responsibilities (7.3, stable), supporting a healthy local economy (7.0, stable), meeting bushfire and emergency management responsibilities (6.9 down from 7.0), performance delivering climate action leadership (6.7, down from 6.9), and opportunities to engage or be consulted with on Council decisions (6.5).





### ***Satisfaction with customer service***

In 2025, 29% (up from 20%) of respondents had [contacted Council in the last 12 months](#), with telephone (60% down from 66%), the website (18% up from unusually low 4% last year), email (17% up from 11%) the most common methods.

It is noted that moving further away from the pandemic, the proportion of respondents contacting visiting Council in person has not returned to the pre-pandemic average of 18%.

There was a notable increase in average satisfaction with the seven aspects of [customer service](#) recorded this year, up four percent to 7.6 out of 10, which was a “very good”, up from a “good” level.

This increase builds on the significant improvement over the previous two years, recovering all of the ground lost during the pandemic, to now being at record high levels (equal with 2020).

Satisfaction with customer service was this year, four percent above the long-term average since 2011 of 7.2.

Metropolis Research draws attention to the six percent increase in satisfaction with the speed and efficiency of service, up from a “good” 6.8 last year to 7.4 or “very good” this year, and the five percent increases in satisfaction with access to relevant officer / area (7.6) and the care and genuine attention to enquiry (7.5).

### ***Communication tools***

The four most common methods by which respondents prefer to [receive information from or interact with Council](#) remain email (46% down from 47%), direct mail / letterbox drop of information (34% up from 33%), the *Nillumbik News* (19% down from 24%), Council’s website (17% down from 25%), SMS / text message (13% down from 25%), and via social media (13% down from 16%).

A little less than half (44% up from 34%) of respondents regularly receive and read the [Nillumbik News](#), recovering from the unusually low result of 34% last year, whilst 17% (down from 28%) report that they do not regularly receive the publication.

There was a small decrease this year in the proportion of respondents who [visit the website](#) (48% down from 56%), visiting either frequently (12% down from 18%) or infrequently (36% down from 38%).

The average [satisfaction with the six aspects of the website](#) decreased this year, down four percent to 7.4, which was a “very good”, down from an “excellent” level.

This year, 22% (up from 16%) of respondents were aware of [Participate Nillumbik](#), with an increased to a record high nine percent of respondents who reported that they have actively used the site.

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### ***Planning and housing development***

Just 32 of the 502 respondents were personally involved in a [planning application or development](#) in the last 12 months, as applicants (29 respondents), objectors (2 respondents), or other involvement (1 respondent).

These 32 respondents' satisfaction with aspects of the process including access to information (6.4 down from 6.8), communication during the process (5.9 down from 6.3), effectiveness of community consultation and involvement (5.7 down from 6.7), and timeliness of decisions (5.5 up from 5.1).

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.

Respondents were asked to rate satisfaction with four [planning and development outcomes](#) this year, including the design of public spaces (7.6), the appearance and quality of newly constructed developments (7.4 up from 7.2), the protection of local heritage (7.3), and the protection of conservation and vegetation (7.3).

Satisfaction with planning and development outcomes was somewhat higher than the metropolitan averages, as recorded in *Governing Melbourne*.

### ***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 out of 10.

The eight (of 34) 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 increased marginally this year, up one percent to 7.6 out of 10, which remains a "very good" level, and just marginally lower than the metropolitan Melbourne average of 7.8.

It is noted that since 2011, the average satisfaction with Council's services and facilities has improved 10%, up from 6.9 or "good" to 7.6 out of 10, or "very good".

Of the 34 services and facilities, the average satisfaction with 20 increased this year, satisfaction with seven remained stable, whilst satisfaction with seven declined, with attention drawn to the following variations:



*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

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- ***Notable increase in satisfaction this year*** – included support for local businesses (up 9% from 99 respondents); environmental programs and facilities (up 7% from 119 respondents); provision and maintenance of street lighting (up 4%); arts and cultural events, programs, and activities (up 4%); and services for children aged 0 to 5 years (up 4%).
- ***Notable decrease in satisfaction this year*** – included maintenance and repairs of local sealed roads (down 9%); and horse riding trails (down 4%).

The most significant result in 2025 was the nine percent decline in satisfaction with the maintenance and repair of sealed local roads, which was reflected in the issues results discussed below, and which Metropolis Research suggests was a substantial factor underpinning the three percent decline in overall satisfaction this year.

***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 (24% up from 18%), bushfire management and prevention issues (9% up from 6%), traffic management (8% down from 15%), street trees (7% up from 3%), Council rates, fees, and charges (7% down from 8%), and parks, gardens, and open spaces (7% down from 8%).

There were a range of issues that appeared to exert a negative influence on respondents’ satisfaction with Council’s overall performance this year, with communication issues (17 respondents at 5.4 or “very poor”), planning and development (16 respondents at 5.7 or “poor”), street trees (35 respondents at 6.0), roads (122 respondents at 6.1), Council rates, fees, and charges (34 respondents at 6.2), and car parking (17 respondents at 6.2) the most significant.

The key finding from the issues results this year was the continued increase in community concerns around roads in the Shire, including both Council and VicRoads managed roads. This issue clearly exerted a substantial negative influence on satisfaction with Council’s overall performance this year.

***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 stable), waiting for / travelling on public transport (8.0 down from 8.1), and in the public areas of Nillumbik at night (7.7 down from 7.9) all remained high again this year. These results were all significantly higher than the metropolitan Melbourne results as recorded in *Governing Melbourne*, which confirm the perception of safety in Nillumbik remains at very high levels.

It is noted that four percent of respondents felt unsafe in the public areas of Nillumbik Shire at night, with female respondents feeling four percent 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 half (47% down from 58%) of the 434 respondents who provided a response reported that they had made changes, although it is noted that 68 (down from 141) respondents were unable to provide a response to this question. This reflects some lack of knowledge in the community.

Respondents rated their [households' ability to cope with climate related risks and impacts](#) at 7.5 (up from 7.2), or a relatively high level. This included 48% (up from 39%) who rated their households' ability as high (i.e., eight or more out of 10, 50% (down from 57%) who rated it neutral to somewhat high (i.e., at between five and seven), and two percent (down from 4%) who rated it low (i.e., less than five out of 10).

Respondents were asked if their household had undertaken each of eight [environmental initiatives](#), with additional detail collected as to whether participation was frequent, infrequent, or occasional. In 2024, respondents were only asked if their household had participated at all. The results this year were as follows:

- Purchased green products that reduce environmental harm (49% down from 50%)
- Picked up other people's litter when you visit parks or natural areas. (44% up from 38%)
- Visited a bushland reserve in Nillumbik. (47% up from 37%)
- "Planted native trees, installed nest boxes, or removed weeds/pest animals to support wildlife on your own property". (47% up from 35%)
- Contained your cat indoors or kept your dogs on lead. (51% up from 31%)
- "Planted trees, provided other kinds of habitat, or removed weeds to support wildlife outside of your property." (26% up from 18%)
- Advocated for the environment or supported advocacy organisations that address environmental issues. (19% up from 6%)
- Collected data for a citizen science program such as WaterWatch, Frog Census. Aussie Backyard Bird Count or iNaturalist. (15% up from 2%).

### ***Community Vision***

In 2025, 61% of the 447 respondents who provided an answer agreed that the *Community Vision* still represents the community's aspirations for the future.

Metropolis Research notes that this result was identical to that recorded in the recently completed *Nillumbik Now and Beyond* consultation survey.



## Introduction

Metropolis Research was commissioned by Nillumbik Shire Council to undertake this, its 14<sup>th</sup> *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 2025 survey comprised 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, 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 completed in February 2025.

Telephone surveys were conducted from 11am till 7pm on weekdays, and 11am till 5pm on Saturdays and Sunday, and the door-to-door surveys were mostly completed on Saturdays and Sundays from 11am till 5pm, with a small number completed daylight hours weekdays.

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 3,274 residents were approached with a view to inviting them to participate in the research. Of these:

- No answer - 1,867
- Refused - 905
- Completed - 502

This provides a response rate of 36%, including 42% (down from 50%) for the door-to-door and 17% (down from 32%) for the telephone surveys, reflecting the proportion of individuals who were invited to participate in the research, who ultimately participated.





*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

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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 50% level. In other words, if a yes / no question obtains a result of fifty percent yes, it is 95% certain that the true value of this result is within the range of 45.6% and 54.4%.

This is based on a total sample size of 502 respondents, and an underlying population of the Nillumbik Shire of 63,454.

### ***Nillumbik local areas (precincts)***

This report provides precinct level results utilising a set of precincts derived from the localities within the municipality as outlined in the *Nillumbik Shire Community Profile* published by i.d consulting. A total of 502 surveys were conducted proportionally across the five areas, with the sample from each precinct pre-weighted by population size.

These precincts are defined as follows:

- ***Greensborough*** – (78 respondents) includes Greensborough and Plenty.
- ***Diamond Creek*** – (105 respondents) includes Diamond Creek.
- ***Eltham*** – (132 respondents) includes Eltham Central, Eltham South and Eltham East.
- ***Eltham North*** – (43 respondents) includes Eltham North and Edendale.
- ***Rural*** – (145 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 community.

*Governing Melbourne* provides an objective, consistent and reliable basis on which to compare the results of the *Nillumbik Shire Council – 2025 Annual Community Satisfaction 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 2025 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, Merri-bek, 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’ declined measurably (statistically significant) this year, down three percentage points (percent) from 6.9 out of 10, to 6.6.

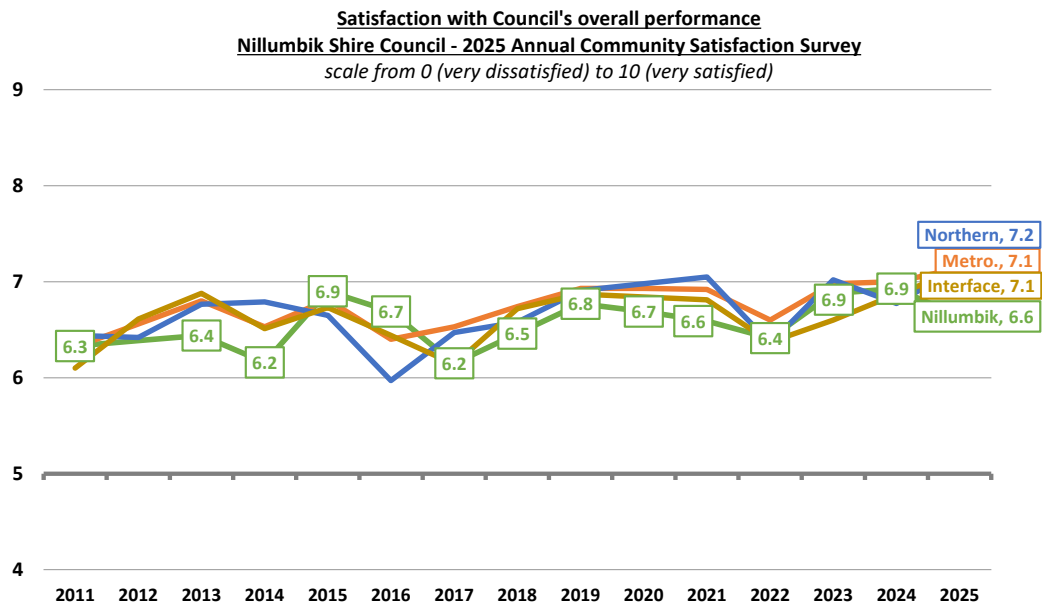
Despite this decline, satisfaction remained at a “good” level of satisfaction and was identical to the long-term average satisfaction from 2011 to 2025 of 6.6.

This result was down on the previous two years, both of which were record high years of satisfaction with Nillumbik Shire Council.

By way of comparison, this result was measurably (5%) lower than the metropolitan Melbourne and interface councils’ averages (7.1), and six percent lower than the northern region councils’ average (7.2).

These comparison results were sourced from the *Governing Melbourne* research.

*Governing Melbourne* was conducted independently by Metropolis Research in January 2025 using the same in-person, door-to-door methodology and using a similar survey questionnaire.



*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

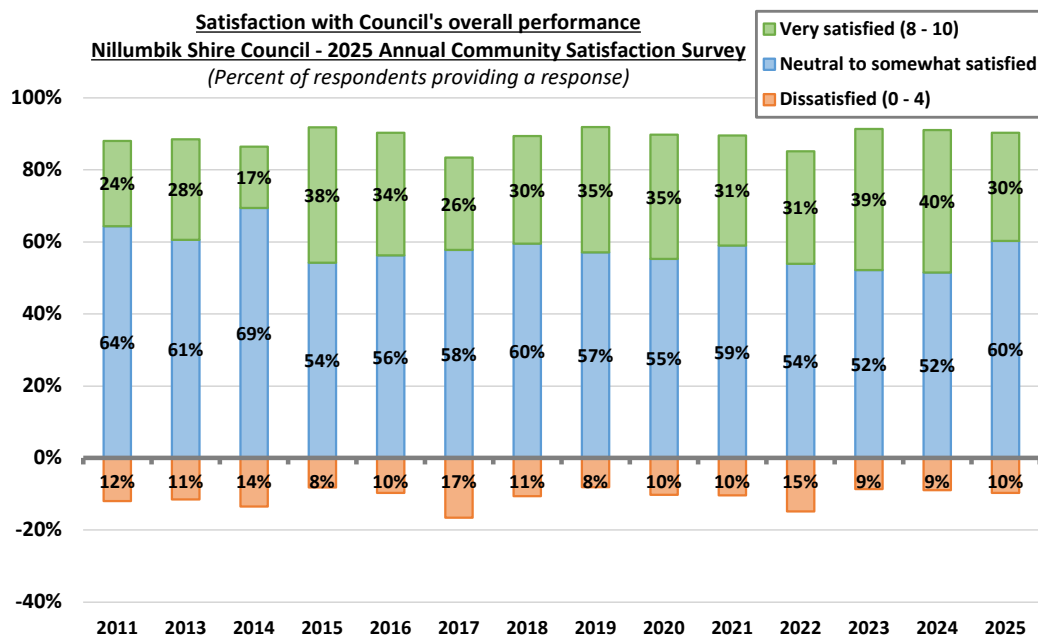
The following graph provides a breakdown of satisfaction into the proportion of respondents (who provided a score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction from five to seven), and those who were “dissatisfied”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

There was a substantial (10%) decline in the proportion of respondents “very satisfied” with Council’s overall performance this year, but only a marginal (1%) increase in the proportion who were “dissatisfied”.

This is an important result, as it highlights that dissatisfaction with Council has not substantially increased, rather it has been stable around a long-term average of 11%, and this 2025 result was two percent lower than the long-term average.

Metropolis Research also draw attention to the fact that three times as many respondents were “very satisfied” with Council’s overall performance than were “dissatisfied”.

It is important to note, however, that respondents from the Nillumbik Shire have consistently been more likely than the metropolitan average to be “dissatisfied” with Council’s overall performance (10% compared to 6% this year).



There was measurable and significant variation in satisfaction with Council’s overall performance observed across the five precincts comprising the Nillumbik Shire.

- **More satisfied than average** - respondents from Eltham North were notably (5%) and respondents from Eltham were somewhat (3%) more satisfied than average, although still at “good” levels.



*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

- **Less satisfied than average** – respondents from the Rural precinct were notably (3%) less satisfied than average, and at a “solid” rather than a “good” level.

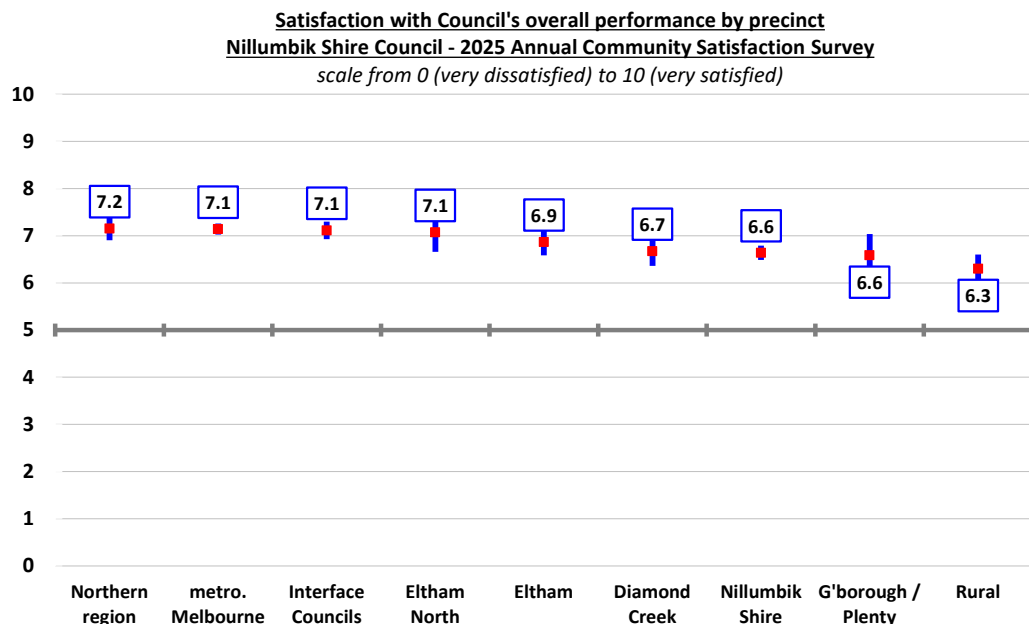
The lower-than-average satisfaction of respondents from the Rural precinct was notably different to the results recorded last year, which reported that Rural precinct respondents were marginally (1%) more satisfied than the municipal average.

Over the 14 years of the satisfaction survey program, Rural precinct respondents have been more satisfied than the municipal average in 10 years, and less satisfied than average in five.

This decline in overall satisfaction by respondents from the Rural precinct was most likely the result, at least in part, of the measurable and significant (13%) decline in satisfaction with the [maintenance and repair of sealed local roads](#) and the significant (7%) decline in satisfaction with the [grading of unsealed local roads](#) recorded for the Rural precinct this year.

Metropolis Research also notes that the proportion of respondents across the municipality (up 6%) and from the Rural precinct (up 5%) who nominated road maintenance repair related issues as one of the top three [issues to address](#) for the Nillumbik Shire at the moment increased marginally this year.

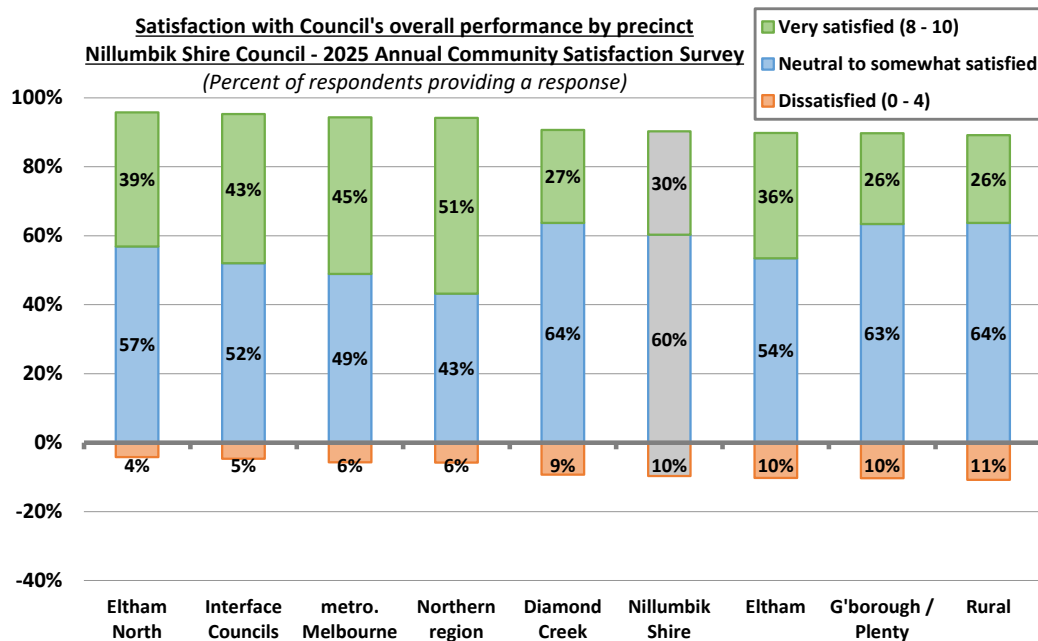
Metropolis Research suggests that the increase in community concern around roads in the Shire was a significant contributing factor underpinning the decline in satisfaction with Council’s overall performance, this was particularly the case for respondents from the Rural precinct, but also more broadly across the municipality.



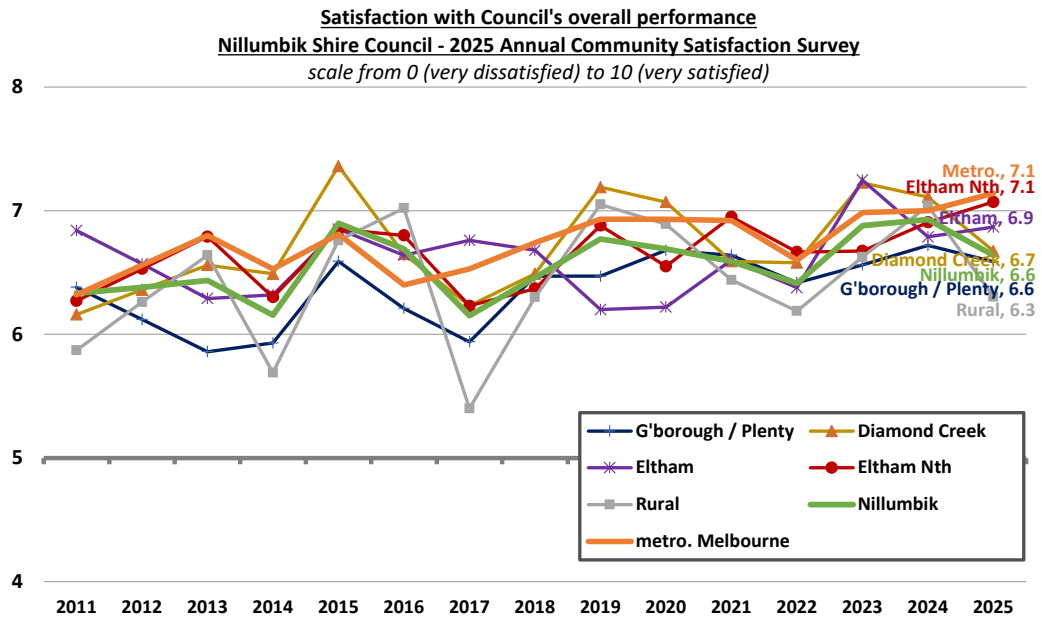
*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

It is noted that respondents from Eltham North (39%) and Eltham (36%) were more likely than average to be “very satisfied” with Council’s overall performance, whilst respondents from the Rural precinct were marginally (1%) more likely than average to be “dissatisfied”.

It is a significant finding that despite the lower-than-average satisfaction recorded by respondents from the Rural precinct, they were not appreciably more likely to be “dissatisfied” than the average across the municipality.



Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey



### Satisfaction with overall performance by respondent profile

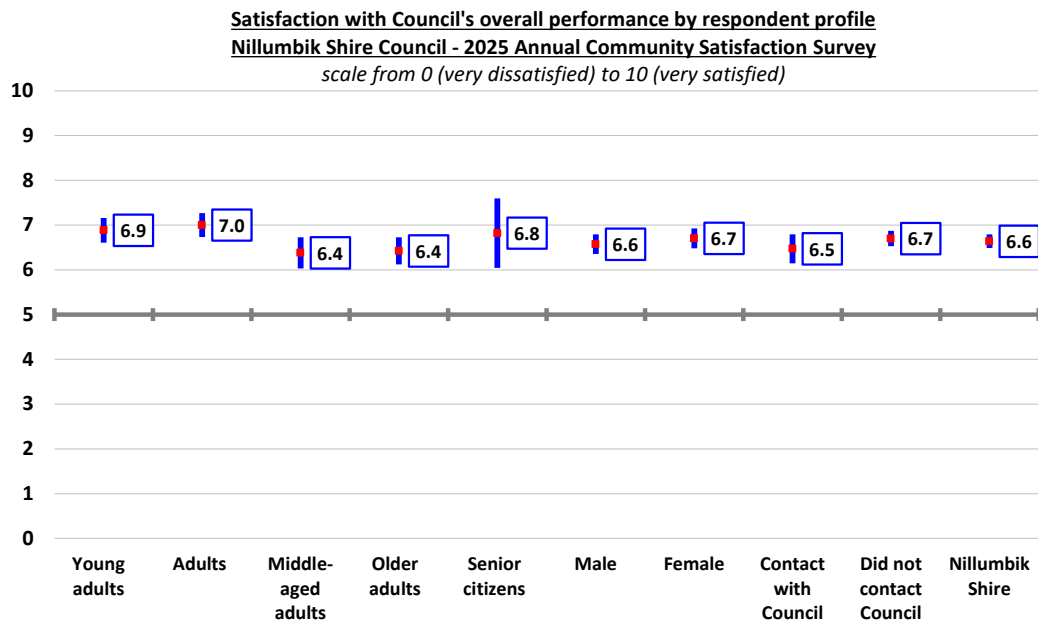
The following section provides a comparison of satisfaction with Council's overall performance by respondent profile, including age structure, gender, language spoken at home, contact with Council, housing situation, period of residence in the Shire, household structure, and by diverse population groups.

There was some variation in satisfaction observed, as follows:

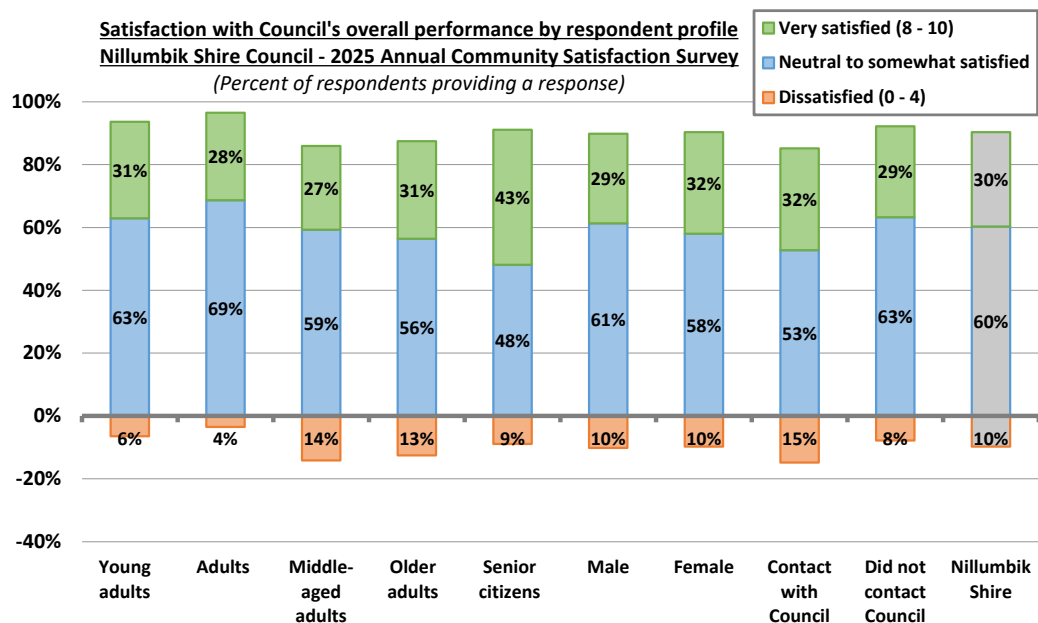
- **Somewhat to notably more satisfied than average** – included young adults and adults (aged 18 to 44 years), senior citizens (aged 75 years and over), rental households, residents of the Shire for less than 10 years, nine respondents who identified as LGBTIQ+, sole person households, and respondents from two-parent families (with youngest child aged 5 to 18 years).
- **Somewhat to notably less satisfied than average** – included middle-aged and older adults (aged 45 to 74 years), respondents from group households, respondents with disability and carers of a person with disability, as well as the one respondent who identified as Aboriginal and / or Torres Strait Islander.



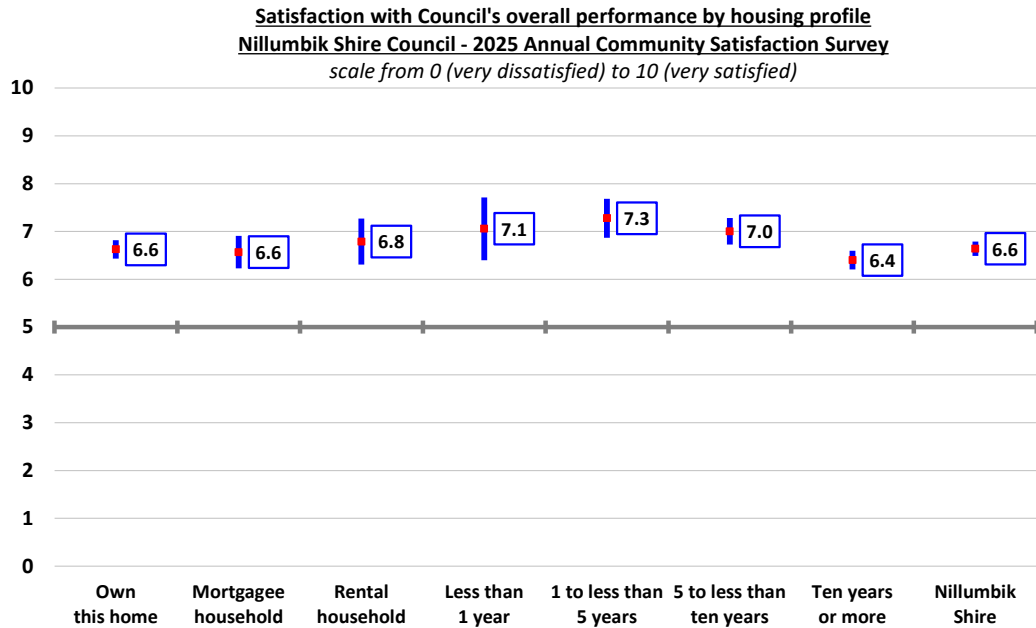
*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*



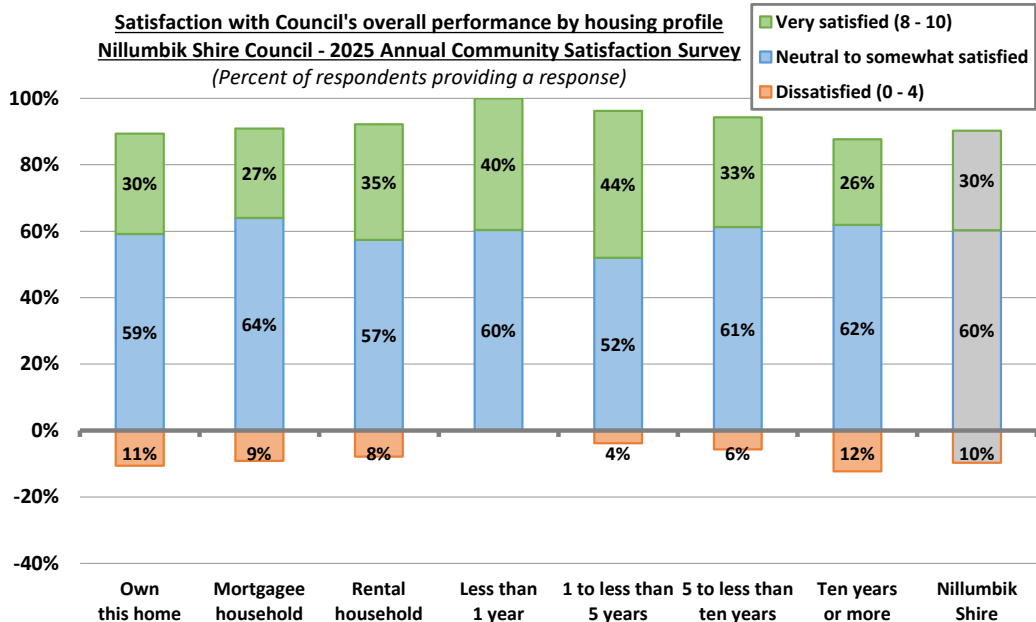
It is noted that almost half (43%) of senior citizens (aged 75 years and over) were “very satisfied” with Council’s overall performance. By contrast, 15% of respondents who had contacted Council were “dissatisfied”. This is consistent with results observed elsewhere, reflecting the fact that respondents who contact Council were more likely than average to have an issue to resolve, which tends to result in lower satisfaction. It is also noted that 14% of middle-aged adults (aged 45 to 59 years) and 13% of older adults (aged 60 to 74 years) were “dissatisfied”.



Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey

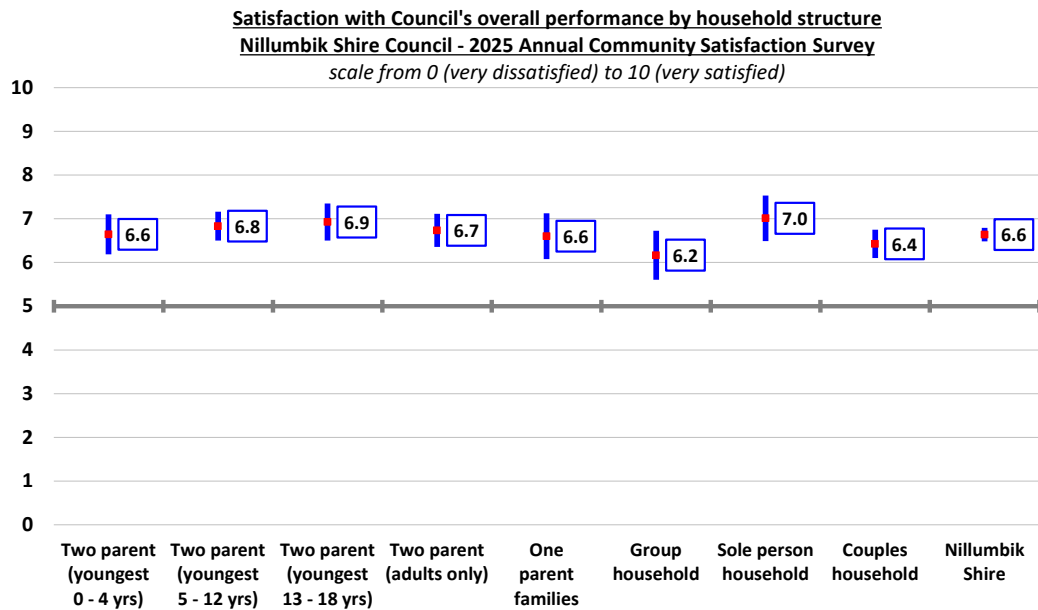


It is noted that almost half (44%) of respondents who had lived in the Shire for between one and less than five years were “very satisfied” with Council’s overall performance. By contrast, 12% of long-term residents (10 years or more in the Shire) and 11% of homeowners were “dissatisfied”.

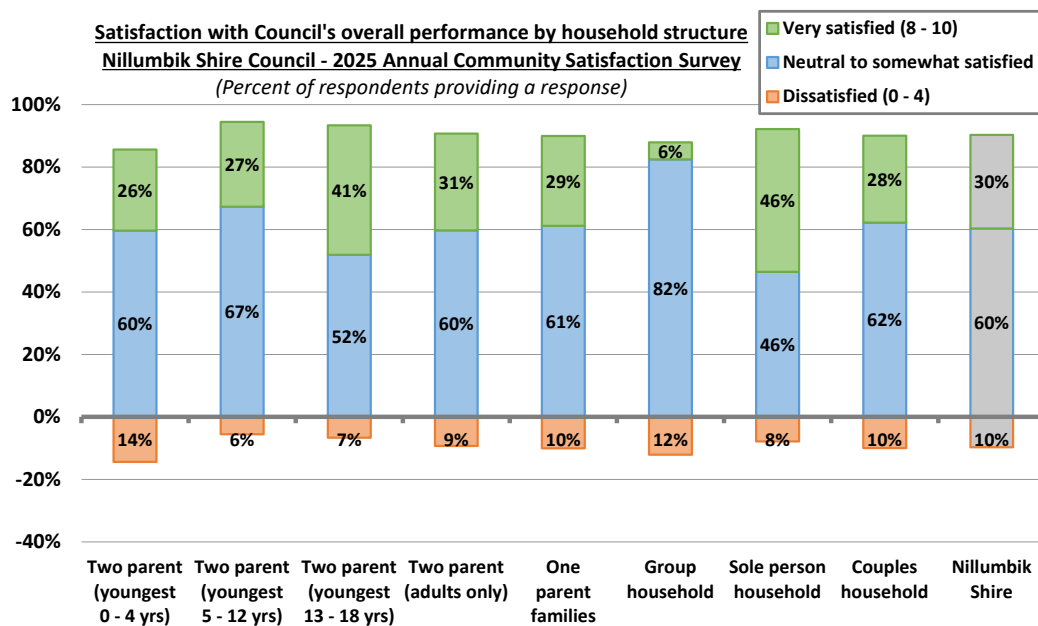




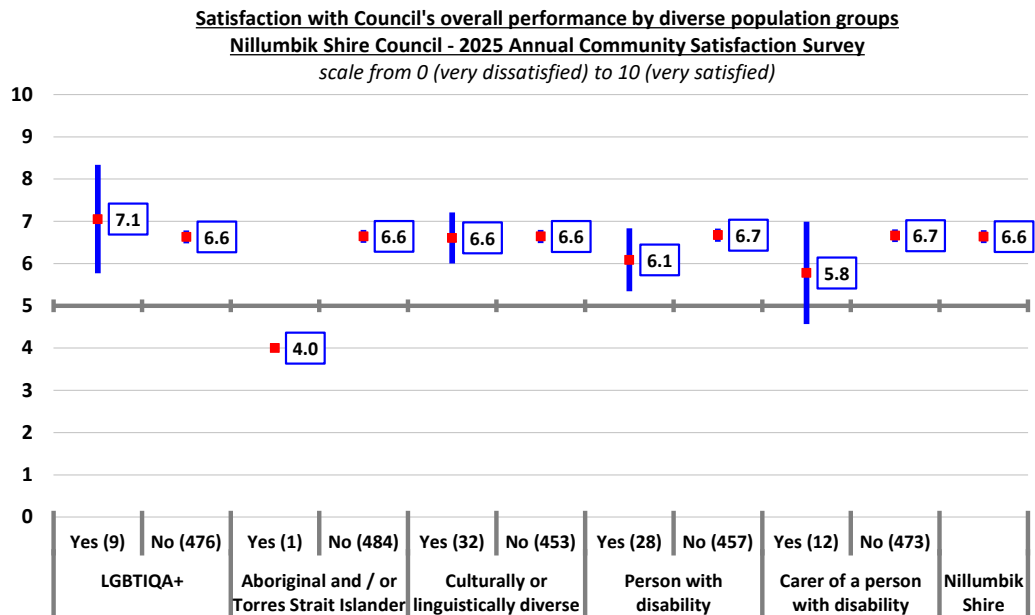
Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey



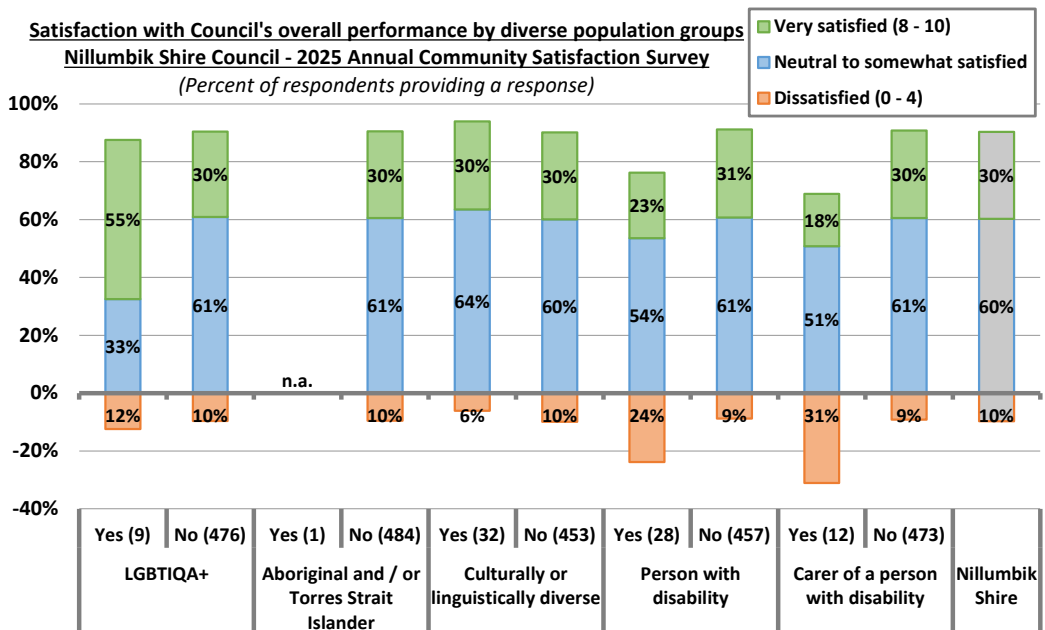
It is noted that almost half (46%) of sole person household respondents were “very satisfied” with Council’s overall performance. By contrast, 14% of respondents from two-parent families with youngest child aged 0 to 4 years and 12% of respondents from group households were “dissatisfied”.



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It is noted that more than half of the nine respondents who identified as LGBTIQ+ were “very satisfied” with Council’s overall performance. By contrast, 31% of the 12 respondents who care for a person with disability and 24% of persons with disability were “dissatisfied” with Council’s overall performance.



*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

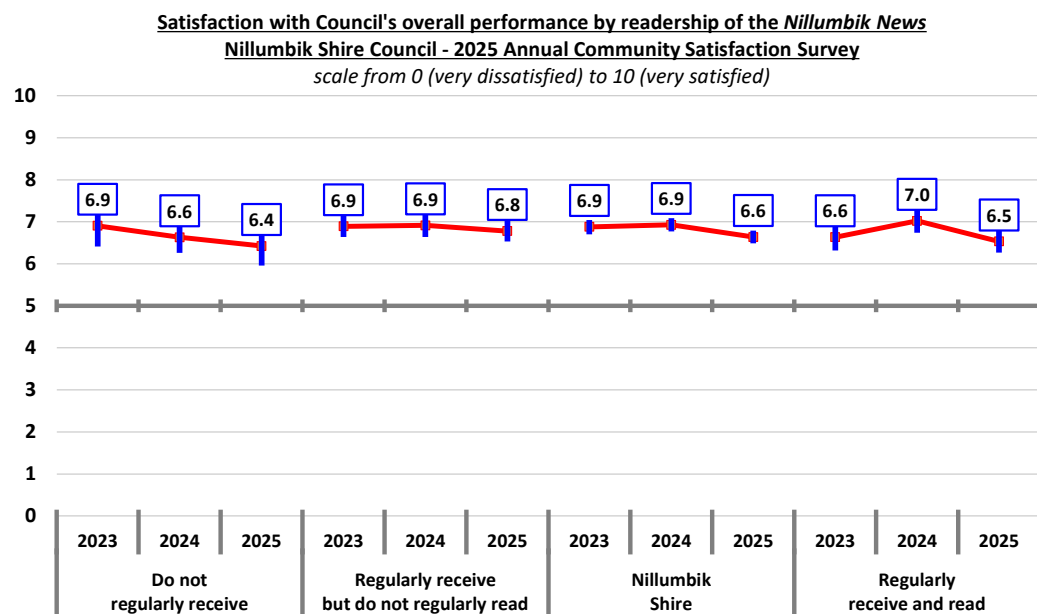
***Satisfaction with overall performance by readership of the Nillumbik News***

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.

It is noted that, unlike some (but not all) previous years, respondents who reported that they regularly receive and read the *Nillumbik News* were marginally (1%) less satisfied than average.

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 therefore tend to be somewhat more likely to be satisfied with the performance of Council than the respondents who do not recall regularly receiving the publication.

Metropolis Research suggests that these results imply that satisfaction with Council's overall performance may well have been influenced more this year by the significant (9%) decline in satisfaction with roads, rather than a more generalised decline in satisfaction.



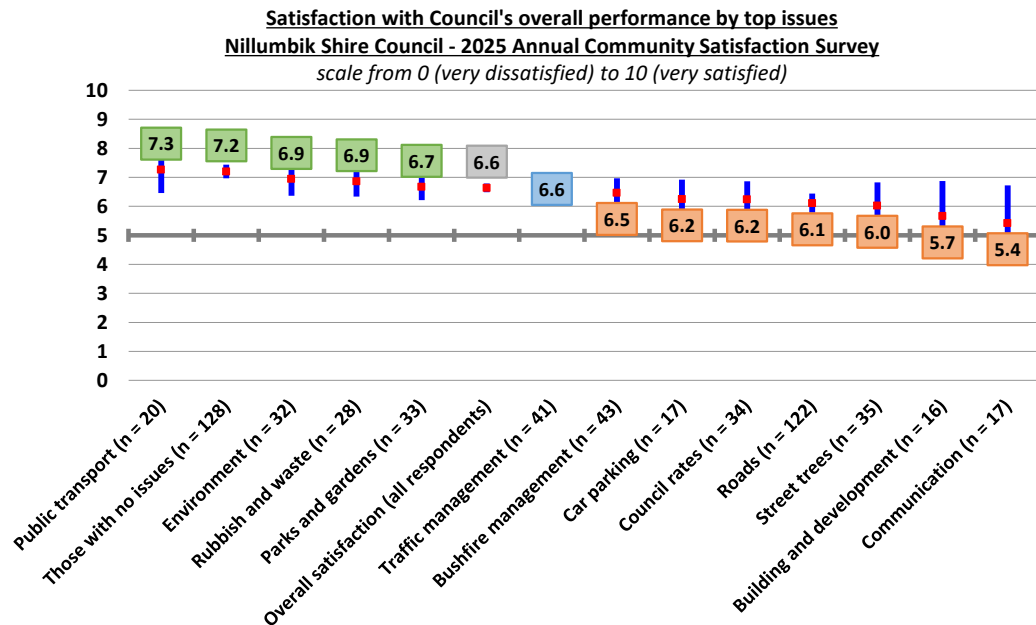
### Satisfaction with overall performance by top issues for Nillumbik

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 some of these issues raised by respondents were 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 128 (down from 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 7.2 (down from 7.5) or a “good” level of satisfaction.

This result 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.



*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

There were a range of issues that appeared to exert a negative influence on respondents' satisfaction with Council's overall performance this year, with communication issues (17 respondents at 5.4 or "very poor"), planning and development (16 respondents at 5.7 or "poor"), street trees (35 respondents at 6.0), roads (122 respondents at 6.1), Council rates, fees, and charges (34 respondents at 6.2), and car parking (17 respondents at 6.2) the most significant.

It is important to note that less than 10% of respondents nominated each of street trees, parking, planning and development, communication, and Council rates related issues.

Of most significance was roads, which was nominated as an issue by 122 (up from 91) of the 502 respondents (24% up from 18%). These respondents, on average, rated satisfaction with Council's overall performance four percent lower than the municipal average (6.1 up from 5.8 compared to municipal average of 6.6).

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.

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.

**Top issues for Nillumbik Shire of respondents' dissatisfied with overall performance**  
**Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey**  
(Number and percent of total respondents who dissatisfied with overall performance)

Issue	Dissatisfied respondents		All respondents
	Number	Percent	
Roads maintenance and repairs	20	43%	24%
Provision and maintenance of street trees	9	19%	7%
Traffic management	6	13%	8%
Communication and community consultation	5	11%	3%
Council rates	5	11%	7%
Quality and provision of community services	4	9%	1%
Car Parking / enforcement	3	6%	3%
Safety, policing and crime issues	3	6%	2%
Building, housing, planning and development	3	6%	3%
Provision and maintenance of infrastructure	3	6%	1%
Shops, restaurants, entertainment venue	3	6%	2%
Environment, conservation and climate change	2	4%	6%
Footpath maintenance and repairs	2	4%	2%
Bushfire management / prevention issues	2	4%	9%
Green Wedge issues	2	4%	1%
All other issues (12 separately identified issues)	23	49%	59%
<b>Total responses</b>	<b>95</b>		<b>700</b>
Respondents identifying at least one issue (percent of total respondents)	42 (89%)		366 (73%)



The table displays the proportion of the 49 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, street trees, communication and consultation issues, and quality and provision of community service-related issues.

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.

### ***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 were 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 (6.6).

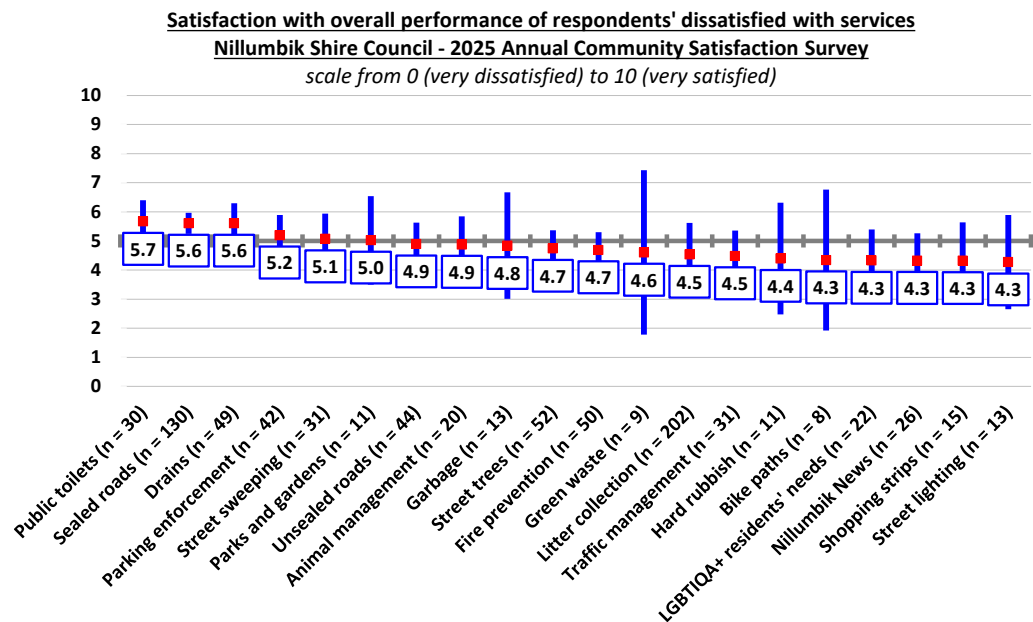
It is also acknowledged that a relatively small sample of respondents (an average of 32 respondents) were dissatisfied with most Council services and facilities, with a significant degree of overlap between services. In other words, respondents who were dissatisfied with one Council service and facility were likely to be dissatisfied with a number of these services and facilities.

This reflects the fact that 46 respondents were dissatisfied with Council’s overall 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.



Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey



These results show how many respondents who are generally satisfied with the performance of Council will tend to hold a similar view about Council performance providing many services and facilities, which tends to result in them providing similar satisfaction scores for many of the services and facilities, and other aspects of Council performance covered in the survey.

Respondents will, however, tend to rate some individual services higher or lower than their average score, providing individual feedback on areas where they feel that Council is performing particularly well, or particularly poorly.

This is reflected in the spread of average satisfaction with individual services and facilities, which varies 29% from the high of 8.6 or “excellent” for environmental programs and services, to a low of 5.7 or “poor” for the maintenance and repair of sealed local roads.





### ***Reasons for dissatisfaction with overall / governance and leadership performance***

There were 173 (up from 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’s communication and engagement performance (29 up from 15 comments), general negative statements (20 comments), and comments around roads, traffic, and public transport (19 comments).

There were also comments around Council governance and management (12 comments), financial issues and priorities (11 comments), as well as 10 comments focused on rural issues.

#### **Reasons for dissatisfaction with aspects of governance, leadership and overall performance**

##### **Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey**

*(Number of responses)*

<i>Response</i>	<i>Number</i>
<i>Communication and engagement</i>	
Listen and engage with the community more	6
Council needs to improve their communication	3
Have not heard about the initiatives	2
They do not listen to the community	2
We do not get newsletters	2
Communication through AI is not personal	1
Easier contact with Council face to face is needed	1
I do not know how to get in touch with the Council	1
I have no opportunities to engage	1
I have tried to get a meeting for the last 3 years, but I do not get access as I am an elderly person	1
If they cannot do something, it is better to say they cannot do it, rather than having no response	1
Nillumbik News could be used more effectively to communicate news	1
The Council engagement does not align with the Labor party	1
The process is complicated to engage with the Council	1
There should be signage or billboards regarding Council events and programs on the roads. It can be electronic boards with solar panels	1
They do not consult the community	1
They need to promote more of what they are doing for the community	1
They should promote more than just the magazine	1
You never hear from the Council, so I do not know what they do	1

**Total**

**29**

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*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

<i>General negative</i>	
They do not do anything	5
Always room for improvement	4
They don't do enough / need to do more	2
It seems like the town is falling apart	1
Need to do better	1
The Council's work is very disappointing	1
They are just not trustable	1
They are not doing anything for the betterment of society	1
They are self-interested and do not take everything into account	1
They just do what they want to do	1
They just do what they want, at the pace they want to do it, leaving a lot of gaps for us to trust them	1
What they do is not hugely effective	1
<b>Total</b>	<b>20</b>

<i>Roads, traffic management and public transport</i>	
Maintenance of potholes	3
Road maintenance is poor	3
Aqueduct Rd needs traffic signals, we have written to the Council about it	1
Congestion is increasing everyday	1
Grass on some of the roads do not get mowed regularly	1
I believe that the parking is huge problem in Eltham	1
I have had lots of issues with traffic management which I have brought up with the Council	1
I have put in a complaint about Diamond Creek potholes and was told they do not belong to the Council	1
I regularly had problems with old signs, and they never do anything about it	1
On Bible St, there is a 'unit for sale' sign which is too close to the pedestrian crossing	1
Poor traffic management	1
Road from here to Greensborough is really bad	1
Road maintenance has not been done properly for a long time	1
There are lots of road issues and it takes a long time to get people to come and fix them	1
There is no bus line	1
<b>Total</b>	<b>19</b>

<i>Council governance and management</i>	
They cater to minorities instead of the general population	2
Council needs to manage their expectations	1
Decisions are made on political agendas instead of what the community needs	1
I do not like the way Council meetings are held now	1
I think they need to be more pragmatic	1
They are more worried about themselves and not the community	1
They get into things that should be done by the state or the federal government	1
Things like health and the elderly are government responsibilities	1
Things take years to do	1



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Too many issues go unaddressed for too long	1
Trying to be more political	1
<b>Total</b>	<b>12</b>
<i>Financial issues and priorities</i>	
They spend money on things that are not necessary, rather than what the community needs	3
They waste a lot of money	2
Council prioritises the wrong items	1
LMIP program budget has not changed since 2011, it should have increased	1
They do not always perform in the best interest of the minority of ratepayers, for example, from rural areas	1
They need to do better with their money	1
They only take money from us	1
Too much funding for climate action which could be used for other things	1
<b>Total</b>	<b>11</b>
<i>Rural issues</i>	
The Council does not do anything for the rural areas	2
Everything is just done for the main areas of the Council	1
Feels like Warrandyte is left out	1
I think they forget about rural areas and only focus on Eltham	1
People who run for Council say they will do something different, but they only focus on Eltham	1
Rural area is not looked after as well as other areas like Diamond Creek	1
There is scarcity of nearly everything in rural areas	1
They are not doing enough for the outer regions, like public transport and bushfire management and prevention	1
They should focus more on urban areas	1
<b>Total</b>	<b>10</b>
<i>Environment, climate change and wildlife management</i>	
Do not focus too much on climate change, it is not your job	1
I am not impressed with the Council's work regarding the environment	1
I think the environmental things are not Council's responsibility	1
Not enough funds go into climate initiatives	1
There is no emphasis on environmental issues	1
They are not proactive in instigating meaningful programs to increase biodiversity	1
They do not do anything about nature	1
This was a green Shire	1
What they do is not effective for the environment	1
<b>Total</b>	<b>9</b>



*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

<i>Rates</i>	
No value for rates / rates are too high	8
We do not know why we pay rates	1
<b>Total</b>	<b>9</b>
<i>Community support</i>	
Council should listen to the needs of the local residents rather than making decisions by themselves	1
Not aware of our needs	1
The Council does nothing for community members	1
The Council public servants are there for their own self-interest and not the community	1
There is almost no service provided to the community	1
They are always lagging behind on our needs	1
They are not doing much for the community	1
They are not interested in the community	1
<b>Total</b>	<b>8</b>
<i>Council services and facilities</i>	
All they need to do is pick up bins and fix potholes	1
Drains are not maintained	1
Facilities for the elderly need to be improved	1
More entertainment needed	1
The park bins are full	1
There are no recycling bins	1
There is no recycling done properly in this area	1
Vegetation maintenance is very poor	1
<b>Total</b>	<b>8</b>
<i>Responsiveness and customer service</i>	
Complaints and enquiries are hard to get through to the Council	1
It is difficult to talk to them and you have to push a lot for them to agree to something	1
It is hard to get Councillors to ring you back	1
Length of time for customer service	1
Not much answers from the Council regarding enquiries	1
Response of the Council is not perfect	1
Struggling when you need something from the Council	1
<b>Total</b>	<b>7</b>
<i>Provision of core services</i>	
Their service are poor / do not have high standards	2
I wonder where my money is being spent since no return of money in services can be seen	1



*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

Provide more services	1
The services provided in Hurstbridge are very poor	1
They should be doing rubbish instead of expanding areas	1
<b>Total</b>	<b>6</b>
<i>Planning and development</i>	
Barriers to planning and building	1
Infrastructure maintenance	1
The planning process for buildings is too long	1
They have allowed big enterprises to alter the character of the area	1
They make things hard to do when planning to build a second home in our property	1
Too much development is decreasing how many trees we have	1
<b>Total</b>	<b>5</b>
<i>Bushfire related issues</i>	
All I see them do is have bushfire info sessions and not much else	1
Greenies in the Council do not understand fire in the bush	1
My husband was in the fire brigade and the Council does not do much in fire situations	1
We are in the bushfire zone and the Council does not react fast enough	1
<b>Total</b>	<b>4</b>
<i>Parks, gardens and open spaces</i>	
Maintenance of parks and gardens need to be improved	1
There is no area for dogs	1
Too many dogs on the ovals	1
<b>Total</b>	<b>3</b>
<i>General maintenance of area</i>	
Graffiti is not addressed	1
Grass is not mowed	1
<b>Total</b>	<b>2</b>
<i>Crime</i>	
Crime is not addressed	1
<b>Total</b>	<b>1</b>



*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

<i>General positive</i>	
We love living here	1
<b>Total</b>	<b>1</b>
<i>Street trees</i>	
Maintenance of roadside trees	1
<b>Total</b>	<b>1</b>
<i>Other</i>	
Do not know much about them	2
Better shops needed	1
Do not really care	1
I am not involved in these matters, so I cannot provide a comment	1
The new way of working with AI does not include some people	1
The topics have not covered AI, yet I have noticed them doing using it	1
They managed the track issue in a disastrous manner	1
<b>Total</b>	<b>8</b>
<b>Total responses</b>	<b>173</b>

### ***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 2025, asked whether they believe that Council’s overall performance had improved, stayed the same, or deteriorated in the last 12 months.

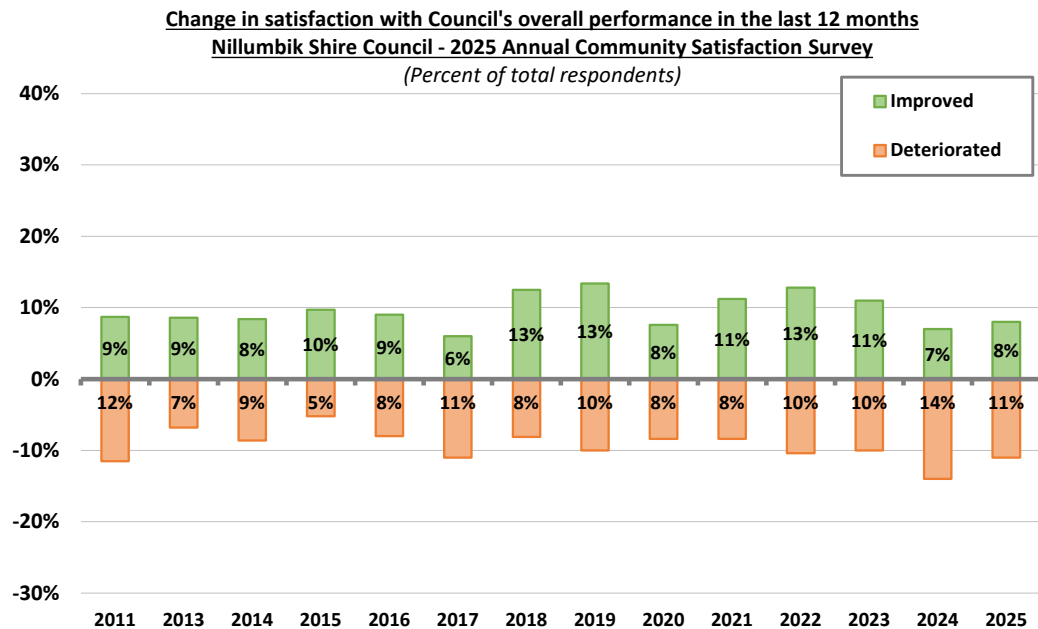
Even though overall satisfaction declined three percent this year, there was a marginal increase in the proportion of respondents who considered that overall performance had improved, and a notable decline in the proportion who considered that performance had deteriorated (11% down from 14%).

These results were consistent with the marginal (1%) increase in the proportion of respondents who were “dissatisfied” with Council’s overall performance, as the decline in satisfaction with Council’s overall performance was due to a decline in the proportion of respondents who were “very satisfied” (30% down from 40%), rather than due to an increase in the proportion of respondents who were “dissatisfied”.



*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

Over the 15 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.



Metropolis Research notes that in 2025, a total of just 15 respondents were unable to provide a score for their satisfaction with Nillumbik Shire Council's overall performance. By contrast, it has consistently been the case that an average of approximately 90 respondents have been unable to provide a response as to whether they considered that Council's overall performance had improved, stayed the same, or deteriorated over the last 12 months.

**Change in overall performance**  
**Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey**  
(Number and percent of total respondents)

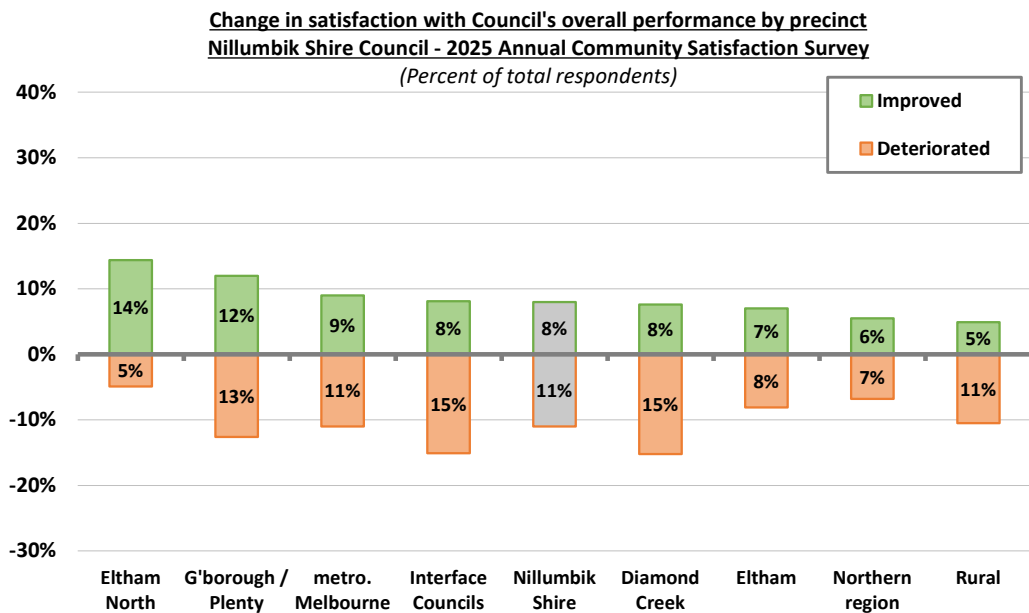
Change	2025		2024	2023	2022	2021	2020
	Number	Percent					
Improved	40	8%	7%	11%	13%	11%	8%
Stayed the same	318	63%	66%	57%	57%	63%	70%
Deteriorated	54	11%	14%	10%	10%	8%	8%
Can't say	90	18%	13%	23%	20%	18%	14%
<b>Total</b>	<b>502</b>	<b>100%</b>	<b>501</b>	<b>502</b>	<b>508</b>	<b>501</b>	<b>500</b>

When examined at the precinct level, it is noted that respondents from Eltham North (14%) and Greensborough / Plenty (12%) were more likely than average to consider that Council's overall performance had improved over the last 12 months.

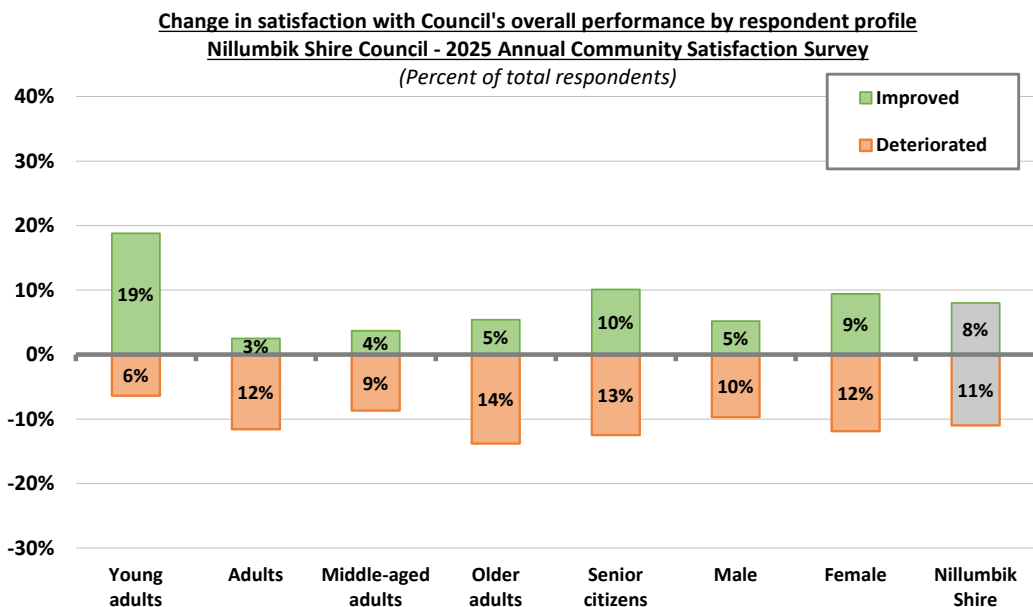


*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

By contrast, respondents from the Diamond Creek (15%) were the most likely to consider that overall performance had deteriorated over the last 12 months.

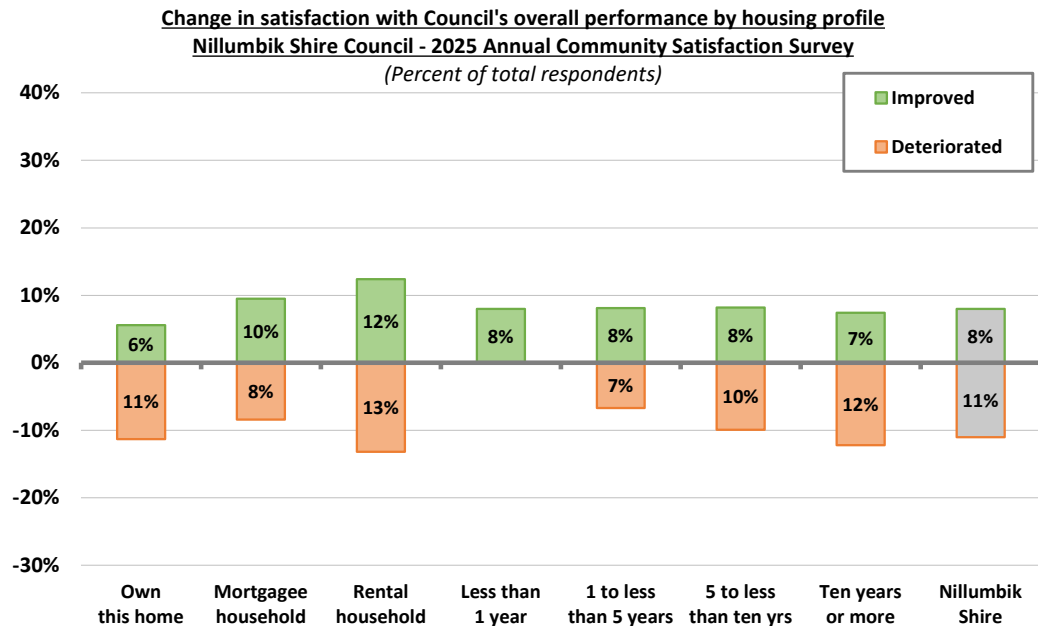


It is noted that young adults (aged 18 to 34 years) were notably (11%) more likely than average to consider that Council's overall performance had improved over the last 12 months. By contrast, older adults (aged 60 to 74 years) were the most likely to consider that overall performance had deteriorated.



It is noted that rental household respondents were the most diverse in their view about whether Council's overall performance had improved or deteriorated over the last 12 months.

Metropolis Research notes that the proportion of respondents who considered that Council's overall performance had deteriorated over the last 12 months increased with the period of residence of respondents in the Nillumbik Shire, from none of the new residents (less than one year in the Shire) to 12% of long-term residents (10 years or more in the Shire).



### Reasons for change in overall performance

Respondents were asked:

*"Why do you say that?"*

There were a total of 180 comments received from respondents as to why they felt that Council's overall performance had improved, stayed the same, or deteriorated over the last 12 months.

There were 21 (down from 27) comments from respondents as to why they felt that Council's overall performance had improved over the last 12 months.

Some of these comments were relatively general in nature reflecting the view that Council was doing a good job, the respondents were generally satisfied, and similar comments.





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There were also several comments made about improvements to roads, which it is important to note given that satisfaction with the maintenance and repair of sealed local roads declined nine percent this year, and the proportion of respondents nominating roads as an issue increased (24% up from 18%).

This highlights that, whilst there may be an increase in community concern around a specific issue, that does not imply that all residents in the community feel the same way. In relation to roads, satisfaction with roads can vary significantly based on the specific roads used by individuals.

**Reasons why Council's overall performance has improved**  
**Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Number of responses)*

<i>Response</i>	<i>Number</i>
Looks like they are getting better / quicker when responding to issues	2
Roads are well maintained / getting fixed	2
I am happy so far	1
I am well informed on what they have achieved last year	1
I feel safe	1
I have more confidence in this new Council	1
I'm part of the Men's shed and the grants process was simple	1
New people running the Council	1
Road crossing improved in Windy Mile	1
Seems like they are getting better	1
The Council is responsible for maintaining the grass on median strips, but it is currently out of control	1
There are still opportunities for sure	1
There were more issues before	1
They always widen what they do	1
They are keeping ovals in good conditions	1
They are more responsive to big issues like the environment	1
They are mowing	1
They improve every year	1
They really emphasize engagement with the community	1
<b>Total performance improved comments</b>	<b>21</b>

There were 109 (up from 72) comments received from respondents who considered that Council's overall performance had stayed the same over the last 12 months.

Naturally, most of these comments related the view that performance had remained relatively stable.



*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

**Reasons why Council's overall performance has stayed the same**  
**Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey**  
(Number of responses)

Response	Number
There is no difference / it is the same / no improvements	47
It is ok / alright / average	9
Room for improvement	5
Cannot say / not involved with the Council	4
I am happy with the Council / they are good / doing a good job	4
I do not have any problems	4
They do not really do anything / they are just there	3
Council rates are very high	2
They need to respond quicker to issues / respond too slow to issues	2
Big focus on the environment	1
Building permits take a long time	1
Council still has a lot to work to do to gain trust from the public	1
Eltham park improvement is excellent	1
For 10 years there has been no change	1
I do not feel like North Warrandyte is catered for	1
I have been dealing directly with the Council for a long time and they have been the same since the very start	1
I think the Council has not done enough	1
Need to take on people's feedback more	1
No changes in vandalism or graffiti	1
Not looking after older people	1
Parks have not been touched	1
People resigned	1
Practical things need to be fixed first	1
Road maintenance is poor	1
Some things are getting worse at the same time others getting better	1
The Council has not done anything for the community	1
The footpaths have not been addressed	1
There is inefficiency among counsellors in handling public matters and problems	1
They are not proactive and always reactionary	1
They are still impacting the environment in a major way	1
They are trying to make things better but they have financial limitations	1
They do not have the mentality to improve	1
They need to do a lot more to have any impactful performance	1
They only earn money for themselves	1
They should stay away from LGBTQ propaganda	1
They were doing nothing before and they are not doing nothing now	1
Typical politicians that only working for themselves and not for the residents	1
We pay so much rates but the service in return is not that great and it is just average. They should provide more services if they are asking us for so much money	1

**Total performance stayed the same comments**

**109**

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*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

There were 50 (up from 32) comments received from respondents who considered that Council's overall performance had deteriorated over the last 12 months.

Of particular note was the 13 comments focused on road maintenance and repairs, which was consistent with the nine percent decline in satisfaction with the maintenance and repair of sealed local roads, and the increase in the proportion of respondents who nominated roads as an issue (24% up from 18%).

There were several comments that were generally negative in nature, around the perception that Council was not doing a good job.

There were also several comments around the maintenance of trees and vegetation, including grass mowing in the Shire.

Other maintenance related issues were also raised, including strip shopping areas, general cleanliness, and several other similar issues.

**Reasons why Council's overall performance has deteriorated**  
**Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Number of responses)*

<i>Response</i>	<i>Number</i>
No or poor road maintenance / roads are bad / gotten worse	13
No weed / grass maintenance / grass is too long	4
Because it has gotten worse	2
Because the Council has mismanaged funds and misuse of government bills	1
Cleanliness is poor	1
Council does not listen enough to what the community wants before making decisions	1
Did not address fox problems	1
Does not respond to issues	1
Everything looks worse, for example, shopping strips	1
Grass is overgrown on the streets of the Grey Gum side	1
How our living standards have decreased	1
I do not see how Council will be helpful in the case of a bushfire	1
I feel like they have not actioned the problems they had 12 months ago	1
I noticed that things are not happening like they used to	1
It is more corporate now and the focus is on property developers	1
Maintenance is poor	1
Not much help is available when I am in need	1
Not too happy with how they performed	1
Nothing was done for the Old Diamond Creek Rd	1
Rates have increased too high	1
Spent more money in return for little changes	1
The Council have not responded to our enquiries regarding the bush	1
The Council's work is very disappointing	1
The importance of environmental issues	1



The parks are terrible	1
There are things that have not been fixed for 4 years	1
There is no action taken by the Council regarding any matter. Even if a request for change is put up, it is always neglected by the Council in some way or another, either by just ignoring or refusing to do the required work	1
They are not using the money properly for the community	1
They do not do anything	1
They do not listen to us	1
They should talk to people before charging people fines on their houses	1
They were never really good with anything	1
Toilet in Alistair Knox Park is taking forever to fix	1
You are not doing your job	1
<b>Total performance deteriorated comments</b>	<b>50</b>

## Governance and leadership

Respondents were asked:

*“On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with the following aspects of Council’s performance?”*

Respondents were this year asked to rate their satisfaction with nine aspects of Council’s governance and leadership performance, covering a range of areas of performance.

These have broken into two groups for ease of analysis, the five core comparison aspects of governance and leadership, against which metropolitan Melbourne comparisons can be provided from *Governing Melbourne*, and four aspects of Council’s leadership performance.

### **Core aspects of Council’s governance and leadership**

The average satisfaction with the five core aspects of Council’s governance and leadership performance declined somewhat this year, down three percent to 6.6 (from 6.9), although it remained at a “good” level of satisfaction.

This represented a small retreat from the record high level recorded last year and brings satisfaction with core measures of governance and leadership back to marginally (1%) above the long-term average satisfaction.

Metropolis Research notes that satisfaction with these core aspects of governance and leadership remain notably (4%) above the unusually low results recorded back in 2021 and 2022, during the pandemic.

The average satisfaction with these five aspects of governance and leadership was five percent lower than the metropolitan Melbourne average (7.1), and seven percent lower than the interface council’s average (7.3).



*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

This (3%) decline in average satisfaction with these core aspects performance was consistent with the three percent decline in overall satisfaction with Council (6.6 down from 6.9).

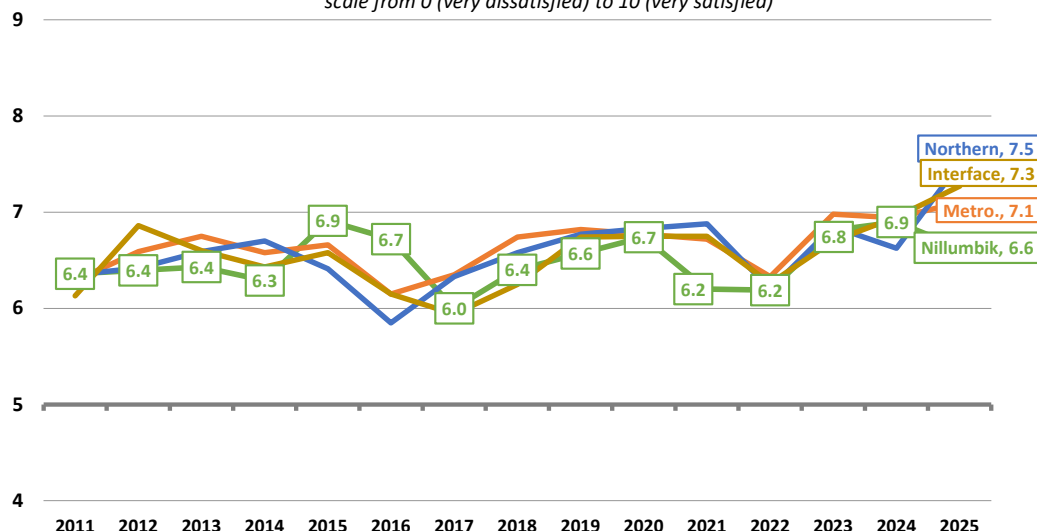
In the experience of Metropolis Research, these core aspects of governance and leadership will be highly correlated with overall satisfaction, as they reflect community expectations of Council, and concerns around governance and leadership performance have a strong influence on overall satisfaction (particularly in circumstances where satisfaction with governance has declined).

As discussed in the satisfaction with overall performance section of this report, Metropolis Research is of the view that the decline in satisfaction with overall performance, along with governance and leadership, was most likely to be influenced, at least in part, by the significant (9%) decline in satisfaction with sealed local roads.

This is reinforced by the fact that satisfaction with aspects of governance and leadership, consistent with the decline in overall satisfaction, was steepest by Rural precinct respondents.

To some extent, this was a reversal of the higher-than-average satisfaction with these aspects of Council performance recorded for the Rural precinct in 2024, including overall satisfaction at a near-record level of 7.0 in 2024 (record was 7.1 in 2019).

**Average satisfaction with core aspects of governance and leadership**  
**Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*

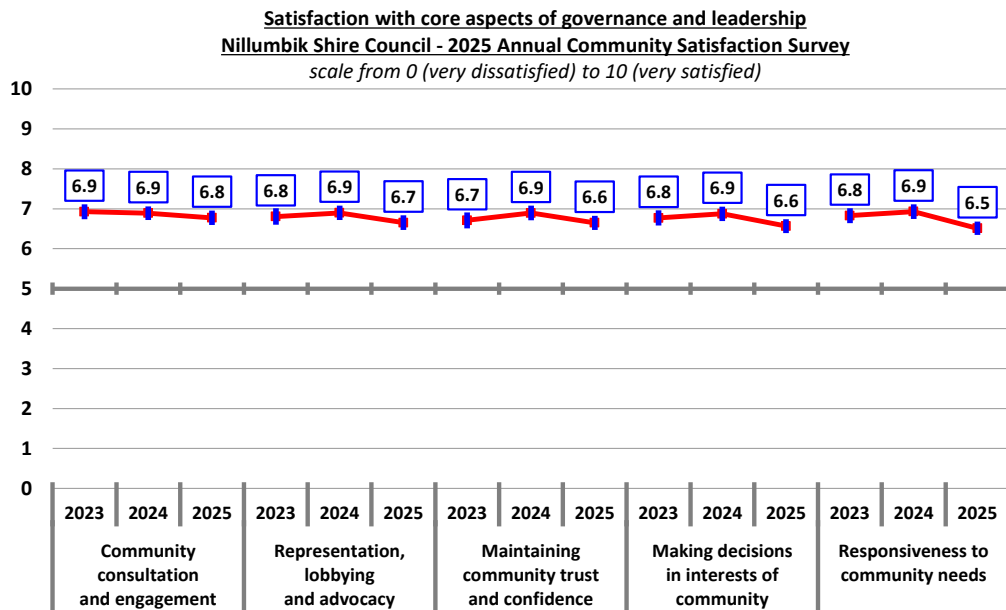


Despite the three percent decline in average satisfaction, satisfaction with all five measures of governance and leadership performance remained at “good” levels this year, consistent with the results recorded last year.

Metropolis Research notes the measurable (statistically significant) decline in satisfaction with making decisions in the interests of the community (3%) and the responsiveness of Council to local community needs (4%).

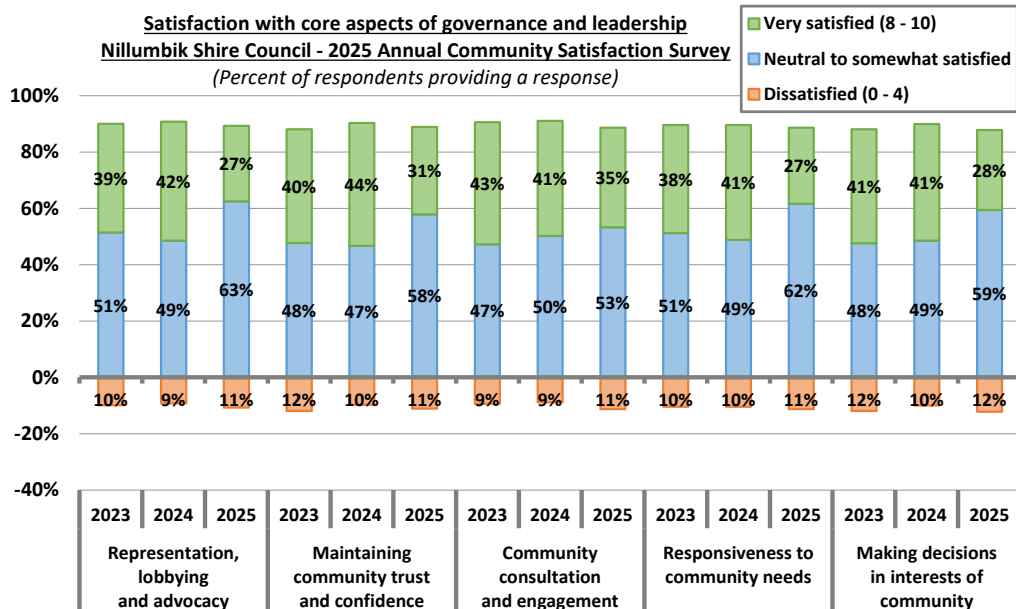


Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey



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

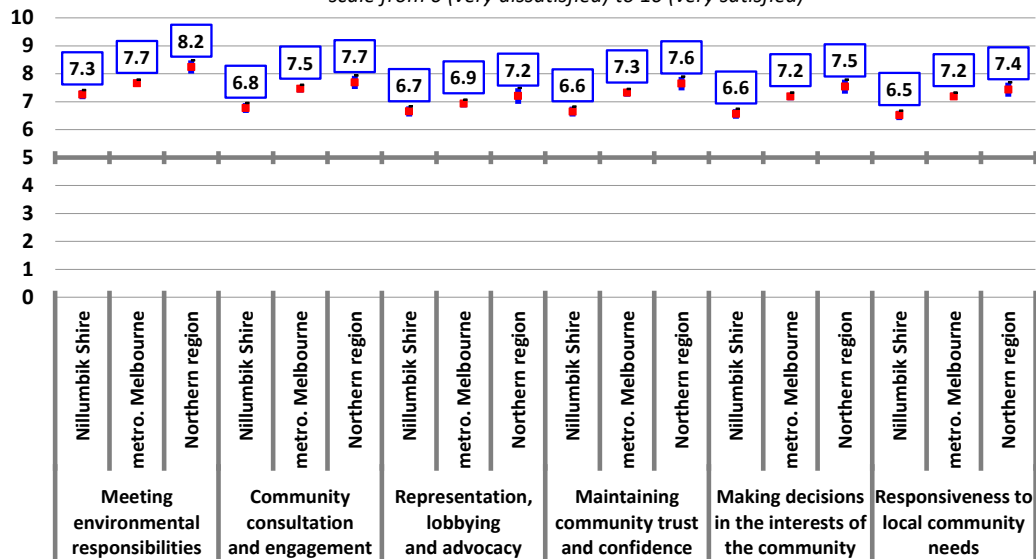
There was a notable decline this year, in the proportion of respondents who were “very satisfied” with each of the five core aspects, although it is noteworthy that there was not a commensurate increase in the proportion of “dissatisfied” respondents. This suggests somewhat lower levels of satisfaction rather than an increase in dissatisfaction.



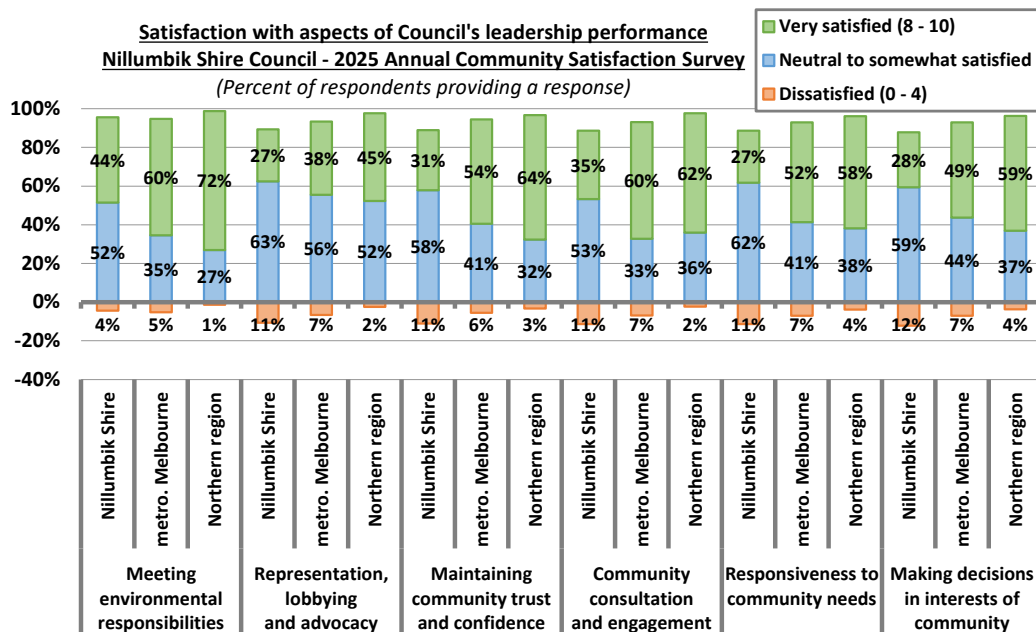
Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey

When compared to the metropolitan Melbourne and northern region council's average, as recorded in the 2025 *Governing Melbourne* survey, it is noted that satisfaction with all five core measures of governance and leadership was somewhat to measurably lower in the Nillumbik Shire. This was most evident in relation to community consultation and engagement (7% lower), maintaining community trust and confidence (7% lower), and the responsiveness of Council to local community needs (7% lower).

**Satisfaction with core aspects of governance and leadership**  
**Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey**  
scale from 0 (very dissatisfied) to 10 (very satisfied)



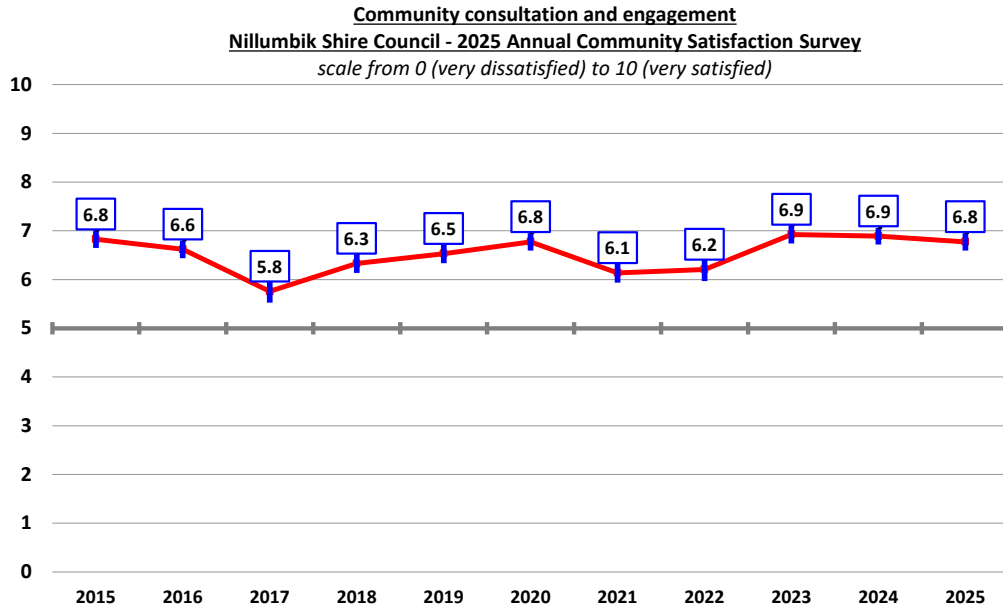
**Satisfaction with aspects of Council's leadership performance**  
**Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey**  
(Percent of respondents providing a response)



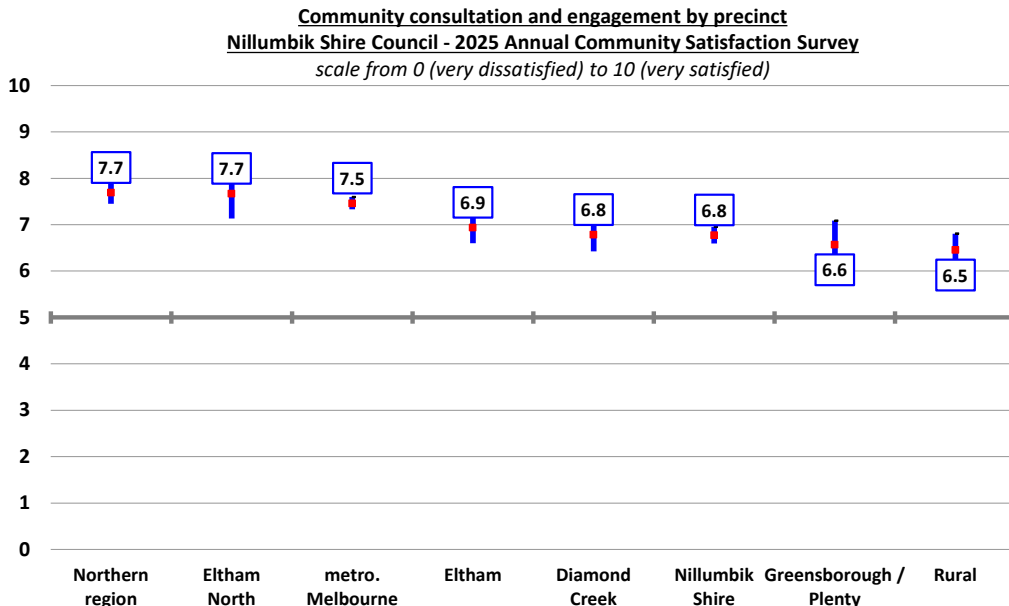


## Community consultation and engagement

Satisfaction with Council’s community consultation and engagement remained essentially stable this year, down one percent to 6.8 out of 10, or a “good” level of satisfaction. This result remained measurably (3%) above the long-term average satisfaction since 2015 of 6.5.



There was variation in this result observed across the municipality, with respondents from Eltham North measurably (9%) more satisfied than average, and at a “very good” level, whilst by contrast respondents from the Rural precinct were somewhat (3%) less satisfied.

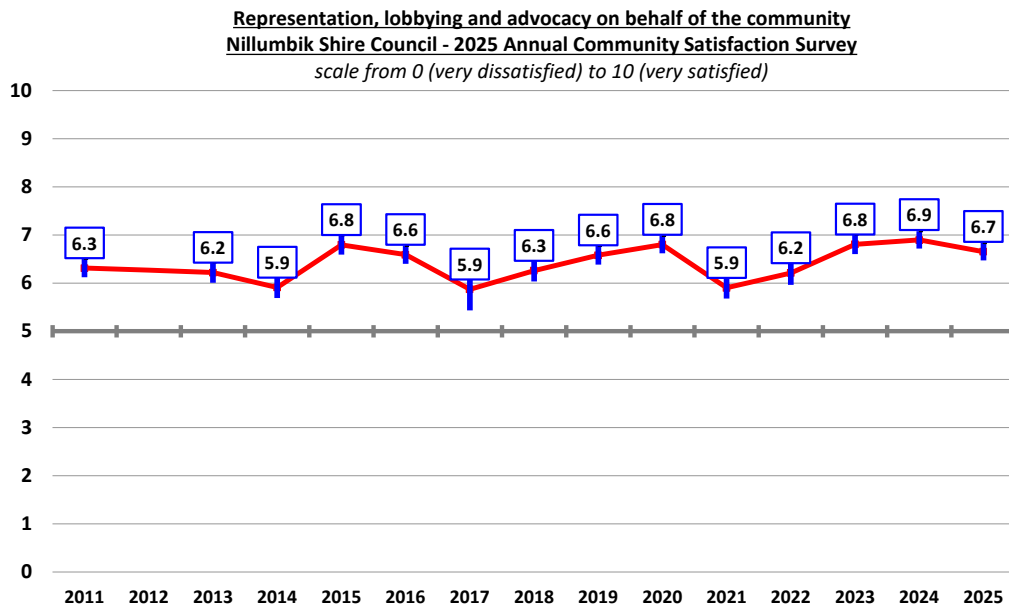




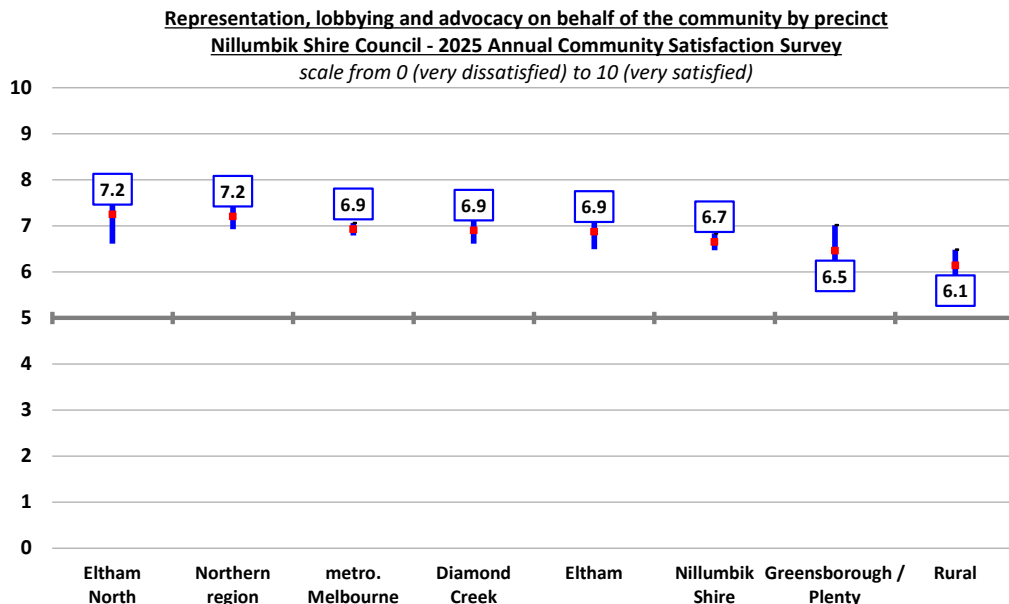
*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

**Representation, lobbying and advocacy**

Satisfaction with Council’s representation, lobbying, and advocacy declined marginally this year, down two percent to 6.7 out of 10, although it remained at a “good” level of satisfaction, and remained somewhat (2%) above the long-term average satisfaction since 2011 of 6.4.



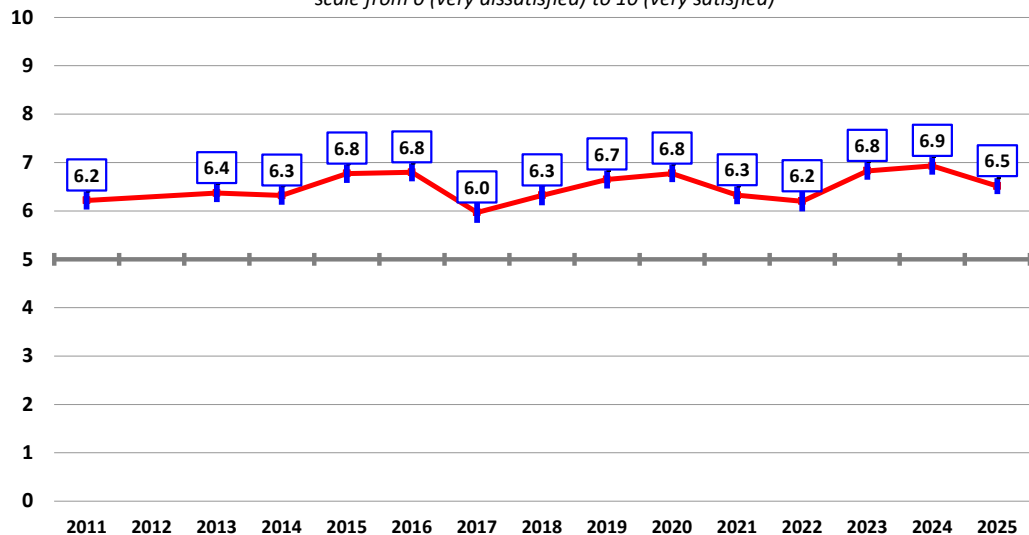
There was variation in this result observed across the municipality, with respondents from Eltham North notably (5%) more satisfied than average, whilst respondents from the Rural precinct were measurably (6%) less satisfied, and at a “solid” rather than a “good” level.



### Responsiveness to local community needs

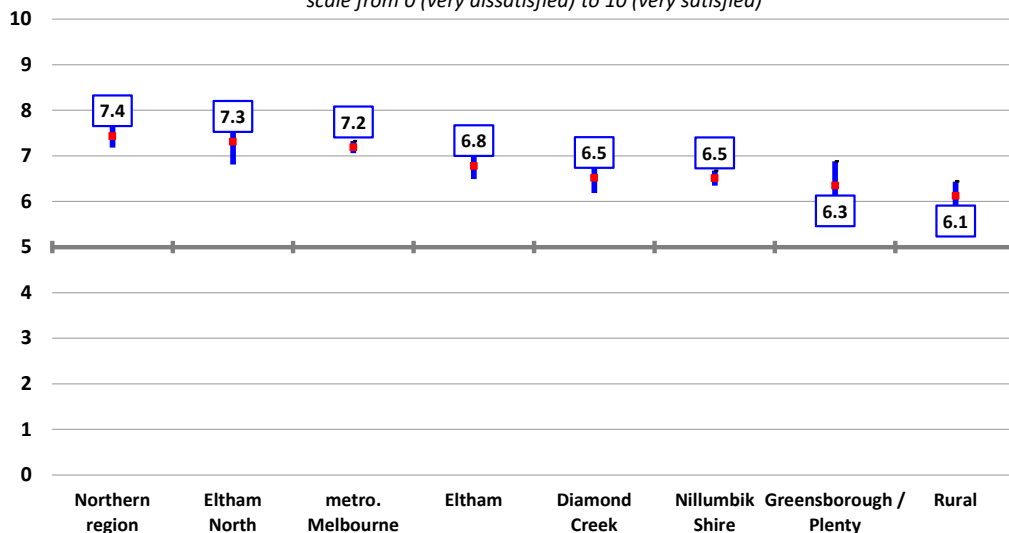
Satisfaction with the responsiveness of Council to local community needs declined marginally this year, down four percent to 6.5 out of 10, although it remained at a “good” level of satisfaction. This result was identical to the long-term average satisfaction since 2015 of 6.5.

**The responsiveness of Council to local community needs**  
**Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



There was variation in this result observed across the municipality, with respondents from Eltham North measurably (8%) more satisfied than average, whilst respondents from the Rural precinct were notably (4%) less satisfied, and at a “solid” rather than a “good” level.

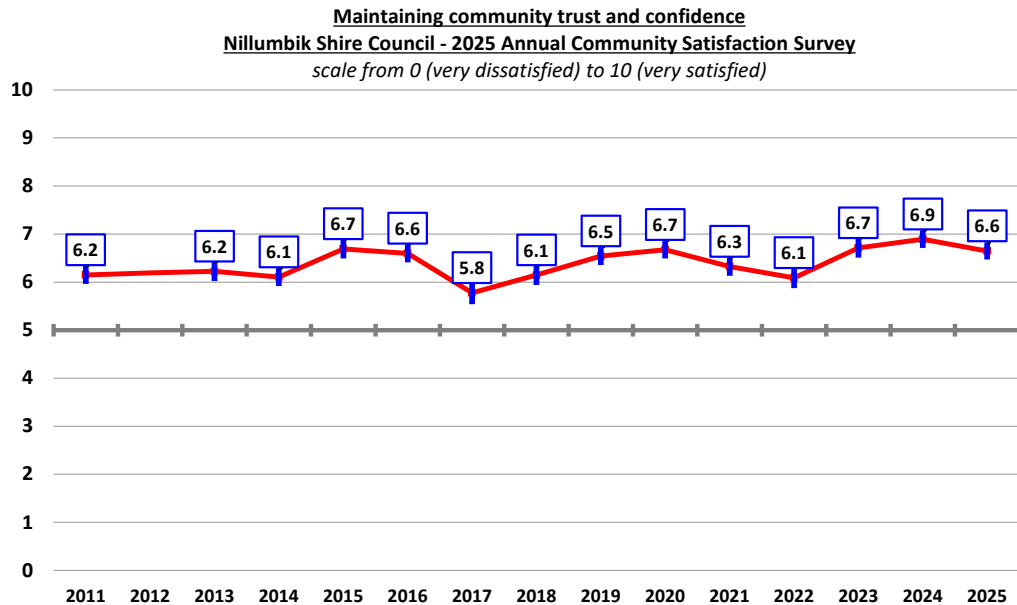
**The responsiveness of Council to local community needs by precinct**  
**Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



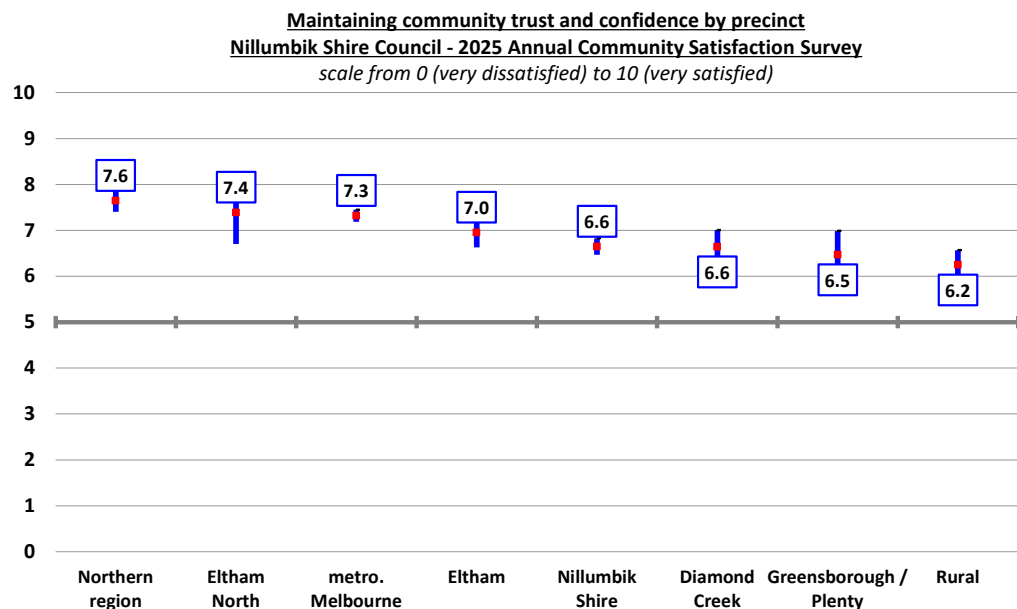
*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

**Maintaining the trust and confidence of the local community**

Satisfaction with Council’s performance maintaining the trust and confidence of the local community declined somewhat this year, down three percent to 6.6, although it remained at a “good” level, and somewhat (2%) above the long-term average since 2011 of 6.4.

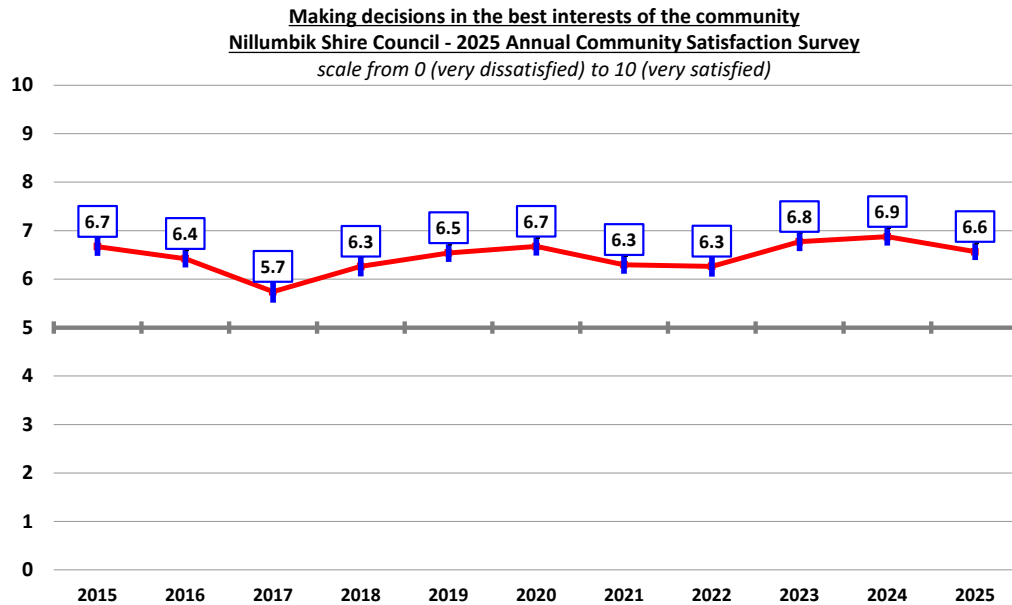


There was variation in this result observed across the municipality, with respondents from Eltham North and Eltham notably (8% and 4%) more satisfied, whilst respondents from the Rural precinct were notably (4%) less satisfied, and at a “solid” rather than a “good” level.

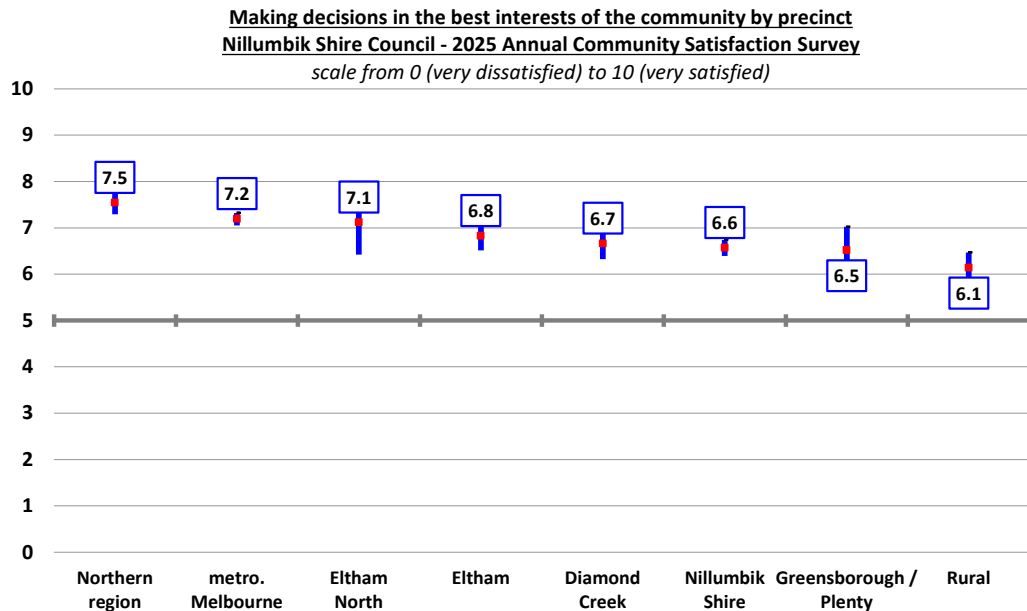


### Making decisions in the interests of the community

Satisfaction with Council’s performance making decisions in the interests of the community declined somewhat this year, down three percent to 6.6, although it remained at a “good” level, and marginally (1%) above the long-term average since 2011 of 6.5.



There was variation in this result observed across the municipality, with respondents from Eltham North measurably (5%) more satisfied than average, whilst respondents from the Rural precinct were notably (5%) less satisfied, and at a “solid” rather than a “good” level.



### Aspects of Council's leadership performance

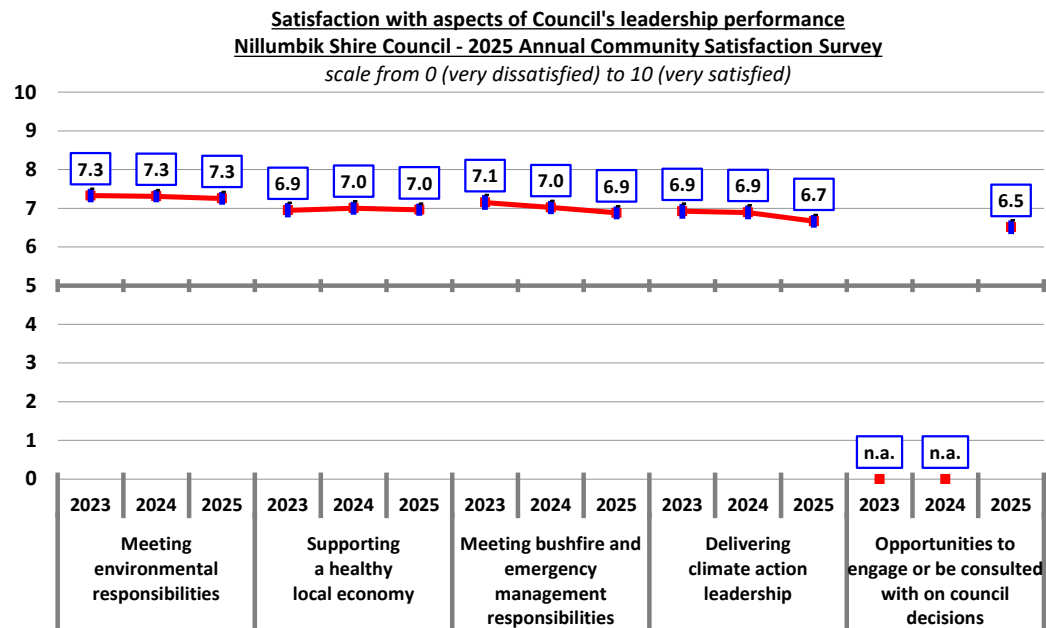
Respondents were again in 2025, asked to rate their satisfaction with five aspects of Council's leadership performance across a range of areas including environment and sustainability, emergency management, and local economy.

The 2025 survey included a new variable asking for satisfaction with opportunities to engage or be consulted with on Council decisions. This was a new LGPRF requirement and will in future years replace the core measure of governance and leadership asking satisfaction with Council's 'community consultation and engagement'.

Metropolis Research notes that this new measure of consultation and engagement recorded a satisfaction score that was three percent lower than the satisfaction with Council's consultation and engagement performance (6.5 compared to 6.8).

Satisfaction with the four other aspects of Council's leadership were relatively stable this year, although Metropolis Research notes that satisfaction with Council's performance delivering climate action leadership declined somewhat (down 2%), although it remained at a "good" level, and consistent with the long-term average satisfaction since it 2022 of 6.7.

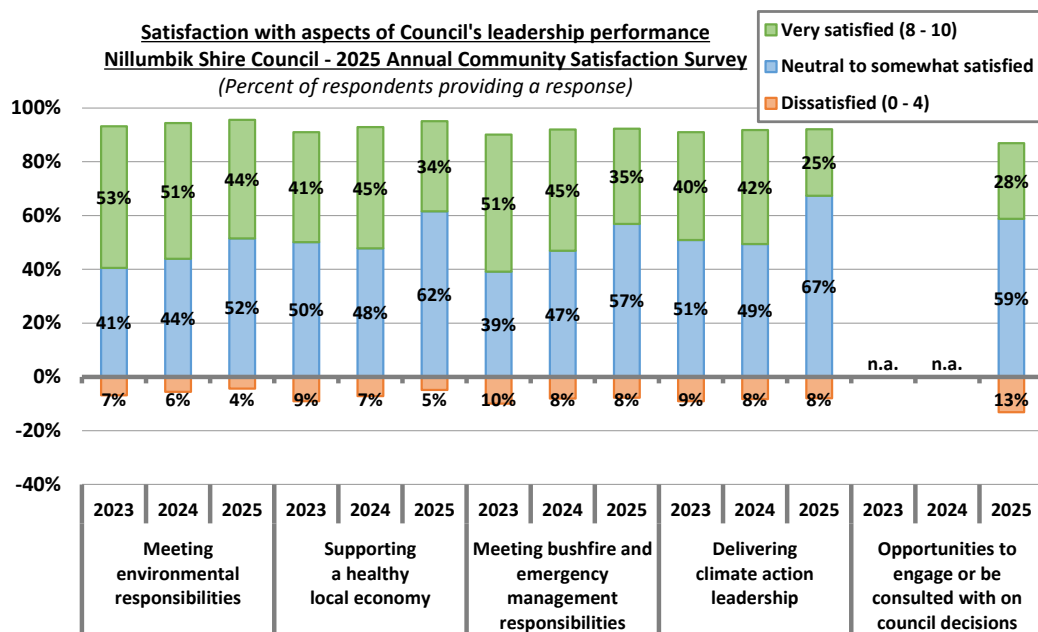
Satisfaction with all five aspects of Council's leadership performance were rated at "good" levels of satisfaction.



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).

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.



### Meeting responsibilities to the environment

Satisfaction with Council’s performance meeting its responsibilities towards the environment remained stable again this year at 7.3 out of 10, or a “very good” level of satisfaction.

This result reinforces the recovery in satisfaction recorded in 2023, after the two lower-than-average results recorded in 2021 and 2022 through the pandemic.

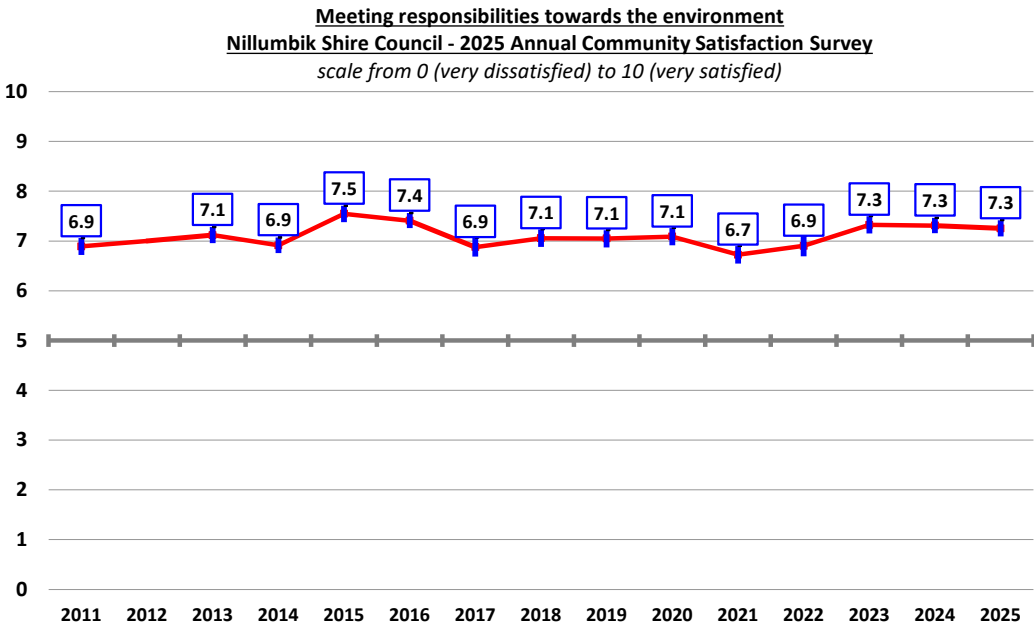
This result was comfortably above the long-term average satisfaction since 2011 of 7.1 out of 10, or “good”.

By way of comparison, this result was measurably (4%) lower than the metropolitan Melbourne average of 7.7 out of 10, as recorded in the 2025 *Governing Melbourne* research.

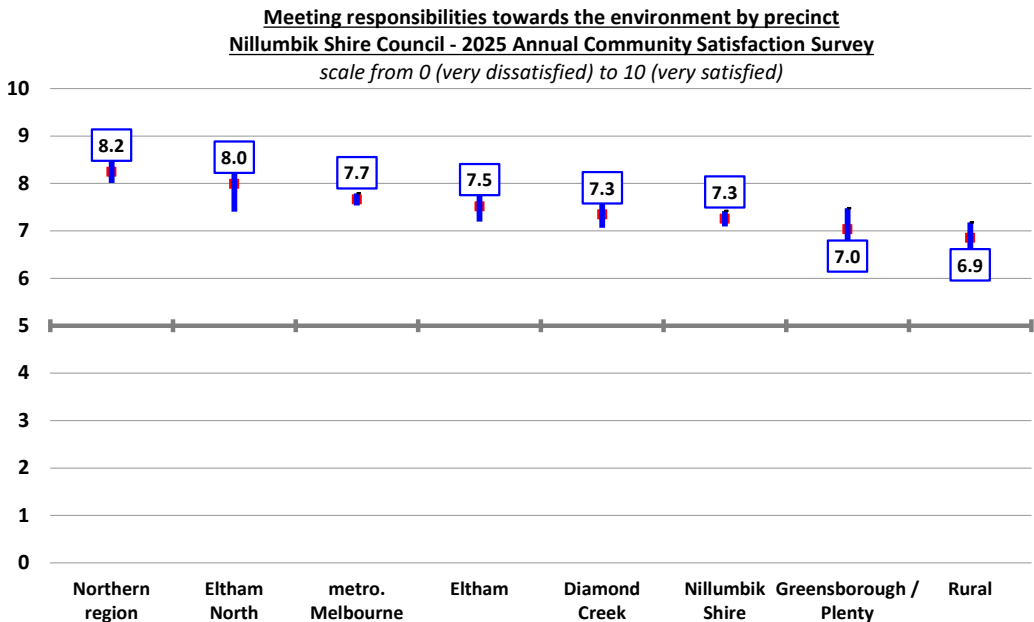


Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey

Metropolis Research is of the view that this lower satisfaction with this aspect of performance for the Nillumbik Shire was likely to be reflecting higher community expectations of Nillumbik Shire Council in relation to the environment, than the average expectation of local government recorded from across the metropolitan Melbourne community as a whole.

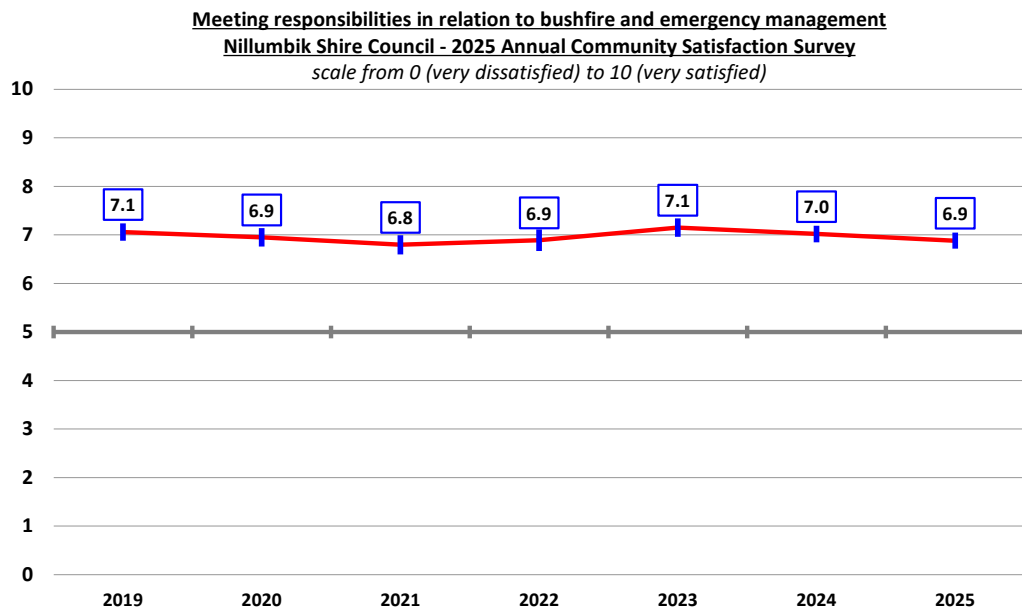


There was variation in this result observed across the municipality, with respondents from Eltham North measurably (7%) more satisfied than average, and at an “excellent” level, whilst respondents from the Rural precinct were notably (4%) less satisfied, but still “good”.

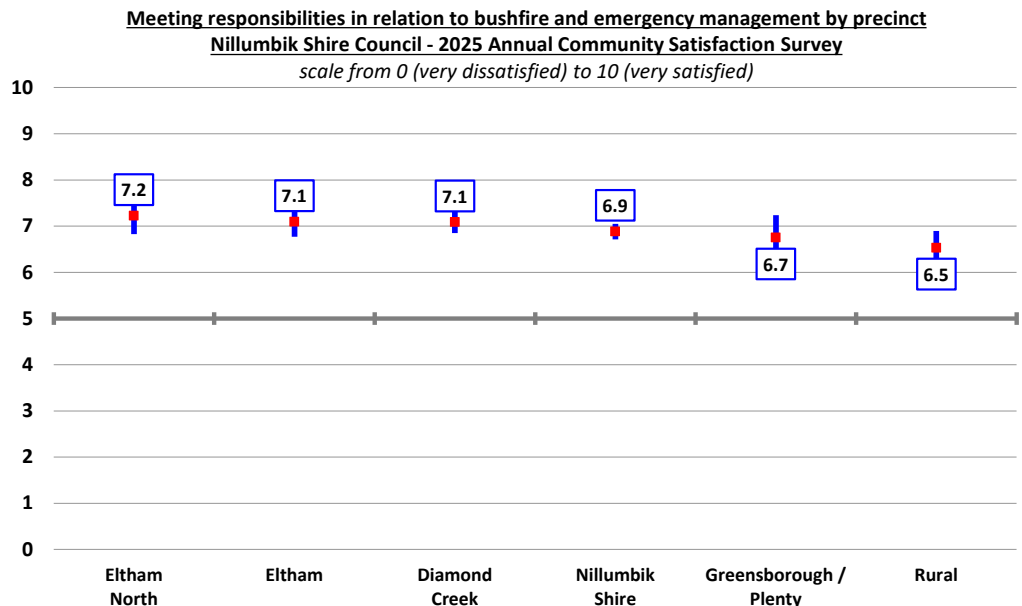


### Meeting responsibilities in relation to bushfire and emergency management

Satisfaction with Council's performance meetings its responsibilities in relation to bushfire and emergency management remained essentially stable this year, down one percent to 6.9 out of 10, which remained a "good" level, and marginally (1%) below the long-term average satisfaction since 2022 of 6.7 out of 10.



There was variation in this result observed across the municipality, with respondents from the Rural precinct were notably (4%) less satisfied, although still at a "good" level.

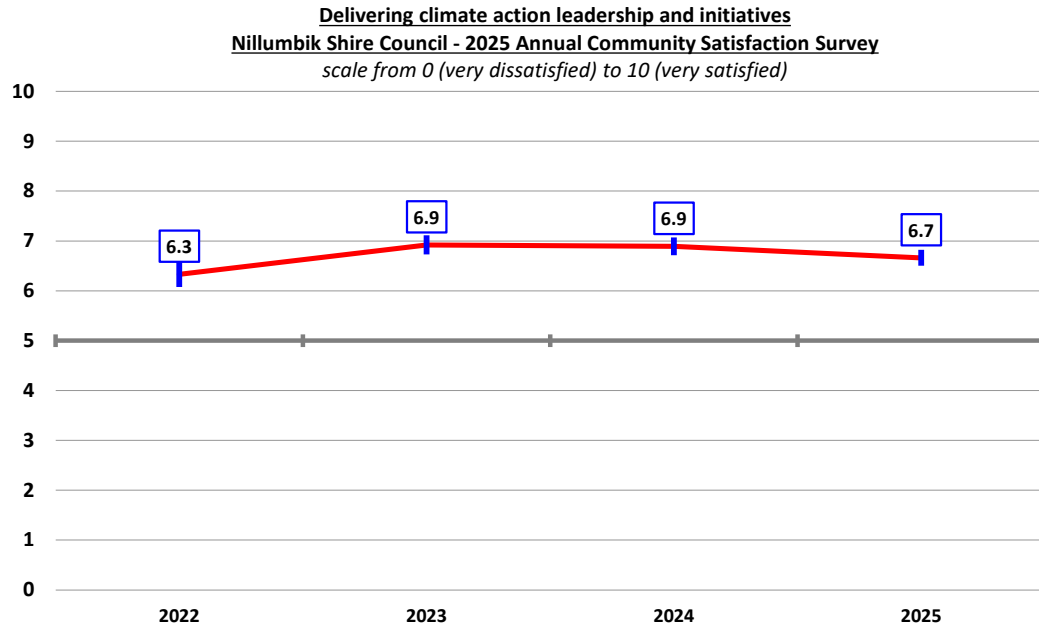




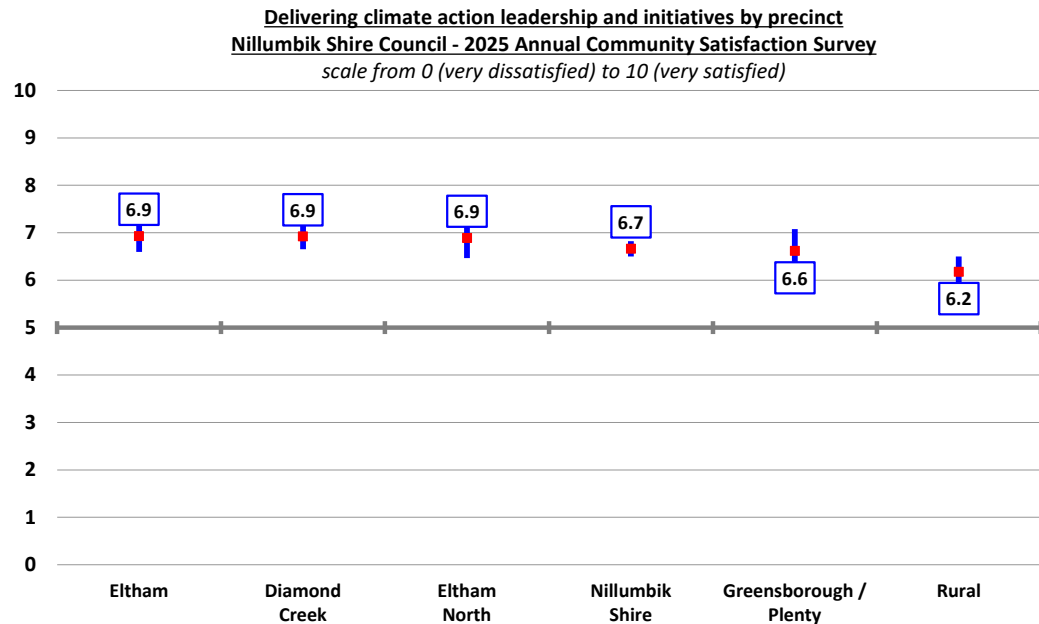
*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

**Delivering climate action leadership and initiatives**

Satisfaction with Council’s performance delivering climate action leadership and initiatives declined marginally this year, down two percent to 6.7 out of 10, although it remained at a “good” level, and identical to the long-term average satisfaction since 2022 of 6.7 out of 10.

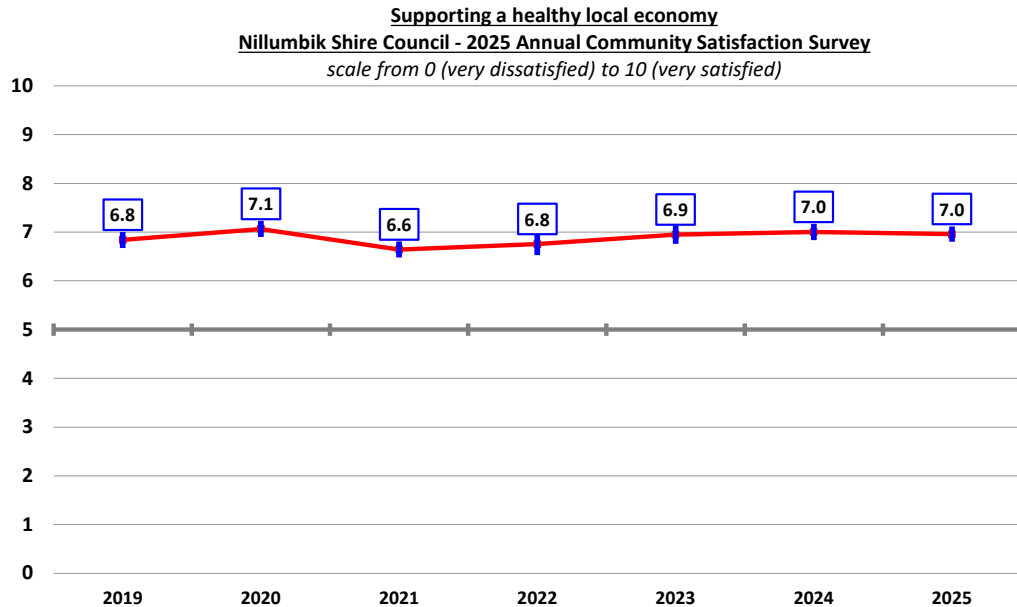


There was variation in this result observed across the municipality, with respondents from the Rural precinct were measurably (5%) less satisfied, and at a “solid”, rather than “good”.

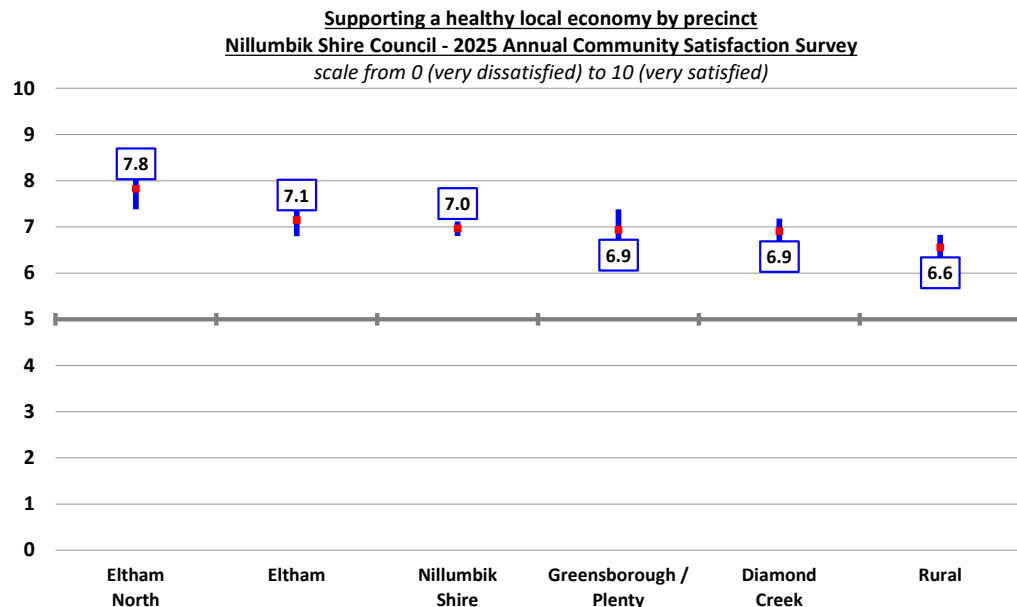


### Supporting a healthy local economy

Satisfaction with Council’s performance supporting a healthy local economy remained stable this year at 7.0 out of 10, which was a “good” level, and marginally (1%) above the long-term average satisfaction since 2019 of 6.9 out of 10.



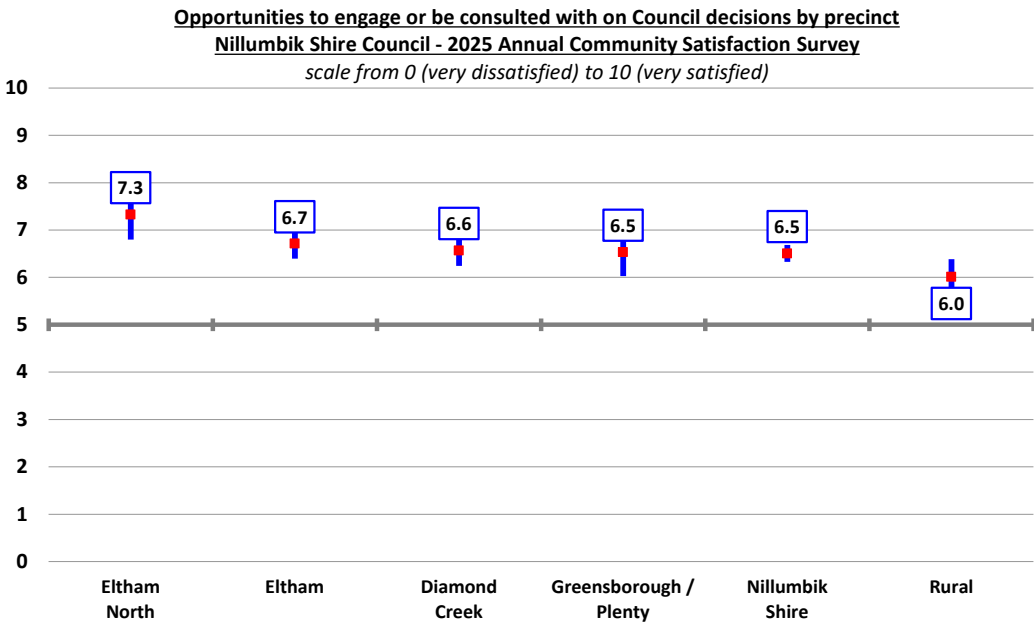
There was variation in this result observed across the municipality, with respondents from Eltham North measurably (8%) more satisfied than average, and at an “excellent” level, whilst respondents from the Rural precinct were measurably (6%) less satisfied, but still “good”.



**The opportunities offered by Council to engage or be consulted with on council decisions**

There was some variation in satisfaction with the opportunities offered by Council to engage or be consulted with on Council decisions observed across the municipality.

Respondents from Eltham North were measurably (8%) more satisfied than average, and at a “very good” level, whilst, by contrast, respondents from the Rural precinct were measurably (5%) less satisfied than average, and at a “solid” 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 2025, 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 46% (down from 47%) nominating this method.



Over the course of the last 10 years, an average of 41% 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 34% of respondents and was the most preferred method in 2019 and 2020.

Metropolis Research notes that, despite a decline for many of these methods this year, 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-tenth and one-sixth of respondents.

Over the last 10 years, the *Nillumbik News* was a preferred method of receiving information from and / or interacting with Council by 29% of respondents, although that average has declined over the last six years to 22% and was below that long-term average this year.

These results do suggest that the Nillumbik community continues to prefer to receive information and / or interact with Council via a variety of methods, with various methods likely to be preferred depending on the nature of the information or enquiry.

**Preferred method of receiving information from / or interacting with Council**  
**Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey**  
(Number and percent of total respondents)

Method	2025		2024	2023	2022	2021	2020
	Number	Percent					
Email	229	46%	47%	42%	45%	48%	35%
Direct mail / letterbox drop of information	170	34%	33%	37%	21%	26%	43%
Council's regular publication <i>Nillumbik News</i>	95	19%	24%	19%	18%	25%	26%
Council's website	84	17%	25%	26%	20%	21%	29%
SMS / text message	66	13%	25%	19%	15%	9%	22%
Via social media ( <i>Twitter / Facebook</i> )	65	13%	16%	16%	19%	12%	14%
E-newsletters	57	11%	20%	21%	12%	19%	11%
Council advertisements in the local newspapers*	39	8%	14%	9%	7%	6%	12%
Telephone Customer Service	28	6%	17%	6%	21%	16%	6%
Local radio	13	3%	6%	4%	4%	3%	3%
In person at the Civic Centre and other locations	9	2%	5%	5%	6%	4%	5%
Other	0	0%	1%	0%	0%	0%	0%
<b>Total responses</b>	<b>855</b>		<b>1,163</b>	<b>1,018</b>	<b>962</b>	<b>942</b>	<b>1,029</b>
<i>Respondents identifying at least one method</i>	464 (92%)		464 (93%)	454 (91%)	403 (79%)	463 (92%)	492 (98%)

(\*) previously Council articles and columns in local newspapers

There was relatively little substantial variation in these results observed across the municipality, although the following variations were noted:



*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

- **Greensborough / Plenty** – respondents were somewhat more likely than average to prefer social media.
- **Diamond Creek** – respondents were somewhat more likely than average to prefer website.
- **Eltham, Eltham North** – respondents were somewhat more likely than average to prefer email
- **Rural precinct** – respondents were somewhat more likely than average to prefer email, direct mail / letterbox drop of information, and SMS / text message.

**Preferred method of receiving information from / or interacting with Council by precinct**

**Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey**

*(Number and percent of total respondents)*

<i>Method</i>	<i>Gr'n'sborough / Plenty</i>	<i>Diamond Creek</i>	<i>Eltham</i>	<i>Eltham North</i>	<i>Rural</i>
Email	33%	35%	53%	53%	51%
Direct mail / letterbox drop of information	37%	23%	36%	23%	41%
Council's regular publication <i>Nillumbik News</i>	18%	12%	23%	21%	19%
Council's website	14%	23%	13%	19%	17%
SMS / text message	8%	8%	15%	9%	19%
Via social media ( <i>Twitter / Facebook</i> )	18%	8%	15%	7%	14%
E-newsletters	10%	11%	14%	5%	12%
Council advertisements in the local newspapers*	10%	8%	7%	5%	8%
Telephone Customer Service	0%	8%	6%	5%	7%
Local radio	0%	5%	2%	0%	4%
In person at the Civic Centre and other locations	0%	2%	2%	0%	3%
Other	0%	0%	0%	0%	0%
<b>Total responses</b>	<b>115</b>	<b>149</b>	<b>243</b>	<b>64</b>	<b>283</b>
<i>Respondents identifying at least one method</i>	76 (97%)	88 (84%)	128 (97%)	43 (100%)	130 (90%)

*(\*) previously Council articles and columns in local newspapers*

There was also some notable 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 somewhat more likely than average to Council's website and social media.
- **Middle-aged adults (aged 45 to 59 years)** – respondents were somewhat more likely than average to prefer email, Council's website, and e-newsletters.
- **Older adults (aged 60 to 74 years)** – respondents were somewhat more likely than average to prefer email, direct mail / letterbox drop of information, and the *Nillumbik News*.
- **Senior citizens (aged 75 years and over)** – respondents were somewhat more likely than average to prefer direct mail / letterbox drop of information, the *Nillumbik News*, telephoning Customer Service, and marginally more likely to prefer in person at the Civic Centre and other locations.



Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey

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

**Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey**

(Number and percent of total respondents)

Method	Young adults	Adults	Middle-aged adults	Older adults
Email	45%	37%	49%	50%
Direct mail / letterbox drop of information	33%	23%	33%	40%
Council's regular publication <i>Nillumbik News</i>	10%	21%	18%	23%
Council's website	21%	19%	23%	10%
SMS / text message	15%	6%	15%	15%
Via social media ( <i>Twitter / Facebook</i> )	26%	13%	12%	5%
E-newsletters	10%	13%	15%	9%
Council advertisements in the local newspapers*	10%	1%	8%	9%
Telephone Customer Service	8%	2%	5%	5%
Local radio	3%	1%	3%	3%
In person at the Civic Centre and other locations	0%	1%	3%	2%
Other	0%	0%	0%	0%
<b>Total responses</b>	<b>217</b>	<b>118</b>	<b>204</b>	<b>254</b>
<i>Respondents identifying at least one method</i>	<i>111</i> <i>(92%)</i>	<i>73</i> <i>(84%)</i>	<i>104</i> <i>(95%)</i>	<i>145</i> <i>(96%)</i>

Method	Senior citizens	Male	Female	Nillumbik Shire
Email	43%	45%	48%	46%
Direct mail / letterbox drop of information	46%	36%	33%	34%
Council's regular publication <i>Nillumbik News</i>	36%	19%	19%	19%
Council's website	7%	18%	16%	17%
SMS / text message	11%	13%	14%	13%
Via social media ( <i>Twitter / Facebook</i> )	4%	14%	12%	13%
E-newsletters	11%	12%	10%	11%
Council advertisements in the local newspapers*	7%	9%	6%	8%
Telephone Customer Service	11%	6%	5%	6%
Local radio	4%	3%	2%	3%
In person at the Civic Centre and other locations	4%	2%	1%	2%
Other	0%	0%	0%	0%
<b>Total responses</b>	<b>53</b>	<b>417</b>	<b>415</b>	<b>855</b>
<i>Respondents identifying at least one method</i>	<i>27</i> <i>(94%)</i>	<i>224</i> <i>(94%)</i>	<i>230</i> <i>(92%)</i>	<i>464</i> <i>(92%)</i>

(\*) previously Council articles and columns in local newspapers



## Nillumbik News

### Receiving and reading the Nillumbik News

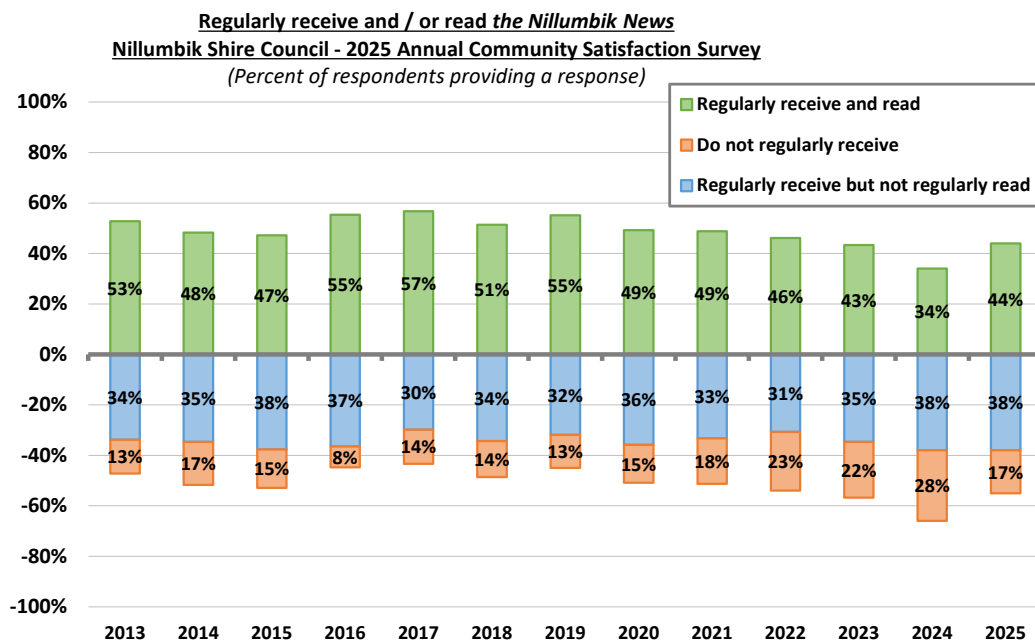
Respondents were asked:

*“Thinking about Council’s regular publication Nillumbik News, do you?”*

The proportion of respondents who regularly read the *Nillumbik News* increased to 44% this year, recovering the decline recorded last year, although it remains below the high of 57% back in 2017.

This result remains below the long-term average regular readership of the *Nillumbik News* since 2013 of 49%, and the second lowest regular readership of the publication (the lowest being 34% last year).

This result does reinforce the view that the regular readership of the *Nillumbik News* has declined over time, down from a pre-pandemic (2013 to 2020) long-term average of 52%, to a post-pandemic (2021 to 2025) long-term average of 43%.



The proportion who regularly receive, but don’t regularly read the publication has remained relatively stable around the long-term average since 2013 of 35%, with 38% in 2025 reporting that they regularly receive but do not regularly read the publication.

It is noted that the proportion of respondents who report that they don’t usually receive the publication declined this year, down from an unusually high 28% last year to 17% this year.

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*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

This result was identical to the long-term average (2013 to 2025) of respondents who do not recall regularly receiving the publication of 17%.

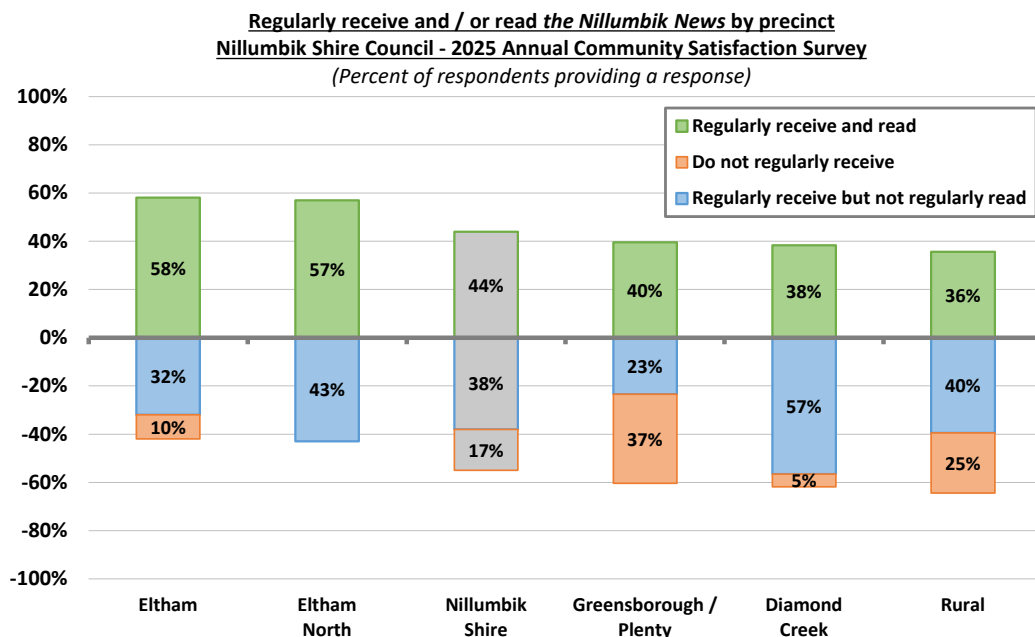
These results suggest that the proportion of the Nillumbik community who do not recognise receiving the publication has remained relatively stable over time, which reflects well on the distribution method, and the recognition in the community of the publication.

The broader theme, however, is that the proportion of the community who regularly read the *Nillumbik News* has declined gradually over time.

There was some variation in the readership of the *Nillumbik News* observed across the municipality.

Respondents from Eltham (58%) and Eltham North (57%) were measurably more likely than average to regularly read the *Nillumbik News*, whilst by contrast, respondents from Greensborough / Plenty (37%) and the Rural precinct (25%) were notably more likely than average to not recall regularly receiving the publication.

Metropolis Research highlights the fact that more than half (57%) of the respondents from Diamond Creek reported that they regularly receive, but do not regularly read the *Nillumbik News*. This is an important result, as it highlights the significant group within the Diamond Creek community who do not feel sufficiently engaged with Council to regularly read the Council newsletter *Nillumbik News*.

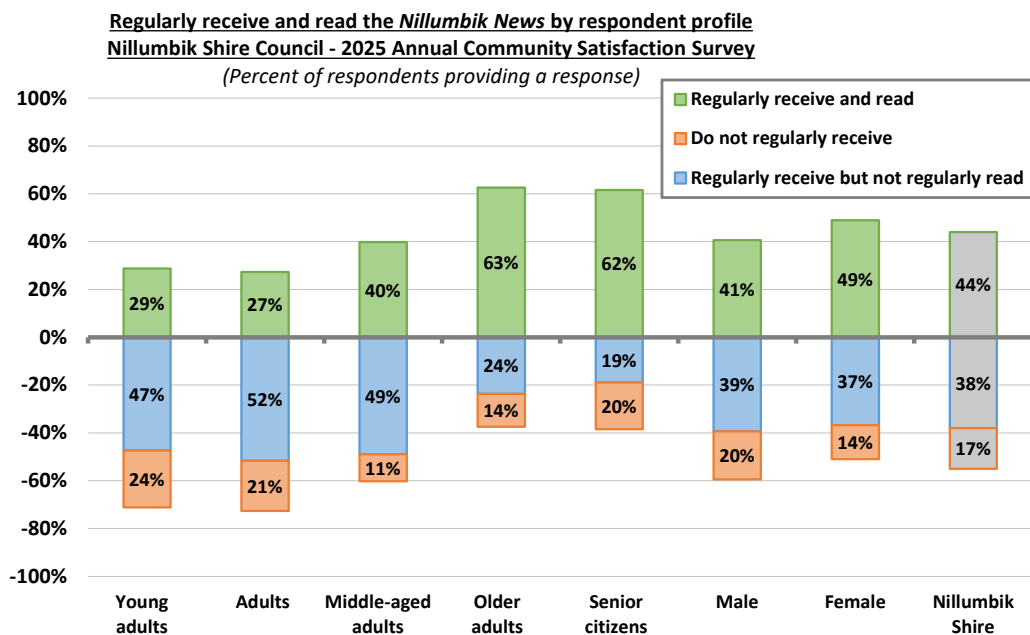




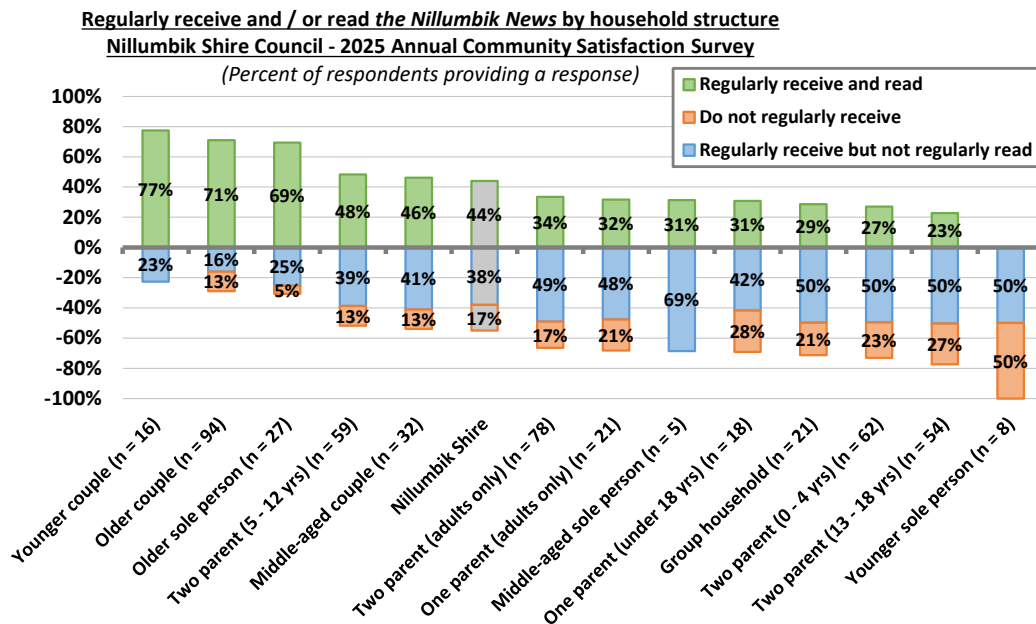
*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

There was some variation in the readership of the *Nillumbik News* observed by respondent profile, including by age, gender, and household structure, as follows:

- **Young adults and adults (aged 18 to 44 years)** – respondents were measurably less likely than average to regularly read the publication, but only marginally more likely than average to not recall regularly receiving the publication.
- **Younger couple households** – 16 respondents were notably more likely than average to regularly read the publication.
- **Younger sole person households** – eight respondents were notably less likely than average to regularly read the publication, with none of the eight regularly reading the publication.
- **Older adults and senior citizens (aged 60 years and over)** – respondents were measurably more likely than average to regularly read the *Nillumbik News*, and measurably less likely to receive the publication but not regularly read it.
- **Older sole person and couple households** – respondents were notably more likely than average to regularly read the publication.
- **Gender** – female respondents were measurably more likely than male respondents to regularly read the *Nillumbik News*, and less likely to not recall regularly receiving the publication.



*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*



**Sections of the *Nillumbik News* read by respondents**

Respondents were asked:

*"Which, if any, of the following sections of the *Nillumbik News* do you usually read?"*

Consistent with the results recorded in previous years, between approximately one-quarter and one-third of the respondents who at least sometimes read the *Nillumbik News* reported that they usually read most of the sections.

The most commonly read sections this year were the services information (37%), details about new projects / buildings (37%), and Calendars (36%).



*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

**Sections of the *Nillumbik News* usually read**  
**Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Number and percent of total respondents)*

Section	2025		2024	2023	2022	2021	2020
	Number	Percent					
Service information	185	37%	32%	32%	29%	38%	38%
Details about new projects / buildings	184	37%	32%	30%	27%	37%	40%
Calendars	181	36%	33%	28%	27%	33%	40%
Features	174	35%	27%	31%	27%	36%	33%
Mayor's message	168	33%	28%	22%	21%	25%	24%
Councillors page	149	30%	28%	18%	19%	24%	19%
Services dashboard	144	29%	25%	20%	24%	27%	19%
<b>Total responses</b>	<b>1,185</b>		<b>1,021</b>	<b>908</b>	<b>880</b>	<b>1,107</b>	<b>1,057</b>
<i>Respondents identifying at least one section they usually read</i>	287 (57%)		316 (63%)	278 (55%)	204 (40%)	266 (53%)	310 (62%)

## Council website

### Visiting the Council website

Respondents were asked:

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

In 2025, almost half (48%) of the respondents who provided a response to the question, reported that they at least infrequently visit the Council website, with 12% (down from 18%) frequently visiting.

**Frequency of visiting the Council website**  
**Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Number and percent of respondents providing a response)*

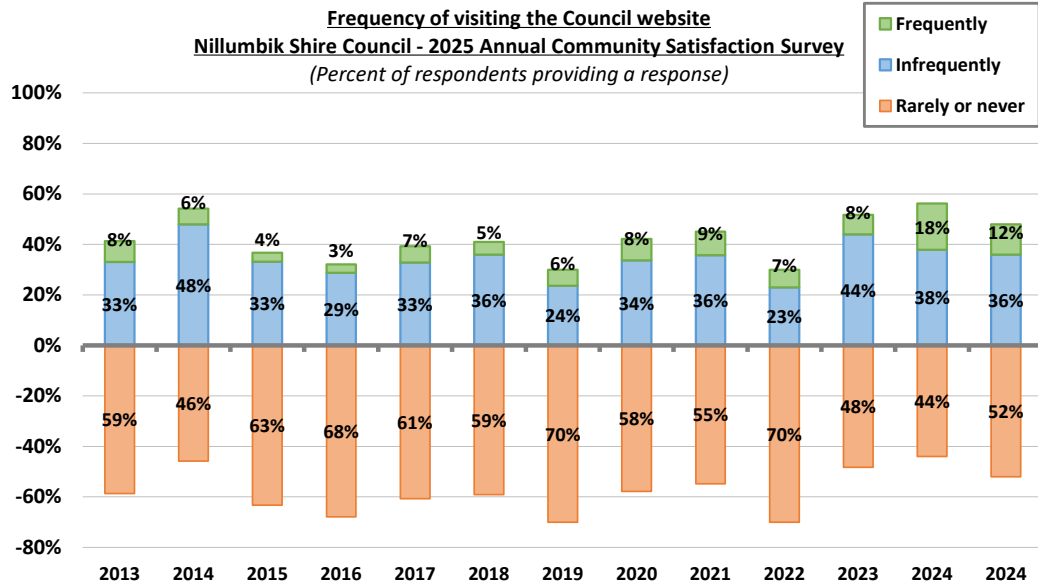
Frequency	2025		2024	2023	2022	2021	2020
	Number	Percent					
Frequently	53	12%	18%	8%	7%	9%	8%
Infrequently	158	36%	38%	44%	23%	36%	34%
Rarely	108	25%	19%	26%	70%	55%	58%
Never	116	27%	25%	22%			
Can't say	67		63	100	95	98	64
<b>Total</b>	<b>502</b>	<b>100%</b>	<b>501</b>	<b>502</b>	<b>508</b>	<b>501</b>	<b>500</b>



*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

Metropolis Research notes that these results have been relatively stable over the last 13 years, although it is noted that the proportion of respondents who reported that they frequently visit the Council website has increased over the last two years.

In 2024, a record 18% of respondents reported that they frequently visit the website, and whilst it declined to 12% this year, this was the second highest result recorded.

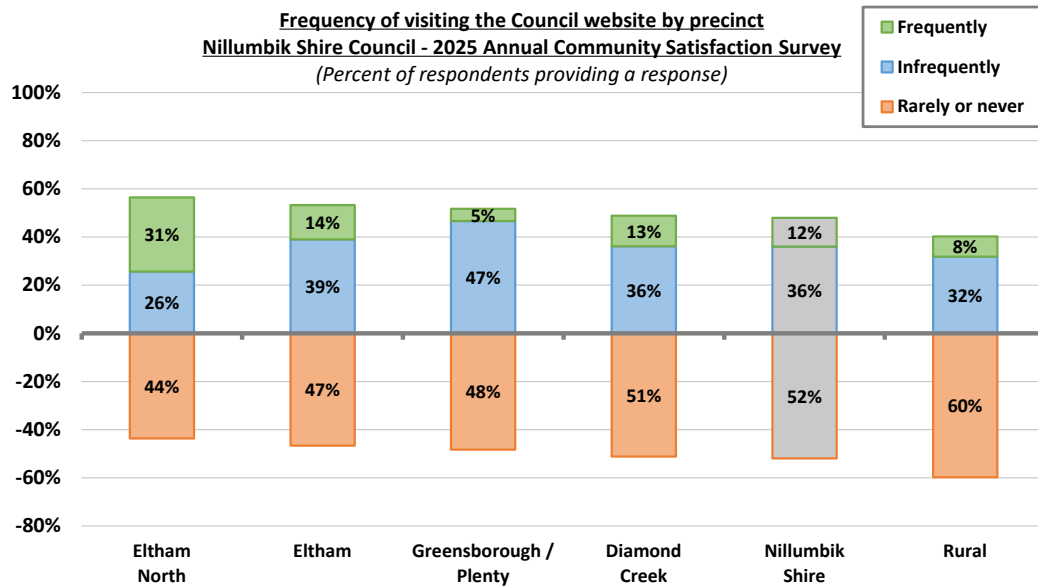


There was some variation in the frequency of visiting the Council website observed across the municipality, as follows:

- **More likely than average to FREQUENTLY visit** – included respondents from Eltham (31%).
- **More likely than average to NEVER visit** – included respondents from the Rural precinct.

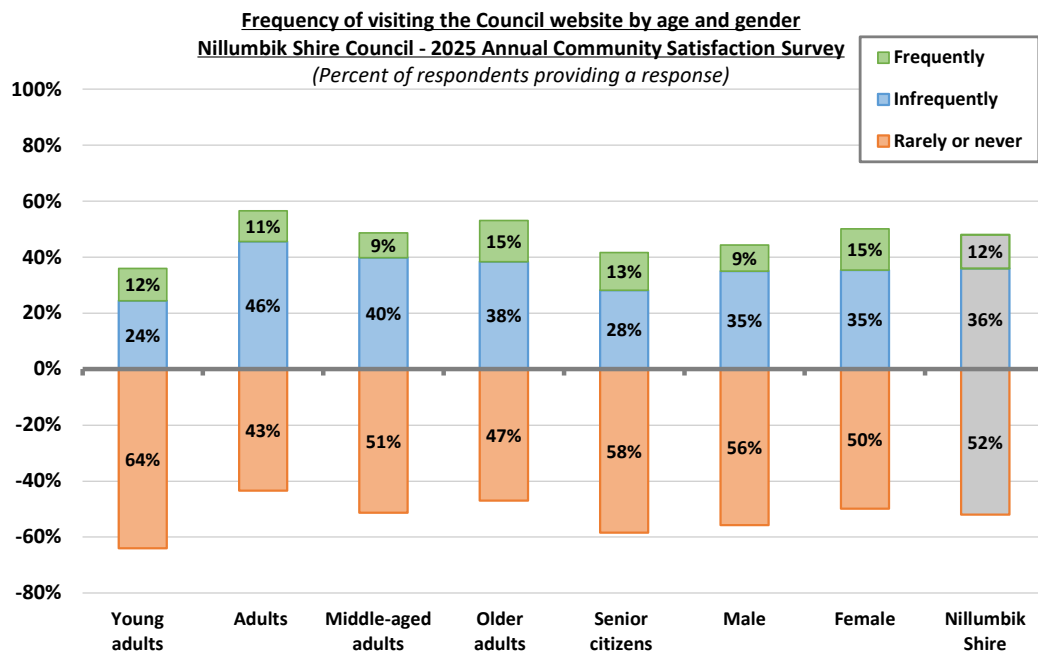


Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey



There was some variation in the frequently of visiting the Council website observed by respondent profile, as follows:

- **More likely than average to INFREQUENTLY visit** – included adults (aged 35 to 44 years).
- **More likely than average to NEVER visit** – included young adults (aged 18 to 34 years), and senior citizens (aged 75 years and over), and male respondents.



## Satisfaction with aspects of Council website

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

*“On a scale of 0 (lowest) to 10 (highest), can you please rate the following aspects of Council’s website?”*

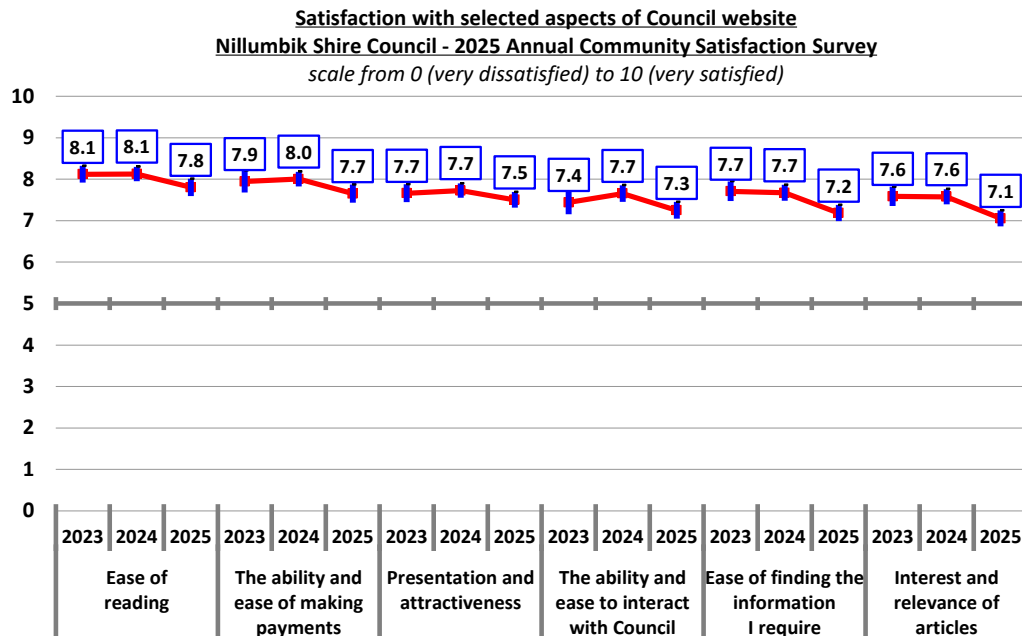
The 211 respondents who at least infrequently visited the Council website were again this year, asked to rate their satisfaction with six aspects of the website.

The average satisfaction with the six aspects of the Council website declined notably (4%) this year, down from an average of 7.8 out of 10 or “excellent”, to 7.4 or “very good” this year.

This decline was observed across all six aspects, with the largest decline recorded for satisfaction with the ease of finding the information the respondent required (down 5%), the interest and relevance of articles (down 5%), and the ability and ease to interact with Council (down 4%).

Metropolis Research notes that this average four percent decline in satisfaction with aspects of the Council website was consistent with the three percent decline in satisfaction with Council’s overall performance.

This is an important point to note, as it may suggest that the decline in satisfaction with the website reflected the broader decline in satisfaction with Council, rather than necessarily all being directly reflecting lower satisfaction with the website itself.

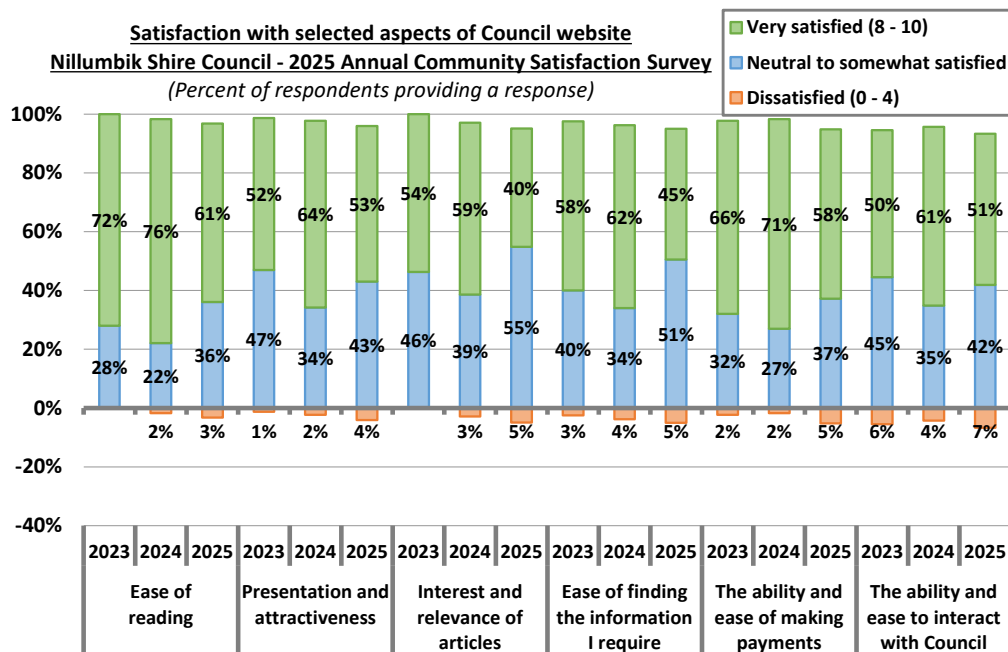


*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

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

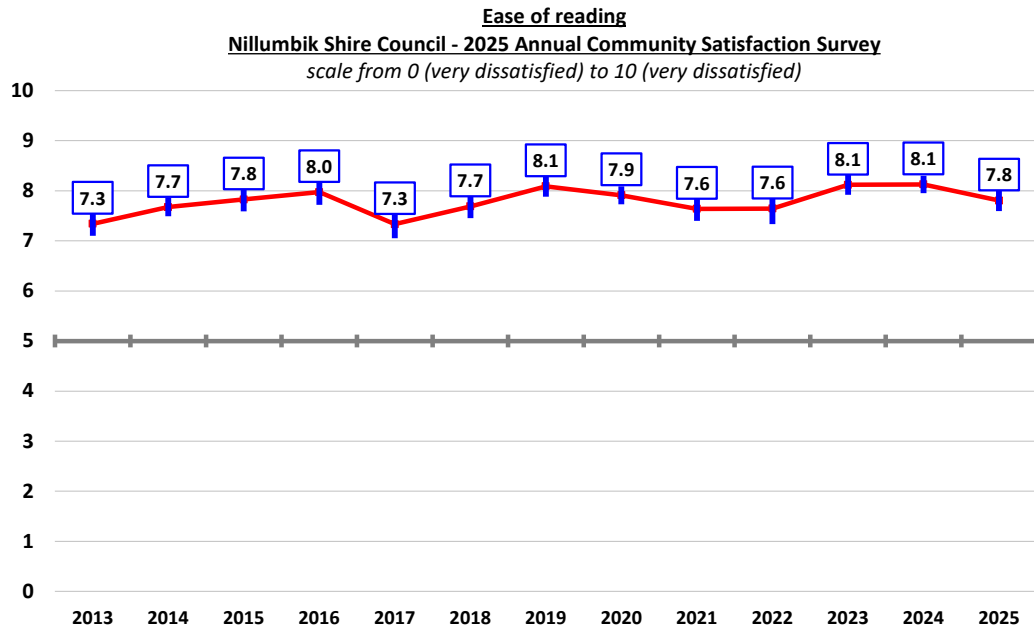
There was a decline this year in the proportion of respondents who were “very satisfied” with each of the six aspects of the Council website, with the largest decreases being for the interest and relevance of articles (down 19%) and the ease of finding the information required (down 17%).

Metropolis Research notes that there was no substantial increase in the proportion of respondents who were “dissatisfied” with any of the six aspects of the Council website, although it is noted that in 2025, seven percent of respondents were “dissatisfied” with the ability and ease to interact with Council.

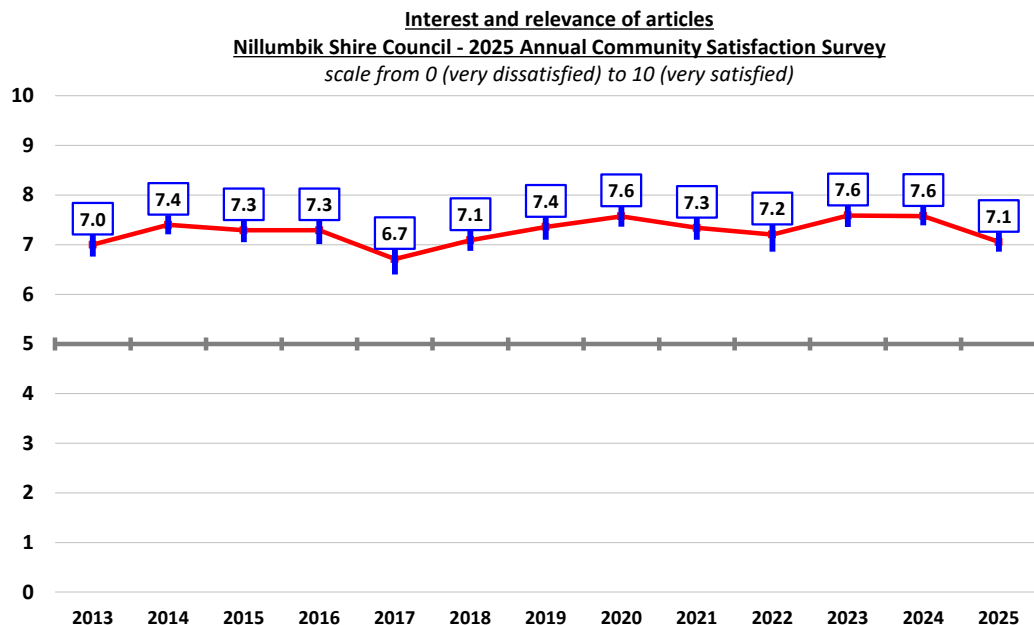


*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

Satisfaction with the ease of reading the website declined notably, but not measurably this year, down three percent to 7.8 out of 10, which remained an “excellent” level of satisfaction, and consistent with the long-term average satisfaction since 2013 of 7.8 out of 10.



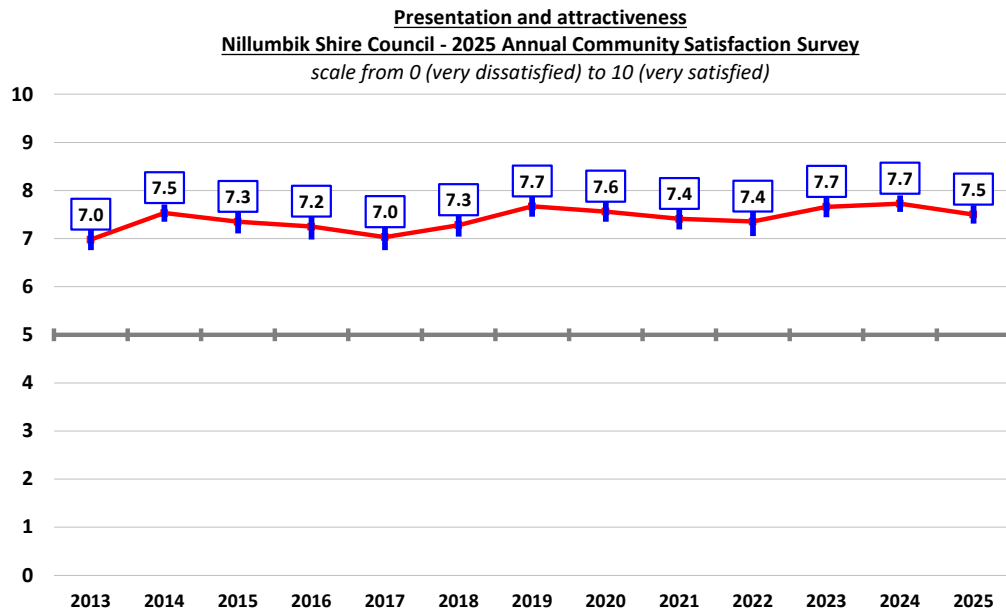
Satisfaction with the interest and relevance of articles declined notably this year, down five percent to 7.1 out of 10, which was a “good”, down from a “very good” level of satisfaction. This result was marginally (2%) below the long-term average satisfaction since 2013 of 7.3.



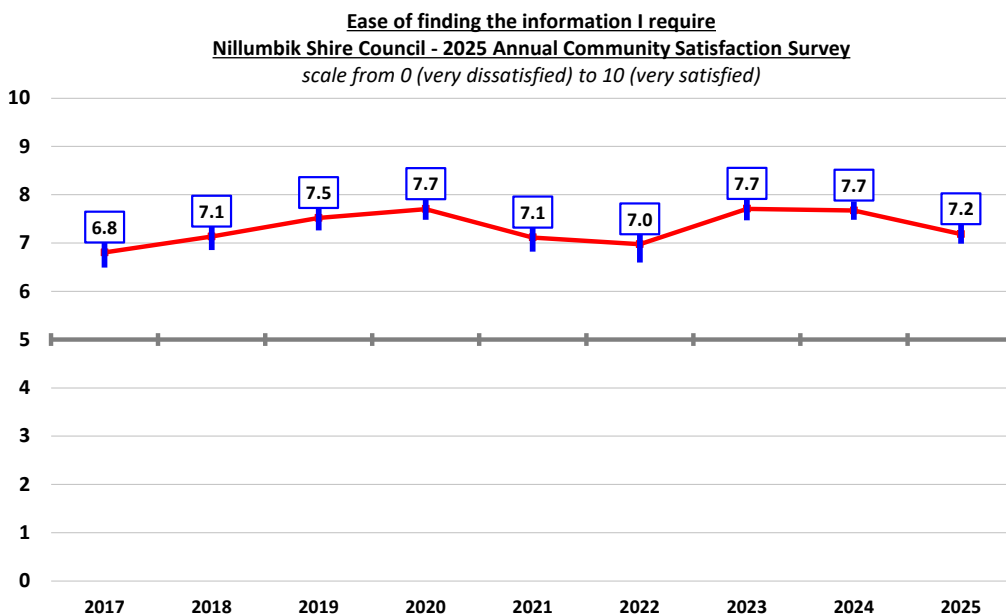


*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

Satisfaction with the presentation and attractiveness of the Council website declined marginally this year, down two percent to 7.5 out of 10, although it remained at a “very good” level of satisfaction. Despite this decline, satisfaction with this aspect of the website remained marginally (1%) above the long-term average satisfaction since 2013 of 7.4.

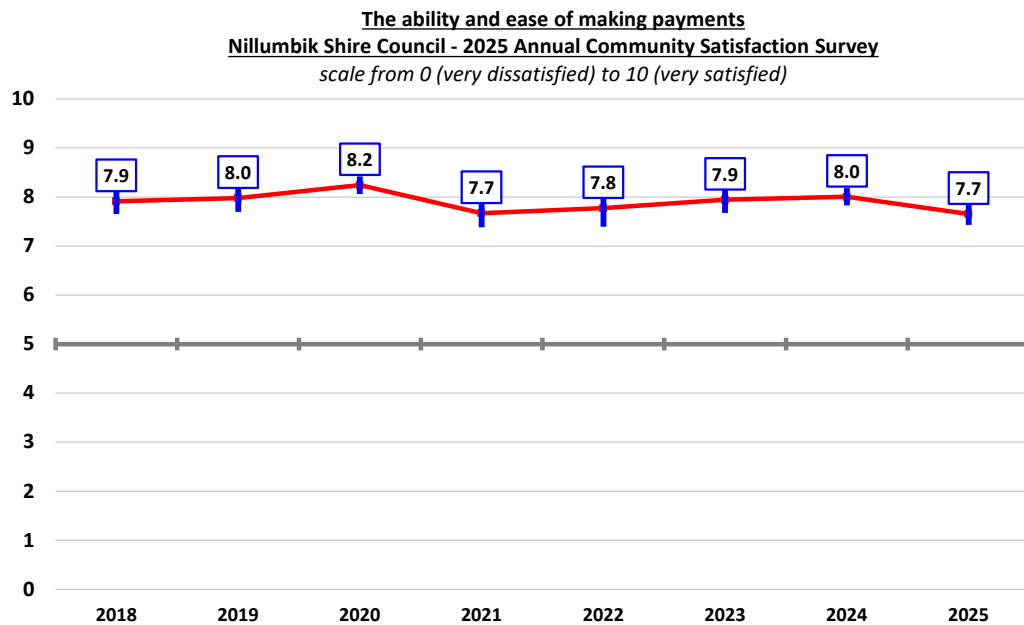


Satisfaction with ease of finding the information required declined notably this year, down five percent to 7.2 out of 10, which was a “good”, down from a “very good” level of satisfaction. This result remained marginally (1%) above the long-term average of 7.1.

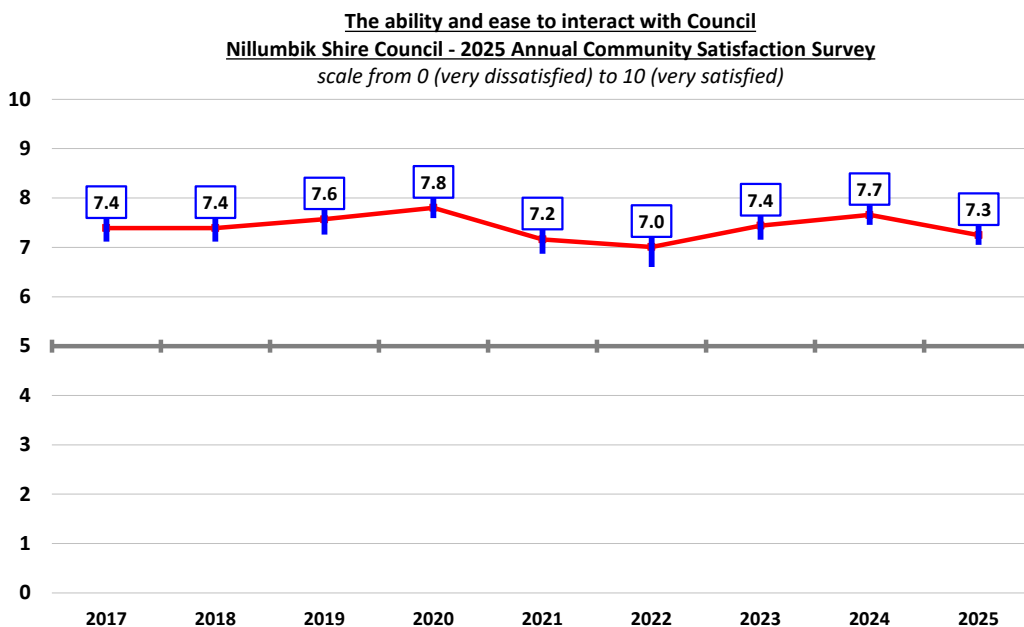


*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

Satisfaction with the ability and ease of making payments declined somewhat this year, down three percent to 7.7 out of 10, which was a “very good”, down from an “excellent” level, and below the long-term average satisfaction since 2018 of 7.9 or “excellent”.



Satisfaction with the ability and ease to interact with Council via the website declined notably this year, down four percent to 7.3, although it remained at a “very good” level. This result was marginally (1%) below the long-term average since 2017 of 7.4 or “very good”.



*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

### 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 116 respondents who never visited the Council website provided a total of 111 responses as to the reasons why they did not visit the site, as outlined in the following table.

The most common reason why respondents did not visit the website was that they did not have a reason to visit.

**Reasons for rarely or never visiting the Council website**  
**Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Number of responses)*

<i>Reason</i>	<i>Number</i>
Do not need to / no reason to	46
I use it as required / when I need to / to find out info	14
For rubbish collection schedule / hard rubbish	9
Does not interest me / nothing I need	8
For any complaints / issues	5
I do not have / use a computer / internet	5
Family member does it	4
I am too old	2
Because I get the newsletter	1
Because I know they are not going to resolve the issues	1
Going on my computer is bad for my neck	1
I do not check up on the Council	1
I do not know what it is	1
I do not use my phone too much	1
I have not been here long enough	1
I just retired so I will be looking into it	1
I just used it once for my building permits	1
I only use it if there is an issue	1
I prefer visiting in person or talking to them about my concerns	1
Just to see contacts from there	1
Lack of time	1
There is no information to help older people	1
There is no internet	1
To contact the Council for permits for Women's Association	1
To get another bin	1
We ring because the site is too confusing	1
<b>Total</b>	<b>111</b>



## 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'?"*

There was an increase this year in the proportion of respondents who reported that they were aware of the *Participate Nillumbik* site and actively used the site.

This was the highest proportion of respondents who actively used the site recorded since the question was first included back in 2021.

Metropolis Research draws attention to the decline in the proportion of respondents who were not aware of the site, down from a high of 89% back in 2021 to 78% this year.

Whilst this remains a significant proportion of the Nillumbik community who were unaware of the *Participate Nillumbik* site, Metropolis Research highlights that this community satisfaction survey was a random sample survey of the entire community, and that it is not unexpected that many in the community will not sufficiently be engaged with the activities of Council to be aware of this site.

**Aware of Council's online community engagement site 'Participate Nillumbik'**  
**Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey**  
(Number and percent of respondents providing a response)

Response	2025		2024	2023	2022	2021
	Number	Percent				
Yes - and have actively used the site	44	9%	2%	4%	4%	2%
Yes - and have visited but not used the site	21	4%	4%	6%	4%	3%
Yes - but have not visited or used	42	9%	10%	10%	8%	6%
Not aware of the site	376	78%	83%	81%	84%	89%
Not stated	19		26	45	94	24
<b>Total</b>	<b>502</b>	<b>100%</b>	<b>501</b>	<b>502</b>	<b>508</b>	<b>501</b>

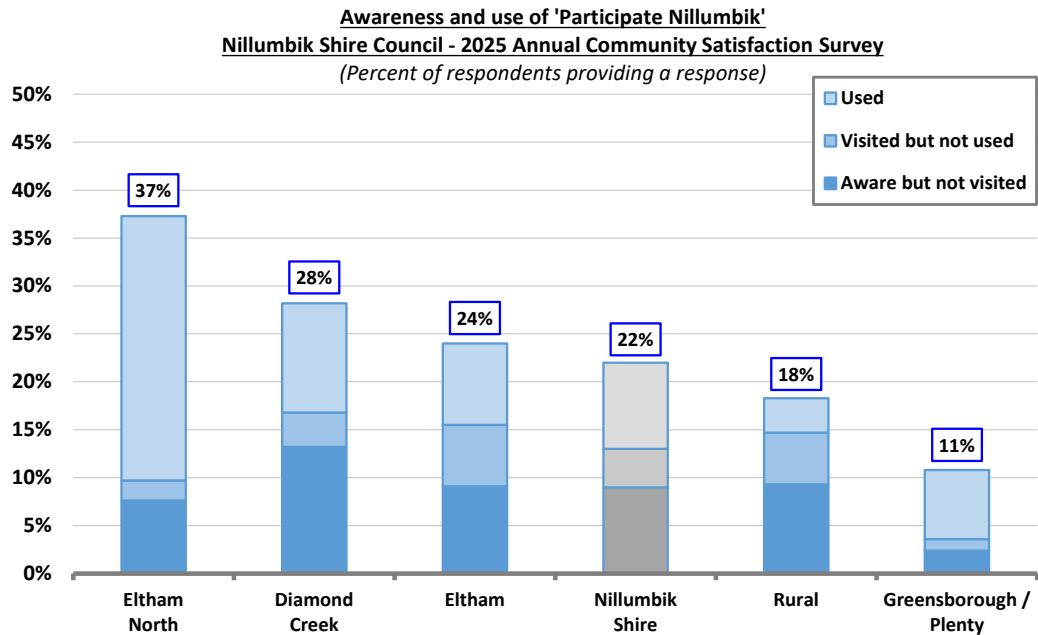
There was some variation in the awareness and use of *Participate Nillumbik* observed across the municipality.

Respondents from Eltham North were measurably (15%) and respondents from Diamond Creek were notably (6%) more likely than average to be at least aware of the site.

By contrast, respondents from Greensborough / Plenty were measurably (11%) less likely than average to be at least aware of the site.

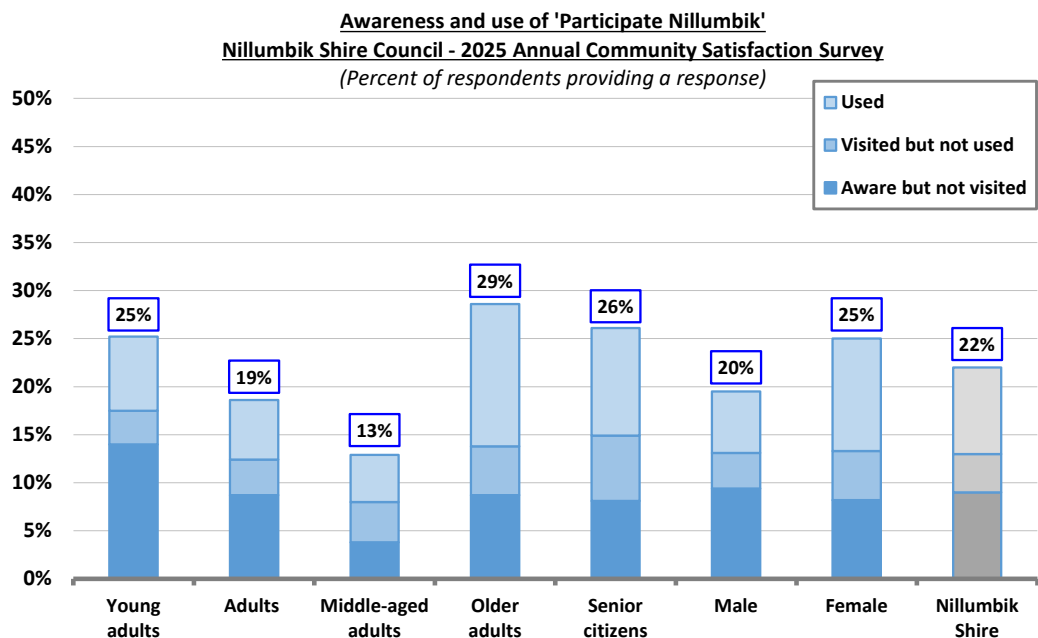


*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*



There was significant variation in the awareness and use of the *Participate Nillumbik* site observed by respondent profile. It is noted that adults and middle-aged adults (aged 35 to 54 years) were the least likely to be aware of and use the site.

Female respondents were notably more likely than male respondents to be aware of and / or use the site.



## 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 2025, a total of 29% of respondents (who provided a response) reported that they had contacted Council in the last 12 months.

This was a significant increase on the unusually low 20% recorded last year, but still measurably (11%) lower than the long-term average from 2011 of 40%.

Metropolis Research notes that the proportion of respondents contacting their local Council has tended to be a little lower than average in the post-pandemic period, following on from a typically higher than average proportion through the pandemic.

**Contacted Council in the last 12 months**  
**Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey**  
(Number and percent of respondents providing a response)

Response	2025		2024	2023	2022	2021	2020
	Number	Percent					
Yes	142	29%	20%	32%	34%	34%	24%
No	355	71%	80%	68%	66%	66%	76%
Not stated	5		6	0	0	1	2
Total	502	100%	501	502	508	501	500

### Form of contact

Respondents who had contacted Council were asked:

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

The 142 respondents who had contacted Council in the last 12 months were asked the method by which they last contacted Council.

Consistent with the results recorded in previous years, the most common method of contact with Council was via telephone during office hours, with 60% (down from 66%) reporting that they contacted Council by this method.

There was a significant increase this year in the proportion of respondents who reported that they last contacted Council via the website, accounting for 18% (up from 4%) of respondents.

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*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

In 2025, there were also 17% of respondents who last contacted Council by email, a result that remained consistent with the pandemic / post-pandemic average of 18%. This was significantly higher than the pre-pandemic average of just seven percent.

The increase in the proportion of respondents contacting their local council by email has been a significant change in behaviour through and post-pandemic, both for the Nillumbik Shire, as well as more broadly across metropolitan Melbourne.

This change in how the community chooses to engage with Council has created a new challenge for local government, in ensuring that high quality customer service is maintained in this changed environment, particularly as it relates to a greater proportion of community engaging with Council via email.

**Form of contact with Nillumbik Shire Council**  
**Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey**  
(Number and percent of respondents who contacted Council)

Response	2025		2024	2023	2022	2021	2020
	Number	Percent					
Telephone ( <i>during office hours</i> )	85	60%	66%	58%	62%	63%	60%
Website	26	18%	4%	11%	11%	6%	10%
E-mail	24	17%	11%	20%	17%	24%	10%
Visit in person	6	4%	16%	8%	6%	7%	20%
Mail	1	1%	2%	0%	1%	0%	0%
Telephone ( <i>after hours service</i> )	0	0%	0%	1%	1%	0%	0%
Social media ( <i>e.g. Facebook</i> )	0	0%	1%	1%	0%	0%	0%
Directly with a Councillor	0	0%	0%	1%	1%	0%	0%
Not stated	0		1	1	0	0	0
<b>Total</b>	<b>142</b>	<b>100%</b>	<b>97</b>	<b>163</b>	<b>174</b>	<b>172</b>	<b>122</b>

### ***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 142 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 increased notably this year, up four percent to 7.6 out of 10, which was a “very good”, up from a “good” level of satisfaction.



*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

This result was four percent above the long-term average satisfaction with customer service since 2011 of 7.2 out of 10, or “good”.

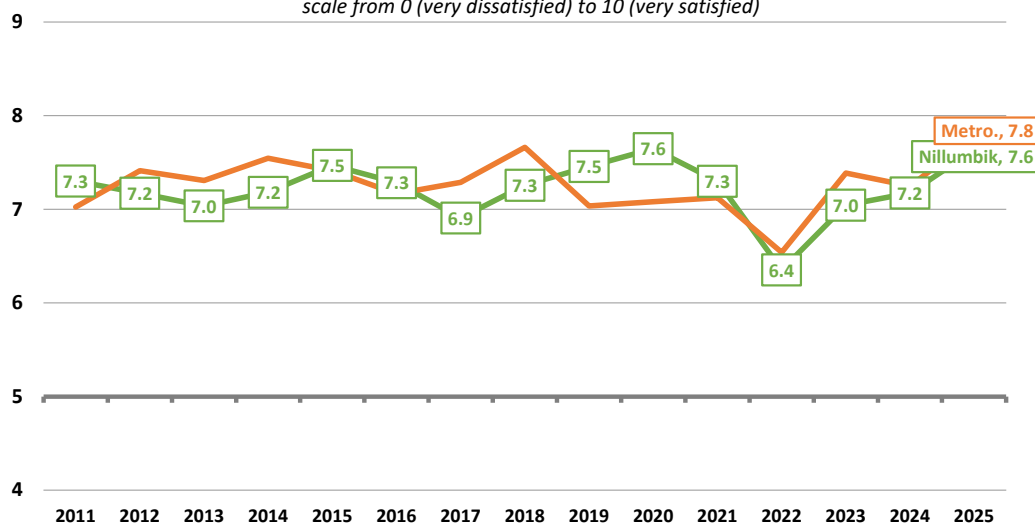
Metropolis Research suggests that this was a significant positive result for Council, with a substantial improvement in satisfaction with customer service, in a year when satisfaction with Council’s overall performance declined three percent this year (6.6 down from 6.9).

This reflects well on the performance of Council providing good quality customer service, even when the community was somewhat less satisfied with Council’s overall performance.

Despite the notable increase in satisfaction with customer service this year, satisfaction with customer service of the Nillumbik Shire Council remains marginally (2%) below the metropolitan average, as recorded in the 2025 *Governing Melbourne* research.

Metropolis Research notes that over the 14 years of the satisfaction survey program, Nillumbik Shire Council has outperformed the metropolitan average in six years and underperformed the metropolitan average in nine years. The average underperformance was less than two percent.

**Average satisfaction with aspects of customer service**  
**Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



The increase in satisfaction with customer service was broad ranging, with satisfaction with all seven aspects increasing this year.

The stand-out improvement in customer service this year was the six percent increase in satisfaction with the speed and efficiency of service (up 6%), satisfaction with respondents’ access to relevant officer / area (up 5%), and satisfaction with the care and attention to enquiry (up 5%).



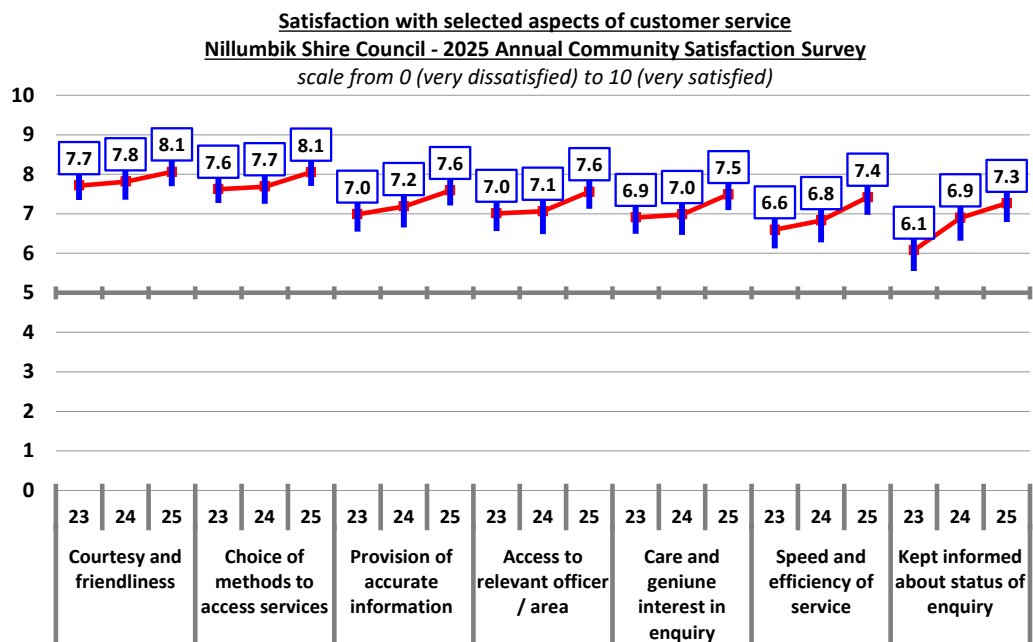


*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

Metropolis Research notes that satisfaction with respondents being kept informed of the status of their enquiry has increased 12% from 2023, and 18% since the low point of 5.5 out of 10 recorded back in 2022.

Satisfaction with the seven aspects of customer service can best be summarised as follows:

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



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

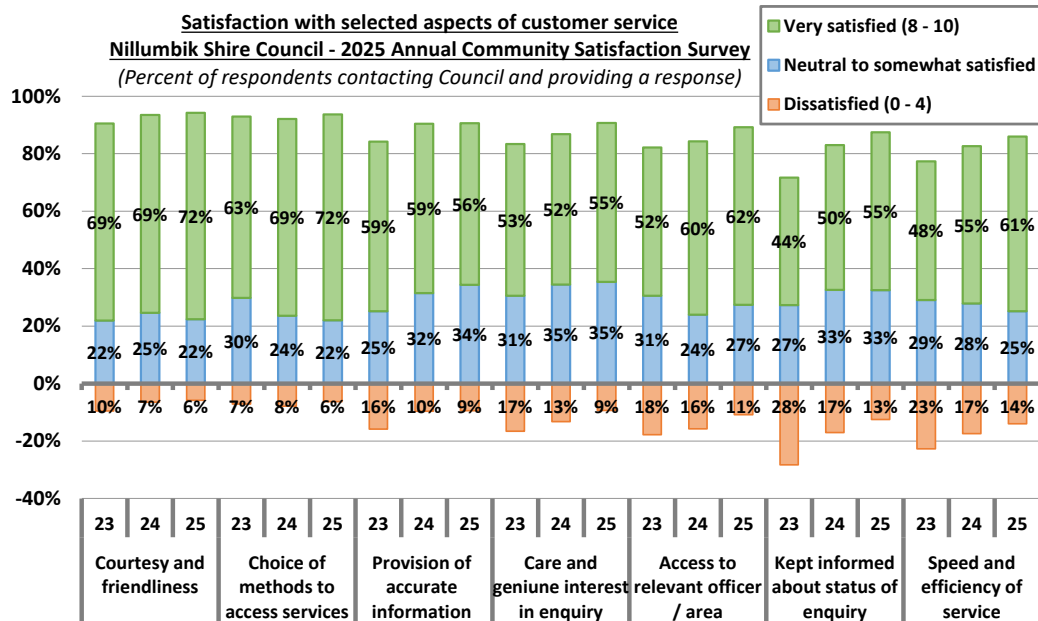
There was a notable increase in the proportion of respondents who were “very satisfied” with speed and efficiency of service (up 6%) and being kept informed about status of enquiry (up 5%).

There was also a decline again this year in the proportion of respondents “dissatisfied” with all seven aspects of customer service, with the stand-out result being the decline in dissatisfaction with access to relevant officer area (down 5%) and being kept informed of the status of enquiry (down 4%).



*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

These results clearly reflect a continued improvement in community satisfaction with their contacts with Council across all seven areas of customer service, and as discussed below, including by method of contacting Council.

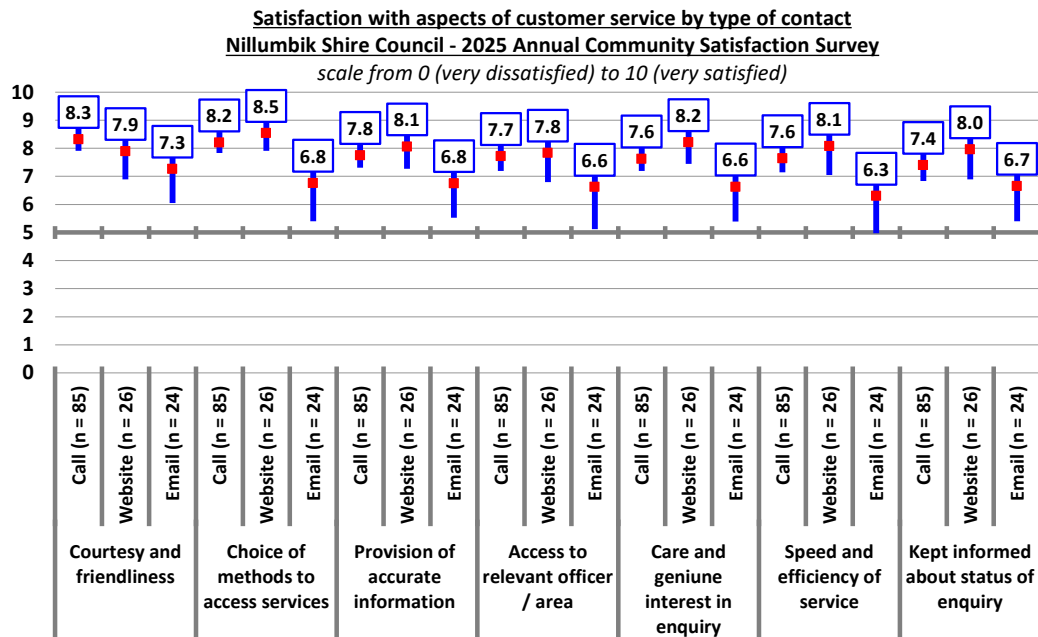


The following graph provides a comparison of satisfaction with aspects of customer service by the last method of contacting Council. It is important to bear in mind the relatively small sample size for many of these methods, including 26 for website and 24 who emailed Council.

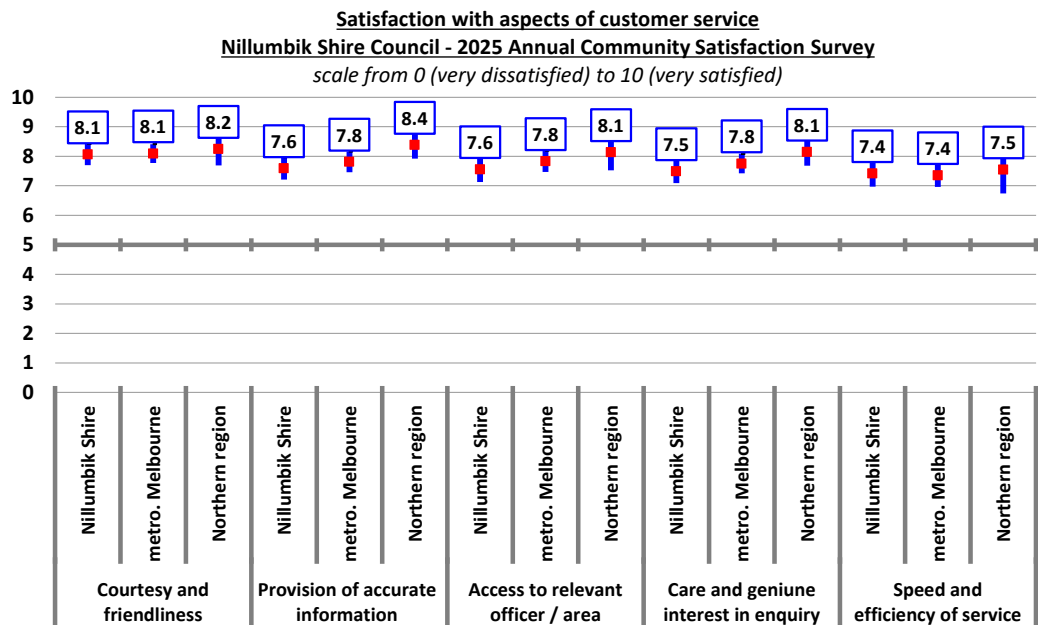
Consistent with results in previous years, respondents who contacted Council by email were notably less satisfied with all seven aspects of customer service than those who telephoned Council or visited the website. This was consistent with results observed elsewhere.



Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey

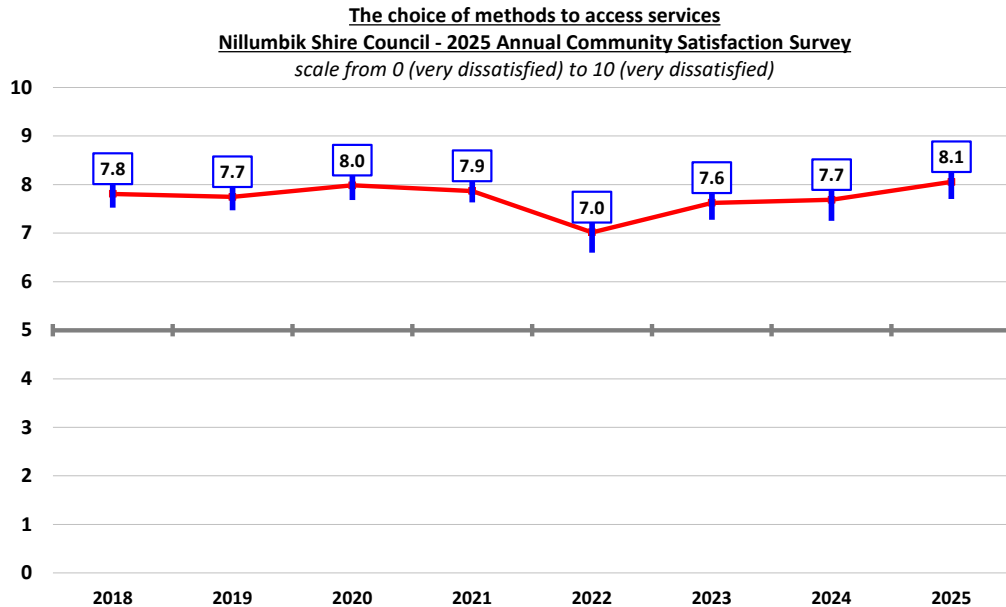


When compared to the metropolitan average results, as sourced in the 2025 *Governing Melbourne* survey, it is noted that respondents from Nillumbik Shire reported marginally lower satisfaction with care and genuine interest in enquiry (3% lower), the provision of accurate information (2% lower), and access to relevant officer / area (2% lower).

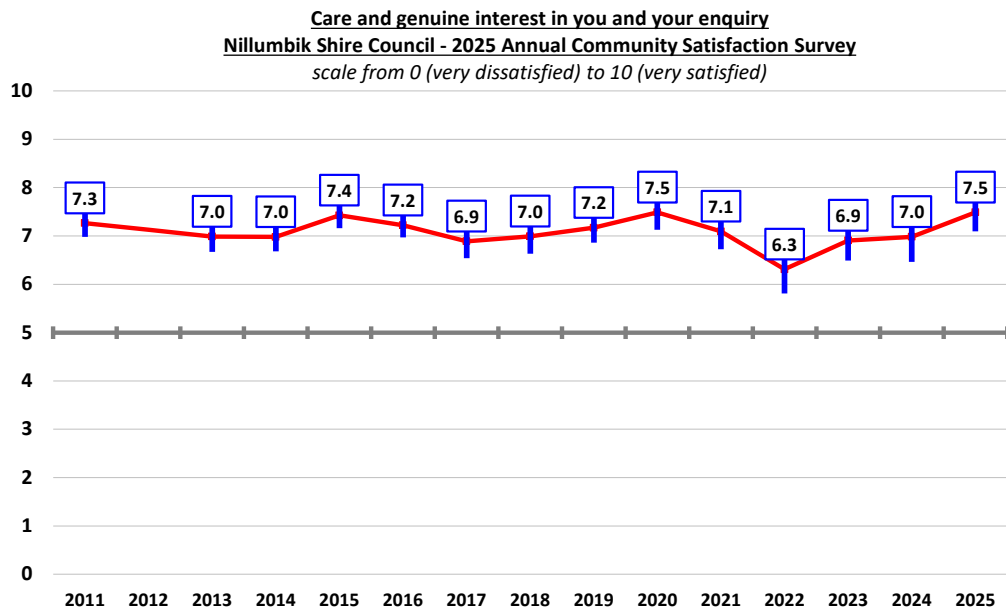


*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

Satisfaction with the choice of methods to access services increased somewhat (3%) this year, to a record high level of 8.1 out of 10. This was an “excellent”, up from a “very good” level of satisfaction, and was notably (4%) higher than the long-term average since 2018 of 7.7.

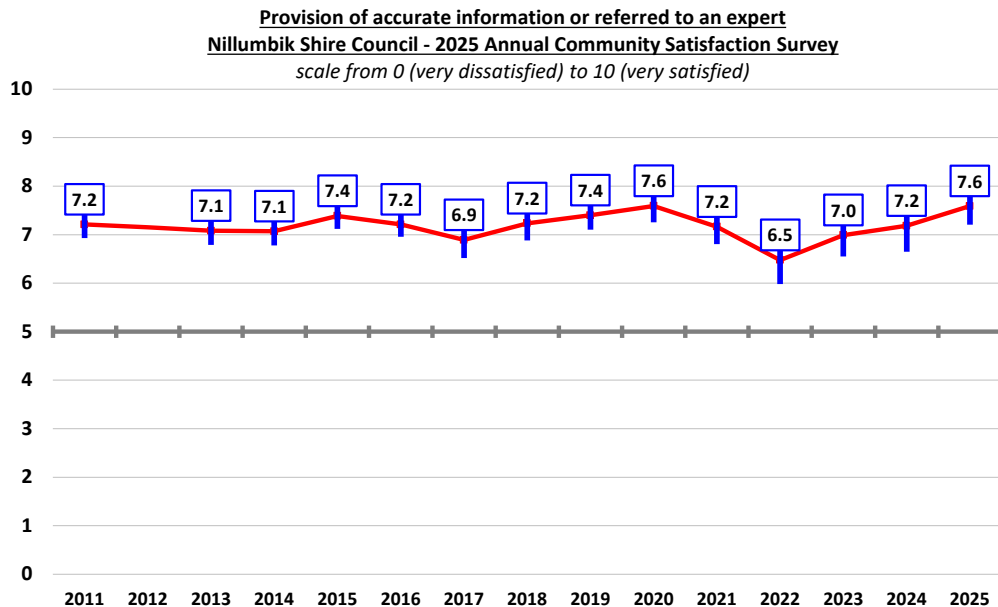


Satisfaction with the care and genuine interest in the respondent and their enquiry increased notably this year, up five percent to 7.5 out of 10, which was the equal highest score recorded for this aspect of performance (7.5 in 2020). This was a “very good”, up from a “good” level of satisfaction, and was notably (4%) above the long-term average satisfaction since 2011 of 7.1 out of 10 or “good”.

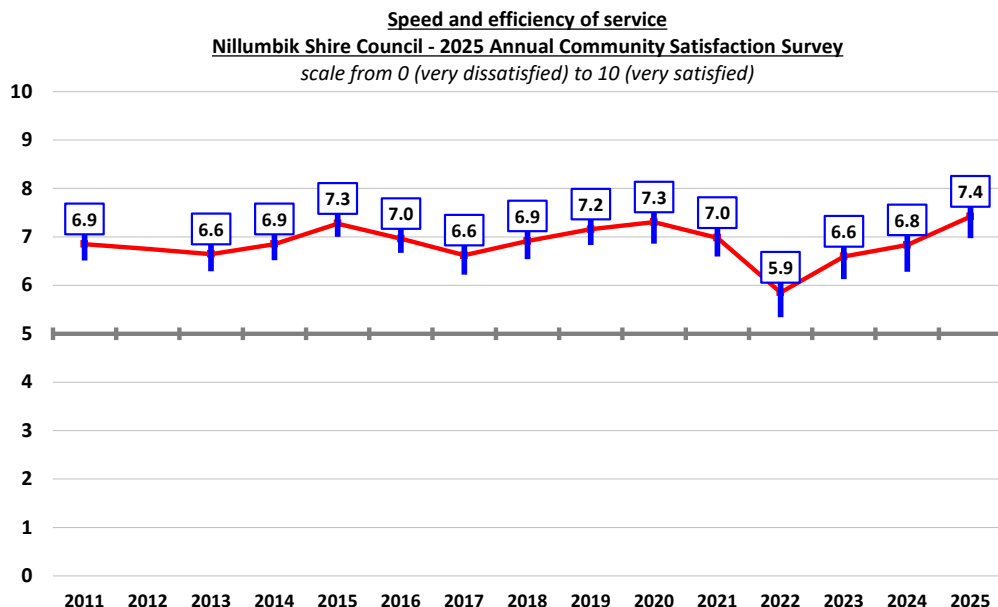


*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

Satisfaction with the provision of accurate information or being referred to an expert increased notably (4%) this year, up from 7.2 to 7.6 out of 10, which was a “very good”, up from a “good” level of satisfaction. This was the equal highest satisfaction with this aspect of performance (7.6 in 2020), and notably (4%) above the long-term average since 2011 of 7.2.

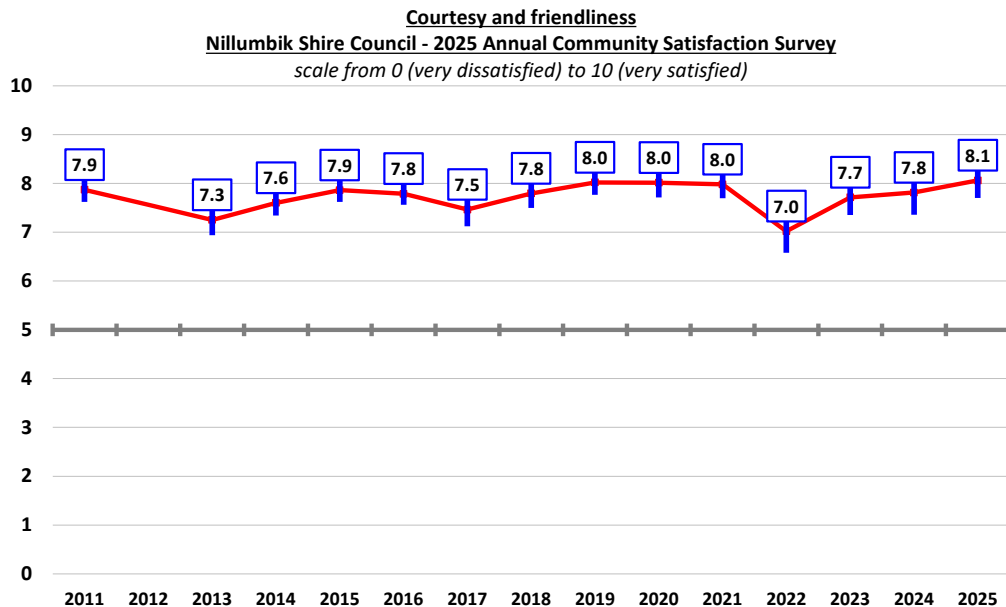


Satisfaction with the speed and efficiency of service increased notably (6%) this year, up from 6.8 to 7.4 out of 10, which was a “very good”, up from a “good” level. This was the highest satisfaction with this aspect of performance, and notably (5%) above the long-term average since 2011 of 6.9.

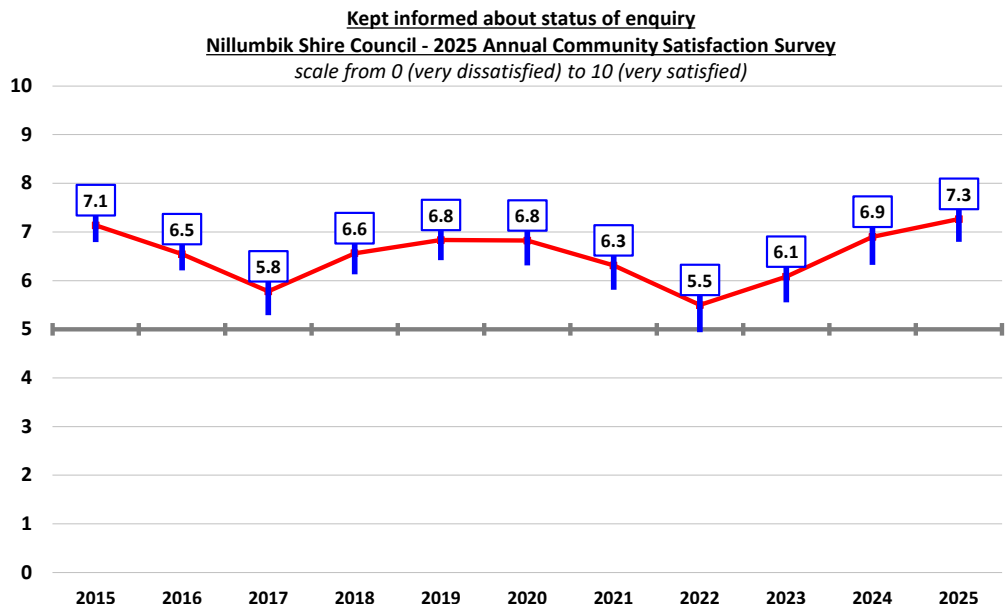


*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

Satisfaction with the courtesy and friendliness of staff increased somewhat (3%) this year, up from 7.8 to 8.1 out of 10, which remained an “excellent” level of satisfaction. This was the highest satisfaction with this aspect of performance recorded, and notably (4%) above the long-term average since 2011 of 7.7 or “very good”.

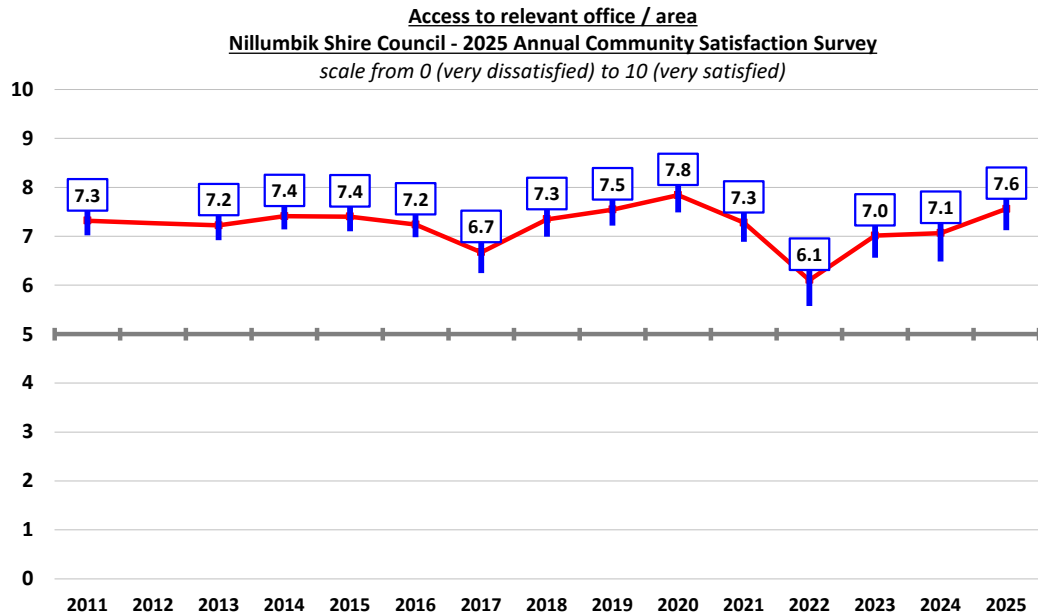


Satisfaction with being kept informed about the status of enquiry increased notably (4%) this year, up from 6.9 to 7.3 out of 10, which was a “very good”, up from a “good” level of satisfaction. This was the highest satisfaction with this aspect of performance recorded, and measurably (8%) above the long-term average since 2011 of 6.5.



*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

Satisfaction with access to the relevant officer / area increased notably (5%) this year, up from 7.1 to 7.6 out of 10, which was a “very good”, up from a “good” level of satisfaction. This result was notably (4%) above the long-term average since 2011 of 7.2.



## Planning and housing development

There were two sets of questions relating to satisfaction with planning and housing development included in the 2025 survey.

The first set of questions related 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 related to satisfaction with planning and development outcomes were asked of all respondents. In 2025, this section was expanded from the previous year to now include the four key planning and development outcomes that were included in previous years.



### ***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, a relatively small proportion of respondents had been personally involved in a planning application or development in the last 12 months, with 32 of 500 respondents (6%) reporting that they had been involved, with most (29) of these respondents being involved as applications.

**Involvement in planning and housing development**  
**Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey**  
(Number and percent of respondents providing a response)

Response	2025		2024	2023	2022	2021	2020
	Number	Percent					
Yes - as an applicant	29	6%	2%	5%	9%	5%	2%
Yes - as an objector	2	0%	1%	1%	1%	1%	2%
Yes - other involvement	1	0%	0%	0%	0%	0%	1%
No involvement	468	94%	97%	94%	90%	94%	96%
Not stated	2		11	11	40	8	2
<b>Total</b>	<b>502</b>	<b>100%</b>	<b>501</b>	<b>502</b>	<b>508</b>	<b>501</b>	<b>500</b>

### ***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 33 respondents who were involved in the planning approvals process were asked to rate their satisfaction with four aspects of the process.

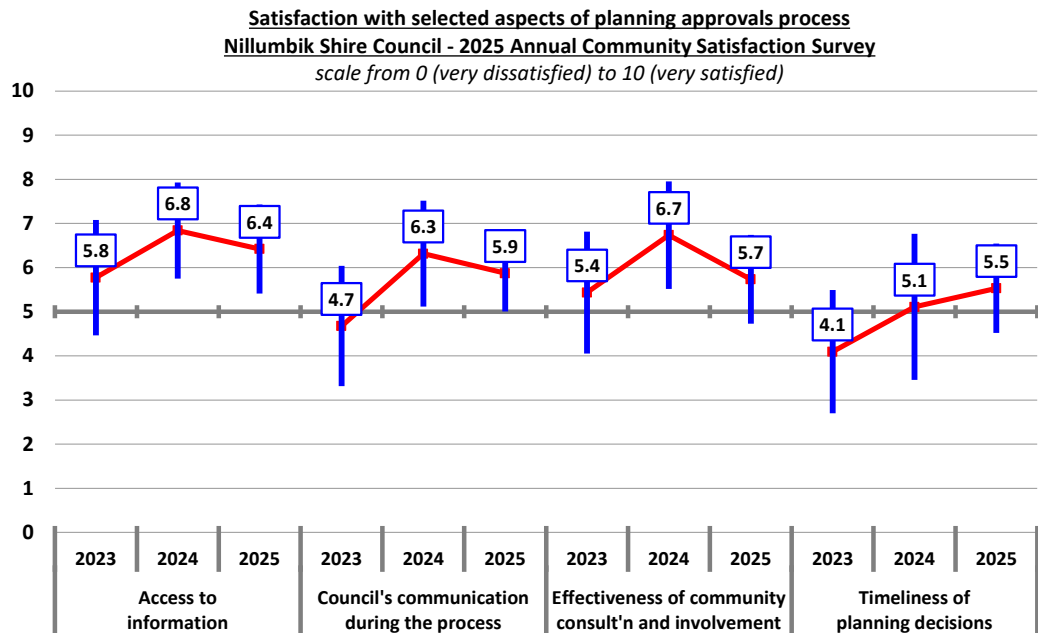
The average satisfaction with three of the four aspects declined marginally this year, whilst satisfaction with the timeliness of planning decisions increased marginally (4%).

Metropolis Research notes the small sample size of just 33 respondents, and notes that none of these variations were statistically significant.



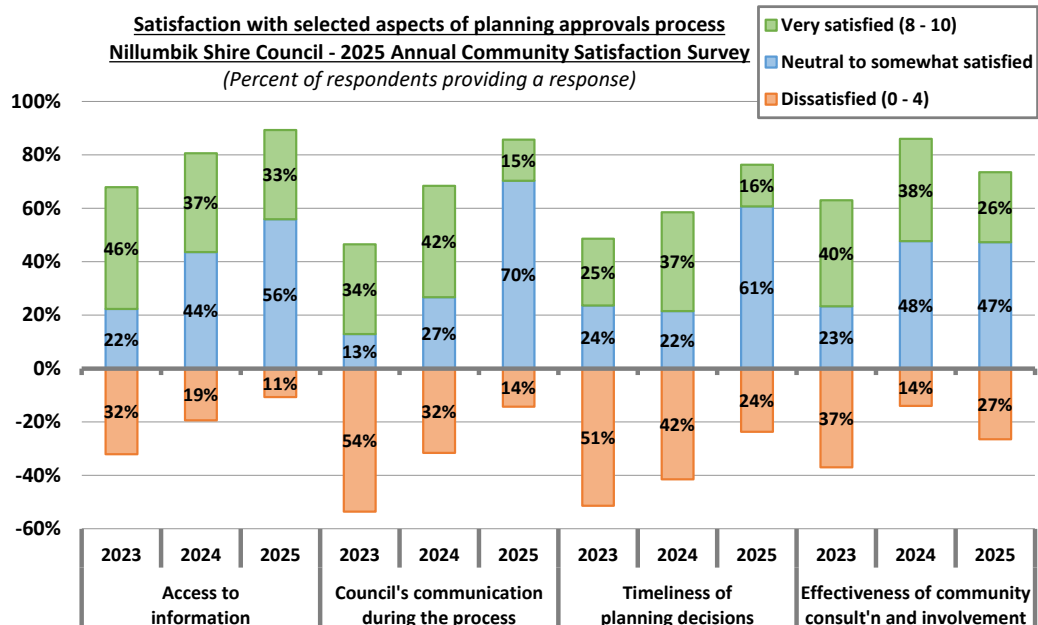


*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*



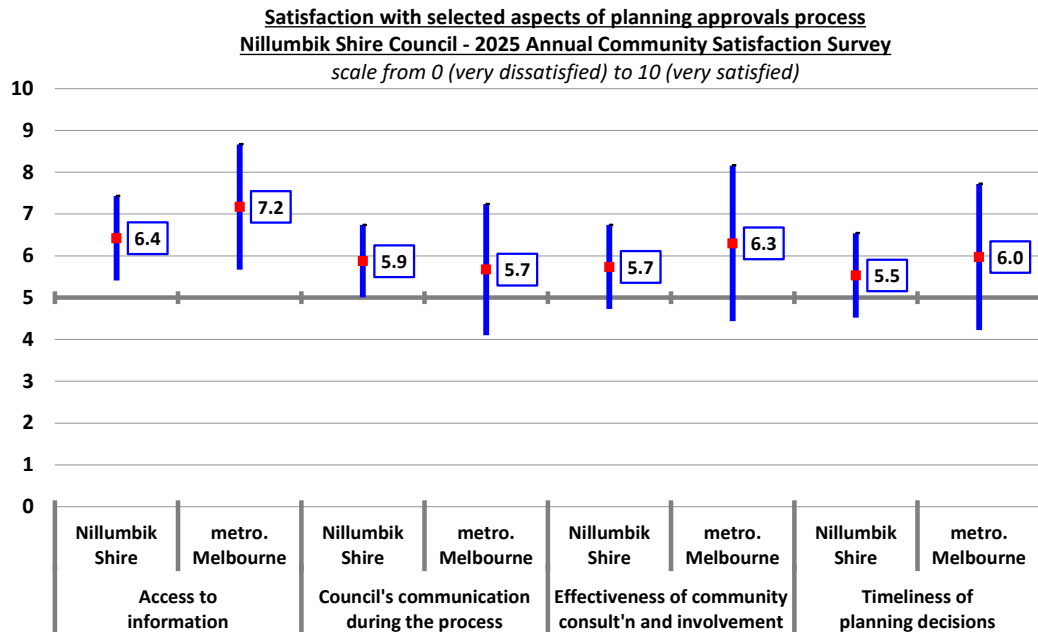
The following graph displays the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five).

Attention is drawn to the substantial decline in the proportion of respondents “dissatisfied” with access to information (11% down from 19%), Council’s communication (14% down from 32%), and the timeliness of planning decisions (24% down from 42%) this year.

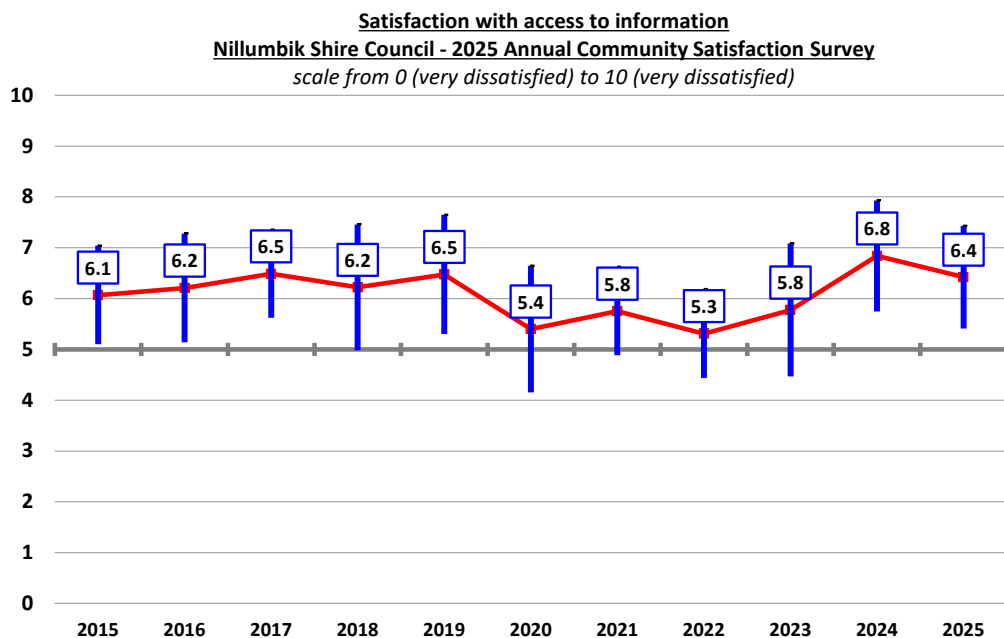


*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

When compared to satisfaction with these four aspects of the planning approvals process as recorded in the 2025 *Governing Melbourne* survey, satisfaction with these aspects by the 32 respondents from Nillumbik Shire was consistent with the metropolitan average.

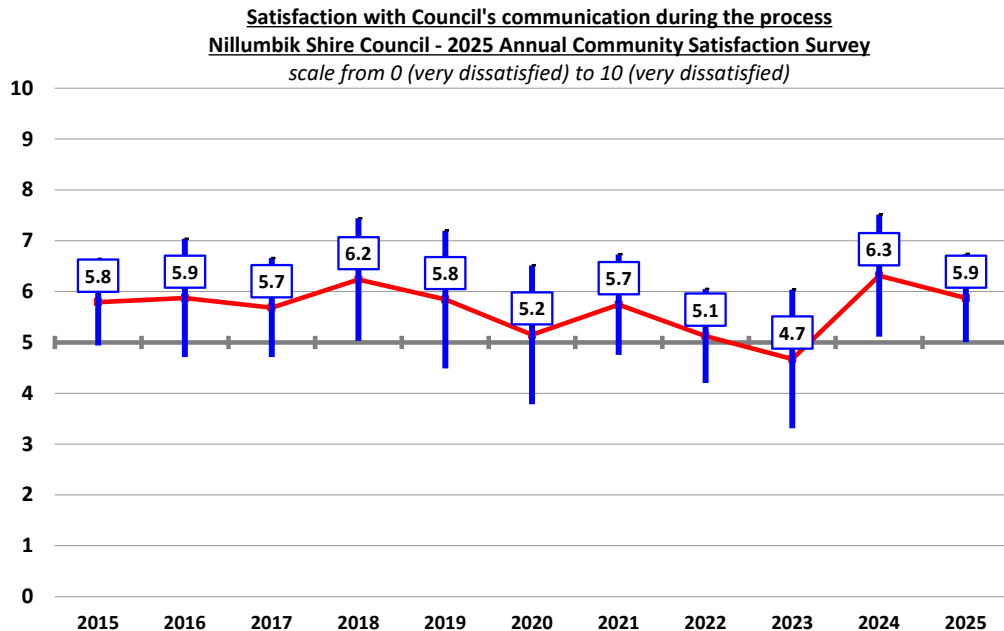


Satisfaction with the access to information was 6.4 out of 10 this year, which was a “solid”, down from a “good” level, but consistent with the long-term average since 2015 of 6.1.

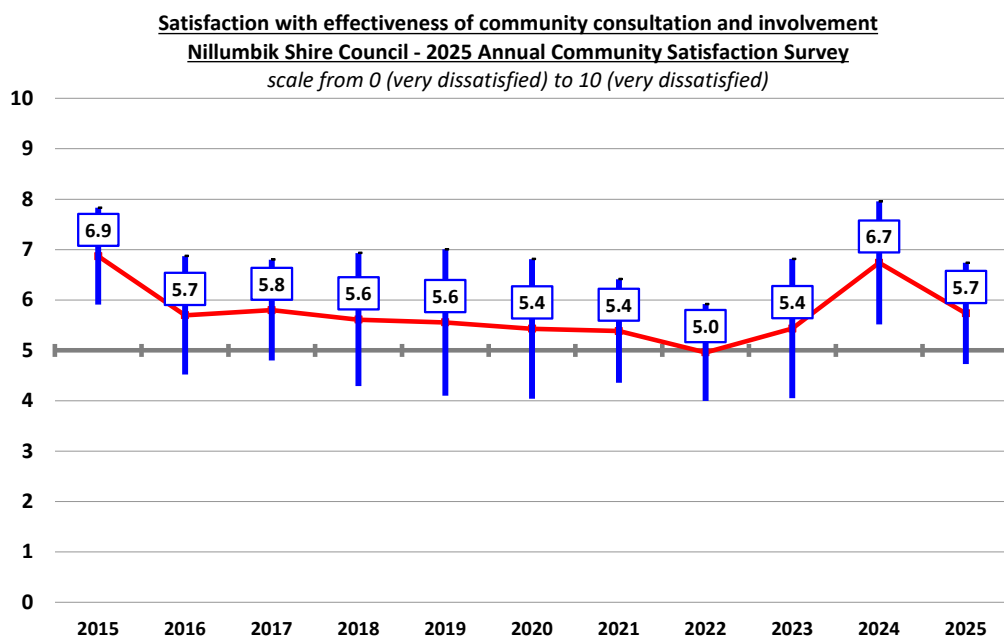


*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

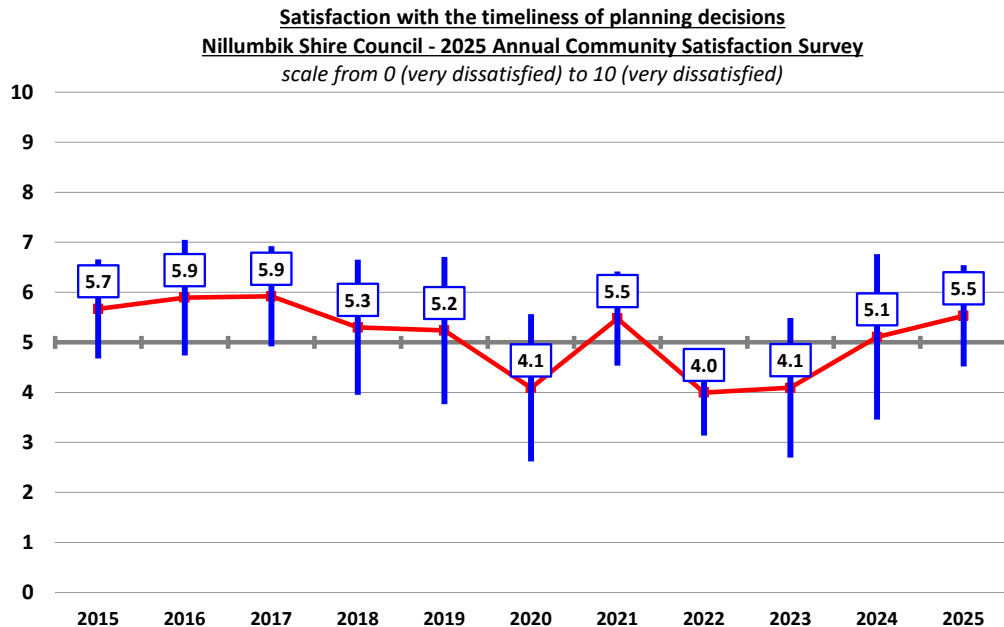
Satisfaction with Council’s communication during the process was 5.9 out of 10 this year, which was a “poor”, down from a “solid” level of satisfaction, although it was consistent with the long-term average satisfaction since 2015 of 5.7 out of 10.



Satisfaction with the effectiveness of community consultation and involvement was 5.7 out of 10 this year, which was a “poor”, down from a “good” level, although it was consistent with the long-term average satisfaction since 2015 of 5.7 out of 10.



Satisfaction with the timeliness of planning decisions increased marginally this year to 5.5 out of 10, which was a “poor”, up from a “very poor” level of satisfaction. This result was above the long-term average satisfaction since 2015 of 5.1 out of 10.



### ***Satisfaction with planning and housing developments***

Respondents were asked:

*“On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of planning and developments in your local area?”*

All respondents in 2025 were asked to rate their satisfaction with four planning and development outcomes, including the appearance and quality of new developments, as well as three other outcomes.

The three new outcomes were the design of public spaces (last included in 2023), the protection of local heritage (last included in 2023), and the protection and conservation of vegetation (new this year).

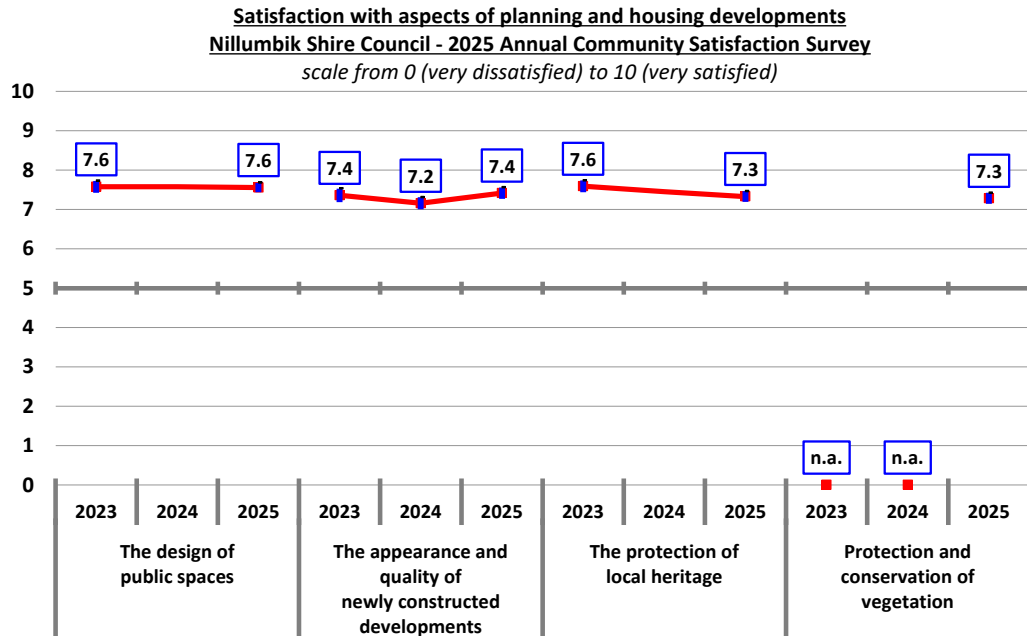
Satisfaction with all four planning and development outcomes was recorded at “very good” levels of more than 7.5 out of 10.

This includes a marginal (2%) increase in satisfaction with the appearance and quality of new developments.

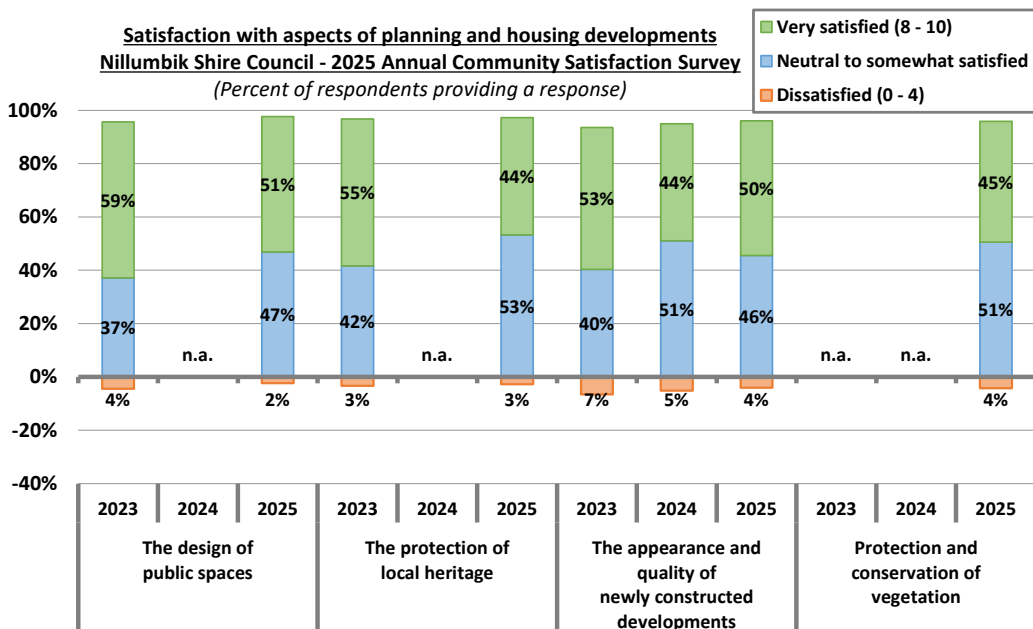


*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

These results clearly reflect broad-based satisfaction with new development in the municipality, with particular attention drawn to the 50% of respondents (who provided a response) who were “very satisfied” with the appearance and quality of new developments.

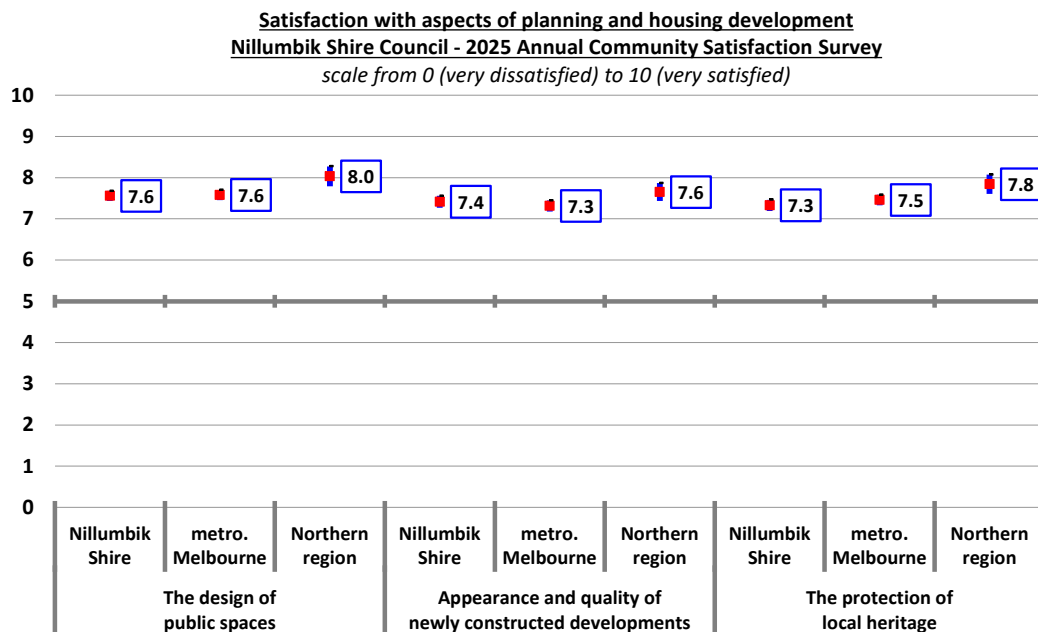


It is noted that approximately half of the respondents who provided a score were “very satisfied” with each of the four outcomes, with no more than four percent “dissatisfied”.



When compared to the results from the 2025 *Governing Melbourne* research, it is noted that respondents from the Nillumbik Shire reported similar satisfaction than the metropolitan average.

Metropolis Research notes that the Nillumbik results were somewhat (2% to 5%) lower than the results recorded for the northern region councils.



### Appearance and quality of newly constructed developments

In 2025, satisfaction with the appearance and quality of newly constructed developments increased marginally, up two percent to 7.4 out of 10.

This was a “very good”, up from a “good” level of satisfaction, and the second highest score recorded for Nillumbik Shire Council (7.5 in 2020).

This result remained measurably above the long-term average satisfaction since 2011 of 6.8 out of 10, or “good”.

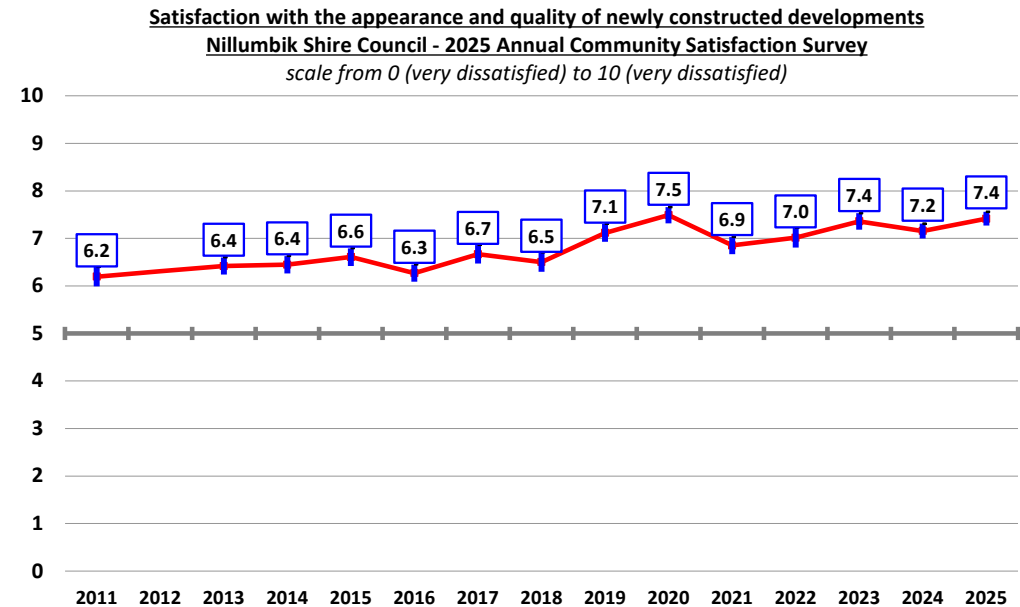
Metropolis Research notes that satisfaction with the appearance and quality of newly constructed developments has improved significantly over the life of the survey program, increasing 11% since 2011.

This is a significant improvement over time and clearly reflects improving levels of community satisfaction with new development occurring in the municipality.

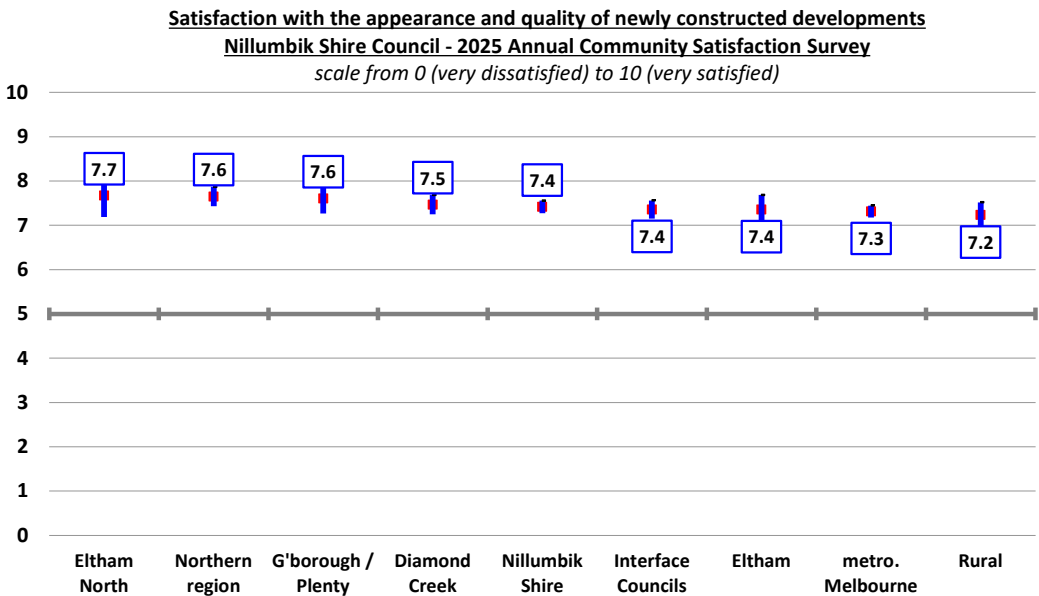


Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey

By way of comparison, this result was marginally (1%) above the metropolitan Melbourne (7.2), identical to the northern region councils’ (7.2), and identical to the interface councils’ (7.4) average, as recorded in the 2025 *Governing Melbourne* research conducted independently by Metropolis Research in January 2025.

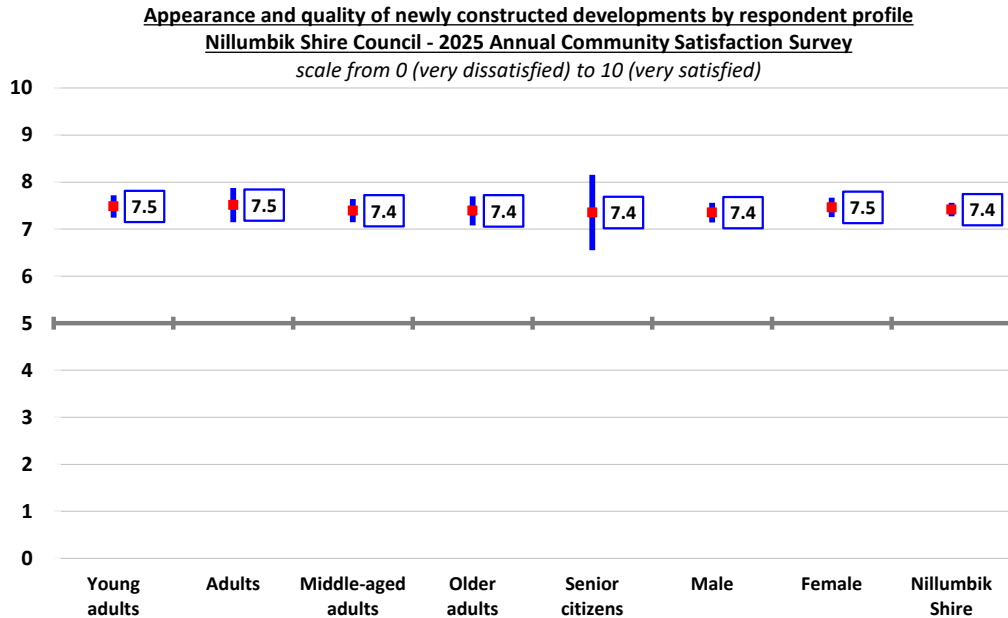


There was no measurable variation in this result observed across the municipality, although it was somewhat (3%) higher in Eltham North, and marginally (2%) lower in the Rural precinct.

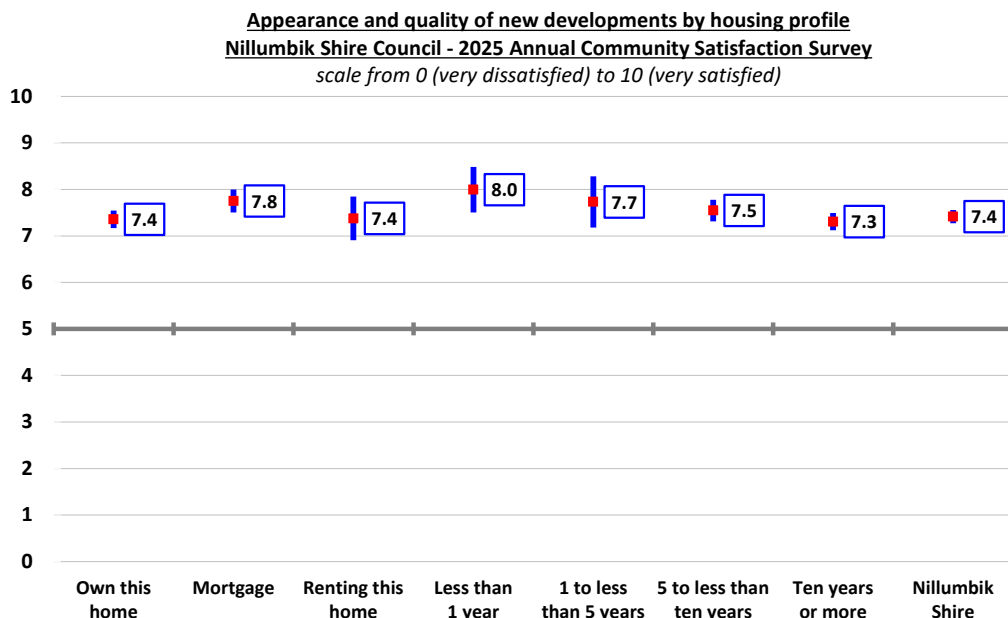


*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

There was no meaningful variation in satisfaction with the appearance and quality of new developments observed by respondent profile, with respondents from all age groups, gender, and language spoken at home rating satisfaction at “very good” levels.



There was some variation in satisfaction with the appearance and quality of new developments observed by housing situation and period of residence, with mortgagor households and new residents (less than one year in the Shire) notably more satisfied than average.





*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

### 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, with perceived overdevelopment, and lack of quality the most common issues raised.

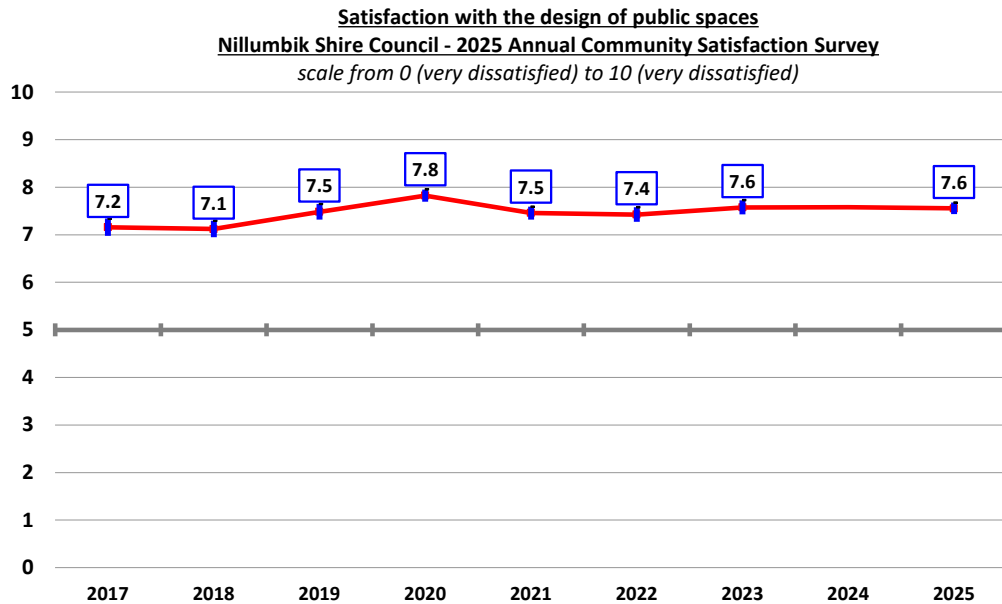
**Comments regarding the appearance and quality of newly constructed developments in your area**  
**Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Number of responses)*

<i>Response</i>	<i>Number</i>
Overdevelopment	7
Neighbourhood character is deteriorating	3
The buildings are not designed for our climate	3
Hideous / shabby / ugly appearance	2
Need more grass / green areas in houses	2
Accessibility needs to be better	1
Buildings without permits should not be allowed	1
Cheap appearance	1
Current infrastructure cannot cope or keep up with the new developments	1
Does not fit in with the environment	1
I do not want unit complexes in this suburb	1
It is not graceful	1
Look very similar	1
New developments are very close together	1
New developments have poor quality	1
Ramps in parks needs sensors for disabled people	1
Street parking is an issue	1
The development behind Woolworths is great but other than, they are bad	1
The quality of the buildings is not long lasting	1
The visual and functional impacts to the area are important	1
There are no developments in urban areas. The only thing available is the post office	1
There is no consideration of if and how a new infrastructure will keep up with changes in the population, as well as no consideration towards the historical character of the area regarding buildings	1
There is no space for people	1
They are absorbing heat and not reflecting it	1
They are not consistent with the allowance of houses	1
They are not consistent with the theme of the houses	1
They dictate what we can do on our property and if we pay for any service, we do not get our money back if it gets rejected	1
They have allowed construction of buildings in the flood zone along Main Rd	1
Too many apartments that are being built do not suit the environment	1
Too many buildings cause traffic problems	1
We should be looking at quality dwellings that have better insulation	1
<b>Total</b>	<b>43</b>

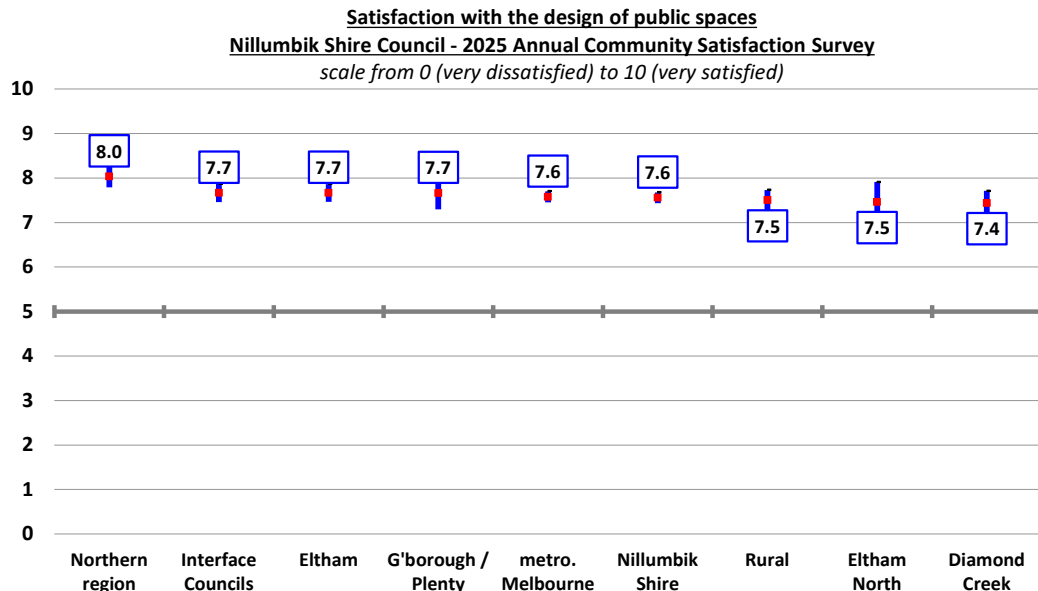


## The design of public spaces

Satisfaction with the design of public spaces remained stable this year at 7.6 out of 10, which was a “very good” level of satisfaction, and consistent with the long-term average since 2017 of 7.5 out of 10.



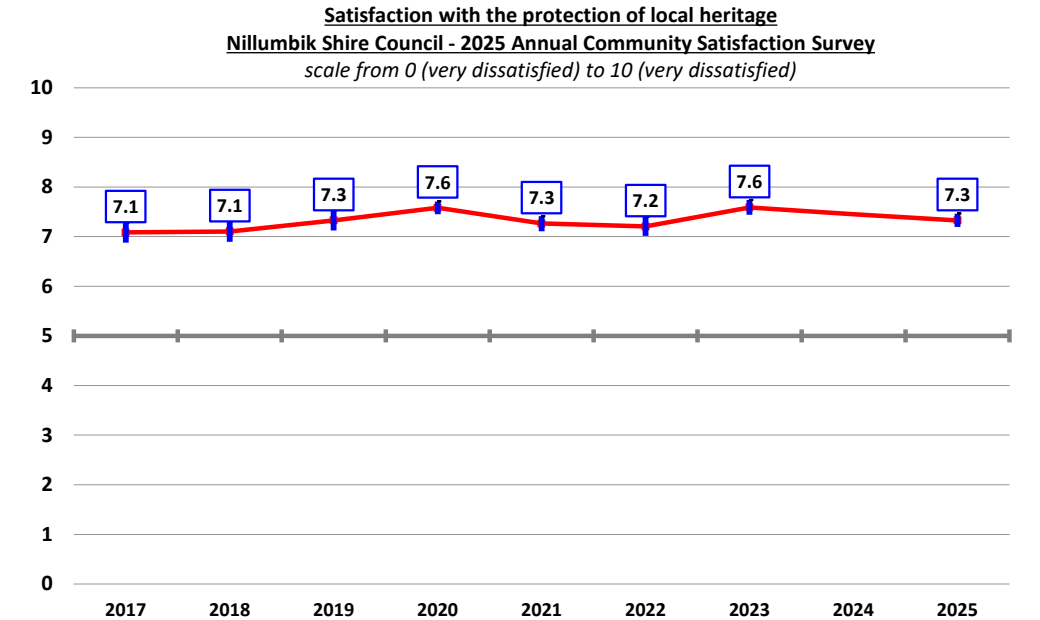
There was no measurable variation in this result observed across the municipality, although respondents from Diamond Creek were marginally (2%) less satisfied than average, although still at a “very good” level.



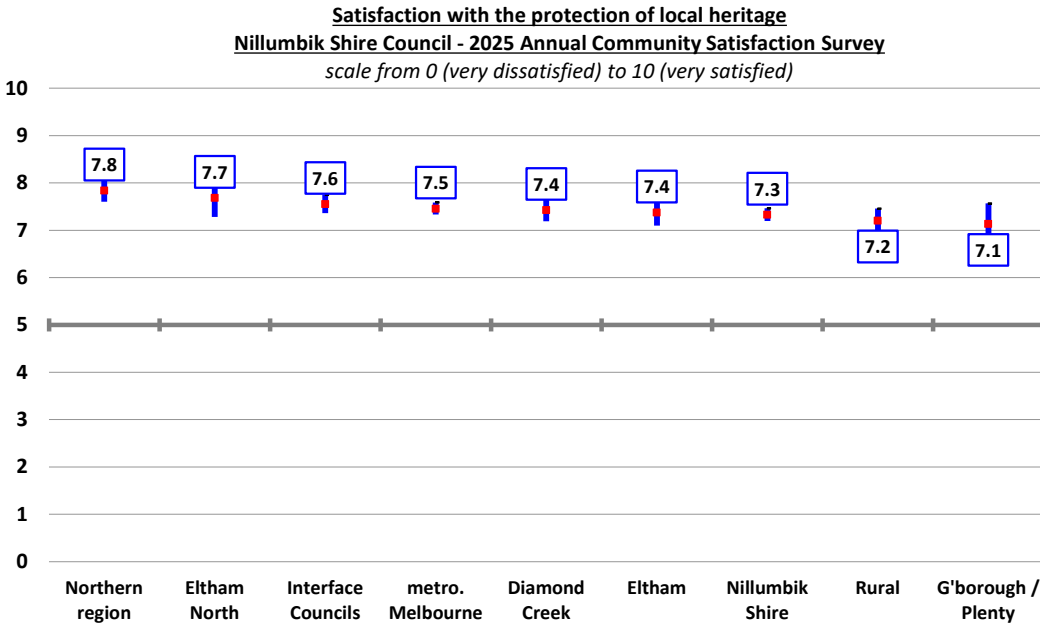
Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey

The protection of local heritage

Satisfaction with the protection of local heritage declined somewhat (3%) this year to 7.3 out of 10, although it remained at a “very good” level, and consistent with the long-term average satisfaction since 2017 of 7.3 out of 10.



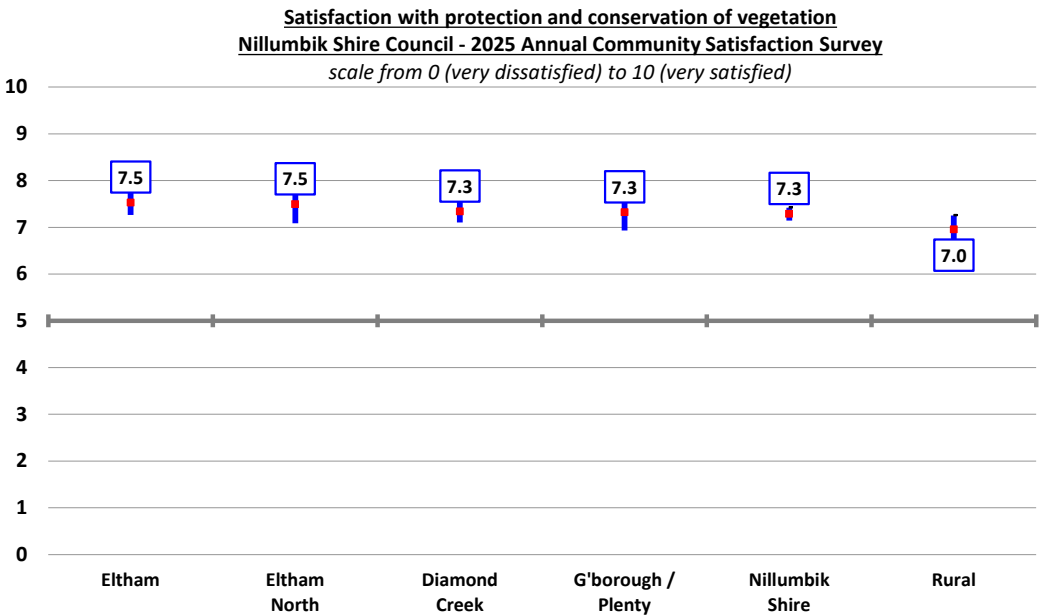
There was no measurable variation in this result observed across the municipality, although respondents from Eltham North were somewhat (3%) more satisfied than average.



Protection and conservation of vegetation

Satisfaction with the protection and conservation of vegetation was 7.3 out of 10, or a “very good” level of satisfaction.

There was no measurable variation in this result observed across the municipality, although it is noted that respondents from Eltham were marginally (2%) more satisfied than average, whilst by contrast, respondents from the Rural precinct were somewhat (3%) less satisfied, and at a “good” rather than a “very good” level.



## 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 2025 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 2025 survey, with the metropolitan Melbourne average importance of 26 services and facilities, sourced from the *2025 Governing Melbourne* research conducted independently by Metropolis Research in January 2025.

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, which was identical to the 2024 result.

As displayed on the left-hand side of the table, two services and facilities were measurably more important than the average of all 34 services and facilities (8.9).

These were fortnightly kerbside garbage collection and fortnightly kerbside recycling collection, both of which have consistently been two of the most important services provided by Council.

Four services and facilities were measurably less important than the average of all 34 services and facilities (8.9). It is important to bear in mind, however, that all four of these services and facilities were still very important to the community, with average importance scores of more than eight out of 10.



Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey

These services and facilities included the *Nillumbik News*, Council efforts to address the needs of LGBTQIA+ residents, horse riding trails, and parking enforcement.

**Importance of selected Council services and facilities**  
**Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey**  
(Number and index score scale 0 - 10)

	Service/facility	Number	2025			2024	2023	2022	2025 Metro.*
			Lower	Mean	Upper				
High	Fortnightly kerbside garbage collection	497	9.2	<b>9.3</b>	9.4	9.3	9.1	9.2	9.5
	Fortnightly kerbside recycling collection	491	9.1	<b>9.2</b>	9.3	9.3	9.2	9.2	9.5
Average importance	Maintenance & repairs of local sealed roads	494	9.0	<b>9.1</b>	9.2	9.2	8.8	8.7	9.3
	Provision & maintenance of parks & gardens	500	9.0	<b>9.1</b>	9.2	9.0	8.6	8.8	9.3
	Weekly kerbside green waste collection	489	9.0	<b>9.1</b>	9.2	9.3	9.1	9.1	9.2
	Services for older people	486	9.0	<b>9.1</b>	9.2	9.2	8.9	9.0	9.2
	Services for children from birth to 5 years	492	9.0	<b>9.1</b>	9.2	9.2	8.8	9.1	9.1
	Fire prevention works	485	8.9	<b>9.0</b>	9.2	9.2	8.9	9.0	n.a.
	Public toilets	485	8.9	<b>9.0</b>	9.1	9.0	8.6	8.7	9.1
	Education and Learning	493	8.9	<b>9.0</b>	9.1	8.9	8.6	8.8	n.a.
	Sports ovals	489	8.9	<b>9.0</b>	9.1	9.0	8.9	8.8	9.0
	Services for youth	488	8.9	<b>9.0</b>	9.1	8.9	8.7	9.0	9.1
	Provision and maintenance of street lighting	494	8.8	<b>8.9</b>	9.1	8.9	8.5	8.7	9.3
	Local library	487	8.8	<b>8.9</b>	9.1	9.0	8.7	8.6	9.1
	Local traffic management	492	8.8	<b>8.9</b>	9.0	8.9	8.5	8.5	9.2
	Drains maintenance and repairs	487	8.8	<b>8.9</b>	9.0	9.1	8.8	8.7	9.3
	Animal management	488	8.8	<b>8.9</b>	9.0	8.7	8.2	8.2	9.2
	Litter collection in public areas	494	8.8	<b>8.9</b>	9.0	9.0	8.7	8.8	9.2
	Hard rubbish collection	490	8.8	<b>8.9</b>	9.0	9.0	8.8	8.8	9.2
	Maintenance & cleaning of shopping strips	497	8.8	<b>8.9</b>	9.0	8.8	8.5	8.6	9.1
	Footpath maintenance and repairs	494	8.8	<b>8.9</b>	9.0	9.0	8.7	8.7	9.2
	Support for local businesses	490	8.7	<b>8.9</b>	9.0	8.8	8.6	8.9	n.a.
	Aquatic and Leisure centres	494	8.7	<b>8.9</b>	9.0	8.7	8.4	8.6	9.0
	Environmental programs and facilities	489	8.7	<b>8.9</b>	9.0	8.7	8.5	8.6	n.a.
	Provision and maintenance of street trees	492	8.7	<b>8.9</b>	9.0	9.1	8.7	8.7	9.2
	Council's website	482	8.7	<b>8.8</b>	8.9	8.9	8.3	8.4	9.0
	Street sweeping	489	8.5	<b>8.7</b>	8.8	8.7	8.2	7.9	9.2
	On and off road bike paths	480	8.5	<b>8.7</b>	8.8	8.8	8.6	8.7	8.9
	Arts & cultural events, programs, activities^	497	8.5	<b>8.6</b>	8.7	8.6	8.1	8.0	8.7
	Grading of unsealed roads	475	8.4	<b>8.5</b>	8.7	8.8	8.5	8.5	n.a.
Lower	Nillumbik News	475	8.2	<b>8.4</b>	8.6	8.1	7.5	7.6	8.6
	Council efforts to address the needs of LGBTQIA+ residents	441	8.1	<b>8.3</b>	8.5	8.0	n.a.	n.a.	n.a.
	Horse riding trails	448	8.1	<b>8.2</b>	8.4	7.9	6.9	6.7	n.a.
	Parking enforcement	494	7.9	<b>8.1</b>	8.3	8.4	7.7	7.0	9.0
Average importance			8.7	<b>8.9</b>	9.0	8.9	8.5	8.6	9.1

(\*) 2025 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 variation in the average importance of the 34 services and facilities this year, with the average importance of 12 services and facilities declining, and 14 increasing.

While most of these variations were relatively minor in nature, attention is drawn to the following:

- **Notably more important in 2025 than in 2024** – included horse riding trails; Council's efforts to address the needs of LGBTQIA+ residents; and the *Nillumbik News*.
- **Notably less important in 2025 than in 2024** – included the grading of unsealed roads.

### Comparison to the metropolitan Melbourne results

Of the 34 services and facilities included this year, 27 were included in a format that allowed for a comparison to the metropolitan Melbourne average importance, as recorded in the 2025 *Governing Melbourne* research, conducted independently by Metropolis Research in January 2025, using the same door-to-door methodology.

Of these 27 services and facilities, 25 were less important in Nillumbik Shire than the metropolitan Melbourne average, and two were identical. Attention is drawn to the following variations of note:

- **Notably less important in Nillumbik than the metropolitan average** – included parking enforcement (9% less important in Nillumbik); and street sweeping (5% less important).

### 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 rose marginally this year, up one percent to 7.6 out of 10, although it remained at a "very good" level of satisfaction.

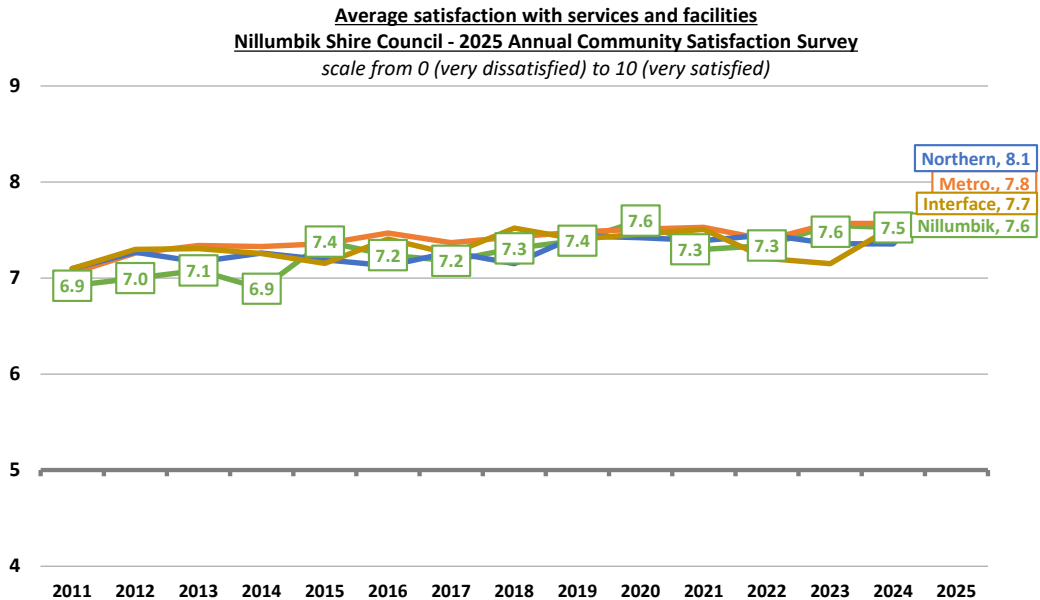
This result was somewhat (2%) lower than the metropolitan Melbourne average satisfaction with the 27 comparable services and facilities of 7.8 out of 10, as recorded in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2025, using the same in-person, door-to-door methodology.

This Nillumbik result was marginally (1%) lower than the interface councils' average of 7.7, and notably lower than the northern region councils' average of 8.1 out of 10, both recorded in *Governing Melbourne*.



Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey

This result in Nillumbik returns to the high recorded in 2020, prior to the impact of the pandemic in 2021 and 2022.



The following table displays the average satisfaction of each of the 34 services and facilities included in the 2025 survey, with the metropolitan Melbourne average satisfaction with 26 services and facilities, sourced from the 2025 *Governing Melbourne* research.

The table provides the average satisfaction score, as well as the 95% confidence interval around each average score. The table also includes a comparison of the last three years.

As displayed on the left-hand side of the following table, two services and facilities were measurably more important than the average of all 34 services and facilities (8.9).

Of the 34 included services and facilities, six recorded a satisfaction score that was measurably higher than the average of all 34 services and facilities (7.6), and eight recorded a measurably lower than average satisfaction score, as follows:

- **Measurably higher than average satisfaction** – included environmental programs and facilities; weekly kerbside green waste collection; fortnightly kerbside recycling collection; the local library; services for children aged 0 to 5 years; and kerbside garbage collection.
- **Measurably lower than average satisfaction** – included fire prevention works; provision and maintenance of street trees; footpath maintenance and repairs; drains maintenance and repairs; horse riding trails; grading of unsealed roads; public toilets; and maintenance and repair of local sealed roads.



Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey

**Satisfaction with selected Council services and facilities**  
**Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey**  
(Number and index score scale 0 - 10)

	Service/facility	Number	2025			2024	2023	2022	2025 Metro.*
			Lower	Mean	Upper				
<b>Higher than average</b>	Environmental programs and facilities	119	8.4	<b>8.6</b>	8.8	7.9	8.2	8.2	n.a.
	Weekly kerbside green waste collection	472	8.4	<b>8.5</b>	8.7	8.2	8.3	8.3	8.5
	Fortnightly kerbside recycling collection	489	8.3	<b>8.5</b>	8.6	8.2	8.3	7.9	8.5
	Local library	208	8.3	<b>8.5</b>	8.7	8.5	8.4	8.7	8.4
	Services for children aged 0 to 5 years	73	8.0	<b>8.4</b>	8.8	8.1	8.0	8.3	7.8
	Fortnightly kerbside garbage collection	493	8.2	<b>8.4</b>	8.5	8.1	8.1	7.9	8.5
<b>Average satisfaction</b>	Education and Learning	87	7.9	<b>8.3</b>	8.6	8.1	7.9	8.1	n.a.
	Support for local businesses	99	8.0	<b>8.2</b>	8.5	7.4	7.7	7.3	n.a.
	Sports ovals	233	8.0	<b>8.2</b>	8.4	8.2	8.2	8.3	8.2
	Arts & cultural events, programs, activities^	147	7.9	<b>8.1</b>	8.4	7.7	7.6	7.8	7.8
	Hard rubbish collection	246	7.9	<b>8.1</b>	8.3	8.0	7.8	7.8	8.4
	Aquatic and Leisure centres	220	7.9	<b>8.1</b>	8.3	7.9	8.2	8.2	7.9
	Services for youth	39	7.1	<b>7.8</b>	8.6	7.9	7.5	7.4	8.0
	Provision and maintenance of street lighting	480	7.7	<b>7.8</b>	8.0	7.4	7.7	7.6	7.5
	Provision & maintenance of parks & gardens	490	7.6	<b>7.8</b>	7.9	7.6	7.5	7.5	8.1
	On and off road bike paths	168	7.5	<b>7.8</b>	8.0	7.7	7.7	7.8	7.8
	Council's website	260	7.5	<b>7.7</b>	7.9	7.7	7.7	7.1	7.7
	Animal management	452	7.5	<b>7.7</b>	7.8	7.6	7.4	7.3	7.8
	Maintenance & cleaning of shopping strips	478	7.4	<b>7.5</b>	7.7	7.6	7.5	7.3	7.7
	Services for older people	37	6.9	<b>7.5</b>	8.1	7.5	7.5	7.3	7.8
	Nillumbik News	422	7.3	<b>7.5</b>	7.7	7.5	7.3	7.2	7.5
	Council efforts to address the needs of LGBTQIA+ residents	343	7.2	<b>7.4</b>	7.6	7.2	n.a.	n.a.	n.a.
	Litter collection in public areas	476	7.3	<b>7.4</b>	7.6	7.3	7.4	7.0	7.6
	Local traffic management	485	7.1	<b>7.3</b>	7.4	7.0	7.0	6.4	7.4
	Street sweeping	458	7.0	<b>7.2</b>	7.4	7.0	6.9	6.8	7.6
	Parking enforcement	458	7.0	<b>7.2</b>	7.4	7.1	7.2	6.2	7.5
<b>Lower than average</b>	Fire prevention works	440	6.9	<b>7.1</b>	7.3	7.3	7.1	6.2	n.a.
	Provision and maintenance of street trees	488	6.9	<b>7.1</b>	7.3	7.4	7.3	6.6	7.6
	Footpath maintenance and repairs	464	6.9	<b>7.1</b>	7.2	7.0	7.1	6.5	7.5
	Drains maintenance and repairs	467	6.8	<b>6.9</b>	7.1	6.9	7.0	6.3	7.6
	Horse riding trails	23	6.0	<b>6.8</b>	7.7	7.2	7.1	7.6	n.a.
	Grading of unsealed roads	398	6.4	<b>6.6</b>	6.8	6.7	6.9	6.2	n.a.
	Public toilets	186	6.2	<b>6.5</b>	6.9	6.4	6.8	6.7	6.8
	Maintenance & repairs of local sealed roads	492	5.5	<b>5.7</b>	5.9	6.6	6.8	6.0	7.3
Average satisfaction			7.4	<b>7.6</b>	7.9	7.5	7.5	7.3	

(\*) 2025 metropolitan Melbourne average from Governing Melbourne

(^) is the average of "provision of public art" and "Council's festivals and events"



### Comparison to the metropolitan Melbourne results

Of the 34 included services and facilities, 27 were included in the survey in a format that allowed for a comparison to the metropolitan Melbourne average satisfaction, as recorded in the 2025 *Governing Melbourne* research.

Whilst most of these variations were less than three percent, attention is drawn to the following variations of note:

- **Notably higher satisfaction in Nillumbik shire than metro. Melbourne average** – included services for children aged 0 to 5 years of age (6% higher).
- **Notably lower satisfaction in Nillumbik shire than metro. Melbourne average** – included maintenance and repairs of local sealed roads (16% lower); drains maintenance and repairs (7% lower); footpath maintenance and repairs (5% lower); provision and maintenance of street trees (5% lower); and parking enforcement (3.5% lower).

Metropolis Research draws attention to the 16% lower satisfaction with the maintenance and repair of sealed local roads in the Nillumbik Shire than the metropolitan average.

This was the stand-out result from the survey this year, given that the difference in satisfaction between the Nillumbik Shire and the metropolitan average increased from six percent last year to 16% this year.

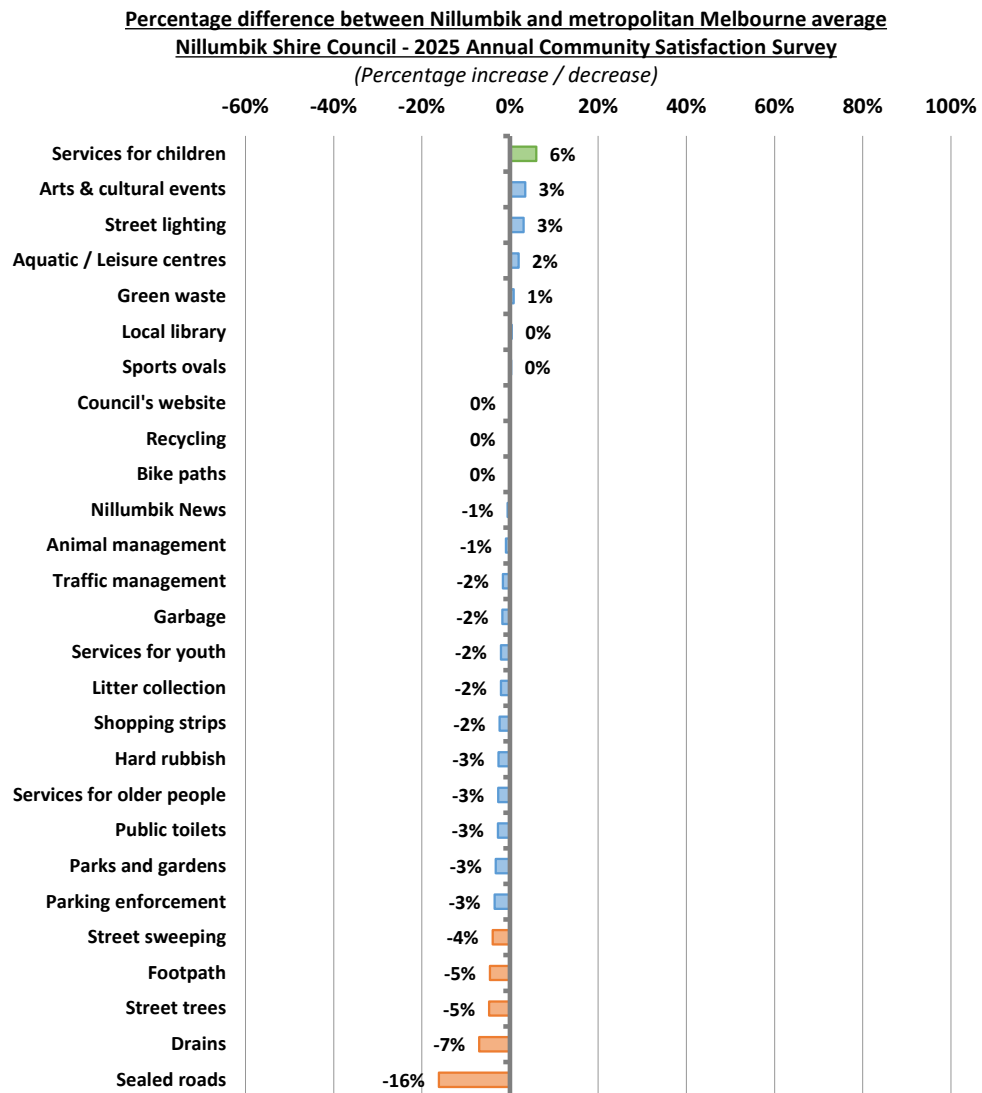
The issue of road maintenance and repairs was felt most strongly by respondents from the Rural precinct, with 37% nominating road maintenance and repairs as one of the top three [issues to address](#) for the Nillumbik Shire at the moment.

Respondents from the Rural precinct (5.1) and Diamond Creek (5.0) both rated satisfaction with the maintenance and repair of sealed local roads measurably lower than the municipal average, and at “very poor” levels of satisfaction.

This decline in satisfaction with sealed local roads, coupled with the increase in road maintenance and repairs as a [top three issue](#) was the most significant factor underpinning the three percent decline in overall satisfaction with Nillumbik Shire Council this year.



*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*



### Change in satisfaction between 2024 and 2025

The following graph provides a comparison of the change in satisfaction with each of the 34 included services and facilities between 2024 and 2025.

The average satisfaction with all 34 services and facilities marginally increased this year to 7.6 out of 10, a “very good” level.

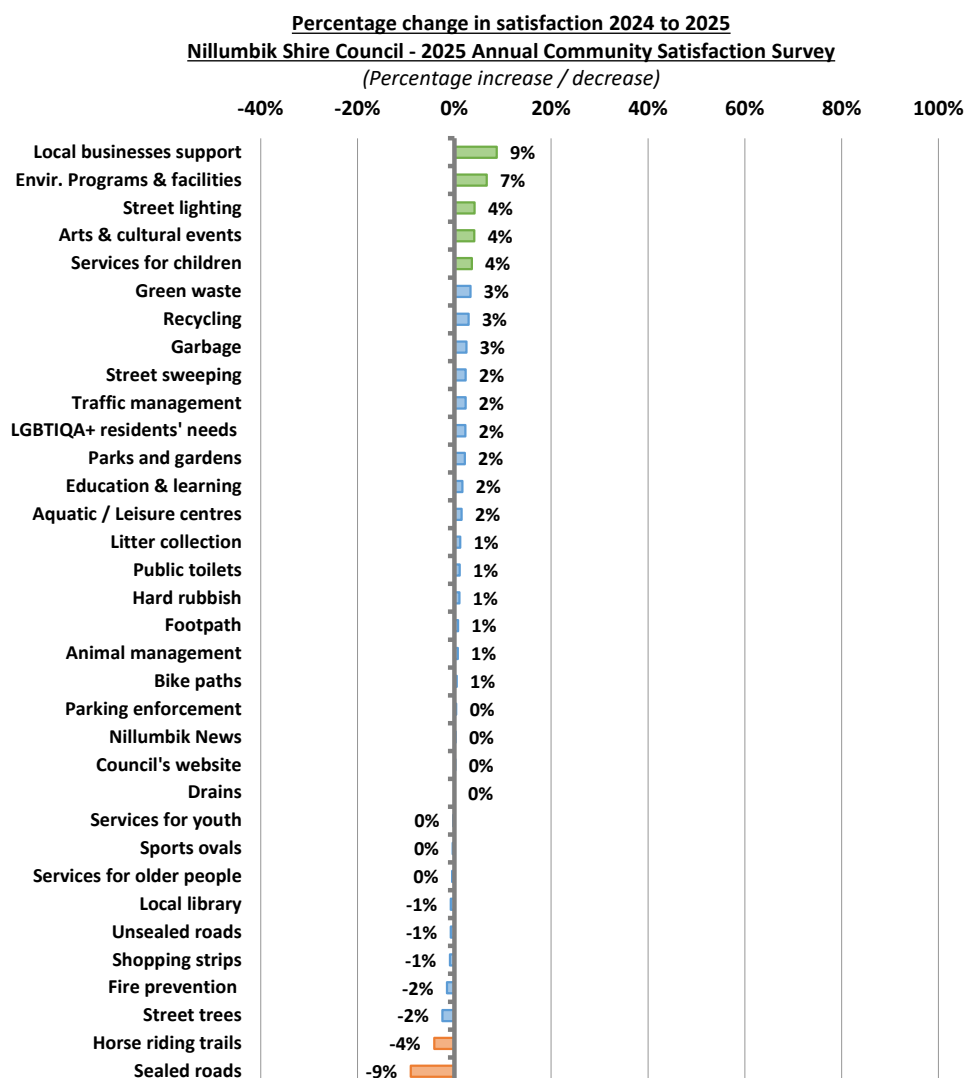
Of the 34 services and facilities that were included in the survey last year, satisfaction with 20 increased, satisfaction with seven stayed the same, and satisfaction with seven declined, with notable variations as follows:



- **Notable increase in satisfaction this year** – included support for local businesses (up 9% from 99 respondents); environmental programs and facilities (up 7% from 119 respondents); provision and maintenance of street lighting (up 4%); arts and cultural events, programs, and activities (up 4%); and services for children aged 0 to 5 years (up 4%).
- **Notable decrease in satisfaction this year** – included maintenance and repairs of local sealed roads (down 9%); and horse riding trails (down 4%).

These results continue to suggest a relatively stable level of community satisfaction with Council services and facilities in recent years, at “very good” levels, with some notable variations in satisfaction with a small number of services and facilities.

Of most note in these results was the nine percent decline in satisfaction with the maintenance and repair of sealed local roads, which was clearly the most significant factor underpinning the three percent decline in overall satisfaction with Council this year.



### **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 2025 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 to 7.6 in 2025.

Over this longer period, Metropolis Research notes that, of the 30 services and facilities for which time-series results were available, satisfaction with 27 increased at least marginally, satisfaction with one remained essentially the same, and satisfaction with only two declined, including most notably the maintenance and repair of sealed roads (down 8%).

Conversely, some particularly strong improvements in satisfaction over the long-term were noted with traffic management (up 12%), hard rubbish collection (up 9%), footpath maintenance and repairs (up 9%), street sweeping (up 8%), parking enforcement (up 8%), and garbage collection (up 8%).

Metropolis Research suggests that these results show a broad-based, long-term improvement in community satisfaction with the performance of Nillumbik Shire Council providing services and facilities.

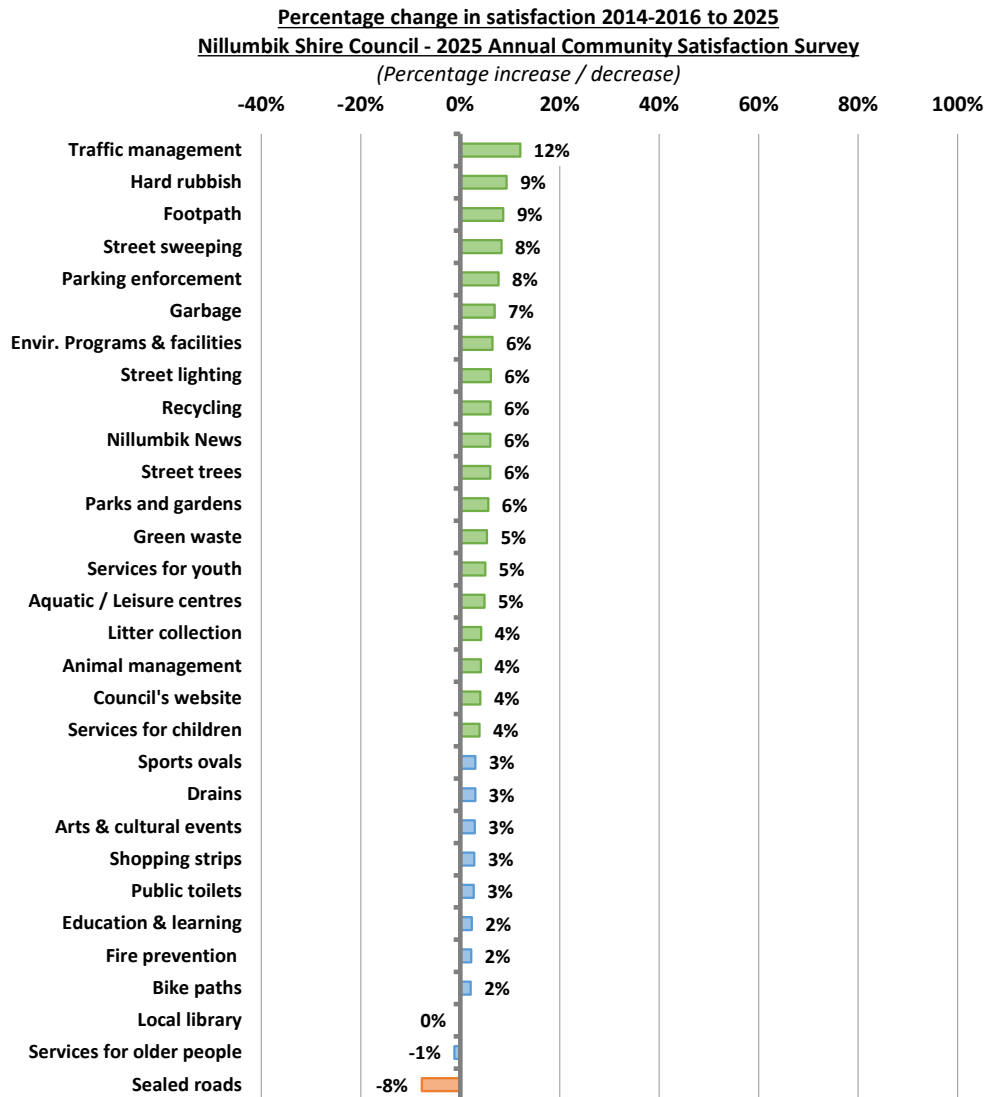
The only service for which Metropolis Research has long-term comparisons available, that has declined notably in terms of satisfaction, was sealed local roads.

It is important to bear in mind when interpreting this result, that satisfaction with sealed local roads has included some feedback on the condition of roads managed by VicRoads rather than just Council managed roads.

The 2026 survey will include an additional question around satisfaction with VicRoads managed roads, to help respondents separate in their minds their views about the local Council roads and the major arterial roads and highways.



Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey



### 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.



*Nillumbik Shire Council – 2025 Annual Community Satisfaction 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 services for older people (10%), provision and maintenance of street trees (11%), drains maintenance and repairs (11%), grading of unsealed local roads (11%), horse riding trails (12%), fire prevention works (12%), public toilets (16%), and maintenance and repairs of local sealed roads (27%).

**Satisfaction with selected Council services and facilities**  
**Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Number and percent of respondents providing a response)*

<i>Service/facility</i>	<i>Dissatisfied</i>	<i>Neutral to somewhat satisfied</i>	<i>Very satisfied</i>	<i>Can't say</i>	<i>Total</i>
Environmental programs and facilities	1%	16%	84%	2	121
Weekly kerbside green waste collection	2%	15%	83%	30	502
Fortnightly kerbside recycling collection	2%	15%	82%	13	502
Services for children aged 0 to 5 years	3%	17%	81%	2	75
Fortnightly kerbside garbage collection	3%	18%	79%	9	502
Local library	2%	19%	79%	5	213
Hard rubbish collection	4%	20%	76%	8	255
Sports ovals	1%	24%	75%	3	236
Arts & cultural events, programs and activities	0%	29%	71%	2	149
Services for youth	8%	22%	70%	1	41
Education and Learning	1%	30%	69%	3	90
On and off road bike paths	5%	27%	69%	3	172
Aquatic and Leisure centres	1%	30%	68%	4	224
Provision and maintenance of parks and gardens	2%	30%	68%	12	502
Support for local businesses	0%	33%	67%	1	99
Council's website	4%	32%	64%	5	265
Services for older people	10%	26%	64%	1	38
Provision and maintenance of street lighting	3%	34%	63%	22	502
Animal management	4%	34%	61%	50	502
Council efforts to address the needs of LGBTIQ+ residents	7%	34%	59%	159	502
Nillumbik News	7%	34%	59%	80	502
Maintenance and cleaning of shopping strips	3%	42%	55%	24	502
Parking enforcement	9%	39%	52%	44	502
Litter collection in public areas	4%	45%	51%	26	502
Fire prevention works	12%	38%	51%	62	502
Local traffic management	7%	43%	51%	17	502
Provision and maintenance of street trees	11%	39%	51%	14	502
Street sweeping	7%	45%	48%	44	502
Footpath maintenance and repairs	7%	46%	47%	38	502
Drains maintenance and repairs	11%	45%	44%	35	502
Horse riding trails	12%	50%	38%	5	28
Public toilets	16%	49%	36%	2	188
Grading of unsealed roads	11%	58%	31%	104	502
Maintenance and repairs of local sealed roads	27%	49%	24%	10	502





**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, adults tended to be more satisfied with Council’s services and facilities than the municipal average, while middle-aged and older adults tended to be somewhat less satisfied than average.

Female respondents were, on average, somewhat (2%) more satisfied than male respondents.





Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey

**Average satisfaction with selected Council services and facilities**  
**Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey**  
(Number and index score scale 0 - 10)

Service/facility	Young adults	Adults	Middle-aged adults	Older adults	Senior citizens	Male	Female
Maintenance and repairs of local sealed roads	5.7	6.5	5.5	5.3	5.7	5.7	5.6
Grading of unsealed roads	6.6	7.2	6.5	6.3	6.7	6.5	6.7
Drains maintenance and repairs	7.4	7.2	6.7	6.7	6.9	6.9	7.0
Street sweeping	7.5	7.4	7.3	6.9	6.5	7.3	7.1
Footpath maintenance and repairs	7.2	7.4	6.8	6.9	7.2	7.0	7.1
Fortnightly kerbside garbage collection	8.8	8.3	8.0	8.3	8.8	8.3	8.5
Fortnightly kerbside recycling collection	8.8	8.4	8.4	8.3	8.8	8.3	8.6
Weekly kerbside green waste collection	8.9	8.4	8.4	8.4	8.9	8.4	8.7
Provision and maintenance of parks and gardens	7.8	7.9	7.8	7.7	7.7	7.6	7.9
Provision and maintenance of street trees	7.4	7.7	7.1	6.7	6.7	7.1	7.1
Provision and maintenance of street lighting	8.0	7.8	7.7	7.8	7.8	7.6	8.0
Litter collection in public areas	7.5	7.7	7.4	7.2	7.2	7.3	7.5
Maintenance and cleaning of shopping strips	7.2	7.8	7.5	7.6	7.5	7.4	7.6
Parking enforcement	6.9	7.7	7.2	7.1	7.4	7.1	7.2
Local traffic management	7.6	7.6	7.2	7.0	7.0	7.3	7.2
Fire prevention works	7.5	7.6	7.0	6.7	7.1	7.2	7.0
Animal management	7.5	8.0	7.9	7.6	7.5	7.5	7.8
Nillumbik News	7.6	7.9	7.3	7.3	7.9	7.2	7.7
Council efforts to address the needs of LGBTIQ+ residents	7.2	8.0	7.3	7.5	6.8	7.2	7.6
Council's website	8.0	8.0	7.8	7.5	7.9	7.6	7.9
Hard rubbish collection	7.9	8.4	8.1	8.1	8.5	8.2	8.1
Local library	8.5	8.5	8.0	8.7	9.1	8.3	8.7
Sports ovals	8.1	8.3	8.3	8.3	7.9	8.2	8.2
Public toilets	5.9	7.1	6.5	6.8	7.3	6.7	6.5
On and off road bike paths	7.6	8.0	8.0	8.0	7.0	7.8	7.7
Horse riding trails	6.5	8.7	5.3	7.3	9.0	6.7	6.7
Aquatic and Leisure centres	8.3	8.0	7.6	8.3	8.5	7.9	8.2
Services for children aged 0 to 5 years	8.5	8.5	8.1	8.6	9.5	8.3	8.7
Services for youth	8.9	8.6	7.1	5.4	7.8	7.9	7.9
Services for older people	6.0	8.5	6.5	7.8	7.3	7.4	7.6
Arts and cultural events, programs and activities	8.2	8.0	8.3	8.2	7.9	8.0	8.2
Education and Learning	8.5	8.5	7.3	8.3	8.8	7.8	8.5
Environmental programs and facilities	8.9	8.6	8.6	8.3	8.6	8.5	8.6
Support for local businesses	8.3	8.0	7.9	8.3	9.0	7.9	8.5
<i>Average satisfaction</i>	7.7	7.9	7.4	7.5	7.8	7.5	7.7
<b>Total respondents</b>	<b>121</b>	<b>86</b>	<b>110</b>	<b>151</b>	<b>28</b>	<b>238</b>	<b>250</b>



### ***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 (9.1) and satisfaction (7.8) with Council services and facilities as recorded in the 2025 *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.

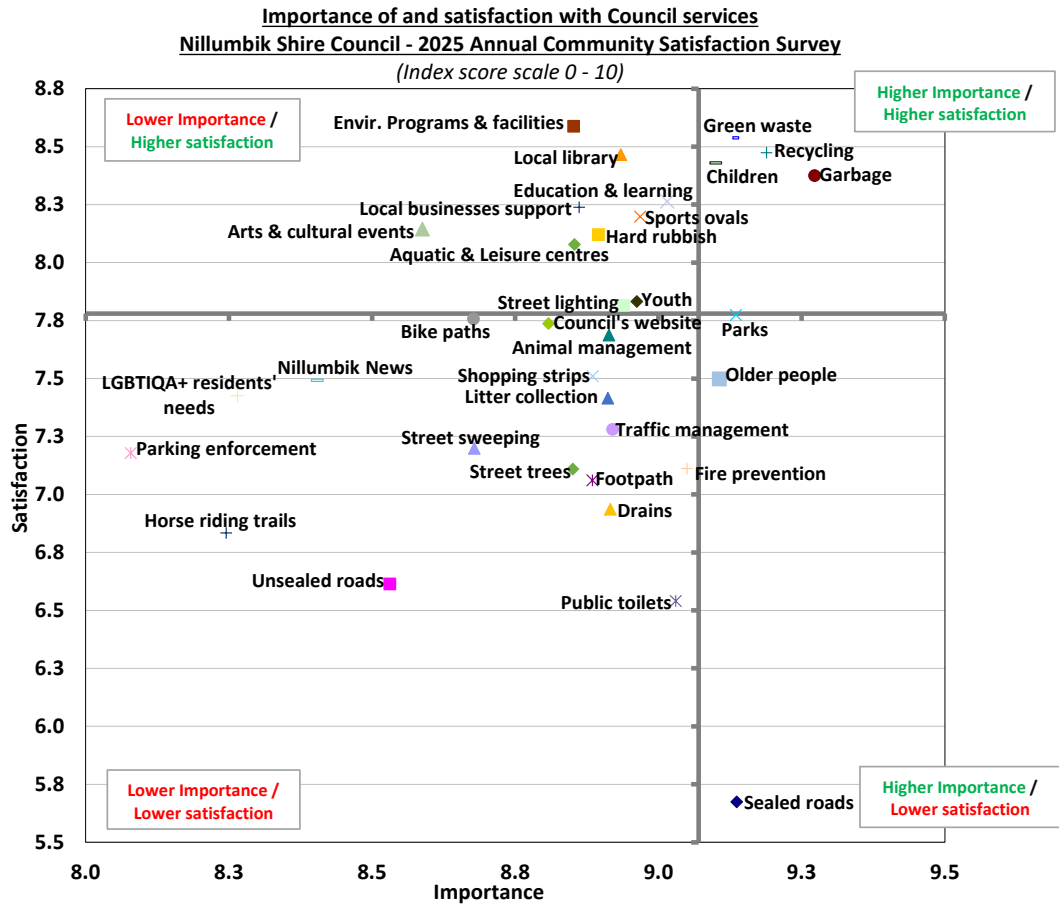
The services and facilities in the lower right-hand quadrant were those that were more important than average, but with which respondents were less satisfied than average. This quadrant represents the services and facilities of most concern.

Some key points to note from these results this year:

- ***Kerbside collection services*** – three of these four services were of higher-than-average importance (hard rubbish was rated lower) and all four received higher than average satisfaction scores.
- ***Community services*** – services for children was again of both higher than average importance and received a notably higher than average satisfaction score; services for youth recorded a lower than average satisfaction score, while services for older people was of higher than average importance but received a lower than average satisfaction score this year.
- ***Sports, recreation, arts, and culture*** – these were all average or higher-than-average satisfaction, although most were of average or somewhat lower-than-average importance.
- ***Communication and consultation*** – these services were again of lower-than-average importance, with the *Nillumbik News* recording a somewhat lower than average satisfaction score.
- ***Parking enforcement*** – was once again 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 was one of eight services and facilities to receive a measurably lower than average satisfaction score this year.
- ***Services and facilities of most concern*** – these included sealed roads and services for older people.



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### ***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.

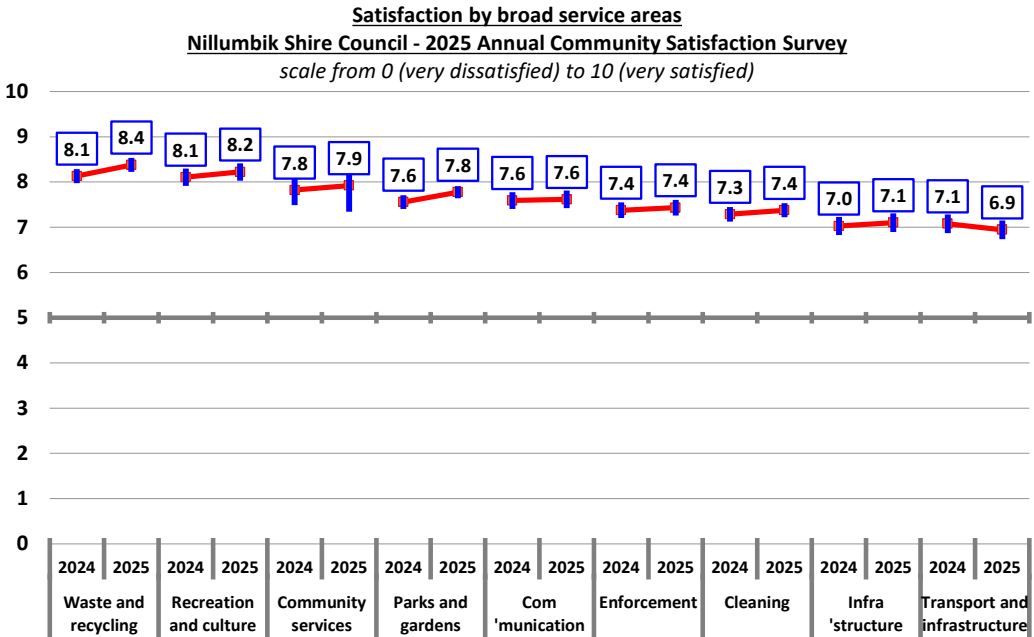
Satisfaction with six of the nine broad service areas increased at least a little this year, with none increasing by a statistically significant degree. Satisfaction with transport infrastructure (down 1%) marginally declined.

Satisfaction with these broad service areas can best be summarised as follows:

- **Excellent** – for waste and recycling; recreation and culture; community services; and parks and gardens.
- **Very Good** – for communications; enforcement; and cleaning.
- **Good** – for transport infrastructure and infrastructure.

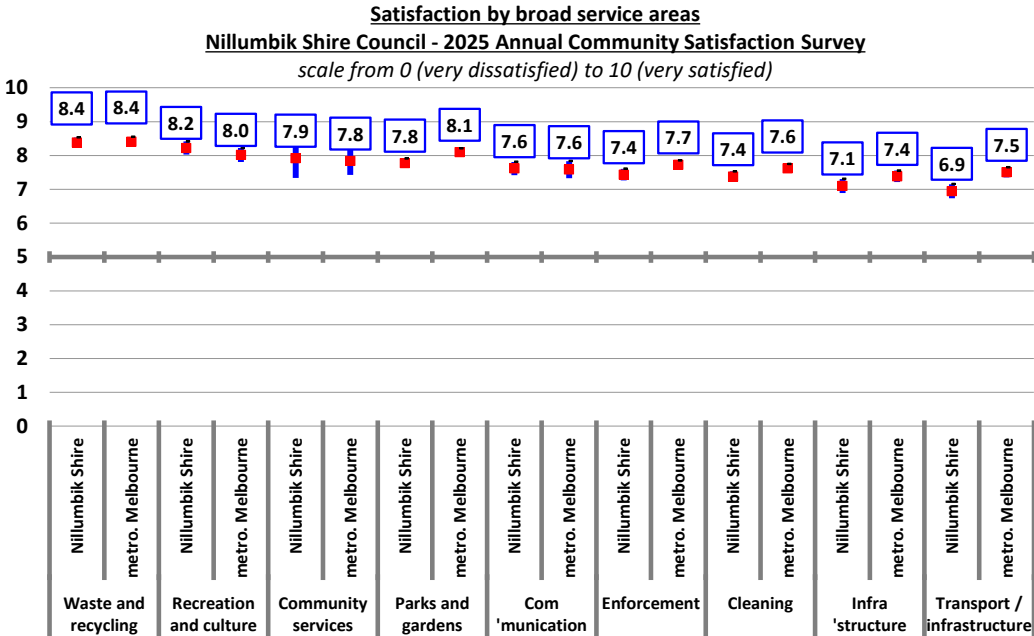


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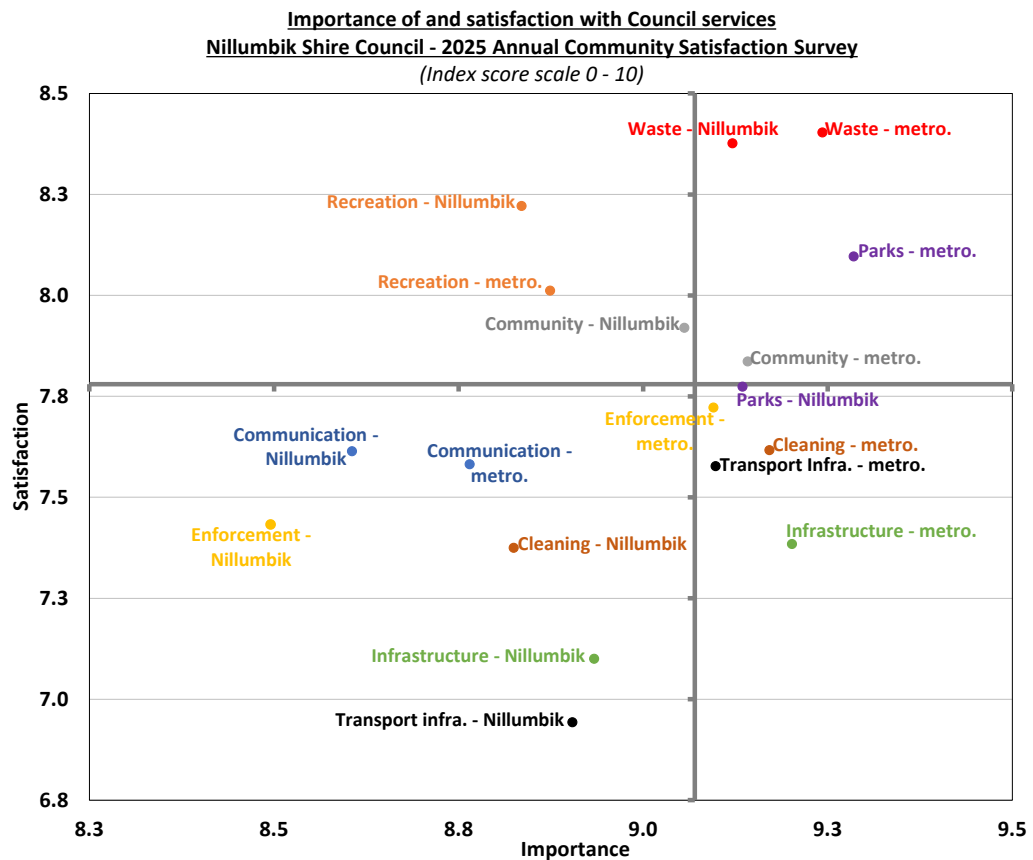


When compared to the metropolitan Melbourne average satisfaction, as recorded in the 2025 *Governing Melbourne* research, it is noted that:

- **Somewhat lower satisfaction in Nillumbik Shire** – included parks and gardens (3% lower), enforcement (3% lower), infrastructure (3% lower), and transport infrastructure (6% lower).



*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*



### ***Satisfaction by Council department***

The 34 included Council services and facilities have been broken down by Council department:

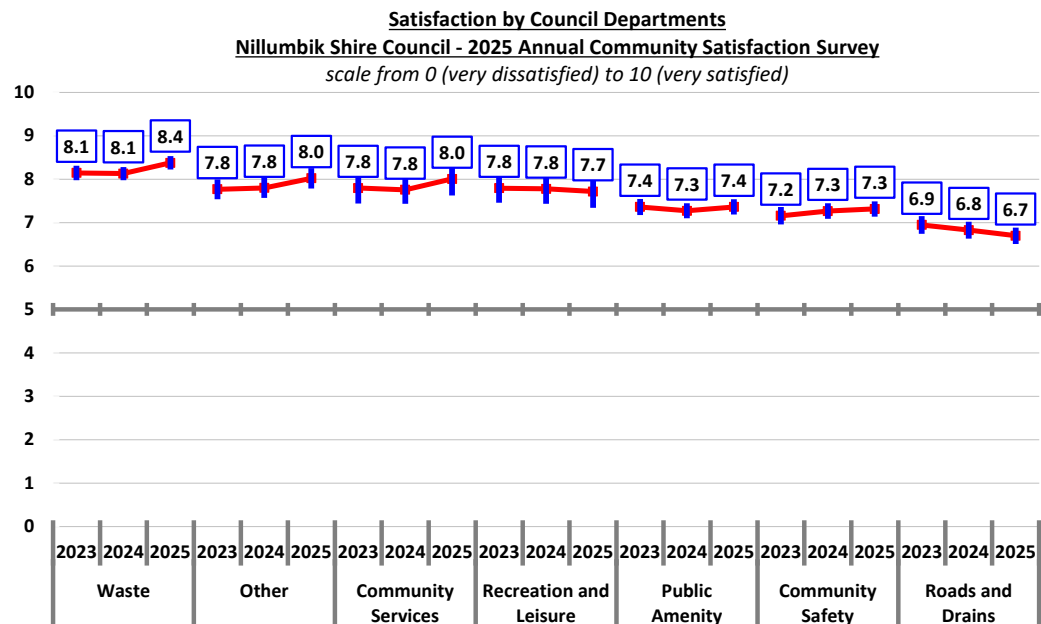
- **Roads and Drains** – includes the maintenance and repairs of local sealed roads, the grading of unsealed roads, drains maintenance and repairs, street sweeping, and footpath maintenance and repairs.
- **Waste** – includes the fortnightly kerbside garbage collection, fortnightly kerbside recycling 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.



*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

- **Community Services** – includes Council efforts to address the needs of LGBTIQ+ 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.

Satisfaction with waste services (3% higher), community services (2% higher), and other services (2% higher) increased somewhat this year.



### **Roads and Drains**

There were five roads and drains services and facilities included in the 2025 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 again this year, down one percent to 6.7 out of 10, although it remains at a “good” level.

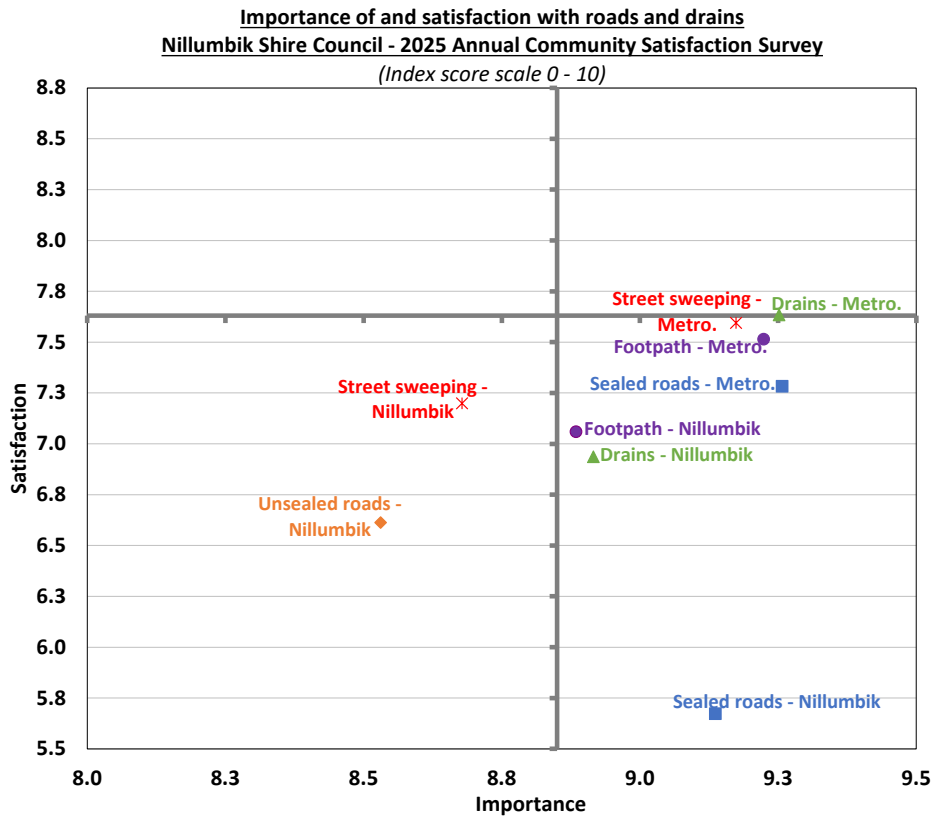
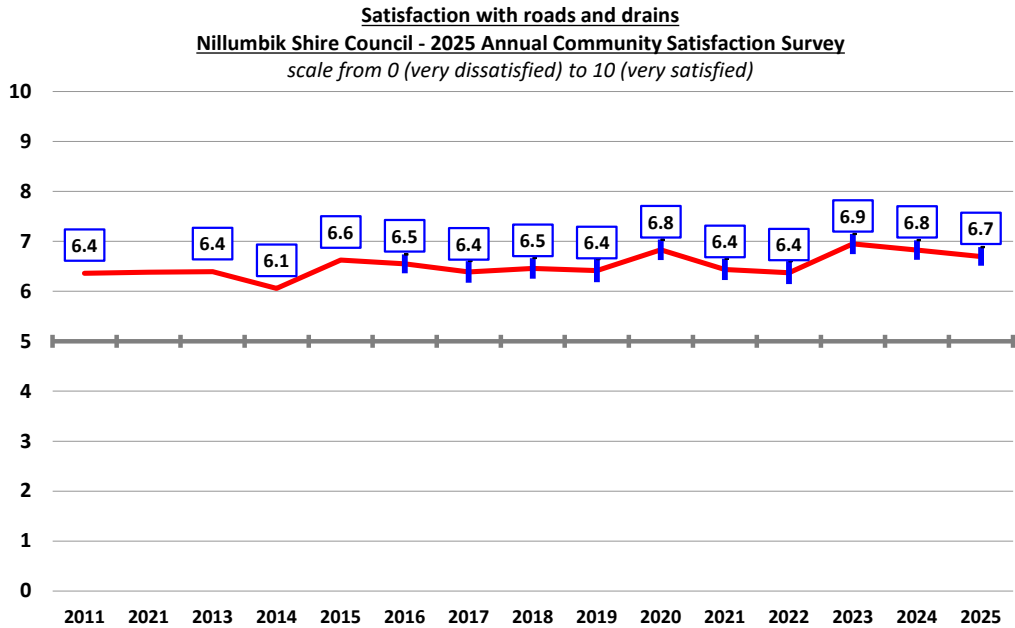
Over the 15 years of the survey program, the average satisfaction with roads and drain services and facilities was 6.5 out of 10, with the 2025 result marginally (2%) above this long-term average.

When compared to the metropolitan Melbourne average results, as recorded in the *Governing Melbourne* research, it is noted that satisfaction with all four services for which comparison was available (excluding the grading of unsealed local roads) was lower in the Nillumbik Shire than the metropolitan Melbourne average.

The average importance of each of these four services and facilities was somewhat lower in the Nillumbik Shire compared to the metropolitan Melbourne average.



Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey





### **Maintenance and repair of sealed local roads**

The maintenance and repair of sealed local roads was the 3<sup>rd</sup> most important of the 34 included services and facilities, with an average importance of 9.1 out of 10. This was marginally lower than the 9.2 recorded in 2024.

Satisfaction with the maintenance and repair of sealed local roads declined measurably this year, down nine percent to 5.7 out of 10, which was a “poor”, down from a “solid” level of satisfaction.

This result was notably lower than the long-term average satisfaction since 2011 of 6.4 out of 10, or “good”.

Metropolis Research notes that 2025 was the first time in the 14 years of the survey program that satisfaction with sealed local roads was categorised as “poor”.

This result ranks sealed local roads 34<sup>th</sup> in terms of satisfaction this year, and one of eight services and facilities that recorded a satisfaction score measurably lower than the average of all 34 (7.6).

This result comprised 24% “very satisfied” and 27% “dissatisfied” respondents, based on a total sample of 492 of the 502 respondents who gave a satisfaction score this year.

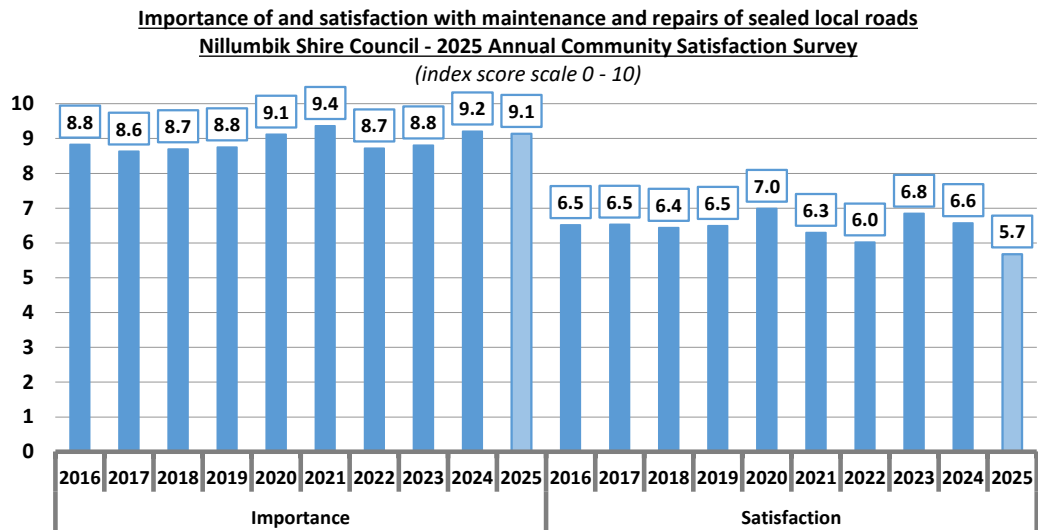
The maintenance and repair of sealed local roads was the only one of the 34 included services and facilities for which a larger proportion of respondents were “dissatisfied” than “very satisfied”.

There was some variation in satisfaction observed by respondent profile, with adults (aged 35 to 44 years) notably more satisfied, and older adults notably less satisfied. Male respondents were marginally more satisfied than female respondents.

By way of comparison, satisfaction with sealed local roads in Nillumbik Shire was measurably (16%) lower than the metropolitan Melbourne average satisfaction with the “maintenance and repair of sealed local roads” of 7.3 out of 10, as recorded in the 2025 *Governing Melbourne* research.

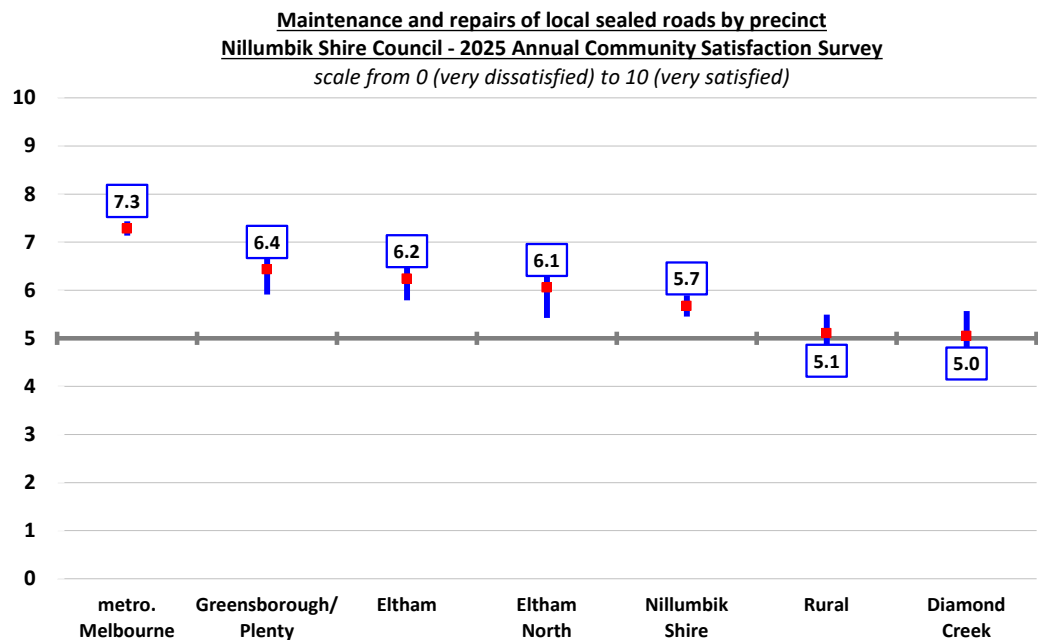


*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*



There was some variation in this result observed across the municipality, with respondents from Greensborough/Plenty, Eltham, and Eltham North precincts notably more satisfied than average, at “good” rather than “solid” levels.

By comparison, respondents from the Rural and Diamond Creek precincts were measurably (6% and 7%) less satisfied than average.



*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

The following table outlines the verbatim responses received from respondents dissatisfied with the maintenance and repair of sealed local roads. It is noted that most of these comments were about the condition of roads, with an emphasis on potholes.

**Reasons for dissatisfaction with maintenance and repairs of sealed local roads**  
**Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey**  
(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Condition of the roads</i>	
Potholes	24
Diamond Creek Rd potholes	11
Too many damaged roads	6
Too many potholes	6
Main Rd potholes	3
Potholes take too long to repair	3
The number of recurring potholes	3
Windy Mile Rd is in a poor state	3
Old Diamond Creek Rd potholes	2
Potholes are dangerous	2
Windy Mile potholes	2
Allendale Rd is a big problem	1
Aqueduct Rd potholes	1
Dealing with at least 10 shocking roads	1
Diamond Creek Rd grass	1
Diamond Creek Rd was bad for a year	1
Heavy trucks going around damages the road a lot of time	1
Kangaroo Rd potholes	1
Leonard Cres / Mount Pleasant Rd intersection has a loose gravel problem which needs attention and to be inspected	1
Main Rd / Bridge St potholes	1
Marian Ct potholes	1
McCrae Rd potholes	1
Mount Pleasant Rd potholes	1
Need to divert roads with potholes because they are causing accidents	1
Nothing was done regarding potholes despite complaints	1
Pits all over the roads	1
Potholes not fixed properly	1
Research Rd potholes	1
Reserve Rd is a bad road	1
Road to King Lake is terrible	1
Roads joining Allendale Rd are full of potholes	1
The Blvd is not great	1
The roads destroy my car	1
The Yan Yean Rd is damaged	1
Windy Mile is a hazard	1
<b>Total</b>	<b>89</b>



*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

<i>General comments</i>	
Roads are bad	9
Diamond Creek Rd	8
Main Rd	5
Windy Mile	5
Research-Warrandyte Rd	4
Aqueduct Rd	3
Ryan Rd	2
Bridge St	1
Cooks Cres is bad	1
Diamond Creek Rd	1
Kangaroo Ground Rd	1
Wattletree Rd	1
Yan Yean Rd	1
<b>Total</b>	<b>42</b>
<i>Road maintenance</i>	
Road maintenance takes too long	5
Roads are not well maintained	5
Diamond Creek Rd maintenance is very poor	4
Eltham Rd maintenance is very poor	2
Panton Hill maintenance is very poor	2
Kangaroo Rd maintenance is very poor	1
Never seems to have anything done	1
Research Rd needs attention	1
Roads with traffic are left alone	1
The Diamond Creek Rd has needed repairs for at least a year or two	1
The repairing is ineffective, it looks the same as before	1
There are no repairs	1
There is no grading	1
They do not clean the roads enough which clogs drainage	1
Windy Mile Rd is not maintained	1
<b>Total</b>	<b>28</b>
<i>Traffic management</i>	
Allendale Rd roundabout has a problem which should be looked at, there should be green arrows for turning in both directions	1
Civic Cct roundabout	1
Colric Pl was resurfaced, and it has no traffic	1
Diamond Creek Rd traffic	1
Our car was stuck on the side of the road, and we want it fully covered by the Council	1
Pedestrian crossing at Luck Street and other locations causes traffic	1
People from Whittlesea creating traffic jams	1
Roundabout is not good	1
Traffic in front of Eltham primary needs to be looked at, they should make a different pickup and drop off zone	1
<b>Total</b>	<b>9</b>



*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

<i>Cleanliness and upkeep of roads</i>	
Weeds all over the roads	2
On the main road behind the bridge, trees are hanging, and they should be cut	1
Parry Rd / Arcadia Way intersection is always dirty	1
The grass on the roundabouts is too high	1
Weeds	1
<b>Total</b>	<b>6</b>
<i>Road works</i>	
Roadwork progress is too slow	3
Diamond Creek Rd is a concern regarding slow progression of works	1
It is frustrating that there is lots of road work going on	1
They should put the detour signs earlier on the road so that we can plan ahead	1
<b>Total</b>	<b>6</b>
<i>Drains and flooding</i>	
Blocked / overflowing drains	2
Called them regarding flood leaves and branches. They said VicRoads is responsible for flooding and drainage	1
No drains on the roads to take water away	1
Wattletree Rd floods during rains and enters the property	1
<b>Total</b>	<b>5</b>
<i>Other</i>	
Previous issues not addressed	2
No consultation with residents	1
The hump in the Plenty River Dr makes noise when cars with tools pass by	1
<b>Total</b>	<b>4</b>
<b>Total responses</b>	<b>189</b>



### Grading of unsealed local roads

The grading of unsealed local roads was the 30<sup>th</sup> 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 remained essentially stable this year, down one percent to 6.6 out of 10, a “good” level of satisfaction.

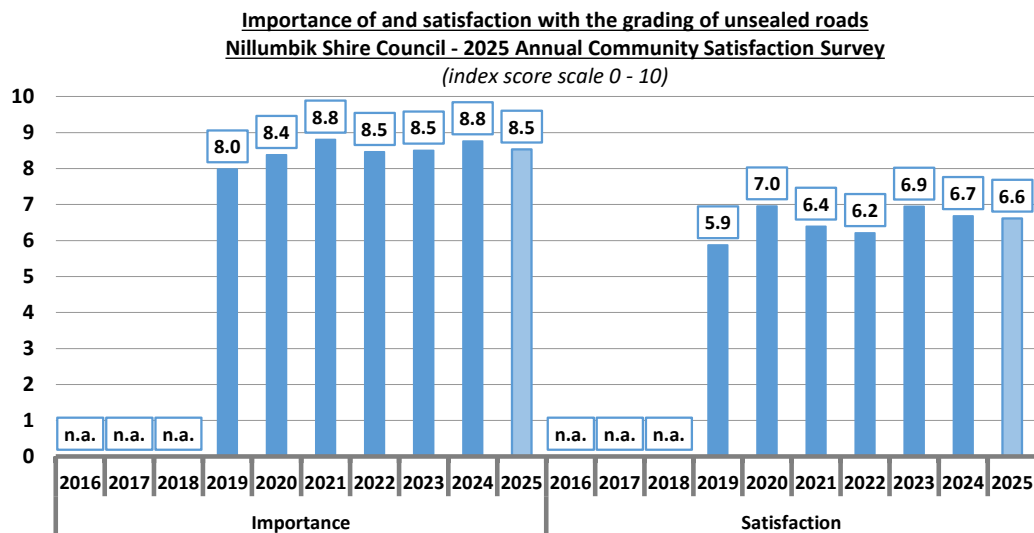
This result ranks the grading of unsealed local roads 32<sup>nd</sup> in terms of satisfaction this year, and one of eight services and facilities to record a satisfaction score measurably lower than the average of all 34 (7.6).

Satisfaction with the grading of unsealed local roads remained above the long-term average satisfaction since 2019 of 6.5, or “good”.

This result comprised 31% “very satisfied” and 11% “dissatisfied” respondents, based on a total sample of 398 of the 502 respondents who provided a satisfaction score this year.

There was some variation in satisfaction observed by respondent profile, with adults (aged 35 to 44 years) notably more satisfied, and older adults notably less satisfied than average. Male respondents were somewhat less satisfied than female respondents.

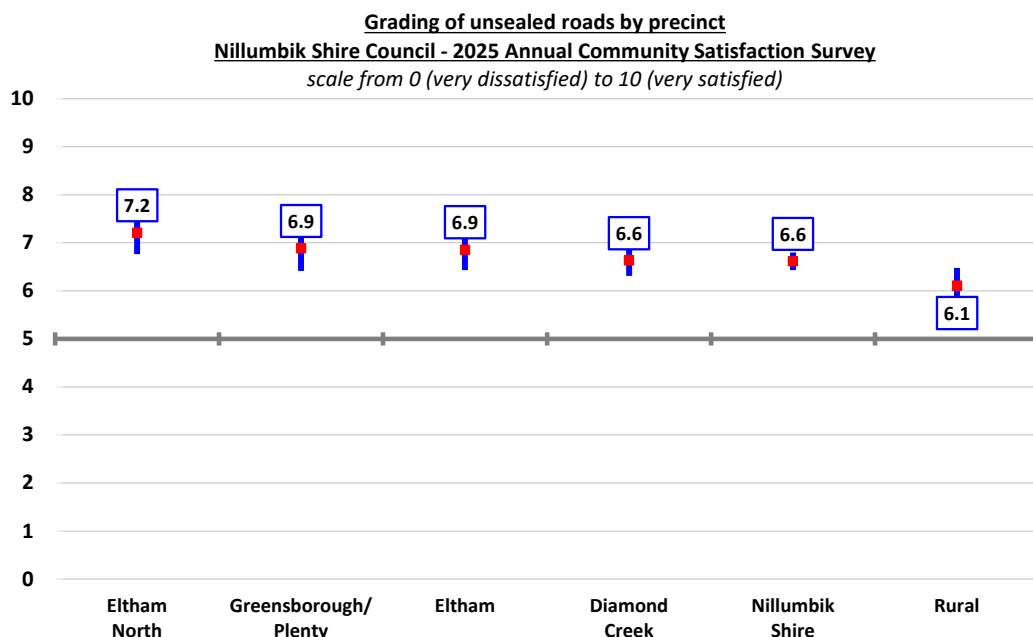
By way of comparison, these facilities were not included in the 2025 *Governing Melbourne* survey and therefore no metropolitan-wide comparison result is published.



There was some variation in this result observed across the municipality, with respondents from Eltham North measurably (6%) more satisfied than the municipal average. By contrast, respondents from the Rural precinct were measurably (5%) less satisfied with the grading of unsealed roads than the municipal average, and at a “solid” rather than a “good” level.



Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey



The following table outlines the 31 comments received from respondents dissatisfied with the grading of unsealed local roads.

**Reasons for dissatisfaction with grading of unsealed local roads**  
**Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Number of responses)*

Response	Number
Does not get done / lack of maintenance	9
The Blvd	6
Needs more regular grading / not often enough	2
All the back roads of Diamond Creek are bad	1
Blocking of drains in Steven St	1
Cooks Cres	1
It is dangerous that it has not been graded enough	1
Lots of potholes	1
Not well done	1
Railway Rd is very dusty	1
Rates are too high for this service	1
Research Rd	1
Roads are terrible	1
Short Cut Rd	1
There is an unsealed section on Warringah Cres	1
They should make sealed roads instead	1
Too much traffic on the main streets of Eltham and there are no other ways through	1
<b>Total</b>	<b>31</b>



### Drains maintenance and repairs

Drain maintenance and repairs were the 16<sup>th</sup> most important of the 34 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with drains remained stable this year at 6.9 out of 10, which remained a “good” level of satisfaction.

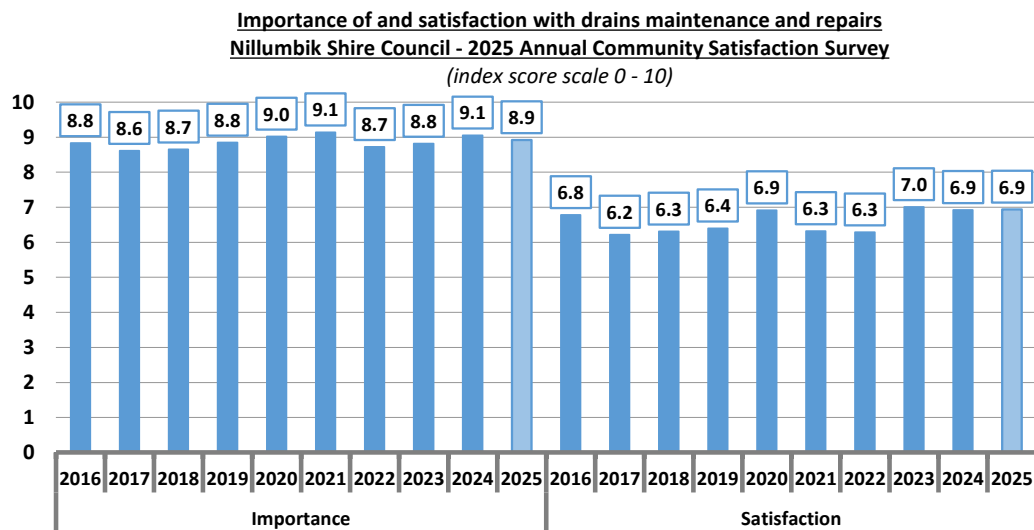
This result remains notably above the long-term average satisfaction since 2011 of 6.6 out of 10, or “good”.

This result ranks drains maintenance and repairs 30<sup>th</sup> in terms of satisfaction this year, and one of eight that recorded a satisfaction score measurably lower than the average of all 34 (7.6).

This result comprised 44% “very satisfied” and 11% “dissatisfied” respondents, based on a total sample of 467 of the 502 respondents who provided a satisfaction score this year.

There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) and adults (aged 35 to 44 years) notably more satisfied, and middle-aged adults (aged 45 to 54 years) and older adults (aged 55 to 64 years), somewhat less satisfied than average.

By way of comparison, satisfaction with drains in Nillumbik Shire remained measurably (7%) lower than the metropolitan Melbourne average satisfaction with the “drains maintenance and repair” of 7.6 out of 10 or “very good”, as recorded in the 2025 *Governing Melbourne*.

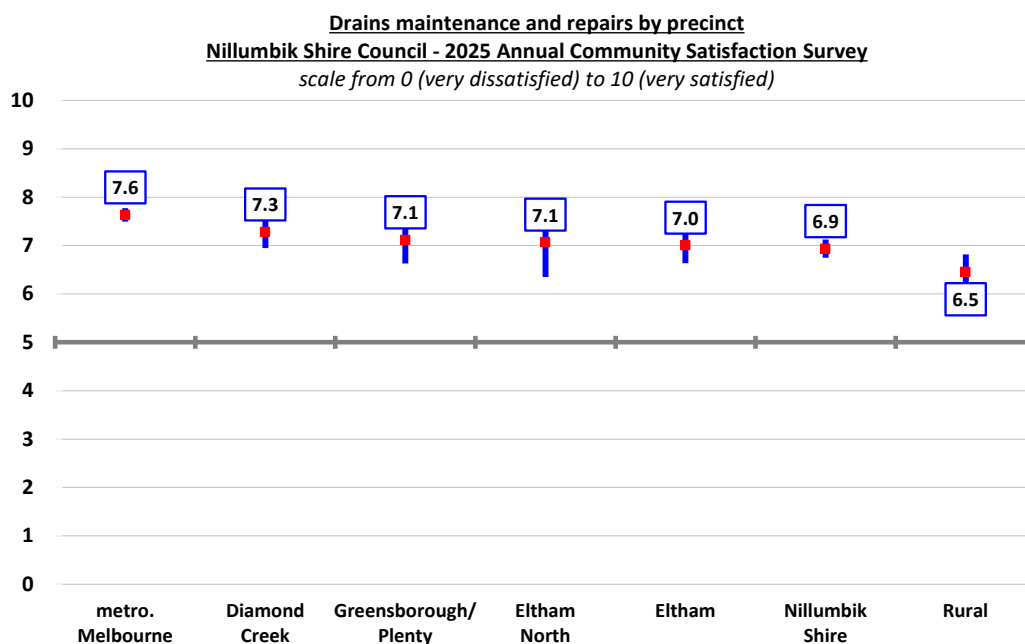


There was some variation in satisfaction observed across the municipality, with respondents from Diamond Creek notably (4%) more satisfied than average, and at a “very good” level. By contrast, respondents from the Rural precinct were measurably (4%) less satisfied than the municipal average, although still at a “good” level of satisfaction.





Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey



The following table outlines the 70 responses received from respondents dissatisfied with drains. Most of these comments were related to overflowing / blocked drains.

**Reasons for dissatisfaction with drains maintenance and repairs**  
**Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Number of responses)*

Response	Number
<i>Flooding / clogged drains</i>	
Always blocked / clogged	8
Flooding	7
Drainage needs cleaning	3
The drains are overflowing when it rains	3
The drainage systems are blocked by leaves / debris	2
Yan Yean Rd is always blocked / overflowing	2
Aqueduct Rd cannot take floods	1
Bridge Rd has been flooded for a year from when it rains	1
Diamond Creek Rd is always flooding	1
Drainage blockages in Fairdell Cres	1
I have had a drainage issue for years	1
Lavender Park Rd gutters are always filled with leaves	1
My house was flooded twice	1
People no longer clean up the strip which causes blockages along Livingstone St	1
The gum trees block the drains	1
There is a build-up of water after storms	1



*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

There is no efficient drainage	1
Trees are not maintained well so the roots go down the drains and block the drainage	1
Water kept coming into my house	1
When it rains it takes some time to water to be cleared on Kamarooka Dr	1
<b>Total</b>	<b>39</b>
<i>Maintenance and repairs</i>	
They do not do the drains / there is no maintenance	9
Insufferable cleaning	1
They are not doing enough of it	1
They do them incorrectly	1
They were done for the first time in many years	1
<b>Total</b>	<b>13</b>
<i>General comments</i>	
No drainage / drains	2
Arcadia Way has an issue	1
Damage was done on Council land below my house, so I am in dispute with the Council at the moment. I have not been informed and have no resolution after five years. I want Council to meet with me	1
Ingrams Rd	1
Lots of open drains	1
Research Rd is bad	1
Rural area drains are forgotten	1
Storey Ave	1
The Blvd is bad	1
The intersection of The Blvd and Reserve Rd	1
<b>Total</b>	<b>11</b>
<i>Condition of drains</i>	
Pretty poor	2
Bitumen was damaged from drain repair	1
Drains are falling apart	1
The drain collapsed and took a year to resolve	1
<b>Total</b>	<b>5</b>
<i>Other</i>	
Do not know to whom to report issues	1
They do not address our problems	1
<b>Total</b>	<b>2</b>
<b>Total responses</b>	<b>70</b>



Street sweeping

Street sweeping was the 27<sup>th</sup> most important of the 34 included services and facilities, with an average importance of 8.7 out of 10.

Satisfaction with street sweeping rose somewhat this year, up two percent to 7.2 out of 10, although it remained at a “good” level of satisfaction.

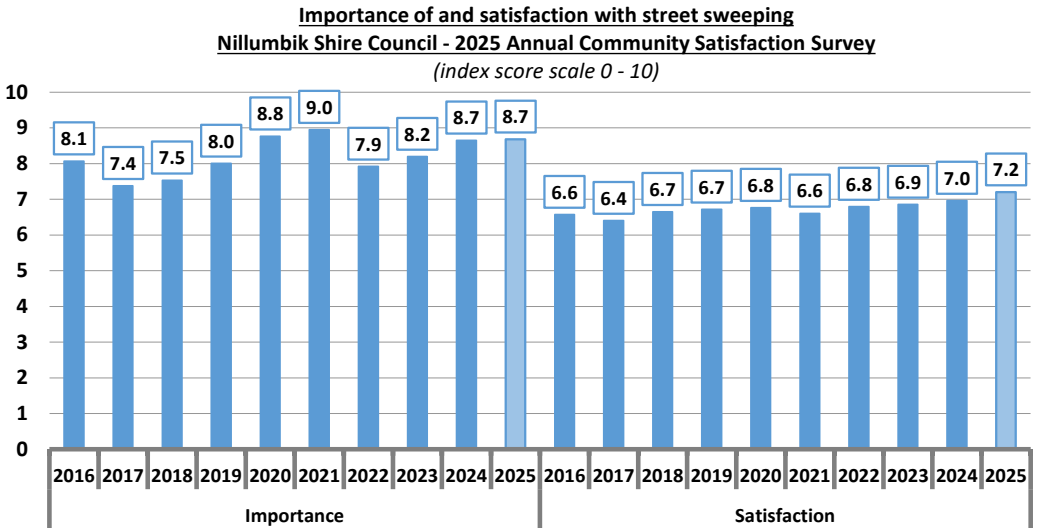
Satisfaction with this service has steadily risen for four consecutive years and is at its highest level recorded since the program commenced back in 2011.

This result ranks street sweeping 25<sup>th</sup> in terms of satisfaction this year, and notably above the long-term average satisfaction since 2011 of 6.6 out of 10, or “good”.

This result comprised 48% “very satisfied” and seven percent “dissatisfied” respondents, based on a total sample of 458 of the 502 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, and senior citizens (aged 75 years and older) notably less satisfied than average. Male respondents were somewhat more satisfied than female respondents.

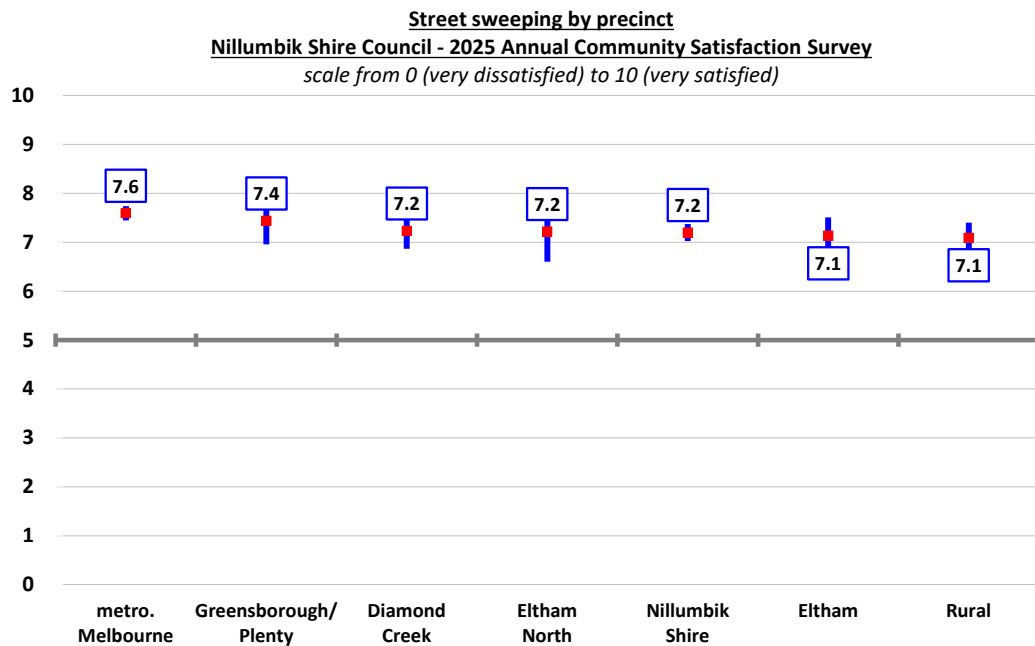
By way of comparison, satisfaction with street sweeping in Nillumbik Shire was notably lower than the metropolitan Melbourne average satisfaction with the “street sweeping” of 7.6 out of 10, or “very good”, as recorded in the 2024 *Governing Melbourne* research.



No statistically significant or substantial variation in satisfaction with street sweeping was observed across the municipality.



*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*



### Footpath maintenance and repairs

Footpath maintenance and repairs was the 21<sup>st</sup> most important of the 34 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with footpaths rose marginally this year, up one percent to 7.1 out of 10, which remained a “good” level of satisfaction.

This result ranks footpaths 29<sup>th</sup> in terms of satisfaction this year, and one of eight that recorded a satisfaction score measurably lower than the average of all 34 (7.6).

This result remained measurably (6%) above the long-term average satisfaction since 2011 of 6.5 out of 10, or “good”.

This result comprised 47% “very satisfied” and seven percent “dissatisfied” respondents, based on a total sample of 464 of the 502 respondents who provided a satisfaction score this year.

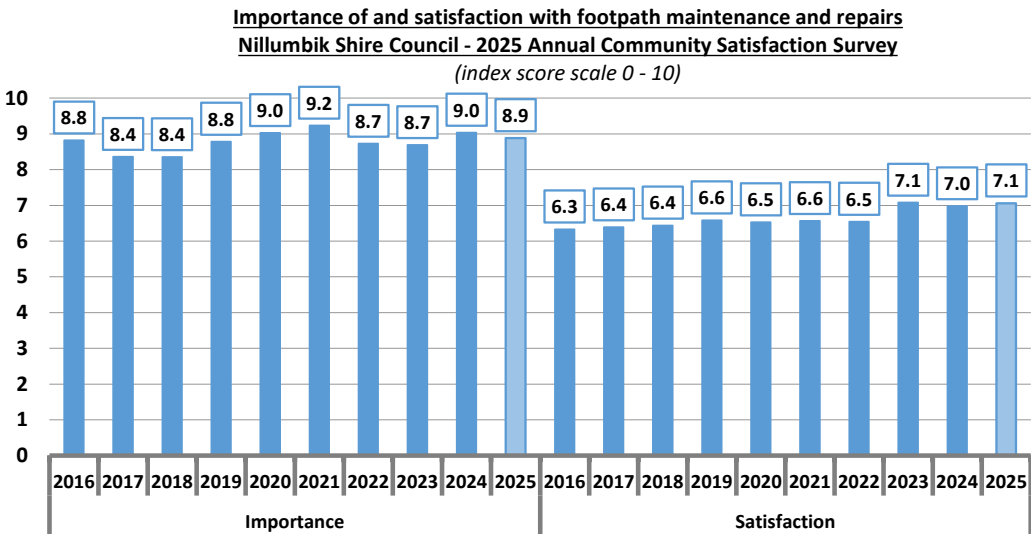
There was some variation in satisfaction observed by respondent profile, with middle-aged adults (aged 45 to 54 years) and older adults (55 to 64 years) notably less satisfied than average.

By way of comparison, satisfaction with footpaths in Nillumbik Shire was measurably (4%) lower than the metropolitan Melbourne average satisfaction with the “footpath maintenance and repair” of 7.5 out of 10, or “very good”, as recorded in the 2025 *Governing Melbourne*.

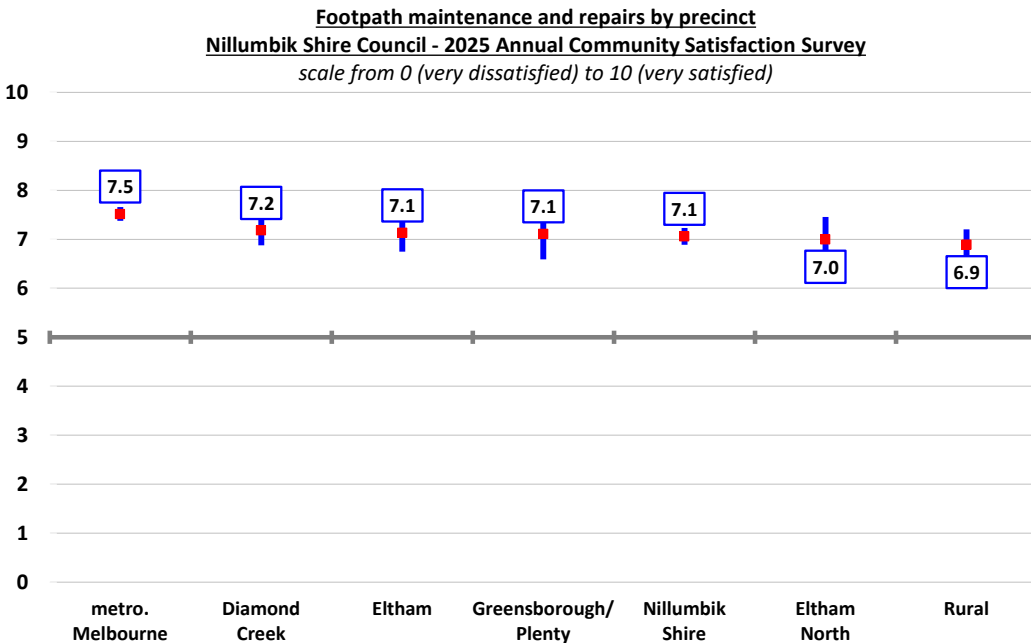
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There was no statistically significant variation in satisfaction with footpath maintenance and repairs observable across the municipality.



The following table outlines the 58 comments received from respondents dissatisfied with footpaths. Many of these comments were related to trees and branches along footpaths, and perceived lack of maintenance, particularly around tree roots.



Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey

**Reasons for dissatisfaction with footpath maintenance and repairs**  
**Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey**  
(Number of responses)

Response	Number
<i>Maintenance and repairs</i>	
Overhanging trees and bushes around the footpath	4
Grass / weeds are not maintained well	3
It is easy to fall / tripping hazard	2
Tree roots pop up	2
Footpaths unattended	1
I tripped twice while running	1
I walk and the paths are very dangerous	1
Not walkable	1
The mowing near the trees where the vegetation starts cutting back on Diamond Creek is overgrown	1
The reserve beside the creek is overgrown	1
They are not maintained	1
Very bad condition	1
<b>Total</b>	<b>19</b>
<i>Not enough footpaths</i>	
There are no footpaths	10
More footpaths are needed	3
A shared trail is needed from North Warrandyte to Research Rd	1
Footpath along Parry Rd is needed	1
Not enough footpaths along Main Rd	1
<b>Total</b>	<b>16</b>
<i>Uneven, cracked, similar comments</i>	
Footpaths are uneven / lifted	8
Footpaths are cracked	4
Broken paths for 10 years	1
Henry St has uneven footpaths	1
<b>Total</b>	<b>14</b>
<i>Litter / mud / dirty</i>	
Tidy Diamond Creek up	1
<b>Total</b>	<b>1</b>



*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

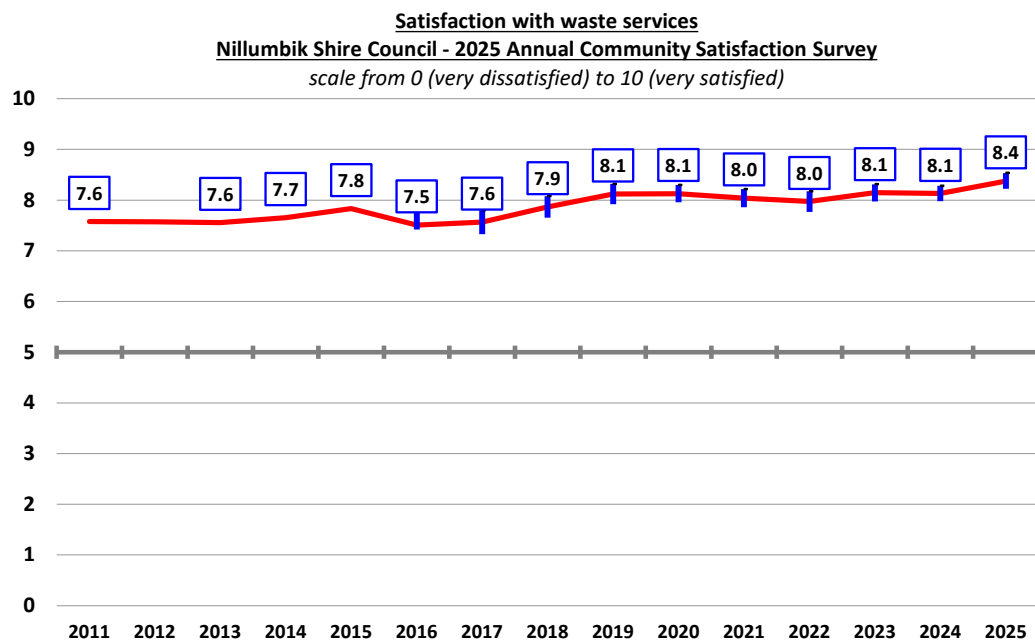
<i>Other</i>	
Bike track of Diamond Creek trail	1
Footpaths are too narrow	1
I am in a wheelchair, and I have fallen out of it many times	1
Kids walk on the road, and it is not safe and makes driving hard	1
Not easy for people to walk with prams	1
Paying taxes but not knowing what they are being used for	1
Research Warrandyte Rd footpath is bad	1
The footpaths along Diamond Creek	1
<b>Total</b>	<b>8</b>
<b>Total responses</b>	<b>58</b>

## Waste

There were four waste services included in the survey again this year, including fortnightly kerbside garbage collection, fortnightly kerbside recycling collection, weekly kerbside green waste collection, and hard rubbish collection.

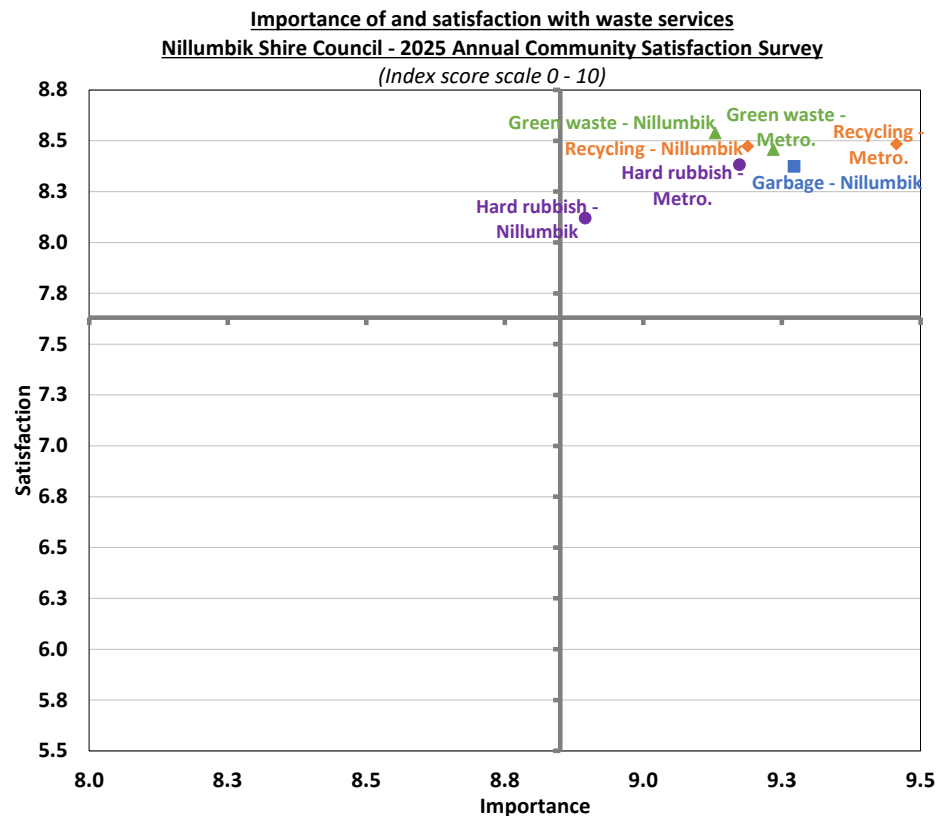
The average satisfaction with the four kerbside collection services notably increased this year, up three percent to 8.4 out of 10, which remained an “excellent” level of satisfaction.

Metropolis Research notes that satisfaction with the waste services of Council continues to be recorded at “excellent” levels, as it has been each year since 2017, both recovering from and improving beyond, the decline in satisfaction recorded when changes were made to the kerbside collection services.



When compared to the metropolitan Melbourne results, as sourced from the 2025 *Governing Melbourne* research, it is noted that each of these four kerbside collection services were of a similar importance and received a similar satisfaction to the metropolitan Melbourne average

The exception to this was the hard rubbish collection, which received a somewhat lower satisfaction score in Nillumbik Shire this year.



### 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 two that were measurably more important than the average of all 34 services and facilities (8.9).

Satisfaction with the kerbside garbage collection notably increased this year, up three percent to 8.4 out of 10, which remained an “excellent” level of satisfaction.

This result ranks the kerbside garbage collection 6<sup>th</sup> in terms of satisfaction this year, and one of six that recorded a satisfaction score measurably higher than the average of all 34 (7.6).





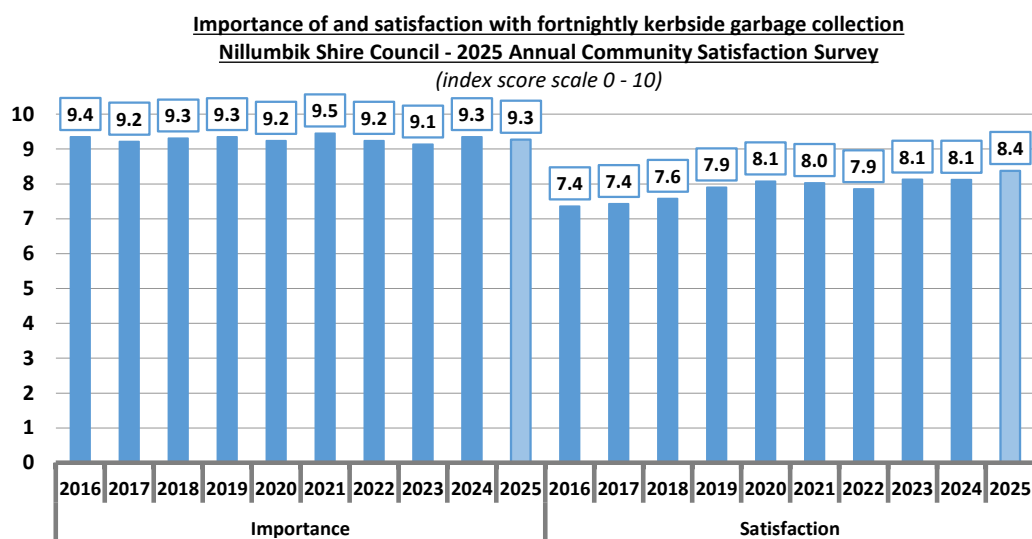
*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

This result remained measurably (5%) above the long-term average satisfaction since 2011 of 7.9 out of 10, or “excellent”.

This result comprised 79% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 493 of the 502 respondents who provided a satisfaction score.

There was some variation in satisfaction observed by respondent profile, with younger adults (aged 18 to 34 years) and senior citizens (aged 75 years and older) notably more satisfied than average. Male respondents were somewhat less satisfied than female respondents.

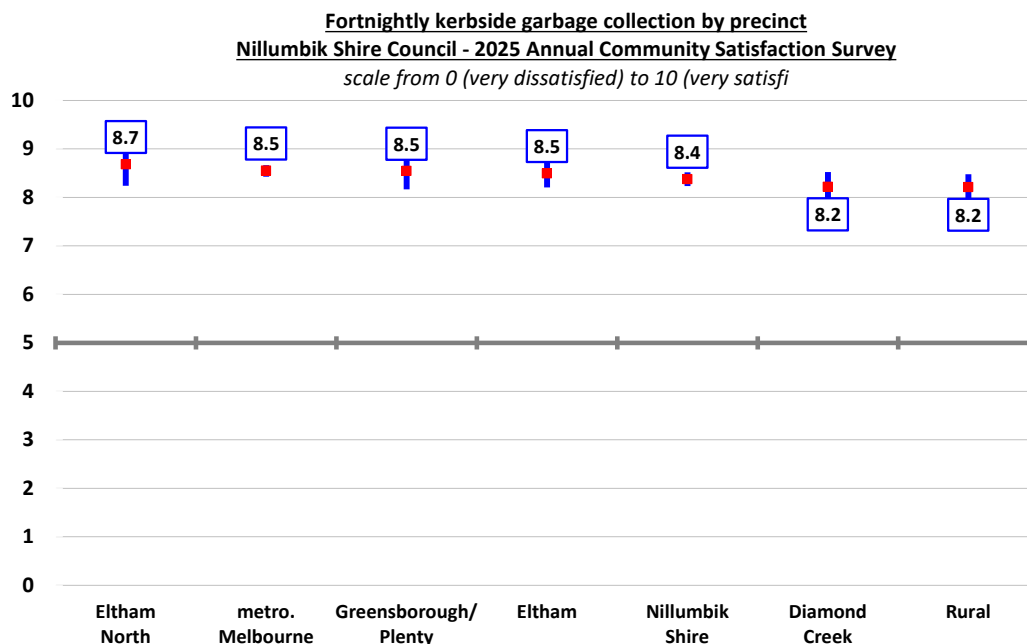
By way of comparison, satisfaction with the kerbside garbage collection in Nillumbik Shire was marginally (1%) lower than the metropolitan Melbourne average satisfaction with the “regular garbage collection” of 8.5 out of 10, as recorded in the 2025 *Governing Melbourne*.



Although there was no statistically significant variation in satisfaction observable across the municipality, it is noted that respondents from Eltham North were notably (3%) more satisfied than the municipal average.



Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey



There were 32 comments received from respondents in relation to the kerbside garbage collection, with most of these related to concerns about the fortnightly, rather than weekly collection, with a smaller number concerned about the smaller bin size.

Metropolis Research notes that these comments have declined over time, as the new system has been accepted broadly in the community, however, there remains a small number who have concerns about the frequency of collection and the size of the bin.

**Reasons for dissatisfaction with fortnightly kerbside garbage collection**  
**Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Number of responses)*

Response	Number
2 weeks is too long / should be weekly	17
Make it bigger / bin is too small	7
Bins are half emptied	1
Extra garbage bins should be provided every two months	1
I do not think there are not enough bins compared to Pascoe Vale as they have a glass bin and an extra bin in another category	1
More hard rubbish collection needed	1
There is only garbage collection once a week after paying so much	1
They often knock over the bins	1
Very confusing what goes into which bin. The website also does not make it clear. It is too complex and should be made clearer	1
We are using private garbage collection. We want the Council to do it	1
<b>Total</b>	<b>32</b>



### Fortnightly kerbside recycling collection

The fortnightly kerbside recycling collection service was the 2<sup>nd</sup> most important of the 34 included services and facilities, with an average importance of 9.2 out of 10, and one of two that were measurably more important than the average of all 34 services and facilities (8.9).

Satisfaction with the kerbside recycling collection notably increased this year, up three percent to 8.5 out of 10, which remains an “excellent” level of satisfaction.

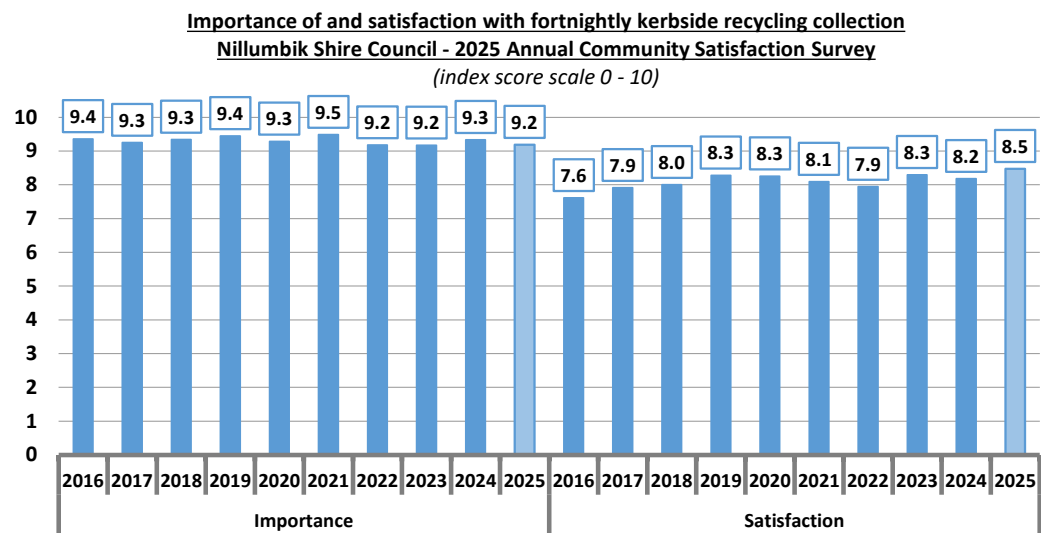
This result ranks the kerbside recycling collection 3<sup>rd</sup> in terms of satisfaction this year, and one of six that recorded a satisfaction score measurably higher than the average of all 34 (7.6).

This result remains above the long-term average satisfaction since 2011 of 8.1 out of 10, or “excellent”.

This result was comprised of 82% “very satisfied” and two percent dissatisfied respondents, based on a total sample of 489 of the 502 respondents who provided a satisfaction score.

There was some variation in satisfaction observed by respondent profile, with younger adults (aged 18 to 34 years) and senior citizens (aged 75 years and older) notably more satisfied than average, and female respondents notably more satisfied than male respondents.

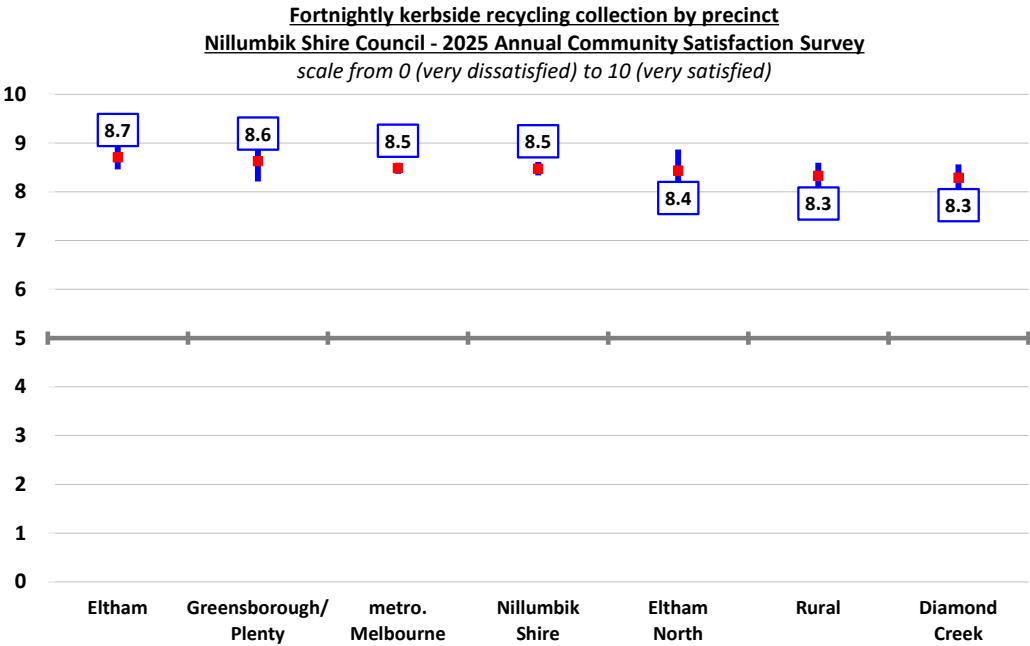
By way of comparison, satisfaction with the kerbside recycling collection in Nillumbik Shire was identical to the metropolitan Melbourne average satisfaction with the “regular recycling collection” of 8.5 out of 10, as recorded in the 2025 *Governing Melbourne* research.



There was no statistically significant variation in satisfaction with the fortnightly recycling collection observable across the municipality, with all precincts recording “excellent” levels of satisfaction.



Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey



There were 11 comments received from respondents dissatisfied with the fortnightly recycling collection, with most of these preferring a weekly collection.

**Reasons for dissatisfaction with fortnightly kerbside recycling collection**  
**Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Number of responses)*

Response	Number
Make it weekly	6
Not sure what goes into recycling	3
Extra recycling should be done in December	1
There is always a confusion when the bin is going to be picked up after or during a public holiday	1
Total	11

## Weekly kerbside green waste collection

The weekly kerbside green waste collection service was the 5<sup>th</sup> most important of the 34 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with the kerbside green waste collection notably increased this year, up three percent to 8.5 out of 10, which remains an “excellent” level of satisfaction.

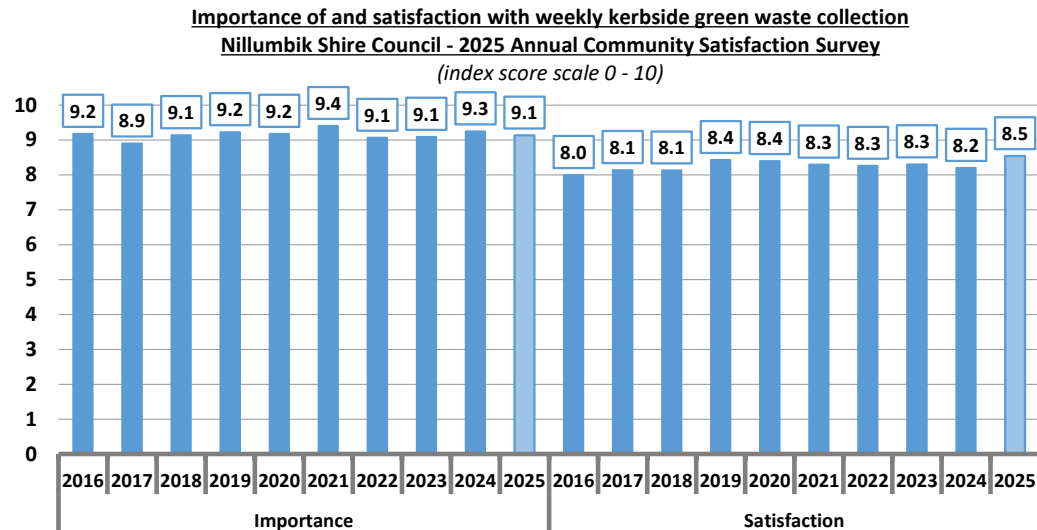
This result ranks the kerbside green waste collection 2<sup>nd</sup> in terms of satisfaction this year, and one of six that recorded a satisfaction score measurably higher than the average of all 34 (7.6).

This result remained notably (4%) above the long-term average satisfaction since 2011 of 8.1 out of 10, or “excellent”.

This result comprised 83% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 472 of the 502 respondents who provided a satisfaction score.

There was some variation in satisfaction observed by respondent profile, with younger adults (aged 18 to 34 years) and senior citizens (aged 75 years and older) notably more satisfied than average, and female respondents notably more satisfied than male respondents.

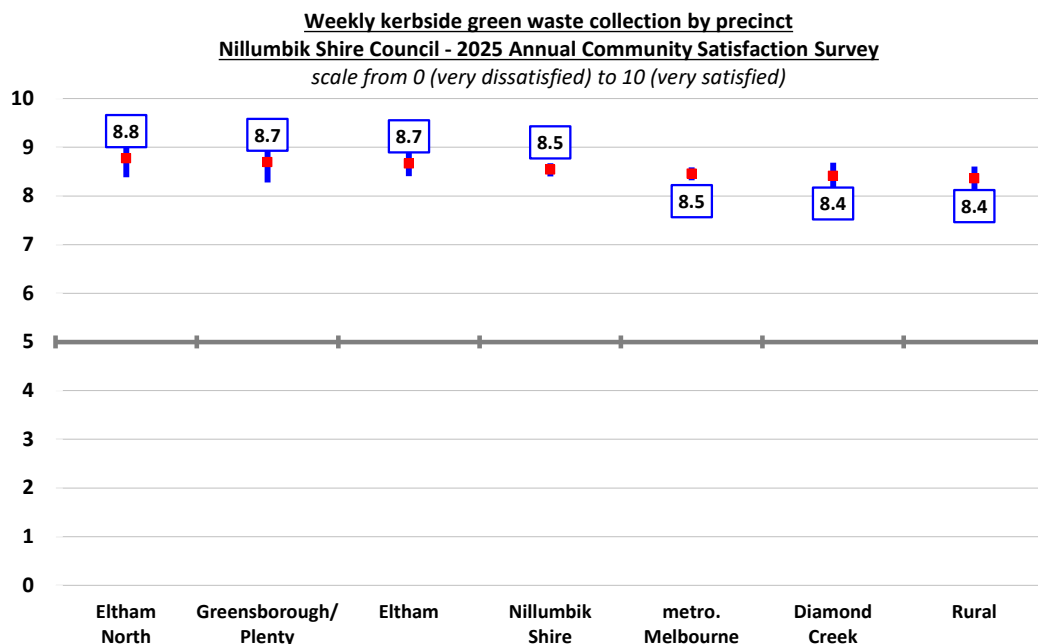
By way of comparison, satisfaction with the kerbside green waste collection in Nillumbik Shire was identical to the metropolitan Melbourne average satisfaction with the “green waste collection” of 8.5 out of 10, as recorded in the 2025 *Governing Melbourne* research.



While there was no statistically significant variation in satisfaction with weekly kerbside green waste collection across the municipality, it is noted that respondents from Eltham North were notably (3%) more satisfied than the municipal average.



Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey



There were 11 comments received in relation to the kerbside green waste collection, as outlined in the following table.

**Reasons for dissatisfaction with weekly kerbside green waste collection**  
Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey  
(Number of responses)

Response	Number
Bin should be bigger	2
Could be better if we could have more green bins	2
Forgot it is separate	1
In the urban areas, the garbage bins are kept on the roads because there are no footpaths or nature strips	1
Stinks in the summer	1
Street flooding brings green waste to us	1
They put stickers on bins	1
They smashed the bin while collecting the waste	1
We do not have it	1
<b>Total</b>	<b>11</b>



## Hard rubbish collection

The hard rubbish collection service was the 19<sup>th</sup> most important of the 34 included services and facilities, with an average importance of 8.9 out of 10.

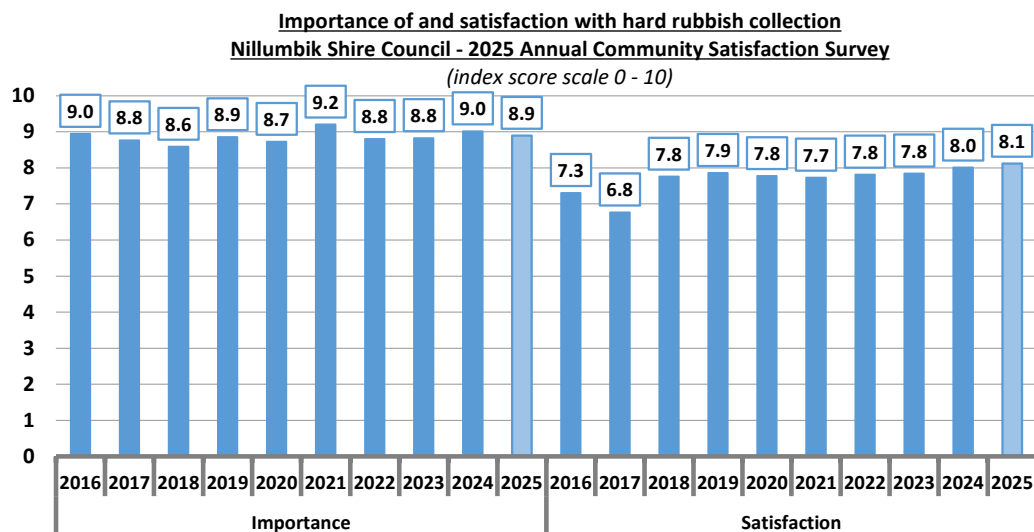
Satisfaction with the hard rubbish collection marginally increased this year, up one percent to 8.1 out of 10, which remains an “excellent” level of satisfaction.

This result ranks hard rubbish collection 11<sup>th</sup> in terms of satisfaction this year and remains measurably (6%) above the long-term average satisfaction since 2011 of 7.5 out of 10, or “very good”.

This result comprised 76% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 247 of the 255 respondents (51%) from households who had used these services in the last 12 months.

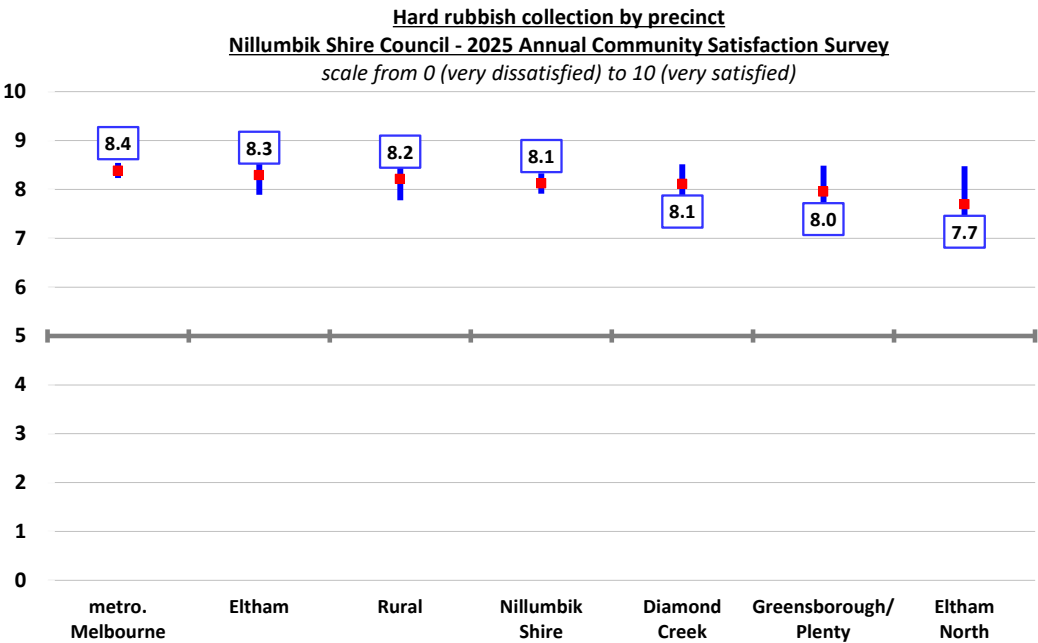
There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) somewhat less satisfied than average.

By way of comparison, satisfaction with the hard rubbish collection in Nillumbik Shire was notably (3%) lower than the metropolitan Melbourne average satisfaction with the “hard rubbish collection” of 8.4 out of 10, as recorded in the 2025 *Governing Melbourne* research.



While there was no statistically significant variation in satisfaction observed across the municipality, it is noted that the 27 respondents from Eltham North were notably (4%) less satisfied than the municipal average, and at a “very good” rather than an “excellent” level.





**Public amenity**

There were six services and facilities from the Public Amenity area of Council included in the 2025 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 marginally increased this year, up one percent to 7.4 out of 10, although it remained at a “very good” level.

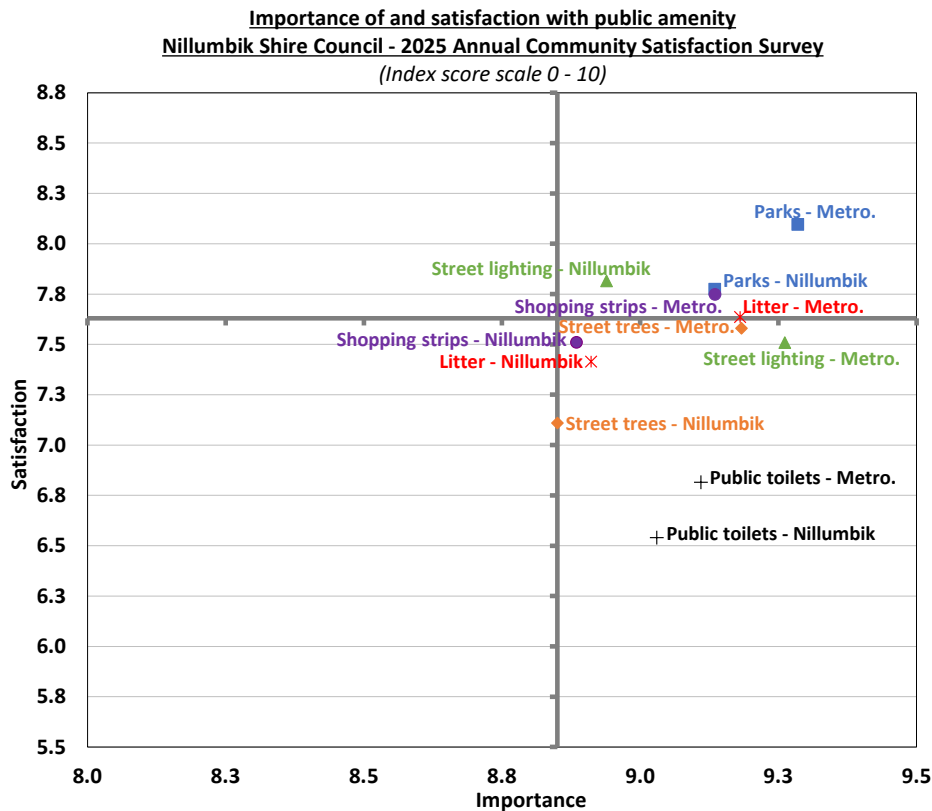
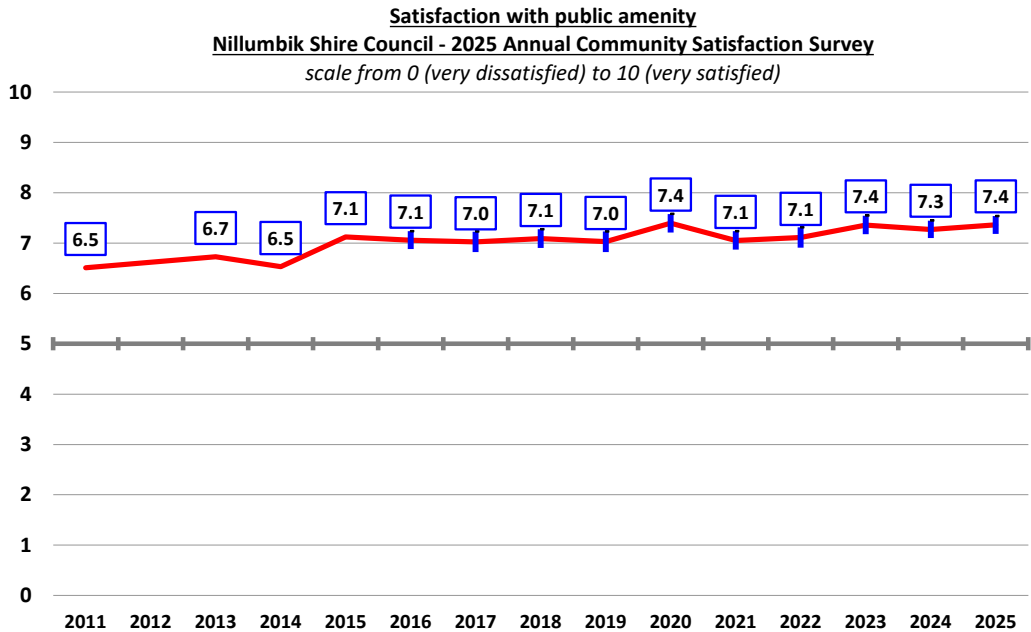
Metropolis Research notes that satisfaction with the public amenity services and facilities continues to remain relatively stable around the long-term average satisfaction since 2011 of 7.0 out of 10.

When compared to the metropolitan Melbourne results, as sourced from the 2025 *Governing Melbourne* research, it is noted that each of these five public amenity services and facilities were of a marginally lower importance and four received marginally lower satisfaction scores than the metropolitan Melbourne average.

The exception to this was street lighting, which received a higher satisfaction score in the Nillumbik Shire than the metropolitan Melbourne average (7.8 compared to 7.5).



Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey



### Provision and maintenance of parks, gardens, and reserves

The provision and maintenance of parks, gardens, and reserves was the 4<sup>th</sup> most important of the 34 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with parks, gardens, and reserves increased somewhat this year, up two percent to 7.8 out of 10, which was an “excellent”, up from a “very good” level of satisfaction.

This result ranks parks, gardens, and reserves 15<sup>th</sup> in terms of satisfaction this year.

This result remains measurably (4%) above the long-term average satisfaction since 2011 of 7.4 out of 10, or “very good”.

This result comprised 68% “very satisfied” and two percent dissatisfied respondents, based on a total sample of 490 of the 502 respondents who provided a satisfaction score this year.

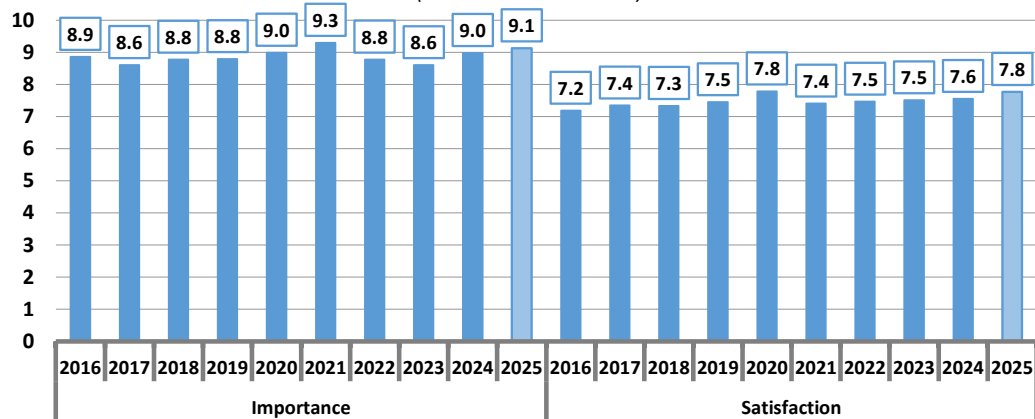
There was some variation observed by respondent profile, with female respondents notably more satisfied than male respondents.

By way of comparison, satisfaction with the parks, gardens, and reserves in Nillumbik Shire was measurably (3%) lower than the metropolitan Melbourne average satisfaction with the “the provision and maintenance of parks, gardens, and open spaces” of 8.1 out of 10, or “excellent”, as recorded in the 2025 *Governing Melbourne* research.

#### Importance of and satisfaction with provision and maintenance of parks, gardens, and reserves

##### Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey

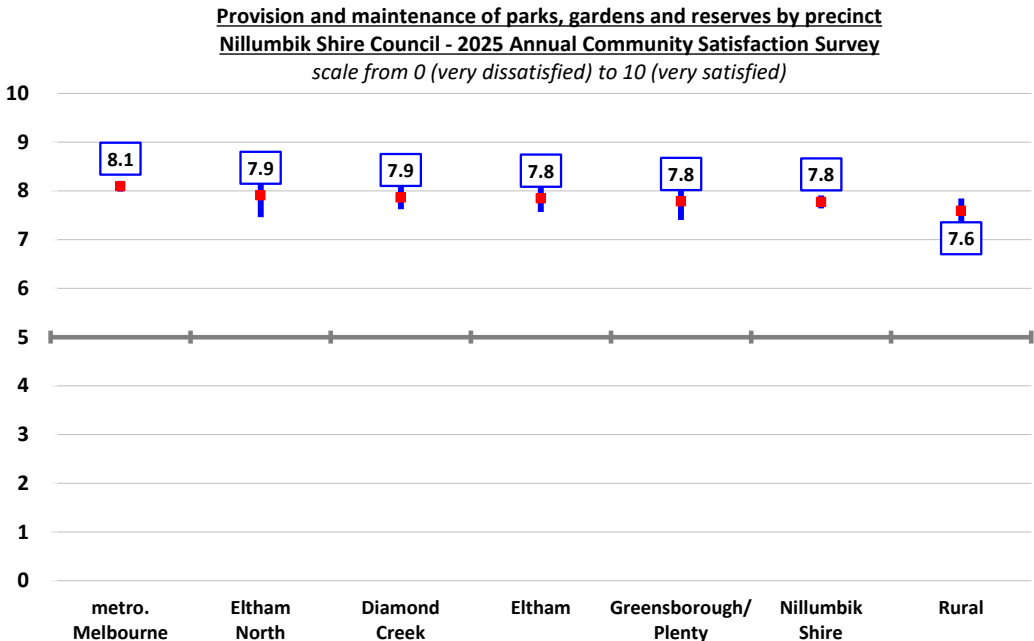
(index score scale 0 - 10)



There was no statistically significant variation in satisfaction with the provision and maintenance of parks, gardens, and reserves observed across the municipality, although Rural precinct respondents were marginally (2%) less satisfied than the municipal average.



Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey



**Provision and maintenance of street trees**

The provision and maintenance of street trees was the 25<sup>th</sup> most important of the 34 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with street trees notably declined this year, down three percent to 7.1 out of 10, which is a “good” level of satisfaction.

This result ranks street trees 28<sup>th</sup> in terms of satisfaction this year, and one of eight services and facilities to receive a satisfaction score measurably lower than the average of all 34 (7.6).

Although satisfaction with the provision and maintenance of street trees declined this year, it remains notably (3%) above the long-term average satisfaction since 2011 of 6.8 out of 10, or “good”.

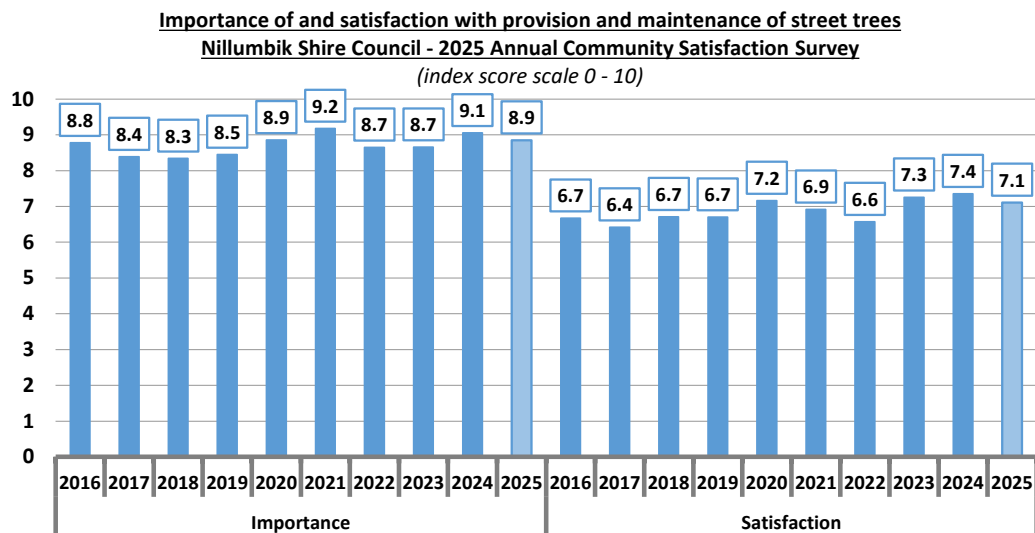
This result comprised 51% “very satisfied” and 11% “dissatisfied” respondents, based on a total sample of 488 of the 502 respondents who provided a satisfaction score this year.

There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) and adults (aged 35 to 44 years) notably more satisfied than average, while older adults (aged 55 to 64 years) and senior citizens (aged 65 years and over) were notably less satisfied.

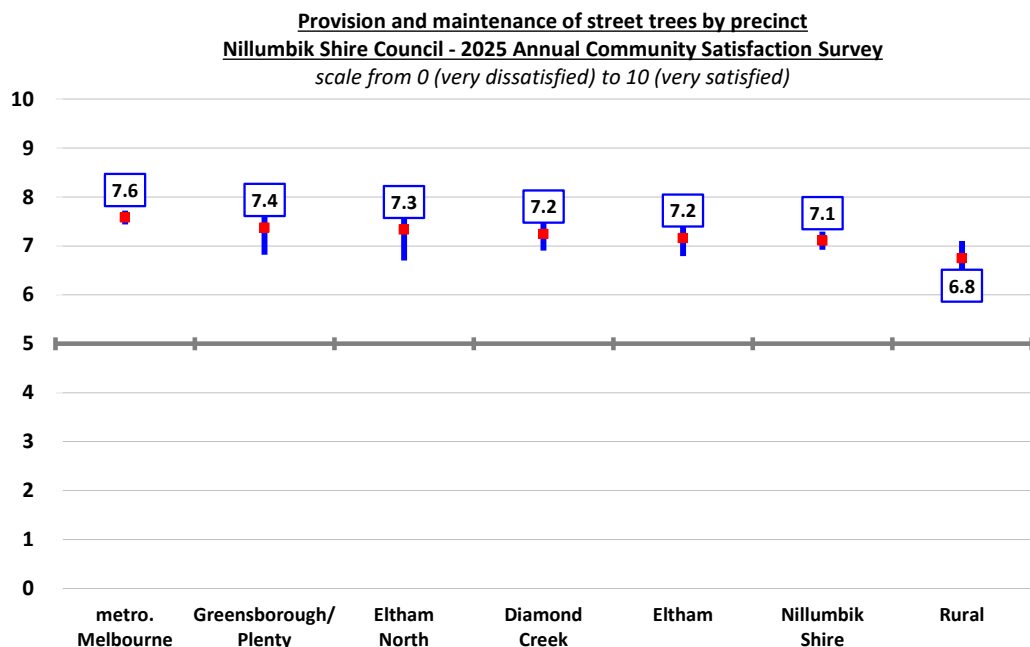


Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey

By way of comparison, satisfaction with street trees in Nillumbik Shire was measurably (5%) lower than the metropolitan Melbourne average satisfaction with the “the provision and maintenance of street trees” of 7.6 out of 10, as recorded in the 2025 *Governing Melbourne*.



Although there was no statistically significant variation in satisfaction with the provision and maintenance of street trees observed across the municipality, it is noted that respondents from Greensborough / Plenty (3%) were somewhat more satisfied than the municipal average, at a “very good” level. By contrast, respondents from the Rural precinct were somewhat (3%) less satisfied, although still at a “good” level.



*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

There were 86 comments received from respondents in relation to street trees, as outlined in the following table. The perceived lack of maintenance of street trees was the most common issue raised.

**Reasons for dissatisfaction with provision and maintenance of street trees**  
**Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey**  
(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Maintenance issues</i>	
There is no maintenance	13
Needs more maintenance	9
Not cut well	2
Not cutting the branches	2
Overhanging / overgrown trees	2
Burning the roads creates weed regrowth	1
Burning the roads destroys local vegetation	1
Hanging on power lines	1
Lots of overhanging trees	1
Need tree maintenance on St Helena Rd	1
Needs lot of maintenance near the electrical power	1
Some branches are on the ground and not collected	1
Some reserves along roads are just not managed properly	1
The Council does not do its job of cleaning and asks the residents to do it	1
The street tree along Milton Way is in poor condition and needs to be replaced	1
The street trees are hacked at, and they are replaced when they are dead. They do not plant them when there is opportunity	1
The trees are always fallen on the streets and never picked up, so the residents have to pick up	1
The trees are out of balance	1
They cut down trees but there is no transparency because they do that	1
They cut too much	1
They do not cut the right trees	1
They do not do any planting or watering	1
They do not do things on time	1
They do not make a difference	1
They have labelled my trees but will not tell me why	1
They need to clean it more often	1
They should trim it regularly since we are in fire hazard area	1
Tree lopping and pruning is not enough	1
Trees are coming down	1
Trees in front of the property are not being cleaned	1
Wanted to chop down some trees and took years to do so	1
We have had issues with tree branches needing to be cut, they are too late to do that especially in fire season	1
We have made several attempts to cut down the trees on the Warrandyte Rd intersection	1
We need a replacement for the big old trees	1
<b>Total</b>	<b>57</b>



*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

<i>Negative impacts of trees</i>	
A lot of branches / leaves are on the roads	4
Dead trees	1
Everything is fallen on the main streets	1
Fire hazard next to power lines	1
I asked to cut down a tree and got no response	1
I cannot see the road due to overgrown trees and I need clear view	1
It is all around the streets	1
Lots of dead trees with termites affects our home	1
Over pruning around power lines is concerning	1
People fall often from the trees	1
Some of the trees on the David Hockney Dr are blocking views when you are driving out of the street	1
They are falling on the houses of the residents and damaging the property	1
Trees are not being maintained so cause damage to the cars	1
<b>Total</b>	<b>16</b>
<i>No trees / insufficient number</i>	
Main Rd at the shopping centre needs trees	1
Need more trees in Patrick Close Reserve	1
Need more trees on footpath areas	1
No street trees	1
<b>Total</b>	<b>4</b>
<i>Responsiveness</i>	
I have complained multiple times and nothing is done	1
Issues are not solved quickly	1
Trees in front of the house got split and the Council did not take any action	1
<b>Total</b>	<b>3</b>
<i>Storm debris management</i>	
In storms there are lots of debris	1
SES did not do a great job last time and I had to deal with rubbish	1
<b>Total</b>	<b>2</b>
<i>Type of trees</i>	
There are some big gum trees	1
There should not be gum trees	1
<b>Total</b>	<b>2</b>



*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

<i>Other</i>	
Paid so much money to chop some trees	1
The small trees in Grey Gum Rise are getting damaged by cars parked there	1
<b>Total</b>	<b>2</b>
<b>Total responses</b>	<b>86</b>

### Provision and maintenance of street lighting

The provision and maintenance of street lighting was the 19<sup>th</sup> most important of the 34 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with street lighting increased notably this year, up four percent to 7.8 out of 10, which was an “excellent”, up from a “very good” level of satisfaction.

This result ranks street lighting 14<sup>th</sup> in terms of satisfaction this year.

This was the highest satisfaction score recorded for this service and was measurably (5%) above the long-term average satisfaction since 2011 of 7.3 out of 10, or “very good”.

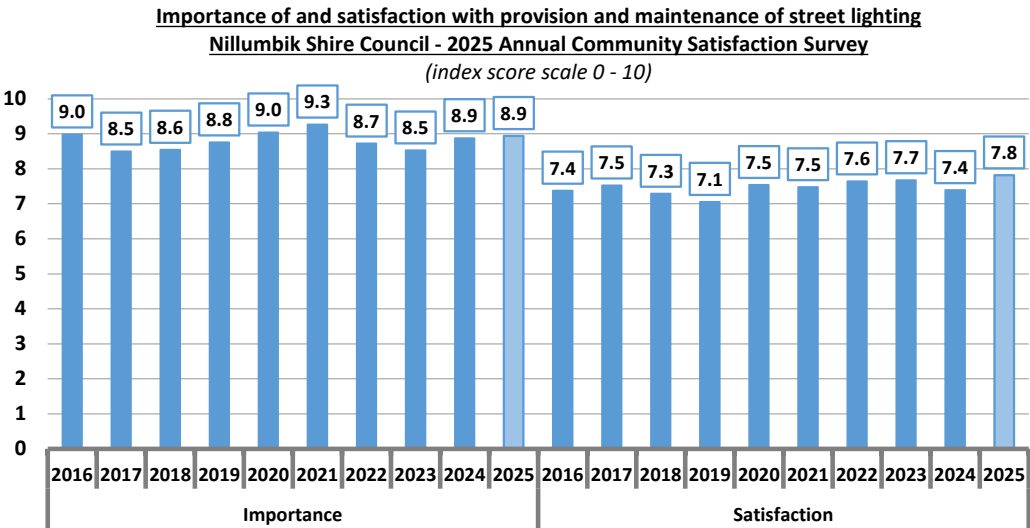
This result comprised 63% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 480 of the 502 respondents who provided a satisfaction score this year.

There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) somewhat more satisfied than average, and female respondents notably more satisfied than male respondents.

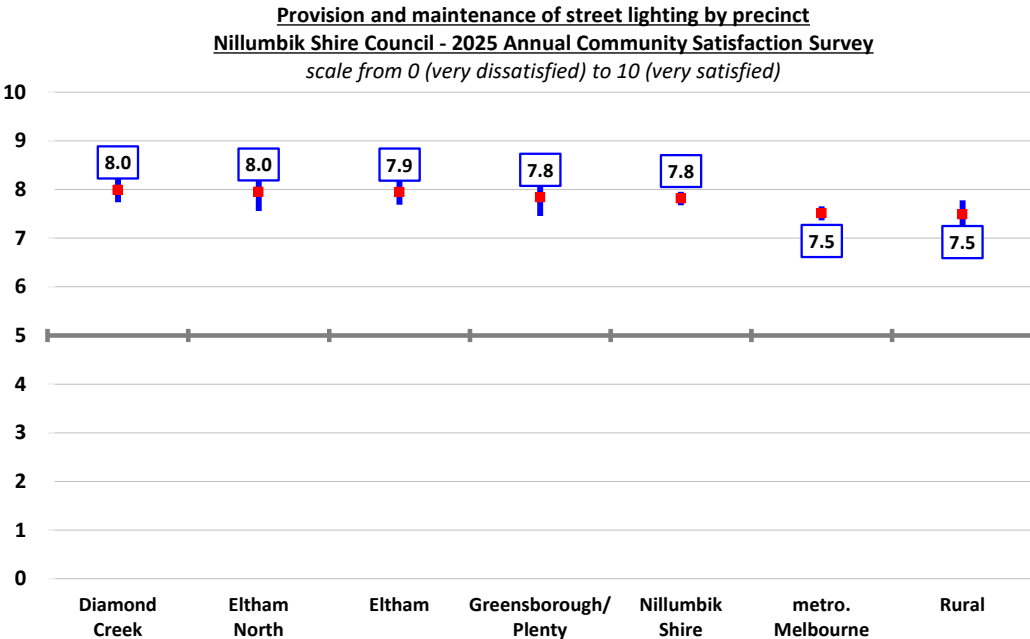
By way of comparison, satisfaction with street lighting in Nillumbik Shire was notably (3%) higher than the metropolitan Melbourne average satisfaction with the “the provision and maintenance of street lighting” of 7.5 out of 10, as recorded in the 2025 *Governing Melbourne* research.



Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey



Although there was no statistically significant variation in satisfaction observed across the municipality, it is noted that respondents from Rural precinct were somewhat (3%) less satisfied, and at a “very good” rather than an “excellent” level of satisfaction.





*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

### Litter collection in public areas

Litter collection in public areas was the 18<sup>th</sup> most important of the 34 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with litter collection in public areas marginally increased this year, up one percent to 7.4 out of 10, which remained a “very good” level of satisfaction.

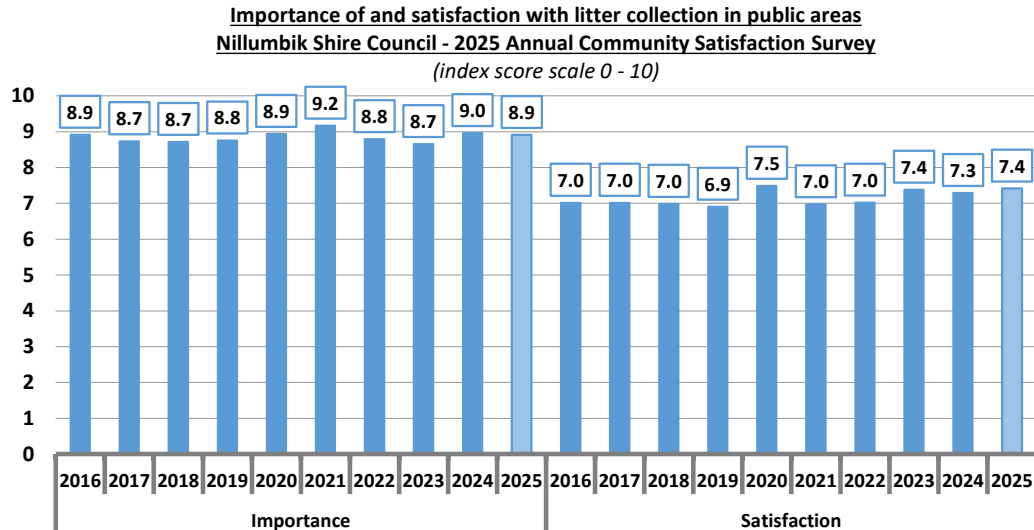
This result ranks litter collection in public areas 23<sup>rd</sup> in terms of satisfaction this year, the same ranking as it received in 2024.

This result was notably (3%) above the long-term average satisfaction since 2011 of 7.1 out of 10, or “good”.

This result comprised 51% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 476 of the 502 respondents who provided a satisfaction score this year.

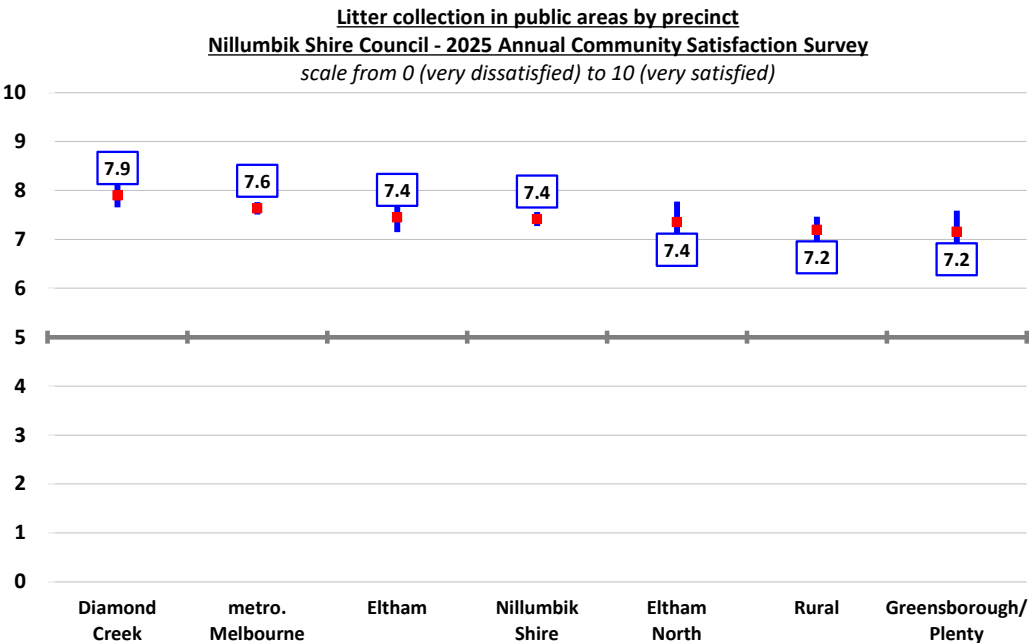
Adults (aged 35 to 44 years) were notably more satisfied than average, while older adults (aged 55 to 64 years) and senior citizens (aged 65 years or older) were somewhat less satisfied.

By way of comparison, satisfaction with litter collection in Nillumbik Shire was somewhat (2%) lower than the metropolitan Melbourne average satisfaction with the “litter collection in public areas” of 7.6 out of 10, as recorded in the 2025 *Governing Melbourne* research.



There was some variation observed across the municipality, with respondents from Diamond Creek measurably (5%) more satisfied with litter collection in public areas than the municipal average, at an “excellent”, rather than a “very good” level.





**Maintenance and cleaning of shopping strips**

The maintenance and cleaning of shopping strips was the 20<sup>th</sup> most important of the 34 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with these services remained essentially the same this year, down one percent to 7.5 out of 10, which remained a “very good” level of satisfaction.

This result ranks the maintenance and cleaning of shopping strips 19<sup>th</sup> in terms of satisfaction this year and remains somewhat (2%) above the long-term average satisfaction since 2011 of 7.3 out of 10, or “very good”.

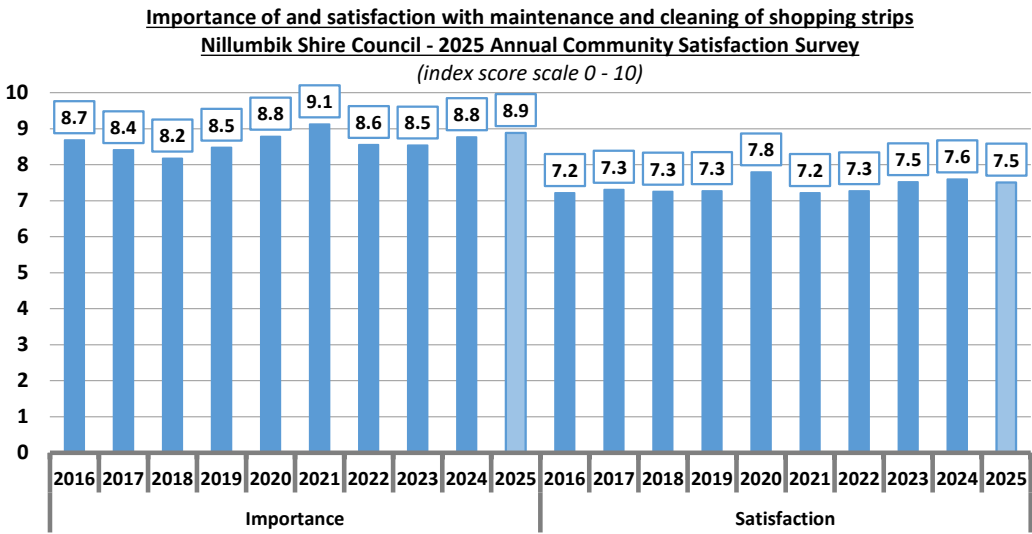
This result comprised 55% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 478 of the 502 respondents who provided a satisfaction score this year.

There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) notably less satisfied than average, and adults (aged 35 to 44 years) notably more satisfied than average.

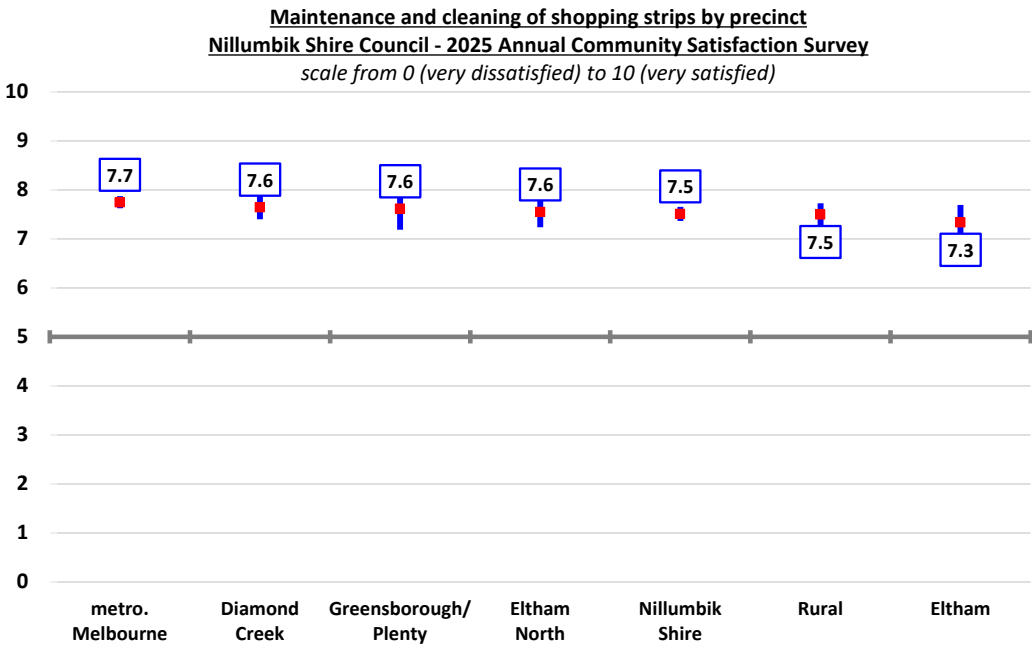
By way of comparison, satisfaction with these services in Nillumbik Shire was somewhat (2%) lower than the metropolitan Melbourne average satisfaction with the “the maintenance and cleaning of shopping strips” of 7.7 out of 10, as recorded in the 2025 *Governing Melbourne* research.



Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey



There was no statistically significant or substantial variation in satisfaction with the maintenance and cleaning of shopping strips observed across the municipality.



## Public toilets

Public toilets were the 9<sup>th</sup> most important of the 34 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with public toilets marginally increased this year, up one percent to 6.5 out of 10, which was a “good”, up from a “solid” level of satisfaction.

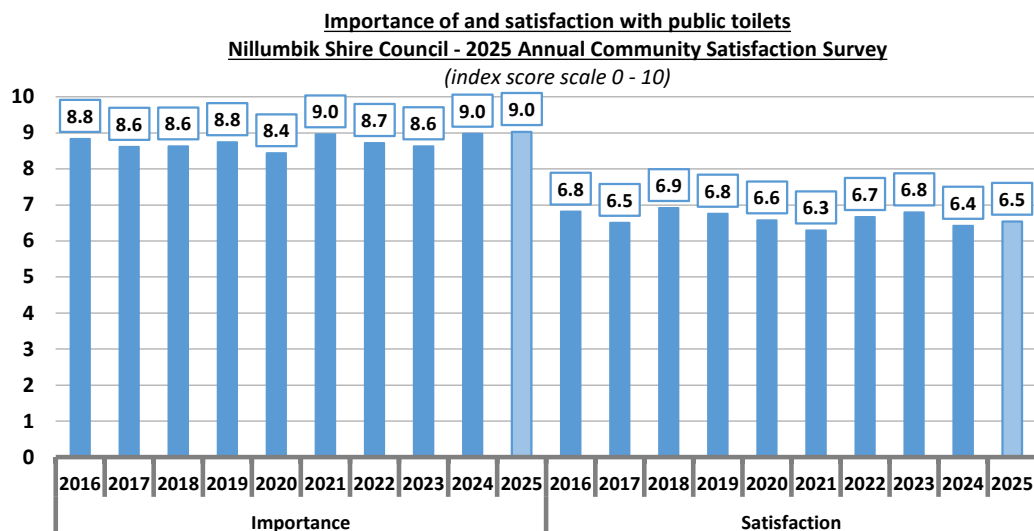
This result ranks public toilets 33<sup>rd</sup> or second-last in terms of satisfaction this year, and one of eight services and facilities to receive a satisfaction score measurably lower than the average of all 34 (7.6).

This result was identical to the long-term average satisfaction since 2011 of 6.5 out of 10, or “good”.

This result comprised 36% “very satisfied” and 16% “dissatisfied” respondents, based on a total sample of 186 of the 188 respondents (37%) from households who had used these facilities in the last 12 months.

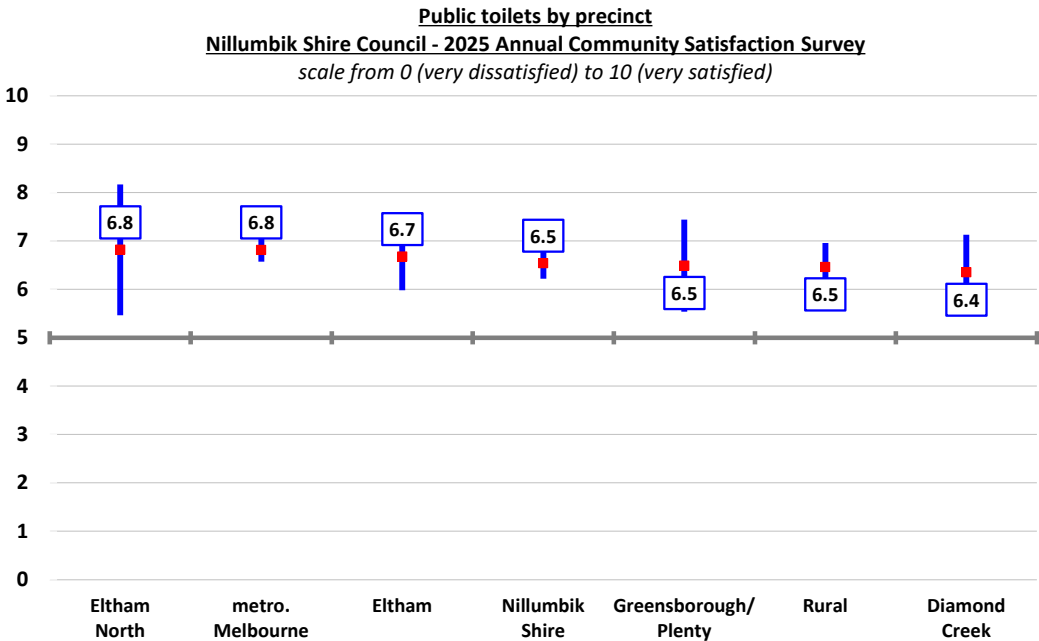
There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) notably less satisfied, and adults (aged 35 to 44 years) and senior citizens (aged 65 years and older) notably more satisfied than average.

By way of comparison, satisfaction with public toilets in Nillumbik Shire was notably (3%) lower than the metropolitan Melbourne average satisfaction with the “public toilets” of 6.8 out of 10, or “good”, as recorded in the 2025 *Governing Melbourne* research.



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Although there was no statistically significant variation in satisfaction observed across the municipality, it is noted that the 15 respondents from Eltham North were somewhat (3%) more satisfied with public toilets than average.



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.

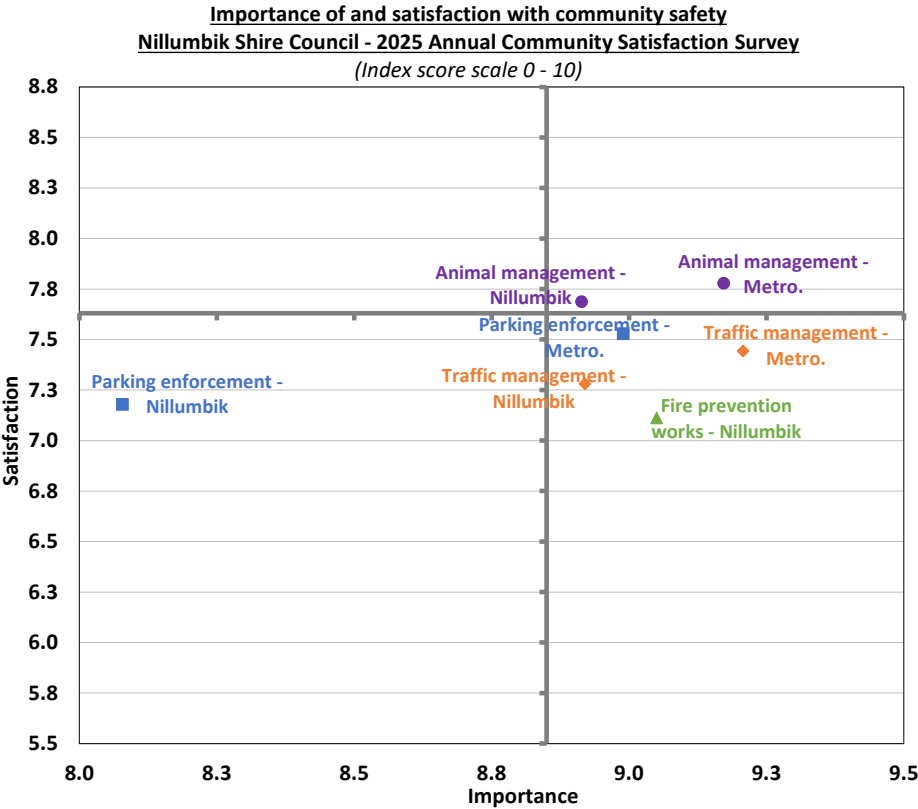
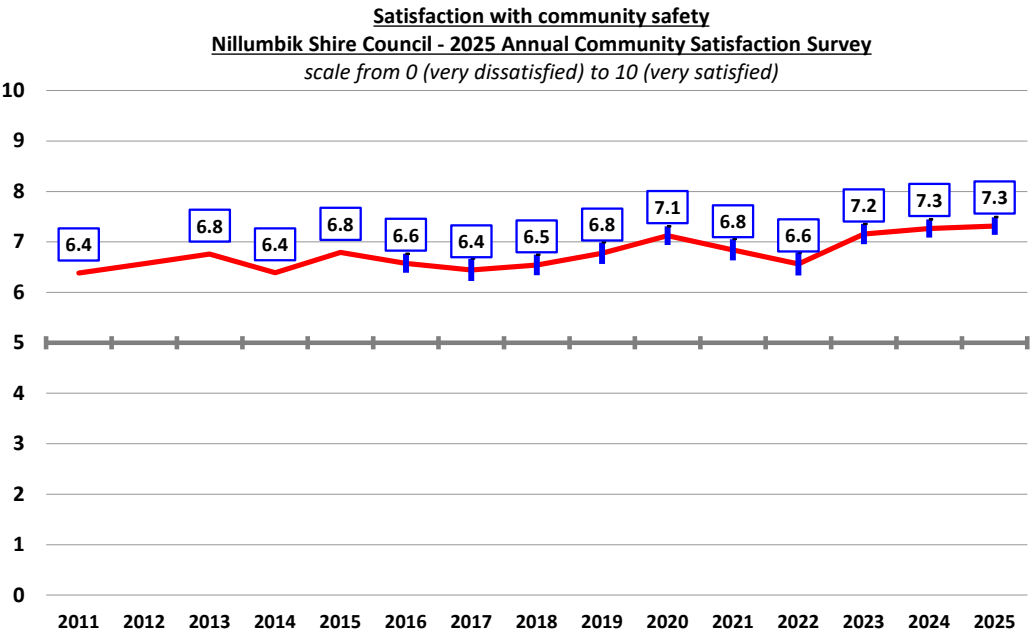
The average satisfaction with the five Community Safety services and facilities remained stable this year, at 7.3 out of 10.

This remained a “very good” level of satisfaction, and the equal highest average satisfaction with this group of services recorded for Nillumbik Shire Council over the 14 years of the survey program.

When compared to the metropolitan Melbourne results, as sourced from the 2025 *Governing Melbourne* research, it is noted that satisfaction with each of the three comparable community safety services was lower in Nillumbik Shire, with parking enforcement notably lower.



Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey



## Parking enforcement

Parking enforcement was the 34<sup>th</sup> most important of the 34 included services and facilities, with an average importance of 8.1 out of 10, and one of four that were measurably less important than the average of all 34 services and facilities (8.9).

Satisfaction with parking enforcement marginally increased this year, up one percent to 7.2 out of 10, which remains a “good” level of satisfaction.

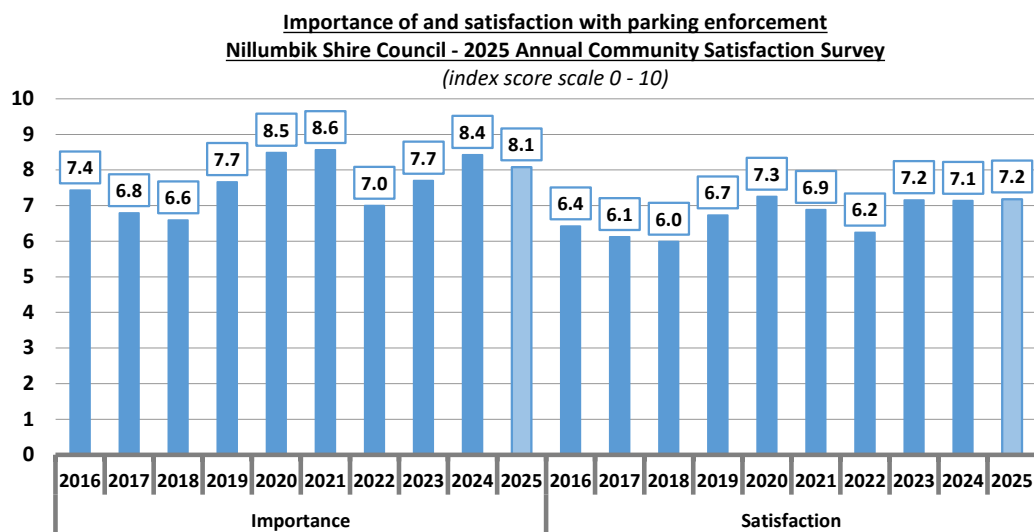
This result ranks parking enforcement 26<sup>th</sup> in terms of satisfaction this year.

This result remains measurably (6%) above the long-term average satisfaction since 2011 of 6.6 out of 10, or “good”.

This result comprised 52% “very satisfied” and nine percent “dissatisfied” respondents, based on a total sample of 458 of the 502 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 less satisfied than average, whilst adults (aged 35 to 44 years) were notably more satisfied.

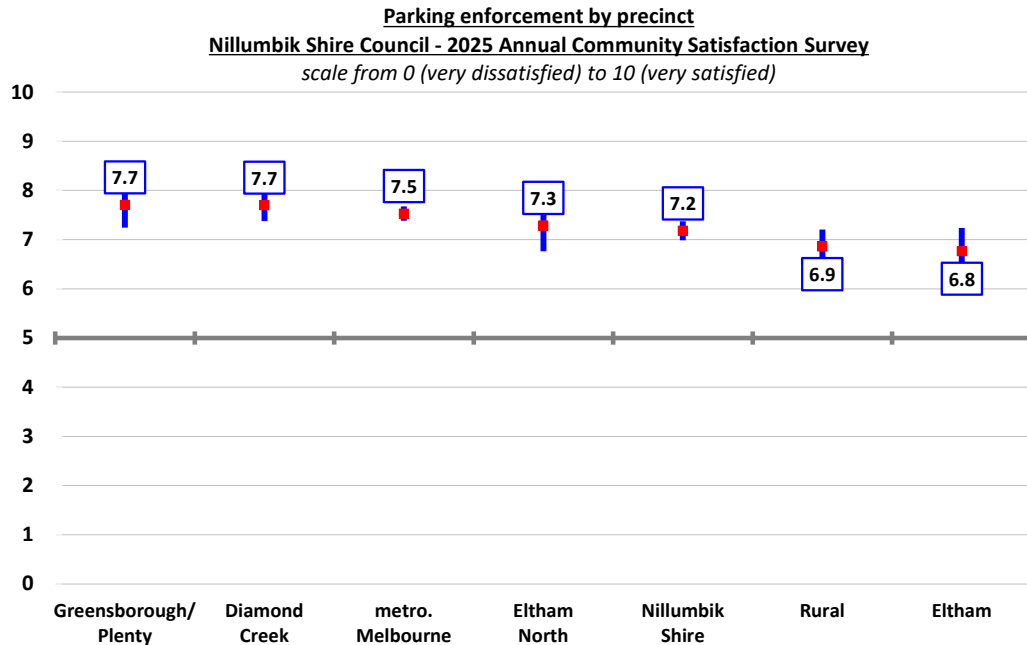
By way of comparison, satisfaction with parking enforcement in Nillumbik Shire was notably (3%) lower than the metropolitan Melbourne average satisfaction with “parking enforcement” of 7.5 out of 10, as recorded in the 2025 *Governing Melbourne* research.



There was some variation in satisfaction with parking enforcement observed across the municipality, with respondents from Diamond Creek measurably (5%) and respondents from Greensborough / Plenty notably (5%) more satisfied than average, and both at “very good” rather than “good” levels of satisfaction.



By contrast, respondents from the Rural precinct were somewhat (3%) and respondents from Eltham were notably (4%) less satisfied than average.



### Local traffic management

Local traffic management was the 15<sup>th</sup> most important of the 34 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with local traffic management notably increased this year, up three percent to 7.3 out of 10, which is a “good” level of satisfaction.

This result ranks local traffic management 24<sup>th</sup> in terms of satisfaction this year and was measurably (9%) above the long-term average satisfaction since 2011 of 6.4 out of 10, or “solid”.

Satisfaction with local traffic management has continued to remain at measurably (9%) higher levels of satisfaction during and post-pandemic (i.e. from 2020) than pre-pandemic, at an average from 2020 of 6.9 compared to a 2011 to 2019 average of 6.1.

This result comprised 51% “very satisfied” and seven percent “dissatisfied” respondents, based on a total sample of 485 of the 502 respondents who provided a satisfaction score.

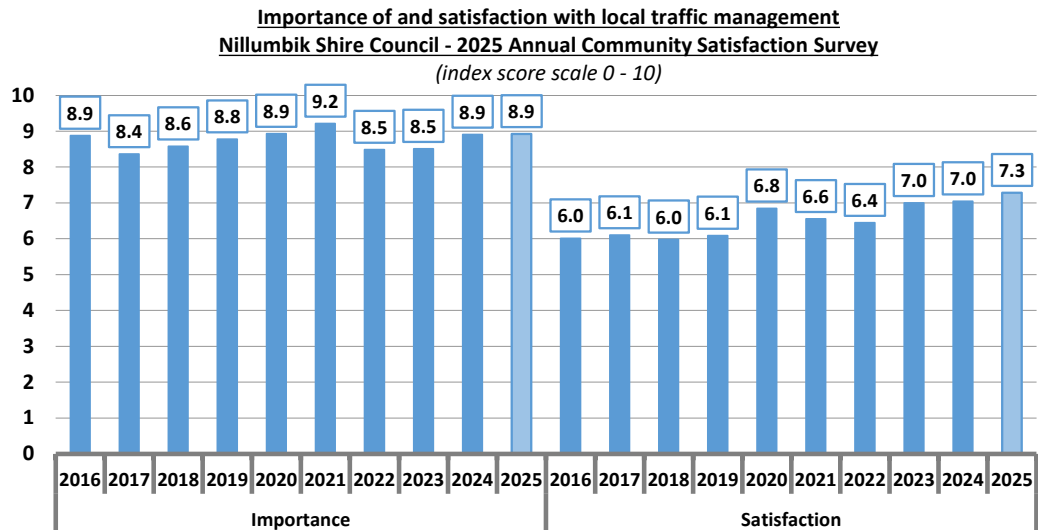




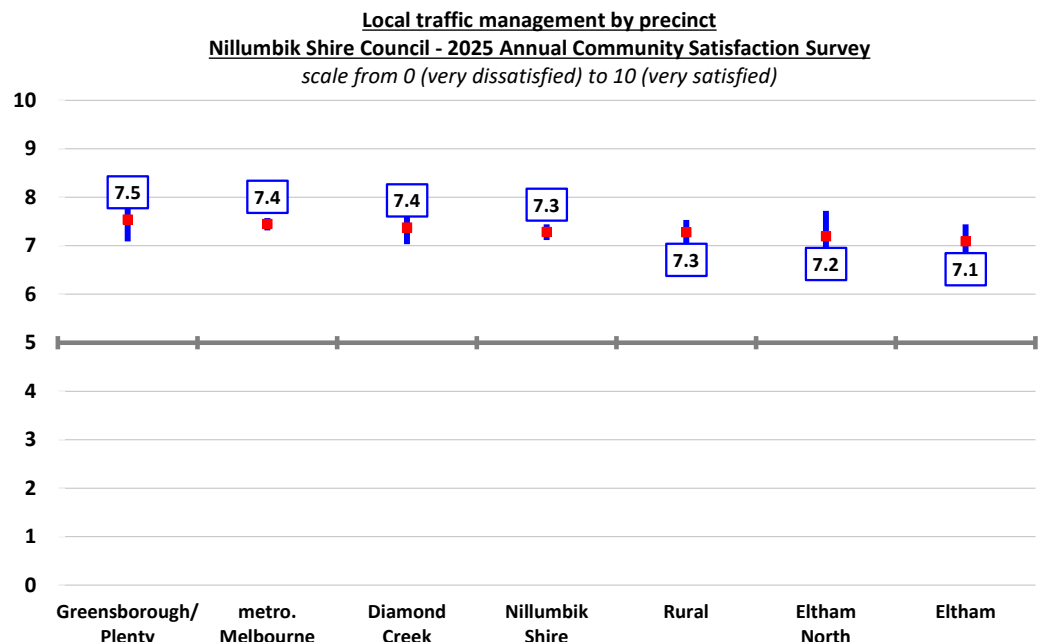
*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) and adults (aged 35 to 44 years) notably more satisfied than average, whilst older adults (aged 55 years and over) were notably less satisfied.

By way of comparison, satisfaction with local traffic management in Nillumbik Shire was marginally (1%) lower than the metropolitan Melbourne average satisfaction with the “local traffic management” of 7.4 out of 10, as recorded in the 2025 *Governing Melbourne* research.



There was no statistically significant or substantial variation in satisfaction with local traffic management observed across the municipality.



## Fire prevention works

Fire prevention works were the 8<sup>th</sup> most important of the 34 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with fire prevention works somewhat declined this year, down two percent to 7.1 out of 10, although it remained at a “good” level of satisfaction.

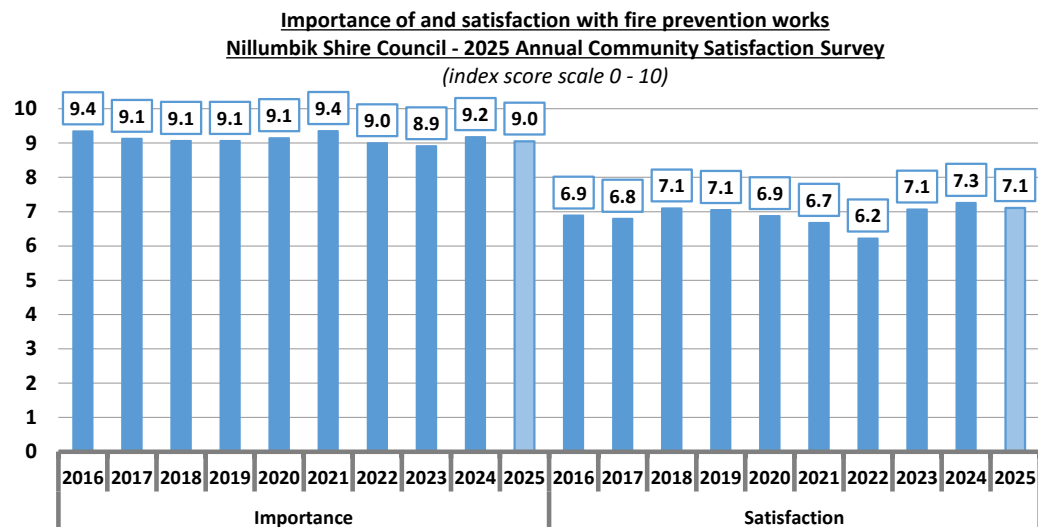
This result ranks fire prevention works 27<sup>th</sup> in terms of satisfaction this year, and one of eight services and facilities to receive a satisfaction score measurably lower than the average of all 34 (7.6).

This result was somewhat (2%) higher than the long-term average satisfaction since 2016 of 6.9 out of 10, or “good”.

This result comprised 51% “very satisfied” and 12% “dissatisfied” respondents, based on a total sample of 440 of the 502 respondents who provided a satisfaction score.

There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 44 years) measurably more satisfied than average, whilst older adults (aged 55 to 64 years) were notably less satisfied.

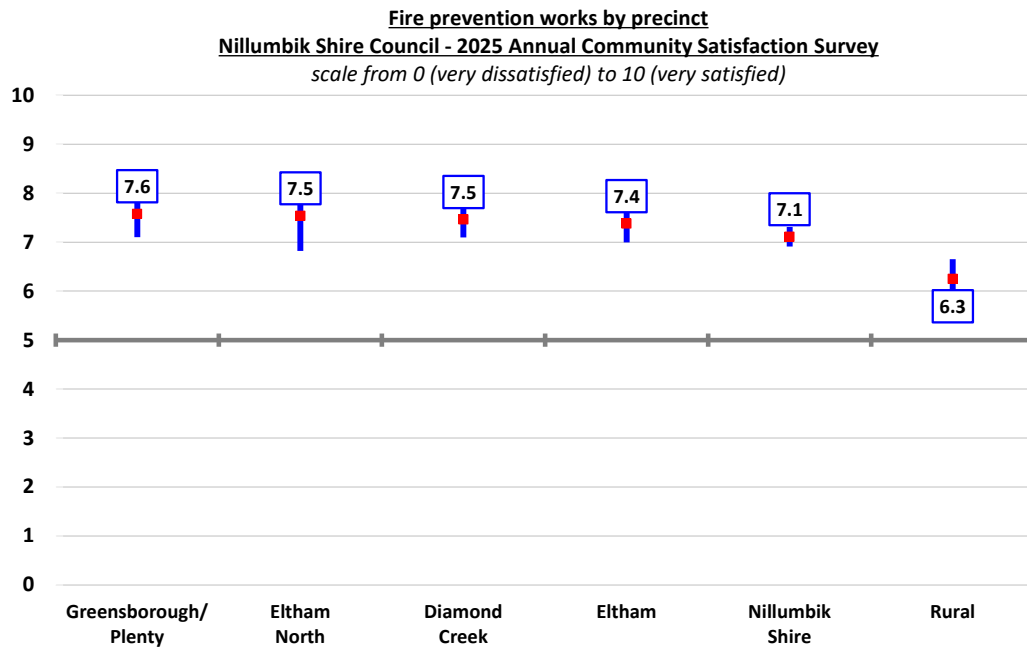
By way of comparison, these services were not included in the 2025 *Governing Melbourne* research, and therefore no metropolitan wide comparisons have been provided.



Respondents from the Rural precinct were measurably and significantly (8%) less satisfied with fire prevention works than the municipal average, at a “solid” level, while respondents from the more urban precincts tended to be notably more satisfied.



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There were 61 comments received from respondents dissatisfied with fire prevention work, as outlined in the following table.

Many of these comments relate to a perceived lack of works in this area, with the management of long grass prominent in the results.

**Reasons for dissatisfaction with fire prevention works**  
**Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Number of responses)*

<i>Response</i>	<i>Number</i>
<i>Perceived lack of roadside slashing / fire prevention works</i>	
Have not seen them do it	8
Not often enough	8
Grass cutting is needed	5
Diamond Creek has long grass	2
Lots of long grass	2
Allendale Rd needs more frequent maintenance	1
Bring back mowing rules that encourage people to mow	1
Burning the bush is not effective	1
Crown areas never get attention in Diamond Creek trails	1
David Hockney Environment Reserve is not well maintained	1



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Grasses on the nature strips not mowed often enough	1
Have not done any work on fire preventions. The fire finishes and then they come to help	1
Lawn removal services are very poor	1
Leave fires for long periods	1
More fire hazard policing needed for lawns in properties	1
Nothing gets done about the extreme number of leaves and litter which is fire fuel	1
Overgrown vegetation everywhere	1
Overgrown weeds on the nature strips	1
Residents want to do it	1
Roadside mowing was late this year	1
Some grass is too close to the fire and escape exits which is a fire hazard	1
St Helena has long grass	1
There are no precautions taken well in advance	1
There is a lot more they could be doing	1
There is long grass during the summer which makes us scared of snakes and potential fires	1
There is no initiative taken by the council	1
They come into action after the fire is gone and they come to do nothing	1
They do not clean the main road and bridge	1
They do not clean up overhead trees	1
They do not pay attention to Eltham North	1
They should tidy up Eltham Primary and its surroundings more	1
Too many rules about vegetation removal	1
Wattle tree Rd has long grass	1
Weeds along the roads need to be removed	1
You are not allowed to clean up dead falls	1

**Total** **55**

*Other comments*

Bainbridge Dr Reserve	1
Council does not allow rural owners to look after their property regarding bushfires because of their habitat rules	1
Green opinion is often not bushfire safe	1
Need attention to other parts like the space between properties and Vic Roads	1
Ranges and reserves	1
Some roads are owned by VicRoads	1

**Total** **6**

**Total responses** **61**



## Animal management

Animal management was the 17<sup>th</sup> most important of the 34 included services and facilities, with an average importance of 8.9 out of 10.

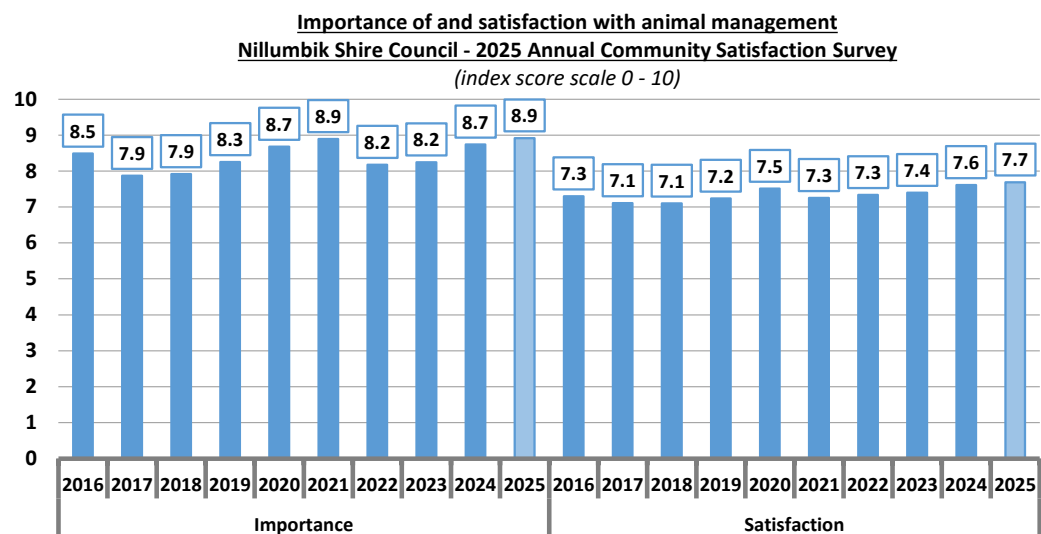
Satisfaction with animal management marginally increased this year, up one percent to 7.7 out of 10, which remains a “very good” level of satisfaction.

This result ranks animal management 18<sup>th</sup> in terms of satisfaction this year and was notably (4%) higher than the long-term average satisfaction since 2011 of 7.3 out of 10, or “very good”.

This result comprised 61% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 452 of the 502 respondents who provided a satisfaction score.

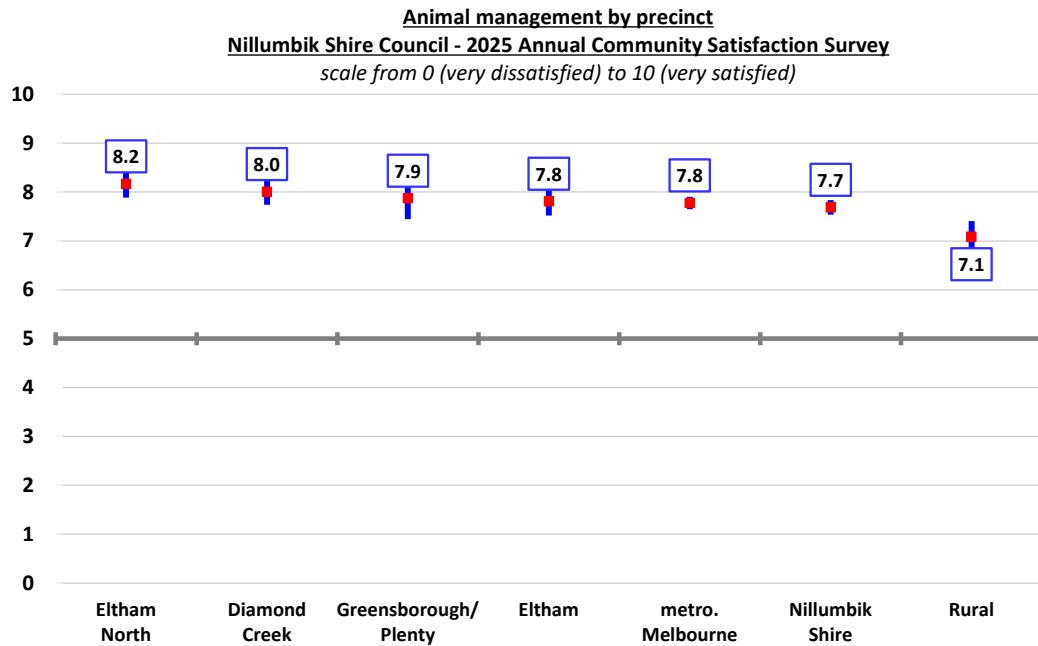
There was some variation in satisfaction observed by respondent profile, with adults (aged 35 to 44 years) notably more satisfied than average.

By way of comparison, satisfaction with animal management in Nillumbik Shire was marginally (1%) lower than the metropolitan Melbourne average satisfaction with the “animal management” of 7.8 out of 10, as recorded in the 2025 *Governing Melbourne* research.



There was some variation in satisfaction with animal management observed across the municipality, with respondents from the Rural precinct measurably (6%) less satisfied than average, at a “good” level, while respondents from Eltham North were measurably (5%) more satisfied, at an “excellent” 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 essentially stable this year, down one percent to 7.7 out of 10, which was a “very good”, down from an “excellent” level of satisfaction.

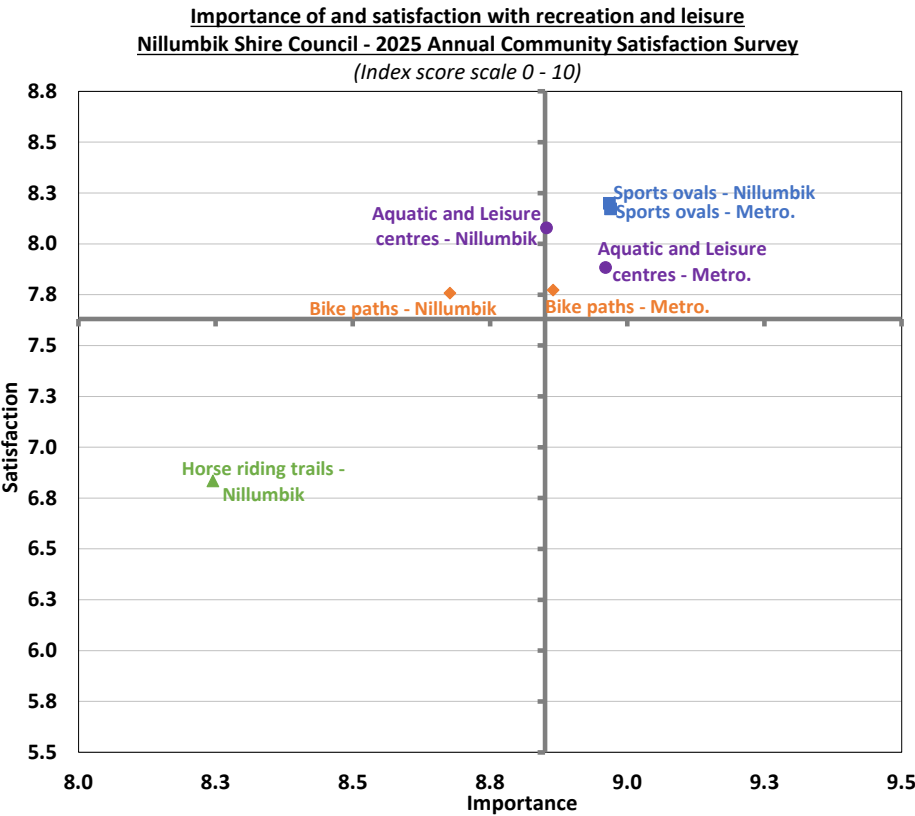
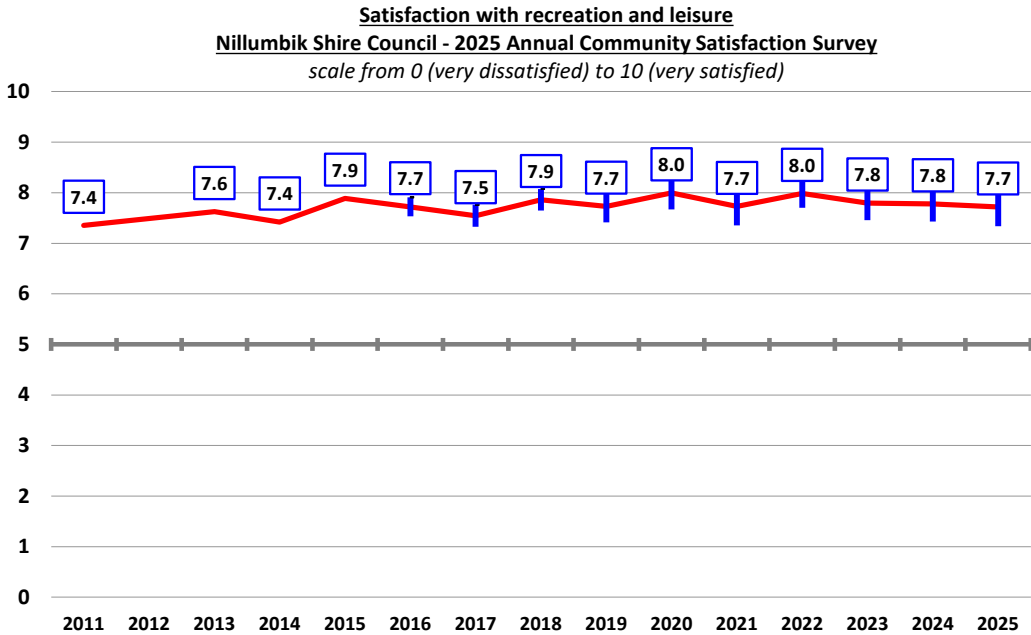
This result has remained remarkably stable at a long-term average over the last 14 years of around 7.7 out of 10.

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 2025 *Governing Melbourne* research, two of the three services and facilities that were included in *Governing Melbourne* received higher satisfaction scores in the Nillumbik Shire than the metropolitan average, while one, bike paths, was identical to the metropolitan average.



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### Sports ovals (including facilities and activities)

Sports ovals were the 11<sup>th</sup> 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.

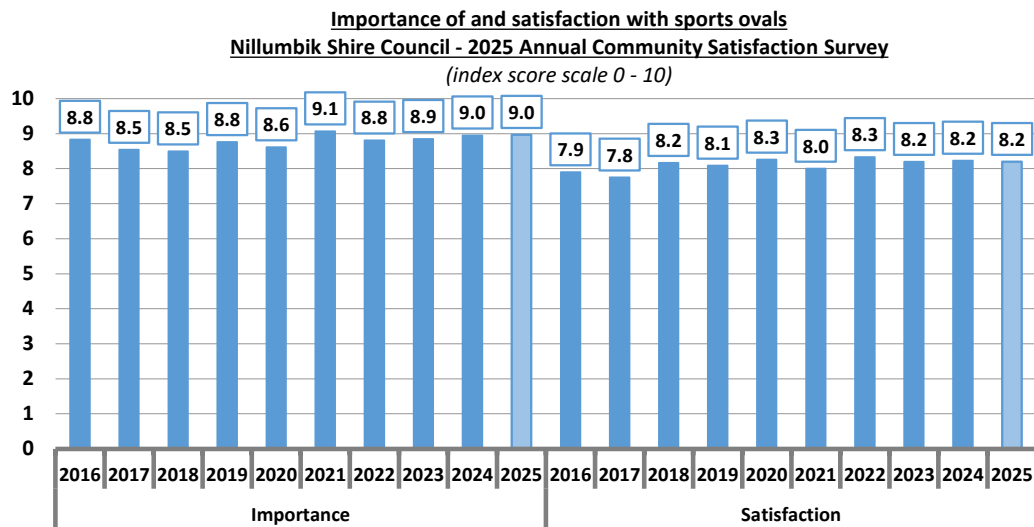
This result ranks sports ovals 9<sup>th</sup> in terms of satisfaction this year.

This result remains somewhat (2%) higher than the long-term average satisfaction since 2011 of 8.0 out of 10, or “excellent”.

This result comprised 75% “very satisfied” and just one percent “dissatisfied” respondents, based on a total sample of 233 of the 236 respondents (47%) from households who had used these facilities in the last 12 months.

There was some variation observed by respondent profile, with senior citizens (aged 65 years or older) notably less satisfied with sports ovals than average.

By way of comparison, satisfaction with sports ovals in Nillumbik Shire was identical with the metropolitan Melbourne average satisfaction with the “sports ovals and other outdoor sporting facilities” of 8.2 out of 10, as recorded in the 2025 *Governing Melbourne* research.

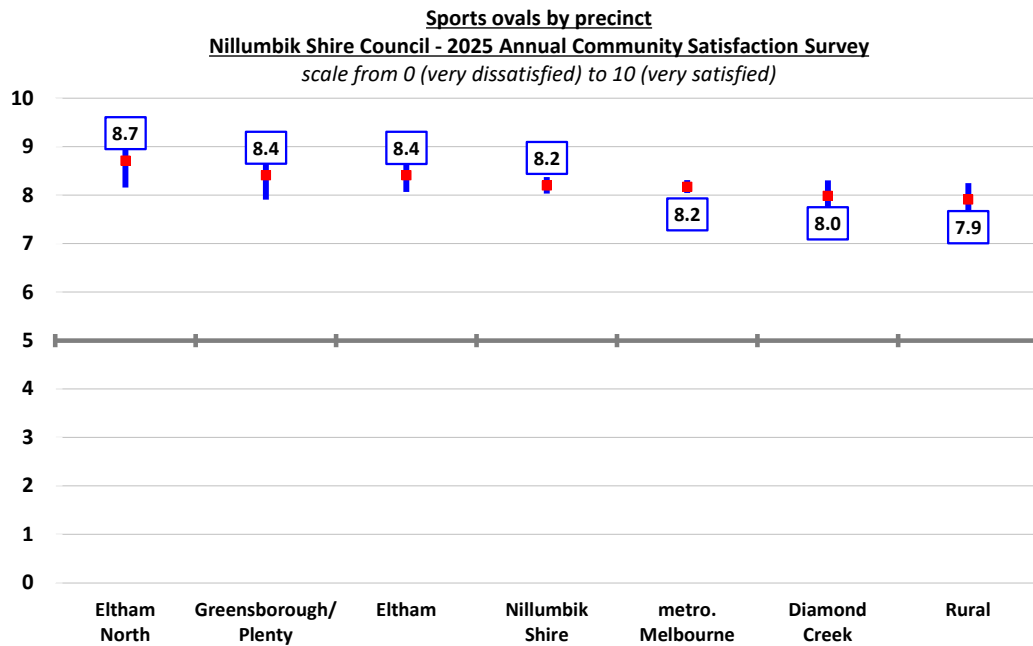


While there was no statistically significant variation in satisfaction with sports ovals observed across the municipality, it is noted that respondents from Eltham North were notably (5%) more satisfied than the municipal average, and at an “excellent” level, whereas respondents from the Rural precinct were somewhat (3%) less satisfied.





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### On and off-road bike paths (including shared pathways)

On and off-road bike paths (including shared pathways) were the 28<sup>th</sup> most important of the 34 included services and facilities, with an average importance of 8.7 out of 10.

Satisfaction with on and off-road bike paths marginally increased this year, up one percent to 7.8 out of 10, which remains a “very good” level of satisfaction.

This result ranks sports ovals 16<sup>th</sup> in terms of satisfaction this year.

This result was somewhat (2%) higher than the long-term average satisfaction since 2011 of 7.6 out of 10, or “very good”.

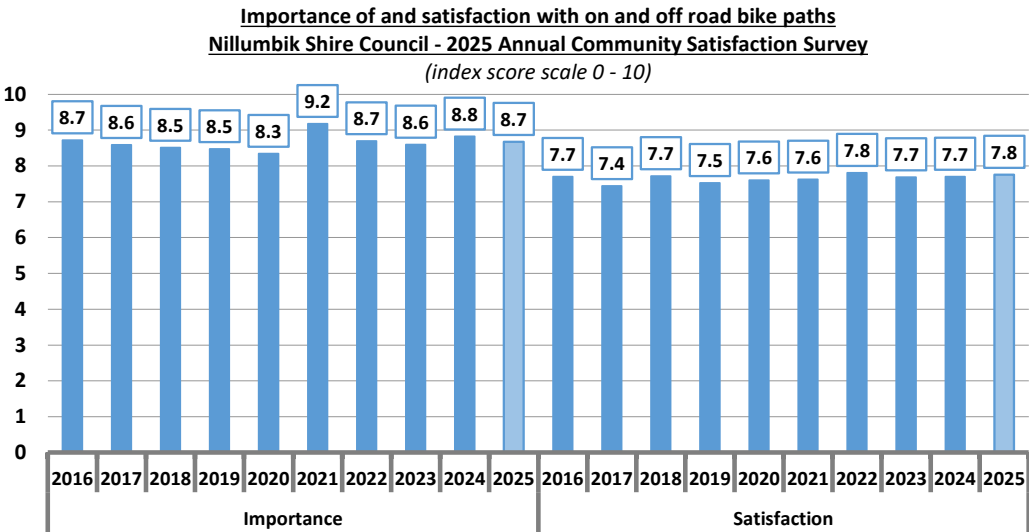
This result comprised 69% “very satisfied” and five percent “dissatisfied” respondents, based on a total sample of 169 of the 172 respondents (34%) from households who had used these facilities in the last 12 months.

There was no substantial variation in satisfaction observed by age structure or gender.

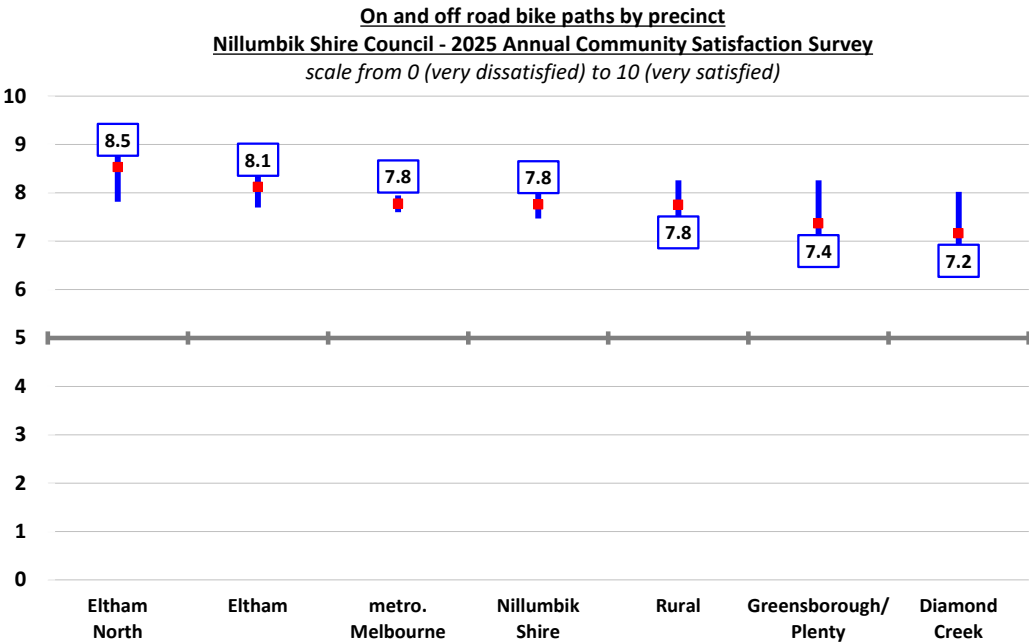
By way of comparison, satisfaction with on and off-road bikes paths in Nillumbik Shire was identical to the metropolitan Melbourne average satisfaction with the “on and off-road bikes paths (both on-road and off-road and including shared paths)” of 7.8 out of 10, as recorded in the 2025 *Governing Melbourne* research.



Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey



Although no statistically significant variation in satisfaction with these services was observed across the municipality, it is noted that respondents from Eltham North were notably (7%) more satisfied than average, and at an “excellent” level, whereas respondents from Diamond Creek (6%) were notably less satisfied, and at a “good” rather than an “excellent” level.



## Horse riding trails

Horse riding trails were the 33<sup>rd</sup> most important of the 34 included services and facilities, with an average importance of 8.2 out of 10, and one of four services and facilities that were measurably less important than the average of all 34 (8.9).

This result was somewhat lower than the 2024 result. Metropolis Research notes that the importance of horse riding trails has continued to vary somewhat more from year to year than many of the other 34 services and facilities.

Satisfaction with horse riding trails notably declined this year, down four percent to 6.8 out of 10, although this remains a “good” level of satisfaction.

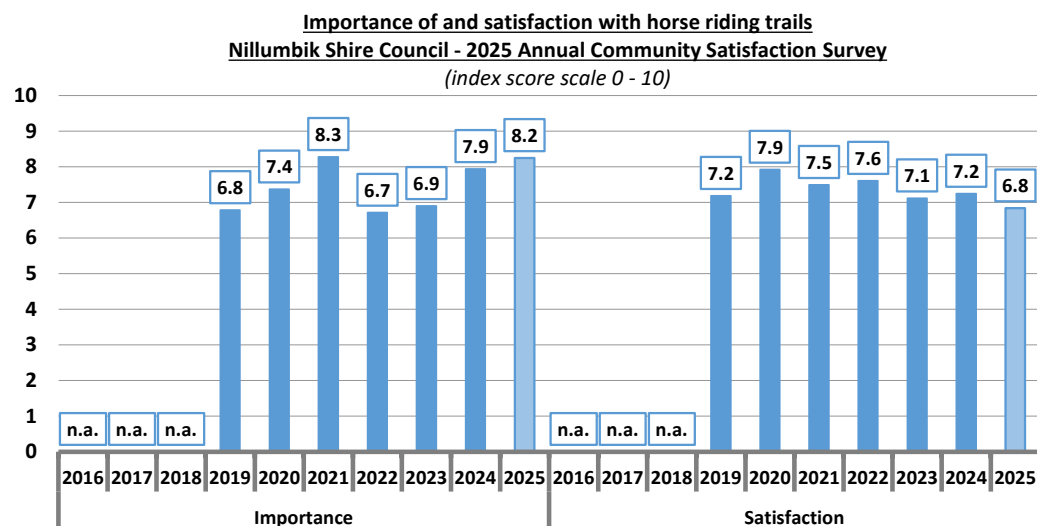
This result ranks horse riding trails 31<sup>st</sup> in terms of satisfaction this year, and one of eight services and facilities to receive a satisfaction score measurably lower than the average of all 34 (7.6).

This result was notably lower than the long-term average satisfaction since 2019 of 7.3 out of 10, or “very good”, reflecting a trend of declining satisfaction with horse riding trails in recent years, including a decline of 11% from the high point of 7.9 out of 10 recorded in 2020.

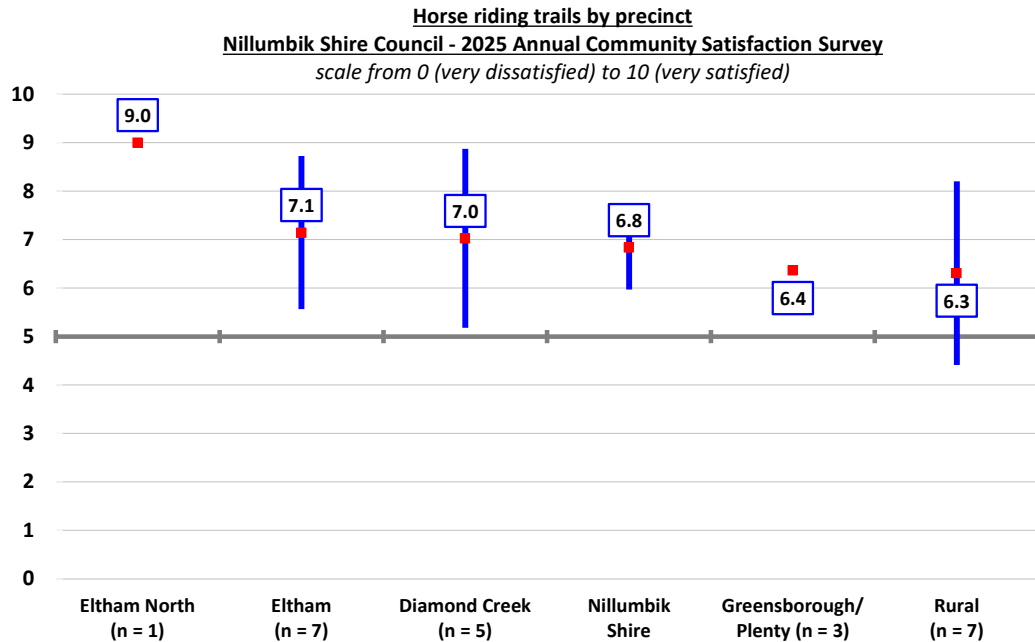
This result comprised 38% “very satisfied” and 12% “dissatisfied” respondents, based on a very small sample of 23 of the 28 respondents (6%) from households who had used these facilities in the last 12 months.

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 2025 *Governing Melbourne* survey and therefore no metropolitan-wide comparison results have been published.



Given the small sample size, no statistically significant variation in satisfaction with horse riding trails was observed across the municipality.



### Aquatic and Leisure Centres

Aquatic and leisure centres were the 23<sup>rd</sup> most important of the 34 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with aquatic and leisure centres increased somewhat this year, up two percent to 8.1 out of 10, which remained an “excellent” level of satisfaction.

This result ranks aquatic and leisure centres 12<sup>th</sup> in terms of satisfaction this year.

This result was notably (3%) higher than the long-term average satisfaction since 2011 of 7.8 out of 10, or “excellent”.

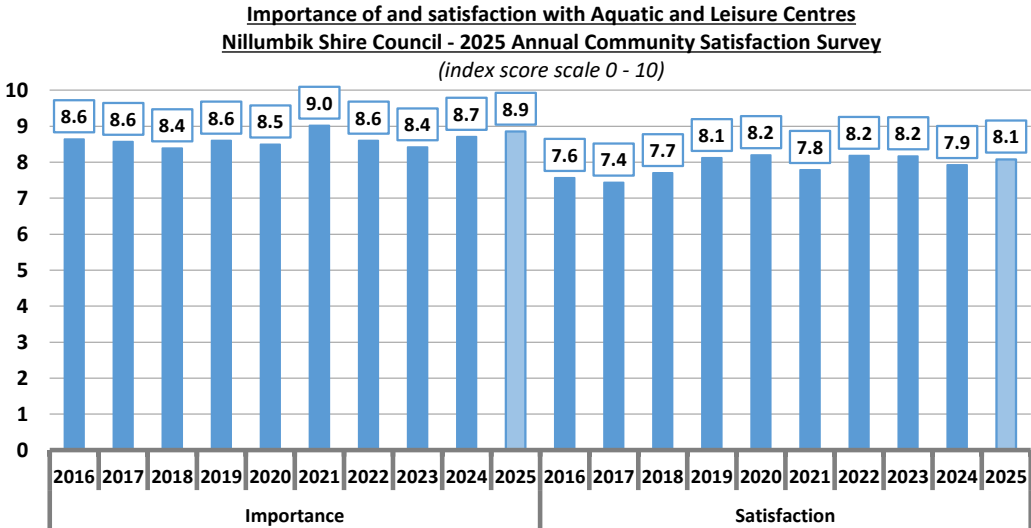
This result comprised 68% “very satisfied” and one percent “dissatisfied” respondents, based on a total sample of 220 of the 224 respondents (45%) from households who had used these facilities in the last 12 months.

There was some variation in satisfaction observed by respondent profile, with middle-aged adults (aged 45 to 54 years) notably less satisfied than average. Female respondents were notably more satisfied than male respondents.

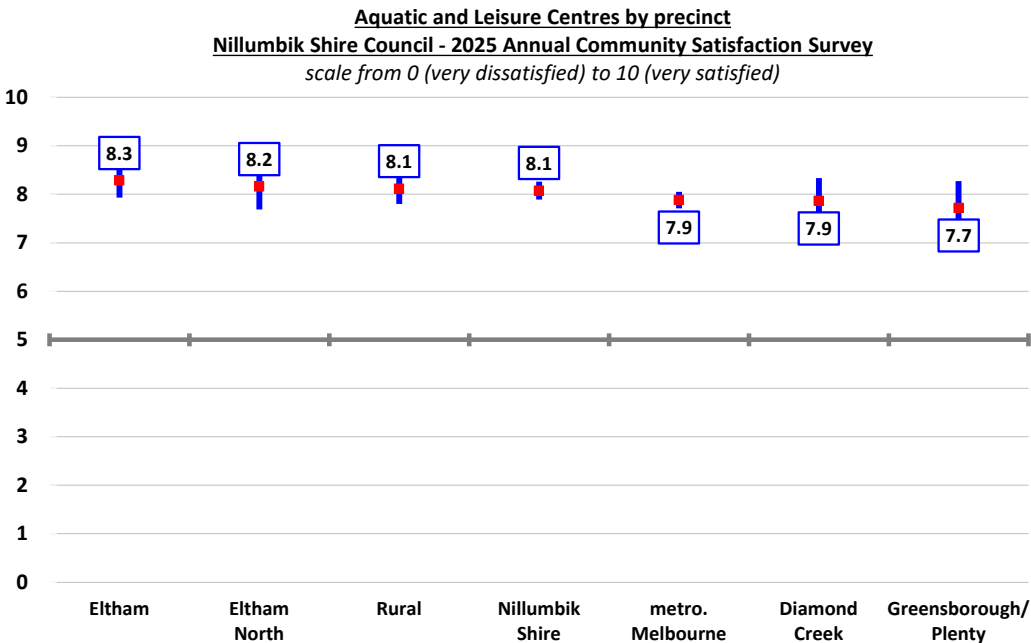


Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey

By way of comparison, satisfaction with aquatic and leisure centres in Nillumbik Shire was somewhat (2%) higher than the metropolitan Melbourne average satisfaction with the “recreation and / or aquatic centres (including swimming pool)” of 7.9 out of 10, or “very good”, as recorded in the 2025 *Governing Melbourne* research.



While there was no statistically significant variation in satisfaction observed across the municipality, it is noted that the 33 respondents from Greensborough / Plenty were notably (4%) less satisfied than average, at a “very good” rather than an “excellent” level.



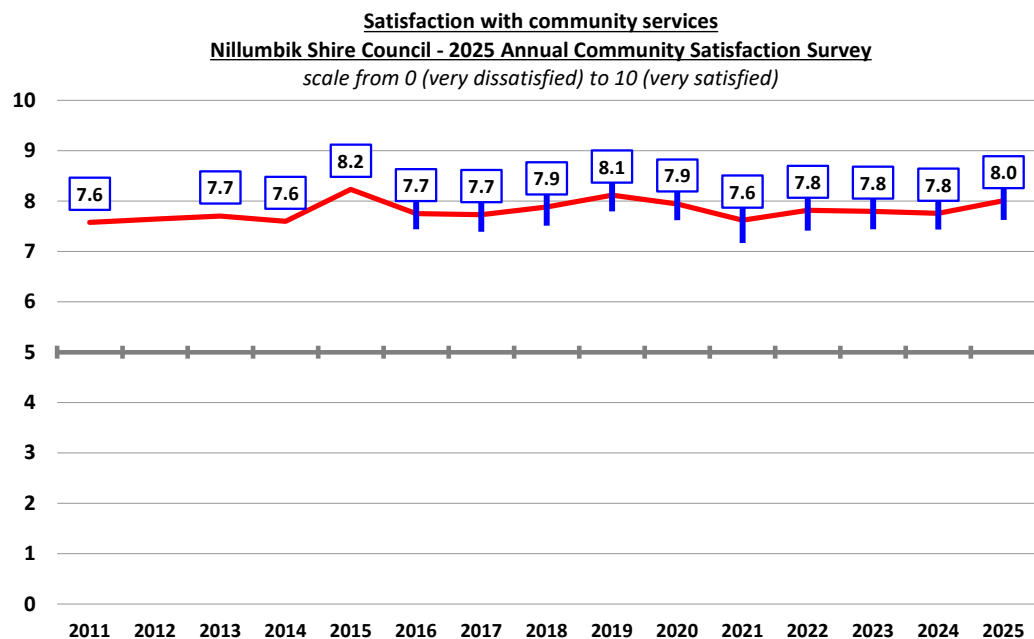
## Community services

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 increased somewhat this year, rising two percent to 8.0 out of 10, which remained an “excellent” level.

Metropolis Research notes that the average satisfaction with community services has consistently been categorised as “excellent” for the past eight years, with the only exception being 2021 during the pandemic when it declined to a “very good” level.

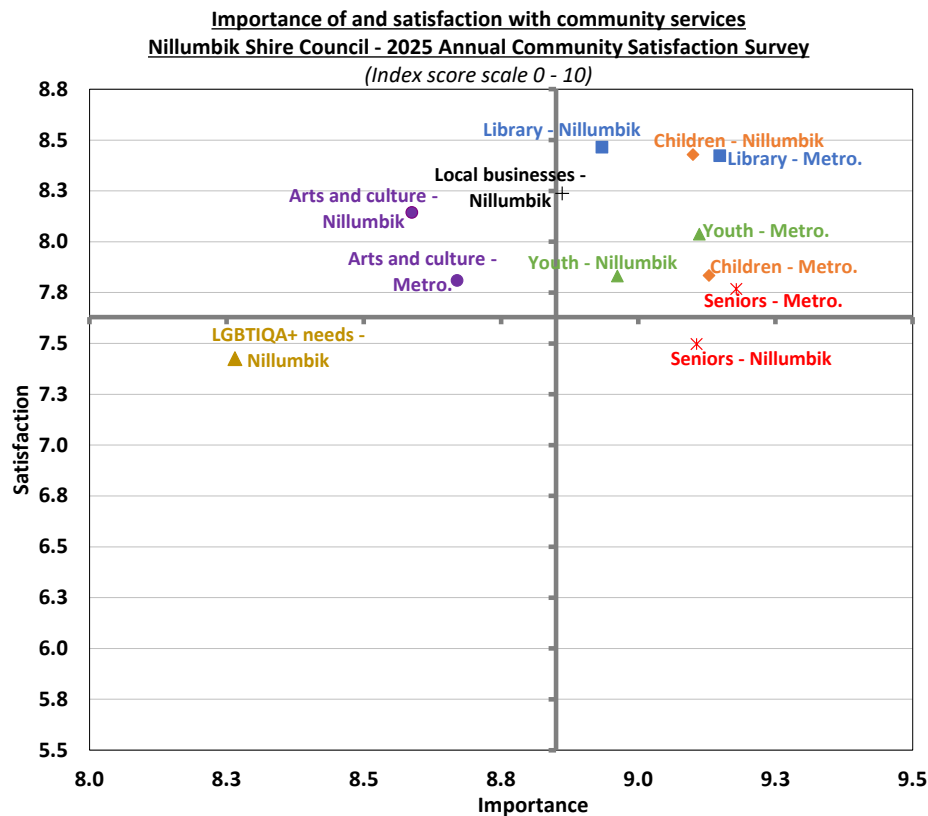


Five of the seven community services (services for children, services for youth, the library, arts and culture, and support for local businesses) remain at “excellent” levels of higher-than-average satisfaction, while the remaining two services were at a “very good” level.

When compared to the metropolitan Melbourne results, as sourced from the 2025 *Governing Melbourne* research, it is noted that satisfaction with the library, services for children, support for businesses, and arts and culture were all higher in the Nillumbik Shire than the metropolitan average.



*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*



### Council efforts to address the needs of LGBTIQA+ residents

This is the second year that Council efforts to address the needs of LGBTIQA+ residents have been included as a service in this section of the survey in this format.

These services were the 32<sup>nd</sup> most important of the 34 included services and facilities, with an average importance of 8.3 out of 10, and one of four that were measurably less important than the average of all 34 services and facilities (8.9).

Satisfaction with these services rose somewhat this year, up two percent to 7.4 out of 10, which was a “very good”, up from a “good” level of satisfaction.

This result ranks Council efforts to address the needs of LGBTIQA+ residents 22<sup>nd</sup> in terms of satisfaction this year.

This result comprised 59% “very satisfied” and seven percent “dissatisfied” respondents, based on a total sample of 343 of the 502 respondents who provided a satisfaction score this year.

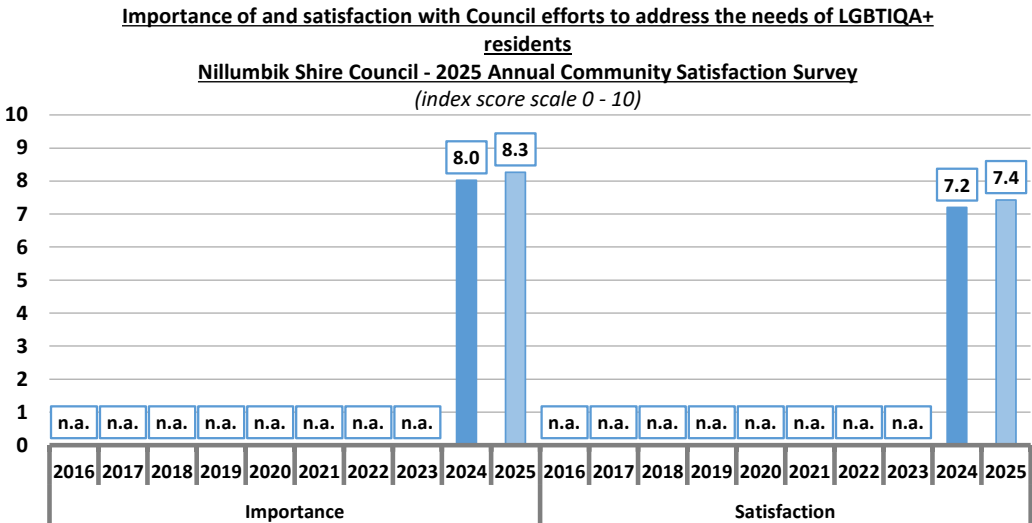


It is noted that 159 of the 501 respondents (32%) of respondents were unable to provide a satisfaction score for this service, likely reflecting a significant lack of knowledge about Council activities in this area among many in the Nillumbik Shire community.

However, the proportion of respondents who were able to provide a satisfaction score for this service was higher this year compared to 2024 (68% compared to 56%).

There was some variation in satisfaction observed by respondent profile, with adults (aged 35 to 44 years) notably more satisfied than average, and senior citizens (aged 75 years and over) notably less satisfied than average. Female respondents were notably more satisfied than male respondents.

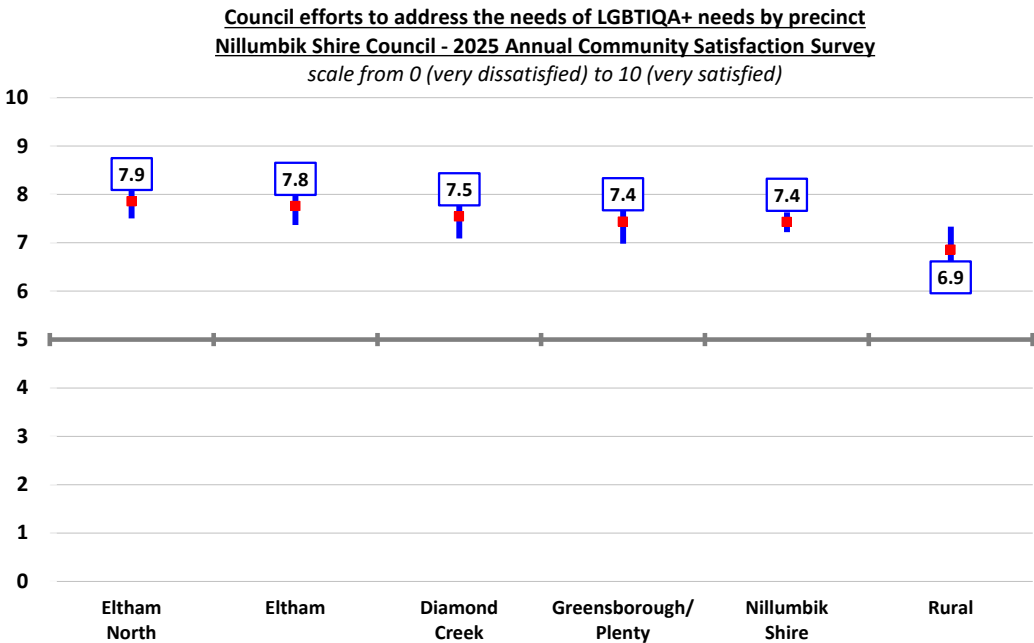
By way of comparison, these facilities were not included in the 2025 *Governing Melbourne* survey and therefore no metropolitan-wide comparison results have been published.



While there was no statistically significant variation in satisfaction with this service observed across the municipality, respondents from Eltham North (5%) and Eltham (4%) were notably more satisfied than the municipal average, while respondents from the Rural precinct were notably (5%) less satisfied, at a “good” level.



Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey



Local library

The local library was the 14<sup>th</sup> most important of the 34 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with the local library remained stable this year at 8.5 out of 10, an “excellent” level of satisfaction.

This result ranks the local library 4<sup>th</sup> in terms of satisfaction this year.

This result was once again identical to the long-term average satisfaction since 2011 of 8.5 out of 10, or “excellent”.

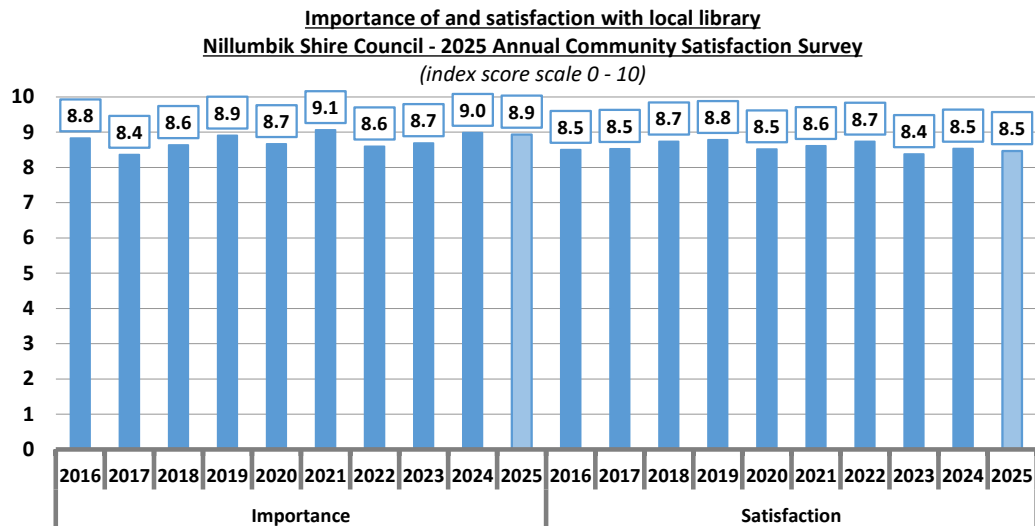
This result comprised 79% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 208 of the 213 respondents (42%) from households who had used these facilities in the last 12 months.

Substantial variation in satisfaction was observed by age group, with middle-aged adults (aged 45 to 54 years) notably less satisfied, and senior citizens (aged 75 years and older) notably more satisfied than average. Female respondents were notably more satisfied than male respondents. Despite this variation, it is also noted that all age groups and gender continued to rate satisfaction at “excellent” levels.

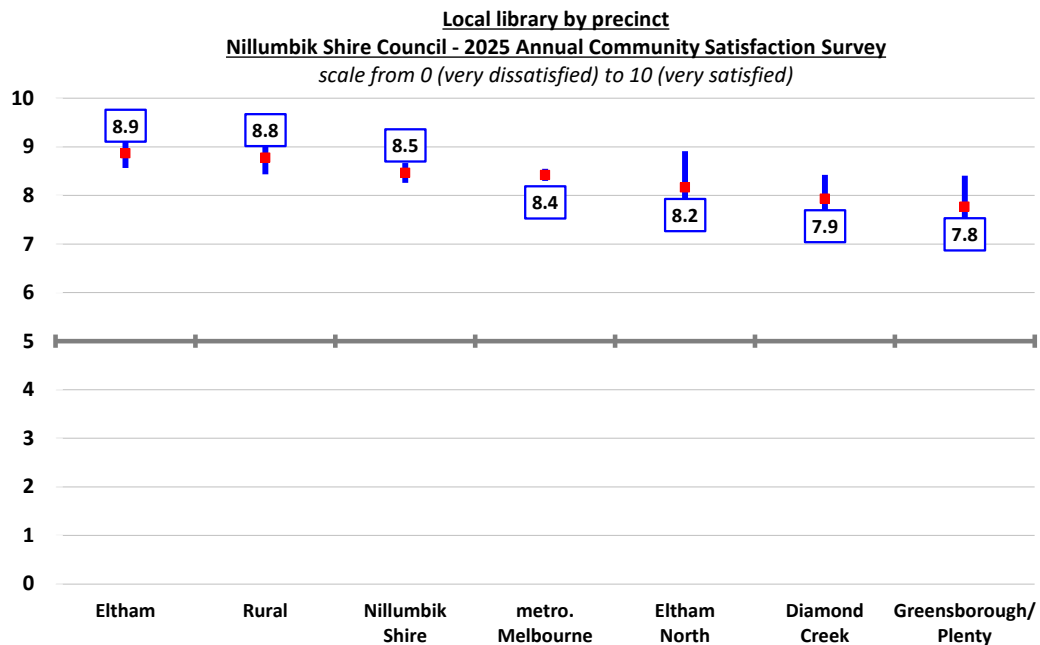


Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey

By way of comparison, satisfaction with the local library in Nillumbik Shire was marginally (1%) higher than the metropolitan Melbourne average satisfaction with the “local library” of 8.4 out of 10, or “excellent”, as recorded in the 2025 *Governing Melbourne* research.



Although there was no statistically significant variation in satisfaction observed across the municipality, respondents from Diamond Creek (6%) and Greensborough / Plenty (7%) were notably less satisfied, at a “very good” rather than “excellent” levels.



### Services for children from birth to 5 years of age

Services for children from birth to 5 years of age were the 7<sup>th</sup> most important of the 34 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with these services increased notably this year, up three percent to 8.4 out of 10, which remains at an “excellent” level of satisfaction.

This result ranks these services 5<sup>th</sup> in terms of satisfaction this year, and one of six that received a measurably higher-than-average satisfaction score this year.

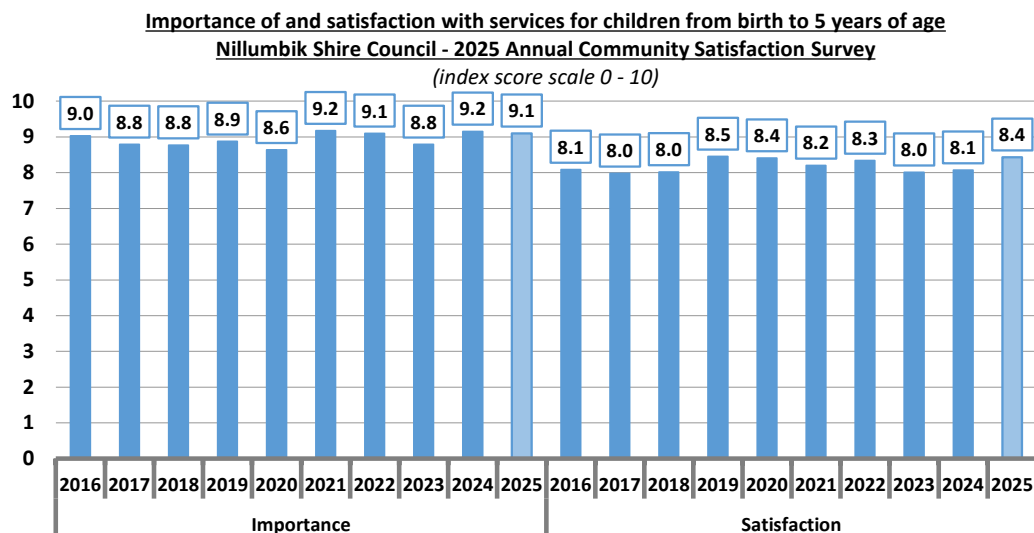
This result was somewhat (3%) higher than the long-term average satisfaction since 2011 of 8.1 out of 10, or “excellent”.

This result comprised 81% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 73 of the 75 respondents (15%) from households who had used these services in the last 12 months.

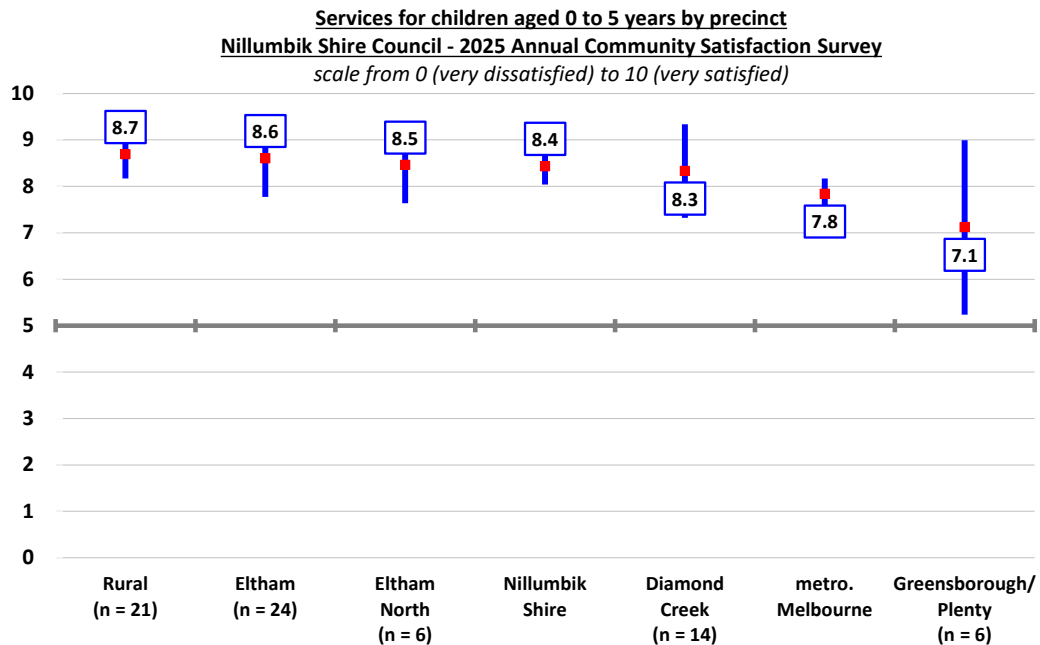
There was some variation in satisfaction observed by respondent profile, with middle-aged adults (aged 45 to 54 years) notably less satisfied than average, and senior citizens (aged 75 years and older) notably more satisfied.

Female respondents were notably more satisfied than male respondents.

By way of comparison, satisfaction with these services in Nillumbik Shire was notably (6%) higher than the metropolitan Melbourne average satisfaction with “services for children from birth to 5 years of age” of 7.8 out of 10, or “very good”, as recorded in the 2025 *Governing Melbourne* research.



While there was no statistically significant variation in satisfaction observed across the municipality, the six respondents from Greensborough / Plenty were notably less satisfied than the municipal average, at a “good” level.



### Services for youth

Services for youth were the 12<sup>th</sup> most important of the 34 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with services for youth remained essentially stable this year, down one percent to 7.8 out of 10, which was a “very good” level of satisfaction.

This result ranks these services 13<sup>th</sup> in terms of satisfaction this year.

This result remained notably (5%) higher than the long-term average satisfaction since 2011 of 7.3 out of 10, or “very good”.

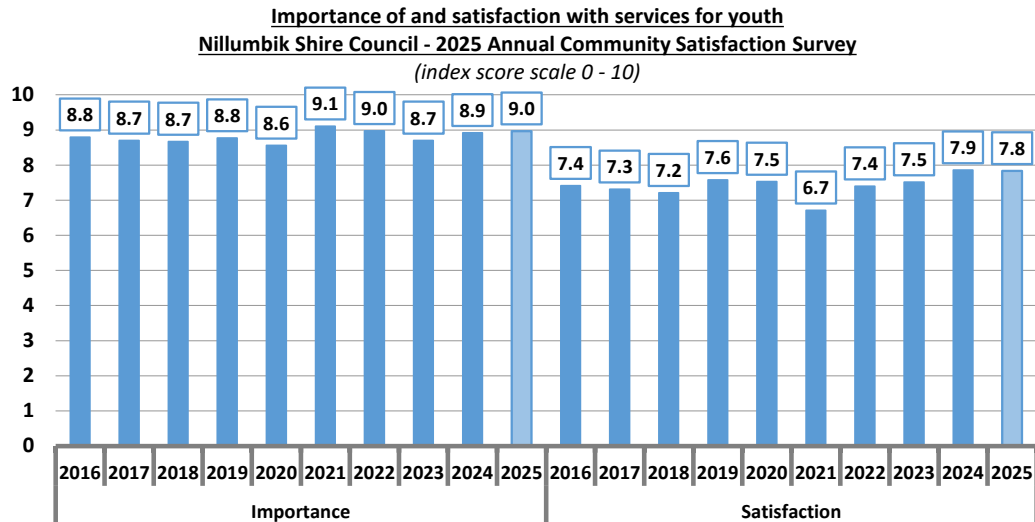
This result comprised 70% “very satisfied” and eight percent “dissatisfied” respondents, based on a total sample of 40 of the 41 respondents (9%) from households who had used these services in the last 12 months.

Bearing the very small sample of just 40 respondents there was no meaningful variation in satisfaction by respondent profile observed.

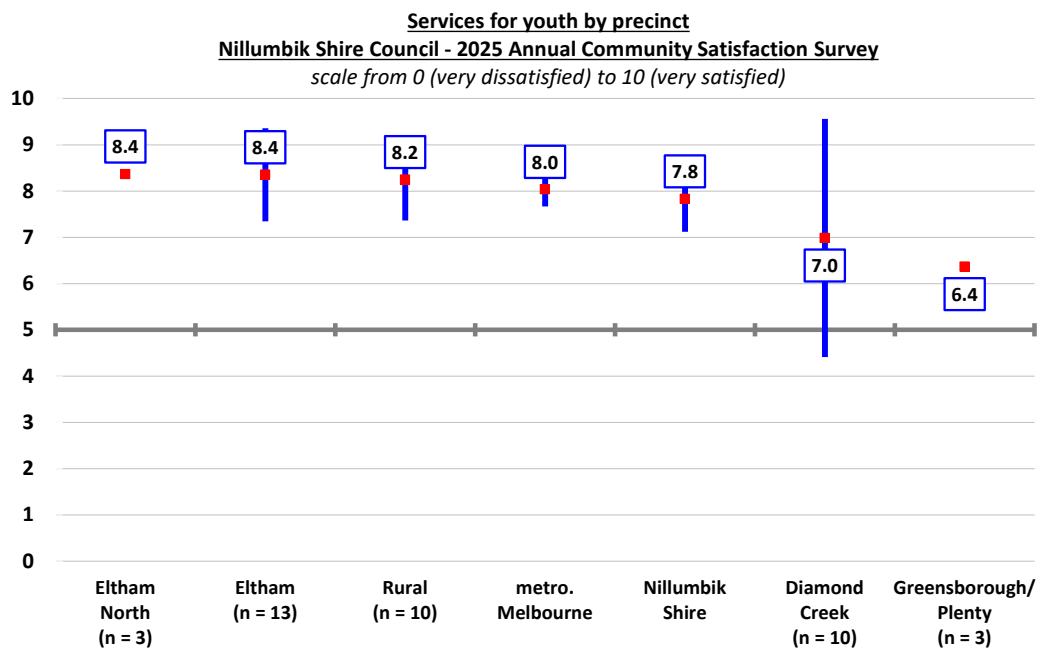


*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

By way of comparison, satisfaction with these services in Nillumbik Shire was marginally (2%) lower than the metropolitan Melbourne average satisfaction with the “services for youth” of 8.0 out of 10, or “excellent”, as recorded in the 2025 *Governing Melbourne* research.



The three respondents from Greensborough / Plenty were notably less satisfied than the municipal average, at a “good” level.



## Services for older people

Services for older people were the 6<sup>th</sup> most important of the 34 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with services for older people remained stable for the second year in a row this year at 7.5 out of 10, which was a “very good” level of satisfaction.

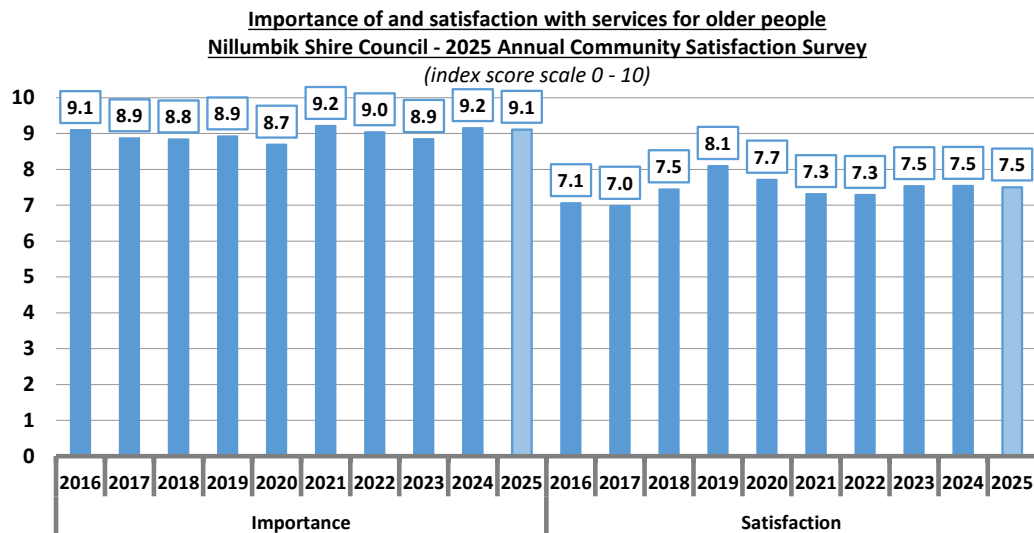
This result ranks services for older people 20<sup>th</sup> in terms of satisfaction this year.

This result remains identical to the long-term average satisfaction since 2011 of 7.5 out of 10, or “very good”.

This result comprised 64% “very satisfied” and 10% “dissatisfied” respondents, based on a total sample of 37 of the 38 respondents (8%) from households who had used these facilities in the last 12 months.

Noting the very small sample of just 37 respondents, there was no substantive variation in satisfaction observed by respondent profile.

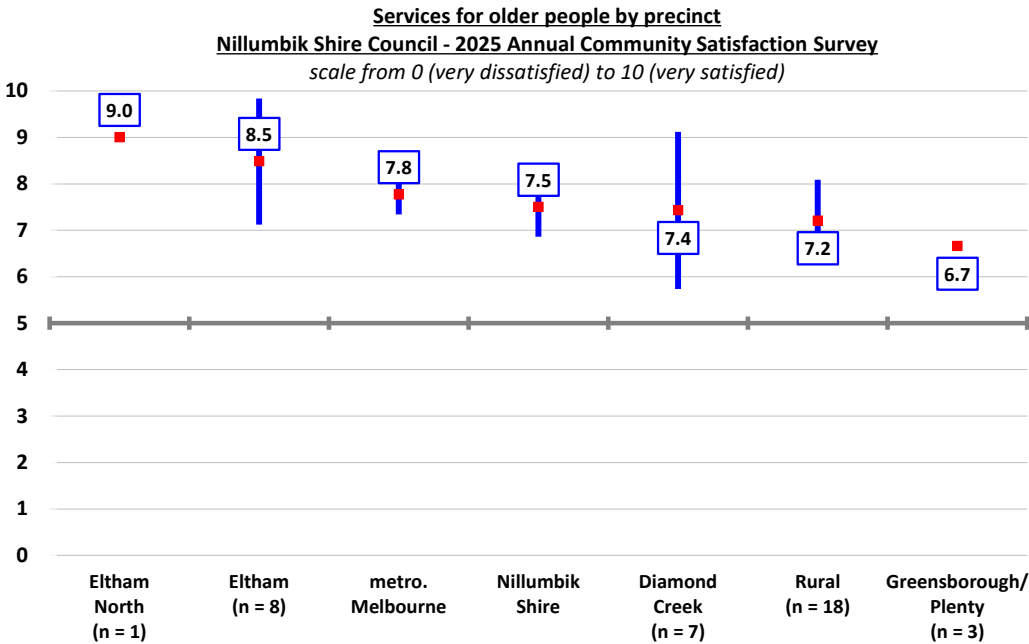
By way of comparison, satisfaction with these services in Nillumbik Shire was somewhat (3%) lower than the metropolitan Melbourne average satisfaction with the “services for seniors” of 7.8 out of 10, or “very good”, as recorded in the 2025 *Governing Melbourne* research.



Given the very small sample size, there was no meaningful variation in satisfaction observed across the municipality.



Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey



**Arts and cultural events, programs, and activities**

Arts and cultural events, programs, and activities were the 29<sup>th</sup> most important of the 34 included services and facilities, with an average importance of 8.6 out of 10.

Satisfaction with these services increased notably this year, up four percent to 8.1 out of 10, which was an “excellent” level of satisfaction.

This result ranks these services 10<sup>th</sup> in terms of satisfaction this year.

This result was somewhat (3%) above the long-term average satisfaction since 2011 of 7.8 out of 10, or “excellent”.

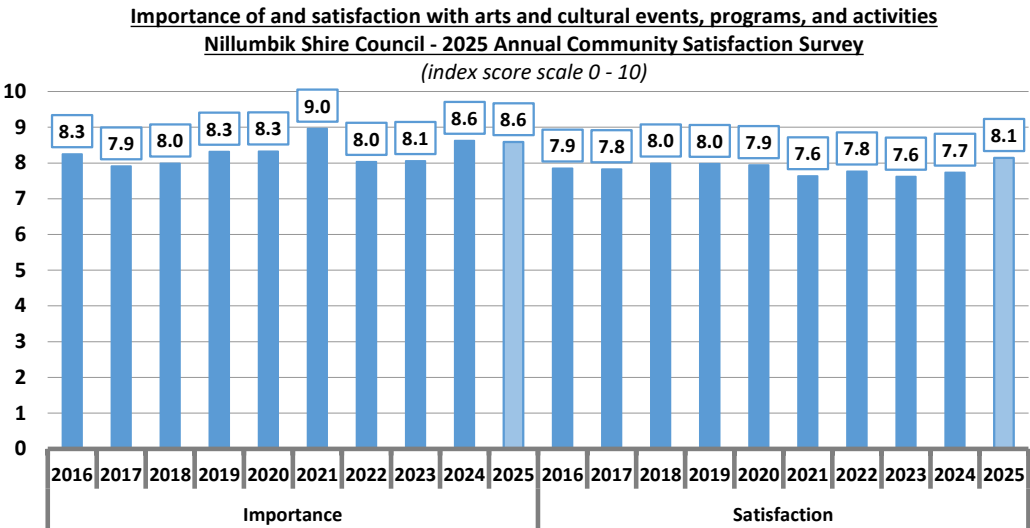
This result comprised 71% “very satisfied” and no “dissatisfied” respondents, based on a total sample of 147 of the 149 respondents (30%) from households who had used these facilities in the last 12 months.

There was no substantial variation in satisfaction observed by respondent profile, although senior citizens (aged 75 years or older) were somewhat less satisfied than average.

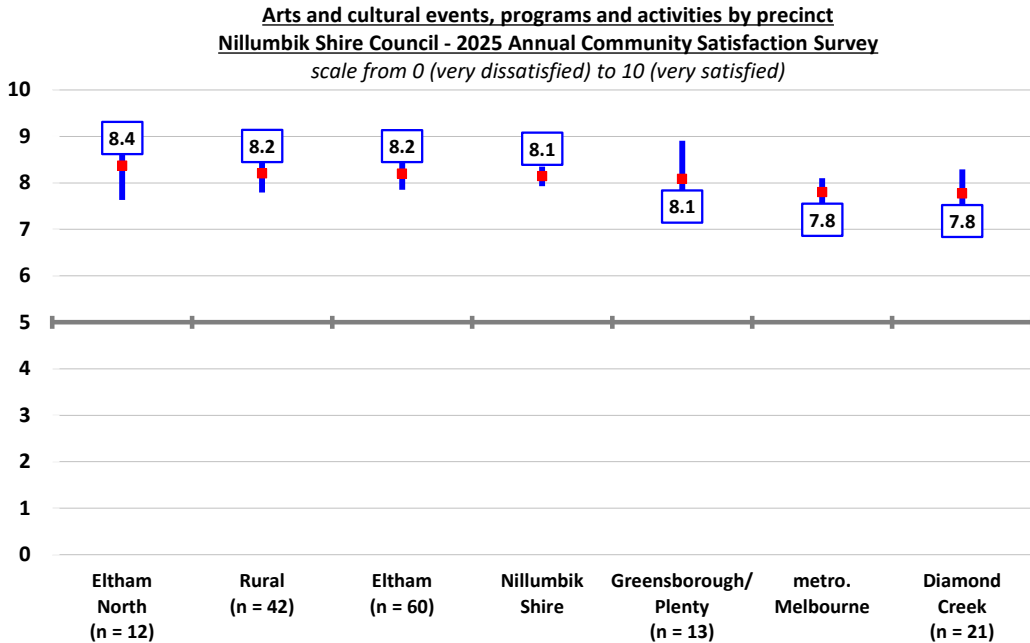
By way of comparison, satisfaction with these services in Nillumbik Shire was notably (3%) higher than the metropolitan Melbourne combined average satisfaction with “Council’s festivals and events” and “provision of public art” of 7.8 out of 10, as recorded in the 2025 *Governing Melbourne* research.



Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey



Although there was no statistically significant variation in satisfaction observed across the municipality, it is noted that respondents in Eltham North were somewhat (3%) more satisfied than the municipal average, while respondents in Diamond Creek were somewhat (3%) less satisfied than average.





## Support for local businesses

Support for local businesses was the 22<sup>nd</sup> most important of the 34 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with the support for local business measurably increased this year, up eight percent to 8.2 out of 10, which was an “excellent” level of satisfaction.

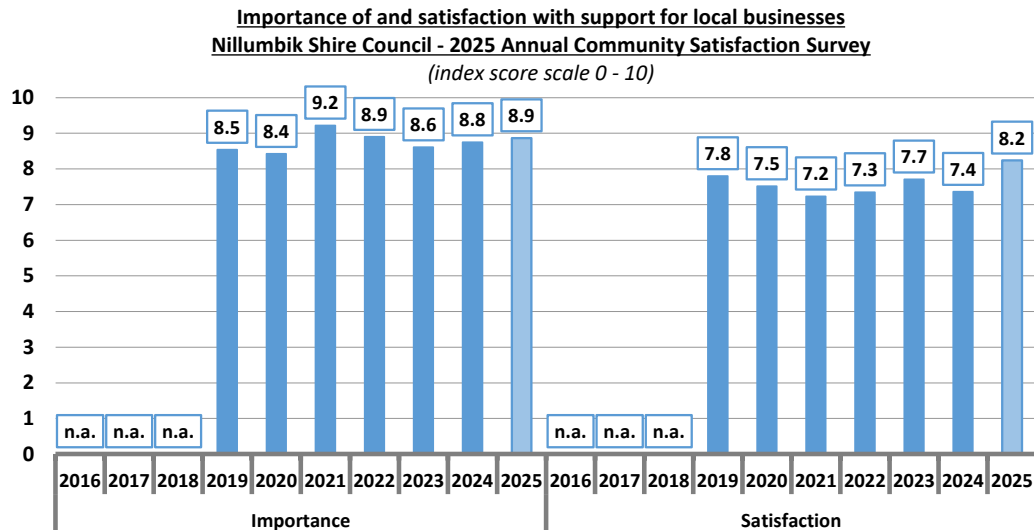
This result ranks these services 8<sup>th</sup> in terms of satisfaction this year.

This result was notably (6%) higher than the long-term average satisfaction since 2019 of 7.6 out of 10, or “very good”.

This result comprised 67% “very satisfied” and no “dissatisfied” respondents, based on a total sample of 98 of the 99 respondents (20%) from households who had used these facilities in the last 12 months.

There was some variation in satisfaction observed by respondent profile, with senior citizens (aged 75 years and over) notably more satisfied than average, while female respondents were notably more satisfied than male respondents.

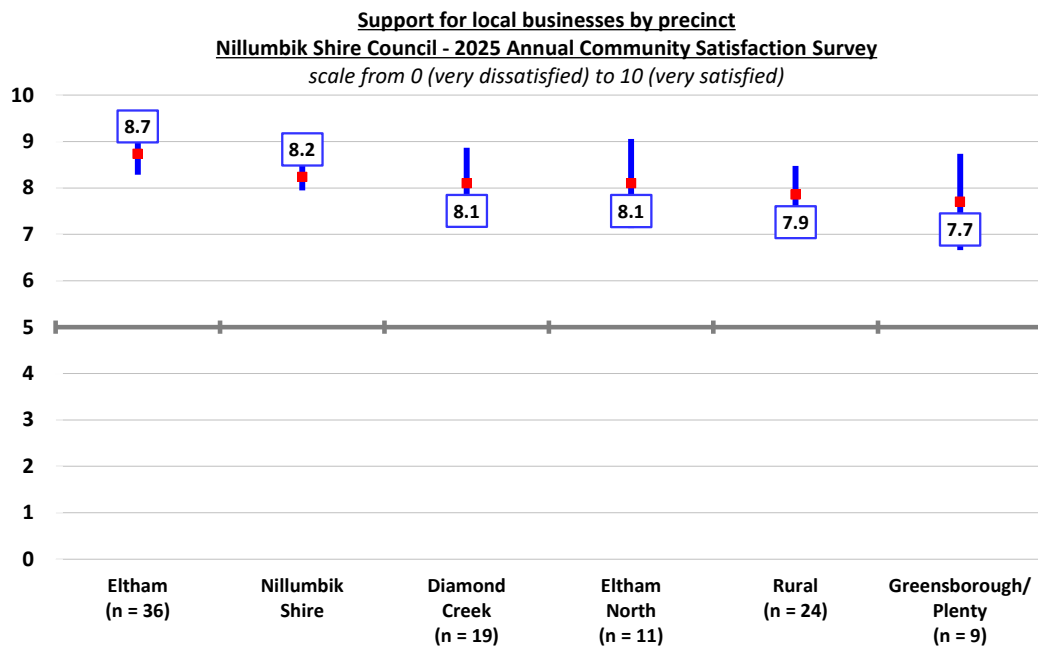
By way of comparison, these services were not included in the 2025 *Governing Melbourne* survey in a comparable format, and therefore no metropolitan-wide comparison results have been published.



There was no measurable variation in satisfaction observed across the municipality, although it is noted that 36 respondents from Eltham were notably (5%) more satisfied than average, whilst nine respondents from Greensborough / Plenty were somewhat (4%) less satisfied, and at a “very good”, rather than an “excellent” level of satisfaction.



Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey



### 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 rose somewhat this year, up two percent to 8.0 out of 10, or an "excellent" level of satisfaction.

This result was notably (6%) higher than the long-term average satisfaction with this group of services from 2011 of 7.4 out of 10, or "very good".

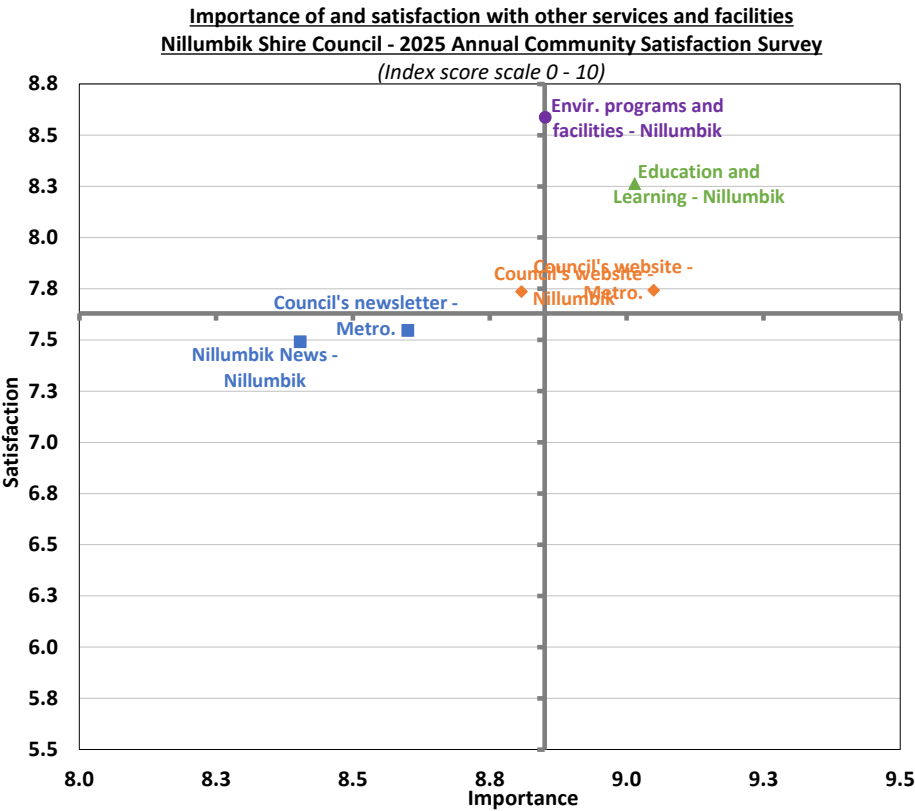
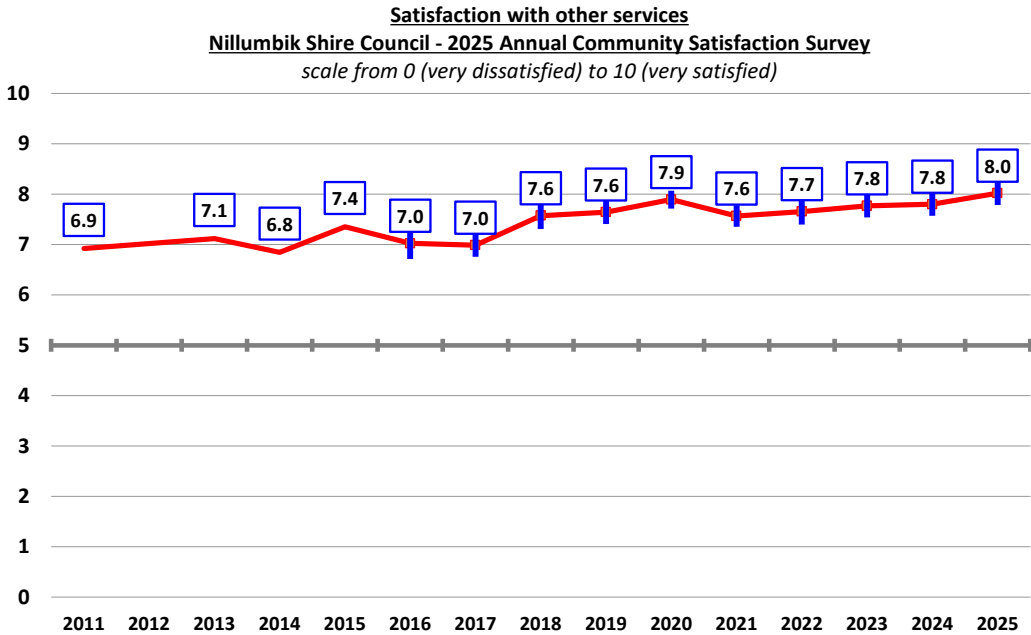
Metropolis Research notes that satisfaction with Education and Learning and environmental programs and facilities remained at "excellent" levels, well above the average satisfaction of 7.6.

The two communication services and facilities, the website and the *Nillumbik News*, were both of lower-than-average importance. Council's website, however, recorded a higher-than-average satisfaction score again in 2025.

Both of the two communication services and facilities were less important and recorded lower satisfaction scores than the metropolitan Melbourne results, as recorded in the 2025 *Governing Melbourne* research.



Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey



### Nillumbik News (Council’s newsletter)

The *Nillumbik News* was the 31<sup>st</sup> most important of the 34 included services and facilities, with an average importance of 8.4 out of 10, and one of four that were measurably less important than the average of all 34 services and facilities (8.9).

Satisfaction with the publication remained stable this year at 7.5 out of 10, which was a “very good” level of satisfaction.

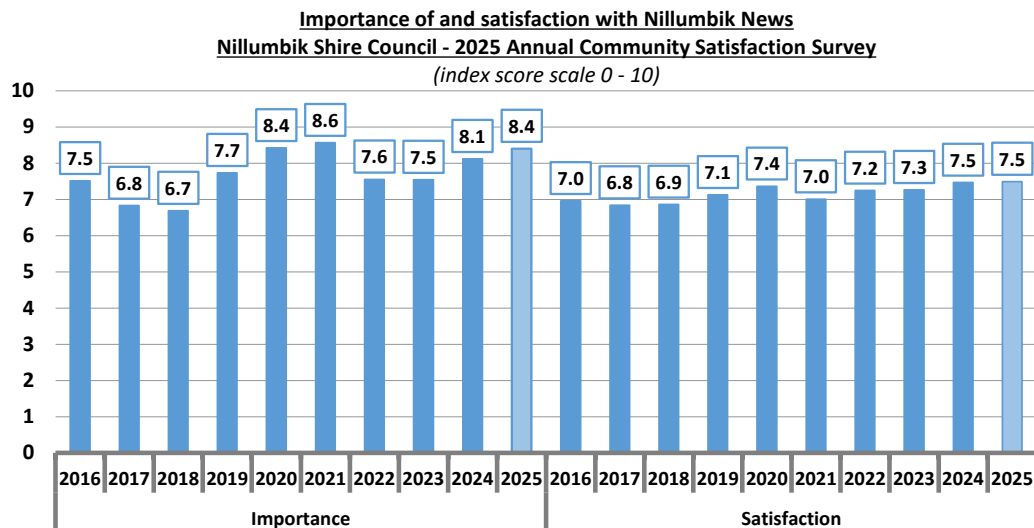
This result ranks the publication 21<sup>st</sup> in terms of satisfaction this year.

This result was measurably (4%) higher than the long-term average satisfaction since 2011 of 7.1 out of 10, or “good”.

This result comprised 59% “very satisfied” and seven percent “dissatisfied” respondents, based on a total sample of 422 respondents who provided a satisfaction score this year.

There was notable variation in satisfaction observed by respondent profile, with adults (aged 35 to 44 years) and senior citizens (aged 65 years and over) notably more satisfied than average.

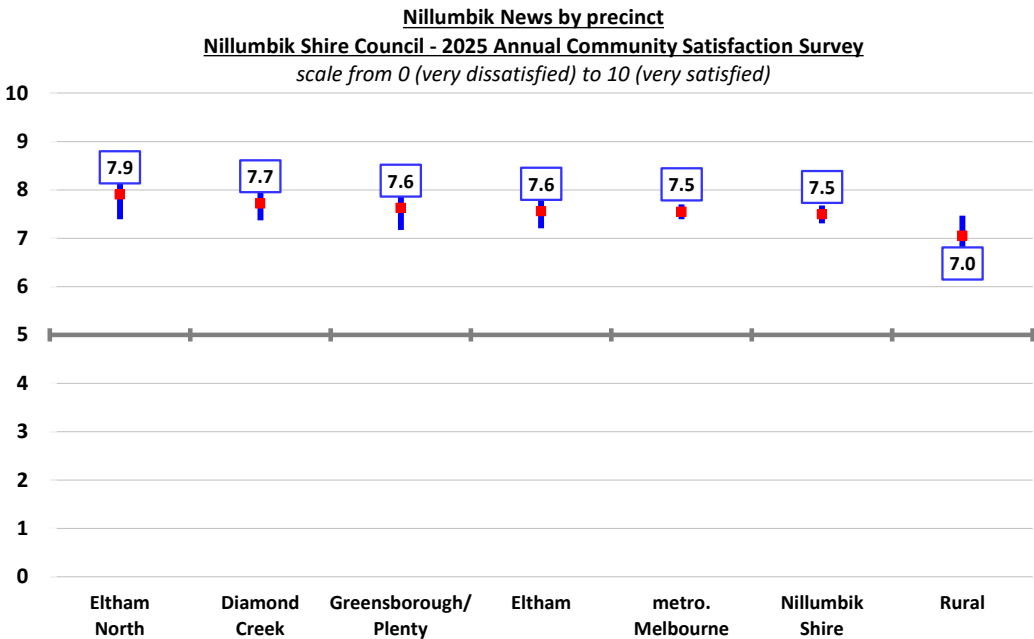
By way of comparison, satisfaction with the publication in Nillumbik Shire was identical to the metropolitan Melbourne average satisfaction with the “Council’s regular printed newsletter” of 7.5 out of 10, as recorded in the 2025 *Governing Melbourne* research.



While there was no statistically significant variation in satisfaction with the *Nillumbik News* observed across the municipality, respondents in Eltham North were notably (4%) more satisfied than the municipal average, and at an “excellent level”, whereas respondents in the Rural precinct were notably (5%) less satisfied, and at a “good” rather than “very good” level.



Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey



Council’s website

Council’s website was the 26<sup>th</sup> most important of the 34 included services and facilities, with an average importance of 8.8 out of 10.

Satisfaction with the website remained stable this year at 7.7 out of 10, which remains a “very good” level of satisfaction.

This result ranks the website 17<sup>th</sup> in terms of satisfaction this year.

This result was notably (3%) higher than the long-term average satisfaction since 2011 of 7.4 out of 10, or “very good”.

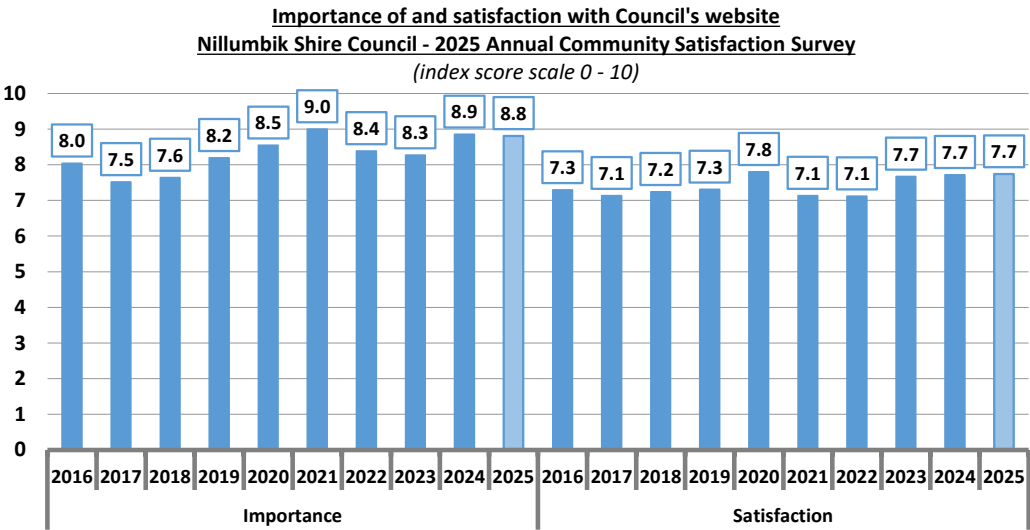
This result comprised 64% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 260 of the 265 respondents (53%) from households who had used these facilities in the last 12 months.

There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 44 years) notably more satisfied than average with Council’s website.

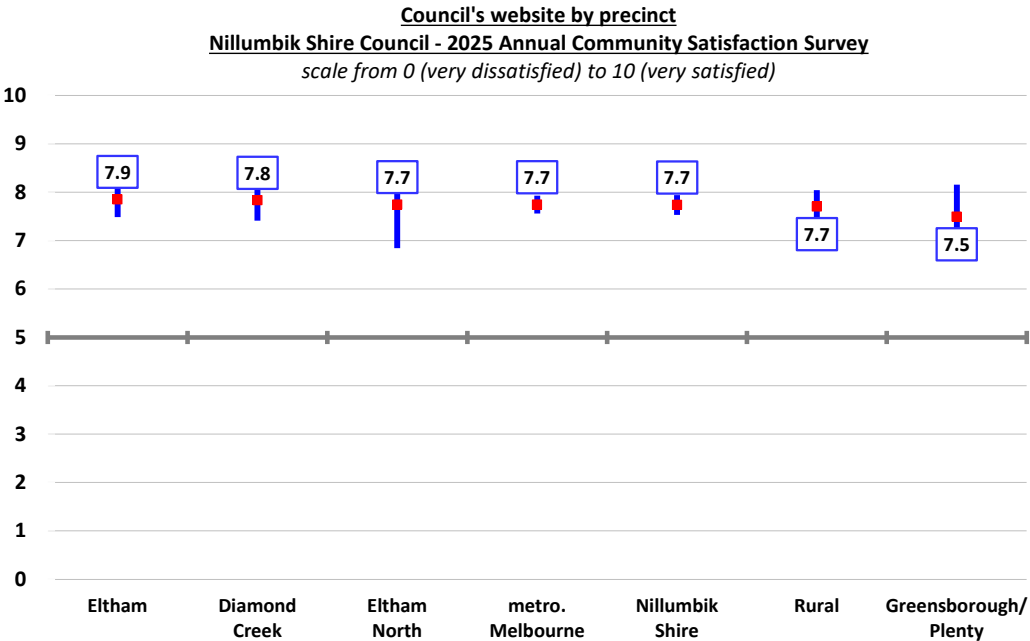
By way of comparison, satisfaction with the Nillumbik Shire website was identical to the metropolitan Melbourne average satisfaction with the “Council website” of 7.7 out of 10, as recorded in the 2025 *Governing Melbourne* research.



Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey



There was no statistically significant variation in satisfaction with Council’s website observed across the municipality.



## Education and Learning

Education and Learning was the 10<sup>th</sup> most important of the 34 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with this service increased somewhat year, up two percent this year to 8.3 out of 10, which remains an “excellent” level of satisfaction.

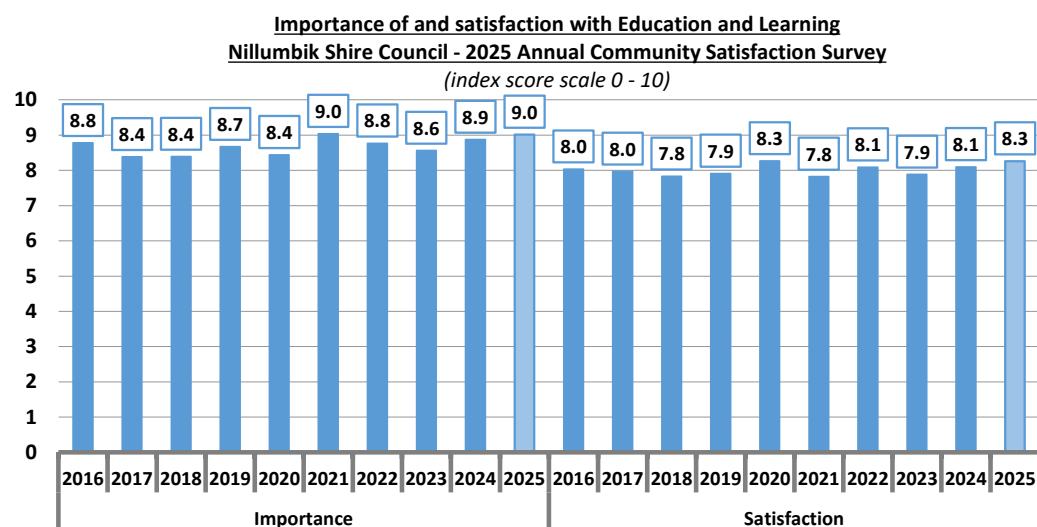
This result ranks this service 7<sup>th</sup> in terms of satisfaction this year.

This result was somewhat (3%) higher than the long-term average satisfaction since 2016 of 8.0 out of 10, or “very good”.

This result comprised 69% “very satisfied” and one percent “dissatisfied” respondents, based on a total sample of 87 of the 90 respondents (18%) from households who had used these facilities in the last 12 months.

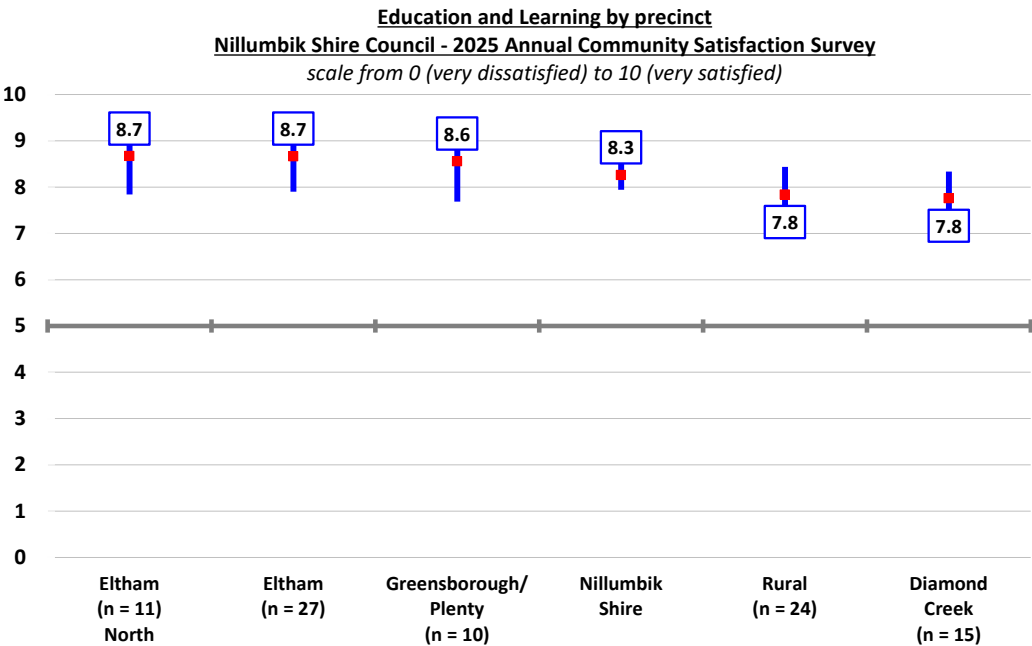
There was some variation in this result observed by respondent profile, with middle-aged adults (aged 45 to 54 years) notably less satisfied than average.

By way of comparison, these services were not included in the 2025 *Governing Melbourne* survey in a comparable format, and therefore no metropolitan-wide comparison results have been published.



While there was no statistically significant variation in satisfaction with this service across the municipality, the 11 respondents from Eltham North and the 27 respondents from Eltham were somewhat (4%) more satisfied than the municipal average, while the 24 respondents from the Rural precinct and the 15 respondents from Diamond Creek were somewhat (5%) less satisfied, and at “very good” rather than “excellent” levels of satisfaction.





**Environmental programs and facilities**

Environmental programs and facilities were the 24<sup>th</sup> most important of the 34 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with this service measurably increased this year, up seven percent to 8.6 out of 10, an “excellent” level of satisfaction.

This result ranks environmental programs and facilities 1<sup>st</sup> in terms of satisfaction this year, one of six to receive a measurably higher satisfaction score than the average of all 34 services and facilities (7.6).

This result was notably (4%) higher than the long-term average satisfaction since 2016 of 8.2 out of 10, or “excellent”.

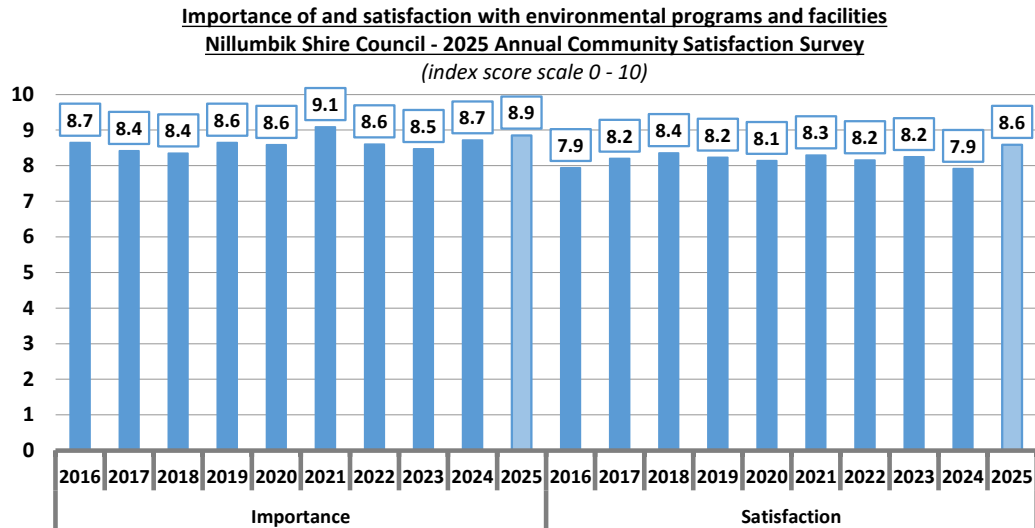
This result comprised 84% “very satisfied” and one percent “dissatisfied” respondents, based on a total sample of 119 of the 121 respondents (24%) from households who had used these facilities in the last 12 months.

Bearing in mind the relatively small sample of 119 respondents, there was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average, and older adults (aged 55 to 64 years) notably less satisfied than average.

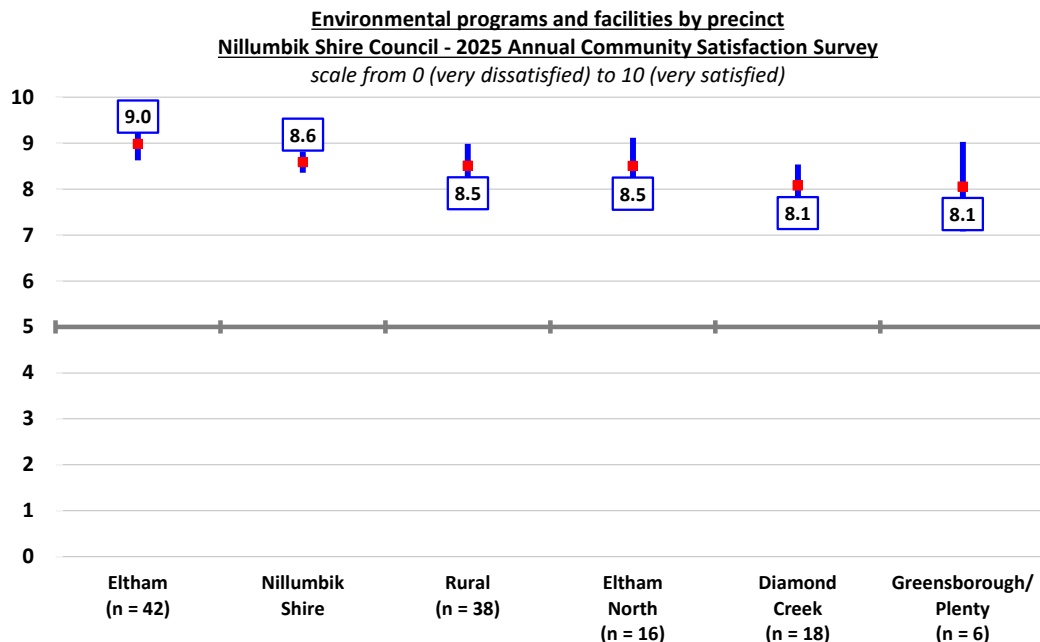


*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

By way of comparison, these services were not included in the 2025 *Governing Melbourne* survey in a comparable format, and therefore no metropolitan-wide comparison results have been published.



While there was no statistically significant variation in satisfaction observed across the municipality, it is noted that the 42 respondents in Eltham were somewhat (4%) more satisfied than the municipal average, whereas the 18 respondents from Diamond Creek and the six respondents from Greensborough / Plenty were somewhat (4%) less satisfied, although still at “excellent” levels.



## 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 2025 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 Satisfaction Survey* program, as it provides a meaningful insight into the range of issues that are 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 primarily within the remit of other levels of government.

Approximately three-quarters (73% up from 58%) of respondents provided a total of 700 responses, at an average approximately two issues per respondent.

The increase in the proportion of respondents providing an issue can reflect an increase in community concern around various issues but can also reflect greater 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 road maintenance and repairs including roadworks (e.g., potholes, road condition, and road work related issues (24% up from 18%) along with traffic management including issues such as commuting times and congestion (8% down from 15%).

The second most commonly nominated issue in 2025 was bushfire management and prevention related issues, with nine percent (up from 8%) nominating these issues this year.



Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey

**Top issues for Nillumbik Shire at the moment**  
**Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey**  
(Number and percent of total respondents)

Issue	2025		2024	2023	2022	2021	2025 Metro.*
	Number	Percent					
Road maintenance and repairs	122	24%	18%	13%	17%	12%	9%
Bushfire management / prevention issues	43	9%	6%	6%	8%	9%	0%
Traffic management	41	8%	15%	16%	11%	14%	9%
Provision and maintenance of street trees	35	7%	3%	4%	5%	5%	7%
Council rates	34	7%	8%	8%	8%	7%	4%
Parks, gardens and open space	33	7%	8%	8%	6%	7%	5%
Environment, conservation, climate change	32	6%	4%	5%	10%	5%	1%
Rubbish and waste issues including garbage	28	6%	3%	8%	8%	4%	7%
Public transport incl. seats and shades	20	4%	2%	6%	1%	1%	3%
Car parking / enforcement	17	3%	4%	2%	3%	2%	6%
Communication and community consultation	17	3%	3%	6%	6%	5%	1%
Building, planning, housing and development	16	3%	4%	4%	7%	8%	4%
Lighting	16	3%	1%	2%	1%	1%	7%
Cleanliness and maintenance of areas	13	3%	3%	6%	1%	3%	2%
Control / management of wild / feral animals	13	3%	1%	2%	n.a.	n.a.	n.a.
Public toilets	13	3%	3%	1%	1%	1%	2%
Prov. and maint. recreation, sports facilities	12	2%	1%	2%	1%	1%	2%
Shops, restaurants, entertainment venue	12	2%	1%	3%	1%	1%	0%
Footpath maintenance and repairs	11	2%	2%	3%	1%	3%	3%
Drains maintenance and repairs	10	2%	2%	4%	2%	4%	3%
Services and facilities for the elderly	10	2%	1%	1%	0%	0%	1%
Education and schools	10	2%	0%	2%	1%	1%	1%
Safety, policing and crime issues	9	2%	2%	2%	1%	1%	7%
Financial issues and priorities for Council	8	2%	1%	1%	0%	1%	1%
Recycling collection	8	2%	1%	1%	0%	1%	1%
Support for local business	8	2%	0%	1%	4%	3%	0%
Green Wedge issues	6	1%	0%	0%	1%	2%	0%
Hard rubbish collection	6	1%	1%	1%	0%	1%	2%
Graffiti / vandalism	5	1%	0%	0%	0%	0%	1%
Lack of rural services / facilities	5	1%	0%	0%	1%	1%	0%
Provision and maintenance of infrastructure	5	1%	2%	2%	3%	1%	1%
Quality and provision of community services	5	1%	0%	1%	1%	1%	1%
Activities and facilities for children	4	1%	1%	1%	0%	0%	0%
Nature-strip issues	4	1%	1%	0%	0%	0%	0%
Prov. and main. of cycling / walking tracks	4	1%	1%	2%	2%	3%	1%
All other issues (33 identified separately issues)	65	13%	9%	15%	8%	14%	17%
<b>Total responses</b>	<b>700</b>		<b>597</b>	<b>768</b>	<b>663</b>	<b>621</b>	<b>833</b>
<i>Respondents identifying at least one issue</i>	366 (73%)		292 (58%)	371 (74%)	320 (63%)	316 (63%)	468 (59%)

(\*) 2025 metropolitan Melbourne average from Governing Melbourne



Other commonly nominated issues for Nillumbik include street trees (7% up from 3%), Council rates, fees, and charges (7%), and parks, gardens, and open space related issues (7%), environment, sustainability, and climate change (6%), and rubbish and waste issues (6%).

Importantly, it is noted that all of these issues appeared 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 2024 to 2025

There was some notable variation in the top issues raised this year, as follows:

- ***Somewhat to measurably more commonly nominated in 2024 than in 2023*** – includes road maintenance and repairs (24% up from 18%), bushfire management and response (9% up from 6%), street trees (7% up from 3%), and rubbish and waste issues (6% up from 3%).
- ***Measurably less commonly nominated in 2024 than in 2023*** – includes traffic management (8% down from 15%).

### 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 to notably more commonly nominated in the Nillumbik Shire than metropolitan Melbourne*** – included road maintenance and repairs (24% compared to 9%), bushfire management and prevention (9% compared to <1%), Council rates, fees, and charges (7% compared to 4%), environment, conservation, and climate change (6% compared to 1%), and control and management of wild / feral animals (3% compared to <1%).
- ***Somewhat less commonly nominated in the Nillumbik Shire than metropolitan Melbourne*** – included car parking including enforcement (3% compared to 6%), lighting (3% compared to 7%), and safety, policing, and crime related issues (2% compared to 7%).

### Road maintenance and repairs

The increase in community concern around road maintenance and repairs was a strong theme developed in various sections of this report, including the nine percent decline in satisfaction with the maintenance and repair of sealed local roads (5.7 out of 10, down from 6.6).



The 24% of respondents from Nillumbik Shire nominating road related issues this year was close to three times the metropolitan average of nine percent.

This higher-than-average prominence of road related issues in Nillumbik Shire was reinforced by the measurably and significantly (16% lower) satisfaction with the maintenance and repair of sealed local roads compared to the metropolitan average (5.7 compared to 7.3).

### ***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 rubbish and waste, and Council rates, fees, and charges related issues.
- ***Diamond Creek*** – respondents were somewhat more likely than average to nominate parks, gardens, communication and consultation, education, lighting, and public toilets.
- ***Eltham*** – respondents were somewhat more likely than average to nominate traffic management, car parking and enforcement, and street trees related issues.
- ***Eltham North*** – respondents were somewhat more likely than average to nominate Council rates and rubbish and waste related issues.
- ***Rural precinct*** – respondents were somewhat more likely than average to nominate roads, bushfire management and prevention, environment, sustainability, and climate change, planning and development, and the control and management of pest / feral animal issues.
- ***Young adults (aged 35 to 44 years)*** – respondents were somewhat more likely than average to nominate environment, conservation, and climate change related issues.
- ***Adults (aged 35 to 44 years)*** – respondents were somewhat more likely than average to nominate Council rates, fees, and charges, and rubbish and waste issues.
- ***Middle-aged adults (aged 45 to 59 years)*** – respondents were somewhat more likely than average to nominate road maintenance and repairs, parks, gardens, and open spaces, bushfire management and prevention, and rubbish and waste issues.
- ***Senior citizens (aged 75 years and over)*** – respondents were somewhat more likely than average to nominate street trees, services and facilities for the elderly, and services for people with disability related issues.
- ***Male*** – respondents were somewhat more likely than females to nominate Council rates, fees, and charges (which was consistent with the results recorded in 2024).
- ***Female*** – respondents were somewhat more likely than males to nominate traffic management related issues.



*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

**Top issues for Nillumbik Shire at the moment by precinct**  
**Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey**  
(Number and percent of total respondents)

<b>Greensborough / Plenty</b>		<b>Diamond Creek</b>	
Road maintenance and repairs	14%	Road maintenance and repairs	23%
Rubbish and waste issues inc garbage	12%	Parks, gardens and open space	10%
Council rates	10%	Traffic management	8%
Parks, gardens and open space	9%	Communication / community consultation	7%
Traffic management	8%	Education and schools	6%
Provision and maintenance of street trees	6%	Lighting	6%
Bushfire management / prevention issues	5%	Public toilets	6%
Communication / community consultation	4%	Council rates	5%
Environment, conservation, climate change	4%	Public transport incl. seats and shades	5%
Footpath maintenance and repairs	4%	Provision and maintenance of street trees	5%
All other issues	46%	All other issues	28%
Respondents identifying an issue	55 (71%)	Respondents identifying an issue	68 (65%)

<b>Eltham</b>		<b>Eltham North</b>	
Road maintenance and repairs	23%	Council rates	12%
Traffic management	15%	Rubbish and waste issues inc garbage	12%
Car Parking/ enforcement	10%	Parks, gardens and open space	7%
Provision and maintenance of street trees	10%	Road maintenance and repairs	7%
Bushfire management / prevention issues	8%	Provision and maintenance of street trees	7%
Council rates	7%	Traffic management	7%
Parks, gardens and open space	6%	Cleanliness and maintenance of area	5%
Rubbish and waste issues inc garbage	5%	Environment, conservation, climate change	5%
Public toilets	5%	Footpath maintenance and repairs	5%
Public transport incl. seats and shades	4%	Bushfire management / prevention issues	5%
All other issues	60%	All other issues	35%
Respondents identifying an issue	92 (70%)	Respondents identifying an issue	27 (62%)

<b>Rural</b>		<b>Shire of Nillumbik</b>	
Road maintenance and repairs	37%	Road maintenance and repairs	24%
Bushfire management / prevention issues	17%	Bushfire management / prevention issues	9%
Environment, conservation, climate change	16%	Traffic management	8%
Public transport incl. seats and shades	6%	Provision and maintenance of street trees	7%
Building, planning, housing, development	6%	Council rates	7%
Provision and maintenance of street trees	6%	Parks, gardens and open space	7%
Control / management of wild animals	6%	Environment, conservation, climate change	6%
Council rates	5%	Rubbish and waste issues incl. garbage	6%
Safety, policing and crime issues	5%	Public transport incl. seats and shades	4%
Rubbish and waste issues inc garbage	5%	Car parking / enforcement	3%
All other issues	66%	All other issues	59%
Respondents identifying an issue	124 (85%)	Respondents identifying an issue	366 (73%)





Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey

**Top issues for Nillumbik Shire at the moment by respondent profile**  
**Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey**  
(Number and percent of total respondents)

<b>Young adults (18 to 34 years)</b>		<b>Adults (35 to 44 years)</b>	
Roads maintenance and repairs	26%	Roads maintenance and repairs	16%
Environment, conservation, climate change	16%	Council rates	15%
Bushfire management / prevention issues	8%	Rubbish and waste issues inc garbage	9%
Public toilets	7%	Public transport incl. seats and shades	7%
Traffic management	7%	Parks, gardens and open space	6%
Provision and maintenance of street trees	7%	Communication / community consultation	6%
All other issues	64%	All other issues	58%
Respondents identifying an issue	81 (68%)	Respondents identifying an issue	66 (77%)
<b>Middle aged adults (45 to 54 years)</b>		<b>Older adults (55 to 74 years)</b>	
Roads maintenance and repairs	31%	Roads maintenance and repairs	25%
Parks, gardens and open space	12%	Traffic management	13%
Bushfire management / prevention issues	12%	Bushfire management / prevention issues	8%
Rubbish and waste issues inc garbage	11%	Council rates	7%
Provision and maintenance of street trees	7%	Provision and maintenance of street trees	7%
Traffic management	7%	Cleanliness and maintenance of area	7%
All other issues	70%	All other issues	83%
Respondents identifying an issue	87 (79%)	Respondents identifying an issue	108 (72%)
<b>Senior citizens (75 years and over)</b>		<b>Shire of Nillumbik</b>	
Roads maintenance and repairs	18%	Road maintenance and repairs	24%
Provision and maintenance of street trees	11%	Bushfire management / prevention issues	9%
Bushfire management / prevention issues	11%	Traffic management	8%
Services and facilities for the elderly	11%	Provision and maintenance of street trees	7%
Environment, conservation, climate change	7%	Council rates	7%
Services for people with disability	4%	Parks, gardens and open space	7%
All other issues	68%	All other issues	78%
Respondents identifying an issue	19 (66%)	Respondents identifying an issue	366 (73%)
<b>Male</b>		<b>Female</b>	
Roads maintenance and repairs	25%	Roads maintenance and repairs	24%
Council rates	9%	Traffic management	10%
Bushfire management / prevention issues	8%	Bushfire management / prevention issues	9%
Provision and maintenance of street trees	8%	Parks, gardens and open space	7%
Traffic management	7%	Provision and maintenance of street trees	7%
Parks, gardens and open space	7%	Environment, conservation, climate change	6%
All other issues	78%	All other issues	76%
Respondents identifying an issue	171 (72%)	Respondents identifying an issue	182 (73%)



## 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?”*

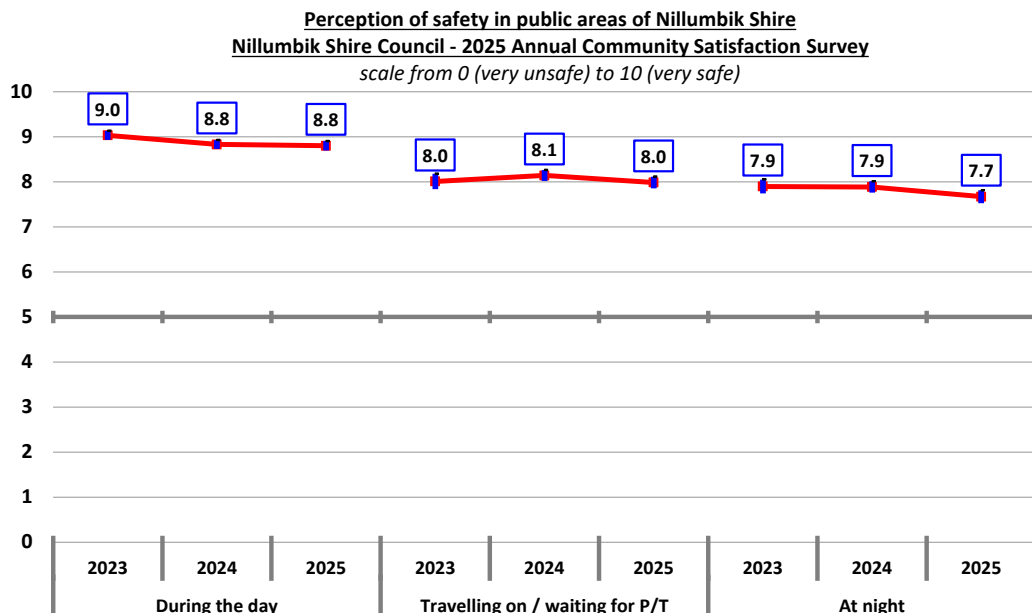
The perception of safety in and around the public areas of the Nillumbik Shire was relatively stable this year and overall continue to reflect a strong perception of safety among the Nillumbik community, particularly when compared to the metropolitan Melbourne results.

It is noted that the average perception of safety in the public areas of the Nillumbik Shire at night declined marginally this year, down two percent to 7.7 out of 10.

As discussed below, this result remained measurably (4%) higher than the metropolitan Melbourne average, reflecting that the Nillumbik community, on average, feels safer than the metropolitan average.

This small decline, however, also reflects a trend observed by Metropolis Research in several municipalities across metropolitan Melbourne in recent years, of a somewhat declining perception of safety, particularly at night.

There have been a range of factors observed in various locations across metropolitan Melbourne, in a somewhat patchy manner. These include in some areas, concerns around lower-level property crime (e.g., car burglaries), concerns in some areas around drug and alcohol affected people in public areas, and concerns in some areas around fear of crime and in particular, fear of home invasions.

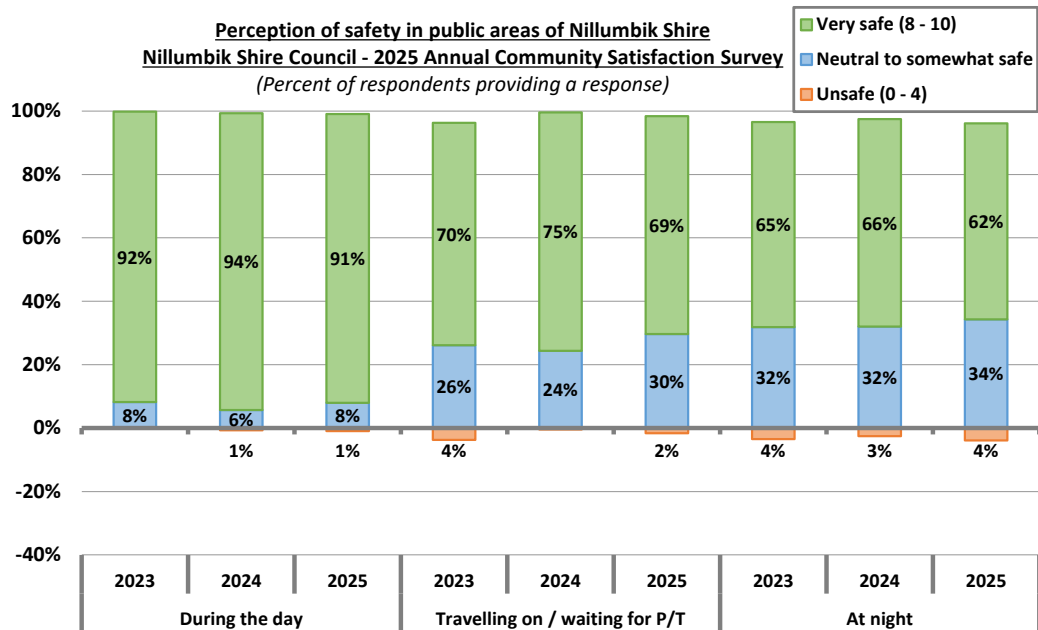




*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

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 approximately two-thirds of respondents felt “very safe” in each of the three situations / locations, and no more than four 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 2025, 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 higher than the interface councils and the metropolitan Melbourne averages.

The perception of safety travelling on / waiting for public transport from the northern region councils was somewhat higher than the Nillumbik result, however, it is important to bear in mind the relatively small sample size of approximately 150 respondents.

Metropolis Research notes that this higher perception of safety in the Nillumbik Shire was consistent with the fact that, again in 2025, just two percent of respondents (nine individuals) nominated safety, policing, and crime related issues as one of the top three issues to address for the Nillumbik Shire at the moment.

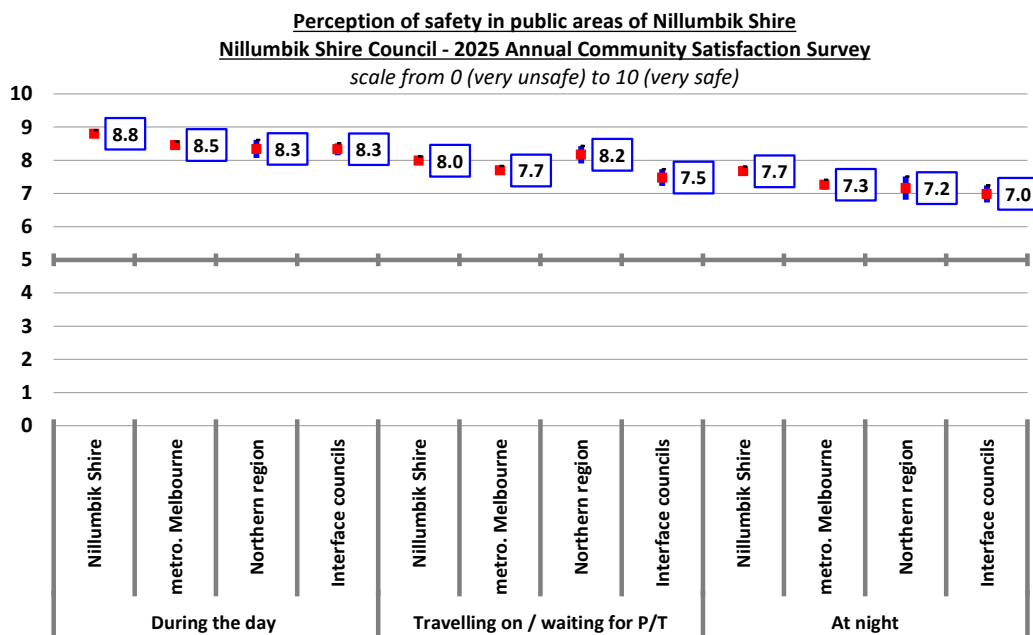


This was measurably lower than the metropolitan Melbourne average of seven percent, as recorded in the 2025 *Governing Melbourne* research.

This is an important result, as it highlights that the Nillumbik community clearly feels safer and was less concerned about safety, policing, and crime issues, than the average across metropolitan Melbourne.

Metropolis Research also notes that it measured safety, policing, and crime issues at more than seven percent in five councils across metropolitan Melbourne in 2024.

This is discussed in more detail in the [Issues To Address](#) section of this report.



### ***Perception of safety during the day***

The perception of safety in the public areas of the Nillumbik Shire during the day remained stable this year at 8.8 out of 10.

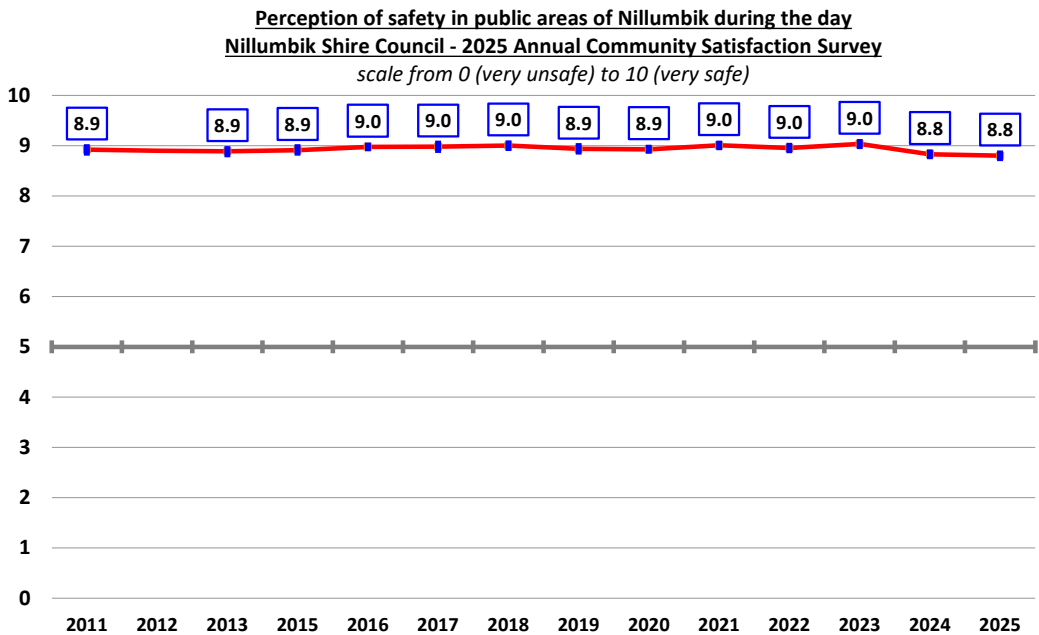
This result comprised 91% who felt “very safe” (i.e., rated safety at eight or more out of 10), and just one percent who felt “unsafe” (i.e., rated safety at less than five out of 10).

Whilst this remained the equal 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 just marginally (1%) lower than the long-term average perception of safety since 2011 of 8.9.

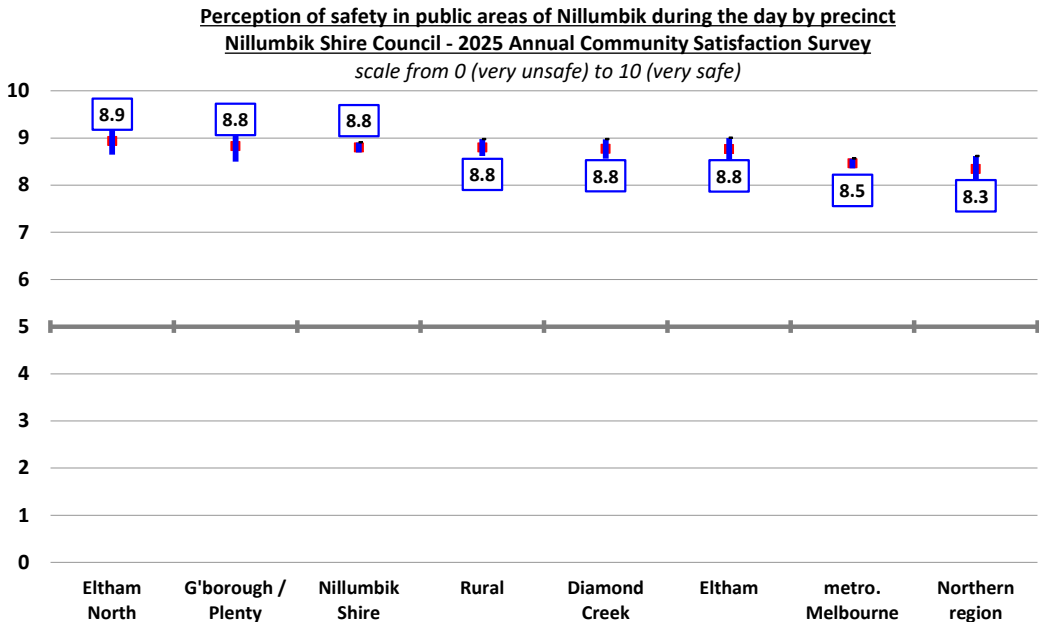


Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey

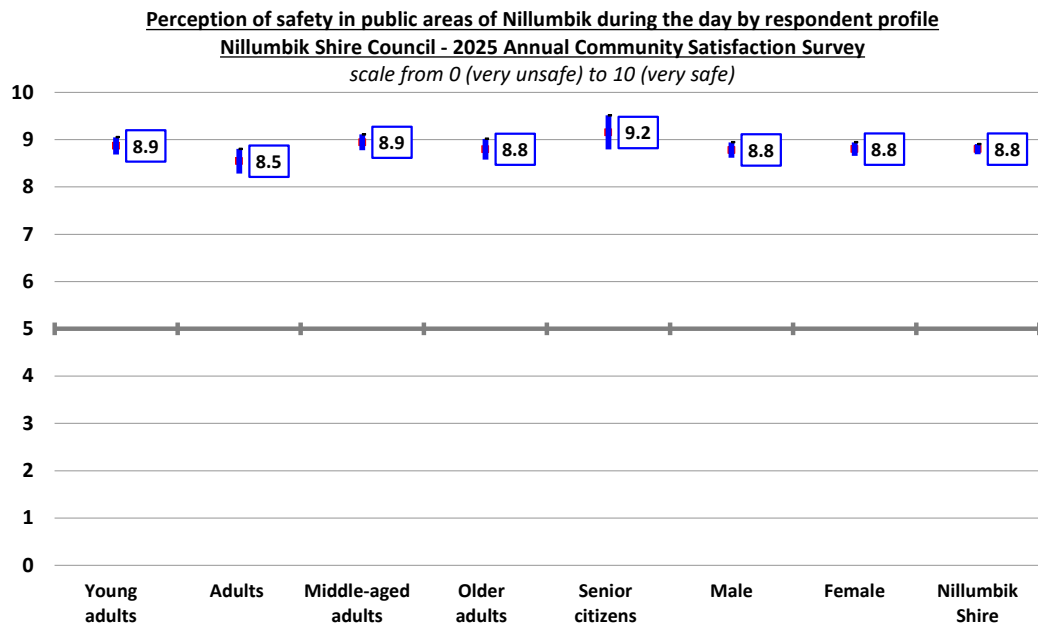
This result was measurably higher than both the metropolitan Melbourne and northern region councils’ averages, as recorded in *Governing Melbourne*.



There was no statistically significant variation in this result observed across the municipality, which is a positive result reflecting a consistently high perception of safety in public areas during the day across the entire Nillumbik Shire.



Whilst there was no statistically significant variation in this result observed by respondent profile, it is noted that adults (aged 35 to 44 years) felt somewhat (3%) less safe than average in the public areas of the Nillumbik Shire during the day.



### Perception of safety at night

The perception of safety in the public areas of the Nillumbik Shire declined somewhat this year, down two percent to 7.7 out of 10, which remains a strong result, and marginally (1%) above the long-term average perception since 2011 of 7.6 out of 10.

This result comprised 62% (down from 66%) who felt “very safe” (i.e., rated safety at eight or more out of 10), and four percent (up from 3%) who felt “unsafe” (i.e., rated safety at less than five out of 10).

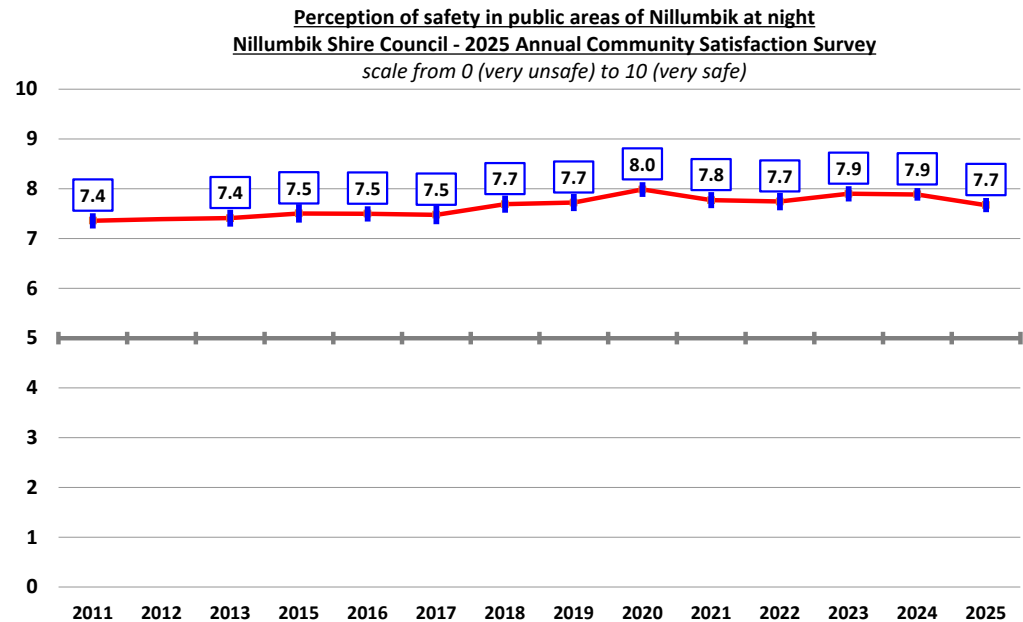
Metropolitan Research notes that this result was measurably higher than both the metropolitan Melbourne (7.3) and the northern region councils’ (7.2) results, as recorded in the 2025 *Governing Melbourne* survey.

Metropolis Research notes that whilst the perception of safety in public areas at night has increased marginally over the last few years, it has been observed that the perception of safety in public areas at night has declined somewhat in several municipalities over the same time period.

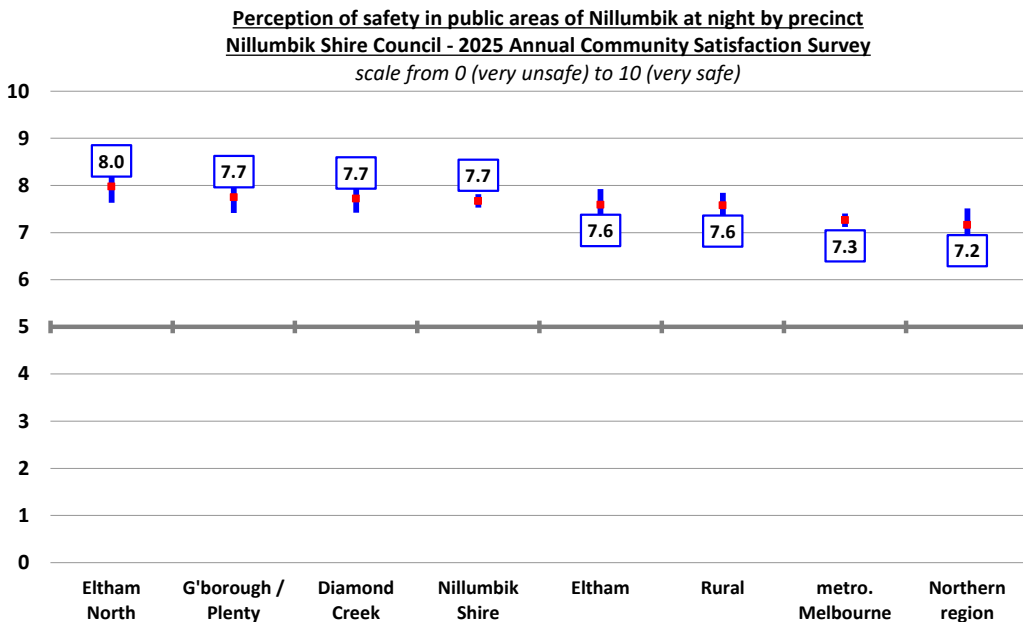


Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey

A range of issues have been observed in several municipalities which have impacted on the perception of safety at night, including concerns around low-level property crime, drug and alcohol affected people, increasing levels of homelessness, concerns around home break-ins, and in particularly in some major activity centres, concerns around crimes of violence.

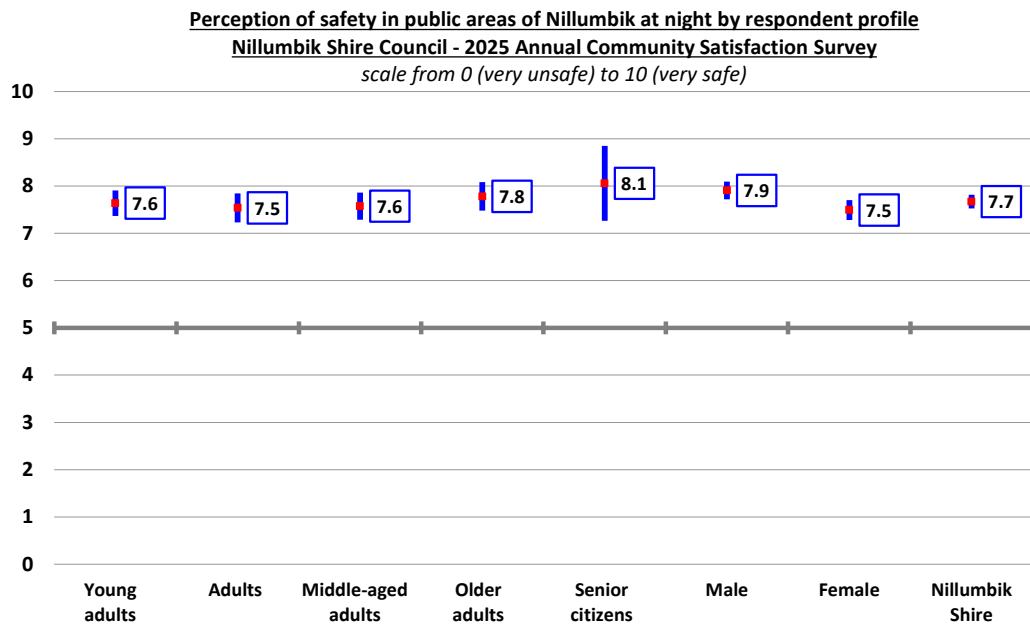


There was no measurable variation in the perception of safety in the public areas of Nillumbik Shire at night observed across the municipality, although it is noted that respondents from Eltham North felt somewhat (3%) safer than the municipal average.



There was no measurable variation in this result observed by the respondents' age structure, although it is noted that female respondents felt on average, four percent less safe than male respondents.

This relatively modest gender gap was consistent with results observed by Metropolis Research, which have tended to show a smaller gender gap in relation to the perception of safety at night in outer urban and interface regions of metropolitan Melbourne, and a larger gender-gap in inner urban areas.



### ***Perception of safety travelling on / waiting for public transport***

The perception of safety travelling on / waiting for public transport remained essentially stable this year, down one percent to 8.0 out of 10.

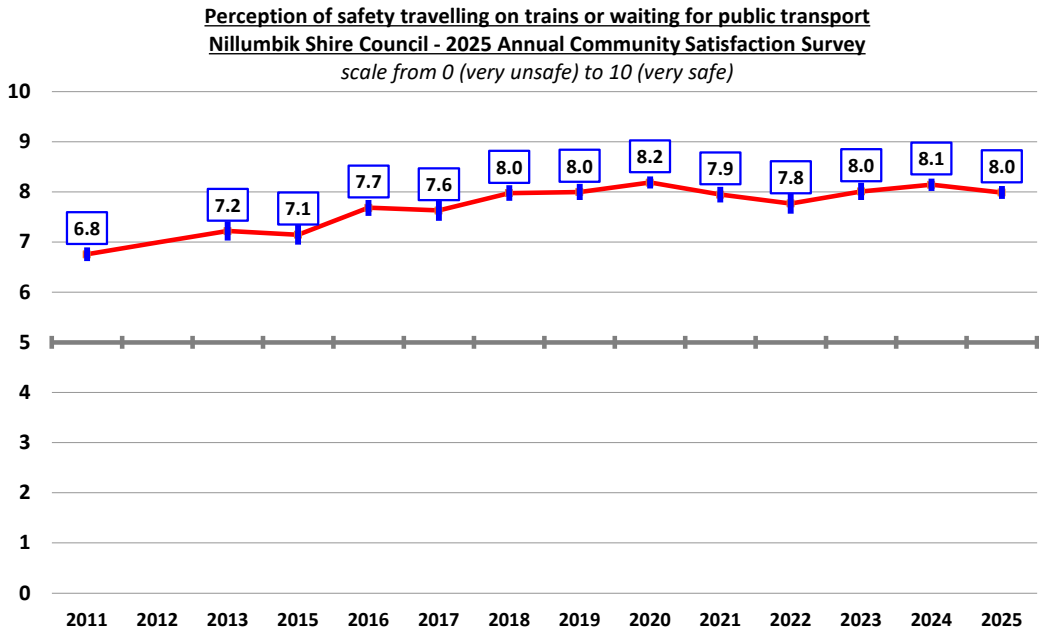
Despite the marginal decline this year, this result remained notably (3%) above the long-term average perception of safety since 2011 of 7.7 out of 10.

This result comprised 69% (down from 75%) who felt "very safe" (i.e., rated safety at eight or more out of 10), and two percent (up from less than 1%) who felt "unsafe" (i.e., rated safety at less than five out of 10).

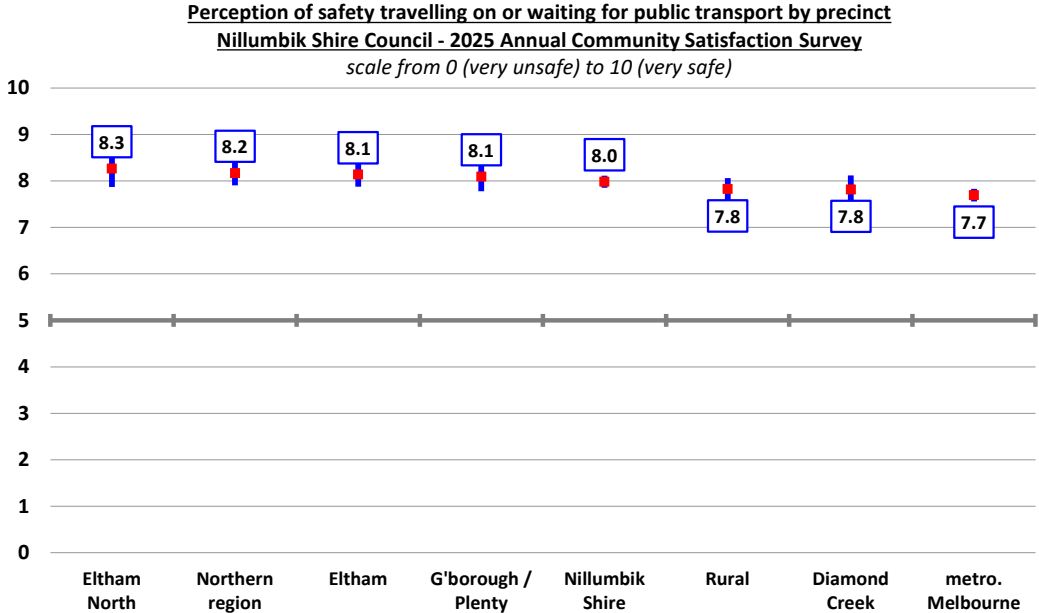
This result was measurably (3%) higher than the metropolitan Melbourne average, although it was somewhat (2%) lower than the northern region councils' average.



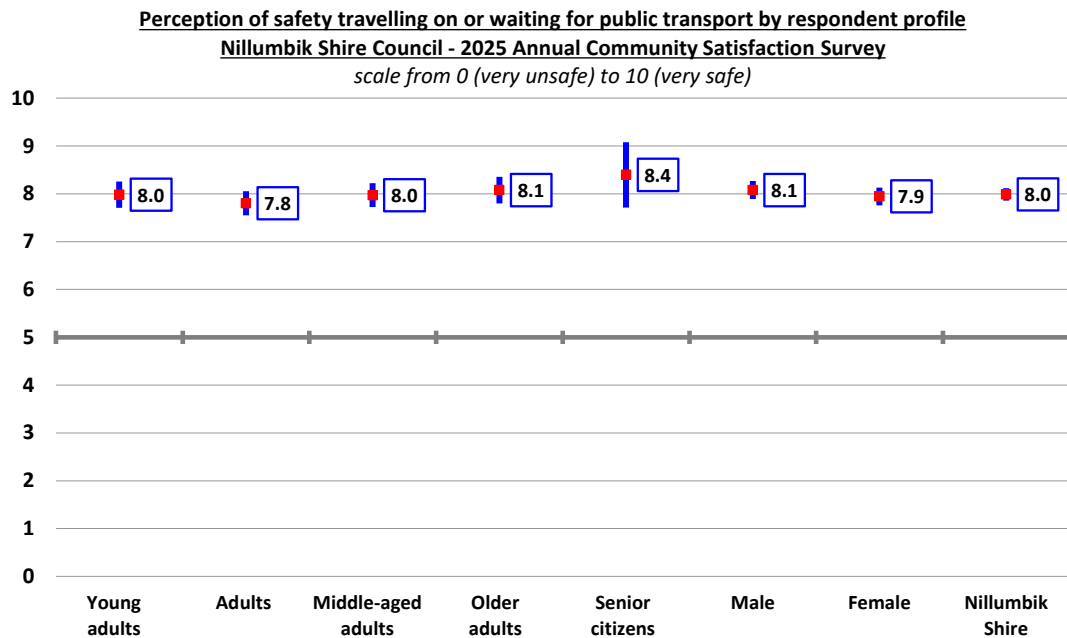
Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey



There was no measurable variation in the perception of safety in the public areas of Nillumbik Shire travelling on / waiting for public transport observed across the municipality, although it is noted that respondents from Eltham North felt somewhat (3%) safer than the municipal average.



There was no measurable variation in the perception of safety travelling on / waiting for public transport observed by respondent profile, which is a positive result reflecting well on how safe the Nillumbik community feels travelling on / waiting for public transport.



### ***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 (6 comments), perceived lack of policing (5 comments), concerns around drugs and alcohol (4 comments), and concerns around lighting (4 comments).

Metropolis Research notes that these concerns have been observed in other municipalities across metropolitan Melbourne in recent years, although it is important to note that there were very few respondents who raised these issues in Nillumbik Shire this year.

These results reflect the high perception of safety felt by the Nillumbik community, which is a positive result given that this has not been universally observed across metropolitan Melbourne.





*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

**Reasons for feeling unsafe in public areas of the Shire of Nillumbik**  
**Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey**  
(Number and percent of respondents rating safety less than five)

Reason	2025		2024	2023	2022
	Number	Percent			
Issues with people - gangs, youths, "louts" etc	6	21%	42%	35%	30%
Lack of police presence	5	17%	0%	0%	0%
Drugs / alcohol issues	4	14%	0%	0%	0%
Lighting	4	14%	0%	22%	15%
Crime - theft, robbery, violence, etc	3	10%	25%	4%	10%
General safety	3	10%	8%	9%	15%
Safety at night	2	7%	0%	13%	10%
Being female	1	3%	0%	0%	0%
Other	1	3%	25%	13%	10%
<b>Total comments</b>	<b>29</b>	<b>100%</b>	<b>12</b>	<b>23</b>	<b>20</b>

**Locations where respondents feel unsafe in the public areas of Nillumbik**

The following table outlines the locations where respondents felt unsafe, with many reflecting a general perception of feeling unsafe in public areas.

**Location where you feel unsafe in the Shire of Nillumbik**  
**Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey**  
(Number and percent of respondents rating safety less than five)

Location	Number
Everywhere	4
Everywhere in Eltham	3
Train station	3
All the public parks in general	1
Archer Rd	1
Around the station in Eltham	1
Bridge St	1
Diamond Creek	1
Greensborough station	1
Near the house	1
Park opposite the library in Eltham	1
Police stations	1
Remote areas	1
The park	1
Town square	1
Walking to the shopping mall	1
<b>Total</b>	<b>23</b>



## 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 2025, asked whether they had made any changes to their home or lifestyle to help reduce climate change and its impacts.

There was a measurable decline this year in the proportion of respondents who reported that they had made changes to their home or lifestyle, down from 65% back in 2022 to 47% this year.

It is noted that there remains a significant number (68 this year) of respondents who were unable or unwilling to provide a response to this question.

#### Made changes to your home or lifestyle to help reduce climate change and its impacts

##### Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey

*(Number and percent of respondents providing a response)*

Response	2025		2024	2023	2022
	Number	Percent			
Yes	203	47%	58%	58%	65%
No	231	53%	43%	42%	35%
Don't know / can't say	68		141	40	111
<b>Total</b>	<b>502</b>	<b>100%</b>	<b>501</b>	<b>502</b>	<b>508</b>

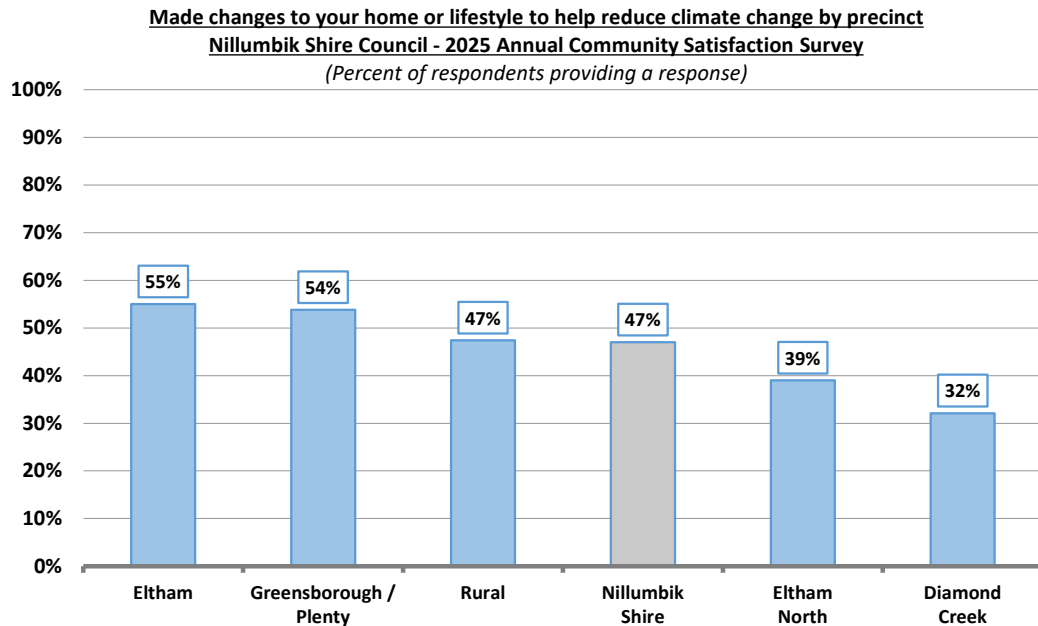
There was measurable and significant variation in this result observed across the municipality.

Respondents from Eltham and Greensborough / Plenty were measurably (8% and 7% respectively) more likely than average to have made changes to their home or lifestyle.

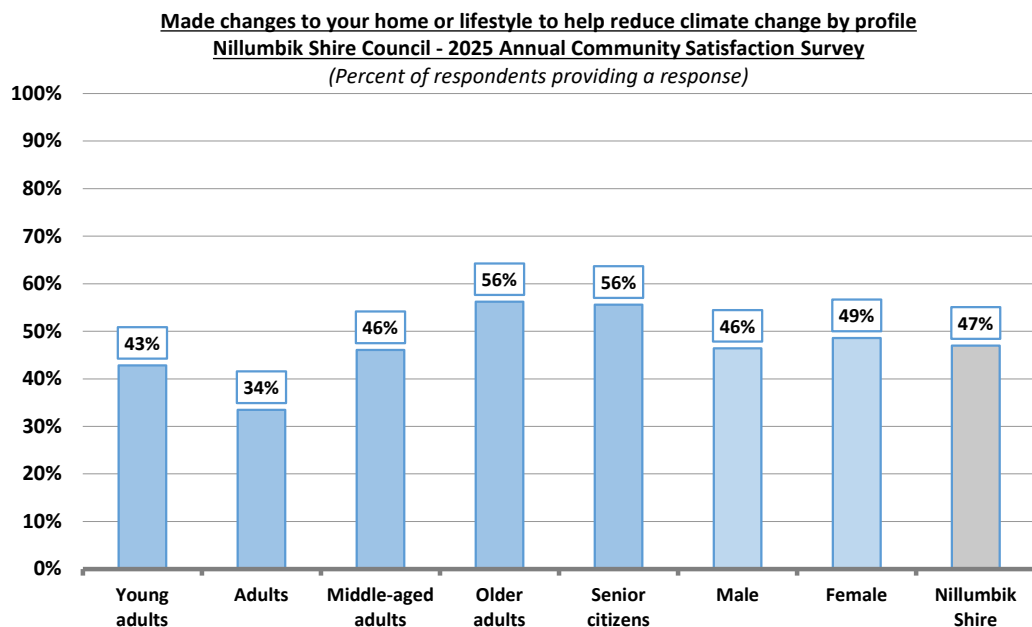
By contrast, respondents from Eltham North (8%) and Diamond Creek (15%) were measurably less likely to have made changes.



*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

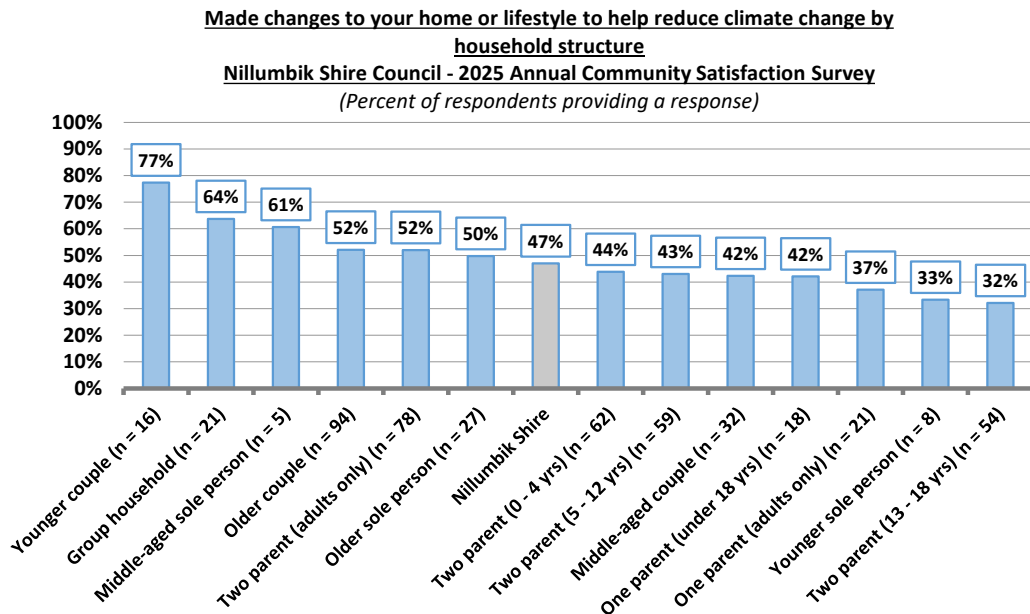


There was also significant variation in this result observed by respondent profile, with adults (aged 35 to 44 years) measurably (13%) less likely than average to have made changes to their home or lifestyle, whilst older adults and senior citizens (aged 60 years and over) were measurably (6%) more likely. It is noted that female respondents were somewhat (3%) more likely to have made changes than male respondents.



There was also notable variation in this result observed by household structure, with 16 younger couples, 21 group households measurably more likely than average to have made changes to their home or lifestyle to help reduce climate change.

The household structures that were notably to measurably less likely than average to have made changes included middle-aged couples, one parent families with adults only at home, younger sole person households, and two parent families with youngest child aged 13 to 18 years.



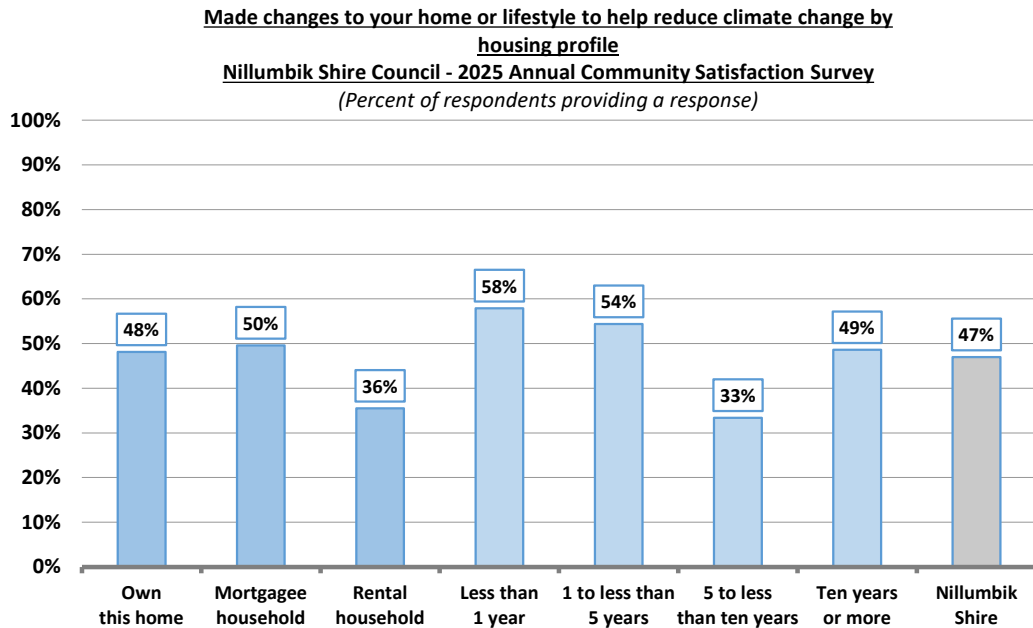
There was also notable to measurable variation in this result observed by housing situation and period of residence in the Nillumbik Shire, with respondents from rental households notably (7%) less likely to have made changes to their home or lifestyle than average.

This result was likely to be a factor in the slightly lower proportion of young adults (aged 18 to 34 years) as well as younger sole person households to have made changes to their home or lifestyle.

New and newer residents (less than five years in the Shire) were the most likely to have made changes to their home or lifestyle, whilst respondents who had lived in the Shire for five to less than 10 years were the least likely.



*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*



***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)?”*

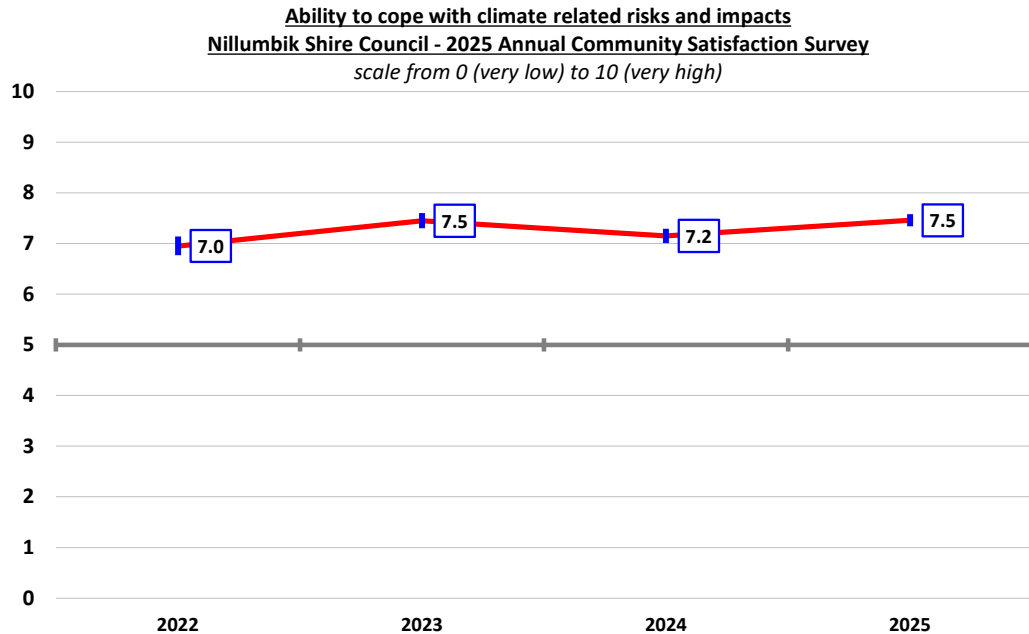
Respondents were again in 2025, asked to rate their household’s ability to cope with climate related risks and impacts such as fire, drought, extreme heat, and heavy rainfall.

There was a small (3%) increase in the average ability to cope with climate related risks and impacts, up from 7.2 to 7.5 out of 10.

This remains a strong perception of the ability to cope with climate related risk and impacts.

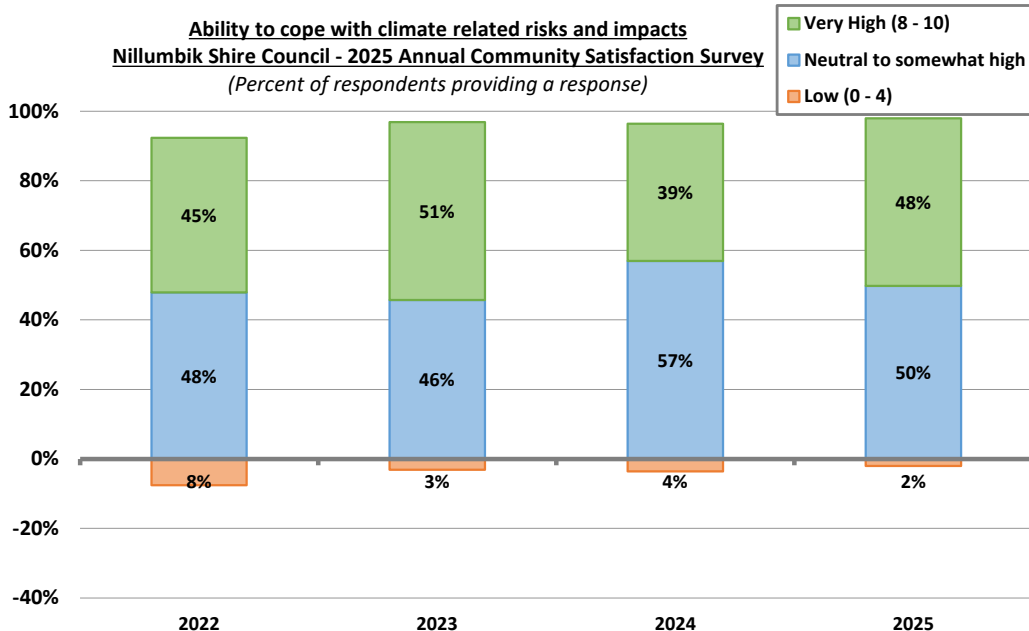


Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey



Metropolis Research notes that almost half (48%) of the respondents who were able to provide a response to this question rated their ability to cope with climate related risks and impacts as “very high”, with scores of more than eight out of 10. This recovers from the lower-than-average result recorded last year.

Attention is drawn to the fact that just two percent of respondents (who provided a response) rated their ability to cope with climate related risk and impacts as low (i.e., less than five).



*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

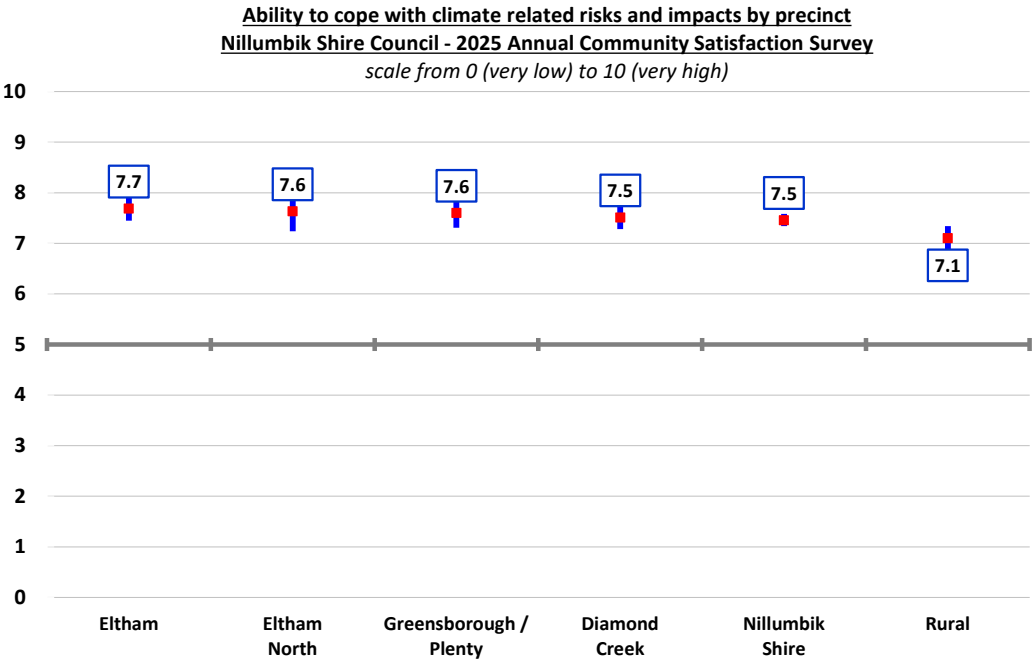
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There was some variation in the average ability of respondent households to cope with climate related risks and impacts observed across the municipality and by respondent profile, as follows:

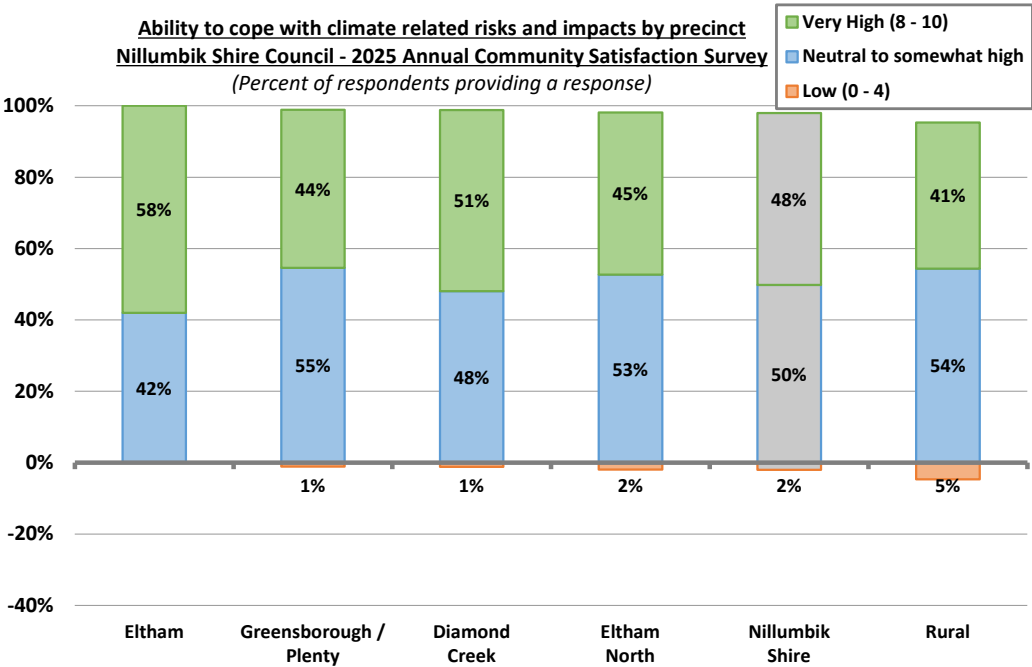
- *Somewhat to notably HIGHER than average ability to cope* – included respondents from Eltham, older sole person and older couple households.
- *Somewhat to notably LOWER than average ability to cope* – included respondents from the Rural precinct, eight younger sole persons, and one-parent families, and rental household respondents.



Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey

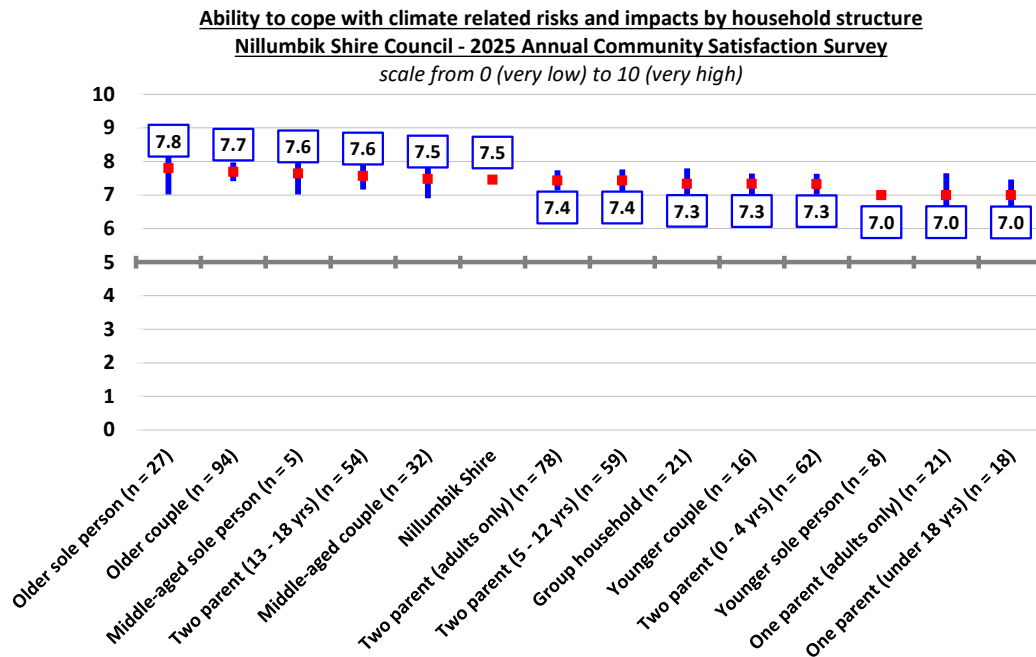


It is noted that respondents from the Rural precinct were notably less likely than average to rate their ability to cope as “very high”, and five percent of Rural precinct respondents rated their ability to cope as “low”.

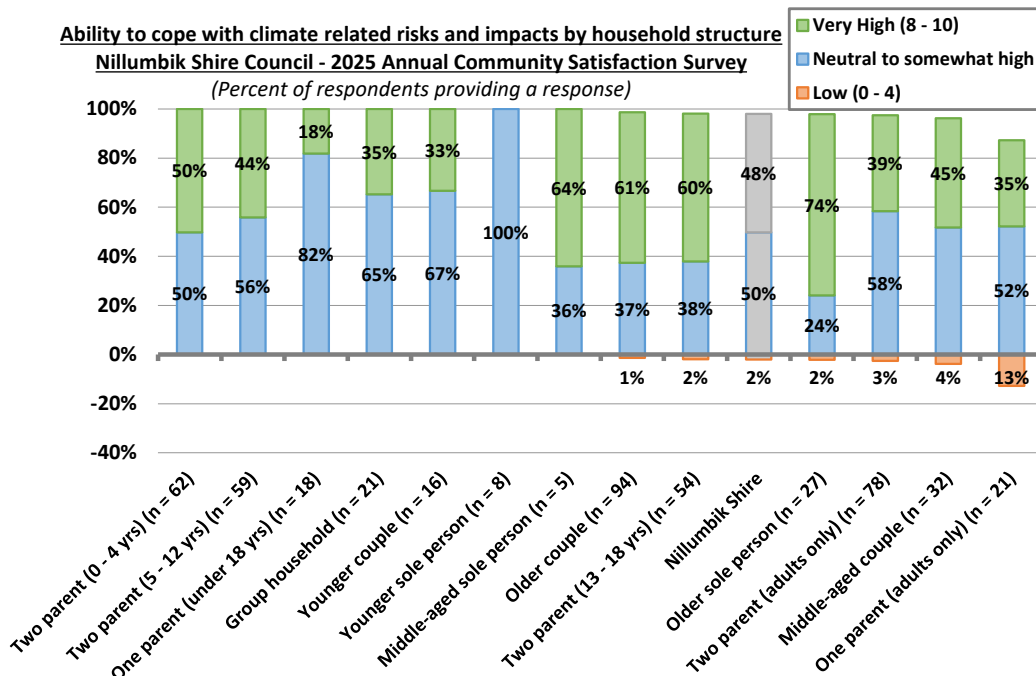




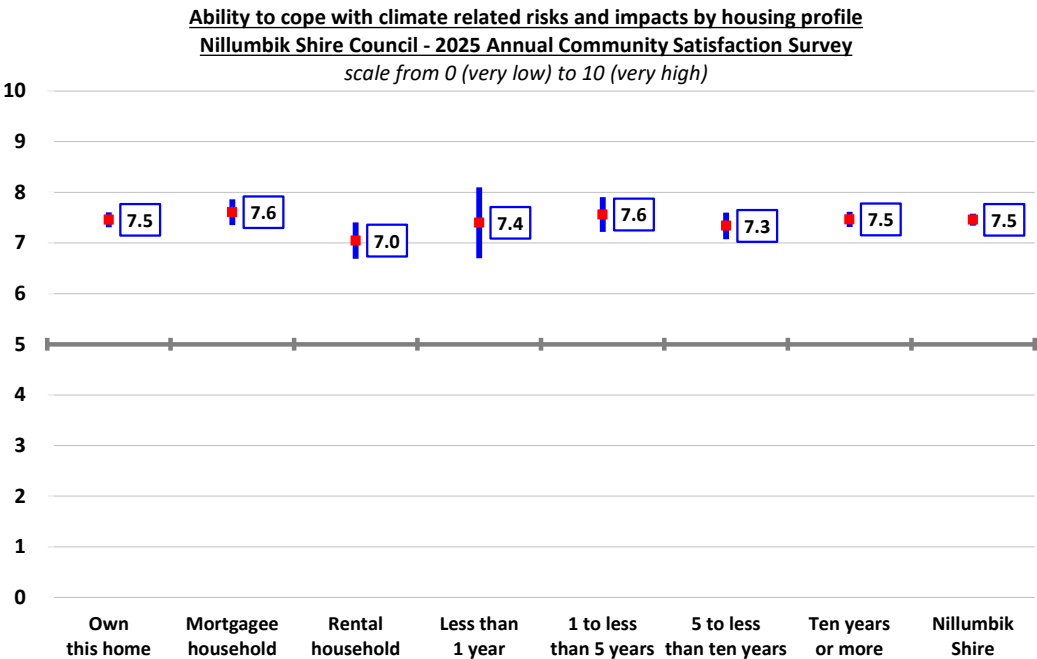
Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey



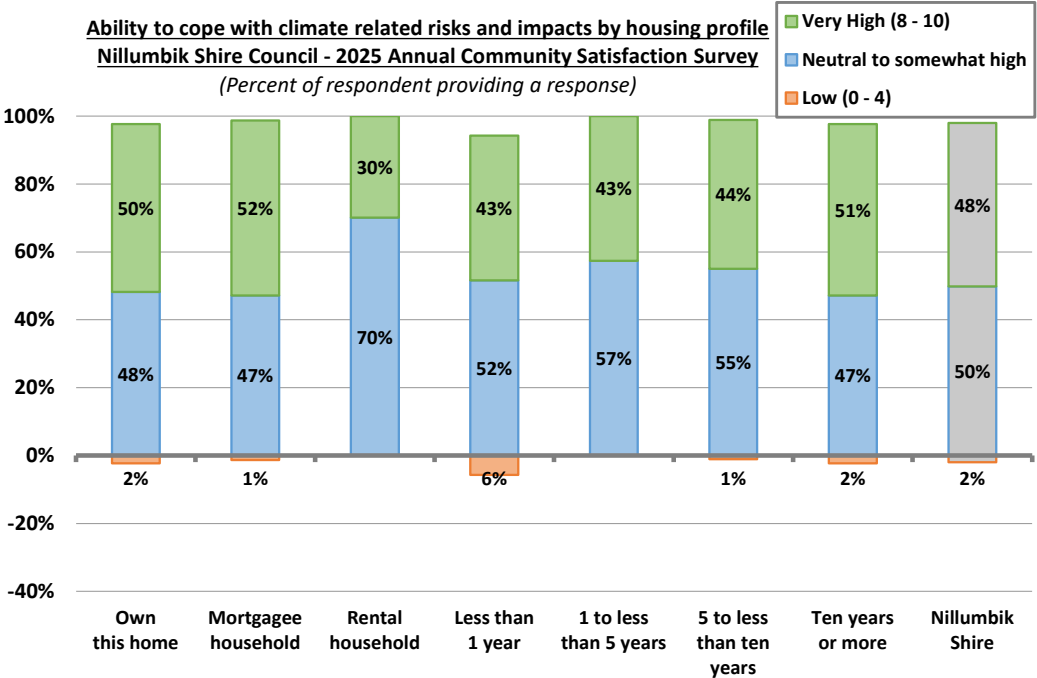
It is noted that 74% of the 27 older sole person households rated their ability to cope as “very high”, whilst just 18% of the 21 one-parent families with children aged under 18 years did so. All eight of the younger sole person households rated their ability to cope as “neutral to somewhat high”, whilst 13% of the 21 one-parent families with adults only at home rated their ability to cope as “low”.



Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey



It is noted that 30% of the rental households rated their ability to cope as “very high”, whilst six percent of new resident respondents (less than one year in the Shire) rated their ability to cope as “low”.



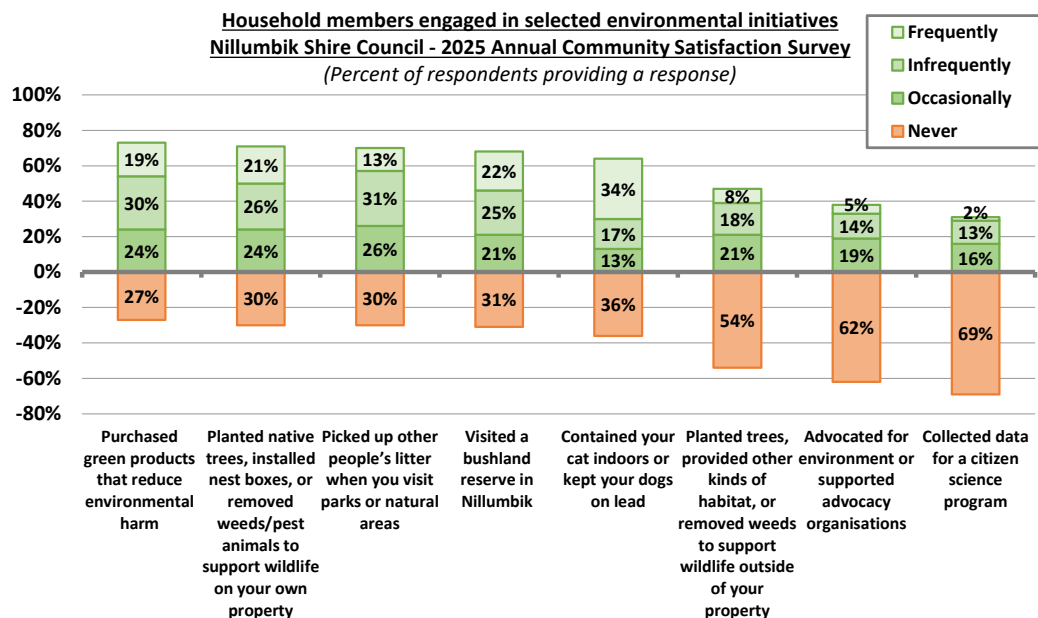
## Undertaken environmental initiatives

Respondents were asked:

*“Over the past 12 months, have you or members of your household undertaken any of the following environmental initiatives?”*

Respondents were asked whether they or members of their household had, over the last 12 months, undertaken any of eight environmental initiatives, as outlined in the following graph and table.

An average of approximately 38 of the 500 respondents were unable to provide a response to this question and have been excluded from the results. This reflects those who were unable to make a statement about whether their household had undertaken these initiatives.



Close to half of the respondents (who provided a response) reported that they or their household at least infrequently contained their cat indoors or kept their dogs on lead (51%), purchased green products that reduce environmental harm (49%), planted native trees, installed nest boxes, or removed weeds / pest animals to support wildlife on their own property (47%), visited a bushland reserve in Nillumbik (47%), and picked up other peoples' litter when they visit parks or natural areas (44%).

By contrast, more than half of the respondents never collected data for a citizen science program (69%), advocated for environment or supported advocacy organisations (62%), or planted trees, provided other kinds of habitat, or removed weeds to support wildlife outside of their property (54%).



These results reinforce the view that many in the Nillumbik community were, at least sometimes, actively engaging in personal activities to support environmental outcomes.

Most in the community were, however, not actively engaged in additional activities unrelated to their personal environmental responsibilities, such as advocacy, scientific work, or environmental management on property other than their own.

**Household members engaged in selected environmental initiatives**  
**Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey**  
(Number and percent of respondents providing a response)

Action	Frequently	Infrequently	Occasionally	Never	Can't say
Contained your cat indoors or kept your dogs on lead	34%	17%	13%	36%	79
Visited a bushland reserve in Nillumbik	22%	25%	21%	31%	17
Planted native trees, installed nest boxes, or removed weeds/pest animals to support	21%	26%	24%	30%	22
Purchased green products that reduce environmental harm	19%	30%	24%	27%	37
Picked up other people's litter when you visit parks or natural areas	13%	31%	26%	30%	30
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	8%	18%	21%	54%	33
Advocated for the environment or supported advocacy organisations that address environmental issues	5%	14%	19%	62%	42
Collected data for a citizen science program such as WaterWatch, Frog Census, Aussie Backyard Bird Count or iNaturalist	2%	13%	16%	69%	41

### Visited a bushland reserve in Nillumbik

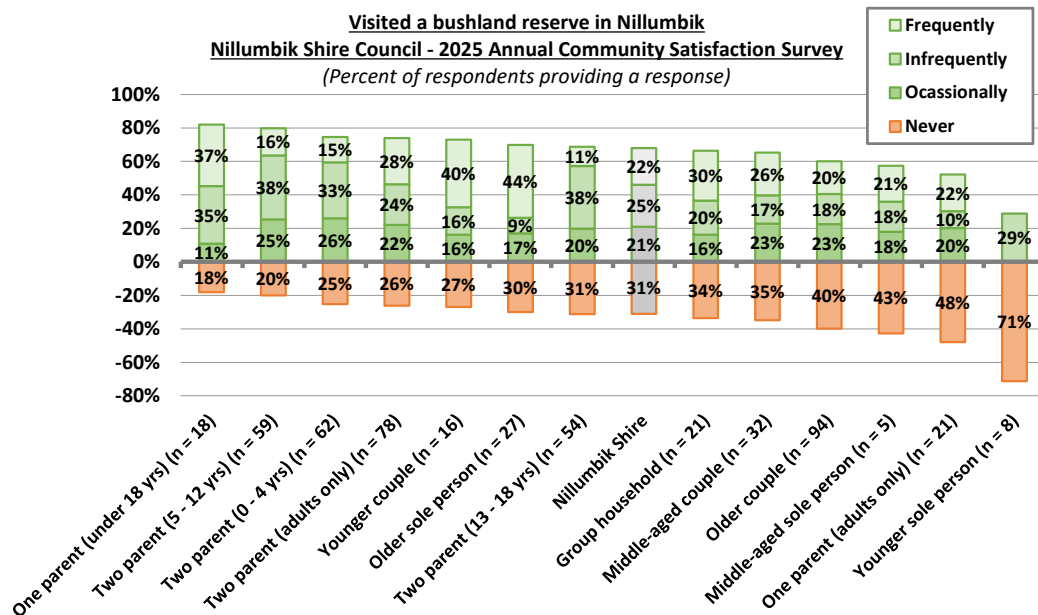
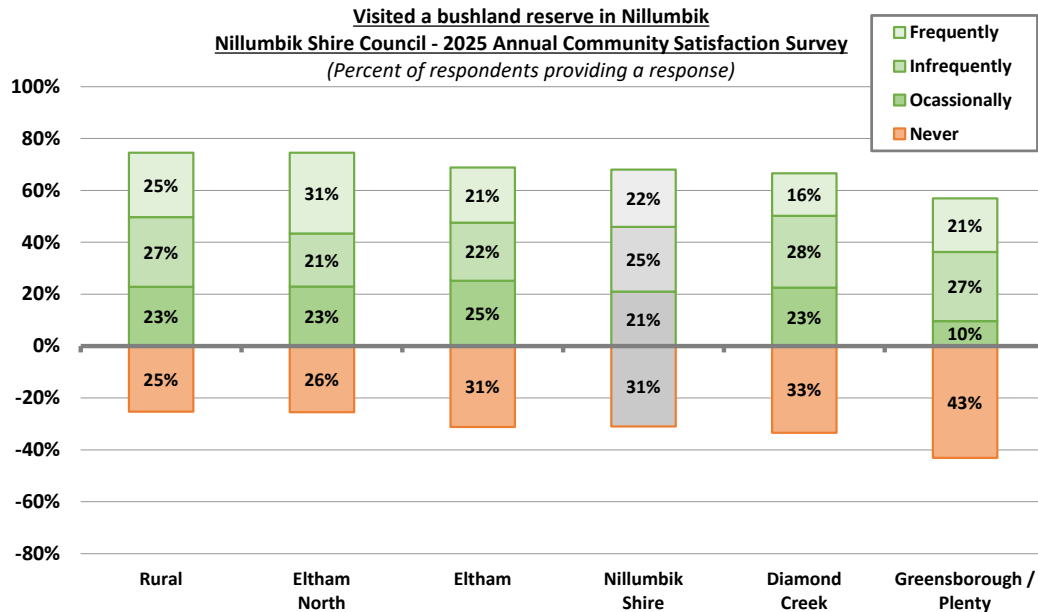
There was some variation in the proportion of respondent households who had visited a bushland reserve in Nillumbik observed across the municipality and by household structure, as follows:

- **More likely than average to FREQUENTLY visit** – included respondents from Eltham North, one-parent families with children under 18 years, younger couples, older sole person households, and group households.



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- **More likely than average to NEVER visit** – included respondents from Greensborough / Plenty, five middle-aged sole person households, one-parent families with adults only at home, and eight younger sole person households.



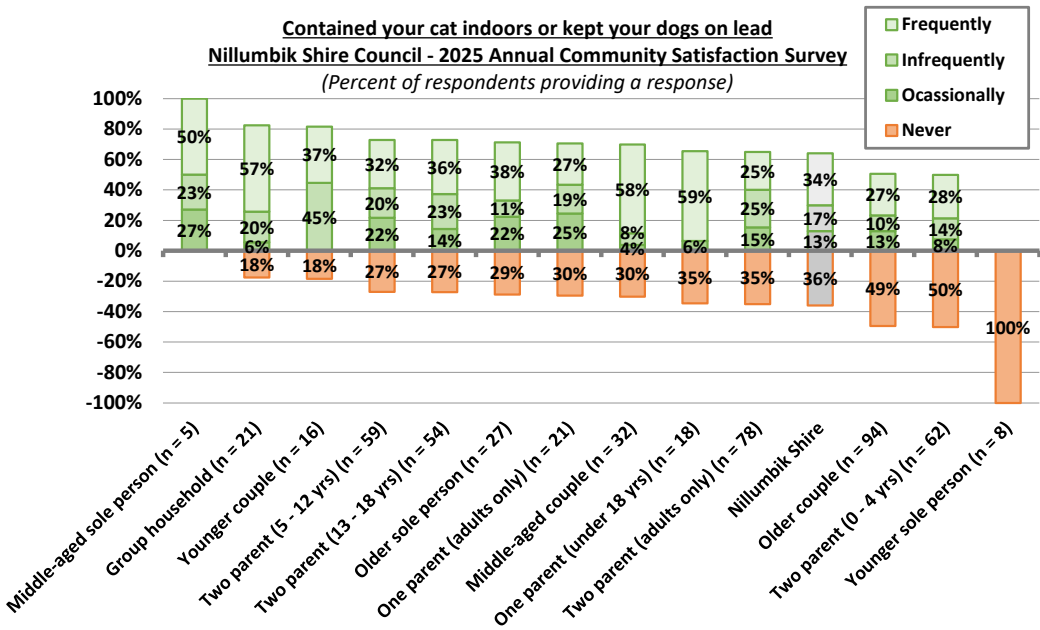
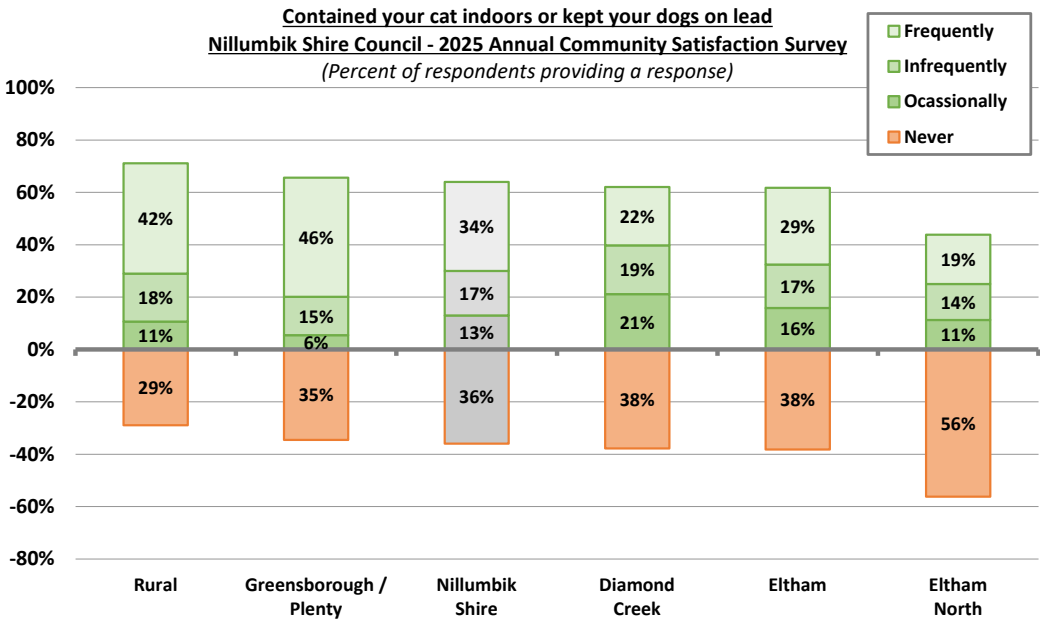
### Contained your cat indoors or kept your dogs on lead

There was some variation in the proportion of respondent households who contained their cats indoors or kept their dogs on lead observed across the municipality and by household structure, as follows:

- **More likely than average to FREQUENTLY contain cats / dogs on lead** – included respondents from the Rural precinct and Greensborough / Plenty, middle-aged couples and middle-aged sole person households, one parent families with children under 18 years, group households, younger couples, older sole persons, and two-parent families with youngest child 13 to 18 years.
- **More likely than average to NEVER visit** – included respondents from Eltham North, older couples, two-parent families with youngest child aged under 5 years, and eight younger sole person households.



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### **Picked up other peoples' litter when you visit parks or natural areas**

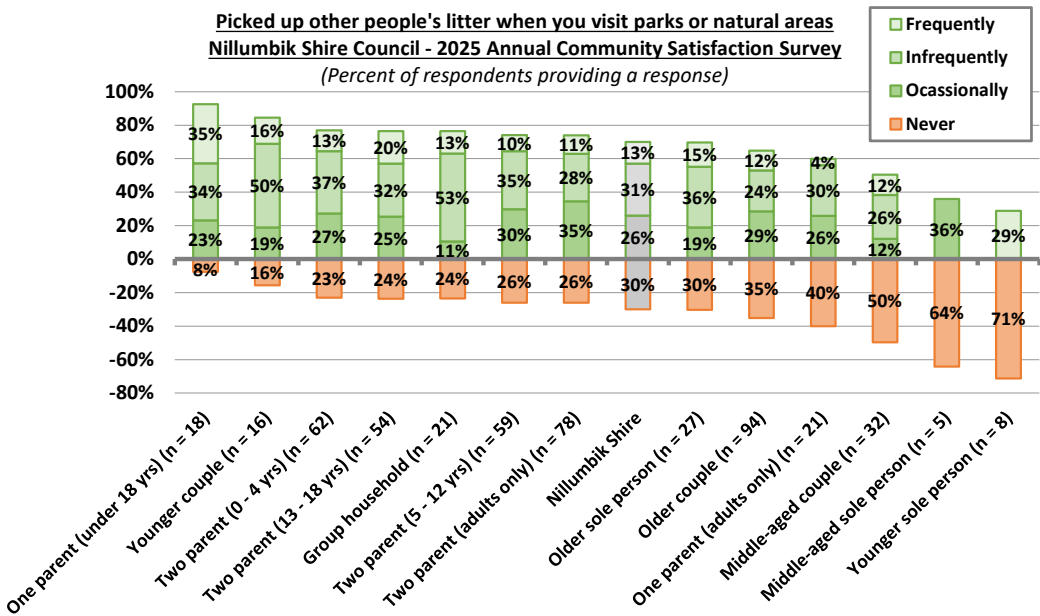
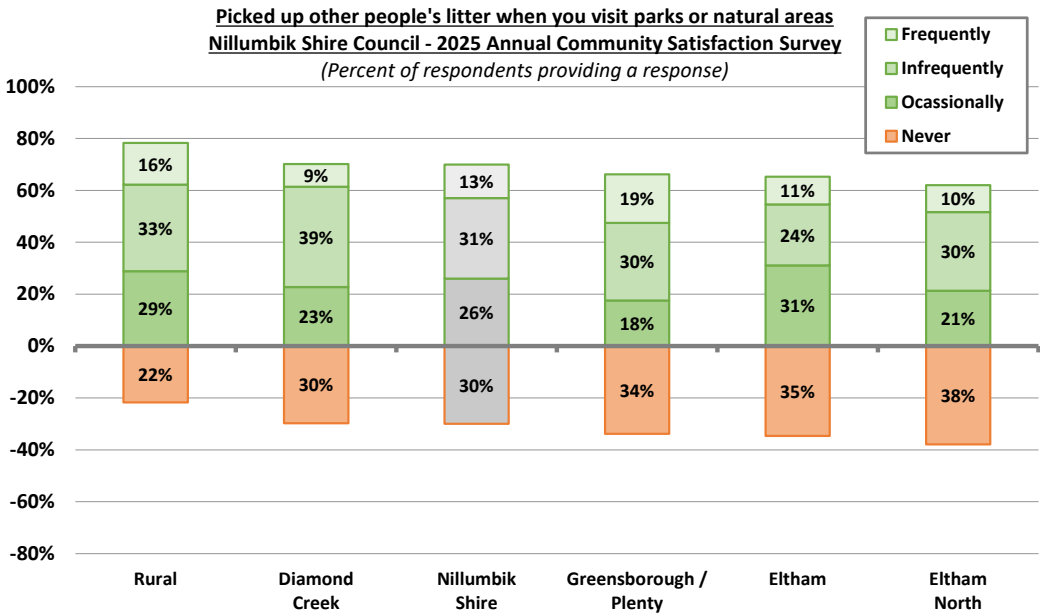
There was some variation in the proportion of respondent households who picked up other peoples' litter when they visit parks or natural areas observed across the municipality and by household structure, as follows:

- *More likely than average to FREQUENTLY pick up litter* – included respondents from Greensborough / Plenty, two-parent families with youngest child aged 13 to 18 years, and eight younger sole person households.
- *More likely than average to NEVER pick up litter* – included respondents from Eltham North, older couple households, one-parent families with adults only at home, middle-aged couples, five middle-aged sole person households, and eight younger sole person households.





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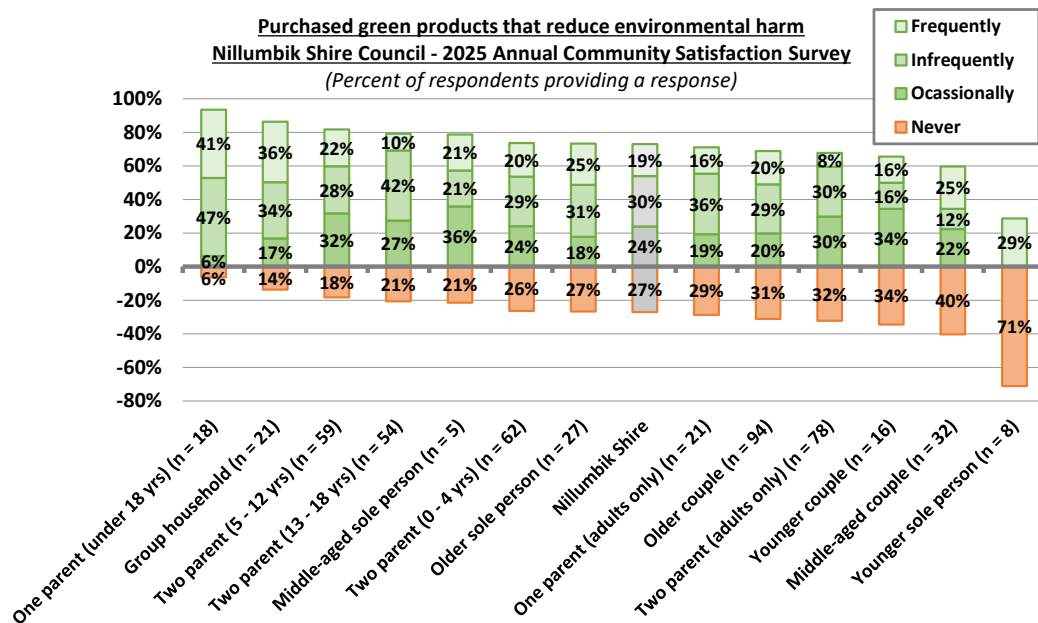
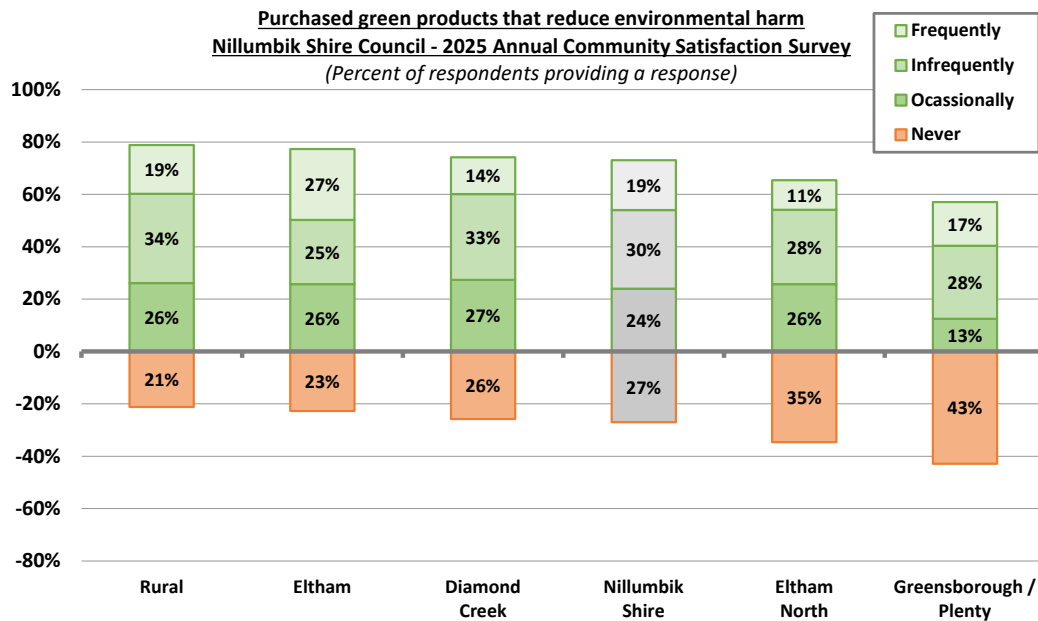
### **Purchased green products that reduce environmental harm**

There was some variation in the proportion of respondent households who purchased green products that reduced environmental harm observed across the municipality and by household structure, as follows:

- **More likely than average to FREQUENTLY purchase** – included respondents from Eltham and one-parent families with children under 18 years.
- **More likely than average to NEVER purchase** – included respondents from Eltham North, Greensborough / Plenty, 16 younger couples, middle-aged couples, and eight younger sole person households.



*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*



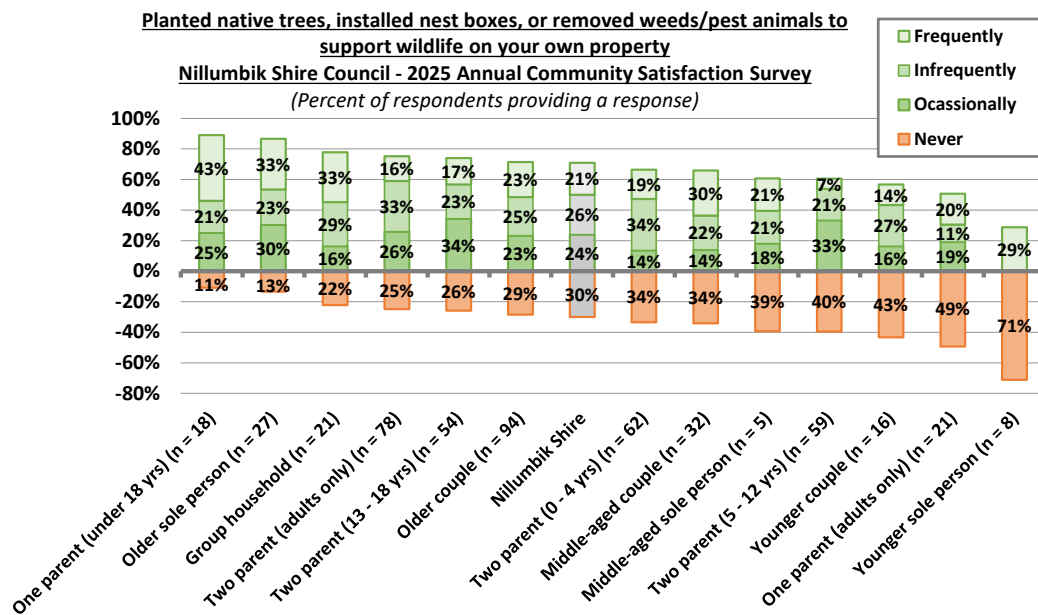
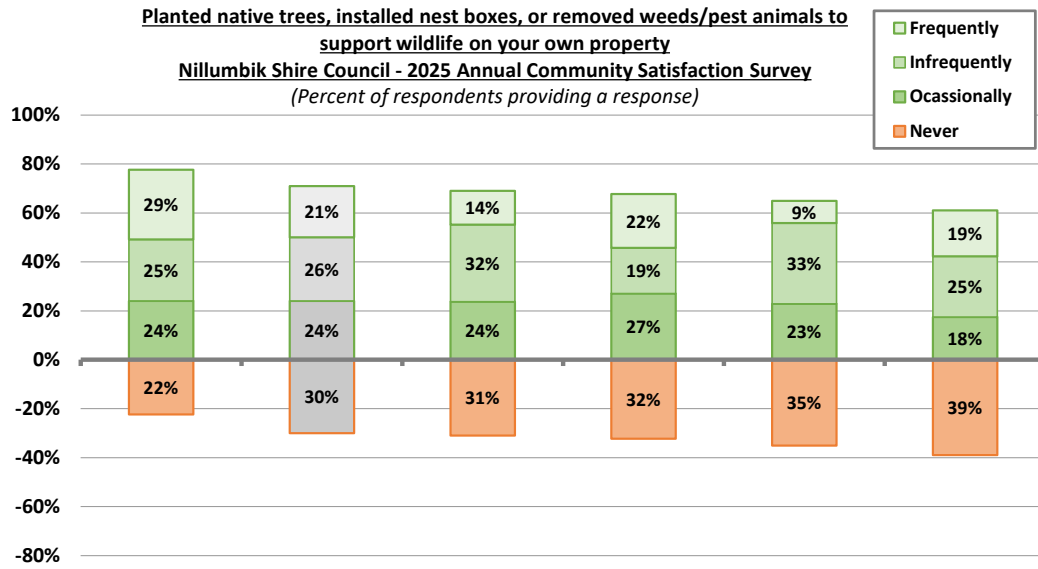
**Planted native trees, installed nest boxes, or removed weeds/pest animals to support wildlife on your own property**

There was some variation in the proportion of respondent households who planted native trees, installed nest boxes, or removed weeds / pest animals to support wildlife on their own property observed across the municipality and by household structure, as follows:

- *More likely than average to FREQUENTLY do so* – included respondents from the Rural precinct, one-parent families with children under 18 years, older sole person households, group households, middle-aged couples, and eight younger sole person households.
- *More likely than average to NEVER do so* – included respondents from Greensborough / Plenty, five middle-aged sole person households, two-parent families with youngest child aged five to 12 years, 16 younger couples, one-parent families with adults only at home, and eight younger sole person households.



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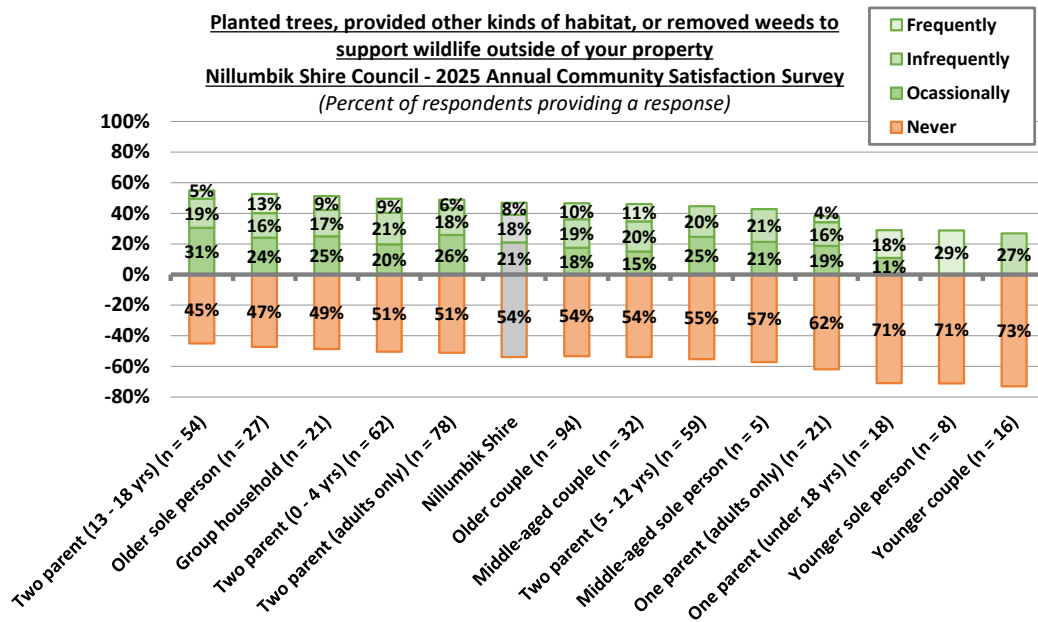
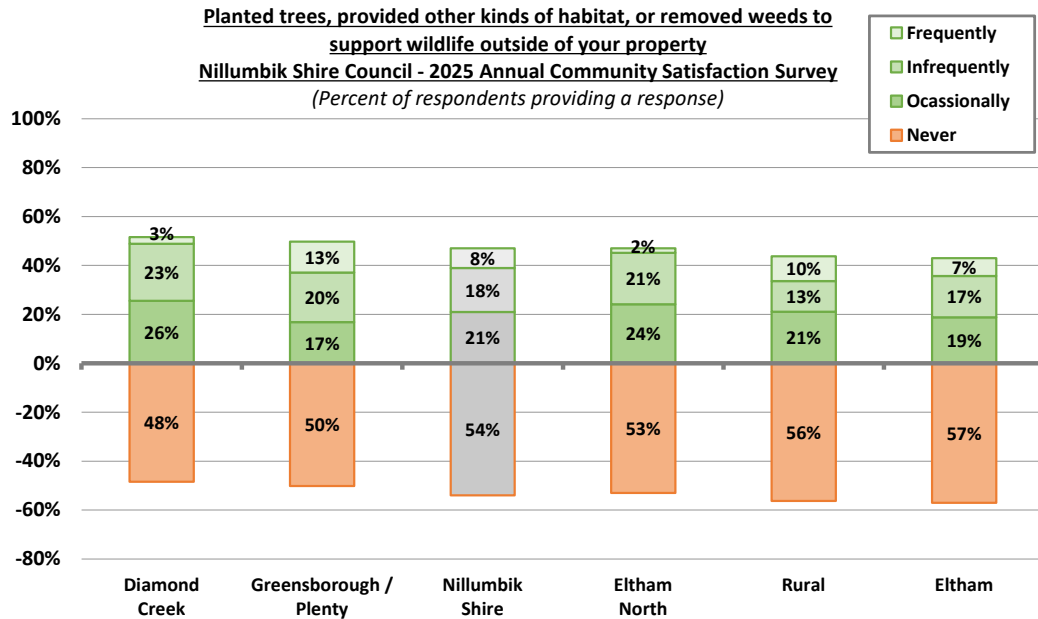
### **Planted trees, provided other kinds of habitat, or removed weeds to support wildlife outside of your property**

There was some variation in the proportion of respondent households who planted native trees, installed nest boxes, or removed weeds / pest animals to support wildlife outside of their own property observed across the municipality and by household structure, as follows:

- *More likely than average to FREQUENTLY do so* – there was no notable variation in this result observed by precinct or by household structure.
- *More likely than average to NEVER do so* – included respondents from one-parent families, eight younger sole person households, and 16 younger couples.



Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey



**Collected data for a citizen science program such as WaterWatch, Frog Census, Aussie Backyard Bird or iNaturalist**

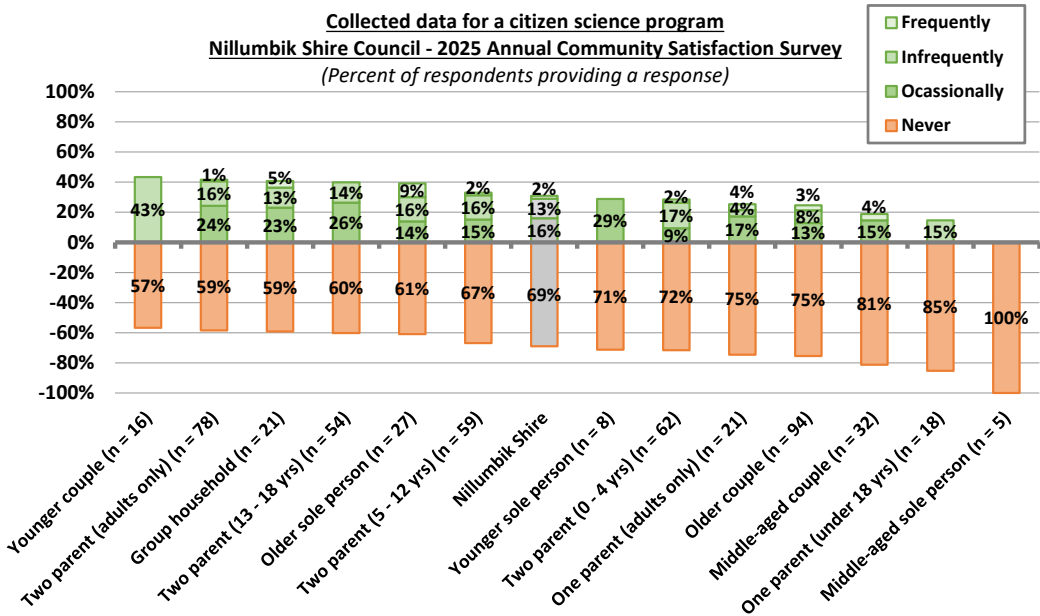
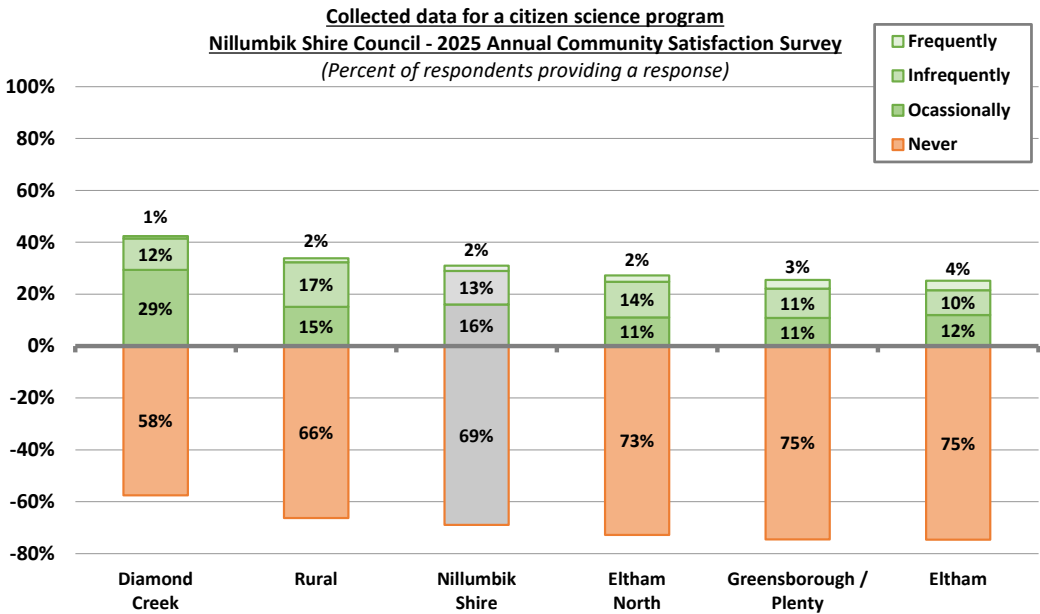
There was some variation in the proportion of respondent households who collected data for a citizen science program such as WaterWatch, Frog Census, Aussie Backyard Bird, or iNaturalist observed across the municipality and by household structure, as follows:

- **More likely than average to FREQUENTLY do so** – there was no notable variation in this result observed by precinct or by household structure, although respondents from Diamond Creek and 16 younger couples were more likely than average to infrequently do so.
- **More likely than average to NEVER do so** – included respondents from Greensborough / Plenty, and Eltham, middle-aged couples, 18 one-parent families with children aged under 18 years at home, and five middle-aged sole person households.





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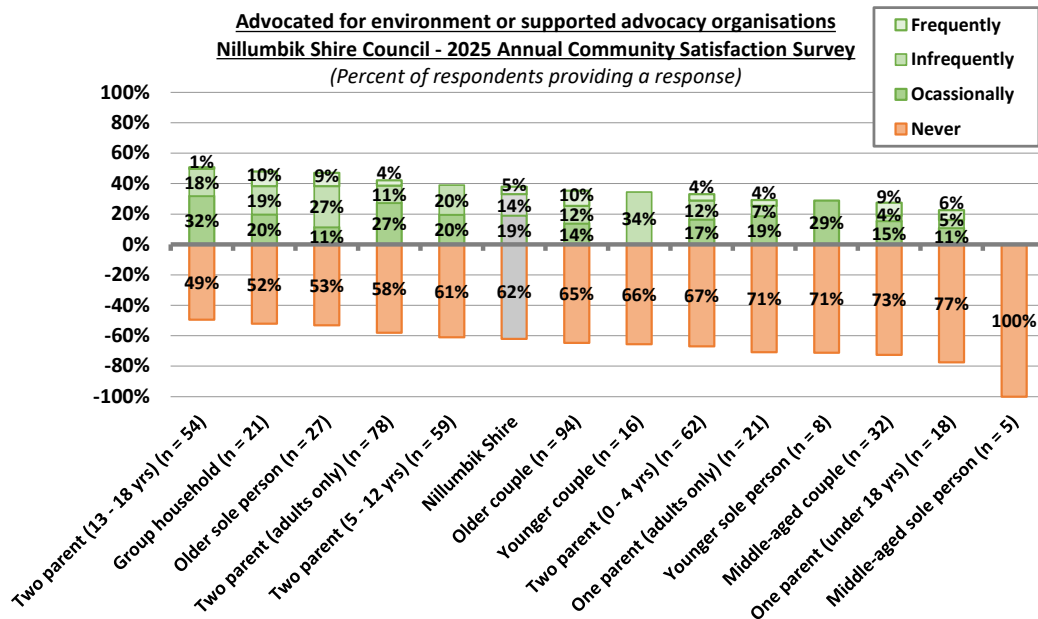
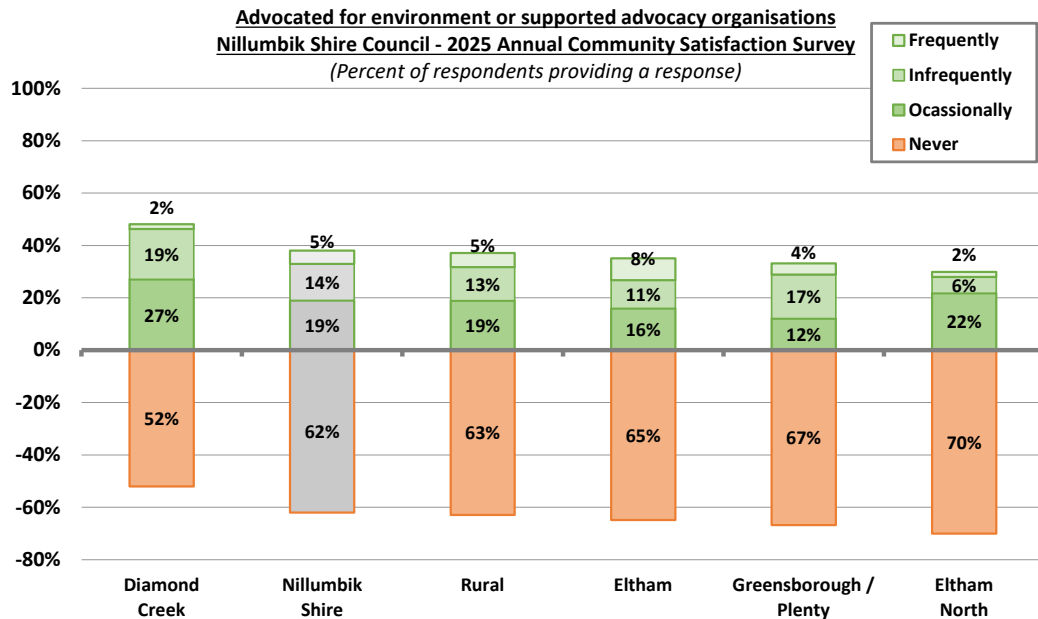
### **Advocated for the environment or supported advocacy organisations that address environmental issues**

There was some variation in the proportion of respondent households who advocated for the environment or supported advocacy organisations that address environmental issues observed across the municipality and by household structure, as follows:

- **More likely than average to FREQUENTLY do so** – there was no notable variation in this result observed by precinct although respondents from Diamond Creek were more likely than average to occasionally or infrequently do so. Younger couple households were more likely to frequently participate, and respondents from two-parent families with youngest child aged 13 to 18 years and eight younger sole person households were somewhat more likely to occasionally participate.
- **More likely than average to NEVER do so** – included respondents from Greensborough / Plenty, and Eltham North, one-parent families with adults only at home, eight younger sole person households, middle-aged couples, one-parent families with children under 18 years at home, and five middle-aged sole person households.



Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey



## Community Vision

Respondents were asked:

*“Do you think this Community Vision still represents the community’s aspirations for the future?”*

A total of 271 of the 447 (61%) respondents who provided a response to this question agreed that the Community Vision still represents the community’s aspirations for the future, whilst 39% did not agree.

**Community Vision represents the community’s aspirations for the future**  
**Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey**  
(Number and percent of respondents providing a response)

Response	2025	
	Number	Percent
Yes	271	61%
No	176	39%
Not stated	55	
<b>Total</b>	<b>502</b>	<b>100%</b>

Metropolis Research notes that this result was broadly consistent with the results obtained from the self-selection, open-access, online *Nillumbik Now and Beyond* survey recently completed by Council.

This is an important result, as it suggests that, whilst a substantial majority of the community feel that the Community Vision still represents the community’s aspirations for the future, there remains a significant minority (a little more than one-third) who do not agree with this.

The fact that the result was broadly consistent between a random sample in-person interview and a self-selected, self-completion online survey is a strong result that reinforces this finding.

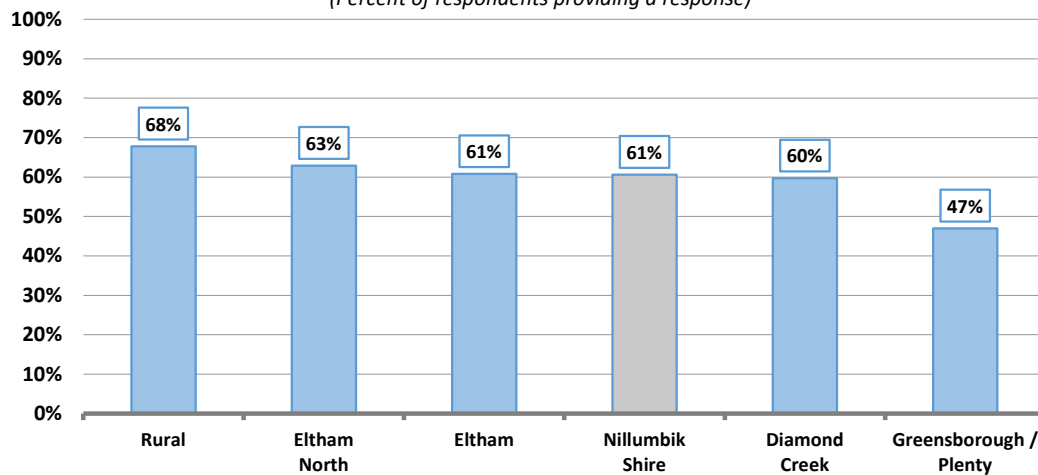
There was some notable to measurable variation in this result observed across the municipality, with respondents from the Rural precinct notably (7%) more likely than average to agree that the Community Vision still represents the community’s aspirations for the future.

By contrast, respondents from Greensborough / Plenty were measurably (14%) less likely than average to agree that the vision still represents the community’s aspirations.



*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

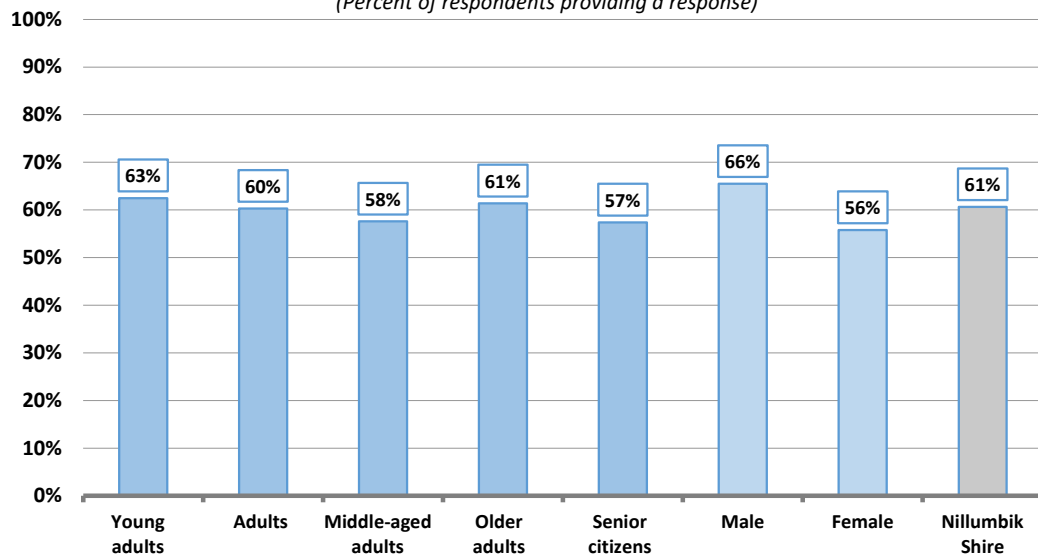
**Community Vision represents the community's aspirations for the future by precinct**  
**Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Percent of respondents providing a response)*



There was some variation in this result observed by respondent profile, with middle-aged adults (aged 45 to 59 years) and senior citizens (aged 75 years and over) marginally (3% and 4% respectively) less likely than average to agree that the vision still represents the community's aspirations.

Of significant note was the fact that male respondents were measurably and significantly (10%) more likely than female respondents to agree that the Community Visions still represents the community's aspirations for the future.

**Community Vision represents the community's aspirations for the future by profile**  
**Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Percent of respondents providing a response)*



There were 66 comments received from respondents outlining more information that they wanted to provide in relation to the *Community Vision*.

These comments cover a wide range of issues, including several that the respondent was unaware of the vision, or unable to make a strong statement about the vision.

There were a wide range of issues canvassed by a small number of respondents, with readers encouraged to read the comments in their entirety to capture the issues canvassed.

**More information about "Community Vision"**  
**Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey**  
(Number of responses)

Response	Number
I am new	3
I do not know / cannot remember	3
Cannot say / hard to comment	2
I completely agree with the vision / I like the vision	2
I do not think it is active enough / they do not execute it / do not see it happening	2
It is very long / too long	2
Not aware of it / did not know it exists	2
100% that is the way to go	1
But not completely	1
Council should make residents more aware about the programs and vision	1
Don't fall into the trap of USA propaganda and just use our hard-earned money to fix the infrastructure which direly needs attention	1
Failing to achieve some. They do not represent what they are achieving	1
Generally, we are very happy with the services and attitude of the Council	1
I can see they are trying to make things attractive and sustainable	1
I cannot see anything that would be done with that	1
I do not agree with the Community Vision, I believe it is more inclined towards the green people	1
I do not think it has happened yet	1
I think the Council reaches out further than what it was designed for, doing things that the government should be doing	1
I think they do a good job	1
It depends on how it is interpreted and implemented	1
It depends on the integrity of it as the COVID thing caused a lot of angst	1
It is too much for the Council	1
It sounds like good stuff to say and full of vague statements, especially political public service jargon	1
Lot of people do not care about the environment	1
Lots of people want to subdivide and turn into the suburbs	1
More concern about the environment than about the hectic traffic	1
Needs more focus on vehicle transport with a similar focus on bike and footpaths	1
New people moving into the area do not know its environmental history	1
No one is asking our opinions	1



*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

Not interested	1
Nothing is done for our suburb which aligns with the vision	1
Pathetic execution by the Council of a beautiful vision	1
People live here for these reasons	1
Progress with the Diamond Creek precinct plan	1
Spend money wisely	1
That is the way it should be, 'Nature'	1
The area behind our back fence is a fire hazard and I am terrified that huge falling branches or a fire may destroy my home because the trees are never pruned	1
The Council has done a good job in the past	1
The Council is stuck in the past	1
The Council is trying to protect the identity of the community	1
The Green Wedge should be at the forefront of the vision	1
The vision is missing the face that the real estate developments happening around the area is really damaging in terms of the natural beauty of the area	1
Their vision seems to be corrupted with propaganda of the USA	1
There needs to be a holistic approach, not a fragmented approach	1
There needs to be a more prominent campaign that will engage the whole community, not just community members who already have this mindset	1
There should be community spirit here, this is what Nillumbik Shire is all about	1
They are developing Diamond Creek and Hurstbridge because there are more people, but there are not enough funds for all of the suburbs	1
They are not doing anything about the deer. Deer are doing the opposite of promoting growth of plants	1
They are not going to do anything about it and only use it for tracking	1
They do not care about the community	1
They have a younger representation now	1
They have been inactive for the last 12 years and should be integrated into a bigger Council like Banyule	1
They have not spread any awareness	1
They just want a lot of money from us but when it comes to actually using that money to help us than they just do not seem to be keen in doing that	1
They look after big businesses is all	1
Things about the bush are not good for the bush or safe for the people	1
Those are real Nillumbik values	1
<b>Total</b>	<b>66</b>



## Respondent profile

The following section provides the demographic profile of the respondents surveyed for the *Nillumbik Shire Council – 2025 Annual Community Satisfaction 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. The pre-weighted sample did, however, under-represent young adults (aged 18 to 34 years) and over-represent older adults and senior citizens (aged 60 years and over).

This reflects the fact that older residents tend to be more willing to participate in consultation activities than younger respondents.

**Age structure**  
**Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey**  
(Number and percent of respondents providing a response)

Age group	2025 (unweighted)		2025	2024	2023	2022	2021
	Number	Percent	(weighted)				
Young adults (18 to 34 years)	61	12%	24%	24%	25%	25%	25%
Adults (35 to 44 years)	82	17%	17%	18%	17%	17%	17%
Middle aged adults (45 to 54 years)	105	21%	22%	21%	22%	22%	22%
Older adults (55 to 74 years)	181	36%	30%	31%	31%	31%	31%
Senior citizens (75 years and over)	67	14%	6%	6%	6%	6%	6%
Not stated	6		6	0	0	0	0
<b>Total</b>	<b>502</b>	<b>100%</b>	<b>502</b>	<b>501</b>	<b>502</b>	<b>508</b>	<b>501</b>

### 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 an accurate reflection of the gender profile of the community, reflecting the strength of the in-person methodology.





Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey

**Gender**  
**Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey**  
(Number and percent of respondents providing a response)

Gender	2025 (unweighted)		2025 (weighted)	2024	2023	2022	2021
	Number	Percent					
Male	248	50%	48%	48%	49%	49%	49%
Female	240	48%	50%	50%	51%	51%	51%
Non-binary	13	3%	3%	2%	0%	0%	0%
Prefer not to say	1		1	6	6	0	0
<b>Total</b>	<b>502</b>	<b>100%</b>	<b>502</b>	<b>502</b>	<b>502</b>	<b>508</b>	<b>501</b>

### Diverse population groups

There was a decline this year, in the proportion of respondents who identified with any of the five diverse population groups.

Metropolis Research notes that this question is not the most effective at capturing respondents from households who speak a language other than English at home.

**Diverse population groups**  
**Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey**  
(Number and percent of total respondents)

Response	2025		2024
	Number	Percent	
Culturally or linguistically diverse	33	7%	10%
Person with disability (inclusive of mental illness)	31	6%	7%
Carer of a person with disability	12	2%	7%
LGBTIQA+	10	2%	5%
Aboriginal and / or Torres Strait Islander	1	0%	2%
<b>Total responses</b>	<b>87</b>		<b>149</b>
<i>Respondents identifying at least one response</i>	<i>70</i> <i>(14%)</i>		<i>120</i> <i>(24%)</i>

### Housing situation

Consistent with the results recorded in previous years, approximately two-thirds of respondent households owned their home outright, 20% were mortgagor households, and eight percent, down from 11% were rental households.



Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey

Housing situation

**Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey**

(Number and percent of respondents providing a response)

Situation	2025		2024	2023	2022	2021	2020
	Number	Percent					
Own this home	335	69%	64%	60%	56%	60%	73%
Mortgage (paying-off this home)	100	20%	19%	28%	31%	29%	20%
Renting this home	39	8%	11%	9%	8%	9%	7%
Other arrangement	15	3%	6%	2%	4%	2%	0%
Not stated	13		6	14	15	16	3
<b>Total</b>	<b>502</b>	<b>100%</b>	<b>501</b>	<b>502</b>	<b>508</b>	<b>501</b>	<b>500</b>

**Household structure**

The household structure of respondent households this year was consistent with previous years, with more two-parent family households than were captured in the 2024 sample.

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 - 2025 Annual Community Satisfaction Survey**

(Number and percent of respondents providing a response)

Structure	2025		2024	2023	2022	2021	2020
	Number	Percent					
<b>Two parent family total</b>	<b>253</b>	<b>51%</b>	<b>43%</b>	<b>52%</b>	<b>57%</b>	<b>49%</b>	<b>56%</b>
youngest child 0 - 4 years	62	13%	6%	10%	9%	9%	10%
youngest child 5 - 12 years	59	12%	11%	16%	18%	12%	14%
youngest child 13 - 18 years	54	11%	12%	10%	8%	10%	11%
adult children only	78	16%	14%	16%	22%	18%	20%
<b>One parent family total</b>	<b>38</b>	<b>8%</b>	<b>4%</b>	<b>5%</b>	<b>7%</b>	<b>8%</b>	<b>5%</b>
youngest child 0 - 4 years	2	0%	0%	0%	0%	1%	0%
youngest child 5 - 12 years	6	1%	0%	1%	2%	1%	1%
youngest child 13 - 18 years	9	2%	1%	2%	1%	2%	1%
adult children only	21	4%	2%	2%	4%	4%	2%
Group household	21	4%	12%	7%	5%	3%	1%
Sole person household	41	8%	7%	9%	7%	9%	8%
Couple only household	142	29%	33%	26%	24%	29%	30%
Extended or multiple families	1	0%	1%	1%	0%	2%	1%
Not stated	6		6	10	8	12	3
<b>Total</b>	<b>502</b>	<b>100%</b>	<b>501</b>	<b>502</b>	<b>508</b>	<b>501</b>	<b>500</b>



*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

***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 16% (up from 9%) 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 - 2025 Annual Community Satisfaction Survey**  
*(Number and percent of respondents providing a response)*

<i>Period</i>	<i>2025</i>		<i>2024</i>	<i>2023</i>	<i>2022</i>	<i>2021</i>	<i>2020</i>
	<i>Number</i>	<i>Percent</i>					
Less than one year	23	5%	3%	6%	1%	2%	3%
One to less than five years	55	11%	6%	7%	3%	3%	12%
Five to less than ten years	100	20%	29%	22%	14%	13%	19%
Ten years or more	320	64%	62%	66%	82%	82%	66%
Not stated	4		8	12	11	6	0
<b>Total</b>	<b>502</b>	<b>100%</b>	<b>501</b>	<b>502</b>	<b>508</b>	<b>501</b>	<b>500</b>

The most common previous municipalities of residence were the neighbouring municipalities of Banyule (24%) and Whittlesea (15%).

It is noted that just two respondents had moved to the Nillumbik Shire from overseas, and just one from interstate.



*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

**Previous Council**  
**Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey**  
(Number of respondents living in the Shire of Nillumbik for less than 5 yrs)

Council	2025	
	Number	Percent
Banyule	15	24%
Whittlesea	9	15%
Manningham	5	8%
Whitehorse	5	8%
Boroondara	4	6%
Darebin	3	5%
International	2	3%
Maribyrnong	2	3%
Monash	2	3%
Murrindindi	2	3%
Stonnington	2	3%
Hobsons Bay	1	2%
Hume	1	2%
Interstate	1	2%
Maroondah	1	2%
Melbourne	1	2%
Merri-bek	1	2%
Moonee Valley	1	2%
Whittlesea	1	2%
Wyndham	1	2%
Yarra	1	2%
Yarra Ranges	1	2%
Not stated	16	
<b>Total</b>	<b>78</b>	<b>100%</b>

## General comments

Respondents were asked:

*“Do you have any further comments you would like to make?”*

There were 92 general comments provided by respondents this year, which was an increase on the 43 received last year and the 51 received the year prior.

These general comments have been broadly categorised, as outlined in the following table, with the most common issues raised being in relation to roads, traffic, and parking related issues (18%).

This was consistent with the themes outlined in this report, including the importance of traffic management and road maintenance related issues in the City of Wyndham.



Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey

**General comments**  
**Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey**  
(Number and percent of responses)

Reason	2025		2024	2023	2022
	Number	Percent			
Traffic, roads and parking	17	18%	12%	27%	9%
Council services and facilities	14	15%	14%	16%	5%
Environment, conservation and climate change	10	11%	0%	0%	0%
Communication, consultation, responsiveness, governance	9	10%	19%	10%	18%
Rates and financial management	8	9%	14%	8%	12%
Planning, building and development	6	7%	7%	0%	7%
Safety, security and policing	6	7%	0%	0%	0%
General negative	5	5%	5%	10%	4%
Tree maintenance	4	4%	0%	0%	4%
Bike and walking tracks / paths	3	3%	2%	6%	4%
Bushfire prevention	3	3%	2%	2%	4%
Parks, gardens and open spaces	2	2%	7%	4%	2%
Waste management	2	2%	2%	10%	11%
Comments on the survey	1	1%	2%	2%	14%
Other	2	2%	9%	6%	4%
<b>Total comments</b>	<b>92</b>	<b>100%</b>	<b>43</b>	<b>51</b>	<b>57</b>

The following table outlines the verbatim comments split by topic.

**General comments**  
**Nillumbik Shire Council - 2025 Annual Community Satisfaction Survey**  
(Number of responses)

Comment	Number
<i>Traffic, roads and parking</i>	
Fix / reduce the traffic	2
A pedestrian crossing is needed on Hurstbridge Rd	1
Disabled parking spots are all taken	1
Do anything to stop the traffic coming	1
Fix Aqueduct Rd	1
Parking issues	1
Road maintenance	1
Roads are really a mess	1
Sort out your parking on the public roads, there must be parking permits and people park in front of houses to catch the train	1
The grass on the other side of Hurstbridge Rd should be cut down as it is creating a blind spot	1
There are too many bikes on the roads, cars cannot get past them	1
They have to address construction and parking within the town of Eltham	1



*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

They should do more for North Warrandyte and put in real roads at the Council's expense	1
To address the intersection of Allendale Rd and Ryans Rd. Traffic comes down the hill, but it is dangerous for pedestrians crossing the road	1
Traffic control is required at the entry to Diamond Creek Rd from Plenty Creek	1
Traffic management is awful	1
<b>Total</b>	<b>17</b>

*Council services and facilities*

Childcare facilities in Diamond Creek and Diamond Valley are wonderful	1
Drainage system must be undercover	1
English learning activities should be implemented for all children	1
Greater access for mental health and allied health services for people	1
Gym and the staff are wonderful	1
Increase in crime rates should be looked at	1
It would be great to look after the seniors	1
More focus on crime and house invasions	1
Need a suggestion section on the website	1
Need more maintenance	1
The drainage should be done more proactively	1
There are not many places' elderly people can walk to	1
There are not many retirement homes	1
Yarra River should be cleaned more often	1
<b>Total</b>	<b>14</b>

*Environment, conservation and climate change*

A massive problem with natural species	1
Biodiversity in Nillumbik should be increased	1
Council is prioritising greening, sometimes over other matters	1
Getting a balance between Green Wedge / environmental issues and assisting rural landowners	1
I do not think that they protect wildlife	1
I hope the new Council looks after the environment more than the old one	1
More visible EV charging points	1
Septic tank users should be fined as they are polluting the environment, and the river gets dirty because of it	1
Vegetation management needs to be improved and looked at by the Council as it is the Council's property	1
Wish there was more visible environmental action	1
<b>Total</b>	<b>10</b>

*Communication, consultation, responsiveness, governance*

Customer service needs to improve	1
I look forward to seeing what the new Council does	1
More honesty in the policies they have	1
Some other people have power to tell the Council what to do	1



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The Council is concerned with things that are not practical	1
The Council should be more interactive with the residents	1
The crazy people are given more advantage because the Council lets them do that	1
There are issues with the way meetings are conducted, there are too many roles and we need an engaging platform for two way communication	1
They are not doing much for minority groups	1
<b>Total</b>	<b>9</b>
<hr/> <i>Rates and financial management</i> <hr/>	
Reduce the rates	3
Do better for the rates that I pay	1
Properties are valued too high for rates	1
The Council takes too much money and does not provide the services	1
There should be a discount for paying rates in full	1
We pay a fire levy which is unfair because we volunteer for CFA	1
<b>Total</b>	<b>8</b>
<hr/> <i>Planning, building and development</i> <hr/>	
Development is too much; too many apartments are ruining the area	1
It is hard for elderly people to move around the stairs	1
Make it easier to build a second home in your property	1
Median density apartment behind Coles is pretty good. That supermarket was really needed	1
Please oppose activity centre development plans	1
We need to get rid of the rail bridge to improve public transport	1
<b>Total</b>	<b>6</b>
<hr/> <i>Safety, security and policing</i> <hr/>	
Theft management needs to improve	1
Completely dissatisfied with the Council because of the bad people around and they are not doing anything about it	1
Eltham Gateway Motel on Main Rd near the service station is housing criminals and low life people which has skyrocketed crime around that area. It is not great; the Council are not doing great on that regard	1
The law and order have to be improved	1
To help residents feel safe while walking at night	1
We are not provided safety at all and are not aware of anything happening around	1
<b>Total</b>	<b>6</b>



*Nillumbik Shire Council – 2025 Annual Community Satisfaction Survey*

<i>General negative</i>	
Excuses without talking	1
Get things more maintained	1
I have attended these kinds of meeting in the past and there was no result and no action taken so it is not worth it	1
I refuse to attend the Community Panel event by the Council because it is useless. The Council already makes decisions, and they just do all these events so that the people do not say anything	1
They need to value the knowledge and wisdom of rate payers and need to respect us	1
<b>Total</b>	<b>5</b>
<i>Tree maintenance</i>	
Be aware of where they plant trees	1
Clear the trees	1
Do something about the trees	1
Look after the dead trees	1
<b>Total</b>	<b>4</b>
<i>Bike and walking tracks / paths</i>	
Cyclists do not seem to use the bike paths	1
Need footpaths on the road	1
Please improve the footpaths	1
<b>Total</b>	<b>3</b>
<i>Bushfire prevention</i>	
No proper escape from Nillumbik in case of fires	1
They were going to make another bridge across the river but they never made it, they should have made it because it would have been a good exit for bushfires	1
We are in the CFA. There was a program about bushfire safety that was completely unsafe and against the policy of leaving early in the case of fires	1
<b>Total</b>	<b>3</b>
<i>Parks, gardens and open spaces</i>	
Off leash dogs on paths need to be monitored	1
Playgrounds and parks are pretty good	1
<b>Total</b>	<b>2</b>





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<i>Waste management</i>	
Cigarette butts everywhere	1
Landfill rubbish collection should be weekly	1
<b>Total</b>	<b>2</b>
<i>Comments on the survey</i>	
Survey must be conducted frequently	1
<b>Total</b>	<b>1</b>
<i>Other</i>	
Community vision is a lovely statement, but the Council needs to be more active in realising their vision	1
Concerned about homelessness	1
<b>Total</b>	<b>2</b>
<b>Total responses</b>	<b>92</b>



## 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 - 2025 Annual Community Satisfaction Survey**  
(Number of responses)

Response	Number
<i>Issues with people</i>	
Young people / youth	2
Group of young men in black keep on hooning and climbing over everything and are being loud	1
Lot of people hanging around	1
My daughter is a teenager, and she cannot go out in the afternoon because people harass her on the street. She always feels unsafe here in Nillumbik Shire	1
There is a vape shop where gangs hang around a lot of the time	1
<b>Total</b>	<b>6</b>
<i>Lack of police presence</i>	
Lack of police presence	2
Lack of security	1
There are no police in Diamond Creek and only in Heidelberg	1
We need presence of the police in that area, just showing up and walking through the park would be good	1
<b>Total</b>	<b>5</b>
<i>Drugs / alcohol issues</i>	
Lot of weeds	1
Lots of people abusing people	1
Multiple parties with bottles everywhere	1
There are a lot of drug addicts	1
<b>Total</b>	<b>4</b>
<i>Lighting</i>	
Lack of lighting / poor lighting / we need more street lighting	4
<b>Total</b>	<b>4</b>



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<i>Crime - theft, robbery, violence, etc</i>	
Car break-in happened	1
Crime seems to be up, and they are not doing anything about it	1
Increase of home break-in incidents	1
<b>Total</b>	<b>3</b>
<i>General safety</i>	
Bad past experience	1
I do not know, you just feel it	1
Naturally cautious	1
<b>Total</b>	<b>3</b>
<i>Safety at night</i>	
After dark there are not many people around to help	1
In Eltham there are no police at night, open it for longer hours into the night	1
<b>Total</b>	<b>2</b>
<i>Being female</i>	
I am a woman	1
<b>Total</b>	<b>1</b>
<i>Other</i>	
Too narrow for the traffic	1
<b>Total</b>	<b>1</b>
<b>Total responses</b>	<b>29</b>



**Appendix Two: survey form**

**Nillumbik Shire Council - 2025 Annual Community Satisfaction 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	<b>1</b>	E-mail	<b>5</b>
Telephone ( <i>during office hours</i> )	<b>2</b>	Website	<b>6</b>
Telephone ( <i>after hours service</i> )	<b>3</b>	Social media ( <i>e.g. Facebook</i> )	<b>7</b>
Mail	<b>4</b>	Directly with a Councillor	<b>8</b>

**3**

**On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of service when you last contacted the Nillumbik Shire Council?**

1. The choice of methods to access services	0	1	2	3	4	5	6	7	8	9	10	99
2. The care and genuine interest in you and your enquiry	0	1	2	3	4	5	6	7	8	9	10	99
3. The provision of accurate information or referred to an expert	0	1	2	3	4	5	6	7	8	9	10	99
4. The speed and efficiency of service	0	1	2	3	4	5	6	7	8	9	10	99
5. Courtesy and friendliness	0	1	2	3	4	5	6	7	8	9	10	99
6. Kept informed about status of enquiry	0	1	2	3	4	5	6	7	8	9	10	99
7. Access to relevant officer / area	0	1	2	3	4	5	6	7	8	9	10	99

**4**

**On a scale of 0 (lowest) to 10 (highest), please rate the importance to the community, and your personal level of satisfaction with each of the following.**

1. Maintenance and repairs of sealed local roads	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
Reason for rating satisfaction 0 to 5 (i.e., provision or maintenance)													
2. Grading of unsealed roads	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
Reason for rating satisfaction 0 to 5 (i.e., provision or maintenance)													
3. Drains maintenance and repairs	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
Reason for rating satisfaction 0 to 5 (i.e., provision or maintenance)													
4. Street sweeping	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
5. Footpath maintenance and repairs	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
Reason for rating satisfaction 0 to 5 (i.e., provision or maintenance)													
6. Fortnightly kerbside garbage collection ( <i>which goes to landfill</i> )	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
Reasons for rating satisfaction 0 to 5													

4

On a scale of 0 (lowest) to 10 (highest), please rate the importance to the community, and your personal level of satisfaction with each of the following.

7. Fortnightly kerbside recycling collection	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
Reasons for rating satisfaction 0 to 5													
8. Weekly kerbside green waste collection	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
Reasons for rating satisfaction 0 to 5													
9. Provision and maintenance of parks, gardens, and reserves	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
10. Provision and maintenance of street trees	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
Reason for rating satisfaction 0 to 5 (i.e., provision or maintenance)													
11. Provision and maintenance of street lighting	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
12. Litter collection in public areas	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
13. Maintenance and cleaning of shopping strips	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
14. Parking enforcement	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
15. Local traffic management	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
16. Fire prevention works (e.g. roadside slashing)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
Reason for rating satisfaction 0 to 5 (i.e., provision or maintenance)													
17. Animal management	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
18. Nillumbik News (Council's newsletter)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
19. Council efforts to address the needs of LGBTIQ+ 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 <i>(including facilities and activities)</i>	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 <i>(including shared pathways)</i>	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 <i>(e.g. Maternal &amp; Child Health, immunisation, playgroups, kinder)</i>	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 <i>(e.g. Day Care Program, Senior Citizens, respite, personal or domestic care, home maintenance)</i>	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 <i>(e.g. Living and Learning Centres)</i>	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 <i>(e.g. Edendale Farm)</i>	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. The opportunities offered by Council to engage or be consulted with on council decisions	0	1	2	3	4	5	6	7	8	9	10	99
7. 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
8. The responsiveness of Council to local community needs	0	1	2	3	4	5	6	7	8	9	10	99
9. 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
10. Council making and implementing decisions in the interests of the community	0	1	2	3	4	5	6	7	8	9	10	99
11. 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:	



**9**

**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.11*) **4**

**10**

**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

**11**

**On a scale of 0 (lowest) to 10 (highest) how satisfied are you with the following aspects of planning and development in your local area?**

1. The appearance and quality of newly constructed developments in your area	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, please identify any examples or concerns:</i>												
2. The design of public spaces ( <i>e.g., town squares, civic precincts and similar</i> )	0	1	2	3	4	5	6	7	8	9	10	99
3. The protection of local heritage	0	1	2	3	4	5	6	7	8	9	10	99
4. Protection and conservation of vegetation ( <i>e.g., tree canopy, street trees, significant vegetation</i> )	0	1	2	3	4	5	6	7	8	9	10	99

**12**

**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**

**13**

**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**

14

**How often do you visit the Council website?**

Frequently (e.g. up to around once a month)	1	Never (go to Q.16)	4
Infrequently (e.g. up to around 3 - 4 times a year)	2	Can't say	9
Rarely	3		

**If rarely (then go to Q15) or never (then go to Q16) , why not?**

15

**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

16

**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	4

17

**From the following list, please identify all the methods by which you would prefer to receive information from or interact with Council?**

(please select 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 <i>Nillumbik News</i>	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

18

**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?**

19

**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

20

**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
-----------------------------------------------	---	---	---	---	---	---	---	---	---	---	----	----

21

**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)*

	Frequently (multiple times per week)	Infrequently (a few times per month)	Occasionally (a few times a year)	Never	Can't say
1. Visited a bushland reserve in Nillumbik	1	2	3	4	9
2. Contained your cat indoors or kept your dogs on lead	1	2	3	4	9
3. Picked up other people's litter when you visit parks or natural areas	1	2	3	4	9
4. Purchased green products that reduce environmental harm	1	2	3	4	9
5. Planted native trees, installed nest boxes, or removed weeds/pest animals to support wildlife on your own property	1	2	3	4	9
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	1	2	3	4	9
7. Collected data for a citizen science program such as WaterWatch, Frog Census, Aussie Backyard Bird Count or iNaturalist	1	2	3	4	9
8. Advocated for the environment or supported advocacy organisations that address environmental issues (e.g. climate change, wildlife conservation)	1	2	3	4	9

22

Four years ago we worked with the community to develop a “Community Vision”. We would now like to check in with you to see if this vision is still on-track.

*Community is at the heart of the Shire of Nillumbik. We work to keep our community engaged, connected, active and supported in a healthy, safe and sustainable environment.*

*Nillumbik’s places and spaces make an important contribution to health, wellbeing, culture, the environment, biodiversity and economic success. We continue to strengthen the Shire’s identity through reinforcing existing natural and built form, improving accessibility and connectivity, protecting the environment, and enhancing both the Green Wedge and tree canopy in urban areas.*

*We acknowledge the pressures on liveability that in the future will likely challenge the way we live. We continue to strengthen Nillumbik’s ability to manage and adapt to changing circumstances, to ensure the Shire and our community remain sustainable and resilient.*

*With the trust and support within our community, Council goes further to deliver fundamental services and innovative programs to facilitate the best possible community outcomes.*

**The Community Vision outlined above reflects the community's aspirations for the future of the Shire and serves as the guiding framework for the Council Plan and associated strategies moving forward.**

**Do you think this Community Vision still represents the community’s aspirations for the future?**

Yes 1 No 2

**Would you like to provide more information?**


23

**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

24

**With which gender do you identify?**

Male	1	Prefer to self-identify: _____	4
Female	2	Prefer not to say	9
Non-binary	3		

25

**Do any members of this household identify as:** *(please select as many as appropriate)*

LGBTIQA+	1	Person with disability <i>(inclusive of mental illness)</i>	7
Aboriginal and / or Torres Strait Islander	2	Carer of a person with disability	8
Culturally or linguistically diverse	3		

26

What is the structure of this household?

Two parent family ( <i>youngest 0 - 4 yrs</i> )	1	One parent family ( <i>youngest 13-18</i> )	7
Two parent family ( <i>youngest 5 – 12 yrs</i> )	2	One parent family ( <i>adult child only</i> )	8
Two parent family ( <i>youngest 13 - 18 yrs</i> )	3	Group household	9
Two parent family ( <i>adult child only</i> )	4	Sole person household	10
One parent family ( <i>youngest 0 - 4 yrs</i> )	5	Couple only household	11
One parent family ( <i>youngest 5 – 12 yrs</i> )	6	Other ( <i>specify</i> ): _____	12

27

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

28

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

29

Do you have any further comments you would like to make?

Thank you for your time

Your feedback is most appreciated

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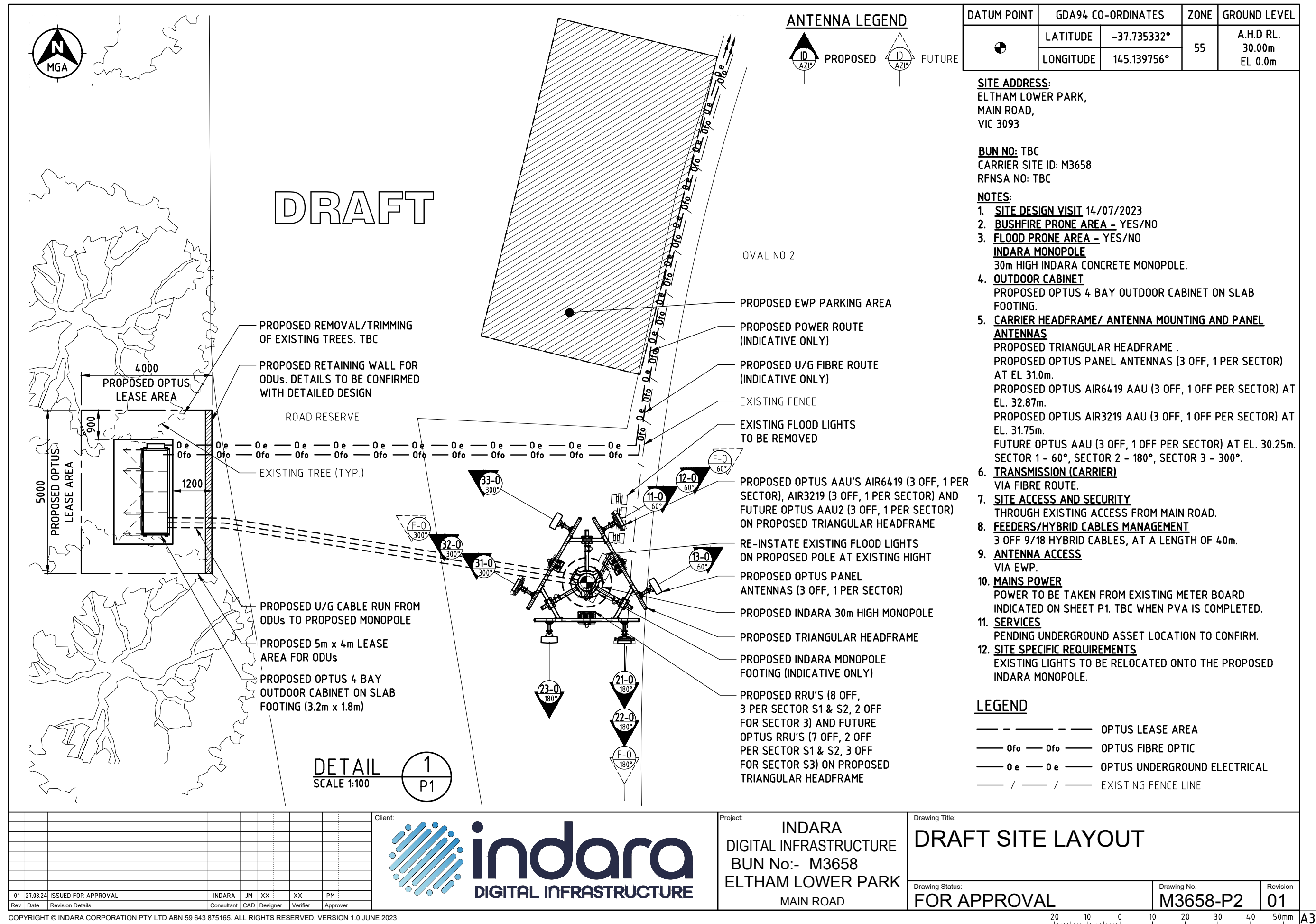


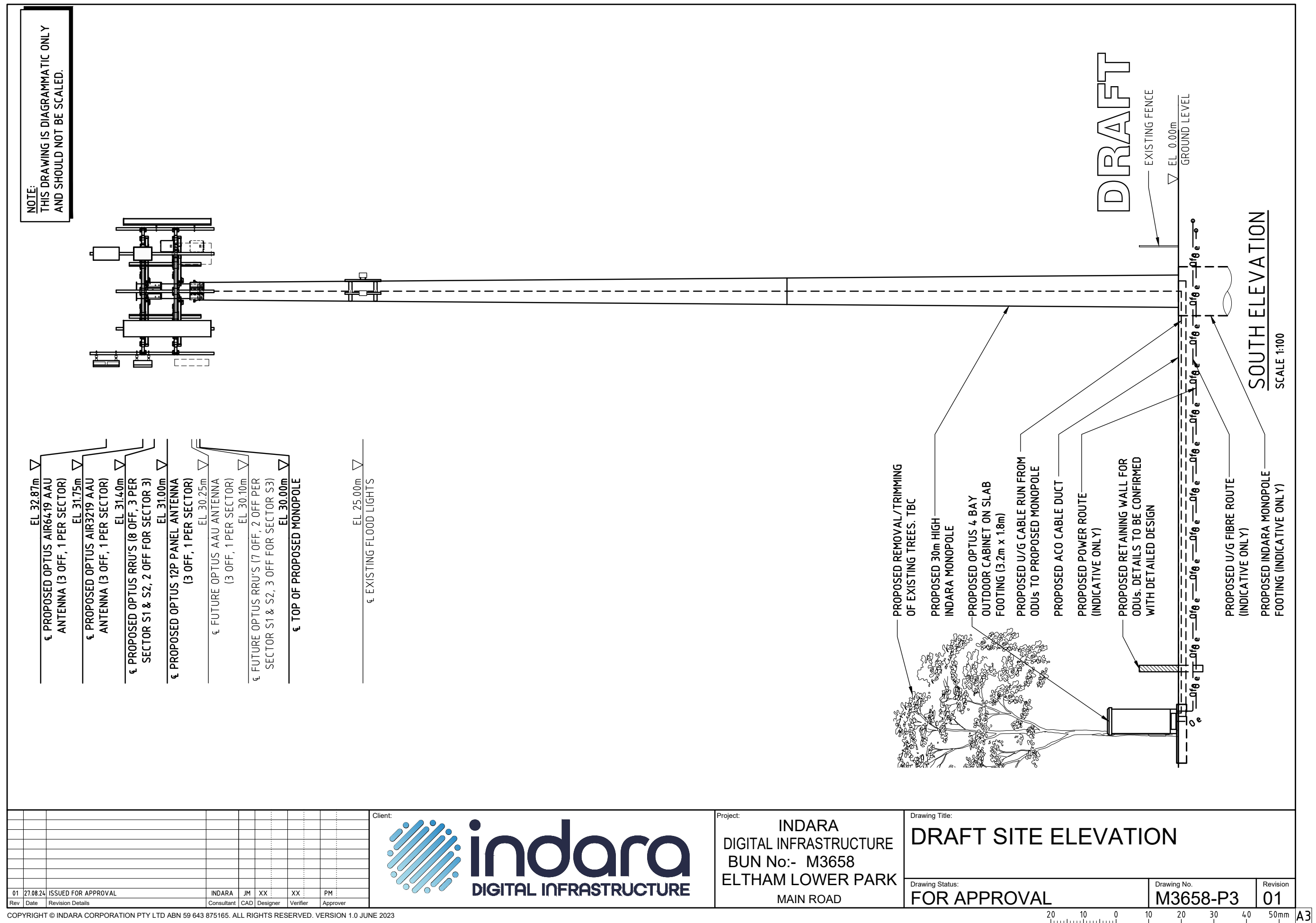




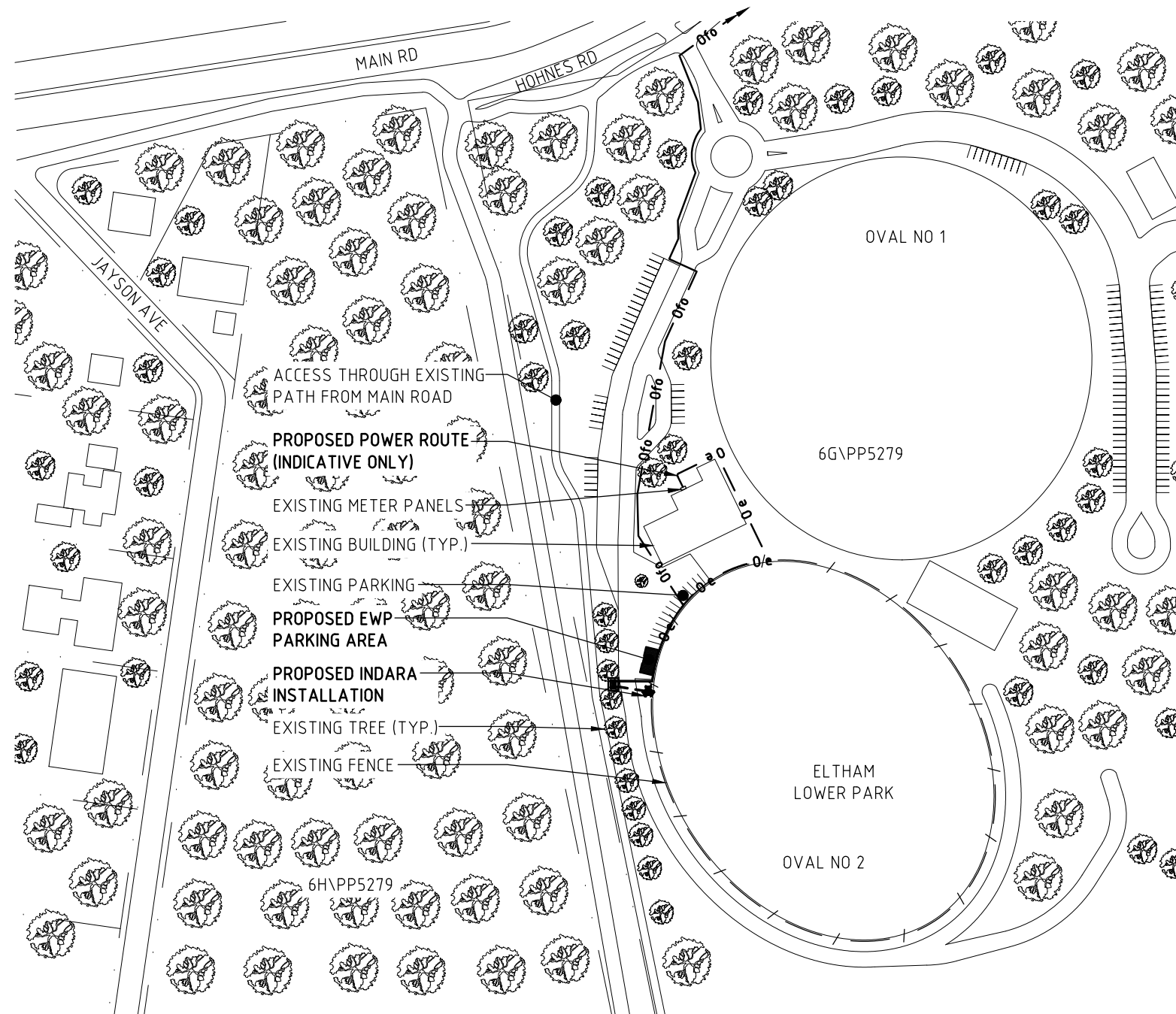
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LEASE PLAN  
SCALE 1:2000

DRAFT

01	27.08.24	ISSUED FOR APPROVAL		INDARA	JM	XX	XX	PM	
Rev	Date	Revision Details		Consultant	CAD	Designer	Verifier	Approver	

	Client:
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Project:
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Project: INDARA  
DIGITAL INFRASTRUCTURE  
BUN No:- M3658  
ELTHAM LOWER PARK  
MAIN ROAD

Drawing Title:
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## LEASE PLAN

Drawing Status:

**FOR APPROVAL**

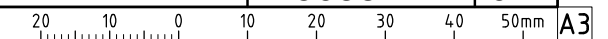
Drawing No.
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**M3658-L1**

Revision

01

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**Attachment 2**

**Community Engagement Process  
Proposal to lease land to Indara Corporation Pty Ltd for telecommunications  
infrastructure at Eltham Lower Park**

**Purpose:**

To seek community feedback on the proposed lease to Indara Corporation Pty Ltd for telecommunications infrastructure at Eltham Lower Park.

1. A staged process is proposed as follows:

a) **Stage 1 - Community Consultation - Participate Nillumbik**

Have your say on the proposed lease to Indara Corporation Pty Ltd for telecommunications infrastructure at Eltham Lower Park.

- Provide the community with the proposal, overview and online submission form.
- Community consultation to commence – Friday 30 May to Sunday 22 June 2025.
- This phase of community engagement will be promoted through the following:
  - Notice and survey on Participate Nillumbik - Have your say on the lease proposal;
  - News release on website – explain Participate Nillumbik community engagement;
  - Letters to adjoining and nearby properties; and the
  - The ability to submit hard copy submissions if requested.

b) **Stage 2 – Hearing of submissions and Council decision**

- Submissions will be heard at the Planning and Consultation Committee (PCC) meeting proposed to be held on 12 August 2025.
- Upon considering the written submissions and hearing the verbal submissions at the PCC meeting, a summary report will be provided to a future meeting of Council for consideration before a final decision is made on the proposed lease of land at Eltham Lower Park.

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Australian Government  
Australian Radiation Protection  
and Nuclear Safety Agency

# Fact Sheet

## Mobile Phone Base Stations and Health

**Based on current research there are no established health effects that can be attributed to the low RF EME exposure from mobile phone base station antennas.**

### Introduction

There are mobile phone base station antennas on towers and buildings throughout Australia's populated areas. These antennas are part of the mobile phone network and they emit low level radiofrequency (RF) electromagnetic energy (EME). This fact sheet provides information about concern of adverse health effects arising from exposure to RF EME from base station antennas.

### How does the mobile phone network operate?

When a call is made from a mobile phone, RF signals are transmitted between its antenna and the antenna at a nearby base station. The phone call is then routed through the phone network to the destination phone. Base station antennas must be elevated and located clear of physical obstruction to ensure wide coverage.

In an area of increasing mobile phone use the number of additional base stations needed to maintain service quality increases, even in areas where mobile network coverage already exists. If this is not done the mobile network will not operate properly and, as a result, mobile phone users may not be able to connect to their network.

### Are base stations regulated in Australia?

The RF EME emissions from mobile phone base stations and other communications installations are regulated by the Australian Communications



and Media Authority (ACMA). The ACMA's regulatory arrangements require base stations to comply with the exposure limits in the ARPANSA RF Standard. The ARPANSA Standard is designed to protect people of all ages and health status against all known adverse health effects from exposure to RF EME. The ARPANSA Standard is based on scientific research that shows the levels at which harmful effects occur and it sets limits, based on international guidelines, well below these harmful levels.

The ACMA also requires base stations to comply with an industry code of practice which requires telecommunications carriers to inform and consult with the local community when planning, installing or upgrading base stations.

### How much RF EME are people exposed to from base stations?

The maximum levels of exposure of RF EME from base stations may be calculated from details of the equipment installed. These calculations are made available in the ARPANSA EME reports provided by the telecommunications companies on the Radio Frequency National Site Archive website, [www.rfnsa.com.au](http://www.rfnsa.com.au). The base station sites may be located by searching by postcode or town.

EME exposure to the public from base stations is typically hundreds of times below the limits of the ARPANSA RF Standard.



### Do base stations cause any health effects?

Health authorities around the world, including ARPANSA and the World Health Organization, have examined the scientific evidence regarding possible health effects from base stations. Current research indicates that there are no established health effects from the low exposure to the RF EME from mobile phone base station antennas.

### How about people who work very close to base station antennas?

Workers accessing rooftops and towers that house base station antennas must consult with building and facility management before entering the site. A guide to working safely near mobile phone base stations is available at <https://www.radioworksafes.com.au/>.

### Conclusion

No adverse health effects are expected from continuous exposure to the RF EME emitted by the antennas on mobile phone base stations.

ARPANSA will continue to review the research into potential health effects of RF EME emissions from mobile phone base stations and other sources in order to provide accurate and up-to-date advice.

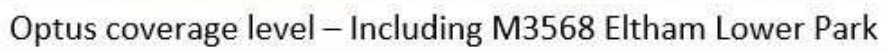
### Useful Links

ARPANSA fact sheet on RF EME  
[www.arpansa.gov.au/RadiationProtection/basics/rf.cfm](http://www.arpansa.gov.au/RadiationProtection/basics/rf.cfm)

The ARPANSA RF Standard  
[www.arpansa.gov.au/Publications/codes/rps3.cfm](http://www.arpansa.gov.au/Publications/codes/rps3.cfm)

WHO fact sheet on base stations  
[www.who.int/peh-emf/publications/facts/fs304/en/](http://www.who.int/peh-emf/publications/facts/fs304/en/)

AMTA information on Australian base stations  
[www.rfnsa.com.au](http://www.rfnsa.com.au)  
[www.mobilesitesafety.com.au](http://www.mobilesitesafety.com.au)



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## Nillumbik Shire Council: Quarter 3, 2024-2025 Council Plan Performance Report



Action	Directorate	Commentary	Status
<b>Community and Connection</b>		<b>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</b>	
Finalise a Reflect Reconciliation Action Plan, and continue to work towards reconciliation with the Wurundjeri and other First Nations communities	Communities	<p>Finalisation of the Reflect Reconciliation Action Plan is currently waiting on Wurundjeri Cultural Heritage Aboriginal Corporation endorsement of the Statement of Commitment and Council endorsement of revised Acknowledgement of Country statements.</p> <p>Reconciliation Australia has reviewed a preliminary draft plan, with further edits to be made based on feedback received.</p>	Minor Issues
Continue to implement the Disability Action Plan 2020-2024	Communities	<p>Key actions undertaken as part of the Disability Action Plan this quarter included:</p> <ul style="list-style-type: none"> <li>• Supported Council's Social Planning and Communications teams to ensure all Health and Wellbeing Plan (HWBP) engagement information and promotion is accessible;</li> <li>• Disability consultations as part of the HWBP development at Araluen and St John of God, with enthusiastic and informative participation from over 20 participants and 8 staff;</li> <li>• The Disability Inclusion Officer has been available at most HWBP community consultations, with 4 x specific disability inclusion pop-ups also offered across the Shire (promoted via Council's Disability Inclusion e-network with over 360 members). Multiple HWBP consultations were held with members of the Inclusion and Access Advisory Committee;</li> <li>• Planning for the annual Volunteer Recognition Evening continued;</li> <li>• Supported a grant submission for accessibility improvements at Edendale Farm;</li> <li>• Supported four award nominations for disability initiatives;</li> <li>• Nillumbik's first Changing Places facility is open. Additional signage for the area is in development; and</li> <li>• Conducted an Expression of Interest process for Inclusion and Access Advisory Committee membership, with 22 submissions received for 14 positions.</li> </ul>	On Track
Continue to implement the Gender Equality Action Plan 2022-2025	Communities	<p>Action during the quarter to progress implementation of the Gender Equality Action Plan (GEAP) included:</p> <ul style="list-style-type: none"> <li>• Completion of 12 Equity Impact Assessments. A key priority area for focus as identified by the Commission for Gender Equality in the Public Sector, is implementing meaningful and effective measures that aim to reduce incidences of sexual harassment, as a key workplace gender equality indicator included within our Gender Audit; and</li> <li>• Developing options for implementing actions that demonstrate our commitment to addressing this serious workplace safety issue have been a focus. The Commission have advised on the reporting dates for our legislative obligations, and Council is going to extend our current GEAP to 30 April 2026, and implement a new GEAP on 1 May 2026, in line with the new reporting deadlines and due dates for the second progress report on GEAP implementation.</li> </ul>	On Track
Continue to implement the Youth Strategy 2022-2026 in partnership with our Youth Council	Communities	<p>This quarter marks the start of Year 4 of the Nillumbik Youth Strategy 2022-2026. A Year 4 Implementation Plan was prepared and presented at a Councillor Briefing in early 2025, highlighting the priorities for Year 4.</p> <p>Key deliverables during Quarter 3 included:</p> <ul style="list-style-type: none"> <li>• Co-design and delivery of the Youth Priorities Survey with the Youth Council, which was open for engagement in April;</li> <li>• Delivered an Affirmative Consent Parenting Session for Eltham High School parents, with over 260 attendees; and</li> <li>• Launched a youth co-designed project that aims to reduce gambling harm in the Shire.</li> </ul>	On Track

**CM.052/25 Council Plan Quarterly Performance Report 2024-2025 - Quarter 3**  
**Attachment 1. Quarter 3, 2024-2025 Council Plan Performance Report**

Action	Directorate	Commentary	Status
Continue to innovate Living & Learning Nillumbik offerings and services to support health and wellbeing outcomes across the community, and provide life-long learning opportunities	Communities	<p>A new program set-up template has been implemented to ensure a standardised approach to decision-making, which will ultimately ensure the financial sustainability of Living &amp; Learning programs.</p> <p>Annual benchmarking has been conducted to ensure the ongoing sustainability of courses.</p> <p>Informal community conversations are also set to begin, ensuring we are on track to deliver programs in line with community demand.</p>	On Track
Implement annual actions in the Nillumbik Health and Wellbeing Plan 2021-2025	Communities	<p>Implementation of the Year 4 Action Plan for implementation of the Health and Wellbeing Plan (HWBP) is on track and underway, with status as follows:</p> <ul style="list-style-type: none"> <li>• 10 actions are 'complete'</li> <li>• 47 actions are 'on track'</li> <li>• 2 actions are experiencing 'major issues'</li> <li>• 6 actions are experiencing 'minor issues'</li> <li>• 2 actions are 'yet to commence'.</li> </ul> <p>Detailed reporting on the HWBP occurs bi-annually. Further details will be provided in Quarter 4, 2024-2025. High level achievements to date have included:</p> <ul style="list-style-type: none"> <li>• Successful International Women's event;</li> <li>• Rollout of LGBTIQ+ Inclusion staff training on iGrow;</li> <li>• Participation officers in the Sustain Food Systems network; and</li> <li>• Significant progress on the Gambling Harm Community Profile.</li> </ul> <p>High-level challenges include:</p> <ul style="list-style-type: none"> <li>• Funding related (changes to FReeZA funding, unsuccessful vaping grant);</li> <li>• Capacity related (developing relationships with culturally diverse communities, implementing the Gender Equity Advocates initiative); and</li> <li>• Delays to the Reconciliation Action Plan (RAP) endorsement process.</li> </ul>	On Track
Commit resources to and implement an expanded program of environmental volunteering	Planning, Environment and Strategy	<p>An internal working group is still in the process of developing and implementing ways to increase visibility and promotion of volunteer groups throughout the Shire.</p> <p>Council has been advertising activity dates in Nillumbik's Environment and Sustainability e-News and environmental volunteering page on the Council website, as well as setting groups up to be able to promote their events through Nillumbik's events calendar.</p> <p>Training is also being organised, which aims to give groups the ability to promote and advise their groups with more success.</p>	On Track
<b>Place and Space</b>			
Seek authorisation from the Minister for Planning to prepare and exhibit an amendment to include the adopted Municipal Planning Strategy into the planning scheme	Planning, Environment and Strategy	<p>In February 2025, the State Government released the final Housing Targets and the Plan for Victoria.</p> <p>Council officers are working through what these significant policy reforms mean for the draft Housing Strategy. Further reforms are expected throughout Quarter 4, 2024-2025, which are likely to impact on the Housing Strategy.</p> <p>Councillors will be briefed in Quarter 4, 2024-2025 on the Planning Scheme Review (PSR), which will set the direction for the strategic planning program in light of these major planning reforms.</p>	On Track



**CM.052/25 Council Plan Quarterly Performance Report 2024-2025 - Quarter 3**  
**Attachment 1. Quarter 3, 2024-2025 Council Plan Performance Report**

Action	Directorate	Commentary	Status
Implement annual actions in support of the Green Wedge Management Plan 2019	Planning, Environment and Strategy	<p>No funding was allocated to the implementation of the Green Wedge Management Plan (GWMP) as a 'stand-alone' initiative in the 2024-2025 financial year, therefore actions must be funded through grants or allocation to projects that support the actions.</p> <p>Fifteen different teams are working across 15 Priority Actions as well as numerous ongoing and business as usual actions. Due to the GWMP being halfway through its expected implementation, a thorough assessment of actions and priorities is currently being undertaken to inform 2024-2025 reporting and the next five years of implementation. Council will be further updated in June-July 2025.</p>	On Track
Continue to implement annual actions in the Arts and Culture Strategy 2022-2026	Communities	<p>Key actions undertaken in this quarter included:</p> <ul style="list-style-type: none"> <li>• Final stage planning for the 2025 Nillumbik Prize for Contemporary Art in collaboration with Montsalvat, with 568 applications received nationwide;</li> <li>• Ongoing changeover for exhibition programs at the Eltham Library Community Gallery with the successful installation of the Rainbow Exhibition in collaboration with the Midsumma Festival. This program is aimed to provide opportunities for the LGBTQIA+ community to participate in Council's visual arts programs;</li> <li>• Completion of the Visual Arts Collection changeover in Council's public buildings, including the Civic Drive building, Hurstbridge Hub and Eltham Community Reception Centre;</li> <li>• Completion of the Public Art artwork for the changing places facility at Alistair Knox Park in Eltham; and</li> <li>• Completion of Heritage Signage for Uncle William Barak's Bushlands Reserve in Eltham. The project is the outcome of a collaboration with local community stakeholders and in consultation with Elders from the Wurundjeri Corporation.</li> </ul>	On Track
Continue to implement the Recreation and Leisure Strategy 2022-2030	Operations	<ul style="list-style-type: none"> <li>• The Increasing Active Travel to and from School Campaign had a total of 488 visits logged during March 2025. This translated to 180 individual participants, showcasing a strong community response to the initiative;</li> <li>• Local Sports Infrastructure Fund grants submissions were made for lighting at Eltham Bowling Club, an oval upgrade at Eltham Rugby Club and planning for Diamond Creek Baseball and Cricket Club developments/upgrades;</li> <li>• Completion of infrastructure projects including the Diamond Creek Tennis Club courts 3 and 4 upgrade and the Herberts Lane Playspace in Diamond Creek; and</li> <li>• Completion of tender evaluations and contracts awarded for Panton Hill Tennis Courts Upgrade and Diamond Creek Outdoor Pool.</li> </ul>	On Track
Complete and adopt the Wattle Glen Public Realm Framework, subject to approval from other agencies including Department of Transport & Planning and VicTrack	Planning, Environment and Strategy	<p>This action was completed in Quarter 1, 2024-2025.</p> <p>Council considered and adopted the Wattle Glen Public Realm Framework at the August 2024 Council Meeting. In principle support for the framework has also been received from the Department of Transport and Planning (DTP).</p> <p>The Council resolution noted that in endorsing the framework, any development of DTP assets will require Council to advocate to DTP to ensure the Wattle Glen community's aspirations to maintain and enhance their township's much loved 'rural feel' and sense of place are advanced.</p>	Complete
Complete the development of a Housing Strategy for the Shire	Planning, Environment and Strategy	<p>In February 2025, the State Government released the final Housing Targets and the Plan for Victoria. Council officers are working through what these significant policy reforms mean for the draft Housing Strategy. Further reforms are expected in the next quarter, which are likely to impact on the Housing Strategy.</p> <p>Councillors will be briefed in the next quarter on the Planning Scheme Review (PSR), which will set the direction for the strategic planning program in light of these major planning reforms.</p>	On Track
Complete and adopt a new Integrated Transport Strategy	Planning, Environment and Strategy	<p>This action was completed in Quarter 1, 2024-2025.</p> <p>Actions in the strategy are being undertaken and updates on progress are being provided via quarterly reporting to Council.</p>	Complete
Progress the planning scheme amendment process to implement the Major Activity Centre structure plans for Diamond Creek and Eltham into the planning scheme	Planning, Environment and Strategy	<p>No progress has been undertaken this quarter in regard to progressing the amendments to implement the Major Activity Centre Structure Plans for Diamond Creek into the Nillumbik Planning Scheme.</p> <p>Council is currently awaiting further advice and updates from the State Government in relation to the planning reforms before proceeding further with this action. Councillors will be briefed on further progress in the next quarter.</p>	Minor Issues

**CM.052/25 Council Plan Quarterly Performance Report 2024-2025 - Quarter 3**  
**Attachment 1. Quarter 3, 2024-2025 Council Plan Performance Report**

Action	Directorate	Commentary	Status
Continue to develop a masterplan for community facilities in Diamond Creek, including recreation, social and cultural infrastructure	Planning, Environment and Strategy	Council has given the green light to progress this project.  Tender specifications are underway. A formal tender will commence in Quarter 4, 2024-2025 to appoint a consultant to prepare the masterplan.	On Track
Continue to implement the adopted place-making framework to support shared outcomes between community and Council	Communities	Stream 1 and 2 funding for the Place Activation Grant program has now been closed.  Letters of offer have gone out to successful Stream 1 applicants, whilst Stream 2 applications will now go to an external panel for assessment.  Successful applicants will be supported and guided in alignment with the key principles of placemaking.	On Track
Finalise and adopt the new Biodiversity Strategy, including an investigation into measures to establish and enhance the urban tree canopy and protect wildlife	Planning, Environment and Strategy	The new Biodiversity Strategy and Urban Tree Canopy Strategies were adopted in 2024.  The Year 1 Biodiversity Strategy Implementation Plan and Year 1 Key Urban Tree Canopy Strategy Actions were presented to a Council Briefing in February 2025, and will build upon and further Council's work to protect and enhance the Shire's unique and highly valued Green Wedge environment.	Complete
<b>Sustainable and Resilient</b>		<b>To manage and adapt to changing circumstances that affect our community to ensure it remains sustainable and resilient, both now and into the future</b>	
Continue to implement annual actions in the Climate Action Plan 2022-2032	Planning, Environment and Strategy	During Quarter 3, actions undertaken to progress implementation of the Climate Action Plan included: <ul style="list-style-type: none"> <li>• Signed a new 5-year Memorandum of Understanding (MOU) for membership of the Northern Alliance of Greenhouse Action (NAGA), commencing 1 July 2025;</li> <li>• Received notification that Council was successful / has been awarded State Government '100 community batteries program' funding (\$304,000) to install solar and a battery at Hurstbridge Football and Cricket Pavilion to enhance community energy outage resilience and reduce ongoing club electricity costs;</li> <li>• Launched a new electrification community education program 'Power Up Nillumbik', with the first two webinars delivered - 'Power Up Nillumbik' and 'Heat pump hot water systems';</li> <li>• Explored opportunities to get off gas at Diamond Creek Outdoor Pool which are being further investigated;</li> <li>• Installed rooftop solar at Meruka Childcare Co-operative in Eltham;</li> <li>• All remaining passenger fleet pool cars are now electric vehicles (EVs) following the purchase of four MG4 hatchbacks and one electric van. Two new EV chargers were installed at the Civic Centre and custom EV branding added to vehicles;</li> <li>• Advocated through Northern Alliance for Greenhouse Action (NAGA) membership for: <ul style="list-style-type: none"> <li>o the Building Electrification Regulatory Impact Statement, advocating for phasing out of gas in existing commercial properties and residential gas cooktops; and</li> <li>o to the Victorian Government's 'Victorian Energy Upgrades Regulatory Program' targets and greenhouse reduction rates for 2026 &amp; 2027; and to its strategic review, calling for greater accessibility and equity.</li> </ul> </li> </ul>	On Track
Continue to establish a climate action hub at Edendale Community Environment Farm	Culture and Performance	Actions undertaken this quarter included: <ul style="list-style-type: none"> <li>• Installation of a shade sail over the main amphitheatre for improved infrastructure adaptation;</li> <li>• Weather blinds ordered for the Ironbark shelter to provide for improved access during bad weather;</li> <li>• The Edendale Repair Café commenced as part of waste and circular economy program;</li> <li>• Focus on textile waste with a community film night and new website page;</li> <li>• Expansion and promotion of the Nillumbik resident Compost Discount program in partnership with Council's Strategic Waste team; and</li> <li>• Delivery of Compost and Worm farming workshops for residents and visitors.</li> </ul>	On Track

**CM.052/25 Council Plan Quarterly Performance Report 2024-2025 - Quarter 3**  
**Attachment 1. Quarter 3, 2024-2025 Council Plan Performance Report**

Action	Directorate	Commentary	Status
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	Planning, Environment and Strategy	<p>Nillumbik's first public high-speed Electric Vehicle charging stations located on Council land were installed last quarter in Eltham Town Centre.</p> <p>They are operated by Evie Networks, located on four carpark spaces that are being leased from Council. These are not yet operational, but due to commence operation by the end of April 2025.</p> <p>Installation of the charging stations supports Council's overarching targets of 100% zero-emissions transportation by 2035 and net zero community emissions by 2035.</p>	On Track
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	Operations	<p>There is currently no function within our financial systems to measure, identify or report on what sustainable products are purchased as part of day-to-day purchasing activities.</p> <p>Apart from the work underway within the Capital Works business function, there will be a statement in the reviewed Procurement Policy (July 2025 to June 2029) which will talk to consideration of use of sustainable materials and products, but there will be no targets set in the Procurement Policy in relation to this due to the issues outlined above.</p>	On Track
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	Planning, Environment and Strategy	<p>No timeline has been identified by the State Government for further Ecologically Sustainable Development (ESD) policy changes (Stage 2).</p> <p>The State Government have included minor ESD improvements through the codification of Rescode, however, no further updates about Stage 2 have been provided by the State Government.</p>	On Track
Continue to implement annual actions in the Economic Development Strategy 2020-2030	Planning, Environment and Strategy	<p>Key work undertaken as part of the strategy this quarter included:</p> <ul style="list-style-type: none"> <li>• Council presented business nominees RadTest Australia, Sustainable Building Design and Young Business Achiever Kiara for the end of year Northern Business Achievement Awards (NBAA);</li> <li>• A Mastering Social Media and Content for Small Business workshop was held for local businesses;</li> <li>• The Small Business Mentoring program continues to be a great success, with sessions booked out in advance;</li> <li>• Visit Nillumbik social media continues to grow, with followers to both channels increasing, with 2,800 followers on Instagram and 4,976 followers on Facebook;</li> <li>• 3 Business in Nillumbik e-newsletters were distributed to over 1,700 businesses; and</li> <li>• Social media influencer @a.million.dreams visited 4 local businesses as part of a wide promotion with Yarra Ranges Tourism.</li> </ul>	On Track
Complete a review of the Integrated Water Management Strategy	Operations	A grant application for the appointment of a new Integrated Water Management Officer to coordinate the development of the new strategy (commencing 1 July 2025) was completed during the quarter, and subsequently submitted early in Quarter 4, 2024-2025.	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**

Continue to advocate on key issues in line with Council's Advocacy Plan	Governance, Communications and Community Safety	<p>Council continued to advocate to local MPs on priorities in the lead-up to the Federal Election. A number of announcements of election commitment funding have been received and an Election Tracker created on Council's website summarising pledges.</p> <p>Council joined with 30 Victorian Councils to advocate to the Hon. Steve Dimopoulos, Minister for Environment to pause the rollout of the kerbside glass recycling service and consider expanding the Container Deposit Scheme (CDS). Council forecasts that rollout of the scheme will cost \$1.5 million and research indicates there will be no more glass recycled than if CDS was expanded.</p> <p>Council has written to the Hon. Gabrielle Williams, Minister for Transport Infrastructure and Minister for Public and Active Transport, and The Hon. Sonya Kilkeny, Minister for Planning expressing concern and asking for further engagement regarding Yan Yean Road Stage 2.</p> <p>Council continued to support regional advocacy and supported the Northern Councils Alliance (NCA) campaign for extension of the Upfield Line. The Mayor attended the announcement for election commitment funding for a feasibility to extend the line.</p> <p>Council staff attended the Regional Transport Forum to highlight transport projects and share learnings. The Forum was organised by the NCA with the aim of having a united approach to transport priorities in Melbourne's North.</p>	On Track
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**CM.052/25 Council Plan Quarterly Performance Report 2024-2025 - Quarter 3**  
**Attachment 1. Quarter 3, 2024-2025 Council Plan Performance Report**

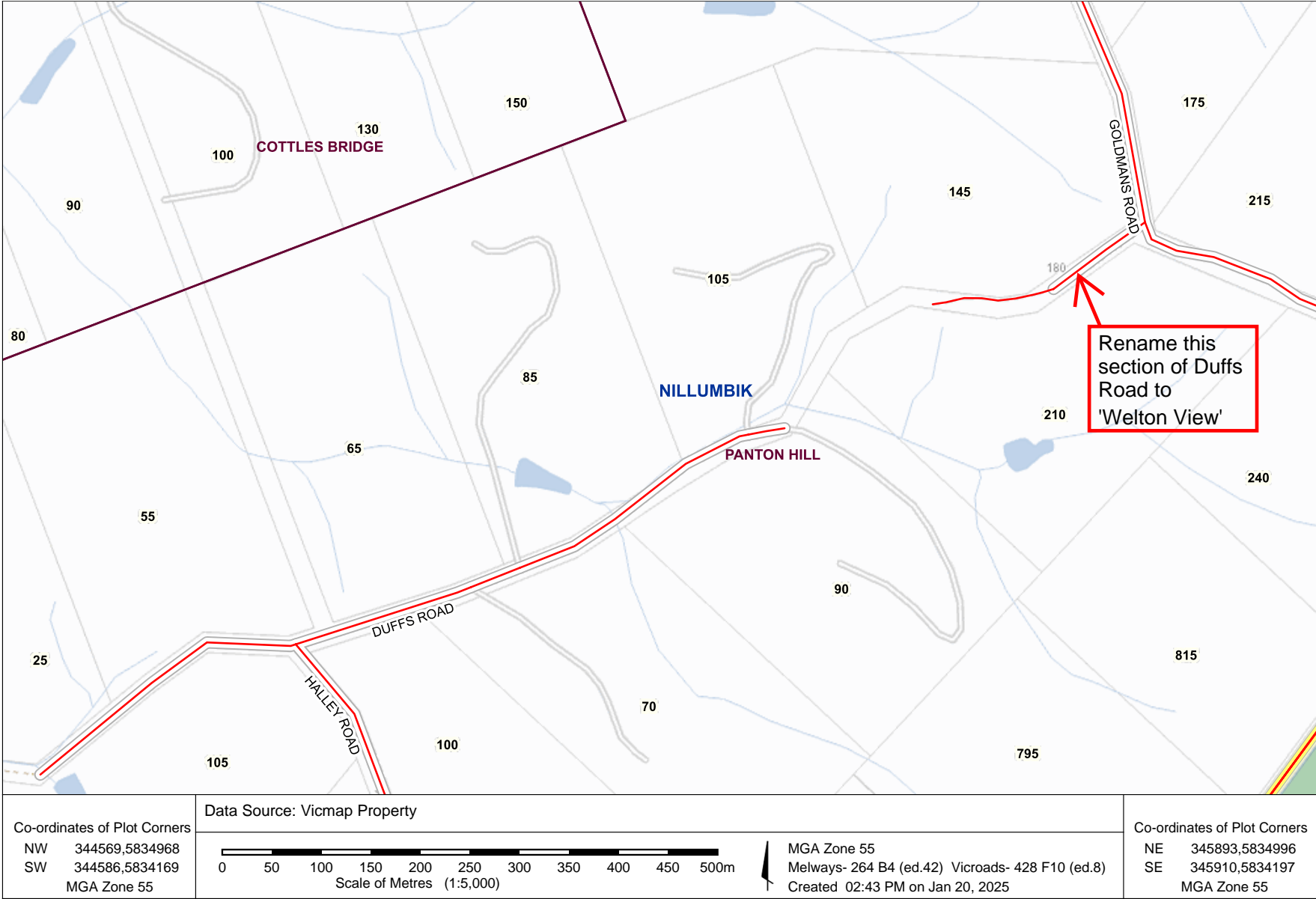
Action	Directorate	Commentary	Status
Report quarterly on the annual budget	Operations	<p>The 31 March 2025 Financial Report was presented to Council at the April 2025 Council Meeting, and will be presented to Council's Audit and Risk Committee on 2 June 2025.</p> <p>Council's overall financial position at the end of the third quarter of 2024-2025 is stable, with active monitoring of operating items remaining a priority.</p>	On Track
Continue to implement the Communications Strategy 2022-2025	Governance, Communications and Community Safety	<p>Actions undertaken to progress the strategy this quarter included:</p> <ul style="list-style-type: none"> <li>• Work on a Social Media roadmap is complete following engagement with the Communications Team and other teams across Council that have their own social media accounts. The roadmap will provide a useful guide for teams to help determine the best channel to use for different information and audiences to help provide a more strategic approach to the way we use social media;</li> <li>• Analysis of the communications survey has been completed and improvements to our Communications channels is being explored. The data will help guide the next iteration of the Communications Strategy;</li> <li>• A new Issues Management Communications Plan has been drafted and internal collaboration is underway between Communications and the Emergency Management Team for final refinement before the Plan is finalised and templates completed;</li> <li>• A new Writing Style Guide has been drafted. A communications plan is being developed to guide the roll-out, promotion and use of the publication. Feedback will be sought by the Wurundjeri Woi-wurrung Aboriginal Cultural Heritage Corporation to capture any feedback around correct use of indigenous related terms and words; and</li> <li>• The Communications team continue to update high-use documents to meet accessibility standards following extensive discussion with Council's Accessibility Officer and the Inclusion team.</li> </ul>	On Track
Continue to implement the Nillumbik Customer First Strategy 2023-2026 through Council's operations	Culture and Performance	<p>In this quarter, delivery of the Customer First Strategy continued to progress well, with highlights including:</p> <ul style="list-style-type: none"> <li>• Council again ranking first overall across all industry sectors in the Customer Service Benchmarking Australia (CSBA) telephone mystery shopping program;</li> <li>• Increased internal reporting on customer data, now across 30 teams with a further 10 dashboards in progress due to be completed by 30 June 2025. This will enhance team visibility on customer issues, alongside eventually supporting long-term decision making around team data; and</li> <li>• Enhanced complaint reporting to detail more information on areas of issue by teams and directorates and supporting future management to mitigate systemic issues.</li> </ul>	On Track
Continue to deliver our capital works program	Operations	<p>The 2024-2025 Capital Works program is progressing well and is slightly ahead of the targeted 60% completion (to date) in most areas.</p> <p>Industry costs are still relatively high, which has impacted some project budgets. Consultant availability is also a risk, which is impacting design timeframes and pre-planning activities prior to works commencing.</p> <p>The other ongoing concern is the long lead times being experienced when seeking approvals or works from other authorities such as electrical, water and gas utilities. Officers are working hard to reduce these lead times with early engagement and provision of additional information wherever possible.</p> <p>Quarters 3 and 4 will see a number of key projects delivered as part of the Capital Works program for 2024-2025. These include:</p> <ul style="list-style-type: none"> <li>• Ryans Reserve Upgrade - Completed;</li> <li>• Alistair Knox Park Changing Places and Universal Design;</li> <li>• Eltham North Adventure Playground Car Park Sealing - Completed;</li> <li>• Kangaroo Ground Tennis Club Car Park Upgrade - Completed;</li> <li>• Diamond Creek Tennis Courts Rejuvenation; and</li> <li>• Herberts Lane Playspace - Completed.</li> </ul>	On Track





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## Proposal to rename a section of Duffs Road, Pantan Hill to Welton View

ID	Q1. Are you supportive of renaming a section of Duffs Road, Pantan Hill to		Q2. Provide any further comments on your response.	Q3. Please explain why you believe the name does not comply with any of the general principles in the Naming Rules for Places Victoria 2022
	Yes	No		
1035	1			
1036	1			
1037	1			
1038	1		It's a good idea to avoid confusion and I'm happy to see that a road will be named after a significant woman in the area.	
1046	1		it is a good idea	
1047	1		Fantastic for the Family rich history in the naming and also for emergency services	
1048	1			
1049		1		instead naming the road 'Woi-wurrung' reflects the true history
1051	1		Lots of cars enter as GPS has confusion	
1053	1			
1159	1			
1160	1			
1163	1			
1164	1			
1171	1			
1172	1		will stop traffic getting lost at the wrong end of Duffs Rd	

ID	Q1. Are you supportive of renaming a section of Duffs Road, Panton Hill to		Q2. Provide any further comments on your response.	Q3. Please explain why you believe the name does not comply with any of the general principles in the Naming Rules for Places Victoria 2022
	Yes	No		
1207	1		I'm happy to being here, when you can get the local road as they you have to expand the changeover from Duffs Road Panton Hill to Welton View under proposed as well.	
1241	1			
1270	1			
1271	1		the weltons spent many decades on this property and were a crucial part of the community - this would be a welcomed and deserving tribute.	
1272	1			
1273	1		Think it is a great honour for the Welton family	
1274	1			
1275	1			
1276	1			
1277	1			
1278	1			

ID	Q1. Are you supportive of renaming a section of Duffs Road, Pantan Hill to		Q2. Provide any further comments on your response.	Q3. Please explain why you believe the name does not comply with any of the general principles in the Naming Rules for Places Victoria 2022
	Yes	No		
1279	1		<p>My name is [REDACTED], I am the Grandson of [REDACTED] Welton who have lived on Duffs Road Pantan hill since 1954. Their property was my childhood home, in the early 1990's [REDACTED] had 5 grandchildren almost permanently in their care.</p> <p>The tired old fibre-cement house that stands there today was build by [REDACTED], by hand, 71 years ago using recycled materials from demolition sites and timber from trees off the property.</p> <p>For [REDACTED] 6 children, 11 grandchildren, 18 great-grandchildren and 2 great-great-grandchildren their home in Pantan Hill is place of loving memories that will remain with us all for the rest of our lives. It will always be our home.</p> <p>I want to thank Nillumbik council for considering the renaming of Duffs Rd to Welton Views in my grandmothers honour. This is a kind and fitting gesture that will have a lasting impact on [REDACTED] [REDACTED] legacy.</p>	



ID	Q1. Are you supportive of renaming a section of Duffs Road, Panton Hill to		Q2. Provide any further comments on your response.	Q3. Please explain why you believe the name does not comply with any of the general principles in the Naming Rules for Places Victoria 2022
	Yes	No		
1280	1			
1282	1			
1283	1			
1285	1		Having two ends of "Duffs Road" that don't meet in the middle has always been a problem, and in the age of GPS software has only become more of one. The two parts of "Duffs Road" should absolutely have two different names to avoid confusion for visitors and delivery drivers or crews of emergency vehicles. Re-naming the Goldmans Road end after Mrs [REDACTED] Welton is a wonderful proposal as she lived on that section of "Duffs Road" and was a lovely part of the local Panton Hill (and wider) community over many decades.	
<b>Total</b>	<b>31</b>	<b>1</b>		

# **Nillumbik Shire Council**

## **Youth Council Advisory Committee**

### **Terms of Reference 2025-2027**

#### **Name**

Youth Council Advisory Committee (**Advisory Committee**)

#### **Introduction:**

The Nillumbik Youth Council consists of young people aged 15-25 years old who are passionate about being involved in their community and represent the diverse views, ideas and needs of young people in the Nillumbik area.

#### **Policy Statement:**

The Youth Council Advisory Committee provides advice to Council on matters relating to young people aged 12-25.

#### **Aims:**

The Nillumbik Youth Council acts as a peak advisory group to Council, advocating for opportunities, barriers and/or issues impacting on young people in Nillumbik, and providing advice to Council about how these issues can be addressed.

#### **Objectives**

- Advocate for opportunities, barriers and/or issues impacting on young people in Nillumbik
- Contribute to the development, implementation, and evaluation of the Nillumbik Youth Strategic Priorities
- Provide feedback and advice to Council on how to best meet local youth needs
- Consider and provide advice to Council on its policies, plans and services that impact young people
- Consider and provide advice on key Government initiatives, programs and reviews
- Represent the views and needs of young people within Nillumbik.
- Assist Council to communicate, consult and engage more effectively with young people in the Nillumbik community.



- Strengthen partnerships with residents, community groups and services in Nillumbik.
- Contribute to a cycle of continually assessing and improving Nillumbik's consultation and engagement with young people

### **Membership**

The Advisory Committee membership will consist of up to up to 15 members and will include representation from:

- One representative of the Nillumbik Shire Council (Councillors)
- Up to 15 Young Councillors aged be aged between 15-25 years of age who live, work, volunteer, study and/or recreate in Nillumbik including a Youth Mayor and Deputy Youth Mayor who will chair meetings with support from the appointed Councillor.
- Youth Councillors should represent the diverse and varied needs of young people in Nillumbik, including but not limited to: First Nations, LGBTIQA+, living in rural Nillumbik, people with disability, chronic illness and/ or mental illness, carers, people experiencing or have experienced financial insecurity and culturally and linguistically diverse young people.
- Meetings will be attended and supported by the Manager Community Partnerships or delegate and Team Leader Youth Development.

### **Member requirements**

- Youth Councillors over the age of 18 years of age will be required to obtain a valid Working with Children's Check and complete mandatory child safe training.
- Actively engage with other young people in Nillumbik to inform decision making with a particular focus on engaging with those who are too young to have representation on the committee.
- On commencement of the two-year term, the Youth Councillors will be required to attend all induction and training meetings as scheduled by the Youth Development Team.

### **Payment**

Youth Councillors will be reimbursed for their time and out of pocket expenses through a payment of \$500 per year, paid in two yearly instalments of \$250 and only when 80% attendance is met throughout the year.

### **Council Directorate**

The Advisory Committee falls within Council's Communities directorate and will be managed by Council's Youth Development Team.

### **Meeting Frequency**

The Advisory Committee will be held monthly at the Nillumbik Youth Hub on the first Monday of every month between 4:30pm – 6:30pm.

Additional hours involving evenings, weekends and school holidays may be required at various stages.

**Endorsed by Council**

These Terms of Reference were endorsed by Council on 25 February 2025.

**Next Review Due**

February 2027

### **Informal Meetings of Councillors and Conflicts of Interest**

The Advisory Committee is considered an Informal Meeting of Councillors as defined in Clause 19 of Council's Governance Rule - Meeting Procedure.

An Informal Meeting of Councillors Record must be completed and sent to Council's Governance team, within 3 business days for inclusion in the Agenda of 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 and out-of-session meetings**

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 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 there are any barriers which may hinder these groups from accessing these policies, programs or services.

### **Child Safety and Wellbeing**

Nillumbik Shire Council provides services and facilities for children and young people and is therefore legally required to comply with the Child Safe Standards and Reportable Conduct Scheme in order to protect children from abuse and harm. The Council has zero-tolerance toward child abuse and is committed to being a child safe organisation where child safety is embedded in the everyday thinking and practice of Council.

Advisory Committee members must follow Council's Child Safe Policy and Child Safe Reporting processes. They are also responsible for promoting children's safety, well-being, and empowerment; ensuring their behaviour is appropriate during interactions with children, and creating a supportive environment for their safety and engagement.

Advisory Committee members engaged in child-related activities may be required to obtain and maintain a valid Volunteer Working with Children Check, in accordance with the Council's Working with Children Checks Policy.

### **Selection Criteria for Membership of Advisory Committees**

Nominees for membership must be able to demonstrate:

- Qualification skills and expertise in a specific area – where necessary depending on the issue/project/topic.
- A strong understanding of the local community and its social, environmental and economic influences.
- Good knowledge and understanding of the local issues that are relevant to the subject matter.
- Endorsement by their own organisation. Individuals should provide two character referees as part of their application, unless they are a returning member.
- An ability to represent a broad range of views that reflect the diversity of the community.
- Current involvement in the community in the interest area that relates to the purpose of the Advisory Committee.
- Strong community networks and linkages.
- An ability to constructively participate in an advisory capacity.
- A willingness to contribute positively to meetings in a fair and unbiased manner.
- An ability to look beyond personal interests for the benefit of the community and residents in the Shire.

- An ability and willingness to encourage participation from and provide feedback to the community regarding an issue.
- A capacity to commit to the Advisory Committee for the required duration.
- A willingness to celebrate the success and achievements of the issue/s.

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

**Selection Panel to make recommendation of members on Advisory Committees**

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

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.
- In the instance that an outgoing member is a representative of an organisation, an alternative representative may be appointed by the organisation by notifying the Chair.

### **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 Advisory Committee Policy.

~ end ~

## **Positive Ageing Advisory Committee Terms of Reference**

### **Name**

Positive Ageing Advisory Committee (PAAC)

### **Introduction**

The Positive Ageing Advisory Committee (PAAC) was established as an advisory committee by Council in 2018.

### **Policy Statement**

The PAAC is an advisory committee in which community representatives can discuss, advise on and action ideas around opportunities and challenges related to ageing in Nillumbik.

### **Goal**

That Nillumbik has an older population that is informed, connected and supported to live well and age even better.

### **Objectives**

- Support the implementation and delivery of actions within Council strategies and plans relating and concerning older people
- Advocate on barriers and/or issues affecting older people to age well in Nillumbik
- Consult with and represent the voice and interests of older residents
- Respond to and provide input and feedback on proposed strategies, policies or action plans developed by Council
- Provide a forum to discuss, facilitate and support local initiatives (where possible) that aim to promote healthy and active ageing across Nillumbik
- Provide a mechanism for Council to communicate, consult and engage more effectively with the wider Nillumbik community
- Act as Ambassadors for positive ageing by actively promoting news, events, activities and issues relating to older people in Nillumbik

### **Membership**

The PAAC will consist of up to 14 members, and will include representation from:

- Representative/s of the Nillumbik Shire Council (Councillor/s)
- Up to ten (10) community representatives will be selected to represent the diverse and varied needs of the older community in Nillumbik including but not limited to living in rural Nillumbik, LGBTIQ+, Aboriginal or Torres Strait Islander, Carers, People with a Disability, and Culturally and Linguistically Diverse communities.



**Attachment 1.   PAAC Terms of Reference 2025**

- Up to four (4) representatives of local aged care service providers, or community organisations providing services and programs for older people in Nillumbik.

Council endeavours to maintain the composition of the PAAC at 5:2 of community representatives and service provider representatives.

All Advisory Committee positions are unpaid positions.

**Council Directorate**

The PAAC falls within Council's Community Services Directorate and will be resourced by Council's Ageing Well team.

**Meeting frequency**

Meetings are held on the first Friday of every second month between 10.30am – 1.30pm unless otherwise arranged by a Council Officer due to special circumstances.

Meeting days and times may change as voted on by the committee and where quorum has been met.

Subcommittees and working groups for specific projects may be convened as required and meet on a more regular basis.

**Endorsed by Council**

These Terms of Reference were endorsed by Council on 13 December 2022.

**Next review date**

February 2027

**Attachment 1.   PAAC Terms of Reference 2025**

**Informal Meetings of Councillors and Conflicts of Interest**

The Advisory Committee is considered an Informal Meeting of Councillors as defined in Clause 19 of Council's Governance Rule - Meeting Procedure.

An Informal Meeting of Councillors Record must be completed and sent to Council's Governance team as soon as possible at the completion of the meeting for inclusion in the Agenda for the next Council Meeting.

The Informal Meeting of Councillors Record must outline:

- the names of all Councillors and members of Council staff attending;
- the matters considered;
- any conflict of interest disclosures made by a Councillor, Committee member or Council staff member; and
- whether an individual who has disclosed a conflict of interest leaves the meeting.

The Minutes of the meeting, including the matters discussed at the meeting must be tabled at the next convenient Council Meeting and recorded in the minutes of that Council Meeting.

Conflicts of Interest as defined by sections 126-131 of the Local Government Act 2020 Councillors, Committee members and Council staff are expected to understand the concept of conflicts of interest in the Local Government Act 2020 and follow Council's procedure for disclosure in the Governance Rule – Decision-making.

**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.

**Co-opted members and Working groups**

- The Advisory Committee may invite suitable people to join in an advisory capacity, for a specified purpose and for a specified period of time.
- Where appropriate, working groups and subcommittees may be established to provide an opportunity for members to work collaboratively on specific projects or issues. A working group or sub-committee member will be nominated to provide feedback at advisory committee meetings.
- Membership of the working groups will be open to members and non-members.

**Recruitment Process**

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

***Selection Criteria for Membership of the Positive Ageing Advisory Committee***

Nominees for membership must be able to demonstrate:

- Living, working or engaging in activities in Nillumbik Shire.
- Qualification skills and expertise in a specific area – where necessary depending on the issue/project/topic, and or lived experience
- A strong understanding of the local community and the social, cultural and economic influences on ageing
- Good knowledge and understanding of the local issues that are relevant to ageing in Nillumbik.
- Endorsement by their own organisation (if appropriate)
- An ability to represent a broad range of views that reflect the diversity of the ageing community.
- 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.

In addition to the above, representatives of organisations may be selected on the basis of that organisation:

- Having involvement and providing services and programs to older Nillumbik residents
- The nature of the service the organisation provides to older 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.

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.

### **Gender Equality, Diversity and Inclusiveness**

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

Local councils are required to promote gender equality in policies, programs and services that impact the public. The committee will actively consider how community members of various ages, abilities, cultural and gender identities, sexual orientation, religions, locations and social economic backgrounds might access policies, programs or services differently and if there are any barriers which may hinder these groups from accessing these policies, programs or services.

### **Term of appointment**

- Members will be appointed for a two-year term from date of endorsement
- Members completing their two-year term may re-apply for a further two-year term (for a maximum total of 4 years)
- Should a member wish to resign prior to their term of appointment finishing, written notification (via email and/or mail) must be given to the Council Officer of their intent
- A members' term of appointment may also cease if they fail to attend three consecutive meetings without notice of an apology
- Where a member resigns before the end of their term, a replacement committee member may be appointed by a Council Officer

### **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.

### **Public statements**

Members of the Committee cannot make public statements on behalf of Council.

### **Quorum**

Decisions can only take place with a quorum defined as the majority of the total number of committee members.

### **Member responsibilities**

- Commit to serving for two (2) years
- Prepare for, attend and actively participate in regular group meetings
- Keep the committee informed of current developments, issues and concerns relating to positive ageing
- Be aware of the activities, interests and concerns of residents, organisations and groups in the Shire
- Help disseminate and communicate information to the Nillumbik community
- Respond to requests for input into and/or feedback on Council activities, policies and reports
- Represent the diverse needs and interests of older people across Nillumbik Shire rather than individual interests or issues, and personal concerns

### **Code of Conduct**

- Work collaboratively
- Be respectful of other members and open to new ideas and ways of thinking.
- Contribute openly, honestly and constructively to the discussion of the Committee
- Respect other members and recognise and encourage individual values, diversity of views and experiences

### **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.

**Attachment 1.   PAAC Terms of Reference 2025**

- 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 subcommittees) 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 Advisory Committee Policy.

### **Relevant Council Policies and Strategies**

- Nillumbik Shire Council Advisory Committee Policy
- Council Plan 2021 – 2025 and Council Plan 2025-2029
- Municipal Public Health and Wellbeing Plan 2021 – 2025 and MPHWP Plan 2025-2029

## **Nillumbik Shire Council**

### **Inclusion and Access Advisory Committee**

### **Terms of Reference**

To receive the Terms of Reference for the Inclusion and Access Advisory Committee in an alternative format or for assistance, please phone 0438 277 428 (Council welcomes contact via the National Relay Service) or email [inclusion@nillumbik.vic.gov.au](mailto:inclusion@nillumbik.vic.gov.au)

#### **Name**

Inclusion and Access Advisory Committee (IAAC)

#### **Introduction:**

The IAAC provides a formal mechanism for Council to consult with key stakeholders, seek specialist advice and enable community participation to promote disability inclusion.

#### **Policy Statement:**

Individuals, local disability services and community group representatives advise Council on actions relating to disability inclusion, as well as other opportunities and challenges related to inclusion in Nillumbik.



### **Aims:**

To make Nillumbik a more welcoming, inclusive and accessible place for people with disability, their families and carers.

### **Objectives**

- Support the development and delivery of actions within Council Plans and Strategies concerning inclusion and access for people with disability and their carers.
- Advocate on barriers and issues affecting people with disability in Nillumbik.
- Consult with and represent the voice and interests of people with disability and carers.
- Respond to and provide input and feedback on proposed strategies, policies or action plans developed by Council.
- Provide a forum for the discussion of issues or barriers which may impact health, safety, wellbeing and resilience of people with disability and carers.
- Support opportunities to raise awareness and create a platform for leadership to promote inclusive communities.

### **Membership**

All Advisory Committee positions are unpaid positions.  
The IAAC will consist of up to 14 members, and will include:

- Appointed Councillor to act as chairperson. If a second Councillor is appointed, they are to act as Chair in the appointed Councillor's absence.
- Community representatives, key local disability service providers and community groups and will be selected to represent the diverse needs of the disability community in Nillumbik, including

but not limited to people with disability, their families, carers and advocates.

- A balance of membership representation across groups, including but not limited to representatives living in rural Nillumbik, and from diverse backgrounds including LGBTIQ+, Aboriginal or Torres Strait Islander and Culturally and Linguistically Diverse communities.

### **Council Directorate**

The IAAC falls within Council's Community Services Directorate, and will be resourced by Council's Disability Inclusion and Volunteering Unit.

### **Meeting Frequency**

Meetings are held on the fourth Friday of every second month between 10am - 12pm at the Council Offices, Civic Drive, Greensborough, unless otherwise determined by the Committee.

Meeting days, times and venues may change as voted on by the committee and where quorum has been met.

A quorum at a meeting will consist of:

- Five members.
- One Council officer present for administrative purposes.

Subcommittees and working groups for specific projects may be convened as required and meet on a more regular basis.

### **Endorsed by Council**

These Terms of Reference were reviewed in January 2025 and endorsed by Council on 25 February 2025.

### **Next review Due**

May 2027

### **Informal Meetings of Councillors and Conflicts of Interest**

The Advisory Committee is considered an Informal Meeting of Councillors as defined in Clause 19 of Council's Governance Rule - Meeting Procedure.

An Informal Meeting of Councillors Record must be completed and sent to Council's Governance team as soon as possible at the completion of the meeting for inclusion in the Agenda for the next Council Meeting.

The Informal Meeting of Councillors Record must outline:

- The names of all Councillors and members of Council staff attending.
- The matters considered.
- Any conflict of interest disclosures made by a Councillor, Committee member or Council staff member.
- Whether an individual who has disclosed a conflict of interest leaves the meeting.

The Minutes of the meeting, including the matters discussed at the meeting must be tabled at the next convenient Council Meeting and recorded in the minutes of that Council Meeting.

### **Conflicts of Interest as defined by sections 126-131 of the *Local Government Act 2020***

Councillors, Committee members and Council staff are expected to understand the concept of conflicts of interest in the *Local Government Act 2020* and follow Council's procedure for disclosure in the Governance Rule – Decision-making.

### **Working groups and out-of-session meetings**

- The Advisory Committee may invite suitable people to join in an advisory capacity, for a specified purpose and for a specified period of time.
- Where appropriate, working groups may be established to provide an opportunity for members to work collaboratively on specific projects or issues. A working group or sub-committee member will be nominated to provide feedback at advisory committee meetings.
- Membership of the working groups will be open to members and non-members by prior agreement of the Chair on a case-by-case basis. 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**

Expressions of Interest for appointment of individual members shall be invited through local media and Council publications. Invitations will also be circulated through relevant Council Committees and networks. Representatives of key organisations will be recruited directly by Council Officers, and through advertising.



### **Gender Equality, Diversity and Inclusiveness**

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

Local councils are required to promote gender equality in policies, programs and services that impact the public. The committee will actively consider how community members of various ages, abilities, cultural and gender identities, sexual orientation, religions, locations and social economic backgrounds might access policies, programs or services differently and if there are any barriers which may hinder these groups from accessing these policies, programs or services.

### **Child Safety and Wellbeing**

Nillumbik Shire Council provides services and facilities for children and young people and is therefore legally required to comply with the Child Safe Standards and Reportable Conduct Scheme in order to protect children from abuse and harm. The Council has zero-tolerance toward child abuse and is committed to being a child safe organisation where child safety is embedded in the everyday thinking and practice of Council.

Advisory Committee members must follow Council's Child Safe Policy and Child Safe Reporting processes. They are also responsible for promoting children's safety, well-being, and empowerment; ensuring their behaviour is appropriate during interactions with children, and creating a supportive environment for their safety and engagement. Advisory Committee members engaged in child-related activities may be required to obtain and maintain a valid Volunteer Working with Children Check, in accordance with the Council's Working with Children Checks Policy.

### **Selection Criteria for Membership of the Inclusion and Access Advisory Committee**

Nominees for membership must be able to demonstrate:

- That they live, work or engage in activities in Nillumbik Shire.
- Lived experience, qualifications, skills or expertise in disability and inclusion.
- A strong understanding of the Nillumbik community and the barriers to inclusion for people with disability.
- An ability to represent a broad range of views that reflect the diversity of the disability community.
- An ability to constructively participate in an advisory capacity, and contribute positively to meetings in a fair and unbiased manner.
- An ability to look beyond personal interests for the benefit of the community and residents in the Shire.
- An ability and willingness to encourage participation from and provide feedback to the community.
- An ability and willingness to celebrate success and achievements.
- Endorsement by their own organisation (if appropriate).
- Strong community networks and linkages.
- A capacity to commit to the Advisory Committee for the required duration.

In addition to the above, representatives of organisations will be selected on the basis of that organisation:

- Having involvement and providing services and programs to Nillumbik residents with disability.
- Having a consistent and substantial presence in Nillumbik.
- Being a not for profit organisation or community group.

- Having capacity to provide a consistent representative for a two-year term.

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

### **Selection Panel to make recommendation of members on Advisory Committees**

- Senior member of Council (CEO or Director/Executive Manager – or delegated Manager).
- Disability Inclusion Unit Officers.

A recommendation 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.

### **Terms of Appointment**

- Members will be appointed for a two-year term from date of endorsement.
- Members completing their two-year term may re-apply for a further two-year term.
- Should a member wish to resign prior to their term of appointment finishing, written notification (via email and/or mail) must be given to the Council Officer of their intent.
- A members' term of appointment may also cease if they fail to attend three consecutive meetings without notice of an apology.

- Where a member resigns before the end of their term, a replacement committee member may be appointed by a Council Officer.
- It is expected that each member attend a minimum of 60 per cent of all meetings unless reasons are provided to the Chairperson. No reasonable explanation will be denied.

### **Role of Councillor**

The role of the Councillor is:

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

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

### **Observers**

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

### **Executive Support**

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

### **Role of Committee members**

- Commit to serving for two (2) years.
- Prepare for, attend and actively participate in meetings.

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

#### **Accountability and Extent of Authority**

- All Advisory Committee members have an active role to provide feedback and advice to Council on issues relating to the aims and objectives of the Advisory Committee within the municipality.
- All Advisory Committee members participate in discussions at Advisory Committee meetings.
- All Advisory Committee members have an advisory role and do not hold any authority to make decisions or commitments on behalf of Council.

#### **Monitoring and reporting**

- The minutes of Advisory Committee meetings will be circulated to members via email for confirmation, and then placed on Council's Advisory Committee website for viewing.
- All Committee minutes will be presented to Council at the next available Council Meeting for noting.

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

### **Evaluation and Review**

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

### **Support to participate in meetings**

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

### **Induction and Orientation**

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

- Briefing members on the expectations and requirements of membership of the Advisory Committee.

- Providing members with an overview of the advisory structures (including working groups and sub-committees) and decision making processes of Council.
- Introduction to the Council Plan and other relevant Council policies, strategies and plans.
- An overview of key issues relating to the aims and objectives of the Advisory Committee.
- Establishing clear objectives and priorities for the two-year term of the Committee.
- Reviewing Advisory Committee Policy and expectations of members at Advisory Committee meetings and each member signing a declaration to abide by the conduct obligations. Providing information to members to ensure their understanding of obligations relating to:
  - Conflicts of interest
  - Confidentiality
  - Privacy
  - Health and safety, equal opportunity, bullying and harassment
  - Child Safe Standards
  - Social Media Protocol

### **Confidentiality**

Councillors and other members of Advisory Committees established by Council must not disclose information defined in section 3(1) of the *Local Government Act 2020* as “confidential information”.

### **Privacy**

Councillors and committee members on advisory committees established by Council are subject to the requirements of the *Privacy and Data Protection Act 2014* and Council’s Information Privacy Policy.

### **Breaches**

Breaches of the Advisory Committee Policy or Terms of Reference will be dealt with under the Policy.

**Relevant Council Policies and Strategies**

- Nillumbik Shire Council Advisory Committee Policy
- Council Plan 2021 – 2025
- Municipal Public Health and Wellbeing Plan 2021 - 2025

~ end ~



**CM.057/25      Inclusion and Access Advisory Committee - endorsement of new membership**  
**Attachment 1.    Inclusion and Access Terms of Reference (ToR)**

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# **Nillumbik Shire Council**

## **Recreation Trails Advisory Committee**

### **Terms of Reference**

#### **Name**

Recreation Trails Advisory Committee

#### **Introduction:**

The Recreation Trails Advisory Committee is a group consisting of members of the Nillumbik community, who will gather to disseminate and consider information in order to support council on the development of recreation trail strategies and plans.

#### **Policy Statement:**

The Advisory Committee Policy sets out explicit standards of behavior to help Advisory Committee Members perform their duties and functions as Advisory Committee Members to the required level.

#### **Aims:**

The aim is to provide a formal mechanism for Council to consult with key stakeholders, seek specialist advice and strengthen community participation in the development and review of new and existing recreation trails within the Shire of Nillumbik.

#### **Objectives**

- Create a forum for dissemination of trail development information and feedback on key trail development proposals.
- Provide feedback and information to Council on works and other matters as they may arise along the trails, including the monitoring of trail usage and condition.
- Consider and provide recommendations to Council on Recreational Trail development proposals and funding applications relating to the Northern Regional Trails Strategy and Nillumbik Trails Action Plan.
- Consider and provide feedback on key Government initiatives relating to the trails in order to maximise community benefit, including the preparation of proposals and funding applications.



**Attachment 2. RTAC Terms of Reference**

**Membership**

The Advisory Committee membership will consist of up to 14 members and will include representation from:

- Two Nillumbik Shire Council representatives (Councillors) – one as Chair, one as alternate Chair.
- Up to 12 community representatives who live within the Shire, selected to reflect a range of interests, expertise and experience including:
  - Friends of or Landcare representative/s
  - Community horse riding representative/s
  - Cycling representative/s
  - Walking group representative/s
  - General community representative/s, (urban and rural)
  - Tourism representative/s
  - Person/s with a disability or advocate on behalf of people with a disability
- Should one or more of the above representative groups not be filled during the initial expression of interest process, a position may remain vacant - to be filled at a later stage

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

**Council Directorate**

The Advisory Committee falls within Council's Operations Directorate and will be managed by Council's Recreation and Leisure team.

**Meeting Frequency**

The Advisory Committee will be held up to 6 times per year in June, August, October, December, February, April.

Meeting duration will be up to a maximum of 2 hours.

Subcommittees around specific projects may be convened as required and meet on a more frequent basis.

Broader community involvement will be advertised as required for on-ground activities.

**Endorsed by Council**

These Terms of Reference were endorsed by Council on 25 February 2025.

**Next Review Due**

25 February 2027.

### **Informal Meetings of Councillors and Conflicts of Interest**

The Advisory Committee is considered an Informal Meeting of Councillors as defined in Clause 19 of Council's Governance Rule - Meeting Procedure.

An Informal Meeting of Councillors Record must be completed and sent to Council's Governance team, within 3 business days for inclusion in the Agenda of 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 and out-of-session meetings**

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 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.

**Attachment 2.   RTAC Terms of Reference**

Local councils are required to promote gender equality in policies, programs and services that impact the public. The committee will actively consider how community members of various ages, abilities, cultural and gender identities, sexual orientation, religions, locations and social economic backgrounds might access policies, programs or services differently and if there are any barriers which may hinder these groups from accessing these policies, programs or services.

**Child Safety and Wellbeing**

Nillumbik Shire Council provides services and facilities for children and young people and is therefore legally required to comply with the Child Safe Standards and Reportable Conduct Scheme in order to protect children from abuse and harm. The Council has zero-tolerance toward child abuse and is committed to being a child safe organisation where child safety is embedded in the everyday thinking and practice of Council.

Advisory Committee members must follow Council's Child Safe Policy and Child Safe Reporting processes. They are also responsible for promoting children's safety, well-being, and empowerment; ensuring their behaviour is appropriate during interactions with children, and creating a supportive environment for their safety and engagement.

Advisory Committee members engaged in child-related activities may be required to obtain and maintain a valid Volunteer Working with Children Check, in accordance with the Council's Working with Children Checks Policy.

**Selection Criteria for Membership of Advisory Committees**

Nominees for membership must be able to demonstrate:

- Qualification skills and expertise in a specific area – where necessary depending on the issue/project/topic.
- A strong understanding of the local community and its social, environmental and economic influences.
- Good knowledge and understanding of the local issues that are relevant to the subject matter.
- Endorsement by their own organisation. Individuals should provide two character referees as part of their application, unless they are a returning member.
- An ability to represent a broad range of views that reflect the diversity of the community.
- Current involvement in the community in the interest area that relates to the purpose of the Advisory Committee.
- Strong community networks and linkages.
- An ability to constructively participate in an advisory capacity.
- A willingness to contribute positively to meetings in a fair and unbiased manner.
- An ability to look beyond personal interests for the benefit of the community and residents in the Shire.

**Attachment 2. RTAC Terms of Reference**

- An ability and willingness to encourage participation from and provide feedback to the community regarding an issue.
- A capacity to commit to the Advisory Committee for the required duration.
- A willingness to celebrate the success and achievements of the issue/s.

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

**Selection Panel to make recommendation of members on Advisory Committees**

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

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.

**Attachment 2. RTAC Terms of Reference**

**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.
- In the instance that an outgoing member is a representative of an organisation, an alternative representative may be appointed by the organisation by notifying the Chair.

**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.

**Attachment 2. RTAC Terms of Reference**

**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.



**Attachment 2.   RTAC Terms of Reference**

- 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

**Attachment 2. RTAC Terms of Reference**

**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 Advisory Committee Policy.

~ end ~

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# **Nillumbik Shire Council**

## **Arts and Cultural Advisory Committee**

### **Terms of Reference 2025-2027**

#### **Name**

Arts and Cultural Advisory Committee (**Advisory Committee**)

#### **Introduction:**

The Arts and Cultural Advisory Committee provides a formal mechanism for Council to consult with key stakeholders, seek specialist advice and enable community participation in the development, implementation and evaluation of Arts and Culture.

Community representation is sought from all segments of the arts, culture and creative industries

#### **Policy Statement:**

The Arts and Cultural Advisory Committee provides advice to Council on matters relating to arts and cultural development.

#### **Aims:**

The aim of the Arts and Cultural Advisory Committee is to enable community members with appropriate expertise and experience to provide advice to Council concerning key issues relating to arts and culture.

The Arts and Cultural Advisory Committee aims to maximize participation in the cultural life of the community and opportunities to enjoy the arts.

#### **Objectives**

- Provide feedback and advice to Council regarding key issues relating to arts and culture.



- Provide a forum for dissemination and consideration of information to the local community and assist Council to communicate, consult and engage more effectively with the broader Nillumbik community.
- Keep Council informed of the diverse artistic and cultural needs of the community.
- Consider and provide advice to Council on the development and implementation of its policies, plans and services that impact arts and culture.
- Advise on the acquisition and de-accessioning of artworks in accordance with the Nillumbik Shire Art Collection Policy.
- Act as the Project Reference Group for Arts and Cultural Development projects and policy reviews.
- Act as the nominated independent assessment panel for Arts and Cultural Development open applications.
- Contribute to a cycle of continually assessing and improving Nillumbik's Arts and Cultural Development programs.

### **Membership**

The Arts and Cultural Advisory Committee has a maximum membership of 16 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 Communities 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 27 May 2025.

### **Next Review Due**

December 2026

### **Informal Meetings of Councillors and Conflicts of Interest**

The Advisory Committee is considered an Informal Meeting of Councillors as defined in Clause 19 of Council's Governance Rule - Meeting Procedure.

An Informal Meeting of Councillors Record must be completed and sent to Council's Governance team, within 3 business days for inclusion in the Agenda of 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 and out-of-session meetings**

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 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 there are any barriers which may hinder these groups from accessing these policies, programs or services.

### **Child Safety and Wellbeing**

Nillumbik Shire Council provides services and facilities for children and young people and is therefore legally required to comply with the Child Safe Standards and Reportable Conduct Scheme in order to protect children from abuse and harm. The Council has zero-tolerance toward child abuse and is committed to being a child safe organisation where child safety is embedded in the everyday thinking and practice of Council.

Advisory Committee members must follow Council's Child Safe Policy and Child Safe Reporting processes. They are also responsible for promoting children's safety, well-being, and empowerment; ensuring their behaviour is appropriate during interactions with children, and creating a supportive environment for their safety and engagement.

Advisory Committee members engaged in child-related activities may be required to obtain and maintain a valid Volunteer Working with Children Check, in accordance with the Council's Working with Children Checks Policy.

### **Selection Criteria for Membership of Advisory Committees**

Nominees for membership must be able to demonstrate:

- Qualification skills and expertise in a specific area – where necessary depending on the issue/project/topic.
- A strong understanding of the local community and its social, environmental and economic influences.
- Good knowledge and understanding of the local issues that are relevant to the subject matter.
- Endorsement by their own organisation. Individuals should provide two character referees as part of their application, unless they are a returning member.
- An ability to represent a broad range of views that reflect the diversity of the community.
- Current involvement in the community in the interest area that relates to the purpose of the Advisory Committee.
- Strong community networks and linkages.
- An ability to constructively participate in an advisory capacity.
- A willingness to contribute positively to meetings in a fair and unbiased manner.
- An ability to look beyond personal interests for the benefit of the community and residents in the Shire.
- An ability and willingness to encourage participation from and provide feedback to the community regarding an issue.
- A capacity to commit to the Advisory Committee for the required duration.
- A willingness to celebrate the success and achievements of the issue/s.

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

### **Selection Panel to make recommendation of members on Advisory Committees**

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



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.
- In the instance that an outgoing member is a representative of an organisation, an alternative representative may be appointed by the organisation by notifying the Chair.

### **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 Advisory Committee Policy.

~ end ~



## Instrument of Appointment and Authorisation (*Planning and Environment Act 1987*)

---



In this Instrument '**officers**' means –

Renae Ahern  
Briana Barnes  
Emma Barrett  
John Brennan  
Megan Brittingham  
Kestas Celna  
Andrea de Boer  
Melody Du  
Andrew Feeney  
Aidan Francischelli  
Eloise Gabriele  
Richard Glawitsch  
Kamal Hasanoff  
Mark Huntersmith  
Kate Jewell  
Jennifer Kemp  
Ben Kenyon  
Sav Koletas  
Stewart Mala  
Anastasia Matete  
Sarah Mayman  
Daniel McGrath  
Karen McPherson  
Raymond Micallef  
Robert Mitchelmore  
Tim Oldfield  
Nicholas Ouzas  
Aaron Peck  
Serge Perna  
Barry Pilliner  
Taylor Richards  
Katrina Ross  
Catriona Sexton  
Sarah Shehata  
Marianne Sparks  
Warren Tomlinson  
Frank Vassilacos  
Timothy Vickers  
Emrys Williams  
Crystal Ye

By this Instrument of Appointment and Authorisation Nillumbik Shire Council –

- 1.      under s 147(4) of the *Planning and Environment Act 1987* – authorises the officers to carry out the duties or functions and to exercise the powers of an authorised officer under the *Planning and Environment Act 1987*; and
- 2.      under s 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 Council** on 27 May 2025.

THE COMMON SEAL of NILLUMBIK      )  
SHIRE COUNCIL was affixed hereto      )  
On the            day of May 2025            )  
On the authority of the Council and      )  
signed by:                                            )

..... Councillor  
  
..... Chief Executive Officer

# Informal Meeting of Councillors Record

The Meeting commenced at 7:00pm

<b>MEETING DETAILS:</b>	<b>Title:</b>	Arts and Cultural Advisory Committee
	<b>Date:</b>	Monday, 17 February 2025
	<b>Location:</b>	Council Chambers, Civic Centre, Greensborough and via Zoom
<b>PRESENT:</b>	<b>Councillors:</b>	Cr. Kim Cope
	<b>Council Staff:</b>	Corrienne Nichols (Director Communities), Nichole Johnson (Manager Community Partnerships), Saleh Hadi (Coordinator Arts & Cultural Development), Jacqueline Felstead (Curator & Collections Management Officer), Renee Cosgrave (Exhibitions Officer), Ignacio Zamora (Arts Development Officer).
	<b>Other:</b>	Sandra Miller, Yu Fang Chi, Sammaneh Pourshafighi, Jennifer Johnsen, , Leanne Ipsen, Ni Li, Svetlana Matovski, Olivia Morris.
<b>APOLOGIES:</b>		Sarah Hammond (Arts Program Officer), Emily Wubben (Curator & Collections Management Officer), Simone Thomson, Cassie May, Mel Paine

<b>MATTERS CONSIDERED</b>		<b>DISCLOSURES AND COMMENTS</b>
1	<b>Matters Arising</b> • Arts and Cultural Development Updates	No disclosures were made
2	<b>ACAC Member Presentations</b> • No presentations this meeting.	No disclosures were made
3	<b>Other Business</b>	No disclosures were made
4	<b>2025 Meetings</b>	No disclosures were made

The Meeting concluded at 8.50 pm

<b>RECORD COMPLETED BY:</b>	<b>Officer Name/Title:</b>	Sarah Hammond, Arts Program Officer
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# Informal Meeting of Councillors Record

The Meeting commenced at 4:30pm

<b>MEETING DETAILS:</b>	<b>Title:</b>	Nillumbik Youth Council April Meeting
	<b>Date:</b>	Monday 7 April 2025
	<b>Location:</b>	Nillumbik youth Hub
<b>PRESENT:</b>	<b>Councillors:</b>	Cr Kate Mckay
	<b>Council Staff:</b>	Nichole Johnson, Frances Biggar, Molly Jessop
	<b>Other:</b>	Niamh Coffey, Orianna Edmonds, Kai Biviano, Soren Kean
<b>APOLOGIES:</b>		None

MATTERS CONSIDERED		DISCLOSURES AND COMMENTS
1	Youth Priorities Consultation session with Youth Council Members	No disclosures were made
2	Youth Summit planning for 2026	No disclosures were made
3		
4		
5		

The Meeting concluded at 6:30pm

<b>RECORD COMPLETED BY:</b>	<b>Officer Name:</b>	Nicola Clutton
	<b>Officer Title:</b>	Team Leader youth Development



# Informal Meeting of Councillors Record

The Meeting commenced at 6pm

<b>MEETING DETAILS:</b>	<b>Title:</b>	Environment & Sustainability Advisory Committee (ESAC)
	<b>Date:</b>	Wednesday 16 April 2025
	<b>Location:</b>	Council Chambers, Civic Centre
<b>PRESENT:</b>	<b>Councillors:</b>	Cr Kate McKay, Cr Kelly Joy
	<b>Council Staff:</b>	Kirsten Reedy, Ian Culbard, Grace Mui
	<b>Other:</b>	Committee Members - Elnaz Ettehad, Lily van Eeden, Sue Rosenhain, Malcolm Cock, Katrina Naish, Vasundhara Kandpal  Guest: Jules Jay
<b>APOLOGIES:</b>		Anne-Marie King, Lucinda Flynn

MATTERS CONSIDERED		DISCLOSURES AND COMMENTS
1	Climate Action – community emissions	No disclosures were made
2	Draft Council Budget 2025/26	No disclosures were made
3	Draft Domestic Animal Management Plan 2025-2029	No disclosures were made

The Meeting concluded at 8.10pm

<b>RECORD COMPLETED BY:</b>	<b>Officer Name:</b>	Grace Mui
	<b>Officer Title:</b>	Environment & Climate Change Officer



# Informal Meeting of Councillors Record

The Meeting commenced at 6.35pm

<b>MEETING DETAILS:</b>	<b>Title:</b>	Councillor Briefing
	<b>Date:</b>	Tuesday 22 April 2025
	<b>Location:</b>	Council Chamber
<b>PRESENT:</b>	<b>Councillors:</b>	Cr Grant Brooker, Cr Naomi Joiner, Cr Kelly Joy, Cr Peter Perkins (virtual), Cr Kim Cope (virtual), Cr Kate McKay and Cr John Dumaesq
	<b>Council Staff:</b>	Carl Cowie, Melika Sukunda, Elisha Jansz, Jeremy Livingston, Frank Vassilacos, Nichole Johnson, Cassie Zurek, Daniel Tarquinio, James Hartigan, Michele Purtle, Narelle Hart, Natalie Campion, Katia Croce
	<b>Other:</b>	John Watson, Dale – Metropolis Research
<b>APOLOGIES:</b>		

<b>MATTERS CONSIDERED</b>		<b>DISCLOSURES AND COMMENTS</b>
1	Strategic Communications update to Councillors	No disclosures were made
2	Audit and Risk Committee and Local Government Sector Overview	No disclosures were made
3	Indara (Optus) lease proposal for telecommunications infrastructure at Eltham Lower Park	No disclosures were made
4	2025 Annual Community Survey Results	No disclosures were made
5	Health and Wellbeing Plan 2025-2029 - Presentation of the Priority Areas	No disclosures were made

The Meeting concluded at 8.25pm

<b>RECORD COMPLETED BY:</b>	<b>Officer Name:</b> <b>Officer Title:</b>	Elisha Jansz Acting Director Governance Communications and Community Safety
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# Informal Meeting of Councillors Record

The Meeting commenced at 5.36pm

<b>MEETING DETAILS:</b>	<b>Title:</b>	Council Meeting Pre-Meet
	<b>Date:</b>	Tuesday 29 April 2025
	<b>Location:</b>	Council Chamber
<b>PRESENT:</b>	<b>Councillors:</b>	Cr Grant Brooker, Cr Naomi Joiner, Cr Kelly Joy, Cr Peter Perkins, Cr Kim Cope, Cr Kate McKay and Cr John Dumaresq
	<b>Council Staff:</b>	Carl Cowie, Melika Sukunda, Blaga Naumoski, Corrienne Nichols, Jeremy Livingston, Frank Vassilacos, Tania Treasure, Kasey Lawrence, Mike Dean, Chris Gipps, Steven Blight, Michele Purtle, Hannah Burns, Katia Croce
	<b>Other:</b>	
<b>APOLOGIES:</b>		

<b>MATTERS CONSIDERED</b>		<b>DISCLOSURES AND COMMENTS</b>
1	Confirmation of Minutes Council Meeting held Tuesday 25 March 2025	No disclosures were made
2	Advisory Committee Report - 29 April 2025	No disclosures were made
3	Draft Planning Scheme Review (PSR) 2025 - Findings and Recommendations (for Community Engagement)	No disclosures were made
4	March Quarter Financial Report	No disclosures were made
5	Draft Revenue and Rating Plan 2025-2029	No disclosures were made
6	Draft Diamond Creek Dog Park Upgrade Concept Plan	No disclosures were made
7	Endorsement of the Tourism East Visitor Economy Partnership	No disclosures were made
8	Kangaroo Ground Landfill Rehabilitation - Project Management Services Contract Extension	No disclosures were made
9	Glass Collection Service (Purple Bin) Advocacy Position	No disclosures were made
10	Sunsetting of the Panton Hill Bushland Reserves System Advisory Committee	No disclosures were made
11	Notice of Change to June Council Meeting Dates	No disclosures were made
12	Instrument of Appointment and Authorisation (Planning and Environment Act 1987)	No disclosures were made
13	Informal Meetings of Councillors Records - 29 April 2025	No disclosures were made

The Meeting concluded at 6.08pm



RECORD COMPLETED BY:	Officer Name: Officer Title:	Blaga Naumoski Director Governance Communications and Community Safety
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# Informal Meeting of Councillors Record

The Meeting commenced at 10:00am

<b>MEETING DETAILS:</b>	<b>Title:</b>	Inclusion and Access Advisory Committee
	<b>Date:</b>	Friday 2 May 2025
	<b>Location:</b>	Eltham Pavilion, Panther Place, Eltham
<b>PRESENT:</b>	<b>Councillors:</b>	Cr Peter Perkins
	<b>Council Staff:</b>	Narelle Hart, Angela Lampard, Angela Clare, Cassie Zurek and Julie-Anne Grech. Ignathio Zamora (joined for tour of Changing Places)
	<b>Committee Members:</b>	Neville Coutts, Rhonda Bain, Silvana Scibilia, Seane Cumming, Helen Ryan, Nicole Coxford, Courtney Walsh and Aaron Williams
	<b>Guests:</b>	Matt Ling (Artist)
<b>APOLOGIES:</b>		Melanie Keely, Carol Lee, Diana Warrell and Gina Lloyd-Thomas

MATTERS CONSIDERED		DISCLOSURES AND COMMENTS
1	Conflict of Interest and Informal Meeting of Councillors Record	No disclosures were made
2	The minutes of the previous meeting held on 28 February 2025 were confirmed as a true and accurate record of the meeting.	No disclosures were made
2	General Business	No disclosures were made
3	Nillumbik Shire Council 2025-2029 Health and Wellbeing Plan: Update	No disclosures were made
4	Cr Perkins presentation of Certificates of Recognition	No disclosures were made

MATTERS CONSIDERED		DISCLOSURES AND COMMENTS
5	Tour of the newly opened Alistair Knox Changing Places Facility	No disclosures were made

The Meeting concluded at 12:30pm

RECORD COMPLETED BY:	Officer Name:	Julie-Anne Grech
	Officer Title:	Business and Program Support Officer

# Informal Meeting of Councillors Record

The Meeting commenced at 5.01pm

<b>MEETING DETAILS:</b>	<b>Title:</b>	Councillor Briefing
	<b>Date:</b>	Tuesday 6 May 2025
	<b>Location:</b>	Council Chamber
<b>PRESENT:</b>	<b>Councillors:</b>	Cr Grant Brooker, Cr Naomi Joiner, Cr Kelly Joy, Cr Peter Perkins, Cr Kim Cope, Cr Kate McKay and Cr John Dumaresq
	<b>Council Staff:</b>	Carl Cowie, Claire Quinlan, Blaga Naumoski, Corrienne Nichols, Jeremy Livingston, Frank Vassilacos, Melika Sukunda, Michele Purtle, Narelle Hart, Mike Dean, Nichole Johnson, Steven Blight, Angela Lampard, Angela Claire, Stefanie Vassilios, Chris Gibbs
	<b>Other:</b>	
<b>APOLOGIES:</b>		

<b>MATTERS CONSIDERED</b>		<b>DISCLOSURES AND COMMENTS</b>
1	Strategic Communications update to Councillors	No disclosures were made
2	2025 Property Revaluation	No disclosures were made
3	Emergency Services and Volunteers Fund	No disclosures were made
4	Positive Ageing Advisory Committee - outcome of the EOI for the new 2025-2027 committee	No disclosures were made
5	Recreation Trails Advisory Committee Expression of Interest Outcome	No disclosures were made
6	Expression of Interest Process Arts and Culture Advisory Committee	No disclosures were made
7	Endorsement of new Youth Council 2025-2027	No disclosures were made
8	BMX dirt jumps and Community Recreation Park project	No disclosures were made
9	Community Energy Upgrades Fund Round 2 - Eltham Leisure Centre	No disclosures were made
10	CEO Update with Councillors - 6 May 2025	No disclosures were made

The Meeting concluded at 9.45pm

<b>RECORD COMPLETED BY:</b>	<b>Officer Name:</b> <b>Officer Title:</b>	Blaga Naumoski Director Governance Communications and Community Safety
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# Informal Meeting of Councillors Record

The Meeting commenced at 5.32pm

<b>MEETING DETAILS:</b>	<b>Title:</b>	Planning and Consultation Committee Pre-Meet
	<b>Date:</b>	Tuesday 13 May 2025
	<b>Location:</b>	Council Chamber
<b>PRESENT:</b>	<b>Councillors:</b>	Cr Grant Brooker, Cr Naomi Joiner, Cr Kelly Joy, Cr Kim Cope, Cr Kate McKay and Cr John Dumaresq
	<b>Council Staff:</b>	Carl Cowie, Claire Quinlan, Blaga Naumoski, Corrienne Nichols, Jeremy Livingston, Frank Vassilacos, Katia Croce, Michele Purtle, Natalie Campion, Melika Sukunda, Robert Malignaggi, Elishia Jansz, Michael van Oosterwijck, Nichole Johnson
	<b>Other:</b>	
<b>APOLOGIES:</b>		Cr Peter Perkins

<b>MATTERS CONSIDERED</b>		<b>DISCLOSURES AND COMMENTS</b>
1	Strategic Communications Update	No disclosures were made
2	Proposal to rename a section of Duffs Road, Panton Hill to Welton View	No disclosures were made
3	Draft Budget 2025-2026 Submissions	No disclosures were made
4	Domestic Animal Management Plan - Phase 2 Community Engagement	No disclosures were made

The Meeting concluded at 6.13pm

<b>RECORD COMPLETED BY:</b>	<b>Officer Name:</b> <b>Officer Title:</b>	Katia Croce Manager Governance and Property
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