



ORDINARY COUNCIL MEETING

AGENDA

Wednesday 10 July 2019

Commencing at 7.00pm

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 Carolyn Stewart will welcome all in attendance.

STATEMENT OF ACKNOWLEDGEMENT

The Mayor Cr Carolyn Stewart 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 Ordinary Meeting held on Wednesday, 12 June 2019 and Council adopt the Minutes of the Special Meeting held on Wednesday, 19 June 2019.

4. REQUESTS FOR LEAVE OF ABSENCE

5. DECLARATION OF PECUNIARY AND CONFLICTS OF INTEREST

In accordance with Sections 77A, 77B and 78 of the Local Government Act Councillors are required to disclose an "interest" in a decision if they would receive, or could be reasonably perceived as receiving a direct or indirect financial or non-financial benefit or detriment (other than as a voter, resident or ratepayer) from the decision.

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

6. QUESTIONS FROM THE PUBLIC

NIL	4
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NEXT MEETING

THE NEXT ORDINARY MEETING OF COUNCIL WILL BE HELD IN WYCHEPROOF SUPPER ROOM, 367 BROADWAY, WYCHEPROOF ON WEDNESDAY, 14 AUGUST 2019 AT 7.00PM.

Anthony Judd
CHIEF EXECUTIVE OFFICER

6. QUESTIONS FROM THE PUBLIC

Nil

7. PROCEDURAL ITEMS

7.1 REPORT OF ASSEMBLY OF COUNCILLORS MEETINGS

Author's Title: Executive Assistant

Department: Office of the CEO

File No: GO/05/04

Attachments: 1 [↓](#) Councillor Briefing Record - 5 June 2019
2 [↓](#) Councillor Briefing Record - 19 June 2019

RECOMMENDATION

That the Council note the report of Assembly of Councillor Meetings held on 5 and 19 June 2019.

Key Points/Issues

The Local Government Act 1989 (the Act) provides that a record must be kept of any Meeting of Councillors and Staff deemed to be an Assembly of Councillors Meeting as defined in the Act.

An Assembly of Councillors Meeting is defined in the Act as a meeting of Councillors if the meeting considers matters that are likely to be the subject of a Council decision or the exercise of delegation and the meeting is:

- A planned or scheduled meeting that includes at least half of the Councillors and a member of Council Staff; or
- An Advisory Committee of the Council where one or more Councillors are present.

The Act also provides that the record of any Assembly of Councillors is to be reported to the next practicable Council Meeting and recorded in the Minutes.

A record of the Assembly of Councillors Meetings held on 5 and 19 June 2019 is attached.

BULOKE SHIRE COUNCIL

RECORD

Councillor Briefing

Date and Time:	5 June 2019	Time:	5.00pm – 8.00pm
Location:	Birchip Council Chamber		

ITEMS

NO.	TOPIC	PURPOSE
1.	Councillor only time 5.00pm – 5.30pm	
2.	Welcome	
3.	Apologies	Hannah Yu – Director Corporate Services Travis Fitzgibbon – Manager Customer Engagement
4.	Attendees	Cr Carolyn Stewart Cr Daryl Warren Cr Graeme Milne Cr David Pollard Cr Ellen White Cr David Vis Anthony Judd –Chief Executive Officer Wayne O’Toole– Director of Works and Technical Services Jerri Nelson –Director Community Development
5.	Visitors	Peter Newman - TLN Planning – Rural Land Study Workshop Bob Edgar – Agricultural Scientist – Rural Land Study Workshop Brendan Beasley – Birchip Forum
6.	Declarations of Pecuniary Conflicts of Interest	Nil.
7.	Confirmation of Councillor Briefing Notes 15 May	Confirmed.
8.	Presentations	

-
- 8.1** Rural Land Study workshop
Peter Newman PLN Planning
Bob Edgar, Ag Scientist
-

- 8.2** Birchip Forum
Brendan Beasley
-

9. Discussions

- 9.1** Service review – Truck wash and
Saleyards
-

- 9.2** Sea Lake Hotel
-

10. Councillor Matters

11. CEO Updates

12. Next Briefing:

Date and Time:	19 June 2019	Time:	3.00pm – 6.00pm
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Location:	Wycheproof Supper Room
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13. Briefing Close

BULOKE SHIRE COUNCIL

RECORD

Councillor Briefing

Date and Time:	19 June 2019	Time:	3.00pm – 6.00pm
Location:	Wycheproof Supper Room		
Attendees:	Cr- David Pollard Cr- Graeme Milne Cr- Ellen White Cr- Carolyn Stewart Cr- Daryl Warren Anthony Judd –Chief Executive Officer Hannah Yu – Director Corporate Services Wayne O’Toole– Director of Works and Technical Services Jerri Nelson –Director Community Development Travis Fitzgibbon- Manager Customer Engagement		
Apologies:	Cr- John Shaw Cr- David Vis		
Visitors:	Greg Fonti -CEO KIG Energy Leah Satori and Charmaine Delaney - Lead Loddon Murray Mandy Hutchinson - Northern District Community Health Eloise Gretgrix – Wycheproof P-12 College Student		

ITEMS

NO.	TOPIC	PURPOSE
1.	Declarations of Conflicts of Interest	
2.	Briefing Notes	
3.	Presentations	
	3.1 Lead Loddon Murray Presentation	
	3.2 KIG Energy	
	3.3 Northern District Community Health	

3.4 Youth speaker- NCLLEN

Briefing close

4. Special Meeting of Council

4.1 Annual Budget Adoption 2019/2020

Briefing re-open

5. Items for Discussion

5.1 Customer Satisfaction Survey

5.2 Aged Care Reform Options

6. Councillor Matters

7. CEO Updates

Next Briefing:

Date and Time:	3 July 2019	Time:	5.00pm – 8.00pm
Location:	Charlton Council Chamber		

7.2 CORRESPONDENCE INITIATED BY COUNCIL

Author's Title: Executive Assistant

Department: Office of the CEO

File No: GO/06/09

Attachments: Nil

RECOMMENDATION

That Council notes the record of correspondence sent and responses received.

Table of correspondence

Council Initiative	Correspondence sent to	Date sent	Date of Response	Summary of response
<p>To endorse the MAV's "rescue our Recycling" Action Plan, and <u>five key actions</u> for each level of government.</p> <p>Seeking Vic Govt to provide funding relief to Councils such as Buloke, who have been financially affected by SKM closures.</p>	<p>The Hon Lily D'Ambrosio MP Minister for Energy, Environment and Climate</p> <p>Copy to: The Hon Adem Sumyeruk MLC, (Min for Local Govt); Ms Ali Cupper MP, Ms Louise Staley MP, The Hon Melissa Price MP (Fed Min for Env)</p>	15 April 2019	<p>30 April 2019</p> <p>15 May 2019</p>	<p>From Ms Ali Cupper. Ali is basing her position on MAVs plan,</p> <p>In particular calling upon the Victorian Government to</p> <p>Urgently invest to increase sorting and processing</p> <p>Create authority to oversee and regulate recycling management in the state</p> <p>Set targets to increase the use of recycled material and demand for recycled products</p> <p>Meeting with Minister D'Ambrosio to discuss and will keep Buloke informed.</p> <p>Office of The Hon Lily D'Ambrosio MP.</p> <p>Confirmed Advisor to Waste and Recovery Resources is available to speak with Mayor.</p>

7.3 LETTERS OF CONGRATULATIONS AND RECOGNITION OF ACHIEVEMENT/AWARDS

Author's Title: Executive Assistant

Department: Office of the CEO

File No: CR/13/01

Attachments: Nil

RECOMMENDATION

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

1. Executive Summary

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.

2. Recognition of Achievement Items

Provider	Recipient	Date	Purpose for Recognition
Vic State Department of Education and Training	James Leeder Donald	3 June 2019	Awarded Premiers VCE Award for outstanding achievement 2018 VET Engineering study score
Monash University	Rebecca Postlethwaite Gooroc	June 2019	Graduated with a Bachelor of Biomedical Science and Diploma of Languages in Spanish
The people of the Federal Electorate Division of Mallee	Dr Anne Webster MP The National Party	June 2019	Being elected to the Federal Government to represent the Division of Mallee.

7.4 BUILDING PERMITS - MONTHLY UPDATE

Author's Title: Compliance Administration Officer

Department: Works and Technical Services

File No: DB/14/02

Attachments: Nil

RECOMMENDATION

That the Council note information contained in the report on Building Permits approved by staff from 1 June 2019 to 30 June 2019.

1. Executive Summary

This report provides information on Building Permits approved by staff from 1 June 2019 to 30 June 2019.

2. List of Building Permits Approved by Council Surveyor

Permit No.	Address	Project Description	Date Approved
20190026	Sunraysia Highway, DONALD	New Building: Amenities	23/05/2019
20190034	Borong Highway, CHARLTON	New Building: Shed	20/06/2019
20190035	125 Storeys Road, WYCHEPROOF	New Building: Shed	20/06/2019
20190027	18 Johnson Street BIRCHIP	New Building: Shed	13/06/2019
20190028	318 Borong Highway CHARLTON	New Building: Shed	13/06/2019
20190030	4 Hillview Street WYCHEPROOF	New Building: Shed	18/03/2019

3. List of Building Permits Approved by Private Surveyor

Permit No.	Address	Project Description	Date Approved
20190029	15 Jubilee Street WYCHEPROOF	Re Stump: Dwelling	15/03/2019
20190031	268 Reilly's Road CORACK	New Building: Farm Shed	11/04/2019
20190032	295 Nullawil-Birchip Road NARRAPORT	New Building: Shed	12/04/2019
20190033	379 Richards Road LITCHFIELD	New Building: Shed	30/04/2019

7.5 PLANNING APPLICATIONS RECEIVED - MONTHLY UPDATE

Author's Title: Planning Officer

Department: Works and Technical Services

File No: LP/09/01

Attachments: Nil

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.

1. Executive Summary

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

2. List of Planning Applications

Application No	Applicant	Address	Date Rec	Summary of Proposal	Status
PPA782/19	Rohan Fry	56-58 Racecourse Road, Donald	23.01.19	Use and development of land for a biscuit manufacturing plant	Further information request
PPA792/19	Ashley Sheahan (Teys Aust.)	224 Yeungroon-Woosang Road, Yeungroon East	03.05.19	Three accommodation units associated with the Charlton feedlot	Further information request
PPA795/19	Graeme Harris	22 Racecourse Road, Donald	14.05.19	Construction for the extension of a building	Permit issued
PPA799/19	Peter Smith	24-28 Duncan Street, Birchip	03.06.19	Partial demolition of a building in the heritage overlay and construction for an extension to the Birchip Hospital	Awaiting report
PPA800/19	Whitney Boyle	Calder Highway, Wycheproof	06.06.19	Use and development of land for a dwelling	Referral

Application No	Applicant	Address	Date Rec	Summary of Proposal	Status
PPA801/19	TJ & WJ Bath	Culgoa-Lalbert Road, Culgoa	12.06.19	Use and development of land for a rural store (2 grain bunkers)	Notice of application
PPA802/19	Northern Land Solutions	688 Nullawil North Road, Kalpienung	12.06.19	Two lot subdivision of land (boundary realignment and rural dwelling excision)	Notice of application
PPA803/19	IKC Commercial	376 Mills Road, Whirily	18.06.19	Construction of a building for dry sow accommodation	Further information request
PPA804/19	Kerri Ann Barry	46 Main Street, Culgoa	25.06.19	Construction of a shaded memorial structure in a Heritage Overlay	New

7.6 CHARLTON PARK COMMITTEE OF MANAGEMENT

Author's Title: Governance Officer

Department: Corporate Services

File No: ED/05/15

Attachments: 1 [↓](#) Charlton Park Committee of Management Meeting Minutes
3 June 2019

Relevance to Council Plan 2017 - 2021

Strategic Objective: Support our councillors, staff, volunteers and the community to make informed and transparent decisions.

RECOMMENDATION

That Council notes the Minutes of the Ordinary Meeting of the Charlton Park Committee of Management for 3 June 2019.

1. Executive Summary

Charlton Park Committee of Management is a Special Committee of Council under section 86 of the *Local Government Act 1989*. The minutes of meetings held by this Committee should be noted by Council.

2. Discussion

Charlton Park Committee of Management held an Ordinary Meeting on 3 June 2019. The meeting minutes have been attached to this report.

3. Financial Implications

Council is required to report on financial reports of Special Committees of Council.

4. Cost Shift Considerations

There are no cost shift considerations.

5. Community Consultation

No community consultation is necessary for the purposes of this report.

6. Internal Consultation

Senior Management has been consulted in preparation of this report.

7. Legislative / Policy Implications

Council's noting of the meeting minutes of Special Committees meets the requirements under the *Local Government Act 1989*.

8. Environmental Sustainability

There are no environmental sustainability matters arising from this Report.

9. Conflict of Interest Considerations

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

10. Conclusion

It is recommended Council notes the minutes of the Ordinary Meetings of Charlton Park Committee of Management held on 3 June 2019.

Charlton Park Committee of Management
Minutes (draft) of meeting held on Monday 3rd June 2019, at CFC Social Rooms

List of club representatives:

Buloke Shire	Carolyn Stewart	Sec / Treasurer	Simon Peck
Harness Club	Joe Thompson	Golf	Anne Kenny
Cricket		Bowling	Kevin Willey
Park Golf	Pat Clifford	Netball	Kim Fitzpatrick
Pony Club	Alena Olive	Hockey	Leanne Gretgrix
Football Club	Shane Fitzpatrick	Show	Wendy Laffin
Stadium	Kelvin Baird	Angling	Kevin Willey
Tennis	John Harley		
Croquet	Barb Dalrymple		

Present: Simon Peck, Carolyn Stewart, Kevin Willey, Kim Fitzpatrick, Shane Fitzpatrick, Joe Thompson, Anne Kenny, Barb Dalrymple, John Harley, Paul Ferner (Buloke Shire)

Apologies: David Pollard, Alena Olive

Minutes of previous meeting:

Moved by A Kenny / B Dalrymple – Carried

Business Arising:

- Nil.

Correspondence in:

Nil

Correspondence out:

Nil

Finance Report:

- Current balance \$53,420
Budgeting for June 30 balance of \$53,358.

Moved that the report be accepted.

Simon Peck / K Willey – Carried.

Club Reports:**Harness Club**

- Plans to upgrade track with new surface.

2020 committee (J Harley)

- Building progressing well with expected handover early August.
- Extra funding pledged by State Government before State election has been confirmed.
- Fundraising campaign is continuing.
- Negotiations of possible opening date, Sunday 20 Oct. (after Show). Dependent on availability of invited guests.

General Business:

- Management of new building
 - Interim plans in place for management until more permanent positions in place
 - Keys system is being organised.
 - Power will be off at Park for a week (towards end of June).
 - Sub-committee to meet to finalise plans.
- Corellas – Kevin reported on meeting at Shire with representatives of DEWLP and Buloke Shire. Suggested control strategies were tabled. It was decided to seek community involvement in a concentrated effort in Spring to move the birds from the area.

Meeting closed: 8.35 pm

Next Meeting:

Monday 5th August 2019, 8.00pm - Charlton Football Social Rooms.

8. GENERAL BUSINESS

8.1 POLICY REPORTS

8.1.1 INFORMATION PRIVACY POLICY

Author's Title: Manager Governance

Department: Corporate Services

File No: CM/14/17

Attachments: 1 [Information Privacy policy](#)

Relevance to Council Plan 2017 - 2021

Strategic Objective: Deliver our service in a financially viable way

RECOMMENDATION

That Council adopt the Information Privacy Policy.

1. Executive Summary

The *Privacy and Data Collection Act 2014* requires Victorian public sector organisations to comply with the ten information privacy principles governing the collection, management, use and disclosure of personal information. It is a requirement to have a policy setting out Council's management of personal information.

2. Discussion

The *Privacy and Data Collection Act 2014* requires Victorian public sector organisations to comply with the ten information privacy principles governing the collection, management, use and disclosure of personal information. It is a requirement to have a policy setting out Council's management of personal information.

At present Council does not have a privacy policy in place and is seeking to adopt a policy.

Best practice indicates that any privacy policy should be reviewed at least once every two years.

3. Financial Implications

There are no financial implications associated with the proposed adoption of this Policy.

4. Cost Shift Considerations

There are no cost shift considerations in relation to this Policy.

5. Community Consultation

There has been no community consultation in relation to this policy. If adopted, the policy will be made available to the public on Council's website.

6. Internal Consultation

The Senior Leadership Team was consulted in relation to this Policy. The Policy was also considered at the May 2019 Audit Committee Meeting. Feedback provided by the Committee has been incorporated into the policy document.

7. Legislative / Policy Implications

Schedule 1 of the *Privacy and Data Collection Act 2014* sets out the ten Information Privacy Principles. Information Privacy Principle 5 states that an organisation must set out in a

document clearly expressed policies on the organisation's management of personal information. The document must be available to anyone who requests it.

8. Environmental Sustainability

There are no environmental sustainability implications associated with the adoption of this policy.

9. Conflict of Interest Considerations

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

10. Conclusion

It is recommended that Council adopt the Information Privacy policy.



Policy Title	Information Privacy policy		
Responsible Directorate	Corporate Services		
Policy No	178	Date approved	July 2019
Revision No	1	Revision Date	July 2021

Purpose

The purpose of this policy is to assist Council to meet its obligations under the *Privacy and Data Protection Act 2014* and to provide a framework for the responsible handling and management of personal information of individuals by Council.

This policy outlines how Council will collect, hold, use and disclose the personal information of individuals and how individuals can access their information.

This document represents the current policy of Council until it is revised or rescinded. It is the intention of Council that this document will be reviewed at least every two years.

Scope

This policy applies to all personal information and sensitive information about an individual that is collected, stored, used or disclosed by Council.

This policy applies to all employees of Council and to elected Councillors.

This policy is not intended to cover Health Information collected and stored in accordance with the *Health Records Act 2001*.

Definitions

In this policy –

“Council” means Buloke Shire Council.

“Councillor” means a Councillor of Council.

“Employee” means an employee of Council and also includes contractors and their agents, volunteers and individuals on work experience.

“Health Information” means information of a kind to which the *Health Records Act 2001* applies.

“Identifiers” means a code or number assigned to an individual’s record that could be used to assist to identify an individual.

“Information Privacy Principles (IPP’s)” refers to the set of ten principles listed in the Act.

“Personal Information” means information or an opinion that is recorded in any form about an individual whose identity is apparent, or can reasonably be ascertained from the information or opinion, but does not include information of a kind to which the *Health Records Act 2001* applies.

“Sensitive Information” means information or opinion about an individual’s racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association or trade union, sexual preferences or practices or criminal record, that is also personal

information.

“the Act” refers to the *Privacy and Data Protection Act 2014*.

Policy Statement

The Buloke Shire Council (Council) recognises that the responsible handling of personal information is a key aspect of good governance and is committed to protecting an individual’s right to privacy to the extent required by law.

Council Functions and Activities

Council’s functions are prescribed by the *Local Government Act 1989*. Council’s main services, functions and activities include but are not limited to:

- Providing services for the local community including maternal child health services, public health services relating to food safety, library services, recycling and waste management, services for children and youth, aged people and people with disabilities, tourism and economic development, urban planning and building regulation,
- Providing and maintaining community infrastructure including capital works and maintenance of parks and gardens, roads, foot paths and public spaces, maintenance and management of community facilities and recreation reserves
- Undertaking strategic and land use planning including land transfers
- Raising revenue to enable Council to perform its functions including rate and valuation services and other property related services
- Making and enforcing local laws including animal management and fire prevention
- Exercising, performing and discharging duties, functions and powers of Council.

Guidelines

Collection of Information

Council will collect and hold personal information that is necessary for its functions and activities.

How does Council collect personal information?

Where reasonable and practicable, personal information may be collected directly from an individual or from an individual about someone else. This information may be collected in a variety of ways including but not limited the collection of information via Council forms (electronic and hardcopy), via conversations involving Council employees and Councillors, through interaction with Council’s website and social media, via enquiries or works requests, via a Notice of Acquisition or Notice of Disposition, via photographs, SMS, surveys or any other sources (including unsolicited sources).

What types of information does Council collect?

The types of information that Council may collect includes but is not limited to name, address, email address, telephone number, date of birth, motor vehicle registration, photograph or video footage, physical disabilities, pension card numbers, bank account and other financial details of residents, ratepayers and staff.

In some instances, personal information will be included in registers which Council is legally required to make available to the public (such as for planning and building permits, food premises and animal registration databases).

Council will only collect personal information (including sensitive information) that is necessary for its functions and activities.

What will happen if I don't provide all information necessary for Council to perform its functions and activities?

Where Council requests certain information from an individual that is necessary to be able to perform its functions and activities, and an individual chooses not to provide such information, Council also reserves the right to take no further action.

For example, if a person calls to report that their garbage bin has not been emptied and elects not to provide their property address or name, it is unlikely Council will be unable to action the request given insufficient information has been provided.

Unsolicited Information

Council may receive personal information that is not necessary for, or related to, any purpose of Council. For example, where individuals provide personal information to Council without Council asking for it (including by third parties) and/or when Council asks for some information, but individuals (or third parties) provide more than is requested. In these instances, it may not be reasonable for Council to notify the individuals concerned of the collection. In these instances, if Council chooses to store the information, it will be stored in accordance with council's policies, standard record keeping procedures and applicable legislation.

Use and Disclosure

Council will take measures to prevent unauthorised access to, or unauthorised disclosure of, personal information.

Council will not disclose personal information other than for the purpose for which it was collected or in accordance with the Act, or where the use or disclosure is specifically authorised by any other Act or Regulation.

What types of disclosure may Council make?

Council may disclose personal information to:

- Other areas within Council, where that information is relevant to performing a specific function or activity or service
- The public where that information is used as part of a statutory process and disclosure is required by law, for example, as part of a planning permit application or a building permit application. Council may also use personal information on public registers that it is legally required to make available for public inspection (in person or on Council's website).
- A contractor engaged by Council to provide outsourced services on behalf of Council. For example, contractors who provide home maintenance services and fire prevention services, Council's IT contractors, professional advisors, garbage collection contractors etc
- Other third party entities authorised or required by law, such as solicitors, consultants (including auditors), insurers, debt collection agencies, Victorian Workcover Authority, law enforcement agencies such as Victoria Police

Data Quality and Security

Council will endeavor to ensure the personal information it collects uses or discloses is accurate, complete and up to date and will take reasonable steps to protect the information from misuse, unauthorised access or unauthorised disclosure.

Personal information will be destroyed in accordance with Council policy and procedures and in accordance with relevant legislation.

Openness

Council will make available its policies on the management of information.

On request, Council will take reasonable steps to provide individuals with general information on the types of information it holds, for what purposes, and how it collects, holds, uses and discloses that information.

Access and Correction

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

If individuals believe that their information is inaccurate, incomplete or out of date, they may request Council to correct the information. The *Freedom of Information Act 1982* also provides individuals with a formal statutory process to access and correct their personal information.

Identifiers and Anonymity

Council will only assign Identifiers to records if it is necessary to enable Council to carry out a function efficiently.

Wherever lawful and practicable, Council will offer individuals the option of not identifying themselves when entering into transactions with an organisation. However, in such instances Council reserves the right to take no further action on a matter.

Transborder Data Flows

Council will only transfer personal information outside of Victoria in accordance with the provisions of the Act.

Council is in the process of transitioning towards cloud based infrastructure. As a result, personal information may be transferred or stored on servers outside of Victoria. In such instances Council should take reasonable steps to ensure compliance with the Victorian IPP's as part of this transition.

Sensitive Information

Council will not collect sensitive information about an individual except in the circumstances prescribed under the Act.

Enquiries and Complaints

Any individual seeking further information, wishes to access or amend their personal information or wishes to make a complaint in relation to the handling of their information should contact Buloke Shire Council.

Requests to access or amend personal information should be made in writing to:

Director Corporate Services
Buloke Shire Council
PO Box 1, Wycheproof, Vic 3527
Email: buloke@buloke.vic.gov.au
Telephone: 1300 520 520

Complaints in relation to any alleged breach of the IPPs or this policy should be made via telephone or in writing to the contact officer above. A description of the incident including when it occurred, what information was disclosed and where it was disclosed should also be provided.

Council will aim to investigate and resolve complaints within 15 business days. If this is not possible, Council will inform the person who has made the complaint within 10 business days.

Individuals wishing to make a privacy complaint may also contact the Office of the Victorian Information Commissioner

What is the Office of the Victorian Information Commissioner?

The Office of the Victorian Information Commissioner (OVIC) is the independent regulator for information privacy, information access and data protection. OVIC's role is to try and resolve a privacy issue where an individual and Council have been unable to resolve a privacy complaint in the first instance.

Individuals wishing to make a privacy complaint to OVIC should contact:

Office of the Victorian Information Commissioner

PO Box 24274, Melbourne, Vic 3000

Email: enquiries@ovic.vic.gov.au

Telephone: 1300 006 842

Website: <https://ovic.vic.gov.au/privacy/for-the-public/complaints/>

References

This policy was developed in accordance with the following legislation:

- *Privacy and Data Protection Act 2004*
- *Local Government Act 1989*
- *Freedom of Information Act 1982*
- *Charter of Human Rights and Responsibilities Act 2006*

This policy was developed in accordance with the following documents:

- Code of Conduct for Councillors
- Code of Conduct for Staff
- Customer Service Charter

8.2 MANAGEMENT REPORTS

8.2.1 APPOINTMENT OF COUNCIL DELEGATE - AUSTRALIAN LIVESTOCK SALEYARDS ASSOCIATION INC

Author's Title: Executive Assistant

Department: Office of the CEO

File No: GO/06/06

Attachments: Nil

Relevance to Council Plan 2017 - 2021

Strategic Objective: Responding to and enhancing our built and natural environment

RECOMMENDATION

That Council appoints Cr _____ as the Council delegate for the Australian Livestock Saleyards Association Inc.

1. Executive Summary

Council's Local Law No 15 – Meeting Procedure and Common Seal states that the agenda for the Statutory Meeting is to include the appointment of Councillors as delegates to peak bodies.

Council, at its Statutory Meeting 14 November 2018, appointed its list of Council delegates for the 2018/2019 year.

This list did not include the Australian Livestock Saleyards Association.

Council, up until October 2016, was represented by the former Councillor Stuart McLean, as its delegate to the Livestock Saleyards Association of Victoria (LSAV). In 2016, the LSAV was renamed to Australian Livestock Saleyards Association Inc (ALSA). Stuart McLean is the current President on the board of the ALSA.

2. Discussion

In accordance with Council's Saleyards Precinct Local Law No 14, Council is required to operate the Saleyard Precinct in a manner that achieves the requirements of the *Livestock Management Act 2010* and any applicable standards and codes.

Wycheproof saleyards, owned and maintained by Council, is regarded as the largest store sheep selling centre in regional Victoria. Regular sales are held monthly with special sales held at other times.

It is believed Council representation with the ALSA, is essential for Council to be kept well-informed and strategically guided by this peak key industry body, for sustainable and responsible operations for livestock marketing, and to provide voice for the users of its saleyard.

3. Financial Implications

There are no capital or recurrent financial implications from this report.

4. Cost Shift Considerations

There are no cost shift considerations from this report.

5. Community Consultation

There has been no community consultation undertaken to administer this report.

6. Internal Consultation

There has been no internal consultation undertaken to administer this report.

7. Conflict of Interest Considerations

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

8. Legislative / Policy Implications

In accordance with Council's Meeting Procedure and Use of Common Seal Local Law No 15, Council is required to include in the Agenda of its Statutory Meeting, the appointment of Councillors as delegates to peak bodies.

In accordance with Council's Saleyards Precinct Local Law No 14, Council is required to operate the Saleyard Precinct in a manner that achieves the requirements of the *Livestock Management Act 2010* and any applicable standards and codes.

9. Conclusion

It is recommended that Council appoint a Councillor as a delegate to the Australian Livestock Saleyards Association Inc.

8.2.2 PERMISSION TO SEEK AUTHORISATION FROM THE MINISTER TO PREPARE PLANNING SCHEME AMENDMENT C38 - REMOVE SCHEDULE 2 TO THE ENVIRONMENTAL SIGNIFICANCE OVERLAY (ESO2)

Author's Title: Planning Officer

Department: Works and Technical Services

File No: LP/08/04

Attachments: Nil

Relevance to Council Plan 2017 - 2021

Strategic Objective: Responding to and enhancing our built and natural environment

RECOMMENDATION

That Council seeks authorisation from the Minister of Planning to prepare Planning Scheme Amendment C38 to remove Schedule 2 to the Environmental Significance Overlay (ESO2).

1. Executive Summary

The amendment proposes to remove Schedule 2 to the Environmental Significance Overlay (ESO2) as the objectives and purposes of this overlay are now redundant. The proposed change seeks to remove a redundant overlay (over old GWM channel structures), which is consistent with the requirements of the Planning and Environment Act 1987 for regular review of planning schemes.

2. Discussion

The purpose of the ESO2 is to protect water reservoirs and channels. Due to the commissioning of the Wimmera Mallee Stock and Domestic Water Pipeline System the earthen channel system is no longer used for stock and domestic water supply and is now redundant.

Construction of the Wimmera Mallee Pipeline commenced in November 2006 and was completed in April 2010, replacing 17,500 kilometres of open channels with 9,159 kilometres of rural pipeline. The pipeline provides a reliable and secure water supply to the region and 36 towns across the Wimmera and Mallee.

GWM Water have been consulted and have provided a letter stating they have no objection to the removal of the ESO2. They have confirmed that the earthen channel system throughout the Buloke Shire has been decommissioned and are no longer required.

The amendment will have a positive impact on Council's administrative resources, as the ESO2 triggers unnecessary planning permits in the identified locations. The amendment will also provide a net community benefit through reduced permits and associated costs. This amendment is in line with the recommendations of the *Cutting Red Tape in Planning Report (DSE 2006)* by reducing the number of matters that unnecessarily require planning approval and therefore saving on scarce planning resources.

The amendment is required to remove a redundant land use control. The amendment does not propose significant changes to the Buloke Planning Scheme. The amendment is consistent with the Local Planning Policy Framework, with no significant changes to the implementation of the Local Planning Policy Framework or the Municipal Strategic Statement.

3. Financial Implications

The cost of the amendment and the related advertising and the giving of notice will be borne by the Council.

4. Cost Shift Considerations

There are no cost shift considerations in this report.

5. Community Consultation

As per the Planning Scheme Amendment Process; notices will be placed in the Government Gazette and the local newspapers with the opportunity for written submissions to be received.

6. Internal Consultation

The Planning Department has considered the structure of this amendment.

7. Legislative / Policy Implications

The amendment process will be conducted as per the requirements of the *Planning & Environment Act 1987*.

8. Environmental Sustainability

The amendment seeks to remove a redundant planning control and as such will have no relevant environmental effects. It is considered that the existing native vegetation removal protections will provide environmental protection.

9. Conflict of Interest Considerations

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

10. Conclusion

It is recommended that Council approves the request to seek authorisation from the Minister of Planning to prepare Planning Scheme Amendment C38 to remove Schedule 2 to the Environmental Significance Overlay (ESO2)

8.2.3 WYCHEPROOF CARAVAN PARK MANAGEMENT

Author's Title: Manager Community Facilities

Department: Works and Technical Services

File No: PR/07/11

Attachments: 1 [Draft Management Agreement - Wycheproof Caravan Park](#)

Relevance to Council Plan 2017 - 2021

Strategic Objective: Deliver our service in a financially viable way

RECOMMENDATION

That Council:

1. Enter into a management agreement for the Wycheproof Caravan Park with Wyche Alive Inc. for up to three years; and
2. Authorise the Chief Executive Officer to finalise negotiations of the proposed management agreement and execute on behalf of Council.

1. Executive Summary

This report is presented to Council to consider the future management of the Wycheproof Caravan Park.

2. Discussion

Wycheproof Caravan Park is located on the Wycheproof Recreation Reserve which is Crown Land, Council is Committee of Management. For more than a decade Council has directly managed the park through appointing a caretaker who has serviced the amenity block and collected fees from campers and residents.

In late 2018, Council was approached by Wyche Alive Inc. the township Forum, raising opportunities for improving the management of the park. They highlighted issues such as the provision of additional hours of site management, a booking system and general improvements that would encourage increased use, thus supporting improved economic outcomes for the Wycheproof Community through increased local spending.

An internal review into the management of the Caravan Park was undertaken in January 2019, with an option analysis developed. This was presented to Councillors at a briefing in March 2019.

As Wycheproof is the only Caravan Park Council directly manage, and the additional financial input would require a reduction in other Council services, it was decide to undertake an Expression of Interest process for the management of the Caravan Park, enabling a more efficient and targeted service.

Council undertook a twenty eight (28) day expression of interest (EOI) process which was advertised in all three local newspapers and on Council's website. This EOI process concluded on Friday 26 April 2019. Council received two submissions from community groups within Wycheproof who were interested in managing the park. Subsequent interviews with the submitters were undertaken by a panel comprised of two Council Officers in May 2019.

The panel reviewed the EOI submissions and subsequent information presented in the interviews and utilised this to nominate a preferred organisation to enter into a management agreement. This recommendation was endorsed by Council management. Subsequently officers have entered into

negotiations with the preferred organisation over the past few weeks to establish a management arrangement, and commencement date.

Based on this negotiation, the preferred organisation Wyche Alive Inc. would be prepared to commence operations of the caravan park from Monday 5 August 2019. The recommended terms included;

- Up to three years
- A management fee of \$50 per annum on demand
- All operational costs to be managed by the organisation
- All income to be received by the organisation
- Specific reporting requirements outlined in the attached DRAFT agreement

DELWP have been consulted regarding the proposed management agreement and have confirmed support of this, noting that Council retains overarching control of the park.

Considering the thorough process undertaken to establish an improved outcome for the Caravan Park, it is recommended Council enter into a management agreement for up to three years with Wyche Alive Inc. for the management of the Wycheproof Caravan Park and authorise the Chief Executive Officer to finalise the agreement terms for a commencement on August 5, 2019.

3. Financial Implications

Council has budgeted for both income and expenditure from the Caravan Park for the 2019/20 Financial Year. There will be a reduction of wages and operational expenses upon entering an agreement, but income will also decrease as this would be taken and utilised to manage and improve the caravan park by the management organisation. Council will still insure the main buildings, depreciate these assets, and will need to consider Capital Improvements as part of future budgets.

4. Cost Shift Considerations

There are no cost shift considerations in this report.

5. Community Consultation

A consultation process was available for community groups to apply to manage the park. No further consultation with the community has been undertaken due to the operational nature of the service.

6. Internal Consultation

Senior Management and Councillors have been consulted at various stages through this process.

7. Legislative / Policy Implications

There are a number of considerations as part of the future management of the caravan park, including compliance with the Crown Land (Reserves) Act 1978, the Local Government Act 1989, DELWP's Best Practice Management Guidelines for Committees of Management Managing Caravan and Camping Parks on Crown Land 2012 and the Residential Tenancies Act 1997.

8. Environmental Sustainability

There are no significant considerations of environmental sustainability as a part of this report.

9. Conflict of Interest Considerations

No Officer involved in this process and/or report holds a conflict of interest.

10. Conclusion

Based on the detailed process outlined within the report, it is recommended Council enter into a management agreement with Wyche Alive Inc. for the management of the Wycheproof Caravan Park.



WYCHEPROOF CARVAN PARK MANAGEMENT AGREEMENT

TERMS OF REFERENCE

1. BACKGROUND

- 1.1 Buloke Shire Council will establish from time to time various agreements for management of Council assets. The purpose of this agreement is to manage the Caravan Park in Wycheproof on behalf of Council in the best interests of the Wycheproof community.
- 1.2 The 'Body' has responsibilities as set out in this Terms of Reference document. The Terms of Reference document sets out the structure and basis on which the Organisation can manage the asset, on behalf of Council.
- 1.3 This Terms of Reference document is authorised by a resolution of Council passed on xxxxx
- 1.4 This agreement may be terminated by Council with thirty (30) days' notice to the Body
- 1.5 The terms of this agreement will be for up to three (3) years commencing Monday 5 August 2019.
- 1.6 The Body is required to pay a rental fee of \$50 per annum payable by 31 March each calendar year on demand. This will be reviewed annually, with Council reserving the right to increase or decrease this dependent on financial outcomes of the park.

2. PURPOSE

The Body has been engaged for the purpose of:

- 2.1 The Body is engaged for the purpose of ensuring that the Caravan Park in Wycheproof is managed efficiently on behalf of Council, in compliance with legislative requirements and consistent with the community's expectations.

3. OBJECTIVES

The objectives of this agreement are:

- 3.1 To assist Council in the management of the Caravan Park in Wycheproof:
 - 3.1.1 Identifying current and potential issues affecting the viability and economic performance of the Caravan Park.
 - 3.1.2 To undertake maintenance and management duties as required.
 - 3.1.3 Manage the permanent caravan park residents including tenancy agreements, fees and charges and communicating with Council on this usage.



- 3.1.4 Advising on, reporting of hazards and/or risks associated with the caravan park, and remediating any issues that arise.
- 3.1.5 To ensure the Park is operating effectively and is resourced efficiently.
- 3.1.6 Compliance with DELWP's Best Practice Management Guidelines for Committees of Management Managing Caravan and Camping Parks on Crown Land 2012 including no longer accepting any new private residents.
- 3.1.7 At all times comply with the Crown Land (Reserves) Act 1978 and Residential Tenancies Act 1997.

4. ROLES AND RESPONSIBILITY

- 4.1 The role of the Body is:
 - 4.1.1 To manage the Caravan Park operations at Wycheproof.
 - 4.1.2 To regularly communicate operational matters to Council; and
 - 4.1.3 To promote the use of the facility and support its development as a community asset.
 - 4.1.4 To finance the maintenance and upkeep (including utilities) of the Caravan park as required.
 - 4.1.5 Maintain Public Liability Insurance to the value of \$10 million over the activities of the organisation.
- 4.2 The role of Council is:
 - 4.2.1 To maintain oversight and ownership of the built assets at the Caravan Park
 - 4.2.2 To maintain insurance over the buildings (excluding private residences) at the caravan park
 - 4.2.3 Assist with financial support for planned Capital Improvements to the Caravan Park

5. FINANCIAL MANAGEMENT

- 5.1 The Body shall keep books of accounts and such records will be submitted to Council on an annual basis.
- 5.2 Financial responsibilities of the Body shall include;
 - 5.2.1 The setting of an annual budget;
 - 5.2.2 Expenditure consistent with the requirements to manage the park;
 - 5.2.3 The setting of hire fees and charges for the use of the park



6. REPORTING

The Body shall provide reports to Council of its activities, including;

- 6.1 To provide financial statements and updated facility improvement plans annually;
- 6.2 A Business Plan adjusted annually to reflect changing circumstances
- 6.3 Where requested by Council, the Body must report its activities and performance to a meeting of Council.

EXECUTED by the parties on the date set out at the start of this Agreement

The Common Seal of **Wyche Alive Inc** was affixed
by authority of the Committee in the presence of:

Committee Member

Committee Member / Public Officer of the
Association

EXECUTED BY THE COUNCIL signed for and on behalf of the Buloke Shire Council.

CHIEF EXECUTIVE OFFICER

WITNESS

8.2.4 CIRCULAR MOTION - PRELIMINARY SUBMISSION TO BULOKE SHIRE COUNCIL REPRESENTATION REVIEW

Author's Title: Chief Executive Officer

Department: Office of the CEO

File No: GO/07/07

Attachments: 1 [↓](#) VEC Review Submission

Relevance to Council Plan 2017 - 2021

Strategic Objective: Support our councillors, staff, volunteers and the community to make informed and transparent decisions.

RECOMMENDATION

That Council notes the motion circulated and Council's decision in relation to the preliminary submission to the Buloke Shire Council Representation Review.

1. Executive Summary

This report is presented to Council to consider the submission for the Buloke Shire Representation Review.

A Circular Motion was distributed to all Councillors, via email on 4 July 2019. All Councillors responded in approval to the motion.

2. Discussion

The Victorian Electoral Commission (VEC) is conducting an electoral representation review of Buloke Shire Council. The review examines:

- Whether the Council has the appropriate number of councillors;
- Whether the Council should be unsubdivided, with councillors elected from the whole Council, or subdivided into wards; and
- If subdivided, the number of wards, ward boundaries and the number of councillors per ward.

Representation reviews are completed every twelve years and the last electoral representation review of Buloke Shire Council took place in 2007. The VEC's final recommendation was for Buloke Shire Council to change from nine to seven councillors elected from three wards (two two-councillor wards and one three-councillor ward).

Council has developed the attached submission, which strongly advocates for retaining a ward structure and seven Councillors. Some of the factors that were considered in advocating for retaining the status quo include:

- The Shire's population of 6,201 is dispersed across ten discrete townships, with the largest township having 1,498 residents. Council spreads its Councillor Briefing meetings across each of these ten townships, and has four offices and five depots.
- Council's Shire is nearly 200 kilometres in length from its southern boundary adjoining Loddon Shire Council to its northern boundary adjoining Mildura City Council. This results in councillors travelling extensive distances regularly.

- The Buloke Shire Council is wedged between three regional clusters, that being the Wimmera Southern Mallee, Mallee and Loddon Campaspe regions. As a result, many of the smaller towns also have different regional cities of interest when residents travel for services no longer delivered with the Buloke Shire, such as specialised healthcare. The workload associated with representation and advocacy is heightened as a result.
- Any proposal to further decrease the number of councillors would immediately increase the workload of councillors, and the likely outcome is to dissuade prospective councillors for running for the role.
- The geographical spread of councillors across wards is important to ensure that all areas of the Shire are heard and represented
- Council is concerned about any proposals for an unsubdivided structure, particularly given the higher density of population in the southern parts of the Shire.

The Circular Motion considered by Council is set out below:

That Council:

- *Adopts the attached submission as its preliminary submission to the Buloke Shire Council Representation Review;*
- *Forwards a copy of the submission to the to the Victorian Electoral Commission; and*
- *Receives a report at the 2019 July Ordinary Meeting regarding this Circular Motion and Council's Decision.*

Councillors unanimously approved the Circular Motion. The submission was received by the Victorian Electoral Commission in the required timeframes.

A copy of the submission has been attached for this report.

3. Financial Implications

There are no financial implications in this report.

4. Cost Shift Considerations

There are no cost shift considerations in this report.

5. Community Consultation

The community will be consulted by the VEC as part of the review process.

The Buloke Shire Council Meetings Procedure and Common Seal Local Law provides for Circulars Motions, and requires the Chief Executive Officer to ensure a report on the motion circulated and Council's decision is contained in the agenda, and recorded in the minutes, to ensure members of the public are aware of Council decisions.

6. Internal Consultation

Councils Management Team and councillors have been consulted in the development of the submission.

7. Legislative / Policy Implications

The process for a Circular Motion must be administered in accordance with Part 4, Section 71 of the Council's Meetings Procedure and Common Seal Local Law 2019.

8. Environmental Sustainability

There are no environmental sustainability considerations within this report

9. Conflict of Interest Considerations

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

10. Conclusion

It is recommended that Council adopt and submits the

DRAFT - Buloke Shire Council

Preliminary Submission to the Buloke Shire Electoral Representation Review

The Buloke Shire Council acknowledges the 2019 Electoral Representation Review of the Buloke Shire and provides this submission to the Commission in preparation of the Preliminary Review.

General

Buloke Shire is the heart-land of grain production and handling in the Wimmera Southern Mallee region. It is the fifth largest municipality in the state, covering 8,004sq/km and unlike some of those councils with larger geographic areas, the Buloke Shire does not have any large areas of national or state parks and deserts. Rather the Shire is a majority productive farming land and therefore, the population is dispersed across the whole of the Shire.

The Shire's population of 6,201 is dispersed across ten discrete townships, with the largest township having 1,498 residents. Council spreads its Councillor Briefing meetings across each of these ten townships, and has four offices and five depots.

Council's Shire is nearly 200 kilometres in length from its southern boundary adjoining Loddon Shire Council to its northern boundary adjoining Mildura City Council. This results in councillors travelling extensive distances regularly. In fact, Buloke Shire has a similar geographic footprint to the Yarriambiack Shire, and the elongated footprint of that municipality was documented as an important factor by the VEC when considering the recommendations in the 2015 Yarriambiack Shire Electoral Review.

Number of Councillors

In the representation review in 2007, the number of Buloke Shire councillors dropped from 9 to 7 and has remained at this level over the past twelve years. Whilst the workload of councillors increased after the 2007 review, it is Council's view that having seven councillors is appropriate and justifiable and provides the greatest representation for the Buloke community.

Importantly, the Buloke Shire Council is wedged between three regional clusters, that being the Wimmera Southern Mallee, Mallee and Loddon Campaspe regions. As a result, many of the smaller towns also have different regional cities of interest when residents travel for services no longer delivered with the Buloke Shire, such as specialised healthcare. For instance, Sea Lake residents tend to drift to Swan Hill as the regional centre, Donald to Horsham and Charlton to Bendigo. This is particularly important when considering this representation review as the councillors are delegates to a vast number of regional bodies across each of the Wimmera Southern Mallee, Mallee and Loddon Campaspe regions. The workload associated with representation and advocacy is heightened as a result.

Any proposal to further decrease the number of councillors would immediately increase the workload of councillors, and the likely outcome is to dissuade prospective councillors for running for the role. The position of a councillor is not the only role that current or prospective candidates will have. Each will have a mix of professional and personal commitments to their own businesses or jobs and families. Some of the services to support working people (i.e. childcare, elder care) simply aren't available within the Buloke Shire and to increase in the workload by reducing councillor numbers will significantly detract from promoting candidates to stand.

There has not been a large number of candidates stand for previous elections, with councillors being elected unopposed. There is a significant risk of fewer prospective councillors or no councillors standing if the workload required for the role increases.

Ward Structure

Whilst ward boundaries have been altered in previous representation reviews, since amalgamations, the Buloke Shire Council has operated with a three ward structure. Ward representation has proven successful in the past and has provided high quality representation to the Buloke community.

Wards have allowed for a distribution of workload between ward councillors particularly given the need for councillors to serve a large, relatively sparsely populated geographic area. The ward councillor can develop a comprehensive understanding of the ward across a range of council related issues and is able to participate in locally based community activities, town forums, celebrations, festivals and sporting events across townships.

The physical spread of councillors is important to ensure that all areas of the Shire are heard and represented. Under the current structure this has worked well and engagement with all communities in the Shire is quite effective. Further to this, residents, ratepayers and voters are clear as to the identity of the councillor and very rarely does the problem of residents making representations to multiple councillors occur. The ward structure enhances equitable responsibility for representation across the seven councillors.

The current ward system has served the Buloke Shire Council incredibly well and is supported by members of the community. Council holds concerns that an unsubdivided model could have an adverse impact on community cohesion and possible emergence of parochial interests, which is

currently mitigated by Council's multi-member, multi-ward structure. In addition, Council is concerned that an unsubdivided model could impact negatively on older residents and voters, with anecdotal evidence strong supporting the view that these residents rely heavily on face-to-face connection with Councillors.

The existing ward boundaries remain within the +/- 10% representative rule and the current groupings of towns within each ward effectively aligns communities of interest.

Council is concerned about any proposals for an unsubdivided structure, particularly given the higher density of population in the southern parts of the Shire. One of the high risks of an unsubdivided structure is that the northern parts of the Shire may not be represented, with a concentration of councillors that reside in the south of the Shire. Given the distance from south to north, this would be detrimental to the aim of effective representation across all Buloke communities.

Preliminary Position

Council's strong preference is to retain seven councillors across a three ward structure. The current structure has served Buloke residents and the Buloke Shire Council organisation well across the past twelve years.

8.2.5 COUNCIL PLAN 2017-2021 - YEAR 3 ANNUAL PLAN

Author's Title: Chief Executive Officer

Department: Office of the CEO

File No: CD/09/11

Attachments: 1 [↓](#) Council Plan 2017-2021 - Year 3 Annual Plan

Relevance to Council Plan 2017 - 2021

Strategic Objective: Support our councillors, staff, volunteers and the community to make informed and transparent decisions.

RECOMMENDATION

That Council adopt the Council Plan 2017-2021 –Year 3 Annual Plan.

1. Executive Summary

Following the adoption of the Buloke Council Plan 2017-2021, each year Annual Plans have been developed to note the strategic objectives of the Council Plan, and to demonstrate and document the tasks, measures and proposed completion dates in order to implement and deliver Council's strategic objectives.

This report is presented to Council to consider the key strategic actions to be undertaken in the forthcoming financial year.

2. Discussion

The Year 1 and 2 Annual Plans have served as really important planning and tracking tools for Council to ensure the deliver against the Council Plan.

Staff and Councillors have worked together through workshops to consider the key priorities for the upcoming year, in line with the resources allocated through the annual budget.

The Year 3 Annual Plan highlights key priorities against the strategic priorities and objectives set in the 2017-21 Council Plan.

Some of the key actions/projects included in the attached Year 3 Annual Plan over the coming year include:

- Involvement with five neighbouring Councils to create efficiencies through a shared corporate system. This project has been funded by the state government;
- Partner with Northern District Health to provide localised mental health support services;
- Progress the Buloke 2030 project, by supporting the development and implementation of action plans for 10 townships;
- Review the Municipal Early Years Plan and Youth Strategy;
- Travellers Rest upgrades at Wycheproof, Nullawil, Culgoa, Berriwillock and Nandaly;
- Partner with the community to deliver on art projects at Sea Lake silo, Nullawil silo and Charlton street murals;
- Deliver improvements to the main street of Birchip to upgrade safety and implement their streetscape masterplan priorities;
- Redevelop ten year capital works plan;
- Upgrade facilities at Green Lake;
- Undertake a review of the Waste Strategy;
- Development of Workforce Development Plan; and
- Develop a new complaint handling policy and process.

3. Financial Implications

The costs associated with the implementation of the Annual Plan are factored in to the 2019/2020 Budget.

4. Cost Shift Considerations

There were no cost shift considerations applicable to this report.

5. Community Consultation

There was significant consultation undertaken in the development of the Council Plan 2017-2021, which is the basis of this document.

6. Internal Consultation

The Year 3 Annual Plan was developed in consultation with Councillors and the broader Management Team.

7. Legislative / Policy Implications

The Annual Plan demonstrates the deliverables of the adopted Council Plan 2017-2021 required by the *Local Government Act 1989*.

8. Environmental Sustainability

The natural environment and its sustainability is a key objective of the Built and Natural environment theme.

9. Conflict of Interest Considerations

There were no Conflict of Interest considerations applicable to this report.

10. Conclusion

That Council adopt the Council Plan 2017 – 2021 Year 3 Annual Plan.

BULOKE SHIRE COUNCIL PLAN 2017-2021 ANNUAL PLAN - YEAR 3



01 DELIVER OUR SERVICES IN A FINANCIALLY VIABLE WAY

PROJECT NAME	DESCRIPTION	STRATEGIC BASIS	MEASURE	COMPLETION DATE
IMPROVE OUR FINANCIAL PLANNING AND REPORTING	Review and improve the Council finance reporting template.	COUNCIL PLAN 1.1	New report template implemented.	December 2019
CONTINUOUS SERVICE IMPROVEMENT FOR EFFICIENT AND FLEXIBLE SERVICE	Drive efficiencies through shared service Corporate System partnership (if successful with RTCP funding).	COUNCIL PLAN 1.2	Finance, payroll and records system implemented.	December 2020
ENHANCE OUR COMMUNICATION AND TECHNOLOGY TO IMPROVE PRODUCTIVITY, SERVICE DELIVERY AND COMMUNICATION WITH THE COMMUNITY	Review the ICT Strategy in line with shared service opportunities and sector improvements.	COUNCIL PLAN 1.3	Review complete and report to Council.	February 2020

02 BUILD A HEALTHY AND ACTIVE COMMUNITY

PROJECT NAME	DESCRIPTION	STRATEGIC BASIS	MEASURE	COMPLETION DATE
SEEK EFFECTIVE PLACE BASED SERVICES AND INITIATIVES FOCUSED ON PREVENTION BASED MEASURES	Partner with Northern District Health to provide localised mental health support services.	COUNCIL PLAN 2.1	Program commenced.	August 2019
ADVOCATE FOR ACCESSIBLE PUBLIC AND COMMUNITY TRANSPORT FOR ALL BULOKE RESIDENTS	Through the Flexible Local Transport Program, develop accessible materials on local transport options utilising the information gathered in the stage one baseline report for the Local Mallee Transport Options.	COUNCIL PLAN 2.2	Accessible material distributed.	October 2019
PROMOTE AND ENHANCE PASSIVE AND ACTIVE RECREATION	Partner with Loddon Mallee Councils to deliver the 'Move It' program for over-65's.	COUNCIL PLAN 2.3	Loddon Mallee Move It Program – 3 sessions ran.	June 2020
DEVELOP COMMUNITY PLANS TO ENHANCE THE LIVEABILITY OF ALL BULOKE COMMUNITIES	Support the development and implementation of action plans for 10 townships.	COUNCIL PLAN 2.4	10 community action plans developed.	May 2020
DEVELOP A BULOKE INCLUSIVENESS PLAN TO ADDRESS ACCESS AND ENGAGEMENT OF ALL RESIDENTS	Work with the Dja Dja Wurrung Clan to progress a local Treaty.	COUNCIL PLAN 2.6	Treaty negotiations commenced.	October 2019
IMPLEMENT THE MUNICIPAL EARLY YEARS PLAN AND CHILD & YOUTH STRATEGY TO ADDRESS THE NEEDS OF YOUNG PEOPLE IN THE SHIRE	Review the Municipal Early Years Plan and Youth Strategy.	COUNCIL PLAN 2.8	Reviews adopted by Council.	December 2019

03 DIVERSIFY AND ENHANCE OUR LOCAL ECONOMY

PROJECT NAME	DESCRIPTION	STRATEGIC BASIS	MEASURE	COMPLETION DATE
STRENGTHEN AGRIBUSINESS DIVERSIFICATION	Develop Rural Land Study to ensure it reflects agricultural activities.	COUNCIL PLAN 3.1	Rural land Study adopted by Council.	September 2019
CAPITALISE ON TOURISM OPPORTUNITIES	Implement Economic Development and Tourism Strategy.	COUNCIL PLAN 3.2	Years 1 and 2 Action Plans implemented.	June 2020
CAPITALISE ON TOURISM OPPORTUNITIES	Construction of tourism facilities at Lake Tyrrell to capitalise on visitation to the area.	COUNCIL PLAN 3.2	Construction completed.	December 2020
CAPITALISE ON TOURISM OPPORTUNITIES	Amenity upgrades at Wycheproof, Nullawil, Culgoa, Berriwillock and Nandaly.	COUNCIL PLAN 3.2	Construction completed.	December 2019
ADVOCATE AND FACILITATE IMPROVED AND EQUITABLE CONNECTIVITY TO PROMOTE LIVEABILITY	Apply for all eligible locations in the State and Federal Governments Mobile Blackspot Program to improve telecommunications and liveability.	COUNCIL PLAN 3.3	Applications submitted.	March 2020
ENCOURAGE AND PROMOTE RENEWABLE ENERGY OPTIONS AS A DRIVER OF ECONOMIC GROWTH AND A SUSTAINABLE ENVIRONMENT	Partner with the BCG to run a climate change / farm diversification event.	COUNCIL PLAN 3.4	Event held.	December 2019
SEEK FUNDING FOR REGIONAL SUPPLY CHAIN STRATEGIES (ROAD AND RAIL) TO SECURE VIABLE MARKET ACCESS FOR BULOKE PRODUCTS	Seek funding under state and federal roads upgrade programs (i.e. FCRP, HVSP, R2M) for key freight routes.	COUNCIL PLAN 3.5	Grants submitted.	June 2020
PROMOTE THE LIFESTYLE AND ECONOMICS OF LIVING IN BULOKE.	Partner with the community to deliver on art projects at Sea Lake silo, Nullawil silo and Charlton murals.	COUNCIL PLAN 3.2	Projects completed.	December 2019
ENHANCE COMMUNITY COHESION AND ATTRACTIVENESS WITH WELL MAINTAINED AND FUNCTIONAL STREETSCAPES.	Deliver improvements to the main street of Birchip to upgrade safety and implement their streetscape masterplan priorities.	COUNCIL PLAN 3.7	Construction completed.	September 2020

04 RESPONDING TO AND ENHANCING OUR BUILT AND NATURAL ENVIRONMENT

PROJECT NAME	DESCRIPTION	STRATEGIC BASIS	MEASURE	COMPLETION DATE
REDUCE THE ASSET RENEWAL GAP	Develop ten year capital works plan.	COUNCIL PLAN 4.1	10 year capital works plan developed.	January 2020
PARTNER WITH COMMUNITIES TO DEVELOP FIT FOR PURPOSE MULTI USE HUBS	Construction of Charlton Park 2020.	COUNCIL PLAN 4.2	Facility constructed and open to the public.	October 2019
PARTNER WITH COMMUNITIES TO DEVELOP FIT FOR PURPOSE MULTI USE HUBS	Construction of Donald Community Multi-Purpose Project.	COUNCIL PLAN 4.2	Facility constructed and open to the public.	November 2019
BUILD COMMUNITY PREPAREDNESS AND RESILIENCE TO THE EFFECTS OF EXTREME WEATHER EVENTS	Review the Flood Response Plan.	COUNCIL PLAN 4.3	Flood Response Plan reviewed and endorsed by MEMPC.	February 2020
BUILD COMMUNITY PREPAREDNESS AND RESILIENCE TO THE EFFECTS OF EXTREME WEATHER EVENTS	Finalise the Charlton levee feasibility/business case.	COUNCIL PLAN 4.3	Council adopted position on the Charlton levee.	February 2020
ENHANCE THE STRATEGIC DELIVERY OF COUNCIL ASSETS	Review Council's Suite of Asset Management Plans.	COUNCIL PLAN 4.4	Asset Management Plans reviewed and presented to Council.	March 2020
ENHANCE THE STRATEGIC DELIVERY OF COUNCIL ASSETS	Develop major projects advocacy document in line with Community Plans and other strategies.	COUNCIL PLAN 4.4	Major Projects Advocacy document developed.	December 2019
SUPPORT COMMUNITIES' ACCESS TO RECREATIONAL WATER BY ENHANCING OUR AQUATIC FEATURES	Upgrade facilities at Green Lake.	COUNCIL PLAN 4.6	Green Lake amenity block constructed.	December 2019
BECOME A CHAMPION OF ENVIRONMENTAL SUSTAINABILITY THROUGH DESIGN AND PRACTICE	Commence Stream 3 of Sustainability Victoria funding to retrofit use community buildings for better energy efficiency.	COUNCIL PLAN 4.7	Works completed and funding acquitted.	April 2020
IMPROVE WASTE MANAGEMENT PRACTICES AND REDUCE WASTE TO LANDFILL FOR IMPROVED ENVIRONMENTAL OUTCOMES.	Undertake a review of the Waste Strategy.	COUNCIL PLAN 4.8	Strategy presented to Council.	October 2019

05 SUPPORT OUR COUNCILLORS, STAFF, VOLUNTEERS AND THE COMMUNITY TO MAKE INFORMED AND TRANSPARENT DECISIONS

PROJECT NAME	DESCRIPTION	STRATEGIC BASIS	MEASURE	COMPLETION DATE
IMPLEMENT A ROBUST COMPLIANCE AND RISK FRAMEWORK TO ENSURE STATUTORY OBLIGATIONS ARE FULFILLED	Redevelop risk register.	COUNCIL PLAN 5.1	High rated risks presented bi-annually to Council.	June 2020
ENSURE THE BULOKE ORGANISATIONAL DEVELOPMENT STRATEGY SUPPORTS OUR CULTURE	Development of Workforce Development Plan.	COUNCIL PLAN 5.2	Plan reported to Council briefing.	December 2019
ENSURE OUR COUNCILLORS HAVE SUPPORT IN PERFORMING THEIR ROLES AND RESPONSIBILITIES	Implement professional development opportunities for Councillors.	COUNCIL PLAN 5.3 & 5.5	Councillor professional development plan developed.	August 2019
INCREASE OUR COMMUNICATION AND INVOLVEMENT WITH THE COMMUNITY IN DECISION MAKING	Develop a new complaints handling policy and process.	COUNCIL PLAN 5.4	Report to Council.	November 2019
INCREASE OUR COMMUNICATION AND INVOLVEMENT WITH THE COMMUNITY IN DECISION MAKING	Undertake audit of historical items and documents in Council offices.	COUNCIL PLAN 5.5	Audit published and displayed in offices.	December 2019
RECOGNISE OUR VOLUNTEERS AND SUPPORT THEIR SIGNIFICANT CONTRIBUTIONS	Implementation of Volunteer Strategy.	COUNCIL PLAN 5.6	90% of actions commenced.	June 2020

8.2.6 BULOKE SHIRE COUNCIL 2017 - 2021 YEAR 2 ANNUAL PLAN REVIEW

Author's Title: Chief Executive Officer

Department: Office of the CEO

File No: CM/13/06

Attachments: 1 [↓](#) Year 2 Annual Plan report

Relevance to Council Plan 2017 - 2021

Strategic Objective: Build a healthy and active community

RECOMMENDATION

That Council note the progress made to deliver the strategic objectives noted in the adopted Year 2 Annual Plan for the Buloke Council Plan 2017-2021.

1. Executive 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 and Year 2 Annual Plan for the implementation of the strategic objectives. Quarterly progress reports have been presented to Council throughout 2018/19.

2. Discussion

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

Council has received progress reports against the Year 2 Annual Plan throughout the 2018/19 year, and attached is the final report on the Plan.

The final report (attached) highlights extremely strong year of delivering on the Plan, despite some of the challenges realised through key staff turnover in the past 15 months. Of the 27 actions in the plan that were due by June 2019, only 3 are not fully completed. Each of these three, being the Birchip streetscape, Rural Land Use Strategy and creating a working partnership with Department of Justice community workers are currently underway and remain key priorities.

There is also strong progress against the multi-year actions, such as construction of the Donald Community Precinct project, preparation for Local Government Bill and Charlton Park 2020 upgrades.

3. Financial Implications

The costs of the actions were included in the 2018/19 budget.

4. Cost Shift Considerations

There are no cost shift considerations applicable to this report.

5. Community Consultation

The Annual Plan for Year 2 was adopted by Council at the June 2018 Ordinary Meeting, and has been published on the Council website.

The Year 2 Annual Plan and its quarterly progress reports, also adopted by Council, have been reported in the local circulating newspapers.

The development of the Council Plan included extensive community consultation.

In the past twelve months, as per the planned actions, community consultation on a range of topics including economic development and tourism, community planning, community grants, rate revenue strategy and early years have taken place.

6. Internal Consultation

Internal consultation has taken place with the Senior Leadership Team.

7. Legislative / Policy Implications

In accordance with the *Local Government Act 1989* Council must prepare and approve a Council Plan.

The 2017-2021 Year 2 Annual Plan reviews the proposed tasks, measures and completion dates for the last financial year, in order to deliver the strategic objectives of the adopted Council Plan 2017-2021 required by the *Local Government Act 1989*.

8. Environmental Sustainability

The natural environment and sustainability considerations are included in many of the proposed actions, and actions already undertaken.

9. Conflict of Interest Considerations

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

10. Conclusion

That Council note the progress made to deliver the strategic objectives noted in the adopted Year 2 Annual Plan for the Buloke Council Plan 2017-2021.

YEAR 2 Annual Plan – Final report

Deliver our services in a financially viable way						
Action	Description of activity	Strategic Basis	Measure	Completion date	Status (complete, in progress, not yet started)	Comments
Improve our financial planning and reporting	Implementation of Long Term Financial Plan	Council Plan 1.1	LTFP adopted by Council	28/02/2019	Completed	Adopted at February meeting
Continuous service improvement for efficient and flexible service	Shared services project with Wimmera Councils	Council Plan 1.2	Final report delivered to Council	31/12/2019	Completed	Report completed and presented to Councillor Briefing
Enhance our communication and technology to improve productivity, service delivery and communication with the community.	Invest in the priorities of the ICT strategy to improve productivity including Phase 2 of the implementation of a corporate system.	Council Plan 1.3	Signing of Contacts and implementation commenced	30/03/2019	Completed	New payroll, purchasing and finance budgeting/reporting systems implemented. Due to exploring obtaining external funds for this project through the Rural Councils Transformation Program, other parts of the project has been delayed. Application successful - \$5million across 6 councils to work together.
Advocate for improved financial outcomes for rural communities	Undertake a Rating Strategy to ensure equitable outcomes for communities.	Council Plan 1.4	Rating strategy adopted by council	30-Mar-19	Completed	Rating Strategy adopted at May meeting

Build a healthy and active community						
Project Name	Description	Strategic Basis	Measure	Completion date	Status	Measure
Seek effective place based services and initiatives focussed on prevention based measures	Partner with a range of Buloke stakeholders to advance primary prevention measures within Buloke with a focus on mental health and healthy living.	Council Plan 2.1	Develop publications that promote place based health services	30-Apr-19	Completed	Buloke Dementia Pathways project actively participated in through SMPCP, handout developed. Strong links formed with EWHS, mental health team linked with key community touch points and contacts. Presentations to RFDS have resulted in place-based proposal for speech therapy services.
Advocate for accessible public and community transport for all Buloke residents	Through the Flexible Local Transport Program, develop accessible materials on local transport options utilising the information gathered in the stage one baseline report for the Local Mallee Transport Options.	Council Plan 2.2	Accessible material distributed	30-Oct-19	In progress	Tender let for works. On track for October 2019 completion.
Promote and enhance passive and active recreation	Work with the Mallee CMA on the recreational Tyrrell Creek projects- new connections	Council Plan 2.3	Three projects completed	30-Mar-19	Completed	Works completed at Tchum Lake signage, Tchum Lake Walking Track, Stoney Crossing Repairs (Lake Tyrrell) and Lake Marlbed study and signage.
Develop community plans to enhance the liveability of all Buloke communities	Adopt the Buloke Integrated Community Plan	Council Plan 2.4	Integrated plan adopted by Council	30-Dec-18	Completed	Plan adopted at December Council meeting.

Project Name	Description	Strategic Basis	Measure	Completion date	Status	Measure
Develop a Buloke inclusiveness plan to address access and engagement of all residents.	Actively advocate for the effective roll out of the NDIS in Buloke.	Council Plan 2.6	transfer of known eligible HACC clients to NDIS	30-May-19	Completed	PYP Clients who are eligible have been transferred. Council has invested significant resources into case-managing the transition for many. Council are still working with some HACC PYP clients who haven't yet proved their eligibility
Implement the Municipal Early Years Plan and Child & Youth Strategy to address the needs of young people in the Shire.	Supported Playgroup to be rolled out across Buloke Shire with new funding received.	Council Plan 2.8	Two supported community playgroups	30-Jun-19	Completed	Supported Playgroup rolled out in Watchem and Charlton

Diversify and enhance our local economy

Project Name	Description	Strategic Basis	Measure	Completion date	Status	Measures
Strengthen Agribusiness diversification	Undertake a review of the rural land use elements of the Buloke Planning Scheme to ensure it reflects agricultural activities.	Council Plan 3.1	Rural land use strategy adopted by council	30-Sep-18	In progress	Consultant appointed and background work completed. Additional consultation to occur in July.
Capitalise on Tourism opportunities	Implement Economic Development and Tourism Year 1 Strategies.	Council Plan 3.2	year 1 Action Plan implemented	30-Jun-18	Completed	Report on actions prepared to June 2019 meeting, highlighting fantastic progress.
Capitalise on Tourism opportunities	Construction of tourism facilities at Lake Tyrrell to capitalise on visitors to the area.	Council Plan 3.2	construction completed	30-Dec-19	In progress	Preparing tender documentation for construction, finalising Cultural Heritage Management Plan and attempting to secure final funding for roadworks
Capitalise on Tourism opportunities	Amenity upgrades at three lakes to be built by summer 18/19	Council Plan 3.2	construction completed	30-Dec-18	Completed	Wooroonook, Tchum and Watchem Lake amenities opened.
Advocate and facilitate improved and equitable connectivity to promote liveability	Apply for all five eligible locations in Round 1 of the State Governments Mobile Blackspot Program to improve telecommunications and liveability	Council Plan 3.3	applications submitted	30-Aug-18	Completed	Extremely successful outcome. Over thirty sites nominated. 3 out of the 9 stations announced for Mallee region in Buloke – Glenloth East, Berriwillock and Wilkur.
Project Name	Description	Strategic Basis	Measure	Completion date		Measures

Encourage and promote renewable energy options as a driver of economic growth and a sustainable environment	Work with agricultural intensive animal husbandry and BCG to demonstrate renewable energy options.	Council Plan 3.4	Renewables in agriculture session held	30-Aug-19	In progress	BCG funding application successful and microgrid partially installed. Discussions about demonstrations underway as part of Council drought event
Seek funding for regional supply chain strategies (Road and Rail) to secure viable market access for Buloke products	Seek funding under the Local roads to market program for a key freight route.	Council Plan 3.5	Grants submitted	30/06/2019	Completed	Applications made and Yeungroon Rd, Watchem-Warracknabeal Rd and Birchip Corack Rd successful. Additional applications made for Watchem-Warracknabeal Rd and Culgoa-Ultima Road.
Promote the lifestyle and economics of living in Buloke.	Annual evaluation of sustainability and community grants success	Council Plan 3.6	report to Council	30-Aug-18	Completed	Report presented to August briefing. Secondary report presented to February briefing.
Enhance community cohesion and attractiveness with well maintained and functional streetscapes.	Deliver improvements to the main street of Birchip to upgrade safety and implement their streetscape masterplan priorities.	Council Plan 3.7	construction completed	30-Mar-19	In progress	Detailed designs complete. Regional Roads Victoria have pulled the original funding for this project. Second application successful to Regional Roads Victoria in May 2019.

Responding to and enhancing our built and natural environment						
Project Name	Description	Strategic Basis	Measure	Completion date		Measures
Reduce the asset renewal gap	Develop and maintain a suite of projects on key buildings across Buloke that are ready to submit for grant opportunities.	Council Plan 4.1	1 design for each asset class	30-Jan-19	Completed	Designs completed for Skate Park, Recreation Reserve, Streetscape (riverfronts), Charlton Hall, Charlton Childcare, drainage and a range of road rehabilitation projects
Partner with communities to develop fit for purpose multi use hubs	Construction of Charlton Park 2020	Council Plan 4.2	Facility constructed and open to the public	30-Sep-19	In progress	Works progressing well for August opening
Partner with communities to develop fit for purpose multi use hubs	Finalise plans and construct Donald Community Precinct	Council Plan 4.2	Facility constructed and open to the public	30-Sep-19	In progress	Works progressing well for September opening
Build community preparedness and resilience to the effects of extreme weather events	Develop the Charlton Drainage Designs	Council Plan 4.4	Drainage design completed	30-Apr-19	Completed	Designs complete
Enhance the strategic delivery of council assets	Use the asset management software system to inform ongoing capital and financial budgets	Council Plan 4.4	Building and roads asset data centralised in system	30-Jan-19	Completed	Transfer of building and road data into Asset Management system has been completed
Ensure the ongoing practical management and protection of the shire's native vegetation	Use an MOU with the Dept. of Corrections to assist our Landcare groups to achieve community identified problem locations to eradicate weeds	Council Plan 4.5	Two sites achieved	30-Apr-19	Not completed	Discussions with Department of Justice commenced. Unlikely to complete roadside works and consideration for alternative projects.

Project Name	Description	Strategic Basis	Measure	Completion date		Measures
Support communities' access to recreational water by enhancing our aquatic features	Green Lake - earthworks completed	Council Plan 4.6	works complete and taps turned on	30-Dec-18	Completed	Works completed and lake is filling with water
Become a champion of environmental sustainability through design and practice	Commence Stream 3 of Sustainability Victoria funding to retrofit two high use community buildings for better energy efficiency.	Council Plan 4.7	two building retrofitted	30-Jun-19	Completed	Charlton Office and Charlton Kinder among buildings works completed.
Improve waste management practices and reduce waste to landfill for improved environmental outcomes	Apply for funding for E-Waste container storage to improve waste management practices	Council Plan 4.8	Facility constructed at Birchip landfill	30-May-19	Completed	Funding applications successful for Birchip and Sea Lake sites. Works for both sites completed

5

Support our Councillors, Staff, Volunteers and the Community to make informed and transparent decisions						
Project Name	Description	Strategic Basis	Measure	Completion date		Actions to date
Implement a robust compliance and risk framework to ensure statutory obligations are fulfilled	Develop a Business Continuity Management Plan that ensures a robust framework to ensure Council meets its statutory obligations.	Council Plan 5.1	key documents in place in accord with transition phases	as per regulation requirements	Completed	Plans have been completed and presented to Senior Leadership Team and reported on at the Audit and Risk Committee
Ensure the Buloke organisational development strategy supports our culture	Implementation of the online Learning Management System.	Council Plan 5.2	Successful Completion of three compulsory modules by all staff	30-Nov-18	Completed	System implemented and staff have completed training
Ensure our Councillors have support in performing their roles and responsibilities	Review and adopt updated meeting local law	Council Plan 5.3 and 5.5	meeting procedure and common seal law adopted	28-Feb-19	Completed	Adopted at May 2019 meeting
Monitor partnership arrangements to maximise services for Buloke	Assess key partnerships with stakeholders such as BCG, WMT, NPC, LMCLP and CVGA .	Council Plan 5.4	report to council	28-Feb-19	Completed	2 workshops held with Council. Review complete. Improvement actions to be followed through
Recognise our volunteers and support their significant contributions	Implementation of Volunteer Strategy	Council Plan 5.5	50% of actions implemented	30/06/2019	Completed	Report to June 2019 meeting reported on good progress against the strategy

8.2.7 MURRAY BASIN RAIL PROJECT

Author's Title: Chief Executive Officer

Department: Office of the CEO

File No: ED/02/04

Attachments: 1 [↓](#) RFA letter

Relevance to Council Plan 2017 - 2021

Strategic Objective: Responding to and enhancing our built and natural environment

RECOMMENDATION

That Council:

1. Contribute \$1,000 to the Rail Freight Alliance for the statewide campaign to advocate for:
 - The completion of the Murray Basin Rail Project to its original scope; and
 - The Victorian Rail network to remain in State control and ownership.
2. Write to Minister for Transport, Jacinta Allan MP, Minister for Ports and Freight, Melissa Horne MP, Member for Mildura, Ali Cupper MP and Member for Ripon, Louise Staley MP to advocate for the full completion of the Murray Basin Rail Project.

1. Executive Summary

This report is presented to Council to consider advocacy for the unfinished Murray Basin Rail Project (MBRP).

2. Discussion

The \$440million Murray Basin Rail Project has long been touted as a significant game-changer for grain growers in the north of state, by standardising and increasing the axle loading for lines across the Mildura, Sea Lake and Manangatang rail corridors.

The benefits of the project state that standardisation will allow the freight industry in the Murray Basin region to deliver exports to Victoria's ports in a more efficient and cost-competitive way. An increased axle loading will allow higher volumes of product to be safely freighted across the network. This will allow trains to carry up to 500,000 more tonnes of grain each year.

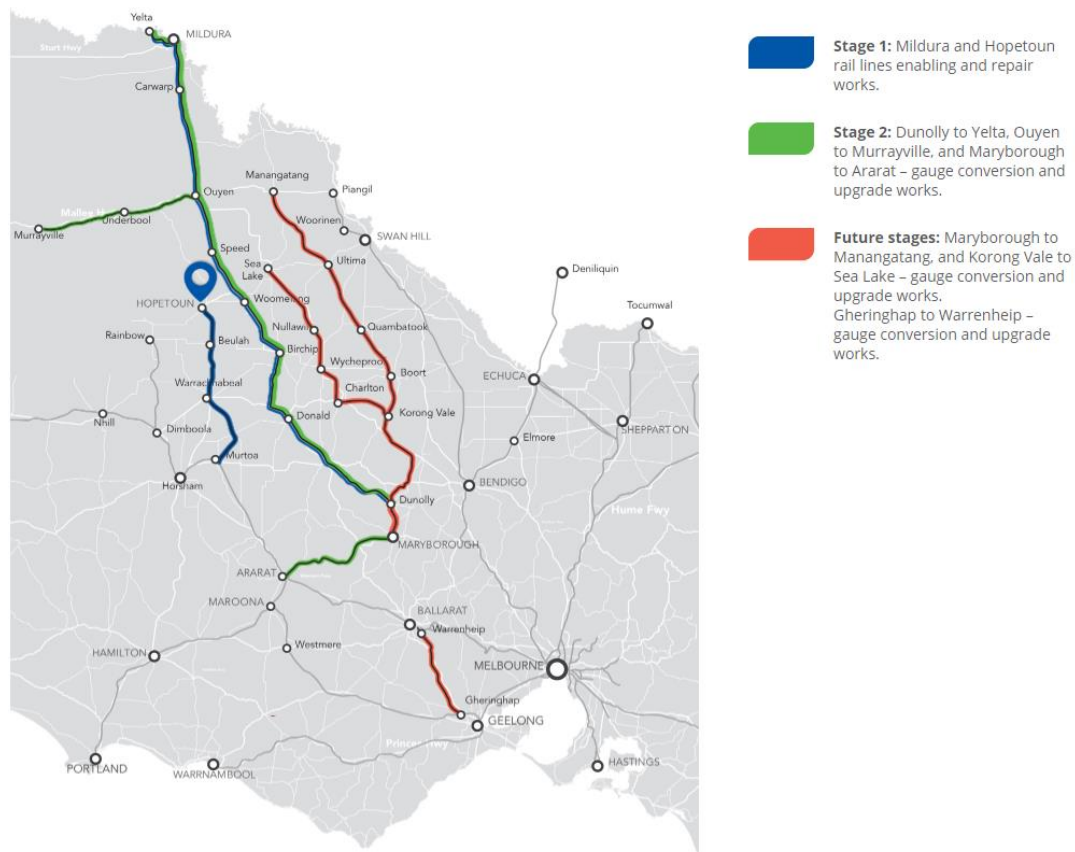
The Murray Basin Rail Project addresses three key problems for the Murray Basin region:

- Restricted access to Victoria's major ports, which can undermine the international competitiveness of bulk products;
- Poor performance of the rail network, which can increase costs to business; and
- Growing road freight movements, which can reduce community amenity.

However, following the completion of stage one and two works (including the Mildura line), the State Government have announced that they no longer have any funds to complete stage three of the project, which includes standardisation and increased axle loading of the Sea Lake rail corridor. Without these works, the supply chain and delivery of product to port will be less efficient for growers along those lines. The full completion of this project is a priority within Council strategies, but also many of the regional growth and transport strategies that Council are a partner to.

Stages

The project is being delivered in a number of stages, which are outlined in the map below.



3. Financial Implications

The allocation of \$1,000 will be funded from Council's 2019/20 governance operational budget.

4. Cost Shift Considerations

There are no cost shift considerations in this report.

5. Community Consultation

The MBRP has been widely consulted, particularly in the line through Wycheproof, where the impact of the line running through the main street has been of concern.

6. Internal Consultation

Staff within Council's Senior Leadership Team have discussed the approach.

7. Legislative / Policy Implications

The importance of rail infrastructure and advocacy of upgrades is part of the Council Plan and a range of regional transport and growth strategies that Council are a partner to.

8. Environmental Sustainability

There are no environmental sustainability considerations in this report.

9. Conflict of Interest Considerations

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

10. Conclusion

It is recommended that Council:

- Contribute \$1,000 to the Rail Freight Alliance for the statewide campaign to advocate for:
 - The completion of the Murray Basin Rail Project to its original scope; and
 - The Victorian Rail network to remain in State control and ownership.
- Write to Minister for Transport, Jacinta Allan MP, Minister for Ports and Freight, Melissa Horne MP, Member for Mildura, Ali Cupper MP and Member for Ripon, Louise Staley MP to advocate for the full completion of the Murray Basin Rail Project.



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Cr Glenn Milne,
Chair, Rail Freight Alliance,
24, Collins Street,
Level 12, Suite 4,
Melbourne,
Victoria 3000.
info@railfreightalliance.com

02/07/2019

Dear Mayor

Re: The future of the Victorian Rail Network

At our June meeting the Murray Basin Rail Project (MBRP) was a significant part of the agenda and many concerns were discussed. While the RFA has been supportive of this project, the current situation is completely unacceptable and an insult to Victoria. The Alliance believe that a strong rail system will benefit all Victorians by reducing congestion and emissions, improving road safety and growing Victoria's global economy. The MBRP has fallen well short of these aspirations and the Victorian Government commitments.

The MBRP is a 5-stage project that was to be completed at the end of 2018. Funded by the part sale of Rural Finance Corporation and the Federal Government, with a commitment to deliver a standardised network across a significant part of Victoria.

This project is critical to all Victorians because it was to allow competitive access to Victorian Ports, reducing supply chain costs, a growing Victoria's global economy.

The project has been poorly managed by the Victorian Government from the start. Currently, Stage 2 of the project is not complete, much of works are substandard and see trains unable to travel above 40 kph.

Minister Allan has announced that the project is out of funds and is in discussions with the Federal Minister.

A solution that has been rumored is that as part of these negotiations the Victorian Government standard gauge lines would be leased to the Australian Rail Track Corporation (ARTC).

The Alliance believes that rail lines in Victoria should remain in the State's control as part of its entire freight network. The ARTC has been successful in managing the national network, however, have shown little interest in managing lines within state boundaries.

We know from experience what occurs when the Victorian Government sell off control of the state lines as we are still dealing with the ramifications from the Kennett years.

The RFA has created a fighting fund to advocate for

- The completion of the MBRP to its original scope
- The ownership of the Victorian Rail network to remain in State control and ownership.

This is a vital investment in the prosperity of all Victorians and Melbourne's future livability.



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The RFA have suggested that all Councils within Victoria be invited to contribute \$1,000 to our fighting fund.

Should you wish to discuss the Alliance's request further, please either contact myself directly or make contact with the Alliance's Executive Officer, Mr. Reid Mather (contact information listed on this correspondence).

Yours sincerely,

A handwritten signature in black ink, appearing to be "Glenn Milne".

**Cr Glenn Milne,
Chairman, Rail Freight Alliance**



8.3 FINANCIAL REPORTS

8.3.1 FINANCIAL PERFORMANCE AS AT 31 MAY 2019

Author's Title: Manager Finance

Department: Corporate Services

File No: FM/19/03

Attachments:

- 1 [Income Statement 31 May 2019](#)
- 2 [Balance Sheet 31 May 2019](#)
- 3 [Cashflow Statement 31 May 2019](#)
- 4 [Cashflow Graph 31 May 2019](#)
- 5 [Capital Works Program 31 May 2019](#)
- 6 [Capital Works Graph 31 May 2019](#)

Relevance to Council Plan 2017 - 2021

Strategic Objective: Deliver our service in a financially viable way

11

RECOMMENDATION

That Council receives and notes the Financial Performance Report for the month ending 31 May 2019.

1. Executive Summary

The **Income Statement** provides a summary of the total income and total expenditure relating to Council's annual recurrent operations. It also specifically includes capital income but does not include capital works expenditure. The surplus/(deficit) is disclosed at item B on the Income Statement (Attachment 1). So as operating revenues can be compared to operating expenditures, an adjustment is made to exclude all capital income. The presentation of this income statement and resultant surplus/(deficit) is reported at item A.

The reported surplus as at 31st May 2019 is \$3.414m. *Excluding* capital grants income of \$7.768m, a deficit of \$4.353m was recorded. The result is better than, but mostly in line, with budget (deficit \$4.579m) due to compensating variances in funded income and lower than anticipated expenses. Please refer to the notes listed on the Income Statement for explanation of specific variances.

The **Balance Sheet** effectively shows a summary of the value of Assets (what we own) and our Liabilities (what we owe), both of which balance off against each other to show Net Assets or Equity (our net worth). Council's net worth as at this accounting period increased to \$209m.

The **Cash Flow Statement** has been updated to include the cash flow projections based on the Forecast Budget. The actual to budget comparisons for July to December has been consolidated. The corresponding cash flow chart maps actual cash alongside budgeted cash and restricted funds. At 31st May 2019, Council's Cash and Cash Equivalents were \$18.9m. Cash flow remains strong in readiness for the \$7m loan repayment scheduled for November.

The **Capital Works Program** depicts \$8.811m of capital works having been expended to the end of this accounting period. The Annual Budget for capital works is \$14.454m to be funded by Capital Grants of \$7.5m. However, delays in some projects result in a lower Annual Forecast of \$12.709m reflecting these projects will be carried forward to FY19/20. Forecasted contributions have reduced to \$1.2m (from \$2.3m) but Council Cash of \$4.6m remains unchanged.

2. Financial Implications

The table below provides an overview of Council's financial performance as at 31st May 2019

Income Statement - Excluding Capital Grants and Contributions	YTD	YTD	YTD	Annual	Annual
	Actuals	Budget	Variance	Budget	Forecast
	\$'(000)	\$'(000)	\$'(000)	\$'(000)	\$'(000)
Total Income	26,182	26,395	(213)	26,603	27,171
Total Expenses	30,535	30,973	438	32,936	33,242
Surplus/(Deficit)	(4,353)	(4,579)	225	(6,332)	(6,071)
Add back Capital Grants Income and Contributions	7,768	9,249	(1,482)	9,812	9,038
Surplus/(Deficit) including Capital Grants Income and Cont.	3,414	4,670	(1,256)	3,479	2,967
Capital Works Program	8,811	9,525	(714)	14,454	12,709

The following commentary is provided:

a. Total income excluding capital grants and contributions

The negative variance of \$213k results from delayed funding (2016 Floods) being partly offset by additional grants received during the year. Outstanding funding is expected before 30 June and the year end result should be higher than budget.

b. Total expenses

Favourable budget variance (\$438k) mostly due to flood restoration works below expected (see note 7).

c. Capital Grant Income and Contributions

Capital grant income is below budget to 31 May (\$1.482m) mostly due to delayed funding for Lake Tyrrell and Roads to Recovery.

d. Capital Works Program Expenditure

Council has expended \$8.811m on capital works YTD this period. Significant increase in capital expenditure expected for final months of the financial year with projects nearing payment milestones.

e. Cash and Cash Equivalents

Council has cash of \$18.904m of which \$1.430m is restricted being committed to capital projects.

3. Community Consultation

No consultation with the community was required for the production of this report.

4. Internal Consultation

The reports have been prepared in consultation with the budget managers directly responsible for Council budgets.

5. Legislative / Policy Implications

The report is consistent with the requirements of the *Local Government Act 1989*.

6. Environmental Sustainability

This report has no direct impact on environmental sustainability.

7. Conflict of Interest Considerations

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

8. Conclusion

Surplus as at 31st May is mostly in line with YTD budget. Grant income for both operating and capital are behind where Council planned to be on a year to date basis. However, remaining monies are forecasted to come in before the end of the financial year.

Forecasting has been finalised in the reports provided and incorporated in Cash flow and Capital Expenditure charts to indicate 30 June positions.

Income Statement

Buloke Shire Council

31 May 2019

Income Statement - Excluding Capital Grants and Contributions						
	YTD Actuals	YTD Budget	YTD Variance	Annual Budget	Annual Forecast	Ref:
	\$'000	\$'000	\$'000	\$'000	\$'000	
Income						
Rates and charges	13,322	13,316	6	13,316	13,325	
Statutory fees and fines	164	96	68	100	102	
User fees	736	720	16	777	759	
Grants - operating (recurrent)	4,516	4,333	183	4,425	4,514	1
Grants - operating (non-recurrent)	6,781	7,358	(578)	7,365	7,806	2
Grants - capital (recurrent) - EXCLUDED						
Grants - capital (non-recurrent) - EXCLUDED						
Contributions - cash	216	138	78	139	177	3
Contributions - capital - EXCLUDED						
Gain (Loss) on Disposal of Assets	41	0	41	10	10	
Other Income	118	122	(4)	127	132	
Interest	289	312	(23)	345	345	
Total Income excluding Capital Grants and Contributions	26,182	26,395	(213)	26,603	27,171	
Expenses						
Employee benefits	8,191	8,839	649	9,601	9,134	6
Materials and services	14,991	14,739	(252)	15,149	15,780	7
Bad and doubtful debts	1	0	(1)	52	53	
Depreciation and amortisation	6,498	6,472	(25)	7,061	7,185	
Finance costs	256	297	41	297	297	
Other expenses	599	626	27	776	793	
Total Expenses	30,535	30,973	438	32,936	33,242	
A Surplus/(Deficit) excluding Capital Grants and Contributions	(4,353)	(4,579)	225	(6,332)	(6,071)	
Add back Capital Grants Income and Contributions						
Grants - capital (recurrent)	1,252	1,224	28	1,224	1,252	10
Grants - capital (non-recurrent)	5,401	5,891	(490)	6,317	6,574	11
Contributions - capital	1,115	2,135	(1,019)	2,271	1,212	12
Total Capital Grants Income	7,768	9,249	(1,482)	9,812	9,038	
B Surplus/(Deficit) including Capital Grants Income and Cont.	3,414	4,670	(1,256)	3,479	2,967	

Notes:

- More recurrent operating grant income received YTD than budgeted. Many *overs* and *unders* but principally greater receipts for CHSP Home Help (favourable variance of \$49K), Finance (\$28K), MCH (\$42K) and Supported Playgroups (\$28K).
- Flood Natural Disaster Funding of about \$1.05M is outstanding at the time of this report but invoiced for payment by 30 June. This outstanding funding is partly offset by additional grant receipts for Birchip Kindergarten, Green Lake and other programs.
- Contribution from Birchip Kindergarten received earlier than planned (\$45k) and Department of Treasury and Finance (\$29k) as *compensation* for Anl. Valuations. Also insurance reimbursement received regarding Donald landfill (\$23K)
- A favourable underspend of \$649k on employee costs. Some of these positions were temporarily filled by contractors (Finance and HR) and savings here are partially offset by overspends in Contractor payments included in Materials and Services.
- Materials and Services reflects an overspend of \$252K mostly due to the contractors engaged to accommodate staffing deficits earlier in the financial year (refer employee benefits above)
- Roads to Recovery Federal Grant instalments are now on schedule.
- Capital Grants have overall returned to schedule. However, additional grants not included in the budget offset outstanding funding for the Lake Tyrrell Infrastructure upgrades (\$1.587M). With known construction delays, this project will be carried forward to FY19/20 and the budgeted grant income is not longer expected in this financial year as no further expenditure is anticipated before 30 June.
- The annual forecast reflects negotiated contributions to capital projects. Contributions for Charlton Park and Donald Community Precinct remain outstanding but have been replacement by grant income in FY19/20.

Buloke Shire Council

Balance Sheet

As at 31 May 2019

	Actual May 2018	Actual May 2019	Annual Budget 2019	Variance LY to TY	Ref
	\$000's	\$000's	\$000's	\$000's	
Assets					
Current					
assets					
Cash and Cash Equivalents	19,025	18,904	13,924	(122)	1
Trade and Other Receivables - Current	2,034	2,520	1,491	486	
Inventories	119	64	119	(55)	
Non current assets classified as held for sale	0	0	0	0	
Other assets	53	73	544	20	
Total current assets	21,231	21,560	16,078	329	
Non-current assets					
Investment in associates	224	0	0	(224)	
Property, infrastructure, plant and equipment	180,889	189,487	186,895	8,599	
PIPE - Work In Progress		9,492			3
Total non-current assets	181,113	198,979	186,895	8,375	
Total assets	202,344	220,540	202,973	8,703	
Liabilities					
Current liabilities					
Trade and other payables	999	1,062	1,470	63	
Trust funds and deposits	111	245	114	134	
Provisions - Current	2,390	2,503	1,945	114	
Interest Bearing Loans and Borrowings - Current	0	7,000	7,000	7,000	
Total current liabilities	3,499	10,810	10,529	7,311	
Non-current liabilities					
Provisions - Non Current	536	485	1,077	(51)	
Interest Bearing Loans and Borrowings -Non Current	7,000	0	0	(7,000)	
Total-non current liabilities	7,536	485	1,077	(7,051)	
Total liabilities	11,036	11,295	11,606	259	
Net Assets	191,309	209,245	191,367	8,444	
Equity					
Accumulated surplus	95,486	99,222	99,899	3,736	
Reserves	90,992	106,608	87,989	15,616	
YTD Surplus / (Deficit)	4,831	3,414	3,479	(1,417)	
Total Equity	191,309	209,245	191,367	17,936	2

Notes:

(0)

1 Compared to last year cash has reduced by \$122K.

2 Council's net position is \$17.936m stronger than at this time last year.

3.1 As at 30 June 2018 (last year), PIPE Work in Progress was: \$ 1,627,744

3.2 For this accounting period, WIP is: \$ 9,491,920

3.3 WIP movement to this period is: \$ 7,864,176 This item matches Capital Works Expenditure.

4 Cash and Cash Equivalents balance per this period is: \$ 18,903,678 Matches movement in Cash Flow Statement.

Buloke Shire Council

Statement of Cash Flows

31 May 2019

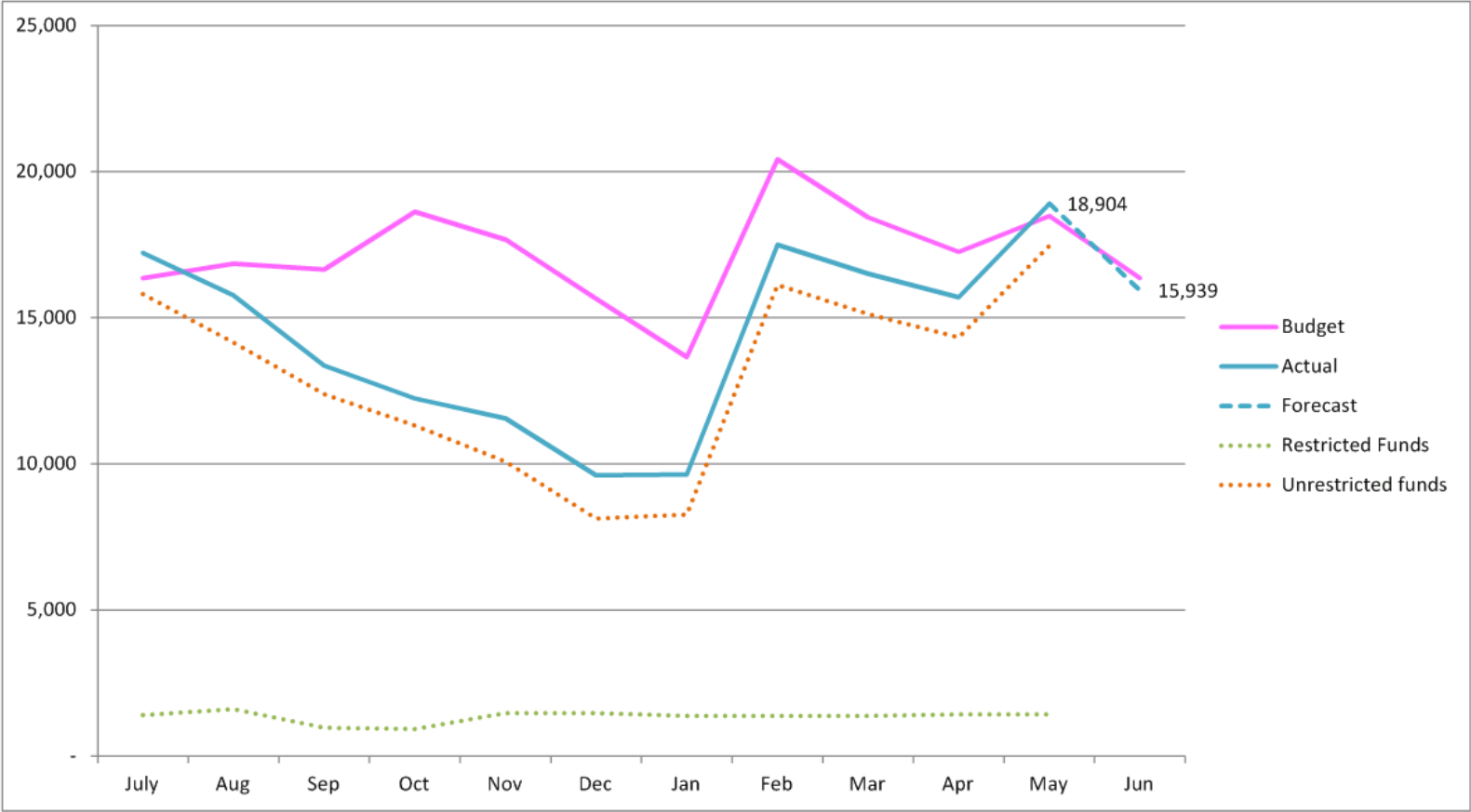
Notes	Actual		Budget		Actual		Budget		Actual		Budget		Actual		Budget		Actual		Budget		Forecast		Budget	
	JUL - DEC 2018		Jan-19		Feb-19		Mar-19		Apr-19		May-19		Jun-19											
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
	Cash flows from operating activities:																							
	Rates and charges	2,825	3,147	794	734	7,777	7,661	523	611	335	392	655	503	270	269									
	Statutory fees and fines	39	41	14	0	11	4	10	7	10	3	14	3	42	42									
	User fees	(249)	514	284	(35)	22	133	15	74	60	34	558	55	79	79									
	Grants - operating	3,154	6,720	1,947	35	495	866	2,026	(403)	1,730	423	1,388	668	3,480	3,479									
1 & 3	Grants - capital	2,055	1,473	431	27	652	-	521	1,813	747	902	2,246	2,300	1,026	1,026									
	Contributions - monetary	314	760	82	579	207	327	103	34	451	148	174	518	45	45									
	Interest received	112	-	57	-	13	-	63	-	30	-	14	-	-	-									
	Trust funds and deposits taken	32	-	59	-	479	-	(562)	-	140	-	69	-	-	-									
	Other receipts	195	1,734	(12)	(12)	52	76	5	26	12	(64)	3	991	(1,878)	(2,267)									
	Net GST refund / payment	88	1,350	101	645	89	224	(120)	236	69	103	89	424	9	(18)									
	Employee costs	(4,259)	(4,844)	(735)	(744)	(708)	(746)	(737)	(733)	(737)	(723)	(975)	(952)	(859)	(859)									
2	Materials and services	(11,245)	(9,171)	(2,374)	(2,857)	(920)	(272)	(1,133)	(1,173)	(2,078)	(560)	(151)	(852)	(1,779)	(1,779)									
	Other payments	(251)	(341)	(15)	(26)	(235)	(306)	(39)	(37)	(33)	(33)	(25)	(96)	67	(72)									
	Net cash provided by/(used in) operating activities	(7,190)	1,383	631	(1,656)	7,935	7,966	676	455	736	625	4,060	3,563	502	(54)									
	Cash flows from investing activities:																							
4	Payments for property, infrastructure, plant and equipment	(3,269)	(5,857)	(581)	(334)	(57)	(1,206)	(1,652)	(2,437)	(1,518)	(1,810)	(698)	(2,186)	(1,604)	(2,069)									
5	Proceeds from sale of property, infrastructure, plant and equipment	-	-	-	-	-	-	-	-	-	-	-	-	-	-									
	Non Cash - Depreciation & Equity	(100)	-	(17)	-	(17)	-	(17)	-	(17)	-	(17)	-	-	-									
	Net cash provided by/ (used in) investing activities	(3,369)	(5,857)	(597)	(334)	(74)	(1,206)	(1,669)	(2,437)	(1,535)	(1,810)	(714)	(2,186)	(1,604)	(2,069)									
	Cash flows from financing activities:																							
	Finance costs	(108)	(149)	-	-	-	-	-	-	-	-	(148)	(149)	-	-									
	Proceeds from borrowings	-	-	-	-	-	-	-	-	-	-	-	-	-	-									
	Repayment of borrowings	-	-	-	-	-	-	-	-	-	-	-	-	-	-									
	Net cash provided by/(used in) financing activities	(108)	(149)	-	-	-	-	-	-	-	-	(148)	(149)	-	-									
	Net increase/(decrease) in cash and cash equivalents	(10,667)	(4,623)	34	(1,990)	7,861	6,760	(993)	(1,981)	(799)	(1,185)	3,197	1,229	(1,102)	(2,124)									
6	Cash and cash equivalents at the beginning of the financial year / period	20,270	20,270	9,604	15,647	9,638	13,657	17,499	20,416	16,506	18,435	15,707	17,250	17,042	18,479									
	Cash and cash equivalents at the end of the financial year / period	9,603	15,647	9,638	13,657	17,499	20,416	16,506	18,435	15,707	17,250	18,904	18,479	15,941	16,355									
		1,476		1,374		1,374		1,374		1,430		1,430												
		8,131		8,267		16,125		15,132		14,277		17,461												

Notes

- Capital Grant received in advance (2017/18)
- Operating Expenditure carry forward
- Capital Grant funding forecast in 2017/18 now to be received in 2018/19
- Capital Works carry forward from 2017/18 program
- Library equity received in 2017/18
- Cash (including Financial Assets) at the end of 2018
- Except for note 6, adjustments to be incorporated in mid year forecasts in readiness for 2019. They are not included in budget figures.
- Principal assumption in determining budget cash figures is last year actuals as a percentage of cash budget.

Buloke Shire Council

Cash Flow Chart 18/19
as at 31 May 2019



Capital Works Program

31 May 2019

Buloke Shire Council

Asset Class	Project Description	YTD Actuals \$'000	YTD Budget \$'000	YTD Variance \$'000	Annual Budget \$'000	Annual Forecast \$'000
	(Completed projects highlighted)					
Bld	BB0073 - Split system replacement program	6	-	6	15	15
Bld	BB0080 - Charlton Park 2020 Redesign	2,736	2,450	286	3,200	3,462
Bld	BB0089 - Wycheproof Office external refurbishment	-	-	-	-	16
Bld	BB0090 - Municipal offices renewal program	69	70	(1)	70	71
Bld	BB0091 - Swimming Pool renewal program	17	-	17	40	40
Bld	BB0092 - Donald Community Precinct Construction	1,313	1,200	113	1,925	1,938
Bld	BB0096 - Charlton Museum roof upgrade	-	25	(25)	25	18
Bld	BB0097 - Birchip Leisure Centre Laundry Demolition	16	12	4	12	16
Bld	BB0098 - Depot safety improvements	31	40	(9)	40	40
Bld	BB0099 - Sustainability developments project	5	50	(45)	104	104
Bld	BB0100 - Birchip pool painting	20	18	2	18	20
Bld	BB0101 - Birchip Leisure Centre Changeroom Redevelopment	1	-	1	-	10
	Sub-Total_Buildings	4,213	3,865	348	5,449	5,750
P&E	EI0051 - IT & Equipment replacement	132	120	12	155	167
P&E	EI0052 - Asset Management System - 2017	26	25	1	30	30
P&E	EI0053 - IT systems renewal	13	350	(337)	800	230
P&E	EI0054 - Phone system replacement	2	-	2	-	2
P&E	EP0002 - Major Plant	601	600	1	600	600
P&E	EP0003 - Small Plant	22	15	7	20	20
	Sub-Total_Plant & Equipment	795	1,110	(315)	1,605	1,049
FFF	EF0009 - HACC Minor Capital Works	2	-	2	-	-
FFF	EF0010 - Library books purchase	200	200	-	200	200
FFF	EF0011 - Library Project	19	-	19	-	19
	Sub-Total_Furniture Fittings & Fixtures	221	200	(21)	200	219
Infra_LF	IL0015 - Birchip upgrades -power connection and litter sere	32	30	2	30	37
Infra_LF	IL0016 - Sea Lake Transfer Station E-Waste	42	-	42	-	66
Infra_LF	IL0017 - Birchip Landfill E-Waste	72	-	72	-	92
	Sub-Total_Infrastructure_Landfill	146	30	116	30	195
Infra_Other	IO0084 - Streetscape Plan and Implementation Stage 1	66	125	(59)	125	-
Infra_Other	IO0085 - Playground Replacement program	3	-	3	60	60
Infra_Other	IO0086 - Park irrigation upgrades	35	40	(5)	40	40
Infra_Other	IO0087 - Park furniture/BBQ upgrades	4	-	4	20	20
Infra_Other	IO0088 - Lake amenities development (Stage 1)	981	800	181	800	970
Infra_Other	IO0090 - Tourism and Cultural Heritage signs	4	-	4	-	4
Infra_Other	IO0092 - Lake Tyrell infrastructure upgrades (Stage 1)	96	1,853	(1,758)	2,471	173
Infra_Other	IO0095 - Town entrances - tree planting	39	20	19	40	40
Infra_Other	IO0096 - Donald Skate Park	-	-	-	-	10
	Sub-Total_Infrastructure_Other	1,228	2,838	(1,610)	3,556	1,316

Ref: Notes

- * Project Carried Forward from 2017/18
- *1 Delays in the commencement of the Charlton Park project therefore funding delayed.
- *2 Expenditure and income for Museum project now expected in June 2019.
- 3 Project carried forward to FY19/20
- 4 IT System Project has had a change in scope due to opportunities with the Rural Council's Transformation Fund whereby monies will be allocated to rural Councils in a shared service arrangement for a new Corporate System. Council along with Loddon Shire intend to proceed with procurement of a new Records Management System.
- 5 The Lake Tyrell project has experienced delays mainly due to heritage issues. Forecast has been downgraded significantly.

Capital Works Program

31 May 2019

Buloke Shire Council

Asset Class	Project Description	YTD Actuals \$'000	YTD Budget \$'000	YTD Variance \$'000	Annual Budget \$'000	Annual Forecast \$'000
Infra_Roads_R2R	IR7100 - Road Reseal Program	-	-	-	700	700
Infra_Roads_R2R	IR7240 - Final Seal - Yuengroon Road	59	70	(11)	70	70
Infra_Roads	IR7241 - Northern earth road soft crests	25	100	(75)	150	150
Infra_Roads_R2R	IR7242 - Corack East-Chirrup Rd (Corack) (4600m)	132	127	5	127	140
Infra_Roads_R2R	IR7243 - Blairs A Rd (Nareewillock) (1150m)	38	36	2	36	38
Infra_Roads_R2R	IR7244 - Cooks and Kerrs Road (Narraport) (5000m)	112	84	28	84	112
Infra_Roads_R2R	IR7245 - Sea Lake Springfield Rd (Sea Lake) (1850m)	74	80	(6)	80	74
Infra_Roads_R2R	IR7246 - Speed Estate School Bus Rd (Nandaly) (5000m)	150	145	5	145	147
Infra_Roads_R2R	IR7247 - Charlton - Swan Hill Road (Glenloth) (3,000m)	84	64	20	64	64
Infra_Roads	IR9007 - Major Patch Program 2016/2017	97	100	(3)	100	100
Infra_Roads	IR9015 - Birchip-Corak Pavement Renewal	47	400	(353)	822	822
Infra_Roads_R2R	IR9016 - Yuengroon Road Pavement Renewal	965	-	965	960	960
Infra_Roads	IR9021 - Watchem Warracknabeal Road - Ch 10.810km to Ch 12.	300	-	300	-	527
Sub-Total_Infrastructure_Roads		2,083	1,206	877	3,338	3,905
Infra_Ft Pth	IF0025 - Horace Street, Sea Lake (St Marys)	-	36	(36)	36	36
Infra_Ft Pth	IF0026 - Davies Street, Charlton (Charlton College)	34	50	(16)	50	50
Sub-Total_Infrastructure_Footpaths		34	86	(52)	86	86
Infra_Drainage	ID0020 - Donald Flood Study - Levee Development Stage 2	81	120	(39)	120	120
Infra_Drainage	ID0023 - Charlton Drainage Design	10	70	(61)	70	59
Infra_Drainage	ID0024 - Charlton Flood Levee -Feasibility	-	-	-	-	10
Sub-Total_Infrastructure_Drainage		90	190	(100)	190	189
Total Capital Works Program		8,811	9,525	(714)	14,454	12,709

Ref: Notes

6 Project to start in May 19, expenditure incurred June 19

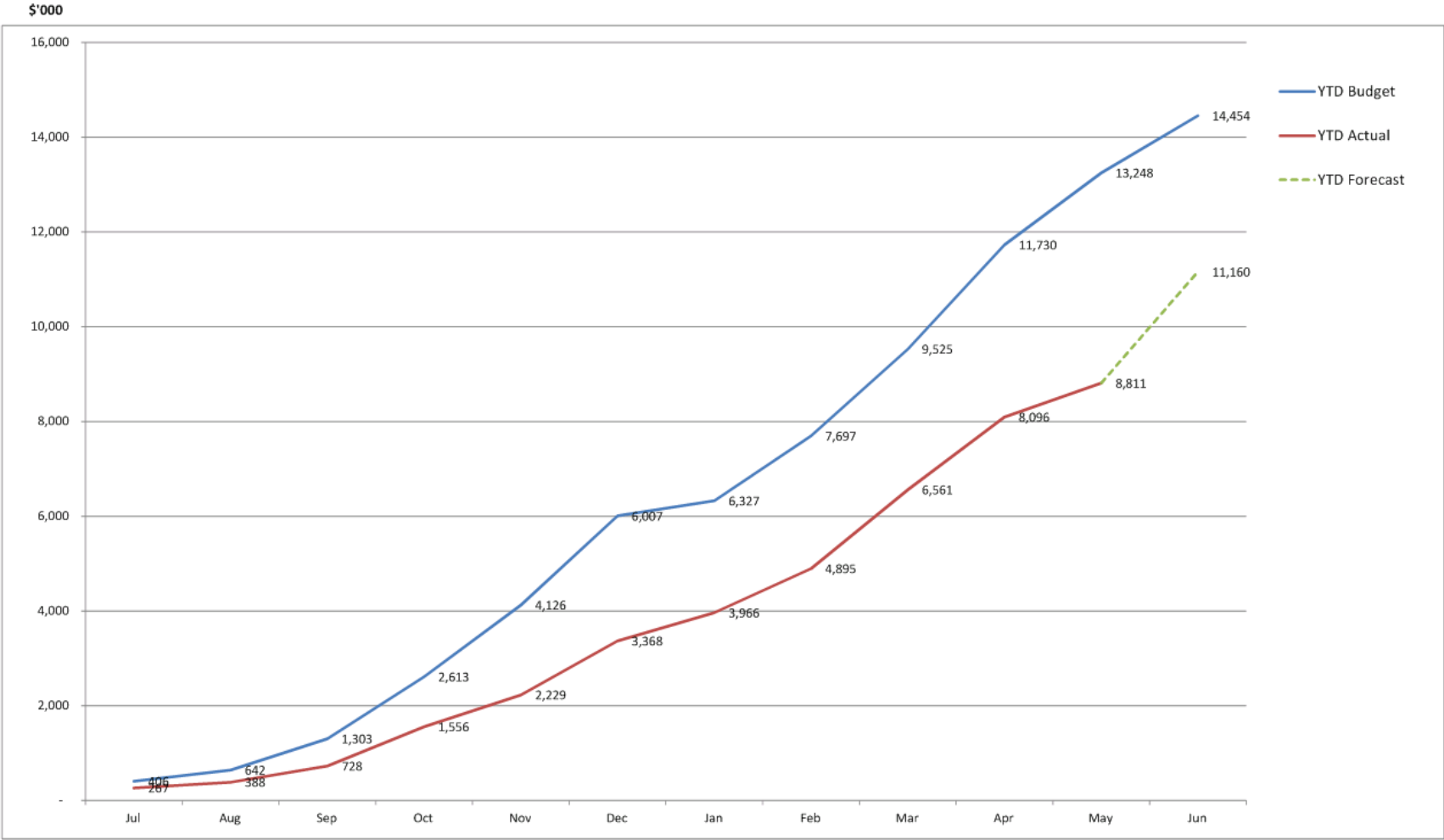
31 May 2019

	YTD Actuals \$'000	YTD Budget \$'000	YTD Variance \$'000	Annual Budget \$'000	Annual Forecast \$'000
Capital Income					
Grants - Capital (recurrent)	1,252	1,224	28	1,224	1,252
Grants - Capital (non-recurrent)	5,401	5,891	(490)	6,317	6,574
Contributions - Capital	1,115	2,135	(1,019)	2,271	1,212
Council Cash				4,642	4,642
Total Capital Income	7,768	9,249	(1,482)	14,454	13,680
Total Expenditure on Capital Works	7,662	9,525	(1,863)	14,454	12,709
Capital Works Program Net Result	106	(276)	(1,725)	(0)	971

7

Refer Income Statement Notes 10-12 regarding capital income variance YTD

Buloke Shire Council
Capital Works Program 2018/19
Cummulative Capital Expenditure as at 31 May 2019



8.4 ORGANISATIONAL REPORTS

8.4.1 COMMUNITY SATISFACTION SURVEY RESULTS 2019

Author's Title: Manager Customer Engagement

Department: Office of the CEO

File No: GS/02/01

Attachments: 1 [Community Satisfaction Survey Results 2019](#)

Relevance to Council Plan 2017 - 2021

Strategic Objective: Deliver our service in a financially viable way

RECOMMENDATION

That Council:

1. Notes the results of the Local Government Community Satisfaction Survey for 2019;
2. Considers future actions in response to the results; and
3. Publishes the results of the survey to the community.

1. Executive Summary

The 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.

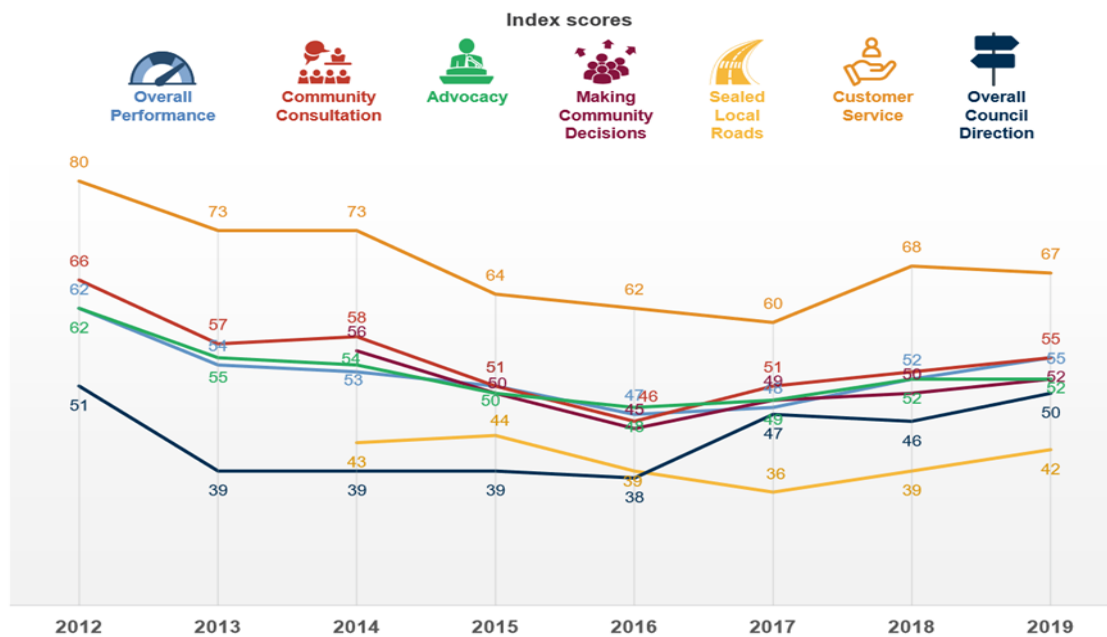
2. Discussion

The survey demonstrates an overall improvement for Buloke Shire Council of three points from the 2018 survey and continues the upward trend back to the peak result of 2012. Council is also bridging the gap for the state-wide average for Small Rural Councils.

Customer Service saw a minimal drop in rating (after a large increase in 2018), however this is an area Council is focusing on in both the short and longer term with the recent adoption of a Customer Service Strategy and Charter. The implementation of both will drive an all of organisation approach to customer service.

Pleasingly, the results for advocacy, community consultation, advocacy, making community decisions and sealed local roads have increased since 2017.

Summary of core measures



3. Financial Implications

There are no financial implications to considerations in this report.

4. Cost Shift Considerations

There are no cost shift considerations in this report.

5. Community Consultation

A telephone survey was conducted by JWS Research, who contacted random residents, that were 18 years or above, residing in Buloke Shire. Council advertised the approaching survey in local papers and on social media.

6. Internal Consultation

The Senior Leadership Group has been consulted in the preparation of this report.

7. Legislative / Policy Implications

There are no legislative policy implications.

8. Environmental Sustainability

There are no environmental sustainability considerations in this report.

9. Conflict of Interest Considerations

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

10. Conclusion

It is recommended that Council notes the results of the Local Government Community Satisfaction Survey for 2019 for future strategic planning of the organisation and to ensure it is being responsive to the evolving needs of the community.

2019 Local Government Community Satisfaction Survey

Buloke Shire Council

Coordinated by the Department of
Environment, Land, Water and Planning
on behalf of Victorian councils



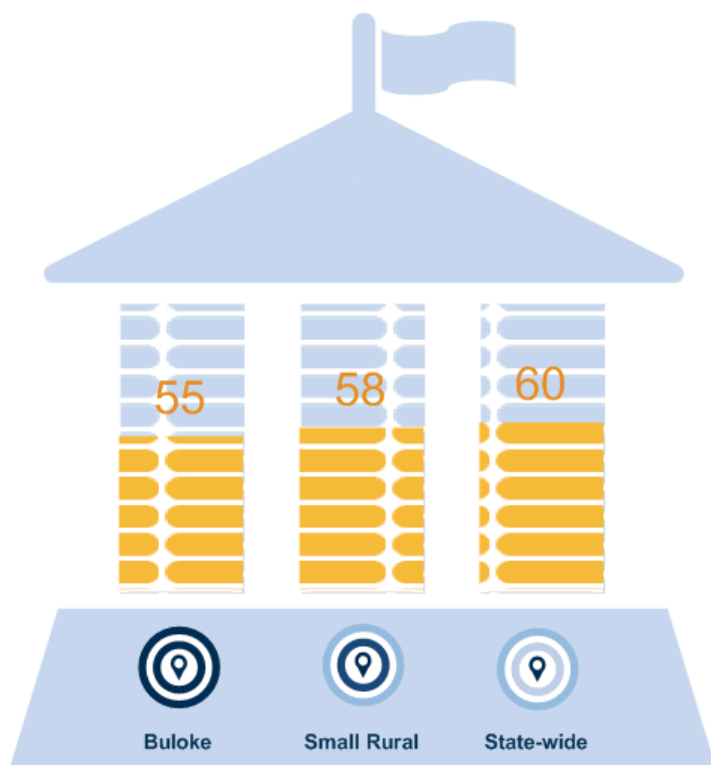


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<u>Key findings and recommendations</u>	<u>6</u>	<u>Detailed demographics</u>	<u>84</u>
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Buloke Shire Council – at a glance



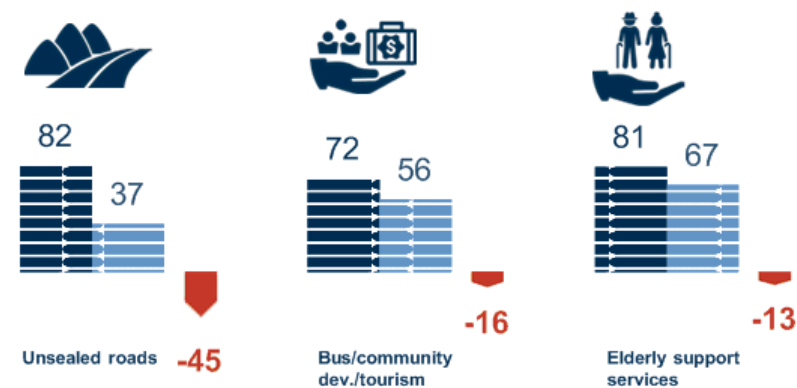
Overall Council performance

Results shown are index scores out of 100.

Top 3 performing areas



Top 3 areas for improvement



Importance Performance Net differential

A large, stylized letter 'W' graphic that serves as a background element. It is composed of three vertical bars of varying heights and widths, creating a sense of depth and movement. The bars are filled with a dark blue color, and the interior of the 'W' is filled with a lighter blue, textured pattern that resembles a network of glowing lines or a map of a region.

Background and objectives



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 twentieth year, this survey provides insight into the community's views on:

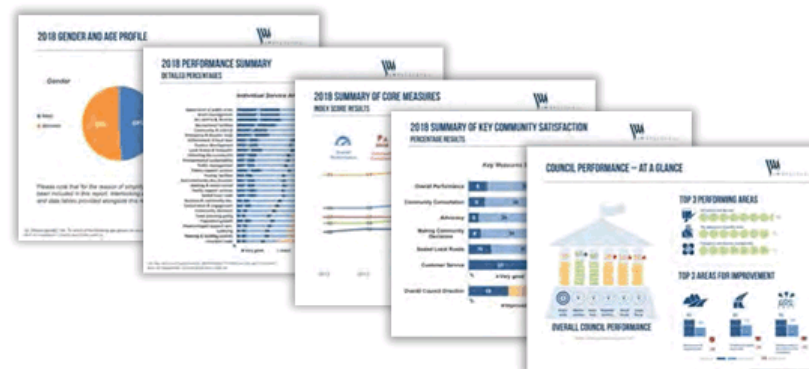
- councils' overall performance with benchmarking against State-wide and council group results
- community consultation and engagement
- advocacy and lobbying on behalf of the community
- customer service, local infrastructure, facilities and
- overall council direction.

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 seven years shows that councils in Victoria continue to provide services that meet the public's expectations.

Serving Victoria for 20 years

Each year the CSS data is used to develop the State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 20 years of results, the CSS offers councils a long-term, consistent 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

Overall performance



The overall performance index score of 55 for Buloke Shire Council represents a three-point improvement on the 2018 result. Although this is not a significant improvement, it continues the trend across 2016 to 2018, where ratings have steadily increased.

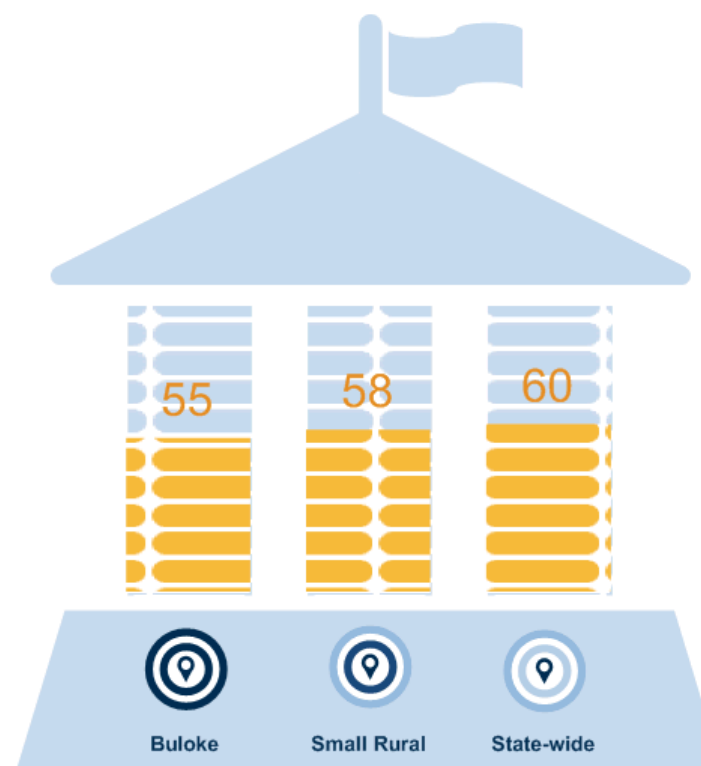
- Overall performance is now seven points down on Council's peak result of 62 achieved in 2012.

Buloke Shire Council's overall performance is rated statistically significantly lower (at the 95% confidence interval) than the average rating for councils State-wide, and for councils in the Small Rural group (index scores of 60 and 58 respectively).

- Residents aged 65+ years (index score of 62) rate Council's overall performance significantly higher than the Council-wide average.
- Residents aged 35 to 49 years (index score of 46) rate Council's overall performance significantly lower than the Council-wide average.

Almost twice as many residents rate Buloke Shire Council's overall performance as 'very good' or 'good' (41%) than those who rate it as 'very poor' or 'poor' (21%). A further 37% sit mid-scale, rating Council's overall performance as 'average'.

Overall Council performance



Results shown are index scores out of 100.



Customer contact and service

Contact with council

Around three-in-five Buloke Shire Council residents (61%) have had contact with Council in the last 12 months. This is not significantly different to 2018 (62%).

- Residents aged 35 to 64 years had the most contact with Council (71%) in 2019.
- Conversely, Sea Lake residents had the least contact with council (49%). Residents aged 65+ years also had relatively low contact with Council (51%), significantly lower than the Council average.

The main methods of contacting Council are by telephone (37%) and in person (26%).

Customer service

Buloke Shire Council's customer service index of 67 is a one-point decline on the result for 2018, remaining six points down on Council's highest result of 73 achieved across 2013 and 2014. Performance on this measure is rated below the Small Rural group average (but not significantly so), and significantly lower than the average for councils State-wide (index scores of 70 and 71 respectively).

Just under a third of residents (31%) rate Council's customer service as 'very good', with approximately another third (32%) rating it as 'good', representing a four-point decrease in 'very good' ratings compared with 2018.

- Residents aged 65+ years (index score of 78) rate customer service significantly higher than the Council-wide average.
- Residents aged 35 to 49 years (index score of 57) rate customer service significantly lower than the Council-wide average. Ratings among this cohort have also declined significantly in the past year by 20 index points.



Top performing areas and areas for improvement

Top performing areas

Recreational facilities is the area where Buloke Shire Council has performed most strongly overall (index score of 69), with this area performing at a similar level to the State-wide and Small Rural group council averages (index scores of 70 and 68 respectively).

Other top performing service areas for Buloke Shire Council are:

- Appearance of public areas (index score of 68)
- Elderly support services (index score of 67)
- Waste management (index score of 65)

However, Council is rated significantly lower than the Small Rural group council average for appearance of public areas and elderly support services.

Positively, the most improved measure in 2019 is elderly support services which increased significantly by four index points compared to 2018.

Areas for improvement

The most significant decline in 2019 was a four point drop on the measure of waste management (index score of 65). This is the lowest rating recorded on this measure (peak of 74 in 2013 and 2014). Council's performance on waste management is significantly lower than the average ratings for councils State-wide and similar to the average for councils in the Small Rural group (index scores of 68 and 66 respectively).

- Impressions of waste management declined significantly among Charlton residents and residents aged 18 to 49 years in the past year.

Other areas that stand out as in need of Council attention, are areas where performance is rated low and significantly below the average for Small Rural councils. Namely, unsealed local roads (index score of 37), sealed local roads (42), lobbying and community decisions (52).

Positively, performance on sealed local roads is trending upwards with ratings increasing steadily since 2017. Ratings are just two points below the 2015 peak (44).

Lobbying and community decisions are also trending in the right direction. Performance ratings in both areas have seen steady increases since 2016. However, perceptions of lobbying have plateaued in 2019, with ratings consistent with last year.



Influences on perceptions of overall performance

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

- Decisions made in the interest of the community
- Lobbying on behalf of the community
- Community consultation and engagement.

Other service areas with a positive influence on overall performance include:

- Condition of sealed local roads
- The appearance of public areas
- Maintenance of unsealed roads
- Waste management
- Recreational activities
- Business, community development and tourism.

In terms of the key service areas, the appearance of public areas, waste management and recreational activities have the highest performance index and a moderate positive relationship to the overall performance rating.

- Currently, Buloke Shire Council is performing reasonably well in these areas and maintaining these results should remain a focus for Council.

Buloke Shire Council's maintenance of unsealed roads and the condition of sealed local roads have lower performance ratings. Efforts in these areas have the capacity to lift Council's overall performance rating – they have a moderate positive influence on overall perceptions.

Good communication and transparency with residents about lobbying efforts, decisions the Council has made in the Buloke community's interest as well as better community engagement and consultation could help drive up overall opinion of Council's performance as they have the strongest influence on overall performance rating.



Focus areas for coming 12 months

Perceptions of Council only experienced significant declines in performance index scores in one service area, waste management, in the past year. This is a positive result for council.

In terms of priorities for the year ahead, Buloke Shire Council should focus on maintaining and improving performance in the individual service areas that most influence perception of overall performance:

- Lobbying on behalf of the community
- Decisions made in the interest of the community
- Community consultation and engagement

Council should also focus attention on service areas where current performance levels are low and remain significantly lower than the State-wide and Small Rural group council averages.

Areas that stand out as being most in need of Council attention are unsealed roads (index score of 37), sealed local roads (index score of 42), lobbying and community decisions (index scores of 52). Despite remaining stable in 2019, performance on these measures is low. These areas also have a moderate to strong influence on perception of overall performance.

Service areas where stated importance exceeds rated performance by more than 10 points. Key priorities include:

- Unsealed roads (margin of 45 points)
- Business and community development and tourism (margin of 16 points)
- Elderly support services (margin of 13 points)
- Waste management (margin of 11 points)

More generally, consideration should also be given to residents aged 35 to 64 years, who appear to be driving negative opinion in a number of areas in 2019.

- It is also important not to ignore, and to learn from, what is working amongst other groups, especially residents aged 65+ years, and use these lessons to build on performance experience and perceptions.

On the positive side, Council should look to build upon its improved performance on elderly support services over the next 12 months.



Further areas of exploration

An approach we recommend is to further mine the survey data to better understand the profile of these over and under-performing demographic groups. This can be achieved via additional consultation and data interrogation, self-mining the SPSS data provided, or via the dashboard portal available to the council.

A personal briefing by senior JWS Research representatives is also available to assist in providing both explanation and interpretation of the results. Please contact JWS Research on:

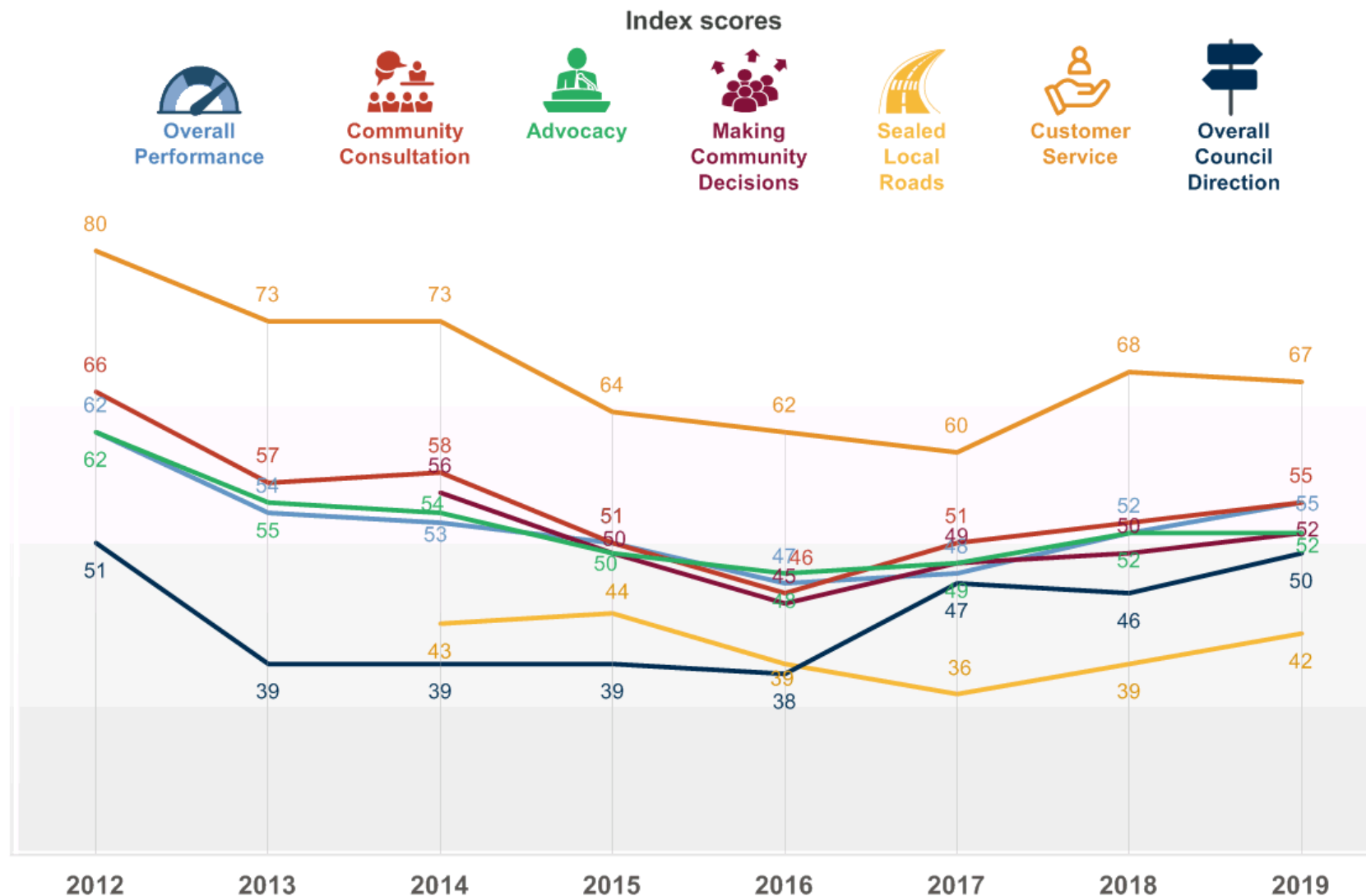
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Summary of findings



Summary of core measures





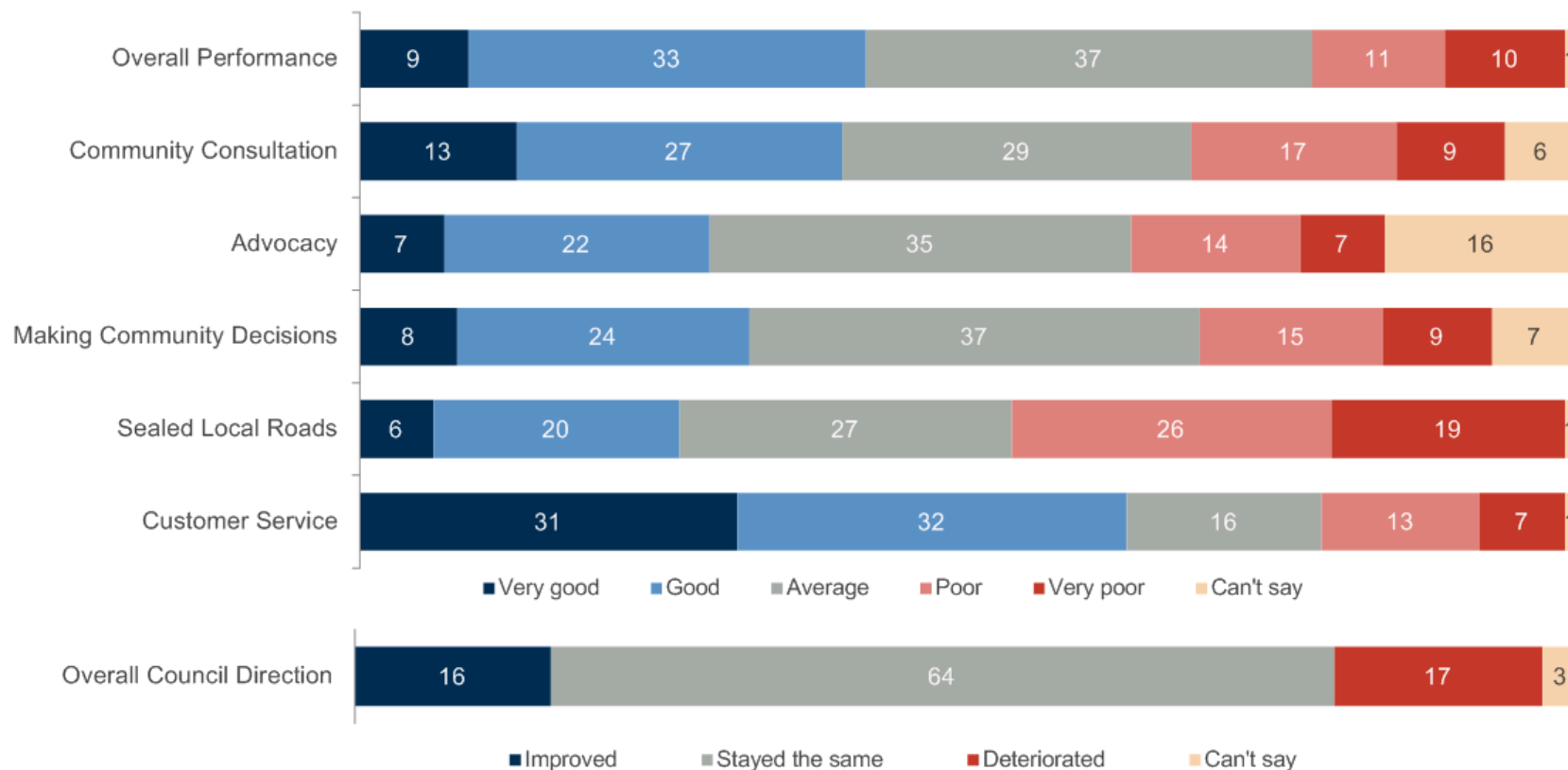
Summary of core measures

Performance Measures	Buloke 2019	Buloke 2018	Small Rural 2019	State-wide 2019	Highest score	Lowest score
Overall Performance	55	52	58	60	Aged 65+ years	Aged 35-49 years
Community Consultation (Community consultation and engagement)	55	53	56	56	Aged 18-34 years	Aged 50-64 years
Advocacy (Lobbying on behalf of the community)	52	52	55	54	Aged 65+ years	Aged 35-49 years
Making Community Decisions (Decisions made in the interest of the community)	52	50	55	55	Aged 65+ years	Aged 35-49 years
Sealed Local Roads (Condition of sealed local roads)	42	39	53	56	Aged 65+ years	Aged 35-49 years
Customer Service	67	68	70	71	Aged 65+ years	Aged 35-49 years
Overall Council Direction	50	46	53	53	Aged 65+ years	Aged 35-49 years, Sea Lake



Summary of key community satisfaction

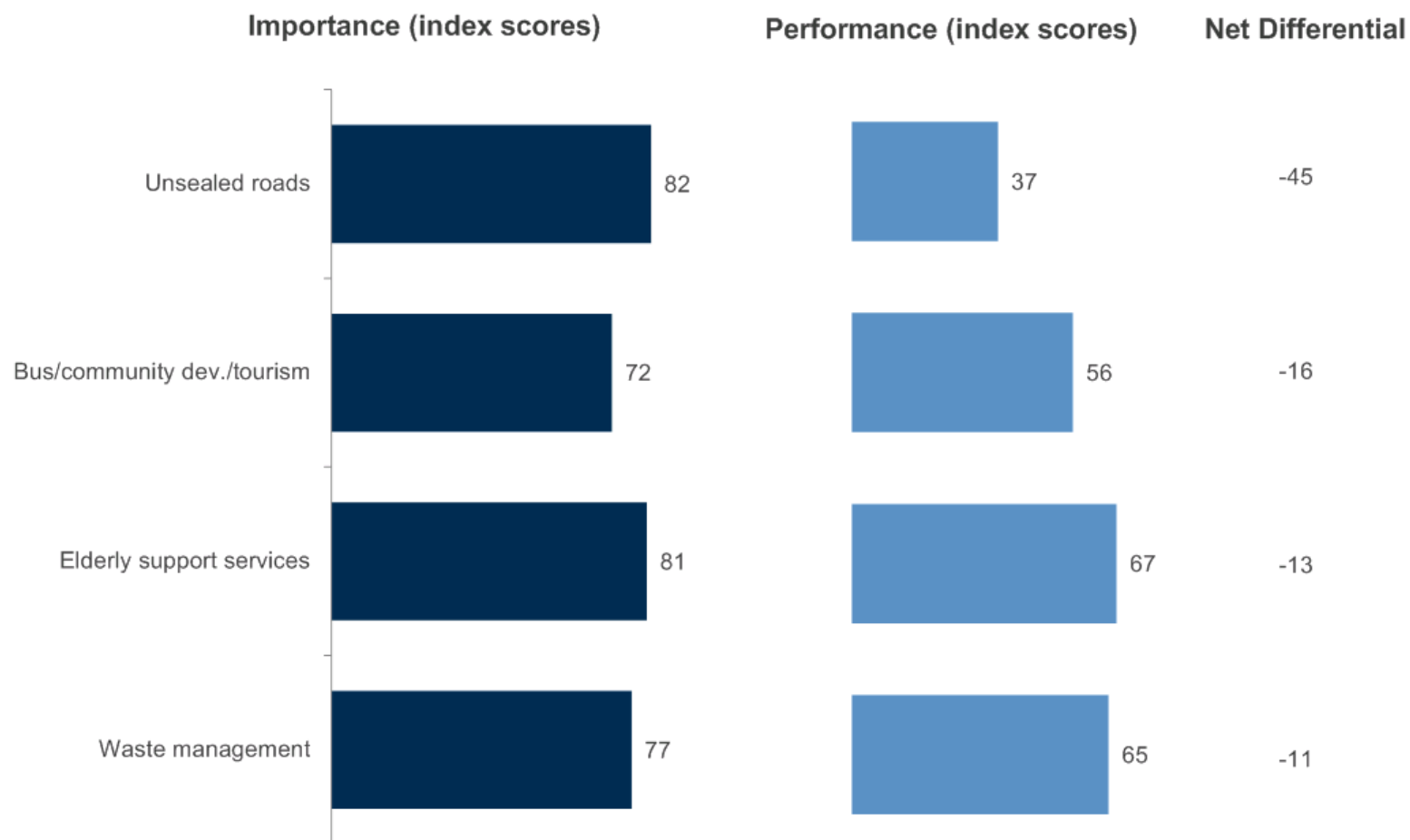
Key measures summary results (%)





Individual service areas importance vs performance

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





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 charts are based on unweighted data, which means the service performance indices in the regression charts may vary by +/- 1-2 points on the indices reported in charts and tables elsewhere in this report.

The regressions are shown on the following two charts.

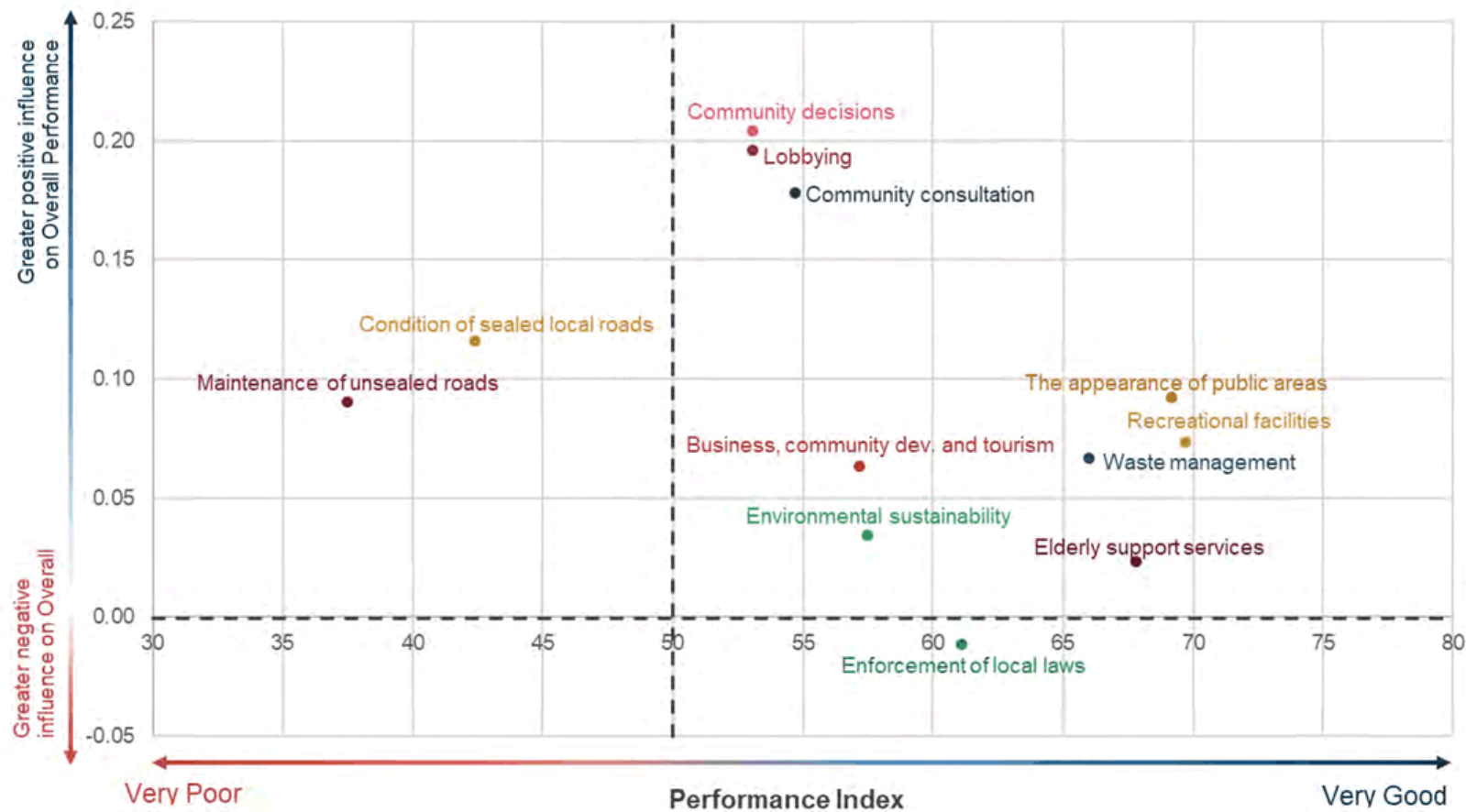
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

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



Influence on overall performance: all service areas

2019 regression analysis (all service areas)

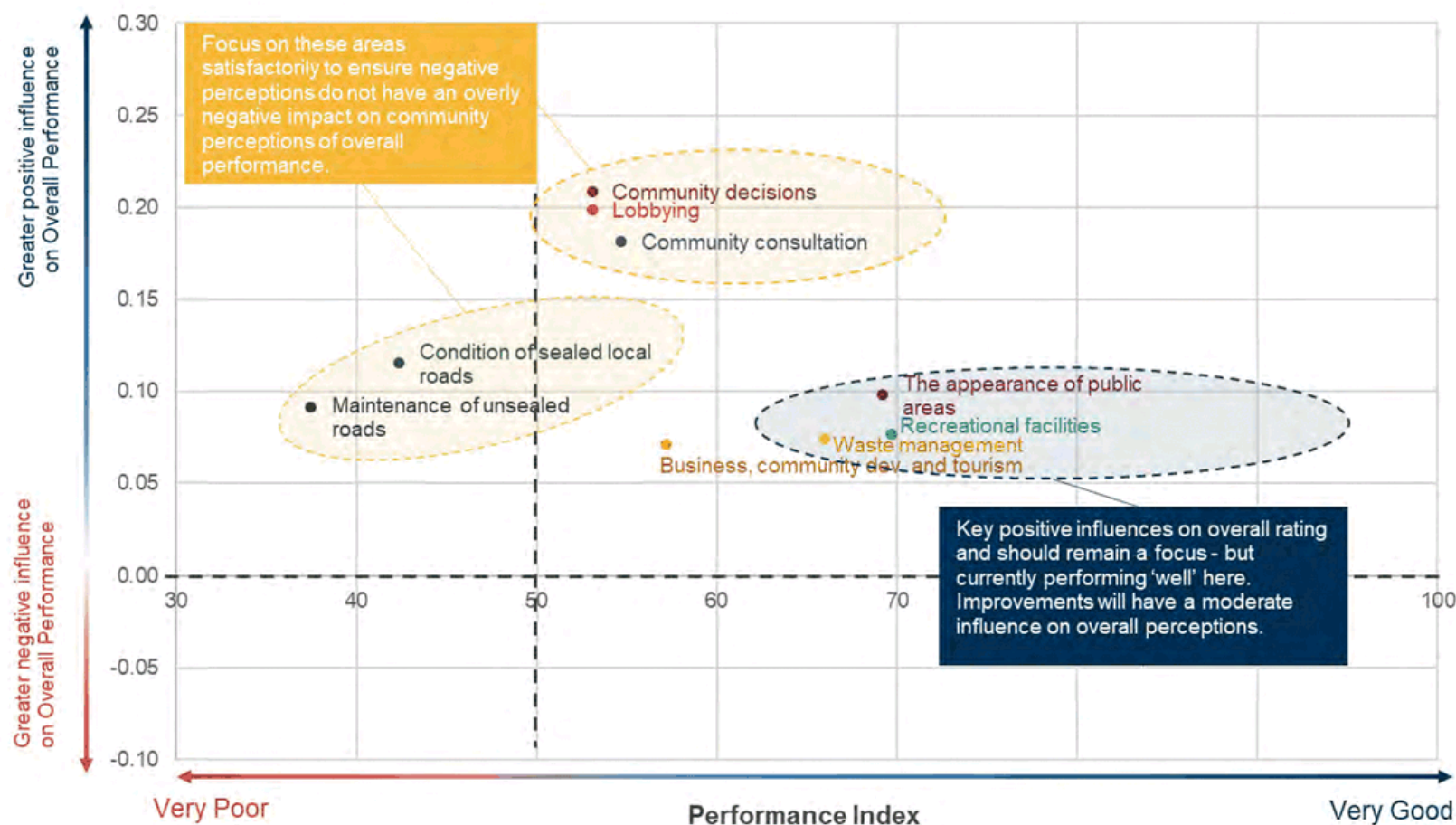


The multiple regression analysis model above (all service areas) has an R-squared value of 0.628 and adjusted R-square value of 0.616, which means that 63% of the variance in community perceptions of overall performance can be predicted from these variables. The overall



Influence on overall performance: key service areas

2019 regression analysis (key service areas)



The multiple regression analysis model above (reduced set of service areas) has an R-squared value of 0.627 and adjusted R-square value of



Individual service area importance

2019 individual service area importance (index scores)

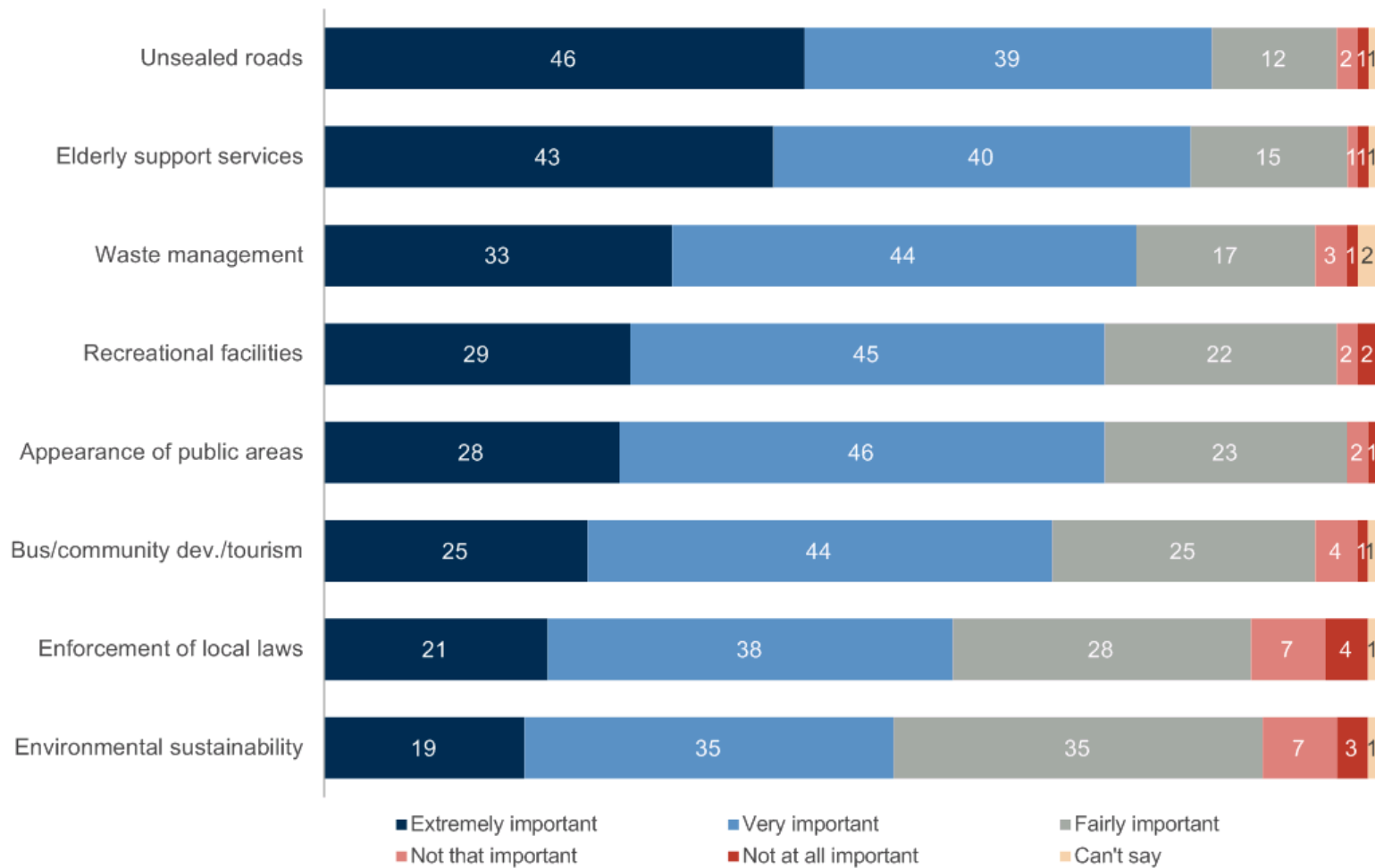


Q1: Firstly, how important should RESPONSIBILITY AREA be as a responsibility for Council?



Individual service area importance

2019 individual service area importance (%)





Individual service area performance

2019 individual service area performance (index scores)

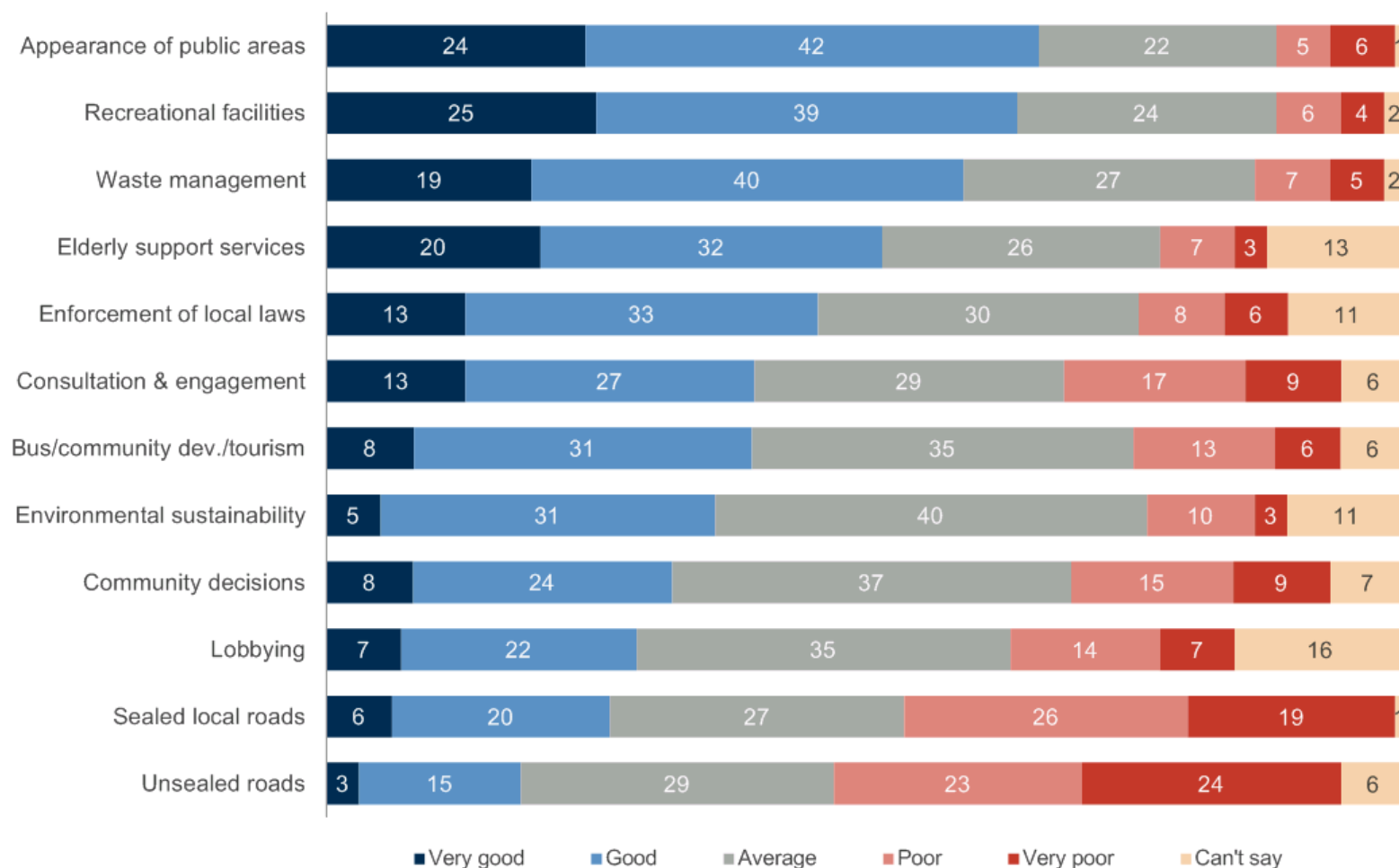
		2018	2017	2016	2015	2014	2013	2012
Recreational facilities	69	67	n/a	n/a	63	69	70	72
Appearance of public areas	68	67	n/a	n/a	71	74	74	76
Elderly support services	67	63	n/a	n/a	64	71	71	72
Waste management	65	69	n/a	n/a	70	73	74	74
Enforcement of local laws	61	58	n/a	n/a	63	65	63	66
Environmental sustainability	57	58	n/a	n/a	n/a	n/a	n/a	n/a
Bus/community dev./tourism	56	54	n/a	n/a	56	60	58	62
Consultation & engagement	55	53	51	46	51	58	57	66
Community decisions	52	50	49	45	50	56	n/a	n/a
Lobbying	52	52	49	48	50	54	55	62
Sealed local roads	42	39	36	39	44	43	n/a	n/a
Unsealed roads	37	35	n/a	n/a	40	41	39	43

Q2: How has Council performed on RESPONSIBILITY AREA1 over the last 12 months?



Individual service area performance

2019 individual service area performance (%)



Individual service area performance vs State-wide average



Significantly Higher than State-wide Average

- Not applicable

Significantly Lower than State-wide Average

- Enforcement of local laws
- Appearance of public areas
- Waste management
- Bus/community dev./tourism
- Environmental sustainability
- Unsealed roads
- Making community decisions
- Sealed local roads

Individual service area performance vs group average



Significantly Higher than Group Average

- Not applicable

Significantly Lower than Group Average

- Lobbying
- Elderly support services
- Appearance of public areas
- Bus/community dev./tourism
- Unsealed roads
- Making community decisions
- Sealed local roads

DETAILED FINDINGS





Overall performance



Overall performance

2019 overall performance (index scores)

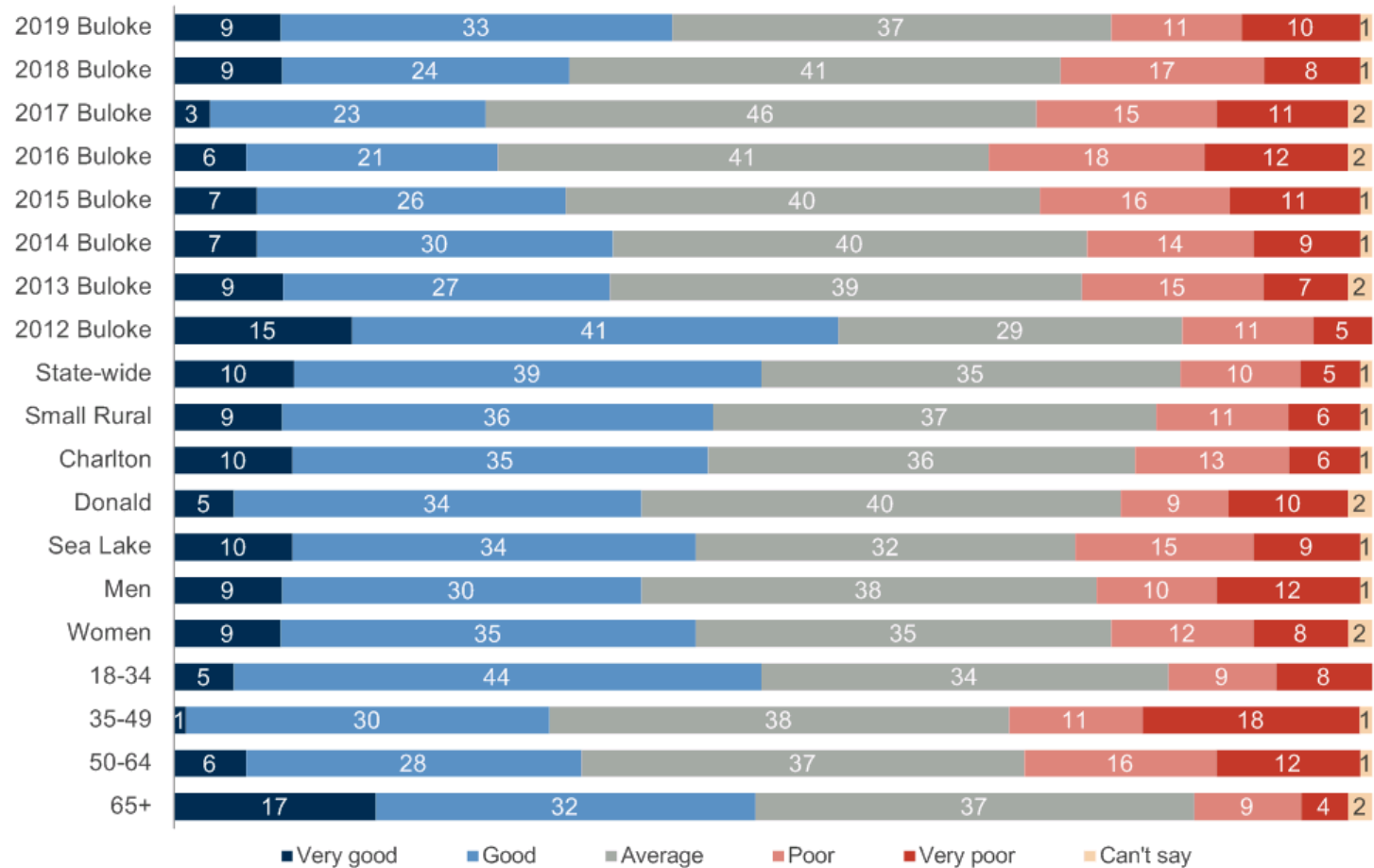
		2018	2017	2016	2015	2014	2013	2012
65+	62▲	55	51	51	56	58	58	71
State-wide	60▲	59	59	59	60	61	60	60
Small Rural	58▲	56	58	57	59	n/a	n/a	n/a
Charlton	57	51	46	n/a	n/a	n/a	n/a	n/a
18-34	57	55	49	47	56	59	60	67
Women	56	55	53	48	52	57	55	66
Sea Lake	55	52	51	n/a	n/a	n/a	n/a	n/a
Buloke	55	52	48	47	51	53	54	62
Donald	54	48	48	n/a	n/a	n/a	n/a	n/a
Men	54	49	44	47	50	49	53	59
50-64	50	42	44	41	44	48	53	59
35-49	46▼	59	50	50	48	46	47	54

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?

Overall performance



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

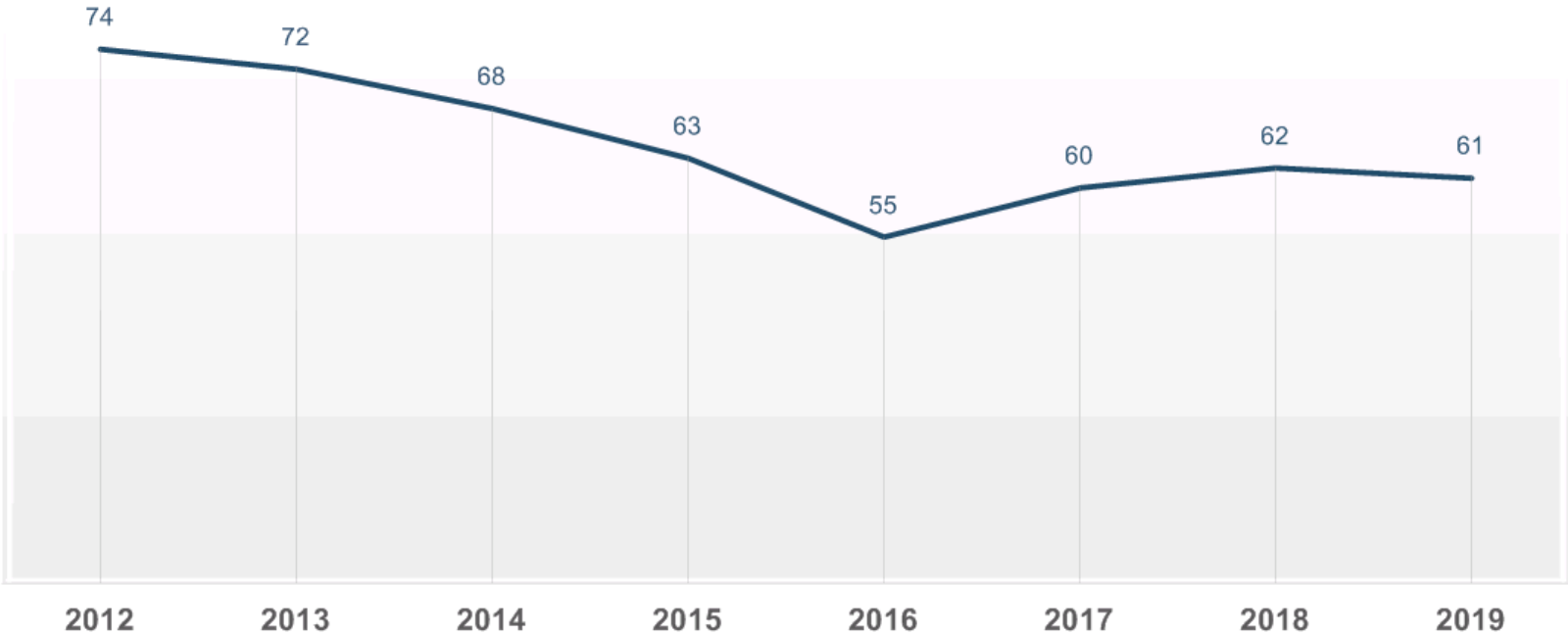
Customer service



Contact with council



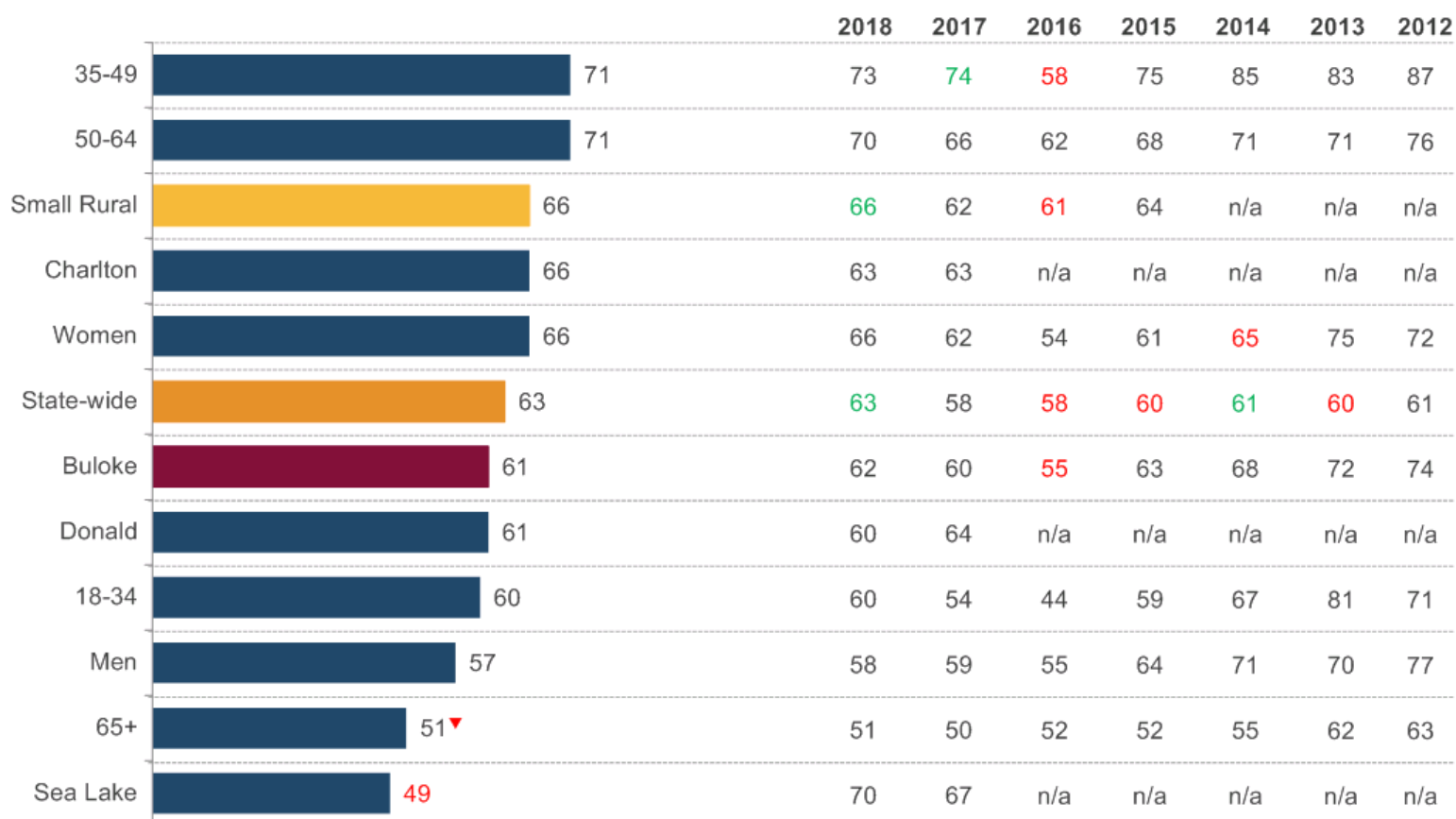
2019 contact with council (%)
Have had contact





Contact with council

2019 contact with council (%)

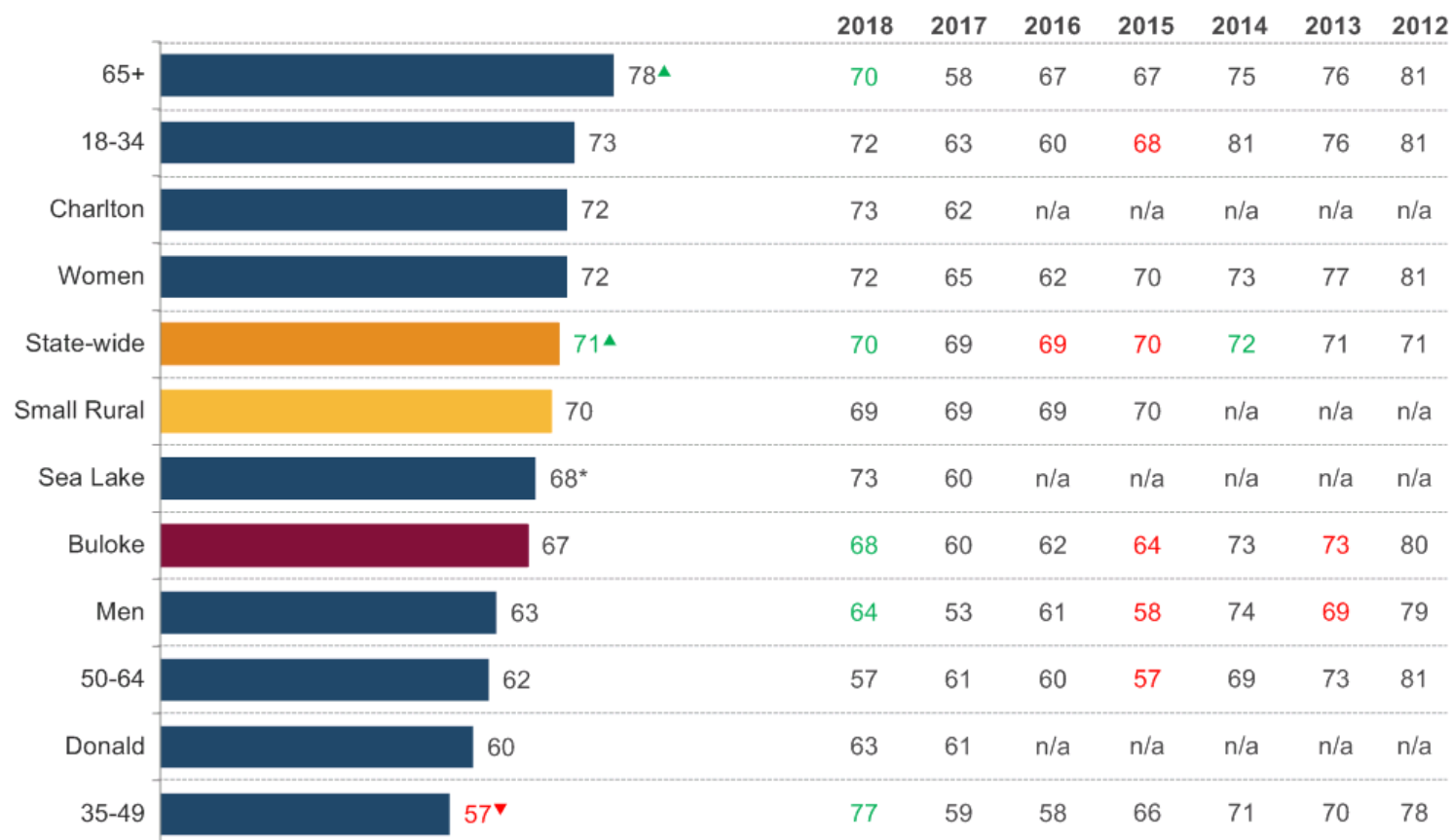


Q5a. Have you or any member of your household had any recent contact with Buloke Shire Council in any of the following ways?



Customer service rating

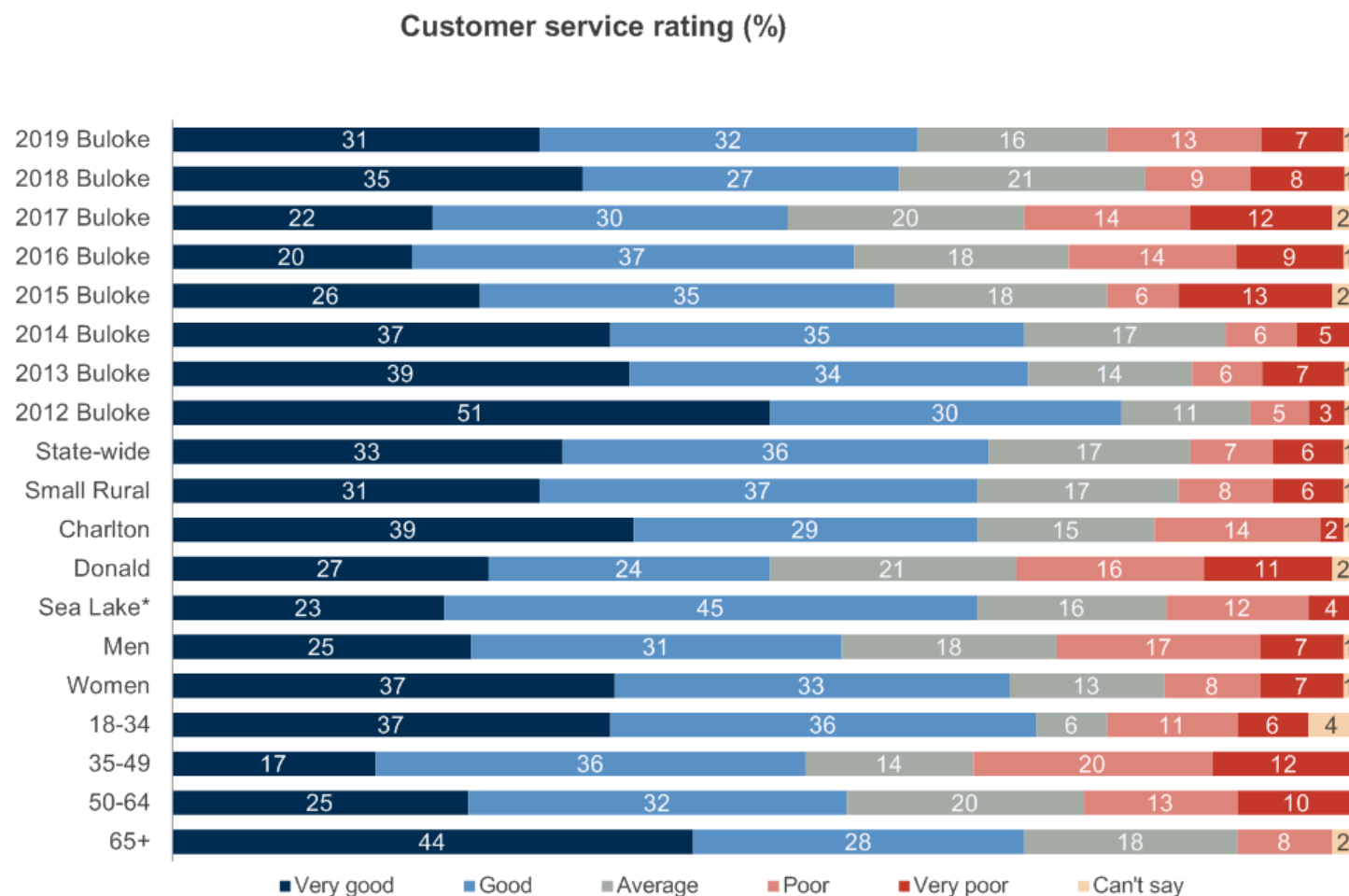
2019 customer service rating (index scores)



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: 63 Councils asked group: 18



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



Method of contact with council

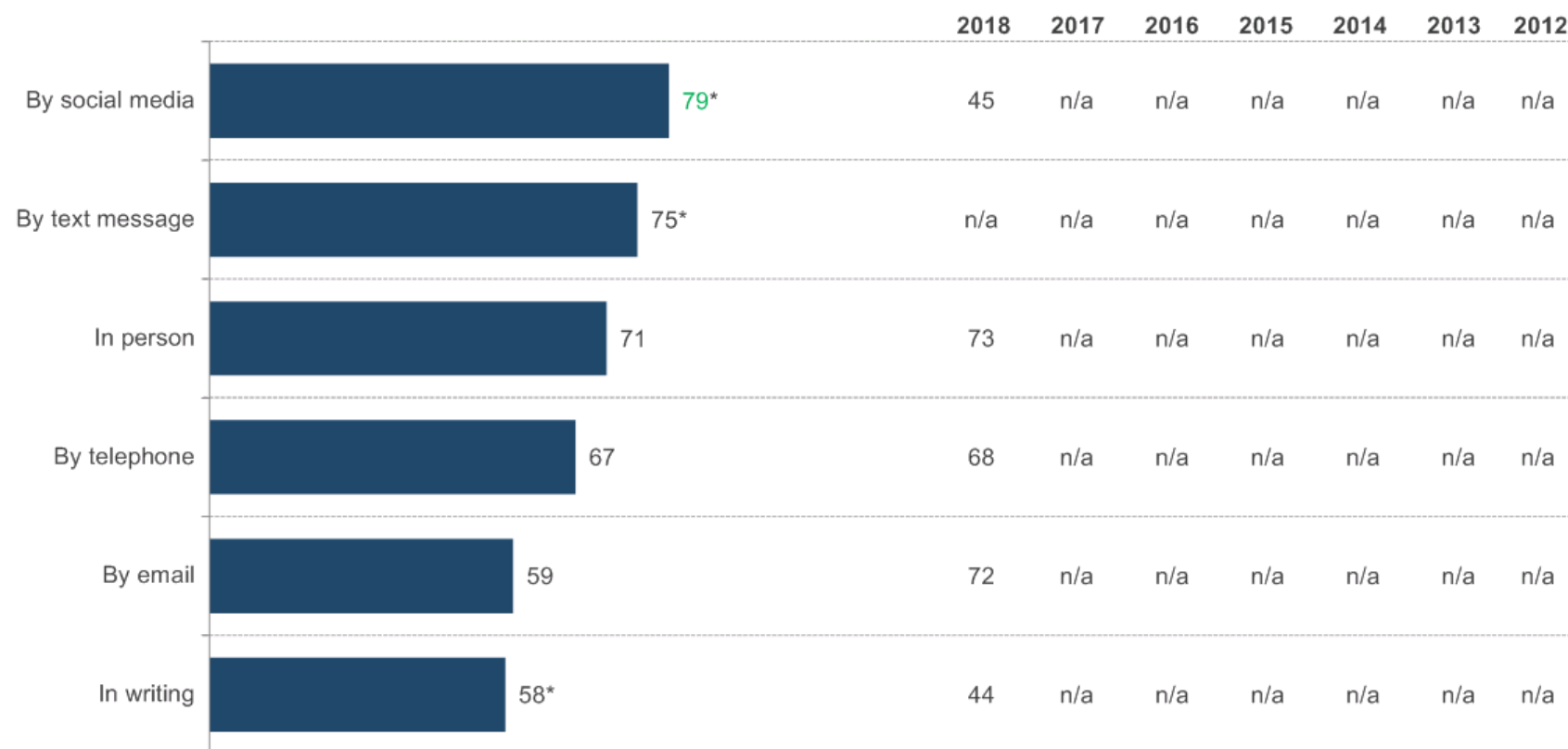


Q5a. Have you or any member of your household had any recent contact with Buloke Shire Council in any of the following ways?

Customer service rating by method of last contact



2019 customer service rating (index score by method of last contact)



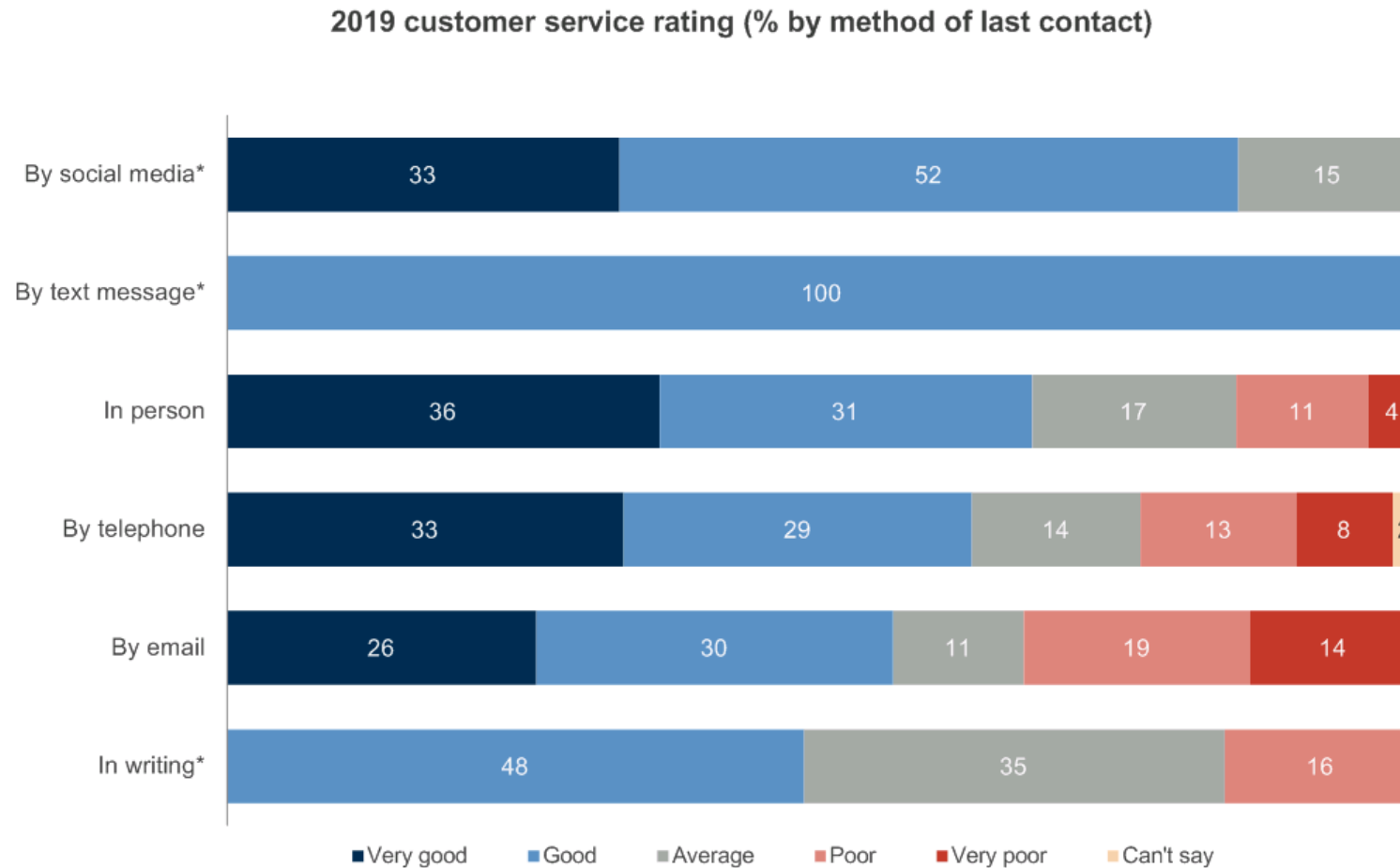
Q5c. Thinking of the most recent contact, how would you rate Buloke Shire Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

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

Councils asked state-wide: 63 Councils asked group: 18



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



Council direction



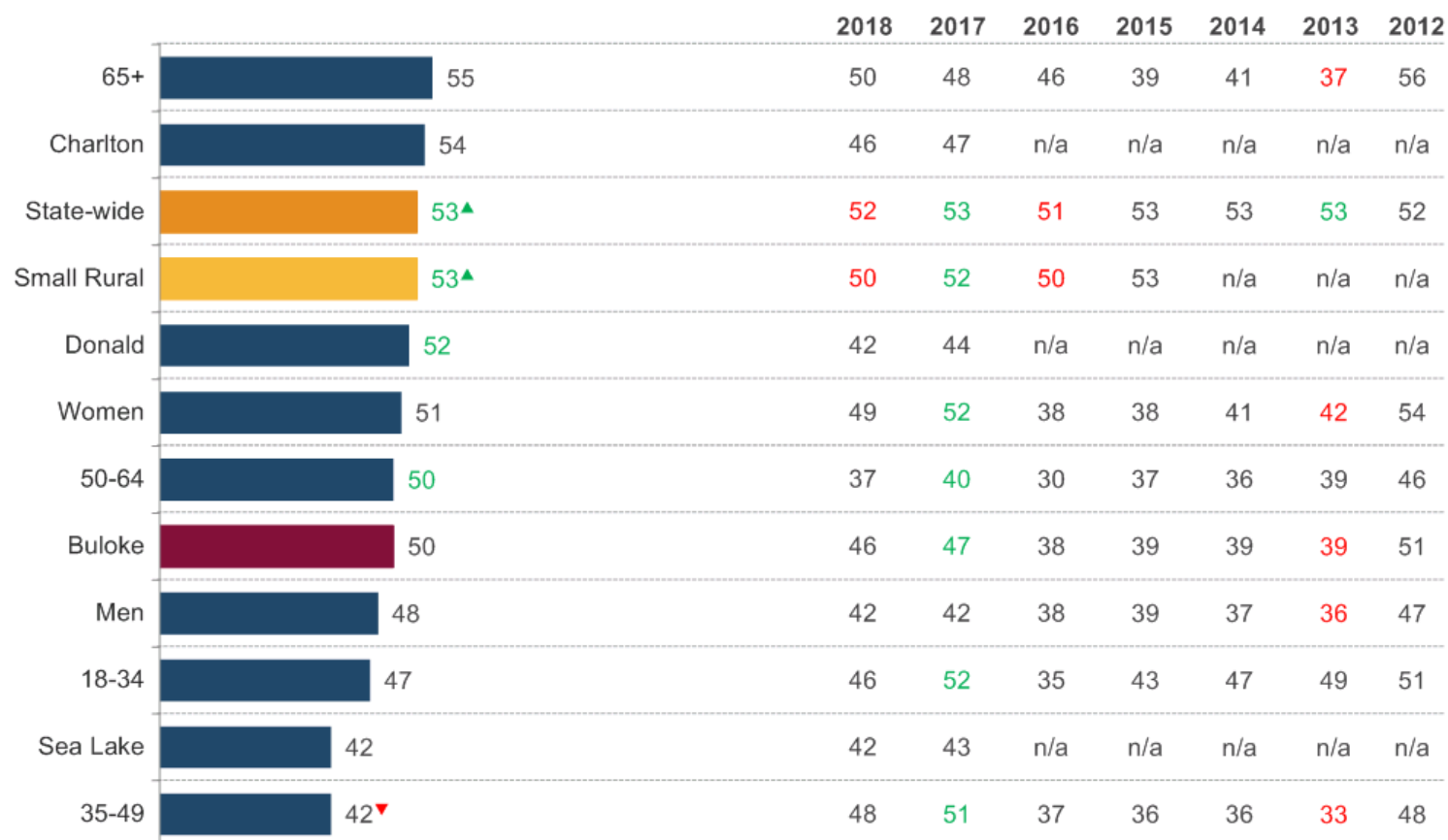
Council direction summary

Council direction	<ul style="list-style-type: none">• 64% stayed about the same, up 9 points on 2018• 16% improved, down 1 point on 2018• 17% deteriorated, down 9 points on 2018
Most satisfied with Council direction	<ul style="list-style-type: none">• Aged 65+ years
Least satisfied with Council direction	<ul style="list-style-type: none">• Aged 35-49 years• Sea Lake residents



Overall council direction last 12 months

2019 overall direction (index scores)

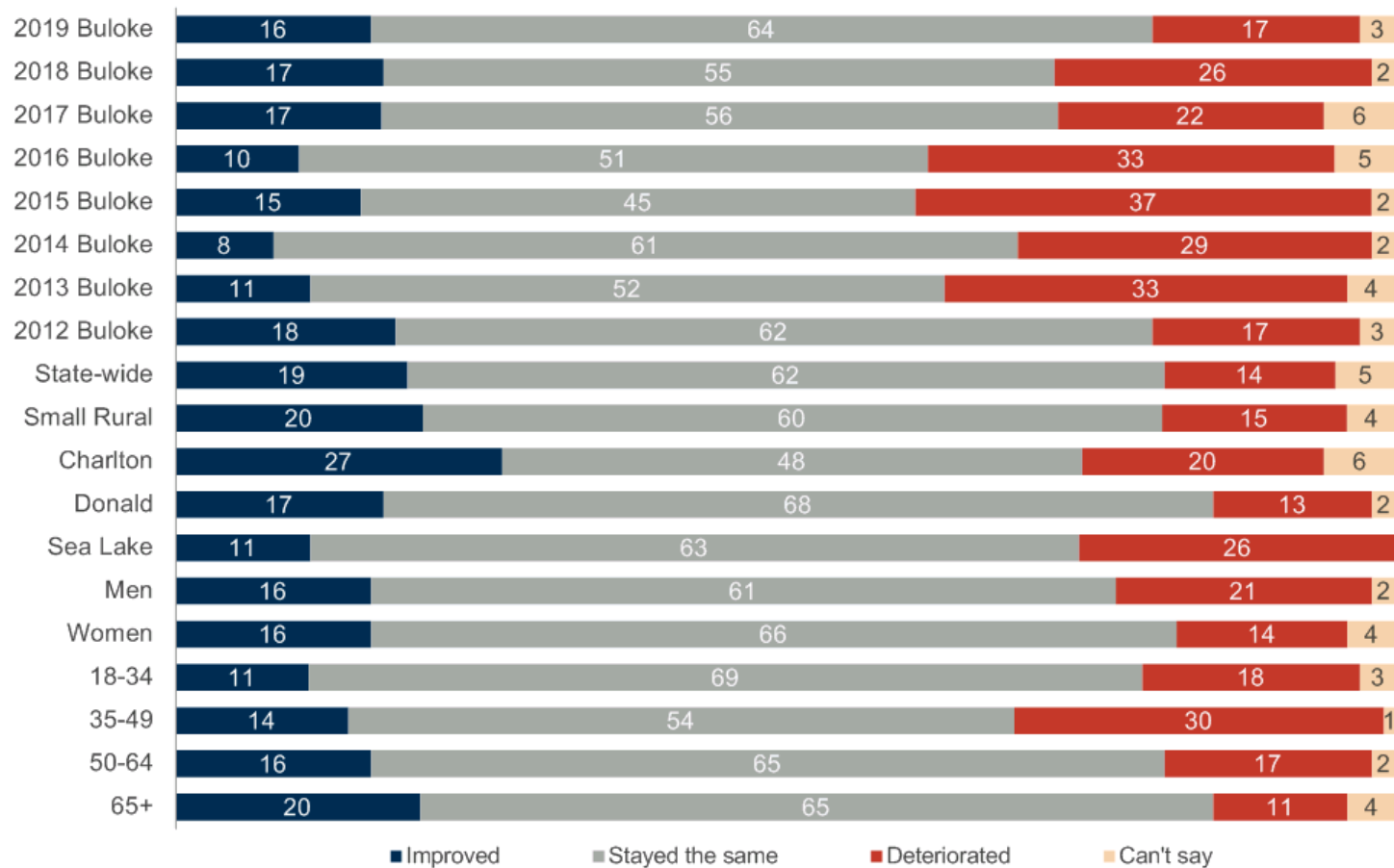


Q6: Over the last 12 months, what is your view of the direction of Buloke Shire Council's overall performance?

Overall council direction last 12 months



2019 overall council direction (%)



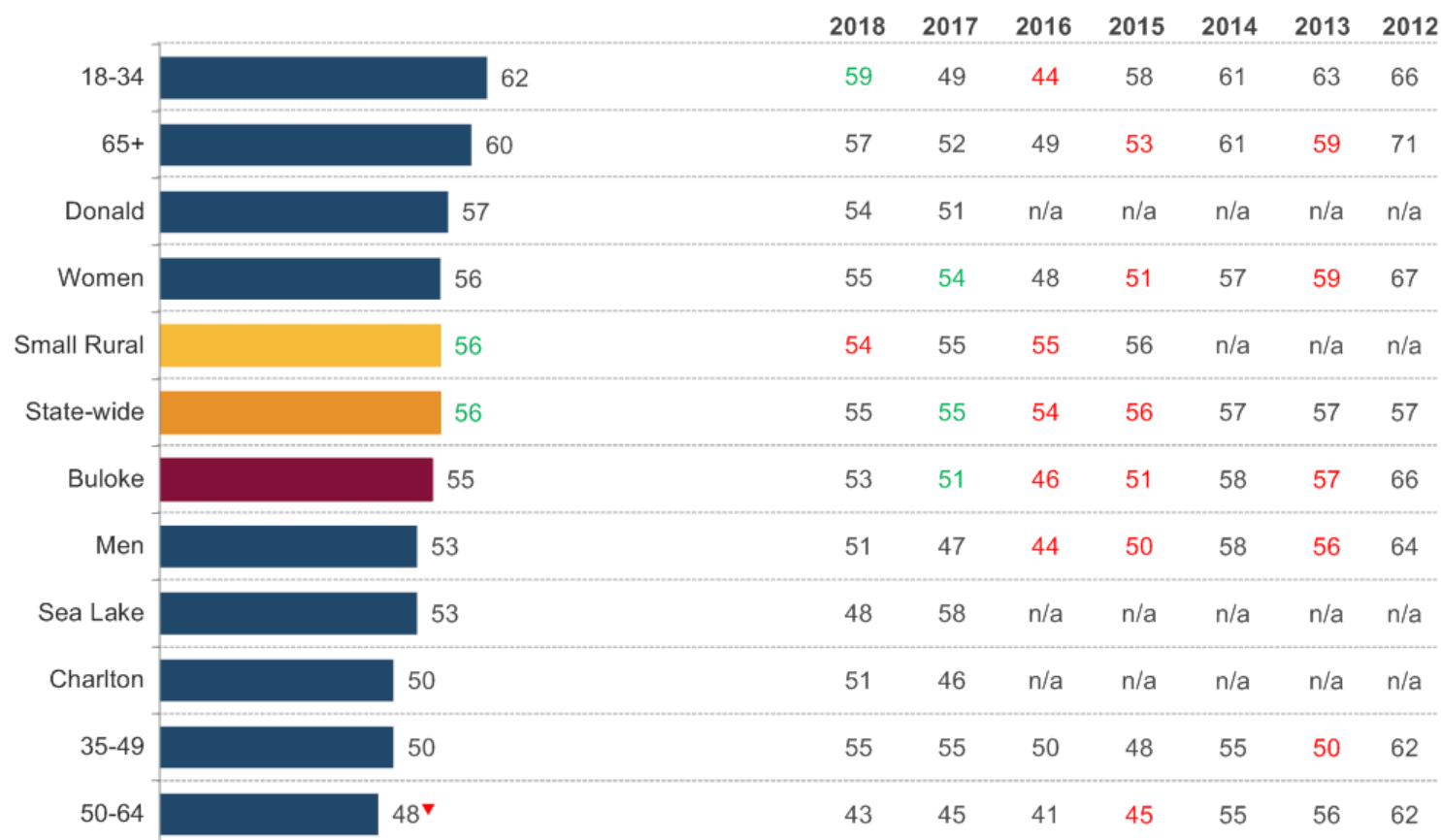
A large, stylized letter 'W' graphic that serves as a background element. The 'W' is composed of three vertical strokes. The leftmost stroke is a solid dark blue. The middle and right strokes are filled with a satellite night image of a coastal region, showing a network of roads and bright lights from urban areas. The 'W' is positioned on the right side of the page, partially overlapping the text area.

Individual service areas

Community consultation and engagement performance



2019 Consultation and engagement performance (index scores)

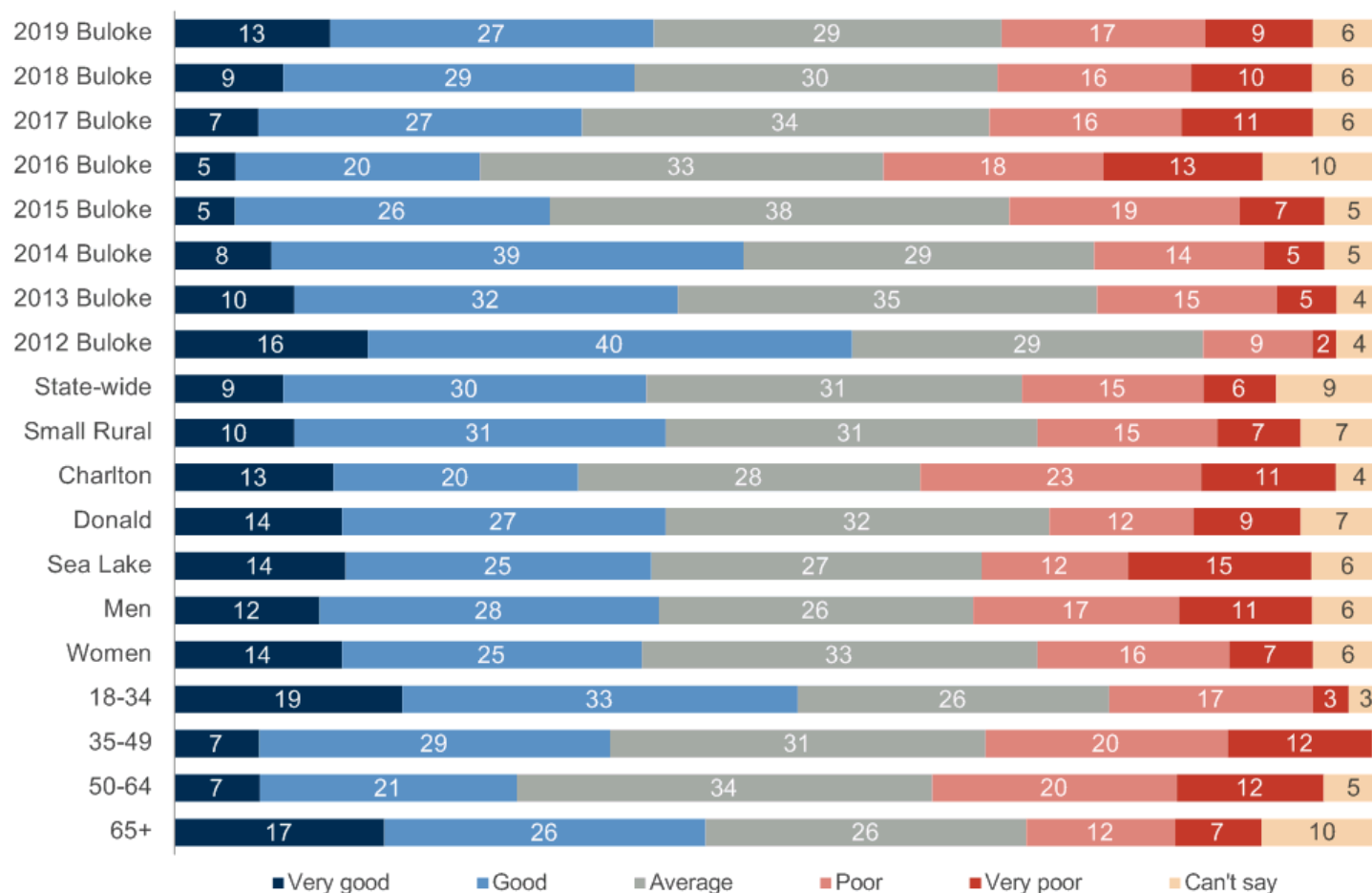


Q2: How has Council performed on 'Community consultation and engagement' over the last 12 months?

Community consultation and engagement performance



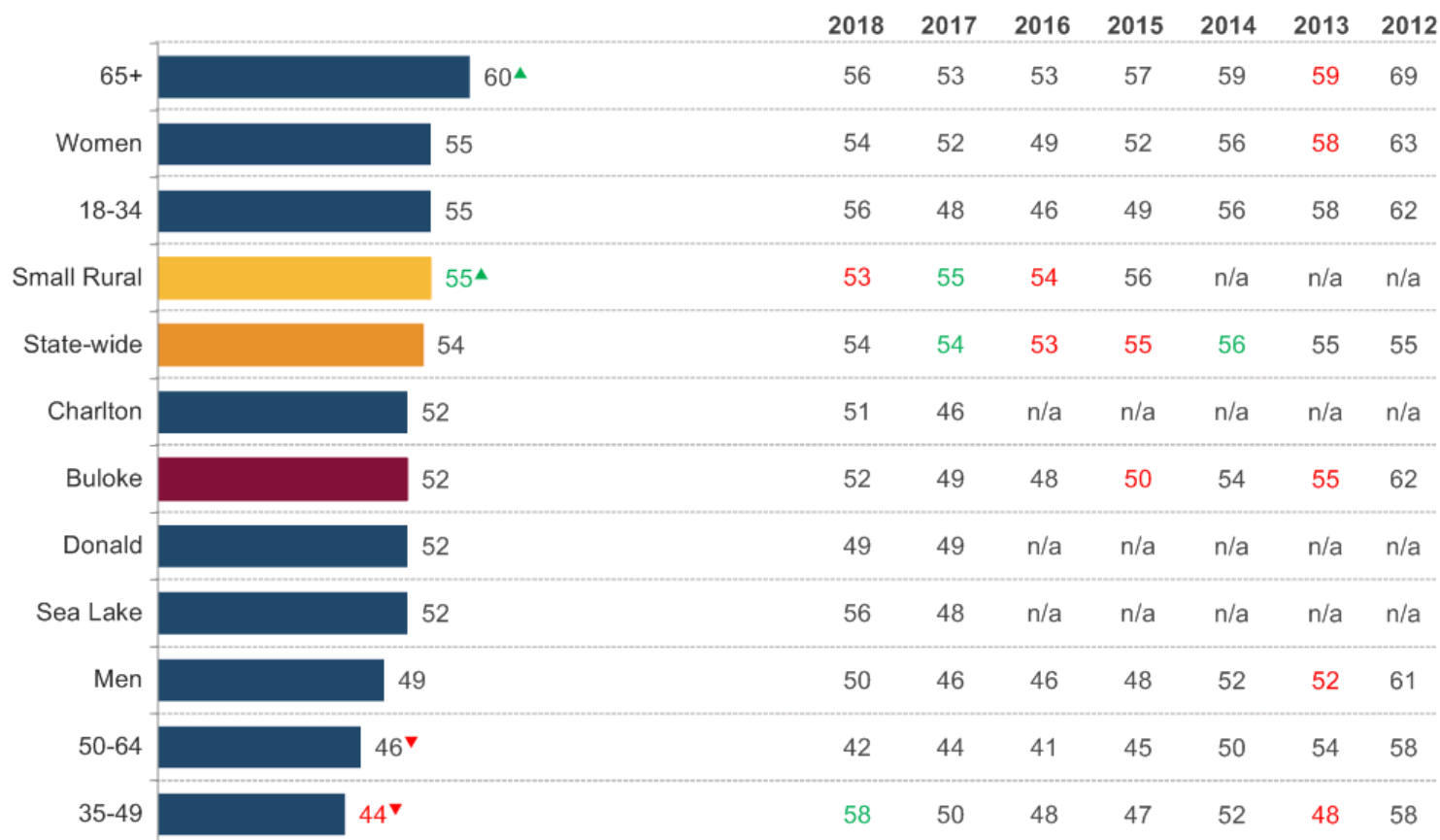
2019 Consultation and engagement performance (%)





Lobbying on behalf of the community performance

2019 Lobbying performance (index scores)

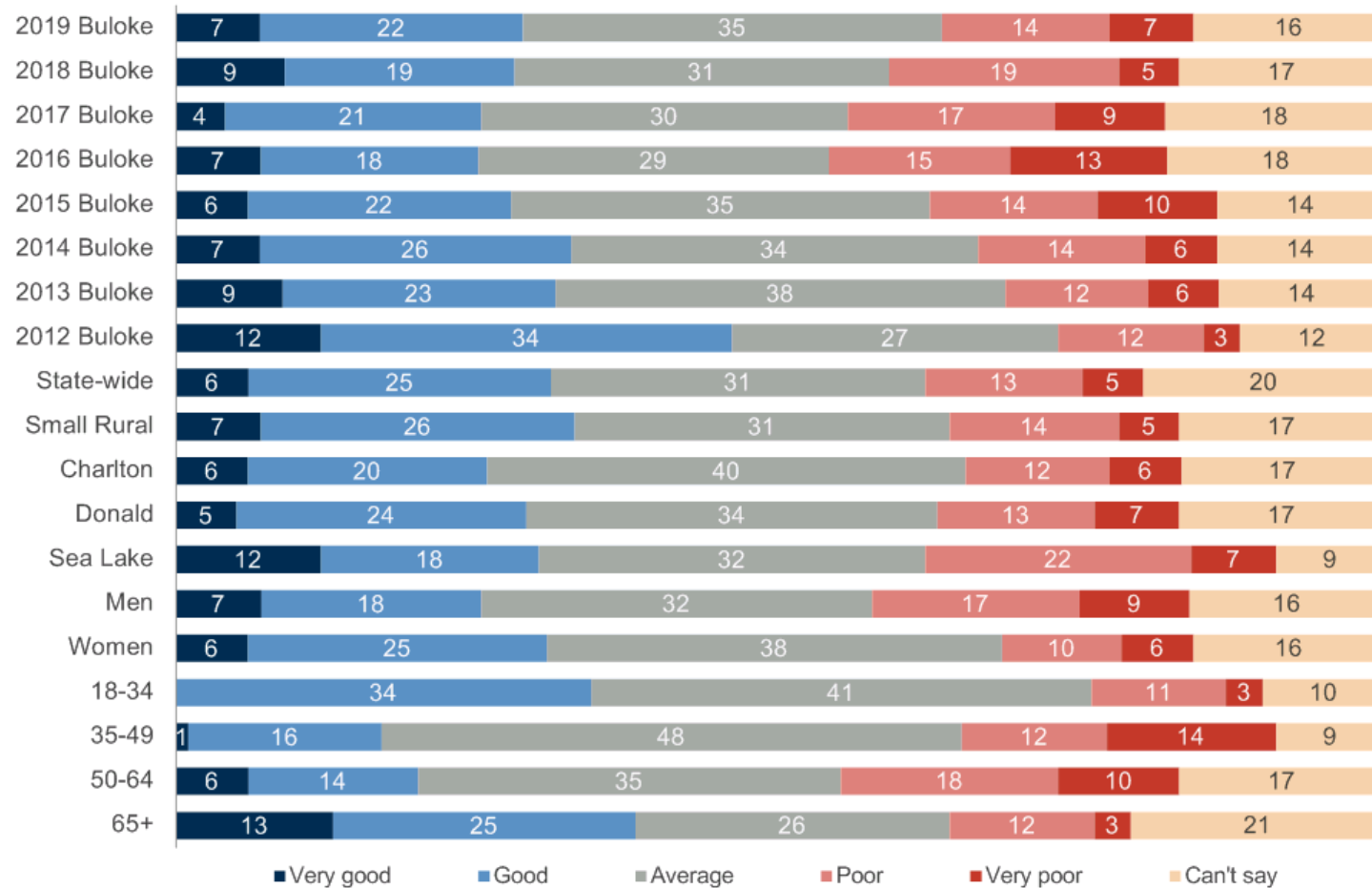


Q2: How has Council performed on 'lobbying on behalf of the community' over the last 12 months?

Lobbying on behalf of the community performance



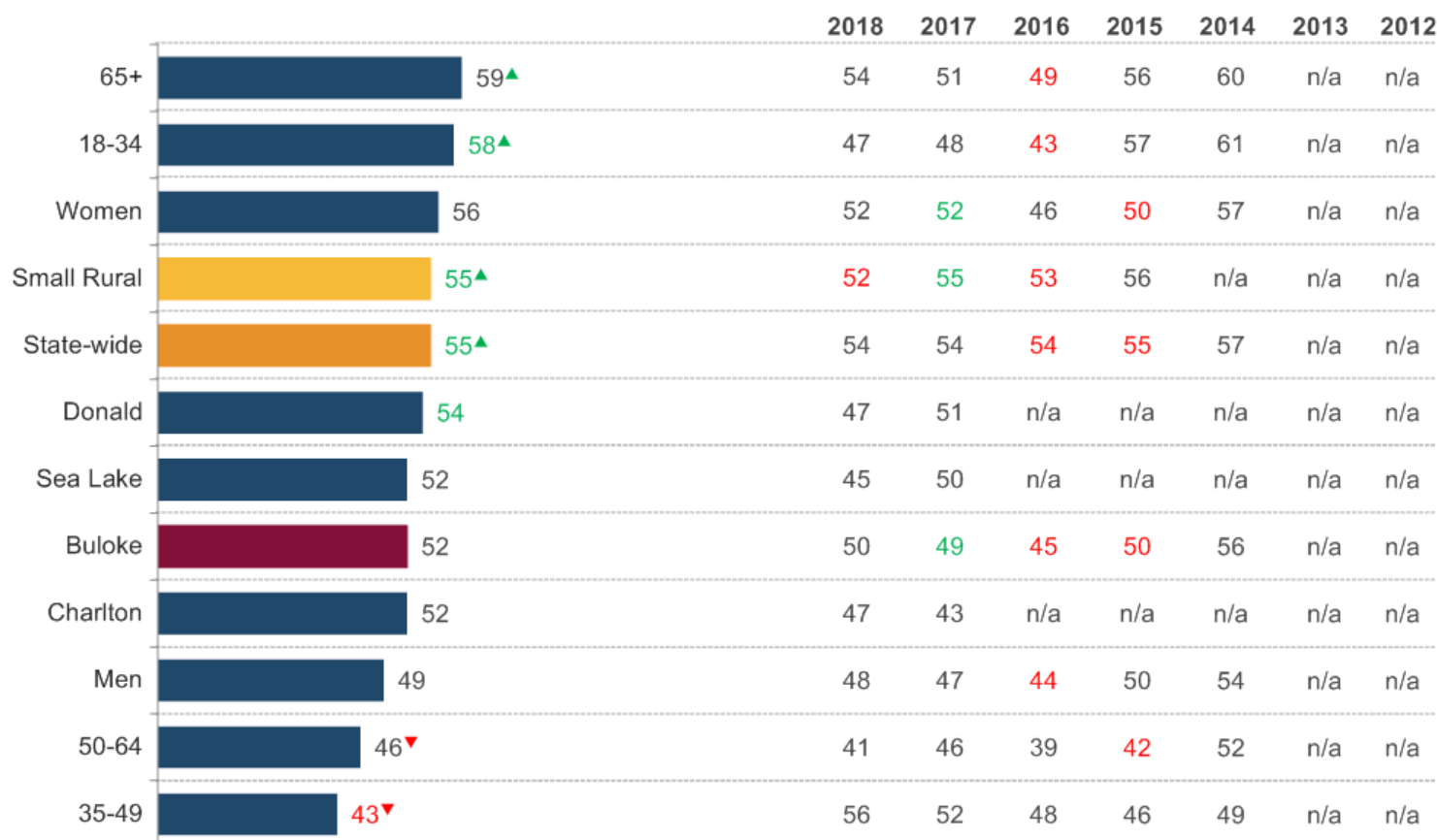
2019 Lobbying performance (%)



Decisions made in the interest of the community performance



2019 Community decisions made performance (index scores)

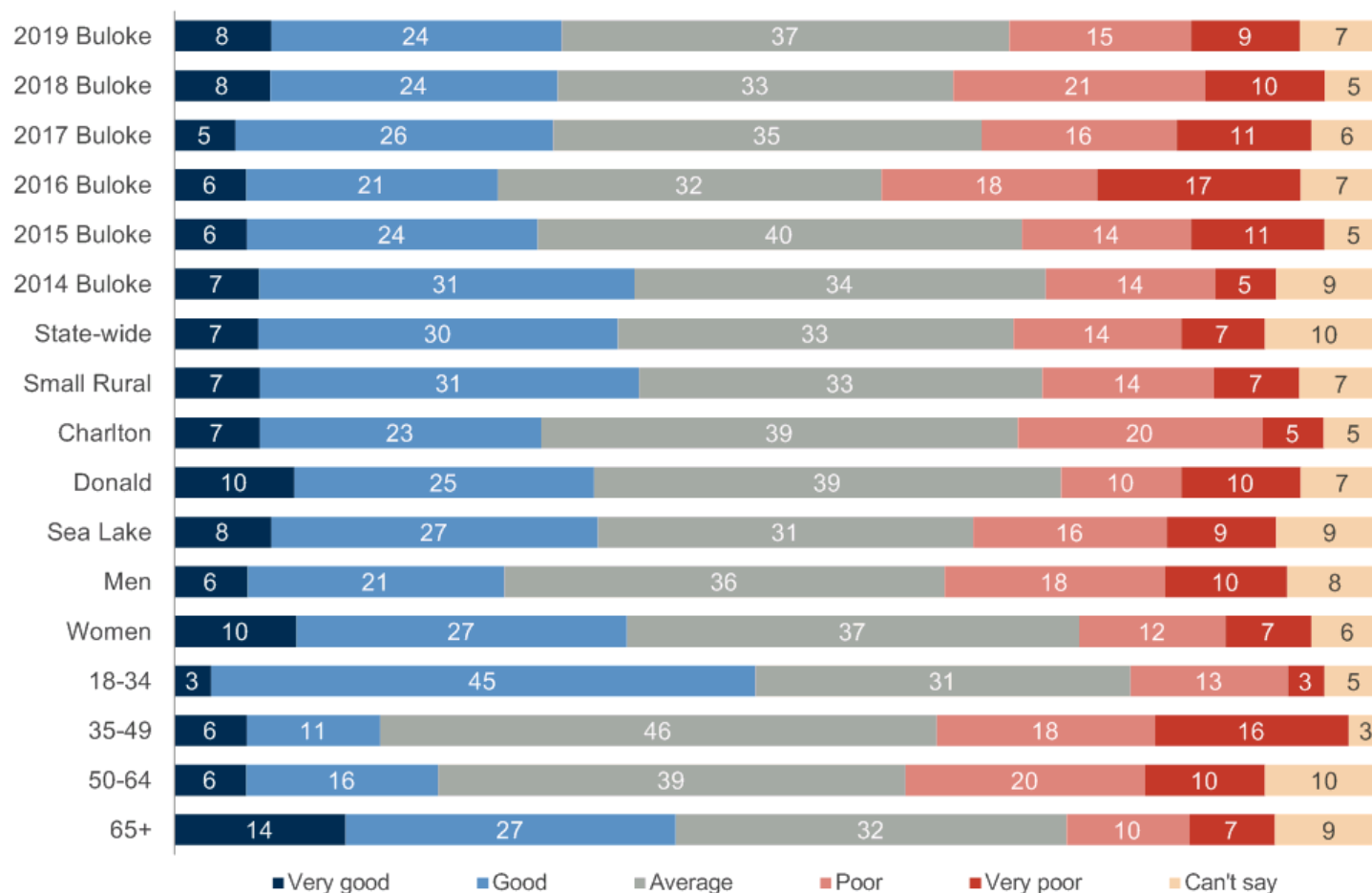


Q2: How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?

Decisions made in the interest of the community performance



2019 Community decisions made performance (%)



The condition of sealed local roads in your area performance



2019 Sealed local roads performance (index scores)

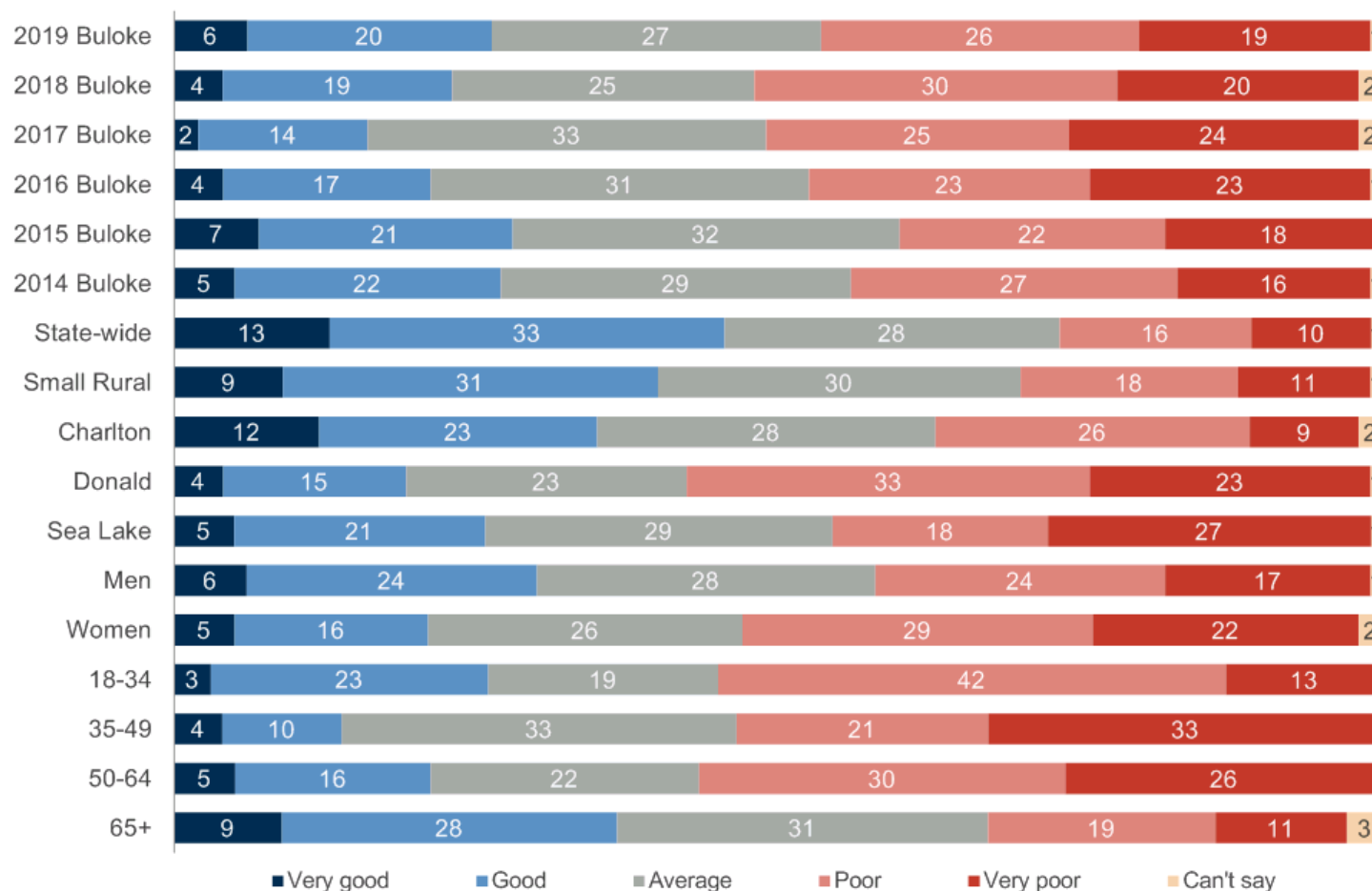
		2018	2017	2016	2015	2014	2013	2012
State-wide	56▲	53	53	54	55	55	n/a	n/a
Small Rural	53▲	49	50	52	52	n/a	n/a	n/a
65+	51▲	47	41	46	53	54	n/a	n/a
Charlton	51▲	45	38	n/a	n/a	n/a	n/a	n/a
Men	45	38	34	41	42	41	n/a	n/a
Buloke	42	39	36	39	44	43	n/a	n/a
18-34	40	32	39	32	41	40	n/a	n/a
Sea Lake	40	38	38	n/a	n/a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

The condition of sealed local roads in your area performance



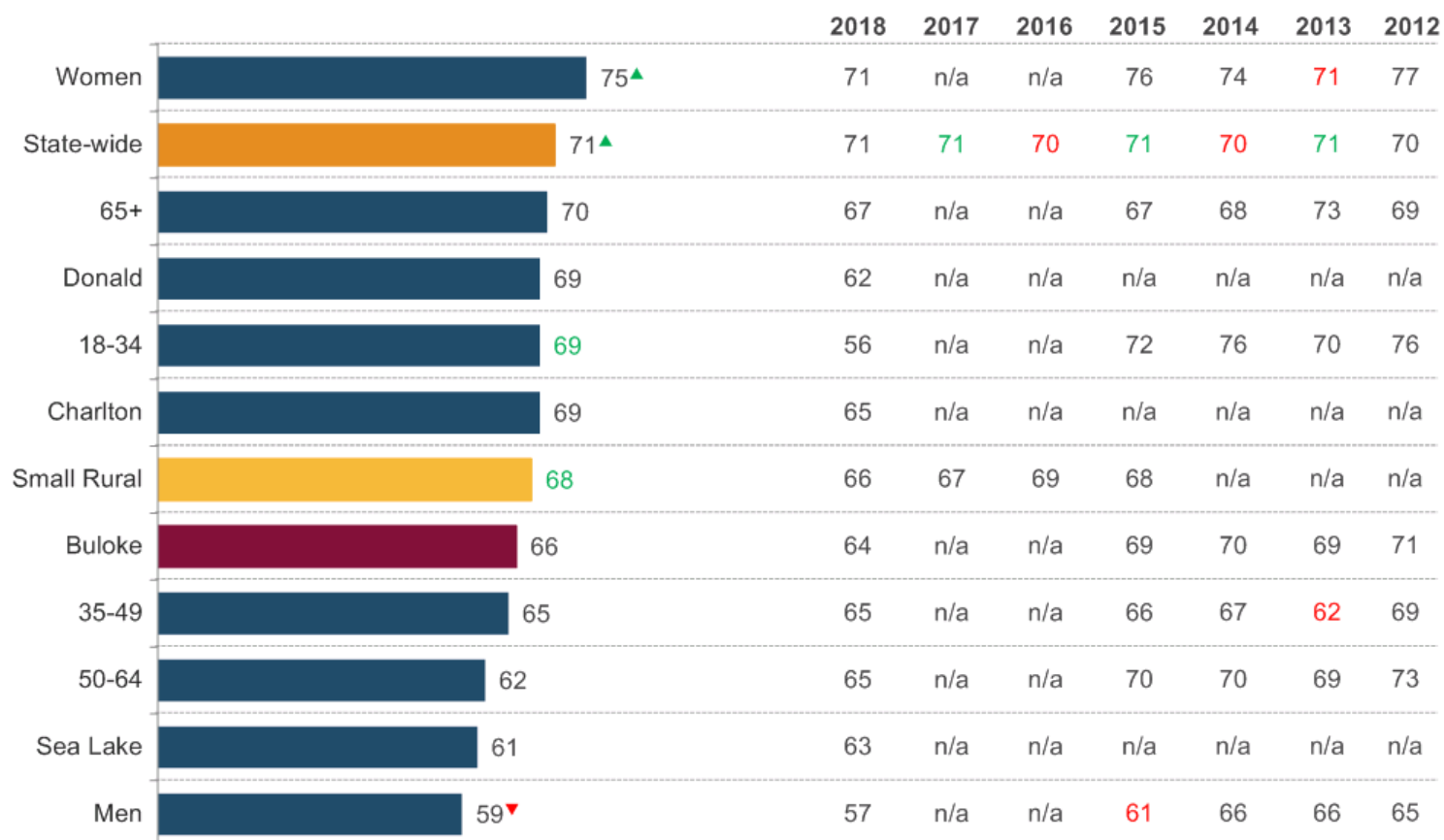
2019 Sealed local roads performance (%)





Enforcement of local laws importance

2019 Law enforcement importance (index scores)

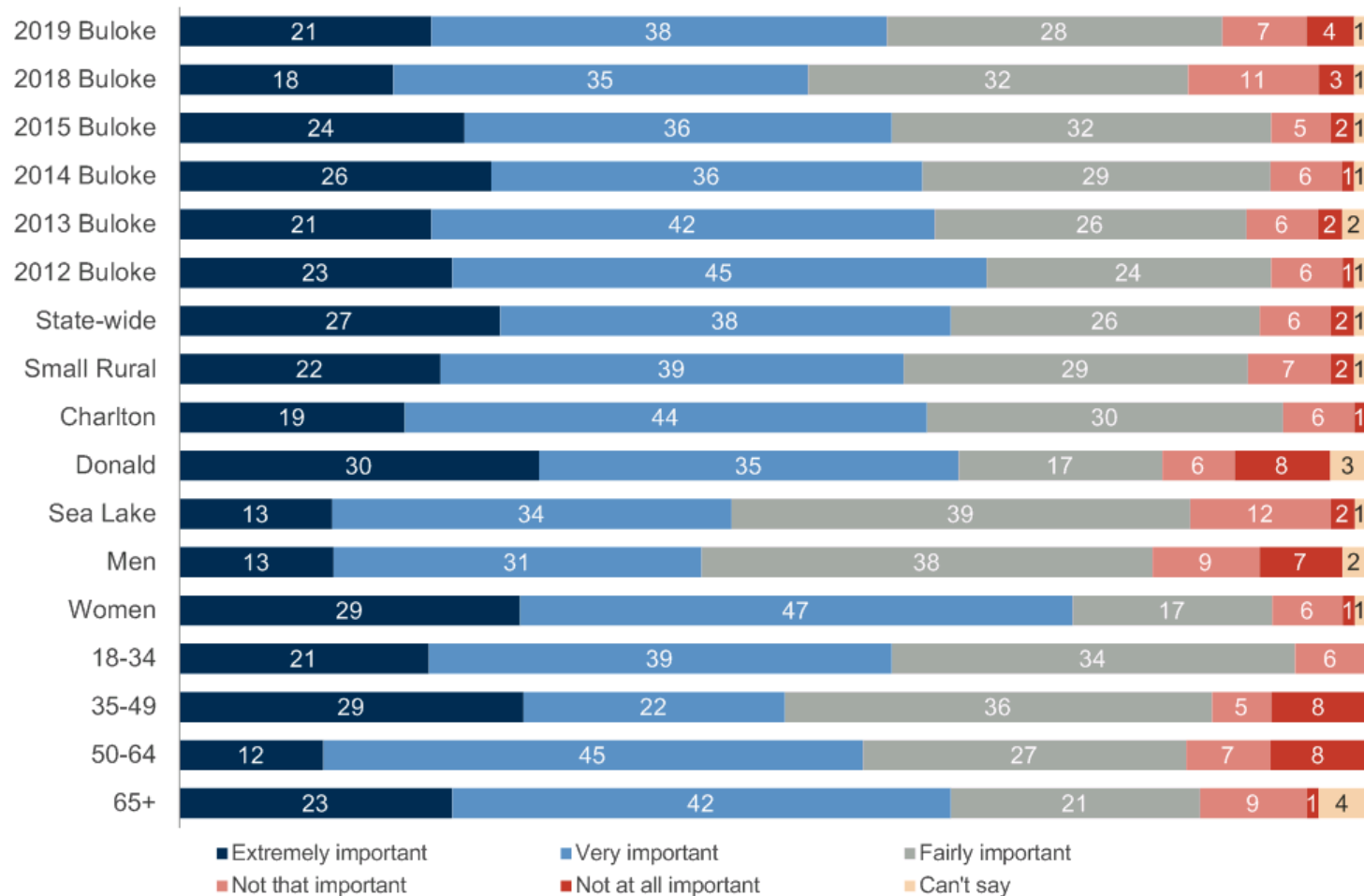


Q1: Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?



Enforcement of local laws importance

2019 Law enforcement importance (%)





Enforcement of local laws performance

2019 Law enforcement performance (index scores)

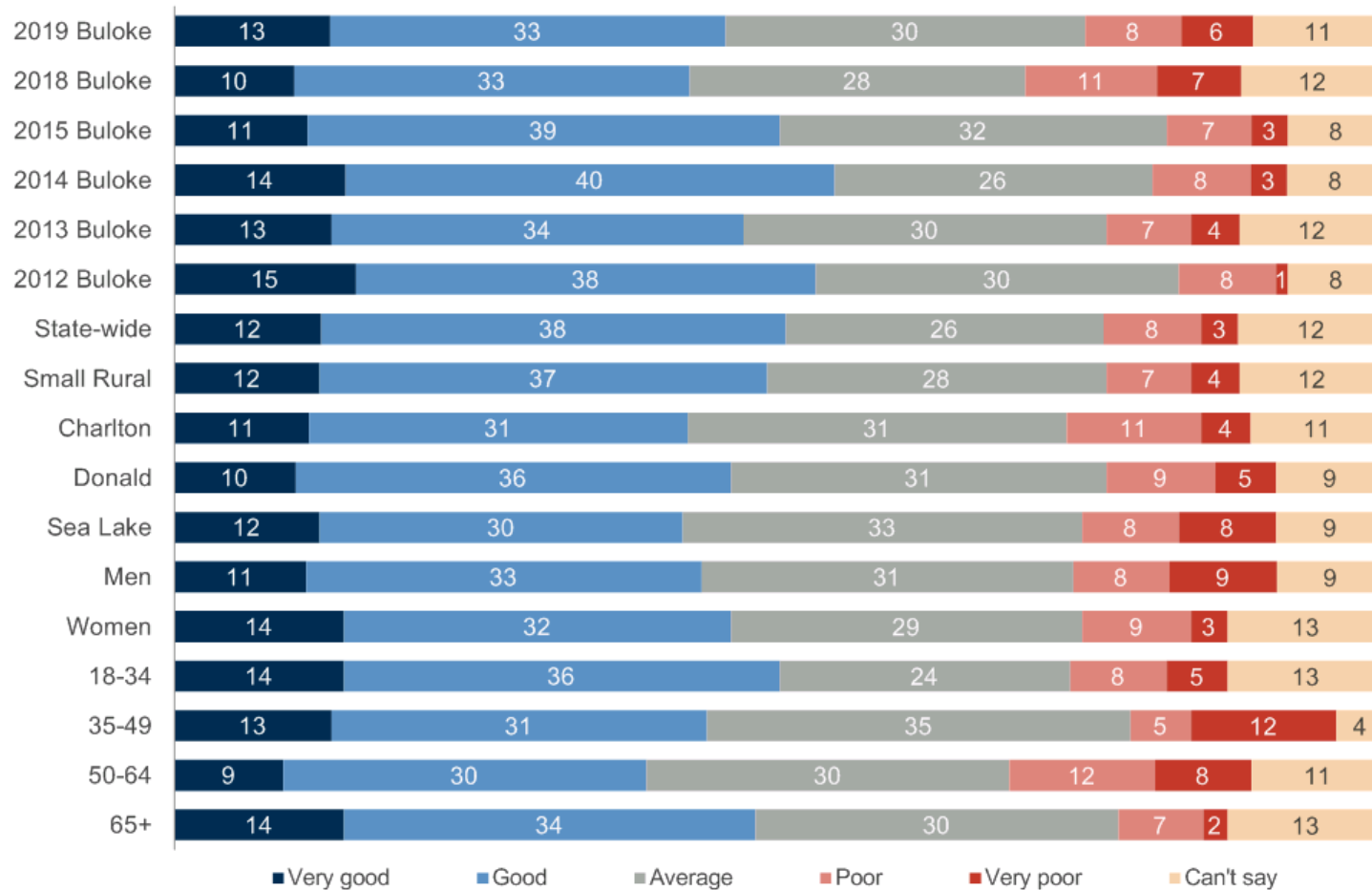
		2018	2017	2016	2015	2014	2013	2012
65+	65	61	n/a	n/a	63	62	66	68
State-wide	64▲	64	64	63	66	66	65	65
18-34	63	54	n/a	n/a	72	70	70	73
Women	63	61	n/a	n/a	66	65	66	68
Small Rural	63	63	65	64	66	n/a	n/a	n/a
Buloke	61	58	n/a	n/a	63	65	63	66
Donald	60	61	n/a	n/a	n/a	n/a	n/a	n/a
Charlton	60	50	n/a	n/a	n/a	n/a	n/a	n/a
Sea Lake	59	58	n/a	n/a	n/a	n/a	n/a	n/a
Men	58	56	n/a	n/a	61	65	60	63
35-49	57	65	n/a	n/a	61	68	57	61
50-64	56	52	n/a	n/a	59	62	62	64

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



Enforcement of local laws performance

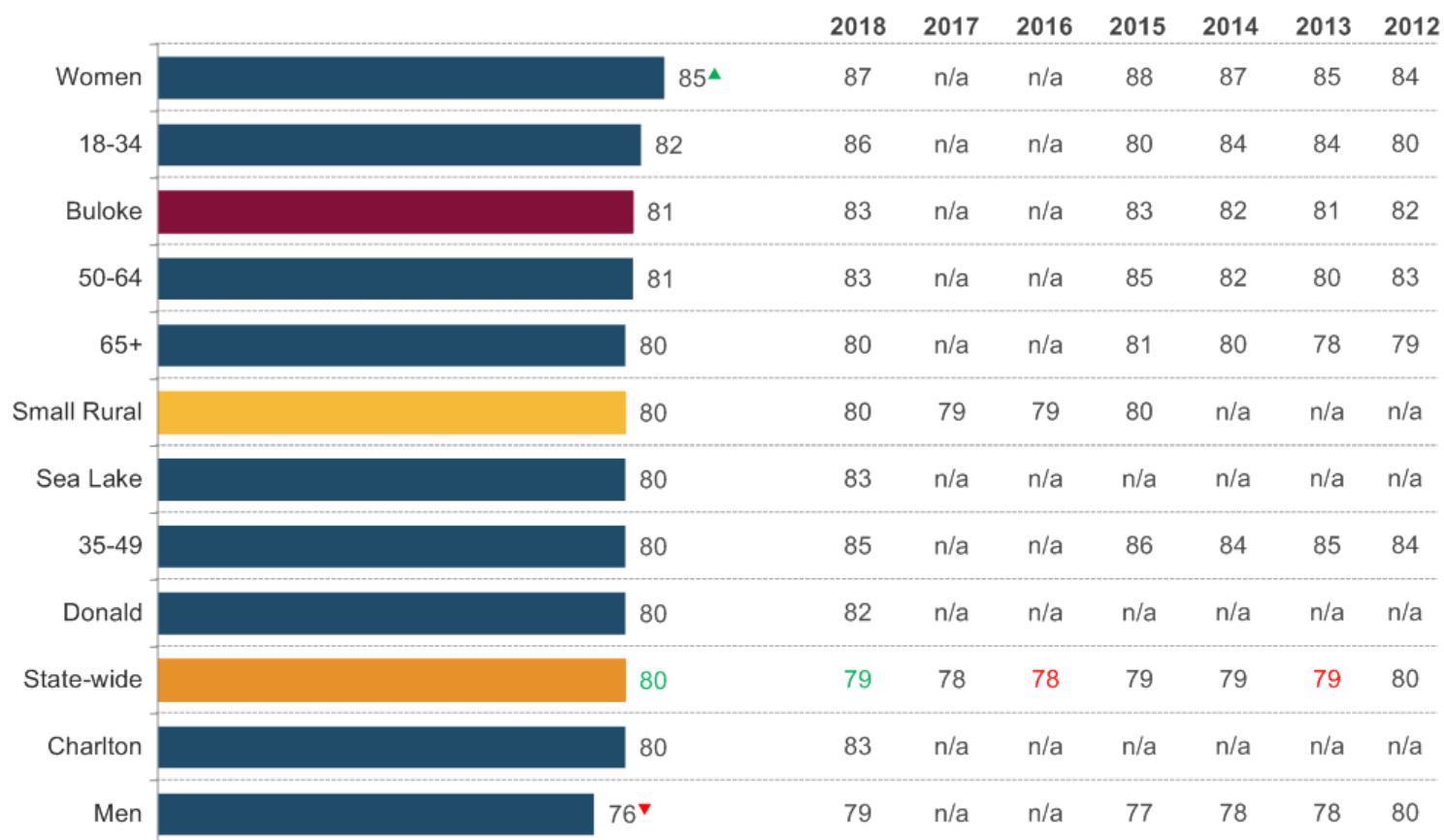
2019 Law enforcement performance (%)



Elderly support services importance



2019 Elderly support importance (index scores)

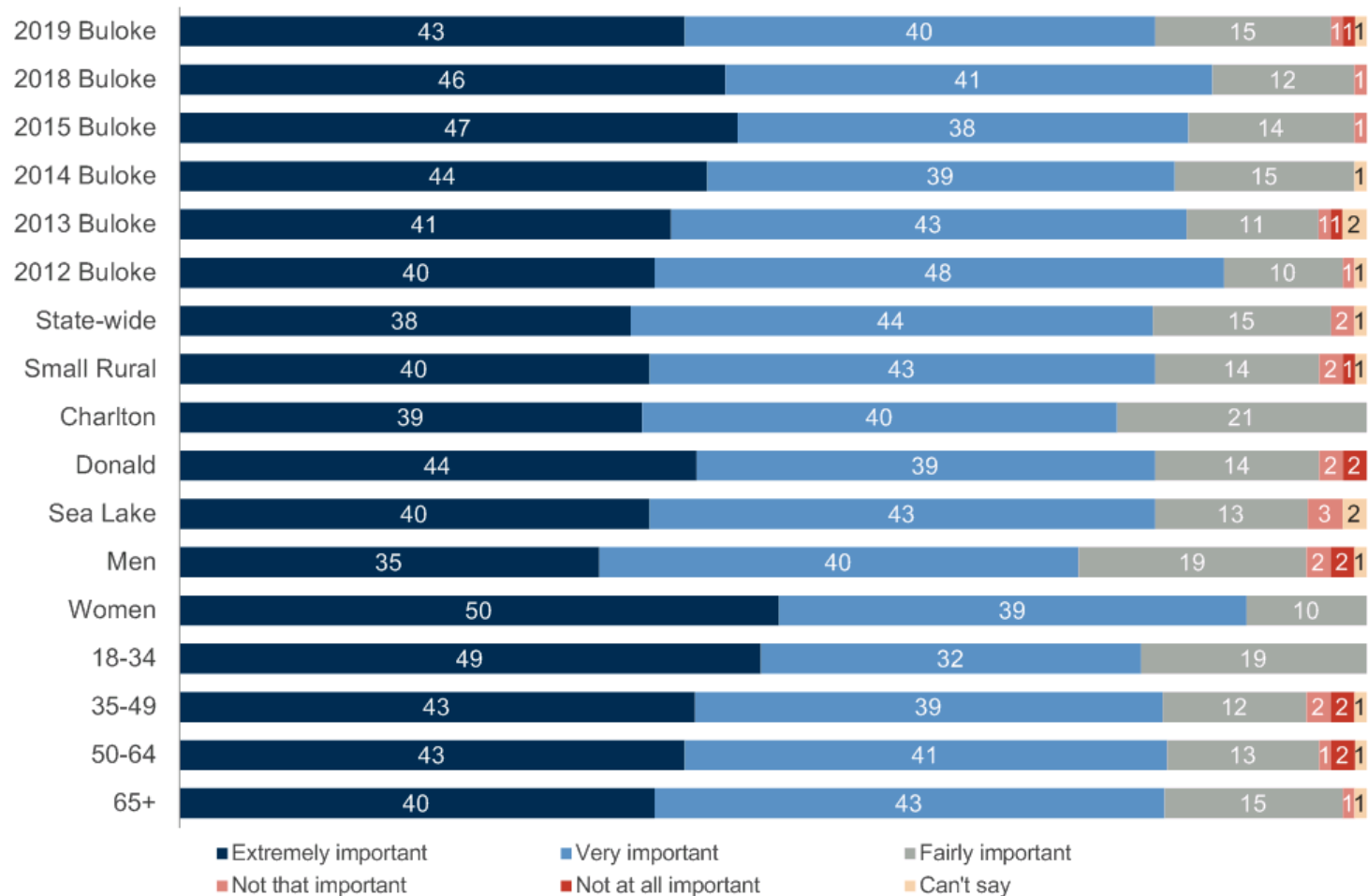


Q1: Firstly, how important should 'Elderly support services' be as a responsibility for Council?



Elderly support services importance

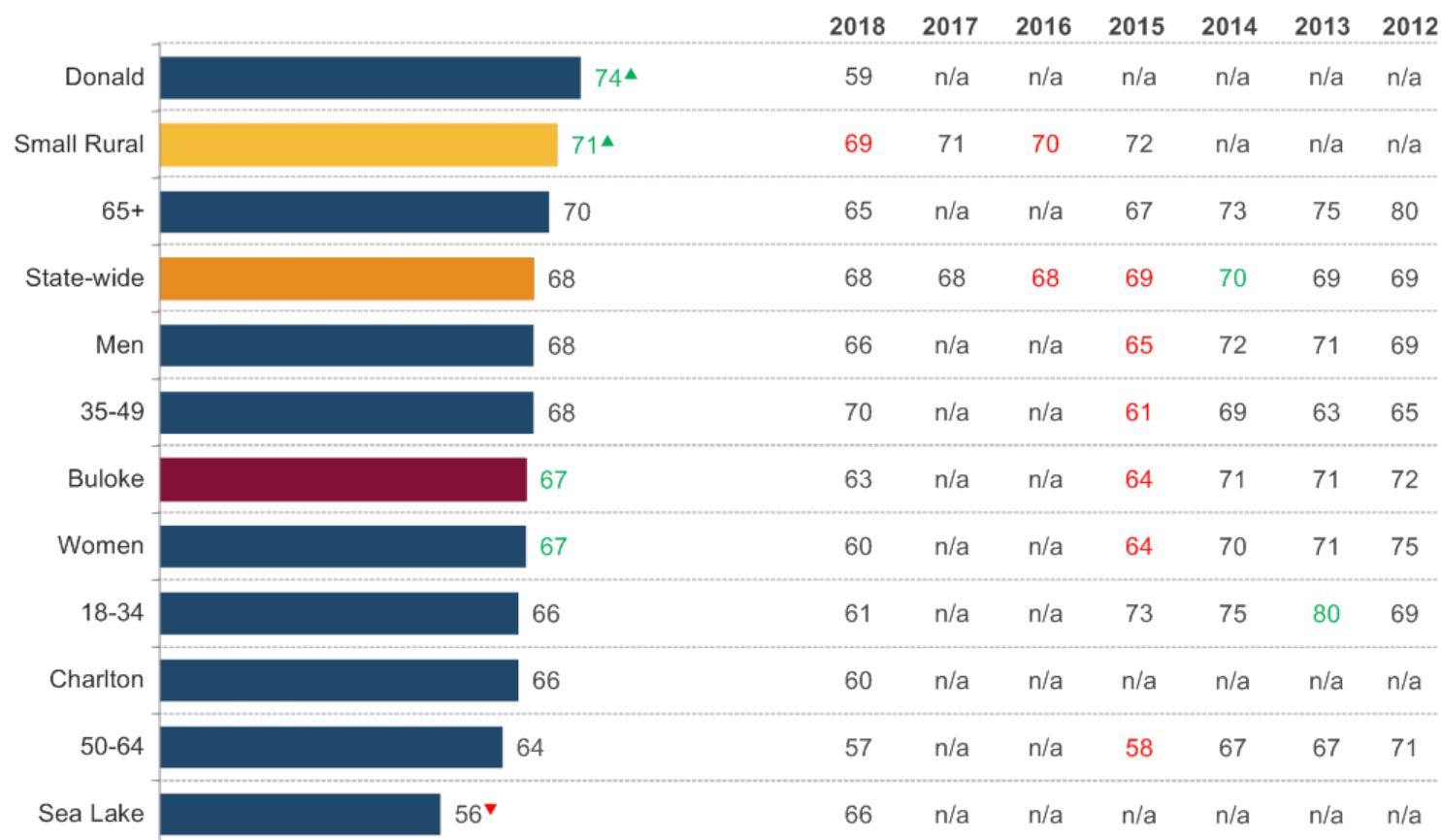
2019 Elderly support importance (%)





Elderly support services performance

2019 Elderly support performance (index scores)

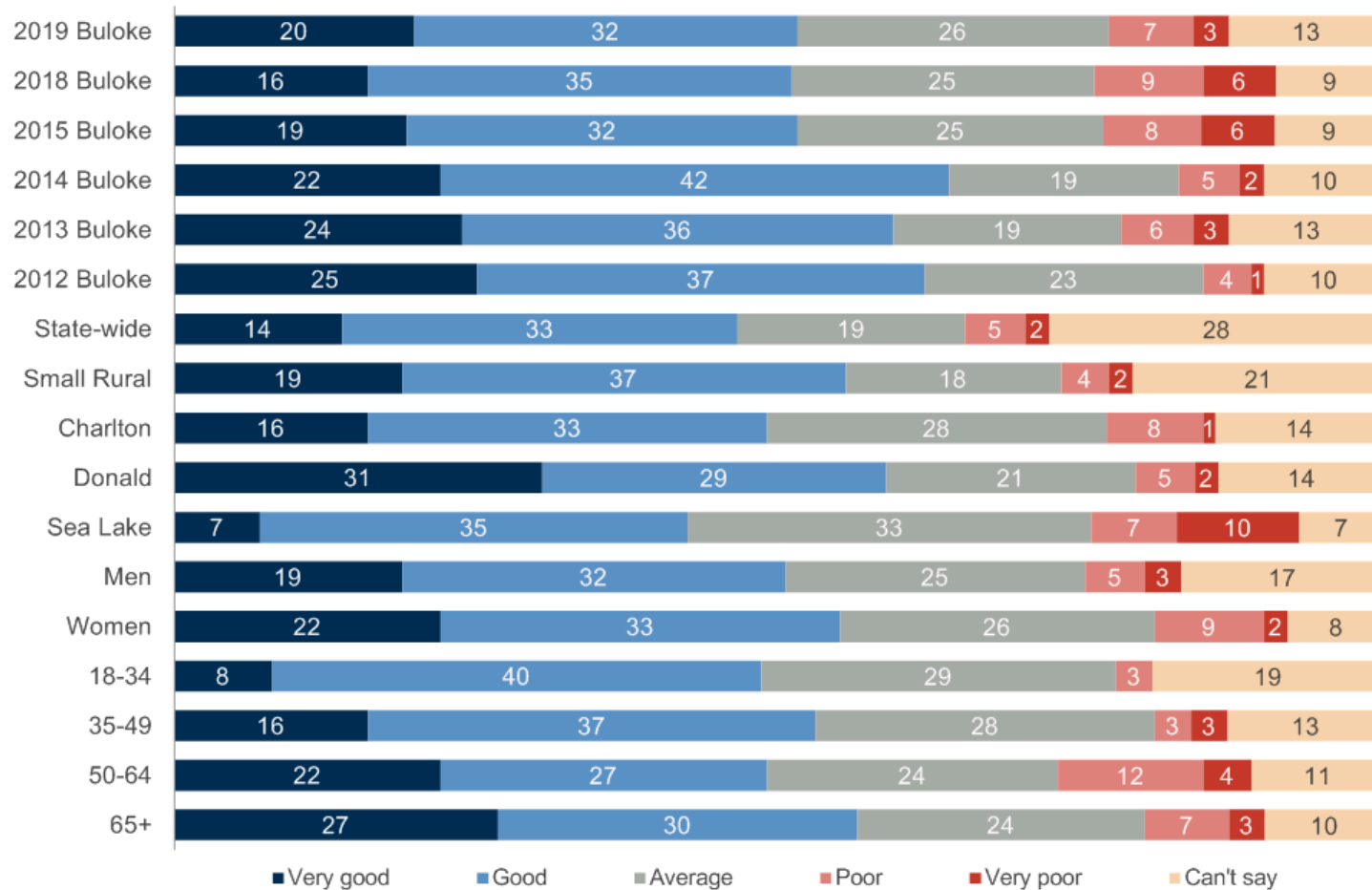


Q2: How has Council performed on 'Elderly support services' over the last 12 months?



Elderly support services performance

2019 Elderly support performance (%)





Recreational facilities importance

2019 Recreational facilities importance (index scores)

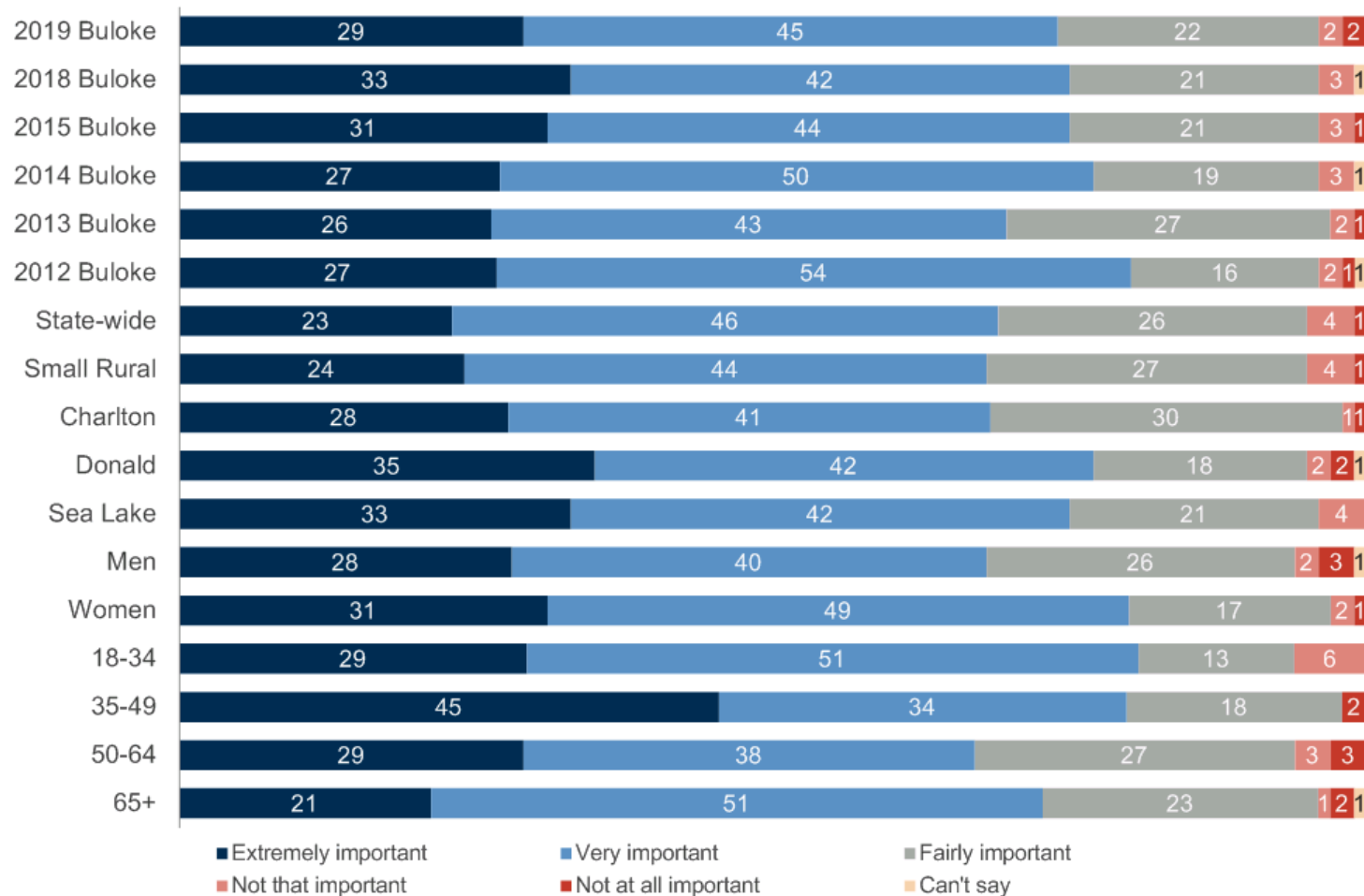
		2018	2017	2016	2015	2014	2013	2012
35-49	80▲	82	n/a	n/a	80	75	76	79
Women	77	75	n/a	n/a	78	78	75	80
Donald	77	78	n/a	n/a	n/a	n/a	n/a	n/a
Sea Lake	76	76	n/a	n/a	n/a	n/a	n/a	n/a
18-34	76	82	n/a	n/a	78	76	75	80
Buloke	74	77	n/a	n/a	75	76	73	77
Charlton	73	74	n/a	n/a	n/a	n/a	n/a	n/a
65+	72	73	n/a	n/a	70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

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

Recreational facilities importance



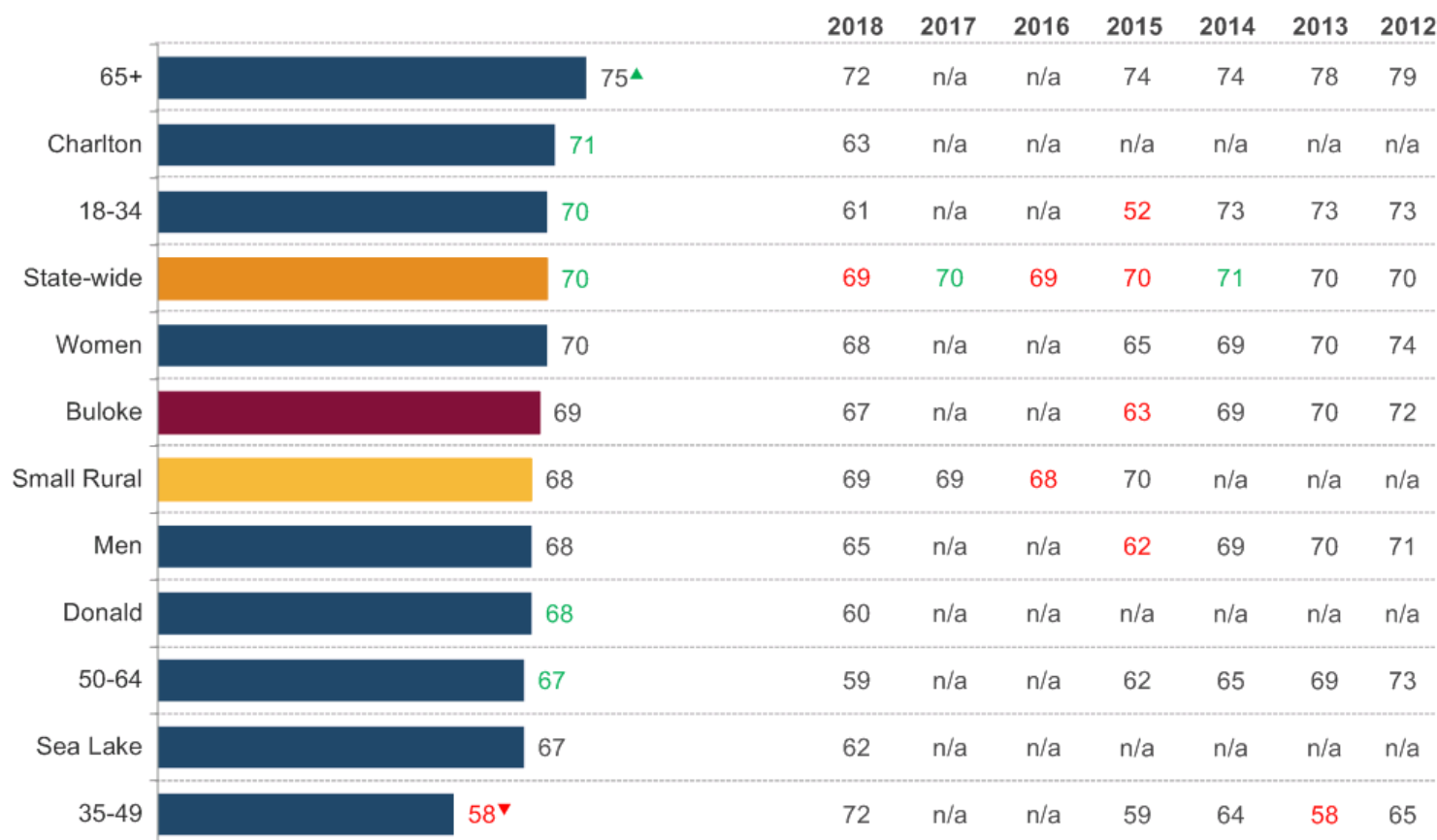
2019 Recreational facilities importance (%)





Recreational facilities performance

2019 Recreational facilities performance (index scores)

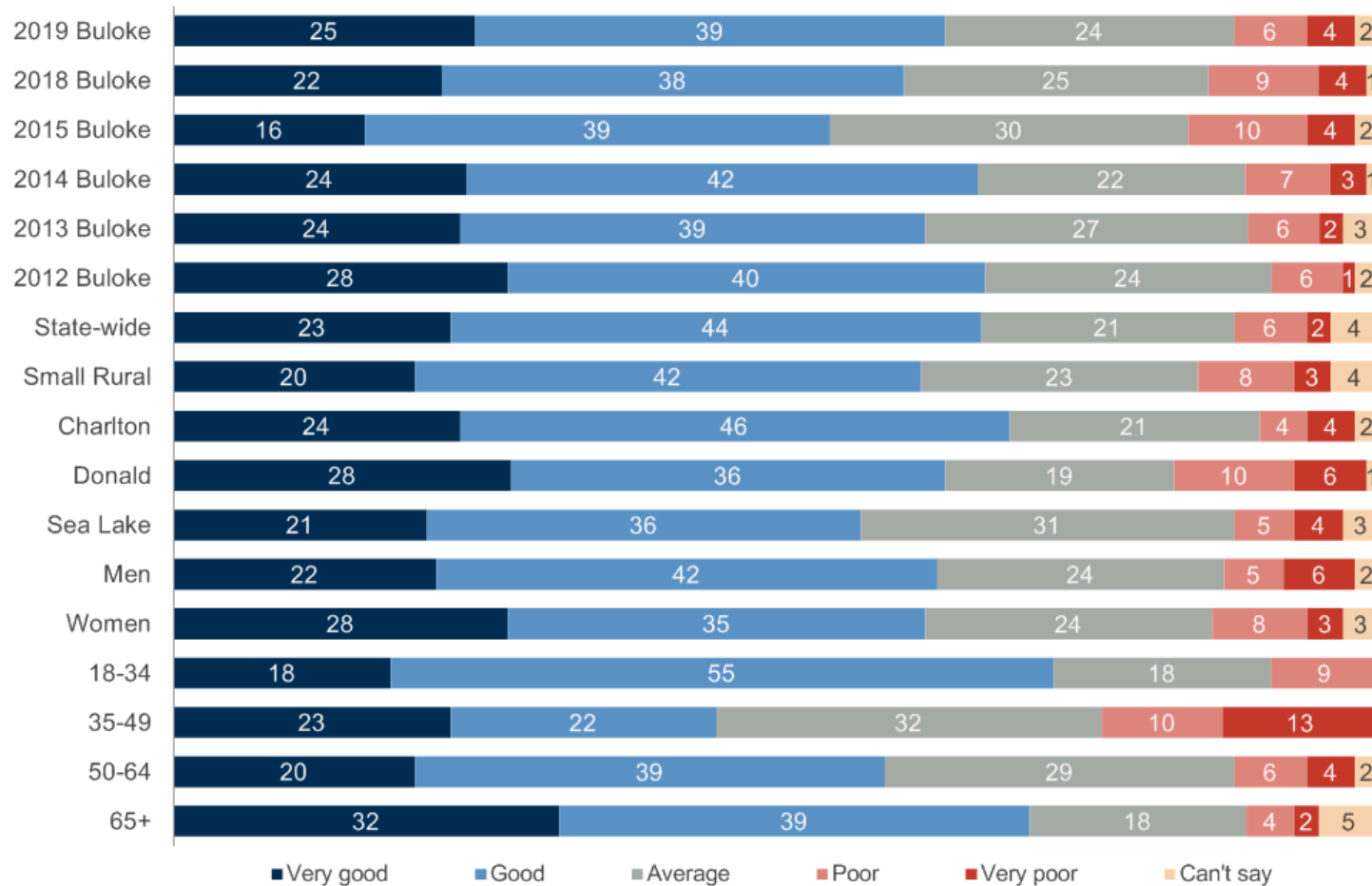


Q2: How has Council performed on 'Recreational facilities' over the last 12 months?



Recreational facilities performance

2019 Recreational facilities performance (%)





The appearance of public areas importance

2019 Public areas importance (index scores)

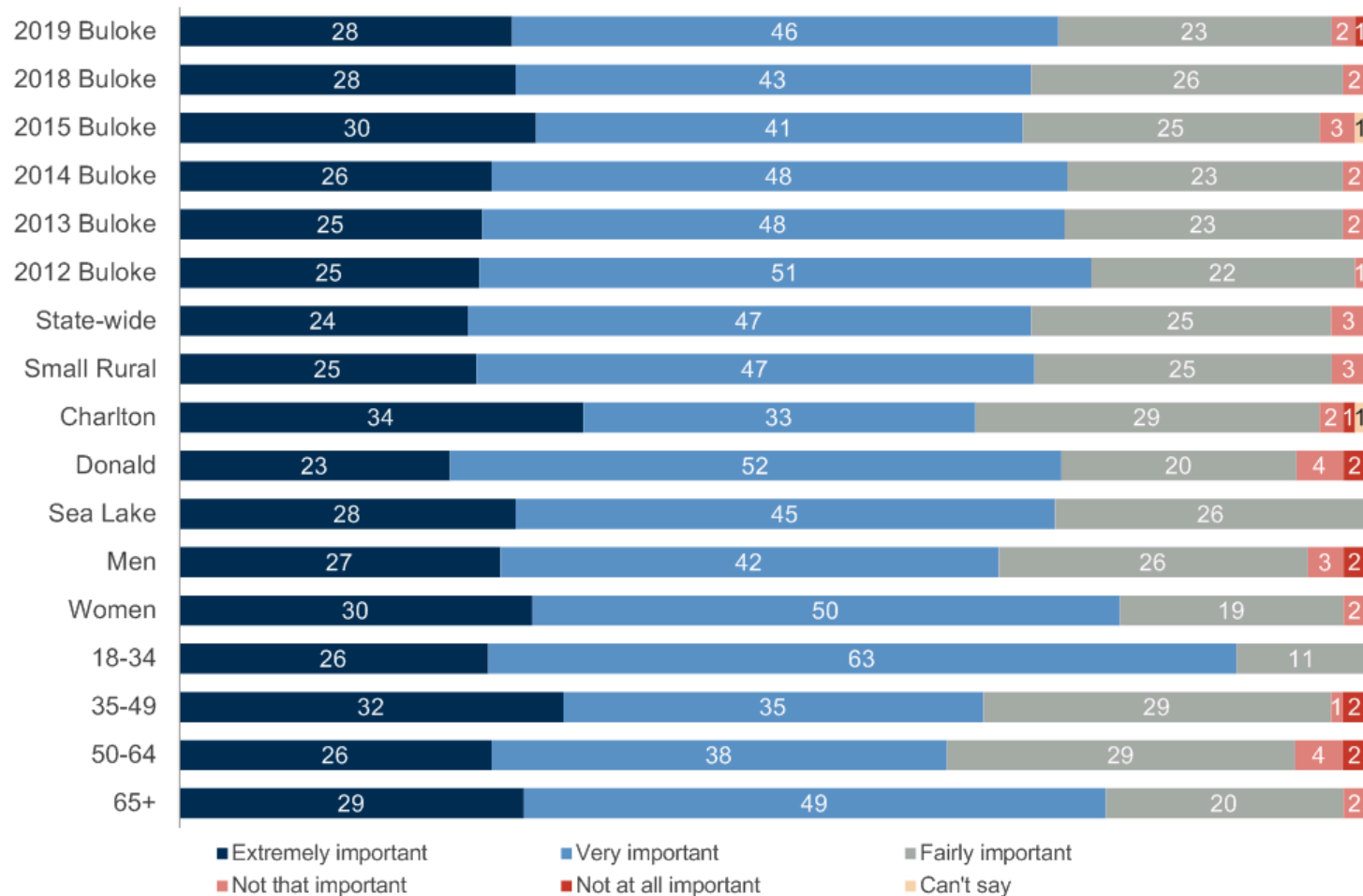
		2018	2017	2016	2015	2014	2013	2012
18-34	79	73	n/a	n/a	72	71	75	74
Women	77	76	n/a	n/a	77	77	78	78
65+	76	73	n/a	n/a	73	72	73	74
Sea Lake	75	73	n/a	n/a	n/a	n/a	n/a	n/a
Buloke	75	74	n/a	n/a	74	74	74	75
Charlton	74	76	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	74	74	74	74	73	n/a	n/a	n/a
State-wide	73	74	74	74	73	73	74	73
35-49	73	79	n/a	n/a	75	78	71	77
Donald	73	75	n/a	n/a	n/a	n/a	n/a	n/a
Men	73	73	n/a	n/a	72	72	69	72
50-64	71	74	n/a	n/a	78	77	76	74

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



The appearance of public areas importance

2019 Public areas importance (%)





The appearance of public areas performance

2019 Public areas performance (index scores)

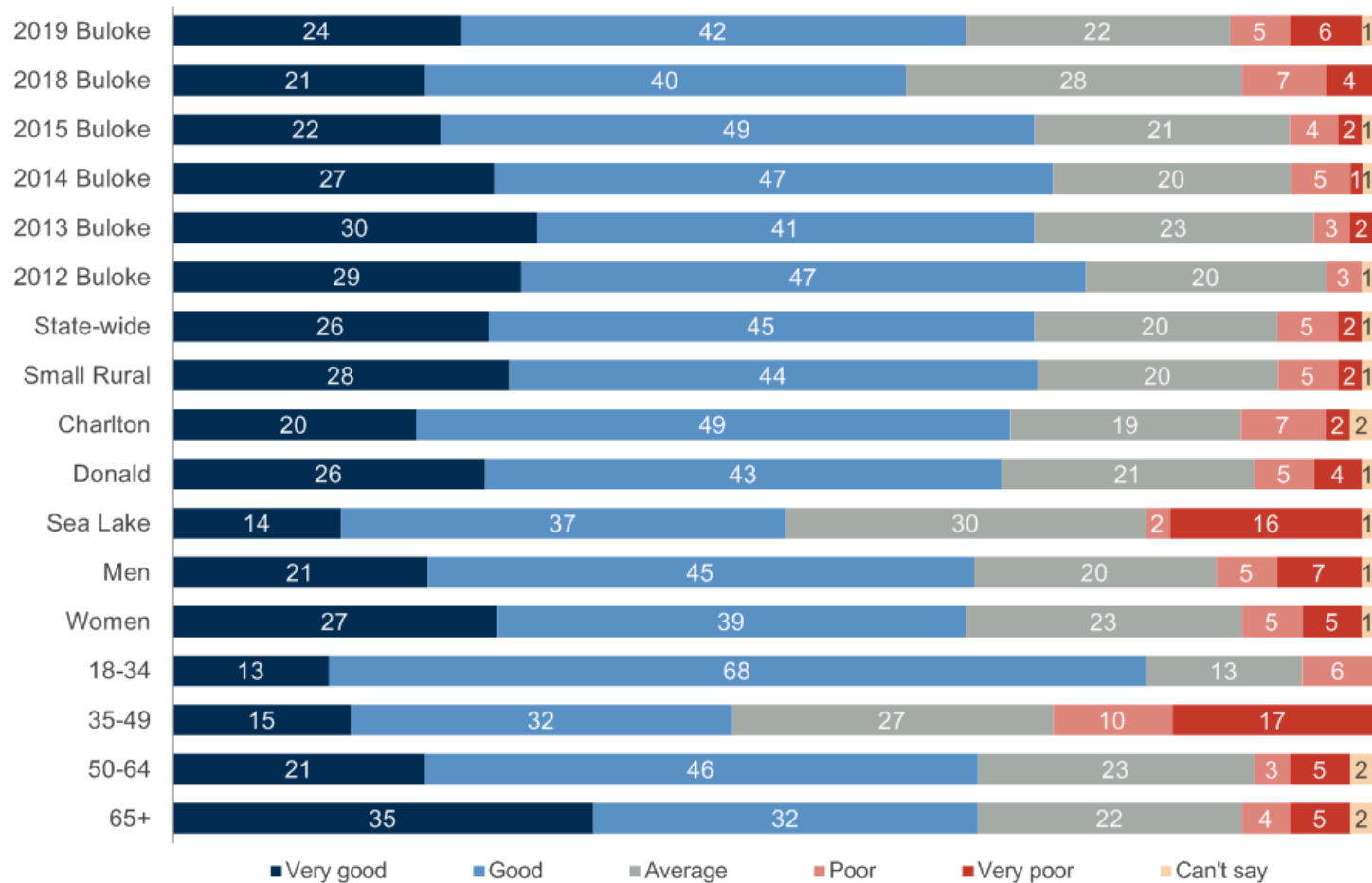
		2018	2017	2016	2015	2014	2013	2012
Small Rural	73▲	72	74	73	74	n/a	n/a	n/a
State-wide	72▲	71	71	71	72	72	71	71
65+	72	69	n/a	n/a	73	75	76	80
18-34	72	62	n/a	n/a	78	75	80	76
Donald	70	62	n/a	n/a	n/a	n/a	n/a	n/a
Charlton	70	67	n/a	n/a	n/a	n/a	n/a	n/a
Women	69	69	n/a	n/a	74	73	75	77
50-64	69	65	n/a	n/a	69	70	72	74
Buloke	68	67	n/a	n/a	71	74	74	76
Men	67	65	n/a	n/a	68	74	73	74
Sea Lake	58▼	60	n/a	n/a	n/a	n/a	n/a	n/a
35-49	55▼	70	n/a	n/a	66	75	68	72

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



The appearance of public areas performance

2019 Public areas performance (%)



Waste management importance



2019 Waste management importance (index scores)

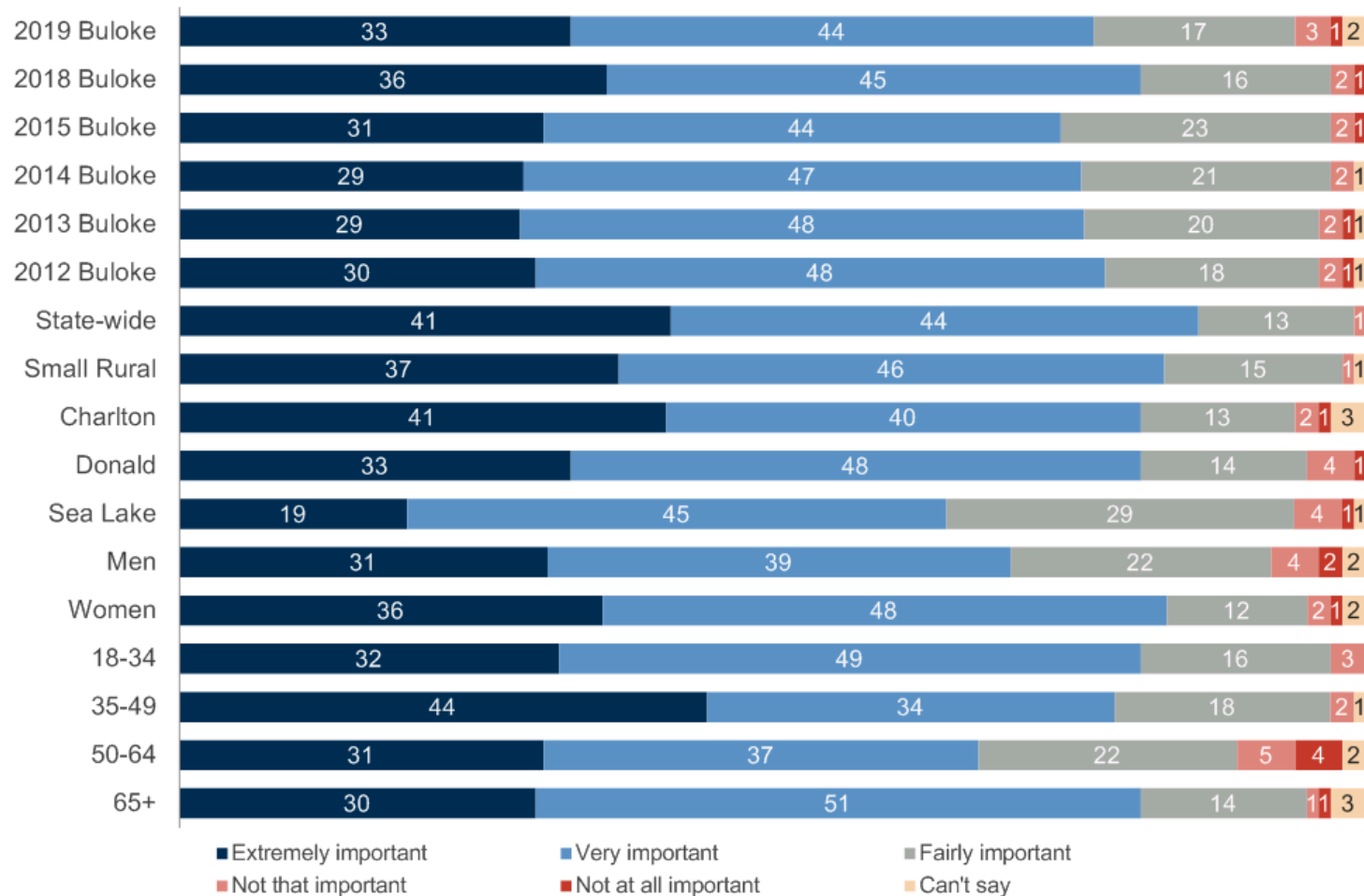
		2018	2017	2016	2015	2014	2013	2012
State-wide	81▲	81	79	80	79	79	79	78
Charlton	81	80	n/a	n/a	n/a	n/a	n/a	n/a
35-49	80	79	n/a	n/a	78	75	75	74
Small Rural	79	78	76	79	77	n/a	n/a	n/a
Women	79	82	n/a	n/a	79	81	80	80
65+	78	79	n/a	n/a	76	75	77	75
18-34	77	78	n/a	n/a	72	77	78	79
Donald	77	78	n/a	n/a	n/a	n/a	n/a	n/a
Buloke	77	78	n/a	n/a	76	76	76	76
Men	74	75	n/a	n/a	73	71	72	73
50-64	72	78	n/a	n/a	76	77	75	78
Sea Lake	70▼	79	n/a	n/a	n/a	n/a	n/a	n/a

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

Waste management importance



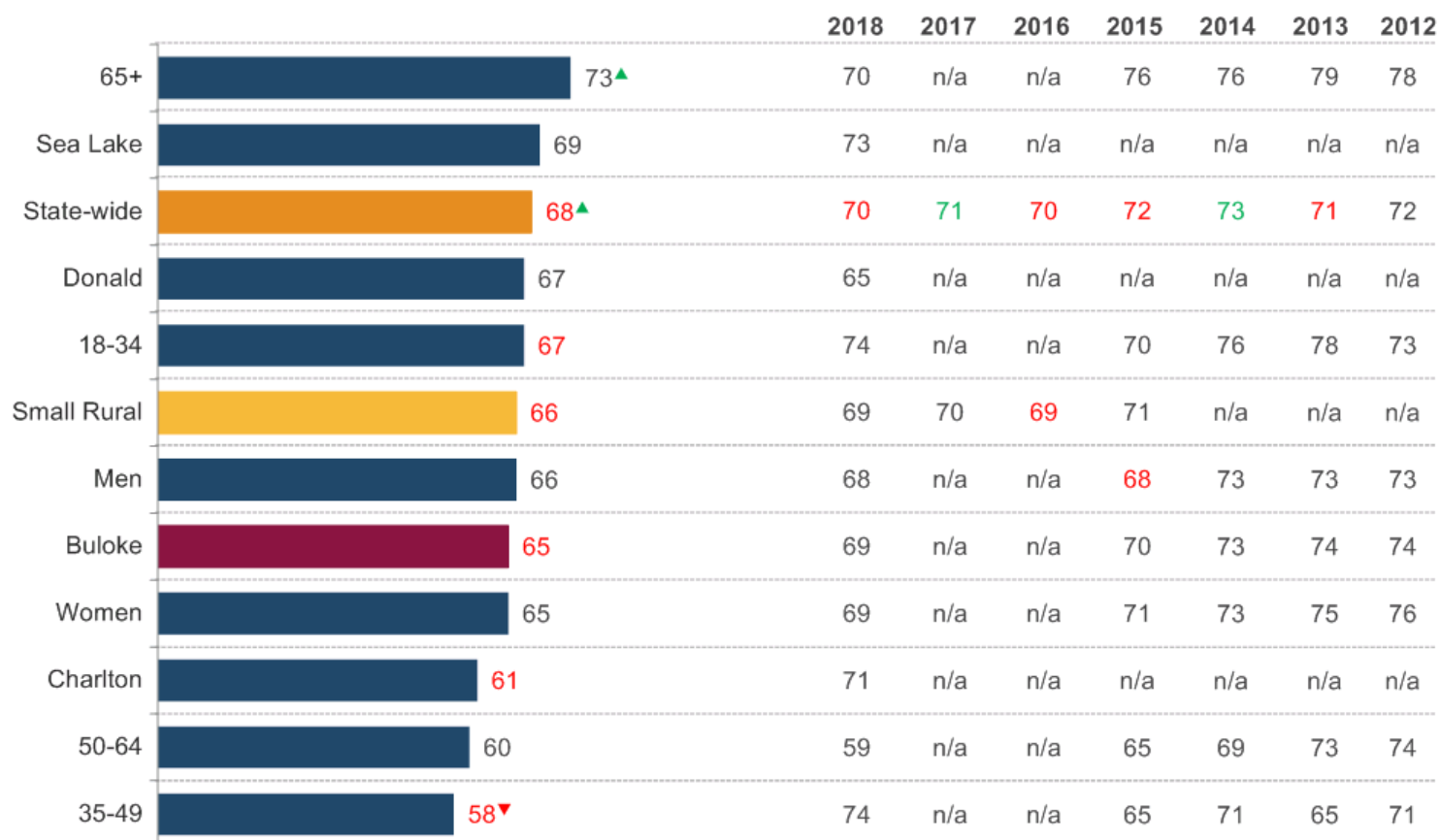
2019 Waste management importance (%)





Waste management performance

2019 Waste management performance (index scores)

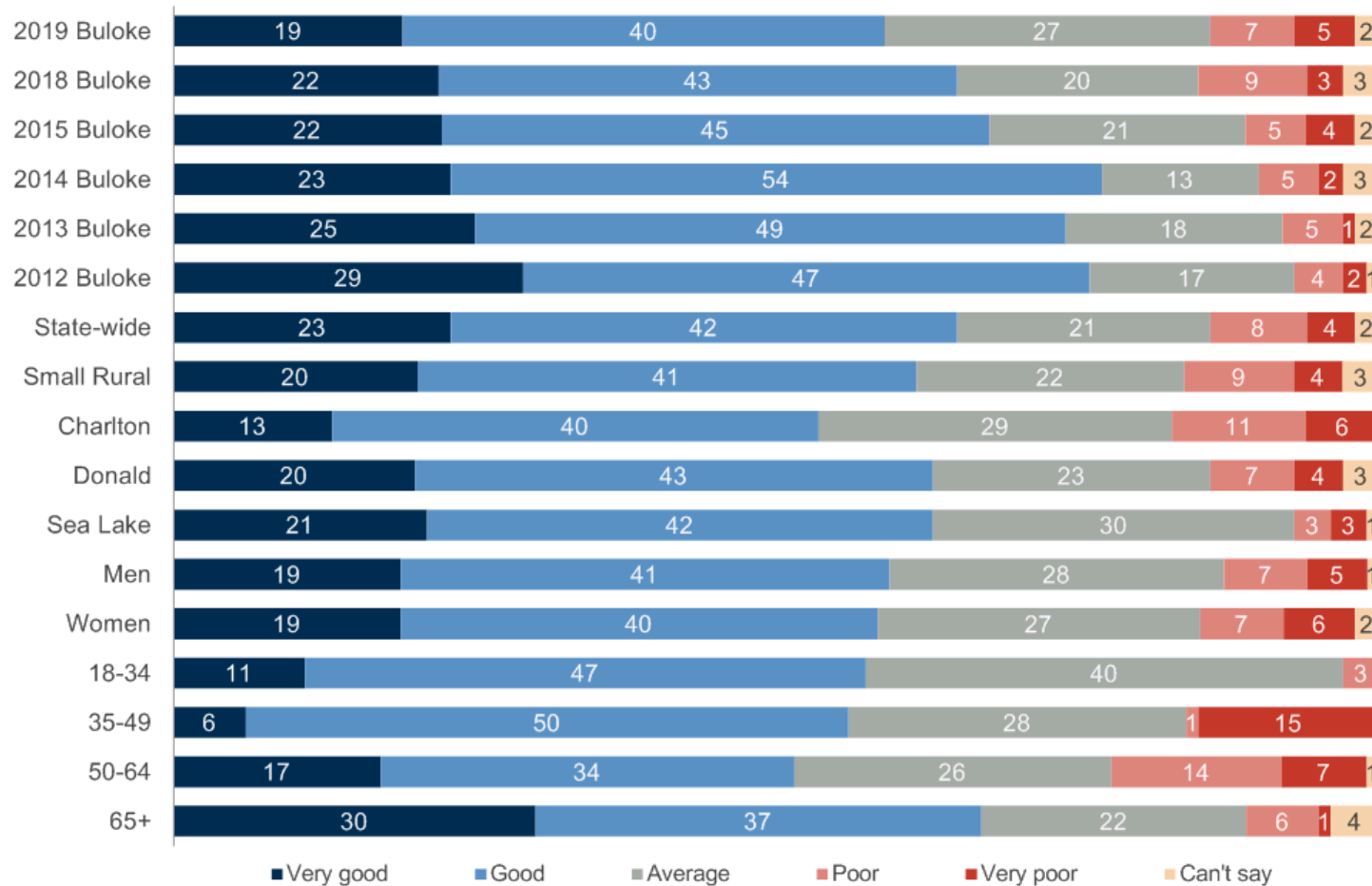


Q2: How has Council performed on 'Waste management' over the last 12 months?

Waste management performance



2019 Waste management performance (%)



Business and community development and tourism importance



2019 Business/development/tourism importance (index scores)

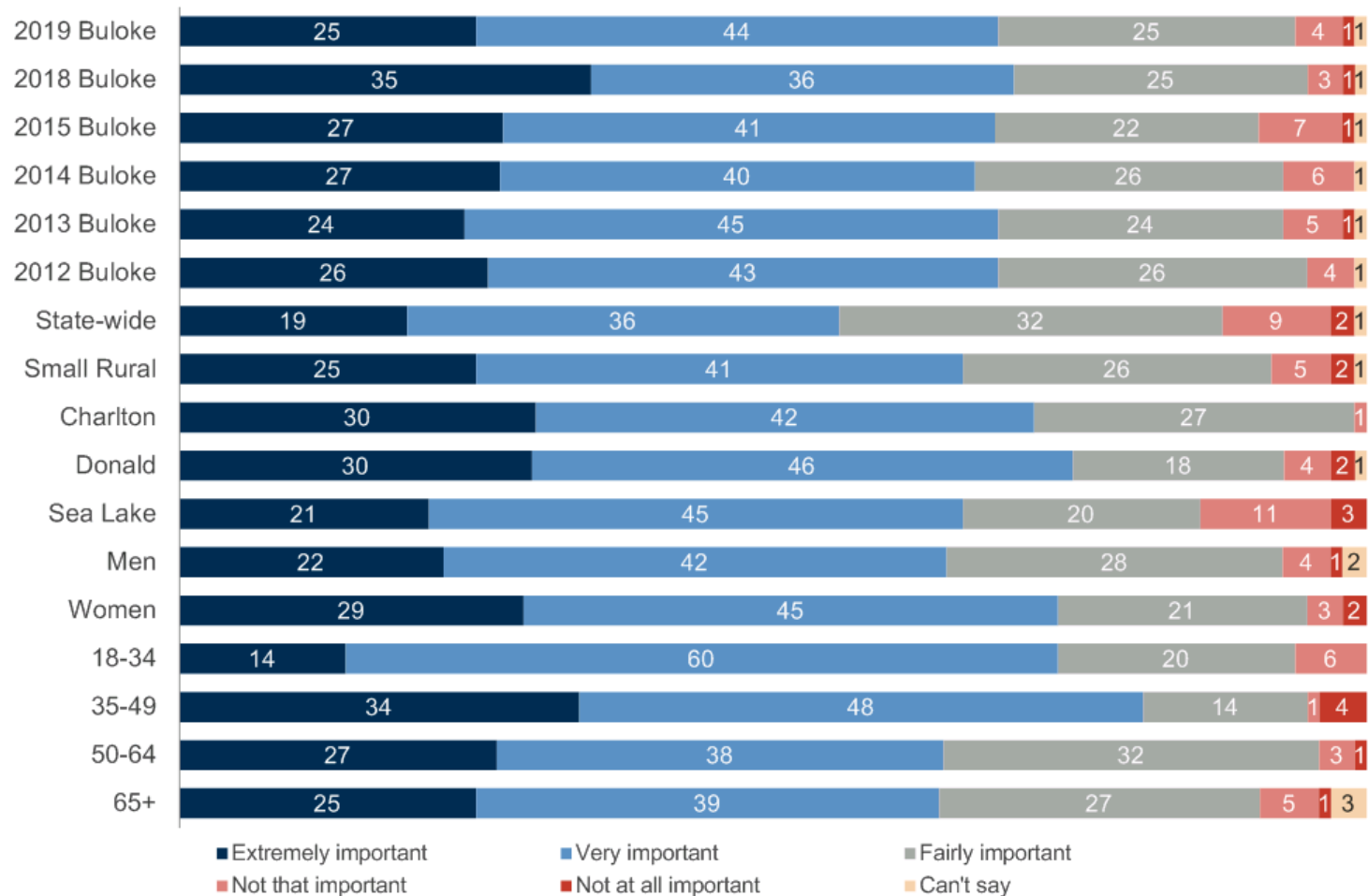
		2018	2017	2016	2015	2014	2013	2012
35-49	77	78	n/a	n/a	72	73	76	76
Charlton	75	78	n/a	n/a	n/a	n/a	n/a	n/a
Donald	75	77	n/a	n/a	n/a	n/a	n/a	n/a
Women	74	78	n/a	n/a	76	75	75	74
Buloke	72	76	n/a	n/a	72	72	71	73
50-64	72	75	n/a	n/a	75	75	72	76
Small Rural	71	71	72	71	70	n/a	n/a	n/a
65+	71	74	n/a	n/a	69	67	66	70
18-34	71	78	n/a	n/a	71	75	74	68
Men	70	74	n/a	n/a	67	70	68	72
Sea Lake	68	79	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	65▼	66	67	67	67	67	67	66

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

Business and community development and tourism importance



2019 Business/development/tourism importance (%)



Business and community development and tourism performance



2019 Business/development/tourism performance (index scores)

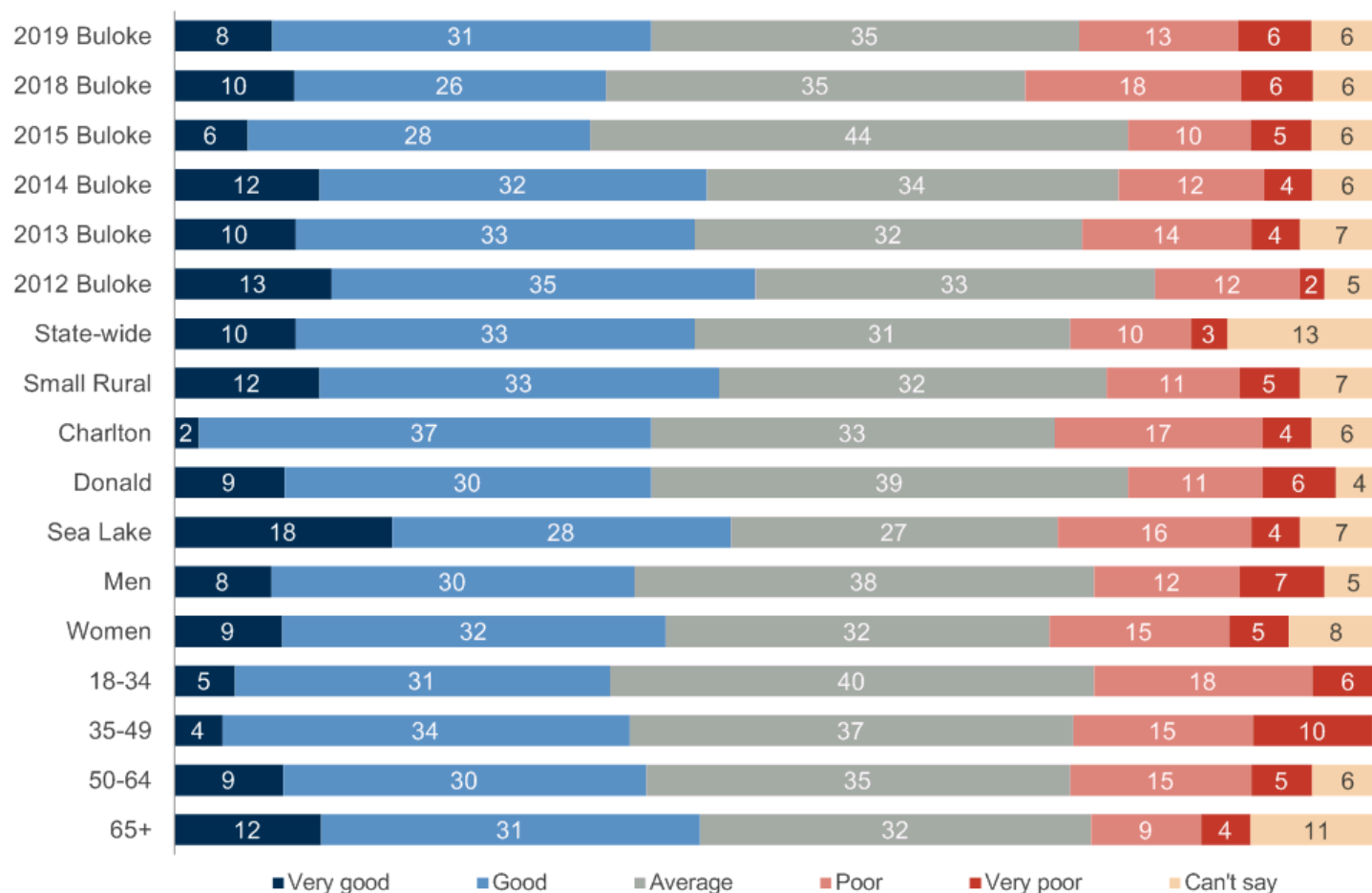
		2018	2017	2016	2015	2014	2013	2012
Sea Lake	61	60	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	61▲	60	61	60	61	62	62	62
65+	60	56	n/a	n/a	60	63	65	67
Small Rural	59▲	59	64	61	63	n/a	n/a	n/a
Women	57	56	n/a	n/a	58	62	60	65
Donald	56	53	n/a	n/a	n/a	n/a	n/a	n/a
Buloke	56	54	n/a	n/a	56	60	58	62
50-64	56	47	n/a	n/a	52	55	53	58
Men	55	52	n/a	n/a	54	57	57	58
Charlton	54	46	n/a	n/a	n/a	n/a	n/a	n/a
18-34	53	54	n/a	n/a	57	64	62	65
35-49	52	60	n/a	n/a	53	57	55	57

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

Business and community development and tourism performance



2019 Business/development/tourism performance (%)



Environmental sustainability importance



2019 Environmental sustainability importance (index scores)

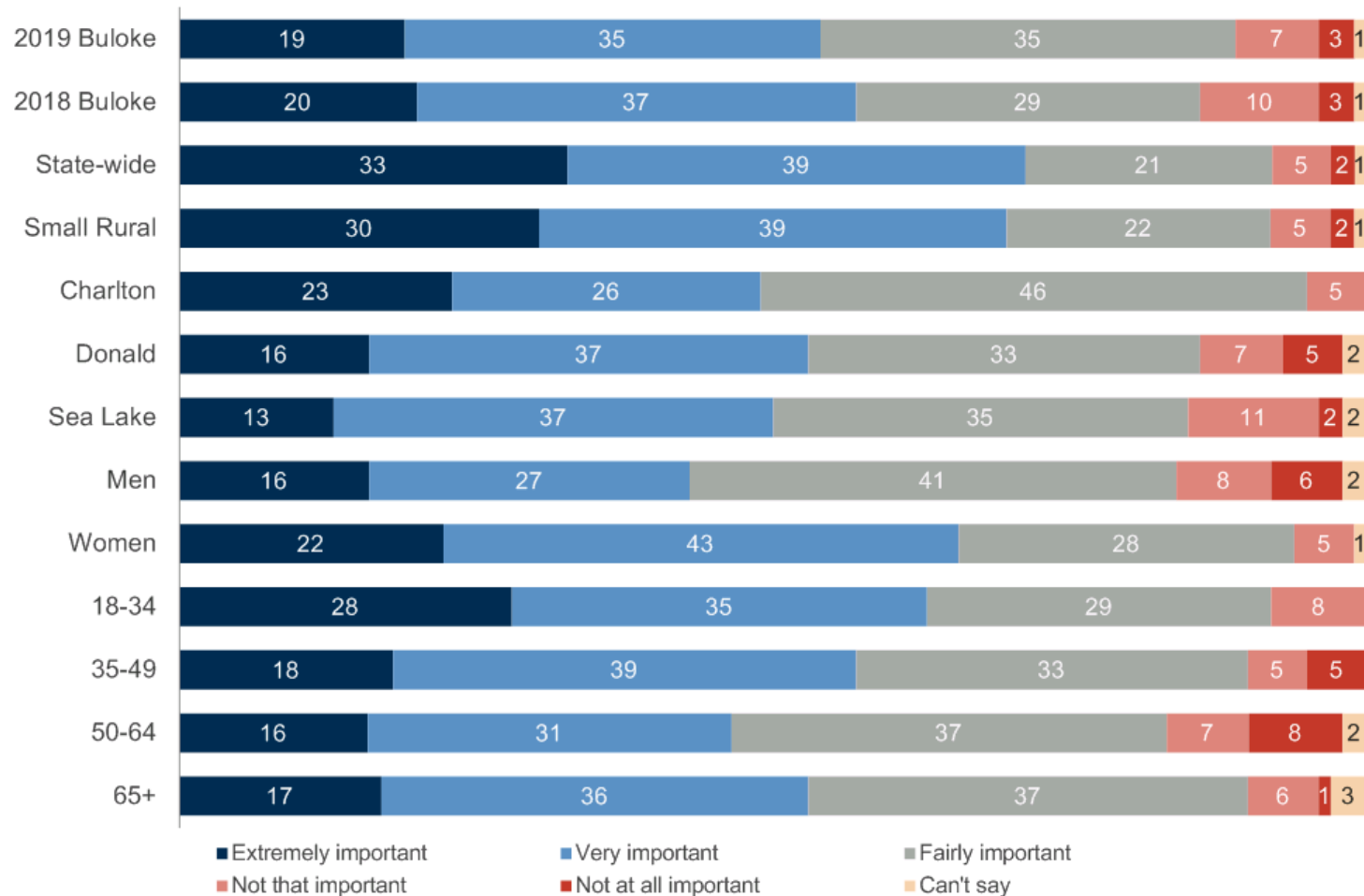
		2018	2017	2016	2015	2014	2013	2012
State-wide	74▲	73	72	73	73	73	72	71
Small Rural	72▲	70	70	74	77	n/a	n/a	n/a
Women	71▲	71	n/a	n/a	n/a	n/a	n/a	n/a
18-34	71▲	69	n/a	n/a	n/a	n/a	n/a	n/a
Charlton	67	66	n/a	n/a	n/a	n/a	n/a	n/a
65+	66	63	n/a	n/a	n/a	n/a	n/a	n/a
35-49	65	72	n/a	n/a	n/a	n/a	n/a	n/a
Buloke	65	65	n/a	n/a	n/a	n/a	n/a	n/a
Donald	63	66	n/a	n/a	n/a	n/a	n/a	n/a
Sea Lake	62	68	n/a	n/a	n/a	n/a	n/a	n/a
50-64	60	62	n/a	n/a	n/a	n/a	n/a	n/a
Men	60▼	60	n/a	n/a	n/a	n/a	n/a	n/a

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

Environmental sustainability importance



2019 Environmental sustainability importance (%)



Environmental sustainability performance



2019 Environmental sustainability performance (index scores)

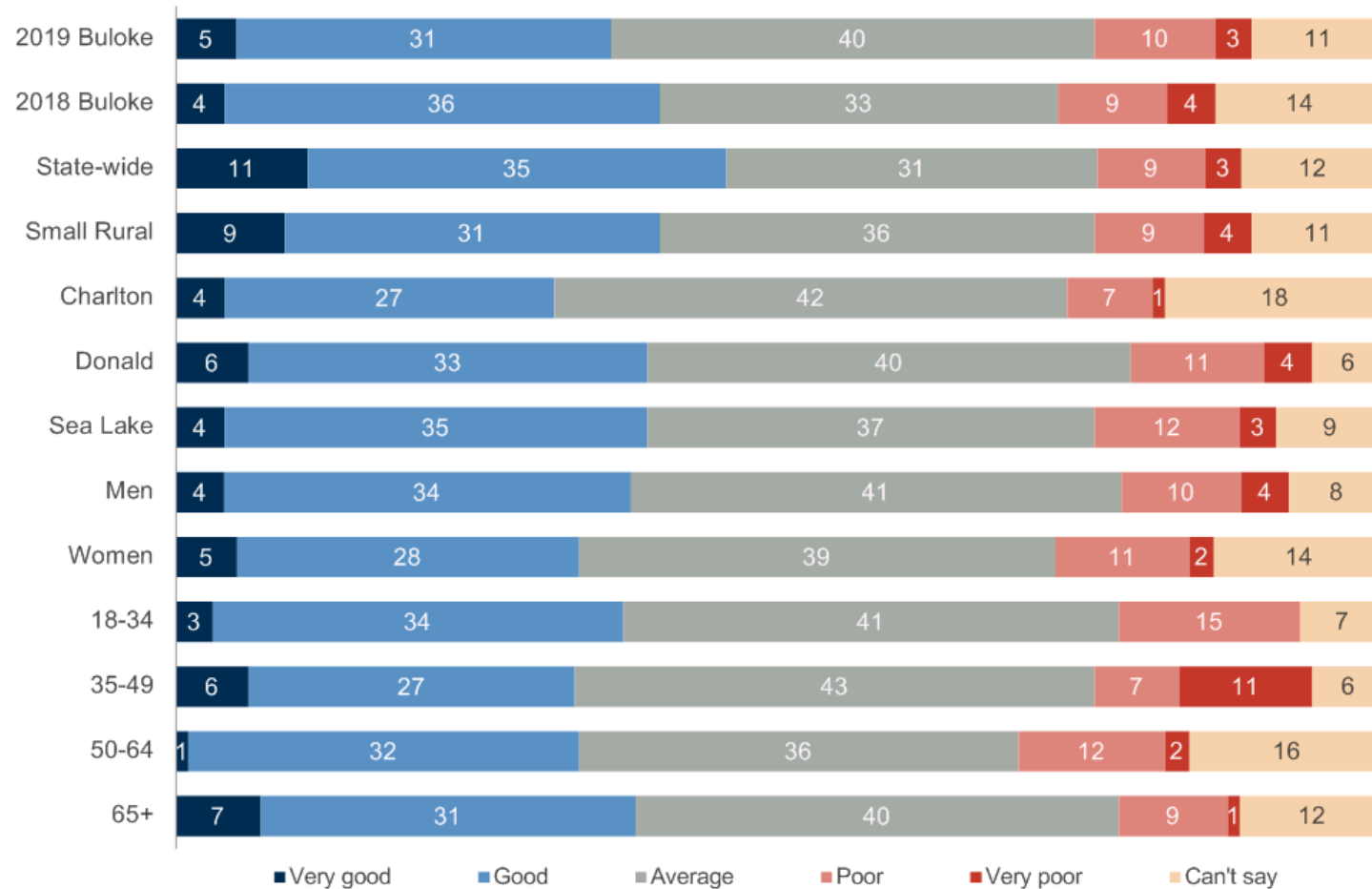
		2018	2017	2016	2015	2014	2013	2012
State-wide	62▲	63	64	63	64	64	64	64
65+	60	61	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	59	62	63	61	63	n/a	n/a	n/a
Charlton	58	55	n/a	n/a	n/a	n/a	n/a	n/a
Sea Lake	57	55	n/a	n/a	n/a	n/a	n/a	n/a
Women	57	58	n/a	n/a	n/a	n/a	n/a	n/a
Buloke	57	58	n/a	n/a	n/a	n/a	n/a	n/a
Donald	57	57	n/a	n/a	n/a	n/a	n/a	n/a
18-34	56	57	n/a	n/a	n/a	n/a	n/a	n/a
Men	56	58	n/a	n/a	n/a	n/a	n/a	n/a
50-64	55	54	n/a	n/a	n/a	n/a	n/a	n/a
35-49	53	58	n/a	n/a	n/a	n/a	n/a	n/a

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

Environmental sustainability performance



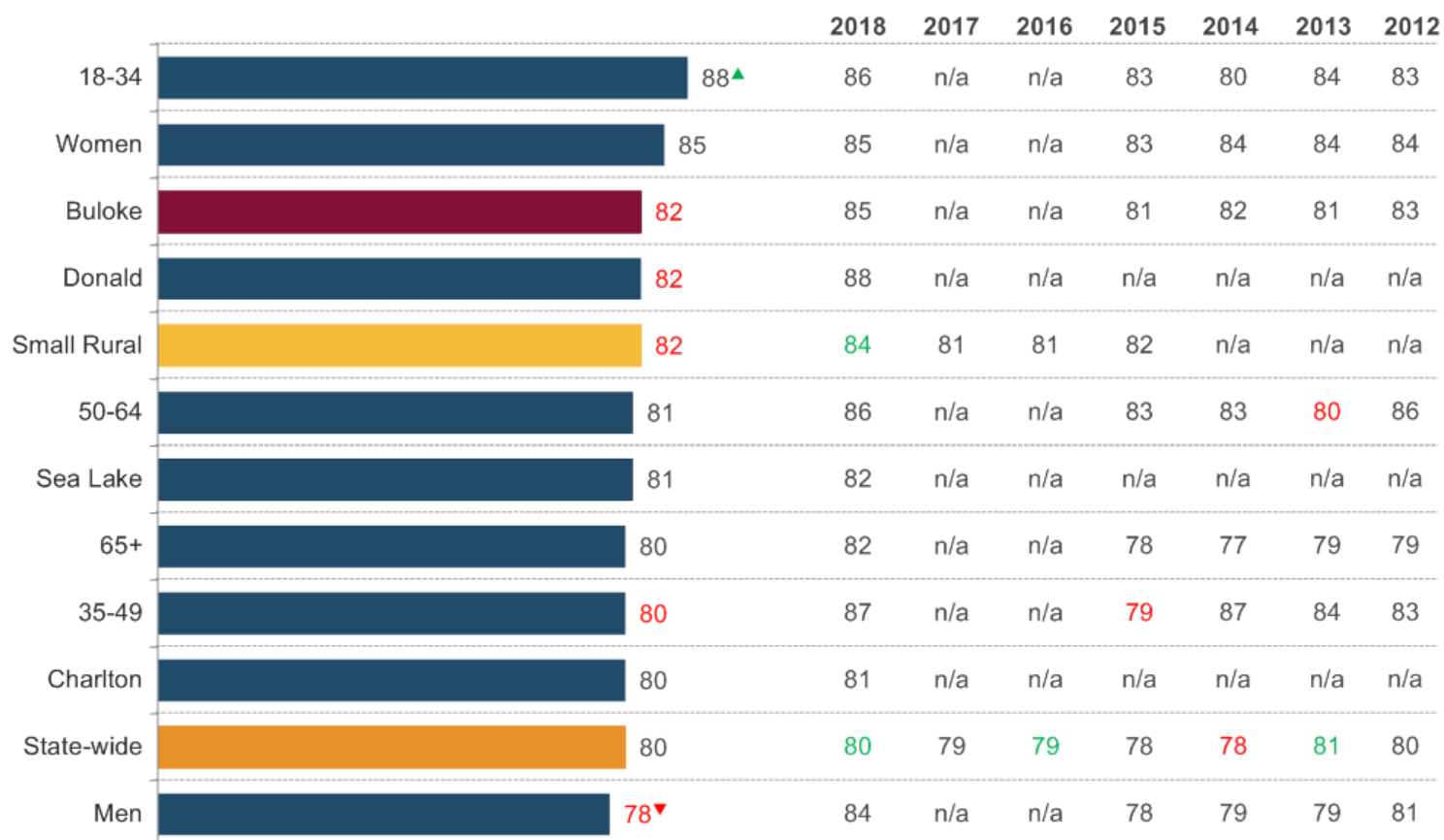
2019 Environmental sustainability performance (%)



Maintenance of unsealed roads in your area importance



2019 Unsealed roads importance (index scores)

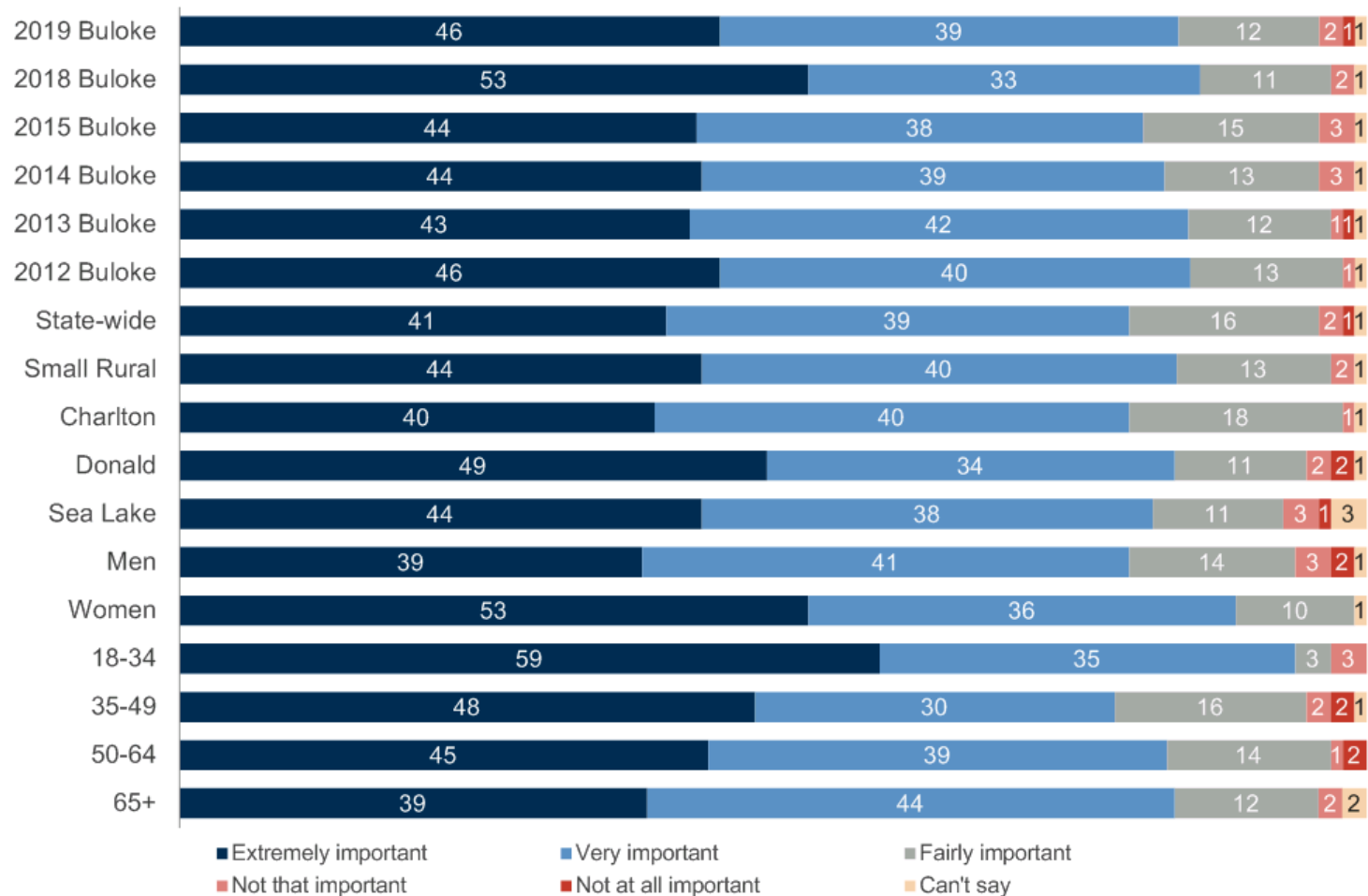


Q1. Firstly, how important should 'Maintenance of unsealed roads in your area' be as a responsibility for Council?

Maintenance of unsealed roads in your area importance



2019 Unsealed roads importance (%)



Maintenance of unsealed roads in your area performance



2019 Unsealed roads performance (index scores)

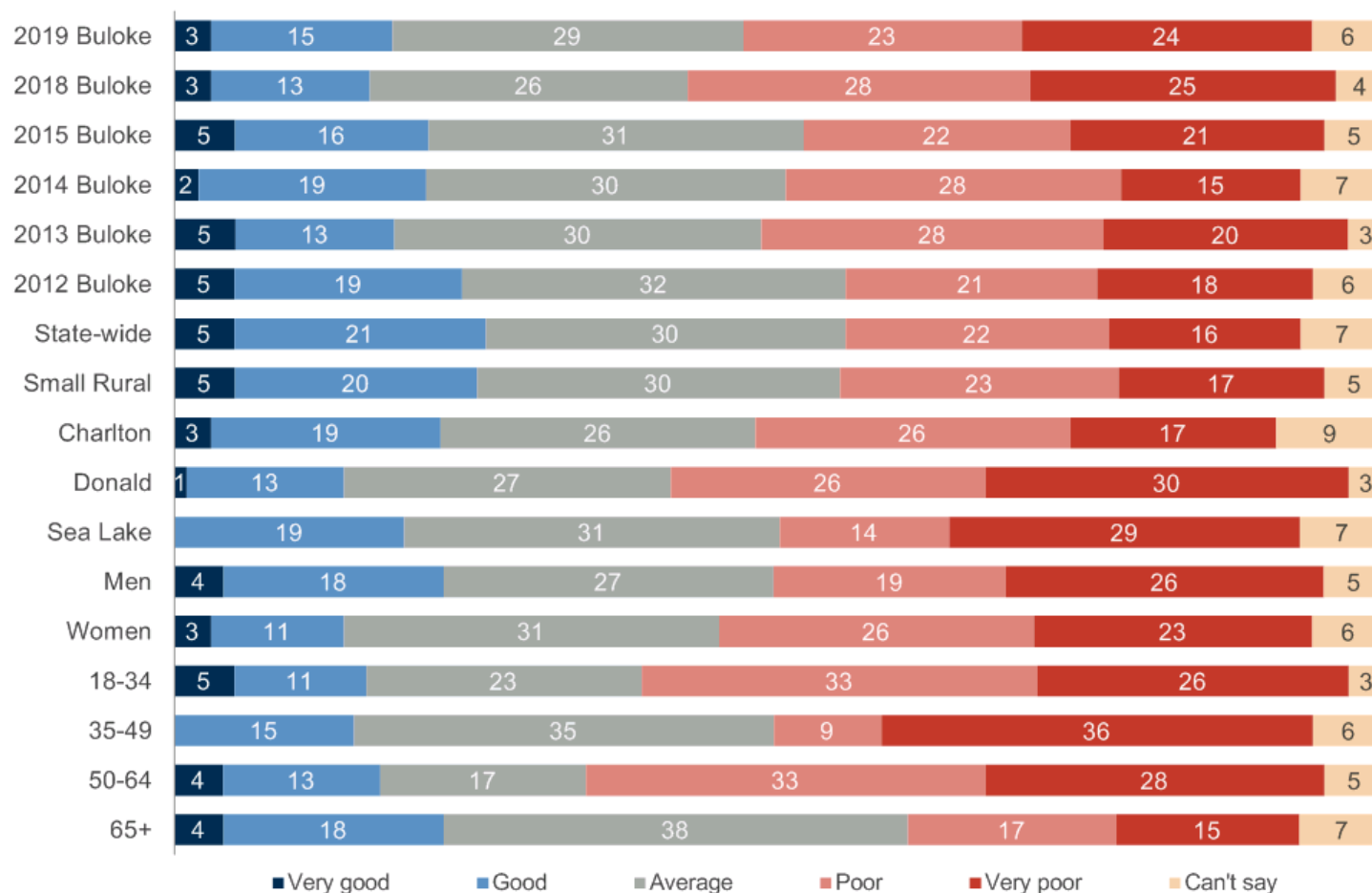
		2018	2017	2016	2015	2014	2013	2012
65+	44▲	38	n/a	n/a	44	48	44	52
State-wide	44▲	43	44	43	45	45	44	46
Small Rural	43▲	40	43	44	45	n/a	n/a	n/a
Charlton	40	38	n/a	n/a	n/a	n/a	n/a	n/a
Men	38	35	n/a	n/a	38	40	36	42
Buloke	37	35	n/a	n/a	40	41	39	43
Sea Lake	36	37	n/a	n/a	n/a	n/a	n/a	n/a
Women	35	35	n/a	n/a	42	42	41	45
18-34	34	36	n/a	n/a	41	40	41	46
35-49	33	35	n/a	n/a	37	34	30	32
Donald	32	30	n/a	n/a	n/a	n/a	n/a	n/a
50-64	32	31	n/a	n/a	36	39	38	43

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

Maintenance of unsealed roads in your area performance



2019 Unsealed roads performance (%)



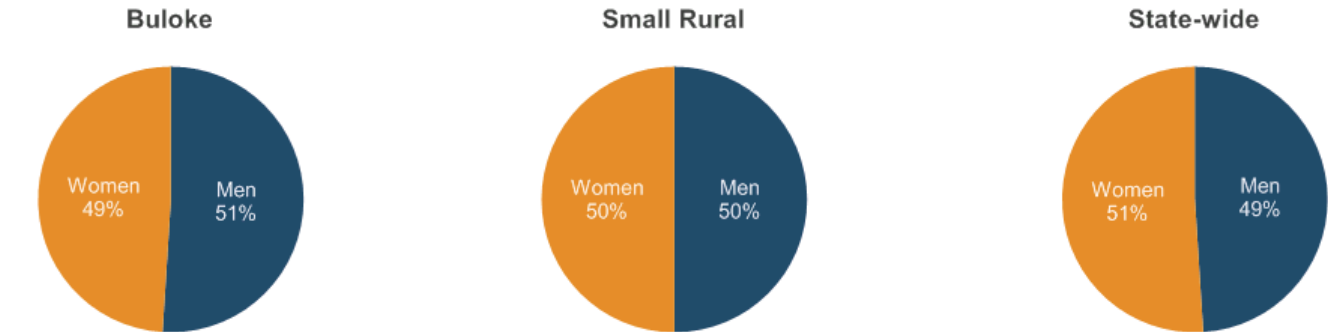
A large, stylized letter 'W' graphic that serves as a background element. The 'W' is composed of three vertical strokes. The leftmost and rightmost strokes are solid dark blue. The middle stroke is a lighter blue and contains a network of glowing white lines, resembling a map or a web. The overall effect is a modern, high-tech aesthetic.

Detailed demographics

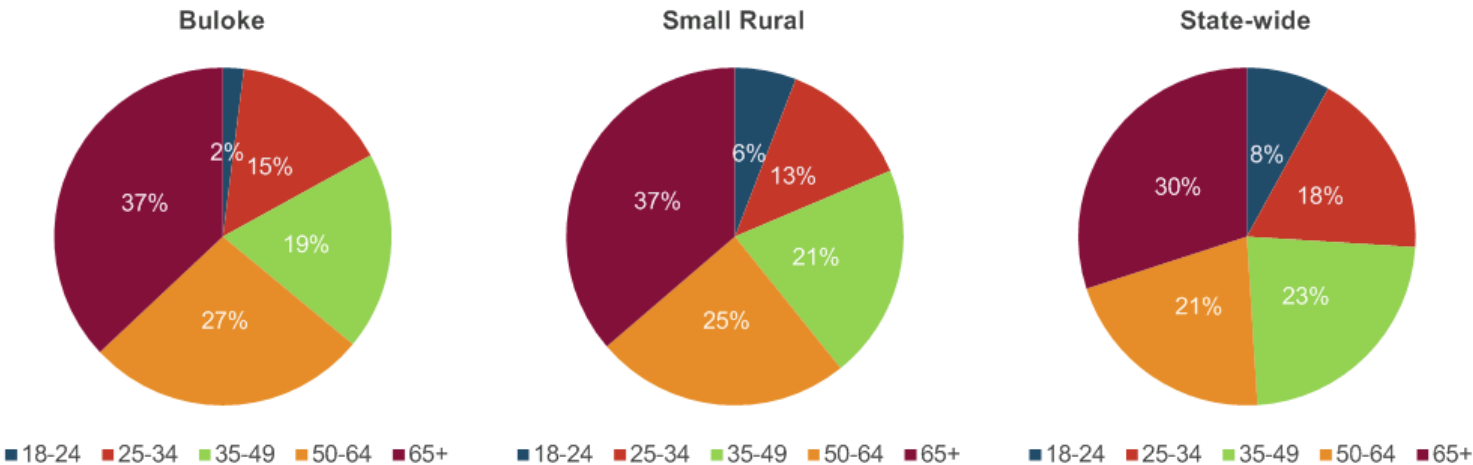


Gender and age profile


2019 gender



2019 age



S3. [Record gender] / S4. To which of the following age groups do you belong?
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 18



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 2019 State-wide Local Government Community Satisfaction Survey for Buloke Shire Council was n=400. Unless otherwise noted, this is the total sample base for all reported charts and tables.

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

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

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Buloke Shire Council	400	400	+/-4.7
Men	167	205	+/-7.5
Women	233	195	+/-6.3
Charlton	86	87	+/-10.5
Donald	117	117	+/-9.0
Sea Lake	58	58	+/-12.9
18-34 years	35	67	+/-16.7
35-49 years	61	76	+/-12.6
50-64 years	126	109	+/-8.7
65+ years	178	148	+/-7.2

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 (▼).

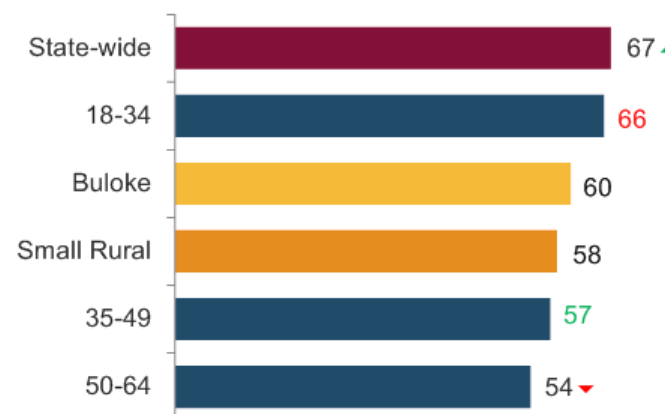
Significance when noted indicates a significantly higher or lower result for the analysis group in comparison to the 'Total' result for the council for that survey question for that year. Therefore in the example below:

- ▲ 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 2018. 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 2018.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2018.

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:

- Survey methodology and sampling
- 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 2019 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 2019 results are compared with previous years, as detailed below:

- 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 40% 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 1st February – 30th March, 2019.

Appendix B: Analysis and reporting



All participating councils are listed in the State-wide report published on the DELWP website. In 2019, 63 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 2012-2019 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, Mansfield, Murrindindi, Northern Grampians, Pyrenees, Queenscliffe, Strathbogie, Towong, West Wimmera and Yarriambiack.

Wherever appropriate, results for Buloke Shire Council for this 2019 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: Analysis and reporting



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 2012-2019 have been made throughout this report as appropriate.

Appendix B: Analysis and reporting



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 2019 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)
- Lobbying on behalf of community (Advocacy)
- Community consultation and engagement (Consultation)
- Decisions made in the interest of the community (Making community decisions)
- Condition of sealed local roads (Sealed local roads)
- Contact in last 12 months (Contact)
- Rating of contact (Customer service)
- Overall council direction last 12 months (Council direction)

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 2019 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 2019 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the state government is supplied with a state-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed.

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.

The overall State-wide Local Government Community Satisfaction Report is available at <http://www.delwp.vic.gov.au/local-government/strengthening-councils/council-community-satisfaction-survey>.

Appendix B: Glossary of terms



Core questions: Compulsory inclusion questions for all councils participating in the CSS.

CSS: 2019 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.

Statewide 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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8.4.2 SUBMISSION TO 2019 LOCAL GOVERNMENT BILL REFORMS

Author's Title: Director Corporate Services

Department: Corporate Services

File No: GO|10|01

Attachments: 1 [↓](#) Submission to 2019 Local Government Bill Reforms

Relevance to Council Plan 2017 - 2021

Strategic Objective: Support our councillors, staff, volunteers and the community to make informed and transparent decisions.

RECOMMENDATION

That Council:

1. Adopts the attached submission as its submission to the 2019 Local Government Bill Reforms; and
2. Forwards a copy of the submission to the Department of Environment, Land, Water and Planning.

1. Executive Summary

The State Government recently announced its intention to introduce the Local Government Bill 2019 into parliament during later this year with six new proposed reforms.

The new Bill retains the reforms under the 2018 Bill which were designed to empower councils to improve service delivery.

The State Government has commenced its consultation with the sector on the new reforms.

2. Discussion

The review of the Local Government Act commenced in September 2015. A three phase consultation program was undertaken by the State Government to inform the preparation of a new legislative framework for Victorian local government, which ultimately concluded with consultation on a final exposure draft of the 2018 Local Government Bill. Council made a submission to the State Government during each consultation phase.

Following the conclusion of the consultation process, the 2018 Bill was passed by Legislative Assembly but lapsed in the Legislative Council when State parliament expired before the 2018 November State Elections.

The State Government announced in June 2019 its intention that a new Bill be presented to Parliament in 2019. The Government confirmed the new Bill will retain the substance of accountability and provision of services and include some additional reforms designed to further improve and strengthen the 2018 Bill. Additionally, six new reforms have been proposed to be incorporated into the 2019 Bill as follows:

- **Reform 1: Simple Franchise:**
It is proposed to make council electoral rolls more closely aligned with the State electoral roll. Voters whose only entitlement is as an owner or lessee of a property in the municipality will be required to lodge an enrolment form to vote in that municipality's election if they want to vote.

- *Reform 2: Electoral Structures*
Representative structures and election processes are to be simplified and made consistent.
- *Reform 3: Training*
Communities deserve the highest calibre councillors representing local community issues. It is proposed to introduce new requirements on candidates and councillors to improve competency, skills and transparency.
- *Reform 4: Donation Reform*
A number of recent changes to the electoral campaign donations arrangements in Victorian Parliamentary elections will be extended to local government elections.
- *Reform 5: Improved Conduct*
Councillor conduct is an ongoing challenge for the local government sector. It is proposed to introduce mandatory standards of conduct, a clear and consistent arbitration process and provide the arbiter powers to impose sanctions.
- *Reform 6: Community Accountability*
It is proposed to make councillors more accountable through stronger sanctions for serious conduct violations and the introduction of a community initiated Commission of Inquiry.

The State Government has confirmed that, as the independent review into the local government rating system will provide its recommendations to government by 31 March 2020, previously proposed changes to the rates and charges provisions in the *Local Government Act 1989* (the Act) will not be introduced in the new Bill. The provisions relating to rates and charges will continue to operate under the Act until the rating system review has been completed. The only exception to this will be that the new Bill will amend the Act to provide for Environmental Upgrade Agreements to be available to residential properties.

Council officers have prepared the attached submission to the proposed reforms Bill which outlines the proposals which it is recommended Council support and those which are a cause for concern. This includes some matters previously raised in Council's previous submissions to the State Government on the draft legislative framework.

3. Financial Implications

The Financial Implications under the 2019 Bill remain similar to those outlined in the 2018 March report considered by Council.

In enacted, the provisions of the Bill would be implemented in stages up until late 2021. This change to the proposed implementation timetable will inevitably result in Council being required to consider budget implications associated with the development of any new key strategies and plans required under the 2019 Bill in the development of the 2020/21 Annual Council Budget.

4. Cost Shift Considerations

There are some cost shift concerns identified during the review of proposed reforms, including the likely requirement for councils to fund any costs associated with community-initiated Committees of Inquiry and increased travel costs and other expenses resulting from the proposed changes to electoral structures.

5. Community Consultation

Submissions have been invited from councils, peak bodies and other interested stakeholders until 17 July 2019.

The proposed reforms may result in unintended and negative consequences in the effective representation of communities by Councillors.

6. Internal Consultation

Internal consultation has occurred with the executive leadership team and Councillors.

7. Legislative / Policy Implications

The Draft Bill outlines the proposed legislative framework under which local government in Victoria will operate. The Draft Bill proposes to provide councils with greater agency in determining how to best meet the high level principles of transparency, community engagement, accountability and governance.

The Draft Bill is intended to rely on the development of regulations and Ministerial guidelines to outline any prescriptive requirements, rather than incorporating these into the new Act.

8. Environmental Sustainability

There are no environmental sustainability concerns in this report.

9. Conflict of Interest Considerations

No officer involved in the preparation of this report, or in the development of the submission, has a conflict of interest.

10. Conclusion

Council welcomes the opportunity to submit to the State Government on the proposed reforms, however remains concerned about the application of these reforms in a rural council setting, and questions the appropriateness of the limited timeframe and lack of detail provided by the State Government to consider and make a submission on the reforms.

Buloke Shire Council
Submission – Local Government Bill 2019 Reform Proposals

Introduction

Buloke Shire Council welcomes the opportunity to provide feedback on the reforms proposed to be introduced as part of the 2019 Local Government Bill.

General Comments

Council is committed to working in partnership with the State government to support and introduce reforms increasing transparency, good governance and accountability which are necessary to ensure the strong, positive reputation of local government is rebuilt and maintained. However, any partnership must be underpinned with mutual respect and understanding on both sides. The hurried nature of the consultation process for the 2019 reform proposals, coupled with a significant lack of detail and the unexpected change to implementation timeframes does not reflect a balanced and collaborative relationship between State and Local government.

It is very difficult to respond meaningfully to the State government on the proposed reforms having been provided with such limited information as to the proposed application of each matter. The proposed reforms are conceptual in nature and are not supported with any further detail available in the form of an updated Local Government Bill or draft Regulations.

Council notes the stronger, more contemporary community engagement and consultation principles and framework which will be introduced and applicable to the sector under the draft Local Government Bill. It is disappointing State government appears to be unwilling or incapable of applying these principles to the consultation processes for their own proposed legislative reform.

Council submits that the timeframe for implementation of the reform, by the end of 2021, poses significant concerns for its ability to develop and implement the new provisions under the Local Government Bill. It is widely understood that small rural councils have considerably more limitations on their human and financial resources than metropolitan and urban fringe councils. While Council has made strong improvements to its' strategic framework within the previous twelve months, including development and adoption of a 10 year community plan, 10 year financial plan, and revenue and rating strategy, it is noted these strategic documents are not currently mandated under legislation. Implementing further provisions under the Bill within a two year timetable will place significant strain on Council's resources and will ultimately require diversion of financial resources from front line service delivery and asset maintenance to ensure this timeframe is met.

Council strongly urges the State government to reconsider the proposed timeframe for reforms and consultation, and to release additional detail supporting the proposed provisions as soon as possible in order that Council and the local government sector can work together to establish a strong legislative and regulatory framework which will ultimately benefit our communities.

Council's assessment and position on each of the proposed reforms is set out in further detail below.

Reform 1: Simplified Franchise

The reform proposes to align council electoral rolls more closely with the State electoral roll. Voters whose only entitlement is as an owner or lessee of a property in the municipality will be required to lodge an enrolment form to vote in that municipality's election if they want to vote.

Assessment and position:

Council supports the need to simplify management and maintenance of the electoral roll, however notes that the view that voter participation by non-residents is historically low is not Council's experience. Council notes that, based on data from the 2016 local government elections, approximately 1,000 or 17% of voters will be affected by this change.

The '*Local Government Bill – A reform proposal*' discussion paper does not clearly identify how an application to enrol will be treated once received, including what criteria will be considered when assessing the application and who will be ultimately responsible for determining the outcome.

Given the likely impact on the voting population, Council is keen to ensure sufficient and timely information is provided to non-residents regarding the proposed change, including their right to enrol to vote within the municipality.

Reform 2: Electoral Structures

The reform proposes consistency across electoral structures and process through transitioning to single member wards, or an unsubdivided municipality model where single member wards are impracticable.

Assessment and position:

Council does not support this proposal.

Council's Shire is nearly 200 kilometres in length from its southern boundary adjoining Loddon Shire Council to its northern boundary adjoining Mildura City Council. The Shire has an area of 8,004 square kilometres and an estimated population of 6,201. The Buloke community is comprised solely of small, rural communities and does not have a large regional centre.

Council submits that the current multi-member ward based electoral structure provides the opportunity for all residents to access and engage with their elected representatives. Council considers this to be a more effective structure which enables local Councillors to know local issues and matters of interest within their communities.

Council is concerned that moving to single member wards structures will ultimately disadvantage the Buloke community by removing the benefit of direct and local representation currently provided by the current structure. Other implications of the proposed changes include:

- Under-representation of older residents and voters, with anecdotal evidence strongly supporting the view that these residents rely heavily on face-to-face connection with Councillors
- Impact on disparate communities and smaller population areas
- Lack of public transport options to impacting connectivity of the municipality, noting the likelihood that single member wards will still be structured over a large geographical space

- Direct and negative impact on Councillor workloads and the probability that this will impact the pool of candidates for Councillor roles into the future, including women candidates. It is well-evidenced that women in particular face a number of barriers when considering Councillor roles
- Increased possibility of successful claims made under the *Workplace Injury Rehabilitation and Compensation Act 2013* for workplace stress as a result of increased workload pressures

Council notes the acknowledgement under the '*Local Government Bill – A reform proposal*' discussion paper that an alternative electoral structure will be considered for small rural Shires within which a single member ward would be impractical. However, Council submits that the concerns highlighted above will still be relevant in the event Buloke becomes an unsubdivided municipality. Further areas of concern with the proposed alternative approach include:

- The possible concentration of candidates to southern end of the shire impacting on representative decision making
- The potential for reduced representation of the rural and northern areas, depending on the location of the Councillors
- The adverse impact on community cohesion and possible emergence of parochial interests, which is currently mitigated by Council's multi-member, multi-ward structure.

Council further submits that the current process of electoral representation reviews provides a formal opportunity for residents, ratepayers and Councillors to make submissions about the municipal structure and the effectiveness of current representation. In previous electoral representation reviews, alternative structures (including unsubdivided wards) were considered but ultimately rejected as not providing fair and equitable representation across the municipality.

Council's view is that the electoral representation review process should be preserved within the foreshadowed Local Government Bill.

Reform 3: Training

The reform proposes a structured training and development program for Councillors and potential candidates to enhance skills, competency and transparency.

Assessment and position:

Council supports this proposal, and acknowledges the '*Local Government Bill – A reform proposal*' discussion paper reinforces the need for Councillors to have a strong understanding of the role of a Councillor and sufficient skill to enable logical and informed decision making.

Council actively seeks opportunities to provide general training and information to prospective candidates, including a specific information session for potential women candidates, in the lead up to local government elections.

Council also takes action to ensure a full and comprehensive induction program is provided to Councillors, and ongoing opportunities for Councillors to participate in professional development programs are available.

Council believes there is considerable merit in developing a structured induction and training program in consultation with the sector and representative organisations. Council notes the discussion paper has stated the need to ensure any such program does not unnecessarily hinder active participation.

Reform 4: Donation Reform

The reform proposes to improve transparency and integrity of donation arrangements for local government electoral campaigns. Measures proposed are consistent with requirements governing State electoral campaign donations.

Assessment and position:

Council is supportive of the proposed arrangements, including the introduction of a 'gift disclosure threshold', gift register and publicly transparent gift policy.

Council considers this proposal to be in line with the principles outlined within the previous 2018 Local Government Bill.

Reform 5: Improved Conduct

The reform proposes to apply consistent standards for conduct and behaviour of Councillors across the local government, with further steps to provide clarity around arbiter process and potential outcomes.

Assessment and position:

Council supports the proposal to apply consistent and defined standards and expectations in relation to Councillor conduct and behaviour. Council further acknowledges the need to ensure clarity around, and uniform application of, resolution procedures intended to remedy any breach of the Code of Conduct by Councillors.

Council is keen to ensure any standards introduced in relation to expected standards, behaviour and conduct are developed in consultation with the sector, and its representative organisations.

Reform 6: Community Accountability

The reform proposes the introduction of two new mechanisms to support the accountability principles enshrined within the 2018 Local Government Bill, namely:

- Disqualification as a result of repeated serious misconduct, or
- Establishment of community-initiated Commission of Inquiry

Assessment and position:

Council does not support this proposal as it relates to the proposal to enable communities to initiate a Commission of Inquiry.

Council supports the proposal to automatically disqualify a Councillor where two findings of serious misconduct have occurred within an eight year period.

Council understands the proposed provision relating to community-initiated Commissions of Inquiry will be subject to receipt of a petition by eligible voting residents exceeding 25% of the total enrolment number on the voters' role at the most recent general election.

In practical terms, and applying voter enrolments figures from the 2016 local government elections, a Commission of Inquiry may be established within Buloke Shire Council based on a petition of 1,512 people. Having regard to proposal set out under *Reform 1 'Simple Franchise'*, which removes non-residential voters, this number could potentially be reduced to 1,248 eligible voting residents.

This is a cause for concern, particularly in light of the lack of detail provided in the reform proposal about the ability of the Minister to review and reject requests for Commissions of Inquiry where it can be demonstrated that Council and individual Councillors have acted in accord with the principles of transparency, good governance and accountability set out under the Local Government Bill. Examples of potential issues include: fair and reasonable reimbursement claims made by Councillors or actions and decisions taken by Councillors delegated to represent Council on committees. Are such matters potentially to be considered by a community-initiated Commission of Inquiry? Until further detail is provided, Council remains concerned with the application of this proposed reform.

Council also notes neither State nor Federal government are subject to such processes. It is surprising and concerning to say the least that State government considers it appropriate local elected representatives should be subject to such inquiries under these arrangements.

8.5 REPORTS FROM COUNCILLORS

Nil

9. OTHER BUSINESS

9.1 NOTICES OF MOTION

Nil

9.2 QUESTIONS FROM COUNCILLORS

Nil

9.3 URGENT BUSINESS

Nil

9.4 ANY OTHER BUSINESS

Nil

9.5 MATTERS WHICH MAY EXCLUDE THE PUBLIC

Nil

10. MEETING CLOSE