

Corporate Governance

The *Victorian Constitution Act 1975* describes local government as a distinct and essential tier of government consisting of democratically elected Councils having the functions and powers that the Parliament considers are necessary to ensure the peace, order and good government of each municipal district.

Maroondah City Council is constituted under the *Local Government Act 1989* 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 the Act.

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

Council's formal decision-making processes are conducted through Council meetings and Special Committees of Council. Council delegates the specific functions to Council employees. These delegations are exercised in accordance with adopted Council policies.

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 employees 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. Councillors make the final decision.

Council meetings are open to the public and held on Monday evenings on a monthly basis. Due to issues of timing it is sometimes necessary for Special Council Meetings to be called to consider specific matters.

The *Local Government Act 1989* [s.89(2)] allows Council to resolve that the meeting be closed to the public, if matters of a confidential nature are to be discussed.

Meetings are conducted in accordance with the provisions of Council's *Local Law No. 12 - Meetings Procedure & Use of Common Seal*, the objectives of which are to regulate the: -

- 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.

Local Law No. 12 came into operation on 1 October 2016 and is due for review in September 2026.

The Council meeting agenda is available on Council's website from 12 midday on the Friday preceding the meeting and from Council's Service Centres on the Friday preceding the meeting.

All Councillors and employees are required to disclose any conflict of interest in relation to any item to be discussed at Council meetings. If a conflict of interest exists, Councillors are required to leave the room when voting on an item occurs. Time is made available during ordinary meetings for questions from the public in accordance with guidelines prescribed in *Local Law No. 12* and on Council's website.

Live Streaming (Webcasting) of Council Meetings

Council offers on-demand video and audio of Council meetings, which can be accessed via Council's website.

Live streaming allows proceedings of Council meetings to be viewed via the Internet without the need to attend the meetings.

This gives greater access to Council decisions and debate and eliminates geographic barriers preventing the public from attending meetings.

An archive of past Council meetings is also available to view via Council's website.

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*. Many of the standards of conduct and behaviour are prescribed within the Act. It is noted that as 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, adopting it 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; and
- 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.

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 tied up 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 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.

Mayoral election

The Maroondah City Council Mayor is elected by the Councillors for a one year term. The role of Mayor is significant as a community leader and Council spokesperson. The Mayor performs an important leadership, social and ceremonial function and chairs all Council meetings.

Cr Nora Lamont was elected Mayor of Maroondah City Council for 2017/18 at a Council meeting held on 15 November 2017, at which time Cr Mike Symon was elected Deputy Mayor. The role of Deputy Mayor is to assist the Mayor in the undertaking of meeting and civic duties.

Councillor representation and attendance

There are two types of bodies requiring formal Council representation, either Council led or where Council participates. Council led 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 various issues. An extension of these committees has been the development of internal committees with a large degree of community representation. External bodies where Council participates are 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 activities are in Maroondah's interest.

Committee representation is reviewed on an annual basis and coincides with the election of Mayor. Convention indicates that where the Mayor is a member of a Council led committee; they would automatically act as chairperson, unless they relinquish that role. In accordance with good governance practice, the Mayor may exercise the option to attend any Committee in an ex-officio capacity if he or she is not a specific member of a committee.

Councillor representation

Council meeting attendance

From July 2017 to June 2018, 12 ordinary Council meetings and one (1) Special Council meeting were held. Councillor attendance at the meetings in 2017/18 was as follows:

Councillors	Meetings eligible to attend	Attendance			Leave of absence granted
		Ordinary Council Meetings	Special Council Meetings	Total Attendance	
Arrabri Ward Councillors					
Cr Tony Dib JP Mayor: July 2017 to November 2017	13	8	1	9	1*
Cr Paul Macdonald	13	10	1	11	-
Cr Kylie Spears	13	12	1	13	-
Mullum Ward Councillors					
Cr Nora Lamont Deputy Mayor: July 2017 to November 2017 Mayor: November 2017 to June 2018	13	11	1	12	-
Cr Samantha Marks	13	1	1	2	4*
Cr Mike Symon Deputy Mayor: November 2017 to June 2018	13	12	0	12	1*
Wyreena Ward Councillors					
Cr Marijke Graham	13	12	1	13	-
Cr Michael Macdonald	13	8	0	8	2*
Cr Rob Steane	13	11	1	12	1*

***Notes**

Cr Dib was granted a leave of absence from the Ordinary Council Meeting held on 27 November 2017

Cr Marks was granted a leave of absence from Ordinary Council Meetings held on 17 July 2017, 12 August 2017, 18 September 2017 and 16 October 2017

Cr Symon was granted a leave of absence from the Special Council Meeting held on 9 April 2018

Cr M Macdonald was granted a leave of absence from the Ordinary Council Meeting held on 19 March 2018 and Special Council Meeting held on 9 April 2018

Cr Steane was granted a leave of absence from the Ordinary Council Meeting held on 28 August 2017

Councillor representation

Council involvement on Advisory Committees

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

Council advisory committee	Council representative/s
Audit and Risk Advisory Committee	July to October 2017: Mayor of the Day – Cr Dib JP and Cr Symon November 2017 to June 2018: Mayor of the Day – Cr Lamont and Cr Symon
Disability Advisory Committee	July to October 2017: Cr Lamont and Cr Spears November 2017 to June 2018: Cr Spears and Cr Dib Substitute representative/s <ul style="list-style-type: none"> July 2017 to June 2018: Program Manager Community Planning & Development
Maroondah Business Advisory Committee	July to October 2017: Cr Lamont, Cr Spears and Cr Steane November 2017 to June 2018: Cr Spears, Cr Steane and Cr Dib
Maroondah City of Wellbeing Steering Committee	July to October 2017: Cr Marks and Cr Graham November 2017 to June 2018: Cr Marks and Cr Graham Substitute representative <ul style="list-style-type: none"> July 2017 to June 2018: Manager Integrated Planning
Maroondah Community Safety Committee	July to October 2017: Cr Lamont, Cr Steane and Cr Paul Macdonald November 2017 to June 2018: Cr Lamont, Cr Steane and Cr Paul Macdonald Substitute representative <ul style="list-style-type: none"> July 2017 to June 2018: Community Safety Officer
Maroondah Partners in Community Wellbeing Committee	July to October 2017: Cr Marks and Cr Graham November 2017 to June 2018: Cr Marks and Cr Graham Substitute representatives <ul style="list-style-type: none"> July 2017 to June 2018: Social Planning and Development Officer and Program Manager Community Planning & Development
Maroondah Environment Advisory Committee	July to October 2017: Cr Marks, Cr Graham and Cr Paul Macdonald November 2017 to June 2018: Cr Marks, Cr Graham and Cr Paul Macdonald
Victorian Local Government Women's Charter	November 2017 to June 2018: Cr Graham, Cr Lamont, Cr Marks, and Cr Spears

Council involvement in external committees

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

External committee	Council representative/s
Arts Advisory Committee	November 2017 to June 2018: Cr Spears, Cr Graham and Cr Symon
Eastern Affordable Housing Alliance / Committee	July to October 2017: Cr Paul Macdonald November 2017 to June 2018: Cr Paul Macdonald Substitute representatives <ul style="list-style-type: none"> July 2017 to June 2018: Program Manager Community Planning & Development and/or Manager Integrated Planning
Eastern Regional Group - Mayors and CEO's	July 2017 to June 2018: The Mayor of the Day and the Chief Executive Officer
Eastern Regional Libraries Corporation	July to October 2017: Cr Paul Macdonald and Cr Spears November 2016 to June 2017: Cr Spears and Cr Graham Substitute representatives <ul style="list-style-type: none"> July to October 2017: Cr Graham and the Director Corporate Services (or nominee) and Manager Revenue, Property and Customer Service November 2016 to June 2017: Cr Graham and Director Corporate Services (or nominee) and Manager Revenue, Property and Customer Service
Eastern Alliance for Greenhouse Action	July to October 2017: Cr Graham November 2017 to June 2018: Cr Graham Substitute representatives <ul style="list-style-type: none"> July 2017 to June 2018: Director Planning and Community and/or Manager Integrated Planning
Eastern Transport Coalition	July to October 2017: Cr Michael Macdonald November 2017 to June 2018: Cr Michael Macdonald Substitute representatives <ul style="list-style-type: none"> July to October 2017: Cr Spears and the Strategic & Transport Planner and/or Team Leader Strategic Planning and Sustainability November 2017 to June 2018: Cr Spears and the Strategic and Transport Planner and/or Team Leader Strategic Planning and Sustainability
Local Government Safe Cities Network (formerly National Local Government Drug and Alcohol Advisory Committee)	November 2017 to June 2018: Cr Steane Substitute representatives <ul style="list-style-type: none"> November 2016 to June 2017: Cr Paul Macdonald

Councillor representation

Council involvement in external committees (continued...)

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

External committee	Council representative/s
Metropolitan Local Governments' Waste Forum	July to October 2017: Cr Lamont November 2017 to June 2018: Cr Symon Substitute representatives <ul style="list-style-type: none"> July to October 2017: Director Corporate Services, Finance Project Accountant and Waste Management Coordinator November 2017 to June 2018: Director Corporate Services, Manager Finance & Governance, and Waste Management Coordinator
Municipal Association of Victoria - State Council	July to October 2017: Cr Symon November 2017 to June 2018: Cr Symon Substitute representatives <ul style="list-style-type: none"> November 2017 to June 2018: Cr Spears

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 2017/18 financial year.

Councillors	Allowance
Arrabri Ward Councillors	
Cr Tony Dib JP Mayor July 2017 to November 2017	\$47,533.89
Cr Paul Macdonald	\$27,395.51
Cr Kylie Spears	\$27,395.51
Mullum Ward Councillors	
Cr Nora Lamont Deputy Mayor July 2017 to November 2017 Mayor November 2017 to June 2018	\$64,629.37
Cr Samantha Marks	\$27,395.51
Cr Mike Symon Deputy Mayor November 2017 to June 2018	\$27,395.51
Wyreena Ward Councillors	
Cr Marijke Graham	\$27,395.51
Cr Michael Macdonald	\$27,395.51
Cr Rob Steane	\$27,395.51

Councillor expenses

In accordance with Section 75 of the Local Government Act 1989, 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 2017/2018 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 2017/18 financial year are set out in the table below.

Councillor	TR (\$)	CM (\$)	CC (\$)	IC (\$)	CT (\$)	CCA (\$)	Total (\$)
Arrabri Ward Councillors							
Cr Tony Dib JP Mayor July 2017 to November 2017	677.34	7835.00*	0	903.29	0	134.00	9,549.63
Cr Paul Macdonald	1257.96	0	0	942.55	2,280.82	1596.56	6,077.89
Cr Kylie Spears	849.53	0	0	794.43	2,126.64	689.03	4,459.63
Mullum Ward Councillors							
Cr Nora Lamont Deputy Mayor July 2017 to November 2017 Mayor November 2017 to June 2018	154.95	7500*	0	837.52	35.70	562.12	9090.29
Cr Samantha Marks	0	0	0	754.16	0	0	754.16
Cr Mike Symon Deputy Mayor November 2017 to June 2018	1833.83	1012.50	0	818.86	6310.95	418.52	10,394.66
Wyreena Ward Councillors							
Cr Marijke Graham	940.49	0	0	768.98	2595.89	1331.70	5,637.06
Cr Michael Macdonald	0	0	0	745.13	272.73	449.27	1,467.13
Cr Rob Steane	1258.99	191.88	0	810.29	1955.74	2940.30	7,157.20
Total	6973.09	16539.38	0	7375.21	15578.47	8121.50	\$54587.65

Legend: TR-Travel, CM-Car Mileage (*A budget allocation is attached to the Office of Mayor for the provision of a vehicle), 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.

Conflict of interest

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. 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 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 2017/18, five (5) conflict of interest disclosures were made at special and ordinary meetings of Council.

Category	Councillor	Officer	Total
Direct interest (section 77B)	1	-	1
Indirect interest by close association (section 78)	3	-	3
Indirect financial interest (section 78A)	1	-	1
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)	-	-	-

Accountability

Audit and Risk Advisory Committee

The Audit and Risk Advisory Committee is established pursuant to Section 139 of the Local Government Act 1989 to assist 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 & 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 2017-18 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.

Period	July 2017 to November 2017
External members	Mr John Watson (Chair) Mr Bruce Potgieter Mr Michael Ulbrick
Councillor members	Cr Tony Dib JP (Mayor) Cr Mike Symon

Period	November 2017 to June 2018
External members	Mr John Watson (Chair) Mr Bruce Potgieter Mr Michael Ulbrick
Councillor members	Cr Nora Lamont (Mayor) Cr Mike Symon

External audit

Council is externally audited by the Victorian Auditor-General. In 2017/18, the Office of the Auditor-General appointed Mann Judd 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 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

Occupational Health and Safety

Maroondah City Council has continued to actively work with its employees, contractors, 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 Occupational Health and Safety (OHS) committee structures continue to assist with fostering a positive and action orientated organisational safety culture. Other aspects of Council's 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, volunteers and service recipients.

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.

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 and/or
- 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 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
- 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/

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
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
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 Local Government Act 1989 Date of adoption: 26 June 2017
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 Local Government Act 1989 Date of adoption: 26 June 2017
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.
6	Rating strategy (strategy setting out the rating structure of Council to levy rates and charges)	Strategy Date of operation of current strategy: 26 June 2017
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
8	Fraud policy (policy outlining Council's commitment and approach to minimising the risk of fraud)	Policy Date of operation of current policy: 31 January 2017
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 Emergency Management Act 1986 Date of preparation: 20 February 2017

#	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 Local Government Act 1989 Date of approval: 28 February 2017
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: 8 December 2015
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: 11 July 2014
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
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 Local Government Act 1989 Date of establishment: 1 October 1994 At Maroondah, this Committee is known as the Audit and Risk Advisory Committee
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
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
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 26 February 2018 Date of report for the second six months of financial year: 27 August 2018

Victorian Local Government Performance Reporting Framework: Governance and management checklist

#	Governance and Management Items	Assessment
18	Financial reporting (quarterly statements to Council under section 138 of the Act comparing budgeted revenue and expenditure with actual revenue and expenditure)	Statements presented to Council in accordance with section 138(1) of the Local Government Act 1989 Date quarterly statements presented: 27 November 2017 26 February 2018 21 May 2018 27 August 2018
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 27 November 2017 Date of report for the first six months of financial year: 21 May 2018
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: 20 February 2018 Date of report for the second six months of financial year: 27 August 2018
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 Local Government Act 1989 Date presented: 16 October 2017
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 Local Government Act 1989 Date reviewed: 20 February 2017
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 Local Government Act 1989 Date of review: 15 May 2017
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 Local Government Act 1989 Date local law made: 1 October 2016

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



Steve Kozlowski
Chief Executive Officer
Dated: 31 August 2018



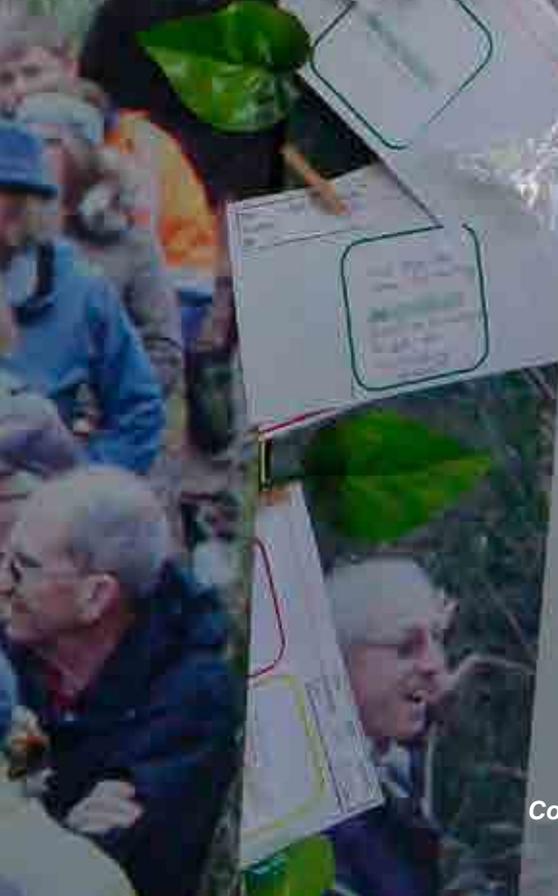
Cr. Nora Lamont
Mayor
Dated: 31 August 2018



Maroondah Vegetation Report

Place a dot on the map to

- 'Vegetation Issue'
- 'Vegetation Idea'



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	Local Government (Best Value Principles) Act 1999 amending Local Government Act 1989
Carers Recognition	Carers Recognition Act 2012
Disability Policy and Action Plan	Disability Act 2008
Documents to be made available for public inspection	Local Government Act 1989 and Local Government (General) Regulations 2015
Domestic Animal Management	Domestic Animals Act 1994
Food Act Ministerial Directions	Food Act 1984
Freedom of Information requests	Freedom of Information Act 1982
Infrastructure and development contributions	Local Government Act 1989
Local Laws	Local Government Act 1989
National Competition Policy	Local Government Act 1989
Privacy	Privacy and Data Protection Act 2014 and the Health Records Act 2001
Procurement	Local Government Act 1989
Protected Disclosure	Local Government Act 1989
Road Management	Road management Act 2004
Victorian Local Government Indicators	Local Government Act 1989
Victorian Local Government Performance Reporting Framework: Service Performance Indicators	Local Government (Planning and Reporting) Regulations 2014 amending Local Government Act 1989

Best Value reporting

In December 1999, the Victorian Government passed the Local Government (Best Value Principles) Act 1999 (the Act), which required Councils to review all their services against six Best Value principles. The legislation was introduced to replace the Compulsive Competitive Tendering that had been introduced in 1994. 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 Act 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.

Best Value principles allow Council to benchmark services, assess their efficiency and gauge the extent to which they meet community needs. The aim is to improve the responsiveness, quality, efficiency, accessibility and value of the services Council provides to the community.

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 Community Vision: 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 service delivery, information systems, human resource, process, physical infrastructure and community engagement improvement initiatives were implemented during 2017/18. Some of these initiatives are highlighted below.

Process improvements

During 2017/18, Council invested in a process improvement program to optimise and accelerate process improvement across the organisation. The program involved mapping a range of organisational processes to identify opportunities for improvement and to develop a consistent and systematic approach to process improvement to build capacity within the organisation. A range of process improvements were identified to reduce duplication and minimise identified 'pain points'.

Some of the processes mapped included:

- records naming convention
- IT onboarding and off boarding
- name and registered address
- annual license renewal
- start-up checklist process for plant and equipment
- works on public infrastructure process
- MCH administration process
- leisure customer journey
- tree maintenance requests – data management
- customer service reporting
- health reporting requirements
- youth services client records data management.

Best Value reporting

Other service delivery improvements

Council continues to work to improve its service delivery and interactions with the community. Some of these improvements include:

- developing and implementing electronic assessment to support internal referrals and communication relating to planning and building applications for development on flood prone or overland flow land
- delivering health license renewals to over 100 recipients in a pilot of an online process
- introducing new Project Management software (Uniphi) to deliver efficiencies in a range of project management tasks (risk, issues, communication, contract management and reporting) enhancing the delivery of capital projects
- deploying Mobileworks to the Operations team enabling updates in the field, alleviating paper based reporting and double handling
- continuing the rollout of the electronic application and assessment of all planning applications. This has resulted in applicants / consultants receiving digitally stamped plans, permits and correspondence from Council electronically without the delays or costs of printing and postage
- eliminating signatures on hard copy contract payment certificates ensuring quicker processing time and creating greater efficiencies within the procurement process
- supporting sustainability by introducing the Compost Revolution program which includes the sale of compost bins, bokashi and worm farms enabling our residents to reduce the amount organic food waste from landfill
- introducing SMS confirmation and reminder messaging regarding hard waste bookings to residents
- introducing Live Streaming of Council meetings that allows for a broader audience to have real time access to decision making in the Council Chamber
- reviewing and improving the current process for recovering unpaid infringements resulting in faster cost recovery, with 30 per cent of infringements being paid prior to the Magistrates Court hearing date
- introducing new processes for the issuing of fire hazard notices to property owners during the fire danger period has seen a 50 per cent reduction of follow up notices
- trialling email distribution of Food Act Renewals to Eastland premises in 2017/2018 significantly reduced postage costs and undeliverable mail. The trial has been extended to all premises for 2018/2019
- Delivering Maroondah's Multi Channel Contact Centre including the introduction of Web Chat.

Information systems improvements

Technology is often an enabler of service improvements. Council's information technology team continues to improve its service offerings to the organisation. These include:

- introducing the ITIL service management framework to its operations. ITIL is an industry best practice approach to delivery of IT support service. The Service Desk function provides a single point of contact between IT and Council staff. Activities include the management of incidents (service disruptions) and service requests (routine service related tasks)
- consolidating Council's telephony services to a single platform has simplified internal communications and has improved collaboration across Council's many sites and workforce. This also provides Council with a number of future communication options
- utilising industry best approaches to software management to effectively manage its complex software environment that underpins the delivery of a wide range of services to staff and the community
- Increased use of mobile platforms that enable new capabilities and increased efficiencies in targeted services.



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 & Disability Services
- providing links to Victorian Government 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 & 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
- the provision of factsheets to all of Council's Aged & Disability employees and volunteers.

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
- identification and implementation of priority actions within the Aged & Disability Diversity Plan to respond to the increasing number of people with dementia residing in Maroondah. This included the provision of two new groups offering respite for carers, one specifically supporting clients with dementia
- shared training/professional development opportunities with other local services responding to people with dementia and their carers
- ongoing staff professional development
- council 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 2017/18, Council undertook a wide range of activities in delivering on this Plan. These included:

- maintaining regular contact with all Disability Support Employment Agencies and ensure that all positions advertised through Council and BizMatch are circulated and candidates given equal opportunity to be considered
- advertising volunteer opportunities through Disability Employment Services
- running the Enabling Women's Leadership program in the Outer East region in partnership with Women with Disabilities Victoria
- delivering IT skills training through partnerships with local secondary colleges and social support group
- providing opportunities for local disability support agencies to host regional meetings at Realm, as well as accommodating the DHHS Outer East Local Connections Program
- continuing to work with the community to ensure people have information and resources to make informed decisions about their NDIS plans and the implementation of these plans
- successfully advocating for funding to build a Changing Places facility in the new Croydon Town Square
- continuing the promotion of Marveloo through Council's social media channels, at events and through the Marveloo Facebook page
- hosting workshops in Realm ArtSpace for adults with intellectual disabilities and elderly people with dementia, along with their carers
- implementing the 2017/18 community facilities improvement program, which consists of more than 250 individual projects, many that facilitate enhanced accessibility
- launching a new Council website in August 2017 with Easy English, ReadSpeaker and other DDA items
- consulting with Maroondah's Disability Advisory Committee in the development of Council's strategies, plans, future projects, and events
- supporting a range of disability groups through the Arts & Cultural Development Grants and Community Development Grants programs
- producing two new social scripts for local parks to help people who may feel anxious visiting new places A social script helps people with autism, or others that may feel anxious in new places, to learn more about the parks before they visit
- continuing the Pathways for Carers program in Maroondah and assisting to expand the program to other municipalities.



The gym space at Aquanation

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 2017/18 financial year.

For the purposes of section 222 of the Act, 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 - available online
- (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 requires Council to prepare a Domestic Animal Management Plan and provide an evaluation of its implementation of the Plan.

Council has reviewed Domestic Animal Management Plan 2013 -2017 and continues to promote and support responsible pet ownership through the provisions of the Domestic Animal Management Plan. The plan is in a format which is required by and allows ease of annual reporting to the Department of Environment and Primary Industries (DEPI).

Since Council adopted an order for dogs to be kept on leash except in designated off leash areas and a dawn-to-dusk curfew for cats in 2011, there has been generally wide community acceptance of the provisions, particularly given the broad spread of off leash areas provided. There has also been a significant measurable decline in the number of cat nuisance complaints since the introduction of the cat curfew in conjunction with Councils cat trapping hire program. Council continues to monitor and promote the requirements of the order.

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

- the completion and opening of a fenced dog park at Eastfield Park
- 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
- distribution of “Walkies” brochures showing Council’s off and on leash areas to exercise dogs
- training of animal management officers in best practice responsible pet ownership
- promotion of de-sexing with vets including vouchers for reduced cost.

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 2017/18 financial year.

Freedom of Information requests

The *Freedom of Information Act 1982* (the Act) provides the right for individuals to access information held by Council, with a number of exemptions.

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 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 2017 to 30 June 2018.

No other facts are relevant pursuant to section 64(3)(ia) to (j) of the Act. Freedom of information requests must be made in writing and be accompanied by a \$28.40 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 Governance 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

Category	2017/18	2016/17	2015/16	2014/15
Total number of new requests	10	12	10	6
Access granted in full	7	6	6	2
Access granted in part	1	1	2	2
Other	-	3	-	-
Access denied in full	1	1	1	2
Requests still under consideration	1	1	1	-
Number of reviews by FOI Commissioner sought (Internal Reviews prior to 2012/13)	-	-	-	1
Appeals lodged with VCAT	-	-	-	-
Notices served pursuant to section 12(1) of the Act	-	-	-	-
Occasions where disciplinary action was taken against any officer regarding the administration of this Act	-	-	-	-
Application fees collected	\$170.40	\$279.00	\$244,80	\$132.50
Charges collected	\$0	\$85.00	\$30	\$88

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 2017/18 financial year the following information about infrastructure and development contributions is disclosed:

Infrastructure contributions

Infrastructure contributions	
Total ICP levies received in 2017/18	
ICP name (year approved)	Levies received in 2017-18 financial year
Ringwood Development Contributions Plan Overlay (2006)	\$0
Total	\$0

Please note that no ICP land, works, services or facilities were accepted in kind during the 2017/18 financial year

Development contributions

For the purposes of reporting in accordance with section 46 of the *Planning and Environment Act 1987*:

- No DCP levies were received in 2017/18
- No DCP land, works, services or facilities accepted in-kind in 2017/18
- No DCP contributions have been received and expended to date for DCPs approved after 1 June 2017
- No land, works, services or facilities were delivered in 2017-18 from DCP levies collected

Total DCP contributions received and expended to date				
DCP name (Year approved)	Total levies received	Total levies expended	Total works-in-kind accepted	Total ICP contributions received (levies and works-in-kind)
Ringwood Development Contributions Plan Overlay (2006)	\$0	\$80,000	\$0	\$0
Total	\$0	\$80,000	\$0	\$0

Please note that no land, works, services or facilities were delivered in 2017-18 from ICP contributions collected

Land, works, services or facilities delivered in 2017-18 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
Drainage works - Sherbrooke Avenue Ringwood	72483	Ringwood Development Contributions Plan Overlay (2006)	80,000	0	0	0	80,000	100%
Total			80,000	0	0	0	80,000	

Please note that no land, works, services or facilities were delivered in 2017-18 from ICP contributions collected

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 Law No. 11 - General Local Law

Local Law No. 11 aims to assure equitable, orderly and enjoyable use by people of community facilities, including roads.

The objectives of *Local Law No. 11 - General Local Law* are to:

- 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.

Local Law No. 11 was adopted by Council on 14 December 2015 and came into effect on Friday 1 January 2016. *Local Law No. 11* was also amended incorporating *Local Law No. 13* and came into effect on 1 September 2016.

Local Law No. 12- Meetings Procedure and Use of Common Seal

The objectives of *Local Law No. 12 - Meetings Procedure & Use of Common Seal* are to regulate the:

- 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.

Local Law No. 12 was adopted by Council on 18 April 2016 and came into operation on 1 October 2016.

Local Law No. 13 - General (Amendment) Local Law

Local Law 13 amends *Local Law No.11* 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:

- Amending the existing General Local Law 11
- Inserting a new Clause 30.1 - Incinerators and Burning

Local Law No. 13 was adopted by Council on 22 August 2016 and came into effect on 1 September 2016.

National Competition Policy

Council is required to complete an annual statement of compliance with the requirements of National Competition Policy prepared in accordance with reporting guidelines issued by Local Government Victoria.

Council is aware of its compliance obligations in relation to the National Competition Policy and associated Competitive Neutrality Principles. This extends to ensuring that Council's Local Laws are not anti-competitive; periodically providing staff training regarding relevant provisions of the Competition and Consumer Act and; considering competitive neutrality provisions where required.

Maroondah City Council continues to comply with the requirements of the National Competition Policy and The Australian Consumer Law. Council's business activities operate in accordance with the principles of competitive neutrality to ensure that Council does not unduly influence the private market in the provision of services.

One local law was reviewed during the year with a competition assessment applied as part of this review process.

While payments under the Improvement Incentive Principles Agreement were terminated in 2005-06, Council was required to recommit to the principles contained in the agreement under the National Competition Policy, regarding Australian Consumer Law, local laws and competitive neutrality.

There were no complaints under the National Competition Policy or Australian Consumer Law received during the 2017/18 financial year. Council continues to comply with these principles under the national policy and in fulfilment of its obligations.

Privacy

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. Maroondah is required to balance the rights of individuals to have controls over the use of their personal information to that of ensuring 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 information and health information that it collects from both its residents and clients.

Maroondah City Council has always regarded privacy as an important issue 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.

Protected disclosure

The *Protected Disclosure Act 2012* (the Act) commenced operation in February 2013 establishing an Independent Broad-based Anti-Corruption Commission (IBAC). The purpose of the 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 IBAC. Protection is provided by the 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 *Protected Disclosure Act 2012*. Procedures in handling disclosures have been adopted to comply with the provisions of the Act. Copies of these procedures are available on Council's website at www.maroondah.vic.gov.au

During 2017/18, Council has not received any disclosures nor have any matters been transmitted to IBAC to Council's knowledge.

Road management

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.

The Act provides that Council has a statutory obligation to inspect, maintain and repair a public road, and that a Road Management Plan (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.



Drainage works in the Acacia Court Catchment area

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 2017/18	Actual Results			
		2017/18	2016/17	2015/16	2014/15
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.	\$1,718	\$1,707	\$1,660	\$1,622	\$1,544
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).	\$1,635	\$1,614	\$1,458	\$1,468	\$1,432
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.	\$922	\$1,010	\$948	\$990	\$1,008
Operating result per assessment 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.	\$133	\$253	\$285	\$87	\$346
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.	65	67	63	68	66
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.	\$2,524	\$2,562	\$2,450	\$2,327	\$2,222

Indicator	Target 2017/18	Actual Results			
		2017/18	2016/17	2015/16	2014/15
Infrastructure					
Average Capital expenditure per assessment 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.	\$552	\$513	\$723	\$711	\$1,068
Renewal gap 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.	108%	92%	118%	96%	140%
Renewal and maintenance gap 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.	107%	94%	114%	97%	130%
Governance					
Community satisfaction rating for Council's Advocacy and Community Representation on key local issues 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.	57	57	57	56	57
Community satisfaction rating for Council's Engagement in decision making on key local issues 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.	55	56	55	58	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	Measure expressed as	Result 14/15	Result 15/16	Result 16/17	Result 17/18	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	N/A	N/A	N/A	N/A	Optional measure only. Not measured in 2017/18
Service standard Health inspections of aquatic facilities	Number of health inspections per Council aquatic facility Expected range: 1 to 4 inspections	2	2	2	2	No material variation
Service standard Reportable safety incidents at aquatic facilities	Number of WorkSafe reportable aquatic safety incidents Expected range: 0 to 20 incidents	0	6	0	4	The number of incidents is not directly controllable - safe operating practices are in place
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	\$0.37	\$0.36	-\$0.88	-\$1.16	Number of visits for 2015/16, 2016/17 and 2017/18 all facilities has been amended to count via more accurate PoS (point of sale) not traffic counter. Refer Utilisation. Trend remains the same
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	\$7.86	\$14.12	\$14.50	\$15.05	Number of visits for 2015/16, 2016/17 and 2017/18 all facilities has been amended to count via more accurate PoS (point of sale) not traffic counter. Refer Utilisation. Trend remains the same
Utilisation Utilisation of aquatic facilities	Number of visits to aquatic facilities per head of municipal population Expected range: 1 to 10 visits	5.8	7.39	8.33	8.75	Number of visits for 2015/16, 2016/17 and 2017/18 all facilities has been amended to count via more accurate PoS (point of sale) not previous traffic counter. Past adjusted measures 7.39 (15/16) and 8.33 (16/17) and 8.75 ((17/18) showed a similar upward trend

Service/indicator/ measure	Measure expressed as	Result 14/15	Result 15/16	Result 16/17	Result 17/18	Material variation comment
Animal Management						
Timeliness Time taken to action animal requests	Number of days taken to action animal requests Expected range: 1 to 10 days	1.6	1.0	1.7	1.08	Measure tends to fluctuate in fractions of a day. Current year is an improvement – all years are below the target of 2 days
Service standard Animals reclaimed	% of collected animals reclaimed Expected range: 30% to 90%	63.4%	65.4%	54.7%	67.74%	A greater number of owners responded in a positive way and reclaimed animals
Service cost Cost of animal management service	\$ direct cost of the animal management service per registered animal Expected range: \$10 to \$70	\$29.46	\$32.13	\$30.65	\$31.58	No material variation
Health and safety Animal management prosecutions	Number of prosecutions Expected range: 0 to 50 prosecutions	6	1	3	3	Council continues to be proactive in education and management of its 18,000 registered animals. The results reported are independent year on year and reflect isolated incidents in 2017/18 the incidents relate to infringements with animals being at large , one included an attack

Victorian Local Government Performance Reporting Framework: Statement of service performance

Service/indicator/measure	Measure expressed as	Result 14/15	Result 15/16	Result 16/17	Result 17/18	Material variation comment
Food Safety						
Timeliness Time taken to action food complaints	Number of days taken to action food complaints Expected range: 1 to 10 days	1.0	1.3	1.9	1.88	No material variation
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%	99.8%	89.5%	98.5%	98.0%	No material variation
Service cost Cost of food safety service	\$ direct cost of the food safety service per registered food premises Expected range: \$300 to \$1,200	\$825.24	\$667.85	\$639.70	\$738.76	Increase in due to returning to normal staffing levels. In 2016/17 vacancy levels contributed to reduced staffing costs
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%	97.9%	92.3%	95.1%	100%	Council has worked at improving the already good performance in this area with a combination of proactive inspections and responding to customer complaints with its 870 registered food premises.

Service/indicator/measure	Measure expressed as	Result 14/15	Result 15/16	Result 16/17	Result 17/18	Material variation comment
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%	10.5%	13.7%	11.9%	13.74%	No material variation
Consultation and engagement Satisfaction with community consultation & engagement	Satisfaction rating out of 100 Expected range: 40 to 70	55	58	55	56	No material variation
Attendance Council attendance at Council meetings	% of Council attendance at ordinary and special Council meetings Expected range: 80% to 100%	87.9%	88.1%	91.5%	86.32%	Increase in due to returning to normal staffing levels. In 2016/17 vacancy levels contributed to reduced staffing costs
Service cost Cost of governance	\$ direct cost of the governance service per councillor Expected range: \$30,000 to \$80,000	\$43,136	\$43,653	\$49,530	\$45,744.44	Council has worked at improving the already good performance in this area with a combination of proactive inspections and responding to customer complaints with its 870 registered food premises.
Decision making Satisfaction with Council decisions	Satisfaction rating out of 100 Expected range: 40 to 70	61	61	58	59	

Victorian Local Government Performance Reporting Framework: Statement of service performance

Service/indicator/measure	Measure expressed as	Result 14/15	Result 15/16	Result 16/17	Result 17/18	Material variation comment
Libraries						
Utilisation Library collection usage	Number of library collection item loans per library collection item Expected range: 1 to 9 items	8.9	9.4	10.0	10.58	No material variation
Resource standard Standard of library collection	% of the library collection that has been purchased in the last 5 years Expected range: 40% to 90%	96.7%	79.3%	77.4%	75.47%	No material variation
Service cost Cost of library service	\$ direct cost of the library service per visit Expected range: \$3 to \$15	\$4.58	\$3.01	\$2.65	\$2.58	No material variation
Participation Active library members	% of the municipal population that are active library members Expected range: 10% to 40%	17.1%	24.2%	14.9%	16.18%	2016 result was higher than other years due to increased activity because of new library opening at Realm. Membership has grown in 2018 at Realm library with Croydon library remaining stable. This figure does not take into account the number of residents who utilise the many services provided by the Croydon and Realm libraries who may not be members of the ERL group. Combined visitations at both libraries was over 820,000 in 2017/18

Service/indicator/ measure	Measure expressed as	Result 14/15	Result 15/16	Result 16/17	Result 17/18	Material variation comment
Maternal and Child Health						
Satisfaction Participation in first MCH home visit	% of infants enrolled in the MCH service who receive the first MCH home visit Expected range: 90% to 110%	96.9%	99.4%	102.8%	101.20%	Council monitors participation of this nonmandatory service and has introduced proactive SMS reminders for all appointments. Key variation from 2016 to 2017 coincides with the introduction of new system CDIS to record information. 2017 to 2018 is within variation
Service standard Infant enrolments in the MCH service	% of infants enrolled in the MCH service Expected range: 90% to 110%	96.9%	98.8%	100.1%	101.06%	Council monitors participation of this nonmandatory service and has introduced proactive SMS reminders for all appointments. Due to the relatively small numbers participation rates vary year to year
Service cost Cost of the MCH service	\$ cost of the MCH service per hour of service delivered Expected range: \$50 to \$200	N/A	\$72.64	\$86.04	\$71.22	There was a decrease in this measure in 2017/18. In 2016/17 costs increased to implement the new CDIS system These costs were not incurred in 2017/18
Participation Participation in MCH service	% of children enrolled who participate in the MCH services Expected range: 70% to 100%	83.5%	90.6%	78.1%	73.88%	Council monitors participation of this nonmandatory service and has introduced proactive SMS reminders for all appointments. Key variation from 2016 to 2017 coincides with the introduction of new system CDIS to record information. 2017 to 2018 is within variation with nearly 13,000 key age and stage consultations undertaken
Participation Participation in MCH service by Aboriginal children	% of Aboriginal children enrolled who participate in the MCH service Expected range: 60% to 100%	73.2%	118.3%	74.4%	69.90%	Council monitors participation of this nonmandatory service and has introduced proactive SMS reminders for all appointments. Due to the relatively small numbers participation rates vary year to year.

Victorian Local Government Performance Reporting Framework: Statement of service performance

Service/indicator/measure	Measure expressed as	Result 14/15	Result 15/16	Result 16/17	Result 17/18	Material variation comment
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	60.6	71.6	96.3	98.35	Council has a proactive maintenance regime in place that contributes to a consistent measure of this indicator
Condition Sealed local roads below the intervention level	% of sealed local roads that are below the renewal intervention level Expected range: 80% to 100%	98.9%	99.3%	97.3%	97.25%	No material variation
Service cost Cost of sealed local road reconstruction	\$ direct reconstruction cost per square metre of sealed local roads reconstructed Expected range: \$20 to \$200	\$181.76	\$140.10	\$209.37	\$87.98	This indicator is lower than 2016/17 due to the less complex reconstruction taking place compared to 2016/17
Service cost Cost of sealed local road resealing	\$ direct resealing cost per square metre of sealed local roads resealed Expected range: \$4 to \$30	\$36.12	\$24.21	\$33.68	\$26.60	Costs can fluctuate each year dependant on the nature of the work undertaken. In 2017/18 Council did not need to undertake as much advanced pavement repair as in 2016/17 Only asphalt products are used for resealing to meet community expectations resulting in relative higher costs
Satisfaction Satisfaction with sealed local roads	Satisfaction rating out of 100 Expected range: 50 to 100	69	68	66	68	Council has a proactive maintenance regime in place that contributes to a consistent measure of this indicator

Service/indicator/ measure	Measure expressed as	Result 14/15	Result 15/16	Result 16/17	Result 17/18	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	27 days	29 days	39 days	35 days	A positive material variation resulting from Council's focus on processes and transition to electronic processing
Service standard Planning applications decided within 60 days	% of planning application decisions made within 60 days Expected range: 40% to 100%	90.0%	84.0%	80.0%	82.45%	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	\$1,274	\$1,424	\$1,617	\$1,860.81	Councils costs increased as a decision was made to hire contract staff until vacancies were filled in order to maintain level of service
Decision making Planning decisions upheld at VCAT	% of decisions subject to review by VCAT that were not set aside Expected range: 30% to 100%	76.5%	42.9%	48.9%	90.41%	Council has worked with applicants to negotiate outcomes consistent with the Maroondah's planning framework. This has contributed to increased appeal success for Council at VCAT with only 7 decisions set aside in 2017/18

Victorian Local Government Performance Reporting Framework: Statement of service performance

Service/indicator/measure	Measure expressed as	Result 14/15	Result 15/16	Result 16/17	Result 17/18	Material variation comment
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	63.9	56.0	61.3	72.05	The number of request increased from 2016/17 partly due to the slight increase in missed bin lifts. It also includes damaged and stolen bins
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	3.3	2.3	2.5	3.38	A small increase in bins lift missed. A portion of these can be due to events outside Council's control like bin placement or left out in time
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	\$100.26	\$101.50	\$101.64	\$103.19	No material variation
Service cost Cost of kerbside recyclables collection service	\$ direct cost of the kerbside recyclables collection service per kerbside recyclables collection bin Expected range: \$10 to \$80	\$30.65	\$30.06	\$30.14	\$43.36	Increased costs due to inability of contractors to on sell compromised recyclable material to China
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 80%	55.3%	54.0%	54.9%	54.14%	Council continues to work with the community to reduce waste going to land fill and also to divert organics from waste collection to home composting. In 2018 this equated to nearly 24,000 tonnes diverted from landfill from its 44,200 households.

Please note:

- ** The threshold for providing a 'material variation' comment for this table is +/-10% variance compared with 2017/18 data
- More detailed Council comments on 2017/18 LGPRF service performance indicator results will be available once data is released by the Victorian Government at: <https://knowyourcouncil.vic.gov.au/councils/maroonDAH>