



# **COUNCIL MEETING**

## **MINUTES**

**Wednesday 14 July 2021**

**Commencing at 7pm**

**Wycheproof Supper Room**

**367 Broadway, Wycheproof**

**Anthony Judd  
Chief Executive Officer  
Buloke Shire Council**



**3. CONFIRMATION OF MINUTES OF PREVIOUS MEETING****MOTION:**

That Council adopt the Minutes of the Council Meeting held on Wednesday, 9 June 2021 and Council adopt the Minutes of the Council Meeting held on Wednesday, 16 June 2021.

**MOVED: CR GRAEME MILNE**

**SECONDED: CR ALAN GETLEY**

**CARRIED.  
(R988/21)**

**4. REQUESTS FOR LEAVE OF ABSENCE**

Cr Vis requested Leave of Absence from 22 July 2021 to 2 August 2021.

**5. DECLARATION OF PECUNIARY AND CONFLICTS OF INTEREST**

Crs Milne, Getley and Simpson each declared an interest in Item 8.2.3 Community Grants and Sponsorships due to being a member of recipient organisations noted in the report.

**6. QUESTIONS FROM THE PUBLIC**

NIL

**7. PROCEDURAL ITEMS**

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NIL

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NIL

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NIL

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NIL

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NIL

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NIL

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NIL

**10. MEETING CLOSE****NEXT MEETING**

THE NEXT ORDINARY MEETING OF COUNCIL WILL BE HELD IN WYCHEPROOF SUPPER ROOM, 367 BROADWAY, WYCHEPROOF ON WEDNESDAY, 11 AUGUST 2021 AT 7PM.

**Anthony Judd**  
**CHIEF EXECUTIVE OFFICER**

**6. QUESTIONS FROM THE PUBLIC**

Nil

**7. PROCEDURAL ITEMS****7.1 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.

**MOTION:**

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

**MOVED:** CR DAVID POLLARD**SECONDED:** CR DAVID VIS

**CARRIED.**  
**(R989/21)**

**Attachments:** Nil**TABLE OF CORRESPONDENCE**

<b>Council Initiative</b>	<b>Correspondence sent to</b>	<b>Date sent</b>	<b>Date of Response</b>	<b>Summary of Response</b>
Safety Upgrade – Boort Charlton Rail Crossing Safety Requirements	Jacinta Allan MP, Ben Carol MP  Copy to: Louise Staley MP Paul Northey RRV	30/4/21	16/6/21  17/5/21	Jacinta Allan MP, Advised as the matter raised falls within the portfolio responsibilities of the Hon Ben Carroll MP, Minister for Roads her office is forwarding the correspondence for consideration.  Louise Staley provided council with a copy of the advocacy letter sent from her office to the Hon Jacinta Allan Minister for Transport Infrastructure advocating on behalf of Council for the upgrade.
Requirement for site for new Charlton Fire Brigade Station	Danny Pearson MP, Copy to: Louise Staley MP, Jaala Pulford MP,	30/4/21	18/6/21	Danny Pearson MP Advised he has sought advice from the CFA regarding this matter and notes that the CFA acknowledges that the need for a new station and securing a site continues to be a high priority. Minister Pearson has requested that the CFA continue to provide updates to the Charlton Fire Brigade management team on the progress of site acquisition.

## 7.2 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.

### MOTION:

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

**MOVED:** CR BRONWYN SIMPSON

**SECONDED:** CR DAVID POLLARD

**CARRIED.**  
**(R990/21)**

**Attachments:** Nil

### RECOGNITION OF ACHIEVEMENT ITEMS

Provider	Recipient	Date	Purpose for Recognition
The Governor General of the Commonwealth of Australia	Mrs Joan Elizabeth Glen Birchip	14/6/21	For being awarded a Medal of the Order of Australia for her service to Music for over 30 years in the Wimmera and Mallee regions.
The Governor General of the Commonwealth of Australia	Ms Peta-Louise Mary Credlin Former Wycheproof resident	14/6/21	For being awarded an Officer of the Order of Australia for her distinguished service to parliament and politics, to policy development, and to the executive function of government.
The Governor General of the Commonwealth of Australia	Mr Denis William Flett Former Donald resident	14/6/21	For being awarded a Public Service Medal for his outstanding public service to water management in Victoria.
Donald Fire Brigade and Country Fire Authority	Mr Leo Allen	3/7/21	For his 60 years of loyal and dedicated volunteer service to the Donald Fire Brigade and Country Fire Authority.

<b>Provider</b>	<b>Recipient</b>	<b>Date</b>	<b>Purpose for Recognition</b>
Donald Fire Brigade and Country Fire Authority	Mr Greg Godkin	3/7/21	For his 55 years of loyal and dedicated volunteer service to the Donald Fire Brigade and Country Fire Authority.
Donald Fire Brigade and Country Fire Authority	Mr Perc Evans	3/7/21	For his 55 years of loyal and dedicated volunteer service to the Donald Fire Brigade and Country Fire Authority.
Donald Fire Brigade and Country Fire Authority	Mr Gerry Hazewinkel	3/7/21	For his 55 years of loyal and dedicated volunteer service to the Donald Fire Brigade and Country Fire Authority.

### 7.3 REPORT OF COUNCILLOR ASSEMBLIES

**Author's Title:** Executive Assistant

**Department:** Office of the CEO

**File No:** GO/05/04

**MOTION:**

That the Council note the report of Councillor Assembly Meetings held on 2, 9 and 16 June 2021.

**MOVED:** CR ALAN GETLEY

**SECONDED:** CR BRONWYN SIMPSON

**CARRIED.**  
**(R991/21)**

**Attachments:**

- 1 Councillor Briefing Record - 2 June 2021
- 2 Councillor Briefing Record - 9 June 2021
- 3 Councillor Briefing Record - 16 June 2021

#### 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 23 November 2020, 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 2, 9 and 16 June 2021 is attached for public information.

## 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 June 2021 to 30 June 2021.

#### MOTION:

That the Council note information contained in the report on Building Permits approved by staff from 1 June 2021 to 30 June 2021.

**MOVED:** CR DAVID POLLARD

**SECONDED:** CR GRAEME MILNE

**CARRIED.**  
**(R992/21)**

**Attachments:** Nil

### LIST OF BUILDING PERMITS APPROVED BY COUNCIL SURVEYOR

Permit No.	BAMS Permit No.	Address	Project Description	Date Approved
20210078	7337816128533	49-51 Wilkinson Street, Sea Lake	Storage Shed	27/05/2021
20210079	4328283413212	216 Woods Street, Donald	Garage/Storage Shed	03/06/2021
20210080	8378311148360	31 Jolly Street, Wycheproof	Garage/Storage Shed	10/06/2021
20210081	6861566177335	22 Camp Street, Donald	Independent Living Unit/Dwelling	10/06/2021
20210082	6567587569680	25 King Street, Birchip	Garage/Storage Shed	24/06/2021
20210083	1398186772076	15 Duncan Street, Birchip	Completion of Dwelling Re-stump and Internal Alterations	24/06/2021
20210084	6456250784742	12-14 Corack Road, Donald	Alfresco Outdoor Living Area	24/06/2021

**LIST OF BUILDING PERMITS APPROVED BY PRIVATE SURVEYOR**

<b>Permit No.</b>	<b>Address</b>	<b>Project Description</b>	<b>Date Approved</b>
N/A			

## 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.

### MOTION:

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

**MOVED:** CR DAVID POLLARD

**SECONDED:** CR CAROLYN STEWART

**CARRIED.**

**(R993/21)**

**Attachments:** Nil

### LIST OF PLANNING APPLICATIONS

Applic No	Address	Date Rec	Summary of Proposal	Status
PPA920/21	65 Horace St., Sea Lake (CA 32A Section A Parish Burupga)	01/04/2021	Liquor licence and signage	Awaiting report
PPA926/21	394 Corack East – Chirrup Rd., Corack East	29/04/2021	Two lot subdivision (boundary realignment)	Awaiting report
PPA928/21	2 Campbell St., Birchip	13/05/2021	Use and development of land for a service station (fuel cell), construct and put up for display a business identification sign, and alter access to a Road Zone 1	Further info requested
PPA929/21	Sunraysia Hwy., Donald (CA 2 Parish Donald)	20/05/2021	Two lot subdivision of land and use and development of land for animal production	Awaiting report
PPA931/21	22 Camp St., Donald	31/05/2021	Construction of a machinery storage shed	Awaiting report
PPA932/21	Borong Hwy., Gil Gil (CA 2 Section 5 Parish Banyenong)	17/06/2021	Amend a planning permit to alter festival dates on a single occasion	new

<b>Applic No</b>	<b>Address</b>	<b>Date Rec</b>	<b>Summary of Proposal</b>	<b>Status</b>
PPA918/21	4 Arundell Square, Charlton	19/03/2021	Use and development of land for a store (shipping container)	Issued
PPA919/21	Aitken Avenue, Donald. (Lot 1 & 2 Plan No. 173081)	26/03/21	Two lot subdivision (boundary realignment) and use and development for one dwelling per lot	Issued
PPA923/21	347 Barbers Rd., Karyrie	31/05/2021	Use and development of land for animal production, increase capacity to 70,000 birds and the construction of a shed	Issued
PPA924/21	Birchip-Wycheproof Rd., Birchip (Lot 1 Plan No. 11713 Parish Karyrie )	22/04/2021	Construct and put up for display a major promotion sign	issued
PPA930/21	Borong Hwy., Gil Gil (CA 2 Section 5 Parish Banyenong)	24/05/2021	Development of land to locate 9 shipping containers and the construction of associated verandahs	Issued

**8. GENERAL BUSINESS**

**8.1 POLICY REPORTS**

Nil

## 8.2 MANAGEMENT REPORTS

### 8.2.1 COUNCIL PLAN 2021-2025 - YEAR 1 ANNUAL PLAN

**Author's Title:** Chief Executive Officer

**Department:** Office of the CEO

**File No:** GS/02/02

**Relevance to Council Plan 2017 - 2021**

**Strategic Objective:** Our Council and Community Leadership

#### PURPOSE

The purpose of this report is to adopt the Council Plan 2021-2025 - Year 1 Annual Plan, which outlines the delivery of the first year of the Buloke Shire Council Council Plan 2021-2025.

#### SUMMARY

Following the adoption of the Council Plan 2021-2025, each year Council develops and Annual Plan to report progress against the Council Plan.

#### MOTION:

That Council adopt the Council Plan 2021-2025 - Year 1 Annual Plan.

**MOVED:** CR CAROLYN STEWART

**SECONDED:** CR BRONWYN SIMPSON

**CARRIED.**  
**(R994/21)**

**Attachments:** 1 Buloke Shire Council Plan 2021-2025 Annual Plan Year 1

#### DISCUSSION

The Council Plan 2021-2025 – Year 1 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 1 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 1 Annual Plan include:

- Adopt a Climate Change Adaption and Mitigation Policy
- Complete key heavy road upgrades
- Construct playspaces in five towns
- Undertake a Gender Equality Action Plan
- Undertake the Buloke Street Art Festival
- Redevelop Council's Economic Development and Tourism Strategy and Customer Service Strategy
- Undertake a review of Council's grants, contributions and donations and redevelop policy
- Develop a four-year Workforce Plan.

**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 1 flows on from this document, outlining what is to be achieved in the first year of the Council Plan 2021-2025.

**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.

**FINANCIAL VIABILITY**

The costing of projects identified within the Annual Plan have budget allocations made in the Annual Budget 2021/22 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**

The Annual Plan supports the delivery of the Council Plan 2021-25.

**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.

## 8.2.2 BULOKE SHIRE COUNCIL PLAN 2017-2021 - YEAR 4 ANNUAL PLAN REVIEW

**Author's Title:** Chief Executive Officer

**Department:** Office of the CEO

**File No:** CM/13/06

**Relevance to Council Plan 2017 - 2021**

**Strategic Objective:** Our Council and Community Leadership

### PURPOSE

This report is presented to give Council a progress update on the actions taken against the Year 4 Annual Plan.

### SUMMARY

Council, at its Special Meeting 21 June 2017, adopted the Buloke Council Plan 2017-2021 and has subsequently developed and adopted a Year 1, Year 2, Year 3 and Year 4 Annual Plan for the implementation of the strategic objectives. Quarterly progress reports have been presented to Council throughout 2020/21.

### MOTION:

That Council note the progress made to deliver the strategic objectives noted in the adopted Year 4 Annual Plan for the Buloke Council Plan 2017-2021.

**MOVED:** CR BRONWYN SIMPSON

**SECONDED:** CR DAVID VIS

**CARRIED.**  
**(R995/21)**

**Attachments:** 1 Council Plan 2017-2021 Annual Plan - Year 4 Review

### 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 2017-2021.

Council has received progress reports against the Year 4 Annual Plan throughout the 2020/21 year, and attached is the final report on the Plan.

The final report outlines (attached) highlights a strong year of delivering on the Annual Plan, and the overarching Council Plan 2017-2021. The majority of actions have been completed, nearing completion or are well underway.

Some of the highlights of the report are:

- Delivery of the Community Connector program, with all funding distributed through a dedicated community grants program

- Development of a new Community Engagement Policy, which was then critical across a range of subsequent projects
- Construction of tourism facilities at Lake Tyrrell
- Development of town brochures and a new resident's welcome pack
- Completion of upgraded netball facilities in Birchip
- Adoption of the Waste Management 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 the adoption of the Year 4 Annual Plan on 8 July 2020.

#### **OPTIONS**

Not applicable.

#### **SUSTAINABILITY IMPLICATIONS**

Projects such as the Climate Change Adaptation and Mitigation Strategy and Street Light Conversion are identified in the plan and will have enhanced sustainability outcomes for Council.

#### **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**

Not applicable.

#### **COLLABORATION**

Many actions rely upon the collaboration with other councils and key peak bodies, local stakeholder groups and the community.

#### **FINANCIAL VIABILITY**

The items listed in the Annual Plan have been factored into 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 2017-21 and the adopted Annual Plan 20/21. Some actions will result in the development of new plans and policies (e.g. Gender Equality Action Plan, Community Engagement Policy).

#### **TRANSPARENCY OF COUNCIL DECISIONS**

The adoption and regular reporting of an Annual Plan provides good strong transparency to the community regarding the key focus areas of Council over the 20/21 year and how Council is tracking against those actions.

#### **CONFLICTS OF INTEREST**

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

### 8.2.3 COMMUNITY GRANTS AND SPONSORSHIPS

**Author's Title:** Community Development Officer

**Department:** Community Development

**File No:** GS/09/42

**Relevance to Council Plan 2017 - 2021**

**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 four applications for the Community Grants and Sponsorship program for the Financial Year 2021/2022.

**Crs Milne, Getley and Simpson each declared an interest in this item for being a member of recipient organisations noted in this report.**

**Crs Milne, Getley and Simpson vacated the Council Chamber at 7.16pm.**

#### MOTION:

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

- \$1000 Small Capital Equipment Grant Charlton Probus;
- \$ 500 Sponsorship Charlton Golf Club;
- \$ 500 Sponsorship North Central LLEN; and
- \$2000 Project Support Grant Watchem Development Group.

**MOVED: CR DAVID VIS**

**SECONDED: CR DAVID POLLARD**

**CARRIED.**

**(R996/21)**

**Attachments:** 1 2021-2022 Community Grants

#### DISCUSSION

The following applications for funding are being put forth to Council for final decision.

Each of these applications have been assessed as per the Community Grant Guidelines as accepted by Council. The Senior Leadership Team recommends the following grants for council's consideration and final decision on the allocations.

<b>Project:</b>	<b>Helping Guest Speakers Present A More Stimulating Address</b>
Organisation:	Charlton Probus Club
Amount Applied:	\$1000
Funding Amount Rec:	\$1000
Total project cost:	\$2197 organisation contribution - \$1022, \$125 In-kind, \$50 donations
Project Description:	Purchase of a 65" TV set to be mounted on the Supper Room wall in the Charlton Hall. Some necessary shelving is included in the project. Council's Facilities department has approved the installation.
Project Benefit:	Charlton Probus currently has 67 members with 50-65 people attending regular events. Presentations are currently limited. The equipment will assist members to see & hear presentations. Project budget meets the 1:1 financial contr. requirement. The application addresses the key questions.
<b>Project:</b>	<b>Charlton Golf Club Annual Tournament</b>
Organisation:	Charlton Golf Club
Amount Applied:	\$500
Funding Amount Rec:	\$500
Total project cost:	\$13,089 organisation contribution- \$3100
Project Description:	Sponsorship of the annual tournament to be held 29 July – 1 August. 80 players compete including players from Kew, Berwick and Riverside Golf clubs in Melbourne. Project budget meets the 1:1 financial contribution requirement. The application addresses the key questions.
Project Benefit:	The tournament is the major event for the Charlton club and contributes significantly to the local economy. The tournament resources maintenance on development projects through the year. Council support will be recognised in the promotion campaign which is part of the project.
<b>Project:</b>	<b>Great Victorian Bike Ride</b>
Organisation:	North Central LLEN
Amount Applied:	\$500
Funding Amount Rec:	\$500
Total project cost:	\$14,891 organisation contribution- \$2000
Project Description:	NCLLEN will facilitate participation of young people from Buloke in the three-day Great Victorian Bike ride to be held in December 2021. All necessary permits and insurances are in place.
Project Benefit:	Some 25 people will be involved, with 20 students entering the ride. Young people will come from towns across Buloke. The aim of the ride is to develop mental and physical fitness. Council support will be recognised in the promotion campaign which is part of the project. Project budget meets the 1:1 financial contribution requirement. The application addresses the key questions.
<b>Project:</b>	<b>Sing a Song of Sixpence</b>
Organisation:	Watchem Development Group
Amount Applied:	\$2000
Funding Amount Rec:	\$2000
Total project cost:	\$4,725 organisation cont - \$1300 finance, \$4000 ticket sales, \$500 Inkind
Project Description:	An event to be held at the Watchem Church venue on July 20. It is anticipated that 100 people will attend in line with COVID directives. Funding is sought to subsidise the ticket price. Attendees contributing 50% of the ticket price.
Project Benefit:	The group presenting the event have staged very successful productions in Watchem with people from other parts of Victoria and interstate attending. This musical presentation will provide a boost to the Watchem community and will also aid the COVID community recovery. Project budget meets the 1:1 financial contribution requirement. The application addresses the key questions.

**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**

Manager of Community Services engaged with each applicant listed.

**INNOVATION AND CONTINUOUS IMPROVEMENT**

Not Applicable

**COLLABORATION**

Not Applicable

**FINANCIAL VIABILITY**

These are the first applications for the 2021/22 Financial Year from the \$20,000 allocation for this Financial Year. (see attached)

**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.

**Crs Milne, Getley and Simpson returned to the Council Chamber at 7.18pm.**

**8.3 FINANCIAL REPORTS**

Nil

## 8.4 ORGANISATIONAL REPORTS

### 8.4.1 2021 LOCAL GOVERNMENT COMMUNITY SATISFACTION SURVEY RESULTS

**Author's Title:** Manager Customer Engagement

**Department:** Office of the CEO

**File No:** GS/02/01

**Relevance to Council Plan 2017 - 2021**

**Strategic Objective:** Our Council and Community Leadership

#### PURPOSE

To acknowledge the results of the 2021 Local Government Community Satisfaction Survey.

#### SUMMARY

The 2021 Local Government Community Satisfaction Survey Report is attached for Council to note. The report is coordinated on behalf of all Victorian Councils by the Department Environment of Land, Water and Planning.

#### MOTION:

That Council:

1. Notes the results of the 2021 Local Government Community Satisfaction Survey;
2. Considers the future actions in response to the results; and
3. Publishes the results of the survey to the community.

**MOVED:** CR DAVID VIS

**SECONDED:** CR DAVID POLLARD

**CARRIED.**  
**(R997/21)**

**Attachments:** 1 2021 Local Government Buloke Shire Council Community Satisfaction Results

#### DISCUSSION

The survey demonstrates an overall performance index score of 62 for Buloke Shire Council and represents a four-point improvement on the 2020 result, continuing a multi-year trend of improvement from 2016 and is the best overall result since 2012.

These overall results are one point above the state average and two points higher than Council's Small Rural cohort.

Every evaluated area had an increase on the results from 2020 with the exception of Recreational Facilities, which maintained its high score of 74. No area recorded a decrease in satisfaction.

Overall Council Direction again achieved a recorded high and is one point higher than the state average and the Small Rural Cohort average. This would demonstrate a continued rise in satisfaction in Council’s strategic planning from the Council Plan 2017-21 through to subsequent strategic plans and community plans.

Excluding service areas relating to roads, Council performs in line with, or significantly higher than, the Small Rural Group and State-wide averages on the service areas evaluated.

Council’s best performing areas were Council’s COVID-19 Response, Appearance of Public Areas and Recreational Facilities whilst Maintenance of Unsealed Roads and the Condition of Sealed Roads are again Council’s lowest performing areas but both had significant gains.

A graphic of the summary of core measures, included in the survey report, is included below.



**RELEVANT LAW**

Not applicable.

**RELATED COUNCIL DECISIONS**

Not applicable.

**OPTIONS**

Not applicable.

**SUSTAINABILITY IMPLICATIONS**

Not applicable.

**COMMUNITY ENGAGEMENT**

A telephone survey was conducted by JWS Research, who contacted random residents on behalf of Council, that were 18 years or above, residing in Buloke Shire. Council advertised the approaching survey in local newspaper advertisements, on radio spots and on social media in the weeks leading up to the survey which was conducted in February of this year.

The results of the survey will be communicated to the public.

#### **INNOVATION AND CONTINUOUS IMPROVEMENT**

In noting this report, Council may consider future actions against results of the survey.

#### **COLLABORATION**

The Senior Leadership Team was consulted in the preparation of the survey.

#### **FINANCIAL VIABILITY**

The cost of conducting the survey was as per the budget allocation made in the 2020/21 budget.

#### **REGIONAL, STATE AND NATIONAL PLANS AND POLICIES**

Not applicable.

#### **COUNCIL PLANS AND POLICIES**

Not applicable.

#### **TRANSPARENCY OF COUNCIL DECISIONS**

Participation in the State-wide Local Government Community Satisfaction Survey is optional. Participating Councils have various choices as to the content of the questionnaire and the sample size to be surveyed, depending on their individual strategic, financial and other considerations.

#### **CONFLICTS OF INTEREST**

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

## 8.5 REPORTS FROM COUNCILLORS

### Mayor's Report

#### Cr Daryl Warren – Mount Jeffcott Ward

10/6/21	Workspace Meeting Bendigo
15/6/21	CEO/Mayor Catch Up
16/6/21	North West Municipal Association AGM and Meeting via Zoom Councillor Briefing via Zoom Special Council Meeting via Zoom
17/6/21	Meeting with Murray Allen at Lake Tyrrell Lions Change Over Dinner Wycheproof
18/6/21	Loddon Mallee WRRG Board Meeting via Zoom Wimmera Southern Mallee Leadership Meeting via Zoom
19/6/21	Buloke Playspaces Announcement Birchip with Mark Gepp MP Launch of Birchip Leisure Centre Upgrades with Mark Gepp MP and Anne Webster MP
22/6/21	CEO/Mayor Weekly Catch Up
23/6/21	Meeting with Buloke Ratepayers Association Donald Community Precinct Meeting Donald 2000 Community Meeting
27/6/21	Meeting with Robbie Wirramanda at Chinkapook
28/6/21	Buloke Tourism Board Meeting via Zoom
29/6/21	Meeting with the President MAV in Donald
29/6/21	CEO/Mayor Catch Up
30/6/21	Flow FM Radio Interview
1/7/21	Rotary Change Over Dinner in Charlton
6/7/21	CEO/Mayor Weekly Catch Up Donald Chamber of Commerce and Industry AGM
7/7/21	Donald Men's Shed AGM meeting Charlton Lions Club Change Over Dinner
12/7/21	First Nations Meeting with Traditional Owners via Zoom
13/7/21	CEO/Mayor Weekly Catch Up

**8.6 MATTERS WHICH MAY EXCLUDE THE PUBLIC**

Nil

**9. OTHER BUSINESS**

**9.1 NOTICES OF MOTION**

Nil

**9.2 QUESTIONS FROM COUNCILLORS**

Nil

**9.3 URGENT BUSINESS**

Nil

**9.4 ANY OTHER BUSINESS**

Nil

**10. MEETING CLOSE**

Meeting closed at 7.27pm.