



COUNCIL MEETING

AGENDA

Wednesday 14 July 2021

Commencing at 7pm

Wycheproof Supper Room

367 Broadway, Wycheproof

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

ORDER OF BUSINESS

1. COUNCIL WELCOME AND STATEMENT OF ACKNOWLEDGEMENT

WELCOME

The Mayor Cr Daryl Warren will welcome all in attendance.

STATEMENT OF ACKNOWLEDGEMENT

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

2. RECEIPT OF APOLOGIES

3. CONFIRMATION OF MINUTES OF PREVIOUS MEETING

RECOMMENDATION:

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

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

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NIL

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	NIL	
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	NIL	
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	NIL	
10.	MEETING CLOSE	

NEXT MEETING

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

Anthony Judd
CHIEF EXECUTIVE OFFICER

6. QUESTIONS FROM THE PUBLIC

Nil

7. PROCEDURAL ITEMS**7.1 CORRESPONDENCE INITIATED BY COUNCIL****Author's Title:** Executive Assistant**Department:** Office of the CEO**File No:** GO/06/06**PURPOSE**

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

RECOMMENDATION

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

Attachments: Nil**TABLE OF CORRESPONDENCE**

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

7.2 LETTERS OF CONGRATULATIONS AND RECOGNITION OF ACHIEVEMENT/AWARDS

Author's Title: Executive Assistant

Department: Office of the CEO

File No: CR/13/01

PURPOSE

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

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

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
The Governor General of the Commonwealth of Australia	Mrs Joan Elizabeth Glen Birchip	14 June 2021	For being awarded a Medal of the Order of Australia for her service to Music for over 30 years in the Wimmera and Mallee regions.
The Governor General of the Commonwealth of Australia	Ms Peta-Louise Mary Credlin Former Wycheproof resident	14 June 2021	For being awarded an Officer of the Order of Australia for her distinguished service to parliament and politics, to policy development, and to the executive function of government.
The Governor General of the Commonwealth of Australia	Mr Denis William Flett Former Donald resident	14 June 2021	For being awarded a Public Service Medal for his outstanding public service to water management in Victoria.

7.3 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 on 2, 9 and 16 June 2021.

- Attachments:**
- 1 [Councillor Briefing Record - 2 June 2021](#)
 - 2 [Councillor Briefing Record - 9 June 2021](#)
 - 3 [Councillor Briefing Record - 16 June 2021](#)

KEY POINTS/ISSUES

Transparency is a fundamental principle of democratic governance.

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

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

As per the Council Meeting Schedule adopted 23 November 2020, Councillor Briefings are held for Councillors to meet to consider matters that are likely to be the subject of a Council decision or for the exercise of delegation.

A record of the Councillor Briefings held on 2, 9 and 16 June 2021 is attached for public information.

BULOKE SHIRE COUNCIL

Record

Councillor Briefing

Date and Time:	2 June 2021	Time: 5:00pm – 8:00pm
Location:	Zoom	

ITEMS

NO.	TOPIC	PURPOSE
Councillor / CEO only time 5.00pm - 5.30pm		
1.	Welcome	
2.	Apologies	
3.	Attendees	Cr Simpson, Cr Milne, Cr Getley, Cr Warren, Cr Vis, Cr Stewart, Cr Pollard, Anthony Judd, Rose Harris, Hannah Yu, Wayne O'Toole, Travis Fitzgibbon
4.	Visitors	John Richmond (7.1); Jak Goldsmith (7.1); Ken Rowe (7.2)
5.	Declarations of Pecuniary Conflicts of Interest	Nil
6.	Confirmation of Councillor Briefing Notes	19 May 2021
7.	Presentations	
7.1	Birchip Forum – John Richmond, Jack Goldsmith	
7.2	Urban and Parks Service Review – Ken Rowe	
8.	Items for Discussion	
8.1	Advocacy Strategy Review – Anthony Judd	
9.	Councillor Matters	
9.1	Buloke Youth Health Expo	
9.2	Workshop session re funding program	
9.3	Culgoa dump point	

10. CEO Updates

10.1 Draft Council Meeting Agenda

10.2 Community Satisfaction Survey 2021
Report

10.3 Update on Early Years' Service Provision

10.4 State / Federal Budget Outcomes

10.5 RCV Conference

10.6 Cv19

11. Next Briefing:

Date and Time: 9 June 2021 **Time:** 6.00pm – 6.30pm

Location: Wycheproof Supper Room

12. Briefing Close

8.06pm

BULOKE SHIRE COUNCIL

Record

Councillor Briefing

Date and Time:	9 June 2021	Time:	9:00pm – 10:40pm
Location:	Zoom		

ITEMS

NO.	TOPIC	PURPOSE
1.	Welcome	
2.	Apologies	
3.	Attendees	Cr Simpson, Cr Milne, Cr Getley, Cr Warren, Cr Vis, Cr Stewart, Cr Pollard, Anthony Judd, Hannah Yu, Wayne O'Toole, Travis Fitzgibbon, Rose Harris, Aileen Douglas
4.	Visitors	Nil
5.	Declarations of Pecuniary Conflicts of Interest	Cr. Warren – item 8.9 Cr. Milne – item 8.9 Cr. Stewart – item 9 Cr. Pollard – item 9
6.	Confirmation of Councillor Briefing Notes	NA
7.	Presentations	
7.1	Victorian Grants Commission estimate 21/22 – Anthony Judd, Chief Executive Officer	
8.	Items for Discussion	
8.1	Budget submission – Martin Duke	
8.2	Budget submission – Youth Health Expo Working Party	
8.3	Budget submission – Charlton Gentle Exercise Group	

8.4 Budget submission – Buloke
Neighbourhood House Cluster

8.5 Budget submission – L2P Committee

8.6 Budget submission – CHARTSET

8.7 Budget submission – Charlton Lawn Tennis
Club

8.8 Budget submission – Birchip Early Learning
Centre

8.9 Buloke Tourism Board

- Conflict of interest: Cr. Warren and Cr.
Milne (left 10.18pm, returned
10.22pm)

9 Rex Theatre

- Conflict of interest: Cr. Stewart and
Cr. Pollard (left 10.23pm for
remainder of meeting)

11. Next Briefing:

Date and Time:	16 June 2021	Time: 3.00pm – 6.00pm
Location:	Wycheproof Supper Room	

12. Briefing Close: 10.40pm

BULOKE SHIRE COUNCIL

Record

Councillor Briefing

Date and Time:	16 June 2021	Time:	3:50pm – 6:00pm
Location:	Zoom		

ITEMS

NO.	TOPIC	PURPOSE
Councillor only time 3.50pm -4.15pm		
1.	Welcome	
2.	Apologies	Cr. Stewart
3.	Attendees	Cr Simpson, Cr Milne, Cr Getley, Cr Warren, Cr Vis, Cr Pollard, Anthony Judd, Hannah Yu, Wayne O’Toole, Travis Fitzgibbon, Rose Harris
4.	Visitors	Dan McLoughlan (7.2)
5.	Declarations of Pecuniary Conflicts of Interest	Nil
6.	Confirmation of Councillor Briefing Notes	2 June 2021 9 June 2021
7.	Presentations	
7.1	Grants Workshop: Regional Development Victoria/LCRI Program – Anthony Judd	
7.2	Monthly Capital Projects Update – Wayne O’Toole	
8.	Items for Discussion	
8.1	Council Plan 2017-21 3.1.1 Undertake a Rural Land Use Review – Rodney Hotker	
9.	Councillor Matters	
9.1	BBR application status	

9.2 Sea Lake Caravan Park permits

9.3 Birchip Footpaths

9.4 Derelict housing – Birchip

9.5 New shed and clean up existing block following complaint

9.6 Sea Lake property – amenity

9.7 Rate notices

9.8 Watchem mower payments

9.9 Street party/art fund proposal

9.11 Councillor networking event

10. CEO Updates

10.1 Lake Tyrrell

10.2 Virtual Meeting Participation Consultation Paper

11. Next Briefing:

Date and Time: 7 July 2021 **Time:** 5.00pm – 8.00pm

Location: Sea Lake Senior Citizens Rooms

12. Briefing Close

7.07pm

7.4 BUILDING PERMITS - MONTHLY UPDATE

Author's Title: Statutory Administration Support

Department: Works and Technical Services

File No: DB/14/01

EXECUTIVE SUMMARY

This report provides information on Building Permits approved by staff from 1 June 2021 to 30 June 2021.

RECOMMENDATION

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

Attachments: Nil

LIST OF BUILDING PERMITS APPROVED BY COUNCIL SURVEYOR

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

LIST OF BUILDING PERMITS APPROVED BY PRIVATE SURVEYOR

Permit No.	Address	Project Description	Date Approved
N/A			

7.5 PLANNING APPLICATIONS RECEIVED - MONTHLY UPDATE

Author's Title: Planning Officer

Department: Works and Technical Services

File No: LP/09/01

PURPOSE

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

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

Applic No	Address	Date Rec	Summary of Proposal	Status
PPA920/21	65 Horace St., Sea Lake (CA 32A Section A Parish Burupga)	01/04/2021	Liquor licence and signage	Awaiting report
PPA926/21	394 Corack East – Chirrup Rd., Corack East	29/04/2021	Two lot subdivision (boundary realignment)	Awaiting report
PPA928/21	2 Campbell St., Birchip	13/05/2021	Use and development of land for a service station (fuel cell), construct and put up for display a business identification sign, and alter access to a Road Zone 1	Further info requested
PPA929/21	Sunraysia Hwy., Donald (CA 2 Parish Donald)	20/05/2021	Two lot subdivision of land and use and development of land for animal production	Awaiting report
PPA931/21	22 Camp St., Donald	31/05/2021	Construction of a machinery storage shed	Awaiting report
PPA932/21	Borong Hwy., Gil Gil (CA 2 Section 5 Parish Banyenong)	17/06/2021	Amend a planning permit to alter festival dates on a single occasion	new
PPA918/21	4 Arundell Square, Charlton	19/03/2021	Use and development of land for a store (shipping container)	Issued

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

8. GENERAL BUSINESS

8.1 POLICY REPORTS

Nil

8.2 MANAGEMENT REPORTS

8.2.1 COUNCIL PLAN 2021-2025 - YEAR 1 ANNUAL PLAN

Author's Title: Manager Customer Engagement

Department: Office of the CEO

File No: GS/02/02

Relevance to Council Plan 2017 - 2021

Strategic Objective: Our Council and Community Leadership

PURPOSE

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

SUMMARY

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

RECOMMENDATION:

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

Attachments: 1 [Buloke Shire Council Plan 2021-2025 Annual Plan Year 1](#)

DISCUSSION

The Council Plan 2021-2025 – Year 1 Annual Plan is an important component of Council's strategic planning. It has been developed to note the strategic objectives of the Council Plan and demonstrates as well as documents the tasks, measures and completion dates in order to deliver Council's strategic objectives.

The Council Plan 2021-2025 – Year 1 Annual Plan highlights a range of key actions against the strategic objectives set out in the Council Plan 2021-2015.

Some of the key actions/projects included in the attached Council Plan 2021-2025 – Year 1 Annual Plan include:

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

RELEVANT LAW

Not applicable.

RELATED COUNCIL DECISIONS

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

OPTIONS

Not applicable.

SUSTAINABILITY IMPLICATIONS

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

COMMUNITY ENGAGEMENT

Council undertook a significant community engagement program to devise the Long-Term Community Vision and Council Plan 2021-2025. The Annual Plan – Year 1 flows on from this document, outlining what is to be achieved in the first year of the Council Plan 2021-2025.

INNOVATION AND CONTINUOUS IMPROVEMENT

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

COLLABORATION

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

FINANCIAL VIABILITY

The costing of projects identified within the Annual Plan have budget allocations made in the Annual Budget 2021/22 or will rely on grant funding as outlined.

REGIONAL, STATE AND NATIONAL PLANS AND POLICIES

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

COUNCIL PLANS AND POLICIES

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

TRANSPARENCY OF COUNCIL DECISIONS

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

CONFLICTS OF INTEREST

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



Action	Description of activity	Strategic Basis	Measure	Completion Date
Climate Change Adaptation and Mitigation Strategy	Adopt Climate Change Adaptation and Mitigation Strategy.	Council Plan 1.1	Strategy Adopted	Sep-21
Buloke Shire Waste and Resource Recovery Strategy	Install dedicated glass collection bins at Transfer Stations across the Shire.	Council Plan 1.1	Bins installed	Jun-22
Find innovative solutions to hard rubbish needs across the Shire	Partner with local business suppliers to find user-pay solutions to the desire for hard rubbish collection.	Council Plan 1.1	Solution implemented	Nov-21
Kerbside Collection contract	Enter into long-term contract for new kerbside collection services.	Council Plan 1.1	Contract awarded	Feb-22
Suitable housing	Undertake subdivision and servicing of old Primary School site in Sea Lake.	Council Plan 1.2	Properties on the market	Aug-22
Suitable housing	Advocate for funding for the expansion of Birchip Community Housing onto old bowling green site.	Council Plan 1.2	Applications submitted	Dec-21
Drainage planning	Complete town drainage strategy for Nullawil.	Council Plan 1.3	Plan completed	Dec-21
Upgrading sporting facilities	Complete lighting projects across sporting fields in Donald, Charlton, Nullawil and Wycheproof.	Council Plan 1.3	Construction completed	Jun-22
Streetscape upgrades	Complete streetscape upgrades for all five townships.	Council Plan 1.3	Construction completed	Jun-22
Playspace Strategy Implementation	Construction of playspaces for Berrivillock, Birchip, Charlton, Donald and Wycheproof.	Council Plan 1.3	Construction commenced	Apr-21
Seek funding for regional supply chain strategies (Road and Rail)	Applications submitted for upgrades to key heavy roads.	Council Plan 1.4	Applications submitted	Jun-22
Community Hub planning	Seek funding for Charlton Community/Civic Hub.	Council Plan 1.4	Applications submitted	Aug-21
Key freight route upgrades	Complete key heavy road upgrade projects, including Sea Lake Lascelles Road, Birchip Nullawil Road and Jeffcott Road.	Council Plan 1.4	Construction completed	Jun-22



Action	Description of activity	Strategic Basis	Measure	Completion Date
Youth Planning for health outcomes	Enact first year of VicHealth Local Government Partnership.	Council Plan 2.1	Youth Officer employed and four community workshops completed	Feb-22
Implement Workforce Development and Training Needs Analysis	Work with regional stakeholders to attract Job and Skill Centre presence in the Shire.	Council Plan 2.1	Provision of service available in Buloke (min. 1 day per week)	Mar-22
Gender Equality Planning	Undertake Gender Equality Action Plan.	Council Plan 2.2	Plan completed	Dec-21
Ongoing improvement of library service	Library Van upgraded to be more accessible and versatile.	Council Plan 2.3	Upgrades to van completed	May-22
Planning for upgrades to early years facilities	Strategic plans completed for upgrades at Birchip and Donald Early Years Facilities.	Council Plan 2.3	Plans completed	Apr-22
COVID-19 recovery activities to reconnect the community	Support the delivery of all CASI funded projects and report on the benefits of the program.	Council Plan 2.3	Projects and events completed. Report completed	Feb-22
Supporting the implementation of Community Plans	Support the Small Towns Big Difference Program to deliver an expanded dedicated community grants program to the community.	Council Plan 2.3	Funding program available to community	Dec-21



PRIORITY 3: OUR ECONOMY

Action	Description of activity	Strategic Basis	Measure	Completion Date
Prioritise the funding application for cabins at caravan parks	Apply for cabin accommodation at caravan parks and lakes across the Shire.	Council Plan 3.1	Applications submitted	Aug-21
Expand street art across the Shire	Undertake the Buloke Street Art Festival at Birchip and Watchem.	Council Plan 3.1	Festival undertaken and additional art installations completed	Apr-22
Tourism activation	Partner with key agencies including Wimmera Mallee Tourism and Buloke Tourism to deliver activation projects.	Council Plan 3.1	Activation undertaken	Jun-22
Night activation of the art trail	Deliver on funding for the night activation of the Silo Art Trail.	Council Plan 3.1	Night activation installed	Aug-22
Birchip Town Centre proposal development	Development of feasibility study for the Birchip Civic and Community Hub project.	Council Plan 3.2	Feasibility study adopted by Council	Apr-22
Planning for Donald Tradie Park	Submit funding application for planning of Donald Tradie Park proposal.	Council Plan 3.2	Application submitted	Sep-21
Redevelop Economic Development and Tourism Strategy	Redevelop Council's Economic Development and Tourism Strategy.	Council Plan 3.3	Strategy adopted	Mar-22
Incentives for housing and business development	Develop and present options paper of appropriate incentives for housing and business development.	Council Plan 3.3	Council position adopted	Nov-21
Removing mobile blackspots	Undertake a review of mobile blackspots across the Shire and prioritise three most required.	Council Plan 3.4	Blackspots identified and form part of Advocacy Strategy	Oct-21
Upgrades to broadband in Sea Lake	Prioritise the advocacy for upgrades to Sea Lake broadband to fibre.	Council Plan 3.4	Advocacy activity undertaken and reported on	Jun-22
Internet of Things rollout across key assets	Implement the Internet of Things project to transition Council towards smart region technology.	Council Plan 3.4	Project implemented	May-22



Action	Description of activity	Strategic Basis	Measure	Completion Date
Supporting Buloke volunteers	Alongside Vounteer Co-ordinator position (RDV) re-develop and implement the Volunteer Action Plan.	Council Plan 4.1	Plan completed	Mar-22
Review Council grants, contributions and donations	Undertake a review of Council's grants, contributions and donations and redevelop policy .	Council Plan 4.1	Review complete and policy developed	Oct-21
Develop Communication Strategy	Continue to enhance our online and traditional communication presence to reach all community members with Council information by developing a Communication Strategy.	Council Plan 4.2	Communication Strategy adopted	Feb-22
Redevelop Council's Customer Service Strategy	Provide high quality customer service and a foster an all of organisation customer service approach through a revised Customer Service Strategy.	Council Plan 4.2	Customer Service Strategy adopted	Jun-22
Redevelop Council's Road Management Plan	Develop a new Road Management Plan.	Council Plan 4.3	Plan adopted	Jan-22
Efficient and flexible service delivery	Finalise the Business Transformation Strategy.	Council Plan 4.3	Strategy completed	Sep-21
Adherence to Local Government Act	Complete a review of the Procurement Policy and develop the CEO Employment and Remuneration Policy.	Council Plan 4.3	Policies adopted	Dec-21
Manage our assets in an effective manner	Develop suite of Asset Management Plans.	Council Plan 4.3	Plans developed	Jun-22
Complete Workforce Plan	Develop a 4-year Workforce Plan.	Council Plan 4.4	Workforce plan completed	Dec-21
Renew the Advocacy Strategy	Complete a review and redevelop the Advocacy Strategy to align with Council Plan and Community Vision.	Council Plan 4.4	Advocacy Strategy completed	Sep-21
Build community preparedness and resilience to the effects of extreme weather events	Deliver Safer Together Program in partnership with Gannawarra Shire Council.	Council Plan 4.4	Works completed	Jun-22
Reduce the asset renewal gap	Undertake the next review of Council's land and building stock and identify surplus assets .	Council Plan 4.4	Presented to Council briefing	Jan-22

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

Author's Title: Manager Customer Engagement

Department: Office of the CEO

File No: CM/13/06

Relevance to Council Plan 2017 - 2021

Strategic Objective: Our Council and Community Leadership

PURPOSE

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

SUMMARY

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

RECOMMENDATION

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

Attachments: 1 [Council Plan 2017-2021 Annual Plan - Year 4 Review](#)

DISCUSSION

The purpose of the Annual Plans is for Council to develop a series of actions, projects, programs and initiatives to achieve the Council Plan 2017-2021.

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

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

Some of the highlights of the report are:

- Delivery of the Community Connector program, with all funding distributed through a dedicated community grants program
- Development of a new Community Engagement Policy, which was then critical across a range of subsequent projects
- Construction of tourism facilities at Lake Tyrrell
- Development of town brochures and a new resident's welcome pack
- Completion of upgraded netball facilities in Birchip
- Adoption of the Waste Management Strategy.

RELEVANT LAW

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

RELATED COUNCIL DECISIONS

This item responds directly the adoption of the Year 4 Annual Plan on 8 July 2020.

OPTIONS

Not applicable.

SUSTAINABILITY IMPLICATIONS

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

COMMUNITY ENGAGEMENT

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

INNOVATION AND CONTINUOUS IMPROVEMENT

Not applicable.

COLLABORATION

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

FINANCIAL VIABILITY

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

REGIONAL, STATE AND NATIONAL PLANS AND POLICIES

Not applicable.

COUNCIL PLANS AND POLICIES

This report responds directly to the implementation of the Council Plan 2017-21 and the adopted Annual Plan 20/21. Some actions will result in the development of new plans and policies (e.g. Gender Equality Action Plan, Community Engagement Policy).

TRANSPARENCY OF COUNCIL DECISIONS

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

CONFLICTS OF INTEREST

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

Council Plan 2017-2021 - Year 4 Annual Plan Review

Deliver our services in a financially viable way						
Action	Description of activity	Strategic Basis	Measure	Completion date	Status	Comments
Improve our financial planning and reporting	Revalue Councils land and building assets	Council Plan 1.1	Revaluations completed	Sep-20	Complete	Revaluation completed and fed into Annual Report.
Continuous service improvement for efficient and flexible service	Drive efficiencies through shared service Corporate System partnership	Council Plan 1.2	Finance, payroll and records system implemented	Jul-21	Incomplete	Council has withdrawn from the Rural Councils Transformation Program.
Enhance our communication and technology to improve productivity, service delivery and communication with the community	Redevelop Council's Information Technology Strategy	Council Plan 1.3	Strategy complete	Mar-21	In Progress	Draft strategy developed. Consultation process underway with Strategy to coming months.

Build a healthy and active Community						
Action	Description of activity	Strategic Basis	Measure	Completion date	Status	Comments
Seek effective place based services and initiatives focussed on prevention based measures	Deliver the(COVID-19) Community Connector Program, funded through DHHS	Council Plan 2.1	Program commenced	Aug-20	Completed	All funding distributed through a dedicated community grants program for a range of projects across the Shire.
Promote and enhance passive and active recreation	Complete riverfront projects at Charlton and Donald, linking recreational walking paths with the townships.	Council Plan 2.3	Projects completed	Jun-21	In Progress	Works underway. Likely completion by August/September 2021.
Promote and enhance passive and active recreation	Through the Community Grants program, support culture, art and community events to aid local community recovery post COVID-19	Council Plan 2.3	Reports to monthly meetings	Jun-21	In Progress	Funds distributed through Bounce Back Buloke to events, active recreation, food support, skill development, food and culture festival, educational sessions and community gathering.
Develop community plans to enhance the liveability of all Buloke communities	Develop a new community engagement policy to guide the review of the integrated 10 year community plan	Council Plan 2.4	Community engagement policy adopted	Apr-21	Completed	Policy adopted in February 2021.
Actively work to reduce community violence and support victims in partnership with key agencies	Develop a Gender Equality Action Plan	Council Plan 2.5	Action Plan developed	Mar-21	In Progress	Plan delayed in line with guidance material and workshops provided by state government. Staff involved in workshops during March and survey commenced. Plan to be developed and adopted by December 2021.

Explore localised delivery of education to address skill gaps and capitalise on local employment opportunities	Progress the implementation of the Workforce Development and Skills Needs Report, in partnership with stakeholders	Council Plan 2.7	Report on implementation	Mar-21	In Progress	A review of the report has been completed in partnership with Nous and the Mallee Regional Assembly. Partnership underway with SuniTafe and NCLLEN on the Skills First Reconnect through Buloke. Update to Council at the May 19 Briefing. Skills and Job Bus for Charlton funded in the budget is a major success.
Implement the Municipal Early Years Plan and Child & Youth Strategy to address the needs of young people in the Shire.	Partner with the NCLLEN to deliver the Strong Families Strong Children Program in Buloke	Council Plan 2.8	Program underway. Status reports to Briefing	Dec-20	Completed	Report on the State of the Children received and briefing completed. Program being rolled out currently.

Diversify and enhance the local economy						
Action	Description of activity	Strategic Basis	Measure	Completion date	Status	Comments
Strengthen Agribusiness diversification	Implement Rural Land Use and Settlements Strategy	Council Plan 3.1	Report on implementation progress	Jun-21	In Progress	Briefing of actions implemented presented to June briefing.
Strengthen Agribusiness diversification	Partner with City of Greater Bendigo to seek opportunities for our region flowing from the City (Region) of Gastronomy initiative	Council Plan 3.1	Report on initiatives and activities and benefits of partnership	May-21	In progress	Council officers attending regular Regional Gastronomy meetings. Working with Wayne Street to develop links in to supply chain analysis study and regional artisanal food group with the aim to encourage primary producers to diversify and add value to their product. Update provided to Council at the 19 May 2021 Councillor Briefing.
Capitalise on Tourism opportunities	Construction of tourism facilities at Lake Tyrrell to capitalise on visitors to the area.	Council Plan 3.2	Construction completed	Dec-20	Complete	Tourism Facilities completed and open. Funding secured for Regional Roads Victoria to complete further roads upgrades.

Capitalise on Tourism opportunities	Redevelop the Sea Lake office and licence to operator for the Tourism Hub	Council Plan 3.2	Works completed and lease in place	May-21	In progress	Tender awarded and works commenced. Likely completion August. Lease negotiations finalised and with DELWP for final sign off.
Advocate and facilitate improved and equitable connectivity to promote liveability	Partner with Agriculture Victoria to roll out the Internet of Things for enhanced farm technology	Council Plan 3.3	Program rolled out and take up of the new technology	Mar-21	Complete	NNNCo currently installing gateways on our facilities to run the network. 30 farmers have opted into the trial and work underway to secure additional farmers.
Encourage and promote renewable energy options as a driver of economic growth and a sustainable environment	Deliver the street light energy efficiency conversion program	Council Plan 3.4	Project completed	Jun-21	In Progress	Lights delivered to Powercor, works to occurring through June and July
Seek funding for regional supply chain strategies (Road and Rail) to secure viable market access for Buloke products	Apply for funding for heavy vehicle routes	Council Plan 3.5	Projects completed	Jun-21	Complete	\$1.5million successful for the Birchip Berrillock Road rehabilitation. Application successful for the Nullawil Birchip Road upgrade for \$350,000. Successful applications made for Tower Road and Industry Drive in Donald.
Promote the lifestyle and economics of living in Buloke	Develop town brochures and a residents welcome pack	Council Plan 3.2	Projects completed	Dec-20	Complete	Town brochures have been finalised and printed.
Enhance community cohesion and attractiveness with well-maintained and functional streetscapes.	Deliver improvements to the main street of Birchip and Wycheproof to upgrade safety and implement their streetscape masterplan priorities.	Council Plan 3.7	Construction completed	Jun-21	In Progress	Birchip underway. Wycheproof tender awarded, with art works and pedestrian crossing completed.

Responding to and enhancing our natural and built environment

Action	Description of activity	Strategic Basis	Measure	Completion date	Status	Comments
Reduce the asset renewal gap	Review Councils land and building stock and identify surplus assets and review Asset Disposal Policy	Council Plan 4.1	Presented to Council briefing	Feb-21	In progress	Surplus asset list presented to February briefing and additional works underway as part of the Wimmera Southern Mallee Regional Housing Study. Application submitted for development and subdivision of the old Sea Lake Primary School.
Partner with communities to develop fit for purpose multi use hubs	Complete stage 2 of Donald Community Precinct project	Council Plan 4.2	Facility constructed and open to the public	Mar-21	In progress	Project delayed to use funds to apply for larger upgrade to reserve. Application unsuccessful. Split systems are installed, additional sealing works completed, furniture purchased. Additional works to be completed in July/August (carpet for stadium and drop ceiling in function room).
Partner with communities to develop fit for purpose multi use hubs	Complete upgrades at Birchip Netball Courts	Council Plan 4.2	Facility constructed	Mar-21	Completed	Works completed in April 2021.
Partner with communities to develop fit for purpose multi use hubs	Complete expansion of Wycheproof Library and the Wycheproof Community Resource Centre	Council Plan 4.2	Facility constructed	May-21	In progress	Project tendered, however no tenders received. Negotiations underway surrounding complexities associated with the project.
Enhance the strategic delivery of council assets	Implement a new Project Management Framework to guide consistent approach to project management.	Council Plan 4.4	Framework completed and implemented	Aug-20	Completed	Project management framework review completed and implemented. Continual refinement throughout 2020/21.
Enhance the strategic delivery of council assets	Undertake a review of leases, licences and user agreements	Council Plan 4.4	Review completed and reported to briefing. Action plan included	May-21	In progress	Project underway. Progress underway with Donald Community Precinct, Wycheproof Golf Club, Wycheproof train turn table. Report was provided at the 19 May 2021 Councillor Briefing.

Support communities' access to recreational water by enhancing our aquatic features	Deliver upgrades to Wooroonook Lakes and Donald Caravan Parks and develop wetlands in Wycheproof	Council Plan 4.6	Projects completed	Jun-21	In progress	Additional funding received for Wycheproof to construct camp kitchen. Works in planning stage, including seeking approvals from DELWP. Wooroonook commenced, Gordon Park toilet upgrade complete.
Become a champion of environmental sustainability through design and practice	Develop a Climate Change Adaptation and Mitigation Plan	Council Plan 4.7	Plan completed	Dec-21	In progress	Draft review provided to management. Internal review required prior to releasing to community for feedback.
Improve waste management practices and reduce waste to landfill for improved environmental outcomes	Adopt the Waste Management Strategy and deliver on year one actions	Council Plan 4.8	Plan adopted and report on implementation	Jun-21	Complete	Strategy adopted and report presented to June 2021 Council Meeting.

Support our Councillors, Staff, Volunteers and the Community to make informed and transparent decisions						
Action	Description of activity	Strategic Basis	Measure	Completion date	Status	Comments
Implement a robust compliance and risk framework to ensure statutory obligations are fulfilled	Conduct a risk management internal audit and implement recommendations into work plan	Council Plan 5.1	Timeframe agreed upon for recommended actions	Oct-21	Completed	Audit completed and recommendations and timeframes accepted.
Ensure the Buloke organisational development strategy supports our culture	Review and deliver a training needs analysis for the Works Department	Council Plan 5.2	Analysis completed and implementation plan established	Dec-20	Completed	Analysis and implementation plan completed.
Ensure our Councillors have support in performing their roles and responsibilities	Develop a thorough induction program for councillors, targeting clarity of roles and responsibilities and financial training	Council Plan 5.3 and 5.5	Induction plan developed and implemented	Jan-21	Completed	Completed.
Increase our communication and involvement with the community in decision making	Implement Customer Service Strategy	Council Plan 5.5	Report against progress of customer service strategy	Dec-20	Completed	Report presented to December 2020 Council Meeting.
Recognise our volunteers and support their significant contributions	Develop and implement a COVID recovery plan, with actions designed to support community groups and review partnerships.	Council Plan 5.6	Plan established and implemented	Oct-20	Completed	Plan developed and implementation ongoing.

8.2.3 COMMUNITY GRANTS AND SPONSORSHIPS

Author's Title: Community Development Officer

Department: Community Development

File No: GS/09/42

Relevance to Council Plan 2017 - 2021

Strategic Objective: Our Community Wellbeing

PURPOSE

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

SUMMARY

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

RECOMMENDATION

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

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

Attachments: 1 [2021-2022 Community Grants](#)

DISCUSSION

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

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

Project:	Helping Guest Speakers Present A More Stimulating Address
Organisation:	Charlton Probus Club
Amount Applied:	\$1000
Funding Amount Recommended:	\$1000
Total project cost:	\$2197 organisation contribution - \$1022, \$125 In-kind, \$50 donations
Project Description:	Purchase of a 65" TV set to be mounted on the Supper Room wall in the Charlton Hall. Some necessary shelving is included in the project. Council's Facilities department has approved the installation.
Project Benefit:	Charlton Probus currently has 67 members. 50-65 people attend regular Probus events. Presentations are currently limited. This equipment will assist members to see and hear what is presented. Project budget meets the 1:1 financial contribution requirement. The application addresses the key questions.

Project: Charlton Golf Club Annual Tournament	
Organisation:	Charlton Golf Club
Amount Applied:	\$500
Funding Amount Recommended:	\$500
Total project cost:	\$13,089 organisation contribution- \$3100
Project Description:	Sponsorship of the annual tournament to be held 29 July – 1 August. 80 players compete including players from Kew, Berwick and Riverside Golf clubs in Melbourne. Project budget meets the 1:1 financial contribution requirement. The application addresses the key questions.
Project Benefit:	The tournament is the major event for the Charlton club and contributes significantly to the local economy. The tournament resources maintenance on development projects through the year. Council support will be recognised in the promotion campaign which is part of the project.
Project: Great Victorian Bike Ride	
Organisation:	North Central LLEN
Amount Applied:	\$500
Funding Amount Recommended:	\$500
Total project cost:	\$14,891 organisation contribution- \$2000
Project Description:	NCLLEN will facilitate participation of young people from Buloke in the three-day Great Victorian Bike ride to be held in December 2021. All necessary permits and insurances are in place.
Project Benefit:	Some 25 people will be involved, with 20 students entering the ride. Young people will come from towns across Buloke. The aim of the ride is to develop mental and physical fitness. Council support will be recognised in the promotion campaign which is part of the project. Project budget meets the 1:1 financial contribution requirement. The application addresses the key questions.
Project: Sing a Song of Sixpence	
Organisation:	Watchem Development Group
Amount Applied:	\$2000
Funding Amount Recommended:	\$2000
Total project cost:	\$4,725 organisation contribution - \$1300 finance, \$4000 ticket sales, \$500 Inkind
Project Description:	An event to be held at the Watchem Church venue on July 20. It is anticipated that 100 people will attend in line with COVID directives. Funding is sought to subsidise the ticket price. Attendees contributing 50% of the ticket price.
Project Benefit:	The group presenting the event have staged very successful productions in Watchem with people from other parts of Victoria and interstate attending. This musical presentation will provide a boost to the Watchem community and will also aid the COVID community recovery. Project budget meets the 1:1 financial contribution requirement. The application addresses the key questions.

RELEVANT LAW

Not Applicable

RELATED COUNCIL DECISIONS

Not Applicable

OPTIONS

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

SUSTAINABILITY IMPLICATIONS

Not Applicable

COMMUNITY ENGAGEMENT

Manager of Community Services engaged with each applicant listed.

INNOVATION AND CONTINUOUS IMPROVEMENT

Not Applicable

COLLABORATION

Not Applicable

FINANCIAL VIABILITY

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

REGIONAL, STATE AND NATIONAL PLANS AND POLICIES

Not Applicable

COUNCIL PLANS AND POLICIES

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

Community Grant Guidelines.

Community Engagement Policy.

TRANSPARENCY OF COUNCIL DECISIONS

Not Applicable

CONFLICTS OF INTEREST

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

Community Grants, Sponsorship & Sustainability Fund**2021-2022**

Organisation	Type	Date received	Amount in Application	Recommended \$
Charlton Probus Club	Small Equipment Grant	22/06/2021	\$ 1,000.00	\$ 1,000.00
Charlton Golf Club	Sponsorship	29/06/2021	\$ 500.00	\$ 500.00
North Central LLEN	Sponsorship	11/06/2021	\$ 500.00	\$ 500.00
Watchem Development Group	Project Support Grant	6/07/2021	\$ 2,000.00	\$ 2,000.00

2021-2022**Sustainability Fund**

8.3 FINANCIAL REPORTS

Nil

8.4 ORGANISATIONAL REPORTS

8.4.1 2021 LOCAL GOVERNMENT COMMUNITY SATISFACTION SURVEY RESULTS

Author's Title: Manager Customer Engagement

Department: Office of the CEO

File No: GS/02/01

Relevance to Council Plan 2017 - 2021

Strategic Objective: Our Council and Community Leadership

PURPOSE

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

SUMMARY

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

RECOMMENDATION

That Council:

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

Attachments: 1 [2021 Local Government Buloke Shire Council Community Satisfaction Results](#)

DISCUSSION

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

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

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

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

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

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

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



RELEVANT LAW

Not applicable.

RELATED COUNCIL DECISIONS

Not applicable.

OPTIONS

Not applicable.

SUSTAINABILITY IMPLICATIONS

Not applicable.

COMMUNITY ENGAGEMENT

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

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

INNOVATION AND CONTINUOUS IMPROVEMENT

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

COLLABORATION

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

FINANCIAL VIABILITY

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

REGIONAL, STATE AND NATIONAL PLANS AND POLICIES

Not applicable.

COUNCIL PLANS AND POLICIES

Not applicable.

TRANSPARENCY OF COUNCIL DECISIONS

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

CONFLICTS OF INTEREST

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



2021 Local Government Community Satisfaction Survey

Buloke Shire Council

Coordinated by the Department of Jobs,
Precincts and Regions on behalf of
Victorian councils





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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-second 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 22 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 22 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 62



State-wide 61



Small Rural 60

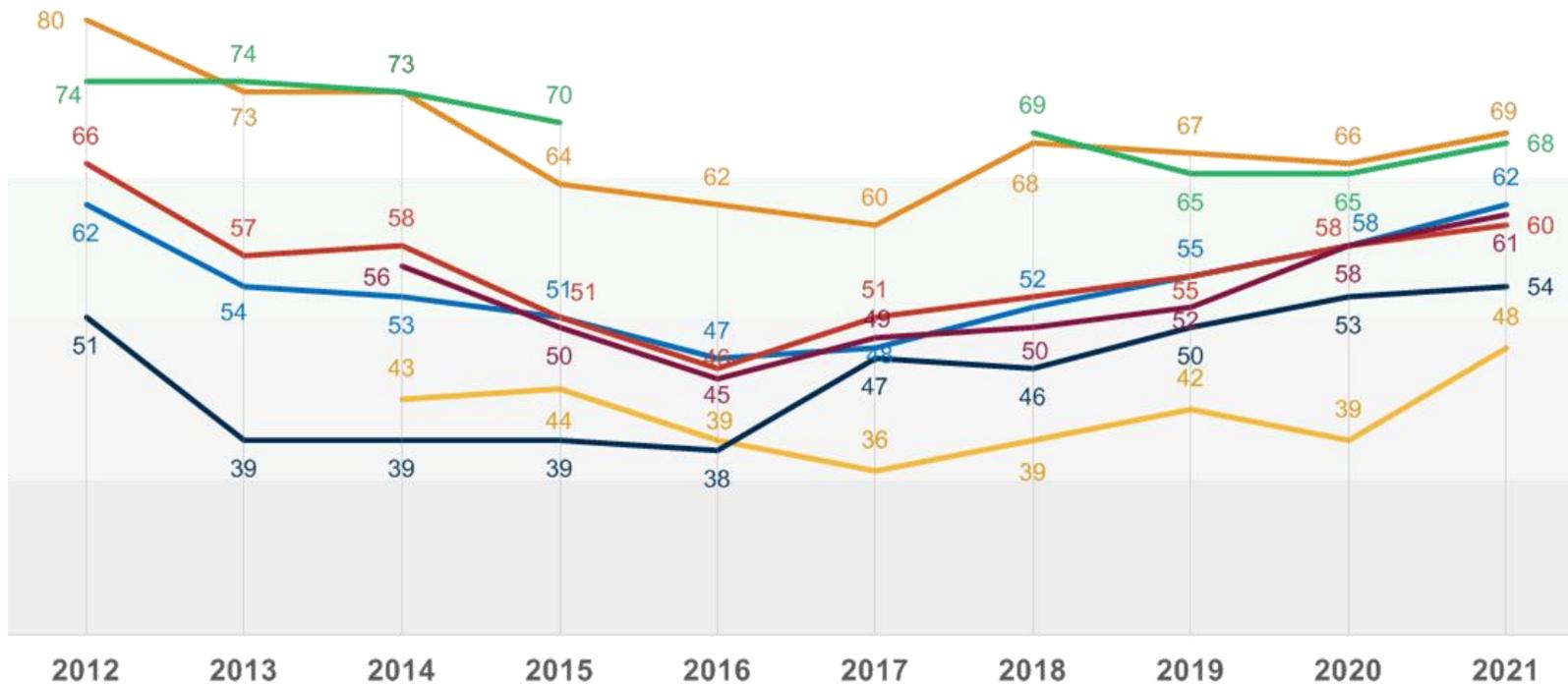
Council performance compared to State-wide and group averages

	The three areas where Council performance is significantly higher by the widest margin	Areas where Council performance is significantly lower
Compared to State-wide average	<ul style="list-style-type: none"> Community decisions COVID-19 response Consultation & engagement 	<ul style="list-style-type: none"> Sealed local roads Unsealed roads
Compared to group average	<ul style="list-style-type: none"> Community decisions Recreational facilities Consultation & engagement 	<ul style="list-style-type: none"> Unsealed roads Sealed local roads



Summary of core measures

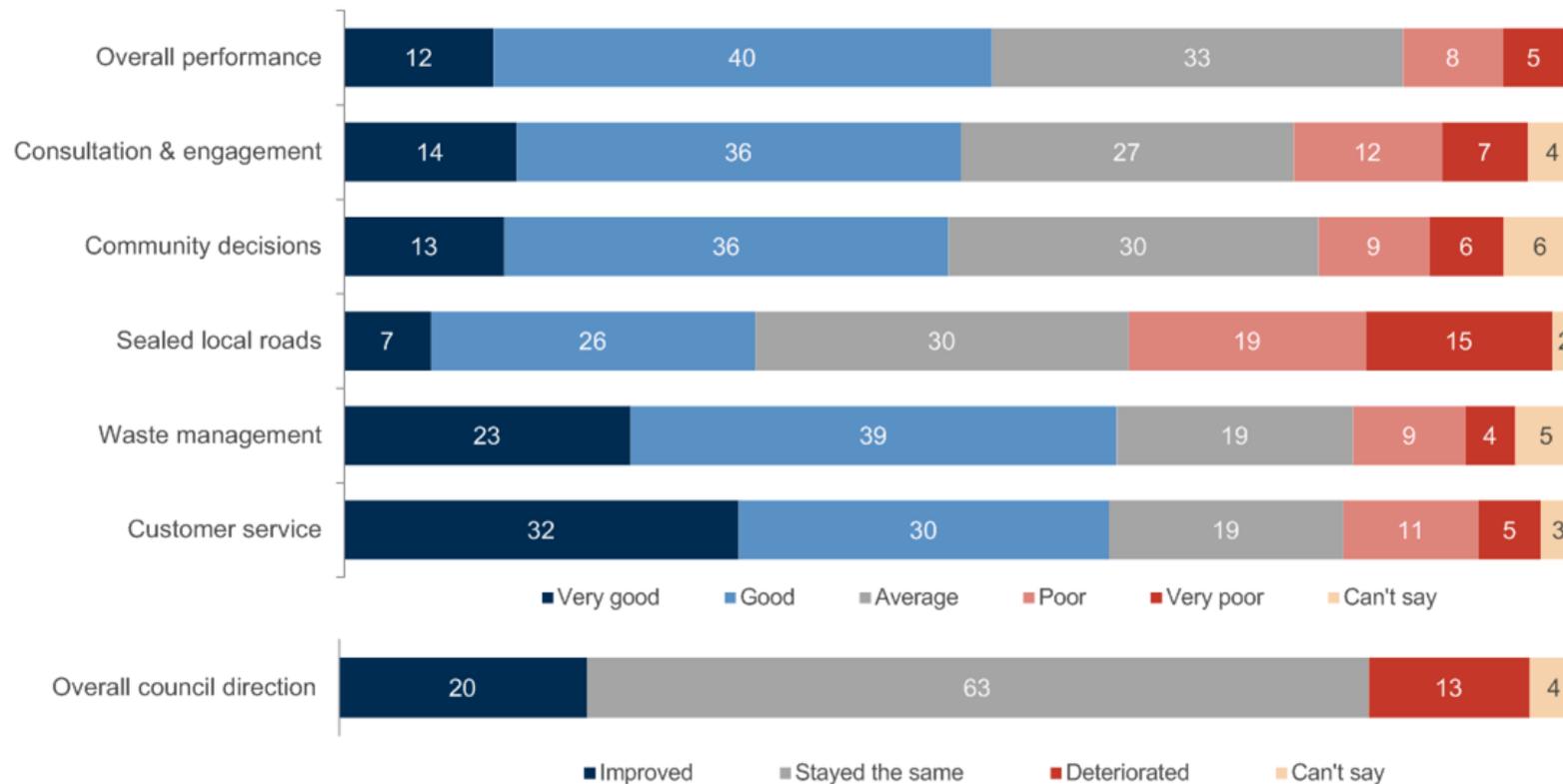
Index scores





Summary of core measures

Core measures summary results (%)





Summary of Buloke Shire Council performance

Services	Buloke 2021	Buloke 2020	Small Rural 2021	State-wide 2021	Highest score	Lowest score
 Overall performance	62	58	60	61	Aged 18-34 years	Aged 35-49 years
 Value for money	52	-	52	54	Aged 65+ years	Aged 35-49 years
 Overall council direction	54	53	53	53	Charlton residents	Donald residents
 Customer service	69	66	69	70	Aged 18-34 years	Aged 35-64 years
 COVID-19 response	78	-	75	73	Women	Aged 50-64 years
 Appearance of public areas	75	71	75	73	Aged 18-34 years	Sea Lake residents
 Recreational facilities	74	74	69	71	Charlton residents, Aged 65+ years	Sea Lake residents
 Elderly support services	71	69	72	69	Men, Aged 65+ years	Sea Lake residents
 Waste management	68	65	68	69	Aged 65+ years	Aged 50-64 years
 Enforcement of local laws	65	62	63	64	Aged 18-34 years	Aged 50-64 years

Significantly higher / lower than Buloke Shire Council 2021 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences.



Summary of Buloke Shire Council performance

Services		Buloke 2021	Buloke 2020	Small Rural 2021	State-wide 2021	Highest score	Lowest score
	Bus/community dev./tourism	64	62	62	61	Women, Aged 65+ years	Aged 50-64 years
	Environmental sustainability	63	59	61	62	Aged 65+ years	Aged 18-34 years
	Community decisions	61	58	56	56	Aged 65+ years	Aged 50-64 years
	Consultation & engagement	60	58	56	56	Aged 18-34 years	Aged 50-64 years
	Lobbying	58	54	55	55	Charlton residents	Sea Lake residents
	Sealed local roads	48	39	53	57	Aged 18-34 years	Aged 35-49 years
	Unsealed roads	38	35	44	45	Charlton residents	Aged 35-49 years

Significantly higher / lower than Buloke Shire Council 2021 result at the 95% confidence interval. Please see Appendix A for explanation of significant differences.



Focus areas for the next 12 months

Overview

Perceptions of Council's overall performance increased significantly over the past year (index score of 62, up four points) to their highest level since 2012. In addition to overall performance, Council experienced ratings increases on almost all service areas compared to 2020 results. Performance on the core measures of sealed local roads, community decisions, and council direction are now at their highest levels in ten years, as is overall performance. This is a positive result for Council.

Key influences on perceptions of overall performance

Perceptions of Council's ability to make decisions in the best interests of the community, as well as advocacy efforts on residents' behalf, have the strongest influence on overall opinions. Clearly communicating Council's efforts to advance residents' interests will be important to improving community opinions. Another moderate to strong influence on overall performance perceptions is Council's COVID-19 response, on which it performs highly.

Comparison to state and area grouping

Buloke Shire Council performs significantly higher than Small Rural group and State-wide averages on a number of measures. The highest positive differences between Council and group averages occur in the areas of community decisions, recreational facilities, and consultation and engagement. Council performs significantly lower than both group and State-wide averages regarding the condition of sealed and unsealed roads.

Maintain gains achieved to date

In addition to the aforementioned areas, the condition of sealed and unsealed roads has a moderate influence on overall community opinions. Council is performing less well in these areas, despite recent gains (up nine and three points respectively). In the area of unsealed roads specifically, there is a sizeable gap between the rated importance and perceived performance of Council in this service area (-48 index points). Further improvements are required in these areas to combat their negative influence on opinions.

DETAILED FINDINGS

Overall performance





Overall performance

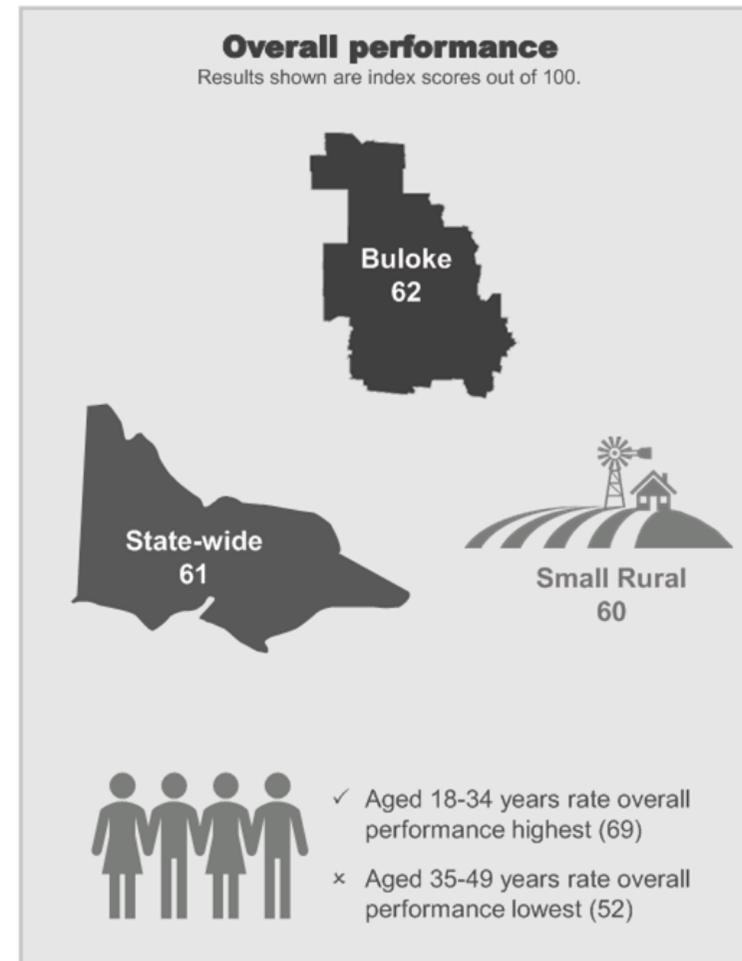
The overall performance index score of 62 for Buloke Shire Council represents a significant four-point improvement on the 2020 result, continuing a multi-year improvement trend since 2016.

- Overall performance is at its highest level since 2012.

Buloke Shire Council's overall performance is rated in line with the Small Rural group and State-wide averages for councils (index scores of 60 and 61 respectively).

- Almost all demographic and geographic cohorts improved in their perceptions of overall performance in the past year.
- Perceptions of overall performance are highest – and significantly higher than the average rating for Council – among residents aged 18 to 34 years (index score of 69, up 11 points from 2020).
- Perceptions are lowest – and significantly lower – among residents aged 35 to 64 years (index score of 52 among residents aged 35 to 49 and 55 among residents aged 50 to 64 years).

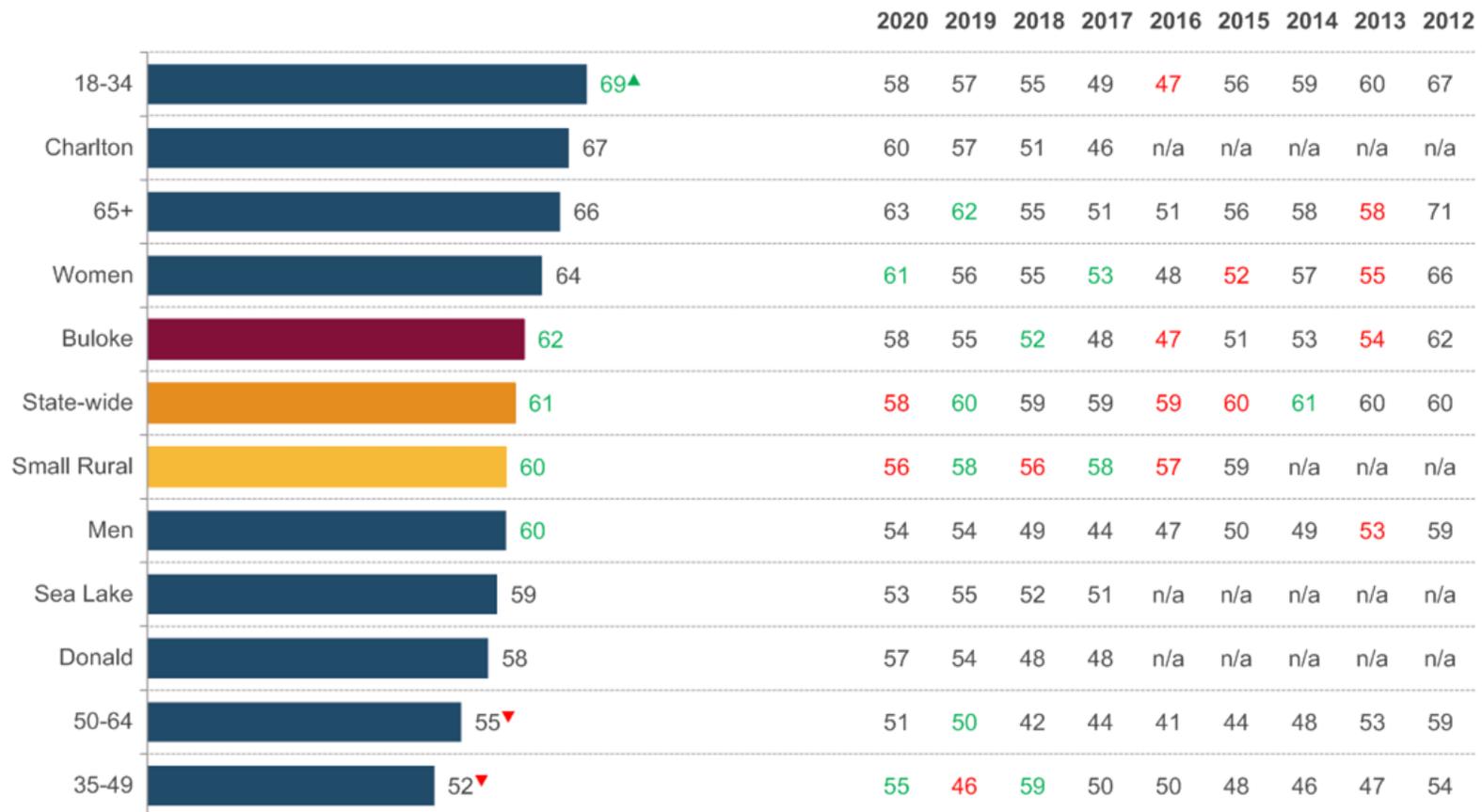
One-third (34%) rate the value for money they receive from Council in infrastructure and services as 'very good' or 'good'. A further 26% rate Council as 'very poor' or 'poor' and 36% as 'average' on this measure.





Overall performance

2021 overall performance (index scores)

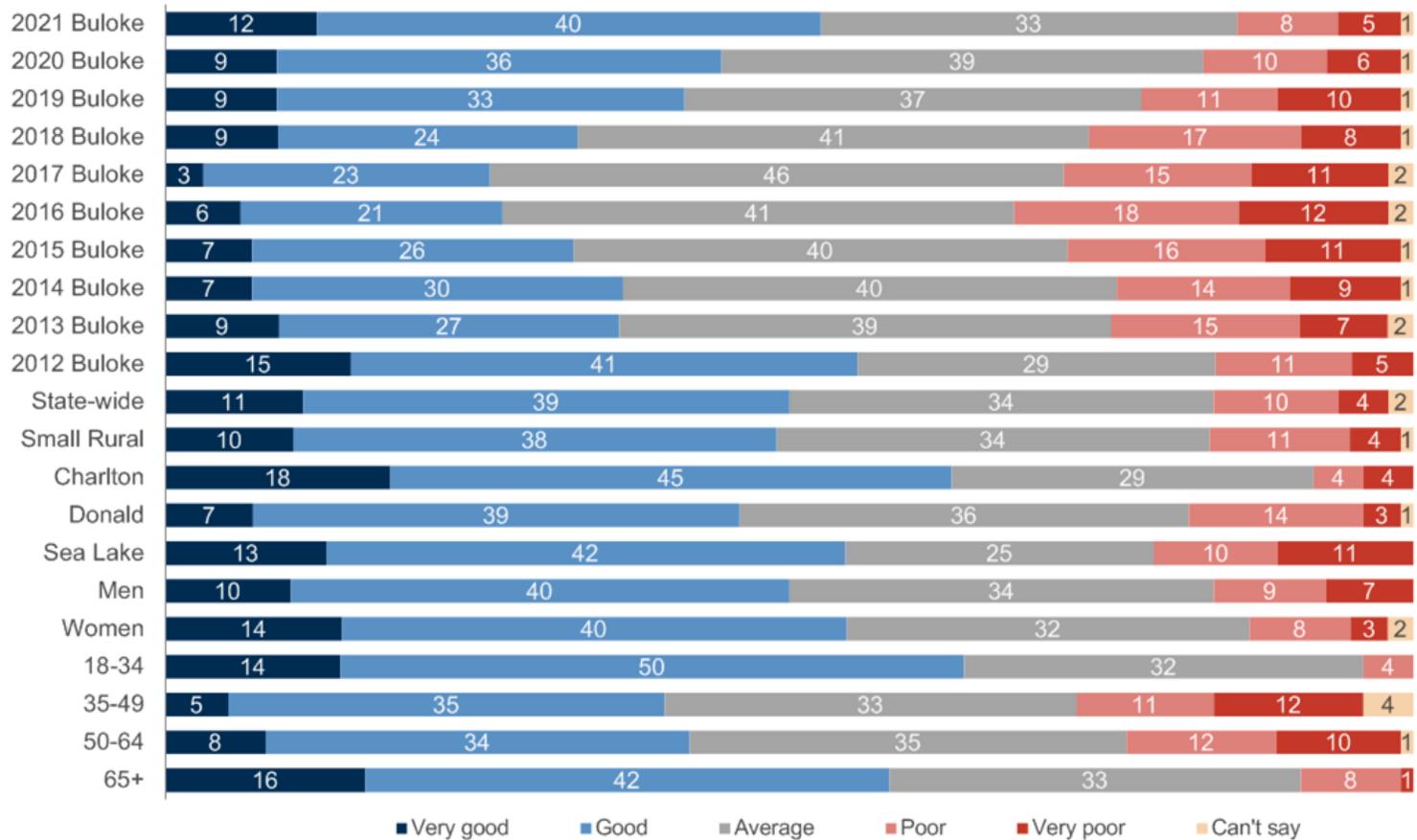


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Buloke Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences



Overall performance

2021 overall performance (%)

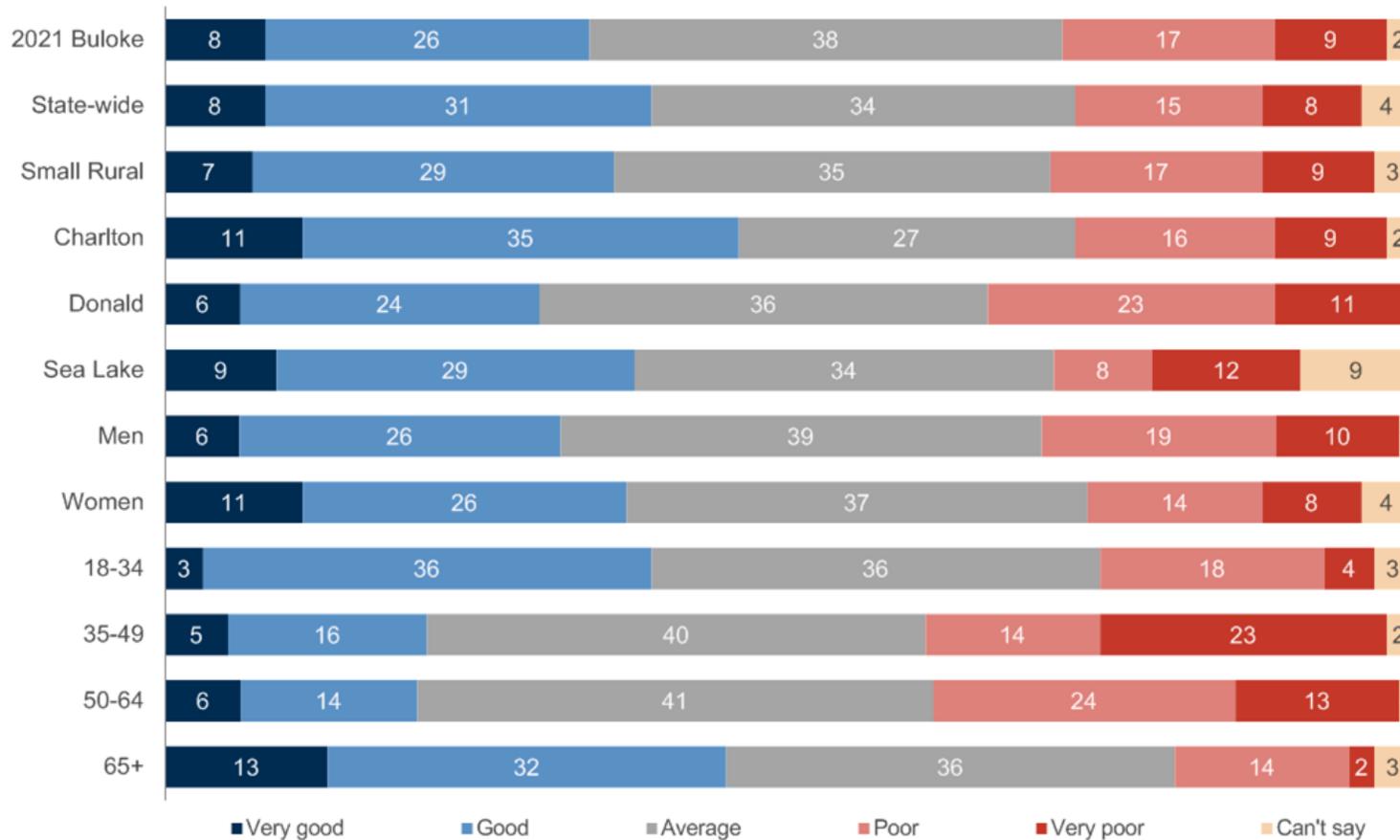


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Buloke Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked state-wide: 88 Councils asked region: 40



Value for money in services and infrastructure

2021 value for money (%)

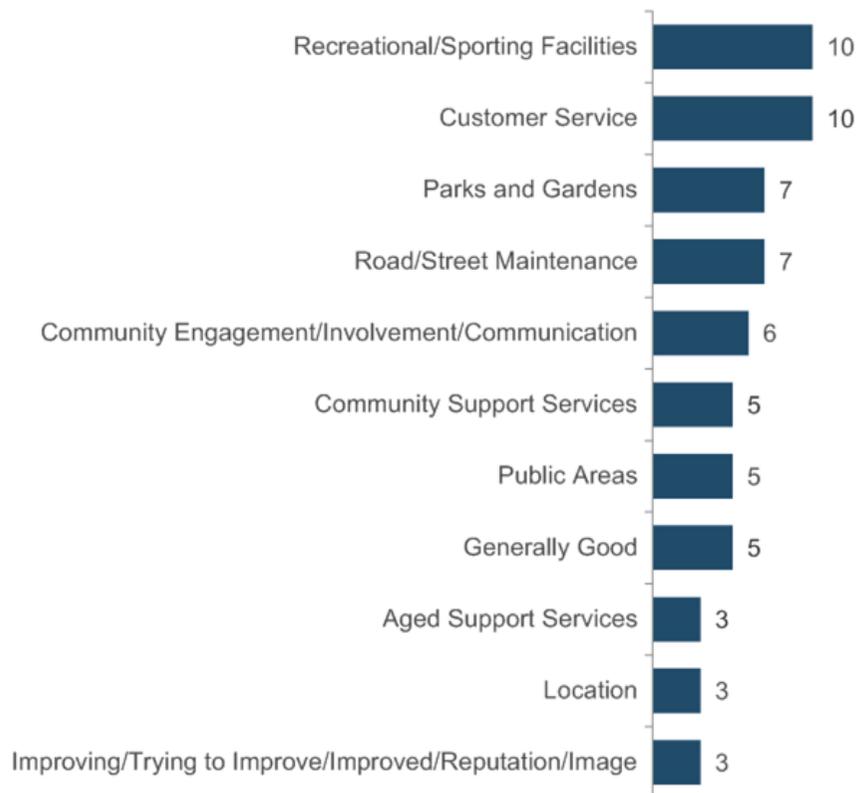


Q3b. How would you rate Buloke Shire Council at providing good value for money in infrastructure and services provided to your community?
 Base: All respondents. Councils asked state-wide: 88 Councils asked online: 40



Best things about Council

2021 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: 28 Councils asked group: 9



Top performing service areas

COVID-19 response (index score of 78) is the area where Council performed best in 2021.

Council performs significantly higher than the Small Rural group average and significantly higher than the State-wide average in this service area (index scores of 75 and 73 respectively).

Appearance of public areas is Council's next highest rated service area (index score of 75), followed by recreational facilities (index score of 74).

Council performs significantly higher than the Small Rural group and State-wide averages in the area of recreational facilities (index scores of 69 and 71 respectively), although its rating on the appearance of public areas is a significant increase on 2020.

Moreover, 10% of residents volunteer recreational facilities as one of the best things about the area.

- Charlton residents rate recreational facilities highest (index score of 79) and significantly higher than the average, whereas residents in Sea Lake rate this service lowest (index score of 66).

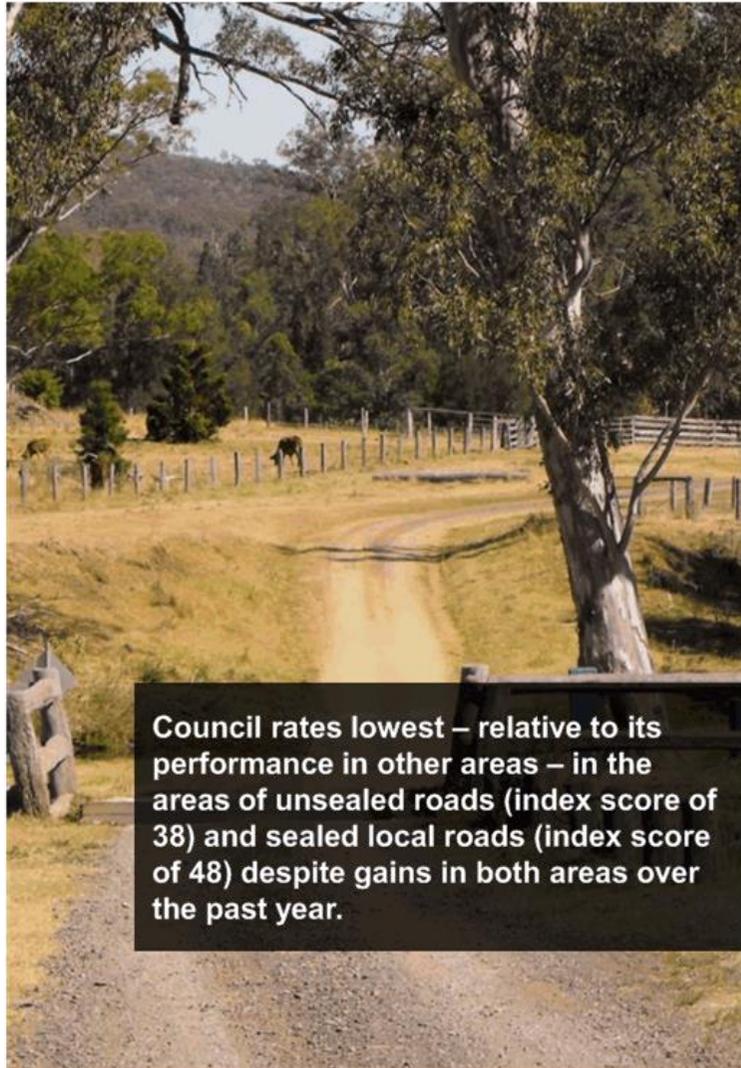
Council experienced the greatest ratings' increase in the area of sealed local roads (index score of 48, up nine points from 2020). Ratings for sealed local roads are at a peak high level.



COVID-19 response (index score of 78) is the area where Council performed best in 2021.



Low performing service areas



Council did not experience any declines in performance ratings in 2021, it maintained or improved its performance in all service areas.

Council rates lowest – relative to its performance in other areas – in the areas of unsealed roads (index score of 38, up three points from 2020) and sealed local roads (index score of 48, up nine points). Perceptions of Council's performance in both areas improved in the last year despite lower ratings.

- In the area of unsealed roads specifically, a substantial 48-point gap exists between the perceived importance of the service and Council performance in that area.
- Council rates significantly lower than the Small Rural group and State-wide averages for both unsealed (index scores of 44 and 45 respectively) and sealed local roads (index scores of 53 and 57 respectively).

Recreational facilities, despite being highly rated and rated significantly higher than the Small Rural group and State-wide averages, is the only service area where Council did not record an increased rating.



Individual service area performance

2021 individual service area performance (index scores)

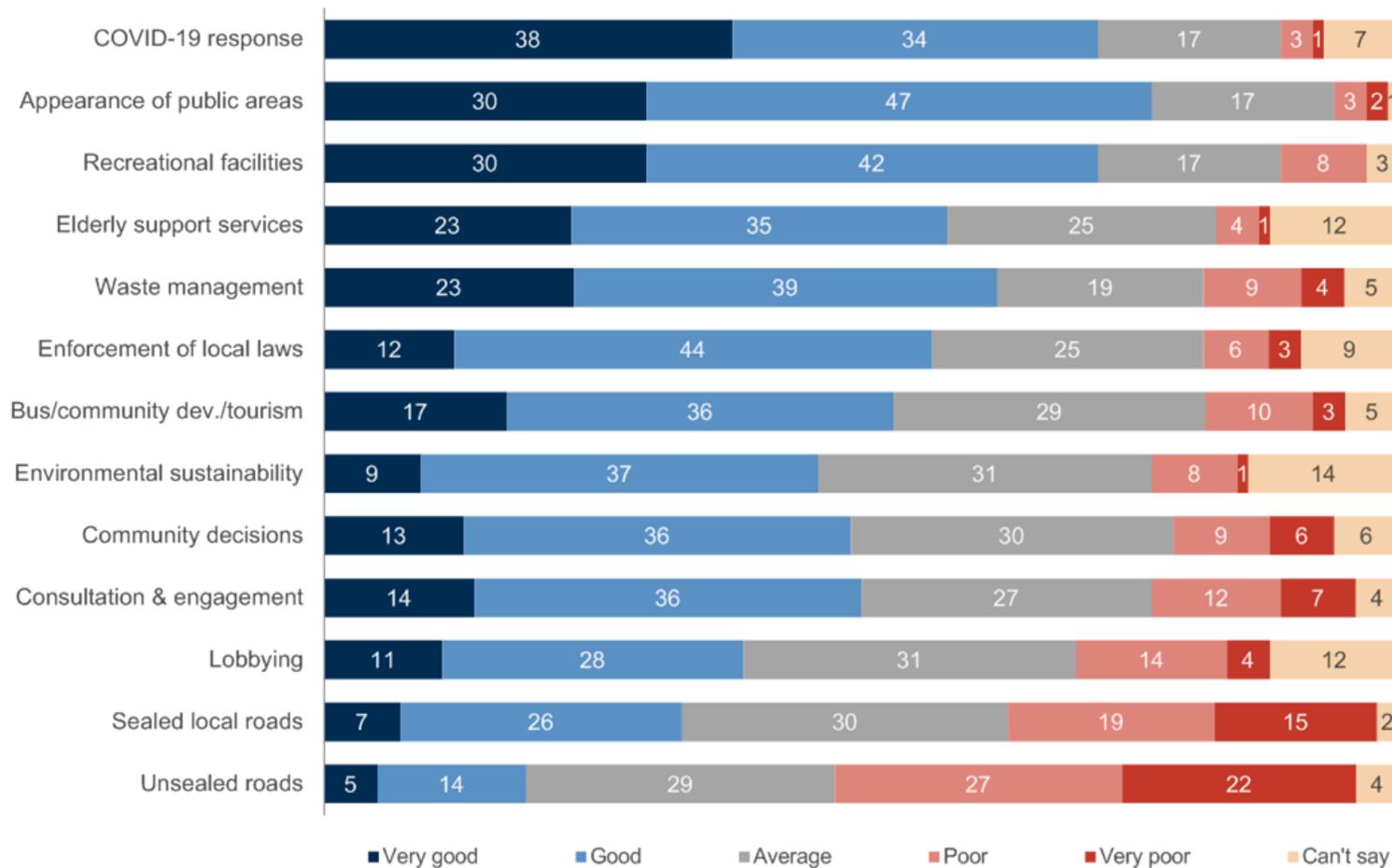
	2020	2019	2018	2017	2016	2015	2014	2013	2012
COVID-19 response	78	n/a							
Appearance of public areas	75	71	68	67	n/a	n/a	71	74	74
Recreational facilities	74	74	69	67	n/a	n/a	63	69	70
Elderly support services	71	69	67	63	n/a	n/a	64	71	71
Waste management	68	65	65	69	n/a	n/a	70	73	74
Enforcement of local laws	65	62	61	58	n/a	n/a	63	65	63
Bus/community dev./tourism	64	62	56	54	n/a	n/a	56	60	58
Environmental sustainability	63	59	57	58	n/a	n/a	n/a	n/a	n/a
Community decisions	61	58	52	50	49	45	50	56	n/a
Consultation & engagement	60	58	55	53	51	46	51	58	57
Lobbying	58	54	52	52	49	48	50	54	55
Sealed local roads	48	39	42	39	36	39	44	43	n/a
Unsealed roads	38	35	37	35	n/a	n/a	40	41	39

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

2021 individual service area performance (%)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked state-wide. 88 Councils asked survey. 40



Individual service area importance

2021 individual service area importance (index scores)

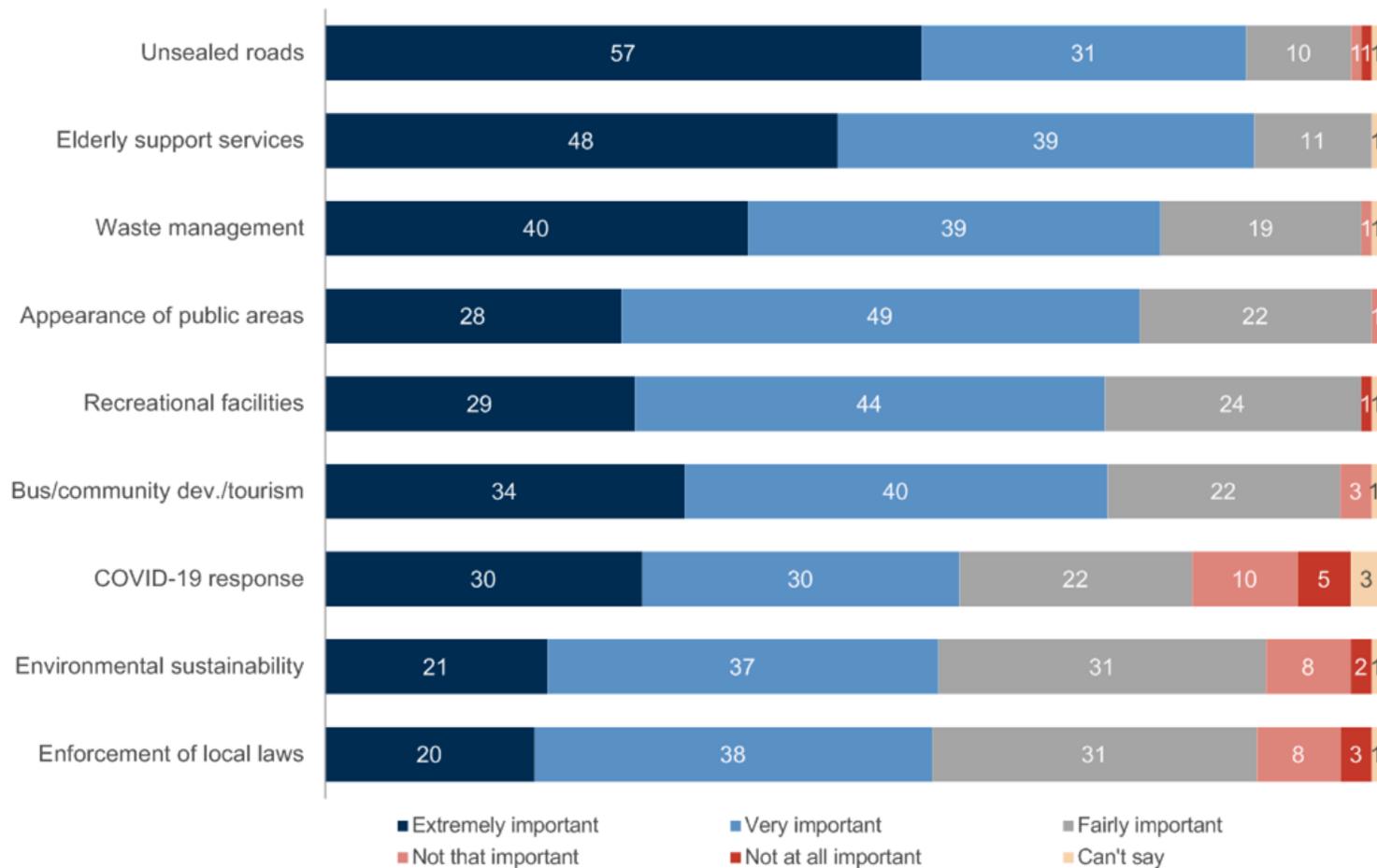


Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 34 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences



Individual service area importance

2021 individual service area importance (%)

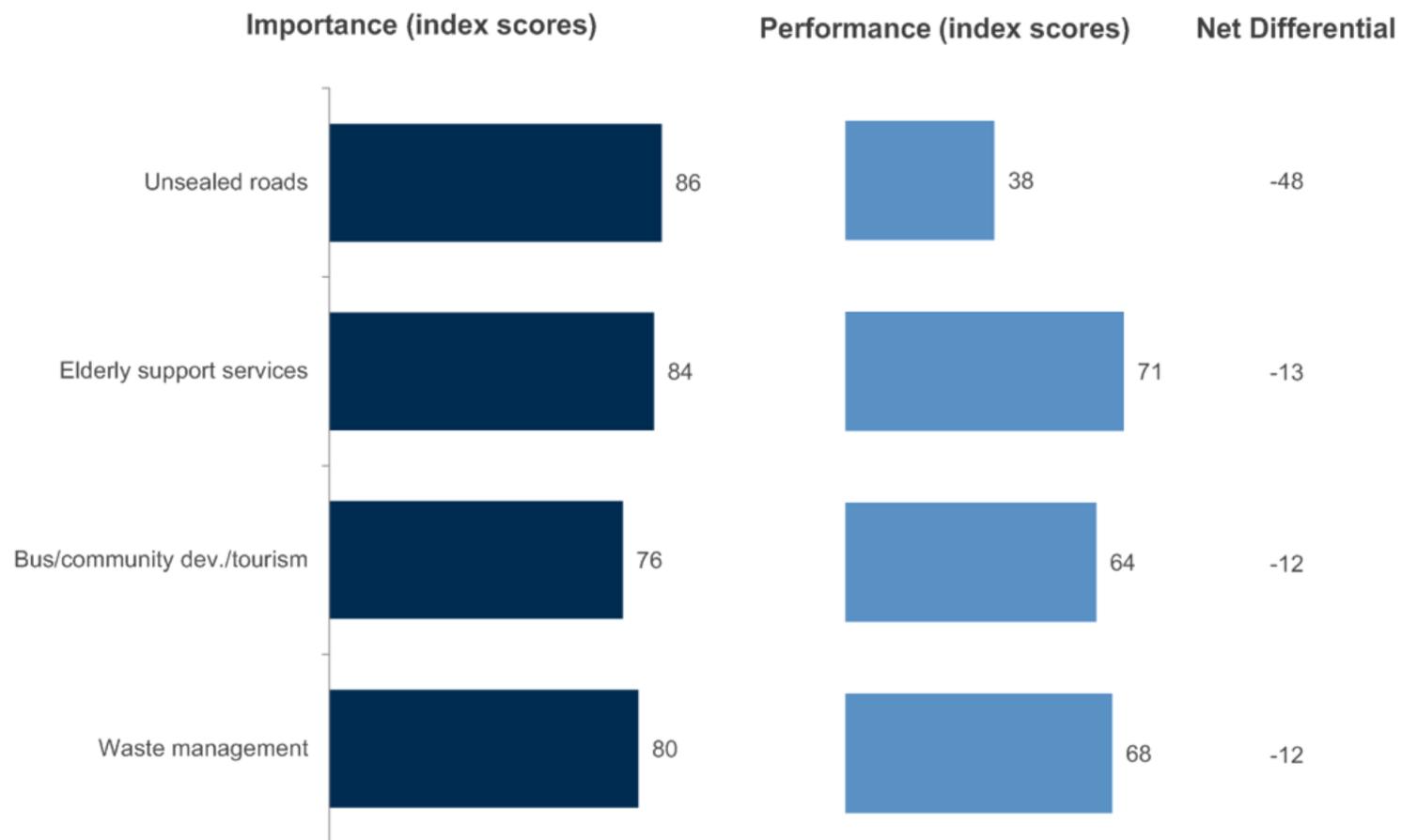


Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide. 24 Councils asked survey 8.



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 +/- 1.0% in the importance and performance scores and the net differential scores.



Influences on perceptions of overall performance

The individual service area that has the strongest influence on the overall performance rating (based on regression analysis) is:

- Decisions made in the interest of the community.

Good communication and transparency with residents about decisions Council has made in the community's interest provides the greatest opportunity to drive up overall opinion of Council's performance.

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

- Council's COVID-19 response
- Lobbying on behalf of the community
- Condition of sealed local roads
- Maintenance of unsealed roads.

Looking at these key service areas only, Council's COVID-19 response has a high performance index (78) and a reasonably strong influence on the overall performance rating.

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

Lobbying on behalf of the community has a similarly strong influence on overall perceptions, but Council performs relatively less well in this service area (performance index of 58).

Demonstrating Council efforts to advance and defend resident interests will also be important to improving community opinion overall.

However, most in need of attention is Council's maintenance of unsealed roads and the condition of sealed local roads. Both are poorly rated (performance index of 38 and 48 respectively) and have a moderate influence on overall community satisfaction.

It is therefore important to attend to resident concerns about unsealed and sealed local roads to help shore up overall satisfaction with 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 weaker 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

2021 regression analysis (all service areas)

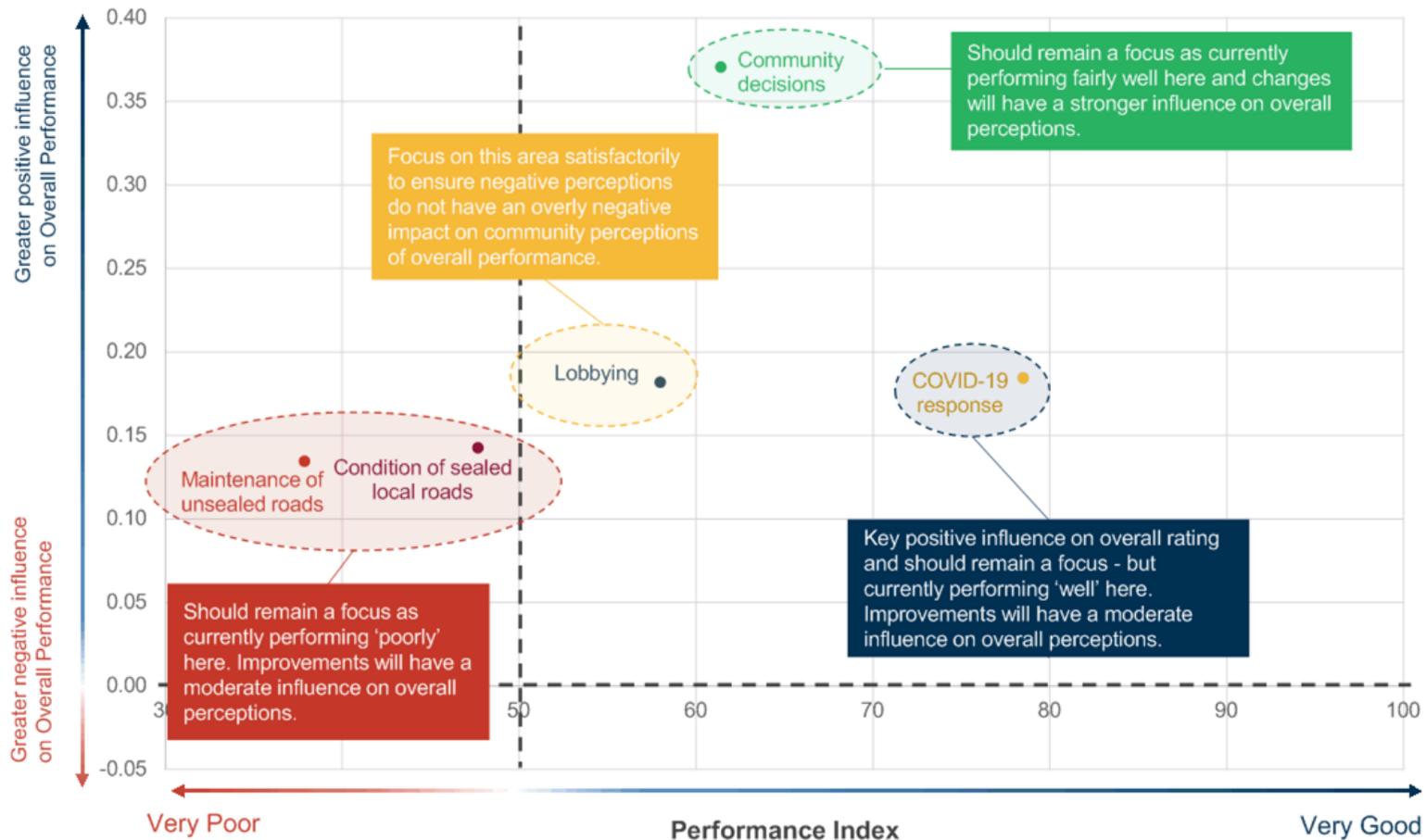


The multiple regression analysis model above (all service areas) has an R^2 value of 0.553 and adjusted R^2 value of 0.538, which means that 55% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 36.68$. This model should be interpreted with some caution as some data is not normally distributed



Influence on overall performance: key service areas

2021 regression analysis (key service areas)

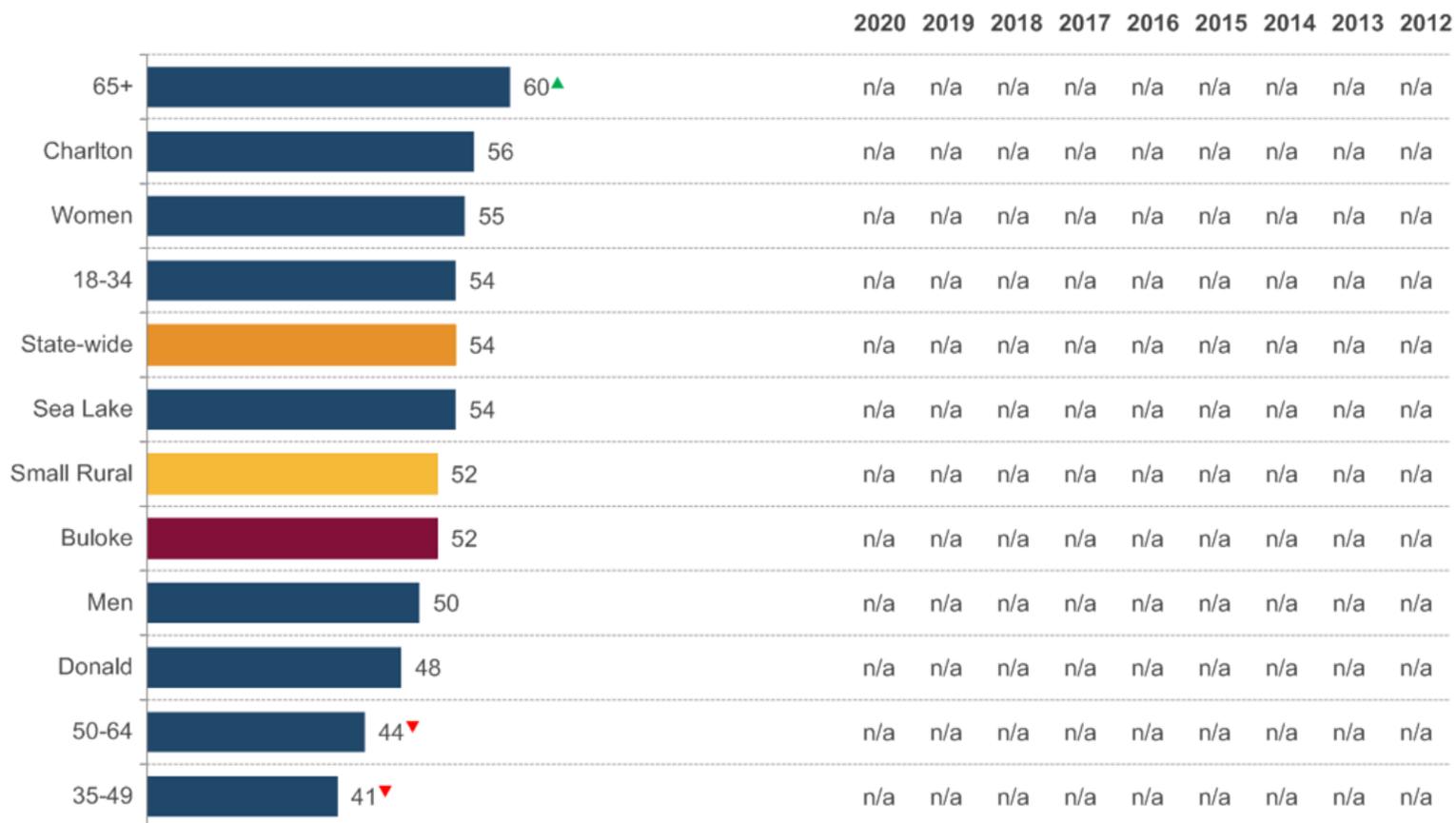


The multiple regression analysis model above (reduced set of service areas) has an R^2 value of 0.523 and adjusted R^2 value of 0.517, which means that 52% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p < 0.0001$, $F = 98.90$.



Value for money in services and infrastructure

2021 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: 66 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences



Customer service



Contact with council and customer service

Contact with council

Fewer than three in five Council residents (59%) have had contact with Council in the last 12 months. Rate of contact is down six percentage points from last year, although reduced contact is consistent with the group trend.

Telephone (41%) and in person communications (23%) comprise the main methods of contacting Council. In-person contact with Council decreased by seven percentage points from 2020.



Customer service

Council's customer service index of 69 is just slightly higher than its 2020 rating (index score of 66). Council's customer service ratings have been fairly consistent since 2018 and remain lower than the peak level achieved in 2012 (index score of 80).

- Customer service is rated in line with the Small Rural group and State-wide averages (index scores of 69 and 70 respectively).

Seven in ten residents (62%) provide a positive customer service rating of 'very good' or 'good'.

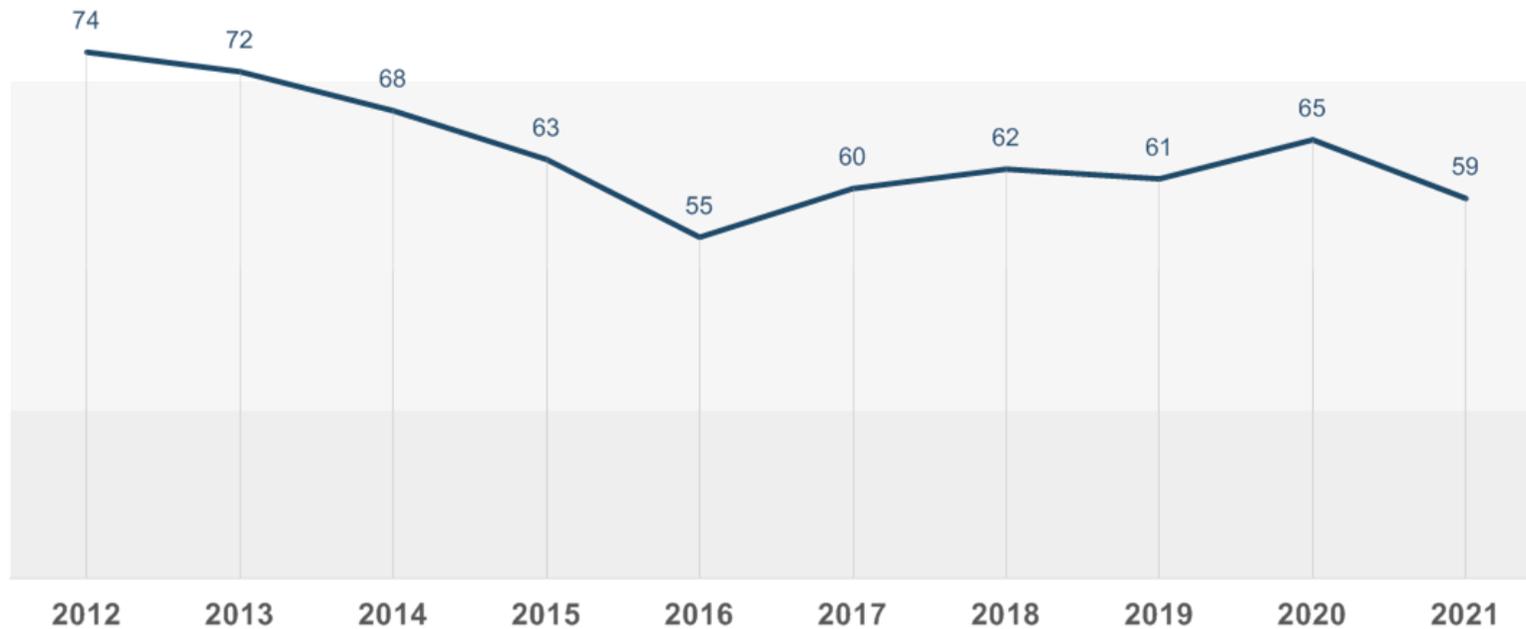
- Perceptions of customer service are highest and significantly higher than the average among residents aged 18 to 34 years and in Charlton (index scores of 81 and 77 respectively).

Among those who communicated with Council through the two most popular channels – telephone and in person – customer service ratings are even higher in response to face-to-face (index score of 80, up significantly by 13 points) than telephone (index score of 69, unchanged) contact.



Contact with council

2021 contact with council (%)
Have had contact

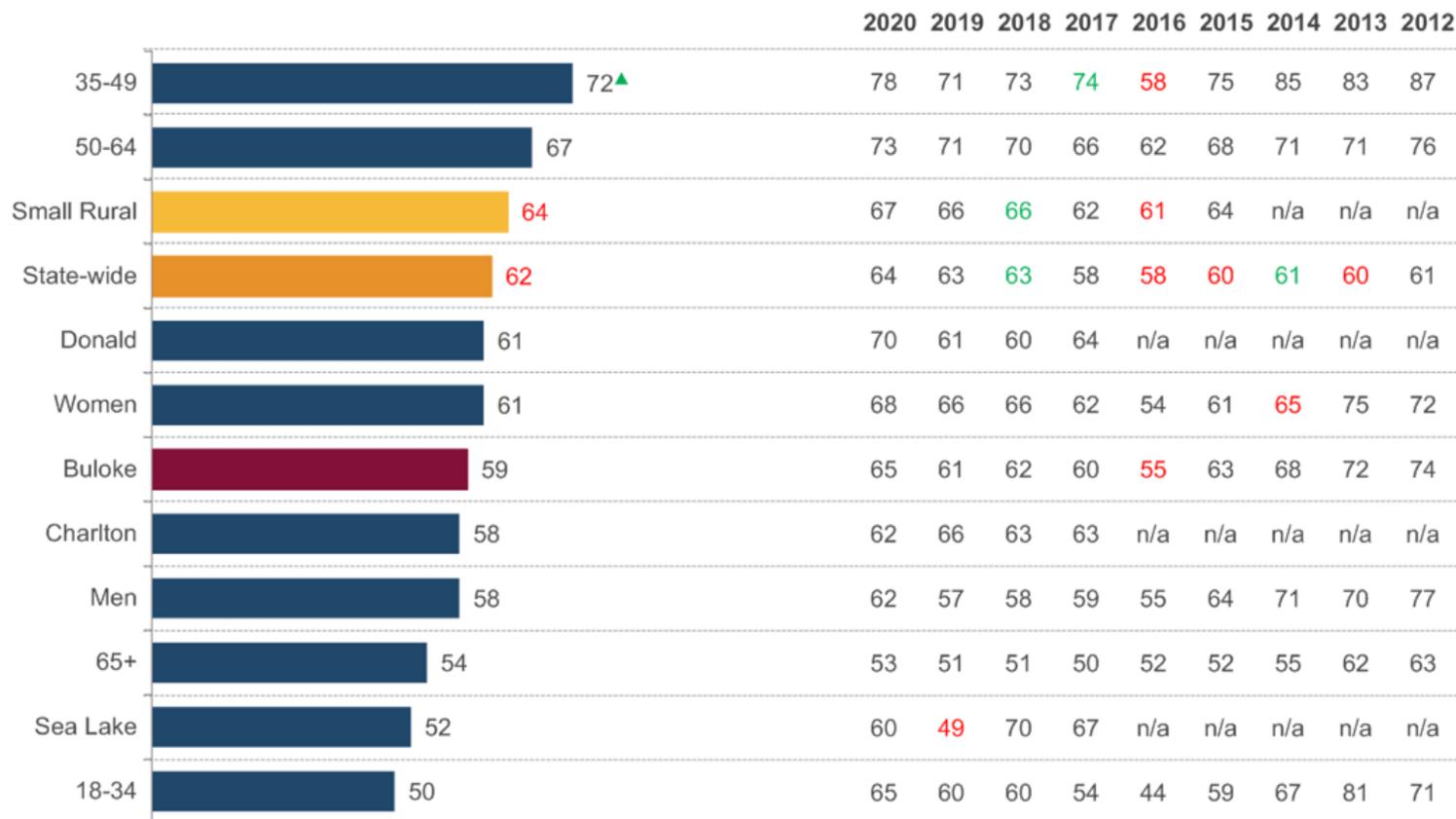


Q5a. Have you or any member of your household had any recent contact with Buloke Shire Council in any of the following ways?
Based on respondents. Councils asked state-wide. 27 Councils asked online.



Contact with council

2021 contact with council (%)



Q5a. Have you or any member of your household had any recent contact with Buloke Shire Council in any of the following ways?

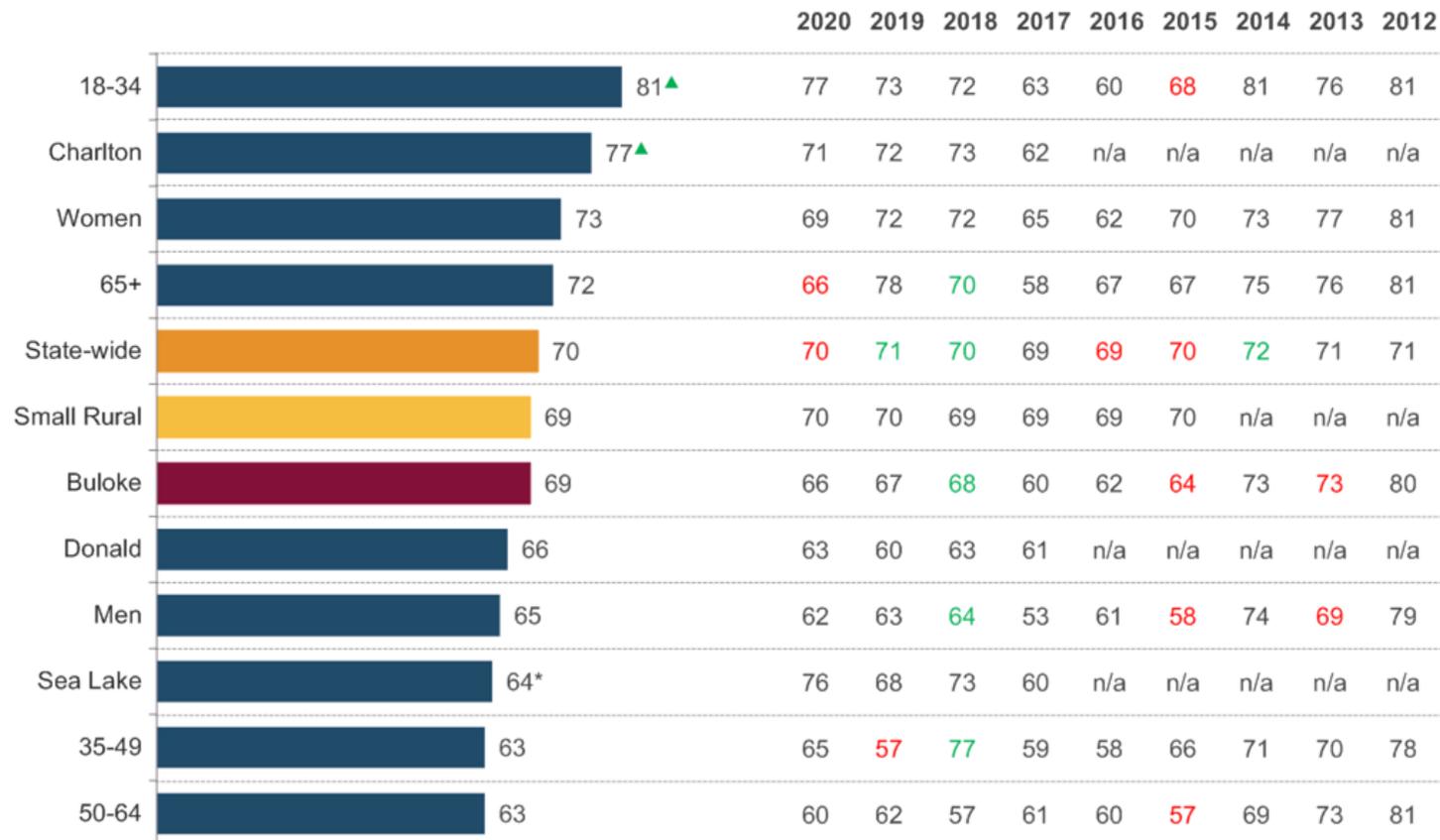
Base: All respondents. Councils asked state-wide: 27 Councils asked group: 4

Note: Please see Appendix A for explanation of significant differences



Customer service rating

2021 customer service rating (index scores)

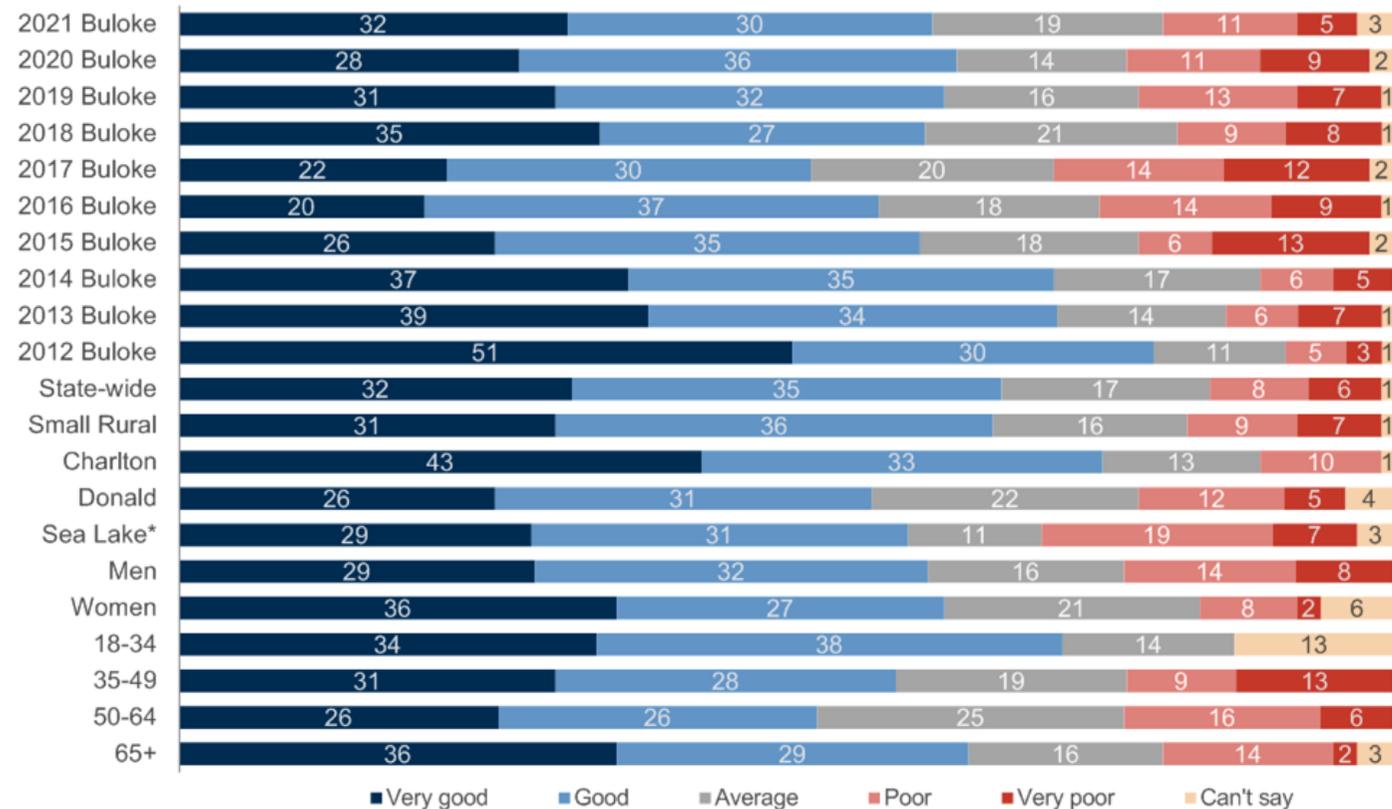


Q5c. Thinking of the most recent contact, how would you rate Buloke Shire Council for customer service?
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
 Base: All respondents who have had contact with Council in the last 12 months.
 Councils asked state-wide: 66 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.
 *Caution: small sample size (n=20)



Customer service rating

2021 customer service rating (%)

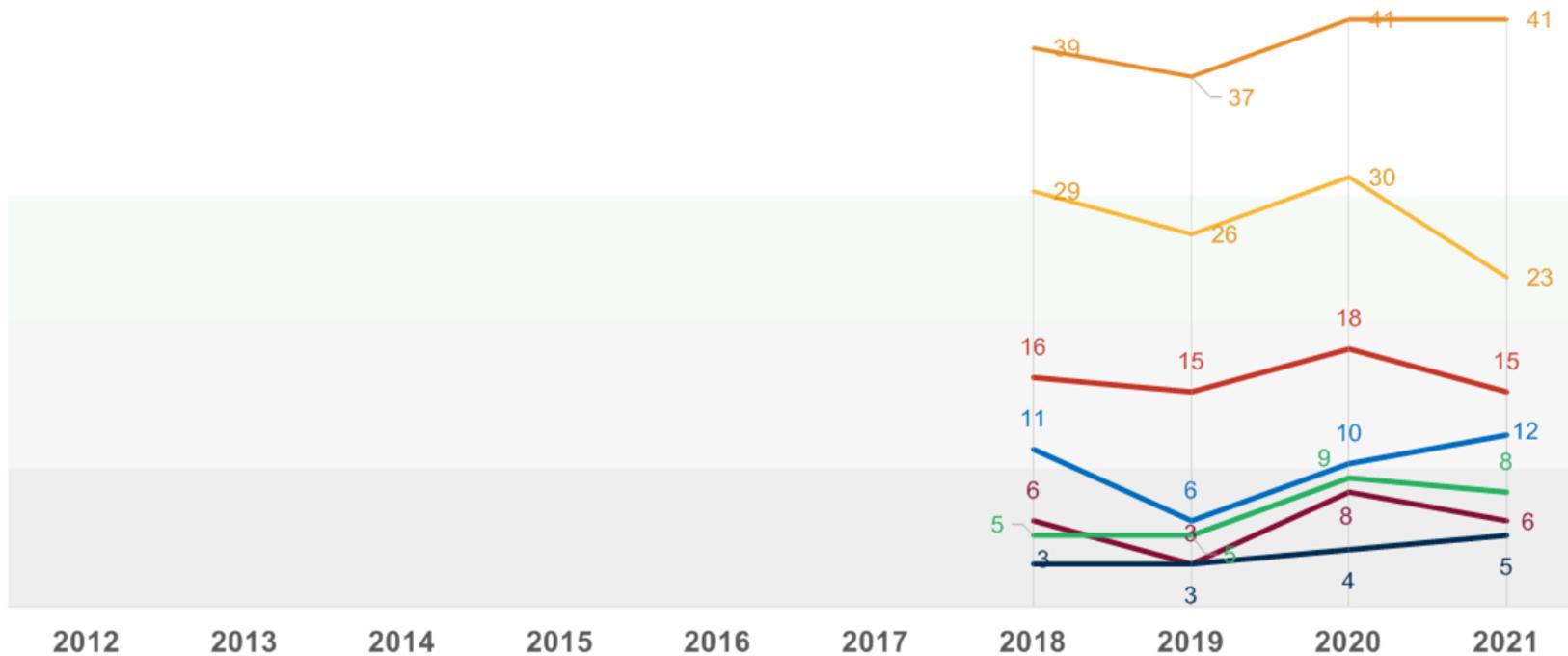
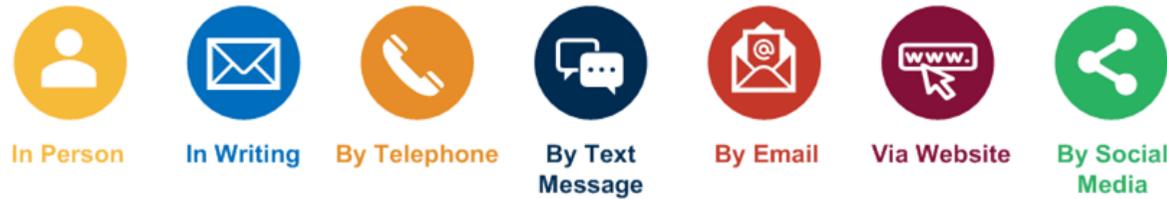


Q5c. Thinking of the most recent contact, how would you rate Buloke Shire Council for customer service?
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
 Base: All respondents who have had contact with Council in the last 12 months.
 Councils asked state-wide: 66 Councils asked group: 19
 *Caution: small sample size n=20



Method of contact with council

2021 method of contact (%)



Q5a. Have you or any member of your household had any recent contact with Buloke Shire Council in any of the following ways?

Base: All respondents. Councils asked state-wide: 27 Councils asked group: 4

Note: Respondents could name multiple contact methods so percentages may add to more than 100%



Customer service rating by method of last contact

2021 customer service rating (index score by method of last contact)

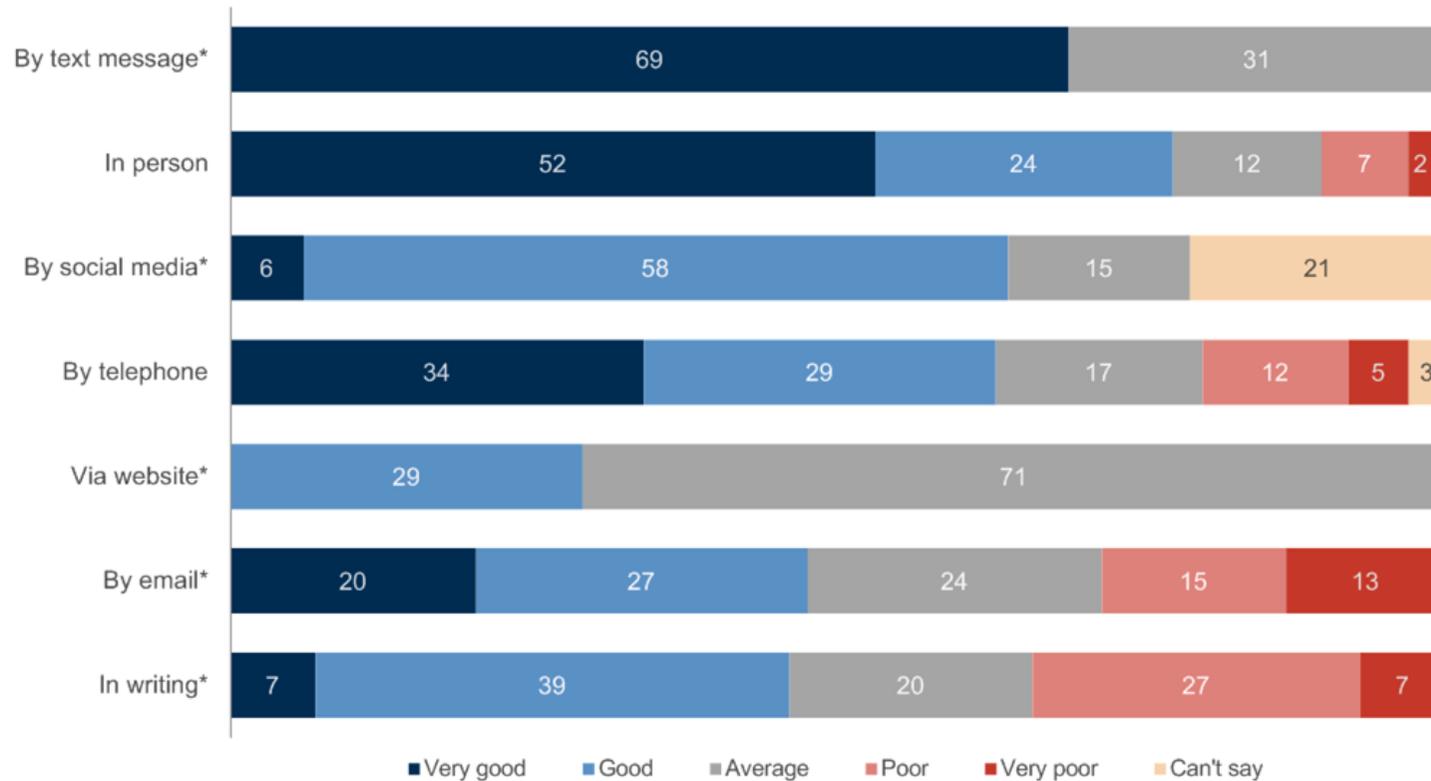


Q5c. Thinking of the most recent contact, how would you rate Buloke Shire Council for customer service?
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
 Base: All respondents who have had contact with Council in the last 12 months.
 Councils asked state-wide: 27 Councils asked group: 4
 Note: Please see Appendix A for explanation of significant differences.
 *Caution: small sample size < n=30



Customer service rating by method of last contact

2021 customer service rating (% by method of last contact)



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: 27 Councils asked group: 4
 *Certain small sample sizes < 30



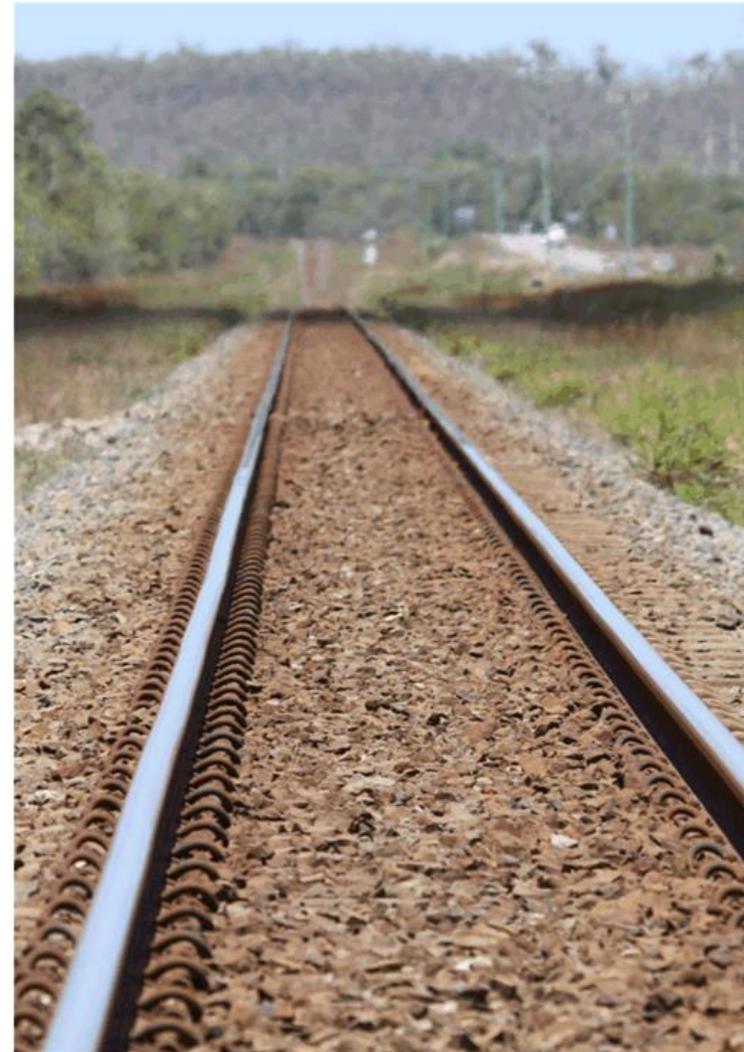
Council direction



Council direction

The vast majority of residents (63%, up five points since 2020) believe Council's overall performance has 'stayed the same' over the past twelve months.

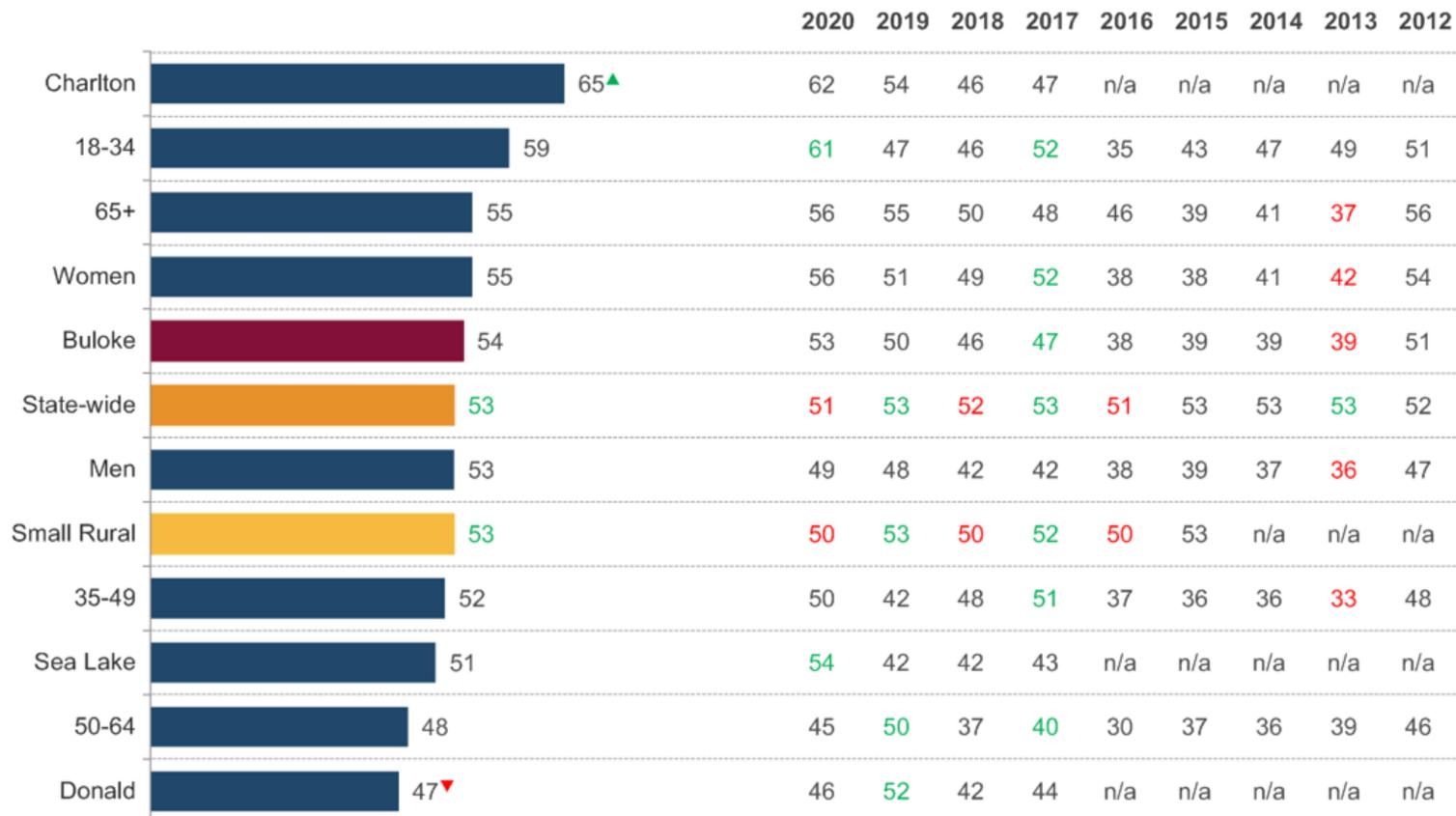
- One in five (20%, down two points) believe the direction of Council's overall performance has improved.
- Comparatively, 13% believe it has deteriorated, a decrease of four percentage points from 2020.
- The most satisfied with Council direction (and significantly higher than the Council average) are Charlton residents.
- The least satisfied with Council direction are Donald residents (significantly lower than the average) and those aged 50 to 64 years.





Overall council direction last 12 months

2021 overall council direction (index scores)

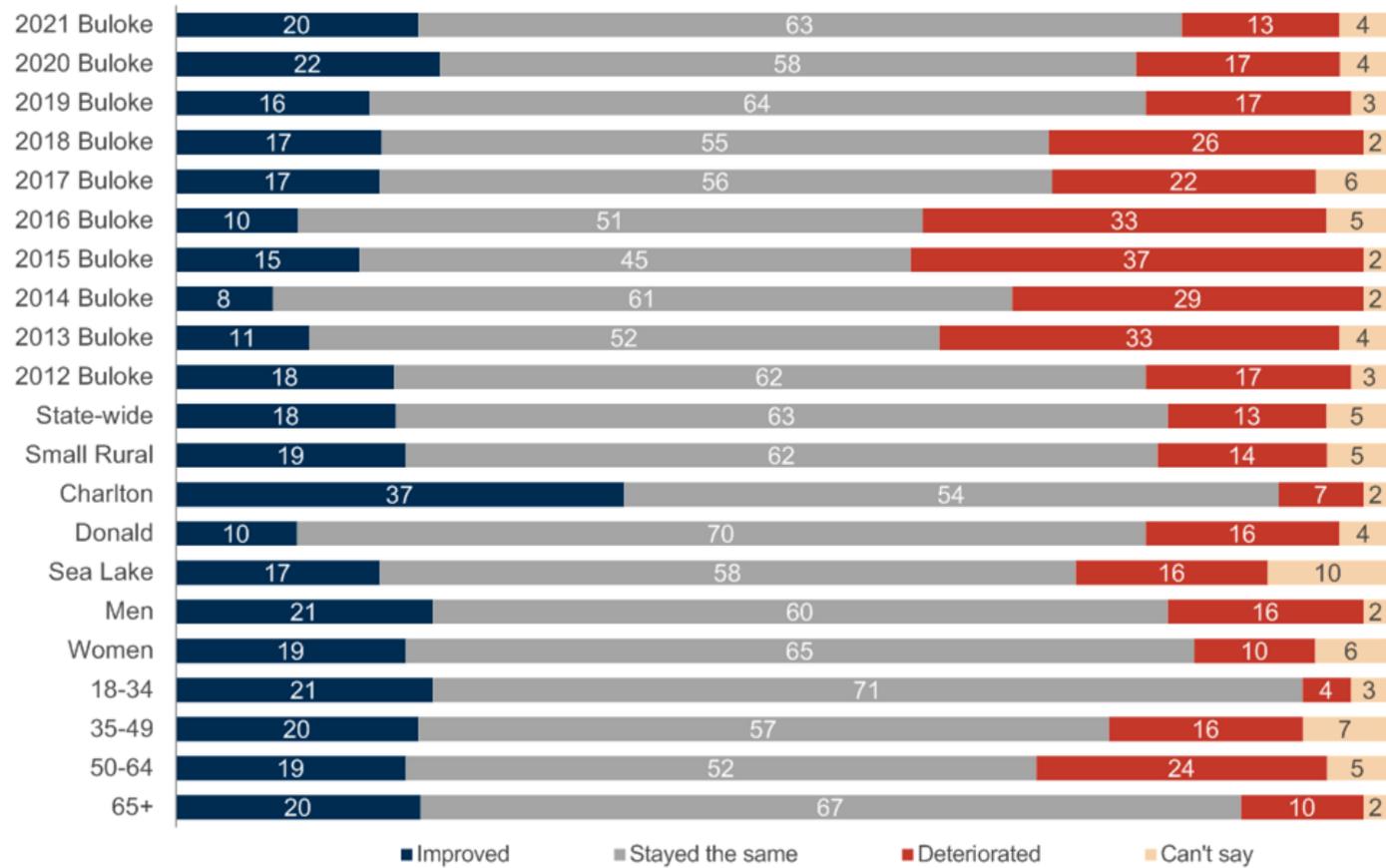


Q6. Over the last 12 months, what is your view of the direction of Buloke Shire Council's overall performance?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences



Overall council direction last 12 months

2021 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. Councils asked state-wide: 88 Councils asked survey: 40



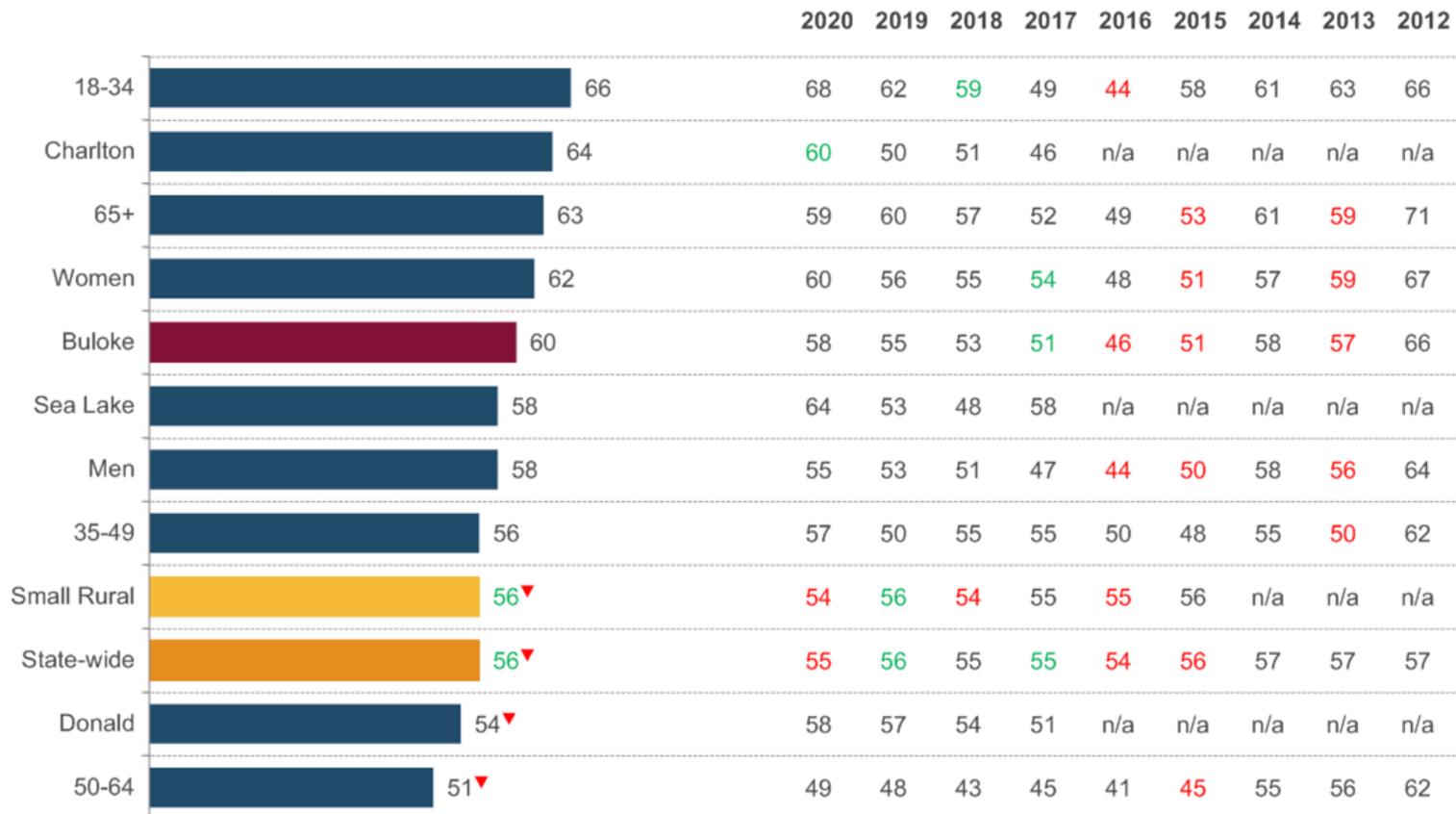
Individual service areas



Community consultation and engagement performance



2021 consultation and engagement performance (index scores)



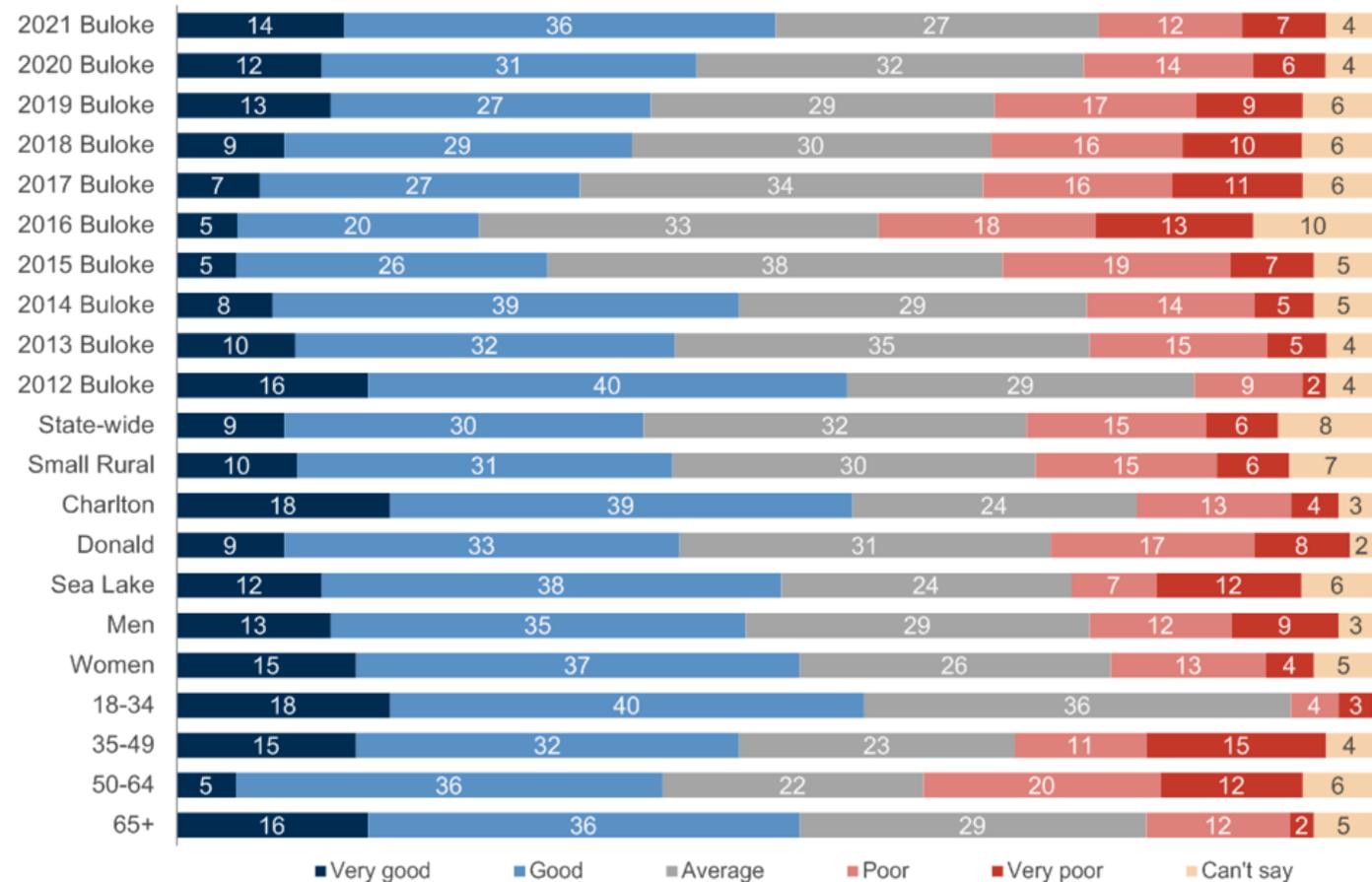
Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences



Community consultation and engagement performance



2021 consultation and engagement performance (%)



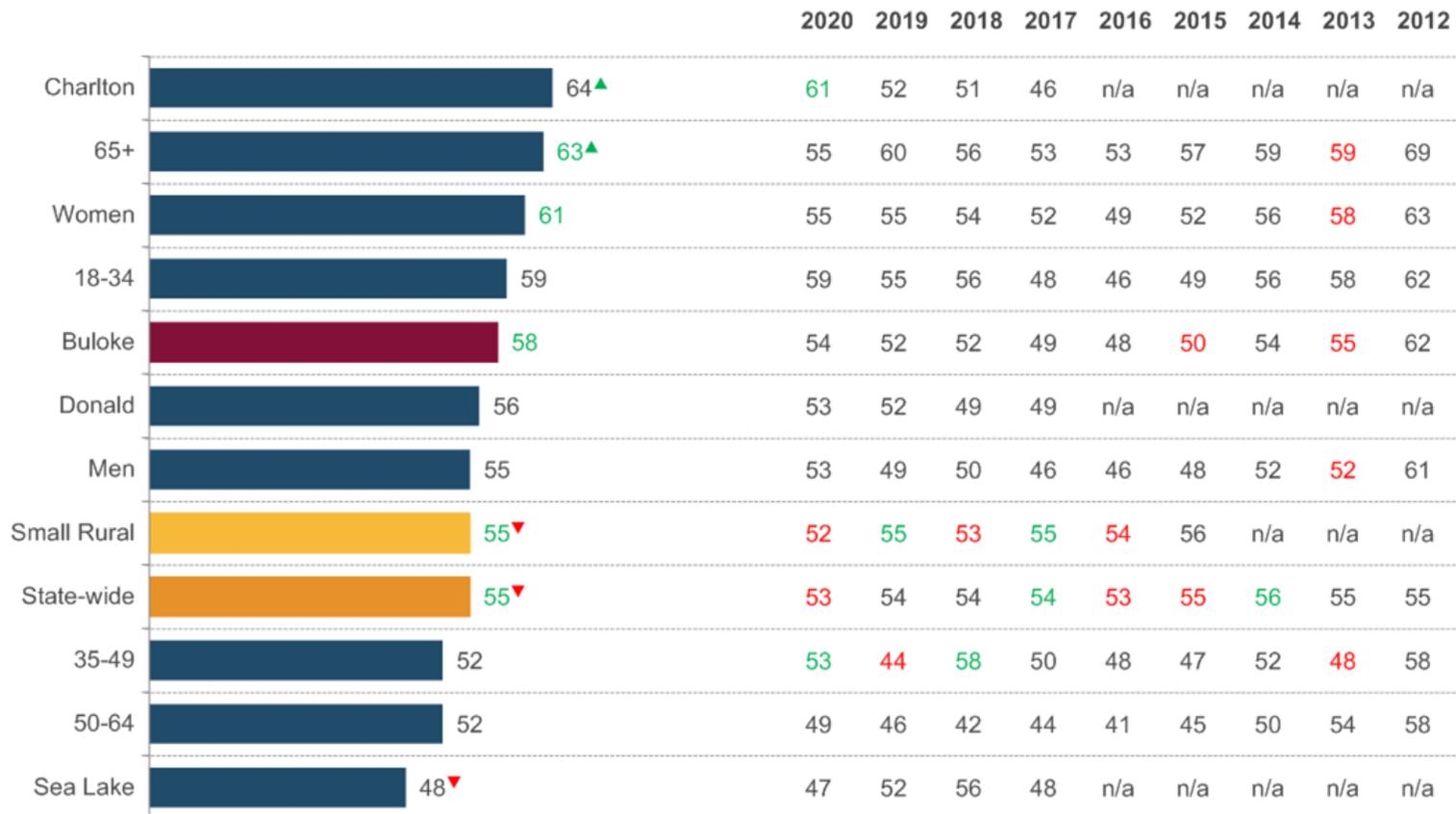
Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 86 Councils asked region: 40



Lobbying on behalf of the community performance



2021 lobbying performance (index scores)



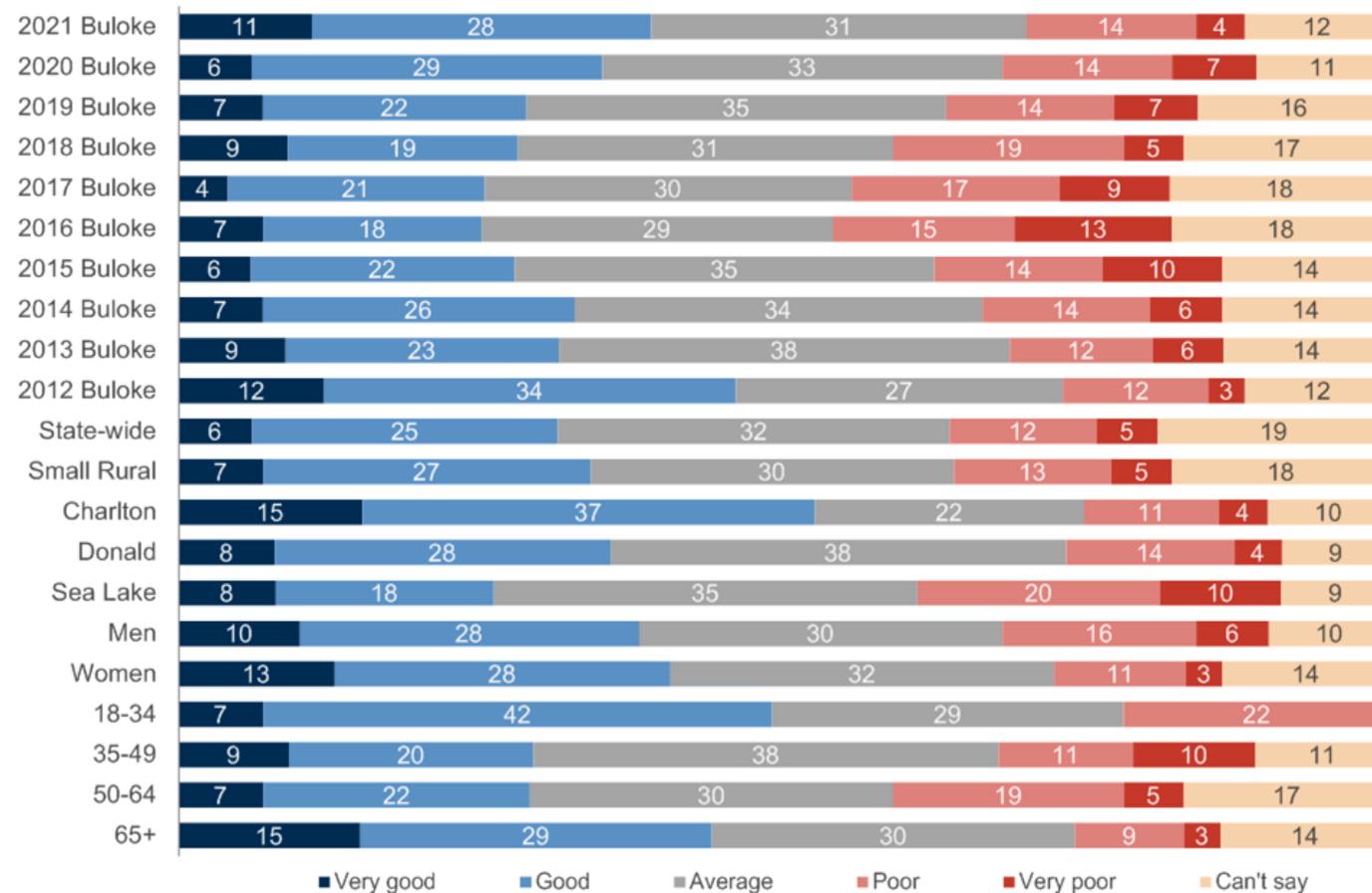
Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 51 Councils asked group: 13
 Note: Green up Arrow: A significant improvement



Lobbying on behalf of the community performance



2021 lobbying performance (%)

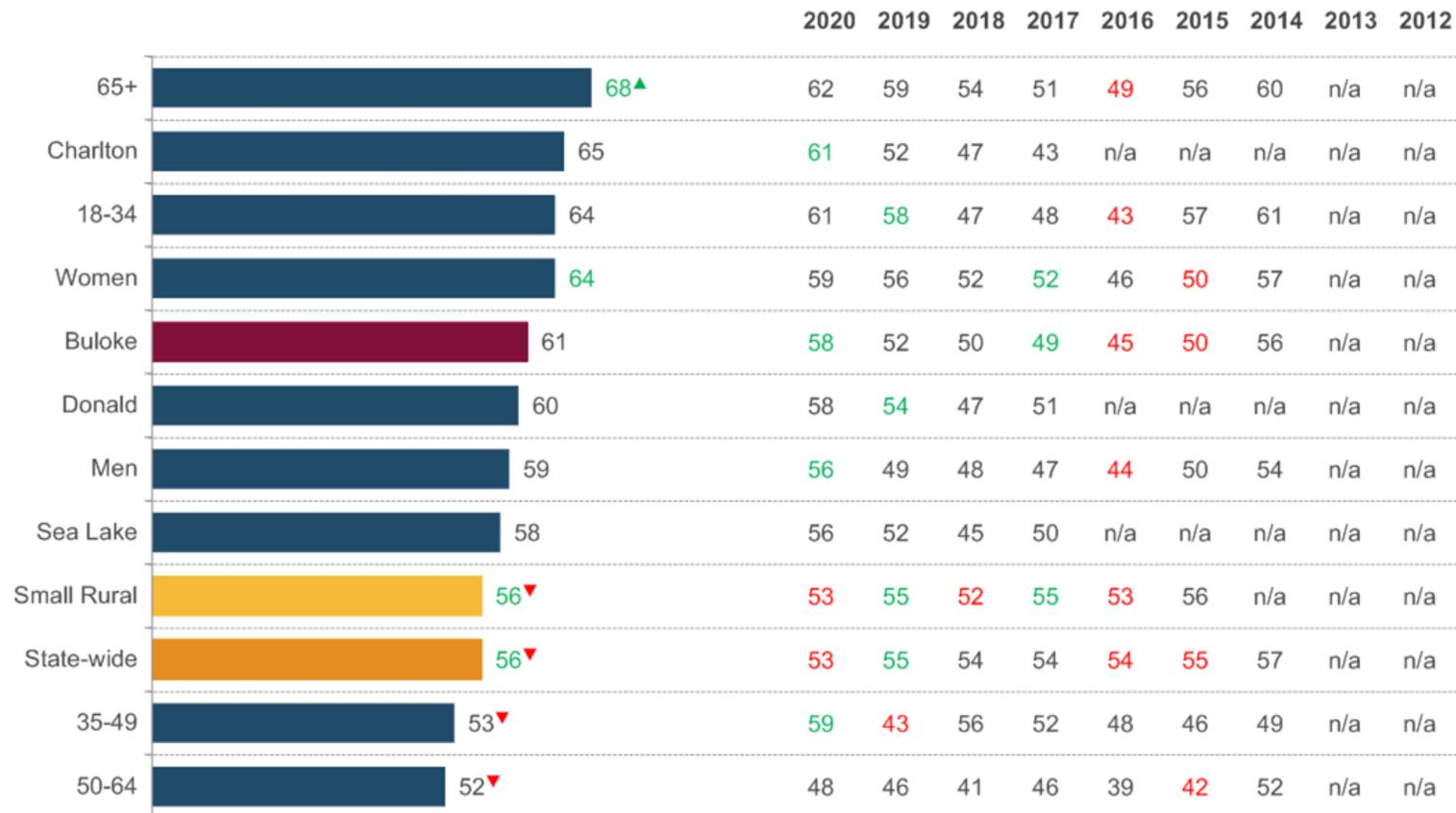


Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 54 Councils asked region: 49

Decisions made in the interest of the community performance



2021 community decisions made performance (index scores)

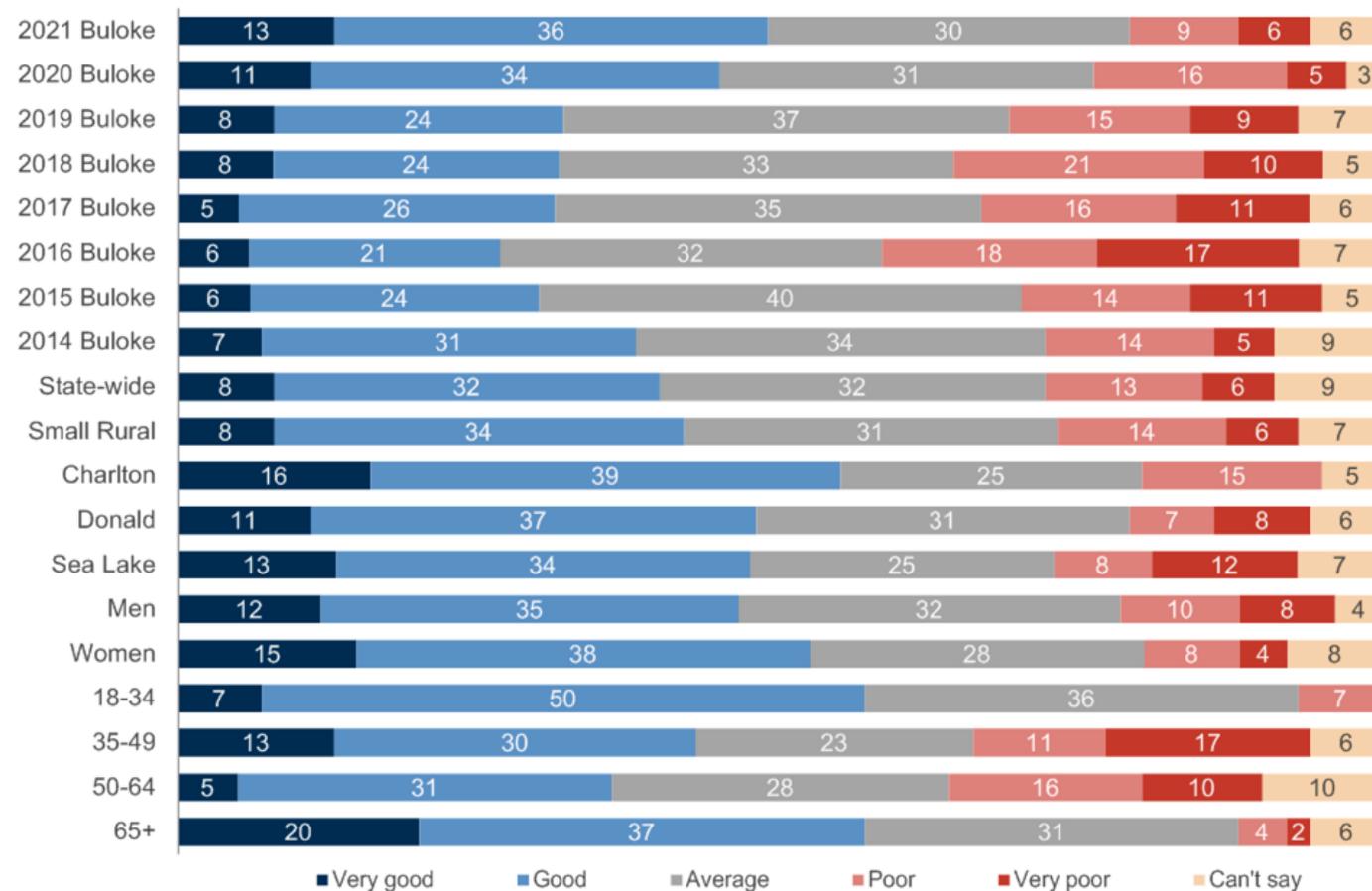


Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19
 Note: Green up arrow: A significant increase; Red down arrow: A significant decrease

Decisions made in the interest of the community performance



2021 community decisions made performance (%)



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: 88 Councils asked survey: 48

The condition of sealed local roads in your area performance



2021 sealed local roads performance (index scores)

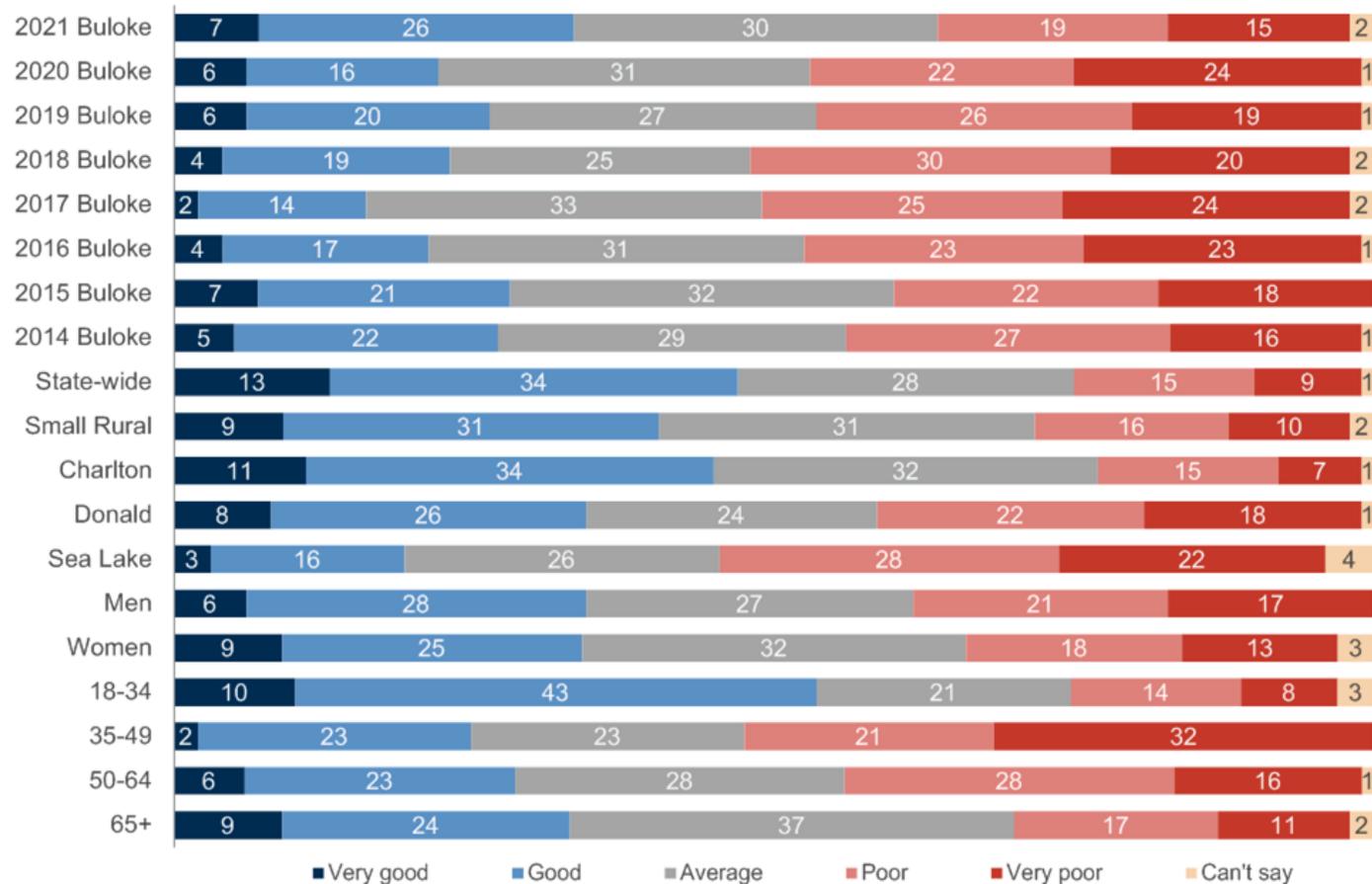
	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	59▲	35	40	32	39	32	41	40	n/a	n/a
Charlton	57▲	51	51	45	38	n/a	n/a	n/a	n/a	n/a
State-wide	57▲	54	56	53	53	54	55	55	n/a	n/a
Small Rural	53▲	51	53	49	50	52	52	n/a	n/a	n/a
65+	51	48	51	47	41	46	53	54	n/a	n/a
Women	50	39	38	40	39	38	46	44	n/a	n/a
Buloke	48	39	42	39	36	39	44	43	n/a	n/a
Donald	46	34	36	35	35	n/a	n/a	n/a	n/a	n/a
Men	46	40	45	38	34	41	42	41	n/a	n/a
50-64	44	35	36	35	33	36	42	41	n/a	n/a
Sea Lake	37▼	34	40	38	38	n/a	n/a	n/a	n/a	n/a
35-49	36▼	31	32	36	32	38	34	31	n/a	n/a

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: Green up Arrow: A for explanation of significant difference

The condition of sealed local roads in your area performance



2021 sealed local roads performance (%)



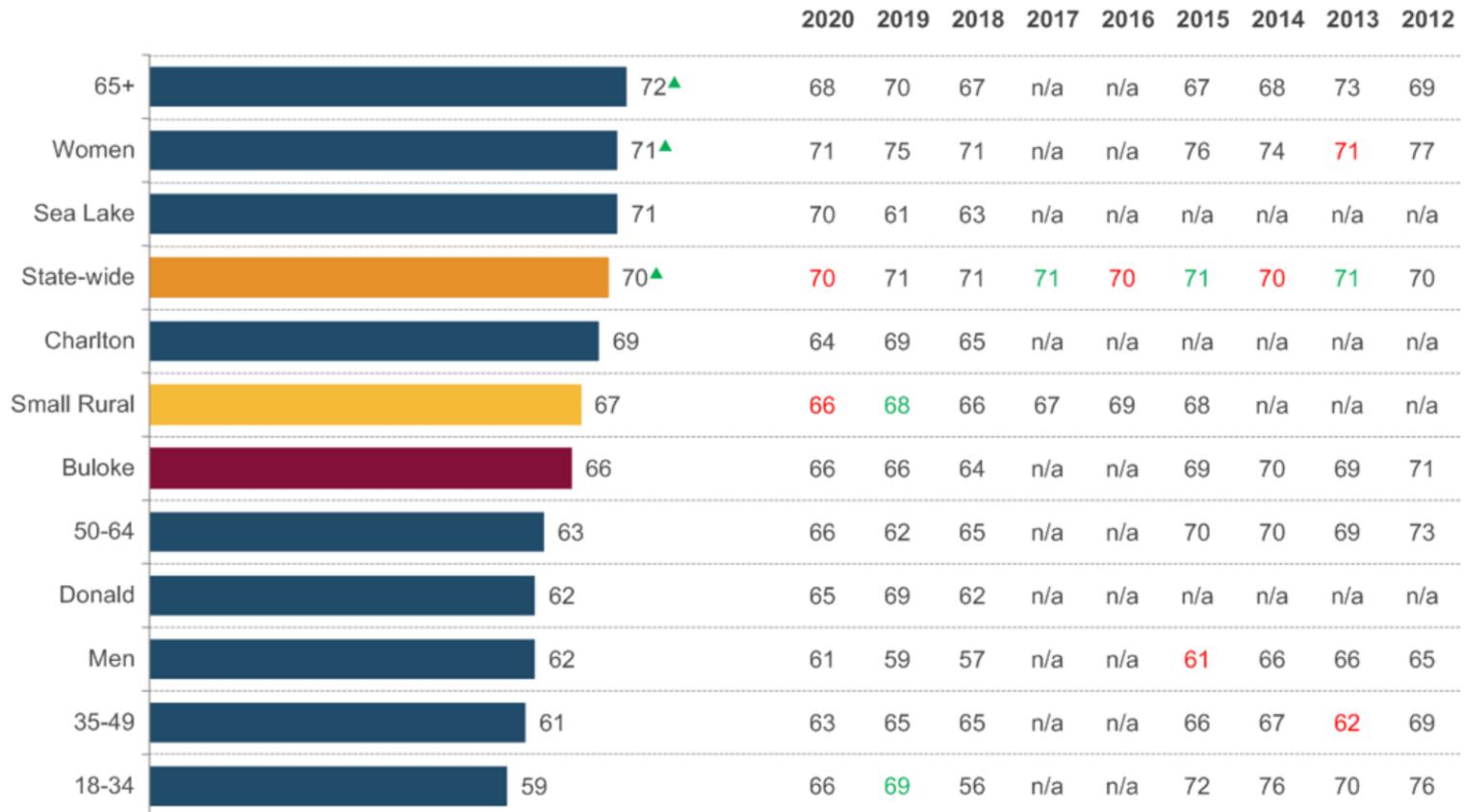
Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 88 Councils asked region: 40



Enforcement of local laws importance



2021 law enforcement importance (index scores)



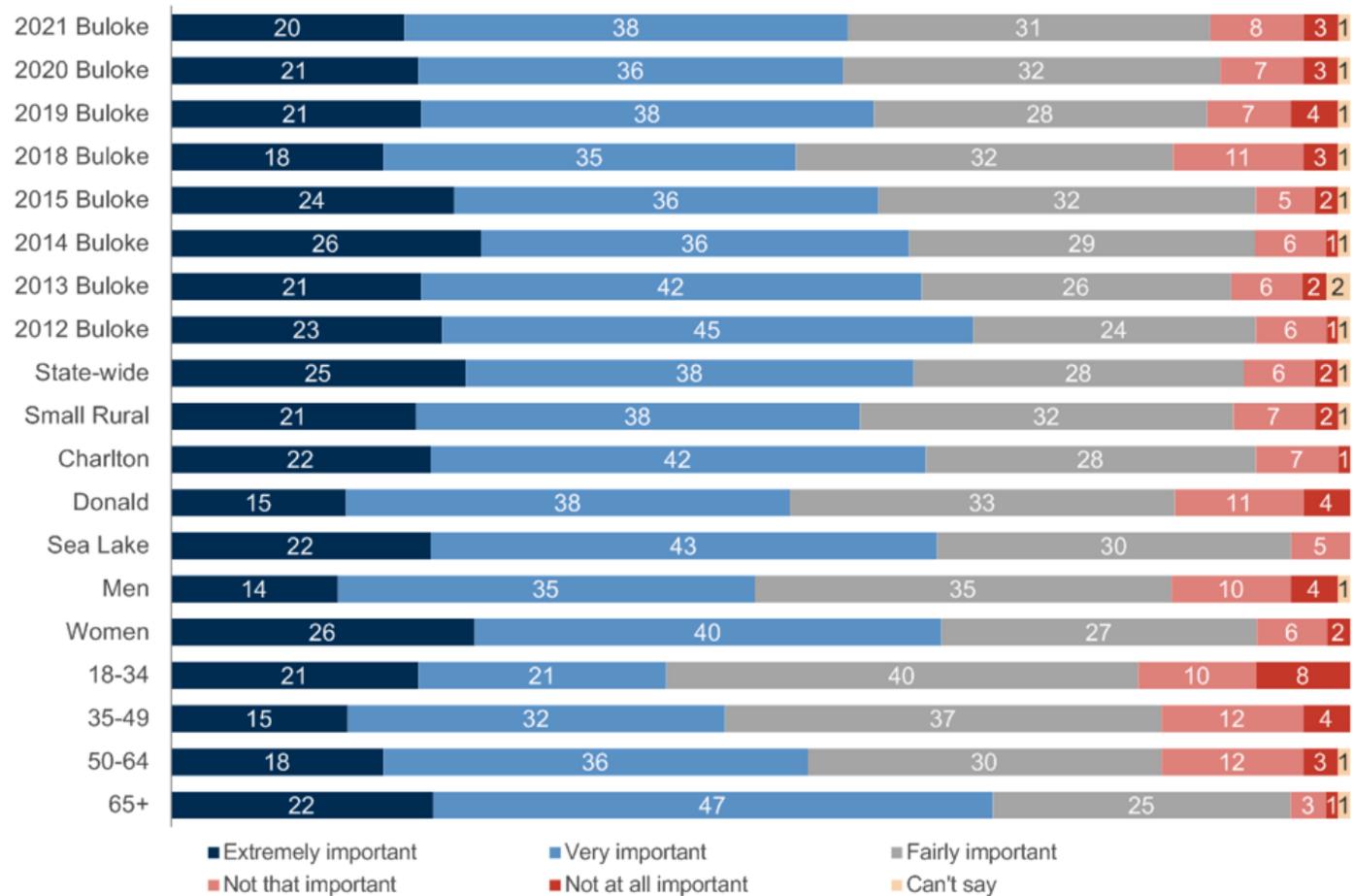
Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 25 Councils asked group: 7
 Note: Please see Appendix A for explanation of significant differences



Enforcement of local laws importance



2021 law enforcement importance (%)



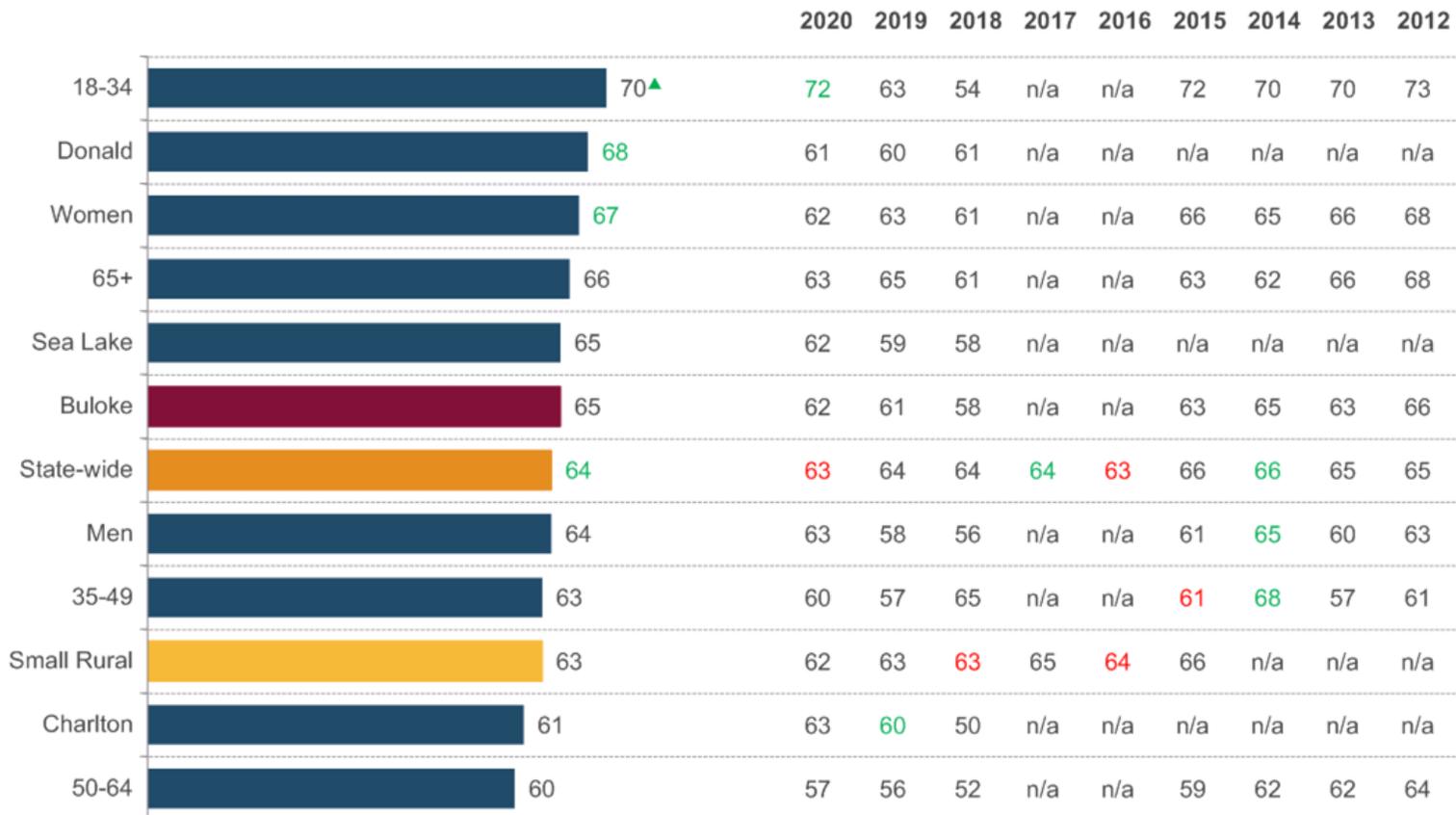
Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 95 Councils asked region 7



Enforcement of local laws performance



2021 law enforcement performance (index scores)



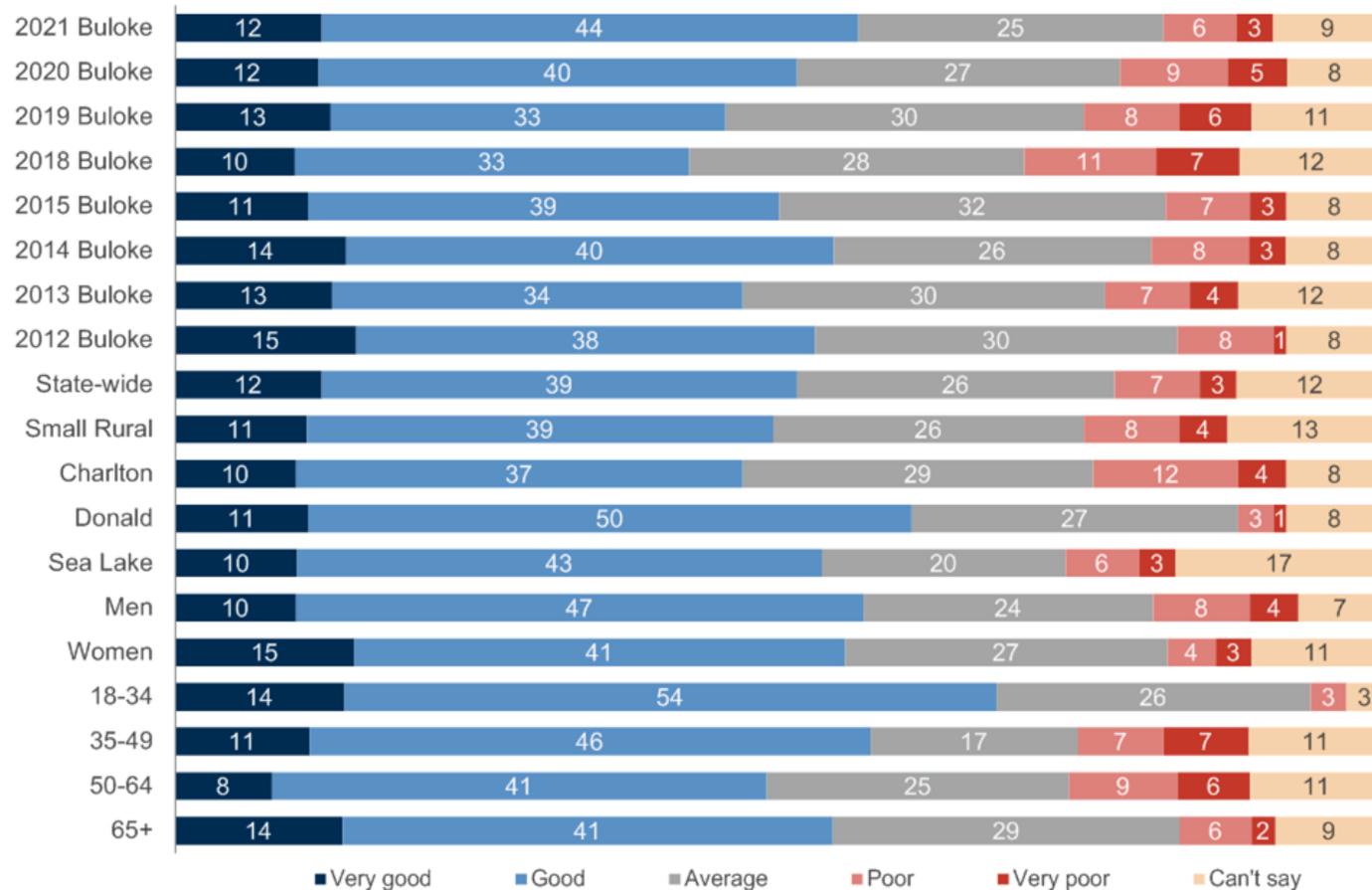
Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 34 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences



Enforcement of local laws performance



2021 law enforcement performance (%)



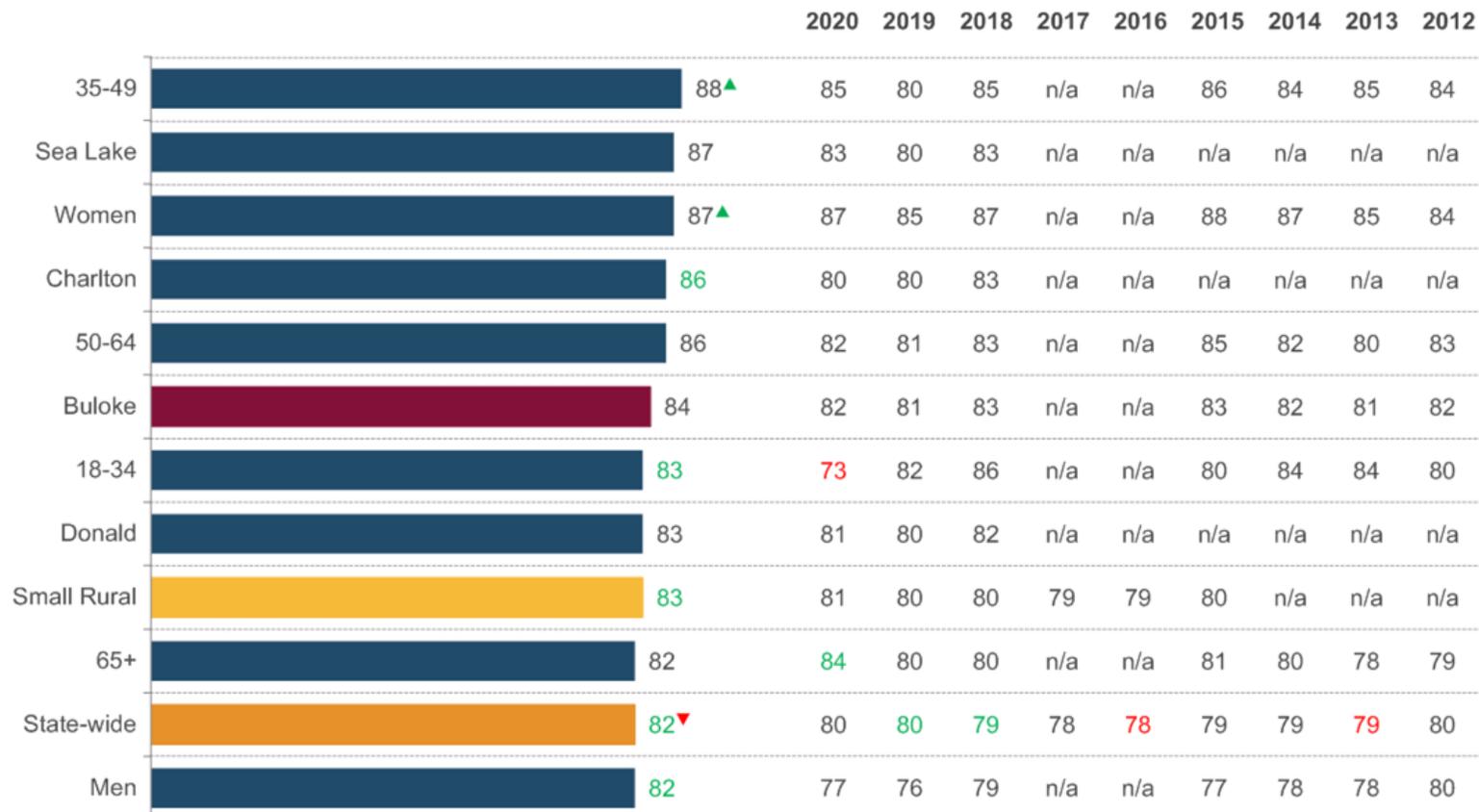
Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 34 Councils asked region: 40



Elderly support services importance



2021 elderly support importance (index scores)



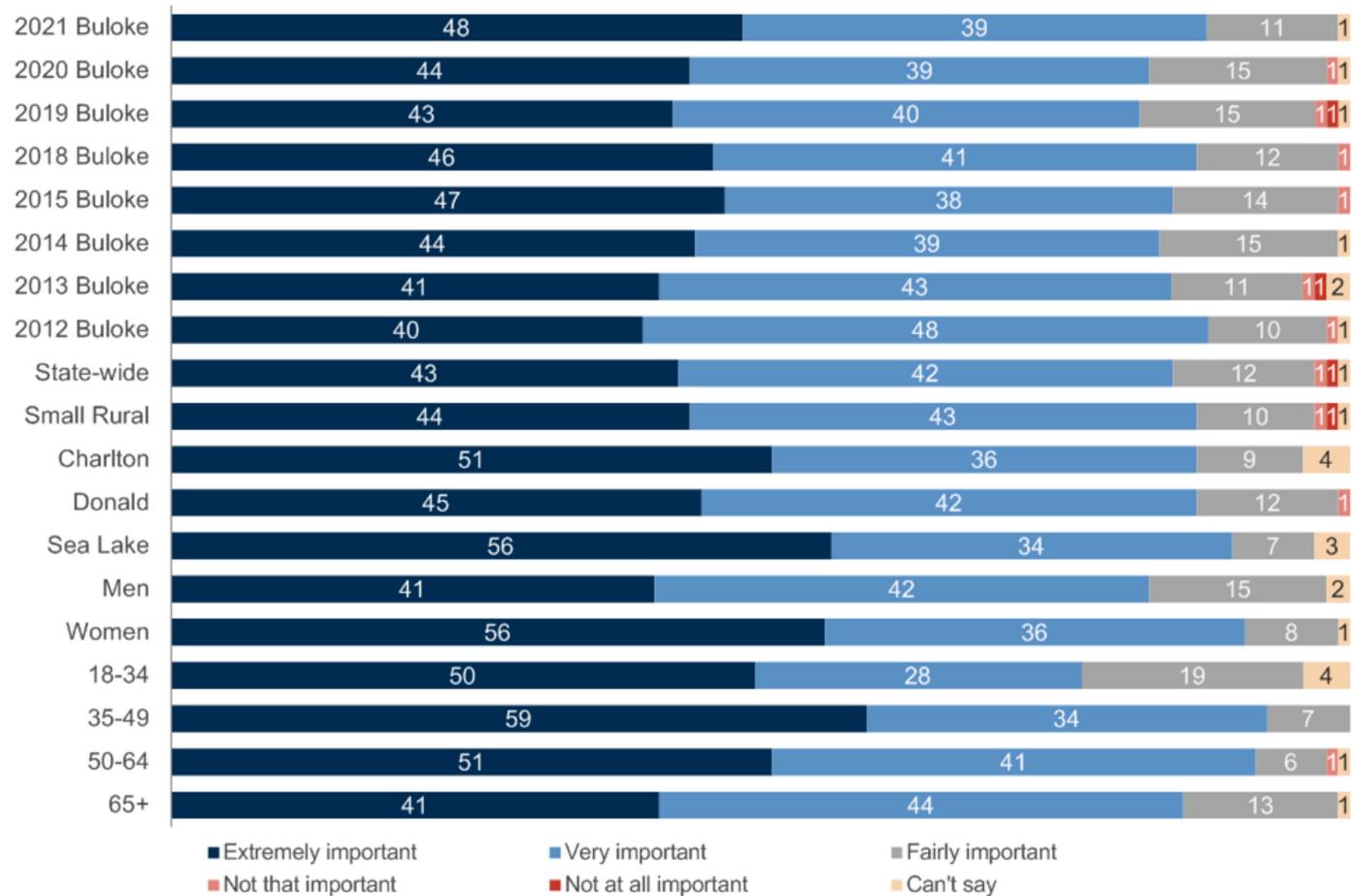
Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 21 Councils asked group: 6
 Note: Please see Appendix A for explanation of significant differences



Elderly support services importance



2021 elderly support importance (%)



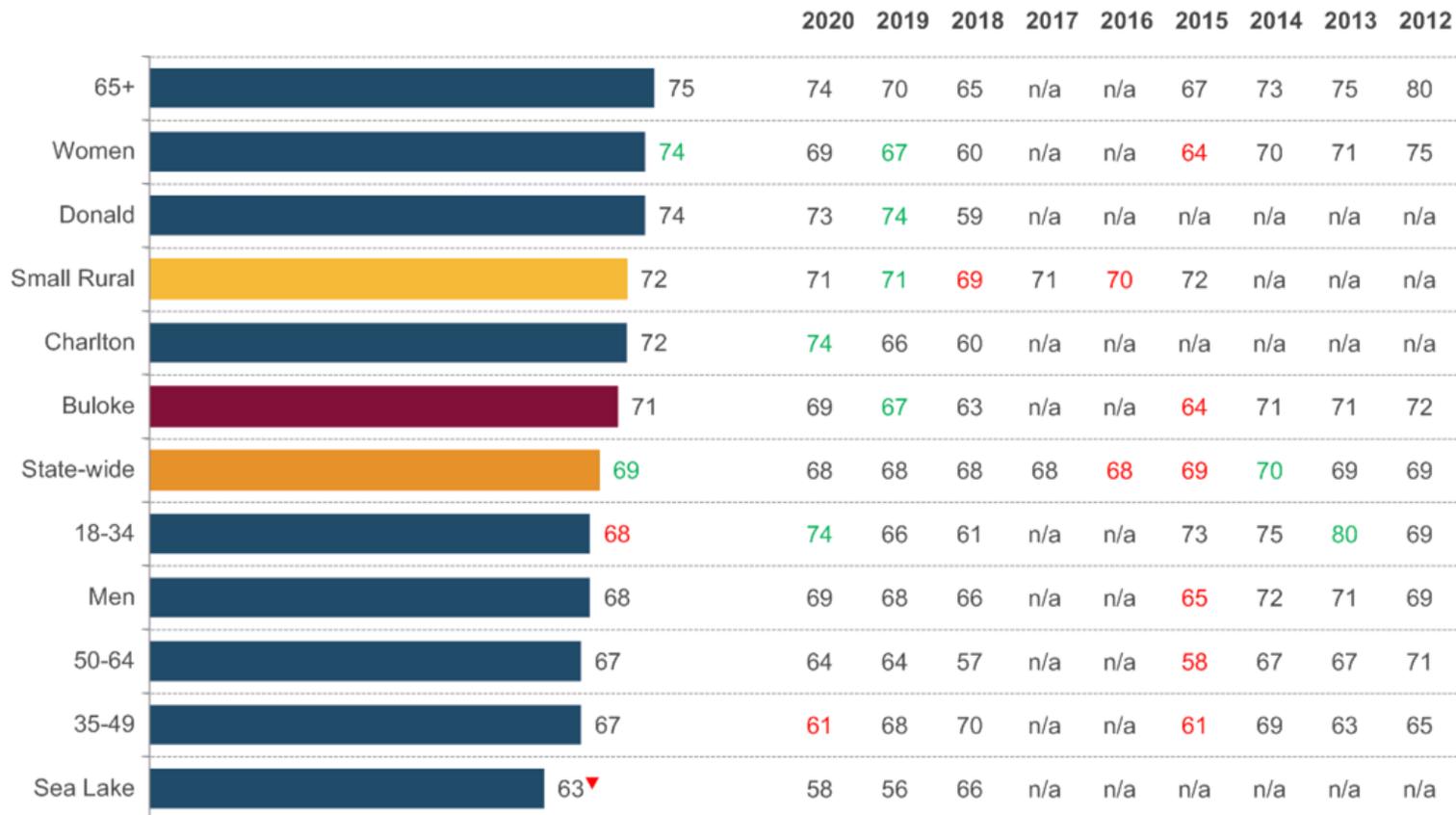
Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide. Q1. Councils asked survey 8.



Elderly support services performance



2021 elderly support performance (index scores)



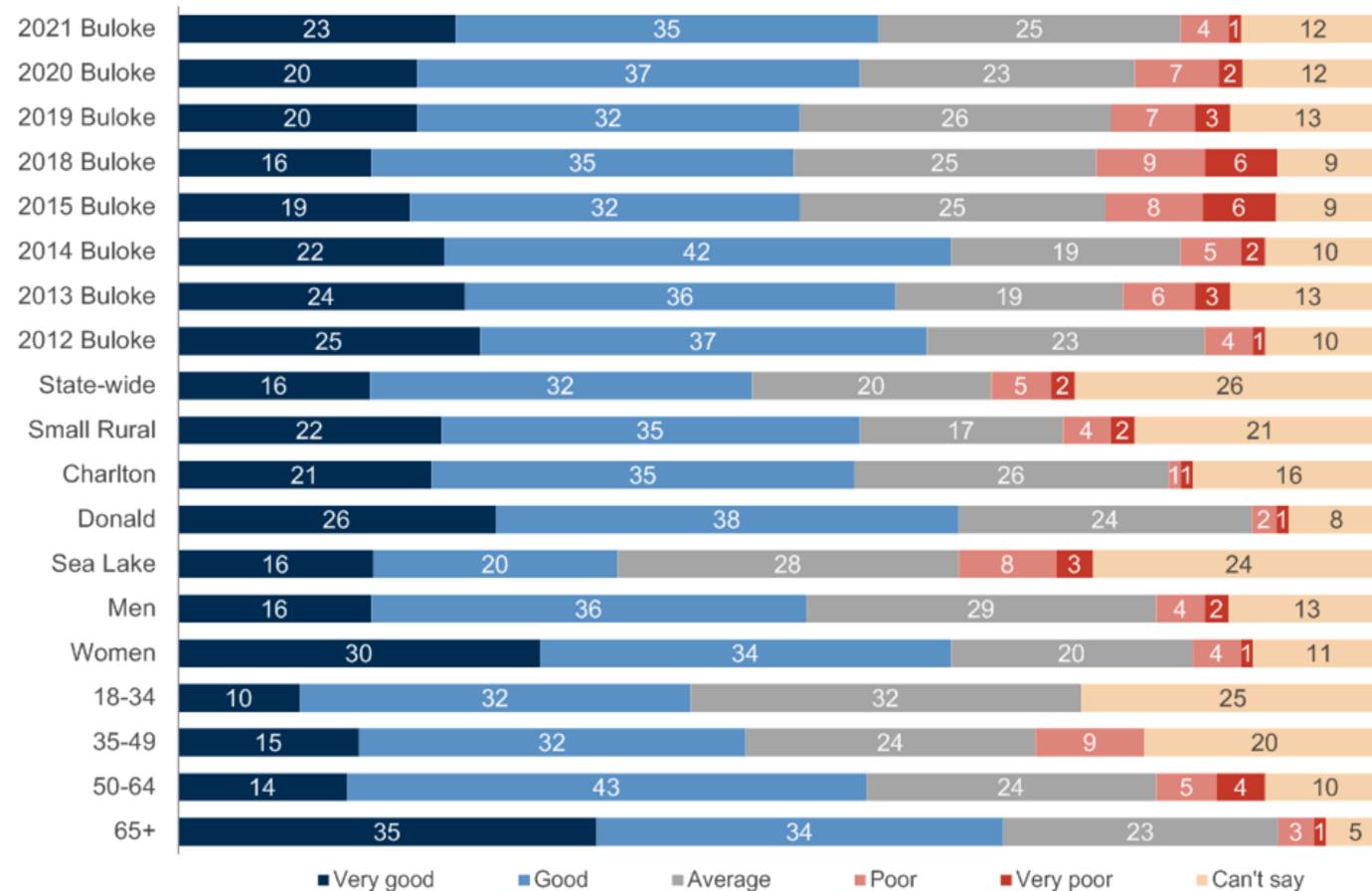
Q2. How has Council performed on 'Elderly support services' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 32 Councils asked group: 11
 Note: Please see Appendix A for explanation of significant differences



Elderly support services performance



2021 elderly support performance (%)



Q2. How has Council performed on 'Elderly support services' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 22 Councils asked region: 44



Recreational facilities importance



2021 recreational facilities importance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
35-49	77	80	80	82	n/a	n/a	80	75	76	79
Sea Lake	77	78	76	76	n/a	n/a	n/a	n/a	n/a	n/a
Women	76	78	77	75	n/a	n/a	78	78	75	80
50-64	76	76	72	74	n/a	n/a	77	77	72	75
Donald	76	73	77	78	n/a	n/a	n/a	n/a	n/a	n/a
65+	76	74	72	73	n/a	n/a	70	74	70	74
Buloke	76	76	74	77	n/a	n/a	75	76	73	77
Men	75	74	72	78	n/a	n/a	73	73	71	73
State-wide	74	72	72	73	72	73	72	72	72	72
Small Rural	73	73	72	72	71	72	73	n/a	n/a	n/a
18-34	72	75	76	82	n/a	n/a	78	76	75	80
Charlton	72	73	73	74	n/a	n/a	n/a	n/a	n/a	n/a

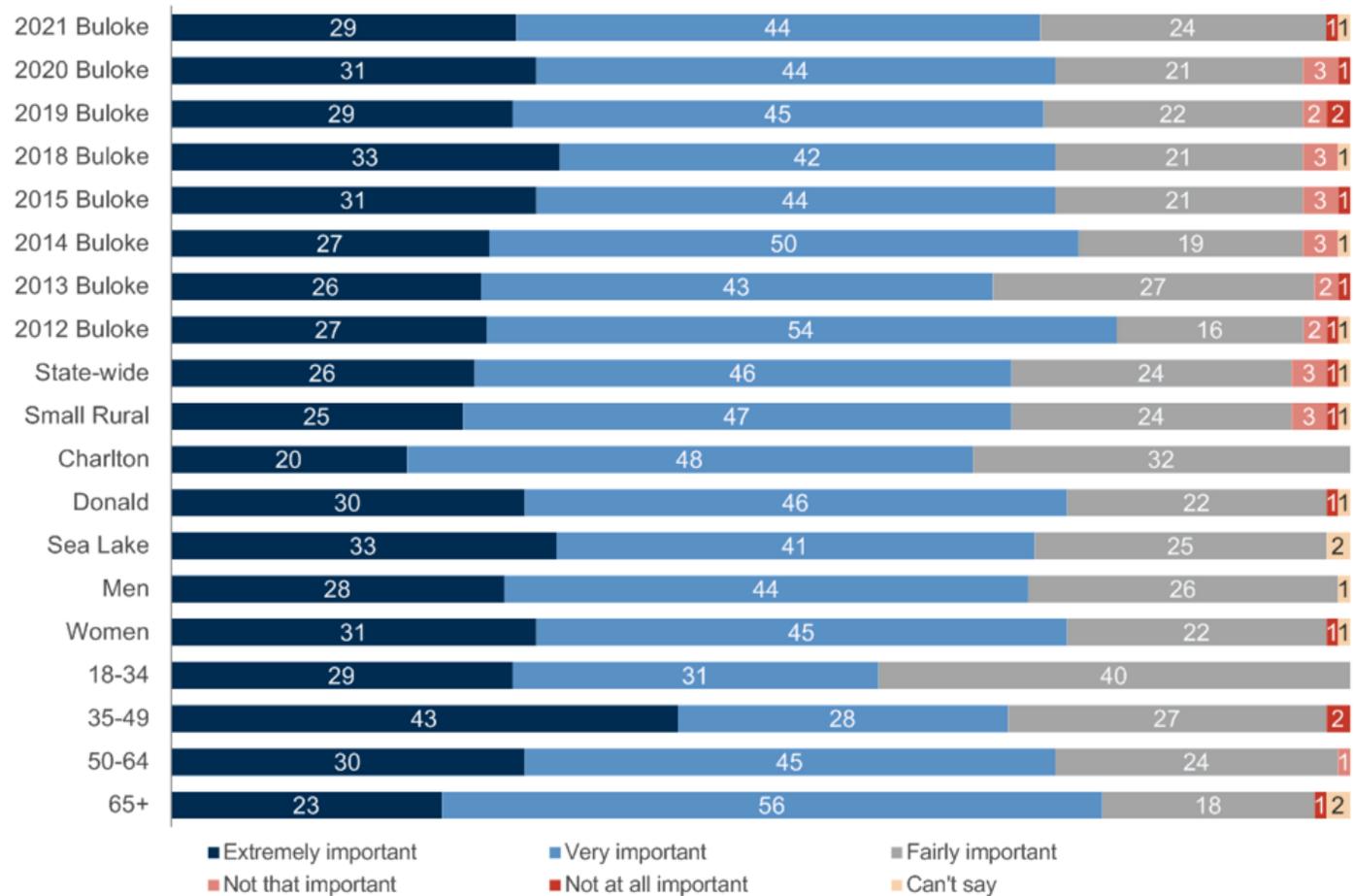
Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 33 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences



Recreational facilities importance



2021 recreational facilities importance (%)



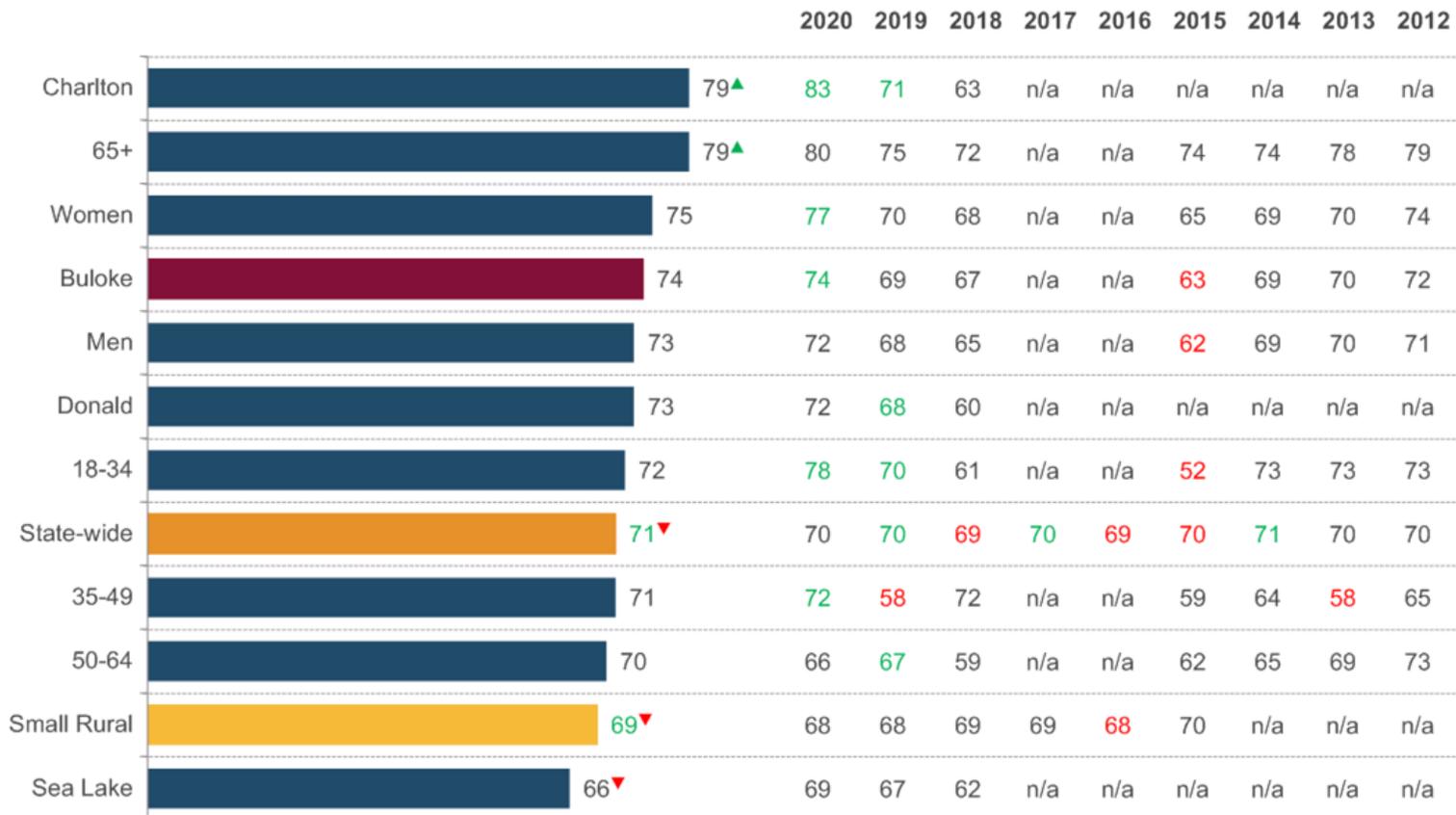
Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 23 Councils asked region 8



Recreational facilities performance



2021 recreational facilities performance (index scores)



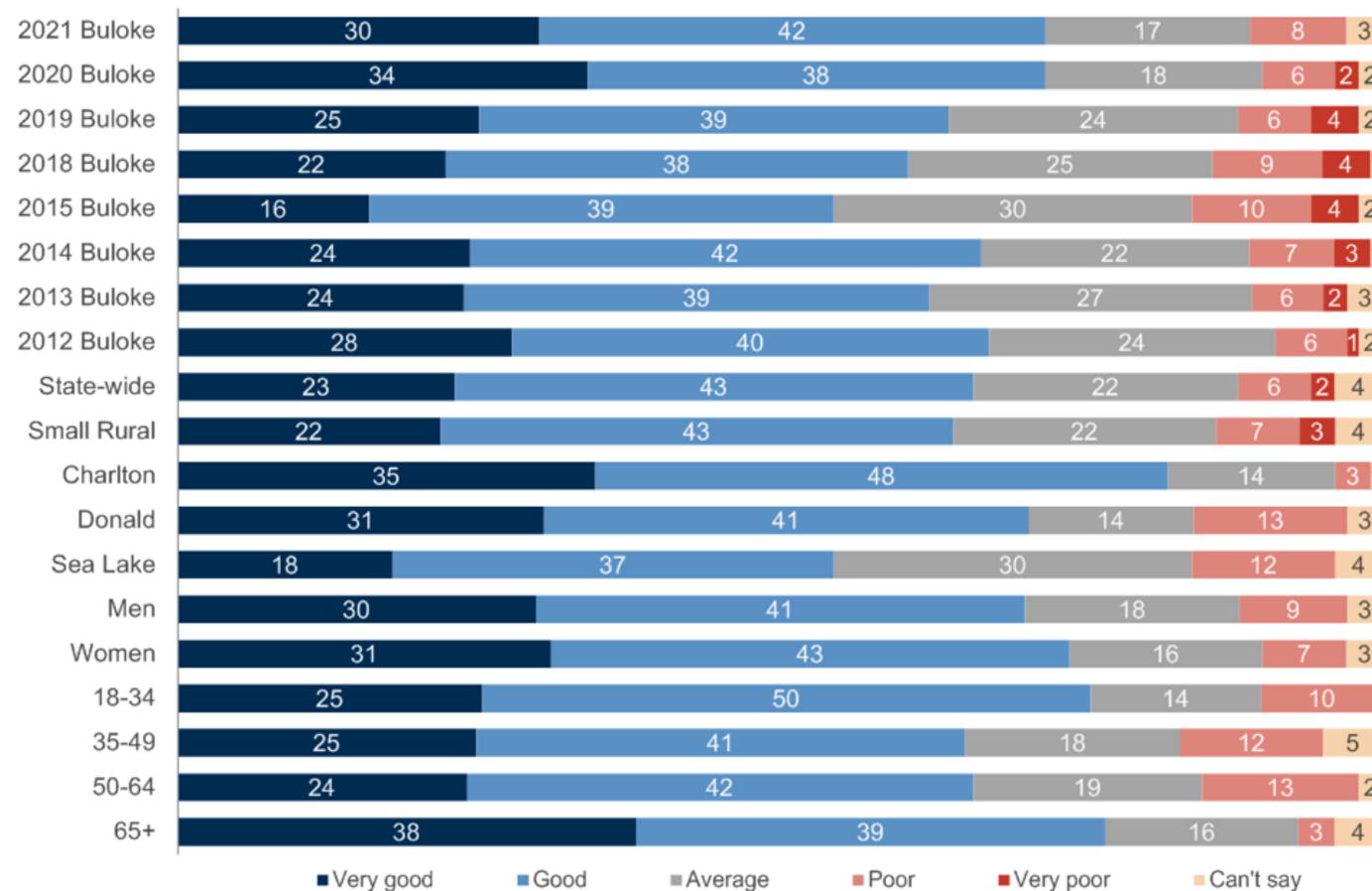
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 42 Councils asked group: 13
 Note: Green up Arrow: A for explanation of significant difference



Recreational facilities performance



2021 recreational facilities performance (%)



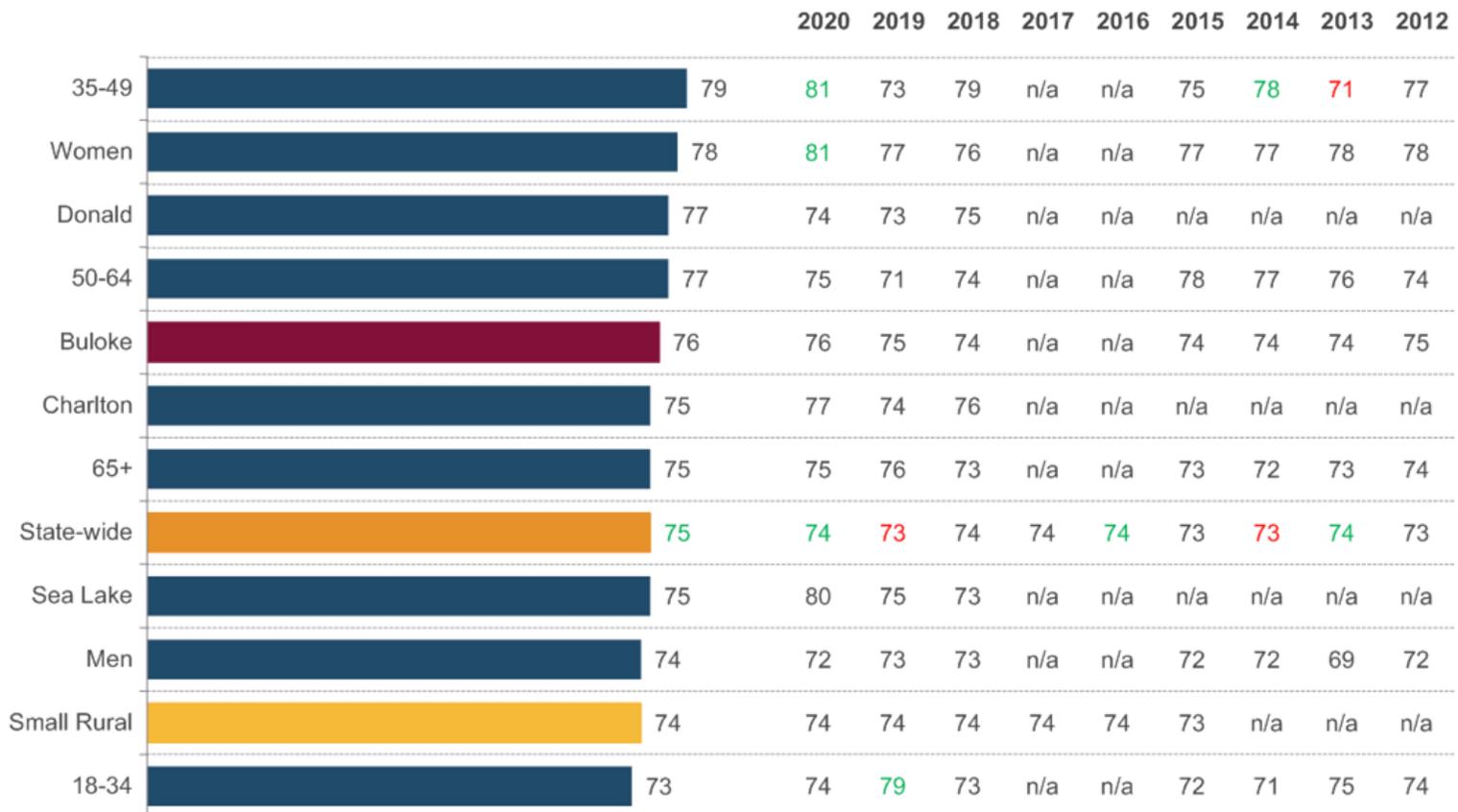
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 49 Councils asked region: 49



The appearance of public areas importance



2021 public areas importance (index scores)



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: 8

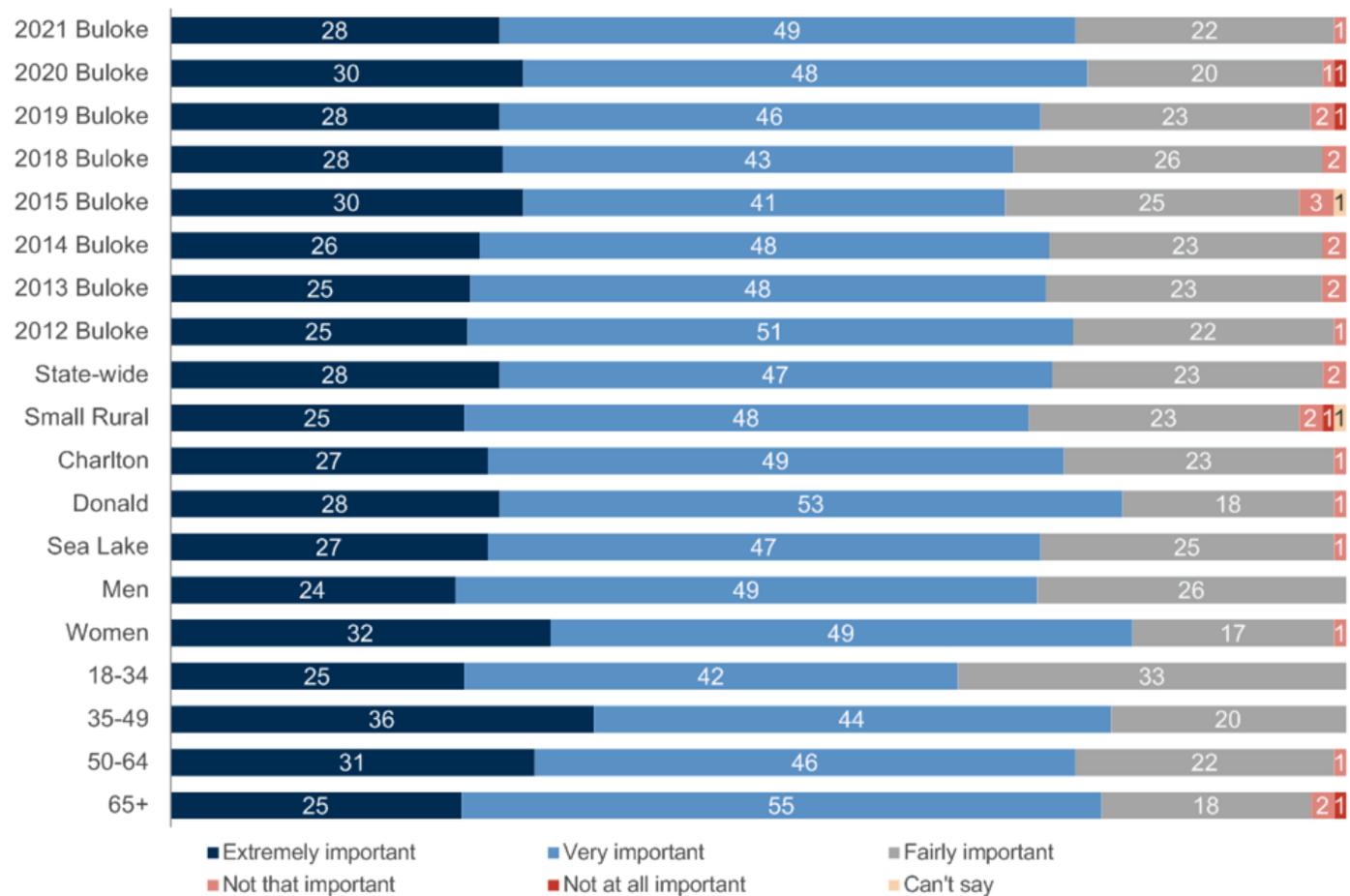
Note: Please see Appendix A for explanation of significant differences



The appearance of public areas importance



2021 public areas importance (%)



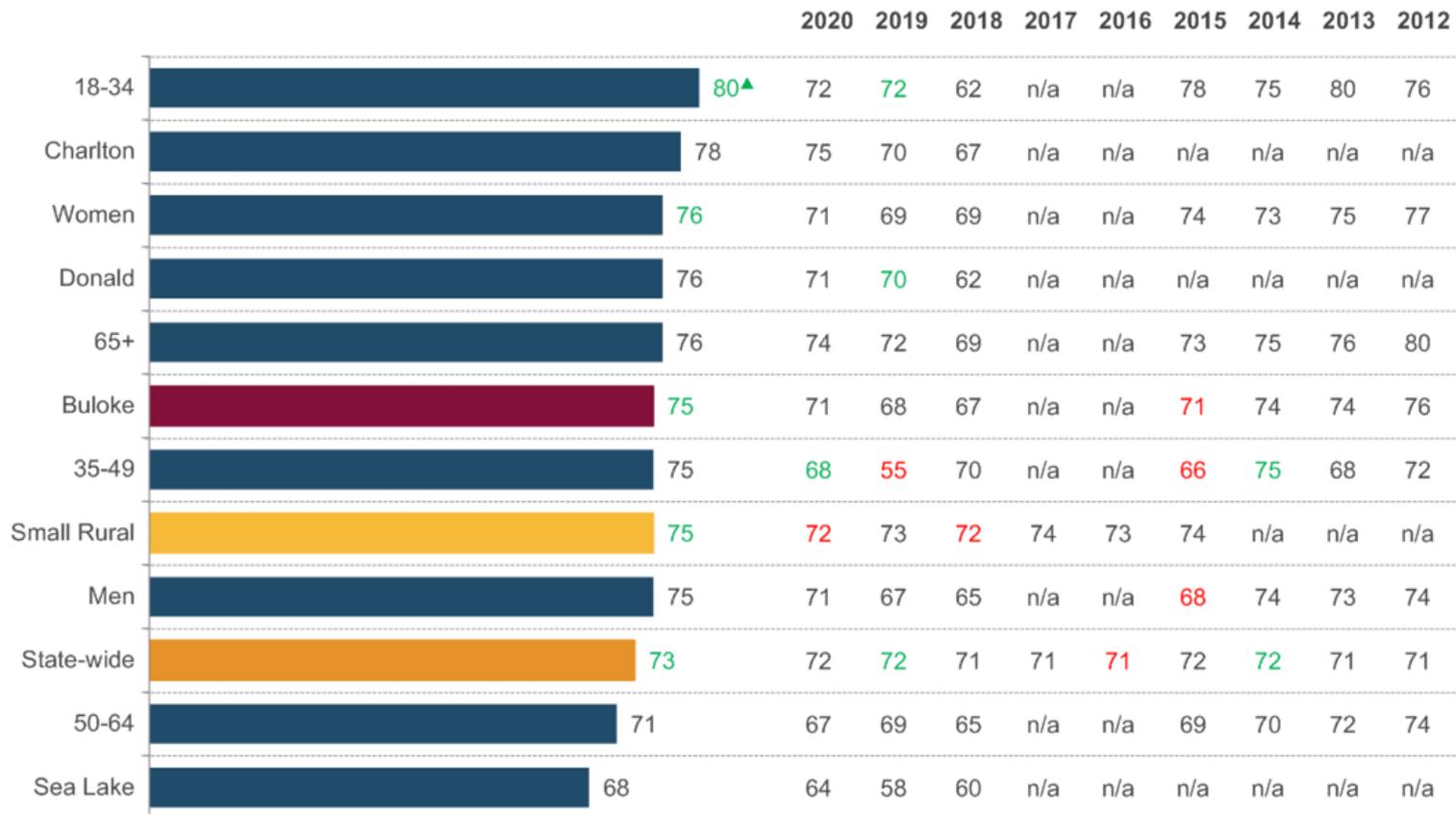
Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide. 24 Councils asked survey 8.



The appearance of public areas performance



2021 public areas performance (index scores)



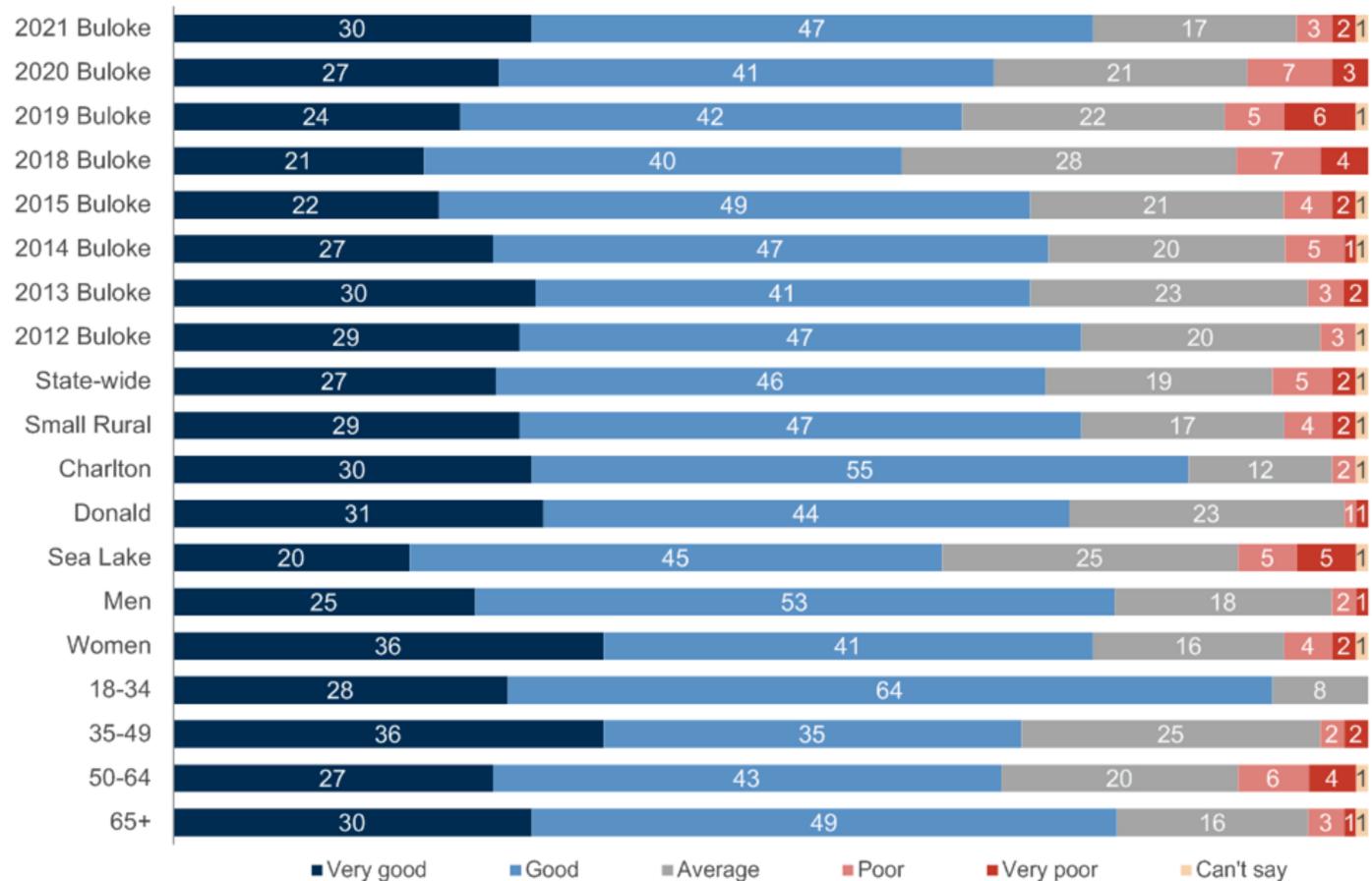
Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 40 Councils asked group: 13
 Note: Green and Red indicate a significant difference



The appearance of public areas performance



2021 public areas performance (%)



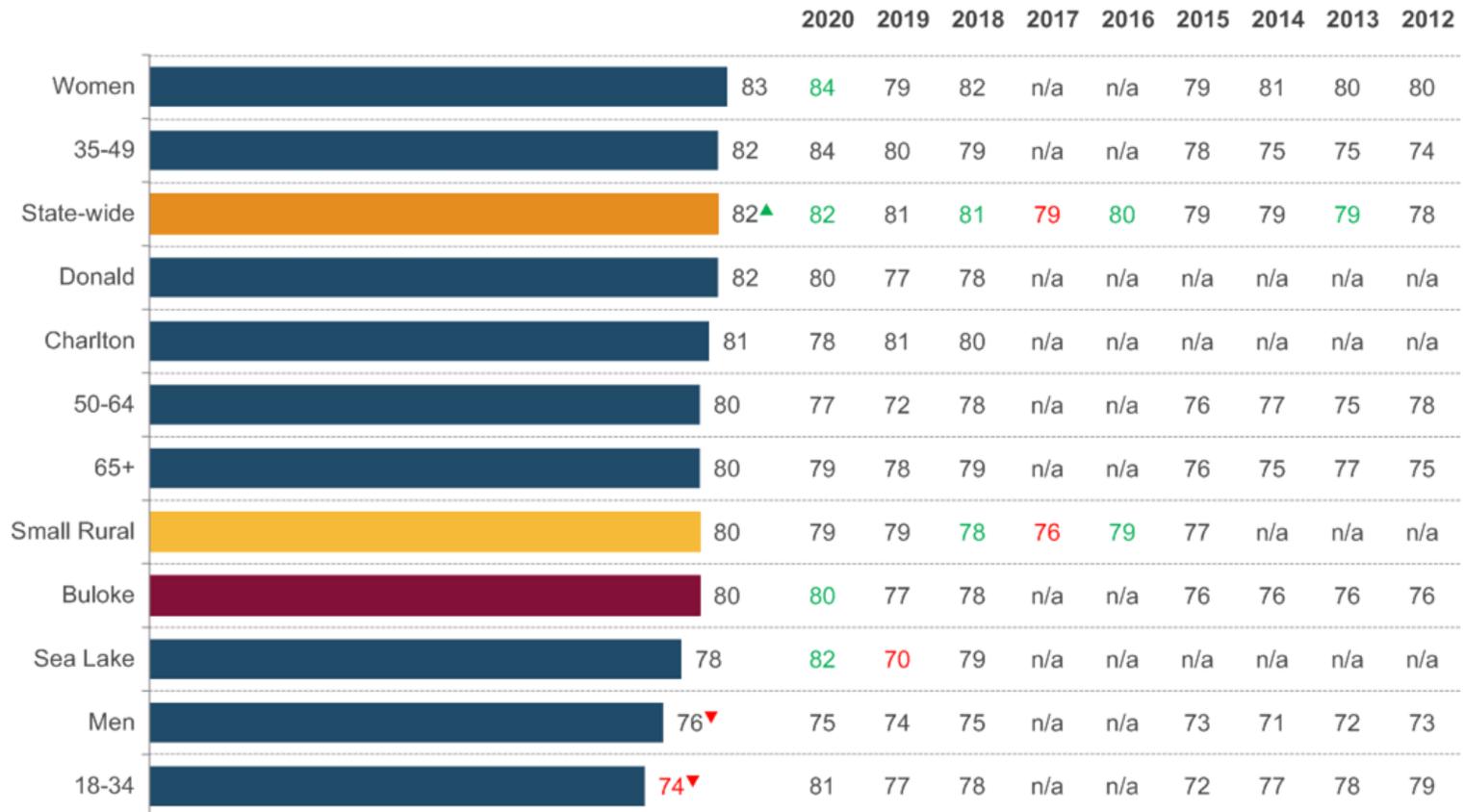
Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 40 Councils asked online: 43



Waste management importance



2021 waste management importance (index scores)



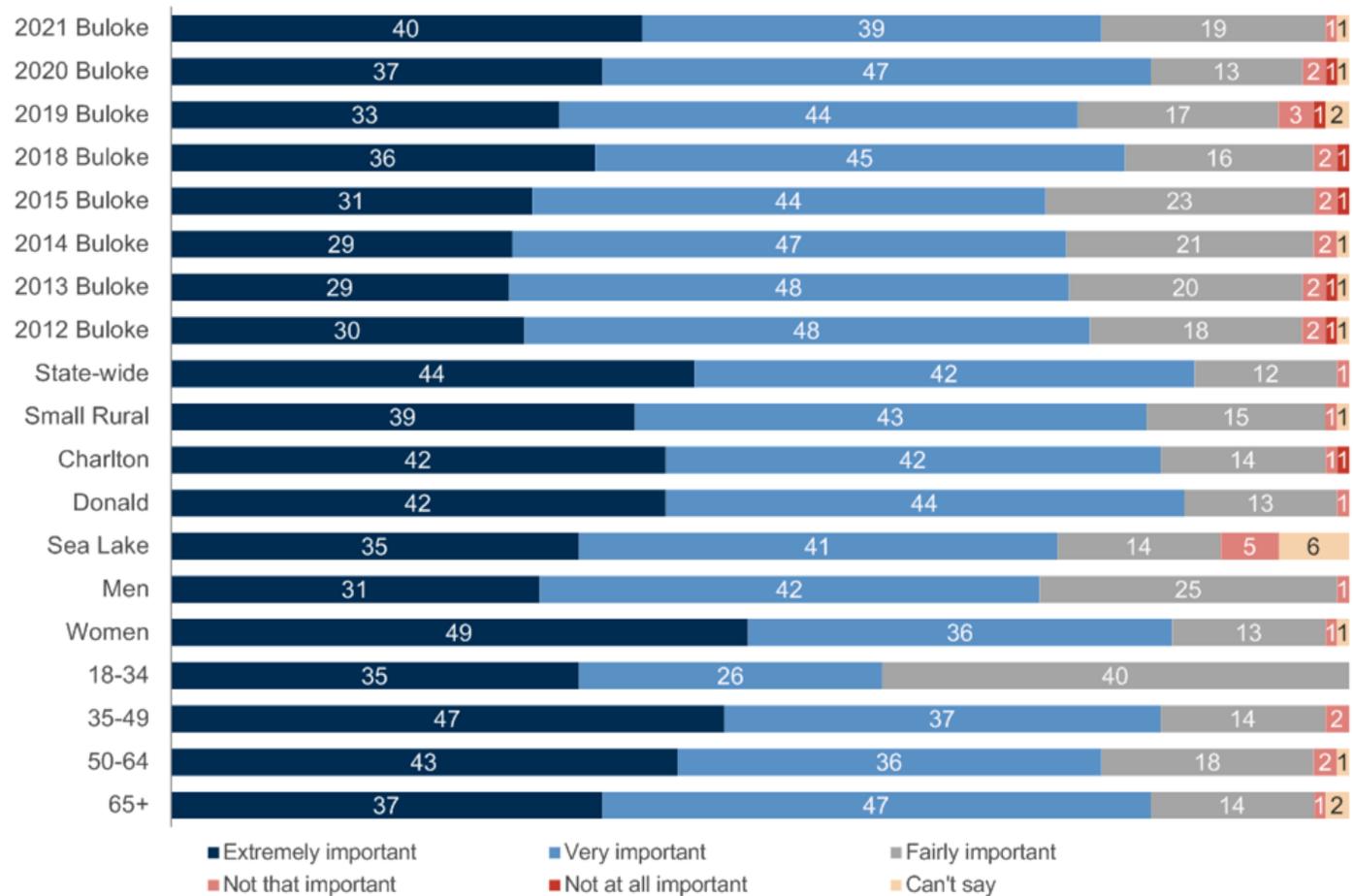
Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 32 Councils asked group: 7
 Note: Please see Appendix A for explanation of significant differences



Waste management importance



2021 waste management importance (%)



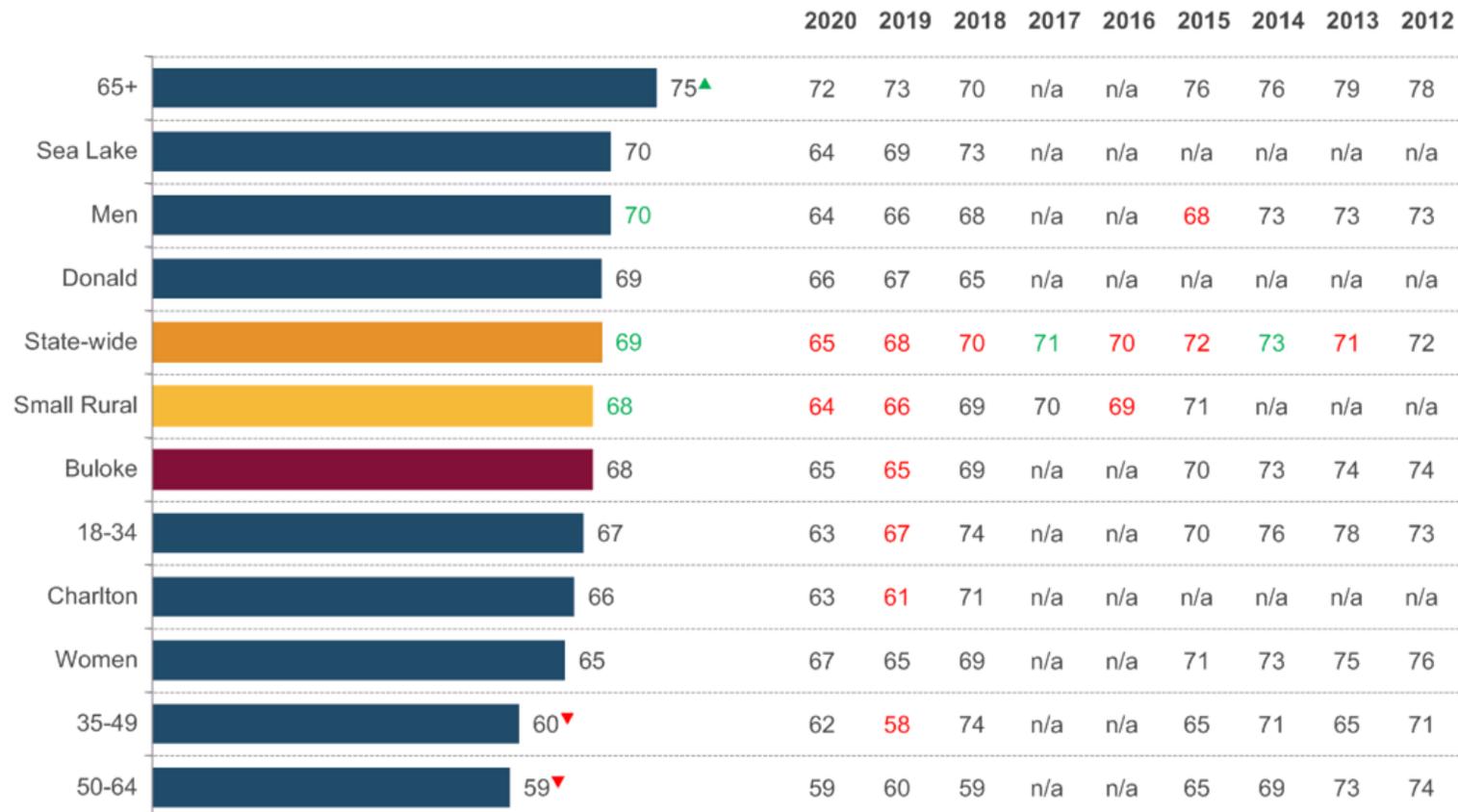
Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
 Based on respondents. Councils asked state-wide: 22 Councils asked survey 7



Waste management performance



2021 waste management performance (index scores)



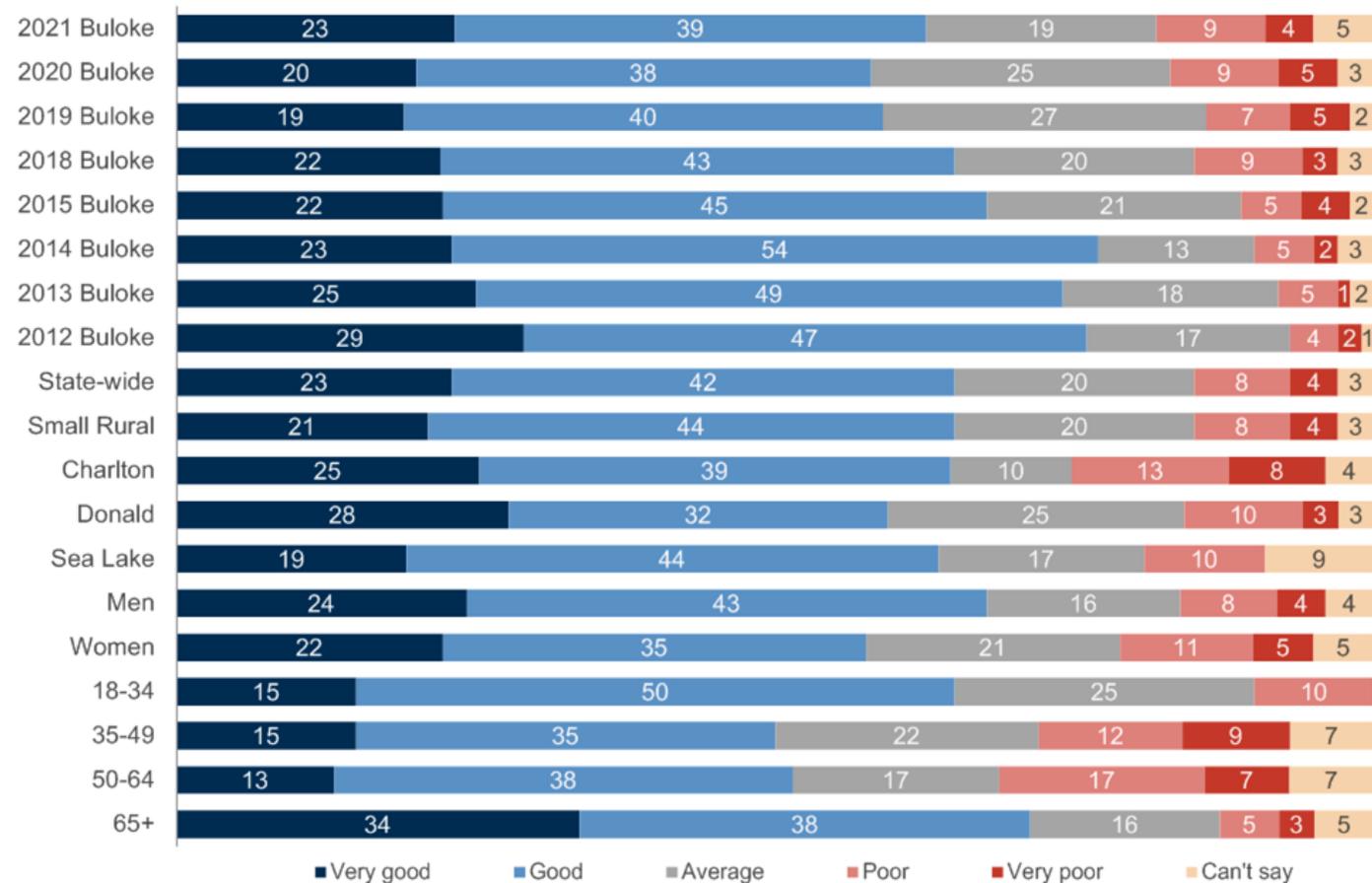
Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences



Waste management performance



2021 waste management performance (%)

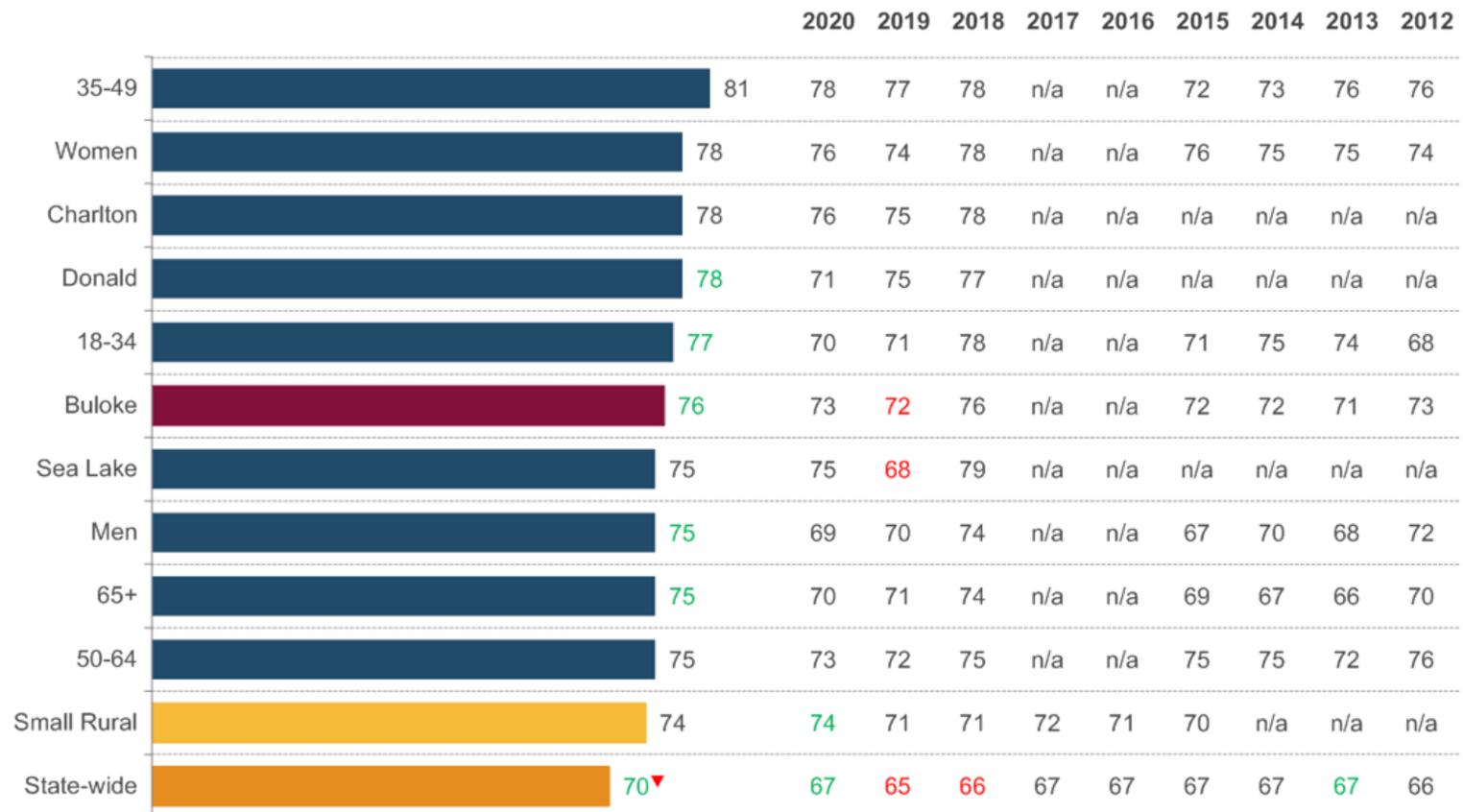


Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 88 Councils asked region: 40

Business and community development and tourism importance



2021 business/development/tourism importance (index scores)

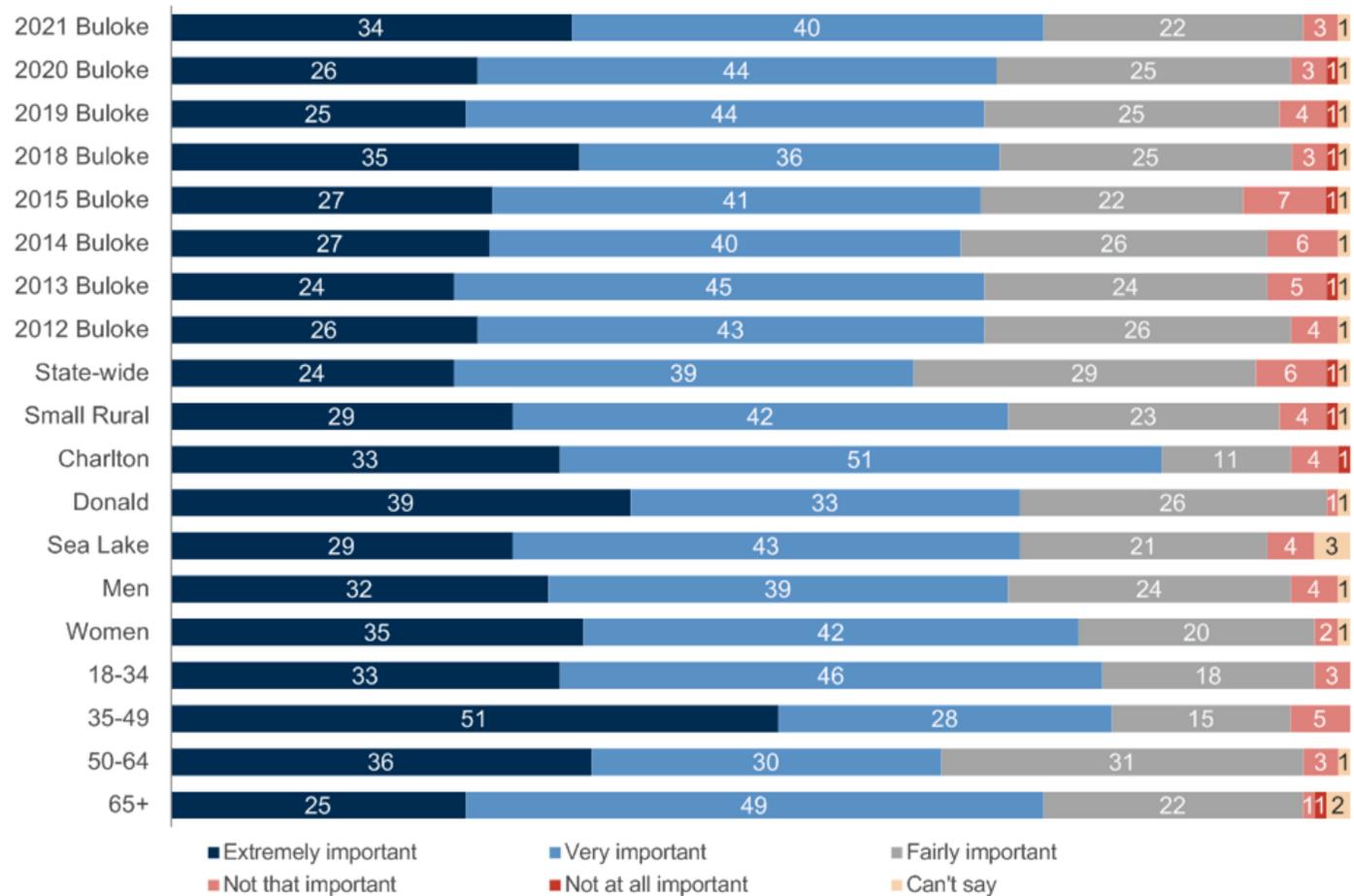


Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 22 Councils asked group: 6
 Note: Please see Appendix A for explanation of significant differences

Business and community development and tourism importance



2021 business/development/tourism importance (%)

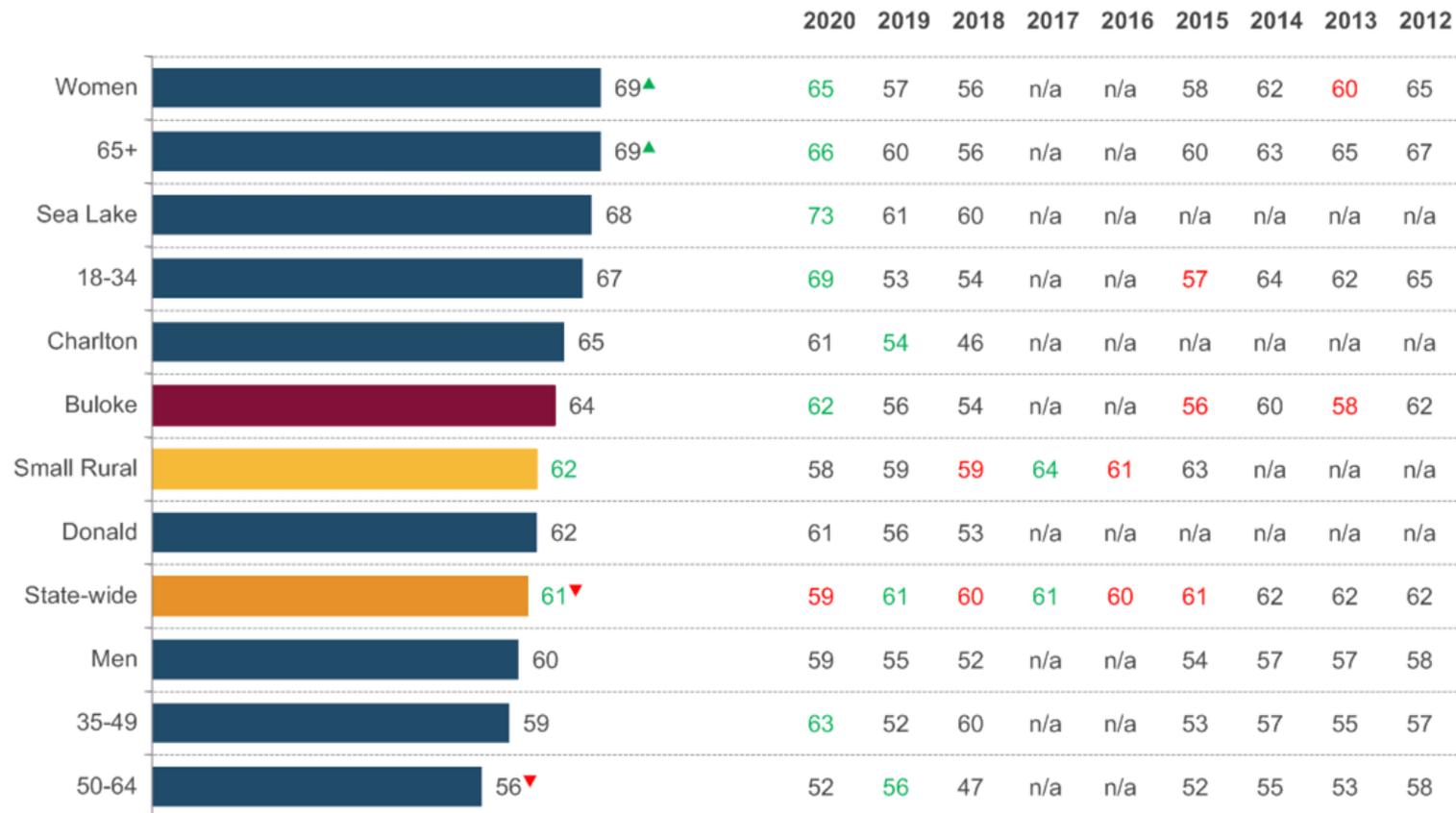


Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 22 Councils asked survey 2

Business and community development and tourism performance



2021 business/development/tourism performance (index scores)

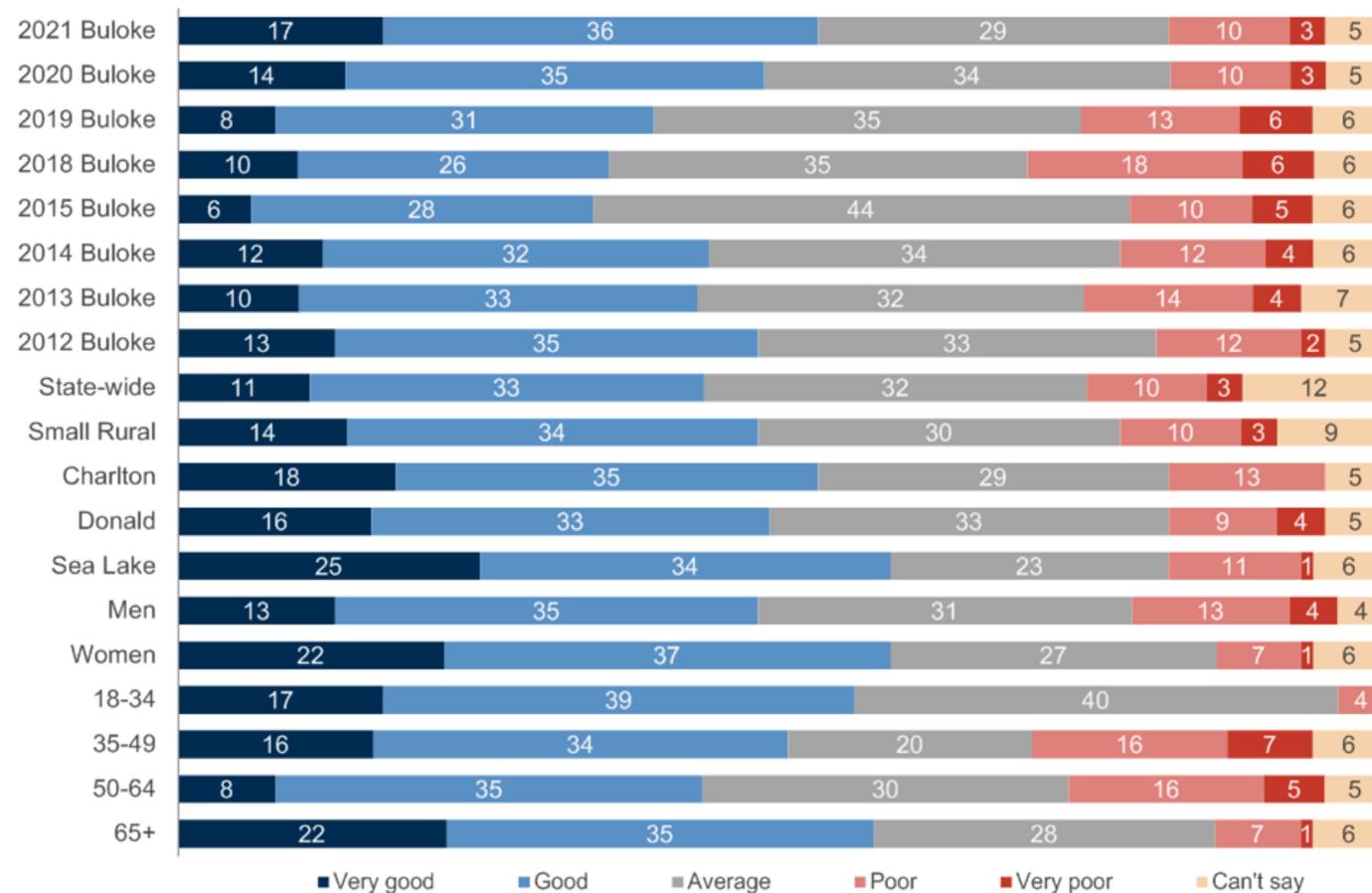


Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 28 Councils asked group: 8
 Note: Green up Arrow: A significant increase in performance

Business and community development and tourism performance



2021 business/development/tourism performance (%)



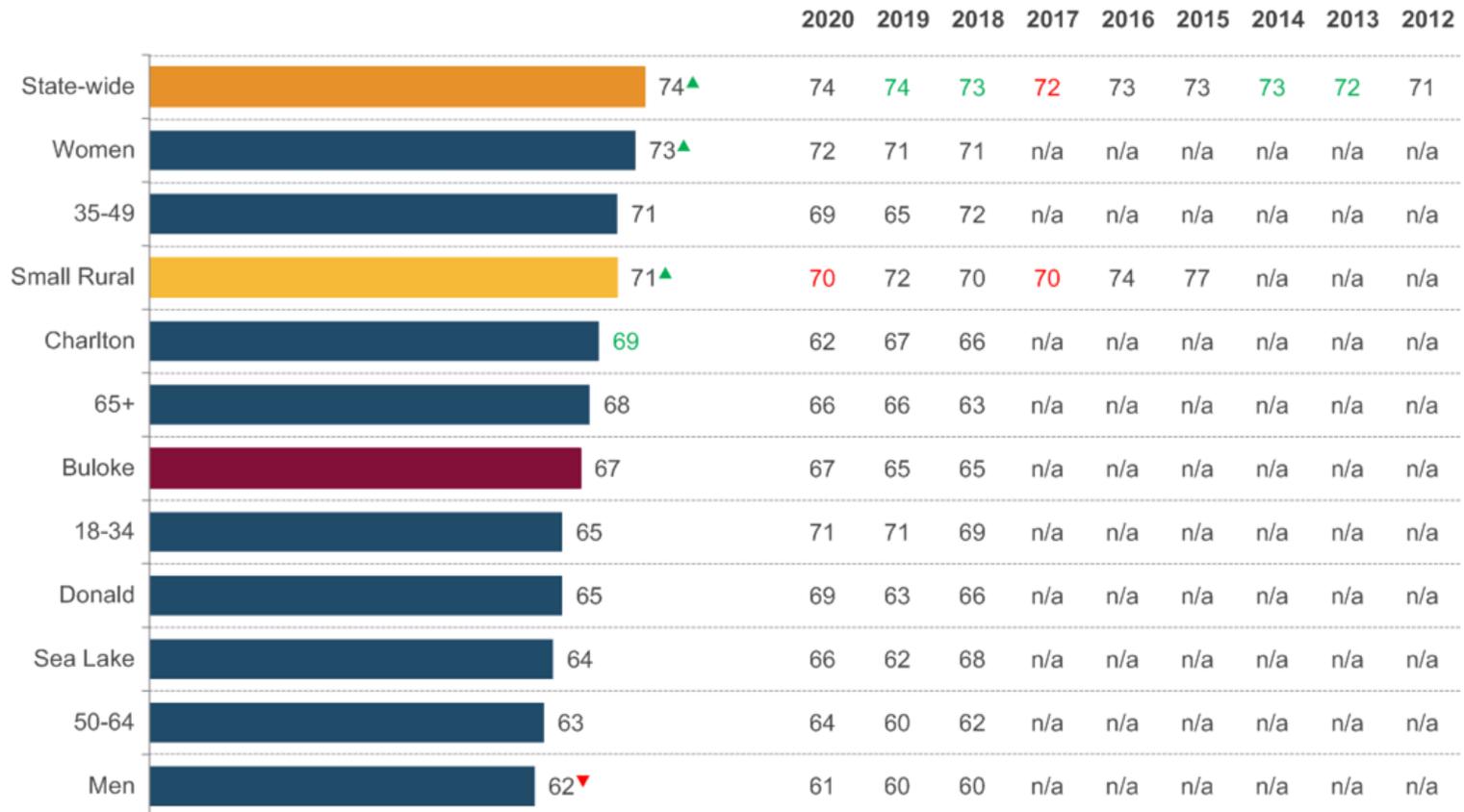
Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 28 Councils asked region 8



Environmental sustainability importance



2021 environmental sustainability importance (index scores)



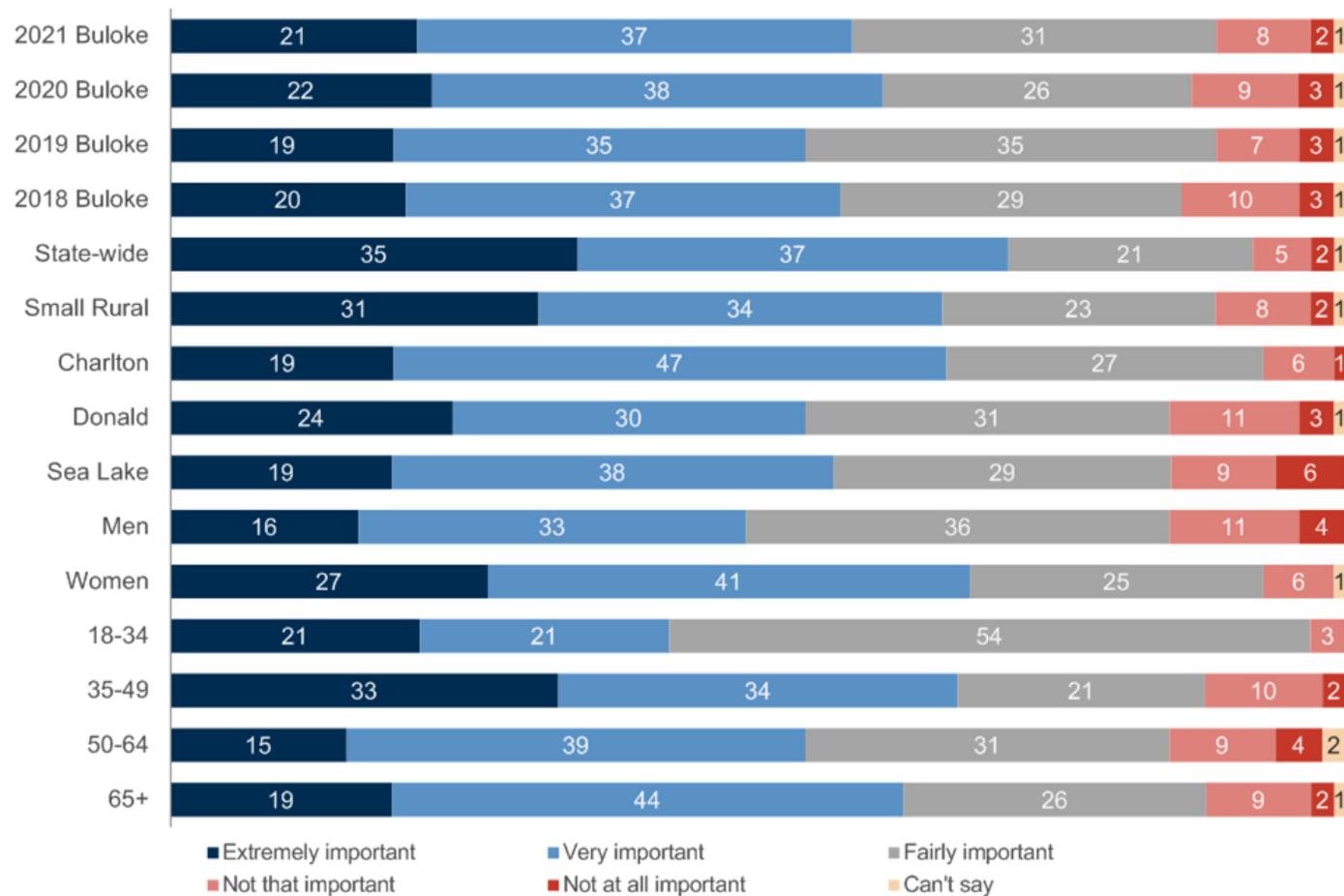
Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 26 Councils asked group: 3
 Note: Please see Appendix A for explanation of significant differences



Environmental sustainability importance



2021 environmental sustainability importance (%)



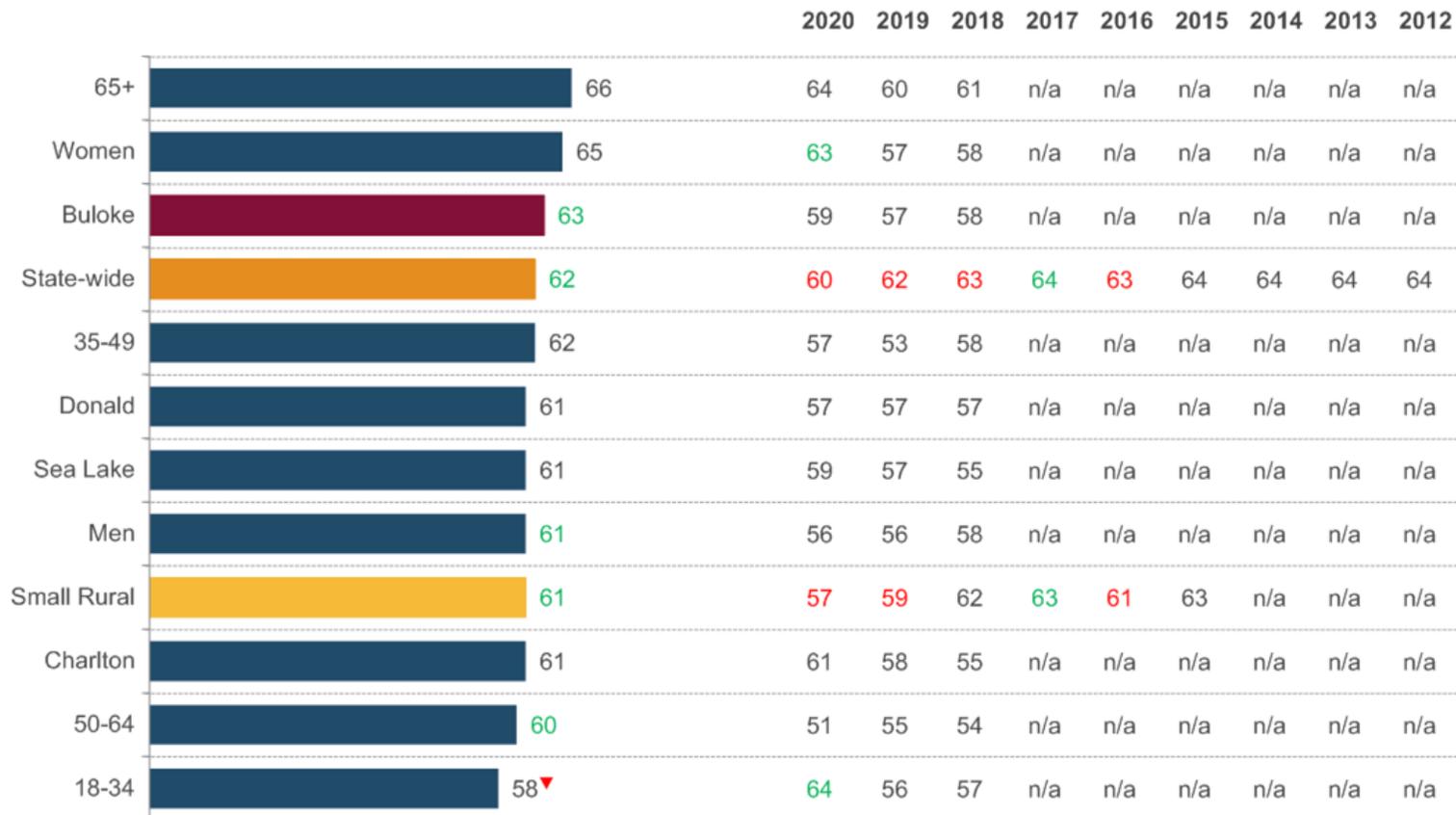
Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 26 Councils asked survey 2



Environmental sustainability performance



2021 environmental sustainability performance (index scores)



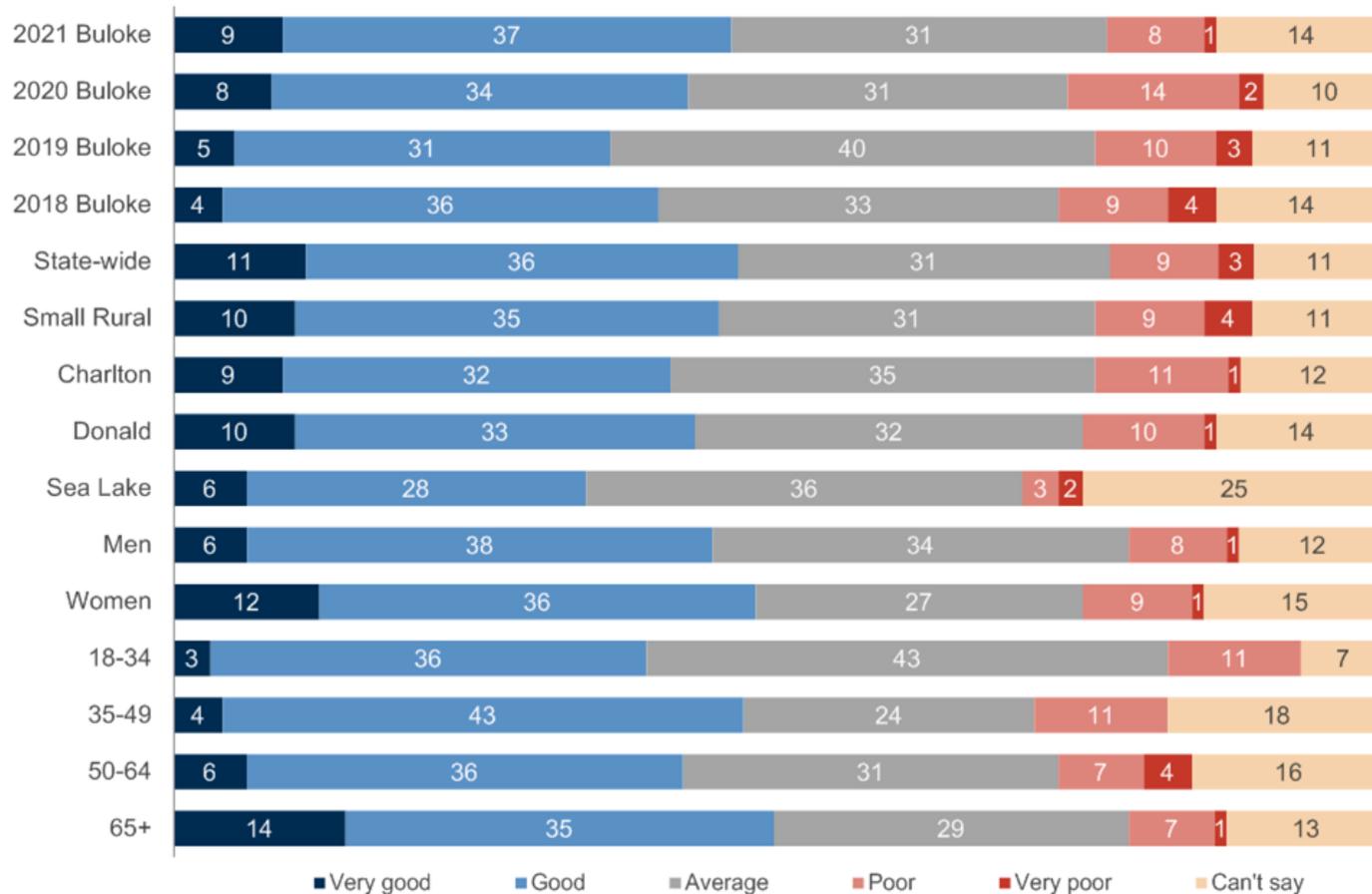
Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 34 Councils asked group: 6
 Note: Please see Appendix A for explanation of significant differences



Environmental sustainability performance



2021 environmental sustainability performance (%)



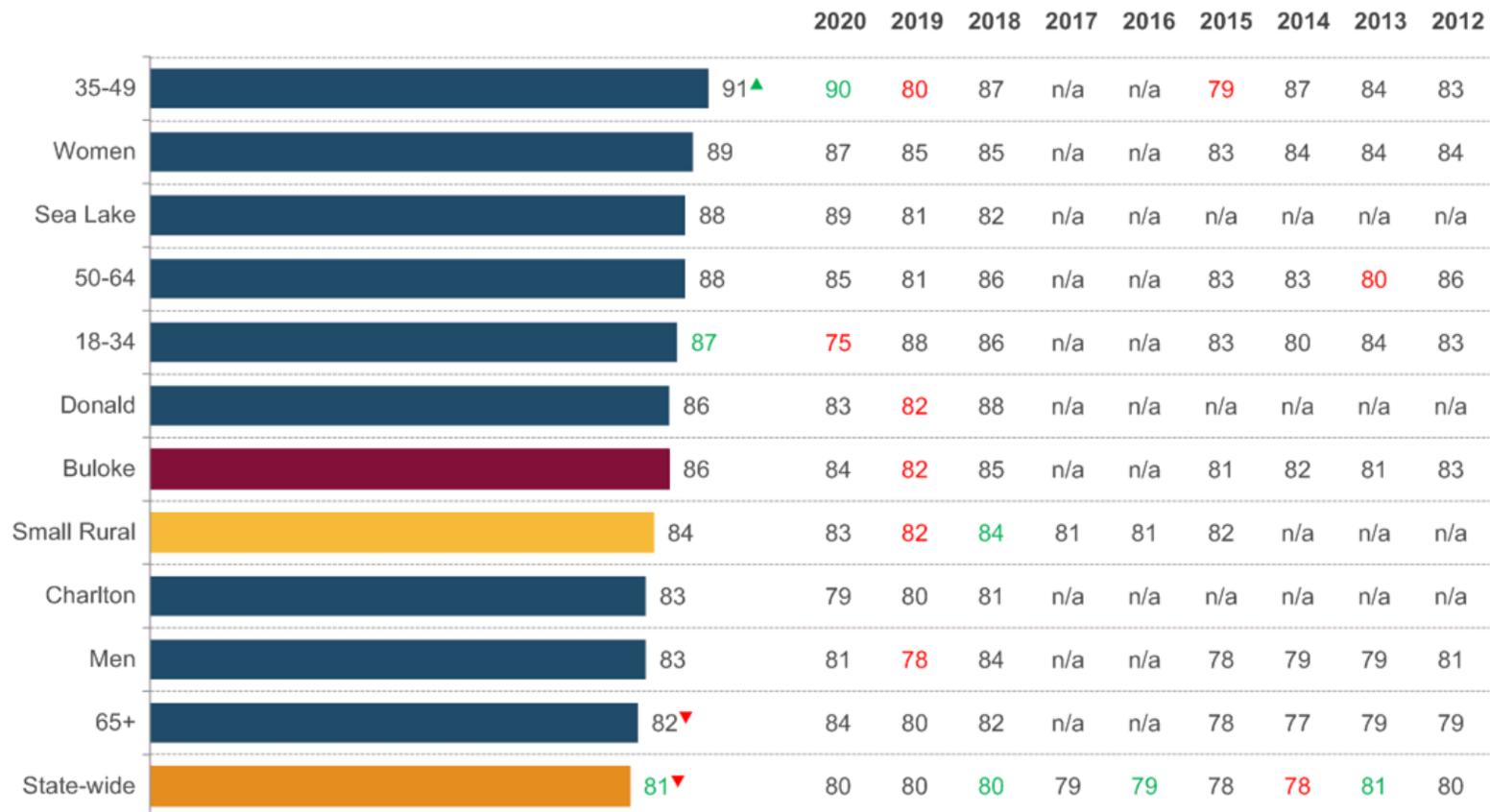
Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
 Base: All respondents. Councils rated state-wide: 24 Councils rated average 8



Maintenance of unsealed roads in your area importance



2021 unsealed roads importance (index scores)



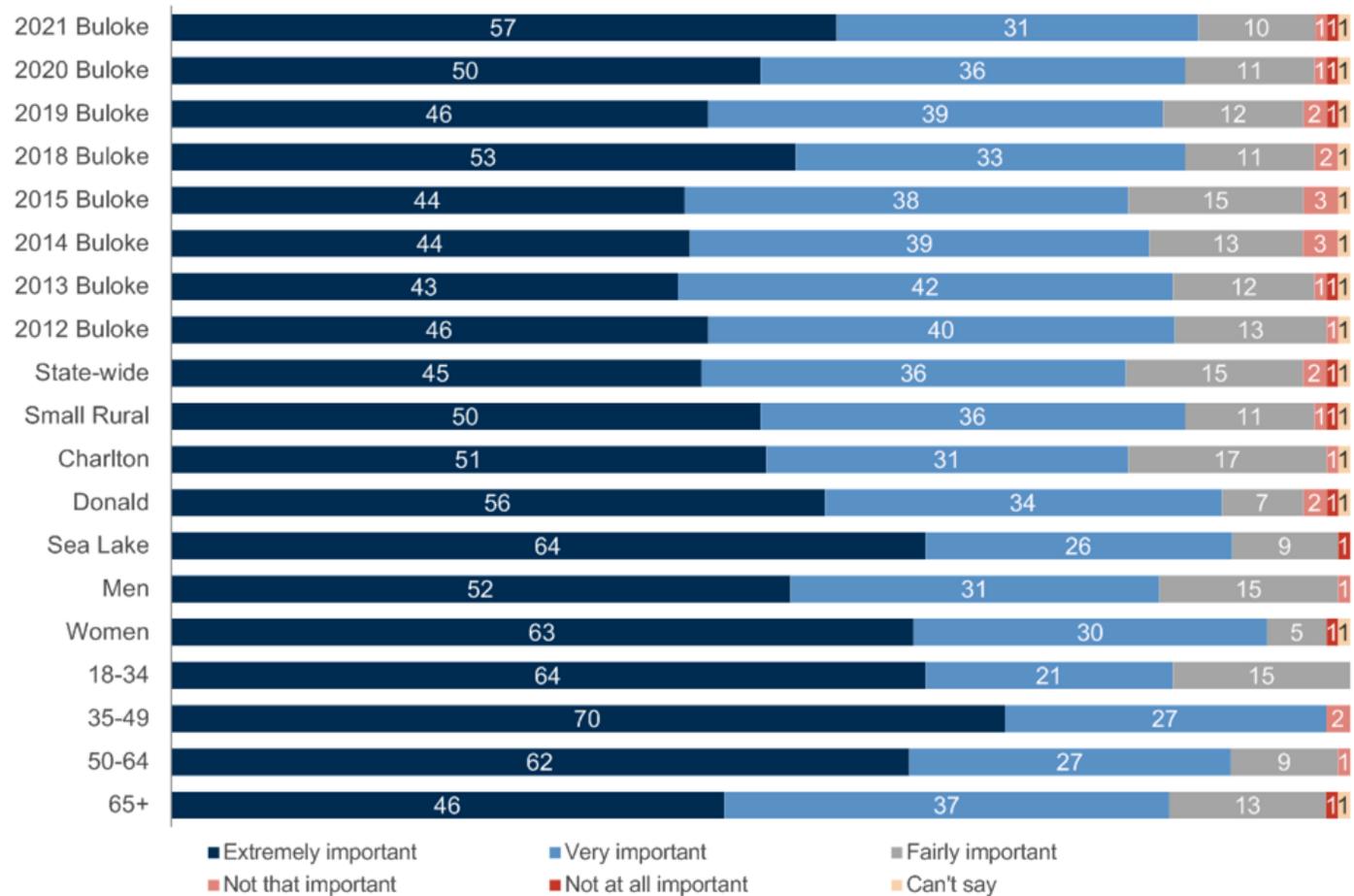
Q1. Firstly, how important should 'Maintenance of unsealed roads in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 16 Councils asked group: 7
 Note: Please see Appendix A for explanation of significant differences



Maintenance of unsealed roads in your area importance



2021 unsealed roads importance (%)

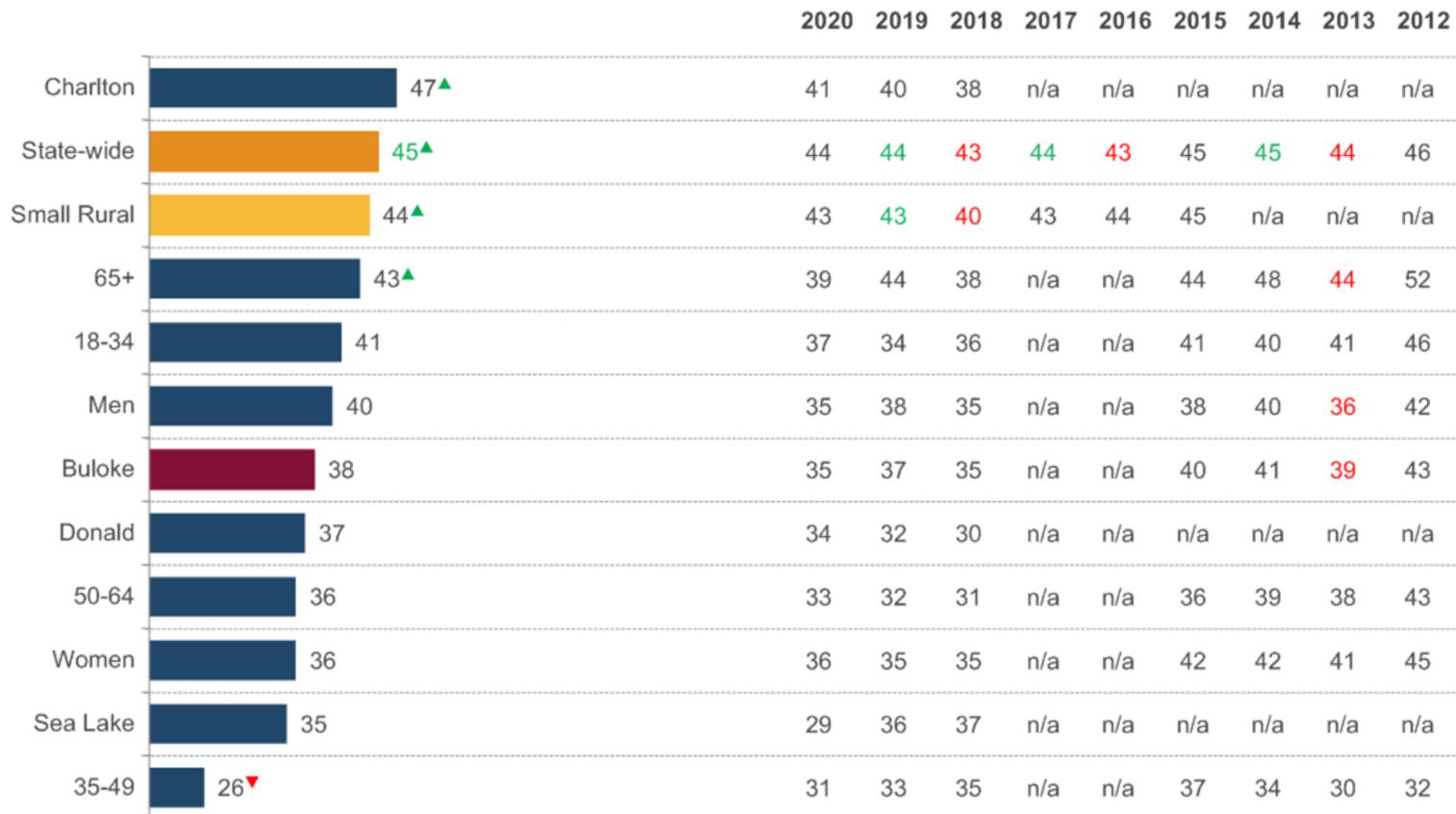


Q1. Firstly, how important should 'Maintenance of unsealed roads in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 48 Councils asked region: 7

Maintenance of unsealed roads in your area performance



2021 unsealed roads performance (index scores)

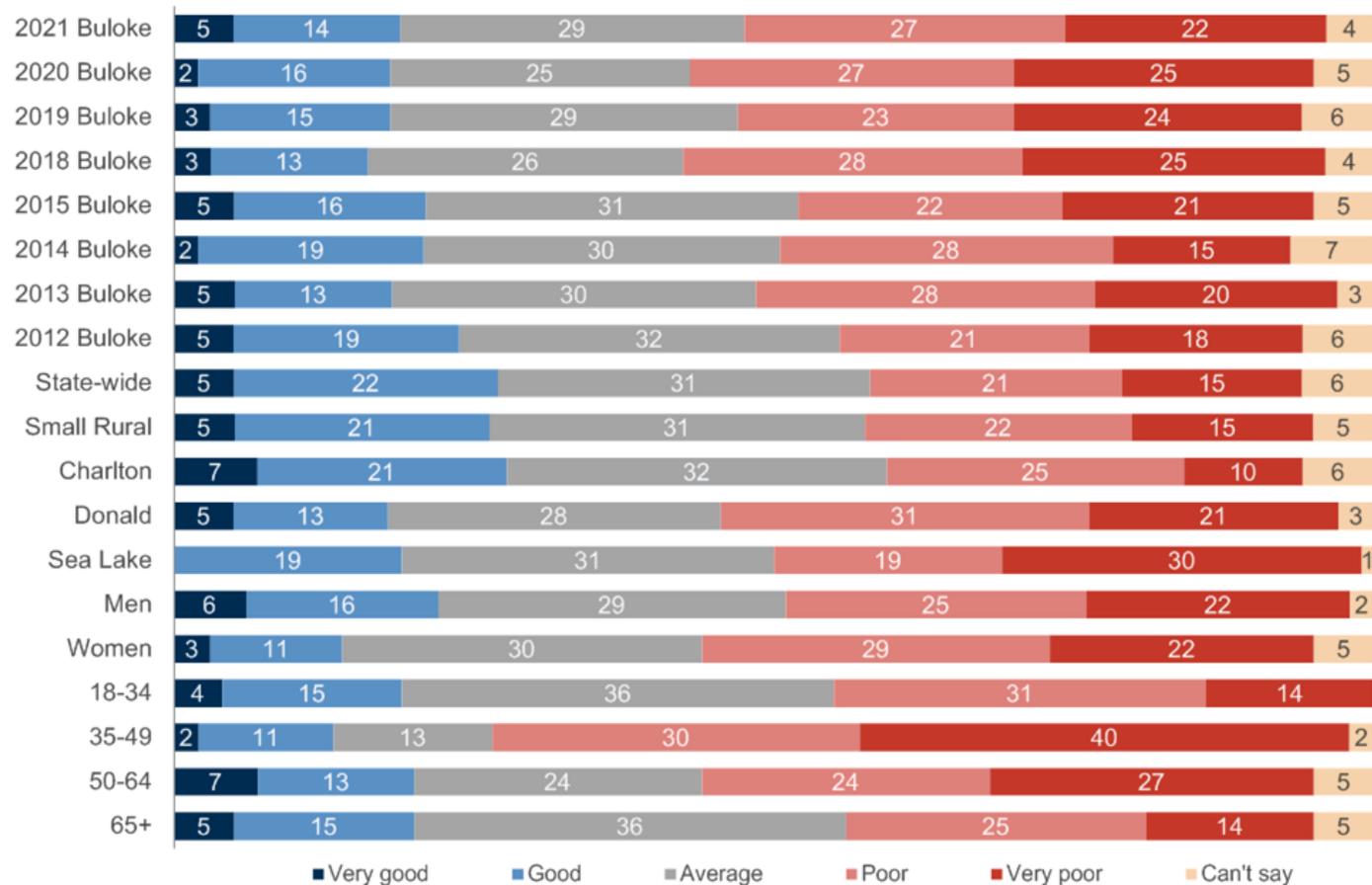


Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 24 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences

Maintenance of unsealed roads in your area performance



2021 unsealed roads performance (%)



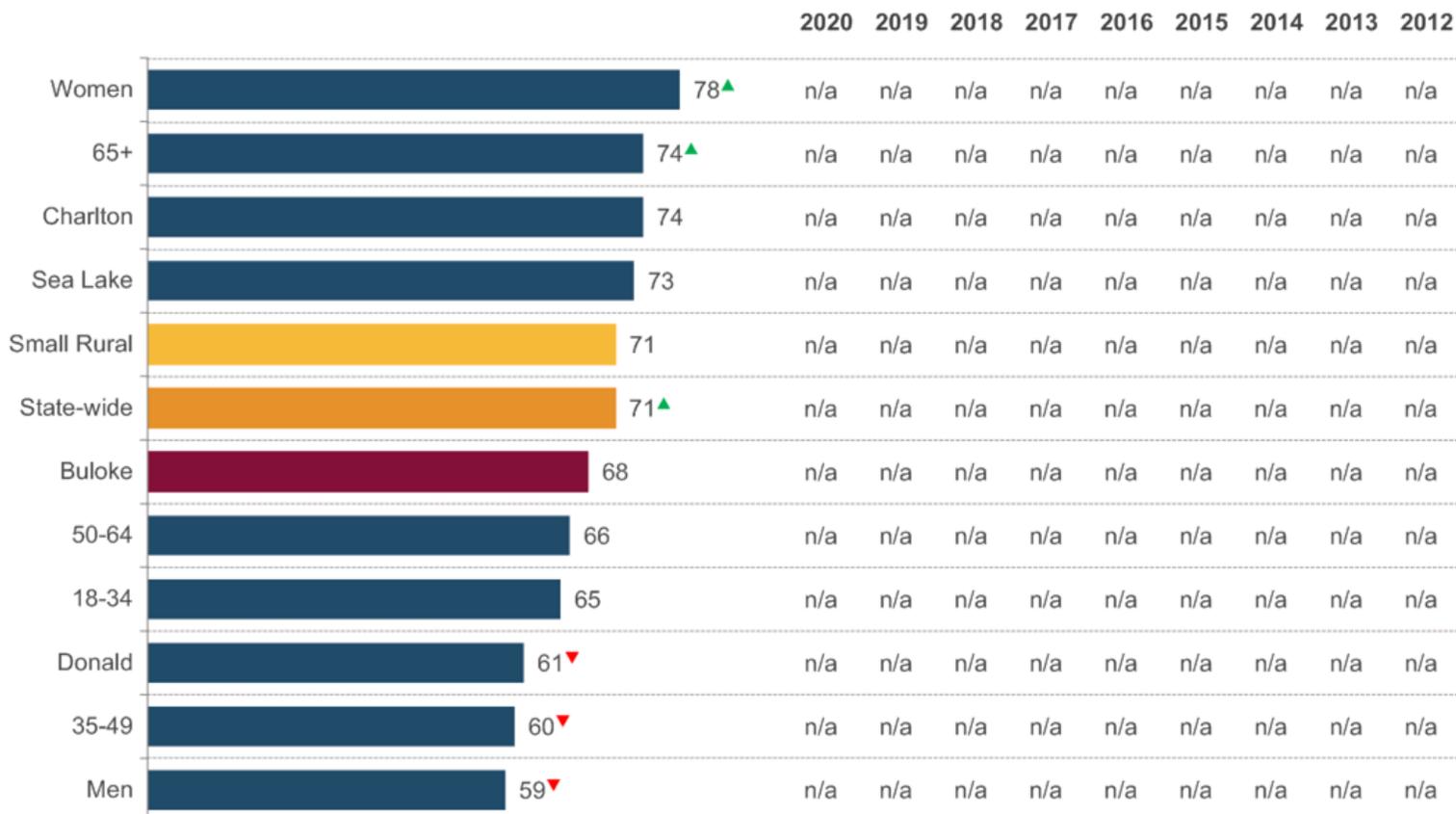
Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 24 Councils asked region: 40



COVID-19 response importance



2021 COVID-19 response importance (index scores)



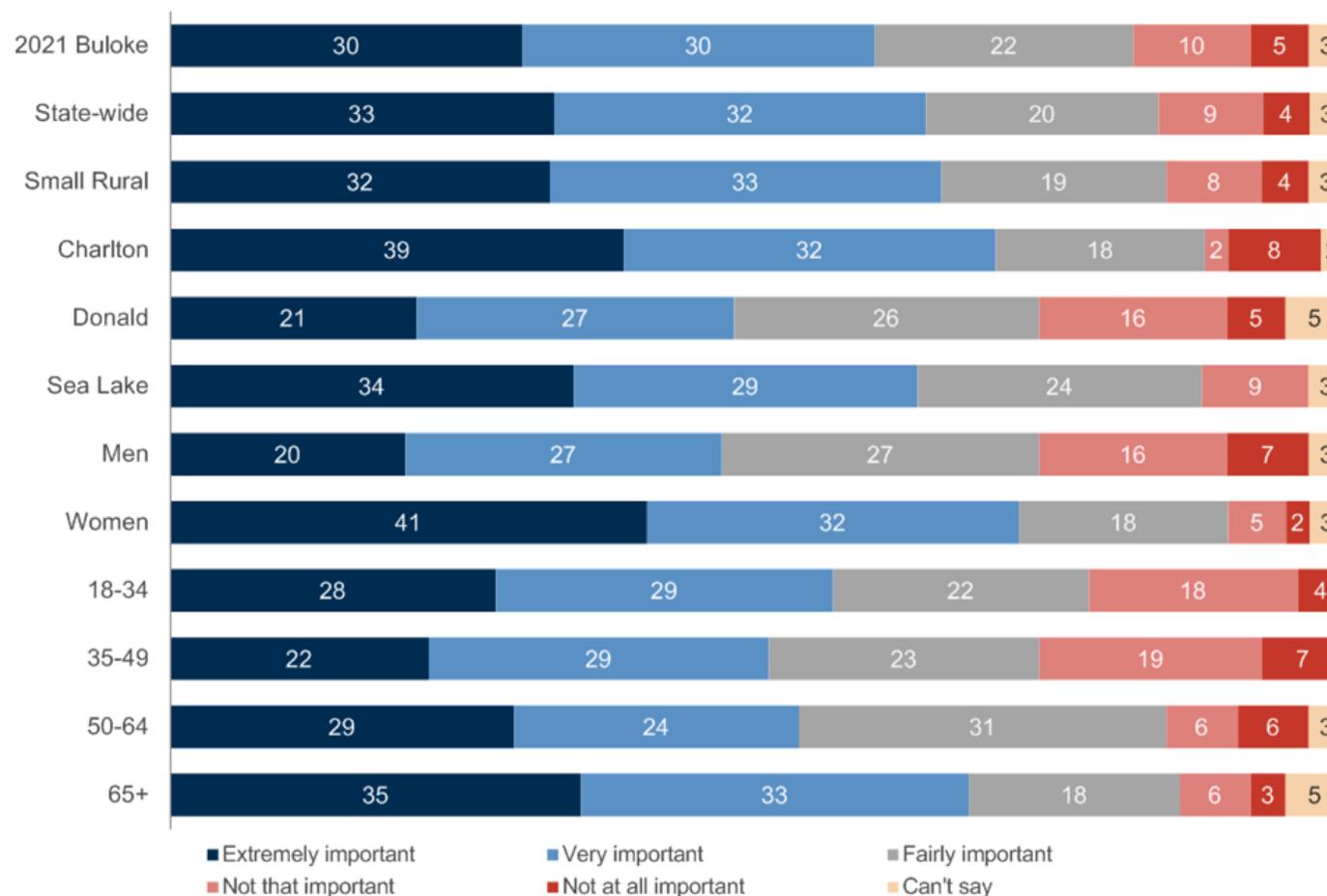
Q1. Firstly, how important should 'COVID-19 response' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 17 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences



COVID-19 response importance



2021 COVID-19 response importance (%)



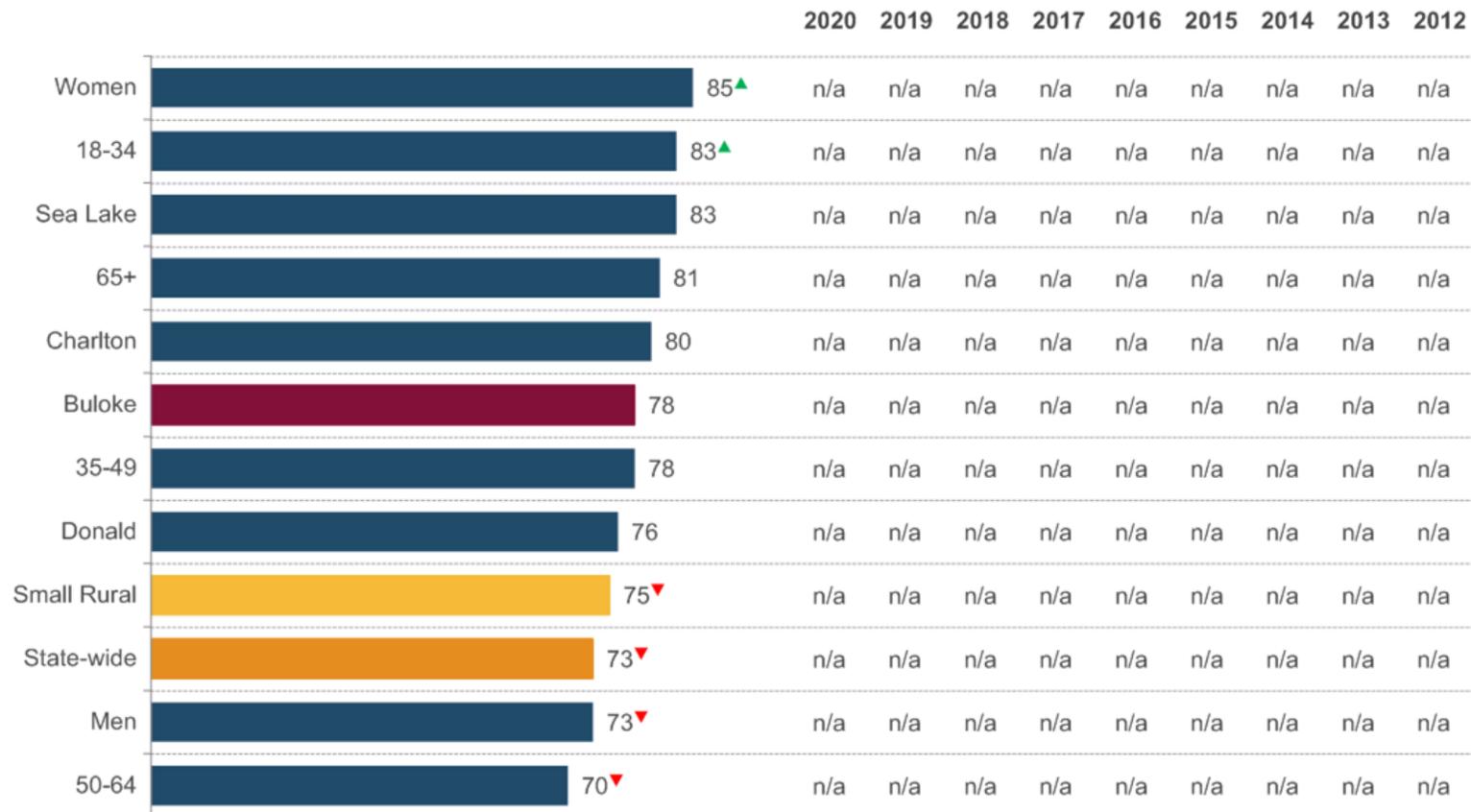
Q1. Firstly, how important should 'COVID-19 response' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 47 Councils asked region 5



COVID-19 response performance



2021 COVID-19 response performance (index scores)



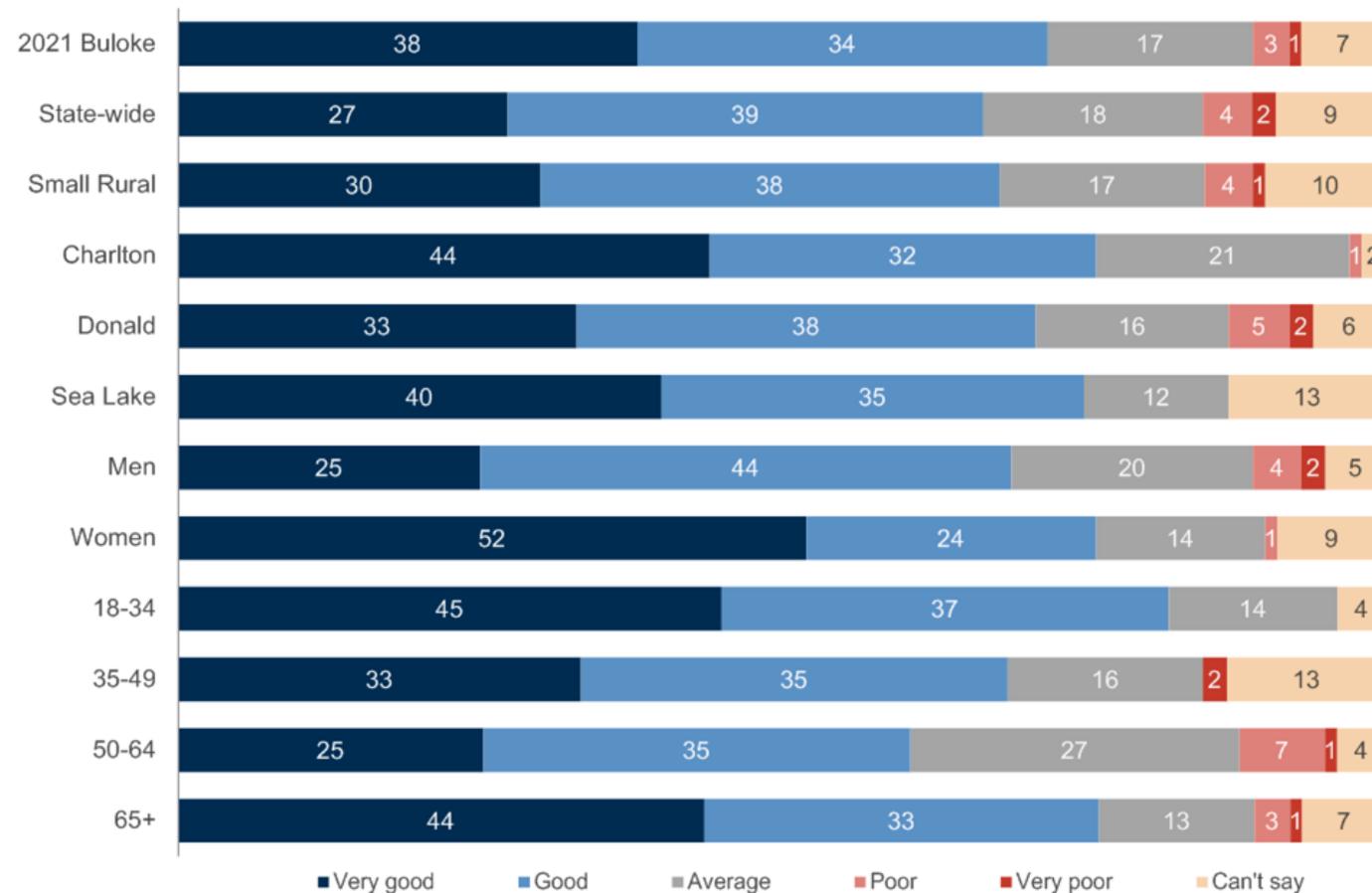
Q2. How has Council performed on 'COVID-19 response' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 24 Councils asked group: 6
 Note: Please see Appendix A for explanation of significant differences



COVID-19 response performance



2021 COVID-19 response performance (%)



Q2. How has Council performed on 'COVID-19 response' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 24 Councils asked survey 8



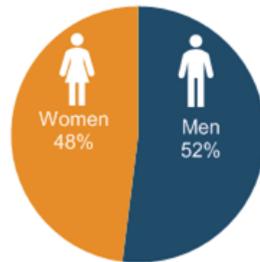
Detailed demographics



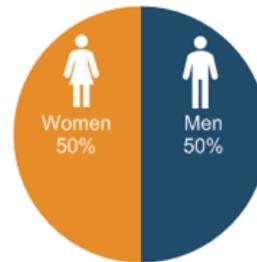
Gender and age profile

2021 gender

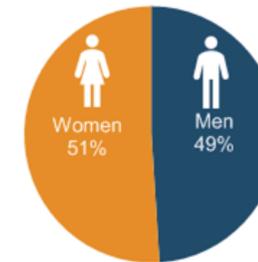
Buloke



Small Rural

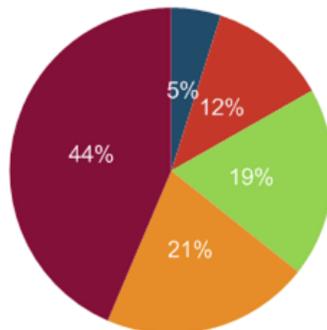


State-wide

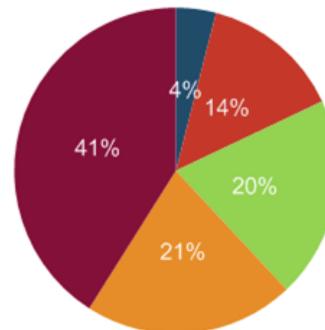


2021 age

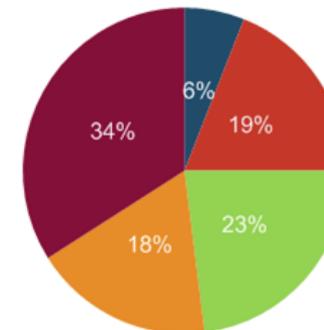
Buloke



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.



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 2021 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 4,900 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	182	207	+/-7.1
Women	218	193	+/-6.5
Charlton	95	94	+/-10.0
Donald	111	110	+/-9.2
Sea Lake	52	50	+/-13.6
18-34 years	28	67	+/-18.8
35-49 years	44	75	+/-14.9
50-64 years	105	83	+/-9.5
65+ years	223	175	+/-6.4

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:

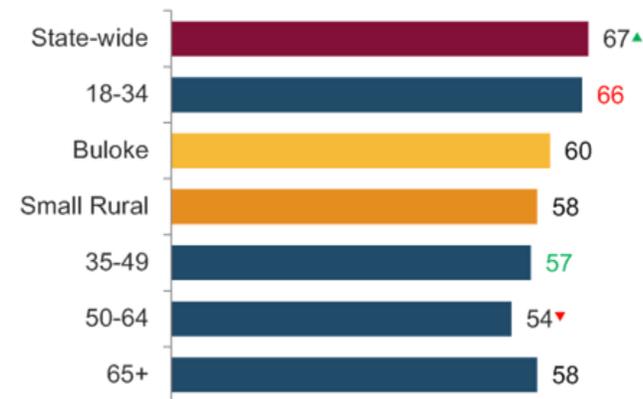
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2020.

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 2020.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2020.

2021 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 2021 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 2021 results are compared with previous years, as detailed below:

- 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.
- 2013, n=400 completed interviews, conducted in the period of 1st February – 24th March.
- 2012, n=400 completed interviews, conducted in the period of 18th May – 30th June.

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 2nd February – 20th March, 2021.

Appendix B: Analysis and reporting



All participating councils are listed in the State-wide report published on the DELWP website. In 2021, 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 2012-2021 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 2021 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 2012-2021 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 2021 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 2021 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 2021 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: 2021 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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8.4.1 2021 Local Government Community Satisfaction Survey Results

Attachment 1 2021 Local Government Buloke Shire Council Community Satisfaction Results

8.5 REPORTS FROM COUNCILLORS

Nil

8.6 MATTERS WHICH MAY EXCLUDE THE PUBLIC

Nil

9. OTHER BUSINESS

9.1 NOTICES OF MOTION

Nil

9.2 QUESTIONS FROM COUNCILLORS

Nil

9.3 URGENT BUSINESS

Nil

9.4 ANY OTHER BUSINESS

Nil

10. MEETING CLOSE