



COUNCIL MEETING

AGENDA

Wednesday 9 August 2023

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 Alan Getley will welcome all in attendance.

STATEMENT OF ACKNOWLEDGEMENT

The Mayor Cr Alan Getley 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, 12 July 2023 and Council adopt the Minutes of the Council Meeting held on Tuesday, 1 August 2023.

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	10
7.4	BUILDING PERMITS - MONTHLY UPDATE	11
7.5	PLANNING APPLICATIONS RECEIVED - MONTHLY UPDATE	12
7.6	STATUS OF ACTION OF PAST COUNCIL MEETING RESOLUTIONS	13

8. GENERAL BUSINESS

8.1	POLICY REPORTS	20
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8.1.1	VOLUNTEER POLICY	20
8.1.2	WIMMERA SOUTHERN MALLEE DEVELOPMENT LTD - MEMBERSHIP	28
8.2	MANAGEMENT REPORTS	68
8.2.1	COMMUNITY GRANTS GUIDELINES	68
8.2.2	DRAFT CUSTOMER EXPERIENCE CHARTER	84
8.2.3	CUSTOMER EXPERIENCE STRATEGY 2022-2025 PROGRESS REPORT	88
8.2.4	RISK AND RESILIENCE GRANTS PROGRAM	94
8.3	FINANCIAL REPORTS	134
	NIL	
8.4	ORGANISATIONAL REPORTS	135
8.4.1	COUNCIL PLAN 2021-2025 - YEAR 3 ANNUAL PLAN	135
8.4.2	2023 LOCAL GOVERNMENT COMMUNITY SATISFACTION SURVEY RESULTS	142
8.4.3	SALEYARDS PRECINCT LOCAL LAW NO. 15 OF 2023	268
8.5	REPORTS FROM COUNCILLORS	308
	NIL	
9.	OTHER BUSINESS	
9.1	NOTICES OF MOTION	309
	NIL	
9.2	QUESTIONS FROM COUNCILLORS	309
	NIL	
9.3	URGENT BUSINESS	309
	NIL	
9.4	ANY OTHER BUSINESS	309
9.5	MATTERS WHICH MAY EXCLUDE THE PUBLIC	310
	The Meeting may be closed to members of the public to consider confidential matters.	
9.5.1	CONTRACT NO. C117 2022/23 – DESIGN, CONSTRUCTION & DELIVERY OF UNREGISTERED MOVABLE DWELLINGS IN BULOKE	
	If the meeting has been closed it will be brought back into open session by resolution	

10. MEETING CLOSE**NEXT MEETING**

THE NEXT MEETING OF COUNCIL WILL BE HELD IN WYCHEPROOF SUPPER ROOM, 367 BROADWAY, WYCHEPROOF ON WEDNESDAY, 13 SEPTEMBER 2023 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 4 and 19 July 2023.

- Attachments:**
- 1 [↓](#) Councillor Briefing Record - 4 July 2023
 - 2 [↓](#) Councillor Briefing Record - 19 July 2023

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 9 November 2022, 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 4 and 19 July 2023 is attached for public information.



Councillor Briefing Record

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

Date:	4 July 2023	Time	5:00pm – 8:00pm
Location:	Mary MacKillop Room at St Mary's Primary School, Sea Lake		
Attendees:	Cr Getley, Cr Pollard, Cr Warren, Cr Hogan, Cr Milne, Cr Simpson, Wayne O'Toole, Hannah Yu, Michelle Stedman and Travis Fitzgibbon.		
Apologies:	Nil		
Acknowledgement of Country:	The Mayor 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.		
Conflicts of Interest:	Nil		

ITEMS

NO.	MATTER FOR DISCUSSION
1.	Councillor Only Time 5:00pm – 6:00pm
2.	Confirmation of Councillor Briefing Minutes – 21 June 2023
3.	Presentations
3.1	Advance Sea Lake Inc. – Fiona Jolly and Julie Pringle / 6:00pm
3.2	NBN Co Update – Buloke Briefing – Chris Rowlands / 6:20pm
3.3	Planning: Service Station, 2 Campbell Street, Birchip / 6:50pm
	37 Hannon Street, Sea Lake.
4.	Discussion
4.1	Proposal for Revision of Councillor Briefing Structures (Hannah Yu)
5.	Councillor Matters
	Cr Milne
	Cr Hogan
6.	CEO Updates
6.1	Draft Agenda for Council Meeting 12 July 2023
	NEXT BRIEFING
	19 July 2023, Wycheproof Supper Room, 5:00pm



Councillor Briefing Record

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

Date:	19 July 2023	Time	5:00pm – 8:00pm
Location:	Wycheproof Supper Room		
Attendees:	Cr Getley, Cr Pollard, Cr Hogan, Cr Milne, Cr Simpson, Wayne O'Toole, Dan McLaughlan, Andrew Rose, and Travis Fitzgibbon.		
Apologies:	Cr Warren.		
Acknowledgement of Country:	The Mayor 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.		
Conflicts of Interest:	Nil		

ITEMS

NO.	MATTER FOR DISCUSSION
1.	Councillor Only Time 5:00pm – 5.30 pm
2.	Confirmation of Councillor Briefing Minutes – 4 July 2023
3.	Presentations
3.1	Monthly Capital Project update and Grant Application Opportunities – Trevor Rumbold. (attachment)
3.2	Rural Land Use Strategy – Rodney Hotker, Roslyn Olle, Nathan Cutting and Dominique Trickey (See Attachment)
3.3	Community Grants Workshop – Jenna Allan
3.4	Annual Plan Year 3 – Travis Fitzgibbon
4.	Discussion
5.	Councillor Matters
6.	CEO Updates
6.1	AEMO VMI west
6.2	LRCI
6.3	Referendum Information Booklet
6.4	Charlton Childcare
	NEXT BRIEFING 2 August 2023, Council Chamber – Birchip District Office, 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	Sent	Response	Purpose of Letter/Response
Concerns over the closure of Bendigo Bank – Sea Lake Branch	Marnie Baker, Chief Exec Officer Head Office Bendigo & Adelaide Bank	18.04.2023		Letter sent to find out what the Bank's intentions are and if they would consider continuing provision of service to the Sea Lake community.
VNI West Proposed Transmission Line	Write to: Minister for Climate Action, Energy and Resources; State Electricity Commission; and CEO of Australia Energy Market Operator	12.05.2023	03.07.2023	<p>Imploring them to:</p> <ol style="list-style-type: none"> 1. Consult with the community in a genuine and deliberative manner, ensuring transparency is at the forefront of all consultation; and 2. Listen in a genuine and sympathetic manner to the concerns of the community and relevant subject matter experts and respond in a respectful and considered fashion. <p><i>Response:</i> <i>Noted progress of the VNI West Project to date and the role of Ministerial Orders in addressing obligations around consultation.</i></p> <p><i>Noted reforms to transmission framework with the Final</i></p>

Council Initiative	Sent to	Sent	Response	Purpose of Letter/Response
				<p><i>Victorian Transmission Investment Framework (VTIF) adopted in June 2023. The VTIF includes planning objectives and local based approaches to engagement and benefits, including identifying new payments to directly affected landowners in addition to compensation.</i></p> <p><i>Discussed meetings and roundtable held with Council and noting the Minister's hope that this demonstrates their commitment to genuine and transparent consultation.</i></p>
VNI West Project	Write and advocate to the Minister for Energy & Resources Lilly D'Ambrosio	12.05.2023	03.07.2023	<p>To suspend the installation of the VNI West Project within the Buloke Shire, and implore her to consult in a genuine and open manner to those to be potentially impacted by the installation of the proposed project.</p> <p><i>Response:</i></p> <p><i>Refer above. No reference to suspension of installation.</i></p>

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 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

7.4 BUILDING PERMITS - MONTHLY UPDATE

Author's Title: Statutory Administration Support

Department: Community Development

File No: DB/14/01

EXECUTIVE SUMMARY

This report provides information on Building Permits approved by staff from 1 June 2023 to 30 June 2023.

RECOMMENDATION

That the Council note information contained in the report on Building Permits approved by staff from 1 June 2023 to 30 June 2023.

Attachments: Nil

LIST OF BUILDING PERMITS APPROVED BY COUNCIL SURVEYOR

Council Ref.	Address	Project Description	Date Approved
20230014	Taverner Street Berriwillock VIC 3531	Construction of three conjoined shade sails	19/7/2023

LIST OF BUILDING PERMITS APPROVED BY PRIVATE BUILDING SURVEYOR

Council Ref.	Address	Project Description	Date Approved
PBLD23072	King Street Birchip VIC 3483	Dwelling	4/7/2023
PBLD23085	Mount Street Wycheproof VIC 3527	Construction of Carport and Pergola	10/7/2023
PBLD23090	Broadway Wycheproof VIC 3527	Re-stumping of Dwelling	6/7/2023
PBLD23096	Macfarlane Road Birchip VIC 3483	Farm Shed	19/7/2023

7.5 PLANNING APPLICATIONS RECEIVED - MONTHLY UPDATE

Author's Title: Planning Officer

Department: Community Development

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

Application No	Address	Date Rec	Summary of Proposal	Status
PA23010	Broadway, Wycheproof	16/01/2023	Six-lot subdivision of land and the development of land for six dwellings	Objections resolved Permit Issued
PA23019	Borong Highway, Gil Gil	22/03/2023	Place of Assembly (Events Centre)	Request for Further Information
PA23020	Church Street, Culgoa	10/05/2023	Use and development of land for a transfer station (install an RV dump point and septic holding tank)	Referral
PA23021	Lalbert Road, Culgoa	08/06/2023	Two-lot subdivision of land (boundary re-alignment)	Permit Issued
PA23022	Blue Allans Road, Sea Lake	21/06/2023	Two-lot subdivision of land (dwelling excision)	Referral

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*.

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 completion of action, and the SOA for the 12 July 2023 Council Meeting Resolutions.

RECOMMENDATION

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

Attachments: 1 [↓](#) Actions Taken on Council Resolutions - On Outstanding items and 12 July 2023 Council Meeting

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 2022, 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 completion of action, and introducing the SOA for the 12 July 2023 Council Meeting Resolutions.

Summary of Action on Council Resolutions – Outstanding Previous Months Items to 12 July 2023 Council Meeting

Date	Directorate	Item	Resolution/Question	Actioning Officer/s	Status of Action	Complete or Commenced
12072023	CEO Office	6.1	Council Watch Group – Cost of Cost Shifting from State Government QUESTION: Can Council please advise the dollar amount of cost shifting from State Government they estimate they incurred in the 2022 - 2023 financial year? THE CHIEF EXECUTIVE OFFICER RESPONDED: Having just received this question recently, they have not had a chance to work on this, therefore would like to take the “Question on Notice”, and provide a response to Councillors at its August Council Meeting.	CEO		
12072023	CEO Office	7.3	Letters of Congratulations and Achievements	EA	Letters yet to be drafted for Mayor	
12072023	Dir Corp and Org Perf	8.2.1	Instrument of Delegation to the CEO That Council resolve that: 1. There be delegated to the person holding the position, or acting in or performing the duties, of Chief Executive Officer the powers, duties and functions set out in the attached Instrument of Delegation to the Chief Executive Officer, subject to the conditions and limitations specified in that Instrument; 2. The Instrument comes into force immediately upon this resolution being made and is to be signed by the Council’s Chief Executive Officer and the Mayor; 3. On the coming into force of the Instrument, all previous delegations to the Chief Executive Officer are revoked; and 4. The duties and functions set out in the Instrument must be performed, and the powers set out in the Instrument must be executed, in accordance with any guidelines or policies of Council that it may from time to time adopt.	DCOP		
12072023	Infra and Delivery	8.2.2	Consideration of Licence for Comm Engagement – Fast Cities Aust Pty Ltd trading As Evie Networks – Donald EV Charging Station That Council: 1. In accordance with Section 115 of the Local Government Act 2020, gives public notice of the intention to grant a Licence to Fast Cities	DID	Information published on website, promoted through normal social and print media channels	Commenced.

Tabled 9 August 2023 Council Meeting

Summary of Action on Council Resolutions – Outstanding Previous Months Items to 12 July 2023 Council Meeting

			<p>Australia Pty Ltd trading as Evie Networks for part of the land being Lot 1 TP174450 contained in Certificate of Title Volume 9363 Folio 257, 68A Woods Street, Donald on the following terms:</p> <p>a. A 15-year Licence commencing 1 September 2023, and</p> <p>b. A Licence fee of five per cent of the charging station's Net Operating Income payable in arrears on each anniversary of the commencement date during the term.</p> <p>2. Notes that the public notice shall allow persons to make a submission on the proposed licence in accordance with Section 115 of the Local Government Act 2020 and Council's Community Engagement Policy, and that all written submissions be received by a date that is at least 21 days after the publication of the notice.</p> <p>3. Authorise the Chief Executive Officer to undertake the administrative procedures necessary to enable Council to fulfill its functions under Section 115 of the Local Government Act 2020, and</p> <p>4. Receives a further report to consider the granting of a Licence for Fast Cities Australia Pty Ltd trading as Evie Networks following the conclusion of the public notice process.</p>			
12072023	Comm Dev	8.2.3	<p>PPA 23013 – 5 lot subdivision of land – 37 Hannon Street, Sea Lake</p> <p>That Council:</p> <p>having caused notice of Planning Application No. PA23013 to be given under Section 52 of the Planning and Environment Act 1987 and/or the planning scheme, and having considered all the matters required under Section 60 of the Planning and Environment Act 1987, decides to issue a Notice of Decision to Grant a Permit under the provisions of 32.05-5 and 52.29-2 of the Buloke Planning Scheme in respect of the land known and described as 37 Hannon Street, Sea Lake (Lot 1 TP251694W), for the five-lot subdivision of land, and alter access to a Transport Zone 2 in accordance with the endorsed plans, with the application dated 25/01/2023, subject to conditions (attached).</p>	DCD	The permit will be issued 28 days after the Notice of Decision has been issued, subject to any appeals.	Commenced.
12072023	Comm Dev	8.2.4	<p>PPA928/21 – Use and Development of Land for a Serv Station (Fuel Cell) - 2 Campbell Street, Birchip</p> <p>That Council having caused notice of Planning Application No. 928/21 to be given under Section 52 of the Planning and Environment Act 1987 and/or the planning scheme, and having considered all the matters required under Section 60 of the Planning and Environment Act 1987,</p>	DCD	The permit will be issued 28 days after the Notice of Decision has been issued, subject to any appeals.	Commenced.

Tabled 9 August 2023 Council Meeting

Summary of Action on Council Resolutions – Outstanding Previous Months Items to 12 July 2023 Council Meeting

			decides to Grant a Notice of Decision to Grant a Permit under the provisions of 34.01-1, 34.01-4, 52.05-11 and 52.29-2 of the Buloke Planning Scheme in respect of the land known and described as 2 Campbell Street, Birchip (Lots 6, 7, 8 & 9 LP58023) for the use and development of land for a service station (fuel cell), construct and display a business identification sign, and alter access to a Transport Zone 2, in accordance with the endorsed plans, with the application dated 13/05/2021, subject to conditions (attached).			
27062023	Infra and Delivery	4.1.1	That the Council: 1. Proposes to make the Saleyards Precinct Local Law No. 15 2023; & 2. Gives notice of its intention to make the Saleyards Precinct Local Law No. 15 to the community in accordance with the Council's Community Engagement Policy.	DID	Correspondence sent to identified stakeholders; information published on website, promoted through normal social and print media channels	Commenced
27062023	Corp & Org Perf	4.2.1	Council, having complied with its obligations under <i>Local Govt Act 2020: Recommendations adopting e budget:</i> 1. Adopts the Buloke Shire Council Annual Budget 2023/24; 2. Includes within the Annual Budget 2023/24 adjustments identified from the Draft Annual Budget to the Income Statement, Balance Sheet, Statement of Human Resources, and User Fees and Charges, as outlined in this Report; 3. Acknowledges the contributions made to the budget planning process by members of the community and thanks them for input; 4. Allocates up to \$15,000 from its 2023/24 Design Support program to support a funding agreement as detailed in this Report with the Birchip Early Centre Parents Advisory Group Committee. This funding will provide for the development of a feasibility study on improvements and service expansion of the Birchip Early Learning Centre; 5. Authorises the Director Corporate and Organisational Performance on behalf of Council to provide a formal response to community members that have provided a submission to the Draft Annual Budget in line with the contents of this Report; <i>Recommendations declaring rates and charges:</i>	DCOP	Letters to submitters yet to be sent out.	Commenced

Summary of Action on Council Resolutions – Outstanding Previous Months Items to 12 July 2023 Council Meeting

		<p>6. Declares an amount of \$14.79M which Council intends to raise by General Rates and Annual Service Charges for the period 1 July 2023 – 30 June 2024 calculated as follows:</p> <p>(a) General Rates (including estimated supplementary rates) \$12.54M;</p> <p>(b) Municipal Charges \$783,000; and</p> <p>(c) Annual Service Charges \$1.48M;</p> <p>(d) With the above including:</p> <p>i. The rate in the dollar for each type of rate to be levied for the period as follows:</p> <table><tr><th>Type of Rate</th><th>Cents in \$ on CIV</th></tr><tr><td>Rateable residential properties</td><td>0.517026</td></tr><tr><td>Rateable commercial and industrial properties</td><td>0.597062</td></tr><tr><td>Rateable farming properties</td><td>0.272224</td></tr></table> <p>ii. A Municipal Charge of \$175.95 for each rateable assessment in respect of which a Municipal Charge may be levied; and</p> <p>iii. An Annual Service Charge of \$422 for kerbside garbage and recycling collection for the period 1 July 2023 to 30 June 2024;</p> <p>7. Levies the general rates and service charges referred to in this resolution by the service notice on each person liable to pay such rate or charge in accordance with section 158 of the <i>Local Government Act 1989</i>.</p> <p>8. In accordance with section 167 of the <i>Local Government Act 1989</i>, the rates and charges declared by the Council for the 2023/24 financial year must be paid as follows:</p> <p>(a) By four instalments made on or before the following dates:</p> <ul style="list-style-type: none">• Instalment 1 – 30 September 2023;• Instalment 2 – 30 November 2023• Instalment 3 – 28 February 2024; and• Instalment 4 – 31 May 2024; <p>Or;</p> <p>(b) By a lump sum payment made on or before 15 February 2024.</p>	Type of Rate	Cents in \$ on CIV	Rateable residential properties	0.517026	Rateable commercial and industrial properties	0.597062	Rateable farming properties	0.272224			
Type of Rate	Cents in \$ on CIV												
Rateable residential properties	0.517026												
Rateable commercial and industrial properties	0.597062												
Rateable farming properties	0.272224												

Tabled 9 August 2023 Council Meeting

Summary of Action on Council Resolutions – Outstanding Previous Months Items to 12 July 2023 Council Meeting

			<p>9. Authorises the Chief Executive Officer to levy and recover the general rates and annual service charges in accordance with the <i>Local Government Act 1989</i>; and</p> <p>10. Determines that the proposed fees and charges for the 2023/24 financial year be adopted.</p>			
14062023	Comm Dev	8.2.1	<p>That Council:</p> <p>Having caused notice of Planning Application No. PA23012 to be given under Section 52 of the Planning and Environment Act 1987 and having considered all the matters required under Section 60 of the Planning and Environment Act 1987 decides to Grant a Notice of Decision to Grant a Permit under the provisions of 32.05-2 of the Buloke Planning Scheme in respect of the land known and described as 6 Main Street, Culgoa (Lot 1 TP751938), for the extension of trading hours in accordance with the endorsed plans, with the application dated 1st February 2023, subject to the following conditions:</p> <p>Draft permit conditions:</p> <p>General conditions</p> <p>1. The use of the land must only occur between the hours of:</p> <ul style="list-style-type: none"> • 6.00am – 6.00pm Monday- Thursday • 7.00am – 10.00pm Friday – Sunday <p>unless these hours are varied with the written consent of the responsible authority.</p> <p>Amenity</p> <p>2. The use and development must be managed so that the amenity of the area is not detrimentally affected, through the:</p> <ol style="list-style-type: none"> a) Transport of materials, goods or commodities to or from the land b) Appearance of any building, works or materials c) Emission of noise, artificial light, vibration, smell, fumes, smoke, vapour, steam, soot, ash, dust, waste water, waste products, grit or oil d) Presence of vermin, or e) in any other way <p>to the satisfaction of the responsible authority.</p> <p>3. The use and development of the land must not interfere with surrounding existing uses, including residential.</p> <p>Permit expiry</p> <p>This permit will expire if:</p> <ul style="list-style-type: none"> • The use does not start within two (2) years of the date of this permit; or • The use is discontinued for a period of two (2) years. 	DCD	Permit will be issued	Complete.

Tabled 9 August 2023 Council Meeting

Summary of Action on Council Resolutions – Outstanding Previous Months Items to 12 July 2023 Council Meeting

			In accordance with section 69 of the Planning and Environment Act 1987, an application may be submitted to the responsible authority for an extension of the period referred to in this condition.			
14062023	Corp and Org Perf	8.2.3	That Council receives and notes each public budget submission made in relation to Buloke Shire Council's Draft Annual Budget 2023/24 as endorsed for advertisement on 10 May 2023. Submitters to be responded to.	DCOP	Submitters to be responded to following adoption of Budget 23/24 if not before.	
08022023	Infrastructure and Delivery	8.2.1	That Council: 1. Notes that following the consultation process in accordance with its Community Engagement Policy, one submission was received to the proposed nine-lot subdivision sale of land at 110 Sutcliffe Street, Sea Lake; 2. Sells the nine-lot subdivision surplus land at 110 Sutcliff Street, Sea Lake by private treaty or auction in accordance section 114 of the Local Government Act 2020 and Council's Sale of Land Policy; and 3. Authorises the Chief Executive Officer to execute the Transfer of Land documents and any other documents required to affect the sale of the land.	DID	Correspondence sent.	Commenced

8. GENERAL BUSINESS**8.1 POLICY REPORTS****8.1.1 VOLUNTEER POLICY**

Author's Title: Director Infrastructure and Delivery

Department: Infrastructure and Delivery

File No: CM|14|30

Relevance to Council Plan 2021 - 2025

Strategic Objective: Our Community Wellbeing

PURPOSE

For the Council to consider adoption of the Volunteer Policy

SUMMARY

This Volunteer Policy (Policy) acknowledges the Council's commitment to supporting and encouraging community volunteering within Council. This Policy provides standards and further guidance on how Council will ensure adherence to the National Standards for Volunteer Involvement and best practice.

RECOMMENDATION

That Council adopt the Volunteer Policy

Attachments: 1 [Volunteer Policy](#)

DISCUSSION

Engagement of volunteers to assist the Buloke Shire Council in the performance of its functions is considered a very important and worthwhile initiative, and something which should be encouraged in order to support the benefit and wellbeing of the broader Buloke municipal community.

Volunteering provides opportunities for community members to directly participate in community life through one of Council's many services to the community. The value and contribution of volunteering leads to economic benefits as well as an increase in social inclusion, connection, physical and psychological wellbeing, personal and professional development, and career opportunities.

Recently, the Buloke Shire Council was approached by the Charlton community to explore opportunities to volunteer in areas of infrastructure and delivery, parks and gardens and nature strip management. The Charlton community wish to initiate as a pilot program the "Beautify Charlton" Project, to support the ongoing financial viability and social viability of the Council and in so doing, improve and maintain a high level of aesthetic within the main area of the Charlton township.

In order to enter into a formal arrangement with the Charlton community and give rise to the Beautify Charlton Project, Council must ensure that any risks to the Council insofar as volunteers, the wider public and the Council are minimised as far as reasonably practicable. Accordingly, Council Officers have developed a proposed Policy to address the way in which volunteers will be engaged by the Council, and how volunteers will be supported and required to interact with the public on behalf of the Council.

A copy of the proposed Policy has been attached to this Report. The proposed Policy outlines Council's role in supporting, engagement and protecting volunteers to ensure the ongoing viability and integrity of the Council's volunteer program(s).

RELEVANT LAW

Key legislation is outlined in the Policy, and the Policy notes the protection of volunteers have been afforded through legislation and public policy including occupational health and safety legislation.

RELATED COUNCIL DECISIONS

Not applicable.

OPTIONS

The Council may determine not to adopt the Volunteer Policy, however this will prevent Council from formalising and/or establishing volunteer arrangements to support the delivery of Council services.

SUSTAINABILITY IMPLICATIONS

Volunteering is a legitimate way for individuals to participate in supporting their community through Council services and programs.

COMMUNITY ENGAGEMENT

Recognition of volunteer involvement is an important aspect of Council's Volunteer Program. Council will continue to ensure the value, contribution, and impact of the role of volunteers is understood, recognised, and promoted within the organisation and the broader community.

INNOVATION AND CONTINUOUS IMPROVEMENT

Volunteerism is a key component of Council's commitment to diversity and inclusiveness, noting diversity in experience and views will ultimately improve quality and encourage creativity in the delivery of Council services.

COLLABORATION

In the event volunteerism occurs in any areas not under the jurisdiction or control of the Council (for example, areas under the control of VicRoads), these would need to be addressed by the relevant controlling or responsible bodies (for example, VicRoads or the Crown) in circumstances where those bodies would have to decide for themselves whether to engage volunteers or alternatively to provide their consent to the Council for the volunteers to be engaged by the Council on their behalf.

FINANCIAL VIABILITY

Volunteerism is time willing given, for the common good and without financial gain. The Policy outlines how reasonable out-of-pocket expenses associated with volunteerism must be managed and notes the requirement to ensure volunteers are provided with appropriate volunteer insurance. Financial implications of formalising or establishing volunteerism, including through insurance premiums, are immaterial and will be considered within Council's operational budget.

REGIONAL, STATE AND NATIONAL PLANS AND POLICIES

The Victorian Volunteer Strategy 2022-2027 recognises volunteers build stronger, more resilient, and inclusive communities and are vital to many things Victorians do. The Strategy outlines a plan to improve support for volunteers and strengthen the volunteering sector.

COUNCIL PLANS AND POLICIES

The Long-Term Community Vision and Council Plan 2021-25 identifies volunteerism within the Buloke community as a key strength. It further includes ongoing support, encouragement and recognition of community volunteers as a long-term strategy of the Council.

TRANSPARENCY OF COUNCIL DECISIONS

The Policy clearly outlines how the Council will consider, implement and monitor volunteerism associated with the delivery of Council functions and services. Individual agreements will be made on a case-by-case basis and reflect the purpose and period of the volunteer engagement to ensure engagement is meaningful and supports Council's commitment to social sustainability outcomes.

CONFLICTS OF INTEREST

No Officer involved this report or the development of the proposed Policy has a conflict of interest.



POLICY LOCATION	Community Development	POLICY TITLE	Volunteer Policy
POLICY NUMBER		DATE ADOPTED	August 2023
REVISION NUMBER	1	REVISION DATE	August 2027

Purpose

This Policy acknowledges Council's commitment to supporting and encouraging community volunteering within the Buloke Shire Council.

This Policy defines Council's adherence to the National Standards for Volunteer Involvement and best practice.

Volunteering provides valuable opportunities for participants to contribute to their community through one of Council's services. Volunteering provides a variety of benefits for participants such as social inclusion and community connection, physical and psychological wellbeing, along with demonstrating appealing traits relevant to professional opportunities. The economic benefits of volunteering are an additional and admirable benefit to Council and the broader community.

Volunteering strongly supports the development of a diverse, vibrant, cohesive, and sustainable community and Council is committed to supporting a council wide volunteer program.

Scope

This Policy guides Council's efforts in the promotion, recruitment, engagement, and recognition of volunteers across Council's many services.

The Community have provided volunteer resourcing to Buloke Shire for the benefit of the broader community for many years. Traditionally volunteering is in the areas of:

- Community
- Arts, Culture and Events
- Recreation, and
- Environment.

The Community is now looking for additional opportunities to provide Council that volunteering support. New opportunities for volunteer engagement may exist in the following areas:

- Infrastructure and Delivery
- Parks and Gardens, or Nature strip Management

The benefits of volunteering for Council and the broader community include:

- Enhancing Council's service delivery to the wider community
- Strengthening communities through inclusiveness and connection



- Expanding an individual's skills and experiences
- Improving an individual's health and wellbeing

Definitions

In this Policy –

“**Volunteers**” is defined as time willing given, for the common good and without financial gain.

Further information can be found at: <https://www.volunteeringaustralia.org/resources>

Policy Statement

Volunteering contributes to community wellbeing through social connection, inclusive participation, and supported community services facilitated by the Council. Volunteering can provide a sense of purpose and fulfillment whilst also supporting job readiness and various further opportunities to acquire valuable workplace skills to participants.

Council commits to the promotion, recruitment, engagement, and recognition of volunteers across Council's many services.

The following principles have been developed to facilitate Council's role in supporting, engaging, and protecting Council volunteers and to support the integrity of the Council's Volunteer Program.

Council will:

- Ensure all Council volunteers are provided with appropriate volunteer insurance.
- Support the involvement of volunteers in the development and delivery of a range of Council services and programs.
- Provide leadership, support, and advocacy to increase volunteer participation within Council.
- Raise the profile of volunteerism through positive promotion, education and recognition.
- Celebrate the contribution volunteers make to the broader community of Buloke Shire through their contributions to service delivery.
- Facilitate access to information, advice, and volunteering opportunities within Council.
- Protect volunteers through its duty of care to provide a safe environment to undertake their community volunteering.
- Provide volunteers with supporting documentation relevant to the role and service being undertaken.

Volunteering Standards

The National Standards provide a framework for the development and implementation of volunteer programs within Council. These standards address eight key areas of volunteer governance and implementation which Council supports and encourages.

Council supports and encourages volunteering by:

Leadership and Management



- Volunteering benefits the community and the volunteer. Volunteering is a matter of choice, of one's free will and without coercion.
- Council will promote a positive culture towards volunteering.

Commitment to Volunteer Involvement

- Volunteering is a legitimate way for individuals to participate in supporting their community through Council services and programs.
- Council's commitment to volunteering is set out within the Council Plan and Community Wellbeing Plan and supports the organisation's strategic direction.

Volunteer Roles

- Volunteering is a means for individuals or groups to address human, environmental and social needs.
- Council will promote the engagement of volunteers in meaningful roles which contribute to Council's overall purpose, goals, and objectives.

Recruitment and Selection

- Volunteering is time willing given, for the common good and without a financial gain.
- Council will promote volunteer recruitment and selection strategies that are planned and consistent with service and program requirements. Volunteer opportunities are available to people aged 16 years and over.
- Volunteering does not take the place of paid staff.
- In accordance with Federal and State Legislation, and Council policy, Council embraces diversity and values the individual contribution of all members of our community. Council is committed to providing an environment free of harassment and discrimination.

Support and Development

- Volunteers are treated with respect, consideration, and awareness of the culture of others.
- Council ensures volunteers understand their roles and engagement to carry out their duties safely and effectively through induction, position descriptions and training programs.

Safety and Wellbeing

- Protection for volunteers has been afforded through legislation and public policy. For example, national workplace health and safety legislation recognises the importance of protecting volunteers in the workplace, and through its duty of care to provide a safe work environment and the need to provide appropriate volunteer insurance coverage for active volunteers.
- Volunteers will participate in volunteer orientation and training programs that provide information and resources to carry out volunteer roles safely and competently.
- Council supports practices that ensures the health, safety and wellbeing of volunteers are protected.



Volunteer Recognition

- Recognition of volunteer involvement is an important aspect of Council's Volunteer Program.
- Council will continue to ensure the value, contribution, and impact of the role of volunteers is understood, recognised, and promoted within the organisation.

Quality Management and Continuous Improvement

- Council will promote effective volunteer management strategies by implementing good practice, reviews, and continuous improvement.

Guidelines

Volunteers are under the direction, supervision, and control of the Council and Council is to ensure that each Volunteer properly carries out Council's functions.

The engagement of volunteers should be for a set purpose or period. The Volunteer Role Description should include the start and completion dates.

Each Volunteer will be required to sign a Volunteer Role Description, which explains the tasks to be undertaken and sets out in simple terms the Council's safety and compliance requirements.

Prior to the volunteer/s undertaking any tasks, the Council will conduct a risk assessment of each task to identify controls and mitigations that will reduce the likelihood and consequence rating to acceptable level. Once controls and mitigations are identified they need to be developed and once implemented must be signed off by the Manager Governance and by the Director in whose area the tasks will be undertaken.

Council's Public Liability, Professional Indemnity and Personal Accident insurance extends to volunteers undertaking tasks on behalf of Council.

Council will reimburse reasonable out of pocket expenses provided prior approval has been received by the relevant Council Officer responsible for the Council function and that any expenditure is supported by receipts.

Council may terminate the engagement of a volunteer, should a volunteer breach the terms and conditions of their engagement.

References

This policy was developed in accordance with the following legislation:

- *Local Government Act 2020*
- *The National Standards for Volunteer Involvement 2015*
- *Occupational Health and Safety Act 2004*
- *Privacy and Data Protection Act 2014*
- *Gender Equality Act 2020*
- *Equal Opportunity Act 2010*
- *Charter of Human Rights and Responsibilities Act 2006*



- *Child Wellbeing and Safety Act 2005*
- *Child Safe Standards 2022*

This policy was developed in accordance with the following documents:

- Risk Management Policy
- Code of Conduct for Staff
- Social Media Policy
- Bullying Equal Opportunity Discrimination Sexual Harassment Policy
- Child Safe Policy
- Recruitment Policy
- Community Support Policy
- Buloke Shire Council Advocacy Plan
- Buloke Shire Council Inclusiveness Plan
- Buloke Shire Council Gender Action Plan

8.1.2 WIMMERA SOUTHERN MALLEE DEVELOPMENT LTD - MEMBERSHIP

Author's Title: Executive Assistant

Department: Office of the CEO

File No: CS/18/14

Relevance to Council Plan 2021 - 2025

Strategic Objective: Our Economy

PURPOSE

The purpose of this report is for Council to consider accepting the invitation from Wimmera Southern Mallee Development Limited (WSMD Ltd) (formally known as Wimmera Development Association) (attachment 1) to become a Member Municipality for the term of the Memorandum of Understanding (MOU) for this organisation.

SUMMARY

Following a recent discussion between Buloke Shire Council and representatives from WSMD Ltd, the Board of WSMD Ltd has since resolved at its May Meeting, to invite Buloke Shire Council to become a Member Council of WSMD Ltd, subject to its Member's approval.

The current members of WSMD Ltd are the municipalities of Horsham Rural City, Hindmarsh Shire, West Wimmera Shire, Yarriambiack Shire and Northern Grampians Shire.

Buloke Shire Council is to consider adopting a Motion to accept the invite and apply to join WSMD Ltd as a member municipality for the term of the MOU (attachment 2).

RECOMMENDATION

That Council:

1. Accepts the invite and applies to become a Member Municipality of Wimmera Southern Mallee Development Limited, for the term of the Memorandum of Understanding (MOU); and if accepted
2. Nominates the Mayor of the day to be the Member Director under Clause 3.3(a) of the (MOU).

- Attachments:**
1. [Wimmera Southern Mallee Dev Ltd - Invitation to Buloke Shire](#)
 2. [Wimmera Southern Mallee Dev Ltd - MOU](#)
 3. [Wimmera Southern Mallee Dev Ltd - Constitution](#)

DISCUSSION

WSMD Ltd advised they have sought legal advice and can confirm there is no need to amend the WSMD Ltd Constitution to add Buloke Shire Council, (as the 6th member).

Under the Constitution (attachment 3) clause 7.2 (e), the existing Member Councils simply need to decide to accept the Buloke Shire Council's application, by resolution passed at a general meeting of members, or alternatively by resolution in writing under clause 8.26 signed by all existing members.

Currently the Member Councils have a MOU in place for membership of WSMD Ltd from 1 December 2021 to 30 June 2026.

If Buloke Shire Council membership is approved by the members of WSMD Ltd, an addendum to the MOU between WSMD Ltd and the Members Municipalities can be added to include Buloke Shire Council.

If approved and adopted by WSMD Ltd, all terms and conditions within the MOU between WSMD Ltd and its Member Municipalities will take effect.

In line with the current MOU, if accepted as a member, the contributions outlined below will be levied to Buloke Shire Council.

Contributor	2023/24	2024/25	2025/26
BSC	\$61,000	\$61,915	\$62,844

If accepted as a member, Buloke Shire Council will be entitled to appoint a Member Director under clause 3.3(a).

As a Member, Buloke Shire Council shall nominate one Director, which will be either the Mayor or Councillor, to the WSMD Ltd Board as described in the Constitution. Directors are required to obtain a Personal Director Identification Registration with the Australian Securities and Investment Commission noting their position on the WSMD Ltd Board.

RELEVANT LAW

Not Applicable

RELATED COUNCIL DECISIONS

Council adopted its Buloke Shire Council Long-Term Community Vision and Council Plan 2021-2025 on 16 June 2021.

The Council vision for the Economy and "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".

OPTIONS

Council could choose to not accept this invitation, noting that memberships with this organisation provide collaborative strength and initiatives, and supports Council's Long-Term Vision for the Economy and its future Buloke Shire.

SUSTAINABILITY IMPLICATIONS

For any proposed initiatives and projects of WSMD Ltd, sustainable development and environmental sustainability will be factors to consider in any decision-making process.

COMMUNITY ENGAGEMENT

Community engagement was undertaken during the development process of the Council's Long-Term Community Vision and Council Plan 2021 – 2025, and its Interim Economic Development and Tourism Strategy 2022 – 2023.

INNOVATION AND CONTINUOUS IMPROVEMENT

The WSMD Ltd objective is to lead, support and encourage the sustainable development of the Region in partnership with government, business and the community; and to determine the natural and built resources of the region, which might act as focal points for economic development and opportunity.

COLLABORATION

To collaborate with the other member Councils as a whole, would undoubtedly provide significant strength and power, for a more productive and effective approach to attract and promote any proposed business, agricultural, industry and tourism projects for the Wimmera Southern Mallee area.

FINANCIAL VIABILITY

Council has a budget allocation in its Budget for 2023/2024 financial year of \$61,000 to cover the membership costs for 2023/2024.

The fees for 2024/25 financial year will be \$61,915 and \$62,844 for 2025/26.

REGIONAL, STATE AND NATIONAL PLANS AND POLICIES

Constitution of the Wimmera Southern Mallee Development Limited

COUNCIL PLANS AND POLICIES

Long-Term Community Vision and Council Plan 2021-2025

Interim Economic Development and Tourism Strategy 2022-2023

TRANSPARENCY OF COUNCIL DECISIONS

This report outlines what Buloke Shire Council may consider contributing for its membership fees to WSMD Ltd.

CONFLICTS OF INTEREST

I, Yvonne Keane, have no Conflict of Interest to declare in regard to the content of this report.



Federation University Campus
Level 1, Building C 289 Baillie Street, Horsham VIC 3400
info@wsm.org.au

Cr Daryl Warren - Mayor
Buloke Shire Council
PO Box 1
WYCHEPROOF VIC 3483

Dear Daryl

Following recent discussion between the Buloke Shire Council and Wimmera Southern Mallee Development Limited (formally WDA) we are pleased to advise that at our May Board meeting a motion was passed to invite Buloke Shire Council to become a Member Council of Wimmera Southern Mallee Development Limited subject to Members approval.

Our Board strongly believe our current advocacy and programs works being developed and undertaken by Wimmera Southern Mallee Development Limited aligns with your community wants and needs similarly to our current member councils.

Our legal advice has been there is no need to amend the Wimmera Southern Mallee Development Limited constitution to add a 6th member council. Under cl 7.2(e) the existing member councils simply need to decide to accept your application. This approval will need to be given by resolution passed at a general meeting of members or alternatively, it could be given by resolution in writing under cl 8.26 signed by all existing members.

Currently the Member Councils have a Memorandum of Understanding (MOU) in place for membership in Wimmera Southern Mallee Development Ltd from 1 December 2021 to 30 June 2026. It is proposed an addendum to MOU between Wimmera Southern Mallee Development Ltd and their members municipalities, Horsham Rural City, Hindmarsh, West Wimmera Yarriambiack and Northern Grampians Shire Councils be added to include Buloke Shire Council if approved by the members.

Buloke Shire Councillors will be required to adopt a motion to accept the invite to join the Wimmera Southern Mallee Development Ltd as member municipality for the term of the MOU.

If approved and adopted all term and conditions within the MOU between Wimmera Southern Mallee Development Ltd and the member municipalities will be take effect. In line with the current MOU the following contributions will be levied to Buloke Shire Council.

Contributor	2023/24	2024/25	2025/26
BSC	\$61,000	\$61,915	\$62,844

Once admitted as a member, Buloke Shire Council will be entitled to appoint a member director under cl 3.3(a). As a Member, Buloke Shire Council shall nominate one Director, which will be either the Mayor or Councillor, to the Wimmera Southern Mallee Development Ltd Board as described in the Constitution. Directors are required to obtain a personal director identification registration with the Australian Securities and Investment Commission noting their position on the Wimmera Southern Mallee Development Limited Board.

We look forward to your favorable response.

Sincerely,

A handwritten signature in black ink, appearing to read 'CSOUNNESS', is written over a light blue circular stamp.

Chris Sounness
CEO
Wimmera Southern Mallee Development Ltd.



MEMORANDUM OF UNDERSTANDING

1 December 2021 – 30 June 2026



MEMORANDUM OF UNDERSTANDING

between

**WIMMERA SOUTHERN MALLEE
DEVELOPMENT LIMITED**

**of 289 Baillie
Street Horsham**

and

MEMBER MUNICIPALITIES

Comprising:

HORSHAM RURAL CITY COUNCIL	18 Roberts Ave, Horsham
HINDMARSH SHIRE COUNCIL	92 Nelson Street, Nhill
WEST WIMMERA SHIRE COUNCIL	49 Elizabeth Street, Edenhope
YARRIAMBIACK SHIRE COUNCIL	34 Lyle Street, Warracknabeal
NORTHERN GRAMPIANS SHIRE COUNCIL	59-69 Main Street, Stawell

1. RECITALS

- 1.1 The objective of this Memorandum of Understanding (MoU) is to articulate the arrangements and expectations between Wimmera Southern Mallee Development Limited (WSMD) and Member Councils as funding partners for the core operation of the WSMD.
- 1.2 WSMD is a Company Limited by Guarantee formed with the purpose of fostering and undertaking actions that support sustainable growth and development of the Region within the municipal districts of Member Councils (the Region).
- 1.3 The core role of WSMD is to build on the existing social, economic and environmental capacity of the Region with regard being given to the WSMD Objects and Powers (refer to WSMD Constitution).
- 1.4 WSMD provides the forum and mechanisms for regional issues or opportunities to be identified and solutions or projects implemented.
- 1.5 The MOU is for the period from 1 December 2021 to 30 June 2026.
- 1.6 WSMD will not expand the number of Member Councils unless agreement is obtained from all current Member Councils.
- 1.7 The success of WSMD pivots on the participation and good will of people and organisations across the Region.

2. GENERALLY APPLIED CRITERIA FOR WDA ACTIVITY

- 2.1 WSMD applies a policy of: "subsidiarity where functions which subordinate or local organisations perform effectively belong more properly to them than to a central organisation such as WSMD."
- 2.2 The generally applied criteria for issues or projects to be considered by WSMD include assessment as to whether the impact, involvement and benefits are:
 - Regional
 - Multi-agency
 - Triple Bottom Line with overall long term and community benefitAnd generally demonstrate:
 - Support by a Leader, Lead Agency or Project Champion
 - A general need for a cooperative effort to be successful
 - Likelihood of happening

The parties as signatories to this document understand and record the following:

3. RESOURCING

- 3.1 The Member Councils are committed to support WSMD via an annual subscription.
- 3.2 Councils are encouraged to participate in activities that further the objectives of WSMD.
- 3.3 WSMD will work closely with Member Councils' committees, advisory boards, task groups and relevant Council officers to further WSMD objectives.
- 3.4 Financial contributions to support the core operation of WSMD shall be based on the regional population formula included in Table 1. This formula will remain in place for the four year period of the agreement.
- 3.5 Any proposed variation to the four-year contributions listed on Table 1 will be raised by the WSMD Board with Member Councils at the Annual Review.
- 3.6 Funding received from Member Councils will be used for the core operation of WSMD which includes the staff, on-costs, overheads and outgoings required to achieve WSMD objectives.
- 3.7 Additional and supplementary funding for the core operation of WSMD may be obtained from Federal and State Government sources and will be advised through regular reporting to Councils and Members.
- 3.8 It is recognised that the development and updating of the regional strategic plan will occur through a planning process conducted at a frequency to be determined by the Board. Additional resources will be required to support planning, research, consultation and participation processes.
- 3.9 Additional financial contributions for specific WSMD projects (i.e. non-core) may be sought from Member Councils from time to time and will be subject to separate business cases and funding submissions through normal Council approval processes.
- 3.10 It is recognised that the majority of WSMD projects require partnerships and funding by a range of stakeholders from various levels of government, business and community agencies and other statutory authorities.

TABLE 1- FINANCIAL CONTRIBUTION FROM MEMBER COUNCILS

Contributor	%Region	2022/23	2023/24	2024/25	2025/26
HRCC	48	\$228,231	\$231,654	\$235,129	\$238,656
WWSC	8	\$36,789	\$37,341	\$37,901	\$38,469
NGSC	20	\$95,632	\$97,066	\$98,522	\$100,000
HSC	10	\$49,030	\$49,765	\$50,512	\$51,270
YSC	14	\$64,395	\$65,361	\$66,341	\$67,336
TOTAL	100%				

4. ACCOUNTABILITY AND COMMUNICATION

- 4.1 WSMD is accountable for operating under a Company Constitution.
- 4.2 WSMD will make available regional statistics, performance and forecast information of strategic use and interest. Conversely, Council's assistance in making available the same information to WSMD will add value to all strategic direction processes.
- 4.3 By 31 July each year, WSMD will prepare and adopt a Business Plan that details operational initiatives and targets established to evaluate performance.
- 4.4 WSMD will present progress reports twice per annum to Member Councils that include performance outcomes against targets in the WSMD Business Plan.
- 4.5 The WSMD CEO will consult with Member Council CEOs prior to establishing annual contributions to allow for budget considerations. This will occur by 31 March annually or as agreed with individual Councils.
- 4.6 Councils recognise the independent role, structure, purpose and expertise of WSMD and understand the function also includes being an independent voice and advocate for regional direction in local and national media.
- 4.7 On request, WSMD will be available to any Council meeting or meeting within the municipality to discuss issues, progress or any items pertinent to WSMD as raised by the Council.
- 4.8 In addition to Board meetings, WSMD will communicate with Councils and members on a regular basis using a range of media.

5. SPECIFIC ARRANGEMENTS

5.1. Director Nomination:

5.1.1 Each Member Council shall nominate one Director, which will be either the Mayor or Councilor, to the WSMD Board as described in the WSMD Constitution.

5.2 Innovative Staffing Options:

5.2.1 Councils are encouraged to directly support WSMD through initiatives such as officer placements or secondments. These arrangements may be made directly between the WSMD CEO and Council CEO.

5.3 Demonstrate Regional Benefits:

5.3.1 WSMD related activities must demonstrate regional benefits.

5.4 Integration of Strategic Direction Processes:

5.4.1 The parties acknowledge that WSMD success rests largely with Councils recognising WSMD as an independent but integral part of their own strategic direction and community building processes.

5.4.2 Every effort will be made by all parties to annually integrate strategic direction processes and timetables to maximise value adding and minimise potential duplication. Examples include the conduct of community and specific consultation, research, performance indicators, demographics or information gathering processes.

5.4.3 Projects will be identified from time to time that involves some or all Councils. Council officers and the WSMD CEO are responsible for working cooperatively to ensure funding submissions meet the requirements of individual Councils.

5.5 Communication is a Joint Responsibility:

5.5.1 A two-way communication and feedback loop is essential for an initiative of the type and size of WSMD. All parties accept their responsibilities in seeking out and supporting communication and feedback processes.

5.5.2 WSMD shall coordinate opportunities as they arise for joint communications and marketing across the region.

6. GENERAL

- 6.1 WSMD is accountable for operating to the Company Constitution, Board Charter, Business Plan and arrangements contained in this MoU.
- 6.2 Should a Member Council have concerns with the performance or lack of performance of WSMD then discussion should be initiated to address the concerns.
- 6.3 Should a Council wish to withdraw its membership of WSMD then written notice must be given twelve months in advance of ceasing membership. Such notice will allow appropriate modifications to the Business Plan and budget process.
- 6.4 If any dispute or difference arises between the parties in carrying out the principles of this Memorandum of Understanding that cannot be resolved, then the parties will seek an agreed independent mediator to resolve the difference.
- 6.5 The terms of this Memorandum of Understanding can only be modified by the agreement of all parties.

DATED this ____ day of _____ 2021 Dec 1, 2021

SIGNED on behalf of the
Wimmera Development Association


.....

SIGNED on behalf of the
Horsham Rural City Council


.....

SIGNED on behalf of the
West Wimmera Shire Council


.....

SIGNED on behalf of the
Hindmarsh Shire Council


.....

SIGNED on behalf of the
Yarriambiack Shire Council


.....

SIGNED on behalf of the
Northern Grampians Shire Council


.....
Liana Thompson (Nov 30, 2021 20:47 GMT+11)
.....












MOU Wimmera Development Association WDA










Final Audit Report

2021-11-30

Created:	2021-11-30
By:	Belinda Penny (BPenny@Yarriambiack.vic.gov.au)
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Signature Date: 2021-11-30 - 10:06:21 PM GMT - Time Source: server
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**Adobe Sign**



Constitution

A public company limited by guarantee and not having a share capital

Wimmera Southern Mallee Development Limited
A.C.N. 656 633 402

Effective from: 12th day of April 2022

Table of Contents

1.	Interpretation	5
1.1	This Constitution	5
1.2	Definitions.....	5
1.3	Interpretation	6
1.4	Application of Legislation	7
1.5	Transfer of Registration	7
2.	Nature of the Company	7
2.1	Public Company limited by Guarantee	7
2.2	Limitation of Company	7
2.3	Guarantee of Members	7
2.4	Objects of the Company	7
2.5	Powers of the Company	8
2.6	Amending this Constitution	9
3.	Directors.....	9
3.1	Number and eligibility of Directors.....	9
3.2	Appointed Directors	9
3.3	Member Directors.....	10
3.4	Chairperson	10
3.5	Period of appointment of Directors.....	10
3.6	Casual vacancies.....	10
3.7	Non-eligibility of Auditor	10
3.8	Alternate Directors	11
3.9	Other offices held by Directors	11
3.10	No Remuneration of Member Directors.....	11
3.11	Remuneration of Appointed Directors and Chair.....	11
3.12	Remuneration of Directors for extra services	11
3.13	Removal of Directors.....	11
3.14	Vacation of office of Director	12
4.	Management of business by Directors	12
4.1	Material personal interest - Director's duty to disclose.....	12
4.2	Director may give standing notice about an interest.....	12
4.3	Voting and completion of transactions in which a Director has a material personal interest.....	12
4.4	Financial benefits to related parties.....	13
4.5	Powers of Directors.....	13
4.6	Negotiable instruments.....	13
4.7	Delegation and Committees	13
4.8	Appointment of attorney for Company	14
4.9	Accounting for profit	14

4.10 Director's Duties.....	14
5. Directors' meetings.....	14
5.1 Circulating resolutions	14
5.2 Calling Directors' meetings	15
5.3 Use of technology	15
5.4 Chairing Directors' meetings	15
5.5 Quorum at Directors' meetings	15
5.6 Passing of Directors' resolutions	15
6. Secretary	15
6.1 Appointment.....	15
6.2 Terms and conditions of office	15
7. Members	15
7.1 Number of Members	15
7.2 Admission to membership.....	16
7.3 Classes of Members.....	16
7.4 Address and contact details of Member	16
7.5 Register of Members	17
7.6 Member Representative.....	17
7.7 Cessation of Membership	17
7.8 Effect of cessation.....	17
7.9 Power of Directors in respect of a Member's conduct	17
8. Meetings of Members.....	18
8.1 Calling of meetings of Members by a Director	18
8.2 Calling of meetings by Members	18
8.3 Amount of notice of meetings.....	18
8.4 Notice of meetings of Members	18
8.5 Auditor entitled to notice and other communication.....	19
8.6 Contents of notice of meeting	19
8.7 Notice of adjourned meetings.....	19
8.8 Members' resolutions.....	19
8.9 Time and place for meetings of Members.....	19
8.10 Technology	19
8.11 Quorum.....	19
8.12 Chairing meetings of Members.....	20
8.13 Auditor's right to be heard at meetings of Members.....	21
8.14 Proxies and body corporate representatives.....	21
8.15 Voting.....	21
8.16 Objections to right to vote.....	22
8.17 How voting is carried out	22
8.18 Matters on which a poll may be demanded	22

8.19 When and how polls must be taken	22
8.20 Holding of AGM.....	22
8.21 Extension of time for AGM.....	22
8.22 Consideration of reports at AGM.....	22
8.23 Business of the AGM.....	22
8.24 Questions by Members of the Company.....	23
8.25 Questions by Members to Auditors.....	23
8.26 Resolution in writing.....	23
9. Directors' and Members' minutes.....	23
9.1 Minutes.....	23
9.2 Members' access to minutes.....	23
10. Accounts and audit	23
10.1 Accounting records.....	23
10.2 Accounts.....	24
10.3 Auditor	24
11. Winding up	25
11.1 Rights of Members on winding up	25
11.2 Distribution of assets.....	25
12. Indemnity	25
12.1 Indemnity	25
12.2 Payment of Costs	26
12.3 Limit of indemnity	26
13. Insurance	26

Constitution of Wimmera Southern Mallee Development Limited A.C.N. 656 633 402

This Constitution was adopted on 12 day of April 2022

1. Interpretation**1.1 This Constitution**

- (a) This Constitution contains clauses setting out the manner in which the Members of the Company have agreed to conduct the internal administration of the Company.
- (b) This Constitution takes the place of the Replaceable Rules contained in the Corporations Act.

1.2 Definitions

In this Constitution, unless the context otherwise requires:

Accounting Standards means:

- (a) the accounting standards required under the Corporations Act including the Approved Accounting Standards issued by the Australian Accounting Standards Board;
- (b) other mandatory professional reporting requirements issued by the joint accounting bodies including the Australian Accounting Standards issued either jointly by CPA Australia and the Institute of Chartered Accountants in Australia or by the Australian Accounting Research Foundation on behalf of CPA Australia and the Institute of Chartered Accountants in Australia; and
- (c) if no accounting standard applies under the Corporations Act or other mandatory professional reporting requirements, the principles set out in the Australian Statement of Accounting Concepts;

AGM means an annual general meeting of the Company held in accordance with section 250N of the Corporations Act;

Appointed Director means a Director appointed in accordance with clause 3.2;

ASIC means the Australian Securities and Investments Commission;

Auditor means the auditor for the time being of the Company;

Board means the board of Directors of the Company comprised of Municipality Appointed Directors, the Chairperson and Appointed Directors;

Chairperson means the independent person appointed as a Director to be the chairperson of meetings of Directors in accordance with clause 3.4;

Committee means any committee formed by the Board to assist with the governance of the Company or other group specifically formed to assist the Board in implementation of strategic initiatives of the Company.

Company means Wimmera Southern Mallee Development Limited ANC 656 633 402.

Constitution means this Constitution and any supplementary, substituted or amended Constitution in force from time to time;

Corporations Act means the *Corporations Act 2001* (Cth);

Director means any person formally and lawfully appointed as a director of the Company and includes both Appointed Directors and Municipality Appointed Directors and unless the context otherwise requires, includes the Chairperson;

Guarantee means the maximum amount each Member agrees to pay to the Company in accordance with clause 2.3;

Member means a Municipality admitted as a Member under clause 7.2;

Member Representative means the representative nominated by the Member to exercise the powers of the Member in accordance with clause 7.6;

Municipality means a municipality in the Region;

Member Director means a Director nominated by Member in accordance with clause 3.3;

Objects means the object of the Company set out in clause 2.4;

Officer means an officer of the Company within the meaning of the Corporations Act;

Region means the Wimmera Southern Mallee region of Victoria;

Register of Members means the Register of Members to be kept pursuant to section 169 of the Corporations Act; and

Secretary means any person formally and lawfully appointed as a secretary of the Company including any assistant or acting Secretary or any substitute for the time being for the Secretary and in the absence of a determination by the Board shall be the person employed by the Company in the position of Chief Executive Officer.

1.3 Interpretation

In this Constitution, unless the context otherwise requires:

- (a) a reference to **legislation** or a **legislative provision** includes any statutory modification, or substitution of that legislation or legislative provision and any subordinate legislation issued under that legislation or legislative provision;
- (b) a reference to a **body** or **authority** which ceases to exist is a reference to a body or authority having substantially the same objects as the named body or authority;
- (c) a reference to a **clause** is a reference to a clause of this Constitution;
- (d) **clause headings** and the **table of contents** are inserted for convenience only and do not form part of this Constitution;
- (e) a reference to a **person** includes a natural person, corporation, statutory corporation, partnership, the Crown or any other organisation or legal entity;
- (f) **related** or **subsidiary** in respect of a corporation has the same meaning given to that term in the Corporations Act;
- (g) **including** and **includes** are not words of limitation;
- (h) the words **at any time** mean at any time and from time to time;
- (i) a word that is derived from a defined word has a corresponding meaning;
- (j) **monetary amounts** are expressed in Australian dollars;
- (k) the singular includes the plural and vice-versa; and
- (l) words importing one gender include all other genders.

1.4 Application of Legislation

- (a) Unless the context otherwise requires, an expression used in this Constitution that has a particular meaning in the Corporations Act has the same meaning as in the Constitution.
- (b) Subject to the Corporations Act, the Replaceable Rules contained in the Corporations Act do not apply to the Company.
- (c) This Constitution is subject to the Corporations Act and where there is any inconsistency between a clause of this Constitution and the Corporations Act, the Corporations Act prevails to the extent of the inconsistency.

1.5 Transfer of Registration

The Company is formed upon the transfer of registration of Wimmera Development Association Inc and Wimmera Development Association Limited.

2. Nature of the Company**2.1 Public Company limited by Guarantee**

The Company is a public company limited by guarantee.

2.2 Limitation of Company

- (a) The Company must not be carried on for the purpose of the profit or gain of any Member.
- (b) The Company does not have the power to:
 - (i) issue shares of any kind; or
 - (ii) apply, pay or transfer, whether directly or indirectly, any portion of the income and property of the Company for the benefit of, or to, a Member, other than as provided in clauses 3.10 and 3.11.

2.3 Guarantee of Members

If the Company is wound up:

- (a) while a Member is a Member; or
- (b) within one year after the Member ceases to be a Member, each such Member must contribute a maximum of \$50 to the Company for payment of:
 - (i) the debts and liabilities of the Company;
 - (ii) the costs, charges and expenses of any winding up; and
 - (iii) the adjustment of the rights of Members among themselves.

2.4 Objects of the Company

- (a) The Company is established with the following objectives:
 - (i) lead, support and encourage the sustainable development of the Region in partnership with government, business and the community;
 - (ii) promote, encourage and facilitate the ongoing economic and social development of the Region;
 - (iii) determine the natural and built resources of the region, which might act as focal points for economic development and opportunity;
 - (iv) establish a development strategy which meets the needs of the community and enables it to achieve its potential, while recognising the role other regional organisations and groups play in pursuing similar objectives;

- (v) advocate for the Region by engaging with politicians, relevant government agencies and senior bureaucrats;
- (vi) advocate for the Region through stakeholder engagement and consultations;
- (vii) liaise with other groups and organisations that have an interest in economic and social development, including for the avoidance of doubt groups and organisations outside the Region;
- (viii) increase the levels of communication and co-operation between Municipalities, communities, organisations, industry and individuals interested in developing the Region;
- (ix) increase public awareness of regional development strategies and directions, and to develop an on-going process of public consultation;
- (x) increase the level of understanding and awareness of all relevant Federal and State programs and services, and assist the Region and its communities obtain maximum benefit from such programs;
- (xi) develop a referral centre and comprehensive information database on matters of economic and social concern, to be available to all levels of the community; and
- (xii) ensure that any development strategy will not only preserve the community's quality of life but will seek to improve it through increased opportunities for investment, employment, education, and research and development.

2.5 Powers of the Company

Solely for the purposes of carrying out the Company's Objects, and without limiting the powers granted to it by section 124 of the Corporations Act, the Company may:

- (a) raise money and otherwise secure sufficient funds to further the Objects;
- (b) receive any funds from any government or authority, municipal, local or otherwise and distribute these funds in a manner that best attains the Objects;
- (c) manage moneys of the Company including funding received from any government or authority, municipal, local or otherwise in a manner consistent with the Objects and with any conditions or contractual obligations attached to that funding;
- (d) support, fund, promote and aid academic research relating to the Objects;
- (e) enter into any arrangements with any government or authority, municipal, local or otherwise that may seem conducive to the Objects;
- (f) employ such staff as is necessary to achieve the Objects or enter into arrangement with a Member for it to employ staff and second that staff to the Company in which event the Member will acknowledge that such staff will report and be accountable to the Board in the performance of their duties;
- (g) invest the moneys of the Company not immediately required in accordance with the investment policy approved by the Board;
- (h) borrow moneys required to facilitate the Company meeting its Objects upon such security as may be determined and to make, accept and endorse any promissory note, bill of exchange and other negotiable instrument; and
- (i) do all such things as are incidental, convenient or conducive to the attainment of all or any of the Objects.

2.6 Amending this Constitution

This Constitution may only be amended by a unanimous resolution of the Members.

3. Directors**3.1 Number and eligibility of Directors**

- (a) The Company must have not more than 11 Directors unless otherwise determined in accordance with this Constitution.
- (b) The Board will be comprised of:
 - (i) up to five Appointed Directors appointed by the Members acting through the Nominations Committee;
 - (ii) an independent Chairperson appointed by the Members acting through the Nominations Committee; and
 - (iii) the Member Directors appointed by each of the Members.

3.2 Appointed Directors

- (a) The Members acting through the Nominations Committee may appoint up to five persons as Appointed Directors.
- (b) No person who is a councillor, chief executive officer or other council officer of a Member shall be eligible to be an Appointed Director.
- (c) Subject to clause 3.2(d), the Board acting through the Nominations Committee will establish procedures relating to the nomination and admission of Appointed Directors.
- (d) The Board will maintain a Board Skills Matrix identifying the skills, knowledge, experience and capabilities desired of the Board to enable it to meet both the current and future objectives of the Company. In exercising its powers the Nominations Committee:
 - (i) May engage an independent expert consultant to facilitate the making of any decisions or selections by the Nominations Committee;
 - (ii) shall have regard to the Board Skills Matrix; and
 - (iii) shall ensure that all vacancies are widely advertised to potential candidates with the relevant skills and experience identified in the Board Skills Matrix.
- (e) Save as otherwise provided in this Constitution, all Appointed Directors will hold office for a maximum term of three years with the term of office being set by the Nominations Committee at the time of their appointment. Subject to any specific provision to the contrary in this Constitution or as may otherwise be provided by the Corporations Act all Appointed Directors shall be eligible for reappointment. The Nominations Committee shall be responsible for evaluating the appropriateness of reappointing the individual Director by reviewing the then current Board Skills Matrix and the individual Director's performance. For the avoidance of doubt, all Appointed Director appointments, including re-elections, must be made pursuant to and in accordance with the procedures relating to the nomination and admission of Appointed Directors implemented by the Nominations Committee.
- (f) No Appointed Director shall hold office for more than three consecutive three year terms. When an Appointed Director has concluded a third consecutive three year term in office, they must vacate the office of Appointed Director for a minimum of one year following which he or she is eligible for re-election.

3.3 Member Directors

- (a) Each Municipality Member shall nominate one person as a Member Director.
- (b) A Member Director must be the Mayor or a councillor of the Municipality.
- (c) Where a vacancy occurs in the office of a Member Director the relevant Municipality Member shall notify the Board of a replacement nominee whose appointment shall take place automatically upon receipt of such notification.
- (d) A Member may at any time remove its Member Director and replace this person with another nominee of its choosing by notifying the Company, and the appointment of such replacement nominee in his or her capacity shall be automatic.

3.4 Chairperson

- (a) The Nominations Committee excluding the Chair must in consultation with an independent expert consultant and in accordance with the Board Skills Matrix appoint an independent person as a Director to fulfill the role of Chairperson. No person who is a councillor, chief executive officer or other council officer of a Member shall be eligible to be Chairperson.
- (b) The Chairperson shall hold office for a three year term or until such time he or she is removed as Chairperson in accordance with clause 3.4(c) or ceases office as a Director pursuant to clause 3.14. At the end of his or her term as Chairperson, he or she may nominate for re-election as Chairperson.
- (c) The Nominations Committee excluding the Chairperson may at any time revoke the appointment of the Chairperson and elect another person to that office. Upon the appointment of a Chairperson being revoked the Chairperson shall automatically cease to be a Director.
- (d) All members of the Nominations Committee must receive five (5) working days' notice of any resolution proposed to revoke the appointment of the Chairperson.

3.5 Period of appointment of Directors

Each Director may hold office until they:

- (a) die;
- (b) vacate the office in accordance with clause 3.14; or
- (c) are removed in accordance with clause 3.3(d), 3.4(c) or 3.13, or until the term for which they are appointed or elected expires.

3.6 Casual vacancies

- (a) The Nominations Committee shall whenever there is a vacancy in the number of the Appointed Directors attempt to fill such vacancy.
- (b) A person may be appointed as an Appointed Director in order to make up a quorum for a Directors' meeting even if the total number of Directors otherwise present is not enough to make up that quorum.

3.7 Non-eligibility of Auditor

The Auditor is ineligible to be elected or appointed as a Director.

3.8 Alternate Directors

No Director may appoint an alternate Director to act in his or her place.

3.9 Other offices held by Directors

A Director may hold any other office or position of profit in the Company together with the Directorship on such conditions including additional remuneration as may be agreed by the Directors in accordance with clause 3.10, 3.11 or 3.12.

3.10 No Remuneration of Member Directors

Save as may otherwise be resolved by a unanimous decision of the Nominations Committee, no remuneration or other benefit may be paid or given by the Company to any Member Director except:

- (a) for the reimbursement of out-of-pocket expenses incurred on reasonable commercial terms in carrying out the duties of a Director where the amount does not exceed an amount previously approved by a resolution of the Directors;
- (b) for any service rendered to the Company in a professional or technical capacity, other than in a capacity as Director, where the terms of service are on reasonable commercial terms and have been previously approved by a resolution of the Directors; or
- (c) as an employee of the Company, where the terms of employment are on reasonable commercial terms and have been previously approved by a resolution of the Directors.

3.11 Remuneration of Appointed Directors and Chair

Appointed Directors and the Chair shall be entitled to such remuneration as is determined by a unanimous decision of the Nominations Committee in addition to any other benefit or payment given by the Company to an Appointed Director or the Chair:

- (a) for the reimbursement of out-of-pocket expenses incurred on reasonable commercial terms in carrying out the duties of a Director where the amount does not exceed an amount previously approved by a resolution of the Directors;
- (b) for any service rendered to the Company in a professional or technical capacity, other than in a capacity as Director, where the terms of service are on reasonable commercial terms and have been previously approved by a resolution of the Directors; or
- (c) as an employee of the Company, where the terms of employment are on reasonable commercial terms and have been previously approved by a resolution of the Directors.

3.12 Remuneration of Directors for extra services

- (a) If the Company requests a Director to perform services in addition to those required by the Corporations Act, the Company may remunerate the Director in any manner the Company thinks fit.
- (b) Any remuneration paid as contemplated by clause 3.12(a) is in addition to remuneration paid under clause 3.10 or clause 3.11.

3.13 Removal of Directors

The Nominations Committee may:

- (a) remove an Appointed Director from office; and
- (b) appoint another person as a replacement of the Appointed Director removed.

3.14 Vacation of office of Director

- (a) A Director ceases to be a Director if the Director:
 - (i) becomes prohibited from being a Director by virtue of any provision of the Corporations Act;
 - (ii) becomes of unsound mind or a person whose property is liable to be dealt with under a law relating to mental health;
 - (iii) is declared bankrupt;
 - (iv) resigns their office by written notice to the Company;
 - (v) is absent from meetings of the Directors for more than 3 months without obtaining permission for such absence from the other Directors;
 - (vi) is directly or indirectly interested in any contract or proposed contract with the Company (other than as a Member) and fails to disclose details of that interest as required by 4.1;
 - (vii) is removed from the office of Appointed Director by the Nominations Committee in accordance with clause 3.13;
 - (viii) is removed from the office of Chairperson by the Nominations Committee in accordance with clause 3.4;
 - (ix) is a Member Director of a Member which ceases to be a Member; or
 - (x) is a Member Director and is removed from office by the Municipality appointing that Director.

4. Management of business by Directors**4.1 Material personal interest - Director's duty to disclose**

- (a) Unless an exception under section 191 of the Corporations Act applies, if a Director has a material personal interest in a matter that relates to the affairs of the Company, the Director must give the other Directors notice of the interest.
- (b) The notice required by clause 4.1(a) must:
 - (i) include details of:
 - (A) the nature and extent of the interest; and
 - (B) the relation of the interest to the affairs of the Company; and
 - (ii) be given at a Directors' meeting as soon as practicable after the Director becomes aware of their interest in the matter.

4.2 Director may give standing notice about an interest

A Director with a material personal interest in a matter that relates to the affairs of the Company may give standing notice of this ongoing interest in accordance with clause 4.1 and section 192 of the Corporations Act.

4.3 Voting and completion of transactions in which a Director has a material personal interest

A Director who has a material personal interest in a matter that is being considered at a Director's meeting must not:

- (a) be present while the matter is being considered at the meeting; or

- (b) vote on the matter, unless:
- (c) the interest does not need to be disclosed under section 191 of the Corporations Act; or
- (d) the Directors who do not have a material personal interest in the matter pass a resolution that:
 - (i) identifies the Director, the nature of their interest in the matter and its relation to the affairs of the Company; and
 - (ii) states that the Directors are satisfied that the interest should not disqualify the Director from voting or being present.

4.4 Financial benefits to related parties

The Company must not give a financial benefit to a related party of the Company unless it is authorised in accordance with and complies with the Corporations Act and any laws and regulations applicable to the Company.

4.5 Powers of Directors

- (a) Subject to the Corporations Act and to any provision of this Constitution, the business of the Company is to be managed by or under the direction of the Directors.
- (b) The Directors may exercise all of the powers of the Company except any powers that the Corporations Act or this Constitution requires the Company to exercise in general meeting.

4.6 Negotiable instruments

- (a) Any two Directors may sign, draw, accept, endorse or otherwise execute a negotiable instrument.
- (b) The Directors may determine that a negotiable instrument may be signed, drawn, accepted, endorsed or otherwise executed in a different way.

4.7 Delegation and Committees

- (a) The Board:
 - (i) must establish a Nominations Committee which shall consist of such Municipality Appointed Directors as the Municipality Appointed Directors determine and the Chair;
 - (ii) must establish an Operations Committee which shall consist of the Executive Officer acting as the manager of the Company and the Chief Executive Officer of each Member or such other suitable person who is employed by or holds a position of office at a Member; and
 - (iii) may establish such other Committees as it considers appropriate.
- (b) The Board may specify in writing from time to time the terms of reference and functions of any Committee formed pursuant to this clause 4.7 and shall have the power to appoint and remove any persons appointed to a Committee.
- (c) The Directors may delegate any of their powers to a Committee, a Director, an employee of the Company or any other person.
- (d) A delegate or Committee must exercise the powers delegated to it in accordance with any directions of the Directors.
- (e) The effect of the Committee, Director or employee so exercising a power is the same as if the Directors exercised it.

4.8 Appointment of attorney for Company

The Directors may by power of attorney appoint any company, firm, person or body of persons to be the attorney of the Company for:

- (a) any period; and
- (b) for the purposes and with the powers, authorities and discretions vested in or exercisable by the Directors under this Constitution.

4.9 Accounting for profit

Where a Director's interest is approved by a resolution of Directors in accordance with clause 4.3(d), no Director will be liable to account that interest to the Company for any profit arising from any office or place of profit or realised from any contract or arrangement by reason only of the Director holding that office or of the fiduciary relations so established.

4.10 Director's Duties

- (a) Duty to act in the best interest of the Company

A Director must act in the best interest of the Company. A Director's first loyalty is to the Company, not to individual members or groups of Members or to other organisations or other parties.

- (b) Duty of care and diligence

In the exercise of his or her powers or the exercise of his or her duties, a Director must exercise the degree of care and diligence that a reasonable person in a like position in an organisation would exercise in the Company's circumstances.

- (c) No improper use of inside information

A Director or former Director must not, in relevant circumstances, make improper use of information acquired by virtue of his or her position to gain, directly or indirectly, an advantage for him or herself as or for any other person or to cause detriment to the Company.

- (d) No gain by improper use of the position

A Director must not, in relevant circumstances, make improper use of his or her position to gain, directly or indirectly, an advantage for him or herself as or for any other person or to cause detriment to the Company.

- (e) Not to trade while insolvent

A Director must not permit the Company to trade while insolvent.

- (f) Duty to avoid a conflict of interest

A Director is bound to avoid any conflict between their personal interests and those of the Company.

5. Directors' meetings**5.1 Circulating resolutions**

- (a) The Directors may pass a resolution without a Directors' meeting being held if all of the Directors entitled to vote on the resolution sign a document containing a statement that they are in favour of the resolution set out in the document.

- (b) Separate copies of a document may be used for signing by Directors if the wording of the resolution and statement is identical in each copy.

- (c) The resolution is passed when the last Director signs.

5.2 Calling Directors' meetings

A Directors may at any time, and the Secretary must convene a Directors' meeting on the requisition of not less than three Directors, at least one of whom must be a Member Director. Reasonable notice of a Directors' meeting must be given individually to every Director.

5.3 Use of technology

- (a) A Directors' meeting may be called or held using any technology consented to by the Directors.
- (b) Any consent may be a standing consent.
- (c) A Director may only withdraw their consent within a reasonable period before the meeting.

5.4 Chairing Directors' meetings

- (a) The Chairperson shall chair the Directors' meetings.
- (b) If a Chairperson has not been elected or is not available or declines to act as chair for the meeting or part of it, the Directors must elect a Director present to chair a meeting, or part of it as the case maybe.

5.5 Quorum at Directors' meetings

Unless the Directors determine otherwise, the quorum for a Directors' meeting is a majority in number of the Directors and the quorum must be present at all times during the meeting.

5.6 Passing of Directors' resolutions

- (a) All questions at a Directors' meeting shall be determined by a show of hands and a resolution of the Directors shall be passed by a majority of the votes cast by Directors entitled to vote on the resolution.
- (b) Each Director present in person has one vote on a matter arising and the Chairperson has no casting vote in addition to any vote they have in their capacity as a Director unless this Constitution expressly states otherwise.

6. Secretary

6.1 Appointment

The Directors must appoint a Secretary in accordance with the Corporations Act.

6.2 Terms and conditions of office

A Secretary holds office on the terms and conditions (including as to remuneration) that the Directors think fit.

7. Members

7.1 Number of Members

- (a) There must be at least one Member.
- (b) The Members may set a limit on the maximum number of Members.

7.2 Admission to membership

- (a) Any Municipality in the Region is eligible to be admitted as a Municipality Member.
- (b) The Members may resolve to impose an annual membership fee or application fee.
- (c) The application of a Municipality to become a Member must be:
 - (i) lodged with the Secretary;
 - (ii) made in writing and be in such form that the Board determines; and
 - (iii) accompanied by any applicable application or membership fees.
- (d) As soon as is practicable after the receipt of an application, the Secretary shall refer the application to the Board.
- (e) The Members must determine in its absolute discretion whether to approve or reject the application.
- (f) If the Members approves an application to become a Member, the Board must as soon as practicable notify the applicant in writing that the application has been approved.
- (g) If the Members approve an application, the Secretary must within 28 days enter the applicant's name in the register or Members.
- (h) An applicant becomes a Member and is entitled to exercise the rights of a Member when its name is entered in the Register.
- (i) If the Members rejects an application, the Board must, as soon as practicable, notify the applicant in writing that the application has been rejected. The Board does not have to give any reasons for rejecting an application.
- (j) A right, privilege or obligation of a Member by reason of being a Member is not capable of being transferred or transmitted to another Municipality or person.
- (k) Each Member admitted must sign an undertaking to be bound by this Constitution.

7.3 Classes of Members

- (a) The Members may by Special Resolution:
 - (i) establish additional different classes of Members;
 - (ii) prescribe the qualifications, rights and privileges of Members of a class; and
 - (iii) vary the qualifications, rights and privileges or terminate any class of Members established pursuant to this clause 7.3(a).

7.4 Address and contact details of Member

- (a) Each Member must provide the Secretary with:
 - (i) an address in Australia where the Company can send notices to that Member and the telephone number, facsimile number and email address (as applicable) of the Member; and
 - (ii) such other information as the Board may require.
- (b) Each Member must notify the Secretary in writing of any change in that person's name, address, telephone or facsimile number or email address within one month after the change.

- (c) If a Member fails to provide information in accordance with clause 7.4(a) the address of the Member is deemed to be the registered office of the Company.

7.5 Register of Members

- (a) The Secretary must keep and maintain a Register of Members containing:
- (i) the name and address of each Member; and
 - (ii) the date on which each Member's name was entered in the Register and, where relevant, the date any Member ceased to be a Member.

7.6 Member Representative

- 7.7 The rights of a Member shall be exercised by a Member Representative nominated in writing by the Member who will exercise the powers of the Member subject to any restrictions placed on such powers by the Member in nominating the Member Representative. Where for the purposes of this Constitution a Member is required to do any act or thing, or where it is required to give meaning or efficacy to this Constitution a reference to a Member shall be or include a reference to a Member Representative and vice versa. In the absence of a written nomination by the Member the Member Representative shall be the Member Director appointed by that Municipality Cessation of Membership**

A Member ceases to be a Member if:

- (a) the Member resigns by notice in writing to the Secretary, in which case the resignation shall take effect from the date the notice is received or such later date as is specified in the notice;
- (b) the Members determine to expel the Member where the Member has failed to pay any applicable membership fees within 3 months of such fees falling due; or
- (c) the Member has a receiver or a receiver and manager appointed to its assets or some of them, or passes a resolution or takes or has taken against it any action with the effect of its winding up.

7.8 Effect of cessation

A Member who ceases to be a Member continues to be liable for:

- (a) any moneys due by them to the Company; and
- (b) the Guarantee.

7.9 Power of Directors in respect of a Member's conduct

- (a) If any Member:
- (i) wilfully refuses or neglects to comply with the provisions of the Constitution; or
 - (ii) engages in any conduct which, in the opinion of the Members, is unbecoming of a Member or prejudicial to the interests of the Company,
- the Members have the power to censure, fine, suspend or expel the Member.
- (b) At least one week before the meeting of the Directors at which a resolution under clause 7.9(a) is passed, the Company must provide the Member with:
- (i) notice of the meeting;
 - (ii) the allegations against them;

- (iii) the intended resolution; and
- (iv) advice that the Member will have an opportunity, at the meeting and before the passing of the resolution, to give, orally or in writing, any explanation or defence they may think fit.

8. Meetings of Members

8.1 Calling of meetings of Members by a Director

A minimum of three Directors, at least one of whom must be a Member Director may call a general meeting of Members. The Board must call and arrange to hold a general meeting if required to do so under the Corporations Act.

8.2 Calling of meetings by Members

A Member may call and arrange to hold a general meeting in accordance with section 249F of the Corporations Act.

8.3 Amount of notice of meetings

- (a) Subject to the Corporations Act, at least 21 days' notice must be given of a general meeting of Members.
- (b) Subject to clause 8.3(c), the Company may call on shorter notice:
 - (i) an AGM, if all of the Members entitled to attend and vote at the AGM agree beforehand; and
 - (ii) any other general meeting, if Members with at least 95% of the votes that may be cast at the meeting agree beforehand.
- (c) At least 21 days' notice must be given of a meeting of Members at which a resolution will be moved to remove an Auditor.

8.4 Notice of meetings of Members

- (a) Written notice of the meeting of Members must be given individually to each Member entitled to vote at the meeting and to each Director.
- (b) Notice to joint Members must be given to the joint Member first named in the register of Members.
- (c) The Company may give the notice of meeting to a Member:
 - (i) personally;
 - (ii) by sending it by post to the address of the Member in the Register of Members or the alternative address (if any) nominated by the Member;
 - (iii) by sending it to the electronic address (if any) nominated by the Member; or
 - (iv) by any other means authorised by the Corporations Act.
- (d) A notice of meeting sent by post is taken to be given three days after it is posted. A notice of meeting sent by electronic means is taken to be given on the business day after it is sent.
- (e) A Member's attendance at a meeting of Members waives any objection which that Member may have had to a failure to give notice, or the giving of a defective notice, of the meeting, unless the Member at the beginning of the meeting objects to the holding of the meeting.

8.5 Auditor entitled to notice and other communication

The Company must give its Auditor:

- (a) notice of a general meeting of Members in the same way that a Member is entitled to receive notice; and
- (b) any other communication relating to the general meeting of Members that a Member is entitled to receive.

8.6 Contents of notice of meeting

- (a) The notice of meeting must specify the place, the day and the hour of meeting and if the meeting is to be held in two or more places, the technology that will be used to facilitate the meeting, the general nature of the business to be transacted and any other matters as are required by the Corporations Act.
- (b) The accidental omission to give notice of any general meeting to, or the non-receipt of a notice by, a person entitled to receive notice does not invalidate a resolution passed at a general meeting of Members.

8.7 Notice of adjourned meetings

When a meeting is adjourned, new notice of the resumed meeting must be given if the meeting is adjourned for one month or more.

8.8 Members' resolutions

The Members may propose a resolution to be moved at a general meeting only in accordance with the provisions of Division 4 of Part 2G.2 of the Corporations Act.

8.9 Time and place for meetings of Members

A meeting of Members must be held at a reasonable time and place.

8.10 Technology

The Company may hold a meeting of its Members at two or more venues using any technology that gives the Members as a whole a reasonable opportunity to participate.

8.11 Quorum

- (a) The quorum for a meeting of Members is three Member Representatives present in person. The quorum must be present at all times during the meeting.
- (b) In determining whether a quorum is present:
 - (i) individuals attending as proxies are to be counted;
 - (ii) if a Member has appointed more than one proxy, only one of them is to be counted; and
 - (iii) if a Member has appointed another Member present at a meeting as proxy then the Member present at the meeting shall be counted as being present themselves and as being present for each Member they are appointed as proxy for.
- (c) A meeting that does not have a quorum present within 30 minutes after the time for the meeting set out in the notice of meeting is to be adjourned to a date, time and place as the Directors specify.
- (d) If the Directors do not specify one or more of those requirements, the meeting is adjourned to :
 - (i) if the date is not specified, the same day of the week in the following week;
 - (ii) if the time is not specified, the same time; or

(iii) if the place is not specified, the same place.

- (e) If no quorum is present at the resumed meeting within 30 minutes after the time for the meeting, the meeting is dissolved.

8.12 Chairing meetings of Members

- (a) The Chairperson shall chair all meetings of Members.
- (b) The Members present at a meeting of the Members must elect a Member present to act as the Chairperson of the meeting (or part of it) if:
- (i) a Chairperson has not been elected by the Directors; or
 - (ii) the Chairperson is not available or declines to act as chair for the meeting (or part of the meeting).
- (c) The chair of the meeting may determine the procedures to be adopted for proper and orderly discussion or debate at the meeting, and the casting or recording of votes at the meeting.
- (d) The chair of the meeting may make rulings without putting the question (or any question) to the vote if that action is required to ensure orderly conduct of the meeting.
- (e) The chair of the meeting may, subject to the Corporations Act, at any time terminate discussion or debate on any matter being considered at the meeting and require that matter to be put to a vote.
- (f) The chair of the meeting may refuse to allow debate or discussion on any matter which is not business referred to in the notice of that meeting or is not business of the meeting permitted pursuant to the Corporations Act without being referred to in the notice of meeting.
- (g) Subject to the terms of this Constitution regarding adjournment of meetings, the chair of the meeting's ruling on all matters relating to the order of business, procedure and conduct of the general meeting is final and no motion of dissent from a ruling of the chair of the meeting may be accepted.
- (h) The chair of the meeting may, in his or her absolute discretion, refuse any person admission to a general meeting, or expel the person from the general meeting and not permit them to return, if the chair of the meeting reasonably considers that the person's conduct is inappropriate. Inappropriate conduct in a general meeting includes:
- (i) the use of offensive or abusive language which is directed to any person, object or thing;
 - (ii) attendance at the meeting while under the influence of any kind of drug, or using or consuming any drug at the meeting, including any alcoholic substance; or
 - (iii) possession of any article, including a recording device or other electronic device or a sign or banner, which the chair of the meeting considers is dangerous, offensive or disruptive or likely to become so.
- (i) The chair of the meeting may delegate any power conferred on them to any person.
- (j) Nothing contained in this clause 8.12 limits the powers conferred by law on the chair of the meeting.
- (k) The chair of a meeting of Members must adjourn the meeting if Members present and holding a majority of votes at the meeting agree or direct that the chair of the meeting must do so.

8.13 Auditor's right to be heard at meetings of Members

- (a) The Auditor is entitled to attend and be heard at meetings of Members.
- (b) The Auditor is entitled to be heard at the meeting on any part of the business of the meeting that concerns the Auditor in their capacity as Auditor.
- (c) The Auditor is entitled to be heard even if:
 - (i) the Auditor retires at the meeting; or
 - (ii) the meeting passes a resolution to remove the Auditor from office.
- (d) The Auditor may authorise a person in writing as their representative for the purpose of attending and speaking at any general meeting.

8.14 Proxies and body corporate representatives

- (a) Each Member Representative is entitled to attend and cast a vote at meetings of Members and Members may also appoint a proxy to attend and cast a vote at that meeting.
- (b) Any proxy or Member Representative appointed by a Member must be appointed in accordance with and has the rights set out in Division 6 of Part 2G.2 of the Corporations Act.
- (c) A proxy need not be a Member, however:
 - (i) a document appointing a proxy must be in writing, in any form permitted by the Corporations Act or in any form (including electronic) which the Board may determine or accept, and signed on behalf of the Member making the appointment; and
 - (ii) a document appointing a proxy may specify the manner in which the proxy is to vote in respect of a particular resolution and, where the document so provides, the proxy is not entitled to vote on the resolution except as specified in the document.
- (d) Before the time for holding the meeting or adjourned meeting at which a proxy proposes to vote, the document appointing the proxy must be deposited with the Company.
- (e) That document must either be:
 - (i) received at the Company's office or at another place or electronic address specified for that purpose in the notice convening the meeting not less than 24 hours before the time for holding the meeting; or
 - (ii) produced to the chair of the meeting before the proxy votes.
- (f) If a general meeting has been adjourned, an appointment and any authority received by the Company at least 24 hours before the resumption of the meeting are effective for the resumed part of the meeting.

8.15 Voting

- (a) Subject to any rights or restrictions attached to any class of Member, at a meeting of Members each Member has one vote on a show of hands and on a poll.
- (b) The Chairperson does not have a casting vote.

8.16 Objections to right to vote

A challenge to a right to vote at a meeting of Members:

- (a) may only be made at the meeting; and

- (b) must be determined by the Chairperson whose decision is final.

8.17 How voting is carried out

- (a) A resolution put to the vote at a meeting of Members must be decided on a show of hands unless a poll is demanded.
- (b) On a show of hands, a declaration by the Chairperson is conclusive evidence of the result.
- (c) Neither the Chairperson nor the minutes need to state the number or proportion of the votes recorded in favour or against a resolution.

8.18 Matters on which a poll may be demanded

- (a) A poll may be demanded on any resolution other than resolutions concerning:
 - (i) the election of the chair of the meeting; or
 - (ii) the adjournment of the meeting.
- (b) A poll may be demanded in accordance with section 250L of the Corporations Act.

8.19 When and how polls must be taken

- (a) A poll demanded on a matter other than the election of a chair or the question of an adjournment must be taken when and in the manner the chair of the meeting directs.
- (b) A poll on the election of the chair of a meeting or on the question of an adjournment must be taken immediately.

8.20 Holding of AGM

- (a) The Company must hold an AGM within 18 months after its registration.
- (b) The Company must hold an AGM at least once in each calendar year and within five months after the end of its financial year.
- (c) An AGM must be held in addition to any other meetings held by the Company in a year.
- (d) If the Company only has one Member, it is not required to hold an AGM.

8.21 Extension of time for AGM

The Company may lodge an application with ASIC to extend the period within which it is required to hold the AGM in accordance with section 250P of the Corporations Act.

8.22 Consideration of reports at AGM

The Directors must make the following available at an AGM:

- (a) the financial report;
- (b) the Directors' report; and
- (c) the Auditor's report,

for the last financial year that ended before the AGM completed in accordance with the requirements of Part 2M.3 of Chapter 2M of the Corporations Act.

8.23 Business of the AGM

The business of the AGM may include any of the following, even if not referred to in the notice of meeting:

- (a) the consideration of the annual financial report, Director's report and Auditor's report;
- (b) the appointment of the Auditor; and

- (c) the fixing of the Auditor's remuneration.

8.24 Questions by Members of the Company

The chair of the AGM must allow a reasonable opportunity for the Members as a whole at the meeting to ask questions about or make comments on the management of the Company.

8.25 Questions by Members to Auditors

If the Auditor or their representative is at the meeting, the chair of an AGM must allow a reasonable opportunity for the Members as a whole at the meeting to ask the Auditor or their representative questions relevant to the conduct of the audit and the preparation and content of the Auditor's report.

8.26 Resolution in writing

- (a) A resolution in writing signed by all Members entitled to vote on the resolution is to be treated as a determination of the Members passed at a meeting of the Members duly convened and held.
- (b) A resolution in writing may consist of several documents in like form, each signed on behalf of one or more Members, and if so signed it takes effect on the latest date on which a Member signs one of the documents.

9. Directors' and Members' minutes

9.1 Minutes

- (a) The Company must keep minute books in which it records within one month:
 - (i) proceedings and resolutions of Members' meetings;
 - (ii) proceedings and resolutions of Directors' meetings, including committee meetings;
 - (iii) resolutions passed by Members without a meeting; and
 - (iv) resolutions passed by Directors without a meeting.
- (b) The Company must ensure that the minutes of a meeting are signed by the Chairperson of the meeting or the Chairperson of the next meeting within a reasonable time after the meeting.
- (c) The Company must ensure that the minutes of the passing of a resolution without a meeting are signed by a Director within a reasonable time after the resolution is passed.

9.2 Members' access to minutes

Members are entitled to gain access to the minute book of meetings of Members in accordance with the Corporations Act.

10. Accounts and audit

10.1 Accounting records

- (a) The Directors must ensure that accounting and other records are kept to correctly record and explain the transactions and financial position of the Company, to enable true and fair profit and loss accounts and balance sheets to be prepared and to permit preparation of any other documents required by the Corporations Act or this Constitution.
- (b) The records must be kept:
 - (i) in a manner that enables them to be conveniently and properly audited;

- (ii) for seven years after the completion of the transactions or operations to which they relate; and
 - (iii) at the Company's registered office or at such other place as the Directors think fit.
- (c) The records must at all times be open to inspection by the Directors.

10.2 Accounts

- (a) Each financial year, the Company must prepare a financial report and a Directors' report in accordance with the Corporations Act.
- (b) The financial report for each financial year must consist of:
 - (i) the financial statements for the year;
 - (ii) the notes to the financial statements; and
 - (iii) the Directors' declaration about the statement and the notes.
- (c) The financial statements for the year will consist of:
 - (i) a profit and loss statement for the previous financial year;
 - (ii) a balance sheet at the date to which the profit and loss statement is made up;
 - (iii) a statement of cashflows for the year; and
 - (iv) if required by the Accounting Standards, a consolidated profit and loss statement, balance sheet and statement of cash flows.
- (d) The notes to the financial statements must consist of:
 - (i) disclosures required by the Corporations Regulations;
 - (ii) the notes required by the Accounting Standards (if any); and
 - (iii) if required, any other information necessary to give a true and fair view of the financial position and performance of the Company.
- (e) The Directors' declaration made pursuant to clause 10.2(b)(iii) is a declaration by the Directors:
 - (i) that the financial statement, and the notes required by the Accounting Standards comply with the Accounting Standards;
 - (ii) that the financial statements and the attached notes give a true and fair view of the financial position and performance of the Company;
 - (iii) whether, in the Directors' opinion, there are reasonable grounds to believe that the Company will be able to pay its debts as and when they become due and payable; and
 - (iv) whether, in the Directors' opinion, the financial statement and attached notes are in accordance with the Corporations Act.

10.3 Auditor

The Company must appoint a registered company auditor to audit the Company's financial statements in accordance with the Corporations Act. The remuneration of the Auditor must be fixed and the Auditor's duties regulated in accordance with the Corporations Act.

11. Winding up**11.1 Rights of Members on winding up**

If the Company is wound up or dissolved, the Members have no right to participate in any distribution or payment of the assets or property of the Company.

11.2 Distribution of assets

- (a) If the Company is wound up or dissolved, the assets and property available for distribution after satisfaction of all debts and liabilities must be given or transferred to some other institution or institutions:
 - (i) whose objects are similar to the objects of the Company;
 - (ii) whose constitution prohibits the distribution of its income and property to an extent at least as great as that imposed by clause 2.2(b); and
 - (iii) which is approved by the Commissioner of Taxation as an institution exempt from income tax.
- (b) The Directors must determine the identity of the institution or institutions for the purpose of clause 11.2(a) at the time of dissolution.
- (c) If the Directors fail to determine the identity of the institution or institutions under clause 11.2(b), the Supreme Court of Victoria may make that determination.

12. Indemnity**12.1 Indemnity**

- (a) Subject to Part 2D.2 of the Corporations Act, a person who is an Officer or Auditor of the Company is indemnified by the Company against any liability to another person (other than the Company or a related body corporate of the Company as defined in the Corporations Act) incurred in that person's capacity as an Officer unless the liability:
 - (i) arises out of conduct involving a lack of good faith; or
 - (ii) is for a pecuniary penalty order or composition order under Part 9.4B of the Corporations Act.
- (b) The Company will indemnify any other employee of the Company at the Directors' discretion.
- (c) The Company will indemnify an Officer against a liability for costs and expenses (including, legal expenses on a full indemnity basis) incurred by the Officer:
 - (i) in defending proceedings, whether civil or criminal, in which:
 - (A) judgment is given in favour of the Officer; or
 - (B) the Officer is acquitted; or
 - (ii) in connection with an application, in relation to proceedings under clause 12.1(c)(i), in which a court grants relief to the Officer under the Corporations Act, subject only to an obligation on the Officer to repay to the Company the expenses advanced by the Company if:
 - (iii) judgment is not given in the Officer's favour;
 - (iv) the Officer is not acquitted;
 - (v) a court subsequently determines that the indemnification is not permitted; or

- (vi) the indemnification is not permitted by the Corporations Act.
- (d) For the purposes of this clause, the Company will have the burden of proving that the Officer to be indemnified is not entitled to the requested indemnification.
- (e) The indemnification rights in this clause constitute a contract between the relevant parties seeking indemnification and the Company and will continue to have effect following the rescission or restrictive modification of the clause with respect to events occurring prior to the rescission or modification of the clause.

12.2 Payment of Costs

The Directors may, out of the funds of the Company, pay all costs, losses and expenses which any Officer may incur or become liable to pay by reason of any contract entered into or act or thing done by them in their capacity as an Officer or in any way in discharge of their duties.

12.3 Limit of indemnity

Subject to the provisions of the Corporations Act, an Officer of the Company will not be liable for:

- (a) the acts, receipts, neglect or defaults of any other Officer;
- (b) joining in any receipt or other act of conformity or for any loss or expense happening to the Company through:
 - (i) the insufficiency or deficiency of title to any property acquired by order of the Officers for or on behalf of the Company; or
 - (ii) the insufficiency or deficiency of any security in or upon which any of the moneys of the Company is invested at any time;
- (c) any loss or damage arising from the bankruptcy, insolvency or tortious act of any person with whom any moneys, securities or effects are deposited at any time;
- (d) any loss occasioned by any error of judgment or oversight on the Officer's part; or any other loss, damage or misfortune which occurs in the execution of the duties of the Officer's office, unless the loss, damage or misfortune occurred through the Officer's own dishonesty.

13. Insurance

Except to the extent precluded by the Corporations Act, the Company may pay a premium for a contract insuring a person who is or has been an Officer, against:

- (a) any liability incurred by the Officer which does not arise out of conduct involving a wilful breach of duty in relation to the Company or a contravention of sections 182 or 183 of the Corporations Act; or
- (b) any liability for costs and expenses incurred by that person in defending proceedings relating to that person's position with the Company, whether civil or criminal and whatever their outcome.

8.2 MANAGEMENT REPORTS

8.2.1 COMMUNITY GRANTS GUIDELINES

Author's Title: Director Community Development

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 2023/2024 Financial Year.

SUMMARY

The Community Grants Guidelines (the Guidelines) were developed and previously endorsed by Council in 2022. This updated version provides for the same program in 2023/2024.

RECOMMENDATION

That Council:

1. Endorse the Community Grant Guidelines (2023/2024); and
2. Delegate the Chief Executive Officer to advertise the Grant Program and accept applications to the Community Grants program.

Attachments: 1 [Community Grants Guidelines 2023](#)

DISCUSSION

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

Each year Council reviews its Community Grants and Sponsorship. Revisions are centred on clarifying information, fraud control, implementation, updating out-of-date information and strengthening information surrounding funding conditions and inclusion.

The recent Victorian Auditor General's Office report detailing Fraud Control over Local Government Grants is taken into consideration during revision.

The report and new guidelines propose no significant changes to the program this year. A further full review of the program for next financial year will also consider new community plans for Buloke townships currently being undertaken and the aspiration within those documents.

RELEVANT LAW

Not Applicable.

RELATED COUNCIL DECISIONS

Community Grants allocated in the 2023/2024 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 Council's 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 continue to 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 2023/2024 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

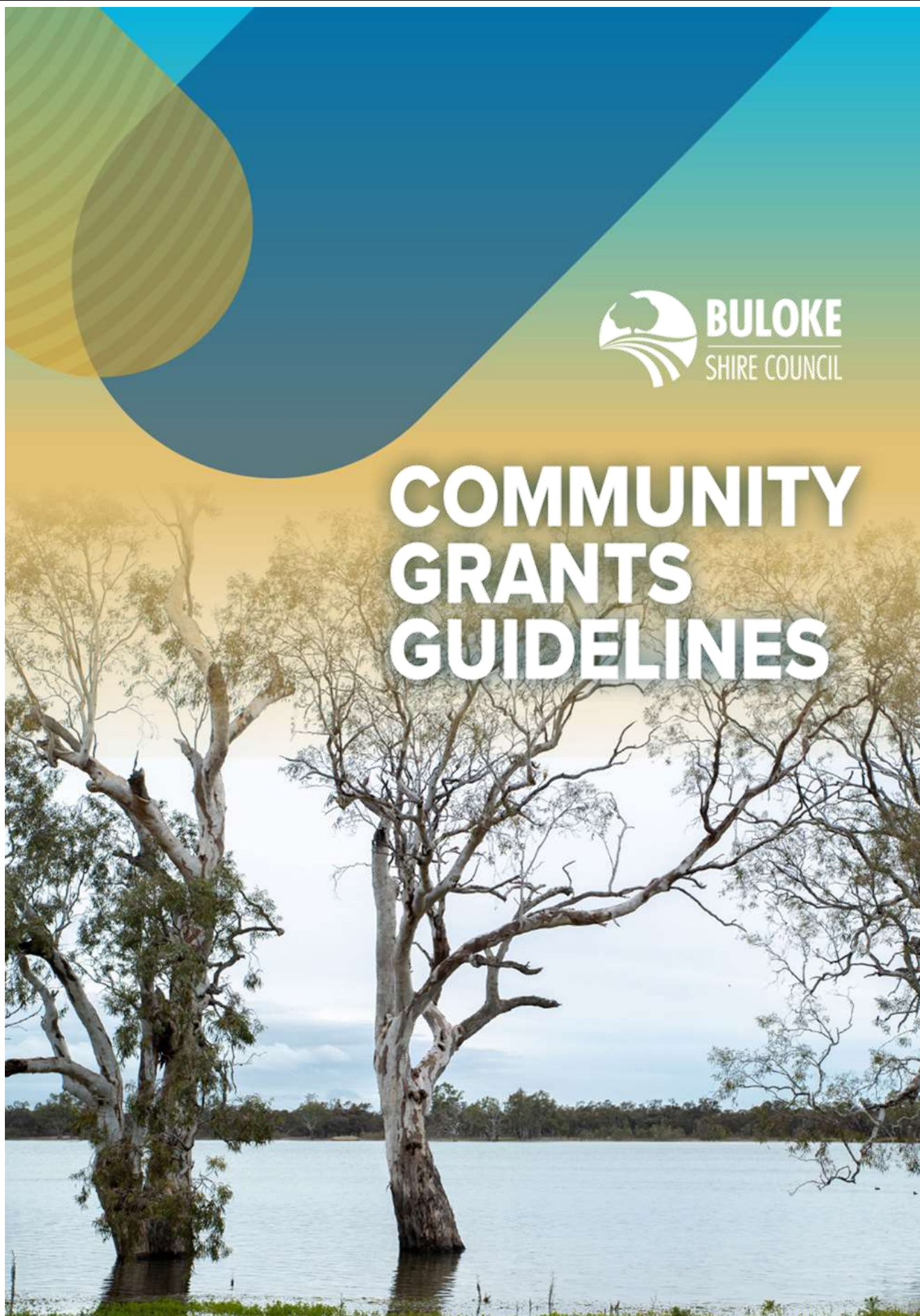
Not Applicable.

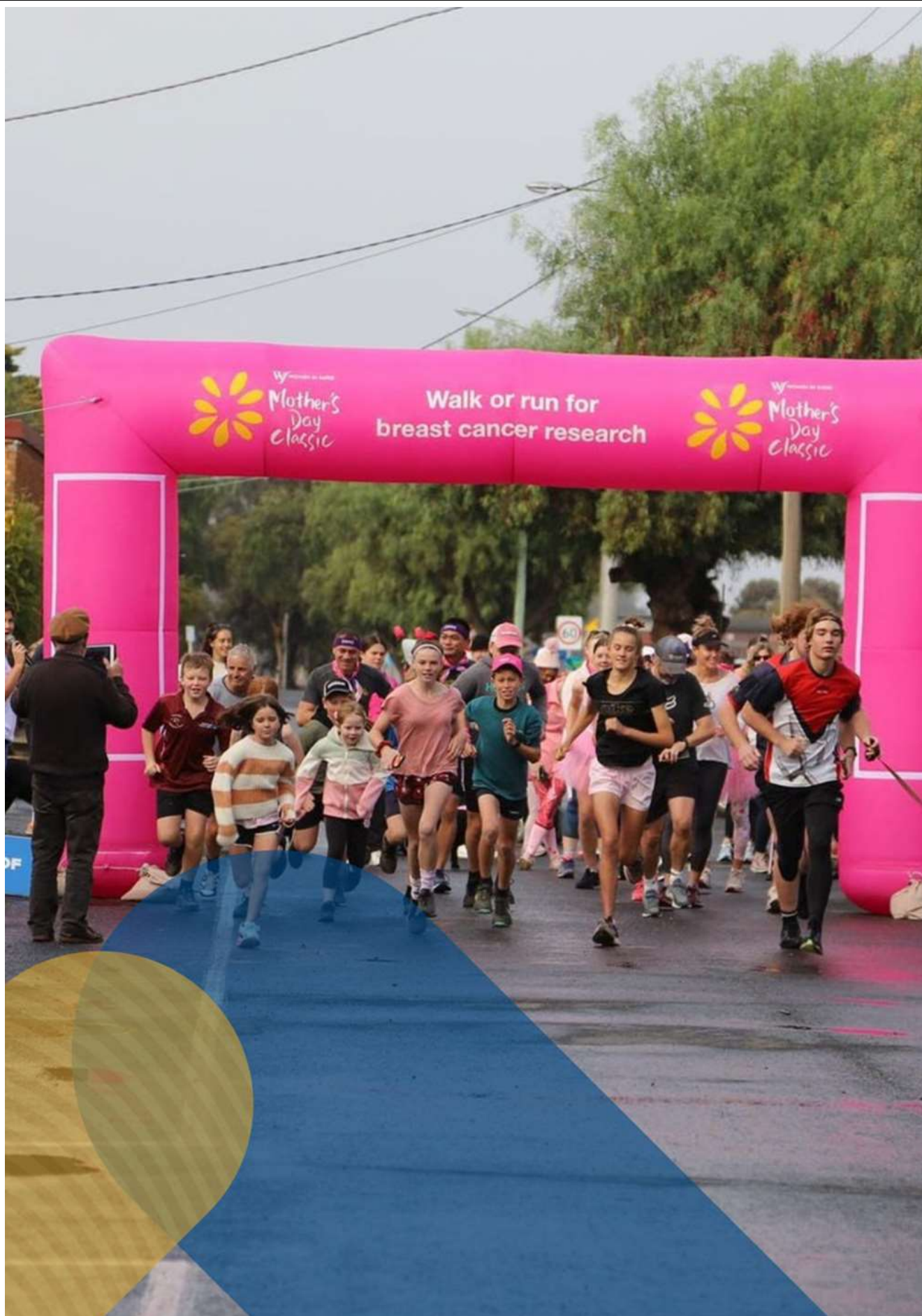
CONFLICTS OF INTEREST

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 a Council Meeting following the completion of internal assessment processes and reporting.

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)

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.

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.

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>	All required documents have been attached.
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
Organisation Support Grant	Up to \$1,000
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.	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.
Project Support Grant	Up to \$2,000
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.	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.
Small Capital Equipment Grant	Up to \$1,000
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.	Applicants must make a 50% financial cash contribution towards the project. Applicants can only make one successful application in a twelve-month period.



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	IMPROVE THE NATURAL ENVIRONMENT
<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 	<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	SUSTAINABILITY EDUCATION
<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 	<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	QUICK ACTION SUSTAINABILITY GRANTS
Up to \$10,000	Up to \$2,000
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.	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 four 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
 - o Recipients must acknowledge the support of the Buloke Shire Council in promotional material, posters, correspondence and media.
 - o 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
 - o Opportunity for Council to take up a presence at the program, project, festival or event, with no charge to Council.
 - o 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



8.2.2 DRAFT CUSTOMER EXPERIENCE CHARTER

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 to propose the endorsement of the Draft Customer Experience Charter and the commencement of a public submission process in accordance with Council's Community Engagement Policy as defined by the *Local Government Act 2020*.

SUMMARY

Buloke Shire Council last adopted its Customer Service Charter on 10 April 2019. Updating the Customer Service Charter (now Customer Experience Charter) is an action of Council's Customer Experience Strategy.

The Charter guides Council Officers' interaction with the community and is an expression of Council's commitment to providing a high standard of service and ensuring consistency and sustainability in service delivery.

RECOMMENDATION

That Council:

1. Endorses the Draft Customer Experience Charter for consultation, noting its preparation in accordance with the *Local Government Act 2020*;
2. Invites community feedback submissions on the Draft Customer Experience Charter until 1 September 2023;
3. Notes that a final Customer Experience Charter will be presented to Council for consideration at its scheduled meeting on 13 September 2023.

Attachments: 1 [BSC Draft Customer Experience Charter](#)

DISCUSSION

Council maintains policy documents that pertain to its operational procedures and its approach to addressing various matters. These documents serve as valuable resources for staff members, enabling them to handle issues in a uniform and reliable manner, thereby instilling confidence in Customers who interact with Council staff.

The Customer Experience Charter is one of these Policies which states the fundamental service standards that the community can anticipate when engaging with the Council. Additionally, it explicitly outlines our expectations of the Customer.

The primary objective of the Charter is to explain Council's commitment to delivering and upholding a superior level of customer service. Its purpose is to precisely define the following:

- processes that promote open, responsive and transparent customer service;
- timeframes for responding to phone calls, emails, social media enquiries, requests for service and complaints;
- what can be reasonably expected from Council staff and what Council reasonably expects of customers;
- how Council will manage requests for service consistently;
- that we will record and analyse service request data to identify trends and opportunities where we can improve our services;
- how we will respond to requests which are the responsibility of other agencies;
- that we will protect customer privacy when they contact Council;
- the methods of communication we will use to respond to our customers.

The Customer Service Charter was distributed internally for feedback, to guide the drafting of the updated document (Attachment 1). As a result a range of changes have been proposed from previous versions, including:

- inclusion of Acknowledgement of Country;
- title change to bring the policy into line with the Customer Experience Strategy;
- equality and inclusion notices for National Relay and Translation and Interpreting Services;
- acknowledgment that response times may vary depending upon the nature of the request, and Customers will be updated on the progress of their request;
- updating and expanding the definitions table to provide greater clarity regarding the meaning of complaint, compliments, concerns, customer, staff, feedback, request for service, services, acknowledgement and resolution;
- commitment to inclusive practices including identifying and understanding different needs and preferences of Customers;
- promotion of after-hours phone service for emergencies, with non-urgent matters addressed the next business day;
- strengthening expectations of customer behaviour and conduct to promote positive interactions and outcomes, and to ensure Council provides a safe, welcoming, professional and appropriate environment for staff and customers alike; and
- diversity of what Customer Service represents in images used.

RELEVANT LAW

Local Government Act 2020 (Vic)

Local Government (Planning and Reporting) Regulations 2020.

Privacy and Data Protection Act 2014

Gender Equality Act 2020

Freedom of Information Act 1982

Equal Opportunity Act 2010

RELATED COUNCIL DECISIONS

Council adopted the Buloke Shire Council Customer Service Charter on 10 April 2019.

OPTIONS

Council can choose not to adopt the Draft Customer Experience Charter.

SUSTAINABILITY IMPLICATIONS

The Charter's role in ensuring consistency and sustainability in service delivery pertains to:

- adopting eco-friendly technologies in service delivery;
- addressing social sustainability by emphasising inclusivity, equity, and accessibility in service provision;

- enhancing economic sustainability by promoting efficiency and cost-effectiveness in service delivery; outlining measures to streamline processes, minimise bureaucracy, and utilise resources effectively;
- facilitating meaningful engagement with the community and stakeholders by clearly stating expectations of both the Council and its Customers, establishing a foundation for effective communication and collaboration; and
- systematically collecting and analysing feedback and performance data, Council can identify areas for enhancement, implement necessary changes, and enhance the overall quality and sustainability of its services.

COMMUNITY ENGAGEMENT

Internal consultation has been undertaken in the preparation of this document, with the draft distributed to Managers, the Executive, Customer Engagement and Customer Service teams.

Community consultation on an endorsed draft Charter is proposed to be undertaken in August 2023 for a period of three weeks.

INNOVATION AND CONTINUOUS IMPROVEMENT

The *Local Government Act 2020* requires that Councils give effect to innovation and continuous improvement in all that they do.

In preparing this updated draft Charter document, officers undertook a desktop review of other council's Customer Service Charter documents, and additionally researched relevant information and resources.

COLLABORATION

The nature of this review did not require collaboration with other councils, governments, or statutory bodies.

FINANCIAL VIABILITY

There are no financial or resourcing implications to be considered in relation to this report.

REGIONAL, STATE AND NATIONAL PLANS AND POLICIES

Not Applicable

COUNCIL PLANS AND POLICIES

Long Term Community Vision
Council Plan 2021-2025
Customer Experience Strategy
Gender Equality Action Plan
Inclusiveness Plan
Complaints Handling Policy
Social Media Policy

TRANSPARENCY OF COUNCIL DECISIONS

This report is brought to an open Council Meeting and will undergo community engagement in the interests of transparency.

CONFLICTS OF INTEREST

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



CUSTOMER EXPERIENCE CHARTER

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.

OUR VISION

Building a Better Buloke - A healthy, connected, inclusive and prosperous community.

OUR VALUES

Good communication
Accountability for actions
Taking responsibility
Showing care and respect

Transparency in decision making
Working collaboratively with partners
Being responsive and timely

WORKING TOGETHER

We are committed to fostering a safe, inclusive, diverse and respectful environment for all individuals. Any form of abusive or disrespectful behaviour will not be tolerated.

We understand the importance of transparency and clarity in our customer interactions, by phone, in-person, online, or written communication.

- Excellent Customer service outcomes are built on two-way relationships
- Customers can expect to be spoken to in a friendly and courteous, helpful and professional manner
- Our Customers will be listened to carefully to establish their requirements
- We value Customer privacy by treating all personal information confidentially
- All requests for services will be logged onto our electronic request system.
- Provision of necessary and relevant information in a timely manner is important to us. Response times may vary depending upon the nature of the request and in these instances where our ability to meet these commitments are affected, Customers will be updated on the progress of their request.

OUR COMMITMENT

We place our Customers at the centre of all we do by:

- Identifying and understanding their different needs and preferences
- Consistently redesigning service options to ensure exceptional experiences that align with their expectations
- Striving to eliminate any barriers to service access
- Dedication to delivering efficient and responsive services
- Adopting a holistic approach involving the entire organisation
- Valuing feedback in our commitment to providing exceptional service
- Empowering communities through effective communication, fostering informed decisions and inclusion.



COMPLIMENTS, COMPLAINTS AND CONCERNS

Council is dedicated to addressing and resolving complaints and concerns, fostering a culture that acknowledges and respects individuals' right to express dissatisfaction. Complaints are highly valued by the Council as they serve as valuable feedback, contributing to our ongoing efforts to enhance service delivery and better serve the community. We love your compliments as they inspire of staff to strive for continuous achievement and excellence. More information on our Complaints Handling Policy is available at www.buloke.vic.gov.au or by contacting Council.

CONTACT STANDARDS

- Writing or by Email** – From receipt of your correspondence, we will respond within 5 business days with an answer or indicate which department is managing your enquiry.
- Council's website** – Aims to provide comprehensive, accurate and timely online information for residents, businesses and visitors. You can leave feedback on the website to detail your experience.
- In Person** – We aim to resolve face to face enquiries immediately. Sometimes this is not possible, we may ask for your contact details to phone or write to you with a response.
- Telephone** – Calls will be answered in a timely manner and we will endeavour to resolve enquiries immediately. On occasions where your enquiry requires specialist attention we will try not to transfer your call more than once. For any enquiry that requires further action we will tell you when we expect to be able to resolve it. We aim to respond to requests for a call back within 1-2 business days, where possible. For emergencies and urgent matters, we provide after-hours phone service. Non-urgent matters are addressed on the next business day.
- Social Media** – We aim to answer Social Media enquiries as quickly as possible during business hours. The member of staff who answers your online enquiry will identify themselves with their first name.



If you are deaf, or have a hearing impairment or speech impairment, contact us through the National Relay Service (NRS): TTY users phone 133 677, then ask for 03 5478 0100 or 1300 520 520 (local calls only); SMS relay number 0423 677 767, then then ask for 03 5478 0100 or

1300 520 520; Speak and Listen users phone 1300 555 727, then ask for 03 5478 0100 or 1300 520 520 Internet relay users connect to www.relayservice.com.au, then ask for 03 5478 0100 or 1300 520 520. Everyone who uses the National Relay Service (NRS) to make calls needs to first register as an NRS user, visit Accesshub: www.relayservice.com.au.



If you need an interpreter, please call TIS National on 131 450 and ask them to call Buloke Shire Council on 1300 520 520.

IN PERSON: 367 Broadway, Wycheproof.
Monday to Friday 8.30am to 5.00pm
(excluding public holidays).

IN WRITING: PO Box 1, Wycheproof, Victoria 3527.

EMAIL: buloke@buloke.vic.gov.au

WEB: www.buloke.vic.gov.au

PH: 1300 520 520



8.2.3 CUSTOMER EXPERIENCE STRATEGY 2022-2025 PROGRESS REPORT

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 be given an update on progress against the Customer Experience Strategy 2022-2025.

SUMMARY

Buloke Shire Council adopted its Customer Experience Strategy on 29 June 2022. The Strategy outlines five goals, encompassing 22 actions for delivering Customer Service excellence. This is the first progress report against those actions.

RECOMMENDATION

That Council:

1. Notes the progress made against the Customer Experience Strategy 2022-2025.

Attachments: 1 [Buloke Shire Council Customer Engagement 2022-2025 Actions](#)

DISCUSSION

Buloke Shire Council adopted the Customer Experience Strategy 2022-2025 to set a course 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.

The Plan outlines 22 actions, with 18 of these actions identified to be addressed in Year 1, or as ongoing actions for the duration of the Strategy.

Progress has been made against most of the actions in the Year-1 period, and also some future actions. Two actions have not been completed in the identified period, with one not commenced.

It is worth acknowledging that this Strategy was devised and adopted just prior to the October 2022 flood event. Whilst a quarterly review was identified as an action, during this time our entire Communications resources (1.2 FTE) staff pivoted to responding to these events, whilst endeavouring to maintain business as usual operations.

RELEVANT LAW

Local Government Act 2020 (Vic)

Local Government (Planning and Reporting) Regulations 2020.

Privacy and Data Protection Act 2014

Gender Equality Act 2020
Freedom of Information Act 1982
Equal Opportunity Act 2010

RELATED COUNCIL DECISIONS

Council adopted the Buloke Shire Council Customer Experience Strategy 2022-2025 on 29 June 2022.

OPTIONS

Not applicable.

SUSTAINABILITY IMPLICATIONS

The plan contains a high-level, ambitious Action Plan that outlines achievable actions categorised into 5 goals.

COMMUNITY ENGAGEMENT

Community engagement has been continuous during this period and has involved ongoing evaluation.

As this report is a progress report no additional engagement has been required.

INNOVATION AND CONTINUOUS IMPROVEMENT

Council has many roles in the delivery of the Action Plan including:

- Leader: fostering a customer-focused culture and leadership
- Provider: effective customer experience measurement and improvements
- Facilitator: understanding community needs, ideals, and experiences and fostering partnerships and participation with Customers to inspire their involvement in decision making
- Supporter: advocacy for inclusive and accessible service provision
- Regulator: multi-faceted communication channels through legislation
- Provider: customised and effective communication tools and choices to keep communities connected
- Leader: continuous business improvement and innovation
- Regulator: ensuring sustainability and accountability in engagement practices.

COLLABORATION

Key collaborative bodies in the progression of this strategy include:

- Birchip Cropping Group
- Neighbourhood Houses
- North Central Football, Netball and Hockey League
- Independent publications: Buloke Times, North Central News, Sea Lake and Wycheproof Times Ensign
- Emergency Management Victoria
- Road Safety Promotions Australia
- Victoria Police
- Buloke Men's Sheds
- Buloke Youth Groups
- Charlton Agricultural Society
- Buloke Secondary Schools

FINANCIAL VIABILITY

Most outlined actions aim to utilise internal staff resourcing for advancement. Other actions require securing of funding from other levels of government or inclusion in Council's long term financial planning and budgeting.

REGIONAL, STATE AND NATIONAL PLANS AND POLICIES

The IAP2 (International Association for Public Participation) Australia standards provide a framework for effective public participation and engagement practices.

COUNCIL PLANS AND POLICIES

Long Term Community Vision
Council Plan 2021-2025
Annual Plan Year 2
Customer Experience Strategy
Customer Service Charter
Community Support Policy
Gender Equality Action Plan
Inclusiveness Plan
Complaints Handling Policy
Social Media Policy

TRANSPARENCY OF COUNCIL DECISIONS

This report is brought to an open Council Meeting in the interests of transparency.

CONFLICTS OF INTEREST

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

Goals to be Actioned Year 1	Actions	Progress
Inspire Customer focused culture and leadership	Customer Service Business/Systems Training (incl. health and wellbeing)	Completed: August 2022 - Management Team work-related Violence in a Dynamic Society: Prevention and Resilience workshop. June 2023 - All staff webinar Promoting Wellbeing and Help-Seeking at work. July 2023 – Workplace Mental Health and Wellbeing Customer Service, Finance & Records teams. July – All staff Resilience workshop.
	Customer Service Charter Review	In Progress: Draft presented to EMT, Management Team and Customer Service for consideration. To be tabled for community consultation June 2023 Meeting.
	Rewarding outstanding service	Commenced and ongoing: Notifications internally via Staff Bulletin
	Promote staff as Council Ambassadors	Commenced and ongoing: Vodcasting series and Engagement on projects.
	Internal reviews	Commenced: June 2023 People Matters Survey. Climate and Pulse surveys to be implemented.
	Fully integrate internal communications - introduction of Microsoft Teams and Sharepoint	Completed: August 2022.
Effective customer experience measurement to manage and inform standard improvements	Development of Business Service Plans	Has not commenced.
	Quarterly reporting on Strategy to Council	Postponed: June 2023 half-yearly report herewith.
Understand our Customers, their needs, ideals, and experiences to drive better service	Introduce Translation Information Services	Completed: May 2023 Posters displayed in Customer Service area. Self-guided training provided. Update to policy documents (customer facing) underway.
	Cultural and diversity training	Commenced and ongoing: Staff invited to participate in awareness and training LGBTIQ+ June 2023

		Staff update: Aboriginal and Torres Strait Islander Cultural Diversity Training May 2023
	More face-to-face opportunities in all towns	Commenced and ongoing: Flood Recovery and Town Planning workshops; vodcasts
	Regular update of information on Messages on Hold	Commenced and ongoing: July 2022 Sept 2022 Dec 2022 June 2022 in progress.
	Review of Customer request system	Commenced and ongoing: Bi-monthly Reports to EMT Service gaps identified.
	Regularly evaluate Customer satisfaction of communication channels	Commenced and ongoing: External review of communications Jan 2023.
Customised and effective communication tools, providing choice as well as digital and technological solutions	Improve access to website information	Commenced and ongoing: Utilisation of picture tiles with URL links for better phone accessibility. Increased use of direct URL links to website pages.
	Flexibility in provision of communication and engagement tools	Commenced and ongoing: Introduction of vodcasting and transcriptions trial for deeper discussions. Council Summit Forum Paddock Run initiative received a national award for innovation in engagement and communication.
	Investigation into agile centralised communications toolkit and Customer interface	In progress: Draft toolkit completed for assessment EMT and Management Teams.
Continuous business improvement and streamlining services to be simple and easy	CRMS platform review	Commenced and ongoing: May 2023 Business Case for Social Pinpoint and Consultation Manager and presented to EMV.

to use and access through innovation		
	Investigate e-services and low-code business models	Commenced and ongoing: Introduction of Flipbooks (Economic Development).

Future Goals to be Actioned	Actions	Progress
	Review KPI framework	Commenced: Engagement Audit survey tool in draft.
	Customer journey mapping	Commenced: Trial conducted to follow complete customer inquiry journey for improvement interventions.
	Investigate enhancement of Records Management System and Processes	Commenced: new records system being evaluated.
	Community Grants Concierge	Commenced: Smarty Grants platform identified within 2023-2024 Council budget.

8.2.4 RISK AND RESILIENCE GRANTS PROGRAM

Author's Title: Capital Projects Officer

Department: Infrastructure and Delivery

File No: GS|03|51

Relevance to Council Plan 2021 - 2025

Strategic Objective: Our Built and Natural Environment

PURPOSE

This report is presented to Council to consider utilising \$70,000 from the \$200,000 Grant Opportunity Reserve FY24 in addition to a \$180,000 Council cash commitment in FY25 for the purpose of a co-contribution to support an application for the Risk and Resilience Grant program 2023 (Grant Program). The proposed project to be submitted for funding is the construction of a second demountable prefabricated levee in Donald.

A further recommendation seeks consideration of the Council to delegate the Chief Executive Officer authority to apply for the 2023 Grant Program.

SUMMARY

The Risk and Resilience Grants Program is funded under the National Partnership Agreement on Disaster Risk Reduction (NPA). The NPA aims to reduce the risk and limit the impact of disasters associated with natural hazards on Australian communities and economies and deliver on the priorities and goals of the National Disaster Risk Reduction Framework.

Projects must contribute to at least one outcome under the NPA and fall within the parameters of the NPA's outputs and the National Disaster Risk Reduction Framework's priorities. Projects must also focus on one of the following 3 key themes:

1. Climate change adaption and risk reduction – supporting climate change adaption and mitigation initiatives that reduce disaster risk.
2. Designing for risk and resilience – supporting initiatives that strengthen the resilience of Victoria infrastructure including government and community infrastructure.
3. Managing local and regional risks and building resilience – supporting initiatives that improve understanding of local or regional disaster risks, strengthen accountability for and governance of regional risks, and/or support initiatives that are seeking to directly reduce disaster risk at a local or regional level.

The current funding opportunity is for grants of between \$10,000 and \$250,000 unless the project has been listed in Catchment Authorities Flood Management Strategy which removes the maximum funding limit. Grant funds must be matched by the applicant on at least a dollar-for-dollar basis, either cash or in kind. This can be provided by a single agency or can be from multiple sources (not including the Commonwealth).

Applicants for eligible flood projects have access to funding provided by the Department of Energy, Environment and Climate Action (DEECA), which complements funds from the NPA. For these projects, applicants must demonstrate a funding contribution towards their projects, either cash and/or in-kind, that is equal to at least *one third* of total project costs. This can be provided by a single agency or can be from multiple sources (not including the Commonwealth).

Applications close 4.00pm 10 August 2023 and works should be completed within 12 months from approval unless approval is granted to extend the project completion date by a further 12 months.

The Donald levee is listed in the North Central Catchment Management Authority's (NCCMA) flood management strategy 2018-2028. There is currently one prefabricated levee built on the Goodwin Village side of the river and this project aims to build a second prefabricated demountable levee on the eastern side of the Richardson River along Camp Street near the intersection of Byrne Street in Donald. This prefabricated levee will replace the earthen levee which has historically been built at the time of flood emergency and removed post floods, diverting critical resources away from other flood-response activities.

The funding body has indicated that successful applicants will be notified in November 2023 and the funding agreement will be executed by the end of November 2023. If successful, the project is required to commence by January 2024 and the final project report and acquittal documentation is to be submitted by December 2024 unless approval for extension is granted as referenced above. It is proposed that the Council's application will be for a one third contribution and a 24-month project duration.

RECOMMENDATION

That Council:

1. Approve a financial co-contribution of \$70,000 from the \$200,000 Grant Opportunity Reserve FY24 in addition to a \$180,000 Council cash commitment in FY25 for the purposes of a funding application towards the Risk and Resilience Grants Program 2023.
2. Delegate authority to the Chief Executive Officer to apply for the Risk and Resilience Grants Program 2023; and
3. Authorises the Chief Executive Officer to sign the funding agreement on behalf of the Council should the application be successful.

Attachments: 1 [↓](#) Concept design
2 [↓](#) North Central CMA RFMS Mid Term Implementation Snapshot

DISCUSSION

Donald has 3 earthen levees built across the town: Levee 1 along the Byrne Street, Levee 2 surrounding Goodwin Village with a demountable levee across Camp Street, and Levee 3 along Elizabeth Street. These levees protect rec-reserve, residential houses and businesses in the township of Donald.

During the October 2022 floods, construction of the earthen levee at the intersection of Camp Street and Byrne Street required a 12T loader, 20T loader, 23T excavator, 2.5T excavator and approx. 8 people over a 20-hour period. To remove the earthen levee, a 23T excavator with 2 people working 8-hour days over 3 days were required.

In contract, construction of the existing demountable levee on the Goodwin Village side of Camp Street required a 12T loader and 2 people over a 5-hour period. Additionally, 50m of plastic and approximately 50 sandbags were used to ensure the levee was watertight. A similar amount of time was required for dismantling the levee. The earthen levee was left up during the La Nina forecast period due to the nature of its construction, some 4 months beyond the deconstruction of the demountable levee on the western side of the river.

Construction of a second demountable prefabricated levee, built on Camp Street near the Byrne Street intersection would more than halve the amount of time required to make Donald flood ready and allow up to 6 people and several vital pieces of plant to be reassigned to other flood preparation activities,

followed by another 4 people and plant once the levees were in place. It would also allow the reopening of Camp Street much sooner after the flood danger had passed.

Council officers have engaged RMG/Driscoll for design of the prefabricated demountable levee which will include:

- A feature and level survey.
- Identification of any underground services that may be impacted.
- Identification of works involved in the construction of the levee.
- Concept design of the prefabricated levee showing horizontal and vertical orientation, typical cross section, and any adjacent required.
- Preparation of project cost estimates in close consultation with Council staff.

The demountable prefabricated levee will be above the approximate flood height RL 113.0 which is a minimum 2m above the existing road level. The length of this levee will be approximately 25 to 30m long. This demountable prefabricated levee will be a lightweight system designed for ease of deployment and offer superior flood protection.

The existing earthen levee along Byrne Street will need to be modified to incorporate the new demountable levee and necessary drainage infrastructure such as drainage/junction pits, underground drainage pipes and one-way valves will have to be installed to obtain full benefits of the prefabricated levee.

RELEVANT LAW

The project must align with the NPA, the National Disaster Risk Reduction Framework, State Emergency Management Plan (SEMP) and the Flood Management Strategy 2018-2028.

RELATED COUNCIL DECISIONS

A second demountable levee for Donald township has been identified within the Buloke Shire Council Advocacy Strategy 2023 and was forecast to be included in the FY25 Budget.

OPTIONS

The Council may elect not to pursue this funding opportunity.

SUSTAINABILITY IMPLICATIONS

The demountable prefabricated levee will utilise fewer resources, approximately 60% less than the construction of the earthen levee. This will hasten the preparations for flood emergencies equivalent or lower than 1% Annual Exceedance Probability (that is, a 1:100-year event) which will provide a sense of safety to the town, its residents, and local businesses. With the second levee in place more resources can be allocated to flood preparation in other areas.

COMMUNITY ENGAGEMENT

Post the October 2022 floods, Council along with the NCCMA and Bureau of Meteorology held a meeting at the Donald Shire Office on 7 March 2023 where Donald 2000 members who were part of the emergency response to construct the earthen levee and sandbagging were invited to provide input and feedback regarding the emergency response of the October 2022 floods and highlight the infrastructure required for future flood events.

Council Officers further consulted Donald 2000 and community members later in March 2023 regarding the proposed second demountable prefabricated levee and anticipated benefits.

If Council resolve to accept the recommendations to access the required Council funds and apply for this Risk and Resilience Grant 2023, Officers will:

- Establish a formal project advisory group for the demountable prefabricated levee project, and

- Undertake a proactive media engagement strategy to explain the rationale for Council's decision, the application process, and long-term benefits for the community.

INNOVATION AND CONTINUOUS IMPROVEMENT

The proposed demountable prefabricated Levee will incorporate a lightweight system designed for ease of deployment. It is expected to have a design life of 50 years and the seals between the joints have an estimated typical design life of at least 10 years.

COLLABORATION

Landowners consent will be required from DEECA to undertake the proposed works. A LUA may be necessary as the levee will be built in an area of Aboriginal Cultural Heritage Sensitivity; an application will be submitted to Dja Dja Wurrung Clans Aboriginal Corporation for consideration once detailed designs have been prepared.

A flood mitigation structure such as levee must be registered with the SES and approved by the NCCMA prior to the Council determining whether a works on waterways permit is required. This registration and approval process ensures the ownership, maintenance and deployment of the levee including ensuring it is built to standard so that users can be confident that the design is fit for purpose.

The Buloke Shire Council will be lead agency on this Project and the support agency will be NCCMA. SES have been contacted by the NCCMA to request a letter of support for the project.

FINANCIAL VIABILITY

The total budget forecast for the project is \$750,000 comprising \$250,000 funding from the Commonwealth Government, \$250,000 from the State Government and \$250,000 Council Cash. \$70,000 of this allocation is proposed to be accessed from the Grant Opportunity Reserve FY24 and \$180,000 Council cash contribution in FY25.

It should be noted that any spend committed to through successful funding applications will be subtracted from the available Council funds for capital projects in that financial year. Ongoing maintenance and training requirements should be undertaken every 12 months, with associated costs contained in Council's operational budget.

REGIONAL, STATE AND NATIONAL PLANS AND POLICIES

The proposed Project is listed as one of the priority projects in the NCCMA Flood Mitigation Strategy 2018-2028, aligns with the SEMP and will contribute to outcomes listed in the NPA.

COUNCIL PLANS AND POLICIES

The proposal relates directly to key risks in the Climate Change Mitigation and Adaptation Strategy and looks to address projections of increased rainfall intensity leading to flooding.

The proposal demonstrates a collaborative approach between community forum and community members to address priority issues for the township of Donald.

TRANSPARENCY OF COUNCIL DECISIONS

Council has met its transparency obligations by ensuring consultation has been undertaken with relevant stakeholders within the Donald community.

Council officers have engaged the President of Donald 2000 to seek support and feedback regarding the Project proposal.

CONFLICTS OF INTEREST

No Officers involved in the preparation of this report have a conflict of interest.



Regional Floodplain Management Strategy Mid-term Implementation Snapshot



Acknowledgment of Country

The North Central Catchment Management Authority acknowledges Aboriginal Traditional Owners within the region, their rich culture and spiritual connection to Country. We also recognise and acknowledge the contribution and interest of Aboriginal people and organisations in land and natural resource management.



www.nccma.vic.gov.au



Regional Floodplain Management Strategy implementation - the first five years

44% of priority actions complete or in progress.

Close to **\$7** million investment directly linked to workplan actions has been secured in the region.

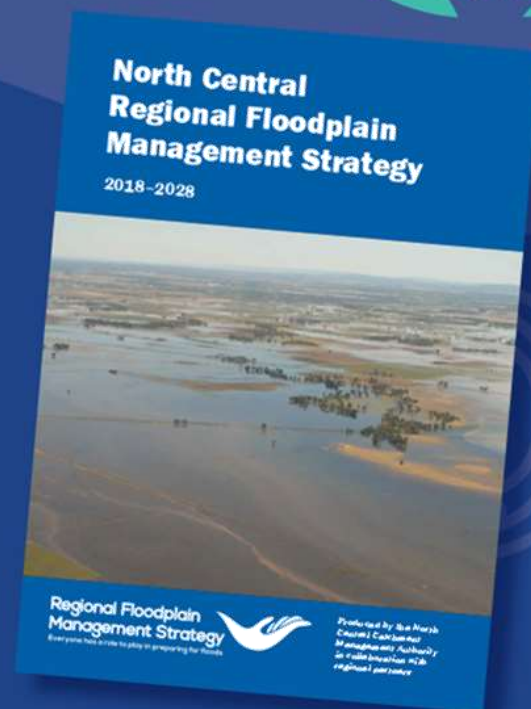
Planning Scheme amendments completed for **10** townships.

Significant investment secured for flood mitigation infrastructure design and construction including:

- Levee construction underway at Carisbrook, Castlemaine and Campbells Creek.
- Levee construction complete at Donald.

Rapid Flood Risk Assessments covering **21** locations complete.

Funding secured to deliver Rapid Flood Risk Assessments covering **11** locations and flood studies at **4** locations.



The next five years of implementation will be guided by the Regional Workplans **141** actions:

- 73 High Priority
- 45 Medium Priority
- 23 Low Priority

Background and introduction

The [North Central Regional Floodplain Management Strategy 2018-2028](#) (RFMS) was developed in 2018 to apply policies, actions, and accountabilities of the Victorian Floodplain Management Strategy at a regional and local scale over the ten-year life of the strategy.

Regional Floodplain Management Strategies were a priority action of the [Victorian Floodplain Management Strategy](#) which was developed in 2016.

The RFMS (strategy) was developed by the North Central Catchment Management Authority (CMA) in partnership with the region's fourteen Local Government Authorities (LGAs), water corporations, Victoria State Emergency Service (VICSES), Traditional Owners, the Department of Energy, Environment and Climate Action, Parks Victoria, Department of Transport and Planning, Bureau of Meteorology, and local communities.

The strategy provides a single, regional planning document for floodplain management for the North Central CMA region including to guide investment priorities.

Strategy implementation is at the mid-way point. This snapshot report offers a summary of progress including achievements and challenges during implementation.

An updated regional workplan is included as part of this report to guide future investment and delivery of regional priorities over the next five years of the strategy.

Our collective vision for floodplain management in the region is one where north central Victorian communities are aware of flooding and are actively taking measures to manage their flood risks to minimise the consequences to life, property, community wellbeing, the economy and the environment.

The RFMS has four objectives:

- 1 Build resilient communities** – through collating and sharing flood risk information.
- 2 Reduce existing flood risk** – by implementing and maintaining flood mitigation infrastructure.
- 3 Avoid future risk** – through effective strategic and statutory land use planning and building controls.
- 4 Manage residual risk** – by improving and coordinating flood warning and response arrangements.

Regional overview

Summary points

- The North Central CMA region covers 13% of Victoria's land area.
- More than 780,000 hectares or over 25% of the region is subject to inundation from a 1% Annual Exceedance Probability (AEP) flood event.
- Climate change presents a significant risk for the region. Flooding is likely to be exacerbated by increased frequency and intensity of rainfall events.

The North Central CMA region covers 13% (about three million hectares) of Victoria. It comprises four inland river catchments, the Campaspe, Loddon, Avoca and Avon-Richardson. Each rise on the northern slopes of the Great Dividing Range and flow northward onto the wide, flat riverine plains of northern Victoria. The catchments form part of the Murray-Darling Basin and extend across fourteen LGAs and seven Traditional Owner groups.

The region's waterways encompass more than 100,000 km of streams and 1,600 wetlands within the region that are known for their significant economic, environmental, cultural, and social values. Flooding is a natural hazard in the region, flash flooding and riverine flooding can and has impacted many populated communities.

More than 780,000 hectares, or 25%, of rural and urban land across the region, under both public and private ownership, is subject to inundation by a 1% AEP (i.e., a 1-in-100-year average recurrence interval) flood.

A Changing Climate

Impacts from climate change to weather patterns are a reality for the region.

This presents a significant bearing to flood risk and the consideration of climate change in planning and flood response is no longer negotiable. Since the development of the strategy, climate change research and scientific evidence about its current and future impacts is more definitive. Recent updates to [Australian Rainfall and Runoff, 2019](#) reflect this.

Flood risks in the region are likely to be exacerbated by increased frequency and intensity of rainfall events. The latest scientific information should now be consistently and transparently applied to all new and updated flood studies and flood modelling and subsequently through planning scheme amendments. The updated workplan reflects this, with several actions to update existing flood studies with climate change scenario modelling to inform future flood planning and response across the region.



Strategy implementation

The strategy and its regional workplan were developed and are implemented in collaboration with local communities and agencies with flood emergency management functions. The regional workplan identifies actions for implementation. It provides guidance and direction for all agencies with floodplain management functions, including local councils, VICSES and CMAs, to align priorities and maximise community benefits with available funding.



Funding

Significant funding, in the order of \$6.8 million, directly linked to workplan actions was secured in the region in the first five years of the strategy implementation.

This includes:

- More than \$3 million to support projects linked to priority actions in the workplan over the past five years through the Risk and Resilience Grants Program.
- More than \$3 million of National Flood Mitigation Infrastructure Program funding to support large flood mitigation projects at Carisbrook and Castlemaine and Campbells Creek.

Significant funding has also been obtained through the federal government's National Flood Mitigation Infrastructure Program for large mitigation projects including the Carisbrook township western levee and the Castlemaine and Campbells Creek levees.

Opportunistic funding has provided additional resources to deliver projects that directly link to priority actions in the regional workplan including the federally funded Central Goldfields Flood Mapping Project through the Preparing Australian Communities Grant.

Lead agencies in the North Central CMA region have been proactive and successful in securing funding to deliver priority actions outlined in the regional workplan. This has supported implementation with 44% or 86 of the initial priority actions complete or with funding secured and in progress.

The delivery of actions is not guaranteed and is dependent on available funding, resources, and the lead agency's ability to deliver. Funding to implement actions outlined in the workplan is typically secured through local or state and federal government investment through grants or other funding opportunities when they arise.

To date, the main source of investment has been the Risk and Resilience Grant Scheme which is administered by Emergency Management Victoria and is funded by one third contribution between federal and state governments and the lead agency.



The spring 2022 flood event and the RFMS

Large, widespread, and sustained flooding occurred across the North Central CMA region from mid-October 2022. These floods were catchment wide, impacting the Loddon, Avoca, Avon Richardson, and Campaspe catchments as well as the Murray River. Flash flooding impacted towns in the upper catchments and riverine flooding impacted many townships in the region and large areas of rural land along these floodplains.

For some areas, the floods were the largest on record with devastating impacts for communities such as Rochester. Only ten years prior Rochester was impacted by then record-breaking floods. The impacts of climate change are now very real for the region and must be considered in all flood planning and response.

The spring 2022 floods highlighted the importance of strategy implementation including recognition that work undertaken by various stakeholders between floods makes a difference to flood preparedness and response.

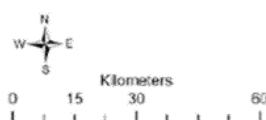
Overall communities within the North Central CMA region were better positioned to respond to the floods of spring 2022 when compared with flooding of 2010-2011. This can be attributed to investment in flood studies, mitigation planning and infrastructure across the region.

Recent flooding has highlighted the importance of continuing the critical work that helps our region and its communities respond to and plan for the next flood event.

The mid-term review includes key learnings from the recent floods that have helped refresh priorities for the region.

Indicative October 2022 flood extent across the North Central CMA region

- Main Towns
- North Central CMA
- Indicative Flood Extent





Implementation challenges

Implementation of the strategy has been challenging for lead agencies particularly local government. Local government bodies have a limited rate base and ability to raise revenue to invest in actions which will deliver new flood studies, new flood mitigation infrastructure and/or new community services.

The main source of funding to support the delivery of actions, the Risk and Resilience Grants, requires a one third co-contribution by the lead agency. For local government, and other lead agencies, providing this one third contribution to support the delivery of projects has been challenging therefore some high priority actions have not progressed.

In addition, there have been significant staff shortages in various skill sets such as planning, building, and engineering in recent years. This has further reduced the capacity of local government bodies to deliver extra projects while undertaking business-as-usual activities within existing resource constraints.

Despite this, collaboration between lead and supporting agencies has helped overcome some constraints. For example, North Central CMA in its implementation role has supported a number of LGAs to overcome resourcing and funding challenges by assisting with the preparation of applications, project scopes and the project management of some projects including flood mapping projects.

It is important to note that LGAs resourcing and funding challenges could be compounded over the next five years of the strategy implementation. This is partly due to many of the region's municipalities being severely impacted by recent flooding and now being in a flood recovery stage. It could be difficult for lead agencies to deliver actions in the strategy and the need for further innovation and efficiency will be required.

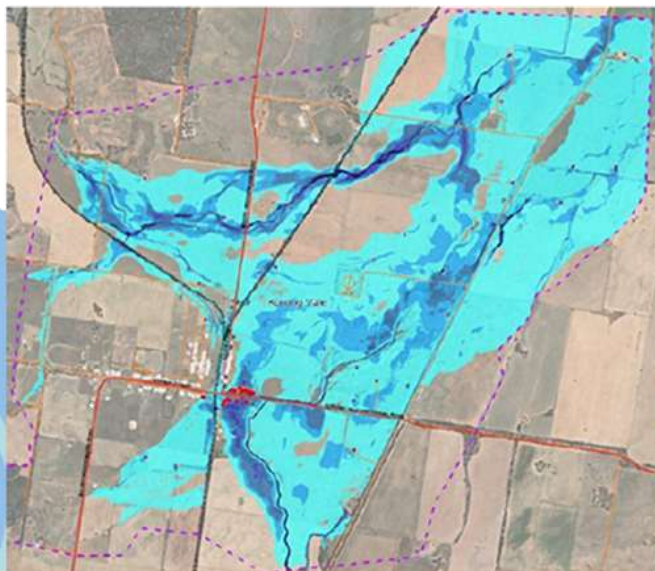
A more efficient approach to flood mapping projects through Rapid Flood Risk Projects

In 2020 North Central CMA delivered the Rapid Flood Risk Assessment project which was co-funded by the federal and state governments through the Natural Disaster Resilience Grants Scheme (NDRGS). This project enabled the development of flood mapping and the assessment of the flood risk for 21 townships across eight municipalities in the region. These townships were identified through extensive consultation with local councils, VICSES, relevant agencies and local communities through the development of the Regional Floodplain Management Strategy. Although these townships were generally recognised as having some level of flood risk, considered independently they would have been unlikely to warrant a detailed flood study. Therefore, the Rapid Flood Risk Assessment project was proposed as an efficient and cost-effective approach for producing robust flood information for multiple geographical locations within the typical time and budget of a single detailed study.

This project addressed approximately 25% of the flood study actions identified in the regional workplan. Furthermore, the information is also essential to inform land use and development planning, improve emergency management planning and response through the incorporation of flood intelligence, and prioritise townships which warrant further detailed mitigation studies to address the identified flood risk.

Due to the success of this project, a second Rapid Flood Risk Assessment project was funded in 2022 through the Risk and Resilience Grants Program, covering eight townships and three larger rural areas.

Figure: **An example of the output mapping from a Rapid Flood Risk Assessment at Korong Vale.**



Achievements

Summary points

- The regional workplan identified and prioritised 194 actions.
- 53 actions complete.
- 33 actions currently in progress with funding secured.
- In summary, 44% or 86 priority actions are complete or in progress.

Regional priority	Key achievements	Actions complete
Priority One: Update planning controls to reflect the best available information.	Flood related Planning Scheme Amendments complete: <ul style="list-style-type: none"> - Carisbrook and Dunolly- Central Goldfields Shire - Creswick and Clunes - Hepburn Shire Council - Castlemaine, Campbells Creek, and Chewton - Mount Alexander Shire - Charlton and Donald - Buloke Shire - Heathcote - City of Greater Bendigo 	7
Priority Two: Construct new flood mitigation infrastructure, resolving ownership and maintenance accountabilities, and improving floodplain function.	Complete: <ul style="list-style-type: none"> - Quambatook flood mitigation levee In progress: <ul style="list-style-type: none"> - Carisbrook flood mitigation works - Castlemaine and Campbells Creek flood mitigation works - Koondrook levee design - Detailed assessment and investigation Epsom-Huntly levees - St Arnaud Flood Study detailed design of recommended mitigation actions 	10
Priority Three: Address gaps in flood knowledge through flood mapping projects.	Complete: <ul style="list-style-type: none"> - Rapid Flood Risk Assessment project covering 21 locations. - Upper and lower Avoca flood mapping In progress: <ul style="list-style-type: none"> - Echuca, Moama Torrumbarry Flood Study - Harcourt Flood Study - Korong Vale Flood Study - St Arnaud Flood Study - Rapid Flood Risk Assessment project covering 11 locations 	23
Priority Four: Improve preparedness for flood emergencies.	Complete: <ul style="list-style-type: none"> - Automated Gauge for Donald - Updated flood prediction service for Charlton - Installation of gauge board for Creswick - Resilient Rochester 	12
Priority Five: Educate agencies and individuals on the roles and responsibilities in floodplain management.	Business as usual <ul style="list-style-type: none"> - Delivery of communication plan and educational and/or promotional collateral regarding floodplain and waterway management policies, accountabilities, and actions. 	1
Priority Six: Incorporate Traditional Owner knowledge into floodplain management activities.	This priority remains a focus: <ul style="list-style-type: none"> - A grant application submitted for a project in Gannawarra Shire, however the submission was unsuccessful in securing funding. 	0
Priority Seven: Create a flood-resilient transport network.	This priority remains a focus: <ul style="list-style-type: none"> - A grant application submitted for a project identifying key transport routes however the submission was unsuccessful in securing funding. 	0

Improvements to flood warning and mitigation

Levees and other mitigation work constructed since the 2010-11 flood events mitigated flooding in October 2022 for several townships including Charlton, Quambatook, and Donald.

The flood at Charlton was slightly greater in magnitude than the September 2010 flood event, which resulted in approximately 70-80 properties experiencing over floor inundation.

However, the flood impacts were far less during the October 2022 flood event, with less than five properties inundated over floor. This was due to improvements undertaken by Buloke Shire Council including drainage upgrades, construction of a floodway and a low-level levee bank as well as alterations to impediments in the floodplain.

Photo: Members of the project steering committee for the Donald Flood Management Plan walking along a completed section of the Donald Township Levee, 2017.

Updated regional workplan

Summary points

- A review of the regional workplan has resulted in 141 actions prioritised for completion over the next five years.
- The flood events of spring 2022 have identified new priorities.
- Several actions have been consolidated to improve efficiency.
- Several existing flood studies are a decade old and require updates to include climate change scenario modelling and modelling larger magnitude flood events.

At the half-way mark of the 10-year strategy, a review of the workplan was undertaken with lead agencies. The review provided an opportunity for lead agencies to review their actions in the workplan, provide updates and reprioritise to ensure actions are appropriate for the next five years of the strategy. Recent flood events, such as spring 2022, have highlighted new priorities, that have also been included in the updated workplan through this review process.

Priorities have shifted in some instances and several actions are consolidated or removed as they are no longer a priority.

There are now 141 total actions in the regional workplan, each aligning with regional priorities and objectives of the RFMS. Each action is prioritised, has a lead agency, and estimated costs (high, medium, and low) included.

There are 52 new actions identified in the regional workplan including:

- The consolidation of previous actions into projects that are better defined, targeted and/or larger in scale to improve efficiency in delivery and project management.
- New flood studies and updates to existing flood studies.
- Next step or follow on projects resulting from the completion of initial scoping and design or flood studies i.e., mitigation works/construction, planning scheme amendments or more detailed flood studies.

Delivery of all actions over the next five years is dependent on available funding, resources, and the lead agency's ability to deliver.



Photo: VICSES and community volunteers working together during the Spring 2022 floods. Photo Credit: VICSES – Castlemaine Unit

Summary of total Regional Workplan Actions for the next five years

Regional priority	Total actions	In progress	Not yet started
Update planning controls to reflect the best available information	30	4	26
Construct new flood mitigation infrastructure, resolving ownership and maintenance accountabilities, and improving floodplain function	37	9	28
Address gaps in flood knowledge through flood mapping projects	41	18	23
Improve preparedness for flood emergencies	21	2	19
Educate agencies and individuals on the roles and responsibilities in floodplain management	This is now business as usual.		
Incorporate Traditional Owner knowledge into floodplain management activities	2	0	2
Create a flood-resilient transport system	10	0	10
Total	141	33	108



Addressing gaps in flood knowledge through flood mapping projects

Flood studies completed since 2011 have provided valuable mapping and intelligence for dozens of towns in our region. This allowed for a much better prepared and effective response in supporting the lead agency for flooding, the Victorian State Emergency Service (VICSES) during the recent flood event. Further studies have been included in the workplan review to extend the available information, review, and update existing studies, include climate change scenario modelling, and consider recent flooding.

An update to the Rochester Flood Management Plan, 2013 is a new, high priority action in the workplan in response to recent record-breaking floods.

The Rochester community was devastated by the October 2022 flood event; despite improved flood warnings, education and information following the 2011 flood event and the communities' best efforts to be prepared in the days leading up to the floods.

The flood was substantially larger than the previous record-breaking flood of January 2011. It exceeded all previously modelled floods including the 0.5% Annual Exceedance Probability (AEP) or 1 in 200-year Average Recurrence Interval (ARI) flood by 300 mm at the Rochester Town Gauge. Initial predictions indicate this flood was far greater than the 1 in 500-year ARI flood event.

Prior to this recent flood, Rochester experienced significant flooding from the Campaspe River just over a decade earlier in January 2011. The January 2011 flood was the largest recorded flood at the time, impacting 80% of the town and was in the order of a 1% AEP flood or 1 in 100-year ARI flood event.

There is now an urgent need to better understand the flood risk for Rochester for the full range of flood events, modelling must also include climate change scenarios and updated flood mapping to inform flood planning and response. It will also be vital to revisit potential mitigation options for the town. This is now included as a new, high priority action in the regional workplan.



Photo: A flood marker in Rochester, highlights the size of the October 2022 event compared with previous record-breaking floods.

Appendix 1: Regional workplan

Table 1: **Regional workplan priorities and actions for the North Central Regional Floodplain Management Strategy**

Status^ Key



No longer a priority



Existing priority, not yet started



Existing priority, in progress



New priority, not yet started



Completed

Regional Priority 1:				Update planning controls to reflect the best available information						
Unique ID	Region	Regional Priority	RFMS ID	Lead Agency	Supporting Agency	Action	Cost*	Expected completion	Priority	Status^
101	Regional	P1	R.101	North Central CMA	LGAs, DEECA	Identify and coordinate a region-wide collaborative approach to updating planning schemes.	Medium	1-2 years	High	▶
102	Ballarat	P1	CoB.101	City of Ballarat	North Central CMA	Extend the Environmental Significance Overlay to all waterways within the North Central CMA boundaries of the City of Ballarat.	Low	4+ years	Low	✕
103	Bendigo	P1	CGB.101	City of Greater Bendigo	North Central CMA	Update planning controls for Heathcote.	✓			
104	Bendigo	P1	CGB.102	City of Greater Bendigo	North Central CMA	Update planning controls for Marong.	Low	1-2 years	High	▶
105	Bendigo	P1	CGB.103	City of Greater Bendigo	North Central CMA	Update planning controls from rural flood studies (e.g., Axe Creek, Campaspe River, Bullock Creek).	Low	1-2 years	High	✕
106	Bendigo	P1	CGB.104	City of Greater Bendigo	North Central CMA	Update planning controls after flood mitigation works have been implemented.	Low	4+ years	Low	✕
107	Buloke	P1	B.101	Buloke Shire	North Central CMA	Update planning controls for Charlton.	✓			

Regional Priority 1:				Update planning controls to reflect the best available information						
Unique ID	Region	Regional Priority	RFMS ID	Lead Agency	Supporting Agency	Action	Cost*	Expected completion	Priority	Status*
108	Buloke	P1	B.102	Buloke Shire	North Central CMA	Update planning controls for Donald.	✓			
149	Buloke	P1	B.106	Buloke Shire	North Central CMA	Update flood related planning controls for Buloke Shire upon completion of flood studies.	Low	3-4 years	Medium	C
112	Campaspe	P1	C.101	Campaspe Shire	North Central CMA	Update planning controls for Rochester.	Low	1-2 years	High	▶
114	Campaspe	P1	C.103	Campaspe Shire	North Central CMA	Review and update existing planning controls and schedules for Campaspe Shire.	Low	1-2 years	Medium	✕
115	Campaspe	P1	C.104	Campaspe Shire	North Central CMA	Update planning controls for Echuca.	Low	1-2 years	Medium	✕
116	Campaspe	P1	C.105	Campaspe Shire	North Central CMA	Update planning controls from rural flood studies (e.g. Mount Hope Creek, Campaspe River, Mount Pleasant Creek).	Low	4+ years	Low	✕
117	Central Goldfields	P1	CG.101	Central Goldfields Shire	North Central CMA	Update planning controls for Maryborough.	Low	1-2 years	High	✕
118	Central Goldfields	P1	CG.102	Central Goldfields Shire	North Central CMA	Update planning controls for Carisbrook.	✓			
119	Central Goldfields	P1	CG.103	Central Goldfields Shire	North Central CMA	Update planning controls for Dunolly.	✓			
120	Central Goldfields	P1	CG.104	Central Goldfields Shire	North Central CMA	Update planning controls from rural flood studies (e.g. Bealiba, Timor-Bowervale).	Low	3-4 years	Medium	✕
150	Gannawarra	P1	G.105	Gannawarra Shire	North Central CMA	Undertake a Shire Wide Planning Scheme Amendment.	Medium	3-4 years	Medium	C


Regional Priority 1:				Update planning controls to reflect the best available information						
Unique ID	Region	Regional Priority	RFMS ID	Lead Agency	Supporting Agency	Action	Cost*	Expected completion	Priority	Status*
125	Hepburn	P1	H.101	Hepburn Shire	North Central CMA	Update planning controls for Creswick and Clunes.	✓			
126	Hepburn	P1	H.102	Hepburn Shire	North Central CMA	Update planning controls for Trentham.	Low	3-4 years	Medium	✗
148	Hepburn	P1	H.103	Hepburn Shire	North Central CMA	Update planning controls for Glenlyon.	Low	1-2 years	High	📋
151	Loddon	P1	L.106	Loddon Shire	North Central CMA	Undertake a Shire Wide Planning Scheme Amendment.	Low	1-2 years	High	📋
132	Macedon Ranges	P1	MR.101	Macedon Ranges Shire	North Central CMA	Update planning controls for Woodend.	Low	1-2 years	High	✗
133	Mount Alexander	P1	MAS.101	Mount Alexander Shire	North Central CMA	Update planning controls for Newstead.	Low	1-2 years	High	✗
134	Mount Alexander	P1	MAS.102	Mount Alexander Shire	North Central CMA	Update planning controls for Harcourt.	Low	1-2 years	High	✗
135	Mount Alexander	P1	MAS.103	Mount Alexander Shire	North Central CMA	Update planning controls from rural flood studies (e.g., Campbells Creek (rural) and Muckleford Creek).	Low	3-4 years	Medium	✗
136	Mount Alexander	P1	MAS.104	Mount Alexander Shire	North Central CMA	Update planning controls for Maldon.	Low	4+ years	Low	✗
137	Mount Alexander	P1	MAS.105	Mount Alexander Shire	North Central CMA	Update planning controls for Castlemaine, Campbells Creek, and Chewton.	✓			
138	Northern Grampians	P1	NG.101	Northern Grampians Shire	North Central CMA	Update planning controls for St Arnaud.	Low	1-2 years	High	✗
139	Northern Grampians	P1	NG.102	Northern Grampians Shire	North Central CMA	Update planning controls for Richardson River and Avon River catchments.	Low	4+ years	Low	✗

Regional Priority 1:				Update planning controls to reflect the best available information						
Unique ID	Region	Regional Priority	RFMS ID	Lead Agency	Supporting Agency	Action	Cost*	Expected completion	Priority	Status*
140	Northern Grampians	P1	NG.103	Northern Grampians Shire	North Central CMA	Update planning controls for the Avoca River.	Low	3-4 years	Medium	✗
146	Northern Grampians	P1	NG.104	Northern Grampians Shire	North Central CMA	Update planning controls for Mamoo.	Low	1-2 years	High	🔄
141	Pyrenees	P1	P.101	Pyrenees Shire	North Central CMA	Update planning controls for Avoca, Amphitheatre and Natte Yallock.	Low	1-2 years	High	▶
142	Pyrenees	P1	P.102	Pyrenees Shire	North Central CMA	Update planning controls for Lexton.	Low	1-2 years	High	✗
143	Pyrenees	P1	P.103	Pyrenees Shire	North Central CMA	Update planning controls for Waubra.	Low	4+ years	Low	✗
144	Swan Hill	P1	SH.101	Swan Hill Rural City	North Central CMA	Update planning controls for Tyntynder Flats, Swan Hill, Pental Island and Woorinen.	Low	1-2 years	High	✗
145	Swan Hill	P1	SH.102	Swan Hill Rural City	North Central CMA	Update planning controls for Lower Loddon and Avoca floodplains, based on regional flood mapping.	Low	1-2 years	High	✗

Regional Priority 2:				Construct new flood mitigation infrastructure; resolving ownership and maintenance accountabilities; and improving floodplain function						
Unique ID	Region	Regional Priority	RFMS ID	Lead Agency	Supporting Agency	Action	Cost*	Expected completion	Priority	Status*
203	Regional	P2	R.203	North Central CMA	LGAs	<p>Investigate the current situation and potential future options for improved floodplain function in identified areas, including but not limited to:</p> <ul style="list-style-type: none"> The lakes system from Kerang to the Little Murray River outfall (including investigation of 6/7 Channel, the Washpen Creek and levees and the Sheepwash Creek and levees). <p>Investigate installation of regulating structure on Sheepwash Creek:</p> <ul style="list-style-type: none"> Lake Meran and surrounds, including outlet structure an floodway. The Avoca River downstream of Quambatook, particularly Hogan's Weir and Farley's Weir, diverting flows to Sandhill Lake, Lake Lookout and the Back Creek, and issues with flooding over the Kerang-Quambatook Road. Additional sites identified in consultation with the community. 	Medium	1-2 years	High	✕
244	Regional	P2	R.204	North Central CMA	LGAs	Investigate drainage course declarations in areas of high residual water risk.	Medium	3-4 years	Medium	C
245	Regional	P2	R.205	North Central CMA	LGAs	Identify and investigate ring levees for houses where appropriate.	Medium	3-4 years	Medium	C
250	Regional	P2	R.206	North Central CMA	LGAs & VICSES	Deliver Levees: Flood readiness and response strategies project.	High	1-2 years	High	C
204	Bendigo	P2	CGB.201	City of Greater Bendigo	North Central CMA, DEECA, Parks Vic	Formalise management arrangements for Bendigo Creek Levee Stage One: Undertake flood modelling.	✓			
251	Bendigo	P2	CGB.204	City of Greater Bendigo	North Central CMA, DEECA, Parks Vic	Formalise management arrangements Bendigo Creek Levee Stage Two: Detailed design.	Low	1-2 years	High	▶

Regional Priority 2:				Construct new flood mitigation infrastructure; resolving ownership and maintenance accountabilities; and improving floodplain function.						
Unique ID	Region	Regional Priority	RFMS ID	Lead Agency	Supporting Agency	Action	Cost*	Expected completion	Priority	Status^
252	Bendigo	P2	CGB.205	City of Greater Bendigo	North Central CMA, DEECA, Parks Vic	Formalise management arrangements Bendigo Creek Levee Stage Three: Construction.	High	3-4 years	Medium	C
241	Bendigo	P2	CGB.203	City of Greater Bendigo	North Central CMA, DEECA, Parks Vic, Vic Track	Complete detailed design and construction of Racecourse Creek Levee and formalise ongoing management and maintenance arrangements.	High	1-2 years	High	C
205	Bendigo	P2	CGB.202	City of Greater Bendigo	North Central CMA, DEECA, Parks Vic	Formalise management arrangements for the constructed (lined) section of Bendigo Creek.	✓			
206	Buloke	P2	B.201	Buloke Shire	North Central CMA	Determine community support and financial viability for constructing Charlton flood mitigation levee treatments and associated works (this may include improvements to town drainage to ensure the integrity of the levees).	✓			
239	Buloke	P2	B.203	Buloke Shire	North Central CMA	Investigate and design works to reduce the risk and frequency of flooding in Charlton including reinstating natural flow paths to the east of Charlton.	Medium	1-2 years	High	C
240	Buloke	P2	B.204	Buloke Shire	North Central CMA	Construct community supported works to reduce the risk/frequency of flooding in Charlton.	High	3-4 years	Medium	C
242	Buloke	P2	B.205	Buloke Shire	North Central CMA	Develop a waterway management plan for the Lower Avoca River.	Low	3-4 years	Medium	C
247	Buloke	P2	B.206	Buloke Shire	North Central CMA	Upgrade Donald Levee to include demountable sections on Donald Levee to replace the existing earthen fill sections.	High	1-2 years	High	C
208	Campaspe	P2	C.201	North Central CMA	Campaspe Shire, Gannawarra Shire	Investigate the future of the Torrumbarry levees and define permitted works and ongoing management arrangements.	Medium	1-2 years	High	X
209	Campaspe	P2	C.202	Campaspe Shire	North Central CMA	Undertake feasibility assessment for identified flood mitigation works at Rochester as per Rochester Flood Management Plan 2013.	✓			

Regional Priority 2:				Construct new flood mitigation infrastructure; resolving ownership and maintenance accountabilities; and improving floodplain function.						
Unique ID	Region	Regional Priority	RFMS ID	Lead Agency	Supporting Agency	Action	Cost*	Expected completion	Priority	Status*
210	Campaspe	P2	C.203	Campaspe Shire	North Central CMA	Invest in mobile pumps for flood water management.	Medium	1-2 years	High	✗
211	Campaspe	P2	C.204	Campaspe Shire	North Central CMA	Upgrade flood valves around Echuca and Rochester to an automated system.	Medium	1-2 years	High	✗
213	Central Goldfields	P2	CG.202	Central Goldfields Shire	North Central CMA	Undertake ongoing management of drains through Carisbrook.	✔ and now business as usual			
214	Central Goldfields	P2	CG.203	Central Goldfields Shire	North Central CMA, DEECA	Develop an agreed waterway management plan for the urban area of Carisbrook.	✔			
215	Central Goldfields	P2	CG.204	Central Goldfields Shire	North Central CMA	Complete implementation of flood mitigation works at Carisbrook. This includes: (1) western floodway and levee to divert overland flows to the west of the township, (2) a smaller levee near Williams Road to divert additional overland flow into McCallums Creek, and (3) a non-return valve on culverts under Landrigan Rd near Camp St.	High	1-2 years	High	▶
216	Central Goldfields	P2	CG.205	Central Goldfields Shire	North Central CMA	Design and construct priority flood mitigation works as per Dunolly Flood Investigation 2014.	✔			
217	Gannawarra	P2	G.201	Gannawarra Shire	North Central CMA	Design and construct priority flood mitigation works as outlined in the Quambatook Flood Management Plan 2013.	✔			
219	Gannawarra	P2	G.203	North Central CMA	Gannawarra Shire	Investigate community's desire and willingness for ongoing management of levees along the Murray River, Pyramid Creek, Gunbower Forest and Loddon River. Implement ongoing management arrangements.	Medium	3-4 years	Medium	✗
243	Gannawarra	P2	G.204	Gannawarra Shire	North Central CMA	Complete design and construction of Koondrook levee upgrade.	High	1-2 years	High	🏗️
246	Gannawarra	P2	G.205	Gannawarra Shire	North Central CMA	Investigate mitigation options for Golf Links Estate Cohuna.	Medium	3-4 years	Medium	🏗️

Regional Priority 2:				Construct new flood mitigation infrastructure; resolving ownership and maintenance accountabilities; and improving floodplain function.						
Unique ID	Region	Regional Priority	RFMS ID	Lead Agency	Supporting Agency	Action	Cost*	Expected completion	Priority	Status*
248	Gannawarra	P2	G.206	Gannawarra Shire	DTP	Undertake an investigation into the potential flood mitigation benefit of a low level weir on the Loddon River to divert water around Kerang via a third bridge over the Murray Valley Highway.	Medium	3-4 years	Medium	
220	Hepburn	P2	H.201	Hepburn Shire	North Central CMA	Undertake further investigations into the local drainage issues and potential stormwater mitigation works for Clunes.	Low	3-4 years	Medium	✗
221	Hepburn	P2	H.202	Hepburn Shire	North Central CMA	Undertake a detailed investigation into drainage issues in Creswick.	Medium	3-4 years	Medium	✗
222	Hepburn	P2	H.203	Hepburn Shire	North Central CMA	Undertake ongoing management of drains through Creswick and Clunes.	Low	Ongoing - as required	High	✗
223	Hepburn	P2	H.204	Hepburn Shire	North Central CMA	Review of Clunes Flood Mitigation and Urban Drainage Plan. Further investigate and provide opportunity for the community to comment on levee options.	Medium	1-2 years	High	✗
224	Hepburn	P2	H.205	Hepburn Shire	North Central CMA	Develop a levee management system (maintenance plan) for the Creswick levees and associated drainage infrastructure.	Low	1-2 years	High	▶
225	Loddon	P2	L.201	North Central CMA	Loddon Shire	Review Serpentine to Boort floodplain Management Plan, including an extension of the plan to include floodways and road crossings in the Yando area, and to include a review of the impacts of changes to the Flume Creek bridge on Boort-Pyramid Road (near Durham Ox).	Medium	4+ years	Low	✗
226	Loddon	P2	L.202	Loddon Shire	North Central CMA	Investigate protection of old Inglewood Reservoir.	✓			

Regional Priority 2:				Construct new flood mitigation infrastructure; resolving ownership and maintenance accountabilities; and improving floodplain function.						
Unique ID	Region	Regional Priority	RFMS ID	Lead Agency	Supporting Agency	Action	Cost*	Expected completion	Priority	Status*
227	Loddon	P2	L.203	Loddon Shire	North Central CMA	Construct mitigation works at Pyramid Hill.	High	3-4 years	Medium	▶
228	Loddon	P2	L.204	Loddon Shire	North Central CMA	Construct mitigation works at Serpentine.	High	4+ years	Low	✕
229	Loddon	P2	L.205	Loddon Shire	North Central CMA	Construct mitigation works at Boort.	High	1-2 years	High	▶
249	Loddon	P2	L.206	Loddon Shire	North Central CMA	Implement recommended mitigation options from Korong Vale Flood Study.	High	3-4 years	Medium	⏸
230	Macedon Ranges	P2	MR.201	Macedon Ranges Shire	North Central CMA	Develop a levee management system (maintenance plan) for the Woodend levee.	Low	1-2 years	High	✕
231	Macedon Ranges	P2	MR.202	Macedon Ranges Shire	North Central CMA	Complete construction of Woodend Detention dam.	✓			
232	Mount Alexander	P2	MAS.201	Mount Alexander Shire	North Central CMA	Implement recommended mitigation options of Castlemaine, Campbells Creek and Chewton flood Management Plan (levees and minor creek improvement works).	High	1-2 years	High	▶
233	Mount Alexander	P2	MAS.202	Mount Alexander Shire	North Central CMA	Upgrade and resolve ownership and maintenance arrangements for Newstead levee.	High	1-2 years	High	✕
241	Mount Alexander	P2	MAS.203	Mount Alexander Shire	North Central CMA	Upgrade and resolve ownership, management and maintenance arrangements for gates and pumps associated with the Newstead levee.	Medium	1-2 years	High	⏸
234	Northern Grampians	P2	NG.201	Northern Grampians Shire	North Central CMA	Implement recommended mitigation options from St Arnaud Flood Study.	High	1-2 years	High	▶










Regional Priority 2:				Construct new flood mitigation infrastructure; resolving ownership and maintenance accountabilities; and improving floodplain function.						
Unique ID	Region	Regional Priority	RFMS ID	Lead Agency	Supporting Agency	Action	Cost*	Expected completion	Priority	Status*
236	Northern Grampians	P2	NG.203	North Central CMA	Northern Grampians Shire	Investigate reconnecting natural flood flows to Lake Batyo Catyo.	Medium	1-2 years	High	▶
237	Swan Hill	P2	SH.201	North Central CMA	Swan Hill Rural City	Investigate community's desire and willingness for ongoing management of Pental Island levees and Pental Island floodway. Implement ongoing management arrangements.	Medium	1-2 years	High	▶
238	Swan Hill	P2	SH.202	North Central CMA	Swan Hill Rural City, GMW	Investigate community's desire and willingness for ongoing management of Little Murray River levees, Tyntynder Flats levees, Avoca Floodway and Avoca Outfall. Implement ongoing management arrangements.	Medium	3-4 years	Medium	✕

Regional Priority 3:				Address gaps in flood knowledge through flood mapping projects						
Unique ID	Region	Regional Priority	RFMS ID	Lead Agency	Supporting Agency	Action	Cost*	Expected completion	Priority	Status*
301	Regional	P3	R.301	DEECA	North Central CMA	Complete regional flood mapping for Lower Loddon and Lower Avoca.	Medium	1-2 years	High	▶
303	Bendigo	P3	CGB.301	City of Greater Bendigo	North Central CMA	Undertake a flood mitigation study for the Bendigo urban area.	✓			
304	Bendigo	P3	CGB.302	City of Greater Bendigo	North Central CMA	Undertake a high-level gap analysis of rural flood mapping in City of Greater Bendigo region.	Low	4+ years	Low	✕
305	Bendigo	P3	CGB.303	City of Greater Bendigo	North Central CMA	Undertake a rapid flood risk assessment for Redesdale.	✓			

Regional Priority 3: Address gaps in flood knowledge through flood mapping projects				Address gaps in flood knowledge through flood mapping projects						
Unique ID	Region	Regional Priority	RFMS ID	Lead Agency	Supporting Agency	Action	Cost*	Expected completion	Priority	Status*
306	Bendigo	P3	CGB.304	City of Greater Bendigo	North Central CMA	Undertake a flood mitigation study for the Bendigo urban area.	Medium	4+ years	Low	▶
307	Bendigo	P3	CGB.305	City of Greater Bendigo	North Central CMA	Undertake a flood mitigation study for the Kangaroo Flat/Golden Square area, considering climate change scenarios (when available) and revised Australian Rainfall and Runoff guidance. The study will consider best practice advocated by Australian Rainfall and Runoff, and any updated information from CSIRO or other agencies to improve regional estimates of climate change impacts.		✓		
308	Bendigo	P3	CGB.306	City of Greater Bendigo	North Central CMA	Future review of the Bendigo Urban Flood Study to consider climate change scenarios (when available) and revised Australian Rainfall and Runoff guidance. The review will consider best practice advocated by Australian Rainfall and Runoff, and (updated) information from CSIRO or other agencies to improved regional estimates of climate change impacts.		✓		
309	Bendigo	P3	CGB.307	City of Greater Bendigo	North Central CMA	Undertake a flood study for Marong.		✓		
366	Bendigo	P3	CGB.308	City of Greater Bendigo	North Central CMA	Heathcote Flood Study update.	Medium	3-4 years	Medium	C
370	Bendigo	P3	CGB.309	North Central CMA	North Central CMA	Undertake shire based regional mapping for areas not currently mapped.	Medium	3-4 years	Medium	C
313	Buloke	P3	B.304	Buloke Shire	North Central CMA	Undertake a flood study, including irrigation channel and informal levees, for Tyrrell Creek.		✓		
314	Buloke	P3	B.305	Buloke Shire	North Central CMA	Undertake a flood study, including irrigation channel and informal levees, for Lalbert Creek.		✓		

Regional Priority 3:				Address gaps in flood knowledge through flood mapping projects						
Unique ID	Region	Regional Priority	RFMS ID	Lead Agency	Supporting Agency	Action	Cost*	Expected completion	Priority	Status*
316	Buloke	P3	B.307	Buloke Shire	North Central CMA	Undertake a flood study, including irrigation channel and informal levees, for Mosquito Creek/North-East floodplains Stream.	✓			
362	Buloke	P3	B.309	Buloke Shire	Buloke Shire	Undertake Shire wide flood modelling project that includes: <ul style="list-style-type: none"> Regional mapping for priority areas not currently mapped. Update of detailed flood modelling for Charlton and Donald. Detailed flood mapping for Wycheproof. Investigation into the impact of channel decommissioning. 	High	1-2 years	High	C
318	Campaspe	P3	C.301	Campaspe Shire	North Central CMA	Undertake a flood study for Echuca and Torrumbary, include calibration with October 2022 flood event.	Medium	1-2 years	High	▶
320	Campaspe	P3	C.303	Campaspe Shire	North Central CMA	Conduct a rapid flood risk assessment for the area between the Campaspe River and Mt Hope Creek north of Rochester to the Murray River.	Medium	3-4 years	Medium	▶
321	Campaspe	P3	C.304	North Central CMA	Campaspe Shire	Conduct a rapid flood risk assessment for Axe Creek and Campaspe River downstream of Lake Eppalock to Rochester, and including Mt Pleasant Creek and the townships of Axedale and Elmore.	Medium	1-2 years	High	▶
364	Campaspe	P3	C.305	Campaspe Shire	North Central CMA	Rochester Flood Management Plan update.	High	1-2 years	High	C
375	Campaspe	P3	C.306	North Central CMA	North Central CMA	Undertake shire based regional mapping for areas not currently mapped.	Medium	4+ years	Low	C
323	Central Goldfields	P3	CG.301	Central Goldfields Shire	North Central CMA	Undertake flood study for Maryborough.	Medium	1-2 years	High	▶
324	Central Goldfields	P3	CG.302	Central Goldfields Shire	North Central CMA	Undertake a rapid flood risk assessment across whole of Central Goldfields Shire to determine priorities for new mapping projects.	Medium	1-2 years	High	▶









Regional Priority 3:				Address gaps in flood knowledge through flood mapping projects						
Unique ID	Region	Regional Priority	RFMS ID	Lead Agency	Supporting Agency	Action	Cost*	Expected completion	Priority	Status*
325	Central Goldfields	P3	CG.303	Central Goldfields Shire	North Central CMA	Undertake a rapid flood risk assessment for Bealiba.	✓			
326	Central Goldfields	P3	CG.304	Central Goldfields Shire	North Central CMA	Undertake a rapid flood risk assessment for Timor-Bowenvale.	✓			
365	Central Goldfields	P3	CG.305	Central Goldfields Shire	North Central CMA	Carisbrook Flood Study update.	Medium	3-4 years	Medium	C
376	Central Goldfields	P3	CG.306	Central Goldfields Shire	North Central CMA	Dunolly Flood Study update.	Medium	4+ years	Low	C
327	Gannawarra	P3	G.301	Gannawarra Shire	North Central CMA	Undertake a study on protection provided by Koondrook Township levee.	✓			
328	Gannawarra	P3	G.302	Gannawarra Shire	North Central CMA	Investigate opportunity to produce Murray Flood Plan in partnership with NSW Office of Environment and Heritage and Murray River Council.	Medium	3-4 years	Medium	X
369	Gannawarra	P3	G.303	Gannawarra Shire	North Central CMA	Gannawarra Shire Flood Modelling Project <ul style="list-style-type: none"> Detailed flood modelling for Cohuna and updated modelling for Quambatook. Regional mapping for priority areas not currently mapped. Investigation into the impact of channel decommissioning and other infrastructure. 	High	3-4 years	Medium	C
330	Hepburn	P3	H.301	Hepburn Shire	North Central CMA	Undertake flood study of Coomoora.	✓			
331	Hepburn	P3	H.302	Hepburn Shire	North Central CMA	Undertake a rapid flood risk assessment for Daylesford/Hepburn Springs.	✓			
332	Hepburn	P3	H.303	Hepburn Shire	North Central CMA	Undertake a rapid flood risk assessment for Newlyn North and Smeaton.	✓			
333	Hepburn	P3	H.304	Hepburn Shire	North Central CMA	Undertake a rapid flood risk assessment for Trentham.	Medium	3-4 years	Medium	▶

Regional Priority 3:				Address gaps in flood knowledge through flood mapping projects						
Unique ID	Region	Regional Priority	RFMS ID	Lead Agency	Supporting Agency	Action	Cost*	Expected completion	Priority	Status*
367	Hepburn	P3	H.305	Hepburn Shire	North Central CMA	Clunes Flood Study update.	Medium	3-4 years	Medium	
373	Hepburn	P3	H.306	North Central CMA	North Central CMA	Undertake shire based regional mapping for areas not currently mapped.	Medium	3-4 years	Medium	
377	Hepburn	P3	H.307	Hepburn Shire	North Central CMA	Undertake a flood study for Trentham.	Medium	4+ years	Low	
336	Loddon	P3	L.303	Loddon Shire	North Central CMA	Undertake a rapid flood risk assessment for Korong Vale.	✓			
338	Loddon	P3	L.305	Loddon Shire	North Central CMA	Undertake a rapid flood risk assessment for Tarnagulla.	Low	4+ years	Low	
362	Loddon	P3	L.306	Loddon Shire	North Central CMA	Undertake a detailed flood study for Korong Vale.	Medium	1-2 years	High	
363	Loddon & Gannawarra	P3	L.307	Loddon Shire & Gannawarra Shire	North Central CMA	Loddon and Gannawarra Shire Flood Modelling Project <ul style="list-style-type: none"> Detailed flood modelling for Pyramid Creek, Wedderburn, and Boort. Detailed flood modelling for the Barr Creek. Regional mapping for priority areas not currently mapped. Investigation into the impact of historical infrastructure on floodplain 	High	3-4 years	Medium	
378	Loddon	P3	L.308	Loddon Shire	North Central CMA	Undertake a flood study for Inglewood.	Medium	4+ years	Low	
339	Macedon Ranges	P3	MR.301	North Central CMA	Macedon Ranges Shire	Undertake a flood study for Kyneton.	✓			
341	Macedon Ranges	P3	MR.303	Macedon Ranges Shire	North Central CMA	Undertake flood study for urban waterways in Woodend and investigate if a flood warning system is warranted.	Medium	1-2 years	High	
374	Macedon Ranges	P3	MR.304	North Central CMA	North Central CMA	Undertake shire based regional mapping for areas not currently mapped.	Medium	4+ years	Low	







Regional Priority 3:				Address gaps in flood knowledge through flood mapping projects						
Unique ID	Region	Regional Priority	RFMS ID	Lead Agency	Supporting Agency	Action	Cost*	Expected completion	Priority	Status*
342	Mitchell Shire	P3	M.301	Mitchell Shire	North Central CMA	Undertake rapid flood risk assessment of the North Central CMA region to determine flood risk.	✓			
343	Mount Alexander	P3	MAS.301	Mount Alexander Shire	North Central CMA	Undertake a flood study for Newstead.	Medium	1-2 years	High	✗
344	Mount Alexander	P3	MAS.302	Mount Alexander Shire	North Central CMA	Undertake a flood study for Harcourt.	Medium	3-4 years	Medium	▶
345	Mount Alexander	P3	MAS.303	Mount Alexander Shire	North Central CMA	Undertake a flood study for Muckleford Creek.	Low	1-2 years	High	▶
346	Mount Alexander	P3	MAS.304	Mount Alexander Shire	North Central CMA	Undertake a flood study for Campbells Creek (rural).	Low	1-2 years	High	▶
347	Mount Alexander	P3	MAS.305	Mount Alexander Shire	North Central CMA	Undertake a rapid flood risk assessment for Sutton Grange.	Low	1-2 years	High	▶
348	Mount Alexander	P3	MAS.306	North Central CMA	Mount Alexander Shire	Undertake a rapid flood risk assessment for Baringhup. Update to include October 2022 flood data.	Low	4+ years	Low	▶
350	Mount Alexander	P3	MAS.308	Mount Alexander Shire	North Central CMA	Undertake a rapid flood risk assessment for Guildford.	✓			
351	Mount Alexander	P3	MAS.309	Mount Alexander Shire	North Central CMA	Undertake a rapid flood risk assessment for Taradale.	Low	1-2 years	High	▶
352	Mount Alexander	P3	MAS.310	Mount Alexander Shire	North Central CMA	Undertake a rapid flood risk assessment for Metcalfe.	✓			
371	Mount Alexander	P3	MAS.311	North Central CMA	North Central CMA	Undertake shire based regional mapping for areas not currently mapped.	Medium	3-4 years	Medium	✗

Regional Priority 3:				Address gaps in flood knowledge through flood mapping projects						
Unique ID	Region	Regional Priority	RFMS ID	Lead Agency	Supporting Agency	Action	Cost*	Expected completion	Priority	Status*
353	Northern Grampians	P3	NG.301	Northern Grampians Shire	North Central CMA	Undertake a flood study for Mamoo.	Medium	4+ years	Low	▶
354	Northern Grampians	P3	NG.302	Northern Grampians Shire	North Central CMA	Undertake a flood study for St Arnaud.	✓			
355	Northern Grampians	P3	NG.303	Northern Grampians Shire	North Central CMA	Undertake a flood study for the Richardson River and Avon River upstream of Donald.	Medium	3-4 years	Medium	✕
372	Northern Grampians	P3	NG.305	North Central CMA	North Central CMA	Undertake shire based regional mapping for areas not currently mapped.	Medium	3-4 years	Medium	📊
357	Pyrenees	P3	P.301	Pyrenees Shire	North Central CMA	Undertake a rapid flood risk assessment of Lexton.	✓			
358	Pyrenees	P3	P.302	Pyrenees Shire	North Central CMA	Undertake a flood management plan for Lexton.	Medium	1-2 years	High	✕
359	Pyrenees	P3	P.303	Pyrenees Shire	North Central CMA	Undertake a flood study of the Upper Avoca River to inform flood intelligence and planning scheme maps for Amphitheatre, Avoca and Natte Yallock and the rural areas in between, and potential flood mitigation for Avoca recreation Reserve.	✓			
360	Pyrenees	P3	P.304	Pyrenees Shire	North Central CMA	Undertake a flood study for Waubra.	✓			
368	Swan Hill	P3	SH.302	North Central CMA	Swan Hill Rural City	Swan Hill Flood Study (to include Murrabit and levee breach scenarios for Pental Island and Tyntynder).	High	3-4 years	Medium	📊
361	Swan Hill	P3	SH.301	Swan Hill Rural City	North Central CMA, Mallee CMA	Review flood mapping in Woorinen area.	Medium	3-4 years	Medium	✕

Regional Priority 4:				Improve preparedness for flood emergencies						
Unique ID	Region	Regional Priority	RFMS ID	Lead Agency	Supporting Agency	Action	Cost*	Expected completion	Priority	Status*
410	Regional	P4	R.410	LGAs	North Central CMA, VICSES, DTP	Install road signage at priority locations with known flood risk that enable more efficient closure (and reopening) of arterial roads and major local roads.	Medium	3-4 years	Medium	✗
411	Regional	P4	R.411	North Central CMA	LGAs	Undertake discussions with neighbouring councils for cost-sharing arrangements for flood warning infrastructure.	✓			
440	Regional	P4	R.409	VICSES	North Central CMA, LGAs	Prepare a plan and deliver operational readiness training/exercising regularly (in accordance with VICSES KPIs) for all priority areas that incorporate MFEP in operational response (in Incident Control Centres or at other tiers as required).	Low	1-2 years	High	C
441	Regional	P4	R.410	VICSES	North Central CMA, LGAs	Develop standardised community messaging tailored for relevant towns/communities with known impacts for various AEPS and include in all MFEPs.	Low	1-2 years	High	C
442	Regional	P4	R.411	VICSES	North Central CMA, LGAs	Structured engagement with all high flood risk towns and/or flood affected communities, identify needs, and deliver relevant awareness products. This may include installing community signs, gauge boards or community led response plans.	Medium	1-2 years	High	C
443	Regional	P4	R.413	VICSES	North Central CMA, LGAs	Review all Municipal Flood Emergency Plans across the region to incorporate learnings from previous events and with consideration of all currently available flood intelligence. Proactively consult Traditional Owners when updating MFEPs to assist in identifying any risks to cultural heritage and further opportunities for engagement. Following initial Review of MFEPs continue to review as part of a three-year cycle or following a major flood.	Medium	1-2 years	High	C

Regional Priority 4:				Improve preparedness for flood emergencies						
Unique ID	Region	Regional Priority	RFMS ID	Lead Agency	Supporting Agency	Action	Cost*	Expected completion	Priority	Status*
444	Regional	P4	R.414	VICSES	North Central CMA, LGAs	Update all existing Local Flood Guides in the region.	Medium	1-2 years	High	
445	Regional	P4	R.415	VICSES	North Central CMA, LGAs	Identify locations requiring new LFGs and develop as required.	Medium	1-2 years	High	
446	Regional	P4	R.416	VICSES	North Central CMA, LGAs	Implement regular review of Local Flood Guides across the region as part of a three-year cycle or following a major flood and update to incorporate learnings from previous events and all currently available flood intelligence.	Medium	3-4 years	High	
447	Regional	P4	R.417	VICSES	North Central CMA, LGAs	Capture existing informal and formal community flood observer networks or individuals and identify new observers where necessary for relevant LGAs. Ensure details are captured in MFEP (appendix not for public distribution) and new personnel are inducted using the new multiagency/community-based Field Observer role. Provide regular opportunities for professional development, collaboration, and group discussion (place-based).	Low	1-2 years	High	
412	Bendigo	P4	CGB.401	North Central CMA	VICSES, City of Greater Bendigo	Investigate a local flash flood warning system for Bendigo Creek.	Low	1-2 years	High	
414	Bendigo	P4	CGB.403	North Central CMA	City of Greater Bendigo	Review flood class levels for Redesdale.				
415	Buloke	P4	B.401	Buloke Shire	VICSES	Install gauge board within Donald township (e.g., at Bullocks head or Sunraysia Highway).				
416	Buloke	P4	B.402	Buloke Shire	BoM, DEECA, North Central CMA, VICSES	Update flood warning prediction services Charlton and Donald, Coonooer Bridge and Culgoa.				

Regional Priority 4:				Improve preparedness for flood emergencies						
Unique ID	Region	Regional Priority	RFMS ID	Lead Agency	Supporting Agency	Action	Cost*	Expected completion	Priority	Status*
417	Buloke	P4	B.403	North Central CMA	BOM, DEECA, VICSES, Buloke Shire	Investigate improvements to flood warning for Coonooer Bridge and Culgoa.	✓			
419	Campaspe	P4	C.402	North Central CMA	VICSES, Campaspe Shire	Staged implementation of a flood warning system for Rochester.	✓			
420	Campaspe	P4	C.403	North Central CMA	BoM	Review flood class levels for Campaspe River at Echuca.	Medium	1-2 years	High	✗
421	Campaspe	P4	C.404	North Central CMA	BOM, DEECA, VICSES, Campaspe Shire	Investigate the possibility of a flood warning prediction service for the Campaspe River at Echuca.	Medium	1-2 years	High	✗
422	Campaspe	P4	C.405	BOM	VICSES, DEECA, North Central CMA, Campaspe Shire	Update flood forecasting service for Echuca upon completion of the Echuca Flood Study.	Medium	1-2 years	High	✗
423	Central Goldfields	P4	CG.401	North Central CMA	Central Goldfields Shire, VICSES, BOM, DEECA	Investigate the possibility of a flood warning prediction service for Carisbrook.	Low	1-2 years	High	▶
425	Central Goldfields	P4	CG.403	Central Goldfields Shire	VICSES, North Central CMA	Installation of a gauge board within Dunolly township.	✓			
426	Gannawarra	P4	G.401	North Central CMA	Gannawarra Shire, Loddon Shire	Investigate the benefits of a streamflow gauge at Durham Ox.	✓			
427	Gannawarra	P4	G.402	VICSES	Gannawarra Shire	Flood intelligence from Quambatook flood study to be incorporated into MFEP.	✓			
431	Gannawarra	P4	G.406	North Central CMA	Gannawarra Shire, VICSES, GMW	Investigate options for the management of flood flows through the Kerang Lakes and Ghow Swamp to inform management actions during flood events.	Medium	1-2 years	High	✗

Regional Priority 4:				Improve preparedness for flood emergencies						
Unique ID	Region	Regional Priority	RFMS ID	Lead Agency	Supporting Agency	Action	Cost*	Expected completion	Priority	Status*
432	Hepburn	P4	H.401	Hepburn Shire	North Central CMA	Installation of gauge board upstream of the Water Street bridge to assist in future flood warning for Creswick.		✓		
433	Loddon	P4	L.401	VICSES	Loddon Shire, North Central CMA	Develop Municipal Flood Emergency Plan for Loddon Shire (including flood intelligence from Bridgewater Flood Management Plan and the operational rules for Lake Boort and Lake Lyndger).		✓		
435	Macedon Ranges	P4	MR.401	Melbourne Water	Macedon Ranges Shire, North Central CMA	Review and update the Flood Management Plan for Macedon Ranges, Melbourne Water and North Central CMA (June 2013).		✓		
448	Mount Alexander	P4	MAS.402	Mount Alexander Shire	North Central CMA	Installation of staff gauges near bridge and low roads for community information.	Low	3-4 years	Medium	
449	Regional	P4	R.418	North Central CMA	LGA, VICSES	Loddon Catchment - review of total flood warning system to identify gaps and make recommendations for future opportunities.	Medium	1-2 years	High	
450	Regional	P4	R.419	North Central CMA	LGA, VICSES	Avoca Catchment - review of total flood warning system to identify gaps and make recommendations for future opportunities.	Medium	1-2 years	High	
451	Regional	P4	R.420	North Central CMA	LGA, VICSES	Campaspe Catchment - review of total flood warning system to identify gaps and make recommendations for future opportunities.	Medium	3-4 years	Medium	
452	Regional	P4	R.421	North Central CMA	LGA, VICSES	Avon Richardson Catchment - review of total flood warning system to identify gaps and make recommendations for future opportunities.	Medium	3-4 years	Medium	
453	Regional	P4	R.422	North Central CMA	VICSES	Provide updates to Flood Eye to link flooding to floor levels at the following locations: • Bridgewater • Carisbrook* • Quambatook • Echuca • Creswick*	Medium	1-2 years	High	

Regional Priority 5:				Educate agencies and individuals on the roles and responsibilities in floodplain management						
Unique ID	Region	Regional Priority	RFMS ID	Lead Agency	Supporting Agency	Action	Cost*	Expected completion	Priority	Status*
501	Regional	P5	R.501	North Central CMA	LGAs, VICSES, Water Corps	Develop communication plan and promotional material for the education of LGAs, authorities and individuals on floodplain and waterway management policies, accountabilities, and actions.		✓ Now business as usual		

Regional Priority 6:				Incorporate Traditional Owner knowledge into floodplain management						
Unique ID	Region	Regional Priority	RFMS ID	Lead Agency	Supporting Agency	Action	Cost*	Expected completion	Priority	Status*
601	Regional	P6	R.601	VICSES	LGAs, North Central CMA	Incorporate Traditional Owner knowledge into Municipal Flood Emergency Management Plans.	Medium	1-2 years	High	✗
602	Regional	P6	R.602	North Central CMA	VICSES	Develop regional guidelines for how to include Traditional Owner interests and knowledge into flood emergency and planning response.	Medium	1-2 years	High	✗

Regional Priority 7:				Create a Flood-Resilient Transport Network						
Unique ID	Region	Regional Priority	RFMS ID	Lead Agency	Supporting Agency	Action	Cost*	Expected completion	Priority	Status*
701	Regional	P7	R.701	DTP	LGAs	Identify key transport routes between townships to determine priorities for road upgrades.	Medium	1-2 years	High	✗
702	Buloke	P7	B.701	DTP	Buloke Shire	Construct major culvert at Calder Highway floodway over Yeungroon Creek.	High	3-4 years	Medium	✗
703	Central Goldfields	P7	CG.701	Central Goldfields Shire	DTP	Upgrade London Bridge in Talbot.	High	4+ years	Low	✗

Regional Priority 7:				Create a Flood-Resilient Transport Network						
Unique ID	Region	Regional Priority	RFMS ID	Lead Agency	Supporting Agency	Action	Cost*	Expected completion	Priority	Status*
704	Central Goldfields	P7	CG.702	Central Goldfields Shire	DTP	Upgrade Vinecombes Ford.	High	4+ years	Low	✗
705	Central Goldfields	P7	CG.703	Central Goldfields Shire	DTP	Consider elevating bridges to provide access during a major flood event for any future bridge upgrades at Dunolly.	High	4+ years	Low	✗
706	Central Goldfields	P7	CG.704	Central Goldfields Shire	DTP	Replace highway bridge with a clear-span structure when bridge is due for replacement (or when funding becomes available) for Carisbrook.	High	4+ years	Low	✗
707	Mount Alexander	P7	MAS.701	DTP	DTP	Investigate options for Pyrenees and Midland Highway floodways (multiple sites).	Medium	3-4 years	Medium	✗
708	Mount Alexander	P7	MAS.702	Mount Alexander Shire	DTP	Investigate broader project to assess economic impacts of road closures across the shire.	Medium	3-4 years	Medium	✗
709	Mount Alexander	P7	MAS.703	DTP	Mount Alexander Shire	Develop plan to ensure roads are closed in a timely manner and confirm responsibility for the closures of certain roads.	Low	4+ years	Low	🔄
710	Gannawarra	P7	G.701	DTP	Gannawarra Shire	Install a series of culverts under the Murray Valley Highway at Wandella Creek to ensure connectivity is maintained during a flood event.	High	1-2 years	High	🔄

*Cost is estimated as follows: Low: <\$50,000, Medium: \$50,000 - \$300,000, High: >\$300,000

Regional Workplan ACRONYMS

BoM Bureau of Meteorology
 CMA Catchment Management Authority
 DEECA Department of Energy, Environment and Climate Action.
 DTP Department of Transport and Planning
 LGA Local Government Authority
 MFEP Municipal Flood Emergency Plan
 TPWS Total Flood Warning System
 VICSES Victoria State Emergency Service

Status* Key

✗	Existing priority, not yet started
🔄	Existing priority, in progress
🔄	New priority, not yet started
✓	Completed

8.3 FINANCIAL REPORTS

Nil

8.4 ORGANISATIONAL REPORTS

8.4.1 COUNCIL PLAN 2021-2025 - YEAR 3 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 3 Annual Plan, which outlines the delivery of the third 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 3 Annual Plan.

Attachments: 1 [Buloke Shire Council - Annual Plan Year 3](#)

DISCUSSION

The Council Plan 2021-2025 – Year 3 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 3 Annual Plan highlights a range of key actions against the strategic objectives set out in the Council Plan 2021-2015.

Given Council's response to the October 2022 flood event, 11 of the 28 actions have been carried forward from Annual Plan Year 2.

Some of the key actions/projects included in the attached Council Plan 2021-2025 – Year 3 Annual Plan include:

- Development and adoption of a Buloke Aquatic Strategy
- Completion of construction of Playspaces for Berriwillock, Donald, and Wycheproof
- Preparation of Buloke Drainage Plans
- Preparation of Community Plans
- Recreation Reserve Planning projects for Birchip, Donald, and Sea Lake
- Development and adoption of an Integrated Community Planning Framework
- Development and adoption of the Children, Youth and Families Strategy
- Delivery of Silo Art Night Activation
- Delivery of the Safer Together Program

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.

Subsequently, Council has adopted and reported against Annual Plan Year 1 and Annual Plan Year 2.

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.

There are items included in the Annual Plan relating directly and indirectly to Council's Climate Change Mitigation and Adaptation Strategy.

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 3 continues on from this document, outlining what is to be achieved in the first year of the Council Plan 2021-2025. Projects and programs delivered as part of the Annual Plan – Year 3 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 and will be reported on quarterly.

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 2023/24 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.

The Provision of an Annual Plan is consistent with requirements under the *Local Government Act 2020*.

COUNCIL PLANS AND POLICIES

- Buloke Shire Council Long-Term Community Vision and Council Plan 2021-2025
- Climate Change Mitigation and Adaptation Strategy
- Gender Equality Action Plan

- Annual Budget 2023/24
- 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.

BULOKE SHIRE COUNCIL PLAN 2021-2025 ANNUAL PLAN - YEAR 3



PRIORITY 1: OUR BUILT AND NATURAL ENVIRONMENT

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	Time-frame
Climate Change Mitigation and Adaption Strategy	1.1 Work Towards Sustainability	Funding sought to continue the implementation of the Climate Change Mitigation and Adaption Strategy.	June 2024
Community-based Solar Bulk-Buy Initiatives	1.1 Work Towards Sustainability	Support community groups to purchase and implement solar initiatives through the Community Sustainability Grants Program and other external funding sources and programs.	June 2024
Rural Land Use Strategy	1.2 Suitable Housing Options	Continue to investigate a Buloke Shire Rural Land Use Strategy to provide strategic direction and a consistent approach to use and development of rural land for rural-style living.	June 2024
Housing and Development Incentives	1.2 Suitable Housing Options	Implement New Housing Rates Incentive Program.	June 2024
Buloke Drainage Plans	1.3 An Attractive and Well Maintained Buloke	Revisit preparation of Buloke Drainage Plans and associated flood modelling in partnership with Catchment Management Authorities.	June 2024
Streetscape Upgrades	1.3 An Attractive and Well Maintained Buloke	Complete Streetscape upgrades in Donald and Sea Lake.	June 2024
Buloke Playspaces Trail	1.3 An Attractive and Well Maintained Buloke	Complete Construction of Playspaces for Berriwilllock, Donald, and Wycheproof.	June 2024
Key Heavy Road Upgrades	1.4 A Safe and Active Buloke	Complete Key Heavy Road upgrade projects including Malbed-Curyo Road and Jeffcott Road.	June 2024
Road Services Internal Service Review	1.4 A Safe and Active Buloke	Road Services Internal Service Review completed with report to Councillor briefing.	June 2024
Buloke Shire Council Aquatic Strategy	1.4 A Safe and Active Buloke	Develop and adopt Buloke Shire Council Aquatic Strategy.	June 2024
Birchip Recreation Reserve Masterplan	1.4 A Safe and Active Buloke	Complete Birchip Recreation Reserve Masterplan.	March 2024
Donald Recreation Reserve Masterplan	1.4 A Safe and Active Buloke	Complete Project Plan for Donald Recreation Reserve Masterplan ahead of Plan development in 2024/25.	June 2024
Sea Lake Recreation Reserve Masterplan	1.4 A Safe and Active Buloke	Complete Project Plan for Sea Lake Recreation Reserve Masterplan ahead of Plan development in 2024/25.	June 2024



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	Time-frame
VicHealth Local Government Partnership	2.1 Partnerships to Outcomes	VicHealth Local Government Partnership Project Year 3 delivered.	June 2024
Land Use Activity Agreements	2.2 Inclusiveness Plan in Action	Achievement of Land Use Activity Agreements for the Donald Playspace Project and Flood Initiatives.	June 2024
Gender Equality Action Plan	2.2 Inclusiveness Plan in Action	Submit Gender Equality Action Plan Progress Report to the Commissioner for Gender Equality.	20 February 2024
Library Services Review	2.3 Well Supported Community	Undertake Library Service Review and develop subsequent Library Service Plan.	June 2024
Buloke Shire Children, Youth & Families Strategy	2.3 Well Supported Community	Finalise and adopt the Buloke Shire Children, Youth & Families Strategy.	December 2023
Buloke Shire Integrated Community Planning Framework	2.4 Increased Community Wellbeing	Prepare and adopt the Buloke Shire Integrated Community Planning Framework.	March 2024
Community Plans	2.4 Increased Community Wellbeing	Work with communities to prepare Community Plans for localities to drive community connectedness and outcomes.	June 2024
Home and Independence Support Services Transition	2.4 Increased Community Wellbeing	Help facilitate transition of community members receiving Home and Independence Support Services to new providers under the Federal Government's Support at Home Program.	December 2023
Viable Childcare Services Advocacy	2.4 Increased Community Wellbeing	Continue to advocate for the provision of viable childcare services for Buloke Shire and rural communities.	June 2024



PRIORITY 3: OUR ECONOMY

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	Time-frame
Silo Art Night Activation	3.1 Tourism	Silo Art Night Activation installed.	June 2023
Birchip Civic and Community Hub Project	3.2 Attraction and Promotion of Local Businesses	Preparation of feasibility study for the Birchip Civic and Community Hub Project.	June 2024
Implement Interim Economic and Tourism Development Strategy	3.3 Employment Opportunities	Implement identified initiatives from the Interim Economic and Tourism Development Strategy.	June 2024



PRIORITY 4: OUR COUNCIL AND COMMUNITY LEADERSHIP

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	Time-frame
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 2024
Customer Experience Strategy	4.1 Community Engagement	Implement identified initiatives from the Customer Experience Strategy.	June 2024
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.	March 2024

8.4.2 2023 LOCAL GOVERNMENT COMMUNITY SATISFACTION SURVEY RESULTS

Author's Title: Director Community Development

Department: Community Development

File No: GS/02/01

Relevance to Council Plan 2021 - 2025

Strategic Objective: Our Council and Community Leadership

PURPOSE

To acknowledge the results of the 2023 Local Government Community Satisfaction Survey.

SUMMARY

The 2023 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 Jobs Precincts and Regions.

RECOMMENDATION

That Council:

1. Notes the results of the 2023 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.

Attachments: 1 [Buloke Shire Council Community Satisfaction Survey 2023](#)

DISCUSSION

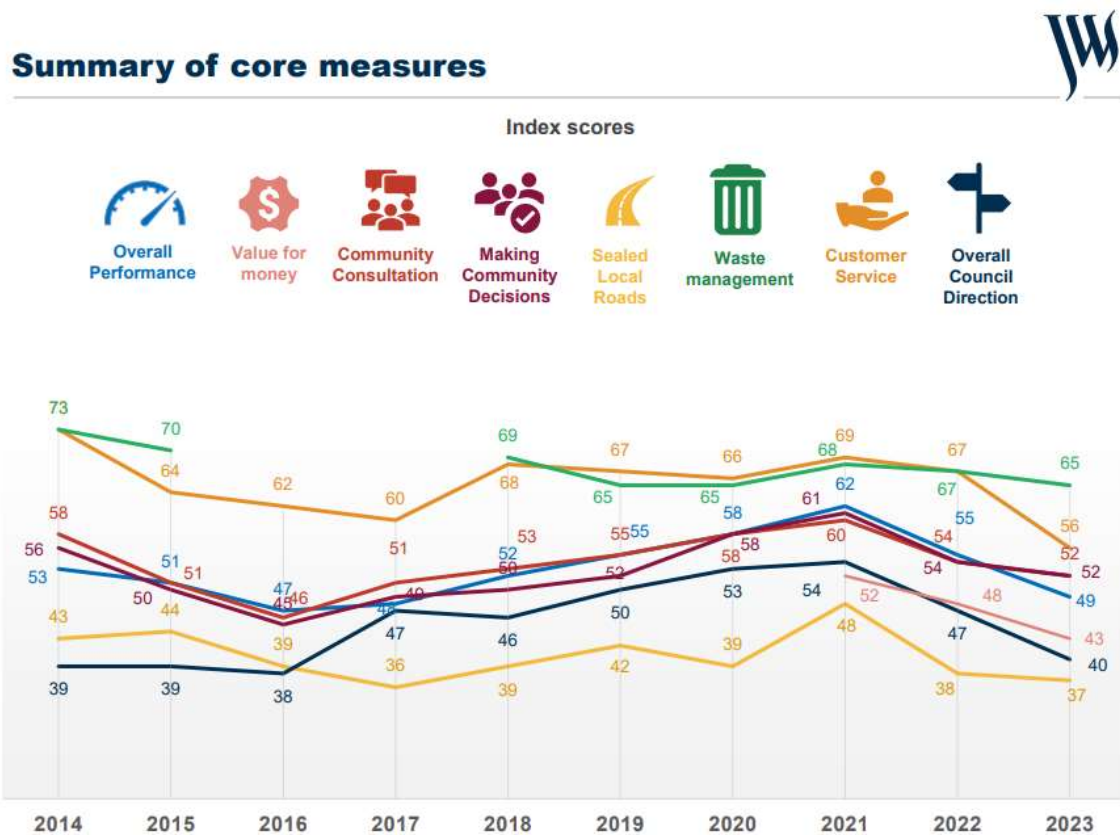
Buloke Shire Council's overall performance has fluctuated over time, but since achieving its peak in 2021, perceptions have significantly declined for consecutive years, returning to ratings seen in 2016 and 2017. This is reflected across most individual service areas, as well as customer service, where perceptions have also started to trend downwards over the past two years. Indeed, three times as many residents feel the direction of Council's overall performance has deteriorated rather than improved in the last 12 months. This drop is not isolated to Buloke, with a widespread and universal decline identified right across the state, with small rural shires particularly experiencing this.

Results from the Local Government Community Satisfaction Survey have been nationally trending downward over the last two years with many factors influencing how residents experience local government services including cost of living and affordability, as well as emergency events such as flooding.

The overall performance index score of 49 for Buloke Shire Council marks a significant decrease on the 2022 result, declining by six index points in the past year. Council's overall performance has significantly declined for the second consecutive year following the gain achieved in 2021. Council's overall performance is rated statistically significantly lower (at the 95% confidence interval) than both the State-wide and Small Rural group averages (56 and 55 respectively).

Council's best performing areas were Council's Recreational Facilities, Waste Management and COVID-19 Response, whilst the poorest performing areas were again deemed Unsealed Roads and Sealed Roads.

A graphic representation 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

Results of the survey may be used to inform decisions around sustainability.

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 with the public.

INNOVATION AND CONTINUOUS IMPROVEMENT

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

Council also received a briefing from JWS Research to review and understand the data that the survey results revealed.

COLLABORATION

The Executive Management Team collaborated with the Department Jobs Precincts and Regions and JWS research in preparation of the survey.

FINANCIAL VIABILITY

The cost of conducting the survey was as per the budget allocation made in Council's Annual Budget 2022-23.

REGIONAL, STATE AND NATIONAL PLANS AND POLICIES

Local Government Act 2020

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 to declare in relation to this report.

2023 Local Government Community Satisfaction Survey

Buloke Shire Council

Coordinated by the Department of
Government Services on behalf of
Victorian councils





Contents

<u>Background and objectives</u>	<u>3</u>	<u>Business and community development and tourism</u>	<u>83</u>
<u>Key findings and recommendations</u>	<u>4</u>	<u>Planning and building permits</u>	<u>87</u>
<u>Detailed findings</u>	<u>12</u>	<u>Environmental sustainability</u>	<u>91</u>
<u>Overall performance</u>	<u>13</u>	<u>Emergency and disaster management</u>	<u>95</u>
<u>Customer service</u>	<u>31</u>	<u>Maintenance of unsealed roads</u>	<u>99</u>
<u>Communication</u>	<u>37</u>	<u>Response to COVID-19</u>	<u>103</u>
<u>Council direction</u>	<u>42</u>	<u>Detailed demographics</u>	<u>107</u>
<u>Individual service areas</u>	<u>46</u>	<u>Appendix A: Index scores, margins of error and significant differences</u>	<u>110</u>
<u>Community consultation and engagement</u>	<u>47</u>	<u>Appendix B: Further project information</u>	<u>115</u>
<u>Lobbying on behalf of the community</u>	<u>51</u>		
<u>Decisions made in the interest of the community</u>	<u>53</u>		
<u>Condition of sealed local roads</u>	<u>55</u>		
<u>Condition of local streets and footpaths</u>	<u>59</u>		
<u>Enforcement of local laws</u>	<u>63</u>		
<u>Elderly support services</u>	<u>67</u>		
<u>Recreational facilities</u>	<u>71</u>		
<u>Appearance of public areas</u>	<u>75</u>		
<u>Waste management</u>	<u>79</u>		



Background and objectives

The Victorian Community Satisfaction Survey (CSS) creates a vital interface between the council and their community.

Held annually, the CSS asks the opinions of local people about the place they live, work and play and provides confidence for councils in their efforts and abilities.

Now in its twenty-fourth year, this survey provides insight into the community's views on:

- councils' overall performance, with benchmarking against State-wide and council group results
- value for money in services and infrastructure
- community consultation and engagement
- decisions made in the interest of the community
- customer service, local infrastructure, facilities, services and
- overall council direction.

When coupled with previous data, the survey provides a reliable historical source of the community's views since 1998. A selection of results from the last ten years shows that councils in Victoria continue to provide services that meet the public's expectations.

Serving Victoria for 24 years

Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 24 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

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.



Key findings and recommendations



Buloke Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Buloke 49



Small Rural 55



State-wide 56

Council performance compared to group average

Top 3 performing areas



COVID-19 response

= on par



Recreational facilities

= on par



Waste management

= on par

Lowest 3 performing areas



Unsealed roads

▼ lower



Sealed local roads

▼ lower



Local streets & footpaths

▼ lower

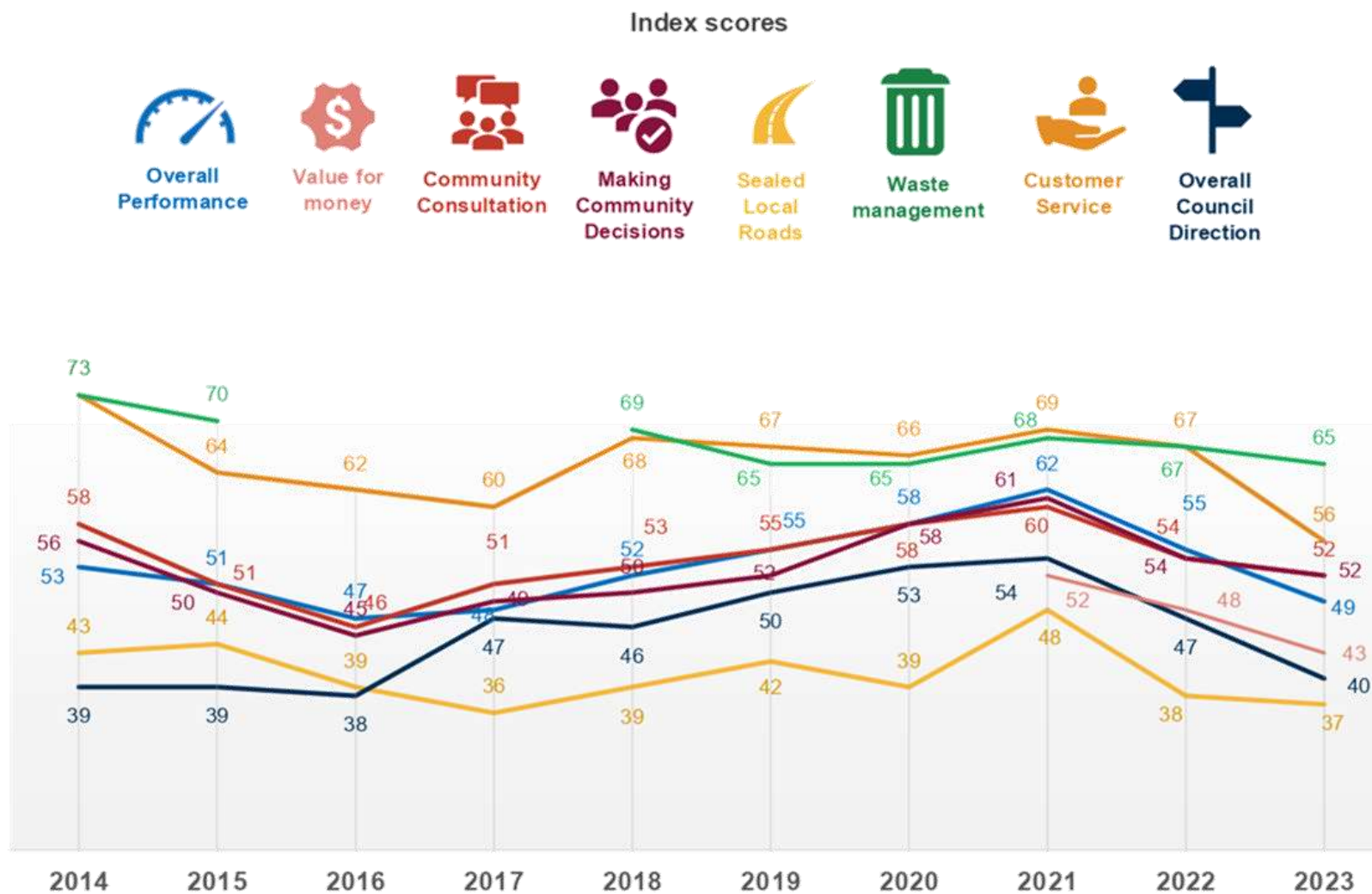


Customer service

▼ lower



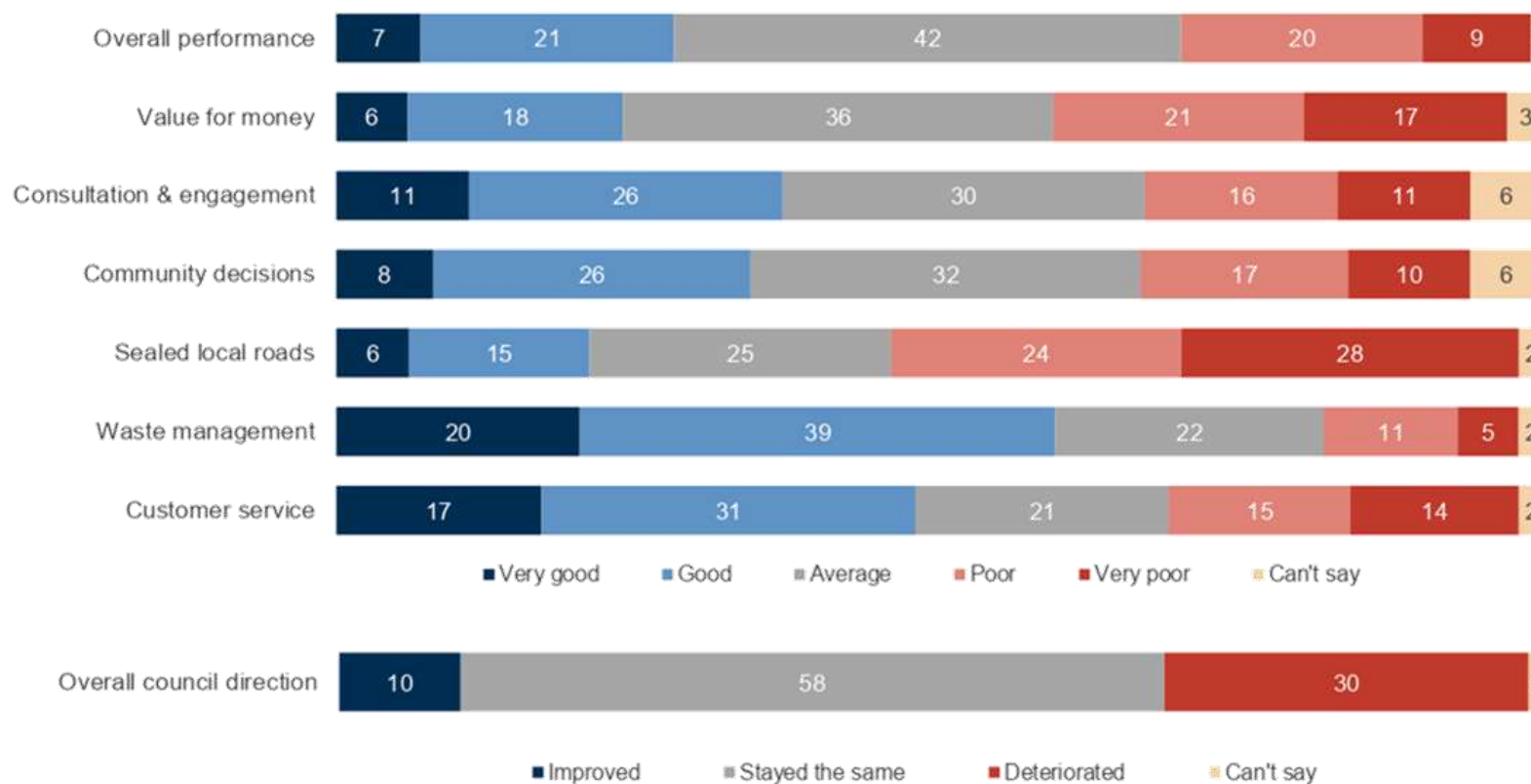
Summary of core measures





Summary of core measures

Core measures summary results (%)





Summary of Buloke Shire Council performance

Services		Buloke 2023	Buloke 2022	Small Rural 2023	State-wide 2023	Highest score	Lowest score
	Overall performance	49	55	55	56	Aged 65+ years	Aged 50-64 years, Aged 18-34 years
	Value for money	43	48	49	49	Aged 65+ years	Aged 50-64 years
	Overall council direction	40	47	47	46	Aged 18-34 years	Donald residents, Aged 35-49 years
	Customer service	56	67	65	67	Aged 35-49 years, Sea Lake residents	Donald residents
	COVID-19 response	69	72	69	67	Aged 35-49 years	Aged 18-34 years
	Recreational facilities	68	71	67	68	Aged 65+ years	Sea Lake residents
	Waste management	65	67	66	66	Sea Lake residents	Aged 50-64 years
	Emergency & disaster mngt	64	-	66	65	Donald residents	Aged 35-49 years, Charlton residents
	Enforcement of local laws	64	62	61	61	Charlton residents	Aged 50-64 years

Significantly **higher** / **lower** than Buloke Shire Council 2023 result at the 95% confidence interval.
Please see Appendix 8 for explanation of significant differences.






Summary of Buloke Shire Council performance

Services		Buloke 2023	Buloke 2022	Small Rural 2023	State-wide 2023	Highest score	Lowest score
	Appearance of public areas	64	71	71	67	Aged 65+ years, Charlton residents, Aged 35-49 years	Sea Lake residents
	Elderly support services	63	69	66	63	Donald residents, Aged 18-34 years, Aged 65+ years	Aged 35-49 years
	Bus/community dev /tourism	61	62	61	59	Aged 35-49 years	Aged 50-64 years
	Environmental sustainability	58	58	59	60	Sea Lake residents, Aged 65+ years	Charlton residents
	Consultation & engagement	52	54	53	52	Aged 65+ years	Aged 50-64 years
	Community decisions	52	54	52	51	Aged 65+ years	Aged 50-64 years, Sea Lake residents
	Lobbying	49	53	52	51	Aged 65+ years, Sea Lake residents, Aged 18-34 years	Aged 50-64 years, Charlton residents
	Planning & building permits	46	-	45	47	Donald residents	Users, Aged 50-64 years

Significantly *higher* / *lower* than Buloke Shire Council 2023 result at the 95% confidence interval.
Please see Appendix 3 for explanation of significant differences.



Summary of Buloke Shire Council performance

Services		Buloke 2023	Buloke 2022	Small Rural 2023	State-wide 2023	Highest score	Lowest score
	Local streets & footpaths	44	-	52	52	Aged 65+ years	Aged 18-34 years
	Sealed local roads	37	38	44	48	Charlton residents	Aged 18-34 years
	Unsealed roads	30	31	38	37	Charlton residents	Aged 18-34 years

Significantly *higher* / *lower* than Buloke Shire Council 2023 result at the 95% confidence interval.
Please see Appendix 3 for explanation of significant differences.



Focus areas for the next 12 months

Overview

Buloke Shire Council's overall performance has fluctuated over time, but since achieving its peak in 2021, perceptions have significantly declined for consecutive years, returning to ratings seen in 2016 and 2017. This is reflected across most individual service areas, as well as customer service, where perceptions have also started to trend downwards over the past two years. Indeed, three times as many residents feel the direction of Council's overall performance has deteriorated than improved in the last 12 months.

Key influences on perceptions of overall performance

Over the coming year, Council should look to maintain and strengthen perceptions of decisions made in the interest of the community, as it has the strongest influence on overall performance but is a lower performing area for Council. The more moderately influential service area of the condition of sealed local roads should also be prioritised as and area for improvement as Council is performing poorly here.

Comparison to state and area grouping

Council rates in line with both the Small Rural group and State-wide averages on most of the service areas evaluated. Council rates significantly above the State-wide and Small Rural group averages on enforcement of local laws, significantly below the State-wide and Small Rural group averages on appearance of public areas, local streets and footpaths, the condition of sealed local roads, and maintenance of unsealed roads. Council rates significantly below the Small Rural group average on elderly support and lobbying.

A need to abate declines and rebuild

In addition to the areas above, Council should look to focus on other areas that influence overall perceptions, including the maintenance of unsealed roads, community consultation and engagement and lobbying. Rebuilding sentiment among residents aged 18 to 34 years – a cohort who are critical of Council's performance in these areas and recorded a significant decline on these measures this year – should be a focus.

DETAILED FINDINGS

Overall performance

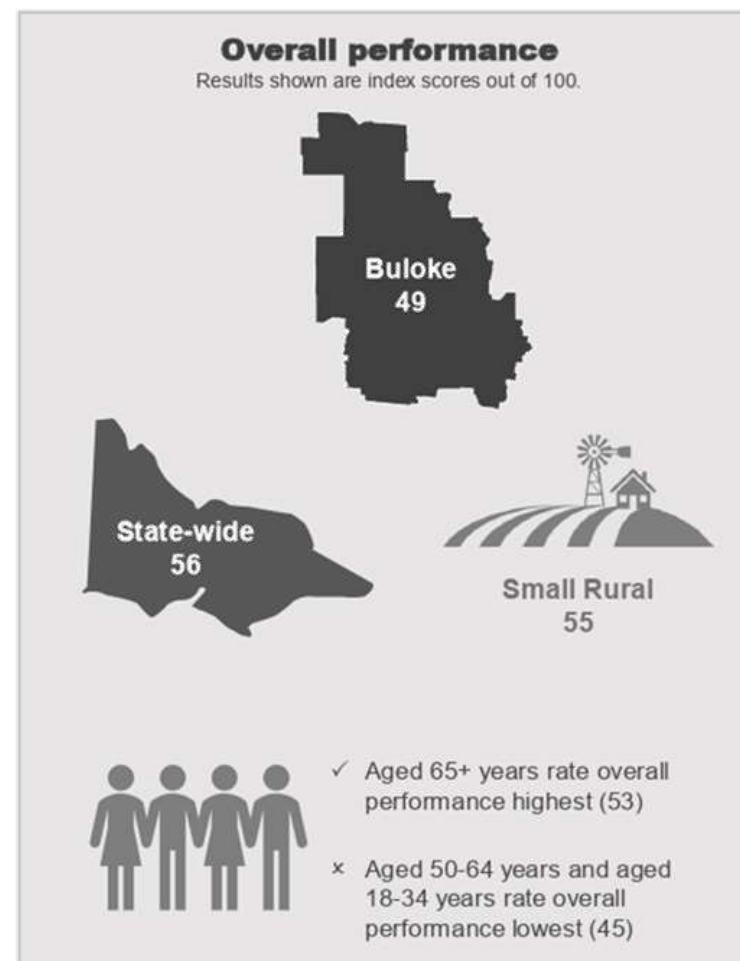


Overall performance

The overall performance index score of 49 for Buloke Shire Council marks a significant decrease on the 2022 result, declining by six index points in the past year. Council's overall performance has significantly declined for the second consecutive year following the gain achieved in 2021. Council's overall performance is rated statistically significantly lower (at the 95% confidence interval) than both the State-wide and Small Rural group averages (56 and 55 respectively).

- Since the previous evaluation, ratings significantly declined among younger residents aged 18 to 34 years, and older residents aged 65 years and over.
- By age group, overall performance is rated highest among residents aged 65 years and over and lowest among residents aged 18 to 34 years and 50 to 64 years, although none differ significantly from the Council average.
- Geographically, overall performance is rated below average (not significantly so) among residents of Donald and Sea Lake, and above average among residents of Charlton.

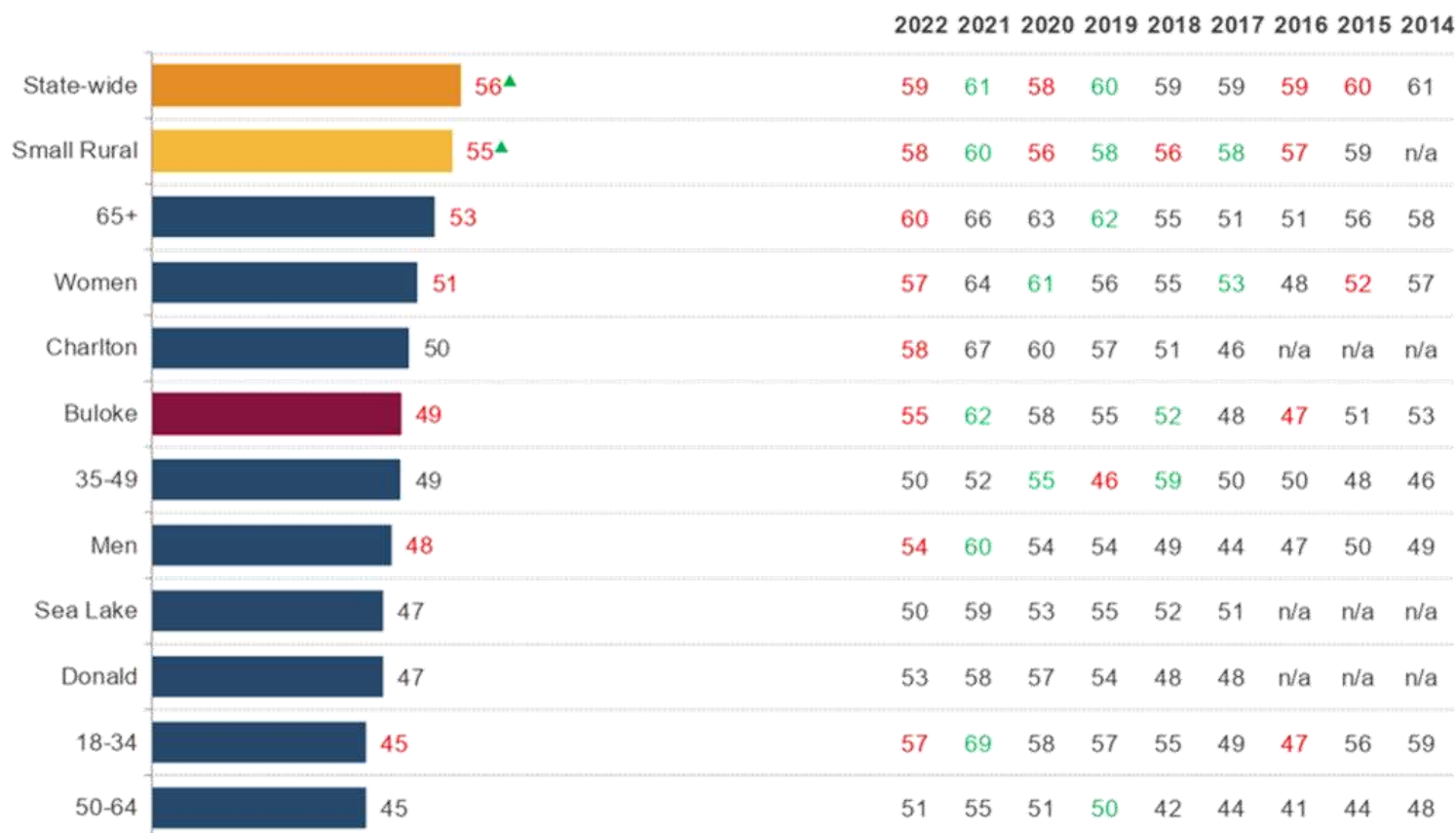
Around a quarter of residents (24%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good', while 38% say it is 'very poor' or 'poor'.





Overall performance

2023 overall performance (index scores)



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Buloke Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

Note: Please see Appendix A for explanation of significant differences

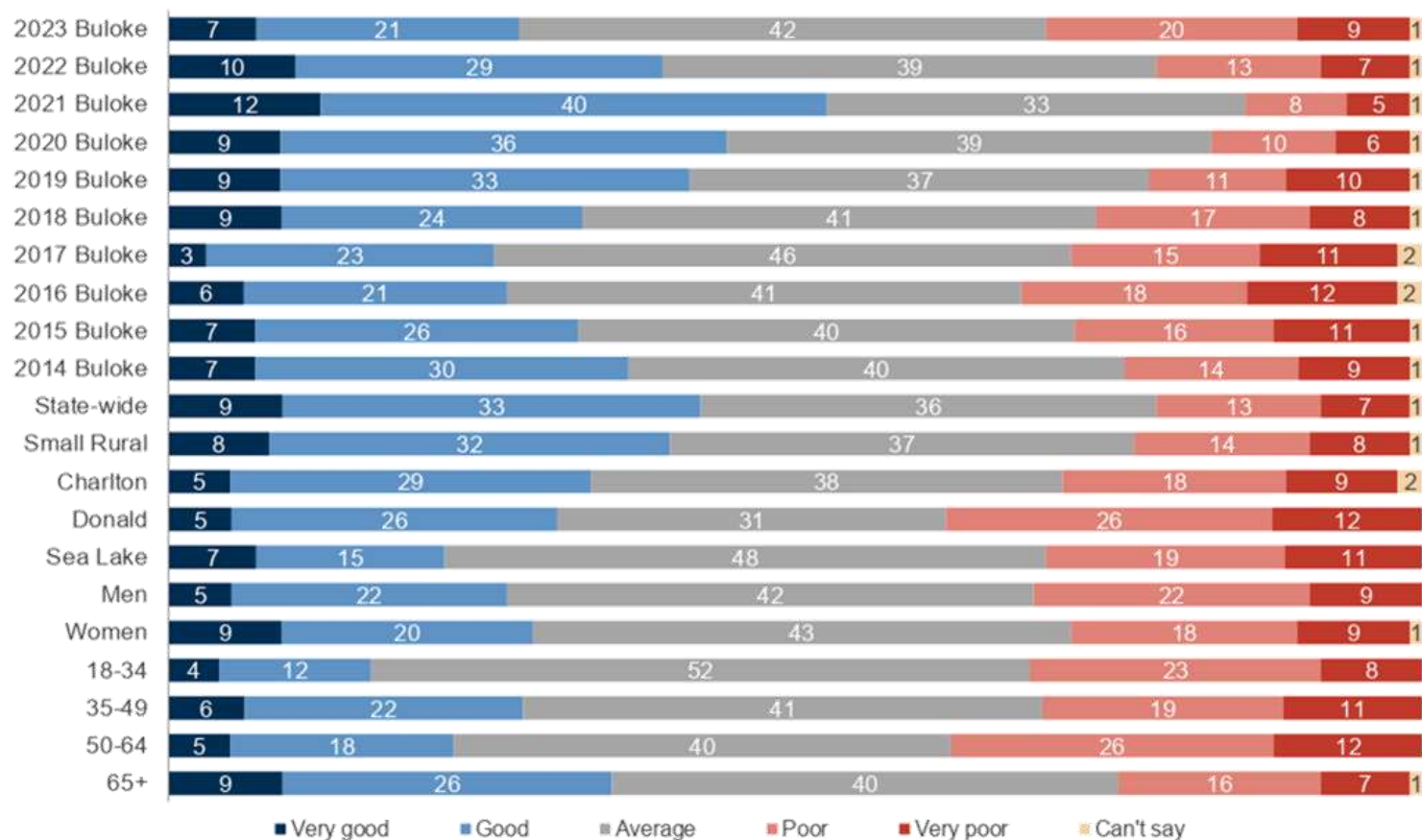
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15



Overall performance

2023 overall performance (%)



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Buloke Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Council rated State-wide: 56 Council rated average: 40.

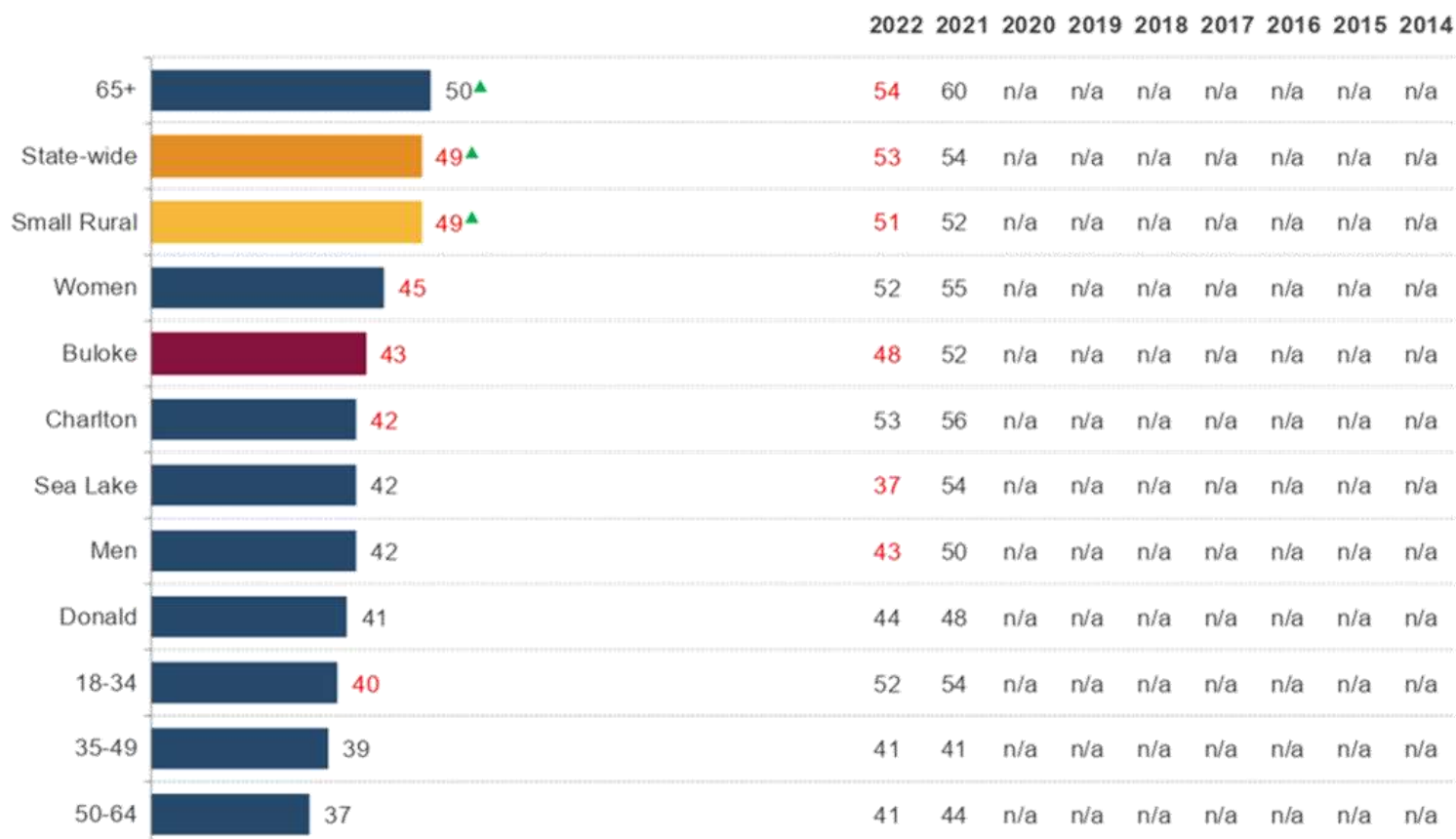
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Value for money in services and infrastructure

2023 value for money (index scores)



Q3b. How would you rate Buloke Shire Council at providing good value for money in infrastructure and services provided to your community?

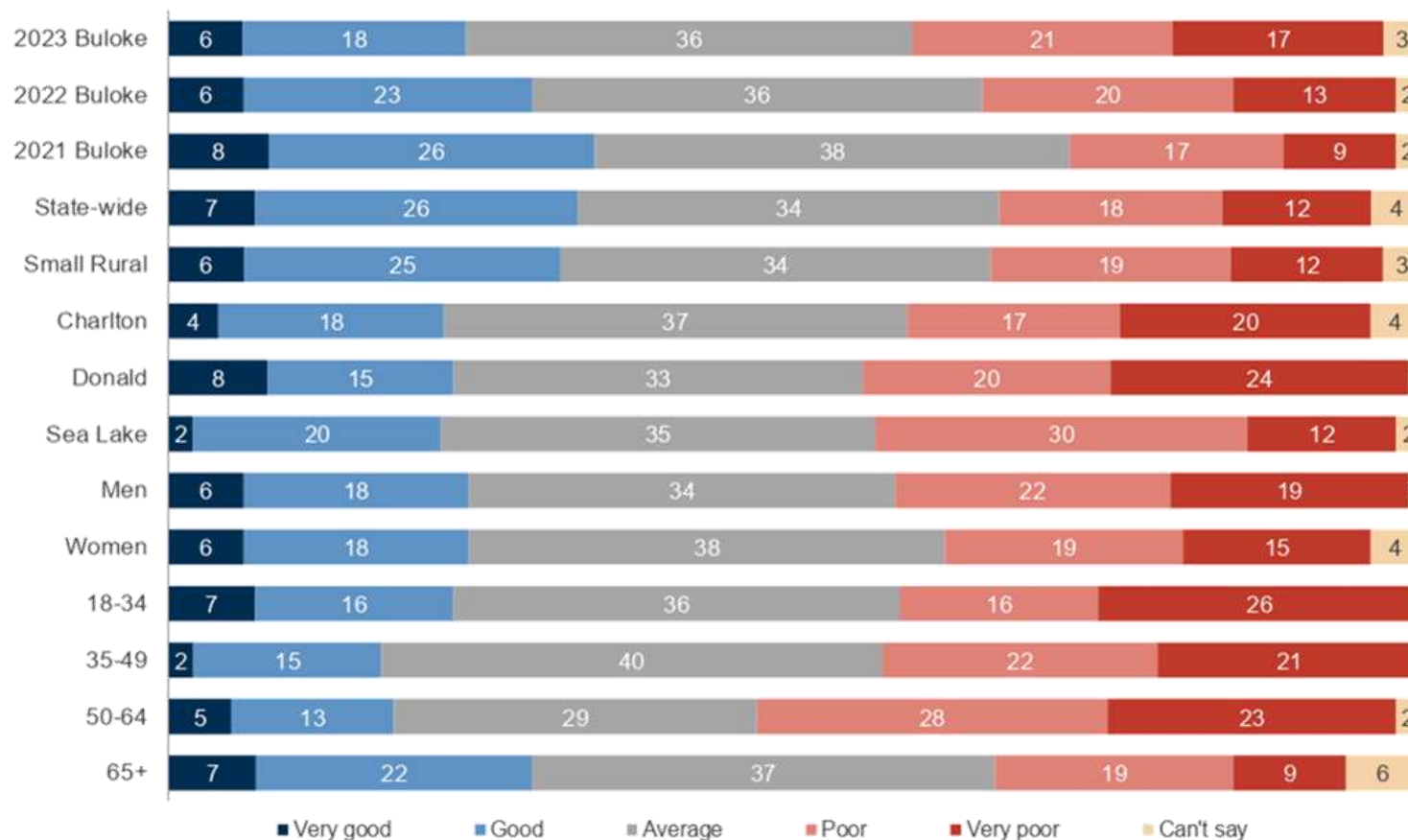
Base: All respondents. Councils asked State-wide: 65 Councils asked group: 19

Note: Please see Appendix A for explanation of significant differences



Value for money in services and infrastructure

2023 value for money (%)



Q3b. How would you rate Buloke Shire Council at providing good value for money in infrastructure and services provided to your community?

Base: All respondents. Council rated State-wide: 55 Councils rated same: 40

J W S R E S E A R C H

18



Top performing service areas

COVID-19 response (index score of 69) is the area where Council performed best in 2023, decreasing by (a not significant) three index points from 2022. Council performs in line with the State-wide and Small Rural group averages on this service area.

- Perceptions of Council's COVID-19 response are significantly lower than average among 18 to 34 years (index score of 61, significantly down 20 points from the 2022 result).

Recreational facilities is Council's next highest rated service area (index score of 68). Council also performs in line with the Small Rural and the State-wide group averages on this service area.

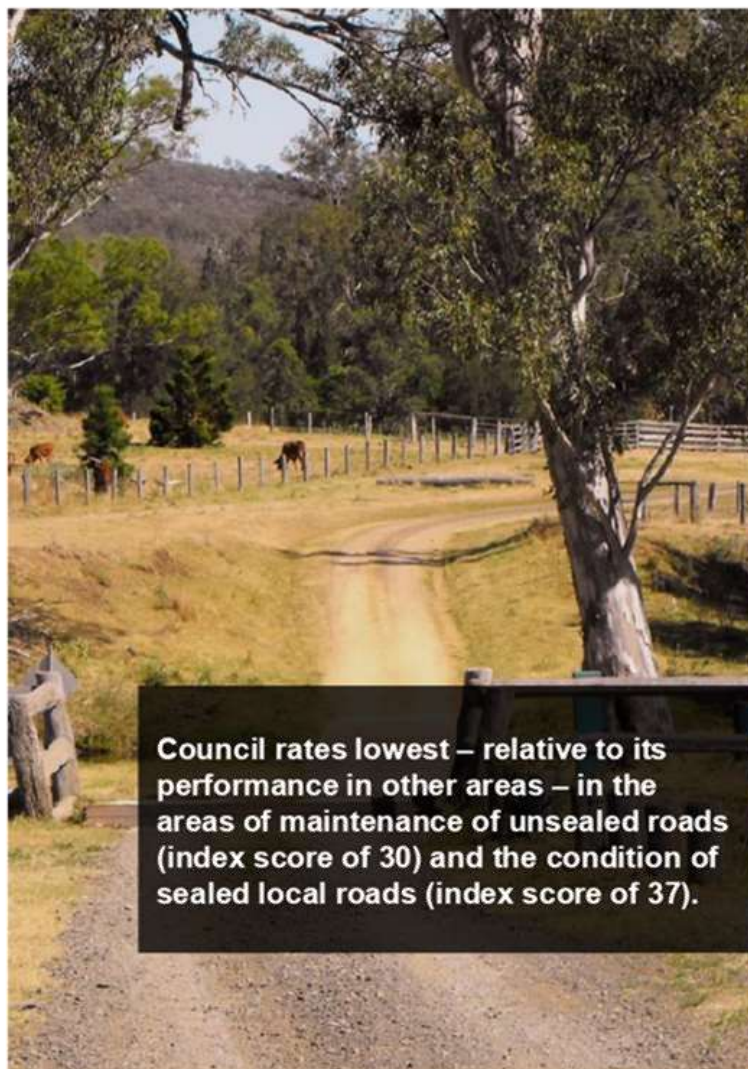
- Residents aged 65 years and over rate Council's recreational facilities significantly above average, and those aged 35 to 49 years rate it significantly lower than average (index scores of 74 and 59 respectively).
- One in seven residents (15%) volunteer recreational and sporting facilities as the best thing about Buloke Shire Council.

Ratings of council's performance in enforcement law (index score of 64) is the one service area where perceptions have improved in the last 12 months, increasing by a not significant two index points.





Low performing service areas



Council rates lowest for perceptions of maintenance of unsealed roads, followed by the condition of sealed local roads (index scores of 30 and 37 respectively). Council rates significantly lower than the Small Rural group and State-wide averages on each of these service areas.

Ratings of Council's performance in the maintenance of unsealed roads, and the condition of sealed local roads are in line with 2022 results, arresting the significant declines last year. These two service areas exhibit a large disparity between importance and performance perceptions (55 and 49 point differentials respectively).

- Residents aged 18 to 34 years provide significantly lower than average ratings for each of the aforementioned service areas. Ratings of Council's performance in both service areas have decreased significantly in the last 12 months among this cohort.
- Ratings for the condition of sealed local roads are significantly higher than the Council average for residents aged 65 years and over and those living in Charlton.



Individual service area performance

2023 individual service area performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
COVID-19 response	69	72	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Recreational facilities	68	71	74	74	69	67	n/a	n/a	63	69
Waste management	65	67	68	65	65	69	n/a	n/a	70	73
Emergency & disaster mngt	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	66	70
Enforcement of local laws	64	62	65	62	61	58	n/a	n/a	63	65
Appearance of public areas	64	71	75	71	68	67	n/a	n/a	71	74
Elderly support services	63	69	71	69	67	63	n/a	n/a	64	71
Bus/community dev./tourism	61	62	64	62	56	54	n/a	n/a	56	60
Environmental sustainability	58	58	63	59	57	58	n/a	n/a	n/a	n/a
Consultation & engagement	52	54	60	58	55	53	51	46	51	58
Community decisions	52	54	61	58	52	50	49	45	50	56
Lobbying	49	53	58	54	52	52	49	48	50	54
Planning & building permits	46	n/a	n/a	n/a	n/a	n/a	n/a	n/a	52	52
Local streets & footpaths	44	n/a	n/a	n/a	n/a	n/a	n/a	n/a	56	58
Sealed local roads	37	38	48	39	42	39	36	39	44	43
Unsealed roads	30	31	38	35	37	35	n/a	n/a	40	41

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?

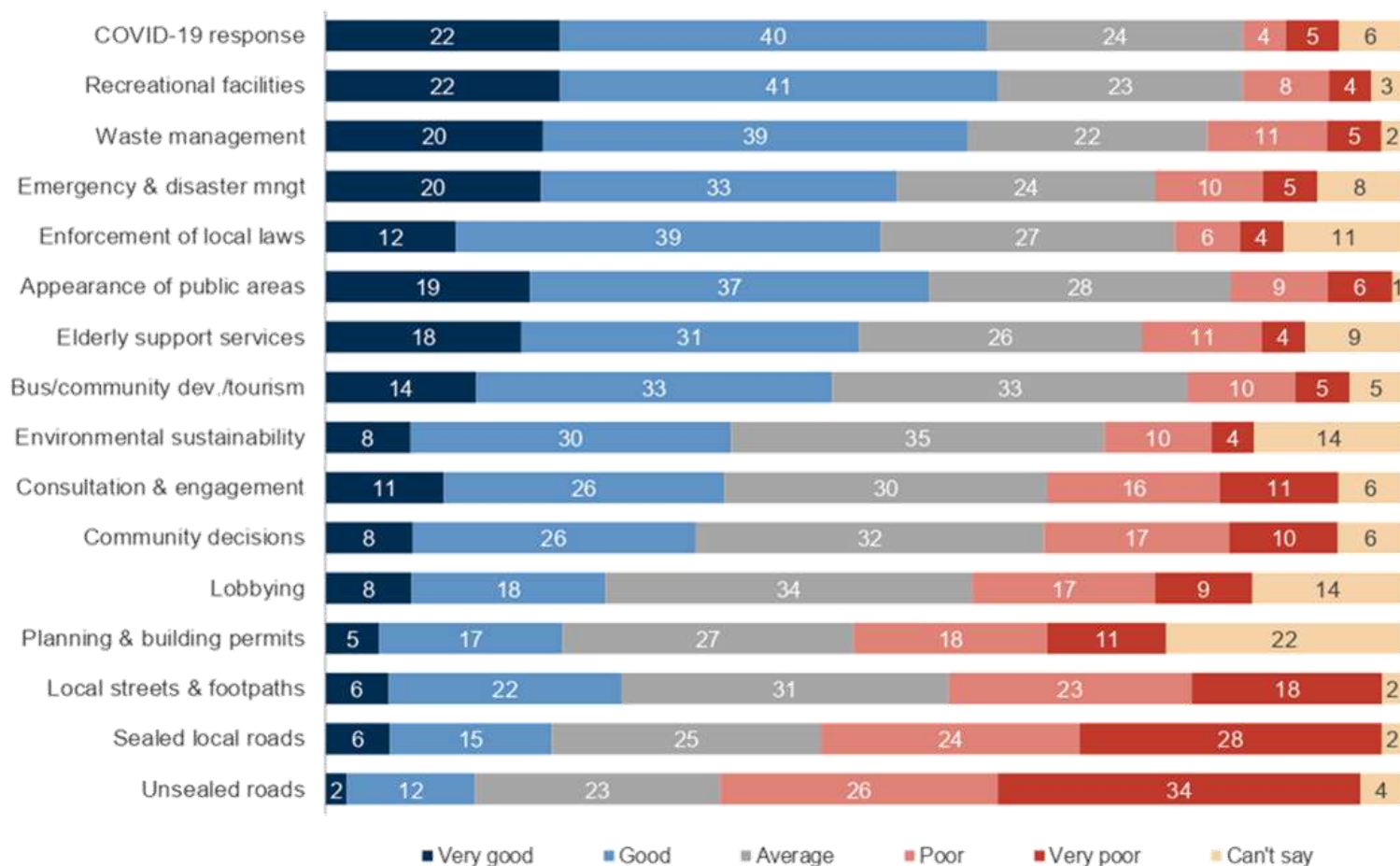
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

Note: Please see Appendix A for explanation of significant differences



Individual service area performance

2023 individual service area performance (%)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Council rated State-wide: 56 Council rated region: 40

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Individual service area importance

2023 individual service area importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Sealed local roads	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	83
Unsealed roads	85	86	86	84	82	85	n/a	n/a	81	82
Elderly support services	84	82	84	82	81	83	n/a	n/a	83	82
Local streets & footpaths	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	79	77
Emergency & disaster mngt	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	79	80
Waste management	78	79	80	80	77	78	n/a	n/a	76	76
Appearance of public areas	77	75	76	76	75	74	n/a	n/a	74	74
Consultation & engagement	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	74	73
Recreational facilities	76	76	76	76	74	77	n/a	n/a	75	76
Bus/community dev./tourism	73	73	76	73	72	76	n/a	n/a	72	72
Planning & building permits	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	64	62
Enforcement of local laws	65	64	66	66	66	64	n/a	n/a	69	70
Environmental sustainability	63	66	67	67	65	65	n/a	n/a	n/a	n/a
COVID-19 response	58	62	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?

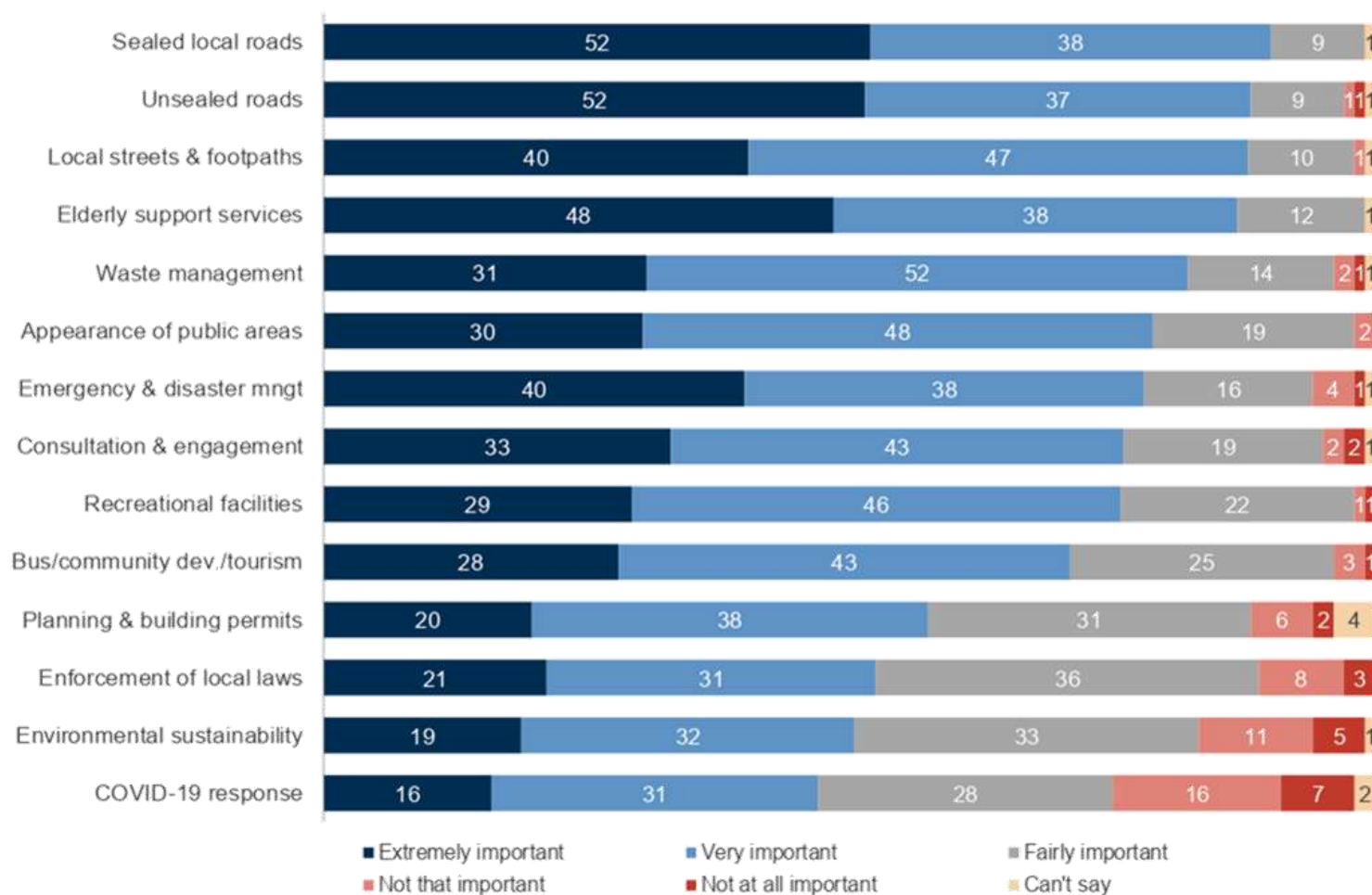
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 7

Note: Please see Appendix A for explanation of significant differences



Individual service area importance

2023 individual service area importance (%)

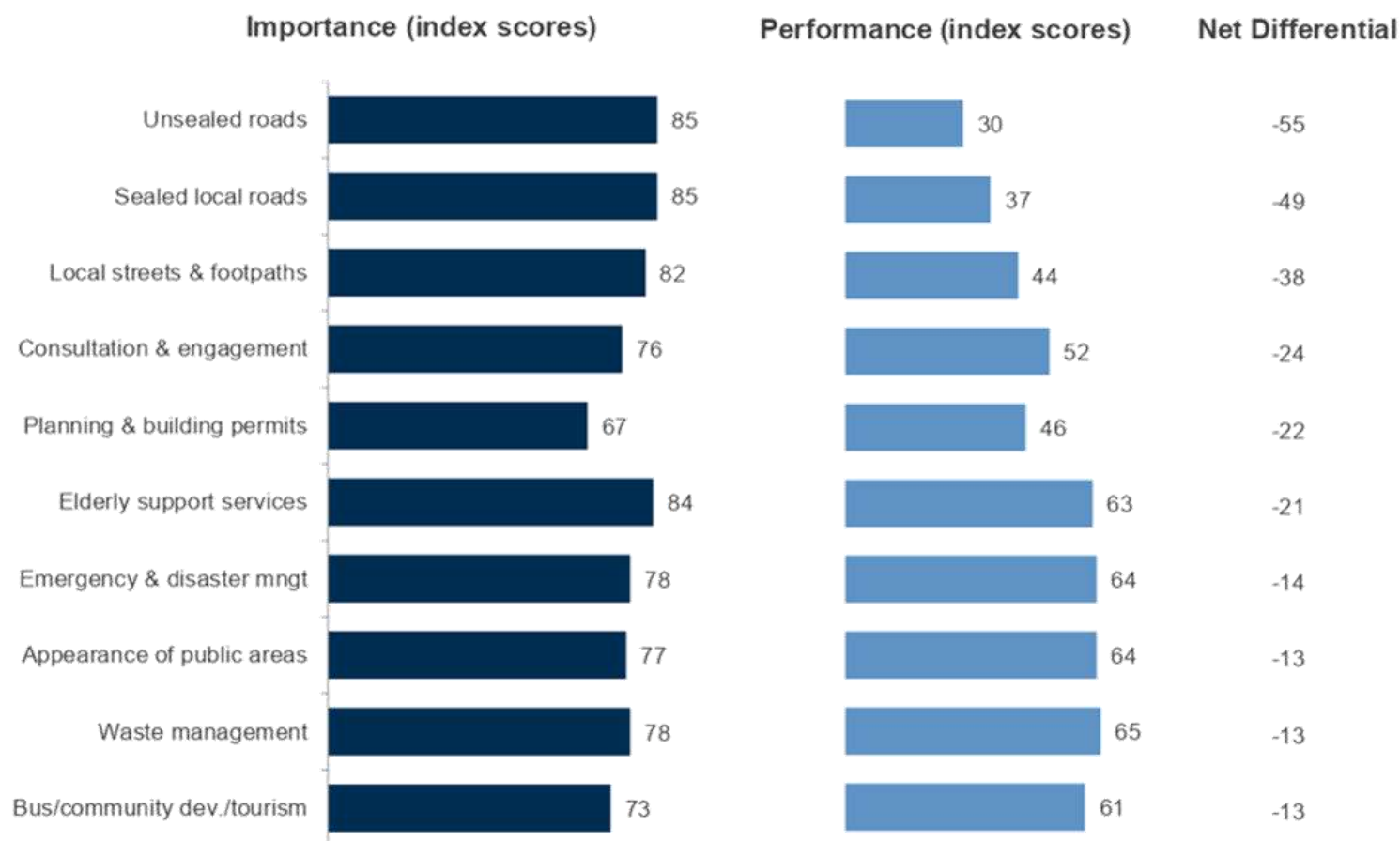


Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
 Base: All respondents. Council asked State-wide. 23 Council asked items.



Individual service areas importance vs performance

Service areas where importance exceeds performance by 10 points or more, suggesting further investigation is necessary.



Note: Net differentials are calculated based on the un-rounded importance and performance scores, then rounded to the nearest whole number which may result in differences of +/-1% in the importance and performance scores and the net differential scores.



Influences on perceptions of overall performance

The individual service areas that have the strongest influence on the overall performance rating (based on regression analysis) are:

- Decisions made in the interest of the community
- The appearance of public areas.

Good communication and transparency with residents in Council decision making and continuing to maintain local public areas provide the greatest opportunities to drive up overall opinion of Council's performance.

While the appearance of public areas is among Council's best performing service areas (index of 64), its decision making is rated just above average (index of 52) and some effort should be directed at improving perceptions in this area.

Following on from that, other individual service areas with a moderate to strong influence on the overall performance rating are:

- Emergency management
- The condition of sealed local roads
- Community consultation and engagement
- Lobbying on behalf of the community
- The maintenance of unsealed roads

- Business, community development and tourism.

Looking at these key service areas only, emergency management is Council's best performing area (index of 64) and has a strong influence on the overall performance rating. Council is also performing well on the more moderate influence of business, community development and tourism (index of 61).

Maintaining these positive results should remain a focus – but there is greater work to be done elsewhere.

Service areas that have a more moderate influence on overall perceptions, but where Council performs relatively less well, are lobbying and community consultation (index of 49 and 52 respectively).

A focus on consulting residents about key local issues and demonstrating Council efforts to lobby on their behalf can also help shore up positive overall ratings of Council.

However, most in need of attention is Council's poor performance on unsealed and sealed local roads (index of 30 and 37 respectively), which are moderate to strong influences on Council's overall rating.

Attending to resident concerns about the condition of local roads can also help improve overall perceptions of Council.



Regression analysis explained

We use regression analysis to investigate which individual service areas, such as community consultation, condition of sealed local roads, etc. (the independent variables) are influencing respondent perceptions of overall council performance (the dependent variable).

In the charts that follow:

- The horizontal axis represents the council performance index for each individual service. Service areas appearing on the right side of the chart have a higher performance index than those on the left.
- The vertical axis represents the Standardised Beta Coefficient from the multiple regression performed. This measures the contribution of each service area to the model. Service areas near the top of the chart have a greater positive effect on overall performance ratings than service areas located closer to the axis.

The regressions are shown on the following two charts.

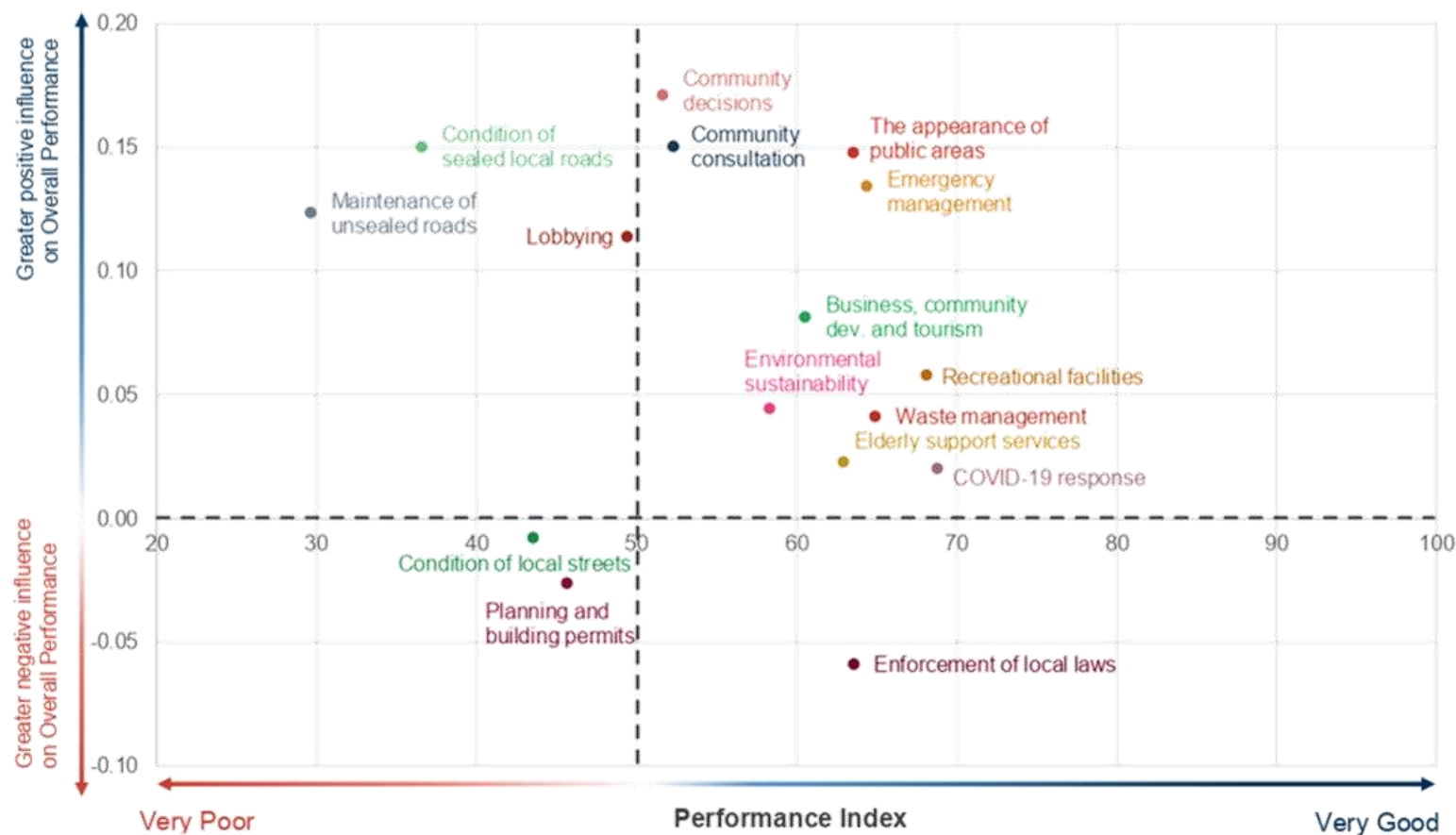
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service areas with a weak influence on overall performance (i.e. a low Standardised Beta Coefficient) have been excluded from the analysis.

Key insights from this analysis are derived from the second chart.



Influence on overall performance: all service areas

2023 regression analysis (all service areas)

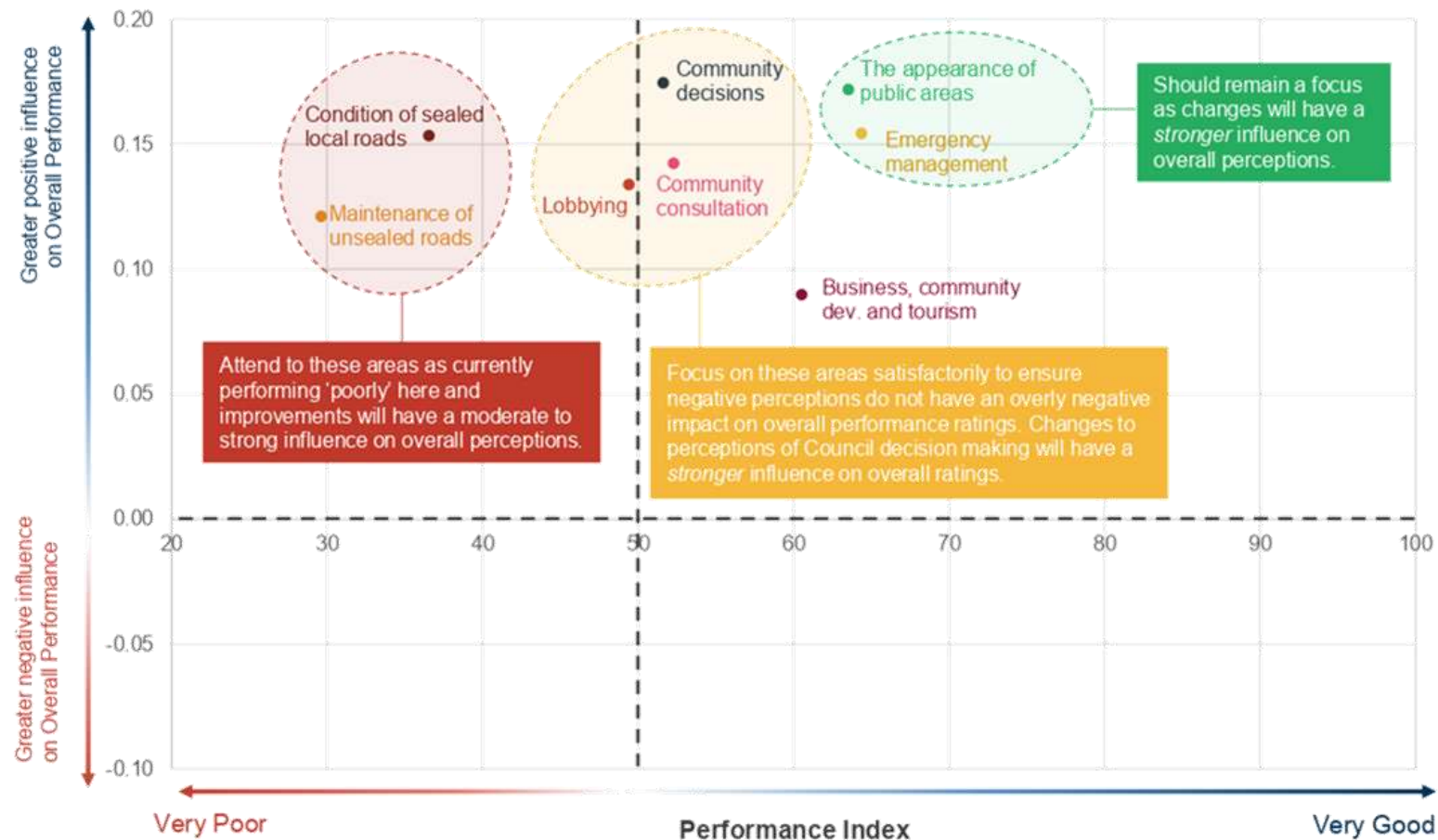


The multiple regression analysis model above (all service areas) has an R^2 value of 0.630 and adjusted R^2 value of 0.614, which means that 61% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 40.68$. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear relationships.



Influence on overall performance: key service areas

2023 regression analysis (key service areas)

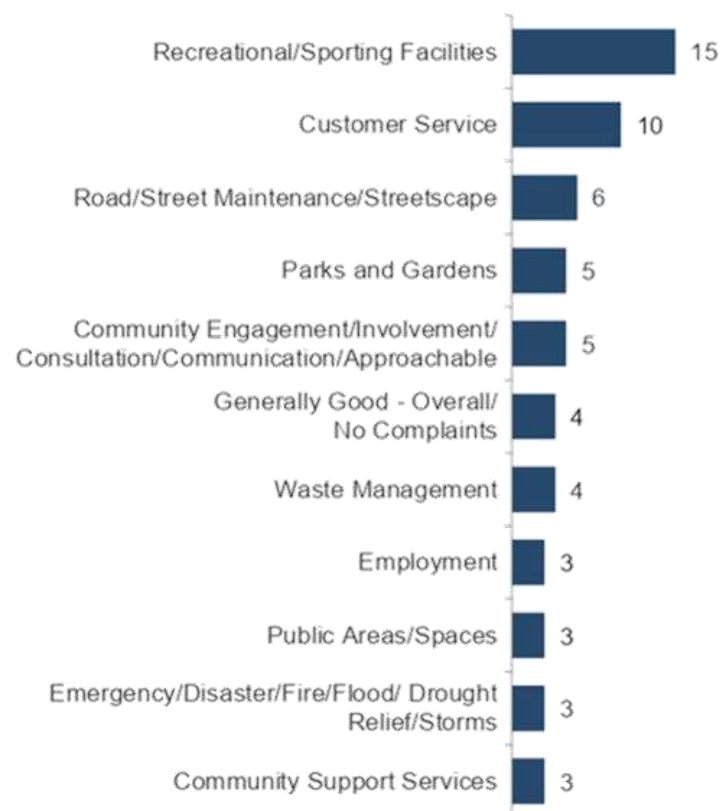


The multiple regression analysis model above (reduced set of service areas) has an R^2 value of 0.621 and adjusted R^2 value of 0.613, which means that 61% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p < 0.000$, $F = 80.06$.



Best things about Council

2023 best things about Council (%)
- Top mentions only -



Q16. Please tell me what is the ONE BEST thing about Buloke Shire Council? It could be about any of the issues or services we have covered in this survey or it could be about something else altogether?

Base: All respondents. Councils asked State-wide: 33 Councils asked group: 7



Customer service



Contact with council and customer service

Contact with council

Almost two thirds of households (65%) have had contact with Buloke Shire Council in the last 12 months.

Residents aged 35 to 49 years (80%) are significantly more likely than average to have recently contacted Council, while Sea Lake residents (49%) and 65+ year olds (54%) are significantly less likely than average to have contacted Council.



Customer service

Council's customer service index of 56 marks an 11 point and significant decrease from 2022. This follows four years of stability in performance perceptions, maintaining the significant improvement that had been achieved in 2018. Customer service is rated significantly lower than the Small Rural group and State-wide averages (index scores of 65 and 67 respectively).

- Since the previous evaluation, ratings significantly declined among residents aged 18 to 34 years and 65 years and over, and those living in Donald.

Almost half of residents (48%, down 14 points from 2022) provide a positive customer service rating of 'very good' or 'good', including 17% (down 7 points) of residents who rate Councils' customer service as 'very good'. Around three in ten residents (29%, up 15 points) give a 'poor' or 'very poor' rating for customer service.

Customer service is volunteered as the best thing about Council by 10% of residents, but obviously the rating decline needs to be addressed before it becomes any worse.



Contact with council

2023 contact with council (%)
 Have had contact

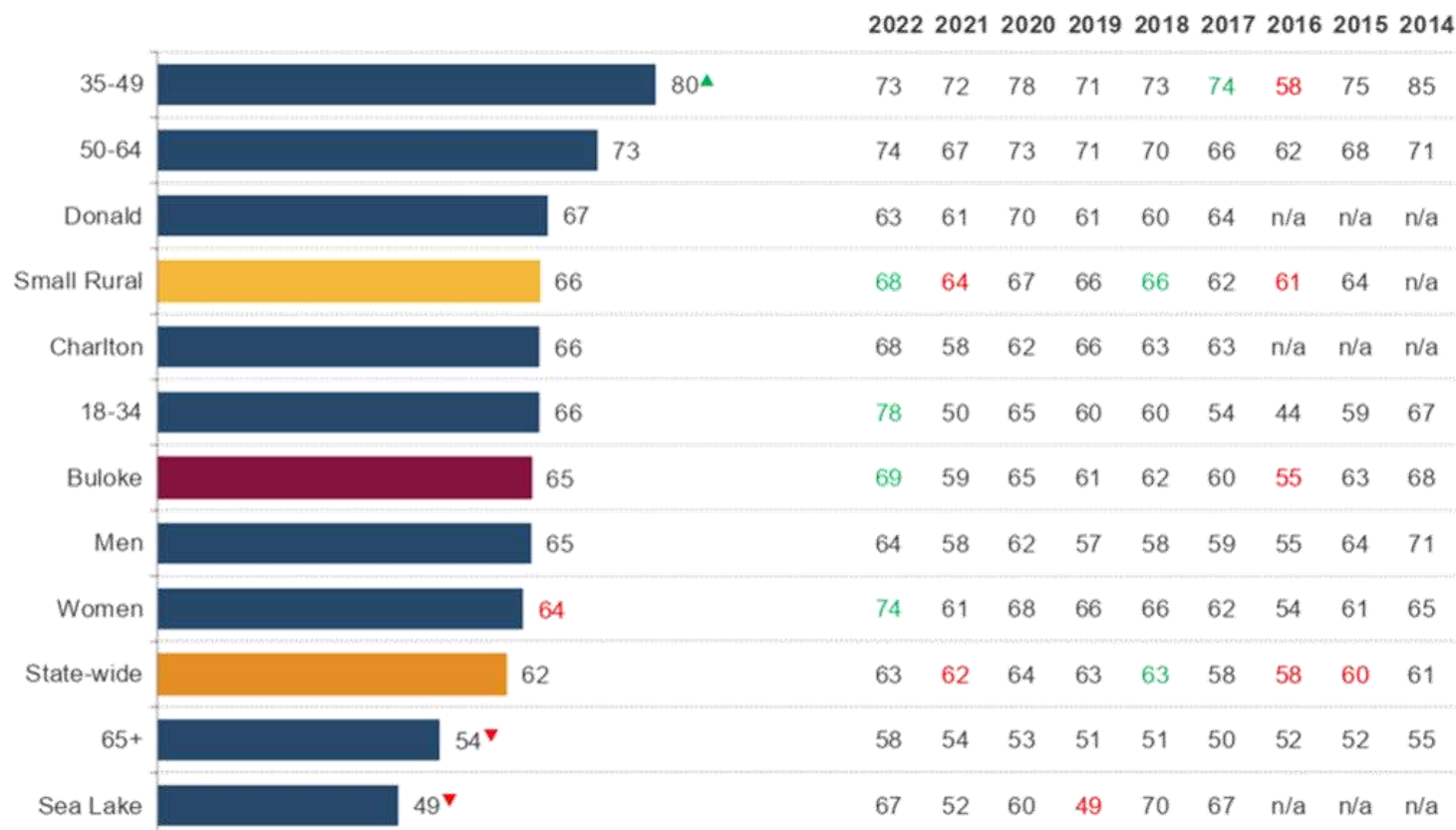


Q5. Over the last 12 months, have you or any member of your household had any contact with Buloke Shire Council?
 This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or
 social media such as Facebook or Twitter?
 Base: All respondents. Council asked State-wide: 44 Council asked region: 45



Contact with council

2023 contact with council (%)



Q5. Over the last 12 months, have you or any member of your household had any contact with Buloke Shire Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked State-wide: 41 Councils asked group: 16

Note: Please see Appendix A for explanation of significant differences



Customer service rating

2023 customer service rating (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	67▲	68	70	70	71	70	69	69	70	72
Small Rural	65▲	67	69	70	70	69	69	69	70	n/a
35-49	60	65	63	65	57	77	59	58	66	71
Sea Lake	60*	70	64	76	68	73	60	n/a	n/a	n/a
Women	57	65	73	69	72	72	65	62	70	73
50-64	57	65	63	60	62	57	61	60	57	69
Buloke	56	67	69	66	67	68	60	62	64	73
Charlton	55	62	77	71	72	73	62	n/a	n/a	n/a
Men	55	69	65	62	63	64	53	61	58	74
65+	55	68	72	66	78	70	58	67	67	75
18-34	54	70	81	77	73	72	63	60	68	81
Donald	49	67	66	63	60	63	61	n/a	n/a	n/a

Q5c. Thinking of the most recent contact, how would you rate Buloke Shire Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

Base: All respondents who have had contact with Council in the last 12 months.

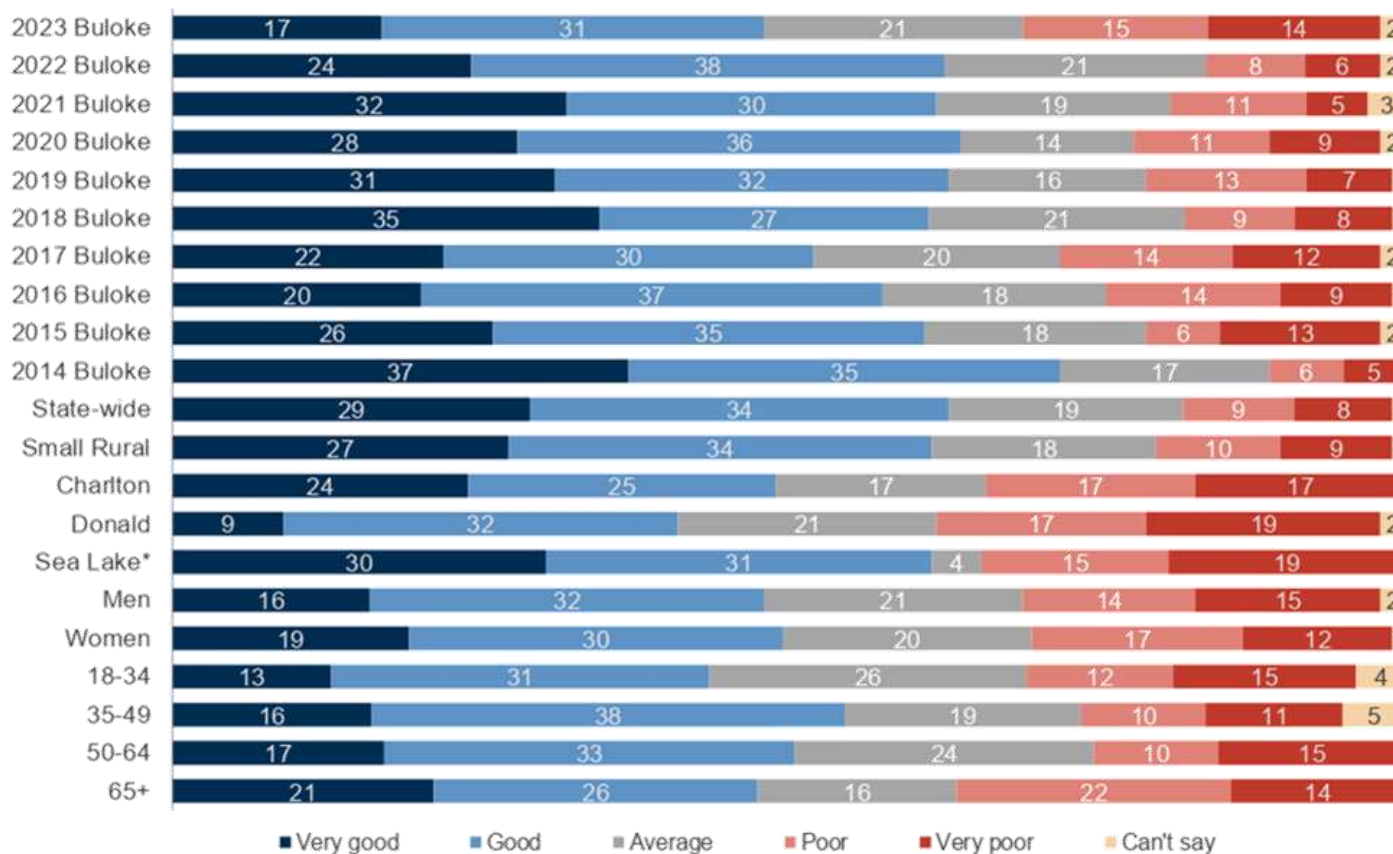
Councils asked State-wide: 66 Councils asked group: 19

Note: Please see Appendix A for explanation of significant differences.



Customer service rating

2023 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate Buloke Shire Council for customer service?

Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

Base: All respondents who have had contact with Council in the last 12 months.

Councils asked State-wide: 66 Councils asked group: 19

*Caution: small sample size n=19



Communication



Communication

The preferred form of communication from Council about news and information and upcoming events newsletters sent via mail (26%), followed by advertising in the local newspaper (21%). Council newsletters distributed via email (15%) is the third most preferred communications format, sitting slightly above social media and newsletters as a local paper insert (both at 14%).

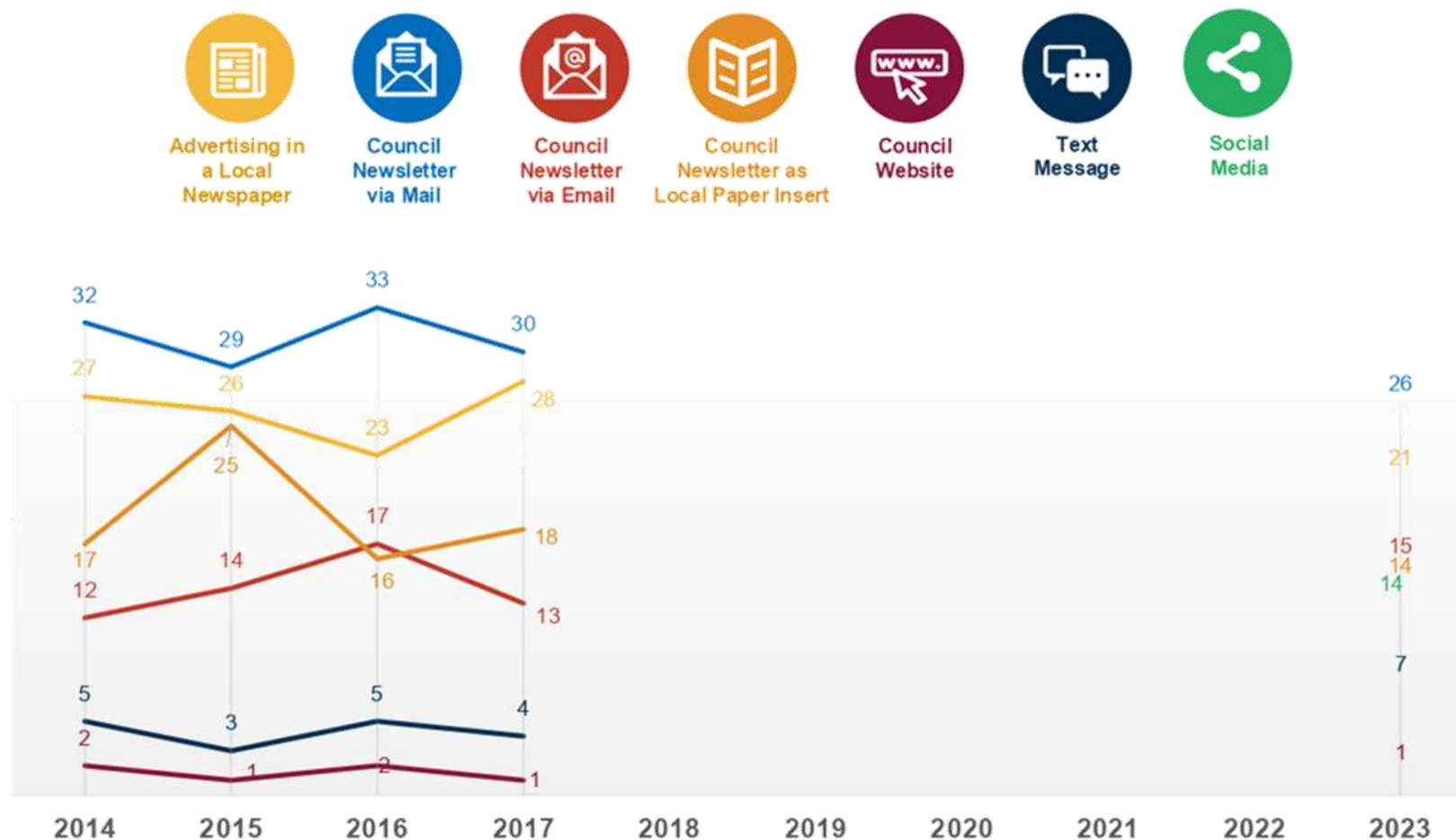
- Among residents aged under 50 years, social media (27%) is preferred over mailed newsletters (24%). Since the previous evaluation in 2017, preference for emailed newsletters (16%) has remained steady. Preference for advertising in local newspapers has declined (22% in 2017 down to 14% in 2023), and Council newsletters as local paper inserts has dropped by half (15% in 2017 down to 6% in 2023).
- Residents aged over 50 years much prefer to receive mailed newsletters (27%) ahead of emailed newsletters (14%). Newsletters sent via mail has typically been the preferred form of communication by older residents (2017 being an exception). Preference for advertising news, information and upcoming events in newspapers (25%) is the second most preferred form of communication among those aged over 50 years.





Best form of communication

2023 best form of communication (%)



Q13. If Buloke Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?

Base: All respondents. Councils asked State-wide: 40 Councils asked group: 11

Note: Social Media was included in 2020.

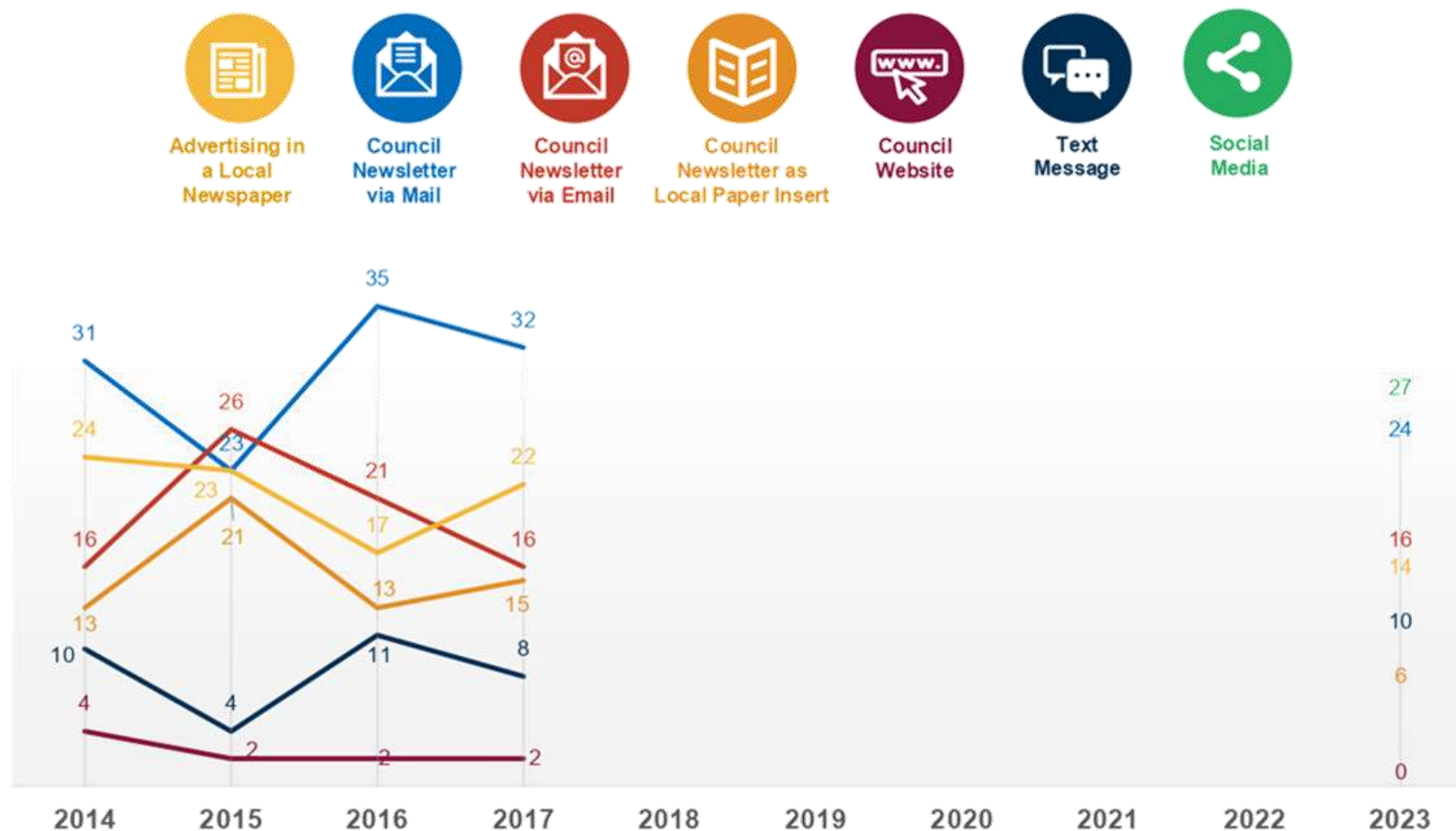
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39



Best form of communication: under 50s

2023 under 50s best form of communication (%)



Q13. If Buloke Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?

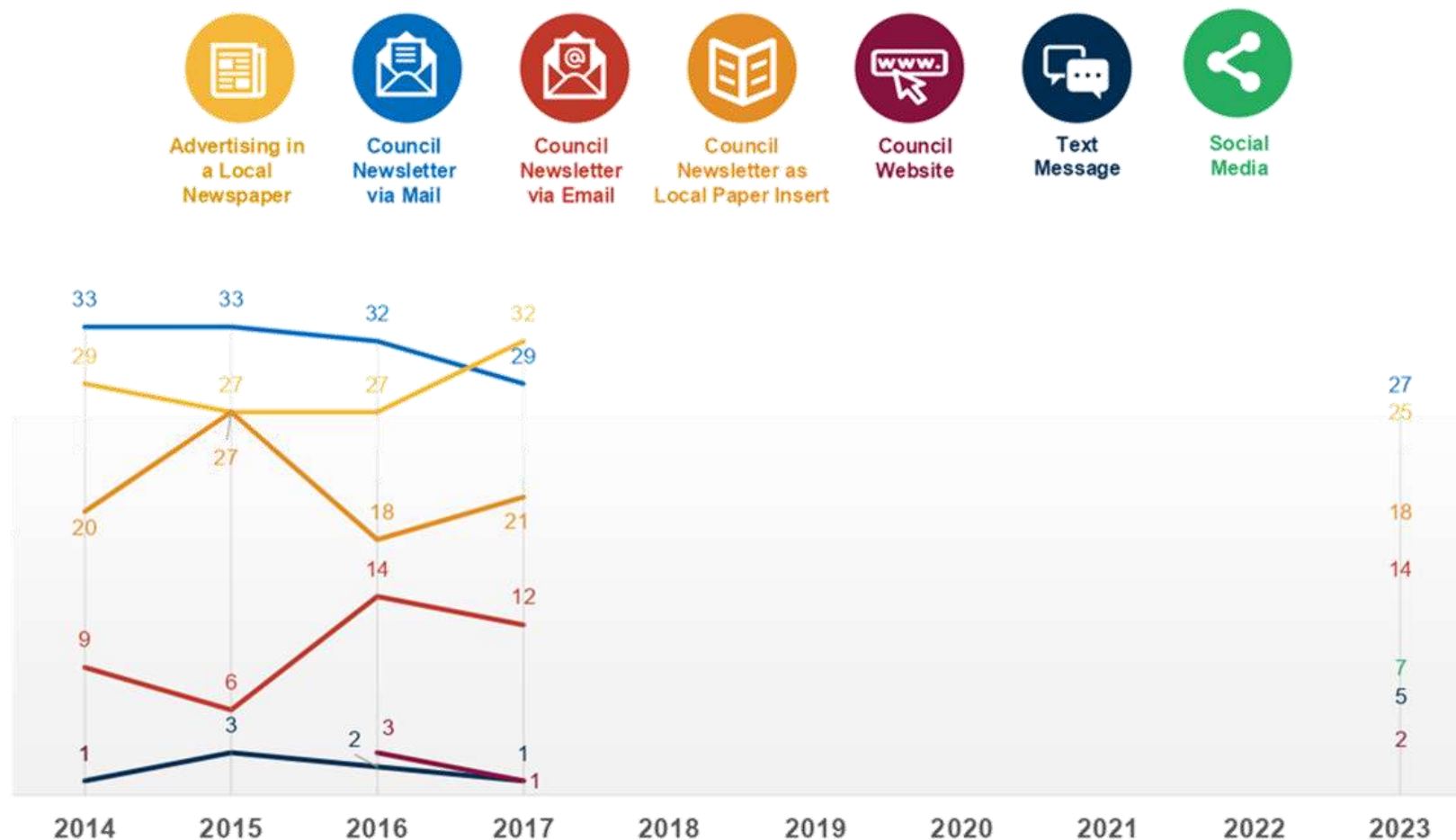
Base: All respondents aged under 50. Councils asked State-wide: 40 Councils asked group: 11

Note: Social Media was included in 2020.



Best form of communication: over 50s

2023 over 50s best form of communication (%)



Q13. If Buloke Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents aged over 50. Councils asked State-wide: 40 Councils asked group: 11
 Note: Social Media was included in 2023.



Council direction



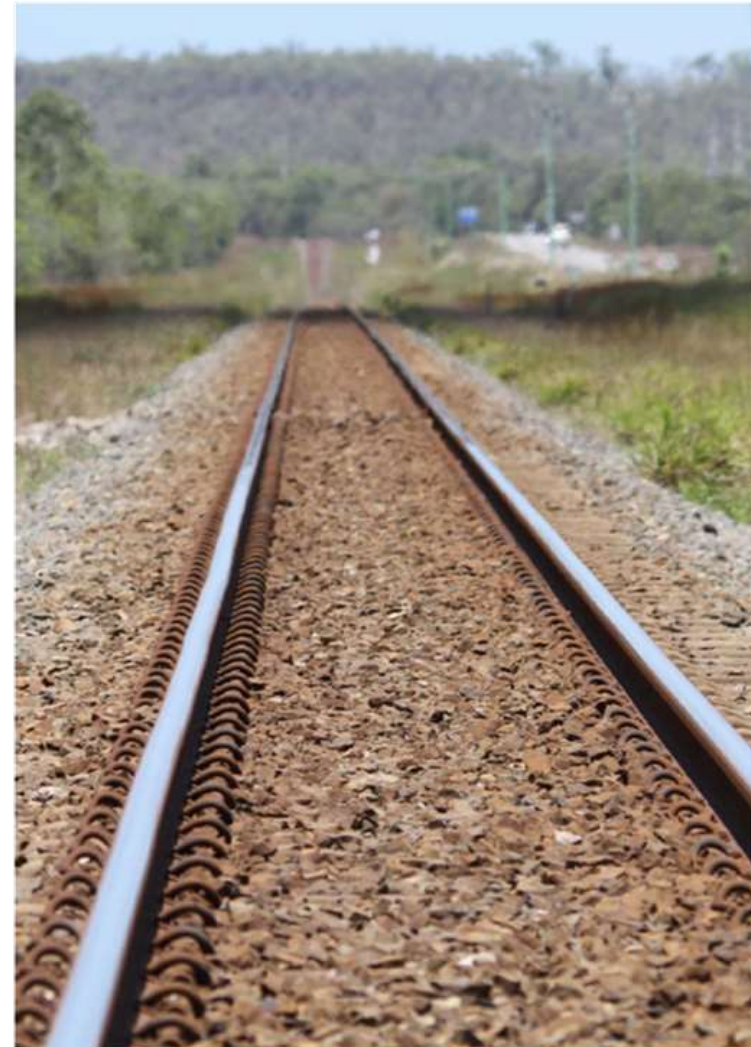
Council direction

Perceptions of the direction of Council's overall performance have significantly declined for a second consecutive year, following four years of maintaining the significant gain achieved in 2017.

Direction of Council's overall performance is rated significantly lower than both the State-wide and Small Rural group averages (index scores of 46 and 47 respectively).

Over the last 12 months, 10% of residents believe the direction of Council's overall performance has improved (compared to a slightly higher 14% in 2022). Around six in ten residents (58%, down four percentage points) believe it has stayed the same and 30% think it has deteriorated (compared to 21% in 2022).

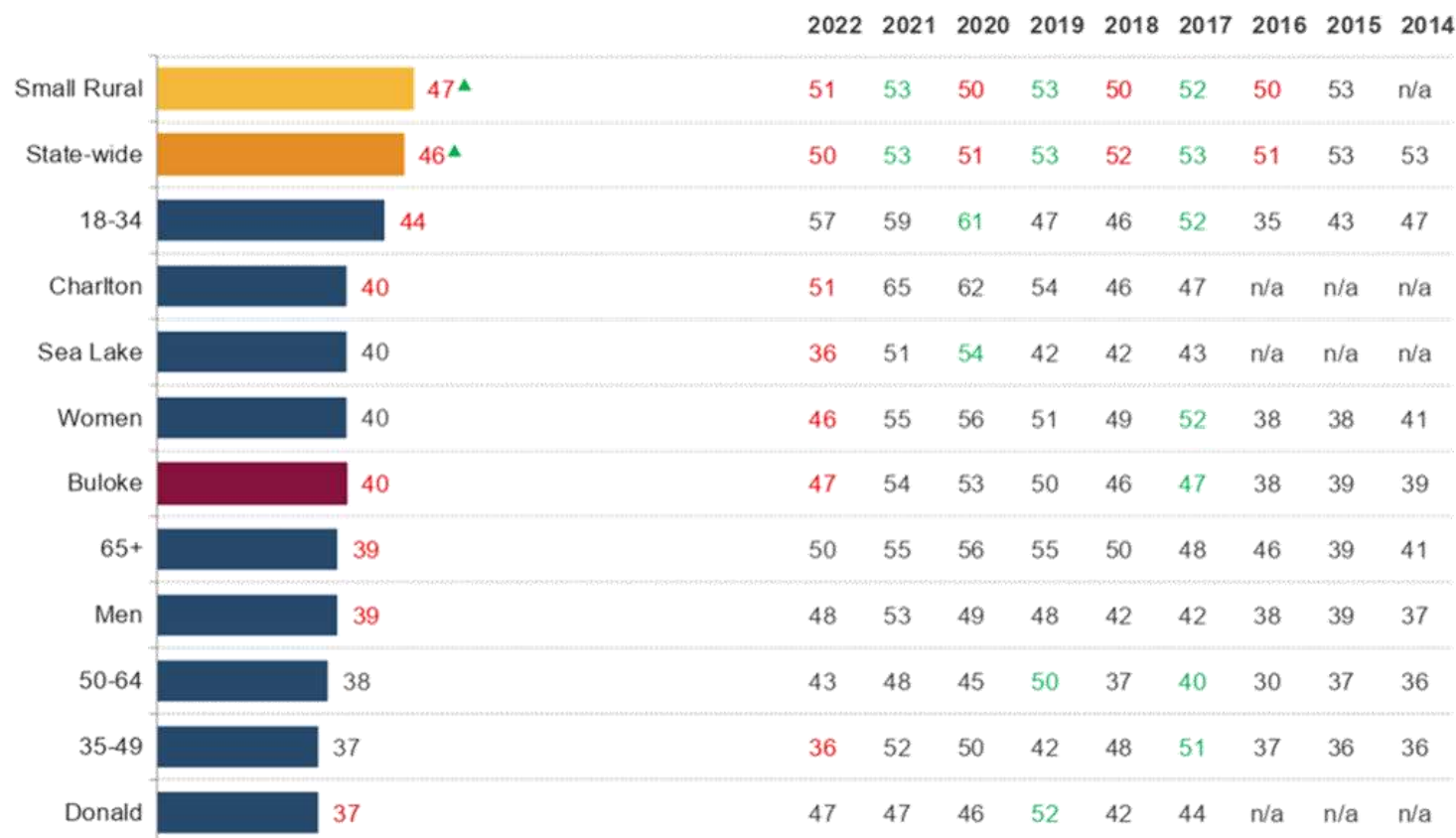
- Since the previous evaluation, ratings significantly declined across most geographic and demographic cohorts, the exception being residents aged 35 to 64 years, women, and those living in Sea Lake.
- By geographic region, residents of Charlton and Sea Lake are more satisfied with the direction of Council's overall performance than residents of Donald.





Overall council direction last 12 months

2023 overall council direction (index scores)



Q6. Over the last 12 months, what is your view of the direction of Buloke Shire Council's overall performance?

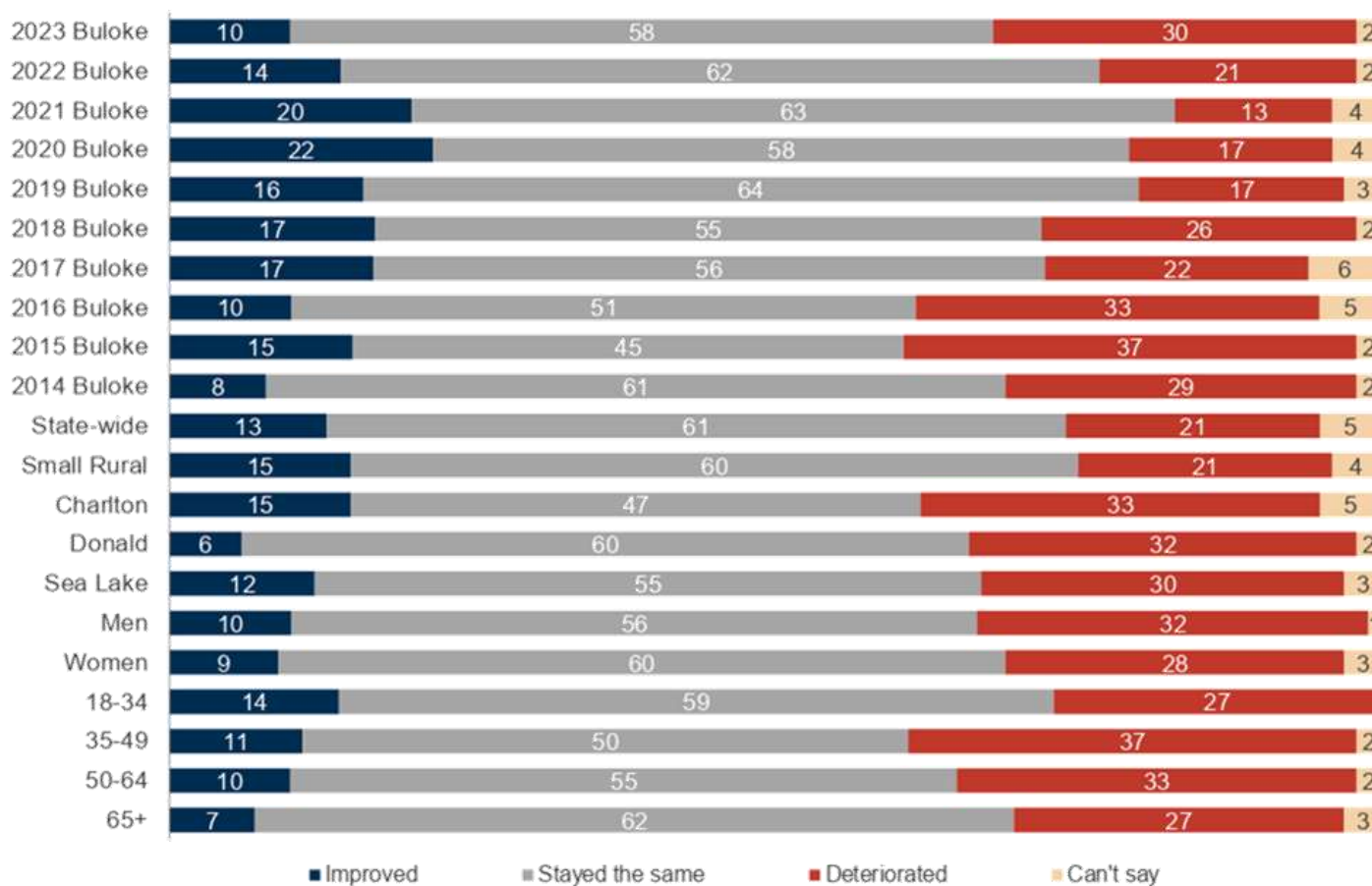
Base: All respondents. Councils asked State-wide: 56 Councils asked group: 19

Note: Please see Appendix A for explanation of significant differences



Overall council direction last 12 months

2023 overall council direction (%)



Q6. Over the last 12 months, what is your view of the direction of Buloke Shire Council's overall performance?
Base: All respondents. Council asked State-wide: 56 Council asked from: 40

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45



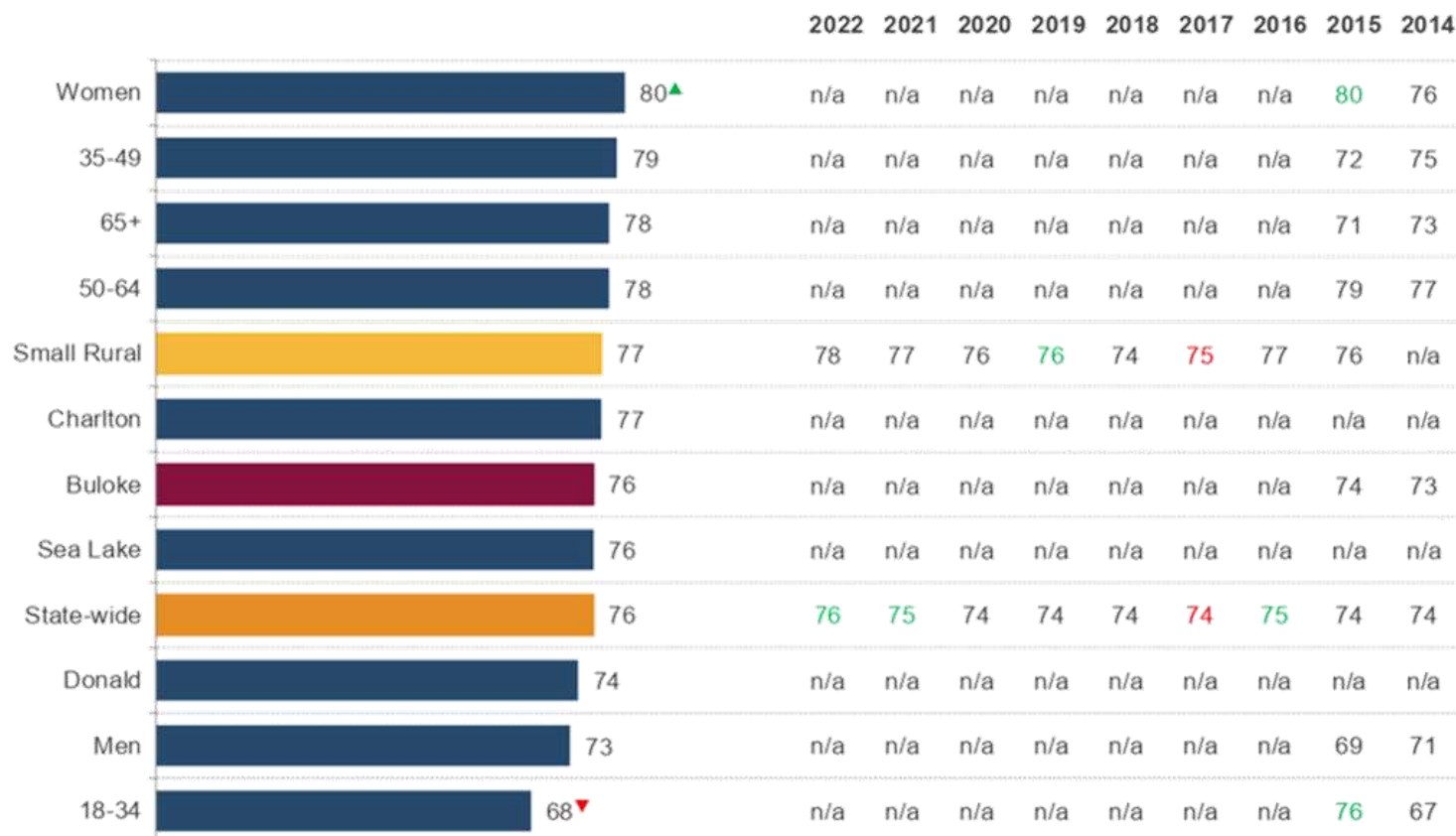
Individual service areas



Community consultation and engagement importance



2023 consultation and engagement importance (index scores)



Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 30 Councils asked group: 6

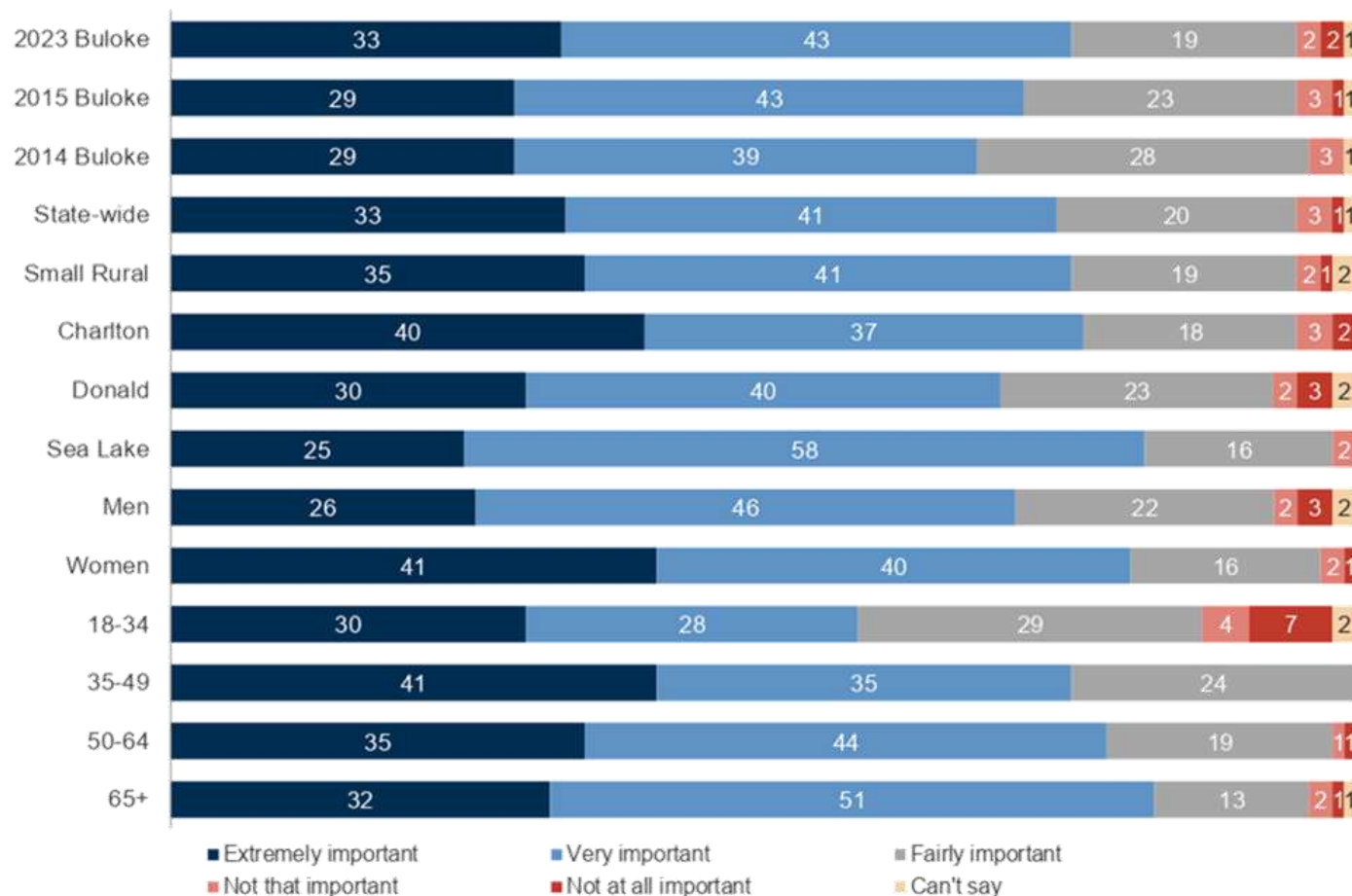
Note: Please see Appendix A for explanation of significant differences



Community consultation and engagement importance



2023 consultation and engagement importance (%)



Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?
 Base: All respondents. Council asked State-wide: 30 Council asked group: 6

J W S R E S E A R C H

48



Community consultation and engagement performance



2023 consultation and engagement performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	55	57	63	59	60	57	52	49	53	61
Sea Lake	54	43	58	64	53	48	58	n/a	n/a	n/a
35-49	54	46	56	57	50	55	55	50	48	55
Women	54	56	62	60	56	55	54	48	51	57
Donald	53	54	54	58	57	54	51	n/a	n/a	n/a
Small Rural	53	54	56	54	56	54	55	55	56	n/a
Charlton	53	55	64	60	50	51	46	n/a	n/a	n/a
Buloke	52	54	60	58	55	53	51	46	51	58
State-wide	52	54	56	55	56	55	55	54	56	57
Men	51	53	58	55	53	51	47	44	50	58
18-34	50	67	66	68	62	59	49	44	58	61
50-64	48	49	51	49	48	43	45	41	45	55

Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?

Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

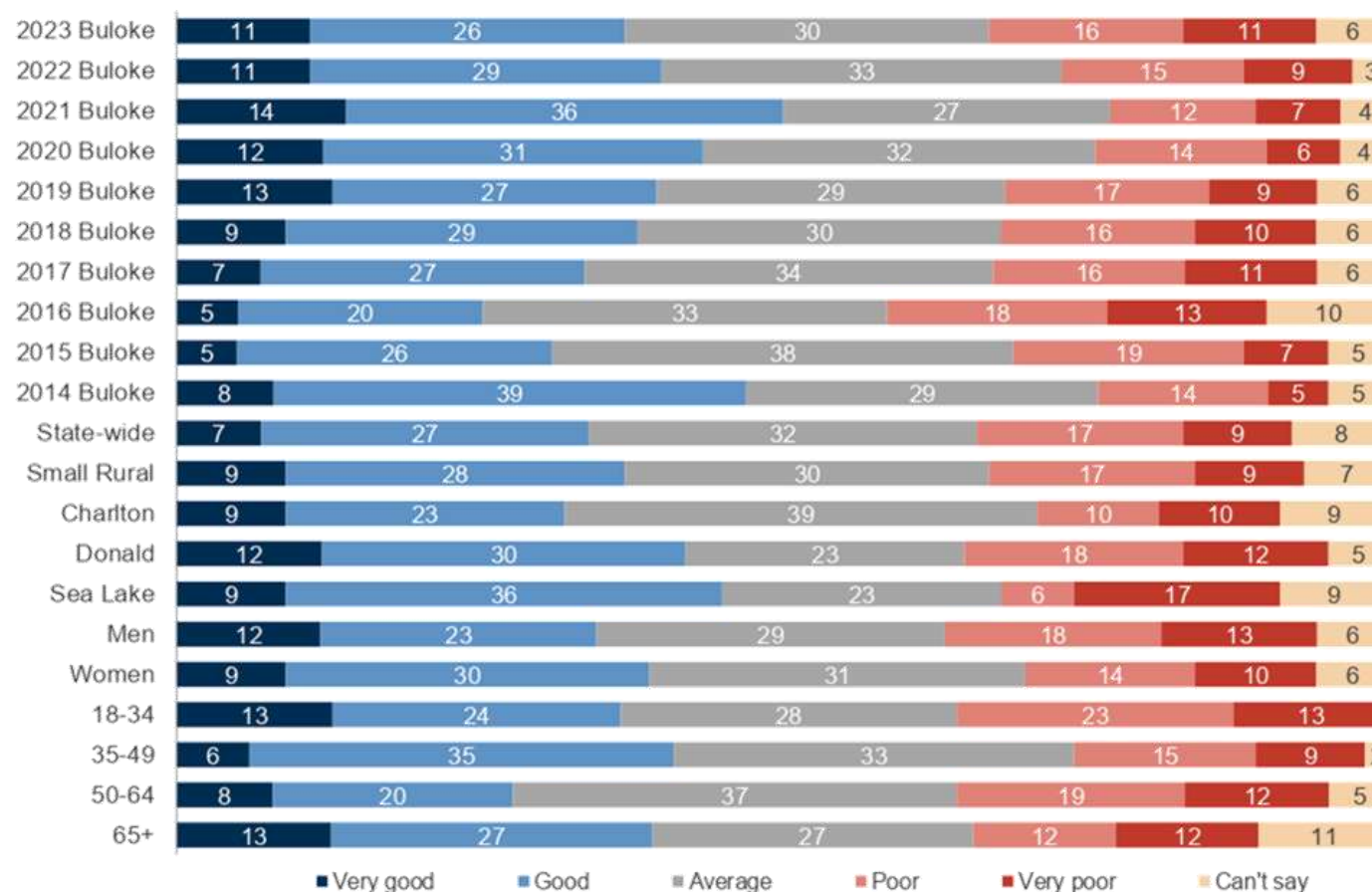
Note: Please see Appendix A for explanation of significant differences



Community consultation and engagement performance



2023 consultation and engagement performance (%)



Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
 Base: All respondents. Council asked State-wide: 56 Council asked region: 40

J W S R E S E A R C H

50



Lobbying on behalf of the community performance



2023 lobbying performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Small Rural	52▲	54	55	52	55	53	55	54	56	n/a
65+	51	58	63	55	60	56	53	53	57	59
Sea Lake	51	41	48	47	52	56	48	n/a	n/a	n/a
State-wide	51	53	55	53	54	54	54	53	55	56
18-34	51	53	59	59	55	56	48	46	49	56
Men	50	53	55	53	49	50	46	46	48	52
Donald	50	51	56	53	52	49	49	n/a	n/a	n/a
Buloke	49	53	58	54	52	52	49	48	50	54
Women	49	54	61	55	55	54	52	49	52	56
35-49	48	48	52	53	44	58	50	48	47	52
Charlton	47	55	64	61	52	51	46	n/a	n/a	n/a
50-64	47	50	52	49	46	42	44	41	45	50

Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?

Base: All respondents. Councils asked State-wide: 51 Councils asked group: 14

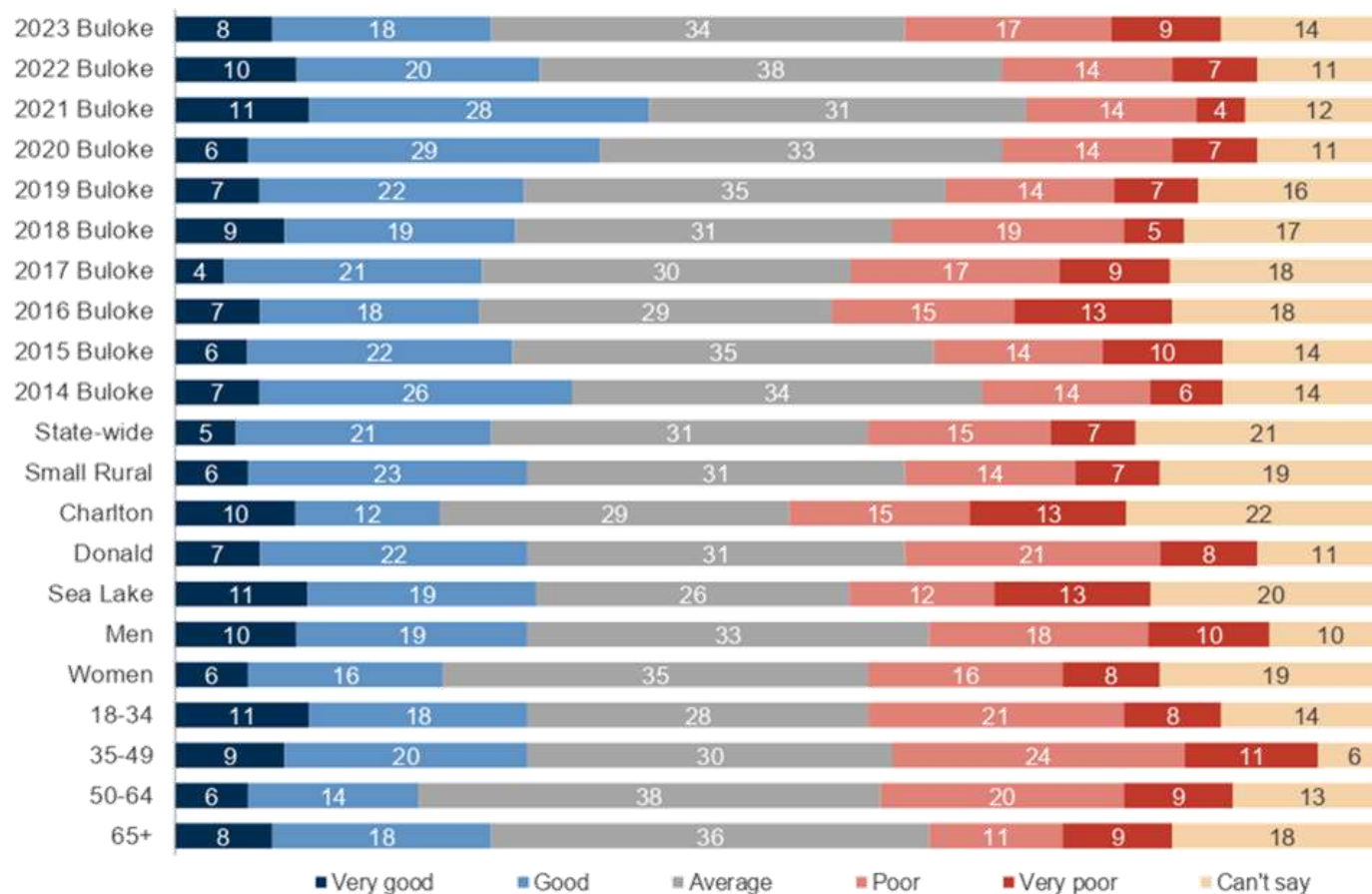
Note: Please see Appendix A for explanation of significant differences



Lobbying on behalf of the community performance



2023 lobbying performance (%)



Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
Base: All respondents. Council rated State-wide: 54 Council rated mean: 44

J W S R E S E A R C H

52

Decisions made in the interest of the community performance



2023 community decisions made performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	54	61	68	62	59	54	51	49	56	60
Women	53	56	64	59	56	52	52	46	50	57
Donald	53	53	60	58	54	47	51	n/a	n/a	n/a
35-49	52	44	53	59	43	56	52	48	46	49
Buloke	52	54	61	58	52	50	49	45	50	56
Small Rural	52	54	56	53	55	52	55	53	56	n/a
State-wide	51	54	56	53	55	54	54	54	55	57
Charlton	51	60	65	61	52	47	43	n/a	n/a	n/a
18-34	51	58	64	61	58	47	48	43	57	61
Men	50	53	59	56	49	48	47	44	50	54
Sea Lake	49	44	58	56	52	45	50	n/a	n/a	n/a
50-64	48	50	52	48	46	41	46	39	42	52

Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?

Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

Note: Please see Appendix A for explanation of significant differences

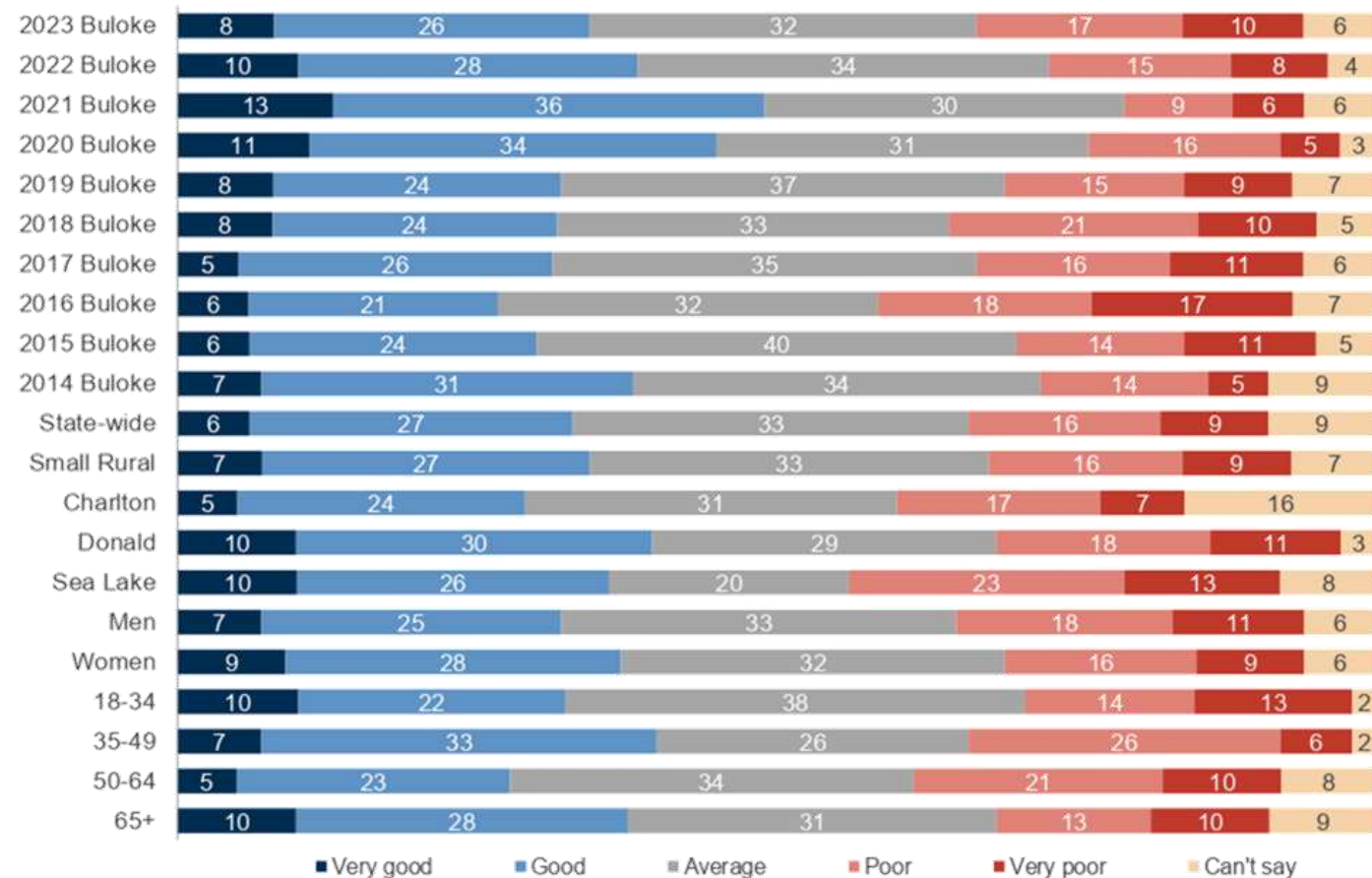
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53

Decisions made in the interest of the community performance



2023 community decisions made performance (%)



Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
 Data: All respondents. Council rated State-wide: 56 Council rated region: 40

J W S R E S E A R C H

54

The condition of sealed local roads in your area importance



2023 sealed local roads importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	90▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	84
Personal user	86	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Household user	86	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	86	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	86
Sea Lake	86	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Donald	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Buloke	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	83
Men	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	80
65+	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	77
Charlton	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	88
Small Rural	84	82	81	83	82	84	81	n/a	78	n/a
18-34	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	87
State-wide	82▼	81	79	79	79	80	78	78	76	77

Q1. Firstly, how important should 'The condition of sealed local roads in your area' be as a responsibility for Council?

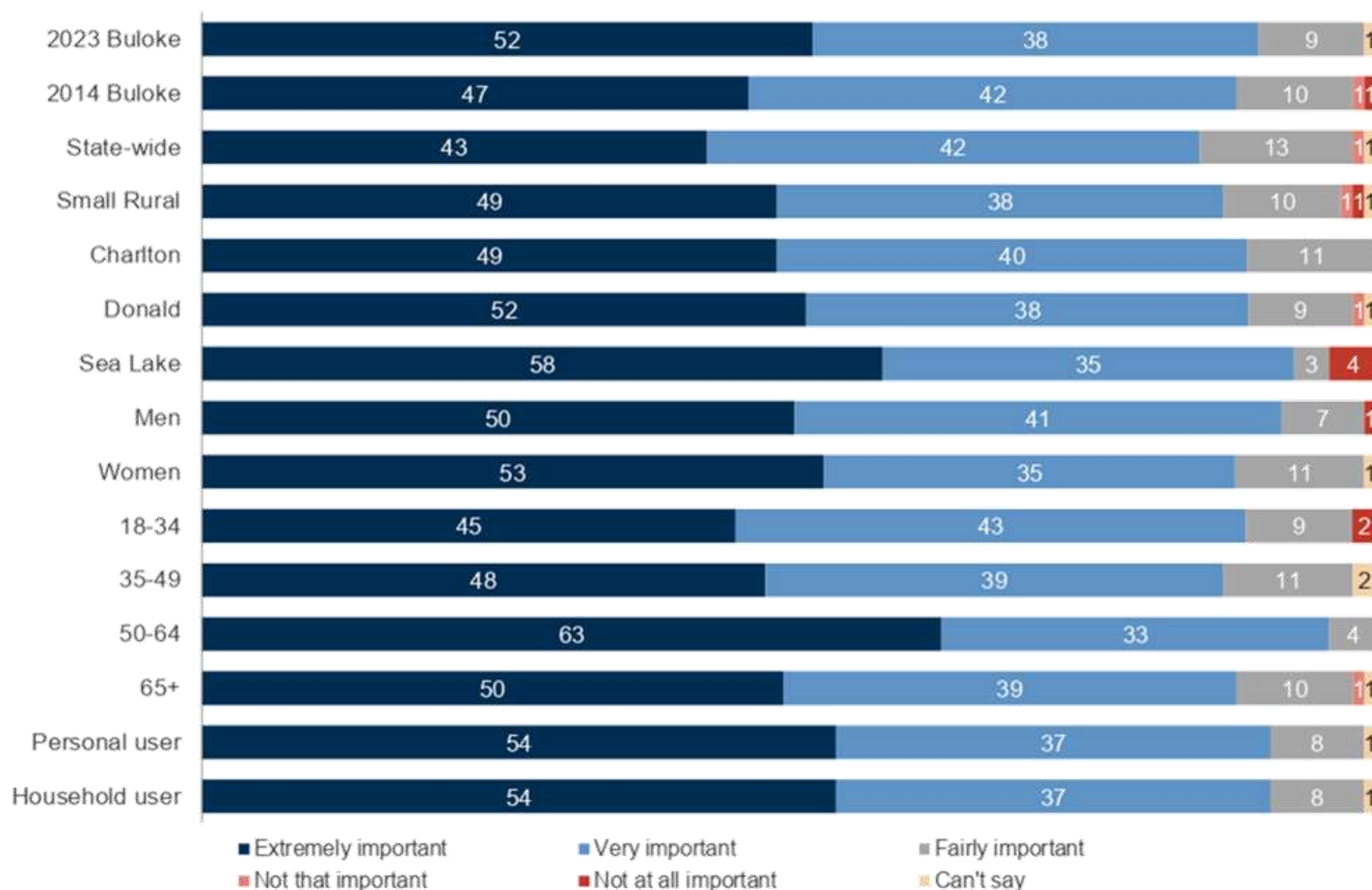
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 4

Note: Please see Appendix A for explanation of significant differences

The condition of sealed local roads in your area importance



2023 sealed local roads importance (%)



Q1. Firstly, how important should 'The condition of sealed local roads in your area' be as a responsibility for Council?
 Base: All respondents. Council asked State-wide. 34 Council asked region 4

J W S R E S E A R C H

56

The condition of sealed local roads in your area performance



2023 sealed local roads performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	48▲	53	57	54	56	53	53	54	55	55
Charlton	45▲	45	57	51	51	45	38	n/a	n/a	n/a
Small Rural	44▲	50	53	51	53	49	50	52	52	n/a
65+	43▲	46	51	48	51	47	41	46	53	54
Women	37	41	50	39	38	40	39	38	46	44
Donald	37	38	46	34	36	35	35	n/a	n/a	n/a
Buloke	37	38	48	39	42	39	36	39	44	43
35-49	36	28	36	31	32	36	32	38	34	31
Men	36	35	46	40	45	38	34	41	42	41
Household user	35	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Personal user	35	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Sea Lake	32	33	37	34	40	38	38	n/a	n/a	n/a
50-64	31	33	44	35	36	35	33	36	42	41
18-34	29▼	41	59	35	40	32	39	32	41	40

Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?

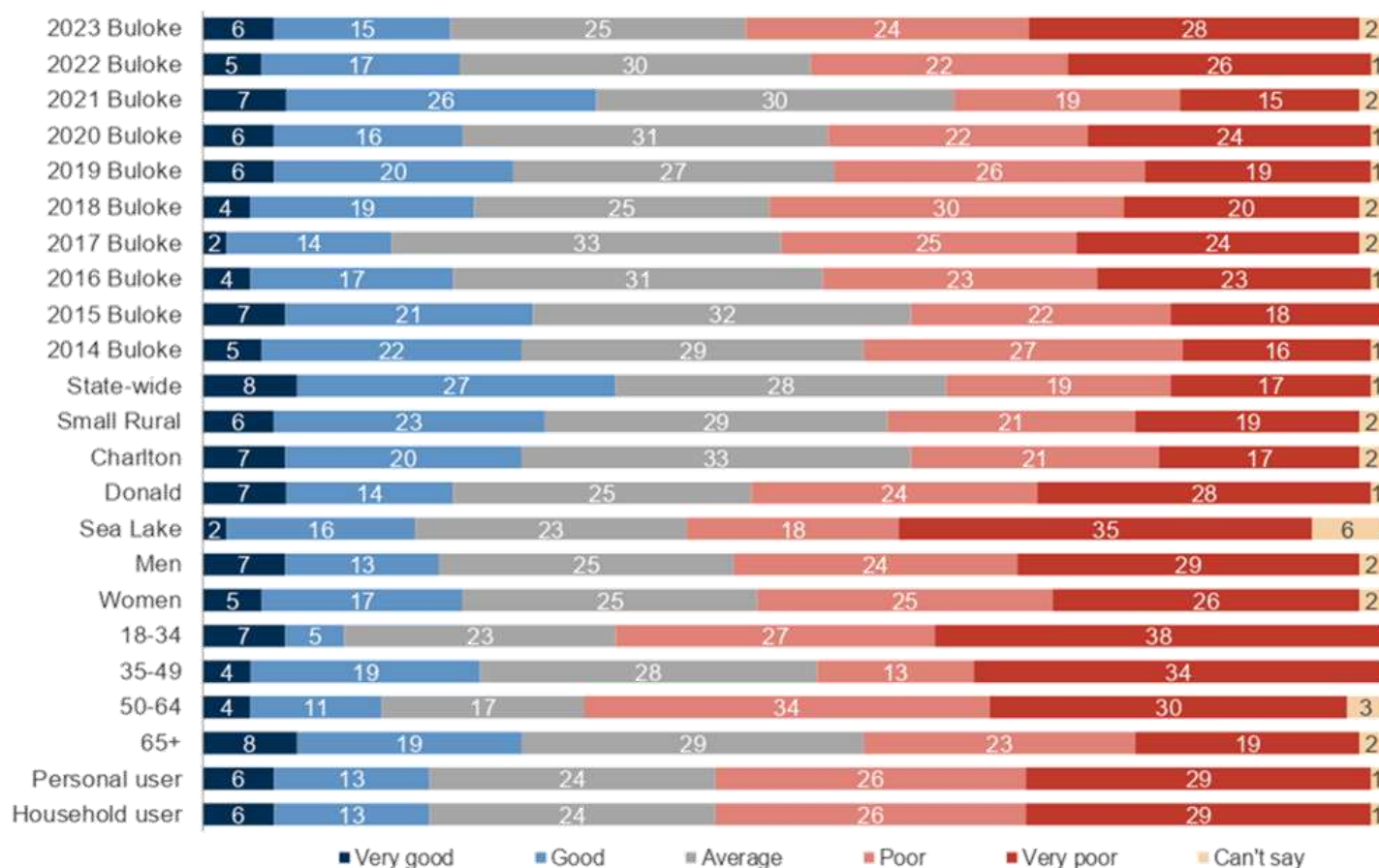
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

Note: Please see Appendix A for explanation of significant differences

The condition of sealed local roads in your area performance



2023 sealed local roads performance (%)



Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
 Base: All respondents. Council rated State-wide: 56 Council rated region: 40

J W S R E S E A R C H

58

The condition of local streets and footpaths in your area importance



2023 streets and footpaths importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	82	80
Women	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	83	83
Charlton	84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Sea Lake	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Household user	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Personal user	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Buloke	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	79	77
65+	82	n/a	n/a	n/a	n/a	n/a	n/a	n/a	77	75
35-49	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a	81	76
State-wide	81	81	79	78	77	78	77	77	77	77
Donald	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	80	80	77	77	77	76	76	75	76	n/a
Men	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	76	72
18-34	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a	77	78

Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council?

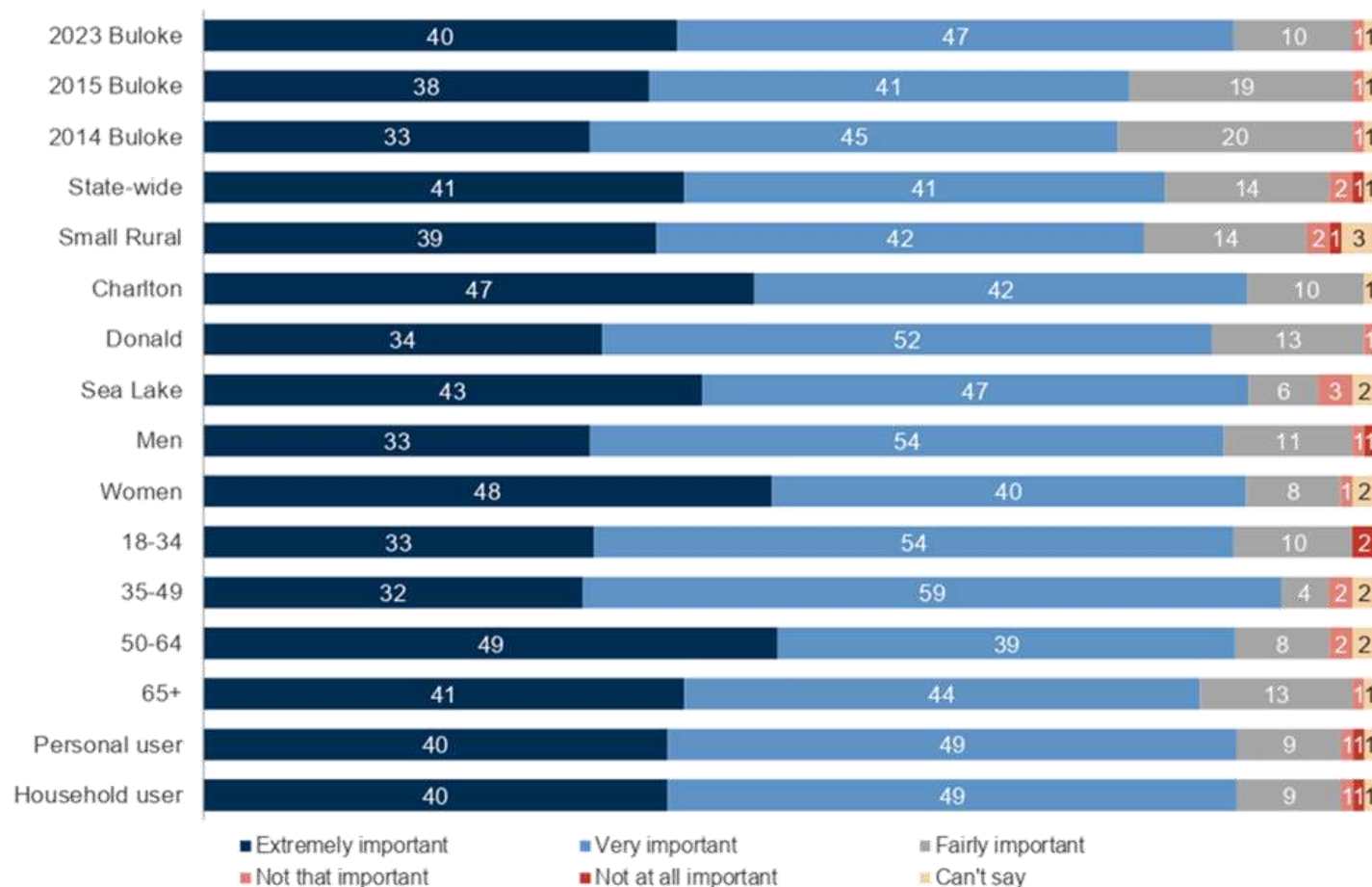
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 5

Note: Please see Appendix A for explanation of significant differences

The condition of local streets and footpaths in your area importance



2023 streets and footpaths importance (%)



Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council?
 Base: All respondents. Council asked State-wide: 95 Council asked group: 8

J W S R E S E A R C H

60

The condition of local streets and footpaths in your area performance



2023 streets and footpaths performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	52▲	57	59	58	59	58	57	57	58	58
Small Rural	52▲	55	58	57	57	57	57	58	59	n/a
65+	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	60	60
Charlton	46	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	45	n/a	n/a	n/a	n/a	n/a	n/a	n/a	56	57
Donald	45	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Buloke	44	n/a	n/a	n/a	n/a	n/a	n/a	n/a	56	58
35-49	43	n/a	n/a	n/a	n/a	n/a	n/a	n/a	55	61
Household user	43	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Personal user	43	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	42	n/a	n/a	n/a	n/a	n/a	n/a	n/a	56	60
Sea Lake	42	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	39	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50	53
18-34	36▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a	58	61

Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?

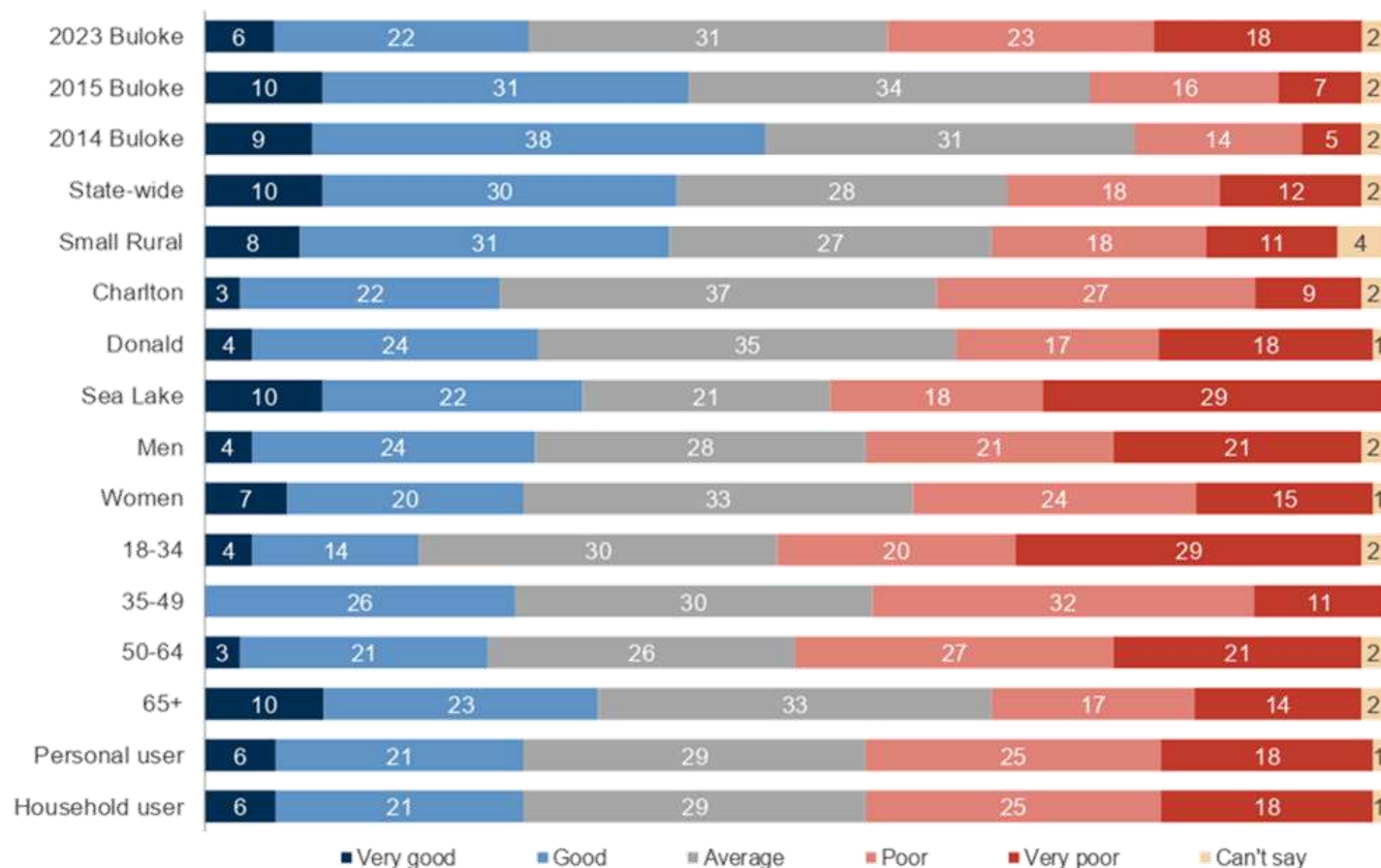
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 8

Note: Please see Appendix A for explanation of significant differences

The condition of local streets and footpaths in your area performance



2023 streets and footpaths performance (%)



Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?
Data: All respondents. Council rated State-wide: 23 Council rated average: 9

J W S R E S E A R C H

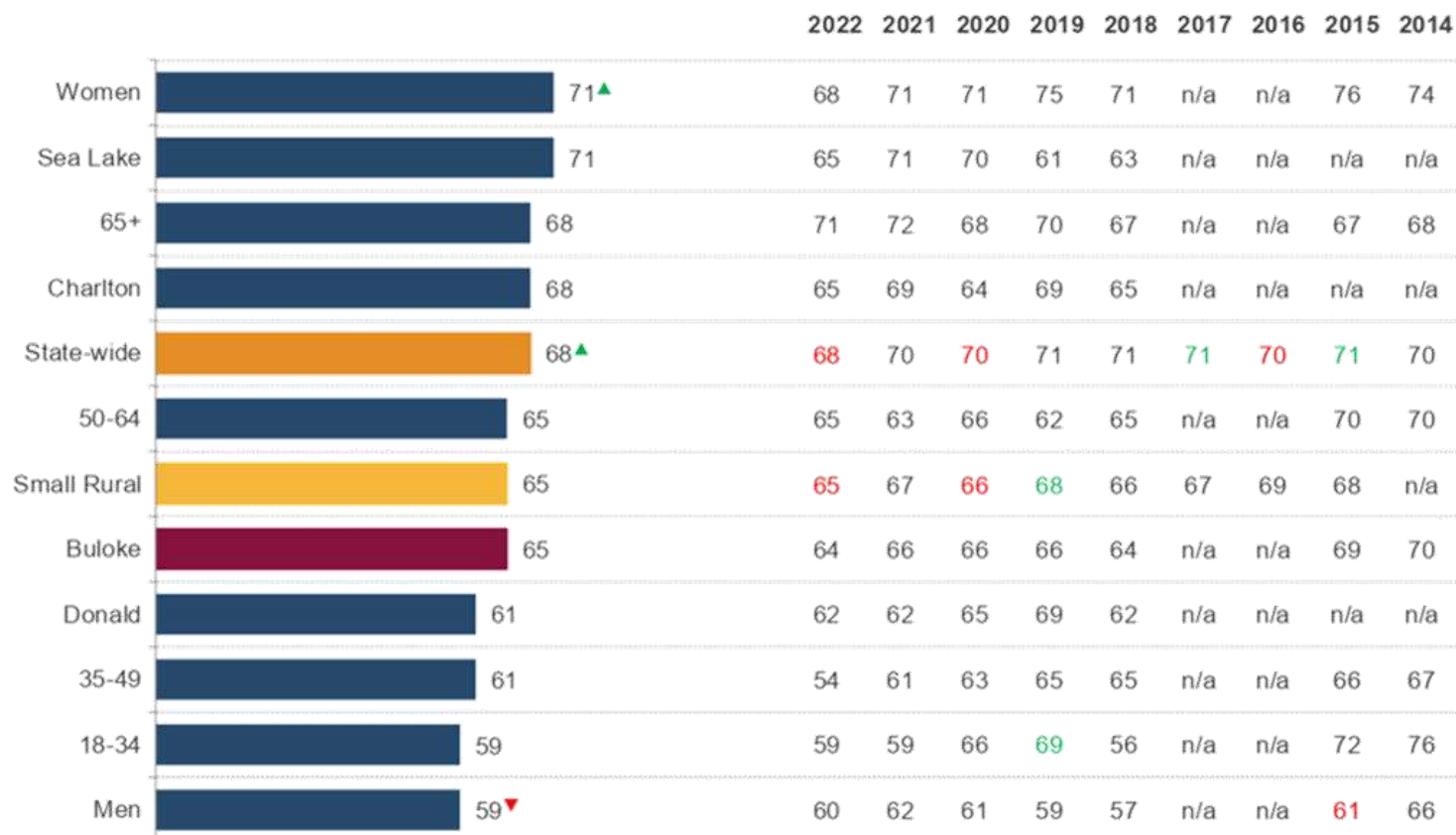
62



Enforcement of local laws importance



2023 law enforcement importance (index scores)



Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 23 Councils asked group: 6

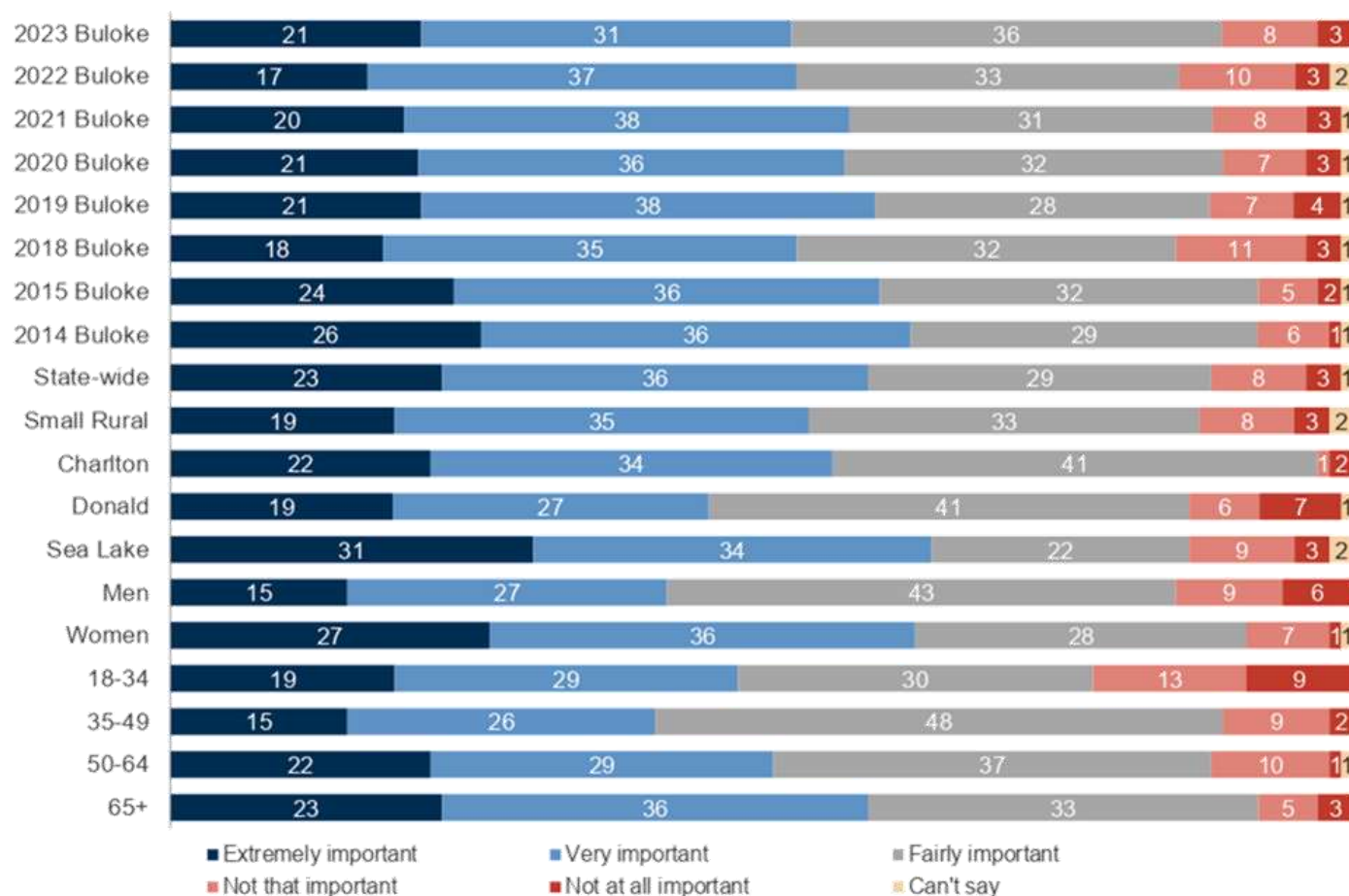
Note: Please see Appendix A for explanation of significant differences



Enforcement of local laws importance



2023 law enforcement importance (%)



Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
 Base: All respondents. Council asked State-wide: 23 Council asked groups: 6

J W S R E S E A R C H

64



Enforcement of local laws performance



2023 law enforcement performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Charlton	68	65	61	63	60	50	n/a	n/a	n/a	n/a
65+	66	64	66	63	65	61	n/a	n/a	63	62
Sea Lake	64	53	65	62	59	58	n/a	n/a	n/a	n/a
Women	64	66	67	62	63	61	n/a	n/a	66	65
Buloke	64	62	65	62	61	58	n/a	n/a	63	65
35-49	64	59	63	60	57	65	n/a	n/a	61	68
Donald	64	61	68	61	60	61	n/a	n/a	n/a	n/a
18-34	63	65	70	72	63	54	n/a	n/a	72	70
Men	63	58	64	63	58	56	n/a	n/a	61	65
State-wide	61 ▼	63	64	63	64	64	64	63	66	66
Small Rural	61 ▼	62	63	62	63	63	65	64	66	n/a
50-64	60	58	60	57	56	52	n/a	n/a	59	62

Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?

Base: All respondents. Councils asked State-wide: 34 Councils asked group: 10

Note: Please see Appendix A for explanation of significant differences

J W S R E S E A R C H

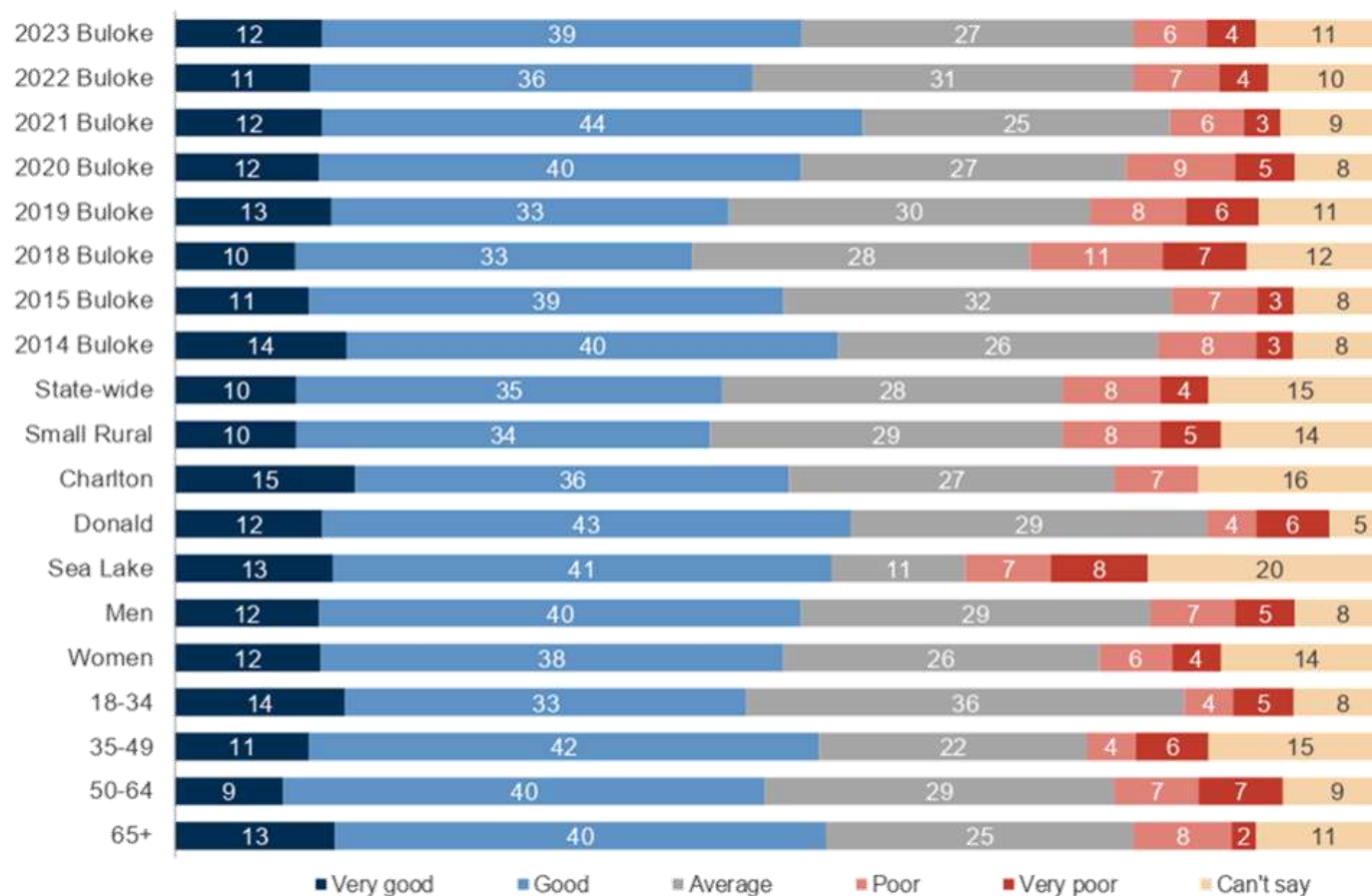
65



Enforcement of local laws performance



2023 law enforcement performance (%)



Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
 Base: All respondents. Council rated State-wide: 34 Council rated average: 40

J W S R E S E A R C H

66



Elderly support services importance



2023 elderly support importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	87	83	86	82	81	83	n/a	n/a	85	82
Women	87	85	87	87	85	87	n/a	n/a	88	87
Buloke	84	82	84	82	81	83	n/a	n/a	83	82
35-49	84	82	88	85	80	85	n/a	n/a	86	84
Donald	83	82	83	81	80	82	n/a	n/a	n/a	n/a
Sea Lake	83	87	87	83	80	83	n/a	n/a	n/a	n/a
18-34	83	86	83	73	82	86	n/a	n/a	80	84
Charlton	83	82	86	80	80	83	n/a	n/a	n/a	n/a
65+	83	81	82	84	80	80	n/a	n/a	81	80
Small Rural	82	82	83	81	80	80	79	79	80	n/a
Men	81▼	80	82	77	76	79	n/a	n/a	77	78
State-wide	80▼	82	82	80	80	79	78	78	79	79

Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 16 Councils asked group: 5

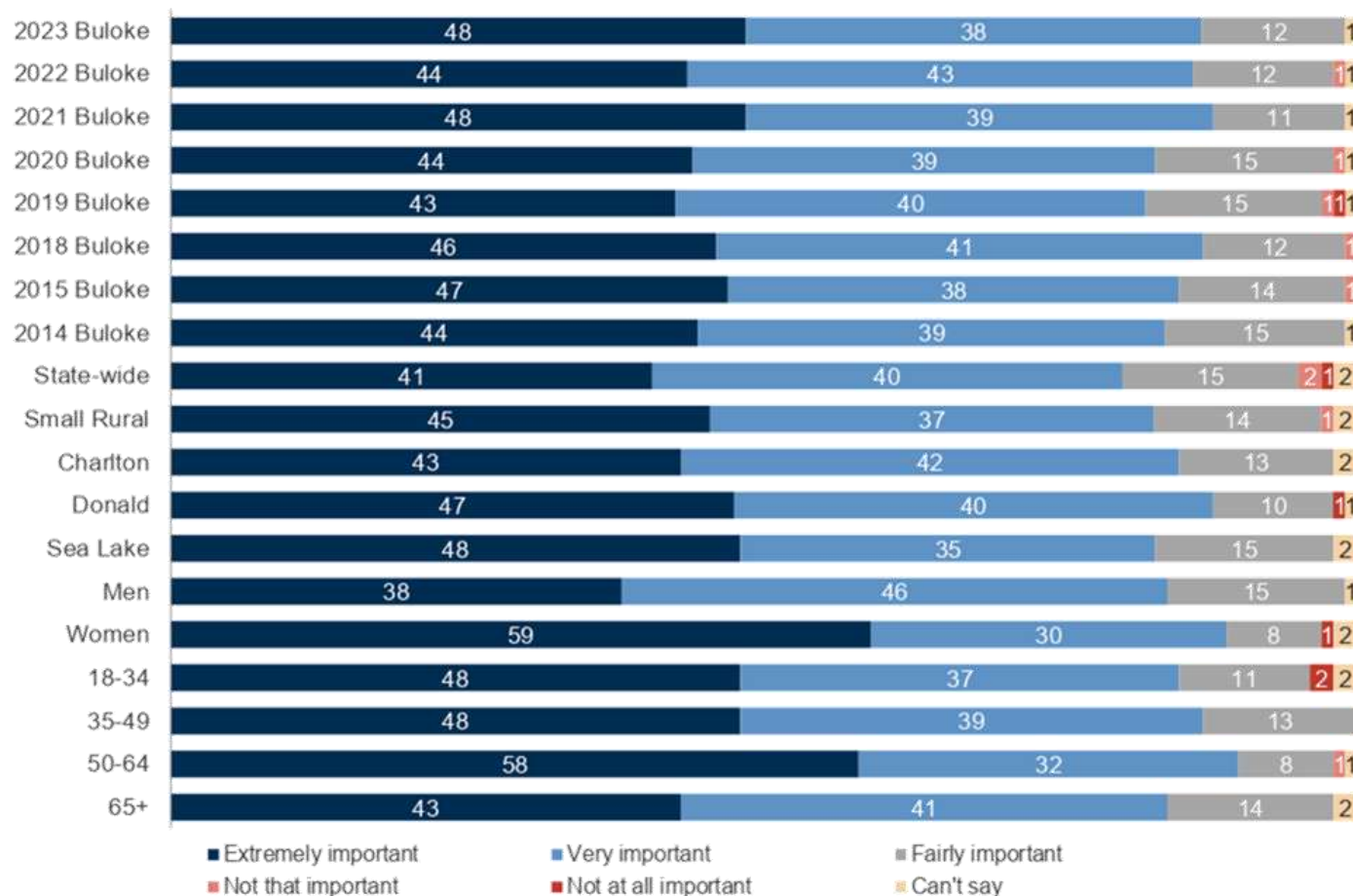
Note: Please see Appendix A for explanation of significant differences



Elderly support services importance



2023 elderly support importance (%)



Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?
 Data: All respondents. Council asked State-wide: 46 Council asked group: 6

J W S R E S E A R C H

68



Elderly support services performance



2023 elderly support performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Donald	66	68	74	73	74	59	n/a	n/a	n/a	n/a
18-34	66	74	68	74	66	61	n/a	n/a	73	75
65+	66	72	75	74	70	65	n/a	n/a	67	73
Small Rural	66▲	70	72	71	71	69	71	70	72	n/a
Men	63	69	68	69	68	66	n/a	n/a	65	72
State-wide	63	67	69	68	68	68	68	68	69	70
Buloke	63	69	71	69	67	63	n/a	n/a	64	71
Charlton	63	68	72	74	66	60	n/a	n/a	n/a	n/a
Women	63	70	74	69	67	60	n/a	n/a	64	70
Sea Lake	62	67	63	58	56	66	n/a	n/a	n/a	n/a
50-64	59	64	67	64	64	57	n/a	n/a	58	67
35-49	57	67	67	61	68	70	n/a	n/a	61	69

Q2. How has Council performed on 'Elderly support services' over the last 12 months?

Base: All respondents. Councils asked State-wide: 29 Councils asked group: 9

Note: Please see Appendix A for explanation of significant differences

J W S R E S E A R C H

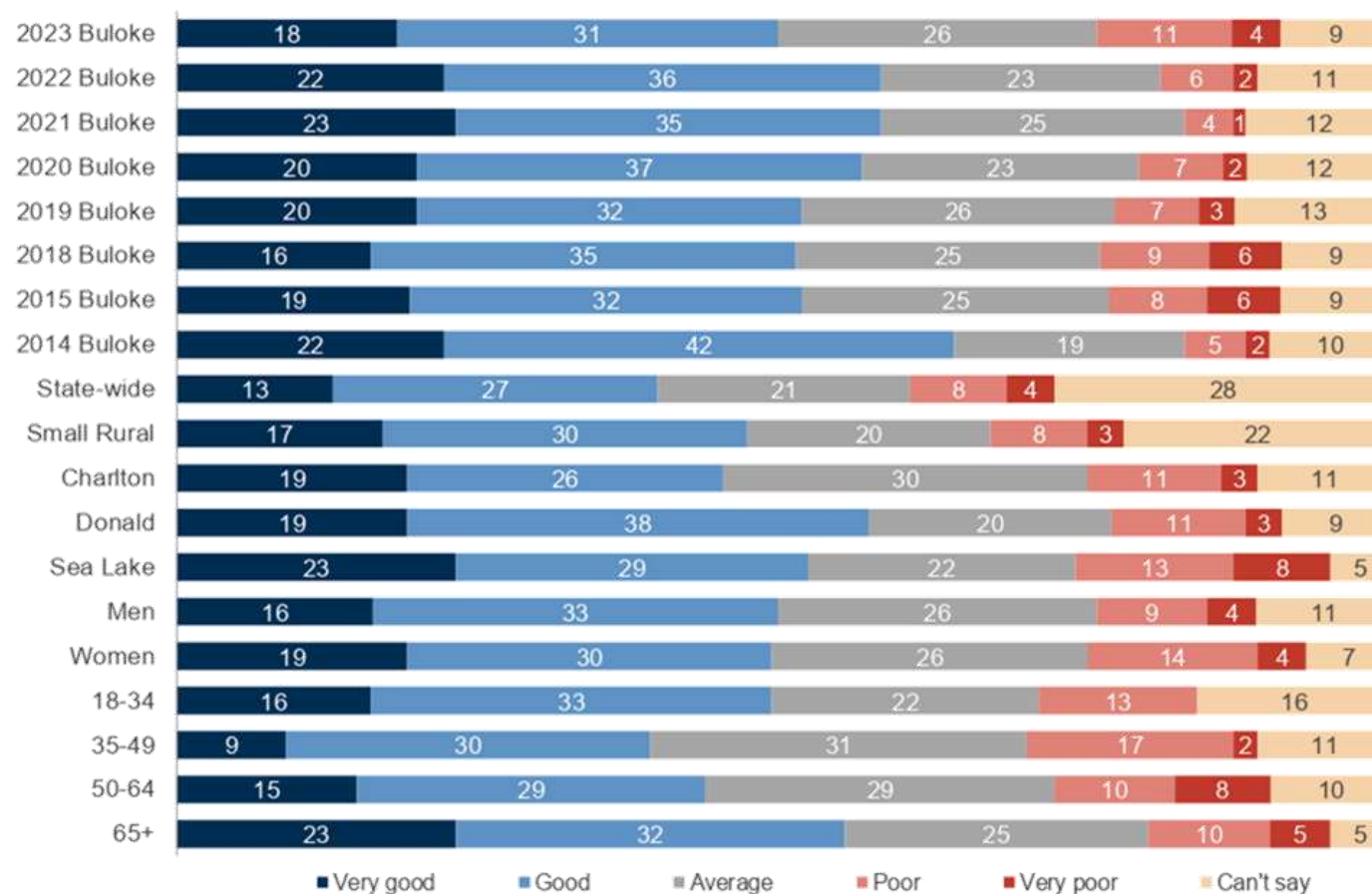
69



Elderly support services performance



2023 elderly support performance (%)



Q2. How has Council performed on 'Elderly support services' over the last 12 months?
 Data: All respondents. Council asked. State-wide: 30 Council asked from: 6



Recreational facilities importance



2023 recreational facilities importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	81▲	78	77	80	80	82	n/a	n/a	80	75
Personal user	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Household user	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	77	78	76	78	77	75	n/a	n/a	78	78
50-64	76	74	76	76	72	74	n/a	n/a	77	77
Donald	76	76	76	73	77	78	n/a	n/a	n/a	n/a
18-34	76	81	72	75	76	82	n/a	n/a	78	76
Buloke	76	76	76	76	74	77	n/a	n/a	75	76
Men	75	74	75	74	72	78	n/a	n/a	73	73
65+	73	75	76	74	72	73	n/a	n/a	70	74
State-wide	73▼	74	74	72	72	73	72	73	72	72
Charlton	73	73	72	73	73	74	n/a	n/a	n/a	n/a
Sea Lake	73	74	77	78	76	76	n/a	n/a	n/a	n/a
Small Rural	73▼	74	73	73	72	72	71	72	73	n/a

Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 32 Councils asked group: 7

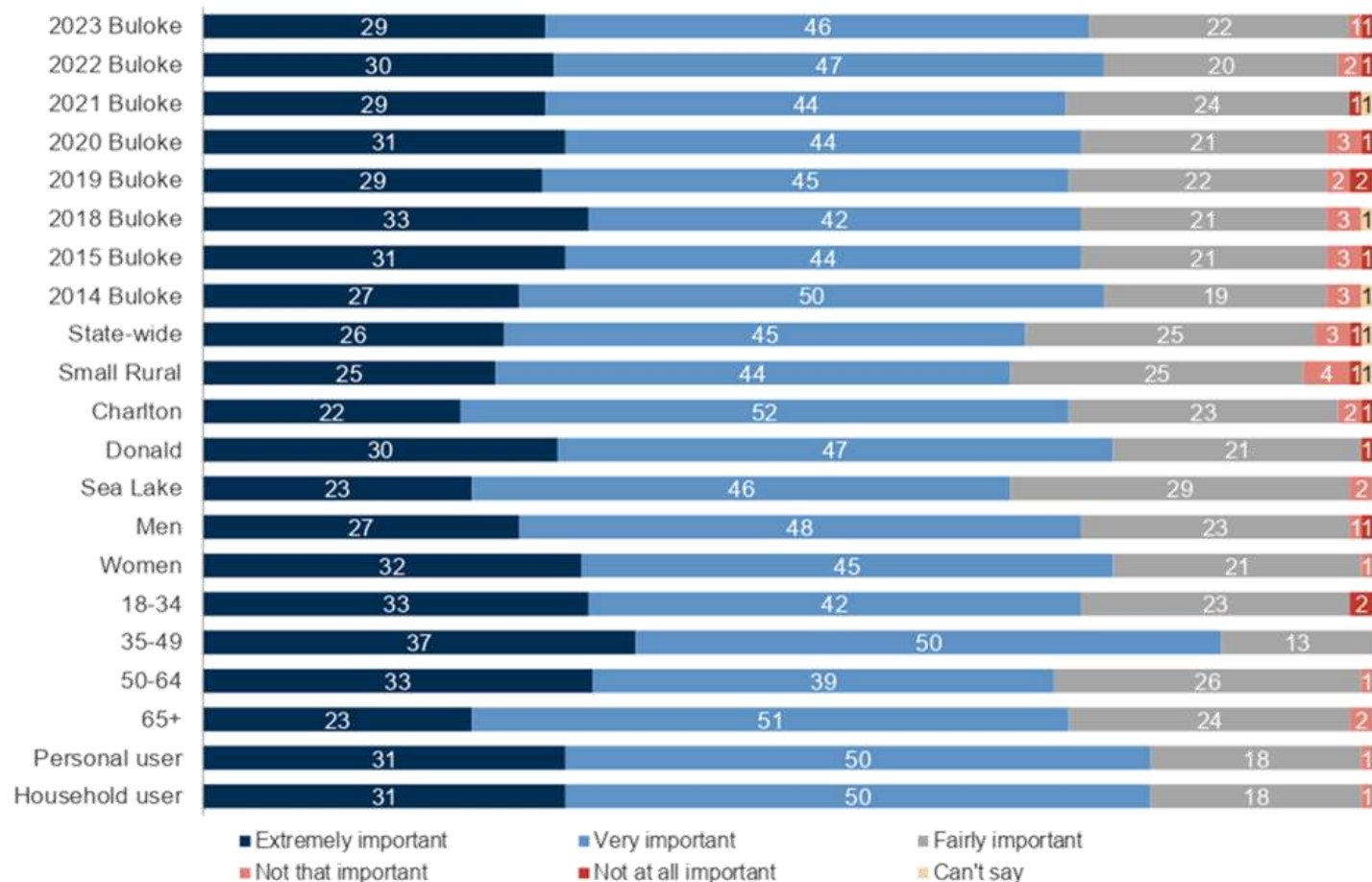
Note: Please see Appendix A for explanation of significant differences



Recreational facilities importance



2023 recreational facilities importance (%)



Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
 Base: All respondents. Council asked State-wide: 23 Council asked region: 7



Recreational facilities performance



2023 recreational facilities performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	74▲	77	79	80	75	72	n/a	n/a	74	74
Charlton	70	74	79	83	71	63	n/a	n/a	n/a	n/a
Donald	70	71	73	72	68	60	n/a	n/a	n/a	n/a
Personal user	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Household user	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	68	72	73	72	68	65	n/a	n/a	62	69
Buloke	68	71	74	74	69	67	n/a	n/a	63	69
State-wide	68	69	71	70	70	69	70	69	70	71
Women	68	71	75	77	70	68	n/a	n/a	65	69
Small Rural	67	69	69	68	68	69	69	68	70	n/a
50-64	66	68	70	66	67	59	n/a	n/a	62	65
18-34	66	72	72	78	70	61	n/a	n/a	52	73
35-49	59▼	65	71	72	58	72	n/a	n/a	59	64
Sea Lake	58	67	66	69	67	62	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Recreational facilities' over the last 12 months?

Base: All respondents. Councils asked State-wide: 43 Councils asked group: 13

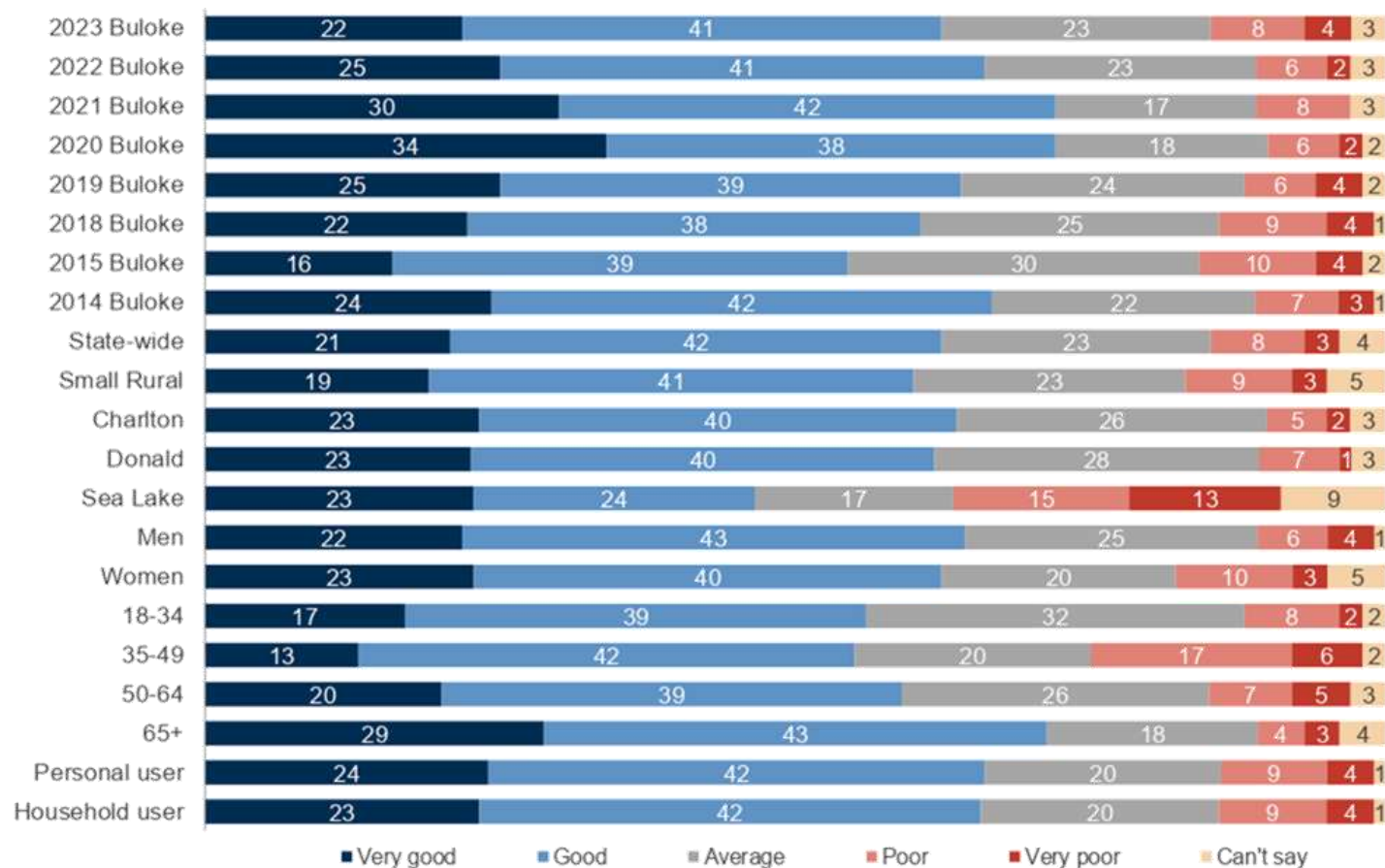
Note: Please see Appendix A for explanation of significant differences



Recreational facilities performance



2023 recreational facilities performance (%)



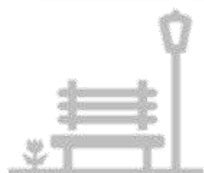
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Data: All respondents. Council rated State-wide: 43 Council rated average: 42

J W S R E S E A R C H

74



The appearance of public areas importance



2023 public areas importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Sea Lake	80	75	75	80	75	73	n/a	n/a	n/a	n/a
Women	80	78	78	81	77	76	n/a	n/a	77	77
50-64	78	75	77	75	71	74	n/a	n/a	78	77
Charlton	78	75	75	77	74	76	n/a	n/a	n/a	n/a
18-34	78	75	73	74	79	73	n/a	n/a	72	71
Buloke	77	75	76	76	75	74	n/a	n/a	74	74
65+	76	75	75	75	76	73	n/a	n/a	73	72
35-49	75	73	79	81	73	79	n/a	n/a	75	78
Donald	75	74	77	74	73	75	n/a	n/a	n/a	n/a
State-wide	74▼	75	75	74	73	74	74	74	73	73
Small Rural	74▼	74	74	74	74	74	74	74	73	n/a
Men	74	72	74	72	73	73	n/a	n/a	72	72

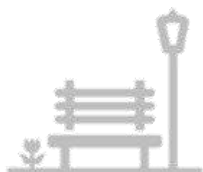
Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 31 Councils asked group: 7

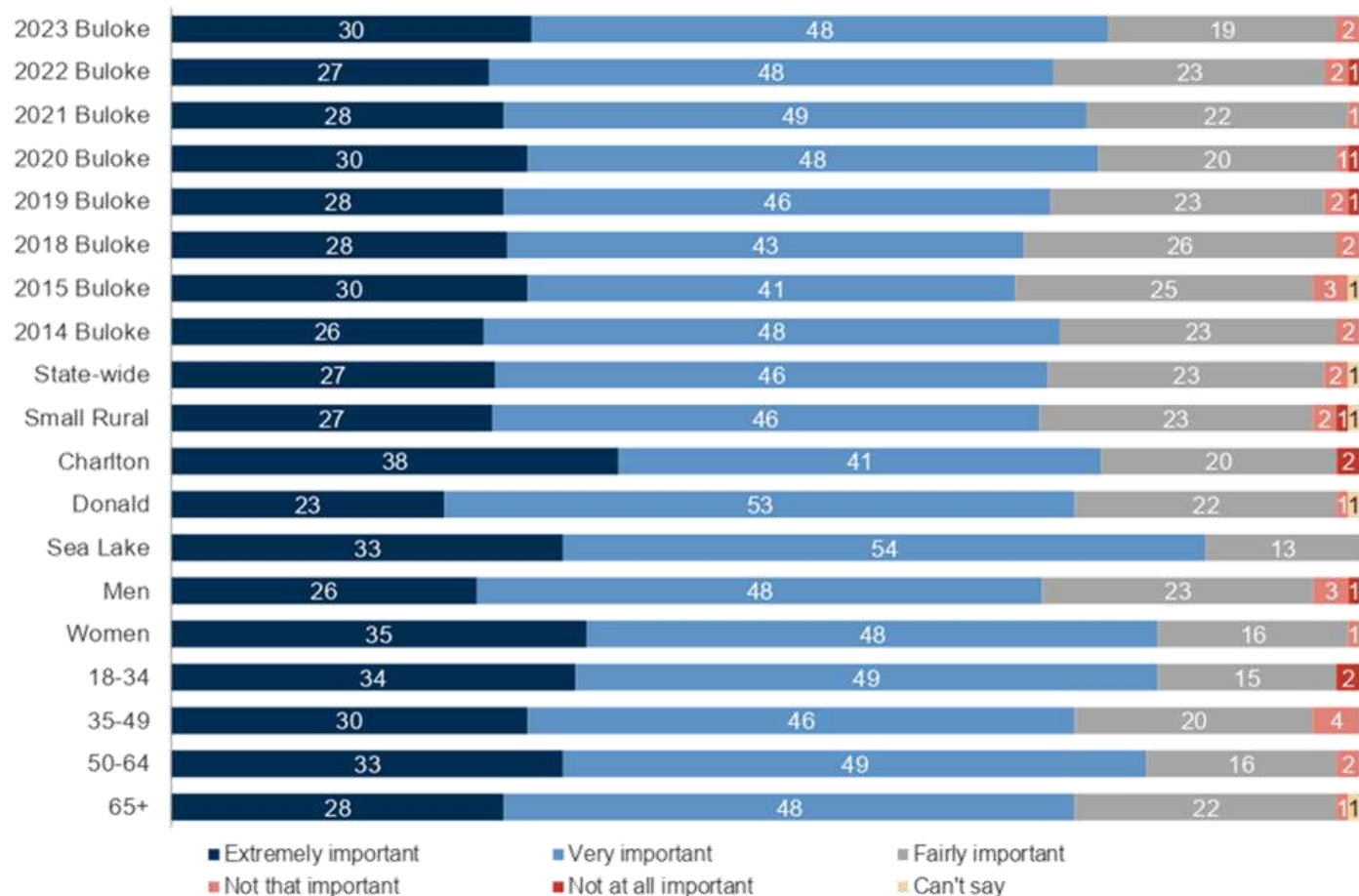
Note: Please see Appendix A for explanation of significant differences



The appearance of public areas importance



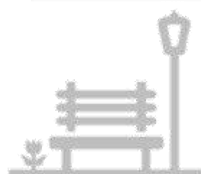
2023 public areas importance (%)



Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
 Base: All respondents. Council asked State-wide: 24 Council asked groups: 7



The appearance of public areas performance



2023 public areas performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Small Rural	71▲	73	75	72	73	72	74	73	74	n/a
State-wide	67▲	71	73	72	72	71	71	71	72	72
65+	65	75	76	74	72	69	n/a	n/a	73	75
Charlton	65	72	78	75	70	67	n/a	n/a	n/a	n/a
35-49	65	68	75	68	55	70	n/a	n/a	66	75
Men	64	71	75	71	67	65	n/a	n/a	68	74
Donald	64	72	76	71	70	62	n/a	n/a	n/a	n/a
Buloke	64	71	75	71	68	67	n/a	n/a	71	74
Women	63	70	76	71	69	69	n/a	n/a	74	73
50-64	62	64	71	67	69	65	n/a	n/a	69	70
18-34	61	73	80	72	72	62	n/a	n/a	78	75
Sea Lake	52▼	67	68	64	58	60	n/a	n/a	n/a	n/a

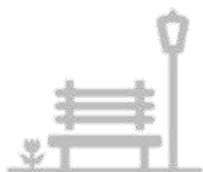
Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?

Base: All respondents. Councils asked State-wide: 45 Councils asked group: 14

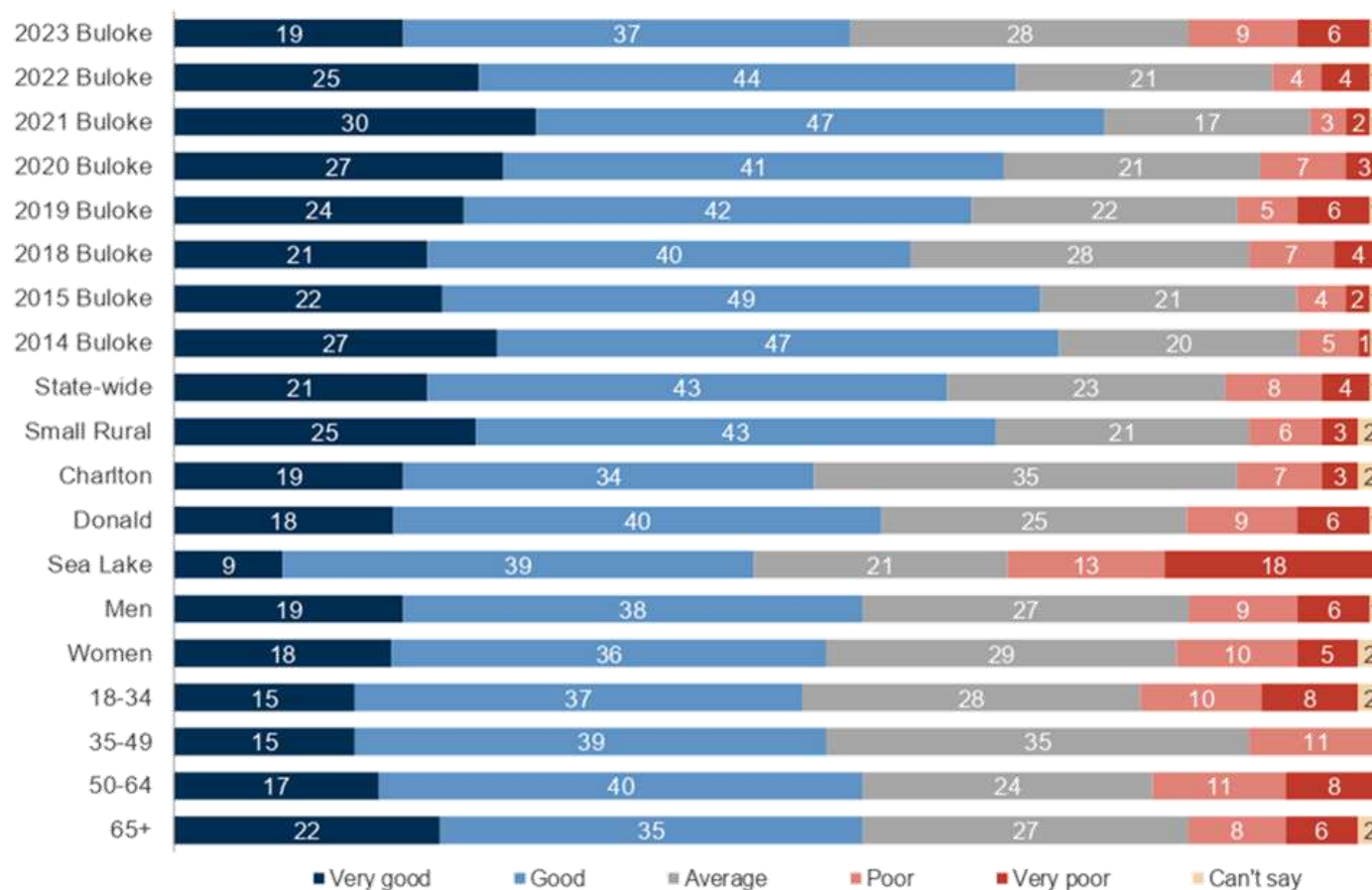
Note: Please see Appendix A for explanation of significant differences



The appearance of public areas performance



2023 public areas performance (%)



Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
 Data: All respondents. Council rated State-wide: 45 Council rated average: 44

J W S R E S E A R C H

78



Waste management importance



2023 waste management importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	81▲	82	82	82	81	81	79	80	79	79
Charlton	80	79	81	78	81	80	n/a	n/a	n/a	n/a
Women	80	84	83	84	79	82	n/a	n/a	79	81
18-34	80	83	74	81	77	78	n/a	n/a	72	77
50-64	79	79	80	77	72	78	n/a	n/a	76	77
Small Rural	78	80	80	79	79	78	76	79	77	n/a
Buloke	78	79	80	80	77	78	n/a	n/a	76	76
Donald	78	79	82	80	77	78	n/a	n/a	n/a	n/a
65+	78	80	80	79	78	79	n/a	n/a	76	75
Sea Lake	76	81	78	82	70	79	n/a	n/a	n/a	n/a
Men	76	75	76	75	74	75	n/a	n/a	73	71
35-49	74	76	82	84	80	79	n/a	n/a	78	75

Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 31 Councils asked group: 6

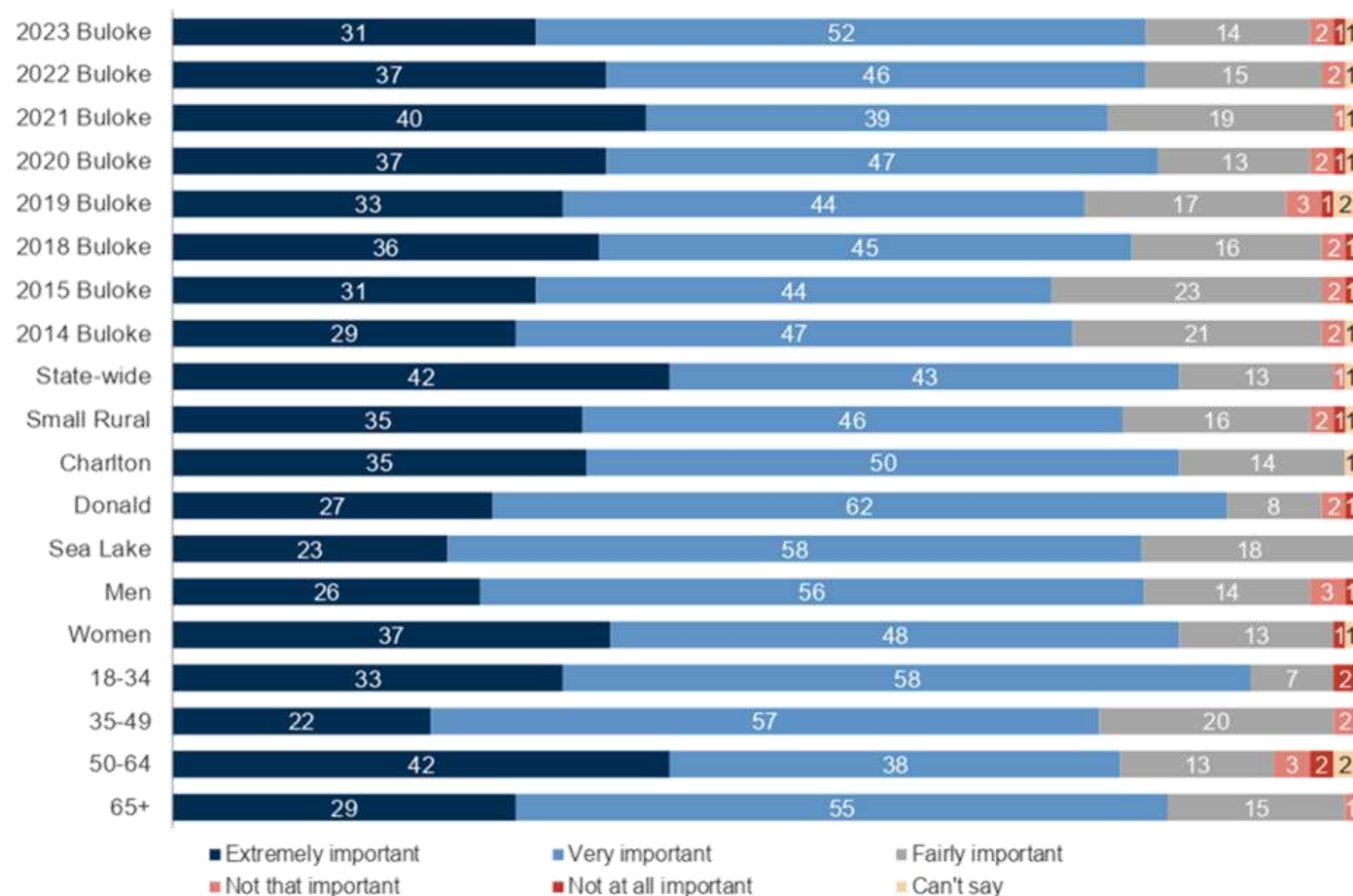
Note: Please see Appendix A for explanation of significant differences



Waste management importance



2023 waste management importance (%)



Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
 Base: All respondents. Council asked State-wide. 34 Council asked areas: 5

J W S R E S E A R C H

80



Waste management performance



2023 waste management performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Sea Lake	72	72	70	64	69	73	n/a	n/a	n/a	n/a
65+	70▲	73	75	72	73	70	n/a	n/a	76	76
State-wide	66	68	69	65	68	70	71	70	72	73
Small Rural	66	68	68	64	66	69	70	69	71	n/a
Men	65	67	70	64	66	68	n/a	n/a	68	73
Buloke	65	67	68	65	65	69	n/a	n/a	70	73
Women	64	67	65	67	65	69	n/a	n/a	71	73
18-34	63	69	67	63	67	74	n/a	n/a	70	76
Donald	63	67	69	66	67	65	n/a	n/a	n/a	n/a
Charlton	62	62	66	63	61	71	n/a	n/a	n/a	n/a
35-49	61	66	60	62	58	74	n/a	n/a	65	71
50-64	59	57	59	59	60	59	n/a	n/a	65	69

Q2. How has Council performed on 'Waste management' over the last 12 months?

Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

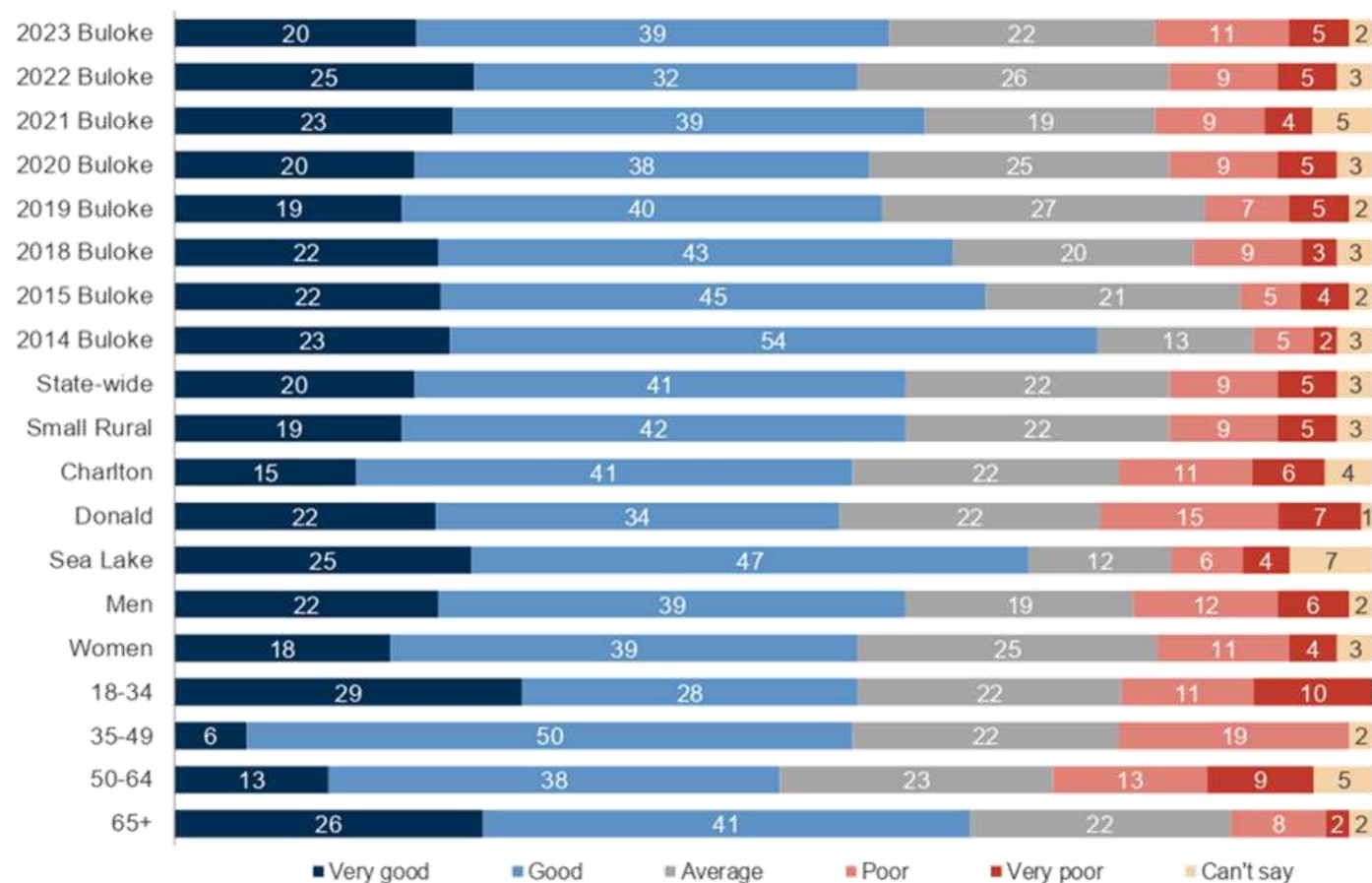
Note: Please see Appendix A for explanation of significant differences



Waste management performance



2023 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?
 Data: All respondents. Council rated State-wide: 55 Councils rated same: 40

J W S R E S E A R C H

82

Business and community development and tourism importance



2023 business/development/tourism importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	79▲	72	81	78	77	78	n/a	n/a	72	73
Women	74	77	78	76	74	78	n/a	n/a	76	75
Donald	74	73	78	71	75	77	n/a	n/a	n/a	n/a
50-64	74	73	75	73	72	75	n/a	n/a	75	75
Sea Lake	73	67	75	75	68	79	n/a	n/a	n/a	n/a
Buloke	73	73	76	73	72	76	n/a	n/a	72	72
65+	73	70	75	70	71	74	n/a	n/a	69	67
Men	73	69	75	69	70	74	n/a	n/a	67	70
Charlton	72	69	78	76	75	78	n/a	n/a	n/a	n/a
Small Rural	71	72	74	74	71	71	72	71	70	n/a
18-34	69	82	77	70	71	78	n/a	n/a	71	75
State-wide	67▼	69	70	67	65	66	67	67	67	67

Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?

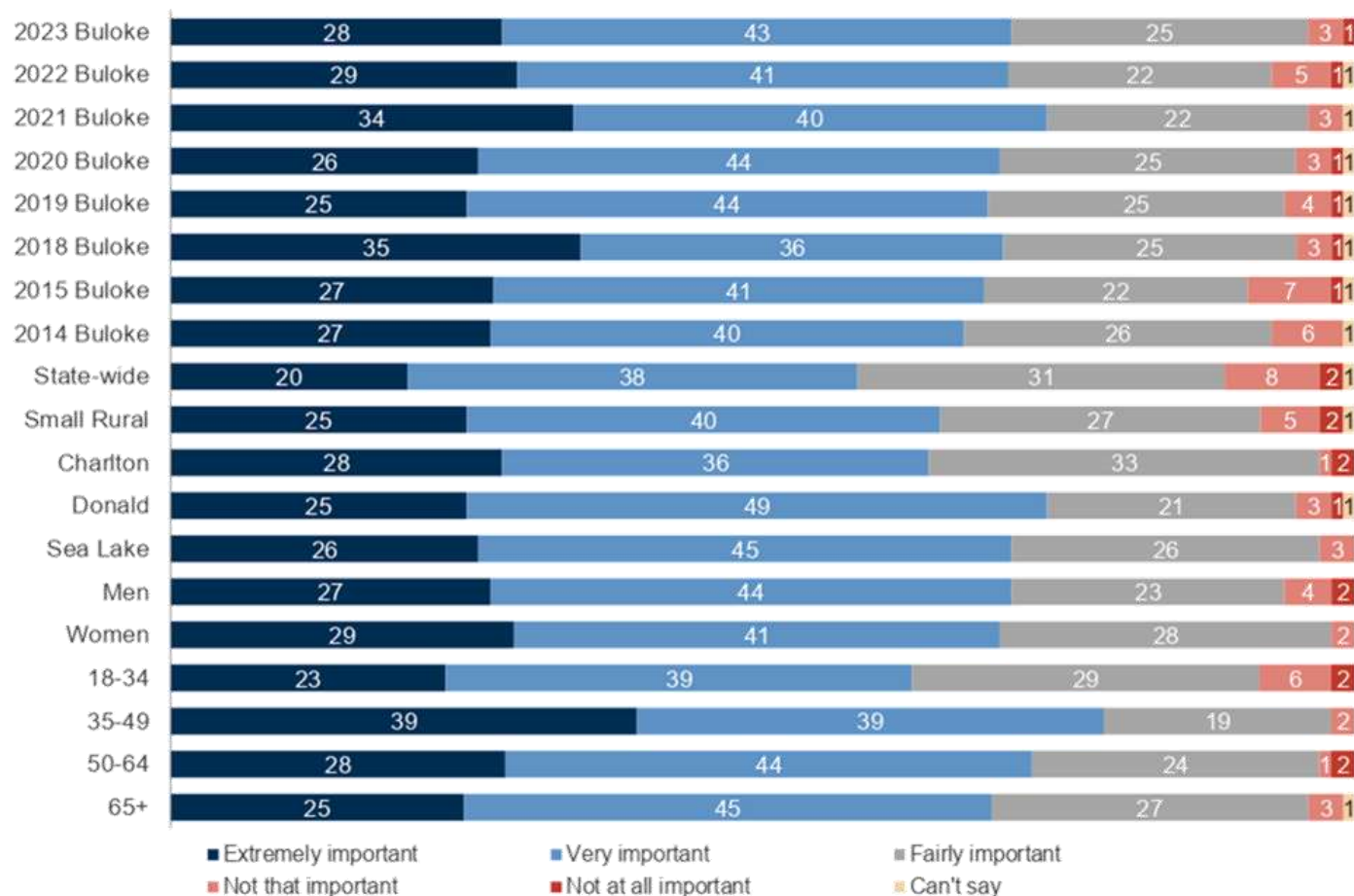
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 5

Note: Please see Appendix A for explanation of significant differences

Business and community development and tourism importance



2023 business/development/tourism importance (%)



Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?
Base: All respondents. Council asked State-wide: 23 Council asked again: 5

J W S R E S E A R C H

84

Business and community development and tourism performance



2023 business/development/tourism performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	66	60	59	63	52	60	n/a	n/a	53	57
Sea Lake	64	60	68	73	61	60	n/a	n/a	n/a	n/a
Women	63	62	69	65	57	56	n/a	n/a	58	62
65+	62	65	69	66	60	56	n/a	n/a	60	63
18-34	61	67	67	69	53	54	n/a	n/a	57	64
Small Rural	61	63	62	58	59	59	64	61	63	n/a
Buloke	61	62	64	62	56	54	n/a	n/a	56	60
Charlton	59	57	65	61	54	46	n/a	n/a	n/a	n/a
State-wide	59	60	61	59	61	60	61	60	61	62
Donald	58	60	62	61	56	53	n/a	n/a	n/a	n/a
Men	58	62	60	59	55	52	n/a	n/a	54	57
50-64	53	56	56	52	56	47	n/a	n/a	52	55

Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?

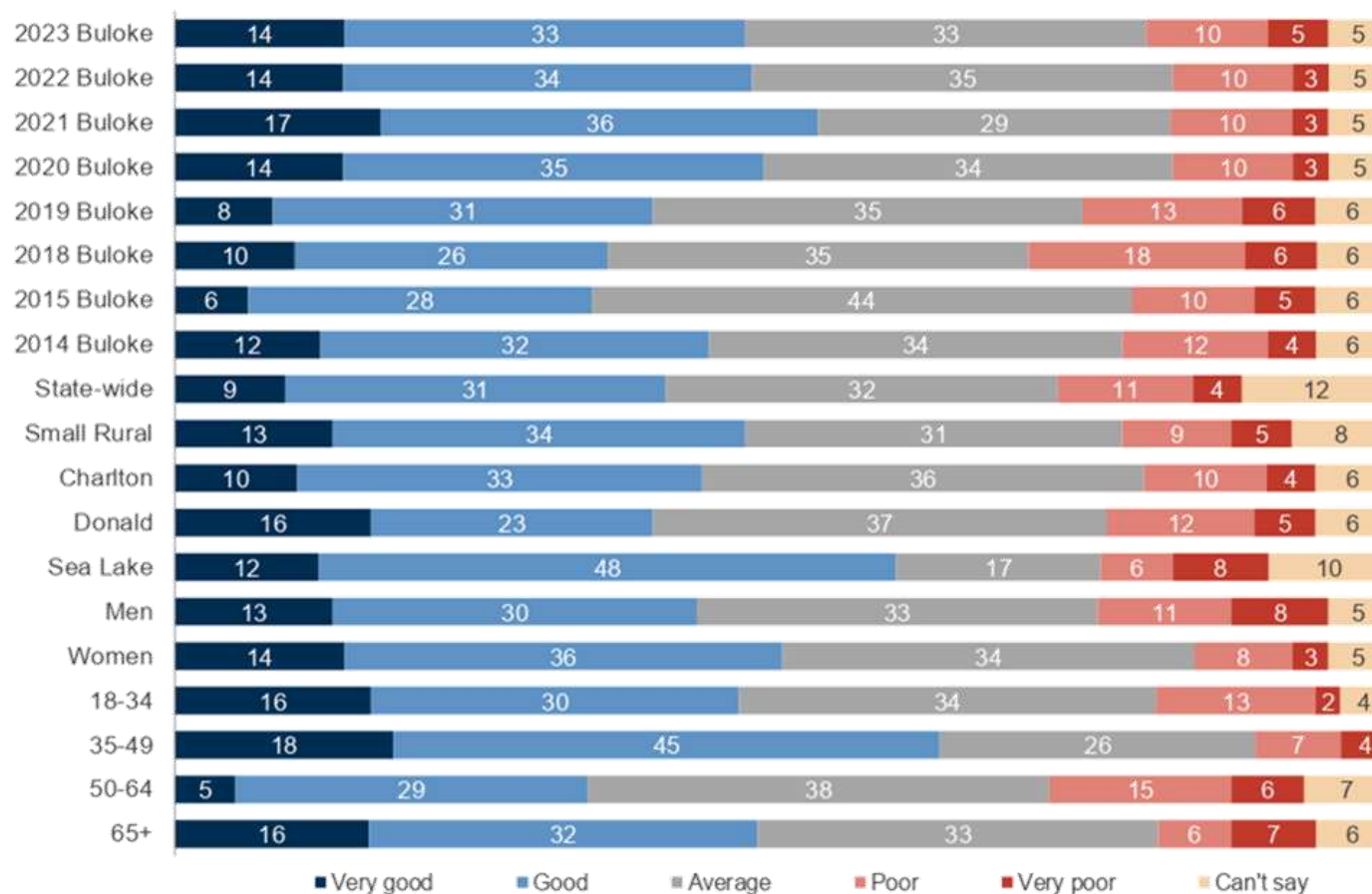
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 8

Note: Please see Appendix A for explanation of significant differences

Business and community development and tourism performance



2023 business/development/tourism performance (%)



Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
Data: All respondents. Council rated State-wide: 34 Council rated average: 9

J W S R E S E A R C H

86



Planning and building permits importance



2023 planning and building permits importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	72▲	73	73	71	71	71	72	71	71	71
Personal user	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Sea Lake	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	60	62
Household user	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	71▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a	67	68
Small Rural	71▲	73	71	68	70	68	68	71	70	n/a
35-49	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a	63	61
Charlton	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Buloke	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	64	62
65+	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	67	64
Men	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	61	57
Donald	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	66	62

Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 24 Councils asked group: 6

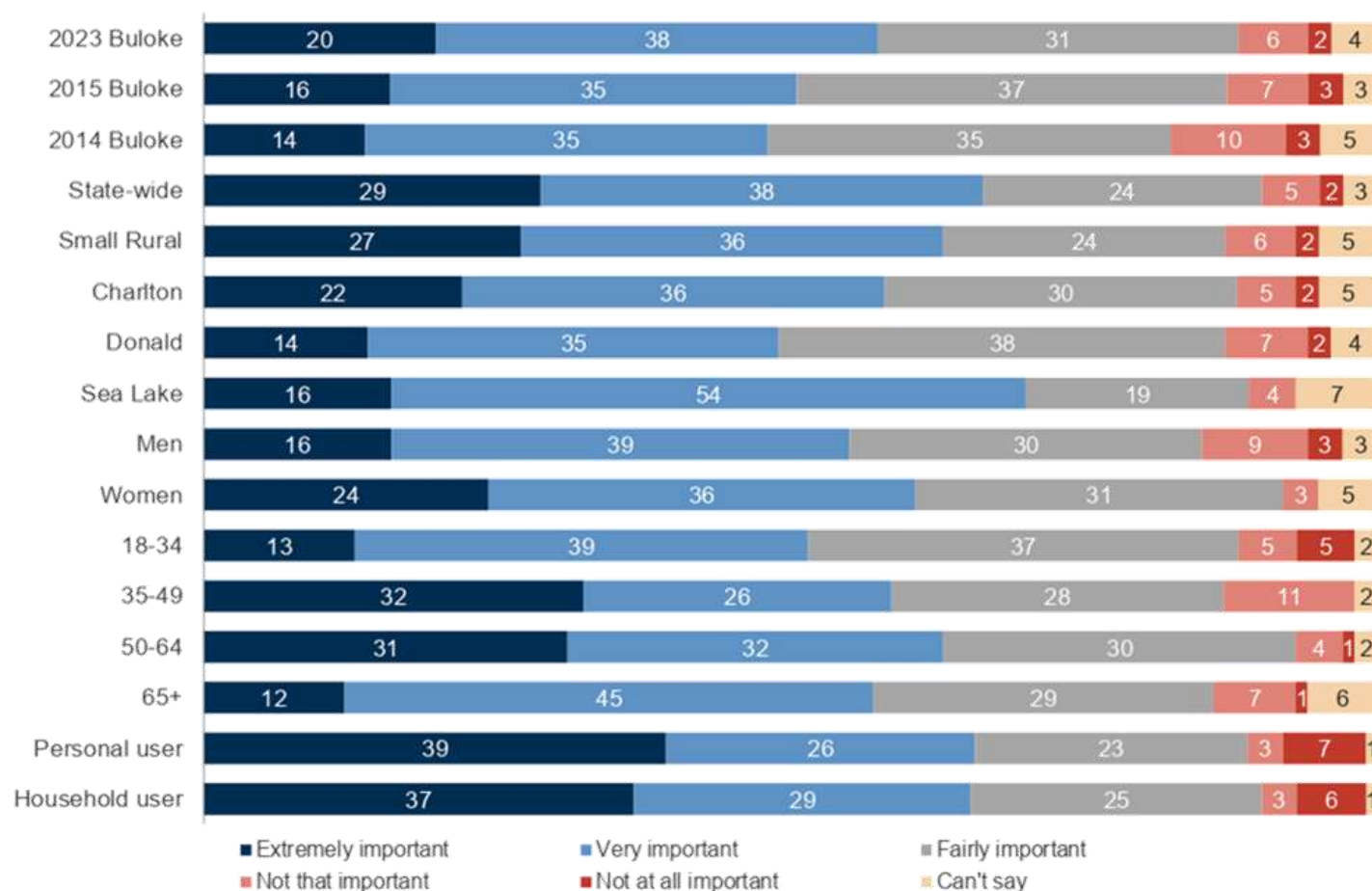
Note: Please see Appendix A for explanation of significant differences



Planning and building permits importance



2023 planning and building permits importance (%)



Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?
 Base: All respondents. Council asked State-wide. 94 Council asked groups.

J W S R E S E A R C H

88



Planning and building permits performance



2023 planning and building permits performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Donald	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	59	56
65+	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a	54	56
Sea Lake	47	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	47	50	51	51	52	52	51	50	54	53
18-34	46	n/a	n/a	n/a	n/a	n/a	n/a	n/a	57	54
35-49	46	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50	47
Buloke	46	n/a	n/a	n/a	n/a	n/a	n/a	n/a	52	52
Small Rural	45	48	49	46	48	51	51	50	53	n/a
Charlton	44	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	43	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46	49
50-64	40▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a	47	52
Household user	35▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Personal user	35▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2: How has Council performed on 'Planning and building permits' over the last 12 months?

Base: All respondents. Councils asked State-wide: 32 Councils asked group: 8

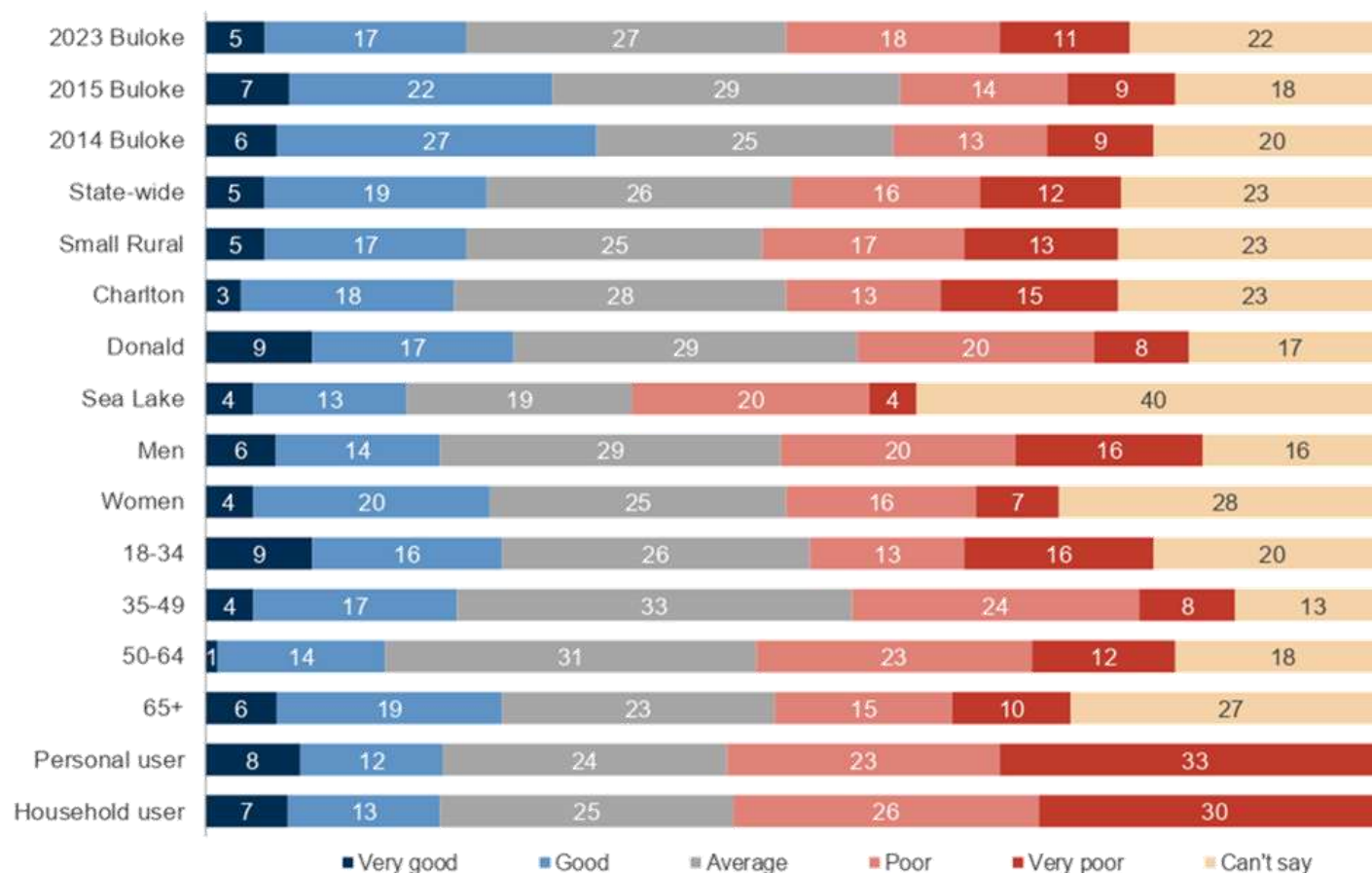
Note: Please see Appendix A for explanation of significant differences



Planning and building permits performance



2023 planning and building permits performance (%)



Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
Base: All respondents. Council asked State-wide: 23 Council asked again: 9

J W S R E S E A R C H

90



Environmental sustainability importance



2023 environmental sustainability importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	70▲	73	74	74	74	73	72	73	73	73
Women	70▲	70	73	72	71	71	n/a	n/a	n/a	n/a
Sea Lake	68	68	64	66	62	68	n/a	n/a	n/a	n/a
Small Rural	67▲	70	71	70	72	70	70	74	77	n/a
18-34	63	70	65	71	71	69	n/a	n/a	n/a	n/a
35-49	63	68	71	69	65	72	n/a	n/a	n/a	n/a
65+	63	67	68	66	66	63	n/a	n/a	n/a	n/a
Charlton	63	67	69	62	67	66	n/a	n/a	n/a	n/a
Buloke	63	66	67	67	65	65	n/a	n/a	n/a	n/a
Donald	62	64	65	69	63	66	n/a	n/a	n/a	n/a
50-64	60	62	63	64	60	62	n/a	n/a	n/a	n/a
Men	56▼	63	62	61	60	60	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 28 Councils asked group: 4

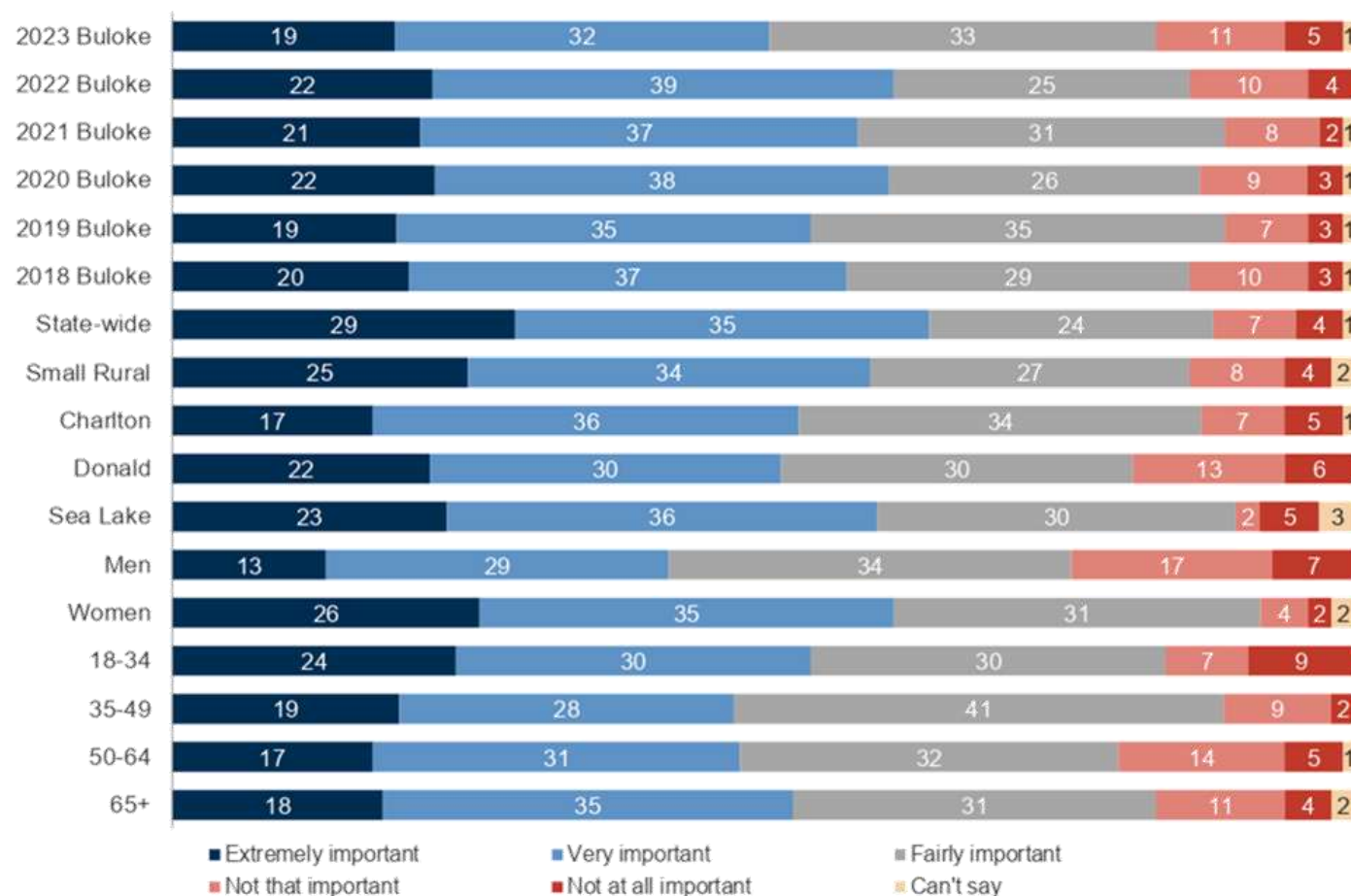
Note: Please see Appendix A for explanation of significant differences



Environmental sustainability importance



2023 environmental sustainability importance (%)



Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
 Base: All respondents. Council asked State-wide: 98 Council asked group: 4

J W S R E S E A R C H

92



Environmental sustainability performance



2023 environmental sustainability performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Sea Lake	61	57	61	59	57	55	n/a	n/a	n/a	n/a
65+	61	62	66	64	60	61	n/a	n/a	n/a	n/a
Men	60	56	61	56	56	58	n/a	n/a	n/a	n/a
State-wide	60	61	62	60	62	63	64	63	64	64
Small Rural	59	59	61	57	59	62	63	61	63	n/a
Donald	58	51	61	57	57	57	n/a	n/a	n/a	n/a
Buloke	58	58	63	59	57	58	n/a	n/a	n/a	n/a
35-49	58	56	62	57	53	58	n/a	n/a	n/a	n/a
50-64	57	52	60	51	55	54	n/a	n/a	n/a	n/a
Women	56	60	65	63	57	58	n/a	n/a	n/a	n/a
18-34	56	58	58	64	56	57	n/a	n/a	n/a	n/a
Charlton	55	60	61	61	58	55	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?

Base: All respondents. Councils asked State-wide: 39 Councils asked group: 8

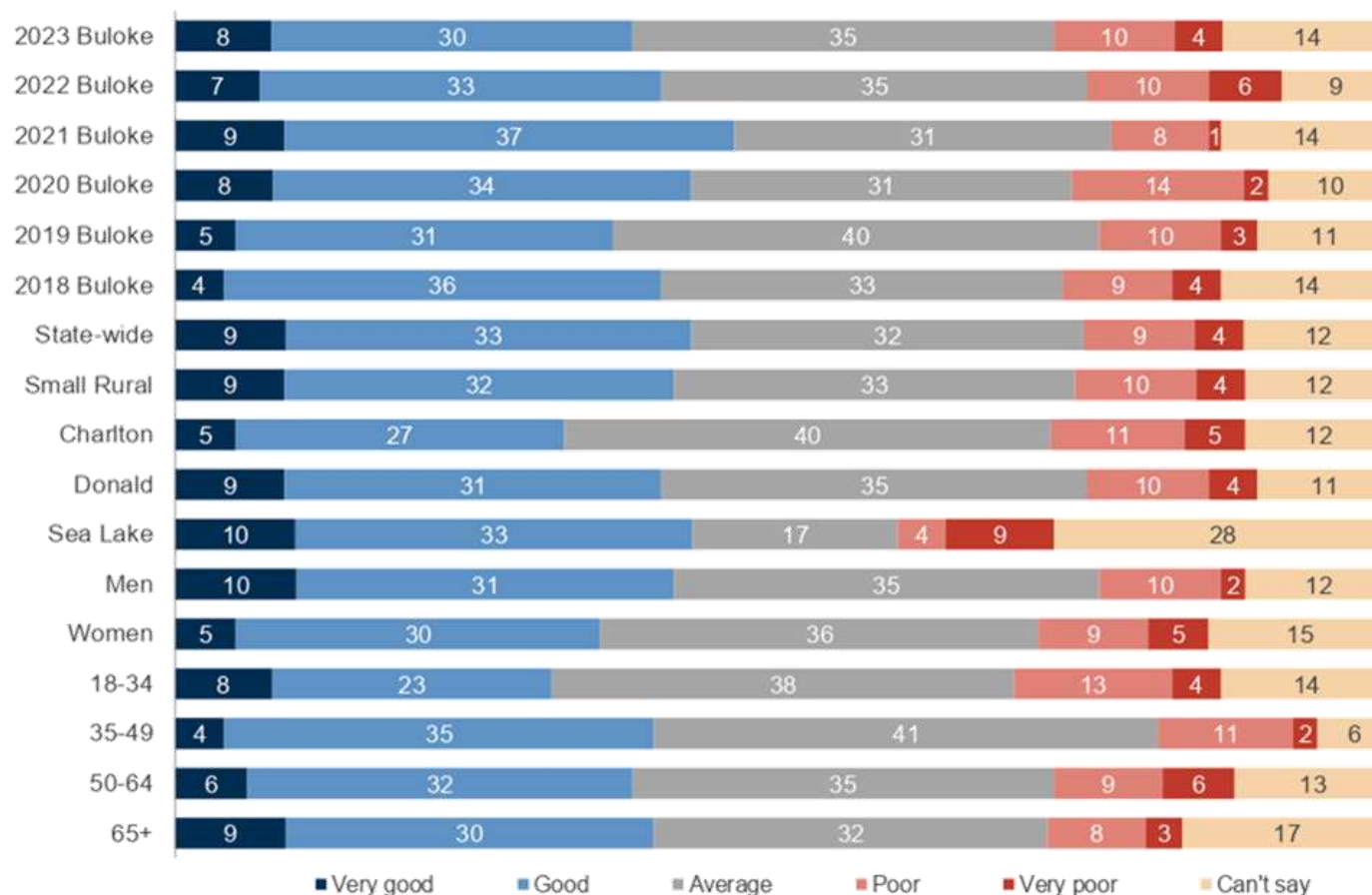
Note: Please see Appendix A for explanation of significant differences



Environmental sustainability performance



2023 environmental sustainability performance (%)



Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
Base: All respondents. Council rated State-wide: 33 Council rated region: 9

J W S R E S E A R C H

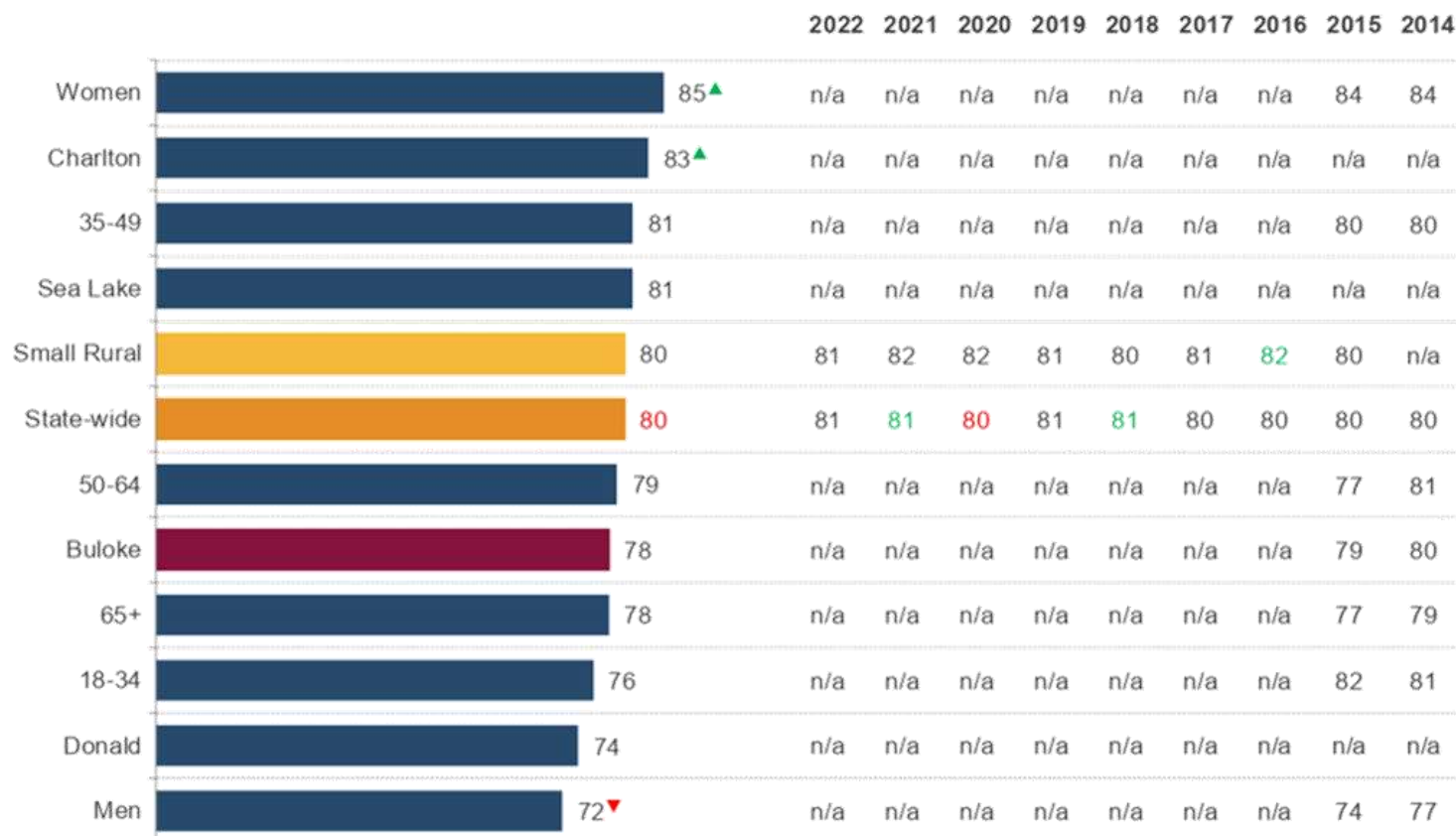
94



Emergency and disaster management importance



2023 emergency and disaster management importance (index scores)



Q1. Firstly, how important should 'Emergency and disaster management' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 19 Councils asked group: 4

Note: Please see Appendix A for explanation of significant differences

J W S R E S E A R C H

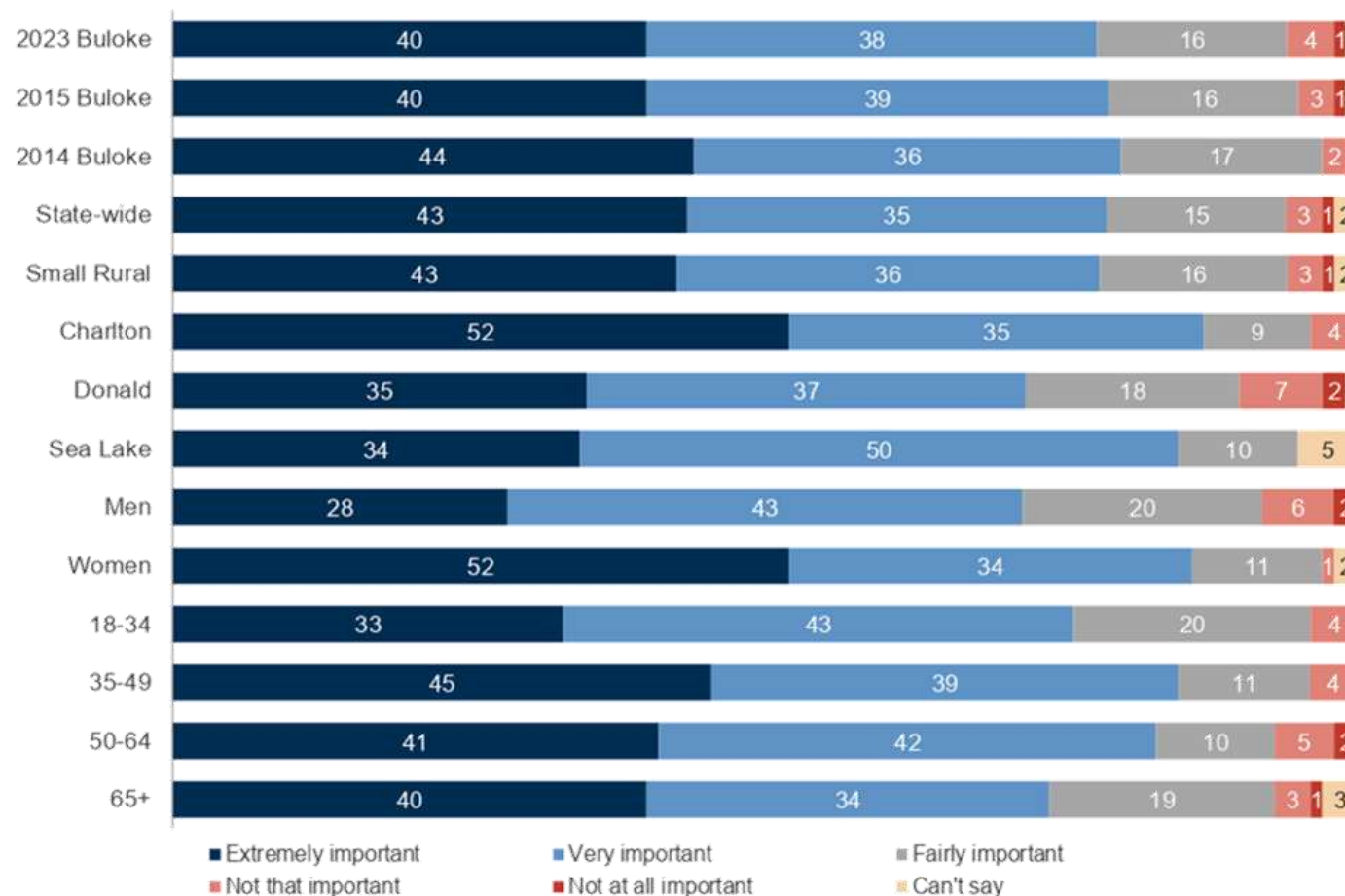
95



Emergency and disaster management importance



2023 emergency and disaster management importance (%)



Q1. Firstly, how important should 'Emergency and disaster management' be as a responsibility for Council?
 Base: All respondents. Council asked State-wide: 40 Council asked region: 4

J W S R E S E A R C H

96



Emergency and disaster management performance



2023 emergency and disaster management performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Donald	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a	68	73
Small Rural	66	68	72	70	72	72	72	71	70	n/a
65+	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a	71	69
Sea Lake	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	59	65
State-wide	65	66	71	68	72	71	70	69	70	71
Buloke	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	66	70
18-34	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	72	76
Men	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	65	67
Charlton	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a	63	70

Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?

Base: All respondents. Councils asked State-wide: 29 Councils asked group: 6

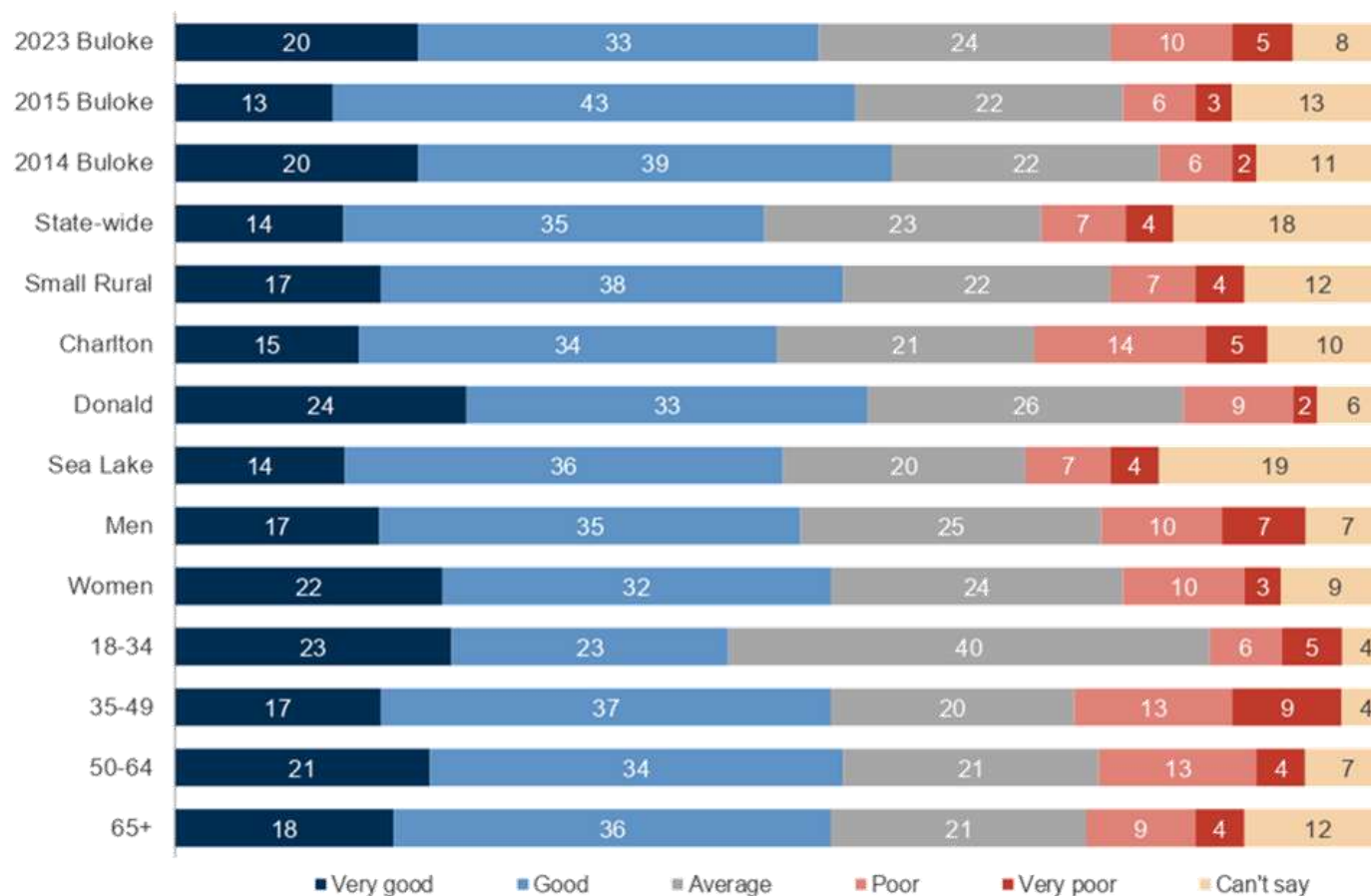
Note: Please see Appendix A for explanation of significant differences



Emergency and disaster management performance



2023 emergency and disaster management performance (%)



Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?
 Data: All respondents. Council asked. State-wide: 30 Council asked areas: 6

J W S R E S E A R C H

98

Maintenance of unsealed roads in your area importance



2023 unsealed roads importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	88	85	88	85	81	86	n/a	n/a	83	83
35-49	86	89	91	90	80	87	n/a	n/a	79	87
Charlton	86	86	83	79	80	81	n/a	n/a	n/a	n/a
Women	85	90	89	87	85	85	n/a	n/a	83	84
Small Rural	85	85	84	83	82	84	81	81	82	n/a
Buloke	85	86	86	84	82	85	n/a	n/a	81	82
Men	84	83	83	81	78	84	n/a	n/a	78	79
Donald	84	84	86	83	82	88	n/a	n/a	n/a	n/a
65+	84	83	82	84	80	82	n/a	n/a	78	77
State-wide	83	83	81	80	80	80	79	79	78	78
18-34	83	91	87	75	88	86	n/a	n/a	83	80
Sea Lake	79	83	88	89	81	82	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Maintenance of unsealed roads in your area' be as a responsibility for Council?

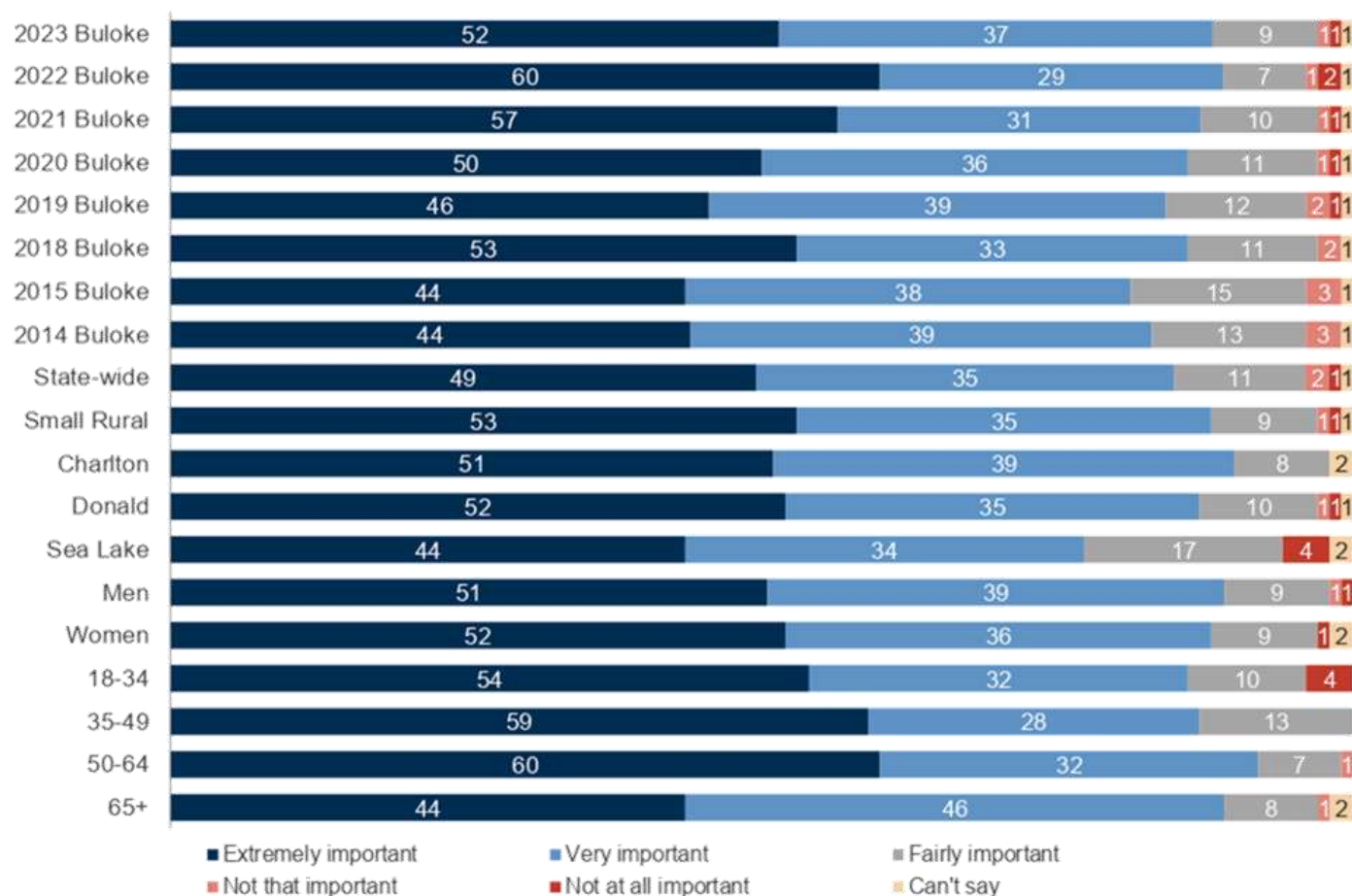
Base: All respondents. Councils asked State-wide: 14 Councils asked group: 6

Note: Please see Appendix A for explanation of significant differences

Maintenance of unsealed roads in your area importance



2023 unsealed roads importance (%)



Q1. Firstly, how important should 'Maintenance of unsealed roads in your area' be as a responsibility for Council?
 Base: All respondents. Council rated State-wide: 44 Council rated region: 5

J W S R E S E A R C H 100

Maintenance of unsealed roads in your area performance



2023 unsealed roads performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Small Rural	38▲	42	44	43	43	40	43	44	45	n/a
State-wide	37▲	41	45	44	44	43	44	43	45	45
Charlton	36	37	47	41	40	38	n/a	n/a	n/a	n/a
65+	34	36	43	39	44	38	n/a	n/a	44	48
Women	31	32	36	36	35	35	n/a	n/a	42	42
Buloke	30	31	38	35	37	35	n/a	n/a	40	41
50-64	29	29	36	33	32	31	n/a	n/a	36	39
Men	29	31	40	35	38	35	n/a	n/a	38	40
Sea Lake	28	40	35	29	36	37	n/a	n/a	n/a	n/a
35-49	28	26	26	31	33	35	n/a	n/a	37	34
Donald	28	29	37	34	32	30	n/a	n/a	n/a	n/a
18-34	21▼	30	41	37	34	36	n/a	n/a	41	40

Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?

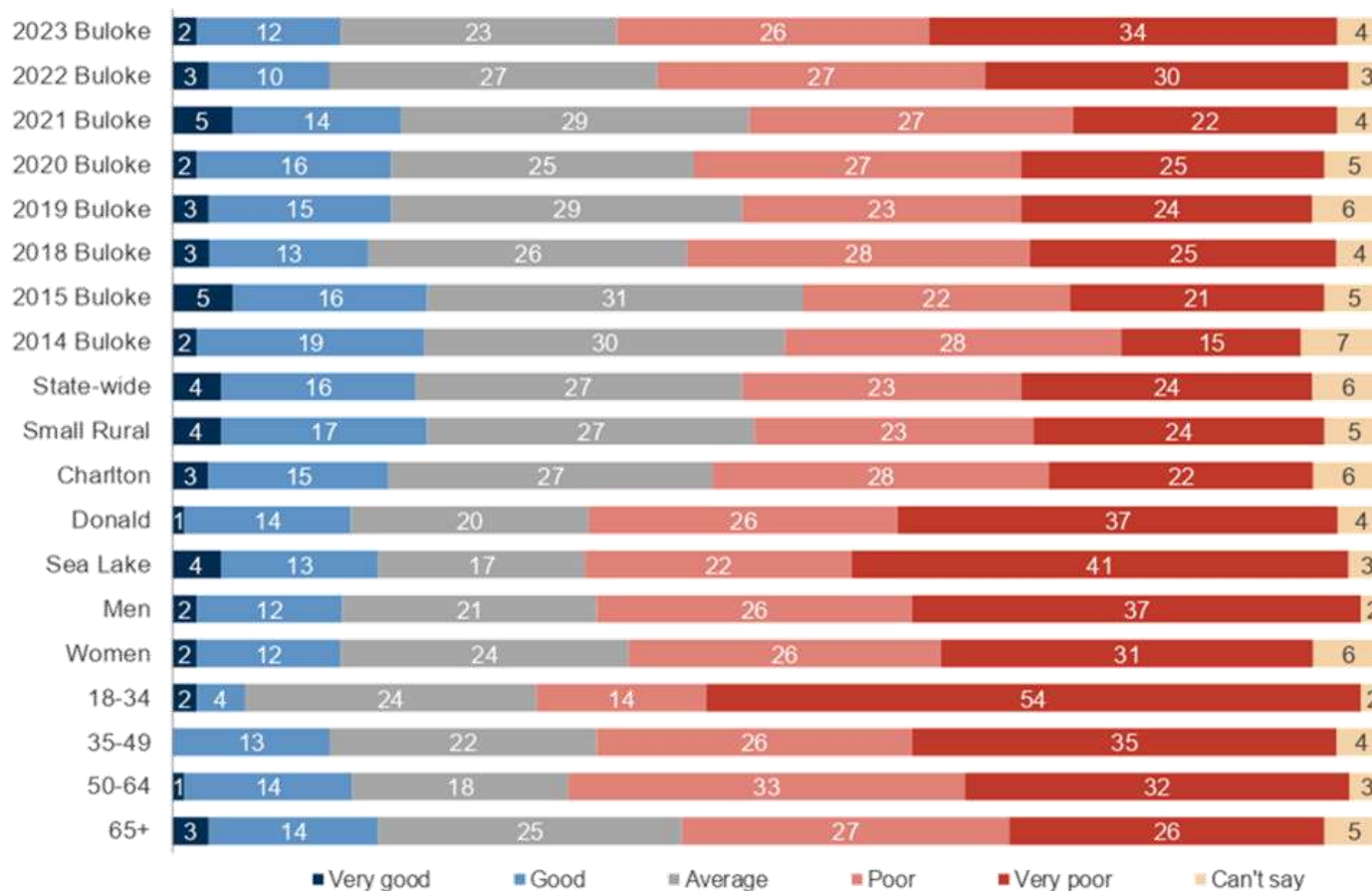
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 10

Note: Please see Appendix A for explanation of significant differences

Maintenance of unsealed roads in your area performance



2023 unsealed roads performance (%)



Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?
 Base: All respondents. Council asked State-wide: 25 Council asked region: 40



COVID-19 response importance



2023 COVID-19 response importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Sea Lake	66	68	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Charlton	66▲	60	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	66▲	68	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	63▲	66	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	60	66	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	59	57	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Buloke	58	62	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	57	65	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	54	58	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	52	54	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Donald	52▼	65	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	47▼	65	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'COVID-19 response' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 13 Councils asked group: 4

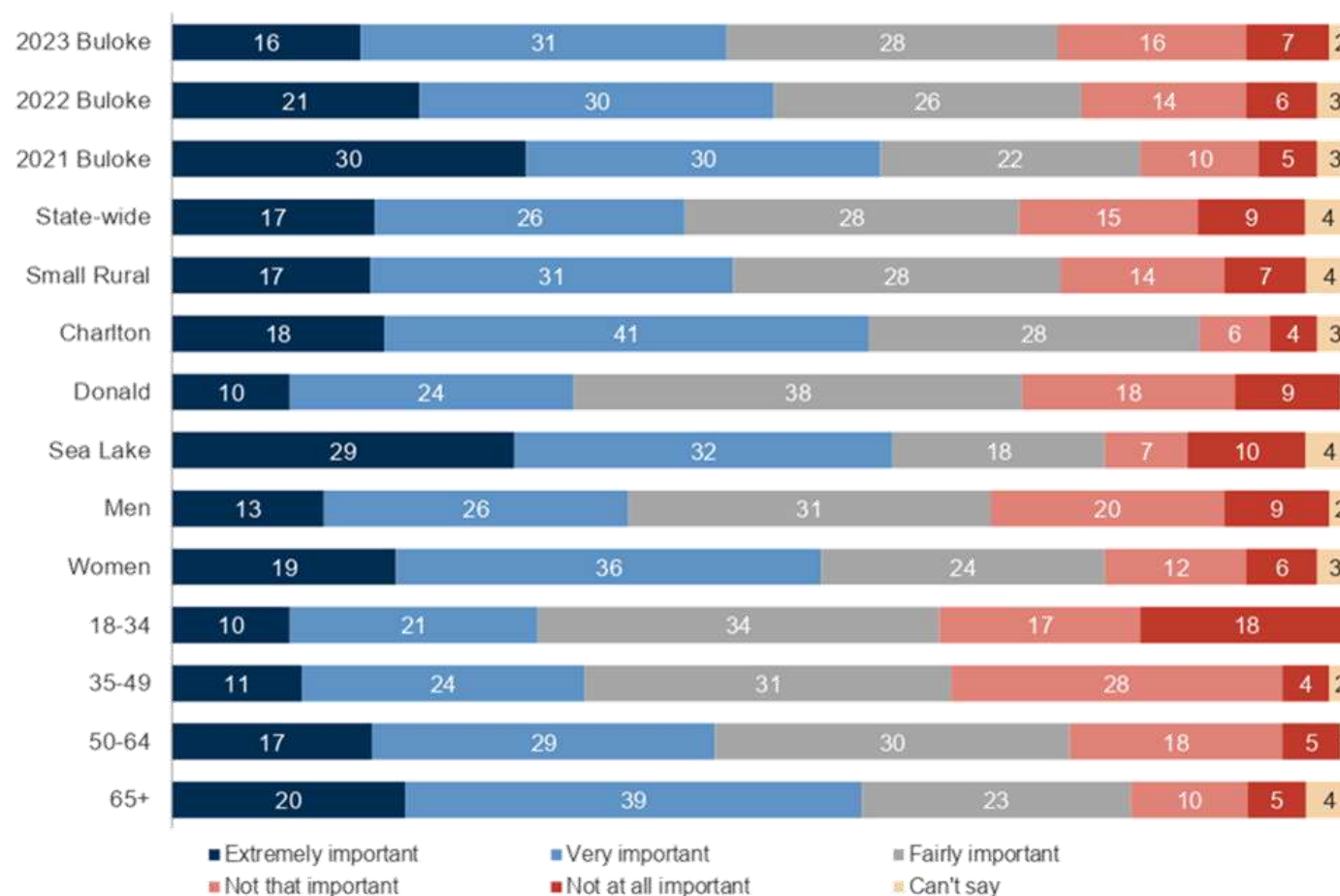
Note: Please see Appendix A for explanation of significant differences



COVID-19 response importance



2023 COVID-19 response importance (%)



Q1. Firstly, how important should 'COVID-19 response' be as a responsibility for Council?
 Base: All respondents. Council asked State-wide: 43 Council asked region: 4



COVID-19 response performance



2023 COVID-19 response performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	73	66	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	72	76	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	71	73	85	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Charlton	71	72	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Sea Lake	71	71	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	69	69	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Buloke	69	72	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	67	69	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	66	71	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	66	64	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Donald	66	70	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	61 ▼	81	83	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'COVID-19 response' over the last 12 months?

Base: All respondents. Councils asked State-wide: 20 Councils asked group: 4

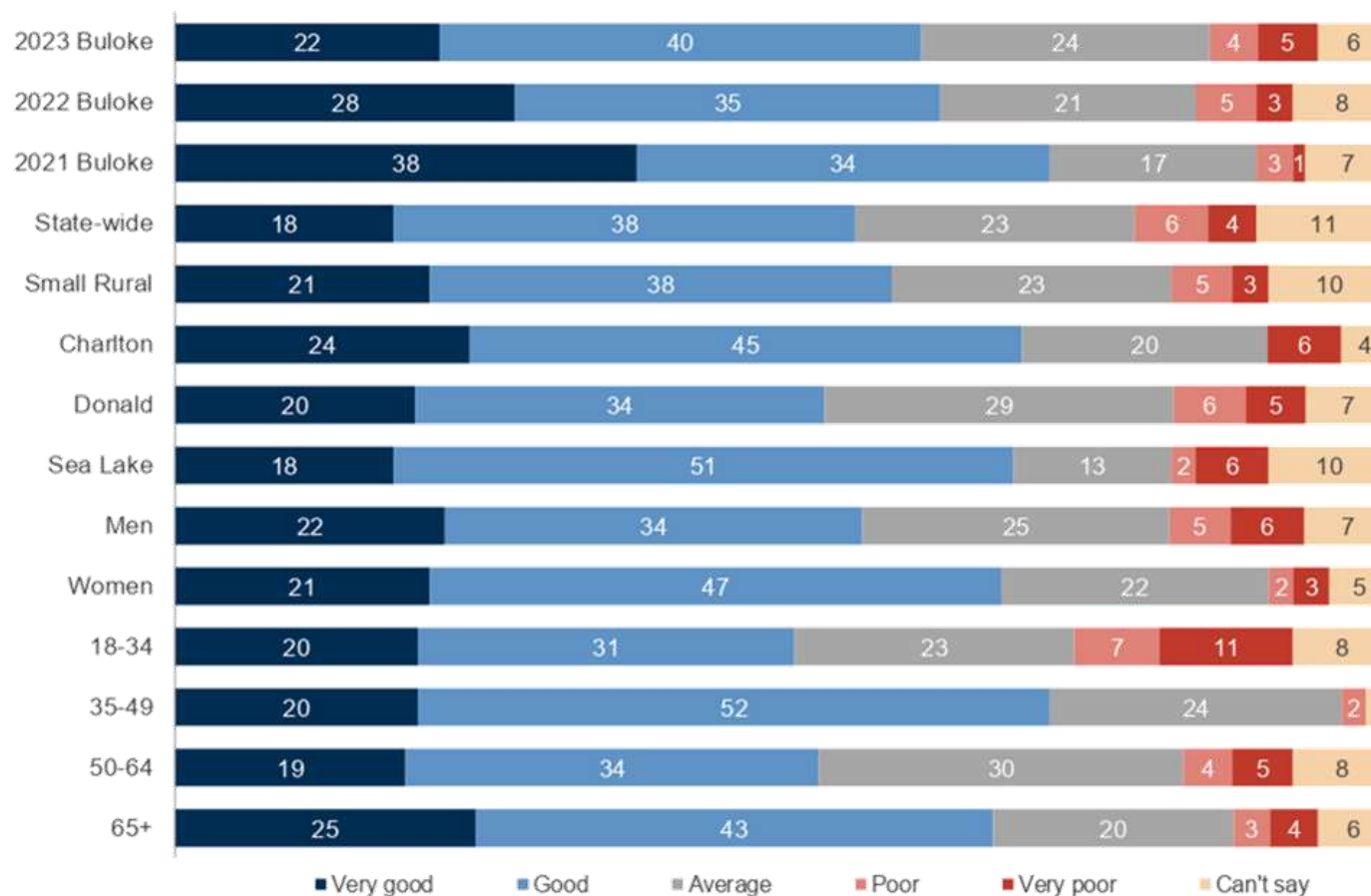
Note: Please see Appendix A for explanation of significant differences



COVID-19 response performance



2023 COVID-19 response performance (%)



Q2. How has Council performed on 'COVID-19 response' over the last 12 months?
 Base: All respondents. Council rated State-wide: 30 Councils rated same: 4



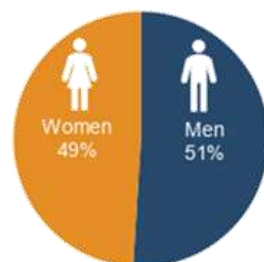
Detailed demographics



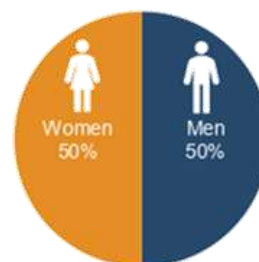
Gender and age profile

2023 gender

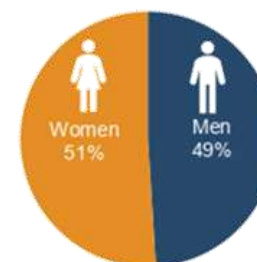
Buloke



Small Rural

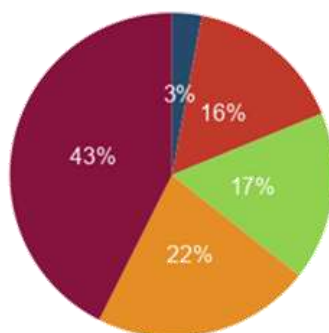


State-wide

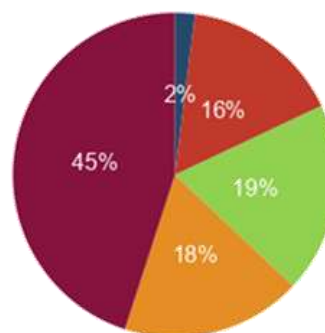


2023 age

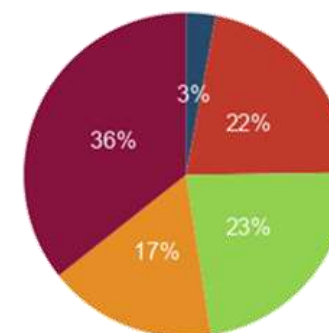
Buloke



Small Rural



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. [Record gender] / S4. To which of the following age groups do you belong?

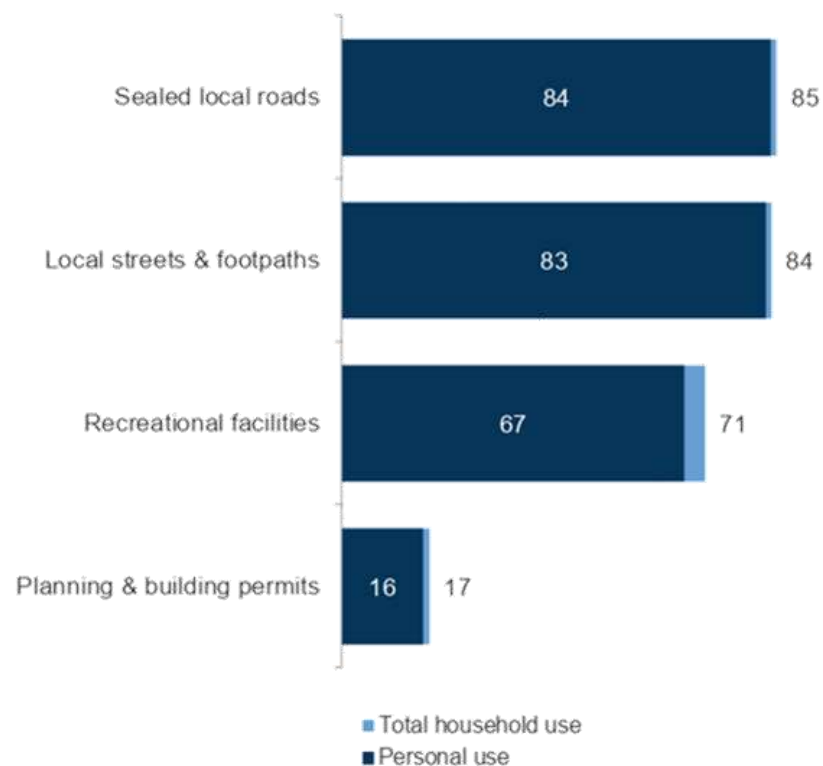
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.


Personal and household use and experience of council services



2023 personal and household use and experience of services (%)



Q4. In the last 12 months, have you or has any member of your household used or experienced any of the following services provided by Council?
 Base: All respondents. Council asked State-wide: 44 Council asked region: 2



Appendix A: Index scores, margins of error and significant differences

Appendix A: Index Scores



Index Scores

Many questions ask respondents to rate council performance on a five-point scale, for example, from 'very good' to 'very poor', with 'can't say' also a possible response category. To facilitate ease of reporting and comparison of results over time, starting from the 2012 survey and measured against the state-wide result and the council group, an 'Index Score' has been calculated for such measures.

The Index Score is calculated and represented as a score out of 100 (on a 0 to 100 scale), with 'can't say' responses excluded from the analysis. The '% RESULT' for each scale category is multiplied by the 'INDEX FACTOR'. This produces an 'INDEX VALUE' for each category, which are then summed to produce the 'INDEX SCORE', equating to '60' in the following example.

Similarly, an Index Score has been calculated for the Core question 'Performance direction in the last 12 months', based on the following scale for each performance measure category, with 'Can't say' responses excluded from the calculation.

SCALE CATEGORIES	% RESULT	INDEX FACTOR	INDEX VALUE
Very good	9%	100	9
Good	40%	75	30
Average	37%	50	19
Poor	9%	25	2
Very poor	4%	0	0
Can't say	1%	--	INDEX SCORE 60

SCALE CATEGORIES	% RESULT	INDEX FACTOR	INDEX VALUE
Improved	36%	100	36
Stayed the same	40%	50	20
Deteriorated	23%	0	0
Can't say	1%	--	INDEX SCORE 56

Appendix A: Margins of error



The sample size for the 2023 State-wide Local Government Community Satisfaction Survey for Buloke Shire Council was n=400. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately n=400 interviews is +/-4.7% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 45.3% - 54.7%.

Maximum margins of error are listed in the table below, based on a population of 5,000 people aged 18 years or over for Buloke Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Buloke Shire Council	400	400	+/-4.7
Men	189	206	+/-7.0
Women	211	194	+/-6.6
Charlton	92	84	+/-10.2
Donald	115	123	+/-9.1
Sea Lake	46	45	+/-14.5
18-34 years	48	75	+/-14.2
35-49 years	46	66	+/-14.5
50-64 years	103	88	+/-9.6
65+ years	203	171	+/-6.8

Appendix A: Significant difference reporting notation



Within tables and index score charts throughout this report, statistically significant differences at the 95% confidence level are represented by upward directing green (▲) and downward directing red arrows (▼).

Significance when noted indicates a significantly higher or lower result for the analysis group in comparison to the 'Total' result for the council for that survey question for that year. Therefore in the example below:

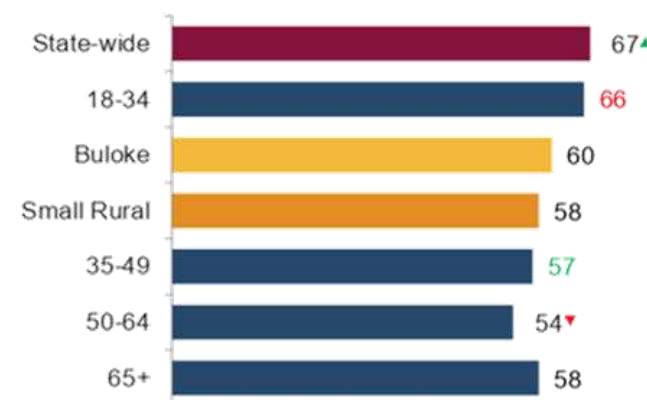
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2022.

Therefore in the example below:

- The result among 35-49 year olds in the council is **significantly higher** than the result achieved among this group in 2022.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2022.

2023 overall performance (index scores)
(example extract only)



Appendix A: Index score significant difference calculation



The test applied to the Indexes was an Independent Mean Test, as follows:

$$Z \text{ Score} = (\$1 - \$2) / \text{Sqrt} ((\$5^2 / \$3) + (\$6^2 / \$4))$$

Where:

- \$1 = Index Score 1
- \$2 = Index Score 2
- \$3 = unweighted sample count 1
- \$4 = unweighted sample count 2
- \$5 = standard deviation 1
- \$6 = standard deviation 2

All figures can be sourced from the detailed cross tabulations.

The test was applied at the 95% confidence interval, so if the Z Score was greater than +/- 1.954 the scores are significantly different.



Appendix B: Further project information

Appendix B: Further information



Further information about the report and explanations about the State-wide Local Government Community Satisfaction Survey can be found in this section including:

- Background and objectives
- Analysis and reporting
- Glossary of terms

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2023 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

(03) 8685 8555 or via email:

admin@jwsresearch.com

Appendix B: Survey methodology and sampling



The 2023 results are compared with previous years, as detailed below:

- 2022, n=400 completed interviews, conducted in the period of 27th January – 24th March.
- 2021, n=400 completed interviews, conducted in the period of 28th January – 18th March.
- 2020, n=400 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2014, n=400 completed interviews, conducted in the period of 31st January – 11th March.

Minimum quotas of gender within age groups were applied during the fieldwork phase. Post-survey weighting was then conducted to ensure accurate representation of the age and gender profile of the Buloke Shire Council area.

Any variation of +/-1% between individual results and net scores in this report or the detailed survey tabulations is due to rounding. In reporting, '—' denotes not mentioned and '0%' denotes mentioned by less than 1% of respondents. 'Net' scores refer to two or more response categories being combined into one category for simplicity of reporting.

This survey was conducted by Computer Assisted Telephone Interviewing (CATI) as a representative random probability survey of residents aged 18+ years in Buloke Shire Council.

Survey sample matched to the demographic profile of Buloke Shire Council as determined by the most recent ABS population estimates was purchased from an accredited supplier of publicly available phone records, including up to 60% mobile phone numbers to cater to the diversity of residents within Buloke Shire Council, particularly younger people.

A total of n=400 completed interviews were achieved in Buloke Shire Council. Survey fieldwork was conducted in the period of 27th January – 19th March, 2023.

Appendix B: Analysis and reporting



All participating councils are listed in the State-wide report published on the DELWP website. In 2023, 66 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2023 vary slightly.

Council Groups

Buloke Shire Council is classified as a Small Rural council according to the following classification list:

- Metropolitan, Interface, Regional Centres, Large Rural & Small Rural.

Councils participating in the Small Rural group are:

- Alpine, Ararat, Benalla, Buloke, Central Goldfields, Gannawarra, Hepburn, Hindmarsh, Indigo, Loddon, Mansfield, Murrindindi, Northern Grampians, Pyrenees, Queenscliffe, Strathbogie, West Wimmera and Yarriambiack.

Wherever appropriate, results for Buloke Shire Council for this 2023 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Small Rural group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.

Appendix B: 2012 survey revision



The survey was revised in 2012. As a result:

- The survey is now conducted as a representative random probability survey of residents aged 18 years or over in local councils, whereas previously it was conducted as a 'head of household' survey.
- As part of the change to a representative resident survey, results are now weighted post survey to the known population distribution of Buloke Shire Council according to the most recently available Australian Bureau of Statistics population estimates, whereas the results were previously not weighted.
- The service responsibility area performance measures have changed significantly and the rating scale used to assess performance has also changed.

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. Comparisons in the period 2012-2023 have been made throughout this report as appropriate.

Appendix B: Core, optional and tailored questions



Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2023 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

- Overall performance last 12 months (Overall performance)
- Value for money in services and infrastructure (Value for money)
- Contact in last 12 months (Contact)
- Rating of contact (Customer service)
- Overall council direction last 12 months (Council direction)
- Community consultation and engagement (Consultation)
- Decisions made in the interest of the community (Making community decisions)
- Condition of sealed local roads (Sealed local roads)
- Waste management

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2023 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.

Appendix B: Analysis and reporting



Reporting

Every council that participated in the 2023 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the State government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

<https://www.localgovernment.vic.gov.au/our-programs/council-community-satisfaction-survey>

Tailored questions commissioned by individual councils are reported only to the commissioning council and not otherwise shared unless by express written approval of the commissioning council.

Appendix B: Glossary of terms



Core questions: Compulsory inclusion questions for all councils participating in the CSS.

CSS: 2023 Victorian Local Government Community Satisfaction Survey.

Council group: One of five classified groups, comprising: metropolitan, interface, regional centres, large rural and small rural.

Council group average: The average result for all participating councils in the council group.

Highest / lowest: The result described is the highest or lowest result across a particular demographic sub-group e.g. men, for the specific question being reported. Reference to the result for a demographic sub-group being the highest or lowest does not imply that it is significantly higher or lower, unless this is specifically mentioned.

Index score: A score calculated and represented as a score out of 100 (on a 0 to 100 scale). This score is sometimes reported as a figure in brackets next to the category being described, e.g. men 50+ (60).

Optional questions: Questions which councils had an option to include or not.

Percentages: Also referred to as 'detailed results', meaning the proportion of responses, expressed as a percentage.

Sample: The number of completed interviews, e.g. for a council or within a demographic sub-group.

Significantly higher / lower: The result described is significantly higher or lower than the comparison result based on a statistical significance test at the 95% confidence limit. If the result referenced is statistically higher or lower then this will be specifically mentioned, however not all significantly higher or lower results are referenced in summary reporting.

State-wide average: The average result for all participating councils in the State.


Tailored questions: Individual questions tailored by and only reported to the commissioning council.

Weighting: Weighting factors are applied to the sample for each council based on available age and gender proportions from ABS census information to ensure reported results are proportionate to the actual population of the council, rather than the achieved survey sample.

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8.4.3 SALEYARDS PRECINCT LOCAL LAW NO. 15 OF 2023

Author's Title: Director Infrastructure and Delivery

Department: Infrastructure and Delivery

File No: LA|08|15

Relevance to Council Plan 2021 - 2025

Strategic Objective: Our Council and Community Leadership

PURPOSE

To recommend the Council make Saleyards Precinct Local Law No. 15 2023

SUMMARY

The Saleyards Precinct Local Law No. 15 2023 (Local Law) has been reviewed in accordance with the *Local Government Act 2020* to ensure compliance with contemporary legislative requirements in relation to the operation of the Wycheproof Saleyards. The Local Law, in conjunction with User Agreements, will assist the Council to reduce risks associated with the operation of the facility.

RECOMMENDATION

That Council:

1. Make the Saleyards Precinct Local Law No. 15 2023
2. Give notice in accordance with section 74(5) of the *Local Government Act 2020* that the Council has made the Saleyards Precinct Local Law No. 15 in the Government Gazette and on Council's internet site.

Attachments: 1 [↓Saleyards Precinct Local Law No. 15 2023](#)
2 [↓Section 74 Certificate](#)

DISCUSSION

At the Council Meeting held 27 June 2023, Council resolved to make the Saleyards Precinct Local Law No. 15 for the purposes of undertaking the required consultation under section 73 of the *Local Government Act 2020*.

Council was advised minor amendments had been made to the Local Law to ensure it continued to recognise and complement applicable changes in requirements and standards in legislation. These amendments primarily related to the management and welfare of livestock and occupational health and safety matters applicable to the saleyards as a workplace and as an undertaking of the Council.

Consultation was undertaken in relation to the Local Law and the proposed amendments in accordance with the Council's Community Engagement Policy. Further minor changes were requested from key stakeholders affected by the Local Law, including Agriculture Victoria, during the community engagement period; these changes are reflected in the Saleyards Precinct Local Law No. 15 attached to this Report.

RELEVANT LAW

Division 3 of the *Local Government Act 2020* sets out the statutory standards which must be applied in the making and enforcement of Local Laws.

RELATED COUNCIL DECISIONS

Council's Saleyard Precinct Local Law No. 14 was made at the August 2013 Council Meeting. The Council resolved to commence community engagement for the purpose of making the Saleyards Precinct Local Law No. 15 at the Council Meeting held 27 June 2023.

OPTIONS

The Council may request to vary aspects of the Local Law or undertake further consultation occur with the community or key stakeholders prior to making the Local Law; this option would result in the current Local Law, being the Saleyards Precinct Local Law No. 14 2013, remaining operational until such time as a replacement Local Law is made.

SUSTAINABILITY IMPLICATIONS

The Council, as the owner and operator of the Saleyards Precinct in Wycheproof, provides economic benefit to the municipality.

COMMUNITY ENGAGEMENT

The Council provided public notice of its intention to make the Saleyards Precinct Local Law No. 15 2023, including through providing a draft of the proposed Local Law to the Saleyards Committee. Feedback received through the Saleyards Committee has been considered and incorporated into the Local Law.

INNOVATION AND CONTINUOUS IMPROVEMENT

Not applicable.

COLLABORATION

Not applicable.

FINANCIAL VIABILITY

The proposed Saleyards Precinct Local Law No. 15 sets out penalty units and infringement notice amounts proposed to act as deterrents for breaches to the Local Law.

REGIONAL, STATE AND NATIONAL PLANS AND POLICIES

Not applicable.

COUNCIL PLANS AND POLICIES

Not applicable.

TRANSPARENCY OF COUNCIL DECISIONS

The Council has met its statutory requirements in relation to public notice requirements. If the Council resolve to make the Local Law, a further notice will be published in the Government Gazette and on the Council's internet site in accordance with the *Local Government Act 2020*.

CONFLICTS OF INTEREST

No Officer involved in the development of the Local Law, or in the preparation of this Report, has a conflict of interest.

BULOKE SHIRE COUNCIL**SALEYARDS PRECINCT LOCAL LAW NO. 15 OF 2023****PART 1 – PRELIMINARY****1. Title**

This is the Saleyards Precinct Local Law No. 15 of 2023.

2. Objectives

The objectives of this Local Law are to provide for the peace order and good government of the Buloke Shire by:

- (1) providing for the management and administration of the Council's Saleyards Precinct;
- (2) protecting the Council's assets and facilities;
- (3) applying processes and requirements to the Saleyards Precinct to:
 - (a) promote safety and safe work practices;
 - (b) operate the Saleyards Precinct in a manner that achieves the requirements of the *Livestock Management Act 2010*, *Prevention of Cruelty to Animals Act 1986* and *Livestock Diseases Control Act 1994* and any applicable standards and codes;
 - (c) ensure that appropriate standards of animal welfare are applied and that any livestock brought to the Saleyards Precinct are treated humanely; and
 - (d) maintain accreditation as a Saleyards under the National Saleyards Quality Assurance program; and
- (4) generally providing for the administration of the Council's powers and functions.

3. Authorising Provision

This Local Law is made under section 71(1) of the *Local Government Act 2020*.

4. Commencement, revocation and area of operation

This Local Law:

- (1) revokes the Saleyards Precinct Local Law No. 14;
- (2) commences on 14 August 2023;
- (3) ceases to operate on 13 August 2033, unless revoked sooner; and
- (4) operates at the Saleyards Precinct, Camp Street, Wycheproof.

5. Definitions

In this Local Law the following words have the meaning given to them unless stated otherwise:

"Act"	means the <i>Local Government Act 2020</i> .
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Buloke Shire Council – Saleyards Precinct Local Law No. 15

"alcohol"	means a beverage intended for human consumption with an alcohol content greater than 0.5 per centum by volume at a temperature of 20 degrees Celsius.
"Authorised Officer"	means a person appointed by the Council under section 224 of the <i>Local Government Act 1989</i> .
"Business Day"	means a day that is not a Saturday or Sunday or any day that is a public holiday in Wycheproof.
"Chief Executive Officer"	means the Chief Executive Officer of the Council.
"Council"	means Buloke Shire Council.
"drug"	means a substance that is declared as a drug for the purposes of the <i>Road Safety Act 1984</i> under section 3(3) or any other substance (other than alcohol) which, when consumed or used by a person, deprives that person (temporarily or permanently) of any of his or her normal mental or physical faculties.
"Livestock"	means an animal kept for the purpose of primary production, including cattle, sheep, goats and pigs but does not include a dog.
"Motor vehicle"	has the same meaning as in section 3 of the <i>Road Safety Act 1986</i> .
"penalty units"	has the same meaning as in section 110 of the <i>Sentencing Act 1991</i> .
"person in charge"	has the same meaning as in section 3 of the <i>Prevention of Cruelty to Animals Act 1986</i>
"Saleyards Manager"	means the person appointed by the Council with responsibility for the day to management and operation of the Saleyards Precinct.
"Saleyards Precinct"	means the area of land in Camp Street, Wycheproof used for selling livestock and includes the yards, ramps, amenities, truck wash, kiosk, truck parking area and surrounding land delineated on the map in Schedule 3 to this Local Law.
"special sale"	means a sale of livestock other than on a designated regular sale day.
"the User"	means the person who has entered into a User Agreement with the Council to use the Saleyards Precinct.
"working dog"	means a dog used to assist with the movement of stock to a particular point or location.

Buloke Shire Council – Saleyards Precinct Local Law No. 15

PART 2 – THE SALEYARDS PRECINCT**6. Using the Saleyards Precinct**

- (1) A person must not, without the permission of the Council, use the Saleyards Precinct unless that person has entered into a User Agreement with the Council.

Penalty: 5 Penalty Units

- (2) The Council may grant to any person or class of persons permission to use the Saleyards Agreement, either generally or in specific circumstances.

7. User Agreements

- (1) Even though a User Agreement is in place between the Council and a User, the User must notify the Saleyards Manager of their intended use of the Saleyards Precinct:
- (a) in the case of an Annual User, not less than 14 days before each intended use; or
 - (b) in the case of a Casual User, not less than 21 days before each intended use.
- (2) The Saleyards Manager may exempt a person from the notification period prescribed in subclause (1) if they consider that the circumstances justify the exemption and that the Saleyards Precinct is in a safe condition and available for use.

8. Compliance with Requirements

- (1) Any person at the Saleyards Precinct must comply with any conditions, policies or guidelines applied by the Council to the use of the Saleyards Precinct, including any occupational health and safety manual or requirements to maintain accreditation of the saleyards under any quality assurance program for the saleyards.

Penalty: 10 Penalty Units

- (2) The Council must ensure that up to date copies of any conditions, policies or guidelines applied by the Council to the Saleyards Precinct, including any occupational health and safety programs or requirements associated with the quality assurance program referred to in subclause (1), are published on the Council's website and available for inspection at the Saleyards Precinct.

9. Sale days

- (1) The Saleyards Manager may from time to time designate:
- (a) regular sale days for the Saleyards Precinct; and
 - (b) the days on and the hours when the Saleyards Precinct is otherwise open for receipt and delivery of livestock.
- (2) A person proposing to hold a special sale at the Saleyards Precinct must enter into a User Agreement with the Council not less than 14 days before the proposed special sale.

10. Delivery and Receipt of Livestock

- (1) Subject to the direction of the Saleyards Manager or an Authorised Officer, a person in charge of livestock that are being delivered for sale at the Saleyards Precinct must:
- (a) immediately unload the livestock or cause the livestock to be unloaded at the ramps provided;

Buloke Shire Council – Saleyards Precinct Local Law No. 15

- (b) immediately scan or cause to be scanned livestock which are to be unloaded or, in the event livestock are in transit, ensure livestock are scanned prior to being transferred to another motor vehicle;
- (c) remove the motor vehicle or cause the motor vehicle to be removed from the unloading area as soon as unloading is complete; and
- (d) immediately pen or cause to be penned livestock that are not being transported by motor vehicle.

Penalty: 5 Penalty Units

- (2) A User is primarily responsible for the receipt, handling and delivery of livestock prior to a proposed sale.
- (3) A person must not pen livestock within the Saleyards Precinct more than 24 hours before their proposed sale unless the written consent of the Saleyards Manager is obtained and the consent is noted on the User Agreement.

Penalty: 5 Penalty Units**11. Identification of Livestock for Sale**

- (1) A User must submit to the Saleyards Manager all livestock identification information that is required by the Saleyards Manager, and specifically the National Vendor Declaration (NVD), prior to the commencement of the sale at which the User's livestock is to be sold.

Penalty: 5 Penalty Units

- (2) A User must keep accurate records of all of the User's livestock entering and leaving the Saleyards Precinct and must ensure compliance with any legislative requirements or Code applicable to the identification of the type of livestock being sold.

Penalty: 5 Penalty Units

- (3) The records required to be kept under subclause (2) must contain the number, description and origin of the livestock, the vendor's name and property identification code (PIC), the National Vendor Declaration (NVD), the name of the purchaser and PIC and any other information prescribed in the User Agreement.
- (4) A User must provide the records associated with the User's livestock leaving the Saleyards Precinct on the day of the sale and must make the complete records available to the Saleyards Manager or an Authorised Officer when requested to do so.

Penalty: 5 Penalty Units**12. Care and Welfare of Livestock**

- (1) Any person who:
 - (a) delivers livestock to;
 - (b) handles livestock within; or
 - (c) removes livestock from

Buloke Shire Council – Saleyards Precinct Local Law No. 15

the Saleyards Precinct must comply with the *Code of Accepted Practice for the Welfare of Animals at Saleyards – Victoria* (AG0027)¹ and any other Code or Standard applied under the *Livestock Management Act 2010* or *Prevention of Cruelty to Animals Act 1986*

Penalty: 5 Penalty Units

- (2) *The Code of Accepted Practice for the Welfare of Animals at Saleyards – Victoria* (AG0027) is an incorporated document for the purposes of section 76 of the Act.
- (3) A person in charge of livestock left in pens at the Saleyards Precinct overnight must ensure that an accessible water supply and appropriate levels of feed are available to the livestock unless they have made an alternative arrangement with the Saleyards Manager or an Authorised Officer.

Penalty: 5 Penalty Units

- (4) The Saleyards Manager or an Authorised Officer may provide feed and water to penned livestock, in which case the Council may recover the costs of doing so, together with labour and other overhead costs incurred, from the owner of the livestock.
- (5) A person must not unload or pen any livestock not connected with a sale at the Saleyards Precinct unless they are permitted to do so by the Saleyards Manager or an Authorised Officer.
- (6) A User must make available any of their livestock that are unloaded or in transit at the Saleyards Precinct for scanning and observation by the Saleyards Manager or a person duly authorised by the Saleyards Manager.

Penalty: 5 Penalty Units**13. Health of Livestock**

- (1) A person in charge of livestock must ensure that the livestock that they offer for sale at the Saleyards Precinct is free of disease, fit for sale and fit for their intended journey.

Penalty: 5 Penalty Units

- (2) A person in charge of livestock must:
 - (a) not offer for sale any livestock that is diseased, emaciated or injured; and
 - (b) notify the Saleyards Manager or an Authorised Officer if they have within the Saleyards Precinct dead livestock in their control.

Penalty: 5 Penalty Units

- (3) The Saleyards Manager or an Authorised Officer may direct the person in control of livestock to remove any dead livestock or any livestock that is diseased, emaciated or injured to an isolation pen or from the Saleyards Precinct.
- (4) If:
 - (a) a direction under subclause (3) is not complied with; or
 - (b) the Saleyards Manager or an Authorised Officer cannot identify or locate a person to whom a direction under subclause (3) can be practically given –

¹ Published by the Department of Agriculture.

Buloke Shire Council – Saleyards Precinct Local Law No. 15

the Saleyards Manager or the Authorised Officer may arrange for the livestock to be removed from the Saleyards Precinct.

- (5) The Saleyards Manager or an Authorised Officer may isolate any diseased, emaciated or injured livestock in pens within the Saleyards Precinct and may arrange for any veterinary care or other appropriate treatment for such livestock.
- (6) The Council may recover the costs associated with removal under subclause (4) or veterinary care under subclause (5) from the owner of the livestock.

14. Moving Livestock

A person must not move livestock within or from the Saleyards Precinct without the permission of:

- (1) the person in charge of the livestock; or
- (2) the Saleyards Manager or an Authorised Officer.

Penalty: 5 Penalty Units

15. Stray livestock

- (1) The Saleyards Manager or an Authorised Officer may designate an area within the Saleyards Precinct for keeping stray or unclaimed livestock.
- (2) If stray or unclaimed livestock remain at the Saleyards Precinct in a designated area for longer than 24 hours the Saleyards Manager or an Authorised Officer may impound them, in which case the livestock will be dealt with in accordance with the **Impounding of Livestock Act 1994**.

Buloke Shire Council – Saleyards Precinct Local Law No. 15

PART 3 – GENERAL PROVISIONS APPLICABLE TO THE SALEYARDS PRECINCT**16. Health and Safety - Using Saleyards Precinct Equipment**

A User or any other person in charge of livestock in the Saleyards Precinct must immediately advise the Saleyards Manager or an Authorised Officer of:

- (1) any serious injury to any person or animal or any incident that endangered the safety of any person or animal that occurred during the period of their use of the Saleyards Precinct; or
- (2) any damage to or any defect in any equipment that has occurred, or is observed by the User or person, during the period of their use of the Saleyards Precinct.

Penalty: 10 Penalty Units

17. Behaviour in the Saleyards Precinct

A person in the Saleyards Precinct must not:

- (1) behave in a way that is dangerous or creates a risk to the safety of other users;
- (2) behave in a manner that disturbs or obstructs any person in the lawful use of the Saleyards Precinct;
- (3) consume any alcohol or drugs;
- (4) allow livestock to escape from a penned area within the Saleyards Precinct;
- (5) damage, destroy, write or otherwise interfere with the facilities within the Saleyards Precinct or remove anything from or affix anything to any building, improvement or structure of any kind within the Saleyards Precinct; or
- (6) sell anything within the Saleyards Precinct other than livestock unless prior authorisation has been obtained in writing from the Saleyards Manager.

Penalty: 5 Penalty Units

18. Obstruction

A person must not obstruct the Saleyards Manager in the performance of their powers, duties or functions under this Local Law.

Penalty: 5 Penalty Units

19. Dogs

- (1) A person must ensure that any working dog in the Saleyards Precinct under their control is muzzled and supervised at all times and is secured when it is not working.

Penalty: 5 Penalty Units

- (2) A person must ensure that any dog under their control does not:

- (a) wander at large within the Saleyards Precinct; or
- (b) enter any building within the Saleyards Precinct.

Penalty: 5 Penalty Units

Buloke Shire Council – Saleyards Precinct Local Law No. 15

- (3) A person must not be in charge of more than 2 working dogs within the Saleyards Precinct unless it is an additional dog in training.

Penalty: 5 Penalty Units

20. Motor Vehicles

- (1) A person must not wash a motor vehicle in the Saleyards Precinct other than a stock truck in an area that is the designated truck wash bay.
- (2) A person must not leave a motor vehicle within the Saleyards Precinct in a position that:
- (a) obstructs entrances, exits or ramps; or
 - (b) interferes in any way with the proper movement of vehicular, pedestrian or animal traffic.

21. Unsafe Areas

- (1) The Saleyards Manager or an Authorised Officer may designate any area or structure within the Saleyards Precinct as off limits to any person by tagging or locking it and displaying a sign prohibiting entry or use, because:
- (a) it has become unsafe; or
 - (b) it is an area or structure in respect of which access or use is limited to specific persons.
- (2) A person must not enter or use an area or structure within the Saleyards Precinct contrary to any designation made by the Saleyards Manager or an Authorised Officer in accordance with subclause (1).

Penalty: 10 Penalty Units

22. Entry to the Saleyards Precinct

A person must not enter the Saleyards Precinct when it is not being used in accordance with the provisions of this Local Law unless:

- (1) the person is lawfully carrying out duties in connection with the operation or maintenance of the Saleyards Precinct; or
- (2) the person has the permission of the Saleyards Manager or an Authorised Officer.

Penalty: 5 Penalty Units

Buloke Shire Council – Saleyards Precinct Local Law No. 15

PART 4 – ADMINISTRATION AND ENFORCEMENT**DIVISION 1 – USER AGREEMENTS, FEES AND DELEGATIONS****23. User Agreements**

- (1) A person who wishes to use the Saleyards Precinct may make an application to the Council to enter into a User Agreement.
- (2) The Council may require an applicant to provide additional information before it agrees to enter into a User Agreement with the applicant.
- (3) The Council may determine not to enter into a User Agreement with the applicant but must provide an opportunity for the applicant or the User to make a submission about the proposed determination.
- (4) The Chief Executive Officer may hear any submission made under subclause (3).

24. Period of User Agreements

- (1) Where an applicant proposes to conduct a number of sales during the year, a User Agreement entered into as a result of the application will be in operation for one year and the User will, for the purposes of clause 7(1)(a) of this Local Law, be an Annual User.
- (2) Where an application is for casual use of the Saleyard Precinct a User Agreement entered into as a result of the application will be in operation until the expiry date set out in the User Agreement and the User will, for the purposes of clause 7(1)(b) of this Local Law, be a Casual User.

25. Conditions may be applied

- (1) The User Agreement may be subject to terms and conditions which the Council considers to be appropriate in the circumstances, including:
 - (a) the payment of a fee or charge;
 - (b) the payment of a security deposit, bond or guarantee to the Council to secure the proper performance of conditions of a permit or other permission or to rectify any damage caused to Council assets as a result of the use or activity allowed by the use of the Saleyards Precinct;
 - (c) that the User have appropriate insurance and must provide a written indemnification of the Council against liability arising from the User's use;
 - (d) that the User keep accurate records of livestock transactions and that the records be provided to the Council within the times specified in this Local Law and the User Agreement;
 - (e) that the User rectify, remedy or restore a situation or circumstance; and
 - (f) any other terms and conditions considered necessary in the circumstances.
- (2) The Council may, during the term of the User Agreement, alter the terms and conditions of the User Agreement if it considers it appropriate to do so, but must provide the User with an opportunity to make comment on the proposed alteration.

26. Cancellation of the User Agreement

- (1) The Council may cancel a User Agreement if it considers that:

Buloke Shire Council – Saleyards Precinct Local Law No. 15

- (a) there has been a serious or ongoing breach of its terms and conditions;
 - (b) the User has not within seven days complied with a request by the Council to remedy or rectify a defect or default;
 - (c) there was a significant error or misrepresentation by the User prior to entering into the User Agreement; or
 - (d) in the circumstances the User Agreement should be cancelled.
- (2) Before it cancels the User Agreement, the Council must, if practicable, provide to the User with an opportunity to make a submission on the proposed cancellation.

27. Fees

- (1) The Council may determine fees for the use of the Saleyards Precinct, and the Saleyards Manager may direct a person who has defaulted in the payment of any fees not to take part in a sale in the Saleyards Precinct.
- (2) A person to whom a direction has been given under subclause (1) must comply with that direction.
- (3) The Council may determine that interest be paid on late fees.
- (4) The Council may waive, reduce or alter a fee with or without conditions.

28. Registers

- (1) The Council must maintain a register of User Agreements, including details of the User and the term of the Agreement.
- (2) The Council must ensure that any alterations or changes to a User Agreement or any consent given under clause 10(3) is recorded in the Register.

29. Offences

- (1) A person who breaches or fails to comply with any provision of this Local Law is guilty of an offence and liable for the penalty specified or if no penalty is specified to a penalty not exceeding 10 Penalty Units.
- (2) A person who makes a false representation or declaration (whether oral or in writing), or who intentionally omits relevant information in an application for a permit or exemption is guilty of an offence.

Penalty: 5 Penalty Units

DIVISION 2 – ENFORCEMENT**30. Compliance with directions**

Any person at the Saleyards Precinct must comply with any lawful and reasonable direction of the Saleyards Manager or an Authorised Officer, including any direction that may defer or interrupt a sale because of an emergency (such as a National Livestock Standstill, an emergency which requires an alternative use for the Saleyards Precinct) or which is given for health and safety reasons.

Penalty: 5 Penalty Units

Buloke Shire Council – Saleyards Precinct Local Law No. 15

31. Warning to offenders

- (1) Where there is a breach of this Local Law an Authorised Officer may request the person breaching the Local Law to stop or remedy the breach.
- (2) If there is a breach of this Local Law after an Authorised Officer has requested a person to remedy or stop the breach, the Authorised Officer may issue an official warning in accordance with the requirements of the **Infringements Act 2006**.

32. Power of Authorised Officers to act in urgent circumstances

- (1) In urgent circumstances arising as a result of a breach of or failure to comply with this Local Law, an Authorised Officer may take action to remove, remedy or rectify any thing arising out of the breach or failure to comply if:
 - (a) the Authorised Officer considers the circumstances or situation to be sufficiently urgent and that a person, animal, property or thing may be at risk or in danger; and
 - (b) wherever practicable, the Chief Executive Officer is given prior notice of the proposed action.
- (2) In deciding whether circumstances are urgent, an Authorised Officer must take into consideration, to the extent relevant:
 - (a) whether it is practicable to contact:-
 - (i) the person by whose default, permission or tolerance the situation has arisen; or
 - (ii) the owner or the occupier of the premises or property affected; and
 - (b) whether there is an urgent risk or threat to public health, public safety, the environment or animal welfare.
- (3) The action taken by an Authorised Officer under subclause (1) must not extend beyond what is necessary to cause the immediate abatement of or minimise the risk or danger involved.
- (4) An Authorised Officer who takes action under subclause (1) must ensure that, as soon as practicable:
 - (a) details of the circumstances and remedying action are forwarded to the person on whose behalf the action was taken; and
 - (b) a report of the action taken is submitted to the Chief Executive Officer.

33. Power of Authorised Officers to impound

- (1) Where any goods or equipment are used in contravention of this Local Law an Authorised Officer may remove and impound them.
- (2) Where any goods or equipment are impounded under this provision, an Authorised Officer must, as soon as possible and where practicable, serve a Notice of Impounding in the form of Schedule 1 on the owner or the person responsible for the goods or equipment setting out the fees and charges payable and the time by which the item must be retrieved.
- (3) Where the identity or whereabouts of the owner or the person responsible for the impounded goods or equipment is unknown the Authorised Officer must take reasonable steps to establish the identity or whereabouts of the person and may to dispose of the impounded goods or equipment in the following way:

Buloke Shire Council – Saleyards Precinct Local Law No. 15

- (a) where the goods or equipment are declared by a member of the Council's staff authorised for the purpose to have no saleable value, they may be disposed of in the most economical way determined by that staff member; or
- (b) where the goods or equipment is declared by a person in paragraph (a) to have some saleable value the goods or equipment may be disposed of by tender, public auction or private sale but may be given away or disposed of if the sale is unsuccessful.
- (4) Any proceeds from the disposal of an impounded goods or equipment will be paid to the owner or the person who, in the opinion of the Council, appears to be authorised to receive the money, except for the reasonable costs incurred to the Council in the administration of this Local Law.
- (5) If the person described in subclause (4) cannot be identified or located within 1 year of serving the Notice of Impounding, any proceeds of sale cease to be payable to that person and may be retained for municipal purposes.
- (6) If an Authorised Officer has impounded anything in accordance with this Local Law, the Council may refuse to release it until the appropriate fee or charge for its release has been paid to the Council.

34. Infringement Notices and Fixed Penalty Amounts

- (1) As an alternative to prosecution an Authorised Officer may issue an infringement notice to any person whom the Authorised Officer reasonably considers has committed an offence against this Local Law.
- (2) A person issued with an infringement notice is entitled to disregard the notice and defend the prosecution in court.
- (3) The penalty fixed in respect of an infringement for which an infringement notice is issued is the amount set out in Schedule 2.
- (4) A person issued with an infringement notice may pay the penalty amount to the Council at the address indicated in the notice.
- (5) To avoid prosecution and subject to the **Infringements Act 2006**, the penalty indicated in the infringement notice must be paid within 28 days after the day on which the infringement notice is issued.

35. Waiver and withdrawal

- (1) Within 28 days of receiving an infringement notice a person may make a written request to the Chief Executive Officer that the infringement notice be withdrawn.
- (2) The Chief Executive Officer may consider the written request and may make a decision or a recommendation to the Council that the infringement notice be withdrawn.
- (3) Where an infringement notice is withdrawn, the person upon whom it was served is entitled to a refund of any payment which that person has made other than any costs which the Council has paid as part of the enforcement process.

*Buloke Shire Council – Saleyards Precinct Local Law No. 15***BULOKE SHIRE COUNCIL SALEYARDS PRECINCT LOCAL LAW****SCHEDULE 1****(Clause 33)****IMPOUNDING NOTICE**

To: _____
(Name)

(Address)

The following goods or equipment ("items") have been impounded in accordance with clause 25 of the Council's **Community Local Law 2019**.

Description of goods or equipment impounded:

You may collect the goods or equipment by attending at the Municipal Offices at _____

_____ (insert address) between the hours of _____ to

see _____ (contact officer) and by paying the following:

Details of fees and charges	\$
_____	_____
_____	_____
_____	_____
TOTAL	\$ _____

If you fail to collect the goods or equipment and pay the required fees and charges by _____ (date),

the Authorised Officer will proceed to dispose of the goods or equipment in accordance with any applicable

Council's policy.

Date: _____
(Name of Authorised Officer)

Buloke Shire Council – Saleyards Precinct Local Law No. 15

Telephone: _____

(Signature)

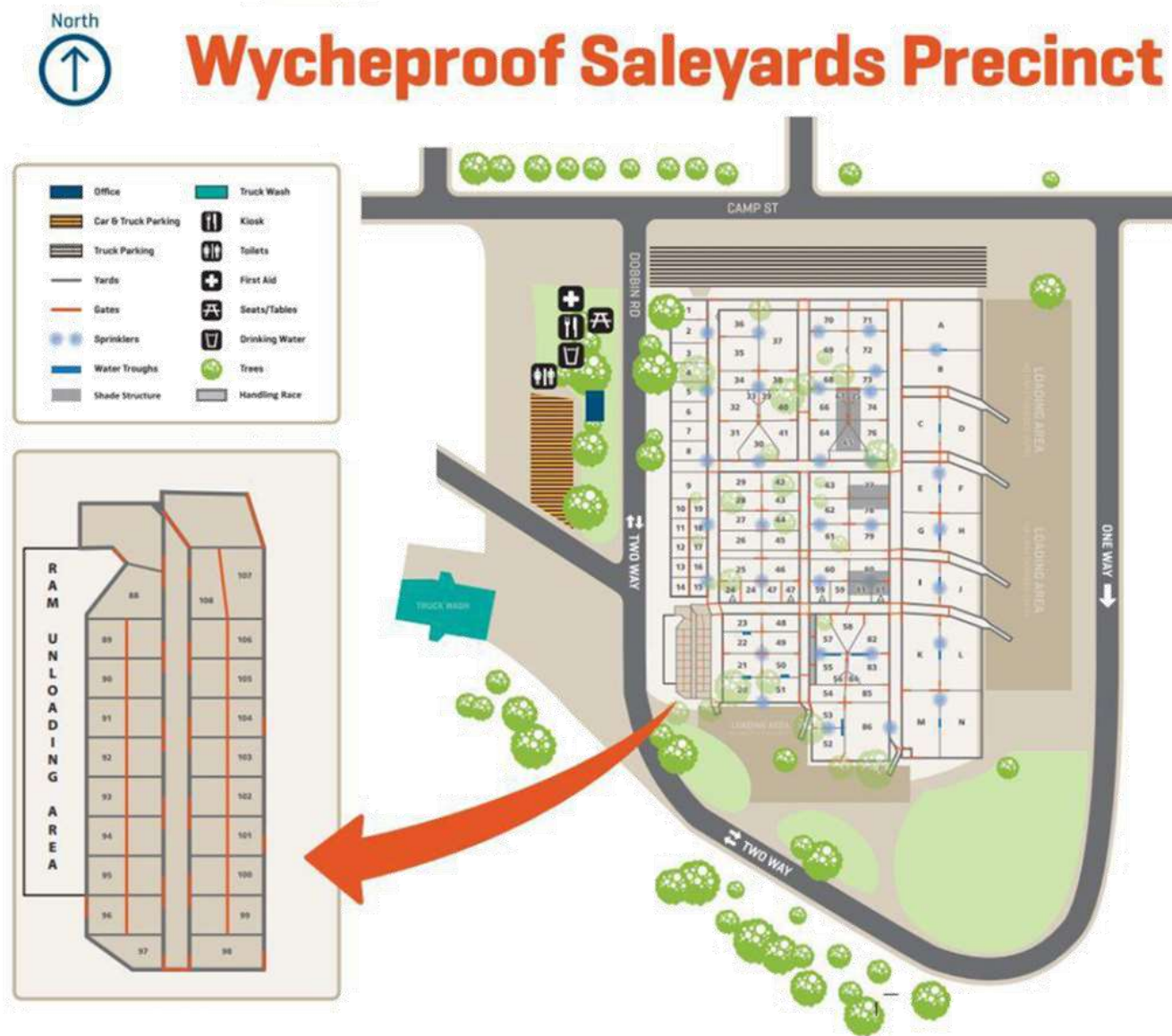
*Buloke Shire Council – Saleyards Precinct Local Law No. 15***BULOKE SHIRE COUNCIL SALEYARDS PRECINCT LOCAL LAW****SCHEDULE 2****(Clause 34)****PENALTIES FIXED FOR INFRINGEMENT NOTICE PURPOSES**

Provision	Offence	Penalty Unit
Clause 6(1)	Using the Saleyards Precinct without a User Agreement	3 penalty units
Clause 8(1))	Failing to comply with requirements applying to the use of the Saleyards Precinct	3 penalty units
Clause (1)	Delivering livestock contrary to the provision	2 penalty units
Clause 10(3))	Penning livestock contrary to the provision	2 penalty units
Clause 11(1) - (3)	Failing to submit required information prior to sale or to keep records required	2 penalty units
Clause 11(4)	Failing to submit records of livestock leaving the Saleyards Precinct within the required time	2 penalty units
Clause 12(1), (4), (5) or (6)	Failing to comply with provisions concerning care and welfare of livestock	2 penalty units
Clause 13(1) - (2)	Failing to comply with requirements concerning health of livestock	2 penalty units
Clause 14(1)	Moving livestock contrary to requirements	2 penalty units
Clause 16	Failing to advise of injury, damage or defects	5 penalty units
Clause 17	Failing to comply with requirements concerning behaviour at the Saleyards Precinct	2 penalty units
Clause 18	Obstructing the Saleyards Manager	2 penalty units
Clause 19	Failing to comply with requirements concerning the presence of dogs in the Saleyards Precinct	2 penalty units
Clause 21	Using an unsafe area contrary to provision	5 penalty units
Clause 22	Entering the Saleyards Precinct contrary to the Local Law	2 penalty units
Clause 29(1)	Offence where no specific penalty provided for	2 penalty units
Clause 29(2)	Making a false representation or declaration	2 penalty units
Clause 30	Failing to comply with directions of the Saleyards Manager or an Authorised Officer	2 penalty units

Buloke Shire Council – Saleyards Precinct Local Law No. 15

SCHEDULE 3
SALEYARDS PRECINCT MAP

Buloke Shire Council – Saleyards Precinct Local Law No. 15



August 202
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Buloke Shire Council – Saleyards Precinct Local Law No. 15

Buloke Shire Council – Saleyards Precinct Local Law No. 15

Resolution for the making of this Local Law was agreed to by the Council on 2023.

THE COMMON SEAL of the BULOKE SHIRE)

COUNCIL was hereunto affixed in the presence of:)

Notices of the proposal to make and of the making of this Local Law were included in the Victorian
Government Gazette dated the **insert date**

Notice of the proposal to make and confirmation of the making of this Local Law were inserted in the Buloke
Times, Sea Lake Wycheproof Ensign, North Central News on and Council's website respectively.

CERTIFICATE UNDER SECTION 74 OF THE *LOCAL GOVERNMENT ACT 2020*

I, **Mark Richard Hayes**, being a person who is:

- (a) an Australian lawyer who has been admitted to the legal profession for at least 5 years; and
- (b) not a Councillor of Buloke Shire Council

certify that, in my opinion, the draft Local Law attached to this Certificate and marked "MRH1" for identification is consistent with the local law requirements set out in section 72 of the *Local Government Act 2020*.

Dated: 1 August 2023



.....
Mark Richard Hayes
Maddocks

MRH1

BULOKE SHIRE COUNCIL

SALEYARDS PRECINCT LOCAL LAW NO. 15 OF 2023

PART 1 – PRELIMINARY

1. Title

This is the Saleyards Precinct Local Law No. 15 of 2023.

2. Objectives

The objectives of this Local Law are to provide for the peace order and good government of the Buloke Shire by:

- (1) providing for the management and administration of the Council's Saleyards Precinct;
- (2) protecting the Council's assets and facilities;
- (3) applying processes and requirements to the Saleyards Precinct to:
 - (a) promote safety and safe work practices;
 - (b) operate the Saleyards Precinct in a manner that achieves the requirements of the *Livestock Management Act 2010*, *Prevention of Cruelty to Animals Act 1986* and *Livestock Diseases Control Act 1994* and any applicable standards and codes;
 - (c) ensure that appropriate standards of animal welfare are applied and that any livestock brought to the Saleyards Precinct are treated humanely; and
 - (d) maintain accreditation as a Saleyards under the National Saleyards Quality Assurance program; and
- (4) generally providing for the administration of the Council's powers and functions.

3. Authorising Provision

This Local Law is made under section 71(1) of the *Local Government Act 2020*.

4. Commencement, revocation and area of operation

This Local Law:

- (1) revokes the Saleyards Precinct Local Law No. 14;
- (2) commences on 14 August 2023;
- (3) ceases to operate on 13 August 2033, unless revoked sooner; and
- (4) operates at the Saleyards Precinct, Camp Street, Wycheproof.

5. Definitions

In this Local Law the following words have the meaning given to them unless stated otherwise:

"Act"	means the <i>Local Government Act 2020</i> .
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Buloke Shire Council – Saleyards Precinct Local Law No. 15

"alcohol"	means a beverage intended for human consumption with an alcohol content greater than 0.5 per centum by volume at a temperature of 20 degrees Celsius.
"Authorised Officer"	means a person appointed by the Council under section 224 of the <i>Local Government Act 1989</i> .
"Business Day"	means a day that is not a Saturday or Sunday or any day that is a public holiday in Wycheproof.
"Chief Executive Officer"	means the Chief Executive Officer of the Council.
"Council"	means Buloke Shire Council.
"drug"	means a substance that is declared as a drug for the purposes of the <i>Road Safety Act 1984</i> under section 3(3) or any other substance (other than alcohol) which, when consumed or used by a person, deprives that person (temporarily or permanently) of any of his or her normal mental or physical faculties.
"Livestock"	means an animal kept for the purpose of primary production, including cattle, sheep, goats and pigs but does not include a dog.
"Motor vehicle"	has the same meaning as in section 3 of the <i>Road Safety Act 1986</i> .
"penalty units"	has the same meaning as in section 110 of the <i>Sentencing Act 1991</i> .
"person in charge"	has the same meaning as in section 3 of the <i>Prevention of Cruelty to Animals Act 1986</i>
"Saleyards Manager"	means the person appointed by the Council with responsibility for the day to management and operation of the Saleyards Precinct.
"Saleyards Precinct"	means the area of land in Camp Street, Wycheproof used for selling livestock and includes the yards, ramps, amenities, truck wash, kiosk, truck parking area and surrounding land delineated on the map in Schedule 3 to this Local Law.
"special sale"	means a sale of livestock other than on a designated regular sale day.
"the User"	means the person who has entered into a User Agreement with the Council to use the Saleyards Precinct.
"working dog"	means a dog used to assist with the movement of stock to a particular point or location.

Buloke Shire Council – Saleyards Precinct Local Law No. 15

PART 2 – THE SALEYARDS PRECINCT

6. Using the Saleyards Precinct

- (1) A person must not, without the permission of the Council, use the Saleyards Precinct unless that person has entered into a User Agreement with the Council.

Penalty: 5 Penalty Units

- (2) The Council may grant to any person or class of persons permission to use the Saleyards Agreement, either generally or in specific circumstances.

7. User Agreements

- (1) Even though a User Agreement is in place between the Council and a User, the User must notify the Saleyards Manager of their intended use of the Saleyards Precinct:
- (a) in the case of an Annual User, not less than 14 days before each intended use; or
 - (b) in the case of a Casual User, not less than 21 days before each intended use.
- (2) The Saleyards Manager may exempt a person from the notification period prescribed in subclause (1) if they consider that the circumstances justify the exemption and that the Saleyards Precinct is in a safe condition and available for use.

8. Compliance with Requirements

- (1) Any person at the Saleyards Precinct must comply with any conditions, policies or guidelines applied by the Council to the use of the Saleyards Precinct, including any occupational health and safety manual or requirements to maintain accreditation of the saleyards under any quality assurance program for the saleyards.

Penalty: 10 Penalty Units

- (2) The Council must ensure that up to date copies of any conditions, policies or guidelines applied by the Council to the Saleyards Precinct, including any occupational health and safety programs or requirements associated with the quality assurance program referred to in subclause (1), are published on the Council's website and available for inspection at the Saleyards Precinct.

9. Sale days

- (1) The Saleyards Manager may from time to time designate:
- (a) regular sale days for the Saleyards Precinct; and
 - (b) the days on and the hours when the Saleyards Precinct is otherwise open for receipt and delivery of livestock.
- (2) A person proposing to hold a special sale at the Saleyards Precinct must enter into a User Agreement with the Council not less than 14 days before the proposed special sale.

10. Delivery and Receipt of Livestock

- (1) Subject to the direction of the Saleyards Manager or an Authorised Officer, a person in charge of livestock that are being delivered for sale at the Saleyards Precinct must:
- (a) immediately unload the livestock or cause the livestock to be unloaded at the ramps provided;

Buloke Shire Council – Saleyards Precinct Local Law No. 15

- (b) immediately scan or cause to be scanned livestock which are to be unloaded or, in the event livestock are in transit, ensure livestock are scanned prior to being transferred to another motor vehicle;
- (c) remove the motor vehicle or cause the motor vehicle to be removed from the unloading area as soon as unloading is complete; and
- (d) immediately pen or cause to be penned livestock that are not being transported by motor vehicle.

Penalty: 5 Penalty Units

- (2) A User is primarily responsible for the receipt, handling and delivery of livestock prior to a proposed sale.
- (3) A person must not pen livestock within the Saleyards Precinct more than 24 hours before their proposed sale unless the written consent of the Saleyards Manager is obtained and the consent is noted on the User Agreement.

Penalty: 5 Penalty Units**11. Identification of Livestock for Sale**

- (1) A User must submit to the Saleyards Manager all livestock identification information that is required by the Saleyards Manager, and specifically the National Vendor Declaration (NVD), prior to the commencement of the sale at which the User's livestock is to be sold.

Penalty: 5 Penalty Units

- (2) A User must keep accurate records of all of the User's livestock entering and leaving the Saleyards Precinct and must ensure compliance with any legislative requirements or Code applicable to the identification of the type of livestock being sold.

Penalty: 5 Penalty Units

- (3) The records required to be kept under subclause (2) must contain the number, description and origin of the livestock, the vendor's name and property identification code (PIC), the National Vendor Declaration (NVD), the name of the purchaser and PIC and any other information prescribed in the User Agreement.
- (4) A User must provide the records associated with the User's livestock leaving the Saleyards Precinct on the day of the sale and must make the complete records available to the Saleyards Manager or an Authorised Officer when requested to do so.

Penalty: 5 Penalty Units**12. Care and Welfare of Livestock**

- (1) Any person who:
 - (a) delivers livestock to;
 - (b) handles livestock within; or
 - (c) removes livestock from

the Saleyards Precinct must comply with the *Code of Accepted Practice for the Welfare of Animals at Saleyards* – Victoria (AG0027)¹ and any other Code or Standard applied

¹ Published by the Department of Agriculture.

Buloke Shire Council – Saleyards Precinct Local Law No. 15

under the **Livestock Management Act 2010** or **Prevention of Cruelty to Animals Act 1986**

Penalty: 5 Penalty Units

- (2) *The Code of Accepted Practice for the Welfare of Animals at Saleyards – Victoria* (AG0027) is an incorporated document for the purposes of section 76 of the Act.
- (3) A person in charge of livestock left in pens at the Saleyards Precinct overnight must ensure that an accessible water supply and appropriate levels of feed are available to the livestock unless they have made an alternative arrangement with the Saleyards Manager or an Authorised Officer.

Penalty: 5 Penalty Units

- (4) The Saleyards Manager or an Authorised Officer may provide feed and water to penned livestock, in which case the Council may recover the costs of doing so, together with labour and other overhead costs incurred, from the owner of the livestock.
- (5) A person must not unload or pen any livestock not connected with a sale at the Saleyards Precinct unless they are permitted to do so by the Saleyards Manager or an Authorised Officer.
- (6) A User must make available any of their livestock that are unloaded or in transit at the Saleyards Precinct for scanning and observation by the Saleyards Manager or a person duly authorised by the Saleyards Manager.

Penalty: 5 Penalty Units

13. Health of Livestock

- (1) A person in charge of livestock must ensure that the livestock that they offer for sale at the Saleyards Precinct is free of disease, fit for sale and fit for their intended journey.

Penalty: 5 Penalty Units

- (2) A person in charge of livestock must:
 - (a) not offer for sale any livestock that is diseased, emaciated or injured; and
 - (b) notify the Saleyards Manager or an Authorised Officer if they have within the Saleyards Precinct dead livestock in their control.

Penalty: 5 Penalty Units

- (3) The Saleyards Manager or an Authorised Officer may direct the person in control of livestock to remove any dead livestock or any livestock that is diseased, emaciated or injured to an isolation pen or from the Saleyards Precinct.
- (4) If:
 - (a) a direction under subclause (3) is not complied with; or
 - (b) the Saleyards Manager or an Authorised Officer cannot identify or locate a person to whom a direction under subclause (3) can be practically given –

the Saleyards Manager or the Authorised Officer may arrange for the livestock to be removed from the Saleyards Precinct.

Buloke Shire Council – Saleyards Precinct Local Law No. 15

- (5) The Saleyards Manager or an Authorised Officer may isolate any diseased, emaciated or injured livestock in pens within the Saleyards Precinct and may arrange for any veterinary care or other appropriate treatment for such livestock.
- (6) The Council may recover the costs associated with removal under subclause (4) or veterinary care under subclause (5) from the owner of the livestock.

14. Moving Livestock

A person must not move livestock within or from the Saleyards Precinct without the permission of:

- (1) the person in charge of the livestock; or
- (2) the Saleyards Manager or an Authorised Officer.

Penalty: 5 Penalty Units

15. Stray livestock

- (1) The Saleyards Manager or an Authorised Officer may designate an area within the Saleyards Precinct for keeping stray or unclaimed livestock.
- (2) If stray or unclaimed livestock remain at the Saleyards Precinct in a designated area for longer than 24 hours the Saleyards Manager or an Authorised Officer may impound them, in which case the livestock will be dealt with in accordance with the **Impounding of Livestock Act 1994**.

Buloke Shire Council – Saleyards Precinct Local Law No. 15

PART 3 – GENERAL PROVISIONS APPLICABLE TO THE SALEYARDS PRECINCT**16. Health and Safety - Using Saleyards Precinct Equipment**

A User or any other person in charge of livestock in the Saleyards Precinct must immediately advise the Saleyards Manager or an Authorised Officer of:

- (1) any serious injury to any person or animal or any incident that endangered the safety of any person or animal that occurred during the period of their use of the Saleyards Precinct; or
- (2) any damage to or any defect in any equipment that has occurred, or is observed by the User or person, during the period of their use of the Saleyards Precinct.

Penalty: 10 Penalty Units

17. Behaviour in the Saleyards Precinct

A person in the Saleyards Precinct must not:

- (1) behave in a way that is dangerous or creates a risk to the safety of other users;
- (2) behave in a manner that disturbs or obstructs any person in the lawful use of the Saleyards Precinct;
- (3) consume any alcohol or drugs;
- (4) allow livestock to escape from a penned area within the Saleyards Precinct;
- (5) damage, destroy, write or otherwise interfere with the facilities within the Saleyards Precinct or remove anything from or affix anything to any building, improvement or structure of any kind within the Saleyards Precinct; or
- (6) sell anything within the Saleyards Precinct other than livestock unless prior authorisation has been obtained in writing from the Saleyards Manager.

Penalty: 5 Penalty Units

18. Obstruction

A person must not obstruct the Saleyards Manager in the performance of their powers, duties or functions under this Local Law.

Penalty: 5 Penalty Units

19. Dogs

- (1) A person must ensure that any working dog in the Saleyards Precinct under their control is muzzled and supervised at all times and is secured when it is not working.

Penalty: 5 Penalty Units

- (2) A person must ensure that any dog under their control does not:

- (a) wander at large within the Saleyards Precinct; or
- (b) enter any building within the Saleyards Precinct.

Penalty: 5 Penalty Units

Buloke Shire Council – Saleyards Precinct Local Law No. 15

- (3) A person must not be in charge of more than 2 working dogs within the Saleyards Precinct unless it is an additional dog in training.

Penalty: 5 Penalty Units**20. Motor Vehicles**

- (1) A person must not wash a motor vehicle in the Saleyards Precinct other than a stock truck in an area that is the designated truck wash bay.
- (2) A person must not leave a motor vehicle within the Saleyards Precinct in a position that:
- (a) obstructs entrances, exits or ramps; or
 - (b) interferes in any way with the proper movement of vehicular, pedestrian or animal traffic.

21. Unsafe Areas

- (1) The Saleyards Manager or an Authorised Officer may designate any area or structure within the Saleyards Precinct as off limits to any person by tagging or locking it and displaying a sign prohibiting entry or use, because:
- (a) it has become unsafe; or
 - (b) it is an area or structure in respect of which access or use is limited to specific persons.
- (2) A person must not enter or use an area or structure within the Saleyards Precinct contrary to any designation made by the Saleyards Manager or an Authorised Officer in accordance with subclause (1).

Penalty: 10 Penalty Units**22. Entry to the Saleyards Precinct**

A person must not enter the Saleyards Precinct when it is not being used in accordance with the provisions of this Local Law unless:

- (1) the person is lawfully carrying out duties in connection with the operation or maintenance of the Saleyards Precinct; or
- (2) the person has the permission of the Saleyards Manager or an Authorised Officer.

Penalty: 5 Penalty Units

Buloke Shire Council – Saleyards Precinct Local Law No. 15

PART 4 – ADMINISTRATION AND ENFORCEMENT**DIVISION 1 – USER AGREEMENTS, FEES AND DELEGATIONS****23. User Agreements**

- (1) A person who wishes to use the Saleyards Precinct may make an application to the Council to enter into a User Agreement.
- (2) The Council may require an applicant to provide additional information before it agrees to enter into a User Agreement with the applicant.
- (3) The Council may determine not to enter into a User Agreement with the applicant but must provide an opportunity for the applicant or the User to make a submission about the proposed determination.
- (4) The Chief Executive Officer may hear any submission made under subclause (3).

24. Period of User Agreements

- (1) Where an applicant proposes to conduct a number of sales during the year, a User Agreement entered into as a result of the application will be in operation for one year and the User will, for the purposes of clause 7(1)(a) of this Local Law, be an Annual User.
- (2) Where an application is for casual use of the Saleyard Precinct a User Agreement entered into as a result of the application will be in operation until the expiry date set out in the User Agreement and the User will, for the purposes of clause 7(1)(b) of this Local Law, be a Casual User.

25. Conditions may be applied

- (1) The User Agreement may be subject to terms and conditions which the Council considers to be appropriate in the circumstances, including:
 - (a) the payment of a fee or charge;
 - (b) the payment of a security deposit, bond or guarantee to the Council to secure the proper performance of conditions of a permit or other permission or to rectify any damage caused to Council assets as a result of the use or activity allowed by the use of the Saleyards Precinct;
 - (c) that the User have appropriate insurance and must provide a written indemnification of the Council against liability arising from the User's use;
 - (d) that the User keep accurate records of livestock transactions and that the records be provided to the Council within the times specified in this Local Law and the User Agreement;
 - (e) that the User rectify, remedy or restore a situation or circumstance; and
 - (f) any other terms and conditions considered necessary in the circumstances.
- (2) The Council may, during the term of the User Agreement, alter the terms and conditions of the User Agreement if it considers it appropriate to do so, but must provide the User with an opportunity to make comment on the proposed alteration.

26. Cancellation of the User Agreement

- (1) The Council may cancel a User Agreement if it considers that:

Buloke Shire Council – Saleyards Precinct Local Law No. 15

- (a) there has been a serious or ongoing breach of its terms and conditions;
 - (b) the User has not within seven days complied with a request by the Council to remedy or rectify a defect or default;
 - (c) there was a significant error or misrepresentation by the User prior to entering into the User Agreement; or
 - (d) in the circumstances the User Agreement should be cancelled.
- (2) Before it cancels the User Agreement, the Council must, if practicable, provide to the User with an opportunity to make a submission on the proposed cancellation.

27. Fees

- (1) The Council may determine fees for the use of the Saleyards Precinct, and the Saleyards Manager may direct a person who has defaulted in the payment of any fees not to take part in a sale in the Saleyards Precinct.
- (2) A person to whom a direction has been given under subclause (1) must comply with that direction.
- (3) The Council may determine that interest be paid on late fees.
- (4) The Council may waive, reduce or alter a fee with or without conditions.

28. Registers

- (1) The Council must maintain a register of User Agreements, including details of the User and the term of the Agreement.
- (2) The Council must ensure that any alterations or changes to a User Agreement or any consent given under clause 10(3) is recorded in the Register.

29. Offences

- (1) A person who breaches or fails to comply with any provision of this Local Law is guilty of an offence and liable for the penalty specified or if no penalty is specified to a penalty not exceeding 10 Penalty Units.
- (2) A person who makes a false representation or declaration (whether oral or in writing), or who intentionally omits relevant information in an application for a permit or exemption is guilty of an offence.

Penalty: 5 Penalty Units

DIVISION 2 – ENFORCEMENT**30. Compliance with directions**

Any person at the Saleyards Precinct must comply with any lawful and reasonable direction of the Saleyards Manager or an Authorised Officer, including any direction that may defer or interrupt a sale because of an emergency (such as a National Livestock Standstill, an emergency which requires an alternative use for the Saleyards Precinct) or which is given for health and safety reasons.

Penalty: 5 Penalty Units

Buloke Shire Council – Saleyards Precinct Local Law No. 15

31. Warning to offenders

- (1) Where there is a breach of this Local Law an Authorised Officer may request the person breaching the Local Law to stop or remedy the breach.
- (2) If there is a breach of this Local Law after an Authorised Officer has requested a person to remedy or stop the breach, the Authorised Officer may issue an official warning in accordance with the requirements of the **Infringements Act 2006**.

32. Power of Authorised Officers to act in urgent circumstances

- (1) In urgent circumstances arising as a result of a breach of or failure to comply with this Local Law, an Authorised Officer may take action to remove, remedy or rectify any thing arising out of the breach or failure to comply if:
 - (a) the Authorised Officer considers the circumstances or situation to be sufficiently urgent and that a person, animal, property or thing may be at risk or in danger; and
 - (b) wherever practicable, the Chief Executive Officer is given prior notice of the proposed action.
- (2) In deciding whether circumstances are urgent, an Authorised Officer must take into consideration, to the extent relevant:
 - (a) whether it is practicable to contact:-
 - (i) the person by whose default, permission or tolerance the situation has arisen; or
 - (ii) the owner or the occupier of the premises or property affected; and
 - (b) whether there is an urgent risk or threat to public health, public safety, the environment or animal welfare.
- (3) The action taken by an Authorised Officer under subclause (1) must not extend beyond what is necessary to cause the immediate abatement of or minimise the risk or danger involved.
- (4) An Authorised Officer who takes action under subclause (1) must ensure that, as soon as practicable:
 - (a) details of the circumstances and remedying action are forwarded to the person on whose behalf the action was taken; and
 - (b) a report of the action taken is submitted to the Chief Executive Officer.

33. Power of Authorised Officers to impound

- (1) Where any goods or equipment are used in contravention of this Local Law an Authorised Officer may remove and impound them.
- (2) Where any goods or equipment are impounded under this provision, an Authorised Officer must, as soon as possible and where practicable, serve a Notice of Impounding in the form of Schedule 1 on the owner or the person responsible for the goods or equipment setting out the fees and charges payable and the time by which the item must be retrieved.
- (3) Where the identity or whereabouts of the owner or the person responsible for the impounded goods or equipment is unknown the Authorised Officer must take reasonable

Buloke Shire Council – Saleyards Precinct Local Law No. 15

steps to establish the identify or whereabouts of the person and may to dispose of the impounded goods or equipment in the following way:

- (a) where the goods or equipment are declared by a member of the Council's staff authorised for the purpose to have no saleable value, they may be disposed of in the most economical way determined by that staff member; or
 - (b) where the goods or equipment is declared by a person in paragraph (a) to have some saleable value the goods or equipment may be disposed of by tender, public auction or private sale but may be given away or disposed of if the sale is unsuccessful.
- (4) Any proceeds from the disposal of an impounded goods or equipment will be paid to the owner or the person who, in the opinion of the Council, appears to be authorised to receive the money, except for the reasonable costs incurred to the Council in the administration of this Local Law.
 - (5) If the person described in subclause (4) cannot be identified or located within 1 year of serving the Notice of Impounding, any proceeds of sale cease to be payable to that person and may be retained for municipal purposes.
 - (6) If an Authorised Officer has impounded anything in accordance with this Local Law, the Council may refuse to release it until the appropriate fee or charge for its release has been paid to the Council.

34. Infringement Notices and Fixed Penalty Amounts

- (1) As an alternative to prosecution an Authorised Officer may issue an infringement notice to any person whom the Authorised Officer reasonably considers has committed an offence against this Local Law.
- (2) A person issued with an infringement notice is entitled to disregard the notice and defend the prosecution in court.
- (3) The penalty fixed in respect of an infringement for which an infringement notice is issued is the amount set out in Schedule 2.
- (4) A person issued with an infringement notice may pay the penalty amount to the Council at the address indicated in the notice.
- (5) To avoid prosecution and subject to the **Infringements Act 2006**, the penalty indicated in the infringement notice must be paid within 28 days after the day on which the infringement notice is issued.

35. Waiver and withdrawal

- (1) Within 28 days of receiving an infringement notice a person may make a written request to the Chief Executive Officer that the infringement notice be withdrawn.
- (2) The Chief Executive Officer may consider the written request and may make a decision or a recommendation to the Council that the infringement notice be withdrawn.
- (3) Where an infringement notice is withdrawn, the person upon whom it was served is entitled to a refund of any payment which that person has made other than any costs which the Council has paid as part of the enforcement process.

Buloke Shire Council – Saleyards Precinct Local Law No. 15

BULOKE SHIRE COUNCIL SALEYARDS PRECINCT LOCAL LAW

SCHEDULE 1

(Clause 33)

IMPOUNDING NOTICE

To: _____
(Name)

(Address)

The following goods or equipment ("items") have been impounded in accordance with clause 25 of the Council's **Community Local Law 2019**.

Description of goods or equipment impounded:

You may collect the goods or equipment by attending at the Municipal Offices at _____
_____ (insert address) between the hours of _____ to
see _____ (contact officer) and by paying the following:

Details of fees and charges	\$
_____	_____
_____	_____
_____	_____
TOTAL	\$ _____

If you fail to collect the goods or equipment and pay the required fees and charges by ____ (date), the Authorised Officer will proceed to dispose of the goods or equipment in accordance with any applicable Council's policy.

Date: _____
(Name of Authorised Officer)

Telephone: _____
(Signature)

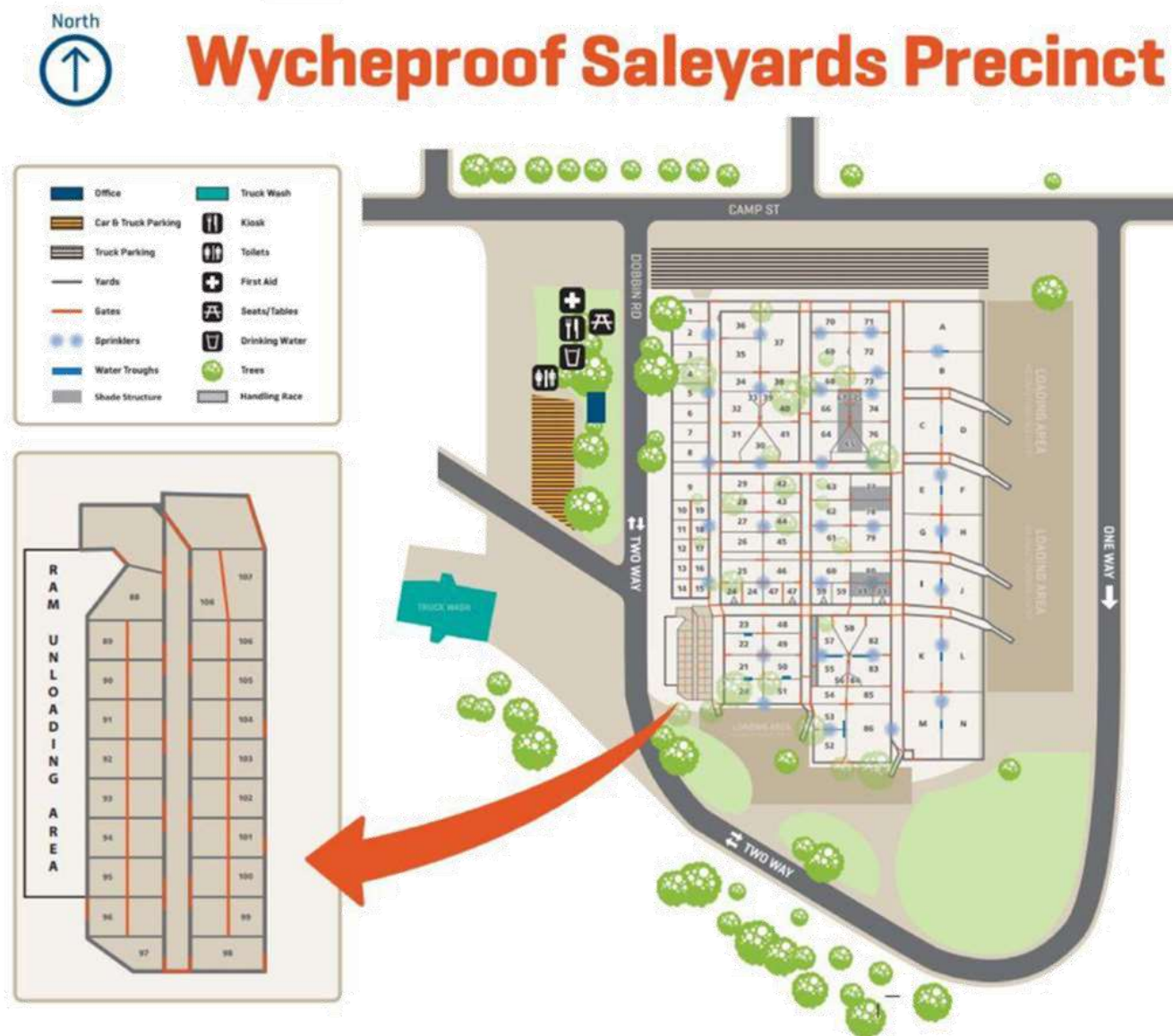
*Buloke Shire Council – Saleyards Precinct Local Law No. 15***BULOKE SHIRE COUNCIL SALEYARDS PRECINCT LOCAL LAW****SCHEDULE 2
(Clause 34)****PENALTIES FIXED FOR INFRINGEMENT NOTICE PURPOSES**

Provision	Offence	Penalty Unit
Clause 6(1)	Using the Saleyards Precinct without a User Agreement	3 penalty units
Clause 8(1))	Failing to comply with requirements applying to the use of the Saleyards Precinct	3 penalty units
Clause (1)	Delivering livestock contrary to the provision	2 penalty units
Clause 10(3))	Penning livestock contrary to the provision	2 penalty units
Clause 11(1) - (3)	Failing to submit required information prior to sale or to keep records required	2 penalty units
Clause 11(4)	Failing to submit records of livestock leaving the Saleyards Precinct within the required time	2 penalty units
Clause 12(1), (4), (5) or (6)	Failing to comply with provisions concerning care and welfare of livestock	2 penalty units
Clause 13(1) - (2)	Failing to comply with requirements concerning health of livestock	2 penalty units
Clause 14(1)	Moving livestock contrary to requirements	2 penalty units
Clause 16	Failing to advise of injury, damage or defects	5 penalty units
Clause 17	Failing to comply with requirements concerning behaviour at the Saleyards Precinct	2 penalty units
Clause 18	Obstructing the Saleyards Manager	2 penalty units
Clause 19	Failing to comply with requirements concerning the presence of dogs in the Saleyards Precinct	2 penalty units
Clause 21	Using an unsafe area contrary to provision	5 penalty units
Clause 22	Entering the Saleyards Precinct contrary to the Local Law	2 penalty units
Clause 29(1)	Offence where no specific penalty provided for	2 penalty units
Clause 29(2)	Making a false representation or declaration	2 penalty units
Clause 30	Failing to comply with directions of the Saleyards Manager or an Authorised Officer	2 penalty units

Buloke Shire Council – Saleyards Precinct Local Law No. 15

SCHEDULE 3
SALEYARDS PRECINCT MAP

Buloke Shire Council – Saleyards Precinct Local Law No. 15



August 202
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6 | Page

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Buloke Shire Council – Saleyards Precinct Local Law No. 15

Buloke Shire Council – Saleyards Precinct Local Law No. 15

Resolution for the making of this Local Law was agreed to by the Council on 2023.

THE COMMON SEAL of the BULOKE SHIRE)
COUNCIL was hereunto affixed in the presence of:)

Notices of the proposal to make and of the making of this Local Law were included in the Victorian
Government Gazette dated the **insert date**

Notice of the proposal to make and confirmation of the making of this Local Law were inserted in the
Buloke Times, Sea Lake Wycheproof Ensign, North Central News on and Council's website
respectively.

8.5 REPORTS FROM COUNCILLORS

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

9.5 MATTERS WHICH MAY EXCLUDE THE PUBLIC**RECOMMENDATION:**

That pursuant to section 66(1) and (2)(a) of the *Local Government Act 2020* the meeting be closed to the public to consider the following reports that are considered to contain confidential information on the grounds provided in section 3(1) of the *Local Government Act 2020* as indicated:

9.5.1 CONTRACT No. C117 2022/23 –
DESIGN, CONSTRUCTION & DELIVERY OF
UNREGISTERED MOVABLE DWELLINGS IN
BULOKE

(g(ii)) private commercial information, being information provided by a business, commercial or financial undertaking that if released, would unreasonably expose the business, commercial or financial undertaking to disadvantage

(h) confidential meeting information, being the records of meetings closed to the public under section 66(2)(a)

RECOMMENDATION:

That Council reopens the meeting to the public pursuant to section 66(1) and (2)(a) of the *Local Government Act 2020*.

10. MEETING CLOSE