



COUNCIL MEETING

AGENDA

Wednesday 10 August 2022

Commencing at 7:00pm

**Wycheproof Supper Room
367 Broadway, Wycheproof**

**Wayne O'Toole
Chief Executive Officer
Buloke Shire Council**

ORDER OF BUSINESS

1. COUNCIL WELCOME AND STATEMENT OF ACKNOWLEDGEMENT

WELCOME

The Mayor Cr Daryl Warren will welcome all in attendance.

STATEMENT OF ACKNOWLEDGEMENT

The Mayor Cr Daryl Warren will acknowledge the traditional owners of the land on which we are meeting and pay our respects to their Elders and to the Elders from other communities who maybe here today.

2. RECEIPT OF APOLOGIES

3. CONFIRMATION OF MINUTES OF PREVIOUS MEETING

RECOMMENDATION:

That Council adopt the Minutes of the Council Meeting held on Wednesday, 20 July 2022.

4. REQUESTS FOR LEAVE OF ABSENCE

5. DECLARATION OF PECUNIARY AND CONFLICTS OF INTEREST

In accordance with Section 130 (2) of the Local Government Act 2020 Councillors who have a conflict of interest in respect of a matter being considered at this Meeting, must

- a) Disclose the conflict of interest in the manner required by the Council's Governance Rules 2020; and
- a) Exclude themselves from the decision making process in relation to that matter, including any discussion or vote on the matter at any Council meeting or delegated committee, and any action in relation to the matter.

Disclosure must occur immediately before the matter is considered or discussed.

6. QUESTIONS FROM THE PUBLIC

NIL

7. PROCEDURAL ITEMS

7.1	REPORT OF COUNCILLOR ASSEMBLIES	5
7.2	CORRESPONDENCE INITIATED BY COUNCIL	8
7.3	LETTERS OF CONGRATULATIONS AND RECOGNITION OF ACHIEVEMENT/AWARDS	9
7.4	BUILDING PERMITS - MONTHLY UPDATE	10
7.5	PLANNING APPLICATIONS RECEIVED - MONTHLY UPDATE	12
7.6	STATUS OF ACTION OF PAST COUNCIL MEETING RESOLUTIONS	15

8. GENERAL BUSINESS

8.1	POLICY REPORTS	23
-----	----------------	----

NIL	
8.2 MANAGEMENT REPORTS	24
8.2.1 COMMUNITY GRANTS AND SPONSORSHIP	24
8.2.2 COMMUNITY GRANTS GUIDELINES	27
8.2.3 CUSTOMER EXPERIENCE STRATEGY	44
8.2.4 ADOPTION OF THE BULOKE SHIRE COUNCIL GOVERNANCE RULES 2022	71
8.3 FINANCIAL REPORTS	120
8.3.1 UPDATE TO BUILDING FEES SCHEDULE	120
8.4 ORGANISATIONAL REPORTS	122
8.4.1 COUNCIL PLAN 2021-2025 - YEAR 2 ANNUAL PLAN	122
8.4.2 COUNCIL PLAN 2021-2025 - YEAR 1 ANNUAL PLAN REVIEW	128
8.5 REPORTS FROM COUNCILLORS	141
NIL	
8.6 MATTERS WHICH MAY EXCLUDE THE PUBLIC	141
NIL	
9. OTHER BUSINESS	
9.1 NOTICES OF MOTION	142
9.1.1 NOTICE OF MOTION - LETTER OF SUPPORT - NEIGHBOURHOOD HOUSE FUNDING	142
9.2 QUESTIONS FROM COUNCILLORS	144
NIL	
9.3 URGENT BUSINESS	144
NIL	
9.4 ANY OTHER BUSINESS	144
NIL	
10. MEETING CLOSE	

NEXT MEETING

THE NEXT MEETING OF COUNCIL WILL BE HELD IN WYCHEPROOF SUPPER ROOM, 367 BROADWAY, WYCHEPROOF ON WEDNESDAY, 14 SEPTEMBER 2022 AT 7:00PM.

Wayne O'Toole
CHIEF EXECUTIVE OFFICER

6. QUESTIONS FROM THE PUBLIC

Nil

7. PROCEDURAL ITEMS**7.1 REPORT OF COUNCILLOR ASSEMBLIES**

Author's Title: Executive Assistant

Department: Office of the CEO

File No: GO/05/04

RECOMMENDATION

That the Council note the report of Councillor Assembly Meetings held 6 and 20 July 2022.

Attachments:

- 1 Councillor Briefing Record - 6 July 2022
- 2 Councillor Briefing Record - 20 July 2022

KEY POINTS/ISSUES

Transparency is a fundamental principle of democratic governance.

The Local Government Act 2020 (The Act) Section 9 (2) (i) provides that the transparency of Council decisions, actions and information is to be ensured.

In accordance with Section 57 of The Act, Council at its September 2020 Ordinary Meeting, adopted a Public Transparency policy, designed to improve public transparency in Council's decision-making processes and to assist the community in understanding the information that is accessible to them.

As per the Council Meeting Schedule adopted 10 November 2021, Councillor Briefings are held for Councillors to meet to consider matters that are likely to be the subject of a Council decision or for the exercise of delegation.

A record of the Councillor Briefings held on 6 and 20 July 2022 is attached for public information.



Councillor Briefing Record

Build a Better Buloke – a healthy, connected, inclusive and prosperous community

Date:	6 July 2022	Time:	5:00pm – 8:00pm
Location:	Sea Lake Senior Citizens		
Distributed To:	Cr Warren, Cr Getley, Cr Pollard, Cr Simpson, Cr Milne, Wayne O’Toole, Hannah Yu, Travis Fitzgibbon		
Apologies:	Cr Stewart		
Acknowledgement of Country:	Councillors acknowledge the traditional owners of the land on which we are meeting. We pay our respects to their Elders and to the Elders from other communities who maybe here today.		
Conflicts of Interest:	Nil		

ITEMS

NO.	MATTER FOR DISCUSSION	NOTES
	Councillor only time 5:00pm	
1.	Confirmation of Councillor Briefing Notes – 15 June 2022	Agreed
2.	Presentations	
2.1	JWS Research – Community Satisfaction Survey	
2.2	Advance Sea Lake Inc –	
2.3	Update on Waste –	
2.4	Community Grants Policy & Procedures	
3..	CEO Updates	
3.1	Draft Agenda – 13 July 2022 Council Meeting	
3.2	Census 2021	
3.3	NAIDOC Week	
	NEXT MEETING 20 July 2022 - 5:00pm Wycheproof Hall Supper Room	Meeting closed 7.59pm



Councillor Briefing Record

Build a Better Buloke – a healthy, connected, inclusive and prosperous community

Date:	20 July 2022	Time:	5:00pm – 8:00pm
Location:	Wycheproof Supper Room		
Attendees:	Cr Warren, Cr Getley, Cr Pollard, Cr Simpson, Cr Milne, Wayne O’Toole, Hannah Yu, Travis Fitzgibbon		
Apologies:	Cr Stewart		
Acknowledgement of Country:	Councillors acknowledge the traditional owners of the land on which we are meeting. We pay our respects to their Elders and to the Elders from other communities who maybe here today.		
Conflicts of Interest:	Nil.		

ITEMS

NO.	MATTER FOR DISCUSSION	Notes
	Councillor/CEO only time	
1.	Confirmation of Councillor Briefing Notes – 6 July 2022	Agreed.
2.	Presentations	
2.1.	Monthly Project Report Manager Assets	
2.2.	CFA Briefing Fuel Reduction Burning in Buloke Shire David Allen (Manager Community Safety CFA); Gavin Wright (Acting Assistant Chief Fire Officer CFA); Brett Ellis (Kent Ellis and Associates); David Manifold (Buloke West Group); Chris Colbert (Captain Watchem CFA); Corey Harrison (Tyrrell Group)	
2.3.	Wimmera Dev Association Housing Blueprint Chris Sounness	
3.	Discussion	
4.	Councillor Matters	
5.	CEO Updates	
5.1.	Tourism Update	
5.2.	Mt. Wycheproof emus and other cultural matters Lake Tyrrell Cultural Heritage Management Plan	
5.3.	Living Local Regional Fund - \$200,000 (Charlton Traveller’s Rest, Sea Lake Lighting and Donald Lighting)	
NEXT MEETING		
3 August 2022 - 5:30pm		
Council Chamber of Birchip District Office		
*walk through Birchip Early Learning Centre commencing 5pm		

7.2 CORRESPONDENCE INITIATED BY COUNCIL

Author's Title: Executive Assistant

Department: Office of the CEO

File No: GO/06/06

PURPOSE

This report notes and records correspondence initiated by Council and informs the Council of the responses received from this correspondence.

RECOMMENDATION

That the Council notes the record of correspondence initiated by Council and the responses received.

Attachments: Nil

TABLE OF CORRESPONDENCE

Council Initiative	Sent/to be sent to	Sent	Response	Purpose of Letter/Response

7.3 LETTERS OF CONGRATULATIONS AND RECOGNITION OF ACHIEVEMENT/AWARDS

Author's Title: Executive Assistant

Department: Office of the CEO

File No: CR/13/01

PURPOSE

This report acknowledges and congratulates community persons and/or groups for their success in being recognised for a significant achievement or for being a recipient of an honourable award.

The report also informs Council of any letters of congratulations or any particular recognition of achievement that Council has received or been awarded in the past month.

RECOMMENDATION

That the Council acknowledge and congratulate the persons and/or groups mentioned in the report for their achievements.

Attachments: Nil

RECOGNITION OF ACHIEVEMENT ITEMS

Provider	Recipient	Date	Purpose for Recognition
Buloke Shire Council	Noeline Hogan		Participating in a walk in Northern Territory

7.4 BUILDING PERMITS - MONTHLY UPDATE

Author's Title: Statutory Administration Support

Department: Works and Technical Services

File No: DB/14/01

EXECUTIVE SUMMARY

This report provides information on Building Permits approved by staff from 1 July 2022 to 31 July 2022.

The information published in the list provided, is in accordance with the *Privacy and Data Protection Act 2014*.

RECOMMENDATION

That the Council note information contained in the report on Building Permits approved by staff from 1 July 2022 to 31 July 2022.

Attachments: Nil

LIST OF BUILDING PERMITS APPROVED BY COUNCIL SURVEYOR

Permit No.	BAMS Permit No.	Address	Project Description	Date Approved
20220056	3785129058787	Sutcliff Street, Sea Lake	Demolition of Brick Rebound Wall	07/07/2022
20220066	2403392234650	Broadway, Wycheproof	Storage Shed	28/07/2022
20220067	6745707525901	Hoban Street, Watchem	Relocation of Silo	28/07/2022

LIST OF BUILDING PERMITS APPROVED BY PRIVATE SURVEYOR

Permit No.	Address	Project Description	Date Approved
20220057	Sutcliff Street, Sea Lake	Alterations to Existing Classroom Building & New Shade Sail	26/05/2021
20220058	Mount Road, Jeffcott North	Farm Storage Shed	05/08/2021
20220059	Cumming Avenue, Birchip	Verandah	21/02/2022
20220060	Corack Road, Birchip	Re-stump of Dwelling	06/05/2022
20220061	Hillview Street, Wycheproof	Re-stump of Dwelling	07/05/2022
20220062	Adams Road, Woosang	Hay Shed	03/05/2022
20220063	Nullawil-Quambatook Road, Nullawil	Farm Shed	27/05/2022
20220064	Watchem West School Road, Watchem West	Hay Shed	01/06/2022
20220065	Curyo West Road, Curyo	Farm Shed	02/06/2022

7.5 PLANNING APPLICATIONS RECEIVED - MONTHLY UPDATE

Author's Title: Planning Officer

Department: Works and Technical Services

File No: LP/09/01

PURPOSE

This report provides information on planning applications under consideration by staff and the status of each of these applications.

RECOMMENDATION

That the Council note information contained in the report on planning applications under consideration by staff and the status of each of these applications.

Attachments: Nil

LIST OF PLANNING APPLICATIONS

The information published in the list provided, is in accordance with the *Privacy and Data Protection Act 2014* and the *Planning and Environment Act 1987*.

Application No	Applicant	Address	Date Rec	Summary of Proposal	Status
PPA962/21		Corack Road, Donald (Lot 1&2 PS216306M)	11/11/2021	Use and development of land for a service station, construct and display a business identification sign and create or alter access to Road Zone, Category 1	Awaiting referral response
PPA978/22		Sutcliff Street, Sea Lake (CA 26 Sec 1 Parish of Burupga)	12/05/2022	Removal of native vegetation	Permit Issued
PPA980/22		Camp Street, Donald (Lot 7 PS 65368)	12/05/2022	Three-lot subdivision of land containing existing buildings	Permit Issued
PPA981/22		Donald Street, Charlton (PC157596)	18/05/2022	Construction of a single dwelling	Referral
PPA982/22		McCulloch Street, Donald (CP 101912)	23/05/2022	Construct and display a business identification sign	Awaiting report
PPA983/22		Horace Street, Sea Lake (CA 30 sec 1)	31/05/2022	Installation of PV	Permit Issued

		Parish of Burupga)		solar system	
PPA984/22		Peel Street, Charlton (Lot 5 LP 8880)	30/05/2022	Removal of a cypress hedge and two palm trees and the construction of a fence	Permit Issued
PPA985/22		Milburn's Road, Wycheproof (Lot 3 PS 335008)	31/05/2022	Construction of a warehouse	Awaiting report
PPA986/22		High Street, Charlton (Lot 1 TP 193629)	01/06/2022	Construct and display an 18.26m2 double-sided, externally illuminated major promotion sign	Objection
PPA987/22		Donald-Murtoa Road, Laen East (Lot 2 PS744335)	10/06/2022	Create access to a road in Transport Zone 2 for a dwelling	Awaiting report
PPA988/22		McCulloch Street, Donald (Lot 1 LP 116672)	21/06/2022	Subdivision of land (boundary realignment)	Permit Issued
PPA989/22		Industry Drive, Racecourse Road, Donald	24/06/2022	Removal of drainage easement	Awaiting report
PPA990/22		McKenzie Crescent, Wycheproof (CA 28 Parish of Bunguluke)	24/06/2022	Installation of solar PV system	Permit Issued
PPA991/22		Edwards Road, Nareewillock (Lot 1 TP334726)	29/06/2022	Construction of a machinery shed	Referral
PPA992/22		Bunker Road, Donald (Lot 2 LP209107)	06/07/2022	Construct and display an illuminated, double-sided major promotion sign	Notice of application Referral
PPA993/22		High Street, Charlton (Lot 1 & 2 TP216537)	08/07/2022	Construction of a shed for domestic use	Referral
PPA994/22		Rutherford Street Charlton (CP153475)	20/07/2022	Construction of a verandah and deck	Referral
PPA995/22		Donald-Swan Hill Road, Corack East (CA 3 Sec C Parish of Corack East)	20/07/2022	Building and works associated with a telecommunications facility	New
PPA996/22		Tonkins Road, Jeffcott (CA 29, 30 & 31 Parish of Jeffcott)	22/07/2022	Three lot subdivision of land (boundary realignment) and removal of easement	New

7.6 STATUS OF ACTION OF PAST COUNCIL MEETING RESOLUTIONS

Author's Title: Executive Assistant

Department: Office of the CEO

File No: GO/05/04

PURPOSE

To provide Council with a list of the Status of Action (SOA) of Council Resolutions outstanding for action from 8 June 2022 Council Meeting and introducing the SOA for the 13 and 20 July 2022 Council Meetings Resolutions.

RECOMMENDATION

Council to note the Status of Action Report for Council resolutions documented on this list.

Attachments: 1 Status of Action of Council Resolutions 13 and 20 July 2022 Council Meetings

KEY POINTS/ISSUES

The Local Government Act 2020 (The Act) Section 9 (2) (i) provides that the transparency of Council decisions, actions and information is to be ensured.

In accordance with the Council's Governance Rules adopted August 2020, Council decisions are to be made and actions taken in accordance with the relevant law.

The transparency of Council decisions, actions and information is to be ensured and is a fundamental principle of democratic governance.

Attached to this report for public information is a list of the SOA of Council Resolutions outstanding for action from 8 June 2022 Council Meeting and introducing the SOA for the 13 and 20 July 2022 Council Meetings Resolutions.

Summary of Action on Council Resolutions – Commencing 8 June 2022 CM

10 August 2022

Commencing From 8 June 2022 Council Meeting

Status of Action of Council Resolutions for Councillor's Information

Date	Directorate	Item	Resolution	Actioning Officer/s	Status of Action	Complete or Commenced
20072022	Office of CEO	Comm Grants Report – declaration of interest. – Cr Getley		EA	Gov Officer – decl of interest was declared by Cr Getley – and both to ensure forms are completed and registered.	In progress.
13072022	DCD	Questions from Public Kevin O’Dea – Charlton Tourist Inc – Draft Emu Man Report.	Nil resolution. Following receipt of DELWP final report, to liaise with First Nations, DELWP, and other interested parties to hold meeting to discuss this and other issues.	DCD	Question answered by the Mayor at the Meeting and response minuted. Meeting with interested parties yet to be scheduled.	In progress.
13072022	DCD	Questions from Public Robbie Wirramanda Knighta – Lake Tyrell and other issues in letter 09032022	Nil resolution. Following receipt of DELWP final report, to liaise with First Nations, DELWP, and other interested parties to hold meeting to discuss this and other issues.	DCD	Question answered by the Mayor at the Meeting and response minuted. Meeting with interested parties yet to be scheduled..	In progress.
13072022	DCD	Questions from Public Elder Robbie Nicholls – Emus on Mt Wycheproof and other issues – letter 09032022	Nil resolution. Following receipt of DELWP final report, to liaise with First Nations, DELWP, and other interested parties to hold meeting to discuss this and other issues.	DCD	Question answered by the Mayor at the Meeting and response minuted. Meeting with interested parties yet to be scheduled.	In progress.
13072022	Office of CEO	Letter of Congrats to Stacey and Wayne Morris	That the Council acknowledge and congratulate the persons and/or groups mentioned in the report for their achievements.	EA	Letter approved by Mayor and sent.	COMPLETED.

Summary of Action on Council Resolutions – Commencing 8 June 2022 CM

10 August 2022

Date	Directorate	Item	Resolution	Actioning Officer/s	Status of Action	Complete or Commenced
13072022	Office of CEO	Comm Grants Report – deferred to next Meeting	Due to no quorum – item deferred to next Meeting of Council.	EA	To create Mtg and Agenda for 20 July 2022	COMPLETED.
13072022	Office of CEO	Comm Grants Report – declaration of interest. – Cr Getley		EA	Decl of interest was declared by Cr Getley – forms are completed and registered.	COMPLETED.
13072022	DWTS	Draft Governance Rules 2022	That Council note and endorse the Draft Governance Rules 2022 for release through the Council's Community Engagement Policy.	ADWTS	Available on website – correspondence to CACs sent.	Commenced.
13072022	DCD	2022 Local Govt Comm Sat Survey Results	That Council: 1. Notes the results of the 2022 Local Government Community Satisfaction Survey; 2. Considers future actions in response to the results; and 3. Publishes the results of the survey to the community.	DCD	Results of the survey noted, communicated to the public and published on Council's website. These results will inform future actions of Council.	COMPLETED.
13072022	Office of the CEO	Former Cr Vis - resignation	That Council write to David Vis to acknowledge his resignation effective 30 June 2022 and express Council's appreciation to him for his dedication and service to the Buloke Shire Council and in particular representing the residents and ratepayers of the Mallee Ward,	EA	Letter approved by Mayor and sent.	COMPLETED.
13072022	DWTS	Question from Cllrs	Nil resolution – Question Cr Pollard made mention of tractors getting a bit old with excessive hours of usage and losing reliability, and enquired what is the fleet replacement program for this plant?	ADWTS	Question will be taken on notice for response. Contacted Cr Pollard to advise cannot provide info within required 10 day timeframe, Cr Pollard agreed will be dealt with operationally.	No further response to Cllr required. Operational matter. COMPLETED.

Summary of Action on Council Resolutions – Commencing 8 June 2022 CM

10 August 2022

Date	Directorate	Item	Resolution	Actioning Officer/s	Status of Action	Complete or Commenced
13072022	Office of the CEO	Cr Milne – Interstate Travel - NOM	That Council approve the interstate travel for Cr Milne to attend the Adelaide Caravan and Camping Show on 29, 30 and 31 of July 2022.	EA	To ensure Governance Officer is aware of this Motion for noting in the Interstate Travel Register.	COMPLETED.
29062022	Finance	Debtor Man Policy	That Council: 1. Adopts the Debtor Management Policy; and 2. Places the policy on Council's website and informs the community about the policy.	Mgr Finance		
29062022	Comm Dev	Draft Customer Experience Strategy	That Council adopts the Draft Customer Experience Strategy 2022-2025 for further consultation with Council's Customers.	DCD	Submissions received that have been considered in preparation of Customer Experience Strategy for adoption at August Council Meeting.	In progress.
29062022	Finance	Annual Budget 22 -23 Fin Year	Council to adopt proposed Ann Budget 2022 – 23 document including amendments from draft as resolved.	Mgr Finance		
29062022	Finance	Financial Plan 2022 – 23 through to 2031 - 32	Council to adopt Fin Plan 2022 – 23 to 2031 – 32 including amendments to draft outlined in resolution.	Mgr Finance		
08062022	Council	NOM – Proposed Culgoa Dump Point	That Council temporarily remove the proposed Culgoa Dump Point from the capital works project list until the following information is received; 1. A full annual operational cost of transporting the waste 2. Determine where annual operating expend fits into budget 3. Are there any traffic m'ment issues to access the dump point?	Mgr Assets	Initial response provided at Briefing 15062022. Report back to Council yet to occur.	In progress.

Summary of Action on Council Resolutions – Commencing 8 June 2022 CM

10 August 2022

Date	Directorate	Item	Resolution	Actioning Officer/s	Status of Action	Complete or Commenced
			4. How many overflows happen before we receive EPA infringement not & at what cost 5. Are there any environmental issues with the proximity to the waterway (DELWP, CMA)? 6. Is the location beside the hall the best location? Could it be shifted further from the waterway to minimise environmental issues? 7. Design of proposed dump point 8. Has a complete cost Benefit Analysis been prepared? 9. When all the info available, be presented back to future open Council meeting for debate			

8. GENERAL BUSINESS

8.1 POLICY REPORTS

Nil

8.2 MANAGEMENT REPORTS

8.2.1 COMMUNITY GRANTS AND SPONSORSHIP

Author's Title: Community Development Officer

Department: Community Development

File No: GS/09/42

Relevance to Council Plan 2021 - 2025

Strategic Objective: Our Community Wellbeing

PURPOSE

This report is presented to Council to consider the allocation of funds from the Community Grants and Sponsorship Program.

SUMMARY

Presenting one application for the Community Grants and Sponsorship program for the 2022/2023 Financial Year.

RECOMMENDATION

That Council considers the following funding under the Community Grants and Sponsorship program:

\$500 Sponsorship to Birchip P-12 School

Attachments: 1 August Council Meeting Community Grants Expenditure

DISCUSSION

The following application for funding is being put forth to Council for final decision.

This application was assessed by an assessment panel of three Council Staff from across the organisation, as per the Community Grant Guidelines as accepted by Council. Assessment Panel recommends the following grants for council's consideration and final decision on the allocations.

Project:	Birchip P-12 Art Show School Fundraiser
Organisation:	Birchip P-12 School
Grant Type	Sponsorship
Amount Applied:	\$500
Funding Amt Rec:	\$500
Full project cost:	\$12,500
Project Description:	Biennial school fundraising event which promotes arts in Birchip and surrounding communities. Prizes are available for artists and the community is able to purchase art on display. The event runs over 3 days in the last weekend in October.
Project Benefit:	It is an opportunity for the community to get together in a social way, celebrate the arts and encourage members of the community to get involved in the arts. Council will be advertised as a sponsor of the event through a variety of media promotions.
Assessment Panel Scoring	Average score of 22 out of 25 All members of the panel recommended the project be funded for the full amount requested (\$500).

2022/2023 Community Grant Fund grants prior to this allocation: \$17,500

2022/2023 Sustainability Grant Fund grants prior to this allocation: \$40,000

RELEVANT LAW

Not Applicable

RELATED COUNCIL DECISIONS

Not Applicable

OPTIONS

Council has the option not to allocate funds as per recommended or defer for further information.

SUSTAINABILITY IMPLICATIONS

Not Applicable

COMMUNITY ENGAGEMENT

Community Development Officer engaged with the applicant listed.

INNOVATION AND CONTINUOUS IMPROVEMENT

Not Applicable

COLLABORATION

Not Applicable

FINANCIAL VIABILITY

These applications for the 2022/23 Financial Year from the \$20,000 allocation for Community Grants and the Sustainability Fund \$50,000 allocation.

REGIONAL, STATE AND NATIONAL PLANS AND POLICIES

Not Applicable

COUNCIL PLANS AND POLICIES

Buloke Shire Council Plan 2021-2025 and Long-Term Community Vision.
Community Grant Guidelines.
Community Engagement Policy.

TRANSPARENCY OF COUNCIL DECISIONS

Not Applicable

CONFLICTS OF INTEREST

No officers involved in this report have a conflict of interest.

Community Grants, Sponsorship & Sustainability Fund

2022-2023		Community Grants and Sponsorship Applications			
<i>Organisation</i>	<i>Type</i>	<i>Date received</i>	<i>Amount in Application</i>	<i>Recommended \$</i>	<i>Granted by Council</i>
Birchip Playgroup	Project Support Grant	15/11/2021	\$ 2,000.00	\$ 2,000.00	\$ 2,000.00
Charlton Golf Club	Sponsorship	8/06/2022	\$ 500.00	\$ 500.00	\$ 500.00
Birchip P-12 School	Sponsorship	27/06/2022	\$ 500.00	\$ 500.00	
				\$ 3,000.00	\$ 2,500.00
Total Remaining (\$)	17500				

2022-2023		Sustainability Grants Applications			
<i>Organisation</i>	<i>Type</i>	<i>Date received</i>	<i>Amount in Application</i>	<i>Recommended \$</i>	<i>Granted by Council</i>
Rex Theatre	Sustainability Grant	18/02/2022	\$ 10,000.00	\$ 10,000.00	\$10,000
				\$ 10,000.00	\$10,000
Total Remaining (\$)	40000				

8.2.2 COMMUNITY GRANTS GUIDELINES

Author's Title: Community Development Officer

Department: Community Development

File No: GS/09/42

Relevance to Council Plan 2021 - 2025

Strategic Objective: Our Council and Community Leadership

PURPOSE

This report is presented to Council to adopt the updated Community Grants Guidelines for the 2022/2023 Financial Year.

SUMMARY

The Community Grants Guidelines (the Guidelines) were developed and previously endorsed by Council in 2019. Since 2019 the program has provided significant financial support to communities throughout the Shire.

It is with the aspiration of continuous improvement that some changes to formatting and some new content are recommended to ensure that:

- the program remains 'user friendly' by community members and groups;
- the administration functions required to oversee the implementation of the grant program are practical and transparent;
- there is greater clarity around projects that are eligible for Sustainability Grant funding; and
- implementation of a new Quick Action Sustainability Grant stream for the 22/23 financial year.

RECOMMENDATION

That Council:

1. Endorse the Community Grant Guidelines (2022/2023); and
2. Delegate the Chief Executive Officer to advertise the Grant Program and accept applications to the Community Grants program

Attachments: 1 Community Grant Guidelines

DISCUSSION

The Buloke Shire Council allocates \$20,000 in Community Grants and Sponsorship and \$50,000 in Sustainability grants annually, and the Community Grants Guidelines are in place to ensure that there is clarity and transparency around allocations of Community Grant funding.

In line with recommendations from a Victorian Auditor General's Office report detailing Fraud Control over Local Government Grants, and the beginning of a new Community Grants program year, we have reviewed and amended key documentation relevant to that Community Grants Program. Revisions are centered on, clarifying information, fraud control, implementation of a new grant stream, updating out-of-date information and strengthening information surrounding funding conditions and inclusion.

The proposed changes to the Guidelines are as follows:

- Inclusion of an Acknowledgment of Country (page 2);
- Assessment Criteria (page 2): *Clarification of the assessment criteria of the grants, and the inclusion of a rubric which outlines the scoring method that an assessment panel will undertake when assessing grants. This is to ensure that there is clarity around what Council is looking for in an application, and will assist community groups in successfully completing an application.*
- Applying for a Grant (page 3): *Inclusion of a list of who is ineligible for a community grant, further information on the management of Conflicts of Interest.*
- Budget Tables (page 3): *Addition of a requirement for expenditure over \$500 to be quoted, such that Council can make an informed decision regarding the application and its costings. Rates for In-kind contributions have been increased from \$41.72/hour to \$45/hour in line with standard in-kind contribution costings.*
- Sustainability Grants (page 5): *Addition of information further explaining what projects are eligible, including the creation of four target areas, that projects must align to. Additionally, there is a new stream of funding for the Sustainability grants in the 2022/2023 Community Grants program, using \$20,000 of unspent expenditure from Councils previously Sustainability Grant programs that were not fully expended.*
- Council and Community Plans (page 7): *Updated links to relevant Community Plans.*
- Assessment timeline (page 9): *Modification of the assessment timeline: Grants are recommended to Council every second month, so that assessments and reporting can be undertaken more efficiently.*
- Funding Conditions (page 9): *Inclusion of funding conditions to strengthen acknowledgement of Council's contribution, and reaffirms grant funding conditions.*
- Access and Inclusion (page 11): *Addition of a section that outlines how a community group can ensure that their events are inclusive to diverse groups of people.*

RELEVANT LAW

Not Applicable.

RELATED COUNCIL DECISIONS

Community Grants allocated in the 2022/2023 Financial Year will be required to align with these Community Grants Guidelines.

OPTIONS

Not applicable.

SUSTAINABILITY IMPLICATIONS

The guidelines propose that applications which directly contravene or contradict Councils plans and policies will be ineligible.

COMMUNITY ENGAGEMENT

General feedback provided to council officers from previous applicants over the last 12 month period has been taken into consideration.

INNOVATION AND CONTINUOUS IMPROVEMENT

Guidelines will be assessed annually and updated in line with current best practice and community feedback.

COLLABORATION

Not Applicable.

FINANCIAL VIABILITY

These Grant Guidelines will be used for applications for the 2022/23 Financial Year from the \$20,000 allocation for Community Grants and the Sustainability Fund \$50,000 allocation.

REGIONAL, STATE AND NATIONAL PLANS AND POLICIES

Not Applicable.

COUNCIL PLANS AND POLICIES

Buloke Shire Council Plan 2021-2025 and Long-Term Community Vision.

Community Grant Guidelines.

Community Engagement Policy.

Community Support Policy.

TRANSPARENCY OF COUNCIL DECISIONS

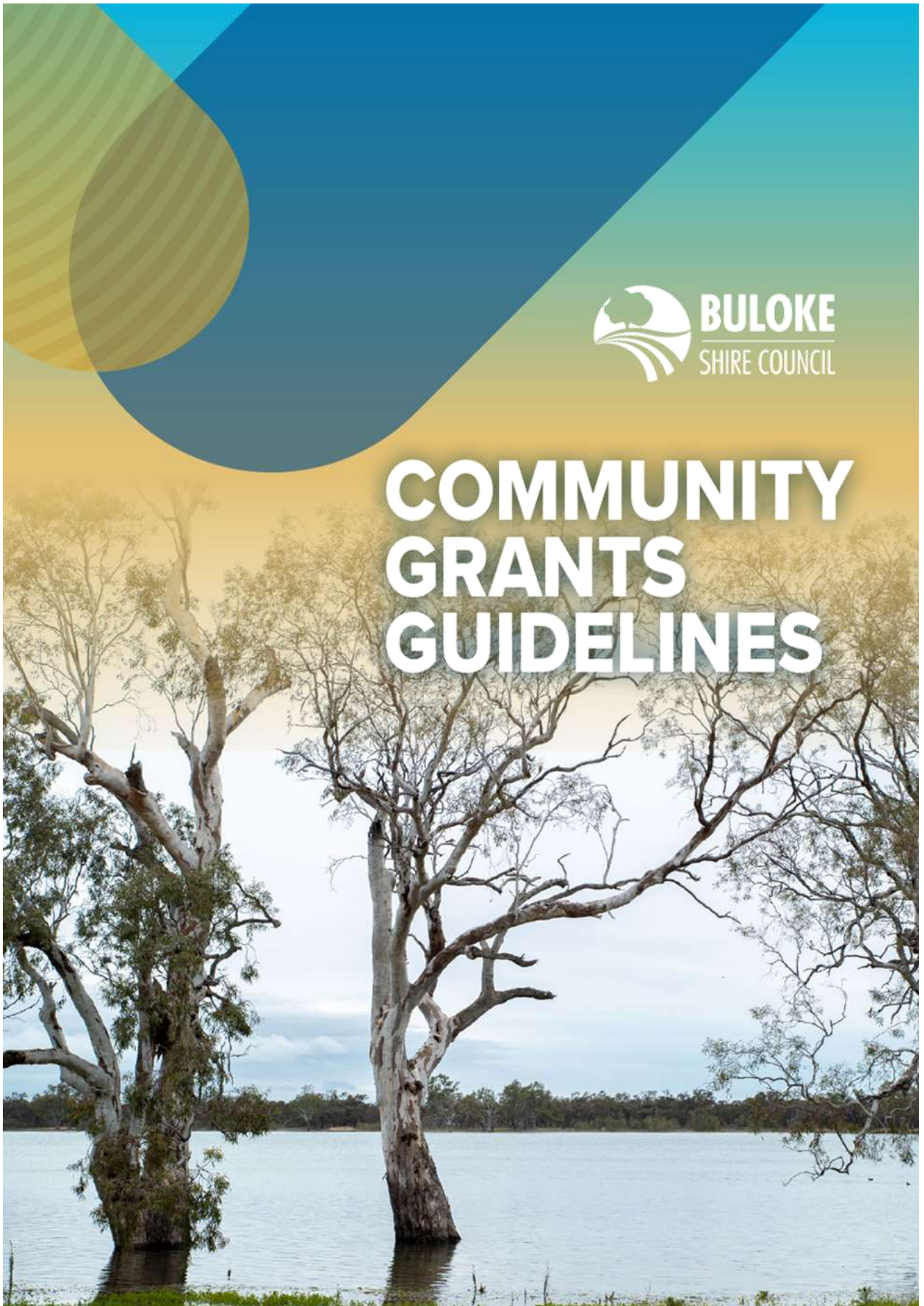
Not Applicable.

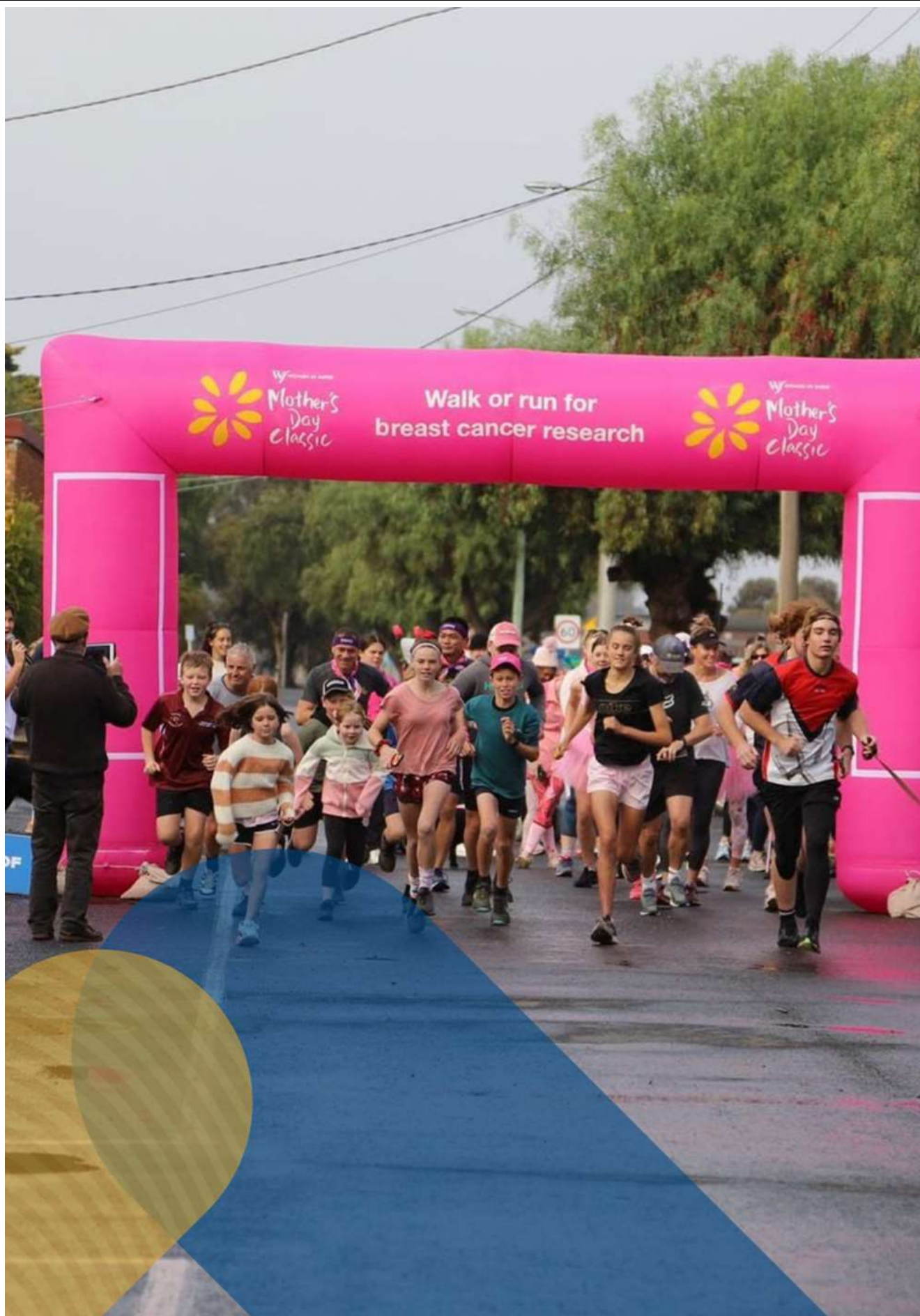
CONFLICTS OF INTEREST

No officers involved in this report have a conflict of interest.



COMMUNITY GRANTS GUIDELINES





CONTENT

Acknowledgement of Country	3
Policy Statement	4
Program Objectives	4
Applying for a Grant	4
Budget Tables	4
Assessment Criteria	5
Grant Categories and Funding Available	8
Community Grants	8
Sustainability Grants	9
Sponsorship	10
Council and Community Plans	11
Council Support	11
Donations	11
How do I submit my Grant Application?	11
Assessment Timeline	12
Information Privacy and Personal Information	12
Notification	12
Insurance	12
Funding Conditions	12
Acquittals and Reporting	13
Compliance with the Planning and Environment Act, Local Laws, Food Act	13
ABN and GST	13
Access and Inclusion	13

ACKNOWLEDGEMENT OF COUNTRY

Buloke Shire Council acknowledges the Wotjobaluk, Jaadwa, Jadawadjali, Wergaia and Jupagalk peoples and the Dja Dja Wurrung peoples, as well as other Traditional Owner groups who are not yet formally recognised, as the traditional owners of parts of the land now known as Buloke. We pay our respects to Elders past and present, and value their ongoing contributions to our heritage and our communities.

COMMUNITY GRANTS GUIDELINES

POLICY STATEMENT

The objective of these Guidelines is to provide a consistent process for Council to allocate funds for the purpose of operating a Community Grants Program that is within the financial means of Council. Council will apply appropriate, transparent and ethical management practices to its grants program to ensure that there is a balance between the responsible administration of public funds and supporting the community in a practical and effective manner.

For a copy of this policy, please visit: <https://www.buloke.vic.gov.au/policies> or call Customer Service on 1300 520 520 to have a physical copy mailed to you.

PROGRAM OBJECTIVES

The program is designed to meet and respond to Council's priorities and vision as outlined in the Council Plan. Applicants to the Community Grants Program are required to align their project with one or more of Council Plan objectives to be eligible for funding.

Applications may be submitted at any time and will be considered at Council Meetings, every second month. You must match Council's funding dollar for dollar either cash or in-kind contributions, as per the requirements for the specified grant stream. These may be in the form of cash, assistance from other funding agencies, or "in kind" such as voluntary labour or materials.

In addition, organisations who have received funding in any one grant category for three consecutive years will be ineligible to apply in that category the following year. This is to ensure money is available to as many organisations as possible and that no organisation becomes dependent on Council for its existence. Organisations are only able to be funded for one project per grant stream (Community Grants, Sponsorship or Sustainability Grants) each financial year. This is to ensure that funding is available to as many organisations possible across the Buloke area.

APPLYING FOR A GRANT

TO BE ELIGIBLE TO APPLY FOR A BULOKE SHIRE COUNCIL COMMUNITY GRANT, YOU MUST BE:

- A Not-for-profit community groups and non-government organisations within the Buloke Shire
- If a group is not incorporated, it can be auspiced (or managed) by an incorporated organisation.
- Group that runs activities for the benefit of residents of the Buloke Shire (any profits not to be taken outside of the Shire).
- Individuals (Sponsorship only)

BUDGET TABLES

When applying for a Grant, applicants are required to complete a budget outlining income and expenditure relevant to the project. Applications with incomplete budgets will be notified of the required amendments, and the applications will only be assessed when the budget is balanced.

Expenditure for items over \$500, must have a quote supplied with the application.

WHO ISN'T ELIGIBLE:

- Profit making organisations, and political parties
- Projects which have already commenced or have been completed.
- Applicants who have previously been funded by Council and have failed to comply with the financial, project monitoring and/or reporting requirements.
- Projects that are clearly a duplication of an existing service.

ASSESSMENT CRITERIA

THE FOLLOWING CRITERIA WILL NEED TO BE ADDRESSED ON THE APPLICATION FORM, THE ASSESSMENT PANEL WILL EVALUATE RESPONSES TO THESE QUESTIONS AGAINST AN ASSESSMENT RUBRIC AND THIS WILL BE A PART OF THE RECOMMENDATIONS THAT GO TO COUNCIL. RUBRICS USED FOR ASSESSMENT OF THE SPECIFIC GRANT STREAMS ARE FOUND BELOW, SEE PAGE 4.

- Project Purpose
- Community Benefit
- Alignment with Relevant Buloke Shire Council Plans
- Broader Benefit to the Buloke Community
- Pre-conditions being met

The total amount available for each funding type will be set by Council annually as part of the Budget process. Once the available funding pool is expended no further grants will be available.

Groups proposing projects at Council-owned or managed facilities must apply for, and receive, approved Council consent in writing prior to submitting a grant application. Where this applies, groups are encouraged to contact Council in sufficient time prior to the grant opening as the approval process may take up to six weeks.

Applicants are responsible for the ongoing maintenance of all materials and infrastructure for projects funded through the program. This includes, but is not limited to, fencing, repairs, planted native vegetation and energy and water efficient infrastructure where applicable.

During the assessment of all grants, each member of the assessment panel will be asked to declare any conflicts of interests, and this will be managed appropriately. Councillors when approving grants will also be required to declare any conflicts of interest.



COMMUNITY GRANTS GUIDELINES

ASSESSMENT CRITERIA/ NUMBER OF POINTS	PROJECT PURPOSE Why is this project necessary? What does the project plan to achieve?	COMMUNITY BENEFIT Who will the project benefit? How many people will it benefit?	ALIGNMENT WITH RELEVANT BULOKE PLANS How does your project link with the Council Plan and/or the Buloke Integrated Plan or your community's 2030 community plan?	BROADER BULOKE BENEFITS How will this project encourage involvement and participation? How will your project promote living in Buloke?	SUSTAINABILITY GRANTS ONLY Sustainability How will the project align with the sustainability target areas? How will you measure the long-term impacts of this project in terms of contributing to sustainability?	PRE-CONDITIONS MET Relevant Permits Budget Completed Insurance Certificates Attached Project delivery outlined
5	<p>Clear objectives that align with the grant focus areas.</p> <p>Provides a clear description of the community need, issue or opportunity that the activity is responding to.</p> <p>The project delivers clear and measurable outcomes and benefits to the target group/s.</p>	<p>The project aims to provide a direct and indirect benefit to a broad cross section of the community.</p> <p>Provides a detailed description of the groups and/or individuals in the community that are being targeted (e.g. socially isolated, vulnerable, older residents, Culturally and Linguistically Diverse Groups, LGBTQAI+, people who identify as Aboriginal and/ or Torres Strait Islanders).</p> <p>Provides the total estimated number of activity participants.</p>	<p>Provides an in-depth response, outlining alignment to all relevant Council Plans and links to specific Council Plan Action Areas.</p> <p>Project links in with areas outlined on the specific Building Buloke 2030 plan for their specified town.</p>	<p>Provides an in-depth response, outlining how the project will encourage both involvement and participation in the community.</p> <p>Details the relevant ways that the project will promote living in Buloke.</p>	<p>Provides an in-depth response, outlining how the project links to specific sustainability target area/s.</p> <p>Provides an in-depth response as to how the project will measure the long-term impacts on sustainability.</p>	<p>All required documents have been attached.</p>
4	<p>Clear objectives that align with the grant focus areas.</p> <p>Provides a clear description of the community need, issue or opportunity that the activity is responding to.</p> <p>The project delivers clear and measurable outcomes and benefits to the target group/s.</p>	<p>The project aims to provide a direct and indirect benefit to a broad cross section of the community.</p> <p>Provides a description of the groups and/or individuals in the community that are being targeted.</p> <p>Provides the total estimated number of activity participants.</p>	<p>Outlines alignment to relevant Council Plans and links to specific Council Plan Action Areas.</p> <p>Project links in with areas outlined on the specific Building Buloke 2030 plan for their specified town.</p>	<p>Provides a detailed response, outlining how the project will encourage both involvement and participation in the community.</p> <p>Details the ways that the project will promote living in Buloke.</p>	<p>Provides a detailed response, outlining how the project links to specific sustainability target area/s.</p> <p>Provides a detailed response as to how the project will measure the long-term impacts on sustainability.</p>	

COMMUNITY GRANTS GUIDELINES

ASSESSMENT CRITERIA/ NUMBER OF POINTS	PROJECT PURPOSE Why is this project necessary? What does the project plan to achieve?	COMMUNITY BENEFIT Who will the project benefit? How many people will it benefit?	ALIGNMENT WITH RELEVANT BULOKE PLANS How does your project link with the Council Plan and/or the Buloke Integrated Plan or your community's 2030 community plan?	BROADER BULOKE BENEFITS How will this project encourage involvement and participation? How will your project promote living in Buloke?	SUSTAINABILITY GRANTS ONLY Sustainability How will the project align with the sustainability target areas? How will you measure the long-term impacts of this project in terms of contributing to sustainability?	PRE-CONDITIONS MET Relevant Permits Budget Completed Insurance Certificates Attached Project delivery outlined
3	Clear objectives that align with the grant focus areas. Provides a description of the community need, issue or opportunity that the activity is responding to.	The project aims to provide a direct and indirect benefit to a broad cross section of the community. Provides a basic description of the groups and/or individuals in the community that are being targeted.	Broadly outlines alignment to one of the Council Plans. Project links in with areas outlined on the specific Building Buloke 2030 plan for their specified town.	Provides a basic response, outlining how the project will encourage both involvement and participation in the community. Details the ways that the project will promote living in Buloke.	Provides a basic response, outlining how the project links to specific sustainability target area/s. Provides a basic response as to how the project will measure the long-term impacts on sustainability.	
2	Provides a broad description of the community need, issue or opportunity that the activity is responding to.	Provides a description of the groups and/or individuals in the community that are being targeted.	Broadly outlines alignment to one of the Council Plans.	Provides a basic response, outlining how the project will encourage either involvement or participation in the community. States that the project will promote living in Buloke.	Provides a response, outlining how the project links to sustainability in general. Provides a response as to how the project will measure the long-term impacts on sustainability.	
1	Basic outline of the project and its necessity, but no objectives outlined.	Basic outline of who will benefit from the project.	Broadly outlines alignment to Council plans, without referencing any specific parts of the plans.	States that the project will encourage either involvement or participation in the community. States that the project will promote living in Buloke.	Provides an incomplete response, outlining how the project links to sustainability in general. Provides an incomplete response as to how the project will measure the long-term impacts on sustainability.	
0	Does not meet the criteria.	Does not meet the criteria.	Does not meet the criteria.	Does not meet the criteria.	Does not meet the criteria.	Application still missing documentation relevant to the project.

COMMUNITY GRANTS GUIDELINES

GRANT CATEGORIES AND FUNDING AVAILABLE

COMMUNITY GRANTS

	MAXIMUM FUNDING AVAILABLE PER APPLICATION
<p>Organisation Support Grant</p> <p>Assistance with strengthening the capacity and capability of local organisations through improvements to administration, volunteer recruitment, volunteer training, governance training, financial management, grant writing, etc.</p>	<p>Up to \$1,000</p> <p>You must match Council's funding dollar for dollar either by cash or in-kind contributions. These may be in the form of cash, assistance from other funding agencies, or "in kind" such as voluntary labour or materials.</p>
<p>Project Support Grant</p> <p>Assistance with the organisation and management of an event, activity and/or exhibition, specific local self-help project, local history publication, seed funding, minor capital works etc. Can include contributions to offset venue hire, Council assistance etc.</p>	<p>Up to \$2,000</p> <p>You must match Council's funding dollar for dollar either by cash or in-kind contributions. These may be in the form of cash, assistance from other funding agencies, or "in kind" such as voluntary labour or materials.</p>
<p>Small Capital Equipment Grant</p> <p>Assistance with the purchase of small capital items such as office equipment, computers, chairs, tables, small electrical equipment, catering equipment, sports equipment, display cabinets, archival materials, etc.</p>	<p>Up to \$1,000</p> <p>Applicants must make a 50% financial cash contribution towards the project.</p> <p>Applicants can only make one successful application in a twelve-month period.</p>



SUSTAINABILITY GRANTS

ASSISTANCE FOR PROJECTS THAT CONTRIBUTE TO REDUCING YOUR COMMUNITY'S CARBON FOOTPRINT, IMPROVE THE ENVIRONMENT OR EFFECTIVELY CONSERVE RESOURCE USAGE. BELOW IS AN EXPLANATION OF THE AREAS THAT PROJECTS NEED TO ALIGN WITH IN ORDER TO BE ELIGIBLE FOR A SUSTAINABILITY GRANT.

DURING THE APPLICATION, APPLICANTS WILL BE REQUIRED TO SPECIFY HOW THEIR PROJECT WILL LINK WITH THE TARGET AREAS.

PROJECTS THAT FOCUS ON:	
REDUCING CARBON FOOTPRINT <ul style="list-style-type: none"> • Reduce greenhouse gas emissions • Increase recycling • Sustainable transport (e.g., Walking and cycling) • Local and sustainable food production and distribution 	IMPROVE THE NATURAL ENVIRONMENT <ul style="list-style-type: none"> • Showcase our natural environment as healthy and sustainable for future generations • Protect and enhance our natural environment • Biodiversity protection and enhancement • Sustainable gardening/community garden projects
EFFECTIVELY CONSERVE RESOURCE USAGE <ul style="list-style-type: none"> • Efficient use of energy and water, resource recovery, and renewable energy generation, • Save water or reduce waste and litter 	SUSTAINABILITY EDUCATION <ul style="list-style-type: none"> • Increase community awareness and understanding of environmental sustainability • Build community capacity to live sustainably through efficient use of energy and water, resource recovery and/or reuse of materials, and renewable energy generation • Educational field days, workshops and volunteer training • Developing education programs and material including brochures, booklets and resources

IN THE 2022/2023 FINANCIAL YEAR, THERE WILL BE TWO STREAMS OF SUSTAINABILITY FUNDING:	
SUSTAINABILITY GRANTS Up to \$10,000 Council will fund projects on a \$2:1 ratio. Your contribution may consist of cash, assistance from other funding agencies, or up to 50% "in kind" such as voluntary labour or materials.	QUICK ACTION SUSTAINABILITY GRANTS Up to \$2,000 Council will fund sustainability projects without a co-contribution from the applicant. Applicants can only make one successful application for this funding.



COMMUNITY GRANTS GUIDELINES

SPONSORSHIP

THE PURPOSE OF THE SPONSORSHIP PROGRAM IS TO HELP PROMOTE A STRONG AND INVOLVED BULOKE COMMUNITY BY HELPING DELIVER SUCCESSFUL LOCAL EVENTS, PROJECTS, SERVICES AND OTHER ACTIVITIES.

Sponsorship is a business transaction in which Council provides a financial contribution, or value in-kind support, for an event, project, service or activity, in return for agreed commercial and other benefits. It's called a business transaction because it involves an exchange that has a measurable value to each party in commercial, communication or philanthropic terms.

Sponsorship opportunities also include assistance to individuals (inclusive of young people) to attend events, conferences etc. outside of the Shire, including representation in international, national and state sporting and cultural events. While the focus is on individuals it is expected that recipients will be able to demonstrate active involvement in the community and/or local activities. Applicants will need to be endorsed by a local community, cultural or sporting group.

WHAT WILL COUNCIL SUPPORT UNDER SPONSORSHIP?

BULOKE SHIRE COUNCIL WILL ONLY ENGAGE IN SPONSORSHIP WHERE IT WILL ASSIST IN ACHIEVING THE FOLLOWING OUTCOMES:

- Supporting Council's goals and objectives
- Increasing the effectiveness of Council's strategic programs
- Communicating key messages to target audiences
- Enhancing Council's public image and reputation

COUNCIL WILL NOT SPONSOR THE FOLLOWING:

- Activities that compromise public confidence
- Initiatives and/or events which compete or conflict with Council activities
- Individuals or political parties
- Organisations or events where the funds made available would be used to provide sponsorship or grants to third parties (funding can be provided for sponsorship of a prize).

Applications for sponsorship can be submitted at any time throughout the year. Sponsorship for any event is capped at \$500

Sponsorship Assistance with local events and activities. Sponsorship of individuals, teams and groups to participate in sports and cultural events.

Negotiated value up to \$500

Applications \$250 and under are assessed by Council Officers and approved by the CEO.

Applications over \$250 are assessed by Council Officers as per the grants application process before being endorsed by Council.

If an application is successful, the applicant will be contacted by Council to confirm the terms of sponsorship.

For an application form, go to <http://www.buloke.vic.gov.au/Community-Grants-and-Sponsorship> or contact the Community Development Officer on 1300 520 520.

COUNCIL AND COMMUNITY PLANS

TO HELP YOU WITH COMPLETING YOUR APPLICATION PLEASE READ THE COUNCIL PLAN 2021-2025 AS WELL AS YOUR CORRESPONDING COMMUNITIES 2030 PLAN.

Click to view the Buloke Long Term Community Vision and Council Plan

<https://www.buloke.vic.gov.au/plans>

Click to view the 2030 Community Plans

<https://www.buloke.vic.gov.au/building-buloke-2030>

Applications that link into specific areas in their respective Community Plans, or in the Buloke Council Plan will be viewed more favourably through the assessment process.

COUNCIL SUPPORT

Council will actively support community members and groups who require assistance to articulate their ideas and plans for a grants request, or who may need assistance to fill out required forms to enable their consideration under the community grants, sustainability grants and sponsorships requests.

Please note: Council must ensure that a separation of duties exists where the officer responsible for assisting applicants to complete their application, will not be the same staff responsible for assessing applications and determining which are to progress to council for consideration at the funding stage.

DONATIONS

Ad hoc donations are no longer supported as they are discretionary with no agreed outcome or expected return.

HOW DO I SUBMIT MY GRANT APPLICATION?

AN APPLICATION FOR GRANTS AND SPONSORSHIPS IS AVAILABLE FROM COUNCIL'S WEBSITE

[Http://www.buloke.vic.gov.au/Community-Grants-and-Sponsorship](http://www.buloke.vic.gov.au/Community-Grants-and-Sponsorship)

For any information about Council's Community Grants and Sponsorships, contact the Community Development Officer on 1300 520 520.

APPLICATIONS CAN BE SUBMITTED AS FOLLOWS:

Submit your application online at

<http://www.buloke.vic.gov.au/community-grants-and-sponsorship>

Hand deliver your application to:

Council's Wycheproof office

Post your application to:

Community Development Officer

Buloke Shire Council

PO Box 1

Wycheproof VIC 3527

Email your application to:

buloke@buloke.vic.gov.au

PLEASE NOTE:

Only applications submitted using the application forms available on Council's website will be accepted. Applications not meeting guidelines will not be recommended to Council.

You must match Council's funding as per the funding guidelines for the individual programs. These may be in the form of cash, assistance from other funding agencies, or "in kind" such as voluntary labour or materials.

Applicants are ineligible to apply for grants under the Grants and Sponsorship Programs if there are any outstanding acquittals from funds provided under a previous application.

The number of applications approved, and the value of grants and sponsorships awarded each year will be at Council's discretion. They will reflect the strength of the applications received the needs of the Shire as a whole and the alignment of applications received with the Council Plan.

The total amount available to Council for distribution through the Grants Program may vary from year to year as its financial position allows.

Council reserves the right to offer applicants a smaller grant than applied for if it is considered appropriate or if sufficient funds are not available.

COMMUNITY GRANTS GUIDELINES

ASSESSMENT TIMELINE

Due to the Council Briefing Calendar, the Buloke Shire Council assesses and awards grants and sponsorship on a monthly basis. To ensure that your grant can be approved with sufficient time prior to the project commencing, applicants will need to apply at least three weeks before a Council Meeting for the application to be considered at that meeting. This allows time for administration, assessment and viewing of each application before it is decided upon by Council.

If your application needs editing or additions after this time, it may be delayed to the following approval period for assessment.

INFORMATION PRIVACY AND PERSONAL INFORMATION

Council treats all personal information provided as part of a grant or sponsorship application in accordance with the *Privacy and Data Protection Act 2014* and the *Public Records Act 1973*.

The information requested on the application form is collected for the purposes for the assessment and management of grants or sponsorships, but may be used to inform you of other grant or sponsorship opportunities.

The information will only be used by Council for that primary purpose and will not be disclosed to any other party except as required by law.

If an organisation or individual fails to provide the requested information the application may not be considered for funding.

General information that describes the purpose/ project for which the application is being submitted and the responsible organisation or person (both successful and unsuccessful) for which the grant request is being made will be made available to the public and be published on Council's website.

Access to, or correction of personal information is subject to the *Freedom of Information Act 1982*, *Privacy and Data Protection Act 2014*.

A copy of Council's Privacy Policy can be accessed from Council's website www.buloke.gov.au or by contacting Council for a hard copy by phoning 1300 520 520.

NOTIFICATION

Applicants will receive written notification about the success, or otherwise, of their grant or sponsorship application.

Funding must be used for the purposes it has been provided, unless written permission is obtained to vary the project.

If an application is not successful, written notification will be provided with feedback on how the application could be improved in future. The Community Development Officer can also be contacted for feedback.

INSURANCE

It is the applicant's responsibility to obtain and maintain adequate insurance (including public liability) with a reputable insurer, in relation to activities carried out by the applicant for the project, to guard against any claims for loss or damage to property and injury or death to persons.

Applicants must provide a Certificate of Currency demonstrating appropriate insurance cover as part of their application. For all projects and events taking part on Council Property, including pools, public halls and other facilities, applicants are required to have \$20 million Public Liability Insurance, and attach a certificate of currency with their application.

FUNDING CONDITIONS

- Acknowledgement of Council
 - Recipients must acknowledge the support of the Buloke Shire Council in promotional material, posters, correspondence and media.
 - Verbal acknowledgement during opening/closing proceedings and as appropriate or opportunity for the Mayor or ward Councillor to participate in the program, project, festival or event in an official capacity
 - Opportunity for Council to take up a presence at the program, project, festival or event, with no charge to Council.
 - All publicity, promotional material and signage relating to the project must prominently display the Buloke Shire Council logo
- Any variation to the approved project must be submitted to the Buloke Shire Council, in writing, for approval prior to implementation
- Grant Recipients are required to undertake an acquittal process of the grant.

ACQUITTALS AND REPORTING

You will be required to report back to Council when your project is completed. The Acquittal process is important because it enables Council to continuously evaluate the success of the Grants program.

Your acquittal will include:

- A summary of the project including your feedback on the things that went well and things that you have learnt from the project.
- A Financial Statement must be completed together with receipts attached.
- Copies of promotional materials, photographs or video for the purpose of promoting the Community Grants Program through Council publications and website.

For this purpose, successful applicants are required to keep all receipts for items purchased. Any unexpended funds must be returned to Council.

All projects should be completed and acquitted within twelve months of receiving funds.

A group which fails to submit their acquittal documents is ineligible to apply for funding under any future rounds of the Community Grants until their acquittal is completed and reviewed by Council.

For more information or for a copy of an Acquittal Report, go to Council's website <http://www.buloke.vic.gov.au/Community-Grants-and-Sponsorship> or contact the Community Development Officer on 1300 520 520.

COMPLIANCE WITH THE PLANNING AND ENVIRONMENT ACT, LOCAL LAWS, FOOD ACT

Provision of grant funding or sponsorship for events will be dependent on the applicant obtaining all necessary permits as required by the *Planning and Environment Act 1987*, Council's Local Laws, the *Food Act 1984* and the State Government Places of Public Entertainment requirements.

This may require the completion of other application forms and liaison with several Council departments. If an applicant does not need any approvals, this will need to be confirmed in writing, and attached to the application.

ABN AND GST

All applicants must have an Australian Business Number (ABN). Organisations that have not registered for an ABN will have the withholding tax (PAYG) of 46.5% deducted from their payment if they do not complete a Statement by a Supplier form.

If your organisation is registered for GST – or required to be – and receives grant funding from Council the final funded amount will be inclusive of GST.

To obtain a form, visit Council's website www.buloke.vic.gov.au

For advice on GST, contact a tax advisor, or the Australian Taxation Office on 13 24 78 or www.ato.gov.au

ACCESS AND INCLUSION

Council is committed to providing dignified equitable access for all. It is important that applicants are inclusive of people living with a disability and their carers, Aboriginal and Torres Strait Islanders, people from Cultural and Linguistically Diverse backgrounds and other diverse groups of people. This may include considerations to the following:

- Undertaking an Acknowledgement of Country at the beginning of events or inviting a Traditional Owner to do a Welcome to Country,
- Accessible parking at the venue,
- Provision of accessible facilities such as toilets, ramp access and accessible seating,
- Consideration for assistance animals,
- Information available in accessible format, such as large print and signage,
- If required, use of interpreters, such as Auslan for people who are Deaf.

COMMUNITY GRANTS GUIDELINES



8.2.3 CUSTOMER EXPERIENCE STRATEGY

Author's Title: Director Community Development

Department: Community Development

File No: CM/14/22

Relevance to Council Plan 2021 - 2025

Strategic Objective: Our Council and Community Leadership

PURPOSE

The purpose of this report is for Council to consider and adopt the Customer Experience Strategy that reflects the community's and Local Government's contemporary environment.

SUMMARY

Council has in place a Customer Service Strategy that outlines the organisation's commitment to Customer service excellence.

The Customer Experience Strategy sets out clear guidelines on how the organisation will commit to both internal and external continuous improvement for the range of services Council provides.

RECOMMENDATION

That Council:

1. Council adopts the Customer Experience Strategy.

Attachments: 1 Buloke Shire Customer Experience Strategy

DISCUSSION

Council first adopted a Customer Service Strategy in 2018, to set out the organisation's commitment to Customer service excellence, both internal and external. It was designed to provide a clear way forward in meeting the service needs of our customers now, and in the future.

Since that time, the adoption of the Local Government Act 2020, has influenced the steps Council will take to achieve a strong organisational approach when engaging with customers and stakeholders and encouraging public participation in the democratic process. This includes the development of the Community Engagement Policy in 2021, and subsequent Council Plans which articulate the values of engagement and participatory practice.

The impacts of COVID-19 have also changed the way some services are provided. We understand our community is diverse and facing many geographical and demographical challenges. By strengthening relationships and listening to our community, we ensure that we can create great customer experiences.

This strategy sets out sets out clear guidelines how the organisation will commit to both internal and external continuous improvement for the range of services Council provides.

RELEVANT LAW

Not applicable.

RELATED COUNCIL DECISIONS

Council adopted the Draft Customer Experience Strategy for the purposes of community engagement on 29 June 2022.

OPTIONS

Council can choose not to adopt the Customer Experience Strategy.

SUSTAINABILITY IMPLICATIONS

Elements of the Customer Experience Strategy allow for service delivery online, reducing the need to travel to undertake Council business.

COMMUNITY ENGAGEMENT

The strategy was presented to the community in draft form for the purposes of community engagement after being adopted in draft form at the 29 June 2022 Council Meeting. A broad range of communication channels were used including direct email, media release published in local publications, advertising in local media publications, social media, website and direct phone calls.

The process engaged local government sector experts, Traditional Owners, staff and the broader community. Six written submissions were received in addition to social media and telephone conversation feedback.

As a result of the engagement elements of the action plan were improved to include health and well-being actions and that additional engagement opportunities to be established.

INNOVATION AND CONTINUOUS IMPROVEMENT

The switch from a Customer Service Strategy to a Customer Experience Strategy demonstrates a shift in Council's approach to better demonstrate our commitment to timely, responsive and collaborative customer service.

COLLABORATION

This document was presented to Council's Executive Management Team and Management Team to help shape an all of organisation approach to customer experience.

FINANCIAL VIABILITY

All actionable outcomes will be either part of Council's operational budget or will be required to be included in the Annual Budget for year of delivery throughout the strategy.

REGIONAL, STATE AND NATIONAL PLANS AND POLICIES

Local Government Act 2020.

COUNCIL PLANS AND POLICIES

Buloke Shire Council Long-Term Community Vision and Council Plan 2021-2025

Customer Service Charter

Staff Code of Conduct

Councillor Code of Conduct

Social Media Policy

Communication Strategy

Municipal Health and Wellbeing Plan

Inclusiveness Plan

Community Engagement Strategy

Community Support Policy
Complaints Handling Policy
Gender Equality Action Plan

TRANSPARENCY OF COUNCIL DECISIONS

This document was presented to the community in draft form to help shape it's content.

CONFLICTS OF INTEREST

No officer involved in the preparation of this report has a conflict of interest.



BULOKE CUSTOMER EXPERIENCE STRATEGY 2022-2025





ACKNOWLEDGEMENT

Buloke Shire Council acknowledges the Wotjobaluk, Jaadwa, Jadawadjali, Wergaia and Jupagalk people and the Dja Dja Wurrung people as the traditional owners of parts of the land now known as Buloke. We pay our respects to Elders past and present, and value their ongoing contribution to our heritage and our community.



MAYOR'S MESSAGE

It gives me great pleasure to present the Buloke Shire Council Customer Experience Strategy 2022-2025.

The community is at the heart of all we do at Buloke Shire Council. We are committed to our Customers and to providing efficient and responsive services, whilst always striving for improvement.

Our community have told us that they want to be consulted and to have the opportunity to be involved in decisions that impact them. This Council has made the commitment to improve our engagement and communications with the community and to build great Customer experiences.

This Strategy describes the steps we will take to achieve our commitments and clear guidelines how our strong organisational approach; supporting our staff to create a dynamic environment; will build great Customer service outcomes and deliver on the Council Plan.

This Strategy will guide Council's actions over the next three years. It is a living document that will be reviewed each year to ensure Council is adaptable and takes advantage of any opportunities that will help drive our Customer satisfaction.



Mayor, Cr Daryl Warren.



CEO'S MESSAGE

Creating a great Customer experience through good communication, working collaboratively, being responsive and timely is fundamental to what we do, that is why these qualities are listed among our key organisational values.

Customer experience reaches beyond making contact with our frontline staff in the Wycheproof Customer Service office, and those we recognise working directly in the wider community of Buloke.

It is about the entire interaction Customers have with us: supporting staff who do come into direct contact with our community; improving service delivery through digital and business innovation; and a systems management model that creates the environment for us all to be responsible for providing great Customer experiences, now and in the future.

This Strategy sets out the organisation's commitment to both internal and external continuous improvement for the range of services we provide.

It outlines the key actions which align with the strategic objectives in delivering Customer service excellence, outlined in the Council Plan 2021-2025.



CEO, Wayne O'Toole.

CONTENT

Snapshot of Council	6	Customer Experience Strategic Framework	16
Who are our Customers?	7	Our Vision	16
What services do we provide?	8	Customer commitments	16
Why do we need a strategy?	11	Goals	17
Where are we now?	13	Action Plan	18
What are our challenges?	14	Monitoring and evaluation	23
Where do we want to be?	15		



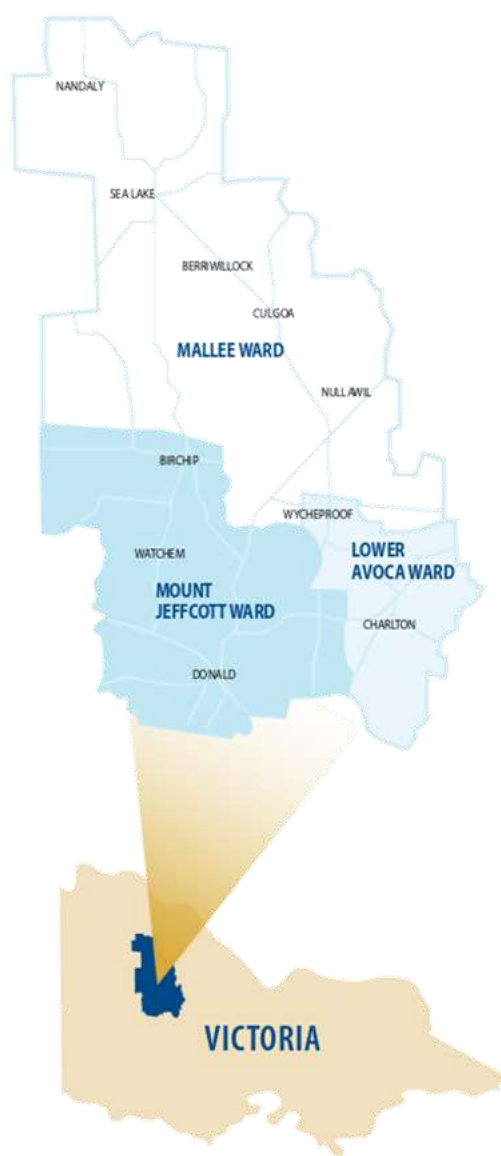
SNAPSHOT OF COUNCIL

The Buloke Shire is located in North-West Victoria between 210 and 360 kilometres from Melbourne. It is bounded by both the Mildura and Swan Hill Rural Cities in the north, Gannawarra and Loddon Shires in the east, Northern Grampians Shire in the south and Yarriambiack Shire in the west.

Buloke is predominantly a rural area. The main townships are Birchip, Charlton, Donald, Sea Lake and Wycheproof. The Shire also comprises of the smaller townships of Berrillock, Culgoa, Nandaly, Nullawil and Watchem. Buloke encompasses a total land area of 8,000 square kilometres and is approximately 140 kilometres long and 60 kilometres wide.

Council maintains a road network spanning 5,302 kilometres. There are also 747 kilometres of roads under State Government control within Buloke. The two main highways servicing the Buloke are the Calder Highway and the Sunraysia Highway. Both highways run north and south through the Shire. Land is used largely for agriculture, particularly grain (such as wheat, barley, pulses and oilseeds) production and sheep grazing.

The Buloke Shire is named after the 'buloke' or 'bulloak' tree, 'Allocasuarina Luehmannii', which is common in the area and the feature of the Buloke Shire logo. Council formed in 1995 after the amalgamation of the Shire of Wycheproof, Shire of Birchip, Shire of Charlton, Shire of Donald and Parts of the Shire of Kara Kara.





WHO ARE OUR CUSTOMERS?

Our Customers come from a diverse range of backgrounds and interests, so their needs and expectations are also wide and varied. These needs and expectations can also change, as we have seen during the COVID-19 pandemic. To have a baseline understanding of how Buloke Shire can deliver excellent Customer service to maximise Customer satisfaction, continual feedback processes are essential to provide information to develop targeted directions and actions.

Our Customers include:



Wotjobaluk, Jaadwa, Jadawadjali, Wergaia and Jupagalk people and the Dja Dja Wurrung people - traditional owners of parts of the land now known as Buloke



Rate Payers



6,201 people who reside within the Buloke Shire



People, who visit, are tourists or who wish to live here



People who work within our Shire



People who invest in our Shire such as developers and businesses



People who seek products, services or information



People who experience barriers to accessing our services



Other stakeholders including Commonwealth and State Governments, local members of parliament, and community agencies that deliver services to our community.



WHAT SERVICES DO WE PROVIDE?

Buloke Shire Council provides more than 40 services to the community. As a service-based organisation, customer experience and service provision is Council's principle business with 113.52 full-time equivalent (FTE) staff (at 30 June 2022) responsible for delivery.

COMMUNITY DEVELOPMENT

Statutory Compliance – The purpose of the Statutory and Compliance Service is to provide Statutory Planning, Building Services and Compliance and Local Laws services. This department also includes areas such as fire hazards, dog and cat registration and control and stock control.

Library Services – This Council delivered service provides library services to the townships of Berrivillock, Birchip, Charlton, Culgoa, Donald, Nullawil, Sea Lake, Watchem and Wycheproof.

Environmental Health – This service promotes the health and well-being of the Shire's local communities through a range of Public Health Programs including immunisations, food surveillance and registration of food premises, accommodation standards and waste water management.

Early Years – This service is to advocate for the wellbeing of children and their families and ensure services are supported through planning and development. The service provides pre-school services in five towns, maternal and child health and support for playgroups led by parents.

Community Grants – This service provides donations, allocations and support to groups that contribute to services connecting and involving others in the community.

Community Support – This service develops links between and within the communities in the Shire, connecting individuals and groups and encouraging access and inclusion in activities recognised by the community as priorities. A range of youth services supporting young people aged 12-15 is also provided. The service also facilitates economic development throughout the Shire and provides support to local businesses and assists in the promotion of tourism.

Aged and Disability Services – This service provides a range of maintenance and support services to assist those who are experiencing barriers to accessing services to live independently at home. Council's service provides domestic assistance, personal care, respite care, home maintenance, meals services, volunteer coordination and five senior citizens centres. These services are integral to allowing many people to stay living in their homes.

Environmental Planning – This service manages Council's Environmental Compliance and Sustainability Programs and Services.

WORKS AND TECHNICAL SERVICES

Recreation – This service provides recreational facilities and support to community operated recreation reserves in 10 towns across the Shire, as well as governance support to community recreation clubs and committees.

Property Maintenance – This service provides Property Maintenance Services to a range of Council's building-based assets, focusing on their upkeep and renewal. This area maintains in excess of 250 buildings across the shire and aims to keep them maintained in a fit for purpose state.

Road Services – This service is to provide road maintenance for the 1100km of sealed, 650km gravel and 3800km of earth roads across the Shire.

Swimming Pools – This service manages and operates seven seasonal swimming pools, from the third week in November to the third week in March (annually).

Assets and Project Management – This service is to provide for the management, design and administration of Council's assets and infrastructure services, including planning management of the Capital Works Program.

Saleyards – This service provides management and administration of Council's Saleyards Precinct at Wycheproof for external Livestock Agents to sell livestock.

Urban Areas – This service manages and coordinates Council's parks, gardens and urban infrastructure providing routine, preventative and ongoing maintenance and improvement.

Lakes – This service provides a contribution to the management and development of the recreational lakes including Tchum, Watchem and Wooroonook Lakes. Council undertakes toilet cleaning at the lakes outside the summer peak period.

Waste and Environment – Waste and Environment Services is responsible for the maintenance and improvement of Council's landfill and transfer stations as well as providing a Residential Kerbside Garbage and Recycling Service in all towns within the Shire.

Municipal Emergency Management – This service develops, coordinates and delivers Council's Municipal Emergency Management Plan and coordination of the Municipal Operation Coordination Centre and associated software.

CORPORATE SERVICES

Finance – This service encompasses all areas of financial reporting, rates, debtors and creditors for Council. Expenses include loan interest, internal and external audit fees, property valuation fees and other miscellaneous corporate expenses.

Information Management – This service is to provide the organisation with Records Management Services and Information and Telecommunication Services.

Governance and Executive Management – This service provides for Council's and the organisation's overall governance services.

Executive Administrative Support – This service provides administrative support to Councillors and Executive Leadership and is responsible for the distribution of Council agendas.

Customer Service – This service provides for both internal and external Customers by resolving the majority of Customer enquiries, requests and payments at the first point of contact.

Risk and Human Resources – This service provides the organisation with recruitment, training, organisational development, occupational health and safety, corporate risk management and insurance programs.

Media and Communications – This service is responsible for the management and provision of advice on external communication, in consultation with relevant stakeholders on behalf of Council. The service is responsible for outgoing media releases, social media and advertising.

HOW YOU CONTACT US:

Buloke Shire Council's head office for **Customer Service** is located at **367 Broadway Wycheproof, Victoria 3527**. Customer Service Officers can assist you with your enquiries about our services or facilities and process your payments. **Customer Service is open Monday to Friday 8.30am-5.00pm (excluding public holidays) call 1300 520 520.**

IN THE FIRST FOUR MONTHS OF 2022:



Customer Service staff took well over **8,600 calls** on 1300 520 520, averaging around **100 calls per day**



572 works requests were received over the **81 working days** - an average of **7 per day**.



SOCIAL MEDIA

Social media is a useful communication tool that delivers just-in-time information utilising video and picture formats via Twitter, LinkedIn, YouTube and Facebook, which is the most popular, with over 3045 followers and steadily increasing reach to over 23,700 people (May 2022).

Council also annually receives:

- Thousands of pieces of written hard mail are received at our post box at PO Box 1, Wycheproof, 3527
- An estimated 25,000 emails are received at our buloke@buloke.vic.gov.au address
- A range of communication links are available on Council's website: www.buloke.vic.gov.au.

Council aims to respond promptly to all inquiries. However, not all Customer requests can be resolved quickly, and may need to be referred to a staff member in a specialty area for information or follow-up. Monthly benchmarking reports closely monitor the rate of closed requests - lifting to 59% during the month of April 2022.



WHY DO WE NEED A STRATEGY?

Buloke Shire Council aspires to continually improve and innovate to create a Customer-centred culture, generating benefits and outcomes for our Customers, as well as fostering positive relationships when partnering with Council to advocate for wider benefits for the community.

Commitment to great Customer experiences involves:

- Listening and showing care and empathy with Customers to understand their expectations and in turn provide outstanding service levels
- Understanding how our Customers interact with us, developing and maintaining personalised and accessible methods that suit our Customer's needs and respects their privacy
- Making it quick and easy for Customers to find information they seek and resolves problems in a timely and consistent way
- Friendly, easy to deal with and knowledgeable staff, who are inspired to build a culture of excellent Customer service across the organisation
- Safe and welcoming environment for Customers and staff
- Culturally respectful and supportive of diversity.



Achieving an outstanding Customer experience is vital to our overall performance. Everyone needs to play a role in shaping our Customer focus and contributing to our culture, technology and service provision, through solid Customer service leadership at all levels.

“AGILITY, FLEXIBILITY, AND CONNECTION ARE KEY TO DIGITAL DRIVERS TO DELIVER A POSITIVE CUSTOMER EXPERIENCE. CUSTOMER EXPECTATIONS HAVE CHANGED SO WE ARE TRANSFORMING TO RESPOND TO THIS CHANGE”

- Cecilia Connellan, Senior Manager Business Transformation.





WHERE ARE WE NOW?

A number of drivers have been identified that recognise the importance of developing a Customer Experience Strategy. During the COVID-19 pandemic a disturbingly sharp rise in occupational violence and aggression towards staff was documented across Victorian local government areas, particularly among those working in frontline roles. The safety and wellbeing of our staff remains the highest priority.

Issuing fines and enforcement to Customers is inevitable and continues to require delivery, however emerging from the pandemic some of the ways Customers once engaged with the organisation have also changed. Feedback from Customers has identified some new pain points during this time due to financial and psychological impacts.

Supporting staff through training, ensuring procedures are in place, regular evaluation of interactions, and assisting them to understand the value of their role in the chain of service delivery, is an essential element to the success of this Strategy, it's implementation and ongoing systems management improvement process.




















This Strategy will influence priorities and guide Council's transformation in step with the expectations of our Customers and meeting their needs through digital innovation, service redesign to put the Customer at the centre of all we do.

To better understand what we need to change, we need to get a baseline to understand how we are performing now. Feedback received from 'Have Your Say' surveys over the past year has gauged the current needs, value to Customers and quality of service. Face-to-face interactions with community leaders at the Community Forum Summit, conducted in May 2022, and it's follow-up survey, also evaluated future Council planning against community expectations.

Additional benchmarking and feedback processes will also be needed to further inform the implementation of this Strategy. This will enable targeted directions, changes and actions required to guide the transformation process including external Customer and internal staff surveys and evaluation.

WHAT ARE OUR CHALLENGES?

Key focus points have been identified from internal and external research including surveys, face-to-face consultation and team meetings:

 CUSTOMER	 STAFF
 <p>Customers needing to do the follow-up work for their request for service due to delays in closing requests or closing the loop</p>	 <p>Outmoded technology not providing visible Customer service satisfaction performance information</p>
 <p>Response to Customers sometimes inconsistent, and staff not as easy to deal with</p>	 <p>Complaints and satisfaction metrics not being fully utilised to identify areas for improvement, and system gaps in measurement</p>
 <p>Some residents do not utilise social media for just-in-time updates and have a mistrust of department communications</p>	 <p>Corporate systems are slow or off-line making it difficult to support Customers</p>
 <p>A significant number of residents with limited or no internet access</p>	 <p>Maintaining simple and effective records is difficult due to outmoded systems</p>
 <p>Community meeting times not always conducted at accessible times for some members of the community</p>	 <p>Internal performance standards are not well defined and measured to provide clear indicators of performance</p>
 <p>Change-over of staff contributing to inconsistencies and ability to develop lasting and trusting relationships with Customers</p>	 <p>Communication between satellite departments is not at a level to provide understanding where teams and individuals sit in the overall Customer service value chain</p>
 <p>Need support to make the shift to online services and Council website underutilised</p>	 <p>Gaps in system workflows impacting monitoring and timely and effective execution</p>
 <p>Questions about level of transparency and community engagement on projects</p>	 <p>Lack of central communications hub and intranet resource for staff</p>
 <p>Community still emerging from COVID-19 pandemic and having confidence attending community meeting or spaces</p>	 <p>Staff still managing how to balance returning to work/or flexible working from home and maintaining connection to their teams and wider organisation</p>

WHERE DO WE WANT TO BE?

Council still has much to learn, with constant staff and Customer and community feedback vital to measuring the appetite for change and ensuring it is consistent and ongoing.

Council's staff are as central to this change as the desire of the community for services provided to be more Customer-centred.





CUSTOMER EXPERIENCE STRATEGIC FRAMEWORK

Buloke Shire Council's approach outlines how we will put the Customer at the centre of service delivery by understanding their different needs and preferences to redesign service options that meet their expectations of great Customer experiences.

This Strategy guides Council in our responsibilities to implementation, monitoring and evaluation, by identifying and developing opportunities to improve services and removing barriers to access, as well as enhance and transform our Customer experience.

OUR VALUES:

Council addresses its key values through:

- ✓ Good Communication
- ✓ Transparency in decision making
- ✓ Accountability by actions
- ✓ Working collaboratively with partners
- ✓ Taking responsibility
- ✓ Being responsive and timely
- ✓ Showing care and respect

OUR CUSTOMER COMMITMENTS:

- ✓ We understand that our Customers want to know what to expect when you contact Council by phone, in person, online or in writing
- ✓ Excellent Customer service outcomes are built on two way relationships
- ✓ Council outlines clearly what Customers can expect when they contact us and in return we ask our customers to help us to help them by being respectful and courteous
- ✓ Customers can expect to be spoken to in a friendly and courteous, helpful and professional manner
- ✓ Our Customers will be listened carefully to establish their requirements
- ✓ Valuing Customer privacy by treating all personal information confidentially
- ✓ Provision of necessary and relevant information in a timely manner

OUR GOALS:



GOAL 1

Inspire Customer focused culture and leadership



GOAL 2

Effective Customer experience measurement to manage and inform standard improvements



GOAL 3

Understand our Customers, their needs, ideals, and experiences to drive better service



GOAL 4

Customised and effective communication tools, providing choice as well as digital and technological solutions



GOAL 5

Continuous business improvement and streamlining services to be simple and easy to use and access through innovation

ACTION PLAN




GOAL 1

Inspire Customer focused culture and leadership

Action	Outcome	Timeframe	Resources	Responsible area
Customer Service Business/Systems Training (incl. health and wellbeing)	<ul style="list-style-type: none"> - Builds a Customer centred culture - Enables organisational capacity to drive change - Creating great Customer experiences and support - Supportive environment for staff to enhance wellbeing 	Ongoing	Up to \$10,000 annually	<ul style="list-style-type: none"> • Human Resources • Customer Engagement • Executive Team
Council Plan Review	<ul style="list-style-type: none"> - Measured Customer experience satisfaction reflected in each position description - Ensures organisational-wide focus - Drives staff behaviour and collaborative effort 	Year 2, Ongoing	Officer time	<ul style="list-style-type: none"> • Customer Engagement • Human Resources • Executive Team • Management Team
Customer Service Charter Review	<ul style="list-style-type: none"> - Incorporation of Customer service standards in our training programs and staff inductions 	Year 1	Officer time	<ul style="list-style-type: none"> • Customer Engagement • Human Resources
Rewarding outstanding service	<ul style="list-style-type: none"> - Valuing innovations and contributions 	Ongoing	Officer time	<ul style="list-style-type: none"> • Executive Team • Management
Promote staff as Council Ambassadors	<ul style="list-style-type: none"> - Continue to develop an internal Customer service focused culture across all departments 	Year 1, Ongoing	Officer time	<ul style="list-style-type: none"> • Executive Team • Management • Customer Engagement
Review Business and Community Grants Concierge	<ul style="list-style-type: none"> - Streamlined Customer support for major business or community investment proposals 	Year 2, Ongoing	Officer time	<ul style="list-style-type: none"> • Economic Development and Tourism • Planning • Assets and Infrastructure • Customer Engagement • Community Development
Internal reviews: - Qualitative review - 3-yearly - Climate survey - quarterly - Pulse survey - 2-weekly - Custom - on demand	<ul style="list-style-type: none"> - Increase greater participation and drive change from end-to-end with engagement metrics to start conversations, monitor change, timely intervention and share initiatives and learning 	Year 1-3	Officer Time	<ul style="list-style-type: none"> • Executive Team • Management Team • Customer Engagement
Fully integrate internal communications - introduction of Microsoft Teams and Sharepoint	<ul style="list-style-type: none"> - Improved security of information in the cloud and communication processes 	Ongoing	Officer time	<ul style="list-style-type: none"> • ICT • Customer Engagement • Management Team

ACTION PLAN

 GOAL 2 Effective customer experience measurement to manage and inform standard improvements				
Action	Outcome	Timeframe	Resources	Responsible area
Improve organisation processes	- Development of Business and Service Plans in each service and implement efficiencies and Customer benefits with a focus on delivering optimal service levels that can clearly be communicated to Customers	Year 1 Business Year 2 Service	Officer time	<ul style="list-style-type: none"> • Customer Engagement • ICT • Human Resources • Executive Team • Management Team
Review complaint management policies and processes	- Ensure Customer Service Charter meets Customer needs	Year 3	Officer time	<ul style="list-style-type: none"> • Customer Engagement • ICT • Executive Team • Management
Review KPI framework	- Cross organisational commitments to Customer service delivery through ongoing measurement and reporting of Customer service KPI's at all levels of the organisation - Monthly Customer and reporting analytics for evaluation <ul style="list-style-type: none"> • Visible Customer metrics • Common language 	Year 2, Ongoing	Officer time, investment in reporting and share systems, including a staff and Customer communications hub	<ul style="list-style-type: none"> • Customer Engagement • ICT • Management Teams • Executive Team
Quarterly reporting on Strategy to Council	- Monitoring of existing and new qualitative and quantitative measures for quality improvement - Additional engagement opportunity for community discussion and greater transparency - Builds confidence Council is motivated and focused on creating great Customer experiences - Develops Ratepayer understanding of challenges and achievements, capacity and willingness to partner with Council on the improvement journey	Year 1, Ongoing	Officer time, investment needed in reporting and share systems	<ul style="list-style-type: none"> • Customer Engagement • ICT • Management Teams • Executive Team

ACTION PLAN



GOAL 3

Understand our Customers, their needs, ideals, and experiences to drive better service

Action	Outcome	Timeframe	Resources	Responsible area
Introduce Translation Information Services	- Supports CALD groups and overcomes barriers to service access	Year 1	Officer time	• Customer Engagement
Cultural and diversity training	- Ensures services and approaches are appropriate and foster supportive partnerships in the spirit of healing	Ongoing	Officer time Investment in training	• Community Services • Community Engagement
More face-to-face opportunities in all towns	- Provides Customer insight and satisfaction measurement - Promoting online engagement through education support	Ongoing	Officer time	• Customer Engagement • Management Teams
Regular update of information on Messages on Hold	- Provides accurate information and explains processes to better inform Customers	Year 1, Ongoing	Officer Time	• Customer Engagement
Review of Customer request system	- Monitor closed and open requests for improvements, measured against Customer Service Charter - Identify service gaps	Ongoing	Officer Time	• Customer Engagement
Regularly evaluate Customer satisfaction of communication channels	- Ensure information and feedback opportunities are provided in an accessible way to enhance Customer experience in line with their needs	Year 1, Ongoing	Officer Time	• Customer Engagement
Customer journey mapping	- Better understand Customer experience through mapping - Look for value by identifying pain points and costly rework	Year 2	Officer time	• Customer Engagement • Management Teams


ACTION PLAN

GOAL 4

Customised and effective communication tools, providing choice as well as digital and technological solutions

Action	Outcome	Timeframe	Resources	Responsible area
Improve access to website information	- Ensure Customers are fully informed, with links in social media and other communication platforms	Year 1, Ongoing	Officer Time	• Customer Engagement
Flexibility in provision of communication and engagement tools	- Ensure tools are targeted to Customers' needs; access and technology i.e., access to service no matter their technology status - Ensure communications are delivered to those without technology access using methods they prefer	Year 1, Ongoing	Officer Time	• Customer Engagement • Management Teams
Investigation into agile centralised communications toolkit and Customer interface	- Increase online Customer engagement, transparency in process, maintain privacy and security of contact lists - Internal hub for staff for community engagement evaluation	Year 1	Officer time, investment in systems evaluation and communication systems	• Customer Engagement • Management Teams

ACTION PLAN

 GOAL 5 Continuous business improvement and streamlining services to be simple and easy to use and access through innovation				
Action	Outcome	Timeframe	Resources	Responsible area
CRMS platform review	<ul style="list-style-type: none"> - Improved Customer satisfaction levels - Improved staff satisfaction levels - Reduction of follow-ups - Expand system to integrate mail, email, communication hub and social media platforms for requests - Full view of Customer interaction and status 	Year 1	Officer time, Investment in modern CRMS system and guided analysis and implementation	<ul style="list-style-type: none"> • ICT • Executive Team • Management Teams • Customer Engagement • Governance
Investigate enhancement of Records Management System and Processes	<ul style="list-style-type: none"> - Ensure a seamless user experience - Simpler system of recording and management of all incoming Customer interactions - Link to customer request system for singular view of the Customer 	Year 2	Officer time, Investment in modern records system and guided analysis and implementation	<ul style="list-style-type: none"> • ICT • Management Teams • Customer Engagement • Governance
Investigate e-services and low-code business models	<ul style="list-style-type: none"> - Ensure we consider digital interactions, payments, booking and permits for Council's website when designing new interactions - Increase self-service transaction volumes - Increase referrals from website 	Year 1, Ongoing	Officer time	<ul style="list-style-type: none"> • ICT • Management Team • Exec Team • Customer Engagement



MONITORING AND EVALUATION

Cultural change takes time as inclinations are sometimes well entrenched. Culture can't be traded in as if it were a used car, nor can it be forced upon like a merger. Our community understands that this begins with some small interventions, drawing on the positive aspects and turning these into an advantage to create change that sticks.

Evaluation is ongoing throughout this process, such as face-to-face qualitative research with our Customers and journey mapping to find opportunities to improve the Customer experience at each stage of our efforts. It is also important that these improvements can be demonstrated in tangible evidence that is transparent, maintains the positive momentum by celebrating milestones which gives confidence to our Customers that we are in this for the long haul.

Additionally, performance reporting is a key program of Local Government Victoria in promoting council transparency, accountability and performance. Customers can view how Council is performing, what measures have been undertaken of their performance and how to make a complaint via the 'Know Your Council' website www.knowyourcouncil.vic.gov.au. This includes an annual Local Government Community Satisfaction Survey.

This survey is conducted across each council and provides data to fulfil a number of statutory reporting requirements and assists in benchmarking. The Victorian Government established the Local Government Performance Reporting Framework (LGPRF) in 2014 to ensure that all Councils measure and report on their performance in a consistent way. The LGPRF and the reporting format for indicators and measures are prescribed by the Local Government Act 2020 (the Act) and the Local Government (Planning and Reporting) Regulations 2020.

RELATED DOCUMENTS

- Council Plan 2022-2025
- Customer Service Charter
- Staff Code of Conduct
- Councillor Code of Conduct
- Social Media Policy
- Communication Strategy
- Municipal Health and Wellbeing Plan
- Inclusiveness Plan
- Community Engagement Strategy
- Community Support Policy
- Complaints Handling Policy



P. 1300 520 520
A. PO Box 1, Wycheproof VIC 3527
367 Broadway, Wycheproof VIC 3527
E. buloke@buloke.vic.gov.au
W. www.buloke.vic.gov.au



8.2.4 ADOPTION OF THE BULOKE SHIRE COUNCIL GOVERNANCE RULES 2022

Author's Title: Acting Director Works and Technical Services

Department: Works and Technical Services

File No: LA|08|16

Relevance to Council Plan 2021 - 2025

Strategic Objective: Our Council and Community Leadership

PURPOSE

To recommend adoption of the Governance Rules 2022.

SUMMARY

Section 60 of the *Local Government Act 2020* (the Act) requires Council to adopt and apply Rules which describe the way it will conduct Council meetings and make decisions.

A review of the Rules has been undertaken following recent amendments to the Act which require councils to make provision for virtual attendance at Council Meetings and Delegated Committee Meetings.

RECOMMENDATION

That Council adopt the Governance Rules 2022.

Attachments:

- 1 Buloke Shire Council Governance Rules 2022
- 2 Submission - Governance Rules 2022

DISCUSSION

Amendments to the Act will take effect on 2 September 2022. From this date onwards it is necessary for the Council's Governance Rules to make provision for virtual attendance at Council and Delegated Committee meetings, including a procedure for making and approving requests for virtual attendance.

Council considered and resolved to release the proposed Rules to the community in accordance with its Community Engagement Policy at the Council Meeting held on 13 July 2022.

One submission was received during the submission period; the submission has been attached to this report and matters relating to the consideration of the submission are outlined further in this report.

Officers note, in response to the submission, that public participation during Council Meetings is facilitated during public question time. While a person's geographic location is not a ground for disqualification, the Councillor or staff member nominated to answer the question is entitled to seek clarification of the question. This would enable the Councillor or staff member to clarify the person's proximity to and/or interest in a matter if that information was considered relevant to meaningful answer the question.

Officers view the attached proposed Rules provide adequate options to address the matters raised in the submission without any further amendment.

It is now appropriate for the Rules to be considered for adoption by the Council.

RELEVANT LAW

Section 60 of the Act requires Council to adopt and apply Governance Rules (Rules) which describe the way it will conduct Council meetings and make decisions.

Council must ensure that a process of community engagement is followed pursuant to Section 60(4).

RELATED COUNCIL DECISIONS

The proposed Rules were considered at the Council Meeting scheduled 13 July 2022.

OPTIONS

Not applicable.

SUSTAINABILITY IMPLICATIONS

Not applicable.

COMMUNITY ENGAGEMENT

Council Officers undertook an engagement process in relation to the revised Rules following the Council Meeting held in July 2022. Council invited public submissions in relation to any proposal contained within the revised Rules.

One submission was received as detailed earlier in this report.

INNOVATION AND CONTINUOUS IMPROVEMENT

Not applicable.

COLLABORATION

Not applicable.

FINANCIAL VIABILITY

Not applicable.

REGIONAL, STATE AND NATIONAL PLANS AND POLICIES

Not applicable.

COUNCIL PLANS AND POLICIES

Not applicable.

TRANSPARENCY OF COUNCIL DECISIONS

The Rules demonstrate Council continues to provide good governance through the performance of its role in accordance with the overarching governance principles and supporting principles of the Act.

CONFLICTS OF INTEREST

I, Hannah Yu, have no conflicts of interest to declare in relation to this report.

Buloke Shire Council Governance Rules 2022

Contents

Part 1 – Preliminary	7
1. Purpose.....	7
2. Definitions	7
3. Role of Council.....	9
4. Overarching governance principles and supporting principles.....	10
5. Council decision making	10
6. General power.....	11
Part 2 – The Mayor, Deputy Mayor and Acting Mayor.....	11
7. When is a Mayor to be elected?	11
8. Election of Mayor	11
9. Election of Deputy Mayor	12
10. Acting Mayor	12
Part 3 – Council Meetings	13
Division 1 – Notices and Agendas	13
11. Notice of dates and times of meetings	13
12. Council may alter meeting dates.....	13
13. Notice of meeting.....	13
14. Mode of attendance at meeting	13
15. Meetings Conducted Electronically.....	15
16. Leave of absence	15
Division 2 – Open meetings	15
17. Meetings open to the public	15
18. Councillor Code of Conduct.....	15
Division 3 - Quorums.....	15
19. Council meetings	15
20. Meetings of Delegated Committees and Community Asset Committees	15
21. Urgent or emergency meetings.....	16
22. Inability to gain a quorum	16
23. Inability to maintain a quorum.....	16
24. Inability to maintain a quorum due to disclosed conflicts of interest	16
25. Notice of adjourned meeting	17
Division 4 – Conduct of business	17
26. The order of business	17
27. Change to order of business.....	18
28. Chief Executive Officer may include items on an agenda	18

29.	Meetings of Delegated Committees and Community Asset Committees	18
30.	Time limit for meetings	18
Division 5 – Disclosure of conflicts of interest		18
31.	Procedures for the disclosure of a conflict of interest by a Councillor or a member of a Delegated Committee at a meeting of the Council or a Delegated Committee.....	18
32.	Procedure for the disclosure of a conflict of interest by a Councillor at a meeting under the auspices of Council that is not a meeting of the Council or a Delegated Committee.....	19
33.	Disclosure of a conflict of interest by a member of Council staff	20
Division 6 - Minutes		21
34.	Keeping minutes.....	21
35.	Confirmation of minutes	22
36.	Objection to confirmation of Minutes	22
37.	Deferral of confirmation of Minutes	22
38.	Availability of Minutes.....	22
39.	Recording of meetings.....	22
Division 6 – Voting at meetings		23
40.	How determined	23
41.	By showing of hands.....	23
42.	When a division is permitted	23
43.	Procedure for a division	23
44.	Between the original vote and a division	23
45.	No discussion once declared	23
46.	Addressing the meeting	23
PART 4 – Delegated Committee Meetings.....		24
47.	Delegated Committee Meetings	24
Part 5 – Other meeting Procedures.....		24
Division 1 – Matters not provided for.....		24
48.	Matters not provided for.....	24
Division 2 – Motions		24
49.	Form of motion or amendment	24
50.	Moving a motion	24
51.	Agreed alteration to a motion.....	25
52.	Right of reply	25
53.	No right of reply for amendments	25
54.	Moving an amendment	26
55.	Who may propose an amendment?.....	26

56.	Who may debate an amendment?.....	26
57.	How many amendments may be proposed?	26
58.	An amendment once carried.....	26
59.	Foreshadowing motions.....	26
60.	Withdrawal of motions.....	26
61.	Separation of motions.....	26
62.	Chairperson may separate motions	26
63.	Motions in writing	27
64.	Circulated motions	27
65.	Debating the motion	27
66.	When a resolution is acted upon	28
67.	Suspension of standing orders	28
68.	No motions may be accepted during the suspension of standing orders.....	28
69.	Interruption for point of order.....	28
Division 3 – Speaking times.....		28
70.	Speaking times	28
71.	Extension of speaking times by resolution of Council.....	28
72.	When an extension can be proposed.....	29
73.	No extension after next speaker has commenced.....	29
74.	Length of extension.....	29
Division 4 – Points of order and other procedural matters.....		29
75.	Points of order.....	29
76.	Procedure for a point of order	29
77.	Consideration of point of order.....	29
78.	Disagreeing with the Chairperson’s ruling on a point of order.....	30
79.	Adjournment and resumption of meeting	30
80.	Procedural motions	30
81.	The closure	30
82.	Adjourning the debate	30
83.	Urgent or other business.....	31
84.	Petitions and joint letters.....	31
85.	Councillor presenting petition.....	32
Division 5 – Notice of motion.....		32
86.	Must be listed on Agenda.....	32
87.	Procedure	32
88.	Rejection of a vague notice	32

89.	Listing notice on Agenda	32
90.	Register of notices	32
91.	May be moved by any Councillor and amended	32
92.	If lost	33
Division 6 – Notice of amendment or rescission		33
93.	Procedure	33
94.	Listing notice on Agenda	33
95.	If lost	33
96.	If not moved	33
97.	May be moved by any Councillor	33
98.	When not required	33
99.	Register of notices	34
Division 7 – Public participation		34
100.	During meetings	34
101.	Conduct of community members	34
102.	Public question time	34
103.	Councillor question time	35
104.	Reports from Councillors	36
105.	Chairperson may remove	36
Division 8 – Additional duties of Chairperson		36
106.	Chairperson’s duties and responsibilities	36
PART 6 – Common Seal		36
107.	Use of Common Seal	36
108.	Signatures accompanying the affixing of the Common Seal	36
109.	Authority for use of Common Seal	36
110.	Security of Common Seal	36
111.	Common Seal register	37
SCHEDULE 1 – MEETING PROCEDURES FOR DELEGATED COMMITTEES		38
1.	Notices and Agendas	38
2.	Quorums	38
3.	Minutes	38
4.	Business of the meeting	38
5.	Voting	38
6.	Addressing the meeting	38
7.	Motions and amendments	39
8.	Other matters	40

SCHEDULE 2 – QUESTIONS FROM THE GALLERY	41
Council meeting question time	41
SCHEDULE 3 – ELECTION PERIOD POLICY	43
1. Purpose.....	43
2. Election Period	43
3. Prohibited decisions	43
4. What is a Council decision?.....	43
5. Caretaker Statement	44
6. Council Resources.....	44
7. Community Engagement.....	44
8. Council Events	45
9. Information.....	45
10. Publicity	45
11. Assistance to Candidates.....	46
12. Social Media	46
13. Public Availability of this Policy	46

Part 1 – Preliminary

1. Purpose

These Governance Rules are made in accordance with section 60 of the *Local Government Act 2020*.

The purpose of these Governance Rules is to provide for:

- (a) the conduct of Council meetings;
- (b) the conduct of meetings of Delegated Committees;
- (c) the form and availability of meeting records;
- (d) the election of the Mayor and the Deputy Mayor;
- (e) the appointment of an Acting Mayor;
- (f) an election period policy;
- (g) the procedures for the disclosure of a conflict of interest by a Councillor or a member of a Delegated Committee at a meeting of the Council or a Delegated Committee;
- (h) the procedure for the disclosure of a conflict of interest by a Councillor at a meeting under the auspices of Council that is not a meeting of the Council or a Delegated Committee;
- (i) the disclosure of a conflict of interest by a member of Council staff when providing information in respect of a matter;
- (j) the consideration and making of decisions on any matter being considered by the Council fairly and on the merits;
- (k) the institution of decision-making processes to ensure that any person whose rights will be directly affected by a decision of the Council is entitled to communicate their views and have their interests considered; and
- (l) any other matters prescribed by the Regulations made under the Act.

2. Definitions

In these Governance Rules, the following words are defined to mean:

Words	Meaning
Act	The <i>Local Government Act 2020</i>
Agenda	The notice of a meeting setting out the business to be transacted at the meeting
Business Days	A normal working day of the Council, usually Monday to Friday excluding declared Public Holidays
Chair	The Chairperson
Chairperson	The person who chairs a meeting of the Council, a Delegated Committee or a

	Community Asset Committee, and includes a person acting as Chairperson, a temporary Chairperson or a substitute Chairperson
Chief Executive Officer	The member of Council staff appointed to be its Chief Executive Officer, and includes a person acting as Chief Executive Officer
Clause	A clause of these Governance Rules
Councillor Code of Conduct	The Councillor Code of Conduct approved under section 139 of the Act
Committee Meeting	A meeting of a Delegated Committee
Common Seal	The Common Seal of the Council
Community Asset Committee	A Community Asset Committee established by Council under section 65 of the Act
Confidential Information	As the same meaning as in section 3(1) of the Act
Council	The Buloke Shire Council
Councillor	A person who is an elected member of the Council
Delegated Committee	A Delegated Committee established by Council under section 63 of the Act
Deputy Mayor	A Councillor who has been elected to that position by a vote of Councillors
Division	A formal count and recording of those for and those against a motion
Formal Motion	A motion which relates to a procedural matter only and which is not designed to produce any substantive result but used merely as a formal procedural measure
Mayor	The Mayor of the Council and any person acting as the Mayor.
Meeting	A meeting of Council, a Delegated Committee or a Community Asset Committee
Member	A person who is entitled to vote at a meeting of the Council or a Delegated Committee or Community Asset Committee

Minutes	The record of proceedings of a meeting of the Council, a Delegated Committee or a Community Asset Committee
Municipal District	The area comprising the municipal district of the Council
Notice of Motion	A notice setting out the text of a motion which is proposed to be moved at the next relevant meeting
Procedural Motion	A motion that relates to a procedural matter only and which is not designed to produce any substantive decision but used merely as a formal procedural measure such as the deferral of an item to a future meeting
Recommendation	The recommendation made in a report to Council forming part of the agenda
Regulations	Any regulations made under the Act
Resident	A person who has a place of residence within the Municipal District
Suspension of Standing Orders	The suspension of the meetings provisions of the Governance Rules to facilitate full discussion on an issue without formal constraints
Written	Includes duplicated, lithographed, photocopied, photographed, printed, typed and emailed

3. Role of Council

- 1) The role of Council is to provide good governance in its municipal district for the benefit and wellbeing of the municipal community.
- 2) Council will provide good governance through —
 - a) the performance of its role in accordance with the overarching governance principles and supporting principles of the Act; and
 - b) the Councillors of the Council performing their roles in accordance with the requirements of the Act.
- 3) In performing its role, Council may—
 - a) perform any duties or functions or exercise any powers conferred on Council by or under the Act or any other Act; and
 - b) perform any other functions that Council determines are necessary to enable Council to perform its role.
- 4) If it is necessary to do so for the purpose of performing its role, Council may perform a

function outside its municipal district.

4. Overarching governance principles and supporting principles

- 1) Council will in the performance of its role give effect to the overarching governance principles and supporting principles.
- 2) The following are the overarching governance principles—
 - a) Council decisions are to be made and actions taken in accordance with the relevant law;
 - b) priority is to be given to achieving the best outcomes for the municipal community, including future generations;
 - c) the economic, social and environmental sustainability of the municipal district, including mitigation and planning for climate change risks, is to be promoted;
 - d) the municipal community is to be engaged in strategic planning and strategic decision making;
 - e) innovation and continuous improvement is to be pursued;
 - f) collaboration with other Councils and Governments and statutory bodies is to be sought;
 - g) the ongoing financial viability of the Council is to be ensured;
 - h) regional, state and national plans and policies are to be taken into account in strategic planning and decision making; and
 - i) the transparency of Council decisions, actions and information is to be ensured.
- 3) In giving effect to the overarching governance principles, Council will take into account the following supporting principles—
 - a) the community engagement principles;
 - b) the public transparency principles;
 - c) the strategic planning principles;
 - d) the financial management principles; and
 - e) the service performance principles.

5. Council decision making

- 1) Council must consider, and make decisions on, any matter being considered by Council fairly, impartially and on the merits of the matter, by taking into account relevant, factual information.
- 2) In accordance with principles of natural justice, any person whose rights will be directly affected by a decision of the Council is entitled to:
 - a) communicate their views by written submission;
 - b) subsequently speak to their submission or to have a person speak on their behalf; and
 - c) have their interests considered.
- 3) For the purposes of sub-clauses (1) and (2), a decision of Council means the following—
 - a) a resolution made at a Council meeting;
 - b) a resolution made at a meeting of a Delegated Committee; or
 - c) the exercise of a power or the performance of a duty or function of Council by a member

of Council staff or a Community Asset Committee acting under delegation.

6. General power

Subject to any limitations or restrictions imposed by or under the Act or any other Act, Council has the power to do all things necessary or convenient to be done in connection with the performance of its role.

Part 2 – The Mayor, Deputy Mayor and Acting Mayor

7. When is a Mayor to be elected?

- 1) A Mayor is to be elected:
 - a) no later than one month after the date of a general election; or
 - b) within one month after any vacancy in the office of Mayor occurs.
- 2) Before the election of the Mayor, Council must determine by resolution whether the Mayor is to be elected for a 1 year or a 2 year term.
- 3) If the Mayor is elected for a 1 year term, the next election of the Mayor must be held on a day to be determined by Council that is as close to the end of the 1 year term as is reasonably practicable.
- 4) If the Mayor is to be elected for a 2 year term, the next election of the Mayor must be held on a day to be determined by Council that is as close to the end of the 2 year term as is reasonably practicable.
- 5) The election of a Mayor after the period specified in this clause does not invalidate the election.
- 6) A Councillor elected to fill a vacancy in the office of Mayor caused other than by the expiration of a 1 year or a 2 year term serves the remaining period of the previous Mayor's term.

8. Election of Mayor

- 1) At a Council meeting that is open to the public, the Councillors must elect a Councillor to be the Mayor of the Council.
- 2) Subject to section 167 of the Act, any Councillor is eligible for election or re-election to the office of Mayor.
- 3) The election of the Mayor must be chaired by the Chief Executive Officer.
- 4) The Chief Executive Officer must open the Meeting at which the Mayor is to be elected and invite nominations for the office of Mayor.
- 5) Every nomination shall require a seconder.
- 6) Any Councillor nominated may refuse nomination.
- 7) If only one Councillor is nominated, the meeting must declare that Councillor to be duly elected as Mayor.
- 8) If there is more than one nomination, the Councillors present must vote for one of the candidates, and the method of voting will be by show of hands.
- 9) The Mayor must be elected by an absolute majority of the Councillors. If an absolute majority of the Councillors cannot be obtained at the meeting, the Council may resolve to conduct

the election of the Mayor at a later specified time and date.

- 10) In this clause, **absolute majority** means the number of Councillors which is greater than half the total number of the Councillors of a Council.
- 11) If no candidate receives an absolute majority of votes where there are 3 or more candidates, the candidate with the least number of votes must be eliminated as a candidate and a further poll conducted between the remaining candidates.
- 12) If there are several candidates, the procedure must be repeated until a candidate receives an absolute majority of votes and that candidate shall be declared Mayor.
- 13) If, for the purpose of eliminating the candidate with the least number of votes, two or more candidates have the same least number of votes, the candidate to be eliminated shall be determined by simple majority vote.

9. Election of Deputy Mayor

- 1) Clause 7 applies to the election of a Deputy Mayor by the Councillors as if any reference in that clause to the Mayor was a reference to the Deputy Mayor.
- 2) Clause 8, other than subclause (3), applies to the election of a Deputy Mayor as if any reference in that section to the Mayor was a reference to the Deputy Mayor.

10. Acting Mayor

- 1) Council must appoint a Councillor to be the Acting Mayor when—
 - a) Neither the Mayor or any elected Deputy Mayor is able for any reason to attend a Council meeting or part of a Council meeting; or
 - b) the Mayor and any elected Deputy Mayor are both incapable of performing the duties of the office of Mayor and Deputy Mayor respectively for any reason, including illness; or
 - c) the office of Mayor and Deputy Mayor are vacant.
- 2) An appointment under subclause (1) must be for a period specified by Council.
- 3) If—
 - a) an appointment has not been made under subclause (1) or has expired; and
 - b) any of the circumstances specified in subclause (1)(a), (b) or (c) apply—Council must appoint a Councillor to be the Acting Mayor for a period specified by Council.
- 4) An Acting Mayor—
 - a) must perform the role of the Mayor; and
 - b) may exercise any of the powers of the Mayor—until the circumstances specified in subclause (1) no longer apply or the period of the appointment expires, whichever first occurs.
- 5) If an Acting Mayor has been appointed, unless inconsistent with the context or subject matter, a reference in the Act (except in sections 20 and 23, Division 4 of Part 2 and sections 61(6) and 236(4)) to the Mayor includes a reference to the Acting Mayor.

Part 3 – Council Meetings

Division 1 – Notices and Agendas

11. Notice of dates and times of meetings

- 1) At the Council Meeting to elect the Mayor, Council must fix the date, time and place of all meetings of Council and Delegated Committees for the following year, which may be amended where the circumstances require.
- 2) In addition to subclause (1) the Mayor may by written notice delivered to the Chief Executive Officer call a meeting of the Council.
- 3) A notice delivered under subclause (2) must specify the date and time of the meeting and the business to be transacted.
- 4) Unless all Councillors are present and unanimously resolve to deal with the another matter at a meeting called by the Mayor, only the business specified in the notice or resolution is to be transacted.
- 5) Council must provide at least 7 days' notice on Council's website of meetings of the Council and Delegated Committees unless urgent or extraordinary circumstances prevent Council from doing so in which case, Council must give notice that is practicable for the circumstances which includes advice of the reasons why the 7 days' notice of the meeting could not be given.

12. Council may alter meeting dates

- 1) Council may change the date, time and place of any meeting of Council or Delegated Committee which has been fixed and must provide reasonable notice of the changes to the public.
- 2) Where meeting dates are changed, details are to be published on Council's website.

13. Notice of meeting

- 1) Unless urgent or extraordinary circumstances have necessitated the meeting, a notice of meeting incorporating or accompanied by an agenda of the business to be dealt with must be served on every Councillor at least 2 clear business days before the meeting.
- 2) The notice of meeting for any meeting must state the date, time and place of the meeting and the business to be dealt with and must be sent by post, messenger, email or online portal to each Councillor's place of residence or usual place of business (if applicable) or as otherwise specified by the Councillor.
- 3) A notice may be handed personally to a Councillor in any location within the time required, or may be delivered to another destination, provided a written authorisation of the relevant Councillor is held by the Chief Executive Officer.
- 4) To enable the processes of governance to be efficiently managed, Councillors should keep the Chief Executive Officer informed of their point(s) of contact from time to time.

14. Mode of attendance at meeting

- 1) Each notice of meeting must indicate whether the relevant Council meeting is to be conducted:
 - a) wholly in person;

- b) wholly by electronic means; or
 - c) partially in person and partially by electronic means.
- 2) The indication in the notice of meeting must be consistent with any resolution of Council that has expressed a preference for, or otherwise specified, when Council meetings are to be conducted:
- a) wholly in person;
 - b) wholly by electronic means; or
 - c) partially in person and partially by electronic means.
- 3) If a Council (or Delegated Committee) meeting is to be conducted wholly in person a Councillor (or Committee Member) may nonetheless request to attend by electronic means.
- 4) Any request made under subclause (3) must:
- a) be in writing;
 - b) be given to the Chief Executive Officer no later than 24 hours prior to the commencement of the relevant Council meeting; and
 - c) specify the reasons why the Councillor is unable or does not wish to attend the Council meeting in person.
- 5) The Chief Executive Officer must ensure that any request received in accordance with subclause (4) and any other request received from a Councillor to attend by electronic means is made known at the commencement of the relevant Council meeting.
- 6) Council may approve and must not unreasonably refuse any request for a Councillor to attend by electronic means.
- 7) A Councillor who is attending a Council meeting by electronic means is responsible for ensuring that they are able to access such equipment and are present in such an environment that facilitates participation in the Council meeting.
- 8) Without detracting from subclause (7), a Councillor who is attending a meeting by electronic means must be able to:
- a) hear the proceedings;
 - b) see all Councillors and members of Council staff who are also attending the Council meeting, at least while a Councillor or member of Council staff is speaking;
 - c) be seen by all Councillors, members of Council staff and members of the public who are physically present at the Council meeting; and
 - d) be heard when they speak.
- 9) If the conditions of subclause (8) cannot be met by one or more Councillors attending a Council meeting, whether because of technical difficulties or otherwise:
- a) the Council meeting will nonetheless proceed as long as a quorum is present; and
 - b) the relevant Councillor (or Councillors) will be treated as being absent from the Council meeting or that part of the Council meeting
- unless the Council meeting has been adjourned in accordance with these Rules.
- 10) Nothing in this clause prevents a Councillor from joining (or re-joining) a Council meeting at the time that they achieve compliance with subclause (8) even if the Council meeting has already commenced or has continued in their absence.

15. Meetings Conducted Electronically

If a Council meeting is conducted wholly or partially by electronic means, the Chair may, with the consent of the meeting, modify the application of any of these Governance Rules to facilitate the more efficient and effective transaction of the business of the meeting.

16. Leave of absence

It will not be necessary for a notice of meeting or agenda to be served on any Councillor who has been granted leave of absence, unless the Councillor has requested the Chief Executive Officer in writing to continue to give notice of any meeting to be held during the period of their absence and/or a copy of the agenda.

Division 2 – Open meetings

17. Meetings open to the public

- 1) A meeting of Council or a Delegated Committee must be kept open to the public unless Council or the Delegated Committee considers it necessary to close the meeting to the public because a circumstance specified in subclause (2) applies.
- 2) The circumstances are—
 - a) the meeting is to consider confidential information; or
 - b) security reasons; or
 - c) it is necessary to do so to enable the meeting to proceed in an orderly manner.
- 3) If the circumstance specified in subclause (2)(b) or (2)(c) applies, the meeting can only be closed to the public if the Council or Delegated Committee has made arrangements to enable the proceedings of the meeting to be viewed by members of the public as the meeting is being held.
- 4) For the purposes of subclause (3), the arrangements may include provision to view the proceedings on the Internet.
- 5) If Council or a Delegated Committee determines that a meeting is to be closed to the public to consider confidential information, the Council or Delegated Committee must record in the minutes of the meeting that are available for public inspection—
 - a) the ground or grounds for determining to close the meeting to the public by reference to the grounds specified in the definition of **confidential information** in clause 6; and
 - b) an explanation of why the specified ground or grounds applied.

18. Councillor Code of Conduct

During the course of any Council meeting, Councillors must comply with the Councillor Code of Conduct.

Division 3 - Quorums

19. Council meetings

The quorum required for any Council meeting shall be 4 Councillors.

20. Meetings of Delegated Committees and Community Asset Committees

The quorum for a meeting of a Delegated Committee or a Community Asset Committee will

be determined by Council for each Committee, but in the absence of Council's determination, the quorum required will be not less than a majority of members.

21. Urgent or emergency meetings

In the case of an emergency the quorum required will be 4 Councillors.

22. Inability to gain a quorum

- 1) If after 30 minutes of the scheduled starting time of any meeting or adjournment a quorum cannot be obtained, those Councillors present, or if there are no Councillors present, the Chief Executive Officer, or in their absence, a Senior Officer, may adjourn the meeting for a period not exceeding 7 days from the date of the adjournment.
- 2) If a Council meeting is adjourned, the Chief Executive Officer must ensure that the agenda for such a meeting is identical to the agenda for the meeting which is deemed to have lapsed.
- 3) The Chief Executive Officer must give all Councillors notice of the meeting and every reasonable attempt shall be made to advise the public of the revised meeting date.

23. Inability to maintain a quorum

- 1) If during any meeting or any adjournment of the meeting, a quorum cannot be maintained, those Councillors present, or if there are no Councillors present, the Chief Executive Officer, or in their absence, a Senior Officer, may adjourn the meeting for a period not exceeding 7 days from the date of the adjournment.
- 2) If a Council meeting lapses, the uncompleted business must be included in the agenda for the next Council meeting.

24. Inability to maintain a quorum due to disclosed conflicts of interest

- 1) This clause applies if Council cannot maintain a quorum because of the number of Councillors who have declared a conflict of interest in relation to an item on the agenda.
- 2) Council must consider whether the decision can be made by dealing with the matter in an alternative manner.
- 3) For the purposes of subclause (2), an *alternative manner* may include—
 - a) resolving to split the matter into 2 or more separate parts, so that a quorum can be maintained for each separate part; or
 - b) making prior decisions on component parts of the matter at a meeting for which a quorum can be maintained, before deciding the overall matter at a meeting for which a quorum can be maintained.
- 4) Subject to complying with any requirements under any other Act, if Council is unable to use an alternative manner, Council must decide to establish a Delegated Committee to make the decision in regard to the matter consisting of—
 - a) all the Councillors who have not disclosed a conflict of interest in regard to the matter; and
 - b) any other person or persons that Council considers suitable.
- 5) Section 63(2) of the Act applies to a Delegated Committee established under subclause (4) to the extent possible after excluding all the Councillors who have disclosed a conflict of interest in regard to the matter.

25. Notice of adjourned meeting

The Chief Executive Officer may provide written notice of an adjournment but where that is not practicable because time does not permit that to occur then provided a reasonable attempt is made to contact each Councillor, notice by telephone, email, in person or by some other means will be sufficient.

Division 4 – Conduct of business**26. The order of business**

- 1) The order of business of Council meetings will be determined by the Chief Executive Officer to facilitate and maintain open, efficient and effective processes of government.
- 2) The Chief Executive Officer should endeavour to be consistent in preparing any agenda from meeting to meeting. However, this should not preclude the Chief Executive Officer from altering the order of business to enhance the fluent and open process of government of the Council or to take advantage of opportunities which may arise from time to time.
- 3) In determining the agenda, the Chief Executive Officer is required to consult the Mayor and will consider:
 - a) the general attitude of the Council;
 - b) convenience to the community and interested community groups;
 - c) the sensitivity of issue;
 - d) the interest/s of the community and community groups; and
 - e) any other relevant factor which may impact on the fluent and open processes of the government of the Council.
- 4) As a guide, the Chief Executive Officer should list items, giving priority as follows:
 - a) Procedural and protocol matters which may include:
 - An Acknowledgement of Country
 - at the Mayor's discretion, an Opening Prayer
 - Receipt of apologies
 - Confirmation of Minutes
 - Requests for leave of absence
 - Declarations of Conflict of Interest
 - Questions from the public
 - Petitions
 - Planning permits issued under delegated authority
 - Letters of congratulations and recognition of achievements
 - Any other Procedural Matter
 - b) General business may include:
 - Policy reports
 - Management reports

- Financial reports
- Organisational reports
- Reports from Councillors
- c) Other business may include:
 - Notices of motion
 - Questions from Councillors
 - Urgent business
 - Any other business.
- d) Matters which may exclude the public

27. Change to order of business

Once an agenda has been sent to Councillors, the order of business for that meeting may only be altered by resolution of the Council.

28. Chief Executive Officer may include items on an agenda

After conferring with the Mayor, the Chief Executive Officer may include any matter on an agenda which they think should be considered by the meeting.

29. Meetings of Delegated Committees and Community Asset Committees

The agenda for a meeting of a Delegated Committee will be relevant to the issues which are to be raised at the meeting and any reference to Councillors extends to non-Councillor members of a Delegated Committee and any reference to the Council is to be read as referring to the Delegated Committee.

Unless anything in the instrument of delegation provides otherwise, the conduct of a meeting of a Community Asset Committee is at the discretion of the Community Asset Committee.

30. Time limit for meetings

- 1) A meeting must not extend beyond 10.00 pm unless a majority of Councillors present vote in favour to extend the meeting.
- 2) In the absence of such an extension, the meeting must stand adjourned to a time, date and place to be then and there announced by the Chairperson.
- 3) The Chief Executive Officer must give notice to each Councillor of the date, time and place to which the meeting stands adjourned and of the business remaining to be considered.

Division 5 – Disclosure of conflicts of interest

31. Procedures for the disclosure of a conflict of interest by a Councillor or a member of a Delegated Committee at a meeting of the Council or a Delegated Committee

- 1) If a Councillor or member of a Delegated Committee has a conflict of interest in a matter which is to be considered or discussed at a meeting of the Council or the Delegated Committee, the Councillor or member must, if they are attending the meeting, disclose the conflict of interest in accordance with subclause (2), and if applicable, subclause (3).
- 2) A Councillor or member of a Delegated Committee who has a conflict of interest and is

attending the meeting of the Council or Delegated Committee must make a full disclosure of that interest by either advising:

- a) the Council or Delegated Committee at the meeting immediately before the matter is considered at the meeting; or
 - b) the Chief Executive Officer in writing before the meeting
whether the interest is a general conflict of interest or a material conflict of interest, or a perceived conflict of interest and the nature of the interest, or perceived conflict of interest.
- 3) If the Councillor or member advised the Chief Executive Officer of the details under paragraph (b) of subclause (2), the Councillor or member must make a disclosure of the class of interest only to the meeting immediately before the matter is considered at the meeting.
 - 4) The Chief Executive Officer must—
 - a) keep written disclosures received under this clause in a secure place for 3 years after the date the Councillor or member of a Delegated Committee who made the disclosure ceases to be a Councillor or member of a Committee; and
 - b) destroy the written disclosure when the 3 year period referred to in paragraph (a) has expired.
 - 5) While the matter is being considered, including any vote being taken in relation to the matter, the Councillor or member of a Delegated Committee must—
 - a) leave the meeting (either physically if the meeting is being conducted in person or virtually if the meeting is being conducted electronically) and notify the Mayor or the Chairperson of the Delegated Committee of their departure; and
 - b) remain outside the room and any gallery or other area in view or hearing of the meeting.
 - 6) The Mayor or the Chairperson of the Delegated Committee must cause the Councillor or member of a Delegated Committee to be notified that they may return to the meeting after—
 - a) consideration of the matter; and
 - b) all votes have been cast on the matter.
 - 7) If a Councillor or member of a Delegated Committee discloses a conflict of interest, the Chief Executive Officer or the Chairperson must record in the minutes of the meeting—
 - a) the declaration of the conflict of interest; and
 - b) the classification of the interest that has given rise to the conflict, and if the Councillor or member has disclosed the nature of the interest to the meeting, the nature of the interest.

32. Procedure for the disclosure of a conflict of interest by a Councillor at a meeting under the auspices of Council that is not a meeting of the Council or a Delegated Committee

- 1) At a meeting under the auspices of Council that is not a meeting of the Council or Delegated Committee, the Chief Executive Officer must ensure that a written record is kept of—
 - a) the names of all Councillors and members of Council staff attending;
 - b) the matters considered;
 - c) any conflict of interest disclosures made by a Councillor attending under subclause (3);

- d) whether a Councillor who has disclosed a conflict of interest as required by subclause (3) leaves the meeting.
- 2) The Chief Executive Officer must ensure that the written record of a meeting held under this clause is, as soon as practicable—
 - a) reported at a meeting of the Council; and
 - b) incorporated in the minutes of that Council meeting.
- 3) If a Councillor attending a meeting held under this clause knows, or would reasonably be expected to know, that a matter being considered by the meeting is a matter that, were the matter to be considered and decided by Council, the Councillor would have to disclose a conflict of interest, the Councillor must, at the time set out in subclause (4), disclose to the meeting that they have a conflict of interest and leave the meeting whilst the matter is being considered by the meeting.
- 4) A Councillor must disclose the conflict of interest either—
 - a) immediately before the matter in relation to which the Councillor has a conflict of interest is considered; or
 - b) if the Councillor realises that they have a conflict of interest after consideration of the matter has begun, as soon as the Councillor becomes aware that they have a conflict of interest.

33. Disclosure of a conflict of interest by a member of Council staff

- 1) A member of Council staff who is providing information to:
 - a) a meeting of the Council, a Delegated Committee or a Community Asset Committee; or
 - b) another member of Council staff exercising a power of delegation or performing a statutory function –

and who has a conflict of interest in a matter to which the information relates, must disclose the conflict of interest when providing the information and before the information is considered by the applicable meeting referred to in paragraph (a) or another member of staff referred to in paragraph (b).
- 2) A disclosure made by a person under subclause (1) must be recorded:
 - a) in the minutes of the applicable meeting referred to in paragraph (a); or
 - b) in a conflict of interest disclosure register maintained by the Chief Executive Officer if the information is provided to another member of Council staff referred to in paragraph (b).
- 3) A member of Council staff who has a conflict of interest in a matter in which they also have delegated power, duty or function must—
 - a) not exercise the power or discharge the duty or function; and
 - b) in the case of the Chief Executive Officer, disclose the type of interest and the nature of the interest to—
 - i. the Mayor, in writing, as soon as they become aware of the conflict of interest in the matter; and
 - ii. the Council by no later than the next meeting of the Council; and
 - c) in the case of any other member of staff, disclose the type of interest and the nature of

the interest to the Chief Executive Officer, in writing, as soon as they become aware of the conflict of interest in the matter.

- 4) The Chief Executive Officer does not have a conflict of interest in a matter if the matter only relates to—
 - a) the adoption or amendment of a policy relating to Council staff generally;
 - b) the adoption of a code of conduct for Council staff; or
 - c) a decision to delegate a power, duty or function to a member of Council staff.

Division 6 - Minutes

34. Keeping minutes

- 1) The Chief Executive Officer must ensure that minutes are kept of all meetings of Council, Delegated Committees and Community Asset Committees.
- 2) The minutes of any Council meeting must record:
 - a) the date, place, time, duration and nature of the meeting;
 - b) the names of Councillors present, including the ward they represent;
 - c) apologies and leaves of absence;
 - d) the names of officers present with their organisational title;
 - e) the arrival and departure time of Councillors during the course of the meeting (including any temporary departures or arrivals);
 - f) every motion and amendment moved, including the mover and seconder of any motion or amendment;
 - g) the outcome of every motion that is, whether it was put to the vote and the result of either CARRIED, LOST, WITHDRAWN, LAPSED, AMENDED;
 - h) procedural motions which should be highlighted;
 - i) where a valid division is called, a table of the names of every Councillor and the way their vote was cast; either FOR, AGAINST or ABSTAINED and the Councillor's stated reason for any abstained vote;
 - j) when requested by a Councillor, a record of their support or opposition for any motion;
 - k) details of failure to achieve or maintain a quorum and any adjournment whether as a result or otherwise;
 - l) details of any question directed or taken upon notice;
 - m) details of any deputations made to the Council;
 - n) the time and reason for any adjournment of the meeting or suspension of standing orders;
 - o) details of failure to achieve or maintain a quorum and any adjournment whether as a result or otherwise;
 - p) disclosure by a Councillor of a conflict of interest and the details associated with that disclosure required by section 130 and 131 of the Act; and
 - q) any other matter which the Chief Executive Officer thinks should be recorded to clarify the intention of the meeting or the reading the Minutes;

- r) closure of the meeting to members of the public and the reasons for such closure; and,
 - s) any relevant reports or a summary of relevant reports considered by the Council.
- 3) In addition, every page of the minutes should:
- a) be consecutively numbered; and
 - b) contain consecutive item numbers which are clearly headed with a subject, titles and where appropriated sub-title and file references.
 - c) be indexed through a central indexing system established and maintained by the Chief Executive Officer.

35. Confirmation of minutes

- 1) At every Council meeting the minutes of the preceding meeting(s) must be put before the meeting for confirmation in the following manner:
- 2) An appropriate motion to confirm the Minutes would be:
“That the minutes of the (Type of Meeting) held on (Date of meeting) be confirmed.”
- 3) If some slight alteration is required to the minutes, then the following words may be added:
“subject to the following alteration(s)”
- 4) If the Confirmation of the Minutes is to be postponed, an appropriate motion would be:
“That the Confirmation of Minutes be held over until:” or
“That the Confirmation of Minutes be held over and relisted on the next Agenda.”
- 5) The Chairperson of the meeting at which the minutes were confirmed is required to verify the minutes by initialing each page of the minutes and by signature on the final page.
- 6) No discussion or debate on the confirmation of minutes will be permitted except where their accuracy as a record of the proceedings of the meeting to which they relate is questioned.

36. Objection to confirmation of Minutes

If a Councillor is dissatisfied with the accuracy of the minutes, then they must:

- a) state the item or items with which he or she is dissatisfied; and
- b) propose a motion clearly outlining the alternative wording to amend the minutes.

37. Deferral of confirmation of Minutes

Council may defer the confirmation of minutes until later in the meeting or until the next meeting as appropriate.

38. Availability of Minutes

The Chief Executive Officer will make available confirmed minutes of open meetings of Council and Delegated Committees together with relevant reports on Council’s website.

39. Recording of meetings

- 1) The Chief Executive Officer (or other person authorised by the Chief Executive Officer) may record with appropriate recording equipment the proceedings of a Council meeting.

- 2) Subject to subclause (1) a person must not operate any visual or sound recording equipment at any Council meeting without first obtaining the consent of Council or the Chairperson. Such consent may be at any time during the course of such meeting be revoked by Council or the Chairperson.

Division 6 – Voting at meetings

40. How determined

To determine a matter before a meeting, the Chairperson will first call for those in favour of the motion and then those opposed to the motion and will declare the result to the meeting.

41. By showing of hands

In meetings that are required by the Act to be open meetings, voting on any matter will be by show of hands.

42. When a division is permitted

- 1) A division may be requested by any Councillor on any matter.
- 2) The request must be made to the Chairperson either immediately prior to or immediately after the vote has been taken but cannot be requested after the next item of business has commenced.

43. Procedure for a division

- 1) Once a division has been requested the Chairperson will call for a show of hands by those Councillors voting for the motion and then those Councillors opposed to the motion.
- 2) The Chairperson shall name those Councillors voting for the motion, those Councillors voting against the motion, and any Councillor abstaining from voting, and the names shall be recorded in the Minutes of the meeting.
- 3) Any Councillor abstaining from voting must state their reason for doing so to enable the reason to be recorded in the Minutes of the meeting.

44. Between the original vote and a division

No Councillor is prevented from changing their original vote at the voting on the division, and the voting by division will determine the Council's resolution on the issue.

45. No discussion once declared

Once a vote on a motion has been taken, no further discussion relating to the motion will be allowed unless the discussion is –

- a) for a Councillor to request that his or her opposition to the motion be recorded in the minutes; or
- b) where a subsequent notice of motion follows a rescission motion.

46. Addressing the meeting

- 1) Any Councillor or person who addresses the meeting may remain seated and shall direct all remarks through the Chairperson.
- 2) A Chairperson may address a meeting, however if the Chairperson wished to debate a particular motion or move any motion or amendment, on any matter under discussion, the

Chairperson must advise Council of that intention and vacate the Chair on such occasions for the duration of any item under discussion.

- 3) If the Chairperson vacates the Chair pursuant to sub- clause (2), a temporary Chairperson shall be elected by the meeting and shall take the Chair until the item has been voted upon.
- 4) Any person addressing the Chair should refer to the Chairperson as:
 - Madam Mayor; or
 - Mr. Mayor; or
 - Madam Chairperson; or
 - Mr. Chairperson –as the case may be.
- 5) All Councillors, other than the Mayor, should be addressed as Cr.(surname).
- 6) All Officers should be addressed as Mrs, Ms., Miss or Mr.(surname).

PART 4 – Delegated Committee Meetings

47. Delegated Committee Meetings

Schedule 1 applies to the conduct of Delegated Committee meetings.

Part 5 – Other meeting Procedures

Division 1 – Matters not provided for

48. Matters not provided for

Where a situation has not been provided for under these Governance Rules, Council may determine the matter by resolution.

Division 2 – Motions

49. Form of motion or amendment

- 1) Any motion or an amendment to a motion must:
 - a) be moved and seconded;
 - b) relate to the powers or functions of Council;
 - c) be in writing, if requested by the Chairperson; and
 - d) except in the case of urgent business, be relevant to an item of business on the agenda.
- 2) A motion or amendment must not be defamatory or objectionable in language or nature.
- 3) The Chairperson may refuse to accept any motion or amendment which contravenes this clause.
- 4) A recommendation made in a report that forms part of an agenda item before a meeting has no standing until moved as a motion and seconded. Suggested wording of such a motion may include “**I move the recommendation**”, “**Move the recommendation**” or “**Move that the recommendation be adopted**”.

50. Moving a motion

- 1) The procedure for moving a motion is –
 - a) the mover must state the motion without speaking to it;
 - b) the Chairperson must call for a seconder unless the motion is a call to enforce a Point of Order;
 - c) unless the motion is a formal motion, it must be seconded by a Councillor other than the mover;
 - d) if a motion is not seconded and is not a formal motion, the motion will lapse for want of a seconder;
 - e) if the motion is seconded, the Chairperson must ask: “Is the motion opposed”;
 - f) if no Councillor indicates opposition, and no Councillor wishes to speak to the motion, the motion must be declared to be carried without being voted on and will be treated as being passed unanimously;
 - g) if a Councillor indicates opposition to the motion, then the Chairperson must call the mover to address the meeting;
 - h) after the mover has addressed the meeting the seconder may address the meeting;
 - i) after the seconder has addressed the meeting (or after the mover has addressed the meeting if the seconder does not address the meeting) the Chairperson may call upon any Councillor who wishes to speak against the motion;
 - j) after a Councillor has spoken against the motion the Chairperson may call upon any other Councillor to speak for or against the motion;
 - k) a Councillor may speak once on the motion except for the mover of the motion who has a right of reply after which the motion must be put to the meeting for decision;
 - l) a Councillor may be permitted by the Chairperson or by resolution to speak more than once to explain that the Councillor has been misrepresented or misunderstood;
 - m) a Councillor calling the attention of the Chairperson to a Point of Order is not regarded as speaking to the motion or the amendment; and
 - n) motions must be clear and unambiguous and not be defamatory or objectionable in language or in nature.
- 2) Prior to a motion being moved, the Chairperson may request a member of Council staff to introduce the report relevant to the item on the agenda being considered by the Meeting.

51. Agreed alteration to a motion

- 1) With the leave of the Chairperson, both the mover and the seconder of a motion may agree to an alteration proposed by another Councillor.
- 2) Any such alteration shall not be regarded as an amendment to the motion.

52. Right of reply

- 1) The mover of a motion which has not been amended may, once debate has been exhausted, have a right of reply to matters raised during debate but cannot introduce any new material.
- 2) After the right of reply has been exercised, the motion must be immediately put to the vote without any further discussion or debate.

53. No right of reply for amendments

No right of reply is available where an amendment is before the Council.

54. Moving an amendment

A motion having been moved and seconded may be amended by leaving out, inserting or adding words which must be relevant to the motion and framed so as to complement it as an intelligible and consistent whole.

55. Who may propose an amendment?

An amendment may be proposed or seconded by any Councillor, other than the mover or seconder of the motion.

56. Who may debate an amendment?

A Councillor may address the meeting once on any amendment, whether or not they have spoken to the motion but debate must be confined to the terms of the amendment.

57. How many amendments may be proposed?

- 1) Any number of amendments may be proposed to a motion but only one amendment may be accepted by the Chair at any one time. No second or subsequent amendment can be taken into consideration until the previous amendment has been dealt with.
- 2) A Councillor cannot move more than 2 amendments in succession.

58. An amendment once carried

If the amendment is adopted it becomes the substantive motion and, as such, shall be put to the vote by the Chairperson but only after Councillors who did not speak to the motion have exercised their right to do so.

59. Foreshadowing motions

- 1) At any time during debate, a Councillor may foreshadow a motion to inform the Council of their intention to move a motion at a later stage in the meeting, but this does not extend any special right to the foreshadowed motion.
- 2) A motion foreshadowed may be prefaced with a statement that, in the event that a particular motion before the meeting is resolved in a certain way, a Councillor intends to move an alternative or additional motion.
- 3) A motion foreshadowed has no procedural standing and is merely a means to assist the flow of the meeting.
- 4) The Chief Executive Officer would not be expected to record foreshadowed motions in the Minutes but may do if it is thought appropriate.

60. Withdrawal of motions

Before any motion is put to the vote, it may be withdrawn with leave of the Chairperson.

61. Separation of motions

Where a motion contains more than one part, a Councillor may request the Chairperson to put the motion to the vote in separate parts.

62. Chairperson may separate motions

- 1) The Chairperson may decide to put any motion to the vote in separate parts.
- 2) Where a motion contains several parts or is complicated, it may be separated to avoid difficulties, particularly if different Councillors have differing views about the several parts of the motion.

63. Motions in writing

- 1) Where a motion is lengthy, complicated or the exact intention of the motion is not clear the Chairperson may require a Councillor to submit their motion in writing.
- 2) The Chairperson may wish to suspend the meeting while the motion is being written or may request the Council to defer the matter until the motion has been written, allowing the meeting to proceed uninterrupted.

64. Circulated motions

- 1) Where:
 - a) Council gives approval in principle to a matter subject to receiving further information; or
 - b) A matter exceeding the Chief Executive Officer's powers of delegation requires a decision or action before the next Council meeting –the Chief Executive Officer may circulate a proposed motion to Councillors to obtain their approval.
- 2) The proposed motion must be in writing and must contain a statement where a Councillor indicates his or her approval or dissent from the proposed motion in writing.
- 3) The proposed motion will not be considered to have been approved by the Council unless all members of the Council unanimously approve the proposed motion.
- 4) At the next meeting of the Council, the Chief Executive Officer must ensure that the agenda contains a report on the motion circulated and the Council's decision which must be recorded in the minutes of the meeting.

65. Debating the motion

- 1) Debate must always be relevant to the question before the Chair, and if not, the Chairperson may request the Councillor to confine debate to the subject matter.
- 2) If after being requested to confine debate to the motion before the Chair, the Councillor continues to debate irrelevant matters, the Chairperson may require the Councillor to not speak further in respect of the matter before the Chair.
- 3) Adequate debate is required where a matter is contentious in nature. In such a case, every Councillor should be given an opportunity to debate.
- 4) A motion has not been sufficiently debated if opposing views (where they exist) have not been sufficiently put, not so much the number of those who have spoken, but whether all minority opposing views have been put.
- 5) It may be that several Councillors have addressed the meeting, but their views may be similar. In this case, differing views should be sought by the Chairperson (if they exist).
- 6) On the other hand, if only a few Councillors may have addressed the meeting their views may be representative of the other Councillors, in which case, the debate would be regarded as sufficient.

- 7) While the intention of a motion to adjourn debate is to adjourn debate until the time stated in the motion, debate can be adjourned indefinitely.
- 8) If debate is adjourned indefinitely, some indication should be given to the Chief Executive Officer as to when the matter should be relisted, otherwise it will be relisted at the discretion of the Chief Executive Officer, or upon the subsequent resolution of the Council, whichever occurs first.

66. When a resolution is acted upon

- 1) The Chief Executive Officer or other Senior Officer may initiate action or cause action to be initiated on any Council resolution at any time after the close of the meeting at which it was carried.
- 2) A resolution will be considered as having been acted upon once its details have been formally communicated to a person affected by or reliant on the resolution or where a statutory procedure has been actioned.

67. Suspension of standing orders

- 1) The provisions of these Governance Rules may be suspended for a particular purpose by resolution of the Council.
- 2) The suspension of standing orders should be used to enable full discussion of any issue without the constraints of formal meeting procedure.
- 3) An appropriate motion would be:
“That Standing Orders be suspended to enable discussion on”
- 4) Once the discussion has taken place, and before any motion can be put, the resumption of Standing Orders will be necessary. An appropriate motion would be:
“That Standing Orders be resumed.”

68. No motions may be accepted during the suspension of standing orders

No motion may be accepted by the Chair or be lawfully dealt with during any suspension of standing orders.

69. Interruption for point of order

A Councillor who is addressing the meeting must not be interrupted unless called to order when they must remain silent until the Councillor raising the point of order has been heard and the point of order determined by the Chairperson.

Division 3 – Speaking times

70. Speaking times

Unless a motion for an extension of time has been carried, the maximum speaking times will be:

- a) the mover of a motion - 3 minutes;
- b) the mover of a motion when exercising his or her right of reply - 3 minutes;
- c) any other Councillor - 3 minutes.

71. Extension of speaking times by resolution of Council

An extension of the speaking time may be granted by resolution of Council but only one extension is permitted for each speaker on any question.

72. When an extension can be proposed

A motion for extension of speaking time must be proposed:

- a) immediately before the speaker commences debate;
- b) during the speaker's debate; or
- c) immediately after the speaker has concluded debate.

73. No extension after next speaker has commenced

A motion for an extension of speaking time cannot be accepted by the Chair if another speaker has commenced their debate.

74. Length of extension

Any extension of speaking time must not exceed 3 minutes.

Division 4 – Points of order and other procedural matters

75. Points of order

A point of order is an objection that the motion, amendment or statement made is:

- a) contrary to these Governance Rules or the provisions of Act;
- b) defamatory or disloyal;
- c) irrelevant;
- d) improper;
- e) obscene; or
- f) outside Council's legal powers.

76. Procedure for a point of order

A Councillor may make a point of order by stating, "**Point of Order**", at which time the Chairperson must suspend the debate and request the Councillor to state the point of order as follows:

- a) identify the point of order; and
- b) the reason for bringing it to the attention of the Chair.

77. Consideration of point of order

- 1) If called to order, a Councillor must remain silent until the point of order is decided unless they are requested by the Chairperson to provide an explanation.
- 2) The Chairperson may adjourn the meeting to consider a point of order otherwise the Chairperson must rule on it as soon as it is raised.
- 3) The Chairperson will decide all points of order by stating the provision, rule, practice or precedent which they consider applicable to the point raised without entering into any discussion or comment.

78. Disagreeing with the Chairperson's ruling on a point of order

- 1) The decision of the Chairperson in respect to a point of order raised will not be open for discussion and will be final and conclusive unless the majority of Councillors present vote in favour of a motion of dissent.
- 2) A motion of dissent on a point of order must contain a provision, rule, practice or precedent in substitution for the Chairperson's ruling.
- 3) A motion of dissent in relation to a point of order is not a motion of dissent in the Chair and the Chairperson must at all times remain in the Chair and they will maintain their right to a second vote.
- 4) A motion of dissent on a point of order will take precedence over all other business and if carried will be acted on instead of the ruling given by the Chairperson.

79. Adjournment and resumption of meeting

- 1) The Chairperson or the Council may adjourn any meeting until a time and place to be determined at the time of the adjournment.
- 2) For the purpose of stating the time to which the meeting is adjourned, that time may be indicated as at the adjournment or conclusion of another meeting or event.

80. Procedural motions

- 1) Unless otherwise prohibited, a procedural motion may be moved at any time and must be dealt with immediately by the Chairperson.
- 2) Procedural motions are not required to be seconded.
- 3) The mover of a procedural motion must not have moved, seconded or spoken to any motion before the Chair or any amendment of it.
- 4) A procedural motion cannot be moved by the Chairperson.
- 5) Unless otherwise provided, debate on a procedural motion is not permitted and the mover does not have a right of reply.
- 6) Unless otherwise provided, a procedural motion cannot be amended.

81. The closure

- 1) A motion "**That the motion be now put.**":
 - a) is a procedural motion which if carried to an original motion, requires that the original motion must be put to the vote immediately, without any further debate, discussion or amendment; and
 - b) if carried in respect to an amendment, requires that the amendment be put to the vote immediately without any further debate or discussion and allows debate on the original motion to continue; and
 - c) if lost, allows debate to continue unaffected.
- 2) The Chairperson has the discretion to reject such a motion for closure if the motion upon which it is proposed has not been sufficiently debated.

82. Adjourning the debate

A motion "**That the motion and amendments now before the meeting be adjourned**

until....”:

- a) is a procedural motion which cannot be moved while any person is speaking or during the election of a Chairperson; and
- b) may be debated but may only be amended in relation to the time, date and place of the proposed adjournment.

83. Urgent or other business

- 1) Business which has not been listed on the Agenda may only be raised as urgent or other business by resolution of the Council.
- 2) Notwithstanding anything to the contrary in these Governance Rules, a Councillor (with the agreement of the meeting) may at a Council meeting submit or propose an item of business if the matter relates to business which does not:
 - a) substantially affect levels of Council service; or
 - b) commit Council to significant expenditure not included in the adopted budget; or
 - c) establish or amend Council Policy; or
 - d) commit Council to any contractual arrangement; or
 - e) require, pursuant to any policy determined by Council from time to time, the giving of prior notice.
- 3) Business must not be admitted as urgent business unless it:
 - a) relates to or arises out of a matter which has arisen since distribution of the agenda; and
 - b) cannot safely or conveniently be deferred until the next Council meeting.

84. Petitions and joint letters

- 1) All petitions or joint letters must be tabled at the next meeting following receipt, unless the matter which is the subject of the petition or joint letter has already been acted upon.
- 2) When presented, Council must resolve to receive the petition or joint letter and to refer the matter for a report or appropriate action as required to the next appropriate meeting of the Council, unless Council agrees to deal with it earlier.
- 3) A petition or joint letter must:
 - a) be in legible and permanent writing;
 - b) not be defamatory, indecent, abusive or objectionable in language or content; and
 - c) not relate to matters beyond the powers of Council.
- 4) Every page of a petition or joint letter must bear the whole of the petition or request.
- 5) Joint letters must include the full name, residential address and signature of all signatories to the Joint Letter
- 6) Any signature appearing upon a page, which does not bear the whole of the petition or request, may not be considered by Council.
- 7) Every page of a petition or joint letter, must be a single piece of paper and must not be pasted, stapled, pinned or otherwise affixed to any other piece of paper.
- 8) On receipt of a petition or joint letter, the Chief Executive Officer must note on the first page the total number of signatures.

- 9) A copy of the text of the petition or joint letter bearing the note of the Chief Executive Officer in accordance with paragraph (7) must be included on the agenda for the next Council meeting.
- 10) A petition or joint letter may nominate a person to whom a reply may be sent, but if no person is nominated Council may reply to the first or any person whose signature appears on the petition.

85. Councillor presenting petition

Any Councillor presenting a petition or joint letter will be responsible for ensuring that:

- a) they are familiar with the contents and purpose of the petition or joint letter; and
- b) the petition or joint letter is not derogatory or defamatory.

Division 5 – Notice of motion

86. Must be listed on Agenda

Councillors may give advance warning of their intention to move a particular motion at a forthcoming meeting by giving a Notice of Motion.

A Notice of Motion cannot be accepted by the Chairperson unless it has been listed on the Agenda for the meeting at which it is proposed to be moved.

87. Procedure

A Councillor wishing to have a Notice of Motion placed on the agenda must give written notice to the Chief Executive Officer no less than 2 clear working days prior to the meeting at which the Notice of Motion is to be considered.

88. Rejection of a vague notice

- 1) The Chief Executive Officer may reject any Notice of Motion that is vague, beyond Council's powers or if passed would result in Council acting invalidly, but before rejecting it must give the Councillor who lodged the notice an opportunity to amend it.
- 2) The Chief Executive Officer would regard a Notice of Motion as vague if the intent of the notice is unclear. For example, a mere heading or a motion to the effect "that the matter be discussed", or similar wording, would be insufficient. Therefore, a notice should spell out the action proposed by the motion.
- 3) The Chief Executive Officer must notify the relevant Councillor of any Notice of Motion which has been rejected and the reasons for its rejection.

89. Listing notice on Agenda

Unless the notice specifies a particular meeting date, the Chief Executive Officer must list the Notice of Motion and if more than one, in the order they were received, on the next appropriate meeting agenda.

90. Register of notices

The Chief Executive Officer must sequentially number every Notice of Motion received and maintain them in a register.

91. May be moved by any Councillor and amended

A Notice of Motion listed on a meeting agenda, may be moved by any Councillor present and, except where the Notice of Motion is to confirm a previous resolution of the Council, may be amended.

92. If lost

If a Notice of Motion is lost, a similar motion cannot be put before the Council for at least 3 months from the date it was last lost, unless the Council resolves that the notice be relisted at a future meeting.

Division 6 – Notice of amendment or rescission**93. Procedure**

A Councillor may propose a motion to amend or rescind a decision of the Council provided:

- a) the decision has not been acted upon; and
- b) a notice signed by 2 Councillors is delivered to the Chief Executive Officer outlining:
 - i. the decision proposed to be amended or rescinded; and
 - ii. the meeting and date when the decision was made.
- c) that in instances where a Notice of Motion has been lodged and accepted, any motion that proposes to rescind or amend shall not be acted upon until such time as Council considers the Notice of Motion.

94. Listing notice on Agenda

Unless the notice specifies a particular meeting date, the Chief Executive Officer must list the notice of amendment or rescission, and if more than one, in the order they were received, on the next appropriate meeting agenda, together with a brief report outlining the criteria required for the motion to be amended or rescinded.

95. If lost

Unless the Council resolves to relist at a future meeting a notice to amend or rescind which has been lost, a similar motion must not be put before the Council for at least 3 months from the date it was lost.

96. If not moved

If a notice of amendment or rescission is not moved at the meeting for which it is listed, it will lapse.

97. May be moved by any Councillor

A notice of amendment or rescission listed on a meeting agenda may be moved by any Councillor present but cannot be amended.

98. When not required

- 1) A notice of amendment or rescission is not required where the Council wishes to change a previous decision relating to policy of the Council.
- 2) If the Council wishes to change a policy, a motion of amendment or rescission is not required.
- 3) However, the following standards should apply:

- a) any intention to change a Council policy which may result in a significant impact, should be communicated to those affected and this may require publication and consultations, either formally or informally; and
- b) the Council may determine the extent to which these standards should be followed which will depend upon the circumstances of each case.

99. Register of notices

The Chief Executive Officer must cause every notice of amendment or rescission received to be sequentially numbered and to be maintained in a register.

Division 7 – Public participation

100. During meetings

- 1) At every meeting of Council, at the discretion of the Chairperson, time may be allocated to enable any member of the community to address Council.
- 2) Sub-clause 1) does not apply during any period when Council has resolved to close the meeting in respect of a matter under section 66 of the Act.

101. Conduct of community members

Any member of the public or community addressing Council must extend due courtesy and respect to those present and the processes under which Council operates and must take direction from the Chairperson whenever called upon to do so, failing which that person may be directed by the Chairperson to leave the meeting

102. Public question time

- 1) There must be a question time at every meeting to enable members of the public present in the gallery to address questions to Councillors.
- 2) Question time may be limited in duration and answers to individual questions may be limited at the discretion of the Chairperson.
- 3) No motions can be moved during question time.
- 4) A Councillor may foreshadow a motion as part of their response to a question during question time but cannot move the motion.
- 5) Any question must be submitted in writing to the Chief Executive Officer (or other person authorised for this purpose by the Chief Executive Officer) by 1.00pm on the day of the meeting using the appropriate form.
- 6) The question should only be read to the meeting if the Chairperson has determined that the question:
 - a) does not relate to a matter of the type described in section 66 of the Act;
 - b) does not relate to a matter in respect of which the Council has no power;
 - c) is not defamatory, indecent, abusive, or objectionable in language or substance;
 - d) is not repetitive of a question already answered (whether at the same meeting or an earlier meeting); and
 - e) is not asked to embarrass a Councillor or member of Council staff.
- 7) If the Chairperson has determined that the question shall not be read to the meeting:

- f) the meeting must be advised accordingly; and
 - a) the question shall be available to Councillors upon request.
- 8) The Chief Executive Officer must read to the meeting the name of the person who has submitted a question.
- 9) The Chief Executive Officer must read the text of the question and the Chairperson may then direct that the question be answered by a nominated Councillor or member of Council staff.
- 10) Questions and answers must be as brief as possible, and must not exceed 2 minutes in duration.
- 11) No debate or discussion of a question or an answer is permitted other than for the purposes of clarification.
- 12) A Councillor or member of staff nominated to answer a question may:
- a) seek clarification of the question from the person who submitted it;
 - b) seek assistance of another person in answering the question; and
 - c) defer answering the question, so that the answer may be researched and a written response provided within 10 working days following the meeting (the question thereby being taken on notice).

103. Councillor question time

- 1) There must be a question time at every meeting of Council to enable Councillors to address questions to members of Council staff.
- 2) Questions may be asked with or without notice.
- 3) No motions can be moved during question time.
- 4) A Councillor may foreshadow a motion as part of their response to a question during question time but cannot move the motion.
- 5) A Councillor may contribute to an answer to a question made by a member of Council staff.
- 6) A member of Council staff is not obliged to answer a question without notice.
- 7) A member of Council staff who elects to answer a question without notice by indicating that they require time to research their answer must ensure that a response is provided to all Councillors within 10 working days following the meeting.
- 8) An answer must only be given to the meeting if the Chairperson has determined that the relevant question:
- a) does not relate to a matter including operational issues which are outside Council's power or authority;
 - b) is not defamatory, indecent, abusive or objectionable in language or substance;
 - c) is not repetitive of a question already answered (whether at the same or an earlier meeting);
 - d) is not asked to embarrass a member of Council staff or a Councillor; and
 - e) does not raise an issue which might be more appropriately dealt with by way of Notice of Motion.
- 9) Debate or discussion of questions or answers is not permitted and all questions and answers must be as brief as possible.

104. Reports from Councillors

- 1) At each meeting of Council, Councillors, including the Mayor, will have the opportunity to speak on any meetings, delegations, conferences or events which they have recently attended.
- 2) The duration of any report from a Councillor will be limited to 3 minutes.
- 3) If a Councillor requests that details of their activities be recorded in the minutes, they will provide details in writing to the Chief Executive Officer (or the staff member nominated to receive such information) by 12.00pm on the day following the meeting.

105. Chairperson may remove

- 1) The Chairperson has the discretion to direct the removal of any person including a Councillor who disrupts the meeting or fails to comply with a direction given by the Chairperson.
- 2) Any member of the Victoria Police Force may remove from the Chamber any person who acts in breach of these Governance Rules.
- 3) The Chairperson may adjourn the meeting for a period considered reasonable by the Chairperson if the disorder at the meeting, caused either by the conduct of a Councillor or member of the public, makes the continuation of the meeting at that time untenable.

Division 8 – Additional duties of Chairperson**106. Chairperson's duties and responsibilities**

In addition to other duties and discretions provided in these Governance Rules, the Chairperson:

- a) must not accept any motion, question or statement which appears to the Chairperson to be derogatory, defamatory or embarrassing to any Councillor, member of staff, ratepayer or member of the public; and
- b) must call to order any person who is disruptive or unruly during any meeting.

PART 6 – Common Seal**107. Use of Common Seal**

The Common Seal of Council must:

- 1) be in a form specified by Council resolution; and
- 2) include the words "Buloke Shire Council".

108. Signatures accompanying the affixing of the Common Seal

Every document to which the Common Seal is affixed must be signed by 1 Councillor and the Chief Executive Officer or, in the absence of the Chief Executive Officer, 1 Councillor and any other member of staff acting as Chief Executive Officer or as authorised by Council.

109. Authority for use of Common Seal

The Common Seal must be affixed to a document only for the purpose of giving effect to a decision which has been made by resolution at a Council meeting.

110. Security of Common Seal

The Chief Executive Officer must ensure the security of the Common Seal at all times.

111. Common Seal register

The use of the Common Seal must be recorded in a register maintained by the Chief Executive Officer or a member of Council staff to whom this duty has been delegated.

SCHEDULE 1 – MEETING PROCEDURES FOR DELEGATED COMMITTEES

1. Notices and Agendas

- 1) The date, time and place of all Delegated Committee meetings are determined on an annual basis by the Committee and at least 7 days' notice must be provided to the public.
- 2) The Committee may change the date, time and place of any Committee meeting which has been fixed and must provide at least 7 days' notice of the changes to the members.
- 3) The agenda for the meeting will be set by the Chairperson.

2. Quorums

- 1) The quorum required for Committee meetings will be not less than half the total number of elected Committee members.
- 2) If after 30 minutes of the scheduled starting time of any meeting or adjournment a quorum cannot be obtained, those Committee members present may adjourn the meeting for a period not exceeding 7 days from the date of the adjournment.

3. Minutes

- 1) The Secretary is responsible for the keeping of minutes on behalf of the Committee.
- 2) No discussion or debate on the confirmation of minutes will be permitted except where their accuracy as a record of the proceedings of the meeting to which they relate is questioned.
- 3) If a Committee member is dissatisfied with the accuracy of the minutes, then they must:
 - a) state the item or items with which they are dissatisfied; and
 - b) propose a motion clearly outlining the alternative wording to amend the minutes.

4. Business of the meeting

- 1) The order of business will be determined by the Secretary to facilitate and maintain open, efficient and effective processes of governance and must include the opportunity for members to declare any conflict of interest on items on the agenda.
- 2) Once an agenda has been sent to Committee members the order of business for that meeting may only be altered by resolution of the Committee.

5. Voting

- 1) To determine a matter before a meeting, the Chair will first call for those in favour of the motion and then those opposed to the motion, and will declare the result of the motion.
- 2) Unless the Committee resolves otherwise, voting on any matter will be by a show of hands.
- 3) If there is an equality of votes, the Chair has a second casting vote.

6. Addressing the meeting

- 1) Except for the Chair, any Committee member or person who addresses the meeting must address all remarks through the Chair.
- 2) A Committee member who is speaking must not be interrupted unless called to order when

they must sit down and remain silent until the Committee member raising the point of order has been heard and the Chairperson has ruled on the point of order.

7. Motions and amendments

- 1) Any motion or amendment which is–
 - a) defamatory; or
 - b) objectionable in language or nature; or
 - c) outside the powers of the Committee; or
 - d) stated to be an amendment but is not must not be accepted by the Chairperson.
- 2) The procedure for any motion is –
 - a) the mover must state the motion without speaking to it;
 - b) it must be seconded by a Committee member other than the mover;
 - c) if a motion is not seconded, the motion will lapse for want of a seconder; and
 - d) if the motion is seconded the Chair must ask if the mover wishes to address the Committee on the motion and if the seconder wishes to address the Committee on the motion or if they wish to reserve his or her address until later in the debate.
- 3) The Chair will then ask if any Committee member is opposed to the motion and if they wish to speak. Other Committee members for and against the motion can then debate in turn.
- 4) The mover of a motion shall have a right of reply after the debate, after which the motion shall be immediately put to the vote. No right of reply is available where an amendment is before the Committee.
- 5) An amendment may be proposed or seconded by a Committee member, except the mover or seconder to the original motion. An amendment shall not be a direct negative of the motion.
- 6) A Committee member may address the meeting once on any amendment, whether or not they have spoken to the original motion but debate must be confined to the terms of the amendment.
- 7) Any number of amendments may be proposed to a motion but only one amendment may be accepted by the Chair at any one time. No second or subsequent amendment, whether to the original motion or an amendment of it, can be taken into consideration until the previous amendment has been dealt with.
- 8) If the amendment motion is carried, it then becomes the final motion before the Chair.
- 9) At any time during debate a Committee member may foreshadow a motion to inform the Committee of his or her intention to move a motion at a later stage in the meeting.
- 10) Before any motion is put to the vote it may be withdrawn with leave of the mover and seconder.
- 11) The Chairperson may require any complicated or lengthy motion to be submitted in writing.
- 12) Debate must always be relevant to the question before the Chair and, if not, the Chairperson will request the speaker to confine debate to the subject motion.
- 13) If after being requested to confine debate to the motion before the Chair, the speaker continues to debate irrelevant matters the Chairperson may require the speaker to be seated and not speak further in respect of the matter then before the Chair.

14) Unless a motion for an extension of time has been carried, the maximum speaking times will be:

- a) the mover of a motion – 5 minutes;
- b) the mover of a motion when exercising their right of reply – 2 minutes
- c) any other Committee member – 3 minutes

8. Other matters

If the Committee is required to deal with:

- a) divisions;
- b) formal motions;
- c) separation of motions;
- d) points of order;
- e) adjournment of meeting;
- f) suspension of standing orders;
- g) a notice of motion;
- h) a notice of rescission motion;
- i) maintenance of order;
- j) suspension; or
- k) removal from the meeting -

these matters should be dealt with in accordance with the relevant Governance Rules applying to a meeting of Council.

SCHEDULE 2 – QUESTIONS FROM THE GALLERY

Council meeting question time

- 1) Council sets aside times at its Council meetings to consider written questions submitted by the public. Members of the public who are present at the meeting are permitted to prepare in writing up to 2 questions on any Council matter.
- 2) Members of the public may submit questions by 1.00pm on the day of the meeting on the form printed on the reverse side of this sheet. In most cases, an answer will be given at the meeting.
- 3) Sometimes it may be indicated that further time is required to research an answer. In such cases, the relevant officer will advise the person when an answer will be provided.
- 4) Questions will not be read out and answered if the Chairperson has determined that the relevant question relates to:
 - a) personnel matters
 - b) the personal hardship of any resident or ratepayer
 - c) industrial matters
 - d) contractual matters
 - e) proposed developments
 - f) legal advice
 - g) matters affecting the security of Council property
 - h) any other matter which Council considers would prejudice it or any person
 - i) matters which may disadvantage Council or any personOr is:
 - j) defamatory, indecent, abusive or objectionable in language or substance
 - k) repetitive of a question already answered (whether at the same or an earlier meeting)
 - l) asked to embarrass an Officer or Councillor.
- 5) No debate or discussion of questions or answers shall be permitted and all questions and answers shall be as brief as possible.

QUESTION FORM	
Any question must be submitted in writing to the Chief Executive Officer (or other person authorised for this purpose by the Chief Executive Officer) by 1.00pm on the day of the Council Meeting using this form.	
Meeting Date:	
Name:	Phone:
Address:	
Question:	
Signed:	Date:
Office Use Only	
Question answered at Council Meeting:	(tick box) Yes (tick box) No
By Whom:	
Summary of Verbal Response:	
Written Response Prepared By:	
Officer's Signature:	
Position:	

SCHEDULE 3 – ELECTION PERIOD POLICY

ELECTION PERIOD POLICY

1. Purpose

This policy has been adopted by the Buloke Shire Council (Council) in compliance with the requirements of Section 69 of the Local Government Act 2020 (Act).

In order to ensure general elections and by-elections for Council are conducted in a manner that is fair and equitable, and is publicly perceived as such, Council affirms the following policy principles.

2. Election Period

The election period means the period that:

- a) starts at the time that nominations close on nomination day; and
- b) ends at 6 p.m. on election day.

As soon as possible, and no later than 30 days prior to the commencement of the Election Period, the Chief Executive Officer will ensure that:

- a) all Councillors and members of Council staff are informed of the requirements of this policy, and
- b) a copy of this policy is given to all Councillors.

3. Prohibited decisions

Council is prohibited from making any Council decision:

- a) during the election period for a general election that:
 - iii. relates to the appointment or remuneration of the Chief Executive Officer but not to the appointment or remuneration of an Acting Chief Executive Officer; or
 - iv. commits the Council to expenditure exceeding one per cent of the Council's income from general rates, municipal charges and service rates and charges in the preceding financial year; or
 - v. the Council considers could be reasonably deferred until the next Council is in place; or
 - vi. the Council considers should not be made during an election period; or
- b) during the election period for a general election or a by-election that would enable the use of Council's resources in a way that is intended to influence, or is likely to influence, voting at the election.

4. What is a Council decision?

For the purposes of clause 3 of this policy, **Council decision** means the following:

- a) a resolution made at a Council meeting;
- b) a resolution made at a meeting of a Delegated Committee; or
- c) the exercise of a power or the performance of a duty or function of Council by a member of Council staff (which includes the Chief Executive Officer) or a Community Asset Committee under delegation.

5. Caretaker Statement

During the election period, the Chief Executive Officer will ensure a Caretaker Statement is included in every agenda submitted to the Council or to a Delegated Committee of Council for a decision. The Caretaker Statement will appear at the start of the agenda and will state that:

The recommended decisions in all reports on this agenda are not prohibited decisions as defined in clause 4 of the Election Period Policy.

Should any report be presented to the Council or a Delegated Committee during an election period, which is considered does constitute a prohibited decision, this will be clearly indicated with a statement both at the commencement of the agenda and at the heading of any such report.

6. Council Resources

The Council will ensure due propriety is observed in the use of all Council resources, and members of Council staff are required to exercise appropriate discretion in this regard. In any circumstances where use of Council resources might be construed as being related to a candidate's election campaign, advice will be sought from the Chief Executive Officer or the Director Corporate Services.

Council resources, including offices, support staff, Mayoral vehicle, meeting facilities, hospitality, equipment, photocopying and stationery will be used exclusively for normal Council business during the election period and will not be used in connection with any election.

Reimbursements of Councillors' out-of-pocket expenses during the election period will only apply to costs incurred in the performance of normal Council duties, and not for expenses which could be perceived as supporting or being connected with a candidate's election campaign.

No Council logos, letterheads or other Buloke Shire Council logos or associated Council material will be used for, or linked in any way to, a candidate's election campaign. The Chief Executive Officer and members of Council staff will not be asked to undertake any tasks connected directly or indirectly with electioneering.

Councillors and members of Council staff are required to comply with section 304(1) of the Act which states:

A Councillor or member of Council staff must not use Council resources in a way that—

(a) is intended to; or

(b) is likely to—

affect the result of an election under this Act.

Penalty: 60 penalty units.

7. Community Engagement

During the election period the Council will undertake procedures to limit community engagement. Whilst community engagement is an integral part of Council's policy development process and operations, Council is concerned to ensure that community engagement is not undertaken close to a general election or a by-election so as to possibly

become an election issue in itself and influence voting. Councillors acknowledge that issues raised through the community engagement and decisions that follow may also unreasonably bind the incoming Council.

No community engagement will be undertaken during the election period unless authorised by a decision made at a Council meeting that acknowledges the application of this policy and justifies to the Buloke community the special circumstances making it necessary and how the risks of influencing the election will be mitigated or prevented.

8. Council Events

Councillors acknowledge that the scheduling of Council events in the lead up to elections may raise concerns over their potential use by Councillors for electioneering purposes. To this end the Chief Executive Officer will ensure that no Council events will be scheduled during the election period unless there are special or exceptional circumstances making it necessary and justifying how the risks of influencing the election will be mitigated or prevented.

9. Information

The Council recognises all election candidates have rights to information from the Council administration. However, it is important that Councillors continue to receive information which is necessary to fulfil their elected roles. Neither Councillors nor candidates will receive information or advice from members of Council staff which might be perceived to support election campaigns, and there shall be complete transparency in the provision of all information and advice during the election period.

Information and briefing material prepared by members of Council staff for Councillors during the election period will relate only to factual matters or to existing Council services. Such information will not relate to policy development, new projects or matters which are the subject of public or election debate or which might be perceived to be connected with a candidate's election campaign.

10. Publicity

It is recognised that Council publicity is intended to promote Council activities and services. Council publicity will not be used in any way which might influence the outcome of a Council election.

Councillors and members of Council staff are required to comply with section 304(2) of the Act which states:

A Councillor or member of Council staff must not use Council resources to intentionally or recklessly print, publish or distribute or cause, permit or authorise to be printed, published or distributed any electoral material during the election period on behalf of, or purporting to be on behalf of, the Council unless the electoral material only contains information about the election process or is otherwise required in accordance with, or under, any Act or regulation.

Penalty: 60 penalty units.

In addition:

- a) during the election period, no member of Council staff may make any public statement that could be construed as influencing the election;
- b) during the election period, publicity campaigns, other than for the purposes of

conducting the election, will be avoided wherever possible. Where a publicity campaign is deemed necessary for a Council service or function, it must be approved by the Chief Executive Officer. Council publicity during the election period will be restricted to promoting normal Council activities;

- c) any requests for media advice or assistance from Councillors during the election period will be channelled through the Chief Executive Officer. In any event, no media advice or assistance will be provided in relation to election campaign matters, or in regard to publicity that involves specific Councillors;
- d) Councillors will not use their position as an elected representative to access members of Council staff and other Council resources to gain media attention in support of an election campaign; and
- e) all Council media releases (which exclude electoral matters) in the election period will be issued in the name of the Chief Executive Officer as appropriate.

11. Assistance to Candidates

Council affirms that all candidates for the Council election will be treated equally.

Any assistance and advice to be provided to candidates as part of the conduct of the Council election will be provided equally to all candidates. The types of assistance that are available will be documented and communicated to all candidates in advance.

All election related enquiries from candidates, whether Councillors or not, will be directed to the Returning Officer or, where the matter is outside the responsibilities of the Returning Officer, to the Chief Executive Officer or Director Corporate Services.

12. Social Media

During the election period, Councillors standing for re-election must not include in their official Councillor emails any reference to their personal social media accounts, such as Facebook.

13. Public Availability of this Policy

A copy of this policy is:

- a) available for inspection by the public at the Council's Wycheproof District Office; and
- b) published on the Council's internet website.

Dear Mayor, Councillors and Ms Hannah Yu,

I wish to thank you for the opportunity to make comment to the draft Buloke Shire Council - Governance Rules 2022.

My comments are very generalised and may not be as applicable to the present draft, but may become more relevant as the update and sophistication of digital technology and usage of virtual attendance at meetings increases.

I do hope that the general public can participate at Council and Delegated Committee Meetings, as well as they can physically at a meeting.

However, to do so I think that person or group (who is asking a question of the meeting, or making a submission, etc) needs to identify their main location of residence or work, and or identify the connection to them, of the matter being raised.

For example, when it comes to a question or comment or submission about a Town Planning Permit application, the locality of the person becomes relevant to an extent. If for example, they live 200 kilometres away (and never come near the place) and are raising objections, their say may not have as much relevance and standing as someone who has a residence next door to the application location.

Thus identification of the relevance of the matter to the person needs to be understood.

In the past when someone had to physically attend a meeting, the relativity of the topic to them, was easier to ascertain.

I hope systems are put in place to help Councillors and Committee members, learn this of people who attend a meeting digitally. Especially as it may be at relatively short notice, and time has not been allowed to ascertain the persons reasons for comments to a topic and their connection to the matter.

I hope the changes to the Governance Rules continue to improve the effectiveness and efficiency of meetings.

8.3 FINANCIAL REPORTS

8.3.1 UPDATE TO BUILDING FEES SCHEDULE

Author's Title: Acting Director Works and Technical Services

Department: Works and Technical Services

File No: FM|05|02

Relevance to Council Plan 2021 - 2025

Strategic Objective: Our Council and Community Leadership

PURPOSE

For the Council to consider adjusting the building fees associated with high value commercial works and multi-unit development in the 2022/23 Annual budget.

SUMMARY

The Council's adopted budget provides for a range of non-statutory fees payable for service delivery, including fees associated with service delivery of building surveyor works. An oversight in budget preparation relating to high value building works has recently been identified, and Officers recommend the Council apply prior year pricing methodology for these works.

RECOMMENDATION

That Council adopt the following building fees:

1. For residential and commercial works over \$500,000 an amount of \$5,000 plus (\$value x 0.45% plus \$2150 plus levy)
2. For multi-unit development works over \$400,000 an amount of \$5,500 plus (value/125 plus levy)

Attachments: Nil

DISCUSSION

The Council adopted its fee schedule as part of the adoption of its Annual Budget 2022/23 at the Council Meeting held on 29 June 2022.

Officers have recently identified that the fees had not incorporated an appropriate rate for high value building works due to an administrative error which occurred in the Council's budget preparation. The fees specifically relate to:

- Residential and commercial works with a value of over \$500,000, and
- Multi-unit development works with a value of over \$400,000

Noting the continued interest in establishing and expanding intensive farming practices within the municipality, the adopted fee structure of \$5,000 for residential and commercial works with a value of over \$200,000 will result in a significant reduction in revenue for the Council.

On this basis it is recommended the Council consider adjusting its fee schedule to provide for the following rates based on the calculation methodology contained within the 2021/22 Annual Budget:

- For residential and commercial works over \$500,000 an amount of \$5,000 plus ($\text{\$value} \times 0.45\%$ plus \$2150 plus levy)
- For multi-unit development works over \$400,000 an amount of \$5,500 plus ($\text{value}/125$ plus levy)

RELEVANT LAW

The proposed adjustment to the fee schedule is administrative in nature.

RELATED COUNCIL DECISIONS

Council decisions relating to the current and prior year Annual Budget are outlined in the main body of this report.

OPTIONS

The Council may determine to vary the calculation methodology referenced in the recommendation; alternatively, the Council may determine not to make any adjustment to its adopted fee schedule.

SUSTAINABILITY IMPLICATIONS

Not applicable

COMMUNITY ENGAGEMENT

The fee adjustments are administrative in nature and do not constitute a significant change under s 95 of the *Local Government Act*.

INNOVATION AND CONTINUOUS IMPROVEMENT

Not applicable.

COLLABORATION

Not applicable.

FINANCIAL VIABILITY

Not applicable.

REGIONAL, STATE AND NATIONAL PLANS AND POLICIES

Not applicable.

COUNCIL PLANS AND POLICIES

Not applicable.

TRANSPARENCY OF COUNCIL DECISIONS

The calculation methodology proposed will, if adopted, be reflected in an updated publicly available fee schedule.

CONFLICTS OF INTEREST

I, Hannah Yu, have no conflicts of interest to declare in relation to this report.

8.4 ORGANISATIONAL REPORTS

8.4.1 COUNCIL PLAN 2021-2025 - YEAR 2 ANNUAL PLAN

Author's Title: Director Community Development

Department: Community Development

File No: GS/02/02

Relevance to Council Plan 2021 - 2025

Strategic Objective: Our Council and Community Leadership

PURPOSE

The purpose of this report is to adopt the Council Plan 2021-2025 - Year 2 Annual Plan, which outlines the delivery of the second year of the Buloke Shire Council Plan 2021-2025.

SUMMARY

Following the adoption of the Council Plan 2021-2015, each year Council develops and Annual Plan to report progress against the Council Plan.

RECOMMENDATION

That Council adopts the Council Plan 2021-2025 – Year 2 Annual Plan.

Attachments: 1 Council Plan 2021 - 2025 - Year 2 Annual Plan

DISCUSSION

The Council Plan 2021-2025 – Year 2 Annual Plan is an important component of Council's strategic planning. It has been developed to note the strategic objectives of the Council Plan and demonstrates as well as documents the tasks, measures and completion dates in order to deliver Council's strategic objectives.

The Council Plan 2021-2025 – Year 2 Annual Plan highlights a range of key actions against the strategic objectives set out in the Council Plan 2021-2015.

Some of the key actions/projects included in the attached Council Plan 2021-2025 – Year 2 Annual Plan include:

- Development and adoption of a Reconciliation Action Plan
- Review and update Community Plans
- Delivery of the Safer Together Program
- Deliver an Agriculture Resilience Program
- Design of Buloke Drainage Plans
- Development of the Road Management Plan
- Participation in the Rural Councils Transformation Program
- Implementation of the Interim Economic Development and Tourism Strategy

RELEVANT LAW

Not applicable.

RELATED COUNCIL DECISIONS

This document relates directly to the adoption of the Buloke Shire Council Long-Term Community Vision and Council Plan 2021-2025 document adopted on 16 June 2021.

OPTIONS

Not applicable.

SUSTAINABILITY IMPLICATIONS

Sustainability implications are addressed as part of the Council Plan 2021-2025 under the key strategic objective Our Built and Natural Environment.

COMMUNITY ENGAGEMENT

Council undertook a significant community engagement program to devise the Long-Term Community Vision and Council Plan 2021-2025. The Annual Plan – Year 2 flows on from this document, outlining what is to be achieved in the first year of the Council Plan 2021-2025. Projects and program delivered as part of the Annual Plan – Year 2 would be subject to Council’s Community Engagement Policy.

INNOVATION AND CONTINUOUS IMPROVEMENT

The document outlines a range of initiatives and programs that build on the feedback from the community with indicators and completion dates to promote continuous improvement.

COLLABORATION

This document reflects the collaboration undertaken as part of the Long-Term Community Vision and Council Plan 2021-2025, in which Council collaborated with a range of stakeholders and regional and state bodies.

There are also projects outlined that will be collaborations with other organisations, Local Government Entities and State and Federal Government.

FINANCIAL VIABILITY

The costing of projects identified within the Annual Plan have budget allocations made in the Annual Budget 2022/23 or will rely on grant funding as outlined.

REGIONAL, STATE AND NATIONAL PLANS AND POLICIES

There are a range of Regional, State and National Plans referenced throughout the Long-Term Community Vision and Council Plan 2021-2025 which informs this document. They are specifically named under the heading of “Current Strategies and Plans” following each key focus area.

COUNCIL PLANS AND POLICIES

- Buloke Shire Council Long-Term Community Vision and Council Plan 2021-2025
- Climate Change Mitigation and Adaptation Strategy
- Annual Budget 2022/23
- Financial Plan

TRANSPARENCY OF COUNCIL DECISIONS

This report comes on the back of the adoption of the Council Plan 2021-2025 to demonstrate the delivery of this plan over the first year and will be reported on quarterly.

CONFLICTS OF INTEREST

I, Travis Fitzgibbon, have no conflict of interest to declare in relation to this report.



THE VISION:

Our future Buloke has quality, safe and accessible infrastructure valued by and responsive to the community alongside attractive streetscapes and a protected and celebrated natural environment reflecting Buloke pride.

Initiative	Council Plan Relevance	Measure	Timeframe
Climate Change Mitigation and Adaptation Strategy	1.1 Work Towards Sustainability	Report to Council on progress against the Climate Change Mitigation and Adaptation Strategy.	March 2023
Waste Services – Glass Out Initiative	1.1 Work Towards Sustainability	Skip bins established at landfill/transfer stations and within smaller townships.	March 2023
Buloke Drainage Plans	1.3 An Attractive and Well Maintained Buloke	Buloke Drainage Plans designed and adopted.	June 2023
Transport Asset Management Implementation Plan	1.4 A Safe and Active Buloke	Transport Asset Management Implementation Plan adopted.	June 2023
Road Management Plan	1.4 A Safe and Active Buloke	Road Management Plan adoption in accordance with the Road Management Act 2004.	June 2023
Road Services Internal Service Review	1.4 A Safe and Active Buloke	Road Services Internal Service Review completed with report to Councillor Briefing.	June 2023



THE VISION:

Our future Buloke is a welcoming, well-connected and inclusive community built around social connections for all age groups and backgrounds and access to, as well as ongoing advocacy for, vital services.

Initiative	Council Plan Relevance	Measure	Timeframe
Agriculture Resilience Project	2.1 Partnerships to Outcomes	Partner with Birchip Cropping Group to deliver an Agriculture Resilience Project.	June 2023
VicHealth Local Government Partnership	2.1 Partnerships to Outcomes	VicHealth Local Government Partnership Project Year 2 delivered.	June 2023
Reconciliation Action Plan	2.2 Inclusiveness Plan in Action	Reconciliation Action Plan adopted by Council.	June 2023
Gender Equality Action Plan	2.2 Inclusiveness Plan in Action	Advance the Gender Equality Action Plan including the establishment of a Gender Equality Working Group.	March 2023
Municipal Early Years Plan	2.3 Well Supported Community	Updated Municipal Early Years Plan adopted by Council.	March 2023
Loddon Mallee Partnership Early Childhood Education and Childcare in Rural Areas project	2.3 Well Supported Community	Collaborate in the Loddon Mallee Partnership Early Childhood Education and Childcare in Rural Areas project and publish the resulting report.	December 2022



THE VISION:

Our future Buloke is an innovative and strong economy with agriculture, small business and industry capitalising on new ideas to provide a range of employment and tourism opportunities backed by the services, connectivity and housing to achieve population stability.

Initiative	Council Plan Relevance	Measure	Timeframe
Wimmera Mallee Tourism/Wimmera Development Association Initiative	3.1 Tourism	Increased tourism marketing projects implemented as part of the Wimmera Mallee Tourism/Wimmera Development Association Initiative.	June 2023
Submission to State Government for the 2026 Commonwealth Games	3.1 Tourism	Submission made to the State Government for tourism and social housing outcomes as part of the 2026 Commonwealth games.	August 2022
Implement Interim Economic and Tourism Development Strategy	3.3 Employment Opportunities	Implement identified initiatives from the Interim Economic and Tourism Development Strategy.	June 2023
Suitable Housing	3.3 Employment Opportunities	Complete subdivision of former Sea Lake Primary School site and make blocks available for sale.	December 2022



THE VISION:

Our future Buloke is dynamically led by a Council that informs community, has active partnerships, authentic advocacy and quality customer service delivering valued responsive community services in a responsible way.

Initiative	Council Plan Relevance	Measure	Timeframe
Community Plans	4.1 Active Leaders and Volunteers	Updated Community Plans noted by Council and made available on Council's website.	June 2023
Safer Together Program	4.1 Active Leaders and Volunteers	Deliver the Safer Together Program in conjunction with Gannawarra Shire Council and report to Council Safer Together Program progress.	June 2023
Community Engagement Policy	4.2 Community Engagement	Revised Community Engagement Policy Adopted by Council.	December 2022
Customer Experience Strategy	4.2 Community Engagement	Report to Council on the delivery of Customer Experience Strategy actions.	June 2023
Advocacy Strategy	4.4 A Well Governed and Healthy Organisation	Review, update and adopt Council's Advocacy Strategy in line with Council's Long-Term Community Vision and Council Plan 2021-2025.	October 2022
Rural Councils Transformation Program	4.4 A Well Governed and Healthy Organisation	Actively participate in the State Government's Rural Councils Transformation Program.	June 2023

8.4.2 COUNCIL PLAN 2021-2025 - YEAR 1 ANNUAL PLAN REVIEW

Author's Title: Director Community Development

Department: Community Development

File No: CM/13/06

Relevance to Council Plan 2021 - 2025

Strategic Objective: Our Council and Community Leadership

PURPOSE

The purpose of this report is to give Council a final update on the actions taken against the Council Plan 2021-2025 - Year 1 Annual Plan.

SUMMARY

Council at its 16 June 2021 Meeting adopted its Long-Term Community Vision and Council Plan 2021-2025 and subsequently developed a Year 1 Annual Plan for the implementation of the strategic objectives. Quarterly progress reports have been provided to Council through the financial year.

RECOMMENDATION

That Council note the progress made to deliver the strategic objectives noted in the Year 1 Annual Plan for the Buloke Council Plan 2021-2025.

Attachments: 1 Annual Plan 2021- 2022 Fourth Quarter

DISCUSSION

The purpose of the Annual Plans is for Council to develop a series of actions, projects, programs and initiatives to achieve the Council Plan 2021-2025.

Council has received progress reports against the Year 1 Annual Plan throughout the 2021/22 year, and attached is the final report on the Annual Plan.

The final report highlights a strong year of delivering on the Annual Plan, and the overarching Council Plan 2021-2025. The majority of actions have been completed, nearing completion or are well underway. The COVID-19 pandemic has had some impact in delivery of capital projects due to availability of tradespeople and materials.

Some of the highlights of the report are:

- Adoption of the Adopt Climate Change Adaptation and Mitigation Strategy
- Awarding of a long-term kerbside collection contract
- Publication of Council's Gender Equality Action Plan
- Delivery of the Small Towns Big Difference Grants Program
- Successful funding application for cabin accommodation at local caravan parks
- Staging of the Mali Heart Street Art Festival
- Adoption of Interim Economic Development and Tourism Strategy
- Full funding for NBN upgrades for Sea Lake
- Finalisation of the Business Transformation Strategy

- Adoption of the Workforce Plan
- Adoption of the Advocacy Strategy

RELEVANT LAW

The Annual Plan forms part of the review of the Council Plan, required under the *Local Government Act 2020*.

RELATED COUNCIL DECISIONS

This item responds directly to the adoption of the Year 1 Annual Plan 14 July 2021.

OPTIONS

Not applicable.

SUSTAINABILITY IMPLICATIONS

Implications include the

COMMUNITY ENGAGEMENT

There was significant consultation undertaken in the development of the Council Plan 2017-2021, which is the basis of this document. Further actions have been developed through consultation with the community over the past two years. Many of the actions have a high level of community engagement.

INNOVATION AND CONTINUOUS IMPROVEMENT

Reporting on the delivery of strategic objectives ensures continuous improvement and accountability to the community.

COLLABORATION

Many actions achieved in the Annual Plan rely upon the collaboration of other Councils and key peak bodies, local stakeholder groups and the community.

FINANCIAL VIABILITY

The items listed in the Annual Plan have been factored in to the Annual Budget, which is reported on regularly.

REGIONAL, STATE AND NATIONAL PLANS AND POLICIES

Not applicable.

COUNCIL PLANS AND POLICIES

This report responds directly to the implementation of the Council Plan 2021-2025 and the adopted Annual Plan.

TRANSPARENCY OF COUNCIL DECISIONS

The adoption of regular reporting on the Annual Plan provides strong transparency to the community regarding the key focus areas of Council over the 2021/22 year and how Council is tracking against those actions.

CONFLICTS OF INTEREST

I, Travis Fitzgibbon, have no conflict of interest to declare in relation to this report.

2021/22 Annual Plan						
Our Built and Natural Environment						
Action	Description of activity	Strategic Basis	Measure	Completion date	Status	Comments
Climate Change Adaptation and Mitigation Strategy	Adopt Climate Change Adaptation and Mitigation Strategy	Council Plan 1.1	Strategy Adopted	Sep-21	Complete	The Climate Change Adaptation and Mitigation Strategy was adopted by Council at its November 2021 Council Meeting.
Buloke Shire Waste and Resource Recovery Strategy	Install dedicated glass collection bins at Transfer Stations across the Shire	Council Plan 1.1	Bins installed	Jun-22	In progress	Glass skip bins will be hired for a trial period of 2 years to determine quantities and future disposal. Entered into user agreement with Yarriambiack for glass crusher based in Warracknabeal, due to be operational in FY23. RFQ to go out in regards to bin hire and collection
Find innovative solutions to hard rubbish needs across the Shire	Partner with local business suppliers to find user-pay solutions to the desire for hard rubbish collection	Council Plan 1.1	Solution implemented	Nov-21	In progress	Expression of Interest was run Nov 21, no suitable applications made, working with local providers and new kerbside contractor to operate a service.

						In lieu of an appropriate hard rubbish/recycling contractor, other avenues investigated are deemed expensive and not conducive to recycling.
Kerbside Collection contract	Enter into long-term contract for new kerbside collection services	Council Plan 1.1	Contract awarded	Feb-22	Complete	Contract awarded December 2021. New contract commenced on July 1 2022.
Suitable Housing	Undertake subdivision and servicing of old Primary School site in Sea Lake	Council Plan 1.2	Properties on the market	Aug-22	In progress	Planning permit application submitted and being advertised for comment. Native vegetation assessment complete. Civil design drafted, awaiting feedback from planning permit prior to finalising for procurement.
Suitable Housing	Advocate for funding for the expansion of Birchip Community Housing onto old bowling green site	Council Plan 1.2	Applications submitted	Dec-21	Complete	Funding application submitted to Regional Development Victoria.
Drainage Planning	Complete town drainage strategy for Nullawil	Council Plan 1.3	Plan completed	Dec-21	In progress	Drainage study report is currently being used for proposed works to improve Drainage infrastructure at Nullawil for FY 2022-2023.

Upgrading sporting facilities	Complete lighting projects across sporting fields in Donald, Wycheproof, Charlton and Nullawil	Council Plan 1.3	Construction completed	Sep-22	In progress	Tennis projects complete. Winter sport projects have conduits, pits & foundations installed. Electrical installation underway. Delay in pole supply due manufacturer being forced into isolation during March.
Streetscape upgrades	Complete streetscape upgrades for all five townships	Council Plan 1.3	Construction completed	Sep-22	In progress	Birchip awaiting final seal and line marking, weather permitting Wycheproof construction program forecast practical completion in June 22 Sea Lake program forecast practical completion September 22 Charlton tender awarded at June Council meeting. Donald designs being finalised with community
Playspace Strategy Implementation	Construction of playspaces for Berriwillock, Birchip, Wycheproof, Charlton and Donald	Council Plan 1.3	Construction completed	Sep-22	In progress	Landscape & civil designs progressing. All play equipment ordered except for Birchip, subject to Precinct Plan. Tender issued July 2022.

Seek funding for regional supply chain strategies (Road and Rail)	Applications submitted for upgrades to key heavy road upgrades.	Council Plan 1.4	Applications submitted	Jun-22	Not yet started	No funding opportunities have presented.
Community Hub Planning	Seek funding for Charlton Community/Civic Hub.	Council Plan 1.4	Applications submitted	Aug-21	In progress	Discussions with Charlton Forum on a suitable site.
Key freight route upgrades	Complete key heavy road upgrade projects, including Sea Lake Lascelles Road, Birchip Nullawil Road and Jeffcott Road	Council Plan 1.4	Construction completed	Jun-22	In progress	Sea Lake Lascelles and Birchip Nullawil Road works complete, tender awarded for McLoughlans and Jeffcott Roads.
Our Community Wellbeing						
Action	Description of activity	Strategic Basis	Measure	Completion date	Status	Comments
Youth Planning for health outcomes	Enact first year of VicHealth Local Government Partnership	Council Plan 2.1	Youth Officer employed and four community workshops completed	Feb-22	Complete	Youth Officer employed and all workshops successfully undertaken.
Implement Workforce Development and Training Needs Analysis	Work with regional stakeholders to attract Job and Skill Centre presence in the Shire	Council Plan 2.1	Provision of service available in Buloke (min. 1 day per week)	Mar-22	Complete	SuniTafe agreed in principle to provide service in Buloke..

Gender Equality Planning	Undertake Gender Equality Action Plan	Council Plan 2.2	Plan completed	Dec-21	Complete	The Buloke Shire Council Gender Equality Action Plan was approved by the Commissioner for Gender Equality and published.
Ongoing improvement of library service	Library Van upgraded to be more accessible and versatile	Council Plan 2.3	Upgrades to van completed	May-22	Complete	Upgrades to Council's Library Van have been completed.
Planning for upgrades to early years facilities	Strategic plans completed for upgrades at Birchip and Donald Early Years Facilities	Council Plan 2.3	Plans completed	Mar-22	In progress	These plans will now be undertaken in the second half of 2022.
COVID-19 recovery activities to reconnect the community	Support the delivery of all CASI funded projects and report on the benefits of the program	Council Plan 2.3	Projects and events completed. Report completed	Feb-22	Complete	Due to the fluctuating nature of current COVID-19 restrictions, some of the funded events have been postponed or cancelled.
Supporting the implementation of Community Plans	Support the Small Towns Big Difference program to deliver an expanded dedicated community grants program to the community	Council Plan 2.3	Funding program available to community	Dec-21	Complete	The Small Towns Big Difference Program was successfully delivered and successful applicants notified.
Our Economy						

Action	Description of activity	Strategic Basis	Measure	Completion date	Responsible officer	Status
Prioritise the funding application for cabins at caravan parks	Apply for cabin accommodation at caravan parks and lakes across the Shire	Council Plan 3.1	Applications submitted	Aug-21	Completed	Funding application approved and announced. Agreement being negotiated.
Expand street art across the Shire	Undertake the Buloke Street Art Festival at Birchip and Watchem	Council Plan 3.1	Festival undertaken and additional art installations completed	Apr-22	Complete	Street Art Festival held in March 2022. Mali Heart Street Art Festival at Birchip and Watchem was held in March. Final installation of silo at Watchem to be completed subject to approvals.
Tourism activation	Partner with key agencies including Wimmera Mallee Tourism and Buloke Tourism to deliver activation projects	Council Plan 3.1	Activation undertaken	Jun-22	Complete	Funding received by Wimmera Development Association to work with Wimmera Mallee Tourism on relevant projects..
Night activation of the art trail	Deliver on funding for the night activation of the Silo Art Trail	Council Plan 3.1	Night activation installed	Aug-22	In progress	Planning in progress. Project advisory group established.

Birchip Town Centre proposal development	Development of feasibility study for the Birchip Civic and Community Hub project	Council Plan 3.2	Feasibility study adopted by Council	Apr-22	In progress	Town Hall Meeting held, further surveys to be conducted before further Council Briefing.
Planning for Donald Tradie Park	Submit funding application for planning of Donald Tradie Park proposal	Council Plan 3.2	Application submitted	Sep-21	Completed	Application was unsuccessful, looking for further funding opportunities.
Redevelop Economic Development and Tourism Strategy	Redevelop Council's Economic Development and Tourism Strategy	Council Plan 3.3	Strategy adopted	Mar-21	Complete.	Strategy adopted at April Council meeting.
Incentives for housing and business development	Develop and present options paper of appropriate incentives for housing and business development	Council Plan 3.3	Council position adopted	Nov-21	Complete.	Options presented to Councillors in budget workshop, decision made to consider more thoroughly for 23/24 budget.
Removing mobile blackspots	Undertake a review of mobile blackspots across the Shire and prioritise three most required.	Council Plan 3.4	Blackspots identified and form part of Advocacy Strategy	Oct-21	Complete	Mobile blackspot incorporated in Advocacy Strategy. State Government requesting blackspot information from community.
Upgrades to broadband in Sea Lake	Prioritise the advocacy for upgrades to Sea Lake broadband to fibre	Council Plan 3.4	Advocacy activity undertaken and reported on	Jun-22	Complete	Broadband upgrades for Sea Lake are now fully funded.

Internet of Things rollout across key assets	Implement the Internet of Things project to transition Council towards smart region technology	Council Plan 3.4	Project implemented	May-22	Complete	Equipment has been installed.
Our Council and Community Leadership						
Action	Description of activity	Strategic Basis	Measure	Completion date	Responsible officer	Status
Supporting Buloke volunteers	Alongside Vounteer Co-ordinator position (RDV) re-develop and implement the Volunteer Action Plan	Council Plan 4.1	Plan completed	Mar-22	In progress	Volunteer re-engagement project has had some time restraints due to the pandemic. It is on track to be completed in August 2022.
Review Council grants, contributions and donations	Undertake a review of Councils grants, contributions and donations and redevelop policy	Council Plan 4.1	Review complete and policy developed	Oct-21	Complete	Council reviewed its grants, contributions and donations as well as guidelines.
Develop Communication Strategy	Continue to enhance our online and traditional communication presence to reach all community members with Council information by developing a Communication Strategy.	Council Plan 4.2	Communication Strategy completed	Feb-22	Complete	Communication Plan endorsed by Executive Management Team.

Increase our communication and involvement with the community in decision making	Provide high quality customer service and a foster an all of organisation customer service approach through a revised Customer Service Strategy.	Council Plan 4.2	Adopt revised Customer Service Strategy.	Jun-22	In progress	Customer Experience Strategy adopted in draft form for consultation. Scheduled to be adopted in August 2022.
Redevelop Council's Road Management Plan	Develop a new Road Management Plan	Council Plan 4.3	Plan adopted	Jan-21	In progress	RMP recommendations to be costed prior to draft submission to Council.
Efficient and flexible service delivery	Finalise the Business Transformation Strategy	Council Plan 4.3	Strategy completed	Sep-21	Complete	Strategy presented to Councillors at February briefing.
Adherence to Local Government Act	Complete a review of the Procurement Policy and develop the CEO Employment and Remuneration Policy	Council Plan 4.3	Policies adopted	Dec-21	Complete	CEO Employment and Remuneration policy adopted October 2021. Procurement policy adopted December 2021.
Manage our Assets in an effective manner	Develop suite of Asset Management Plans	Council Plan 4.3	Plans developed	Jun-22	Complete	Strategic Asset Management Plan (SAMP) adopted at the June 2022 Council Meeting..

Complete Workforce Plan	Develop a 4-year Workforce Plan	Council Plan 4.4	Workforce plan completed	Dec-21	Complete	Workforce Plan adopted December 2021
Renew the Advocacy Strategy	Complete a review and redevelop the Advocacy Strategy to align with Council and community vision	Council Plan 4.4	Advocacy Strategy completed	Sep-21	Complete	Advocacy Strategy adopted by Council in September
Build community preparedness and resilience to the effects of extreme weather events	Safer together program in partnership with Gannawarra	Council Plan 4.4	Works completed	Jun-22	In progress	This project has been delayed by COVID-19 and further funding secured to extend the program.
Reduce the asset renewal gap	Undertake the next review of Councils land and building stock and identify surplus assets	Council Plan 4.4	Presented to Council briefing	Jan-22	In progress	Officers commenced review of asset list , delays due to resourcing.

8.5 REPORTS FROM COUNCILLORS

Nil

8.6 MATTERS WHICH MAY EXCLUDE THE PUBLIC

Nil

9. OTHER BUSINESS**9.1 NOTICES OF MOTION****9.1.1 NOTICE OF MOTION - LETTER OF SUPPORT - NEIGHBOURHOOD HOUSE FUNDING**

Author's Title: Councillor

Department: Office of the CEO

File No: CR/07/28

Relevance to Council Plan 2021 - 2025

Strategic Objective: Our Community Wellbeing

PURPOSE

Almost all Victorian Neighbourhood Houses and Networks receive core funding from the Department of Families, Fairness and Housing (DFFH), known as *Neighbourhood Houses Coordination Program* (NHCP) funding.

In 2018, after a massive advocacy campaign supported by constituents in Buloke, the State Government made a \$21.8 million investment across four years in recognition of the inadequacy of funding for many Neighbourhood Houses (NH's) and the need for additional Neighbourhood Houses to support local communities. This additional funding supported:

- 167 Neighbourhood Houses to increase their coordination hours to 25 hours a week;
- Increased hours for Neighbourhood House Networks (there are 16 Networks which provide tailored support to the Houses within their regions); and
- 27 Neighbourhood Houses started receiving NHCP funding for the very first time.

Within Buloke Shire Council this funding supported, Charlton Neighbourhood House to be established; Birchip Business and Learning Centre and Wycheproof Resource Centre to be open an additional 5 hours weekly and Buloke NH's affiliated network Mallee Neighbourhood House Network to increase their support to houses.

At the time of this announcement, it was not made clear by the State Government that, unlike existing NH funding, this new funding would be *non-recurring* and would indeed lapse in four years' time.

In the recent May budget, the sector was relieved to see that the funding had been extended – however they have now learnt that this is only secure for two years, up until June 2024.

RECOMMENDATION

That Council:

1. Write a letter to the Minister for Disability, Ageing and Carers, Colin Brooks MP, urging him to intervene to make this non-recurring funding permanent; and
2. Send its logo to the state peak body Neighbourhood Houses Victoria so it is listed on their advocacy webpage.

Attachments: Nil

DISCUSSION

Failure to secure funding would see the Charlton Neighbourhood House close its doors and both Birchip and Wycheproof reduce their hours and service provision.

Loss of the services provided by the Neighbourhood House program, would impact greatly on the residents of the Buloke community.

9.2 QUESTIONS FROM COUNCILLORS

Nil

9.3 URGENT BUSINESS

Nil

9.4 ANY OTHER BUSINESS

Nil

10. MEETING CLOSE