

Corporate Governance

Maroondah City Council is constituted under the *Local Government Act 1989* and the new *Local Government Act 2020* to provide democratic local government for the Maroondah community. The purposes and objectives of Council as well as the functions and powers of a local government are also defined in both Acts.

The new *Local Government Act 2020* received Royal Assent on 24 March 2020 and marks the first comprehensive overhaul of local government in Victoria for over 30 years and replaces the *Local Government Act 1989*. The new Act is being implemented in four transitional stages, during which time it will co-exist with a large number of the provisions within the former 1989 Act, up until 1 July 2021

Democratic governance in Maroondah is supported by policies and protocols associated with both the functions of Council and of Council employees.

Transparency in decision-making

There are a number of underlying processes that contribute to Council's decision-making; some of which are formal and structured, while others less formal. Formal decisions are made by Council at Council Meetings, by Council Officers or under formal powers of delegation. In this way Council's decision-making remains transparent and accountable to the community.

Council meetings

Council determines policy and makes other decisions at Council Meetings on an ongoing basis. Policies and budgets endorsed by Council provide the framework for the provision of services and programs and for day-to-day operational decision-making.

Council Officers provide advice and expertise to assist Council decision-making. At formal Council meetings, the CEO and Directors present written reports on matters requiring a Council decision. These reports make up the Council Meeting Agenda and provide background to, details of and recommendations about each matter being considered.

Councillor Briefing Sessions/workshops

Before making decisions at a Council meeting, it is important that Councillors first satisfy themselves about the detail of the issues. As a means of providing this information, Council holds briefings or workshops called Councillor Briefings. Councillors do not make legally binding decisions in these informal forums.

These briefing sessions are an important forum for advice and discussion, on what are often complex issues facing the municipality in the lead up to formal decisions being made by Councillors at Council Meetings. At Councillor Briefings or outside them, Councillors also have the opportunity of requesting additional information to assist in the decision-making process, in line with the *Local Government Act 1989*. These briefing sessions, which are not open to the public, are also attended by Council Officers and sometimes consultants, to provide Councillors with detailed knowledge and an understanding of issues under consideration. The level of details discussed would inhibit timely decision-making if provided in an open Council meeting, where debate is governed by strict meeting procedures and time limits.

Councillor Briefings include a planned or scheduled meeting, comprising of at least five Councillors and one member of Council staff. They consider matters that are intended or likely to be:

- the subject of a decision of the Council
- subject to the exercise of a delegated function, duty, or power of Council.

Live streaming of Council meetings

Live streaming of Council Meetings commenced on 20 February 2017 to enhance processes and provide ratepayers with a greater opportunity to observe Council's decision-making.

Community consultation

Council also has an ongoing commitment to community consultation and ensuring that residents within the municipality are empowered to participate in the decision-making processes which ultimately affect them.

Council recognises that engaging its residents is essential in achieving effective decision-making and has adopted a *Community Engagement Policy 2015*, which can be viewed on the Maroondah website. This policy is a formal expression of Council's commitment to engaging the Maroondah community in decision-making processes through the use of appropriate, effective and inclusive practices. The policy applies to activities initiated by Council, including statutory processes, service provision, projects, strategic planning and policy development, and other key activities that will have appreciable impacts on the Maroondah community. This occurs through a range of measures including surveys, public forums, focus groups and targeted consultations.

Council's Local Law No.12 (Meetings Procedure and Use of Common Seal) also makes provision for public participation at Ordinary Meetings of Council via Public Question Time.

Statutory planning process

Council also conducts public consultation meetings, as are an integral part the process when considering Planning Applications in accord with the *Planning and Environment Act 1987*.

Ward Councillors determine whether or not a consultation meeting is required, which is largely dependent upon the number of objections received to an application. These meetings, which are not decision-making forums, provide opportunities for:

- The applicant to explain the proposed development and respond to objections
- Residents to express their views and ask questions of the applicant and Councillors

Councillor Code of Conduct

Council's *Code of Conduct* is intended to ensure all Councillors agree to the standards of conduct and behaviour documented within this Code. This *Code of Conduct* incorporates the statutory requirements specified for a *Code of Conduct* in accordance with section 76C of the *Local Government Act 1989* which has provided the statutory direction for the 2019/20 financial year. Many of the standards of conduct and behaviour are prescribed within the Act. From the October 2016 Council elections, a candidate elected to be a Councillor is not capable of acting as a Councillor until they have read the Councillor Code of Conduct and made a declaration stating that they will abide by the Code. It is the personal responsibility of individual Councillors to ensure that they will understand, accept and comply with, the provisions of this Code.

Councillors completed a review of the Code which was adopted at a Special Meeting of Council held on 20 February 2017.

The code requires that all Councillors:

- act with integrity
- impartially exercise their responsibilities in the interests of the local community
- not improperly seek to confer an advantage or disadvantage on any person
- avoid conflicts between their public duties as a Councillor and their personal interests and obligations
- act honestly and avoid statements (oral or in writing) or actions that will or are likely to mislead or deceive a person
- treat all persons with respect and have due regard to the opinions, beliefs, rights and responsibilities of other Councillors, Council employees and other persons
- exercise reasonable care and diligence and submit themselves to the lawful scrutiny that is appropriate to their office
- endeavour to ensure that public resources are used prudently and solely in the public interest
- act lawfully and in accordance with the trust placed in them as an elected representative
- support and promote these principles by leadership and example and act in a way that secures and preserves public confidence in the office of Councillor.

The Councillor *Code of Conduct* will be updated during 2020/21 following the Council Elections scheduled for October 2020.

Delegations

Council has delegated specific functions to nominated employees, which enables routine decisions to be made more speedily and ensures that Council meetings are not engaged with procedural and operational administrative decisions. It also enables Council to utilise the technical knowledge, training and experience of its employees to provide the best possible service to the community.

Delegations are made by resolution of Council at a formal Council meeting and specify the degree of decision making and action for which employees are empowered. In exercising their delegated powers, employees must observe the strategies, policies and guidelines that have been adopted by Council. Through the CEO, Directors and Managers, Council monitors the actions of its employees to ensure that they exercise their delegated authority within the general framework it has determined. Employees to whom delegated authority has been given include the CEO, Directors, Managers, planning employees, environmental health employees, local laws employees, the and Municipal Building Surveyor and building surveyors. Many routine decisions of Council are made by these employees.

Council must also keep a register of all delegations, which is available for public inspection.

Councillor representation

Council appoints Council delegates at the commencement of a new mayoral term on an annual basis. It provides clear communication and delegate identification for Councillors, the community and the organisations or bodies/ advisory groups to which a Councillor is a delegate.

There are two types of bodies requiring formal Council representation, either internal or external. Internal bodies/advisory groups have been initiated by Council and are serviced administratively. They typically consider in-depth issues that are related to Council policy or activities. Their primary purpose is to advise Council on issues. An extension of these committees has been the development of internal committees with a large degree of community representation.

External bodies are those outside the control of Council as they operate under their own charter and determine their own procedures, policies and practices. In these instances, Council involvement is to participate and influence the activities of those external groups where those activities are in the interests of Maroondah residents. Committee representation is reviewed on an annual basis and aligns with the election of Mayor.

Convention indicates that where the Mayor is a member of an internal Committee of Council, he/she would automatically act as the Chair, unless he/she relinquishes that role. Additionally, in accordance with good governance practice where the Mayor is not a specific member of a Committee – he/she may exercise the option to attend any committee in an ex-officio capacity.

Council involvement on internal advisory committees

These committees provide Council advice from key stakeholders on a range of issues.

Representation on Council Advisory Committees	
Council Advisory Committee	Council Representative/s
Audit and Risk Advisory Committee	July to October 2019: Mayor of the Day and Cr Symon November to June 2020: Mayor of the Day and Cr Spears
Arts Advisory Committee	July 2019 to June 2020: Cr Spears, Cr Graham and Cr Symon
Disability Advisory Committee	July 2019 to June 2020: Cr Spears and Cr Dib Substitute representative/s July 2019 to June 2020: Program Manager Community Planning & Development
Maroondah Community Safety Committee	July 2019 to June 2020: Cr Lamont, Cr Steane and Cr Macdonald Substitute representative July 2019 to June 2020: Community Safety Officer
Maroondah Business Advisory Committee	July 2019 to June 2020: Cr Spears, Cr Steane and Cr Damante
Maroondah Partners in Community Wellbeing Committee	July 2019 to June 2020: Cr Mazzuchelli and Cr Damante Substitute representatives July 2019 to June 2020: Social Planning and Development Officer and Program Manager Community Planning & Development
Maroondah Environment Advisory Committee	July 2019 to June 2020: Cr Mazzuchelli, Cr Graham and Cr Macdonald
Maroondah Age-Friendly Cities & Communities Network	July 2019 to June 2020: Cr Dib, Cr Lamont and Cr Graham

Council involvement on external committees

These regional committees provide Council with the opportunity to represent local residents on a broad range of issues.

Representation on External Committees	
External Committee	Council Representative/s
Maroondah - Communities of Wellbeing Steering Committee	June to October 2019: Cr Mazzuchelli and Cr Graham November 2019 to June 2020: Cr Mazzuchelli and Cr Damante Substitute representatives Manager Integrated Planning
Victorian Local Government Women's Charter	July 2019 to June 2020: Cr Mazzuchelli, Cr Graham, Cr Spears, Cr Lamont, Cr Damante and the Director of Corporate Services as Council's representatives/Charter Champions
Eastern Affordable Housing Alliance / Committee	July to October 2019: Cr Macdonald November 2019 to June 2020: Cr Dib <i>Substitute representatives</i> <i>November 2019 to June 2020: Program Manager Community Planning & Development and/or Manager Integrated Planning</i>
Eastern Regional Group - Mayors and CEO's	July to October 2019: The Mayor of the Day, Deputy Mayor of the Day and the Chief Executive Officer November 2019 to June 2020: The Mayor of the Day, Deputy Mayor of the Day and the Chief Executive Officer <i>Substitute representatives</i> <i>July to October 2019: Cr Symon</i> <i>November 2019 to June 2020: Cr Spears</i>
Eastern Regional Libraries Corporation	<i>July 2019 to June 2020: Cr Spears and Cr Damante</i> <i>Substitute representatives</i> <i>July 2019 to June 2020: Cr Macdonald and Director Corporate Services (or nominee) and Manager Revenue, Property and Customer Service</i>
Eastern Alliance for Greenhouse Action	July to October 2019: Cr Graham November 2019 to June 2020: Cr Graham <i>Substitute representatives</i> <i>July 2019 to June 2020: Cr Paul Macdonald, and Director Planning and Community and/or Manager Integrated Planning</i>

Representation on External Committees

External Committee	Council Representative/s
Eastern Transport Coalition	<p>July to October 2019: Cr Graham</p> <p>November 2019 to June 2020: Cr Damante</p> <p><i>Substitute representatives</i></p> <p><i>July to October 2019: Cr Damante and the Transport and Sustainability Planner and/or Team Leader Strategic Planning and Sustainability</i></p> <p><i>November 2019 to June 2020: Cr Graham and the Transport and Sustainability Planner and/or Team Leader Strategic Planning and Sustainability</i></p>
Metropolitan Local Governments' Waste Forum	<p>July 2019 to June 2020: Cr Symon</p> <p><i>Substitute representatives</i></p> <p><i>July 2018 to June 2019: Director Corporate Services, Manager Finance and Governance and Waste Management Coordinator</i></p>
Local Government Safe Cities Network	<p>July 2019 to June 2020: Cr Steane</p> <p><i>Substitute representatives</i></p> <p><i>July 2019 to June 2020: Cr Lamont</i></p>
Municipal Association of Victoria State Council	<p>July 2019 to June 2020: Cr Symon</p> <p><i>Substitute representatives</i></p> <p><i>July 2019 to June 2020: Cr Spears</i></p>
Metec (Metropolitan Training Education Centre Inc.)	<p>November 2019 to June 2020: Cr Lamont</p> <p><i>Substitute representatives</i></p> <p><i>Cr Mazzuchelli</i></p>

Council meeting attendance

From July 2019 to June 2020, 12 ordinary Council meetings and one Special Council meeting were held. Councillor attendance at the meetings in 2019/20 was as follows:

Councillor attendance at Council Meetings - July 2019 to June 2020					
Councillors	Meetings eligible to attend	Attendance			Leave of absence granted (# of mtgs)
		Ordinary Council Meetings	Special Council Meetings	Total attendance	
Arrabri Ward Councillors					
Cr Tony Dib OAM JP	13	11	1	12	0
Cr Paul Macdonald	13	9	0	9	0
Cr Kylie Spears Deputy Mayor: July to November 2019	13	12	1	13	0
Mullum Ward Councillors					
Cr Nora Lamont	13	8	1	9	1
Cr Samantha Mazzuchelli	13	10	1	11	0
Cr Mike Symon Mayor: November 2019 to June 2020	13	11	1	12	1
Wyreena Ward Councillors					
Cr Tasa Damante	13	11	1	12	0
Cr Marijke Graham Deputy Mayor: November 2019 to June 2020	13	12	1	13	0
Cr Rob Steane Mayor: July to November 2019	13	10	1	11	1

*Notes:

Cr Nora Lamont was granted Leave of Absence from the Ordinary Council Meeting held 20 April 2020

Cr Rob Steane was granted Leave of Absence from the Ordinary Council Meeting held 20 April 2020

Cr Mike Symon was granted Leave of Absence from the Ordinary Council Meeting held 16 September 2019

Conflict of interest

Conflict of Interest provisions as defined in the *Local Government Act 1989*, will continue to operate until 24 October 2020, at which time provisions within the new *Local Government Act 2020* will apply.

The Local Government Act 1989 defines the circumstances that give rise to a Conflict of Interest for Councillors, Council employees and members of Council special committees. It also specifies the actions that should be taken to resolve a Conflict of Interest.

Councillors are elected by the residents and ratepayers of their municipality to act in the best interests of the community. This is a position of trust and it needs to be clear that Councillors are acting in the public interest. When a Council delegates its powers to a Council officer or a Committee, the officer or the Committee Members also need to act in the public interest.

A person in public office has a Conflict of Interest when they have a personal or private interest that might compromise their ability to act in the public interest. A Conflict of Interest exists even if no improper act results from it. In general terms, a person has a conflict of interest if they have a direct interest in a matter, including where they are likely to directly gain or lose financially. Under the *Local Government Act 1989*, a Conflict of Interest also exists where a person has one or more of the following six types of indirect interest:

- An indirect interest because of a close association with a family member, relative or housemate who has a defined interest.
- An indirect financial interest, including holding shares above a certain value in a company with a direct interest.
- A conflict of duty arising from having particular responsibilities to a person or organisation with a direct interest.
- Having received an applicable gift or gifts totalling \$500 in value over a five-year period.
- Being a party to the matter by having become a party to civil proceedings in relation to the matter.

Where there is a reasonable likelihood of the person's residential amenity being altered. Declaration of a Conflict of Interest is a standard agenda item for all Ordinary Council, Special Council, Assembly of Councillor briefings, and Committee meetings.

While the procedures may vary depending on the circumstances, in general they involve disclosing the relevant interests in a specific way and then stepping aside from the relevant decision-making process or from the exercise of their public duty.

During 2019/2020, one conflict of interest disclosure was made at Special and Ordinary Meetings of Council.

Conflict of Interest Disclosures at Ordinary and Special Meetings of Council			
	Councillor	Officer	Total
Direct interest (section 77B)	1		1
Indirect interest by close association (section 78)			
Indirect financial interest (section 78A)			
Indirect interest because of conflicting duties (section 78B)			
Indirect interest due to receipt of a gift, being of \$200 value or more (section 78C)			
Indirect interest as a consequence of becoming party to civil proceedings (section 78D)			
Indirect interest because of impact on residential amenity (section 78E)			
Conflicting personal interest (section 79B)			

Note: Conflict of Interest is expressed differently under the new *Local Government Act 2020*, which has introduced the new concepts of General Conflict of Interest and Material Conflict of Interest - (refer Part 6, Division 2, Sections 126 to 131, which will be enacted on 24 October 2020).

Councillor allowances

In accordance with Section 74 of the *Local Government Act 1989*, Councillors are entitled to receive an allowance while performing their duty as a Councillor. The Mayor is also entitled to receive a higher allowance.

The Victorian Government sets the upper and lower limits for all allowances paid to Councillors and Mayors. Councils are divided into three categories based on the income and population of each Council. Maroondah City Council is recognised as a Category Two Council.

The following table contains a summary of the Councillor Allowance paid to each Councillor during the 2019/20 financial year.

Councillors	Allowance
Cr Tony Dib OAM JP	\$28,503.32
Cr Paul Macdonald	\$28,503.32
Cr Kylie Spears - Deputy Mayor July 2019 to November 2019	\$28,503.32
Cr Nora Lamont	\$28,503.32
Cr Samantha Mazzuchelli	\$28,503.32
Cr Mike Symon - Mayor November 2019 to June 2020	\$66,394.55
Cr Marijke Graham - Deputy Mayor November 2019 to June 2020	\$28,503.32
Cr Tasa Damante	\$28,503.32
Cr Rob Steane - Mayor July 2019 to November 2019	\$50,300.86

Councillor expenses

In accordance with Section 75 of the *Local Government Act 1989* which has provided the statutory direction for the 2019/20 financial year, Council is required to reimburse a Councillor for expenses incurred whilst performing his or her duties as a Councillor. Council is also required to adopt and maintain a Policy in relation to the reimbursement of expenses for Councillors. The Policy provides guidance for the payment of reimbursements of expenses and the provision of resources, facilities and other support to the Mayor, Deputy Mayor and Councillors to enable them to discharge their duties. A budget of \$102,000 in the 2019/20 financial year was allocated for the expenses and reimbursement of Councillors.

Council also publishes in its Annual Report the details of the expenses, including reimbursement of expenses for each Councillor and member of a Council Committee paid by the council. The details of the expenses for the 2019/20 financial year are set out in the table below.

Councillor	TR (\$)	CM (\$)	CC (\$)	IC (\$)	CT (\$)	CCA (\$)	YTD July 2019 to June 2020 (\$)
Tony Dib OAM JP	0	163.09	0	1180.37	0	187.27	1530.73
Paul Macdonald	688.50	0	0	960.46	1013.29	2124.90	4787.15
Kylie Spears	139.07	0	0	1171.11	2006.19	1022.67	4339.04
Nora Lamont	2379.48	0	0	983.22	2400.96	90.86	5854.52
Samantha Mazzuchelli	0	0	0	1084.23	77.27	336.68	1498.18
Mike Symon	1435.36	7882.71#	0	990.45	4850.50	413.94	15572.96#
Marijke Graham	148.38	0	438.79	902.52	2880.36	1318.72	5688.77
Tasa Damante	289.89	0	2006.97	922.66	322.73	688.18	4230.43
Rob Steane	3078.62	4629.89#	0	970.74	2751.93	509.64	11940.82#
TOTAL	8159.30	12675.69	2445.76	9165.76	16303.23	6692.86	55442.60

Legend: TR-Travel, CM-Car Mileage (# a budget allocation of \$12,000 is allocated to the Office of the Mayor for the provision of a vehicle during the Mayoral term), CC-Child Care, IC-Information and Communication expenses, CT- Conferences and Training expenses, CCA-Civic and Community Attendance.

Note: No expenses were paid by Council including reimbursements to members of Council Committees during the year.

Accountability

Audit and Risk Advisory Committee

The Audit and Risk Advisory Committee is established pursuant to Section 139 of the Local Government Act 1989 which has provided the statutory direction for the 2019/20 financial year. The Committee assists Council in the discharge of its responsibility for financial reporting, maintaining internal controls, protecting the integrity of Council assets and facilitating good corporate governance. The Committee has an independent monitoring role and reports directly to Council.

Role

The role of the Audit and Risk Advisory Committee is to oversee, monitor and report upon the effectiveness of Council in carrying out its responsibilities for accountable financial management, good corporate governance, maintaining a system of internal control and risk management, and fostering an ethical environment.

Responsibilities

The responsibilities of the Audit and Risk Advisory Committee include providing assurance that:

- financial and management reporting is reliable
- high standards of corporate governance are maintained
- accounting policies are appropriate
- council maintains compliance with all relevant legislation and regulations
- risk management frameworks are effective
- internal and external audit functions are effective and efficient
- business continuity and disaster recovery planning is appropriate and effective
- council maintains and fosters an ethical environment.

Key activities

The Committee met on a quarterly basis during 2019/20 and its activities included a

- a detailed review of quarterly and annual financial statements
- identification and assessment of strategic, organisational, and operational level risks
- assessing the content and priorities of the internal audit program
- reviewing results from the conduct of internal audits.

Membership

Membership consists of five members, three external members (one of which is the chair), the Mayor and one additional Councillor. Councillor representatives are appointed annually. External member positions are advertised, and successful candidates are appointed for a three year term with a maximum of six years. The Chief Executive Officer, Director Corporate Services, Manager Finance and Governance attend for advice and administrative support while the internal auditor and the external auditor attend meetings by invitation, to assist the committee with information requests.

Audit and Risk Advisory Committee membership		
Period	July 2019 to November 2019	November 2019 to June 2020
External Members	Mr John Watson (Chair)	Mr John Watson (Chair)
	Mr Bruce Potgieter	Mr Bruce Potgieter
	Mr Michael Ulbrick	Mr Michael Ulbrick
Councillor Members	Cr. Rob Steane (Mayor)	Cr. Mike Symon (Mayor)
	Cr. Mike Symon	Cr. Kylie Spears

External audit

Council is externally audited by the Victorian Auditor-General. In 2019/20, the Office of the Auditor-General appointed RSM Australia as their representative. An external audit is undertaken each year on Council's Financial and Standard Statements, and Performance Statement.

Risk Management

Maroondah City Council continues its commitment to proactive risk management as an integral part of its corporate governance system and operational service delivery performance. The fundamental aim is to support and enable Council to achieve its objectives through the identification and management of risks and the maximisation of opportunities.

Enterprise Risk Management

A risk management framework is defined as a set of components that provide the foundations and organisational arrangements for designing, implementing, monitoring, reviewing and continually improving risk management throughout the organisation. Council has adopted a comprehensive Risk Management Framework which includes strategic, organisational and operational level risks.

The purpose of the Risk Management Framework is to align effective risk management practices across Council within a common framework, based on the Australian standard. The effectiveness of embedding such a framework is measured by its state of maturity of the management of Councils risk which includes benchmarking across the local government throughout Australia. Council has developed a risk aware culture and has increased risk knowledge and used its application to facilitate decision making processes, leadership commitment, reporting and evaluation. The Risk Management Framework reflects the current risk activity within Council.

Risk Register

The Risk Register includes strategic organisational and operational risks and is reviewed in its entirety every quarter. The fundamental risk assessment process is used in the identification, treatment and rating of risks. This review includes evaluation of the existing risks and addition of new or emerging risks. Treatment plans are also formulated for any high or extreme level risks, to lower the level of risk to a more acceptable medium/low risk target.

Risk Management Committee

The Risk Management Advisory Group's key function is to monitor the risk management framework across Council. The group has broad management representation across operational service areas. Activities of this group are routinely reported to the Audit and Risk Advisory Committee

Freedom of Information requests

The *Freedom of Information Act 1982* (the Act) provides the right for individuals to access information held by Council, subject to the exemptions contained within the Act.

The Act has four basic principles:

1. Local governments are required to publish information about the documents they hold, particularly those which affect members of the public in their dealings with Council.
2. Each person has a legally enforceable right to access information, limited only by exemptions within the Act (necessary for the protection of the public interest and the private and business affairs of persons from whom information is collected by Council).
3. People may appeal against a decision not to give access to information or not to amend a personal record.
4. People may request inaccurate, incomplete, out of date or misleading information in their personal records be amended.

Pursuant to the Act sections 65AA 'Report by Council', and section 64(3) the following information is supplied relating to Freedom of Information applications for the period 1 July 2019 to 30 June 2020.

	2019/20	2018/19	2017/18	2016/17
Total number of new requests	7	9	10	12
Access granted in full	0	6	7	6
Access granted in part	7	2	1	1
Other	-	-	-	3
Access denied in full	0	-	1	1
Requests still under consideration	0	1	1	1
Number of reviews by FOI Commissioner sought (Internal Reviews prior to 2012/13)	0	1	-	-
Appeals lodged with VCAT	0	-	-	-
Notices served pursuant to section 12(1) of the Act	0	-	-	-
Occasions where disciplinary action was taken against any officer regarding the administration of this Act	0	-	-	-
Application fees collected	\$177.60	\$173.40	\$170.40	\$279.00
Charges collected	0	\$36.20	\$0	\$85.00

No other facts are relevant pursuant to section 64(3)(a) to (j) of the Act. Freedom of information requests must be made in writing and be accompanied by a \$29.60 application fee. Applicants should also indicate how they would like to receive the information. Under legislation, Council must decide if the information will be provided within 30 days.

All enquiries relating to accessing documents under freedom of information should be directed to Council's Risk, Information and Integrity Team. The Freedom of Information Officer made all decisions on requests.

Information regarding Freedom of Information including an outline of the process, initial application fee and application form is published on Council's website at www.maroondah.vic.gov.au

Privacy Risk

Maroondah City Council has adopted a Privacy Policy to regulate the use and access by Council to the personal information and health information that it collects from both its residents and clients.

To provide services all Councils are required to collect and use personal, confidential and sensitive information of individuals. Council is required to balance the rights of individuals to have controls over the use of their personal information to ensure that the right information is available for services to operate and function.

Both the *Privacy and Data Protection Act 2014* (the Act) and the *Health Records Act 2001* require all Victorian Councils to comply with a series of privacy principles that are tailored for either the collection and use of personal information or the collection and use of health information. Maroondah is fully committed to its privacy obligations.

Council has adopted a Privacy Policy to regulate the use and access by Council to the personal and health information that it collects from both its residents and clients.

Maroondah City Council has always regarded privacy as very important and has appointed a Privacy Officer to assist in the handling of any enquiries.

The privacy officer can be contacted on 1300 88 22 33 or via email privacy@maroondah.vic.gov.au

Procurement

Council's Procurement Policy aims to provide a framework that ensures Maroondah City Council's purchasing procedures and processes are undertaken in a manner conversant with occupational health and safety, risk management practices, relevant legislation, purchasing principles and Council's corporate objectives.

This Policy establishes the framework within which Council employees undertake the purchasing of goods and services for the efficient and effective functioning of their service area.

In accordance with this policy, Council did not enter into any contracts valued at \$150,000 or greater for services or \$200,000 or greater for works of a kind specified in section 186(5)(a) and (c) of the Act. It also did not enter into any other contracts valued at \$150,000 or more for goods or services or \$200,000 or more for works without first engaging in a competitive process.

Public Interest Disclosures

The *Protected Disclosure Act 2012* (the Act) commenced operation in February 2013 and was amended in 2019 which includes new protections for anyone making a public interest disclosure and included changing the name of this legislation to the *Public Interest Disclosure Act 2012* (PID Act). The amendments came into effect on 1 January 2020. The purpose of the PID Act is to encourage and facilitate the disclosure of any improper conduct. Any person who has reasonable grounds to believe that improper or corrupt conduct has occurred may make a disclosure. For Local Government, disclosures can be made about Councillors and any Council employees directly to the Independent broad-based anti-corruption commission (IBAC). Protection is provided by the PID Act to those persons within an organisation disclosing corrupt behaviour.

Maroondah City Council recognises the value of transparency and accountability in its administrative and management practices. Council is committed to the aims and objectives of the *Public Interest Disclosure Act 2012*. A policy handling public interests' disclosures have been adopted to comply with the provisions of the PID Act. Copies of this Policy are available on Council's website at www.maroondah.vic.gov.au

During 2019/20, Council did not receive any disclosures.

Legislation

Council delivers a wide range of services and operates within a highly regulated environment.

These Acts and regulations can either:

- have a direct impact on Council and require significant compliance
- contain specific provisions relevant to Council
- have indirect influence and require knowledge by employees carrying out their duties.

Legislation that impacts upon Council activities (but is not limited to) is identified below:

- *Aboriginal Heritage Act 2006*
- *Aged Care Act 1997 (Commonwealth)*
- *Associations Incorporation Reform Act 2012*
- *Australian Accounting Standards*
- *Building Act 1993*
- *Building Regulations 2006*
- *Carers Recognition Act 2012*
- *Catchment and Land Protection Act 1994*
- *Charter of Human Rights and Responsibilities Act 2006*
- *Child Wellbeing and Safety Act 2005*
- *Children Youth and Families Act 2005*
- *Children's Services Act 1996*
- *Climate Change Act 2010*
- *Conservation, Forests and Land Act 1987*
- *Country Fire Authority Act 1958*
- *Country Fire Authority Regulations 2014*
- *Crown Land (Reserves) Act 1978*
- *Cultural and Recreational Lands Act 1963*
- *Dangerous Goods (Explosives) Regulations 2011*
- *Dangerous Goods Act 1985*
- *Disability Act 2006*
- *Domestic Animals Act 1994*
- *Drugs, Poisons and Controlled Substances Regulations 2017*
- *Education and Care Services National Law Act 2010*
- *Education and Care Services National Law Regulations 2011*
- *Education and Training Reform Act 2006*
- *Electricity Safety Act 1998*
- *Emergency Management Act 2013*
- *Environment Protection Act 1970*
- *Estate Agents Act 1980*
- *Fences Act 1968*
- *Fire Services Property Levy Act 2012*
- *Flora and Fauna Guarantee Act 1988*
- *Food Act 1984*
- *Freedom of Information Act 1982*
- *Gambling Regulation Act 2003*
- *Geographical Place Names Act 1998*
- *Geothermal Energy Resources Regulations 2006*
- *Graffiti Prevention Act 2007*
- *Health (Immunisation) Regulations 1999*
- *Health Records Act 2001*
- *Heavy Vehicle National Law Application Act 2013*
- *Heritage Act 1995*
- *Housing Act 1983*
- *Impounding of Livestock Act 1994*
- *Independent Broad-Based Anti-Corruption Commission Act 2011*
- *Infringements Regulations 2016*
- *Infringements Act 2006*
- *Land Acquisition and Compensation Act 1986*
- *Land Acquisition and Compensation Regulations 2010*
- *Land Act 1958*
- *Liquor Control Reform Act 1998*
- *Local Government Act 2020*
- *Local Government Act 1989*
- *Local Government (Electoral) Regulations 2016*
- *Local Government (General) Regulations 2015*

- *Local Government (Long Service Leave) Regulations 2012*
- *Local Government (Planning and Reporting) Regulations 2014*
- *Magistrates' Court Act 1989*
- *Major Transport Projects Facilitation Act 2009*
- *Metropolitan Fire Brigades Act 1958*
- *Mineral Resources (Sustainable Development) Act 1990*
- *Occupational Health and Safety Act 2004*
- *Occupational Health and Safety Regulations 2007*
- *Privacy and Data Protection Act 2014*
- *Planning and Environment Act 1987*
- *Planning and Environment Regulation 2015*
- *Planning and Environment (Fees) Further Interim Regulations 2016*
- *Public Interest Disclosure Act 2012 (formerly the Protected Disclosure Act 2012)*
- *Public Health and Wellbeing Act 2008*
- *Public Health and Wellbeing Regulations 2009*
- *Public Records Act 1973*
- *Residential Tenancies Act 1997*
- *Road Management Act 2004*
- *Road Management (General) Regulations 2016*
- *Road Management (Works & Infrastructure) Regulations 2015*
- *Road Safety (General) Regulations 2009*
- *Road Safety (Traffic Management) Regulations 2009*
- *Road Safety (Vehicles) Regulations 2009*
- *Road Safety Act 1986*
- *Road Safety Road Rules 2017*
- *Second Hand Dealers and Pawnbrokers Act 1989*
- *Sex Work Act 1994*
- *Sheriff Act 2009*
- *Sport and Recreation Act 1972*
- *Subdivision (Fees) Regulations 2016*
- *Subdivision (Procedures) Regulations 2011*
- *Subdivision (Registrar's Requirements) Regulations 2011*
- *Subdivision Act 1988*
- *Summary Offences Act 1966*
- *Tobacco Act 1987*
- *Transfer of Land Act 1958*
- *Transport (Safety Schemes Compliance and Enforcement) Act 2014*
- *Transport Integration Act 2010*
- *Urban Renewal Authority Victoria Act 2003*
- *Valuation of Land Act 1960*
- *Victoria Grants Commission Act 1976*
- *Victoria State Emergency Service Act 2005*
- *Victorian Inspectorate Act 2011*
- *Water Act 1989*

The full text of Victorian Acts and Regulations is online at: www.austlii.edu.au/au/vic/

Full text of Commonwealth legislation is online at: www.austlii.edu.au/au/

Occupational Health and Safety

Maroondah City Council has continued to actively work with its employees, contractors and volunteers in order to maintain and improve positive safety performance and minimise potentially adverse consequences.

Council continues to focus on incorporating safety considerations into all aspects of service delivery and operational activities, via a positive safety culture. The ongoing maintenance of effective consultative processes such as Council's OHS committee structures continue to assist with fostering a positive and action orientated organisational safety culture. Other aspects of Council's Occupational Health and Safety (OHS) systems such as policies, procedures and processes have been further developed and improved, with a particular focus on lone workers; contractor management; and plant safety.

The outcomes of audit and review processes continue to guide and inform potential opportunities for further improvements to Council's safety management system elements.

Workplace incidents continue to be actively reported and investigated in order to facilitate the implementation of effective countermeasures and corrective actions. Council's proactive injury management processes continue to assist with the effective management of an ageing workforce, and with minimising the impacts of work related injuries or illnesses

Equal opportunity, harassment and bullying prevention

Maroondah City Council is committed to providing a workplace free of all forms of unlawful discrimination, harassment, victimisation, bullying and vilification and aims for equality of opportunity for all employees, Councillors, consultants, contractors, and volunteers.

Discrimination, harassment, victimisation, bullying and vilification are not only unacceptable at Council, they are unlawful and Council will ensure that all employees, Councillors, consultants, contractors, and volunteers are educated in the prevention of unlawful equal opportunity (EO) acts.

Maroondah City Council is committed to:

- creating a working environment which is free from discrimination, harassment, victimisation, bullying and vilification, where all Employees, Councillors, Consultants, contractors, and volunteers are treated with dignity, courtesy and respect
- implementing training and awareness raising strategies to ensure that all parties know their rights and responsibilities, as far as is reasonably practicable
- providing an effective procedure for complaints raising and resolution, based on the principles of natural justice
- treating all complaints in a sensitive, fair, timely, and confidential manner
- protection from any victimisation or reprisals
- encouraging the reporting of inappropriate behaviour
- promoting appropriate standards of conduct at all times.

Maroondah City Council convenes an Equal Opportunity Consultative Committee (EOCC) that meets several times a year. The purpose of the EOCC is to:

- stand for the awareness of a fair and equitable workplace;
- raise awareness on issues and concerns around EO within the workplace;
- identify opportunities and issues that relate to our workplace and facilitate actions to drive change;
- raise prevailing issues that exist within the organisation;
- provide direction to the broader organisation on diversity and inclusion.

Victorian Local Government Performance Reporting Framework: governance and management checklist

The following statement provides the results in the prescribed form of Council's assessment against the governance and management checklist as part of the Local Government Performance Reporting Framework.

#	Governance and Management Items	Assessment	
1	Community Engagement Policy (policy outlining Council's commitment to engaging with the community on matters of public interest)	Policy Date of operation of current policy: 24 August 2015	<input checked="" type="checkbox"/>
2	Community engagement guidelines (guidelines to assist staff to determine when and how to engage with the community)	Toolkit Date of operation of current guidelines: 21 June 2016	<input checked="" type="checkbox"/>
3	Strategic Resource Plan (plan under section 126 of the Act outlining the financial and non-financial resources required for at least the next 4 financial years)	Adopted in accordance with section 126 of the <i>Local Government Act 1989</i> Date of adoption: 27 July 2020	<input checked="" type="checkbox"/>
4	Annual Budget (plan under section 130 of the Act setting out the services to be provided and initiatives to be undertaken over the next 12 months and the funding and other resources required)	Adopted in accordance with section 130 of the <i>Local Government Act 1989</i> Date of adoption: 27 July 2020	<input checked="" type="checkbox"/>
5	Asset management plans (plans that set out the asset maintenance and renewal needs for key infrastructure asset classes for at least the next 10 years)	Plans Date of adoption: 16 October 2015 The Asset Management Plan is a single document with sections for each asset class: roads, car parks, laneways and rights-of-way, kerb and channel, traffic management devices, pathways, bridges and walkways, park inventory, trees and stormwater drainage.	<input checked="" type="checkbox"/>
6	Rating strategy (strategy setting out the rating structure of Council to levy rates and charges)	Strategy Date of operation of current strategy: 20 May 2019	<input checked="" type="checkbox"/>
7	Risk policy (policy outlining Council's commitment and approach to minimising the risks to Council's operations)	Policy Date of operation of current policy: 28 June 2016	<input checked="" type="checkbox"/>
8	Fraud policy (policy outlining Council's commitment and approach to minimising the risk of fraud)	Policy Date of operation of current policy: 19 March 2018	<input checked="" type="checkbox"/>
9	Municipal Emergency Management Plan (plan under section 20 of the <i>Emergency Management Act 1986</i> for emergency prevention, response and recovery)	Prepared and maintained in accordance with section 20 of the <i>Emergency Management Act 1986</i> Date of adoption: 17 Feb 2020	<input checked="" type="checkbox"/>

#	Governance and Management Items	Assessment	
10	Procurement policy (policy under section 186A of the <i>Local Government Act 1989</i> outlining the matters, practices and procedures that will apply to all purchases of goods, services and works)	Prepared and approved in accordance with section 186A of the <i>Local Government Act 1989</i> Date of approval: 29 July 2019	<input checked="" type="checkbox"/>
11	Business continuity plan (plan setting out the actions that will be undertaken to ensure that key services continue to operate in the event of a disaster)	Policy Date of approval: 2 August 2018	<input checked="" type="checkbox"/>
12	Disaster recovery plan (plan setting out the actions that will be undertaken to recover and restore business capability in the event of a disaster)	Plan Date of approval: 13 December 2018	<input checked="" type="checkbox"/>
13	Risk Management Framework (framework outlining Council's approach to managing risks to the Council's operations)	Framework Date of operation of current framework: 28 June 2016	<input checked="" type="checkbox"/>
14	Audit committee (advisory committee of Council under section 139 of the Act whose role is to oversee the integrity of a Council's financial reporting, processes to manage risks to the Council's operations and for compliance with applicable legal, ethical, and regulatory requirements)	Established in accordance with section 139 of the <i>Local Government Act 1989</i> Date of establishment: 1 October 1994 At Maroondah, this Committee is known as the Audit and Risk Advisory Committee	<input checked="" type="checkbox"/>
15	Internal audit (independent accounting professionals engaged by Council to provide analysis and recommendations aimed at improving Council's governance, risk and management controls)	Engaged Date of engagement of current provider: 1 September 2016	<input checked="" type="checkbox"/>
16	Performance reporting framework (a set of indicators measuring financial and non-financial performance, including the performance indicators referred to in section 131 of the Act)	Framework Date of operation of current framework: 26 April 2017	<input checked="" type="checkbox"/>
17	Council Plan reporting (report reviewing the performance of the Council against the Council Plan, including the results in relation to the strategic indicators, for the first six months of the financial year)	Report Date of report for the first six months of financial year: 19 August 2019 Date of report for the second six months of financial year: 17 February 2020	<input checked="" type="checkbox"/>
18	Financial reporting (quarterly statements to Council under section 138 of the Act comparing budgeted revenue and expenditure with actual revenue and expenditure)	Quarterly statements presented to Council in accordance with section 138(1) of the <i>Local Government Act 1989</i> Date quarterly statements presented: 19 August 2019 18 November 2019 17 February 2020 18 May 2020	<input checked="" type="checkbox"/>

#	Governance and Management Items	Assessment	
19	Risk Reporting (six-monthly reports of strategic risks to Council's operations, their likelihood and consequences of occurring and risk minimisation strategies)	Report Date of report for the last six months of last financial year: 18 November 2019 Date of report for the first six months of financial year: 17 February 2020	<input checked="" type="checkbox"/>
20	Performance reporting (six-monthly reports of indicators measuring the results against financial and non-financial performance, including performance indicators referred to in section 131 of the Act)	Report Date of report for the first six months of financial year: 19 August 2019 Date of report for the second six months of financial year: 17 February 2020	<input checked="" type="checkbox"/>
21	Annual Report (annual report under sections 131, 132 and 133 of the Act to the community containing a report of operations and audited financial and performance statements)	Considered at a meeting of Council in accordance with section 134 of the <i>Local Government Act 1989</i> Date presented: 21 October 2019	<input checked="" type="checkbox"/>
22	Councillor Code of Conduct (Code under section 76C of the Act setting out the conduct principles and the dispute resolution processes to be followed by Councillors)	Reviewed in accordance with section 76C of the <i>Local Government Act 1989</i> <i>Date reviewed: 20 February 2017</i>	<input checked="" type="checkbox"/>
23	Delegations (a document setting out the powers, duties and functions of Council and the Chief Executive Officer that have been delegated to members of staff)	Reviewed in accordance with section 98(6) of the <i>Local Government Act 1989</i> Date of review: 15 May 2017	<input checked="" type="checkbox"/>
24	Meeting procedures (a local law governing the conduct of meetings of Council and special committees)	Meeting procedures local law made in accordance with section 91(1) of the <i>Local Government Act 1989</i> Date local law made: 1 October 2016	<input checked="" type="checkbox"/>

I certify that this information presents fairly the status of Council's governance and management arrangements.



Steve Kozlowski
Chief Executive Officer
Dated: 7 September 2020



Cr. Mike Symon
Mayor
Dated: 7 September 2020

Statutory information

The information in this section is provided in accordance with legislative and other requirements applying to Council. Topics within this section and the applicable legislation/regulations are listed below:

Topic	Relevant legislation/regulation (if applicable)
Best Value Reporting	<i>Local Government (Best Value Principles) Act 1999 amending Local Government Act 1989</i>
Carers Recognition	<i>Carers Recognition Act 2012</i>
Disability Policy and Action Plan	<i>Disability Act 2006</i>
Documents to be made available for public inspection	<i>Local Government Act 1989 and Local Government (General) Regulations 2015</i>
Domestic Animal Management	<i>Domestic Animals Act 1994</i>
Food Act Ministerial Directions	<i>Food Act 1984</i>
Freedom of Information requests	<i>Freedom of Information Act 1982</i>
Infrastructure and development contributions	<i>Local Government Act 1989</i>
Local Laws	<i>Local Government Act 1989</i>
National Competition Policy	<i>Local Government Act 1989</i>
Privacy	<i>Privacy and Data Protection Act 2014 and the Health Records Act 2001</i>
Procurement	<i>Local Government Act 1989</i>
Protected Disclosure	<i>Local Government Act 1989</i>
Road Management	<i>Road management Act 2004</i>
Victorian Local Government Indicators	<i>Local Government Act 1989</i>
Victorian Local Government Performance Reporting Framework: Service Performance Indicators	<i>Local Government (Planning and Reporting) Regulations 2014 amending Local Government Act 1989</i>

Best Value reporting

In December 1999, the Victorian Government passed the Local Government (*Best Value Principles*) Bill 1999 which incorporated a statutory requirement into the *Local Government Act 1989* (the Act), which required Councils to review all their services against six Best Value principles. The Best Value principles aim to ensure that local government services are the best available and meet the needs of the community.

The Best Value principles as set out in Section 208B of the *Local Government Act 1989* are:

- 1) All services provided by a Council must meet quality and cost standards.
- 2) All services provided by a Council must be responsive to the needs of the community.
- 3) Each service provided by a Council must be accessible to those members of the community for whom the service is intended.
- 4) A Council must achieve continuous improvement in the provision of services for its community.
- 5) A Council must develop a program of regular consultation with its community in relation to the services it provides.
- 6) A Council must report regularly to its community on its achievements in relation to Best Value.

At Maroondah City Council, an integrated planning framework ensures that Council strategies and financial resources are aligned to deliver the objectives outlined in the *Maroondah 2040 'Our future together'* and the *Maroondah City Council Plan 2017-21*. Within this planning framework, an annual service delivery planning process incorporates reference to Best Value principles to ensure that Council services continue to meet the changing needs of the community.

To ensure a continuous improvement approach to the provision of Council services, a wide range of continuous improvement initiatives have been implemented during 2019/20. Some of these initiatives are highlighted below.

Service improvements

During 2019/20, Council focused on several exciting projects that will see some new facilities built improving services and connections to our community. These include the Karryalyka redevelopment and the Croydon Community Wellbeing Precinct.

Our community vision is for Maroondah to be a center of economic activity and opportunity within the eastern region. With Ringwood and Croydon both Victorian Government designated Activity Centres, Council supports a broad range of facilities and services to meet the community needs and where the sustainability and growth of local businesses is supported.

Commercial, civic and recreational areas will incorporate infrastructure and services that meet the needs and aspirations of all ages and abilities. These projects aim to deliver key strategic civic infrastructure in these two Activity Centres and enhanced services to the entire community over the next four years and beyond.

Process improvements

Council initiated the following process improvements during 2019/20:

- Improvement of the Building Activity Management System which has been adapted to the introduction of the State Government Building Activity Management System including the creation of reports to provide and receive information from the Victorian Building Authority in accordance with regulatory requirements.
- Implemented improved processes for infrastructure compliance related matters, including Asset Protection permits and building site related inspections and associated enforcement. The improvements undertaken have included the implementation of on-line information and new IT based systems to support the infrastructure compliance related activities.
- Launch of Asset Protection application process along with a new website and online lodgements.
- Streamlined planning compliance has been implemented to effectively resolve disputes and complaints, improve communication with the community and review the Planning Infringements process and payments.
- Additional options have been identified and investigated for the implementation of stormwater management for new development as required by the planning scheme.

- Commencement of a new environmentally sustainable design function to provide advice to the community, developers and planning officers to incorporate sustainable design initiatives into both residential and commercial developments.
- Updating of swept path vehicle templates for assessment of private development applications, ensuring waste collection vehicles are able to provide services.
- Improvement of street cleansing services by varying the times that commercial and high-profile areas are serviced, maximising productivity and sustainability of the street cleansing function, as well as a high profile seven-day-a-week service to maintain highly visited areas within Maroondah;
- Review of emergency management and business continuity plans related to a natural disaster following recent bushfires including a secondment to East Gippsland Shire Council.
- New online booking system for the immunisation service for babies, children and adults, based on the National Immunisation Program (NIP), with regular public immunisation sessions held at various locations across Maroondah.
- Improvements to the immunisation service including: email consents for school immunisation being sent directly to the parent/guardian, significantly increasing the return rate and immunisation rate; and a feedback form added to the immunisation webpage to better understand client concerns and inform improvements.
- Body cameras have been rolled out and deployed into the field where Local Laws and Animal Management Officers have found the devices useful for statement taking and field interviews as well as collection of evidence and there has been less threatening behaviour towards officers.

Structural improvements

Council initiated the following structural improvement during 2019/20:

- Realm Operations shifted from Business and Activity Centre development to Revenue, Property and Customer Service.

Information systems improvements

Council initiated the following information system improvements during 2019/20:

- Upgrade of Council's Asset Management System, IPS to Version 11.2 to provide users with enhanced functionality within existing modules.
- Improvements to the Statutory Planning page on Council's website which has provided easy and more direct access to online services for users as well as improving the synergies between other service areas where application types may overlap.
- Implementation of an electronic permit process which includes the development of enhanced permits with enforceable conditions, resulting in improved levels of compliance while assisting with the enforcement of permit conditions as required.
- Road Opening/Vehicle Crossing Permit process introduced to Pathway to enable electronic permits and payments.
- Development of Geographical Information system (GIS) layer in Pathway that depicts vulnerable facilities using relevant land use codes, which removes the need to manually update the information.
- Improved management of new, transferring and closing food and health premises via workflows in Pathway to provide consistency, standard documentation templates and monitoring progress through dashboards, to allow self-sufficient processing of applications and a clear, streamlined process in-line with documented procedures.
- Improved administration processes in Pathway for Local Laws officers, with increased training and process reviews following the introduction of tablets and mobile technology for use out in the field.
- Online seasonal and casual booking system for sports fields and pavilions with integration to the payment/debit system.
- Mobilisation of Council's workforce during the coronavirus (COVID-19) pandemic, ensuring the continuation of core services, including customer service and the rapid deployment of IT infrastructure and connectivity.

Carers recognition

Maroondah City Council has taken all practicable measures to comply with its responsibilities outlined in the *Carers Recognition Act 2012* (the Act). Council has promoted the principles of the Act to people in care relationships who receive Council services, to people in care relationships, and to the wider community by:

- distributing printed material through relevant Council services
- providing information regarding the Act to Maroondah Healthy Ageing Network, Maroondah Seniors Register, Senior Citizens Clubs, older people's groups, and clients of Council's Aged and Disability Services
- providing links to resource materials on Council's website
- providing Information regarding the Act in the Active and Healthy Ageing Newsletter, Maroondah Healthy Ageing Network Chatterbox newsletter and Commonwealth Home Support Program Client Information booklet
- providing written information regarding the Act within Client Information Packs
- distributing printed material to all Aged and Disability employees and volunteers.

Council has taken all practicable measures to ensure employees, Council agents and volunteers working for Council are informed about the principles and obligations of the Act by including information on the care relationship in:

- Council induction and training programs for employees working in front-line positions with the general community
- internal information sessions for all of Council's Aged and Disability employees and volunteers at team meetings.

Council has taken all practicable measures to review and modify policies, procedures and supports to include recognition of the carer relationship and has provided the following additional activities and resources to recognise the care relationship:

- facilitation of the Maroondah Carer Support Group
- facilitation of a Dementia Carers Support Group
- facilitation of the Dementia-specific Social Support Group program to support carers of people with dementia
- shared training/professional development opportunities with other local services responding to people with dementia and their carers
- ongoing staff professional development
- Council's Occupational Therapist will work with carers to solve and improve safety issues in the home and community.



Disability Policy and Action Plan

In accordance with section 38 of the *Disability Act 2008*, Council must report on the implementation of the Disability Policy and Action Plan in its Annual Report. During 2019/20 Council undertook a wide range of activities in delivering on this Plan. These included:

- Risk management plans were implemented for the Realm and Eastland Activation program to include consideration of disability.
- Council developed an enhanced social outing program encouraging active participation which is adaptable for people with different capabilities and supports vulnerable people to reconnect with our community.
- Council actively promoted positive imagery/stories regarding people with a disability across all our publications and through our social media channels.
- Council participated in the *This Girl Can* campaign encouraging participation of women in regular exercise including those with disabilities.
- Mental Health First Aid training was provided to representatives from a broad range of Maroondah organisations.
- Council continued to include Disability Discrimination Act (DDA) initiatives into development approvals.
- Maroondah's Disability Advisory Committee continues to be an integral part of Council planning, development and implementation of Council policies, programs, and events. The committee provides people with disabilities and their carers with the opportunity to provide feedback on Council projects, strategies, activities and events.
- Council continued to support people transitioning onto the National Disability Insurance Scheme (NDIS) and My Aged Care and commenced investigating a resource for community members not eligible for either package.
- Council supported the Maroondah Positive Education Network which aims to increase the wellbeing and educational outcomes of young people in Maroondah.
- Council's online resources were reviewed and updated with the inclusion of an autism specific directory as well as an Access Key directory.
- Council's 2019/20 community facilities improvement program was delivered consisting of more than 250 individual projects, many of which facilitate enhanced accessibility and inclusive design elements.
- An introduction to mental health training was provided to Council employees.
- Council's website was updated to include full mapping of footpaths in Maroondah and a list of footpaths to be constructed within the next five years.
- Council continued to support the Pathway for Carers program which provides support and information to carers of people with disabilities or mental health concerns.
- Eastern Disability Action Group was supported to ensure its long-term sustainability with the group now being facilitated by Eastern Volunteers.
- Support was provided to several disability groups through the Arts and Cultural Development Grants and Community Development Grants programs.
- Several community workshops were held for Council's *Porn is not the Norm* project designed to increase awareness of the risks associated with online pornography for people with disabilities, specifically autism and a report has been presented to State Government with a request for funding.
- Council worked with Carers Victoria to consult with the community regarding a possible Carers Hub in the East.
- A free community forum, *StressLess* and look after your mental wellbeing, was held during Mental Health Awareness week in October 2019.
- The Pop Culture Conversation Club continued to flourish with new friendships being developed. The group aims to help build social connections and self-confidence for young people with and without disabilities.
- Council actively promoted the accessibility features of Council's new facilities and open spaces during 2019/20, including features at Maroondah Nets, Croydon Pavilion and Croydon Town Square.
- The Outer East Opening Doors Leadership program commenced this year providing community leaders in inclusion and wellbeing with an opportunity to enhance their skills and networks. In 2019/20 Council provided planning, promotion and implementation support to this Program in partnership with Knox and Yarra Ranges Councils.

Documents to be made available for public inspection

Council is committed to open and transparent governance. Section 222 of the *Local Government Act 1989* (the Act) entitles any person to inspect and take copies where appropriate (subject to applicable fees, if any) of prescribed documents and records. Pursuant to the *Local Government (General) Regulations 2015*, which was proclaimed and commenced on 23 October 2015, the following prescribed documents and records were available for inspection during the 2019/20 financial year.

For the purposes of section 222 of the *Local Government Act 1989*, which has provided the statutory direction for the 2019/20 financial year, the following are prescribed documents:

- a) A document containing details of overseas or interstate travel (other than interstate travel by land for less than 3 days) undertaken in an official capacity by any Councillor or member of Council staff in the previous 12 months, including
 - i. the name of the Councillors or member of Council staff
 - ii. the date on which the travel began and ended
 - iii. the destination of the travel
 - iv. the purpose of the travel
 - v. the total cost to the Council of the travel, including accommodation costs
- b) the agendas for, and minutes of, ordinary and special meetings held in the previous 12 months which are kept under section 93 of the Act, other than those agendas and minutes relating to a part of a meeting which was closed to members of the public under section 89 of the Act and are confidential information within the meaning of section 77(2) of the Act
- c) the minutes of meetings of special committees established under section 86 of the Act and held in the previous 12 months, other than those minutes relating to a part of a meetings which was closed to members of the public under section 89 of the Act and are confidential information within the meaning of section 77(2) of the Act
- d) a register of delegations kept under sections 87(1) – delegations to special committees - and 98(4) – delegations to staff - of the Act, including the dates on which the last reviews took place under sections 86(6) and 98(6) respectively, of the Act took place
- e) a document containing details of all leases involving land which were entered into by the Council as the lessor, including the lessee and the terms and the value of the lease
- f) a register maintained under section 224(1A) of the Act of authorised officers appointed under that section
- g) a list of donations and grants made by the Council in the previous 12 months, including the names of persons or bodies which, have received a donation or grant and the amount of each donation or grant
- h) Written Public Record of an Assembly of Councillors, in accordance with s80A of the Act
- i) Annual Report – available online
- j) Budget for current financial year – available online
- k) Council agenda and minutes for the last 12 months – available online
- l) Councillors’ Code of Conduct – available online
- m) Council Plan – available online
- n) Councillor Expenses, Support and Reimbursement Policy – available online
- o) Local Laws operative within Maroondah – available online
- p) Procurement Policy – available online
- q) Public Notices – available online
- r) Register of election campaign donation returns
- s) Register of Interests of Councillors, Management Group, Senior Officers, Nominated Officers and independent members of the Audit and Risk Advisory Committee

In accordance with Section 222 of the *Local Government Act 1989* inspection of these documents can be arranged by contacting Council’s Governance Team on 1300 88 22 33. These documents are available for inspection at the City Offices, Braeside Avenue, Ringwood. The documents may be viewed, but not removed, and some are also available online.

Domestic animal management

The *Domestic Animals Act 1994* (The Act) requires Council's across Victoria to prepare and implement a Domestic Animal Management Plan (DAMP) every four years. Section 68A of the Act requires Councils to periodically evaluate any program, service strategy or review outlined in the DAMP and publish the evaluation in Council's Annual Report.

Council has reviewed the *Domestic Animal Management Plan 2017-2021* and continues to promote and support responsible pet ownership within Maroondah. Further details of Council's consolidated plan outlining the proactive program can be viewed in the DAMP on Council's website.

Responsible pet ownership programs and activities continue to ensure that the community is aware of all aspects of responsible pet ownership and the importance of effective animal management. These include:

- education programs to inform the community of the responsibilities of pet ownership
- school visits to educate students on responsible pet ownership
- demonstrations and information on responsible pet ownership at the Maroondah Festival
- programmed and random patrols of parks and reserves
- property inspections of the owners of dog at large
- annual inspections for declared menacing and dangerous dogs
- inspections of properties for extra animal permits
- inspections of domestic animal businesses
- promotion of new and renewal registration for dogs and cats
- training of animal management officers in best practice responsible pet ownership
- promotion of de-sexing with vets including vouchers for reduced cost
- Participation and support in community events such as Adventure Dog
- Analysis of trends and statistics on registration rates, reunification of lost animals to ensure best practise principles and seek opportunities for improvement.

Food Act Ministerial directions

In accordance with section 7E of the *Food Act 1984*, Council is required to publish a summary of any Ministerial Directions received during the financial year in its annual report. No such Ministerial Directions were received by Council during the 2019/20 financial year.

Infrastructure and development contributions

In accordance with section 46GM and 46QD of the *Planning and Environment Act 1987*, any Council that is a collecting or development agency must prepare and give a report to the Minister for Planning on infrastructure and development contributions including levies and works in kind. The report must be published in Council's annual report.

For the 2019/20 financial year the following information about infrastructure and development contributions is disclosed:

Council has no Infrastructure Contribution Plans.

Development contributions

Total DCP levies received in 2019/20	
DCP name (Year approved)	Levies received in 2019/20 financial year
Ringwood District Centre Development Contributions Plan, July 1997 (2006)	\$0
Total	\$0

No DCP land, works, services or facilities were accepted in kind in 2019/20

Total DCP contributions received and expended to date				
DCP name (Year approved)	Total levies received \$	Total levies expended \$	Total works-in-kind accepted \$	Total DCP contributions received (levies and works-in-kind)
Ringwood District Centre Development Contributions Plan, July 1997 (2006)	\$0	\$54,250	\$0	\$0
Total	\$0	\$54,250	0	\$0

Land, works, services or facilities delivered in 2019/20 from DCP levies collected								
Project description	Project ID	DCP name (Year approved)	DCP fund expended \$	Works-in-kind accepted \$	Council's contribution \$	Other contributions \$	Total project expenditure \$	Percentage of item delivered
Pedestrian refuge - New Street, Ringwood	72420	Ringwood District Centre Development Contributions Plan, July 1997 (2006)	\$54,250	0	0	0	\$54,250	100%
Total			\$54,250	0	0	0	\$54,250	

Local Laws

There are a number of Council rules designed to make the community a safe and pleasant place to live in. Local laws are reviewed regularly and altered if necessary to meet the needs of the community. Sometimes new laws are required to control a particular problem. Maroondah City Council is responsible for the management and enforcement of various matters covered by local laws.

Local Laws (as at 30 June 2020)	
<p>Local Law No. 11 - General Local Law</p>	<p><i>Local Law No. 11</i> aims to assure equitable, orderly and enjoyable use by people of community facilities, including roads.</p> <p>The objectives of <i>Local Law No 11 - General Local Law</i> are to:</p> <ul style="list-style-type: none"> • revoke Local Laws 8 and 10 made by Council • provide for and assure equitable, orderly and enjoyable use by people of community facilities, including roads • protect Council Property and other community assets from loss or unnecessary or avoidable damage • support provision by Council of a safe, clean and healthy environment in areas under its control and management • provide generally for the peace, order and good government of the Municipal District. <p><i>Local Law No. 11</i> was adopted by Council on 14 December 2015 and came into effect on Friday 1 January 2016.</p> <p><i>Local Law No. 11</i> was also amended incorporating Local Law No. 13 and came into effect on 1 September 2016.</p>
<p>Local Law No. 12 - Meetings Procedure and Use of Common Seal</p>	<p>The objectives of <i>Local Law No. 12 - Meetings Procedure & Use of Common Seal</i> are to regulate the:</p> <ul style="list-style-type: none"> • proceedings of Ordinary and Special Meetings of the Maroondah City Council • election of the Mayor and Acting Chairman • use of the Common Seal of the Maroondah City Council and • proceedings of special committees. <p><i>Local Law No 12</i> was adopted by Council on 18 April 2016 and came into operation on 1 October 2016.</p>
<p>Local Law No. 13 - General (Amendment) Local Law</p>	<p><i>Local Law 13</i> amends <i>Local Law No.11</i> by clarifying when fires can be lit or remain alight in the open air or an incinerator, and in particular allows for fires in the open air for heating purposes by:</p> <ul style="list-style-type: none"> • Amending the existing General Local Law 11 • Inserting a new Clause 30.1 - Incinerators and Burning <p><i>Local Law No. 13</i> was adopted by Council on 22 August 2016 and came into effect on 1 September 2016.</p>
<p>Local Law No. 14 - General (Amendment) Local Law</p>	<p><i>Local Law 14</i> amends <i>Local Law No.11</i> by prohibiting smoking of tobacco products in Ringwood and Croydon Town Squares by:</p> <ul style="list-style-type: none"> • Amending the existing General Local Law 11 • Amending the existing clause 6.1 by adding relevant new definitions • Inserting a new Clause 39 A - Smoke Free Areas <p><i>Local Law No. 14</i> was adopted by Council on 26 November 2018 and came into effect on 1 January 2019.</p>

Road management

The Road Management Act 2004 provides that Council has a statutory obligation to inspect, maintain and repair a public road, and that a Road Management Plan may be developed to set reasonable standards in relation to the performance of road management functions for the maintenance of its public roads and associated road related assets.

Maroondah City Council has adopted the *Road Management Plan 2017-2021* to set reasonable standards in relation to the performance of road management functions, including the inspection, maintenance and repair of all Council's roads as listed in its Register of Public Roads.

In accordance with section 22 of the *Road Management Act 2004* (the Act), Council must publish a copy or summary of any Ministerial direction in its Annual Report. No such Ministerial Directions were received by Council during the financial year.



Council has a statutory obligation to inspect, maintain and repair public roads

Victorian Local Government Indicators

The Minister for Local Government, under the authority of the *Local Government Act 1989*, requires every Council to report on the following indicators.

Indicator	Target	Actual Results			
	2019/20	2019/20	2018/19	2017-18	2016-17
Affordability/cost of Governance					
Average rates and charges per assessment The average revenue derived by Council out of general rates and garbage services for each property in the municipality.	\$1,841	\$1,816	\$1,795	\$1,707	\$1,660
Average rates and charges per residential assessment The average revenue derived by Council out of general rates and garbage services for each residential property in the municipality (i.e. excluding all commercial and industrial properties)	\$1,758	\$1,736	\$1,718	\$1,614	\$1,458
Sustainability					
Average liabilities per assessment The average value for each property in the municipality of monies owed by Council at financial year-end in respect of the supply of goods and services, the provision of loans and the accrued costs of employee salaries and entitlements.	\$903	\$1,785	\$1,034	\$1,010	\$948
Operating result per assessment³ The difference between the average operating revenue and average operating expenditure for each property in the municipality. Council rates and charges comprise the major part of its operating revenue. The operating result has been adjusted by excluding the revenue from property, infrastructure, plant and equipment not previously recognised and the expenditure in relation to disposal, obsolescence and adjustments in relation to property and infrastructure. This allows for a better basis of comparison.	\$97	\$202	\$509	\$253	\$285
Services					
Community satisfaction rating for overall performance generally of Council Overall satisfaction with Council performance as rated by Maroondah City residents who were surveyed as part of Victorian Government commissioned independent state-wide community satisfaction survey.	64	65	69	67	63
Average operating expenditure per assessment The average cost of operating and maintaining all Council services to the community for each property in the municipality. This cost excludes the cost of acquiring or expanding its asset base used in the delivery of those services but includes the costs of all administrative and governance services supporting that delivery.	\$2,662	\$2,583	\$2,654	\$2,562	\$2,450

Indicator	Target	Actual Results			
	2019/20	2019/20	2018/19	2017-18	2016-17
Infrastructure					
<p>Average Capital expenditure per assessment</p> <p>The average cost for each property in the municipality of acquiring new assets and expanding, upgrading or renewing existing assets used in the delivery of all its services to the community.</p>	\$574	\$893	\$951	\$513	\$723
<p>Renewal gap</p> <p>The sum of all capital expenditure on renewal of existing infrastructure assets expressed as a percentage of the total depreciation charge on all Council infrastructure assets. Such annual depreciation charge is Council's best estimate of the value of those assets 'consumed' during the year's operations.</p>	99%	78%	96%	92%	118%
<p>Renewal and maintenance gap</p> <p>The sum of all capital expenditure on renewal of existing infrastructure assets together with the annual costs of maintenance of all Council infrastructure assets expressed as a percentage of the total depreciation and maintenance charges on all such infrastructure assets.</p>	99%	83%	97%	94%	114%
Governance					
<p>Community satisfaction rating for Council's Advocacy and Community Representation on key local issues</p> <p>Overall satisfaction with Council performance in advocacy and community representation as rated by Maroondah City residents who were surveyed as part of Victorian Government commissioned independent state-wide community satisfaction survey.</p>	58	56	61	57	57
<p>Community satisfaction rating for Council's Engagement in decision making on key local issues</p> <p>Overall satisfaction with Council performance in engaging the community in decision making on key local issues as rated by Maroondah City residents who were surveyed as part of Victorian Government commissioned independent state-wide community satisfaction survey.</p>	56	56	58	56	55

Victorian Local Government Performance Reporting Framework: Statement of service performance

The following statement provides the results of the prescribed Local Government Performance Reporting Framework service performance indicators and measures, including explanation of any material variations. Please note that a change of less than +/- 10% compared with the previous year is not considered significant, and therefore not a material variation.

Service/indicator/ measure	Result 2016/17	Result 2017/18	Result 2018/19	Result 2019/20	Material variation comment
Aquatic Facilities					
Service standard User satisfaction with aquatic facilities User satisfaction with how Council has performed on the provision of aquatic facilities Expected range: N/A					Optional measure only. Not measured
Service standard Health inspections of aquatic facilities Number of health inspections per Council aquatic facility Expected range: 1 to 4 inspections	2	2	3	2	Inspections are carried out by Council's Community Health team on each aquatic facility twice a year and is tracking on schedule.
Service Standard Reportable safety incidents at aquatic facilities Number of WorkSafe reportable aquatic safety incidents Expected range: 0 to 20 incidents	6	0	4	7	Work has been undertaken to raise awareness of incidents classified as notifiable, this education may reflect the increase in incidents in 2018/19.
Service Cost Cost of indoor aquatic facilities \$ direct cost less any income received of providing indoor aquatic facilities per visit Expected range: -\$3 to \$10	\$0.36	-\$0.88	-\$1.16	-\$0.63	This result is less favourable than 2017/18, but indoor aquatic facilities are still operating at a profit per visit.
Service Cost Cost of outdoor aquatic facilities \$ direct cost less any income received of providing outdoor aquatic facilities per visit Expected range: \$3 to \$20	\$14.12	\$14.50	\$15.05	\$11.68	The cost to Council per outdoor aquatic visits declined in 2018/19, this due to an increase in visitation to Croydon Memorial Pool during the past summer season.

Service/indicator/ measure	Result 2016/17	Result 2017/18	Result 2018/19	Result 2019/20	Material variation comment
Utilisation Utilisation of aquatic facilities Number of visits to aquatic facilities per head of municipal population Expected range: 1 to 10 visits	8.33	8.75	10.11	7.57	The municipality has three Council-owned and operated aquatic facilities. The 2019/20 period faced a number of challenges including; challenging weather, frequent closure over the summer period due to smoke haze, faecal incidents and sludge rain. Following the summer period venues were forced to shut down due to the COVID-19 pandemic. The combined impacts have led to a decrease in utilisation of aquatic facilities.
Service cost Cost of aquatic facilities The direct cost less any income received of providing aquatic facilities per visit Expected range: \$0 to \$30	-	-	-	\$0.81	New measure for 2019/20 Due to the significant impacts on utilisation of aquatic facilities, the cost per visit also increased.
Animal Management					
Timeliness Time taken to action animal requests Number of days taken to action animal requests Expected range: 1 to 10 days	1.7	1.08	1.02	1.02	No material variation
Service standard Animals reclaimed % of collected animals reclaimed Expected range: 30% to 90%	54.7%	67.74%	76.87%	62.55%	There has been a slight decrease in animals reclaimed compared to the previous financial year. This is attributed to an increase in animals being surrendered or rehomed. The methodology for this measure now excluded 'feral animals'.
Service cost Cost of animal management service \$ direct cost of the animal management service per registered animal Expected range: \$3 to \$40	\$4.83	\$4.94	\$5.49	\$4.03	The decrease in cost is mostly attributed to staff vacancies in Council.

Victorian Local Government Performance Reporting Framework: Statement of service performance

Service/indicator/ measure	Result 2016/17	Result 2017/18	Result 2018/19	Result 2019/20	Material variation comment
Health and safety Animal management prosecutions Number of prosecutions Expected range: 50% to 200%	-	-	-	100%	This measure has changed to a percentage value instead of a numeric value.
Service standards Animals rehomed % of collected registrable animals under the Domestic Animal Act 1994 that are rehomed. Expected range: 30% to 90%	-	-	-	51.90%	New measure for 2019/20
Food Safety					
Timeliness Time taken to action food complaints Number of days taken to action food complaints Expected range: 1 to 10 days	1.9	1.88	1.24 2018 Calendar year	2.01 2019 Calendar year	Data shown is for the 2019 calendar year to align with reporting to DHHS. The time taken to action food complaints has increased this calendar year, this is because most complaints were either classed as lower risk or complainant could not be contacted. Council have put in place a number of steps to ensure that wherever possible, the customer request is addressed within a day.
Service standard Food safety assessments % of registered class 1 food premises and class 2 food premises that receive an annual food safety assessment Expected range: 50% to 100%	98.5%	98.0%	100% 2018 Calendar year	100% 2019 Calendar year	Data shown is for the 2019 calendar year to align with reporting to DHHS.
Service cost Cost of food safety service \$ direct cost of the food safety service per registered food premises Expected range: \$300 to \$1,200	\$639.70	\$738.76	\$689.36	\$690.11	No material variation

Service/indicator/ measure	Result 2016/17	Result 2017/18	Result 2018/19	Result 2019/20	Material variation comment
Health and safety					
Critical and major non-compliance notifications % of critical and major non-compliance outcome notifications that are followed up by Council Expected range: 60% to 100%	95.1%	100%	99.06% 2018 Calendar year	100% 2019 Calendar year	Data shown is for the 2019 calendar year to align with reporting to DHHS.
Governance					
Transparency Council resolutions at meetings closed to the public % of Council resolutions made at meetings closed to the public Expected range: 0% to 30%	11.9%	13.74%	8.52%	6.59%	The decrease in decisions made closed to the public highlights an increase in transparency compared to YTD 2018/19. this can be attributed to the reduction in confidential 'in-camera' decisions made at Council meetings.
Consultation and engagement Satisfaction with community consultation & engagement Satisfaction rating out of 100 Expected range: 40 to 70	55	56	58	56	No material variation
Attendance Council attendance at Council meetings % of Council attendance at ordinary and special Council meetings Expected range: 80% to 100%	91.5%	86.32%	88.89%	85.47%	No material variation
Service cost Cost of governance \$ direct cost of the governance service per Councillor Expected range: \$30,000 to \$80,000	\$49,530	\$45,744	\$48,959	\$47,451	No material variation
Decision making Satisfaction with Council decisions Satisfaction rating out of 100 Expected range: 40 to 70	58	59	62	59	No material variation

Victorian Local Government Performance Reporting Framework: Statement of service performance

Service/indicator/ measure	Result 2016/17	Result 2017/18	Result 2018/19	Result 2019/20	Material variation comment
Libraries					
Utilisation Physical library collection usage Number of physical library collection item loans per physical library collection item Expected range: 1 to 9 items	10.0	10.58	10.47	9.15	Maroondah is a member of the Eastern Regional Libraries Corporation, which is a co-operative venture serving three outer eastern metropolitan councils. These results relate to libraries in the Maroondah municipality, which are located in Croydon and Ringwood (Realm). The decrease in physical library collection usage could be attributed to the recent social distancing restrictions and library closures due to COVID-19. Realm was closed from 4 May 2020.
Resource standard Recently purchased library collection % of the library collection that has been purchased in the last 5 years Expected range: 40% to 90%	77.4%	75.47%	72.39%	69.81%	No material variation
Service cost Cost of library service per population \$ direct cost of the library service per population Expected range: \$10 to \$90	\$18.26	\$18.20	\$18.26	\$18.59	No material variation
Participation Active library borrowers in municipality % of the municipal population that are active library borrowers Expected range: 7% to 40%	14.9%	16.18%	16.26%	15.88%	No material variation

Service/indicator/ measure	Result 2016/17	Result 2017/18	Result 2018/19	Result 2019/20	Material variation comment
Maternal and Child Health					
Satisfaction Participation in 4-week key Age and Stage visit % of infants enrolled in the MCH service who participated in 4-week Key Age and Stage visit Expected range: 90% to 110%				98.17%	New measure for 2019/20 This measure considers the percentage of infants enrolled in the MCH service who participated in 4-week Key Age and Stage visit.
Service standard Infant enrolments in the MCH service % of infants enrolled in the MCH service Expected range: 90% to 110%	100.1%	101.06%	101.06%	101.99%	No material variation
Service cost Cost of the MCH service \$ cost of the MCH service per hour of service delivered Expected range: \$50 to \$200	\$86.04	\$71.22	\$87.20	\$82.83	No material variation
Participation Participation in MCH service % of children enrolled who participate in the MCH services Expected range: 70% to 100%	78.1%	73.88%	78.11%	76.18%	No material variation
Participation Participation in MCH service by Aboriginal children % of Aboriginal children enrolled who participate in the MCH service Expected range: 60% to 100%	74.4%	69.90%	72.63%	76.24%	No material variation
Roads					
Satisfaction of use Sealed local road requests Number of sealed local road requests per 100 kilometres of sealed local road Expected range: 10 to 120 requests	96.3	98.35	108.04%	115.87	No material variation
Condition Sealed local roads below the intervention level % of sealed local roads that are below the renewal intervention level Expected range: 80% to 100%	97.3%	97.25%	97.31%	99.06	No material variation

Victorian Local Government Performance Reporting Framework: Statement of service performance

Service/indicator/ measure	Result 2016/17	Result 2017/18	Result 2018/19	Result 2019/20	Material variation comment
Service cost Cost of sealed local road reconstruction \$ direct reconstruction cost per square metre of sealed local roads reconstructed Expected range: \$20 to \$200	\$209.37	\$87.98	\$221.08	\$114.19	<p>The total project cost associated with the reconstruction of a sealed local road is taken into account. The project cost may include but are not limited to traffic control, road base, road surface, kerb, stormwater drain and traffic management device costs.</p> <p>Reconstructions for a full road block as defined in Council's asset register has been included in this figure. Isolated reconstructions are not included but may have occurred throughout the financial year.</p> <p>The difference is cost can be attributed to project complexities from year to year.</p>
Service cost Cost of sealed local road resealing \$ direct resealing cost per square metre of sealed local roads resealed Expected range: \$4 to \$30	\$33.68	\$26.60	\$19.99	\$34.24	<p>Council only uses asphalt products for resealing due to community expectations. Generally where advanced pavement deterioration is present (i.e. crocodile cracking) Council undertakes deep lift patching prior to resealing.</p> <p>Only reseals for a full road block as defined in Council's asset register has been included in this figure. Reseals that does not cover an entire road block is considered as a patch and is not included.</p> <p>The difference is cost can be attributed to project complexities from year to year.</p>
Satisfaction Satisfaction with sealed local roads Satisfaction rating out of 100 Expected range: 50 to 100	66	68	70	64	No material variation

Service/indicator/ measure	Result 2016/17	Result 2017/18	Result 2018/19	Result 2019/20	Material variation comment
Statutory Planning					
Timeliness Time taken to decide planning applications Days between receipt of a planning application and a decision on the application Expected range: 30 to 110 days	39 days	35 days	34 days	28 days	This measure looks at the median number of days taken between receipt of a planning application and a decision on the application. In addition to Councils dedication to provide timely decisions, Councils electronic planning application processes allowed for more efficient processing time.
Service standard Planning applications decided within 60 days % of planning application decisions made within 60 days Expected range: 40% to 100%	80.0%	82.45%	81.63%	88.60%	No material variation
Service cost Cost of statutory planning service \$ direct cost of the statutory planning service per planning application Expected range: \$500 to \$4,000	\$1,617	\$1,860.81	\$1,869.80	\$1,851.06	No material variation
Decision making Planning decisions upheld at VCAT % of decisions subject to review by VCAT that were not set aside Expected range: 30% to 100%	48.9%	90.41%	90.24%	92.59%	No material variation
Waste Collection					
Satisfaction Kerbside bin collection requests Number of kerbside bin collection requests per 1000 kerbside bin collection households Expected range: 10 to 300 requests	61.3	72.05	71.93	68.93	No material variation

Victorian Local Government Performance Reporting Framework: Statement of service performance

Service/indicator/ measure	Result 2016/17	Result 2017/18	Result 2018/19	Result 2019/20	Material variation comment
Service standard Kerbside collection bins missed Number of kerbside collection bins missed per 10,000 scheduled kerbside collection bin lifts Expected range: 1 to 20 bins	2.5	3.38	3.49	4.06	The increased in missed bins could be attributed to the 'stay at home' restrictions from the COVID-19 lockdown where residents are more attentive to their bin collections. It is suspected that during regular events, these reports would not have taken place as bins would have been emptied during work hours.
Service cost Cost of kerbside garbage collection service \$ direct cost of the kerbside garbage bin collection service per kerbside garbage collection bin Expected range: \$40 to \$150	\$101.64	\$103.19	\$106.11	107.56	No material variation
Service cost Cost of kerbside recyclables collection service \$ direct cost of the kerbside recyclables collection service (including the contract cost of collection) per kerbside recyclables collection bin Expected range: \$10 to \$80	\$30.14	\$43.36	\$62.59	\$71.43	The increased experienced in 2019/20 is due to the significant increase in the processing costs of recyclables due to the decrease in the export market of recyclables
Waste diversion Kerbside collection waste diverted from landfill % of garbage, recyclables and green organics collected from kerbside bins that is diverted from landfill Expected range: 20% to 60%	54.9%	54.14%	53.66%	56.83%	No material variation

Please note:

- The threshold for providing a 'material variation' comment for this table is +/-10% variance compared with 2019 data
- More detailed Council comments on 2019 LGPRF service performance indicator results will be available once data is released by the Victorian Government at www.knowyourcouncil.vic.gov.au