

Council Meeting

to be held at the Council Chamber, 32 Civic Drive, Greensborough
on Tuesday 26 May 2026 commencing at 7:00 PM.

Attachments

Carl Cowie
Chief Executive Officer

Thursday 21 May 2026

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 28 April 2026 commencing at 7:00 PM.

Minutes

Carl Cowie
Chief Executive Officer

Friday 1 May 2026

Distribution: Public

Civic Drive, Greensborough
PO Box 476, Greensborough 3088
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Nillumbik Shire Council

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Council Meeting Minutes

28 April 2026

Nillumbik Shire Council

**Minutes of the Meeting of Nillumbik Shire Council held Tuesday 28 April 2026.
The meeting commenced at 7.00pm.**

Councillors present:

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

Officers in attendance:

Carl Cowie	Chief Executive Officer
Derek Rotter	Chief Operating Officer
Bлага Naumoski	Director Governance, Communications and Community Safety
Corrienne Nichols	Director Communities
Frank Vassilacos	Director Planning, Environment and Strategy
Jeremy Livingston	Director Culture and Performance
Bulent Oz	Chief Financial Officer
Steve Blight	Manager Capital and Infrastructure
Nichole Johnson	Manager Community Partnerships
Angela Lampard	Disability Inclusion and Volunteer Coordinator
Katia Croce	Manager Governance and Property

1. Welcome

2. Acknowledgement

Acknowledgement of Country was read by the Mayor, Cr Naomi Joiner.

3. Good Governance Pledge

The Good Governance Pledge was read by Cr Peter Perkins.

4. Prayer

A prayer was read by Dejan Milsovic from St Sava Serbian Orthodox Church in Greensborough.

5. Apologies\Leave of Absence

Nil

6. Declarations of conflict of interest

Carl Cowie Chief Executive Officer declared a general conflict of interest in the following item CM.038/26 CEO Employment Matters - Mid Year Review.

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7. Presentations

Sporting Grants

Chelsea King (Bluelake Ward) receives \$200 for being selected to represent Victoria at the 2026 Australian Athletics Junior Championships in Queensland.

Aria-Rose Cerqueira (Edendale Ward) receives \$200 for being selected to represent Victoria at the 2026 Australian Athletics Junior Championships in Queensland.

Kayden Ramirex (Edendale Ward) was an apology.

Recipients thanked Council and a photo was taken with their Ward Councillor.

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

Acknowledgment of Departing Directors

The Mayor, Cr Naomi Joiner, acknowledged the departing Directors as follows:

We will now recognise, thank, and say goodbye to three Directors who will be finishing up at Nillumbik Shire Council this Friday: Jeremy Livingston, Corrienne Nichols, and Frank Vasilicos.

Their leadership, commitment and service has made a significant and lasting contribution to Nillumbik Shire Council and to the broader community. While a lot of their work has happened behind the scenes, their impact is visible across many parts of Nillumbik. We'd like to share some of the contributions they've made to our community and our organisation.

The Mayor, Cr Naomi Joiner, delivered remarks in acknowledgement of Corrienne Nichols as follows:

“Corrienne joined Council in August 2010 as Coordinator of Aged and Disability Services. From the outset she focused on strengthening how services were delivered.

One of her early achievements was moving the organisation from paper-based client files to an electronic system, improving service planning, accountability and staff efficiency, while supporting better outcomes for people using our services.

In 2011, Corrienne became Coordinator Community Services, taking on Children's Services at a time of change. She led the transition of Maternal and Child Health services back to Council, strengthening connections between services and creating a better experience for families. During this period, Corrienne also led the development of Council's first Ageing Well Strategy, providing a clear framework that continues to guide planning and policy today.

After a brief departure in 2017, Corrienne returned later that year as Manager Community Services, where she led important organisational work including the divestment of in-home HACC services and the development of the Early Years Infrastructure Plan.

As Executive Manager Community Services from 2019, Corrienne oversaw the Living and Learning service review, strengthening clarity, consistency and community confidence.

Since becoming Director of Communities in 2022, Corrienne has continued to lead work with long-term benefit, including the establishment of the Youth Hub, improved care and preservation of Council's art collection, and the development of Nillumbik's first Reconciliation Action Plan.

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Corrienne is widely respected for her leadership, her support of others, and the trusted relationships she has built right across Nillumbik. Her work reflects a deep understanding of community and a long-standing commitment to people and place.

We thank you, Corrienne, for your 16 years of service and the lasting difference you have made for Council and the Nillumbik community.

Thank you.

I'd like to hand over to Councillor Perkins."

Cr Peter Perkins acknowledged Jeremy Livingston and delivered the following remarks:

"I'll be speaking about Jeremy Livingston.

Twenty-two years ago, Jeremy joined Nillumbik, in April 2004. At that time, he was the Coordinator of Statutory Planning. In this role, Jeremy led significant improvements to planning processes and customer service, making the planning application experience clearer and more efficient for Nillumbik applicants and the community.

Following the Black Saturday bushfires in 2009, Jeremy played a critical leadership role in supporting community recovery, helping to ensure planning approvals for rebuilt homes and buildings were processed with urgency, care and compassion during that incredibly difficult time.

In 2011, Jeremy was appointed Manager Planning and Building Services, and later Manager Planning and Health Services.

That was about when I first encountered Jeremy when I started at Council in 2010, and Jeremy was probably the best staff member to deal with. He helped me incredibly in understanding the planning scheme. He was very responsive, and I'll never forget the support that Jeremy offered me in those early days, and I really do appreciate that.

Over those six years from 2011, he became a familiar presence at Planning Committee meetings, presenting planning applications and responding thoughtfully to passionate community submissions, often late into the night.

Then came 2017, which was a period of significant organisational change following the election of a new Council. That's when Jeremy stepped into the role of Acting Director Planning and Community Services. It was a very difficult time for all, and Jeremy's calm and measured leadership during this time provided a much-needed steady hand for councillors, staff and the community.

Jeremy then took a secondment to Corporate Services before being permanently appointed Executive Manager Transformation and Performance in 2018. In this role, he oversaw and coordinated Council's transformation program, including a \$4 million digital transformation that continues to benefit both the community and staff today.

Since 2023, as Director of Culture and Performance, Jeremy has overseen significant improvements in Council's customer service and complaints handling, cyber security posture, and IT disaster recovery capability.

Jeremy has worked closely with councillors to develop two four-year Council Plans, and with staff at all levels to ensure Council delivers on its commitments with a high level of compliance and integrity.

Jeremy is widely known as professional, knowledgeable and approachable, and I can't thank him enough for the work he has done throughout my time on Council, and for many years before that.

Council Meeting Minutes

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We thank Jeremy for 22 years of service to the Nillumbik community, and for the depth, consistency and professionalism you have brought to Council over that time.

Thank you, Jeremy.”

Cr Kate McKay acknowledged Frank Vasilicos and delivered the following remarks:

“Frank joined Nillumbik in July 2024 as Director of Planning, Environment and Strategy. He is recognised for his authentic engagement with the Nillumbik community. We appreciated his energy and can-do attitude when approaching any task.

Frank has provided strong leadership across planning, building, economic development, environment and transport.

In his short time at Nillumbik, he has led a significant program of strategic projects, including endorsement of several planning scheme amendments and the Nillumbik Planning Scheme Review.

He has also been instrumental in embedding cross-organisational strategies such as the Biodiversity Strategy, Urban Tree Canopy Strategy, Integrated Transport Strategy and Housing Strategy.

We thank you, Frank, for your contributions over the last two years to Council and to the Nillumbik community.

Thank you.”

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28 April 2026

8. Confirmation of Minutes

COM.001/26 Confirmation of Minutes Council Meeting held Tuesday 24 March 2026

Confirmation of the Minutes of the Council Meeting and Confidential Council Meeting held on Tuesday 24 March 2026.

Recommendation

That Council confirms the Minutes of the Council Meeting and Confidential Council Meeting held on Tuesday 24 March 2026 (**Attachment 1 and 2**).

Motion

MOVED: Cr Kate McKay

SECONDED: Cr Kim Cope

That Council:

1. Confirms the Minutes of the Council Meeting (**Attachment 1**) and Confidential Council Meeting (**Attachment 2**) held on Tuesday 24 March 2026.
2. **Resolves that the Confidential Council Meeting Minutes (Attachment 2) remain confidential in accordance with section 3(1)(e) of the Local Government Act 2020.**

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

Council Resolution

MOVED: Cr Kate McKay

SECONDED: Cr Kim Cope

That Council:

1. Confirms the Minutes of the Council Meeting (**Attachment 1**) and Confidential Council Meeting (**Attachment 2**) held on Tuesday 24 March 2026.
2. Resolves that the Confidential Council Meeting Minutes (**Attachment 2**) remain confidential in accordance with section 3(1)(e) of the *Local Government Act 2020*.

CARRIED UNANIMOUSLY

Council Meeting Minutes

28 April 2026

8. Confirmation of Minutes

COM.001/26 Confirmation of Minutes Council Meeting held Tuesday 24 March 2026

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Council Meeting Minutes

28 April 2026

9. Petitions

PT.001/26 Petition - Urgent Sealing and Drainage Remediation of View Hill Crescent (Nos, 1-21) Eltham

A petition containing 29 signatures from residents requests the urgent sealing of View Hill Crescent between Nos. 1 and 21, and complete the associated drainage and safety works.

The petition contained the following statement;

“We, the undersigned, petition Council to:

- Urgently seal View Hill Crescent between Nos. 1-21
- Address associated drainage, flooding, and safety issues
- Provide transparency regarding the removal of the previously settled sealing requirement”

Council Resolution

MOVED: Cr John Dumaresq

SECONDED: Cr Kate McKay

That Council:

1. Receives and notes the “Urgent Sealing and Drainage Remediation of View Hill Crescent (Nos, 1-21) Eltham” petition which requests the urgent sealing of View Hill Crescent between Nos. 1 and 21, and complete the associated drainage and safety works, in accordance with the Governance Rule - Meeting Procedure.
2. Refers this petition to the Chief Operating Officer for investigation and response.
3. Notes that officers will advise the petition organiser of the outcome.

CARRIED UNANIMOUSLY

Council Meeting Minutes

28 April 2026

10. Questions from the gallery

Nil

Council Meeting Minutes

28 April 2026

11. Reports of Advisory Committees

AC.003/26 Advisory Committee Report 28 April 2026

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. Environment & Sustainability Advisory Committee (ESAC) meeting held 18 February 2026; and
2. Inclusion and Access Advisory Committee meeting held 27 February 2026.

Council Resolution

MOVED: Cr Kate McKay

SECONDED: Cr Peter Perkins

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

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Council Meeting Minutes

28 April 2026

12. Officers' reports

CM.030/26 March Quarter Financial Report

Distribution: Public

Manager: Jeremy Livingston, Director Culture and Performance

Author: Bulent Oz, Chief Financial Officer

Summary

This report outlines Council's financial performance and position for the period ended 31 March 2026.

Council's financial position remains sound and stable at quarter-end, with a cash position of \$34.7 million and funds held in investments of \$34.89 million. Total net assets stand at \$1.063 billion.

The Income Statement shows an overall favourable year-to-date (YTD) variance of \$4.69 million, representing 15.22% of the YTD budget. Net operating income is \$35.5 million, reflecting a favourable variance of \$4.69 million against budget. This result is driven primarily by timing differences in the receipt of non-recurrent income and the phasing of expenditure, rather than underlying structural factors.

Rates revenue continues to track largely as anticipated. The third instalment was issued on 28 February 2026, with 70.12% collected year-to-date.

YTD expenditure on capital works projects totalled \$20.6 million, with delivery progressing across a range of projects. YTD loan repayments of \$2.0 million have been made, with total borrowings currently at \$15.0 million.

The key financial focus for the remainder of the year is the continued monitoring of income and expenditure forecasts, with a view to working towards a balanced year-end position.

Council Resolution

MOVED: Cr Grant Brooker

SECONDED: Cr John Dumaresq

That Council receives and notes the Financial Report for the period ended 31 March 2026 (**Attachment 1**).

CARRIED UNANIMOUSLY

Council Meeting Minutes

28 April 2026

12. Officers' reports

CM.030/26 March Quarter Financial Report

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Council Meeting Minutes

28 April 2026

12. Officers' reports

CM.031/26 Jayson Avenue Special Charge Scheme, Eltham - Declaration

Distribution: Public

Manager: Derek Rotter, Chief Operating Officer

Author: Steven Blight, Manager Capital and Infrastructure

Summary

Council resolved on 9 December 2025 (CM.155/25) to give public notice of its intention to declare a special charge for the sealing and upgrade of Jayson Avenue in Eltham.

Council's notice of its intention to declare was publicly advertised in *The Age* newspaper and on Council's website on 18 December 2025. A letter and notice of the declaration were sent to all property owners with a liability under the scheme. The closing date for submissions and/or objections was specified as 5 February 2026.

Council did not receive any written submissions and/or objections to Council's intention to declare a special charge. Council did not receive any registrations to speak at the Planning and Consultation Committee on March 2026 in relation to the matter.

This report recommends that Council declares the Jayson Avenue Special Charge Scheme, Eltham and levies the special charge.

Council Resolution

MOVED: Cr John Dumaresq

SECONDED: Cr Kate McKay

That Council:

1. Declares a special charge under Section 163(1) of the *Local Government Act 1989* for the purposes of defraying the expenses to be incurred by Council for the sealing and upgrade of Jayson Avenue, Eltham.
2. Bases the declaration on the following key matters detailed in the intention to declare notice:
 - a) The Special Charge Scheme shall apply to the properties at 2, 3, 4, 5, 6, 24 and 26 Jayson Avenue and 15 Homestead Road, Eltham, as shown in **Attachment 1**.
 - b) The estimated total project cost is \$389,000 with a benefit ratio of 0.824. The total amount to be levied under the Scheme based on Council's Special Rate and Special Charge Policy and Guidelines (June 2024) is \$320,623.79. Council will contribute \$68,376.21 for the Crown Land (Hohnes Hill Reserve) at 560 Main Road.
 - c) The total estimated cost to each property is shown in **Attachment 2** and may be paid as a lump sum within the 30 days of invoice or by quarterly instalments over a 10-year period with interest.
 - d) The Scheme shall remain in force for 10 years.

Council Meeting Minutes

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12. Officers' reports

CM.031/26 Jayson Avenue Special Charge Scheme, Eltham - Declaration

3. Levies the special charge to each person liable to pay it by giving notice under Section 163(4) of the *Local Government Act 1989*.

CARRIED UNANIMOUSLY

Council Meeting Minutes

28 April 2026

12. Officers' reports

CM.032/26 Councillor Ward Meeting and Ward Communications Policy

Distribution: Public

Manager: Elishia Jansz, Acting Director Governance, Communications and Community Safety

Author: Michele Purtle, Manager Advocacy Communications and Engagement

Summary

The purpose of this report is to establish a fair, consistent, and transparent policy to support Councillors in producing ward communications, specifically ward newsletters (and other digital correspondence) and hosting ward meetings.

While Council is not legislatively required to provide ward communications, they have been undertaken by Councillors in the past to engage with their residents on ward based matters.

This report seeks to embed a clear process that acknowledges the cost and staff resourcing implications associated with producing and coordinating these activities and ensures appropriate transparency and accountability.

Council Resolution

MOVED: Cr Kelly Joy

SECONDED: Cr Kim Cope

That Council endorses the Councillor Ward Meeting and Ward Communications Policy (attachment 1).

CARRIED UNANIMOUSLY

Council Meeting Minutes

28 April 2026

12. Officers' reports

CM.032/26 Councillor Ward Meeting and Ward Communications Policy

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28 April 2026

12. Officers' reports

CM.033/26 Councillor Recognition and Bereavement Policy

Distribution: Public

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

Author: Katia Croce, Manager Governance and Property

Summary

The purpose of the Councillor Recognition and Bereavement Policy is to outline the processes for publicly acknowledging and recognising the service and contributions of current and former Councillors and community members, as well as for acknowledging bereavements of Councillors and prominent members of the Nillumbik community.

This report presents the draft Councillor Recognition and Bereavement Policy (**Attachment 1**) for endorsement, and revokes in full the Good Governance Policy 2017.

Recommendation

That Council:

1. Endorses the Councillor Recognition and Bereavement Policy (**Attachment 1**).
2. Revokes in full the Good Governance Policy 2017.

Motion

MOVED: Cr Grant Brooker

SECONDED: Cr Kim Cope

That Council:

1. Endorses the Councillor Recognition and Bereavement Policy (**Attachment 1**) **with an amendment to paragraphs one and two under point 2. of the policy to be replaced with: Councillors who conclude their term and do not return to office or who have not been re-elected following a general election will be recognised and presented with a framed certificate of service.**
2. Revokes in full the Good Governance Policy 2017.

Council Meeting Minutes

28 April 2026

12. Officers' reports

CM.033/26 Councillor Recognition and Bereavement Policy

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

Council Resolution

MOVED: Cr Grant Brooker

SECONDED: Cr Kim Cope

That Council:

1. Endorses the Councillor Recognition and Bereavement Policy (**Attachment 1**) with an amendment to paragraphs one and two under point 2. of the policy to be replaced with: Councillors who conclude their term and do not return to office or who have not been re-elected following a general election will be recognised and presented with a framed certificate of service.
2. Revokes in full the Good Governance Policy 2017.

CARRIED UNANIMOUSLY

Council Meeting Minutes

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12. Officers' reports

CM.034/26 Tender Report - Contract 2526-035 Eltham Woods Childcare Redevelopment

Distribution: Public

Manager: Derek Rotter, Chief Operating Officer

Author: Steven Blight, Manager Capital and Infrastructure

Summary

This report recommends the awarding of contract 2526-035 for Eltham Woods Childcare Redevelopment.

The contract commencement date is 1 May 2026 with a completion date of 11 December 2026.

The Tender Evaluation Panel (TEP) has assessed all submissions and this report provides a summary of their evaluation in recommending the awarding of the contract for 2526-035 for Eltham Woods Childcare Redevelopment.

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

Recommendation

That Council:

1. Accepts the tender submitted by the **preferred tenderer** for the sum of **[\$[Redacted]]** plus **[\$[Redacted]]** for contingency (inclusive of GST). as disclosed in (**Attachment 1**) and enter into the following contract:
Number: 2526-035
Title: Eltham Woods Childcare Redevelopment
Term: 1 May 2026 to 11 December 2026
Options: Nil
2. Authorises the Chief Operating Officer to finalise and execute the contract documentation.
3. Authorises the Chief Operating Officer to approve contract term extensions.
4. Authorises the Chief Operating Officer to approve additional cost variations that are a result of unknown latent site conditions or changes to operational requirements throughout the term of the contract with a value of no more than total approved budget for the project.
5. Notes that any variations that exceed the agreed approved budget will require a further Council resolution.
6. Advises all tenderers accordingly.
7. Makes public the decision regarding this contract but the Tender Evaluation Report (**Attachment 1**) remain confidential on the grounds specified in the definition of confidential information in section 3(1)(g) of the *Local Government Act 2020*.

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28 April 2026

12. Officers' reports

CM.034/26 Tender Report - Contract 2526-035 Eltham Woods Childcare
Redevelopment

8. Resolves that the preferred tenderer be named.

Council Resolution

MOVED: Cr Kate McKay

SECONDED: Cr John Dumaresq

That Council:

1. Accepts the tender submitted by **Bowden Corporation** for the sum of **\$1,271,083.00** plus **\$190,662.45** for contingency (inclusive of GST). as disclosed in (**Attachment 1**) and enter into the following contract:
Number: 2526-035
Title: Eltham Woods Childcare Redevelopment
Term: 1 May 2026 to 11 December 2026
Options: Nil
2. Authorises the Chief Operating Officer to finalise and execute the contract documentation.
3. Authorises the Chief Operating Officer to approve contract term extensions.
4. Authorises the Chief Operating Officer to approve additional cost variations that are a result of unknown latent site conditions or changes to operational requirements throughout the term of the contract with a value of no more than total approved budget for the project.
5. Notes that any variations that exceed the agreed approved budget will require a further Council resolution.
6. Advises all tenderers accordingly.
7. Makes public the decision regarding this contract but the Tender Evaluation Report (**Attachment 1**) remain confidential on the grounds specified in the definition of confidential information in section 3(1)(g) of the *Local Government Act 2020*.
8. Resolves that the preferred tenderer be named.

CARRIED UNANIMOUSLY

Council Meeting Minutes

28 April 2026

12. Officers' reports

CM.035/26 Tender Report - Contract 2526-008 Essential Safety Services

Distribution: Public

Manager: Derek Rotter, Chief Operating Officer

Author: Steven Blight, Manager Capital and Infrastructure

Summary

This report recommends the awarding of contract 2526-008 for Essential Safety Services

The contract term is for an initial period of 3 years, with 2 x 2 year options to extend the contract. The total duration of the contract, including the exercise of any options, shall not exceed 7 years.

The Tender Evaluation Panel (TEP) has assessed all submissions and this report provides a summary of their evaluation in recommending the awarding of the contract for 2526-008 for Essential Safety Services.

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

Recommendation

That Council:

1. Accepts the tender submitted by the **preferred tenderer** for the schedule of rates disclosed in (**Attachment 1**) and enter into the following contract:
Number: 2526-008
Title: Essential Safety Services
Term: 01 July 2026 to 30 June 2029 (3 years)
Options: 2 x 2 year options (up to an additional 4 years)
2. Authorises the Chief Operating Officer to finalise and execute the contract documentation.
3. Authorises the Chief Operating Officer to approve contract term extensions.
4. Authorises the Chief Operating Officer to approve additional cost variations that are a result of unknown latent site conditions or changes to operational requirements throughout the term of the contract.
5. Advises all tenderers accordingly.
6. Makes public the decision regarding this contract but the Tender Evaluation Report (**Attachment 1**) remain confidential on the grounds specified in the definition of confidential information in section 3(1)(g) of the *Local Government Act 2020*.
7. Resolves that the preferred tenderer be named.

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12. Officers' reports

CM.035/26 Tender Report - Contract 2526-008 Essential Safety Services

Council Resolution

MOVED: Cr Peter Perkins
SECONDED: Cr Grant Brooker

That Council:

1. Accepts the tender submitted by the **Fire & Wire** for the schedule of rates disclosed in (**Attachment 1**) and enter into the following contract:
Number: 2526-008
Title: Essential Safety Services
Term: 01 July 2026 to 30 June 2029 (3 years)
Options: 2 x 2 year options (up to an additional 4 years)
2. Authorises the Chief Operating Officer to finalise and execute the contract documentation.
3. Authorises the Chief Operating Officer to approve contract term extensions.
4. Authorises the Chief Operating Officer to approve additional cost variations that are a result of unknown latent site conditions or changes to operational requirements throughout the term of the contract.
5. Advises all tenderers accordingly.
6. Makes public the decision regarding this contract but the Tender Evaluation Report (**Attachment 1**) remain confidential on the grounds specified in the definition of confidential information in section 3(1)(g) of the *Local Government Act 2020*.
7. Resolves that the preferred tenderer be named.

CARRIED UNANIMOUSLY

Council Meeting Minutes

28 April 2026

12. Officers' reports

CM.036/26 Tender Report - Contract 2526-001 Provision of Immunisation Services

Distribution: Public

Manager: Corrienne Nichols, Director Communities

Author: Narelle Hart, Manager Community Programs
Liann Filer, Senior Procurement Specialist

Summary

This report recommends the awarding of contract 2526-001 for Provision of Immunisation Services

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

The Tender Evaluation Panel (TEP) has assessed all submissions and this report provides a summary of their evaluation in recommending the awarding of the contract for 2526-001 for Provision of Immunisation Services.

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

Recommendation

That Council:

1. Accepts the tender submitted by the **preferred tenderer** for the sum of **#[Redacted]** (excl. GST) for the initial first year of contract, plus annual CPI increases applied for the remaining years of the contracted period and enter into the following contract:
Number: 2526-001
Title: Provision of Immunisation Services
Term: 1 July 2026 to 30 June 2029
Options: Term extensions up to 30 June 2031
2. Authorises the Director Communities to finalise and execute the contract documentation.
3. Authorises the Director Communities to approve contract term extensions.
4. Authorises the Director Communities to approve additional cost variations that are a result of changes to operational requirements throughout the term of the contract.
5. Advises all tenderers accordingly.
6. Makes public the decision regarding this contract but the Tender Evaluation Report (**Attachment 1**) remain confidential on the grounds specified in the definition of confidential information in section 3(1)(g) of the *Local Government Act 2020*.
7. Resolves that the preferred tenderer be named.

Council Meeting Minutes

28 April 2026

12. Officers' reports

CM.036/26 Tender Report - Contract 2526-001 Provision of Immunisation Services

Council Resolution

MOVED: Cr Kate McKay
SECONDED: Cr Grant Brooker

That Council:

1. Accepts the tender submitted by the **preferred tenderer Kernow Environmental Services Pty Ltd** for the sum of **\$243,243.00** (excl. GST) for the initial first year of contract, plus annual CPI increases applied for the remaining years of the contracted period and enter into the following contract:
Number: 2526-001
Title: Provision of Immunisation Services
Term: 1 July 2026 to 30 June 2029
Options: Term extensions up to 30 June 2031
2. Authorises the Director Communities to finalise and execute the contract documentation.
3. Authorises the Director Communities to approve contract term extensions.
4. Authorises the Director Communities to approve additional cost variations that are a result of changes to operational requirements throughout the term of the contract.
5. Advises all tenderers accordingly.
6. Makes public the decision regarding this contract but the Tender Evaluation Report (**Attachment 1**) remain confidential on the grounds specified in the definition of confidential information in section 3(1)(g) of the *Local Government Act 2020*.
7. Resolves that the preferred tenderer be named.

CARRIED UNANIMOUSLY

Council Meeting Minutes

28 April 2026

12. Officers' reports

CM.037/26 Informal Meetings of Councillors Records - 28 April 2026

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 24 March 2026.

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

1. Councillor Briefing held 17 March 2026;
2. Council Meeting Pre-Meet held 24 March 2026;
3. Planning and Consultation Committee Pre- Meet held 14 April 2026.

Council Resolution

MOVED: Cr Kim Cope

SECONDED: Cr John Dumaresq

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

28 April 2026

12. Officers' reports

CM.037/26 Informal Meetings of Councillors Records - 28 April 2026

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Council Meeting Minutes

28 April 2026

13. Notices of Motion

Nil

14. Delegates' Reports

Councillor McKay provided a delegates report and stated:

“Thank you very much. On Saturday morning, I attended the Eltham and Montmorency dawn service alongside Cr Dumaresq and Blaga as Acting CEO. It was a very well attended event with an estimated 8,000 people there, with the road closed. It was absolutely touching and I think it was quite a healing service because we're all still reeling from the desecration of the Eltham cenotaph.

The Honour Roll was great. It included a lot of community members and it was just a fantastic event. I want to extend my thanks to President Ash Graham at the Eltham and Montmorency RSL.

I also want to highlight that all Councillors here attended an Anzac memorial service, whether it was in Warrandyte, Diamond Creek or Kangaroo Ground.”

Councillor McKay further stated:

“I also want to say that the Saturday prior to that I attended the Pat Cronin 10-year memorial of his untimely death.

Pat Cronin, on the 16th of April, was trying to extricate his friend from a bar fight in Diamond Creek and was coward punched from behind, and he passed away on the 18th actually at the hospital that I work at.

It was a devastating event, but to remember him in this way was absolutely touching. His parents, Robin and Matt Cronin, his family, his friends and his football club all gathered at the Research Football Club to remember him.

With the support of Brad Johnson, the president at the football club, there was a beautiful and fitting gesture of the unveiling of the Pat Cronin Wing at the Research footy ground. That was a real celebration for them and I think it meant a lot for the family and the community.

It is also worth mentioning all the hard work that the parents, the family and the Pat Cronin Foundation have done over the last 10 years. The Pat Cronin Foundation provides education to help young people manage conflict without violence. They remind us all to be wise and that together we can end the coward's punch. It was absolutely beautiful. Thank you.”

The Mayor Cr Naomi Joiner stated:

“Thank you Councillor McKay. That was a beautiful event for Pat Cronin and thank you for attending. I would also like to give a shout out to Hurstbridge RSL Sub-branch on their service that I attended on Saturday as well. That was a great service they put together.”

Council Meeting Minutes

28 April 2026

15. Supplementary and urgent business

Nil

16. Confidential reports

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

CM.038/26 CEO Employment Matters - Mid Year Review

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

Council Resolution

MOVED: Cr Grant Brooker
SECONDED: Cr John Dumaresq

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

CARRIED UNANIMOUSLY

The meeting closed to members of the public at 8.01pm

17. Close of Meeting

The meeting closed at 8.04pm.

Confirmed:

Cr Naomi Joiner, Mayor

Positive Ageing Advisory Committee

Minutes

- Date:** Friday 10 April 2026
- Time:** 10.30am – 1.30pm
- Venue:** Council Chamber, Civic Centre, Greensborough and
Via Zoom
- Chair:** Cr Peter Perkins
- Minute Taker:** Jodie Hoskins – Aged Care Navigation and Advocacy Officer
Sophie Broughton, Ann Hutchinson, Tom Fisher, Kate Puls (Zoom), Marcel
Saxone, Steve Jenkinson, Stella Huet, Marlwood Ryder, Tanya Cottrell (St
Vincent's Healthy Ageing Service), Natlie Francis (Health Ability), Alexandra
Price (Yarra Plenty Regional Library Service)
- Committee Members:**
- Other:** Narelle Hart NSC Manager Community Programs, Stephanie Vasillios NSC
Coordinator Ageing Well,
- Apologies:** Councillor Kelly Joy, Tamsyn Guerrero Holstep Health, Jacqui Sweeney,
Hether Macmillan NSC Positive Ageing Officer

Order of business

1. **Welcome**
2. **Acknowledgement of Country**
Acknowledgement of Country was read by Councillor Peter Perkins
3. **Apologies**
Heather Macmillan Nillumbik Shire Council Positive Ageing Officer, Tamsyn Guerrero
Holstep Health, Jacqui Sweeney, Councillor Joy
4. **Conflict of Interest and Informal Meeting of Councillors Record**
No conflict of interest noted
5. **Minutes of previous meeting**
That the minutes of the meeting held 13 February are confirmed as a true and accurate
record of the meeting.
Moved:
Tanya
Cottrell

Seconded:
Marlwood
Ryder
6. **Outstanding Action Items**
Summary
 - A. Chinese event held last month. Great day, Heather, Cr Joiner (Mayor) and Ann attended.

Positive Ageing Advisory Committee

Minutes



- B. Seniors' festival brainstorm – on agenda for today
- C. Library & Holstep Health timing of minutes – lengthy process getting Minutes out which doesn't align with timelines. Heather welcomes events to be submitted to her for circulation in a timely manner
- D. Beyond Age photo's to be given to Steph if available today, also WWCC checks to be submitted

Moved:

Tanya Cottrell

Seconded:

Marlwood Ryder

7. Seniors Festival update and brainstorm

Stephanie provided an overview on Seniors Festival funding, role of council and timelines at Nillumbik and outlined some of the activities Council will run.

- Seniors Festival runs statewide in October.
- State Government provide NSC with a grant of approx. \$4,000, this is distributed via community grants (up to \$500) to community groups.
- NSC Senior Festival grants open from 1 June and close 31 July.
- Council develops a Seniors Festival booklet promoting activities they will run as well as activities run with grant money and by our partner agencies.
- Deadline for inclusion of an activity/event into Nillumbik Seniors Festival booklet is 5 August.

She highlighted that this session was a brainstorm that might be useful for all members of PAAC either during seniors' festival or for more on-going programs throughout the year.

Narelle Hart NSC - Manager of Community Programs spoke about Seniors Festival providing an opportunity for community groups and funded organisations to showcase their activities and groups to community. These community groups deliver year-round activities and events. Narelle also explained Council's role during Seniors Festival in supporting sporting groups, community groups, church groups etc in delivering events to engage with community.

Council welcomes ideas and suggestions for the Seniors Festival – group brainstormed a range of considerations and ideas including:

- Promotion the Seniors Exercise Park
- E-waste drop-off and Doc-Shred.
- Highlighting the Rewire Memory Choir & importance for people with Dementia.
- Pickleball
- Falls prevention
- Bike clinic
- Show-casing Men's Sheds to improve men's mental health and reduction of depression and anxiety.
- Activity exploring religion / spirituality
- Choirs and community singing
- Support to community to write memoirs/write your story. Record extraordinary stories

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Positive Ageing Advisory Committee

Minutes

- of everyday people.
- Building knowledge around Seniors Card
- Caring for your eyes and ears - physical health.
- Encouraged people to participate in community transport so that they were able to get around to community events.
- St Vincent's Healthy Aging Service – doesn't have anything planned but would love to hold an event such as an education session of mental health, spirituality and well-being. Open to suggestions for events to be held in the libraries etc.
- Yarra Plenty Regional Library Service– no programs confirmed at the moment but open for ideas from PAAC and St Vincents.
- Session on how to prepare for the future/understand the service system, important for someone who may have lost a partner who did the admin in the relationship.
- Suggestion that promotional material for Seniors Festival include pictures of younger/older people (people in their 50 & 60's) to indicate their eligibility.
- Suggestion to hold some activities and events out of hours to attract older people who may still be working.
- Ensuring rural parts of the Shire are not forgotten with more local activities.
- Suggestion to provide more hard copy booklets to community to ensure saturation.
- Suggestion to review style of booklet to something easier to read, perhaps calendar format.

8. **Positive Ageing Advisory Committee meeting review.** Stephanie Vasillios, Coordinator Ageing Well team.

Summary:

Suggestion to shorten length of meetings which some members were open to as they had regular commitments in the afternoon. Three hours is a long meeting and a big-time commitment particularly for funded organisations on the committee.

NSC staff advised that anything proposed would be a trial initially and that if was taken on that the Terms of Reference would need to be updated accordingly.

PAAC provides opportunity for all to speak and share in round table, members to let Heather know in advance if you have something to bring to Round Table so that time can be allocated.

Suggestion was to trial 10.00am – 12.30pm with lunch over round table discussion.

Narelle said to trial this for next meeting.

9. **Beyond Age arts project update** Stephanie Vasillios, Coordinator Ageing Well team.
Summary:

Summary: Provided an update on the community arts project to challenge ageist attitudes, valuing age as a part of life. The Beyond Age project will run on Thursday 30 April at Council offices.

Details have been emailed by Heather for the session.

- Gary from Seniors Rights Victoria to give presentation prior to photo shoot. Workshop with Gary is to assist in exploring your experience of ageing and ageism in life and come up with your quote to be included with your photo's. Gary will provide you with prompting questions

Positive Ageing Advisory Committee

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for what you might include.

- 'Younger' photos and Working with Children's Checks need to be provided prior to the session.
- Year 11 or 12 students from Eltham High School will be photographers on the day. Option for outside images or inside. Students will be present/observe the workshop with Seniors Rights to gain insight into ageism.
- Photo shoot– no need to dress up, come as you are. No requirements for hair, make-up to be done.
- Lunch will be provided.
- Once photos are taken Heather will work with Eltham High and the NSC Arts and Culture team to develop the final images.
- Scheduled 'portraits launch' date - 25 June to be held at ECRC
- All PAAC members welcome to attend with family/friends. Seniors Rights Victoria will speak at the event.
- Bookings to be made through booking link in Aging Well in Nillumbik newsletter.

Action: Prior to Beyond Age event Heather to send out questions that people will respond to that will be incorporated into artwork.

10. **Dementia update – work occurring in the Shire –** Jodie Hoskins, Aged Care Navigation and Advocacy Officer NSC. Nillumbik Dementia Friendly Alliance - Ann Hutchinson. Other agencies present.

Summary: Jodie gave overview of prevalence of Dementia in Nillumbik; support Council provides the Nillumbik Dementia Friendly Alliance (NDFA) and community education and information sessions we run.

- Natalie mentioned that Health Ability is looking at Dementia specific exercise groups.
- Steve spoke to need for dementia education for community support workers.
- Ann gave overview of history of the Nillumbik Dementia Friendly Alliance over the last 4 years. Explanation of how the plan was suggested by Sandra Verdam to PAAC.

The NDFA is supported by Valley Financial, establishing the NDFA board of directors in 2025 as an incorporated body.

Holstep Health/Carer Gateway provide peer support carer funding to the NDFA.

Focus from NDFA on community education and awareness, as well as strong supports and resources for carers.

- Currently NDFA operate 3 Memory Care Café's in Nillumbik (Hurstbridge weekly,

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Diamond Creek & Eltham (fortnightly), the Mudbrick (dementia) Café runs through the DV Baptist Church fortnightly and Health Ability run a fortnightly café in Eltham.

11. Roundtable:

Summary:

The Roundtable is an opportunity for PAAC members to raise relevant issues related to ageing well in Nillumbik for discussion or to seek advice or action on. These issues may involve access, equity and inclusion of older adults. The Roundtable is also an opportunity for any PAAC member to inform other members of upcoming events and activities of interest to over 55s.

Marlwood – attended a pilot program run by Social Connections NSC, Nillumbik Day-tripper's. Target group for this program is more socially isolated/vulnerable people, PAAC encouraged to identify people that might be suitable.

First outing to Yarra Valley Dairy and Chocolatier. Great day, feedback from group was fantastic. Suggestions welcomed for locations for future trips.

Cr Perkins spoke about the Diamond Valley miniature railway as a venue at Eltham Lower Park. Stephanie suggested including this venue during a "Know your Shire" day. Other suggestions included Montsalvat, the Shrine, including a tour and the water treatment plant.

Natalie, Health Ability – diverse set of services offered by HA. Looking at sessions to hold for feedback on how to promote the services they offer. Natalie will provide Heather the details for PAAC to contribute, 30min phone conversation.

Steve – neighbour had note on her rubbish bin that inappropriate things were in her bin (bin audit). Steve encouraged her neighbour to call CX & discuss it with them. Steph to follow up with Waste Management.

Ann – Nillumbik Dementia Friendly Alliance are organising two Advanced Care Planning (ACP) sessions with Northern Health ACP specialist. 20 April ACP information session and 4 May a workshop to brainstorm & complete your ACP, both held at the Hurstbridge Hub.

Stephanie mentioned a series the *Ageing Well* team were looking to deliver in 2027 around 'Intentional Ageing'.

12. Next meeting date and location

Friday 5 June 10am – 12.30pm

NSC Council Chambers, Civic Drive Greensborough

	<ul style="list-style-type: none"> • Suggestion to seek qualitative data on biodiversity from people impacted by policy changes e.g. cat owners regarding the cat confinement policy • Suggestion for future ESAC topic: measurements for campaign success or policy changes; and environment metrics. • Barriers: not within local government capacity to do deep research. 	
5	<p>Ideas requested for next focal species for the Biodiversity Strategy to have a community focus on.</p> <p>Discussion and suggestions included:</p> <ul style="list-style-type: none"> • Platypus has been the focal species for the last 18 months, with more engagement planned. • Make sure that creating interest is balanced with consideration of harm that could come from increased popularity (e.g. increased impact on habitat from foot traffic or noise) • Species chosen could be used to leverage other priority interests and co-benefits, for example promoting a significant bushland reserve or benefits to the whole ecosystem from action on that species • Species selection should be tied clear behaviour change or species action or outcomes e.g. planting prickly shrubs for small birds, preventing use of rat bait with secondary coagulants • Although very special, potentially not orchids due to size and protections. • ECB is already popular and should be ongoing given its local significance. • Little birds as they are charismatic, not well known, but could tie in with the new cat confinement policy, and include links with Gardens for Wildlife. <p>Specific species suggestions:</p> <ul style="list-style-type: none"> ○ Woodland birds ○ Pardalotes (links with keeping noisy miner out, Gardens for wildlife) ○ Forest health monitoring indicator species: scarlet robin, white-throated tree creeper etc (with existing data to help support work) ○ Nocturnal birds (links with changes to ratbait, campaign around the noises of night wildlife) • Phascogale – charismatic but not well known • Sugar glider • Get schools and seniors more involved in citizen science, potentially when they're already at Edendale. <p>Ideas requested from members for next focal issue for the Climate Action Plan to have a community focus on, based on the Plan's seven focus areas.</p> <p>Discussion and suggestions included:</p> <ul style="list-style-type: none"> • Make use of current global context around energy/fuel shortages and community interest to focus on electrification, specifically electric vehicles. 	Lachie and Grace

	<ul style="list-style-type: none"> • Emphasise sustainable transport whilst people are focused on saving fuel and using cars less. Prioritise active transport routes in the Shire e.g. riding to sports clubs, students riding to school, more support for cyclists (commuter and recreational). • Extend existing Nillumbik energy initiatives to help build momentum / buy-in. • Encourage recycling/waste companies to establish in Nillumbik and leverage new ring road connections. Potentially in partnership with Whittlesea. Limitations include limited industrial zones in Nillumbik and topography. • Food systems and sustainable agriculture. • Build climate/energy resilience and awareness of existing resources. 	
6	<p>Budget consultation</p> <p>The draft 2026/27 budget has been released for community consultation. Proposed new operational environment budget items listed. Community feedback is due by 26 April.</p> <p>Link: Draft Budget and Draft Revenue and Rating Plan Participate Nillumbik</p> <p>Discussion included:</p> <ul style="list-style-type: none"> • Members invited to provide feedback on budget via Participate Nillumbik. • Requested naming consistencies of items year to year to enable better comparative tracking. • Suggestion to reference specific indicators that cater to new operational initiative outcomes, and more specific environmental performance indicators. • Members appreciated the notable increase of environment items in the new operational initiatives budget. • However, need for secure long-term operationalised funding to deliver on-ground environmental works / weed management, and to enable ongoing forest health monitoring and environmental volunteering. 	Chair
7	<p>Draft Revenue and Rating Plan consultation</p> <p>Proposed introduction of differential rate categories that replace existing rebate arrangements relating to Sustainable Agriculture (SAR) and Trust for Nature (TfN) properties. Community feedback is due by 26 April.</p> <p>Link: Draft Budget and Draft Revenue and Rating Plan Participate Nillumbik</p> <p>Discussion included:</p> <ul style="list-style-type: none"> • Differences between existing rebate arrangements and the differential rates proposed and expected outcomes for residents. • SAR and TfN eligibility requirements. • Existing SAR guidelines, practicality of existing guidelines in regard to best practice, audits, and a request that ESAC be provided with the opportunity to review/comment on guidelines. 	Chair

	Action: Officers to circulate link to SAR guidelines and ascertain trigger for potential future guidelines review. Link: Rebates and incentives for landowners - Nillumbik Shire Council	
8	<p>Other business</p> <ul style="list-style-type: none"> • Many environment and sustainability events are happening all the time. Advertised in monthly e-news, Nillumbik News, social media etc. Please help to on-promote the events. Events, activities and education - Nillumbik Shire Council • Grant update – Council has received a funding boost from DEECA for deer control which will enable Council’s Deer Control Program to expand into the Hurstbridge area. • Council is a Finalist in the 2026 LGPro Awards for Excellence - Environmental Sustainability category for our nomination: <i>Vehicle-to-Load (V2L) Power Trials for Zero-Emission Events and Emergency Resilience</i>. • Update on ESAC recruitment process for next committee. Endorsement from Council expected in May and successful members will then be notified. <ul style="list-style-type: none"> ○ Suggestion that a waiting list be implemented if ESAC members are not committed to participation or resign. 	Kirsten
9	<p>Last meeting of 2024-26 term of ESAC. Acknowledgement and thanks to ESAC members</p> <ul style="list-style-type: none"> • Overview of environment and sustainability matters brought to the committee and of some recent Council environment and sustainability highlights • Certificate of thanks and a thank you gift presented to members 	Chair
Next meeting: This is the final meeting of this term of ESAC.		

Table of Open Actions

Meeting date	Action	Owner/s	Status	Comment
16/04/2026	Officers to circulate link to SAR guidelines.	Officers	Closed	Link issued with minutes.
16/04/2026	Officers to ascertain trigger for potential future SAR guidelines review.	Officers	Open	Discuss at July or September 2026 meeting.

Inclusion and Access Advisory Committee



Minutes

Date:	24 April 2026
Time:	10.00am – 12.00pm
Venue:	Council Chamber, Nillumbik Shire Council, Greensborough 3088
Chair:	Cr Perkins
Minute Taker:	Julie-Anne Grech, Business and Program Support Officer
Committee Members:	Michelle Molinaro, Gina Lloyd-Thomas, Linda Kelly, Naomi Bishop, Seane Cumming (Different Journeys), Brandi Rutherford (Araluen) and Aaron Williams (Brotherhood of St Lawrence), Kirsten Bate, Jenny Johnsen, Brendan Dozzi, Courtney Walsh (St John of God), Silvana Scibilia and Debbie Anderson (Brotherhood of St. Lawrence)
Other:	Angela Lampard (Disability, Inclusion and Volunteer Coordinator), Nazish Khan (Disability Inclusion Officer), Julie-Anne Grech (Business and Program Support Officer), Arpita Jauhari (Business Development Officer, The Sunflower Campaign), Mandy Pouw, Disability Liaison Officer, Diamond Creek Police Station and Karen McAlear (Carer)
Apologies:	Cr Joy, Narelle Hart (Manager Community Programs), Jade McAlear, Brandi Rutherford (Araluen) and Chantal Blitenthal (Yarra Plenty Regional Library)

Order of business

1. Welcome

2. Acknowledgement of Country

Acknowledgement of Country was read by Cr Perkins

3. Conflict of Interest and Informal Meeting of Councillors Record

Nil

4. Minutes of previous meeting

That the minutes of the meeting held 27 February 2026 are confirmed as a true and accurate record of the meeting.

Moved: Courtney Walsh

Seconded: Seane Cumming

Carried

Inclusion and Access Advisory Committee

Minutes



5. Outstanding Action Items

Nil

6. Mandy Pouw, Disability Liaison Officer, Diamond Creek Police Station: overview about her role and opportunity for Q&A.

The Diamond Creek Police Station Disability Liaison Officer (DLO) detailed her journey within the police force that led to her current role. Whilst a new role, she has a long and distinguished career throughout Nillumbik and Banyule that has brought a wealth of knowledge to her current position. Mandy collaborates with 3 other DLO Officers, which is a statewide initiative. The position of DLO is portfolio based and is in addition to her Family Violence Liaison Officer role.

Mandy is keen to:

- Build knowledge and break down any barriers between Victoria Police and the Community
- Develop strong networks within the community
- Understand what needs to be improved upon by identifying risks, patterns or trends that shape the way people with disability live in the community and identify service gaps.
- Enhance community access to resources and support services.
- Develop and foster greater communication and understanding for first responders to incidents involving hidden disability through training and continuous program improvements
- Strengthening Victoria Police understanding of the intersection between family violence and people living with disability, including how to better identify vulnerabilities in violent situations and what supports are available to address barriers such as communication challenges and situational dependence
- Promoting the importance of information sharing between the community and police to support informed planning and response, particularly where a hidden disability is known prior to attendance, enabling a clearer and safer plan of action

Officer action: Committee Members are invited to contact Disability Liaison Officer, Mandy Pouw if they have any suggestions or questions regarding role:
mandy.pouw@police.vic.gov.au

7. Arpita Jauhari, Hidden Disabilities Sunflower Program: overview and the opportunity for Q&A

Arpita Jauhari, Business Development Officer, presented an overview of the Hidden Disabilities Sunflower Program, outlining how the Sunflower symbol supports people with non-visible disabilities by enabling them to voluntarily signal a need for additional understanding or support. The presentation highlighted that around 80% of disabilities are hidden, spanning mental health, cognitive, neurological, sensory, and temporary conditions, with common barriers including communication challenges, environmental factors, and social stigma.

The session showcased how other Councils and organisations have successfully implemented the program across early years services, recreation facilities, and whole-of-council approaches,

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Inclusion and Access Advisory Committee

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emphasising the need for flexibility and local adaptation. Nillumbik Shire Council is now an official program member and has begun a phased rollout, with the internal phase focused on training customer-facing staff.

Discussion covered the importance of awareness, kindness, and respectful engagement when supporting Sunflower wearers, as well as community concerns regarding stigma, bullying, and personal safety. It was noted that use of the Sunflower is voluntary and flexible, with options such as lanyards, badges, or situational use.

Concerns were raised by the Committee regarding the aesthetic and feel of the sunflower lanyards i.e. the reluctance of boys/young men wearing the sunflower materials potentially creating more prejudice by wearing. Arpita suggested that the more subtle lapel pin or band be used in these circumstances and possibly only worn for the period of time it is needed.

Officer action: Provide videos showcasing the Sunflower Program.
Videos have been included below:

[What is the Hidden Disabilities Sunflower](#)

[Ronan Soussa](#)

8. Nazish Khan, Disability Inclusion Officer: Nillumbik implementation of the Sunflower program and upcoming International Day of People with Disability Grant round

Chair deferred presentation and discussion of Nillumbik implementation of the Sunflower program and International Day of People with Disability Grant round to the Inclusion and Access Advisory Committee Meeting on Friday 26 June due to time constraints.

9. Sangita Parsot, Social Planning & Policy Officer: Health and Wellbeing Plan – Year 2 Action Plan

Sangita provided the Committee with a progress update on the Nillumbik Health and Wellbeing Plan (HWP) 2025–2029, noting that the Plan is Council’s key legislated strategic framework guiding health, wellbeing, access and inclusion outcomes across the Shire. The Disability Action Plan (DAP) and Ageing Well priorities are embedded within the HWP, ensuring disability access and inclusion is integrated into Council’s core planning, delivery and reporting processes.

Overview:

- The HWP aligns local priorities with the Council Plan and the Victorian Public Health and Wellbeing Framework, ensuring alignment across local and state directions.
- Disability inclusion, accessibility, equity and intersectionality are embedded across all six HWP priority areas, rather than being treated as a stand-alone theme.
- The Plan is delivered through annual action plans, enabling responsiveness to emerging issues while maintaining long-term strategic direction to 2029.

Plan Development and Priority Areas re-cap

Inclusion and Access Advisory Committee

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- People with disability and older people directly shaped the Plan, including priorities and actions, through targeted engagement with advisory committees (including IAAC), community consultations and workshops.
- Local data analysis, evaluation of the previous HWP, and legislative and policy reviews informed development.
- The resulting Plan reflects lived experience, evidence, and clearly defined Council responsibilities.

Draft Year 2 Action Plan 2026–27

The Draft Year 2 Action Plan (Y2 AP) was discussed, with Sangita advising that:

- Year 2 actions strengthen and elevate Year 1 outcomes, with continued emphasis on disability inclusion across services, recreation and open space, participation, employment partnerships, emergency preparedness, awareness training, advocacy and social connection.
- Council Officers acknowledged the need for actions to be broad, in order to maximise opportunities for reporting to reflect disability inclusion across as many areas as possible.
- Information dissemination about what's available to the general community was also discussed.

Officer Action:

To discuss the MHP focus areas and opportunities for IAAC participation at the next IAAC Meeting.

Identified ways to promote resources and supports across the Shire (draft Disability Inclusion Guide, specific to Nillumbik)

Committee discussion re parking enforcement

- Disabled parking enforcement and misuse, including ongoing issues at the Hurstbridge Hub where accessible bays are being used as general parking.
- Positive examples of clear and effective disabled parking signage in Diamond Creek were noted for consideration.
- Members suggested informing Community Safety and raising awareness about the issue with sporting clubs who use Hurstbridge Hub.
- Ongoing patrols of the area, with Mandy offering police powers if needed also, given the issues usually happen over weekend periods.

Officer Action: Initial follow-up discussions with Customer Service, Sport and Recreation, Community Safety and the Hurstbridge Hub to address operational issues raised.

10. Other Business:

Inclusion and Access Advisory Committee

Minutes



Officer Action: Committee request to ensure more time for general business/discussion at the next meeting.

11. **Meeting closed:** 12.00pm
12. **Next meeting:** 10.00am – 12.00pm; Friday 26 June 2026 – Council Chamber, Nillumbik Shire Council, Civic Drive, Greensborough 3088

Youth Council Formal Meeting

Minutes



Date:	Monday 4 May 2026
Time:	5.00pm – 6.30pm
Venue:	Nillumbik Youth Hub
Chair:	Tahlia Edmonds
Minute Taker:	Krystle Kalomakaefu
Committee Members:	Aashini Rastogi, Alexandra Laidlaw, Ang Gartland, Anushka Gupta, Eleanor Risley, Gianna Andreoli, Rose Jarvis, Samuel Lochner, Tahlia Edmonds
Councillor Representative	Cr Kate McKay
Other:	Blaga Naumoski, Frances Biggar, Nichole Johnson, Yasmin Green, Krystle Kalomakaefu.
Apologies:	Kris van de Kamp, Jessica Brown, Lucas Fox

Order of business

1. Welcome (2 minutes) 5:00pm

Welcome & Introductions around the table

Observers are reminded their role is to observe only, unless called upon by the Chairperson to participate.

2. Acknowledgment of Country (2 minutes) 5:02pm - Alexandra

We respectfully acknowledge and recognise the Wurundjeri Woi-wurrung as the Traditional Owner of the land on which Nillumbik is located. We pay tribute to all First Peoples living in Nillumbik Shire, give respect to Elders, children, and young people of past, present, and future generations.

We honour 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.

3. Ice breaker (5 minutes) 5:04pm

Skipped this item as introductions and 'what's your favourite food?' question answered while introducing new Chief Community & Integrity Officer - Blaga Naumoski.

4. Conflict of Interest and Informal Meetings of Councillors Record

Conflict of interest provisions are contained in sections 126-131 of the *Local Government Act 2020*, the Councillor Code of Conduct, the Employee Code of Conduct and the Advisory Committee Members Code of Conduct.

An Informal Meeting of Councillors Record must be completed at the meeting in accordance with Item 19 of Council's Governance Rule - Meeting Procedure.

5. Minutes of previous meeting

That the minutes of the meeting held 2 March 2026 are confirmed as a true and accurate record of the meeting.

Minutes moved by: Alexandra Laidlaw

Minutes seconded by: Anushka Gupta

6. Outstanding Action Items

Nil

7. Item of business 1: Youth Summit planning updates (30 minutes) 5:10pm

Frances Biggar, Youth Development Officer

Officer provided an update on the planning for the 2026 Nillumbik Youth Summit and discussed Youth Council's role in facilitation of the event.

- Frances presented facilitation guide (**Attachment 1**) for Youth Summit which has been created based on questions & feedback from Youth Councillors.
- Youth Council worked in pairs to review guide and provided feedback on the document.
- Frances shared what tables each Youth Councillor will be facilitating on the day.

BREAK (5 minutes) 5:40pm

8. Item of business 2: Youth Council projects & campaigns (30 minutes) 5:45pm

Krystle Kalomakaefu, Team Leader Youth Development

Officer presented the results of Youth Council poll for project themes that the group want to address. Youth Council were asked to consider what the specific activities they would like to undertake, and the purpose of those activities would be.

- Krystle presented information (**Attachment 2**) on the activity areas that Youth Council wanted to do a project in.
- Youth Council decided to do an activity for both second equal project areas. The three project areas are:
 - Multicultural education/celebration
 - Education/post school pathways promotion
 - Supporting a cause day

- Youth Council agreed that because there is funding available, they would support the 16 Days of Activism campaign with a primary prevention initiative.
- Youth Council workshopped the purpose of activities, what type of activities and when activities might take place. This information will be collated and shared at an upcoming Youth Council meeting.

9. Item of business 3: Youth Development updates (5 minutes) 6:15pm

Krystle Kalomakaefu, Team Leader Youth Development

- Changes in Youth Team: Krystle is finishing up at the end of this week to take on a role at Wyndham Council. Krystle thanked the Youth Council and acknowledged that it's been a pleasure to work alongside them.
- Krystle's hard work and support over the last 9 months was acknowledged.
- Youth Council meeting times: All present agreed that the 5pm start works better. Will change future meetings to 5pm start.
- Youth Council payments: Reminder to submit invoices for most recent payment if it hasn't already been done. Frances is available to support people submit if anyone needs help.
- Youth Council recruitment: Will be going out at the end of the month to recruit three new Youth Councillors for the remainder of the term (until May 2027). Once the recruitment is live, it would be great for Youth Councillors to promote through their networks. The Youth Development team will also send to schools and partner organisations and post a social media video – thankyou to those who filmed with our Communications Officer today.

10. Item of business 4: Council Meetings (5 minutes) 6:20pm

Cr Kate McKay

Upcoming Council Briefings, Meetings and Planning and Consultation Committee speaking opportunities.

- Coming up at the next Planning & Consultation Committee meeting, Community have the opportunity to provide feedback on:
 - 2026/2027 Budget which is currently available on [Participate Nillumbik](#) being exhibited – currently on Participate Nillumbik
 - Naming of pocket name in Eltham

Council are also working on:

- Glass bins feasibility with 30 other Councils – the glass bins were legislated before the container deposit scheme
- Contracts for Eltham Rugby field
- Realignment of Council directorates

11. Other Business (2 minutes) 6:25pm

Nil

12. Next meeting date and location

AC.004/26 Advisory Committee Report
Attachment 1. Advisory Committee meeting Minutes reported 26 May 2026

Youth Council Advisory Committee Meeting Monday 1 June 2026, 5:00 – 6:30pm at
Nillumbik Youth Hub – 32-34 Elizabeth Street, Diamond Creek.
Closed 6.24pm

Annual Community Satisfaction Survey 2026



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Executive summary

Metropolis Research conducted this, Council’s 15th *Annual Community Satisfaction Survey*, as a door-to-door, interview style survey of 501 respondents in February 2026.

The 2026 survey was conducted primarily as a door-to-door, face-to-face interview style survey. A small number of 65 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 17% 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.

Summary of satisfaction with Council

Metropolis Research notes the key finding that overall satisfaction recovered from the unusual decline recorded last year, returning to a historical high of 6.9 out of 10, which was above 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 (stable) (equal highest)
- Average satisfaction with aspects of customer service 7.2 (down 4pts)
- Aspects of Council’s leadership performance 7.0 (stable)
- Overall performance 6.9 (up 3pts)
- Aspects of Council’s governance performance 6.8 (up 2pts)
- Aspects of planning approvals process 6.0 (up 1pt from 33 respondents)

The stand-out positive result from the survey this year was return of overall satisfaction with Nillumbik Shire Council to a record high 6.9 out of 10.



Despite the increase in overall satisfaction back to a record high level, satisfaction with the performance of Nillumbik Shire Council across most areas of Council performance were at or below the metropolitan Melbourne results, but often consistent with those recorded for the interface councils.

The most significant improvement in satisfaction this year was for the maintenance and repair of sealed local roads, which increased from the unusually low 5.7 or “poor” recorded last year to 6.5 out of 10 or “good” 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 significant contributing factor.

Satisfaction with major arterial roads and highways managed by VicRoads was two percentage points lower than satisfaction with Council managed sealed local roads.

The importance of community views around roads 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 26% (up from 24%) nominating the issue. This was significantly (16pts) higher than the metropolitan average, although it was measurably (22pts) lower than the 2025 regional Victorian average.

Metropolis Research is of the view that this increase was the key driver of the reversal in results this year, consistent with the unusual decline recorded for sealed local roads last year (down 9pts or 14%).

Other notable increases in satisfaction this year included services for older people (up 3pts), sports ovals (up 3pts), and bike paths (up 3%).

There were measurable declines in satisfaction with services meeting the needs of LGBTIQ+ residents (down 6pts), and environmental programs and facilities (down 4pts), and the regular garbage collection (down 4pts) but still at an “excellent” level of 8.0.

Satisfaction with Council’s overall performance

Satisfaction with the [overall performance](#) of Nillumbik Shire Council increased notably this year, up three percentage points to 6.9 out of 10, or a “good” level.

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

This result was measurably (3pts) below than the 2026 metropolitan Melbourne (7.2) and somewhat lower than the interface councils’ (7.1) averages.



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It was identical to the northern region councils' (6.9 down from 7.2 with sample of 150 respondents), as recorded in the *Governing Melbourne* survey conducted independently by Metropolis Research in January 2026 using the same methodology.

There was an increase this year in the proportion of respondents who were "very satisfied" (i.e., rated satisfaction at eight or more) to 36% (up from 30%), while eight percent (down from 10%) were "dissatisfied" (i.e., rated satisfaction at less than five).

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 Diamond Creek and Greensborough / Plenty, young adults and adults (aged 18 to 44 years), rental households, residents of the Shire for less than 10 years, respondents from two-parent families with children aged under 18 years at home, group households, and sole person households, 20 respondents who identified as LGBTIQ+, and the 33 culturally and linguistically diverse respondents.
- ***Somewhat to notably less satisfied than average*** – included respondents from the Rural precinct, older adults (aged 60 to 74 years), respondents who had contacted Council in the last 12 months, respondents from households who owned their home outright, long-term residents (10 years or more in the municipality), respondents from two-parent families with adult children only at home, and couple households without children, the four respondents who identified as Aboriginal and / or Torres Strait Islander, the 20 respondents who identified with disability, and the 25 respondents who were carers of a person with disability.

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 (33 up from 29 responses), Council's governance and leadership performance (21 up from 12 comments), general negative comments (15 down from 20 responses), bushfire related comments (11 comments), and comments on Council rates, fees, and charges (11 comments).

The largest single issue that appeared to have a negative relationship with overall satisfaction with Council was roads, with the 128 respondents (26%) 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 percentage points 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 (for those who raised the issues) included safety, policing, and crime issues (17 respondents), Council rates, fees, and charges (47 respondents), bushfire management (63 respondents), traffic management (55 respondents), planning and development (17 respondents), and public transport (17 respondents).



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 seven percent (down from 8%), while 12% (up from 11%) considered it had deteriorated.

These results were broadly consistent with the long-term average, strongly suggesting that community perception of Council's performance has remained relatively stable, despite some variation in the overall satisfaction score.

The 25 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 63 (up from 50) comments received as to the most common reasons why the 61 respondents considered that Council's overall performance had deteriorated including comments about areas of performance such as parks, gardens, open spaces and trees (11 comments), roads, traffic, and parking (11 comments), and cleanliness and maintenance (10 comments).

Satisfaction with the governance and leadership performance of Council

The survey included six 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 six core aspects of [governance and leadership](#) increased somewhat this year, up two percentage points from the unusually low results recorded last year, to the equal second highest average recorded for Nillumbik Shire Council.

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

These measures include responsiveness to community needs (69, up 4pts), making decisions in the interests of the community (6.9 up 3pts), representation, lobbying, and advocacy (6.8, up 1pt), maintaining community trust and confidence (6.8, up 2pts), community consultation and engagement (6.7, down 1pt), and opportunities to engage or be consulted with on Council decisions (6.5, stable).

Satisfaction with the four measures of [Council's leadership performance](#) increased by an average of two percentage points this year to 6.8, which remained at a "good" level.

These include Council meeting its environmental responsibilities (7.2, down 1pt), meeting bushfire and emergency management responsibilities (7.0 up 1pt), supporting a healthy local economy (7.0, stable), and performance delivering climate action leadership (6.8, up 1pt).



Satisfaction with customer service

In 2026, 26% (down from 29%) of respondents had [contacted Council in the last 12 months](#), with telephone (56% down from 60%), email (17% stable), and the website (15% up from 18%), 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%, with just seven percent of respondents visiting in person this year.

There was a notable decline in average satisfaction with the seven aspects of [customer service](#) recorded this year, down four percentage points to 7.2 out of 10, which was a “good”, down from a “very good” level. Despite the decline, given the relatively small sample size, satisfaction with customer service has remained relatively stable at the long-term average of 7.2 out of 10.

Metropolis Research draws attention to the eight percentage point decline in satisfaction with being kept informed about the status of enquiry (6.5 down from 7.3), and the five-percentage point decline in satisfaction with the speed and efficiency of service.

Communication tools

The four most common methods by which respondents prefer to [receive information from or interact with Council](#) remain email (53% up from 46%), direct mail / letterbox drop of information (40% up from 34%), Council’s website (31% up from 17%), and SMS / text message (25% up from 13%).

A little more than one-third (36% down from 44%) of respondents regularly receive and read the [Nillumbik News](#), which reversed the increase recorded last year, and returns this to the trend of declining readership, down from a record high of 57% in 2017.

Almost one-quarter (24% up from 17%) of respondents reported that they do not regularly receive the publication, which was a little higher than the long-term average of 17%.

There was a small decrease this year in the proportion of respondents who [visit the website](#) (45% down from 48%), visiting either frequently (13%) or infrequently (32%).

The average [satisfaction with the six aspects of the website](#) remained stable this year at 7.4 out of 10, which was a “very good” level.

Satisfaction with aspects of the website, remains, however, a little lower than the historically high results recorded back in 2024.

This year, 16% (down from 22%) of respondents were aware of [Participate Nillumbik](#), with two percent of respondents reporting that they have actively used the site in the last 12 months.



Planning and housing development

A total of just 33 of the 501 respondents were personally involved in a [planning application or development](#) in the last 12 months, as applicants (20 respondents), objectors (9 respondents), or other involvement (4 respondents).

These 33 respondents' satisfaction with aspects of the process including effectiveness of community consultation and involvement (6.8 up from 5.7), access to information (6.5 down from 6.4), communication during the process (5.5 down from 5.9), and timeliness of decisions (5.2 down from 5.5).

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 (7.5 down from 7.6), the protection of local heritage (7.3, stable), the appearance and quality of newly constructed developments (7.2 down from 7.4), and the protection of conservation and vegetation (7.1 down from 7.3).

Satisfaction with planning and development outcomes was similar to 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](#), along with a new variable asking satisfaction with the maintenance and repair of major arterial roads and highways managed by VicRoads.

The average [importance](#) of these 34 services and facilities declined somewhat this year, down from 8.9 to 8.6 out of 10.

The six (of 34) most important services were the regular garbage and recycling kerbside collection services, the maintenance and repair of major arterial roads and highways managed by VicRoads, fire prevention works, services for children aged from birth to 5 years of age, and services for older people.

The average [satisfaction](#) with the 34 included Council provided services and facilities remained stable this year at 7.6 out of 10, which remains a “very good” level, but measurably (3pts) lower than the metropolitan Melbourne average of 7.9 or “excellent”.

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”.



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Of the 34 services and facilities, the average satisfaction with 12 increased this year, satisfaction with six remained stable, whilst satisfaction with 17 declined, with attention drawn to the following variations:

- **Notably HIGHER satisfaction in 2026 than in 2025** – included the maintenance and repair of sealed local roads (9pts higher).
- **Notably LOWER satisfaction in 2026 than in 2025** – included Council efforts to address the needs of LGBTQIA+ residents (6pts lower by 297 respondents), fortnightly kerbside garbage collection (4pts lower), and environmental programs and facilities (4pts).

The most significant result in 2026 was the eight percentage point (14%) increase in satisfaction with the maintenance and repair of sealed local roads, which Metropolis Research suggests was a substantial factor underpinning the three percent increase 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 (26% up from 24%), bushfire management and prevention issues (13% up from 9%), traffic management (11% up from 8%), and Council rates, fees, and charges (9% up from 7%).

There were a range of issues that appeared to exert a negative influence on respondents’ satisfaction with Council’s overall performance (for those who raised the issues), including safety, policing, and crime issues (17 respondents at 5.8), Council rates, fees, and charges (47 respondents at 6.1), bushfire management (63 respondents at 6.3), traffic management (55 respondents at 6.3), road maintenance and repairs (128 respondents at 6.3), planning and development (17 respondents at 6.5), and public transport (17 respondents at 6.5).

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. Having said that, attention is drawn to the significant (14%) increase in satisfaction with Council managed sealed local roads this year, up from the unusually low 5.7 recorded in 2025.

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 (8.6, down 2pts), waiting for / travelling on public transport (7.6 down from 8.0), and in the public areas of Nillumbik at night (7.3 down from 7.7) all declined again this year.



Despite this second consecutive year of a declining perception of safety in public areas, the perception of safety in public areas of Nillumbik Shire during the day (3pts higher) and at night (6pts higher) remain higher than the metropolitan results as recorded in *Governing Melbourne*, and among the highest recorded across metropolitan Melbourne by Metropolis Research.

It is noted that eight percent (up from 4%) of respondents felt unsafe in the public areas of Nillumbik Shire at night, with female respondents feeling six (up from 4) percentage points (8%) 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 (45% down from 47%) of the 374 respondents who provided a response reported that they had made changes, although it is noted that 127 (up from 68) respondents were unable to provide a response to this question. This reflects some lack of knowledge about these issues by some in the community.

Respondents rated their [households' ability to cope with climate related risks and impacts](#) at 7.4 (down from 7.5), or a relatively high level. This included 52% (up from 48%) who rated their households' ability as high (i.e., eight or more out of 10, 46% (down from 50%) who rated it neutral to somewhat high (i.e., at between five and seven), and two percent (stable) 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. The proportion of respondent households who had at least infrequently undertaken these activities were as follows:

- Purchased green products that reduce environmental harm (51% up from 49%).
- Visited a bushland reserve in Nillumbik. (44% down from 47%).
- Picked up other people's litter when you visit parks or natural areas. (42% down from 44%).
- Contained your cat indoors or kept your dogs on lead. (59% up from 51%).
- Planted native trees, installed nest boxes, or removed weeds/pest animals to support wildlife on your own property. (38% down from 47%).
- Planted trees, provided other kinds of habitat, or removed weeds to support wildlife outside of your property. (21% down from 26%).
- Advocated for the environment or supported advocacy organisations that address environmental issues. (14% down from 19%).
- Collected data for a citizen science program such as WaterWatch, Frog Census. Aussie Backyard Bird Count or iNaturalist. (10% down from 15%).



Introduction

Metropolis Research was commissioned by Nillumbik Shire Council to undertake this, its 15th 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 2026 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 35 *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.

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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 (436 or 87%) door-to-door interviews and 65 telephone interviews (13%).

The survey fieldwork was completed in February 2026.

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 of surveys completed daylight hours weekdays.

The small number of weekday surveys have been included post-pandemic to ensure that residents have a variety of times in which they may be approached to participate in the research.

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.

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 500 respondents, and an underlying population of the Nillumbik Shire of 63,693.



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

A total of 3,550 residents were approached with a view to inviting them to participate in the research. Of these:

- No answer - 1,867
- Refused - 905
- Disconnected numbers - 277
- Completed - 501

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 local areas (precincts)

This report provides precinct level results utilising a set of precincts derived from the localities within the municipality as outlined in the *Nillumbik Shire Community Profile* published by i.d consulting. A total of 501 surveys were conducted proportionally across the five areas, with the sample from each precinct pre-weighted by population size.

These precincts are defined as follows:

- ***Greensborough*** – (76 respondents) includes Greensborough and Plenty.
- ***Diamond Creek*** – (98 respondents) includes Diamond Creek.
- ***Eltham*** – (127 respondents) includes Eltham Central, Eltham South and Eltham East.
- ***Eltham North*** – (56 respondents) includes Eltham North and Edendale.
- ***Rural*** – (144 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 – 2026 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 2026 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 measurable

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’ increased measurably (statistically significant) this year, up three percentage points (5%) from 6.6 out of 10, to 6.9.

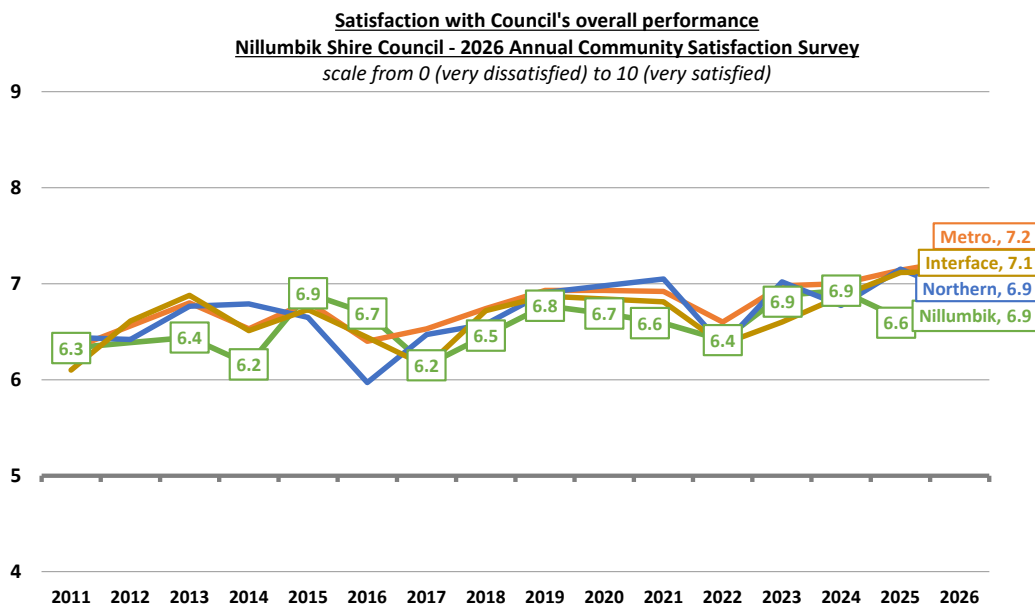
Despite the increase this year, satisfaction remained at a “good” level.

This result was measurably above the long-term average satisfaction since 2011 of 6.6.

This result reverses the unusual decline recorded last year and returns satisfaction with Council’s overall performance to above the long-term average, and at an equal record high level.

By way of comparison, this result was identical to the norther region councils’ average, somewhat (2pts) lower than the interface councils’ average, and measurably (3pts) lower than the metropolitan average, as recorded in the 2026 *Governing Melbourne* research.

Governing Melbourne was conducted independently by Metropolis Research in January 2026 using the same in-person, door-to-door methodology and using a similar survey questionnaire.



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

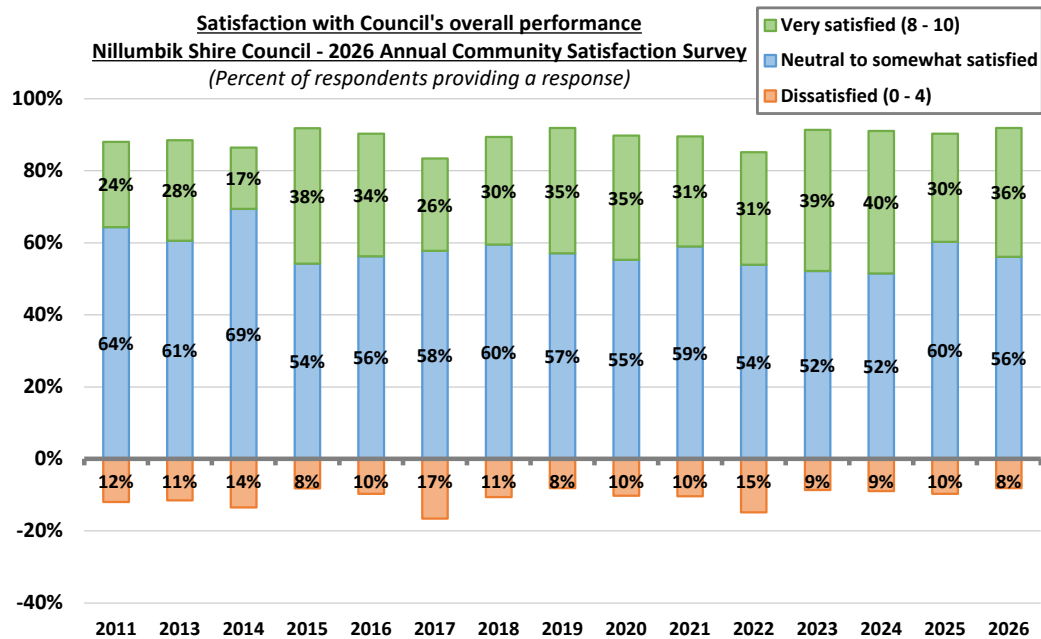
The following graph provides a breakdown of satisfaction into the proportion of respondents (who provided a score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction from five to seven), and those who were “dissatisfied”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

There was a substantial (6pt) increase in the proportion of respondents “very satisfied” with Council’s overall performance this year, and a small (2pt) increase in the proportion who were “dissatisfied”.

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”.

This was the equal lowest proportion of respondents “dissatisfied” with Council’s overall performance recorded for the Nillumbik Shire Council, consistent with the record high overall satisfaction score (of 6.9).

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 (8% compared to 5% this year).

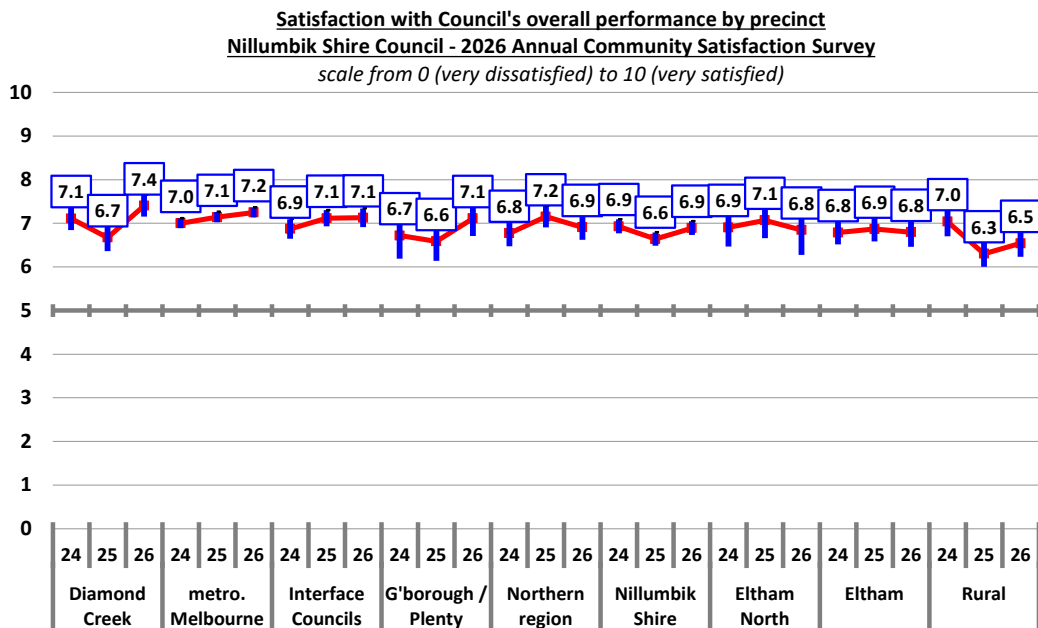


There was measurable and significant variation in satisfaction with Council’s overall performance observed across the five precincts comprising the Nillumbik Shire.

- **More satisfied than average** - respondents from Diamond Creek were measurably (5pts) more satisfied than average, and at a “very good” level of satisfaction.
- **Less satisfied than average** – respondents from the Rural precinct were notably (4pts) less satisfied than average, and at a “solid” rather than a “good” level.



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey



The lower-than-average satisfaction of respondents from the Rural precinct was consistent with the result recorded last year, which reported that Rural precinct respondents were notably (3pts) less satisfied than the municipal average.

Over the 15 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 lower overall satisfaction by respondents from the Rural precinct was most likely the result, at least in part, of the notably (6%) lower than average satisfaction with the [maintenance and repair of sealed local roads managed by Council](#) (4pts) and [major arterial roads and highways managed by VicRoads](#) (5pts), and the notably (4pts) lower than average satisfaction with the [grading of unsealed local roads](#) recorded for the Rural precinct.

Metropolis Research also notes that the proportion of respondents across the municipality (26% up from 24%) and from the Rural precinct (27%) who nominated road maintenance repair related issues as one of the top three [issues to address](#) for the Nillumbik Shire at the moment increased again marginally this year. There was also an increase in the related traffic management issues (11% up from 8%).

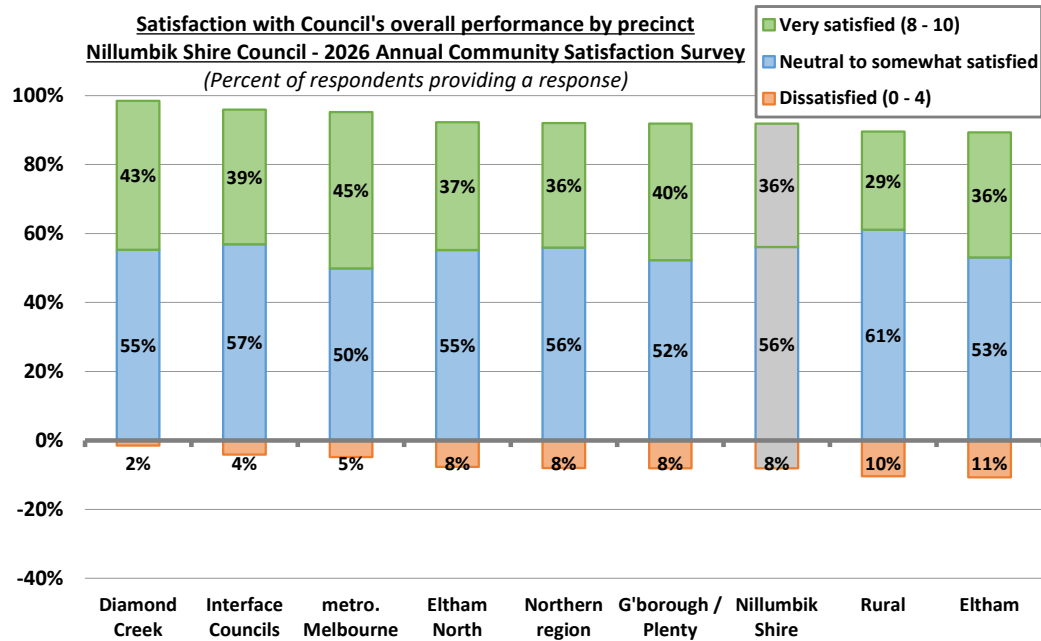
Despite the continued prominence of road related issues in the Shire, satisfaction with the maintenance and repair of sealed local roads managed by Council, however, increased measurably and significantly this year (up 8pts or 14%), reversing the significant decline recorded last year.



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

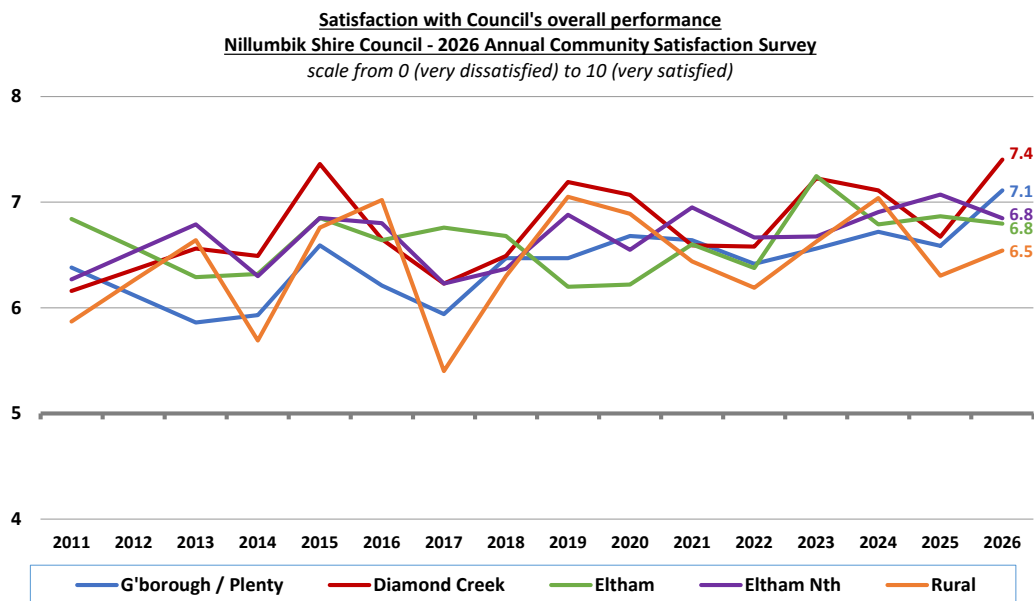
Metropolis Research suggests that the increase in satisfaction with local roads was a significant contributing factor underpinning the increase in satisfaction with Council’s overall performance this year.

It is noted that respondents from Diamond Creek were more likely than average to be “very satisfied” with Council’s overall performance, whilst respondents from the Rural precinct (2pts) and Eltham (3pts) were somewhat more likely than average to be “dissatisfied”.



The following graph provides the time-series satisfaction with Council’s overall performance by precinct from 2011 to 2026.





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, 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), rental households, residents of the Shire for less than 10 years, respondents from two-parent families with children aged under 18 years at home, group households, and sole person households, 20 respondents who identified as LGBTIQ+, and the 33 culturally and linguistically diverse respondents.
- **Somewhat to notably less satisfied than average** – included older adults (aged 60 to 74 years), respondents who had contacted Council in the last 12 months, respondents from households who owned their home outright, long-term residents (10 years or more in the municipality), respondents from two-parent families with adult children only at home, and couple households without children, the four respondents who identified as Aboriginal and / or Torres Strait Islander, the 20 respondents who identified with disability, and the 25 respondents who were carers of a person with disability.



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

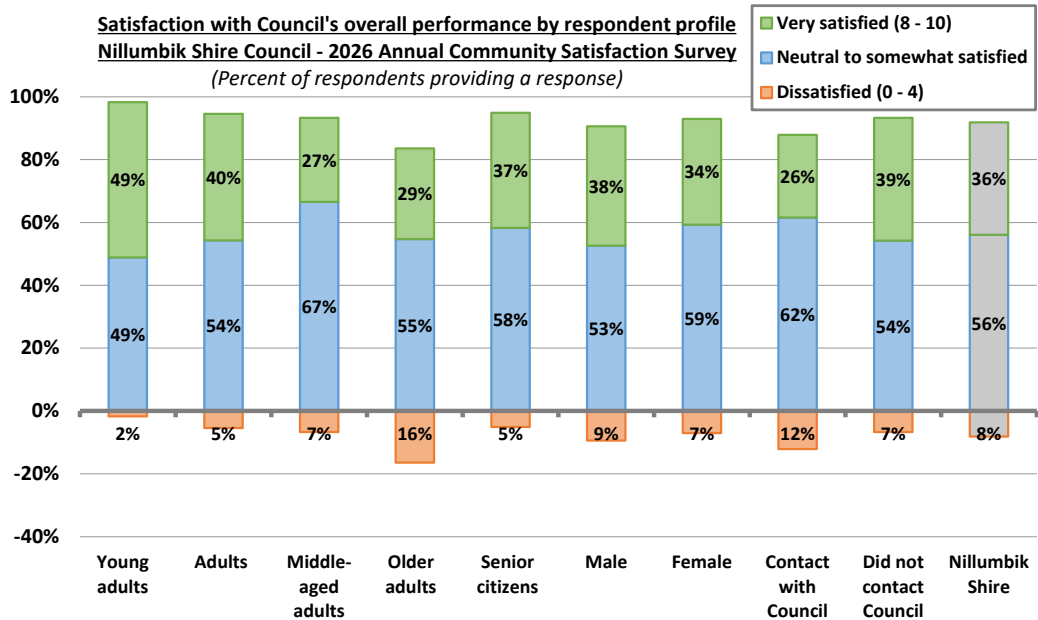
Satisfaction with Council's overall performance by respondent profile
 Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



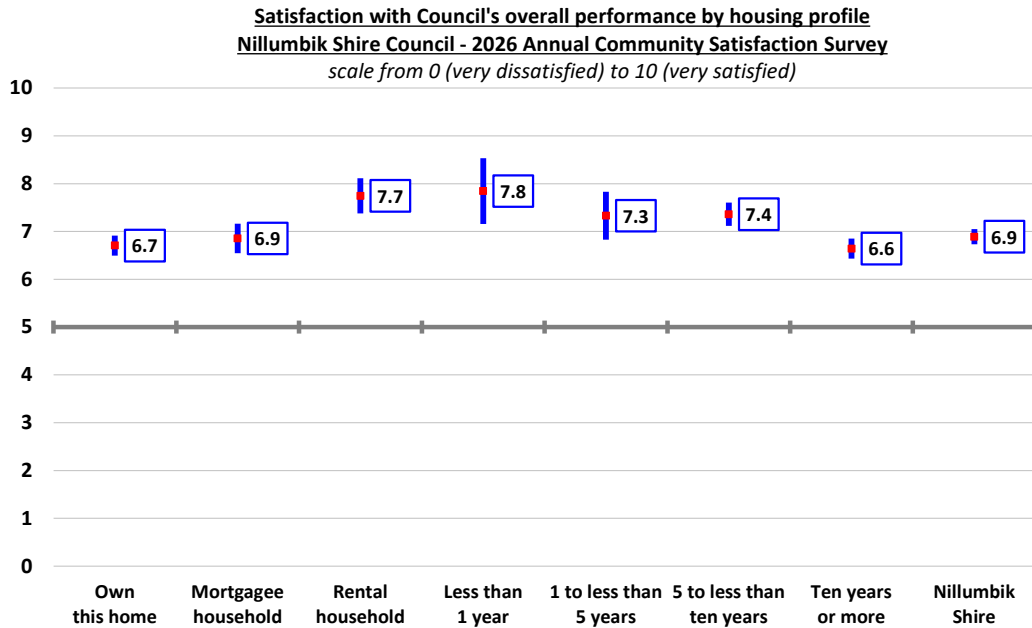
Almost half (49%) of young adults (aged 18 to 34 years) were “very satisfied” with Council’s overall performance. By contrast, 16% of older adults (aged 60 to 74 years), and 12% of respondents who had contacted Council were “dissatisfied”.

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 average overall satisfaction.

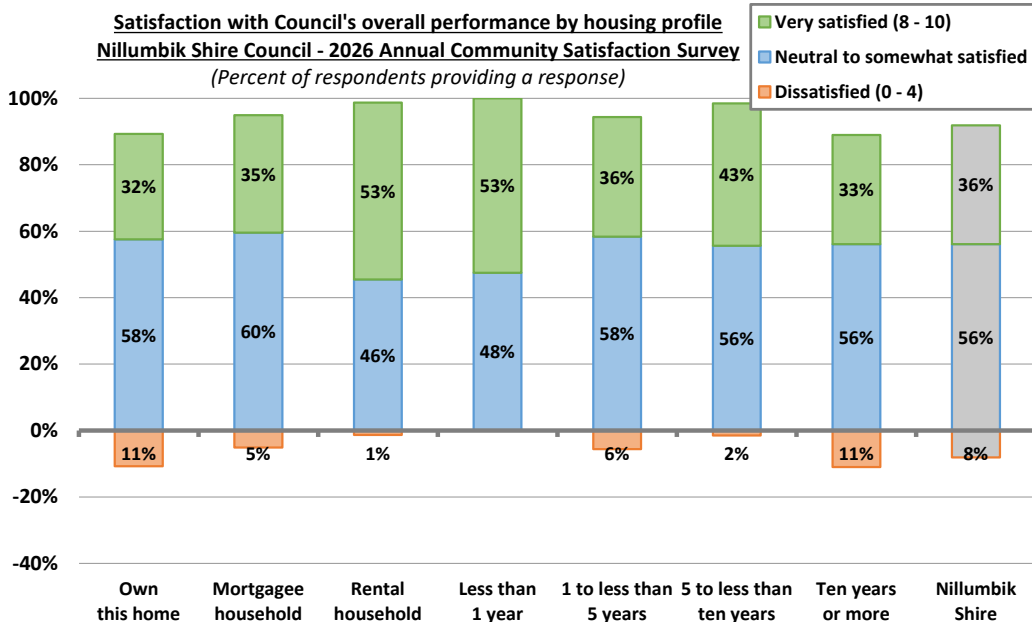
Satisfaction with Council's overall performance by respondent profile
 Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 (Percent of respondents providing a response)



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

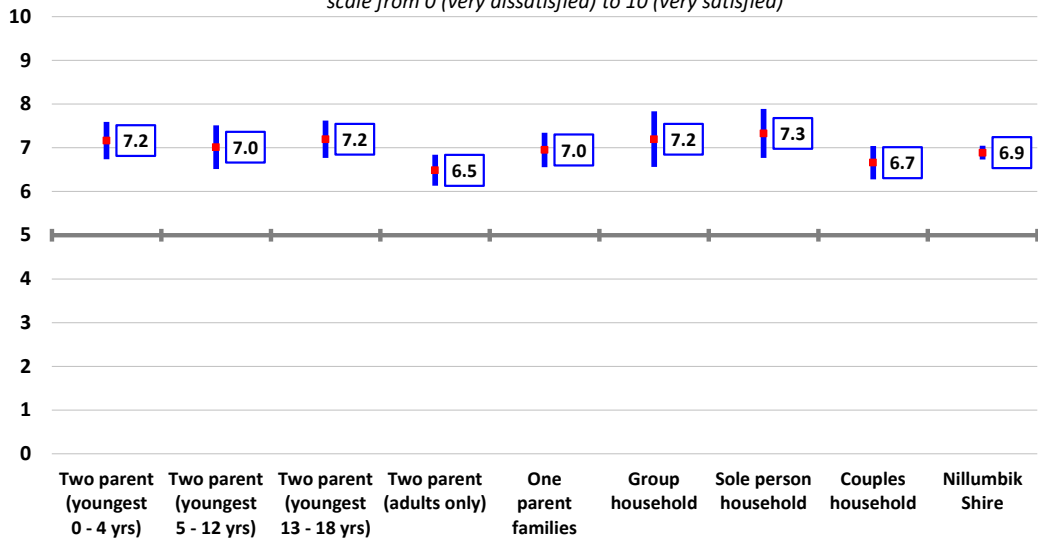


More than half of the rental household respondents (53%) and new residents (less than one year in Nillumbik) (53%) were “very satisfied” with Council’s overall performance. By contrast, 11% of long-term residents (10 years or more in the Shire) and 11% of respondents from homeowner households were “dissatisfied”.



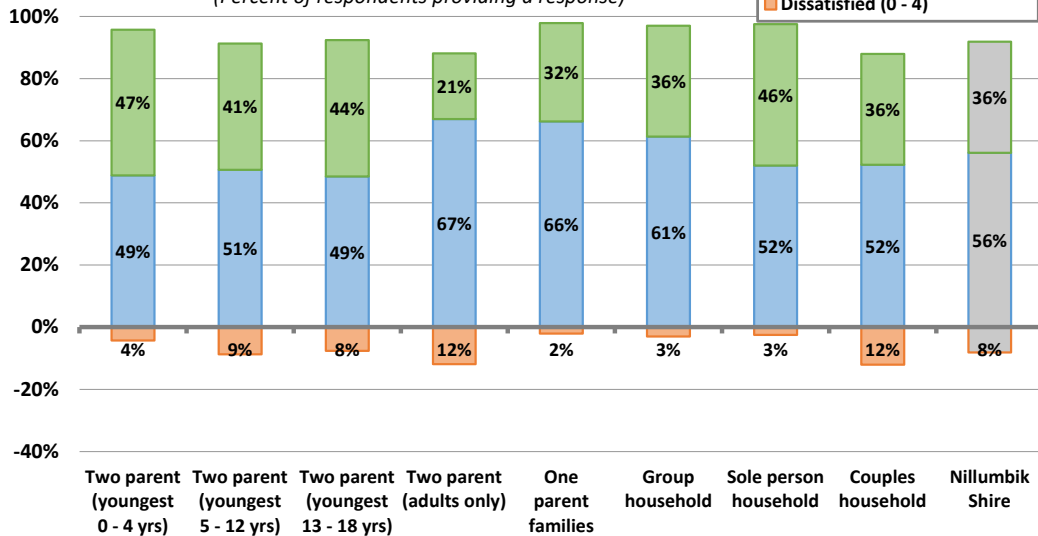
Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

Satisfaction with Council's overall performance by household structure
 Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



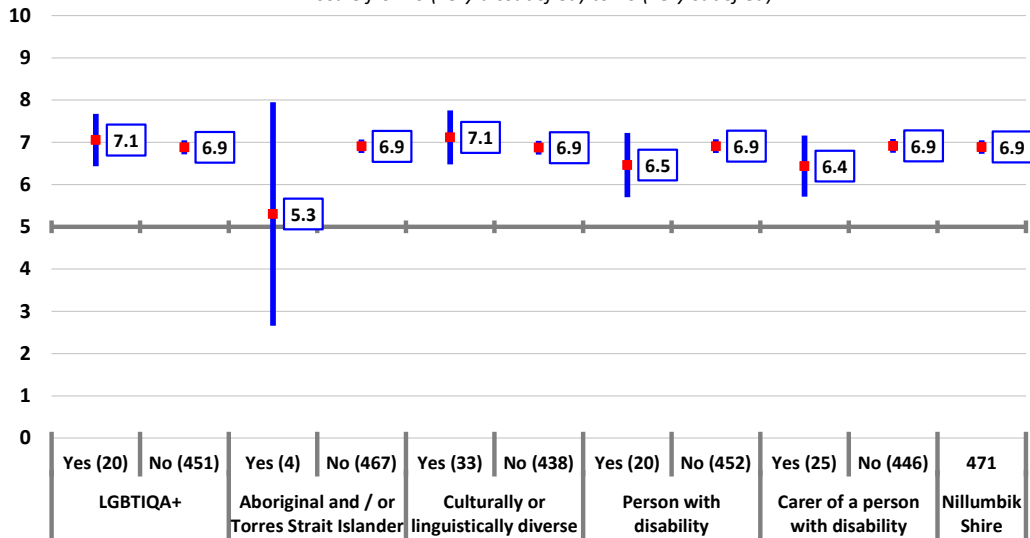
Almost half of the respondents from two-parent families with youngest child under 5 years (47%), sole person households (46%), and two-parent families with youngest child aged 13 to 17 years (44%) were “very satisfied” with Council’s overall performance. By contrast, 12% of respondents from two-parent families with adult children only at home, and 12% of respondents from couple households without children were “dissatisfied”.

Satisfaction with Council's overall performance by household structure
 Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 (Percent of respondents providing a response)



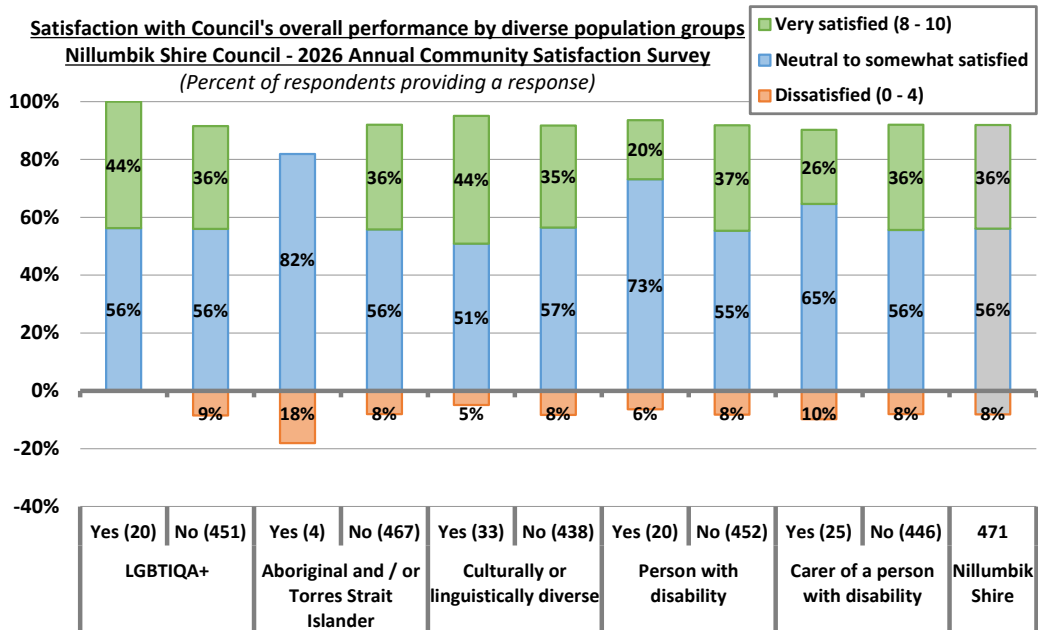
Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

Satisfaction with Council's overall performance by diverse population groups
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Three of the four Aboriginal and / or Torres Strait Islander respondents, and almost half of the 20 respondents who identified as LGBTIQ+ (44%) and the 33 culturally and linguistically diverse respondents (44%) were “very satisfied” with Council’s overall performance. By contrast, 10% of the 25 respondents who care for a person with disability “dissatisfied” with Council’s overall performance.

Satisfaction with Council's overall performance by diverse population groups
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 (Percent of respondents providing a response)

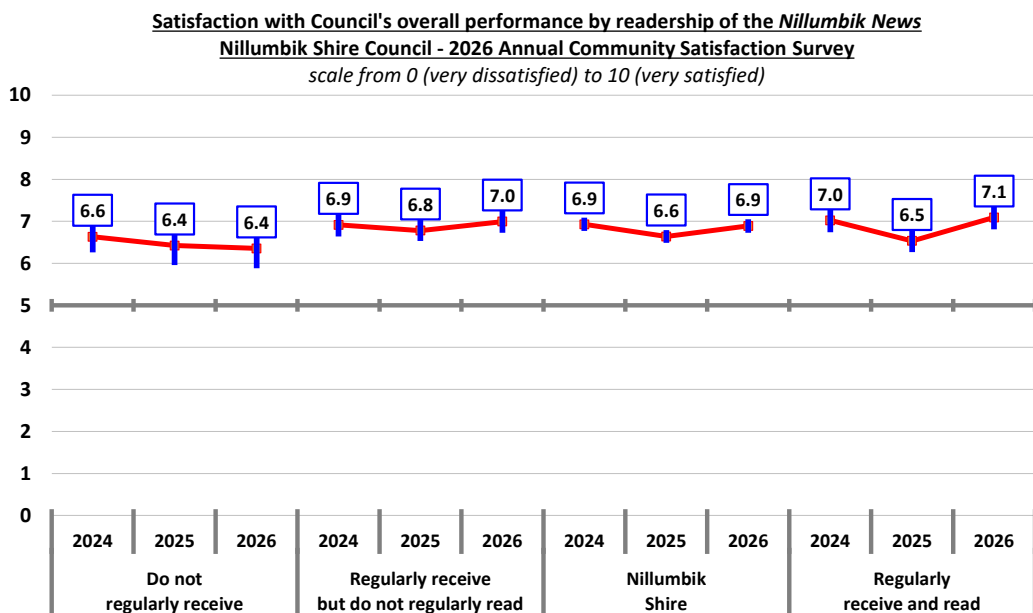


Satisfaction with overall performance by readership of the Nillumbik News

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.

Like most (but not all) previous years, respondents who reported that they regularly receive and read the *Nillumbik News* were marginally (2pts) more 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.



Satisfaction with overall performance by top issues for Nillumbik

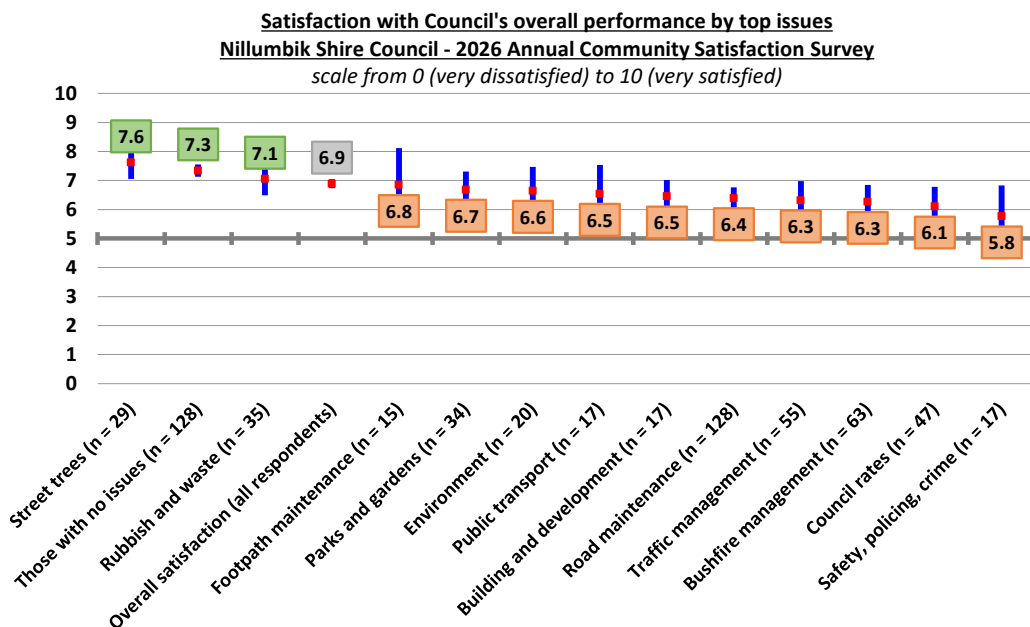
The following graph shows the average satisfaction with Council’s overall performance for respondents who raised the 12 most common issues to address for the Nillumbik Shire ‘at the moment’.

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 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 7.3 (up from 7.3) or a “very 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.

There were a range of issues that appeared to exert a negative influence on respondents’ satisfaction with Council’s overall performance this year, with safety, policing, and crime issues (17 respondents at 5.8 or “poor”), Council rates, fees, and charges (47 up from 34 respondents at 6.1), bushfire management (63 respondents at 6.3), traffic management (55 respondents at 6.3), road maintenance and repairs (128 respondents at 6.4), planning and development (17 respondents at 6.5) the most prominent.

It is important to note that only a relatively small proportion of respondents nominated some of these issues.

Of most significance was roads, which was nominated as an issue by 128 (up from 122) of the 501 respondents (26% up from 24%). These respondents, on average, rated satisfaction with Council’s overall performance five percentage points lower than the municipal average (6.4 compared to municipal average of 6.9).



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

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.

The table displays the proportion of the 38 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, and many of the other issues, although the small number of respondents should be borne in mind when interpreting these results.

This was particularly notable in relation to roads, with almost half (45%) of the “dissatisfied” respondents having raised the issue. These results reinforce the importance of road maintenance and repairs related issues, including both sealed and unsealed local roads, but also including arterial roads, to community satisfaction with local government.

Top issues for Nillumbik Shire of respondents' dissatisfied with overall performance
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 (Number and percent of total respondents who dissatisfied with overall performance)

Issue	Dissatisfied respondents		All respondents
	Number	Percent	
Road maintenance and repairs	17	45%	26%
Bushfire and emergency management	9	24%	13%
Council rates	8	21%	9%
Traffic management	7	18%	11%
Drains maintenance and repairs	6	16%	3%
Council governance and performance	5	13%	1%
Environment, conservation, climate change	3	8%	4%
Footpath maintenance and repairs	3	8%	3%
Safety, policing and crime issues	3	8%	3%
Cleanliness and maintenance of areas	2	5%	3%
Communication and consultation	2	5%	1%
Education and schools	2	5%	1%
Financial issues and priorities for Council	2	5%	1%
Parks, gardens and open space	2	5%	7%
Street cleaning and maintenance	2	5%	2%
All other issues (15 separately identified issues)	17	45%	57%
Total responses	90		725
<i>Respondents identifying at least one issue</i>	<i>37</i>		<i>367</i>
<i>(percent of total respondents)</i>	<i>(97%)</i>		<i>(73%)</i>



Reasons for dissatisfaction with overall / governance and leadership performance

There was a total of 143 reasons provided by respondents for why they were not satisfied with any of the aspects of governance and leadership, or Council’s overall performance.

The main issues raised by respondents were related to the following issues:

- Communication and engagement 33 comments
- Council governance and management 21 comments
- General negative 15 comments
- Bushfire related issues 11 comments
- Rates, fees, and charges 11 comments
- Responsiveness and customer service 8 comments
- Roads, traffic management and public transport 8 comments
- Environment, climate change and wildlife management 7 comments
- Council services and facilities 5 comments
- Street trees 5 comments
- General cleanliness and maintenance of area 3 comments
- Parks, gardens and open spaces 3 comments
- Planning and development 3 comments
- Financial issues and priorities 2 comments
- Rural issues 2 comments
- Other issues 6 comments

The following table outlines the verbatim comments broken down by the issues discussed above.

Reasons for dissatisfaction with aspects of governance, leadership and overall performance
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 (Number of responses)

<i>Response</i>	<i>Number</i>
<i>Communication and engagement</i>	
Haven't seen or heard a lot of consultation	4
Council is not engaging with residents	3
Lack of information from the Council	2
Not enough / poor communication	2
The Council needs to listen to the community more	2
We don't see much or hear anything	2
Council is bringing in new laws and not awareness for it all	1
Council needs to take the feedback of the residents more seriously and actually take the necessary actions. Show us that you care about our opinions and voices	1
Council's approach in getting residents to engage with it is not working. Put more information out that are relevant to residents' interests	1



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

Don't know anything about Council decisions	1
I get contacted by the Council only with the bill of the dog registration and the rates of the Council.	1
Lack of involvement of the community	1
Make a lot of decisions without consulting and process is not known and complex. There is no consultation apart from local newsletters	1
Need more consultation with community	1
No connection between Council and the residents	1
No idea what they're doing	1
Not enough information about the matters that should be consulted with the community. Not transparent	1
Not much opportunity to be engaged	1
The communication through the newsletter, but the website can be improved. Especially for fire awareness for the community	1
The Council don't listen to the community and do what they want to do	1
They don't communicate well. A guy wants to build a 2-storey building I got the letter only 2 days ago and they want you to have a vote on it and there is no space for cars	1
Usually don't engage community and use for their own political agenda	1
We never hear from the Council. If we want to find something out, we have to go through too many people	1
We tried to get discussions done but the attempts were wiped. They seem to push private agendas for the community as a whole	1
Total	33

Council governance and management

Council gets involved in things they shouldn't / focus on wrong things	2
There only care about themselves not others	2
Because I believe we are an over governed state and we don't need a third tier of government	1
Cannot see the evidence of Council's overperformance - support for local community and businesses	1
Don't see evidence of the Council fulfilling all these responsibilities	1
Focus on things they shouldn't. They focus on LGBTQIA+ issues and they push leftist agendas	1
I just think there is a lot of corruption in the Council	1
I think they made decisions regarding developments (townhouses). This impacts local areas environments	1
It is as if they don't exist. They have no tangible impact	1
Lack of transparency in what money is used for	1
Lot of anger toward Nillumbik on social media which I agree with and its mostly based on inaction of the Councillors. Sometimes it feels like they take a long time to respond to community needs.	1
Seen no evidence of Council performance	1
The Council is trying to do things that it should not be involved in such as financial education. Just stick to basics like road management. We need to pay for that as taxpayers	1
They don't follow through on what they promise	1
They focus on interest groups that support them and don't do enough for others	1
They need to provide and focus what the community wants. Take actions swifter	1
They should be looking after the residents and be not politically minded	1
They should be working for the ratepayers	1
Very average performance of the Council	1
Total	21



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

<i>General negative</i>	
The Council doesn't do anything	7
Council should do better / improve	2
Do too much or none	1
I don't think they do their job well	1
No interest of community	1
They don't do anything not even rubbish collection	1
They hard to work with	1
They let us down in some areas	1
Total	15
<i>Bushfire related issues</i>	
Bushfire mitigation not up to the mark	2
Too much dry stuff, leave things on the road and not cleaned, making it prone to fire	2
Eltham CFA needs more support	1
I have had the fires diverted from our plot in 2 occasions. We have overgrowth of Burgan in our area, which needs to be controlled	1
Not all bushlands are maintained for fire safety especially in the Diamond Creek	1
They don't care about fires they will just scoot away to safety. They don't do their bit to mow	1
They don't do enough slashing. There are leaves on the roadside	1
They don't let anyone burn off the bushes when they need to, which leads to bushfires	1
They don't slash local areas	1
Total	11
<i>Rates</i>	
High Council rates	5
They just take our money	1
I don't believe I should be paying rates for some of these, and these should be paid by Council	1
I have issues with the transparency of the rates that residents need to pay	1
There is a huge number of rates, and they do nothing with the rates	1
Very expensive Council rates compared to the services	1
We get charged dog fees for what. Dog registrations are ridiculous and it should be free	1
Total	11



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

<i>Responsiveness and customer service</i>	
Just don't think the Council listens to resident's feedback	1
Needed a tree removed and they took a couple of months to respond	1
Put in a complain to get rid of the tree in front of our house, took too long to respond	1
They don't get back to me	1
They hardly respond your inquiry and support	1
They need to be more prompt and response d to the needs of the community	1
Took 1 year to fix the drains	1
When we request things to be done, nothing gets done or it takes a long time to be done	1
Total	8
<i>Roads, traffic management and public transport</i>	
Roads need improvement	1
Roadside management not up to the mark	1
The maintenance of roads, and the clearing of overhanging branches is never carried out properly. This causes concern	1
The roads are falling apart, and they were built just 2 years ago	1
Damaged my bumper at a pothole in Aqueduct Rd, sent an email a week back with pictures and time stamps but still haven't got a response	1
Swan St used to be a local residents' road. Now it has become a shortcut to Greensborough, so the traffic is heavy. The Council needs to restore it like before because it's dangerous for residents	1
Bus replacements very unreliable	1
They are collecting high rates but no concern with the community to travel well around.	1
Total	8
<i>Environment, climate change and wildlife management</i>	
Focus on the environment	1
Because in the Green Wedge you can't do anything with your land	1
Council has no provision to get larger animals	1
The Council goes overboard on the environment and climate change	1
The more influence on higher ups on environment	1
Their compliance action against illegal vegetation removal is pathetic	1
They are not nearly as assertive of the importance of the Green Wedge and by the fact that we are a small municipality. Be it to other Councils, State government, and Vic Roads	1
Total	7
<i>Council services and facilities</i>	
I've got Council vehicles going up and down near the reclamation area, and this is a huge issue from Council services	1
Poor services as compared to the cost of rates	1
The local sports clubs were put on hold	1
They can provide better services	1
They do not maintain their property well	1
Total	5



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

<i>Street trees</i>	
Cut down too many trees to build up traffic lights, place looks less inviting	1
Need to trim the trees more often	1
They should chop down instead of trimming the trees	1
Too many gum trees	1
Too much slashing of trees and land clearing	1
Total	5
<i>General maintenance of area</i>	
There is too much stuff on the roads	1
They don't look after the area	1
They need to do maintenance and repairs better	1
Total	3
<i>Parks, gardens and open spaces</i>	
Overgrown weed at most parks (Greensborough)	1
The grass is too long in my area	1
They don't clear the parks of dead vegetation	1
Total	3
<i>Planning and development</i>	
Council does not consider the individual land holder with government overlay e.g. section 173 or maintenance of gum trees in private properties	1
Council ultimately has the right to use the money so development will happen regardless	1
I can't build a house; they don't release any land where construction is possible. Council policies on building a house are impossible to navigate	1
Total	3
<i>Financial issues and priorities</i>	
A lot of money goes to things that community is not advised about	1
They focus more on spending money than utilizing it. They waste money	1
Total	2
<i>Rural issues</i>	
I just feel that the areas on the edge of Nillumbik Shire Council does not get any benefits from Council activities. To get to the library we need to travel a long-distance	1
They do nothing in the outer communities	1
Total	2



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

<i>Crime</i>	
Few issues of attempted theft	1
Total	1
<i>General positive</i>	
They do well in some things	1
Total	1
<i>Other</i>	
Council stuff is not for me	1
It's just in the middle	1
Not doing enough to help fight inflation	1
Not enough	1
Total	4
Total responses	143

Change in Council's overall performance

Respondents were asked:

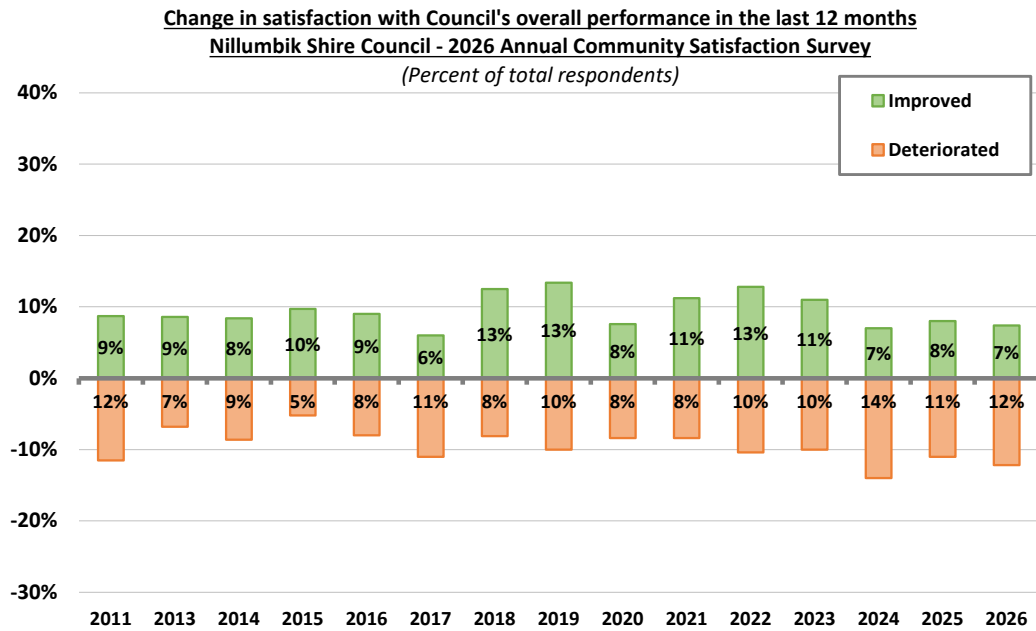
“Over the past 12 months, do you think Nillumbik Shire Council’s overall performance has improved, deteriorated or stayed the same?”

Respondents were again in 2026, asked whether they believed that Council’s overall performance had improved, stayed the same, or deteriorated in the last 12 months.

Even though overall satisfaction increased four percentage points this year, there was a marginal decline in the proportion of respondents who considered that overall performance had improved (7% down from 8%) and a marginal increase in the proportion who considered that performance had deteriorated (12% up from 11%).

Over the 15 years of the annual community satisfaction survey program, on average, 10% of respondents considered that performance had improved, and an average of 10% considered that performance had deteriorated.





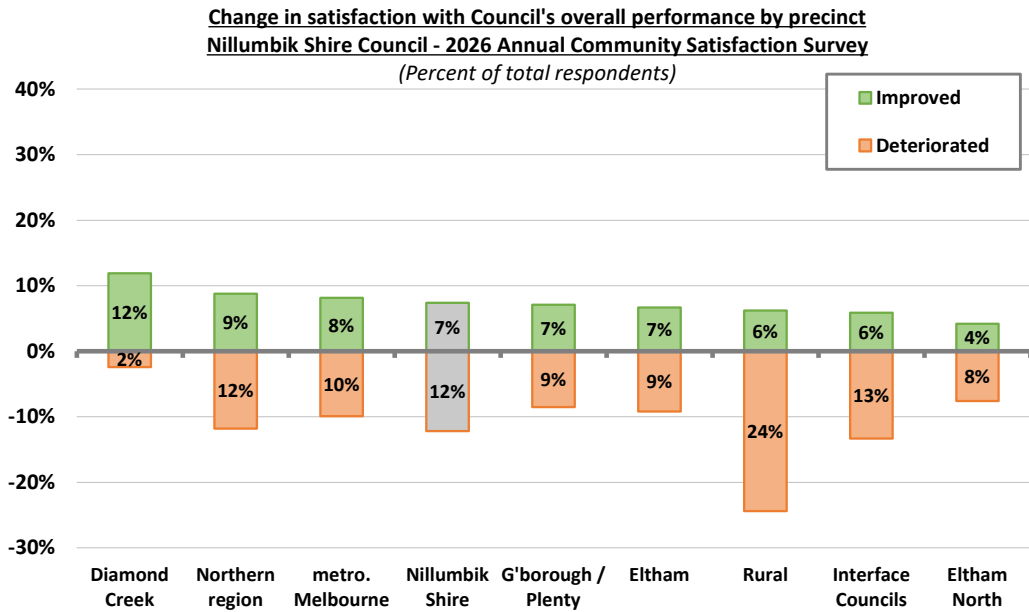
There was some notable variation in this result observed across the municipality, with respondents from Diamond Creek notably more likely than average to consider that Council’s overall performance had improved in the last 12 months. This was consistent with Diamond Creek recording a notably higher than average overall satisfaction score (7.4 compared to 6.9).

By contrast, respondents from the Rural precinct were significantly more likely than average to consider that overall performance had deteriorated in the last 12 months.

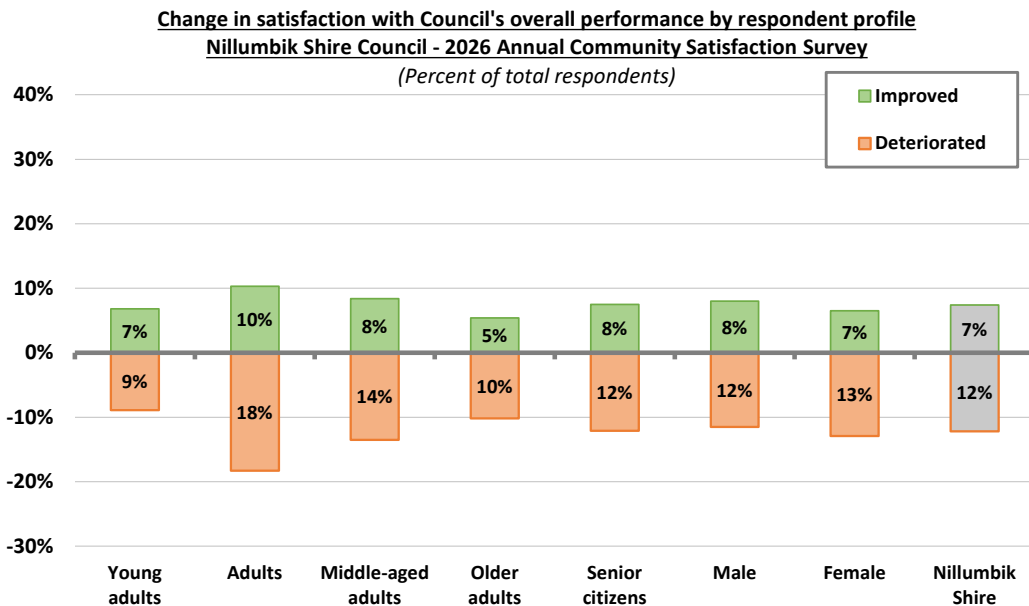
While this is consistent with the lower overall satisfaction score recorded in the Rural precinct, it is important to bear in mind that overall satisfaction with council improved two percentage points this year to 6.5 (up from 6.3) for respondents from the Rural precinct, although it remains measurably lower than the 2024 result of 7.0.



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

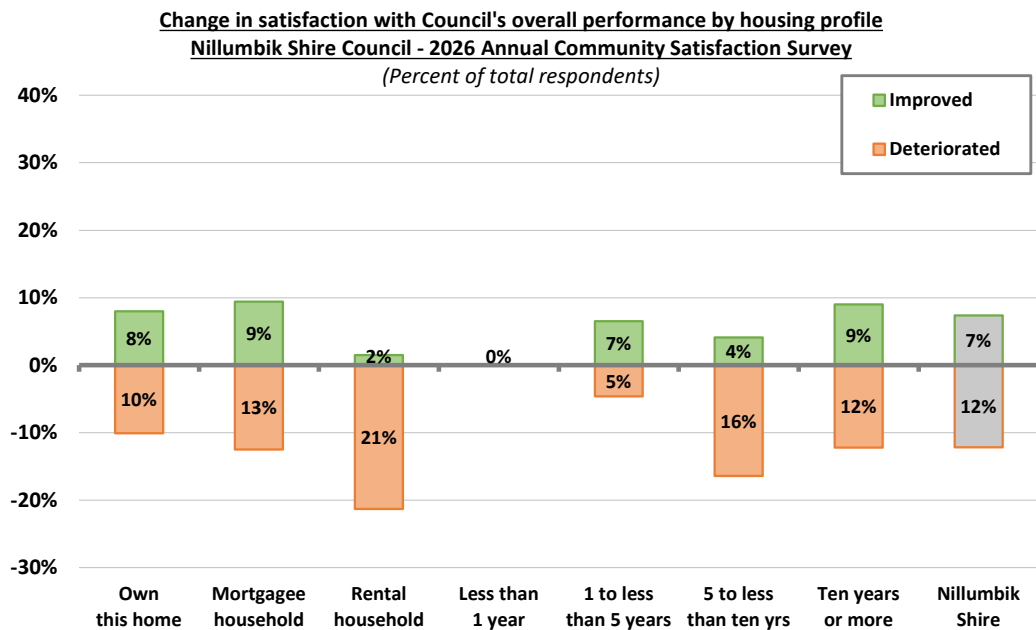


Adults (aged 35 to 44 years) were the most likely to consider that Council's overall performance had deteriorated in the last 12 months, although they were also somewhat more likely than average to consider that performance had improved.



Respondents from rental households, and medium-term residents of Nillumbik (5 to less than 10 years) were notably more likely than average to consider that Council's overall performance had deteriorated in the last 12 months.





Reasons for change in overall performance

Respondents were asked:

“Why do you say that?”

There was a total of 265 (up from 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.

Improved

There were 25 (up from 21) 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.

There were several specific areas of improvement raised, including street trees, footpaths, drains, and improved community consultation.



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

Reasons why Council's overall performance has improved
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 (Number of responses)

Response	Number
Everything is pleasant / doing well	2
Better community engagement	1
Doesn't seem much of infighting between Council	1
Drain maintenance is also done	1
Feel like we are more informed about the updates of roads and construction activities	1
Getting better than before. It takes time	1
Grateful for the Council that they keep planting trees	1
I am very happy with the Council. They responded quickly with any concerns that I have and solved it	1
I have had very good dealings with the Council	1
I have seen them put a footpath	1
I have seen them upgrading / putting new parks	1
I think there has been more consultation recently	1
I think they are taking a more interest in biodiversity. They are improving the environment	1
It just feels like there are more things getting implemented as compared to the previous year	1
More roadside mowing	1
New developments are great	1
Noticed town and area seems more looked after and more maintained	1
Road management is better	1
Since Black Saturday Council is more responsible of risks faced	1
Some things as of late like the picking up of litter	1
The leaves on the street are cleaned	1
There seems to be more action on the ground with regards to things that are important to me specifically	1
We had a dead tree in front of our property, Council removed that within a week when we lodge the request	1
We have some younger and more energetic Councils who are willing to take steps against some Councillors who are stuck in the past	1
Total performance improved comments	25

Stayed the same

There were 177 comments received from respondents as to reasons why they felt that performance had stayed the same over the last 12 months.

Many of these comments were relatively general in nature reflecting the perception that performance was consistent and no difference (99 comments), as well as comments that they were happy with the Council, doing a good job and similar (23 comments).

There were also a range of specific council services and facilities raised, and some comments on roads and traffic.



Reasons why Council's overall performance has stayed the same
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 (Number of responses)

Response	Number
There is no difference / it is the same / no improvements	89
Happy with the Council / satisfied / doing a good job	7
No major problems / issues	5
Consistent performance	4
They don't do anything / they are just there	4
Don't pay attention sadly	3
Room for improvement	3
General facilities are good	2
General services are good	2
No improvement with roads potholes	2
2nd time I contacted the Council I wasn't satisfactorily addressed	1
Because their planning process is a nightmare	1
Because there is still rubbish	1
Been here for only 12 months	1
Better than some of the neighbouring Councils	1
Can't complain, amazing work by Council	1
Constant progress	1
Council should listen to all the people	1
Drains are still full	1
Engagement to the community	1
Happy to live this neighbourhood	1
Haven't seen they do anything different in the last 12 months	1
I can't see any difference in the services	1
I do not have much to do with the Council	1
I don't believe they do the best for the community	1
I don't remember what they said in the newsletter	1
I don't trust them	1
I guess a few things have improved, but some important issues haven't	1
I have not heard from them at all	1
I have seen other Councils putting lot of money to support young families. On the other hand, our Council is just maintaining	1
I haven't noticed any great difference in available services	1
I never see road crew come up, until I complain	1
I noticed no change. Facilities have not changed one bit.	1
I think it's pretty high level anyway	1
I'm not quite familiar with a lot of services	1
It's been alright	1
It's hard to get in and out of Eltham overall	1
Just been here 2 months, they do pretty well	1
Local roads get the same treatment, I feel like we should more Yarra Ranges / Murrindindi Council than Nillumbik	1
My rates have gone up	1
My satisfaction levels had stayed the same	1



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

No improvement with footpaths raising	1
No improvement with trimming natures trip on Council land	1
Not happy the use of turning the backyards to extreme development	1
Not much thinking before doing	1
Nothing has changed in 30 years	1
Overall, a difficult government. They are all the same Council	1
Rates are getting high	1
Rates increase but not much improvement in things that are important	1
Rates too high, we would be happy if the services made justice to the cost	1
Roads pothole near Diamond Creek main roads	1
Same because nothing is changed. E.g. Parry Rd is resealed, but they fixed without issue and it was already good	1
Still lack of everything aside from the road grading once a year	1
Sweeping streets have not changed and they could be improved	1
The bin services and facilities are good	1
The Civic Dr roundabout has not fixed	1
The only time I see the Council is when there is an election	1
The services are facilities seem to be the same	1
There has only small improvement	1
There hasn't been any improvement of response to any of the concerns of the community	1
They have changed the contractors for cutting the grass in public areas and they are doing a much better job	1
They have had the same mindset for a long time so no change	1
They still have low environmental awareness	1
Very responsive	1
We don't have new developments	1
Youth hub had been transformed that's not used much, and waste of resources	1
Total performance stayed the same comments	177

Deteriorated

There were 63 comments received from respondents as to why they felt that Council's performance had deteriorated over the last 12 months.

These issues were broadly categorised as follows:

- Parks, gardens, open spaces and trees 11 comments
- Traffic, roads and parking 11 comments
- Cleanliness and maintenance of area 10 comments
- General negative 8 comments
- Financial issues and management 4 comments
- The responsiveness of Council 4 comments
- Services and facilities 4 comments
- Cost of living / council rates 4 comments
- Communication / engagement 3 comments
- Governance 3 comments
- Retail and hospitality 1 comment



Reasons why Council's overall performance has deteriorated
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 (Number of responses)

<i>Response</i>	<i>Number</i>
Roadside slashing has gone down. Grass has become long. They were late to do it	3
Council rates are rising	2
Grass cutting neglected / long grasses here	2
No / poor maintenance in general	2
Road condition getting worse	2
They don't do anything	2
Clean districts better	1
Cost of everything is going up	1
Council does not focus on the community	1
Deer and kangaroo carcass not picked up after accidents. Left to rot	1
Drainage gets blocked regularly	1
Fire management	1
Garden maintenance	1
General maintenance needs to be improved, if they aren't responsible, get onto the right people, whoever is in charge	1
I see nothing being done	1
I think there is a lack of funding	1
It cost them 3 million dollars to fix a pothole in St Andrews. Costs too much to get anything done	1
Less maintenance of green environments	1
Less maintenance of roads in Allison Cres	1
Less responses from Council on requests	1
Look at community and see things falling apart	1
Lot of graffiti everywhere	1
Lots of littering	1
Main roads in Eltham have crufts and weeds	1
Maintenance of long grass in Ryans Rd	1
Need more mowing	1
New BMX track, they don't take feedback before they build it	1
No visible improvements in services	1
Not doing enough to help fight inflation	1
Not good role models in terms of maintaining public areas but very strict with private spaces	1
Parking problems increasing in town centres	1
People are starting to dispose garbage on the sides of the streets	1
Poor engagement	1
Related to the shopping centre condition	1
Roads have more potholes	1
Spend money on irrelevant	1
The footpaths are left dirty for too long	1
The roads	1
The services have got worse and rights are going up	1
The streets are not cleaned enough	1



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

The Wattleghen Kangaroo Rd has always had potholes, and dead carcasses	1
The Winding Mile is a dangerous stretch of road. There is no visibility on that road	1
Their comm’s outlook	1
There is a drop in maintenance of roads	1
They are not doing anything new	1
They do not care about our community needs, just following State Government	1
They don't do anything for the environment	1
They don't prioritise the community	1
They have become worse than before	1
They have been doing bad compared to the previous Councillors	1
They keep getting worse to deal with	1
They need to listen to the community	1
They put you on hold when you contact them	1
They are spending money on things that aren't necessary	1
They won't let residents park in driveways. They are pushing us out of the area	1
Traffic has become worse	1
Total	63

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 10 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 six 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 six core aspects of Council’s governance and leadership performance increased somewhat this year, up two percentage points to 6.8 (from 6.6), although it remained at a “good” level of satisfaction.

This represented a reversal of the unusual decline recorded last year and returns average satisfaction with aspects of governance and leadership to near record highs (6.8 compared to high of 6.9 in 2024 and 2015).

This two-percentage point increase in average satisfaction with these core aspects performance was consistent with the four-percentage point increase in overall satisfaction with Council (6.9 up from 6.6).



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).

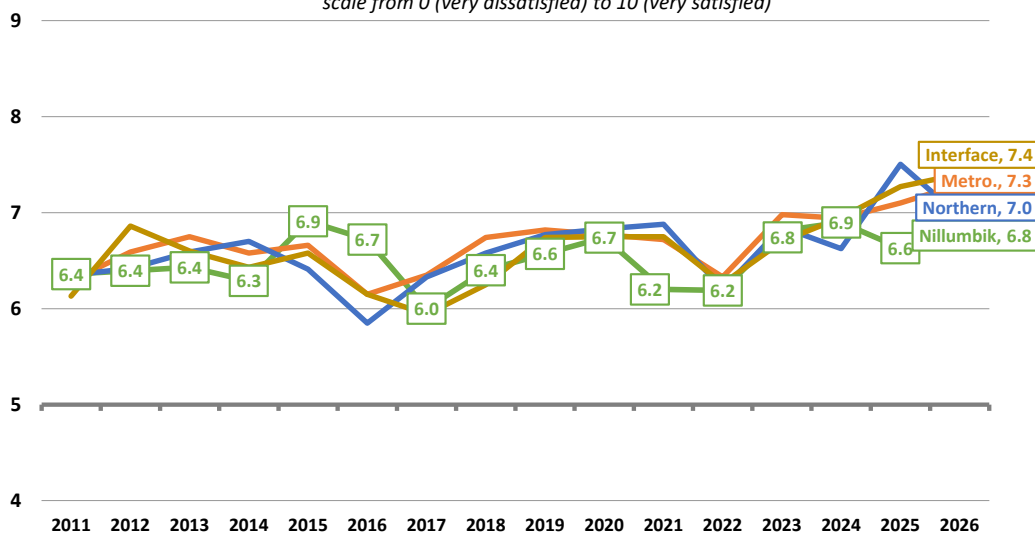
As discussed in the [satisfaction with overall performance](#) section of this report, Metropolis Research is of the view that the decline in satisfaction with overall performance recorded last year, along with governance and leadership, was most likely to be influenced, at least in part, by the significant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

While community concern around local roads remains a prominent issue in the Nillumbik Shire, [satisfaction with sealed local roads](#) did improve from the unusually low results recorded last year, although they remain significantly lower than the metropolitan average.

Satisfaction with the six core measures of governance and leadership was notably (3pts) above the long-term average satisfaction since 2011 of 6.5 out of 10, or “good”.

Despite the increase in satisfaction with governance and leadership this year, the average satisfaction with these six aspects of governance and leadership remained five percentage points (7%) lower than the metropolitan Melbourne average (7.3), and six points lower than the interface council’s average (7.4).

Average satisfaction with core aspects of governance and leadership
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)

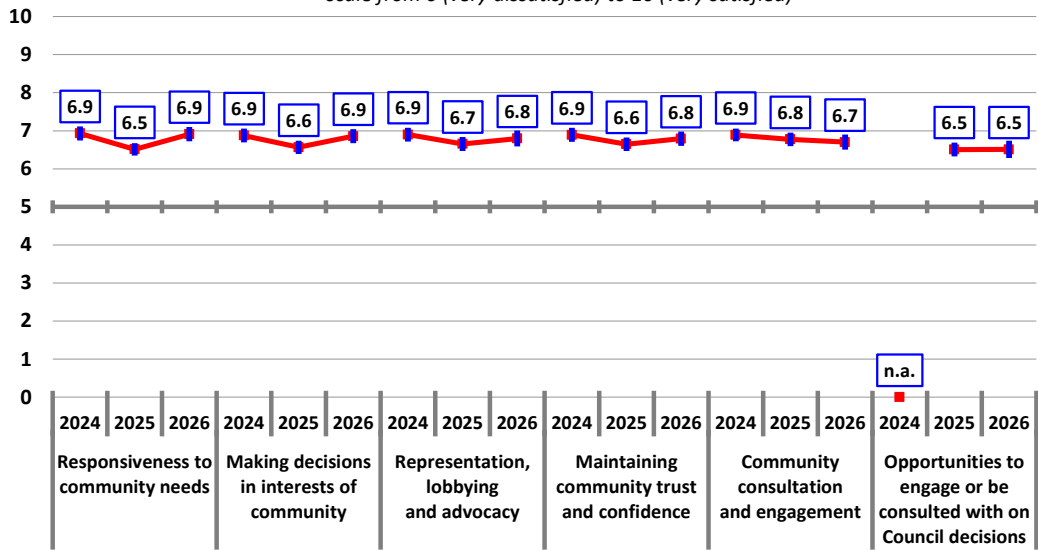


There were significant increases in satisfaction with the responsiveness of Council to local community needs (up 4pts) and Council’s performance making decisions in the interests of the community (up 3pts).

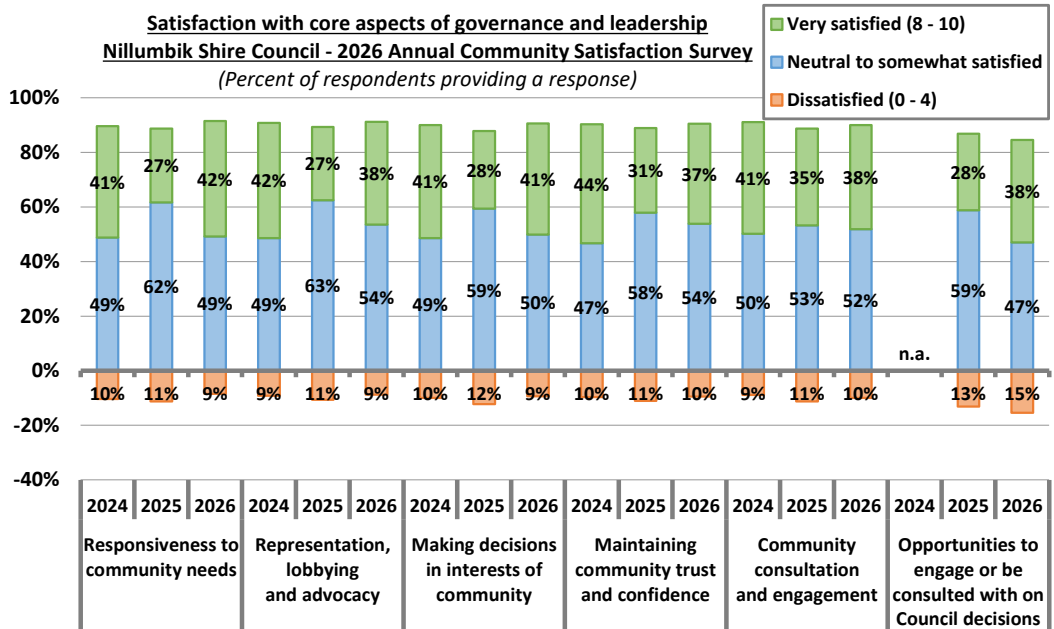


Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

Satisfaction with core aspects of governance and leadership
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



The following graph displays the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five). There was a notable increase this year, in the proportion of respondents “very satisfied” with each aspect, while the proportion “dissatisfied” with each remained relatively stable. There was a small increase in the proportion “dissatisfied” with the opportunities to engage or be consulted with on Council decisions.

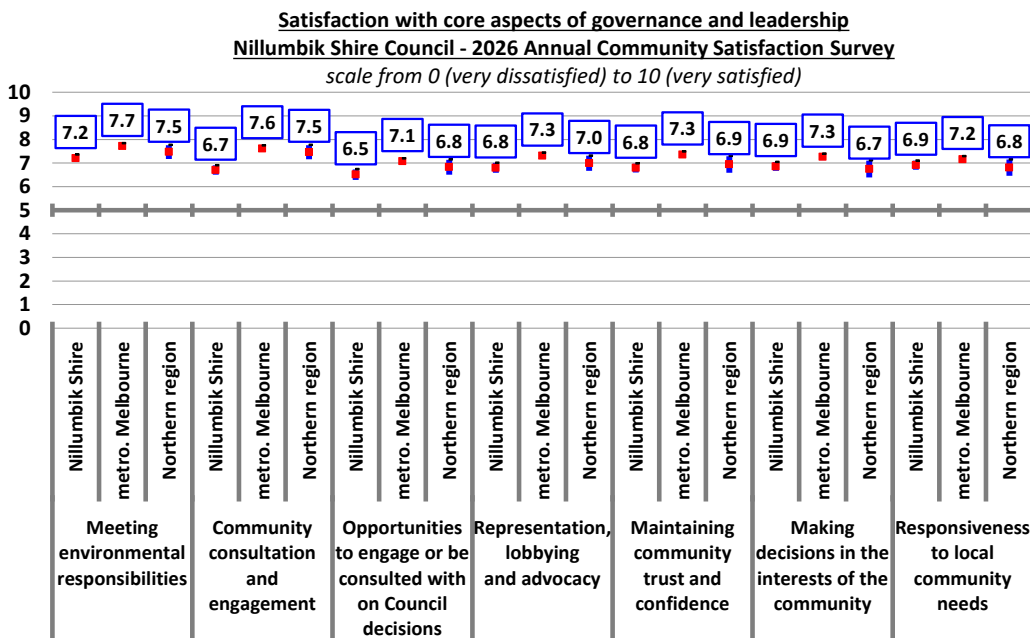


The following graph provides a comparison of satisfaction with each aspect of governance and leadership against the metropolitan Melbourne and northern region council’s averages, as recorded in the 2026 *Governing Melbourne* survey

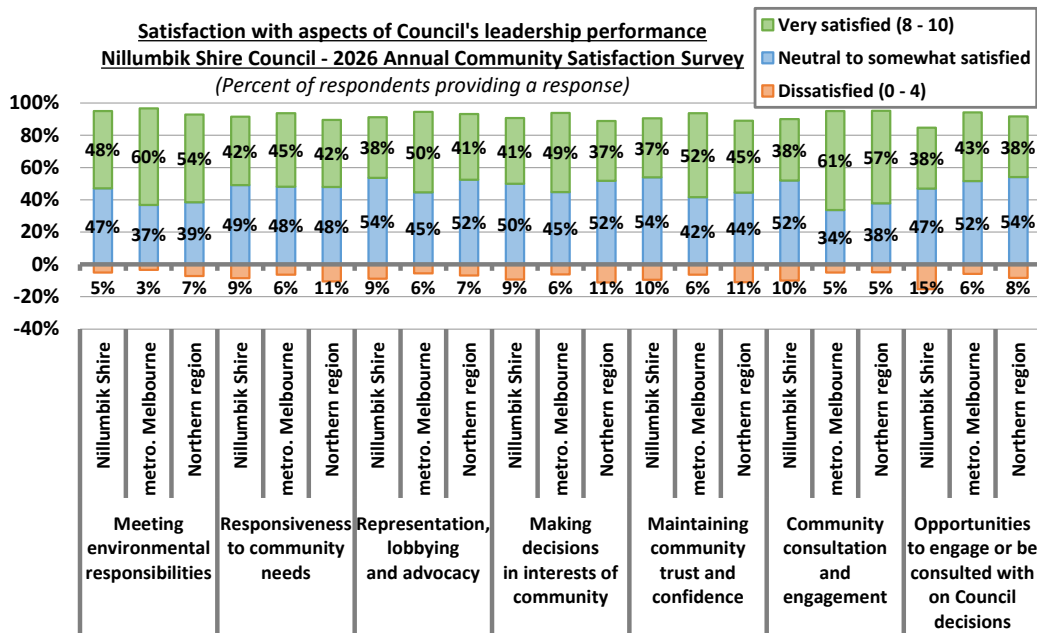
Satisfaction with all six measures of governance and leadership was notably to measurably lower in the Nillumbik Shire than the metropolitan average.

This gap was most evident in relation to community consultation and engagement (9pts up from 7pts lower) and opportunities to engage and be consulted with on Council decisions (6pts lower).

Metropolis Research notes, however, that the gap between the Nillumbik Shire and the metropolitan average was reduced this year for performance maintaining community trust and confidence (5pts down from 7pts lower), and the responsiveness of Council to local community needs (3pts down from 7pts lower).

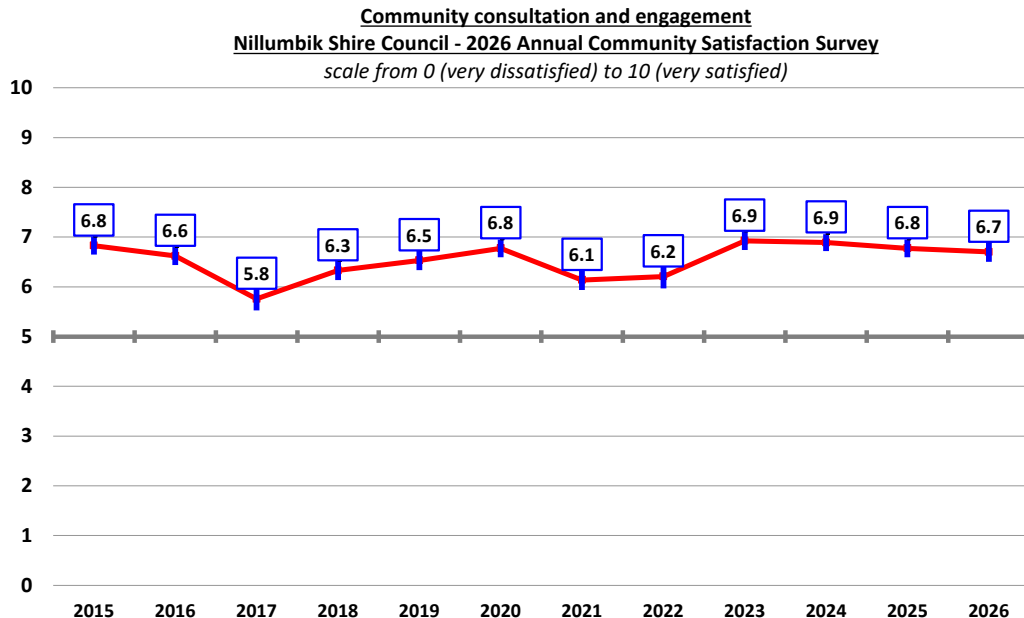


Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey



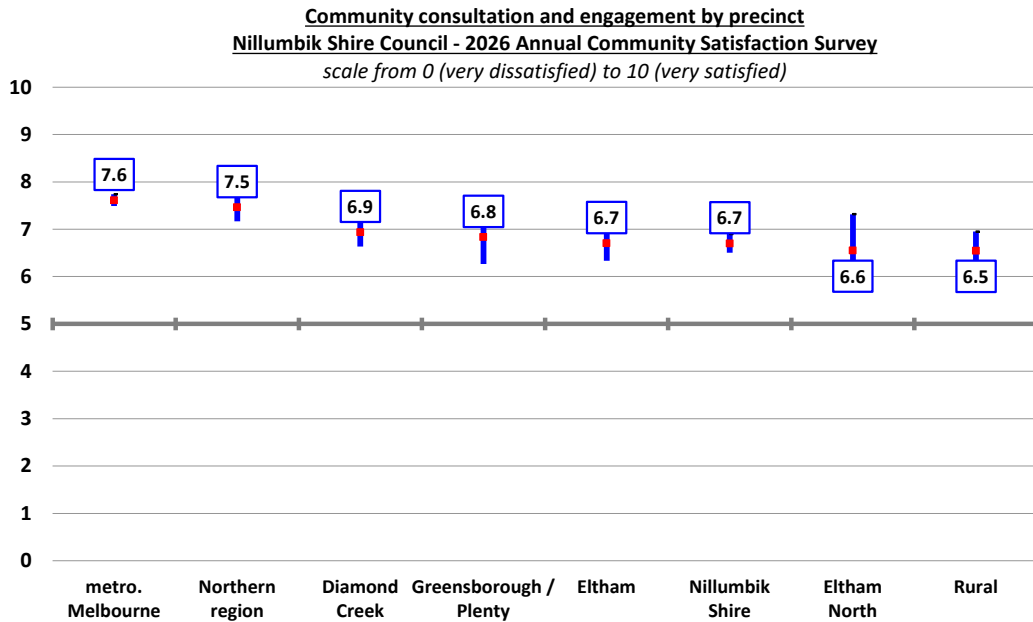
Community consultation and engagement

Satisfaction with Council’s community consultation and engagement performance declined marginally this year, down one percentage point to 6.7 out of 10, which remained a “good” level of satisfaction. This result comprised 38% “very satisfied” and 10% “dissatisfied” respondents.

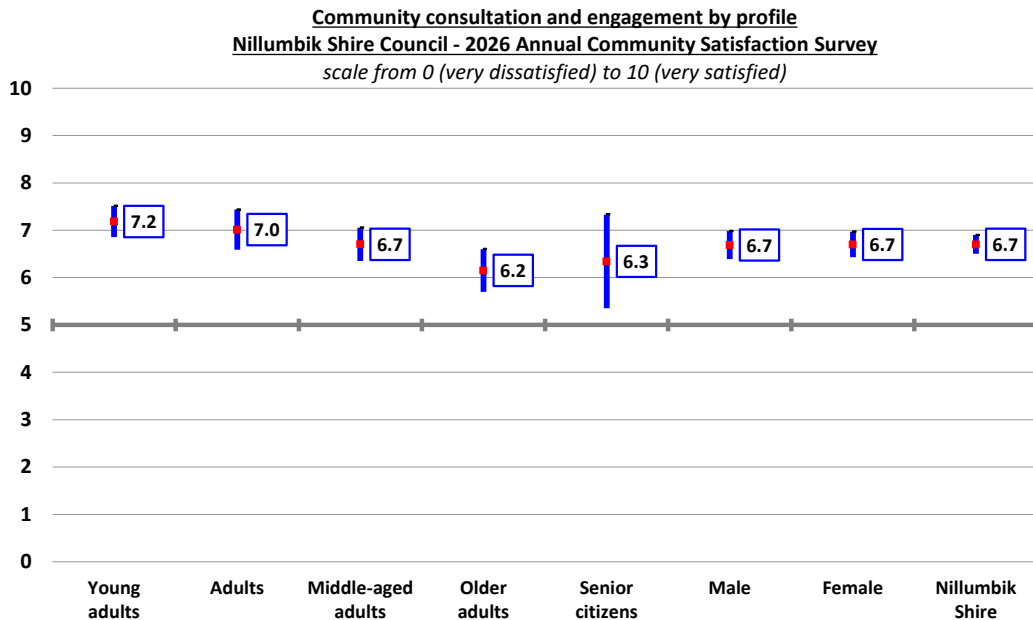


Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

This result remains somewhat (2pts) above the long-term average since 2015 of 6.5 out of 10, or “good”. This result was measurably (9pts) lower than the metropolitan average of 7.6 out of 10, or “very good”. There was no measurable variation in this result observed by precinct.



There was measurable variation observed by respondent profile, with young adults (aged 18 to 34 years) measurably more satisfied than average, and older adults (aged 60 to 74 years) notably less satisfied.

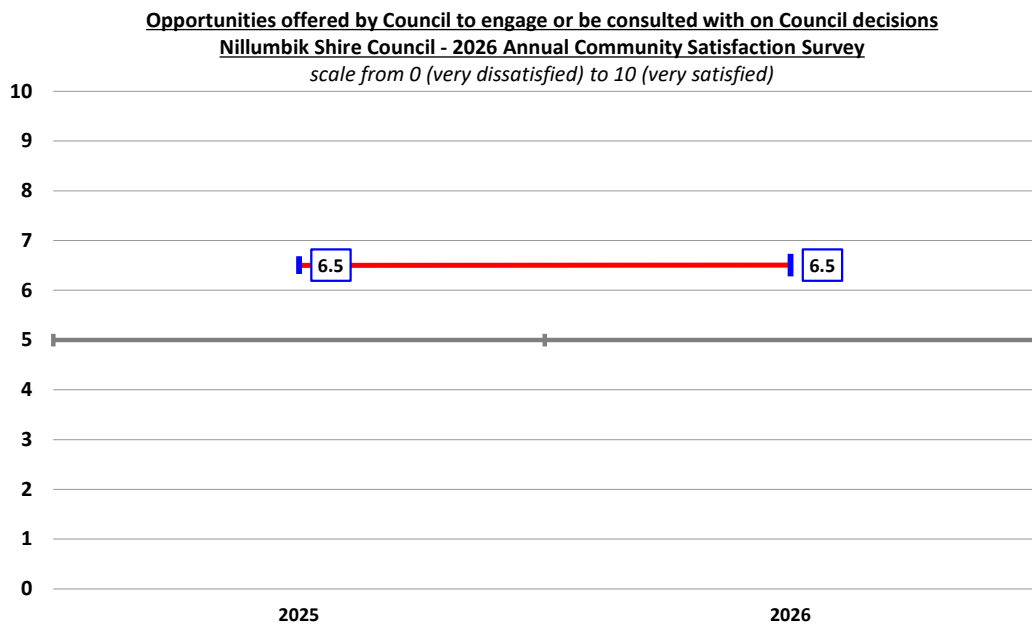


The opportunities offered by Council to engage or be consulted with on council decisions

Satisfaction with the opportunities offered by Council to engage or be consulted with on Council decisions remained stable this year at 6.5 out of 10, or a “good” level of satisfaction.

This result comprised 38% “very satisfied” and 15% “dissatisfied” respondents.

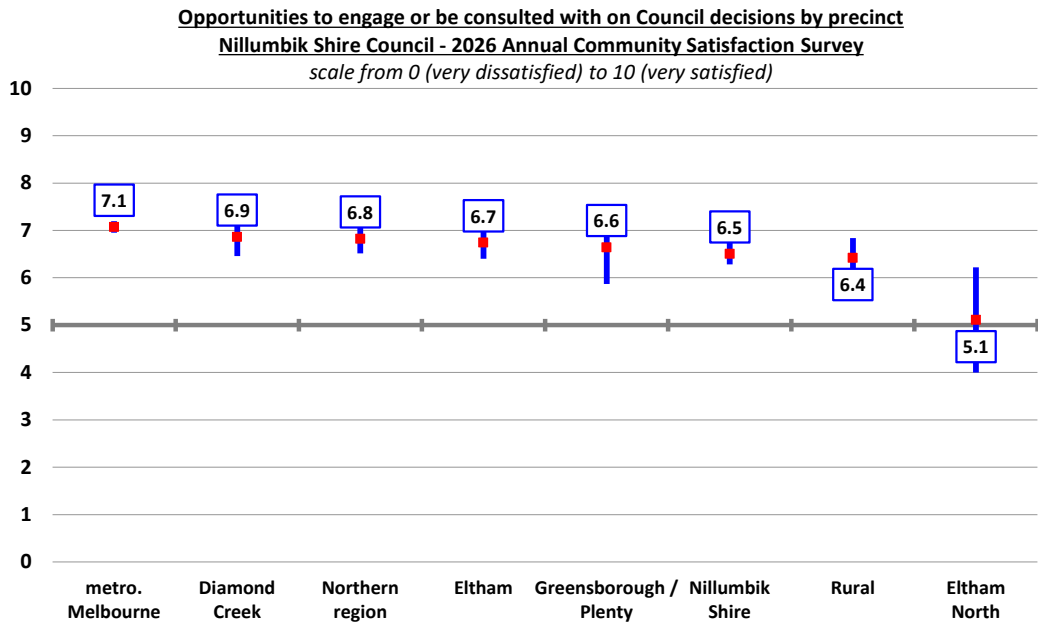
This result was measurably (3pts) lower than the metropolitan average of 7.2 out of 10, or “good”.



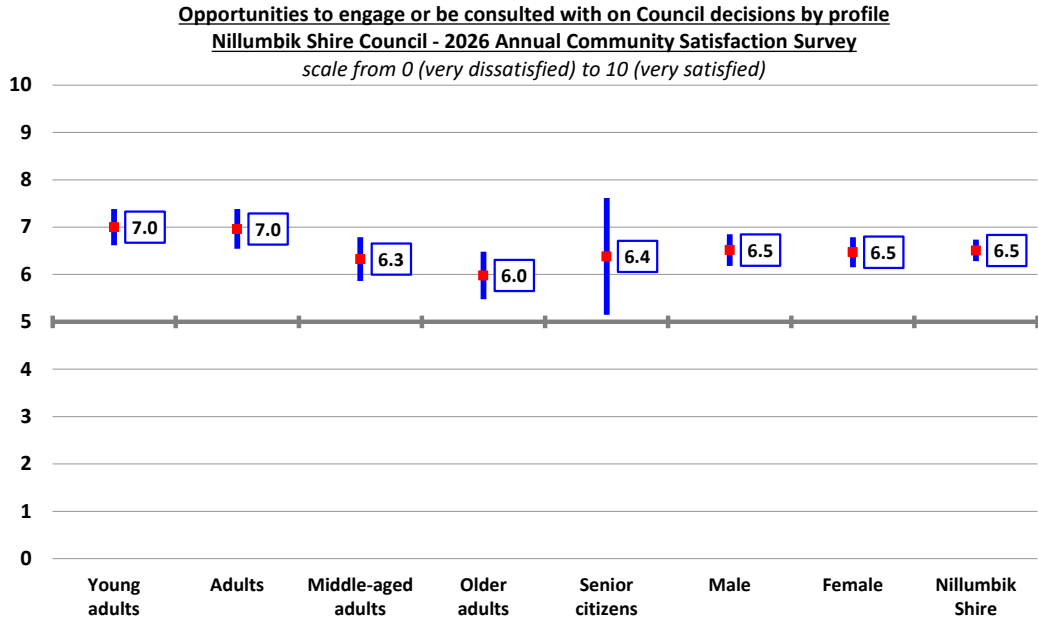
There was measurable variation in this result observed across the municipality, with 30 respondents from Eltham North measurably (14pts) less satisfied than average, and at a “very poor”, rather than a “good” level.



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey



There was no measurable variation in this result observed by respondent profile, although young adults and adults (aged 18 to 44 years) were notably (5pts) more satisfied than average. By contrast, older adults were notably (5pts) less satisfied than average and at a “solid” rather than a “good” level.



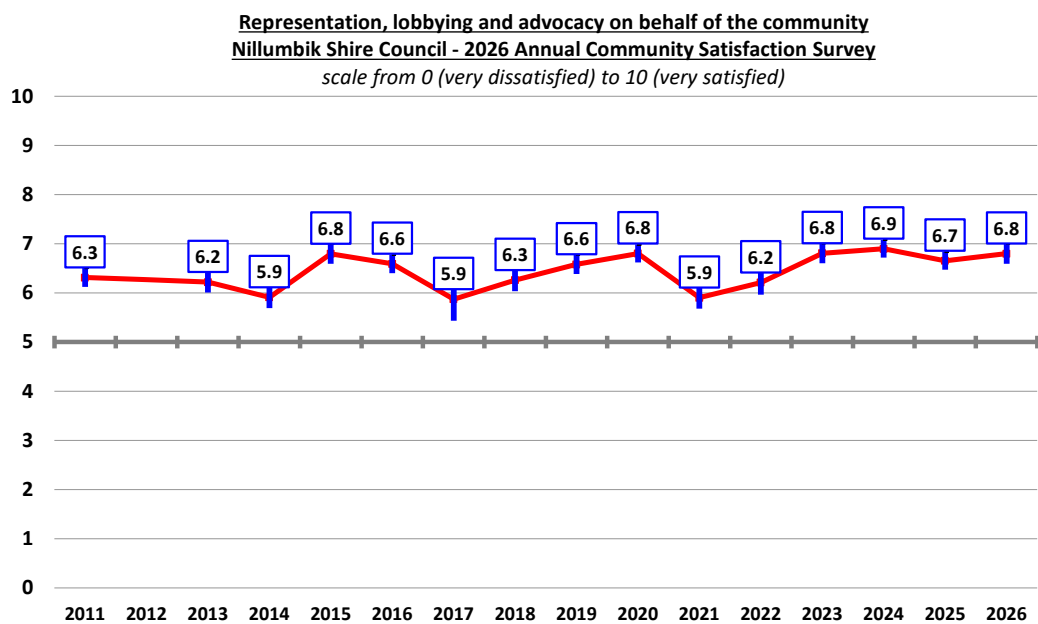
Representation, lobbying and advocacy

Satisfaction with Council’s representation, lobbying, and advocacy performance increased marginally this year, up one percentage point to 6.8 out of 10, which remained a “good” level of satisfaction.

This result remains measurably (4pts) above the long-term average since 2011 of 6.4 out of 10, or “solid”.

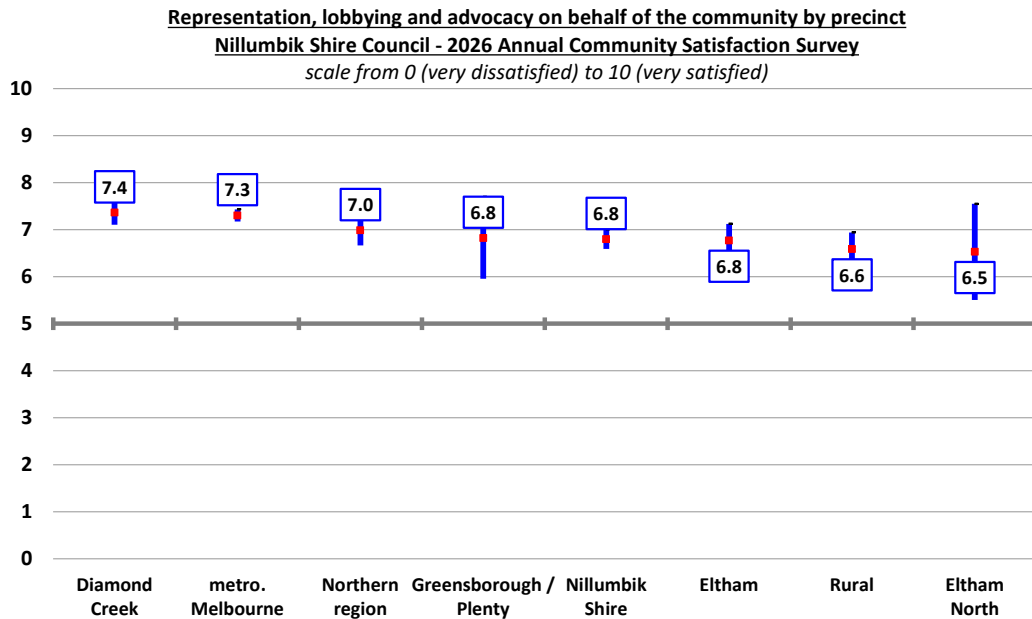
This result comprised 38% “very satisfied” and nine percent “dissatisfied” respondents.

This result was measurably (5pts) lower than the metropolitan average of 7.3 out of 10, or “very good”.



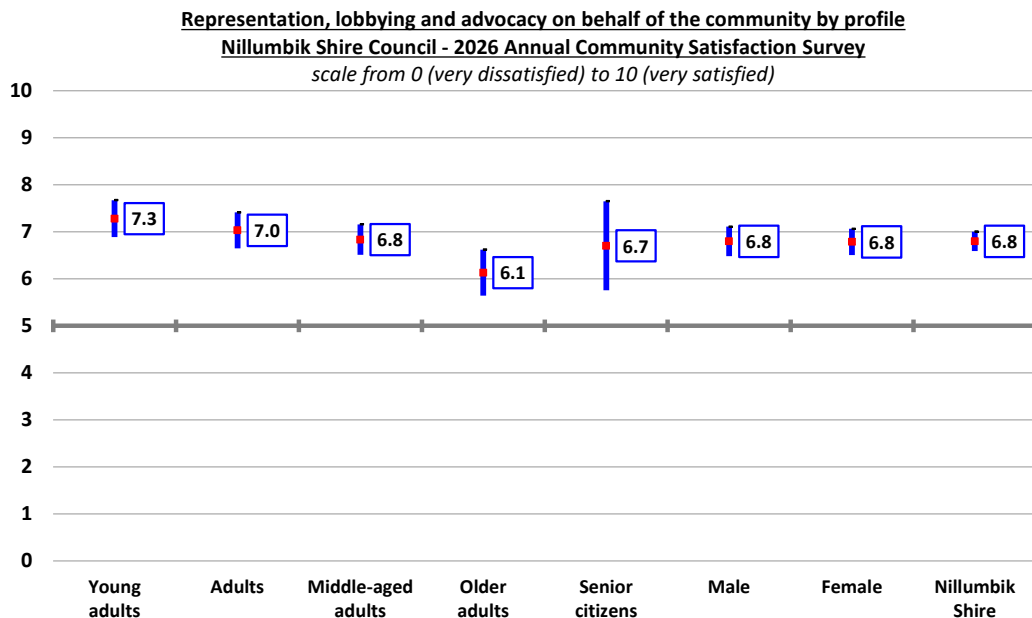
There was measurable variation in this result observed across the municipality, with respondents from Diamond Creek measurably more satisfied than average, and at a “very good” level of satisfaction.





There was measurable variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) notably (5pts) more satisfied than average and at a “very good” level.

By contrast, older adults (aged 60 to 74 years) were measurably (7pts or 10%) less satisfied than average, and at a “solid” rather than a “good” level.



Responsiveness to local community needs

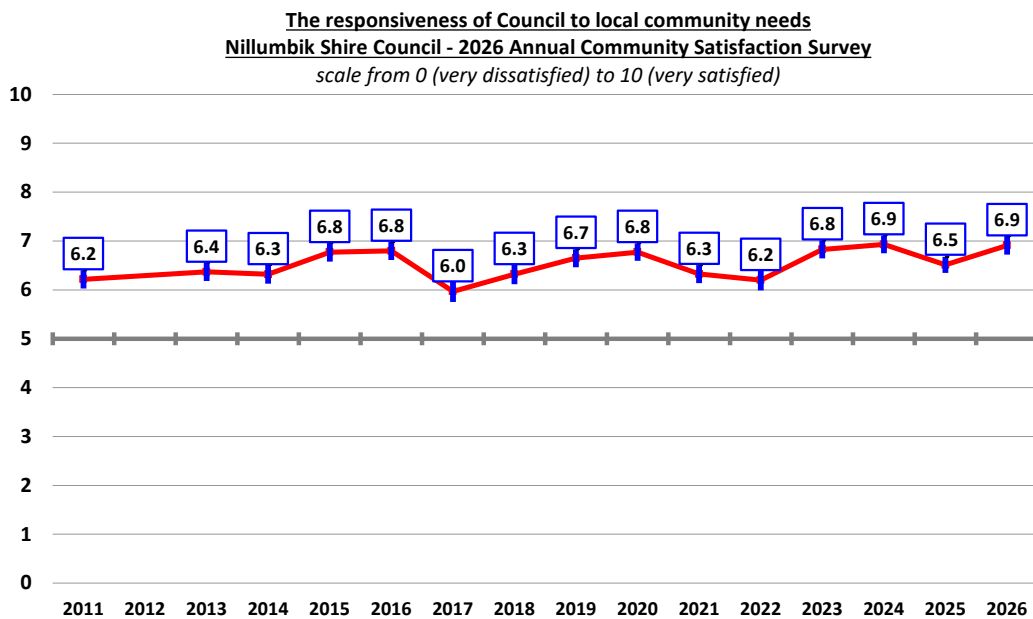
Satisfaction with the responsiveness of Council to local community needs increased measurably this year, up four percentage point to 6.9 out of 10, which remained a “good” level of satisfaction.

This was a significant improvement this year, reversing the unusual decline recorded last year, and returning satisfaction with this aspect of performance to a longer-term trend of improving satisfaction.

This result remains measurably (4pts) above the long-term average since 2011 of 6.5 out of 10, or “solid”.

This result comprised 42% “very satisfied” and nine percent “dissatisfied” respondents.

Despite the significant improvement in satisfaction recorded this year, this result was measurably (3pts) lower than the metropolitan average of 7.2 out of 10, or “good”.

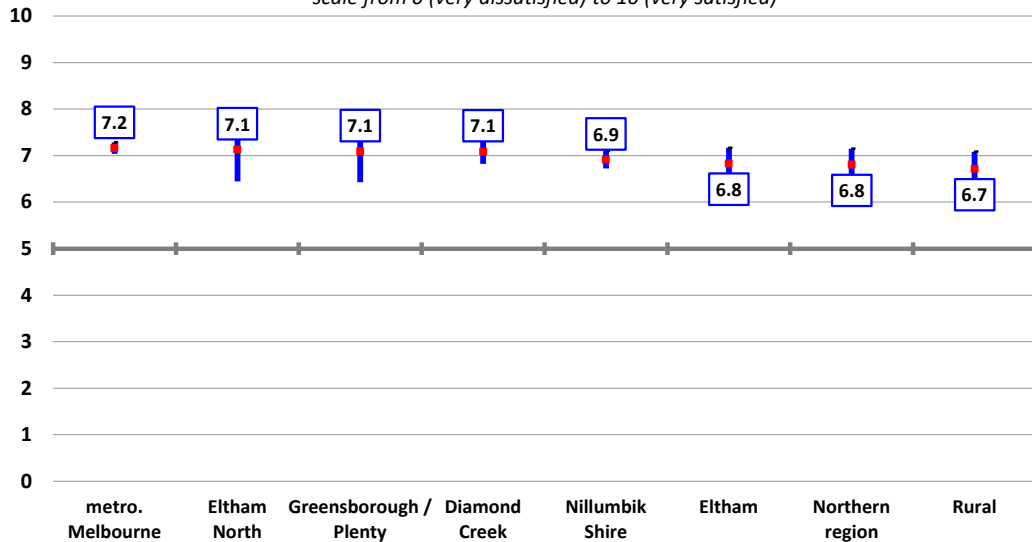


There was no measurable variation in satisfaction with this aspect of performance observed across the municipality, with respondents from all five precincts rating satisfaction at “good” levels.



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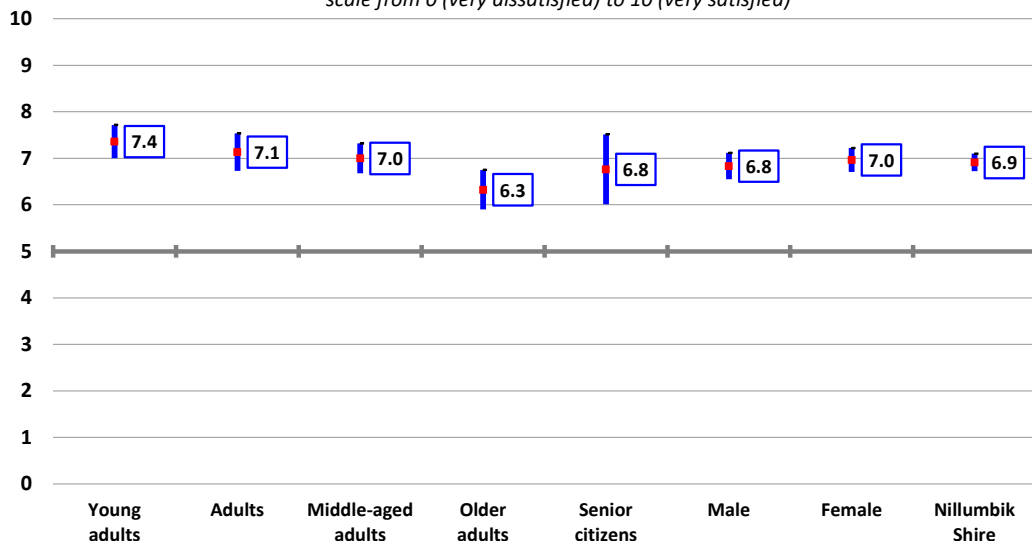
The responsiveness of Council to local community needs by precinct
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



There was measurable variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) notably (5pts) more satisfied than average and at a “very good” level.

By contrast, older adults (aged 60 to 74 years) were measurably (6pts) less satisfied than average, and at a “solid” rather than a “good” level.

The responsiveness of Council to local community needs by profile
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Maintaining the trust and confidence of the local community

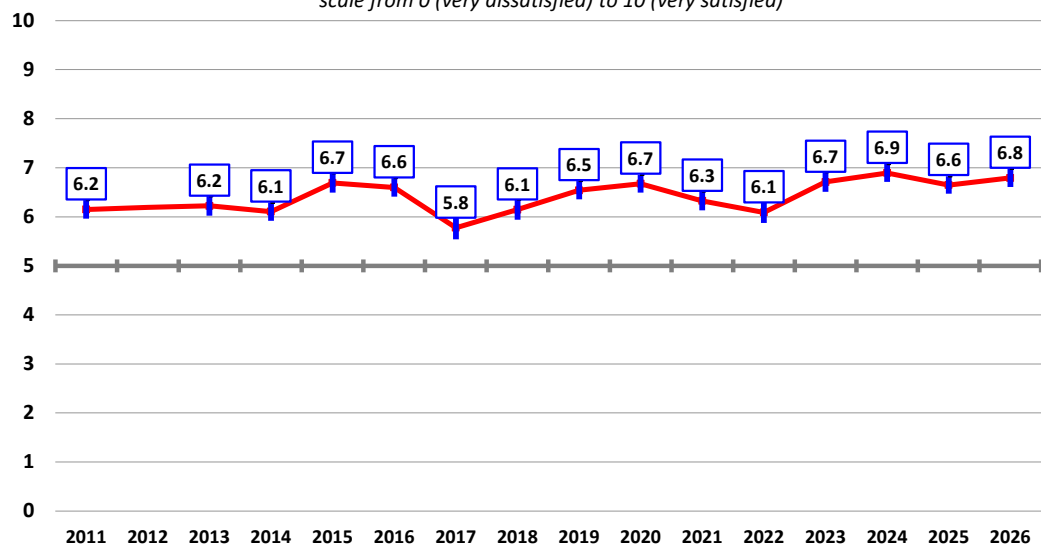
Satisfaction with Council’s performance maintaining the trust and confidence of the local community increased somewhat this year, up two percentage point to 6.8 out of 10, which remained a “good” level of satisfaction.

This result remains measurably (4pts) above the long-term average since 2011 of 6.4 out of 10, or “solid”.

This result comprised 37% “very satisfied” and 10% “dissatisfied” respondents.

This result was measurably (5pts) lower than the metropolitan average of 7.3 out of 10, or “very good”.

Maintaining community trust and confidence
 Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



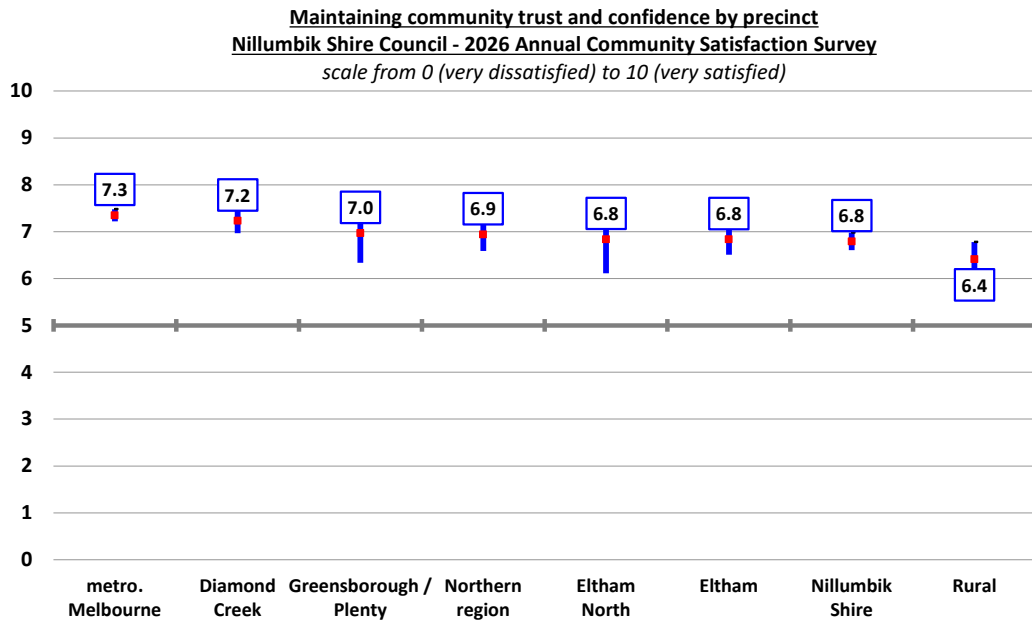
There was measurable variation in satisfaction with this aspect of performance observed across the municipality.

Respondents from Diamond Creek were measurably (4pts) more satisfied than average, although still at a “good” level of satisfaction.

By contrast, respondents from the Rural precinct were notably (4pts) less satisfied than average, and at a “solid” rather than a “good” level.

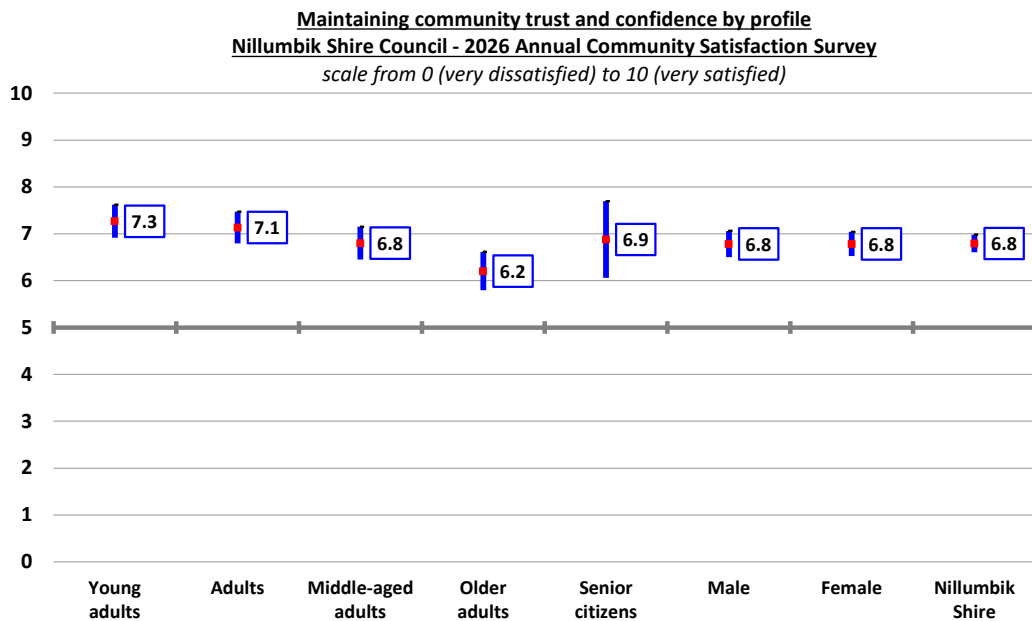


Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey



There was measurable variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) notably (5pts) more satisfied than average and at a “very good” level.

By contrast, older adults (aged 60 to 74 years) were measurably (6pts) less satisfied than average, and at a “solid” rather than a “good” level.



Making decisions in the interests of the community

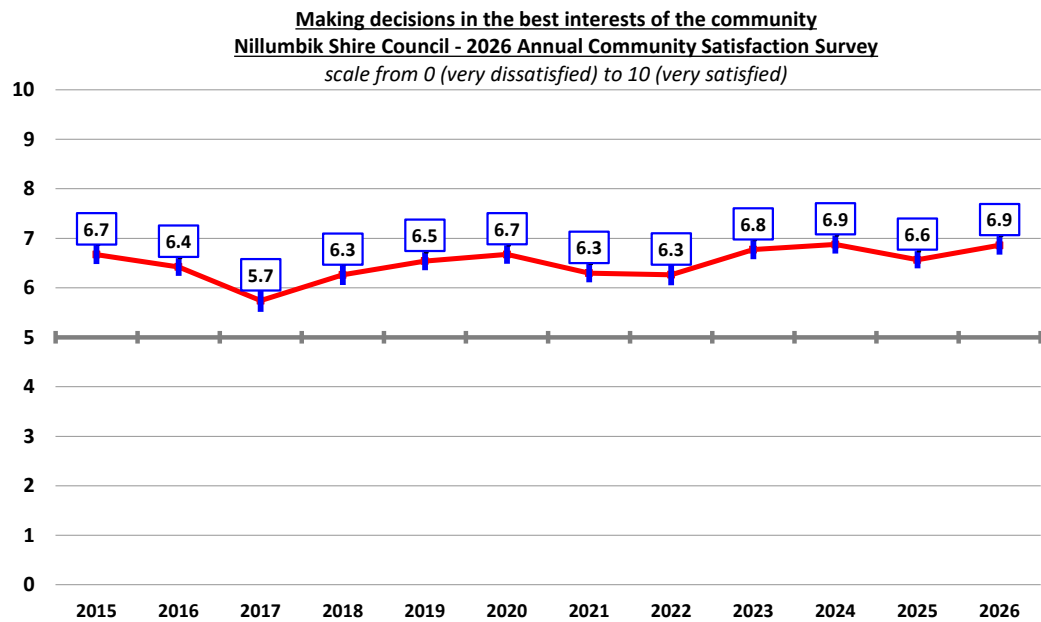
Satisfaction with Council performance making decisions in the interests of the community increased notably this year, up three percentage point to 6.9 out of 10, which remained a “good” level of satisfaction.

This was a significant improvement this year, reversing the unusual decline recorded last year, and returning satisfaction with this aspect of performance to a longer-term trend of improving satisfaction.

This result remains measurably (4pts) above the long-term average since 2015 of 6.5 out of 10, or “solid”.

This result comprised 41% “very satisfied” and nine percent “dissatisfied” respondents.

Despite the improvement in satisfaction recorded this year, this result was measurably (4pts) lower than the metropolitan average of 7.3 out of 10, or “very good”.



There was measurable variation in satisfaction with this aspect of performance observed across the municipality.

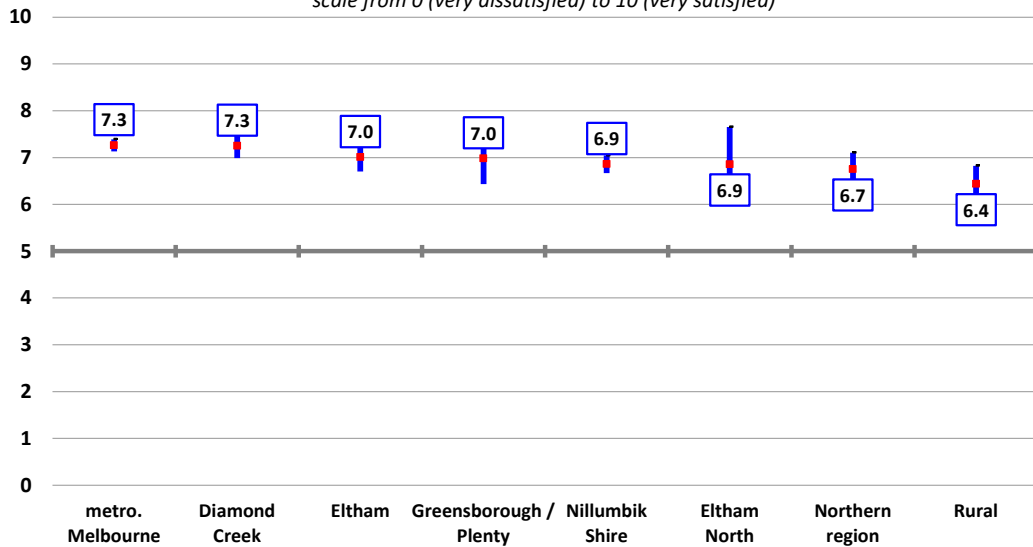
Respondents from Diamond Creek were measurably (4pts) more satisfied than average, although still at a “good” level of satisfaction.

By contrast, respondents from the Rural precinct were notably (4pts) less satisfied than average, and at a “solid” rather than a “good” level.



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

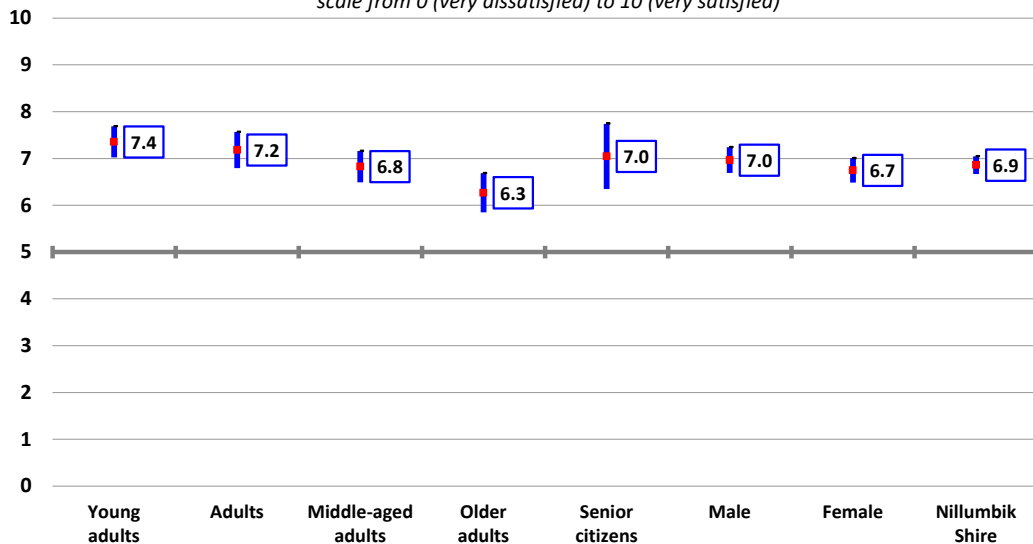
Making decisions in the best interests of the community by precinct
 Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



There was measurable variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) notably (5pts) more satisfied than average and at a “very good” level.

By contrast, older adults (aged 60 to 74 years) were measurably (6pts) less satisfied than average, and at a “solid” rather than a “good” level.

Making decisions in the best interests of the community by profile
 Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)

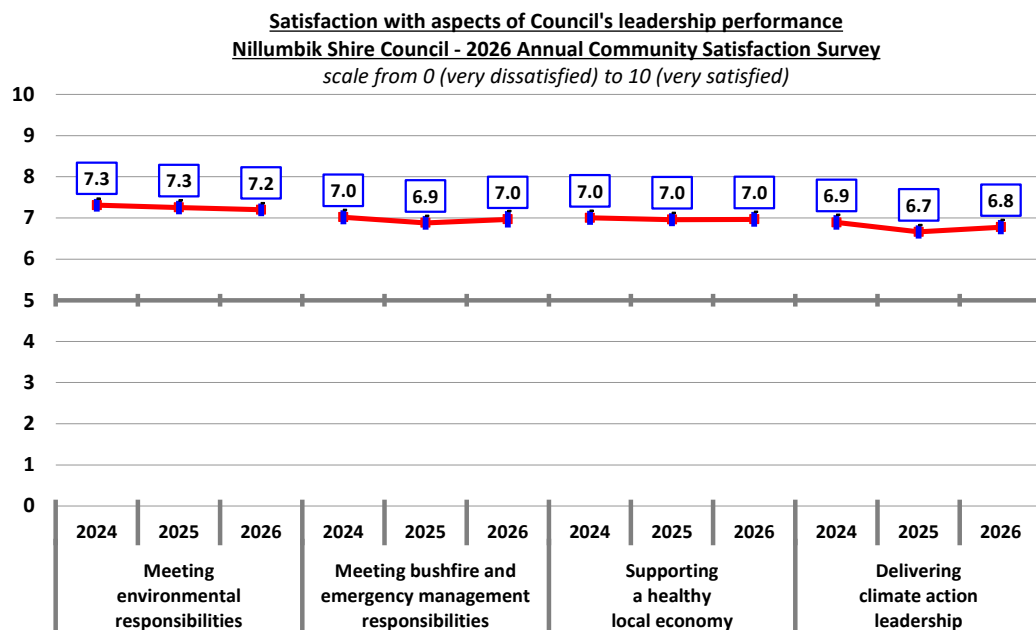


Aspects of Council’s leadership performance

Respondents were in 2026 asked to rate their satisfaction with four aspects of Council’s leadership performance across a range of areas including environment and sustainability, bushfire and emergency management, and the local economy.

Satisfaction with the four aspects of Council’s leadership were relatively stable this year, with none increasing or decreasing by more than one percentage point.

Satisfaction with all five aspects of Council’s leadership performance were rated at “good” levels of satisfaction.

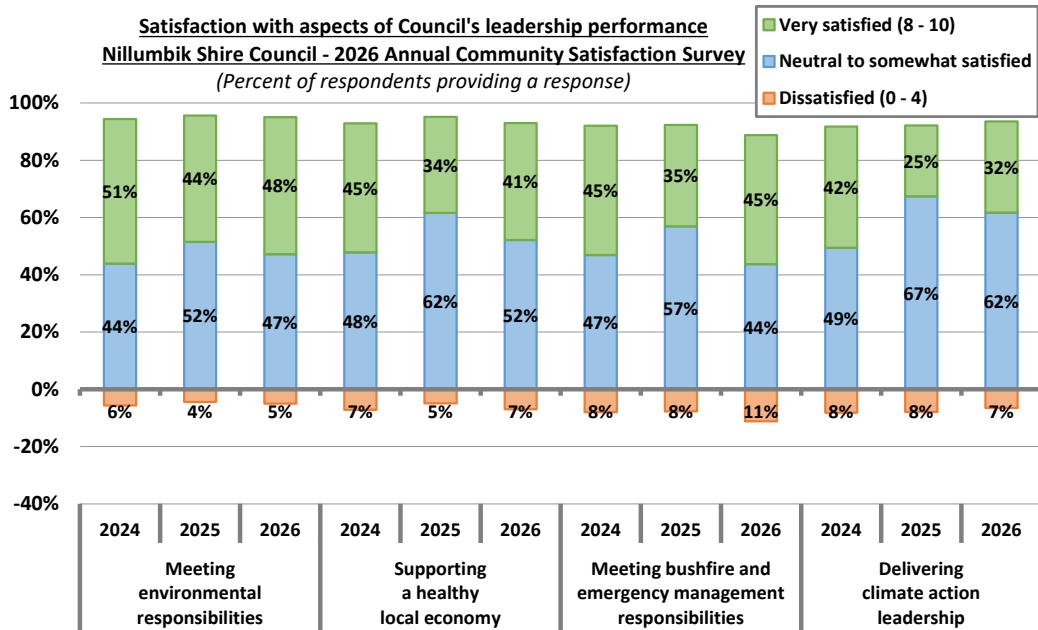


The following graph displays the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five).

There was a small increase this year, in the proportion of respondents “very satisfied” with each of the four aspects.

It is noted, however, that 11% (up from 8%) of respondents were “dissatisfied” with Council’s performance meeting bushfire emergency management responsibilities.





Meeting responsibilities to the environment

Satisfaction with the performance of Council meeting its responsibilities towards the environment remained essentially stable this year, down one percentage point to 7.2 out of 10.

This was a “good”, down from a “very good” level of satisfaction but remained marginally above the long-term average satisfaction since 2011 of 7.1 out of 10, or “good”.

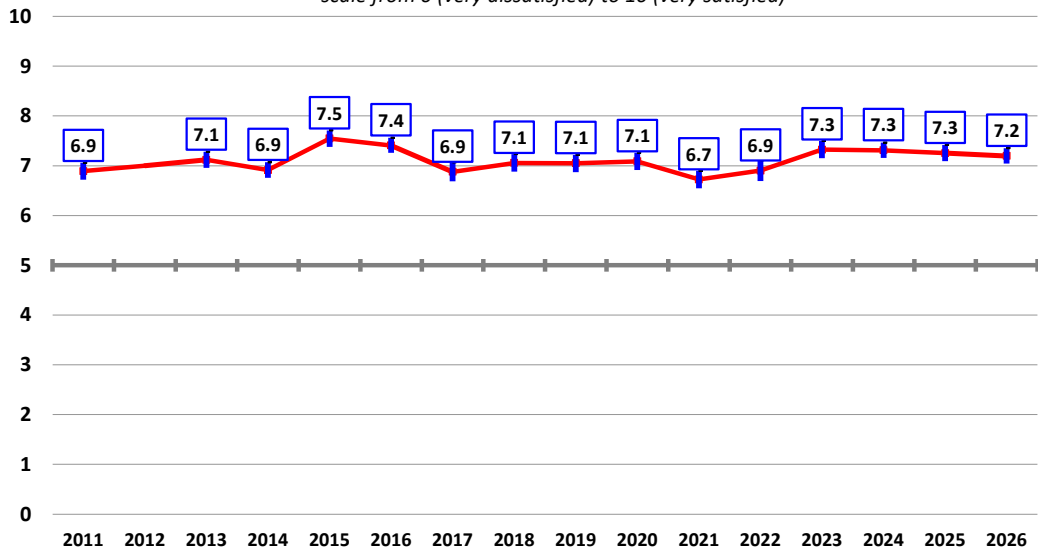
This result comprised 48% (up from 44%) “very satisfied” respondents, and five percent “dissatisfied”.

By way of comparison, this result was measurably lower than the metropolitan average of 7.7 or “very good”, as recorded in the 2026 *Governing Melbourne* research.



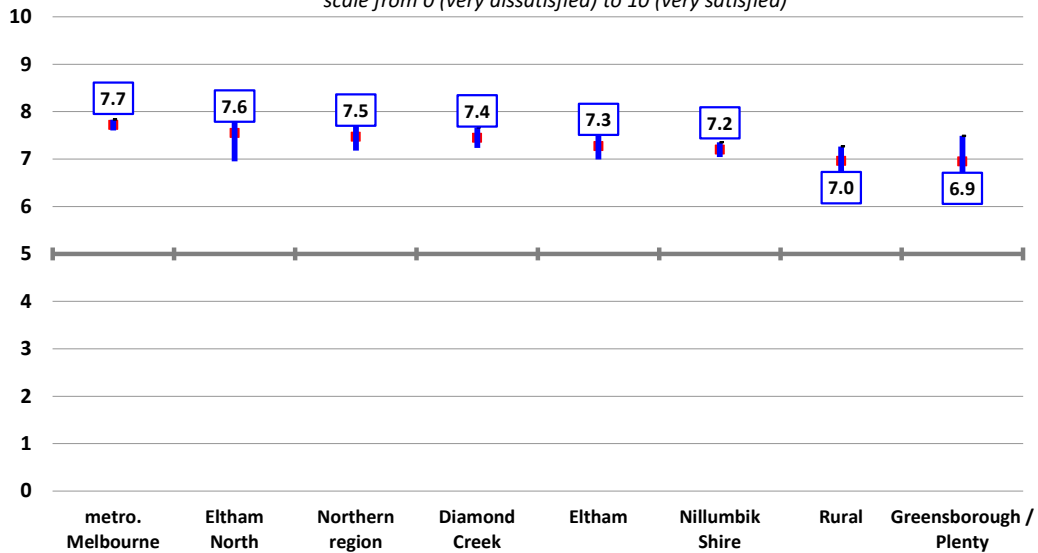
Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

Meeting responsibilities towards the environment
 Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



While there was no measurable variation in this result observed across the municipality, it is noted that respondents from Eltham North were notably (4pts) more satisfied than average, and at a “very good” level.

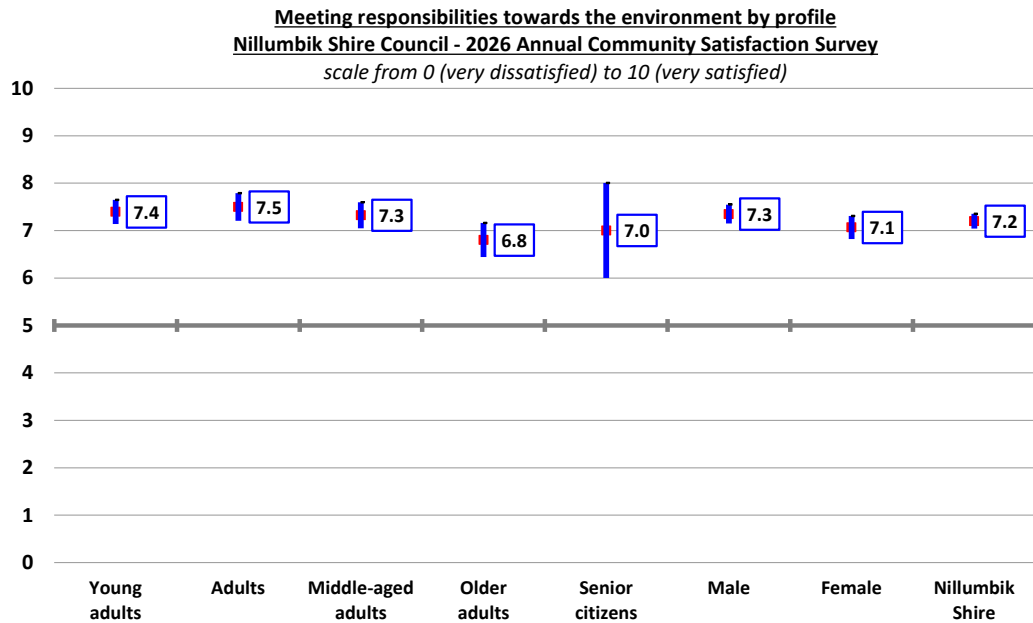
Meeting responsibilities towards the environment by precinct
 Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



There was no measurable variation in this result observed by respondent profile, although older adults (aged 60 to 74 years) were notably (4pts) less satisfied than average.



Male respondents were somewhat (2pts) more satisfied than female respondents, and at a “very good” rather than a “good” level.



Meeting responsibilities in relation to bushfire and emergency management

Satisfaction with the performance of Council meeting its responsibilities in relation to bushfire and emergency management remained essentially stable this year, up one percentage point to 7.0 out of 10.

This was a “good” level of satisfaction, consistent with the categorisation recorded in each year it has been included in the survey program.

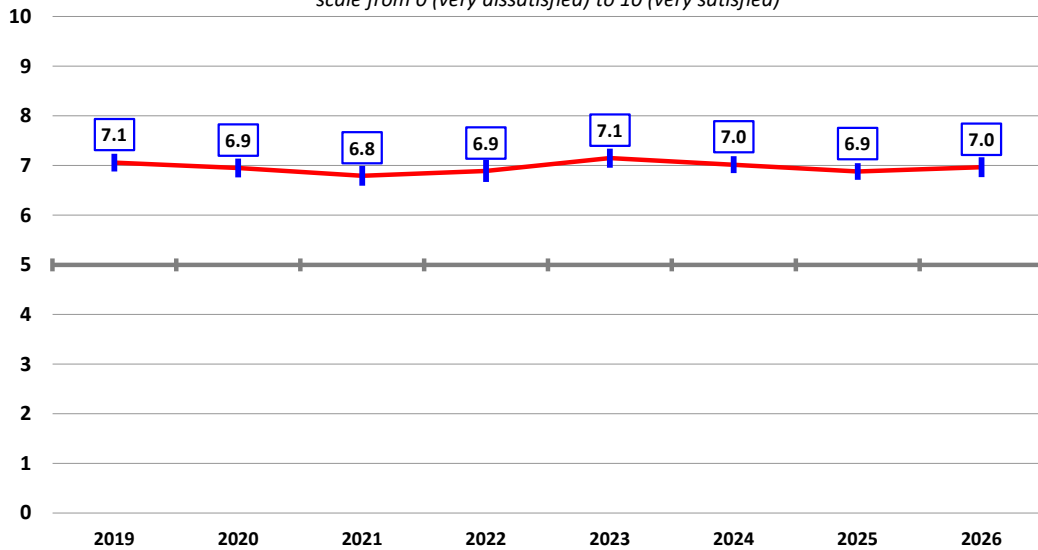
This result was identical to the long-term average satisfaction since 2019 of 7.0 out of 10, or “good”.

This result comprised 45% (up from 35%) “very satisfied” respondents, and 11% (up from 8%) “dissatisfied”.



Nilumbik Shire Council – 2026 Annual Community Satisfaction Survey

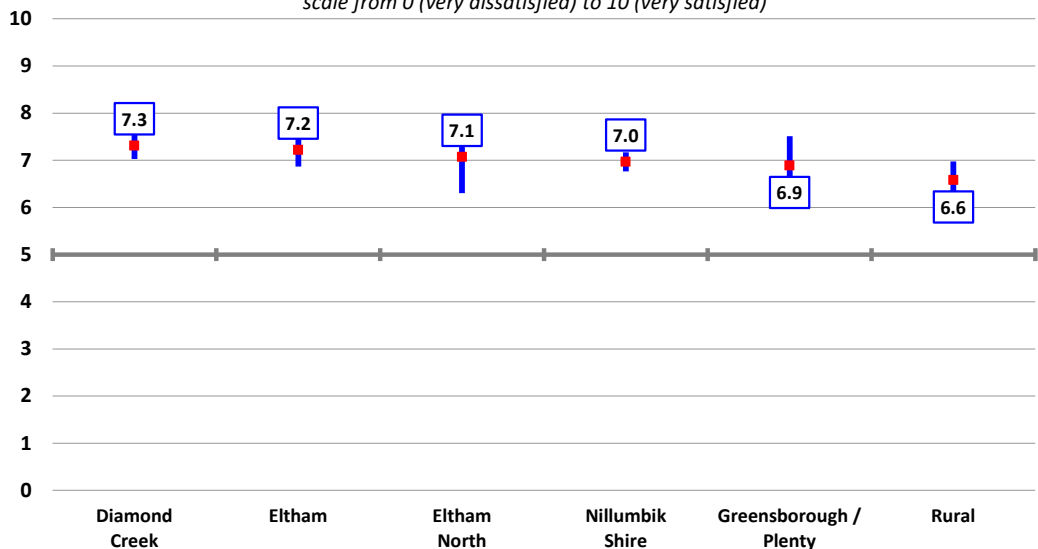
Meeting responsibilities in relation to bushfire and emergency management
Nilumbik Shire Council - 2026 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



While there was no measurable variation in this result observed across the municipality, respondents from Diamond Creek were somewhat (3pts) more satisfied than average, and at a “very good” rather than a “good” level.

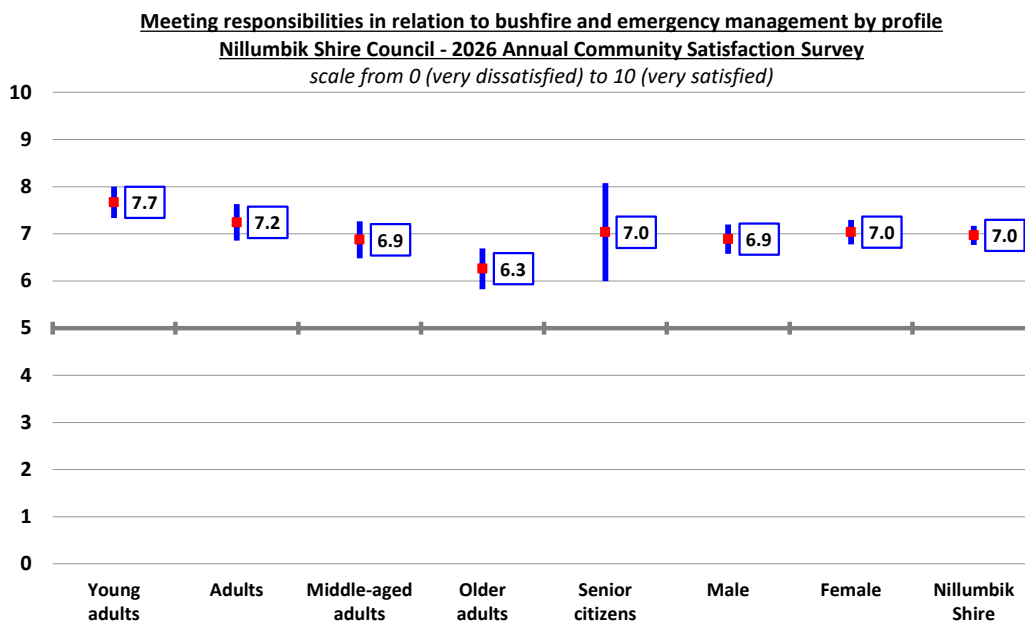
By contrast, respondents from the Rural precinct were notably (4pts) less satisfied than average, although still at a “good” level of satisfaction.

Meeting responsibilities in relation to bushfire and emergency management by precinct
Nilumbik Shire Council - 2026 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was measurable variation in this result observed across the municipality, with young adults (aged 18 to 34 years) measurably (7pts) more satisfied than average, and at a “very good” level.

By contrast, older adults (aged 60 to 74 years) were measurably less satisfied than average, and at a “solid” rather than a “good” level.



Delivering climate action leadership and initiatives

Satisfaction with the performance of Council delivering climate action leadership and initiatives remained essentially stable this year, up one percentage point to 6.8 out of 10.

This was a “good” level of satisfaction, consistent with the categorisation recorded since 2023.

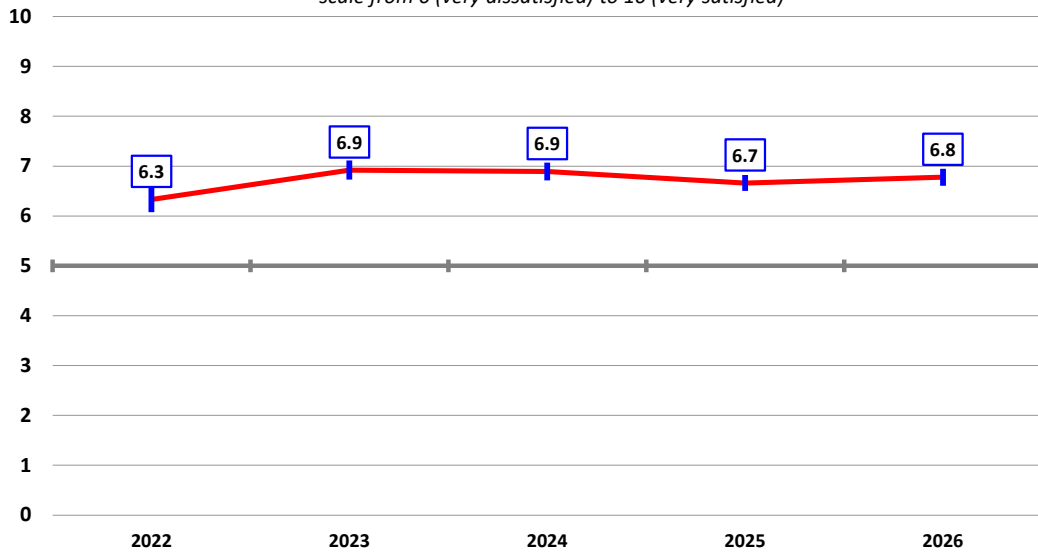
This result was marginally (1pt) higher than the long-term average satisfaction since 2022 of 6.7 out of 10, or “good”.

This result comprised 32% (up from 25%) “very satisfied” respondents, and seven percent (down from 8%) “dissatisfied”.



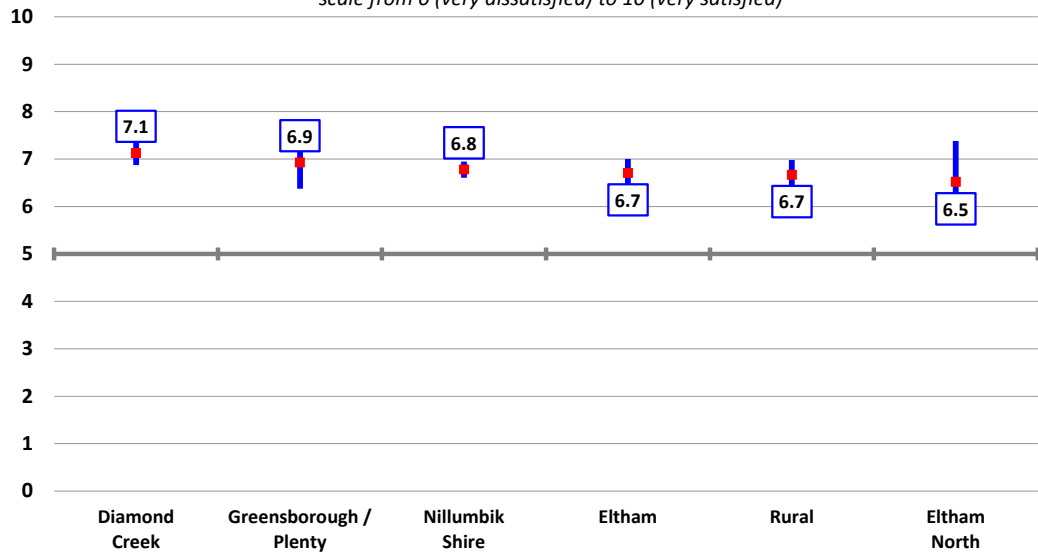
Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

Delivering climate action leadership and initiatives
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was measurable variation in this result observed across the municipality, with respondents from Diamond Creek measurably (4pts) more satisfied than average, although still at a “good” level.

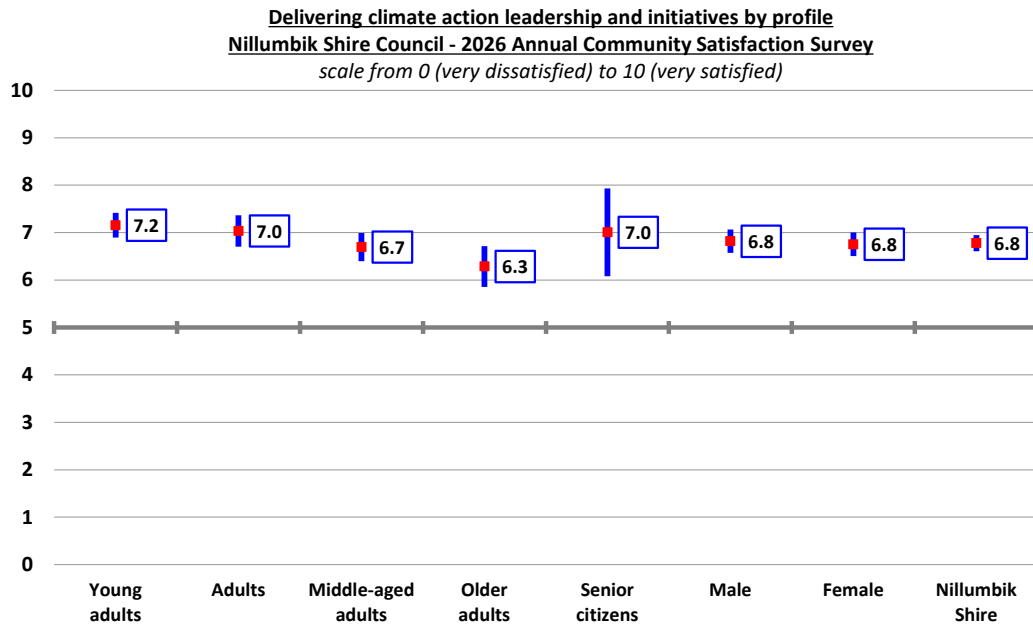
Delivering climate action leadership and initiatives by precinct
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was measurable variation in this result observed across the municipality, with young adults (aged 18 to 34 years) measurably (4pts) more satisfied than average.



By contrast, older adults (aged 60 to 74 years) were notably (5pts) less satisfied than average, and at a “solid” rather than a “good” level.



Supporting a healthy local economy

Satisfaction with the performance of Council supporting a healthy local economy remained stable this year, at 7.0 out of 10.

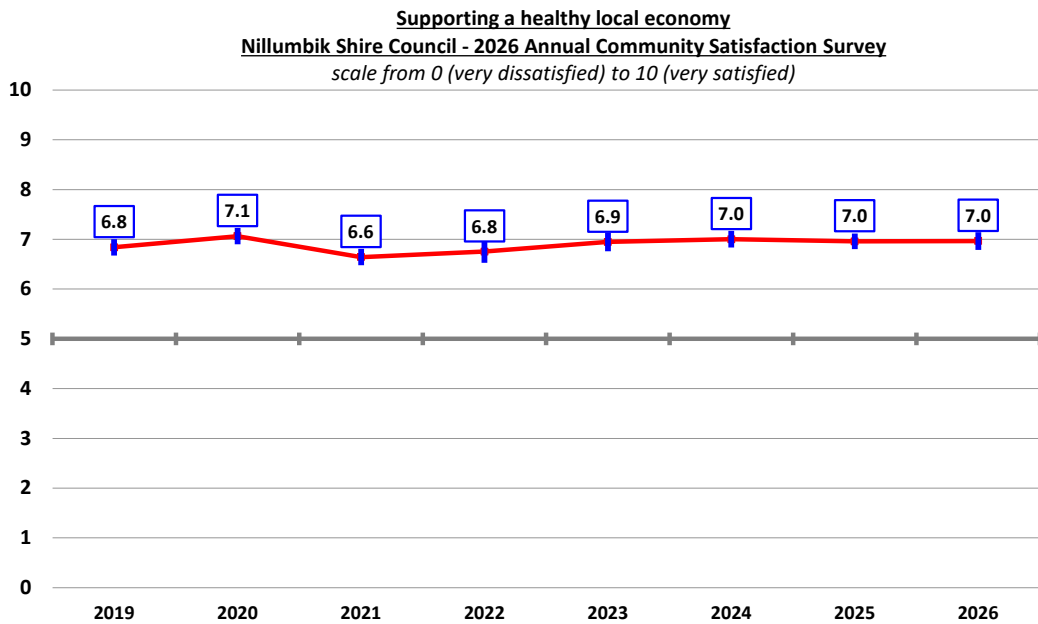
This was a “good” level of satisfaction, consistent with the categorisation recorded in every year the question has been included in the survey program.

This result was marginally (1pt) higher than the long-term average satisfaction since 2019 of 6.9 out of 10, or “good”.

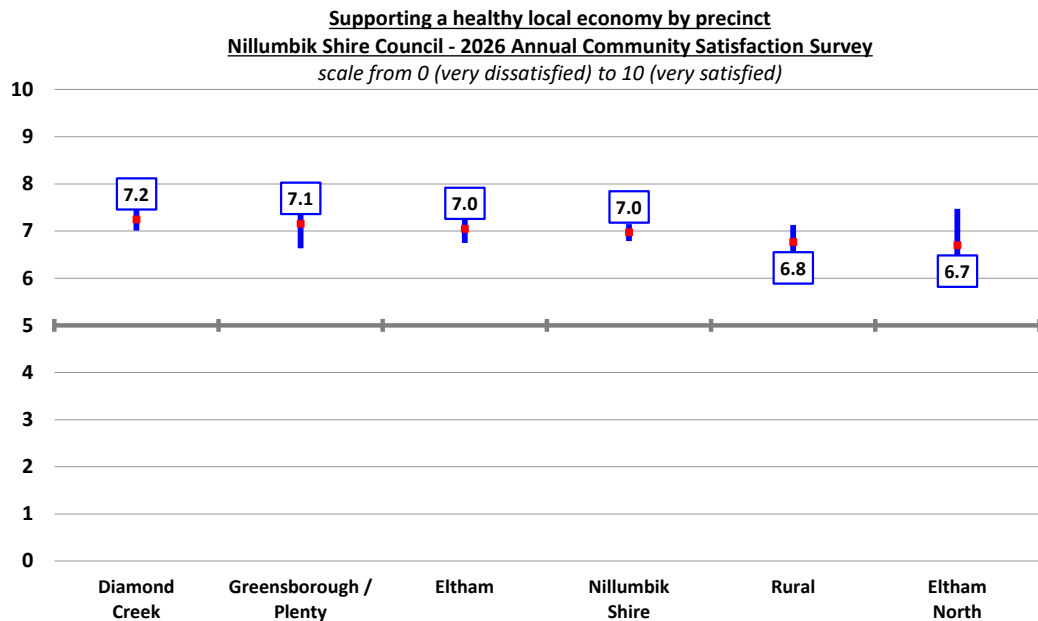
This result comprised 41% (up from 34%) “very satisfied” respondents, and seven percent (up from 5%) “dissatisfied”.



Nilumbik Shire Council – 2026 Annual Community Satisfaction Survey



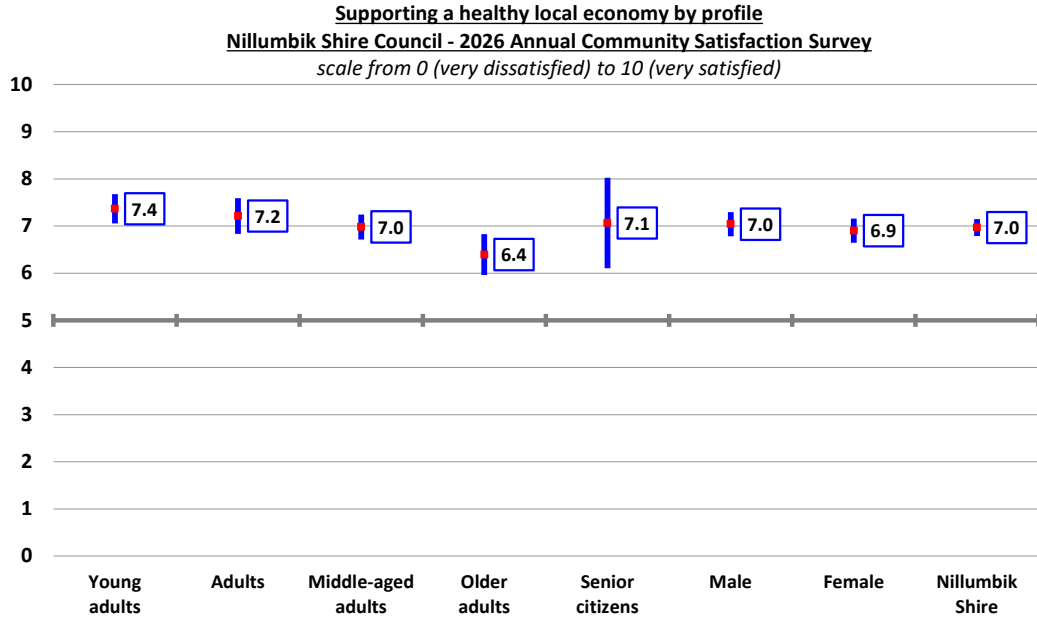
There was no measurable variation in satisfaction with this aspect of performance observed across the municipality, with respondents from all precincts rating satisfaction at “good” levels.



There was measurable variation in this result observed across the municipality, with young adults (aged 18 to 34 years) measurably (4pts) more satisfied than average, and at a “very good” level.



By contrast, older adults (aged 60 to 74 years) were measurably (6pts) less satisfied than average, and at a “solid” rather than a “good” level.



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 2026, asked to nominate all the methods by which they would prefer to receive information from and / or interact with Council.

Almost all (92%) respondents nominated at least one method by which they preferred to receive information from or interact with Council, at an average of approximately 2.8 methods each.

Consistent with the results recorded in recent years, the most preferred method of receiving information from Council was via email, with 53% (up from 46%) nominating this method.

Over the course of the last 11 years, an average of 42% of all respondents nominated email as a preferred method of receiving information from / interacting with Council.

It is important to note that while 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 40% of respondents and was the most preferred method in 2019 and 2020.

Metropolis Research notes that there were increases in the proportion of respondents who nominated all the methods this year, reflecting an increasing diversity of preferences for interaction with Council.

This includes the website (31%), SMS / text messages (25%), social media (23%), and e-newsletters (19%). These were preferred methods of information and communication by a significant minority of respondents of between approximately one-fifth and one-third of respondents.

Over the last 11 years, the *Nillumbik News* was a preferred method of receiving information from and / or interacting with Council by an average of 28% of respondents, although that average has declined over the last seven years to 22%, compared to a pre-pandemic average of 39%.

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.



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

Preferred method of receiving information from / or interacting with Council
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

Method	2026		2025	2024	2023	2022	2021
	Number	Percent					
Email	266	53%	46%	47%	42%	45%	48%
Direct mail / letterbox drop of information	200	40%	34%	33%	37%	21%	26%
Council's website	154	31%	17%	25%	26%	20%	21%
SMS / text message	127	25%	13%	25%	19%	15%	9%
Via social media (Twitter / Facebook)	116	23%	13%	16%	16%	19%	12%
Council's regular publication <i>Nillumbik News</i>	114	23%	19%	24%	19%	18%	25%
E-newsletters	97	19%	11%	20%	21%	12%	19%
Telephone Customer Service	80	16%	6%	17%	6%	21%	16%
In person at the Civic Centre and other locations	58	12%	2%	5%	5%	6%	4%
Council advertisements in the local newspapers*	55	11%	8%	14%	9%	7%	6%
Local radio	29	6%	3%	6%	4%	4%	3%
Other	4	1%	0%	1%	0%	0%	0%
Total responses	1,300		855	1,163	1,018	962	942
<i>Respondents identifying at least one method</i>	<i>470</i>		<i>464</i>	<i>464</i>	<i>454</i>	<i>403</i>	<i>463</i>
	<i>(94%)</i>		<i>(92%)</i>	<i>(93%)</i>	<i>(91%)</i>	<i>(79%)</i>	<i>(92%)</i>

(* previously Council articles and columns in local newspapers)

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

- **Greensborough / Plenty** – respondents were somewhat more likely than average to prefer email, direct mail / letterbox drop of information, telephoning Customer Service, and in-person at the Civic Centre and other locations.
- **Diamond Creek** – respondents were somewhat more likely than average to prefer the website, the *Nillumbik News*, and Council advertisements in the local newspapers.
- **Eltham** – respondents were somewhat more likely than average to prefer SMS.
- **Eltham, Eltham North** – respondents were somewhat more likely than average to prefer email, the *Nillumbik News*, e-newsletters, and local radio.
- **Rural precinct** – respondents were not more likely than average to prefer any specific methods this year.



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

Preferred method of receiving information from / or interacting with Council by precinct
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

Method	Gr'nborough / Plenty	Diamond Creek	Eltham	Eltham North	Rural
Email	68%	58%	56%	60%	36%
Direct mail / letterbox drop of information	55%	41%	39%	33%	34%
Council's website	30%	38%	30%	33%	25%
SMS / text message	28%	27%	31%	21%	20%
Via social media (Twitter / Facebook)	22%	25%	18%	23%	26%
Council's regular publication <i>Nillumbik News</i>	20%	31%	20%	33%	17%
E-newsletters	13%	16%	21%	39%	16%
Telephone Customer Service	20%	19%	15%	14%	14%
In person at the Civic Centre and other locations	24%	10%	10%	11%	7%
Council advertisements in the local newspapers*	11%	19%	8%	12%	8%
Local radio	7%	5%	4%	11%	5%
Other	0%	0%	2%	2%	1%
Total responses	226	281	314	168	311
<i>Respondents identifying at least one method</i>	69 (91%)	93 (96%)	118 (95%)	54 (94%)	137 (93%)

(* 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 SMS, social media, e-newsletters, council advertisements in the local newspapers, and local radio.
- **Adults (aged 35 to 44 years)** – respondents were somewhat more likely than average to prefer social media.
- **Middle-aged adults (aged 45 to 59 years)** – respondents were somewhat more likely than average to prefer email.
- **Older adults (aged 60 to 74 years)** – respondents were somewhat more likely than average to prefer direct mail / letterbox drop of information, and the *Nillumbik News*.
- **Senior citizens (aged 75 years and over)** – respondents were somewhat more likely than average to prefer the *Nillumbik News*, telephoning Customer Service, in person at the Civic Centre and other locations, and council advertisements in the local newspapers.



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

Preferred method of receiving information from / or interacting with Council by respondent profile
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Method	Young adults	Adults	Middle-aged adults	Older adults
Email	52%	44%	65%	54%
Direct mail / letterbox drop of information	33%	37%	42%	46%
Council's website	33%	31%	28%	31%
SMS / text message	29%	26%	18%	28%
Via social media (<i>Twitter / Facebook</i>)	27%	29%	23%	18%
Council's regular publication <i>Nillumbik News</i>	17%	20%	19%	29%
E-newsletters	24%	17%	16%	21%
Telephone Customer Service	18%	16%	13%	15%
In person at the Civic Centre and other locations	8%	8%	11%	14%
Council advertisements in the local newspapers	17%	10%	5%	10%
Local radio	14%	3%	3%	3%
Other	2%	0%	0%	1%
Total responses	340	209	266	416
<i>Respondents identifying at least one method</i>	120 (97%)	80 (93%)	102 (94%)	143 (93%)

Method	Senior citizens	Male	Female	Nillumbik Shire
Email	36%	56%	51%	53%
Direct mail / letterbox drop of information	39%	39%	42%	40%
Council's website	25%	28%	34%	31%
SMS / text message	18%	22%	29%	25%
Via social media (<i>Twitter / Facebook</i>)	14%	17%	29%	23%
Council's regular publication <i>Nillumbik News</i>	39%	20%	26%	23%
E-newsletters	11%	18%	21%	19%
Telephone Customer Service	25%	12%	19%	16%
In person at the Civic Centre and other locations	21%	15%	9%	12%
Council advertisements in the local newspapers	18%	12%	9%	11%
Local radio	4%	6%	6%	6%
Other	4%	1%	0%	1%
Total responses	70	597	696	1,300
<i>Respondents identifying at least one method</i>	26 (92%)	226 (94%)	240 (95%)	470 (94%)

(* 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?”

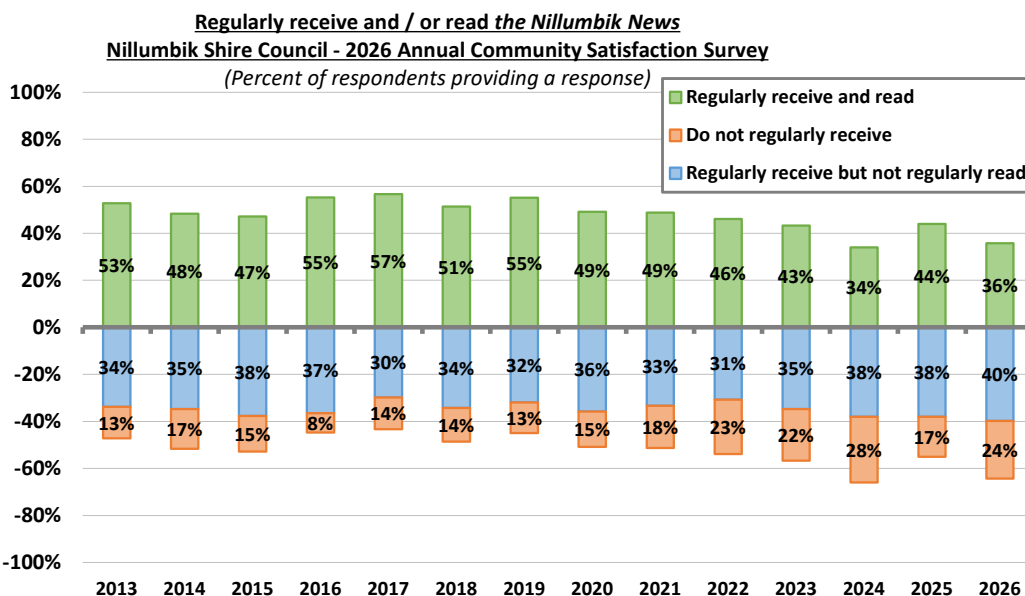
The proportion of respondents who regularly read the *Nillumbik News* decreased to 36% (down from 44%) this year, reversing the unusual increase recorded last year, and returning to a trend of declining readership over time.

The long-term average of respondents who regularly read the *Nillumbik News* was 48%, or eight percentage points (25%) higher than the 2026 result.

The record high readership of the *Nillumbik News* was 57% back in 2017.

This has been declining since 2017, with the pre-pandemic (2013 to 2020) average being 52%, compared to a post-pandemic (2023 to 2026) average of 38%.

This 2026 result was the second lowest regular readership of the publication (the lowest being 34% in 2024).



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 40% in 2026 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 increased this year, up from 17% last year to 24% this year.

This result was somewhat higher than the long-term average since 2013 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.

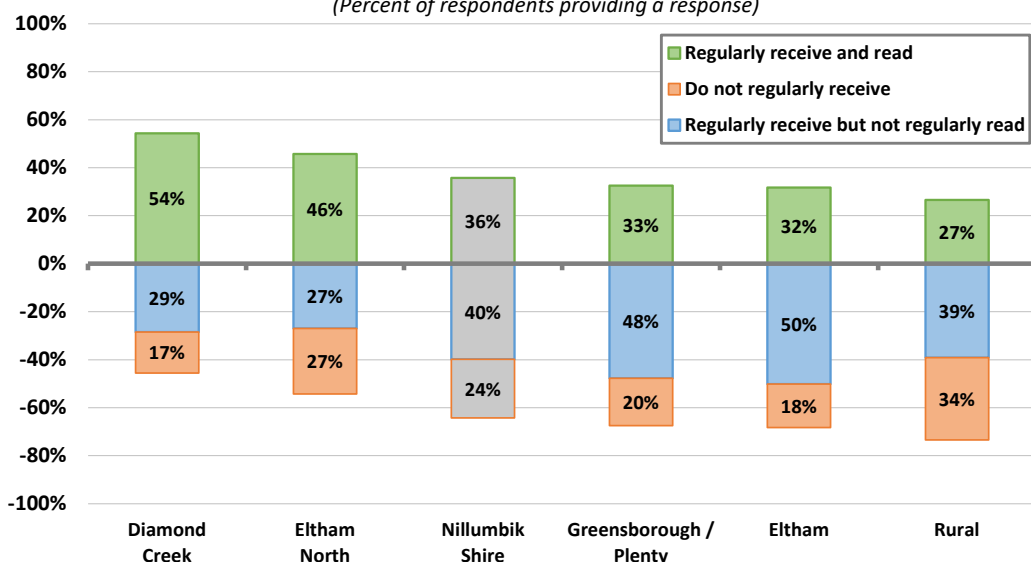
The broader theme, however, is that the proportion of the community who regularly read the *Nillumbik News* has declined gradually over time.

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

Respondents from Diamond Creek (54%) and Eltham North (46%) were measurably more likely than average to regularly read the *Nillumbik News*, while by contrast, respondents from the Rural precinct (34%) were measurably more likely than average to not recall regularly receiving the publication.

Metropolis Research highlights the fact that approximately half of the respondents from Greensborough / Plenty (48%) and Eltham (50%) reported that they regularly receive, but do not regularly read the *Nillumbik News*.

Regularly receive and / or read the *Nillumbik News* by precinct
 Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 (Percent of respondents providing a response)

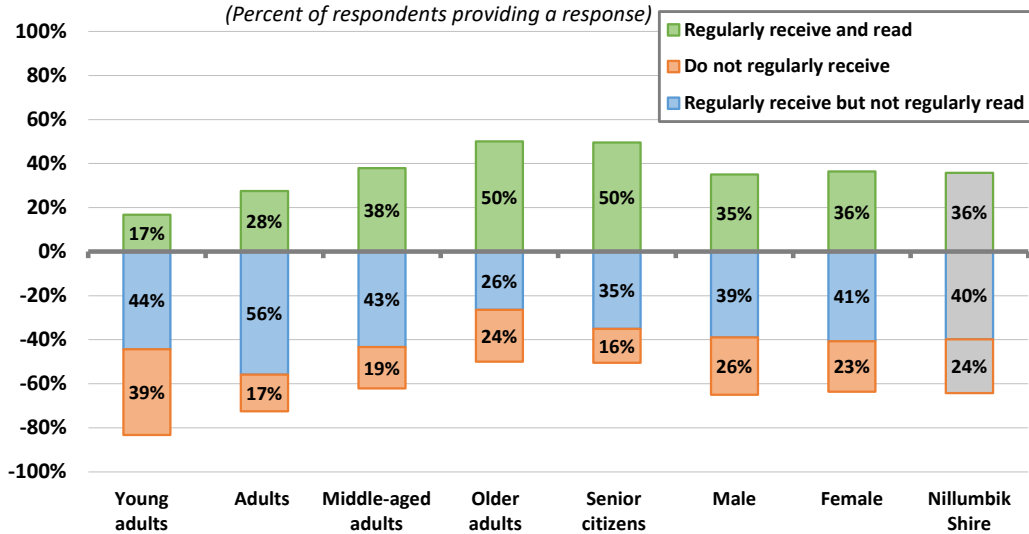


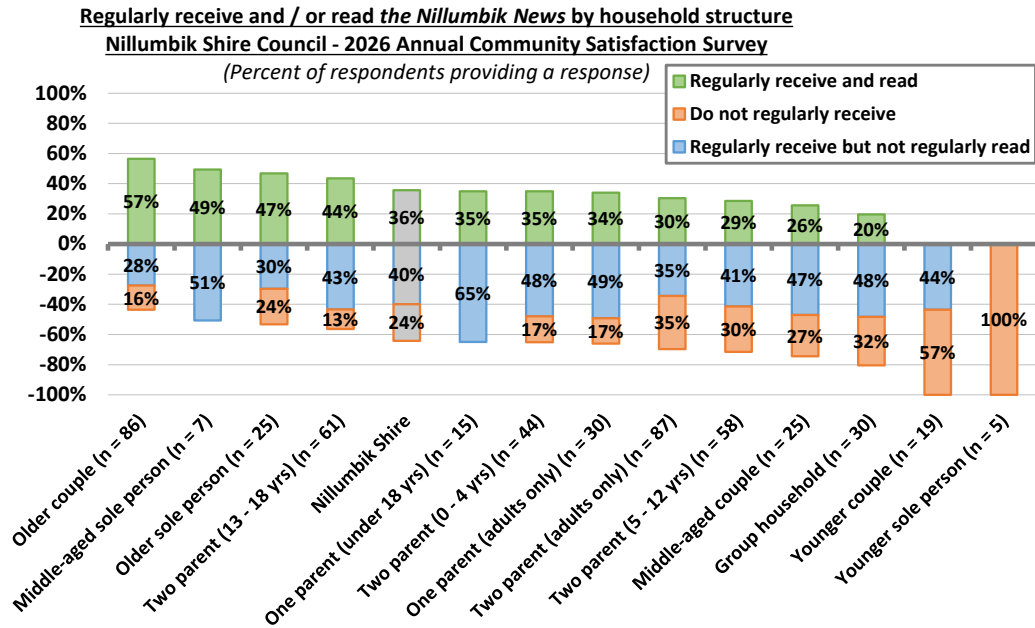
Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

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

- **MORE likely than average to regularly READ the Nillumbik News** – included older adults and senior citizens (aged 60 years and over), older sole person and older couples, middle-aged sole persons, and two parent families (youngest child aged 13 to 18 years).
- **LESS likely than average to regularly RECEIVE the Nillumbik News** – included two-parent families with adults only at home, two-parent-families (youngest child aged 5 to 2 years), group households, younger sole person and younger couple households.

Regularly receive and read the Nillumbik News by respondent profile
 Nillumbik Shire Council - 2026 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-fifth 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 read sections this year were the Calendars (38%), services information (36%), and features (32%).

It is noted, however, that there was a notable decline this year in the proportion of respondents who usually read the details about new projects and buildings, the Mayor’s Message, the services dashboard, and the Councillors page.



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

Sections of the Nillumbik News usually read
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

Section	2026		2025	2024	2023	2022	2021
	Number	Percent					
Calendars	190	38%	36%	33%	28%	27%	33%
Service information	181	36%	37%	32%	32%	29%	38%
Features	162	32%	35%	27%	31%	27%	36%
Details about new projects / buildings	141	28%	37%	32%	30%	27%	37%
Mayor's message	131	26%	33%	28%	22%	21%	25%
Services dashboard	125	25%	29%	25%	20%	24%	27%
Councillors page	101	20%	30%	28%	18%	19%	24%
Total responses	1,031		1,185	1,021	908	880	1,107
<i>Respondents identifying at least one section they usually read</i>	302 (60%)		287 (57%)	316 (63%)	278 (55%)	204 (40%)	266 (53%)

Council website

Visiting the Council website

Respondents were asked:

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

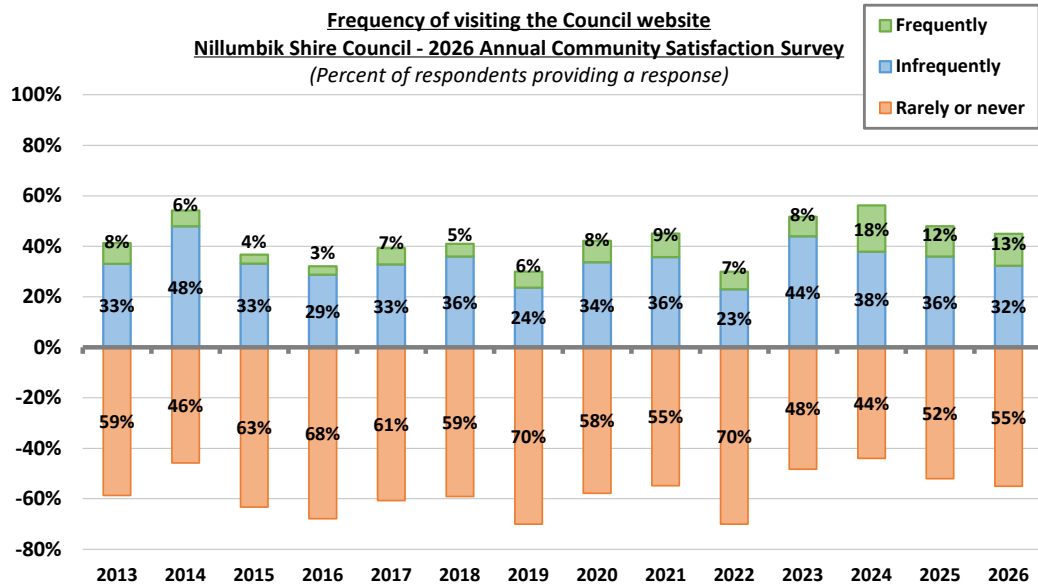
In 2026, almost half (45% down from 48%) of the respondents who provided a response to the question, reported that they at least infrequently visit the Council website, with 13% frequently visiting.

Frequency of visiting the Council website
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Frequency	2026		2025	2024	2023	2022	2021
	Number	Percent					
Frequently	53	13%	12%	18%	8%	7%	9%
Infrequently	135	32%	36%	38%	44%	23%	36%
Rarely	139	33%	25%	19%	26%		
Never	91	22%	27%	25%	22%	70%	55%
Can't say	83		67	63	100	95	98
Total	501	100%	502	501	502	508	501



Metropolis Research notes that these results have been relatively stable over the last 14 years, although it is noted that the proportion of respondents who reported that they frequently visit the Council website has increased in recent years.

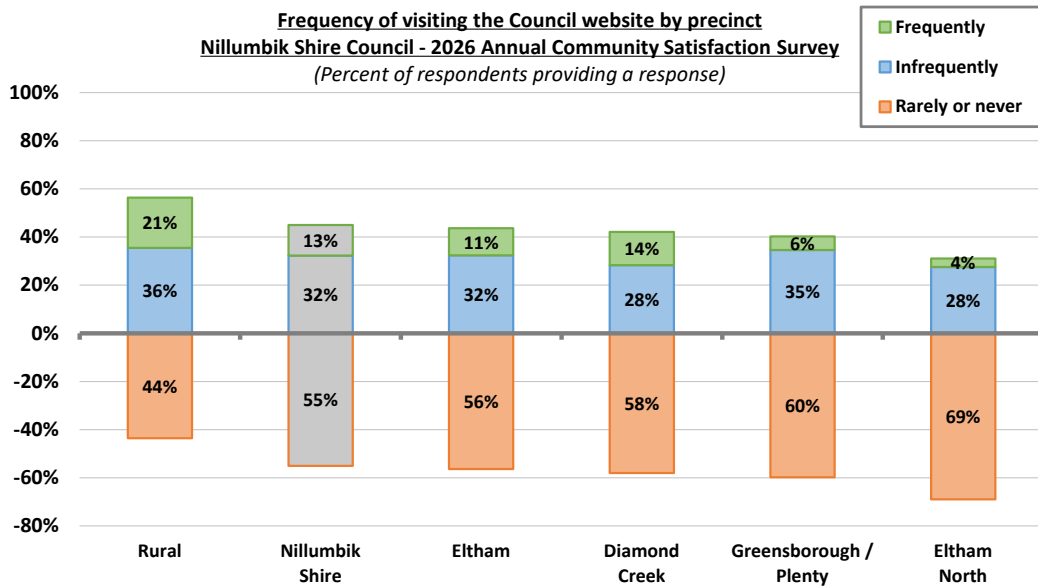


There was some notable variation in the frequency of visiting the Council website observed across the five precincts, with respondents from the Rural precinct notably more likely than average to frequently visit.

By contrast, respondents from Greensborough / Plenty were somewhat, and respondents from Eltham North were notably more likely than average to rarely or never visit the site.

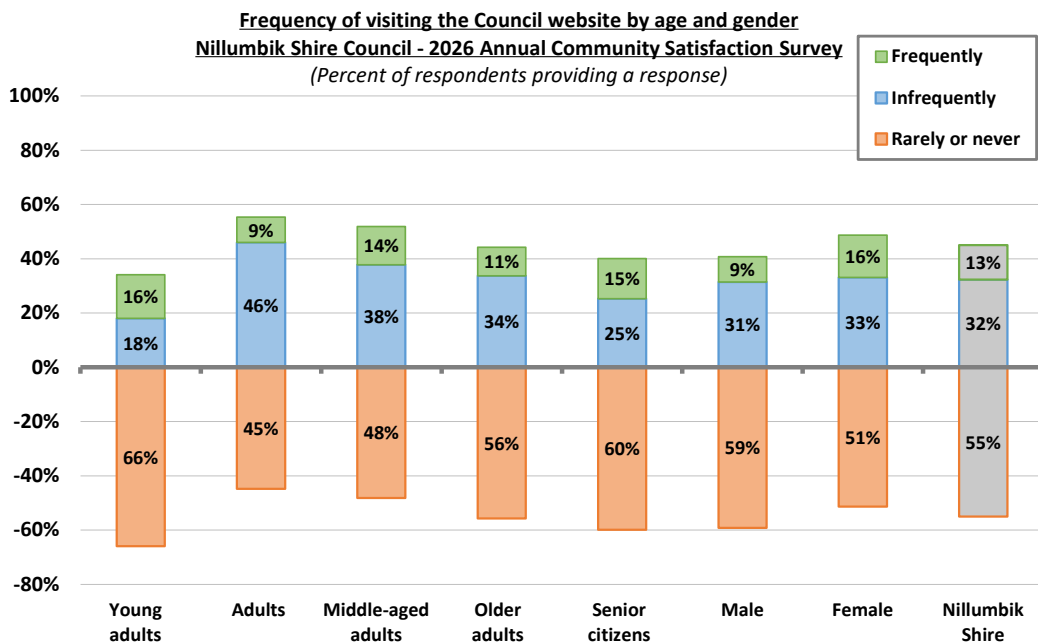


Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey



There was also some variation observed by respondent profile, with adults (aged 35 to 44 years) notably, and middle-aged adults (aged 45 to 59 years) somewhat more likely than average to infrequently visit the website.

Young adults (aged 18 to 34 years) were notably more likely than average to rarely or never visit. Female respondents were somewhat more likely to at least infrequently visit the website than 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?”

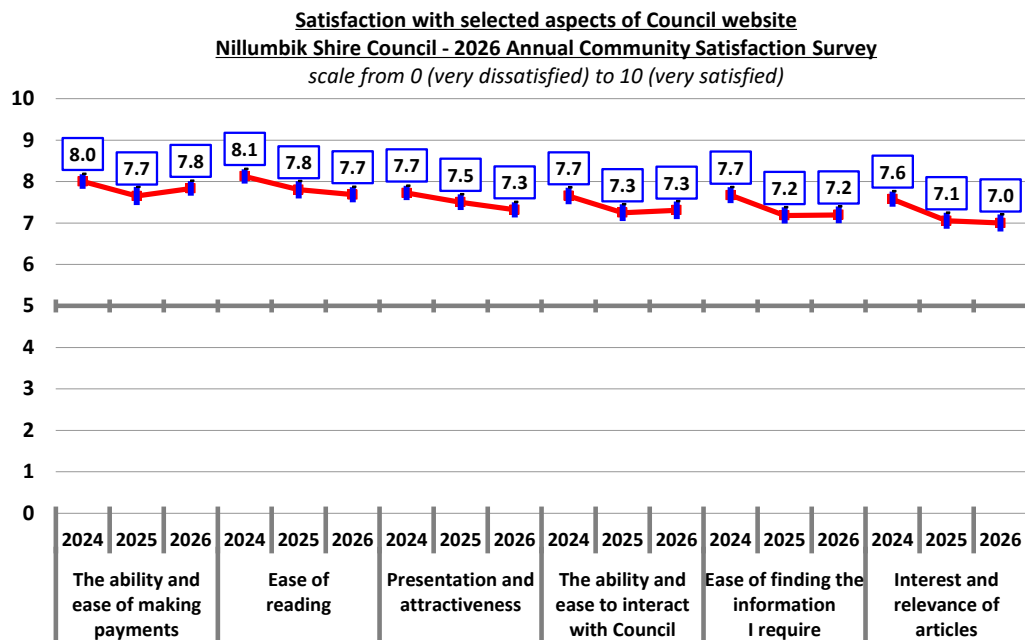
The 188 (down from 211 respondents who at least infrequently visited the Council website were again this year, asked to rate their satisfaction with six aspects of the website.

The average satisfaction with the six aspects of the Council website remained stable this year, at an average of 7.4 out of 10 or “very good”.

This remained four percentage points lower than the 2024 “excellent” average satisfaction with aspects of the Council website of 7.8 out of 10.

Satisfaction with the six aspects of the Council website can best be summarised as follows:

- **Excellent** – for the ability and ease of making payments.
- **Very Good** – for the ease of reading, the presentation and attractiveness, and the ability and ease to interact with Council.
- **Good** – for the ease of finding the information required, and the interest and relevance of articles.

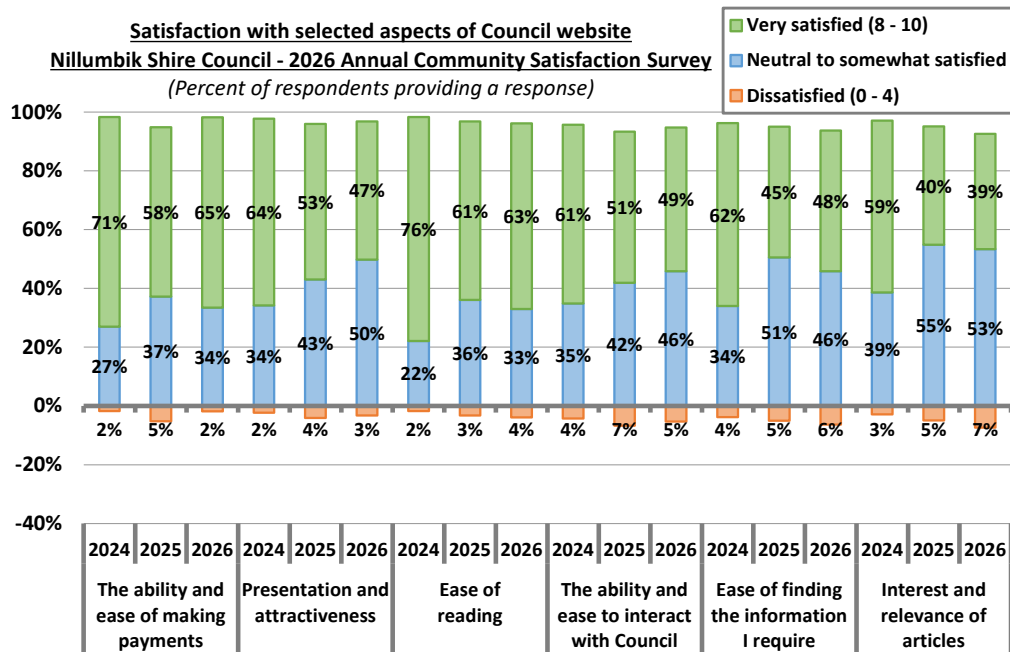


Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

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 relatively little variation in these percentage results observed this year, although there was an increase in the proportion of respondents “very satisfied” with the ability and ease of making payments.

Metropolis Research also notes that seven percent of respondents (up from 3% in 2024 and 5% in 2025) were “dissatisfied” with the interest and relevance of articles.

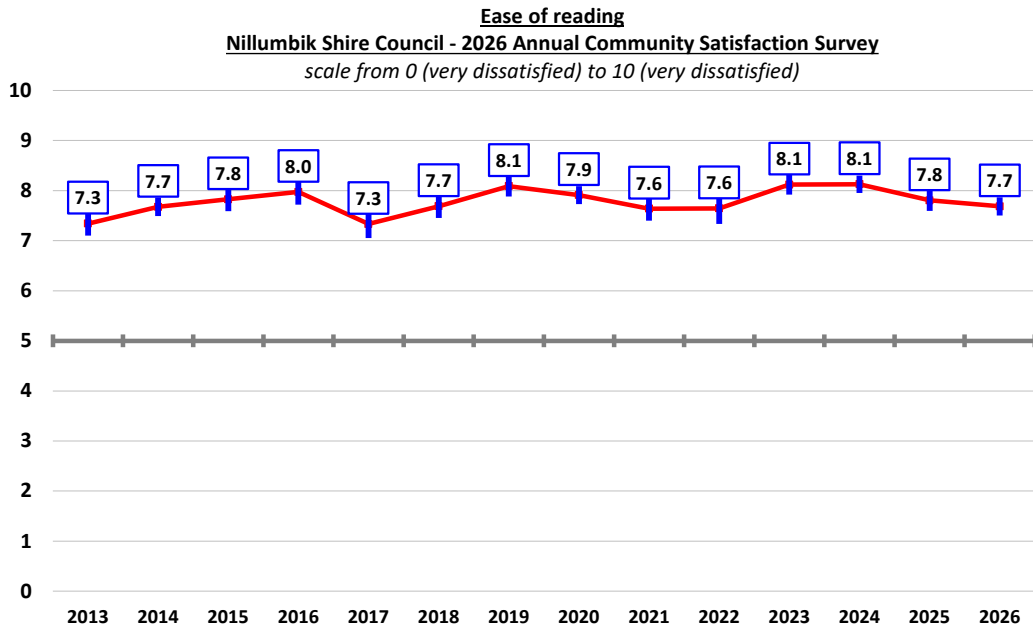


Satisfaction with the ease of reading the Council website remained essentially stable this year, down one percentage point to 7.7 out of 10.

This was a “very good”, down from an “excellent” level, although it remained essentially consistent with the long-term average satisfaction since 2013 of 7.8 out of 10 or “excellent”.

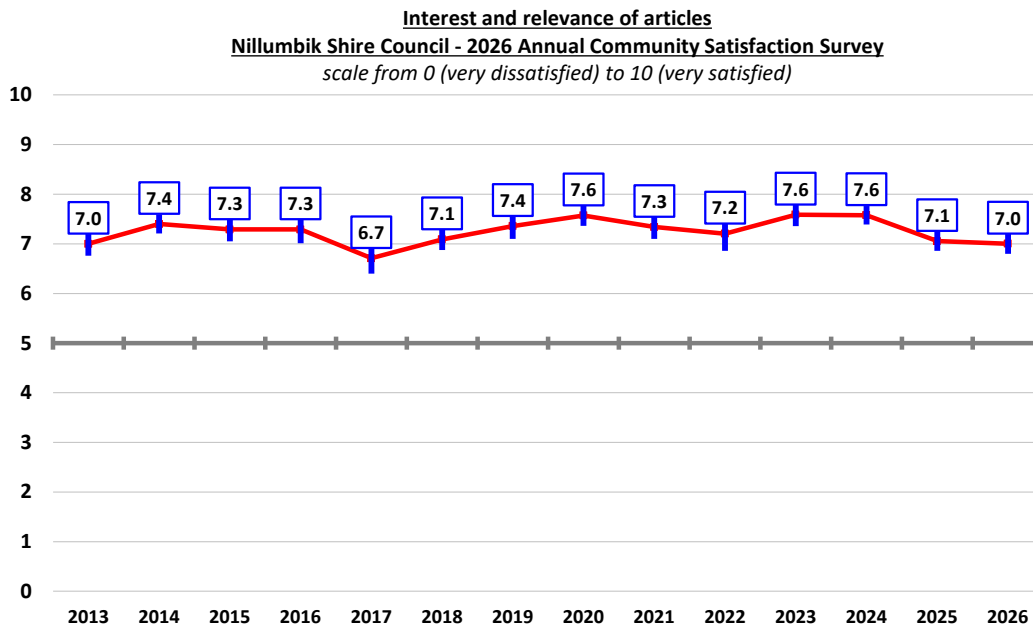


Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey



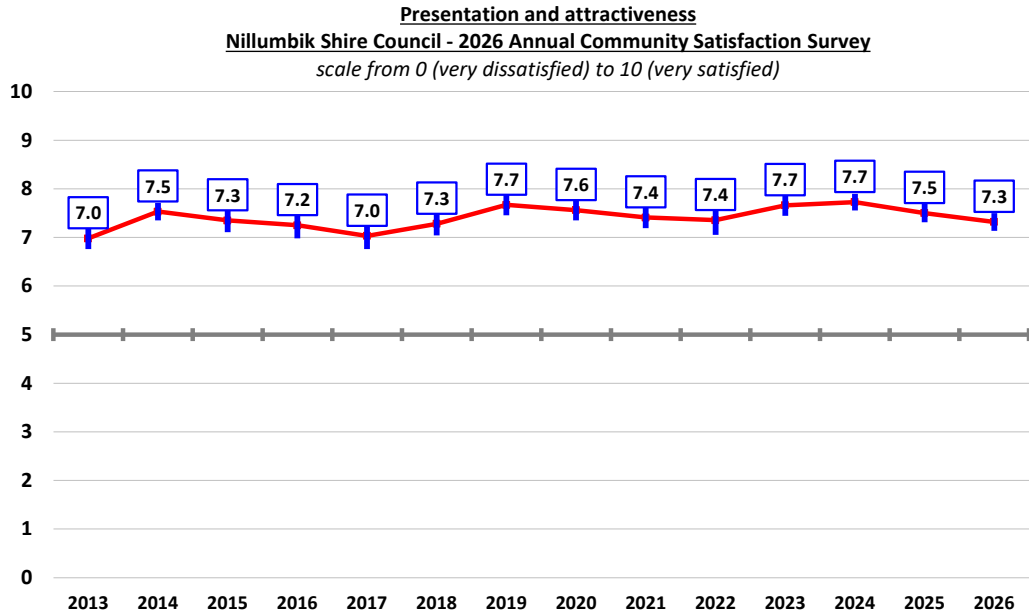
Satisfaction with the interest and relevance of articles remained essentially stable this year, down one percentage point to 7.0 out of 10, although it remained at a “good” level of satisfaction.

This result was marginally (2pts) lower than the long-term average satisfaction since 2013 of 7.2 out of 10, or “good”.

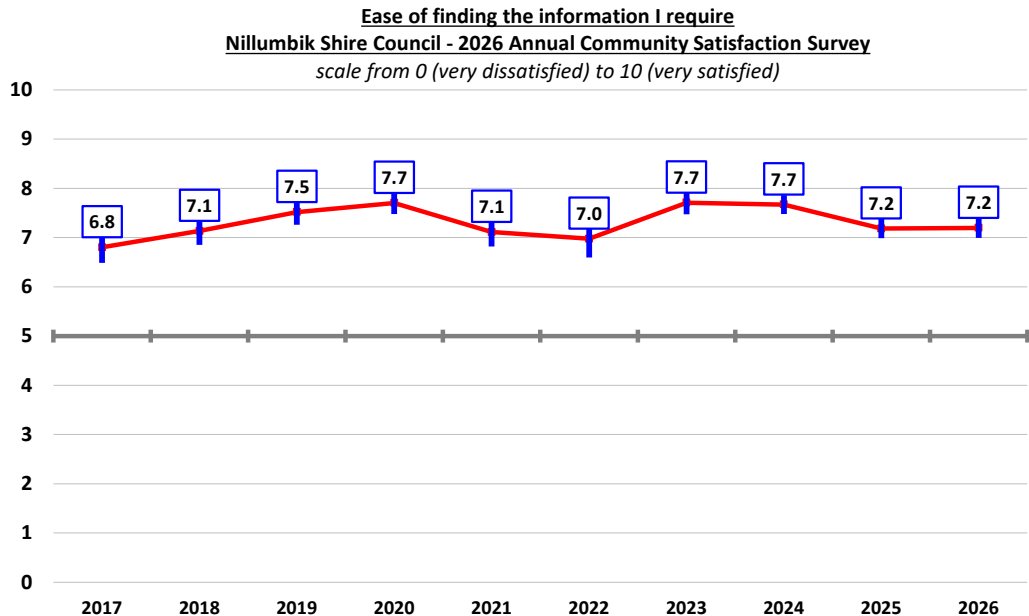


Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

Satisfaction with the presentation and attractiveness of the Council website declined marginally this year, down two percentage points to 7.3 out of 10, although it remained at a “very good” level of satisfaction. This result was almost identical to the long-term average satisfaction since 2013 of 7.4 out of 10, or “very good”.



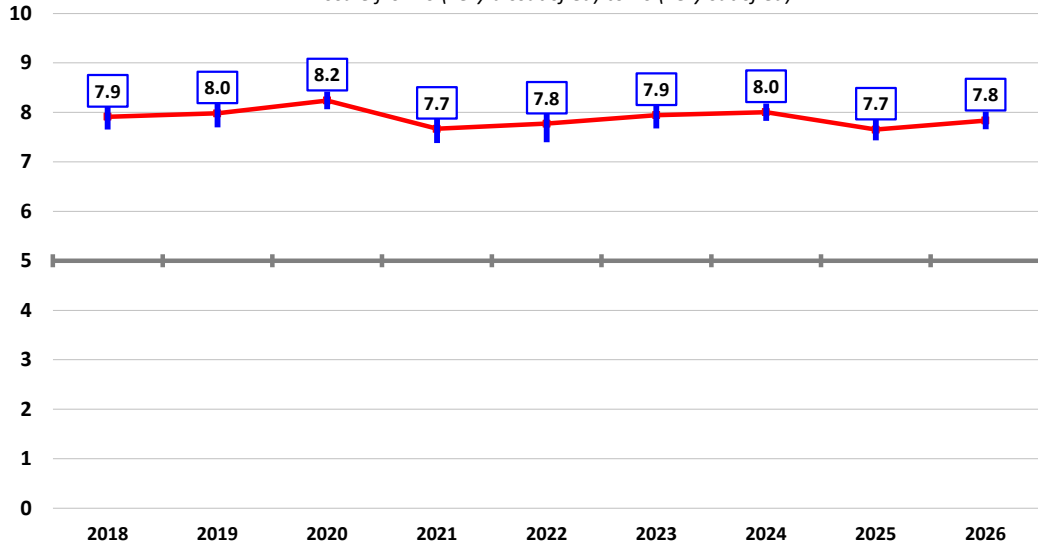
Satisfaction with the ease of finding the required information remained stable this year at 7.2 out of 10, or a “good” level of satisfaction. This result was almost identical to the long-term average satisfaction since 2017 of 7.3 out of 10, or “very good”.



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

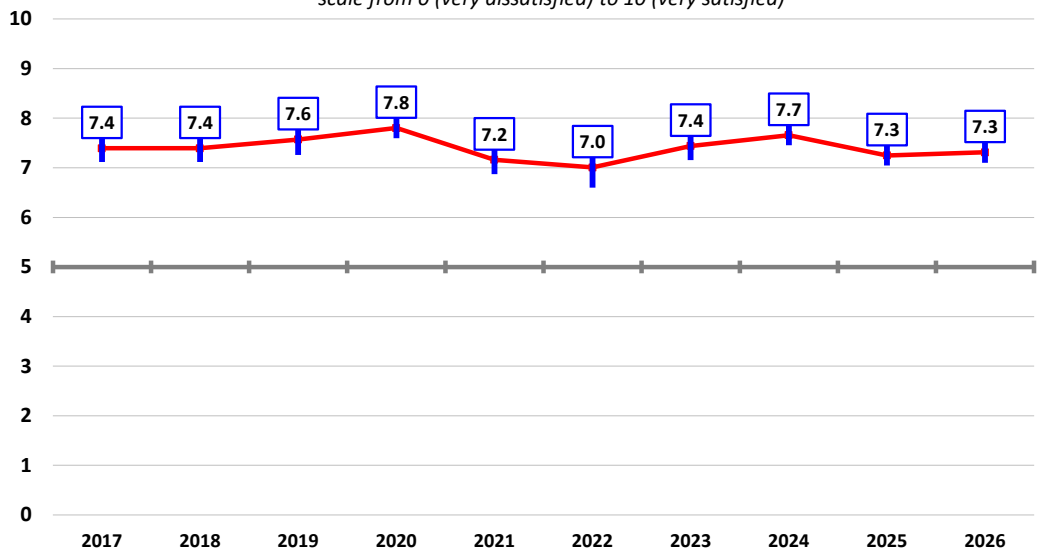
Satisfaction with the ability and ease of making payments remained essentially stable this year, up one percentage point to 7.8 out of 10, which was an “excellent” level of satisfaction. This was almost identical to the long-term average satisfaction since 2018 of 7.9 out of 10.

The ability and ease of making payments
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with the ability and ease to interact with Council remained stable this year at 7.3 out of 10, or a “very good” level of satisfaction. This result was almost identical to the long-term average satisfaction since 2017 of 7.4 out of 10.

The ability and ease to interact with Council
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



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?”

There were 149 comments received from respondents who rarely or never visited the site, outlining the reasons why.

The main reasons nominated by respondents were as follows:

- Don't need to / not interested 68 comments
- Only for information / basics 22 comments
- Don't use computer / internet / not tech savvy 14 comments
- Use for garbage, recycling, hard rubbish issues 11 comments
- Too busy / no time 9 comments
- To pay bills / rates only 8 comments
- Use for permits / registration / applications 4 comments
- Prefer to call a person 4 comments
- Not aware 3 comments
- Other reasons 6 comments

Reasons for rarely or never visiting the Council website
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 (Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Don't need to / not interested</i>	
Don't need to / not interested	66
Council does a great job and I don't need it	1
Lived here for 25 years, don't need to use the website	1
Total	68
<i>Only for information / basics</i>	
I only visit when I need it	10
I only use it when I need to find some information	4
Need for basics only	2
Depends on if I need something	1
Only check on road repairs	1
Only need to book rubbish collection and checking time and day of when tips open.	1
Only to book vaccinations	1
Parents deal with that kind of stuff. Personally, rarely used the website and mostly only for upcoming events nearby	1
Regarding vegetation removal	1
Total	22



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

<i>Don't use computer / internet / not tech savvy</i>	
We do not have internet access / connection	6
Don't use computer / internet / not tech savvy	6
I am old for using	1
I belong to a different age group, and I like things to be physical like information in a newspaper	1
Total	14
<i>Garbage, recycling, hard rubbish</i>	
Only for hard rubbish collection	5
Can't remember when the bins don't get collected	1
I only look up tip timings	1
Only check on recycle centres	1
Only use it to get information on the rubbish collection	1
Rubbish cleaning is the only thing that we care about	1
To check the bin date after holidays	1
Total	11
<i>Too busy / no time</i>	
I'm too busy / no time	8
Fast paced life	1
Total	9
<i>To pay bills / rates only</i>	
We use the website just to pay the bills / rates	5
I visit it only when I need to book services	1
Set up auto debit	1
Twice a year for payment only	1
Total	8
<i>Permits / registration / applications</i>	
Only need it for pet registrations	2
Applying for permit	1
Only if lodging an application	1
Total	4



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

<i>Prefer to call a person</i>	
Can't find what I need, and they are good personally answer calls	1
I want ring someone and talk to them	1
I'd rather speak to people directly	1
Only to call and complain	1
Total	4
<i>Not aware</i>	
I do not know if the website offers anything I want to read	1
I was not aware of one	1
Not promoted and didn't know	1
Total	3
<i>Other</i>	
Forget to check the website	1
I don't like dealing with the Council	1
I don't like propaganda	1
It's quite hard to navigate the website	1
Just moved into the Council	1
Language barrier	1
Total	6
Total responses	149



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’?”

Respondents were again in 2026, asked whether they were aware of, had visited, and actively participated in the *Participate Nillumbik* online community engagement site.

The proportion of respondents who reported that they were aware of and actively used the site declined sharply this year, down from the unusually high nine percent recorded in 2025 to two percent this year.

Metropolis Research suggests that the unusually high proportion recorded in 2025 may well have reflected the extent of significant community consultation activities being undertaken by Council last year.

Metropolis Research draws attention to the increase in the proportion of respondents who were not aware of the site, up from the unusually low 78% recorded last year, to 84% this year, which was consistent with the long-term average result from 2022 of 85%.

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

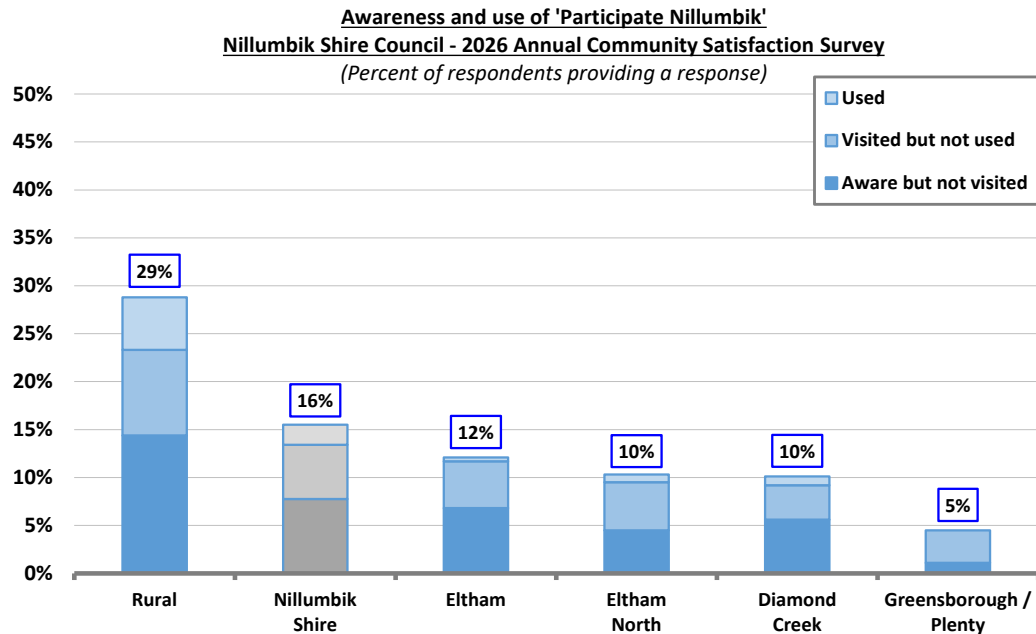
Aware of Council’s online community engagement site ‘Participate Nillumbik’
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2026		2025	2024	2023	2022
	Number	Percent				
Yes - and have actively used the site	10	2%	9%	2%	4%	4%
Yes - and have visited but not used the site	27	6%	4%	4%	6%	4%
Yes - but have not visited or used	37	8%	9%	10%	10%	8%
Not aware of the site	403	84%	78%	83%	81%	84%
Not stated	24		19	26	45	94
Total	501	100%	502	501	502	508



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

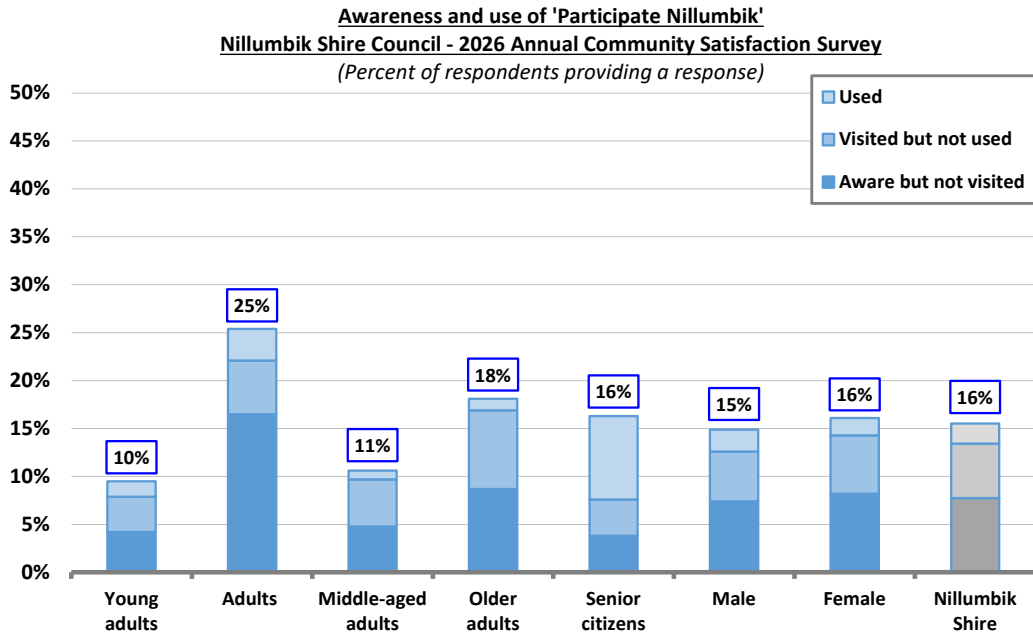
There was significant variation in this result observed across the municipality, with respondents from the Rural precinct significantly more likely than average to be aware of the Participate Nillumbik site.



There was also some variation in this result observed by respondent profile, with adults (aged 35 to 44 years) notably more likely than average to be aware of the site. By contrast, young adults (aged 18 to 34 years) and middle-aged adults (aged 45 to 59 years) were somewhat less likely to be aware of the site than average.

There was no meaningful variation in awareness of Participate Nillumbik observed between male and female respondents.





Customer service

Contact with Council in the last 12 months

Respondents were asked:

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

In 2026, one-quarter (26%) of respondents (who provided a response) reported that they had contacted Council in the last 12 months.

This result remained measurably (13pts) lower than the long-term average from 2011 of 39%.

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.

For the Nilumbik Shire, the longer-term result was somewhat different, with 49% of respondents reporting that they had contacted Council in the last 12 months, in the pre-pandemic period of 2011 to 2019.



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

Contacted Council in the last 12 months
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Response	2026		2025	2024	2023	2022	2021
	Number	Percent					
Yes	132	26%	29%	20%	32%	34%	34%
No	368	74%	71%	80%	68%	66%	66%
Not stated	1		5	6	0	0	1
Total	501	100%	502	501	502	508	501

Form of contact

Respondents who had contacted Council were asked:

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

The 132 (down from 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 56% (down from 60%) reporting that they contacted Council by this method.

The proportion of respondents who reported that they last contacted Council by email (17%) or the via the website (15% down from 18%) remained higher than pre-pandemic levels.

The 2011 to 2019 average proportion of respondents contacting Council by email was seven percent, and via the website was four 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 - 2026 Annual Community Satisfaction Survey
 (Number and percent of respondents who contacted Council)

Response	2026		2025	2024	2023	2022	2021
	Number	Percent					
Telephone (during office hours)	74	56%	60%	66%	58%	62%	63%
E-mail	23	17%	17%	11%	20%	17%	24%
Website	20	15%	18%	4%	11%	11%	6%
Visit in person	9	7%	4%	16%	8%	6%	7%
Mail	3	2%	1%	2%	0%	1%	0%
Social media (e.g. Facebook)	2	2%	0%	1%	1%	0%	0%
Directly with a Councillor	1	1%	0%	0%	1%	1%	0%
Telephone (after hours service)	0	0%	0%	0%	1%	1%	0%
Not stated	0		0	1	1	0	0
Total	132	100%	142	97	163	174	172

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 132 respondents who had contacted Council in the last 12 months were again in 2026 asked to rate their satisfaction with seven aspects of customer service.

The average satisfaction with these seven aspects of customer service declined somewhat this year, down four percentage points to 7.2 out of 10, which was “good”, down from a “very good” level of satisfaction.

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

Given the smaller sample size (of respondents who had contacted Council in the last 12 months), some variation from year to year in the average satisfaction scores is to be expected.

Average satisfaction with customer service of the Nillumbik Shire Council was somewhat (2pts) below the metropolitan average, as recorded in the 2026 *Governing Melbourne*.

The metropolitan average satisfaction with customer service declined two points this year, from the unusually high 7.8 recorded in 2025 to 7.6 out of 10 this year.

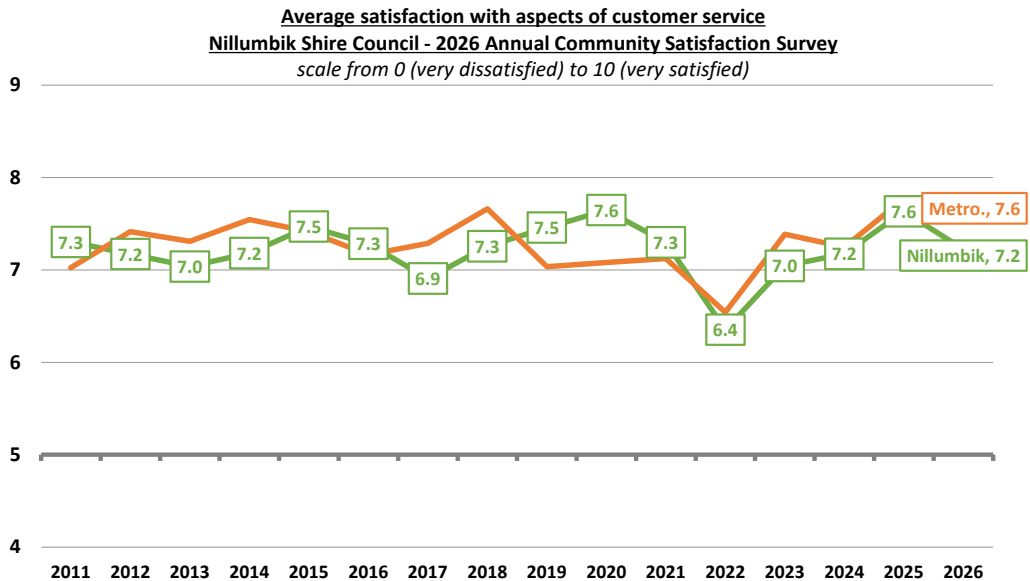


Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

Metropolis Research notes that over the 15 years of the satisfaction survey program, Nillumbik Shire Council has outperformed the metropolitan average in five years and underperformed the metropolitan average in 10 years.

The average difference in satisfaction with customer service between the Nillumbik Shire and the metropolitan average was negative one percentage point.

This varied from a high of positive six percentage points in 2020 to a low of negative four percentage points in 2017, 2018, and 2026.



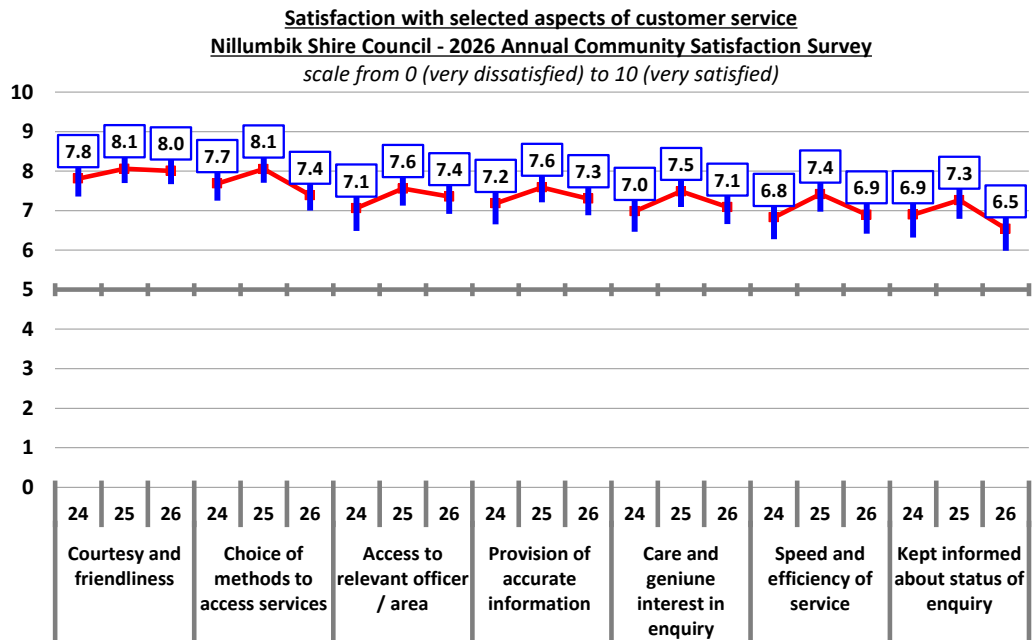
There was a decline this year, in the average satisfaction with each of the seven aspects of customer service, with the largest declines recorded for being kept informed about the status of enquiry (down 8pts), the choice of methods to access services (down 7pts), and the speed and efficiency of service (down 5pts).

Given the small sample size of just 132 respondents, none of these declines were statistically significant at the 95% confidence level.

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

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





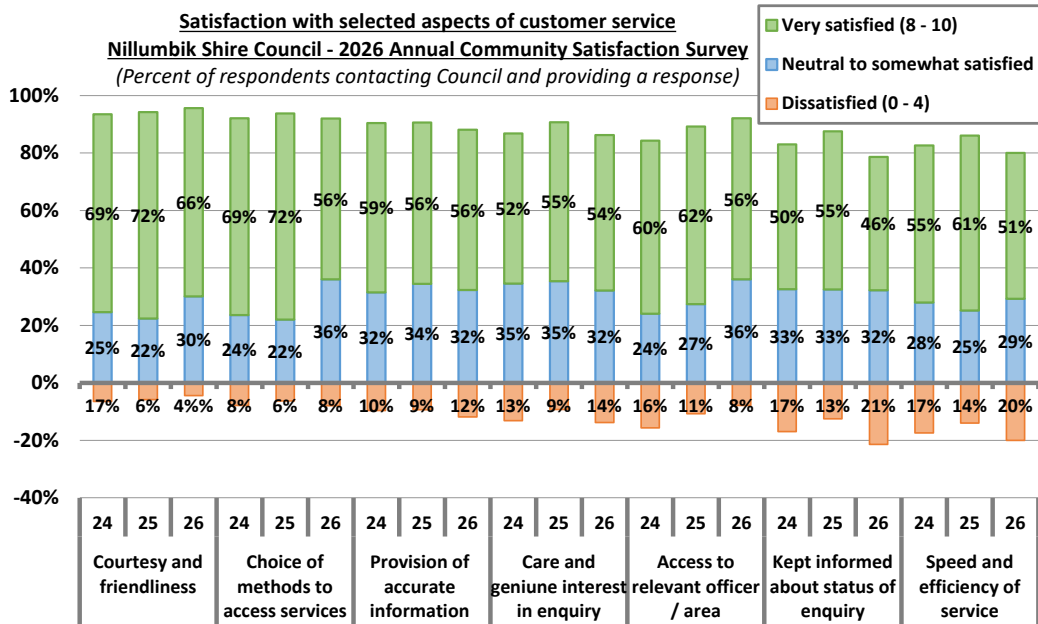
The following graph displays the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five).

There was a decrease in the proportion of respondents who were “very satisfied” with all aspects of customer service, with the largest decline being 16 percentage points fewer respondents “very satisfied” with the choice of methods to access services.

Of most note this year was the increase in the proportion of respondents “dissatisfied” with being kept informed about the status of the enquiry (up 8pts), the speed and efficiency of service (up 6pts), and the care and genuine interest in enquiry (up 5pts).

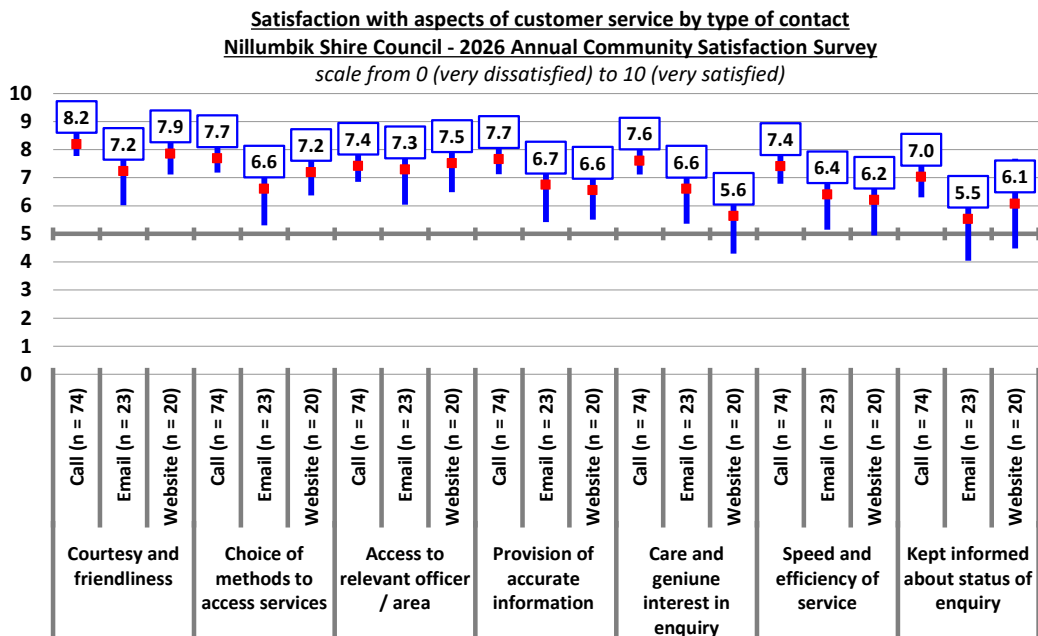


Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey



The following graph provides a comparison of satisfaction by the method of contacting Council. It is important to bear in mind the relatively small sample size for many of these methods, including website and 23 who emailed Council.

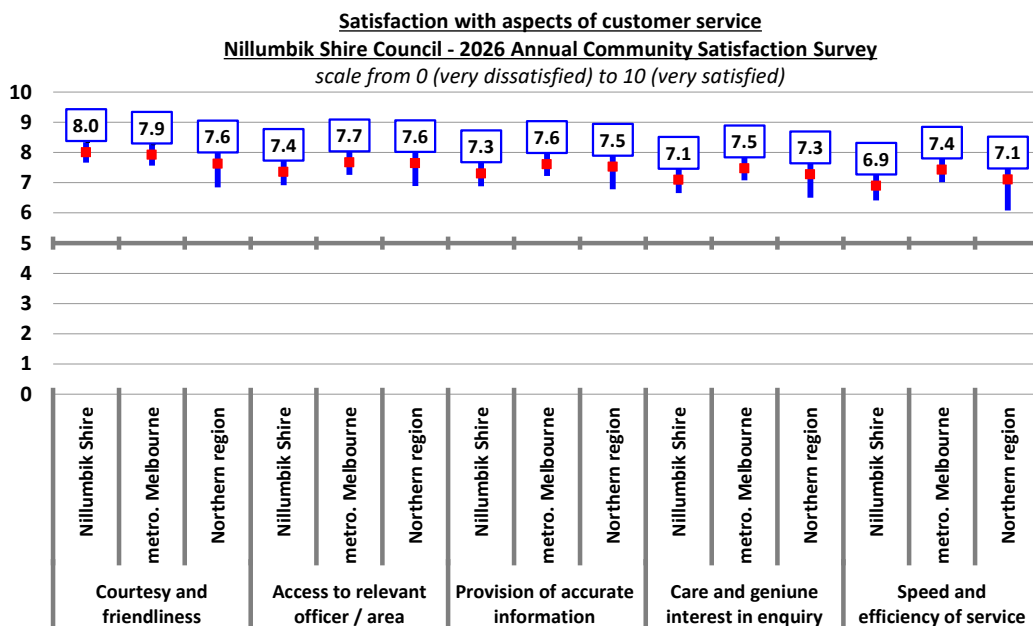
Consistent with previous years, respondents who contacted Council by email and to some extent for those visiting the website, were notably less satisfied with customer service than those who telephoned Council. This was consistent with results observed elsewhere.



When compared to the metropolitan and northern region councils' averages from the 2026 *Governing Melbourne* research, satisfaction with courtesy and friendliness was marginally higher than the metropolitan average.

Satisfaction with the four other aspects of customer service were all marginally to somewhat lower in the Nillumbik Shire, with the largest underperformance recorded for the speed and efficiency of service (5pts lower).

It is important to bear in mind the smaller sample size for these results, which was a factor in none of these variations being statistically significant.



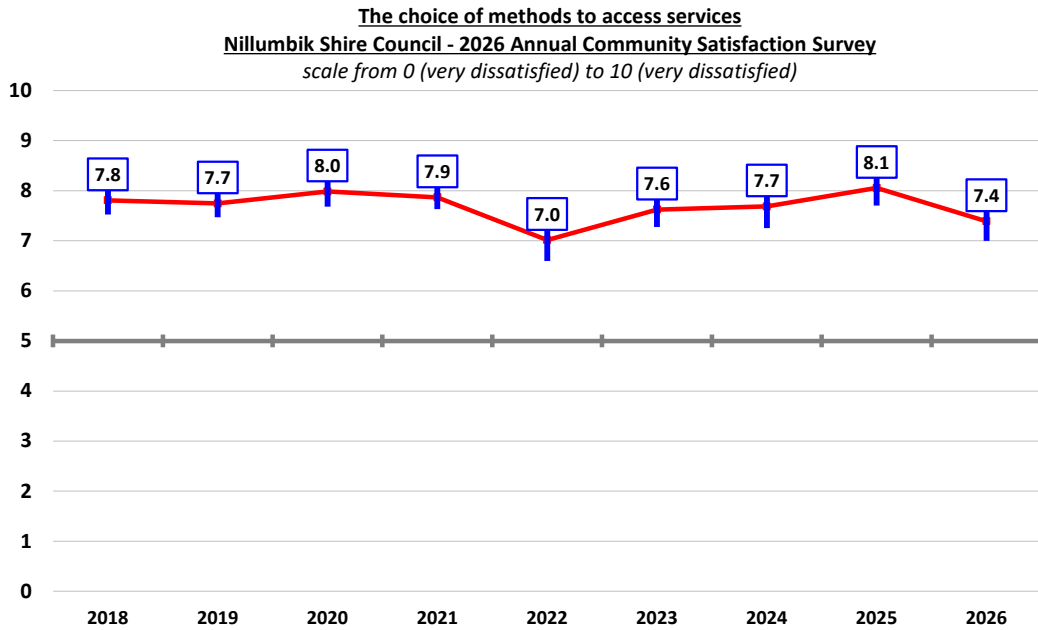
Satisfaction with the choice of methods to access services declined notably this year, down seven percentage points (9%) from a record high of 8.1 out of 10, to 7.4 this year.

This was a “very good”, down from an “excellent” level of satisfaction.

This result was somewhat lower than the long-term average satisfaction since 2018 of 7.8 out of 10.

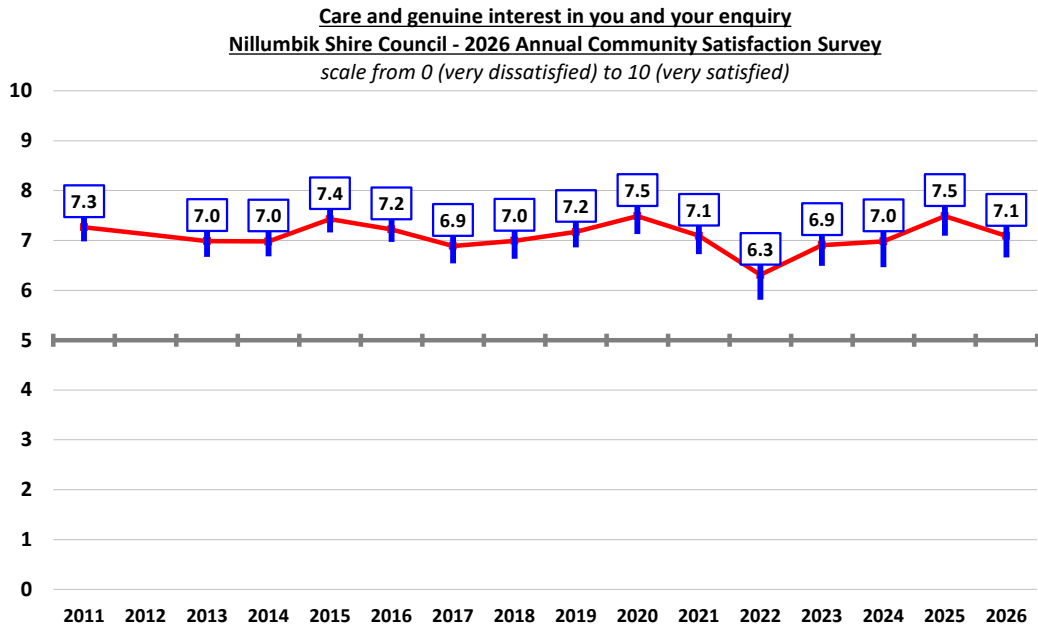


Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey



Satisfaction with the care and genuine interest in the respondent and their enquiry declined somewhat this year, down four percentage points to 7.1 out of 10, which was a “good”, down from a “very good” level of satisfaction.

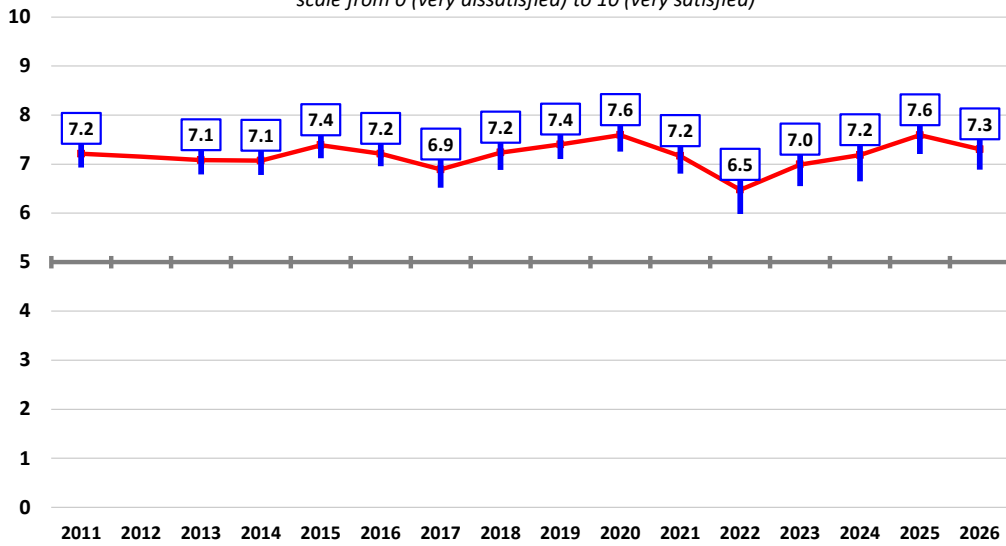
This result was identical to the long-term average satisfaction since 2011 of 7.1 out of 10.



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

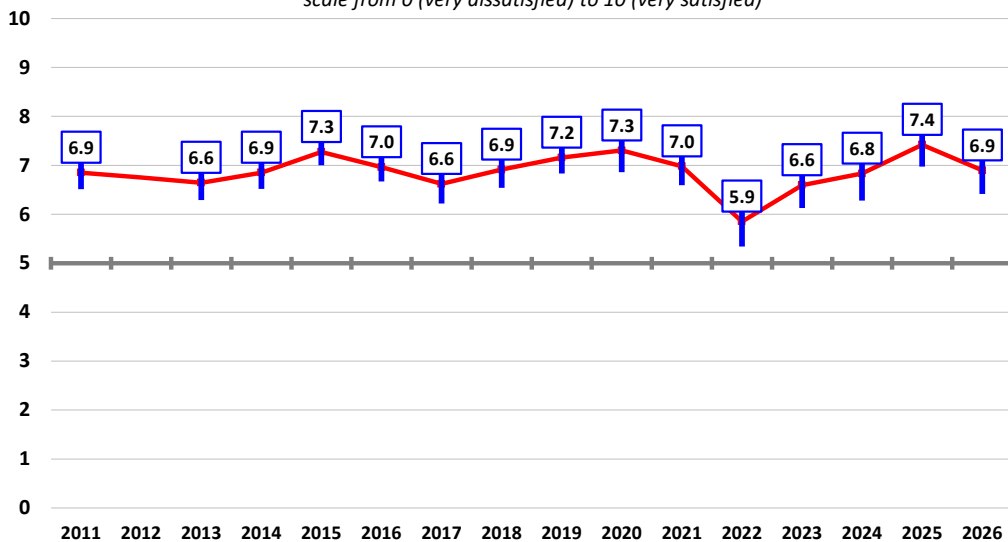
Satisfaction with the provision of accurate information or referred to an expert declined marginally this year, down three percentage points to 7.3 out of 10, although it remained at a “very good” level. This result was one percentage point higher than the long-term average satisfaction since 2011 of 7.2 out of 10, or “good”.

Provision of accurate information or referred to an expert
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



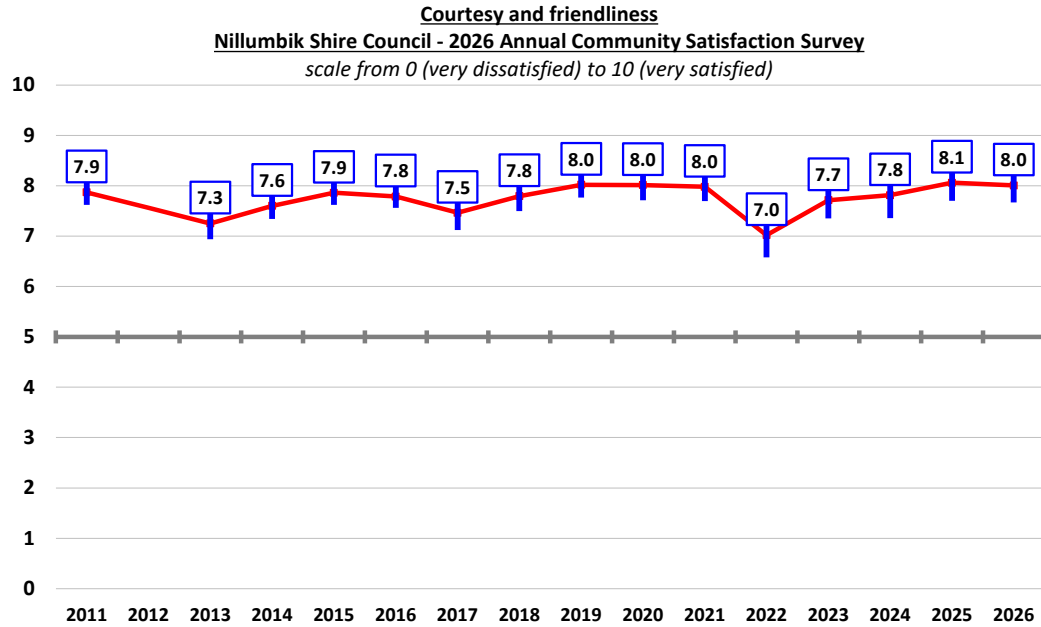
Satisfaction with the speed and efficiency of service declined somewhat this year, down five percentage points (7%) to 6.9 out of 10, which was a “good”, down from a “very good” level. This result was identical to the long-term average satisfaction since 2011 of 6.9 out of 10.

Speed and efficiency of service
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)

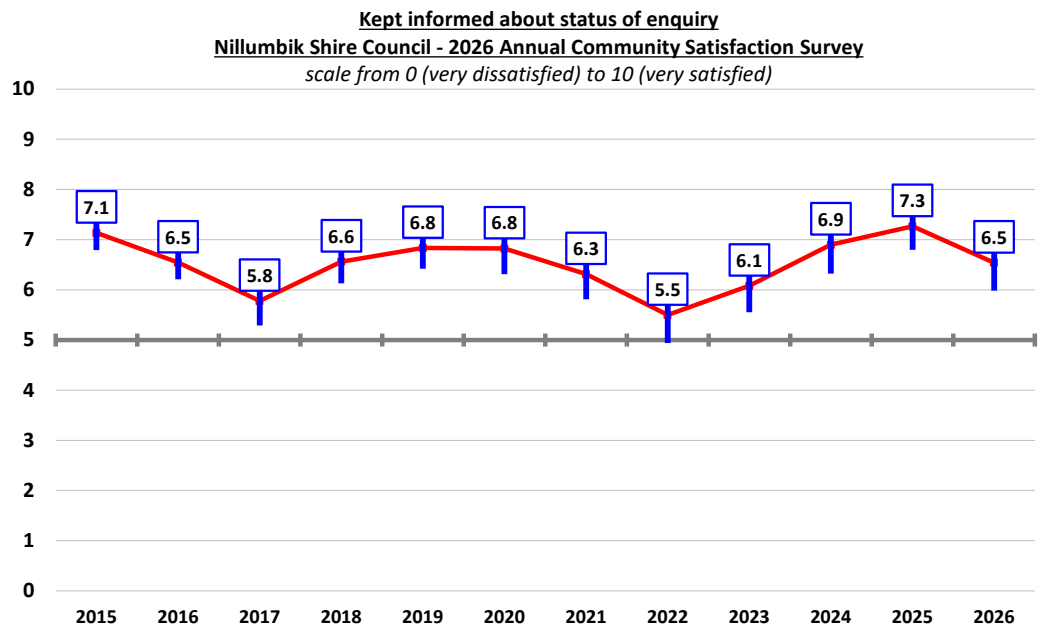


Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

Satisfaction with staff courtesy and friendliness remained essentially stable this year, down one percentage point to 8.0 out of 10, although it remained at an “excellent” level. This result was higher than the long-term average satisfaction since 2011 of 7.7 out of 10.

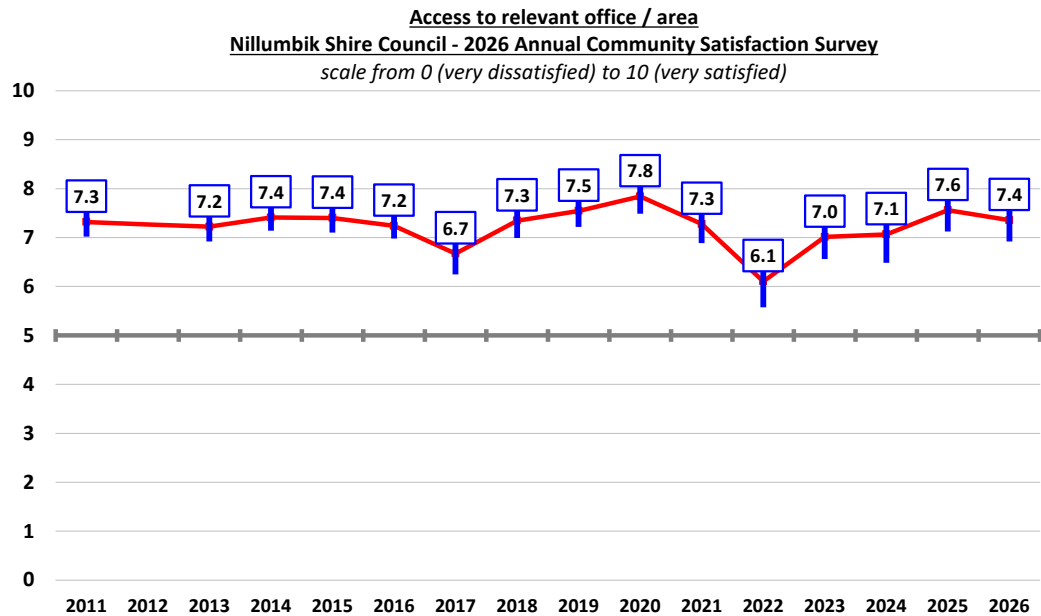


Satisfaction with being kept informed about the status of enquiry declined notably this year, down eight percentage points (11%) to 6.5 out of 10, which was a “good”, down from a “very good” level of satisfaction. Despite this decline from the unusually high result recorded last year, satisfaction was identical to the long-term average since 2015 of 6.5 out of 10.



Satisfaction with access to relevant officer / area declined marginally this year, down two percentage points to 7.4 out of 10, although it remained at a “very good” level.

Despite the marginal decline this year, this result remained above the long-term average satisfaction since 2011 of 7.2 out of 10, or “good”.



Planning and housing development

There were two sets of questions relating to satisfaction with planning and housing development included in the 2026 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 include the four key planning and development outcomes that were included in previous years prior to 2024.



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?”

In 2026, a total of 33 respondents (7%) reported that they or a member of their household had been personally involved in a planning application or development in the last 12 months.

This result was consistent with results recorded in previous years.

Involvement in planning and housing development
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Response	2026		2025	2024	2023	2022	2021
	Number	Percent					
Yes - as an applicant	20	4%	6%	2%	5%	9%	5%
Yes - as an objector	9	2%	0%	1%	1%	1%	1%
Yes - other involvement	4	1%	0%	0%	0%	0%	0%
No involvement	452	93%	94%	97%	94%	90%	94%
Not stated	16		2	11	11	40	8
Total	501	100%	502	501	502	508	501

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, while satisfaction with the two aspects increased marginally.

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

Satisfaction with these four aspects can best be summarised as follows:

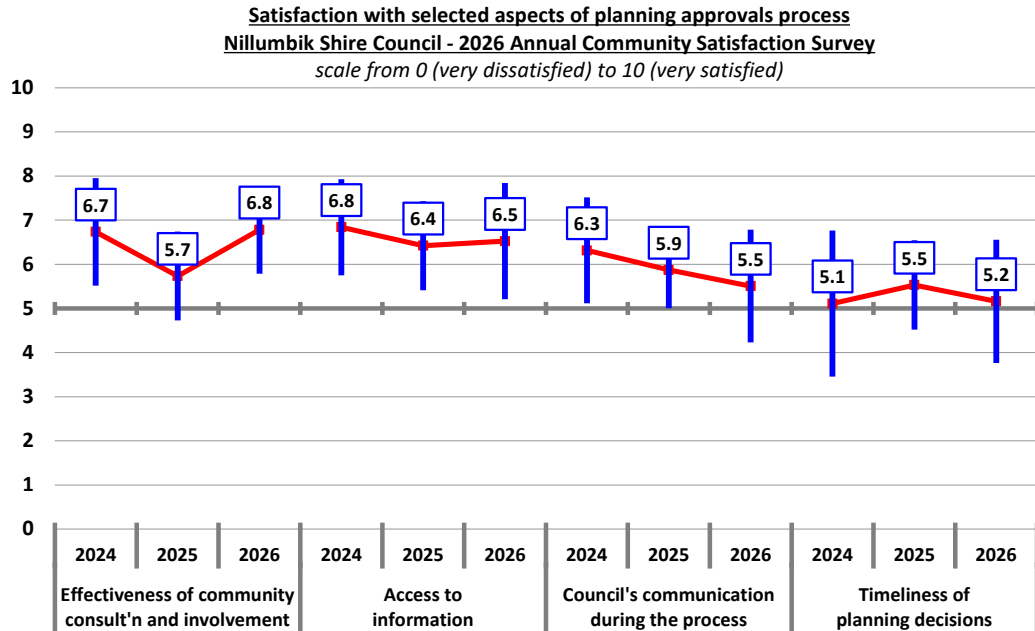
- **Good** – for the effectiveness of community consultation and involvement, and the access to information.
- **Poor** – for Council’s communication during the process.



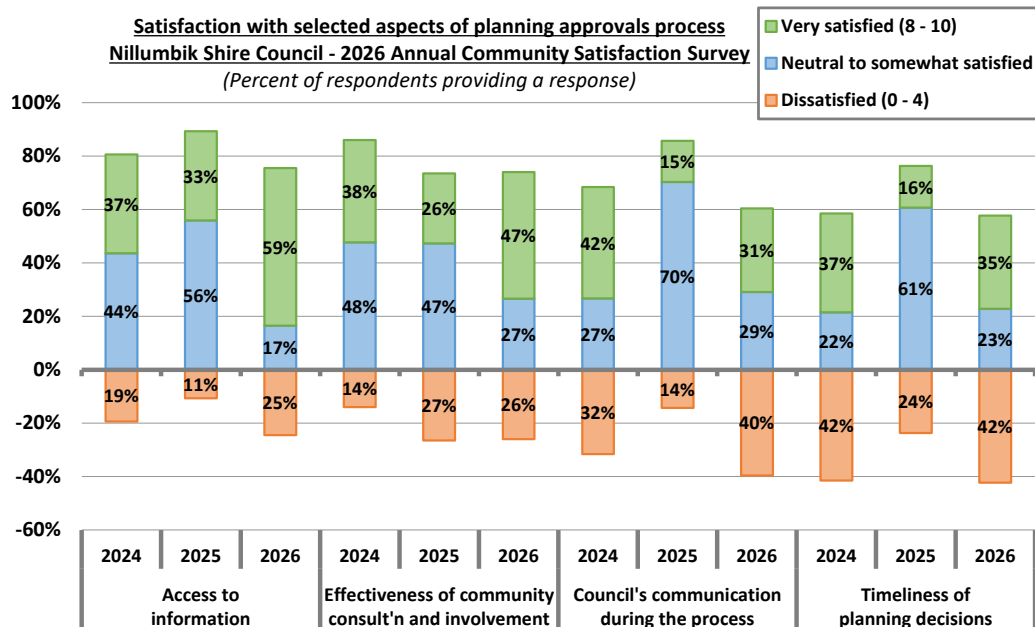
Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

- **Very Poor** – for the timeliness of planning decisions.

Metropolis Research notes that these results are consistent with historical results and results observed elsewhere by Metropolis Research over many years.

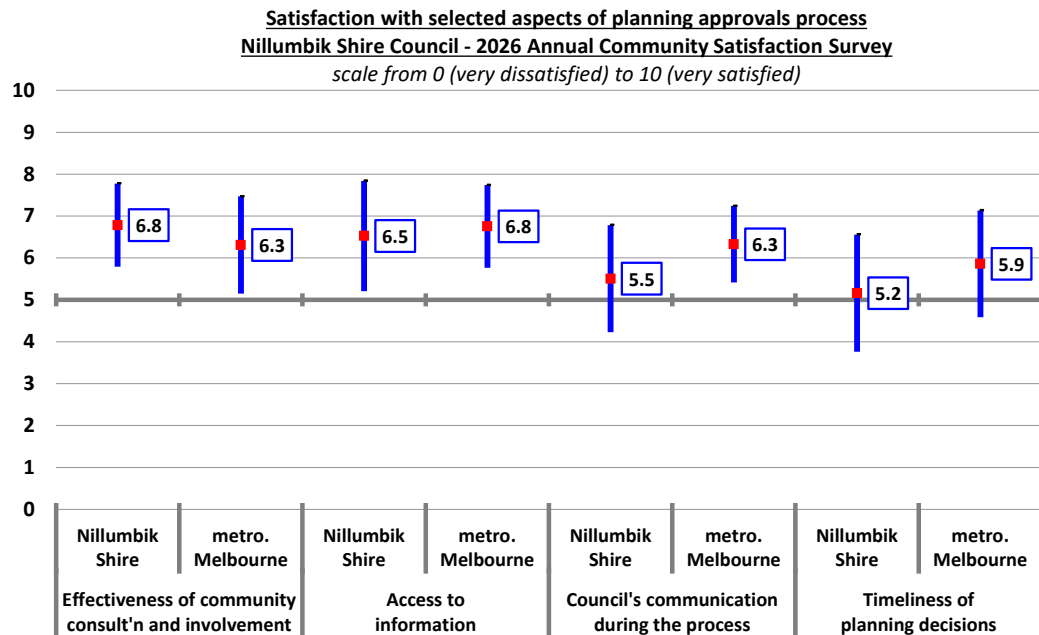


Noting the small sample size of just 33 respondents, the following graph reinforces that a substantial proportion of the 33 respondents were “dissatisfied” with each aspect.

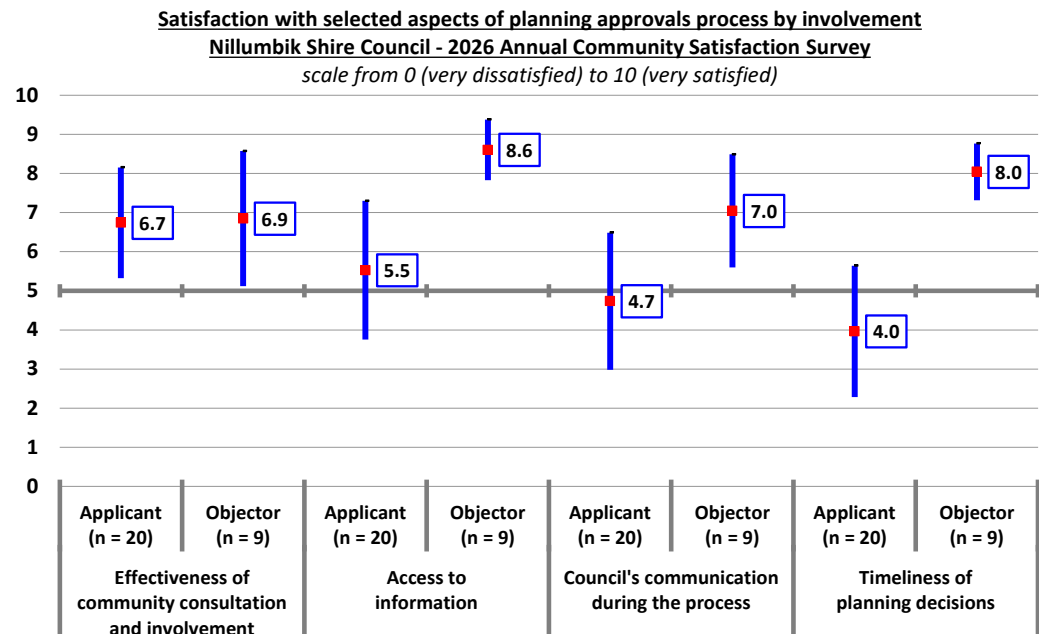


Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

Satisfaction with the four aspects of the planning approvals process was consistent with the metropolitan average, as recorded in the 2026 *Governing Melbourne* research.

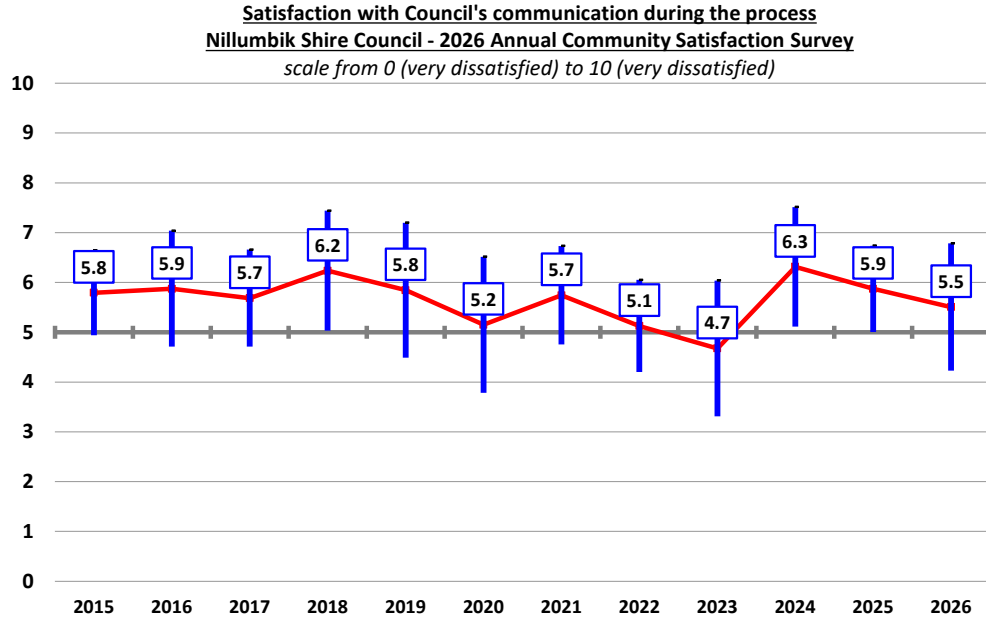


The following graph provides a comparison of average satisfaction with the four aspects of the planning approvals process by the respondents' engagement with the process. The nine respondents who had objected to a planning application were more satisfied with each aspect than those who had been involved as applicants.

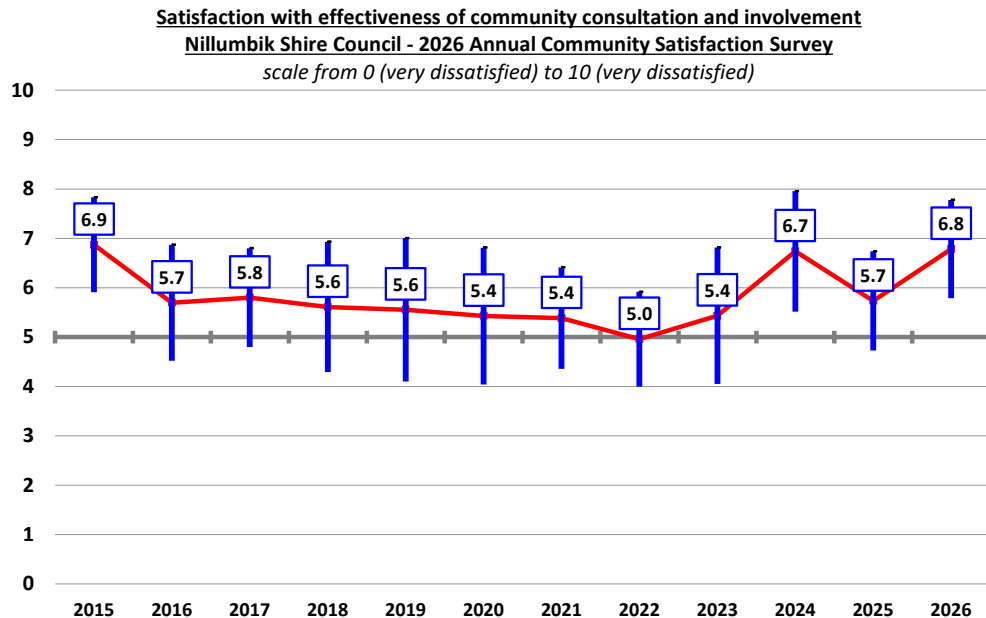


Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

Satisfaction with Council’s communication during the process declined again in 2026 but remained at a “poor” level of satisfaction. This result was almost identical to the long-term average satisfaction since 2015 of 5.7 out of 10, or “poor”.

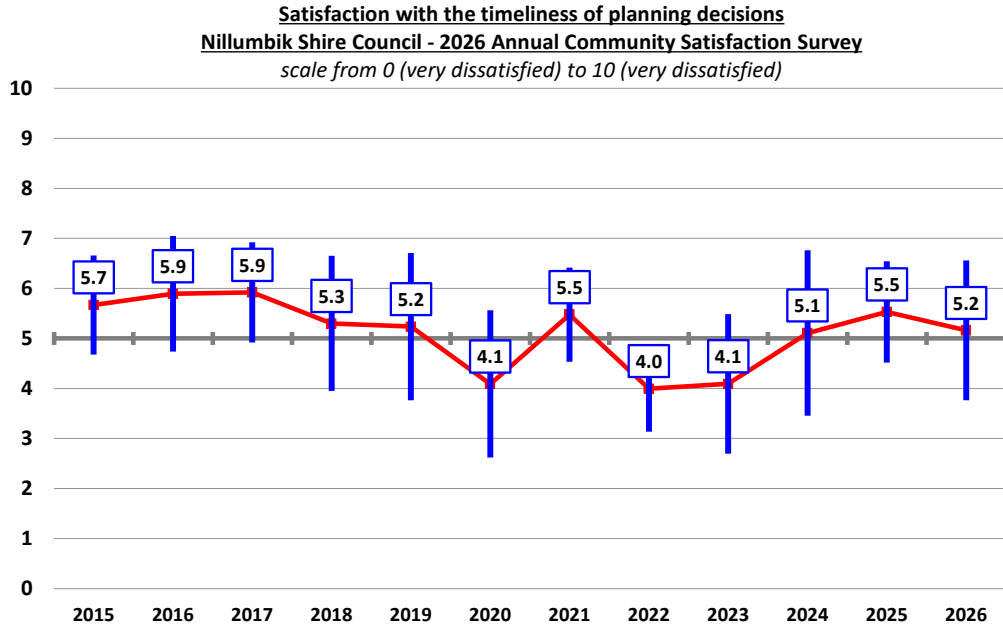


Satisfaction with the effectiveness of community consultation and engagement increased notably, but not measurably this year, up 11 percentage points to 6.8 out of 10, which was a “good”, up from a “poor” level of satisfaction. This result was above the long-term average satisfaction since 2015 of 5.8 out of 10, or “poor”.

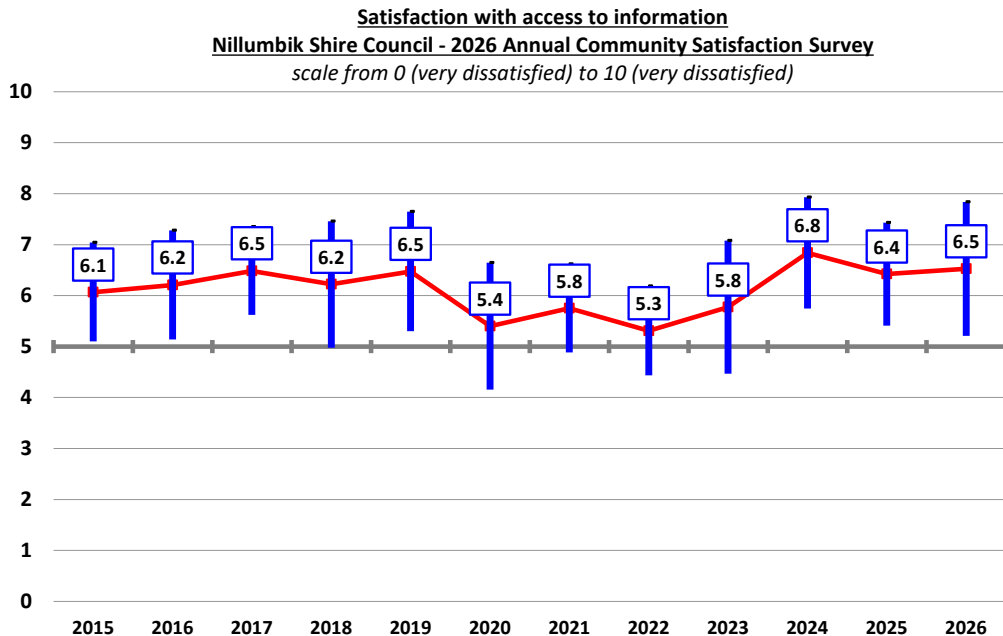


Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

Satisfaction with the timeliness of planning decisions declined marginally this year to 5.2 out of 10, which was a “very poor”, down from a “poor” level. Despite this marginal decline, satisfaction remained above the long-term average satisfaction since 2015 of 5.1 out of 10.



Satisfaction with the access to information remained essentially stable this year, up one percentage point to 6.5 out of 10, which was a “good”, up from a “solid” level. This result was somewhat (4pts) above the long-term average since 2015 of 6.1 out of 10, or “solid”.



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?”

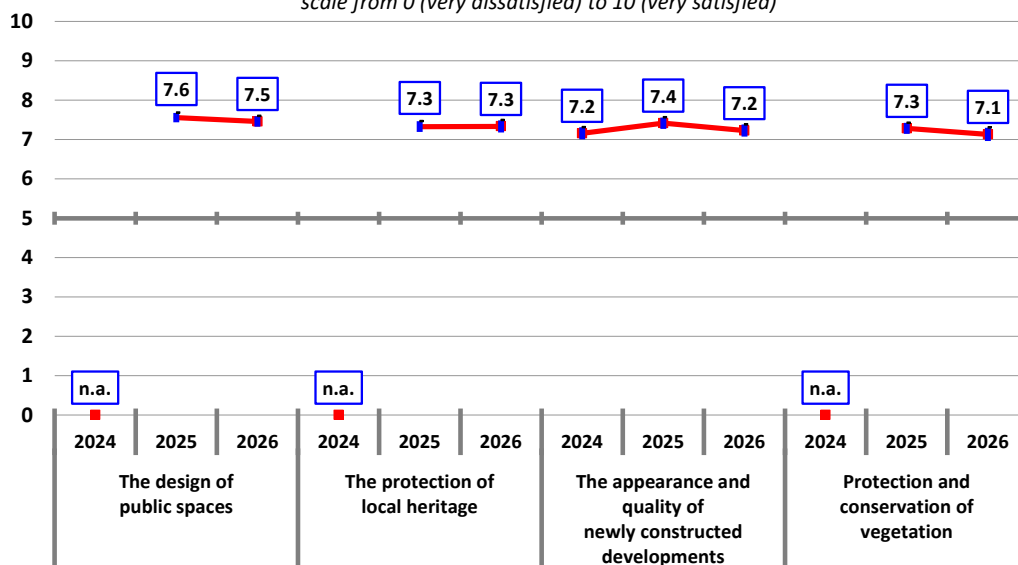
All respondents in 2026 were asked to rate their satisfaction with four planning and development outcomes, including the appearance and quality of new developments, as well as the design of public spaces, the protection of local heritage, and the protection and conservation of vegetation.

Satisfaction with these four planning and development outcomes remained essentially stable this year, with marginal declines recorded for three of the four aspects.

Satisfaction with these four planning and development outcomes can best be summarised as follows:

- **Very Good** – for the design of public spaces, and the protection of local heritage.
- **Good** – for the appearance and quality of new developments, and the protection and conservation of vegetation.

Satisfaction with aspects of planning and housing developments
 Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)

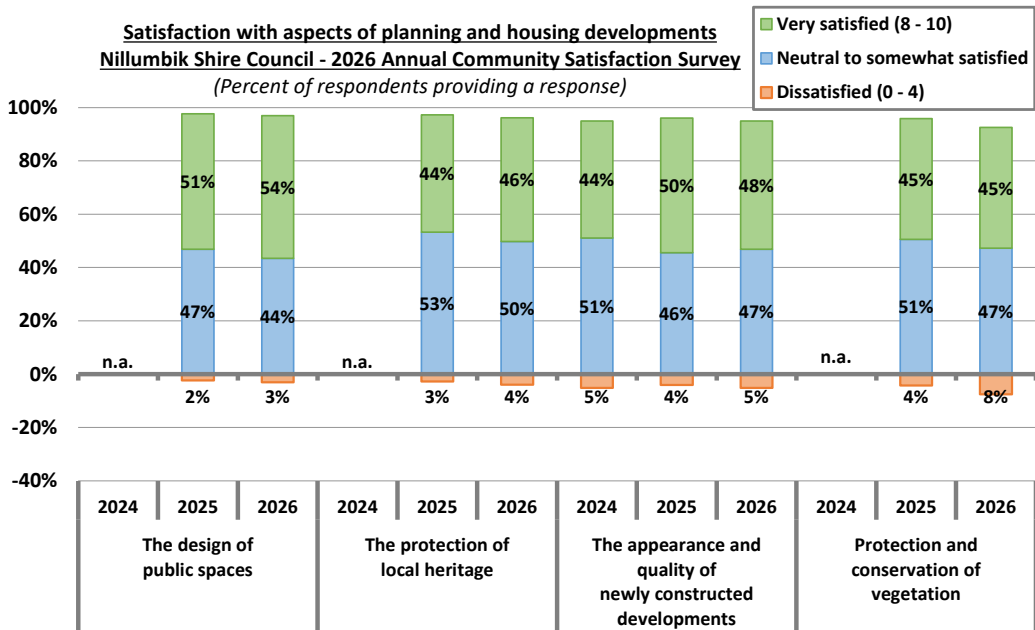


Approximately half of the respondents (who provided a score) were “very satisfied” with all four planning and development outcomes, i.e., they rated satisfaction at eight or more out of 10.

It is noted, however, that eight percent of respondents (up from 4% last year), were “dissatisfied” with the protection and conservation of vegetation.

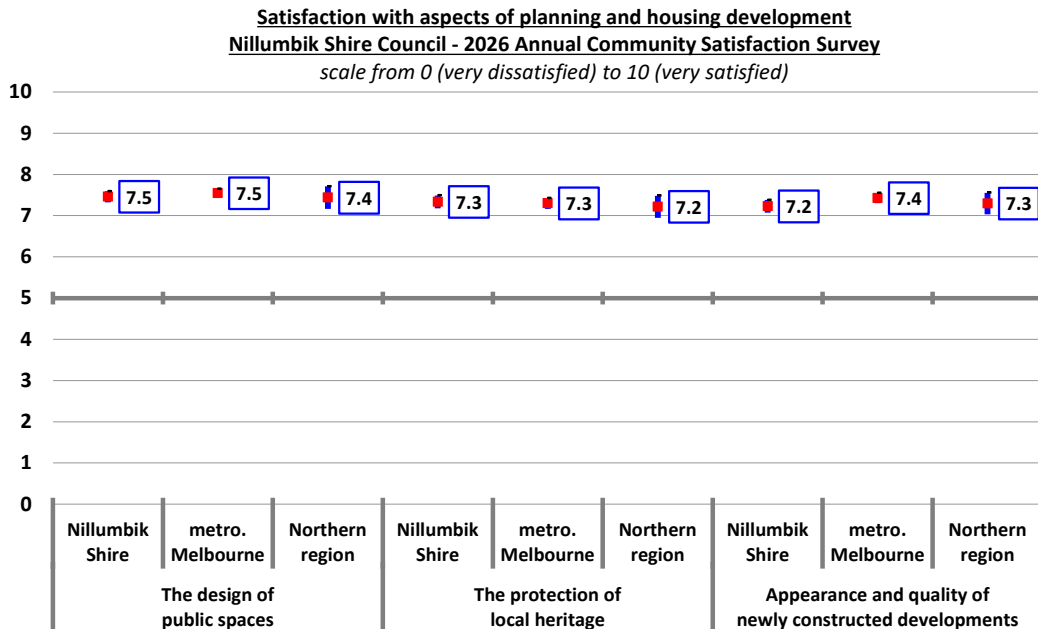


Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey



Three of these four planning and development outcomes were also included in the *Governing Melbourne* research conducted independently by Metropolis Research.

Satisfaction with two of the three planning and development outcomes was identical to the metropolitan average, although satisfaction with the appearance and quality of new development was marginally (2pts) lower in the Nillumbik Shire.



Appearance and quality of newly constructed developments

The appearance and quality of newly constructed developments is the key measure of how satisfied the community is with development on-the-ground.

Satisfaction declined marginally this year, down two percentage points to 7.2 out of 10, which was a “good”, down from a “very good” level.

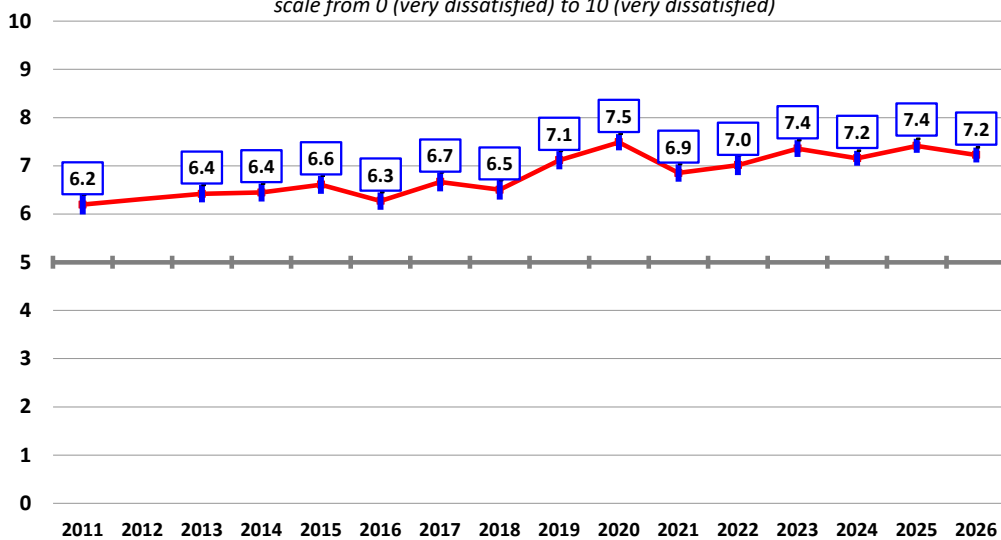
Despite the marginal decline this year, satisfaction remains well above the long-term average satisfaction since 2011 of 6.8 out of 10, or “good”.

By way of comparison, this result was somewhat below the metropolitan (2pts) and northern region councils’ (7.3) averages, and measurably lower than the interface councils’ average of 7.7 or “very good”.

This result, being lower than the interface councils’ average, reflects the fact that satisfaction with new development tends to be higher-than-average in the growth area councils at the urban fringe, where a significant proportion of the community is buying into the new housing being constructed.

For municipalities such as the Nillumbik Shire where there is less new development into existing urban fringe areas, satisfaction with new development will tend to be a little lower.

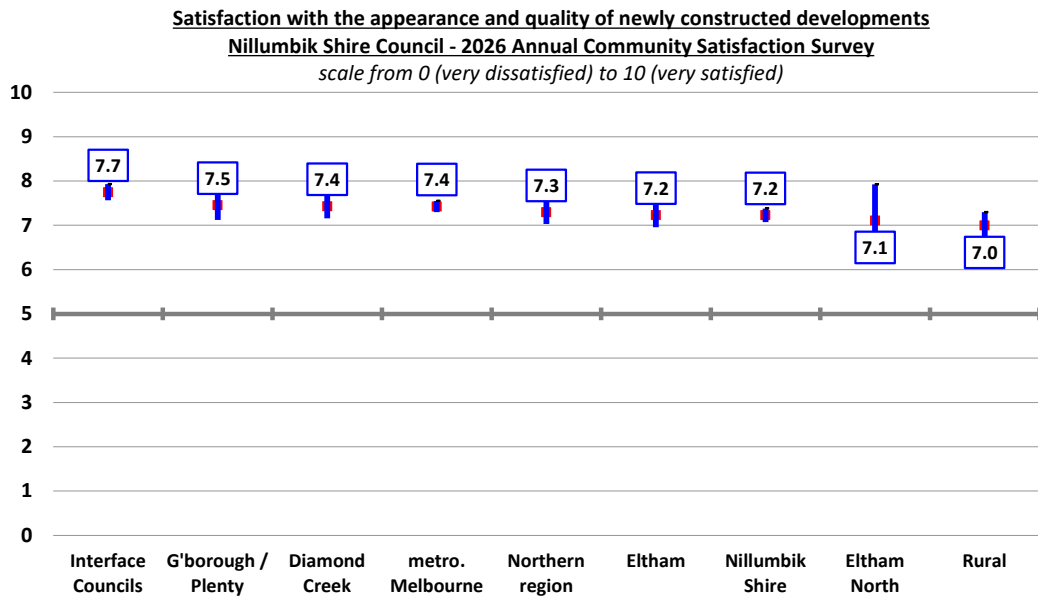
Satisfaction with the appearance and quality of newly constructed developments
 Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



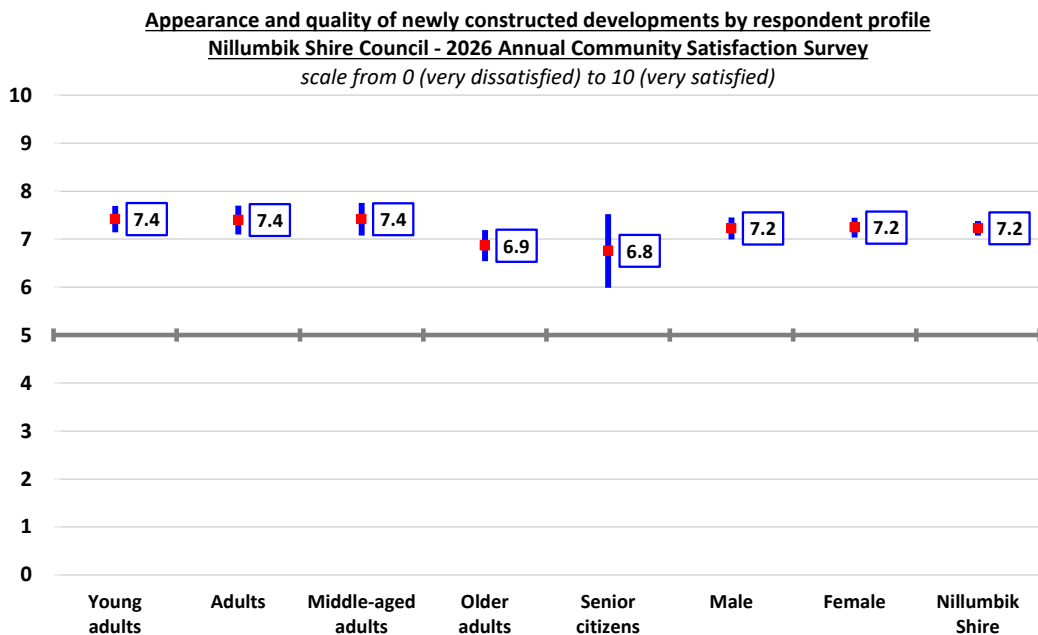
While there was no measurable variation in this result observed across the municipality, it is noted that respondents from Greensborough / Plenty were somewhat (3pts) more satisfied than the municipal average, and at a “very good” level.



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey



There was also some variation in satisfaction with newly constructed developments observed by respondent profile, with older adults and senior citizens (aged 60 years and over) were somewhat less satisfied than the municipal average.



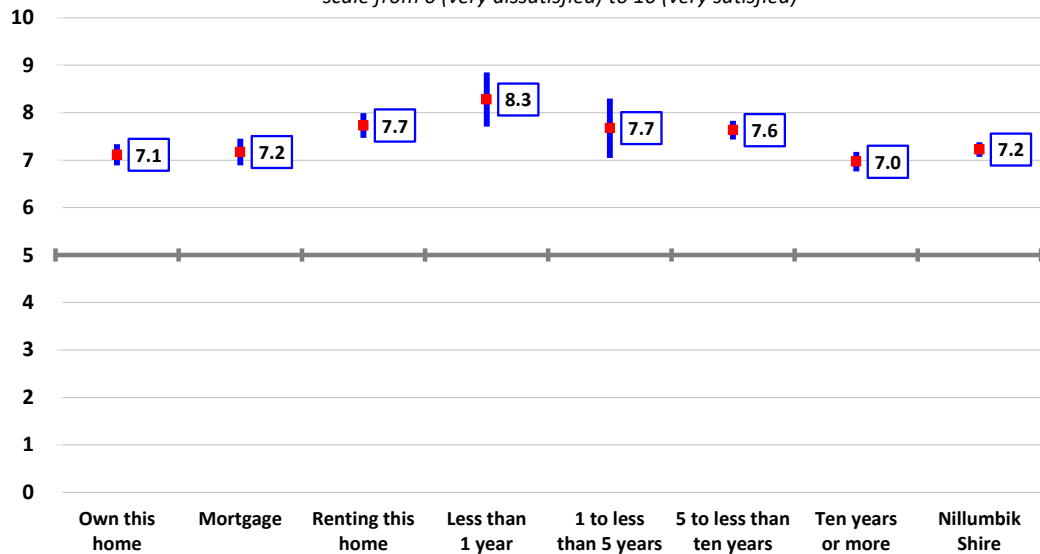
There was also significant variation in satisfaction with newly constructed developments observed by housing situation and period of residence.



Respondents who rented their homes, along with new and new residents (less than 10 years in the Shire) were notably to measurably more satisfied than average.

By contrast, homeowners and long-term residents (10 years or more in the Shire) were the least satisfied, although still at “good” levels.

Appearance and quality of new developments by housing profile
 Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Examples and opinions regarding newly constructed housing developments

There were 37 comments provided outlining examples of and opinions regarding newly constructed housing developments, with the main issues as follows:

- Perception that they don't fit in 7 comments
- Unattractive / ugly appearance 5 comments
- Perception of too much high-density 6 comments
- Perceived poor planning decisions 4 comments
- Greenery / trees 2 comments



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

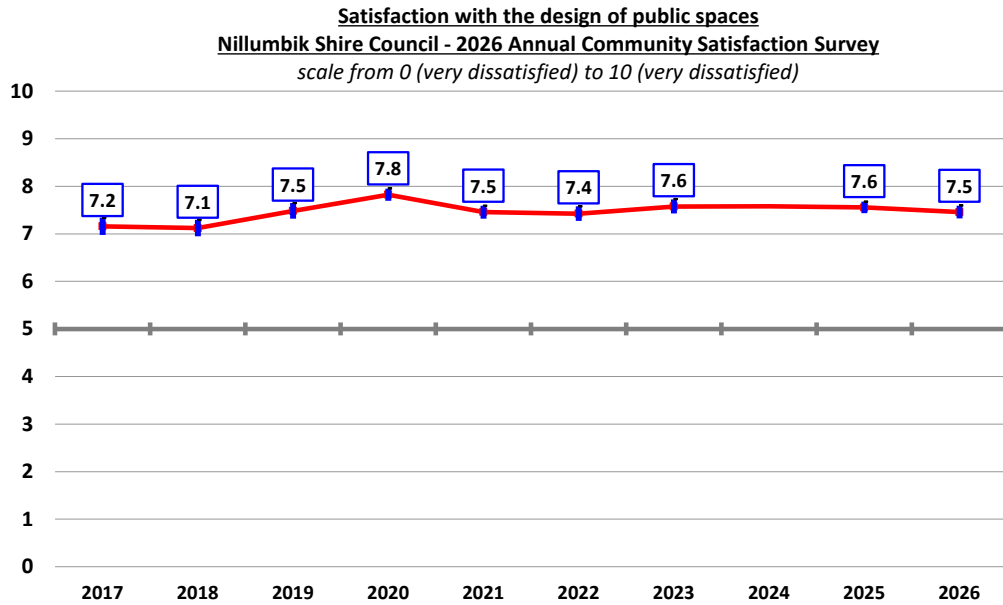
Comments regarding the appearance and quality of newly constructed developments in your area
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 (Number of responses)

<i>Response</i>	<i>Number</i>
Does not fit in with neighbourhood character / community	4
They are ugly	3
High rises / massive	2
There are no developments in the area	2
At Kingfisher Dr the light strip is too bright, and the design of the house doesn't fit the community, it's too big	1
Bit crowded nature of area and space	1
Cutting down foreign trees but not replacing with native trees, used for building projects	1
Deteriorating	1
Graffiti at the new BMX park	1
I don't know what is happening with developments in the area. I am unhappy with some planning decisions	1
In the town centre population density is interfering with the town activities. Too crowded in shopping area	1
Lack of green space	1
Modernity is killing heritage and the environment slowly	1
New developments are box-type in design and doesn't fit in the character of the community. They should be flexible on designs	1
New industrial complex behind Bunnings makes significant traffic	1
No thought for some buildings	1
Not enough infrastructure for cars	1
Old Greensborough Shopping area	1
Overcrowded, too many units in Bible St	1
People do what they want to do and have no respect for the others. They are unreasonable with some developments	1
Public toilets at Alliston Knox Park	1
The area desperately needs a facelift. There is not even Christmas decor during the time of the year	1
The buildings are all 2 and 3 storeys. Roads are not good enough for all that traffic	1
The development on other side of the road. They got busted after a contract with a dodgy builder	1
The Greensborough station took away car parking for commuters	1
The handrail down at the corner of Ryans and Wattletree Rd is ugly	1
There are inconsistent planning decisions	1
They are putting up fences that do not support wildlife in the area. The animals get caught in the fences	1
They don't look like they fit in. They look sterile	1
Too many units	1
Total	37

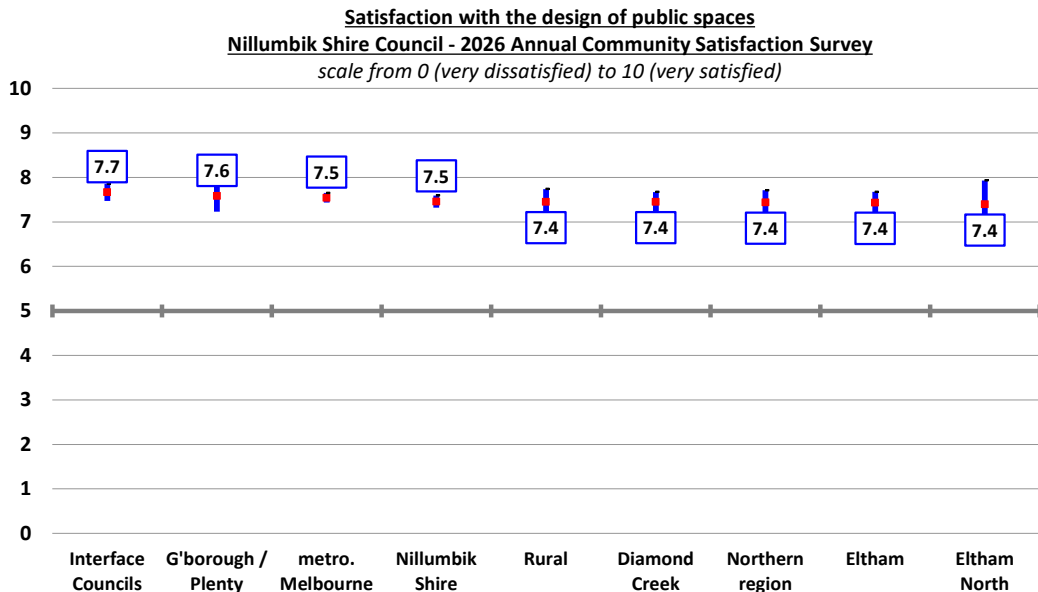


The design of public spaces

Satisfaction with the design of public spaces remained essentially stable this year, down one percentage point to 7.5 out of 10, which remained a “very good” level of satisfaction. This result was identical to the long-term average satisfaction since 2017 of 7.5 and was identical to the metropolitan average.

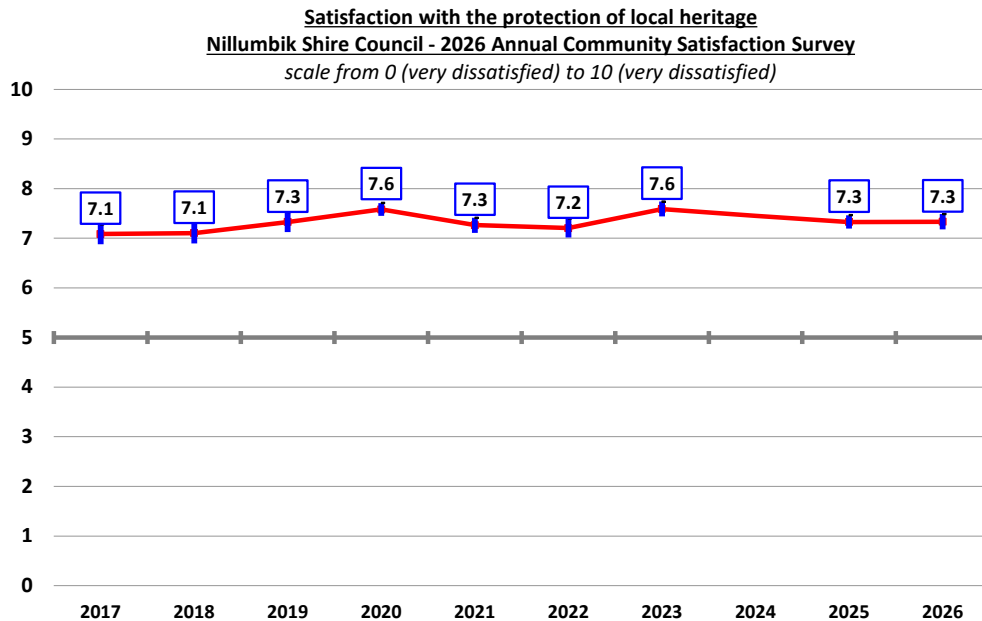


There was no measurable or notable variation in this result observed across the Nillumbik Shire.

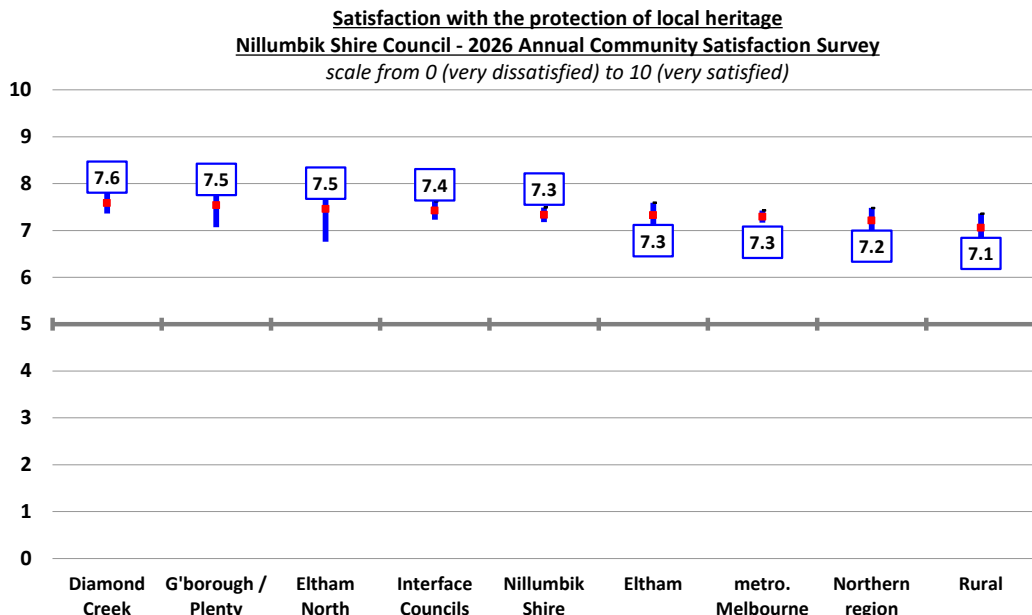


The protection of local heritage

Satisfaction with the protection of local heritage remained stable this year at 7.3 out of 10, or a “very good” level. This result was identical to the long-term average satisfaction since 2017 of 7.3 and was identical to the metropolitan average.

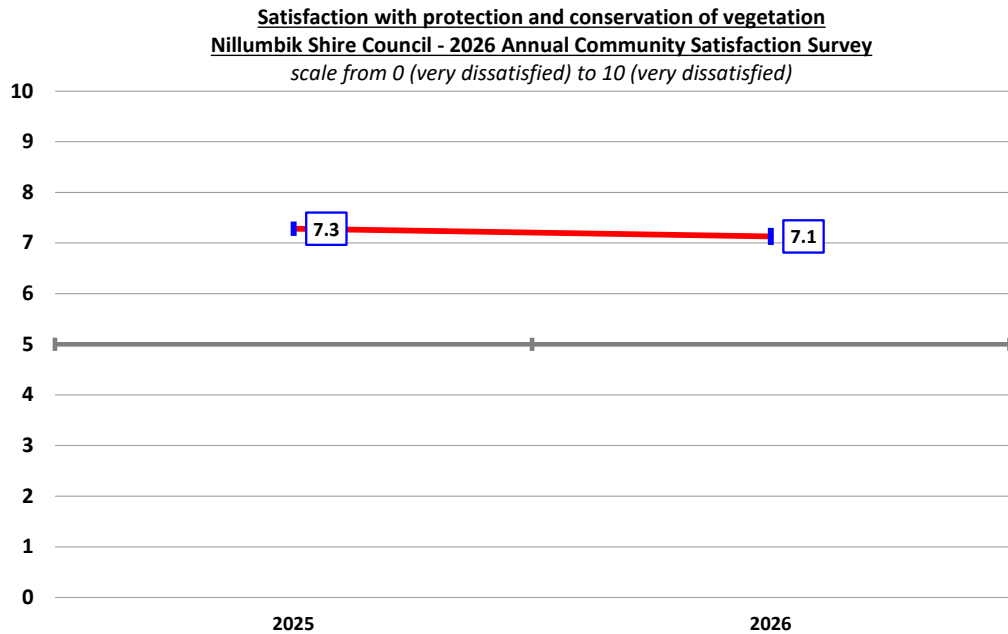


There was no notable variation in this result observed across the Nillumbik Shire, although respondents from Diamond Creek were somewhat more satisfied than average.

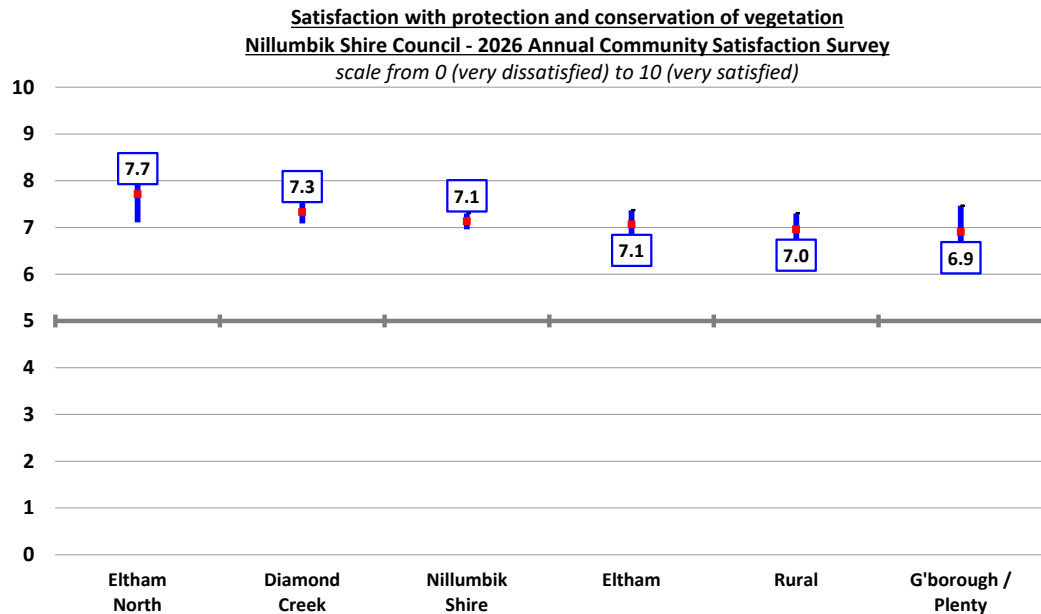


Protection and conservation of vegetation

Satisfaction with the protection and conservation of vegetation declined marginally this year, down two percentage points to 7.1 out of 10, which was a “good”, down from “very good”.



While there was no measurable variation in this result observed across the municipality, respondents from Eltham North were notably (6pts) more satisfied than average.



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 2026 asked to rate first the importance of each of the 35 included Council services and facilities, and then their personal satisfaction with each service.

The services are broken into two groups, firstly 20 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

Respondents were asked to rate how important they considered each of the 35 Council provided services and facilities included in the survey were to the community, rather than to them or their household as individuals.

The reason for the wording of the question was to measure how important the community considers these services and facilities to the entire community, rather than focusing solely on personal needs.

The average importance of the 35 included services and facilities declined somewhat this year, falling three percentage points to 8.6 out of 10.

This average importance of services and facilities to the Nillumbik community was measurably lower than the metropolitan average of 9.1, as recorded in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2026 using the same methodology.

The table below displays the average importance of each of the 35 services and facilities, with a 95% confidence interval around each importance score.

Services and facilities that were measurably more important than the average of all services and facilities, as well as those that were measurably less important than the average of all services and facilities, are indicated on the left-hand side of the table, as follows:

- ***Measurably higher than average importance*** - included the fortnightly kerbside garbage collection, fortnightly kerbside recycling collection, services for children from birth to five years, services for older people, fire prevention works, and the maintenance and repair of major arterial roads (managed by VicRoads).



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

- **Measurably lower than average importance** – included horse riding trails, Council efforts to address the needs of LGBTQIA+ residents, parking enforcement, and the *Nillumbik News*.

Importance of selected Council services and facilities
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 (Number and index score scale 0 - 10)

	Service/facility	Number	2026			2025	2024	2023	2026 Metro.*
			Lower	Mean	Upper				
Higher	Fortnightly kerbside garbage collection	499	9.0	9.1	9.2	9.3	9.3	9.1	9.4
	Fortnightly kerbside recycling collection	496	9.0	9.1	9.2	9.2	9.3	9.2	9.4
	Services for children from birth to 5 years	453	9.0	9.1	9.2	9.1	9.2	8.8	9.3
	Services for older people	448	8.9	9.0	9.1	9.1	9.2	8.9	9.3
	Fire prevention works	474	8.9	9.0	9.1	9.0	9.2	8.9	n.a.
	Maintenance / repairs of major arterial roads	490	8.9	9.0	9.1	n.a.	n.a.	n.a.	9.3
Average importance	Education and Learning	442	8.8	8.9	9.0	9.0	8.9	8.6	n.a.
	Weekly kerbside green waste collection	494	8.8	8.9	9.0	9.1	9.3	9.1	9.1
	Services for youth	450	8.8	8.9	9.0	9.0	8.9	8.7	9.2
	Public toilets	488	8.7	8.9	9.0	9.0	9.0	8.6	9.1
	Maintenance / repairs of sealed local roads	495	8.7	8.8	9.0	9.1	9.2	8.8	9.3
	Hard rubbish collection	488	8.7	8.8	8.9	8.9	9.0	8.8	9.1
	Sports ovals	482	8.7	8.8	8.9	9.0	9.0	8.9	9.1
	Drains maintenance and repairs	489	8.7	8.8	8.9	8.9	9.1	8.8	9.2
	Provision & maintenance of parks & gardens	496	8.7	8.8	8.9	9.1	9.0	8.6	9.3
	Footpath maintenance and repairs	491	8.7	8.8	8.9	8.9	9.0	8.7	9.2
	Provision and maintenance of street trees	488	8.7	8.8	8.9	8.9	9.1	8.7	9.2
	Aquatic and Leisure centres	453	8.7	8.8	8.9	8.9	8.7	8.4	9.1
	Litter collection in public areas	490	8.7	8.8	8.9	8.9	9.0	8.7	9.2
	Support for local businesses	436	8.6	8.8	8.9	8.9	8.8	8.6	n.a.
	Provision and maintenance of street lighting	492	8.6	8.7	8.9	8.9	8.9	8.5	9.3
	Local traffic management	489	8.6	8.7	8.8	8.9	8.9	8.5	9.3
	Local library	484	8.6	8.7	8.8	8.9	9.0	8.7	9.2
	Environmental programs and facilities	417	8.5	8.6	8.8	8.9	8.7	8.5	n.a.
	Animal management	446	8.5	8.6	8.8	8.9	8.7	8.2	9.1
	Maintenance & cleaning of shopping strips	485	8.5	8.6	8.7	8.9	8.8	8.5	9.0
	Council's website	476	8.4	8.6	8.7	8.8	8.9	8.3	9.0
	Grading of unsealed roads	442	8.3	8.5	8.6	8.5	8.8	8.5	n.a.
	Street sweeping	486	8.3	8.5	8.6	8.7	8.7	8.2	9.1
On and off road bike paths	466	8.3	8.4	8.6	8.7	8.8	8.6	9.0	
Arts & cultural events, programs, activities [^]	455	8.2	8.4	8.5	8.6	8.6	8.1	8.9	
Lower	Nillumbik News	456	7.6	7.9	8.1	8.4	8.1	7.5	8.8
	Parking enforcement	478	7.5	7.7	7.9	8.1	8.4	7.7	8.9
	Council efforts to address the needs of LGBTQIA+ residents	380	7.1	7.4	7.7	8.3	8.0	n.a.	n.a.
	Horse riding trails	411	7.1	7.4	7.6	8.2	7.9	6.9	n.a.
<i>Average importance</i>			8.5	8.6	8.8	8.9	8.9	8.5	9.1

(*) 2026 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

Of the 35 services and facilities included in the 2026 survey, 34 were also included in the 2025 survey in a comparable format. Of these 34 services and facilities, none increased in importance, while four remained stable, and 30 decreased in importance. Most of these changes were not statistically significant.

The largest decreases in importance recorded this year were as follows:

- **Notable decrease in importance in 2026** – included Council efforts to address the needs of LGBTQIA+ residents (down 9pts), and horse-riding trails (down 8pts).

Comparison to the metropolitan Melbourne results

Of the 35 services and facilities included in the survey this year, 28 were also included in the *Governing Melbourne* research in a comparable format that allows for metropolitan comparisons to be published.

All 28 of these services and facilities were less important in the Shire of Nillumbik than the corresponding metropolitan averages.

Most of these differences were not significant. The following variations were noted:

- **Notably less important in Nillumbik** – included parking enforcement (12pts lower), the *Nillumbik News* (9pts lower), the provision and maintenance of street lighting (6pts lower), local traffic management (6pts lower), street sweeping (6pts lower), on and off-road bike paths (6pts lower), the maintenance and repair of sealed local roads (5pts), the provision and maintenance of parks and gardens (5pts), the local library (5pts), animal management (5pts), arts and cultural events, programs, and activities (5pts), drains maintenance and repairs (4pts), footpath maintenance and repairs (4pts), the provision and maintenance of street trees (4pts), litter collection in public areas (4pts), the maintenance and cleaning of shopping strips (4pts), and Council's website (4pts).

Satisfaction with Council services and facilities

Respondents were asked to rate their personal level of satisfaction with each of the 20 core services and facilities about which everyone in the community is likely to have a view, and then their satisfaction with each of the 15 non-core services and facilities that they or a member of their household had used in the last 12 months.

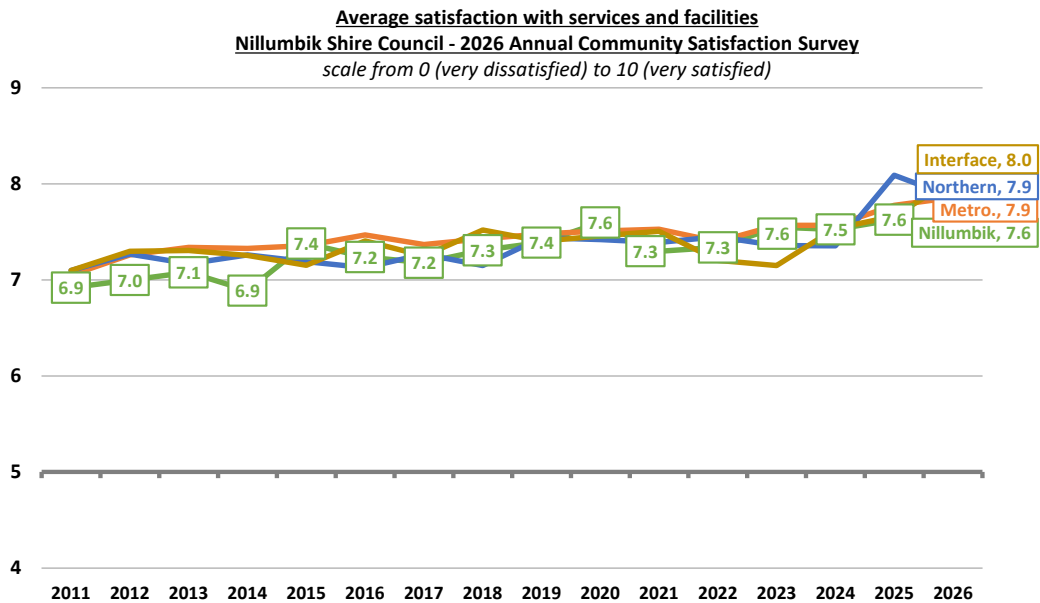
The average satisfaction with the 35 included services and facilities remained stable this year at 7.6 out of 10, which remains a “very good” level of satisfaction.

This result has remained relatively stable around the long-term average since 2011 of 7.5 out of 10, or “very good”.



This average satisfaction with services and facilities was somewhat (3pts) lower than the metropolitan and the northern region councils’ average, as recorded in the 2026 *Governing Melbourne* research.

The ongoing stability of this average satisfaction with all services and facilities at a “very good” level indicates a stable and relatively strong level of satisfaction with Council’s service delivery in most areas.



This “very good” average satisfaction includes services and facilities that received variable levels of satisfaction.

Satisfaction with services and facilities varied 21 percentage points (32%) from the high of 8.6 out of 10 or “excellent” for the local library, to a low of 6.3 or “solid” for public toilets.

The left-hand side of the table below identifies the services and facilities that received a measurably higher than average satisfaction score (i.e., measurably higher than the average of all 35 services and facilities), as well as those that received a measurably lower than average satisfaction score, as follows:

- **Measurably higher than average satisfaction** - including the local library, sports ovals, services for children aged 0 to 5 years, weekly kerbside green waste collection, hard rubbish collection, and fortnightly recycling collection.
- **Measurably lower than average satisfaction** – included the maintenance and repair of major arterial roads managed by VicRoads, public toilets, the maintenance and repair of sealed local roads, horse riding trails, the grading of unsealed roads, Council efforts to address the needs of LGBTQIA+ residents, drains maintenance and repairs, street sweeping, and fire prevention works.



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Satisfaction with selected Council services and facilities
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 (Number and index score scale 0 - 10)

	Service/facility	Number	2026			2025	2024	2023	2026 Metro.*
			Lower	Mean	Upper				
Higher than average	Local library	182	8.4	8.6	8.8	8.5	8.5	8.4	8.7
	Sports ovals	200	8.3	8.5	8.6	8.2	8.2	8.2	8.4
	Services for children aged 0 to 5 years	47	8.1	8.5	8.8	8.4	8.1	8.0	8.4
	Weekly kerbside green waste collection	486	8.1	8.3	8.4	8.5	8.2	8.3	8.6
	Hard rubbish collection	248	8.0	8.2	8.4	8.1	8.0	7.8	8.6
Average satisfaction	Fortnightly kerbside recycling collection	492	8.0	8.2	8.3	8.5	8.2	8.3	8.5
	Environmental programs and facilities	93	7.8	8.2	8.5	8.6	7.9	8.2	n.a.
	Education and Learning	72	7.8	8.1	8.5	8.3	8.1	7.9	n.a.
	Aquatic and Leisure centres	200	7.9	8.1	8.3	8.1	7.9	8.2	8.3
	Support for local businesses	114	7.8	8.1	8.4	8.2	7.4	7.7	n.a.
	Arts & cultural events, programs, activities^	105	7.8	8.0	8.2	8.1	7.7	7.6	7.7
	On and off road bike paths	145	7.7	8.0	8.3	7.8	7.7	7.7	7.9
	Fortnightly kerbside garbage collection	499	7.8	8.0	8.2	8.4	8.1	8.1	8.6
	Services for youth	44	7.6	7.9	8.3	7.8	7.9	7.5	7.7
	Services for older people	34	7.1	7.8	8.5	7.5	7.5	7.5	8.1
	Council's website	275	7.6	7.8	8.0	7.7	7.7	7.7	8.0
	Provision & maintenance of parks & gardens	487	7.6	7.7	7.9	7.8	7.6	7.5	8.1
	Provision and maintenance of street lighting	483	7.5	7.7	7.8	7.8	7.4	7.7	7.7
	Maintenance & cleaning of shopping strips	475	7.4	7.5	7.7	7.5	7.6	7.5	7.8
	Animal management	414	7.3	7.5	7.7	7.7	7.6	7.4	8.0
	Nillumbik News	409	7.2	7.4	7.6	7.5	7.5	7.3	7.7
	Litter collection in public areas	477	7.1	7.3	7.5	7.4	7.3	7.4	7.7
	Footpath maintenance and repairs	468	7.0	7.2	7.4	7.1	7.0	7.1	7.4
	Local traffic management	483	6.9	7.1	7.3	7.3	7.0	7.0	7.6
	Parking enforcement	460	6.9	7.1	7.3	7.2	7.1	7.2	7.6
Provision and maintenance of street trees	487	6.9	7.1	7.3	7.1	7.4	7.3	7.6	
Lower than average	Fire prevention works	436	6.7	7.0	7.2	7.1	7.3	7.1	n.a.
	Street sweeping	454	6.7	6.9	7.1	7.2	7.0	6.9	7.8
	Drains maintenance and repairs	483	6.7	6.9	7.1	6.9	6.9	7.0	7.7
	Council efforts to address the needs of LGBTIQ+ residents	297	6.6	6.8	7.1	7.4	7.2	n.a.	n.a.
	Grading of unsealed roads	387	6.6	6.8	7.0	6.6	6.7	6.9	n.a.
	Horse riding trails	31	6.1	6.8	7.6	6.8	7.2	7.1	n.a.
	Maintenance / repairs of sealed local roads	489	6.3	6.5	6.8	5.7	6.6	6.8	7.4
Public toilets	172	6.2	6.5	6.8	6.5	6.4	6.8	7.2	
Maintenance / repairs of major arterial roads	490	6.1	6.3	6.5	n.a.	n.a.	n.a.	7.2	
<i>Average satisfaction</i>			7.3	7.6	7.8	7.6	7.5	7.5	7.9

(*) 2026 metropolitan Melbourne average from Governing Melbourne

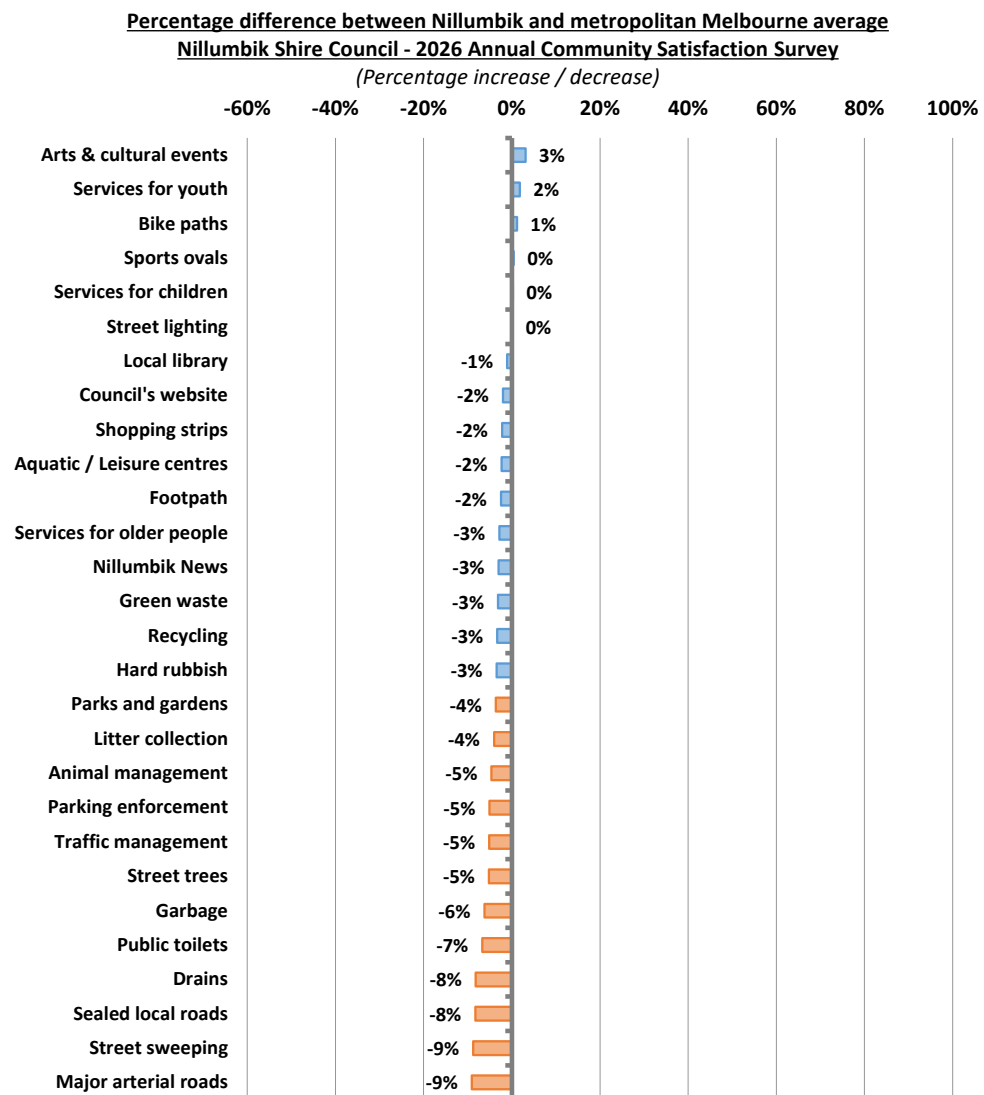
(^) is the average of "provision of public art" and "Council's festivals and events"



Comparison to the metropolitan Melbourne results

Of the 35 included Council services and facilities, 28 were included in a format that facilitated comparison to the metropolitan average, as recorded in *Governing Melbourne*. Of these, five recorded at least a marginally higher satisfaction than the metropolitan average, one recorded identical satisfaction, and 22 recorded at least marginally lower satisfaction:

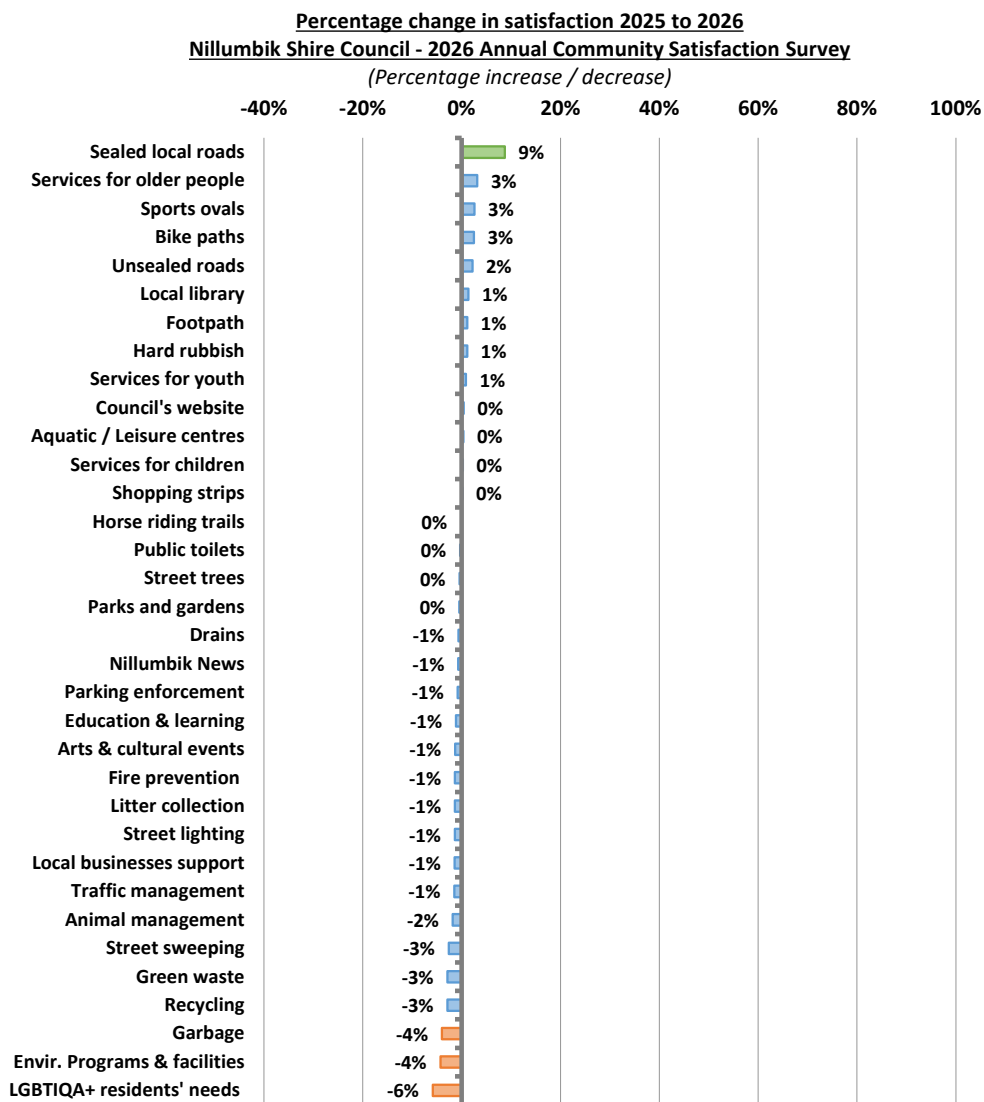
- **Notably LOWER satisfaction in Nilumbik** – included the maintenance and repair of major arterial roads (managed by VicRoads) (9pts lower), street sweeping (9pts lower), public toilets (7pts lower), the maintenance and repair of sealed local roads (8pts lower), drains maintenance and repair (8pts lower), fortnightly kerbside garbage collection (6pts), the provision and maintenance of street trees (5 pts), parking enforcement (5pts), local traffic management (5pts), animal management (5pts), and litter collection in public areas (4pts).



Change in satisfaction between 2025 and 2026

The average satisfaction with 12 services and facilities increased (at least marginally) this year, while satisfaction with six remained stable, and satisfaction with 17 declined at least marginally, with attention drawn to the following:

- **Notably HIGHER satisfaction in 2026 than in 2025** – included the maintenance and repair of sealed local roads (9pts higher).
- **Notably LOWER satisfaction in 2026 than in 2025** – included Council efforts to address the needs of LGBTQIA+ residents (6pts lower by 297 respondents), fortnightly kerbside garbage collection (4pts lower), and environmental programs and facilities (4pts).



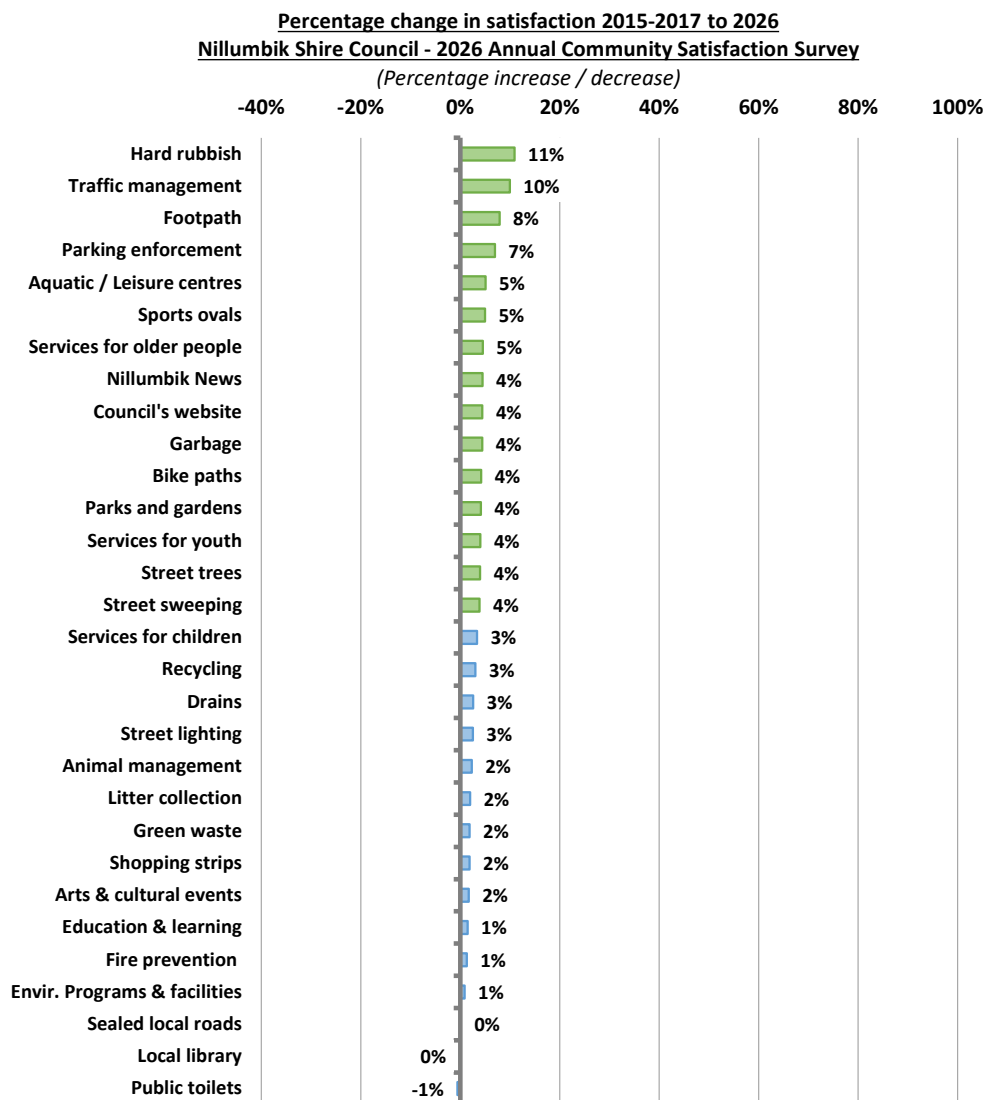
Change in satisfaction over the last 10 years

Of the 35 services and facilities included in the survey in 2026, comparable results exist for the period of 2015-2017 to 2026 for 30.

Satisfaction for all but three of these 30 services and facilities increased over the 10-year period, with notable increases recorded for 15.

The following results are particularly noted:

- **More than 10% HIGHER satisfaction in 2026** – included hard rubbish collection (11pts higher in 2026), and traffic management (10pts higher).



Raw satisfaction / dissatisfaction percentages

The following table provides a breakdown of satisfaction into the proportion of respondents (providing 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 at five to seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five).

Consistent with previous survey results, and the stable “very good” average satisfaction with services and facilities this year, more than half of the respondents providing a score were “very satisfied” with 27 of the 35 services and facilities.

It is noted, however, that more than 10% of respondents providing a satisfaction score were “dissatisfied” with 13 services and facilities this year.

These were the maintenance and repair of major arterial roads and highways managed by VicRoads (19% dissatisfied), horse riding trails (18%), drains maintenance and repairs (16%), the maintenance and repair of sealed local roads (15%), public toilets (15%), fire prevention works (14%), Council efforts to address the needs of LGBTQIA+ residents (12%), street sweeping (12%), the grading of unsealed roads (11%), parking enforcement (10%), the provision and maintenance of street trees (10%), local traffic management (10%), and footpath maintenance and repairs (10%).



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Satisfaction with selected Council services and facilities
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Service/facility	Dissatisfied	Neutral to somewhat satisfied	Very satisfied	Can't say	Total
Local library	2%	13%	85%	4	186
Sports ovals	1%	15%	85%	1	201
Services for children aged 0 to 5 years	0%	18%	82%	2	49
Hard rubbish collection	4%	18%	78%	2	250
Education and Learning	4%	19%	77%	3	75
Weekly kerbside green waste collection	3%	22%	75%	15	501
Fortnightly kerbside recycling collection	3%	23%	75%	9	501
Services for older people	7%	18%	74%	2	36
Support for local businesses	2%	26%	73%	2	115
Fortnightly kerbside garbage collection	6%	21%	73%	2	501
Aquatic and Leisure centres	2%	26%	72%	2	201
On and off road bike paths	4%	25%	70%	3	148
Environmental programs and facilities	2%	29%	70%	5	97
Arts & cultural events, programs and activities	1%	30%	69%	1	106
Services for youth	0%	32%	68%	2	45
Council's website	3%	31%	66%	2	277
Provision and maintenance of parks and gardens	3%	34%	64%	14	501
Provision and maintenance of street lighting	4%	33%	63%	18	501
Animal management	7%	32%	61%	87	501
Nillumbik News	7%	35%	58%	92	501
Litter collection in public areas	9%	34%	57%	24	501
Maintenance and cleaning of shopping strips	3%	41%	55%	26	501
Parking enforcement	10%	36%	54%	41	501
Footpath maintenance and repairs	10%	38%	53%	33	501
Fire prevention works	14%	34%	52%	65	501
Provision and maintenance of street trees	10%	38%	52%	14	501
Local traffic management	10%	39%	52%	18	501
Drains maintenance and repairs	16%	35%	49%	18	501
Street sweeping	12%	43%	46%	47	501
Council efforts to address the needs of LGBTIQ+ re:	12%	43%	45%	204	501
Horse riding trails	18%	39%	44%	4	35
Grading of unsealed roads	11%	48%	42%	114	501
Maintenance and repairs of sealed local roads	15%	45%	40%	12	501
Maintenance and repairs of major arterial roads	19%	42%	39%	11	501
Public toilets	15%	50%	36%	2	175

Satisfaction by respondent profile

The following table provides a comparison of satisfaction with all 35 services and facilities by respondent profile, including age structure, gender, and language spoken at home.



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A more detailed discussion of these results is included in the individual services section of this report following, however, in general terms, the following pattern was observed:

- **Generally, MORE satisfied than average** – included young adults (aged 18 to 34 years), and adults (aged 35 to 44 years).
- **Generally, LESS satisfied than average** – older adults (aged 60 to 74 years), male respondents.

Average satisfaction with selected Council services and facilities
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 (Number and index score scale 0 - 10)

Service/facility	Young adults	Adults	Middle-aged	Older adults	Senior citizens	Male	Female
Maintenance and repairs of major arterial roads	7.3	6.8	6.4	5.2	5.9	6.3	6.2
Maintenance and repairs of sealed local roads	7.4	6.9	6.5	5.7	6.3	6.6	6.5
Grading of unsealed roads	7.6	7.3	6.8	6.0	5.9	6.9	6.7
Drains maintenance and repairs	7.5	7.4	7.1	5.9	6.5	7.0	6.7
Street sweeping	7.5	7.4	7.0	6.1	6.5	7.0	6.9
Footpath maintenance and repairs	7.9	7.2	7.2	6.5	6.9	7.2	7.1
Fortnightly kerbside garbage collection	7.7	8.1	7.8	8.2	8.5	8.0	7.9
Fortnightly kerbside recycling collection	8.1	8.4	8.2	8.1	8.7	8.2	8.2
Weekly kerbside green waste collection	8.4	8.3	8.2	8.1	8.5	8.1	8.4
Provision and maintenance of parks and gardens	8.1	8.0	7.6	7.4	7.7	7.8	7.6
Provision and maintenance of street trees	7.7	7.5	7.1	6.4	6.2	7.2	7.0
Provision and maintenance of street lighting	7.9	7.8	7.8	7.4	7.6	7.7	7.7
Litter collection in public areas	7.8	7.7	7.6	6.4	7.0	7.3	7.3
Maintenance and cleaning of shopping strips	7.9	7.8	7.5	7.0	7.4	7.5	7.6
Parking enforcement	7.4	7.7	7.1	6.4	7.4	7.0	7.2
Local traffic management	7.6	7.8	7.1	6.4	6.8	7.0	7.2
Fire prevention works	8.1	7.5	6.8	5.9	6.9	6.8	7.1
Animal management	7.8	8.1	7.7	6.8	7.1	7.4	7.6
Nillumbik News	7.7	7.9	7.6	6.8	7.6	7.3	7.5
Council efforts to address the needs of LGBTIQ+ residents	7.3	7.4	6.6	6.1	6.6	6.6	7.1
Council's website	7.9	8.1	7.7	7.6	7.9	7.8	7.8
Hard rubbish collection	8.7	8.1	8.3	7.9	8.9	8.2	8.3
Local library	8.3	8.7	8.6	8.8	8.9	8.7	8.6
Sports ovals	8.6	8.4	8.4	8.4	8.6	8.3	8.6
Public toilets	7.1	6.7	6.1	6.3	6.2	6.4	6.7
On and off road bike paths	8.1	7.9	8.3	7.7	8.6	8.3	7.8
Horse riding trails	5.8	7.2	6.8	7.5	8.0	6.4	7.3
Aquatic and Leisure centres	8.4	7.9	8.0	7.9	8.7	8.0	8.2
Services for children aged 0 to 5 years	9.3	8.3	8.0	8.4	8.0	8.5	8.4
Services for youth	8.1	8.0	7.7	7.6	8.0	8.1	7.8
Services for older people	8.4	8.4	8.0	7.3	8.3	7.9	7.8
Arts and cultural events, programs and activities	8.1	7.9	8.0	8.0	8.3	8.1	8.0
Education and Learning	8.1	8.1	8.1	8.3	7.9	8.1	8.2
Environmental programs and facilities	7.4	8.6	8.7	8.1	8.3	8.1	8.3
Support for local businesses	7.7	8.4	8.0	8.2	8.7	8.3	8.0
Average satisfaction	7.9	7.8	7.6	7.2	7.6	7.5	7.6
Total respondents	124	86	109	153	28	242	253



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 (7.9) with Council services and facilities as recorded in the 2026 *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.

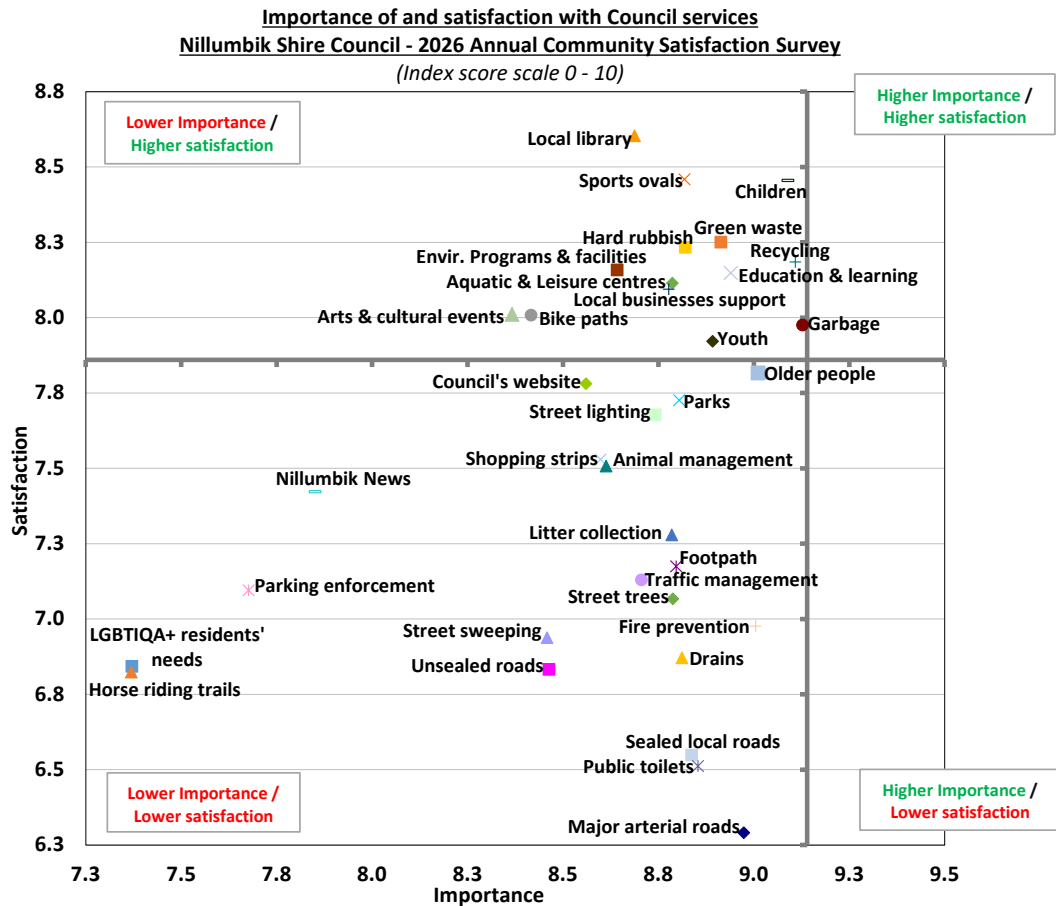
Results of note include the following:

- ***Kerbside collection services*** – all four kerbside collection services recorded higher than average satisfaction scores, three of which (recycling, hard rubbish, and green waste) were measurably higher. However, they were of average or lower-than-average importance.
- ***Community services*** – community services (including services for children, services for older people, and services for children aged under five) were also less important than average. Two of these three services, namely services for children and services for youth, recorded higher-than-average satisfaction scores, however services for older people were slightly below average satisfaction.
- ***Arts, culture, and recreation services*** – satisfaction with services related to arts and culture (arts and cultural events) were of higher-than-average satisfaction, as were recreation related services (including bike paths, sports ovals, and aquatic and leisure centres). However, horse riding trails were among the services and facilities with which respondents were least satisfied. In addition, parks recorded a satisfaction score which was lower than average. All these services were less important than average.
- ***Communication services*** – Council’s website and Council’s newsletter the *Nillumbik News* both recorded satisfaction scores which were marginally below average, however both services were also less important than average.
- ***Infrastructure and cleaning services*** – services and facilities related to infrastructure and cleaning (including street lighting, shopping strips, footpaths, drains, street trees, and litter collection) were of notably lower than average satisfaction, but also less important than average.
- ***Transport related infrastructure services*** – services and facilities related to transport infrastructure, most notably sealed local roads and major arterial roads (managed by VicRoads), were among those with which respondents were least satisfied, however respondents also considered them to be less important than average.



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- **Services and facilities of most concern** – the services and facilities of most concern in 2026 were the maintenance and repair of major arterial roads (managed by VicRoads), public toilets, the maintenance and repair of sealed local roads, horse riding trails, the grading of unsealed roads, Council’s efforts to address the needs of LGBTQIA+ residents, drains maintenance and repairs, street sweeping, and fire prevention works.



Satisfaction by broad service areas

The 35 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.



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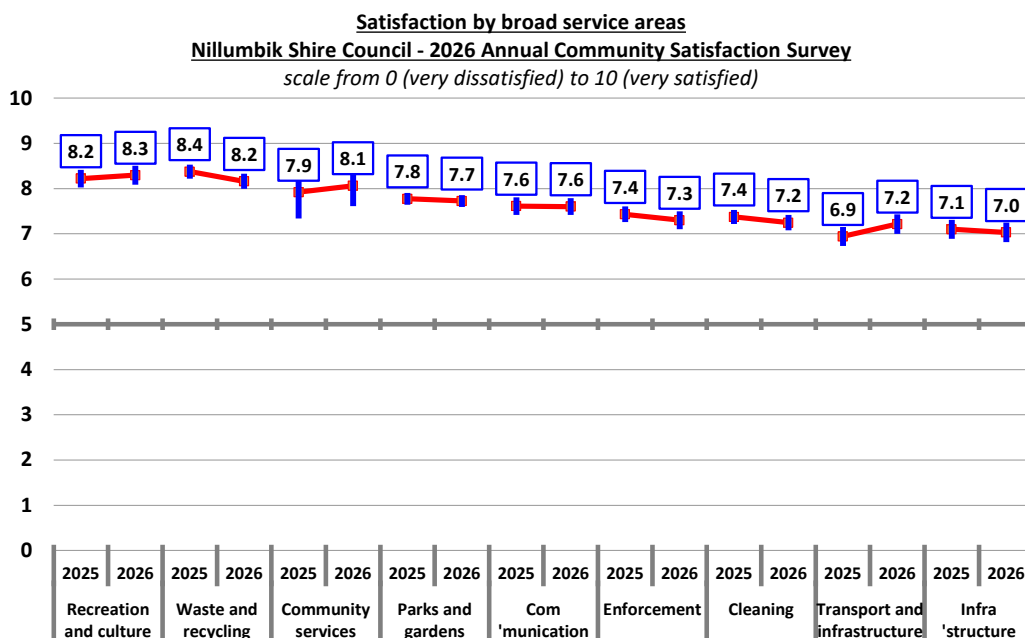
- **Community services** – includes services for children aged 0 to 5 years, services for youth, and services for seniors.
- **Enforcement** – includes parking enforcement, and animal management.
- **Communications** – includes the *Nillumbik News*, and the Council's website.
- **Cleaning** – includes street sweeping, litter collection in public areas, and maintenance and cleaning of shopping strips.
- **Transport infrastructure** – includes the maintenance and repairs of sealed local 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.

Increases in satisfaction were recorded for three broad service areas, including transport infrastructure (3pts higher), community services (2pts), and recreation and culture (1 point). None of these increases was statistically measurable.

Decreases in satisfaction were recorded for five broad service areas, including cleaning (down 2pts) and waste and recycling (2pts). None of these decreases was measurable.

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

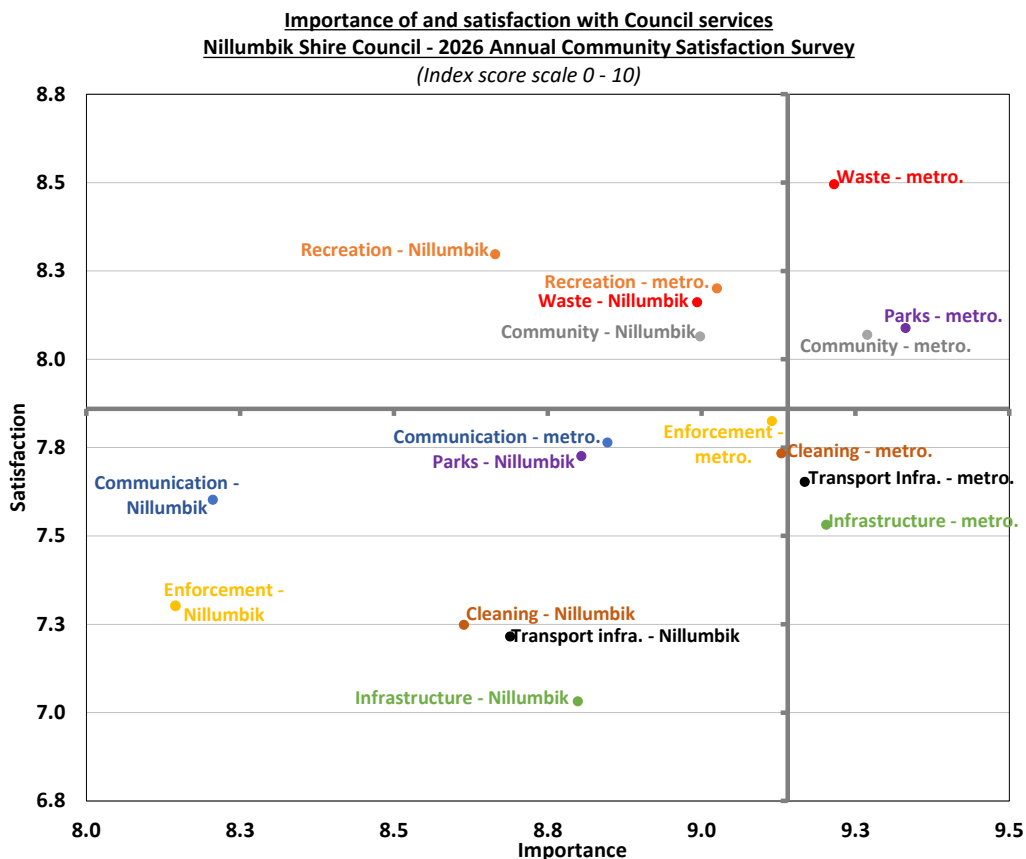
- **Excellent** – for recreation and culture, waste and recycling, and community services.
- **Very Good** – for parks and gardens (down from “excellent”), communication, and enforcement.
- **Good** – for cleaning (down from “very good”), transport infrastructure, and infrastructure.



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When compared to the metropolitan average satisfaction with these broad service areas, it is noted that satisfaction with only one of the broad service areas was higher in Nillumbik than the metropolitan average, with recreation and culture (1 point higher).

Satisfaction with infrastructure (5pts lower), cleaning (5pts), enforcement (5pts), transport infrastructure (4pts), and parks and gardens (4pts) were measurably lower.



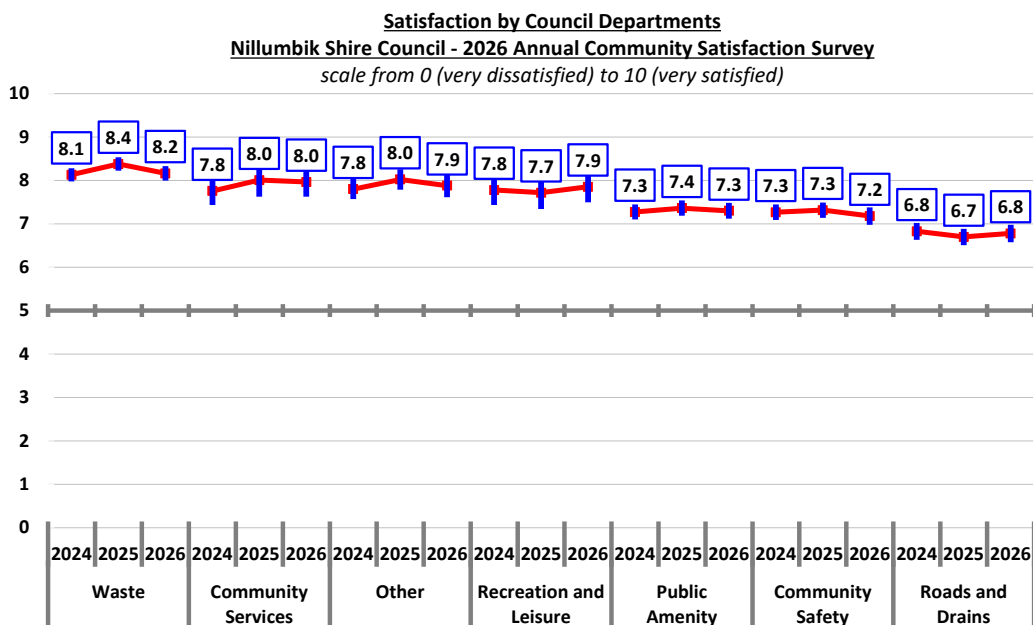
Satisfaction by Council department

The 35 included Council services and facilities have been broken down by Council department:

- **Roads and Drains** – includes the maintenance and repairs of major arterial roads and highways, the maintenance and repairs of sealed local roads, the grading of unsealed roads, drains maintenance and repairs, street sweeping, and footpath maintenance and repairs.
- **Waste** – includes the fortnightly kerbside garbage collection, fortnightly kerbside recycling collection, weekly kerbside green waste collection, and hard rubbish collection.



- **Public Amenity** – includes the provision and maintenance of parks and gardens, provision and maintenance of street trees, provision and maintenance of street lighting, litter collection in public areas, maintenance and cleaning of shopping strips, and public toilets.
- **Community Safety** – includes parking enforcement, local traffic management, fire prevention works, and animal management.
- **Recreation and Leisure** – includes sports ovals, on and off-road bike paths, horse riding trails, and aquatic and leisure centres.
- **Community Services** – includes Council efforts to address the needs of 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.



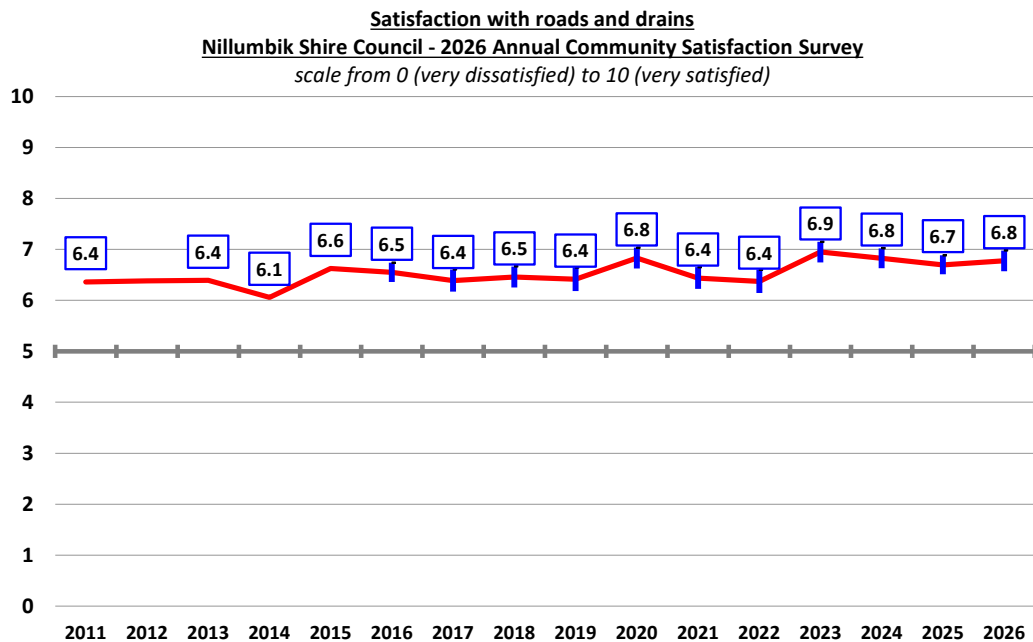
Roads and Drains

Average satisfaction with services related to roads and drains remained essentially stable this year, rising one percentage point to 6.8 out of 10, which remains a “good” level of satisfaction.

This result has been relatively stable at a “good” level since 2015.



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Four services and facilities from the Roads and Drains division were included in the survey this year. These were the maintenance and repair of major arterial roads (managed by VicRoads), the maintenance and repair of sealed local roads, the grading of unsealed roads, drains maintenance and repairs, street sweeping, and footpath maintenance and repairs.

None of these services recorded a satisfaction score which was higher than the average of all 35 services and facilities. In addition, major roads, sealed local roads, and footpaths all fell into the quadrant of most concern, being of higher-than-average importance but lower than average satisfaction.

Drains maintenance and repairs were also in this category.

The survey included a new variable this year, asking importance of and satisfaction with major arterial roads and highways managed by VicRoads.

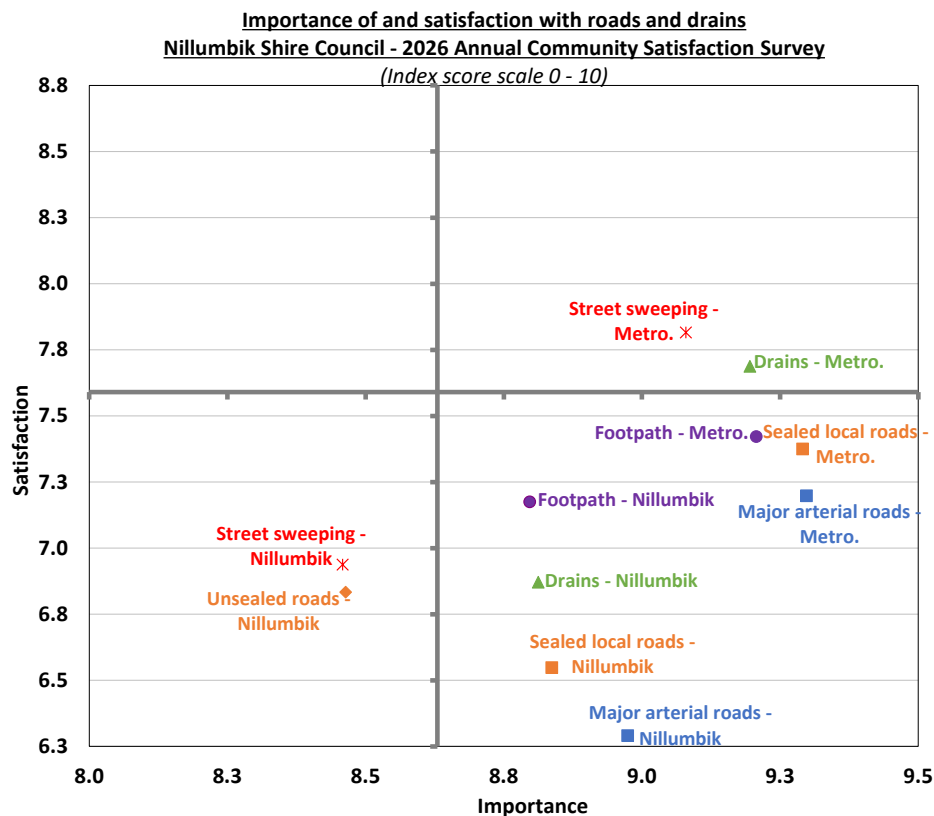
This was included to provide additional support to respondents to separate their thinking about roads between major arterial roads and local roads managed by Council.

It is noted that despite this additional measure, there always remains some overlap in respondents' thinking about roads between Council and VicRoads managed roads.

The inclusion of this new variable will be a small factor underpinning the significant increase in satisfaction with sealed local roads this year, but it will not account for all the increase.

It is noted that Council managed roads scored two percentage points (3%) higher than VicRoads managed roads, which was consistent with the average across metropolitan Melbourne in 2025.





Maintenance and repair of major arterial roads and highways

The maintenance and repair of major arterial roads and highways (managed by VicRoads) was the 6th most important of the 35 included services and facilities, with an average importance of 9.0 out of 10, and one of six services and facilities to be measurably more important than the average of all 35 (8.6).

Satisfaction with major arterial roads (managed by VicRoads) was 6.3 out of 10, which was a “solid” level of satisfaction.

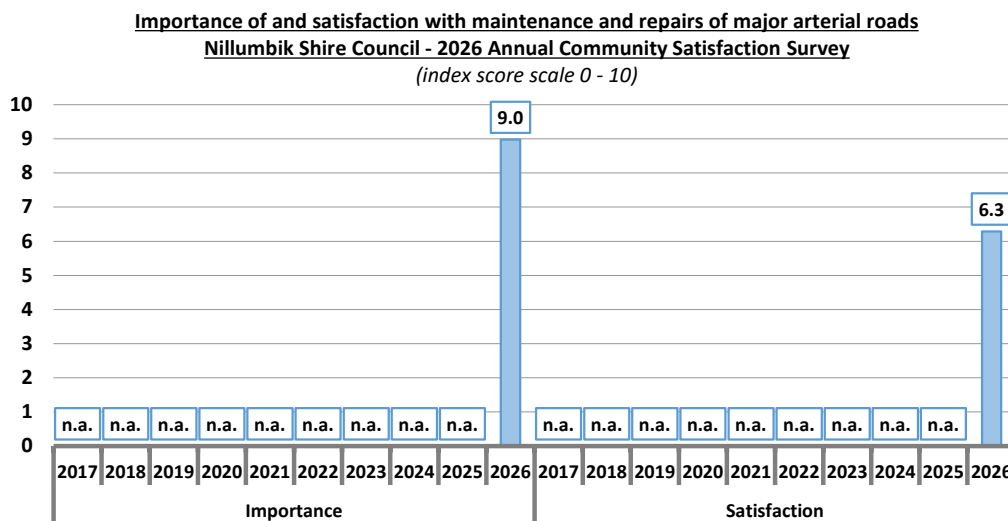
This result ranks major arterial roads (managed by VicRoads) last 35th in terms of satisfaction this year, and one of nine services and facilities to record a satisfaction score that was measurably lower than the average of all 35 (7.6).

This result comprised 39% “very satisfied” and 19% dissatisfied respondents, based on a total sample of 490 of the 501 respondents who provided a score this year.

There was some substantive variation in satisfaction with major arterial roads observed by respondent profile, with young adults and adults (aged 18 to 44 years) notably more satisfied than average, and older adults and senior citizens (aged 60 years or older) notably less satisfied.

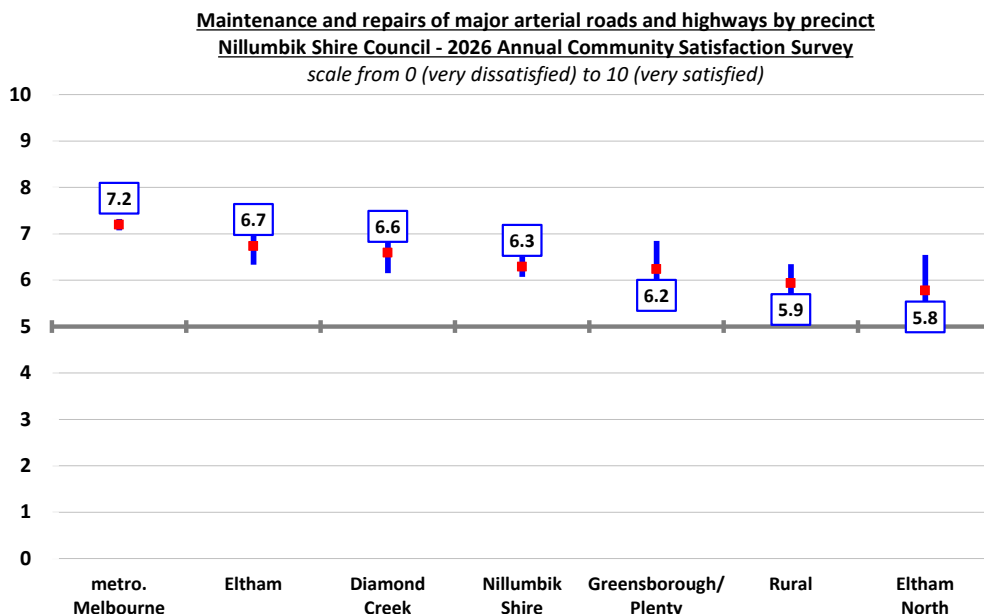


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By way of comparison, satisfaction with major arterial roads was measurably (9pts) lower than the metropolitan average satisfaction with the “the maintenance and repair of major arterial roads and highways” of 7.2 out of 10, or “good”, as recorded in *Governing Melbourne*.

Although there was no measurable variation in satisfaction observed across the municipality, respondents from Eltham were notably (4pts) more satisfied than average, while respondents from the rural precinct and Eltham were notably (4 and 5 points respectively) less satisfied than the average.



The following table outlines the 109 locations of concern, and 91 comments relating to major arterial roads and highways managed by VicRoads.

Reasons for dissatisfaction with maintenance and repairs of major arterial roads and highways

Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Condition of the roads</i>	
Potholes	31
Potholes on Yan Yean Rd	9
Potholes along Main Rd	8
Potholes on Diamond Creek Rd	6
Roads are in bad / terrible condition	4
Potholes on Ryans Rd	3
Many unfilled potholes on Wattletree Rd	2
Potholes at Aqueduct Rd	2
Potholes on Main Rd heading out Eltham	2
Roads are cracked / damaged	2
All roads around Michael Ct have lot of big potholes	1
Bumps on the road Wattletree Rd	1
Corner of Diamond Creek Rd and St Helena Rd has its top layer falling off	1
Eltham-Yarra Glen Rd has a lot of potholes	1
Eltham-Yarra Glen Rd has too many potholes which takes ages to get fixed	1
Huge potholes before Diamond Creek bridge	1
I got a flat tire because of the potholes	1
I have had to deal with suspension on my second car. I am out of Eltham and there are barriers on either side of the road which damaged the car	1
Main Rd has poor quality and is dangerous	1
Main Rd near Shell Service Station has potholes	1
My son hit a pothole near the bridge on Hurstbridge Ln and got a flat tire	1
Negligence of Diamond Creek Rd	1
Poor condition of Yan Yean Rd	1
Poor quality	1
Potholes after damages from storms	1
Potholes around the roundabout when entering Arthur St	1
Potholes at Greensborough Rd	1
Potholes do not get repaired. It took them a year to fix the ones on Diamond Creek Rd	1
Potholes everywhere on Yellow Gum Rise	1
Potholes in Bradleys Ln	1
Potholes on Kangaroo Ground-Warrandyte Rd	1
Potholes on all main roads around in Eltham	1
Potholes on Arthur St	1
Potholes on Caledonia St	1
Potholes on Eltham-Yarra Glen Rd	1
Potholes on Fitzsimons Ln	1
Potholes on highways	1
Potholes on Hume Fwy	1



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Potholes on Main Hurstbridge Rd	1
Potholes on Research Ave	1
Potholes on Ridge Rd	1
Potholes on roads in Pantan Hill	1
Potholes on St Helena Rd / Karingal Dr	1
Potholes on the roads have cost me a lot of money because it blew my tires	1
Potholes on the Ryans Rd which takes long time for maintenance	1
Potholes on Winding Wy	1
Potholes repairs are of poor quality and fail within 2 weeks	1
Roundabout on M80 is filled with potholes	1
Too many potholes on Kinglake-Glenburn Rd	1
Potholes near crossing area on Eltham near Bridge St Bunnings	1
Total	109

Road maintenance

Not maintained / not up to standard / poorly maintained	10
Takes long time to maintain / repair / get things done	5
Main Rd needs maintenance	2
Eltham Yarra Glen Rd is not well maintained	1
Kangaroo Ground-Warrandyte Rd is not well maintained	1
The Windy Mile was left unattended for 3 years with potholes	1
Councils' advocacy with VicRoads for road maintenance is not strong enough	1
How long it took to do The Windy Mile	1
Kangaroo Ground - St Andrews Rd has poor maintenance	1
More maintenance needed on Marian Ct	1
Most roads take a long time to get fixed and still have potholes	1
Not enough action after reporting road hazards like potholes on Wattletree Rd	1
Not enough maintenance for the Ryans Rd	1
Overall poor maintenance of Eltham-Yarra Glen Rd	1
Repairs are super slow on Diamond Creek Rd	1
Repairs are super slow on Yan Yean Rd	1
Research Ave need maintenance	1
Roads need maintenance	1
There has been a steady decrease in quality over the last 2 years	1
They seem to fix potholes with cold asphalt which does not set	1
Too many things left undone for long periods of time	1
Watery Gully Rd has poor maintenance	1
Total	36

Traffic management

70 km/hr limit for roads is horrible	1
Accidents always happening	1
Eltham-Yarra Glen Rd is not accessible	1
It is just single roads going into doubles	1
Main Rd is very dangerous because it has no exit access and is generally unsafe	1
Main Rd next to railway station is dangerous to enter when dropping someone at the station	1



Poor lighting at Diamond Creek	1
Poor traffic management	1
Roads like Buttermans Track are too narrow to overtake cyclists	1
Single road going in and out i.e., Main Rd	1
Speed bumps on Allendale Rd	1
Speed humps in Dalton St which are marked as pedestrian crossing	1
Speeding on Allendale Rd	1
Traffic congestion on all the main roads including Diamond Creek Rd	1
Traffic congestion on all the main roads including Kangaroo Ground-Warrandyte Rd	1
Traffic congestion on all the main roads including Old Eltham Rd	1
Traffic is the only problem here	1
Traffic lights along Karingal Dr are not synching properly	1
Total	18

Cleanliness and upkeep of roads

Debris / rubbish on the side of the road	3
Grass overgrown / not maintained	2
Yan Yean Rd have leaves and branches on roadsides	2
Dead trees are not cleaned up on Wattletree Rd	1
Diamond Creek Rd has grass	1
Eltham-Yarra Glen Rd has trees that blocks the drivers view	1
Eltham-Yarra Glen Rd is not clean	1
Grass is not cut on Wattletree Rd	1
Lack of mowing on Eltham-Yarra Glen Rd	1
Roads are too dirty and unmaintained particularly Yan Yean Rd	1
Very dusty	1
Total	15

General comments

Diamond Creek to Ring Rd is a major area with issues	2
Eltham - Yarra Glen Rd	2
Kangaroo Ground - Wattle Glen Rd has issues	2
Generally, in the area	1
It is embarrassing to live in this area	1
Main Hurstbridge Rd	1
Panton Hill area is a major concern	1
Roads are terrible and they Council does not do anything	1
Warrandyte area is a major concern	1
Yan Yean Rd	1
Total	13

Drains and flooding

We live near an unsurfaced road. The part of the Kinglake Rd, Kangaroo Ground - St Andrews Rd	1
Unmade road in our area which have potholes are terrible	1
Total	2



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<i>Road works</i>	
Roadworks taking too long	1
Total	1
<i>Non sealed / dirt roads</i>	
Diamond Creek / Main Rd always overflows	1
Total	1
<i>Other</i>	
Asked for things from the Council but never heard back	1
E-bikes on Allendale Rd	1
Incompetence of VicRoads	1
Infrastructure progress is too slow	1
Parking problems on roads in Panton Hill	1
Total	5
Total responses	200

Maintenance and repair of sealed local roads

The maintenance and repair of sealed local roads was the 11th most important of the 35 included services and facilities, with an average importance of 8.8 out of 10.

Satisfaction with the maintenance and repair of sealed local roads rose measurably this year, up eight percentage points (14%) to 6.5 out of 10, which was a “good”, up from a “poor”, level of satisfaction.

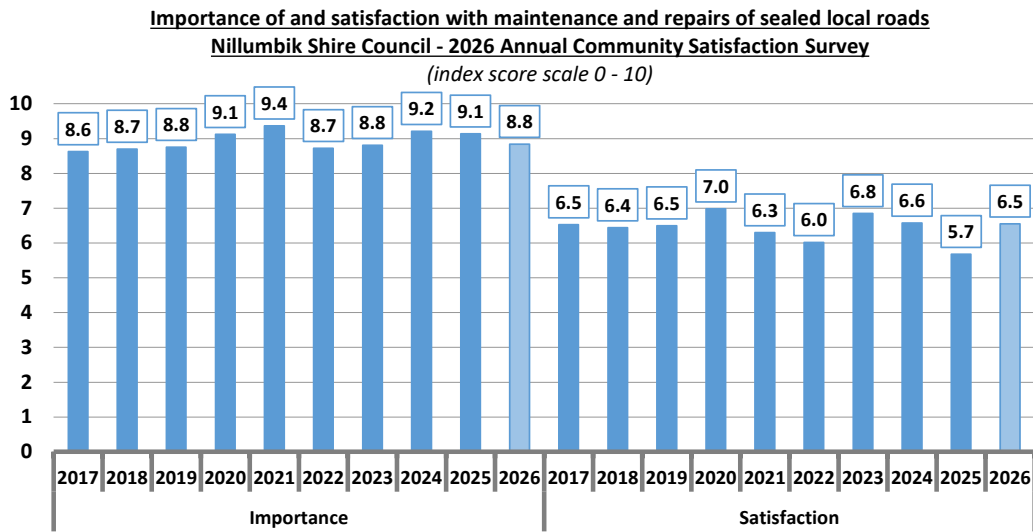
This result was consistent with the long-term average satisfaction since 2011 of 6.5 out of 10, or “good”.

This ranks the maintenance and repair of sealed local roads 33rd in terms of satisfaction this year, and one of nine services and facilities to record a satisfaction score which was measurably lower than the average of all 35 (7.6).

This result comprised 40% “very satisfied” and 15% “dissatisfied” respondents, based on a total sample of 489 of the 501 respondents who provided a satisfaction score this year.

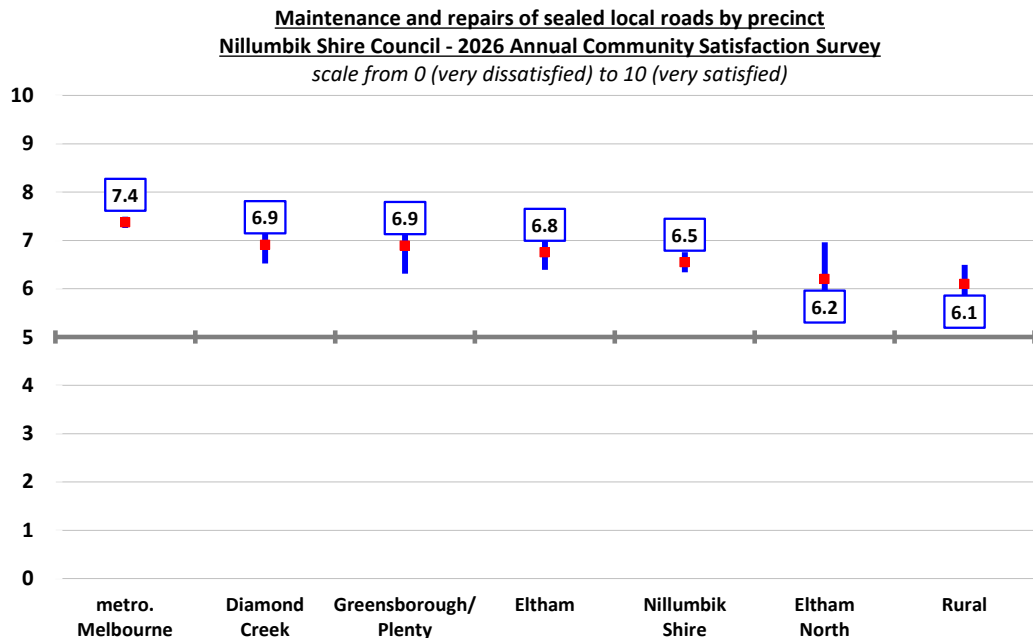
There was some variation in satisfaction with local roads observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average, and older adults (aged 60 to 74 years) notably less satisfied.





By way of comparison, this result was measurably (9pts) to the metropolitan average satisfaction with the “maintenance and repairs of sealed local roads” of 7.4 out of 10, as recorded in the 2026 *Governing Melbourne* research.

While there was no measurable variation in satisfaction with local roads observed across the municipality, respondents from Diamond and Greensborough / Plenty were notably (4pts) more satisfied than the municipal average, and respondents from the Rural precinct were notably (4pts) less satisfied.



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

The following table outlines the 119 comments received from respondents who were not satisfied with the maintenance and repair of sealed local roads.

The most common concerns related to issues such as potholes, but also some commentary around traffic, roadworks, and flooding related issues.

Reasons for dissatisfaction with maintenance and repairs of sealed local roads

Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Condition of the roads</i>	
Potholes	22
Eltham-Yarra Glen Rd has too any potholes which takes ages to get fixed	2
Poor quality	2
Potholes in Main Rd	2
Cottles Bridge-Strathewen Rd is not smooth and has bumps	1
Diamond Creek Rd has potholes and some of the repairs are so bad that they are back to the bad condition soon after	1
Fixed roads around but they still have potholes	1
Kangaroo Ground-Wattle Glen Rd has potholes and some of the repairs are so bad that they are back to the bad condition soon after	1
Lots of potholes on Silver St	1
Main Rd in Nillumbik is full of potholes, and nothing is being done about it	1
Potholes at crescents	1
Potholes at Diamond Creek Rd	1
Potholes destroying people's vehicles	1
Potholes everywhere I drive in Eltham	1
Potholes in Greensborough Bypass Path	1
Potholes near roundabout	1
Potholes on roads around Hurstbridge	1
Potholes on roads around Pantom Hill	1
Potholes on Yan Yean Rd	1
Progress Rd intersection has potholes	1
Road conditions are bad	1
Road remains in unrepaired for a long time.	1
Roads are full of potholes and undulations. Even repairs are not done properly	1
St Helena Rd has potholes everywhere	1
Streets are in bad condition, and the lack of maintenance is damaging cars	1
Swan St is very narrow, so it is difficult for two cars to pass each other	1
Total	50
<i>Road maintenance</i>	
Lack of maintenance / repairs	4
Poor quality of maintenance	2



Ashley Rd is not maintained	1
Badly designed	1
Brick roads need to be re-done at Dario Ct	1
Does not get done because Main Rd is taking a long time	1
Fix Diamond Creek Rd	1
Main Rd going to Eltham north is not maintained well	1
Maintenance not done frequently	1
Not enough maintenance for Ryans Rd	1
Patchwork needed	1
Road's maintenance is pretty terrible	1
They do not repair them often, and when they do it is not done properly	1

Total **17**

Cleanliness and upkeep of roads

A tree on the road	1
Barriers on both sides of the road prevent maintenance, resulting in growth along the roadside	1
Dumped rubbish on roads around Hurstbridge	1
Dumped rubbish on roads around Panton Hill	1
Dusty roads interfere with my health	1
Generally, maintenance is poor because there are higher weeds and snakes everywhere	1
Grass too long at Diamond Creek Rd	1
Keep doing clean ups	1
Leaves on the Rosella Rise	1
Lots of tree overhanging's on the road, and no efforts are made to clean them. These trees are at a danger of falling over onto the road and they rarely remove hazardous trees	1
Rubbish on the road	1
Sometimes the leaves and barks on the roads are not cleared after storms	1
They do not cut grass or anything	1
Trees are too close to the road which is dangerous.	1
Use of contractors is giving varied quality of work and results since some contractors litter a lot	1

Total **15**

General comments

All roads are terrible	2
Bannons Ln	2
Browns Ln	2
Doctors Gully Rd	1
Duffs Rd is a major concern	1
Eastern end of Allendale Rd is terrible	1
Halley Rd is a major concern	1
Ironbark Rd	1
Linton Ct	1
Ryans Rd is terrible	1
Ryans road	1

Total **14**



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

<i>Traffic management</i>	
Allendale Rd is not wide enough near the bridge. There is a give way sign, but people do not give way	1
Big roundabout on the Diamond Creek Rd	1
Speed limit on our local road i.e., Laurie St is 60 Km/hr which is way too much	1
Traffic is unbelievable	1
Total	4
<i>Road works</i>	
Nothing is done or appears to be done	1
Repairs are not fast enough	1
Repairs have not been done and it's at the point where the roads are breaking up. Blackwood Grove is a cause of major concern	1
Repairs taking too long on Main Rd	1
Seem to fix potholes with cold asphalt which does not set	1
Total	5
<i>Drains and flooding</i>	
Blocked drains	1
Gutters	1
Roads with drains cause tire damage and overall have poor quality	1
Total	3
<i>Non sealed / dirt roads</i>	
We wanted to get the Edinburgh St sealed	1
Yarrambat has unsealed roads behind the kindergarten on Yan Yean Rd	1
Total	2
<i>Other</i>	
Council does not even look at them	1
Councils need differ from the needs of the community	1
No permanent Rd on View Hill Cres	1
No permanent road	1
Road hazards in general	1
Same things happen eventually	1
Stanley Ave / Batman Rd intersection has bad parking management which is hazardous	1
Takes the Council too long to notice	1
We pay of lot in taxes, but they choose to fix bike paths instead of roads	1
Total	9
Total responses	119



Grading of unsealed local roads

The grading of unsealed local roads was the 28th most important of the 35 services and facilities included, with an average importance of 8.5 out of 10.

Satisfaction with the grading of unsealed local roads rose somewhat this year, up two percentage points to 6.8 out of 10, which remains a “good” level of satisfaction.

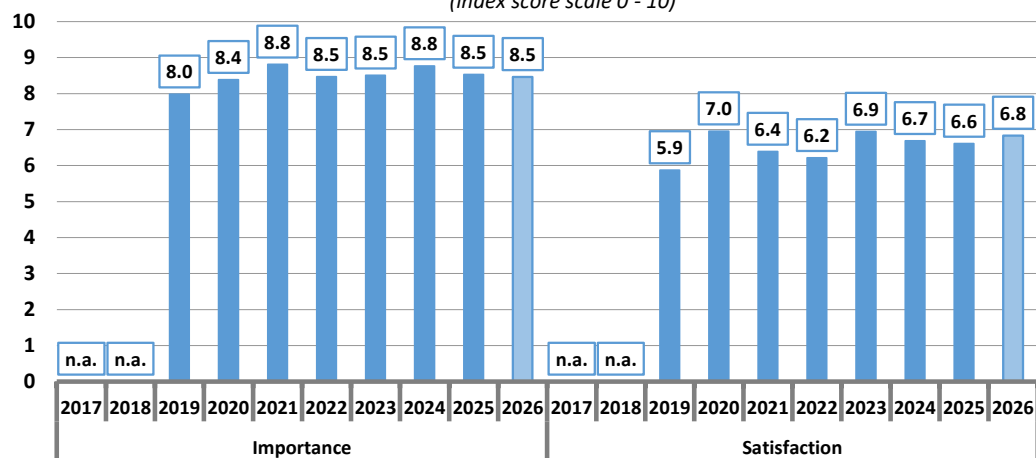
This result was somewhat higher than the long-term average satisfaction since 2019 of 6.6 out of 10, or “good”.

This ranks the grading of unsealed local roads 31st in terms of satisfaction this year, and one of nine services and facilities to record a satisfaction score which was measurably lower than the average of all 35 (7.6).

This result comprised 42% “very satisfied” and 11% “dissatisfied” respondents, based on a total sample of 387 of the 501 respondents who provided a satisfaction score this year.

There was some variation in satisfaction with unsealed local roads observed by respondent profile, with young adults and adults (aged 18 to 44 years) notably more satisfied than average, and older adults and senior citizens (aged 60 years or older) notably less satisfied.

Importance of and satisfaction with the grading of unsealed roads
 Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 (index score scale 0 - 10)

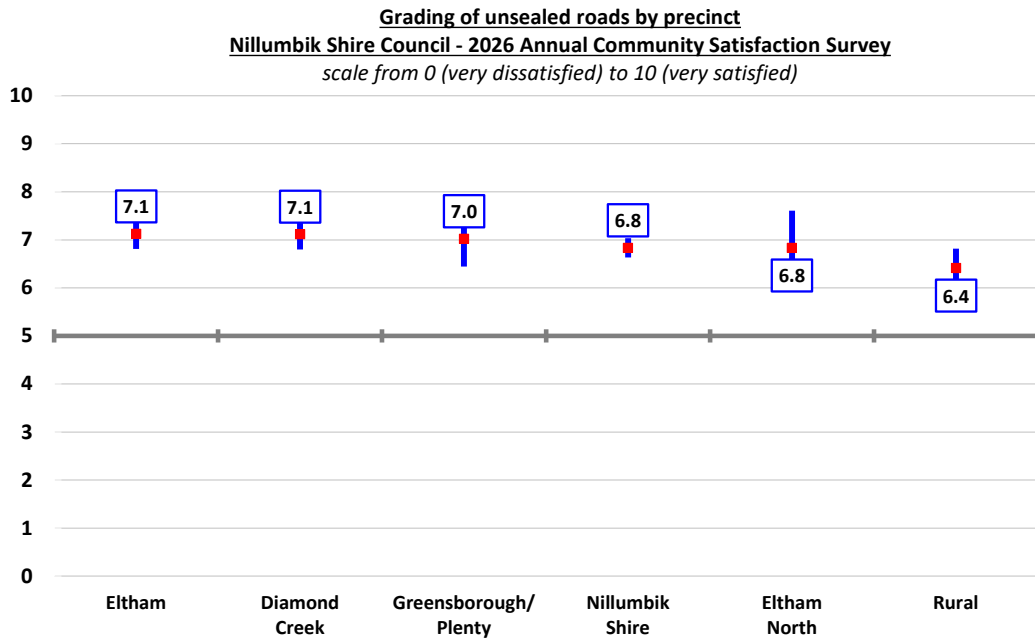


These services were not included in the 2026 *Governing Melbourne* research, and so no comparison results are available.

Although there was no measurable variation in satisfaction with unsealed local roads observed across the municipality, respondents from the Rural precinct were notably (4pts) less satisfied than the municipal average, and at a “solid” rather than a “good” level.



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey



The following table outlines the 58 comments and locations of concern in relation to the grading of unsealed local roads.

Reasons for dissatisfaction with grading of unsealed local roads
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 (Number of responses)

<i>Response</i>	<i>Number</i>
They don't do it regularly or properly	3
Not graded often enough	2
Not maintained regularly / not enough	2
Potholes	2
Bannons Ln	1
Browns Ln	1
Council comes out only once a year after we complain multiple times	1
Danger after rain	1
Duff Rd is a major concern	1
Edinburgh St is rough	1
Evendale Rd	1
Extremely challenging to drive these roads	1
Generally, not enough cleaning but they are doing the job	1
Halley Rd is a major concern	1
It takes a long time for maintenance of potholes	1
It's very important to have the roads sealed and in better condition	1
Kerrie Cres is still a dirt road	1
Laughing Waters Rd is jammed when busy	1



Laughing Waters Rd is managed poorly	1
Lots of speeding on the roads even by trucks	1
Narrow roads near the water holes particularly Laughing Waters Rd	1
Need maintenance	1
Not so many unsealed roads therefore get no impact	1
Not up to standard	1
Osborne Rd needs grading more often	1
Poor condition and how quickly they degrade e.g. Siemens Rd	1
Roads are dusty	1
Terrible to drive on. Do not use the road anymore	1
The Blvd is in bad condition	1
The do not repair often, and they don't do it properly	1
The grade levels are too high	1
The gutters are never repaired, and the water overflows onto the roads	1
The Marian Ct needs more maintenance	1
The roads are full of potholes. It's in the general area	1
There are also unsafe dips in the road	1
These roads have debris on the side	1
They are extremely dusty Smith's Gully Rd, some sections are sealed and more areas are not	1
They are extremely dusty, especially in One Tree Hill Rd	1
They are never done	1
They are terrible. My mother is not allowed on the road as it is too dangerous and hurts to walk on because of their medical issues. We can only travel in 1st gear when she is in the car.	1
They have to be rung up every 8 to 12 weeks because they break quickly	1
They only grade yearly. Need 3 times a year	1
They wreck our cars	1
Things need trimming	1
Things take too long	1
Transporting of livestock around is difficult on unsealed road	1
Unkept generally	1
Unmade roads	1
We live on an unsealed road, and it is not graded often enough. This is the Halley Road, and Duff Road.	1
We need it more often	1
When they do the maintenance, they do it poorly, it goes into disrepair soon	1
When they grade them, they only last for 6 weeks. Car keeps going sideways on the corrugations	1
Yarrambat area	1
Total	58

Drains maintenance and repairs

Drains maintenance and repair was the 14th most important of the 35 included services and facilities, with an average importance of 8.8 out of 10.

Satisfaction with drains remained stable this year, at 6.9 out of 10, which remains a “good” level of satisfaction.



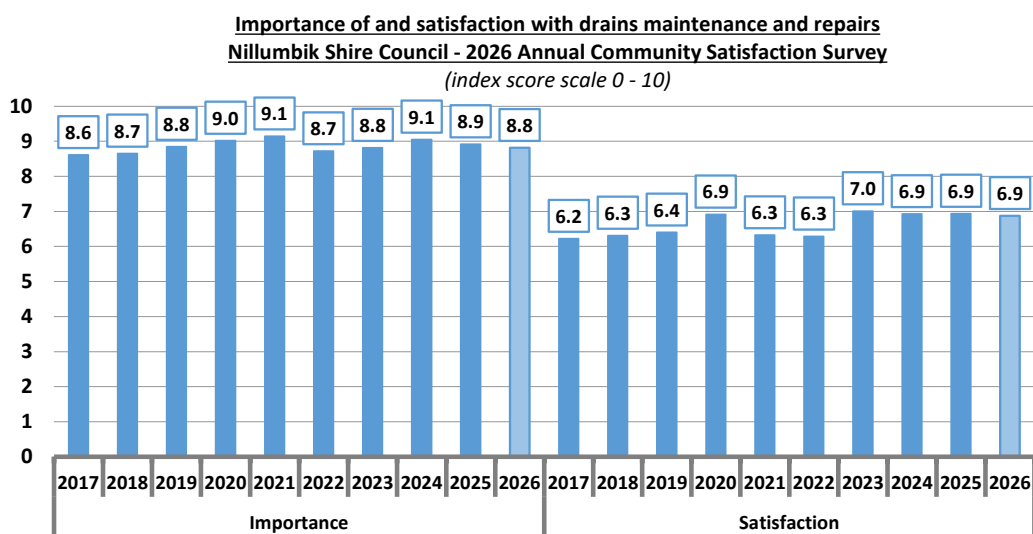
Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

This result was notably higher than the long-term average satisfaction since 2011 of 6.6 out of 10.

This result ranks drains 29th in terms of satisfaction this year, and one of nine services and facilities to record a satisfaction score which was measurably lower than the average of all 35 services and facilities (7.6).

This result comprised 49% “very satisfied” and 16% “dissatisfied” respondents, based on a total sample of 483 of the 501 respondents who provided a satisfaction score this year.

There was some variation in satisfaction with drains observed by respondent profile, with young adults and adults (aged 18 to 44 years) notably more satisfied, and older adults and senior citizens (aged 60 years or older) notably less satisfied than average.



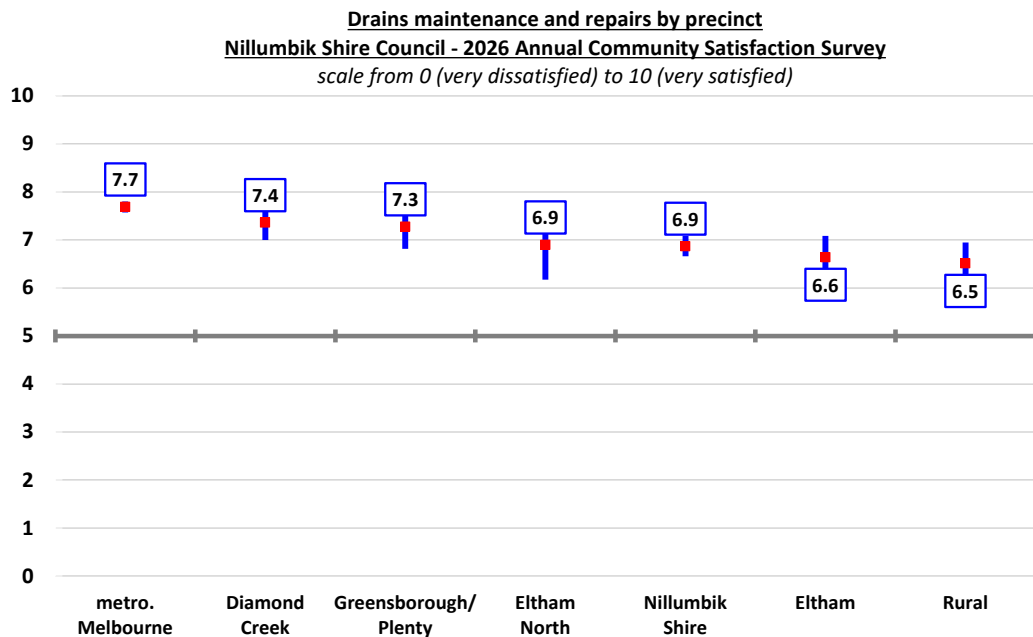
By way of comparison, this result was measurably (8pts) lower than the metropolitan average satisfaction with “drains maintenance and repairs” of 7.7 out of 10, as recorded in the 2026 *Governing Melbourne* research.

While there was no measurable variation in satisfaction with street sweeping observed across the municipality, attention is drawn to respondents from Diamond and Greensborough / Plenty who were notably (5 and 4 points respectively) more satisfied than average, and at a “very good” level.

By contrast, respondents from the Rural precinct were notably (4pts) less satisfied than average, although still at a “good” level.



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey



The following table outlines the 109 comments received from respondents who were not satisfied with drains maintenance and repairs.

Reasons for dissatisfaction with drains maintenance and repairs
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 (Number of responses)

Response	Number
<i>Flooding / clogged drains</i>	
Blocked / clogged drains	8
Flooding on roads / property when it rains	7
Blocked with leaves	4
Always blocked up with leaves in Dalton St	1
Always gets leaves	1
Aqueduct Rd overflows sometimes	1
Because they are always full of rubbish	1
Blocked drainage in Novello Ct	1
Blocked drainage in Research Rd	1
Blocked drains at Batman Rd	1
Blocked drains at Park West Rd	1
Clean our own drains	1
Drain overflowing on Moray St	1
Drain overflows at Nungeroo Ct at the tail end	1
Drains are blocked during rainfall and water overflows the road	1
Drains are blocked in the Arthur St	1
Drains need maintenance in Adenmore Ct	1
Gutters are full of leaves, they always flood, diamond creek road, aqueduct	1



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Heavy rains clog the same drains near the bunnings near the bridge	1
Leaf litter clogging. No legal access to work on the drains myself	1
Leaves block out most of the drains in Davies Dr	1
Many leaves stuck in Batman Rd	1
Most drains are full of rubbish. They won't work	1
Roundabout at Diamond Creek drain overflows	1
The drains on dirt roads are all full of leaves	1
There is debris and hasn't been cleaned for a while	1
There is no drainage on the side of the road. It flows down the road and floods the road when it is raining	1
There are too many drains overflowing	1
They get blocked with leaves and they don't get cleared. Panton Hill area has this issue	1
Trees and refuse are wedged	1
Unclog the drains	1
We got floods once in 3-4 months	1
When it does rain, you see that the drains are blocked, especially in Diamond Creek Rd. That area has flooded a few times since I've lived there	1
Wilson St drains clogged	1
Total	50

Maintenance and repairs

Not cleaning the drains	7
No / poor maintenance	4
Maintenance needed to unclog them	2
They are not done, unless the local community decided to clean it up. This is an issue everywhere without concrete kerbs	2
Don't clean it. Always leaves there	1
Don't think they maintain the greenery there should be removal of vegetation in the summer	1
Drain at Brownes Cres doesn't work	1
Drain cleaning and it needs sweeping. Specifically, Laurison Rd	1
Franklin St is dirty and needs to be maintained	1
Mooltan Pl drainage needs inspection and cleaning	1
Not done regularly	1
Pipe breakage maintenance needed	1
Sheffield St drains not resealed	1
Sides of roads are not maintained properly	1
The Council doesn't come often to clean the drains; they should come at least once a month	1
They don't clean the drains, and when they do, they leave the debris there, which is a waste of time	1
They don't do any maintenance. Kangaroo Ground streets	1
They don't do it properly. They don't use the impactors	1
Took 4 days to fix damage in front of the Catholic College Yan Yean Rd	1
Top lid drains are not put back after cleaning	1
We asked the council to clean the drain, and mow the grass, and it has not been done. For over 3 years.	1
We had a drain on an unsealed which we had to call a few times to get it repaired. It was damaged, and we had to wait long for a response. This drain was on Duff Rd	1
We have drain put out near letter box	1
Total	34



<i>Condition of drains</i>	
Poor condition	1
The drains are made of cement pipes, and they have parted, and it gets blocked	1
The hole is big; I have a baby	1
They are in poor condition	1
They are never cleaned	1
Yang Yean Rd has open drains	1
Total	6
<i>General comments</i>	
Bridge St opposite bowling club	1
Corner of Arthur St	1
Diamond Creek Rd	1
Eltham-Yarra Rd	1
Lots of problem in Main Rd	1
Osborne Rd	1
Total	6
<i>Lack of drains</i>	
We have no drains	4
We don't have drains in rural areas	1
Total	5
<i>Other</i>	
Forgotten as this area is secluded	1
Hazard due to the cracked pavements	1
It takes multiple calls for them to come take a look	1
They are pretty fine	1
They're okay	1
Traffic gets backed up in Main Rd	1
Unmaintained growing trees at the moment	1
We need more people on the ground	1
Total	8
Total responses	109

Street sweeping

Street sweeping was the 29th most important of the 35 included services and facilities, with an average importance of 8.5 out of 10.



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

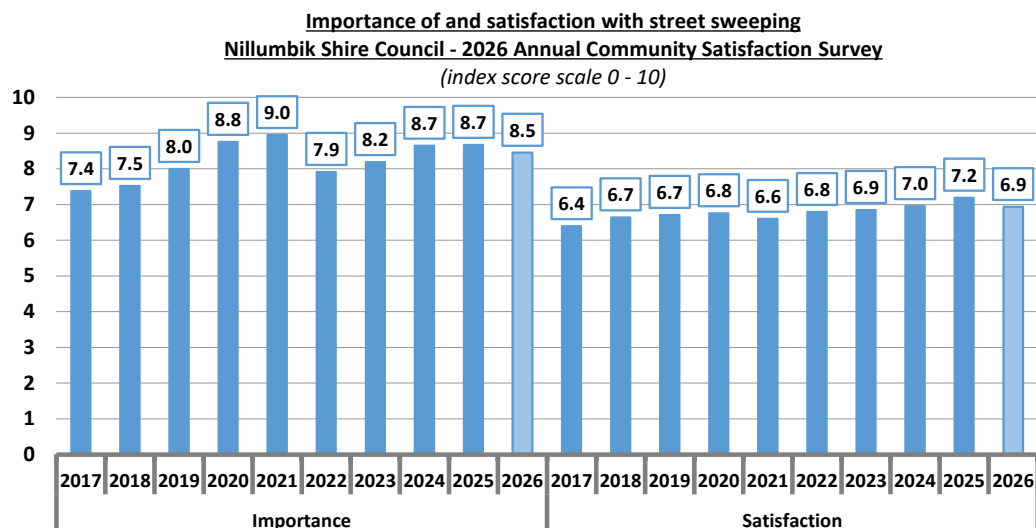
Satisfaction with street sweeping declined somewhat this year, down three percentage points to 6.9 out of 10, which remains a “good” level of satisfaction.

This result was notably (3pts) higher than the long-term average satisfaction since 2011 of 6.6 out of 10.

This ranks street sweeping 28th in terms of satisfaction this year, and one of nine services and facilities to record a satisfaction score which was measurably lower than the average of all 35 services and facilities (7.6).

This result comprised 46% “very satisfied” and 12% “dissatisfied” respondents, based on a total sample of 454 of the 501 respondents who provided a satisfaction score this year.

There was some variation in satisfaction with street sweeping observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied, and older adults (aged 60 to 74 years) notably less satisfied than average.

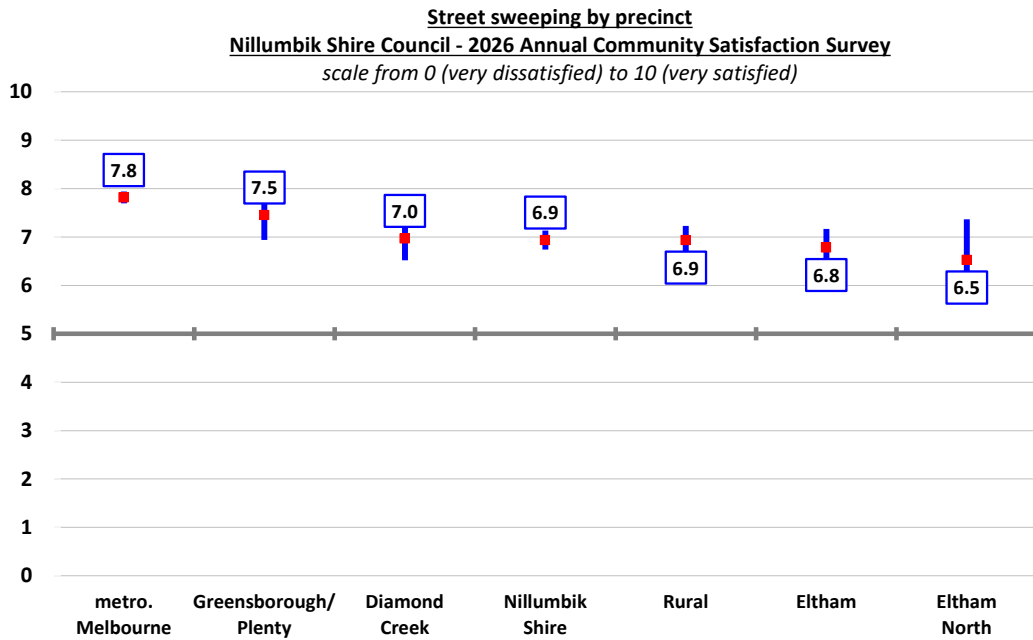


By way of comparison, this result was measurably (9pts) lower than the metropolitan average satisfaction with “street sweeping” of 7.8 out of 10, as recorded in the 2026 *Governing Melbourne* research.

While there was no measurable variation in satisfaction with street sweeping observed across the municipality, attention is drawn to respondents from Greensborough / Plenty who were notably (6pts) more satisfied than average, and at a “very good” level.

By contrast, respondents from Eltham were notably (4pts) less satisfied than average, although still at a “good” level.





Footpath maintenance and repairs

Footpath maintenance and repairs was the 16th most important of the 35 included services and facilities, with an average importance of 8.8 out of 10.

Satisfaction with footpath maintenance and repairs remained essentially stable this year, up one percentage point to 7.2 out of 10, which remains a “good” level of satisfaction.

This result was measurably (6pts) higher than the long-term average satisfaction since 2011 of 6.6 out of 10.

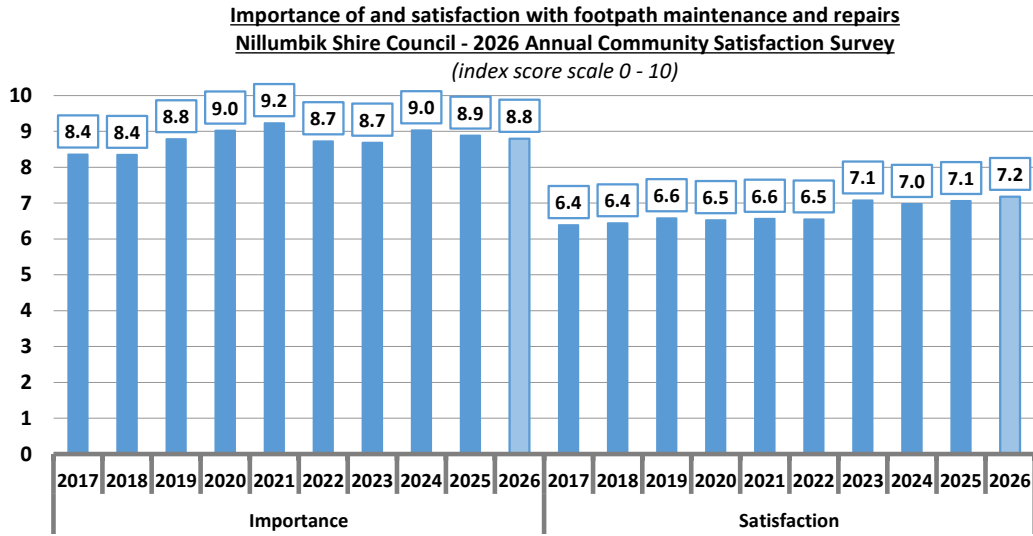
This ranks footpath maintenance and repairs 23rd in terms of satisfaction this year.

This result comprised 53% “very satisfied” and 10% “dissatisfied” respondents, based on a total sample of 468 of the 501 respondents who provided a satisfaction score this year.

There was some variation in satisfaction with footpaths observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied, and older adults (aged 60 to 74 years) notably less satisfied than average.

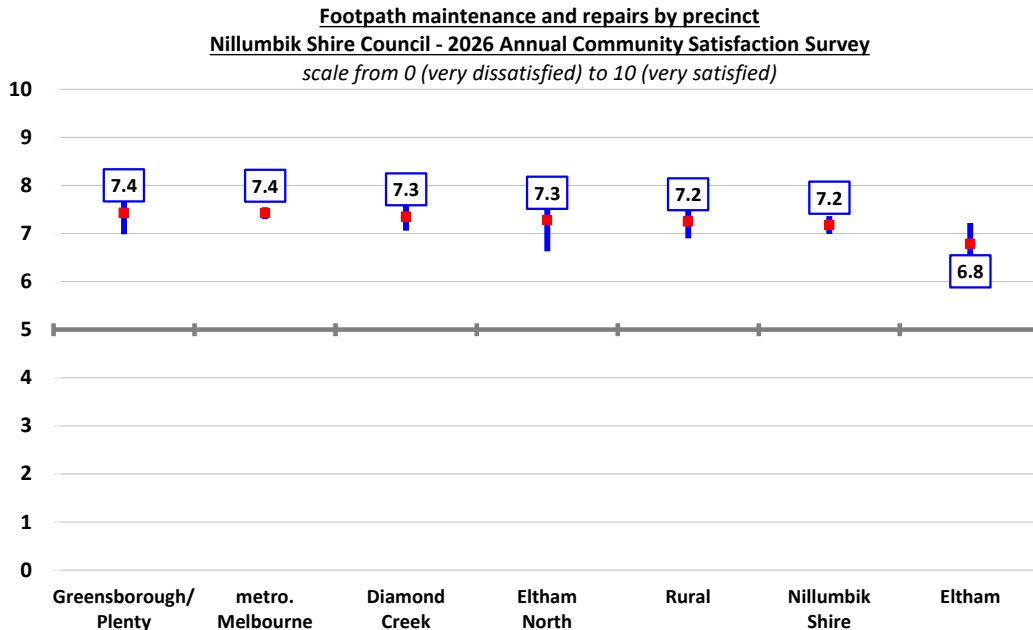


Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey



By way of comparison, this result was somewhat (2pts) lower than the metropolitan average satisfaction with “footpath maintenance and repairs” of 7.4 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in satisfaction with footpaths observed across the municipality, although it is noted that respondents from Eltham were notably (4pts) less satisfied than average, although still at a “good” level.



The following table outlines the 77 comments received from respondents who were not satisfied with footpath maintenance and repairs.

These comments include 26 focused on a perceived lack of footpaths, with most of the remaining comments focused on condition of footpaths, such as cracks, uneven, etc.

Reasons for dissatisfaction with footpath maintenance and repairs
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 (Number of responses)

<i>Response</i>	<i>Number</i>
<i>Not enough footpaths</i>	
We don't have any footpaths	16
We don't have enough footpaths	5
Footpaths on one path and should be on both side. e.g. Sherborne Rd not pedestrian-safe	1
Footpaths uneven in Treloar Ave	1
Good down the street but don't exist in my lane	1
Need footpaths	1
No footpath in Michael Ct	1
Total	26
<i>Uneven, cracked, similar comments</i>	
Uneven / damaged / cracked footpaths	4
They don't do anything	2
Bridge St footpath is not well maintained. It's always cracked and takes a long time to be fixed	1
Cracks and lifted concrete and tree roots	1
Few up and downs around here	1
Footpaths are uneven, struggle to push strollers	1
Footpaths broken in front of my house	1
Orcades St is uneven	1
Oronsay St is uneven	1
St George's footpaths are uneven	1
The footpaths are uneven and affects my mobility scooter	1
Uneven at some places which is dangerous for the elderly sometimes	1
Uneven footpaths at Progress Rd	1
Uneven footpaths in Arthur St	1
Uneven footpaths, Aqueduct Rd	1
Total	19
<i>Maintenance and repairs</i>	
Footpaths need to be maintained	2
Poor / no maintenance	2



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

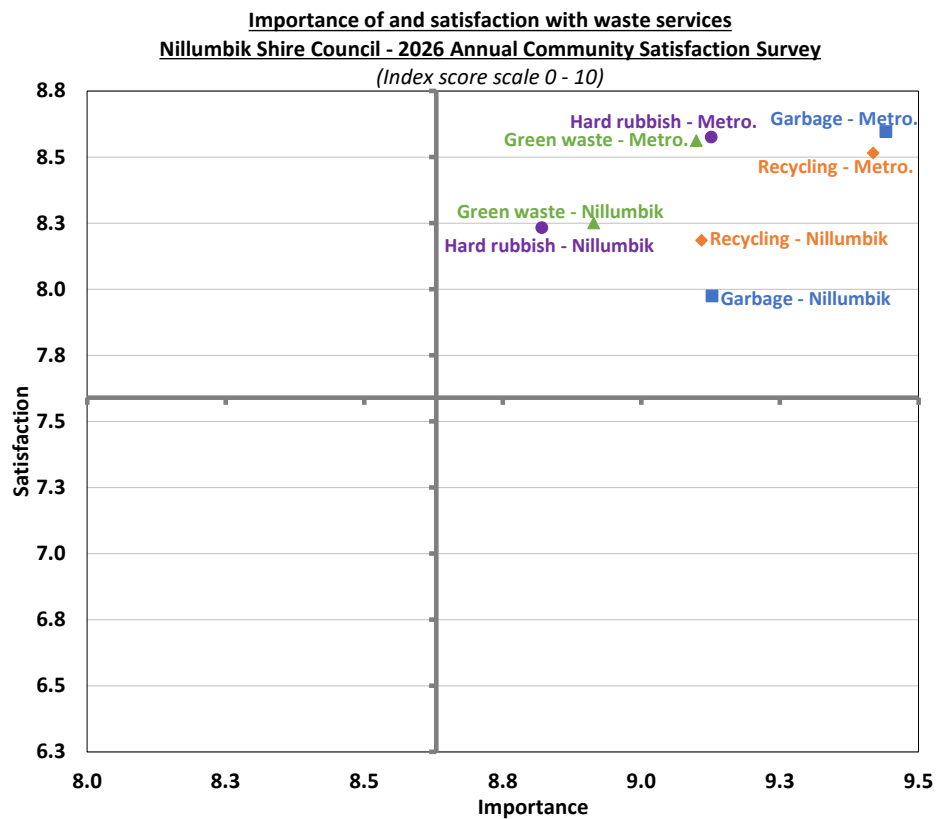
Employ more staff to maintain	1
Footpath at Oonah CI has been damaged for ages	1
Footpath at the end of street at Doctor's Surgery is not maintained	1
Footpath near Bunnings area is poorly maintained	1
Footpath on Bridge St has not been fixed for 1 month. It is hard to walk with a baby	1
Footpath on Bridge St is not well maintained. Need to take action quickly	1
Footpaths on the main roads are poor	1
Not maintained at Browes Cres	1
Rather than replacing, chipping off	1
Repairs take too long	1
The rare ones that are there are not in great condition	1
Very old and not maintained and older people cannot access	1
Footpaths are not safe enough	1
Total	17
<i>Trees, branches, overgrowth</i>	
Incidents of branches breaking and obstructing the road	1
Lot of trees	1
Lot of trees and branches falls on the footpath	1
Overgrown near most public spaces	1
So many road edges that are so overgrown, grass is too high	1
Sometimes there is overgrown branches	1
The trees near the roads on the sides need to be cut or trimmed	1
The trees that fall aren't even cleaned up	1
They don't grind the footpath where there are trees, and they are a tripping hazard	1
Too many weeds	1
Tree roots breaking concrete, Viewgrand WY	1
Tree roots pushing up, (Oronsay Cres)	1
Total	12
<i>Cleanliness</i>	
Need to be cleaned more frequently	1
Total	1
<i>Other</i>	
Disappointed for the cost for repair of the footpaths in front of my property.	1
Gutters can't work properly	1
Total	2
Total responses	77



Waste

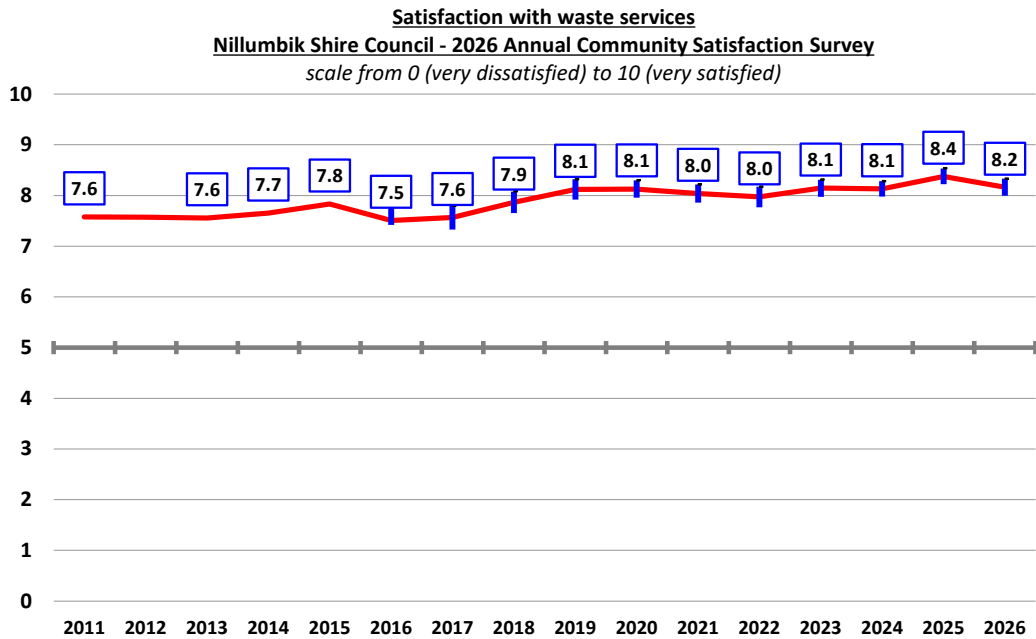
Four services and facilities from the Waste Services division were included in the survey this year. These were fortnightly kerbside garbage collection, fortnightly kerbside recycling collection, weekly kerbside green waste collection, and hard rubbish collection.

All four of these services and facilities were among the services and facilities with which respondents were most satisfied and considered most important, being of higher-than-average importance, and recording higher-than-average satisfaction scores.



Average satisfaction with services related to waste management decreased somewhat this year, falling two percentage points to 8.2 out of 10, which remains an “excellent” level of satisfaction. This result has been relatively stable at an “excellent” level since 2019.





Fortnightly kerbside garbage collection

The fortnightly kerbside garbage collection was the most (1st) important of the 35 included services and facilities, with an average importance of 9.1 out of 10, and one of six services and facilities to be measurably more important than the average of all 35 (8.6).

Satisfaction with the fortnightly garbage collection declined notably this year, down four percentage points to 8.0 out of 10, although it remained at an “excellent” level of satisfaction.

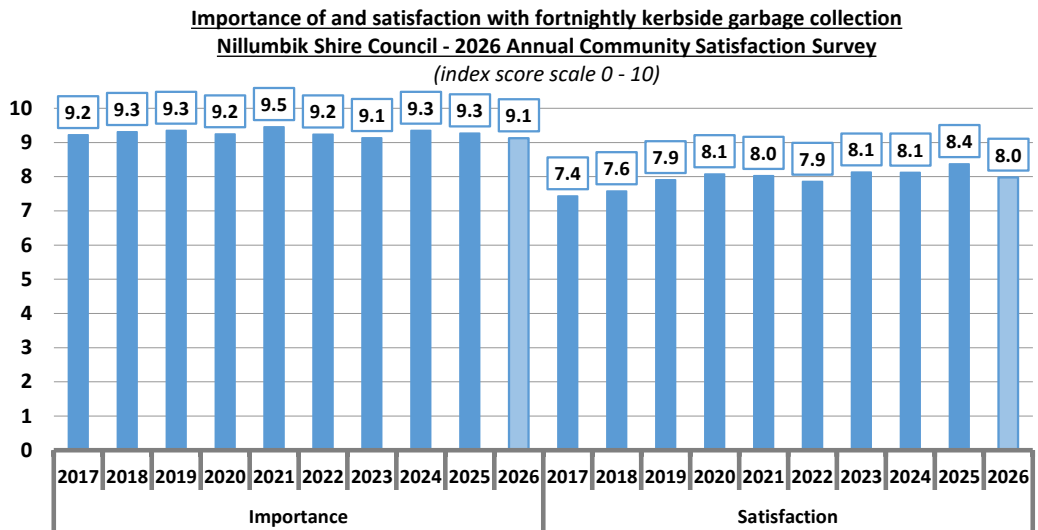
This result was marginally (1pt) higher than the long-term average satisfaction since 2011 of 7.9 out of 10.

This ranks the fortnightly garbage collection 13th in terms of satisfaction this year.

This result comprised 73% “very satisfied” and six percent “dissatisfied” respondents based on a total sample of 499 of the 501 respondents who provided a satisfaction score this year.

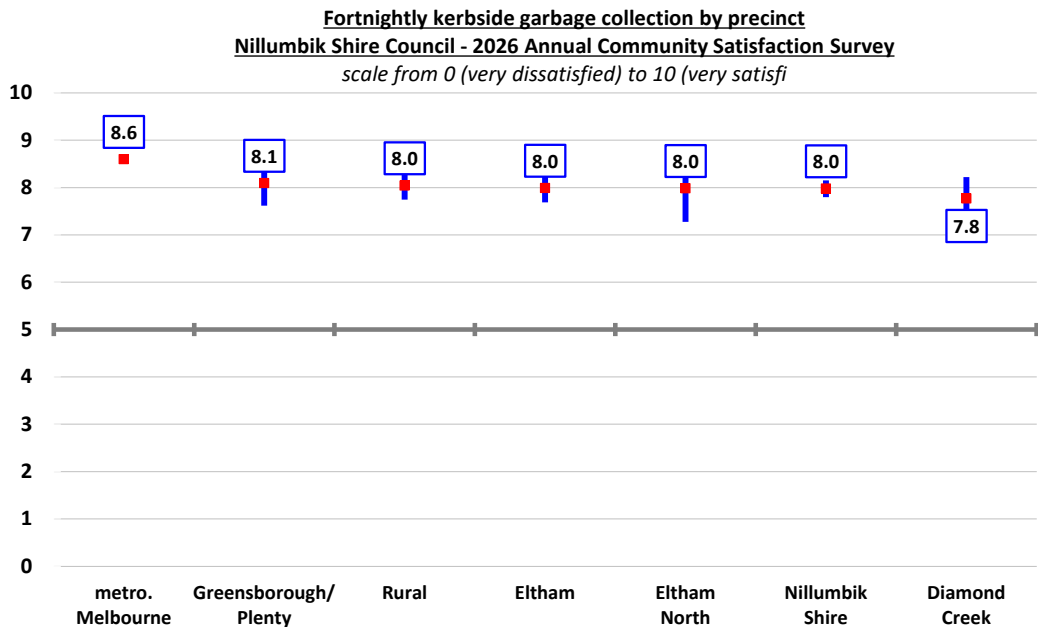
There was some substantial variation in satisfaction with the fortnightly garbage collection observed by respondent profile, with senior citizens (aged 75 years or older) notably more satisfied than average.





By way of comparison, this result was measurably (6pts) lower than the metropolitan average satisfaction with the “regular garbage collection” of 8.6 out of 10, as recorded in the 2026 *Governing Melbourne* research.

While there was measurable variation in satisfaction with the fortnightly garbage collection observed across the municipality, respondents from all five precincts rated satisfaction at “excellent” levels.



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

The following table outlines the 45 comments received from respondents who were not satisfied with the kerbside garbage collection service.

The most common issues were related to a preference for a weekly collection, and related to the size of bins.

Reasons for dissatisfaction with fortnightly kerbside garbage collection
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
It should be weekly	12
Bins are too small / not big enough	4
They miss one of the bins occasionally	3
Give larger red bins if you are going collect the garbage fortnightly	2
I wish it was a weekly collection; the garbage starts to stink after some time	2
Not often enough / need more frequently	2
Bigger bin or more frequent	1
Bin sizes	1
Bins are damaged	1
Collection time is too early	1
Contractors drive too fast	1
For a family of five the red bin is really small	1
Getting later and later	1
I want the collection out of my driveway. 15 bins in my driveway	1
If one thing is wrong in the bin, they won't pick it up	1
Improved to collect properly	1
It is getting too early. Please rotate the start of collection a bit	1
It should be weekly. We have 5 people at home	1
Its ok, gets picked up	1
On the main road outside Marian Ct there is rubbish everywhere	1
Reduced the bin sizes and only pick up once a fortnight	1
The amount of rubbish in the bins is getting more because they refuse to take soft plastic in recycling	1
The bins are pretty small, but the collection is on time	1
They can improve awareness of what goes into landfill	1
They don't give us enough capabilities	1
They forget our bins all the time	1
Total	45

Fortnightly kerbside recycling collection

Fortnightly kerbside recycling collection was the 2nd most important of the 35 included services and facilities, with an average importance of 9.1 out of 10, and one of six services and facilities to be measurably more important than the average of all 35 (8.6).



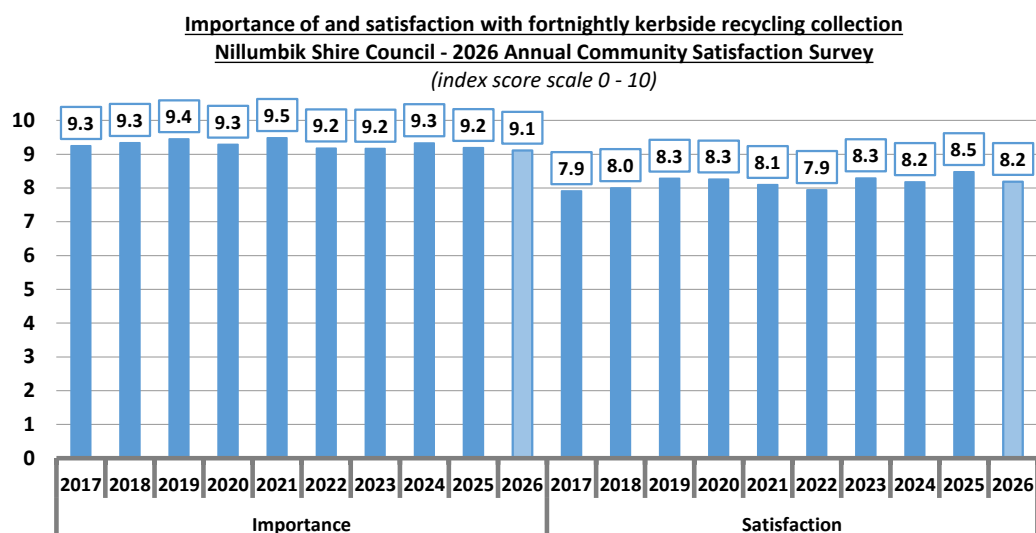
Satisfaction with fortnightly recycling collection decreased somewhat this year, down three percentage points to 8.2 out of 10, although it remains an “excellent” level of satisfaction.

This was marginally (1pt) higher than the long-term average satisfaction since 2011 of 8.1 out of 10.

This ranks the fortnightly recycling collection 6th in terms of satisfaction this year, and one of six services and facilities to record a satisfaction score, which was measurably higher than the average of all 35 (7.6).

This result comprised 75% “very satisfied” and three percent “dissatisfied” respondents based on a total sample of 492 of the 501 respondents who provided a satisfaction score this year.

There was some variation in satisfaction with recycling collection observed by respondent profile, with senior citizens (aged 75 years or older) notably more satisfied than average.

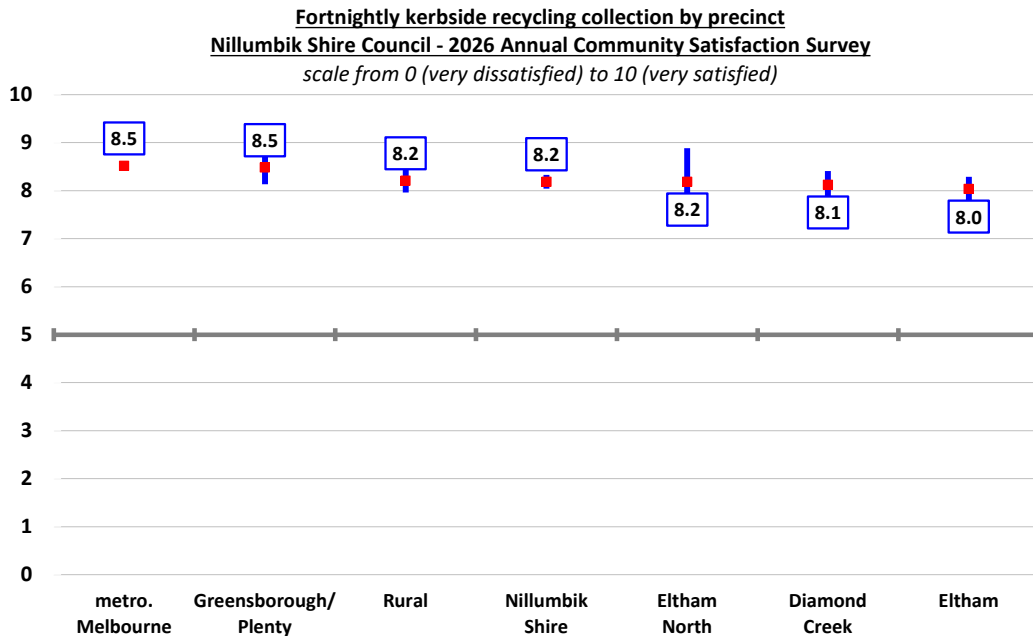


By way of comparison, this result was measurably (3pts) lower than the metropolitan average satisfaction with regular recycling of 8.5 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in this result observed across the municipality, with respondents from all five precincts rating satisfaction at “excellent” levels of at least eight out of 10.



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey



The following table outlines the 24 comments received from respondents who were not satisfied with the kerbside recycling collection service.

Reasons for dissatisfaction with fortnightly kerbside recycling collection
 Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 (Number of responses)

Response	Number
The recycling pick up needs to be weekly	4
The service is too infrequent / not often enough	3
Don't know if it is recycled	2
They miss one of the bins occasionally	2
Did an inspection, unclear instructions, need examples for what's allowed to be thrown into the recycling bins	1
If one thing is wrong in the bin, they won't pick it up	1
Improved to collect properly	1
It is fortnightly	1
Most things you can't recycle	1
Need another bin	1
Soft plastics are not taken	1
The bin is small	1
There is lot of contamination, and they don't talk about it and its hidden	1
They forget our bins all the time	1
They left things back and would not come back	1
They need to do it only in the morning	1
To include Styrofoam disposal	1
Total	24



Weekly kerbside green waste collection

The weekly kerbside green waste collection was the 8th most important of the 35 included services and facilities, with an average importance of 8.9 out of 10.

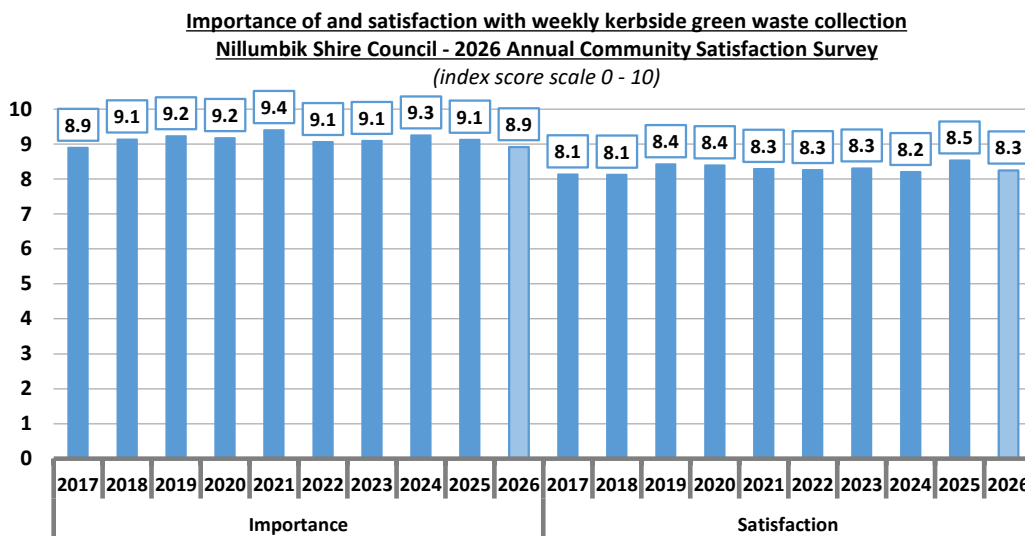
Satisfaction with green waste collection decreased somewhat this year, down two percentage points to 8.3 out of 10, although it remains an “excellent” level of satisfaction.

This was marginally (1pt) higher than the long-term average satisfaction since 2011 of 8.2 out of 10.

This ranks green waste collection 4th in terms of satisfaction this year, and one of six services and facilities to record a satisfaction score which was measurably higher than the average of all 35 (7.6).

This result comprised 75% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 486 of the 501 respondents from households who had used these services in the last 12 months.

There was no variation in satisfaction observed by respondent profile.

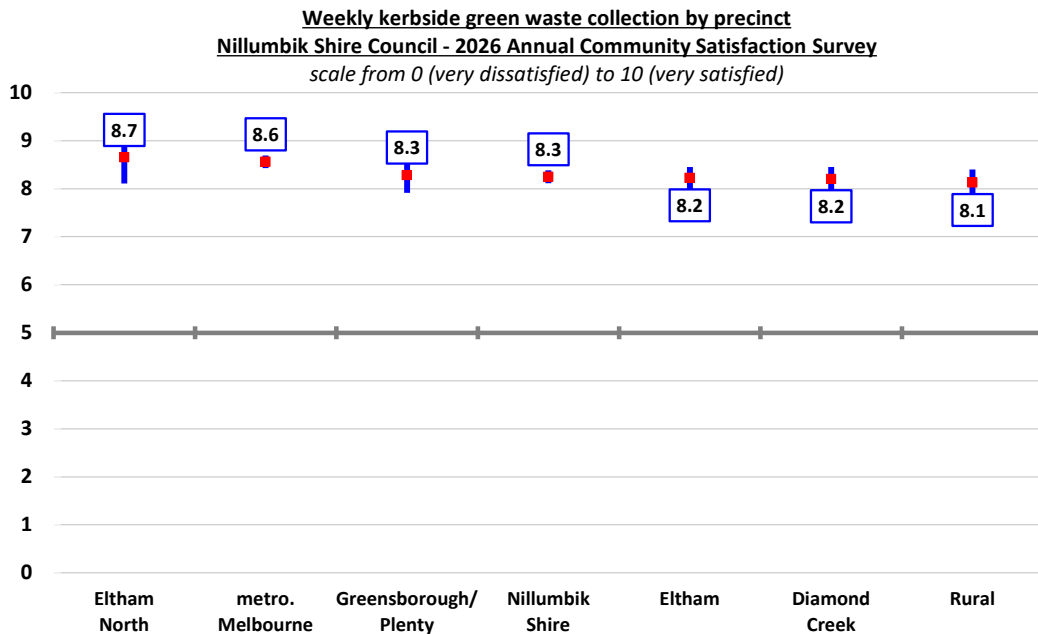


By way of comparison, this result was measurably (3pts) lower than the metropolitan average satisfaction with “green waste collection” of 8.6 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in satisfaction with green waste collection observed across the municipality, with respondents from all five precincts rating satisfaction at “excellent” levels of more than eight out of 10.



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey



The following table outlines the 20 comments received from respondents who were not satisfied with the kerbside green waste collection service.

Reasons for dissatisfaction with weekly kerbside green waste collection
 Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 (Number of responses)

Response	Number
Sometimes it's missed	3
Size of the bin is too small	2
We don't need one	2
Because they got rid of big green waste they have reduced free green waste dramatically.	1
Damaged bin and needs to be replaced	1
Food waste needs to be put into compatible bag. Attracting maggot and flies	1
I need a bigger green bin	1
Improved to collect properly	1
Need another bin	1
Not appropriate where I live. But pay rates for the bin but we compost. Bin is useless	1
Only fortnight and one bin	1
Piles of stuffs to get rid of	1
They knock over my white post with their truck	1
We don't have any	1
We need bigger green bin around the area because of the volume of nature around here	1
We would like it more often as we maintain our property for fires	1
Total	20



Hard rubbish collection

The hard rubbish collection service was the 12th most important of the 35 included services and facilities, with an average importance of 8.8 out of 10.

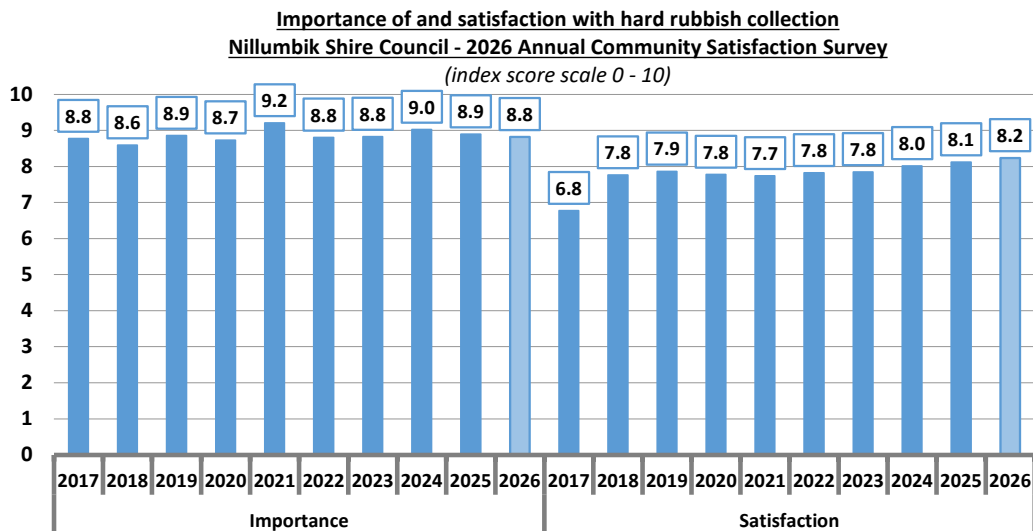
Satisfaction with hard rubbish collection remained essentially stable this year, up one percentage point to 8.2 out of 10, which remains an “excellent” level of satisfaction.

This was measurably (7pts) higher than the long-term average satisfaction since 2011 of 7.5 out of 10, and was the highest satisfaction score recorded for this service since its inclusion in the survey.

This ranks hard rubbish collection 5th in terms of satisfaction this year, and one of six services and facilities to record a satisfaction score which was measurably higher than the average of all 35 included services and facilities (7.6).

This result comprised 78% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 248 of the 250 (50%) respondents from households who had used this service in the last 12 months.

There was some variation in satisfaction with hard rubbish collection observed by respondent profile, with young adults (aged 18 to 34 years) and senior citizens (aged 75 years or older) notably more satisfied than average.



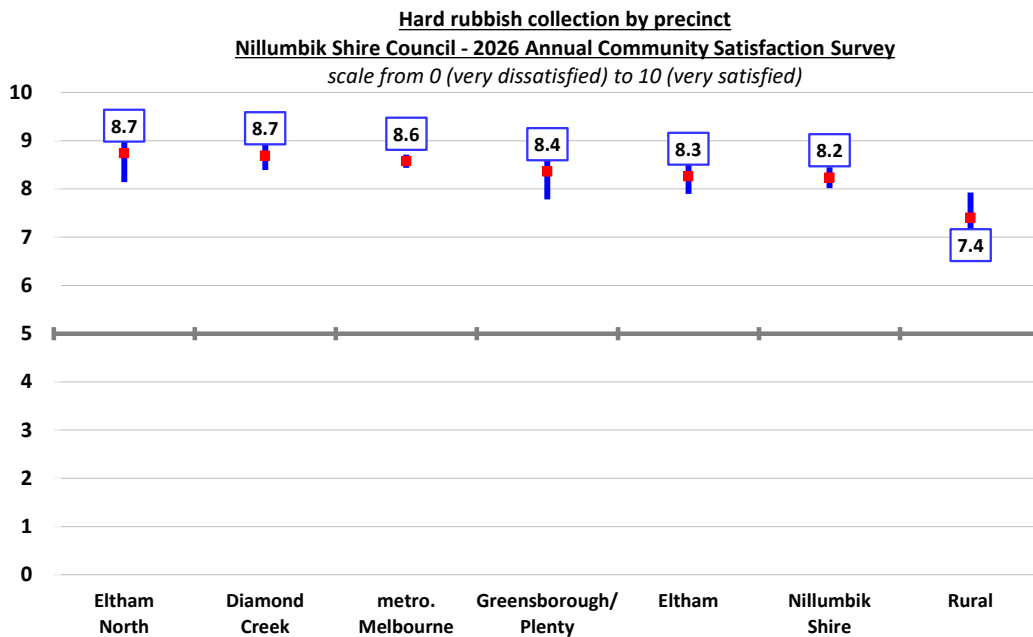
By way of comparison, this result was measurably (4pts) lower than the metropolitan average satisfaction with the “hard rubbish collection” of 8.6 out of 10, as recorded in the 2026 *Governing Melbourne* research.



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

There was some measurable variation in satisfaction with hard rubbish collection observed across the municipality, with the 50 respondents from Diamond measurably (5pts) more satisfied than the municipal average.

By contrast, the 60 respondents from the Rural precinct were measurably (8pts) less satisfied than average, and at a “very good”, rather than an “excellent” level.



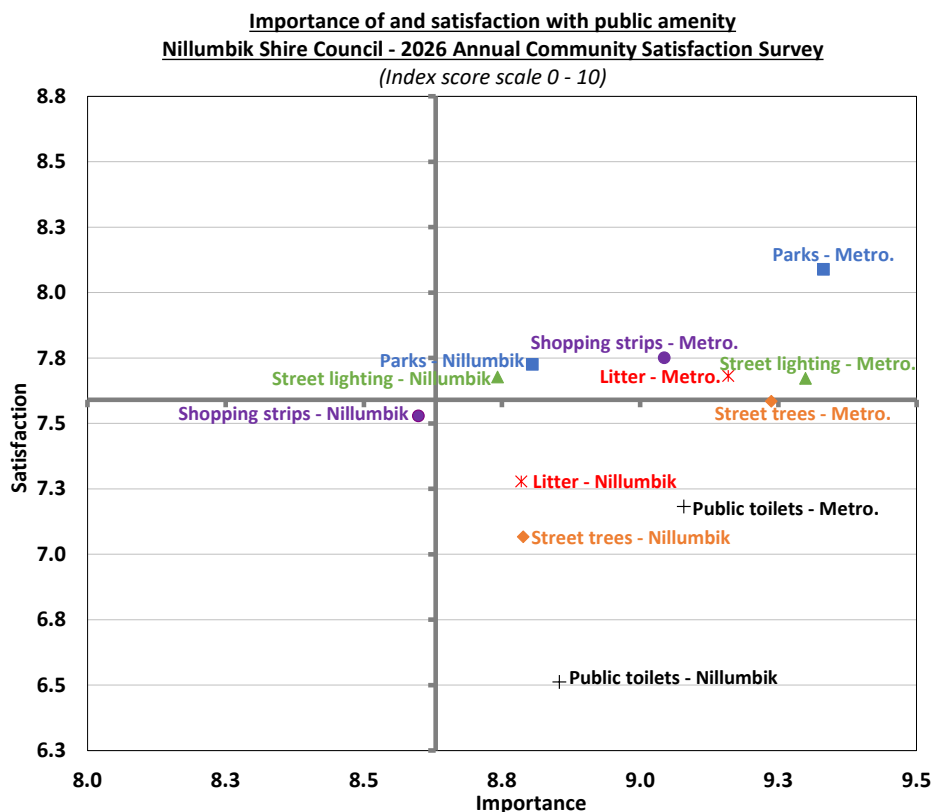
Public amenity

Six services and facilities from the public amenity division were included in the survey this year. These were public toilets, the provision and maintenance of street lighting, the provision and maintenance of street trees, the maintenance and cleaning of shopping strips, litter collection in public areas, and the provision and maintenance of parks and gardens.

All six of these services and facilities were less important than the metropolitan averages, and all six recorded satisfaction scores that were lower than the corresponding metropolitan average satisfaction scores.

In addition, three of these services and facilities, namely public toilets, street trees, and litter collection, fell into the quadrant of most concern, being of higher-than-average importance, but lower-than-average satisfaction.

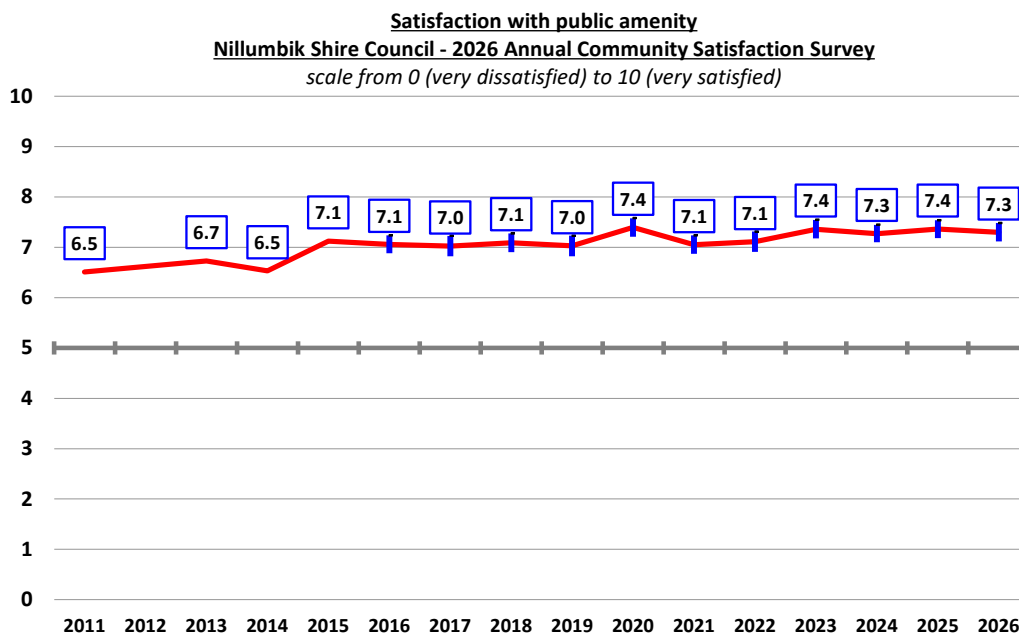
Conversely, parks and gardens and street lighting were of higher-than-average importance and recorded higher than average satisfaction scores.



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

Average satisfaction with services related to public amenity remained essentially stable this year, down one percentage point to 7.3 out of 10, which remains a “very good” level of satisfaction.

This result has remained relatively stable around a “good” or “very good” average since 2016.



Provision and maintenance of parks, gardens, and reserves

The provision and maintenance of parks, gardens, and reserves was the 15th most important of the 35 included services and facilities, with an average importance of 8.8 out of 10.

Satisfaction with the provision and maintenance of parks, gardens, and reserves remained essentially stable this year, down one percentage point to 7.7 out of 10 this year, which was a “very good”, down from an “excellent” level of satisfaction.

This result was notably (3pts) higher than the long-term average satisfaction with parks, gardens, and reserves since 2011 of 7.4 out of 10.

This ranks the provision and maintenance of parks, gardens, and reserves 17th in terms of satisfaction this year.

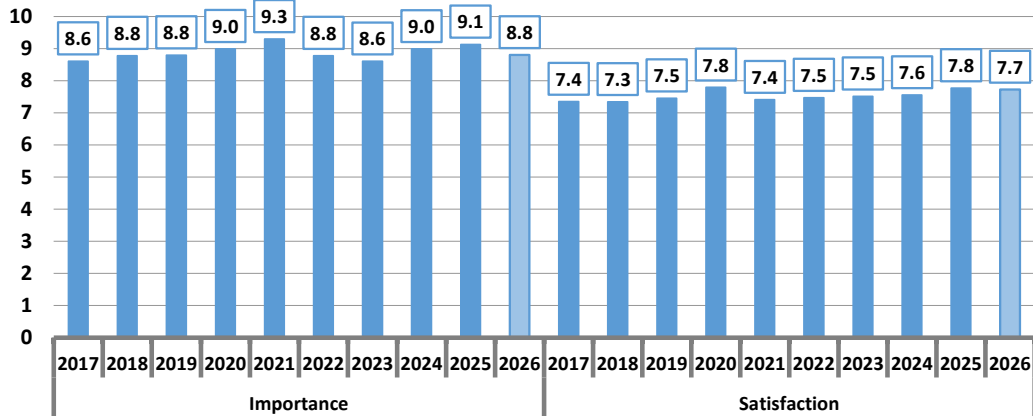
This result comprised 64% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 487 of the 501 respondents who provided a satisfaction score this year.



There was some meaningful variation in satisfaction with parks and gardens observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average.

Importance of and satisfaction with provision and maintenance of parks, gardens, and reserves

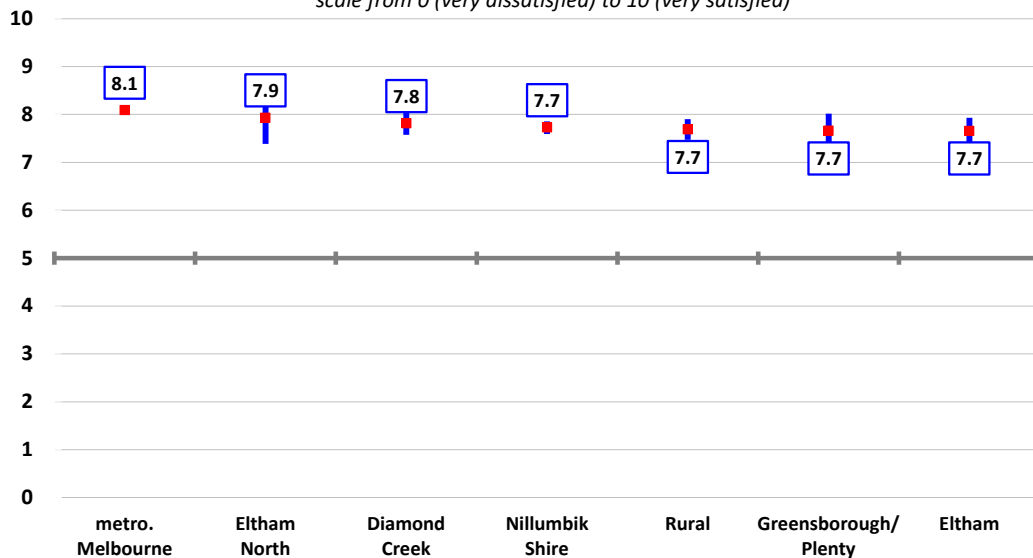
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 (index score scale 0 - 10)



By way of comparison, this result was measurably (4pts) lower than the metropolitan average satisfaction with the “provision and maintenance of parks, gardens, and reserves” of 8.1 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in satisfaction with parks and gardens observed across the municipality.

Provision and maintenance of parks, gardens and reserves by precinct
 Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Provision and maintenance of street trees

The provision and maintenance of street trees was the 17th most important of the 35 included services and facilities, with an average importance of 8.8 out of 10.

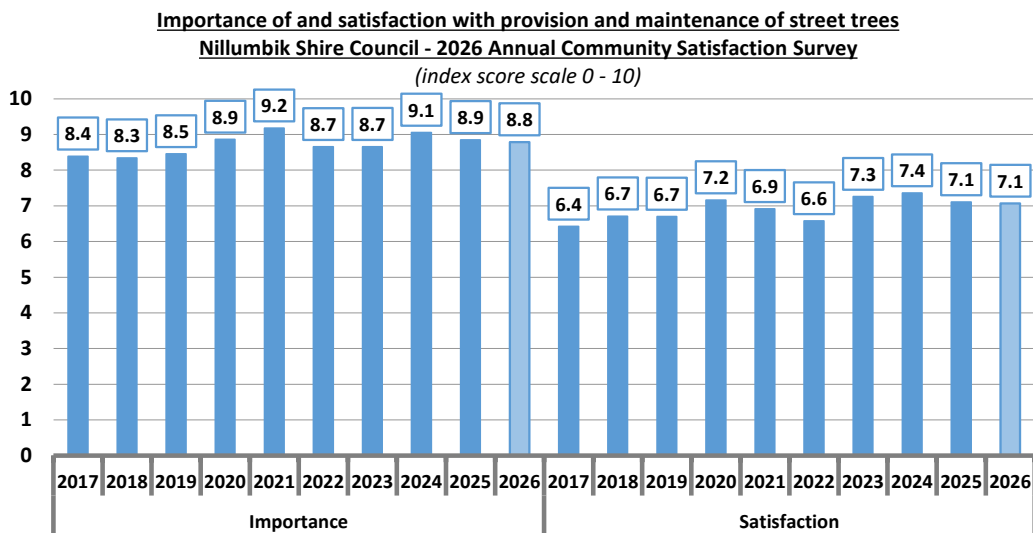
Satisfaction with the provision and maintenance of street trees remained stable this year at 7.1 out of 10, which remains a “good” level.

This result was notably (3pts) higher than the long-term average satisfaction since 2011 of 6.8 out of 10.

This ranks the provision and maintenance of street trees 26th in terms of satisfaction this year.

This result comprised 52% “very satisfied” and 10% “dissatisfied” respondents, based on a total sample of 487 of the 501 respondents who provided a satisfaction score this year.

There was some variation in satisfaction with street trees observed by respondent profile, with young adults and adults (aged 18 to 44 years) notably more satisfied, and older adults and senior citizens (aged 60 years or older) notably less satisfied than average.

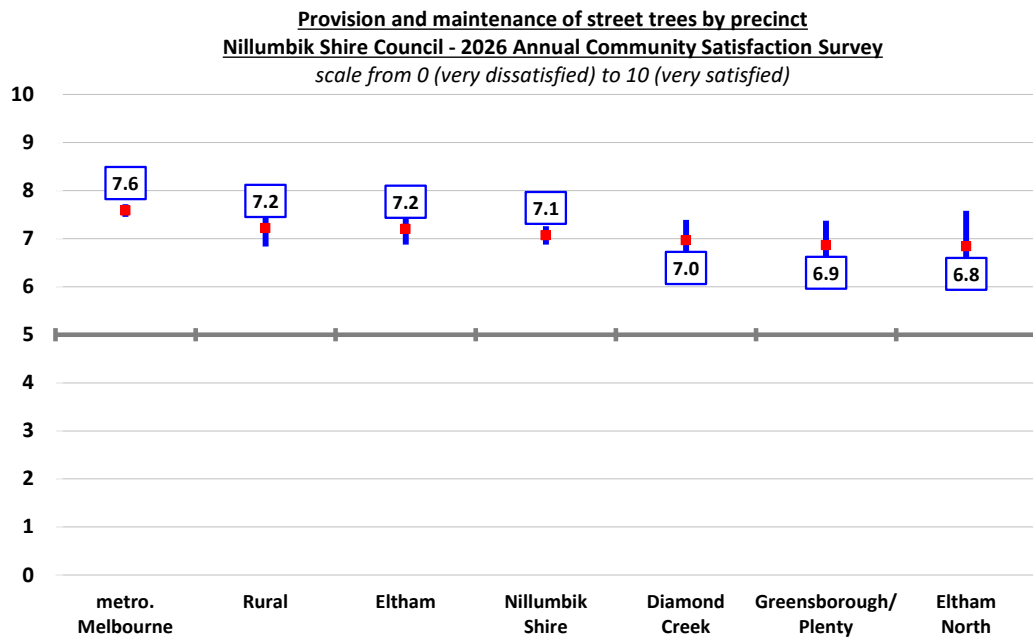


By way of comparison, this result was measurably (5pts) lower than the metropolitan average satisfaction with the “provision and maintenance of street trees” of 7.6 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in satisfaction with street trees observed across the municipality.



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey



The following table outlines the 87 comments received from respondents who were not satisfied with the provision and maintenance of street trees.

Of these, 49 were focused on the maintenance of street trees, 14 related to the perceived negative impacts of street trees, and 10 were focused on the types of trees provided.

Reasons for dissatisfaction with provision and maintenance of street trees
 Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 (Number of responses)

<i>Response</i>	<i>Number</i>
<i>Maintenance issues</i>	
No / not enough maintenance / trimming of street trees	11
Need better and more regular maintenance / trimming	4
They could do more work	2
Because they left a branch here and didn't do a clean job and I had to clean up myself	1
Cause I have to do it	1
Council should allow residents maintain these gumtrees on the street or cut properly e.g. Progress Rd	1
Cut a whole lot of trees as they were not indigenous. Worst part did not pick up the entire lot and now its left there like that	1
Entrance of Eltham. Poor maintenance. Pests. If damaged, they just cut and use area for building instead planting more trees. So, they're letting it happen on purpose	1
Gills Rd. Tree branches down near phone lines. Low hanging branches	1
Gum tree near Aqueduct Rd needs to be trimmed	1



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

Haven't seen them around and some trees need to be trimmed there is risk of branches falling	1
Lack of maintenance causes physical harm to pedestrians. Elsa Ct trees	1
Maintenance of dead trees and replacement, shrubs as well, preserve trees better, more assessment of current trees	1
My husband does it himself (near Aqueduct main road)	1
Need to be maintained regularly, Viewgrand Wy	1
Not cleaning up the leaves enough	1
Not maintained - generally branches sticking out and scratched my car	1
Some infested with pests due to poor maintenance	1
Someone came to maintain in our property and cut the branches and left the branches there	1
The old trees are drying up; they need to be watered	1
The treatment of trees that are suffering is too much and too late. Habitats trees are endangered	1
The trees are not attended to often enough. Especially on Duff Rd and Halley Rd	1
The trees are overgrown and are not maintained properly. On the corner of Kangaroo Ground-Wattle glen Rd there is a leak, not from rains, but blockage	1
They chop trees on random but often. Poorly managed. They pick on Stanley Ave	1
They do nothing on my side on Garden Hill Ct in Kangaroo Ground	1
They don't do proper maintenance. It's always sunset workers doing it	1
They don't get it done. The nature strip is not maintained properly	1
They don't maintain it properly, and the electrical people come and chop them down, when there is an outage	1
They don't maintain them. They provide only when we ask	1
They don't put street trees on Manning Rd	1
They don't trim them, Wilson St	1
They leave dead trees right there. They take out trees that don't need to be taken out. Our street looks disgusting.	1
They took too long to get rid of that tree in front of our house	1
Trees are out of balance, by the way they cut at Laurison Rd	1
We have a major tree that the Council removed and not put it back	1
Total	49

Negative impacts of trees

The trees / root destroys roads	2
There are a lot of big overhanging trees on roads	2
There are leaves and barks on the streets	2
Big trees blocking the visibility around the exit from the area	1
Gum trees throw branches when its windy	1
Plant too many	1
Root damage houses	1
The trees drop branches and leaves on the ground that blocks drains	1
The trees go across the roads. They do cut them up	1
There is a dead tree, so tall	1
Tree branches fall onto my roof	1
Total	14



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<i>Type of trees</i>	
Gum trees everywhere	3
Because they planted a tree way too big for the area and it lift up the footpath on Dalton St	1
Gum tree drops (Wilson St)	1
Permission was never asked or given to plant street trees, and it is terrible now	1
Poor choice of trees like eucalyptus	1
Too many massive gum trees (Wilson St)	1
Wrongs trees being planted. They are too bushy and big	1
I would like trees but not eucalyptus	1
Total	10
<i>Trees and powerlines</i>	
More maintenance required near power lines	2
I had a tree next to the powerline outside my gate	1
Street trees are too close to the power all over the area	1
They leave stumps that grow into the power lines	1
Total	5
<i>No trees / insufficient number</i>	
Not enough trees	1
They need to plant more trees in the general area	1
We don't have any trees	1
We spent money to get rid of trees, personally not happy with that	1
Total	4
<i>Responsiveness</i>	
Put in a complaint to get rid of the tree in front of our house, they did nothing about it	1
Total	1
<i>Other</i>	
There are grass and rubbish on the roadsides	1
They are fine	1
They do not have enough staff to work	1
This is a loaded question	1
Total	4
Total responses	87



Provision and maintenance of street lighting

The provision and maintenance of street lighting was the 21st most important of the 35 included services and facilities, with an average importance of 8.7 out of 10.

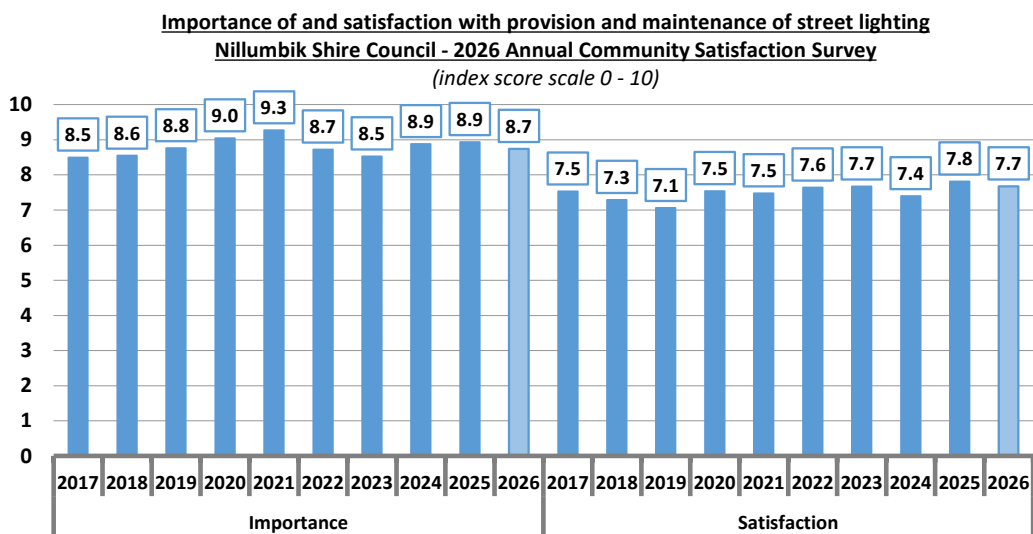
Satisfaction with the provision and maintenance of street lighting remained essentially stable this year, down one percentage point to 7.7 out of 10, which was a “very good”, down from an “excellent”, level.

This result was notably (3pts) higher than the long-term average satisfaction since 2011 of 7.4 out of 10.

This ranks the provision and maintenance of street lighting 18th in terms of satisfaction this year.

This result comprised 63% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 483 of the 501 respondents who provided a satisfaction score this year.

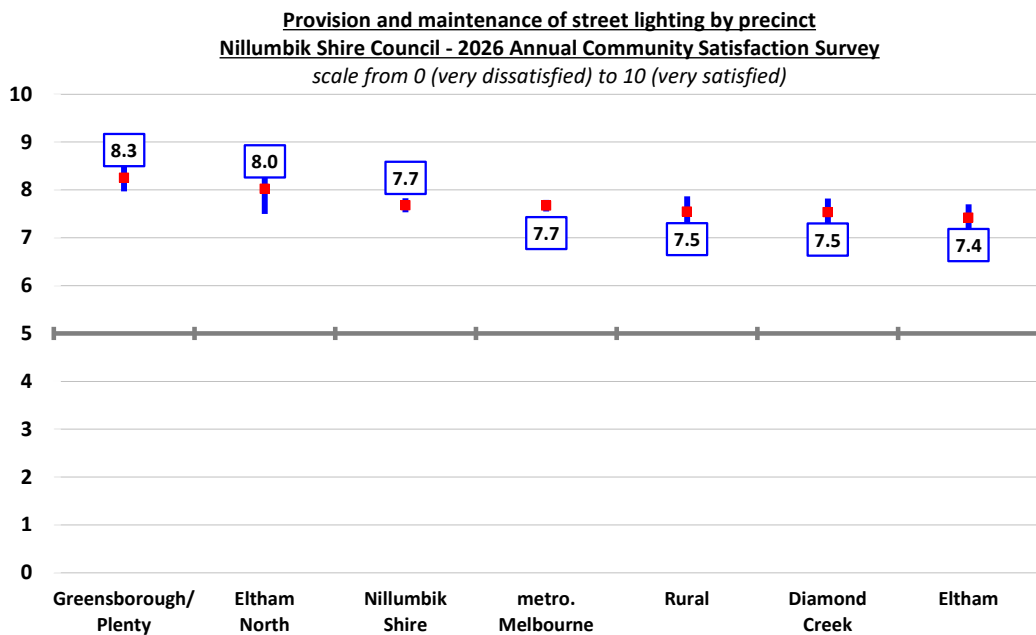
There was no substantive variation in satisfaction with street lighting observed by respondent profile.



By way of comparison, this result was identical with the metropolitan average satisfaction with the “provision and maintenance of street lighting” of 7.7 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with street lighting observed across the municipality, with respondents from Greensborough / Plenty measurably (6pts) more satisfied than the municipal average, and at an “excellent” rather than a “very good” level.





Litter collection in public areas

Litter collection in public areas was the 19th most important of the 35 included services and facilities, with an average importance of 8.8 out of 10.

Satisfaction with litter collection in public areas remained essentially stable this year, down one percentage point to 7.3 out of 10, which remains a “very good” level of satisfaction.

This result was somewhat (2pts) higher than the long-term average satisfaction since 2011 of 7.1 out of 10.

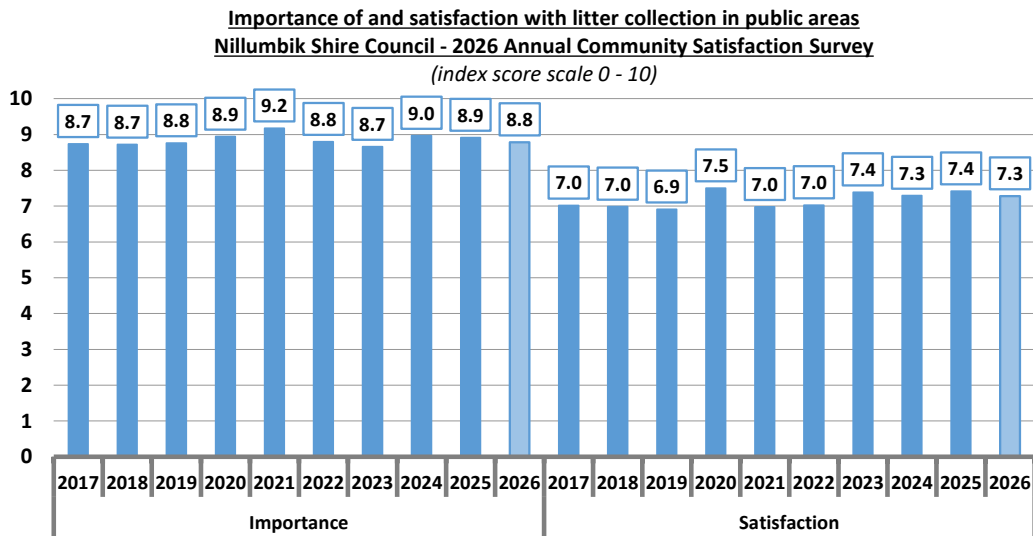
This ranks litter collection in public areas 22nd in terms of satisfaction this year.

This result comprised 57% “very satisfied” and nine percent “dissatisfied” respondents based on a total sample of 477 of the 501 respondents who provided a satisfaction score this year.

There was some substantive variation in satisfaction with litter collection observed by respondent profile, with young adults and adults (aged 18 to 44 years) notably more satisfied than average, and older adults (aged 60 to 74 years) notably less satisfied.

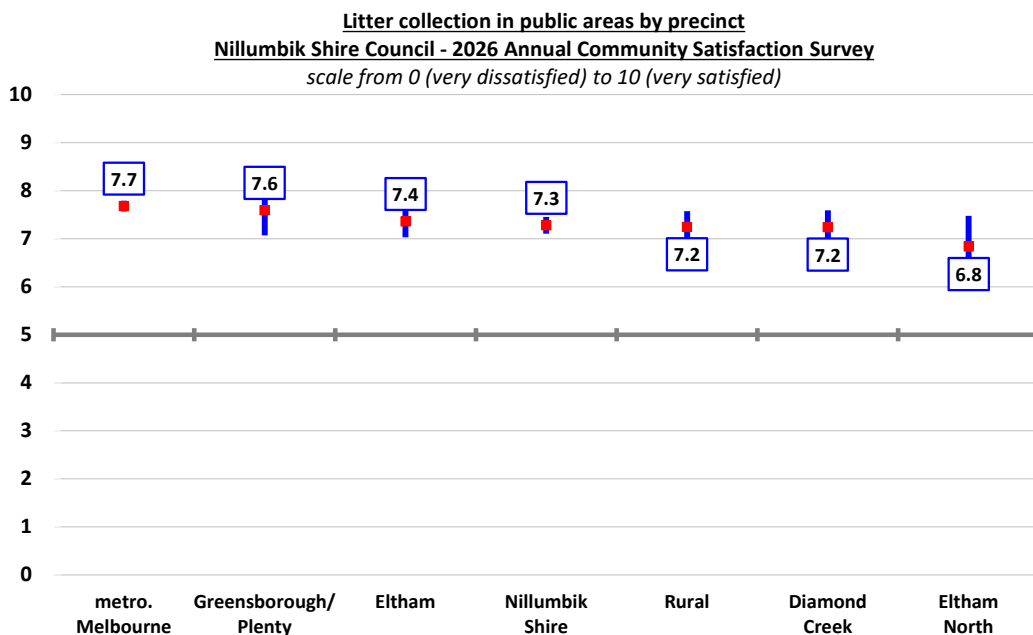


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By way of comparison, this result was measurably (4pts) lower than the metropolitan average satisfaction with “litter collection in public areas” of 7.7 out of 10, as recorded in the 2025 *Governing Melbourne* research.

While there was no measurable variation in satisfaction with litter collection observed across the municipality, respondents from Eltham North were notably (5pts) less satisfied than the municipal average, and at a “good” rather than a “very good” level.



Maintenance and cleaning of shopping strips

The maintenance and cleaning of shopping strips was the 26th most important of the 35 included services and facilities, with an average importance of 8.6 out of 10.

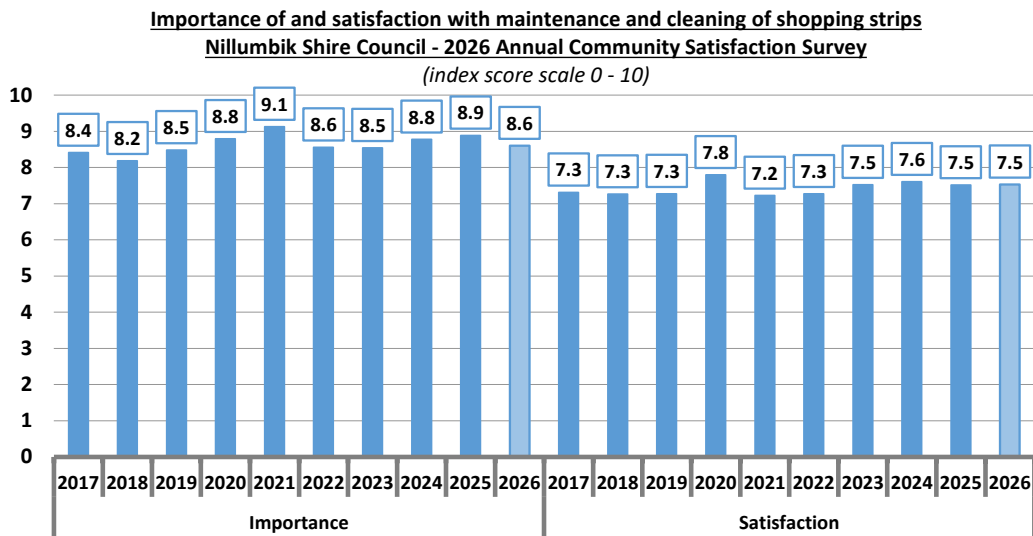
Satisfaction with the maintenance and cleaning of shopping strips remained stable this year at 7.5 out of 10, which remains a “very good” level of satisfaction.

This result was somewhat higher than the long-term average satisfaction since 2011 of 7.3.

This ranks maintenance and cleaning of shopping strips 19th in terms of satisfaction this year.

This result comprised 55% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 475 of the 501 respondents who provided a satisfaction score this year.

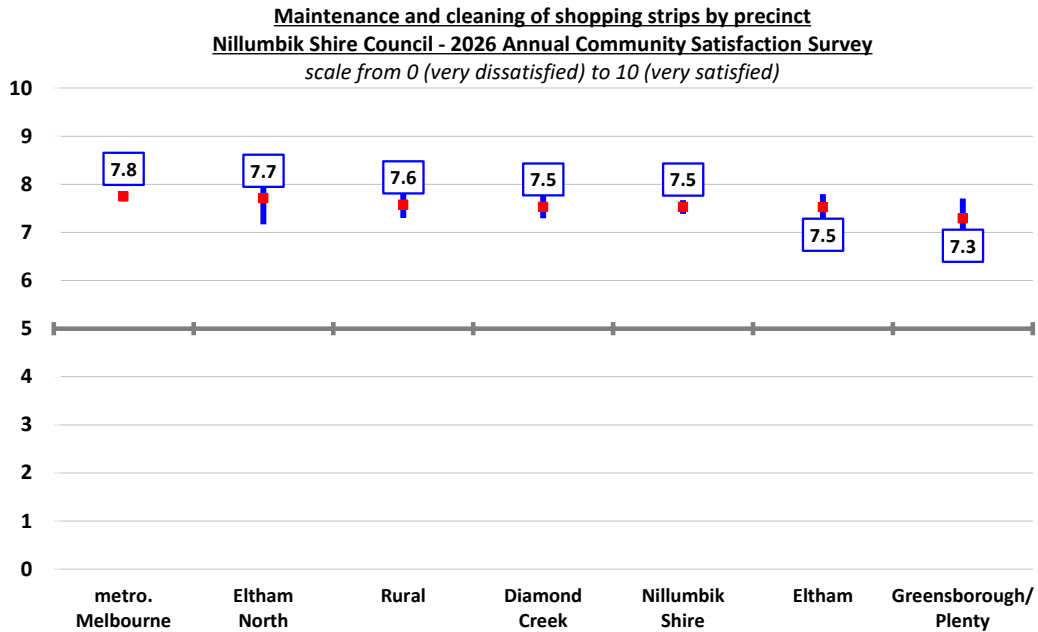
There was some substantial variation in satisfaction with shopping strips observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average, and older adults (aged 60 to 74 years) notably less satisfied.



By way of comparison, this result was notably (3pts) lower than the metropolitan average satisfaction with the “maintenance and cleaning of strip shopping areas” of 7.8 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in satisfaction with shopping strips observed across the municipality, with respondents from all five precincts rating satisfaction at “very good” levels.





Public toilets

Public toilets were the 10th most important of the 35 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with public toilets remained stable this year at 6.5 out of 10, which was a “good” level of satisfaction.

This was somewhat higher than the long-term average satisfaction since 2011 of 6.5 out of 10.

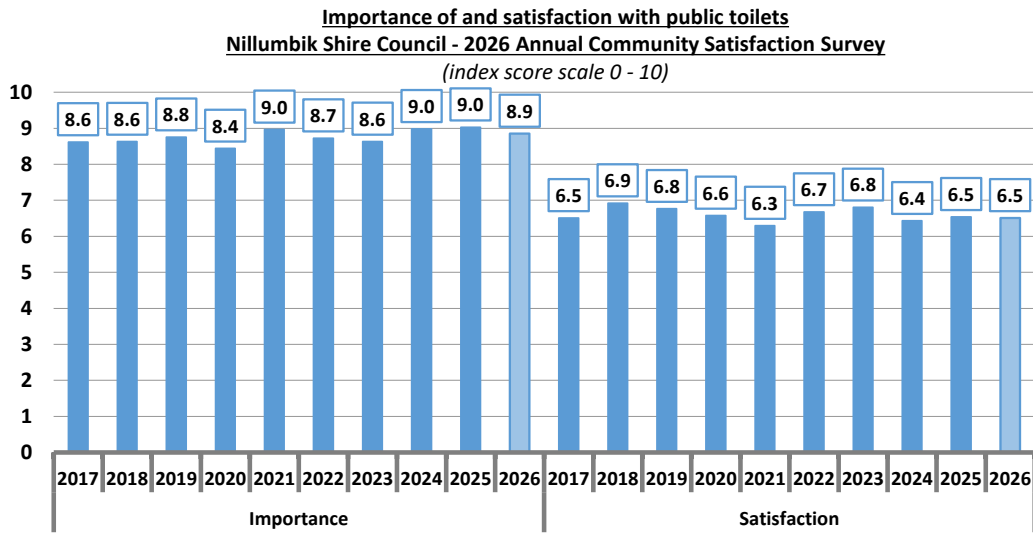
This ranks public toilets 34th in terms of satisfaction this year, and one of nine services and facilities to record a satisfaction score which was measurably lower than the average of all 35 (7.6).

This result comprised 36% “very satisfied” and 15% “dissatisfied” respondents, based on a total sample of 173 of the 175 (35%) respondents from households who had used these facilities in the last 12 months.

There was some variation in satisfaction with public toilets observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average.



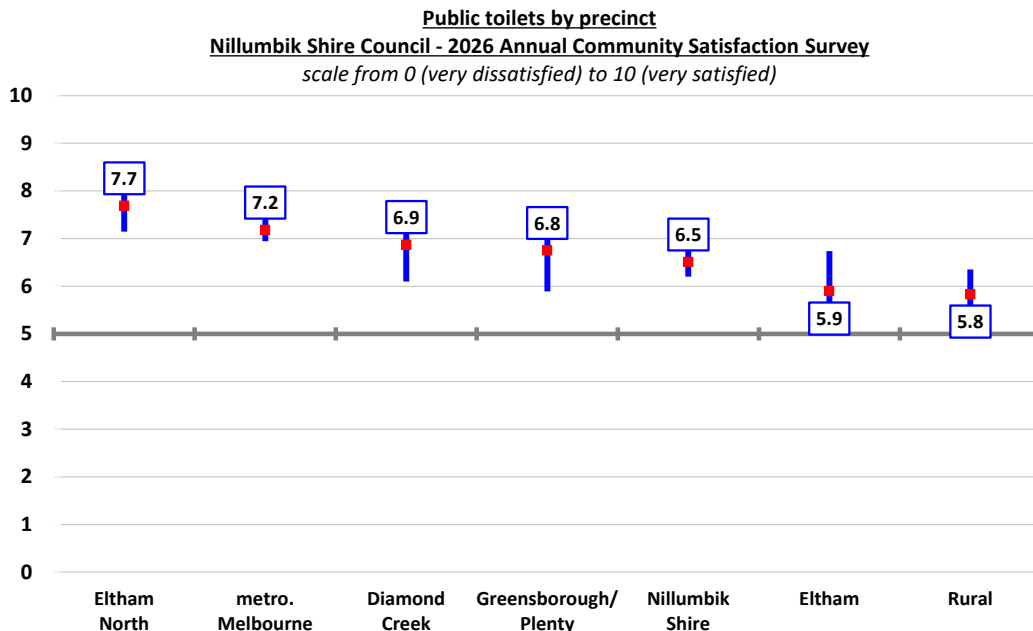
Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey



By way of comparison, this result was measurably (7pts) lower than the metropolitan average satisfaction with “public toilets” of 7.2 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with public toilets observed across the municipality, with the 38 respondents from Eltham measurably (12pts) more satisfied than average.

By contrast, 65 respondents from the Rural precinct (7pts) and Eltham (6pts) were both notably less satisfied than average, and at “poor”, rather than “good” levels.

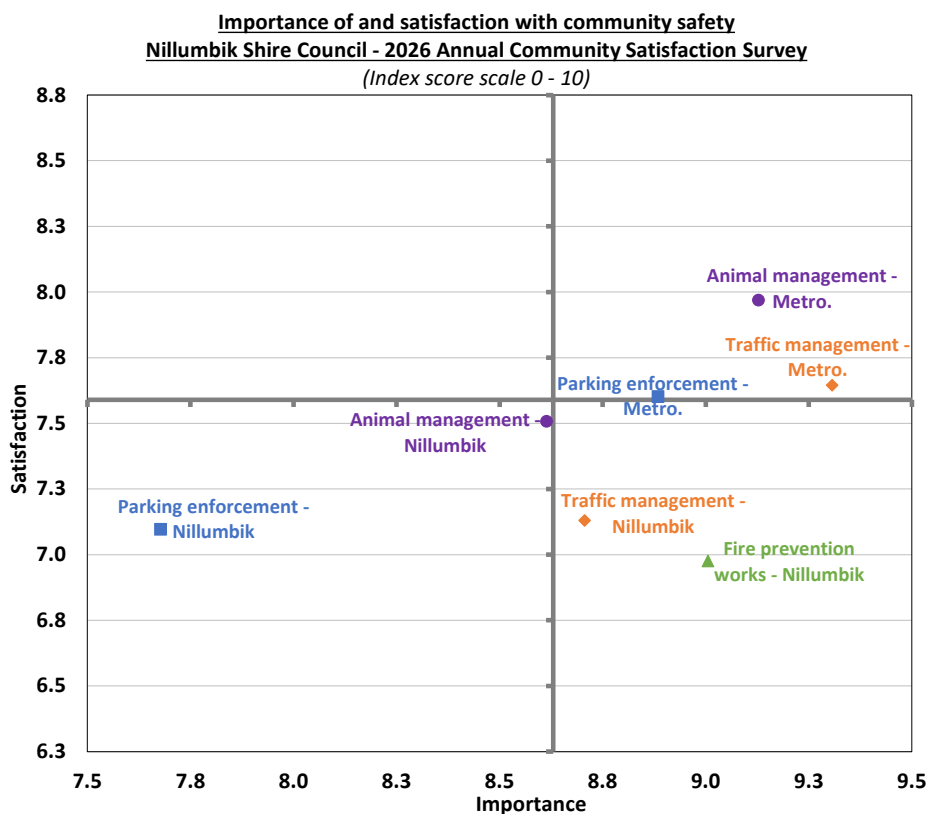


Community safety

Four services and facilities from the community safety division were included in the survey this year. These were animal management, traffic management, parking enforcement, and fire prevention works.

All four of these services and facilities recorded satisfaction scores which were lower than average. While animal management and parking enforcement were also of lower-than-average importance, traffic management and fire prevention works fell into the quadrant of most concern, being of higher-than-average importance but lower-than-average satisfaction.

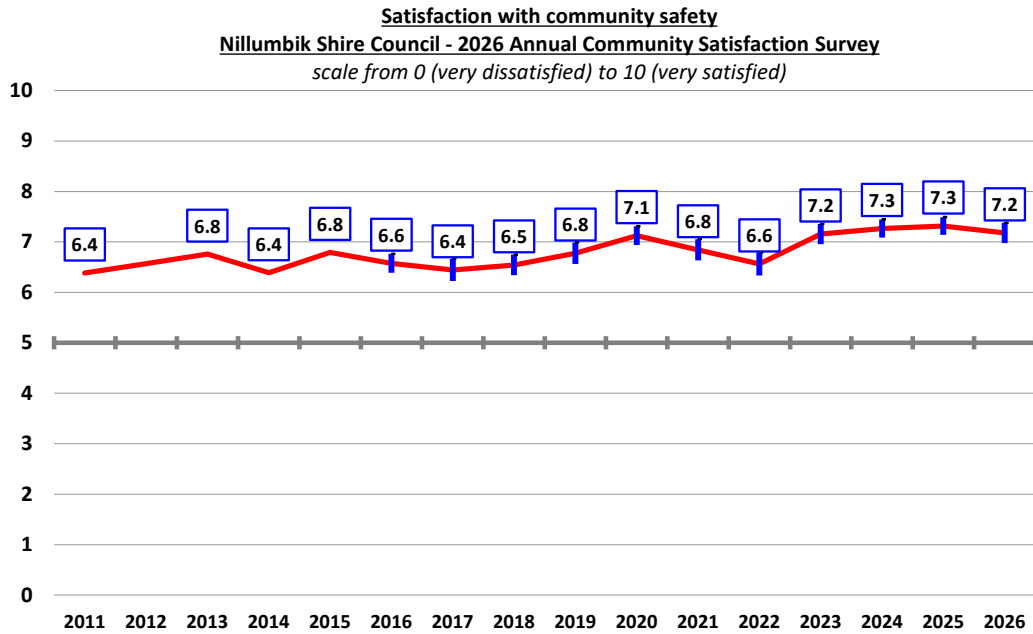
The three services and facilities for which comparable metropolitan averages existed (parking, traffic, and animal management), satisfaction was lower than the metropolitan average.



Average satisfaction with services and facilities related to community safety remained essentially stable this year, down one percentage point to 7.2 out of 10, which was a “good” level of satisfaction.

Since the most recent low point in 2022, this result has remained relatively stable at this level.





Parking enforcement

Parking enforcement was the 33rd most important of the 35 included services and facilities, with an average importance of 7.7 out of 10, and one of four that were measurably less important than the average of all 35 (8.6).

Satisfaction with parking enforcement remained essentially stable this year, down one percent to 7.1 out of 10, which remains at a “good” level of satisfaction.

This satisfaction score was notably (4pts) higher than the long-term average satisfaction since 2011 of 6.7 out of 10, or “good”.

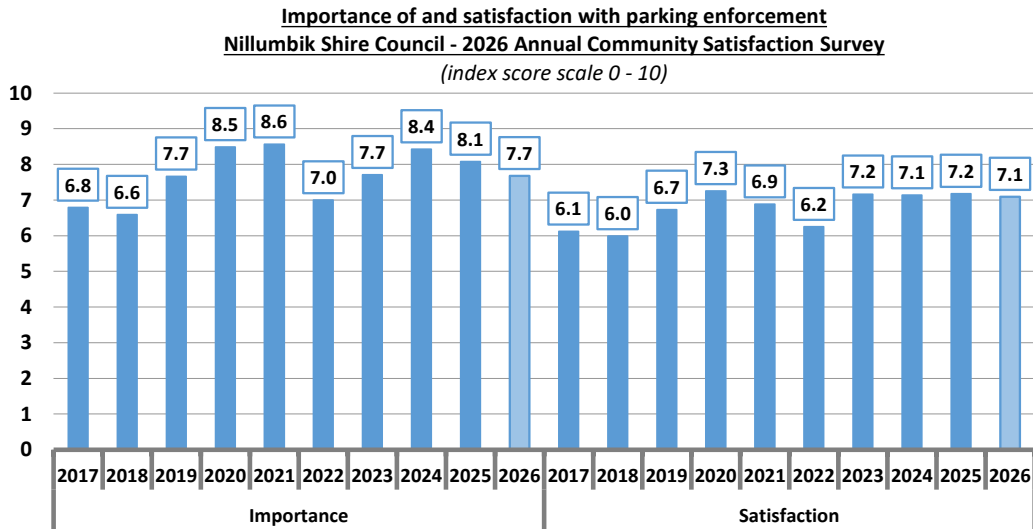
This ranks parking enforcement 25th in terms of satisfaction this year.

This result comprised 54% “very satisfied” and 10% “dissatisfied” respondents, based on a total sample of 460 of the 501 respondents who provided a satisfaction score this year.

There was variation in satisfaction with parking enforcement observed by respondent profile with adults (aged 35 to 44 years) notably more satisfied than average, and older adults (aged 60 to 74 years) notably less satisfied than average.



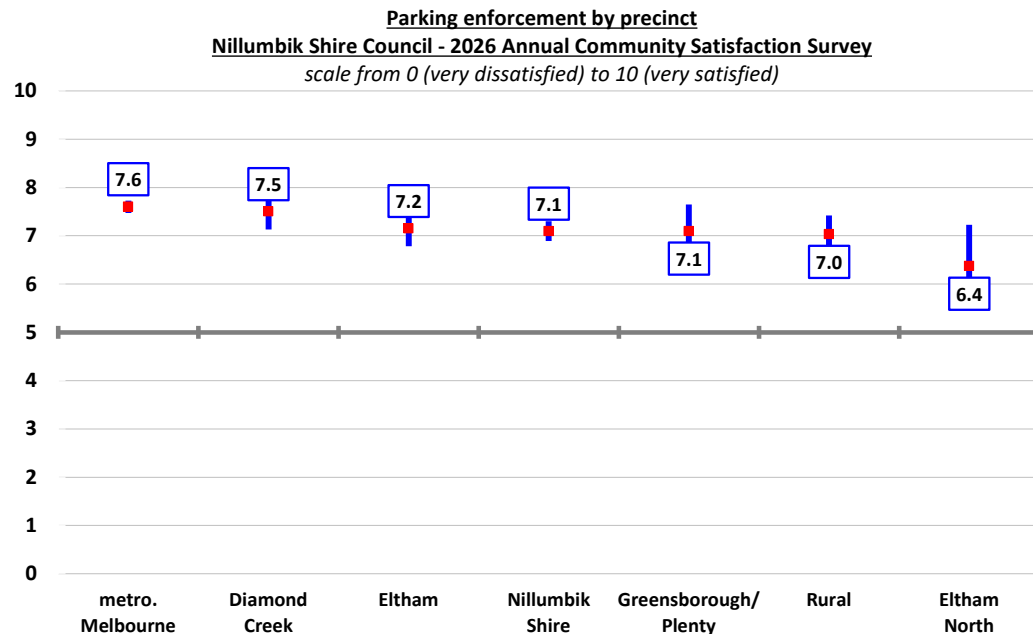
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By way of comparison, this result was measurably (5pts) lower than the metropolitan average satisfaction with parking enforcement of 7.6 out of 10, as recorded in the 2026 *Governing Melbourne* research.

While there was no measurable variation observed across the municipality, attention is drawn to respondents from Diamond Creek, who were notably (4pts) more satisfied than the municipal average, and at a “very good” level.

By contrast, respondents from Eltham North were notably (7pts) less satisfied than average, and at a “solid” rather than a “good” level.



Local traffic management

Local traffic management was the 22nd most important of the 35 included services and facilities, with an average importance of 8.7 out of 10.

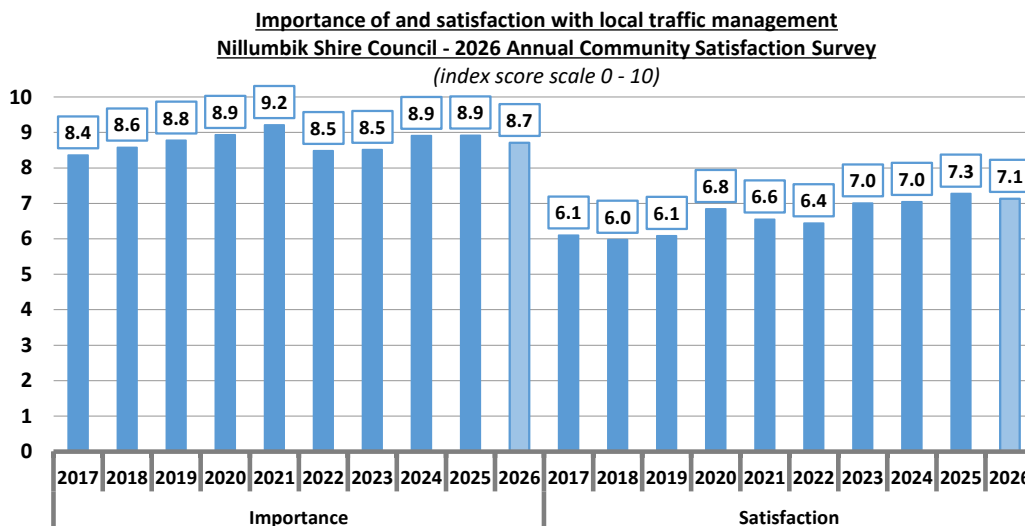
Satisfaction with local traffic management decreased somewhat this year, down two percent to 7.1 out of 10, which was a “good”, down from a “very good”, level of satisfaction.

This result was measurably (6pts) higher than the long-term average satisfaction since 2011 of 6.5 or “good”.

This ranks local traffic management 24th in terms of satisfaction this year.

This result comprised 52% “very satisfied” and 10% “dissatisfied” respondents, based on a total sample of 483 of the 501 respondents who provided a satisfaction score this year.

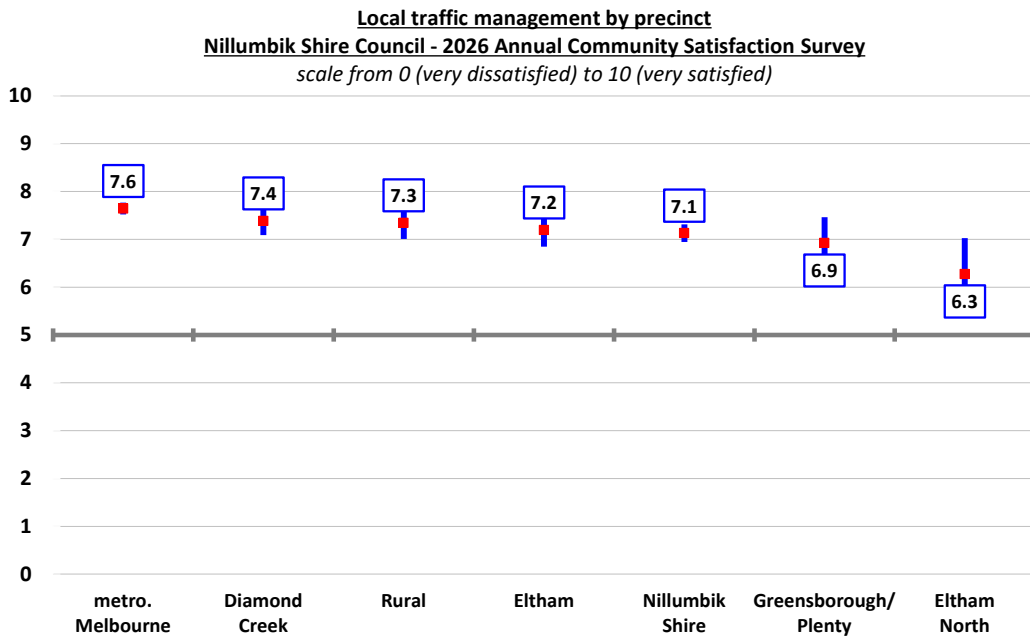
There was some variation in satisfaction with traffic management observed by respondent profile, with young adults and adults (aged 18 to 44 years) notably more satisfied, and older adults (aged 60 to 74 years) notably less satisfied than average.



By way of comparison, this result was measurably (5pts) lower than the metropolitan average satisfaction with “local traffic management” of 7.6 out of 10, as recorded in the 2026 *Governing Melbourne* research.

While there was no measurable variation in satisfaction with traffic management observed across the municipality, attention is drawn to respondents from Eltham North, who were notably (8pts) less satisfied than average, and at a “solid”, rather than a “good” level.





Fire prevention works

Fire prevention works were the 5th most important of the 35 included services and facilities, with an average importance of 9.0 out of 10, and one of six services and facilities to be measurably more important than the average of all 35 (8.6).

Satisfaction with fire prevention works remained essentially stable this year, down one percent to 7.0 out of 10, which remains a “good” level of satisfaction.

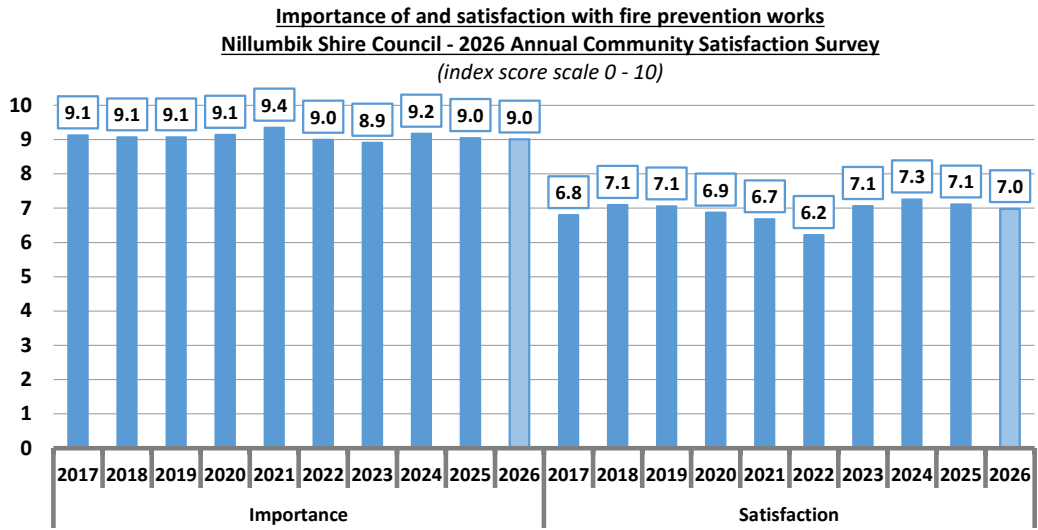
This result was essentially consistent with the long-term average satisfaction since 2016 of 6.9 or “good”.

This ranks fire prevention works 27th in terms of satisfaction this year, and one of nine services and facilities to be measurably less satisfied than the average of all 35 (7.6).

This result comprised 52% “very satisfied” and 14% “dissatisfied” respondents, based on a total sample of 436 of the 501 respondents who provided a satisfaction score this year.

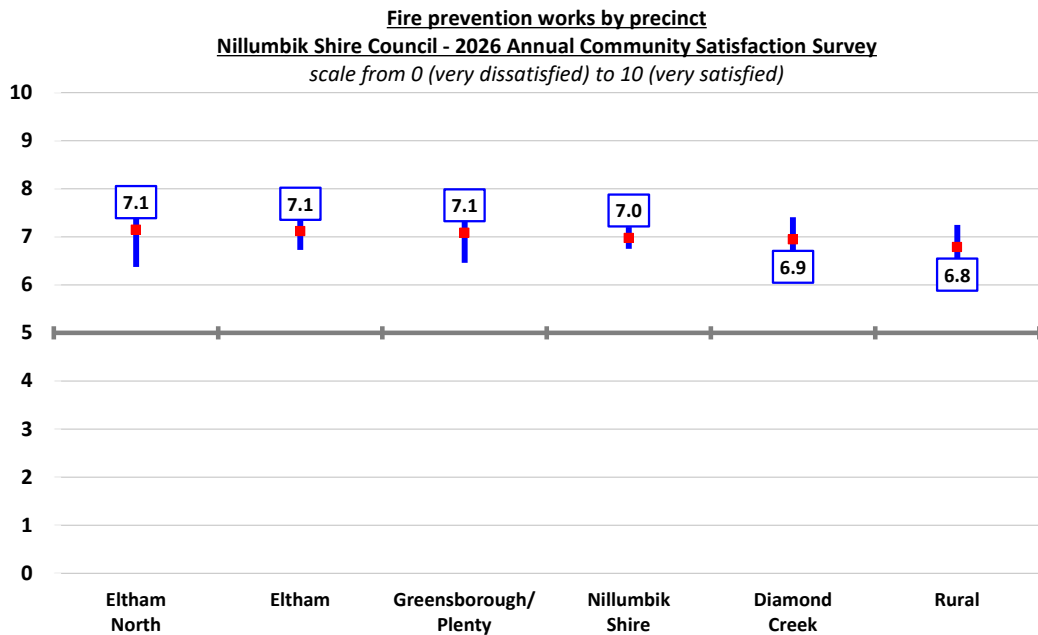
There was some variation in satisfaction with fire prevention works observed by respondent profile, with young adults and adults (aged 18 to 44 years) notably more satisfied, and older adults (aged 60 to 74 years) notably less satisfied than average.





These services were not included in the *Governing Melbourne* research, and so no comparisons have been provided.

There was no measurable variation in satisfaction with fire prevention works observed across the municipality, with respondents from all five precincts rating satisfaction at “good” levels.



The following table outlines the 87 comments received from respondents who were not satisfied with fire prevention works.



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

Reasons for dissatisfaction with fire prevention works
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 (Number of responses)

<i>Response</i>	<i>Number</i>
Not being done / not aware of	9
More / regular maintenance and cutting of grass due to fire risk	4
Overgrown with vegetation / grass which is fire risk	4
More attention needed / could do more	3
No / not enough cutting of the grass	3
Bad management / maintenance	2
No / poor roadside maintenance and slashing	2
Park not looked after / need more trimming	2
Too many overgrown bushes and trees. They need to maintain it well	2
Access in and out is only on one street lane going across the bridge	1
Access shouldn't lock, especially in emergency	1
All along Allendale Rd, it's a disgrace	1
Blocked drains have stacks of leaves on Diamond Creek Rd	1
Don't pick up debris	1
Don't think they do enough, especially around the parks	1
For the safety from bushfire	1
Gills Rd. Roadside grass was slashed early on before rains. Now grown too long. Possible fire hazard	1
Grass too long at Diamond Creek	1
Grass too long, along Diamond Creek, roundabout	1
Gum trees bordering main road	1
Have not seen any cleaners or take down of dying trees that would catch fire easily	1
Heaps of long grass on roadsides at Greensborough roundabout. It is always left unattended and surrounding nature strips	1
I don't believe in the current measures they are cutting things simply. This is the green wedge too not cut things down. Sometimes trees slow the fire down.	1
I don't see any evidence of fire prevention works in Manning Rd	1
I have to do it myself, because they do not do it properly	1
Ibera Ct needs to maintain more	1
In my road people come to trim the trees but it is a waste of time. They should just remove them	1
It doesn't seem to be done everywhere. Only done in some spots	1
It looks very untidy at times	1
It never gets done even after repeated insistence	1
Making us cut it. The trees and grass	1
Not done quick enough, Plenty pre-school area	1
Not enough back burning to deal with fires	1
Not enough communication	1
Overgrown tree at Aqueduct Rd	1
Overhanging trees and fallen trees, but they complain if we don't do it	1
Poor choice of trees like eucalyptus, falling leaves	1
Roadside slashing required	1
Roundabout near the Council has tall grass. Makes area look cheap	1
Should be cutting more in the common areas	1



Slashing involves the dissemination of garbage. This is fined poorly. Not informed research	1
Still at risk of bush fire	1
Terrible job. I think they changed contract	1
The bottom of my property is littered with leaves, and it had never been cleaned	1
The Council does not do it at all. I do it myself	1
The nature strip needs to be maintained	1
There has been no attention to the roads where we live	1
There is a lot of dead grass in the area, and it hasn't been cut back recently. They can be very dangerous	1
There is not enough clearing especially around the local football ground and Diamond creek coming through Eltham Central needs to be cleared	1
There should be no burnable like grass on the nature strip. This is what leads to fires	1
They are a bit slow doing that	1
They are not clearing and not good job on the clearing. There are a lot of debris on the side of road	1
They are supposed to keep the roads clear from dry leaves	1
They cut it every 3 or 4 years only	1
They do it like 1 or 2 times a year	1
They do it, but never properly. The Council does nothing with the rates	1
They do not cut trees during fire season / summer	1
They don't do a particularly neat work	1
They don't slash the grass on the roadsides	1
They have never done it in my area. I do it myself	1
They promote bushfires with all the ready to burn trees and grass on the nature strips. I will not be able to use the driveway if I needed to in a fire	1
This year it was not good, but it was good before	1
We have a walking track there, it is risky for us	1
We haven't had that service in over 10 years, and they can't get here because of the barriers	1
We weed our roadside as it is an environmental area	1
Total	87

Animal management

Animal management was the 25th most important of the 35 included services and facilities, with an average importance of 8.6 out of 10.

Satisfaction with animal management declined somewhat this year, down two percentage points to 7.5 out of 10, which remains a “very good” level of satisfaction.

This result was somewhat (2pts) higher than the long-term average satisfaction since 2011 of 7.3 out of 10, or “very good”.

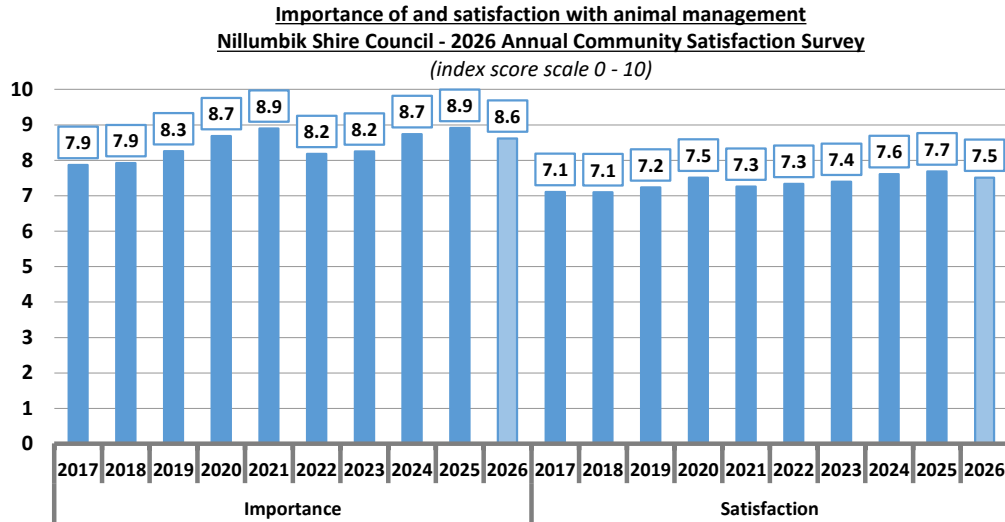
This ranks animal management 20th in terms of satisfaction this year.

This result comprised 61% “very satisfied” and seven percent “dissatisfied” respondents, based on a total sample of 414 of the 501 respondents who provided a satisfaction score this year.



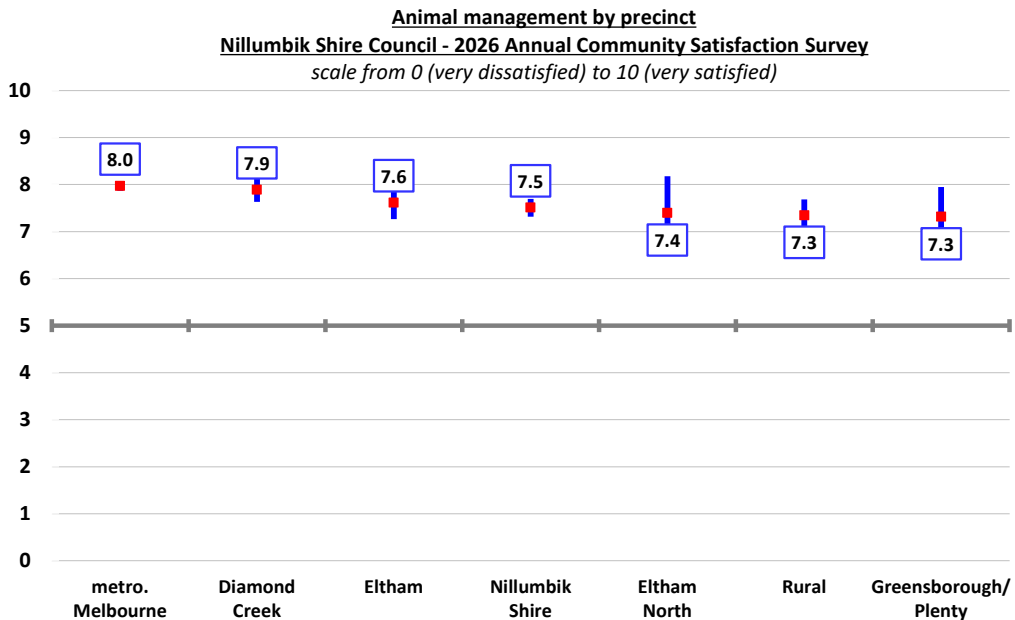
Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

There was some substantive variation in satisfaction with animal management observed by respondent profile, with adults (aged 35 to 44 years) notably more satisfied, and older adults and senior citizens (aged 60 years and older) notably less satisfied than average.



By way of comparison, this result was measurably (5pts) lower than the metropolitan average satisfaction with animal management of 8.0 out of 10, as recorded in the 2026 *Governing Melbourne* research.

While there was no measurable variation in satisfaction with animal management observed across the municipality, attention is drawn to respondents from Diamond Creek, who were notably (4pts) more satisfied than the municipal average, and at an “excellent” level.



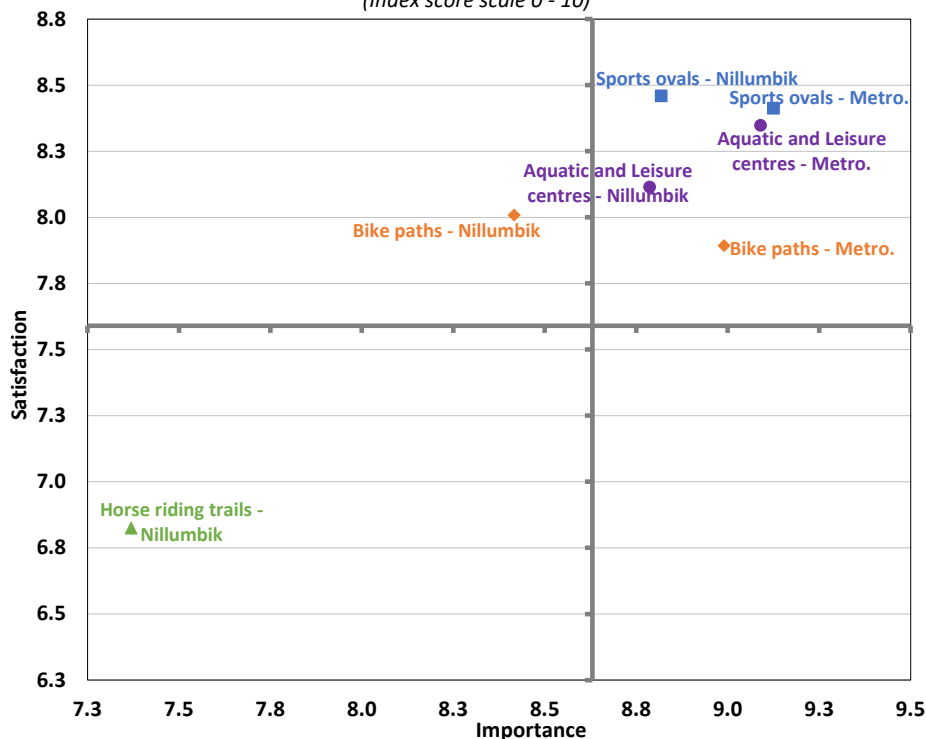
Recreation and leisure

Four services and facilities from the recreation and leisure division were included in the survey this year. These were horse riding trails, bike paths, aquatic and leisure centres, and sports ovals.

These services and facilities recorded higher than average satisfaction scores, except for horse riding trails, which recorded a lower satisfaction score. Sports ovals and aquatic and leisure centres were more important than average, while bike paths and horse-riding trails were less important.

Satisfaction with bike paths, aquatic and leisure centres, and sports ovals was broadly consistent with the corresponding metropolitan averages.

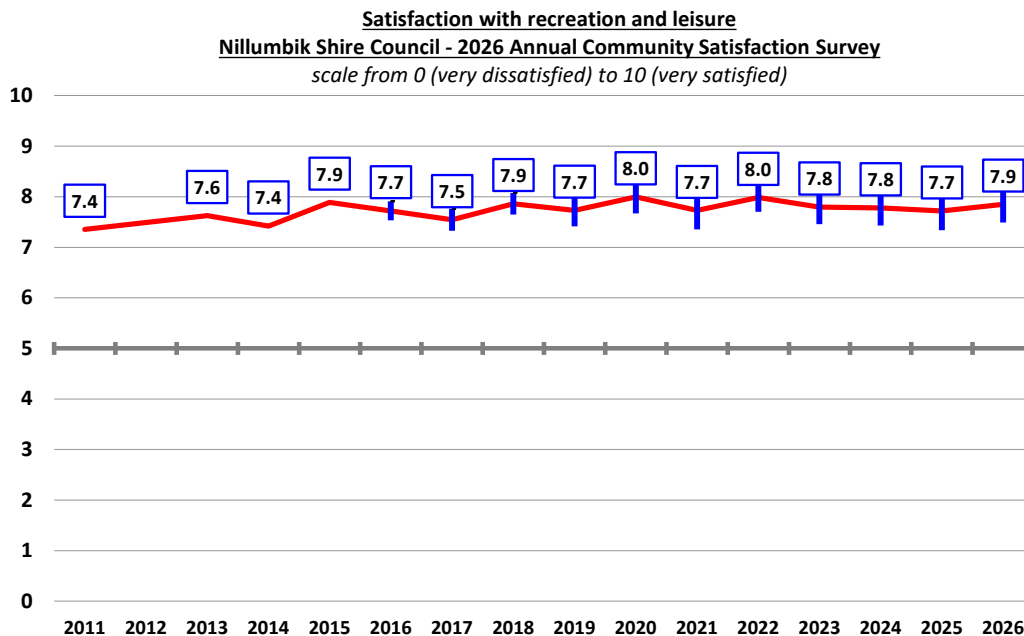
Importance of and satisfaction with recreation and leisure
 Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 (Index score scale 0 - 10)



Average satisfaction with services and facilities related to recreation and leisure rose somewhat this year, up two percentage points to 7.9 out of 10, which was an “excellent”, up from a “very good”, level of satisfaction.

This result has been relatively consistent around a “very good” to “excellent” level since 2011.





Sports ovals (including facilities and activities)

The provision of sports ovals was the 13th most important of the 35 included services and facilities, with an average importance of 8.8 out of 10.

Satisfaction with sports ovals increased somewhat this year, up three percentage points to 8.5 out of 10 this year, which remains an “excellent” level of satisfaction.

This result was measurably (5pts) higher than the long-term average satisfaction since 2011 of 8.0 out of 10.

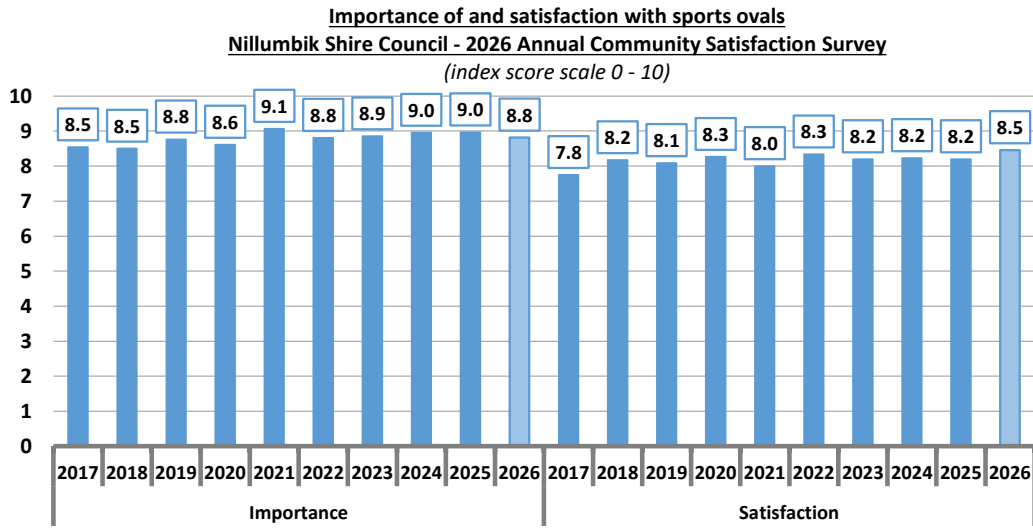
This ranks sports ovals 2nd in terms of satisfaction this year, and one of six services and facilities to record a satisfaction score which was measurably higher than the average of all 35 services and facilities (7.6).

This result comprised 85% “very satisfied” and one percent “dissatisfied” respondents, based on a total sample of 200 of the 201 (40%) respondents from households who had used these facilities in the last 12 months.

There was no variation in satisfaction with sports ovals observed by respondent profile.

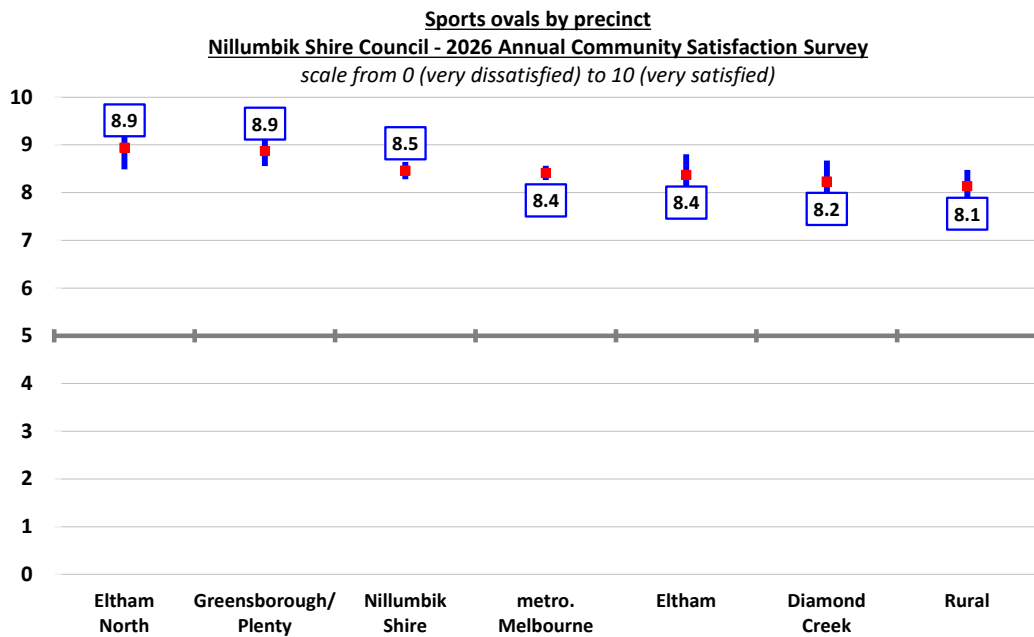


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By way of comparison, this result was broadly consistent with the metropolitan average satisfaction with “sports ovals and other local sporting facilities” of 8.5 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in satisfaction observed across the municipality, with respondents from all five precincts rating satisfaction at “excellent” levels.



On and off-road bike paths (including shared pathways)

On and off-road bike paths were the 30th most important of the 35 included services and facilities, with an average importance of 8.4 out of 10.

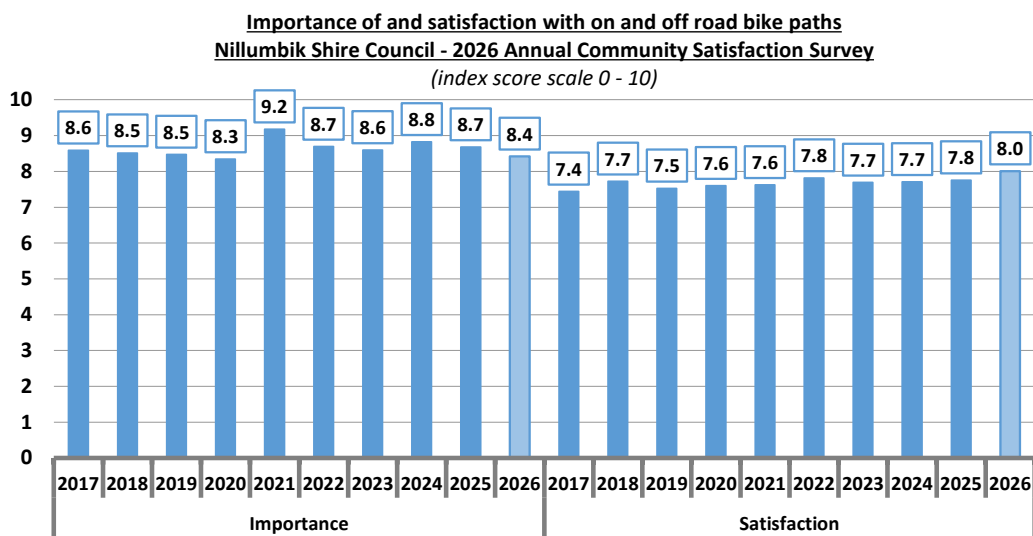
Satisfaction with on and off-road bike paths rose somewhat this year, up two percentage points to 8.0 out of 10, which remains an “excellent” level of satisfaction.

This was notably (4pts) higher than the long-term average satisfaction since 2011 of 7.6 out of 10.

This ranks on and off-road bike paths 12th in terms of satisfaction this year.

This result comprised 70% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 145 of the 148 (30%) respondents from households who had used these facilities in the last 12 months.

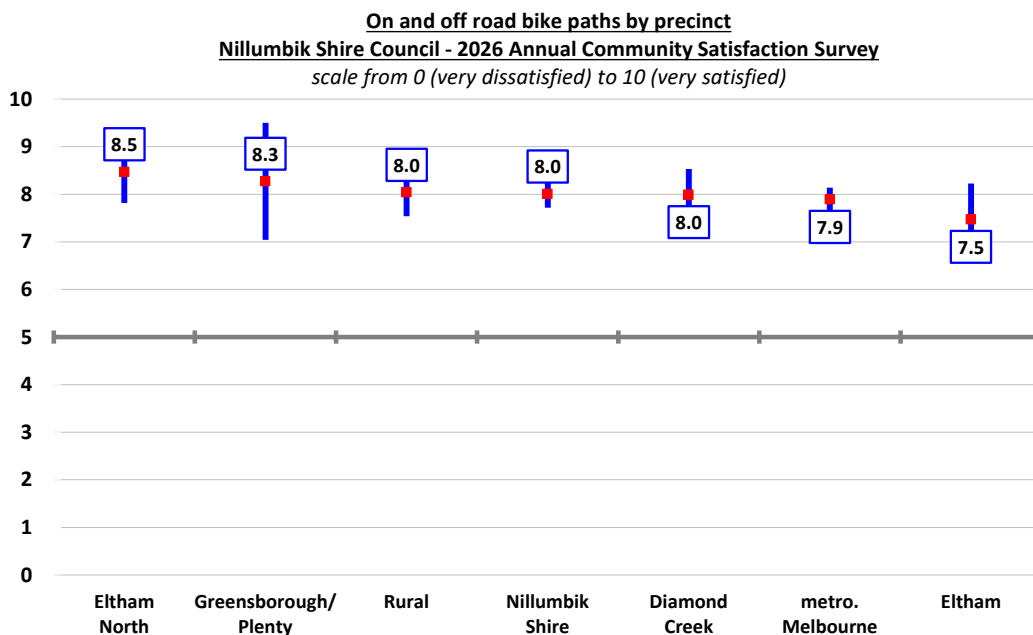
There was some variation in satisfaction with bike paths observed by respondent profile, with senior citizens (aged 75 years or older) notably more satisfied than average, and male respondents notably more satisfied than female respondents.



By way of comparison, this result was broadly consistent with the metropolitan average satisfaction with “bike and shared paths” of 7.9 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Whilst there was no measurable variation in satisfaction with bike paths observed across the municipality, it is noted that the 24 respondents from Eltham North were notably (5pts) more satisfied than average, and the 29 respondents from Eltham were notably (5pts) less satisfied, and at a “very good” rather than an “excellent” level of satisfaction.





Horse riding trails

Horse riding trails were the least (35th) most important of the 35 included services and facilities, with an average importance of 7.4 out of 10, and one of four services and facilities to be measurably less important than the average of all 35 (8.6).

Satisfaction with horse riding trails remained stable this year at 6.8 out of 10, which was a “good” level of satisfaction.

This was notably (5pts) below the long-term average satisfaction since 2019 of 7.3 out of 10.

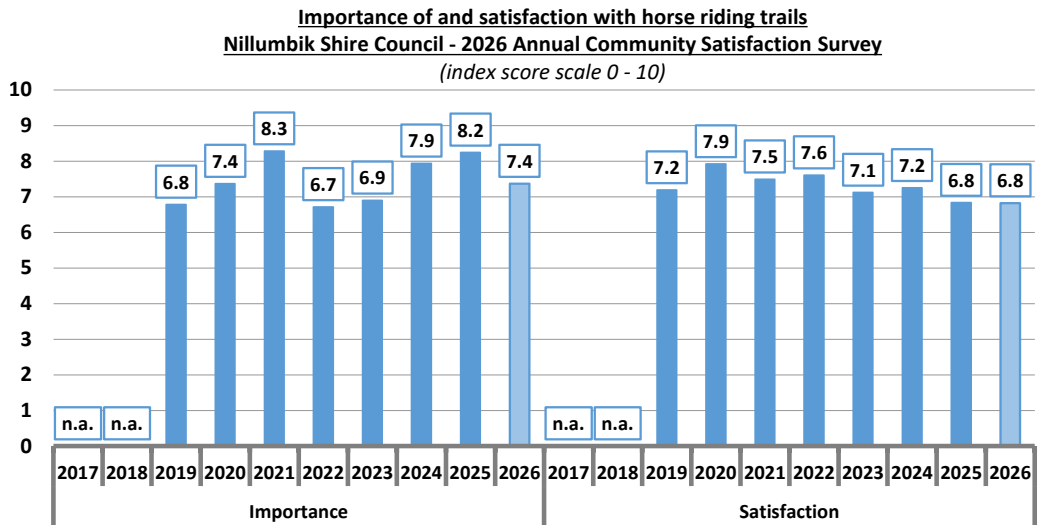
This ranks horse riding trails 32nd in terms of satisfaction this year, and one of nine services and facilities to record a satisfaction score which was measurably lower than the average of all 35 (7.6).

This result comprised 44% “very satisfied” and 18% “dissatisfied” respondents, based on a total sample of 31 of the 35 (35%) respondents from households who had used these facilities in the last 12 months.

Given the relatively small sample size, there was no meaningful variation in satisfaction with horse riding trails observed by respondent profile.

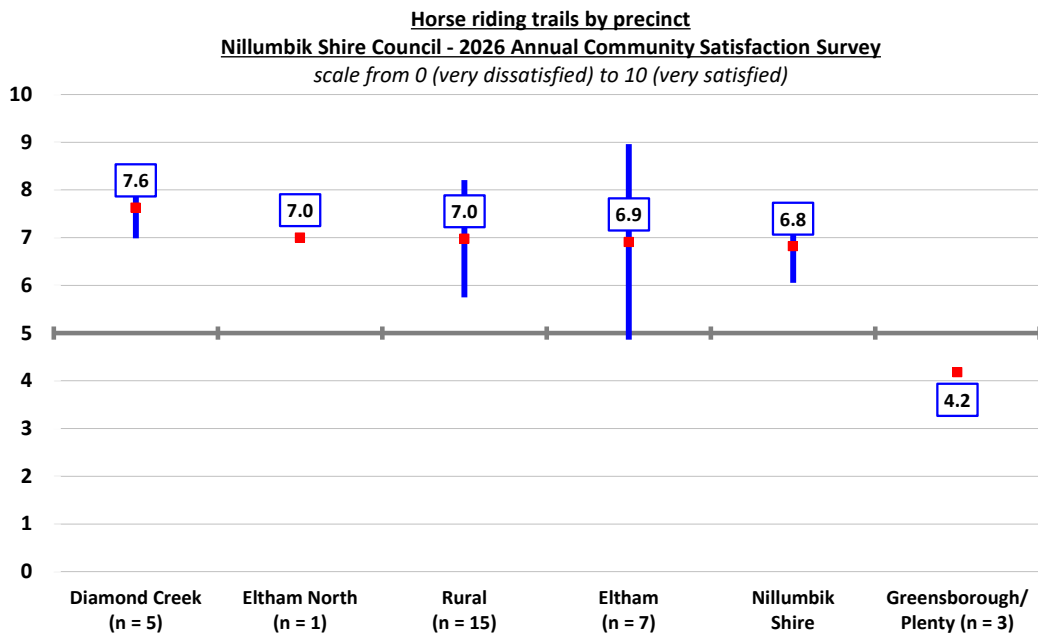


Nilumbik Shire Council – 2026 Annual Community Satisfaction Survey



These facilities were not included in the 2026 *Governing Melbourne* research, and so no comparison results are available.

Given the relatively small sample size, there was no measurable variation in satisfaction with horse riding trails observed across the municipality.



Aquatic and Leisure Centres

Aquatic and leisure centres were the 18th most important of the 35 included services and facilities, with an average importance of 8.8 out of 10.

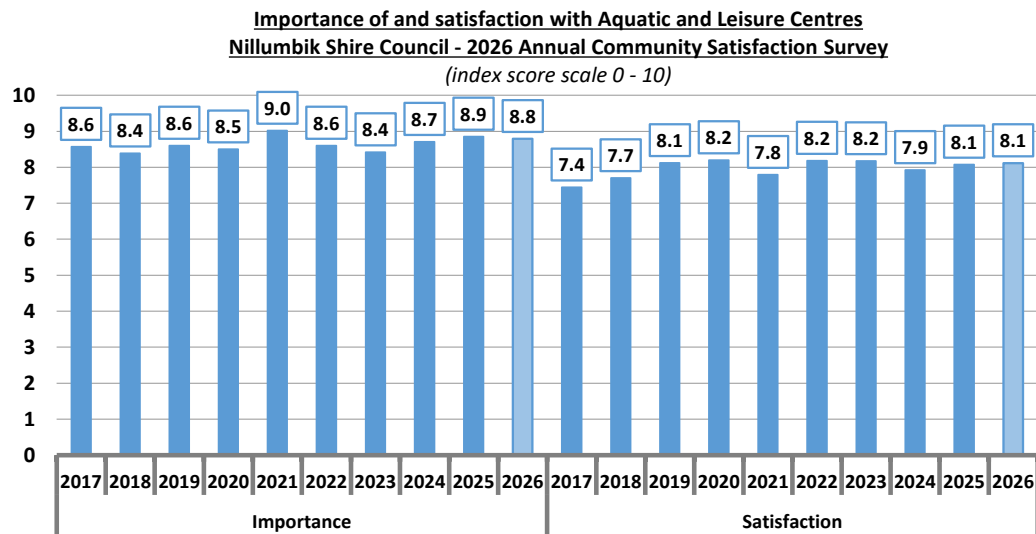
Satisfaction with aquatic and leisure centres remained stable this year at 8.1 out of 10, which remains an “excellent” level of satisfaction.

This result was notably (3pts) higher than the “excellent” long-term average satisfaction since 2011 of 7.8 out of 10.

This ranks aquatic and leisure centres 9th in terms of satisfaction this year.

This result comprised 72% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 199 of the 201 (40%) respondents from households who had used these facilities in the last 12 months.

There was some variation in satisfaction with these facilities observed by respondent profile, with senior citizens (aged 75 years or older) notably more satisfied than average.

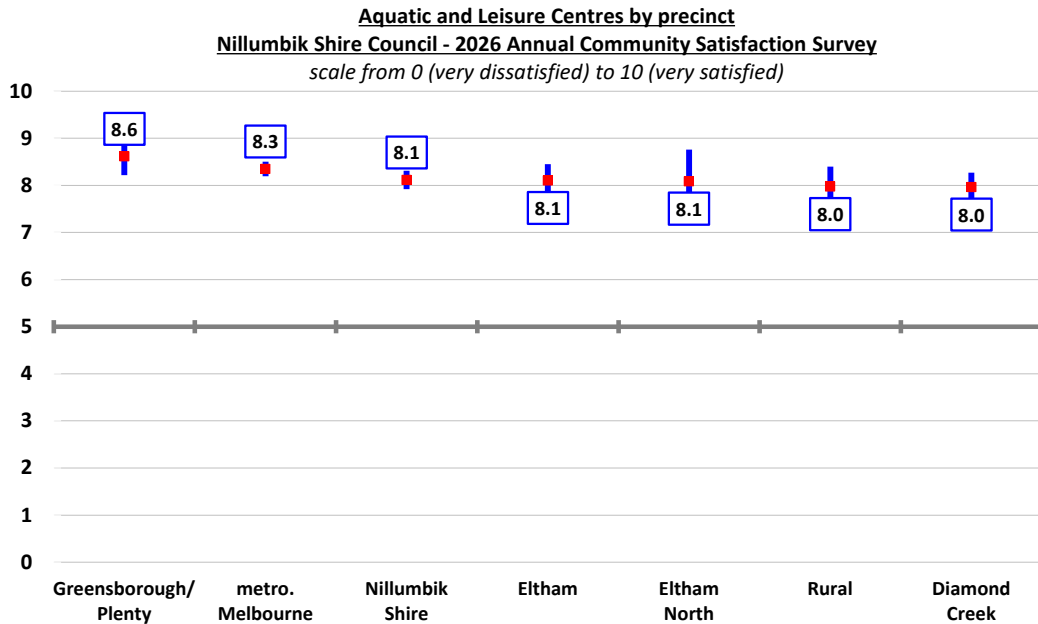


By way of comparison, this result was somewhat (2pts) lower than the metropolitan average satisfaction with “recreation and/or aquatic centres” of 8.3 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in satisfaction with aquatic and leisure centres observed across the municipality, with respondents from all five precincts rating satisfaction at “excellent” levels.

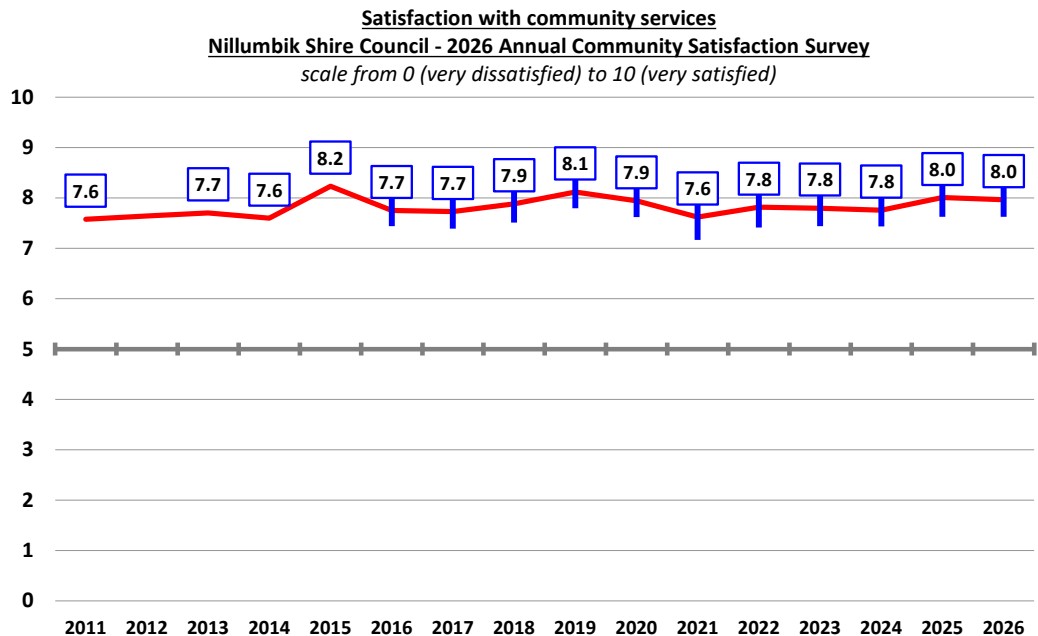


Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey



Community services

Average satisfaction with services and facilities related to community services remained stable this year, at 8.0 out of 10, which was an “excellent” level of satisfaction. This result has remained relatively stable at an “excellent” level since 2021.

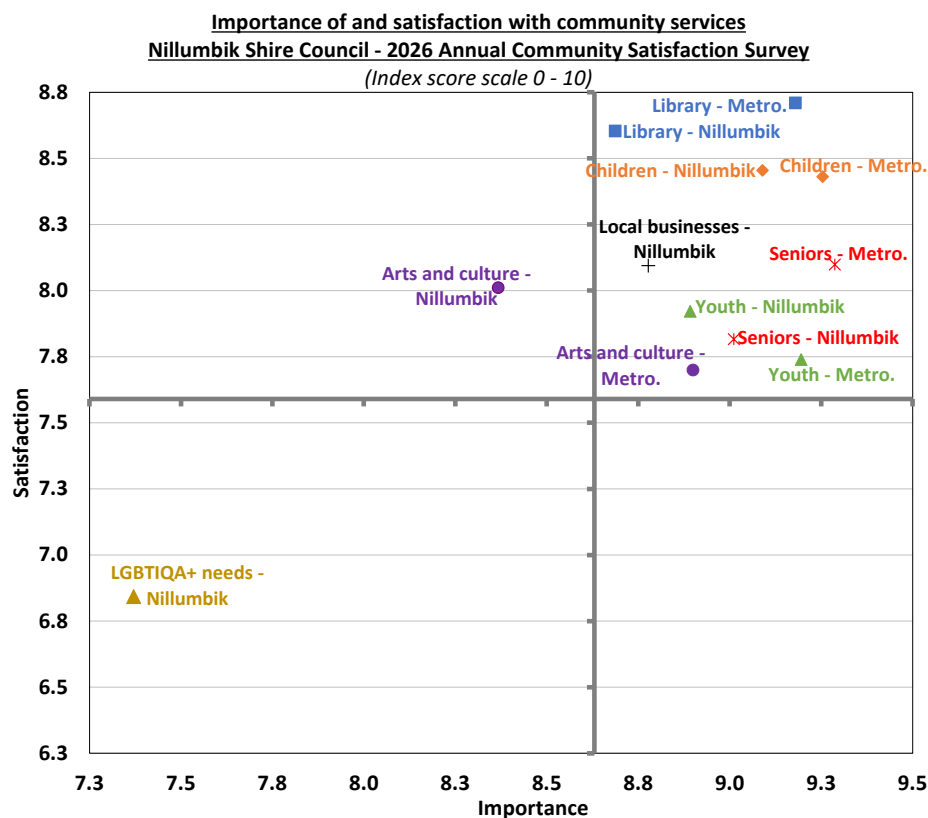


Seven services and facilities from the community services division were included in the survey this year. These were Council efforts to address the needs of LGBTQIA+ residents, the local library, arts and cultural programs, events, and activities, services for children from birth to 5 years, services for youth, services for older people, and Council support for local businesses.

Five of these services were among those with which respondents were most satisfied and considered most important. These were the library, services for children, services for youth, services for older people, and support for local businesses, all of which were more important than average and recorded satisfaction scores which were higher than the average.

Arts and cultural programs, events, and activities, and Council efforts to address the needs of LGBTQIA+ residents were both less important than average.

While arts and cultural programs recorded a higher-than-average satisfaction score, respondents were less satisfied with Council efforts to support LGBTQIA+ residents.



Council efforts to address the needs of LGBTIQ+ residents

Council efforts to address the needs of LGBTIQ+ residents were the 34th most important of the 35 included services and facilities, with an average importance of 7.4 out of 10.

Satisfaction with these services declined notably this year, down six percentage points to 6.8 out of 10, which was a “good”, down from a “very good”, level of satisfaction.

This result was somewhat (3pts) lower than the long-term average satisfaction since 2024 of 7.1 out of 10.

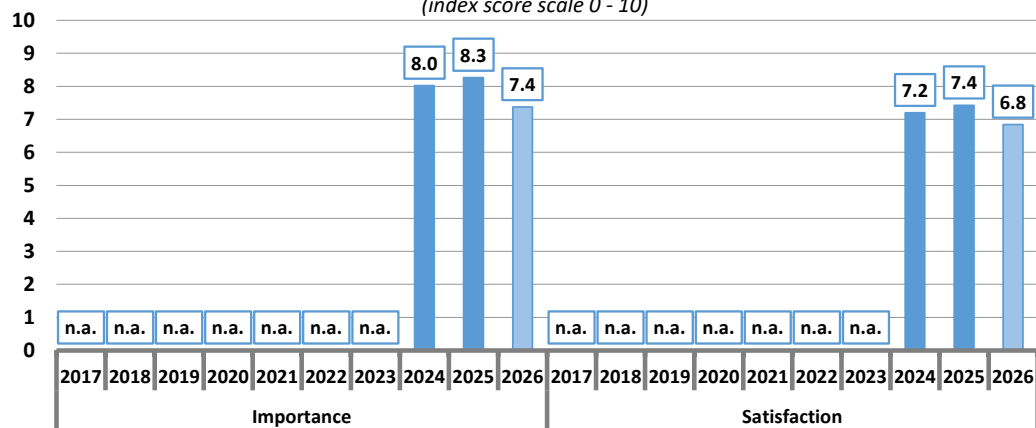
This ranks these services 30th in terms of satisfaction this year, and one of nine services and facilities to record a satisfaction score which was measurably lower than the average of all 35 (7.6).

This result comprised 45% “very satisfied” and 12% “dissatisfied” respondents, based on a total sample of 297 of the 501 respondents who provided a satisfaction score this year.

There was some variation in satisfaction observed by respondent profile, with young adults and adults (aged 18 to 44 years) notably more satisfied, and older adults (aged 60 to 74 years) notably less satisfied than average. Female respondents were notably more satisfied than male respondents.

Importance of and satisfaction with Council efforts to address the needs of LGBTIQ+ residents

Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 (index score scale 0 - 10)

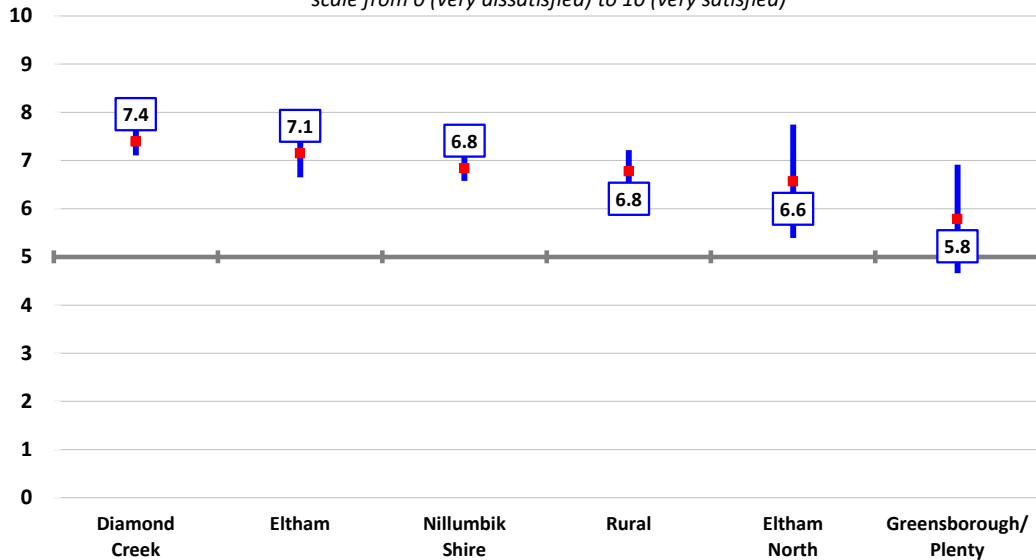


These services were not included in the 2026 *Governing Melbourne* research, and so no comparison results have been provided.

There was some measurable variation in satisfaction with these services observed across the municipality, with respondents from Diamond Creek measurably (6pts) more satisfied than the municipal average. By contrast, respondents from Greensborough / Plenty were notably (10pts) less satisfied than average, and at a “poor” rather than a “good” level.



Council efforts to address the needs of LGBTIQ+ needs by precinct
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Local library

The local library service was the 23rd most important of the 35 included services and facilities, with an average importance of 8.7 out of 10.

Satisfaction with local libraries remained essentially stable this year, up one percentage point to 8.6 out of 10, which remains an “excellent” level of satisfaction.

This result was broadly consistent with the long-term average satisfaction since 2011 of 8.5 out of 10, or “excellent”.

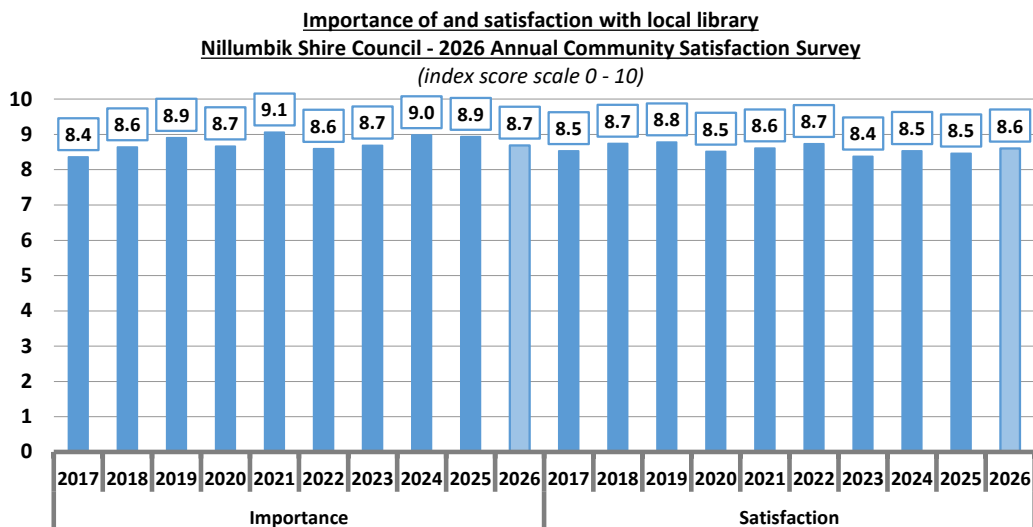
This ranks local libraries 1st in terms of satisfaction this year, and one of six services and facilities to record a satisfaction score which was measurably higher than the average of all 35 (7.6).

This result comprised 85% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 182 of the 186 (46%) respondents from households who had used these facilities in the last 12 months.

There was no substantive variation in satisfaction with local libraries observed by respondent profile.



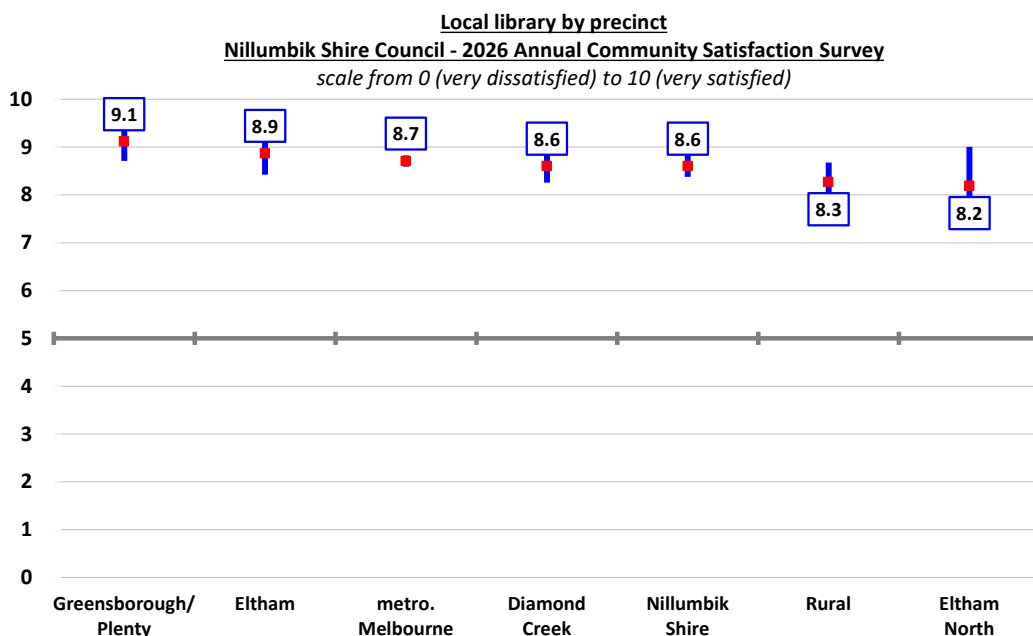
Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey



By way of comparison, this result was broadly consistent with the metropolitan average satisfaction with local libraries of 8.7 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in this result observed across the municipality, with respondents from all five precincts rating satisfaction at “excellent” levels.

The extremely high scores of 9.1 for Greensborough / Plenty, and 8.9 for Eltham were particularly strong this year.



Services for children from birth to 5 years of age

Services for children from birth to 5 years of age were the 3rd most important of the 35 included services and facilities, with an average importance of 9.1 out of 10, and one of six services and facilities to be measurably more important than the average of all 35 (8.6).

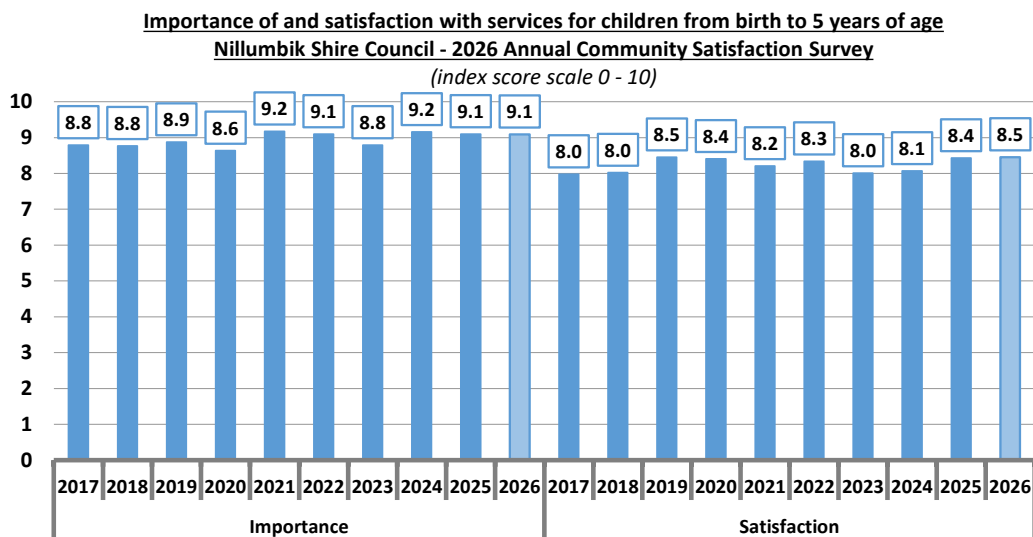
Satisfaction with services for children from birth to 5 years of age remained essentially stable this year, up one percentage point to 8.5 out of 10, which remains an “excellent” level of satisfaction.

This was the highest satisfaction score for services for children recorded for the Nillumbik Shire Council and was above the “excellent” long-term average satisfaction since 2011 of 8.1 out of 10.

This ranks services for children from birth to 5 years of age 3rd in terms of satisfaction this year, and one of six services and facilities to record a satisfaction score which was measurably higher than the average of all 35 (7.6).

This result comprised 82% “very satisfied” and no “dissatisfied” respondents, based on a total sample of 47 of the 49 (10%) respondents from households who had used these services in the last 12 months.

Given the small sample size, there was no meaningful variation in satisfaction observed by respondent profile.

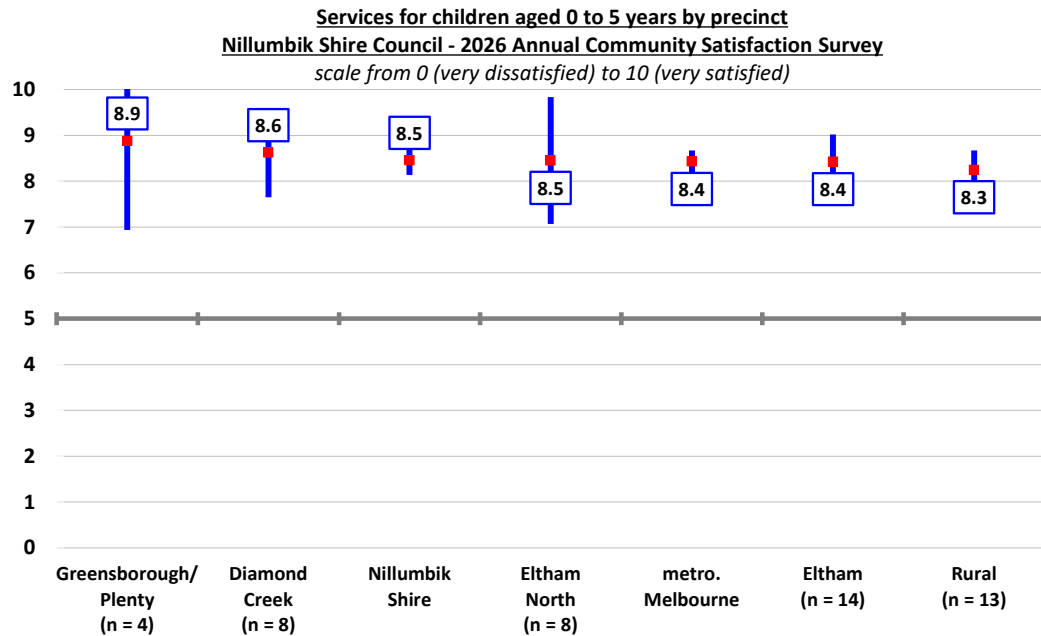


By way of comparison, this result was broadly consistent with the metropolitan average satisfaction with services for children aged 0 to 4 years of 8.4 out of 10, as recorded in the 2026 *Governing Melbourne* research.



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

Given the small sample size, there was no measurable variation observed across the municipality, with respondents from all precincts satisfied at “excellent” levels.



Services for youth

Services for youth were the 9th most important of the 35 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with youth services remained essentially stable this year, up one percentage point to 7.9 out of 10, which remains an “excellent” level of satisfaction.

Satisfaction with youth services was at the highest level ever recorded for this service since its inclusion in the survey in 2011, and notably higher than the long-term average satisfaction since 2011 of 7.4 out of 10.

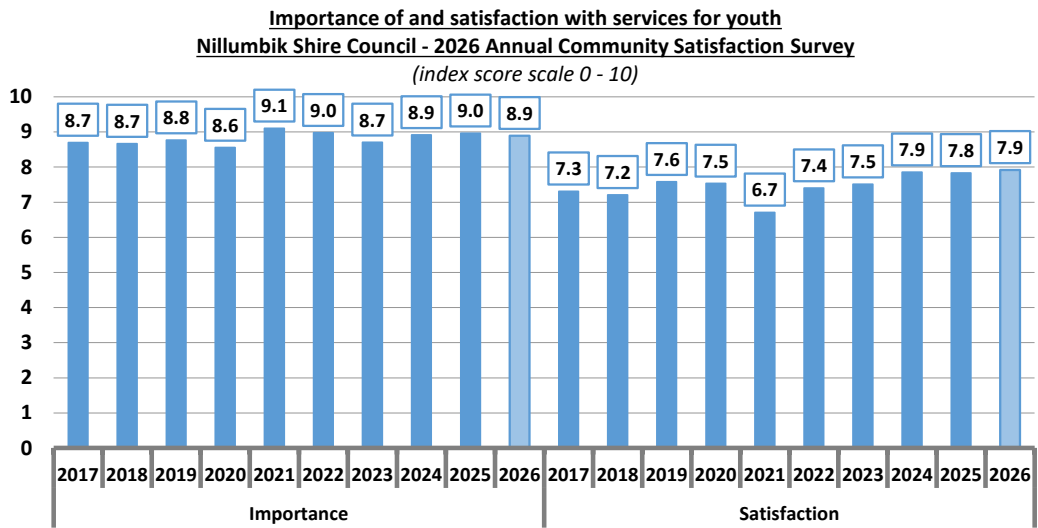
This ranks youth services 14th in terms of satisfaction this year.

This result comprised 68% “very satisfied” and no “dissatisfied” respondents, based on a total sample of 43 of the 45 (9%) respondents from households who had used these services in the last 12 months.

Given the small sample size, there was no substantial variation in satisfaction with youth services observed by respondent profile.

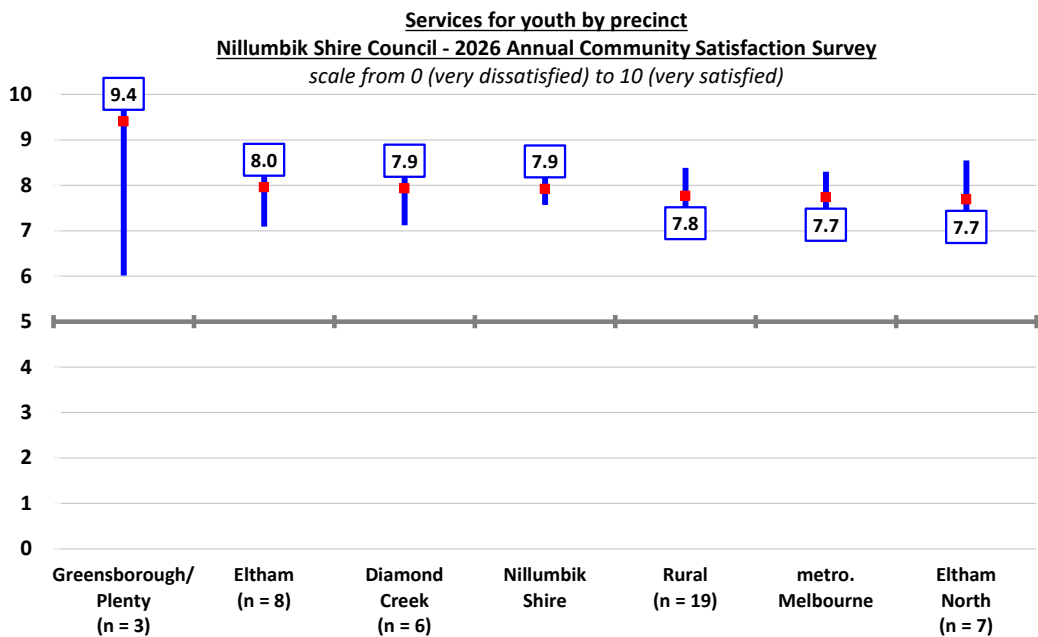


Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey



By way of comparison, this result was somewhat (2pts) higher than the metropolitan Melbourne average satisfaction with “services for youth” of 7.7 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Given the small sample size, there was no measurable variation in satisfaction observed across the municipality.



Services for older people

Services for older people were the 4th most important of the 35 included services and facilities, with an average importance of 9.0 out of 10, and one of six services and facilities that were measurably more important than the average of all 35 (8.6).

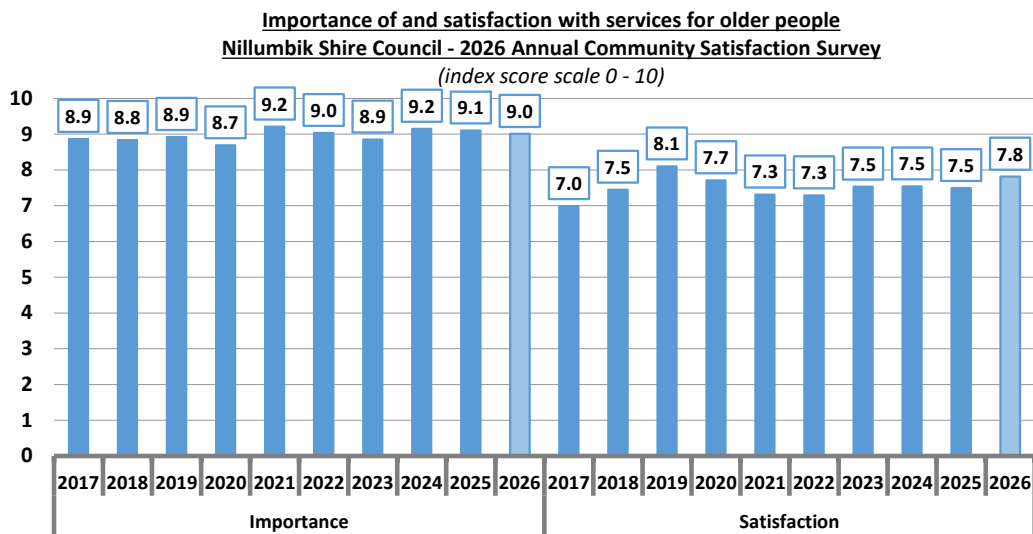
Satisfaction with services for older people increased somewhat this year, up three percentage points to 7.8 out of 10, which was an “excellent”, up from a “very good”, level of satisfaction.

This result was marginally (2pts) higher than the long-term average since 2011 of 7.6 out of 10.

This ranks services for older people 15th in terms of satisfaction this year.

This result comprised 74% “very satisfied” and seven percent “dissatisfied” respondents, based on a total sample of 34 of the 36 (7%) respondents from households who had used these services in the last 12 months.

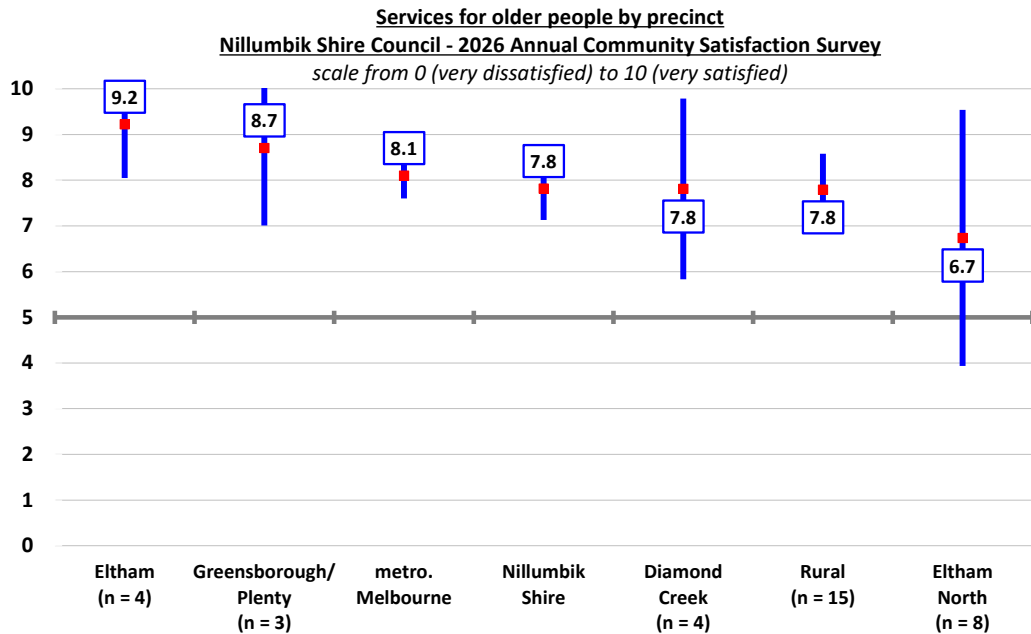
Given the small sample size, there was no substantial variation in satisfaction observed by respondent profile.



By way of comparison, this result was somewhat (3pts) lower than the metropolitan average satisfaction with “services for seniors” of 8.1 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Whilst there was no measurable variation observed across the municipality, it is noted that the eight respondents from Eltham North were notably (11pts) less satisfied, and at a “good”, rather than an “excellent” level.





Arts and cultural events, programs, and activities

Arts and cultural events, programs, and activities were the 31st most important of the 35 included services and facilities, with an average importance of 8.4 out of 10.

Satisfaction with arts and cultural events, programs and activities remained essentially stable this year, down one percentage point to 8.0 out of 10, which remains an “excellent” level of satisfaction.

Satisfaction with these services was broadly consistent with the “excellent” long-term average of 7.9 out of 10.

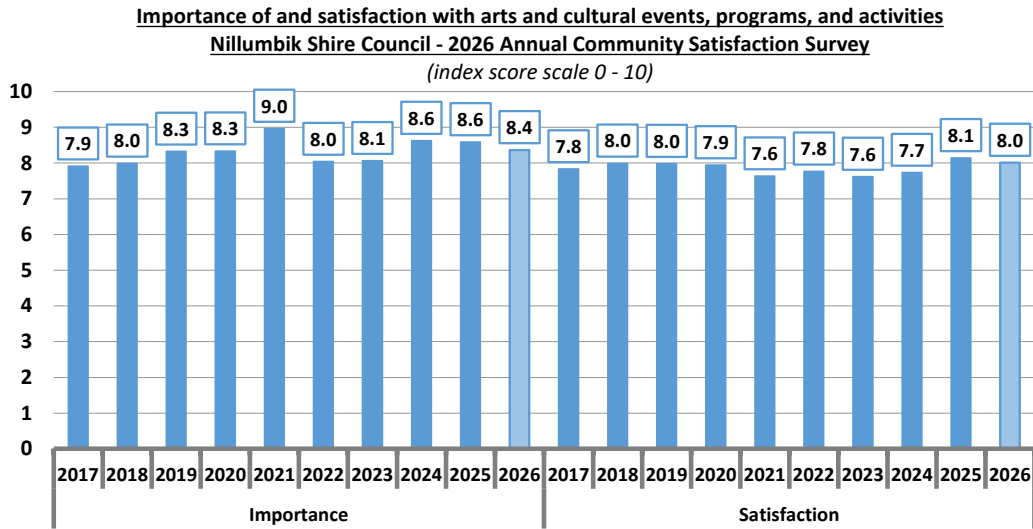
This ranks arts and cultural events, programs and activities 11th in terms of satisfaction this year.

This result comprised 69% “very satisfied” and one percent “dissatisfied” respondents, based on a total sample of 105 of the 106 (21%) respondents from households who had used these services in the last 12 months.

There was no substantive variation in satisfaction with these services observed by respondent profile.

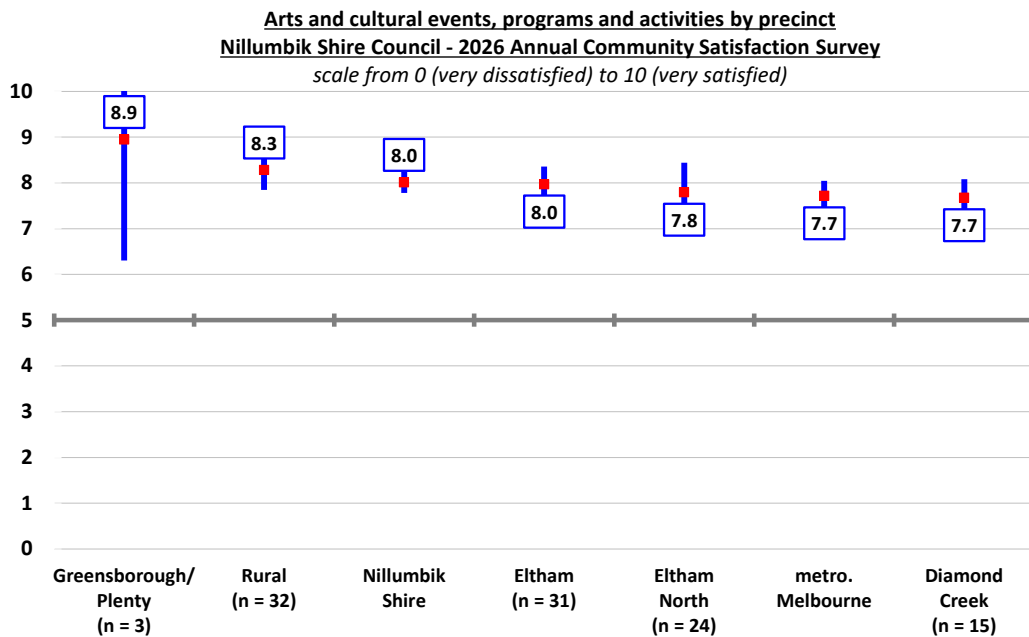


Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey



By way of comparison, this result was somewhat (3pts) higher than the metropolitan combined average satisfaction with the “provision of public art” and “Council’s festivals and events” of 7.7 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Whilst there was no measurable variation observed across the municipality, it is noted that the three respondents from Greensborough / Plenty were notably (9pts) more satisfied than the municipal average.



Support for local businesses

Council support for local business was the 20th most important of the 35 included services and facilities, with an average importance of 8.8 out of 10.

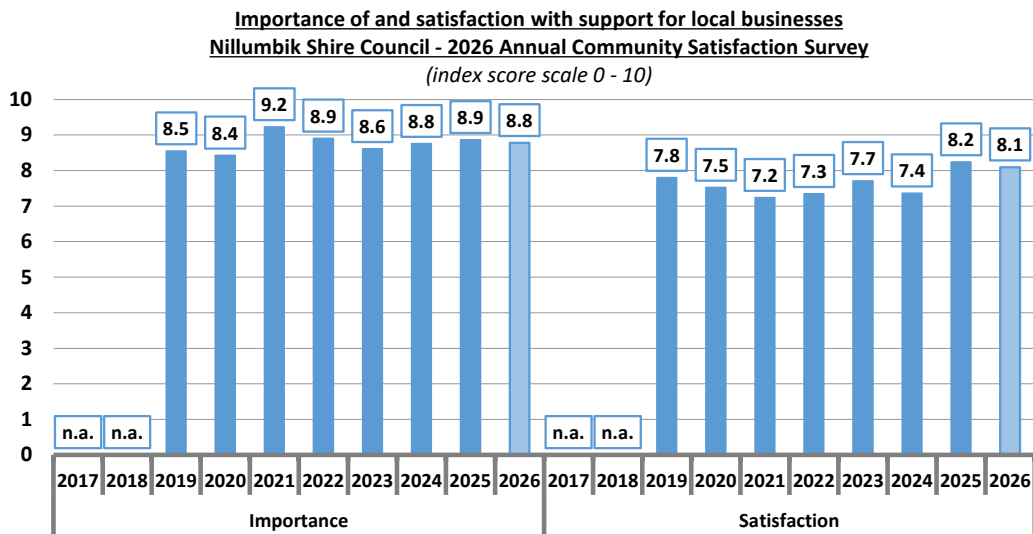
Satisfaction with Council support for local business remained essentially stable this year, down one percentage point to 8.1 out of 10, which was an “excellent” level of satisfaction.

This result was notably higher than the long-term average satisfaction since 2019 of 7.7 out of 10, or “very good”.

This ranks Council support for local business 10th in terms of satisfaction this year.

This result comprised 73% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 113 of the 115 (23%) respondents from households who had used these services in the last 12 months.

There was some substantial variation in satisfaction with these services observed by respondent profile, with young adults (aged 18 to 34 years) notably less satisfied, and senior citizens (aged 75 years or older) notably more satisfied than average.

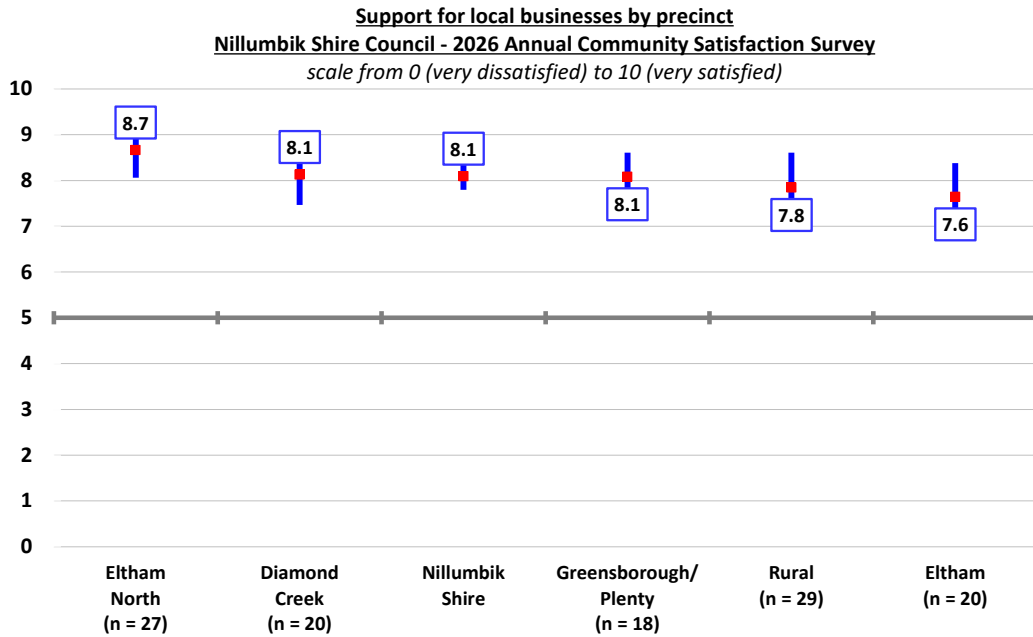


These services were not included in the 2026 *Governing Melbourne* research, and so no comparison results have been provided.

Although there was no measurable variation in satisfaction with these services observed across the municipality, it is noted that the 27 respondents from Eltham North were notably (6pts) more satisfied than the municipal average, while the 20 respondents from Eltham were notably (5pts) less satisfied.

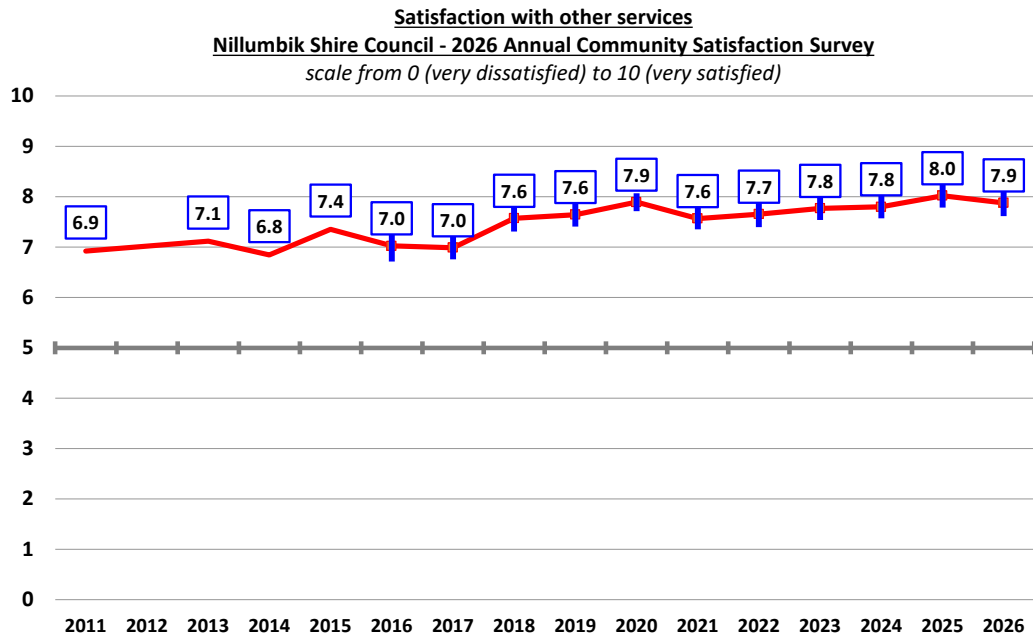


Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey



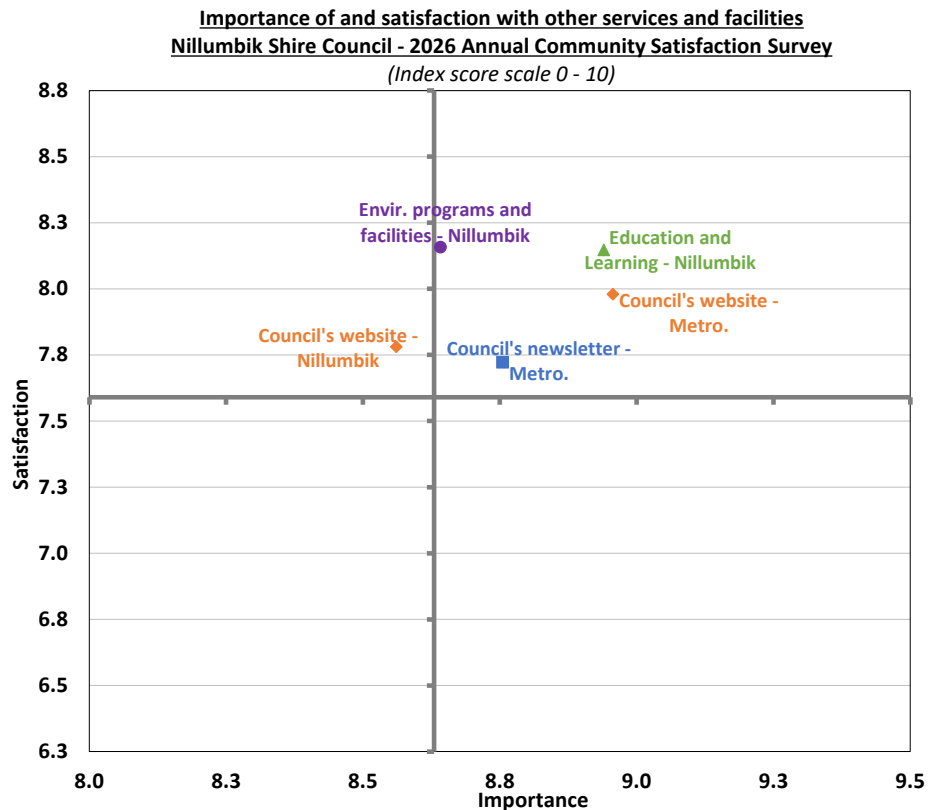
Other services and facilities

Average satisfaction with “other” services and facilities remained essentially stable this year, down one percent to 7.9 out of 10, which remains an “excellent” level of satisfaction. This result has remained relatively stable since 2018.



Four “other” services and facilities were included in the survey this year. These were Council’s website, Council’s newsletter *Nillumbik News*, environmental programs and facilities, and education and learning.

All four of these services and facilities recorded satisfaction scores, which were higher than the municipal average. In addition, they were more important than average, except for Council’s website, which was less important.



Nillumbik News (Council’s newsletter)

Council’s newsletter, the *Nillumbik News* was the 32nd most important of the 35 included services and facilities, with an average importance of 7.9 out of 10, and one of four services and facilities to be measurably less important than the average of all 35 (8.6).

Satisfaction with the *Nillumbik News* remained essentially stable this year, down one percentage point to 7.4 out of 10, which remains a “very good” level of satisfaction.

This result was notably (3pts) above the long-term average satisfaction since 2011 of 7.1 out of 10, or “good”.

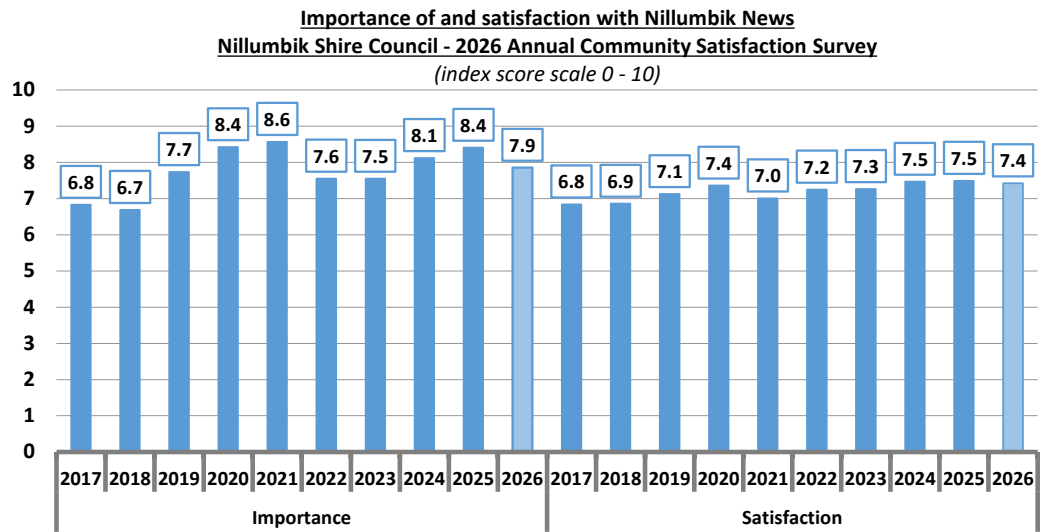


Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

This ranks the *Nillumbik News* 21st in terms of satisfaction this year.

This result comprised 58% “very satisfied” and seven percent “dissatisfied” respondents, based on a total sample of 409 of the 501 respondents who provided a satisfaction score this year.

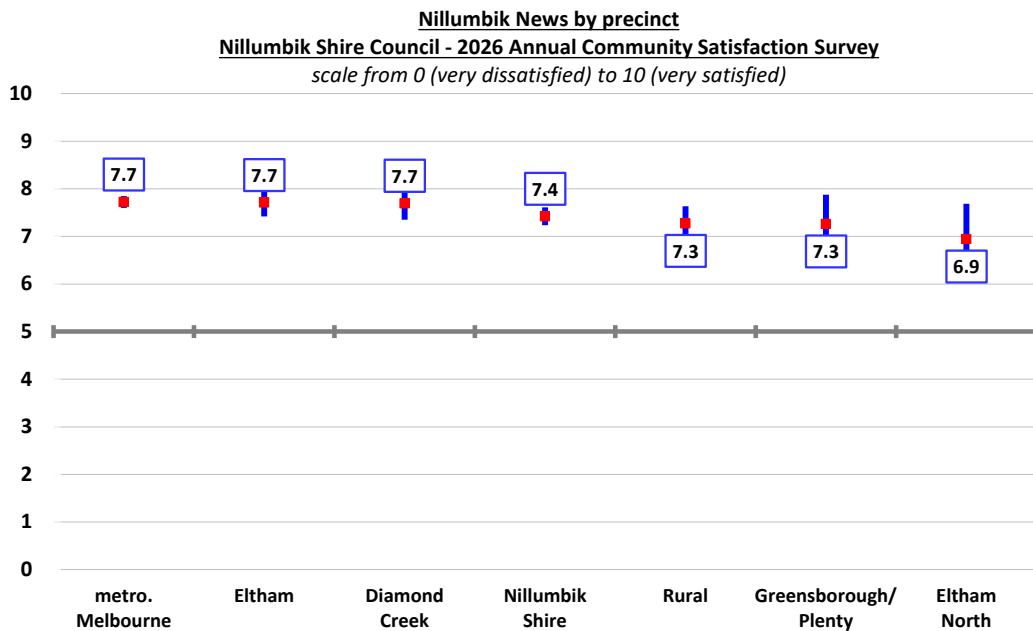
There was some variation in satisfaction observed by respondent profile with adults (aged 35 to 44 years) notably more satisfied, and older adults (aged 60 to 74 years) notably less satisfied than average.



By way of comparison, this result was measurably (3pts) lower than the metropolitan average satisfaction with ‘Council’s regular printed newsletter’ of 7.7 out of 10, as recorded in the 2026 *Governing Melbourne* research.

While there was no measurable variation observed across the municipality, it is noted that the 42 respondents from Eltham North were notably (5pts) less satisfied than average.





Council’s website

Council’s website was the 27th most important of the 35 included services and facilities, with an average importance of 8.6 out of 10.

Satisfaction with Council’s website remained essentially stable this year, up one percentage point to 7.8 out of 10, which was an “excellent”, up from a “very good”, level of satisfaction.

This result places satisfaction with the website notably (4pts) higher than the long-term average satisfaction since 2011 of 7.4 out of 10, or “very good”.

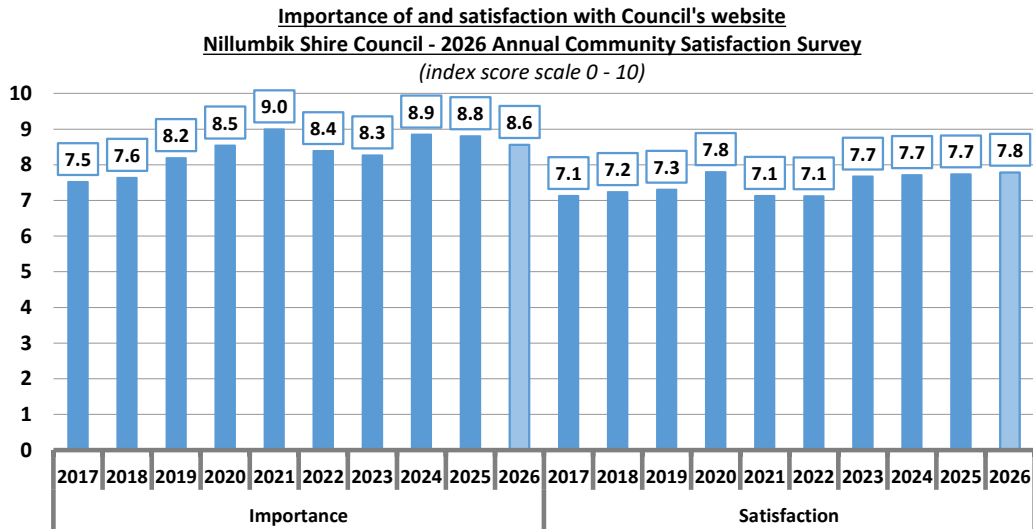
This ranks Council’s website 16th in terms of satisfaction this year.

This result comprised 66% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 275 of the 277 (55%) respondents from households who had used these facilities in the last 12 months.

There was no substantive variation in satisfaction with the website observed by respondent profile.

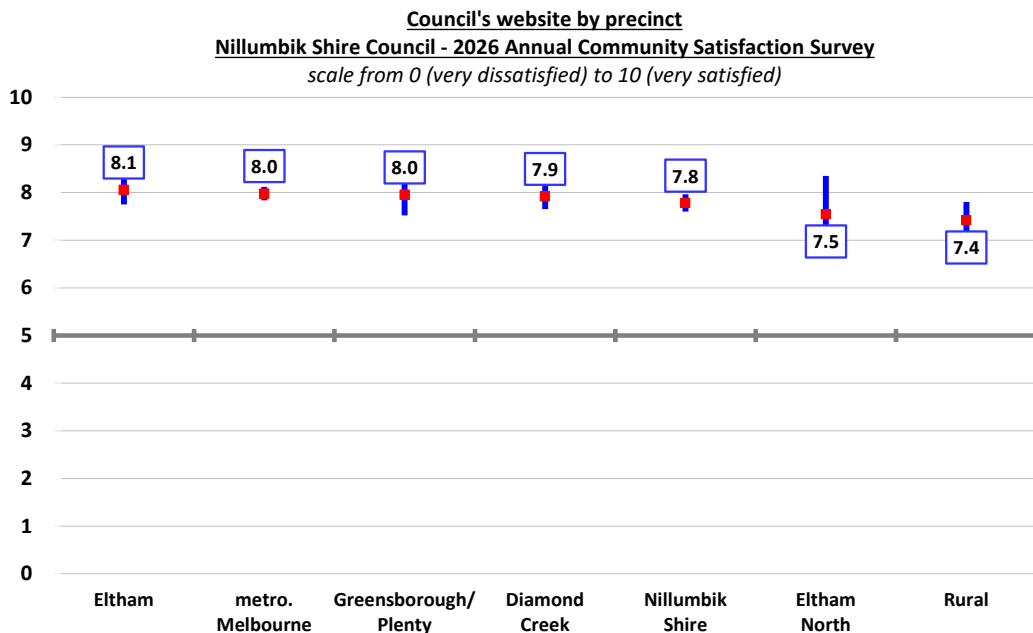


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By way of comparison, this result was somewhat (2pts) lower than the metropolitan average satisfaction with “Council’s website” of 8.0 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Whilst there was no measurable variation in satisfaction with the website observed across the municipality, it is noted that the 72 respondents from the Rural precinct were notably (4pts) less satisfied than average, and at a “very good” rather than an “excellent” level.



Education and Learning

Education and learning was the 7th most important of the 35 included services and facilities, with an average importance of 8.9 out of 10.

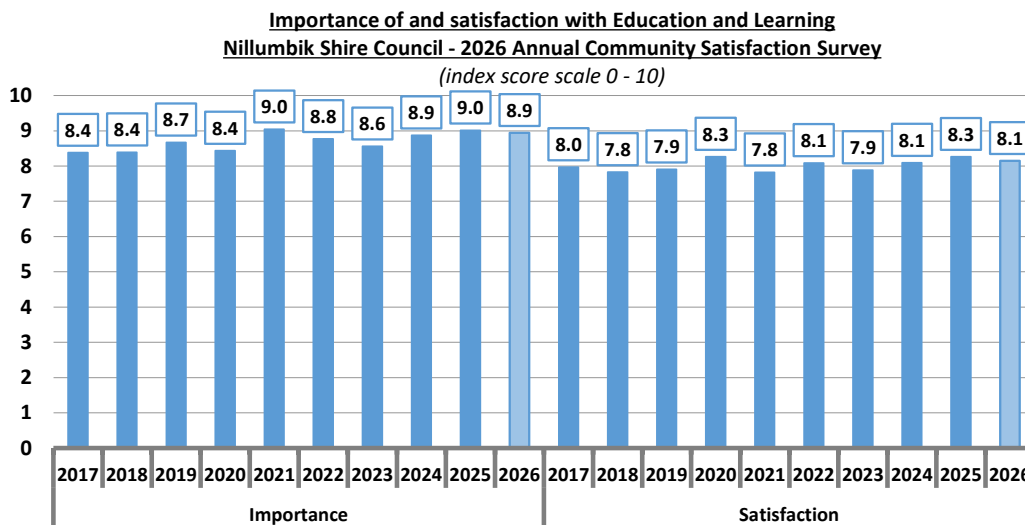
Satisfaction with education and learning declined somewhat this year, down two percentage points to 8.1 out of 10, which remains an “excellent” level.

This result was essentially consistent with the long-term average satisfaction since 2016 of 8.0 out of 10.

This ranks education and learning 8th in terms of satisfaction this year.

This result comprised 77% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 72 of the 75 (15%) respondents from households who had used these services in the past 12 months.

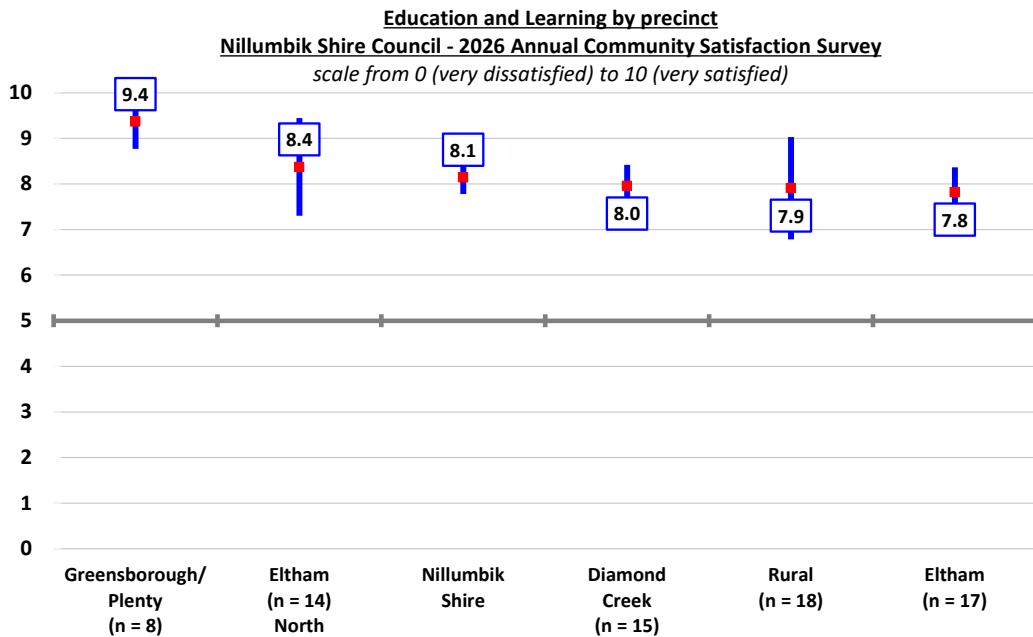
There was no variation in satisfaction with education and learning observed by respondent profile.



These services were not included in the 2026 *Governing Melbourne* research, and so no comparison results have been provided.

Although the sample size was relatively small, there was some measurable variation in satisfaction with education and learning observed across the municipality, with the eight respondents from Greensborough / Plenty measurably (13pts) more satisfied than the municipal average.





Environmental programs and facilities

Environmental programs and facilities were the 24th most important of the 35 included services and facilities, with an average importance of 8.6 out of 10.

Satisfaction with environmental programs and facilities declined notably this year, down four percentage points to 8.2 out of 10, which remains an “excellent” level.

This result was identical to the long-term average satisfaction since 2016 of 8.2 out of 10.

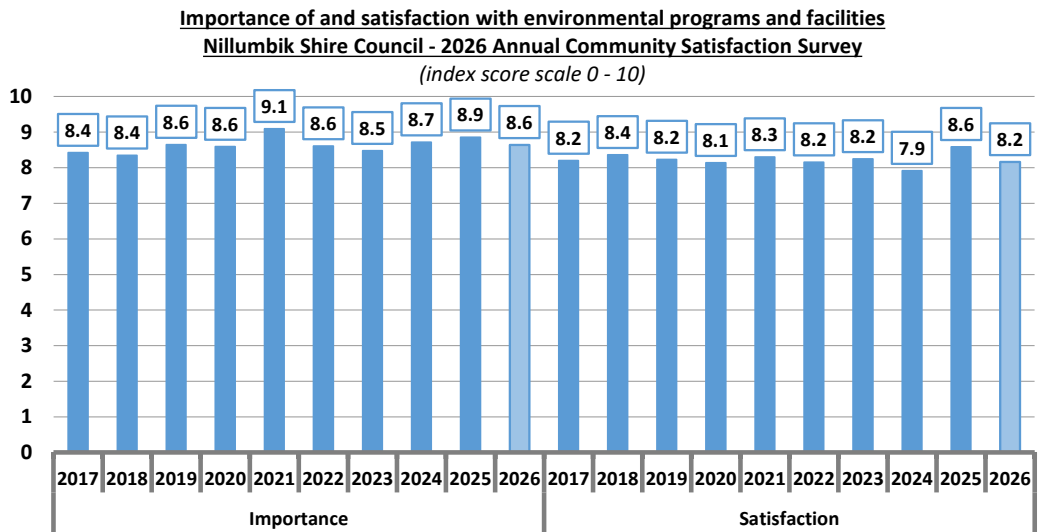
This ranks environmental programs and facilities 7^h in terms of satisfaction this year.

This result comprised 70% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 92 of the 97 (19%) respondents from households who had used these services in the past 12 months.

There was some variation in satisfaction with environmental programs observed by respondent profile, with young adults (aged 18 to 34 years) notably less satisfied than average.

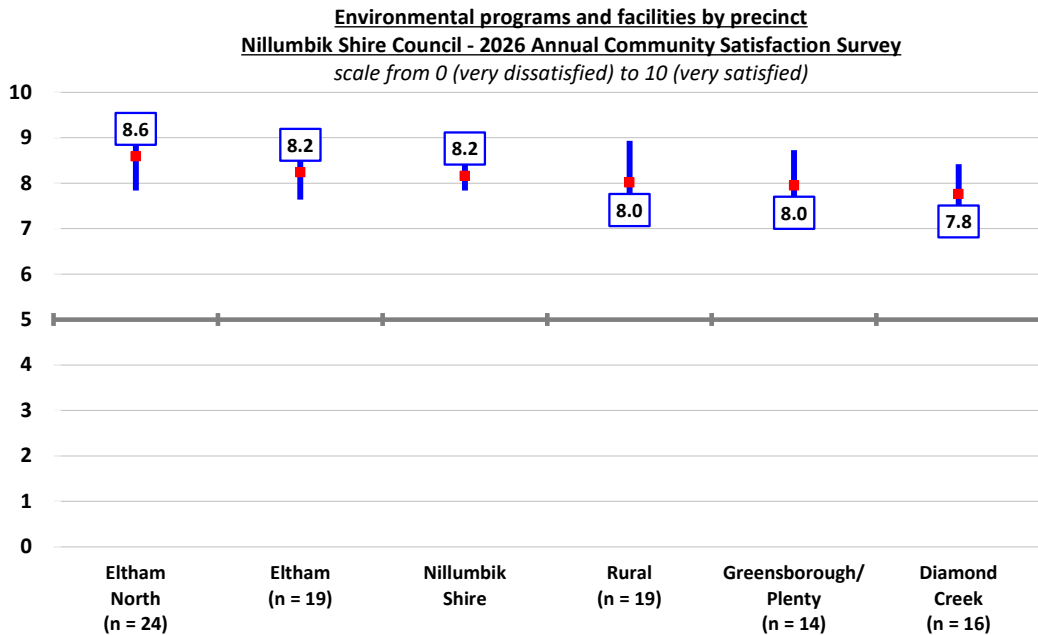


Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey



These services were not included in the 2026 *Governing Melbourne* research, and so no comparison results have been provided.

There was no measurable variation in satisfaction observed across the municipality, with respondents from all five precincts rating satisfaction 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 2026 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%, stable with last year) of respondents provided a total of 725 responses, at an average approximately two issues per respondent.

The open-ended responses received from respondents have been broadly categorised into a set of approximately 70 categories to facilitate analysis and examination of change over time, and other comparisons.

There have 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 (26% up from 24%) along with traffic management including issues such as commuting times and congestion (11% up from 8%).

These road and traffic related issues have remained prominent in the results again this year, and both remain negative influences on overall satisfaction with Council.

The other significant issue that has consistently been commonly nominated in the Nillumbik Shire, and which was again in 2026 prominent in the results, was bushfire management and prevention related issues, with 13% (up from 9%) nominating these issues this year.

The long-term average proportion of respondents nominating bushfire related issues in the Nillumbik Shire was 11%.



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

Top issues for Nillumbik Shire at the moment
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

Issue	2026		2025	2024	2023	2022	2026 Metro.*
	Number	Percent					
Road maintenance and repairs	128	26%	24%	18%	13%	17%	10%
Bushfire and emergency management	63	13%	9%	6%	6%	8%	0%
Traffic management	55	11%	8%	15%	16%	11%	11%
Council rates	47	9%	7%	8%	8%	8%	3%
Rubbish and waste issues including garbage	35	7%	6%	3%	8%	8%	3%
Parks, gardens and open space	34	7%	7%	8%	8%	6%	3%
Provision and maintenance of street trees	29	6%	7%	3%	4%	5%	7%
Environment, conservation, climate change	20	4%	6%	4%	5%	10%	2%
Building, planning, housing and development	17	3%	3%	4%	4%	7%	5%
Public transport incl. seats and shades	17	3%	4%	2%	6%	1%	2%
Safety, policing and crime issues	17	3%	2%	2%	2%	1%	9%
Footpath maintenance and repairs	15	3%	2%	2%	3%	1%	3%
Car parking / enforcement	14	3%	3%	4%	2%	3%	12%
Cleanliness and maintenance of areas	14	3%	3%	3%	6%	1%	3%
Drains maintenance and repairs	14	3%	2%	2%	4%	2%	3%
Control / management of wild / feral animals	13	3%	3%	1%	2%	n.a.	n.a.
Street cleaning and maintenance	11	2%	1%	2%	3%	1%	3%
Youth activities, services and facilities	11	2%	0%	1%	1%	1%	1%
Provision and maintenance of infrastructure	10	2%	1%	2%	2%	3%	1%
Graffiti / vandalism	8	2%	1%	0%	0%	0%	1%
Community support	7	1%	0%	0%	1%	1%	0%
Council governance and performance	7	1%	0%	1%	4%	2%	1%
E-bike issues	7	1%	0%	0%	0%	0%	0%
Economic issues / cost of living	7	1%	0%	1%	2%	0%	1%
Hard rubbish collection	7	1%	1%	1%	1%	0%	1%
Lighting	7	1%	3%	1%	2%	1%	10%
Recycling collection	7	1%	2%	1%	1%	0%	1%
Communication and consultation	6	1%	3%	3%	6%	6%	1%
Nature-strip issues	6	1%	1%	1%	0%	0%	1%
Retail and hospitality	6	1%	2%	1%	3%	1%	1%
Financial issues and priorities for Council	5	1%	2%	1%	1%	0%	0%
Prov. and main. of cycling / walking tracks	5	1%	1%	1%	2%	2%	1%
Children activities and facilities	4	1%	1%	1%	1%	0%	1%
Education and schools	4	1%	2%	0%	2%	1%	0%
Elderly services and facilities	4	1%	2%	1%	1%	0%	0%
All other issues (37 identified separately issues)	64	13%	13%	9%	15%	8%	18%
Total responses	725		700	597	768	663	924
<i>Respondents identifying at least one issue</i>	367 (73%)		366 (73%)	292 (58%)	371 (74%)	320 (63%)	496 (62%)

(*) 2026 metropolitan Melbourne average from Governing Melbourne



Other commonly nominated issues for Nillumbik include Council rates, fees, and charges (9% up from 7%), parks, gardens, and open space related issues (7%), rubbish and waste issues (7%), street trees (6%), and environment, sustainability, and climate change (4%).

Importantly, it is noted that all most of these issues appeared to exert a somewhat negative influence on satisfaction with Council's overall performance, for the respondents who raised the issues.

The exemption this year being street trees, as the 29 respondents who raised street tree related issues, on average, rated satisfaction with Council's overall performance at 7.6 out of 10 (7pts higher than the average).

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 2025 to 2026

There was some notable variation in the top issues raised this year, as follows:

- **Somewhat to measurably MORE commonly nominated in 2026 than in 2025** – includes bushfire management and response (13% up from 9% last year and 6% in 2023 and 2024).
- **Somewhat LESS commonly nominated in 2026 than in 2025** – there were no issues that were substantially less nominated this year than last year.

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 2026 *Governing Melbourne* research conducted independently by Metropolis Research in January 2026, as follows:

- **Somewhat to notably MORE commonly nominated in the Nillumbik Shire than metropolitan Melbourne** – included road maintenance and repairs (26% compared to 10%), bushfire management and prevention (13% compared to <1%), Council rates, fees, and charges (9% compared to 3%), rubbish and waste issues (7% compared to 3%), parks, gardens, and open spaces (7% compared to 3%), environment, conservation, and climate change (4% compared to 2%), and control and management of wild / feral animals (3% compared to <1%).
- **Somewhat LESS commonly nominated in the Nillumbik Shire than metropolitan Melbourne** – included building, housing, planning, and development related (3% compared to 5%), safety, policing, and crime related issues (3% compared to 9%), car parking including enforcement (3% compared to 12%), and lighting related issues (1% compared to 10%).

Metropolis Research notes that these variations from the metropolitan average were generally consistent with results recorded last year.



Municipal comparison of key issues

The following section provides some comparisons of the key issues against a range of other municipalities surveyed by Metropolis Research in 2025 and so far in 2026.

Road maintenance and repairs

Community concern around road maintenance and repairs was a strong theme developed in various sections of this report, including the nine percent lower than metropolitan average satisfaction with the maintenance and repair of sealed local roads managed by Council (6.5 compared to 7.4) and major arterial roads and highways managed by VicRoads (6.3 compared to 7.2).

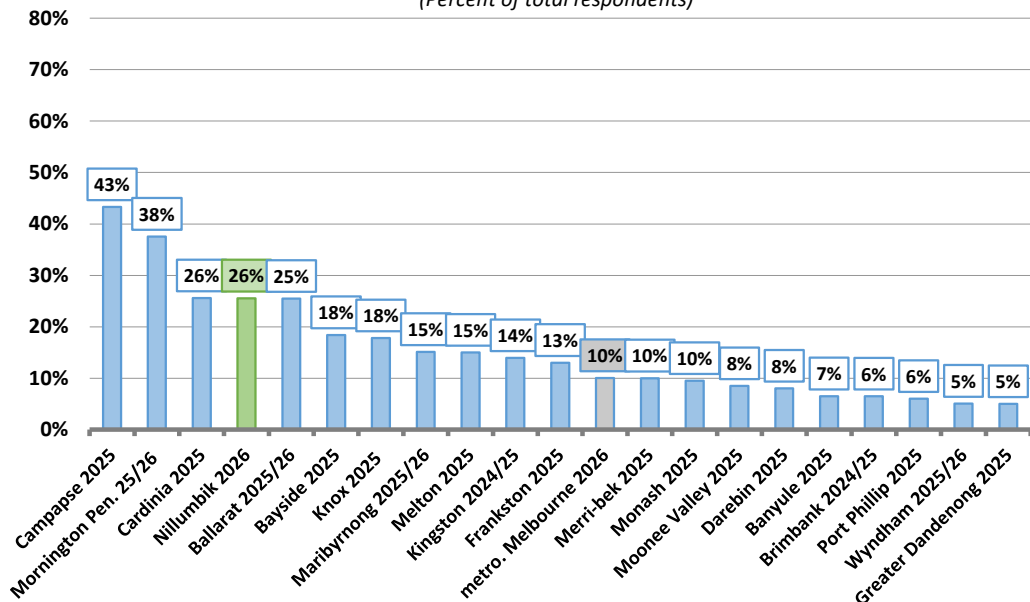
This was despite a measurable and significant increase in [satisfaction with sealed local roads managed by Council](#) recorded this year, up eight percentage points (up 14%).

The 26% of respondents from Nillumbik Shire nominating road related issues this year was more than double the metropolitan average of 10%.

It is clear from these results that road maintenance and repairs are of significant concern to many residents in the outer urban, interface, and regional municipalities.

The Nillumbik Shire result was identical to that recorded last year for Cardinia, and from this year for the City of Ballarat, but was significantly lower than the 38% recorded for Mornington Peninsula, and the 43% recorded last year for Campaspe Shire.

Road maintenance and repairs issues by municipality
Metropolis Research - Annual Community Satisfaction Surveys
 (Percent of total respondents)



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

Issues regarding "road maintenance and repairs"
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 (Number of responses)

<i>Response</i>	<i>Number</i>
<i>Road maintenance / repairs</i>	
Road maintenance	26
Maintenance / repairs of roads is not good	6
Road maintenance not enough / can improve	2
They need to be maintained properly so it lasts	2
Accessibility and maintenance of road and traffic flow	1
Bradley's Ln needs maintenance	1
Brick road needs fixing (Dario Ct)	1
Dirt roads maintenance	1
Fix the roads	1
Major road maintenance specifically Diamond Creek Rd	1
Not repairing the Heidelberg-Kinglake Rd	1
Research roads needs maintenance	1
Road maintenance - Swan St	1
Road maintenance - VicRoads	1
Road maintenance on Diamond Creek	1
Road surface maintenance	1
Roads - the roads need to be in order	1
Roads - they could be better and be maintained better	1
Roads better care and maintenance especially Main Rd	1
The roads have been fixed but it took them a long time	1
We need better maintenance of Duffs Rd	1
We need better maintenance of Halley Rd	1
Total	54
<i>Potholes</i>	
Potholes	19
Potholes on Main Rd needs to be fixed	8
Road maintenance / need regular	5
Potholes at Diamond Creek Rd	2
A few potholes but they have fixed it already	1
Bumps in Ryans Rd	1
Lots of potholes near the bridge - Main Rd out of Eltham	1
Potholes along the main road, it is bad for cars	1
Potholes everywhere, crossing at Arthur St	1
Road maintenance potholes have been here for some time Ryans Rd	1
Ryans Rd potholes	1
There has been trouble with the potholes, but I think the VicRoads is responsible and not the Council	1
Wattletree Rd and driving out of Eltham. Potholes	1
Wattletree Rd potholes	1



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

Yan Yean Rd	1
Total	45

Road condition / quality

Poor road condition	10
Better roads since not good condition	1
Make the roads last long	1
Road conditions need to be improved especially Main Rd	1
Road maintenance, too low budget	1
Roads since it rains a lot and there are a lot of puddles along the Main Rd going to Para Rd	1
Roads too dusty	1
Roads, because of the deterioration	1
The road is a big issue here; it's the dust and the diseases that come with it	1
The road surfacing needs to be done better	1
The roads are in poor condition and require a lot of work	1
We have been complaining about the road in front of our house	1
Yan Yean Rd, the surface is abhorrent	1
Total	22

General

Roads	8
Local roads	2
All big roads	1
Roads off of Eltham	1
Roads, but it is out of their control due to funding	1
Ryans Rd	1
Total	14

Road sealing

Astons Rd needs to be sealed	1
Fredricks Ln needs to be sealed	1
Local roads in rural areas like Dingley Dell Rd are unsealed and windy	1
Milthorpe Rd needs to be sealed	1
Sealed Bible St and don't know why	1
Total	5

Maintenance of roadsides / vegetation

Roadside maintenance	2
Maintenance of roadsides and roundabouts because they're overgrown, Diamond Creek Rd and the Civic roundabout	1
No proper roadside maintenance	1
Total	4



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

<i>Road improvement</i>	
Roads are not changed for more than 20 years, but population changed	1
Road's improvement in general	1
Road's maintenance needs improvement. Particularly the main arterial roads and its edges	1
Yan Yean Rd upgrade	1
Total	4
<i>Footpaths / pathways</i>	
Maintenance of footpaths a lot of people walk	1
Road cracks on the Marian Ct	1
Total	2
<i>Road management</i>	
Main Rd is too restricted with one lane and the bridge	1
Roads can be managed a bit more efficiently	1
Total	2
<i>Road safety</i>	
Road safety	1
Roads have barriers preventing road safety	1
Total	2
<i>Road works</i>	
Road works	2
Total	2
<i>Other non-related comments</i>	
There is no general development in the area	1
Parking	1
Condition of lands	1
Total	3
Total responses	159



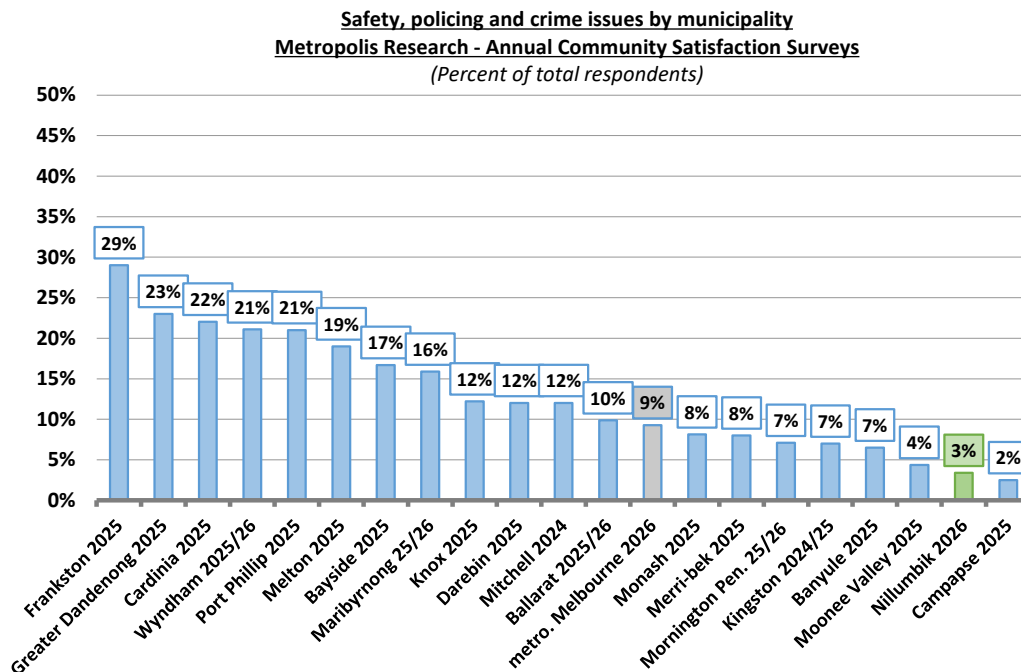
Safety, policing, and crime related issues

The following graph provides a comparison of the proportion of respondents who nominated safety, policing, and crime related issues against other municipalities surveyed by Metropolis Research in 2025 and so far in 2026.

These comparison results show that while the [perception of safety in public areas of Nillumbik Shire](#) has declined again this year, safety, policing, and crime related issues remain relatively subdued in the Shire.

The proportion of respondents nominating safety, policing and crime related issues in Nillumbik Shire was significantly lower than in all the neighbouring municipalities for which Metropolis Research has comparison data available.

This result was also lower than recorded for several other similar interface councils such as Mornington Peninsula (7%).



Verbatim comments

The following section outlines the verbatim responses categorised as road maintenance and repairs, along with bushfire management and response related issues.

Road maintenance and repairs

The following table outlines the 159 responses categorised as “road maintenance and repair” related issues this year.

This was a little larger than the 128 respondents who raised road maintenance and repair related issues, as some responses have been split into separate issues for this table.

Issues regarding "road maintenance and repairs"
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 (Number of responses)

<i>Response</i>	<i>Number</i>
<i>Road maintenance / repairs</i>	
Road maintenance	26
Maintenance / repairs of roads is not good	6
Road maintenance not enough / can improve	2
They need to be maintained properly so it lasts	2
Accessibility and maintenance of road and traffic flow	1
Bradley's Ln needs maintenance	1
Brick road needs fixing (Dario Ct)	1
Dirt roads maintenance	1
Fix the roads	1
Major road maintenance specifically Diamond Creek Rd	1
Not repairing the Heidelberg-Kinglake Rd	1
Research roads needs maintenance	1
Road maintenance - Swan St	1
Road maintenance - VicRoads	1
Road maintenance on Diamond Creek	1
Road surface maintenance	1
Roads - the roads need to be in order	1
Roads - they could be better and be maintained better	1
Roads better care and maintenance especially Main Rd	1
The roads have been fixed but it took them a long time	1
We need better maintenance of Duffs Rd	1
We need better maintenance of Halley Rd	1
Total	54



<i>Potholes</i>	
Potholes	19
Potholes on Main Rd needs to be fixed	8
Road maintenance / need regular	5
Potholes at Diamond Creek Rd	2
A few potholes but they have fixed it already	1
Bumps in Ryans Rd	1
Lots of potholes near the bridge - Main Rd out of Eltham	1
Potholes along the main road, it is bad for cars	1
Potholes everywhere, crossing at Arthur St	1
Road maintenance potholes have been here for some time Ryans Rd	1
Ryans Rd potholes	1
There has been trouble with the potholes, but I think the VicRoads is responsible and not the Council	1
Wattletree Rd and driving out of Eltham. Potholes	1
Wattletree Rd potholes	1
Yan Yean Rd	1
Total	45

<i>Road condition / quality</i>	
Poor road condition	10
Better roads since not good condition	1
Make the roads last long	1
Road conditions need to be improved especially Main Rd	1
Road maintenance, too low budget	1
Roads since it rains a lot and there are a lot of puddles along the Main Rd going to Para Rd	1
Roads too dusty	1
Roads, because of the deterioration	1
The road is a big issue here; it's the dust and the diseases that come with it	1
The road surfacing needs to be done better	1
The roads are in poor condition and require a lot of work	1
We have been complaining about the road in front of our house	1
Yan Yean Rd, the surface is abhorrent	1
Total	22

<i>General</i>	
Roads	8
Local roads	2
All big roads	1
Roads off of Eltham	1
Roads, but it is out of their control due to funding	1
Ryans Rd	1
Total	14



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

<i>Road sealing</i>	
Astons Rd needs to be sealed	1
Fredricks Ln needs to be sealed	1
Local roads in rural areas like Dingley Dell Rd are unsealed and windy	1
Milthorpe Rd needs to be sealed	1
Sealed Bible St and don't know why	1
Total	5
<i>Maintenance of roadsides / vegetation</i>	
Roadside maintenance	2
Maintenance of roadsides and roundabouts because they're overgrown, Diamond Creek Rd and the Civic roundabout	1
No proper roadside maintenance	1
Total	4
<i>Road improvement</i>	
Roads are not changed for more than 20 years, but population changed	1
Road's improvement in general	1
Road's maintenance needs improvement. Particularly the main arterial roads and its edges	1
Yan Yean Rd upgrade	1
Total	4
<i>Footpaths / pathways</i>	
Maintenance of footpaths a lot of people walk	1
Road cracks on the Marian Ct	1
Total	2
<i>Road management</i>	
Main Rd is too restricted with one lane and the bridge	1
Roads can be managed a bit more efficiently	1
Total	2
<i>Road safety</i>	
Road safety	1
Roads have barriers preventing road safety	1
Total	2



<i>Road works</i>	
Road works	2
Total	2
<i>Other non-related comments</i>	
There is no general development in the area	1
Parking	1
Condition of lands	1
Total	3
Total responses	159

Bushfire management and response

The following table outlines the 67 responses categorised as bushfire and emergency management related issues this year.

Issues regarding "bushfire and emergency management"
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
Bush fire prevention	9
Bushfire management	5
Bushfire prevention like roadside slashing / clean ups / grass cutting needed	5
Bushfire, high risk	5
Bushfire safety	4
Bushfire preparedness	2
Bushfire risk management	2
CFA. Needs support, it is a big Council	2
Council did not do much to get the community ready for the bush fire risk	2
High bushfire risk, Council needs to put some more work on this	2
Bush fire management there is not enough clearing of parks near creeks	1
Bushfire because of the recent heatwaves	1
Bushfire because the environment is important	1
Bushfire management - the road slashing along roadsides is not done often enough	1
Bushfire management plans need better management, planning and communication to communities because we usually have no clue about any of those	1
Bushfire readiness. A lot of nature strips along roads not well maintained	1
Bushfire safety since we live in a bushy area with minimal road exits	1
Bushfire since it just happens, not sure if they do control burning since its important	1



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

Council and CFA need to escalate the bushfire risk, need to active before the threat	1
Council just came and cleaned all of tree behind my backyard and left the trucks making it 'Fire Fuel behind my backyard' (21 Balmoral CCct)1	
Emergency services for fire	1
Fire awareness	1
Fire department needs help on roads	1
Fire planning	1
Fire planning - specifically the street trees close to the power lines	1
Fire prevention doesn't contribute to ensure parks pathways and roadways is not done by the Council	1
Fire prevention due to lack of maintenance	1
Fire protection - there needs to be better tree and nature strip slashing	1
Fire services emergency. It hasn't been efficient in general.	1
Maintenance of vegetation for bushfire protection needs to be a priority	1
More refuge centres during fires	1
Need more education of plan on bush fire	1
Public health especially for the youth	1
Security cameras more needed	1
There need to be better fire management	1
They need to do more for bushfire management	1
They need to do more for environment conservation	1
Too dense for bushfires	1
Worry about bushfire around here	1
Total	67



Issues by precinct and respondent profile

There was some variation in the top issues to address nominated by respondents across the five precincts comprising the Nillumbik Shire, and by respondent profile, as follows:

- ***Greensborough / Plenty*** – respondents were more likely than average to nominate road maintenance and repairs, traffic management, Council rates, fees, and charges, street trees, and Council governance, management, and accountability related issues.
- ***Diamond Creek*** – respondents were more likely than average to nominate rubbish and waste issues, parks, gardens, and open spaces, and car parking / enforcement related issues.
- ***Eltham*** – respondents were more likely than average to nominate drains, planning and development, and footpath related issues
- ***Eltham North*** – respondents were more likely than average to nominate road maintenance and repairs, traffic management, Council rates, fees, and charges, bushfire emergency and management, rubbish and waste issues, planning and development, safety, policing, and crime issues, youth activities, services, and facilities, and car parking / enforcement related issues.
- ***Rural precinct*** – respondents were more likely than average to nominate bushfire emergency and management, public transport issues including seats and shade, and control / management of wildlife and feral animals.
- ***Young adults (aged 18 to 34 years)*** – respondents were more likely than average to nominate rubbish and waste issues, public transport including seats and shading, and youth activities, services, and facilities.
- ***Adults (aged 35 to 44 years)*** – respondents were more likely than average to nominate Council rates, fees, and charges, and public transport including seats and shading.
- ***Middle-aged adults (aged 45 to 59 years)*** – respondents were more likely than average to nominate parks, gardens, and open spaces, and safety, policing, and crime related issues.
- ***Older adults (aged 60 to 74 years)*** – respondents were more likely than average to nominate road maintenance and repairs, traffic management, Council rates, fees, and charges, and environment, conservation, and climate change related issues.
- ***Senior citizens (aged 75 years and over)*** – respondents were more likely than average to nominate road maintenance and repairs, and Council rates, fees, and charges.
- ***Male*** – respondents were more likely than female respondents to nominate traffic management.
- ***Female*** – respondents were more likely than male respondents to nominate bushfire emergency and management related issues.



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Top issues for Nillumbik Shire at the moment by precinct
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

Greensborough / Plenty		Diamond Creek	
Road maintenance and repairs	30%	Road maintenance and repairs	20%
Traffic management	17%	Rubbish and waste issues inc garbage	14%
Council rates	12%	Parks, gardens and open space	10%
Parks, gardens and open space	9%	Bushfire and emergency management	10%
Provision and maintenance of street trees	9%	Provision and maintenance of street trees	8%
Bushfire and emergency management	5%	Traffic management	8%
Rubbish and waste issues inc garbage	5%	Car Parking / enforcement	6%
Cleanliness and maintenance of areas	4%	Council rates	6%
Council governance, performance, account	4%	Environment, conservation, climate change	5%
Graffiti / vandalism	4%	Cleanliness and maintenance of areas	4%
All other issues	36%	All other issues	40%
Respondents identifying an issue	56 (73%)	Respondents identifying an issue	71 (73%)

Eltham		Eltham North	
Road maintenance and repairs	23%	Road maintenance and repairs	32%
Bushfire and emergency management	10%	Traffic management	19%
Traffic management	10%	Council rates	14%
Council rates	7%	Bushfire and emergency management	14%
Parks, gardens and open space	6%	Rubbish and waste issues inc garbage	11%
Drains maintenance and repairs	6%	Building, planning, housing, development	9%
Provision and maintenance of street trees	6%	Safety, policing and crime issues	9%
Building, planning, housing, development	6%	Youth activities, services and facilities	9%
Footpath maintenance and repairs	6%	Parks, gardens and open space	7%
Rubbish and waste issues inc garbage	6%	Car Parking/ enforcement	7%
All other issues	52%	All other issues	98%
Respondents identifying an issue	86 (69%)	Respondents identifying an issue	53 (93%)

Rural		Shire of Nillumbik	
Road maintenance and repairs	27%	Road maintenance and repairs	26%
Bushfire and emergency management	19%	Bushfire and emergency management	13%
Council rates	10%	Traffic management	11%
Public transport incl. seats and shades	7%	Council rates	9%
Traffic management	7%	Rubbish and waste issues incl. garbage	7%
Control / managem't of wild / feral animals	6%	Parks, gardens and open space	7%
Environment, conservation, climate change	5%	Provision and maintenance of street trees	6%
Parks, gardens and open space	3%	Environment, conservation, climate change	4%
Building, planning, housing, development	3%	Building, planning, housing, development	3%
Rubbish and waste issues inc garbage	3%	Public transport incl. seats and shades	3%
All other issues	43%	All other issues	56%
Respondents identifying an issue	102 (69%)	Respondents identifying an issue	367 (73%)



Top issues for Nillumbik Shire at the moment by respondent profile
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

Young adults (18 to 34 years)		Adults (35 to 44 years)	
Road maintenance and repairs	26%	Bushfire and emergency management	14%
Rubbish and waste issues inc garbage	15%	Road maintenance and repairs	13%
Bushfire and emergency management	11%	Council rates	12%
Public transport incl. seats and shades	6%	Traffic management	12%
Traffic management	6%	Public transport incl. seats and shades	6%
Youth activities, services and facilities	6%	Rubbish and waste issues inc garbage	5%
All other issues	56%	All other issues	72%
Respondents identifying an issue	86 (69%)	Respondents identifying an issue	61 (71%)
Middle aged adults (45 to 54 years)		Older adults (55 to 74 years)	
Road maintenance and repairs	28%	Road maintenance and repairs	31%
Bushfire and emergency management	13%	Traffic management	16%
Parks, gardens and open space	12%	Bushfire and emergency management	14%
Council rates	9%	Council rates	14%
Traffic management	9%	Provision and maintenance of street trees	8%
Safety, policing and crime issues	6%	Environment, conservation, climate change	8%
All other issues	61%	All other issues	86%
Respondents identifying an issue	74 (68%)	Respondents identifying an issue	126 (82%)
Senior citizens (75 years and over)		Shire of Nillumbik	
Road maintenance and repairs	29%	Road maintenance and repairs	26%
Council rates	14%	Bushfire and emergency management	13%
Traffic management	14%	Traffic management	11%
Car Parking / enforcement	7%	Council rates	9%
Building, planning, housing, development	7%	Rubbish and waste issues inc garbage	7%
Parks, gardens and open space	4%	Parks, gardens and open space	7%
All other issues	64%	All other issues	72%
Respondents identifying an issue	20 (72%)	Respondents identifying an issue	367 (73%)
Male		Female	
Road maintenance and repairs	26%	Road maintenance and repairs	25%
Traffic management	13%	Bushfire and emergency management	16%
Council rates	10%	Council rates	9%
Bushfire and emergency management	9%	Traffic management	9%
Provision and maintenance of street trees	8%	Parks, gardens and open space	7%
Rubbish and waste issues inc garbage	7%	Rubbish and waste issues inc garbage	7%
All other issues	67%	All other issues	77%
Respondents identifying an issue	177 (73%)	Respondents identifying an issue	187 (74%)

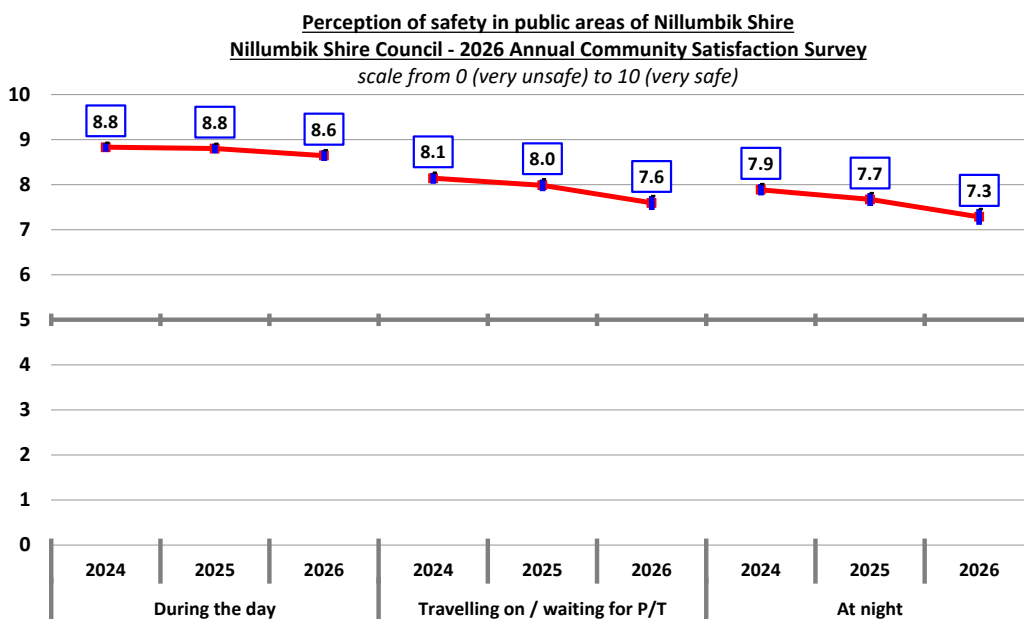


Perception of safety in public areas of Nillumbik

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 declined this year, with measurable declines for the perception of safety travelling on and waiting for public transport (down 4pts or 5%), and in public areas at night (down 4pts or 5%).



These declines were consistent with a decline in the perception of safety across many municipalities in metropolitan Melbourne in 2025 and 2026.

By way of comparison, the metropolitan average perception of safety in public areas at night declined six percentage points (8%) this year, from 7.3 to 6.7. This was the fourth lowest perception of safety at night score recorded for metropolitan Melbourne over the 16 years that Metropolis Research has conducted *Governing Melbourne*.

Despite the decline in the perception of safety in the Nillumbik Shire this year, these results continue to reflect a relatively strong perception of safety among the Nillumbik community, particularly when compared to the metropolitan Melbourne results.

There have been a range of factors underpinning declining perception of safety 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.

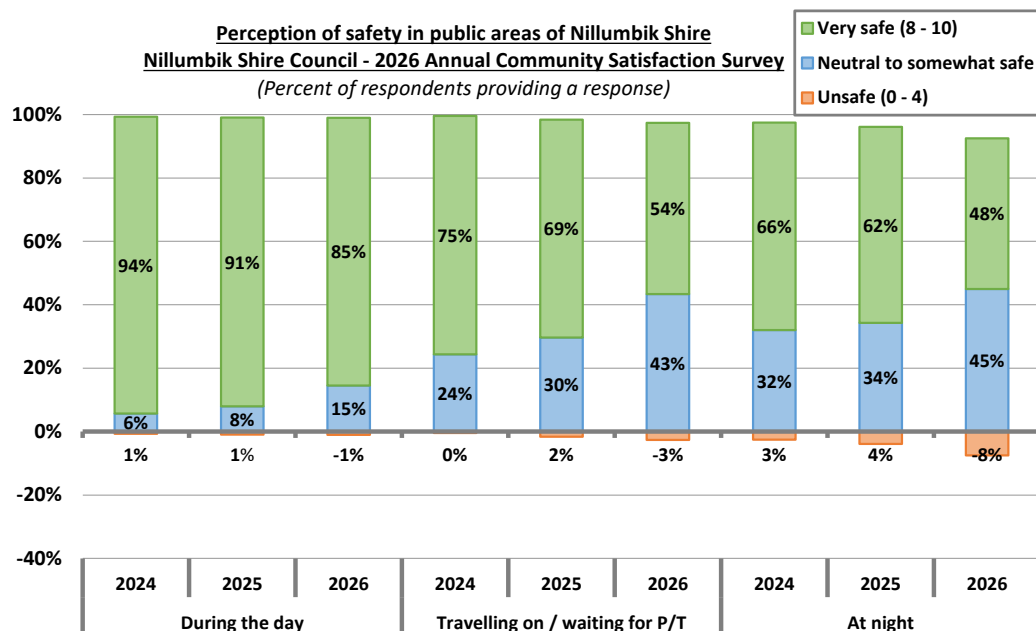


The following graph provides a breakdown of the perception of safety results into the proportion of respondents who felt “very safe” (i.e., rated safety at eight or more), those who felt “neutral to somewhat safe” (i.e., rated safety at between five and seven), and those who felt “unsafe” (i.e., rated safety at less than five).

There was a substantial decline this year, in the proportion of respondents who felt “very safe”, down 14 percentage points for both travelling on / waiting for public transport (54% down from 69%) and in public areas at night (48% down from 62%).

It is important to note, however, that just one percent of respondents who provided a score felt “unsafe” in the public areas of Nillumbik Shire during the day, and three percent felt “unsafe” travelling on / waiting for public transport.

The proportion of respondents, however, who felt “unsafe” in the public areas of Nillumbik Shire at night doubled from four percent to eight percent of respondents. The metropolitan average proportion of respondents who felt unsafe in public areas at night was 13%.

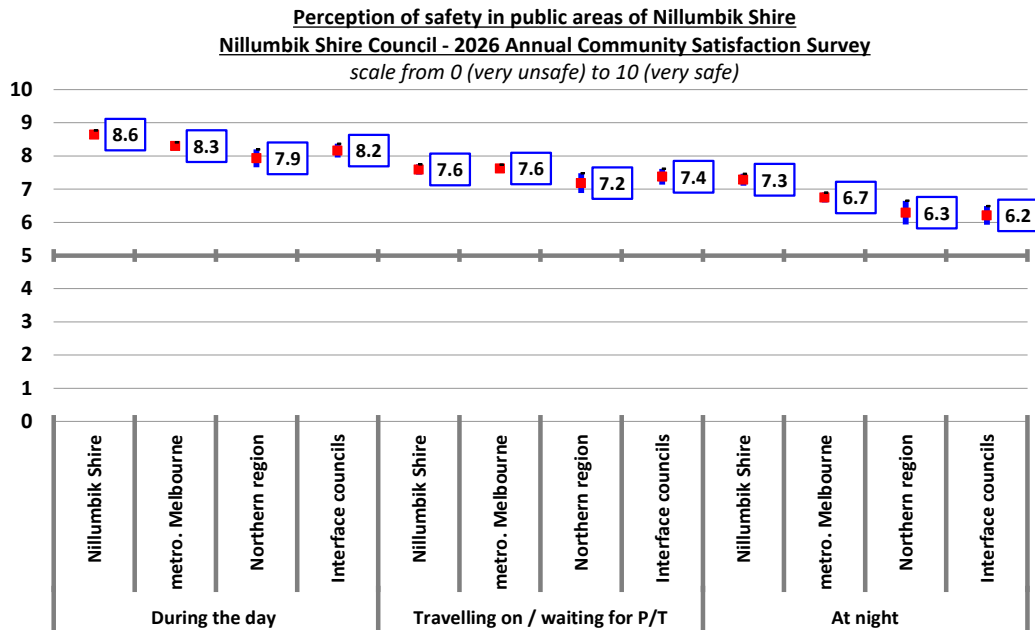


The perception of safety in the public areas of the Nillumbik Shire during the day (3pts) and in public areas at night (6pts) were both measurably higher than the metropolitan average, and higher than both the northern region and interface councils’ averages.

The perception of safety travelling on / waiting for public transport for respondents in the Nillumbik Shire was identical to the metropolitan average, likely reflecting the fact that public transport is less of a local, and more of a metropolitan-wide issue, as residents commute in and out of the local municipality.

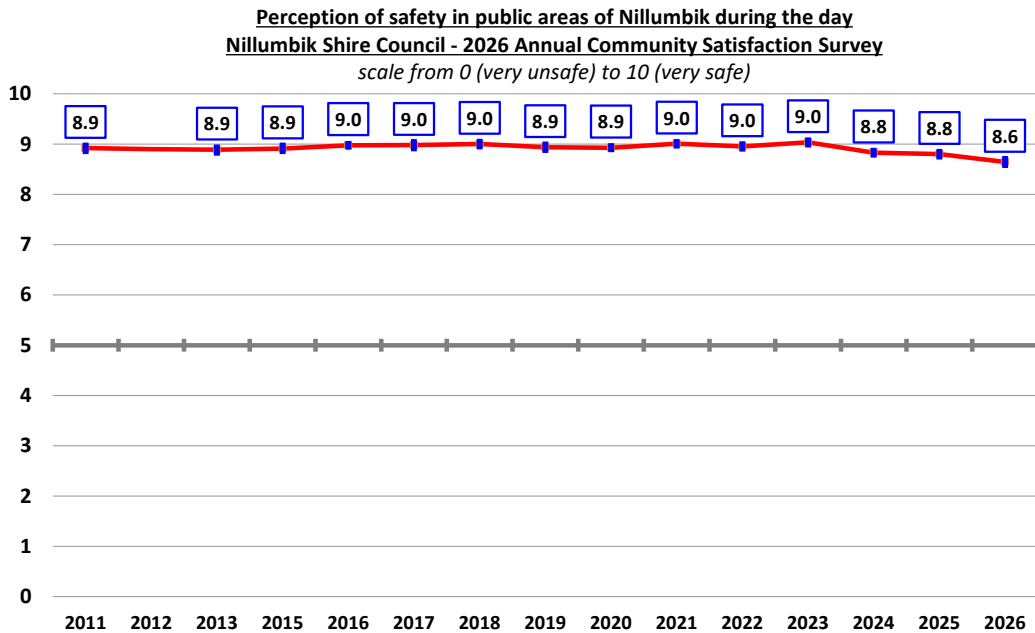


Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey



Perception of safety during the day

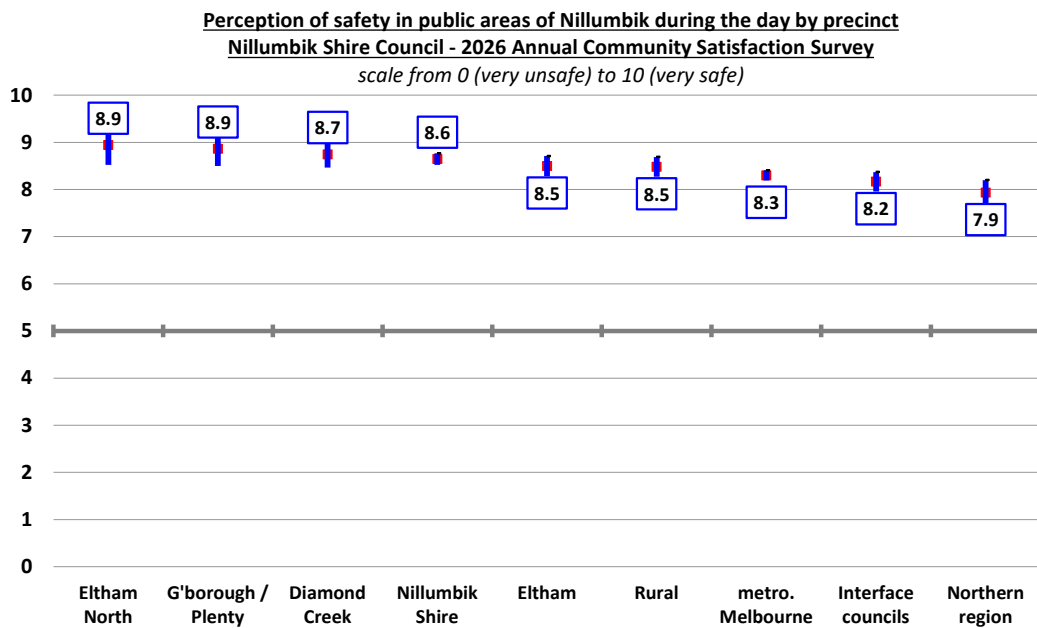
The perception of safety in the public areas of the Nillumbik Shire declined marginally this year, down two percentage points to 8.6 out of 10.



While this was still a very high result, this was the lowest perception of safety in public areas during the day result recorded for the Nillumbik Shire and was below the long-term average since 2011 of 8.9 out of 10.

This result was measurably higher than the metropolitan, interface councils', and northern region councils' results, as recorded in *Governing Melbourne*.

While there was no measurable variation in this result observed across the municipality, respondents from Eltham North and Greensborough / Plenty felt somewhat (3pts) safer than the municipal average.



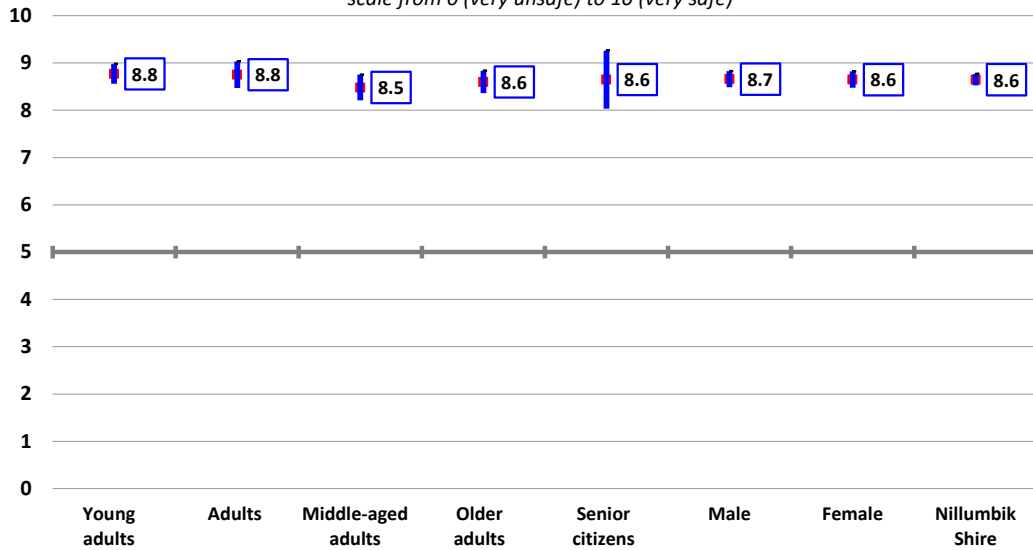
There was no substantial variation in the perception of safety in public areas of Nillumbik Shire during the day observed by respondent profile, as outlined in the following graph.



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

Perception of safety in public areas of Nillumbik during the day by respondent profile
 Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey

scale from 0 (very unsafe) to 10 (very safe)

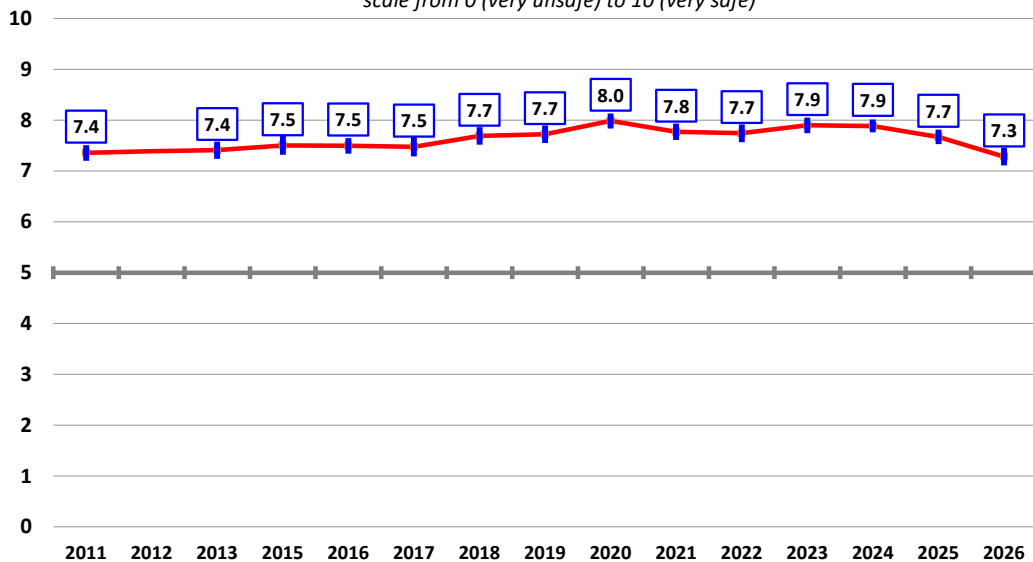


Perception of safety at night

The perception of safety in the public areas of Nillumbik Shire at night declined measurably this year, down four percentage points (5%) to 7.3 out of 10, which was the lowest result recorded for this question over the 15 years of the *Community Satisfaction Survey* program.

Perception of safety in public areas of Nillumbik at night
 Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey

scale from 0 (very unsafe) to 10 (very safe)



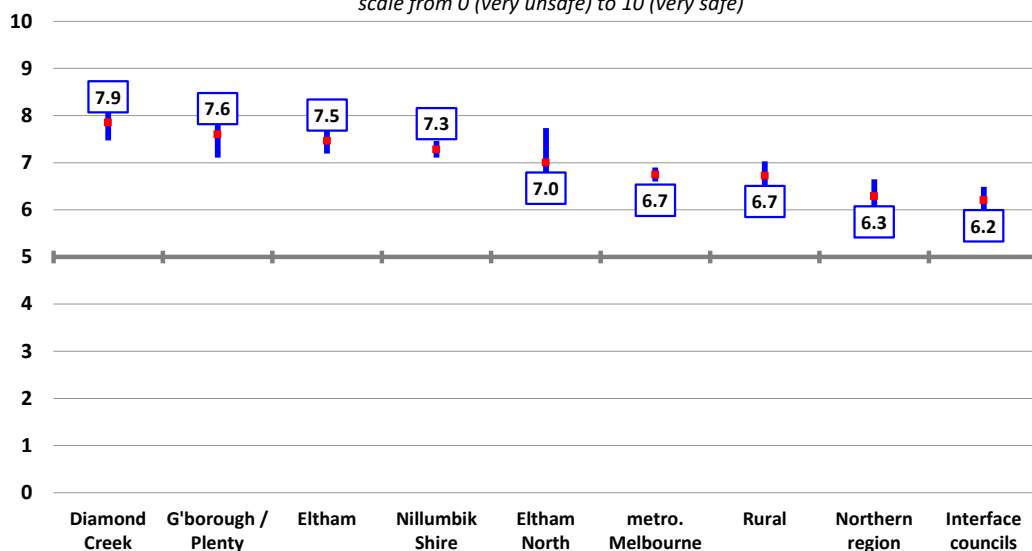
This result was notably lower than the long-term average since 2011 of 7.6 out of 10.

This result was measurably higher than the metropolitan, interface councils', and northern region councils' results, as recorded in *Governing Melbourne*.

There was measurable variation in this result observed across the municipality, as respondents from Diamond Creek felt measurably (6pts) and respondents from Greensborough / Plenty felt somewhat (3pts) safer than the municipal average.

By contrast, respondents from the Rural precinct felt measurably (6pts) less safe than the municipal average.

Perception of safety in public areas of Nillumbik at night by precinct
 Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 scale from 0 (very unsafe) to 10 (very safe)



There was no substantial variation in the perception of safety in public areas of Nillumbik at night observed by the respondents' age structure.

This is an interesting result, as it implies a more generalised increase in safety related concerns in the municipality.

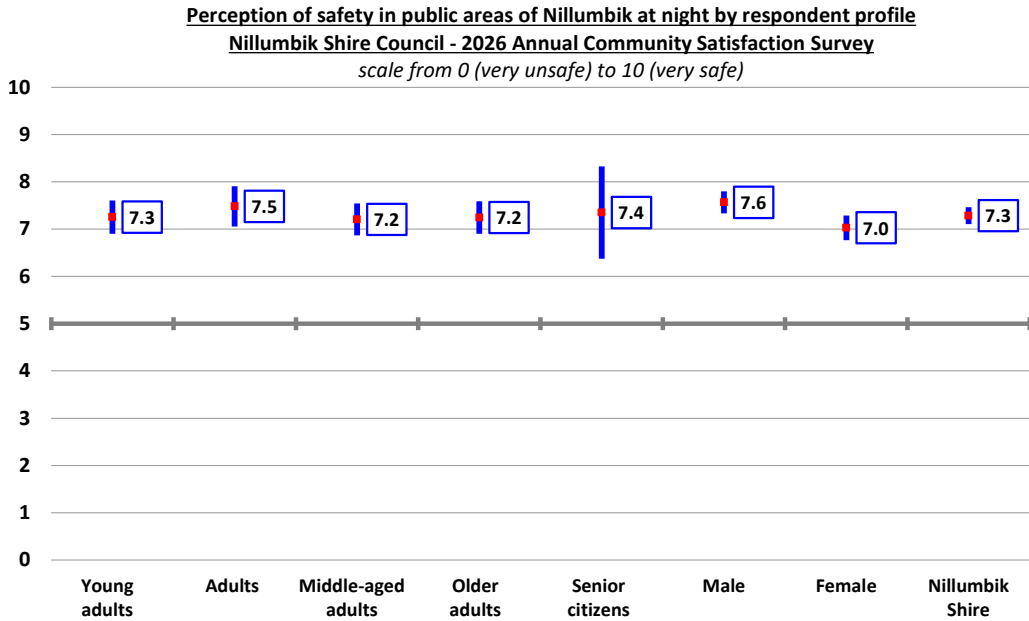
It is often, but not always, observed that middle-aged and older adults tend to report lower perception of safety at night results than other respondents. While this is the case for the Nillumbik Shire this year, the age-based variation was relatively mild this year.

Female respondents felt measurably (6pts or 8%) less safe than male respondents.

This was a larger than typically observed gender-based variation in the perception of safety at night and is a significant result for the Nillumbik Shire this year.

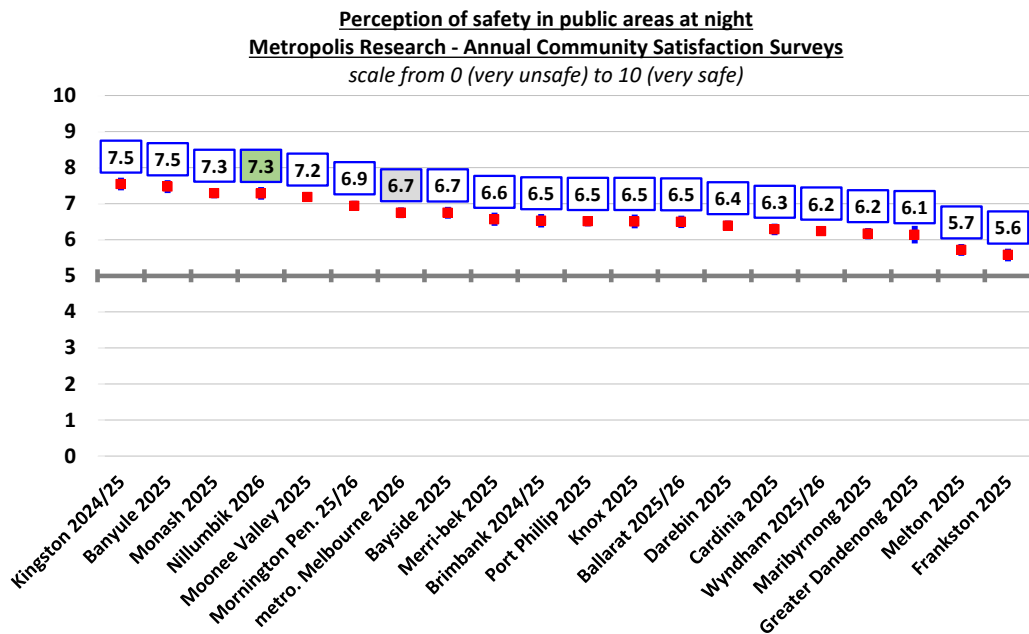


Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey



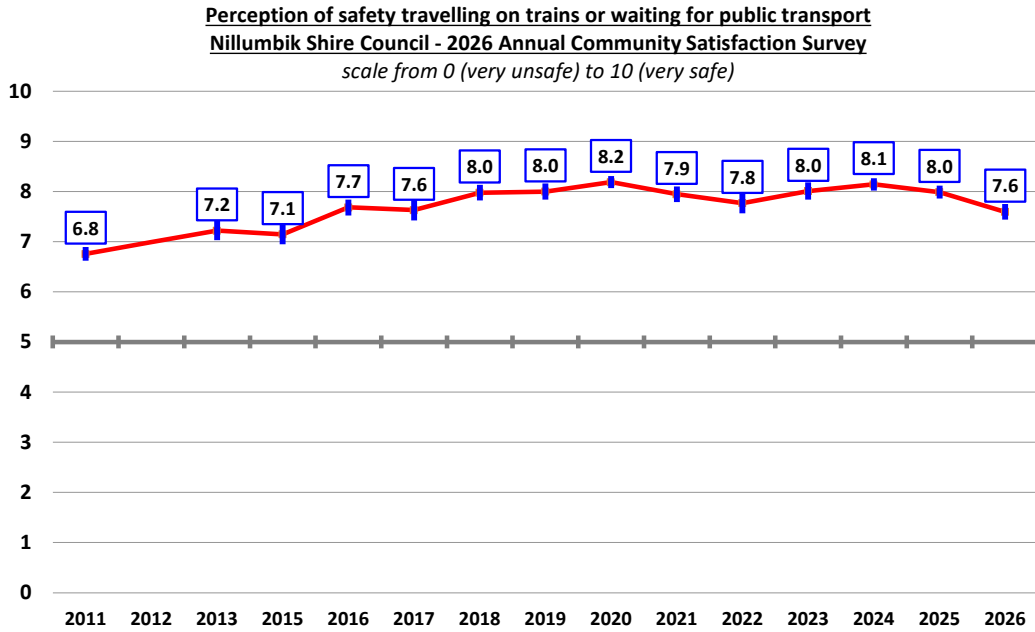
The following graph provides a comparison of the perception of safety in public areas of the municipality at night for all the municipalities surveyed by Metropolis Research in 2025 and 2026.

These results reinforce that while the perception of safety in public areas at night has declined somewhat in recent years in the Nillumbik Shire, the results remain among the highest recorded across metropolitan Melbourne.



Perception of safety travelling on / waiting for public transport

The perception of safety travelling on / waiting for public transport declined measurably this year, down four percentage points (5%) to 7.6 out of 10, which was the lowest result recorded for this variable since 2017.

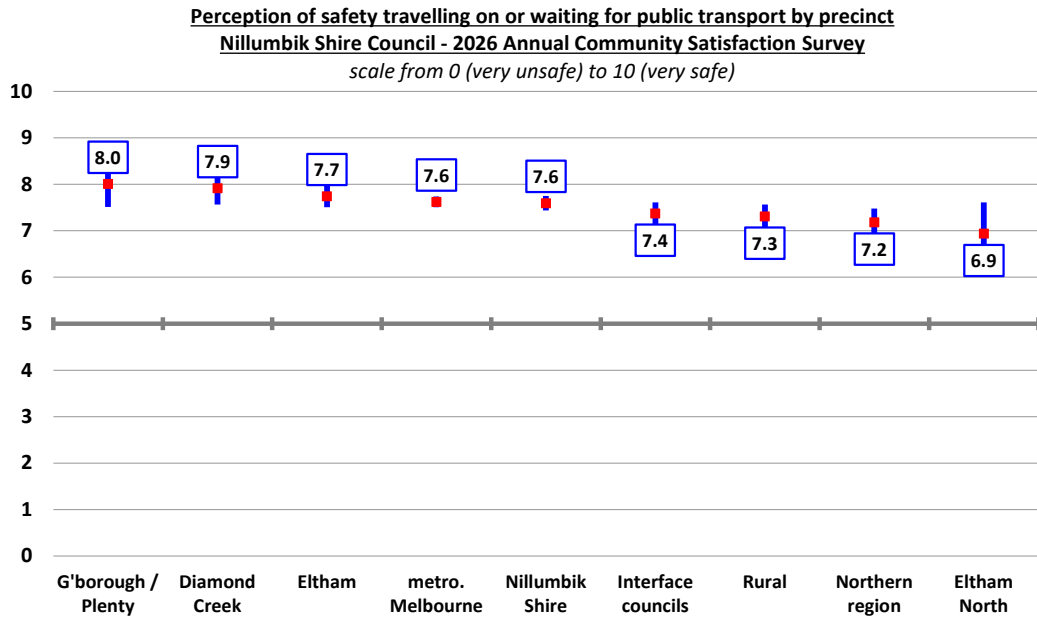


Despite the decline, this result was only marginally (1pt) lower than the long-term average perception of safety since 2011 of 7.7.

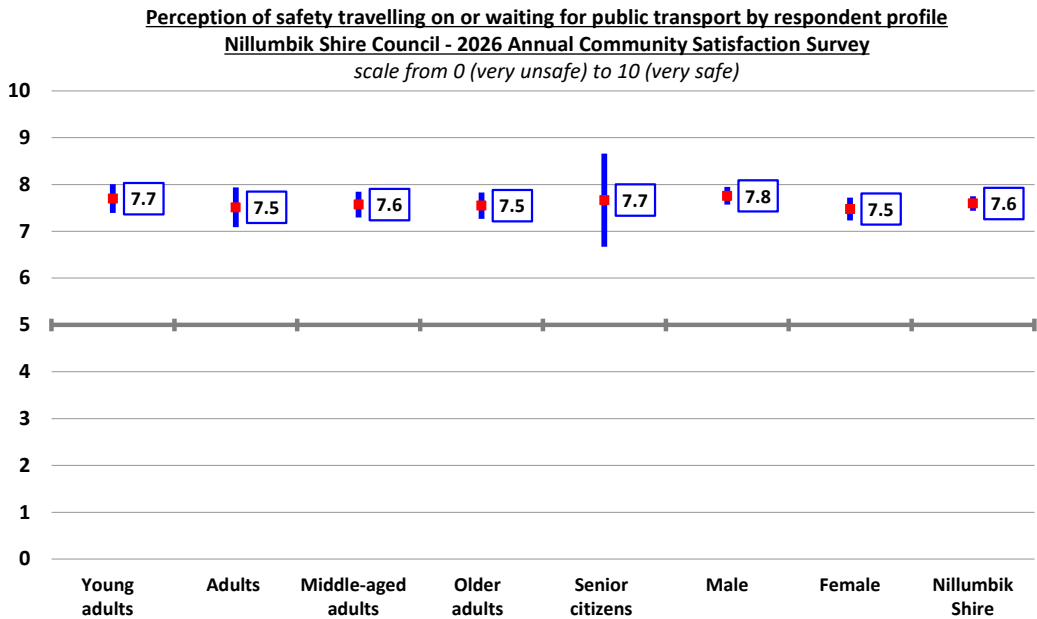
This result was identical to the metropolitan average but was notably higher than the northern region councils’ average of 7.2 out of 10.



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey



There was no substantial variation in this result observed by respondents' age structure, although female respondents felt, on average, three percentage points less safe than male respondents.



Locations where respondents felt unsafe

There were 35 comments received from respondents outlining locations where they felt unsafe, as outlined in the following table.

Common locations include train stations, local parks, poorly lit areas, and shopping districts.

Location where you feel unsafe in the Shire of Nillumbik
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents rating safety less than five)

<i>Location</i>	<i>Number</i>
In general, in public areas	5
Train stations	3
At the park	2
Dark areas / streets with poor light	2
Eltham Station	2
Shopping centre	2
Around bus stops	1
Around Greensborough	1
Around Hurstbridge Station	1
Around the Plaza	1
At night	1
At night - next to bike paths next to Eltham North playground	1
Diamond Creek	1
During day at ALDI	1
Eltham is pretty bad now	1
Greensborough shopping centre had drinks and homeless people on the footpath at night	1
Greensborough station	1
In general, as a young female I feel unsafe	1
Local centre	1
Mariposa Estate	1
No cops in the area	1
Plenty	1
Plenty River Dr (near the river)	1
Ryans Rd	1
Trains	1
Total	35



Reasons for feeling unsafe in public areas of Nillumbik

There were 41 (up from 29) comments received from respondents outlining reasons why they felt unsafe in the public areas of the Nillumbik Shire this year.

These comments have been broadly categorised, as outlined in the following table, with concerns around crime such as theft, robbery, and violence, the most common issue raised.

There were also some comments about general safety at night (7 comments), concerns around various types of people (6 comments), and concerns about traffic behaviour (6 comments).

Reasons for feeling unsafe in public areas of the Shire of Nillumbik
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 (Number and percent of respondents rating safety less than five)

Reason	2026		2025	2024	2023
	Number	Percent			
Crime - theft, robbery, violence, etc	9	22%	10%	25%	4%
Safety at night	7	17%	7%	0%	13%
Concerns around various types of people	6	15%	21%	42%	35%
Traffic	6	15%	0%	0%	0%
Drugs / alcohol issues	3	7%	14%	0%	0%
Lack of police presence	3	7%	17%	0%	0%
Lighting	3	7%	14%	0%	22%
Public transport safety	2	5%	0%	0%	4%
Being female	1	2%	3%	0%	0%
General safety	0	0%	10%	8%	9%
Image / feel of place and news reports	0	0%	0%	0%	0%
Other	1	2%	3%	25%	13%
Total comments	41	100%	29	12	23

The verbatim comments underpinning these results are outlined below.

Reasons for feeling unsafe in public areas of the Shire of Nillumbik
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 (Number of responses)

Response	Number
<i>Crime - theft, robbery, violence, etc</i>	
General crime rate	3
Been a lot of robberies during the day	1
Melbourne crime is on the rise	1
More of a gendered thing	1



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

They have tried to break into my sister’s house multiple times	1
Too much crime and home invasion	1
Harassment	1
Total	9
<i>Safety at night</i>	
Too dark and quiet	4
Dark	2
Cars are often broken into at night	1
Total	7
<i>Issues with various types of people</i>	
Young people running around	2
Not enough people around	1
Young kids around late at night also in the morning but not very much	1
Young people out and about at night	1
Youth crime	1
Total	6
<i>Traffic</i>	
There are these bikers on the streets	2
Too e-bikes on road and centre	2
Motorbikes at 3 or 4 am in the morning and speeding	1
Speeding car	1
Total	6
<i>Drugs / alcohol issues</i>	
Approached by a druggie who threatened to stab my husband police were called and they knew him by name	1
Because of drug addicts several around Eltham and nothing is done about them	1
People on drugs	1
Total	3
<i>Lack of police presence</i>	
Coppers are too soft	1
No cops in the area	1
There is no policing on the roads	1
Total	3



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

<i>Lighting</i>	
No / not much street lighting	2
Poor lighting at night	1
Total	3
<i>Public transport safety</i>	
Area around the bus station, too many hanging around	1
Bus drivers drive too reckless	1
Total	2
<i>Being female</i>	
I am community of LGBTIQA people and female	1
Total	1
<i>Other</i>	
Dirty	1
Total	1
Total responses	41



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?”

There was a small decrease again this year, in the proportion of respondents who reported that they had made changes to their home or lifestyle to help reduce climate change and its impacts.

This result has declined steadily over the past five years, from a high of 65% back in 2022 to a low of 45% this year. This was a significant decline.

Metropolis Research also draws attention to the significant number of respondents who were unable or unwilling to provide a response to this question. This result has varied substantially from year to year, from a low of 40 respondents in 2023 to a high of 141 respondents in 2024.

This relatively high non-response to the question complicates analysis of the results and suggests a degree of uncertainty in the community around changes to home or lifestyle to help reduce climate change and its impacts.

Made changes to your home or lifestyle to help reduce climate change and its impacts
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

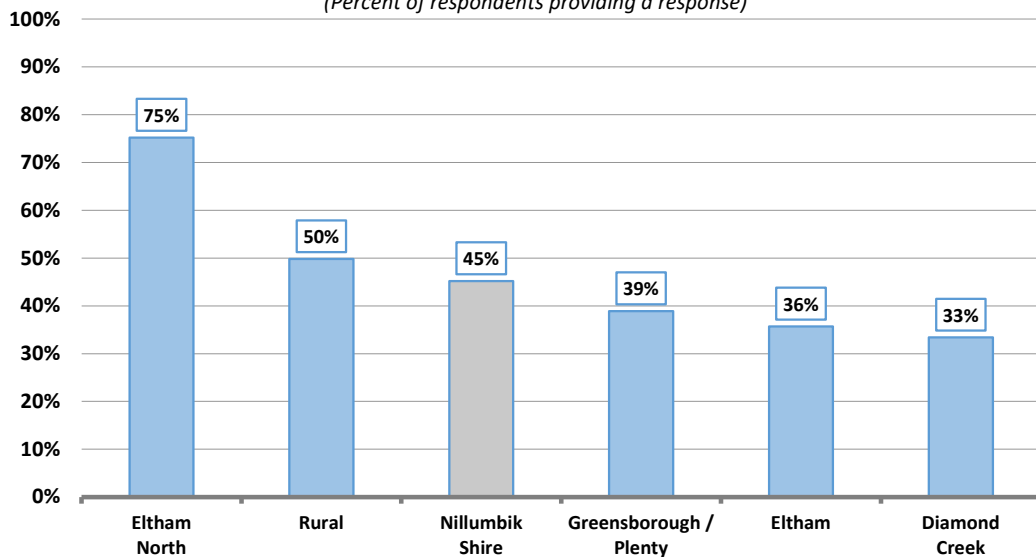
Response	2026		2025	2024	2023	2022
	Number	Percent				
Yes	169	45%	47%	58%	58%	65%
No	205	55%	53%	43%	42%	35%
Don't know / can't say	127		68	141	40	111
Total	501	100%	502	501	502	508

There was significant variation in this result observed across the municipality, with respondents from Eltham North significantly (30pts or 66%) more likely than average to have made changes to their home or lifestyle.

By comparison, respondents from Eltham (9pts) and Diamond Creek (12pts) were both measurably less likely than average.



Made changes to your home or lifestyle to help reduce climate change by precinct
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 (Percent of respondents providing a response)



There was significant variation in these results observed by respondent profile, including age structure, gender, household structure, housing situation, and period of residence in the municipality, as follows:

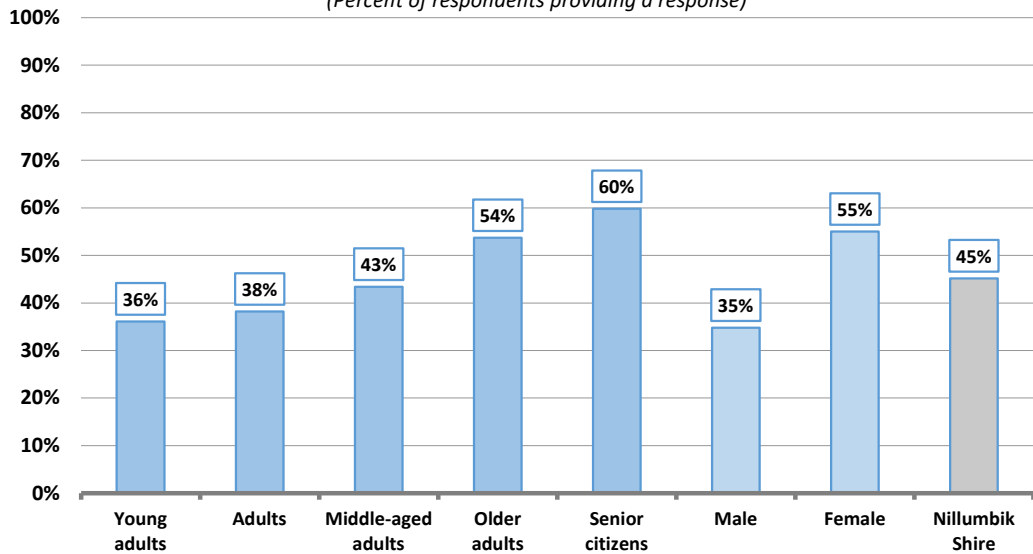
- **Somewhat to notably MORE likely than average to have made changes** – included older adults and senior citizens (aged 60 years and over), female respondents, one-parent families with adult children only at home, older couples, two-parent families (with children aged 13 to 17 years), and middle-aged couples, new and newer residents (less than five years in Nillumbik).
- **Somewhat to notably LESS likely than average to have made changes** – included young adults and adults (aged 18 to 44 years), male respondents, group households, one-parent families with children under 18 years at home, younger couples, and middle-aged sole persons, rental households, and medium-term residents (five to less than 10 years in Nillumbik).

These are informative results, showing that younger residents were somewhat less likely to have made changes, while it was older residents, particularly older couples, who were more likely to have made changes.

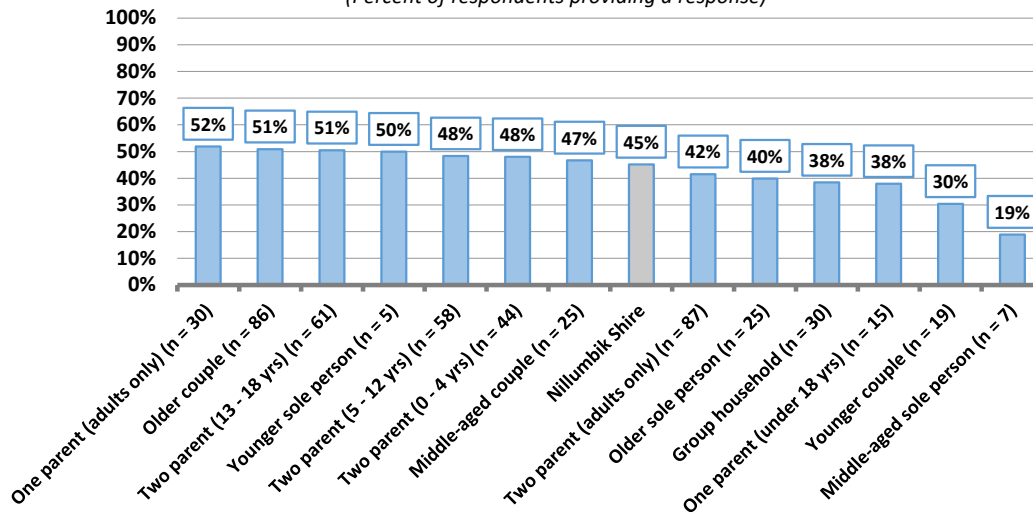
This flowed through into household structure, as well as housing situation, with rental households, group households, and sole person households (of all ages) being less likely to have made changes.

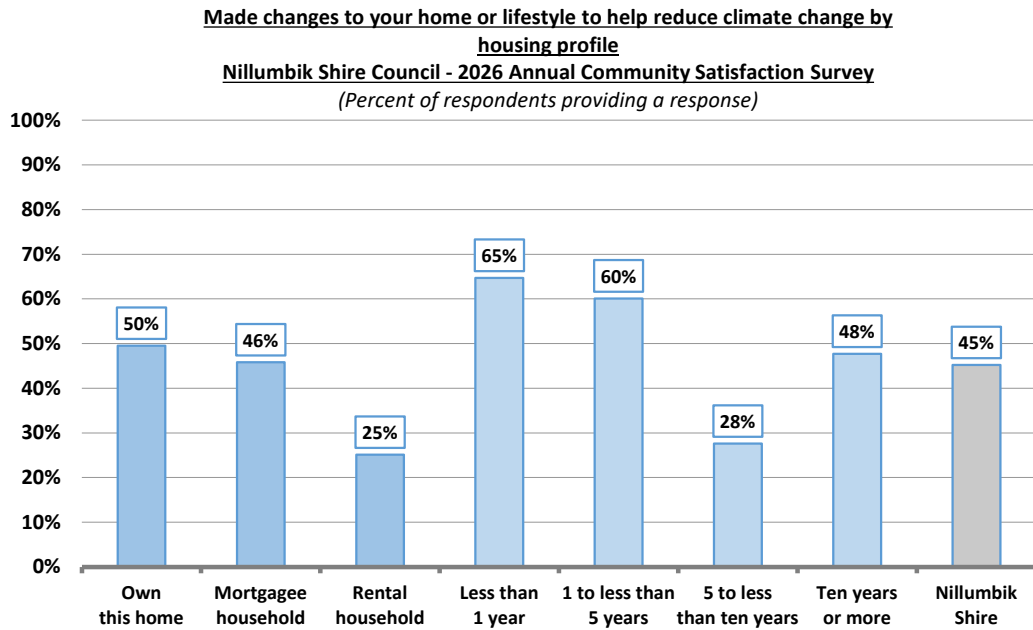


Made changes to your home or lifestyle to help reduce climate change by profile
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 (Percent of respondents providing a response)



Made changes to your home or lifestyle to help reduce climate change by household structure
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 (Percent of respondents providing a response)





Ability to cope with climate related risks and impacts

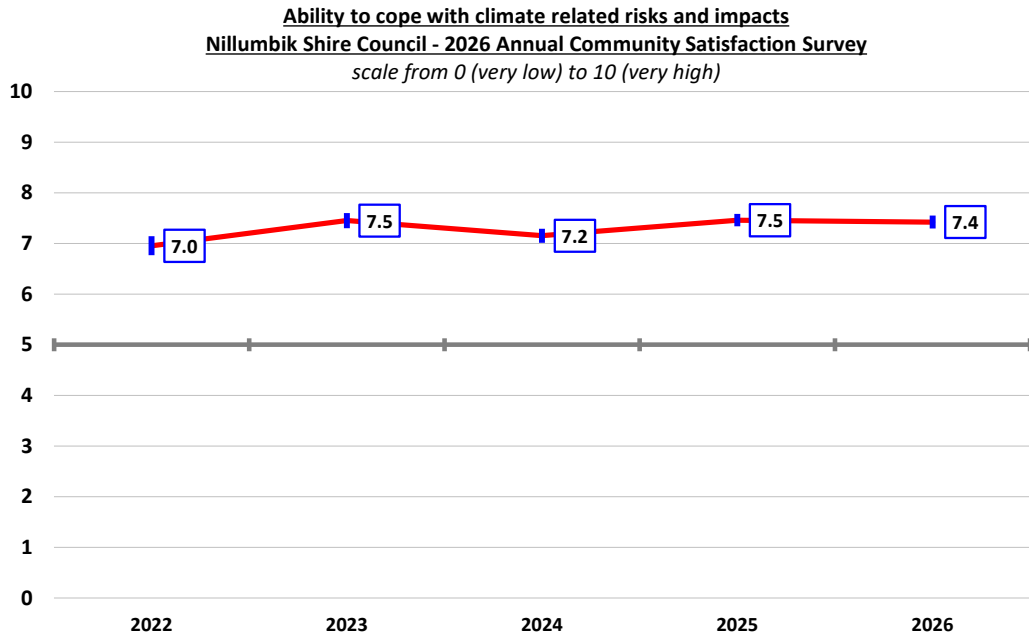
Respondents were asked:

“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)?”

The average ability of respondent households to cope with climate related risks and impacts remained essentially stable again this year, down just one percentage point to 7.4 out of 10.

This result has remained relatively stable around the long-term average since 2022 of 7.3 out of 10.





Metropolis Research notes that more than half (52% up from 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.

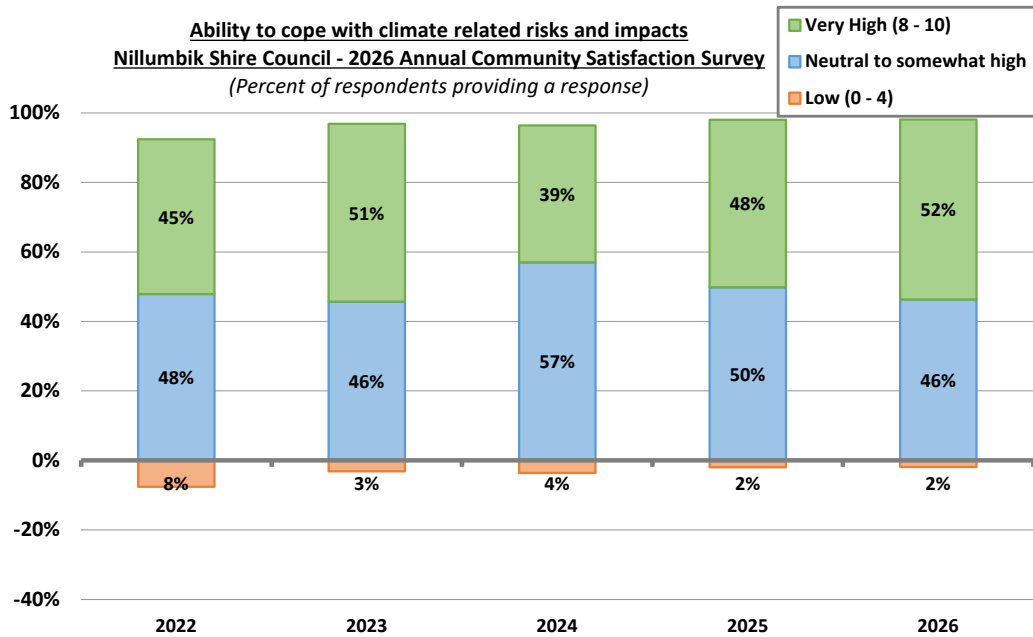
This was the highest proportion of respondents who reported a “very high” ability to cope with climate related risks and impacts.

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), which remains the lowest proportion recorded (identical to 2025).

These results do show that most in the community feel somewhat to very able to cope with climate related risks and impacts.

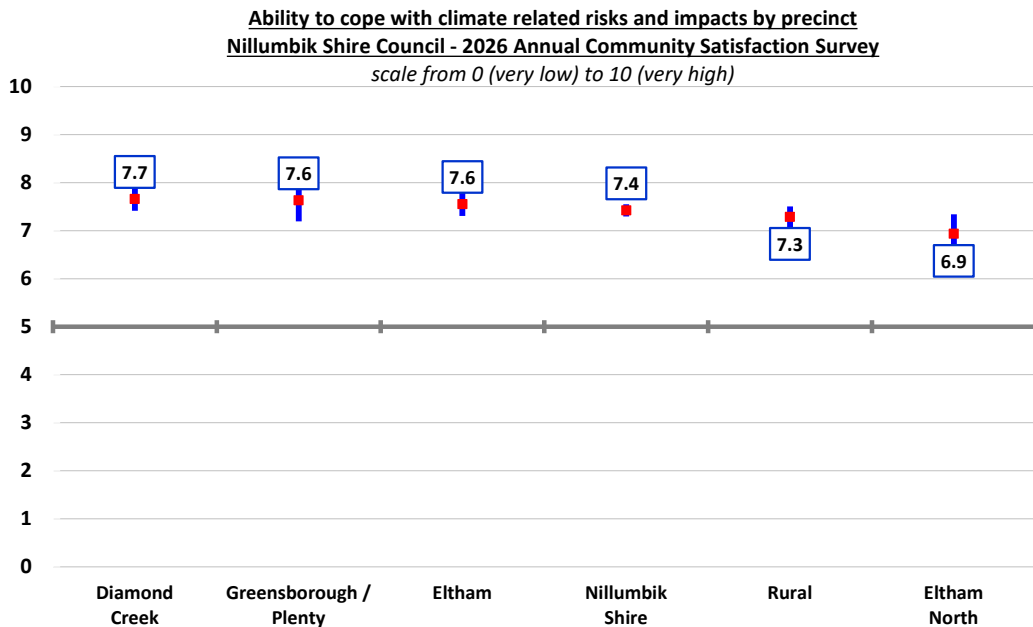


Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

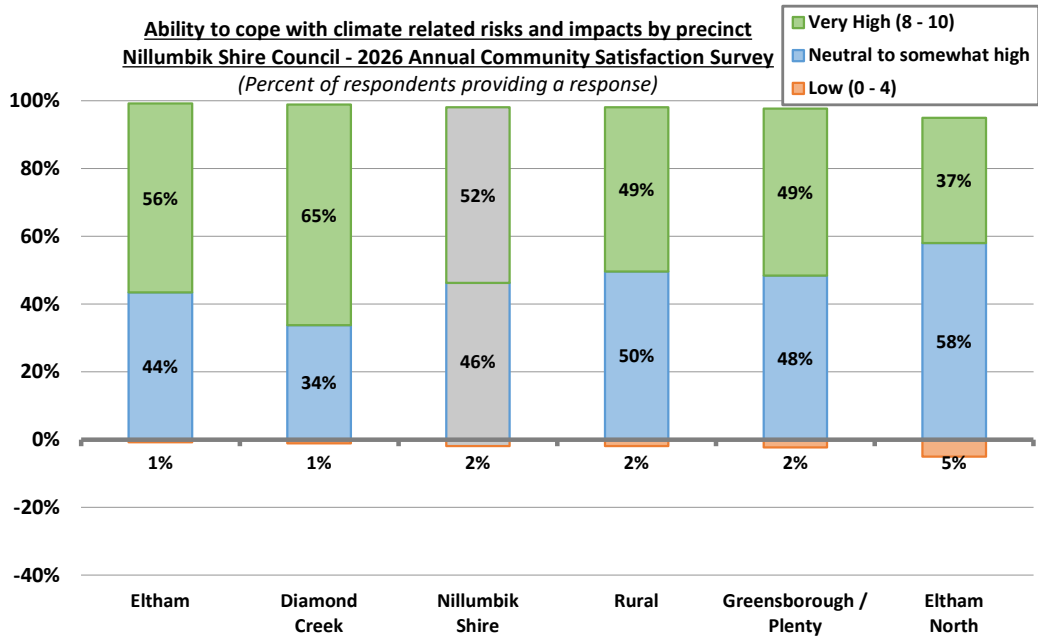


There was some variation in this result observed across the municipality, with respondents from Diamond Creek somewhat (3pts) more prepared than the municipal average.

By contrast, respondents from Eltham North felt the least able to cope, rating their ability measurably (5pts or 7%) lower than the municipal average.



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey



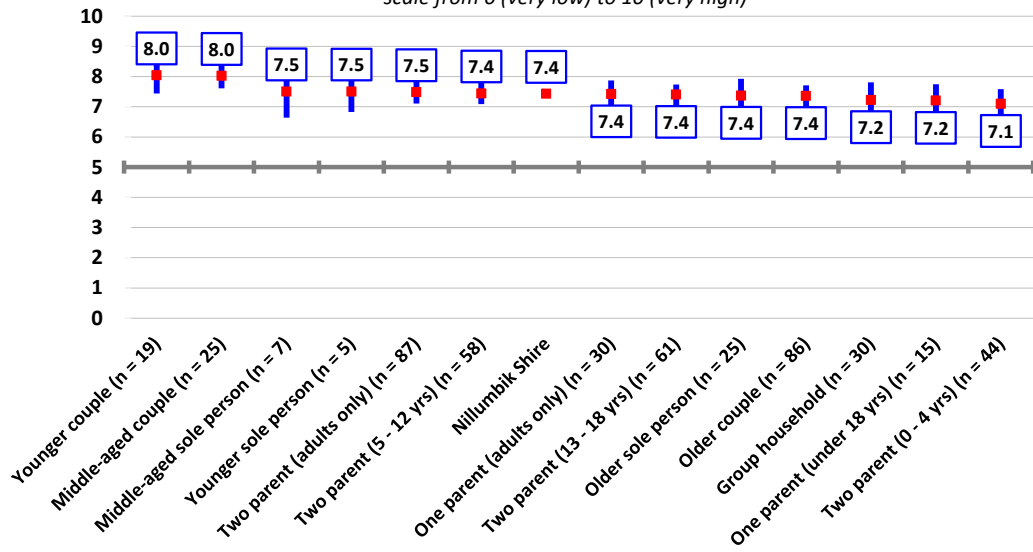
There was some variation in the average ability of respondent households to cope with climate related risks and impacts observed by household structure, as follows.

The 19 younger couple households and the 25 middle-aged couple households reported a notably higher ability to cope with climate related risks and impacts. By contrast, the 44 two-parent families with youngest child aged under 5 years rated their ability somewhat (3pts) lower than the municipal average.

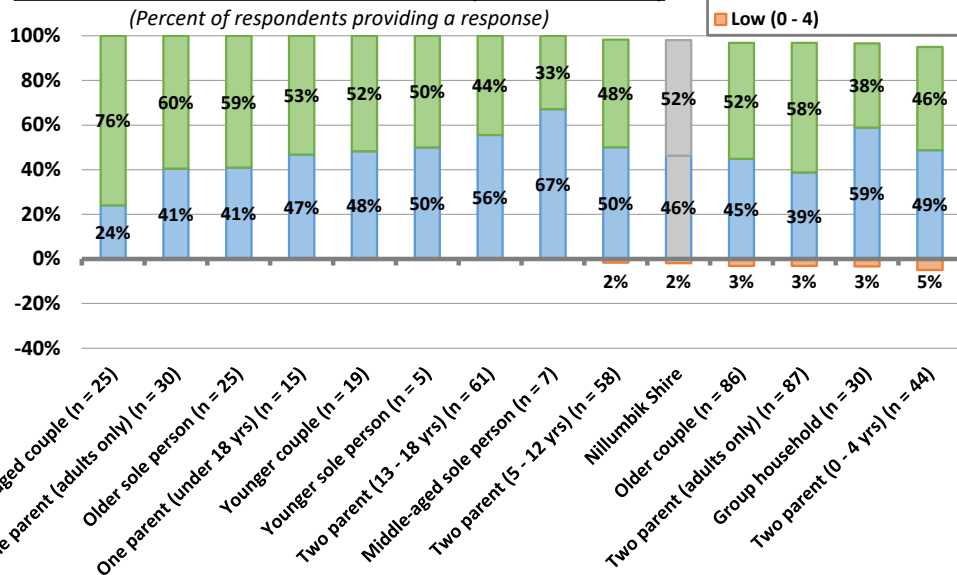


Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

Ability to cope with climate related risks and impacts by household structure
 Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 scale from 0 (very low) to 10 (very high)



Ability to cope with climate related risks and impacts by household structure
 Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey



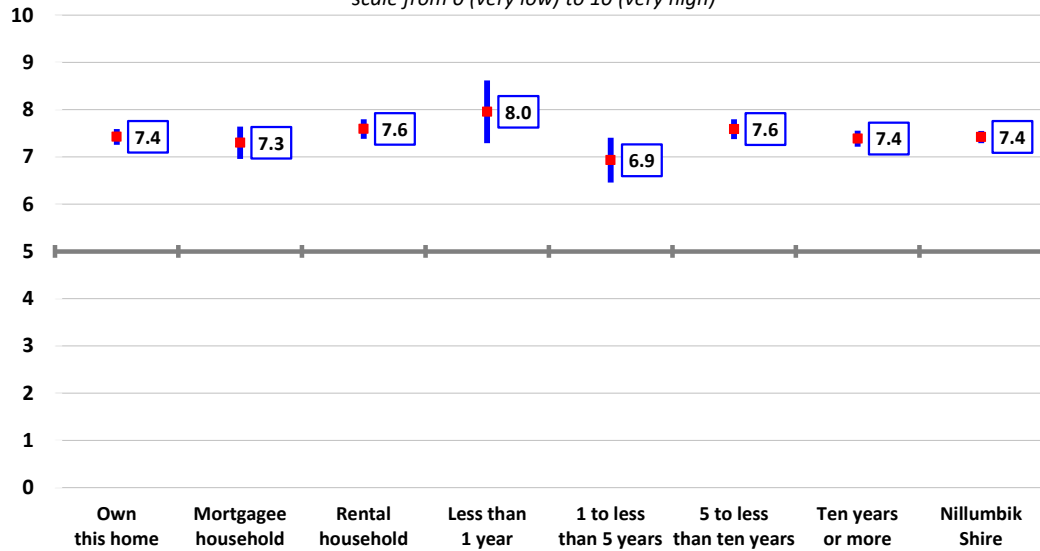
There was no substantial variation in the average ability to cope with climate related risks and impacts observed by housing situation, however, newer residents (less than one year in the Shire) rated their ability notably higher than average.

By contrast, respondents who had lived in the municipality for between one and five years rated their ability notably (5pts) lower than the municipal average.

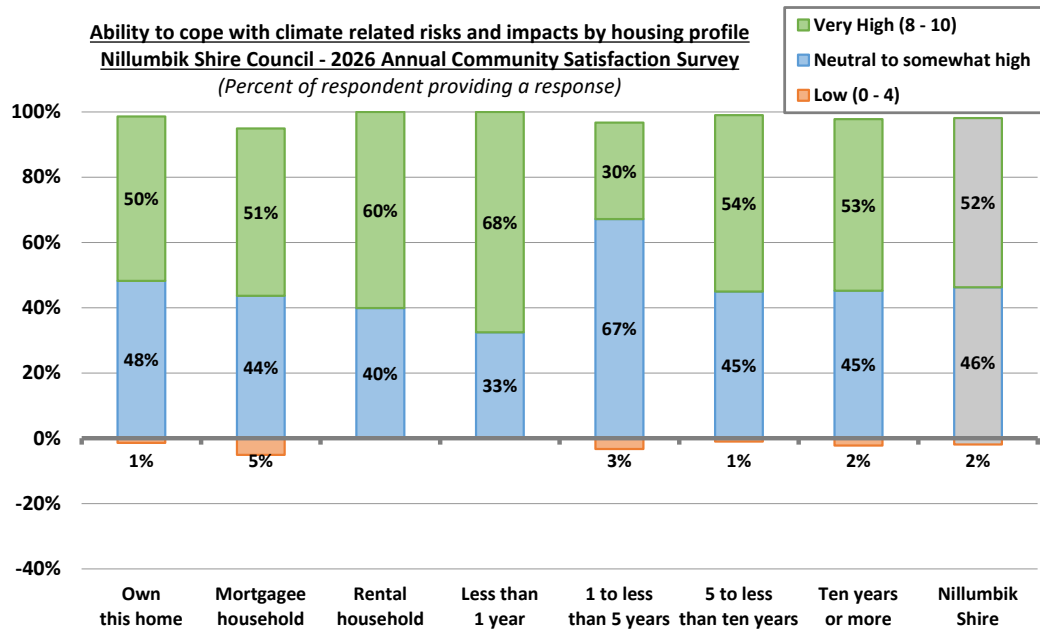


Nilumbik Shire Council – 2026 Annual Community Satisfaction Survey

Ability to cope with climate related risks and impacts by housing profile
Nilumbik Shire Council - 2026 Annual Community Satisfaction Survey
scale from 0 (very low) to 10 (very high)



Ability to cope with climate related risks and impacts by housing profile
Nilumbik Shire Council - 2026 Annual Community Satisfaction Survey
(Percent of respondent providing a response)



Undertaken environmental initiatives

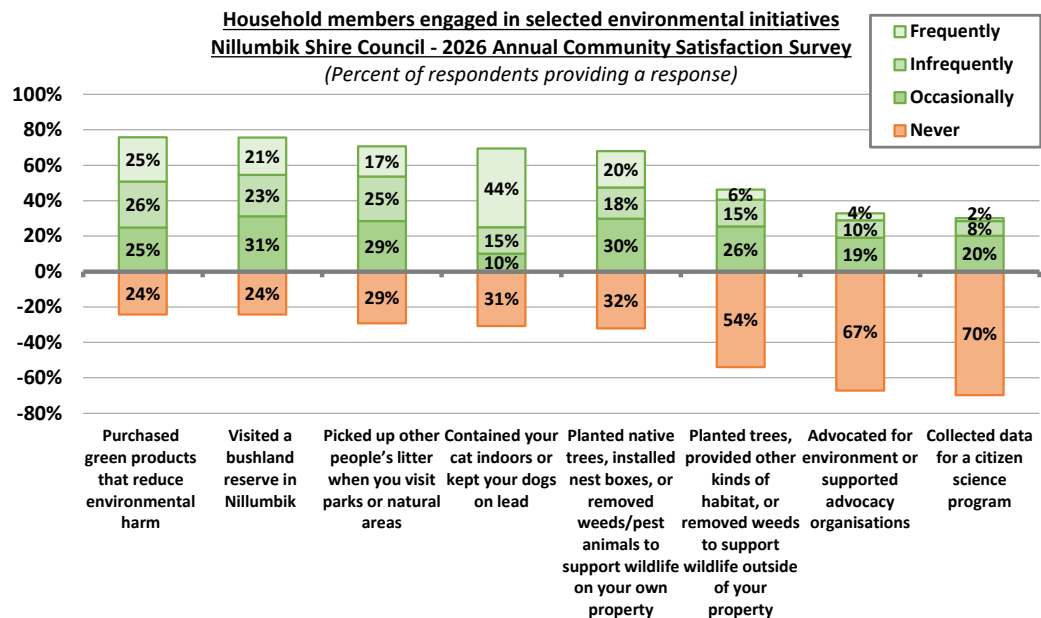
Respondents were asked:

“Over the past 12 months, have you or members of your household undertaken any of the following environmental initiatives?”

Respondents were again in 2026, 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 62 (up from 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.



Approximately 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 (59%), purchased green products that reduce environmental harm (51%), visited a bushland reserve in Nillumbik (44%), and picked up other peoples’ litter when they visit parks or natural areas (42%).

By contrast, more than half of the respondents never collected data for a citizen science program (70%), advocated for environment or supported advocacy organisations (67%), or planted trees, provided other kinds of habitat, or removed weeds to support wildlife outside of their property (54%).



These results were generally consistent with those recorded last year, with the one exception that the proportion of respondents who had at least infrequently planted native trees, installed nest boxes, or removed weeds / pest animals to support wildlife on their own property declined from 47% last year to 38% this year.

Despite this one decline, these results reinforce the view that many in the Nillumbik community were, at least somewhat 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 - 2026 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Action	Year	Frequently	Infrequently	Occasionally	Never	Can't say
Purchased green products that reduce environmental harm	2025	19%	30%	24%	27%	37
	2026	25%	26%	25%	24%	90
Visited a bushland reserve in Nillumbik	2025	22%	25%	21%	31%	17
	2026	21%	23%	31%	24%	72
Picked up other people's litter when you visit parks or natural areas	2025	13%	31%	26%	30%	30
	2026	17%	25%	29%	29%	68
Contained your cat indoors or kept your dogs on lead	2025	34%	17%	13%	36%	79
	2026	44%	15%	10%	31%	121
Planted native trees, installed nest boxes, or removed weeds/pest animals to support wildlife on your own property	2025	21%	26%	24%	30%	22
	2026	20%	18%	30%	32%	76
Planted trees, provided other kinds of habitat, or removed weeds to support wildlife outside of your property. For	2025	8%	18%	21%	54%	33
	2026	6%	15%	26%	54%	77
Advocated for the environment or supported advocacy organisations that address environmental issues	2025	5%	14%	19%	62%	42
	2026	4%	10%	19%	67%	96
Collected data for a citizen science program such as WaterWatch, Frog Census, Aussie Backyard Bird Count or iNaturalist	2025	2%	13%	16%	69%	41
	2026	2%	8%	20%	70%	85

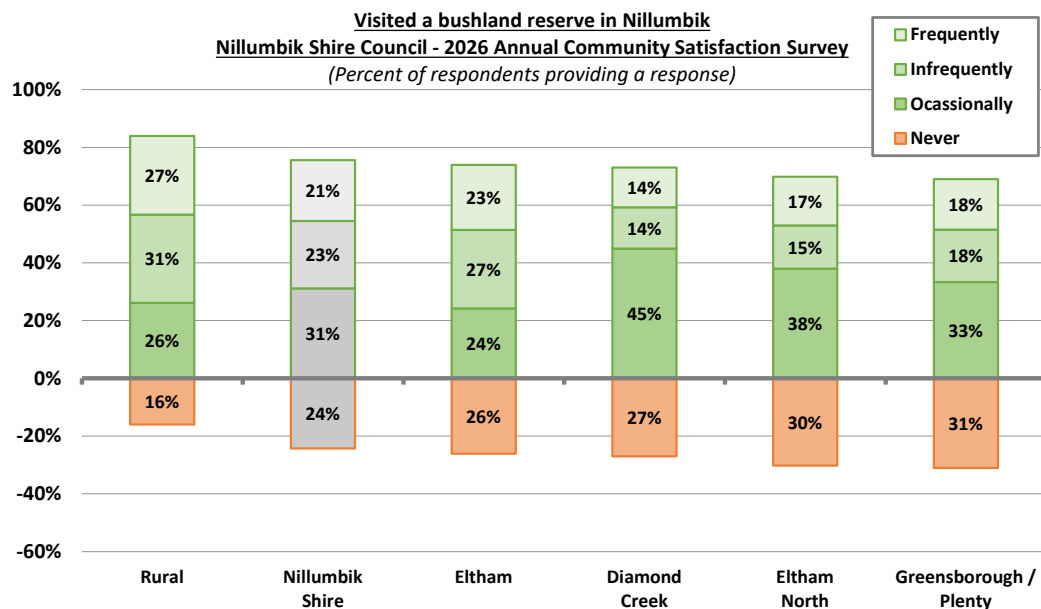


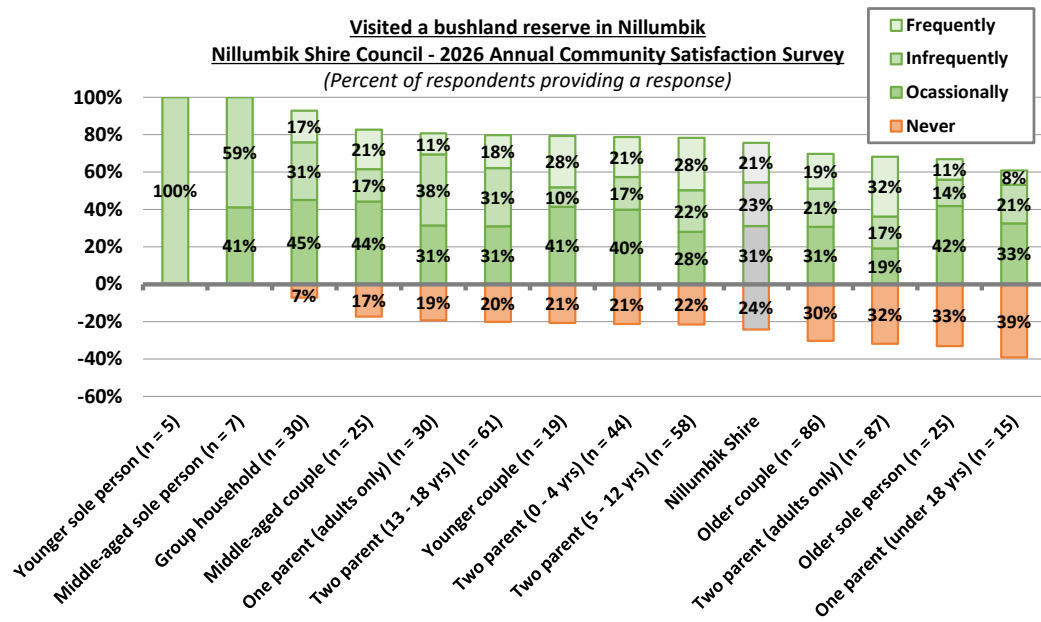
Visited a bushland reserve in Nillumbik

The proportion of respondents who at least infrequently visited a bushland reserve in Nillumbik declined marginally this year, down three percentage points to 44% (down from 47%).

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 the Rural precinct and Eltham, younger couples, and two-parent families with adult children only.
- **More likely than average to NEVER visit** – included respondents from Eltham North and Greensborough / Plenty, older couples, 25 older sole person households, and 15 one-parent families with children aged under 18 years at home.





Contained your cat indoors or kept your dogs on lead

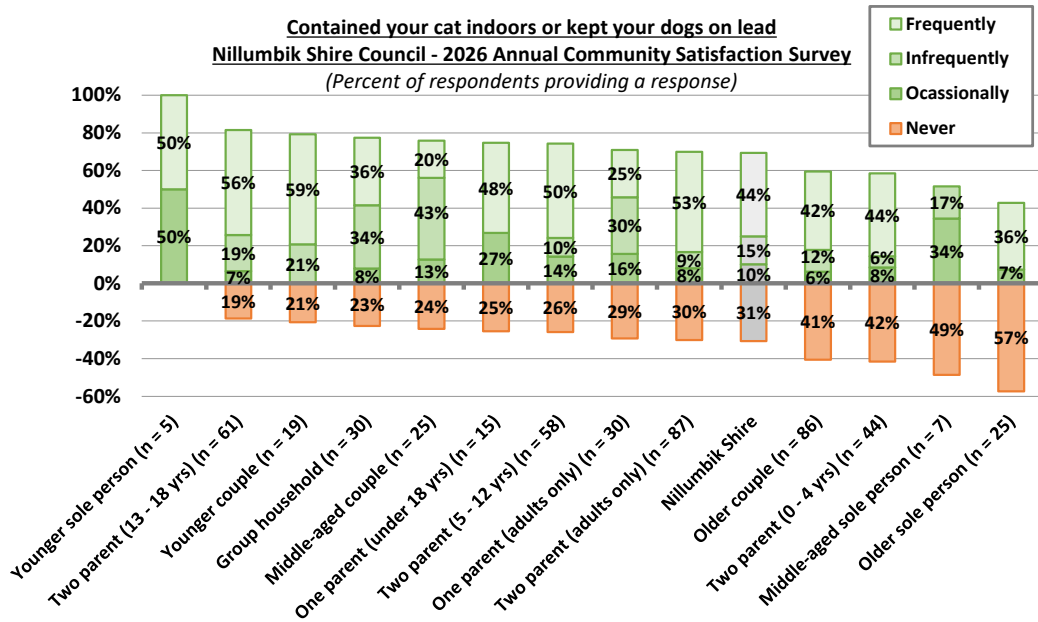
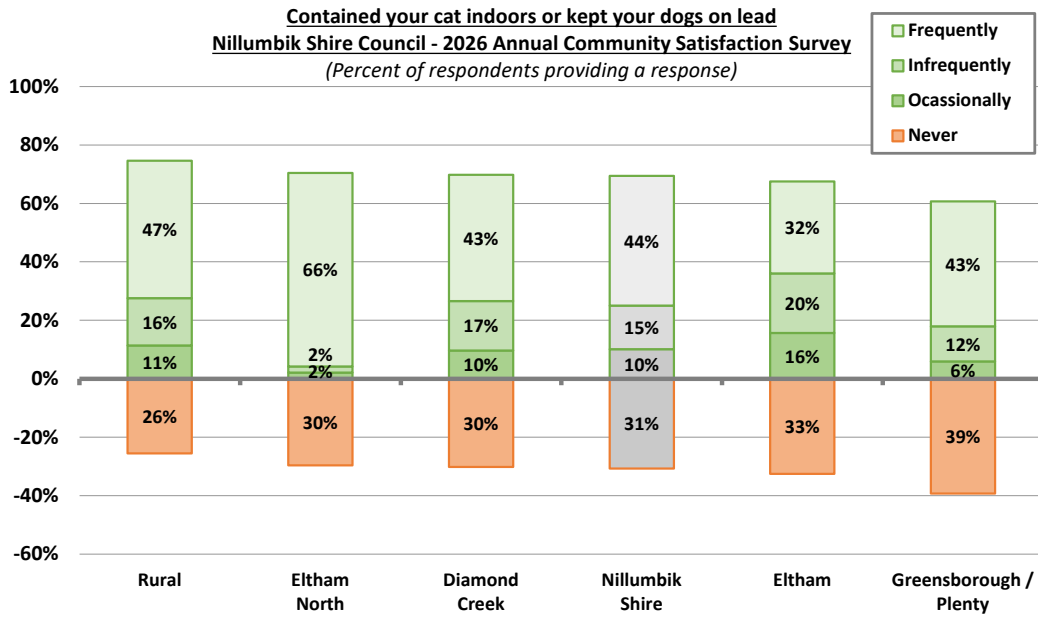
The proportion of respondents who at least infrequently contained their cat indoors or kept their dogs on lead increased notably this year, up eight percentage points from 51% to 59%.

There was some variation in the proportion of respondent households who contained their cat indoors or kept their dogs on lead observed across the municipality and by household structure, as follows:

- **More likely than average to FREQUENTLY undertake** – included respondents from Eltham North, five younger sole persons, two-parent families (youngest child aged 13 to 17 years), 19 younger couples, 15 one-parent families with children under 18 years at home, and two-parent families with adult children only at home.
- **More likely than average to NEVER undertake** – included respondents from Greensborough / Plenty, older couples, two-parent families (youngest child aged under 5 years), seven middle-aged sole persons, and 25 older sole person households.



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

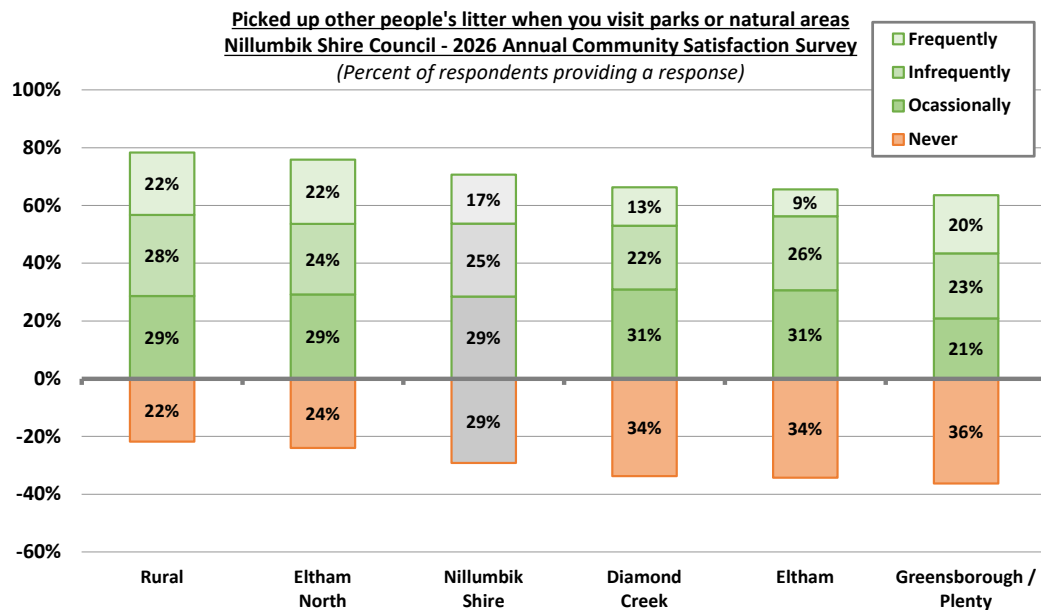


Pick up other people’s litter when you visit parks or natural areas

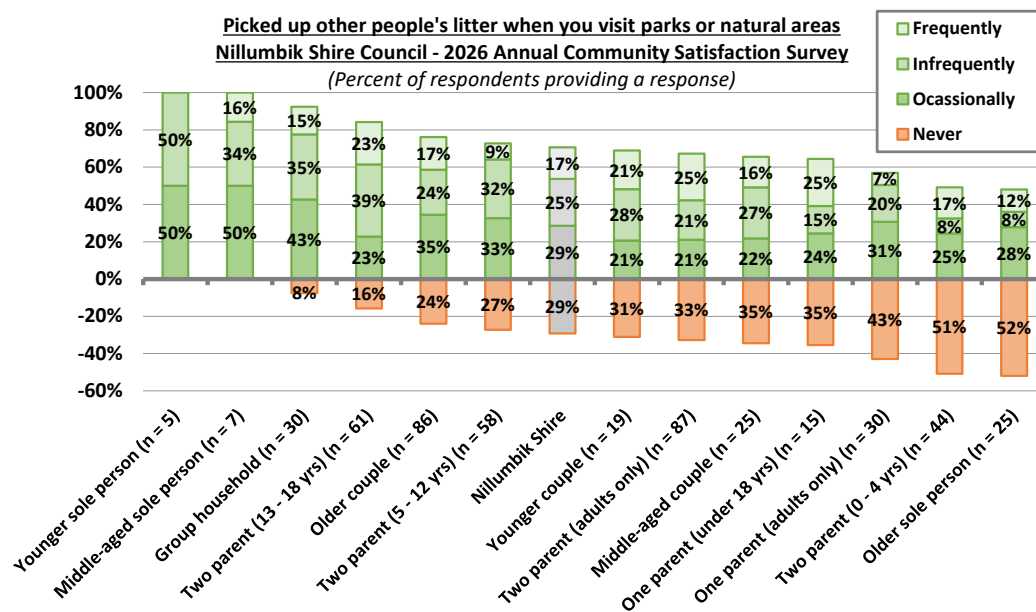
The proportion of respondents who at least infrequently picked up other peoples’ litter when they visit parks or natural areas declined marginally this year, down two percentage points to 42% (down from 44%).

There was some variation in the proportion of respondent households who picked up other people’s litter when visiting parks or natural areas observed across the municipality and by household structure, as follows:

- **More likely than average to FREQUENTLY undertake** – included respondents from the Rural precinct and Eltham North, two-parent families (youngest child aged 13 to 17 years), 19 younger couples, two-parent families with adult children only at home, and 15 one-parent families with children under 18 years at home.
- **More likely than average to NEVER undertake** – included respondents from Diamond Creek, Eltham, and Greensborough / Plenty, 25 middle-aged couples, 15 one-parent families with children under 18 years at home, 30 one-parent families with adults only at home, two-parent families (youngest child aged under 5 years), and 25 older sole person households.



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey



Purchased green products that reduce environmental harm

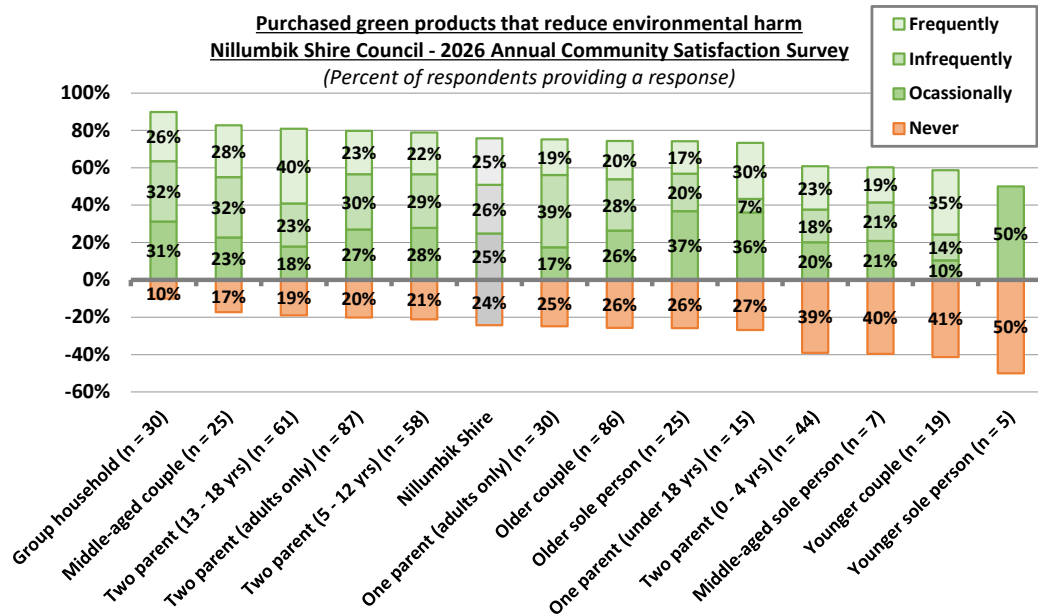
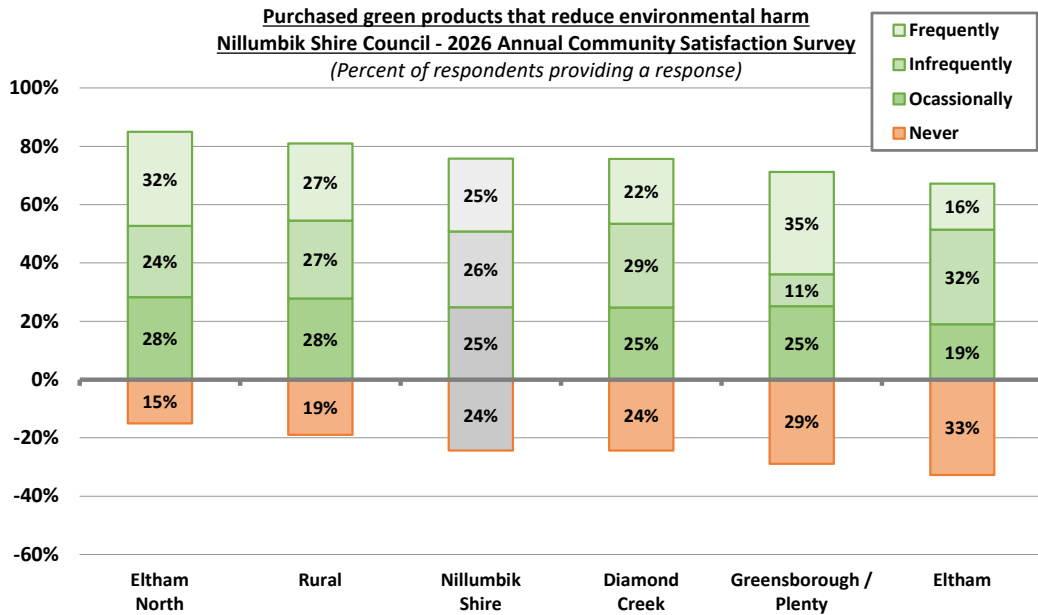
The proportion of respondents who purchased green products that reduce environmental harm increased marginally this year, up two percentage points to 51% (up from 49%).

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 undertake** – included respondents from Eltham North and Greensborough / Plenty, two-parent families (youngest child aged 13 to 17 years), 15 one-parent families with children under 18 years at home, and 19 younger couples.
- **More likely than average to NEVER undertake** – included respondents from Eltham and Greensborough / Plenty, two-parent families (youngest child aged under 5 years), seven middle-aged sole persons, 19 younger couples, and five younger sole person households.



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

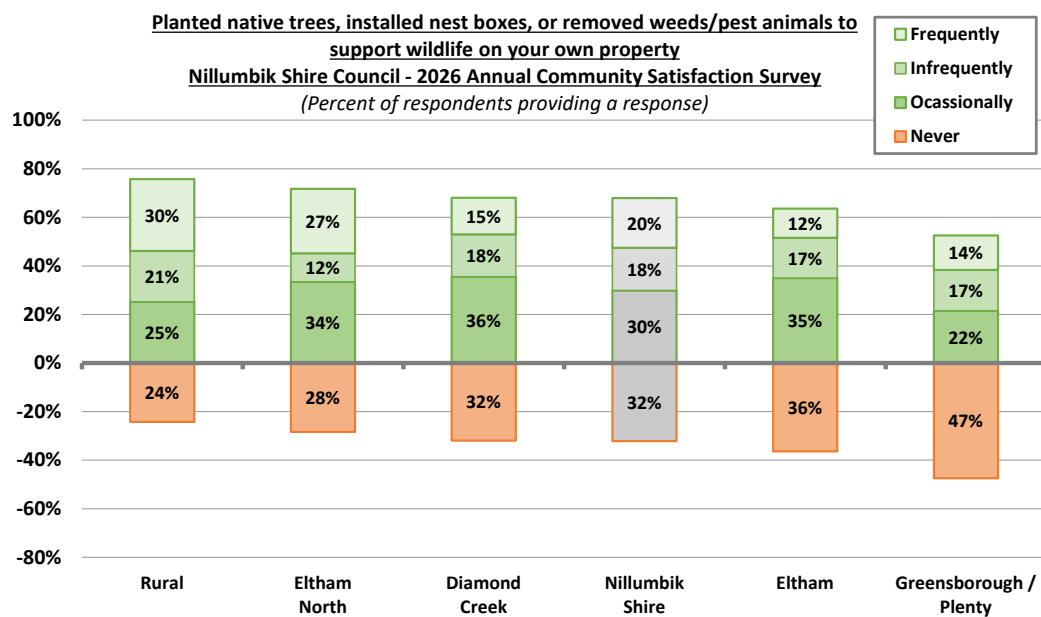


Planted native trees, installed nest boxes, or removed weeds/pest animals to support wildlife on your own property

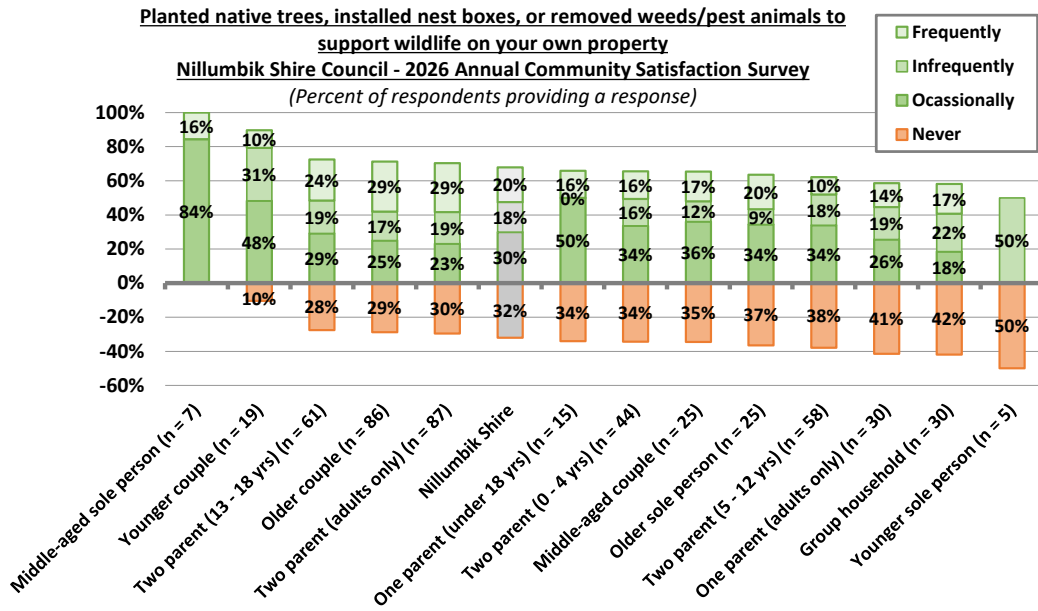
The proportion of respondents who planted native trees, installed nest boxes, or removed weeds / pest animals to support wildlife on their own property declined notably this year, down from 47% last year to 38% this year.

There was some variation in the proportion of respondent households who undertook this activity observed across the municipality and by household structure, as follows:

- **More likely than average to FREQUENTLY undertake** – included respondents from the Rural precinct and Eltham North, two-parent families (youngest child aged 13 to 17 years), older couples, and two-parent families with adult children only at home.
- **More likely than average to NEVER undertake** – included respondents from Greensborough / Plenty, 25 older sole persons, two-parent families (youngest child aged under 5 to 12 years), 30 one-parent families with adult children only at home, and five younger sole person households.



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey



Planted trees, provided other kinds of habitat, or removed weeds to support wildlife outside of your property

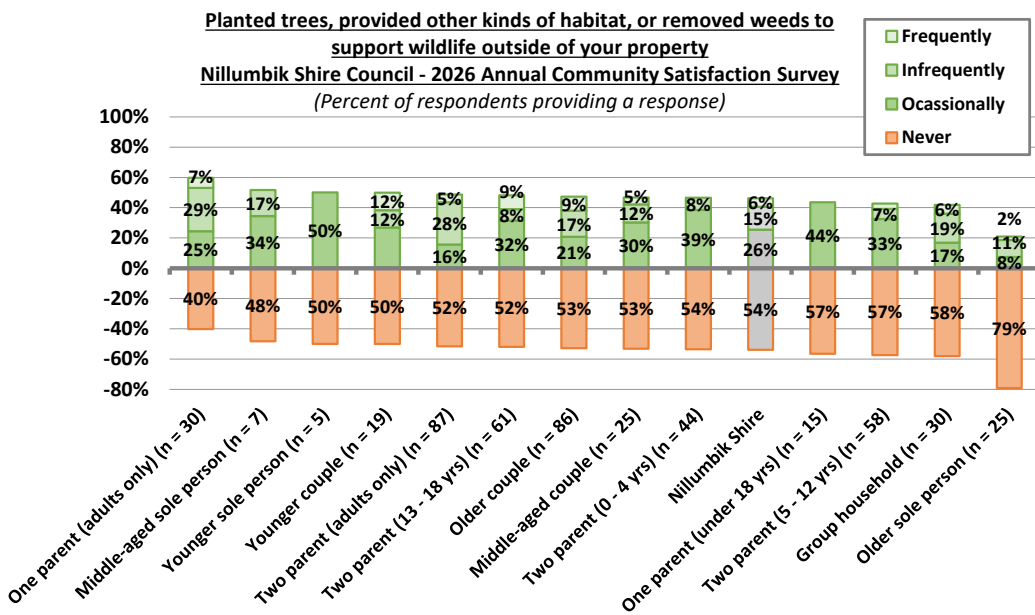
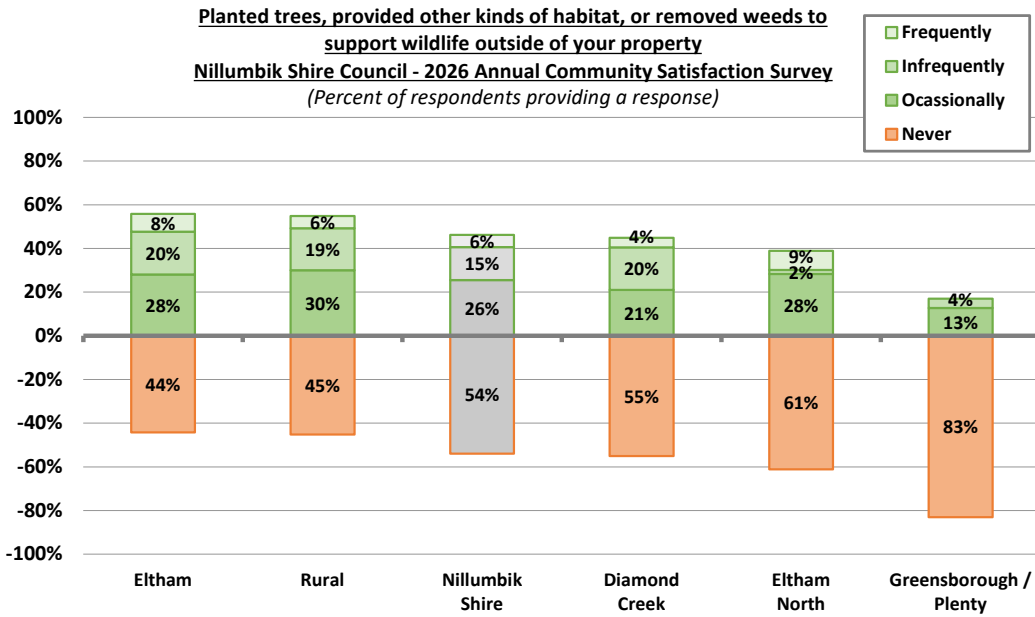
The proportion of respondents who planted native trees, installed nest boxes, or removed weeds to support wildlife outside of their property declined somewhat this year, down from 26% last year to 21% this year.

There was relatively little significant variation in the proportion of respondent households who undertook this activity observed across the municipality and by household structure, as follows:

- **More likely than average to FREQUENTLY undertake** – there were no sub-groups who were more likely than the municipal average to frequently undertake this activity.
- **More likely than average to NEVER undertake** – included respondents from Eltham North and Greensborough / Plenty, and 25 older sole person households.



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

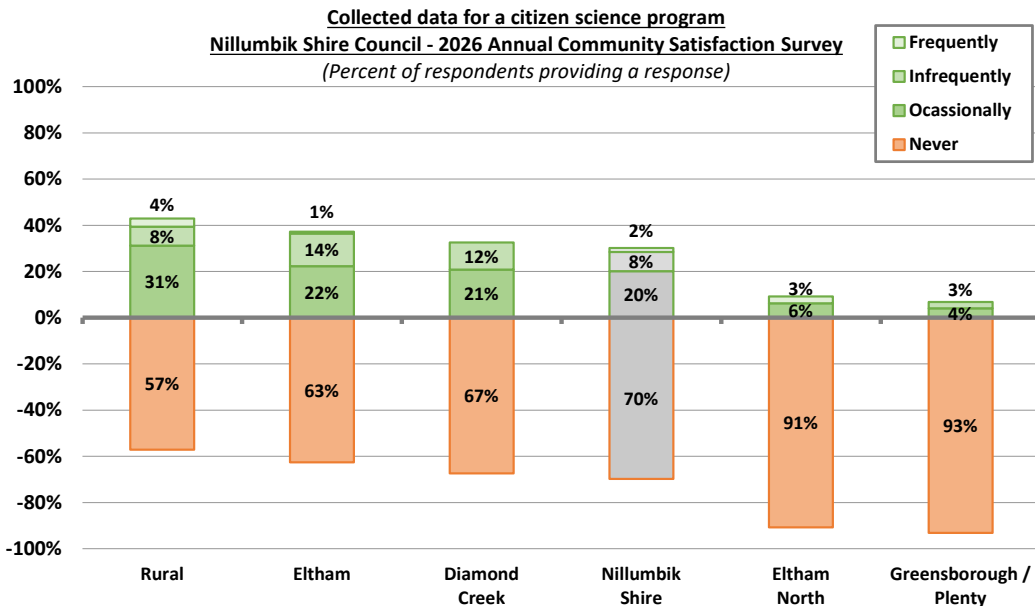


Collected data for a citizen science program such as WaterWatch, Frog Census, Aussie Backyard Bird or iNaturalist

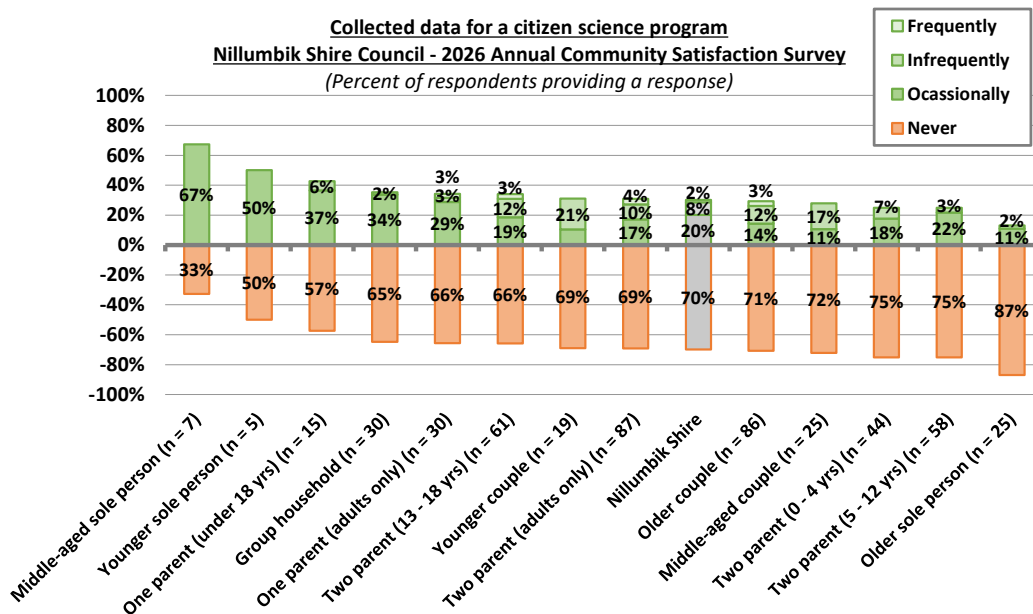
The proportion of respondents who collected data for a citizen science program such as WaterWatch, Frog Census, Aussie Backyard Bird, or iNaturalist declined somewhat this year, down from 15% last year to 10% this year.

There was some variation in the proportion of respondent households who undertook this activity observed across the municipality and by household structure, as follows:

- **More likely than average to FREQUENTLY undertake** – there were no sub-groups who were more likely than the municipal average to frequently undertake this activity.
- **More likely than average to NEVER undertake** – included respondents from Eltham North and Greensborough / Plenty, two-parent families (youngest child aged under 5 years), two-parent families (youngest child aged 5 to 12 years), and 25 older sole person households.



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey



Advocated for the environment or supported advocacy organisations that address environmental issues

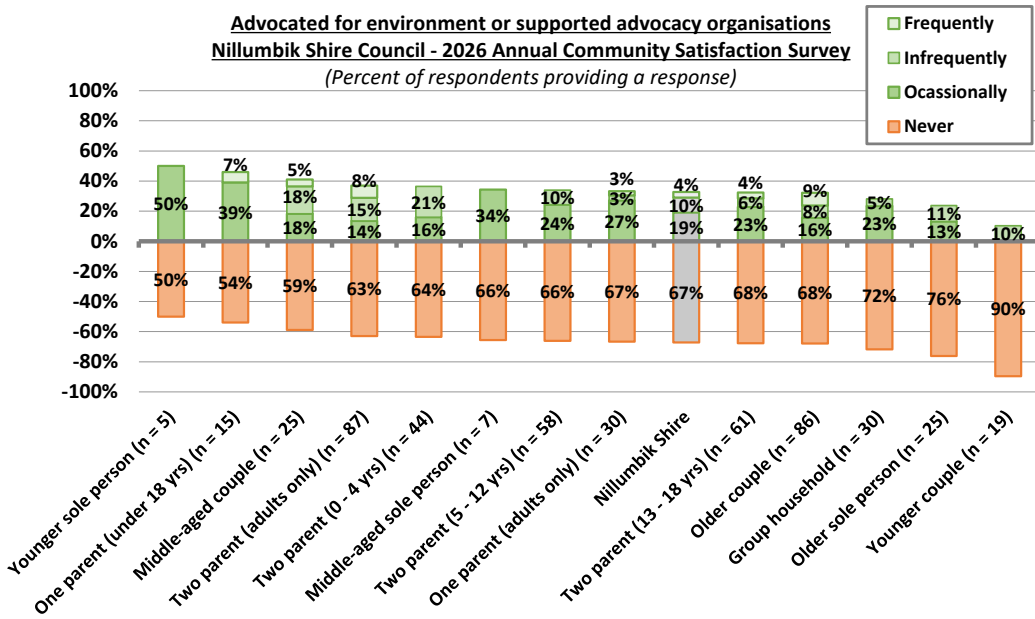
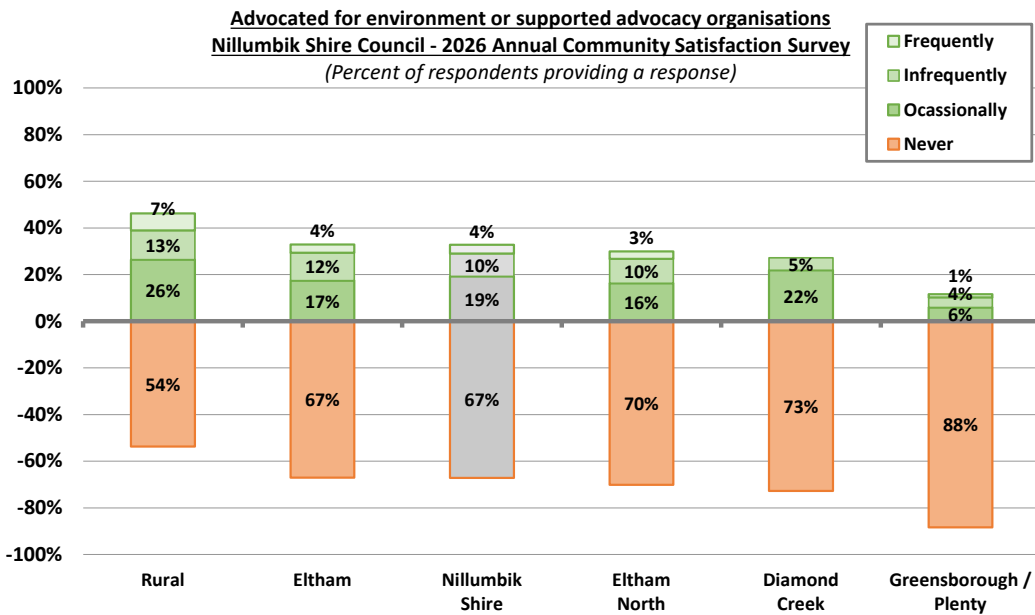
The proportion of respondents who advocated for the environment or supported advocacy organisations that address environmental issues somewhat this year, down from 19% last year to 14% this year.

There was some variation in the proportion of respondent households who undertook this activity observed across the municipality and by household structure, as follows:

- **More likely than average to FREQUENTLY undertake** – respondents from the Rural precinct.
- **More likely than average to NEVER undertake** – included respondents from Diamond Creek and Greensborough / Plenty, 30 group households, 25 older sole person households, and 19 younger couple households.



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey



Respondent profile

The following section provides the demographic profile of the respondents surveyed for the Nillumbik Shire Council – 2026 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 - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Age group	2026 (unweighted)		2026	2025	2024	2023	2022
	Number	Percent	(weighted)				
Young adults (18 to 34 years)	57	11%	25%	24%	24%	25%	25%
Adults (35 to 44 years)	93	19%	17%	17%	18%	17%	17%
Middle aged adults (45 to 54 years)	108	22%	22%	22%	21%	22%	22%
Older adults (55 to 74 years)	185	37%	31%	30%	31%	31%	31%
Senior citizens (75 years and over)	57	11%	6%	6%	6%	6%	6%
Not stated	1		1	6	0	0	0
Total	501	100%	501	502	501	502	508

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.



Gender

Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Gender	2026 (unweighted)		2026 (weighted)	2025	2024	2023	2022
	Number	Percent					
Man / Male	252	51%	49%	48%	48%	49%	49%
Women / Female	243	49%	51%	50%	50%	51%	51%
Non-binary	4	1%	1%	3%	2%	0%	0%
Prefer to self-identify	0	0%	0%	0%	0%	0%	0%
Prefer not to say	2		2	1	6	6	0
Total	501	100%	501	502	501	502	508

Diverse population groups

Consistent with the results recorded in previous years, only a relatively small proportion of respondents 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 than the direct question asking for language spoken at home, due to the more complex wording.

Diverse population groups

Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

Response	2026		2025	2024
	Number	Percent		
Culturally or linguistically diverse	33	7%	7%	10%
Carer of a person with disability	25	5%	2%	7%
LGBTIQ+	22	4%	2%	5%
Person with disability (inclusive of mental illness)	20	4%	6%	7%
Aboriginal and / or Torres Strait Islander	5	1%	0%	2%
Total responses	105		87	149
<i>Respondents identifying at least one response</i>		<i>86 (17%)</i>	<i>70 (14%)</i>	<i>120 (24%)</i>

Housing situation

Consistent with the results recorded in previous years, approximately two-thirds of respondent households owned their home outright, 22% were mortgagor households, and 13% were rental households.



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

Housing situation
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Situation	2026		2025	2024	2023	2022	2021
	Number	Percent					
Own this home	307	62%	69%	64%	60%	56%	60%
Mortgage (paying-off this home)	108	22%	20%	19%	28%	31%	29%
Renting this home	66	13%	8%	11%	9%	8%	9%
Other arrangement	16	3%	3%	6%	2%	4%	2%
Not stated	4		13	6	14	15	16
Total	501	100%	502	501	502	508	501

Household structure

The household structure of respondent households this year was consistent with previous years, with approximately half from two-parent family households and one-quarter couple households without children.

Household structure
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Structure	2026		2025	2024	2023	2022	2021
	Number	Percent					
Two parent family total	250	51%	51%	43%	52%	57%	49%
youngest child 0 - 4 years	44	9%	13%	6%	10%	9%	9%
youngest child 5 - 12 years	58	12%	12%	11%	16%	18%	12%
youngest child 13 - 18 years	61	12%	11%	12%	10%	8%	10%
adult children only	87	18%	16%	14%	16%	22%	18%
One parent family total	45	9%	8%	4%	5%	7%	8%
youngest child 0 - 4 years	2	0%	0%	0%	0%	0%	1%
youngest child 5 - 12 years	3	1%	1%	0%	1%	2%	1%
youngest child 13 - 18 years	10	2%	2%	1%	2%	1%	2%
adult children only	30	6%	4%	2%	2%	4%	4%
Group household	30	6%	4%	12%	7%	5%	3%
Sole person household	37	8%	8%	7%	9%	7%	9%
Couple only household	130	26%	29%	33%	26%	24%	29%
Extended or multiple families	0	0%	0%	1%	1%	0%	2%
Not stated	9		6	6	10	8	12
Total	501	100%	502	501	502	508	501



Period of residence in Nillumbik

Consistent with the results recorded in most years, two-thirds of respondents had lived in the municipality for 10 years or more, while 11% (down from an unusually high 16% last year) 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 - 2026 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Period	2026		2025	2024	2023	2022	2021
	Number	Percent					
Less than one year	16	3%	5%	3%	6%	1%	2%
One to less than five years	41	8%	11%	6%	7%	3%	3%
Five to less than ten years	115	23%	20%	29%	22%	14%	13%
Ten years or more	327	66%	64%	62%	66%	82%	82%
Not stated	2		4	8	12	11	6
Total	501	100%	502	501	502	508	501

Consistent with historical results, and results typically observed elsewhere, the most common previous municipalities of residence for new and newer residents of Nillumbik Shire were the surrounding municipalities, including the cities of Banyule (24%) and Whittlesea (13%).

Previous Council
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 (Number of respondents living in the Shire of Nillumbik for less than 5 yrs)

Council	2026	
	Number	Percent
Banyule	11	24%
Whittlesea	6	13%
Merri-bek	5	11%
Darebin	4	9%
Interstate	4	9%
Manningham	4	9%
International	3	7%
Mornington Peninsula	3	7%
Yarra	2	4%
Greater Shepparton	1	2%
Monash	1	2%
Moonee Valley	1	2%
Yarra Ranges	1	2%
Not stated	11	
Total	57	100%



General comments

Respondents were asked:

“Do you have any further comments you would like to make?”

There were 123 (up from 92) general comments received from respondents this year.

It is noted that the number of general comments received has increased in recent years, which speaks well to the level of respondent engagement with the survey. This reflects the fact that they have answered the extensive set of questions included in the survey, and at the conclusion, still feel motivated to provide additional feedback.

The most common issues raised by respondents in the general comments related to some specific services and facilities (39 comments), roads, traffic, and parking (18 comments), and some comments on rates and financial management (12 comments).

General comments
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
(Number and percent of responses)

Reason	2026		2025	2024	2023
	Number	Percent			
Council services and facilities	39	32%	15%	14%	16%
Traffic, roads and parking	18	15%	18%	12%	27%
Rates and financial management	12	10%	9%	14%	8%
Waste management	9	7%	2%	2%	10%
Environment, conservation and climate change	8	7%	11%	0%	0%
Comments on the survey	6	5%	1%	2%	2%
Communication, consultation, responsiveness, governance	6	5%	10%	19%	10%
Planning, building and development	6	5%	7%	7%	0%
Parks, gardens and open spaces	5	4%	2%	7%	4%
General positive	4	3%	0%	5%	0%
Safety, security and policing	4	3%	7%	0%	0%
Tree maintenance	4	3%	4%	0%	0%
Bike and walking tracks / paths	2	2%	3%	2%	6%
Bushfire prevention	0	0%	3%	2%	2%
General negative	0	0%	5%	5%	10%
Other	0	0%	2%	9%	6%
Total comments	123	100%	92	43	51

The following table outlines the verbatim comments split by topic.



General comments
Nillumbik Shire Council - 2026 Annual Community Satisfaction Survey
 (Number of responses)

Comment	Number
<i>Council services and facilities</i>	
Rabbit management is bad / needs to be better	4
More community events needed	2
Cat should be only kept indoors, and now rabbits, possums are around the area	1
Change the law, cats must be confined, similar to dogs	1
Deers out in Mount Pleasant Rd at night	1
Don't build a new BMX at Diamond Creek, affects people's houses	1
Fix the BMX park at Eltham	1
Focus on the rate payers	1
Footbridge along Bunnings, washed up	1
Footpath needs to be flattened (no raise or crack)	1
Graffiti in Greensborough its painted over but it's not solving the problem	1
Great community pools and support for teenagers to keep away from crime	1
Great resources available	1
I am not happy with the Council shutting down the local library. The library quality is amazing though.	1
Lack of youth activity, needs to be improved	1
Leaves on Brownes Cres blocks drain	1
LGBTI programs is a waste of time	1
Library needs online books for established book clubs (e.g. Birds of a Feather)	1
Litter all over the roads and streets	1
Living and learning centres should offer DIY learning opportunities (e.g. power tools)	1
Love the library	1
More public EV charging	1
Need more kid friendly infrastructure	1
Older residents are overlooked	1
Pipe broken on Brownes Cres	1
Power lines require better maintenance	1
Public rubbish bin required at the bus stop at Karingal Yalloc Creek / Weidich Rd	1
Rabbit problem that bought rats in the areas	1
Street cleaning needs to be more frequent	1
The station disabled spots are good but no spot for people who really need it for the post office	1
There are a lot of hazards such as debris on the road	1
There should be mental health resources available in the area	1
They can be more assertive as this area has a good character and we are different from the rest of the state	1
Too many foxes	1
Too many stray cats	1
Total	39



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

<i>Traffic, roads and parking</i>	
Make Brownes Cres a one-way road	2
Bus drivers with confusing hazards and signs	1
E-bike speeding in Diamond Creek needs to be looked into	1
Fix Diamond Creek potholes heading south, halfway to roundabout	1
Issues with parking and access to homes	1
Lack of parking in the township of Eltham	1
Over management of local traffic	1
Parking spaces are a mess	1
Road condition is getting worse in the past 4-5 years a lot	1
Road safety, no standing zones at Brownes Cres	1
Roundabout at Arthur St, speed should be 40	1
Small streets and small roads Council is trying to develop like big streets	1
The Council goes overboard with traffic management and supporting LGBT people. Do it in moderation	1
The driveway should be level	1
The Greensborough bypass it's an eyesore	1
Traffic congestion at Dario Ct	1
I was terrified with the young boys using e-bikes. That is really unsafe	1
Total	18
<i>Rates and financial management</i>	
Council rates are too high	3
Council rates are high for not a lot of return	1
High rates but no concern with ratepayers travelling condition	1
High rates, expecting more	1
Reduce Council rates	1
Sometimes the Council tries to do too many things that are not core activities and it increases the rates too	1
Spend money wisely	1
Stop wasting money. Employ someone with common sense not education	1
The lack of money spent on Diamond Creek Shopping Centre. Looks pretty rundown. Definitely need to enhance the streetscaping	1
We pay high rates, and all we get is bin collection. The Council needs to step up to the occasion	1
Total	12
<i>Waste management</i>	
Recycling centres should be open more often	1
Food waste could be collected in plastic biodegradable bags	1
Hard rubbish collection dimension is small	1
Hard rubbish collection should be twice a year	1
Hard rubbish collection, more of them, more cubic metres	1
More frequent collection and increase dimension (must be greater than 1x1)	1
Red bin collection should be weekly not fortnightly	1
The 100L red bin is more preferable	1



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

The transfer station tip is too far away and expensive	1
Total	9

Environment, conservation and climate change

The Council interest or engagement is low when it comes to environmental issues	1
name redacted - concerned about environment concerns, and she's very proactive and helping with the Byrgan overgrowth concerns	1
Bone seed competing with the natural vegetation	1
Focus needs to be back on keeping the green woods	1
I don't like the assumption that climate change is a thing	1
I live here on purpose because this is the Green Wedge Shire. We only have 1 planet, and we should take care of it	1
They organized Nature for Wildlife program years ago. It was fantastic. I want to send positive feedback	1
Wildlife needs to be greater priority for the Council	1
Total	8

Comments on the survey

Do this more often	1
Great survey data collector	1
It is hard to put a number on the survey so it was just what came to mind so it may be inaccurate	1
Some questions in this survey are not black and white, especially the questions about climate change	1
Survey is too long	1
Survey questions need to be shorter	1
Total	6

Communication, consultation, responsiveness, governance

I need more street trees management information especially along Tristan Ct	1
Council should visit social media pages about Eltham life community e.g. Facebook	1
Made a complaint via email a week ago and still haven't heard from them	1
Website is hard to navigate	1
Website is not user friendly	1
Would be good if there was a way to ask the people what they want, let people vote for what they want	1
Total	6

Planning, building and development

Highrise on main street, no community consultation	1
Inconsistent planning decisions and approach to decisions around tree canopy and native vegetation	1
Less development	1
One house in Kingfisher in front of Aqueduct Rd is out of style and does not fit in the community. Doesn't suit the Kingfisher estate	1



Nillumbik Shire Council – 2026 Annual Community Satisfaction Survey

Planning process is a nightmare to follow so that is my biggest problem with the Shire	1
We don't need any building that are more than 5 storey heights	1
Total	6

Parks, gardens and open spaces

More green spaces	1
Park at the end Opal Ct is small and outdated and no sun cover	1
Park bins need to be collected more often	1
Progress Rd Park, spend 200k during COVID but the basketball court is on slope and too small	1
We want Nillumbik to be greener and more kept tidier	1
Total	5

General positive

Happy to be here	1
I am very encouraged and be proud of the way the Council manages the difficult balance between the finances, community building and encouraging diversity and the community doing things independently	1
Love living here	1
Market is pretty good	1
Total	4

Safety, security and policing

Eltham needs PSO patrolling	1
I have heard about break-ins as well in this area	1
Most of the shared pathways are not safe	1
Very happy with the area especially safety and climate action and green efforts	1
Total	4

Tree maintenance

Don't try to plant trees in front of the yard	1
Flexibility of maintenance on gum trees	1
The tree outside 15 Martian Ct is growing too big and the root is damaging the house around	1
Tree plan for the Shire does not suit suburbs	1
Total	4

Bike and walking tracks / paths

The trails are good for walking	1
They need to create bike paths going to Eltham Rd	1
Total	2
Total responses	123



Appendix One: Survey form



Nillumbik Shire Council - 2026 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 **1** E-mail **5**
 Telephone (*during office hours*) **2** Website **6**
 Telephone (*after hours service*) **3** Social media (*e.g. Facebook*) **7**
 Mail **4** Directly with a Councillor **8**

3

On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of service when you last contacted the Nillumbik Shire Council?

1. The choice of methods to access services	0	1	2	3	4	5	6	7	8	9	10	99
2. The care and genuine interest in you and your enquiry	0	1	2	3	4	5	6	7	8	9	10	99
3. The provision of accurate information or referred to an expert	0	1	2	3	4	5	6	7	8	9	10	99
4. The speed and efficiency of service	0	1	2	3	4	5	6	7	8	9	10	99
5. Courtesy and friendliness	0	1	2	3	4	5	6	7	8	9	10	99
6. Kept informed about status of enquiry	0	1	2	3	4	5	6	7	8	9	10	99
7. Access to relevant officer / area	0	1	2	3	4	5	6	7	8	9	10	99

4

On a scale of 0 (lowest) to 10 (highest), please rate the importance to the community, and your personal level of satisfaction with each of the following.

1. Maintenance and repairs of major arterial roads and highways (<i>managed by VicRoads</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
<i>Reason for rating satisfaction 0 to 5 (i.e., provision or maintenance, including roads of concern)</i>													
2. Maintenance and repairs of sealed local roads (<i>managed by Council</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
<i>Reason for rating satisfaction 0 to 5 (i.e., provision or maintenance, including roads of concern)</i>													
3. 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
<i>Reason for rating satisfaction 0 to 5 (i.e., provision or maintenance)</i>													
4. 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
<i>Reason for rating satisfaction 0 to 5 (i.e., provision or maintenance)</i>													
5. 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

4

6. 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
<i>Reason for rating satisfaction 0 to 5 (i.e., provision or maintenance)</i>													
7. Fortnightly kerbside garbage collection (which goes to landfill)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
<i>Reasons for rating satisfaction 0 to 5</i>													
8. 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
<i>Reasons for rating satisfaction 0 to 5</i>													
9. 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
<i>Reasons for rating satisfaction 0 to 5</i>													
10. 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
11. 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
<i>Reason for rating satisfaction 0 to 5 (i.e., provision or maintenance)</i>													
12. 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
13. 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
14. 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
15. 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
16. 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
17. 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
<i>Reason for rating satisfaction 0 to 5 (i.e., provision or maintenance)</i>													
18. 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
19. 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
20. 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	
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 & 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. Events (one-off), Community transport, Social Support Group, Ageing Well 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	
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	

5	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 (<i>go to Q.11</i>)	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 (<i>e.g. up to around once a month</i>)	1	Never (<i>go to Q.16</i>)	4
Infrequently (<i>e.g. up to around 3 - 4 times a year</i>)	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 (<i>e.g. requests, enquires, services, making applications</i>)	0	1	2	3	4	5	6	7	8	9	10	99

16 **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 (<i>Twitter / Facebook</i>)	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 (<i>please specify</i>): _____	12

17	Are you aware of Nillumbik Shire Council’s online community engagement site ‘Participate Nillumbik’?			
	Yes - and have actively used the site	1	Yes - but have not visited or used	3
	Yes - and have visited but not used the site	2	Not aware of the site	4

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 transport	0	1	2	3	4	5	6	7	8	9	10	99
	<i>If rated less than 5, where do you feel unsafe?</i>												
<i>Why do you feel unsafe?</i>													

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?					
		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	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	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

23	With which gender do you identify?			
	Man / Male	1	Prefer to self-identify: _____	4
	Women / Female	2	Prefer not to say	9
	Non-binary	3		

24	Do any members of this household identify as: <i>(please select as many as appropriate)</i>			
	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		

25	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

26	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

27	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			<input type="text"/>

28	Do you have any further comments you would like to make?			
	<input type="text"/>			

**Thank you for your time
 Your feedback is most appreciated**

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Nillumbik Shire Council: Quarter 3, 2025-2026 Council Plan Performance Report



Action	Directorate	Commentary	Status
Our People - Inclusive living and participation		We support and empower our diverse community by reducing barriers, strengthening connections, and creating a welcoming environment where everyone feels respected, included, and able to participate fully in community life	
Welcoming and inclusive communities			
Audit and assess Council infrastructure for accessibility in parks and open spaces and apply Equity Impact Assessments (EIAs) to new infrastructure projects (be it new, upgrade or renewal projects)	Operations	<p>Audits and assessments of 58 playgrounds across the Shire have been completed to determine the suitability of access to the playgrounds, seats, picnic tables, water fountains and shelters at those sites.</p> <p>Data from the audits and assessments has been consolidated, with six parks identified as providing full accessibility across all five assessed amenities: drinking fountains, picnic tables, park seating, shelters and barbecues.</p> <p>Progress during the quarter included:</p> <ul style="list-style-type: none"> • Met on-site with the Disability Inclusion Team to review the assessment findings and confirm priorities; and • The project plan has been updated based on feedback from the Disability Inclusion Team. <p>The findings of the Open Space Accessibility Project cannot be funded within the existing budget allocation, therefore additional funding will need to be sought for this project to continue. Should funding be secured, the project plan will be revisited to ensure it is still current and a more specific prioritised schedule of works can be developed.</p>	Complete
Finalise and implement Council's Reflect Reconciliation Action Plan	Communities	<p>Reconciliation Australia has conditionally endorsed Council's Reflect Reconciliation Action Plan (RAP).</p> <p>Graphic design on the RAP commenced in April, with a Reconciliation in Nillumbik Working Group meeting planned for late May to finalise plans for the RAP launch.</p>	On Track
Community empowerment and participation			
Enhance environmental volunteering by supporting 'Friends of' groups, and reviewing and rationalising existing groups	Planning, Environment and Strategy	<p>Council continues to enhance environmental volunteering by strengthening support for the Shire's 'Friends of' groups and expanding participation opportunities.</p> <p>Key actions undertaken this quarter included:</p> <ul style="list-style-type: none"> • A convenor workshop was held with representatives from approximately 25 Friends of groups, providing a forum to share experiences, strengthen networks and identify opportunities for improved collaboration; • An Environment Project and Volunteer Officer has commenced, providing dedicated capacity to support volunteers, coordinate environmental projects and improve consistency across groups; • Council has updated the Friends of Groups Volunteer Manual to align with current regulations, best practice and the evolving needs of volunteers, and is working closely with groups to implement Child Safety and Wellbeing requirements, including the consistent application of Working with Children Checks across all volunteer roles; • Council will continue developing a coordinated training calendar and is engaging with youth organisations, including Urban Guerrillas, to create flexible and meaningful volunteering opportunities that recognise the vital contribution volunteers make to environmental stewardship and community life. 	On Track
Identify and assess the feasibility of a Parks Alive! Program	Communities	<p>Council is undertaking focused research to assess the feasibility of introducing a Parks Alive! Program in the Shire.</p> <p>The program would aim to activate neighbourhood parks and reserves through locally led events, volunteer involvement and community-based activities that support connection and wellbeing.</p> <p>Work to date has included researching similar initiatives delivered by other councils, with consideration given to delivery models, resourcing, governance and opportunities to complement existing Friends of Groups.</p> <p>Findings are being consolidated and a set of recommendations will be presented to the Executive Leadership Team in May to inform potential next steps and decision-making.</p>	On Track
Health, equity and community connection			
Research Council's role in food insecurity and advocate for funding to develop and implement a Food Systems Strategy	Communities	<p>Council has continued to progress research into its role in addressing food insecurity and advocating for funding to develop a Food Systems Strategy.</p> <p>During the quarter, Council co-facilitated an online Banyule Nillumbik Emergency Relief Network (BNERN) meeting in March, attended by 12 participants. The session strengthened collaboration across the local food relief network and included discussion on current service delivery and learnings from the food pantry operating at Allwood House in Hurstbridge.</p> <p>Officers also attended a North Eastern Public Health Unit (NEPHU) Community of Practice session and participated in two 'Social Supermarkets' Sustain workshops. These workshops explored leading practice approaches to food relief and access. Two summary reports were produced, providing valuable insights into innovative and effective food relief models that could inform future planning.</p> <p>Council continues to seek and advocate for funding and is awaiting the outcome of current grant applications. Funding opportunities will continue to be explored to support the development and implementation of a Food Systems Strategy aimed at increasing access to nutritious food and reducing food insecurity within the Shire.</p>	On Track

Action	Directorate	Commentary	Status
<p>Deliver inclusive educational programs across life stages in partnership with community facilities and services to meet the evolving needs of families, older adults, and creative communities</p>	<p>Communities</p>	<p>Council continued to deliver a diverse range of community-based education programs that support learning, wellbeing and connection across all life stages.</p> <p>During the quarter, families and young children participated in supported playgroups, early literacy activities, parenting information sessions and library story time programs delivered in both community and health settings.</p> <p>Adults and older residents accessed lifelong learning through digital literacy, creative arts, health and wellbeing and social learning programs.</p> <p>Program demand remained strong, with 60 attendees using the Pottery Makers Space, 56 participants attending leadlighting classes, and growing participation in wellbeing and fitness programs, with 17 courses available.</p> <p>These initiatives align with Council Plan objectives to support lifelong learning, creativity and community wellbeing.</p>	<p>On Track</p>
<p>Implement actions in the Health & Wellbeing Plan 2025–2029</p>	<p>Communities</p>	<p>Actions undertaken to progress implementation of the Health and Wellbeing Plan this quarter included:</p> <ul style="list-style-type: none"> • In partnership with Job Access and local disability employment providers, Council strengthened inclusive employment pathways by promoting inclusive recruitment tools, supporting local businesses and facilitating connections with employment services; • Council progressed implementation of the Hidden Disability Sunflower program and rolled out social stories across Maternal and Child Health, Early Years, Living and Learning and Youth services, improving access for people with disability and carers; • In partnership with community organisations, artists and facilitators, Council delivered arts, wellbeing, ageing well and youth programs, engaging over 750 young people and 458 older residents; and • Delivery of the Nilumbik Leaders Program, supporting 12 emerging leaders, with evaluation demonstrating increased leadership capability and trust in Council. <p>The next quarter will focus on progressing planned actions, with Year 2 shifting toward embedding initiatives and strengthening sustainable delivery across Council.</p>	<p>On Track</p>

Action	Directorate	Commentary	Status
Our Place - Liveable and connected communities		We create vibrant, inclusive neighbourhoods and rural townships through thoughtful planning, improved walking and transport links, diverse housing options, quality open spaces, and community infrastructure that reflect the needs of our community all while protecting Nillumbik's Green Wedge and unique character	
Vibrant, safe and liveable activity centres and neighbourhoods			
Refine, finalise and exhibit the Nillumbik Housing Strategy in response to the State Government's planning reforms	Planning, Environment and Strategy	Development of the Housing Strategy remains on hold, pending State Government Planning and Environment Act review and planning reform changes. Work on the strategy is expected to recommence in Quarter 4, 2025-2026.	Minor Issues
Continue to develop a masterplan for community facilities in Diamond Creek, including recreation, social and cultural infrastructure	Planning, Environment and Strategy	The final phase of the master plan project was temporarily paused in January to review Council's ability to fund the community infrastructure being considered in the master plan and the consequence this may have on the scope of the plan being prepared. The Project Control Group (PCG) was consulted in the review, as well as Council's Chief Financial Officer and Manager, Advocacy Communications and Engagement. At the Executive Leadership Team (ELT) meeting in April, ELT discussed the review and funding and scoping options for the delivery of community infrastructure being considered in the master plan. The options will be considered at a Council Briefing in July 2026. It is anticipated that the Council Briefing will provide the necessary clarity to confirm the priority and scope of the master plan.	Minor Issues
Progress Planning Scheme Amendments for the Diamond Creek and Eltham Activity Centre Structure Plans	Planning, Environment and Strategy	A Planning Panel hearing took place in March for C144nill — Diamond Creek Major Activity Centre. A Panels Report was also received this quarter. Council will be briefed on the Panels Report and officer recommendations for adoption of the amendment at a June Council Briefing, ahead of the 30 June Council Meeting for adoption of the amendment. Part 1 of C143nill — Eltham Major Activity Centre was approved, with changes, by the Minister for Planning in February, and came into effect in March 2026. Part 2 of C143nill — Eltham Major Activity Centre is currently being progressed, with completion of an economic review targeted for April 2026. The Department of Transport and Planning's lapse date for the Part 2 amendment has been extended to 30 September 2026 to allow adequate progression of this amendment.	On Track
Progress planning for pedestrian safety by developing a Road Safety Strategy and scoping of a future Safe Pedestrian Crossing and Shire-wide Walking and Pedestrian Strategy	Planning, Environment and Strategy	During this quarter, development of the Road Safety Strategy advanced to final draft stage. An Executive Leadership Team briefing and a Council Briefing are now being scheduled to present the draft strategy, provide an overview of key components, and receive feedback to inform the finalisation of the strategy.	On Track
Undertake a traffic and pedestrian safety audit of all primary and secondary schools in the Shire to identify and prioritise safety improvements for future capital works delivery	Planning, Environment and Strategy	During this quarter, Council engaged an external consultant to undertake independent Road Safety Audits, including onsite inspections at peak times. Site investigations are on track for completion by the end of Term 1. Each audit will produce a report outlining a risk profile and recommended mitigation measures at each site, marking a key milestone for this phase of the program.	On Track
Rural character and communities			
Develop and deliver a public education campaign through the Domestic Animal Management Plan to promote respectful use of shared spaces	Governance, Communications and Community Safety	The implementation of the Domestic Animal Management Plan's action plan continues to deliver year 1 actions of the Domestic Animal Management Plan, including education around promoting the Section 26 Order with regard to shared spaces. A signage review is underway, and new waste dispenser bins ordered to be installed. Two community preparedness sessions providing further information to residents were also held across the Shire.	On Track
Protection of biodiversity			
Implement the Biodiversity Strategy 2024–2034	Planning, Environment and Strategy	During this quarter, the following initiatives were undertaken to progress this action: <ul style="list-style-type: none"> Completed the field work component of forest health assessment and began analysis to help determine changes in biodiversity condition across the Shire; Ran pest animal control events for the community, including a major project targeting fox control in the Watsons Creek catchment (Bend of Islands and Christmas Hills); Supported Clean Up Australia Day in March with a major focus on volunteers including the Ederdale Environment Youth Team, cleaning waterways around Nillumbik to improve platypus health; Commenced friends group volunteers activities for 2026 on our bushland reserves; and Continued the summer weed management program across bushland reserves and roadsides, with a focus on blackberry and weedy grasses. 	On Track

Action	Directorate	Commentary	Status
Develop a scoping document and advocate to the State Government for funding to pilot virtual wildlife fencing	Planning, Environment and Strategy	An officer research paper was presented to Councillors in December 2025, informing that virtual fencing was generally not scientifically supported to reduce wildlife strike incidents. It was agreed to investigate alternative technology options and to develop a community communications campaign to improve driver awareness. Officers are currently identifying locations for mobile variable message signage to be deployed across the Shire with wildlife warning messaging.	On Track
Open spaces and active places			
Collaborate with contracted leisure providers to review and enhance programs and services that increase participation and support community health and wellbeing	Operations	This action aligns with the Recreation and Leisure Strategy 2022-2030 - Priority 1: Increasing Participation and Usage of Facilities and Open Spaces. A range of programs and services were completed to progress this action during this quarter, including: <ul style="list-style-type: none"> • 615 participants taking part in the Street Team program, which sees a range of group fitness classes delivered to people living in the rural areas of Nilumbik; • The VICSWIM program ran at Diamond Creek Outdoor Pool over three weeks in January, with 225 students participating across 1,125 visits; • The Summer of Fun calendar at Diamond Creek Outdoor Pool was delivered successfully, with families engaging in BBQs, pool inflatable play, chalk art activities, and music by the pool, enhancing the visitor experience and overall engagement throughout the month; • The Eltham Dandenong Junior Basketball Tournament had over 19,000 in attendance; and • As part of the Active Movers program, Aligned Leisure hosted a luncheon at the Montmorency Eltham RSL in which 60 Active Movers attended. 	On Track
Deliver funded capital works projects	Operations	Progress on delivery of funded capital works projects to date includes: <ul style="list-style-type: none"> • 70% of programmed works completed; and • 86% of programmed capital budget committed. The following major projects were completed in this quarter: <ul style="list-style-type: none"> • Blackwood Grove, Plenty – proactive drainage improvements • Diamond Creek Dog Park – various improvements • Research Preschool – extension to the existing office and storage space • Eltham Lower Park Pavilion - improvements to social space, amenities and change rooms • Eltham Bowls Club – construction of new LED lighting on both bowling greens • Kangaroo Ground War Memorial Tower – restoration of the stone tower • Asphalt Reseal Program – 10km of council roads resealed. 	On Track
Prepare a feasibility study for a new trail section linking the Plenty River Trail to the Diamond Creek Trail along the Maroondah Aqueduct	Operations	Request for quote specifications have been developed in line with the project brief. A procurement process is to be undertaken in early Quarter 4, 2025-2026.	On Track
Deliver placemaking initiatives by empowering community groups to enhance public spaces and community identity across the Shire	Communities	The funding allocation for Place Activation Grants has now been exhausted. Nine community projects were approved, including a Montsalvat Art & Music event, a Library of Things in Hurstbridge (Equipment, Tools etc), a Diwali event at Eltham Town Square, Eltham Festival Bike parking and seating for Woodbridge Linear Reserve in Eltham.	Complete
Promote Nilumbik as a tourism destination and strengthen the local visitor economy through collaboration with Tourism East and regional partners	Planning, Environment and Strategy	Activities undertaken to promote Nilumbik during the quarter included: <ul style="list-style-type: none"> • Delivery of a comprehensive digital campaign specifically showcasing locations within the Shire with 21 Social Media Posts (Facebook and Instagram), 8 "What's On" / Blog Features and 1 dedicated regional electronic direct marketing to visitors; • 17 businesses partnering with Tourism East being promoted through various channels; • Through marketing activities, encouraged visitor dispersal into Nilumbik from attendees of the Australian Open and the Grand Prix, positioning Nilumbik as the ideal regional escape for major event attendees; • Eight blogs featuring Nilumbik locations including specialised guides for Farm Gates, Family-Friendly Adventures, Valentine's Day, and the Easter & School Holiday period; • Niche Interests & Nature: Social content was tailored to include Nilumbik locations for high-engagement categories including Wednesday Walks (Sugarloaf), Dog-Friendly venues, and the region's thriving Craft Brewery, Gin, and Cider scene; and • Seasonal Campaigns included "Summer Sounds", "Vineyard Stays", "Discover Autumn" and "Savour Awhile", ensuring Nilumbik remained top-of-mind as the seasons shifted. 	On Track

Action	Directorate	Commentary	Status
Our Future - Sustainable futures and healthy environments			
We lead with practical, local action to reduce the environmental and financial impacts of climate change, grow and protect our tree canopy, cut waste, and support a thriving natural environment for current and future generations			
Local climate action			
Implement the Climate Action Plan 2022–2032	Planning, Environment and Strategy	Works undertaken to implement the Climate Action Plan this quarter included: <ul style="list-style-type: none"> • Transitioned our final sites to a Victorian Energy Collaboration (VECO) renewable electricity contract which means 100% of Council's electricity used in buildings and street lights is renewably sourced (wind and solar); • Met with Aligned Leisure to discuss their transition to renewable electricity, with high confidence that this can occur prior to completion of the electrification of the Eltham Leisure Centre; • Delivered multiple ReThink Nilumbik energy efficiency, electrification and re-use community workshops across the Shire; and • Obtained an AusNet preliminary offer and pricing to upgrade the electricity supply at the Operations Centre, which would provide a 400Amp, Three Phase (230/400V) electricity supply. This upgrade is necessary before Council can start transitioning the Operation Centre's diesel vehicles to electric vehicles. The (staged) transition would reduce emissions and be instrumental in meeting Council's net-zero by 2030 target; and concurrently assist with business continuity in case of fuel shortages. 	On Track
Progress delivery of a Nilumbik Environmental Climate Action Hub at Edendale Community Environment Farm	Culture and Performance	Implementation progress has been slightly lower this quarter due to the summer holiday period. Key activities undertaken included: <ul style="list-style-type: none"> • A composting workshop in March; • 2 Clean Up Australia Day events, with over 70 people participating; • A Waterwiser Wicking bed workshop, with 12 participants; • A textile recycling drop off event, with 2 tonnes of textiles recycled; • 2 Repair Cafés held at Edendale Farm; • Investigating new AV equipment for the main rooms at Edendale Farm to improve workshops and community presentations; • Identified a weather station to be installed for live reporting of temperature, wind, rain and other elements; • The Edendale Youth Environmental team continued to run over the summer holidays, with excellent engagement; and • Completed a 6-week OzHarvest / Open House Youth program for 15 local disengaged young people. 	On Track
Develop a Circular Economy Framework	Culture and Performance	Progress this quarter included further internal engagement to inform the scope, structure and key focus areas of the framework, and alignment with Council's Climate Action Plan, Economic Development Strategy, Biodiversity Strategy, and other Council Plan actions. Drafting of the framework continued covering vision, purpose, rationale, legislation/policy context, and proposed focus areas: council services and operations, infrastructure, community and business engagement and support, waste and resource recovery optimisation, advocacy and nature regeneration.	On Track
Promotion and enhancement of the tree canopy			
Implement the Urban Tree Canopy Strategy 2024–2040	Planning, Environment and Strategy	Three major tree canopy enhancement budget initiatives have been included in the draft 2026-2027 Council Budget. Planning has been completed for the autumn tree planting season; and a new 'care for street trees' video was launched to educate residents on how they can help with the planting program.	On Track
Develop an Indigenous seeding voucher program to support sustainable planting and habitat improvement on private land	Culture and Performance	Actions to progress this initiative during the quarter included a Councillor briefing and approval of the proposed program that will launch early in the next financial year. Key recommendations included: <ul style="list-style-type: none"> • All residential property owners or occupiers in Nilumbik are eligible; • Plants will be available from Edendale Nursery and will include trees and shrubs that can grow greater than 2 metres; • Information resources are to be developed on preparing, planting, caring and maintaining the plants to increase survival rates; • Investigate a QR code / voucher as promoted through Nilumbik News and other Council communication channels; and • Implement a simple but scalable solution for ongoing management of the program. 	On Track
Future planning and sustainable development			
Continue partnering with Melbourne Water to progress flood modelling and mapping across the Shire	Operations	Actions completed in this quarter included: <ul style="list-style-type: none"> • Melbourne Water's consultant continued to progress the flood modelling; and • Melbourne Water and Council continued to meet regularly at Project Control Group and Project Working Group meetings to guide and support the project. 	On Track
Deliver targeted programs, workshops and incentives to support sustainable agriculture and food systems	Planning, Environment and Strategy	Council undertook the following initiatives during the quarter: <ul style="list-style-type: none"> • Produced in Nilumbik agricultural businesses were promoted via 3AW's Weekend Break program; • Training provided to the Watsons Creek community through the Nilumbik Landcare Network on coordinated fox control. This was delivered through the Pests Against Partnerships Grant; • Presentation delivered to Hurstbridge Garden Club, increasing awareness of pest animals and practical approaches for prevention and management; and • Through the rabbit control program, engaged with neighbouring landholders to encourage pest control efforts to protect biodiversity and support healthy, productive landscapes. Other organisational activities include implementing the Land Management Incentive Program to encourage landholders to be proactive in sustainable agriculture. Seven grants were provided to assist with pest plant and animal control on private land.	On Track

Action	Directorate	Commentary	Status
Our Council - Responsible governance and community leadership			
We strengthen governance and community leadership to ensure transparent, inclusive decision-making processes that engage all residents, build trust, and create sustainable solutions for Nillumbik's future.			
Good governance, communication and engagement			
Develop a new Communications Strategy to strengthen community understanding of Council's role, enhance transparency, and support meaningful engagement	Governance, Communications and Community Safety	<p>A draft Communications Strategy has been completed to strengthen community understanding of Council's role, enhance transparency, and support meaningful engagement.</p> <p>The actions within the strategy are currently being finalised, with a Council Briefing to follow once the two co-ordinators who will drive this work are confirmed.</p> <p>The final strategy is proposed to be completed by the close of Quarter 4, 2025-2026 for endorsement by Council in early 2026-2027.</p>	On Track
Strengthening advocacy			
Develop an advocacy framework and supporting action plan to guide Council's efforts in securing funding and influencing legislative reform	Governance, Communications and Community Safety	<p>Council's Advocacy Framework and Action Plan were endorsed in September 2025.</p> <p>Implementation of actions within the framework and action plan is ongoing.</p>	Complete
Implement the Advocacy Action Plan	Governance, Communications and Community Safety	<p>A key initiative in implementing the Advocacy Action Plan this quarter was the development of 23 evidence-based fact sheets for our advocacy priorities. Council has started to share the fact sheets with relevant MPs and will package them up to send to all candidates in the lead up to the Victorian State Election in November.</p> <p>Council's key priorities have featured in metropolitan media which is a great way to share our asks with potential candidates to consider as part of their election commitments. It also informs the community how we are representing them in the bid for government funding.</p>	On Track
Responsive and efficient services			
Enhance customer experience by strengthening complaints handling practices, building staff capability, and using feedback data to drive continuous improvement	Culture and Performance	<p>This quarter has focused on improving how complaints are managed and using feedback to drive service improvements.</p> <p>Targeted training sessions have commenced across the organisation, based on staff feedback, to strengthen staff capability and support more consistent and confident complaint handling.</p> <p>A total of 130 complaints were recorded this quarter, down from 145 at the same time last year. Most (66%) relate to service delivery, with Waste, Roads and Open Space the main areas. Complaint volumes were highest in Operations (53), followed by Culture and Performance (32) and Planning, Environment and Strategy (24). The average response time was 1.64 days.</p> <p>Complaint data is providing clearer insight into key issues, including contractor performance and communication. This will continue to be used to identify trends and inform service improvements.</p>	On Track
Support the responsible use of emerging technologies that improve service delivery and reduce costs	Culture and Performance	<p>Council is progressing the responsible use of AI to improve service delivery and efficiency.</p> <p>During this quarter, Council released an AI Policy and Procedure, delivered organisation-wide training, and deployed Microsoft Copilot with enterprise data protection.</p> <p>Council also established an AI Hub, progressed planning for an AI chatbot and other safe automation opportunities (including incoming mail), and continued collaboration through the Municipal Association of Victoria (MAV) AI Taskforce.</p>	On Track
Risk management and emergency preparedness			
Deliver emergency preparedness programs in partnership with key agencies	Governance, Communications and Community Safety	<p>Works are underway with various agencies to coordinate preparedness pop-up sessions across the Shire, with an intention to include the Country Fire Authority, State Emergency Service, Life Saving Victoria and others. Topics will be dependant on community feedback.</p> <p>A preparedness session planned for May with the CFA will be held at Hurstbridge Hub, and will promote fire safety, smoke alarm battery change reminders and checking chimney flues for blockages and smoke.</p>	On Track
Undertake a strategic risk review to ensure emerging risks are identified, assessed, and appropriately managed	Culture and Performance	<p>Council continues to strengthen organisational resilience through proactive management of its strategic risks.</p> <p>During the quarter, the review of Council's strategic risks was completed with the support of an independent risk consultant. This review ensures risks are clearly identified, consistently assessed and aligned with Council's strategic objectives.</p> <p>Training workshops were delivered to Councillors and senior managers to build shared understanding of risk management responsibilities and emerging risk trends. The updated Strategic Risk Register has been shared with Councillors and finalised and endorsed by the Executive Leadership Team.</p> <p>Next quarter, the Strategic Risk Register will be presented to Council's Audit and Risk Committee for endorsement, followed by embedding these improvements across Council. Directorates will now review and update their risk registers to ensure alignment with the refreshed strategic risk framework and to support ongoing identification and management of emerging risks.</p>	On Track

CM.040/26 Council Plan Quarterly Performance Report - Q3, 2025-2026
Attachment 1. Council Plan Quarterly Performance Report - Q3, 2025-2026

Action	Directorate	Commentary	Status
Continue to collaborate with emergency services and agencies to implement mitigation strategies outlined in Council's emergency and risk management plans	Governance, Communications and Community Safety	<p>Works to progress this action during the quarter included completion and submission of a Statement of Assurance (SOA) checklist to Emergency Management Victoria. Plans are to be assessed against checklist criteria undertaken by the Department of Families, Fairness and Housing, City of Whittlesea and Hobsons Bay Council.</p> <p>Council's Emergency Management team drafted a Pandemic Plan and Heat Strategy, which will be endorsed as complementary plans to the Municipal Emergency Management Plan sub-plan.</p>	On Track

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Nillumbik Shire Council: Quarter 3, 2025-2026 Health and Wellbeing Performance Report

Action	Commentary	Status
PRIORITY 1: IMPROVING MENTAL WELLBEING AND SOCIAL CONNECTION		
1.1. Deliver and support programs and initiatives for priority populations including young people, intergenerational groups, people with disability, carers, and families through Council facilities such as Maternal Child Health Centres, the Nillumbik Youth Hub, Living & Learning Nillumbik, Edendale Farm, and Hurstbridge Community Hub, to improve mental wellbeing and foster social connection.	<p>Council delivered strong outcomes that supported wellbeing, inclusion and participation across the Nillumbik community. Highlights include:</p> <ul style="list-style-type: none"> - A total of 17 ageing well programs and information sessions engaged 458 older residents, improving social connection and supporting 80 individuals to navigate the aged care system through events, home visits and phone support. - Community development activities strengthened skills, collaboration and connection through local networks, practical workshops and partnerships with neighbouring Councils. Highlights included an AI workshop with 27 participants. - The Hurstbridge Community Hub continued to deliver high value, recording 18,913 visits this quarter. - With the Department of Education, Early years work continued focussing on ensuring eligible children accessed Early Start Kindergarten and appropriate allied supports. - Disability inclusion initiatives enabled inclusive grants, events and sector collaboration, improving access and participation for people with disability and carers. Highlights include support for a neurodivergent youth specific program at the Youth Hub and Supported the delivery of a range of inclusive community events for International Day of People with Disability through grant funding. - Youth programs achieved over 750 engagements through drop-ins, outreach, school holiday activities and youth leadership forums and collaborated with seven regional Council's to develop best practice models when working with vulnerable young people. - Living and Learning Nillumbik delivered 60 activities and recorded 592 enrolments for activities and continued support for long standing community groups including Alcoholics Anonymous (AA) and Al-Anon Family support groups, strengthening peer support and community connection. 	On Track
1.2. Create and promote inclusive, co-designed initiatives with LGBTIQ+ young people to strengthen social connection, address rising youth isolation, and support mental health, including expanded access to support services through the Youth Hub and across the municipality.	<p>This quarter focused on strengthening inclusive, co-designed opportunities that support social connection and wellbeing for LGBTIQ+ young people.</p> <p>Two Youth Councillors and their allies were supported to attend the Midsumma Pride March, providing an affirming experience that strengthened identity, confidence and connection to the broader LGBTIQ+ community.</p> <p>Following consultation with local LGBTIQ+ young people, the monthly Rainbow Group was discontinued to better reflect participant preferences. In response, a new calendar of one-off events and activations has been co-designed, aligned with key dates of LGBTIQ+ significance, and promoted through the Nillumbik Youth webpage. This approach responds directly to feedback seeking larger, more meaningful experiences that reduce isolation and encourage participation.</p>	On Track
1.3. Deliver arts and cultural events with local artists that align with Council's health and wellbeing priorities, promoting social connection and engagement.	<p>Delivered a range of arts and cultural activities with local artists that promoted social connection and wellbeing.</p> <p>Local young artist Tess Hider presented <i>Queer Bodies</i> as part of the 2026 Rainbow Exhibition at the Eltham Library Community Gallery, exploring queer identity through disability, queer and crip theory. As part of her Midsumma Festival exhibition, she also facilitated a free booked out banner-making workshop for young people, supporting self-expression, inclusion and community connection.</p> <p>Delivered <i>Creative Minds</i>, Nillumbik's VCE Arts and Studio Arts exhibition, showcasing work by local students. The exhibition supported emerging artists while fostering community connection and appreciation through shared cultural experiences.</p> <p>Engaged community stakeholders in the early stages of the Graysharps Road Precinct Open Space Upgrade through participation in a public art project, supporting social connection and enabling people to share their connection to place and community.</p>	On Track

Action	Commentary	Status
	Summer Sounds 2026 saw record participation, with over 1,600 people attending the series every Friday in February. The audience and performers encompassed a diverse range of demographics. Feedback was very positive with people appreciating the opportunity to connect, the availability of local accessible and family friendly live music and being able to enjoy the beautiful surrounds of Edendale Farm after hours.	
1.4. Deliver internal initiatives that reduce stigma, build staff capability, and increase access to mental health support and training.	<p>Council delivered a range of internal initiatives to reduce stigma, build staff capability and improve access to mental health support. Highlights include:</p> <ul style="list-style-type: none"> - Mental Health First Aid wallet cards were developed and distributed to support trained staff to confidently provide early assistance and make appropriate referrals, including Beyond Blue. In addition, a quarterly Mental Health First Aiders newsletter was also launched to strengthen peer connection, capability and consistency of practice. - The Health and Wellbeing Program survey was distributed to all staff, enabling employees to provide feedback to inform a more responsive and inclusive program. - Targeted face-to-face training strengthened psychological safety, with delivery to Health and Safety Representatives and People Leaders. - Sexual Harassment and Active Bystander training further strengthened leadership capability and safe workplace behaviours. 	On Track
1.5. Identify and build the capacity of emerging leaders from underrepresented communities to strengthen civic participation and community leadership.	Council delivered the annual Nillumbik Leaders Program, building the capacity of emerging leaders from underrepresented communities to strengthen civic participation and community leadership. Twelve participants successfully completed the program, gaining skills, knowledge and confidence to engage with Council and contribute to local decision-making. Evaluation results demonstrated strong impact, including a 109.3 per cent increase in participants' understanding of how to connect and work with Council, a 36.4 per cent increase in trust and confidence in Council, and a 23.9 per cent increase in leadership capability. These outcomes highlight the program's value in developing informed, confident community leaders and strengthening inclusive participation	On Track
1.6. Facilitate Place and Festive Grants to support community-led projects and events that promote social connection and activate public spaces.	<p>Council progressed delivery of community grants to support community-led projects that strengthen social connection and activate public spaces.</p> <p>A total of 56 applications were received for the 2026–2027 Nillumbik Community Fund, representing an increase of more than 47 per cent compared to the previous year. This strong response demonstrates high community demand and engagement.</p> <p>To support equitable access and high-quality submissions, Council delivered a grant information session attended by 20 community members, achieving an average satisfaction rating of 4.73 out of 5.</p> <p>Between January and March 2026, \$11,434 in grant funding was allocated to a range of local organisations, supporting social connection initiatives, place activation projects and community capacity-building. All Quick Response and Place Grant funds are now fully allocated. Highlights include supporting social connection for older residents through the Active Movers Buddy Program, enabling inclusive community events such as Coffee, Culture and Connection and International Women's Day in Hurstbridge, strengthening local infrastructure and governance for community organisations, supporting First Nations storytelling initiatives, and delivering timely assistance to community groups through Quick Response Grants.</p>	On Track
1.7. Deliver programs and community education campaigns that promote sustainable living, improve energy literacy, and strengthen local leadership and emergency preparedness, including inclusive resources for people with disability and carers to ensure equitable access to vital information.	Council delivered nine community workshops, engaging approximately 108 participants, to promote sustainable living, improve energy literacy and strengthen inclusive emergency preparedness. Workshops and programs on electrification were a highlight this quarter. These sessions provided participants with information on the benefits of electrification and energy efficiency including lowered cost of living, increased thermal comfort and insulation in homes for winter and summer, increased resilience during power outages especially for rural residents, and provided practical tips to help transition to electrical appliances, including access to grant/rebates as well as easy and low-cost DIY fixes to do at home to help lower energy use. Sessions were well attended and received positive feedback.	On Track

Action	Commentary	Status
	<p>The Disability Inclusion team partnered with Living and Learning Nillumbik to deliver three inclusive drop-in information sessions across multiple locations and times. This approach improved accessibility and reach and enabled tailored support, including connecting a community member to previously unknown inclusive employment services.</p> <p>Council also distributed the Disability Inclusion electronic newsletter to 392 subscribers, including people with disability, carers, and local disability services, sharing emergency preparedness information.</p> <p>Person-centred emergency preparedness resources were further promoted through direct engagement at sessions as well as information around mental health supports and career support resources.</p>	
1.8. Implement the Internal Volunteer Framework to reduce barriers to participation, strengthen the capability of volunteer managers, and provide inclusive, meaningful volunteering opportunities.	<p>Council progressed implementation of the Internal Volunteer Framework to reduce barriers to participation and strengthen volunteer management capability. Highlights include:</p> <ul style="list-style-type: none"> • Capability was built across new and existing Volunteer Managers within the Environment team through support with onboarding, compliance and recruitment processes. This enabled delivery of the first annual Friends of Networking event, attended by more than 30 volunteers, improving understanding of Council requirements and strengthening connection. • Volunteer recruitment and recognition were supported through profiling four Council volunteer programs to raise awareness in Nillumbik News • Updated volunteer documentation to improve clarity and accessibility. • Ongoing support was provided to Volunteer Managers across Council, including guidance on compliance systems and process improvement. • Completion of Council's Child Safety and Reportable Conduct training increased by 10 per cent this quarter. • Strengthened and promoted guidelines for the Nillumbik Shire Council's Volunteer Recognition and Appreciation Program with nine Council programs committed to delivering volunteer recognition events, celebrating the contribution of more than 100 volunteers. 	On Track
PRIORITY 2: PREVENTING DISCRIMINATION AND VIOLENCE		
2.1. Support Early Years Services to implement Gender Equity Policies and deliver Reconciliation and Cultural Connection workshops that build cultural safety and integrate Aboriginal and Torres Strait Islander culture into practice.	The Early Years team continued to support services to implement Gender Equity and Reconciliation practices through shared learning and targeted networks. Updated resources and information were provided via the Loomio Communities of Practice for Gender Equity and Reconciliation and Cultural Connection, supporting consistent, informed practice across services. The team also facilitated a Cultural Connections Network meeting attended by eight educators, focused on supporting services to develop Reconciliation Action Plans and strengthen culturally safe practice.	On Track
2.2. Build partnerships with the Wurundjeri Woi Wurrung Cultural Heritage Aboriginal Corporation to co-develop culturally owned, co-branded education resources for schools	Draft lesson plans have been developed by Edendale staff and provided to the Wurundjeri Education Team for review and input. The planned visit to Edendale has been postponed at the request of the Wurundjeri Education Team, with a new date yet to be confirmed.	Minor issue
2.3. Partner with local organisations, businesses, and community members through initiatives such as the 16 Days of Activism and prevention campaigns to raise awareness of respectful relationships and the gendered and intersectional drivers of violence.	<p>The Early Years team and Playhouses continued to explore opportunities to strengthen respectful relationships education and awareness across services.</p> <p>Targeted training was delivered to build staff capability, with the Disability Inclusion Officer completing specialist training in respectful relationships and the gendered and intersectional drivers of violence, delivered by Women with Disabilities Victoria. Resources were shared with the broader Disability Inclusion and Volunteering team to build collective awareness and capability.</p>	On Track

Action	Commentary	Status
	Preparatory discussions were also held with the Gender Equity Lead to explore collaborative approaches and partnership opportunities in planning for the 16 Days of Activism in 2026.	
2.4. Embed LGBTIQ+ inclusion within existing frameworks by recognising dates of significance and supporting staff through inclusive workplace practices	<p>Council embedded LGBTIQ+ inclusion within existing workplace frameworks by recognising key dates of significance and modelling inclusive practice. Council staff, Youth Council members, and their friends and families participated in the Melbourne Pride March as part of the Midsumma Festival, with 21 attendees demonstrating Council's commitment to inclusion and human rights through visible community leadership.</p> <p>Transgender Day of Visibility was also recognised through the flying of the Transgender Flag at Civic Drive and an internal intranet post explaining the significance of the day. The post shared a curated list of transgender musicians, creatives, writers and films developed by the Rainbow Working Group, supporting staff awareness, learning and inclusion.</p>	On Track
2.5. Partner with JobAccess and local NDIS disability employment services to deliver training and build the capacity of local businesses to create inclusive employment pathways	<p>Council continued its partnership with JobAccess to support inclusive recruitment and employment pathways for people with disability. This included ongoing use of the National Disability Recruitment Coordinator Vacancy Service to promote employment opportunities and strengthen inclusive hiring practices. Outcome surveys are being completed to capture recruitment results and inform continuous improvement. Council also worked with JobAccess to identify and assess suitable online training modules to build staff capability and support future rollout.</p> <p>The Disability Inclusion team strengthened partnerships with local Inclusive Employment Australia providers, including The Personnel Group, Ostara, Melbourne City Mission and Jigsaw Australia, to explore collaboration and joint promotion opportunities. Connections were facilitated between these providers and Council's Economic Development team to support partnership and collaboration. Inclusive employment drop-in sessions delivered by The Personnel Group were promoted through the Disability Inclusion newsletter and Economic Development communication channels, alongside other relevant local events, increasing awareness of employment opportunities for people with disability and their carers.</p>	On Track
2.6. Launch the Hidden Disability Sunflower Campaign and provide tools such as social stories and sensory-friendly options at Council facilities and events to reduce participation barriers.	<p>Council progressed delivery of inclusive tools to reduce participation barriers for people with disability and carers. Social stories were co-developed to support access across key Council services, including three Maternal and Child Health centres, Early Years programs, and three Living and Learning Centres.</p> <p>Council commenced the internal implementation phase of the Hidden Disability Sunflower program, focusing on building awareness and practical capability among customer-facing staff to better support people with hidden disabilities at Council facilities and events.</p> <p>Accessible communication outcomes were also achieved through targeted support to multiple service areas, including Living and Learning, Waste Management, Volunteering and Economic Development.</p> <p>Accessibility advice was provided to inform improvements to Council's website.</p>	On Track
2.7. Co-facilitate the Banyule Nillumbik Family Violence Network to support collaboration and information sharing across local services and agencies.	<p>Thirteen participants representing a diverse mix of Council and non-Council frontline services and specialist providers attended the March meeting. Attendance was consistent with Quarter 2 and included participation from headspace, Kids First Australia, Nillumbik & Banyule Maternal Child Health Services, Statewide Children's Resource Service, Nillumbik Youth Hub, Austin Health, Holstep Health, Good Samaritan Inn, NEMA Orange Door and Relationships Victoria.</p> <p>The meeting featured a keynote presentation from the Department of Health and EACH's Virtual Women's Health Service, providing practitioners with practical guidance on supporting victim-survivors to access free general and specialist medical care. The session also enabled services to</p>	On Track

Action	Commentary	Status
	share operational updates, including referral pathways, upcoming programs, staffing changes and service capacity. Feedback from attendees highlighted the value of the network in strengthening collaboration, information sharing and collective practice. <i>"Thanks everyone, great to connect and know that we are all in this work together in our different ways, it's positive and inspiring during these difficult times"</i> .	
PRIORITY 3: INCREASING ACTIVE LIVING		
3.1. Maximise use of the NARI Park and encourage use by community organisations to support physical activity and community wellbeing.	Council supported increased activation of NARI Park through two community Come and Try sessions. A Come and Try barbecue attracted 40 participants, while a regular Come and Try session engaged a further 20 participants. These activities encouraged greater use of the park by community members and organisations, supporting physical activity, social connection and community wellbeing.	On Track
3.2. Support Aligned Leisure to activate non-traditional and rural spaces to encourage physical activity and wellbeing beyond traditional leisure facilities.	A range of programs and services were delivered during the quarter to encourage physical activity and wellbeing beyond traditional leisure facilities. including: <ul style="list-style-type: none"> • 615 participants engaging in the Street Team program, which delivers group fitness classes to residents in rural areas of Nillumbik. • Delivery of the VICSWIM program at Diamond Creek Outdoor Pool (DCOP) over a three-week period in January, with 225 students completing a total of 1,125 visits. • Successful implementation of the Summer of Fun program at DCOP, featuring family-friendly activities such as BBQs, inflatable pool play, chalk art, and live music by the pool, enhancing visitor experience and overall engagement throughout the month. • The Eltham Dandenong Junior Basketball Tournament attracting over 19,000 attendees, highlighting strong regional participation and community engagement. • As part of the Active Movers program, Aligned Leisure hosted a luncheon at the Montmorency Eltham RSL, with 60 Active Movers in attendance, supporting social connection and active ageing outcomes. 	On Track
3.3. Enhance accessibility and inclusion in reserves, play spaces, trails, and open spaces through targeted infrastructure upgrades.	Council delivered targeted infrastructure upgrades to enhance accessibility and inclusion across reserves, trails and open spaces. Improvement works at Diamond Creek Trail (Chute Street) were completed in March, including trail widening, new line marking and safety decals to improve access, safety and way-finding for all users. Accessible path upgrades were completed at Diamond Hills Reserve, Arthur Streeton Reserve and Jacaranda Reserve, improving mobility and access for people of all abilities. Additional inclusive infrastructure included the installation of an accessible drinking fountain at Eltham Lower Park and an accessible picnic setting at Brinawa Reserve. These upgrades support equitable access to outdoor spaces and encourage broader community participation.	On Track
3.4. Build the capability of sporting clubs to develop and deliver Fair Access Action Plans that implement Council's Fair Access Policy and improve gender equity in sport.	Council continued to build the capability of local sporting clubs to implement Fair Access Action Plans and progress gender equity in sport. Clubs demonstrating alignment with Fair Access principles were recognised through Council's monthly sporting club newsletter, with three editions distributed during the quarter and an average open rate of 60 per cent, indicating strong engagement. Council also maintained accessible online Fair Access resources, supporting clubs to develop, review and implement their own action plans in line with Council's Fair Access Policy. These activities support consistent awareness, knowledge-sharing and practical implementation across the sporting sector.	On Track
3.5. Undertake accessibility audits of bushland reserves and shared trails to identify barriers and improve access for people with disability and older adults - supporting inclusive use of green spaces, enhancing visitor experience, and promoting physical activity, mental wellbeing, and social connection.	Council continued implementing the Australian Walking Track Grading System across bushland reserves, aligning with Parks Victoria standards. This work supports accessibility audits by helping identify barriers and clearly communicate trail difficulty and access conditions, enabling older adults and people with disability to make informed choices and encouraging inclusive use of green spaces.	On Track

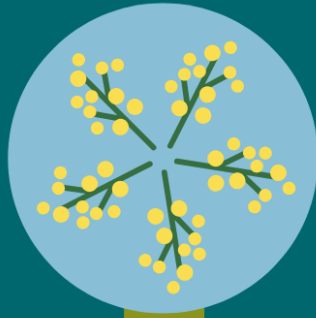
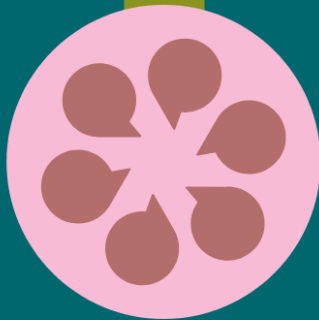
Action	Commentary	Status
PRIORITY 4: IMPROVING FOOD SYSTEMS		
4.1. Deliver inclusive food and nutrition programs in partnership with local organisations to build cooking skills, encourage healthy eating, and support social connection for young people and older residents	In March and April, Council delivered an inclusive food and nutrition program for young people through Edendale’s Commonwealth Youth Engagement Grant. A six-week OzHarvest Nutrition Education Skills Training program was delivered during Term One, engaging 15 young people from Eltham College, Diamond Valley College and St Helena Secondary College. The program supported participants to build practical cooking skills, improve nutrition knowledge and strengthen social connection. Attendance across the six weeks was consistently high, with positive feedback from participants. As grant funding concludes in December 2026, this delivery represents the final OzHarvest Nutrition Education Skills Training program for local disengaged youth.	Complete
4.2. Strengthen responses to local food insecurity by co-facilitating the Banyule and Nillumbik Emergency and Food Relief Network and partnering with Diamond Valley Community Support.	Council co facilitated an online Banyule and Nillumbik Emergency and Food Relief Network meeting in March, attended by 12 participants. The session strengthened collaboration across the local food relief network and included discussion on current service delivery and learnings from the food pantry operating at Allwood House.	On Track
4.3. Introduce the Healthy Eating Choices Traffic Light System in sports settings in partnership with Deakin University and HealthAbility to improve healthy food environments.	Council continues to work collaboratively with Aligned Leisure and Belgravia Leisure to progress implementation of the Healthy Choices guidelines. To date, six rounds of data collection have been completed. All sites are demonstrating positive progress, although the rate of change varies across locations. Diamond Creek Outdoor Pool and Community Bank Stadium are now compliant. Final data collection for the Deakin University research project is scheduled to occur in Quarter 4.	On Track
4.4. Scope and research funding opportunities to support the development of a Nillumbik Food Systems Strategy for long-term planning and action.	Council continues to seek and advocate for funding and is awaiting the outcome of current grant applications. Funding opportunities will continue to be explored to support the development and implementation of a Food Systems Strategy aimed at increasing access to nutritious food and reducing food insecurity.	On Track
PRIORITY 5: REDUCING HARM FROM ALCOHOL, DRUGS, VAPING, TOBACCO, AND GAMBLING		
5.1. Partner with community groups, schools, and local services to raise awareness and reduce harm related to gambling, alcohol, vaping, and drug use, focusing on older adults, young people, and their families.	Youth Development hosted an online information session in March to empower parents and community members to have informed and effective conversations with young people about alcohol. The session provided evidence-based, practical guidance and resources to support early intervention and prevention. Feedback indicated that participants experienced increased confidence in talking with young people about alcohol use and felt better equipped to use practical strategies to help prevent or delay alcohol use among young people. In addition, Council delivered low-cost, accredited Responsible Service of Alcohol training to 41 young people in January, building employability skills and knowledge of responsible alcohol service practices. This supports safer behaviours around alcohol consumption and informed decision-making for young people.	On Track
5.2. Implement Council’s Prevention of Alcohol Harm and Gambling Harm Action Plans (2024–2025) with VicHealth funding to support education, early intervention, and harm minimisation.	Council delivered a targeted harm-minimisation activity aligned with the Prevention of Alcohol Harm Action Plan. A Mahjong workshop was delivered at Diamond Valley Library in February in partnership with Yarra Plenty Regional Libraries, providing a positive alternative to daytime drinking while strengthening social connection. The session was attended by 15 participants, with all participants reporting high engagement and positive feedback. Strong demand for the activity has resulted in two additional sessions being scheduled, with waitlists already in place. This initiative supports early intervention by promoting healthy, social alternatives and reducing alcohol-related harm, particularly among older community members.	On Track
5.3. Review and update Council’s internal Smoking, Vaping, Drugs and Alcohol Policy to promote a safe workplace and strengthen access to health and wellbeing supports for staff.	The revised Smoking, Vaping, Drugs and Alcohol Policy has been reviewed, updated and formally approved by the Executive Leadership Team. The updated policy will come into effect from 1 May 2026.	Complete

Action	Commentary	Status
PRIORITY 6: ADVOCATING FOR IMPROVING ACCESS TO SERVICES, FACILITIES, AND HOUSING		
6.1. Improve local transport infrastructure to support access to services and facilities by delivering upgrades to walking and cycling paths, enhancing road safety, and increasing shade and amenity at bus stops	Advocacy to State Government was strengthened to increase public transport options and service frequencies, including promotion of the extension of Route 390 (Craigieburn–Wollert–Mernda) to Hurstbridge. Active transport access to public transport was also supported through the ongoing delivery of the Footpath Priority Program, improving walking connections to services and facilities and enhancing safety and accessibility for the community.	On Track
6.2. Advocate to state and federal governments for improved public transport services, active transport investment, and road network upgrades to strengthen connectivity, accessibility, and equitable access across the Shire.	Council continues to actively advocate to state and federal governments for improved public transport, increased investment in active transport, and road network upgrades to enhance connectivity and access across the Shire.	On Track
6.3. Improve access and inclusion at Council facilities by enhancing digital tools, promoting Changing Places, and ensuring major infrastructure projects are informed by universal design and disability awareness training.	<p>Council progressed actions to improve access and inclusion at Council facilities through promotion, review and planning activities. Promotion of Changing Places facilities continued, with work underway to explore alternative compliance options to address door security issues while maintaining accessibility outcomes.</p> <p>Accessibility considerations were also embedded across major infrastructure projects, including the Diamond Creek Trail upgrade, Civic Drive lift upgrades, and accessibility improvements at Diamond Creek and Eltham Woods Kindergartens. Universal design principles were further strengthened through the development of Accessibility Project Standards for major projects and application of a universal design framework within the Diamond Creek Infrastructure Masterplan.</p>	On Track
6.4. Promote access to diverse housing options by supporting planning and advocacy initiatives that encourage a mix of housing types close to services, transport, and essential infrastructure to meet the needs of the Nillumbik community.	Amendment C143nill - Part 1 was approved by the Minister for Planning. The amendment supports greater housing growth within the Eltham activity centre—close to schools, shops, transport, and other amenities. Council is currently working to progress its Housing Strategy in response to, and in line with, recent State government planning reforms that implement a range of planning tools to make it easier for developers to build diverse housing.	On Track
6.5. Support equitable access to Council services and facilities by sharing clear, accessible and inclusive information through multiple formats and platforms that meet the needs of people with different communication preferences and abilities.	Council continued to embed accessibility and inclusion principles across its communication channels. Ongoing processes remained in place to ensure information is shared with residents using a range of accessible formats, including online and print materials. Accessibility considerations continue to be applied to Council publications, signage, digital content and web platforms to support equitable access to information for the community.	On Track

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Annual Action Plan 2026-2027

Supporting the delivery of the
Nillumbik Health and Wellbeing
Plan 2025-2029



PRIORITY 1: IMPROVING MENTAL WELLBEING AND SOCIAL CONNECTION	
1.1.	Deliver targeted inclusive and accessible programs for priority populations, including young people, carers, families, older people, people with disability and intergenerational groups, using Council facilities, community settings and partnerships to support mental wellbeing and strengthen social connection across Nillumbik.
1.2.	Empower Nillumbik Leaders Program alumni to use their knowledge, skills, and networks to strengthen civic participation, foster belonging, and develop local community leadership.
1.3.	Support community-led projects, events and capacity-building initiatives through grants, training opportunities and recognition, to strengthen inclusion and participation for priority communities, provide opportunities for social connection and active public places.
1.4.	Embed the Internal Volunteer Framework to strengthen consistent, inclusive and sustainable volunteering practices across Council, reduce barriers to participation, and build volunteer management capability.
1.5.	Deliver arts and cultural initiatives that activate public spaces, create opportunities for informal social connection, and celebrate community identity.
1.6.	Deliver inclusive environmental events and programs that strengthen connection to nature and promote the health and wellbeing co-benefits of sustainable living including waste reduction, resource reuse, cost of living resilience and resilience to climate change impacts.
1.7.	Deliver emergency preparedness sessions that are inclusive of people with disability, older people and carers.
PRIORITY 2: PREVENTING DISCRIMINATION AND VIOLENCE	
2.1	Partner with neighbouring councils to implement a coordinated approach to improve community safety by strengthening prevention and early intervention and delivering initiatives that reduce edged weapon-related harm, build skills, support positive choices, and promote healthy masculinities and respectful relationships.
2.2	Strengthen Council's coordinated response to family violence and homelessness by working in partnership with Yarra Plenty Regional Library and other stakeholders to build staff capability, improve monitoring of community interactions, raise awareness of the disproportionate impact on people with disability, and support informed advocacy and service planning.
2.3	Strengthen inclusive and culturally safe Early Years practice by supporting gender equity practices, reconciliation, and partnerships with Aboriginal communities, and aligning service delivery with Closing the Gap priorities.
2.4	Embed gender equity principles in Council decision-making, workforce practices and community services by implementing the Gender Equality Action Plan and undertaking equity impact assessments for policies, programs and services with direct and significant community impact.
2.5	Implement Council's Reconciliation Action Plan to strengthen relationships with Aboriginal and Torres Strait Islander communities and embed respectful, culturally informed practices across Council decision-making, services and workplaces.
2.6	Recognise key LGBTIQ+ dates of significance and strengthen inclusive workplace practices to support staff and foster a respectful, inclusive workplace culture.

Attachment 2. Year 2 Annual Action Plan 2026-2027

2.7	Expand the Hidden Disability Sunflower Campaign to raise awareness of hidden disabilities and strengthen support for people with hidden disabilities and their carers.
2.8	Prevent elder abuse by raising awareness, fostering respect, and strengthening community and service responses that protect older people's rights and wellbeing, including through education and informed planning for retirement, ageing, dementia and end-of-life care.
2.9	Co-design a multicultural event to strengthen participation and inclusion and celebrate culturally diverse communities in conjunction with the Youth Council.
2.10	Strengthen partnerships and consultation between Council and Advisory Committees of Council to embed lived experience in decision making and address structural barriers that contribute to inequity and discrimination.
2.11	Promote opportunities for people with disability, carers and older people, and proactively inform them by ensuring information is available in accessible alternative formats, including social stories and hard copy materials, addressing discrimination and to reduce participation barriers.
PRIORITY 3: INCREASING ACTIVE LIVING	
3.1	Continue to support Aligned Leisure to enhance inclusive programs that activate non-traditional and rural spaces, encouraging physical activity and wellbeing for all ages and abilities, including older people and people with disability, beyond traditional leisure facilities.
3.2	Support Belgravia Leisure to activate the community to connect, engage and participate in physical activity and wellbeing through a diverse and inclusive range of community programs and events, including opportunities for older people and people with disability.
3.3	Enhance accessibility and inclusion across all major projects as well as reserves, play spaces, trails, and open spaces through targeted infrastructure upgrades.
3.4	Increase tree maintenance to care for mature trees and enhance shade in activity centres, supporting environmental health, climate resilience, active living and community wellbeing.
3.5	Undertake a Shire-wide walking and cycling infrastructure assessment to inform improvements that support accessible, active and sustainable travel.
PRIORITY 4: IMPROVING FOOD SYSTEMS	
4.1	Strengthen the viability of local agricultural businesses by continuing the Produced in Nillumbik initiative to build stronger connections between local producers and the community.
4.2	Support community-led and place-based networks and initiatives responding to food insecurity by co-facilitating the Banyule and Nillumbik Emergency and Food Relief Network and partnering with Diamond Valley Community Support.
4.3	Provide strategic leadership and advocacy on food systems by aligning Council policy positions, participating in regional and sector partnerships, and advocating for equitable, sustainable food systems that support long-term food security in Nillumbik.
4.4	Deliver and expand food systems education and engagement initiatives through Edendale including youth-focused programs with Open House, to build community knowledge, skills, participation and connection to local food systems.

Attachment 2. Year 2 Annual Action Plan 2026-2027

PRIORITY 5: REDUCING HARM FROM ALCOHOL, DRUGS, VAPING, TOBACCO, AND GAMBLING	
5.1	Provide education and undertake compliance activities to support smoke-free and vape-free requirements in businesses and public spaces.
5.2	Implement and promote Council's Gambling Harm Minimisation Policy to strengthen awareness, guide consistent practice, and reduce gambling-related harm across Council settings and the broader community.
5.3	Partner with community groups, schools and local services, including Youth Support and Advocacy Services (YSAS), Holstep Health and healthAbility, to deliver whole of community and co-designed youth-focused harm prevention initiatives that reduce alcohol, drug, vaping, tobacco and gambling-related harm.
PRIORITY 6: ADVOCATING FOR IMPROVING ACCESS TO SERVICES, FACILITIES, AND HOUSING	
6.1	Strengthen Early Years access and outcomes for children and families by improving coordination, culturally responsive engagement, information sharing and referral pathways across Maternal and Child Health and Early Years services.
6.2	Enhance community connection by improving access to public transport through local infrastructure upgrades and advocacy to State Government.
6.3	Inform the community and advocate for improved access to services, events and groups through advocacy and partnerships, including collaboration with Inclusive Employment Australia, in response to the needs of people with disability, carers and older people.
6.4	Engage accredited access consultants when planning and developing all major projects and implement Universal Design principles to increase equitable access and inclusion for all users

Revenue and Rating Plan 2026-2029



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Acknowledgement of Country

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

1. Purpose

The purpose of the Revenue and Rating Plan is to determine the rating and revenue strategy which, in conjunction with other income sources, will adequately finance the objectives proposed in the Council Plan.

2. Summary

Nillumbik Shire Council requires sufficient revenue to maintain its service delivery needs and fund its infrastructure needs. The most important sources of these funds are:

- general rates
- government grants
- fees and charges.

General Rates are levied annually, in compliance with the Fair Go Rating System.

As part of this review of the Revenue and Rating Plan, Council has made several administrative updates to improve clarity and transparency. Certain tables previously showing the rate in the dollar have been removed, and the differential rating weightings are now presented instead. These changes are administrative in nature and do not alter the underlying rating framework.

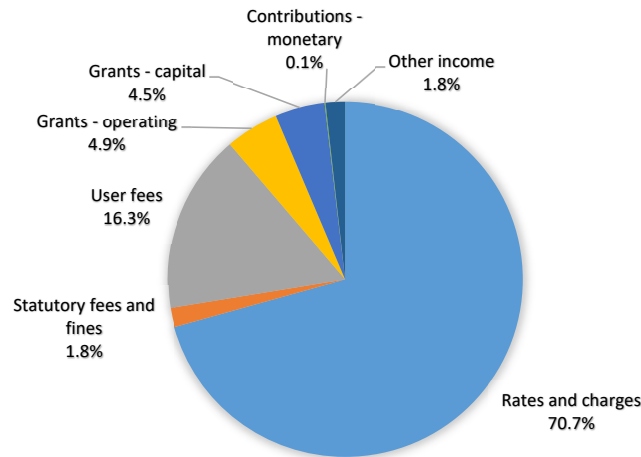
The Plan has also been updated to reflect proposed changes to Council's rating structure, including the introduction of differential rate categories that replace existing rebate arrangements relating to sustainable agriculture and Trust for Nature land.

Council advocacy is an ongoing priority to obtain external grant funds, particularly for community infrastructure capital works programs.

Council has reviewed all fees and charges and increased/decreased the levels consistent with application of the user pays principle – that is, so far as is possible, the cost of providing a direct service will be met by the fees charged.

A schedule of the current user fees and charges is presented in the annual budget. Also included is a selection of council services and their costs compared to the income received for their provision.

2025-2026 BUDGETED INCOME



3. General Rates Income

General Rates are levied annually, in compliance with the Fair Go Rating System, the *Local Government Act 1989* and the *Local Government Act 2020*.

The Fair Go Rates System (FGRS) sets out the maximum amount councils may increase rates in a year. The cap applies to general rates and is calculated on the basis of council's average rates and charges.

The rating system is based on property valuations, which are carried out annually by the Valuer-General Victoria or their nominated representatives. Rates are levied based on these valuations.

Council has several means by which it can vary the amounts which are levied, including:

- a general rate
- a municipal charge
- differential rates
- service rates and charges
- special rates and charges
- rebates, deferments, concessions and exemptions.

Council may apply differential rates to recognise land uses that provide broader environmental or community benefits. In particular, Council may apply differential rates to land used for sustainable agriculture or land subject to conservation covenants, where these land uses contribute to the protection of environmental values and the long-term sustainability of the Shire.

Several propositions are considered in developing the most suitable rating system. This entailed giving consideration to a number of factors, such as:

- equity of the system
- efficiency of application
- the link between rate levied and benefit to be derived.
- the valuation base of rates
- A differential rating system with and without a municipal charge
- The use of rebates and deferment schemes
- Policy approaches for exemptions and concessions
- Rating of cultural and recreational land.

3.1 Valuation Base

In raising Council rates, Council is required to use the valuation of the rateable property to levy rates, with the valuation updated annually.

The *Local Government Act 2020* (the Act) permits councils to use three valuation basis; Site Value (SV), Capital Improved Value (CIV) and Net Annual Value (NAV).

Capital Improved Value – the total market value of the land plus buildings and other improvements.

Net Annual Value – the current value of a property's net annual rent (by law, Net Annual Value must be at least 5% of the Capital Improved Value for commercial property and exactly 5% of Capital Improved Value for residential property).

Site Value – the market value of the land only.

Capital Improved Value (CIV) better reflects capacity to pay than the other two bases as it incorporates the developed value of properties i.e. the total value. Most Victorian councils use the Capital Improved Value to levy rates.

Basis of Valuation

The basis of valuation currently used by Nillumbik is the Capital Improved Value (CIV), in compliance with the Fair Go Rates System and the Act.

3.2 Differential rates

Differential rates are where councils set different rates in the dollar for different categories of rateable land. Councils are able to levy either a uniform rate across all properties, or one or more differential rates. Council may, for example, have differential rates for farm land, various categories of residential property or commercial/industrial properties – each paying a higher or lower rate in the dollar.

Differential rates are usually used to achieve greater equity or efficiency.

The highest differential rate cannot be more than four times the lowest differential rate declared by a council.

Details of the objectives of each differential rate, the types of classes of land, which are subject to each differential rate and the uses of each differential rate, are set out below.

Commercial land - any land used for commercial purposes.

Occupied for the principal purpose of carrying out the trade in goods and services or unoccupied but zoned commercial under the State Planning Scheme

Industrial – any land used for industrial purposes

Occupied for the principal purpose of carrying out the manufacture or production of or unoccupied but zoned industrial under the State Planning Scheme.

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

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

Sustainable Agriculture Land-

Land that is already classified as Farm Land and which meets Council's criteria for sustainable agricultural land management practices.

Properties must:

- be used for a single farm enterprise with a minimum aggregated area of 30 hectares
- demonstrate sustainable land management practices consistent with Council's land stewardship objectives
- meet eligibility criteria as determined by Council.

Council may apply a discounted differential rate to these properties to recognise the environmental benefits associated with sustainable agricultural land management.

Trust For Nature Land

Land subject to a Trust for Nature Conservation Covenant registered on title under the Victorian Conservation Trust Act 1972.

These covenants are voluntary and legally binding agreements that permanently protect native vegetation, habitat and other environmental values.

Council may apply a discounted differential rate to land subject to such covenants to recognise the environmental stewardship undertaken by landowners and the contribution to biodiversity protection within the Shire.

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

Vacant Land – Residential and Specified Low Density Residential Zones

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

Lots greater than 8,000 square metres in the Plenty LDRZ are excluded.

This is a higher differential to encourage construction of new dwellings in preferred locations across the Shire.

Rateable land under this definition includes Vic Roads land that is not used for transport or for residential properties.

Cultural and Recreational Land – Council is required to determine an amount payable as rates in respect to recreational lands.

Recreational lands are described as lands which are:

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

3.3 Rating system

Nilumbik Shire rating structure comprises seven differential rates (general, vacant residential, commercial/industrial, agricultural, sustainable agriculture, trust for nature and cultural recreational). These rates are structured in accordance with the requirements of Section 161 'Differential Rates' of the Local Government Act 1989, and the Ministerial Guidelines for Differential Rating 2013. The differential rates are currently set as follows:

- General - 100%
- Farm Land - 85%
- Commercial / industrial - 115%
- Vacant land- Residential and Specified Low Density Residential Zones - 150%
- Sustainable Agriculture Land - 65%
- Trust For Nature Land - 85%
- Cultural and Recreational Land - 40%

3.4 Supplementary Rates

Supplementary rates apply to properties where valuations and revaluations are conducted between general revaluations as a result of properties physically changing such as when a building is constructed, renovated, extended, altered or demolished. It may also apply when land is subdivided, amalgamated or portions are sold off or rezoned.

3.5 State Government Pensioner Rebate

Pensioners may qualify for a maximum 50% State Government rate rebate (to a gazetted maximum) for the home in which they are living. A rebate will apply for the Fire Services Property Levy. To be eligible, a ratepayer must hold one of the following concession cards:

- Pensioner Concession Card from Centrelink or Veterans' Affairs
- Gold Card from Department of Veterans Affairs specifying War Widow (WW) or Totally and Permanently Incapacitated (TPI).

Other than administrative costs this State Government Rebate scheme is cost neutral to Council as this is fully funded by the State Government.

3.6 Waste Service Charge

Council levies a waste management charge to recover the costs associated with the provision of waste management services to residential properties.

The waste service charge captures the full cost of providing waste services, including kerbside waste collection, recycling and organics services, waste processing and disposal costs, street and public litter collection, and the State Government landfill levy. The charge also contributes to the costs associated with maintaining and rehabilitating landfill sites where relevant.

Council's approach to the service charge is compliant with section 162 of the *Local Government Act 1989*. The Essential Services Commission is capturing the data on the waste management charge.

The waste management charge applies to all residential properties and is levied as a fixed charge. The amount payable varies depending on the level of waste service elected by the ratepayer, including the size and number of bins provided.

The waste service charge is not subject to the Fair Go Rates System and therefore is not included in the rate cap applied to general rates.

Current and proposed waste service charges

Type of Charge	2025/26 \$	2026/27 \$
Waste Management - Residential - Standard service	679.87	708.86
Waste Management - 80 litre landfill bin	543.90	567.09
Waste Management - 2 x 120 litre landfill bin	951.82	992.41
Waste Management - 140 litre landfill bin - fortnightly collection	747.86	779.75
Waste Management - 120 litre landfill bin – weekly collection	1,223.77	1,275.95
Waste Management - Elderly persons units - bin	169.97	177.22
Waste Management - additional 240 litre green waste bin*	-	210.00

*Additional annual bin cost to the existing service charge

3.7 Rate instalment due dates

Rates and charges are due on a quarterly instalment basis. The due dates for the 2026-27 financial year will be:

- 30 September 2026,
- 30 November 2026,
- 28 February 2027 and
- 31 May 2027

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

3.8 Rates – summary

Council's revenue and rating strategy is designed to ensure that the rating system is equitable, transparent and aligned with the principles of the Fair Go Rates System.

The amount of general rate revenue raised each year will be determined through Council's annual Budget process and will be subject to the rate cap set by the Victorian Government.

Council applies differential rates to ensure that the distribution of the rate burden reflects the characteristics and use of different types of land within the municipality. This approach supports

fairness in the rating system while recognising the varying capacity of property classes to contribute to Council's revenue base.

Council will continue to review its rating structure as part of future Revenue and Rating Plan reviews to ensure that it remains equitable, transparent and consistent with legislative requirements.

4. Fees and Charges

Council provides a wide range of services, to the community, often for a fee or charge. The nature of these fees and charges generally depends on whether they relate to compulsory or discretionary services. Some of these, such as statutory planning fees, are set by state government statute and are commonly known as 'regulatory fees'. In these cases, councils usually have no control over service pricing.

The *Local Government Act 1989* gives Council the power to set these fees and charges at a level that recovers the full cost of providing the services, unless there is an overriding policy or imperative in favour of subsidisation.

A schedule of the current user fees and charges is presented in Council's annual budget. Council periodically reviews all fees and charges and adjusts the levels consistent with application of the user pays principle – the cost of providing a direct service will be met by the fees charged where possible.

4.1 Principles

Council has developed a range of principles to determine the level of fees and charges to be applied to each service. These principles are:

- Fees and charges are set in line with other like services through benchmarking.
- Fees and charges are set at a level that is deemed to be fair and equitable to enable the majority of residents to access the services.
- Full cost or direct cost recovery is achieved where possible.
- Fees are charged in line with State or Federal government legislation or Local Laws.
- Fees are charged in line with State or Federal government funding requirements.
- Fees and charges are comparable to private industry.

4.2 Full Service Costing

Cost recovery

Setting fees and charges is often determined by a notion that the fee charged for a service should correspond with the cost of providing the service; that is, the costs borne by the council are fully recovered.

Council operations attracting fees and charges

All council services are reviewed to assess whether they are appropriate to attract user fees and charges. Attributes of a service that can affect the ability for a council to place a fee or charge include whether the operation is a public or private good in nature and if there is any state & federal government legislation or funding conditions prohibiting or setting ceilings for pricing. Examples of such charges are found below:

Examples of council fees and charges

Area	Significant or typical fee or charge	Examples of Constraints
Business and Economic	Planning application fees	Many fee levels set by Victorian Government
Traffic and Streets	Parking fees and fines	Nil
Recreation and Culture	Leisure centre entrance fees	Competition (if any) from other centres
	Library fees	Basic services free as condition of State Government funding
Family and Community	Child care centres	Constraints from funding agreements
		Competition from private providers
	Maternal and child health	Basic services free as part of State Government funding
Waste Management	Kerbside collection fees	Nil
	Tip disposal fees	Influenced by Environment Protection Act 1970 provisions
Aged and Disabled	HACC services fees	Maximums set by State Government
Governance	Local Laws fees or fines	Related to penalty units set annually by State Government

Full cost

The full cost of delivering a service or providing a facility include both:

- **direct costs** – those costs that can be readily and unequivocally attributed to a service or activity because they are incurred exclusively for that particular product/activity
- **indirect Costs (often referred to as overheads)** – those costs that are not directly attributable to an activity, but support a range of activities across the council.

Direct Costs

Council has systems for calculating the direct costs of providing services. These include:

- labour – the wages and salaries of all staff directly working on the service.
- materials and supplies – supplies used in providing the service.
- capital equipment and assets used in providing the service – this may include plant hire or, where a council owns the equipment and assets, allowance for asset replacement and depreciation.

Indirect Costs

Every council has a range of back office operations that are not directly tied to any service delivery. Nonetheless, these involve real costs that are incurred in supporting the delivery of direct services. Two widely used methods to allocate indirect costs are:

- activity-based costing – links an organisation’s outputs or goods and services to the activities used to produce them, and then assigns a cost to each output based on the rate of consumption of associated activities
- the pro-rata approach – allocates indirect costs on a proportionate basis by using measures that are easily available, such as staff involved in the activity as a percentage of total staff, or the service unit’s share of total office space.

4.3 Pricing Policy

After a council has calculated the full costs of a service, another series of questions require answers before prices are decided. These include:

- Do any external constraints apply? Possibilities include:
 - either the State or Commonwealth Government sets a statutory price for that service; and if the service has private sector competitors AND is a “significant business activity”, the council needs to check competitive neutrality conditions. How would the service users respond to any price changes?
- Is a price based on the full cost of the service competitive with other suppliers (nearby councils and/or private competitors)?
- Does the council have a specific policy either:
 - to subsidise this service (setting prices below full costs)?
 - to use the service as a taxation mechanism (setting prices above the full cost level)?

If a competitive neutrality assessment is required, the following steps are recommended by the Victorian Government’s National Competition Policy (the Policy) and Local Government Statement:

- Determine whether the operation is a “significant business activity” and, therefore, subject to the policy
- Assess the full costs of providing the services, including all overheads
- Identify any aspect whereby the operation gains a net commercial benefit from being government owned.

If this analysis shows that a significant business does enjoy a net competitive benefit, the council is expected to set prices that include competitive neutral adjustments. However, under the policy this is not required if the council:

- decides that the costs of applying competitive neutrality outweigh the benefits
- conducts and documents a public interest test, which involves public consultation on costed options, and identifies clear public policy objectives for providing the service at below competitive neutral prices.

The policy aims to identify subsidies, make them transparent to the community, and explain why the council is providing cross-subsidisation. Cross-subsidisation implies that one group may pay higher/lower prices than another group. Cross-subsidisation exists in a number of forms:

- cross-subsidisation between the fees and charges paid by different users for a specific service – a cross subsidy between users
- cross-subsidisation between fees and charges and rates – a cross subsidy between users and ratepayers or from one service to another service
- cross-subsidisation between the amounts of rates paid by various classes of ratepayers.

The final step in a pricing policy is identifying what council services or service areas are “public goods” and therefore most appropriate for funding via general rate revenue. This need not be an exacting exercise, and as often noted, few council services fall exclusively into the public or private goods category. But it is important for a council to make recommendations that as far as possible allow judgements to be made and a rationale for pricing decisions to be expressed in the rating and revenue strategy.

The final step in a pricing policy is identifying what council services or service areas are “public goods” and therefore most appropriate for funding via general rate revenue.

5. Government Grants

Council pursues all avenues to obtain external grant funds for prioritised works. A large proportion (64%) of government grants is made up of the Financial Assistance Grants provided by the Commonwealth Government under the Local Government (Financial Assistance) Act 1995 (Commonwealth) and distributed annually to 79 local governing bodies within Victoria.

The Financial Assistance Grant program consists of two components:

- A general purpose component, which is distributed between the states and territories according to population (i.e., on a per capita basis), and
- An identified local road component, which is distributed between the states and territories according to fixed historical shares.

Both components of the grant are un-tied, allowing councils to spend the grants according to local priorities. Council applies the local roads component to road rehabilitation projects in its Capital Works Program, and utilises the general purpose component to fund Council operations and Capital works.

6. Other Income

Council receives income from other sources, including interest on investments, rent received, reimbursements and insurance refunds.

7. Review

The next review of this document is scheduled for completion by 30 June 2029 as part of the next Council Plan development process.



Nillumbik

PUBLIC NOTICE

**NILLUMBİK SHIRE
COUNCIL**

**NOTICE OF INTENTION
TO DECLARE A SPECIAL
RATE LEVY**

**ELTHAM TOWN ACTIVITY
CENTRE**

At its meeting on 9 December 2025, Nillumbik Shire Council (**Council**) resolved to give notice of its Intention to Declare a Special Rate Levy (**Proposed Special Rate**) under section 163 of the *Local Government 1989 (Act)* for the Eltham Town Activity Centre.

The Eltham Chamber of Commerce Inc (**ECCI**) has requested Councils support to renew the Special Rate Levy for the Eltham Town Activity Centre. The Proposed Special Rate would remain in force, for the period commencing on 1 July 2026 and concluding on 30 June 2029.

The proceeds of the Proposed Special Rate will be paid to Eltham Chamber of Commerce Inc (**ECCI**) to be used for the purpose of defraying marketing, promotion and other incidental expenses associated with the encouragement of commerce in the Eltham Town Activity Centre.

The properties affected by the Proposed Special Rate is all land primarily used for commercial, retail and professional purposes in the Eltham Town Activity Centre inclusive of:

- 9 - 20 Arthur Street - inclusive
- 8 - 80 Commercial Place - inclusive
- 1 - 23 Dudley Street - inclusive
- 900 - 1050 Main Road - inclusive
- 1 - 6 Pryor Street - inclusive
- 2 - 20 Luck Street - inclusive

Council intends to raise an annual value of \$143,000, for each of the 3 years with no increases. A percentage of the annual value will proportionally be applied to each rateable property based on the Net Annual Value and Property Square Meter Area, with 70% of the Net Annual Value and 30% of the Property Square Meter Area for each property of rateable land. The total cost of the Proposed Special Rate for the 3 year period will be \$429,000.

In instances of non-payment of the Special Rate Levy, interest may accrue in accordance with section 172 of the *Local Government Act 1989* and standard Shire practice on non-payment of rates and charges will apply. Copies of the Public Notice of Council's Intention to Declare a

Special Rate Levy are available on Council's website or can be inspected at Council's Municipal Office during normal business hours for a period of at least 28 days after the publication of this notice.

Any person who will be affected by the Special Rate Levy is entitled to make a written submission and/or objection (under Sections 163A, 163B & 223 of the Act) in relation to Council's proposal; any person required to pay the Special Charge has the right of objection (under Section 163B). Evidence of requirement to pay the Special Charge should be included with the submission/objection.

Written submissions are to be submitted to Council under section 223 of the Act and/or written objections to be lodged with Council under section 163B of the Act must be received by Council 5pm on Wednesday, 28 January 2026.

Submissions and/or objections must be in writing or via email and addressed to

Economic Development and Tourism Office
Nillumbik Shire Council
PO Box 476
GREENSBOROUGH VIC 3088
Email: business@nillumbik.vic.gov.au OR

Submitted via Council's website - Participate Nillumbik:
www.nillumbik.vic.gov.au

Any person who has made a written submission under section 223 of the Act and has requested to be heard in support of their written submission is entitled to appear in person or online or to be represented by a person specified in the submission before a Committee of Council appointed by Council under section 223 of the Act, the day, time and place of which will be advised in writing.

Any person making a written submission under section 223 of the Act is advised that Council is not required to make available for public inspection submissions received in accordance with section 223 of the Act. Accordingly, all submissions and personal information in submissions will be handled as authorised or required by law, including under the *Privacy and Data Protection Act 2014*.

Following consideration of all submissions, Council intends to formally consider its intention to declare a Special Rate Levy at a Council meeting on 26 May 2026

Any person requiring further information concerning the proposed declaration of the Special Rate Levy should contact the Economic Development and Tourism Team on (03) 9433 3111 or email business@nillumbik.vic.gov.au.

Carl Cowie
Chief Executive Officer

THIS PAGE WAS LEFT INTENTIONALLY BLANK

"Date"

"Property Owner"
"Address"
"Address"

Dear "Property Owner"

**Proposed Special Rate Levy – Eltham Town Activity Centre –
"Address"**

Since 2016, the Eltham Chamber of Commerce and Industry (ECCI) have promoted the Eltham Town Activity Centre through funding from a Special Rate Levy (SRL).

The current SRL expires on the 30 June 2026 and ECCI has requested that Council seek to reintroduce a SRL for a further three years from 1 July 2026 to 30 June 2029, raising an annual value of \$143,000.

At its Ordinary Meeting on Tuesday 9 December 2025, Council resolved to give Public Notice of its Intention to Declare a Special Rate Levy for the Eltham Town Activity Centre for the three year period requested by ECCI.

If declared, the proceeds of the Special Rate Levy will be paid to ECCI to be used for the purpose of defraying marketing, promotion and other incidental expenses associated with the encouragement of commerce in the Eltham Town Activity Centre. This process is in accordance with the Local Government Act 1989.

The public notice published in The Age on 11 December 2025 and a map of the SRL boundary is enclosed. These details can also be found at www.nillumbik.vic.gov.au/Council/News-and-publications/Public-notice.

If the Special Rate Levy is declared, the expected contribution payable by each property will be calculated proportionately based on 70% of the property's Net Annual Value (NAV) and 30% of the property's square meter area for rateable properties within the Eltham Town Activity Centre SRL boundary.

Based on the current property evaluation of the above address, the year one Special Rate Levy for the above property, is estimated to be "Value". This value is subject to change based on future property evaluations.

If the SRL is declared the levy will be invoiced through Council's normal property rates process as of 1 July 2026.

Any person affected by the Special Rate Levy is entitled to make a written submission or objection to this proposal. Evidence of requirement to pay the Special Rate Levy must be included with submissions and objections.

Submissions and objections are to be received in writing by 5pm, Wednesday 28 January 2026 and addressed to:

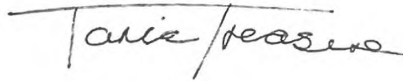
Economic Development and Tourism Office
Nillumbik Shire Council, PO Box 476, Greensborough VIC 3088
or emailed to business@nillumbik.vic.gov.au
or submitted via Council's website - Participate Nillumbik: www.nillumbik.vic.gov.au

Any person who has made a written submission and/or objection to Council may also elect to appear in person, or a person acting on their behalf, before Council's Planning and Consultation Committee Meeting on a date/time to be advised. Those who wish to appear in person should indicate this in their submission and/or objection.

A list of FAQs on the Special Rate Levy is enclosed for your reference. If you have any questions, please contact Kasey Lawrence on 9433 3111.

Yours sincerely,

Tania Treasure
Economic Development and Tourism Lead

A handwritten signature in black ink that reads "Tania Treasure". The signature is written in a cursive style with a horizontal line above the name.

Enc.
Public Notice of Intention to Declare a Special Rate – Eltham Town Activity Centre
Map of Eltham Town Activity Centre Special Rate Levy Boundary
Frequently Asked Questions

"Date"

Tenant/Business Owner

"Address"

"Address"

Dear Tenant

**Proposed Special Rate Levy – Eltham Town Activity Centre
"Address"**

Since 2016, the Eltham Chamber of Commerce and Industry (ECCI) have promoted the Eltham Town Activity Centre through funding from a Special Rate Levy (SRL).

The current SRL expires on the 30 June 2026 and ECCI has requested that Council seek to reintroduce a SRL for a further three years from 1 July 2026 to 30 June 2029, raising an annual value of \$143,000.

At its Ordinary Meeting on Tuesday 9 December 2025, Council resolved to give Public Notice of its Intention to Declare a Special Rate Levy for the Eltham Town Activity Centre.

If declared, the proceeds of the Special Rate Levy will be paid to ECCI to be used for the purpose of defraying marketing, promotion and other incidental expenses associated with the encouragement of commerce in the Eltham Town Activity Centre. This process is in accordance with the Local Government Act 1989.

The public notice published in The Age on 11 December 2025 and a map of the SRL boundary is enclosed. These details can also be found at www.nillumbik.vic.gov.au/Council/News-and-publications/Public-notice.

If the Special Rate Levy is declared, the expected contribution payable by each property will be calculated proportionately based on 70% of the property's Net Annual Value (NAV) and 30% of the property's square meter area for rateable properties within the Eltham Town Activity Centre SRL boundary.

Based on the current property evaluation of the above address, the year one Special Rate Levy for the above property, is estimated to be "Value". This value is subject to change based on future property evaluations.

If the SRL is declared the levy will be invoiced through Council's normal property rates process as of 1 July 2026.

Any person affected by the Special Rate Levy is entitled to make a written submission or objection to this proposal. Evidence of requirement to pay the Special Rate Levy must be included with submissions and objections.

Depending on the terms of your lease or other contractual arrangements where a property is being leased/rented, the property owner (or managing agent) may be able to pass the charge on to an occupier/tenant as an outgoing. The decision about who is liable for the SRL is a commercial matter between the landlord and the tenant under the terms of their lease agreement. You should refer to your lease if you are unsure of your liability to pay the SLR.

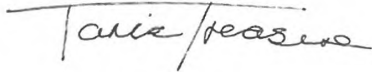
Submissions and objections are to be received in writing by 5pm, Wednesday 28 January 2026 and addressed to:

Economic Development and Tourism Office
Nillumbik Shire Council, PO Box 476, Greensborough VIC 3088
or emailed to business@nillumbik.vic.gov.au
or submitted via Council's website - Participate Nillumbik: www.nillumbik.vic.gov.au

Any person who has made a written submission and/or objection to Council may also elect to appear in person, or a person acting on their behalf, before Council's Planning and Consultation Committee Meeting on a date/time to be advised. Those who wish to appear in person should indicate this in their submission and/or objection.

A list of FAQs on the Special Rate Levy is enclosed for your reference. If you have any questions, please contact Kasey Lawrence on 9433 3111.

Yours sincerely,



Tania Treasure
Economic Development and Tourism Lead

Enc.
Public Notice of Intention to Declare a Special Rate – Eltham Town Activity Centre
Map of Eltham Town Activity Centre Special Rate Levy Boundary
Frequently Asked Questions

Proposed Special Rate Levy - Eltham Town Activity Centre Frequently Asked Questions

What is a marketing Special Rate Levy?

A marketing Special Rate Levy (SRL) is an additional amount of money raised from a defined set of commercial properties to fund marketing, promotional and business development initiatives that will foster a vibrant activity centre. The Eltham Town Activity Centre has had a marketing special rate levy since 2016.

The Special Rate has been successful in delivering a range of activities that have attracted visitation and commercial activity to Eltham Town Activity Centre. These include but not limited to:

- a. Various live music and entertainment events in Eltham Town Square such as Eltham Green Grooves
- b. Special day activities such as Mother's Day and Halloween promotions
- c. Eltham Christmas Craft Market and other Christmas activations and decorations
- d. Major events such as Melbourne Food and Wine Longest Lunch and Eltham After Dark
- e. Dedicated website including business directory, promotion of events and trader highlights
- f. Active social media presence and activity with 3,458 Instagram followers and over 9,200 Facebook followers
- g. Financial support to other Eltham events such as Eltham Jazz Food and Wine Festival; and
- h. Signage and promotion materials within Eltham town.

A Special Rate Levy is driven by the local traders association, in this case, Eltham Chamber of Commerce and Industry (ECCI), on behalf of their member businesses within the township.

ECCI has formally requested Council commence the process to raise a new Special Rate Levy, following consultation with their members.



It is proposed the new scheme will be a 3-year agreement from 1 July 2026 through to 30 June 2029 and raises \$143,000 per annum.

How does a Special Rate Levy Work?

The Local Government Act 1989 allows Councils to raise a Special Rate Levy.

Council provide 100% of the funds raised through the Special Rate Levy to the ECCI, to fund activities such as those mentioned above. Money raised through the Special Rate Levy can only be spent for the purpose of which it was raised.

The proposed Special Rate Levy will be spent on the marketing, promotion and other incidental expenses associated with the encouragement of commerce in the Eltham Town Activity Centre. Some of the special rate levy will be used to contract a Marketing Co-ordinator to assist in the delivery marketing activities, events and other promotional initiatives.

If declared, Council will require ECCI to have a high level of financial accountability which will be detailed in a management agreement between Council and ECCI. ECCI will be required to provide bi-annual reporting to Council detailing their annual action plan, the activities and initiatives delivered through the Special Rate Levy and annual audited financial statements. Under the agreement ECCI will be required to continue to operate as an incorporated entity with the appropriate level of insurance.

How is the SRL value calculated?

ECCI have requested that the Special Rate annual value of \$143,000 be proportionally calculated based on:

70% of Net Annual Value + 30% of property square meterage for each rateable property.

An estimation of each property's contribution to the first year's SLR value is shown on the enclosed letter advising of Council's Intention to Declare a Special Rate Levy.

Is the levy compulsory?

Yes. If your property is located within the defined Special Rate Levy boundary, and Council Declares the Special Rate Levy, you will be liable to pay the levy for the duration of the scheme – in this case, 3 years.

Who pays the SRL?

The owner (landlord) of a rateable property within the SRL boundary is primarily liable to pay for the SRL however depending on the tenant's lease agreement/contractual arrangement, the owner may pass the SRL onto the tenant. The SRL is invoiced to the property owner as part of the council rate collection process. Tenants should

communicate with their landlord or representing agent if they are not clear about the SRL payment.

Any outstanding SLR monies, may be charged interest at the rate set by the Minister for Local Government, or at the interest rate set under the *Penalty Interest Act 1983* where the Minister has not yet declared a penalty interest rate.

What happens next?

Copies of the Public Notice of Council's Intention to Declare a Special Rate Levy are available on Council's website or can be inspected at Council's Municipal Office for a period of at least 28 days after the publication of this notice. A copy is also enclosed with this information.

Any person who will be affected by the Proposed Special Rate Levy is entitled to make a written submission and/or objection in relation to Council's proposal. Evidence of requirement to pay the Special Rate Levy should be included with the objection.

Written submissions and/or objections are to be submitted to Council and must be received by Council 5pm on Wednesday, 28 January 2026.

Submissions and/or objections must be in writing or email and addressed to –
Economic Development and Tourism Office
Nillumbik Shire Council
PO Box 476
GREENSBOROUGH VIC 3088
Email: business@nillumbik.vic.gov.au
OR
Submitted via Council's website - Participate Nillumbik: www.nillumbik.vic.gov.au.

Any person who has made a written submission is entitled to appear in person or online or to be represented by a person specified in the submission before a Planning and Consultation Committee at a day, time and place of which they will be advised in writing.

Following the consideration of submissions/objections by the Planning and Consultation Committee, Council will be informed of the views of property owners and occupiers affected by the proposal prior to deciding whether to adopt the SRL as proposed, or to modify, defer or abandon the Special Rate Levy at its ordinary meeting of Council to be held on 26 May 2026.



Can I have a say on how the SRL is spent and how do I stay informed of activities?

The Eltham Chamber of Commerce and Industry (ECCI) is run by a volunteer committee made up of local business owners. ECCI will develop a 3-year business plan that covers the SRL agreement period. Each year ECCI approve an Annual Marketing Plan that provides specific details of how the SRL will be expended.

By becoming an engaged member of ECCI, you can provide input into activities. There are opportunities to become a general committee member or executive committee member by nominating to participate at the Annual General Meeting.

Further information about the Eltham Chamber of Commerce and Industry (ECCI) and the activities they deliver can be found at www.elthamtown.com.au or email admin@elthamtown.com.au

If you would like to know more about the SRL, you can contact us at business@nillumbik.vic.gov.au or 9433 3111.



From: Eltham Town Marketing
Sent: Wednesday, 21 January 2026 10:16 AM
To: Business <Business@nillumbik.vic.gov.au>
Subject: Formal Submission: Special Rate Marketing Levy Renewal (2026–2029) – Eltham Chamber of Commerce & Industry

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Economic Development and Tourism Office Nillumbik Shire Council PO Box 476 Greensborough VIC 3088

21 January 2026

RE: Formal Submission – Special Rate Marketing Levy Renewal (2026–2029)

To the Councillors and Officers of Nillumbik Shire Council,

On behalf of the Eltham Chamber of Commerce & Industry (ECCI), I am pleased to submit our formal proposal for the renewal and modernisation of the Eltham Special Rate Marketing Levy for the 2026–2029 triennium.

As we enter this new strategic period, ECCI is transitioning from a phase of precinct stability to a vision of market dominance. Our enclosed **Strategic Roadmap Synopsis** outlines how we intend to utilise the Levy to "future-proof" Eltham, ensuring our Activity Centre remains the premier destination for commerce, culture, and community in the region.

Over the past 12 months, the ECCI Committee has undergone significant revitalisation. We have diversified our leadership, increased transparency, and actively responded to trader feedback. Key milestones of our recent progress include:

- **Financial Equity:** Developing a new funding model that reduces the financial contribution for the majority of our members while maintaining the necessary resources for precinct-wide success.
- **Digital Innovation:** The imminent launch of a best-in-class website and business directory to connect our traders directly with the modern consumer.
- **Strategic Advocacy:** Acting as the primary conduit between business owners and Council on critical issues ranging from parking infrastructure to precinct cleanliness.

The enclosed **Special Rate Marketing Levy Synopsis** provides a high-level overview of our four strategic pillars: **Leadership & Advocacy**, **Digital Transformation**, **Experience & Activation**, and **Commercial Growth**.

We believe this proposal represents a fair, transparent, and ambitious plan that serves the best interests of tenants, Nillumbik's residents, visitors, and business owners. Consistent, guaranteed funding via the Special Rate Levy is essential for ECCI to deliver these outcomes and maintain Eltham's competitive edge against larger commercial hubs.

We thank the Council for their ongoing support and look forward to presenting this roadmap in person.

Yours sincerely,

Eltham Chamber of Commerce & Industry



Eltham Chamber of Commerce (ECCI)
Strategic Overview
Special Rate Marketing Renewal 2026-2029
Let's Continue the Special Marketing Rate

Executive Summary

This correspondence outlines the strategic continuation of the ECCI Special Marketing Rate Renewal. The Eltham Chamber of Commerce and Industry (ECCI) has remained dedicated to championing the local business community through strategic promotion and targeted engagement for over twenty years. The renewal of this Special Marketing Rate is a vital prerequisite for the ongoing growth and sustained prosperity of Eltham Town.

Key Components:

- **Three-Year Term:** A proposed renewal period spanning 1 July 2026 through 30 June 2029.
- **Fee Stability:** The renewal is structured with a zero-increase mandate to maintain current fee levels.
- **Council Relations:** ECCI continues to foster a productive and collaborative partnership with Nillumbik Shire Council to ensure streamlined delivery.
- **Unified Vision:** We remain committed to our refined marketing direction, utilising a holistic strategy designed to drive growth across the entire business community.

This initiative is built on a tripartite partnership between local property owners, traders, and the Nillumbik Shire Council. A successful renewal ensures the Chamber can continue delivering high-impact activities that provide tangible benefits to our members. Conversely, a failure to renew would result in a critical reduction in business advocacy, digital visibility, and the local events that define our precinct.

Evidence of Success: 5-Year Impact Summary (2021–2026)

Over the past five years, ECCI has acted as the vital backbone for the Eltham business community. From navigating the complexities of a global pandemic to launching sold-out flagship events, the Special Marketing Rate has been transformed into measurable precinct growth and a unified "Shop Local" culture.

1. Precinct Marketing & Infrastructure Advocacy

Focus: Enhancing the physical environment and ensuring a seat at the table with government.

- **Grant Success & Financial Leverage:** Successfully secured over \$90K+ in State and Local Government grants to boost precinct initiatives.
-

- Major Infrastructure Advocacy: Actively liaised with Federal and Local government on the "Congestion Busting" project, ensuring trader voices are heard during the upcoming Main Road, Arthur St, and Pryor St upgrades.
- Safety & Upkeep: Established direct lines of communication with Council and Police regarding town centre maintenance, youth issues, and the activation of Commercial Place.
- Visual Identity: Managed the installation of high-impact Main Road and Town Square flags, updated Directory Boards, and distributed precinct maps and "Meet Your Trader" posters with integrated QR technology to drive web traffic.
- Professional Development: Delivered specialised workshops focusing on financial planning, business strategy, and social media to upskill local business owners.

2. Digital & Social Media Strategy

Focus: Dominating the online local search space and building a loyal digital database.

- Search & Authority: The elthamtown.com.au portal has become the digital heart of the precinct, recording 20,000 sessions since April 2025. Strong direct search intent proves the brand is the first point of call for the community.
- Event-Driven Traffic: Data shows significant website peaks coinciding with ECCI events, highlighting the site's critical role in converting community interest into local foot traffic.
- High-Conversion Advertising: Executed targeted Facebook Ad campaigns that significantly increased online traffic and consumer intent for Eltham businesses.
- Content & Database: Provided professional photography for individual businesses and ECCI and built a robust email database for high-reach, low-cost targeted promotional campaigns.
- Fintech & Database Growth: Implemented the Electronic Gift Card program to keep capital local and built a robust email database for high-reach, low-cost targeted promotional campaigns.

3. Flagship Events & Community Activation

Focus: Creating "Destination Eltham" through high-yield, high-footfall events.

- Eltham's Longest Lunch (Melbourne Food & Wine Festival): A premier, Sold-Out (70/70) event in 2025 that fostered deep collaboration between multiple hospitality traders (Missing Gorilla, Old Evropa, Pierross, Eltham Deli, etc.).
- Eltham Jazz Festival: Provided pivotal sponsorship and logistical support (insurance, road closures, signage, venue music), ensuring this flagship event remains a cornerstone of the Eltham calendar.
- Eltham Artisan Market: A community-wide success with Sold-Out stallholder applications, demonstrating massive demand for local creative industries.
- Night-Time Economy: Successfully launched "Eltham After Dark," attracting over 800 attendees across 20 separate business-led events during the winter months.
- Cultural & Community Engagement: Hosted a diverse range of activations including Eltham Sings, Winter Sounds, Foodie Tours, Eltham on the Green, and the Diwali festival.
- Charity & Connection: Hosted a sold-out Mother's Day Lunch at Missing Gorilla, successfully reuniting the community while raising vital funds for Breast Cancer Research.
- Festive Transformation: Partnered with the Eltham Men's Shed to create locally-made Christmas street decorations, turning Eltham into a holiday destination.
- The "Shop Local" Engine: Developed consistent seasonal campaigns including "Shop Local for Mum," trader giveaways, and weekly competitions that became a staple of community engagement.

The proven success of the last five years demonstrates that the Special Rate Levy is the vital engine driving Eltham Town's commercial resilience and community vibrancy. By successfully leveraging this funding to secure major grants, deliver sold-out flagship events like the Longest Lunch, and provide essential digital support to local businesses, the ECCI has built a powerful foundation that must be protected. Our vision for the next three years is to transition from recovery to market dominance by

scaling "Destination Eltham" through high-yield events and future-proofing our businesses with advanced digital infrastructure.

Strategic Roadmap: Vision for 2026–2029

Our objective for the next triennium is to transition from precinct stability to market dominance. ECCI will focus its resources on four strategic pillars designed to maximise the return on the Special Rate Levy.

1. Leadership & Advocacy

Focus: Strategic representation and precinct excellence.

- **High-Level Advocacy:** Maintain a proactive voice on critical operational issues, including parking design, waste management, and precinct cleanliness to ensure a premium trading environment.
- **Strategic Partnerships:** Strengthen alliances with key community stakeholders and major anchors (Coles and Woolworths) to deliver a seamless, integrated activity centre for residents and visitors.
- **Unified Voice:** Act as the primary conduit between the business community and government to ensure local interests are prioritised in regional planning.
- **Economic Stewardship & Policy Influence:** Proactively engage in local economic policy-making to "future-proof" the precinct, ensuring that infrastructure developments and council bylaws foster a climate of investment, innovation, and long-term commercial sustainability.

Focus: Driving foot traffic and digital engagement.

- **Flagship & Boutique Activations:** Scale premier events such as the Eltham Longest Lunch, Eltham Jazz Festival, Eltham After Dark, and Eltham Artisan Market, while rolling out vibrant community activations (Easter, Halloween, Progressive Dinners) to maintain year-round precinct vitality.
- **Sector-Specific Campaigns:** Develop targeted marketing funnels for key industries, including Hospitality, Health & Wellness, and the Creative Arts.
- **Next-Generation AI Website:** We have successfully launched our AI-optimised digital platform, featuring a sophisticated user interface and streamlined navigation. This infrastructure now actively drives superior SEO performance, advanced analytics, and high-volume organic traffic, ensuring Eltham businesses have maximum visibility in a competitive digital market.
- **Centralised Trader Directory:** Our finalised, high-performance directory is now fully operational. Businesses have autonomous control over their digital presence, with the ability to manage professional imagery, real-time listings, and promotions. The website provides a seamless, professional interface that includes a shared marketing calendar for precinct-wide synchronisation.
- **Empowered Data & Analytics:** The platform now provides businesses with direct access to real-time performance data, enabling them to track engagement and consumer traction with precision. Building on the strong baseline data captured during our pilot phase, this system is now converting identified opportunities into measurable growth and commercial success for our members.

3. Professional Development & Business Excellence

Focus: Upskilling the business community.

- **Tailored Training Programs:** Launch a bespoke curriculum covering digital marketing, accessibility, and visual merchandising to ensure Eltham businesses remain competitive.
- **Business Improvement Packages:** Roll out comprehensive support kits for ECCI members, including one-on-one mentorship and grass-roots business coaching.

- Collaborative Networking: Facilitate a series of high-value networking events designed to encourage B2B collaboration and knowledge sharing across the precinct.

4. Place-Making & Identity

Focus: Enhancing the physical and aesthetic appeal of Eltham.

- Gateway Branding: Collaborate with Council to install distinctive, high-impact branded signage at key entry points to define the precinct boundaries.
- Cultural Landmarks: Commission local artists to create "Arrival Artworks," fostering a sense of place and highlighting Eltham's rich creative heritage.
- Enhanced Navigation: Modernise way-finding signage to improve pedestrian flow, ensuring easy navigation between sub-precincts and increased visibility for tucked-away services.
- Elevating the Festive Experience: As a priority for the upcoming term, we have submitted a strategic request for \$60,000 in dedicated funding to overhaul our Christmas infrastructure. This investment is specifically designed to meet rising community expectations by delivering a premium, precinct-wide festive experience that drives regional foot traffic and supports local retail during the critical holiday trading period.

Conclusion

The proven success of the last five years demonstrates that the Special Rate Levy is the vital engine driving Eltham Town's commercial resilience and community vibrancy. Our vision for the next three years is to scale "Destination Eltham" through high-yield events and future-proof our businesses with advanced digital infrastructure. We believe the continuation of the special rate levy is essential to ensuring Eltham remains a premier, modernised village destination.



Nillumbik Shire Council
PO Box 476 Greensborough VIC 3088

26th January 2026

To the Nillumbik Shire Councillors,

We are writing to formally support the renewal of the Special Rate Levy (SRL) for the Eltham Chamber of Commerce & Industry (ECCI) on behalf of Gemini Room, located in the Eltham Town Mall, Arthur Street.

A unified and strategically governed organisation such as ECCI is essential to the long-term economic resilience, competitiveness, and identity of the Eltham township. The SRL provides the stable, transparent funding base required to deliver precinct-wide outcomes that individual businesses cannot achieve independently. From our perspective, the levy represents a collective investment in strengthening Eltham as a premium destination, improving trading conditions, and ensuring the precinct continues to evolve in line with changing consumer expectations.

We strongly support ECCI's Strategic Roadmap for 2026–2029, which articulates a clear objective: to transition Eltham from precinct stability to market dominance. The roadmap demonstrates a disciplined, outcomes-driven approach to maximising the return on SRL funds through four interdependent strategic pillars.

Leadership & Advocacy remains a core strength of ECCI. Through high-level advocacy on operational issues such as parking design, waste management, and precinct safety and cleanliness, ECCI plays a critical role in maintaining a high-quality trading environment. Its position as a unified voice for local businesses ensures that commercial interests are represented in Council deliberations and regional planning processes. The Chamber's focus on strengthening partnerships with key community stakeholders and major anchors, including Rotary, Lions Club, Eltham Police and CFA,

local sports clubs, Aldi, Coles and Woolworths, will further enhance precinct integration and customer experience.

Activation, Marketing & Digital Growth continues to deliver tangible benefits to traders. Flagship events such as the Eltham Longest Lunch, Eltham Jazz Festival, Eltham After Dark, Progressive Dinners and the Eltham Artisan Market—supported by smaller, high-frequency community activations—play a direct role in driving consistent foot traffic throughout the year. The recent introduction of sector-specific marketing funnels for hospitality, health and wellness, and the creative industries reflects a targeted, data-informed approach to precinct promotion.

ECCI's investment in next-generation digital infrastructure represents a significant step forward in precinct-wide engagement. The new website and centralised trader directory will improve search visibility, accessibility, and consumer navigation. Importantly, this platform establishes the technical foundation for ECCI to represent and engage all businesses across the 3095 postcode, not only those covered by the Special Rate Levy. This broader representation is critical to the long-term legitimacy and effectiveness of ECCI, but also for the SRL, and it is encouraging to see this work already well underway.

Professional Development & Business Excellence initiatives further strengthen the return on levy investment. Tailored training programs, business improvement packages, and structured networking opportunities help ensure local businesses are competitive, adaptable, and supported through changing market conditions.

Place-Making & Identity initiatives—including gateway branding, cultural landmarks, improved way-finding, and enhanced festive infrastructure—contribute directly to Eltham's sense of place and economic performance. The proposed investment in upgraded Christmas infrastructure is particularly important in meeting rising community expectations and supporting the precinct during the critical holiday trading period.

Equity, Representation, and Organisational Governance

We wish to explicitly acknowledge that a long-standing equity concern—particularly regarding the cost burden on small businesses—has been directly addressed in this SRL renewal period. The transition from a Capital Improved Value (CIV) only model to the revised funding framework of 70% Net Annual Value (NAV) and 30% square metres (sqm) represents a meaningful improvement in fairness and proportionality. This model better reflects business capacity and commercial impact, improves transparency, and strengthens confidence among levy payers, particularly smaller operators who are struggling in this difficult economic environment.

At the same time, as ECCI's remit continues to expand, it is essential that the organisation's governance, administration, and internal management structures evolve

accordingly. If ECCI is to genuinely represent all businesses within the 3095 postcode, it must be supported by robust administrative leadership and clear role delineation.

While marketing and activation remain critical delivery functions, they should not be the primary drivers of ECCI's strategic direction, nor should a marketing role serve as the sole public or operational "face" of the organisation. Best practice—now adopted across many contemporary Council-supported business precincts—demonstrates the importance of a dedicated Administrative Officer or equivalent role. This position provides organisational oversight, coordinates strategy, ensures compliance and accountability, and directs operational priorities, including the tasks delivered by marketing and communications staff. Indeed, it is how ECCI was originally managed.

A return to this model would strengthen ECCI's internal governance, improve continuity, and ensure that marketing activity is clearly aligned with strategic objectives rather than driving them. In our view, this evolution is a necessary and positive step in supporting the scale, complexity, and representational responsibility that now accompanies the SRL.

In conclusion, the proven success of the past five years demonstrates that the Special Rate Levy is a critical engine driving Eltham's commercial resilience and community vibrancy. The 2026–2029 Strategic Roadmap provides a credible and ambitious framework to scale "Destination Eltham", future-proof local businesses through advanced digital infrastructure, address historical equity concerns, and unify the business community under a single, effective representative body.

For these reasons, we strongly encourage Council to approve the renewal of the ECCI Special Rate Levy.

Sincerely,

The Gemini Room



Nillumbik Shire Council
PO Box 476
Greensborough
VIC 3088

26th January 2026

Dear Nillumbik Shire Councillors,

I write to formally support the renewal of the Special Rate Levy (SRL) for the Eltham Chamber of Commerce & Industry (ECCI) on behalf of Our Oasis.

A unified and well-resourced business body such as ECCI is fundamental to the ongoing economic strength and competitiveness of the Eltham township. The SRL provides a transparent and stable funding mechanism that enables coordinated advocacy, precinct activation, and strategic investment that individual businesses cannot deliver independently. From our perspective, the levy represents a sound collective investment in Eltham's long-term commercial performance and identity.

We endorse ECCI's Strategic Roadmap for 2026–2029, which sets a clear objective to transition Eltham from precinct stability to market leadership. The roadmap articulates a focused, outcomes-driven approach across four strategic pillars, including leadership and advocacy, precinct activation and digital growth, business capability development, and place-making. Together, these initiatives are designed to drive sustained foot traffic, improve trading conditions, and future-proof local businesses in an increasingly difficult economic environment.

Of particular value is ECCI's continued investment in digital infrastructure. The new AI-optimised website and centralised trader directory provide a scalable platform that enhances visibility, engagement, and data-informed decision-making for Eltham businesses. Importantly, this infrastructure establishes a practical pathway for ECCI to engage and represent all businesses across the 3095 postcode, strengthening the legitimacy of the entire 3095 business community, while supporting the local community.

We also wish to acknowledge that a long-standing equity concern—particularly for small businesses—has been substantively addressed in this SRL period. The shift from a Capital Improved Value (CIV)-only model to a revised funding framework based on 70% Net Annual Value (NAV) and 30% square metres (sqm) delivers a fairer and more proportionate distribution of costs. This approach better reflects the diversity of business types and capacities within the precinct, improves transparency, and reinforces confidence among levy contributors.

The demonstrated outcomes of the past five years confirm that the SRL is a critical driver of Eltham's commercial resilience and community vibrancy. The proposed continuation of the levy, under the revised model and guided by the 2026–2029 Strategic Roadmap, will enable ECCI to build on this momentum and further position Eltham as a modern, high-performing village destination, supporting local community interaction as well as driving potential tourism to the region as the new 'Western Gateway' to the Yarra Valley.

For all of the above, we strongly encourage Council to approve the renewal of the ECCI Special Rate Levy.

Thank you,

Our Oasis
Shop 3, Eltham Town Mall,
10-18 Arthur Street,
Eltham VIC 3096
www.ouroasis.com.au



Letter of Support for ECCI Special Rate Levy

To: Economic Development and Tourism Office, Nillumbik Shire Council **Date:** 21/01/2026
Subject: Formal Support for the Eltham Chamber of Commerce & Industry (ECCI) Levy Renewal

To the Councillors and Officers of Nillumbik Shire Council,

I am writing on behalf of **Bendigo Bank Community Bank**, located at **3/958 Main Road Eltham** to formally register our support for the renewal of the Special Rate Levy for the Eltham Chamber of Commerce & Industry (ECCI).

As a business operating within the Eltham precinct, we recognize that a thriving "main street" doesn't happen by accident—it requires dedicated coordination, advocacy, and a unified vision. We view the Special Rate Levy not as a simple fee, but as a strategic investment in the commercial viability of our town.

We support this renewal for the following reasons:

- **Unified Advocacy:** ECCI provides a single, powerful voice to Council on critical issues like parking, precinct cleanliness, and local planning—representing us in ways an individual small business cannot.
- **Economic Resilience:** In a challenging economic landscape, ECCI's role in fostering "shop local" sentiment and connecting traders is vital for our long-term sustainability.
- **Modernisation & Growth:** We are encouraged by the Chamber's current direction, specifically the development of a high-end digital directory and the proposed levy model that prioritizes fairness for smaller operators.
- **Precinct Identity:** ECCI's work in creating a vibrant, integrated activity centre makes Eltham a destination of choice, driving foot traffic that benefits every trader on the strip.

While the Chamber continues to evolve and improve its service delivery, it is clear that consistent, guaranteed funding is the only way to maintain this momentum. Without the Levy, Eltham would lose the professional representation required to compete with larger, corporatized shopping centres.

We believe the continuation of the Levy is essential for a prosperous Eltham. We urge Council to support the ECCI proposal and ensure our business community remains strong, connected, and competitive.

Yours sincerely,

Bendigo Community Bank Eltham

Community Bank · Eltham and District
958 Main Road, Eltham VIC 3095
p 03 94390188 e eltham@bendigoadelaide.com.au

bendigobank.com.au

From: Bar Conexao
Sent: Friday, 23 January 2026 1:30 PM
To: Business <Business@nillumbik.vic.gov.au>
Subject: SUPPORT: Eltham Chamber of Commerce & Industry (ECCI) Levy Renewal

You don't often get email from [Learn why this is important](#)
To the Councillors and Officers of Nillumbik Shire Council,

I am writing to formally support the renewal of the Special Rate Levy for ECCI on behalf of Bar Conexao

We believe having a unified body like ECCI is essential for Eltham's economic health. For us, the levy is a worthwhile investment that ensures our precinct remains a competitive destination. We specifically value ECCI's advocacy on local issues and their work in driving foot traffic through new digital initiatives.

We fully endorse the ECCI Strategic Roadmap for 2026–2029 and urge Council to approve the levy renewal.

Sincerely,

1

Bar Conexao

4/10-18 Arthur Street, Eltham 3095

From:**Sent:** Friday, 23 January 2026 1:29 PM**To:** Business <Business@nillumbik.vic.gov.au>**Subject:** SUPPORT: Eltham Chamber of Commerce & Industry (ECCI) Levy Renewal

To the Councillors and Officers of Nillumbik Shire Council,

I am writing to formally support the renewal of the Special Rate Levy for ECCI on behalf of Still&All

We believe having a unified body like ECCI is essential for Eltham's economic health. For us, the levy is a worthwhile investment that ensures our precinct remains a competitive destination. We specifically value ECCI's advocacy on local issues and their work in driving foot traffic through new digital initiatives.

We fully endorse the ECCI Strategic Roadmap for 2026–2029 and urge Council to approve the levy renewal.

Sincerely,

↓
Shop 4, 10 Arthur St. Eltham

From: Little Drop of Poison ·
Sent: Friday, 23 January 2026 1:30 PM
To: Business <Business@nillumbik.vic.gov.au>
Subject: SUPPORT: Eltham Chamber of Commerce & Industry (ECCI) Levy Renewal

To the Councillors and Officers of Nillumbik Shire Council,

I am writing to formally support the renewal of the Special Rate Levy for ECCI on behalf of Little Drop of Poison.

We believe having a unified body like ECCI is essential for Eltham's economic health. For us, the levy is a worthwhile investment that ensures our precinct remains a competitive destination. We specifically value ECCI's advocacy on local issues and their work in driving foot traffic through new digital initiatives.

We fully endorse the ECCI Strategic Roadmap for 2026–2029 and urge Council to approve the levy renewal.

Sincerely, LDoP



ABN 32 984 167 492
Offices 9-11, 23 Dudley Street, Eltham VIC 3095
(03) 9431 4630

Economic Development and Tourism Office
Nillumbik Shire Council
PO Box 476
Greensborough VIC 3088

19 January 2026

RE: Letter of Support – Special Rate Levy Renewal for Eltham Chamber of Commerce & Industry

To the Councillors and Officers of Nillumbik Shire Council,

I am writing on behalf of Donnelly & Co Consulting Engineers to express our support for the continuation of the Special Rate Levy that funds the Eltham Chamber of Commerce & Industry (ECCI).

As a locally based business and member of ECCI, we see first-hand the value of a strong, connected, and collaborative business community. In the current economic climate – marked by rising costs, uncertainty, and increasing pressure on small and medium enterprises – the role of organisations such as ECCI is more important than ever. The Chamber provides a platform for advocacy, networking, information sharing, and collective problem-solving that individual businesses simply cannot achieve on their own.

ECCI contributes significantly to fostering community cohesion and cooperation among traders, helping to create a more resilient local economy and a stronger sense of place within Eltham Town's Activity Centre. These outcomes benefit not only individual businesses, but the broader community and the municipality as a whole.

As the volunteer treasurer of ECCI, I acknowledge that not all traders immediately see the value of the Special Rate Levy. During my participation in committee over the last 12 months, the committee has taken steps to actively seek and respond to trader feedback and review its operations. In this time, we have grown the committee to represent more diverse members, and we are currently undertaking major change to implement a best-in-class website directory that will better showcase Eltham's businesses to our local community and beyond. We have also worked extensively to develop the new Special Rate Levy model proposed that will reduce the contributions from the majority of members, while also maintaining consistent funding for ECCI's activities. There is still much work to do and there are still further opportunities to improve the value we deliver for our members, but this cannot be achieved without consistent funding. Like any collective organisation, ECCI's strength and effectiveness are directly linked to the engagement and contribution of its members. I would encourage any member to consider investing some time as a more active participant in ECCI. Greater participation leads to better outcomes for everyone.

From Donnelly & Co's perspective, the levy represents a cost of doing business in Eltham that is an investment in collaboration, advocacy, and the long-term economic health of Eltham's business community. We believe its continuation and proposed expansion is in the best interests of traders, residents, visitors and Council alike.

Thank you for the opportunity to provide this submission. Please do not hesitate to contact us should you require any further information.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'BComm(ProfComm)', is written over a horizontal line.

BComm(ProfComm)

SPECIAL RATE LEVY: Eltham town Activity Centre.

Support for the Special Rate Levy

Leisure Footwear Pty Ltd fully supports the proposed three-year special rate of \$143,000 per annum. Over many years, the levy has enabled Eltham Town businesses to be supported and promoted by the Eltham Chamber of Commerce and Industry (ECCI).

Challenges Facing the Business Community

Some members of our business community are finding it very difficult to make a living and are struggling to trade, with some just managing to survive. It is important that Nillumbik Council also takes an active role in supporting our Eltham small businesses.

Benefits of the Levy

The special rate has contributed significantly to the vibrancy and success of the Eltham Town Activity Centre. By helping local businesses attract more customers and improving community engagement, this investment ensures continued growth and maintains a strong sense of local identity for both traders and residents.

Need for Accountability and Change

In recent times, market conditions and the business environment have changed dramatically. The ECCI must also adapt and review its operations. It is crucial that the ECCI is accountable to its members and seizes this opportunity to analyse its activities, including planning, budgeting, and reporting. Maximising the value of the special rate and delivering the best promotional outcomes for our business communities is imperative.

Kind regards,

—

Leisure Footwear Pty Ltd

18/12/2025

From: eltham@sportfirst.com.au ·

Sent: Tuesday, 3 February 2026 11:11 PM

To: Business <Business@nillumbik.vic.gov.au>

Subject: SUPPORT: Eltham Chamber of Commerce & Industry (ECCI) Levy Renewal

You don't often get email from eltham@sportfirst.com.au. [Learn why this is important](#)

To the Councillors and Officers of Nillumbik Shire Council,
I am writing to formally support the renewal of the Special Rate Levy for ECCI on behalf of **SPORTFIRST Eltham**.

We believe having a unified body like ECCI is important for Eltham's economic health. For us, the levy is a worthwhile investment that ensures our precinct remains a competitive destination. We specifically value ECCI's advocacy on local issues and their work in driving foot traffic through new digital initiatives.

We endorse the ECCI Strategic Roadmap for 2026–2029 and urge Council to approve the levy renewal.

Regards,

SPORTFIRST Eltham
1/20 Arthur St
Eltham VIC 3095

eltham@sportfirst.com.au



-----Original Message-----

Sent: Thursday, 15 January 2026 9:02 PM
To: Business <Business@shillumbik.vic.gov.au>

Subject: Objection to SLR

To whom it may concern,

We notify of the OBJECTION towards to the special rate levy for 1/70 commercial place Eltham.

signed off,

Owners - Missing Gorilla [redacted] 1/70 commercial place Eltham.

[Redacted signature line]

[Redacted signature line]

[Redacted signature line]

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Summary of submissions received and Officer comments

Submitter #	Support/Object	Comments	Officer Comments
Submitter 1	Support	<p>Provided a Special Rate Marketing Levy Synopsis that outlines a 3 year action plan delivered through the SRL. The Action Plan describes key pillars including:</p> <ul style="list-style-type: none"> * Leadership and Advocacy with two focuses of strategic representation and precinct excellence, and driving foot traffic through events and activations, as well as digital engagement * Business Development and Business Excellence to support businesses skills, knowledge and connection * Place-Making and Identity by enhancing the physical and aesthetic appeal of Eltham Town. 	The SRL will provide the ECCI with a pool of funds to implement the Action Plan to support businesses, attract visitation and encourage commerce within Eltham Town.
Submitter 2	Support	Support ECCI's action plan and agree the SRL is important to the commercial resilience of the Eltham Town Activity Centre. Note there are 2 submissions for this property.	As per comment above
Submitter 3	Support	Support ECCI's action plan and agree the SRL is important to the commercial resilience of the Eltham Town Activity Centre. Note there are 2 submissions for this property.	As per comment above
Submitter 4	Support	Support the SRL as a strategic investment in the commercial viability of Eltham Town.	The SRL provides an opportunity for businesses to work together through ECCI to deliver activities to support the commercial viability of Eltham Town.
Submitter 5	Support	Support ECCI's action plan and believes the SRL to be important in maintaining Eltham Town's economic activity. Note there are 2 submissions for this property.	As per comment above
Submitter 6	Support	Support ECCI's action plan and believes the SRL to be important in maintaining Eltham Town's economic activity. Note there are 2 submissions for this property.	As per comment above
Submitter 7	Support	Support ECCI's action plan and believes the SRL to be important in maintaining Eltham Town's economic activity.	As per comment above

CM.043/26 Special Rate Levy for the Eltham Town Activity Centre (2026 to 2029) - Declaration
 Attachment 5. Summary of Submissions received

Submitter #	Support/Object	Comments	Officer Comments
Submitter 8	Support	Believes the SRL is an important investment in the long-term economic health of Eltham Town.	As per comment above
Submitter 9	Support	Believes the SRL delivers vibrancy and more customers to the Eltham Town Activity Centre.	The SRL will provide the ECCI with a pool of funds to implement the Action Plan to support businesses, attract visitation and encourage commerce within Eltham Town.
Submitter 10	Support	Support ECCI's action plan and believes the SRL to be important in maintaining Eltham Town's economic activity. Note this submission was received after the end of the Public Notice Period.	As per comment above
Submitter 11	Object	No reason for objection stated.	Officer unable to provide comment due to no reason provided.

Planning and Consultation Committee Meeting

held at the Council Chamber, 32 Civic Drive, Greensborough
on Tuesday 10 March 2026 commencing at 7:00 PM.

Minutes

Carl Cowie
Chief Executive Officer

Friday 13 March 2026

Distribution: Public

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



Planning and Consultation Committee Meeting Minutes

10 March 2026

Nillumbik Shire Council

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Planning and Consultation Committee Meeting Minutes

10 March 2026

Nillumbik Shire Council

**Minutes of the Planning and Consultation Committee Meeting held
Tuesday 10 March 2026. The meeting commenced at 7:00 PM.**

Councillors present:

Cr Naomi Joiner	Bunjil Ward (Mayor)
Cr Kate McKay	Swipers Gully Ward (Deputy Mayor) (Chairperson Consultation Matters)
Cr Grant Brooker	Blue Lake Ward
Cr Kelly Joy	Edendale Ward
Cr Peter Perkins	Ellis Ward (Chairperson Planning Matters)
Cr Kim Cope	Sugarloaf Ward
Cr John Dumaresq	Wingrove Ward

Officers in attendance:

Carl Cowie	Chief Executive Officer
Blaga 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
Steve Blight	Manager Capital and Infrastructure
Tania Treasure	Economic Development and Tourism Lead

1. Welcome by the Chair

2. Acknowledgement of Country

Acknowledgement of Country was read by the Chairperson Consultation Matters
Cr Kate McKay.

3. Apologies/Leave of Absence

Nil

4. Declarations of conflict of interest

Nil

Planning and Consultation Committee Meeting Minutes

10 March 2026

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Planning and Consultation Committee Minutes

10 March 2026

5. Confirmation of Minutes

COM.001/26 Confirmation of Minutes Planning and Consultation Committee Meeting held Tuesday 11 November 2025

Confirmation of the Minutes of the Planning and Consultation Committee Meeting held on Tuesday 11 November 2025.

Committee Resolution

MOVED: Cr Naomi Joiner

SECONDED: Cr Kim Cope

That the Committee (acting under delegation from Council) confirms the Minutes of the Planning and Consultation Committee Meeting held on Tuesday 11 November 2025 (**Attachment 1**).

CARRIED UNANIMOUSLY

Planning and Consultation Committee Minutes

10 March 2026

5. Confirmation of Minutes

**COM.001/26 Confirmation of Minutes Planning and Consultation Committee
Meeting held Tuesday 11 November 2025**

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Planning and Consultation Committee Minutes

10 March 2026

6. Officers' reports

PCC.001/26 Eltham Town Activity Centre Special Rate Levy 2026-2029 -
Consideration of Submissions

Item: Consultation Matter

Distribution: Public

Manager: Frank Vassilacos, Director Planning, Environment and Strategy

Author: Tania Treasure, Economic Development & Tourism Lead

Previous Items: CM.151/25 - Eltham Town Activity Centre Special Rate Levy
(2026 - 2029) - Council Meeting - 09 Dec 2025 7:00 PM

Summary

This report presents and considers submissions (**Attachment 1 and 2**) from Council's notice for its Intention to Declare a Special Rate Levy (SRL) for the Eltham Town Activity Centre (2026-2029).

Following the receipt of a written request from the Eltham Chamber of Commerce and Industry (ECCI) to renew the SRL, Council at the Council Meeting on the 9 December 2025, commenced the statutory process and gave notice of its Intention to Declare a Special Rate Levy on the Eltham Town Activity Centre for the period of 1 July 2026 to 30 June 2029.

The proposed SRL will raise an annual value of \$143,000 for the term of the special rate, which will be provided to ECCI for the purpose of defraying marketing, promotion and other incidental expenses associated with the encouragement of commerce in the Eltham Town Activity Centre.

In response to Council's notification 11 submissions were received – 10 in support and 1 objection. A summary of the submissions is provided in **Attachment 3**. The 10 supportive submissions all reinforced the benefits the SRL investment will provide to the Eltham town centre. The single objection did not provide any commentary.

Following this Committee meeting, Council will decide to declare, modify or abandon the proposed Eltham Town Activity Centre Special Rate Levy at its Council meeting on the 26 May 2026.

Committee Resolution

MOVED: Cr John Dumaresq

SECONDED: Cr Naomi Joiner

That the Committee (acting under delegation from Council)

1. Notes and considers the feedback provided by submitters in response to Council's public notice of its Intention to Declare a Special Rate Levy on the Eltham Town Activity Centre.
2. Thanks the submitters for their comments of Council's public notice of its Intention to Declare a Special Rate on the Eltham Town Activity Centre.
3. In accordance with section 223(c) of the *Local Government Act 1989*, Council consider the submissions received and matters raised in this Planning and Consultation Committee on the Eltham Town Activity Centre Special Rate at the Council Meeting on 26 May 2026.

Planning and Consultation Committee Minutes

10 March 2026

6. Consultation Matters

PCC.001/26 Eltham Town Activity Centre Special Rate Levy 2026-2029 -
Consideration of Submissions

4. Resolves that Attachments 2 remain confidential on the grounds specified in the definition of confidential information in section 3(1)(f) of the *Local Government Act 2020*.

CARRIED UNANIMOUSLY

Planning and Consultation Committee Minutes

10 March 2026

6. Officers' reports

PCC.002/26 Jayson Avenue Special Charge Scheme, Eltham - Consideration of Submissions

Item: Consultation Matter

Distribution: Public

Manager: Derek Rotter, Chief Operating Officer

Author: Steven Blight, Manager Capital and Infrastructure

Summary

Council resolved on 9 December 2025 (CM.155/25) to give public notice of its intention to declare a special charge scheme for the sealing and upgrade of Jayson Avenue in Eltham.

Council's notice of its intention to declare was publicly advertised in *The Age* newspaper and on Council's website on 18 December 2025. A letter and notice of the declaration were sent to all property owners with a liability under the scheme. The closing date for submissions and/or objections was specified as 5 February 2026.

The public notice and letter sent to property owners indicated that submissions would be heard at the Planning and Consultation Committee meeting on 10 March 2026 and that declaration would be made at the Council Meeting on 28 April 2026.

Council has not received any written submissions in support or in objection of the declaration.

Committee Resolution

MOVED: Cr John Dumaresq

SECONDED: Cr Kim Cope

That the Committee (acting under delegation from Council)

1. Notes that Council had not received any submissions or objections to the intention to declare a special charge scheme for Jayson Avenue in Eltham prior to the specified closing date.
2. Considers the views of any person that registers to speak at the Planning and Consultation Committee meeting on 10 March 2026.
3. Requests that a further report be presented at the Council Meeting on 28 April 2026 to consider the declaration of the Jayson Avenue Special Charge Scheme.

CARRIED UNANIMOUSLY

Tania Treasure, Economic Development and Tourism Lead left the meeting at the commencement of this item at 7:05pm.

Planning and Consultation Committee Minutes

10 March 2026

6. Consultation Matters

**PCC.002/26 Jayson Avenue Special Charge Scheme, Eltham - Consideration of
Submissions**

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Planning and Consultation Committee Meeting Minutes

10 March 2026

7. Supplementary and urgent business

Nil

8. Confidential reports

Nil

9. Close of Meeting

The meeting closed at 7:06pm.

Confirmed:

_____ Cr Chairperson Planning Matters

Cr Chairperson Consultation Matters

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Economic Development Department
Nillumbik Shire Council
Civic Circuit
Greensborough
VIC 3088

17th September 2025

RE: Eltham Special Rate Levy Renewal

Dear Kasey & Tania,

The Eltham Chamber of Commerce & Industry (ECCI) formally requests that Nillumbik Shire Council initiate the statutory process for the renewal of the Eltham Special Rates Scheme at the earliest opportunity.

Following extensive consultation, we confirm that a clear majority - over 76% of all engaged respondents (38 traders) - support ECCI's the Renewal of the Special Rates Scheme.

A formal vote was held by the ECCI Committee, a quorum was met for the of the following resolution on the 1st of August. We recommend proceeding to maintain the current zone of the Scheme, with an updated distribution calculation method outlined below, ensuring the continuation of strategic marketing and business development for 'Eltham Town':

- **Maintain the existing Scheme zone** covering all commercially rated properties currently participating in the Special Rate area, as shown in Appendix C;
- **Confirm a quorum and Committee support** for renewing the Scheme on a **three-year term** from 1 July 2026 to 30 June 2029;
- **Retain the current funding amount with an updated Calculation Model** of \$143,000 excluding GST, apportioned based on the following calculation - with no adjustments to the total, nor any CPI increases throughout the three-year period:
 - \$143,000 will be distributed across all rateable properties within the designated area, calculated using a Hybrid Model of 70% NAV + 30% SQM.
Ie. 70% based on each rateable property's Net Annual Value (NAV) and 30% based on the property's square metre (SQM) title area, expressed as a proportion of the total NAV and SQM within the rateable zone.

We look forward to working collaboratively with Council to progress the renewal of the Eltham Special Rate and to continue delivering meaningful outcomes for the Eltham business community.

Over the next three years, ECCI is confident in its capacity to deliver an expanding calendar of successful events and initiatives, including:

- **Eltham Winter Festival** – A celebration of local traders, artists, food vendors and venues, activating Eltham Town Square and Commercial Place and incorporating the Nillumbik Public Art Collection, an ECCI Initiative delivered in Partnership with Nillumbik Council, Nillumbik Artists Open Studios, and Sound & Light Solutions.

1

Eltham Chamber of Commerce & Industry Inc.
admin@elthamtown.com.au www.elthamtown.com.au PO Box 3023 Eltham VIC 3095



- **Seasonal and thematic activations** – Free or discounted events for Mother’s Day, Father’s Day, Halloween, Easter, and other cultural and community occasions.
- **Christmas initiatives** – Including the Eltham Christmas Market, festive decorations, Santa visits, and a progressive Christmas dinner event.
- **Major events** – Such as the *Melbourne Food & Wine Longest Lunch* and *Eltham After Dark: Art Illuminated*, with potential for further development with some big plans for Christmas.
- **Digital presence** – A dedicated website (currently undergoing redevelopment) designed to feature a comprehensive trader directory, promote local events, spotlight 3095 businesses, enhance community engagement, and provide valuable business development support to all traders and members.
- **Active social media engagement** – With over 3,450 Instagram followers and more than 9,200 Facebook followers, supported by collaborations with key regional and tourism accounts including @visitnillumbik, @nillumbikopenartistsstudios, @visitvictoria, and @montsalvatartscentre, among others.
- **Place-making initiatives** – Including the recent Commercial Place upgrade, led by ECCI and delivered in partnership with Nillumbik Council.
- **Fostering social cohesion and inclusion** creating engagement activations for all ages, identities, and cultures - through events such as *Morning Melodies* and the *Eltham Progressive Dinner* - which not only support our local traders but also strengthen community connection and belonging.
- **Support of broader community events** – Such as sponsorship of the Eltham Jazz Festival, pending annual Committee approval.
- **Town promotion and visibility** – Including street signage, flag banners, event posters, and updated town maps.
- **Business networking and development** – Events and support sessions tailored to traders and members.
- **Community partnerships** – Strengthening relationships with local groups to deliver a cohesive public-facing program, reduce duplication, and maximise impact.

The detailed outline and delivery plan for these initiatives will be developed and endorsed annually by the elected ECCI Committee, ensuring each year’s program responds to evolving priorities and community needs. All activities will align with the forthcoming Business Plan, scheduled for completion by 30 October 2025.

We thank the Nillumbik Economic Development team for their collaboration and support. We look forward to strengthening this partnership to deliver great outcomes for traders and the wider Eltham community.
Sincerely,

Nina Buckley
Secretary (Public Officer)





Appendix A. Eltham Town Special Rate Levy Map 2025-2026:




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Eltham Special Rate Properties

Legend

 Eltham Special Rated Properties

1:3000 @ A4
IT Request No: 1366
Printed on: 6/11/2020



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CM.044/26 Milthorpe Road, Diamond Creek - Special Charge Scheme
Attachment 1. Milthorpe Road, Diamond Creek - Scheme Area



Milthorpe Road Scheme Area

Disclaimer: This content is provided "as is" without warranty of any kind.

1 : 10,000 at A4
29-Apr-2026
[View map online](#)

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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, LGBTIQ+, 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 ~

Nillumbik Shire Council Arts and Cultural Advisory Committee Terms of Reference 2026-2027

Name

Arts and Cultural 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

- Contribute to a forum for sharing and considering information within the local community, and assist Council in communicating, consulting, and engaging more effectively with the broader Nillumbik community.
- Provide feedback and advice to Council on feedback and advice to Council regarding key issues relating to Arts and Culture.



- Consider and provide advice to Council on its policies, plans and services that impact Arts and Culture.
- Consider and provide advice on key Government initiatives, programs and reviews
- Represent the views and needs of Arts and Culture within Nillumbik.
- Assist Council to communicate, consult and engage more effectively with the broader Nillumbik community.
- Strengthen partnerships with residents, community groups and services in Nillumbik.
- Contribute to a cycle of continually assessing and improving Nillumbik's 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.

Membership

The Advisory Committee membership will consist of up to 16 members and will include representation from:

- Up to two representative of the Nillumbik Shire Council (Councillors);
- Up to fourteen members who work, live, play, or study in Nillumbik, as well as individuals representing local groups and independent organisations.

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

Council Directorate

The Advisory Committee falls within Council's Communities Directorate and will be managed by Council's Community Partnership Department.

Meeting Frequency

The Advisory Committee will be held on Quarterly basis

Endorsed by Council

These Terms of Reference were endorsed by Council on 26 of May 2026

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 20 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 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 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 – 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.

Relevant selection criteria

Considering the Advisory Committees aims and objectives, applications will be considered based on 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 one-year term.
- Ability to represent a diversity of views and interests of the community.
- Good understanding of the arts and cultural aspects of the Nillumbik community
- Current or past experience in Arts and Cultural sector
- Contribution to the Arts and Cultural scene of Nillumbik
- Demonstrated commitment to encouraging diverse representation in practice and cultural background, including inclusion and support of First Peoples and LGBTIQ+ communities.

Community groups, local organisations or government departments 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 one-year term.
- The resources and expertise that the organisation can offer the Committee.

Terms of Appointment

- Appointments will be for a one-year term.
- Council will appoint a Councillor to chair the meetings.
- Members completing a one-year term may re-apply for a further two-year term.
Advisory Committee membership may be limited to three consecutive two-year terms when the application numbers exceed the vacant positions.
A person who has completed three consecutive two-year terms on the Advisory Committee may re-apply for a further term, and the application would be assessed if vacancies remained after other applications have been assessed and scored.
- The operations of the Committee will be reviewed annually by Council.
- Members may resign in writing from an advisory committee at any time. At which time, Council may in the first six months of the committee approach one of the unsuccessful applicants or undertake a new expression of interest.
After the first six months of the committee, a new expression of interest process would be undertaken. No expression of interest would be undertaken in the last six months of the committee term.
- Community groups, local organisations or government departments once appointed should advise the Chairperson and relevant Director in writing of their representative and alternate where appropriate. Should the nominated person be unable to continue, the Chairperson and relevant Director should be advised in writing of the new arrangements.

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 two 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 one (1) year.
- 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.

Advisory Committee recommendations

- Recommendations made by the Committee will be referred to relevant Council staff for consideration/investigation and response back to the Committee in accordance with the Advisory Committee Policy and Procedures.

Evaluation and Review

The Advisory Committee Terms of Reference and membership will be reviewed and evaluated during the mid-term review 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:

- Council's Advisory Committee Induction video.
- Introduction to the Council Plan and other relevant Council policies, strategies and plans.
- 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.
- An overview of key issues relating to the aims and objectives of the Advisory Committee.
- Establishing clear objectives and priorities for the one-year term of the Committee.
- Reviewing Advisory Committee Policy and Procedures 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 Policy

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 and Procedures or Terms of Reference will be dealt with under the Advisory Committee Policy and Procedures.

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Nilumbik Shire Council

Environment and Sustainability Advisory Committee

Terms of Reference

Name

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

Introduction:

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

Policy Statement:

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

Aims:

The aim of ESAC is to enable community members with expertise and experience relating to environment and sustainability to provide knowledge and advice to Council on strategic matters.

Objectives:

- Provide feedback and advice to Council on strategic environment and sustainability matters including:
 - Biodiversity and land management
 - Climate action – (climate resilience, net-zero emissions, sustainable transport, waste management and circular economy, and integrated water management)
- Consider and provide advice to Council on the development and review of its policies, plans and services that impact environment and sustainability.
- Provide considered recommendations that support the delivery of Council's Biodiversity Strategy, Urban Tree Canopy Strategy and Climate Action Plan.
- Consider and provide advice on key Government initiatives, programs and reviews.



- Represent the views and needs of environment and sustainability stakeholder groups within Nillumbik.
- Assist Council to communicate, consult and engage more effectively with the broader Nillumbik community.
- Strengthen partnerships with residents, community groups and services in Nillumbik.

Membership

The Advisory Committee membership will consist of up to 14 members, selected to represent the broad range of environment and sustainability matters listed on page one, and will include up to:

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

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

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

Council Directorate

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

Meeting Frequency

The Advisory Committee will be held five times a year, on the third Wednesday of the month in February, April, July, September and November.

Endorsed by Council

These Terms of Reference were endorsed by Council in February 2026

Next Review Due

February 2028

Informal Meetings of Councillors and Conflicts of Interest

The Advisory Committee is considered an Informal Meeting of Councillors as defined in Clause 19 of Council's Governance Rule - Meeting Procedure.

An Informal Meeting of Councillors Record must be completed and sent to Council's Governance team as soon as possible at the completion of the meeting for inclusion in the Agenda for the next Council Meeting.

The Informal Meeting of Councillors Record must outline:

- the names of all Councillors and members of Council staff attending;
- the matters considered;
- any conflict of interest disclosures made by a Councillor, Committee member or Council staff member; and
- whether an individual who has disclosed a conflict of interest leaves the meeting.

The Minutes of the meeting, including the matters discussed at the meeting must be tabled at the next convenient Council Meeting and recorded in the minutes of that Council Meeting.

Conflicts of Interest as defined by sections 126-131 of the *Local Government Act 2020*

Councillors, Committee members and Council staff are expected to understand the concept of conflicts of interest in the *Local Government Act 2020* and follow Council's procedure for disclosure in the Governance Rule – Decision-making.

Working groups

Working groups may be established as required to provide an opportunity for members to work collaboratively on specific issues and projects. Membership of the working groups will be open to Advisory Committee members and, by prior agreement of the Chair on a case-by-case basis, non-members. A working group member will be nominated to provide feedback at the Advisory Committee meetings.

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

Recruitment Process

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

Gender Equality, Diversity and Inclusiveness

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

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

As ESAC membership includes a Youth Council representative, all members of ESAC are required to have a valid Volunteer Working with Children Check.

Selection Criteria for Membership of Advisory Committees

Nominees for membership must be able to demonstrate:

- Genuine and valuable reasons for wanting to join the advisory committee
- Qualifications, knowledge, skills and/or lived experience that are relevant to the advisory committee
- Good knowledge and understanding of the local issues that are relevant to the subject matter.
- Strong community networks and linkages.
- An ability to represent a broad range of views that reflect the diversity of the community.
- Endorsement by their own organisation. Individuals should provide two character referees as part of their application, unless they are a returning member.
- An ability to constructively participate in an advisory capacity - including a willingness to contribute positively to meetings in a fair and unbiased manner, and an ability to look beyond personal interests for the benefit of the community and residents in the Shire.
- An ability and willingness to encourage participation from and provide feedback to the community regarding an issue.

- A capacity to commit to the Advisory Committee for the required duration.
- A willingness to celebrate the success and achievements of the issue/s.

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

Selection Panel to make recommendation of members on Advisory Committees

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

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

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

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

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

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

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

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

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

Terms of Appointment

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

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Nillumbik Shire Council

Living & Learning Nillumbik Advisory Committee

Terms of Reference

Name

Living & Learning Nillumbik Advisory Committee (**Advisory Committee**)

Introduction:

Living & Learning Nillumbik (L&LN) is a Council-run network of community-based Neighbourhood Houses that support people across the Shire to **connect, learn and belong**.

Operating from hubs in **Eltham, Diamond Creek and Panton Hill**, Living & Learning Nillumbik delivers inclusive, affordable and locally responsive programs that reflect the strengths, interests and aspirations of each community.

L&LN plays a key role in fostering lifelong learning, social connection, wellbeing and participation, particularly for people seeking welcoming, place-based opportunities to build skills, confidence and relationships.

L&LN operates and aligns with Council's broader commitment to community wellbeing, equity, access and lifelong learning.

Policy Statement:

The Advisory Committee supports L&LN's community-led approach by providing a structured mechanism for community voices to inform, advise and strengthen Neighbourhood House programs, priorities and continuous improvement.

The Committee does not have decision-making authority and operates in an advisory capacity, supporting Council to remain responsive, transparent and accountable to local communities.

Aims:

To support Living & Learning Nillumbik's Neighbourhood House hubs to:

- Remain community-led and responsive to local needs
- Provide inclusive, welcoming and accessible learning opportunities
- Strengthen social connection, belonging and wellbeing
- Encourage participation, volunteering and skill-sharing



- Support continuous improvement and innovation in community learning.

Objectives

- Contribute to the representation of voices, experiences and aspirations of Nillumbik residents who participate in or are interested in Neighbourhood House programs and services.
- Provide feedback and advice to Council on matters relating to community learning, participation and wellbeing across Living & Learning Nillumbik.
- Consider and provide advice to Council on its policies, plans and services that impact community learning, neighbourhood houses and community connection in Nillumbik.
- Consider and provide advice on key Government initiatives, programs and reviews.
- Represent the views and needs of participants, volunteers, tutors and the broader Nillumbik community.
- Assist Council to communicate, consult and engage more effectively with the broader Nillumbik community.
- Strengthen partnerships with residents, community groups and services in Nillumbik.
- Contribute to a cycle of continually assessing and improving Nillumbik's community learning, engagement and service delivery outcomes.

Membership

The Advisory Committee membership will consist of up to fourteen (14) members and will include representation from:

- Two (2) representatives of the Nillumbik Shire Council (Councillors)
- Eight (8) residents representing the community (individual members)
- Two (2) representatives of community groups or local agencies; and
- Two (2) representatives of State and/or Federal government departments or independent organisations.

If the number of community representative (individual members) applicants is greater than the eight (8) vacant positions, additional members may be endorsed to fill vacant community group, local agency, State and/or Federal government department or independent organisations positions.

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

Council Directorate

The Advisory Committee falls within Council's Community Engagement and Governance Directorate and will be managed by Council's Living & Learning Nillumbik team.

Meeting Frequency

The Advisory Committee will be held quarterly.

Endorsed by Council

These Terms of Reference were endorsed by Council on 26 May 2026.

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 20 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 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 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 – 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.

Relevant selection criteria

Considering the Advisory Committees aims and objectives, applications will be considered based on 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.

Community groups, local organisations or government departments 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.

Advisory Committee membership may be limited to three consecutive two-year terms when the application numbers exceed the vacant positions.

A person who has completed three consecutive two-year terms on the Advisory Committee may re-apply for a further term, and the application would be assessed if vacancies remained after other applications have been assessed and scored.

- The operations of the Committee will be reviewed annually by Council.
- Members may resign in writing from an advisory committee at any time. At which time, Council may in the first six months of the committee approach one of the unsuccessful applicants or undertake a new expression of interest.

After the first six months of the committee, a new expression of interest process would be undertaken. No expression of interest would be undertaken in the last six months of the committee term.

- Community groups, local organisations or government departments once appointed should advise the Chairperson and relevant Director in writing of their representative and alternate where appropriate. Should the nominated person be unable to continue, the Chairperson and relevant Director should be advised in writing of the new arrangements.

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 two 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.

Advisory Committee recommendations

- Recommendations made by the Committee will be referred to relevant Council staff for consideration/investigation and response back to the Committee in accordance with the Advisory Committee Policy and Procedures.

Evaluation and Review

The Advisory Committee Terms of Reference and membership will be reviewed and evaluated during the mid-term review 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:

- Council's Advisory Committee Induction video.
- Introduction to the Council Plan and other relevant Council policies, strategies and plans.
- 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.
- 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 Procedures 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 Policy

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 and Procedures or Terms of Reference will be dealt with under the Advisory Committee Policy and Procedures.

~ end ~

Nilumbik Shire Council

Living & Learning Nilumbik Advisory Committee

Terms of Reference

Name

Living & Learning Advisory Committee (**Advisory Committee**)

Introduction:

Living & Learning Nilumbik (L&LN) is a Council-run network of community-based Neighbourhood Houses that support people across the Shire to **connect, learn and belong**.

Operating from hubs in **Eltham, Diamond Creek and Panton Hill**, Living & Learning Nilumbik delivers inclusive, affordable and locally responsive programs that reflect the strengths, interests and aspirations of each community.

L&LN plays a key role in fostering lifelong learning, social connection, wellbeing and participation, particularly for people seeking welcoming, place-based opportunities to build skills, confidence and relationships.

L&LN operates and aligns with Council's broader commitment to community wellbeing, equity, access and lifelong learning.

Policy Statement:

The Advisory Committee supports L&LN's community-led approach by providing a structured mechanism for community voices to inform, advise and strengthen Neighbourhood House programs, priorities and continuous improvement.

The Committee does not have decision-making authority and operates in an advisory capacity, supporting Council to remain responsive, transparent and accountable to local communities.

Aims:

To support Living & Learning Nilumbik's Neighbourhood House hubs to:

- Remain community-led and responsive to local needs
- Provide inclusive, welcoming and accessible learning opportunities
- Strengthen social connection, belonging and wellbeing
- Encourage participation, volunteering and skill-sharing
- Support continuous improvement and innovation in community learning



Objectives

- Contribute to the representation of voices, experiences and aspirations of Nillumbik residents who participate in or are interested in Neighbourhood House programs and services
- Provide advice to Council on matters relating to community learning, participation and wellbeing across Living & Learning Nillumbik.
- Consider and provide advice on Council policies, plans and services that impact community learning, neighbourhood houses and community connection in Nillumbik.
- Consider and provide advice on relevant Local, State and Federal Government initiatives, programs and reviews.
- Represent the views and needs of participants, volunteers, tutors and the broader Nillumbik community.
- Support Council to communicate, consult and engage effectively with the broader Nillumbik community.
- Strengthen partnerships with residents, community groups and community services in Nillumbik.
- Contribute to the ongoing assessment and continuous improvement of community learning, engagement and service delivery outcomes.

Membership

The Advisory Committee membership will consist of up to fourteen (14) members and will include representation from:

- Two (2) representatives of the Nillumbik Shire Council (Councillors)
- Eight (8) residents representing the community (individual members)
- Two (2) representatives of community groups or local agencies; and
- Two (2) representatives of State and/or Federal government departments or independent organisations.

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

Council Directorate

The Advisory Committee falls within Council's Communities directorate and will be managed by Council's Living & Learning Team

Meeting Frequency

The Advisory Committee will be held quarterly aligned with the school term schedule under which LL&N currently operates.

Endorsed by Council

These Terms of Reference were endorsed by Council on TBA

Next Review Due

February 2028

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 ~

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Instrument of Appointment and
Authorisation (*Planning and
Environment Act 1987*)



In this Instrument 'officers' means –

Renaë Ahern
John Aktag
Abdullah Ates
Matthew Baker
Briana Barnes
Emma Barrett
Michelle Bashta
John Brennan
Megan Brittingham
Andrea de Boer
Geoffrey Fagan
Andrew Feeney
Carolina Ferreira
Aidan Francischelli
Eloise Gabriele
Richard Glawitsch
Annette Guilfoyle
Kamal Hasanoff
Richard James
Kate Jewell
Jennifer Kemp
Ben Kenyon
Amanda Kern
Tammy Laughren
Igino Luchetti
Stewart Mala
Anastasia Matete
Sarah Mayman
Daniel McGrath
Karen McPherson
Raymond Micallef
Robert Mitchelmore
Caitlin Mitropoulos
Jared Munro
Tim Oldfield
Nicholas Ouzas
Vince Pepi
Serge Perna
Barry Pilliner
Taylor Richards
Nemani Robertson
Katrina Ross
Derek Rotter
Khalid Sarakibi
Catriona Sexton
Sarah Shehata
Marianne Sparks
Warren Tomlinson
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 26 May 2026.

THE COMMON SEAL of NILLUMBIK)
SHIRE COUNCIL was affixed hereto)
On the day of May 2026)
On the authority of the Council and)
signed by:)

..... Councillor

..... Chief Executive Officer

CM.054/26 Informal Meetings of Councillors Records
Attachment 1. Informal Meeting of Councillors Record 26 May 2026

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