

Wednesday, 20 July 2016 5.30 pm Kerang Council Chambers

Agenda

Ordinary Council Meeting

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1 ACKNOWLEDGEMENT OF COUNTRY

I would like to take this time to acknowledge the Traditional Custodians of the land, and pay my respect to elders both past and present

2 OPENING PRAYER

The Mayor will ask all present to stand and pray -

"Almighty God we humbly ask you to bless this Council. May we be worthy servants of yours and Her Majesty Queen Elizabeth II Direct and prosper our deliberations to the advancement of your glory and the true welfare of the people we serve. This we ask through Jesus Christ our Lord.

AMEN"

3 APOLOGIES

4 CONFIRMATION OF MINUTES

Recommendation:

That Council adopt the minutes from the Ordinary Council Meeting held 22 June 2016 and the Special Council Meeting held 22 June 2016.

5 DECLARATION OF CONFLICT OF INTEREST

The Local Government Amendment (Councillor Conduct and Other Matters) Act 2008.

A Councillor, member of a special committee, or member of Council staff has a conflict of interest in a matter if he or she has a *direct interest* or an *indirect interest* in that matter.

A person <u>has a direct interest</u> in a matter if there is a likelihood that the benefits, obligations, opportunities or circumstances of the person would be directly altered if the matter is decided in a particular way. This includes where there is a likelihood that the person will receive a direct benefit or loss that can be measured in financial terms or that the residential amenity of the person will be directly affected if the matter is decided in a particular way.

A person has an *indirect interest* in a matter if the person has:

- a close association in the matter because a family member, a relative or a member of their household has a direct or indirect interest in the matter
- an indirect financial interest in the matter
- a conflicting duty although there are circumstances where a person does not have a indirect interest because of a conflicting duty
- received an 'applicable gift'
- become an interested party in the matter by initiating civil proceedings or becoming a party to civil proceedings in relation to the matter.

Disclosure of conflict of interest

If a Councillor or member of a special committee has a conflict of interest in a matter which is to be or is likely to be considered at a meeting of the Council or special committee, the Councillor or member must:

- <u>if he or she will be present at the meeting</u>, make a full disclosure of that interest by advising of the <u>class</u> and <u>nature</u> of the interest to either –
- the Council or special committee immediately before the matter is considered at the meeting, *or*
- in writing to the Chief Executive Officer (CEO). Where the disclosure is made to the CEO in writing, the Councillor or member need only disclose the <u>class</u> of interest to the meeting, immediately before the matter is considered.
- <u>if he or she will not be present at the meeting</u>, make a full disclosure to the CEO or Chairperson of the meeting, in writing, of the class and nature of the interest. If a Chairperson is given a written disclosure, he or she must give the written disclosure to the CEO.
- The CEO must keep written disclosures in a secure place for 3 years after the date the Councillor or member of the special committee who made the disclosure ceases to be a Councillor or member, and destroy the written disclosure when the 3 year period expires.
- While the matter is being considered or any vote taken, the Councillor or member of a special committee with the conflict of interest must leave the room and notify the Mayor or Chairperson of the special committee he or she is doing so. The Mayor or Chairperson must notify the Councillor or member that he or she may return to the room after consideration of the matter and all votes have been cast.
- A CEO or Chairperson of a special committee must record in the minutes of the meeting the declaration of the conflict of interest, the class of the interest and, if the Councillor or member has disclosed the nature of the interest to the meeting, the nature of the interest.
- A failure by a Councillor or member to comply with section 79 of the Act may result in a penalty of up to 100 penalty units and disqualification under section 29(2) of the Act.

6 QUESTION TIME

Question Time at Council meetings enables an opportunity for members of the public in the gallery to address questions to the Council of the Shire of Gannawarra.

QUESTIONS FROM THE GALLERY

- All questions are to be directed to the Chair.
- Members of the public may ask questions from the gallery and should provide their name (and organisation if relevant) at the beginning of their questions.
- There is a maximum number of 3 questions of up to 2 minutes each.
- Chair will respond or refer to Councillor or CEO.
- Sometimes a Councillor/officer may indicate that they require further time to research an answer. In this case, the answer will be provided in writing generally within 10 days.
- Where a question cannot be answered on the spot, the person is asked to write out their questions on a form provided to enable an accurate response to be prepared.

- Questions will be answered at the meeting, or later in writing, unless the Chairperson has determined that the relevant question relates to:
 - Personal matters
 - The personal hardship of any resident or ratepayers
 - Industrial matters
 - Contractual matters
 - Proposed developments
 - Legal advice
 - Matters affecting the security of council property
 - An issue outside the Gannawarra Shire Council core business
 - Or any other matter which the Council considers would prejudice it or any person
 - A matter which may disadvantage the Council or any other person
 - Is defamatory, indecent, abusive or objectionable in language or substance
 - Is repetitive of a question already answered (whether at the same or an earlier meeting)
 - Is asked to embarrass an officer or another Councillor
 - No debate or discussion of questions or answers shall be permitted and all questions and answers shall be as brief as possible.

7 ASSEMBLY OF COUNCILLORS

7.1 ASSEMBLY OF COUNCILLORS RECORD FORM

Author: Eric Braslis, CEO	Author:	Eric Braslis, CEO
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Authoriser: Eric Braslis, CEO

Attachments: 1 Assembly of Councillor Record Form

RECOMMENDATION

That Council notes the records of Assembly of Councillors from 23 June 2016 to 15 July 2016.

EXECUTIVE SUMMARY

To present to Council the Assembly of Councillors Record Form - Tuesday 12 July 2016 – Kerang Council Chambers.

BACKGROUND

In accordance with Section 76A of the Local Government Act 1989 the definition of an Assembly of Councillors is:

A meeting at which matters are considered that are intended or likely to be the subject of a Council decision or the following exercise of a delegated authority and which is either of the following:

- 1. A planned or scheduled meeting that includes half the Councillors and at least one Officer, or
- 2. A meeting of an advisory committee where at least one Councillor is present.
- 3. If a meeting fits either of these types the procedures applying to an Assembly of Councillors must be complied with, irrespective of any name or description given to the committee or meeting. Not all gatherings or meetings at which Councillors are present will constitute Assembly of Councillors.

The requirement for reporting provides increased transparency and the opportunity for Councillors to check the record, particularly the declaration of Conflict of Interest.

POLICY CONTEXT

Council Plan 2013-2017 – Leadership and Governance – Compliance with legislative requirements.

CONSULTATION

Consultation with Councillors and staff has occurred to ensure the accuracy of the Assemblies of Councillors records.

CONFLICT OF INTEREST

In accordance with Section 80B of the *Local Government Act 1989*, the Officer preparing this report declares no conflict of interest in regards to this matter.

CONCLUSION

To ensure compliance with Section 76A of the Local Government Act 1989 it is recommended that Council note the Assemblies of Councillors records as outlined in this report.



Assembly of Councillors Record Form

Date:	Tuesday, 12 July 2016
Time:	9am - 2:30pm
Location:	Council Chambers, Kerang
In Attendance:	Cr Lorraine Learmonth, Cr Neil Gannon, Cr Oscar Aertssen, Cr Keith der
(Councillors)	Houting, Cr Mark Arians, Cr Brian Gibson and Cr Neville Goulding
Apologies	
In Attendance:	Eric Braslis, Tom O'Reilly, Geoff Rollinson, Mandy Hutchinson, Alissa Harrower,
(Officers)	David Pietsch, Jo Haw, Graham English, Rebecca Hollingworth
Matters Discussed:	Outwards Correspondence from the Mayor
	CEO Performance review
	Enterprise Bargaining Agreement
	Councillor Elections and Induction
	Quambatook Petrol Station
	Koondrook Wharf Launch
	Kerang free camping trial - Turf Club
	Murray Explored – BioScan
	50k zone Island Rd Cohuna
	Kerang CBD – Concept Plans
	Cohuna Pool – SRV Grant
	Youth Engage Program 2015 Report
	Gannawarra News - Fortnightly
	Family Day Care
	Plastic Bag Free Policy
	Corporate Services Division – Bi-Annual Presentation
	New Council Logo - Endorsement
	152 Sleepy Lane, Kerang – Proposed property disposal
	Gannawarra Creative Arts Activation Strategy 2016
	Customer Charter Quarterly Update (Alissa)
	Planning application P16.024 Use of land for Camping and Caravan Park
	Community Satisfaction Survey 2016
	Audit Committee Report
	Positive Ageing Strategy - Adoption
Conflict of Interest	Nil
Disclosures (Councillors)	
Conflict of Interest	Nil
Disclosures (Officers)	\frown
Completed By:	Eric Braslis – Chief Executive Officer
	attending Council Officer and returned immediately to Manager Governance for filing (See over fo

This form MUST be completed by the attending Council Officer and returned immediately to Manager Governance for filing (See over for Explanation/Notes).

8 BUSINESS REPORTS FOR DECISION

8.1 152 SLEEPY LANE, KERANG - PROPOSED PROPERTY DISPO	SAL
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Author:	Jo Ha	aw, Manager Strategic Assets
Authoriser:	Tom	O'Reilly, Director Corporate Services
Attachments:	1	Aerial view_152 Sleepy Lane, Kerang

RECOMMENDATION

That Council

- 1. Authorise the Chief Executive Officer ("the CEO") to obtain a valuation for the site described as Lot 2 on TP535919S Parish of Kerang from a qualified Valuer as specified under Section 130A(2) of the Valuation of Land Act 1960 to report on the value of the land.
- 2. Commence the statutory procedures to sell the land by private treaty in accordance with Sec.189 of the Local Government Act 1989.
- 3. Give public notice under Sec. 82A and Sec.223 of the *Local Government Act 1989* ("the statutory advertising") of the proposed sale of the property in the appropriate newspapers and on Council's website.
- 4. Authorise the CEO to enter into a Contract of Sale, on terms satisfactory to the CEO ("the Contract of Sale"). The Contract of Sale will include, but not be limited to all existing services, covenants, easements and encumbrances (if any) located on the property being adequately protected and remaining in place.

EXECUTIVE SUMMARY

To seek approval from Council to offer the property owned by Council at 152 Sleepy Lane, Kerang described on the Plan of Proposed Subdivision as Lot 2 on TP535919S Parish of Kerang for sale by private treaty in accordance with Sec 189 and Sec 223 of the *Local Government Act 1989*.

BACKGROUND

Council has identified a parcel of land, described as Lot 2 on TP535919S Parish of Kerang which, in accordance with Sec. 189 of the *Local Government Act 1989*, is no longer required by Council for the purpose for which it was acquired.

The land is twenty hectares and includes a three bedroom dwelling and outbuildings and a water right of five megalitres. In 2015 Council opportunistically purchased the property, of which this parcel formed part, to ensure that should the Kerang aerodrome runway require extension in the future, Council could do so without having to acquire land at the time.

The property being offered for sale is surplus to the aerodrome extension requirements and provides Council with an opportunity to realise a financial benefit by selling the property.

Council is obligated to advertise its intention to sell the property and open for submissions under Sec. 223 of the *Local Government Act 1989* for a period of 28 days. For Council to maximise the potential financial return, it could consider engaging a real estate agent to conduct the selling process.

The land is zoned "Farming Zone" (FZ) and it would be the responsibility of the purchaser to arrange re-zoning of the property if required to reflect their intended use.

POLICY CONTEXT

Council Plan 2013-2017 – Leadership and Governance - Demonstrate commitment to strong Corporate Governance and ethical behaviour; Assets and Infrastructure - Rationalise and dispose of inefficient and/or unnecessary assets

DISCUSSION

Council could choose to:

- Have the property valued by an authorised valuer and place it with a registered real estate agent to sell by private treaty;
- Manage the sale 'in house' via public tender or expression of interest, or
- Retain the property in Council ownership.

CONSULTATION

There has been consultation within and between Council officers and Councillors.

CONFLICT OF INTEREST

In accordance with Section 80B of the *Local Government Act 1989*, the Officer preparing this report declares no conflict of interest in regards to this matter.

CONCLUSION

The property has only been in Council ownership for a short time and formed part of a larger property purchased by Council for the purpose of provision for Kerang aerodrome runway extensions in the future. It is unlikely that this property will be required by Council for any other purpose and the sale of the property would provide a financial benefit from the proposed disposal that would offset the initial purchase.

152 Sleepy Lane, Kerang

Мар



Map Zoom: 2.312 km

About this Document	Disclaimer
This map has been created for the purpose of showing basic locality	This map is a representation of the information currently held by
information over Gannawarra Shire Council. Property boundary line network	Gannawarra Shire Council. While every effort has been made to ensure the
data is supplied by State Government. Any error should be reported to the	accuracy of the product, Council accepts no responsibility for any errors or
GIS Section, Gannawarra Shire Council.	omissions. Any feedback on omissions or errors would be appreciated.

Created by InternetUsers on Monday, 27 June 2016

8.2 GANNAWARRA CREATIVE ARTS AND ACTIVATION STRATEGY 2016 - 2020 - ADOPTION

Author: Chris White, Director Strategic Development

Authoriser: Chris White, Director Strategic Development

Attachments: 1 Draft Creative Arts and Activation Strategy - Adoption Version (under separate cover)

RECOMMENDATION

That Council adopt the Gannawarra Creative Arts and Activation Strategy 2016 – 2020.

EXECUTIVE SUMMARY

This report presents the Gannawarra Creative Arts and Activation Strategy 2016 – 2020 (CAAS) for adoption by Council. The CAAS was presented to Council at its Ordinary Meeting of May 2016, and was deferred so that further review and consideration of Councillor comments could be undertaken. Subsequently, revisions have been carried out to the Strategy – these are detailed in the 'Consultation' section of this report.

BACKGROUND

The Creative Arts and Activation Strategy (CAAS) reflects Council's commitment to regional growth and economic development as well as highlighting the important role that creative arts and activity plays in promoting innovation, entrepreneurship and attracting new business, residents and visitors to the Shire. The specific reference to 'Activation' in the Strategy reflects the acknowledged local opportunities to increase arts and culture activity to the wider social and economic benefit of the Shire and wider region.

The CAAS aligns with the current Council Plan, Gannawarra 2025 and other Council policies and strategies (these are identified in the Strategy).

The goal of the CAAS is to:

- Positively define and differentiate Gannawarra Shire
- Contribute to the economic development of the region
- Contribute to community health and wellbeing through engagement in arts activities

The Strategic Framework for the CAAS consists of four key types of activities:

- Community: Maintain a strong and vibrant arts and culture sector within the community
- Facilities: Create and maintain a range of venues that attract users within and external to the Shire
- Marketing: Increase awareness of Gannawarra Shire's arts and cultural places and programs across the region, State and nationally
- Major Projects: Position Gannawarra Shire as an innovative and culturally rich location to invest, live and visit

It is considered that the strategies and actions identified in the CAAS will deliver widespread social and economic benefits throughout the Shire. The implementation of projects such as 'Gannawarra

Exposed', 'The Murray Explored' and 'Maker Place' will attract visitors to the region, have the potential to foster new partnerships, support local business and positively influence perceptions of the area.

The Strategy integrates place, people and programs at a local, regional and national level as a platform for investment from within and outside the Shire that will help to achieve key strategic objectives of Council. Successful implementation of the Strategy will require an appropriate level of capital and operational resource, and it is recommended that a service review be undertaken to ensure that Council and its partners are able to deliver a sustainable arts and culture program.

POLICY CONTEXT

Council Plan 2013-2017 - Healthy Liveable Communities - Continue to strengthen library services and art and cultural opportunities.

CONSULTATION

The development of the Draft CAAS was informed by consultation with key agencies, partners (including Regional Arts Victoria), Council staff and community members. In addition, the Draft Creative Arts and Activation Strategy was placed on public exhibition for a period of 28 days and one submission was received during that time. A copy of the submission is attached.

Key issues raised in consultation responses have been addressed in the Final Version of the Strategy, as follows:

- The initial focus on youth and older adults was considered to be too restrictive, as arts and cultural activity is cross-generational in nature accordingly, these specific references have been removed to ensure that the strategic framework is inclusive.
- Whilst the Strategy refers to specific places and strategic opportunities (e.g. activation of the Koondrook Wharf and support for The Murray Explored project) – and it is wholly appropriate that key opportunities are identified - it is intended that the Strategy will provide Shire-wide benefit, and this commitment has been emphasised to ensure balance in the document.
- Explicit reference has been made to the potential of cultural heritage assets to contribute to the development of an inclusive and diverse program (this also reflects a key objective of the Loddon Mallee Regional Strategic Plan.
- Clarification of some terminology within the Strategy document has been undertaken.

Following additional comments by Councillors, further deletions have been made to the Strategy as follows:

- Deletion of some commentary within the 'Strategic Framework' section of the Strategy.
- Revisions within the 'Action Plan' section principally the removal of reference to "youth and older adults" and inclusion of reference to wider wetland assets as opportunities for future events programs.
- Deletion of some non-relevant international examples from the 'Preliminary Project Concepts' section.

These revisions are consistent with the overall intent and content of the public consultation draft version of the Strategy. The Final Version of the Strategy has also been formatted to adopt a style which is consistent with Council's corporate branding of plans and strategies.

CONFLICT OF INTEREST

In accordance with Section 80B of the Local Government Act, the Officer preparing this report declares no conflict of interest in regards to this matter.

CONCLUSION

The adoption of the CAAS will provide Council with an up-to-date, locally-relevant and deliverable framework for further activity in the arts and culture field in the period 2016 – 2020.

The Strategy will build upon the success of previous work, and will respond to the growing community demand and appetite for arts-based projects and activities. Investment in this area is acknowledged as a priority in the Council Plan and is also identified as an objective for many communities in the Integrated Community Plan.

The CAAS is a pragmatic and exciting document. It recognises the reality of a challenging financial backdrop and proposes an approach which will ensure that future arts programs are deliverable and manageable.

The CAAS also identifies key strategic opportunities which have the capacity to redefine perceptions of the area and deliver significant local economic benefit – these projects potentially open up new partnership opportunities which could raise the profile and awareness of the Shire to a new level and with a wider audience.

Although the Strategy does not explicitly commit Council to any expenditure which is not already budgeted, it does open up the opportunity for new project development and new funding opportunities. The Strategy acknowledges that the commitment of resources will be required to fully realise these opportunities (see Pages 16 and 17 of the Strategy document). Given the current context for the ongoing delivery of non-statutory services (i.e. rate capping and attendant budget pressures), it is recommended that the Arts and Culture function of Council be subject to a service review to ensure that an appropriate level of resource (capital and operational) is deployed to enable delivery of key elements of the Strategy. The table template on Page 17 of the Strategy will be used to assist in this process.

The program proposed in the Strategy is considered locally-relevant and exciting – if implemented, it will deliver ongoing and sustainable social and economic benefit across the Shire, and will ultimately assist in supporting and diversifying the regional economy. The adoption of the Strategy should be complemented with a service review to ensure ongoing delivery of key activities in this area by Council, its partners and the wider community.

8.3 CUSTOMER CHARTER - QUARTERLY REPORT

Author:	Alissa Harrower, Continuous Improvement Officer		
Authoriser:	Tom O'Reilly, Director Corporate Services		
Attachments:	1	Customer Service Charter Standards April - June 2016	

RECOMMENDATION

That Council receive and note the Customer Service Charter Quarterly report, April to June 2016.

EXECUTIVE SUMMARY

The Customer Service Charter is an important element of the development of a customer focused approach to service delivery and is reported against quarterly to ensure staff are maintaining a high standard of service and implementing new processes to ensure standards are continually achieved.

The report details the 41 standards which make up the Charter with results showing 39 standards having been met for the April to June quarter.

BACKGROUND

The purpose of the Customer Service Charter is to improve access to Council's services and promote quality service delivery, by informing customers of the standard to expect, what to do if their expectations aren't met and how to make contact with Council. The Charter also assists employees by clearly defining the range of services that Council provides and the minimum standard to which those services should be provided.

The Customer Service Charter is an important element of the development of a customer focused approach to service delivery. The below chart shows actual performance against targets set within the Charter.

POLICY CONTEXT

Council Plan 2013 – 2017 – Effective Leadership and Management – Transform Council into a customer focused, solutions based organisation.

DISCUSSION

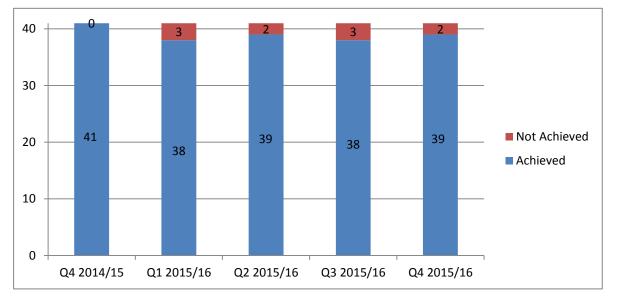
Of the 41 standards within the Charter, 39 of those achieved a positive result.

Results indicate the *answer telephones* standard under Customer Service Frontline was not achieved for this quarter due to a system failure. It should be noted that previous results for this standard have always shown a high achievement. The reporting system has now been upgraded and it is expected that reporting will return to normal.

Results for the *produce council media release* under the Community Engagement Service show a low number of media releases produced for the month of April which is an overlap from last quarter, where there was a change in staff in the Communications Unit. Whilst the standard was

not met for the month of April with only four releases produced, the production of media releases has and will continue to meet this standard.

The *respond to customer action requests* standard under Infrastructure Services has previously achieved poor results. To rectify this problem, staff have reviewed and changed processes, which has seen exceptional results in this area.



CONSULTATION

Council Officers nominated to produce data have been involved in compiling the report.

CONFLICT OF INTEREST

In accordance with Section 80B of the Local Government Act, the Officer preparing this report declares no conflict of interest in regards to this matter.

CONCLUSION

A total of 41 standards make up Councils Customer Service Charter. Council performance has achieved 39 or 95% of these standards.

Council Officers continue to work towards maintaining a high standard by reviewing and implementing new internal processes where appropriate to ensure high standards are continually achieved.

Customer Service Charter Standards April – June 2016

SERVICE	STANDARD	RESULT	COMMENTS
Building and Planning			
Process a building permit	Within seven business days of receiving fee and completed application	V	
Process building, planning and flood certificates	Within 10 business days of receiving fee and completed application	V	
Process a planning application	Within 60 business days of receiving fee and completed application, unless required to go to Council for decision.	v	15 permits issued.
Process a subdivision application	Within 60 business days of receiving fee and completed application, and where all statutory consultees have responded within the prescribed time-frame, unless required to go to Council for decision.	V	10 permits issued.
Community Care Services			
Process client intake	Within 3 business days	٧	5 new clients.
Conduct home assessment	Within 10 business days	٧	98 assessments undertaken.
Provide after hours service for urgent matters	Availability 24 hours, seven days per week	V	
Community Engagement			
Produce the Gannawarra News	As least once per month	V	Gannawarra News was published in Gannawarra times - April 26 - May 31 - June 28
Promote items of community interest through social media	Five per week	V	

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Update Council's Community Directory	Quarterly	V	
Produce council media release	12 per month	X	April – 5 May - 17
			June – 16
			Due to change over in media role, April saw a smaller number of media releases
			produced.
Community Sustainability			
Notify community grant applicants of Councils decision	Within 10 business days of Council decision.	V	
Continuous Improvement			
Report to the community achievement of best value principles	Annually	٧	
Customer Service – Frontline			
First call resolution	70 % of the time	V	76.28% achieved – 5190 solved at first
Annuartalantanan			contact
Answer telephones	Within 15 seconds	х	Data for this quarter unavailable due to system failure. The phone system has now been updated and will again capture data
Due en en dien black werdein eine werdite	Within 40 husin and down		for the next quarter.
Process disabled parking permits	Within 10 business days	V	31 permits processed
Environmental Health			
Respond to food complaints	Within two business days	V	1 complaint received
Inspect registered food premises	Minimum once per year	V	20 inspections completed
Conduct immunisation clinics	Fortnightly	٧	9 public immunisation sessions, 5 outreach flu clinics
Conduct school immunisation program	Annually	٧	2 nd school immunisation visits completed (KSC, KTHS, CSC)
Process septic tank application	Within five business days of receiving fee and completed application	V	2 permits to install completed, 4 approvals to use completed

Finance			
Payment of accounts	Within 30 days of receiving invoice 90% of the time	٧	91% of 2070 invoice paid within 30 days of receiving invoice.
Respond to rates enquiries	Within two business days	٧	
Respond to debtor/creditor enquiries	Within two business days	٧	
Process land information certificates	Within five business days of receiving completed fee and application	٧	
General Service			
Reply to correspondence	Within 10 business days 90% of the time	V	91% - 933 responded to within 10 business days.
Respond to complaints	Within 10 business days	٧	Nil complaints received.
Provide after hours service for Council emergencies	Availability 24 hours, seven days per week	٧	
Respond to enquiries through social media	Within 1 business day	٧	
Governance			
Respond to freedom of information requests	Within 45 days of receiving a valid request	٧	Nil FOI requests received for this period.
Review Council plan and strategic resource plan	Annual	٧	
Submit annual report to the Minister	30 September, annually	٧	
Display documents for public submission	28 days	٧	
Adopt budget	30 June, annually	V	
Conduct Council meetings to which residents and ratepayers are invited to attend with an opportunity to ask questions	Monthly, excluding January	V	
Make Council meeting agendas available	Two days prior to meeting	٧	
Human Resources			
Acknowledge receipt of all job applications	Within seven business days of closing date	V	

Infrastructure Services			
Respond to customer action requests	Within 10 business days	v	100% responded to within 10 business days. 265 requests received – 76 of those requesting response from Council.
Local Laws			
Respond to urgent domestic animal complaints	Availability 24 hours, seven days per week	٧	Responded to 29 complaints
Respond to routine domestic animal complaints	Within one business day	V	Responded to 123 complaints
Respond to livestock on road complaints	Availability 24 hours, seven days per week	V	Responded to 68 complaints

8.4 POSITIVE AGEING STRATEGY 2016- 2020- ADOPTION

Author:	Mandy Hutchinson, Director Community Wellbeing		
Authoriser:	Mandy Hutchinson, Director Community Wellbeing		
Attachments:	1	Positive Ageing Strategy 2016-2020 (Under Separate Cover)	

RECOMMENDATION

That Council adopt the Gannawarra Shire Positive Ageing Strategy 2016-2020.

EXECUTIVE SUMMARY

The Gannawarra Shire Positive Ageing Strategy 2016-2020 highlights Council's commitment to recognising and respecting the significant contribution older people play in creating vibrant and viable communities.

A strong commitment to continue to strengthen partnerships between Council, service providers and the community puts the Gannawarra Shire in good stead to engage a holistic approach to active and positive ageing.

Planning for the projected change in demographics expected over the next decade enables existing strengths to be recognised, provides a vital platform for seeking assistance to address the challenges, and ensures that Gannawarra is in a position to embrace the opportunities that an ageing population presents.

BACKGROUND

Council's current Gannawarra Shire Positive Ageing Strategy 2012-2015 concluded this year with 91% of all actions completed. Incomplete actions have been carried forward into the revised strategy. The Strategy has provided direction and action that has assisted Council in working towards becoming an age friendly community.

Since placing the Positive Ageing Strategy on public exhibition after approval from Council at the May Council meeting, Council Officers have received feedback which has led to a refocussed, streamlined strategy. The feedback from Councillors, the Gannawarra Seniors Advisory Group members and Council Officers included a desire to make the strategy 'less wordy' and more straightforward, and to acknowledge that ageing is not always positive. Council Officers simplified the content and removed any 'doubling up' of information, improved the layout of the Strategy and included an acknowledgement of the challenges faced by individuals and the community which sets a more realistic and respectful tone.

Thus the vision was added to, and now read: *Gannawarra Shire will be an age friendly community* that enables our older people to enjoy connected, engaged and active lifestyles and maintain independence for as long as possible while building confidence and resilience to make choices to transition to higher level care within their communities at a time that is right for them.

POLICY CONTEXT

Council Plan 2013-2017 – Healthy Liveable Communities – 3.1 Lead the way on local planning efforts to improve health and wellbeing outcomes for the community; 3.2 Our community has access to a range of facilities and opportunities that promote active lifestyles

DISCUSSION

The Gannawarra Shire Positive Ageing Strategy 2016-2020 highlights Council's commitment to older people in the Gannawarra Shire and provides direction by identifying the priority issues and needs to older members of the community. The ultimate goal of the Strategy is to support older residents to stay active independent and socially connected; and to build confidence so that transitioning to higher levels of care is done with dignity and respect.

The following Principals are inherent in the plan:

Inclusion: older people are supported, particularly those who are most vulnerable

Respect: we respect decisions and lifestyle choice of older adults

Independence: older people have greater control over their lives through independence and active participation.

Engagement: older people are highly engaged in community decision-making processes and influence issues relevant to them.

Resilience: older people are supported to build confidence and resilience to make choices to transition to higher level care within their communities at a time that is right for them.

Recognition: older people are recognised for their valuable contribution to the community.

The Strategy outlines seven key focus areas which provide the framework for the role Council will play. They are:

- 1. Connectivity;
- 2. Supporting Services;
- 3. Active Participation and Engagement;
- 4. Housing and Accommodation;
- 5. Community Connectedness;
- 6. Information and Communication; and
- 7. Partnerships and Collaboration.

CONSULTATION

During the exhibition period between May and June changes were made to the Strategy due to feedback from Councillors, the Gannawarra Seniors Advisory Group members and Council staff. The layout and design was improved, content was streamlined, and acknowledgement of the challenges people face as they age was acknowledged.

The preceding Gannawarra Shire Positive Ageing Strategy 2012-2015, was developed with support from a range of partnering service providers and in consultation with the community.

The 2016-2020 Strategy still encompasses the feedback and information which was obtained during previous consultations. In addition the Gannawarra Seniors Advisory Group members were consulted prior to the review of the Strategy and the draft strategy was provided to Gannawarra Local Agency Meeting for feedback prior to being finalised.

CONFLICT OF INTEREST

In accordance with Section 80B of the Local Government Act, the Officer preparing this report declares no conflict of interest.

CONCLUSION

It is envisaged that the Positive Ageing Strategy will guide Council in the development of the Ageing sector at a significant time of aged care reform. It will assist in continuing to develop and establish effective partnerships with local, state and federal agencies. The Strategy will support Council in responding to community needs, prioritising actions and developing projects and activities to deliver outcomes that will enhance outcomes and strengthen community well-being.

8.5 AUDIT COMMITTEE REPORT JULY 2016

Author: 1	Tom O'Reilly, Director Corporate Services
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Authoriser: Tom O'Reilly, Director Corporate Services

Attachments: Nil

RECOMMENDATION

That Council note the recommendations and outcomes of the Audit Committee meeting held on Tuesday 5 July 2016.

EXECUTIVE SUMMARY

To present to Council the outcomes from the Audit Committee Meeting held on Tuesday 5 July 2016.

BACKGROUND

The Audit Committee Charter documents the requirement for the Director Corporate Services to provide a report of each Audit Committee meeting to the next Ordinary Meeting of the Council.

A meeting of the Audit Committee was held on 5 July2016, attended by the following members:

- Alan Darbyshire Independent Member Acting Chair
- Lui Basile Independent Member
- Cr Keith den Houting Councillor Representative
- Brad Ead, Internal Auditor, AFS and Associates
- Brad Bohun, Partner, Crowe Horwath (via phone link up for VAGO Audit Strategy only)
- Eric Braslis Chief Executive Officer
- Tom O'Reilly Director Corporate Services
- Sid Hutchinson Manager Finance
- Tina Fitzgerald Administration Officer, Corporate Services

Apologies: Independent Member Deanne Van der Drift, Cr Brian Gibson

POLICY CONTEXT

In accordance with Section 139 of the *Local Government Act* 1989, Council has established an Audit Committee as an Advisory Committee of Council.

The following items were considered by the Committee at the July meeting:

Report	Discussion	Recommendation/outcome
VAGO Interim Management Letter	Brad Bohun on behalf of VAGO's Audit Service Provider, Crowe Horwath presented VAGO's Interim Management Letter to bring to attention matters arising from the interim phase of the financial year-end audit; noting no high risk items were identified.	The Audit Committee acknowledged receipt of the report, presentation and the management responses and action plans to address the internal controls matters raised in the Interim Management Letter.
Special Audit Committee Meeting	The Audit Committee's Charter includes responsibility for recommending the adoption of the annual Financial Statements and Performance Statement to the Council.	It was determined that a special Audit Committee meeting be convened at the Council Offices at 10am on Tuesday 30 August for the purpose of reviewing the draft 2015/16 Financial Statements and Performance Statement
AFS & Associates Pty Ltd – Business Continuity and Disaster Recovery Planning (BCP) final report	Internal Auditor, Brad Ead of AFS & Associates presented the Business Continuity and Business Disaster Recovery Planning (BCP) internal review final report.	The report and management comments were presented and accepted. The report was moved and accepted by the Audit Committee. The Internal Auditor endorsed the BCP as a strong report and that it had also been formally endorsed by the Council's Executive Leadership Team.
AFS & Associates Pty Ltd – Internal Audit Service	The Audit Committee reviewed the updated 3 Year Audit Program as presented by Brad Ead of AFS & Associates. Discussion centred around Council's capacity to implement recommendations and actions arising from past reviews and the potential for backlog or gaps.	The Audit Committee determined that the topic of the next Internal Review will focus on Past Reports and Follow Up actions. Over the balance of the 2016/17 financial year reviews will be conducted on the functions of Accounts Payable and Procurement and then Payroll.
AFS & Associates Pty Ltd – Asset Management and Capital Expenditure internal audit review	Internal Auditor, Brad Ead of AFS & Associates presented the recently completed Asset Management and Capital Expenditure internal audit review. The Internal Auditor commended the staff involved in the review and said they had a good understanding and focus on strategic asset management.	The report and management comments were presented and accepted. The report was moved and accepted by the Audit Committee.
March 2016 Budget Review	The quarterly financial report for the period ending 31 March 2016 as presented to the Ordinary Council Meeting of 18 May 2016 was presented by the Finance Manager for review.	The Audit Committee noted receipt of the quarterly financial report titled March 2016 Budget Review.

Report	Discussion	Recommendation/outcome
Adoption of the Proposed 2016_17 Budget	The Director Corporate Services provided an update on the adoption of the 2016_17 Budget including advice that a copy of the 2016_17 Budget has been forwarded to the Minister for Local Government in accordance with the LG Act and that it is also available for viewing on the council's website at www.gannawarra.vic.gov.au	The Audit Committee noted receipt of the update on the 2016_17 Budget.
Audit Committee – Membership Appointments and Recommendations	The Audit Committee were updated on the decisions arising from the Ordinary Meeting of Council held on 22 June 2016 which dealt with the reappointment and annual sitting fees of Audit Committee Members.	The Audit Committee noted the decisions arising from the Council Report.
Follow up of Previous Audit Recommendations	The register for previous audit recommendations was presented to the Committee and discussed.	The Audit Committee approved the removal of five (5) outstanding items as they determined they had been satisfactorily addressed.

DISCUSSION

This is an information report; there are no policies, financial or resource implications resulting from this report.

CONSULTATION

No consultation was required for this matter.

CONFLICT OF INTEREST

In accordance with Section 80B of the *Local Government Act* 1989, the Officer preparing this report declares no conflict of interest in regards to this matter.

CONCLUSION

The recommendations and outcomes of the 5 July 2016 Audit Committee meeting are presented for the information and noting of Council.

8.6 ENGAGE! UPDATE

Author:	Mandy Hutchinson, Director Community Wellbeing
Authoriser:	Mandy Hutchinson, Director Community Wellbeing
Attachments:	Nil

RECOMMENDATION

That Council receive the Engage! update report and note the contents.

EXECUTIVE SUMMARY

The Engage! Grant has provided both Gannawarra Youth Council and Gannawarra Shire Council to deliver some exciting youth led programs and opportunities. The three key areas where work has been completed is in Youth volunteering, the development of Council's recently endorse Children and Youth Strategy and Youth participation.

BACKGROUND

Gannawarra Shire Council were successful in receiving a \$120,000 Engage! grant to deliver the CitizenZ project, for the period 1 January 2015 to 31 December 2017. The CitizenZ project has three initiative areas;

- 1. YOUth volunteering which aims to increase our understanding of volunteer opportunities n Gannawarra and increase young people's opportunity to volunteer in areas of interest to them.
- 2. Youth Strategy an update of our Children & Youth Strategy 2016-2020.
- 3. Youth Participation/Civic Engagement this initiative focuses on the expansion of the Youth Council program to offer broader opportunities for young people to become involved in civic matters.

POLICY CONTEXT

Healthy Liveable Communities

3.1 Lead the way on local planning efforts to improve health and wellbeing outcomes for the community.

3.2 Our community has access to a range of facilities and opportunities that promote active lifestyles.

DISCUSSION

Key achievements of the Engage! Grant for the period 1 January to 31 December 2015 include;

Youth Volunteering

• Youth Council had fifteen active and engaged members in 2015 who attended meetings during school hours, attended after-hours meetings, responded to emails, had meetings at their individual schools and participated in other activities as required.

- Engaged five young people in the Kerang heat of the YMCA Victorian Skate Park League competition, duties included helping register competitors, taking photos and judging the heats. A total of 30 young people competed on the day.
- The Deputy Mayor of Youth Council opened the Quambatook Skate Park. The Secretary of Youth Council ran some skate competitions for children and for two young people from Barham attended as special guests to perform skating tricks.
- Two members of Youth Council participated in a consultation for Kerang District Health. One young person then ran a consultation session with ten students from their Student Representative Council (SRC).
- Five young people from Gannawarra joined the Swan Hill Youth Arts Festival working group. Tasks included recruiting young people from their respective schools to submit art and promotion of the event. A large number of young people from Gannawarra submitted art into the festival.
- Young people from Kerang Technical High School continued to volunteer for Meals on Wheels.

Children & Youth Strategy

- Youth Council participated in two workshops to assist develop the Youth Strategy, they assisted with facilitation of focus groups at each Secondary School, assisted in the dissemination of the survey, participated in the Think Tank and had input into the overall look of the Children & Youth Strategy.
- Youth Councillors also provided feedback on the draft Children & Youth Strategy.
- In total, 396 young people were surveyed, 18 service providers and 36 parent/guardians. Local primary schools were engaged to do a drawing activity to capture the students in grade five and six. A total of 76 children participated in this activity.
- Focus groups were run at four local Secondary Schools, a total of 56 young people participated in the focus groups. Youth Councillors assisted to facilitate the focus groups.
- A Think Tank was held with over 40 people from external services attending including Victoria Police, Department of Education and Training and Allied Health Services. A number of young people attended the Think Tank and they participated in the workshop activities alongside the adults.
- A Youth Councillor was undertaking work experience with Council at the time of the Think Tank. She attended the Think Tank and helped input and analyse some of the data.

Youth Participation/Civic Engagement

- Youth Council reviewed its structure and representation and as a result identified a gap, resulting in two Community Positions being created for young people not engaged in mainstream education. Two young people were recruited to these ongoing community positions.
- This review also resulted in a change in the leadership structure of Youth Council. A Leadership group within Youth Council has now been formalized. This means that responsibility is shared amongst young people in the roles of Mayor, Deputy Mayor, Treasurer and Secretary.
- A graduation ceremony was also implemented in 2015. Cr Lorraine Learmonth and Cr Oscar Aertssen attended schools to provide Youth Councillors with Certificates of Appreciation

that thanked Youth Councillors for the work they did on Youth Council throughout the year.

- The Youth Parliament program was opened up to enable young people not in Youth Council to participate. In 2015 we had three young people from Youth Council participate and three external to Youth Council.
- Youth Councillor Leadership group commenced having monthly meetings with Eric Braslis. These meetings assisted with the development of leadership skills and confidence.
- The Mayor of Youth Council presented to the Kerang Progress Association, Kerang Rotary Club and gave a presentation to Kerang Carols by Candlelight. Young people also presented at their school assembly, to SRC, and two presentations to Council. Two Youth Councillors were also part of Council's presentation to primary school students in Cohuna and Kerang.
- Fourteen young people attended the Halogen Young Leaders Conference in Melbourne.
- Fourteen young people completed Level 1 First Aid Training. Eleven of these were members of Youth Council and three were from FreeZa.
- We partnered with Northern District Community Health Service and Cohuna Secondary College (CSC) to deliver the Scribble Party. Fifteen young people from CSC assisted plan the event which included coming up with a concept, getting quotes, hiring vendors, assisting complete OHS reports and managing the budget. We engaged a local DJ and Cohuna Leo's provided the catering. Over 80 young people attended and the event was a great success.
- Youth Council gave feedback on a survey for young people regarding Condom Vending Machines. A total of 210 young people were surveyed prior to the installation of the machines. These surveys also captured information on access to sexual health information and resources available. This assisted with design of condom wrapping and posters positioned near the machines.
- More than 30 young people participated in Change it Up. A two day workshop facilitated by Foundation for Young Australians that looked at ways young people can impact change in their local communities.

<u>Other</u>

- The Mayor of Gannawarra Shire Youth Council was nominated for the Victorian Premier's Volunteer Champions Awards in the Outstanding Youth Volunteer category. She was accepted as an award recipient and attended a ceremony at Government House in Melbourne.
- Five young people were nominated for awards in the Gannawarra Citizen of the Year Awards.
- Profiles on each Youth Council member were published in the Gannawarra Times. Youth Councillors interviewed and photographed their peers for this article.

CONSULTATION

The above highlights have been led by Councillors from Gannawarra Shire Youth Council in consultation with young people from across the shire with support from Council's Youth Development Officer.

CONFLICT OF INTEREST

In accordance with Section 80B of the Local Government Act, the Officer preparing this report declares no conflict of interest in regards to this matter.

CONCLUSION

The Engage! Grant has provided both Gannawarra Youth Council and Gannawarra Shire Council to deliver some exciting youth led programs and opportunities.

2016 Youth Council are leading the implementation for a variety of activities across the Shire based on findings from the development of the Children and Youth Strategy.

- Movie nights to assist with boredom
- Gannawarra Youth Arts Festival
- Raising the profile of Youth Council
- Roving Youth Centre

This report is for noting and celebrating the achievements of the initiative.

8.7 PLASTIC BAG FREE POLICY - COMMUITY CONSULTATION

Author:Eric Braslis, CEOAuthoriser:Eric Braslis, CEOAttachments:11Hobson Bay Council -Plastic Bag Reduction and Recycling (under
separate cover)2Plastic Wise Events and Markets policy on Council owned managed
land 2016-2017 (under separate cover)3Surf Coast Shire - Council Endorsed Plastic Wise Approach (under
separate cover)

RECOMMENDATION

That Council consult with and seek feedback from the community on a proposal to introduce a Plastic Bag Free policy for events held on Council land.

EXECUTIVE SUMMARY

Councillor Goulding requested a report to be presented to Council to consider the introduction of a Plastic Bag Free Policy based on a request from Plastic Bag Free Victoria (PBFV) asking Council to join the Surf Coast Shire Council and Moreland City Council by implementing a policy that bans the distribution of single use plastic items at events held on Council's land. PBFV has requested that Council consider the introduction of a policy, before the upcoming Council elections in October. Further information on PBFV's campaign can be found at <u>www.plasticbagfreevictoria.org</u>

BACKGROUND

Australian individuals use almost 250 plastic bags per year totalling over five billion plastic bags annually. As a whole Australians use over 10 million plastic bags a day. Almost half of the 10 million bags used per day are given away by non-supermarket retailers such as newsagents, discount stores, pharmacies, fruit and vegetable shops, liquor stores and takeaway outlets.

In 2014 plastic bags were recorded as the fifth most littered item across Victoria making up 25 per cent of all plastic items collected in the annual Clean Up Australia Day event. Over the entire 24 year history of this event, plastics have remained the dominant item collected. This is supported in the 2014-15 Keep Australia Beautiful National Litter Index (NLI), Australia's only annual, land based, quantitative measure of litter. The index ranked plastic objects (including plastic bags) third in the top twelve littered items across Australia (Source: National Litter Index 2014-15, Keep Australia Beautiful, 2015).

There are currently no policies or actions that specifically address the reduction of plastic bag use in the Shire and no consultation has occurred with external stakeholder groups who would be directly affected by such a policy such as the local traders and Community Market stall holders.

POLICY CONTEXT

The policy would align with Councils Environmental Sustainability Strategy 2013-2016 as it pertains to waste management and minimisation.

DISCUSSION

In the absence of Victorian legislation, local communities have been working together to implement plastic bag reduction initiatives and advocacy campaigns. Surf Coast Shire Council, Moreland City Council, Yarraville, Warburton and Frankston have all introduced plastic bag free initiatives into their communities while the Queen Victoria Market, Veg Out Market St Kilda and all Melbourne Farmer's Markets have introduced plastic free initiatives and reduction activities into their operations.

CONSULTATION

At the moment, Council does not have a policy in place that regulates the use of plastic bags and before considering the introduction of such a policy, it would be appropriate to discuss the impactions with the more frequent users of Councils main reserves, including but not limited to Alexandra Park Kerang, and Garden Park Cohuna, as well as the Regional Waste Management group.

CONFLICT OF INTEREST

In accordance with Section 80B of the Local Government Act, the Officer preparing this report declares no conflict of interest in regards to this matter.

CONCLUSION

Before Council considers implementing such a policy, it would be appropriate to initially and informally discuss the proposal to better understand what if any implications there would be, how the policy would be regulated and enforced and if there are better or alternative ways and means to encourage and educate our communities, rather than imposing regulation.

8.8 COMMUNITY SATISFACTION SURVEY 2016

Author:Katrina Thorne, Community Development OfficerAuthoriser:Eric Braslis, CEOAttachments:1Extract 2016 GSC - Community Satisfaction Survey - Key Findings and
Reccomendations

RECOMMENDATION

That Council receive the 2016 Community Satisfaction Survey, noting that Gannawarra has maintained its high performance over the last 12 months, with performance on all five core measures significantly higher than both the State-wide and Small Rural Shires average and that Council continues to rank significantly higher than the State-wide averages for all of the 12 individual service areas.

EXECUTIVE SUMMARY

The purpose of this report is to inform Council of the results from the 2016 Community Satisfaction Survey which was conducted over a five-week period from 11 March – 15 April 2016.

BACKGROUND

Each year Local Government Victoria (LGV) coordinates a State-wide Local Government Community Satisfaction Survey throughout Victorian local government areas. The main objectives of the survey are to assess the performance of Gannawarra Shire Council across a range of measures and to seek insight into ways to provide improved or more effective service delivery. The survey also provides Council with a means to fulfil some of our statutory reporting requirements.

The survey is conducted via telephone (including up to 10% mobile phone numbers) and involves a random survey of residents in Gannawarra Shire aged 18+ years. A total of 400 interviews were completed with a representative sample of residents achieved by including minimum quotas of gender within the various age groups.

The survey is divided into two areas including core performance measures and individual service areas, with the results benchmarked against prior year results, State-wide averages and other Small Rural Shires. Gannawarra Shire Council has again maintained its high performance over the last 12 months, with performance on all five core measures – overall job performance, community consultation, customer service, advocacy and overall Council direction – significantly higher than the Small Rural Shires and State wide averages.

The overall performance for 2016 was measured at 63 index points which was a decrease from 68 recorded in 2015. This performance measure is significantly higher than the Small Rural Shires average of 57 (down from 59 for the previous year) and 4 points higher of than the state-wide average of 59 (down from 60 for the previous year). A total of 53% of respondents rated Council's performance as good (12% very good, 41% good), 38% as average and 9% as poor (6% poor, 3% very poor) with 1% not providing an answer.

It should be noted that across most core and individual service measures, performance exhibited a significant decline compared to 2015 results however Council's core service area of customer service has performed most strongly with over one third (37%) rating Council's customer service 'very good' and a further 35% rating customer service as 'good'. Council is performing well on most individual service areas, particularly on the appearance of public areas, art centres and libraries, elderly support services and waste management.

It can be noted that informing the community is one service area which showed a large decline in performance during 2016, possibly driven by more critical ratings given by both women and men. Council can ensure that this service area is improved upon with the recent adoption of the Communications and Community Engagement Strategy which outlines goals and tasks to improve Council's communication and engagement. Performance has been maintained at the same level in the individual service area of local streets and footpaths (where an index score of 60 is the same as 2015).

The rating on overall Council direction is 4 points higher than the 2016 Small Rural Shires average of 50 and 3 points higher than the State-wide average of 51. In comparison to the State-wide and Small Rural Shires groups, Council has performed above average on all core measures.

POLICY CONTEXT

Council Plan 2013-2017 – Effective Leadership and Management - To ensure responsible management of Council's resources through effective and transparent governance, visionary leadership and full accountability.

CONSULTATION

This is an independent survey conducted by Local Government Victoria. No consultation is required.

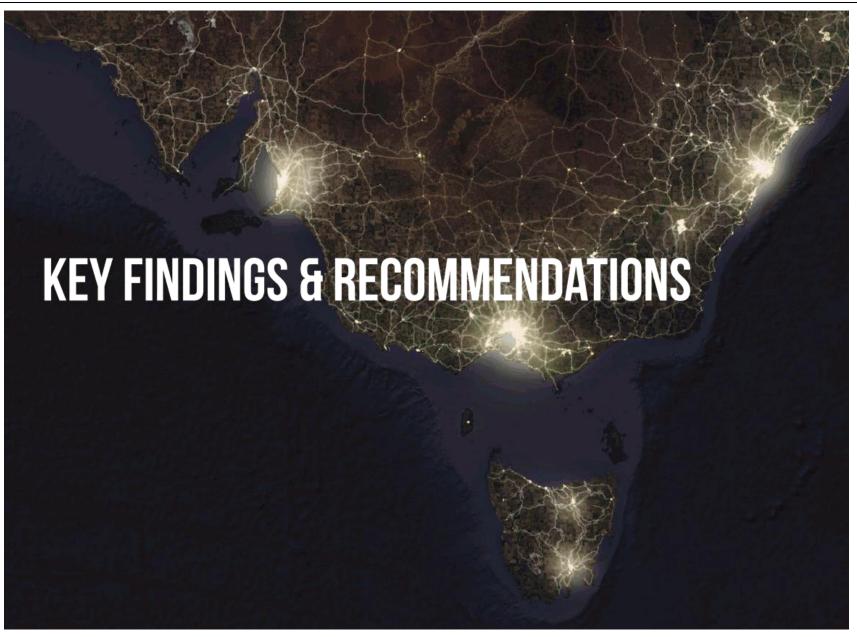
CONFLICT OF INTEREST

In accordance with Section 80B of the Local Government Act, the Officer preparing this report declares no conflict of interest in regards to this matter.

CONCLUSION

Gannawarra Shire Council's results for the 2016 Community Satisfaction Survey were significantly higher than the Small Rural Shires and State-wide averages in most categories. Although there are some variations in customer satisfaction levels between specific performance and service areas, the overall result demonstrates that Council is sustainably maintaining its position of providing a high level of customer service. The 2016 results do highlight service areas that Council need to focus on in the future and the development of a new four-year Council Plan will go some way in allowing Council to address its vision and future prospects for our community.







- Across most core and individual service measures, performance exhibited a significant decline compared to 2015 results.
- However, despite this pattern of decline, and with no significant improvements in 2016, Gannawarra Shire Council will be pleased to note that for almost all of the core and individual service measures, results are *significantly higher* than the Small Rural and State-wide averages.
 - The exceptions are for the core service measure Sealed Local Roads and the individual service area Business and Community Development and Tourism, where results for both of these service measures are comparable to the Small Rural and State-wide averages.
- The overall performance index score of 63 represents a five point decline on the 2015 result; however, Gannawarra outperforms both the State-wide and Small Rural group averages on overall performance (with index scores of 59 and 57 respectively).





- The most significant decline in 2016 was a 10 point drop on the core measure of Overall Council Direction (index score of 54).
 - > Performance on this measure had remained stable from 2012-2015.
 - Much of this decline can be attributed to significant drops in ratings on this issue from 2015 across all age groups, apart from 35-49 year olds.
- Performance ratings on Lobbying and Community Consultation both had high levels of 'don't know' responses (20% and 10% respectively). This suggests that a lot of the community is not hearing what Council is doing in these areas.
- Of the core service measures, and consistent with 2015, Customer Service is the area where Gannawarra Shire Council has performed most strongly (index score of 73). Over one third (37%) rated Council's Customer Service as 'very good', with a further 35% rating Customer Service as 'good'. It is noted, however, that performance on this measure dropped three points in 2016; in contrast to the increasing trend in performance observed across 2012-2015.





- Council is performing well on most individual service areas, generally better in fact than on the core measures. Of the 14 services where performance was evaluated in 2016, Council received positive ratings (an index score of 60 or higher) on 11 of them.
 - Council performs best on the appearance of public areas (index score of 76), art centres and libraries (76), elderly support services (74) and waste management (74).
 - Performance is weakest on Sealed Roads (54), Lobbying (57) and Community Decisions (59).
- Although Council is performing well in most individual service areas, it is noted that performance declined significantly across almost all individual service areas in 2016. The exceptions were local streets and footpaths (where the index score of 60 is the same as 2015) and waste management (a non-statistically significant decline from 77 to 74).





- Despite being one of Council's best performing individual service areas, elderly support services is the area with the equal largest decline in performance.
 - The performance rating on this issue is down by 6 points when compared with 2015. This decline is driven in most part by more critical ratings given by women, residents aged 65 years and older and those aged 35-49 years old.
- Informing the community is the other service area with the largest decline in performance in 2016.
 - The performance rating on this issue is also down by 6 points when compared with 2015. This decline is driven by more critical ratings given by both women and men, those residents aged 65 years and older and 35-49 years old.
- Further, five point decreases in performance ratings are observed for the following performance areas: enforcement of local laws (down from a rating of 71 in 2015 to 66 in 2016), Community Consultation and Engagement (65 down to 60), decisions made in the interests of the Community (64 to 59) and Lobbying on Behalf of the Community (62 to 57). Declines for each of these areas appear driven by a mix of resident groups.





- Residents aged 18-34 years, aged 65 and over, and women are generally the most satisfied resident groups. These are the groups Council can leverage to understand what is working, in order to further consolidate their positive views of Council.
- Gannawarra Shire Council should pay extra attention to areas and cohorts where it is underperforming in comparison with other areas and cohorts.
 - Male Gannawarra residents, those aged 50-64 years and 34-49 years were generally more critical of Council in 2016 compared with other resident segments. Male residents were particularly critical of Council's Overall Performance, Making Community Decisions and Customer Service. They were also particularly critical of Council's performance on the individual service measures informing the community and enforcement of local laws.





- An approach we recommend is to further mine the survey data to better understand the profile of these over and under-performing demographic groups. This can be achieved via additional consultation and data interrogation, or self-mining the SPSS data provided or via the dashboard portal available to the council.
- A complimentary personal briefing by senior JWS Research representatives is also available to assist in providing both explanation and interpretation of the results. Please contact JWS Research on 03 8685 8555.





Higher results in 2016	 No significantly higher results in 2016
Lower results in 2016	 All core and individual service measures except for waste management and local streets and footpaths
Most favourably disposed towards Council	 Aged 18-34 years Women Aged 65+ years
Least favourably disposed towards Council	 Aged 50-64 years Men Aged 35-49 years



2016 SUMMARY OF CORE MEASURES INDEX SCORE RESULTS

Performance Measures	Gannawarra 2012	Gannawarra 2013	Gannawarra 2014	Gannawarra 2015	Gannawarra 2016	Small Rural 2016	State-wide 2016
OVERALL PERFORMANCE	68	67	69	68	63	57	59
COMMUNITY CONSULTATION (Community consultation and engagement)	64	64	65	65	60	55	54
ADVOCACY (Lobbying on behalf of the community)	64	64	63	62	57	54	53
MAKING COMMUNITY DECISIONS (Decisions made in the interest of the community)	n/a	n/a	66	64	59	53	54
SEALED LOCAL ROADS (Condition of sealed local roads)	n/a	n/a	53	58	54	52	54
CUSTOMER SERVICE	71	75	76	78	73	69	69
OVERALL COUNCIL	63	63	62	64	54	50	51

9 INFORMATION REPORTS

Nil

10 URGENT ITEMS

Nil

11 NOTICES OF MOTION

Nil

12 DELEGATES REPORTS

12.1 DELEGATES REPORT - THURSDAY 23 JUNE TO WEDNESDAY 20 JULY

Author: Kate Callow, Administration Assistant - Chief Executive Office

Authoriser: Eric Braslis, CEO

Attachments: Nil

EXECUTIVE SUMMARY

Delegate Reports for Thursday 23 June to Wednesday 20 July.

Cr Lorraine Learmonth

23 June	MAV Rural & Regional Planning Conference – Bendigo
24 June	MAV Rural & Regional Planning Conference - Bendigo
	Cohuna Debutante Ball
25 June	Frame by Frame Gannawarra Refugee Support – Kerang
26 June	Volunteer Cohuna Gateway
27 June	ABC Interview
28 June	Murrabit Lions Club Changeover Dinner
1 July	Kerang Rotary Club Changeover Dinner
4 July	Dairy Coffee Morning
	Meeting – Model Aircraft members Cohuna
6 July	Meeting – Brett Hosking and Cr Neil Gannon - Quambatook
	Quambatook Lions Club Changeover Dinner
7 July	NAIDOC BBQ – Kerang
8 July	St Kilda Film Festival – Cohuna
9 July	Kerang Waterland Debutante Ball
11 July	MAV Standing for Council Info Session – Kerang
	Guest Speaker – Probus Cohuna
12 July	Council Briefing Session – Kerang
13 July	Arts Workshop – Kerang
14 July	Citizenship Ceremony - Kerang
16 July	Kerang Waterland Debutante Ball
18 July	Cohuna Progress Association Meeting
19 July	Senior Advisory Meeting
	Lake Charm Lions Club Changeover Dinner
20 July	Ordinary Council Meeting – Kerang
	Regional Futures Summit - Bendigo
Cr Neville Goulding	
12 July	Council Briefing Session - Kerang
20 July	Ordinary Council Meeting - Kerang
<u>Cr Neil Gannon</u>	
6 July	Quambatook Lions Club Changeover Dinner
,	Meeting – Brett Hosking and Mayor - Quambatook
12 July	Council Briefing Session – Kerang
•	5 5

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14 July 20 July	Racecourse Lake visit with CEO & G. Rollinson Ordinary Council Meeting - Kerang
Cr Oscar Aertssen	
23 June	WIN TV Interview – re Youth
28 June	Murrabit Lions Club Changeover Dinner
12 July	Council Briefing Session - Kerang
14 July	Citizenship Ceremony - Kerang
20 July	Ordinary Council Meeting - Kerang
Cr Keith den Houting	
5 July	Audit Committee Meeting - Kerang
12 July	Council Briefing Session – Kerang
20 July	Ordinary Council Meeting - Kerang
Cr Mark Arians	
1 July	Kerang Rotary Club Changeover Dinner
12 July	Council Briefing Session – Kerang
20 July	Ordinary Council Meeting - Kerang
<u>Cr Brian Gibson</u>	
7 July	MEMPC Meeting - Kerang
12 July	Council Briefing Session – Kerang
15 July	Steering Committee Meeting, Regional Floodplain Management
20 July	Ordinary Council Meeting - Kerang

13 CONFIDENTIAL ITEMS

Nil