



# LATROBE CITY COUNCIL

## MINUTES FOR THE ORDINARY COUNCIL

**HELD IN NAMBUR WARIGA MEETING ROOM  
CORPORATE HEADQUARTERS, MORWELL  
AT 6:00 PM ON  
21 JULY 2014**

**CM442**

**PRESENT:**

<b>Councillors:</b>	Cr Sharon Gibson, Mayor	West Ward
	Cr Dale Harriman, Deputy Mayor	East Ward
	Cr Peter Gibbons	West Ward
	Cr Sandy Kam	East Ward
	Cr Graeme Middlemiss	Central Ward
	Cr Kellie O'Callaghan	East Ward
	Cr Michael Rossiter	East Ward
	Cr Christine Sindt	Central Ward
	Cr Darrell White	South Ward

<b>Officers:</b>	John Mitchell	Acting Chief Executive Officer
	David Elder	Acting General Manager Community Liveability
	Chris Wightman	Acting General Manager Governance
	Geoff Hill	Acting General Manager Economic Sustainability
	Jamey Mullen	Acting General Manager Organisational Excellence
	Damian Blackford	Acting General Manager Recreation, Culture & Community Infrastructure
	Stacey Greenwood	Acting Manager Council Operations & Legal Counsel

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1. **OPENING PRAYER**
2. **ACKNOWLEDGEMENT OF THE TRADITIONAL OWNERS OF THE LAND**
3. **APOLOGIES AND LEAVE OF ABSENCE**
4. **DECLARATION OF CONFLICT OF INTEREST**

Cr Kam declared a Conflict of Interest in relation to item 16.1 – Potential Sale of Port Railway Spur/branch line Reserve off Kirwin Road, Morwell.

Cr White declared an Interest in relation to item 14.1 - SP AusNet Community Development Fund.

Cr O'Callaghan declared an Interest in relation to item 14.1 - SP AusNet Community Development Fund.

5. **ADOPTION OF MINUTES**

#### **RECOMMENDATION**

**That the minutes of the Ordinary Council Meeting held on 30 June 2014 be confirmed.**

**Moved:** Cr Middlemiss

**Seconded:** Cr White

**That the Recommendation be adopted.**

**CARRIED UNANIMOUSLY**

6. **PUBLIC QUESTION TIME**

#### **6.1 Community Grants Information Sessions**

Ms Linda Reid asked the following question:

#### **Question**

I have noted that all information sessions for community grants are during the day. Can one session be evening to allow those that work during the day to attend?

#### **Answer**

The two community grant sessions are specially designed for people who do not have access to computers or the internet, or need assistance using them.

**ORDINARY COUNCIL MEETING MINUTES  
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In our Traralgon office we have a computer room with a number of computers all with internet access. Groups can use these computers to prepare and submit a grant application.

Staff will be at the sessions to assist groups to access the on-line application forms and guide them through they form if they require help.

Any member of the community who requires addition assistance can contact the Grants Administration Office on 5128 5664 to arrange an alternative time to meet.

**ORDINARY COUNCIL MEETING MINUTES  
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**7. ITEMS HELD OVER FOR REPORT AND/OR  
CONSIDERATION/QUESTIONS ON NOTICE**

<b>Council Meeting Date</b>	<b>Item</b>	<b>Resolution</b>	<b>Status Update</b>	<b>Responsible Officer</b>
19/09/11	Traralgon Activity Centre Plan Key Directions Report	<p>That having considered all submissions received in respect to the Stage 2 Key Directions Report September 2011, Council resolves the following:</p> <ol style="list-style-type: none"> <li>1. To defer the endorsement of the Stage 2 Key Directions Report September 2011 until:               <ol style="list-style-type: none"> <li>(a) Council has been presented with the Traralgon Growth Area Review</li> <li>(b) Council has received information on the results of the Latrobe Valley Bus Review</li> </ol> </li> <li>2. That Council writes to the State Government asking them what their commitment to Latrobe City in respect to providing an efficient public transport system and that the response be tabled at a Council Meeting.</li> <li>3. That Council proceeds with the Parking Precinct Plan and investigate integrated public parking solutions.</li> <li>4. That the Communication Strategy be amended to take into consideration that the November/December timelines are inappropriate to concerned stakeholders and that the revised Communication Strategy be presented to Council for approval.</li> <li>5. That in recognition of community concern regarding car parking in Traralgon the Chief Executive Officer establish a Traralgon Parking Precinct Plan Working Party comprising key stakeholders and to be chaired by the Dunbar Ward Councillor. Activities of the Traralgon Parking Precinct Plan Working Party to be informed by the Communication Strategy for the Traralgon Activity Centre Plan Stage 2 Final Reports (Attachment 3).</li> </ol>	<p><u>Status:</u> A review of Traralgon Activity Centre Plan project required to be undertaken by officers following adoption of Traralgon Growth Areas Review</p> <p><u>Status:</u> Letter sent 10 August 2010. Response received 24 August 2010</p> <p><u>Status:</u> Letter sent 10 October 2011 No response received</p> <p><u>Status:</u> Parking Strategy completed September 2013. Planning Scheme Amendment Process commenced</p> <p><u>Status:</u> Adopted by Council 6 February 2012</p> <p><u>Status:</u> Working Party endorsed by Council, 20 February 2012</p>	General Manager Planning and Governance

## ORDINARY COUNCIL MEETING MINUTES 21 JULY 2014 (CM442)

Council Meeting Date	Item	Resolution	Status Update	Responsible Officer
5/12/11	Investigation into Mechanisms Restricting the sale of Hubert Osborne Park Traralgon	That a draft policy be prepared relating to Hubert Osborne Park and be presented to Council for consideration.	Investigations continuing into a possible mechanism for this purpose.	General Manager Planning and Governance
19/12/11	Traralgon Greyhound Racing Club – Proposed Development and Request for Alterations to Lease	That a further report be presented to Council following negotiations with the Latrobe Valley Racing Club, Robert Lont and the Traralgon Greyhound Club seeking Council approval to the new lease arrangements at Glenview Park.	Preparation underway to commence negotiations for a new lease. A further report to be presented to Council.	General Manager Planning and Governance
3/12/12	Geotechnical Investigation and Detailed Design Remediation Treatments of Landslips	<ol style="list-style-type: none"> <li>1. That Council resolve that the geotechnical investigations and detailed design for the remediation treatment of landslips meets the requirements of Section 186 of the <i>Local Government Act 1989</i> and that the contract must be entered into because of an emergency.</li> <li>2. That Council resolves to enter into a schedule of rates contract with GHD Pty Ltd for the geotechnical investigations and detailed design for the remediation treatment of landslips due to it being an emergency.</li> <li>3. That a report be presented to a future Council meeting at the completion of the geotechnical investigations and detailed design for the remediation treatment of landslips outlining the actual costs incurred.</li> <li>4. That Council authorise the Chief Executive Officer to advise those residents impacted by landslips of Council's process and timelines for remediating landslips throughout the municipality.</li> </ol>	Report has been on hold pending the outcome of the review into how to manage the issues associated with Piggery Road. A report is currently being prepared to be presented to Council at a future Council Meeting.	General Manager Recreation, and Community Infrastructure

## ORDINARY COUNCIL MEETING MINUTES 21 JULY 2014 (CM442)

Council Meeting Date	Item	Resolution	Status Update	Responsible Officer
18/02/13	Affordable Housing Project – Our future our place	<ol style="list-style-type: none"> <li>1. That Council proceeds to publically call for Expressions of Interest as a mechanism to assess the viability and interest in developing an affordable housing project on land known as the Kingsford Reserve in Moe.</li> <li>2. That a further report be presented to Council for consideration on the outcome of the Expression of Interest process for the development of an affordable housing project on land known as the Kingsford Reserve in Moe.</li> </ol>	This project is currently under review, with a Council report to be presented to Council in August 2014.	General Manager Recreation, and Community Infrastructure
6/05/13	Latrobe City International Relations Advisory Committee - Amended Terms of Reference	That the item be deferred pending further discussion by Councillors relating to the Terms of Reference.	<p>Advice from Council Operations Legal Counsel team on the International Relations Terms of Reference is as follows:</p> <p>At present, we (Council Operations Legal Counsel team) will be meeting with the Councillors' in late July to establish a project plan around a review of the Council Committees. This review will also include how to best move forward establishing a general Terms of Reference for Advisory Committee.</p> <p>Everything is currently on hold until this meeting to see what direction the review will take, including the draft General TOR for the International Relations Committee.</p>	General Manager Economic Sustainability



## ORDINARY COUNCIL MEETING MINUTES 21 JULY 2014 (CM442)

Council Meeting Date	Item	Resolution	Status Update	Responsible Officer
6/5/14	Former Moe Early Learning Centre	<p>1. That a community engagement process be undertaken to inform a potential Expression of Interest for funding from the State Government's <i>Putting Locals First Program</i> to redevelop the former Moe Early Learning Centre as a centre for community organisations, addressing the stated funding criteria.</p> <p>That subject to the community engagement process identifying a community need meeting the funding criteria, that an Expression of Interest for funding from the State Government's <i>Putting Locals First Program</i> be prepared and submitted.</p> <p>2. That a further report be presented to Council for consideration outlining the draft design of the former Moe Early Learning Centre based on feedback received during the community engagement process.</p>	<p><b>Status:</b> Focus Group meetings were held on Tuesday, 22/10/13 and Wednesday, 23/10/13 at the Moe Town Hall.</p> <p>Attendance: Tuesday – 24, Wednesday – 11. Survey available online and in hard copy at Latrobe City Service Centres &amp; Libraries between Monday, 3/2/14 and Friday, 7/3/14.</p> <p>Letter/email sent to 77 community groups in the Moe and District area to promote and encourage participation in the survey.</p> <p><b>Status:</b> Results of community engagement process analysed and Expression of Interest prepared and submitted for funding from the State Government's <i>Putting Locals First Program</i>. Awaiting feedback from Regional Development Victoria.</p> <p><b>Status:</b> Community engagement process for the design of the building is yet to commence. To occur in the next financial year and is subject to outcome of funding application.</p>	General Manager Community Liveability

## ORDINARY COUNCIL MEETING MINUTES 21 JULY 2014 (CM442)

Council Meeting Date	Item	Resolution	Status Update	Responsible Officer
16/09/13	14.3 Hazelwood Pondage Waterway And Caravan Park Lease	<ol style="list-style-type: none"> <li>1. That Council authorise the Chief Executive Officer to commence negotiations with IPH GDF Suez for the lease of the caravan park, southern boat ramp and surrounds, northern boat ramp and surrounds and management of the waterway for recreational purposes, ensuring the following principals are addressed: <ul style="list-style-type: none"> <li>• GDF SUEZ to retain full accountability for Blue Green Algae and water quality testing;</li> <li>• GDF SUEZ to remain fully accountable for the pondage integrity;</li> <li>• Fair and equitable termination clauses should the power station close earlier than 2025;</li> <li>• Clarify risk, release and indemnity conditions;</li> <li>• Liquidated damages;</li> <li>• Clarify the end of lease conditions;</li> <li>• Clarify the early termination conditions</li> </ul> </li> <li>2. That a further report be presented to Council following negotiations with IPH GDF SUEZ seeking Council approval of the new lease arrangements at Hazelwood Pondage.</li> <li>3. 3. That Council write to the Minister for Regional &amp; Rural Development and advise of Council's resolution to commence negotiations with IPH GDF SUEZ .</li> </ol>	Negotiations with GDF Suez ongoing.	General Manager Recreation and Community Infrastructure
6/11/13	Latrobe Regional Motorsport Complex	<ol style="list-style-type: none"> <li>1. That Council requests the members of the Latrobe Regional Motorsports Complex Advisory Committee to investigate potential sites for the motorsports complex and to advise Council of any sites identified so that further investigation can be undertaken by Council officers.</li> <li>2. That Council officers meet with Energy Australia to discuss other possible sites for a motorsports complex on their land.</li> <li>3. That a further report be presented to Council at such time that site options have been investigated.</li> </ol>	Initial advice from Energy Australia and HVP is that land is not currently available for this use. Officers continuing to work with both parties to identify potential sites for further investigation.	General Manager Recreation and Community Infrastructure

## ORDINARY COUNCIL MEETING MINUTES 21 JULY 2014 (CM442)

Council Meeting Date	Item	Resolution	Status Update	Responsible Officer
19/05/14	Drainage Investigation At Adam View Court, Tanjil South	That Council defer consideration of this item, so that a meeting between the Acting CEO, Mrs Kellie Fraser, the neighbouring property owners and the West Gippsland Catchment Management Authority, can be undertaken to explore the most appropriate options to mitigate the flooding issues.	Meeting held with officers and representative of WGCMA and resident on site. Potential solution has been identified with design to be done by LCC staff and presented to resident for them to consider implementing.	General Manager RCI
10/06/14	Urgent Business - TED SUMMERTON RESERVE	<p>In light of concerns raised with drainage issues and other problems at the Ted Summerton Reserve by the user group, Council brings back a report carried out by an independent body specialising in purchasing, supply and contracts to be tabled in Open Council within 2 months detailing the following;</p> <p>The works and their costs including all variations, carried out at the Ted Summerton Reserve            What Quality control inspections were carried out, by whom and a copy of the report            Tender specifications for the drainage works            If the Material used was up to specification            The Tender brief for all works            A solution to any issues raised or found at the site</p>	Review of issues being undertaken and a further report to be presented to Council.	General Manager RCI
10/06/14	Urgent Business – AIRLIE BANK HOMESTEAD	That Latrobe City Council requests the Acting CEO to expedite the Airlie Bank Homestead Eol process, and submit a recommendation to Council as soon as possible.	Report to be presented to Council at the Ordinary Council Meeting scheduled for 21 July 2014.	General Manager Planning and Governance

**ORDINARY COUNCIL MEETING MINUTES  
21 JULY 2014 (CM442)**

<b>Council Meeting Date</b>	<b>Item</b>	<b>Resolution</b>	<b>Status Update</b>	<b>Responsible Officer</b>
10/06/14	PROPOSED SALE OF LAND - FRANKLIN STREET, TRARALGON	<ol style="list-style-type: none"> <li>1. That Council seek expressions of interest from real estate agents in Traralgon to resume actively marketing the former Traralgon Early Learning Centre site at 196 Franklin Street, Traralgon, and seek offers for sale of the property.</li> <li>2. That Council authorise the Chief Executive Officer to negotiate the sale of the former Traralgon Early Learning Centre site at 196 Franklin Street, Traralgon, with a prospective purchaser</li> <li>3. That a further report be presented to Council upon negotiation of an offer consistent with the valuation of the former Traralgon Early Learning Centre site at 196 Franklin Street, Traralgon.</li> </ol>	Preparation underway to seek Expression of Interest from Real Estate agents in Traralgon.	General Manager Planning and Governance

# NOTICES OF MOTION

**8. NOTICES OF MOTION**

**8.1 2014/11 – NOTICE OF MOTION - PRINCESS MARGARET RAIL  
PLATFORM**

**Cr Sharon Gibson**

**Attachments**  
Nil

**That the Mayor writes to VicRoads, VicTrack and the State Member for Narracan, to call for a meeting as soon as practicable to ascertain the support to restore the Princess Margaret Rail Platform and surrounds along Lloyd Street, Moe.**

**Moved:** Cr Gibson

**Seconded:** Cr Sindt

**That the Motion be adopted.**

**CARRIED UNANIMOUSLY**

**ORDINARY COUNCIL MEETING MINUTES  
21 JULY 2014 (CM442)**

**8.2 2014/12 – NOTICE OF MOTION – TIMBER TOWNS VICTORIA**

**Cr Sandy Kam**

**Attachments**  
Nil

**That Latrobe City Council supports a 3 year membership  
commitment to Timber Towns Victoria.**

**Moved:** Cr Kam  
**Seconded:** Cr Harriman

**That the Motion be adopted.**

**CARRIED UNANIMOUSLY**

# ITEMS REFERRED BY THE COUNCIL TO THIS MEETING FOR CONSIDERATION



**9. ITEMS REFERRED BY THE COUNCIL TO THIS MEETING FOR  
CONSIDERATION**

**9.1 LEASE OF AIRLIE BANK HOMESTEAD, MORWELL**

**ALTERNATE MOTION**

**That Council move item 9.1 Lease of Airlie Bank Homestead, Morwell into items closed to the public due to this item being confidential under section 89, (2) (d) of the Local Government Act 1989 as it relates to Contractual Matters.**

**Moved:** Cr Kam  
**Seconded:** Cr Gibbons

**That the Motion be adopted.**

**CARRIED UNANIMOUSLY**

# CORRESPONDENCE

**10. CORRESPONDENCE****10.1 FORMER GIPPSTAFE - TRANSFER OF MORWELL CAMPUS TO  
FEDERATION TRAINING****General Manager****Planning and Governance****For Decision****PURPOSE**

The purpose of this report is to present correspondence received from the Department of Education and Early Childhood Development in relation to the Transfer of Morwell Campus to Federation Training.

**DECLARATION OF INTEREST**

No officer declared an interest under the Local Government Act 1989 in the preparation of this report.

**OFFICER COMMENTS**

Latrobe City Council received a letter from the Department of Education and Early Childhood Development following the merge of GippsTAFE and Advance TAFE on 1 May 2014.

The Department of Education and Early Childhood has advised that all property titles for the former GippsTAFE and Advance TAFE currently held in the name of the Minister for Higher Education and Skills will be transferred to Federation Training.

Part of the Morwell Campus (Certificate of Title Volume 10290 Folio 253) is encumbered by a Section 173 Agreement that requires notification to occur if a change of ownership is planned and an offer to Council must occur for the opportunity to buy the land back at its current market value (refer to Clause 2.4, page 3 of attachment 2).

This change of ownership is occurring merely to reflect administrative changes within the Government sector.

Officers have contacted DEECD to request an extension of time for formal notification to occur.

**Attachments**

1. Letter from DEECD
2. Agreement U936443E

**RECOMMENDATION**

That Council advise the Department of Education and Early Childhood Development that Council does not wish to purchase the land, and that in line with the Section 173 Agreement agree that the land can be transferred to Federation Training.

**ALTERNATE MOTION**

1. That Council advise the Department of Education and Early Childhood Development that Council does not wish to purchase the land at this time, and that in line with the Section 173 Agreement agree that the land can be transferred to Federation Training.
2. That Council request that the LCC option to purchase be included in the transfer arrangement with Federation Training.

**Moved:** Cr Middlemiss

**Seconded:** Cr White

**That the Motion be adopted.**

**CARRIED UNANIMOUSLY**

## **10.1**

### **Former GippsTAFE - Transfer of Morwell Campus to Federation Training**

- |          |                                 |           |
|----------|---------------------------------|-----------|
| <b>1</b> | <b>Letter from DEECD .....</b>  | <b>21</b> |
| <b>2</b> | <b>Agreement U936443E .....</b> | <b>23</b> |



## Department of Education and Early Childhood Development

Infrastructure and Finance Services Group

7

**LATROBE CITY COUNCIL**  
INFORMATION MANAGEMENT

RECEIVED  
26 MAY 2014

N/C	Doc No:	
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2 Treasury Place  
East Melbourne, Victoria 3002  
Telephone: +61 3 9637 2000  
DX 210083  
GPO Box 4367  
Melbourne, Victoria 3001

Mr John Mitchell  
Acting Chief Executive Officer  
Latrobe City Council  
PO Box 264  
MORELL 3840

Dear Mr Mitchell

### Former GippsTAFE – Transfer of Morwell Campus to Federation Training

As you would be aware, GippsTAFE and Advance TAFE merged on 1 May 2014 to create a new entity known as 'Federation Training'.

As part of the Department of Education and Early Childhood Development's (DEECD) 'TAFE Title Transfer Project', all property titles for the former GippsTAFE and Advance TAFE currently held in the name of the Minister for Higher Education and Skills will be transferred to Federation Training shortly.

We note that Certificate of Title Volume 10290 Folio 253 (part of the Morwell campus) is encumbered by a Section 173 Agreement over the land that contains a 'right of first refusal' provision in clause 2.4 requiring us to notify Council if a change of ownership is contemplated and offer Council the opportunity to buy the land back at its current market value.

Given that the land will be transferred at no cost and the change of ownership is occurring merely to reflect administrative changes within the Government sector, we anticipate that Council will prefer not to exercise its right in the present case, instead allowing clause 2.4 to remain 'on foot' following the transfer to Federation Training, so that it may operate in connection with any future sale by Federation Training. If this is not the case, please let us know within 14 days of the date of this letter.

If you would like further information, please contact Ian Bett, Senior Project Manager, Asset Development Unit, Infrastructure and Sustainability Division, Department of Education and Early Childhood Development, on 9637 2758, or by email [bett.ian.i@edumail.vic.gov.au](mailto:bett.ian.i@edumail.vic.gov.au).

Yours sincerely

**Steve Lupton**  
Director, Service Delivery  
Infrastructure and Sustainability Division

23/5/2014



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**Application by a responsible authority for the making of a recording of an agreement Section 181(1), Planning and Environment Act 1987**



Lodged at the Land Titles Office by: *1x Agreement*

Name: Rennicks Gippsland Solicitors  
Telephone: (03) 5134 3177  
Address: PO Box 795  
MORWELL 3840

Ref: 610043DM  
Customer Code: 321C

The authority for having made an Agreement requires a recording to be made in the Register for the land.

**Land** Volume 10290 Folio 253

**Authority** LaTrobe Shire Council  
Kay Street  
TRARALGON 3844

**Section and Act under which Agreement made**  
Section 173  
Planning and Environment Act 1987

A copy of the Agreement is attached to this Application.

Signature for Authority: *[Handwritten Signature]*

Name of Officer: *JOHN MITCHELL*

Designation of Officer: *Chief Executive Officer*

Date: *4/8/97*

Planning and Environment Act Regulations - Form 9.1

H:\D\T\LATROBE.SC\TAFES181.APP

*30/9/97*

U936443E

**SECTION 173 AGREEMENT**

**THIS AGREEMENT** is made the 4<sup>th</sup> day of AUGUST 1997

**BETWEEN:**

**THE LA TROBE SHIRE COUNCIL** of Civic Centre, Kay Street, Traralgon ("the Council")

**AND**

**MINISTER FOR TERTIARY EDUCATION AND TRAINING FOR THE STATE OF VICTORIA** of 525 Collins Street, Melbourne ("the Owner")

**WHEREAS**

- A. The Owner is registered or entitled to be registered as the proprietor of Lot 2 on Plan of Subdivision No. 401878U Parish of Maryvale and being the whole of the land comprised in Certificate of Title, Volume 10290 Folio 253 ("the Land").
- B. The Council is the responsible authority of the Morwell Planning Scheme which governs the use of the Land.
- C. The Owner purchased the Land from the Council on certain terms with those relating to its future use surviving the settlement and binding the Owner himself and his successors and transferees the registered proprietor or proprietors for the time being of the Land and every part thereof.
- D. The Council and the Owner have agreed that without restricting or limiting their respective powers to enter into this Agreement and insofar as it can be treated this Agreement shall be an Agreement under Section 173 of the Planning & Environment Act ("the Act").

**NOW THIS AGREEMENT WITNESSES** as follows:-

1. In this Agreement unless inconsistent with the context or subject matter - "the Act" shall mean the Planning & Environment Act 1987 or any modification, amendment or re-enactment thereof.  
  
"Owner" shall mean the person or persons entitled from time to time to be registered by the Registrar of Titles as the proprietor of any estate in fee simple of the subject land or any part thereof.



U936443E

- 2 -

2. The owner with the intent that its covenants hereunder shall run with the Land hereby covenants and agrees with the Council that he (which term shall include the Owner or Owners of the subject land or any part thereof from time to time) will not without first obtaining the written consent of the Council:-
- 2.1 (a) change or cease to display the name "Kernot Hall and Civic Gardens" on the Land; and
- (b) remove the signs presently displaying the name "Kernot Hall and Civic Gardens" from the Land; and
- (c) refuse access to the employees and contractors of the Council with or without vehicles for the purposes of maintenance of such signs or for their replacement with new signs.
- 2.2 remove any trees.
- 2.3 refuse or in any way restrict access to the public to the most westerly part of Lot 2 hatched on the Plan attached hereto.
- 2.4 sell the Land hereby transferred without first making a written offer to sell it to the Council at such price as the Owner shall determine. If the Council accepts in writing such offer within fourteen days of the date upon which it is made by the Owner then:-
- (a) the Council is required to pay to the Owner's solicitors a deposit equal to ten per cent of the purchase price within the said period of fourteen days; and
- (b) sign a Contract of Sale of Real Estate prepared by the Owner's solicitors within seven days from the date of payment of the deposit, such Contract:
- (i) being in the form prescribed under Section 10 of the Estate Agents Act;
- (ii) being in accordance with the terms and conditions provided for in the Sale of Land Act 1962 and the Transfer of Land Act 1958 as amended; and

U936443E

If the Council does not accept such offer in writing within the said period of fourteen days then the Owner shall be free to make an offer to any other person at a price which is not less and on terms which are not more favourable than those offered to Council. The Owner shall not sell the Land to any person other than the Council at a lower price and on terms more favourable than those previously offered to Council without first making a further written offer to the Council at such lower price or at such more favourable terms (as the case may be) unless the Council fails to accept such offer in writing within fourteen days of such further offer being made.

3. The Owner further covenants and agrees:

- a) to do all things necessary to enter a Memorandum of this Agreement on the Certificate of Title to the subject land in accordance with Section 181 of the Act, including signing any further agreement, acknowledgement or document to enable the said memorandum to be registered under that Section;
- b) to do all things necessary including the signing of any further agreements, undertakings, covenants, consents, approvals or other documents necessary for the purpose of ensuring it carries out its covenants, agreement and obligations hereunder and to enable the Council to enforce the performance by the Owner of such covenants, agreements and undertakings.

**IN WITNESS WHEREAS** the parties hereto have executed these presents the day and year first hereinbefore written.

The Seal of La Trobe Shire Council was hereunto affixed this <sup>4th</sup> day of **AUGUST** 1997 in the presence of:



*[Signature]*  
..... (Chief Executive Officer)

Signed by The Hon Phil Honeywood in his capacity as Minister for Tertiary Education and Training for the State of Victoria in the presence of:

*[Signature]* *[Signature]*

# PRESENTATION OF PETITIONS

**11. PRESENTATION OF PETITIONS**

Nil reports

# CHIEF EXECUTIVE OFFICER

**12. CHIEF EXECUTIVE OFFICER**

Nil reports

# ECONOMIC SUSTAINABILITY

13. ECONOMIC SUSTAINABILITY

**13.1 LATROBE REGIONAL AIRPORT MARCH 2014 QUARTERLY  
REPORT**

**General Manager**

**Economic Sustainability**

**For Decision**

**PURPOSE**

The purpose of this report is to provide Council with information on the operations of the Latrobe Regional Airport for the quarter ended 31 March 2014.

**DECLARATION OF INTEREST**

No officer declared an interest under the Local Government Act 1989 in the preparation of this report.

**STRATEGIC FRAMEWORK**

This report is consistent with Latrobe 2026: The Community Vision for Latrobe Valley and the Latrobe City Council Plan 2013-2017, in that it provides information on the activities of the Latrobe Regional Airport which achieve the following objectives.

**Latrobe 2026: The Community Vision for Latrobe Valley**

**Strategic Objectives** - In 2026, Latrobe Valley has a strong and diverse economy built on innovative and sustainable enterprise. As the vibrant business centre of Gippsland, it contributes to the regional and broader economies, whilst providing opportunities and prosperity for our local community.

**Latrobe City Council Plan 2013 - 2017**

**Theme and Objectives**

**Economic Sustainability Objectives**

Actively pursue economic prosperity for Latrobe City, one of Victoria's four major regional cities.

Actively pursue further diversification of business and industry in the municipality.

Actively pursue and support long term job security and creation of new employment opportunities in Latrobe City.

*Strategic Direction 1– Provide incentives and work proactively to attract new business and industry to locate in Latrobe City.*



## ORDINARY COUNCIL MEETING MINUTES 21 JULY 2014 (CM442)

*Strategic Direction 2 – Assist existing small and medium enterprises to expand and sustain employment opportunities.*

*Strategic Direction 3 – Work in partnership with business, industry and government to create new jobs and investment in Latrobe City.*

*Service Provision – Maintain, develop and operate Latrobe Regional Airport in accordance with Civil Aviation Safety Authority regulations and the Latrobe Regional Airport Masterplan.*

*Major Initiatives - Implement the Latrobe Regional Airport Master Plan to effectively develop the airport and to facilitate investment and jobs growth.*

*Strategy – Latrobe Regional Airport Master Plan*

*Policy - Deed of Delegation*

The Latrobe Regional Airport is wholly owned by the Latrobe City Council and operates under the management of the Latrobe Regional Airport Board. Under Section 4(b) of the Deed of Delegation from Latrobe City Council to the Latrobe Regional Airport Board, a progress report is to be provided to Council quarterly and annually.

### **BACKGROUND**

This report provides information in relation to the performance of the Latrobe Regional Airport against plans and targets identified in the budget, the business plan and the Latrobe Regional Airport Master Plan 2009.

Under Section 4(b) of the Deed of Delegation from Latrobe City Council to the Latrobe Regional Airport Board, a progress report is to be provided to Council quarterly and annually.

### **ISSUES**

The significant activities undertaken during the quarter are outlined below.

#### **Master Plan 2014**

The funding application for \$60,000 through the Putting Locals First program was approved and announced by the Minister prior to the Christmas break. The total project budget for the review of the Latrobe Regional Airport Master Plan 2014 is \$120,000 with the additional \$60,000 coming from the Airport budget.

The tender for the development of the Latrobe Regional Airport Master Plan 2014 was awarded to Rehbein Airport Consultants.

The initial meeting was held with Rehbein Airport Consultants on 26 March 2014 to begin the process and to meet with the Project Assurance Group.

## ORDINARY COUNCIL MEETING MINUTES 21 JULY 2014 (CM442)

A full timetable of the Master Plan process including a draft plan for broad engagement and consultation has been developed.

### **Mahindra/GippsAero**

Mahindra Aerospace is the parent company of GippsAero and also Aerostaff Australia which was located in Port Melbourne. During the quarter Aerostaff Australia has moved its machinery and operations to Latrobe Regional Airport, consolidating Mahindra Aerospace's footprint in Victoria to the one location. The Latrobe Regional Airport assisted in this move by carrying out some factory upgrade works to ensure the smooth transition of the company to Latrobe. This move has now resulted in the opportunity refine the manufacturing processes and provide the potential for employment levels to increase.

### **2014/15 Annual Budget (Recurrent)**

The Annual Budget for 2014/15 was adopted by the Board during the quarter.

The budget reflected an increase in line with the CPI December quarter 2013 of 2.7% in both total expenses and income with the net result to Council remaining at \$50,000.

The Airport Annual Licence Fee for 2014/2015 was adopted as follows:-

Commercial Licence	\$1258
Light Commercial Licence	\$628
Recreational Licence	\$126

### **Works Update**

#### **Helimed Taxiway Construction**

Works on the drainage improvement at the Helimed Taxiway were completed during the quarter.

Full construction of the taxiway commenced as soon the fire bombers and other emergency aircraft no longer required the taxiway as a primary access.

#### **Runway lighting replacement and PAPI installation**

Tenders for the replacement of the current runway and taxiway lights, and the installation of the Precision Approach Path Indicator (PAPI) were advertised during the quarter.

The tender requires that LED lights for maximum performance and minimum operating cost be installed. In addition a new Precision Approach

**ORDINARY COUNCIL MEETING MINUTES  
21 JULY 2014 (CM442)**

Path Indicator (PAPI) will be installed to assist aircraft landing particularly at night and/or in poor weather conditions.

**Works in the Valley Drive area**

Large quantities of fill are being delivered to the Valley Drive site which will bring the level of the land to a point where its integration with the current GippsAero site is made possible.

This area is being prepared for future development.

**Northern Apron/Taxiway**

This is the area that services the hangars of Latrobe Flying Museum Latrobe Valley Airframes & welding and Mick North.

The tender for the construction of this apron/taxiway was awarded to Quality Roads. Works commenced during the quarter and are scheduled to be completed by May 2014.

**Gippsland Aviation Industries Policy and Opportunities Paper**

The Gippsland Aviation Industries Policy and Opportunities Paper is a joint project between Latrobe City, Wellington Shire and Regional Development Victoria (RDV). The final draft of the paper was presented at workshops at both Wellington Shire and Latrobe City/Latrobe Regional Airport on 4 February 2014.

Comments and observations from these workshops were taken on board by the consultant and incorporated into the final document.

The General Manager was directed to commence dialogue with Regional Development Victoria and Wellington Shire to pursue the joint marketing opportunity recommended in the Business Model section of the report.

**FINANCIAL, RISK AND RESOURCES IMPLICATIONS**

Risk has been considered as part of this report and it is considered to be consistent with the Risk Management Plan 2011-2014.

The Airport was operated in line with the 2013/14 budget allocation as detailed in the finance report attached.

**INTERNAL/EXTERNAL CONSULTATION**

*Engagement Method Used:*

There is no consultation required as this is a quarterly report on activities, as required by the Latrobe Regional Airport Deed of Delegation from Council.

**ORDINARY COUNCIL MEETING MINUTES  
21 JULY 2014 (CM442)****OPTIONS**

Council has the following options:

1. Note the Latrobe Regional Airport Board March quarterly report; or
2. Seek further clarification in respect to the Latrobe Regional Airport Board March quarterly report

**CONCLUSION**

The 2013/2014 financial year is progressing to forecast and within budget. The Airport continues to be operated in a secure and safe manner, in accordance with Civil Aviation Safety Authority guidelines and regulations.

**Attachments**

1. Finance Report

**RECOMMENDATION**

**That Council notes the report on Airport Operations for the quarter ended 31 March 2014.**

**Moved:** Cr Middlemiss  
**Seconded:** Cr White

**That the Recommendation be adopted.**

**CARRIED UNANIMOUSLY**

## **13.1**

### **Latrobe Regional Airport March 2014 Quarterly Report**

<b>1</b>	<b>Finance Report.....</b>	<b>39</b>
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# Monthly Operating Report

## LATROBE REGIONAL AIRPORT Division

### Month: March 2014



#### Comment on Year to Date Result

Favourable variance of \$54K to date is due the timing of invoices.

#### Comment of Full Year Forecast

The expected variance to budget of \$17K is due to the unanticipated costs relating to the painting of GippsAero hangar floor. The additional other income is due to the \$60K grant from RDV which has been offset by additional consultancy expenditure that will predominately be in the 2014/15 financial year.

	Year to Date			Full Year Forecast		
	Actual	Mid Year Budget	Variance (Fav)/Unfav	Forecast	Mid Year Budget	Variance (Fav)/Unfav
<b>Net Results by Cost Centre</b>						
Latrobe Regional Airport Management	123,589	150,753	(27,164)	186,333	189,500	(3,167)
Latrobe Regional Airport - LANDSIDE	(225,174)	(211,328)	(13,846)	(235,513)	(258,713)	23,200
Latrobe Regional Airport - AIRSIDE	(39,407)	(26,946)	(12,461)	(37,154)	(33,687)	(3,467)
Latrobe Regional Airport - General Mainte	71,733	72,361	(629)	103,334	102,900	434
<b>Net Result</b>	<b>(69,259)</b>	<b>(15,160)</b>	<b>(54,100)</b>	<b>17,000</b>	<b>0</b>	<b>17,000</b>
<b>Net Results by Account Group</b>						
<b>Income:</b>						
Other	(41,803)	(41,535)	(268)	(152,785)	(98,785)	(54,000)
Residence	(10,000)	(10,000)	0	(13,000)	(13,000)	0
Terminal Building	0	(937)	937	0	(937)	937
Commercial	(248,797)	(249,899)	1,102	(330,918)	(330,950)	32
Trading / Light Commercial	(35,330)	(32,358)	(2,972)	(35,485)	(35,626)	141
Recreational / Non-Trading	(52,413)	(51,183)	(1,230)	(52,413)	(51,183)	(1,230)
Community Group/Service	(150)	(150)	0	(150)	(150)	0
Farm / Agistment	(21,370)	(16,026)	(5,344)	(21,368)	(21,368)	0
<b>Total Income</b>	<b>(409,863)</b>	<b>(402,088)</b>	<b>(7,775)</b>	<b>(606,119)</b>	<b>(551,999)</b>	<b>(54,120)</b>
<b>Expenditure:</b>						
Salaries Wages & Oncosts	137,463	137,595	(132)	191,750	190,830	920
Other Employee Costs	10,673	11,662	(989)	14,915	15,900	(985)
Materials & Contracts	53,573	98,776	(45,203)	132,284	160,099	(27,815)
Internal Charge Costs	138,895	138,895	0	185,170	185,170	0
Transfer to 2014/15 year	0	0	0	99,000	0	99,000
<b>Total Expenditure</b>	<b>340,604</b>	<b>386,928</b>	<b>(46,324)</b>	<b>623,119</b>	<b>551,999</b>	<b>71,120</b>
<b>Net Result - Recurrent</b>	<b>(69,259)</b>	<b>(15,160)</b>	<b>(54,100)</b>	<b>17,000</b>	<b>0</b>	<b>17,000</b>

# RECREATION AND COMMUNITY INFRASTRUCTURE

14. RECREATION AND COMMUNITY INFRASTRUCTURE

**14.1 SP AUSNET COMMUNITY DEVELOPMENT FUND**

General Manager

Recreation and Community  
Infrastructure

**For Decision**

**PURPOSE**

The purpose of this report is to present to Council the proposed SP Ausnet Development Fund Grants Program and seek endorsement of the proposed coordinated approach in delivering it.

**DECLARATION OF INTEREST**

No officer declared an interest under the Local Government Act 1989 in the preparation of this report.

**STRATEGIC FRAMEWORK**

This report is consistent with Latrobe 2026: The Community Vision for Latrobe Valley and the Latrobe City Council Plan 2013-2017.

*Latrobe 2026: The Community Vision for Latrobe Valley*

*Strategic Objectives – Our Community*

*In 2026, Latrobe Valley is one of the most liveable regions in Victoria, known for its high quality health, education and community services, supporting communities that are safe, connected and proud.*

*Strategic Objectives – Advocacy and Partnerships*

*In 2026, Latrobe Valley is supported by diversity of Government, agency, industry and community leaders. Committed to working together to advocate for and deliver sustainable local outcomes.*

*Latrobe City Council Plan 2013 - 2017*

*Theme and Objectives*

*Theme 4: Advocacy for and consultation with our community*

*Strategic Direction – Strengthen our region by actively leading and encouraging partnerships with other local governments, industry and community agencies.*

**BACKGROUND**

SP AusNet recently provided Council officers with information relating to the SP AusNet Community Development Fund (CDF) (Attachment 1&2) and has sought Council's partnership in delivering the program in the second half of 2014.



The fund has been designed to facilitate a stronger Council and community partnership by supporting local community initiatives via a grants program. It is an initiative developed to build trusting and strong relationships with the residents of the municipality, along with the Council concerned and the spirit of the program is to share joint management of the grants program.

The CDF is open to only one Council in SP AusNet's region, at any one time, and provides local groups the opportunity to apply for a grant out of the \$20,000 budget set exclusively for that local municipality.

Local community groups are able to apply for a grant from this pool, with a maximum of \$3,000 provided to any single group.

## **ISSUES**

### *Timing*

Latrobe City Council currently manages an annual community grants program that generally opens in July/August. Due to the timing of SP Ausnet's request, it is not practical to combine the SP AusNet Community Development Fund and Council's existing community grants program. As such, it is envisaged that the SP AusNet CDF will be run later in the year, potentially October.

### *Application Period*

To ensure that the SP AusNet's Community Development Fund gains sufficient exposure, it is envisaged that applications will be open for a period of 3-4 weeks. This will also ensure that applicants have the time required to sources quotes etc. to support their project and application.

### *Advertising/Media*

Council will lead the media and advertising of this grants program. Advertising of this program will be carried out similarity to the existing community grants, that is, via the local newspaper and on Latrobe City Council's website.

In addition, further media opportunities will be investigated to promote the partnership between Latrobe City Council and SP AusNet in delivering this program.

### *Systems*

Latrobe City's current community grants program is coordinated through an online system called "Smarty Grants" and is managed by the Recreation and Community Infrastructure Department. The SP AusNet CDF can also be run through "Smarty Grants" and all applicants will submit their applications using the system.

## ORDINARY COUNCIL MEETING MINUTES 21 JULY 2014 (CM442)

### Evaluation Panel

After discussions with SP Ausnet representatives, it is proposed that the evaluation panel will consist of the following:

- SP AusNet Customer and Community Manager
- 3 x Latrobe City Councillors
- 1 x Recreation & Community Infrastructure Council officer.

As mentioned previously, the SP AusNet CDF is open to only one Council in SP AusNet's region at any one time and recently has been delivered by East Gippsland and Wellington. Examples of types of projects that have been considered are:

- Kindergarten shade sails.
- Equipment replacement for community groups.
- Maintenance requirements on community buildings.

### **FINANCIAL, RISK AND RESOURCES IMPLICATIONS**

Risk has been considered as part of this report and it is considered to be consistent with the Risk Management Plan 2011-2014.

Financial implications will be limited to the cost associated with advertising the program in the local media.

The management of the program will be absorbed by the Recreation and Community Infrastructure Division.

### **INTERNAL/EXTERNAL CONSULTATION**

#### *Engagement Method Used:*

Appropriate advertising of the joint partnership Community Development Fund will be undertaken through Council's standard advertising methods.

### **OPTIONS**

Council has the following options in relation to this report:

1. That Council endorse the proposed partnership with SP AusNet in delivering SP AusNet's Community Development Fund and coordinate the program as outlined in this report.
2. That Council not endorse the proposed partnership with SP AusNet in delivering SP AusNet's Community Development Fund and coordinate the program as outlined in this report.

### **CONCLUSION**

SP AusNet recently contacted Council officers to discuss the SP AusNet Community Development Fund (CDF) and the potential of partnering with Latrobe City Council in delivering it.

The fund has been designed to facilitate a stronger Council and community partnership by supporting local community initiatives via a

**ORDINARY COUNCIL MEETING MINUTES  
21 JULY 2014 (CM442)**

grants program and this program has the potential to be delivered as a stand-alone grants program later this year.

Council's Recreation and Community Infrastructure Division will be responsible for managing the grants program including all media, advertising and online system processes.

**Attachments**

1. SP AusNet Community Development Fund Fact Sheet
2. SP Ausnet Application Form Including Criteria

**RECOMMENDATION**

1. That Council endorse the proposed partnership with SP AusNet in delivering SP AusNet's Community Development Fund and coordinate the program as outlined in this report.
2. That Council endorse the following three Councillors as representatives on the evaluation panel:
  - Councillor 1
  - Councillor 2
  - Councillor 3

**ALTERNATE MOTION**

1. That Council endorse the proposed partnership with SP AusNet in delivering SP AusNet's Community Development Fund and coordinate the program as outlined in this report.
2. That Council endorse the following three Councillors as representatives on the evaluation panel:
  - Councillor Harriman
  - Councillor Gibbons
  - Councillor Sindt
3. That Council write to SP Ausnet to suggest that applications open in late September 2014.

**Moved:** Cr Middlemiss  
**Seconded:** Cr White

**That the Motion be adopted.**

**CARRIED UNANIMOUSLY**

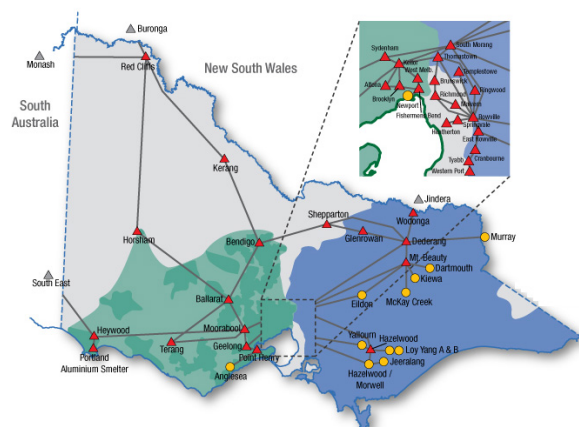
## **14.1**

### **SP AusNet Community Development Fund**

- 1 SP AusNet Community Development Fund Fact Sheet ..... 47**
- 2 SP Ausnet Application Form Including Criteria ..... 49**

## SP AusNet Community Development Fund

### Background Information



SP AusNet is a leading Australian energy provider, with assets covering more than 140,000km<sup>2</sup> across Victoria. These assets include gas distribution in Victoria's west, electricity distribution assets in the east, and electricity transmission across Victoria.

A key company focus, in undertaking our energy operation, is to minimise impacts on the economic, environmental and social wellbeing of the community and landscape.

SP AusNet already works closely with Victorian councils in managing responsible transmission and distribution and in many instances these relationships have matured to strong business partnerships. It is also a priority to develop strong relationships with the general communities where we operate to help build heightened understanding of who we are, what we do and how we can help.

### How the SP AusNet Community Development Fund works

The SP AusNet Community Development Fund (CDF) has been designed to facilitate the build of a stronger council and community partnership by supporting local community initiatives via a grants program. The CDF is open to only one shire in SP AusNet's region at any one time and provides local groups the opportunity to apply for a grant out of the \$20,000 budget set exclusively for that local shire.

Local community groups are able to apply for a grant from this pool, with a maximum of \$3,000 provided to any single group.

### Working with the Shire

The CDF is an initiative developed to build trusting and strong relationships with the residents of the Shire, along with the council concerned. The spirit of the program is to share joint management of the grants program to enhance and extend the existing shire grants program.

Involvement for the Shire can include:

- The participation of three council members in the Community Development Fund committee
- Inclusion of Shire logo in supporting materials
- Option to include quotes in program media releases
- Councillor participation in the launch event and announcement of the fund recipients
- Council offices as key pick-up point for application forms and brochures
- Determination of best methods for local communication
- Use of mailing lists to contact local community groups

### The Community Development Fund committee

After applications close, selection of the CDF recipients is done by the SP AusNet CDF committee, who will be made up of representatives from SP AusNet and the Shire:

- SP AusNet CDF Chairperson
- SP AusNet Corporate Relations
- SP AusNet Region Manager/Representative
- 3 x Shire representatives

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This group will be responsible for evaluating the finalists and deciding on winners out of the CDF pool. We estimate this will require the investment of approximately one day of work during the entire campaign.

### **The Community Development Fund selection criteria**

Successful applicants must meet the CDF selection criteria, ensuring that the successful grants projects benefit the community in a positive manner, through:

- Being community driven and led
- Providing benefits in the local communities in which SP AusNet operates
- Providing a long-term sustainable solution for a current local issue
- Being developed in consultation with stakeholders and having widespread community support
- Being practical and technically sound
- Having clear objectives, with a means for achieving a successful outcome
- Demonstrating the capacity to make effective use of the funds and financial accountability
- Providing recognition opportunities for SP AusNet
- Having a minimum time of eight weeks prior to the event or project commencing

When applying for the CDF grant, community groups must complete an application form which is sent to SP AusNet, along with any substantiating evidence.

### **Communicating about the Community Development Fund**

To raise awareness of the CDF and encourage applications, we want to work with the council to target community groups, community leaders, schools, business, residents, local media, customers and other government authorities that operate within the Shire. We see this being done via a range of communication tools available to both the Shire and SP AusNet, including but not limited to:

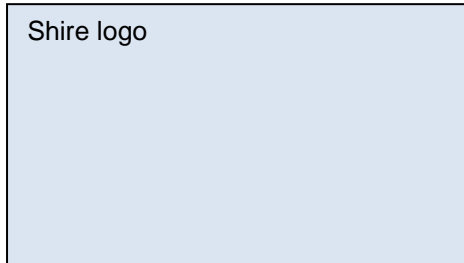
- Mail out to local community groups in region
- Media releases to local media
- Running advertisements across local media
- Using council offices as communication points
- Updates on SP AusNet's website
- Event announcing winners

### **Next steps**

- Confirmation of Shire involvement, including identification of three Council reps on CDF selection committee
- Establishment of a time line
- Agreed messages and points of contact
- SP AusNet to finalise communication and marketing material in collaboration with shire

# SP AusNet Community Development Fund

Enabling small projects within the Shire of xxxxxxxxxxxx



## GRANT APPLICATION FORM

The SP AusNet Community Development Fund (CDF) has been designed to build better relationships with residents and to make a positive impact on community life where we live and work.

### CDF Grants Criteria:

Successful applications must:

- Be community led and driven
- Benefit the local communities in which SP AusNet operates
- Offer a sustainable solution for a community event or impact
- Have been developed in consultation with all stakeholders and have wide community support
- Be technically sound and practical
- Have clear objectives with the capacity to achieve a successful outcome
- Demonstrate the ability to make effective use of CDF grant funds
- Identify financial capability and accountability via references from previous projects
- Provide positive community relationship opportunities with SP AusNet

*Please note: Applications which won't be considered are those for individuals, travel projects, political parties, projects which don't benefit the community or are discriminatory against minor groups, projects that don't foster the community's best interest nor projects that are hazardous to the community and environment.*

### Application details

*Organisation name	
Organisation ABN (if applicable)	
Name of contact person	
Position title (if applicable)	
Email address	
Street or PO address	
Business hours telephone number	
Mobile number	
Email address	

\*Please note, if your application is successful, the CDF grant will be made payable to the stated organisation name. If no ABN is available you may wish to identify who has auspiced your application.

Please answer all of the following questions to maximise the potential of your CDF grant application being successful. Grant forms can be downloaded at – [www.sp-ausnet.com.au](http://www.sp-ausnet.com.au) . Please keep your submission to a maximum of 4 pages.

### CDF Grant details

Tell us briefly about your group and what you do	
What is your project?	
What are the key project objectives?	
How will the CDF grant funding help?	
What amount is being requested from SP AusNet?	
Are there any other funding bodies involved?	
What are the CDF grant timelines? Start and finish time	
Are there any CDF grant milestones we should know about?	
What do you want to achieve through the CDF grant? – be as specific as possible.	
How will you ensure the funding objectives are delivered?	
What are the benefits from the CDF grant to the community and people?	
How will this positively support SP AusNet's relationship with your community?	
Are there any other details you would like to share with us?	



--	--

Thank you for your CDF grant application and be assured that we will review all applications equally and hopefully be able to advise you of a successful outcome. If not please understand that we anticipate receiving a number of CDF grant applications and are working with a set funding amount.

If your application is successful you will receive cheque payment 4-6 weeks after CDF grant recipients are announced.

### What to submit

CDF grant application form -	Please use the official CDF grant application form for your project submission.
Handwritten application -	If completing this application by hand please keep your writing as clear and concise as possible and write on the CDF grant application form. SP Ausnet does not want to reject your application because we cannot read it.
Computer generated application -	If completing this application by computer please keep within the set framework.
Attachments and supporting materials -	Additional information may be included to support your CDF grant submission. Applicants are requested to not include original documents with their submission as they cannot be returned.

### How and where to submit?

There are two ways to submit your CDF grant application. Please choose one of the two methods listed below:

1. Post to: Community Development Fund  
SP AusNet Corporate Communications  
Level 31, 2 Southbank Boulevard  
Southbank VIC 3006
2. Email to: [public.relations@sp-ausnet.com.au](mailto:public.relations@sp-ausnet.com.au)

All applications are due by *(date to be inserted)*.

## **14.2 REVIEW OF LOCAL LAW NO 3**

**General Manager**

**Recreation and Community  
Infrastructure**

**For Decision**

### **PURPOSE**

The purpose of this report is to present Council with the draft Local Law No. 3 Asset and Environment Protection During Building Works and to request the draft be released for public comment.

### **DECLARATION OF INTEREST**

No officer declared an interest under the Local Government Act 1989 in the preparation of this report.

### **STRATEGIC FRAMEWORK**

This report is consistent with Latrobe 2026: The Community Vision for Latrobe Valley and the Latrobe City Council Plan 2013-2017.

#### *Latrobe 2026: The Community Vision for Latrobe Valley*

*Strategic Objectives - Governance*

*In 2026, Latrobe Valley has a reputation for conscientious leadership and governance, strengthened by an informed and engaged community committed to enriching local decision making.*

#### *Latrobe City Council Plan 2013 - 2017*

##### *Theme and Objectives*

*Theme 3: Efficient, effective and accountable governance*

*Strategic Direction – To provide open, transparent and accountable governance.*

##### *Legislation*

*Local Government Act 1989*

Council must comply with Part 5 of the *Local Government Act 1989* (“the Act”), in regards to the procedure for making a local law.

A Council may make local laws for or with respect to any act, matter or thing in respect of which Council has a function or power under the *Local Government Act 1989* or any other Act.

The following legislation sets out the procedure for making a local law:

**s111. Power to make local laws**

Section 111 of the *Local Government Act 1989* provides councils with the authority to make local laws. These local laws are designed to assist councils to balance the needs of the individual against the needs of the broader community. They are limited to areas which local councils have jurisdiction (except those things dealt with under the planning scheme) and cannot be inconsistent with any other laws (either state or federal).

**s119. Procedure for making a local law**

Before a Council makes a local law it must comply with the procedure contained within section 119. This procedure includes giving a notice in the Government Gazette and a public notice stating the purpose and general purport of the proposed local law, that a copy of the proposed local law can be obtained from the Council office, and that any person affected by the proposed local law may make a submission relating to the proposed local law under section 223.

After a local law has been made the Council must give a notice in the Government Gazette and a public notice specifying the title of the local law; and the purpose and general purport of the local law; and that a copy of the local law may be inspected at the Council office. In addition, Council must send a copy to the Minister.

**s223. Right to make a submission**

Section 223 of the Local Government Act 1989 details that the submissions received must be heard by Council and that a person making a submission can specify in their submission that they (or representative) wish to appear before Council to be heard in support of the submission. In addition, Council must notify in writing, each person who has made a separate submission, and in the case of a submission made on behalf of a number of persons, one of those persons, of the decision and the reasons for that decision.

**BACKGROUND**

The purpose of Local Law No. 3 is:

1. To take precautions during building works to minimise damage to public infrastructure assets, avoid pollution and ensure public safety;
2. To define standards and determine whether preventative measures are required during building works;
3. To work collaboratively with the owner/applicant/builder for the duration of building works; and
4. To enforce compliance of permit conditions where applicable.

Local Law No. 3 is not due to sunset until 2016, subject to section 122 of the *Local Government Act 1989*, however, for the following identified reasons a review is being carried out now in order to:

1. implement consistency of wording and terminology with that used within Local Law No. 2; and
2. to update Local Law No. 3 in accordance with the Local Law Guidelines Manual 2010.

The current draft of Local Law No. 3 was released to a group of key stakeholders during June to seek feedback and comments on the proposed changes. Each stakeholder received a copy of the current version of Local Law No. 3 dated 2006 as well as the proposed draft of Local Law No. 3 dated 2014. In addition to this, an electronic survey was offered, asking them to provide feedback on specific changes within the document.

Over 80% of key stakeholders invited to survey provided feedback (either verbally or electronically), with all feedback received being of a positive nature. There were no objections or suggestions for improvement from this group of stakeholders.

Post the external key stakeholder survey phase, we completed an internal review amongst Latrobe City coordinators and the feedback received from this process was also positive, with no objections and some minor suggestions of improvement to the proposed version.

In accordance with s.223 of the *Local Government Act 1989*, the next step in the process is to release the draft Local Law No. 3 for a public submission period of 28 days before returning to Council with the final draft for adoption.

As Local Law No. 3 focuses purely on activities being carried out on land during building works, it is logical that it remains a standalone Local Law to ensure the standards set are adhered to during a specific period, as opposed to Local Law No. 2 which applies across the municipality regardless of timing and nominated activities.

### **ISSUES**

The current version of Local Law No. 3 (2006) has a number of issues ranging from layout to the wording used, this opportunity to improve the Local Law 3 has initiated this review two years earlier than required.

The issues identified to date are as follows:

- a. The current Local Law No. 3 is written in a way which is not easy to follow. The core content is ordered in a way that does not follow the process that physically takes place over the duration of building works. This misaligned order results in builders and stakeholders searching through the document to piece together the correct process to follow;
- b. from an external stakeholder point of view, the wording used throughout the document can be difficult to read, understand and interpret which can lead to confusion in some building work scenarios;

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- c. the current version is quite lengthy and intricately detailed. Specific or named scenarios will not always apply, hence we must allow opportunity for collaborative problem solving between Council and the permit holder; and
- d. the current version does not educate the reader, instead it has been known to cause confusion in the law. The improvements will now provide readers with not only a collaborative approach, but will also educate them in the law and what is acceptable.

The Local Law No. 3 review process, has undertaken the following actions up to this point:

1. Initiation of Local Law No. 3 Review project team with key personnel who are directly involved in the implementation of the Local Law and its objectives;
2. Continuous in-depth consultation with the coordinator of the Local Law No. 2 review project to ensure we are meeting required Local Law Guidelines and consistency (format, layout and wording) as is applied throughout Local Laws No. 2 and No. 3;
3. Consultation with key internal representatives of the current revised draft to ensure key secondary stakeholders are aware of the proposed changes and overall process prior to seeking external comment;
4. Revision of the draft Local Law No. 3 (format, layout and content updated to reflect current and proposed future practices on building sites within the municipality);
5. Completion of the internal legal review with the Manager Council Operations Legal Counsel to ensure the content and overall purpose of Local Law No. 3 is clear, concise and legally acceptable;
6. Invitation of key external stakeholders (listed in attachment 2) to take part in a survey to review the current versus proposed versions of Local Law No. 3;
7. Sought further input and feedback of the revised version of Local Law No. 3 internally across all departments of Latrobe City Council; and
8. Presentation of the draft of Local Law No. 3 to Council and recommend release for public comment.

From this point the following actions have been scoped to progress the Local Law No. 3 review:

1. Schedule a public submission period with the general public to ensure the opportunity for input is offered and feedback is sought and considered;
2. Consider public submissions and update Local Law No. 3 to acknowledge and/or incorporate the public's feedback; and
3. Present Local Law No. 3 to Council for adoption.

**FINANCIAL, RISK AND RESOURCES IMPLICATIONS**

Risk has been considered as part of this report and it is considered to be consistent with the Risk Management Plan 2011-2014.

There are minimal financial implications in the review of Local Law No. 3. Costs of approximately \$400 will be incurred for the placing of a notice in the Government Gazette and public notices in the Latrobe Valley Express.

**INTERNAL/EXTERNAL CONSULTATION***Engagement Method Used:*

The draft Local Law No. 3 was initially released to key internal stakeholders (Statutory Planning, Building Services and Local Laws) with all feedback received being of a positive nature.

We then invited a group of key external stakeholders (namely builders and construction companies) to complete a survey and comment on the draft. All feedback from this process was positive, with no objections to the proposed Local Law No. 3.

Following this, we issued the draft Local Law No. 3 to all Latrobe City Council Coordinators requesting their review (along with any relevant team members) and feedback received from this process was positive also.

The next proposed step is to release Local Law No. 3 for public submission with advertisement in the Victorian Government Gazette and the Latrobe Valley Express.

*Details of Community Consultation / Results of Engagement:*

The response to the proposed Local law No 3 has been positive at all stages of consultation to date. Those consulted generally agree that the proposed Local Law No. 3 is clear and appropriate. Suggested improvements have been considered and where appropriate have been incorporated into the proposed Local Law No. 3.

The next proposed step is to release Local Law No. 3 for public submission with advertisement in the Victorian Government Gazette and the Latrobe Valley Express.

**OPTIONS**

The options available to Council are:

1. To endorse the public submission period for Local Law No. 3.
2. To defer the public submission period of Local Law No. 3.
3. To note the proposed Local Law No. 3 and continue to operate under the current version that was adopted in 2006 although this would negate the work that Council has put into amending the Local Law.

**ORDINARY COUNCIL MEETING MINUTES  
21 JULY 2014 (CM442)****CONCLUSION**

The review of Local Law No. 3 is necessary to ensure:

- Latrobe City Councils assets are protected;
- building industry members are aware of the law and its purpose;
- the health and wellbeing of the general public is considered and proactively managed at all times;
- our environment is protected as much as possible; and that
- Local Law No. 3 reflects current practices and future requirements.

**Attachments**

1. Local Law No 3 (Proposed)
2. Key Stakeholder Survey Feedback
3. Internal Stakeholder Feedback
4. Local Law No 3 Community Impact Statement

**RECOMMENDATION**

**That:**

1. **Council releases the draft Local Law No. 3 - Asset and Environment Protection During Building Works inviting public comment for a period of 28 days;**
2. **Council considers the draft Local Law No. 3 and all submissions received at the Ordinary Council Meeting to be held on 22 September 2014.**

**Moved:** Cr Kam

**Seconded:** Cr Rossiter

**That the Recommendation be adopted.**

**CARRIED UNANIMOUSLY**

## **14.2**

### **Review of Local Law No 3**

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<b>2</b>	<b>Key Stakeholder Survey Feedback .....</b>	<b>75</b>
<b>3</b>	<b>Internal Stakeholder Feedback.....</b>	<b>77</b>
<b>4</b>	<b>Local Law No 3 Community Impact Statement .....</b>	<b>79</b>



**ATTACHMENT 1 – Local Law No. 3 2014 (proposed)**

**LATROBE CITY COUNCIL**

**ASSET AND ENVIRONMENT PROTECTION  
DURING BUILDING WORKS**

**LOCAL LAW NO. 3**

*Adopted – DD/MM/YYYY*

For enquiries please contact  
Asset Protection Officer  
Ph. 1300 367 700



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## **PART 1 FORMALITIES**

### **1. Objective**

As owner of public infrastructure assets and caretaker of the local environment, Council has a duty to ensure building works are monitored and regulated such that public infrastructure assets are kept in a fit state and local environmental values and public safety are not adversely impacted.

This Local Law gives Council additional powers to protect public safety, environmental values and valuable community infrastructure. This protection extends to both their physical integrity and their legitimate use so they can continue to provide the service for which they were designed. This Local Law allows Council to maintain a physical environment which aims to minimise hazards to health and safety of persons attending, adjacent to, opposite or passing building sites.

This Local Law has the following objectives:

1. To take precautions during building works to minimise damage to public infrastructure assets, avoid pollution and maintain public safety;
2. To define standards and determine whether preventative measures are required during building works;
3. To work collaboratively with the applicant/builder/contractor for the duration of building works;
4. To enforce compliance of permit conditions where applicable; and
5. To define the obligations of owners/builders/contractors and suppliers with respect to the repair of damaged public infrastructure assets.

### **2. Authorising Provisions**

This Local Law is made under section 111 of the *Local Government Act 1989*. In addition to the provisions contained in this Local Law, the following legislation (or their successors) has relevance to the issues and must be observed:

- *Building Act 1993*
- *Local Government Act 1989*
- *Planning and Environment Act 1987 and subordinate regulations*
- *Catchment and Land Protection Act 1994*
- *Subdivision Act 1988*
- *Infringements Act 2006*
- *Occupational Health and Safety Act 2004*
- *Environment Protection Act 1970 and subordinate regulations and policies*

- *Road Management Act 2004, and subordinate Regulations and Ministerial Codes of Practice or Guides*

Where inconsistencies exist between legislation and this Local Law, the legislation will prevail.

### **3. Operational Date of this Local Law**

This Local Law operates from the 14th day following receipt of a resolution from Council approving the making of this Local Law No 3.

### **4. Date this Local Law Ceases Operation**

Unless this Local Law is revoked sooner, its operation will cease on the tenth anniversary of its making.

### **5. Application of this Local Law**

This Local Law applies throughout Council's municipal district. Where another statutory body (such as Roads, Water or Park authorities or Government departments) has sole jurisdiction over or ownership of a public infrastructure assets, this Local Law will not apply except where relevant powers have been assigned or allocated to Council via a formal agreement.

### **6. Revocation of other Local Law**

From the first date of this Local Law, the application of the former Local Law No. 3 (2006) Protection of Council Assets and Local Amenity during Building Works will be revoked and will cease to apply.

### **7. Definitions**

Some of the terms used in this Local Law are defined. Defined terms included in this Local Law are:

***Applicant*** means a person who applies for a permit under this Local Law.

***Authorised Officer*** means an Authorised Officer appointed under section 224 of the *Local Government Act 1989*, and has delegated authority to implement this Local Law.

***Asset Protection Permit*** means a written permit issued by Council under this Local Law for the protection of public infrastructure assets the environment and public safety during building works - referred to from hereon as 'permit'.

***Building Works Refuse*** includes any waste or substance generated by or in connection with building works.

***Building Works*** means work for or in connection with the preparation, construction, renovation, alteration, demolition, relocation or removal of a building, building site or

related infrastructure (inclusive of works associated with, frontage fences, significant landscaping and swimming pools).

**Conditions** are requirements set by Council and must be met by the applicant for specific activities during building works.

**Council** means the Latrobe City Council.

**Damage** means an action that reduces value or effectiveness of Council's infrastructure and/or the environment.

**Fee** a sum paid or charged in relation to this Local Law.

**Municipal District** means the municipal district of Council.

**Owner** means the owner of land on which the building work is carried out.

**Penalty units** have the meaning attributed to them under section 110 of the *Sentencing Act 1991*.

**Public Infrastructure Assets** means Council owned or controlled land or structures.

**Pollution** means any form of noise, dust, fumes, liquid, sediment, waste, litter, chemical or other material or phenomena that arises from building work and which threatens local amenity or the environment, or which is prohibited by a local law or by any legislation.

**Rubbish Facility** means a receptacle capable of containing building works refuse, debris and other waste and restricting it from leaving the building site.

**Security Bond** is a refundable amount paid by the applicant and held by the Council until all conditions relating to building works are deemed satisfactorily completed.

**Temporary Fencing** is an interim structure erected on the land containing any building works and restricting access to ensure public safety.

**Temporary Vehicle Crossing** means a Council approved structure that extends from the boundary of land over any public infrastructure asset to a road, and is designed to minimise damage to public infrastructure assets caused by motor vehicles entering and leaving the land during building works.

**Toilet** a bathroom fixture consisting of a bowl, usually with a hinged seat and lid, and a device for flushing with water, used for defecation and urination.

## **PART 2 ASSET PROTECTION PERMITS**

### **8. Permits**

- 8.1. The Council or an Authorised Officer in its, his or her absolute discretion may issue a permit under this Local Law with or without conditions, including the payment of any fee that Council may require or may refuse to issue a permit.
- 8.2. The Council or an Authorised Officer may prescribe:
- a) the manner and form in which applications for permits under this Local Law should be made;
  - b) the manner in which any permit under this Local Law is issued; and
  - c) the fee for any such permit application.
- 8.3 The Council or an Authorised Officer may waive payment of any fee for a permit.
- 8.4 The Council or an Authorised Officer may require the applicant for a permit to give notice of the application.

### **9. Asset Protection Permits**

- 9.1. An owner or an owner's authorised representative must notify Council of the intention to commence building works by applying for a permit at least three (3) working days prior to the commencement of any building works inclusive of any deliveries to the building works site.
- 9.2. Upon notification of intended building works (whether oral or in writing), Council or an Authorised Officer will determine if a permit is required.
- 9.3. Where a permit is deemed as required by Council or an Authorised Officer, one or more of the following may be requested:
- a) provision of additional building works and/or applicant information; and/or
  - b) payment of a permit fee; and/or
  - c) payment of a security bond.
- 9.4. Council will determine the appropriate permit fee based on the types of building works and the risk to public infrastructure assets from the building works.

- 9.5. Council will determine the appropriate security bond (if applicable) based on the types of building works and the risk to public infrastructure assets from the building works.
- 9.6. The date of issue of a permit will be three (3) business days after the receipt and clearance of all funds with respect to the payment of fees and/or security bonds.
- 9.7. An owner must not commence, allow or authorise anyone else to commence building works on the owners land unless:
- a) a permit in relation to those works has been issued by Council and the issue date has come into effect; or
  - b) written notification by Council has been received advising a permit is not required for the works.
- 9.8. Where an owner or an owner's authorised representative fails to notify Council of intended commencement of building works, this may be considered an offence under this Local Law.
- 9.9. Where an owner or an owner's authorised representative is not a current permit holder and the works being carried out do not comply with standard permit conditions, this may be considered an offence under this Local Law.

#### **10. Asset Protection Permit Conditions**

- 10.1. An owner, contractor or supplier must not commence or allow or authorise anyone else to commence building works on the owners land unless the following permit conditions have been implemented to the satisfaction of Council:
- a) where permanent fencing is not installed or deemed adequate, temporary fencing must be erected; and/or
  - b) where a vehicle crossing does not exist, a temporary vehicle crossing must be installed and used as the only point of vehicle access; and/or
  - c) where an available existing sewerage toilet does not exist at the building works site, a closed portable toilet must be provided for the use of the persons visiting and or engaged in the building works; and/or
  - d) locate on the building works site a rubbish facility for the purpose of containing all building works refuse until proper disposal.
- 10.2 All of the above conditions must be maintained to the satisfaction of Council for the duration of the building works.

10.3 Failure to comply with permit conditions may result in an infringement being issued.



- 10.4 Structures and/or facilities resulting from implementing the permit conditions must be removed within seven (7) days of the completion of the building works as deemed by Council.
- 10.5 At no time during the building works the owner, contractor or a supplier are to allow the discharge of building works refuse from the building site; and
- 10.6 The owner or the builder/contractor, if the owner can show that it is agreed that the builder/contractor has accepted responsibility to ensure compliance with the conditions of this Local Law, must repair, replace, reinstate or otherwise make good to the satisfaction of Council or an Authorised Officer any damaged public infrastructure assets and/or the environment.

## **11. Asset Protection Permit Validity**

- 11.1 A permit:
  - a) becomes valid from the date of issue stated on the permit;
  - b) remains valid for a period of two (2) years or until building works are complete in relation to this Local Law to the satisfaction of Council or an Authorised Officer, whichever comes first.
- 11.2 Where building works are to extend beyond the permit validity period, a permit extension must be applied for (orally or in writing), which may incur additional permit fees.
- 11.3 If the permit holder continues the building works after the permit has expired such action will be considered an offence under this Local Law.

## **12. Asset Protection Permit Fees and Charges**

- 12.1 A permit may be subject to payment of one or both of the following:
  - a) permit fee
  - b) security bond
- 12.2 Council will determine the level of fees and/or security bond payable.
- 12.3 Council will refund the security bond where a final inspection by Council or the Authorised Officer has been carried out and building works have not caused any damage to public infrastructure assets or pollution.
- 12.4 Where Council or an Authorised Officer deems damage to public infrastructure assets and/or damage to the environment has occurred, the

security bond will be retained by Council until the damage is repaired, restored or reinstated to the satisfaction of Council or an Authorised Officer.

12.5 Where the damage is not repaired, restored, reinstated or otherwise remedied, the security bond will be applied towards the cost of repairing the damage caused.

12.6 Where the security bond does not cover the costs to repair, restore, reinstate or remedy, Council will issue an invoice to the owner / applicant to recover the full cost.

### **13. Asset Protection Permit Cancellation or Amendments**

13.1. Where amendments to an existing Permit are required, Council will carry out these amendments in consultation with the permit holder.

13.2. Where a permit holder requests the cancellation of a permit (whether oral or in writing), Council will, where applicable:

- a) investigate and/or inspect the building works site;
- b) cancel the permit;
- c) refund any fees paid; and/or
- d) refund any security bonds to the applicant.

### **14. False Representation**

A person who makes a false representation or declaration (whether oral or in writing), or who intentionally omits relevant information in an application for a permit or exemption is guilty of an offence.

### **15. Notice to comply - Power of Council to Direct**

15.1 Council may issue a "Notice to Comply" if Council or an Authorised Officer believes on reasonable grounds that a person has committed an offence under this Local Law or direct any property owner, occupier or other relevant person to remedy any situation which constitutes a breach under this Local Law.

15.2 A notice issued under this section must set out the following details:

- a) the offence that Council or an Authorised Officer believes has been committed;
- b) the person/s required to take action; and

- c)the action/s the person is required to undertake; and
- d)the time within which the specified action/s must be taken.

**16. Reasonable Time to Comply**

The time fixed by a “Notice to Comply” served under this Local Law must be reasonable in the circumstances and will take into account if applicable:

- a) the amount of work involved;
- b) the degree of difficulty;
- c) the availability of necessary materials or other necessary items;
- d) climatic conditions;
- e) the degree of risk or potential risk; or
- f) any other relevant factor.

**17. Failure to adhere to a Notice to Comply**

17.1. Any person who fails to remedy a situation in accordance with a Notice to Comply served under this Local Law is guilty of an offence.

17.2 If a person fails to carry out any work which he or she is required to do by a Notice to Comply issued under this Local Law within the time stated in the notice, then Council in its discretion and wherever practicable may cause the work to be carried out and may recover the cost from that person.

**18. Power of Council to Act in Urgent Circumstances**

18.1. Where an urgent circumstance is determined, Council may take action to remove, remedy or rectify a situation without serving a Notice to Comply.

18.2. Council will determine an urgent circumstance where risk or threat exists to:

- a) public health and safety;
- b) the environment; or
- c) Council's infrastructure.

18.3. The action taken by Council under sub-clause (10.1) must not extend beyond what is necessary to cause the immediate abatement of or minimise the risk or danger involved and Council may recover the cost of emergency actions from the owner or responsible person/s as is appropriate.

**19. Infringement Notices**

19.1. Where any permit issued under this Local Law contains conditions, any person who contravenes or fails to comply with a condition of a permit is guilty of an offence and an infringement notice will be issued.

19.2 Where an Infringement Notice is issued under this Local Law the penalty payable in respect of the Infringement Notice will be:

- a) with respect to clause 9.7 - five (5) penalty units; or
- b) with respect to all other clauses - two (2) penalty units.

**20. Powers of Authorised Officers**

If Council or an Authorised Officer considers that there has been a breach of this Local Law, including a breach of any conditions of a permit, Council or an Authorised Officer may take any or all of the actions provided in this Local Law and may:

- a) direct the person to cease the activity breaching the Local Law; or;
- b) warn the person who is breaching the Local Law, which may also be an official warning issued in accordance with the requirements of the *Infringements Act 2006*:  
*or*;
- c) serve a notice to comply to remedy the breach; or;
- d) issue an infringement notice in accordance with the requirements of the *Infringements Act 2006*.

**PART 3 OFFENCES****21. Offences**

- 21.1 Where any provision in this Local Law requires that something must be done, any person who fails to do that act may be guilty of an offence.
- 21.2 Where any provision in this Local Law requires that something may not be done, any person who does that act is guilty of an offence.
- 21.3 Where any provision in this Local Law requires that something may not be done between specified hours of the day or night during specified months of the year, on days falling within specified categories or in or at specified locations or specified parts of those locations, any person who does that act between the hours, during the months, on the days, or at the location or a specified part is guilty of an offence.
- 21.4 Where any provision in this Local Law requires that a person obtain a permit from Council before engaging in any particular activity, that person is guilty of an offence if that person engages in that activity without a current permit issued by the Council (unless the Council, at its discretion, has waived the requirement for a permit).
- 21.5 Where any permit issued under this Local Law contains conditions, any person who contravenes or fails to comply with a condition of a permit is guilty of an offence.
- 21.6 Where any offence arises under this Local Law in respect of which a specific penalty has not been indicated, the penalty for that offence is two (2) penalty units.
- 21.7 A person who is guilty of a second or subsequent offence against the same provision in this Local Law is liable to a penalty not exceeding:
- a) with respect to clause 9.7 - ten (10) penalty units; or
  - b) with respect to all other clauses - five (5) penalty units.

## **PART 4 ADMINISTRATION OF THIS LOCAL LAW**

### **22. Power to Serve Infringement Notices**

An infringement notice may be served on a person who the Council or an Authorised Officer has reason to believe has committed an offence against this Local Law. An offence referred to in this clause is an infringement offence within the meaning of the *Infringements Act 2006*.

### **23. Exercise of Discretions**

23.1. In exercising any discretion contained in this Local Law Council or an Authorised Officer must have regard to:

- a) the objectives of this Local Law;
- b) any applicable Council Policy; and
- c) any other relevant matter.

23.2 The Council may from time to time prepare guidelines for use by the Council, Authorised Officers and other persons for the purposes of this Local Law.

23.3 Guidelines prepared by Council must not be inconsistent with the objectives of this Local Law.

23.4 Any guidelines developed cannot change or update a Local Law provision without the Local Law amended and the guideline incorporated by reference.

### **24 Register of Determinations**

24.1 Any determination made or guidelines prepared by the Council for the objectives of this Local Law must be maintained by Council in a register kept for that purpose.

24.2 The register kept for the purposes of this clause must be made available for inspection at the office of the Council during normal office hours.

### **25 Power to Obtain Necessary Information**

The Council may require additional information to enable an application for a permit to be properly considered and for the purposes of administering and enforcing the provisions of this Local Law.

### **26 Appeals**

Any person who is aggrieved by any matter under this Local Law may make a written submission for consideration by the Council, but the making of any submission will not

in any way remove that person's obligation to act in accordance with this Local Law and any directions or notices which are applicable under this Local Law.

--- End ---



**ATTACHMENT 2. External Key Stakeholder Survey**

<b>Key Stakeholder</b>	<b>E-Survey Status</b>	<b>Phone Contact</b>	<b>Feedback</b>
1. D&D Fletcher Homes	Partially completed	Success	Happy with the proposed Local Law No. 3.
2. JG King	Not started	Success	Happy with the proposed Local Law No. 3. Happy with inspections process to date.
3. Burbank Homes	Not started	N/A	Not contacted by telephone.
4. Simonds Homes	Partially completed	Unsuccessful	Unable to carry by telephone – partial survey results all positive.
5. Bramwell Homes	Not started	N/A	Not contacted by telephone.
6. Kingbuilt Homes	Partially completed	Success	Happy with the proposed Local Law No. 3. Happy with inspections process to date.
7. Virtue Homes	Not started	N/A	Not contacted by telephone.
8. MTS Excavations	Partially completed	Success	Advised they will only get back to us if they have any concerns - No contact made.
9. Metricon Homes	Complete	N/A	E-Survey completed successfully with positive responses to all questions.
10. BFN Developments	Not started	N/A	Not contacted by telephone.
11. RA Caffry Builders	Partially completed	Success	Advised they will only get back to us if they have any concerns - No contact made.
12. Jana Living	Not started	N/A	Not contacted by telephone.
13. Vartel Developments	Partially completed	Success	Very happy with the proposed Local Law No. 3 and the inspections process to date.

**ATTACHMENT 3. Internal Stakeholder Feedback**

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**From:** Krysten Forte  
**Sent:** Tuesday, 17 June 2014 12:11 PM  
**To:** Neil Churton  
**Subject:** RE: Local Law No. 3 Review - Asset and Environment Protection during Building Works

Well done Neil on your extensive efforts for community/stakeholder consultation and stakeholder engagement!

**Krysten Forte**

Coordinator Healthy Children  
Latrobe City Council

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**From:** Henry Morrison  
**Sent:** Tuesday, 17 June 2014 12:15 PM  
**To:** Neil Churton  
**Subject:** RE: Local Law No. 3 Review - Asset and Environment Protection during Building Works

Hi Neil

Had a very quick read of the Draft LL3, looks and reads good. It seems to meet the mark with the improvements identified.

I wonder whether it is necessary to attach an Asset Protection Permit Application Form as a schedule to the Draft LL? The benefit being it specifies the minimum information required to assess the application.

Cheers

H

**Henry Morrison**

Coordinator Property & Statutory Services  
Latrobe City Council

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**From:** Jane Lloyd  
**Sent:** Tuesday, 17 June 2014 12:07 PM  
**To:** Neil Churton  
**Subject:** RE: Local Law No. 3 Review - Asset and Environment Protection during Building Works

Hi Neil,

My only suggestion would be to add in the bits in yellow below. Native vegetation is protected mostly via subordinate legislation to the *Planning and Environment Act*, and issues such as soil erosion and weeds is dealt with through the *Catchment and Land Protection Act*.

Regards,

Jane.

## **2. Authorising Provisions**

This Local Law is made under section 111 of the *Local Government Act 1989*. In

addition to the provisions contained in this Local Law, the following legislation (or their successors) has relevance to the issues and must be observed:

- Building Act 1993*
- Local Government Act 1989*
- Planning and Environment Act 1987* and subordinate regulations and policies
- Catchment and Land Protection Act 1994*
- Subdivision Act 1988*
- Infringements Act 2006*
- Occupational Health and Safety Act 2004*
- Environment Protection Act 1970 and subordinate regulations and policies*
- Road Management Act 2004, and subordinate Regulations and Ministerial Codes of Practice or Guides*

**Jane LLoyd**

Coordinator Environment Sustainability  
Latrobe City Council

**ATTACHMENT 3. Local Law No. 3 Community Impact Statement***Latrobe City Council – Proposed Local Law No. 3 (2014) Community Impact Statement***Community Impact Statement**

The Community Impact Statement has been created to accompany the Local Law and to help readers understand:

- Council's reasons for seeking to adopt the proposed Local Law,
- why a particular regulatory approach had been adopted and others rejected,
- who may be impacted by the law,
- the process of administration and enforcement of the law, and
- the consultation process under section 223 of the Local Government Act 1989.

**Summary of proposed Local Law changes**

<b>Current</b>	<b>Proposed</b>
<b>Title</b>	
Latrobe City Council Local Law No. 3 (2006) Protection of Council Assets And Local Amenity during Building Works	Latrobe City Council Local Law No. 3 (2014) Asset and Environment Protection during Building Works

**Summary of key changes**

To ensure the review of Local Law No. 3 is carried out effectively we considered the following:

- Guidelines for Local Laws Manual (DPCD), incorporating input from various other LGA’s and regulatory bodies
- Good Practice Guide for Local Governments in Asset Protection (DPCD)
- Approach taken by Local Law No. 2 Review – Project Assurance Group
- Benchmarking of Local Laws prepared by other LGA’s in regards to Asset Protection
- Subject matter expert opinions, including Local Laws and technical / planning

To ensure the review of Local Law No. 3 is appropriate for future requirements, we applied the following changes:

- Adherence to Guidelines for Local Laws Manual (2010) where relevant
- Updating the flow of the document and the order in which it read
- Retaining only words, definitions and standards relevant to actual events and due diligence
- Introduction of standards allowing all parties to work collaboratively to achieve the best outcome possible
- Increased focus on a holistic approach, incorporating all facets of building works and the risks involved in such
- Simplified terminology and grammar to ensure the reader can understand easily and to reduce the risk of incorrect interpretation (plain English)

**Proposed Amendments, additions, omissions**

<b>Current</b>	<b>Table of Contents</b>	<b>Proposed</b>
1. PART A – INTRODUCTION 2. PART B – THE CONTEXT OF THIS LOCAL LAW 3. PART C – RELATED LEGISLATION 4. PART D – ASSET PROTECTION 5. PART E – INSPECTIONS AND ENFORCEMENT 6. NOTIFICATION 7. SCHEDULES 1, 2 and 3		1. PART 1 – FORMALITIES 2. PART 2 – ASSET PROTECTION PERMITS 3. PART 3 – OFFENCES 4. PART 4 – ADMINISTRATION OF THIS LOCAL LAW

Current	Content Summary	Proposed
<p>PART A – INTRODUCTION                      PART B – THE CONTEXT OF THIS LOCAL LAW                      PART C– RELATED LEGISLATION</p>	<p>PART 1 – FORMALITIES                      All of the existing parts have been combined into one section at the beginning of the document which provides the reader with an introduction, including the purpose of the Local Law, why it exists and the governing and guiding legislations this Local Law relates to.</p>	
<p>PART D – ASSET PROTECTION                      PART E – INSPECTIONS AND ENFORCEMENT</p>	<p>PART 2 – ASSET PROTECTION PERMITS                      These two parts have been combined into one section, also known internally as the ‘core’ of the document. This section outlines to the reader in an organised manner, what a permit is, its purpose, validity and any fees and charges related to it. It then states the standards applied to amendments, cancellation and false representation in regards to permits and building works, followed by non-compliance of permit conditions, Council’s power to act, infringements and the power of authorised officers.</p> <p>The key additions / changes to note in this section are:</p> <ul style="list-style-type: none"> <li>• Council will determine if a permit is required based on the proposed works and the level of risk identified, where documentation will be issued accordingly – works must not begin before documentation is received by the applicant;</li> <li>• Added content to educate the reader in the standard permit conditions and the ramifications of non-compliance;</li> <li>• Updated validity standards for permits – previously they were valid for two (2) years regardless of completion of works, now they are valid for two (2) years or upon completion of the building works, which ever comes first;</li> <li>• Provision for the determination of amounts relating to fees and/or security bonds has been incorporated to ensure the level of security bond retained relates to the level and</li> </ul>	

	<p>likelihood of the risk(s) involved in the building works;</p> <ul style="list-style-type: none"> <li>• Revised the criteria applied to a reasonable time to comply based on a number of variables to suit the building works carried out;</li> <li>• Adding a clause which states Council may recover the cost of emergency actions where appropriate; and</li> <li>• Inclusion of enhanced and more frequent inspections being carried out and deemed satisfactory before security bonds are refunded.</li> </ul>
	<p><b>PART 3 – OFFENCES</b></p> <p>A new section has been added to follow suit with Local Law No. 2 and the Guidelines for Local Laws Manual recommendations which includes the standard text (as taken from Local Law No. 2) educating the reader in what an offence is, at what point a person is guilty of an offence in relation to this Local Law and the penalties which can be applied if deemed so by Council.</p>
	<p><b>PART 4 – ADMINISTRATION OF THIS LOCAL LAW</b></p> <p>Another new section has been added also to follow suit with Local Law No. 2 and the Guidelines for Local Laws Manual recommendations which explains to the powers of Council to serve infringement notices, including exercising discretions and the power to obtain necessary information, along with the appeals process.</p>

<p>SCHEDULE 1 – Notice to Comply                  SCHEDULE 2 – Notice of Urgent Works                  SCHEDULE 3 – Infringement Notice</p>	<p>All schedules have been removed to ensure consistency with Local Law No. 2 and to reduce the risk of presenting to Council each time a form is altered. Part 4 of the proposed Local Law includes standards relating directly to the register of determinations to cover this, i.e. Pathway records.</p>
<p style="text-align: center;"><b>Current</b> <span style="margin-left: 250px;"><b>Definitions</b></span> <span style="margin-left: 250px;"><b>Proposed</b></span></p>	
<p>Appointed agent                  Asset protection permit                  Authorised officer                  Builder                  Builders’ refuse                  Building                  Building site                  Building work                  Carriageway                  Construction period                  Contractor                  Council                  Council-controlled land                  Municipal place                  Facility                  Land                  Municipal district                  Nature strip                  Owner                  Penalty units                  Pollution                  Public infrastructure assets                  Road, road infrastructure &amp; road-related infrastructure                  Road opening                  Security bond                  Stormwater system                  Supplier</p>	<p>Applicant                  Authorised officer                  Asset protection permit                  Building works refuse                  Building works                  Conditions                  Council                  Damage                  Fee                  Municipal district                  Owner                  Penalty units                  Public infrastructure assets                  Pollution                  Rubbish facility                  Security bond                  Temporary fencing                  Temporary vehicle crossing                  Toilet</p>



Vehicle crossing	
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# COMMUNITY LIVEABILITY

**15. COMMUNITY LIVEABILITY**

**15.1 CULTURAL DIVERSITY ACTION PLAN 2014-2018**

**General Manager**

**Community Liveability**

**For Decision**

**PURPOSE**

The purpose of this report is to seek Council's approval to release the draft Cultural Diversity Action Plan 2014-2018 for public comment.

**DECLARATION OF INTEREST**

No officer declared an interest under the Local Government Act 1989 in the preparation of this report.

**STRATEGIC FRAMEWORK**

This report is consistent with Latrobe 2026: The Community Vision for Latrobe Valley and the Latrobe City Council Plan 2013-2017.

*Latrobe 2026: The Community Vision for Latrobe Valley*

*Strategic Objectives – Liveability*

*In 2026, Latrobe Valley celebrates the diversity of heritage and cultures that shape our community, with activities and facilities that support the cultural vitality of the region.*

*Latrobe City Council Plan 2013 - 2017*

*Theme and Objectives*

*Theme 4: Advocacy for and consultation with our community*

*Objective: To ensure effective two-way communication and consultation processes with the community in all that we do.*

*Theme 2: Appropriate, affordable & Sustainable Facilities, Services & Recreation*

*Objective: To provide facilities and services that are accessible and meet the needs of our diverse community.*

*Strategic Direction – Actively encourage and support initiatives that promote social inclusion and diversity within our community.*

*Strategy & Plans – There are a number of corporate strategies and action plans that link closely to the draft Cultural Diversity Action Plan 2014-2018. These are:*

*Municipal Strategic Statement*

*Municipal Public Health and Wellbeing Plan, 2013 - 2017*

*Community Engagement Plan, 2010 - 2014*

*International Relations Plan, 2011 - 2014*  
*Disability Action Plan*  
*Positive Ageing Plan, 2009 - 2012*  
*Events Strategy and Action Plan, 2013 - 2017*  
*Library Plan 2011 - 2017*

*Legislation – There is a range of legislation that underpins the draft Cultural Diversity Action Plan 2014-2018. These are:*

*Racial Discrimination Act 1975 (Commonwealth)*  
*Multicultural Victoria Act 2004 (Commonwealth)*  
*Equal Opportunity Act 1995 (Victoria)*  
*Racial and Religious Tolerance Act 2001 (Victoria)*  
*The Charter of Human Rights and Responsibilities Act 2006 (Victoria)*

*Policy – Community Access and Inclusion Policy 11 POL-5*

The Cultural and Linguistic Diversity Action Plan aims to ensure Latrobe City services, information and facilities are inclusive of people from diverse cultural backgrounds, in accordance with the *Racial Discrimination Act 1975 (Cth)*, *Equal Opportunity Act 1995 (Vic)*, *Racial and Religious Tolerance Act 2001 (Vic)*, *Multicultural Victoria Act 2004 (Cth)* and *The Charter of Human Rights and Responsibilities Act 2006 (Vic)*.

## **BACKGROUND**

The key purpose of the draft Cultural Diversity Action Plan is to provide a focus on Latrobe City Council services, information and facilities being inclusive of people from diverse backgrounds.

The original Cultural and Linguistic Diversity Action Plan was adopted by Council in 2004 and revised in 2006 and 2010. This is the third revision of this Action Plan and will cover the period from 2014 until 2018.

This four year Action Plan will guide Council's response to cultural diversity and as such, will evolve over time to reflect socio-demographic changes in the population profile of Latrobe City.

Council has a strong commitment to building an inclusive and cohesive community. The draft Cultural Diversity Action Plan 2014-2018 describes Council's commitment to recognising, valuing and supporting cultural and linguistic diversity in Latrobe City and promotes participation of people from culturally diverse communities in community life.

This draft Action Plan uses a strategic approach to ensure that Council meets the needs of our diverse Latrobe City community, and that cultural and linguistic diverse members of the community have knowledge of and to access to all services provided by Council.

The draft Action Plan and has been developed with an emphasis on collaboration with the Latrobe City Cultural Diversity Advisory Committee and Latrobe City staff.

**ISSUES**

The draft Action Plan has been developed following a process of engagement with key internal and external stakeholders. The plan is a whole-of-council approach to provision of inclusive and culturally appropriate services, programs, resources and facilities by Latrobe City Council.

The draft Action Plan is founded on the four principles within the Victorian Multicultural Commission Community Accord.

These principles are:

1. Respect all ethnic, cultural, religious and linguistic communities.
2. Seek opportunities to work together to re-affirm our similarities as human beings and the fundamental principles which unite us as Victorians.
3. Advocate for the elimination of racial and religious intolerance.
4. Reject all forms of racial and religious vilification, violence, harassment and unlawful discrimination.

To achieve these principles, the draft Action Plan sets out a detailed four year action plan based on four objectives that were identified to frame Council's commitment to culturally diverse communities. They are:

1. Equal access to services, resources and facilities for all our residents.
2. Active community consultation and participation.
3. Celebrating and valuing community diversity and cultural expression.
4. Leadership and Advocacy.

The focus of the draft Cultural Diversity Action Plan 2014-2018 includes existing Council activities, improvements to Council services and new initiatives.

**FINANCIAL, RISK AND RESOURCES IMPLICATIONS**

Risk has been considered as part of this report and it is considered to be consistent with the Risk Management Plan 2011-2014.

There are no risks associated with this report.

There are no financial implications in releasing the draft Cultural Diversity Action Plan 2014-2018 for community engagement.

Any financial implications relating to the implementation of the Cultural Diversity Action Plan will be met within the relevant departmental budgets.

**INTERNAL/EXTERNAL CONSULTATION**

*Engagement Method Used:*

Development of the draft Cultural Diversity Action Plan 2014-2018 involves two phases of consultation. Phase one has already been

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21 JULY 2014 (CM442)**

undertaken and included engagement with Latrobe City staff and the Latrobe City Cultural Diversity Advisory Committee. Phase two of the consultation process involves the draft Action Plan being released for community comment.

Two subcommittee meetings of the Latrobe City Cultural Diversity Advisory Committee were held on 25 June 2013 and 17 July 2013 with interested members from the Latrobe City Cultural Diversity Advisory Committee.

The first draft of the Action Plan was presented to the Latrobe City Cultural Diversity Advisory Committee on 22 August 2013, and feedback was requested by 5 September 2013. Further revisions of the draft Action Plan have resulted from subsequent Latrobe City Cultural Diversity Advisory Committee meetings during 2013 and 2014.

An Executive Summary of the draft Action Plan has been created through this process and includes the background, objectives and actions.

The development of the Executive Summary is consistent with feedback received from the Latrobe City Cultural Diversity Advisory Committee, where it was noted that residents are not likely to read a lengthy document.

The Executive Summary and full length version of the draft Action Plan will be available through the Latrobe City website, advertised in Council's Noticeboard, through Council's sounding board and at Council's Service Centres. The Executive Summary will be sent to the Latrobe City Cultural Diversity Advisory Committee members and key stakeholders for distribution to their networks and for comment.

*Details of Community Consultation / Results of Engagement:*

Feedback received during phase one indicates that the draft Action Plan is well supported and is viewed as a positive mechanism to achieve its stated purpose.

This report seeks Council's approval to commence phase two of the community consultation process and release the draft Action Plan for broad community comment.

It is proposed that this community consultation process will extend from 22 July 2014 to end 26 August 2014. The final Cultural Diversity Action Plan 2014-2018 will be presented to Council for consideration at the Ordinary Council Meeting to be held on 13 October 2014, incorporating input from the community consultation process and further review by the Cultural Diversity Advisory Committee.

Once adopted the Action Plan will be widely distributed through various channels including peak bodies, social groups or ethnic associations and more broadly to a variety of groups and associations.

**OPTIONS**

Council has the following options available;

1. Release the draft Cultural Diversity Action Plan 2014-2018 for public consultation in accordance with Council's Community Engagement Plan 2010 - 2014;
2. Amend and release the draft Cultural Diversity Action Plan 2014-2018 for public consultation in accordance with Council's Community Engagement Plan 2010 - 2014;
3. Not release the draft Cultural Diversity Action Plan 2014-2018 for public consultation.

**CONCLUSION**

The provision of culturally sensitive and appropriate services for the diverse Latrobe City community is a key priority for Council. The draft Latrobe City Cultural Diversity Action Plan 2014-2018 highlights Council's commitment to recognising, valuing and supporting our cultural diversity and promoting an inclusive community.

The draft Action Plan has been developed through extensive engagement with the Cultural Diversity Advisory Committee and is now ready for wider engagement.

The draft Cultural Diversity Action Plan 2014-2018 includes existing Council activities, improvements to Council services as well as a range of new initiatives.

**Attachments**

1. Draft Latrobe City Cultural Diversity Action Plan 2014-2018, Executive Summary
2. Draft Latrobe City Cultural Diversity Action Plan 2014-2018, long version

**RECOMMENDATIONS**

1. That the draft Cultural Diversity Action Plan 2014-2018 be released for community comment in accordance with the Community Engagement Plan 2010 – 2014 from 22 July 2014 to 26 August 2014.
2. That following the community consultation process a further report on the Cultural Diversity Action Plan 2014-2018 be presented to Council for consideration at the Ordinary Council Meeting to be held on 13 October 2014.

**ALTERNATE MOTION**

- 1. That the draft Cultural Diversity Action Plan 2014-2018 be released for community comment in accordance with the Community Engagement Plan 2010 – 2014 from 22 July 2014 to 23 September 2014.**
- 2. That following the community consultation process a further report on the Cultural Diversity Action Plan 2014-2018 be presented to Council for consideration.**

**Moved:** Cr Kam  
**Seconded:** Cr Gibbons

**That the Motion be adopted.**

**CARRIED UNANIMOUSLY**



## **15.1**

### **Cultural Diversity Action Plan 2014-2018**

- 1 Draft Latrobe City Cultural Diversity Action Plan 2014-2018, Executive Summary..... 93**
- 2 Draft Latrobe City Cultural Diversity Action Plan 2014-2018, long version ..... 105**

# Cultural Diversity Action Plan 2014 – 2018



## Background

Latrobe City recognises the Gunai Kurnai indigenous people as the traditional custodians of the land, and values their ongoing cultural and community contribution. The City also celebrates and recognises the considerable contributions made by successive generations of migrants and refugees who have chosen to call Latrobe City home. These migrants and refugees have brought a broad range of skills, experiences, language and cultures to our municipality.

Council has a strong commitment to building an inclusive, harmonious community that acknowledges diversity, engages and communicates with citizens and nurtures neighbourhoods. The development of the Cultural Diversity Action Plan demonstrates Council's commitment to address the cultural and linguistic barriers facing many of its citizens. Council recognises the need to ensure strategies are in place to capitalise on our proud and diverse multicultural history, while setting the scene for future economic, social and cultural development.

Recognising and valuing cultural diversity within the context of a harmonious community has major social and economic benefits. It creates an environment where all individuals, regardless of their cultural background, can positively contribute to society and play a constructive role in building a strong and vibrant community.

The Latrobe City Cultural Diversity Action Plan (the Plan) has been prepared as part of Council's ongoing commitment to the cultural and linguistically diverse population in Latrobe City and outlines a strategic approach to meet the needs of our culturally diverse community. It is important that culturally diverse members of the community have access to culturally relevant and sensitive services provided by Latrobe City in accordance with the Accessible Government Services for all, a revised framework for access and equity reporting.

## Purpose

This Plan describes Council's commitment to recognising, valuing and supporting cultural diversity within Latrobe City. It is intended to be a long-term Plan that guides and strengthens Council's ability to embrace cultural and linguistic diversity. It is anticipated that this Plan is likely to evolve over time to better align with socio-demographic changes and community priorities.

## Role of Local Government

The role of Local Government is to address cultural and linguistic diversity issues according to local needs. Latrobe City Council is not a direct provider of settlement services, yet it does support our diverse community by providing responsive and appropriate Council services, advocating on behalf of the community and working closely with settlement and other service providers.

Council strives to work in partnership with other levels of government, agencies and the broader community to ensure that Latrobe City is an inclusive and welcoming municipality that celebrates cultural and linguistic diversity.

The Plan is founded on the four principles within the Victorian Multicultural Commission Community Accord and the five Latrobe City Council values.

## Council's Commitment

Council is committed to strengthening our role as one of Victoria's four major regional cities and Gippsland's commercial centre, while ensuring that quality education, health, community services and facilities are provided to our community. In working with and for the Latrobe City community, Council is committed to:

- *Providing affordable people-focused community services.*
- *Planning strategically and acting responsibly, in the best interests of the whole community.*
- *Accountability, transparency and honesty.*
- *Listening to and working with the community.*
- *Respect, fairness and equity.*
- *Open to and embracing new opportunities.*

## Objectives

In order for this commitment to be put into practice, and to continuously measure our progress, the Plan has four Objectives:

### ***1. Equal access to services, resources and facilities for all our residents***

All services, resources and facilities for residents will be non-discriminatory and accessible to all members of the community. Council is committed to ensuring that access and equity principles are clearly demonstrated through our service delivery and the provision of facilities for the general community and ensure all members of the community are provided with the opportunities to access culturally relevant and sensitive services, facilities and resources.

### ***2. Active community consultation and participation***

Every person living, working, studying or visiting the municipality can contribute to the life of the broader community. The range of skills, abilities and experiences provided by community members contribute to the rich diversity and vibrancy of the Latrobe City municipality.

All residents of the municipality will be provided with the opportunity to play an active role in decision making processes. Through community development activities, all community members, regardless of their cultural or linguistic background, will be consulted and engaged on key issues, policies, strategies and actions.

### ***3. Celebrating and valuing community diversity and cultural expression***

The vibrancy and vitality that is drawn from having a large number of residents who were born outside Australia and bring a diverse mix of skills, cultures, languages and religions to the area is valued and celebrated. The harmony resulting from a multicultural society where there is acceptance and celebration of diversity is also valued.

#### **4. Leadership and advocacy**

Council must strengthen its capacity as a culturally competent organisation by embedding the philosophy of each Plan Objective into relevant Council Plans and Strategies.

There are a number of corporate strategies and action plans linked closely to this Plan. These include:

- *Latrobe 2026, The Vision for Latrobe Valley.*
- *Council Plan 2013 – 2017.*
- *Municipal Strategic Statement.*
- *Municipal Public Health and Wellbeing Plan, 2013 – 2017.*
- *Community Engagement Plan, 2010 – 2014.*
- *International Relations Plan, 2011 – 2014.*
- *Disability Action Plan.*
- *Positive Ageing Plan, 2009 – 2012.*
- *Events Strategy & Action Plan, 2013 -2017.*
- *Municipal Early Years Plan, 2011 – 2015.*
- *Library Plan 2011-2017.*

Community development and capacity building also requires a conscious intent to look beyond the physical borders of the municipality. Council delivers a broad range of services and facilities but many issues facing local communities are the responsibility of State or Federal Governments.

Council plays a key role in advocating to State and Federal Government on behalf of the Latrobe City community to better inform policy-makers and ensure community needs are considered across all levels of Government. Council also aims to improve community leadership by seeking to build the capacity of community members to advocate for themselves and seek to effect change through community-based programs.

### **Putting the Plan into Action**

Following Council's adoption of the Cultural Diversity Action Plan 2014-2018, a number of steps will be taken to ensure that the actions are implemented and reviewed. A detailed Action Plan has been developed to accompany this document that itemises individual actions and responsibilities.

As noted in the Plan, the Cultural Diversity Advisory Committee meets quarterly to provide input to Council on cultural diversity issues. Its role is to monitor this Action Plan using a set of indicators gauging the effectiveness of actions taken by Council to align services and cultural competence with the Objectives of the Plan. The Committee will also provide advice to Council on possible new items to be considered in future Action Plans.

An annual report on progress made against each of the actions within this Action Plan will be presented to Council and the Cultural Diversity Advisory Committee each year.

The Plan will be subject to annual review and Actions will be revised and updated as part of Council's commitment to culturally and linguistically diverse communities.

## Latrobe City Cultural Diversity Action Plan, 2014-2018 Actions

The following actions have been identified as integral to the success of the Latrobe City Council Cultural Diversity Action Plan 2014-2018.

### *Objective 1: Equal access to services, resources and facilities for all our residents*

	<b>ACTION</b>	<b>RESPONSIBILITY</b>	<b>MEASURE</b>	<b>OUTCOME</b>	<b>WHEN</b>
1.	Have regular items featuring Latrobe City Cultural Diversity in Latrobe City LINK.	Office of the Chief Executive - Community Relations	One article per year.	Increased awareness of the diverse cultural nature of the residents of Latrobe City.	Annually
1.	Investigate and implement programs to targeted groups such as Culturally and Linguistically Diverse community members to support their needs.	Community Liveability - Libraries	One targeted program delivered per year.	Increased usage of library services by culturally diverse communities groups.	Annually
1.	Ensure website page has the line: "If you require this information in languages other than English, or in other formats, please contact Latrobe City on 1300 367 700".	Office of the Chief Executive - Community Relations	Presence of information on Latrobe City website.	Latrobe City publications are more accessible to culturally diverse residents.	Annually
1.	Review Departmental email and mail out lists to identify and include culturally diverse interests.	All Divisions	Two intranet notices per year requesting that Departments update email and mail out lists.	Greater communication with culturally diverse communities.	Bi-annually
1.	Promote the Latrobe City Community Directory to service providers through Community Development networks.	Community Liveability - Community Strengthening	Promotion of Community Directory at Community Groups Forums.	Increased awareness of the diverse cultural nature of the residents of Latrobe City.	Quarterly

1.	Promote the Latrobe City Community Grants program and individual assistance available to culturally diverse communities.	Community Liveability - Community Strengthening	Promote the annual Community Grants to culturally diverse communities.	Strengthen the ability of culturally diverse communities to access Community Grants.	Annually
1.	Include information for Culturally Diverse Communities in Latrobe City New Residents Packs for distribution through Gippsland Multicultural Services and other appropriate Agencies	Planning and Economic Sustainability - Tourism	Information is included in New Residents packs and provided to Gippsland Multicultural Services and other appropriate Agencies for distribution.	Increased awareness of the diverse cultural nature of the residents of Latrobe City.	Quarterly

**Objective 2: Active community consultation and participation**

	<b>ACTIONS</b>	<b>RESPONSIBILITY</b>	<b>MEASURE</b>	<b>OUTCOME</b>	<b>WHEN</b>
2.1	Identify community safety issues relevant to people from culturally diverse backgrounds (evidence base) and consider how these could be incorporated into Latrobe City community safety activities.	Community Liveability - Community Strengthening	Number of issues identified and incorporated in community safety activities.	Positive perceptions of safety for people from culturally diverse backgrounds.	Annually
2.2	Invite representatives from Health Services providers to a Cultural Diversity Advisory Committee to discuss the health services needs of Culturally Diverse Communities.	Community Liveability - Community Strengthening	Health Services providers identified and invited to attend a Cultural Diversity Advisory Committee Meeting.	Increased awareness of the health issues of people from culturally diverse backgrounds.	Annually
2.3	Identify culturally specific services and invite participation on the Latrobe City Service Providers Network.	Community Liveability - Community Strengthening	Culturally specific services identified and invited to attend the Latrobe City Service Providers Network.	Increased awareness of the diverse cultural nature of the residents of Latrobe City.	Annually
2.4	Promote community consultations offered by the Victorian Multicultural Commission to gain an understanding of issues facing Culturally Diverse Communities.	Community Liveability - Community Strengthening	Community Consultation Sessions promoted.	Increased awareness of community consultations and provide a voice to State Government.	As they occur.



**Objective 3: Celebrating and valuing community diversity and cultural expression**

	<b>ACTIONS</b>	<b>RESPONSIBILITY</b>	<b>MEASURE</b>	<b>OUTCOME</b>	<b>WHEN</b>
3.1	Ensure images in the Latrobe City Council photo library are representative of the diverse nature of residents in Latrobe City and are regularly published.	Office of the Chief Executive - Community Relations	Publications reflect the diverse nature of our community.	Increased awareness of the diverse cultural nature of the residents of Latrobe City.	Annually
3.2	Develop a list of significant cultural days for Culturally Diverse communities and place on the Latrobe City webpage	Community Liveability - Community Development	List of significant cultural days for Culturally Diverse communities is published on the Latrobe City webpage.	Increased awareness of the diverse cultural nature of the residents of Latrobe City.	Annually
3.3	Investigate opportunities to display National flags on National/Cultural Days at Immigration Park.	Planning and Economic Sustainability - International Relations  Community Liveability - Community Strengthening	Discussion held with Immigration Park Committee of Management.	Increased understanding of ability to display National Flags at Immigration Park.	2014-2015
3.4	To work with the Immigration Park Committee of Management to promote Immigration Park to the community and schools.	Planning and Economic Sustainability - International Relations  Community Liveability - Community Strengthening	Increased attendance at Immigration Park.	Increased awareness of the diverse cultural nature of the residents of Latrobe City.	Annually

3.5	Promotion of Citizenship Ceremonies via Latrobe City Council's Twitter and Facebook accounts to build greater community awareness of our cultural diversity.	Office of the Chief Executive - Community Relations	Citizenship Ceremonies promoted on Latrobe City social media channels.	Increased awareness of the diverse cultural nature of the residents of Latrobe City.	Annually
3.6	Utilise networks to promote Australia Day celebrations.	Planning and Economic Sustainability - Events	Australia Day celebrations promoted to networks.	Greater community awareness of our cultural diversity.	Annually
3.7	Cultural Diversity Advisory Committee members are invited to attend Latrobe City Citizenship Ceremonies.	Community Liveability - Community Strengthening	Develop roster for Cultural Diversity Advisory Committee members' attendance at Citizenship Ceremonies.	Increased awareness of the diverse cultural nature of the residents of Latrobe City.	As they occur.
3.8	Investigate options for individuals to wear their National costumes at Citizenship Ceremonies	Office of the Chief Executive - Mayoral and Council Support	Candidates are encouraged to wear National costumes at Citizenship Ceremonies.	Increased awareness of the diverse cultural nature of the residents of Latrobe City.	As they occur
3.9	Provide information regarding Australia Day awards to the Cultural Diversity Advisory Committee for distribution to networks.	Community Liveability - Community Strengthening	Information provided to Cultural Diversity Advisory Committee members to promote to their networks.	Increased awareness of Australia Day Awards and encourage nominations from our Culturally Diverse communities and residents.	Annually

**Objective 4: Leadership and advocacy**

	<b>ACTIONS</b>	<b>RESPONSIBILITY</b>	<b>MEASURE</b>	<b>OUTCOME</b>	<b>WHEN</b>
4.1	Promote Latrobe City Volunteer Programs to Culturally Diverse communities.	Community Liveability – Social Support	Volunteer programs promoted to culturally diverse communities.	Increased participation and access by residents from culturally diverse backgrounds in Latrobe City Volunteer Programs.	Annually
4.2	Gather information about how other Local Government Authorities in Gippsland are working with Culturally Diverse communities.	Community Liveability - Community Strengthening	Information gathered and presented to Cultural Diversity Advisory Committee.	The Cultural Diversity Advisory Committee is informed of activities.	Annually
4.3	Identify opportunities to promote activities of the Latrobe City Cultural Diversity Advisory Committee in the local media.	Community Liveability - Community Strengthening	Activities promoted through local media.	Increased awareness of the activities of the Cultural Diversity Advisory Committee.	As appropriate.
4.4	Cultural Diversity Advisory Committee to meet with English as Second Language service providers.	Community Liveability - Community Strengthening	Meeting with English as Second Language service providers held.	The Cultural Diversity Advisory Committee members gained insights into service delivery issues.	2014 - 2015
4.5	Develop and deliver a Cultural Competency training program for Latrobe City staff.	Organisational Excellence - Learning and Development	Cultural Competency training program developed and delivered.	Council Officers have increased skills in working with Culturally Diverse clients. Latrobe City has increased skills in understanding and working with diversity.	Annually.
4.6	Encourage stronger links between Culturally Diverse Communities and Neighbourhood Houses and	Community Liveability - Community Strengthening	Invited Neighbourhood Houses	Increased awareness of educational opportunities and	2014 -2015

	Universities of the Third Age.		Coordinators and University of the Third Age representatives to a Cultural Diversity Advisory Committee Meeting.	mutual support programs for culturally diverse communities.	
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# Cultural Diversity Action Plan 2014 - 2018



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# Why a Cultural Diversity Action Plan

## Introduction

Latrobe City recognises the Gunai Kurnai indigenous people as the traditional custodians of the land, and values their ongoing cultural and community contribution. The City also celebrates and recognises the considerable contributions made by successive generations of migrants and refugees who have chosen to call Latrobe City home. These migrants and refugees have brought a broad range of skills, experiences, language and cultures to our municipality.

Latrobe City has a proud history of welcoming people from diverse backgrounds and cultures into the community. Their arrival has enriched our culture, strengthened our industry, added a diverse range of businesses, and made Latrobe City a more exciting, interesting and vibrant place to live. More than 30% of our community has a cultural heritage that reflects the fact that either they, or one or both of their parents, were born overseas.

Latrobe City has a vibrant social and culturally diverse community comprised of people from many different nations across the world. A total of 9,930 or 13.7% of Latrobe City residents were born overseas and 6.9% of people in Latrobe City speak a language other than English at home.<sup>1</sup>

Council has a strong commitment to building an inclusive, harmonious community that acknowledges diversity, engages and communicates with citizens and nurtures neighbourhoods. The development of the Cultural Diversity Action Plan demonstrates Council's commitment to address the cultural and linguistic barriers facing many of its citizens. Council recognises the need to ensure strategies are in place to capitalise on our proud and diverse multicultural history, while setting the scene for future economic, social and cultural development.

Recognising and valuing cultural diversity within the context of a harmonious community has major social and economic benefits. It creates an environment where all individuals, regardless of their cultural background, can positively contribute to society and play a constructive role in building a strong and vibrant community.

Many of the businesses within Latrobe City have international links as a direct result of our diverse and highly skilled workforce. There has also been considerable economic investment by large-scale international industry within the Latrobe City municipality.

Our Sister City relationships with Takasago in Japan and Taizhou in China are key drivers for economic, educational and cultural exchange. Our cultural diversity is also evident in regular annual high profile cultural celebrations such as our Sister Cities Festival which replaced both the Japanese Day and the Chinese Festival celebrations.

The former Monash University Gippsland Campus has attracted a large number of international students to Latrobe City, many of whom elect to make Australia their home after completing their studies.

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<sup>1</sup> Australian Bureau of Statistics 2011 Census results



The Latrobe City Cultural Diversity Action Plan (the Plan) has been prepared as part of Council's ongoing commitment to the cultural and linguistic diverse population in Latrobe City and outlines a strategic approach to meet the needs of our culturally diverse community. It is important that culturally diverse members of the community have access to culturally relevant and sensitive services provided by Latrobe City in accordance with the Accessible Government Services for all, a revised framework for access and equity reporting.

## Scope and Purpose

This Plan describes Council's commitment to recognising, valuing and supporting cultural diversity within Latrobe City. It is intended to be a long-term Plan that guides and strengthens Council's ability to embrace cultural and linguistic diversity. It is anticipated that this Plan is likely to evolve over time to better align with socio-demographic changes and community priorities.

## Role of Local Government

All levels of government have the responsibility of engaging with and responding to the needs of culturally diverse communities; Responding to community diversity is a "whole-of-government" and "whole-of community" responsibility.

The Federal Government is responsible for providing settlement and support services, income support, and employment advice to meet the needs of new and emerging communities.

The State Government is responsible for the provision of public housing, public transport, and funding community agencies which provide services.

The role of Local Government is to address cultural and linguistic diversity issues according to local needs. Latrobe City Council is not a direct provider of settlement services, yet it does support our diverse community by providing responsive and appropriate Council services, advocating on behalf of the community and working closely with settlement and other service providers.

Council strives to work in partnership with other levels of government, agencies and the broader community to ensure that Latrobe City is an inclusive and welcoming municipality that celebrates cultural and linguistic diversity.

## Cultural Diversity and its Impact

Article 1 of the UNESCO Universal Declaration of Cultural Diversity describes 'cultural diversity' as:  
*"...taking diverse forms across time and space. This diversity is embodied in the uniqueness and plurality of the identities of the groups and societies making up humankind. As a source of exchange, innovation and creativity, cultural diversity is as necessary for humankind as biodiversity is for nature. In this sense, it is the common heritage of humanity and should be recognised and affirmed for the benefit of present and future generations."*<sup>2</sup>

Article 3 of this declaration describes the impact of cultural diversity as

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<sup>2</sup> UNESCO Universal Declaration on Cultural Diversity, November 2001

*“...broadens the range of options open to everyone; it is one of the roots of development, understood not simply in terms of economic growth, but also as a means to achieve a more satisfactory intellectual, emotional, moral and spiritual existence.”<sup>3</sup>*

It is upon these broad internationally accepted definitions of cultural diversity and its impact that this Action Plan is founded.

## Principles

The Plan is founded on the four principles within the Victorian Multicultural Commission Community Accord and the five Latrobe City Council values.

## Council's Values

Council is committed to strengthening our role as one of Victoria's four major regional cities and Gippsland's commercial centre, while ensuring that quality education, health, community services and facilities are provided to our community. In working with and for the Latrobe City community, Council is committed to:

- Providing affordable people-focused community services.
- Planning strategically and acting responsibly, in the best interests of the whole community.
- Accountability, transparency and honesty.
- Listening to and working with the community.
- Respect, fairness and equity.
- Open to and embracing new opportunities.

## Objectives

In order for these principles to be put into practice, and to continuously measure our progress, the Plan has four objectives:

1. Equal access to services, resources and facilities for all our residents.
2. Active community consultation and participation.
3. Celebrating and valuing community diversity and cultural expression.
4. Leadership and advocacy.

Further details on these objectives can be found on page 9.

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<sup>3</sup> UNESCO Universal Declaration on Cultural Diversity, November 2001

# Contextual Background

## Cultural Diversity Advisory Committee

Following adoption of the initial Cultural Diversity Action Plan in 2004, Council established a Cultural Diversity Advisory Committee (the Committee) with broad community membership.

The roles of the Committee are:

- To provide advice to Council on issues for people from culturally diverse backgrounds accessing information, services and facilities.
- To provide advice to Council on issues relating to cultural diversity within the Latrobe City community.
- To receive reports on progress of the development and implementation of the Latrobe City Cultural and Linguistic Diversity Action Plan.
- To review the Cultural and Linguistic Diversity Action Plan and make recommendations to Council.
- To promote cultural diversity within the Latrobe City community.
- To provide networking, information sharing and partnership opportunities for committee members and invited guests.
- The Cultural Diversity Advisory Committee comprises of 13 members:

### Cultural Diversity Advisory Committee

as at February 2012

- **Up to two elected Councillors of Latrobe City**
- **Up to five representatives from culturally diverse social groups or ethnic associations within Latrobe City**
  - International Women's Group
  - Latrobe Community Health
  - Centre for Multicultural Youth
  - Greek Orthodox Community
  - Gippsland Australian Muslim Community Inc, Monash University Islamic Society, Gippsland

Representatives are to be nominated by the social groups or ethnic associations on an annual basis to serve on the Committee.
- **Two community members (individuals) with an interest in cultural diversity**
- **Two representatives from peak/major organisations who service and support Latrobe City's culturally diverse communities.**
  - Gippsland Ethnic communities Council

- Gippsland Multicultural Services
- **Up to two co-opted members**
- **Latrobe City officers to be ex-officio non-voting members**
  - Manager Community Development
  - Coordinator Community Strengthening

## Period of Appointment

- All members are appointed to the Committee by Council for a three year period. Co-opted members are appointed for a period of up to 12 months.

## Relationship to Legislation

There is a range of legislation that underpins Latrobe City's Cultural Diversity Action Plan. This includes:

### Racial Discrimination Act 1975 (Commonwealth)

Under the Act, it is against the law to treat someone unfairly or harass them because of their race, colour, descent or national or ethnic background.

### Equal Opportunity Act 1995 (Victoria)

Objectives under the Act include promotion, recognition and acceptance of everyone's right to equal opportunity and elimination of discrimination on the basis of various attributes.

### Racial and Religious Tolerance Act 2001 (Victoria)

The purpose of the Act is to promote racial and religious acceptance by prohibiting certain conduct involving the vilification of persons on the grounds of race or religious belief or activity.

### Multicultural Victoria Act 2004 (Victoria)

The Act enshrines the following principles of multiculturalism that underpin multiculturalism:

- an entitlement to mutual respect and understanding regardless of background;
- a duty on all Victorians to promote and preserve diversity within the context of shared laws, values, aspirations and responsibilities;
- a demonstrated ability of all Victorians to work together to build a positive and progressive future; and
- a responsibility for all Victorians to abide by the state's laws and respect democratic processes.

The Act also legislated that strengthening multiculturalism was to be a core goal for every Victorian Government department.

### **The Charter of Human Rights & Responsibilities Act 2006 (Victoria)**

The Charter of Human Rights and Responsibilities Act 2006 protects twenty key civil and social rights of all Victorians, strengthening multiculturalism by providing a broader human rights agenda. The Charter reflects four basic principles – freedom, respect, equality and dignity. This aims to ensure that many basic and important human rights have clear legal protection. It also introduces standards to ensure that human rights are a priority for government when making laws and decisions and providing service. The Charter aims to ensure human rights are valued and protected within government and the community.

The most recent Victorian Government multicultural policy titled “All of Us”, was released in 2008 to build upon the principles of the Multicultural Victoria Act 2004. This policy affirms that multiculturalism:

- Advances equality by supporting the human rights of all Victorians, irrespective of their cultural, linguistic or religious background, and by ensuring equitable access to better and more responsive services throughout the state.
- Supports our cultural, linguistic and religious diversity by recognising the value of our cultural heritage and protecting and supporting the diversity of our people and their communities.
- Fosters unity and promotes community harmony by promoting the benefits of diversity to all Victorians, and sustaining Victoria as a united, cohesive community with shared laws, values, aspirations and responsibilities, within which people from a diversity of backgrounds have the freedom and opportunity to preserve, express, celebrate and practice their cultural heritage, as well as sharing their cultural heritage with the broader community.
- Boosts our economic advantage by providing the state with a competitive edge through our diverse, innovative, highly skilled and internationally connected workforce, in areas such as tourism, small business and industry, research and development, employment and education.

## **Relationship to Strategy**

The Cultural Diversity Action Plan 2014-2018 is linked to *Latrobe 2026, The Vision for Latrobe Valley* and reflects the corporate values of Latrobe City Council. *Latrobe 2026, The Vision for Latrobe Valley* provides a key guide for Council activities including programs, services and resource allocations. This is designed to assist the economic and social development of Latrobe City, as well as environmental initiatives taking into account the need to balance Council’s ongoing commitments with new priorities that will shape the future of our community.

*The Vision for Latrobe Valley* states: “in 2026 the Latrobe Valley is a liveable and sustainable region with collaborative and inclusive community leadership”.

Latrobe 2026 outlines a series of themes that will help to ensure that Council and the broader community remain focussed on the actions that need to be delivered to make the Latrobe 2026 Vision a reality. These themes are broken down into a range of objectives. Strategic directions then

describe the detailed road-map of how the overarching objectives, themes, and ultimately the Latrobe 2026 vision will be achieved.



### Council Plan 2013-2017

THEME	OBJECTIVE	STRATEGIC DIRECTION
<p><b>04</b></p> <p><b>Advocacy for &amp; consultation with our community</b></p>	<p><b>To ensure effective two-way communication and consultation processes with the community in all that we do</b></p>	<p><b>Actively encourage and support initiatives that promote social inclusion and diversity within our community.</b></p>

The Plan sits within the Council Plan theme of Advocacy for & consultation with our community and its related objective : ‘To ensure effective two-way communication and consultation processes with the community in all that we do’. There is a particular link between this Action Plan and the strategic direction outlined above.

## Objectives in Detail

In order for this commitment to be put into practice, and to continuously measure our progress, the Plan has four Objectives:

### ***1. Equal access to services, resources and facilities for all our residents***

All services, resources and facilities for residents will be non-discriminatory and accessible to all members of the community. Council is committed to ensuring that access and equity principles are clearly demonstrated through our service delivery and the provision of facilities for the general community and ensure all members of the community are provided with the opportunities to access culturally relevant and sensitive services, facilities and resources.

### ***2. Active community consultation and participation***

Every person living, working, studying or visiting the municipality can contribute to the life of the broader community. The range of skills, abilities and experiences provided by community members contribute to the rich diversity and vibrancy of the Latrobe City municipality.

All residents of the municipality will be provided with the opportunity to play an active role in decision making processes. Through community development activities, all community members, regardless of their cultural or linguistic background, will be consulted and engaged on key issues, policies, strategies and actions.

### ***3. Celebrating and valuing community diversity and cultural expression***

The vibrancy and vitality that is drawn from having a large number of residents who were born outside Australia and bring a diverse mix of skills, cultures, languages and religions to the area is valued and celebrated. The harmony resulting from a multicultural society where there is acceptance and celebration of diversity is also valued.

### ***4. Leadership and advocacy***

Council must strengthen its capacity as a culturally competent organisation by embedding the philosophy of each Plan Objective into relevant Council Plans and Strategies.

There are a number of corporate strategies and action plans linked closely to this Plan. These include:

- *Latrobe 2026, The Vision for Latrobe Valley.*
- *Council Plan 2013 – 2017.*
- *Municipal Strategic Statement.*
- *Municipal Public Health and Wellbeing Plan, 2013 – 2017.*
- *Community Engagement Plan, 2010 – 2014.*

- *International Relations Plan, 2011 – 2014.*
- *Disability Action Plan.*
- *Positive Ageing Plan, 2009 – 2012.*
- *Events Strategy & Action Plan, 2013 -2017.*
- *Municipal Early Years Plan, 2011 – 2015.*
- *Library Plan 2011-2017.*

Community development and capacity building also requires a conscious intent to look beyond the physical borders of the municipality. Council delivers a broad range of services and facilities but many issues facing local communities are the responsibility of State or Federal Governments.

Council plays a key role in advocating to State and Federal Government on behalf of the Latrobe City community to better inform policy-makers and ensure community needs are considered across all levels of Government. Council also aims to improve community leadership by seeking to build the capacity of community members to advocate for themselves and seek to effect change through community-based programs.

## Putting the Plan into Action

Following Council's adoption of the Cultural Diversity Action Plan 2014-2018, a number of steps will be taken to ensure that the actions are implemented and reviewed. A detailed Action Plan has been developed to accompany this document that itemises individual actions and responsibilities.

As noted in the Plan, the Cultural Diversity Advisory Committee meets quarterly to provide input to Council on cultural diversity issues. Its role is to monitor this Action Plan using a set of indicators gauging the effectiveness of actions taken by Council to align services and cultural competence with the Objectives of the Plan. The Committee will also provide advice to Council on possible new items to be considered in future Action Plans.

An annual report on progress made against each of the actions within this Action Plan will be presented to Council and the Cultural Diversity Advisory Committee each year.

The Plan will be subject to annual review and Actions will be revised and updated as part of Council's commitment to culturally and linguistically diverse communities.



## Latrobe City Cultural Diversity Action Plan, 2014-2018 Actions

The following actions have been identified as integral to the success of the Latrobe City Council Cultural Diversity Action Plan 2014-2018.

### *Objective 1: Equal access to services, resources and facilities for all our residents*

	<b>ACTION</b>	<b>RESPONSIBILITY</b>	<b>MEASURE</b>	<b>OUTCOME</b>	<b>WHEN</b>
1.	Have regular items featuring Latrobe City Cultural Diversity in Latrobe City LINK.	Office of the Chief Executive - Community Relations	One article per year.	Increased awareness of the diverse cultural nature of the residents of Latrobe City.	Annually
1.	Investigate and implement programs to targeted groups such as Culturally and Linguistically Diverse community members to support their needs.	Community Liveability - Libraries	One targeted program delivered per year.	Increased usage of library services by culturally diverse communities groups.	Annually
1.	Ensure website page has the line: "If you require this information in languages other than English, or in other formats, please contact Latrobe City on 1300 367 700".	Office of the Chief Executive - Community Relations	Presence of information on Latrobe City website.	Latrobe City publications are more accessible to culturally diverse residents.	Annually
1.	Review Departmental email and mail out lists to identify and include culturally diverse interests.	All Divisions	Two intranet notices per year requesting that Departments update email and mail out lists.	Greater communication with culturally diverse communities.	Bi-annually
1.	Promote the Latrobe City Community Directory to service providers through Community Development networks.	Community Liveability - Community Strengthening	Promotion of Community Directory at	Increased awareness of the diverse cultural nature of the residents of Latrobe City.	Quarterly

			Community Groups Forums.		
1.	Promote the Latrobe City Community Grants program and individual assistance available to culturally diverse communities.	Community Liveability - Community Strengthening	Promote the annual Community Grants to culturally diverse communities.	Strengthen the ability of culturally diverse communities to access Community Grants.	Annually
1.	Include information for Culturally Diverse Communities in Latrobe City New Residents Packs for distribution through Gippsland Multicultural Services and other appropriate Agencies	Planning and Economic Sustainability - Tourism	Information is included in New Residents packs and provided to Gippsland Multicultural Services and other appropriate Agencies for distribution.	Increased awareness of the diverse cultural nature of the residents of Latrobe City.	Quarterly

**Objective 2: Active community consultation and participation**

	<b>ACTIONS</b>	<b>RESPONSIBILITY</b>	<b>MEASURE</b>	<b>OUTCOME</b>	<b>WHEN</b>
2.1	Identify community safety issues relevant to people from culturally diverse backgrounds (evidence base) and consider how these could be incorporated into Latrobe City community safety activities.	Community Liveability - Community Strengthening	Number of issues identified and incorporated in community safety activities.	Positive perceptions of safety for people from culturally diverse backgrounds.	Annually
2.2	Invite representatives from Health Services providers to a Cultural Diversity Advisory Committee to discuss the health services needs of Culturally Diverse Communities.	Community Liveability - Community Strengthening	Health Services providers identified and invited to attend a Cultural Diversity Advisory Committee Meeting.	Increased awareness of the health issues of people from culturally diverse backgrounds.	Annually
2.3	Identify culturally specific services and invite participation on the Latrobe City Service Providers Network.	Community Liveability - Community Strengthening	Culturally specific services identified and invited to attend the Latrobe City Service Providers Network.	Increased awareness of the diverse cultural nature of the residents of Latrobe City.	Annually
2.4	Promote community consultations offered by the Victorian Multicultural Commission to gain an understanding of issues facing Culturally Diverse Communities.	Community Liveability - Community Strengthening	Community Consultation Sessions promoted.	Increased awareness of community consultations and provide a voice to State Government.	As they occur.

**Objective 3: Celebrating and valuing community diversity and cultural expression**

	<b>ACTIONS</b>	<b>RESPONSIBILITY</b>	<b>MEASURE</b>	<b>OUTCOME</b>	<b>WHEN</b>
3.1	Ensure images in the Latrobe City Council photo library are representative of the diverse nature of residents in Latrobe City and are regularly published.	Office of the Chief Executive - Community Relations	Publications reflect the diverse nature of our community.	Increased awareness of the diverse cultural nature of the residents of Latrobe City.	Annually
3.2	Develop a list of significant cultural days for Culturally Diverse communities and place on the Latrobe City webpage	Community Liveability - Community Development	List of significant cultural days for Culturally Diverse communities is published on the Latrobe City webpage.	Increased awareness of the diverse cultural nature of the residents of Latrobe City.	Annually
3.3	Investigate opportunities to display National flags on National/Cultural Days at Immigration Park.	Planning and Economic Sustainability - International Relations  Community Liveability - Community Strengthening	Discussion held with Immigration Park Committee of Management.	Increased understanding of ability to display National Flags at Immigration Park.	2014-2015
3.4	To work with the Immigration Park Committee of Management to promote Immigration Park to the community and schools.	Planning and Economic Sustainability - International Relations  Community Liveability	Increased attendance at Immigration Park.	Increased awareness of the diverse cultural nature of the residents of Latrobe City.	Annually

		- Community Strengthening			
3.5	Promotion of Citizenship Ceremonies via Latrobe City Council's Twitter and Facebook accounts to build greater community awareness of our cultural diversity.	Office of the Chief Executive - Community Relations	Citizenship Ceremonies promoted on Latrobe City social media channels.	Increased awareness of the diverse cultural nature of the residents of Latrobe City.	Annually
3.6	Utilise networks to promote Australia Day celebrations.	Planning and Economic Sustainability - Events	Australia Day celebrations promoted to networks.	Greater community awareness of our cultural diversity.	Annually
3.7	Cultural Diversity Advisory Committee members are invited to attend Latrobe City Citizenship Ceremonies.	Community Liveability - Community Strengthening	Develop roster for Cultural Diversity Advisory Committee members' attendance at Citizenship Ceremonies.	Increased awareness of the diverse cultural nature of the residents of Latrobe City.	As they occur.
3.8	Investigate options for individuals to wear their National costumes at Citizenship Ceremonies	Office of the Chief Executive - Mayoral and Council Support	Candidates are encouraged to wear National costumes at Citizenship Ceremonies.	Increased awareness of the diverse cultural nature of the residents of Latrobe City.	As they occur
3.9	Provide information regarding Australia Day awards to the Cultural Diversity Advisory Committee for distribution to networks.	Community Liveability - Community Strengthening	Information provided to Cultural Diversity Advisory Committee members to	Increased awareness of Australia Day Awards and encourage nominations from our Culturally Diverse communities and	Annually

			promote to their networks.	residents.	
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**Objective 4: Leadership and advocacy**

	<b>ACTIONS</b>	<b>RESPONSIBILITY</b>	<b>MEASURE</b>	<b>OUTCOME</b>	<b>WHEN</b>
4.1	Promote Latrobe City Volunteer Programs to Culturally Diverse communities.	Community Liveability – Social Support	Volunteer programs promoted to culturally diverse communities.	Increased participation and access by residents from culturally diverse backgrounds in Latrobe City Volunteer Programs.	Annually
4.2	Gather information about how other Local Government Authorities in Gippsland are working with Culturally Diverse communities.	Community Liveability - Community Strengthening	Information gathered and presented to Cultural Diversity Advisory Committee.	The Cultural Diversity Advisory Committee is informed of activities.	Annually
4.3	Identify opportunities to promote activities of the Latrobe City Cultural Diversity Advisory Committee in the local media.	Community Liveability - Community Strengthening	Activities promoted through local media.	Increased awareness of the activities of the Cultural Diversity Advisory Committee.	As appropriate.
4.4	Cultural Diversity Advisory Committee to meet with English as Second Language service providers.	Community Liveability - Community Strengthening	Meeting with English as Second Language service providers held.	The Cultural Diversity Advisory Committee members gained insights into service delivery issues.	2014 - 2015
4.5	Develop and deliver a Cultural Competency training program for Latrobe City staff.	Organisational Excellence - Learning and Development	Cultural Competency training program developed and delivered.	Council Officers have increased skills in working with Culturally Diverse clients. Latrobe City has increased skills in understanding and working with diversity.	Annually.
4.6	Encourage stronger links between	Community Liveability	Invited	Increased awareness of	2014 -2015

	<p>Culturally Diverse Communities and Neighbourhood Houses and Universities of the Third Age.</p>	<p>- Community Strengthening</p>	<p>Neighbourhood Houses Coordinators and University of the Third Age representatives to a Cultural Diversity Advisory Committee Meeting.</p>	<p>educational opportunities and mutual support programs for culturally diverse communities.</p>	
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## Appendix

### Latrobe City in Profile

Latrobe City has a culturally diverse community comprised of people from many different nations across the world. The profile data in this section relates to the 2011 Census unless otherwise indicated. Usual Residence data will be used and is sourced from the Australian Bureau of Statistics.

In 2011, there were 9,930 Latrobe City residents who were reported as born overseas, accounting for 13.7% of the total population. This proportion had increased marginally since 2006 when 13.2% of the Latrobe City population was reported as born overseas. Data from the 2011 Census indicated that a total of 4,992 Latrobe City residents speak a language other than English at home, accounting for 6.9% of the total population.

#### Birthplaces and Ancestry

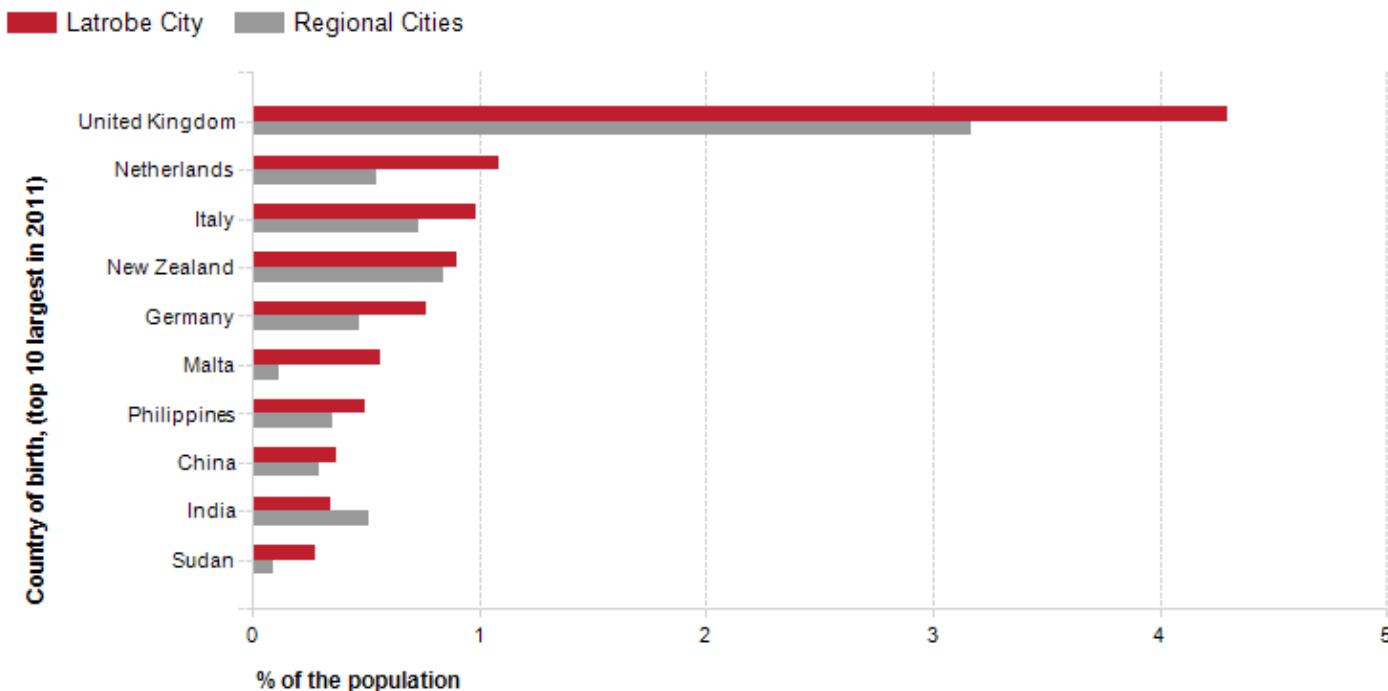
The three largest ancestries in Latrobe City are Australian, English, and Scottish. 8% of people in Latrobe City come from countries where English is not the first language.

Country of Birth data identifies where people were born and is indicative of the level of cultural diversity in Latrobe City. The mix of Country of Birth groups is also indicative of historical settlement patterns, as source countries for Australia's immigration program have varied significantly over time.

Country of birth	2011			2006			Change 2006 to 2011
	Number	%	Regional VIC %	Number	%	Regional VIC %	
United Kingdom	3,112	4.3	3.5	3,194	4.6	3.5	-82
Netherlands	784	1.1	0.6	841	1.2	0.6	-57
Italy	716	1.0	0.6	752	1.1	0.7	-36
New Zealand	654	0.9	1.0	520	0.8	0.9	+134
Germany	552	0.8	0.5	574	0.8	0.5	-22
Malta	407	0.6	0.1	449	0.6	0.1	-42
Philippines	361	0.5	0.3	288	0.4	0.2	+73
China	270	0.4	0.2	124	0.2	0.1	+146
India	252	0.3	0.4	100	0.1	0.2	+152
Sudan	198	0.3	0.1	0	0.0	0.0	+198
South Africa	134	0.2	0.2	90	0.1	0.2	+44
Ireland	132	0.2	0.2	139	0.2	0.1	-7
Greece	132	0.2	0.1	135	0.2	0.1	-3
Poland	129	0.2	0.1	161	0.2	0.1	-32
Malaysia	113	0.2	0.1	97	0.1	0.1	+16
United States of America	112	0.2	0.2	101	0.1	0.2	+11

Source: Australian Bureau of Statistics, Census of Population and Housing 2006 and 2011. Compiled and presented by .id, the population experts. Excludes countries with less than 0.2% of the total population.(Usual residence data).

## Country of birth, 2011



Source: Australian Bureau of Statistics, Census of Population and Housing, 2011 (Usual residence data)  
 Compiled and presented in profile.id by .id, the population experts.



The most common birthplace for overseas born Latrobe City residents is the United Kingdom with 3,112 persons, followed by the Netherlands with 784 persons, Italy with 716 persons, New Zealand with 654 persons and Germany with 552 persons. Other common birthplaces for Latrobe City residents include Malta (407), Philippines (361), China (270) India, (252) and Sudan (198).

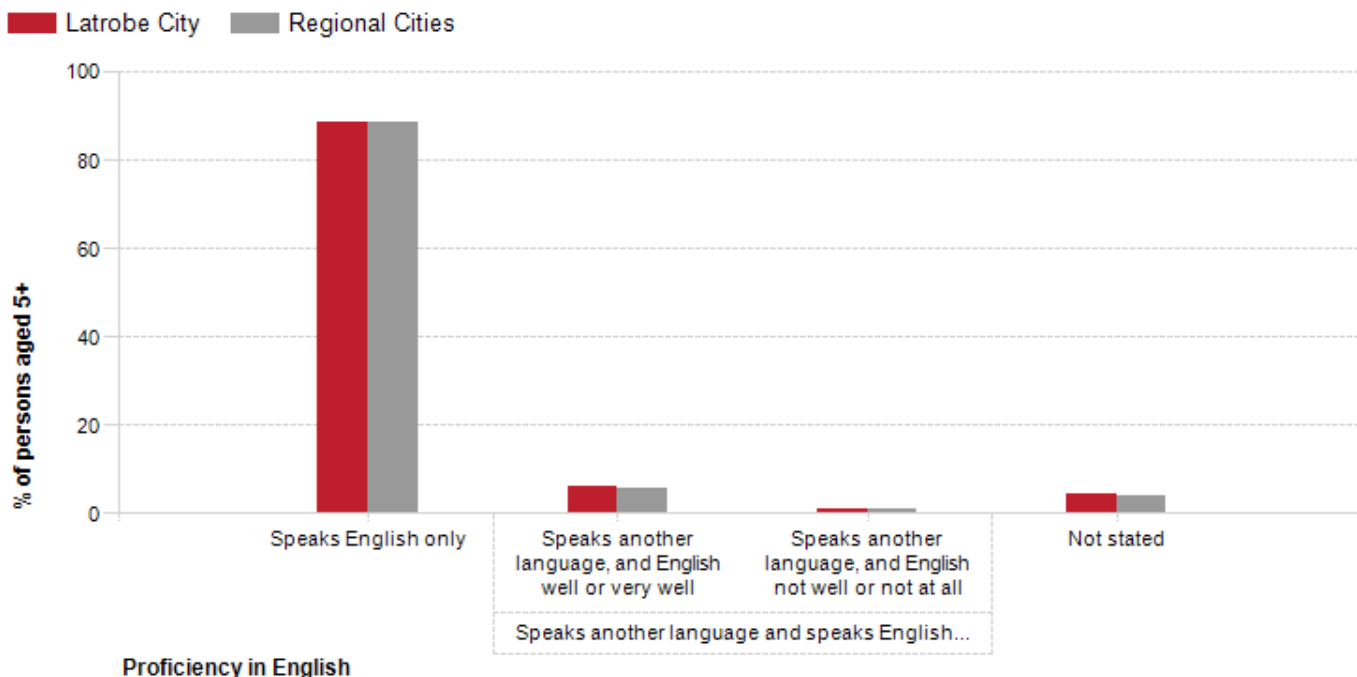
The largest non-English speaking country of birth in Latrobe City was Netherlands, where 1.1% of the population, or 784 people, were born. The largest changes in birthplace countries of the population in this area between 2006 and 2011 were for those born in Sudan (+198 persons), India (+152 persons), China (+146 persons), and New Zealand (+134 persons).

A total of 14,205 persons living in Latrobe City, 19.6% of the total population, had both biological parents born in a country other than Australia. A further 7,976 persons have one parent who was born overseas accounting for 11.0% of the total population.

## Proficiency in English and Languages Spoken at Home

In 2011, 7.9% of Latrobe City's population was from a NESB (non-English speaking backgrounds) country. A total of 4,992 Latrobe City residents speak a language other than English at home, accounting for 6.9% of the total population.

### Proficiency in English, 2011



Source: Australian Bureau of Statistics, Census of Population and Housing, 2011 (Usual residence data) Compiled and presented in profile.id by .id, the population experts.



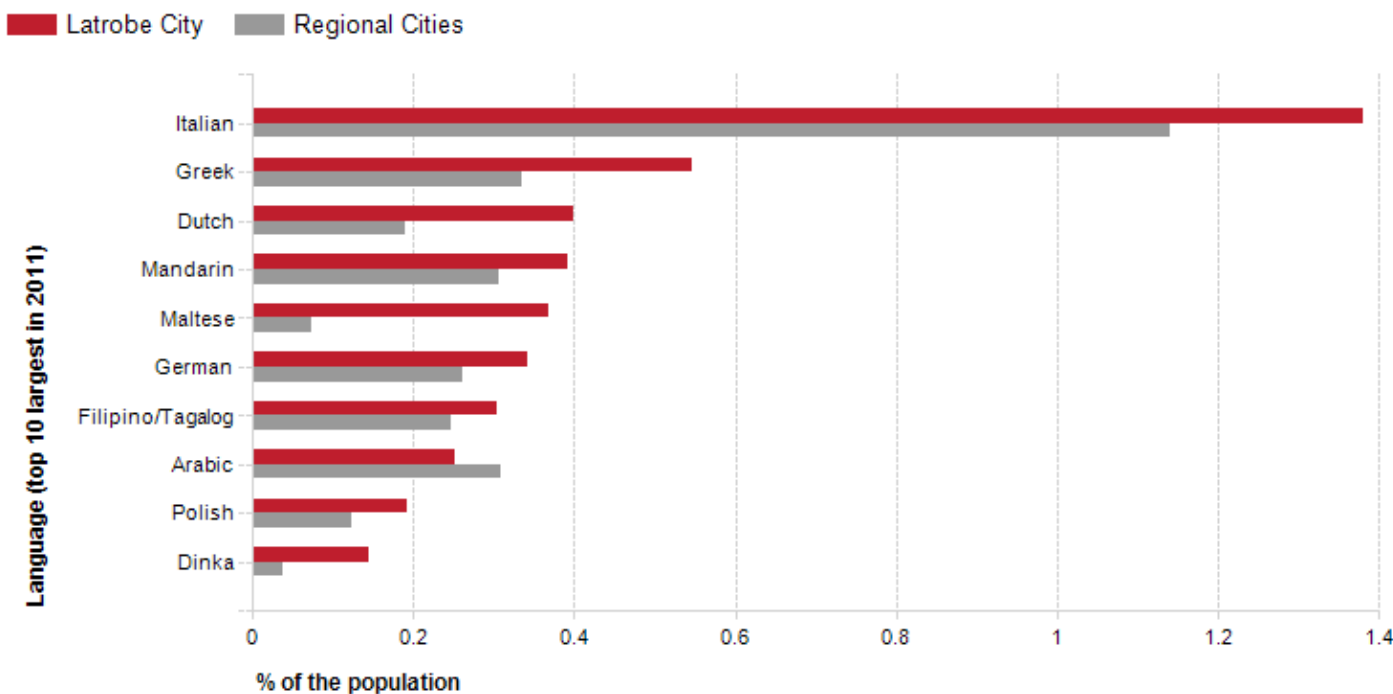
Overall, 88.5% of the population spoke English only, and 6.9% spoke a non-English language. The dominant language spoken at home, other than English, in Latrobe City was Italian, with 1.4% of the population, or 1,000 people followed by Greek (395 persons, 0.5%), Dutch (289 persons, 0.4%), mandarin (283 persons, 0.4%), Maltese (267 persons, 0.4%) and German (247 persons, 0.3%). Filipino/Tagalog (220 persons, 0.3%), Arabic (183 persons, 0.35) and Polish (139 persons, 0.2%) are other common languages spoken in the municipality.

Language (excludes English)	2011			2006			Change 2006 to 2011
	Number	%	Regional VIC %	Number	%	Regional VIC %	
Italian	1,000	1.4	0.9	961	1.4	1.0	+39
Greek	395	0.5	0.2	391	0.6	0.3	+4
Dutch	289	0.4	0.2	306	0.4	0.2	-17
Mandarin	283	0.4	0.2	151	0.2	0.1	+132
Maltese	267	0.4	0.1	304	0.4	0.1	-37
German	247	0.3	0.3	291	0.4	0.3	-44
Filipino/Tagalog	220	0.3	0.2	165	0.2	0.1	+55
Arabic	183	0.3	0.2	32	0.0	0.2	+151
Polish	139	0.2	0.1	177	0.3	0.1	-38

Source: Australian Bureau of Statistics, Census of Population and Housing 2006 and 2011. Compiled and presented by .id, the population experts. Excludes languages with less than 0.2% of the total population (Usual residence data).

Between 2006 and 2011, the number of people who spoke a language other than English at home increased by 892 or 21.8%, and the number of people who spoke English only increased by 1,996 or 3.2%.

### Language spoken at home, 2011



Source: Australian Bureau of Statistics, Census of Population and Housing, 2011 (Usual residence data) Compiled and presented in profile.id by .id, the population experts.



The greatest increases in the spoken languages of the Latrobe City population between 2006 and 2011 were those speaking Arabic (+151 persons), Mandarin (+132 persons), Dinka (+104 persons) and Nuer (+ 98 persons). The greatest decreases in spoken languages during this timeframe were those speaking German, Polish, Maltese and Dutch.

## Settlers

The Department of Immigration and Citizenship settlement database contains a high level of information on migrants and refugees who have entered Australia and made Latrobe City their home. The information in this particular section is sourced from this database with a focus on settlement data from 1 July 2003 to 30 June 2013.

Over the past ten years, a total of 1,687 migrants and refugees have settled directly in the Latrobe City municipality. Of these settlers, 241 have settled in Latrobe City through the Humanitarian program, 537 through the non-humanitarian family stream and 856 through the non-humanitarian skill stream.

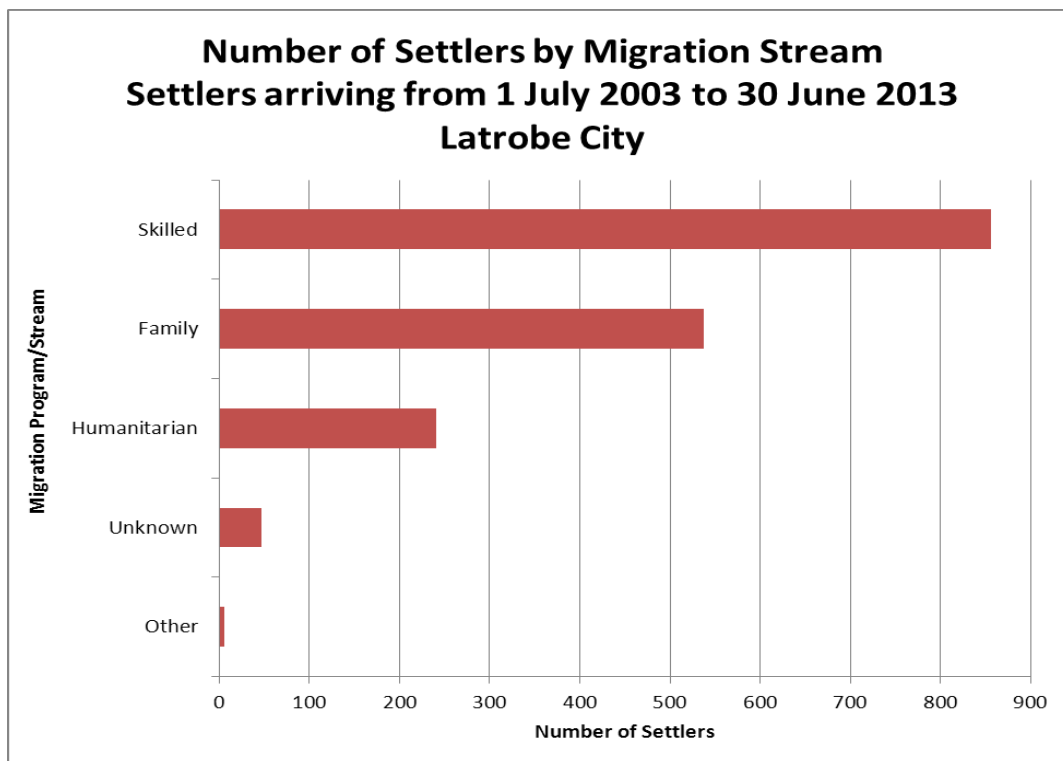
### Report Selection Criteria

*Arrival Dates:* from 01 July 2003 to 30 June 2013

*State:* Victoria

*Local Government Area:* Latrobe (C)

*Migration Stream:* Family:Humanitarian:Skilled Unknown



Source: Department of Immigration and Citizenship Settlement Database. Data extracted on 22 August 2013

The most common countries of origin for new settlers over the past ten years were India with 209 arrivals, most through the skilled stream, Sudan with 181 arrivals, most through the humanitarian stream; followed by the United Kingdom (156 arrivals), China of Peoples Republic (128 arrivals), Philippines (117 arrivals), South Africa (64 arrivals), Sri Lanka (63 arrivals), Bangladesh (48 arrivals) and Thailand (47 arrivals) with all arrivals from these countries resulting from non-humanitarian family and skilled streams. After Sudan, the most common countries of origin for humanitarian arrivals over this period were Kenya (30 arrivals) and Ethiopia (21 arrivals). Over the past ten years, there have been an increased number of humanitarian arrivals from Egypt (9 arrivals).

**Report Selection Criteria**

Arrival Dates: from 01-Jul-2003 to 30-Jun-2013

Top: 10

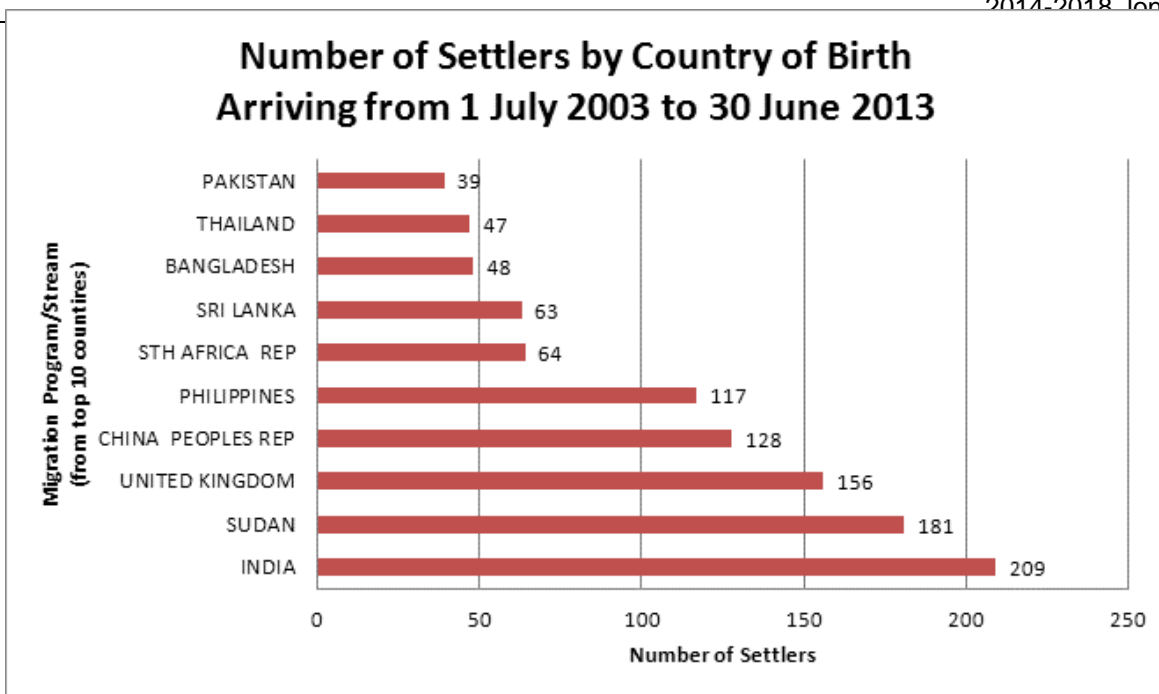
State:

Victoria

Local Government Area:

Latrobe (C)

Country of Birth (Settlement)	Migration Stream					Total
	Family	Humanitarian	Other	Skilled	Unknown	
INDIA	32	0	0	174	3	209
SUDAN	18	163	0	0	0	181
UNITED KINGDOM	62	0	1	82	11	156
CHINA PEOPLES REP	56	0	0	70	2	128
PHILIPPINES	85	0	0	32	0	117
STH AFRICA REP	6	0	0	51	7	64
SRI LANKA	5	0	0	57	1	63
BANGLADESH	4	0	0	44	0	48
THAILAND	38	0	0	9	0	47
PAKISTAN	7	1	0	31	0	39
Others	224	77	5	306	23	635
<b>Total</b>	<b>537</b>	<b>241</b>	<b>6</b>	<b>856</b>	<b>47</b>	<b>1,687</b>



Source: Department of Immigration and Citizenship Settlement Database. Data extracted on 22 August 2013

The most common languages other than English spoken by new arrivals were Arabic (94 arrivals), African languages (61 arrivals), Mandarin (31 arrivals), Dinka (30 arrivals) Tagalog (30 arrivals), Thai (25 arrivals) and Nuer (21 arrivals). Geographically, the highest concentration of migrant and refugee arrivals within Latrobe City was Traralgon.

It is important to note that a limitation of the Department of Immigration and Citizenship settlement database is that it does not account for recent migrants and refugees who first moved to another municipality within Australia and then to Latrobe City. Qualitative feedback sourced from community stakeholders indicates that settlement numbers of particular cohorts are higher than represented by this database, but unfortunately no further accurate statistical information is currently available.





# PLANNING AND GOVERNANCE

**16. PLANNING AND GOVERNANCE**

**16.1 POTENTIAL SALE OF PART RAILWAY SPUR / BRANCH LINE  
RESERVE OFF KIRWIN ROAD MORWELL.**

**General Manager**

**Planning and Governance**

**For Decision**

**PURPOSE**

The purpose of this report is to consider the potential sale of part of a Council owned disused railway spur / branch line off Kirwin Road Morwell.

**DECLARATION OF INTEREST**

No officer declared an interest under the Local Government Act 1989 in the preparation of this report.

**STRATEGIC FRAMEWORK**

This report is consistent with Latrobe 2026: The Community Vision for Latrobe Valley and the Latrobe City Council Plan 2013-2017.

*Latrobe 2026: The Community Vision for Latrobe Valley*

*Strategic Objectives - Governance*

*In 2026, Latrobe Valley has a reputation for conscientious leadership and governance, strengthened by an informed and engaged community committed to enriching local decision making.*

*Latrobe City Council Plan 2013 - 2017*

*Theme and Objectives*

*Theme 2: Affordable and sustainable facilities, services and recreation*

*Theme 3: Efficient, effective and accountable governance*

*Theme 4: Advocacy for and consultation with our community*

*Strategic Direction*

- *Develop and maintain community infrastructure that meets the needs of our community.*
- *Ensure Latrobe City Council's infrastructure and assets are maintained and managed sustainably.*

*Legislation*

*Local Government Act 1989*

Section 189 of the *Local Government Act 1989* gives Council the power to sell land however, before doing so, it must:

## ORDINARY COUNCIL MEETING MINUTES 21 JULY 2014 (CM442)

- (a) ensure that public notice of the intention to do so is given at least 4 weeks prior to selling or exchanging the land; and
- (b) obtain from a person who holds the qualifications or experience specified under section 13DA(2) of the *Valuation of Land Act 1960* a valuation of the land which is made not more than 6 months prior to the sale or exchange.

This power is subject to Section 223 of the *Local Government Act 1989* which requires Council 'publish a public notice stating that submissions in respect of the matter specified in the public notice will be considered in accordance with this section'.

Council must then consider any written submissions that have been received and any person who has made a submission and requested they may be heard are entitled to appear before a meeting of Council.

### *Policy – Sale of Council Owned Property Policy 11 POL-4*

The principal aim of this policy is to define the circumstances and factors that will be assessed by Council in respect to the sale of Council owned property. The purpose of this policy is to serve as an accountability mechanism to the community.

It is Council's position that the sale of Council owned property will be via public auction unless circumstances exist that justify an alternative method of sale.

All sales of Council owned property shall be consistent with the *Local Government Best Practice Guidelines for the Sale and Exchange of Land* prepared by the Department of Planning and Community Development.

### **BACKGROUND**

Council received an Expression of Interest from Rosita Barbara Nominees Pty Ltd (Dyers Transport) wishing to purchase the southern section of the Council owned railway reserve that abuts the properties it owns at 5 Kirwin Road and 23-25 Swan Road Morwell. Refer Attachment 1 for an aerial image of the subject land and adjoining properties.

The stated objective in acquiring the land being:

1. Expand business activities,
2. Improve access for heavy vehicles to current site,
3. To reduce fire hazard and improve vermin control,
4. To re-align all rear boundaries of the three properties.

(It should be noted that any new or redevelopment works associated with the above would be subject to Planning Approval.)

It is understood that this disused rail line was used to deliver industrial material to the then Country Roads Board (now VicRoads) which occupies an adjoining industrial property.

Council is the registered owner of this Railway Reserve described in Certificate of Title Volume 11101 Folio 821 being 4308 square metres in

## ORDINARY COUNCIL MEETING MINUTES 21 JULY 2014 (CM442)

area. This unused railway reserve is a spur / branch line off the Melbourne – Gippsland V/Line Rail Line and terminates at Kirwin Road Morwell.

This railway reserve was created by Plan of Subdivision LP 1210121, approved 7 June 1977, refer Attachment 2 for a copy of the Certificate of Title and Plan of Subdivision.

### **ISSUES**

As stated above, Rosita Barbara Nominees Pty Ltd expressed Interest in acquiring the section of Railway Reserve abutting both 5 Kirwin Road and 23-25 Swan Road Morwell, approximately 2460 square metres.

This request was referred to Councils Rail Freight Working Group and an onsite meeting was held with representatives of Rosita Barbara Nominees to consider the proposal.

The Rail Freight Working Group formed the opinion that the preferred outcome was that Council consider the potential sale of the section of Railway Reserve abutting 5 Kirwin Road, and the section of Railway Reserve abutting 23-25 Swan Road Morwell be subject to a lease proposal of a period of less than 10 years with an opt-out clause in the event the rail line is required in the future.

The justification for supporting the potential sale of Railway Reserve abutting 5 Kirwin Road is that this area of Railway Reserve has been fenced into this allotment for a number of years and part of the track has a large industrial building built over it. This building was utilised for storage, loading/unloading of trains when the spur line was used for the delivery of industrial materials.

Whereas the Working Groups reason for leasing of the Railway Reserve was that it provides Council with the option to utilise this section of the spur line if required in the future. Whilst allowing Rosita Barbara Nominees Pty Ltd to re-align the rear property boundary, clean up the section of reserve, improve access and utilization for Dyers Transport heavy vehicle maintenance buildings etc., and provide a dedicated staff parking area.

When considering the sale and transfer of potentially surplus land, Council is required to comply with the following Victorian State Legislation, Best Practise Guidelines and Council Policy:

- *Local Government Act 1989*
- *Subdivision Act 1988,*
- *Department of Transport, Planning and Local Infrastructure - Local Government Best Practise Guideline for the Sale, Exchange & Transfer of Land June 2009, and*
- *Latrobe City Council – Sale of Council Owned Property Policy 11 POL-4*

**FINANCIAL, RISK AND RESOURCES IMPLICATIONS**

Risk has been considered as part of this report and it is considered to be consistent with the Risk Management Plan 2011-2014. No significant risks have been identified.

In the adopted 2014/15 Municipal Budget, Council signalled an intention to raise \$1 million from the sale of surplus properties to finance the Council contribution towards four identified Capital Works Projects. The funds from this potential sale should be allocated towards this amount.

It is noted that the sale price for the combined sections of Railway Reserve abutting both 5 Kirwin Road and 23-25 Swan Road, would be significantly higher than the of sale price for the smaller section abutting 5 Kirwin Road.

Costs associated with this statutory process are minimal, being the cost of public notices in the Latrobe Valley Express inviting submissions and further follow up correspondence with interested parties.

If Council in the future resolves to sell part of the Railway Reserve, the land is sold at valuation in accordance with the Sale of Council Owned Policy and all survey, subdivisional and legal costs would be borne by the purchaser.

**INTERNAL/EXTERNAL CONSULTATION***Engagement Method Used:*

The Expression of Interest was referred to Council's Rail Freight Working Group for consideration. The proposal was also referred to the Infrastructure Planning, Environment Sustainability, Infrastructure Operations, Strategic and Statutory Planning Teams for comment.

If Council wishes to proceed with the potential sale of land the following engagement method would be undertaken:

- Public notices published in two editions of Latrobe Valley Express.
- A letter to VicRoads and other adjoining property owners.
- Details placed on the Latrobe Web Site.
- Notices placed at Morwell Service Centre and Morwell Library.

*Details of Community Consultation / Results of Engagement:*

In accordance with Section 223 of the Local Government Act 1989 Council is required to give 4 weeks public notice and it is suggested that Council consider any submissions received at the Ordinary Council Meeting to be held Monday, 1 September 2014.

**OPTIONS**

Council has the following options:

1. Commence the statutory process and community consultation process in regards to the potential sale of sections of the Railway Reserve abutting both 5 Kirwin Road and 23-25 Swan Road Morwell, or
2. Commence the statutory process and community consultation process in regards to the potential sale of sections of the Railway Reserve abutting only 5 Kirwin Road Morwell, and
3. The Acting Chief Executive pursuant to delegated authority negotiate a lease with an early termination clause for the section of Railway Reserve abutting 23-25 Swan Road or
4. Notify the applicant that Council is not interested in disposing of the parcel of Railway Reserve.

**CONCLUSION**

Council has received an expression of interest from the owner of 5 Kirwin Road and 23-25 Swan Road Morwell wishing to purchase part of the Council Railway Reserve, off Kirwin Road Morwell that abuts its properties.

Council needs to determine if it wishes to commence the statutory process to allow the potential sale of part of this Railway Reserve and whether it intends to potentially sell either the larger area abutting both 5 Kirwin Road and 23-25 Swan Road or the smaller area abutting 5 Kirwin Road, Morwell.

**Attachments**

1. Aerial Image - Railway Reserve, 5 Kirwin Way & 23-25 Swan Road Morwell
2. Railway Reserve Certificate of Title and Plan of Subdivision.

**Cr Kam left the chamber at 6.43 PM due to a Conflict of Interest in item 16.1 - Potential Sale of Part Railway Spur / Branch Line Reserve Off Kirwin Road Morwell.**

**RECOMMENDATION**

1. That Council in accordance Section 189 of the Local Government Act 1989 and Sale of Council Owned Property Policy, resolves give public notice of its intention to consider the sale of part of the Council Railway Reserve abutting 5 Kirwin Street Morwell being described as part of Certificate of Title Volume 11101 Folio 821 created by Plan of Subdivision LP 1210121.
2. That pursuant to section 223 of the Local Government Act 1989 Council resolves to consider any submissions received in relation to the potential sale of part of the Council Railway Reserve abutting 5 Kirwin Street Morwell, at the Ordinary Council Meeting to be held on Monday, 1 September 2014.
3. That the Acting Chief Executive Officer pursuant to delegated authority negotiate and enter into a land lease for a period less than ten years and with an early termination clause with Rosita Barbara Nominees Pty Ltd for the section of Railway Reserve abutting 23-25 Swan Road Morwell.

**ALTERNATE MOTION**

1. **That Council in accordance Section 189 of the Local Government Act 1989 and Sale of Council Owned Property Policy, resolves give public notice of its intention to consider the sale of part of the Council Railway Reserve abutting 5 Kirwin Road Morwell being described as part of Certificate of Title Volume 11101 Folio 821 created by Plan of Subdivision LP 1210121.**
2. **That pursuant to section 223 of the Local Government Act 1989 Council resolves to consider any submissions received in relation to the potential sale of part of the Council Railway Reserve abutting 5 Kirwin Road Morwell, at the Ordinary Council Meeting to be held on Monday, 1 September 2014.**
3. **That the Acting Chief Executive Officer pursuant to delegated authority negotiate and enter into a land lease for a period less than ten years and with an early termination clause with Rosita Barbara Nominees Pty Ltd for the section of Railway Reserve abutting 23-25 Swan Road Morwell. Such a lease to require the rail infrastructure to remain in place.**

**Moved:** Cr Middlemiss  
**Seconded:** Cr Gibbons

**That the Motion be adopted.**

**CARRIED UNANIMOUSLY**

**ORDINARY COUNCIL MEETING MINUTES  
21 JULY 2014 (CM442)**

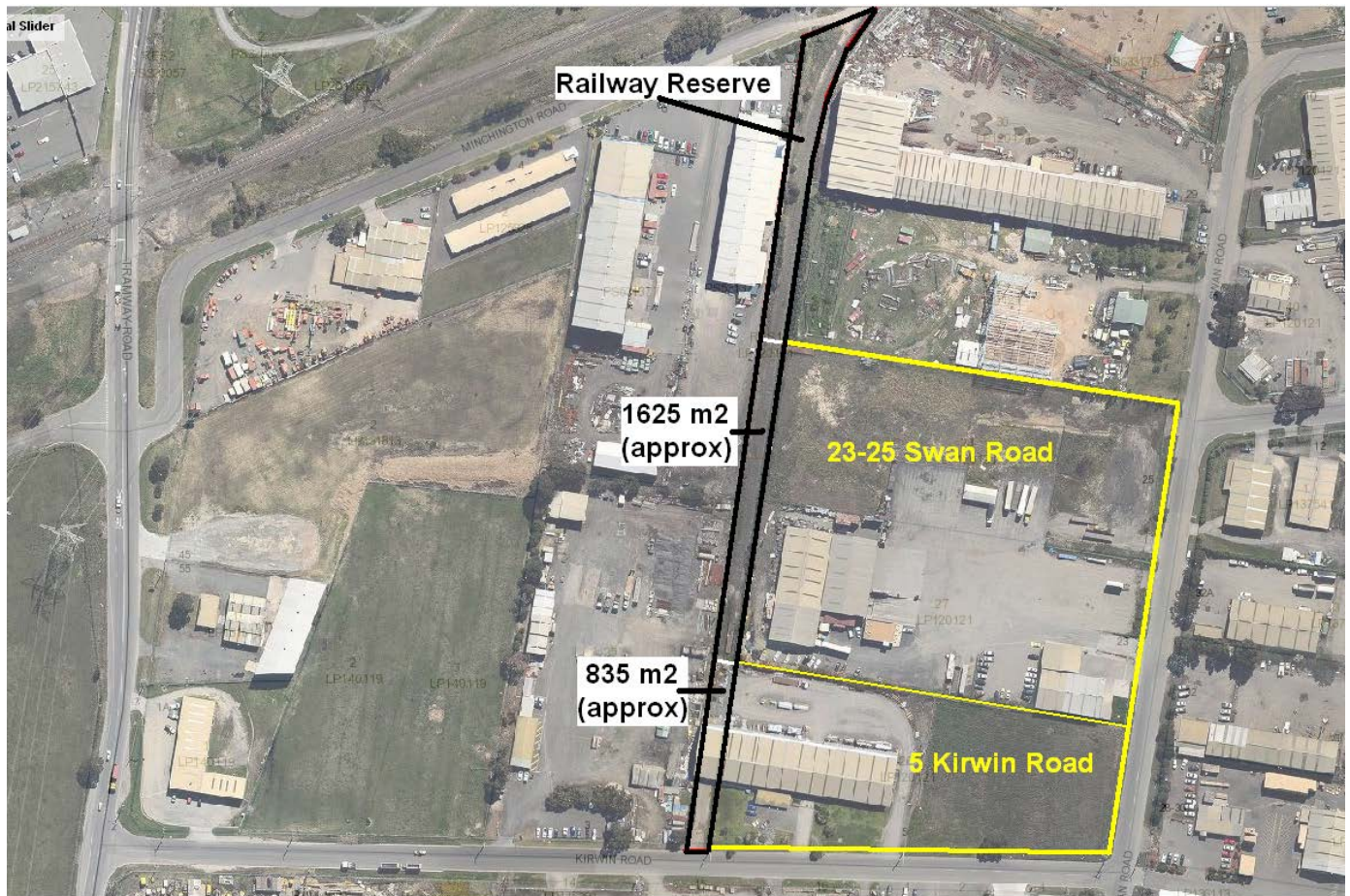
**Cr Kam returned to the Chamber at 6.48 PM.**



## 16.1

### Potential Sale of Part Railway Spur / Branch Line Reserve Off Kirwin Road Morwell.

- 1 Aerial Image - Railway Reserve, 5 Kirwin Way & 23-25  
Swan Road Morwell ..... 141
- 2 Railway Reserve Certificate of Title and Plan of  
Subdivision. .... 143



**Register Search Statement - Volume 11101 Folio 821**

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REGISTER SEARCH STATEMENT (Title Search) Transfer of Land Act 1958

-----  
VOLUME 11101 FOLIO 821Security no : 124051090276U  
Produced 24/06/2014 10:00 amLAND DESCRIPTION  
-----

Reserve 1 on Plan of Subdivision 120121, Road R1 on Plan of Subdivision 120121.

PARENT TITLES :

Volume 09143 Folio 149

Volume 09143 Folio 152 to Volume 09143 Folio 155

Volume 09143 Folio 159

Created by instrument AG192501C 13/11/2008

REGISTERED PROPRIETOR  
-----

Estate Fee Simple

Sole Proprietor

THE PRESIDENT COUNCILLORS AND RATEPAYERS OF THE SHIRE OF MORWELL  
AG192501C 13/11/2008ENCUMBRANCES, CAVEATS AND NOTICES  
-----

Any encumbrances created by Section 98 Transfer of Land Act 1958 or Section  
24 Subdivision Act 1988 and any other encumbrances shown or entered on the  
plan or imaged folio set out under DIAGRAM LOCATION below.

DIAGRAM LOCATION  
-----

SEE LP120121 FOR FURTHER DETAILS AND BOUNDARIES

ACTIVITY IN THE LAST 125 DAYS  
-----

NIL

-----END OF REGISTER SEARCH STATEMENT-----

Additional information: (not part of the Register Search Statement)

Street Address: KIRWIN ROAD MORWELL VIC 3840

DOCUMENT END

**Delivered from the Landata © System by SAI Global Property Division Pty Ltd  
Delivered at 24/06/2014, for Order Number 22096989. Your reference: HJM Kirwin Rd Rail Reserve.**

Delivered by LANDATA®. Land Victoria timestamp 24/06/2014 10:00 Page 1 of 3

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LP 120121

EDITION 4

APPROVED 7/6/77

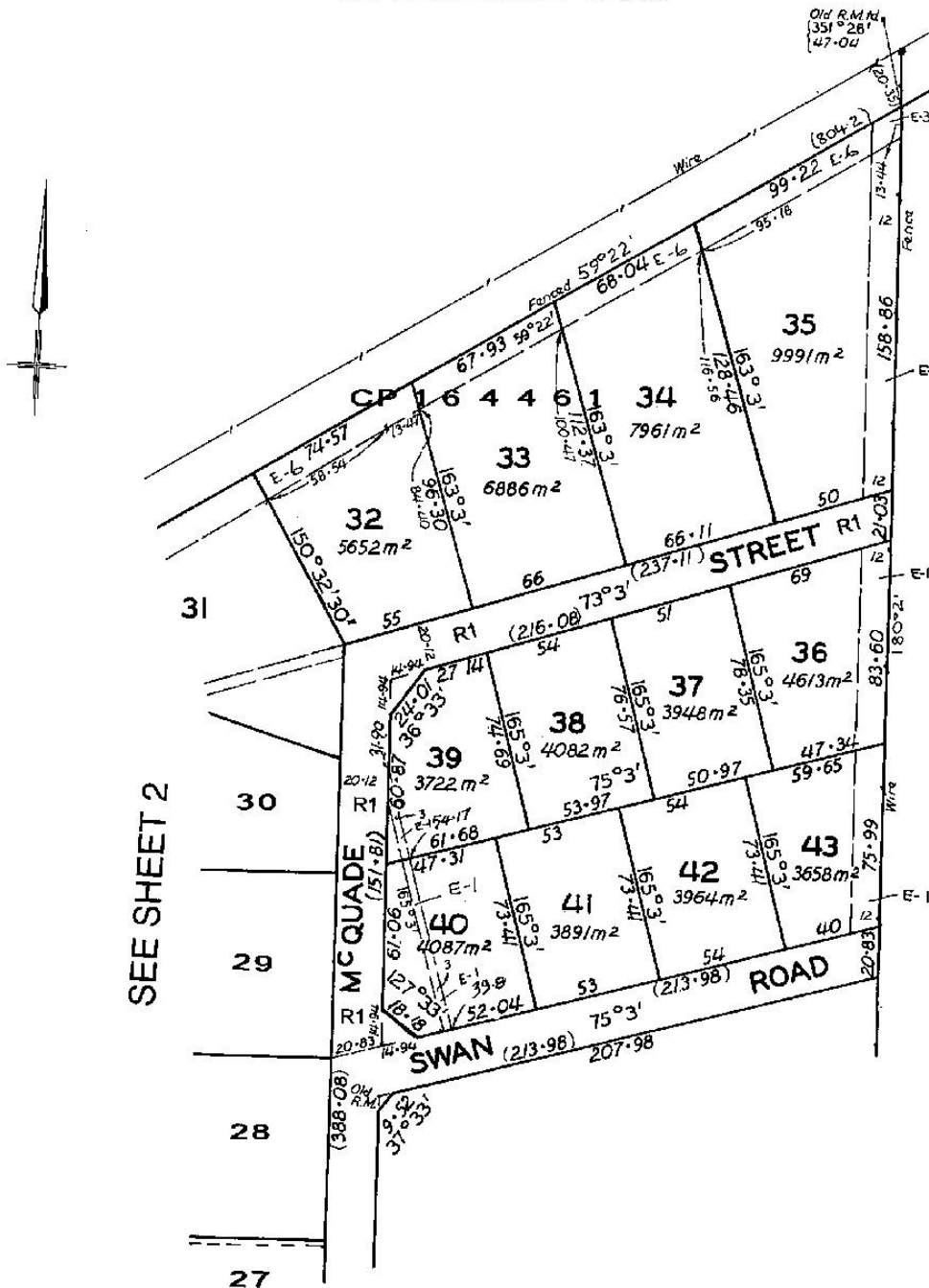
2 SHEETS  
SHEET 1

COLOUR CODE

- E-1 = BLUE
- R1 = BROWN
- E-3 = BLUE HATCHED
- E-4 = BLUE CROSS HATCHED
- E-5 = PURPLE
- E-6 = YELLOW

PLAN OF SUBDIVISION OF	APPROPRIATIONS	ENCUMBRANCES & OTHER NOTATIONS
PART OF CROWN ALLOTMENT 7 <sup>C1</sup>	BROWN - WAY, DRAINAGE & SEWERAGE BLUE, BLUE-HATCHED & BLUE CROSS-HATCHED DRAINAGE & SEWERAGE	SPLAYED CORNERS ARE 6 METRES EACH WAY UNLESS OTHERWISE SHOWN. LOTS 1-22 INCLUSIVE HAVE BEEN QUIPPTED FROM THIS SUBDIVISION. LAND COLORED PURPLE IS AN EASEMENT TO THE STATE ELECTRICITY COMMISSION OF VICTORIA, NO. E.903720. LAND COLORED YELLOW & BLUE-HATCHED IS AN EASEMENT TO THE STATE ELECTRICITY COMMISSION OF VICTORIA, NO. D.937996. REFERENCE MARKS HAVE BEEN PLACED AT ALL SPLAYED CORNERS UNLESS OTHERWISE SHOWN. REFERENCE MARKS ARE 0-02m DIAMETER GALVANISED IRON PIPES 0-3m LONG. FOR DATUM OF BEARINGS SEE COPY OF FIELDNOTES.
PARISH OF MARYVALE		
COUNTY OF BULN BULN		
MEASUREMENTS ARE IN FEET AND INCHES		
VOL.9143 FOL.148 TO 159 (B.I.)		

DEPTH LIMITATION 15-24m

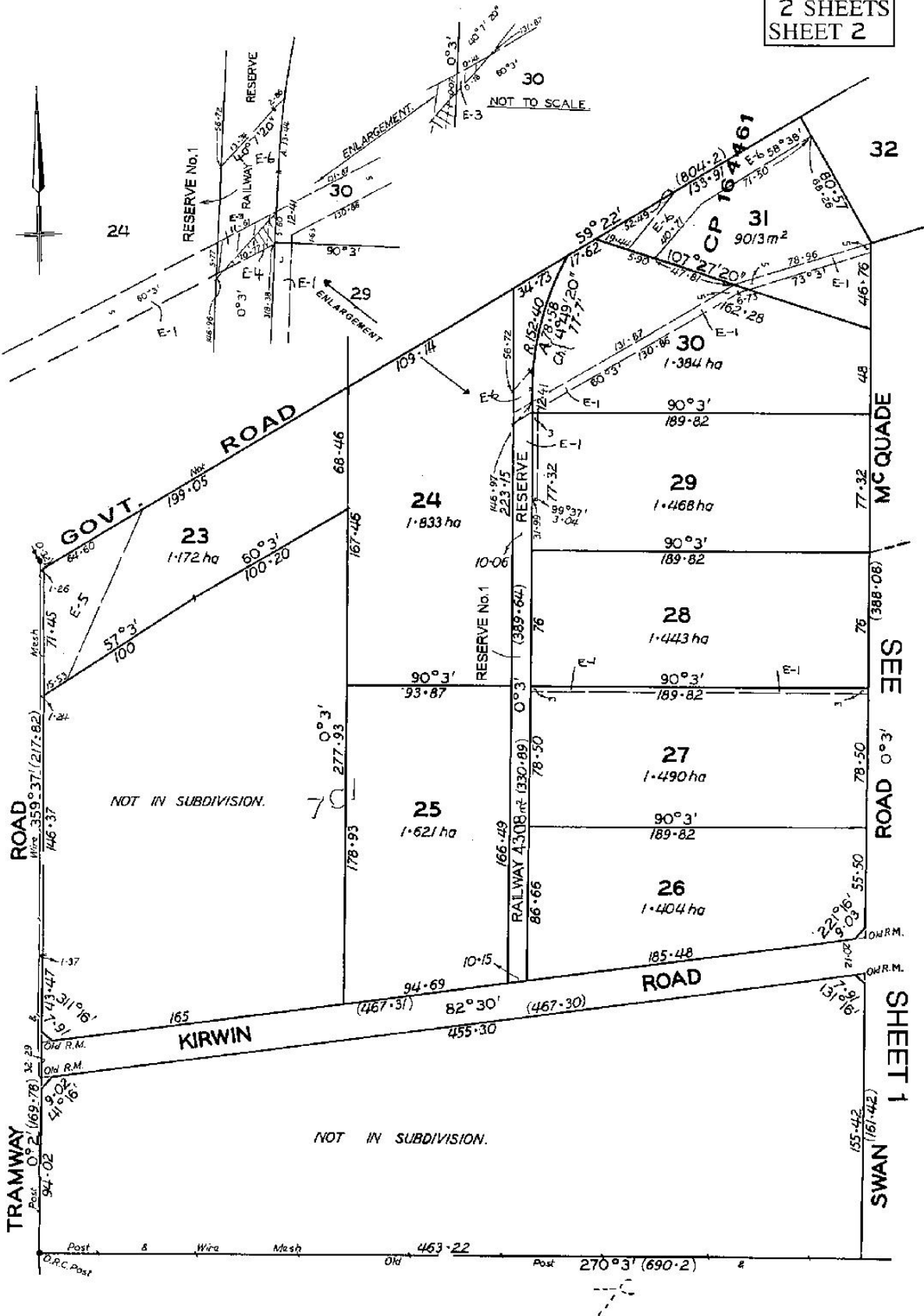


SEE SHEET 2

WARNING: THE IMAGE OF THIS DOCUMENT OF THE REGISTER HAS BEEN DIGITALLY AMENDED.  
NO FURTHER AMENDMENTS ARE TO BE MADE TO THE ORIGINAL DOCUMENT OF THE REGISTER.

LP 120121

2 SHEETS  
SHEET 2



# MODIFICATION TABLE

RECORD OF ALL ADDITIONS OR CHANGES TO THE PLAN

PLAN NUMBER

**LP 120121**

AFFECTED LAND / PARCEL	LAND / PARCEL / IDENTIFIER CREATED	MODIFICATION	DEALING NUMBER	DATE	TIME	EDITION NUMBER	ASSISTANT REGISTRAR OF TITLES
		CLOSED GOVT. ROAD	G.1978 P.1808			2	
LOT 30		SURRENDER OF EASEMENT	M299115			2	
LOT 24		SURRENDER OF EASEMENT	K724729			3	AD
WARNING: THE IMAGE OF THIS PLAN/DOCUMENT HAS BEEN DIGITALLY AMENDED. NO FURTHER AMENDMENTS ARE TO BE MADE TO THE ORIGINAL PLAN/DOCUMENT.							
LOT 24		REMOVAL OF EASEMENT	PS531377N	18/03/2005		4	SZ

# ORDINARY COUNCIL MEETING MINUTES 21 JULY 2014 (CM442)

## 16.2 ASSEMBLY OF COUNCILLORS

**GENERAL MANAGER**

**Planning and Governance**

**For Decision**

### PURPOSE

The purpose of this report is to present to Council, the Assembly of Councillors forms submitted since the Ordinary Council Meeting held 30 June 2014.

### DECLARATION OF INTEREST

No officer declared an interest under the *Local Government Act 1989* in the preparation of this report.

### OFFICER COMMENTS

The following Assembly of Councillors took place:

<b>Date:</b>	<b>Assembly Details / Matters Discussed:</b>	<b>In Attendance:</b>	<b>Declaration of Interest Declared:</b>
13 May 2014	Churchill & District Community Hub Advisory Group meeting	<b>Councillors:</b> Cr White  <b>Officers:</b> Ronda Bruerton, Carole Ayres, Nicole Lappin, Maddison Zammit, Tessa Prestipino, Sue Scarlett	NIL
3 June 2014	Municipal Emergency Management Planning Committee	<b>Councillors:</b> Cr Sindt  <b>Officers:</b> Lance King	NIL
4 June 2014	Braiakaulung Advisory Committee	<b>Councillors:</b> Cr White  <b>Officers:</b> Steve Tong, Chelsea Stewart, Joanna Brunt, Christine Body.	NIL
16 June 2014	Issues and Discussions Session 4.1 Tonight's Presentations 4.2 Previous Presentations 4.3 Future Presentations 8.1 Traralgon Amateur Basketball Association 11.1 2014/15 Community Grants Program Schedule 14.1 2014 Community Satisfaction Survey Results	<b>Councillors:</b> Cr Middlemiss, Cr Rossiter, Cr Sindt, Cr White.  <b>Officers:</b> Geoff Hill, Damian Blackford, Chris Wightman, David Elder, Stacey Greenwood.	NIL
17 June 2014	Churchill & District Community Hub Advisory Group meeting	<b>Councillors:</b> Cr White  <b>Officers:</b> Ronda Bruerton, Carole Ayres.	NIL

## ORDINARY COUNCIL MEETING MINUTES 21 JULY 2014 (CM442)

Date:	Assembly Details / Matters Discussed:	In Attendance:	Declaration of Interest Declared:
19 June 2014	Traralgon CBD Safety Committee Meeting	<b>Councillors:</b> Cr Rossiter  <b>Officers:</b> Andrew Legge, Steve Tong.	NIL

### Attachments

1. Attachment 1
2. Attachment 2
3. Attachment 3
4. Attachment 4
5. Attachment 5
6. Attachment 6

### RECOMMENDATION

That council note this report.

### ALTERNATE MOTION

**That Council note this report subject to the change of location for the Traralgon CBD Safety Committee Meeting from Traralgon Police Station to the Latrobe City Service Centre, Traralgon (Pg 203).**

**Moved:** Cr Rossiter

**Seconded:** Cr Kam

**That the Motion be adopted.**

**CARRIED UNANIMOUSLY**



## 16.2

### Assembly of Councillors

1	Attachment 1 .....	151
2	Attachment 2 .....	153
3	Attachment 3 .....	155
4	Attachment 4 .....	157
5	Attachment 5 .....	159
6	Attachment 6 .....	161



## Assembly of Councillors Record

This form **MUST** be completed by the attending Council officer and returned **IMMEDIATELY** to the Council Operations Team for filing. *{see over for Explanation/Guide Notes}*.

**Assembly details:** Churchill & District Community Hub Operational and Advisory Group meeting

**Date:** Tuesday 13 May 2014

**Time:** 4.00 pm to 6.00 pm

**Assembly Location:** Hub Meeting space, Churchill Hub, Philip Parade, Churchill

### In Attendance:

**Councillor:** Cr Darrell White

### **Officer/s:**

Ronda Bruerton – a/g Manager Child & Family Services  
 Carole Ayres – Secretariat Support  
 Nicole Lappin – Team Leader Early Learning and Care Central  
 Maddison Zammit – C&FS Admin Support  
 Tessa Prestipino – Coordinator Community Information  
 Sue Scarlett – Early Education Teacher Churchill Preschool

### **Operational Committee members:**

Jean Baudendistel – Churchill Neighbourhood Centre  
 Trish Symes – Churchill Neighbourhood Centre  
 Jodie Petesic – Team Leader Pooh Corner Child Care Centre  
 Charles Uber – community member

### **Advisory Committee members:**

Alan Scarlett, Mike Answerth, Rob Whelan,

### **Matter/s Discussed:**

Proposed energy audit of Hub.  
 Condition of solar panels on Hub roof.  
 Churchill Hub front garden.  
 Hub User group survey (Year 1 action of Strategic Plan).  
 Final version of Four Year Plan for endorsement by Council.  
 Community Garden (Churchill Neighbourhood Centre).  
 Proposed security patrol at Churchill Hub.

**Are the matters considered confidential under the Local Government Act: NO**

**Conflict of Interest Disclosures: (refer 3. over page)**

**Councillors:**                      **Officer/s:**

**Times that Officers / Councillors left/returned to the room:**

**Completed by:** Carole Ayres, Executive Assistant Community Liveability, (Secretariat Support)



### Assembly of Councillors Record Explanation / Guide Notes

Required pursuant to the Local Government Act 1989 as amended.

#### 1. Section 80A requirements (re: *Written Record to be made by Council staff member*):

Amendments to the Local Government Act 1989 (Section 80A), operative from 2 December 2008 now stipulate:

"At an assembly of Councillors, the Chief Executive Officer must ensure that a written record is kept of:

- the names of all Councillors and members of Council staff attending;
- the matters considered;
- any conflict of interest disclosures made by a Councillor attending under subsection (3);
- whether a Councillor who has disclosed a conflict of interest as required by subsection (3) leaves the assembly."

The above required information is:

- to be reported to an Ordinary meeting of the Council; and
- incorporated in the minutes of that Ordinary meeting.

#### 2. Section 76AA definition:

"**Assembly of Councillors** (however titled, e.g: meeting / inspection / consultation etc) is a meeting of an advisory committee of the Council, if at least one Councillor is present, or a planned or scheduled meeting of at least half of the Councillors and one member of staff which considers matters that are intended or likely to be;

- The subject of a decision of the Council; or
- Subject to the exercise of a function, duty or power of the Council that has been delegated to a person or committee.

#### **Brief Explanation:**

Some examples of an *Assembly of Councillors* will include:

- Councillor Briefings;
- on site inspections, generally meetings re: any matters;
- meetings with residents, developers, other clients of Council, consultations;
- meetings with local organisations, Government Departments, statutory authorities (e.g. VicRoads, etc);

providing **at least 5 Councillors and 1 Council staff member are present** and the matter/s considered are intended **or likely to be** subject of a future decision by the Council **OR** an officer decision under delegated authority.

*Effectively it is probable, that any meeting of at least 5 Councillors and 1 Council staff member will come under the new requirements as the assembly will in most cases be considering a matter which will come before Council or be the subject of a delegated officer's decision at some later time. If you require further clarification, please call the Manager Council Operations – Legal Counsel.*

**Please note:** an Advisory Committee meeting requires only one Councillor to be in attendance. An advisory committee is defined as any committee established by the Council, other than a special committee, that provides advice to:

- the Council; or
- a special committee; or
- a member of Council staff who has been delegated a power, duty or function of the Council under section 98.

#### 3. Section 80A and 80B requirements (re: *Conflict of Interest*):

Councillors and officers attending an Assembly of Councillors must disclose any conflict of interest.

##### **Section 80A(3)**

"If a Councillor attending an Assembly of Councillors knows, or would reasonably be expected to know, that a matter being considered by the assembly is a matter that, were the matter to be considered and decided by Council, the Councillor would have to disclose a conflict of interest under section 79, the Councillor must disclose either:

- (a) immediately before the matter in relation to the conflict is considered; or
- (b) if the Councillor realises that he/she has a conflict of interest after consideration of the matter has begun, as soon as the Councillor becomes aware of the conflict of interest, leave the assembly whilst the matter is being considered by the assembly."

##### **Section 80B**

A member of Council staff who has a conflict of interest (direct or indirect) in a matter in which they have a delegated power, duty or function must:

- not exercise the power or discharge the duty or function;
- disclose the type of interest and nature of interest to the in writing to the Chief Executive Officer as soon as he/she becomes aware of the conflict of interest. In the instance of the Chief Executive Officer having a pecuniary interest, disclosure in writing shall be made to the Mayor.



## Assembly of Councillors Record

This form **MUST** be completed by the attending Council officer and returned **IMMEDIATELY** to the Council Operations Team for filing. {see over for Explanation/Guide Notes}.

**Assembly details:** MEMPC Meeting

**Date:** Tuesday 03 June 2014

**Time:** 10 am – 12 noon

**Assembly Location:** Latrobe Regional Airport  
(e.g: Town Hall, TOWN, No. xx ADDRESS, Latrobe City Council Offices).

**In Attendance:**

**Councillors:** Councillor Sindt

**Officer/s:** Lance King

**Matter/s Discussed:** Reports, MECC activations, LEAPs, Exercises, Establishment of Emergency Management Victoria, Municipal Fire Management Plan, Hernes Oak Fire and Mine fire inquiry update and discussion, CERA process, Victory Park Project, General Business - CIRC report circulated, WCEN exercise, MECC review, Airport signage, DEPI workshop  
(e.g: Proposed Development in TOWN discussion with residents, Planning Permit Application No. xxxx re: proposed xx story development at ADDRESS, etc)

**Are the matters considered confidential under the Local Government Act: NO**

**Conflict of Interest Disclosures:** (refer 3. over page)

**Councillors:** NIL

**Officer/s:** NIL

**Times that Officers / Councillors left/returned to the room:** NIL

**Completed by:** Rebecca Johnson



### Assembly of Councillors Record Explanation / Guide Notes

Required pursuant to the Local Government Act 1989 as amended.

#### 1. Section 80A requirements (re: *Written Record to be made by Council staff member*):

Amendments to the Local Government Act 1989 (Section 80A), operative from 2 December 2008 now stipulate:

"At an assembly of Councillors, the Chief Executive Officer must ensure that a written record is kept of:

- the names of all Councillors and members of Council staff attending;
- the matters considered;
- any conflict of interest disclosures made by a Councillor attending under subsection (3);
- whether a Councillor who has disclosed a conflict of interest as required by subsection (3) leaves the assembly."

The above required information is:

- to be reported to an Ordinary meeting of the Council; and
- incorporated in the minutes of that Ordinary meeting.

#### 2. Section 76AA definition:

"**Assembly of Councillors** (however titled, e.g: meeting / inspection / consultation etc) is a meeting of an advisory committee of the Council, if at least one Councillor is present, or a planned or scheduled meeting of at least half of the Councillors and one member of staff which considers matters that are intended or likely to be;

- The subject of a decision of the Council; or
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#### Brief Explanation:

Some examples of an *Assembly of Councillors* will include:

- Councillor Briefings;
- on site inspections, generally meetings re: any matters;
- meetings with residents, developers, other clients of Council, consultations;
- meetings with local organisations, Government Departments, statutory authorities (e.g. VicRoads, etc);

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**Please note:** an Advisory Committee meeting requires only one Councillor to be in attendance. An advisory committee is defined as any committee established by the Council, other than a special committee, that provides advice to:

- the Council; or
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#### 3. Section 80A and 80B requirements (re: *Conflict of Interest*):

Councillors and officers attending an Assembly of Councillors must disclose any conflict of interest.

##### Section 80A(3)

"If a Councillor attending an Assembly of Councillors knows, or would reasonably be expected to know, that a matter being considered by the assembly is a matter that, were the matter to be considered and decided by Council, the Councillor would have to disclose a conflict of interest under section 79, the Councillor must disclose either:

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##### Section 80B

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## Assembly of Councillors Record

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**Assembly details:** Braiakaulung Advisory Committee

**Date:** 4 June 2014

**Time:** 10.30 am to 12.00 pm

**Assembly Location:** Nambur Wariga Room, Headquarters  
(e.g: Town Hall, TOWN, No. xx ADDRESS, Latrobe City Council Offices).

**In Attendance:**

**Councillors:** Cr Darrell White

**Officer/s:** Steve Tong, Chelsea Stewart, Joanne Brunt, Christine Body.

**Matter/s Discussed:** See attached agenda  
(e.g: Proposed Development in TOWN discussion with residents, Planning Permit Application No. xxxx re: proposed xx story development at ADDRESS, etc)

**Are the matters considered confidential under the Local Government Act: /NO**

**Conflict of Interest Disclosures:** (refer 3. over page)

**Councillors:** No

**Officer/s:** No

**Times that Officers / Councillors left/returned to the room:** 10.35 am

**Completed by:** Chelsea Stewart



### Assembly of Councillors Record Explanation / Guide Notes

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## Assembly of Councillors Record

**Assembly details:** Issues and Discussions Session

**Date:** Monday, 16 June 2014

**Time:** 6:00 PM

**Assembly Location:** Nambur Wariga Meeting Room, Latrobe City Council Offices, Commercial Road, Morwell

**In Attendance:**

**Councillors:** Cr Middlemiss, Cr Rossiter, Cr Sindt, Cr White

**Officer/s:** David Elder, Chris Wightman, Geoff Hill, Damian Blackford, Stacey Greenwood.

**Matter/s Discussed:**

- 4.1 Tonight's Presentations
- 4.3 Future Presentations
- 7.1 New Issues
- 7.2 Outstanding Issues
- 8.1 Traralgon Amateur Basketball Association
- 11.1 2014/15 Community Grants Program Schedule
- 14.1 2014 Community Satisfaction Survey Results

**Are the matters considered confidential under the Local Government Act: NO**

**Conflict of Interest Disclosures:** (refer 3. over page)

**Councillors:** NIL

**Officer/s:** NIL

**Times that Officers / Councillors left/returned to the room:**

**Completed by:** Katrina Pizzi





**Assembly of Councillors Record Explanation / Guide Notes**  
Required pursuant to the Local Government Act 1989 as amended.

**1. Section 80A requirements (re: Written Record to be made by Council staff member):**

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**Section 80A(3)**

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## Assembly of Councillors Record

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**Assembly details:** Churchill & District Community Hub Advisory Group meeting

**Date:** Tuesday 17 June, 2014

**Time:** 4.30 pm to 5.30 pm

**Assembly Location:** Hub Meeting Room, Churchill Hub, Philip Parade, Churchill

**In Attendance:**

**Councillors:** Cr Darrell White

**Officer/s:**

Ronda Bruerton – a/g Manager Child & Family Services  
Carole Ayres – Secretariat Support

**Hub Advisory Committee members:**

Alan Scarlett, Mike Answerth, Rob Whelan, Margaret Guthrie

**Matter/s Discussed:**

Proposed energy audit of Hub.  
Inactive inverter on solar panels of Hub building.  
Hub User group survey (Year 1 action of Strategic Plan)  
50 year celebration of Churchill round up  
Proposed scheduling of Four Year Plan for endorsement by Council.

**Are the matters considered confidential under the Local Government Act: NO**

**Conflict of Interest Disclosures:** (refer 3. over page)

**Councillors:**

**Officer/s:**

**Times that Officers / Councillors left/returned to the room:**

**Completed by:** Carole Ayres, Executive Assistant Community Liveability, (Secretariat Support).



### Assembly of Councillors Record Explanation / Guide Notes

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#### 1. Section 80A requirements (re: *Written Record to be made by Council staff member*):

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#### 3. Section 80A and 80B requirements (re: *Conflict of Interest*):

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##### **Section 80A(3)**

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## Assembly of Councillors Record

This form **MUST** be completed by the attending Council officer and returned **IMMEDIATELY** to the Council Operations Team for filing. {see over for *Explanation/Guide Notes*}.

**Assembly details:** Traralgon CBD Safety Committee Meeting

**Date:** Thursday, 19 June 2014

**Time:** 9.00 am - 9.45 am

**Assembly Location:** Latrobe City Service Centre, Traralgon.  
(e.g: Town Hall, *TOWN*, No. xx *ADDRESS*, Latrobe City Council Offices).

**In Attendance:**

**Councillors:** Michael Rossiter,

**Officer/s:** Andrew Legge, Steve Tong

**Matter/s Discussed:** Newsletter Update, CCTV update, Action Plan Update, Latrobe City Update, Victoria Police Update, LV Bus Lines Report, Victoria Police Report, Traralgon Taxi Report, Traralgon Chamber of Commerce Report.  
(e.g: Proposed Development in *TOWN* discussion with residents, Planning Permit Application No. xxxx re: proposed xx story development at *ADDRESS*, etc)

**Are the matters considered confidential under the Local Government Act:** No

**Conflict of Interest Disclosures:** (refer 3. over page)

**Councillors:** Nil

**Officer/s:** Nil

**Times that Officers / Councillors left/returned to the room:** Nil

**Completed by:** Andrew Legge



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# ORGANISATIONAL EXCELLENCE

## 17. ORGANISATIONAL EXCELLENCE

### 17.1 COMMUNITY SATISFACTION SURVEY 2014

**General Manager**

**Organisational Excellence**

**For Decision**

#### PURPOSE

The purpose of this report is to provide Council with Latrobe City Council's Local Government Community Satisfaction Survey 2014 results.

#### DECLARATION OF INTEREST

No officer declared an interest under the Local Government Act 1989 in the preparation of this report.

#### STRATEGIC FRAMEWORK

This report is consistent with Latrobe 2026: The Community Vision for Latrobe Valley and the Latrobe City Council Plan 2013-2017.

#### *Latrobe 2026: The Community Vision for Latrobe Valley*

*Strategic Objectives – Our Community*

*In 2026, Latrobe Valley is one of the most liveable regions in Victoria, known for its high quality health, education and community services, supporting communities that are safe, connected and proud.*

#### *Latrobe City Council Plan 2013 - 2017*

#### *Theme and Objectives*

*Theme 4: Advocacy for and consultation with our community*

Objective: To ensure effective two way communication and consultation processes with the community in all that we do.

*Strategy & Plans – Community Engagement Plan*

#### BACKGROUND

The Local Government Community Satisfaction Survey, coordinated on behalf of Victorian councils, provides an independent snapshot of the community's perception of Council's performance.

This is the seventeenth year in which Latrobe City Council has participated in the annual state wide survey. In 2014, 67 of the 79 Councils throughout Victoria participated in the survey. The survey was conducted between 31 January 2014 and 11 March 2014.

The main objectives of the survey is to assess the performance of Latrobe City Council across a range of measures, while allowing Council to meet

## ORDINARY COUNCIL MEETING MINUTES 21 JULY 2014 (CM442)

statutory reporting responsibilities as part of the preparation of the Latrobe City Council Annual Report.

The survey focuses on *five performance measures* and *nineteen service areas (listed below)*. Each of these is reported to show comparison with the State-wide and Regional Centres average. Latrobe City Council's survey results are provided as an attachment to this report.

### *Performance Measures:*

- Overall Performance
- Community Consultation
- Advocacy
- Customer Service
- Overall Council Direction

### *Service Areas:*

- Consultation and Engagement
- Lobbying on behalf of the Community
- Condition of Local Streets and Footpaths
- Traffic Management
- Parking Facilities
- Enforcement of Local Laws
- Family Support Services
- Elderly Support Services
- Disadvantaged Support Services
- Recreational Facilities
- Appearance of Public Areas
- Art Centres and Libraries
- Community and Cultural Activities
- Waste Management
- Business, Community Development and Tourism
- General Town Planning Policy
- Planning and Building Permits
- Environmental Sustainability
- Emergency and Disaster Management

The survey results show comparisons against Victoria and Regional Centres. Council's included within the Regional Centres group are: Latrobe City, Ballarat, Greater Bendigo, Greater Geelong, Greater Shepparton, Horsham, Mildura, Swan Hill, Wangaratta, Warrnambool and Wodonga.

Participation in the annual Local Government Community Satisfaction Survey is not a legislative requirement, however is necessary to enable the reporting against performance indicators included within the Council Plan 2013-2017 as part of the preparation of the Latrobe City Council Annual Report.



## ORDINARY COUNCIL MEETING MINUTES 21 JULY 2014 (CM442)

### ISSUES

Latrobe City Council saw significant improvement in performance ratings on core measures between 2013 and 2014, as well as on several individual service areas. This year's ratings gains made up for declines in core performance seen in last year's survey, with core performance measures basically returning to 2012 levels.

With the exception of council direction, core performance measures are also now back in line with the Regional Cities group and state averages.

In 2014 Latrobe City Council recorded an *Overall Performance Index* Score of 59. This is slightly lower than the average of 61 recorded State-wide and is equal to the indexed score for Regional Centres which was also 59.

Further comparisons of overall performance results are summarised in the table below.

Performance Measures	Latrobe 2012	Latrobe 2013	Latrobe 2014	Regional centres 2014	State-wide 2014
<b>OVERALL PERFORMANCE</b>	61	53	<b>59</b>	59	61
<b>COMMUNITY CONSULTATION</b> (Community consultation and engagement)	54	50	<b>55</b>	56	57
<b>ADVOCACY</b> (Lobbying on behalf of the community)	56	49	<b>56</b>	56	56
<b>CUSTOMER SERVICE</b>	71	71	<b>74</b>	73	72
<b>OVERALL COUNCIL DIRECTION</b>	50	45	<b>48</b>	53	53

The following table outlines some additional key findings from the 2014 survey.

<b>Highest results in 2014</b>	<ul style="list-style-type: none"> <li>• Emergency and disaster management</li> <li>• Customer service</li> </ul>
<b>Lowest results in 2014</b>	<ul style="list-style-type: none"> <li>• Overall council direction</li> <li>• Planning and building permits</li> <li>• Town planning</li> <li>• Parking facilities</li> <li>• Local streets and footpaths</li> </ul>
<b>Most favourably disposed towards Council</b>	<ul style="list-style-type: none"> <li>• 18-34 year-olds</li> </ul>
<b>Least favourably disposed towards Council</b>	<ul style="list-style-type: none"> <li>• 50-64 year-olds</li> </ul>

## ORDINARY COUNCIL MEETING MINUTES 21 JULY 2014 (CM442)

A summary of key service performance scores in 2014 as compared to previous year's results is shown in the below table. Additional details for each service area are provided in the attached report.

	2014	2013	2012
Emergency & disaster mngt	74	72	73
Art centres & libraries	70	64	67
Elderly support services	68	63	67
Recreational facilities	68	67	71
Waste management	68	67	66
Enforcement of local laws	67	63	67
Appearance of public areas	67	67	69
Community & cultural	67	64	67
Family support services	66	66	66
Disadvantaged support serv.	65	62	62
Traffic management	64	60	63
Environmental sustainability	62	60	61
Population growth	60	57	n/a
Bus/community dev./tourism	58	56	60
Lobbying	56	49	56
Consultation & engagement	55	50	54
Local streets & footpaths	54	55	57
Parking facilities	54	54	53
Town planning policy	54	52	56
Planning permits	54	54	54

Preferred communication method summary:

Unlike other regional councils which prefer newsletter communications sent via mail or email, Latrobe City residents (both under and over 50s) prefer newsletters that are posted as an insert in a local newspaper.

	2014	2013	2012
A council newsletter sent via mail	24	26	34
A council newsletter sent via email	15	12	13
Advertising in a local newspaper	24	29	20
A council newsletter as an insert in a local newspaper	30	26	29
A text message	2	1	1
The council website	2	1	1
Other	3	4	1
Can't say	1	1	1

%

## ORDINARY COUNCIL MEETING MINUTES 21 JULY 2014 (CM442)

The preferred method to communicate to residents about council news and information were:

- a council newsletter as an insert in a local paper (30%);
- a council newsletter by mail (24%);
- advertising in the local paper (24%); and
- a council newsletter sent via email (15%).

These forms of communication are preferred regardless of age, with very little preference for website or sms messaging.

### **FINANCIAL, RISK AND RESOURCES IMPLICATIONS**

Risk has been considered as part of this report and it is considered to be consistent with the Risk Management Plan 2011-2014.

### **INTERNAL/EXTERNAL CONSULTATION**

*Engagement Method Used:*

The survey is undertaken via a representative random probability phone survey of 400 residents aged 18 years +. Latrobe City's sample size of 400 interviews represents approximately 0.5% of the Municipality's population.

*Details of Community Consultation / Results of Engagement:*

The survey results show comparisons against Victoria and Regional Centres. Council's included within the Regional Centres group are: Latrobe City, Ballarat, Greater Bendigo, Greater Geelong, Greater Shepparton, Horsham, Mildura, Swan Hill, Wangaratta, Warrnambool and Wodonga.

The *Local Government Community Satisfaction Survey Research Report* was received on the 29 May 2014 (see attached).

The report includes a summary section which provides a snapshot of Latrobe City Council's overall performance, comparisons, highlights and possible areas of focus for the future.

### **OPTIONS**

Council has the following options:

1. Note the Local Government Community Satisfaction Survey Research Report June 2014.
2. The Local Government Community Satisfaction Survey Research Report June 2014 results be utilised to inform future performance and service improvements.
3. Request further information regarding the Local Government Community Satisfaction Survey Research Report June 2014.

**CONCLUSION**

The Latrobe City Council *Local Government Community Satisfaction Survey Research Report June 2014* (Attachment 1) focuses on *five governance measures, nineteen service areas* and selected *qualitative questions*. Each of these is reported to show comparison with the State-wide and Regional Centres average.

This is the seventeenth year in which Latrobe City Council has participated in the annual state wide survey. In 2014, 67 of the 79 Councils throughout Victoria participated in the survey. The survey was conducted between 31 January 2014 and 11 March 2014.

Participation in the annual survey is considered valuable in providing an insight into community satisfaction with Council's performance and service delivery, whilst allowing comparisons against Victoria and Regional Centres. With the exception of council direction, core performance measures are now back in line with the Regional Cities group and state averages.

The main objectives of the survey is to assess the performance of Latrobe City Council across a range of measures, while providing a focus for future performance improvements.

**Attachments**

1. Local Government Community Satisfaction Survey Research Report June 2014

**RECOMMENDATION**

- **That Council note the Local Government Community Satisfaction Survey Research Report June 2014.**
- **That the Local Government Community Satisfaction Survey Research Report June 2014 results be utilised to inform future performance and service improvements.**

**Moved:** Cr Gibbons  
**Seconded:** Cr Harriman

**That the Recommendation be adopted.**

**CARRIED UNANIMOUSLY**

## **17.1**

### **Community Satisfaction Survey 2014**

- 1 Local Government Community Satisfaction Survey  
Research Report June 2014..... 171**



**LOCAL GOVERNMENT COMMUNITY SATISFACTION  
SURVEY  
LATROBE CITY COUNCIL  
2014**

**RESEARCH REPORT**

**COORDINATED BY DEPARTMENT OF TRANSPORT, PLANNING AND LOCAL  
INFRASTRUCTURE ON BEHALF OF VICTORIAN COUNCILS**





# CONTENTS

- [Background and objectives](#)
- [Survey methodology and sampling](#)
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  - [Key core measure – Overall performance](#)
  - [Key core measure – Customer service](#)
  - [Key core measure – Council direction indicators](#)
  - [Areas for improvement](#)
  - [Communications](#)
  - [Individual service areas](#)
  - [Detailed demographics](#)
- [Appendix A: Detailed survey tabulations](#)
- [Appendix B: Further project information](#)

## BACKGROUND AND OBJECTIVES

Welcome to the report of results and recommendations for the 2014 State-wide Local Government Community Satisfaction Survey for Latrobe City Council.

Each year Local Government Victoria (LGV) coordinates and auspices this State-wide Local Government Community Satisfaction Survey throughout Victorian local government areas. This coordinated approach allows for far more cost effective surveying than would be possible if councils commissioned surveys individually.

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

The main objectives of the survey are to assess the performance of Latrobe City Council across a range of measures and to seek insight into ways to provide improved or more effective service delivery. The survey also provides councils with a means to fulfil some of their statutory reporting requirements as well as acting as a feedback mechanism to LGV.



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Community Satisfaction Survey 2014 – Latrobe City Council



## SURVEY METHODOLOGY AND SAMPLING

This survey was conducted by Computer Assisted Telephone Interviewing (CATI) as a representative random probability survey of residents aged 18+ years in Latrobe City Council.

Survey sample matched to the Latrobe City Council was purchased from an accredited supplier of publicly available phone records, including up to 10% mobile phone numbers to cater to the diversity of residents in the Council, particularly younger people.

A total of n=400 completed interviews were achieved in Latrobe City Council. Survey fieldwork was conducted in the period of 31 January – 11 March 2014.

The 2013 results against which 2014 results are compared involved a total of n=400 completed interviews in Latrobe City Council conducted in the period of 1 February – 24 March, 2013.

The 2012 results against which results are compared involved a total of n=402 completed interviews in Latrobe City Council conducted in the period of 4 May – 30 June 2012.



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Community Satisfaction Survey 2014 – Latrobe City Council

## SURVEY METHODOLOGY AND SAMPLING

Minimum quotas of gender within age groups were applied during the fieldwork phase. Post survey weighting was then conducted to ensure accurate representation of the age and gender profile of the Latrobe City Council area.

Any variation of +/-1% between individual results and NET scores in this report or the detailed survey tabulations is due to rounding. In reporting, '--' denotes not mentioned and '0%' denotes mentioned by less than 1% of respondents. "NET" scores refer to two or more response categories being combined into one category for simplicity of reporting.



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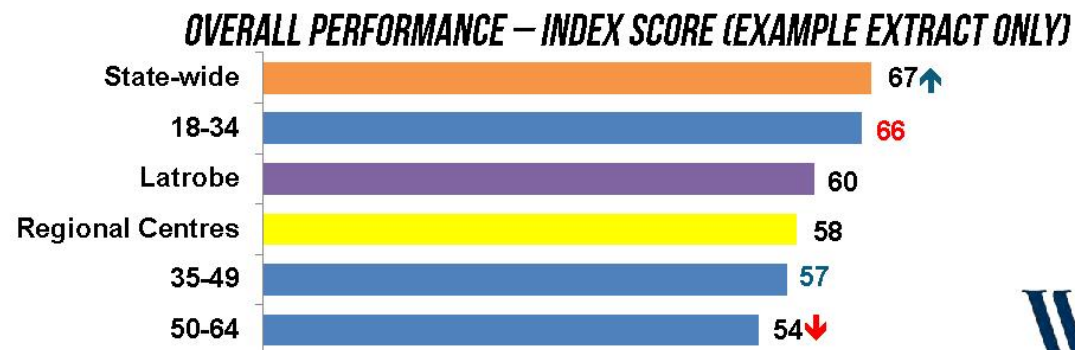
Community Satisfaction Survey 2014 – Latrobe City Council

## SURVEY METHODOLOGY AND SAMPLING

Within tables and index score charts throughout this report, statistically significant differences at the 95% confidence level are represented by upward directing blue and downward directing red arrows. Significance when noted indicates a significantly higher or lower result for the analysis group in comparison to the 'Total' result for the council for that survey question for that year. Therefore in the example below:

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

Further, results shown in red indicate a significantly lower result than in 2013, for example, below the result among 18-34 year olds in the council is significantly lower than the result achieved among this group in 2013. Results shown in blue indicate a significantly higher result than in 2013, for example, below the result among 35-49 year olds is significantly higher than the result achieved among this group in 2013.



Note: For details on the calculations used to determine statistically significant differences, please refer to Appendix B



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Community Satisfaction Survey 2014 – Latrobe City Council



## FURTHER INFORMATION

### Further Information

Further information about the report and explanations about the State-wide Local Government Community Satisfaction Survey can be found in [Appendix B](#), including:

- [Background and objectives](#)
- [Margins of error](#)
- [Analysis and reporting](#)
- [Glossary of terms](#)

### Contacts

For further queries about the conduct and reporting of the 2014 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on (03) 8685 8555.



## KEY FINDINGS AND RECOMMENDATIONS

- Latrobe City Council saw significant improvement in performance ratings on **core measures** between 2013 and 2014, as well as on several individual service areas. This year's ratings gains made up for declines in core performance seen in last year's survey, with core performance measures basically returning to 2012 levels.
- With the exception of council direction, core performance measures are also now back in line with group and state averages.
- 2014 ratings for **overall performance** increased 6 points to an index score of 59 and are just two points shy of 2012 ratings (61). Similarly, perceptions of overall **council direction** increased three points in the past year from an index score of 45 to 48, however remain significantly below the State-wide and Group averages.
- There is still considerable room to grow with regards to perceptions of Council direction, particularly evident when it comes to an analysis of the directional ratings. Slightly more residents believe Council performance deteriorated over time (19%) than improved (15%). Most, however, say it stayed the same (62%).



## KEY FINDINGS AND RECOMMENDATIONS

- Perceptions of Council **customer service** are highly positive (index score of 74) and have grown three points since 2013.
- Perceptions of **community consultation** (index score of 55, +5 from 2013) and **advocacy** (56, +7) efforts are more neutral but significantly increased this year, returning to 2012 levels.
- The Council is performing well in most **individual service areas**, generally better in fact than on core measures. Of twenty services tested, the Council receives positive ratings (index score of 60 or higher) on 13, rating highest for emergency and disaster management and its arts centres & libraries.
- In addition, significant gains were made in performance when it comes to arts centres & libraries (70, +6), elderly support services (68, +5), enforcement of local laws (67, +4), and traffic management (64, +4) (where it also outperforms state and group averages), in addition to already mentioned significant gains in consultation and advocacy ratings.



## KEY FINDINGS AND RECOMMENDATIONS

- The remainder of services receive middle marks, and none receive a rating lower than 50. The lowest ranking services include local streets and footpaths, parking facilities, town planning policy, and planning permits (each with an index score of 54).
- That said, there is always room for improvement, and despite strong performance Latrobe lags behind group and state averages in a number of areas – condition of local streets and footpaths, recreational facilities, appearance of public areas, arts centres and libraries, cultural activities, waste management, and business development.
- In addition, there are some areas where perceived performance trails perceived importance by a considerable gap. When it comes to the condition of local streets and footpaths there is a 23 point gap between importance and performance ratings, and for parking facilities there is a 20 point gap. (For a complete list see slide 21.)
- At 15%, sealed road maintenance is the most volunteered area in need of improvement.





## KEY FINDINGS AND RECOMMENDATIONS

- 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.
- Please note that the **category descriptions for the coded open ended responses are summaries only**. We recommend further analysis of the detailed cross tabulations and the actual verbatim responses, with a view to the responses of the key gender and age groups, especially any target groups identified.
- **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.**



## KEY FINDINGS AND RECOMMENDATIONS

### Highest results in 2014

- Emergency and disaster management
- Customer service

### Lowest results in 2014

- Overall council direction
- Planning and building permits
- Town planning
- Parking facilities
- Local streets and footpaths

### Most favourably disposed towards Council

- 18-34 year-olds

### Least favourably disposed towards Council

- 50-64 year-olds



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Community Satisfaction Survey 2014 – Latrobe City Council



## 2014 SUMMARY OF CORE MEASURES INDEX SCORE RESULTS

Performance Measures	Latrobe 2012	Latrobe 2013	Latrobe 2014	Regional centres 2014	State-wide 2014
<b>OVERALL PERFORMANCE</b>	61	53	<b>59</b>	59	61
<b>COMMUNITY CONSULTATION</b> (Community consultation and engagement)	54	50	<b>55</b>	56	57
<b>ADVOCACY</b> (Lobbying on behalf of the community)	56	49	<b>56</b>	56	56
<b>CUSTOMER SERVICE</b>	71	71	<b>74</b>	73	72
<b>OVERALL COUNCIL DIRECTION</b>	50	45	<b>48</b>	53	53



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Community Satisfaction Survey 2014 – Latrobe City Council

## 2014 SUMMARY OF CORE MEASURES DETAILED ANALYSIS

Performance Measures	Latrobe 2014	vs. Latrobe 2013	vs. Regional centres 2014	vs. State-wide 2014	Highest score amongst	Lowest score amongst
<b>OVERALL PERFORMANCE</b>	<b>59</b>	6 points higher	Equal	2 points lower	18-34 year olds	50-64 year olds
<b>COMMUNITY CONSULTATION</b> (Community consultation and engagement)	<b>55</b>	5 points higher	1 points lower	2 points lower	18-34 year olds	50-64 year olds
<b>ADVOCACY</b> (Lobbying on behalf of the community)	<b>56</b>	7 points higher	Equal	Equal	18-34 year olds	50-64 year olds
<b>CUSTOMER SERVICE</b>	<b>74</b>	3 points higher	1 points higher	2 points higher	65+ year olds	35-49 year olds
<b>OVERALL COUNCIL DIRECTION</b>	<b>48</b>	3 points higher	5 points lower	5 points lower	18-34 year olds	50-64 year olds

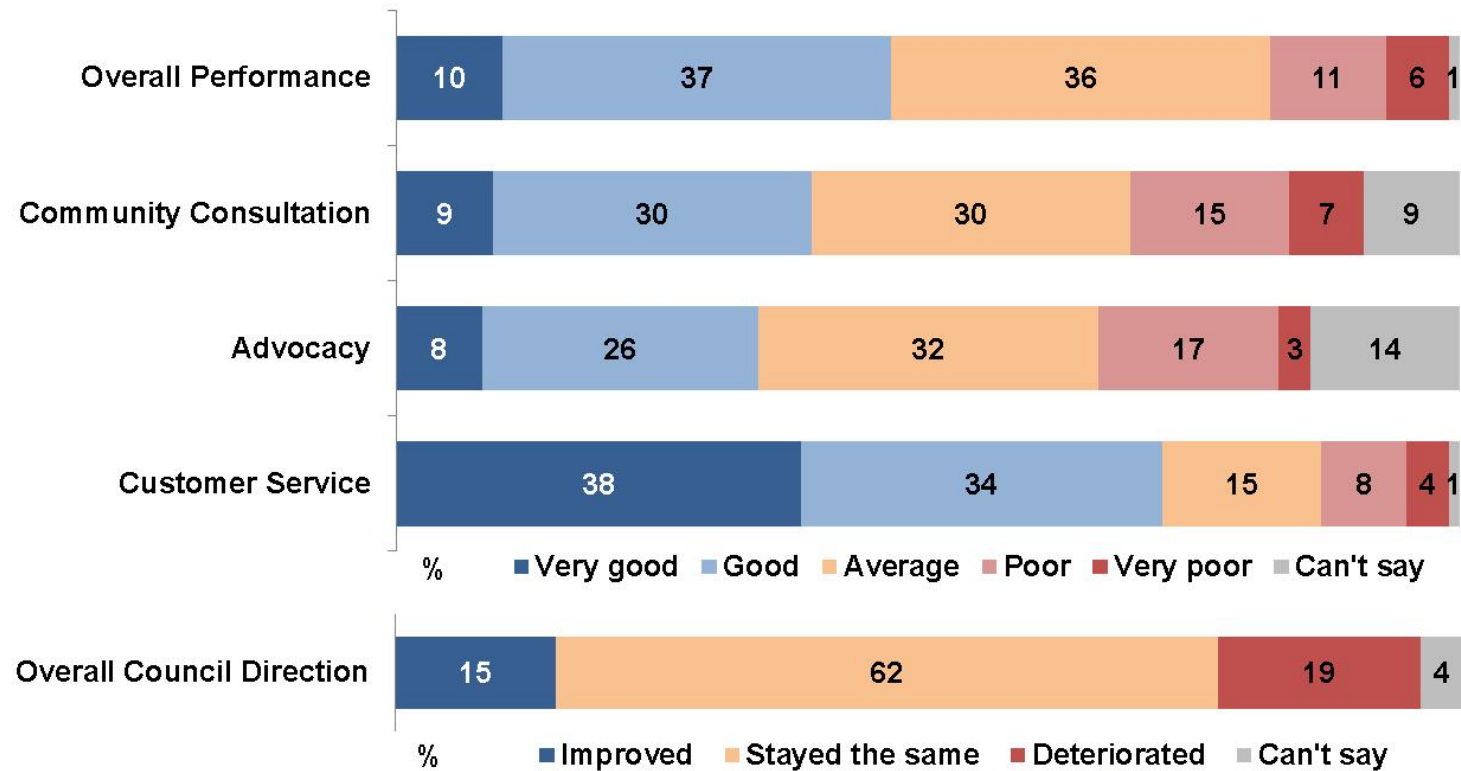


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Community Satisfaction Survey 2014 – Latrobe City Council

# 2014 SUMMARY OF KEY COMMUNITY SATISFACTION PERCENTAGE RESULTS



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Community Satisfaction Survey 2014 – Latrobe City Council

# INDIVIDUAL SERVICE AREAS SUMMARY

## KEY RESULTS

### Highest result in 2014

- Emergency and disaster management (74)

### Lowest result in 2014

- Planning and building permits (54)
- Town planning (54)
- Parking facilities (54)
- Local streets and footpaths (54)

### Most favourably disposed towards Council

- 18-34 year-olds

### Least favourably disposed towards Council

- 50-64 year-olds

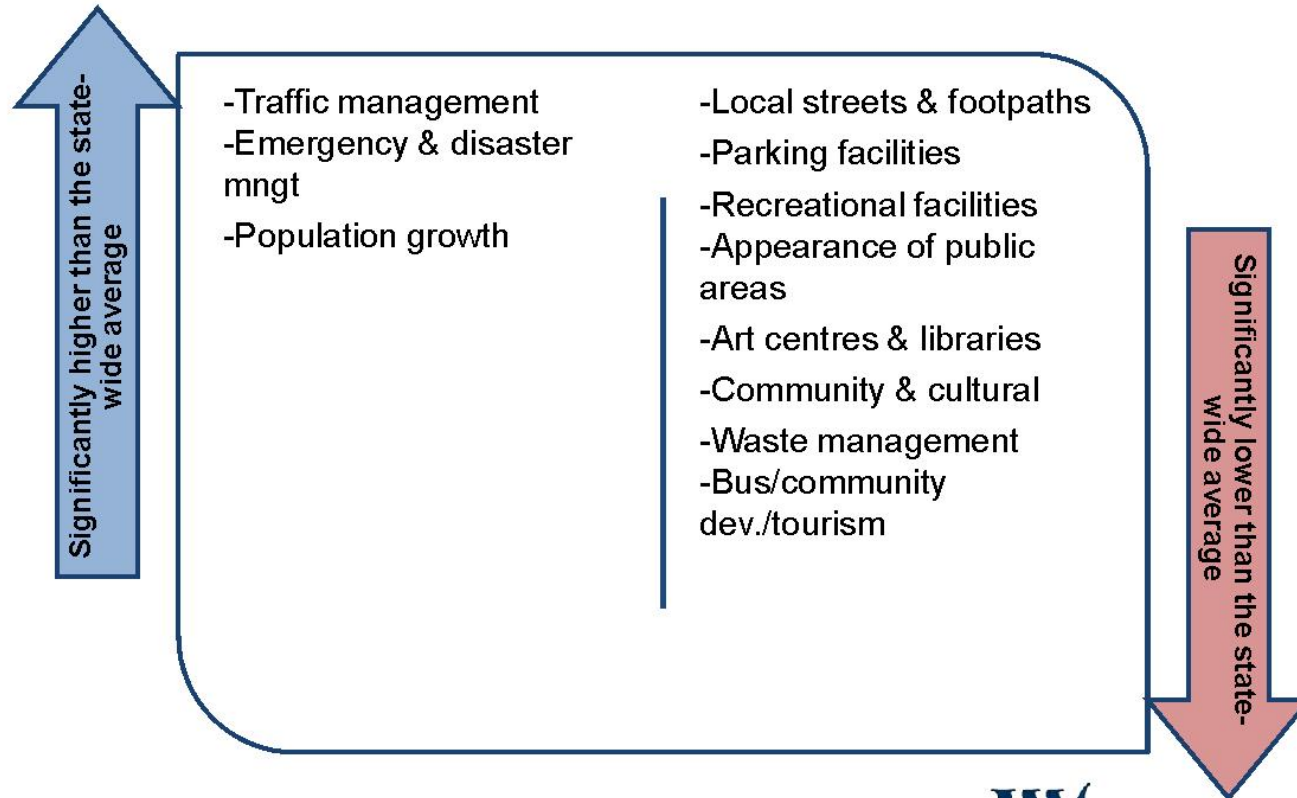


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Community Satisfaction Survey 2014 – Latrobe City Council

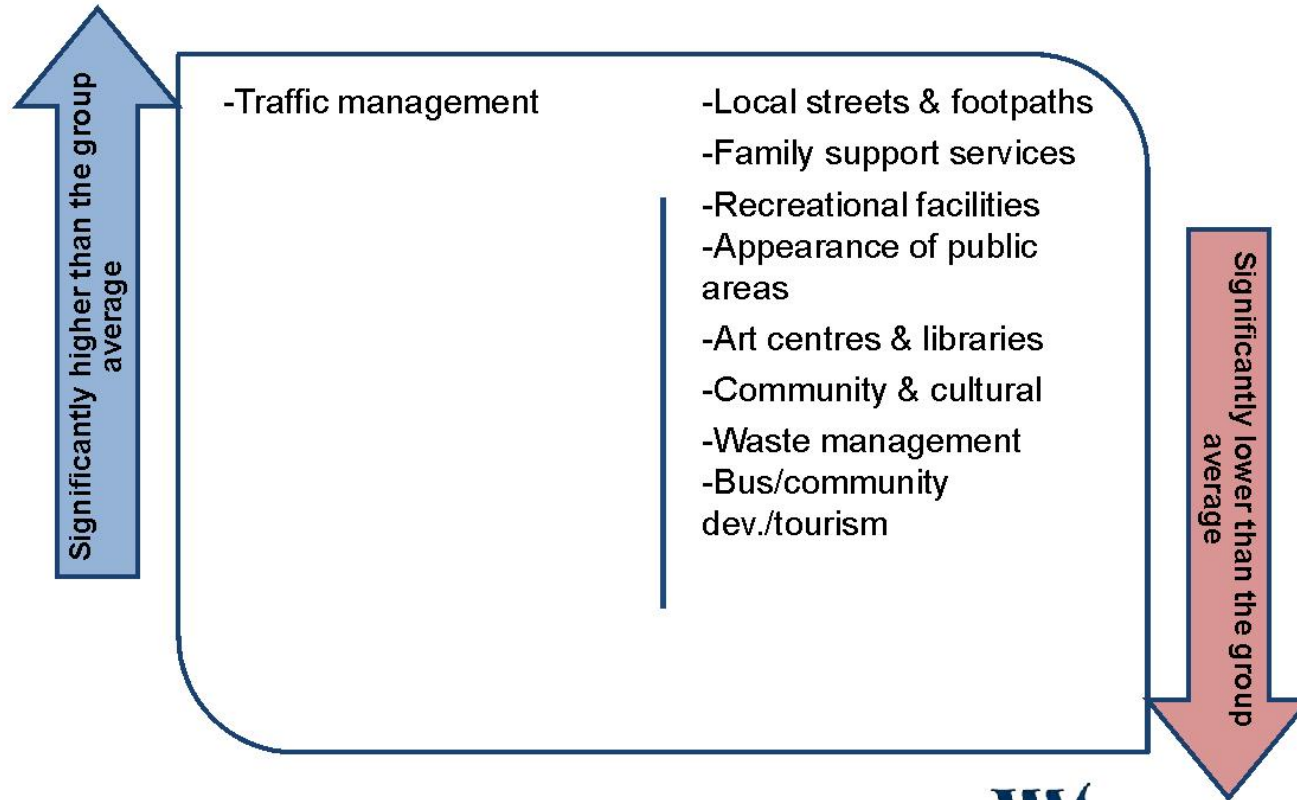
# INDIVIDUAL SERVICE AREAS SUMMARY COUNCIL'S PERFORMANCE VS STATE-WIDE AVERAGE





# INDIVIDUAL SERVICE AREAS SUMMARY

## COUNCIL'S PERFORMANCE VS GROUP AVERAGE



## INDIVIDUAL SERVICE AREA SUMMARY

### IMPORTANCE VS PERFORMANCE

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

Service	Importance	Performance	Net differential
Condition of local streets & footpaths	77	54	-23
Parking facilities	74	54	-20
Consultation & engagement	74	55	-19
Town planning policy	73	54	-19
Lobbying on behalf of the community	71	56	-15
Planning permits	69	54	-15
Elderly support services	81	68	-13
Planning for population growth	73	60	-13
Waste management	80	68	-12
Business & community development & tourism	70	58	-12
Family support services	76	66	-10

## 2014 IMPORTANCE SUMMARY

	2014	2013	2012
Emergency & disaster mngt	82	80	81
Elderly support services	81	80	78
Waste management	80	78	77
Local streets & footpaths	77	78	75
Family support services	76	75	73
Appearance of public areas	75	75	72
Consultation & engagement	74	74	72
Parking facilities	74	72	72
Disadvantaged support serv.	74	74	72
Enforcement of local laws	73	71	72
Town planning policy	73	71	72
Population growth	73	73	n/a
Recreational facilities	72	71	71
Lobbying	71	71	71
Traffic management	71	71	70
Bus/community dev./tourism	70	72	68
Environmental sustainability	70	70	68
Planning permits	69	67	68
Art centres & libraries	64	66	64
Community & cultural	62	62	60

Base: All respondents.

Note: please see page 6 for explanation about significant differences

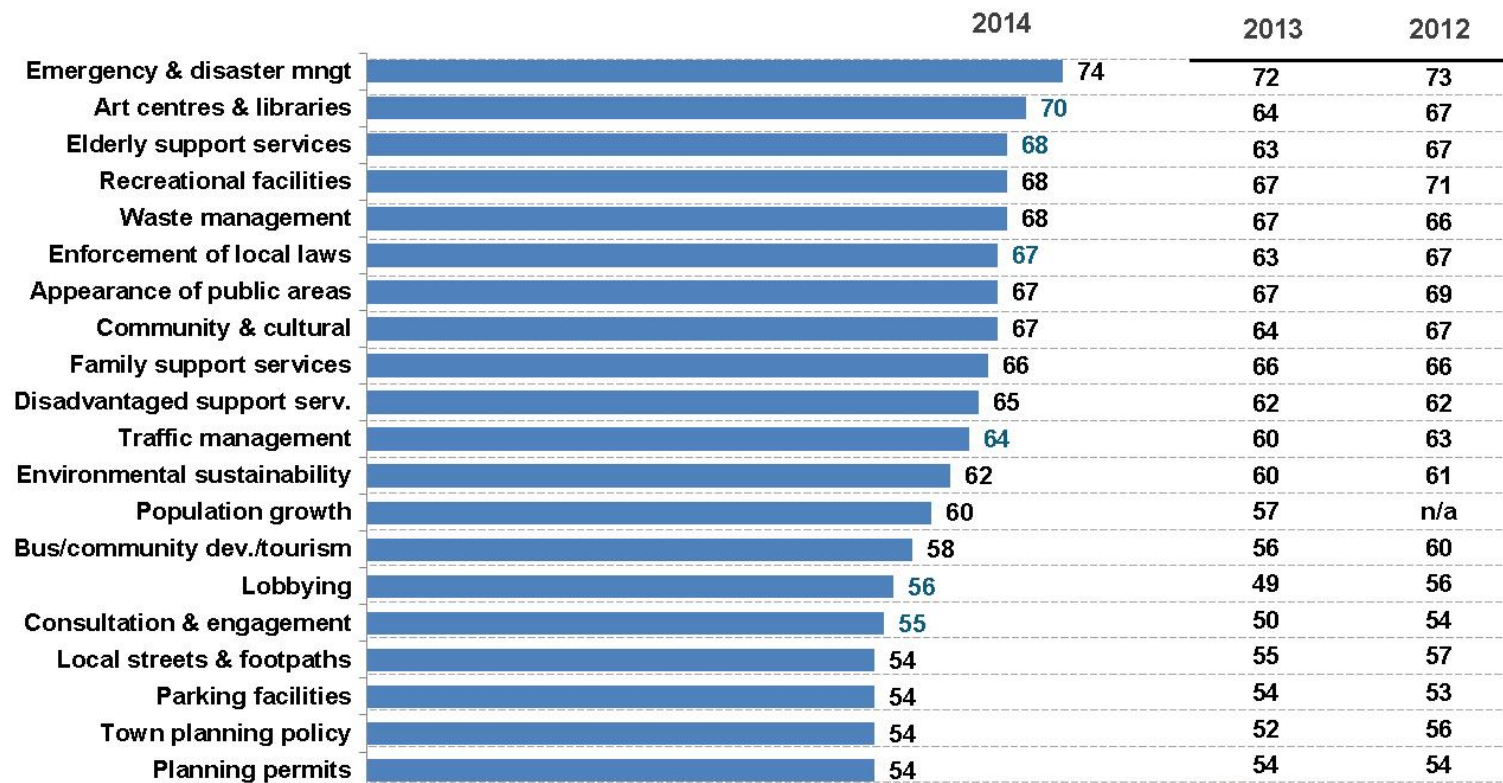


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Community Satisfaction Survey 2014 – Latrobe City Council

# 2014 PERFORMANCE SUMMARY



Base: All respondents.

Note: please see page 6 for explanation about significant differences



# 2014 IMPORTANCE SUMMARY BY COUNCIL GROUP

## Top Five Most Important Service Areas (Highest to Lowest, i.e. #1 – Most Important)

Latrobe City Council	Inner Metro	Outer Metro	Regional Centres	Small Rural Shires	Large Rural Shires
<ol style="list-style-type: none"> <li>1. Emergency &amp; disaster mngt</li> <li>2. Elderly support services</li> <li>3. Waste management</li> <li>4. Local streets &amp; footpaths</li> <li>5. Family support services</li> </ol>	<ol style="list-style-type: none"> <li>1. Waste management</li> <li>2. Community decisions</li> <li>3. Elderly support services</li> <li>4. Local streets &amp; footpaths</li> <li>5. Emergency &amp; disaster mngt</li> </ol>	<ol style="list-style-type: none"> <li>1. Elderly support services</li> <li>2. Emergency &amp; disaster mngt</li> <li>3. Local streets &amp; footpaths</li> <li>4. Waste management</li> <li>5. Unsealed roads</li> </ol>	<ol style="list-style-type: none"> <li>1. Emergency &amp; disaster mngt</li> <li>2. Community decisions</li> <li>3. Waste management</li> <li>4. Elderly support services</li> <li>5. Sealed roads</li> </ol>	<ol style="list-style-type: none"> <li>1. Emergency &amp; disaster mngt</li> <li>2. Community decisions</li> <li>3. Sealed roads</li> <li>4. Unsealed roads</li> <li>5. Elderly support services</li> </ol>	<ol style="list-style-type: none"> <li>1. Emergency &amp; disaster mngt</li> <li>2. Community decisions</li> <li>3. Sealed roads</li> <li>4. Elderly support services</li> <li>5. Unsealed roads</li> </ol>



## 2014 IMPORTANCE SUMMARY BY COUNCIL GROUP

### Bottom Five Most Important Service Areas (Lowest to Highest, i.e. #1 – Least Important)

Latrobe City Council	Inner Metro	Outer Metro	Regional Centres	Small Rural Shires	Large Rural Shires
<ol style="list-style-type: none"> <li>1. Community &amp; cultural</li> <li>2. Art centres &amp; libraries</li> <li>3. Planning permits</li> <li>4. Environmental sustainability</li> <li>5. Bus/community dev./tourism</li> </ol>	<ol style="list-style-type: none"> <li>1. Bus/community dev./tourism</li> <li>2. Community &amp; cultural</li> <li>3. Slashing &amp; weed control</li> <li>4. Business &amp; community dev.</li> <li>5. Lobbying</li> </ol>	<ol style="list-style-type: none"> <li>1. Tourism development</li> <li>2. Community &amp; cultural</li> <li>3. Bus/community dev./tourism</li> <li>4. Art centres &amp; libraries</li> <li>5. Lobbying</li> </ol>	<ol style="list-style-type: none"> <li>1. Community &amp; cultural</li> <li>2. Art centres &amp; libraries</li> <li>3. Tourism development</li> <li>4. Lobbying</li> <li>5. Planning permits</li> </ol>	<ol style="list-style-type: none"> <li>1. Community &amp; cultural</li> <li>2. Art centres &amp; libraries</li> <li>3. Traffic management</li> <li>4. Parking facilities</li> <li>5. Tourism development</li> </ol>	<ol style="list-style-type: none"> <li>1. Community &amp; cultural</li> <li>2. Art centres &amp; libraries</li> <li>3. Parking facilities</li> <li>4. Traffic management</li> <li>5. Tourism development</li> </ol>



# 2014 PERFORMANCE SUMMARY BY COUNCIL GROUP

## Top Five Highest Performing Service Areas (Highest to Lowest, i.e. #1 – Highest Performing)

Latrobe City Council	Inner Metro	Outer Metro	Regional Centres	Small Rural Shires	Large Rural Shires
<ol style="list-style-type: none"> <li>1. Emergency &amp; disaster mngt</li> <li>2. Art centres &amp; libraries</li> <li>3. Elderly support services</li> <li>4. Waste management</li> <li>5. Recreational facilities</li> </ol>	<ol style="list-style-type: none"> <li>1. Art centres &amp; libraries</li> <li>2. Waste management</li> <li>3. Recreational facilities</li> <li>4. Appearance of public areas</li> <li>5. Community &amp; cultural</li> </ol>	<ol style="list-style-type: none"> <li>1. Art centres &amp; libraries</li> <li>2. Waste management</li> <li>3. Emergency &amp; disaster mngt</li> <li>4. Recreational facilities</li> <li>5. Family support services</li> </ol>	<ol style="list-style-type: none"> <li>1. Art centres &amp; libraries</li> <li>2. Emergency &amp; disaster mngt</li> <li>3. Appearance of public areas</li> <li>4. Waste management</li> <li>5. Recreational facilities</li> </ol>	<ol style="list-style-type: none"> <li>1. Appearance of public areas</li> <li>2. Art centres &amp; libraries</li> <li>3. Elderly support services</li> <li>4. Waste management</li> <li>5. Community &amp; cultural</li> </ol>	<ol style="list-style-type: none"> <li>1. Art centres &amp; libraries</li> <li>2. Emergency &amp; disaster mngt</li> <li>3. Appearance of public areas</li> <li>4. Waste management</li> <li>5. Elderly support services</li> </ol>



# 2014 PERFORMANCE SUMMARY BY COUNCIL GROUP

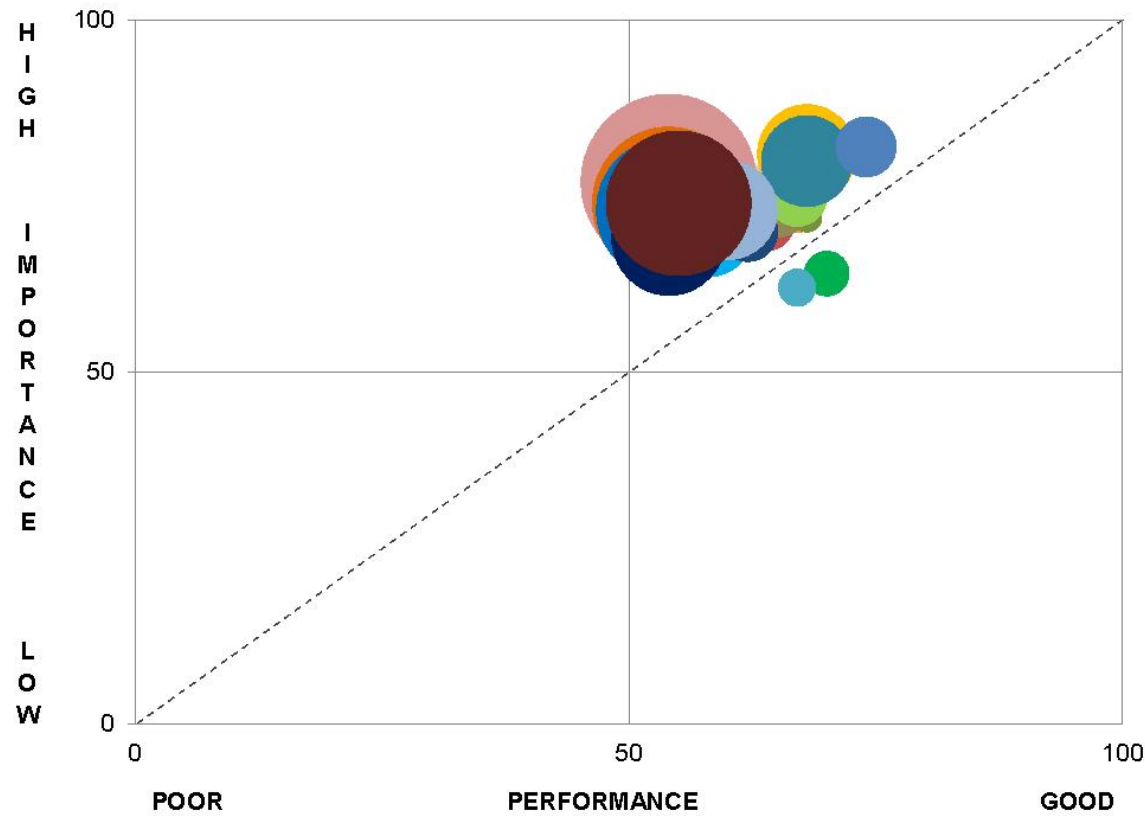
## Bottom Five Lowest Performing Service Areas (Lowest to Highest, i.e. #1 – Lowest Performing)

Latrobe City Council	Inner Metro	Outer Metro	Regional Centres	Small Rural Shires	Large Rural Shires
<ol style="list-style-type: none"> <li>1. Planning permits</li> <li>2. Local streets &amp; footpaths</li> <li>3. Town planning policy</li> <li>4. Parking facilities</li> <li>5. Consultation &amp; engagement</li> </ol>	<ol style="list-style-type: none"> <li>1. Planning permits</li> <li>2. Population growth</li> <li>3. Tourism development</li> <li>4. Town planning policy</li> <li>5. Parking facilities</li> </ol>	<ol style="list-style-type: none"> <li>1. Unsealed roads</li> <li>2. Planning permits</li> <li>3. Town planning policy</li> <li>4. Lobbying</li> <li>5. Traffic management</li> </ol>	<ol style="list-style-type: none"> <li>1. Unsealed roads</li> <li>2. Parking facilities</li> <li>3. Sealed roads</li> <li>4. Planning permits</li> <li>5. Town planning policy</li> </ol>	<ol style="list-style-type: none"> <li>1. Unsealed roads</li> <li>2. Sealed roads</li> <li>3. Slashing &amp; weed control</li> <li>4. Planning permits</li> <li>5. Town planning policy</li> </ol>	<ol style="list-style-type: none"> <li>1. Sealed roads</li> <li>2. Unsealed roads</li> <li>3. Slashing &amp; weed control</li> <li>4. Population growth</li> <li>5. Local streets &amp; footpaths</li> </ol>





## Importance and Performance 2014 Index Scores Grid



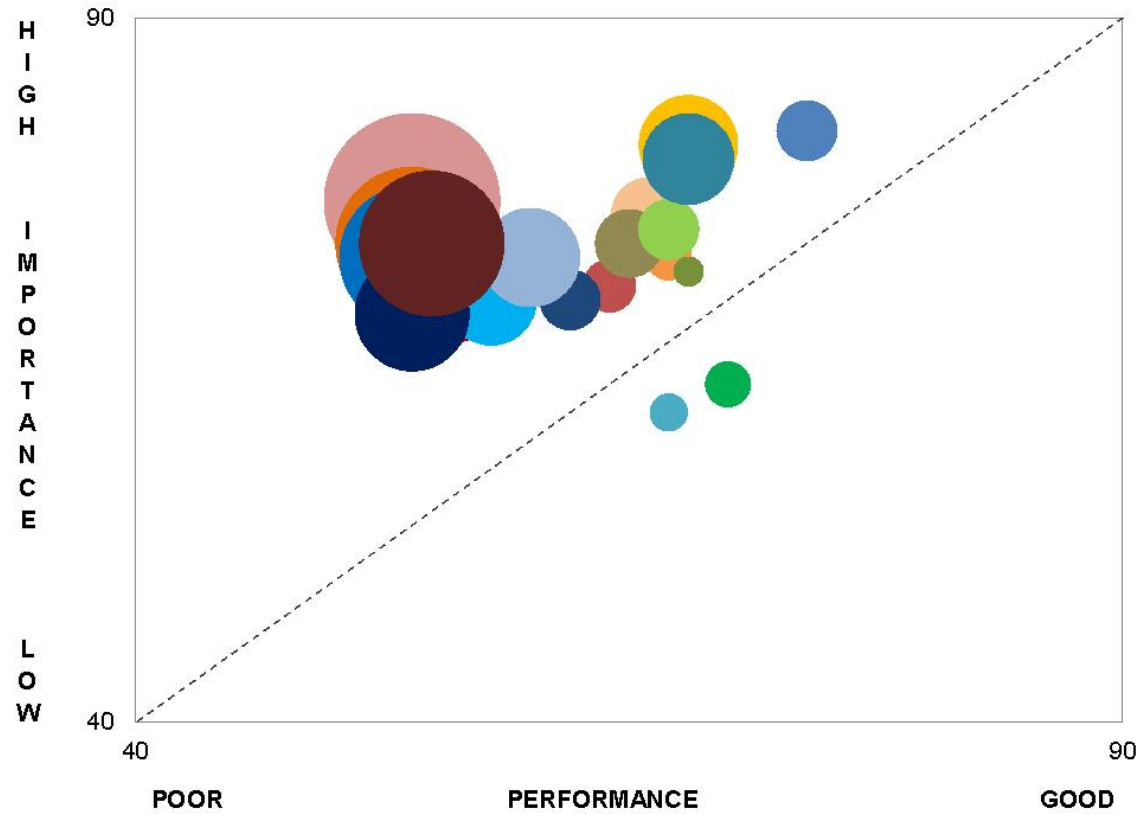
Service	Importance	Performance
Consultation & engagement	74	55
Lobbying on behalf of the community	71	56
Condition of local streets & footpaths	77	54
Traffic management	71	64
Parking facilities	74	54
Enforcement of local laws	73	67
Family support services	76	66
Elderly support services	81	68
Disadvantaged support services	74	65
Recreational facilities	72	68
Appearance of public areas	75	67
Art centres & libraries	64	70
Community & cultural activities	62	67
Waste management	80	68
Business & community development & tourism	70	58
Town planning policy	73	54
Planning permits	69	54
Environmental sustainability	70	62
Emergency & disaster management	82	74
Planning for population growth	73	60

*Note: The larger the circle, the larger the gap between Importance and Performance*  
 Base: All respondents



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## Importance and Performance 2014 Index Scores Grid (Magnified view of top right quadrant)

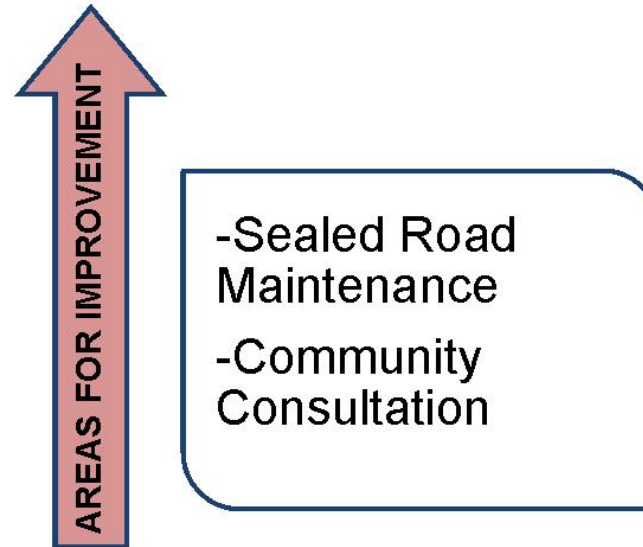


Service	Importance	Performance
Consultation & engagement	74	55
Lobbying on behalf of the community	71	56
Condition of local streets & footpaths	77	54
Traffic management	71	64
Parking facilities	74	54
Enforcement of local laws	73	67
Family support services	76	66
Elderly support services	81	68
Disadvantaged support services	74	65
Recreational facilities	72	68
Appearance of public areas	75	67
Art centres & libraries	64	70
Community & cultural activities	62	67
Waste management	80	68
Business & community development & tourism	70	58
Town planning policy	73	54
Planning permits	69	54
Environmental sustainability	70	62
Emergency & disaster management	82	74
Planning for population growth	73	60

*Note: The larger the circle, the larger the gap between Importance and Performance*  
 Base: All respondents



## AREAS FOR IMPROVEMENT SUMMARY



- Residents' concerns are varied, and even the most volunteered response – sealed road maintenance – is only mentioned by 15% of residents. The next most frequently mentioned area for improvement – community consultation – is only mentioned by 9% of residents,



## COMMUNICATIONS SUMMARY

### Overall preferred forms of communication

- Newsletter as an insert in a local newspaper (30)

### Preferred forms of communication among over 50s

- Newsletter as an insert in a local newspaper (31)

### Preferred forms of communication among under 50s

- Newsletter as an insert in a local newspaper (28)

### Greatest change since 2013

- Advertising in a local newspaper (down 5 points)

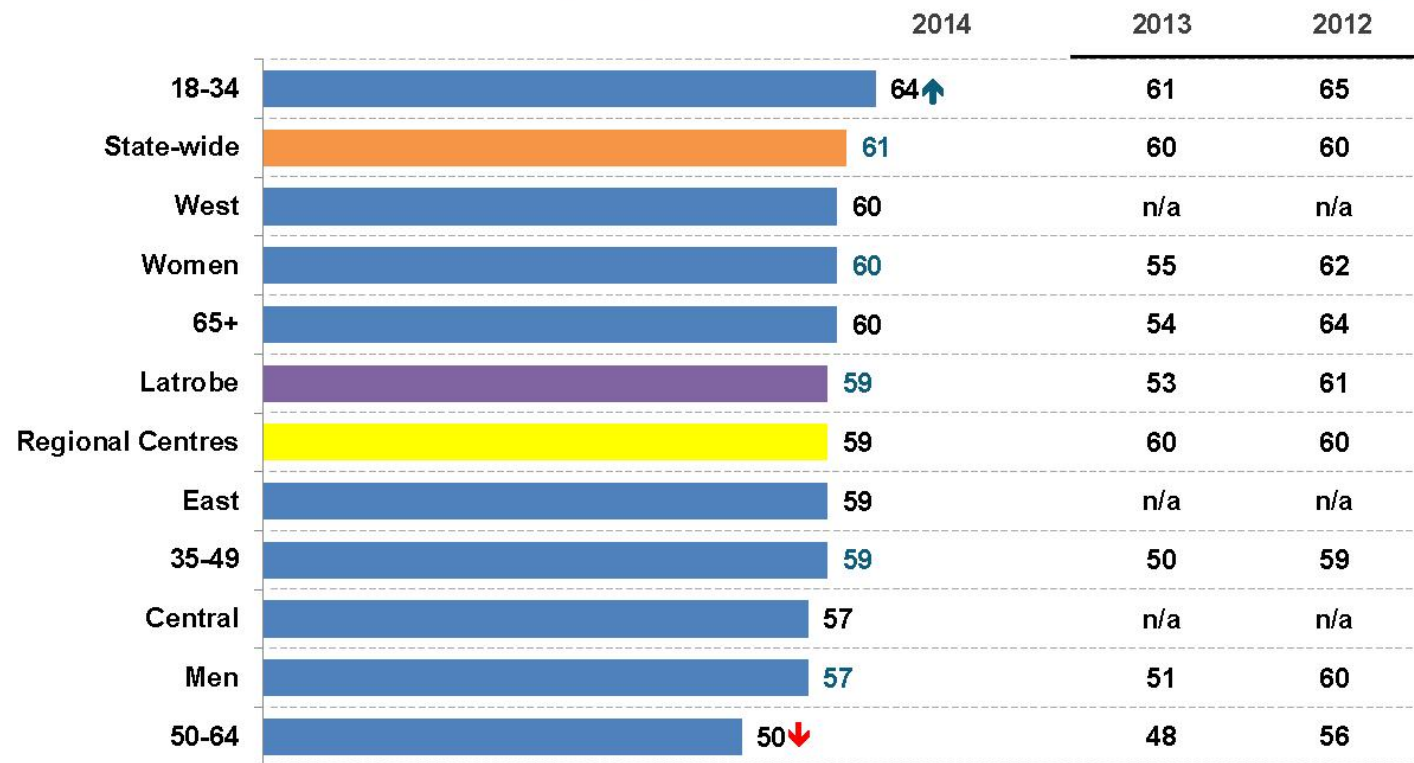
Unlike other regional councils which prefer newsletter communications sent via mail or email, Latrobe residents (both under and over 50s) prefer newsletters that are posted as an insert in a local newspaper.







# OVERALL PERFORMANCE INDEX CORES



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Latrobe City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

Base: All respondents Councils asked statewide: 67 Councils asked group: 9



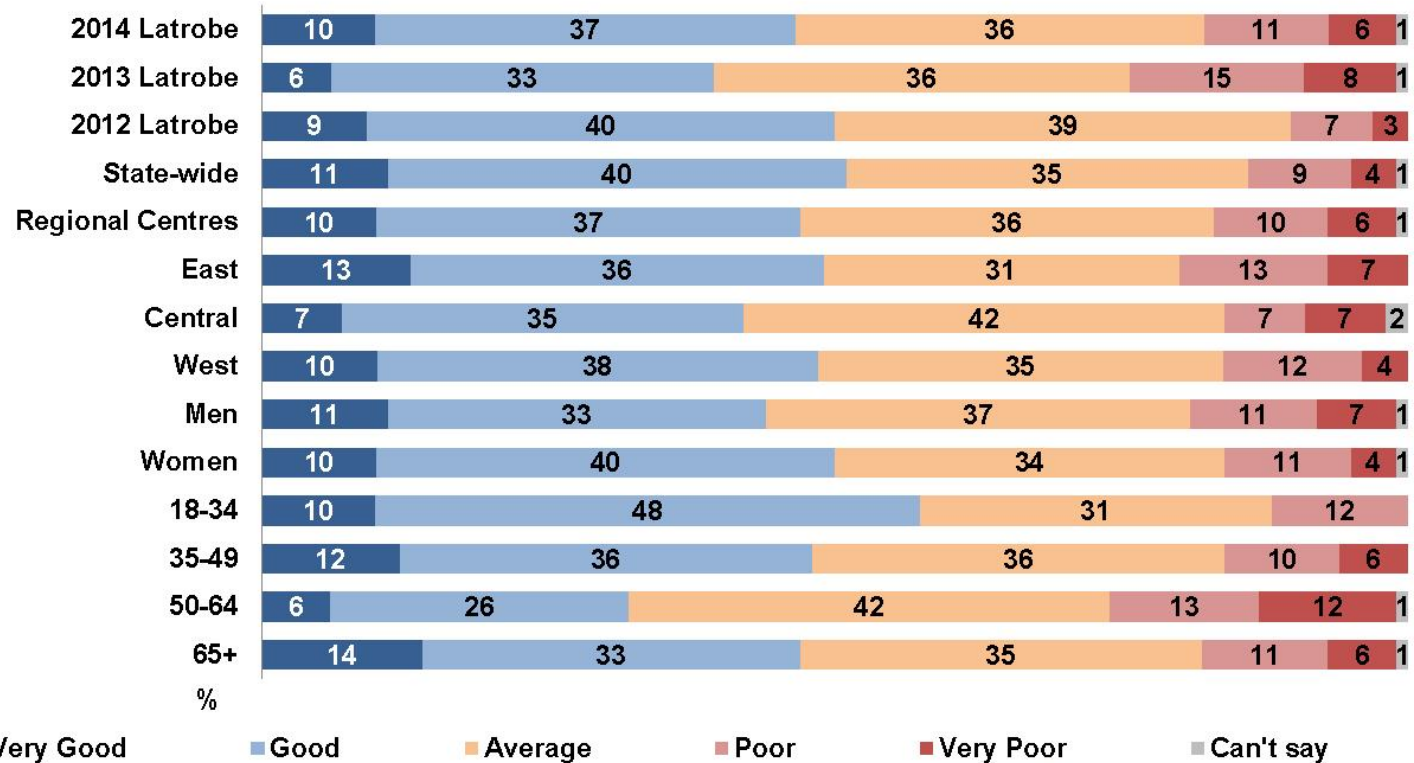
JWS RESEARCH

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Note: please see page 6 for explanation about significant differences

Community Satisfaction Survey 2014 – Latrobe City Council

# OVERALL PERFORMANCE DETAILED PERCENTAGES



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Latrobe City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

Base: All respondents Councils asked statewide: 67 Councils asked group: 9



JWS RESEARCH

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## CONTACT LAST 12 MONTHS SUMMARY

### Overall contact with Latrobe City Council

- 63%, up 3 points on 2013

### Most contact with Latrobe City Council

- Aged 35-49 years

### Least contact with Latrobe City Council

- Aged 18-34 years

### Customer Service rating

- Index score of 74, up 3 points on 2013

### Most satisfied with Customer Service

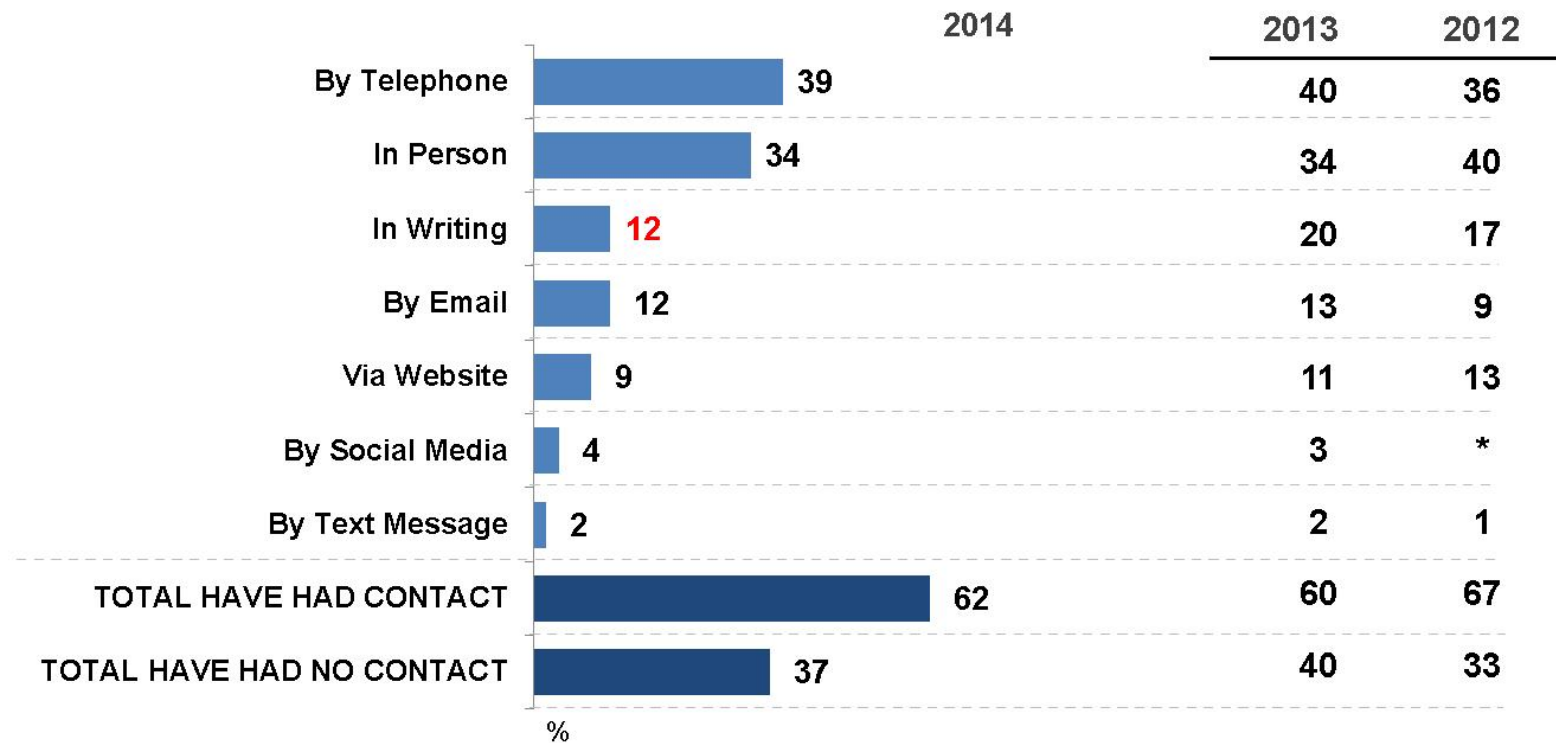
- Aged 65+ years

### Least satisfied with Customer Service

- Aged 35-49 years



# 2014 CONTACT WITH COUNCIL LAST 12 MONTHS INCLUDING METHOD OF CONTACT



Q5a. Over the last 12 months, have you or any member of your household had any contact with Latrobe City Council in any of the following ways? In person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked statewide: 13 Councils asked group: 3

Note: Respondents could name multiple contacts methods so responses may add to more than 100%



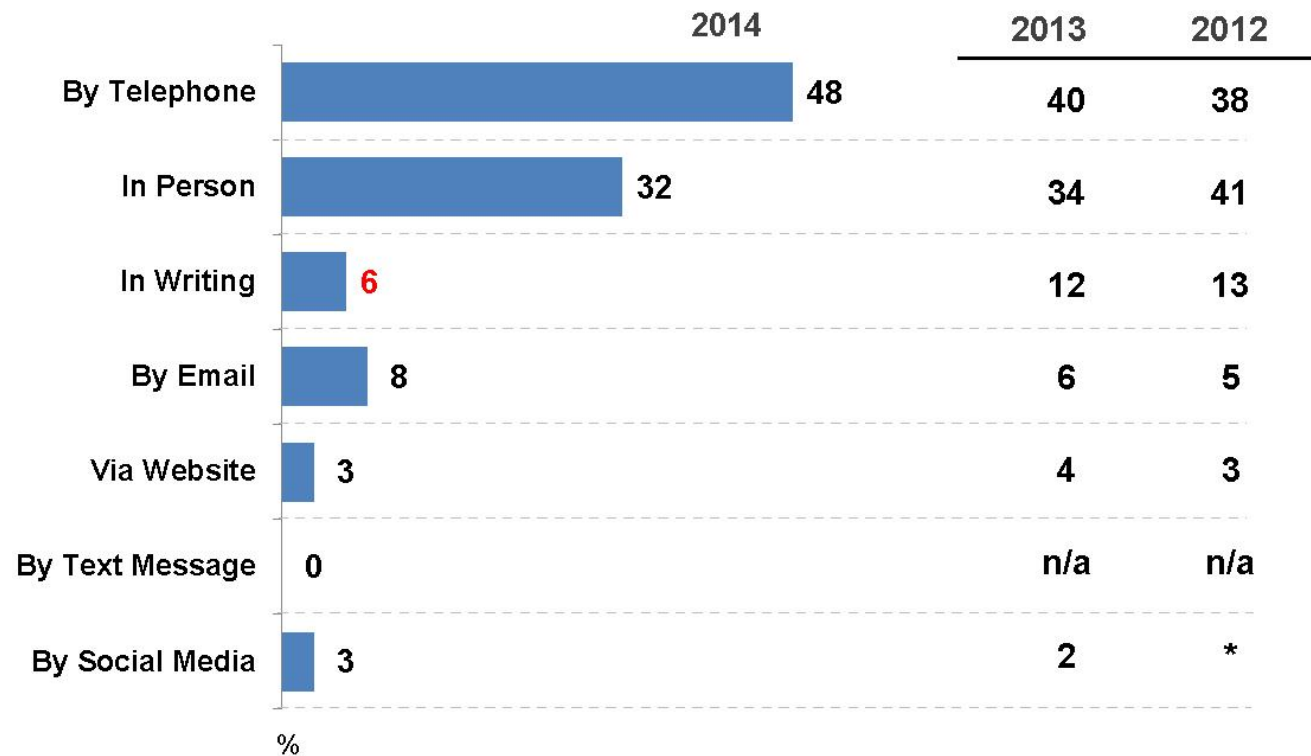
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Note: please see page 6 for explanation about significant differences

Community Satisfaction Survey 2014 – Latrobe City Council

# 2014 CONTACT WITH COUNCIL MOST RECENT

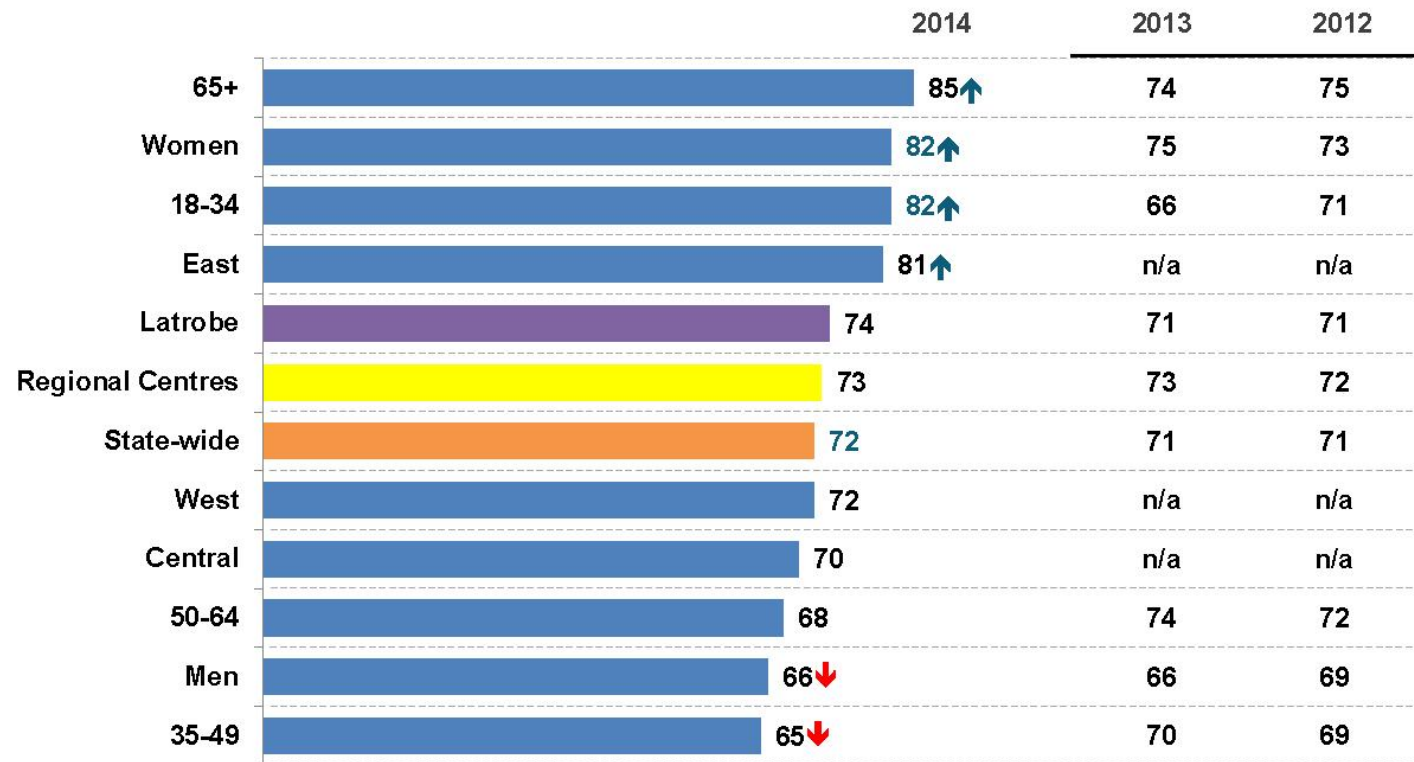


Q5b. What was the method of contact for the most recent contact you had with Latrobe City Council?  
 Base: All respondents who have had contact with Council in the last 12 months.  
 Councils asked statewide: 13 Councils asked group: 3



Note: please see page 6 for explanation about significant differences  
 \* indicates <1%.

# 2014 CONTACT CUSTOMER SERVICE INDEX SCORES

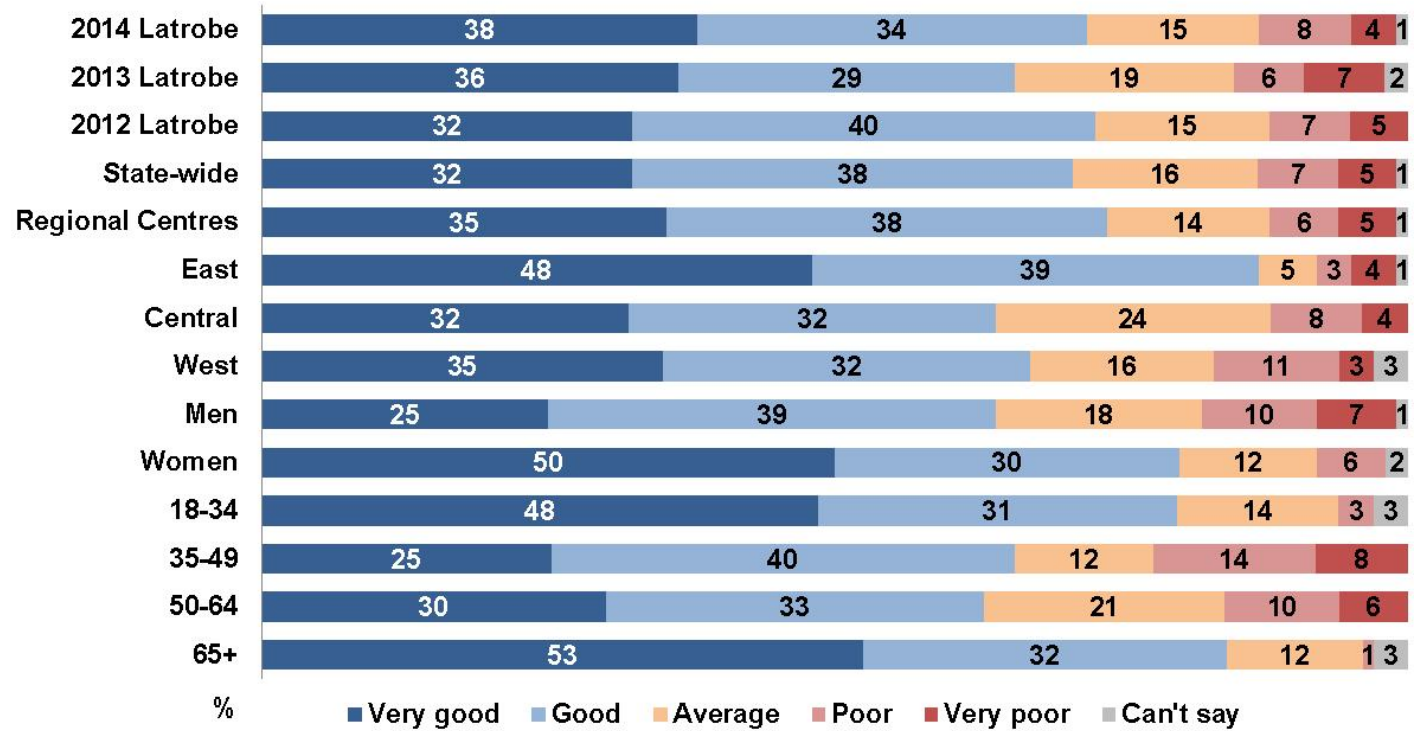


Q5c. Thinking of the most recent contact, how would you rate Latrobe City Council for customer service?  
 Please keep in mind we do NOT mean ACTUAL OUTCOME but rather the actual service that was received.  
 Base: All respondents who have had contact with Council in the last 12 months. Councils asked statewide: 67  
 Councils asked group: 9



Note: please see page 6 for explanation about significant differences

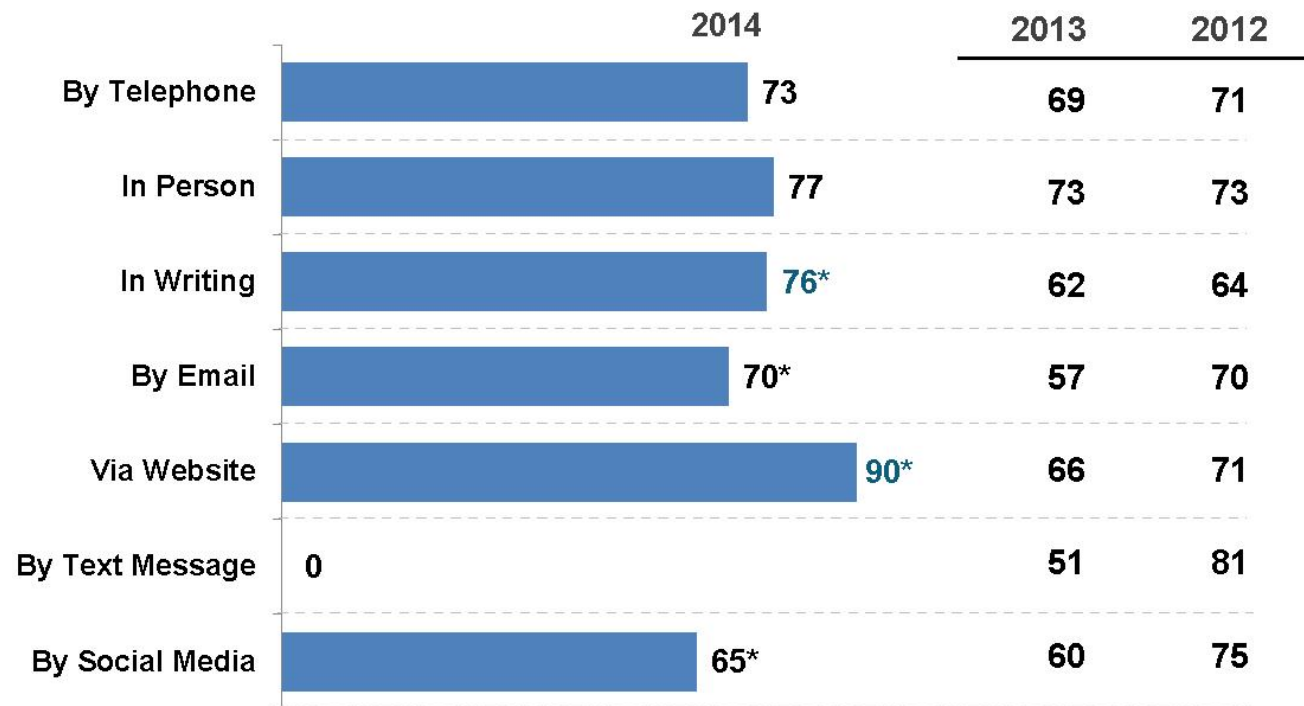
# 2014 CONTACT CUSTOMER SERVICE DETAILED PERCENTAGES



Q5c. Thinking of the most recent contact, how would you rate Latrobe City Council for customer service?  
Please keep in mind we do NOT mean ACTUAL OUTCOME but rather the actual service that was received.  
Base: All respondents who have had contact with Council in the last 12 months.  
Councils asked statewide: 67 Councils asked group: 9



# 2014 CONTACT CUSTOMER SERVICE BY METHOD OF LAST CONTACT INDEX SCORES



Q5c. Thinking of the most recent contact, how would you rate Latrobe City Council for customer service? Please keep in mind we do NOT mean ACTUAL OUTCOME but rather the actual service that was received.  
 Base: All respondents who have had contact with Council in the last 12 months.  
 Councils asked statewide: 13 Councils asked group: 3



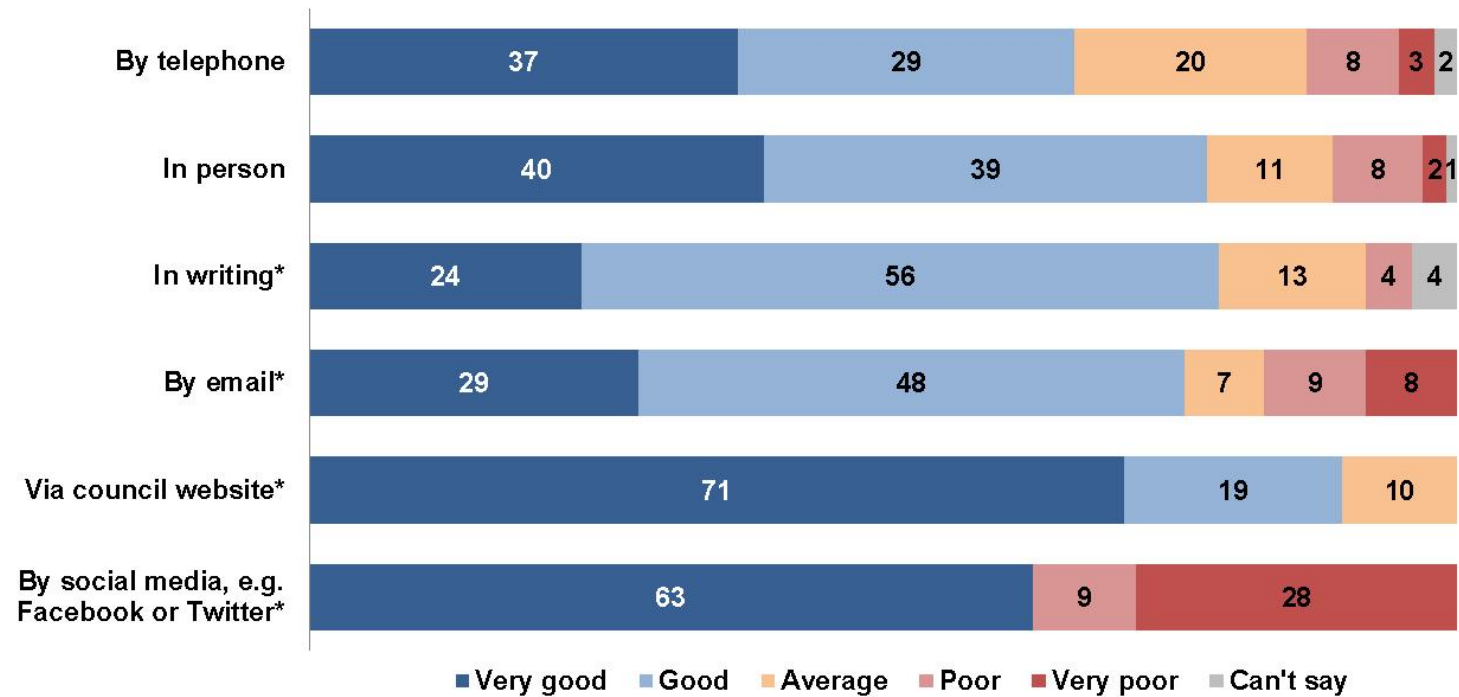
J W S R E S E A R C H

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Note: please see page 6 for explanation about significant differences  
 \*Caution: small sample size < n=30

Community Satisfaction Survey 2014 – Latrobe City Council

# CUSTOMER SERVICE BY METHOD OF LAST CONTACT DETAILED PERCENTAGES

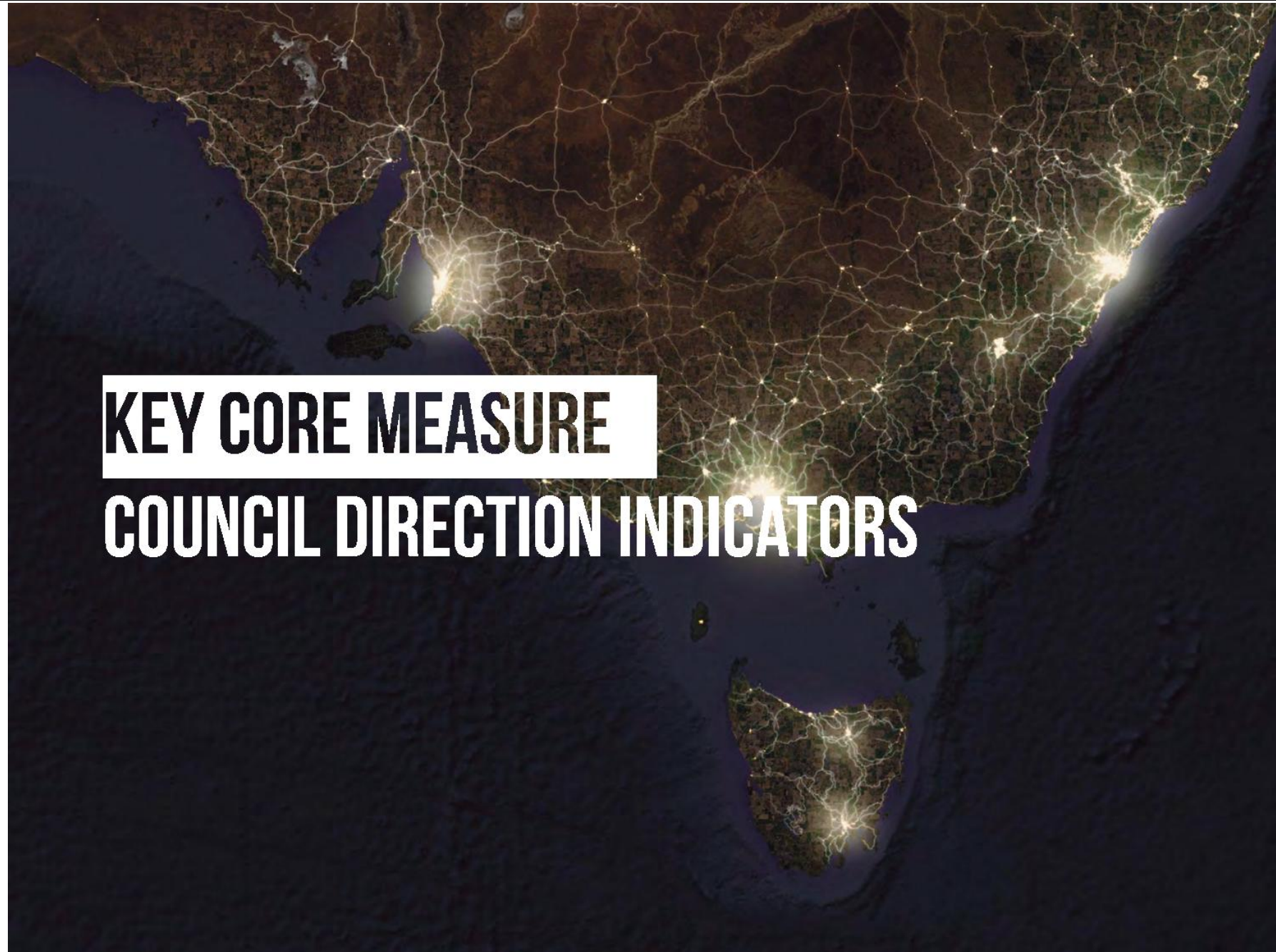


Q5c. Thinking of the most recent contact, how would you rate Latrobe City Council for customer service?  
Please keep in mind we do NOT mean ACTUAL OUTCOME but rather the actual service that was received.  
Base: All respondents who have had contact with Council in the last 12 months.  
Councils asked statewide: 13 Councils asked group: 3



\*Caution: small sample size < n=30





**KEY CORE MEASURE**

**COUNCIL DIRECTION INDICATORS**

## COUNCIL DIRECTION SUMMARY

### Council Direction over last 12 months

- 62% stayed about the same, up 11 points on 2013
- 15% improved, down 2 points on 2013
- 19% deteriorated, down 8 points on 2013

### Most satisfied with Council Direction

- Aged 18-34 years

### Least satisfied with Council Direction

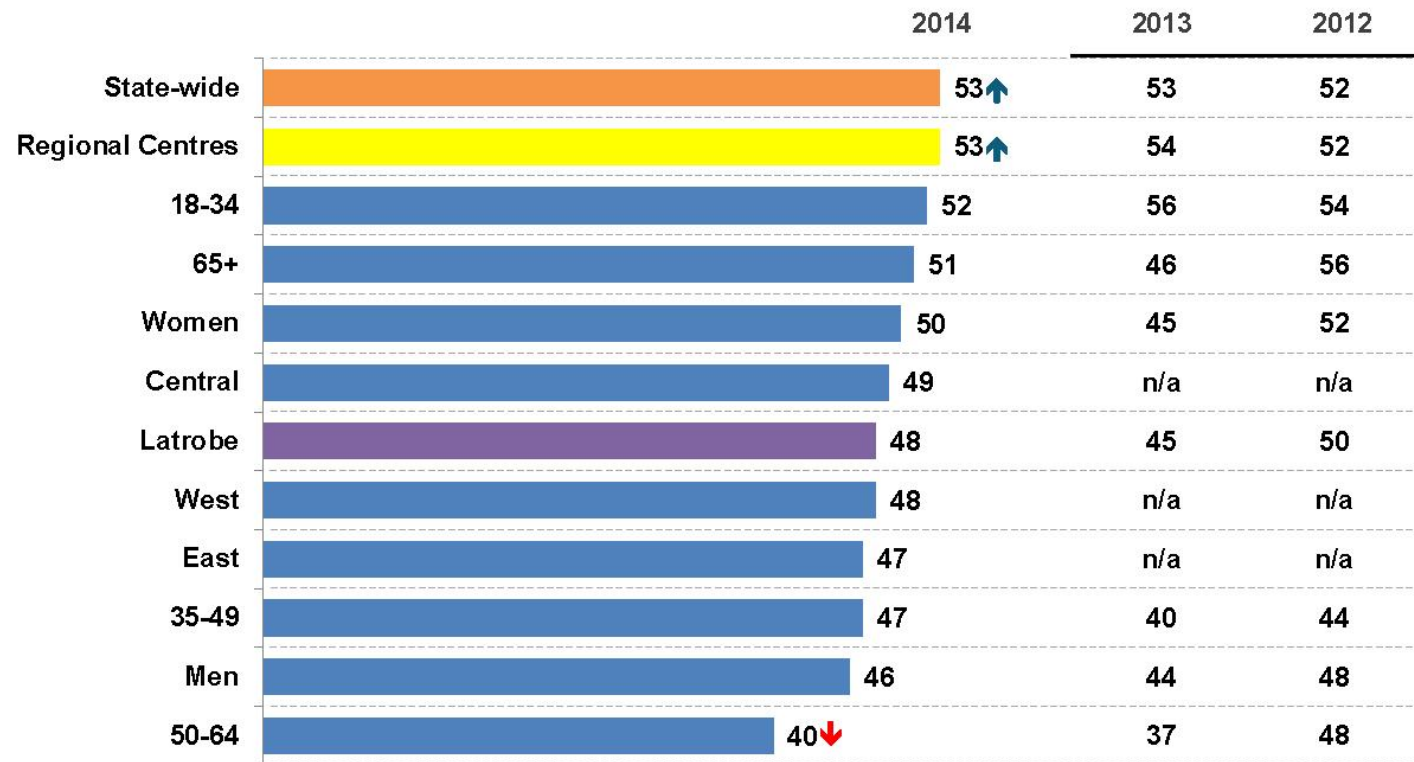
- Aged 50-64 years

### Rates/Services Preference

- 33% prefer rate rise/ 49% prefer service cuted



# 2014 OVERALL LATROBE CITY COUNCIL DIRECTION LAST 12 MONTHS INDEX SCORES



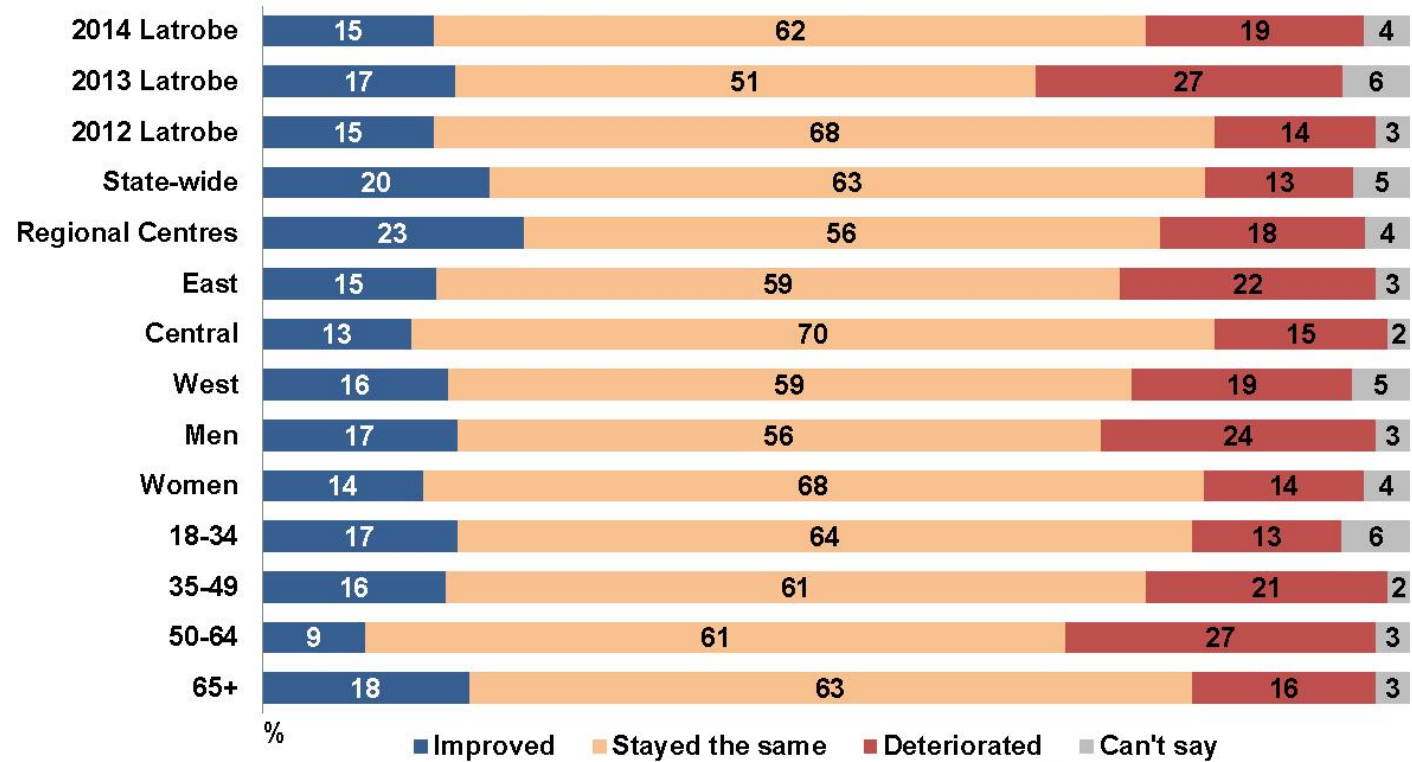
Q6. Over the last 12 months, what is your view of the direction of Latrobe City Council's overall performance?  
Base: All respondents. Councils asked statewide: 67 Councils asked group: 9



Note: please see page 6 for explanation about significant differences

# 2014 OVERALL COUNCIL DIRECTION LAST 12 MONTHS

## DETAILED PERCENTAGES



Q6. Over the last 12 months, what is your view of the direction of Latrobe City Council's overall performance?

Base: All respondents. Councils asked statewide: 67 Councils asked group: 9

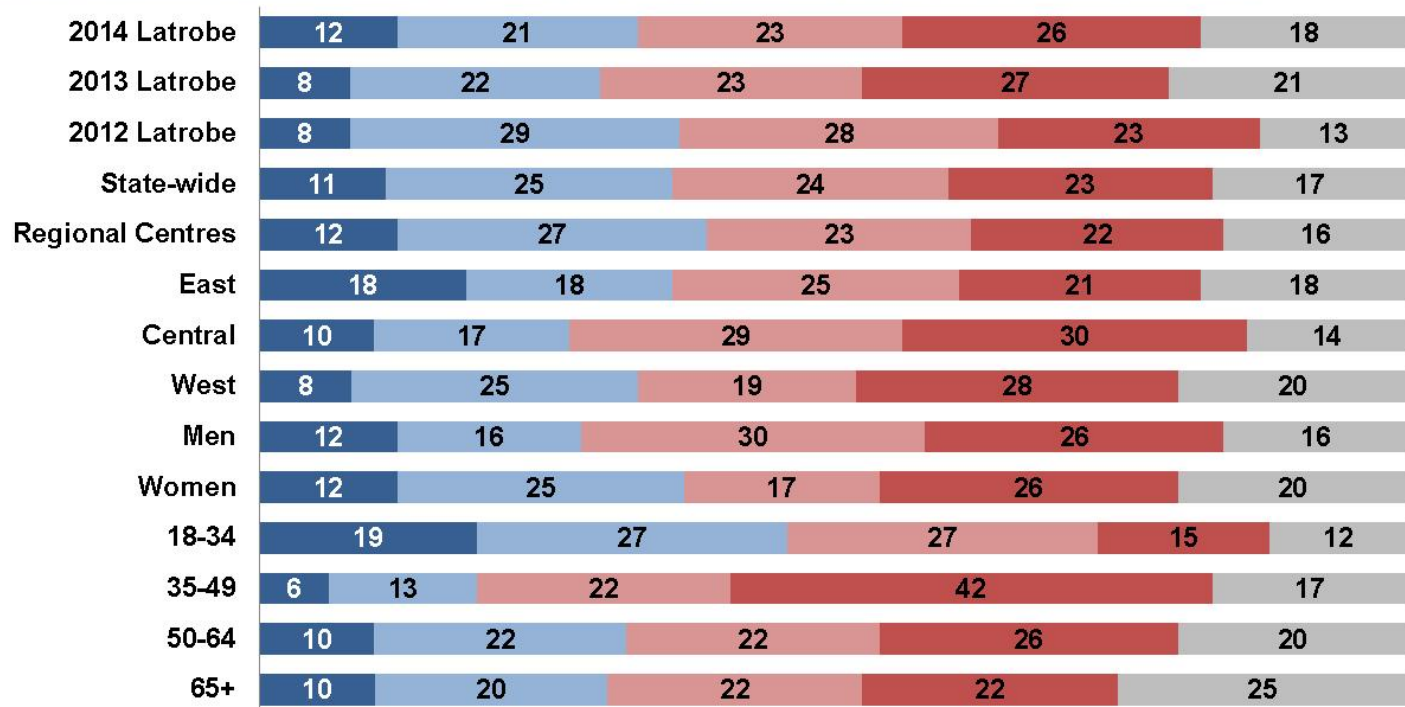


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Community Satisfaction Survey 2014 – Latrobe City Council

# 2014 RATES/SERVICE TRADE OFF DETAILED PERCENTAGES



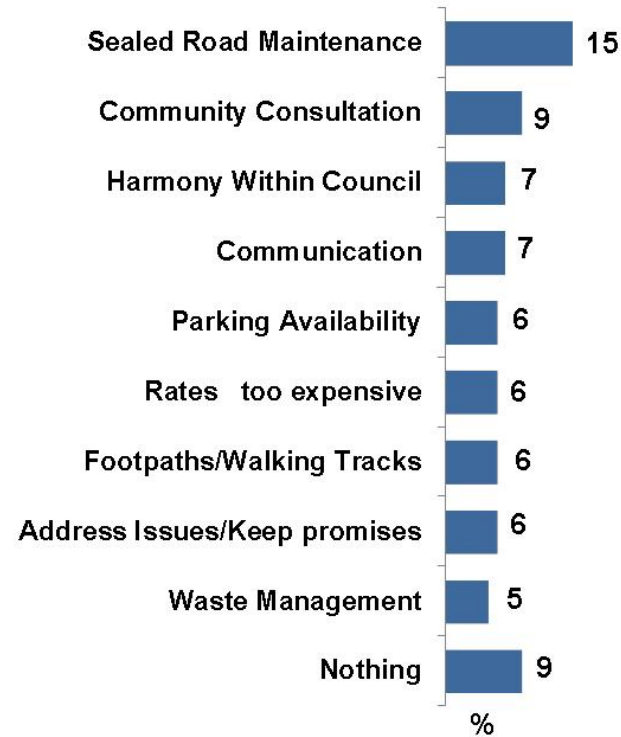
■ Definitely prefer rate rise 
 ■ Probably prefer rate rise 
 ■ Probably prefer service cuts 
 ■ Definitely prefer service cuts 
 ■ Can't say

Q10. If you had to choose, would you prefer to see council rate rises to improve local services OR would you prefer to see cuts in council services to keep council rates at the same level as they are now?  
 Base: All respondents. Councils asked statewide: 22 Councils asked group: 4





# 2014 COUNCIL NEEDS TO IMPROVE DETAILED PERCENTAGES (TOP ISSUES OR SERVICES)

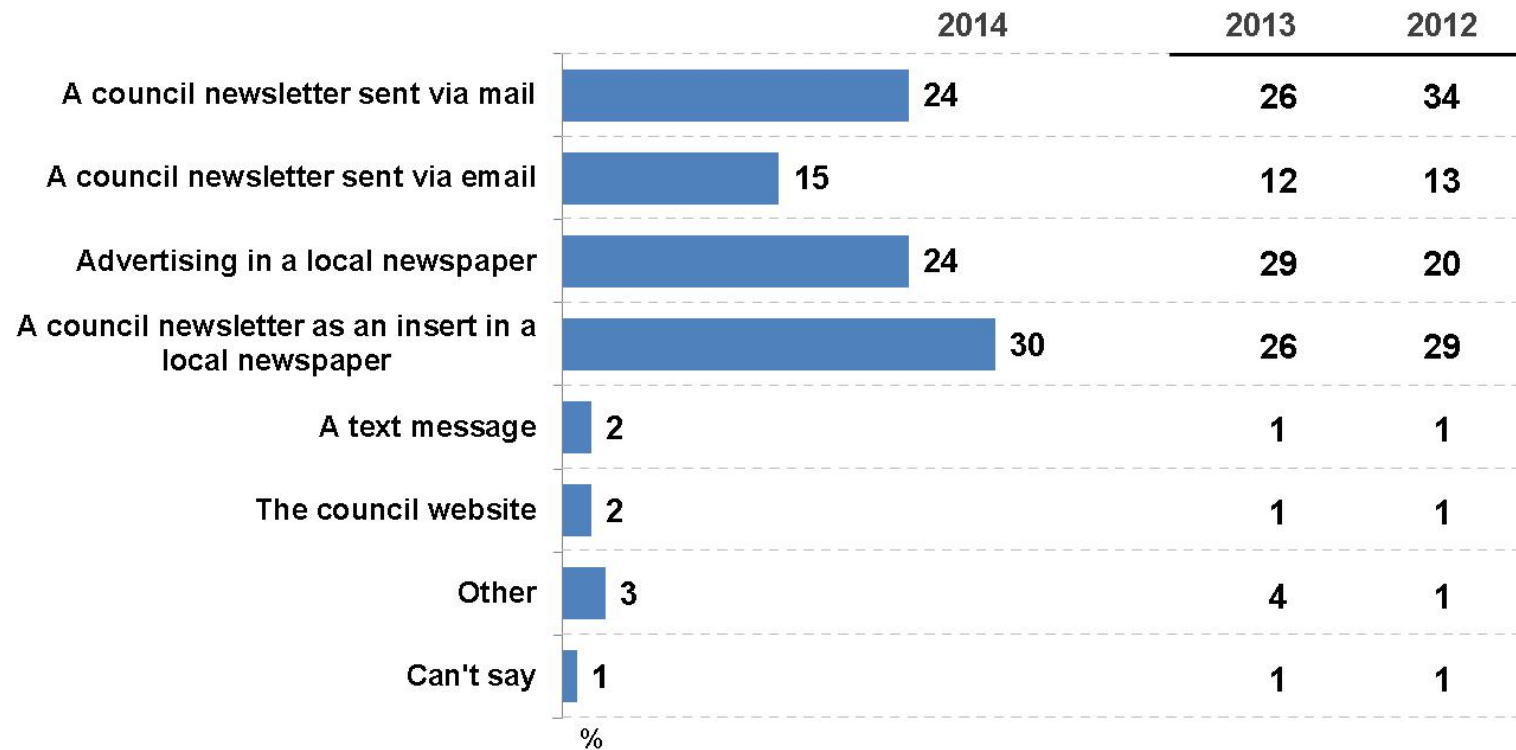


Q17. What does Latrobe City Council MOST need to do to improve its performance?  
Base: All respondents. Councils asked statewide: 35 Councils asked group: 3





# 2014 BEST FORMS OF COMMUNICATION

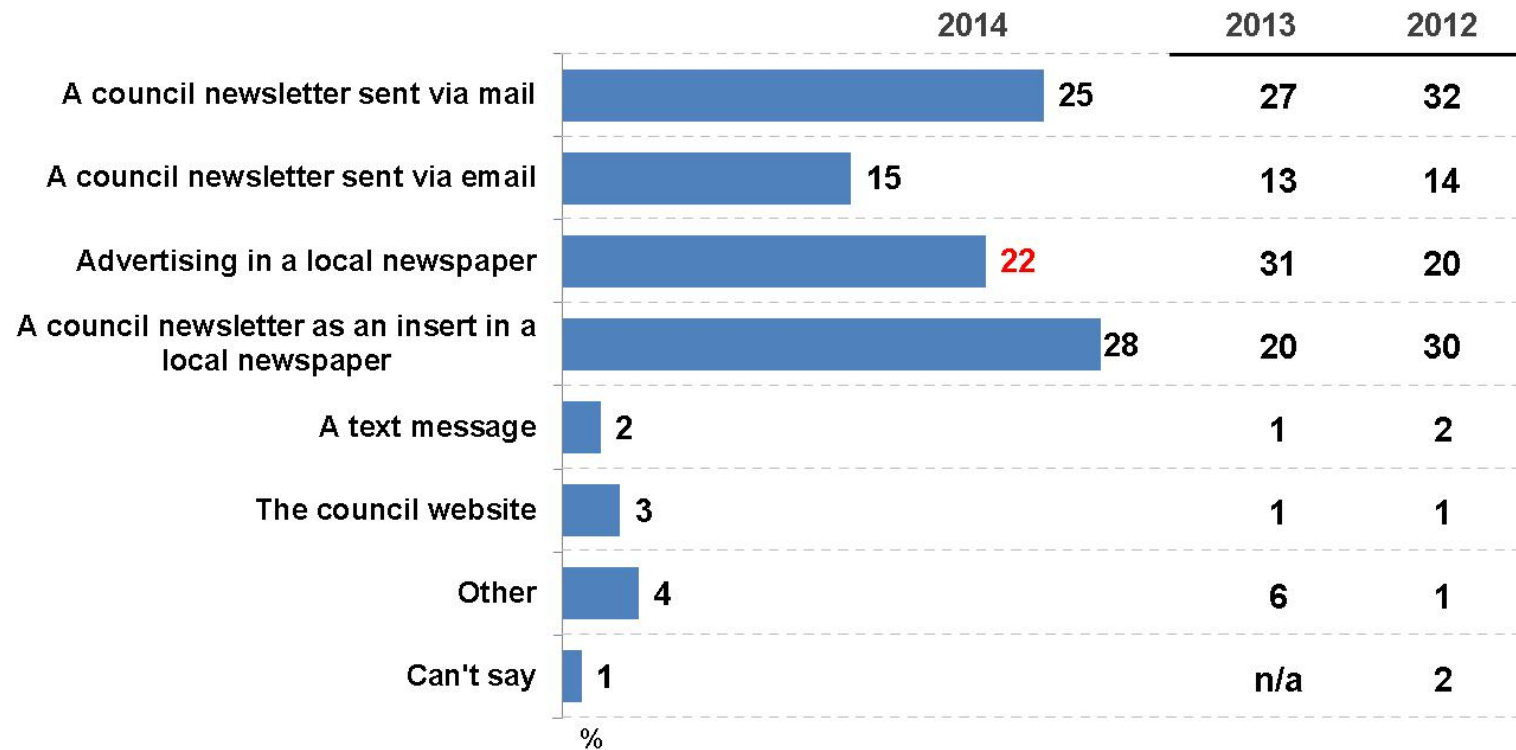


Q13. If Latrobe City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?  
 Base: All respondents. Councils asked statewide: 28 Councils asked group: 6



Note: please see page 6 for explanation about significant differences

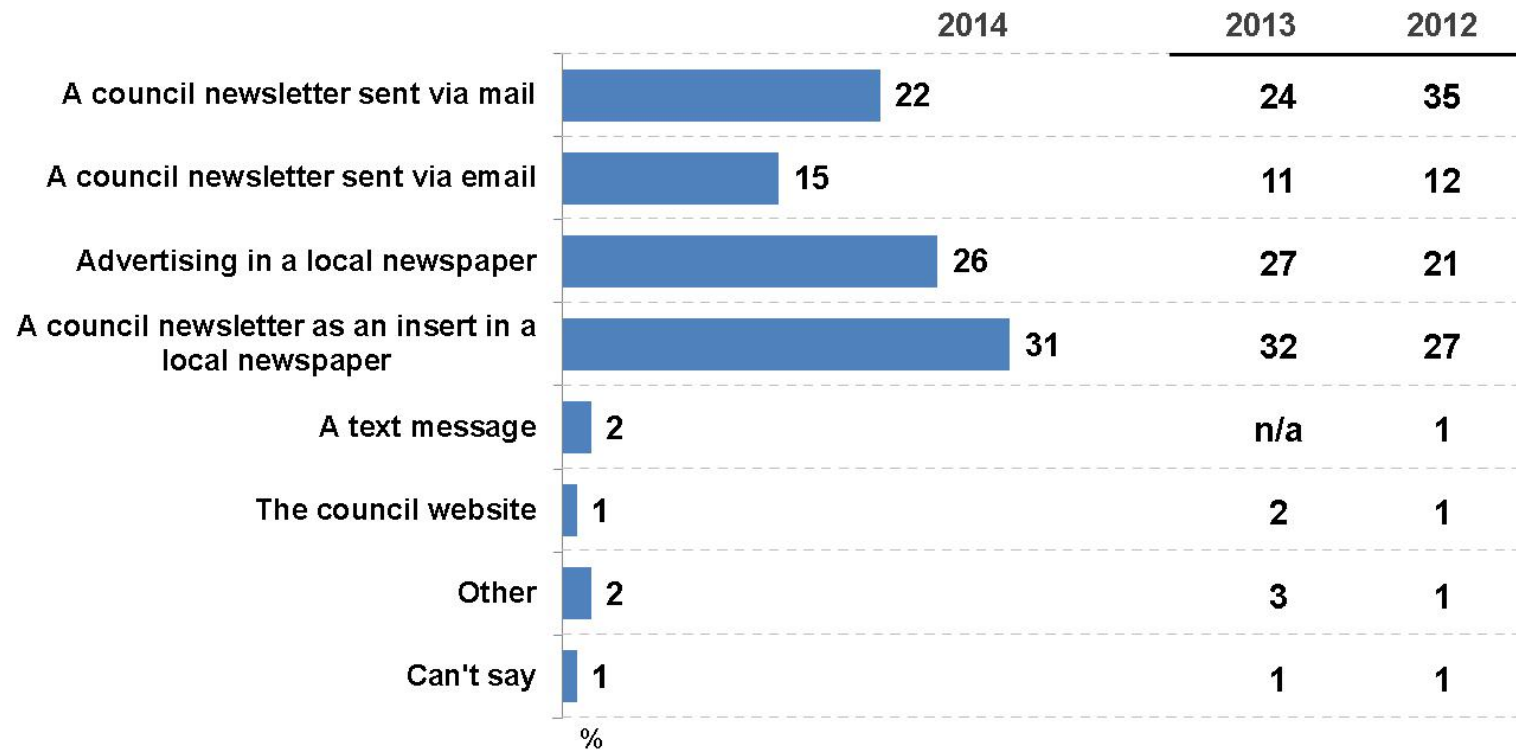
# 2014 BEST FORMS OF COMMUNICATION – UNDER 50s



Q13. If Latrobe City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?  
 Base: All respondents aged under 50. Councils asked statewide: 28 Councils asked group: 6

Note: please see page 6 for explanation about significant differences

# 2014 BEST FORMS OF COMMUNICATION - OVER 50s



Q13. If Latrobe City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?  
 Base: All respondents aged over 50. Councils asked statewide: 28 Councils asked group: 6



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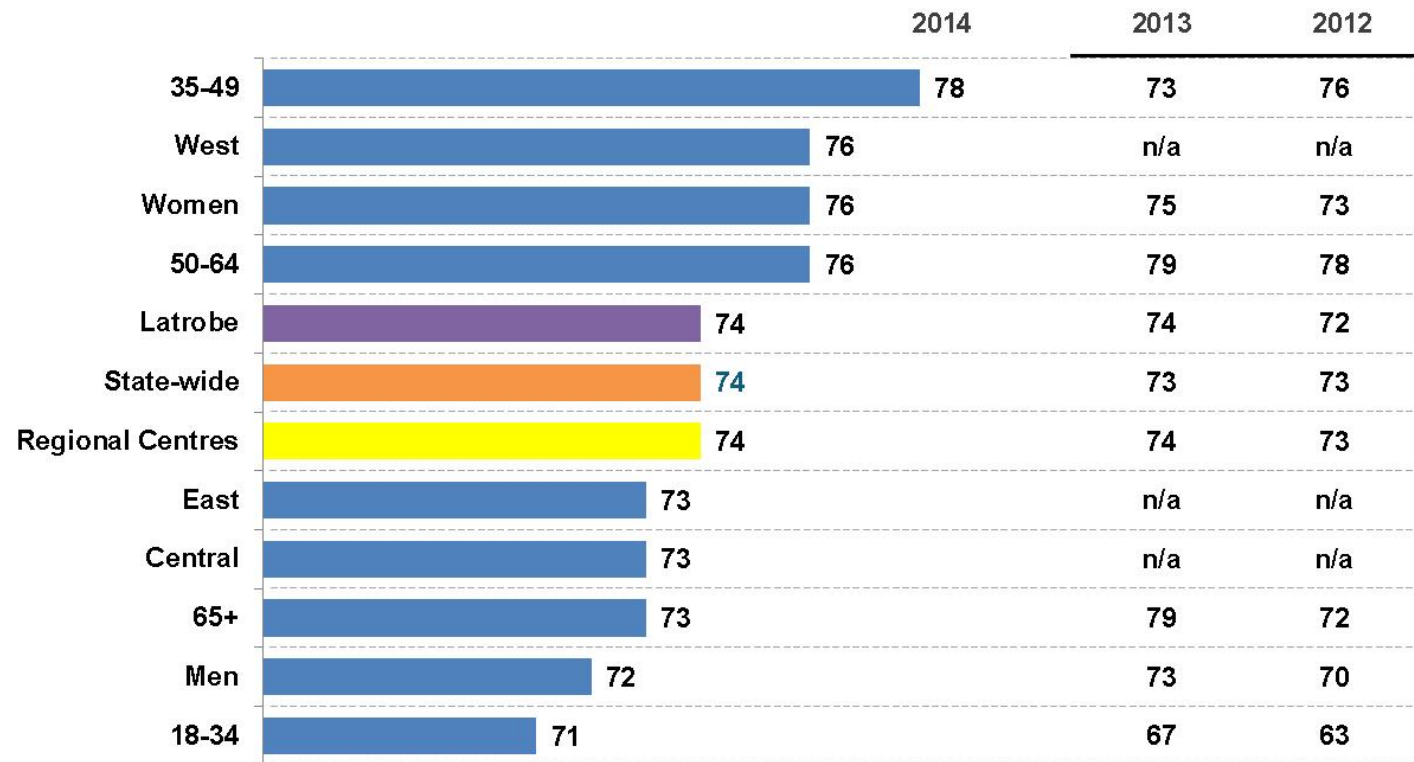
54

Note: please see page 6 for explanation about significant differences

Community Satisfaction Survey 2014 – Latrobe City Council



# 2014 COMMUNITY CONSULTATION AND ENGAGEMENT IMPORTANCE INDEX SCORES



Q1. Firstly, how important should 'Community Consultation and Engagement' be as a responsibility for Latrobe City Council?

Base: All respondents. Councils asked statewide: 26 Councils asked group: 4

Note: please see page 6 for explanation about significant differences

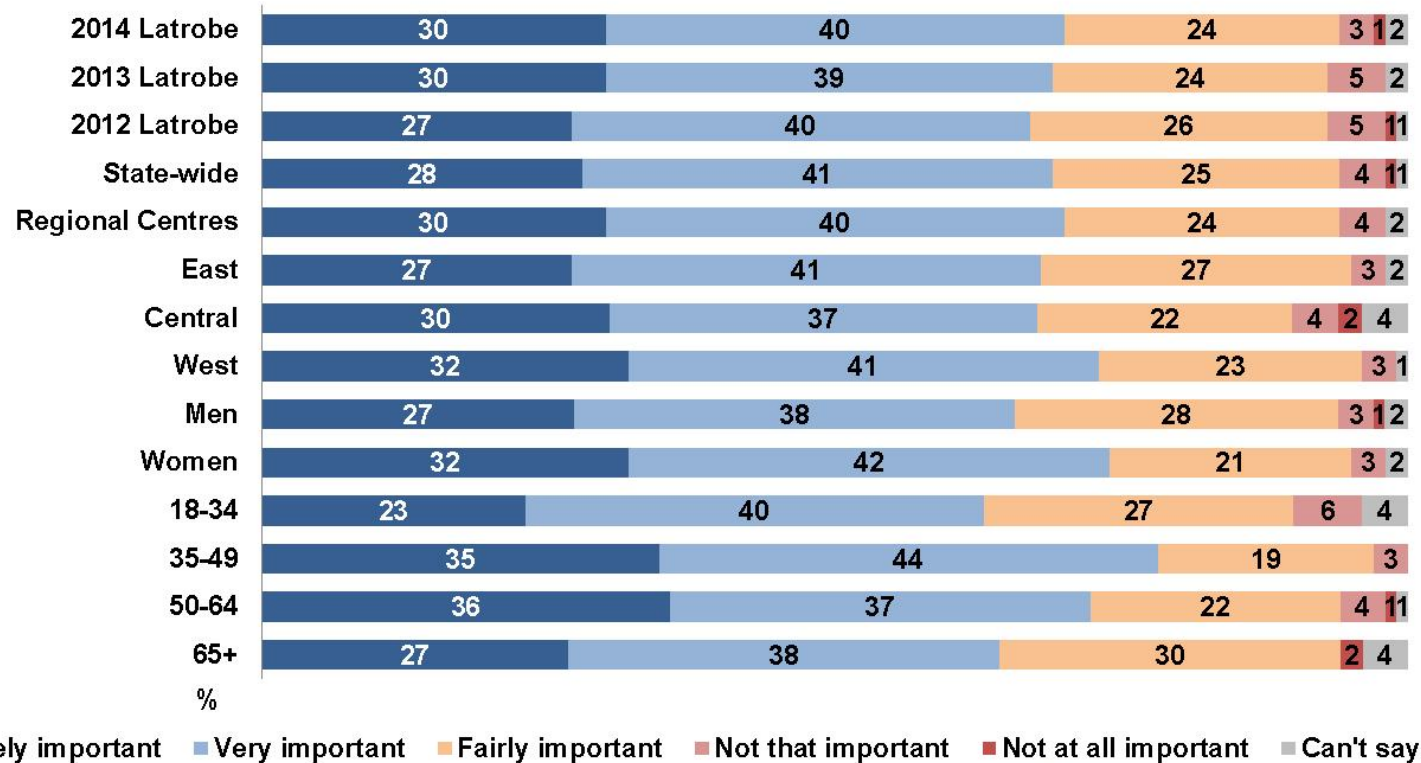


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Community Satisfaction Survey 2014 – Latrobe City Council

# 2014 COMMUNITY CONSULTATION AND ENGAGEMENT IMPORTANCE DETAILED PERCENTAGES



Q1. Firstly, how important should 'Community Consultation and Engagement' be as a responsibility for Latrobe City Council?

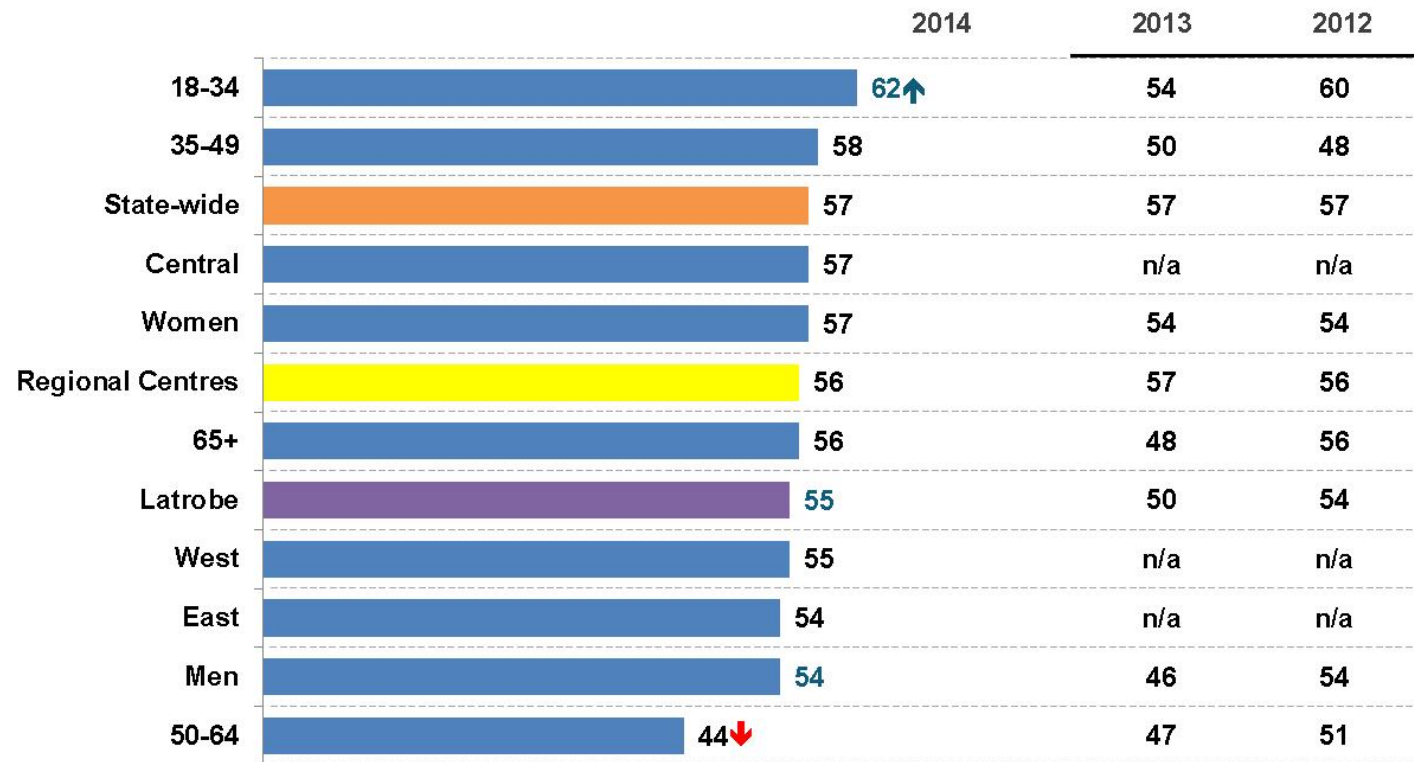
Base: All respondents. Councils asked statewide: 26 Councils asked group: 4



J W S R E S E A R C H

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# 2014 COMMUNITY CONSULTATION AND ENGAGEMENT PERFORMANCE INDEX SCORES



Q2. How has Latrobe City Council performed on 'Community Consultation and Engagement' over the last 12 months?

Base: All respondents. Councils asked statewide: 67 Councils asked group: 9

Note: please see page 6 for explanation about significant differences

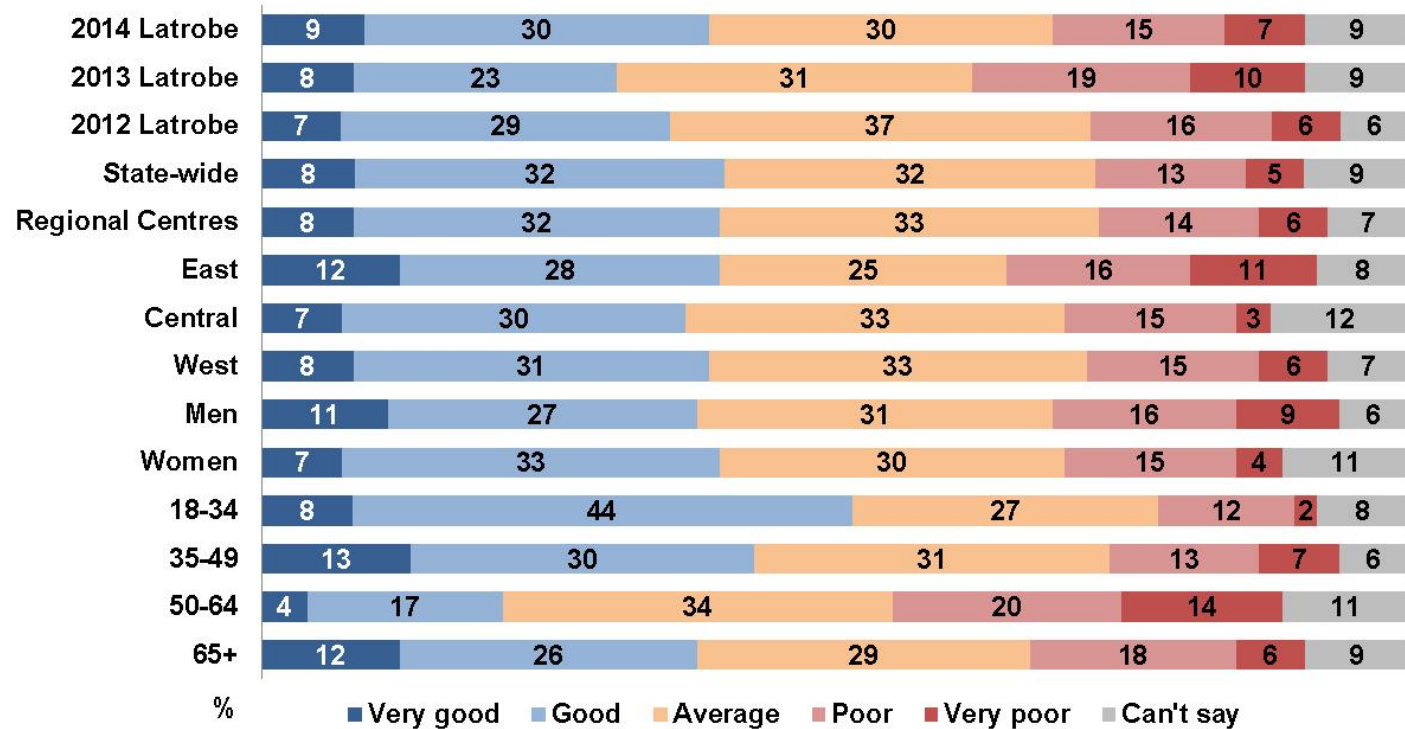


J W S R E S E A R C H

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Community Satisfaction Survey 2014 – Latrobe City Council

# 2014 COMMUNITY CONSULTATION AND ENGAGEMENT PERFORMANCE DETAILED PERCENTAGES



Q2. How has Latrobe City Council performed on 'Community Consultation and Engagement' over the last 12 months?

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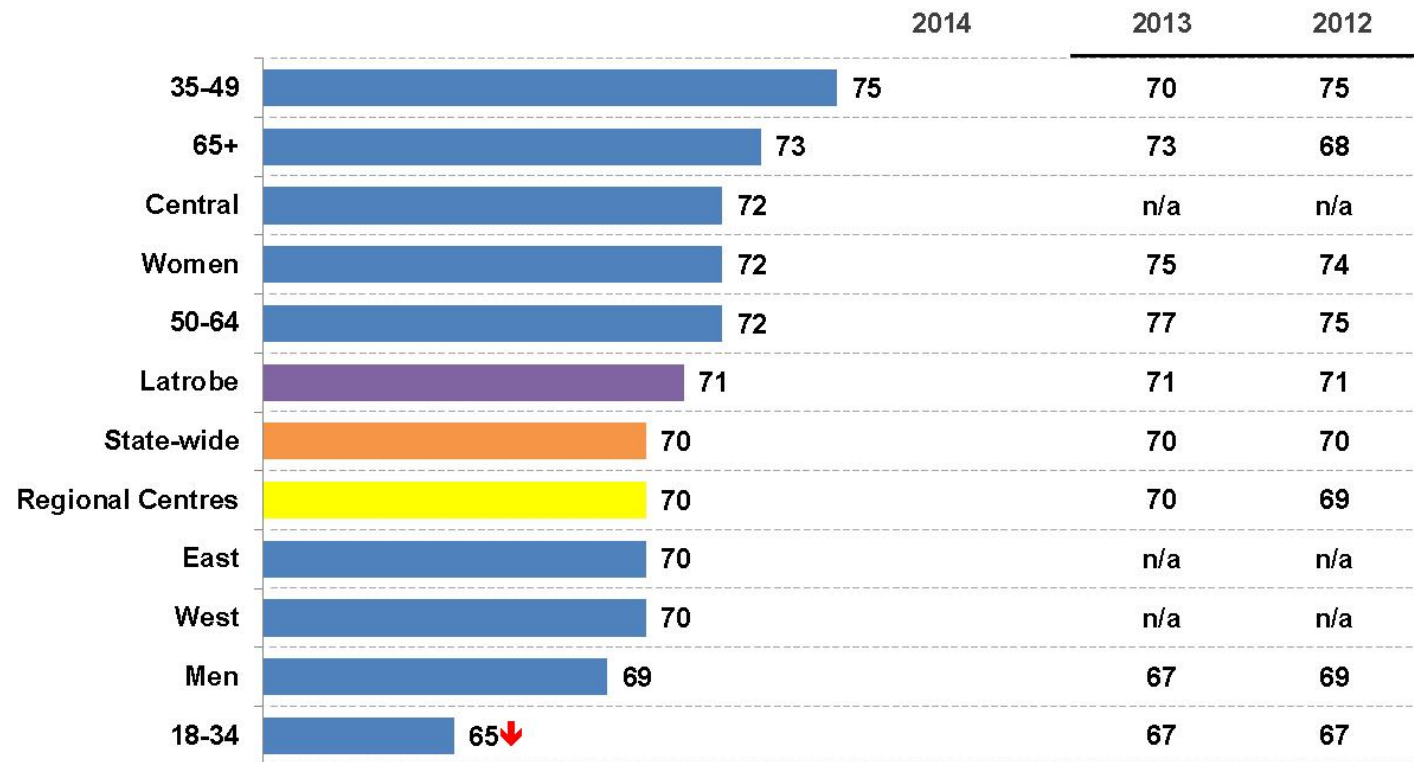
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Community Satisfaction Survey 2014 – Latrobe City Council



# 2014 LOBBYING ON BEHALF OF THE COMMUNITY

## IMPORTANCE INDEX CORES



Q1. Firstly, how important should 'Lobbying on Behalf of the Community' be as a responsibility for Latrobe City Council?

Base: All respondents. Councils asked statewide: 25 Councils asked group: 4



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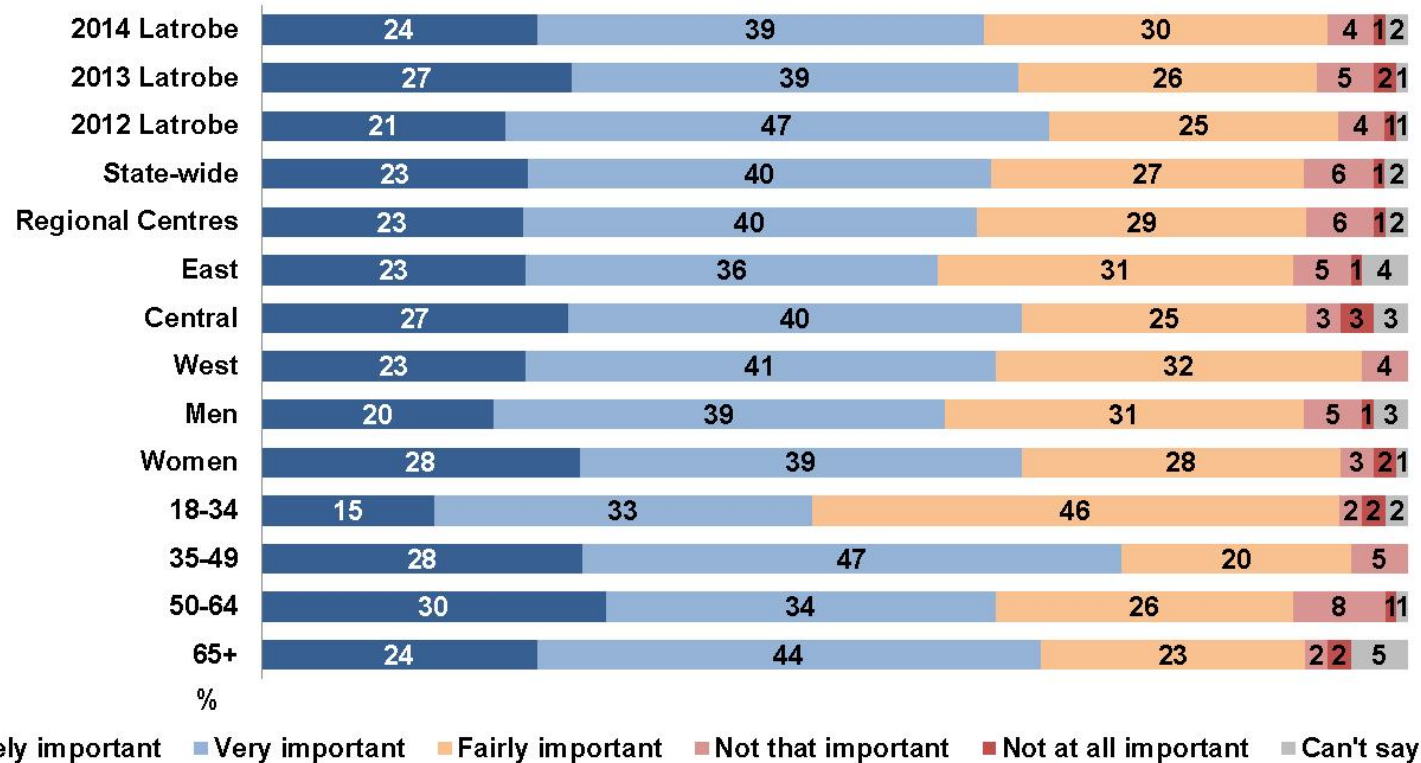
60

Note: please see page 6 for explanation about significant differences

Community Satisfaction Survey 2014 – Latrobe City Council

# 2014 LOBBYING ON BEHALF OF THE COMMUNITY

## IMPORTANCE DETAILED PERCENTAGES



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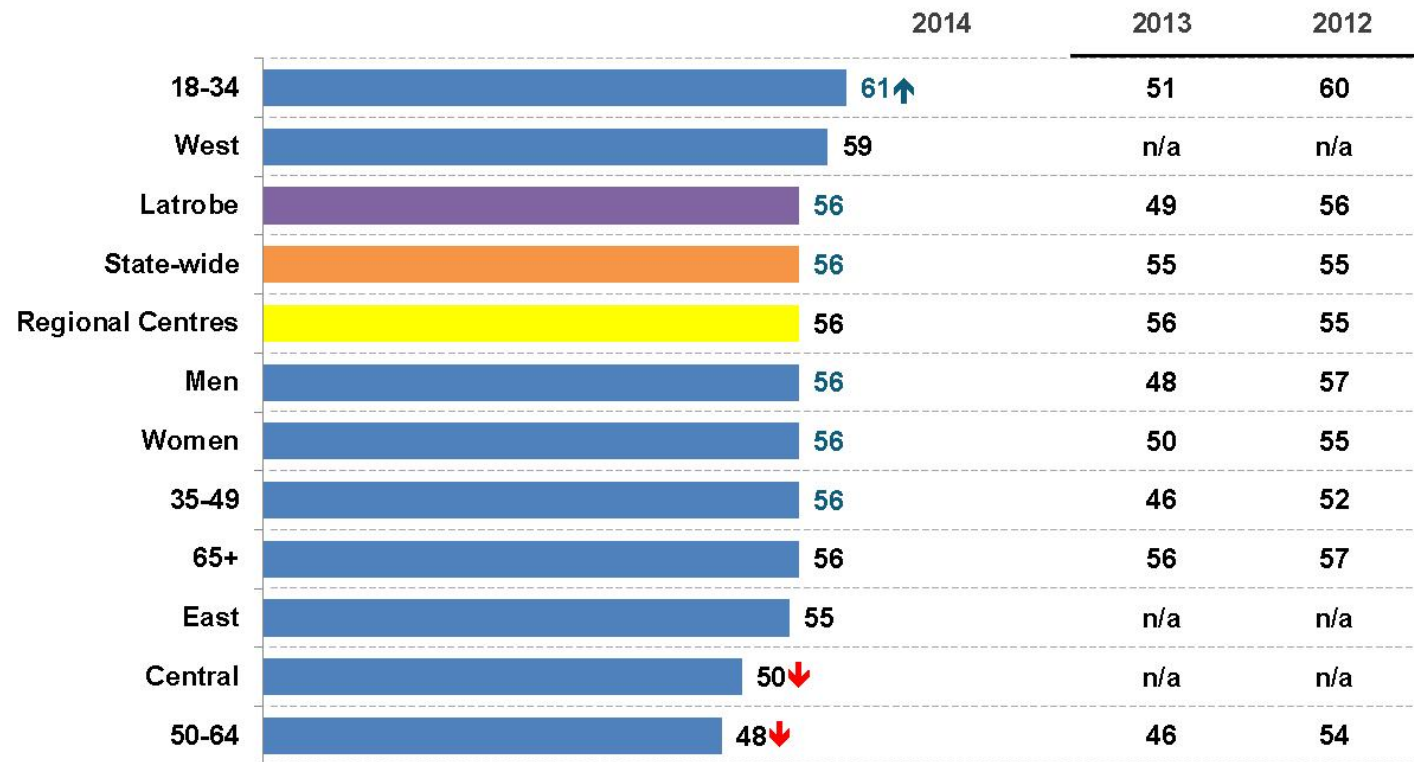


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Community Satisfaction Survey 2014 – Latrobe City Council

# 2014 LOBBYING ON BEHALF OF THE COMMUNITY PERFORMANCE INDEX CORES



Q2. How has Latrobe City Council performed on 'Lobbying on Behalf of the Community' over the last 12 months?

Base: All respondents. Councils asked statewide: 67 Councils asked group: 9

Note: please see page 6 for explanation about significant differences

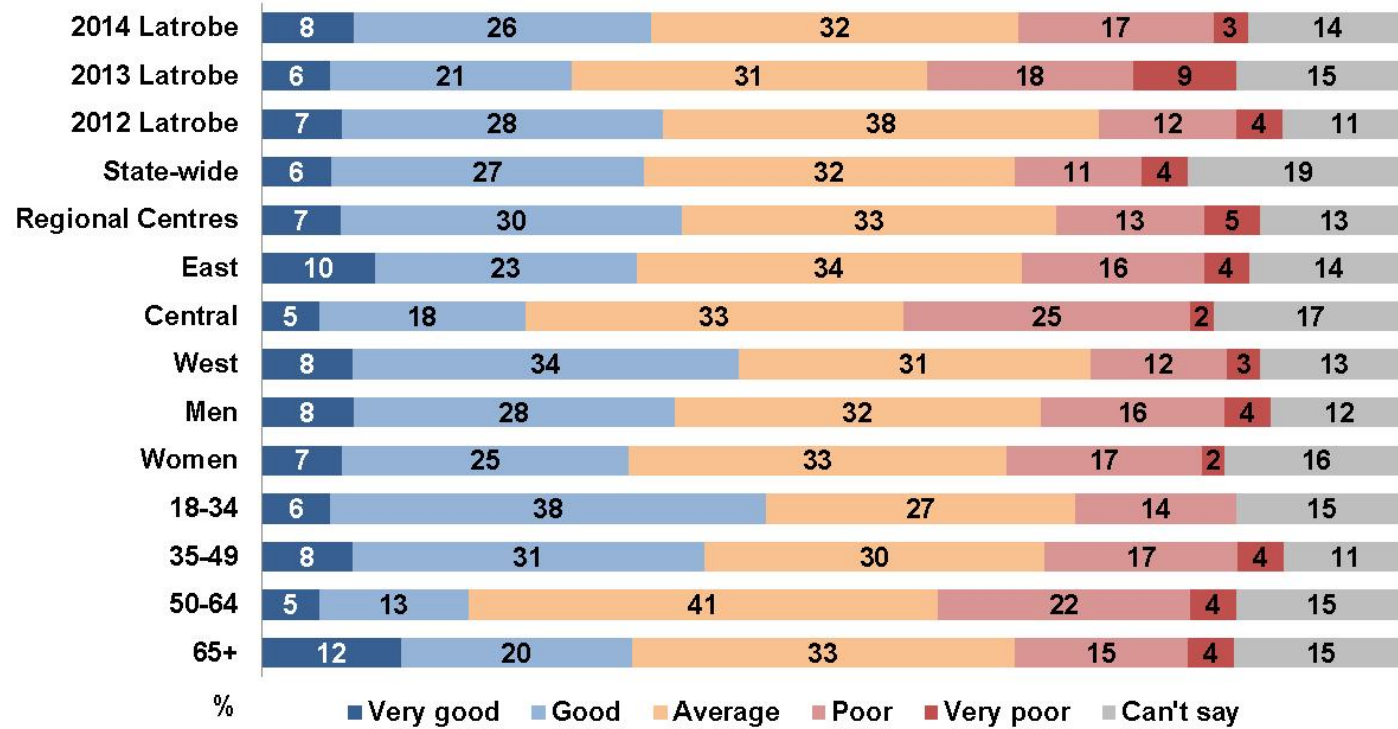


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Community Satisfaction Survey 2014 – Latrobe City Council

# 2014 LOBBYING ON BEHALF OF THE COMMUNITY PERFORMANCE DETAILED PERCENTAGES



Q2. How has Latrobe City Council performed on 'Lobbying on Behalf of the Community' over the last 12 months?

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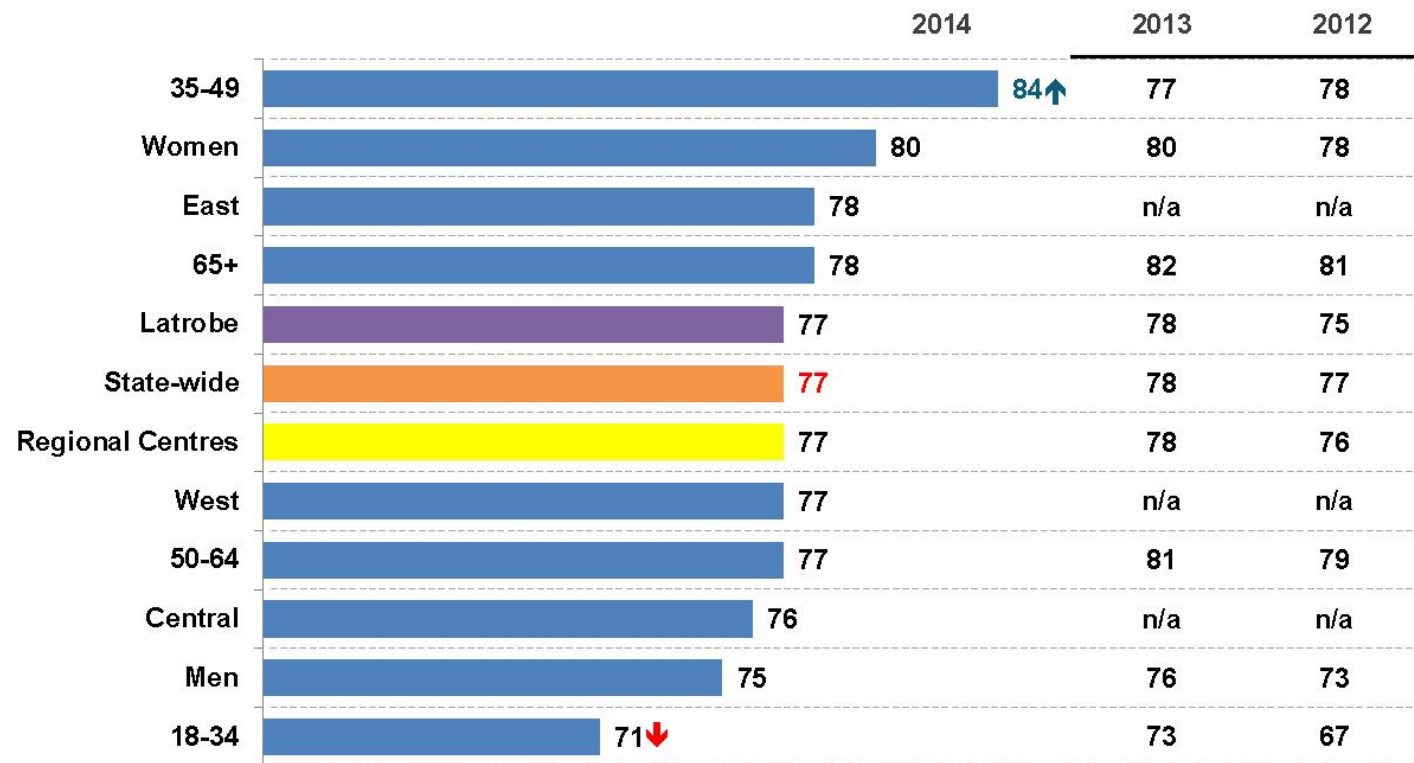


J W S R E S E A R C H

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Community Satisfaction Survey 2014 – Latrobe City Council

# 2014 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA IMPORTANCE INDEX SCORES



Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Latrobe City Council?

Base: All respondents. Councils asked statewide: 27 Councils asked group: 5

Note: please see page 6 for explanation about significant differences

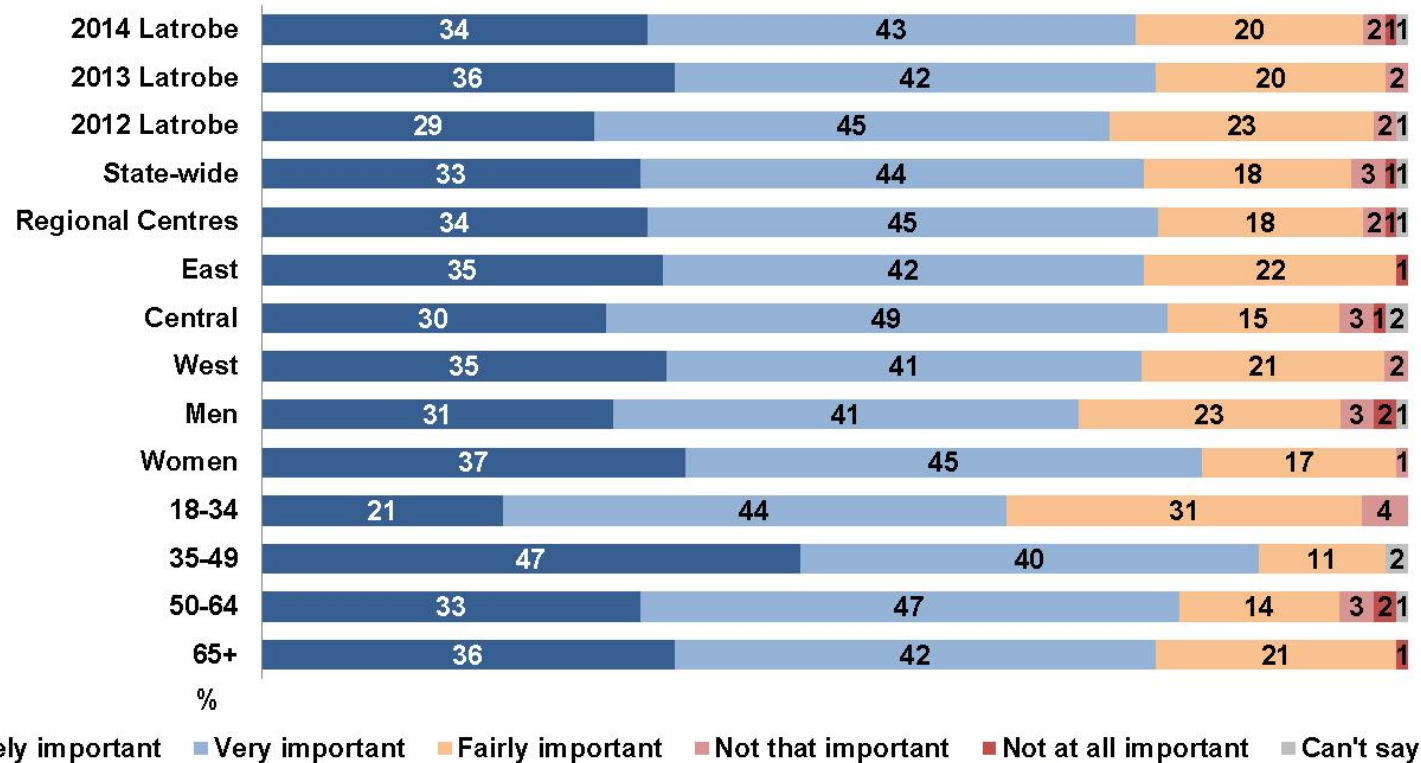


J W S R E S E A R C H

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Community Satisfaction Survey 2014 – Latrobe City Council

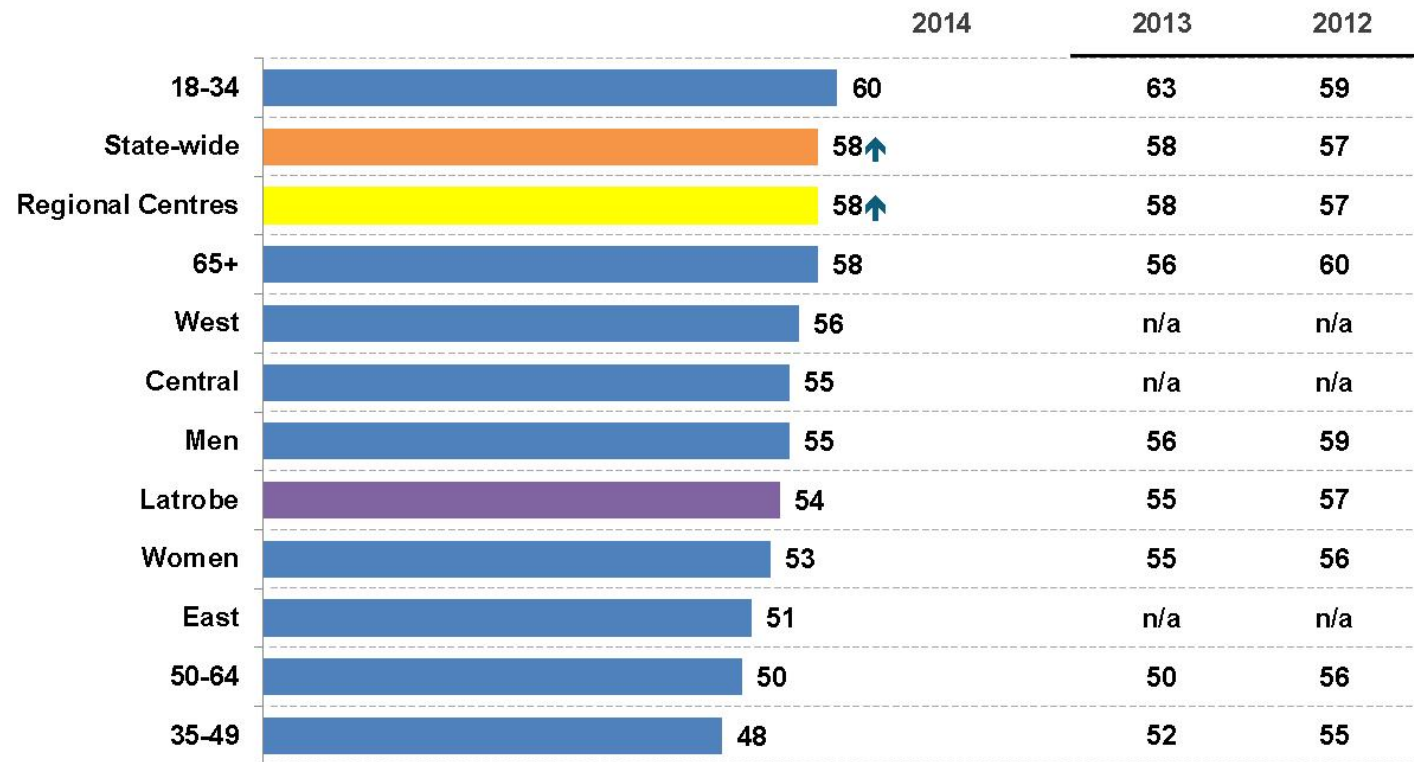
# 2014 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA IMPORTANCE DETAILED PERCENTAGES



Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Latrobe City Council?  
 Base: All respondents. Councils asked statewide: 27 Councils asked group: 5



# 2014 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA PERFORMANCE INDEX SCORES



Q2. How has Latrobe City Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?

Base: All respondents. Councils asked statewide: 46 Councils asked group: 7

Note: please see page 6 for explanation about significant differences

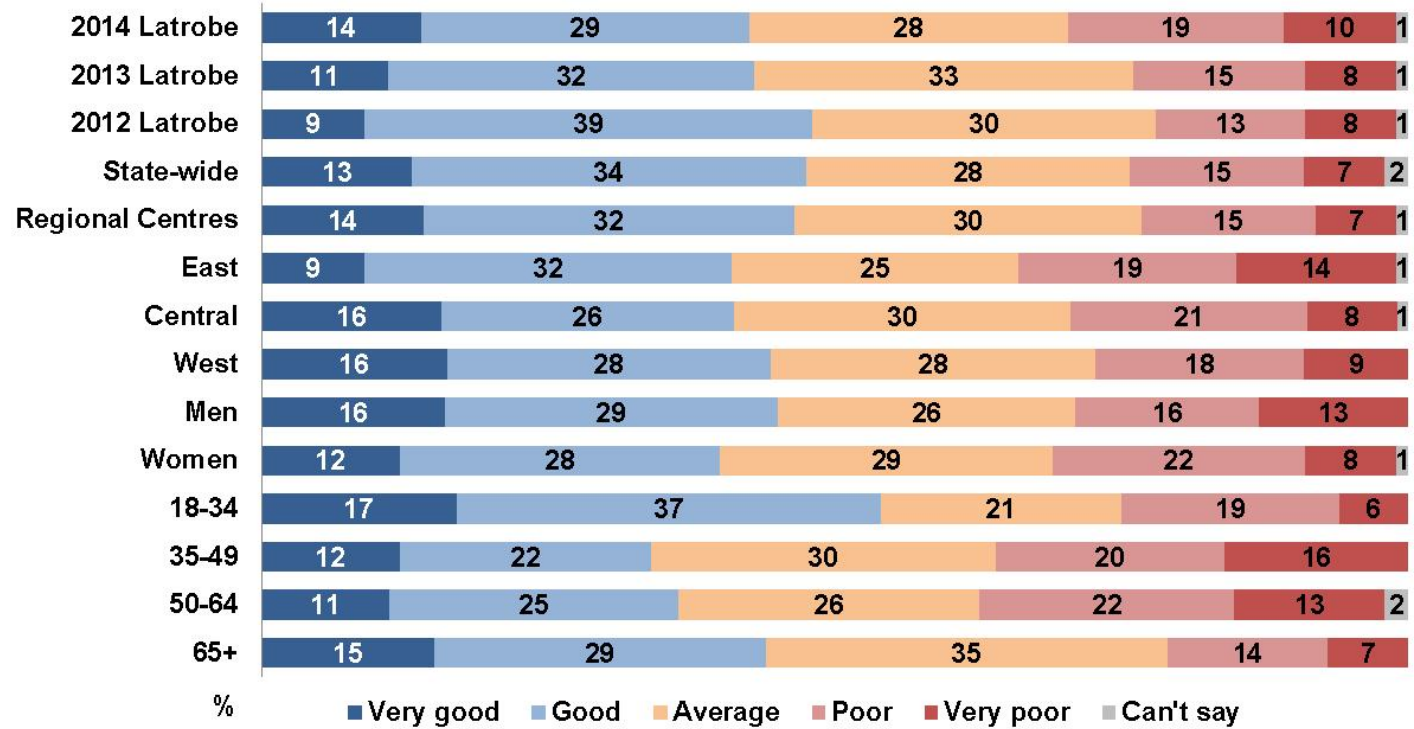


J W S R E S E A R C H

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Community Satisfaction Survey 2014 – Latrobe City Council

# 2014 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA PERFORMANCE DETAILED PERCENTAGES



Q2. How has Latrobe City Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?

Base: All respondents. Councils asked statewide: 46 Councils asked group: 7



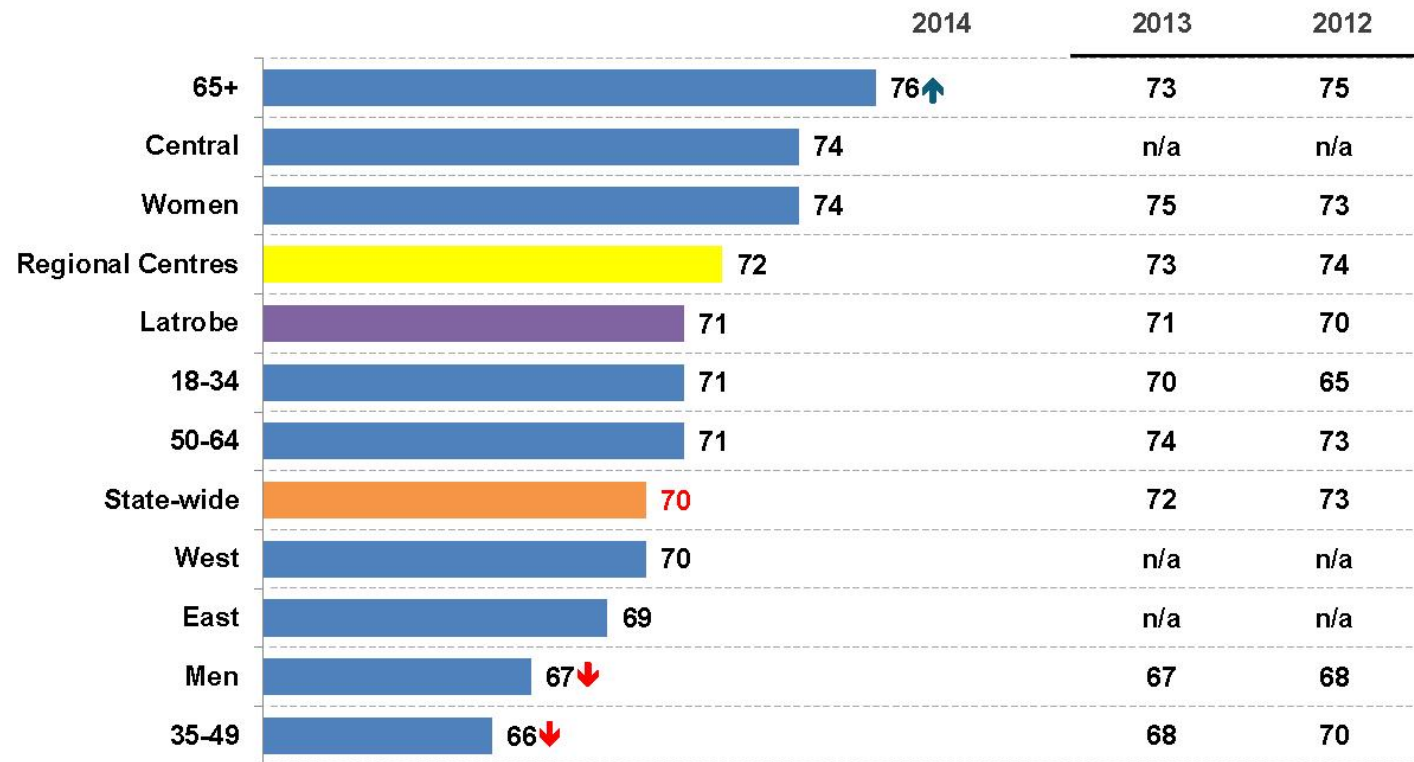
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# 2014 TRAFFIC MANAGEMENT IMPORTANCE INDEX SCORES



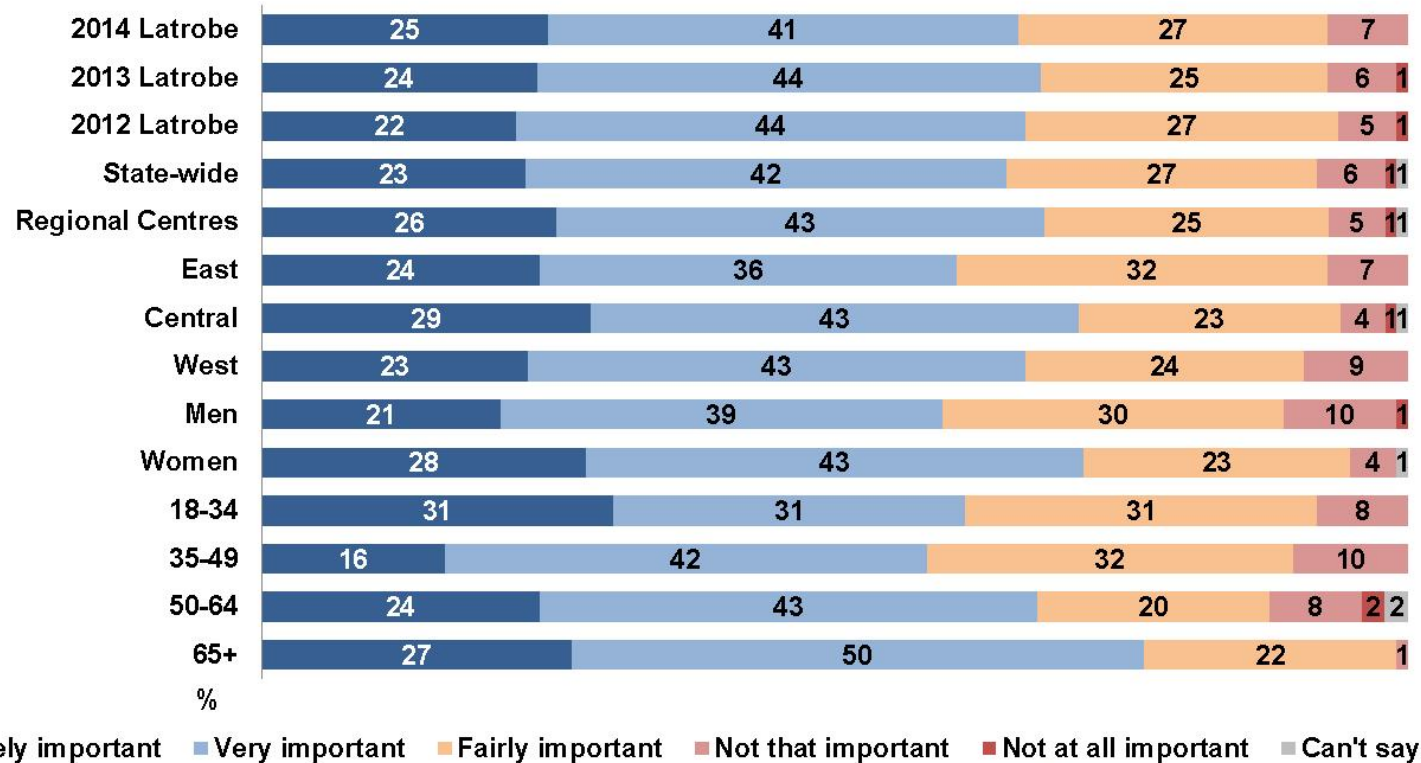
Q1. Firstly, how important should 'Traffic Management' be as a responsibility for Latrobe City Council?  
 Base: All respondents. Councils asked statewide: 18 Councils asked group: 5



Note: please see page 6 for explanation about significant differences

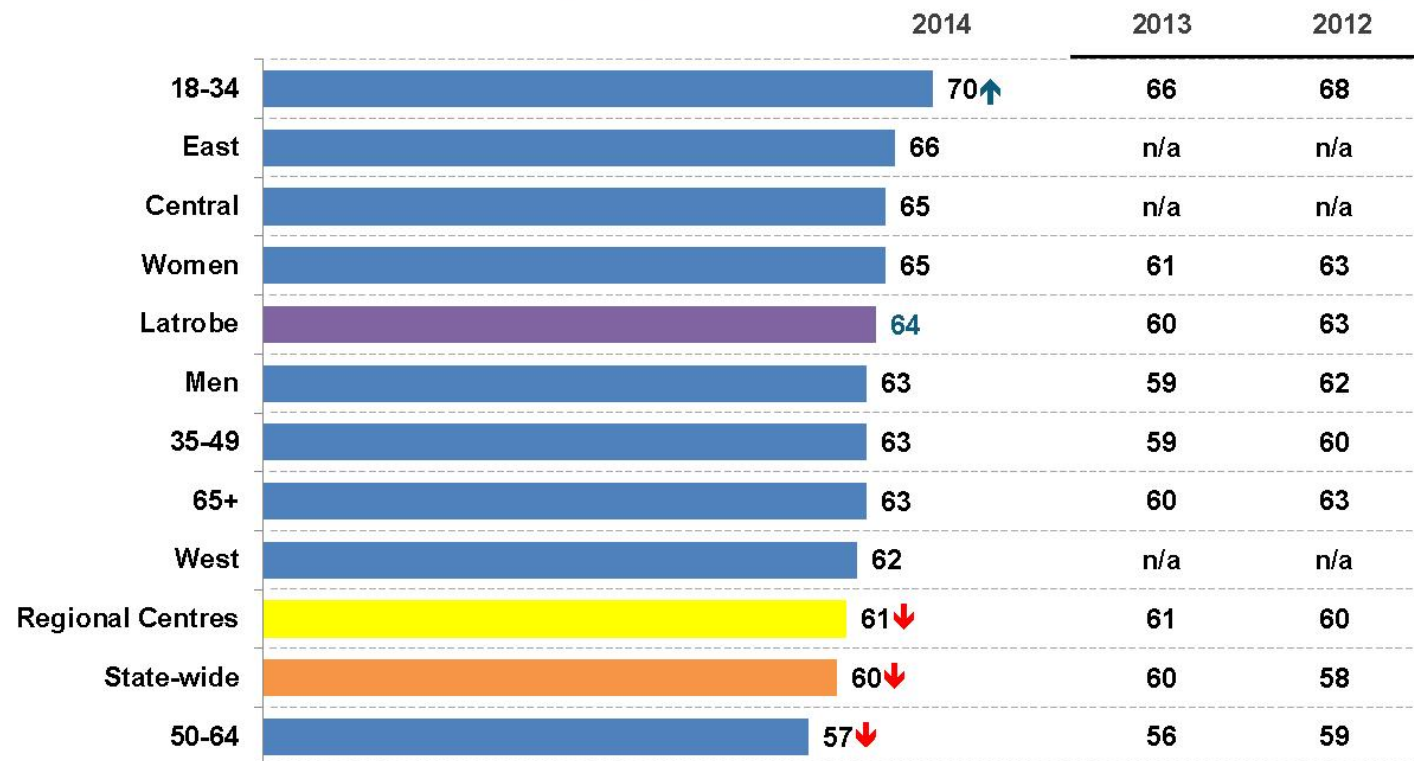
Community Satisfaction Survey 2014 – Latrobe City Council

# 2014 TRAFFIC MANAGEMENT IMPORTANCE DETAILED PERCENTAGES



Q1. Firstly, how important should 'Traffic Management' be as a responsibility for Latrobe City Council?  
 Base: All respondents. Councils asked statewide: 18 Councils asked group: 5

# 2014 TRAFFIC MANAGEMENT PERFORMANCE INDEX CORES



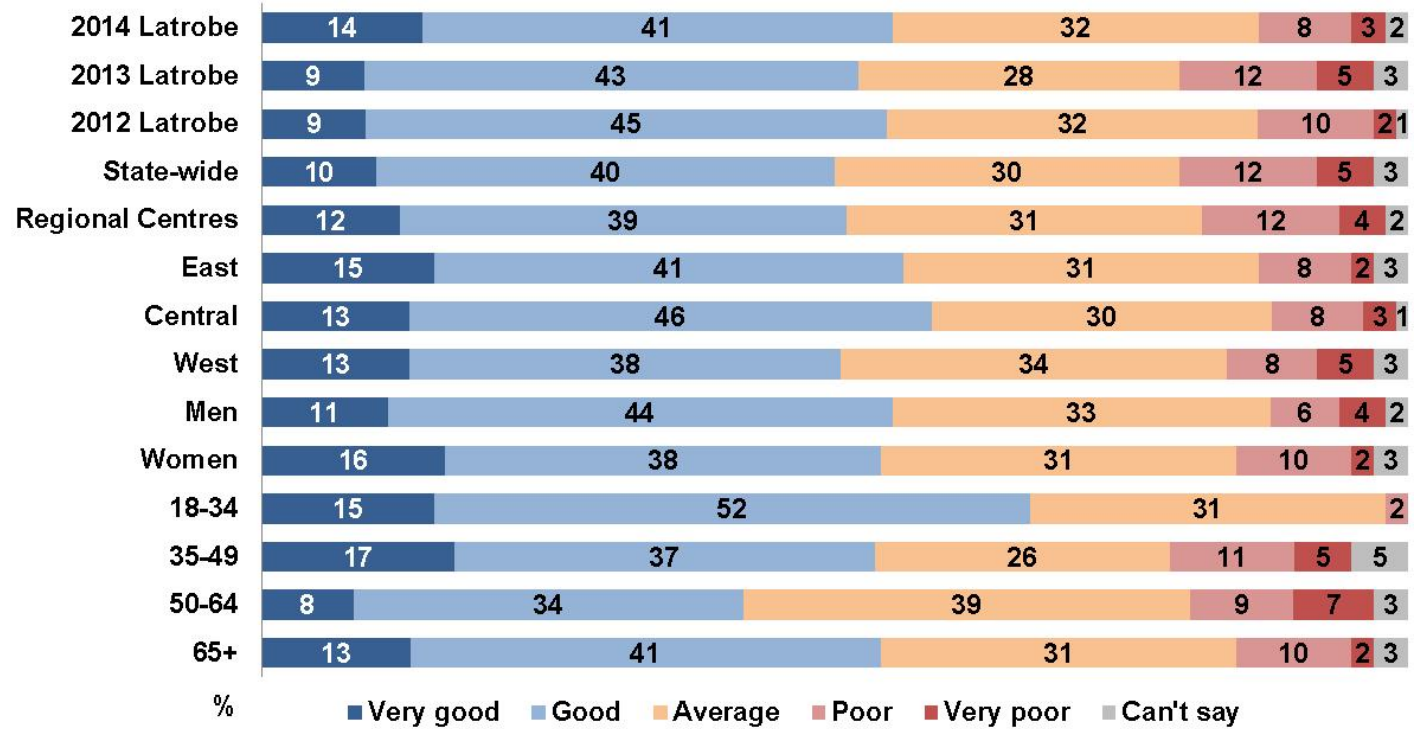
Q2. How has Latrobe City Council performed on 'Traffic Management' over the last 12 months?  
 Base: All respondents. Councils asked statewide: 30 Councils asked group: 6



Note: please see page 6 for explanation about significant differences

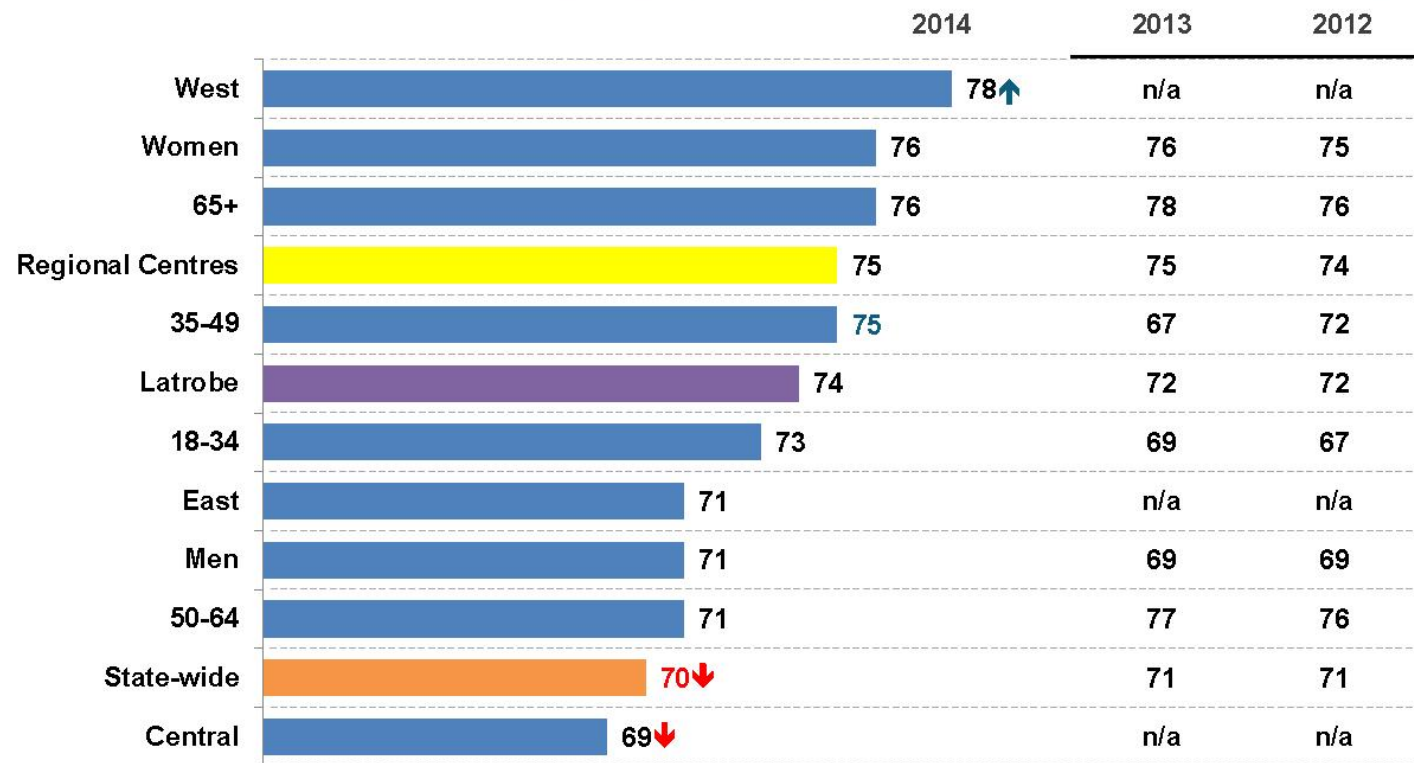
Community Satisfaction Survey 2014 – Latrobe City Council

# 2014 TRAFFIC MANAGEMENT PERFORMANCE DETAILED PERCENTAGES



Q2. How has Latrobe City Council performed on 'Traffic Management' over the last 12 months?  
 Base: All respondents. Councils asked statewide: 30 Councils asked group: 6

# 2014 PARKING FACILITIES IMPORTANCE INDEX CORES



Q1. Firstly, how important should 'Parking Facilities' be as a responsibility for Latrobe City Council?  
 Base: All respondents. Councils asked statewide: 19 Councils asked group: 5

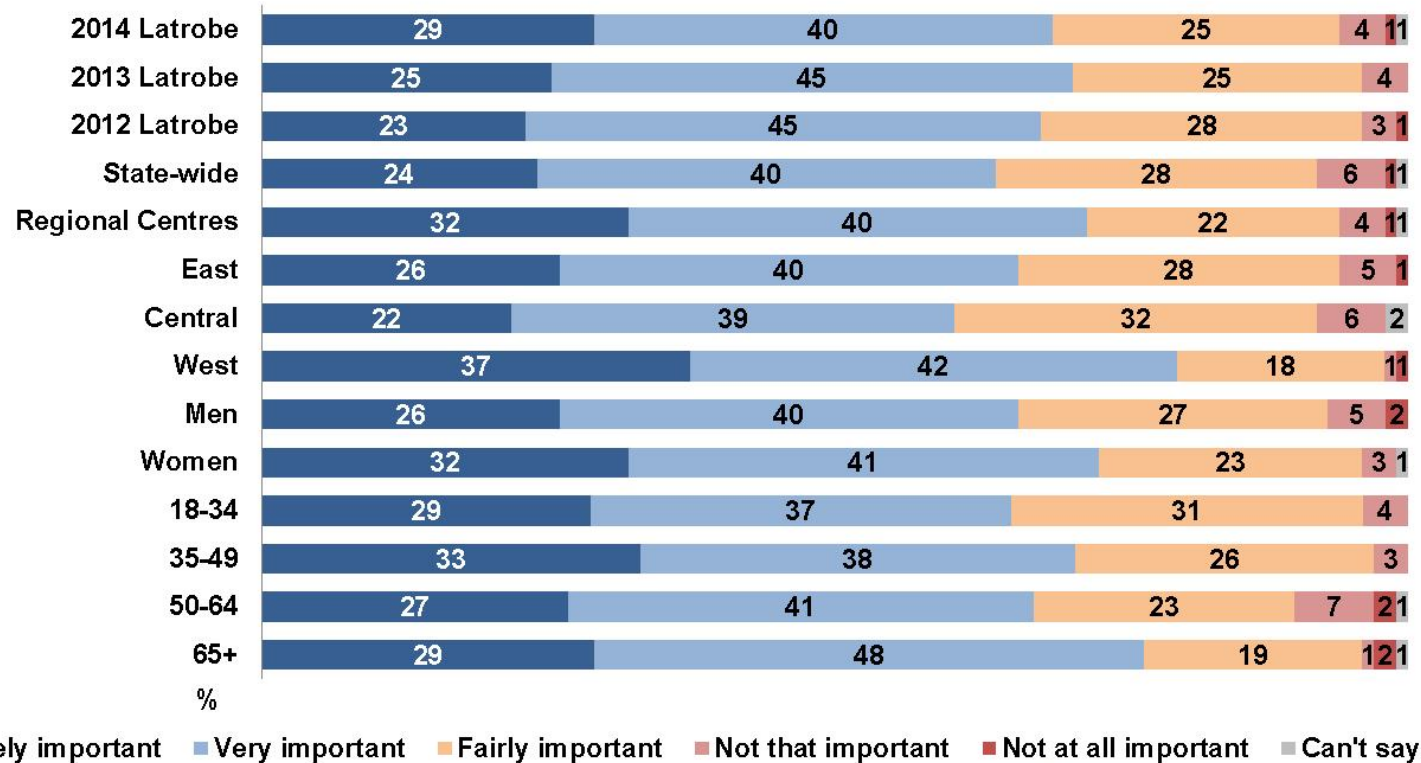


Note: please see page 6 for explanation about significant differences

Community Satisfaction Survey 2014 – Latrobe City Council

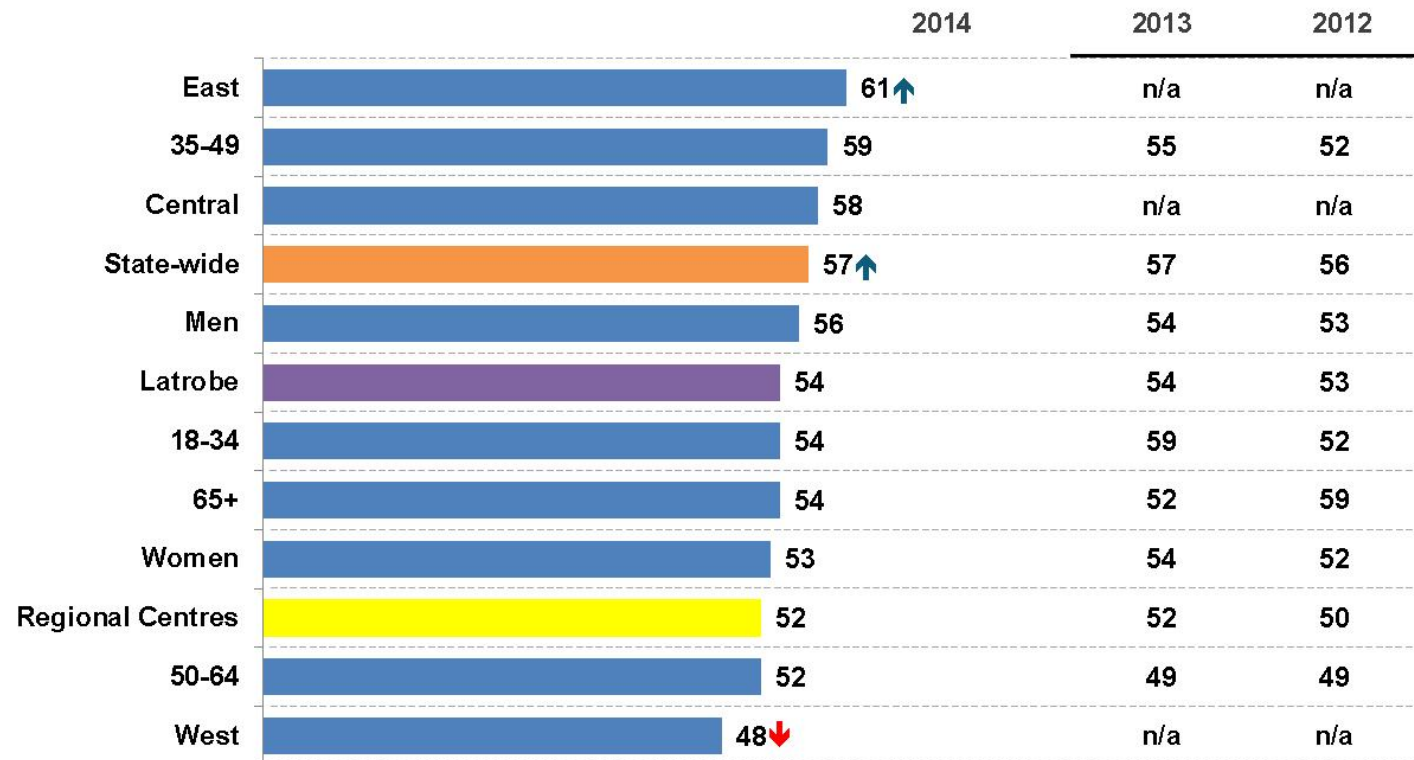
# 2014 PARKING FACILITIES

## IMPORTANCE DETAILED PERCENTAGES



Q1. Firstly, how important should 'Parking Facilities' be as a responsibility for Latrobe City Council?  
 Base: All respondents. Councils asked statewide: 19 Councils asked group: 5

# 2014 PARKING FACILITIES PERFORMANCE INDEX SCORES



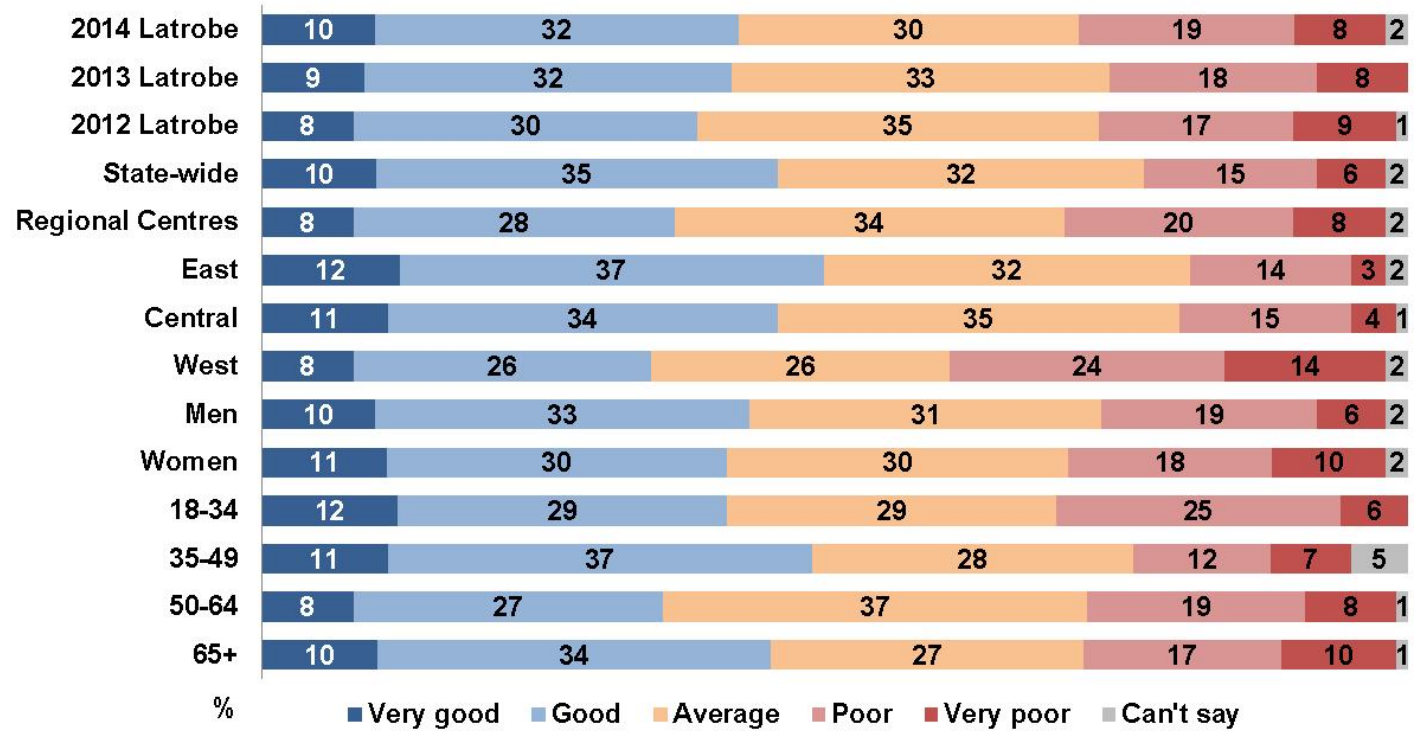
Q2. How has Latrobe City Council performed on 'Parking Facilities' over the last 12 months?  
 Base: All respondents. Councils asked statewide: 33 Councils asked group: 7



Note: please see page 6 for explanation about significant differences

Community Satisfaction Survey 2014 – Latrobe City Council

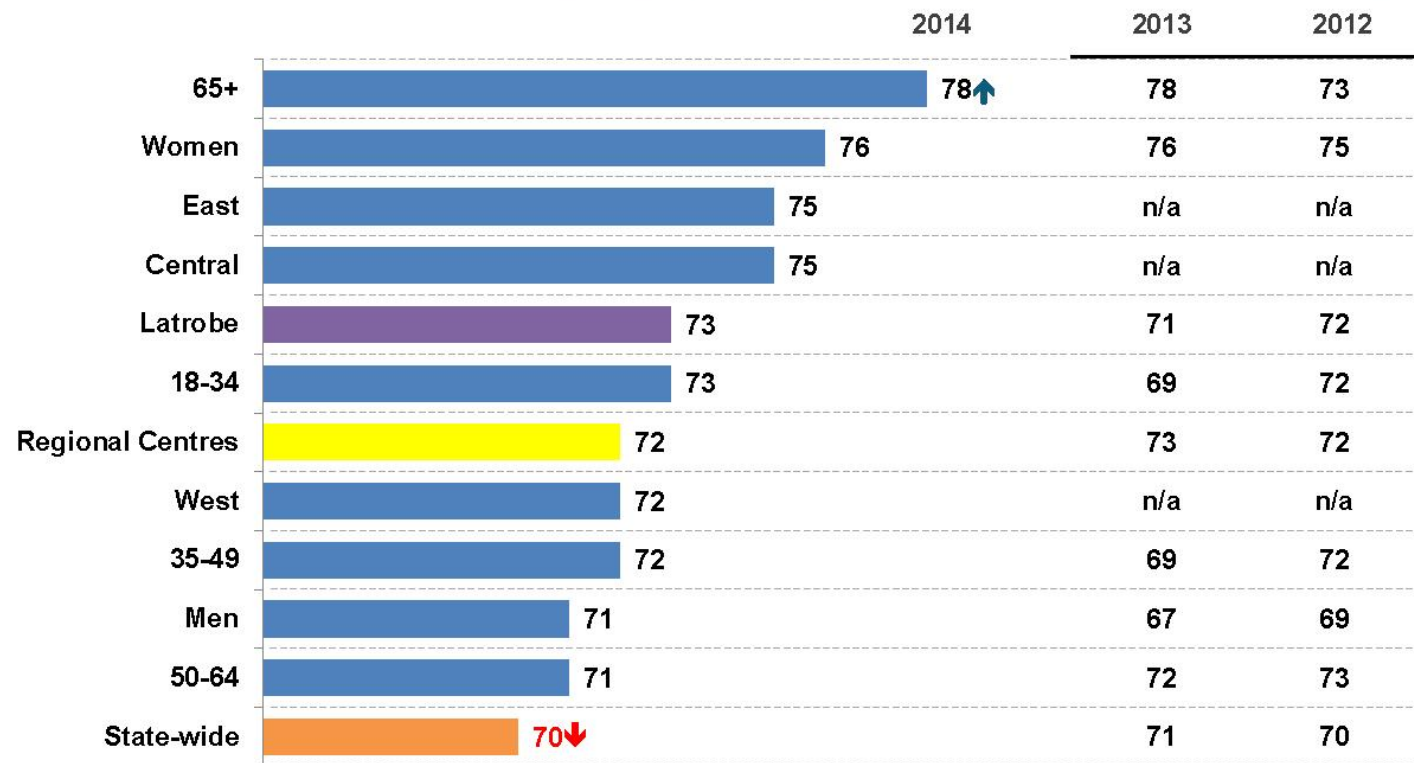
# 2014 PARKING FACILITIES PERFORMANCE DETAILED PERCENTAGES



Q2. How has Latrobe City Council performed on 'Parking Facilities' over the last 12 months?  
 Base: All respondents. Councils asked statewide: 33 Councils asked group: 7



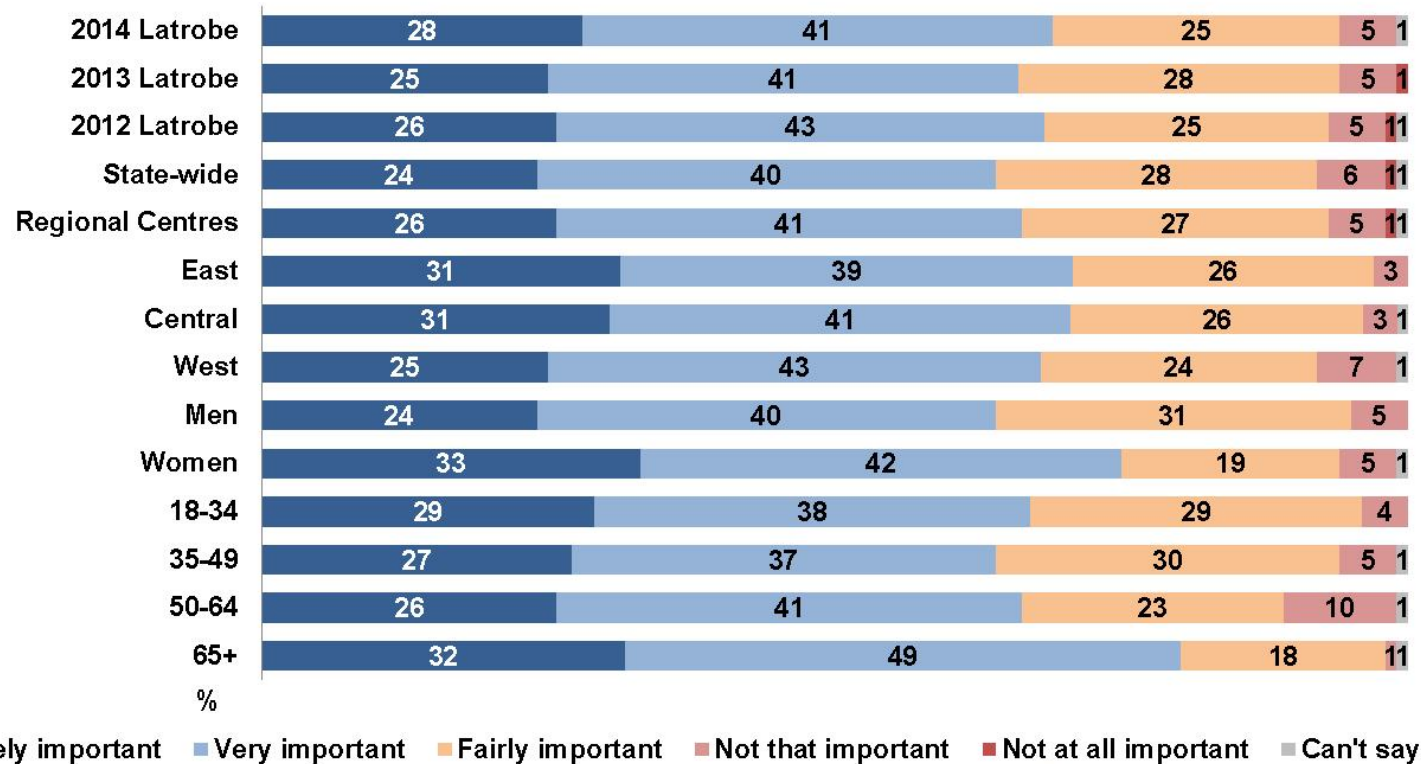
# 2014 ENFORCEMENT OF LOCAL LAWS IMPORTANCE INDEX SCORES



Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Latrobe City Council?  
Base: All respondents. Councils asked statewide: 22 Councils asked group: 5

Note: please see page 6 for explanation about significant differences

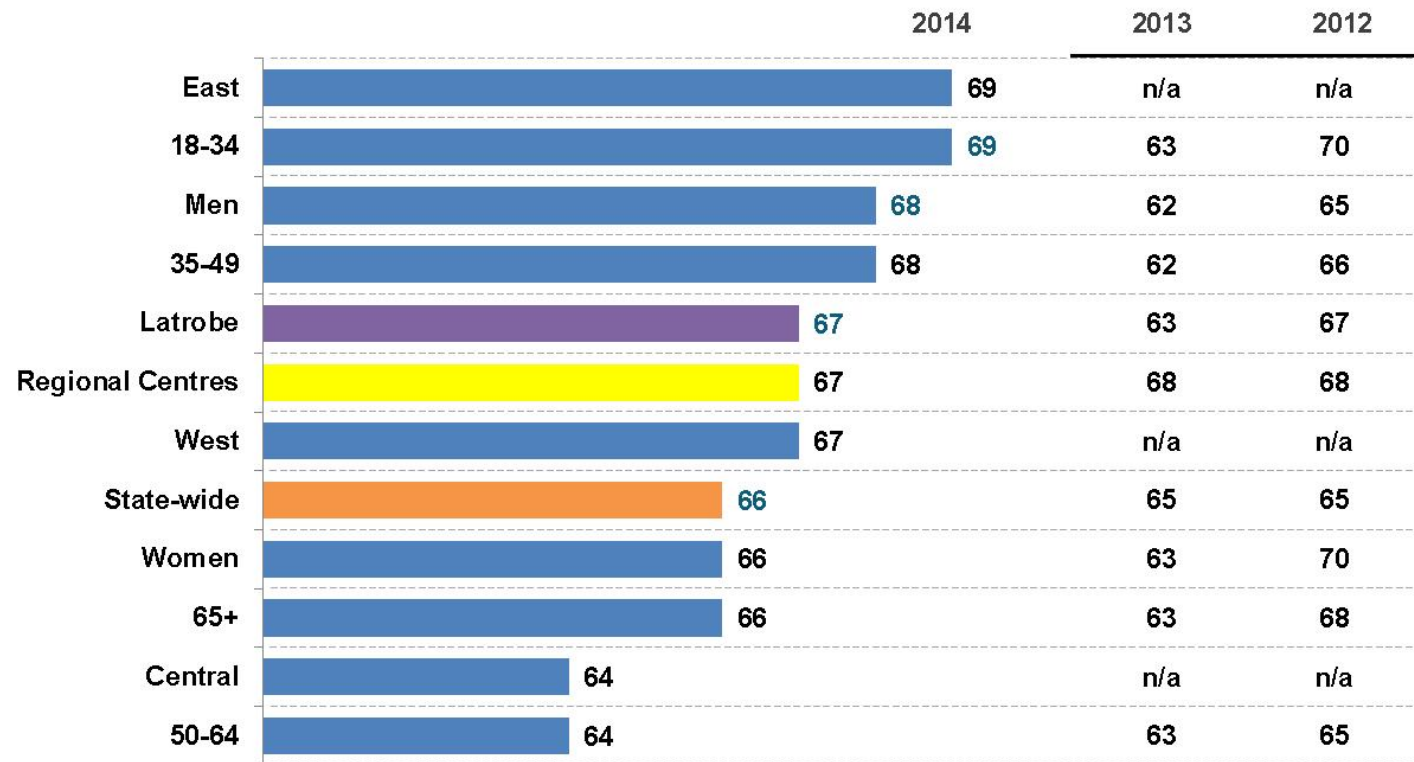
# 2014 ENFORCEMENT OF LOCAL LAWS IMPORTANCE DETAILED PERCENTAGES



Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Latrobe City Council?  
Base: All respondents. Councils asked statewide: 22 Councils asked group: 5



# 2014 ENFORCEMENT OF LOCAL LAWS PERFORMANCE INDEX CORES



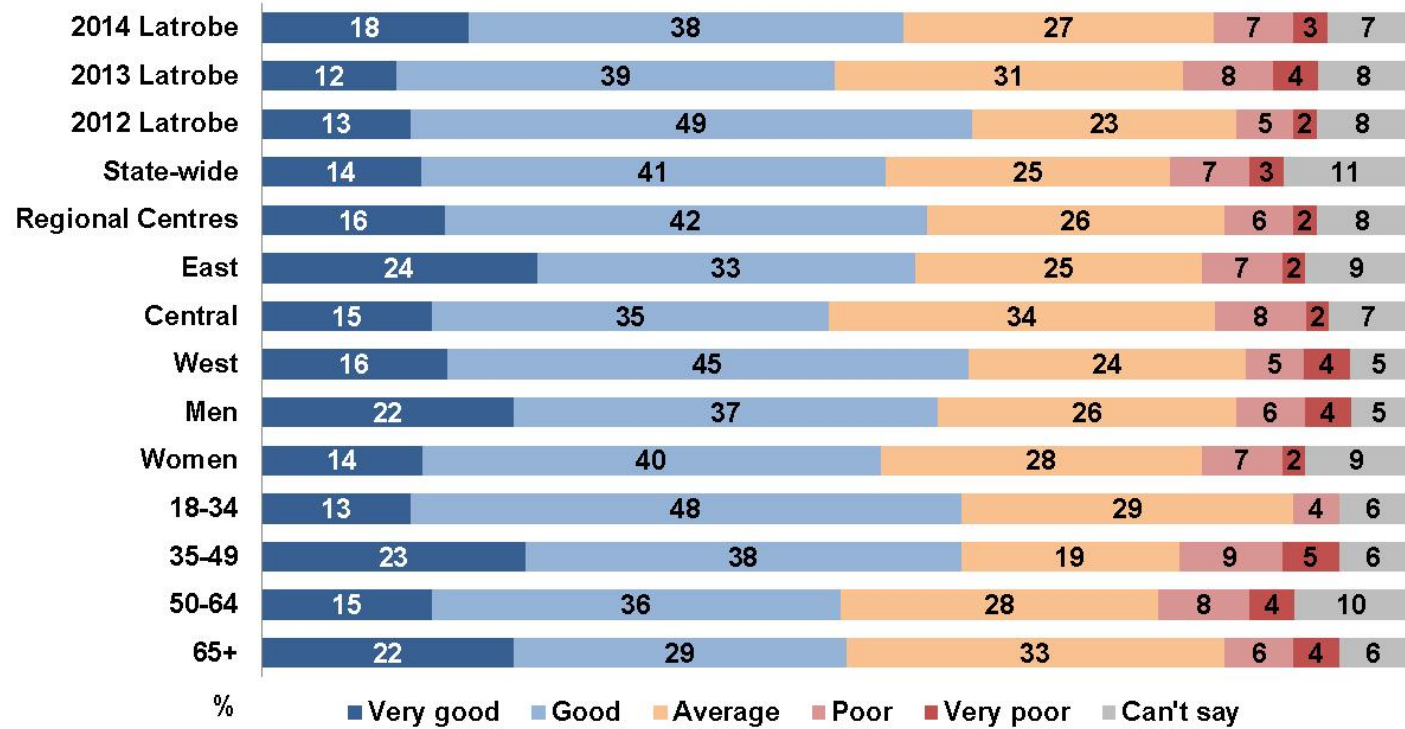
Q2. How has Latrobe City Council performed on 'Enforcement of local laws' over the last 12 months?  
Base: All respondents. Councils asked statewide: 40 Councils asked group: 7



Note: please see page 6 for explanation about significant differences

Community Satisfaction Survey 2014 – Latrobe City Council

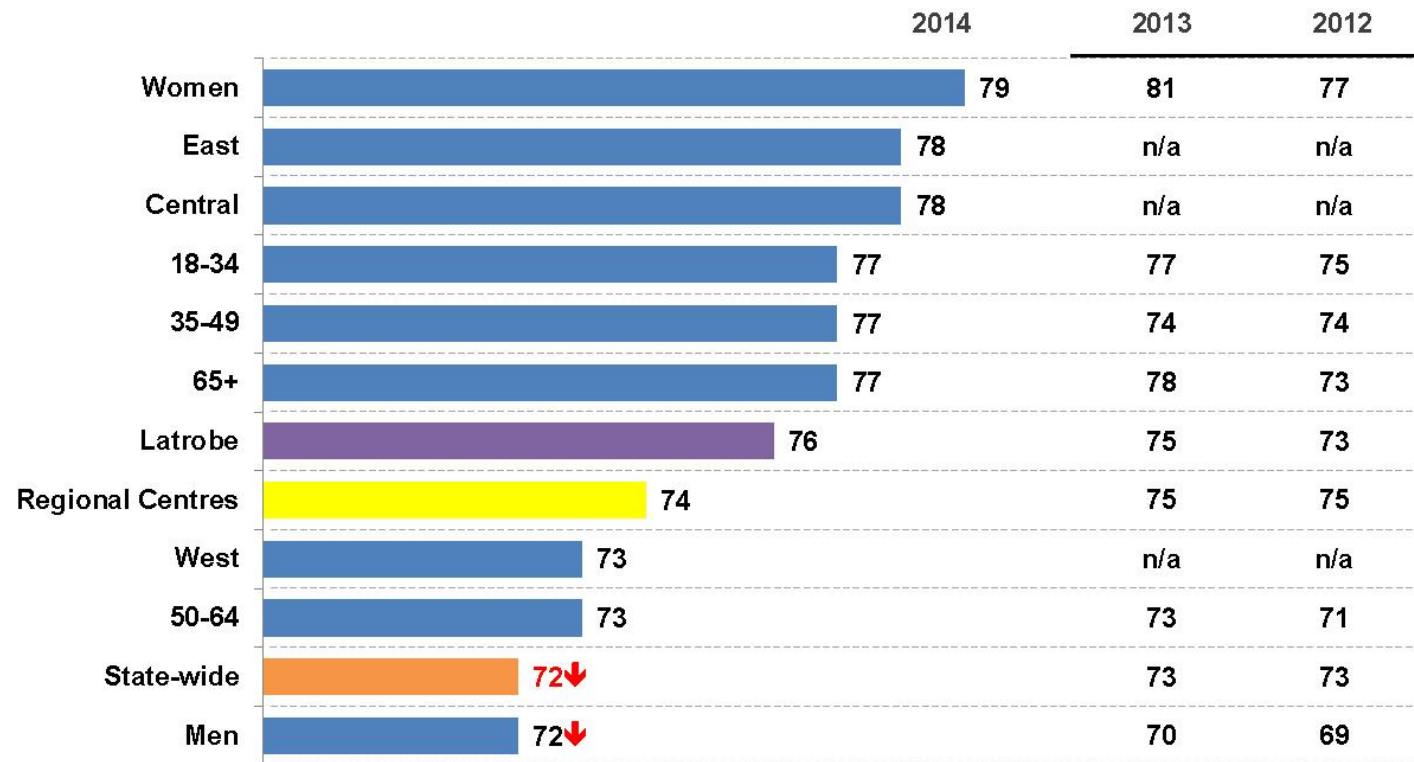
# 2014 ENFORCEMENT OF LOCAL LAWS PERFORMANCE DETAILED PERCENTAGES



Q2. How has Latrobe City Council performed on 'Enforcement of local laws' over the last 12 months?  
 Base: All respondents. Councils asked statewide: 40 Councils asked group: 7



# 2014 FAMILY SUPPORT SERVICES IMPORTANCE INDEX CORES



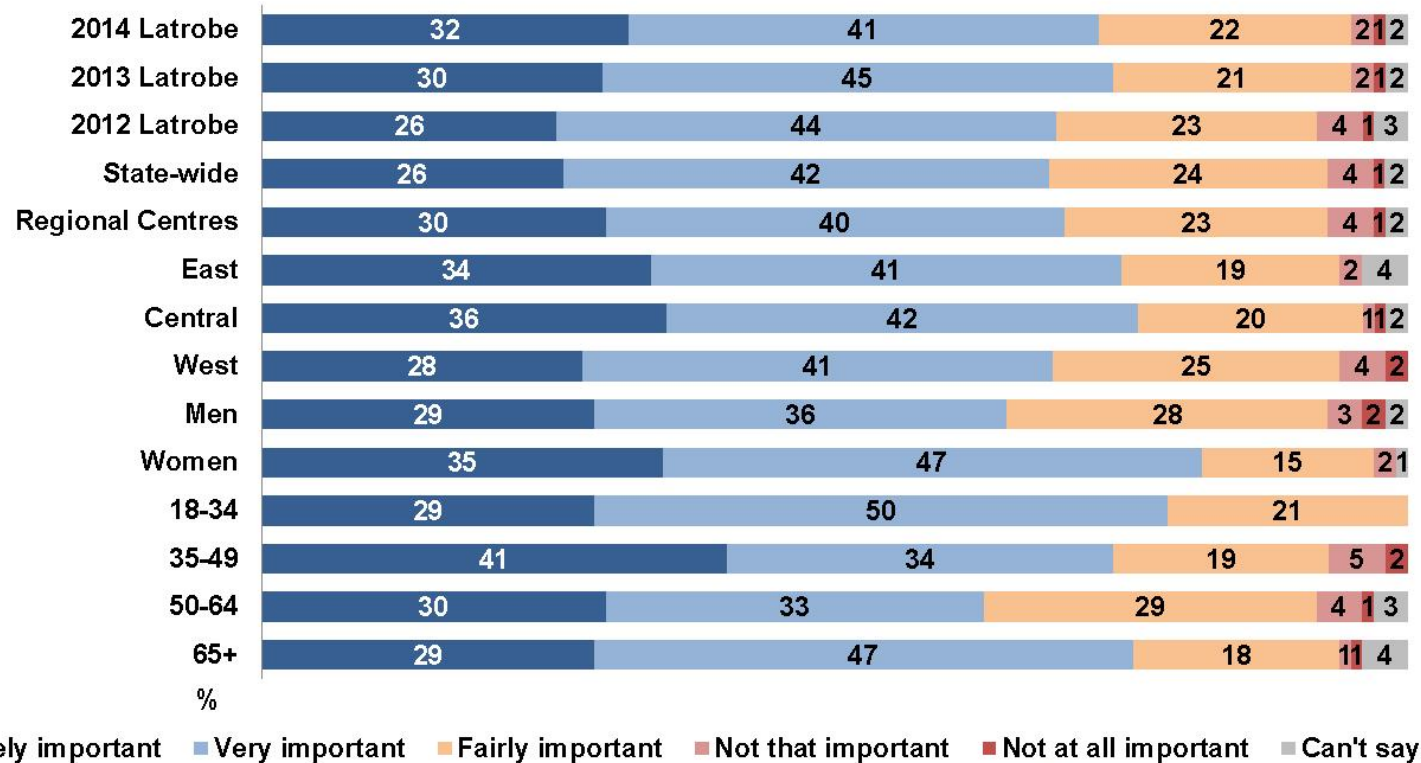
Q1. Firstly, how important should 'Family Support Services' be as a responsibility for Latrobe City Council?  
Base: All respondents. Councils asked statewide: 27 Councils asked group: 4



Note: please see page 6 for explanation about significant differences

# 2014 FAMILY SUPPORT SERVICES

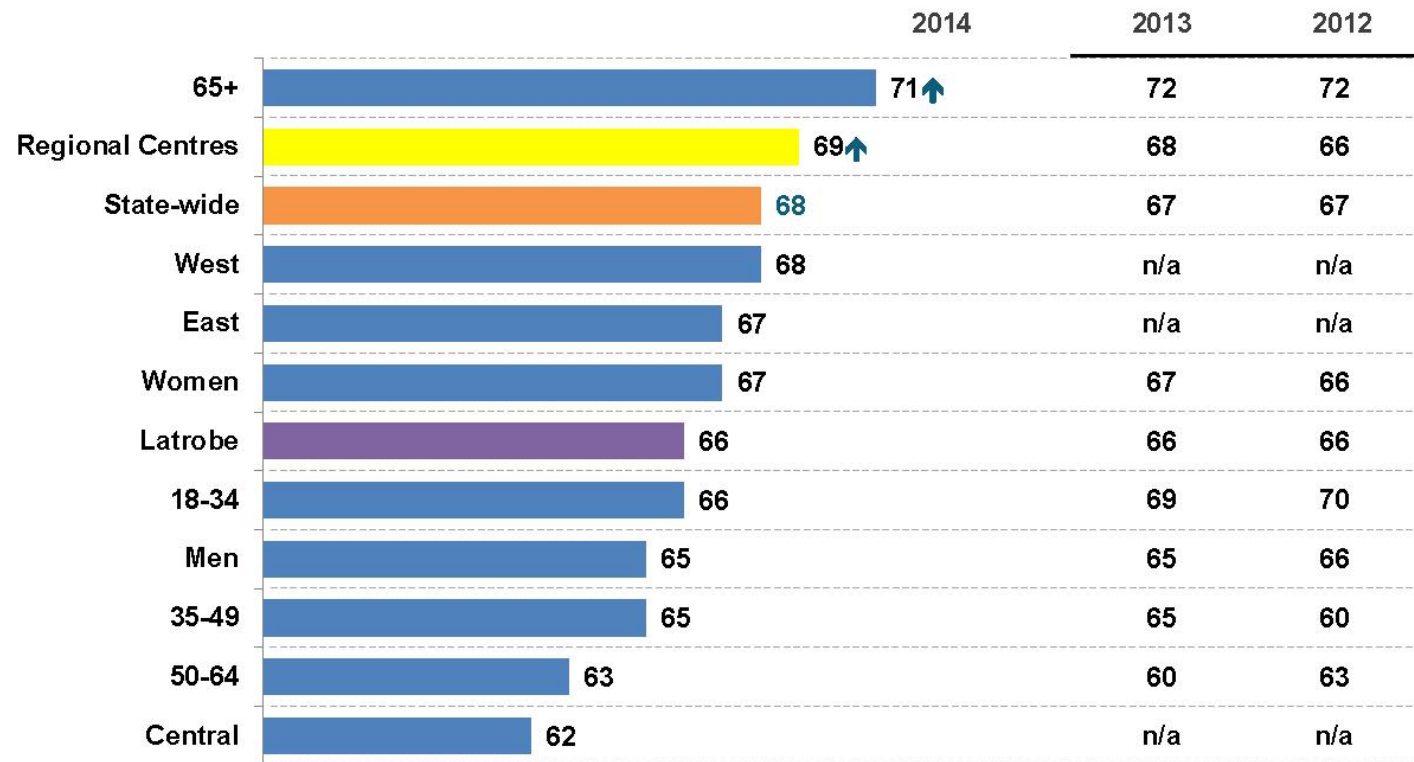
## IMPORTANCE DETAILED PERCENTAGES



Q1. Firstly, how important should 'Family Support Services' be as a responsibility for Latrobe City Council?  
 Base: All respondents. Councils asked statewide: 27 Councils asked group: 4



# 2014 FAMILY SUPPORT SERVICES PERFORMANCE INDEX SCORES

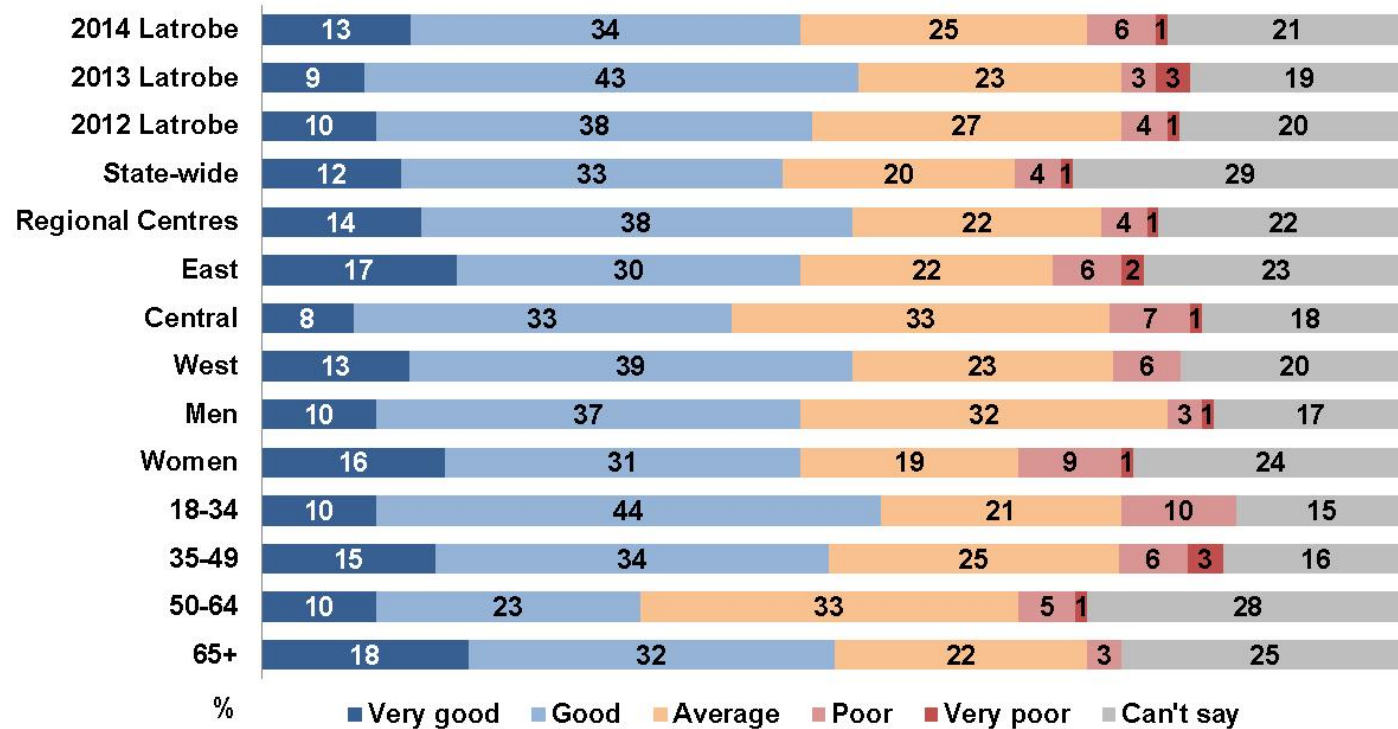


Q2. How has Latrobe City Council performed on 'Family Support Services' over the last 12 months?  
 Base: All respondents. Councils asked statewide: 44 Councils asked group: 6



Note: please see page 6 for explanation about significant differences

# 2014 FAMILY SUPPORT SERVICES PERFORMANCE DETAILED PERCENTAGES



Q2. How has Latrobe City Council performed on 'Family Support Services' over the last 12 months?  
Base: All respondents. Councils asked statewide: 44 Councils asked group: 6



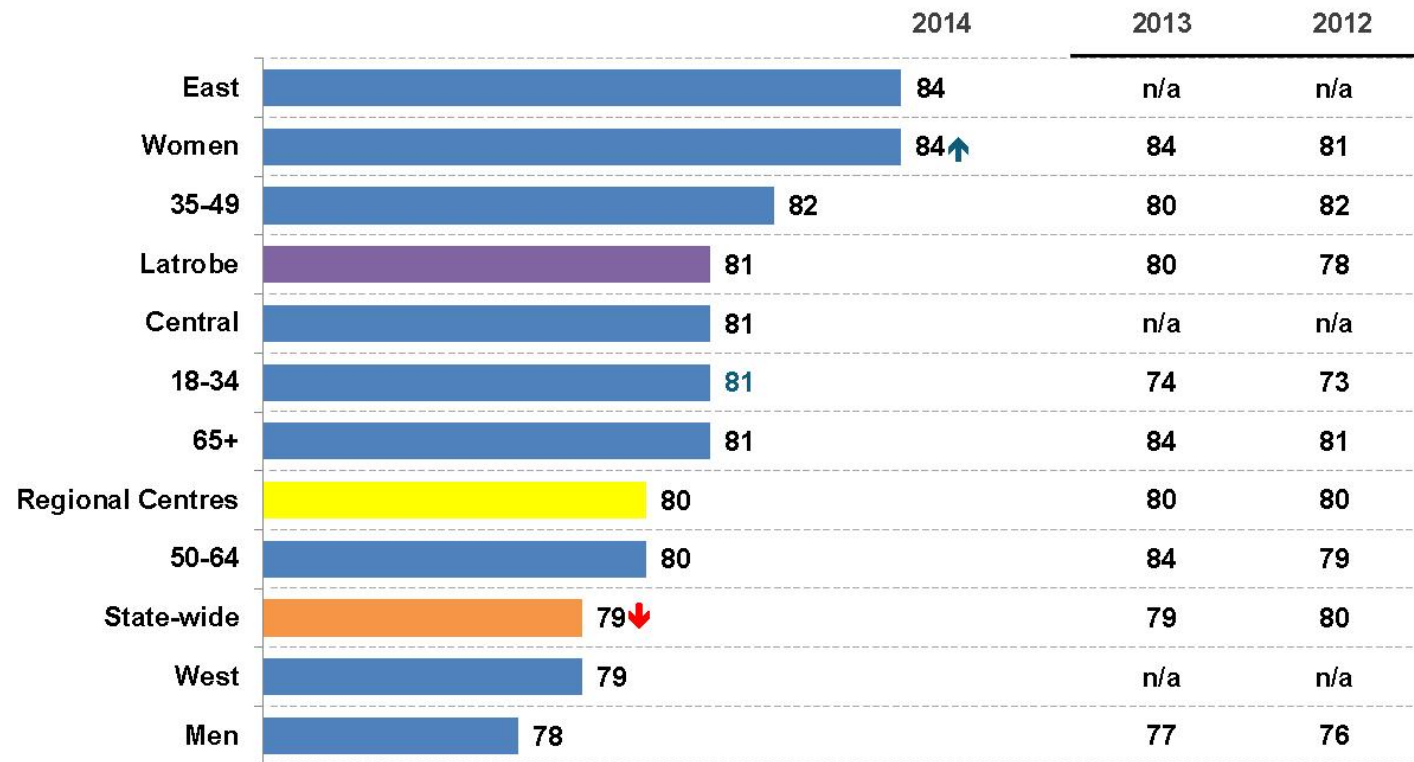
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Community Satisfaction Survey 2014 – Latrobe City Council



# 2014 ELDERLY SUPPORT SERVICES IMPORTANCE INDEX SCORES

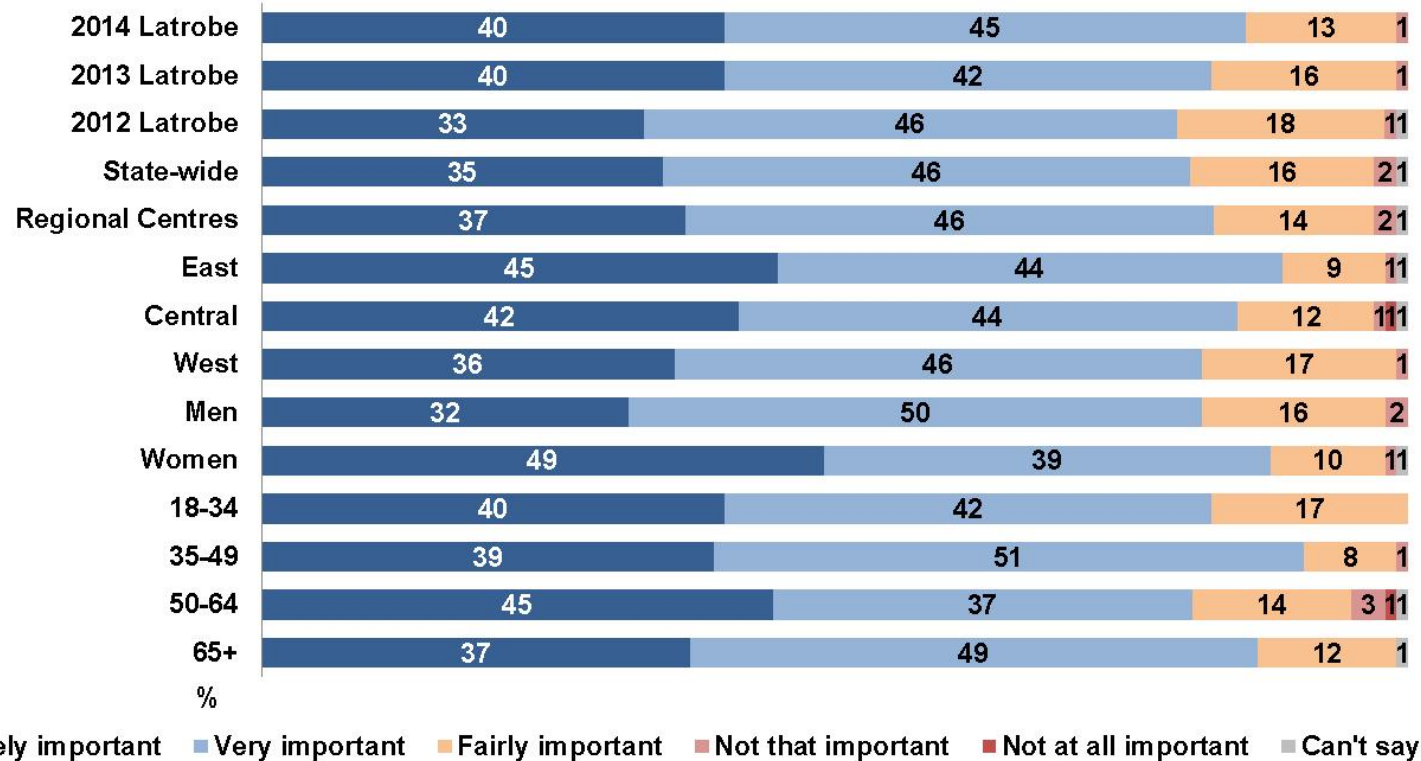


Q1. Firstly, how important should 'Elderly Support Services' be as a responsibility for Latrobe City Council?  
 Base: All respondents. Councils asked statewide: 25 Councils asked group: 4



Note: please see page 6 for explanation about significant differences

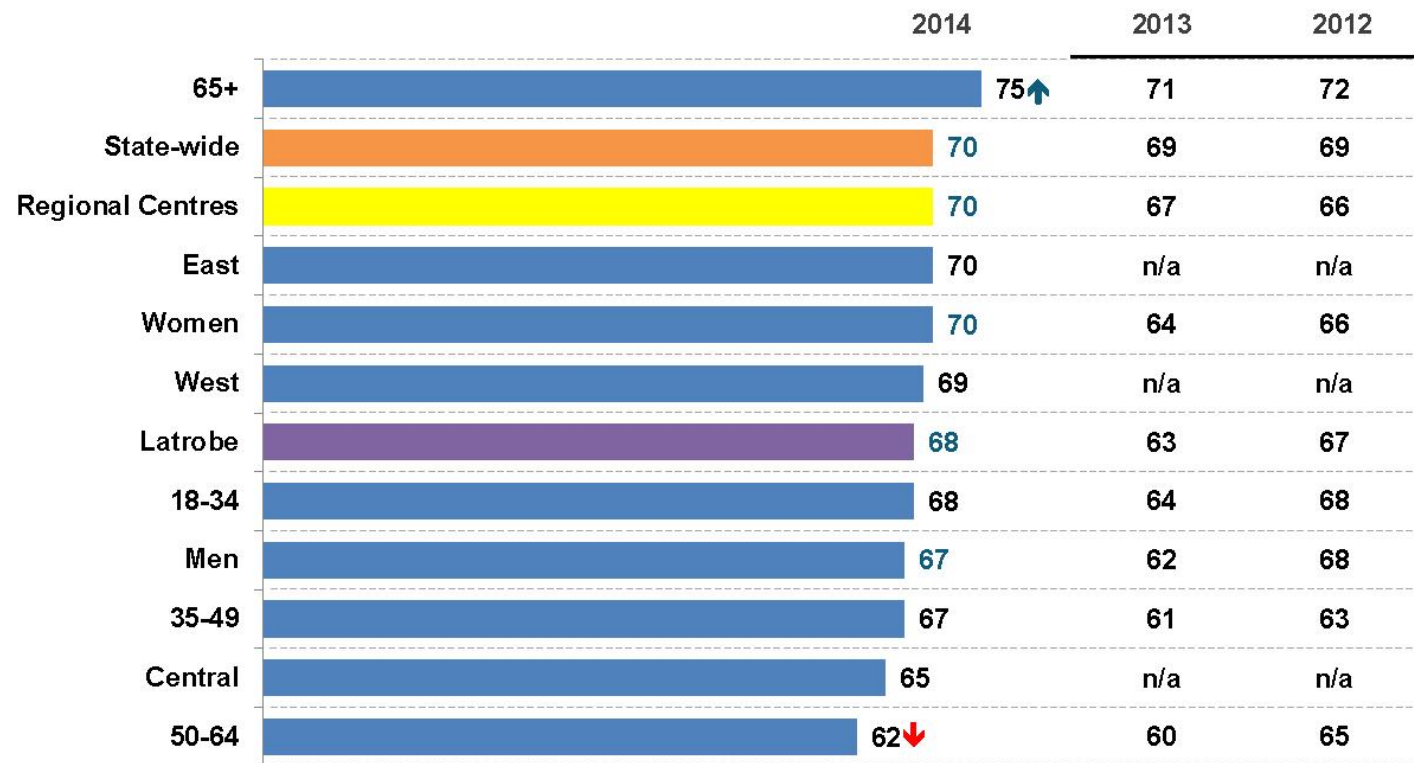
# 2014 ELDERLY SUPPORT SERVICES IMPORTANCE DETAILED PERCENTAGES



Q1. Firstly, how important should 'Elderly Support Services' be as a responsibility for Latrobe City Council?  
 Base: All respondents. Councils asked statewide: 25 Councils asked group: 4



# 2014 ELDERLY SUPPORT SERVICES PERFORMANCE INDEX CORES

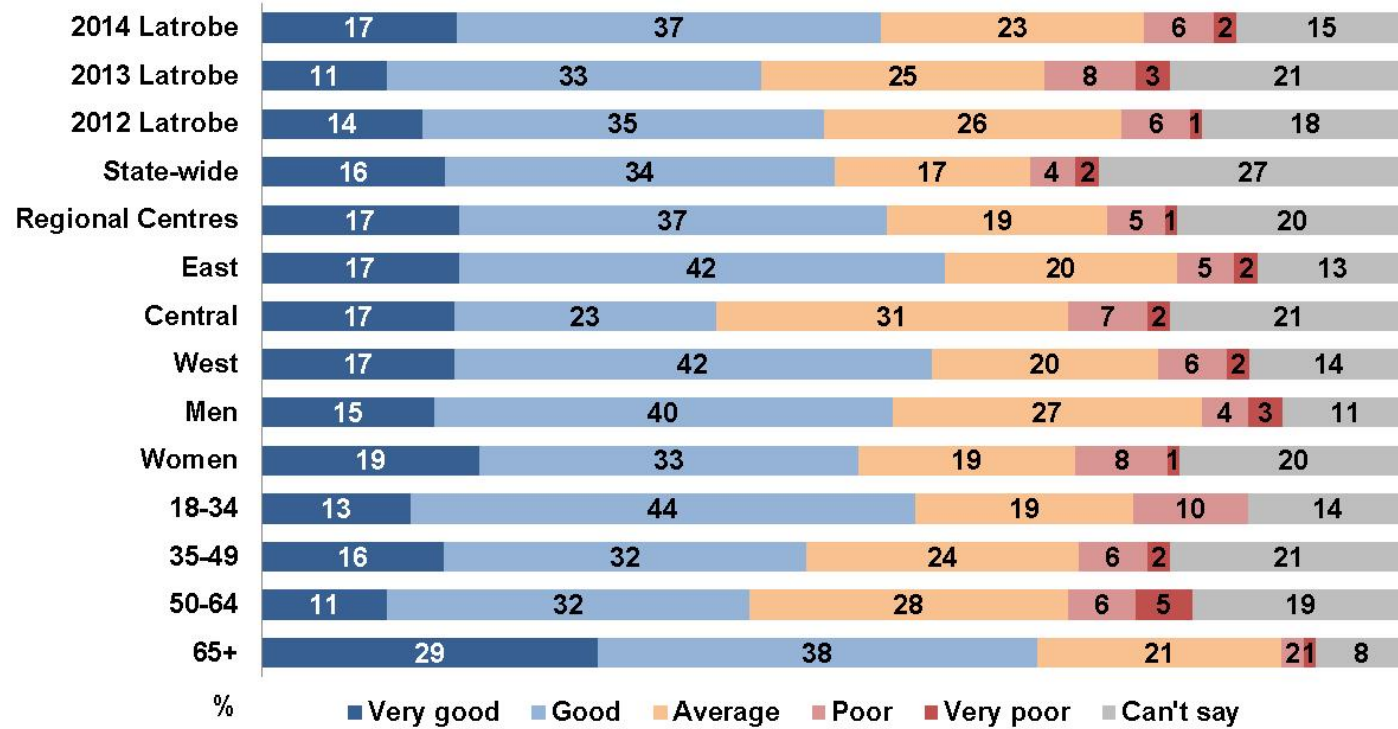


Q2. How has Latrobe City Council performed on 'Elderly Support Services' over the last 12 months?  
 Base: All respondents. Councils asked statewide: 44 Councils asked group: 6



Note: please see page 6 for explanation about significant differences

# 2014 ELDERLY SUPPORT SERVICES PERFORMANCE DETAILED PERCENTAGES



Q2. How has Latrobe City Council performed on 'Elderly Support Services' over the last 12 months?  
Base: All respondents. Councils asked statewide: 44 Councils asked group: 6

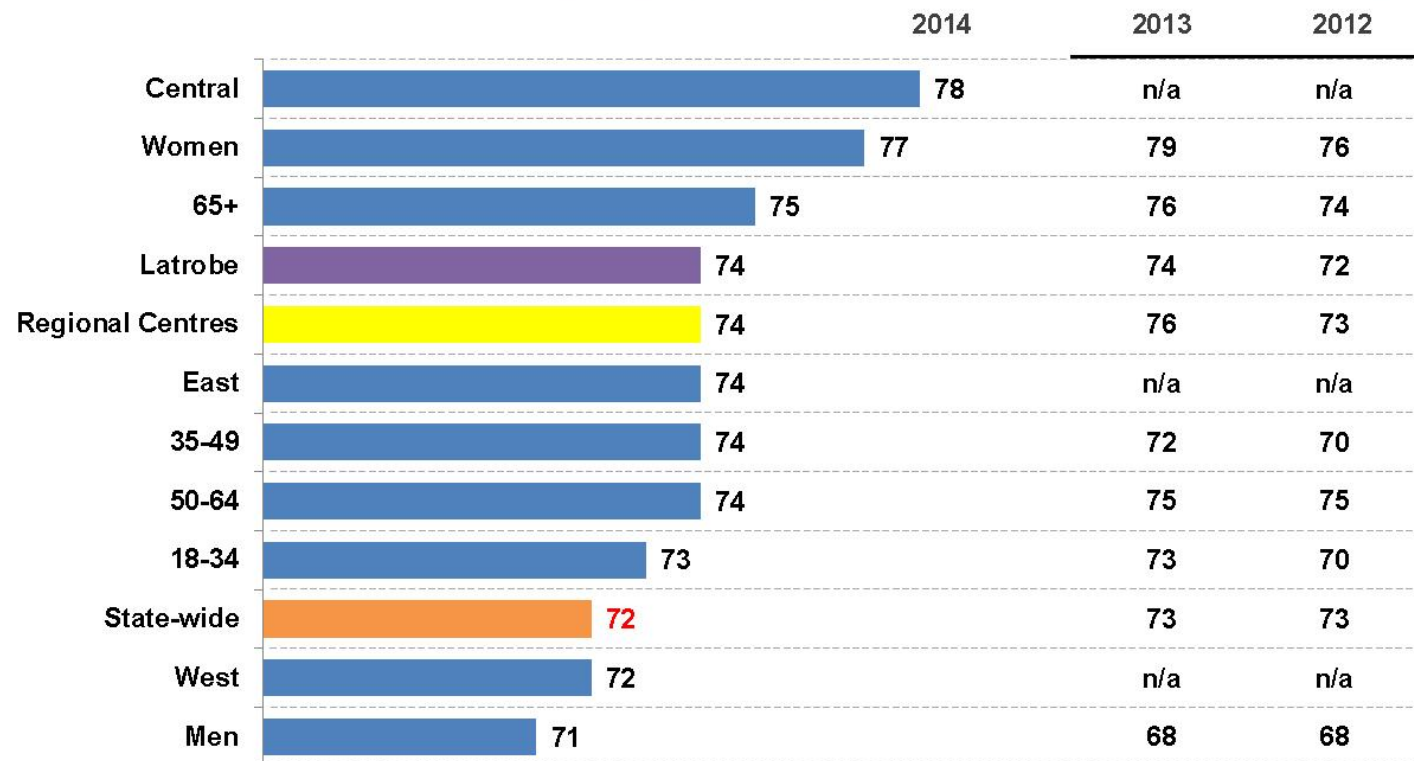


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Community Satisfaction Survey 2014 – Latrobe City Council

# 2014 DISADVANTAGED SUPPORT SERVICES IMPORTANCE INDEX CORES



Q1. Firstly, how important should 'Disadvantaged Support Services' be as a responsibility for Latrobe City Council?

Base: All respondents. Councils asked statewide: 11 Councils asked group: 1

Note: please see page 6 for explanation about significant differences

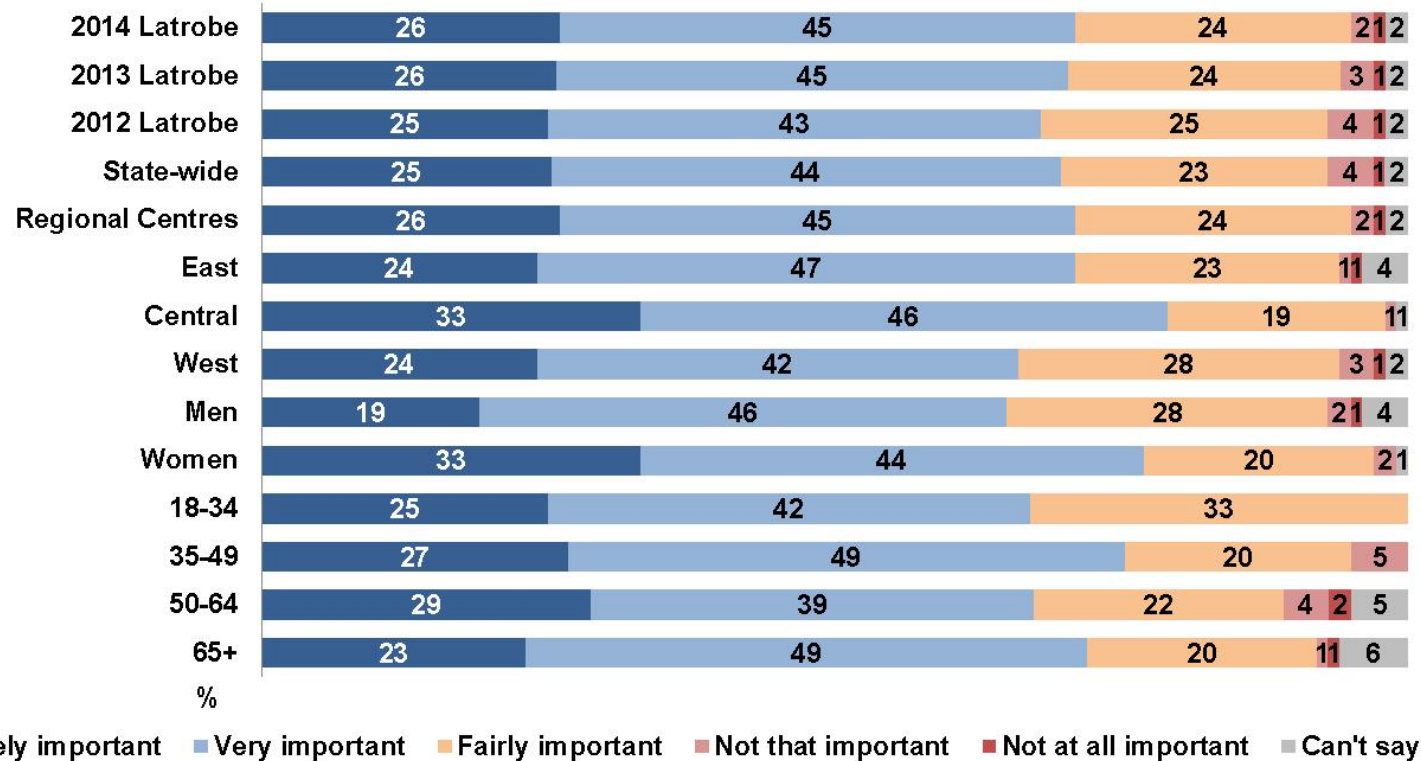


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Community Satisfaction Survey 2014 – Latrobe City Council

# 2014 DISADVANTAGED SUPPORT SERVICES IMPORTANCE DETAILED PERCENTAGES



Q1. Firstly, how important should 'Disadvantaged Support Services' be as a responsibility for Latrobe City Council?

Base: All respondents. Councils asked statewide: 11 Councils asked group: 1

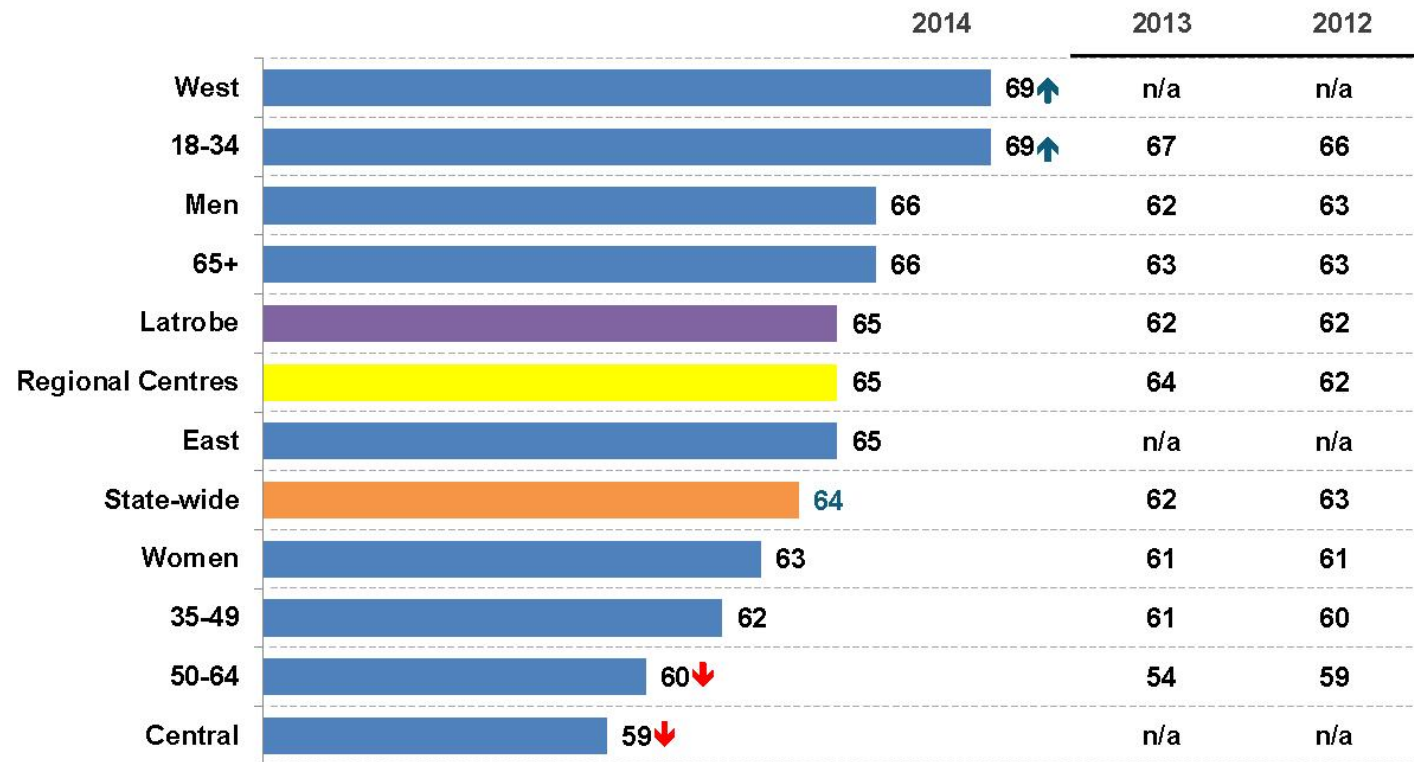


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Community Satisfaction Survey 2014 – Latrobe City Council

# 2014 DISADVANTAGED SUPPORT SERVICES PERFORMANCE INDEX SCORES

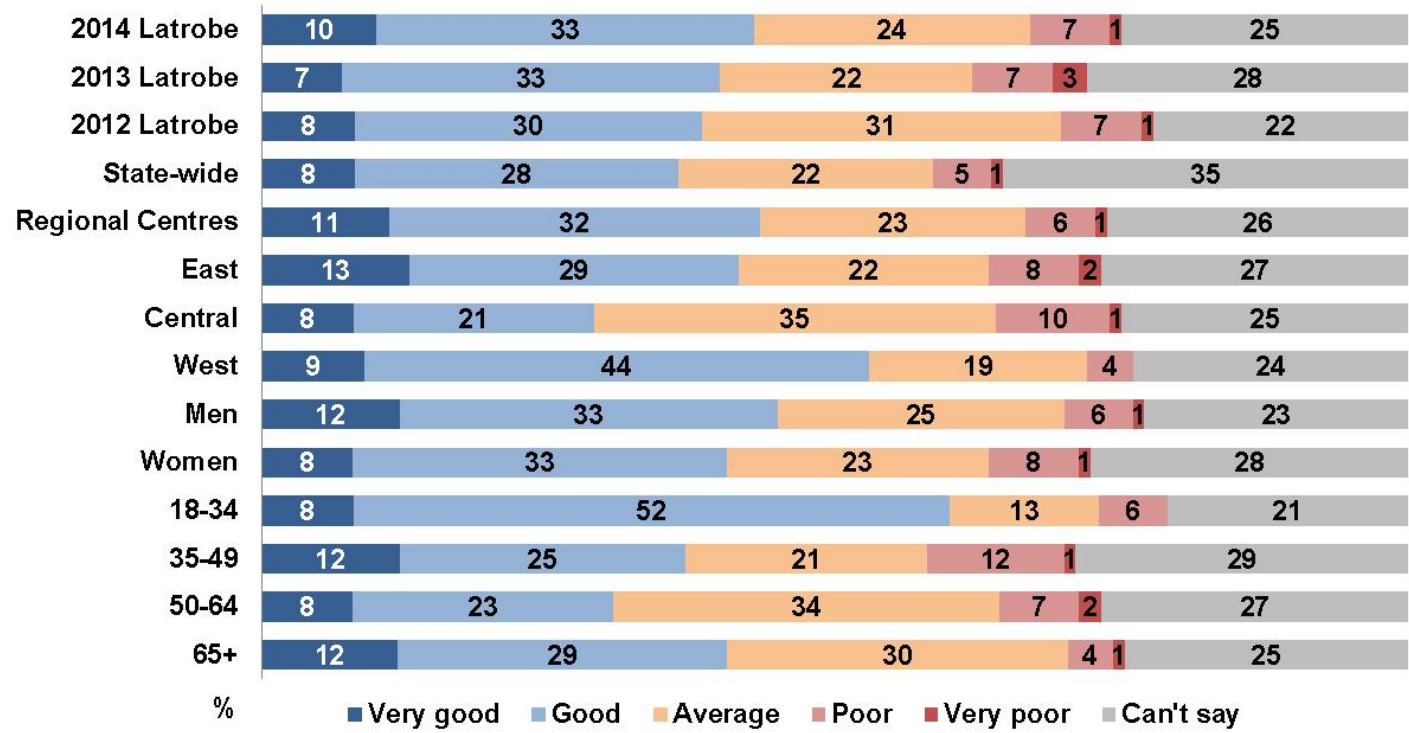


Q2. How has Latrobe City Council performed on 'Disadvantaged Support Services' over the last 12 months?  
 Base: All respondents. Councils asked statewide: 22 Councils asked group: 3



Note: please see page 6 for explanation about significant differences

# 2014 DISADVANTAGED SUPPORT SERVICES PERFORMANCE DETAILED PERCENTAGES

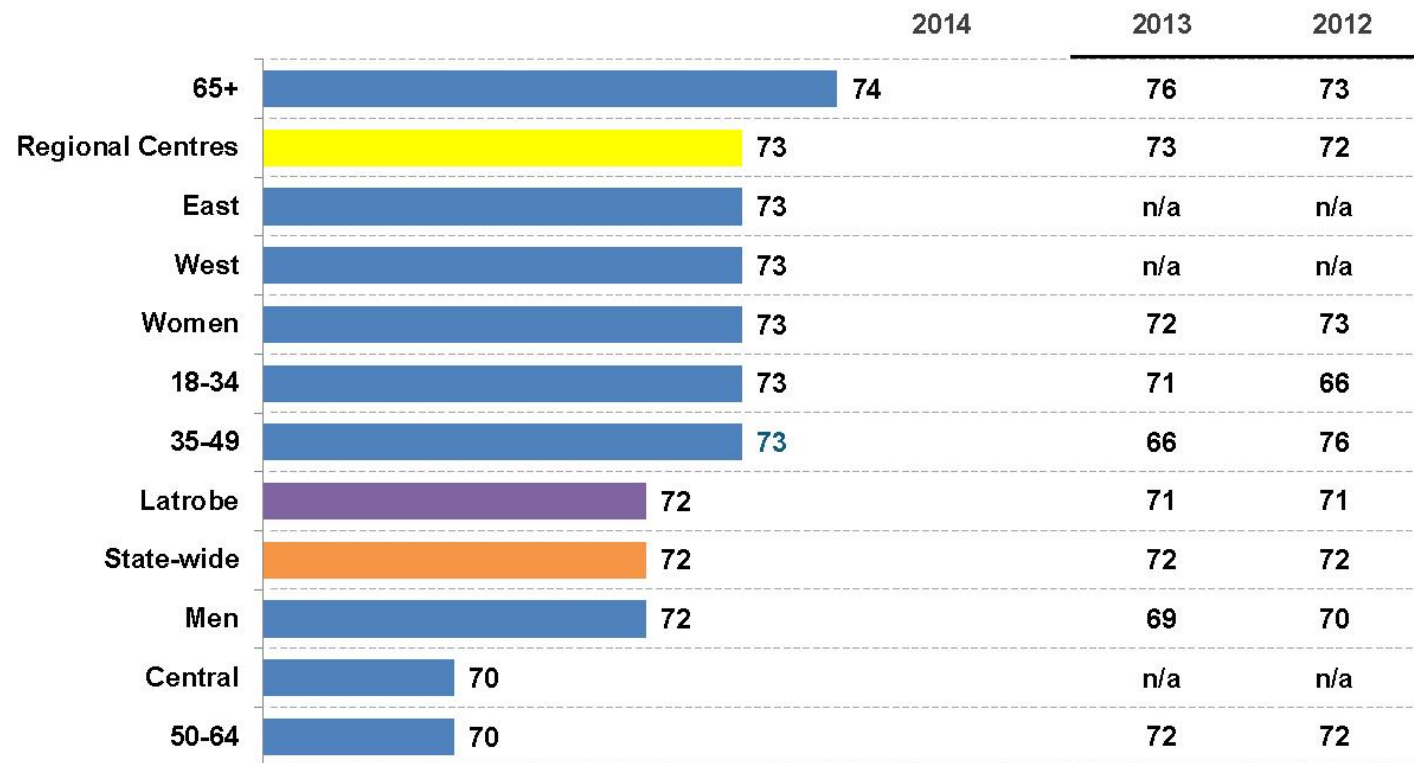


Q2. How has Latrobe City Council performed on 'Disadvantaged Support Services' over the last 12 months?  
 Base: All respondents. Councils asked statewide: 22 Councils asked group: 3





# 2014 RECREATIONAL FACILITIES IMPORTANCE INDEX SCORES

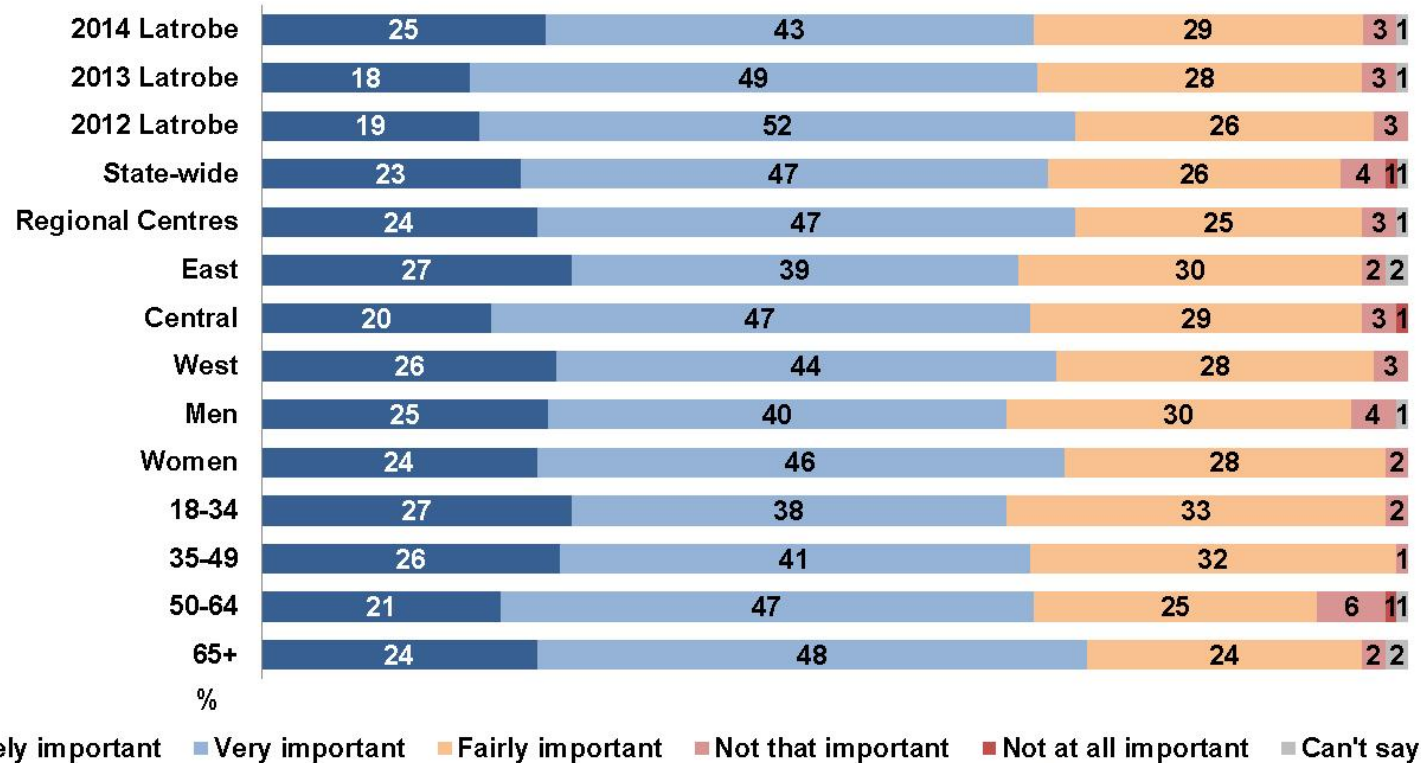


Q1. Firstly, how important should 'Recreational Facilities' be as a responsibility for Latrobe City Council?  
 Base: All respondents. Councils asked statewide: 30 Councils asked group: 5



Note: please see page 6 for explanation about significant differences

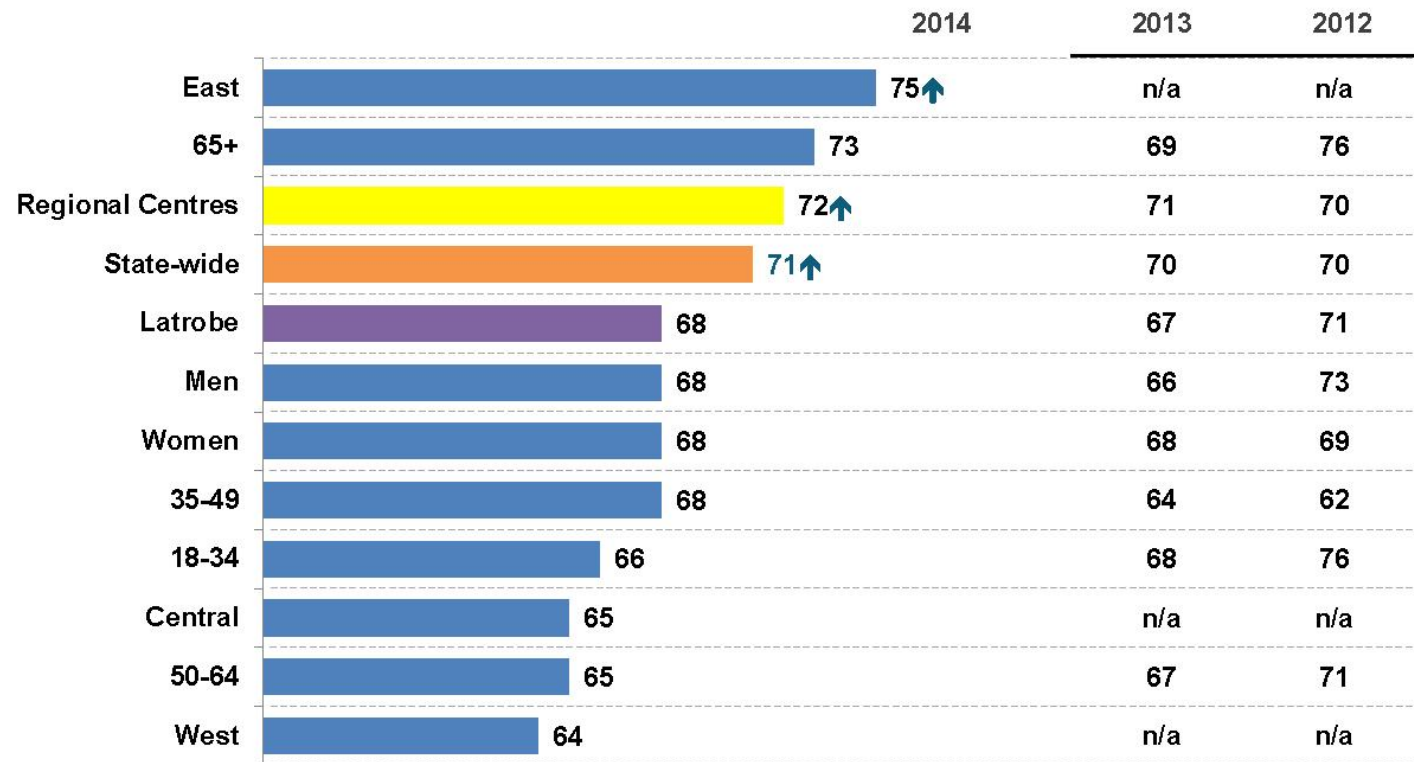
# 2014 RECREATIONAL FACILITIES IMPORTANCE DETAILED PERCENTAGES



Q1. Firstly, how important should 'Recreational Facilities' be as a responsibility for Latrobe City Council?  
Base: All respondents. Councils asked statewide: 30 Councils asked group: 5



# 2014 RECREATIONAL FACILITIES PERFORMANCE INDEX CORES

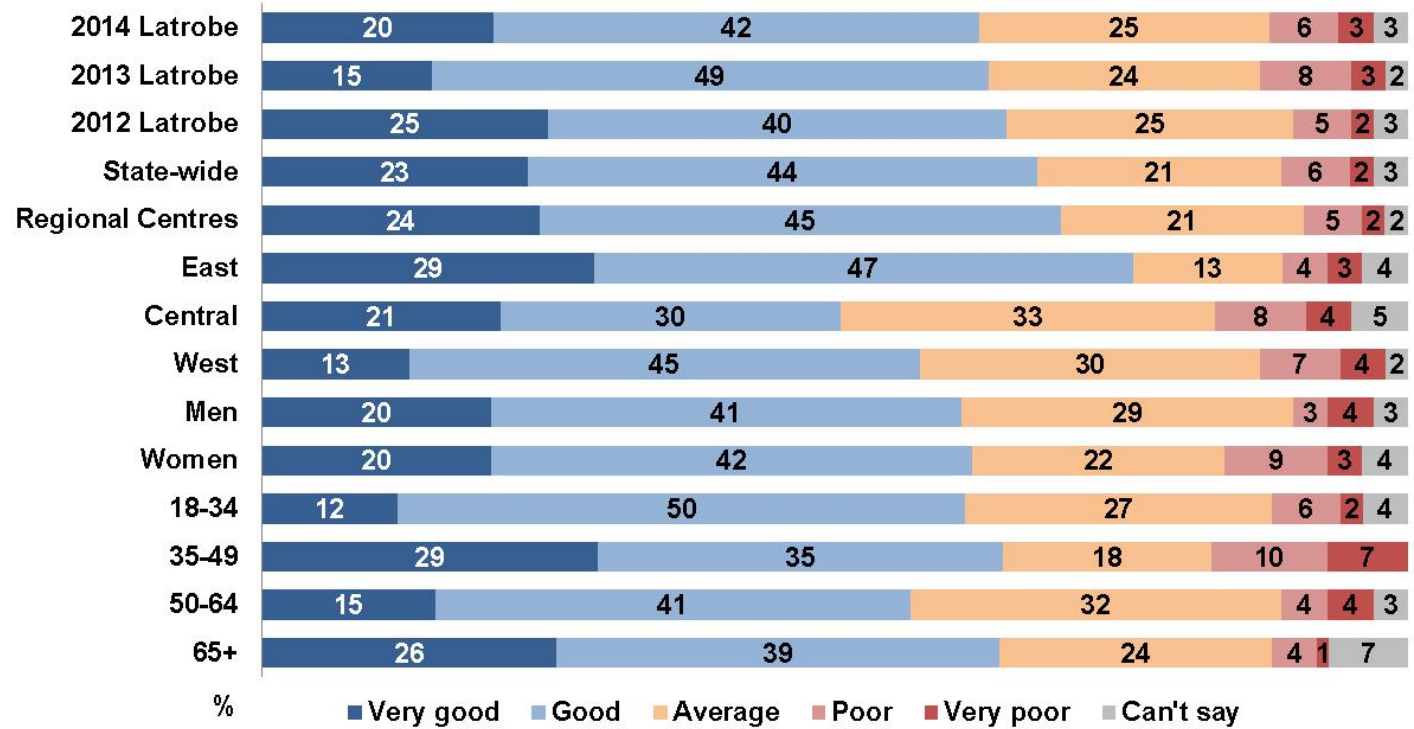


Q2. How has Latrobe City Council performed on 'Recreational Facilities' over the last 12 months?  
 Base: All respondents. Councils asked statewide: 50 Councils asked group: 7



Note: please see page 6 for explanation about significant differences

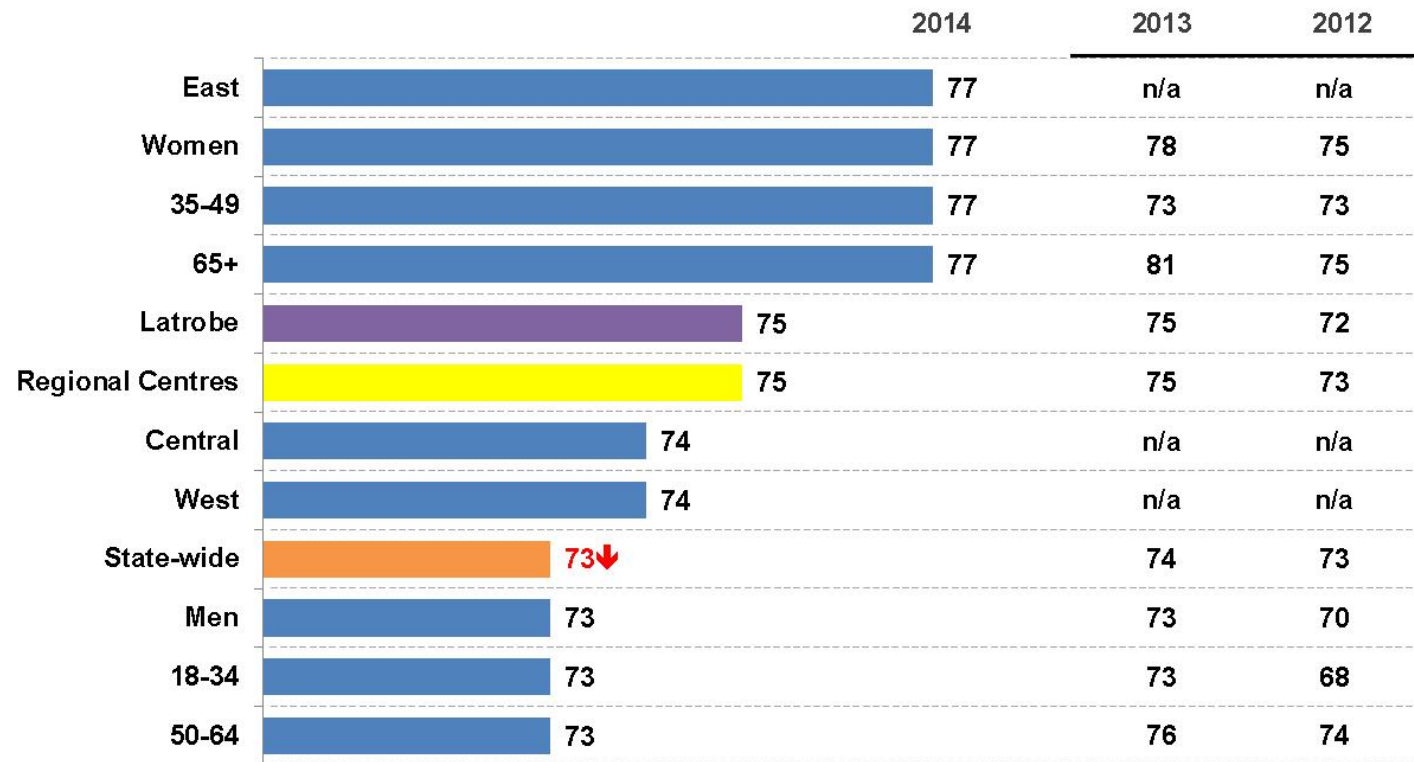
# 2014 RECREATIONAL FACILITIES PERFORMANCE DETAILED PERCENTAGES



Q2. How has Latrobe City Council performed on 'Recreational Facilities' over the last 12 months?  
 Base: All respondents. Councils asked statewide: 50 Councils asked group: 7

# 2014 THE APPEARANCE OF PUBLIC AREAS

## IMPORTANCE INDEX CORES



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

Base: All respondents. Councils asked statewide: 28 Councils asked group: 5

Note: please see page 6 for explanation about significant differences



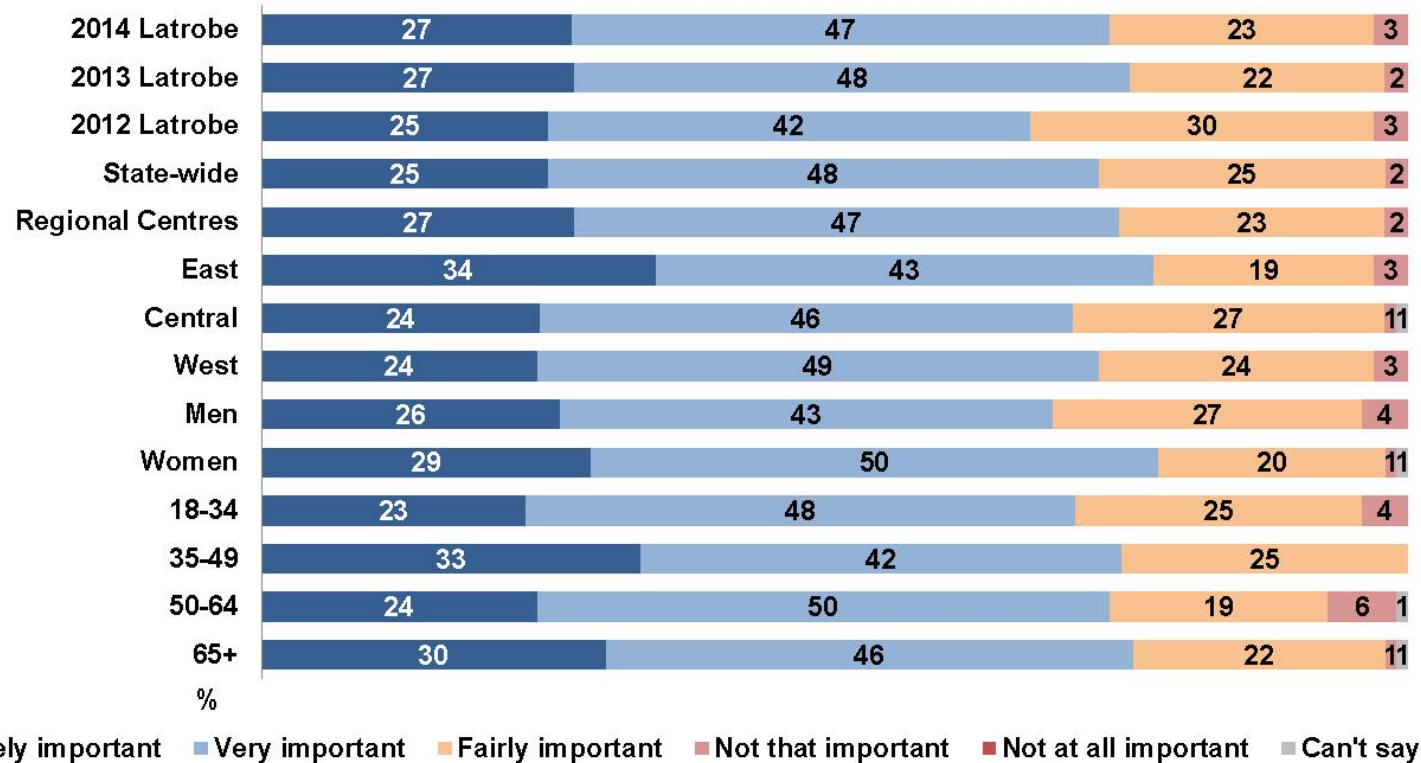
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Community Satisfaction Survey 2014 – Latrobe City Council

# 2014 THE APPEARANCE OF PUBLIC AREAS

## IMPORTANCE DETAILED PERCENTAGES



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

Base: All respondents. Councils asked statewide: 28 Councils asked group: 5

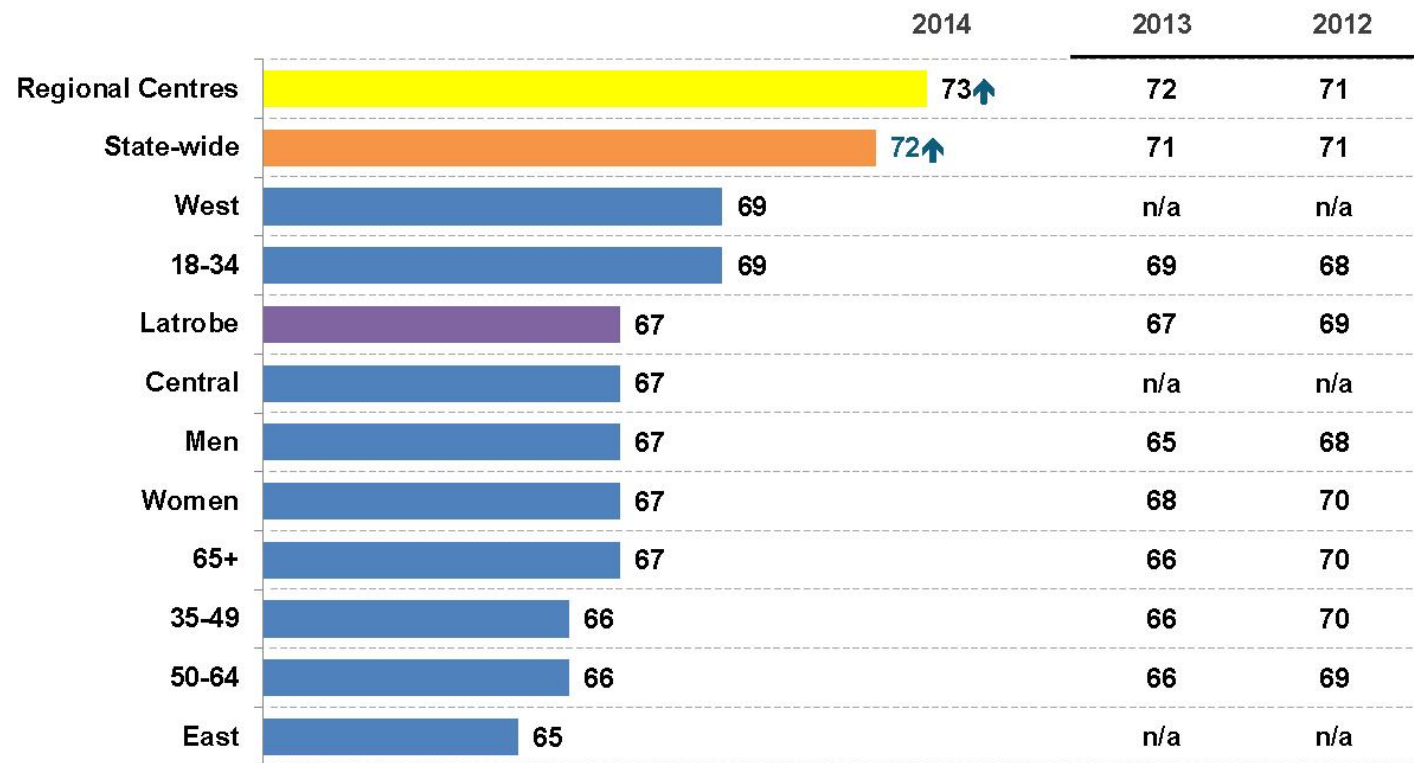


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Community Satisfaction Survey 2014 – Latrobe City Council

# 2014 THE APPEARANCE OF PUBLIC AREAS PERFORMANCE INDEX SCORES



Q2. How has Latrobe City Council performed on 'The appearance of public areas' over the last 12 months?  
Base: All respondents. Councils asked statewide: 43 Councils asked group: 7



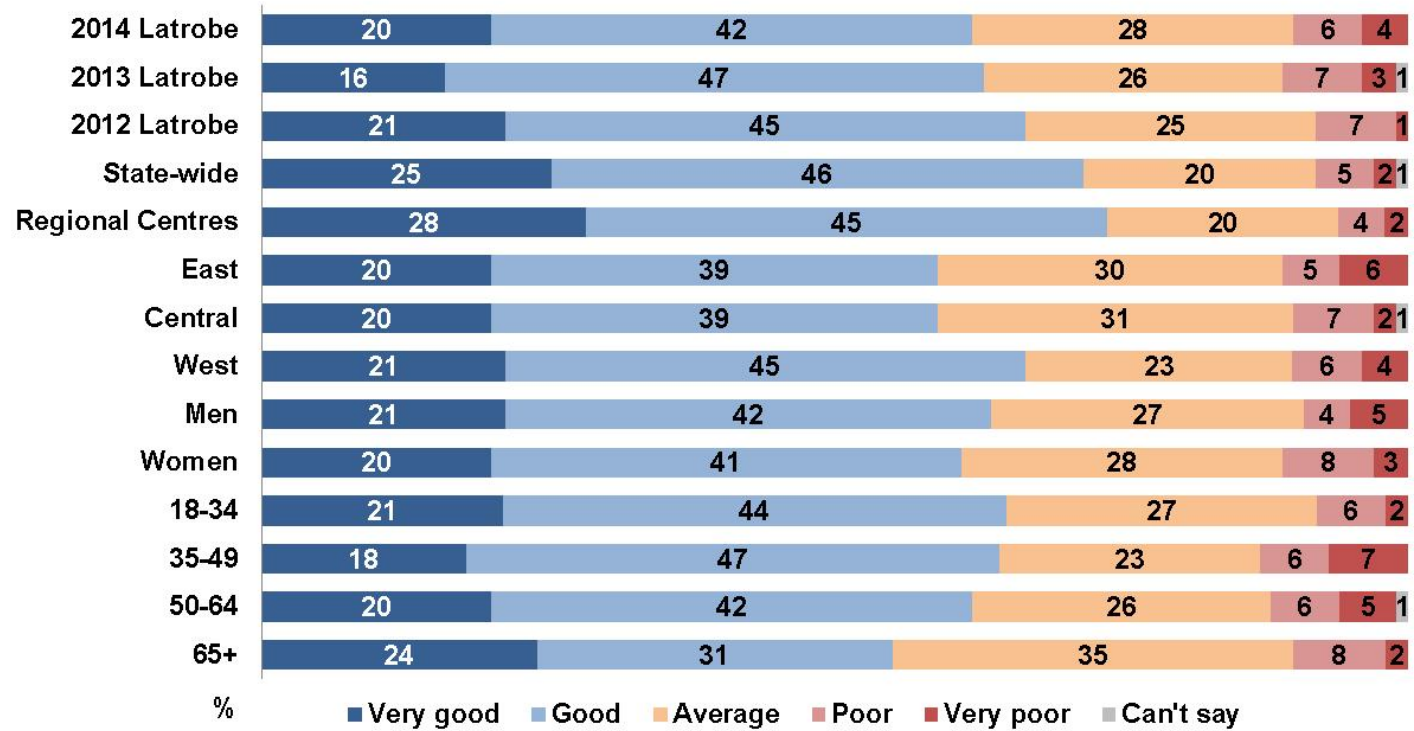
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Note: please see page 6 for explanation about significant differences

Community Satisfaction Survey 2014 – Latrobe City Council

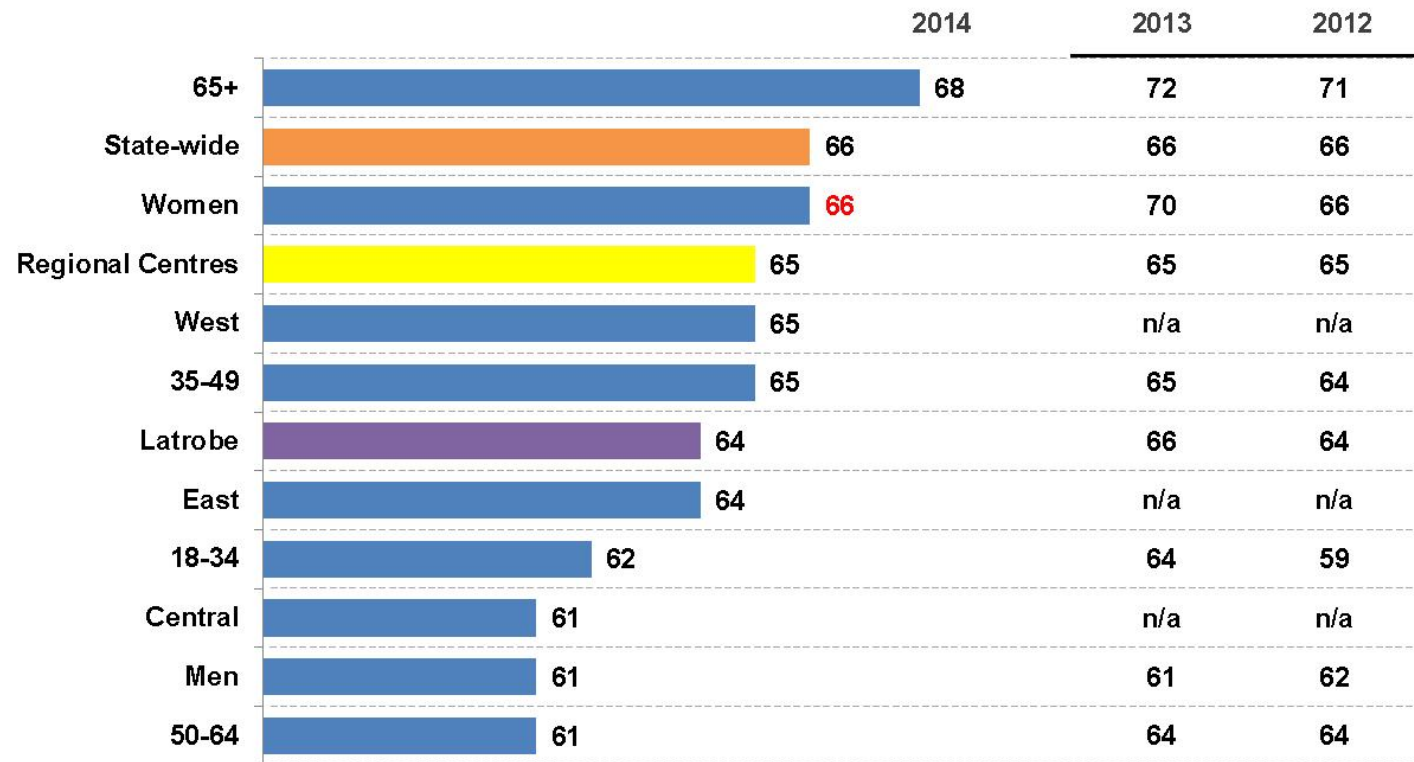
# 2014 THE APPEARANCE OF PUBLIC AREAS PERFORMANCE DETAILED PERCENTAGES



Q2. How has Latrobe City Council performed on 'The appearance of public areas' over the last 12 months?  
Base: All respondents. Councils asked statewide: 43 Councils asked group: 7



# 2014 ART CENTRES AND LIBRARIES IMPORTANCE INDEX SCORES

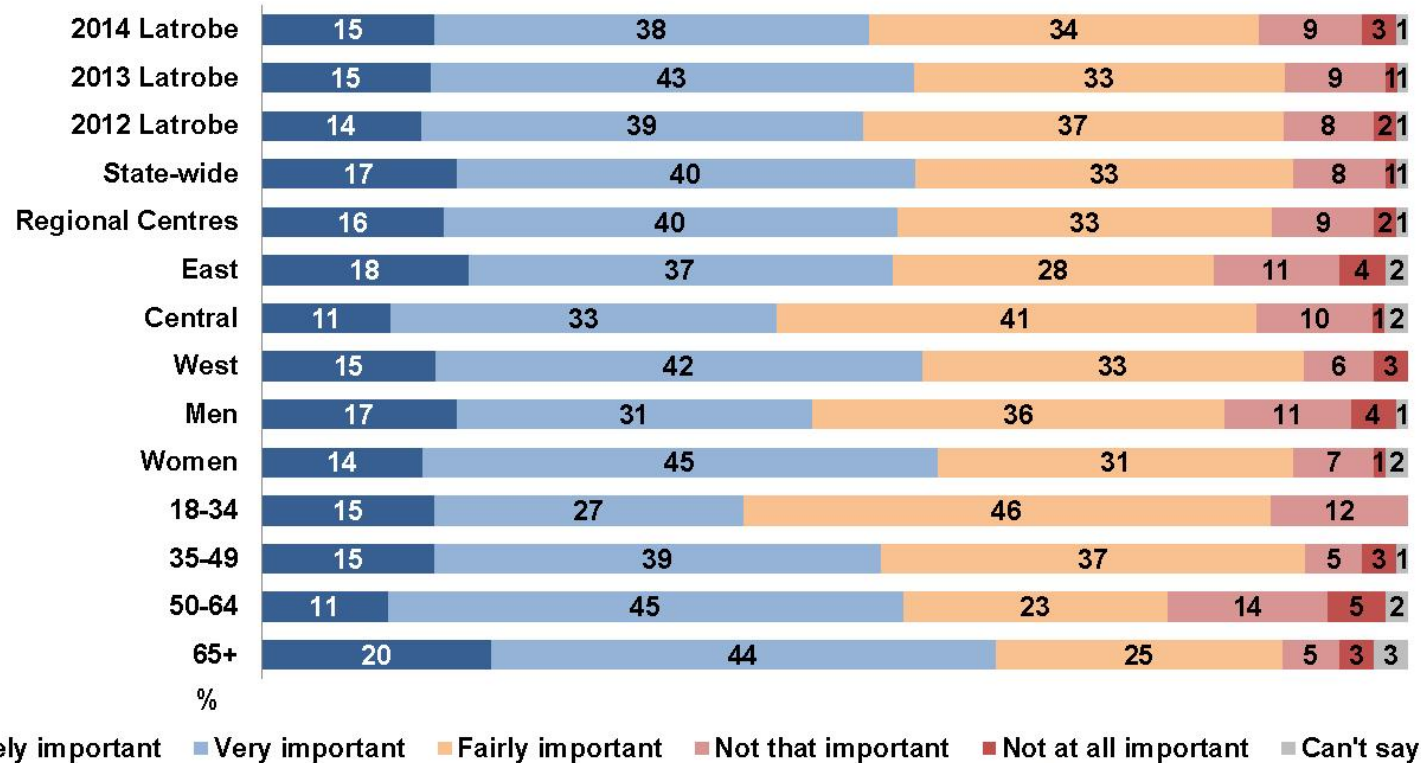


Q1. Firstly, how important should 'Art Centres and Libraries' be as a responsibility for Latrobe City Council?  
 Base: All respondents. Councils asked statewide: 19 Councils asked group: 5



Note: please see page 6 for explanation about significant differences

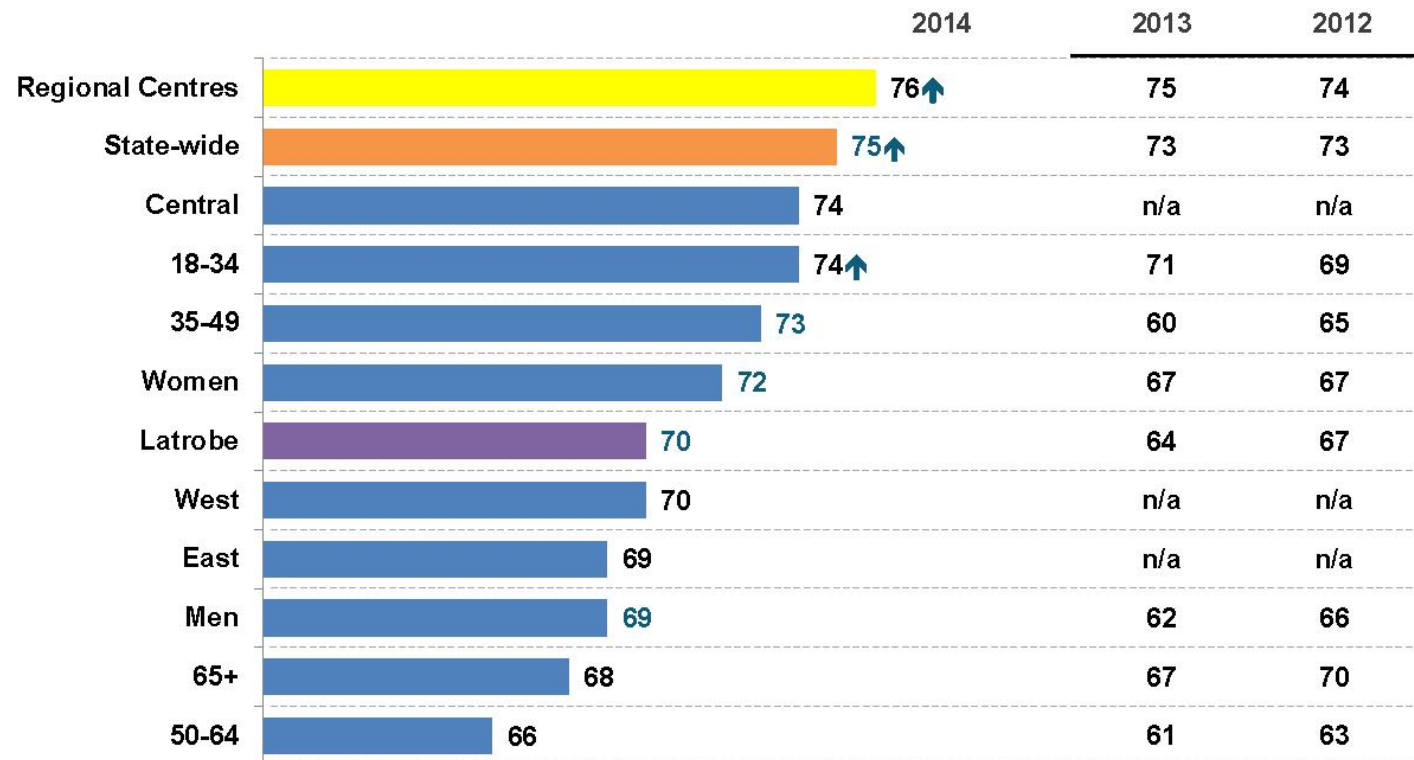
# 2014 ART CENTRES AND LIBRARIES IMPORTANCE DETAILED PERCENTAGES



Q1. Firstly, how important should 'Art Centres and Libraries' be as a responsibility for Latrobe City Council?  
Base: All respondents. Councils asked statewide: 19 Councils asked group: 5



# 2014 ART CENTRES AND LIBRARIES PERFORMANCE INDEX CORES

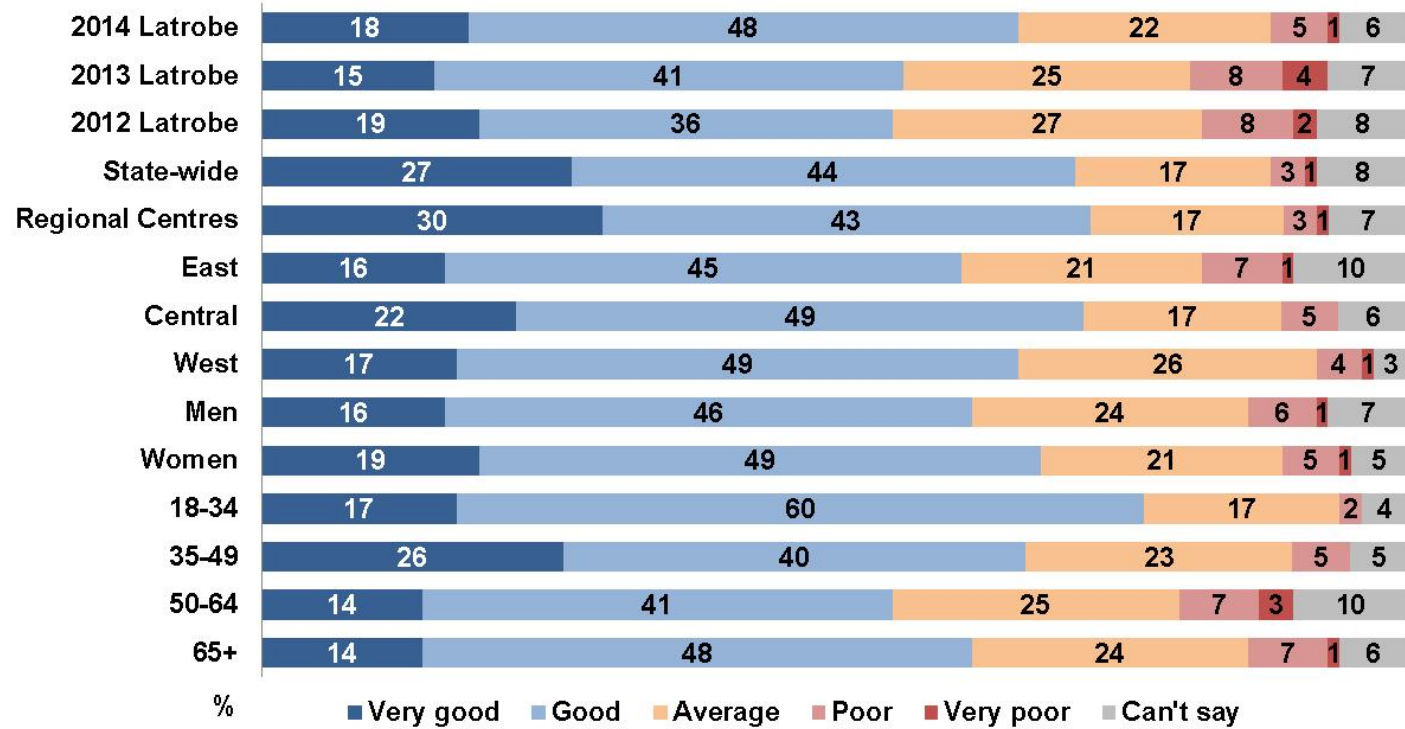


Q2. How has Latrobe City Council performed on 'Art Centres and Libraries' over the last 12 months?  
 Base: All respondents. Councils asked statewide: 33 Councils asked group: 7



Note: please see page 6 for explanation about significant differences

# 2014 ART CENTRES AND LIBRARIES PERFORMANCE DETAILED PERCENTAGES



Q2. How has Latrobe City Council performed on 'Art Centres and Libraries' over the last 12 months?  
 Base: All respondents. Councils asked statewide: 33 Councils asked group: 7

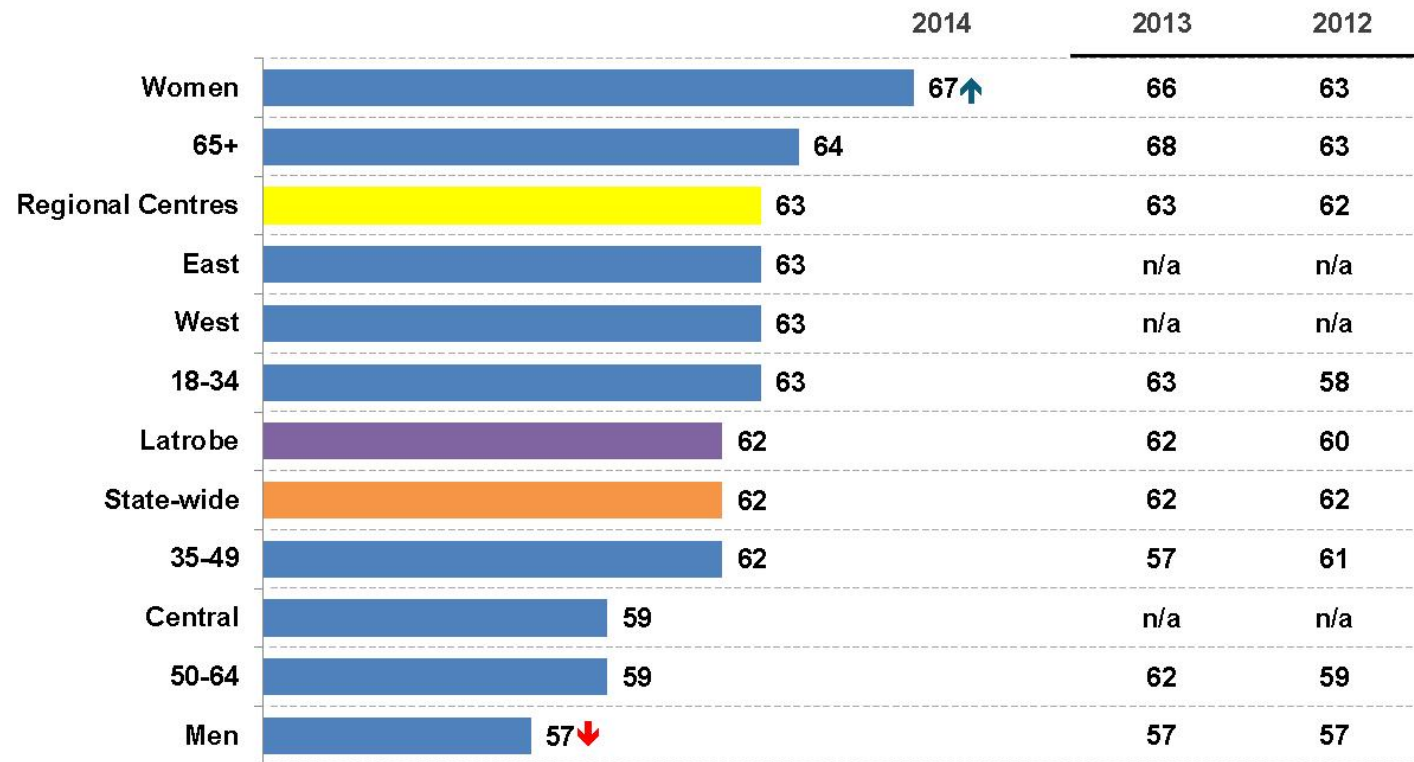


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Community Satisfaction Survey 2014 – Latrobe City Council

# 2014 COMMUNITY AND CULTURAL ACTIVITIES IMPORTANCE INDEX CORES



Q1. Firstly, how important should 'Community and Cultural Activities' be as a responsibility for Latrobe City Council?

Base: All respondents. Councils asked statewide: 21 Councils asked group: 5

Note: please see page 6 for explanation about significant differences



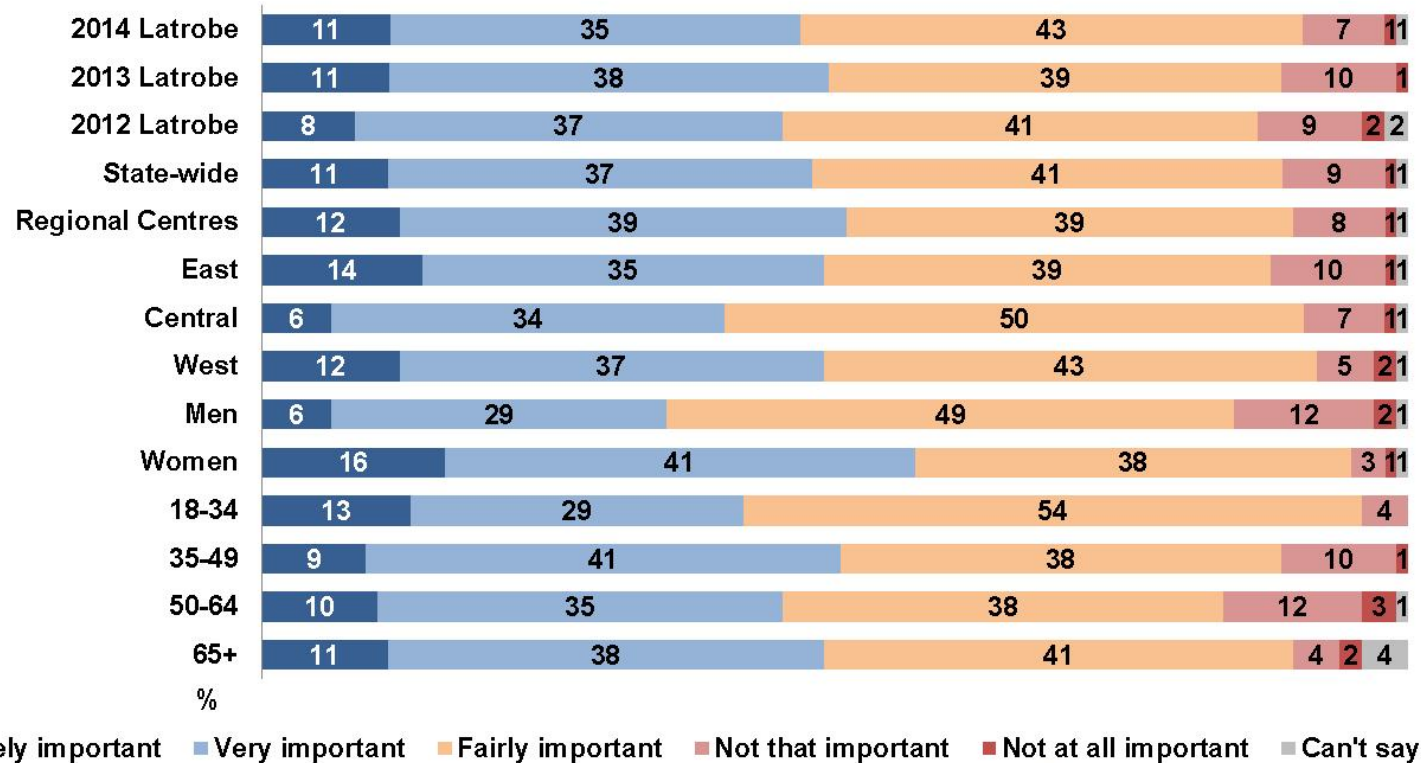
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Community Satisfaction Survey 2014 – Latrobe City Council

# 2014 COMMUNITY AND CULTURAL ACTIVITIES

## IMPORTANCE DETAILED PERCENTAGES



Q1. Firstly, how important should 'Community and Cultural Activities' be as a responsibility for Latrobe City Council?

Base: All respondents. Councils asked statewide: 21 Councils asked group: 5

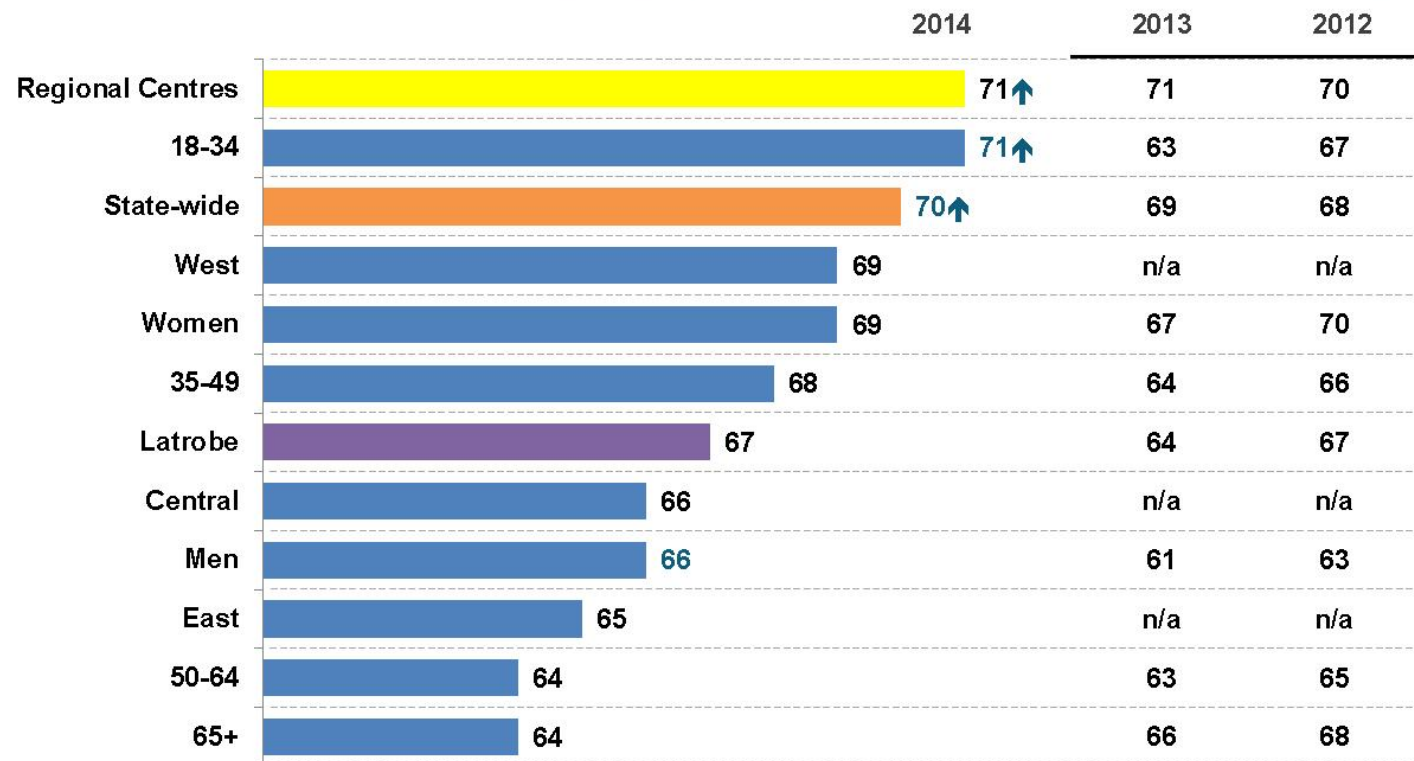


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Community Satisfaction Survey 2014 – Latrobe City Council

# 2014 COMMUNITY AND CULTURAL ACTIVITIES PERFORMANCE INDEX SCORES



Q2. How has Latrobe City Council performed on 'Community and Cultural Activities' over the last 12 months?  
 Base: All respondents. Councils asked statewide: 33 Councils asked group: 7



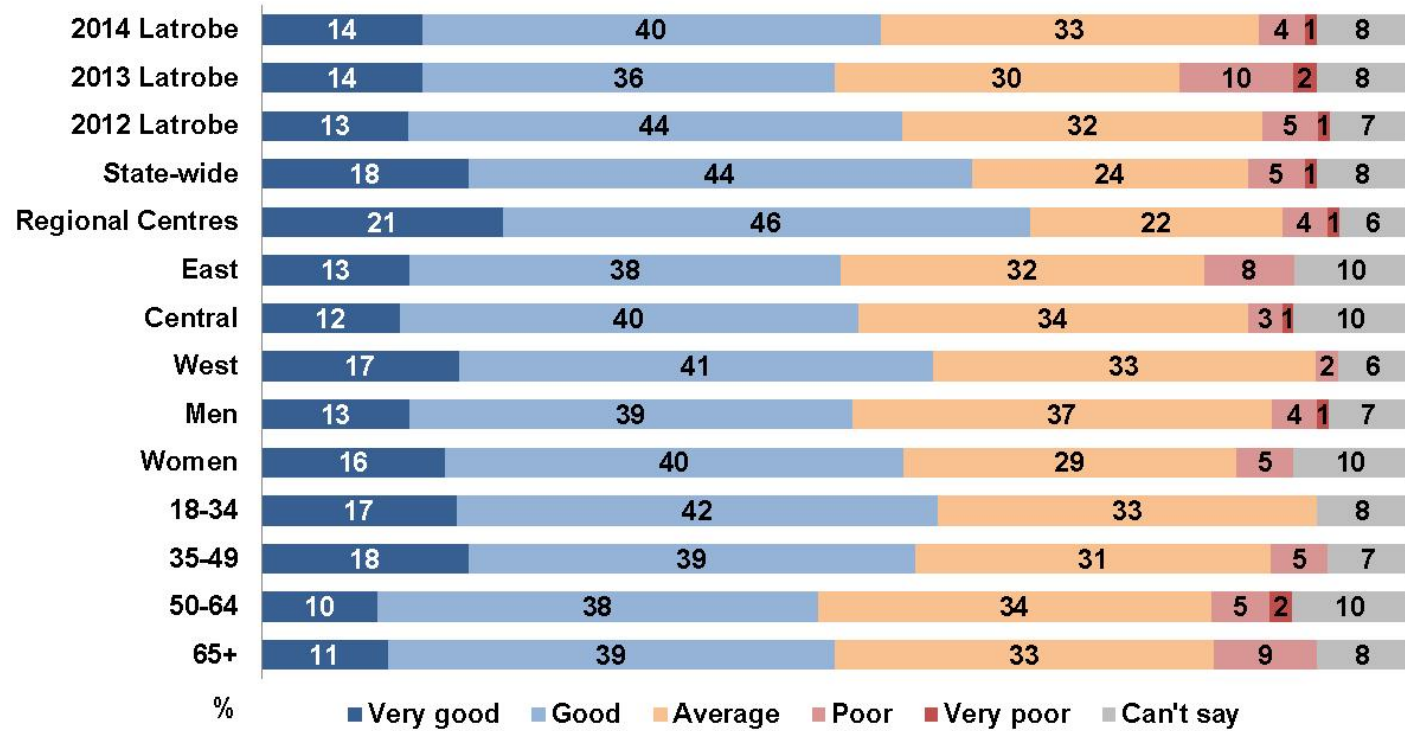
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Note: please see page 6 for explanation about significant differences

Community Satisfaction Survey 2014 – Latrobe City Council

# 2014 COMMUNITY AND CULTURAL ACTIVITIES PERFORMANCE DETAILED PERCENTAGES



Q2. How has Latrobe City Council performed on 'Community and Cultural Activities' over the last 12 months?  
 Base: All respondents. Councils asked statewide: 33 Councils asked group: 7



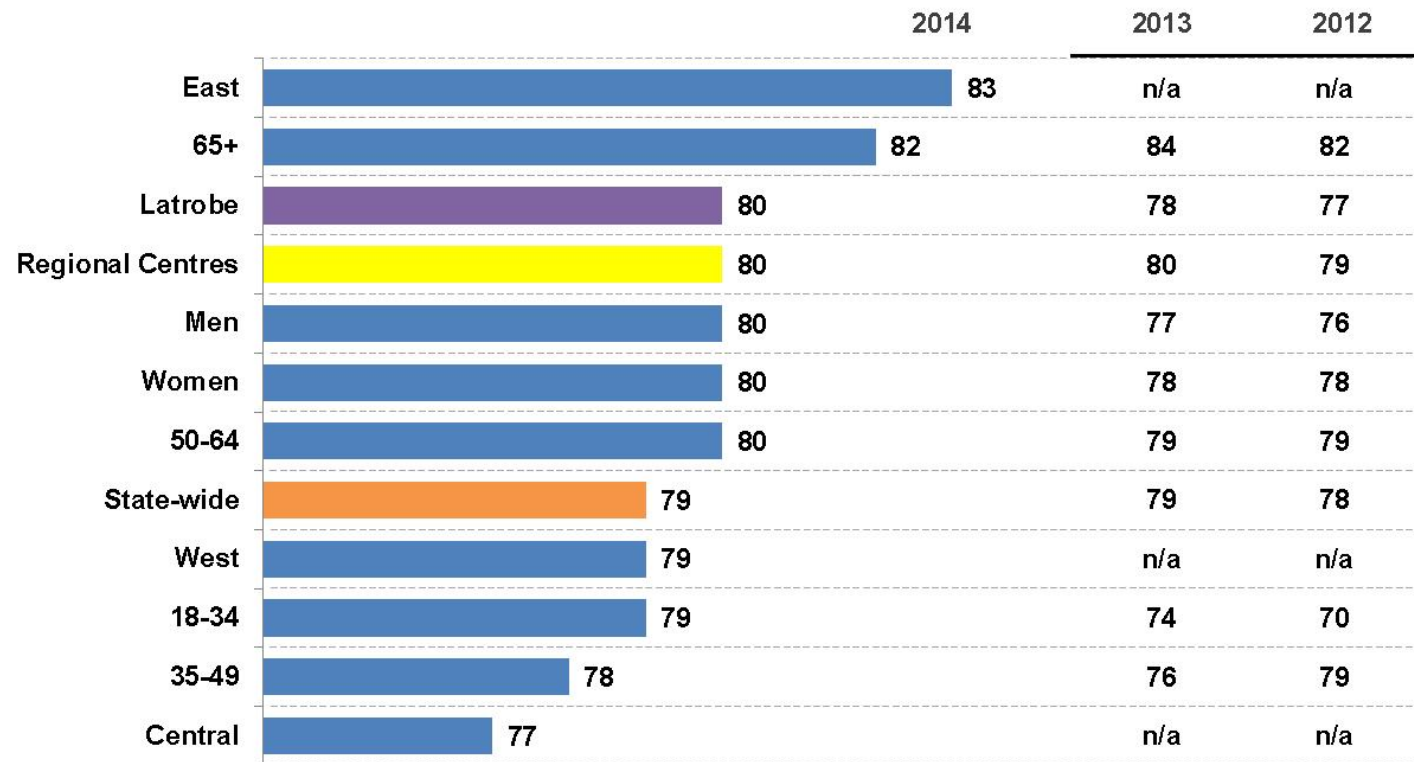
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Community Satisfaction Survey 2014 – Latrobe City Council



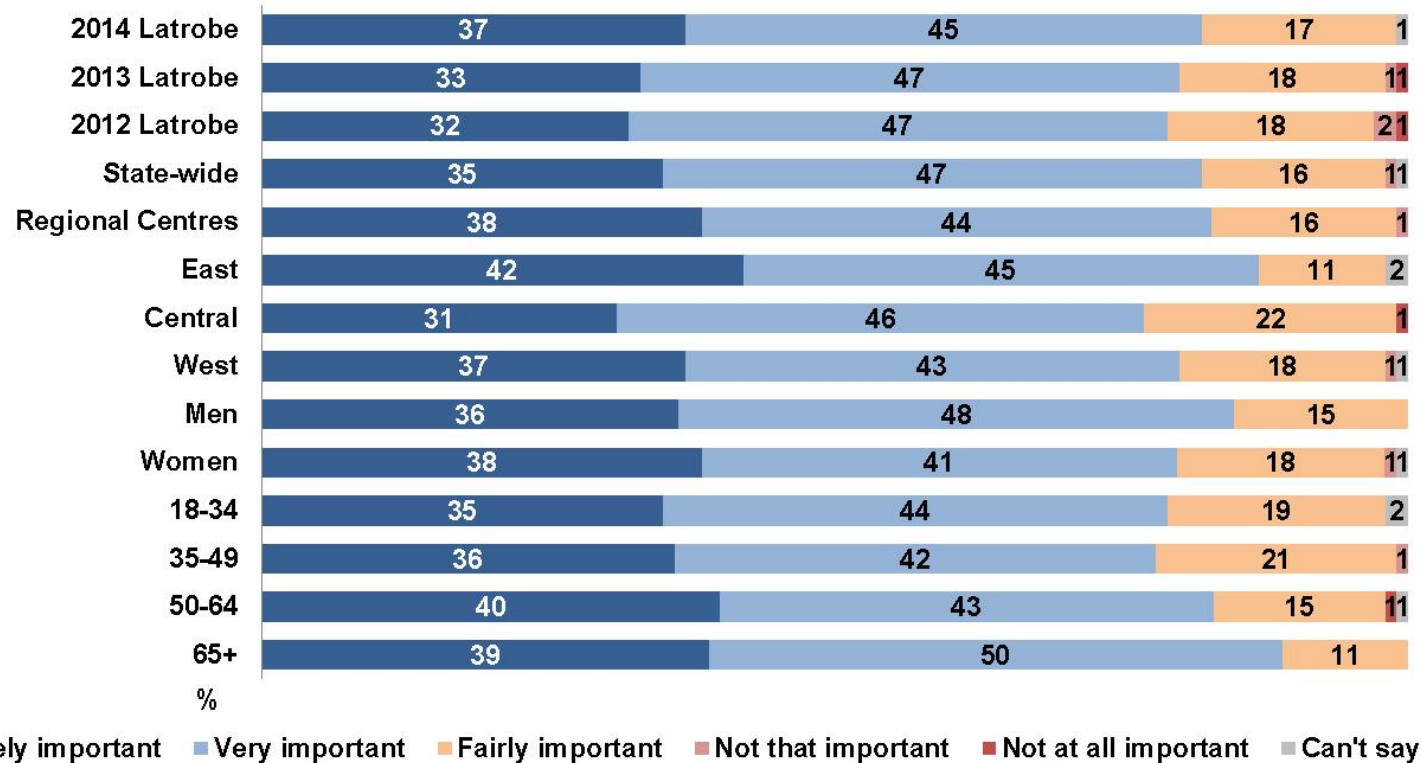
# 2014 WASTE MANAGEMENT IMPORTANCE INDEX SCORES



Q1. Firstly, how important should 'Waste Management' be as a responsibility for Latrobe City Council?  
 Base: All respondents. Councils asked statewide: 28 Councils asked group: 4

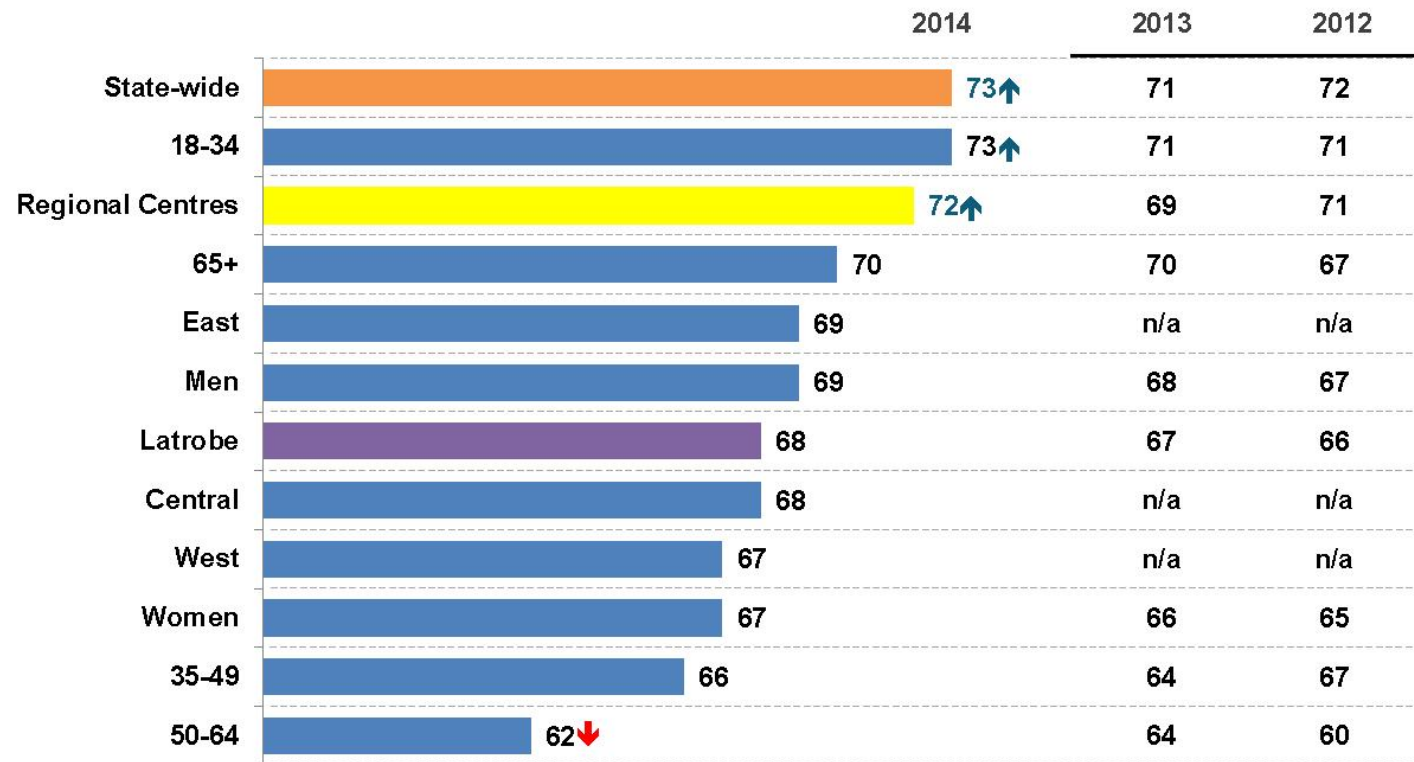
Note: please see page 6 for explanation about significant differences

# 2014 WASTE MANAGEMENT IMPORTANCE DETAILED PERCENTAGES



Q1. Firstly, how important should 'Waste Management' be as a responsibility for Latrobe City Council?  
 Base: All respondents. Councils asked statewide: 28 Councils asked group: 4

# 2014 WASTE MANAGEMENT PERFORMANCE INDEX CORES

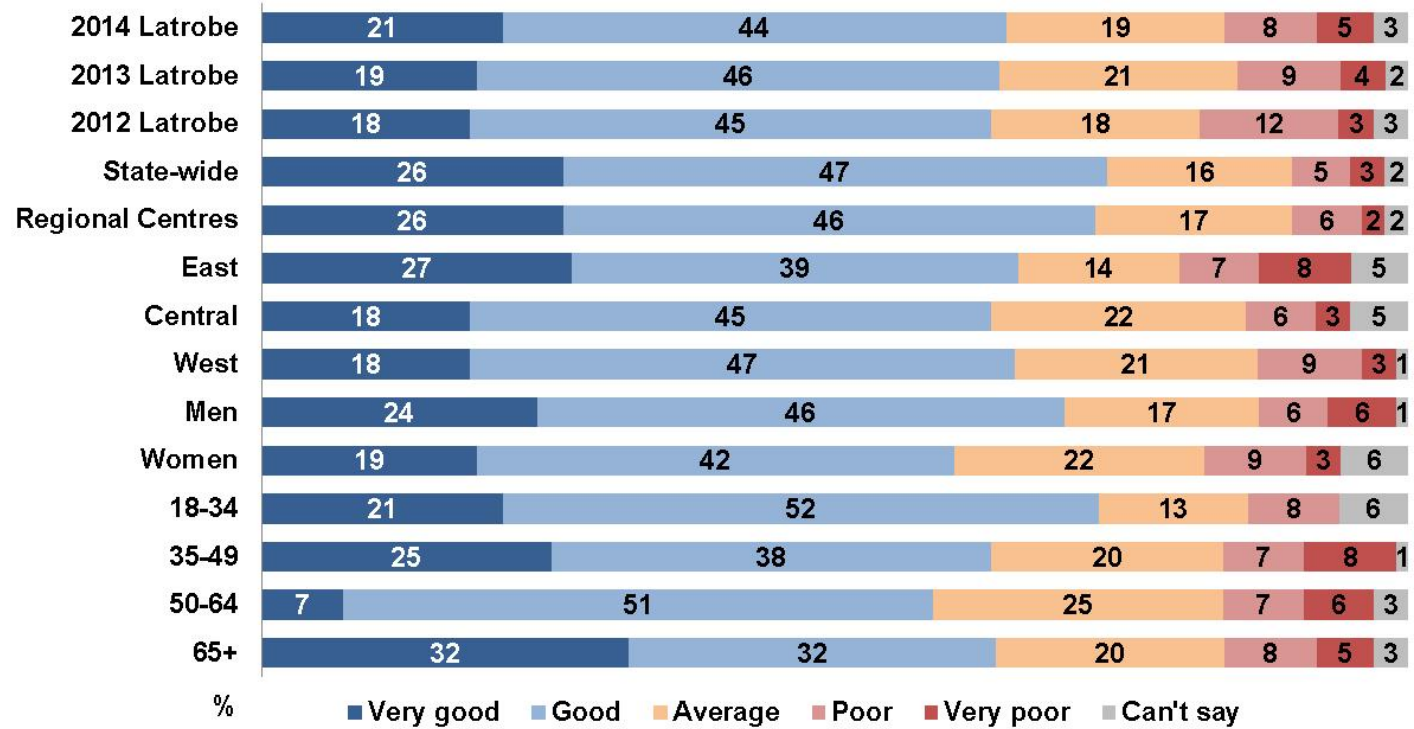


Q2. How has Latrobe City Council performed on 'Waste Management' over the last 12 months?  
 Base: All respondents. Councils asked statewide: 48 Councils asked group: 6



Note: please see page 6 for explanation about significant differences

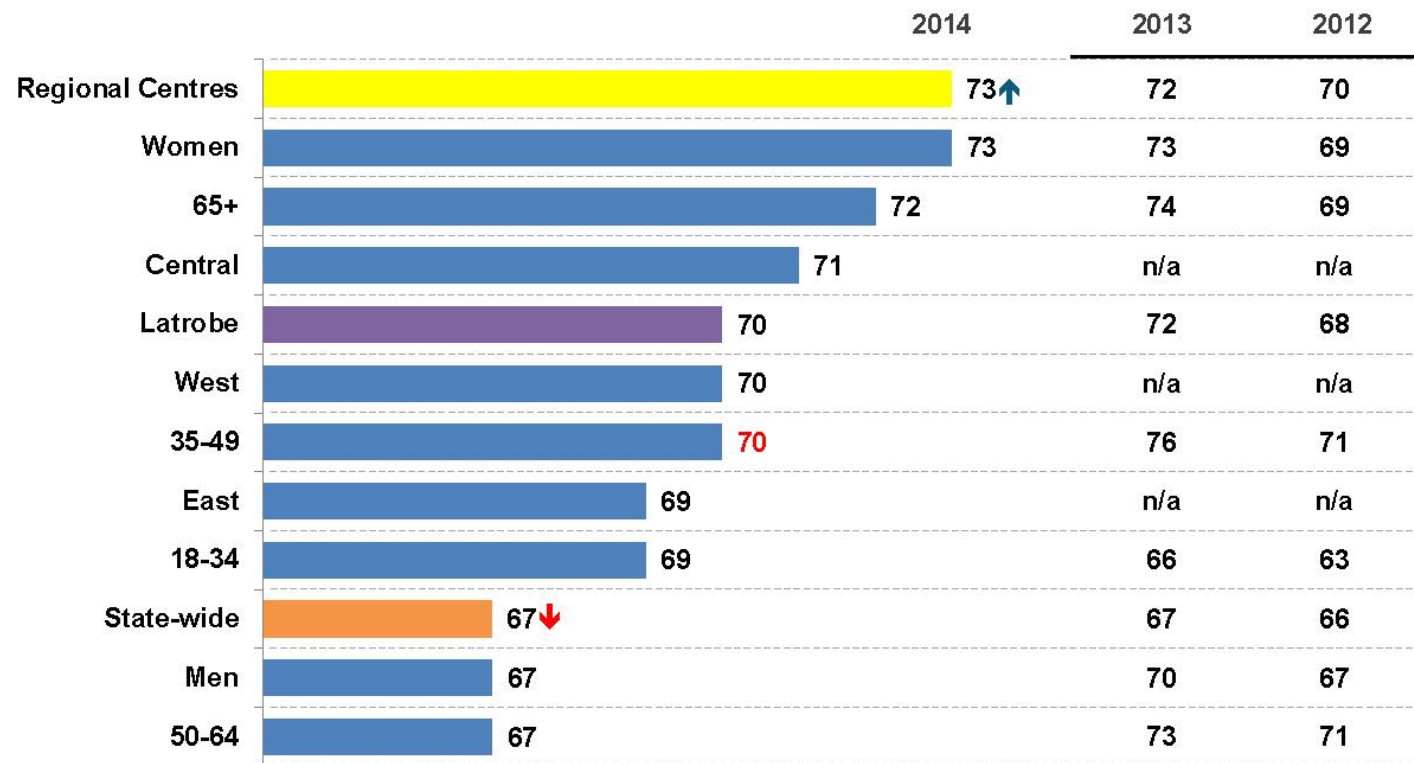
# 2014 WASTE MANAGEMENT PERFORMANCE DETAILED PERCENTAGES



Q2. How has Latrobe City Council performed on 'Waste Management' over the last 12 months?  
 Base: All respondents. Councils asked statewide: 48 Councils asked group: 6



# 2014 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM IMPORTANCE INDEX CORES



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

Base: All respondents. Councils asked statewide: 21 Councils asked group: 4

Note: please see page 6 for explanation about significant differences

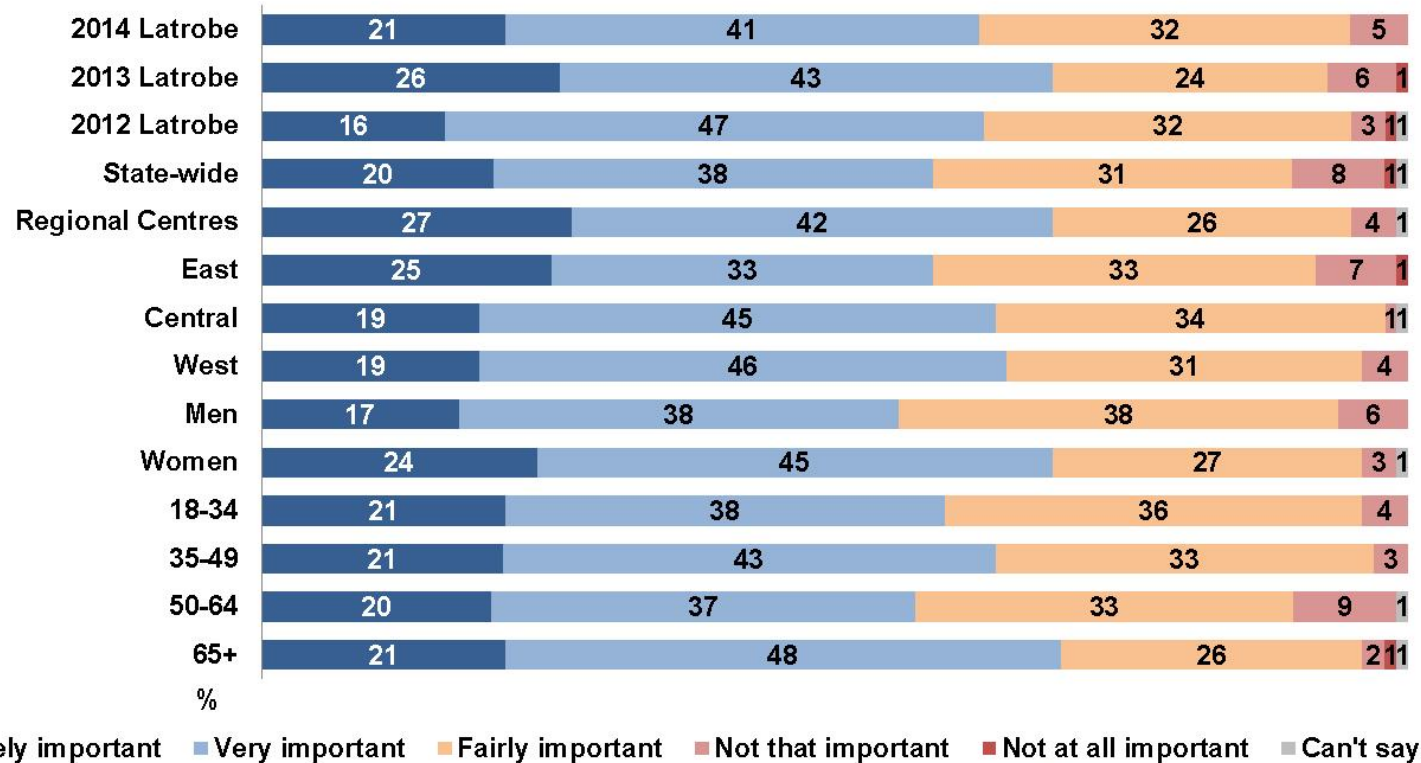


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Community Satisfaction Survey 2014 – Latrobe City Council

# 2014 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM IMPORTANCE DETAILED PERCENTAGES



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

Base: All respondents. Councils asked statewide: 21 Councils asked group: 4

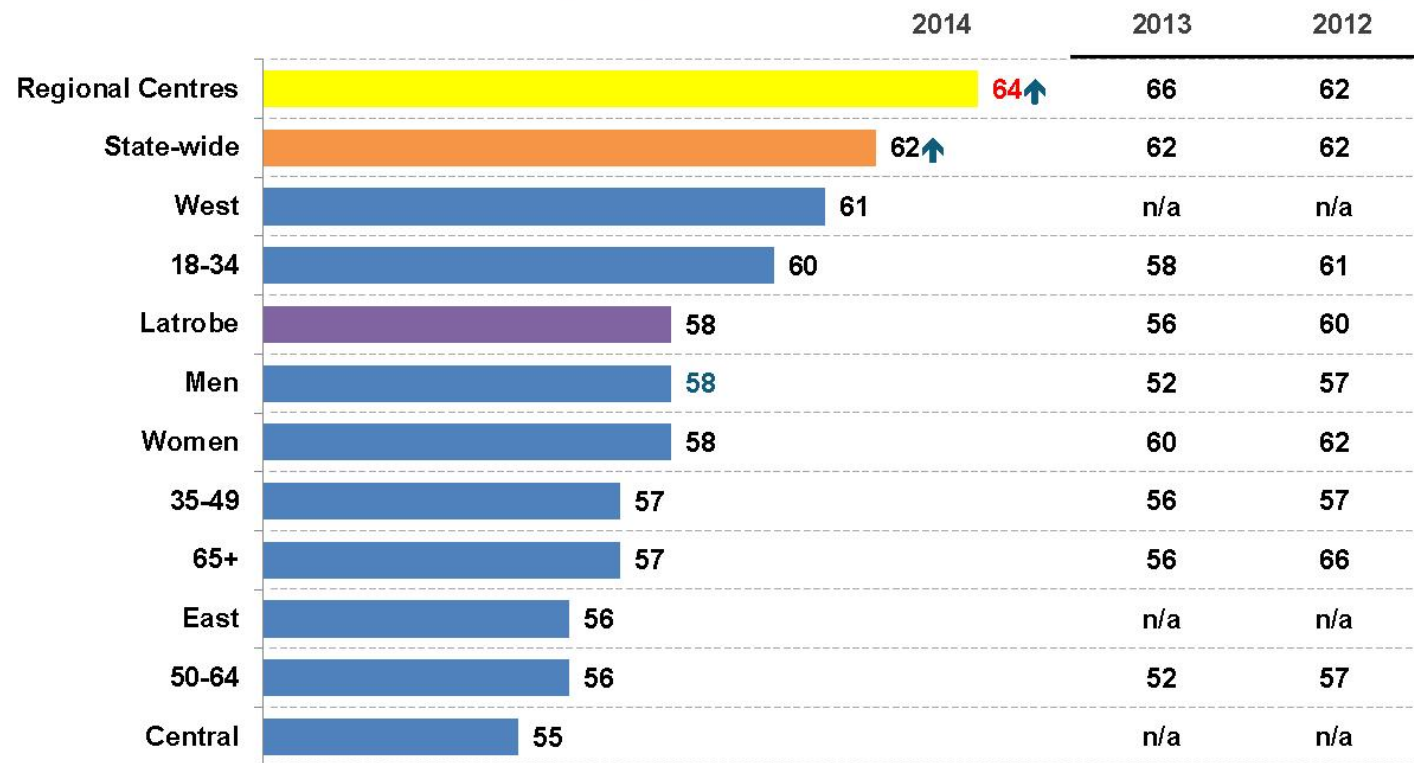


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Community Satisfaction Survey 2014 – Latrobe City Council

# 2014 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM PERFORMANCE INDEX SCORES



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

Base: All respondents. Councils asked statewide: 36 Councils asked group: 6

Note: please see page 6 for explanation about significant differences

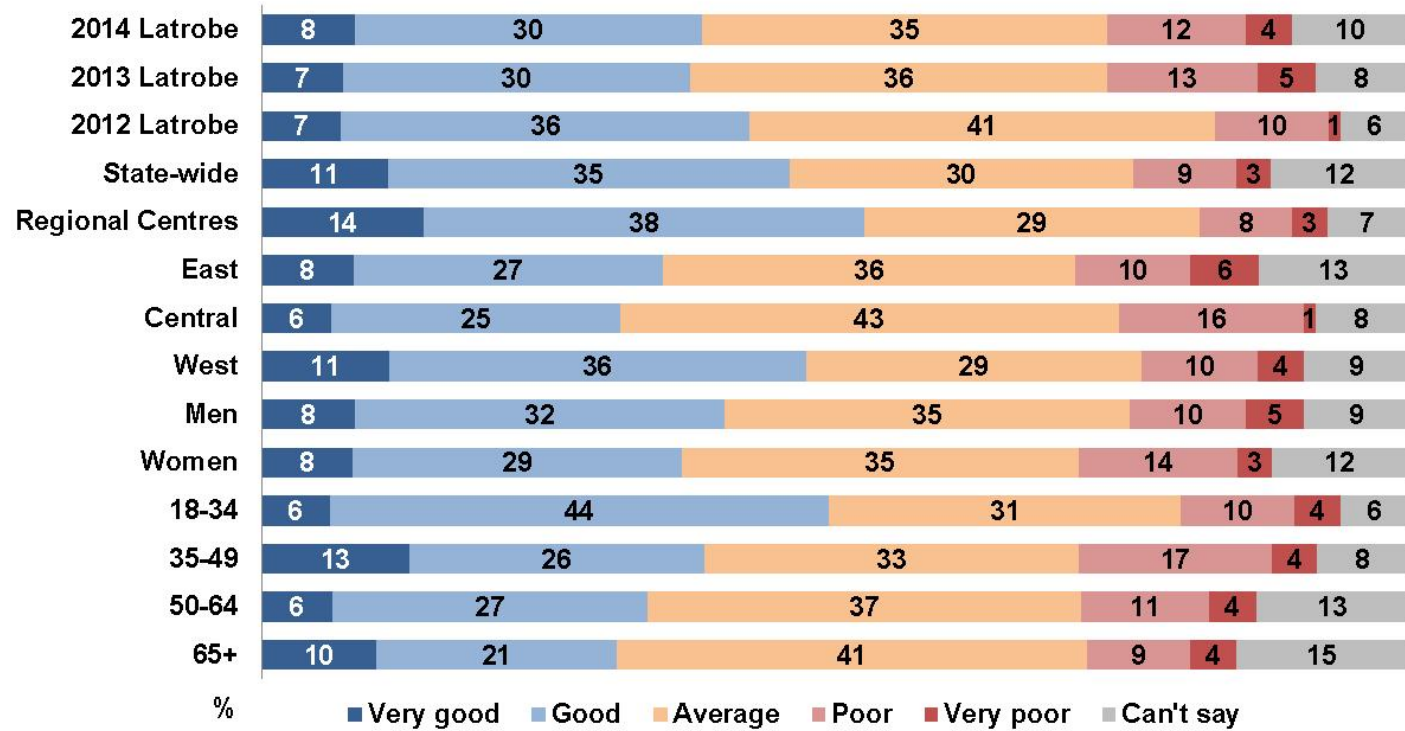


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Community Satisfaction Survey 2014 – Latrobe City Council

# 2014 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM PERFORMANCE DETAILED PERCENTAGES



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

Base: All respondents. Councils asked statewide: 36 Councils asked group: 6



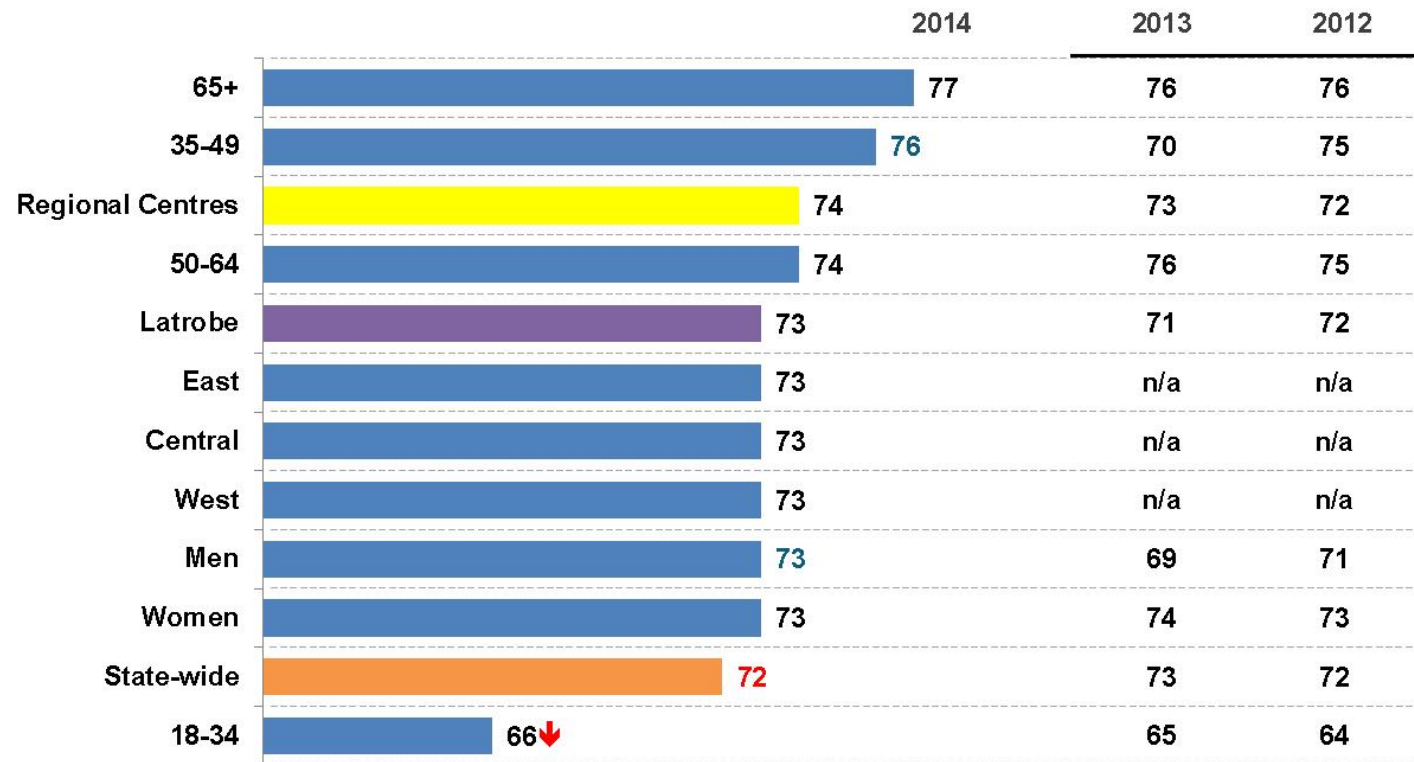
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Community Satisfaction Survey 2014 – Latrobe City Council



# 2014 COUNCIL'S GENERAL TOWN PLANNING POLICY IMPORTANCE INDEX SCORES



Q1. Firstly, how important should 'Council's general town planning policy' be as a responsibility for Latrobe City Council?

Base: All respondents. Councils asked statewide: 20 Councils asked group: 3

Note: please see page 6 for explanation about significant differences

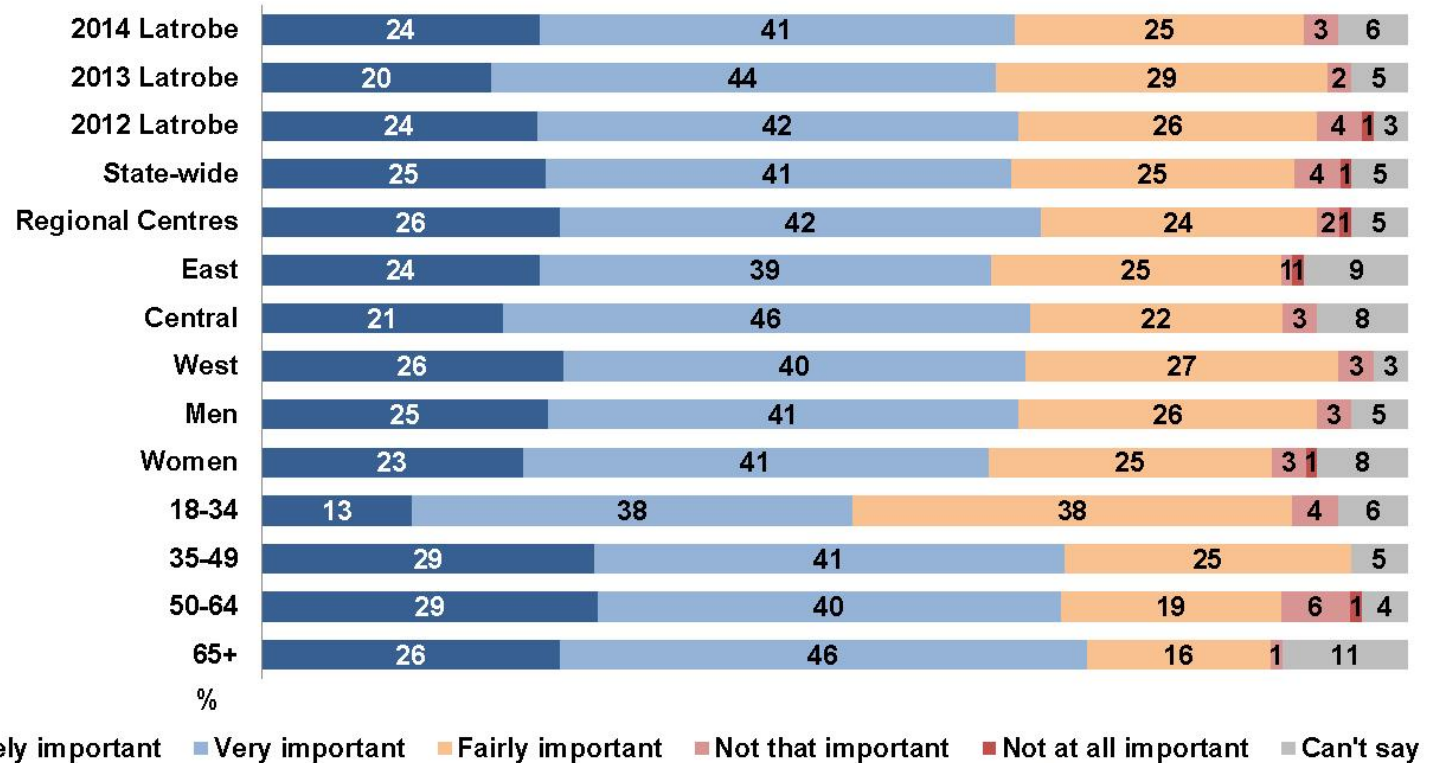


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Community Satisfaction Survey 2014 – Latrobe City Council

# 2014 COUNCIL'S GENERAL TOWN PLANNING POLICY IMPORTANCE DETAILED PERCENTAGES



Q1. Firstly, how important should 'Council's general town planning policy' be as a responsibility for Latrobe City Council?

Base: All respondents. Councils asked statewide: 20 Councils asked group: 3

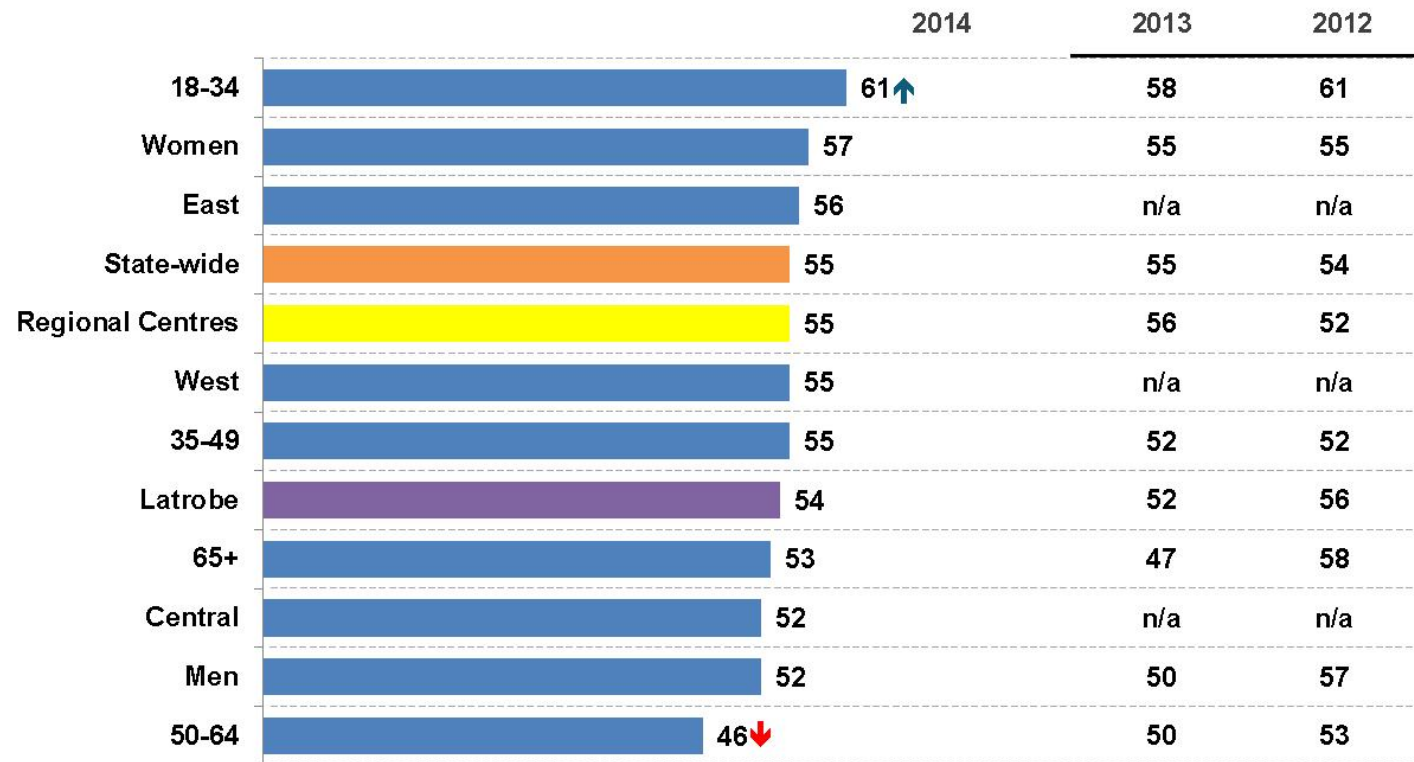


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Community Satisfaction Survey 2014 – Latrobe City Council

# 2014 COUNCIL'S GENERAL TOWN PLANNING POLICY PERFORMANCE INDEX CORES



Q2. How has Latrobe City Council performed on 'Council's general town planning policy' over the last 12 months?

Base: All respondents. Councils asked statewide: 34 Councils asked group: 5

Note: please see page 6 for explanation about significant differences

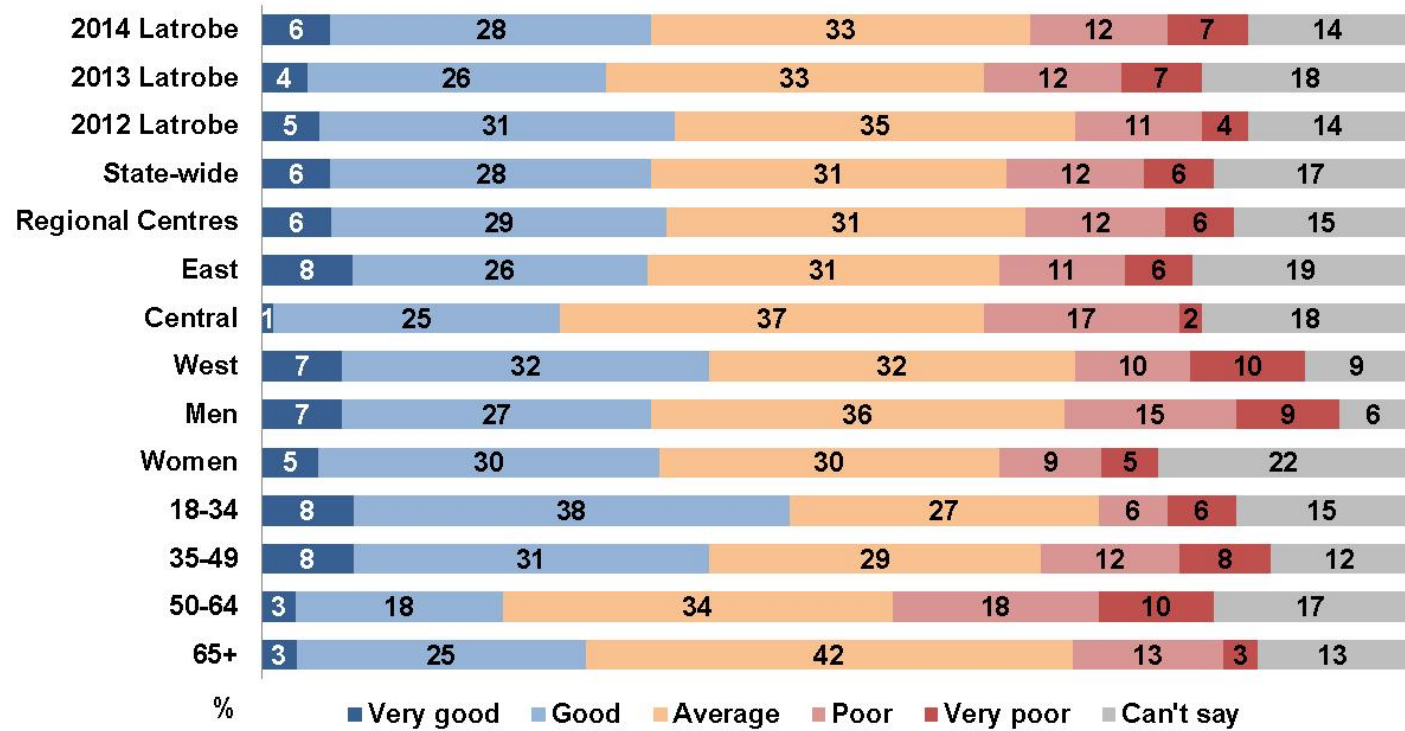


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Community Satisfaction Survey 2014 – Latrobe City Council

# 2014 COUNCIL'S GENERAL TOWN PLANNING POLICY PERFORMANCE DETAILED PERCENTAGES



Q2. How has Latrobe City Council performed on 'Council's general town planning policy' over the last 12 months?

Base: All respondents. Councils asked statewide: 34 Councils asked group: 5

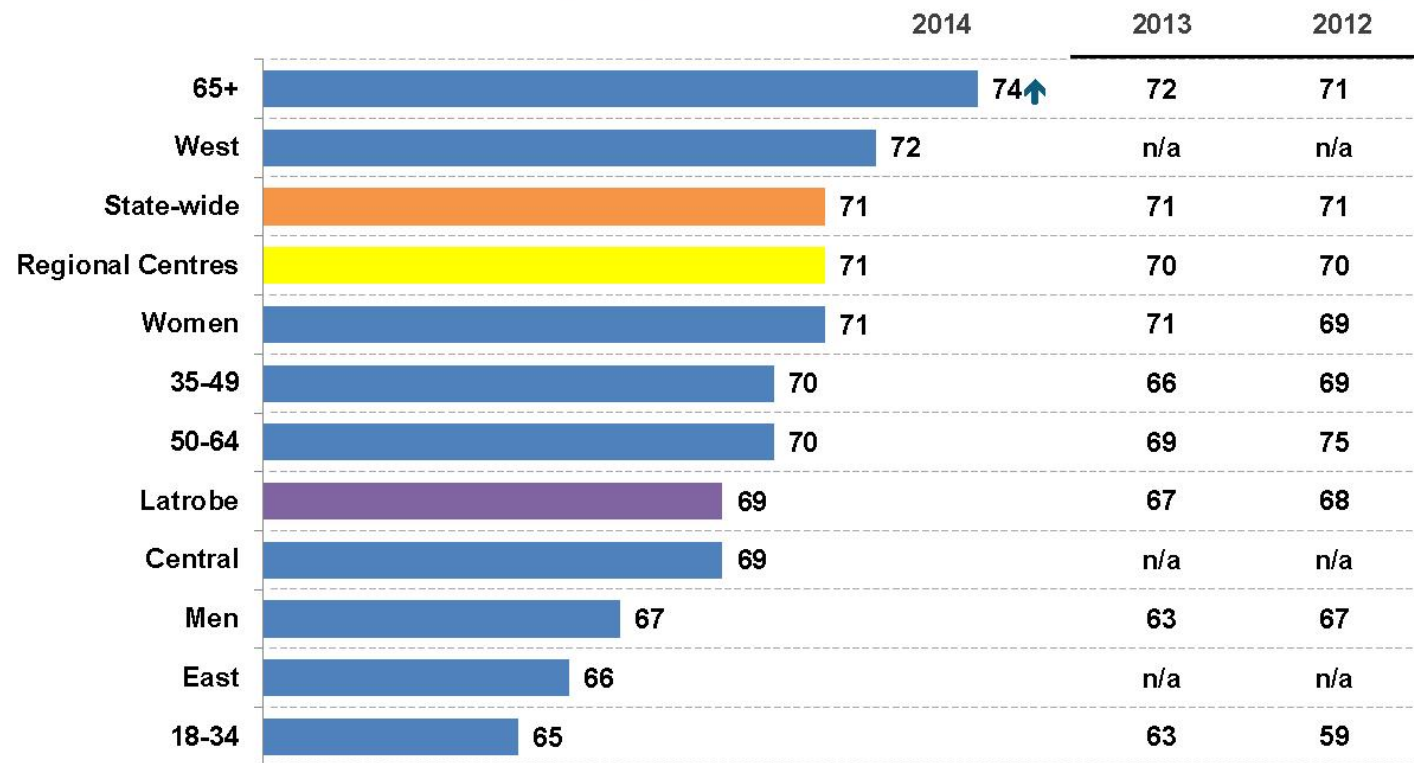


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Community Satisfaction Survey 2014 – Latrobe City Council

# 2014 PLANNING AND BUILDING PERMITS IMPORTANCE INDEX SCORES



Q1. Firstly, how important should 'Planning and Building Permits' be as a responsibility for Latrobe City Council?

Base: All respondents. Councils asked statewide: 21 Councils asked group: 3

Note: please see page 6 for explanation about significant differences

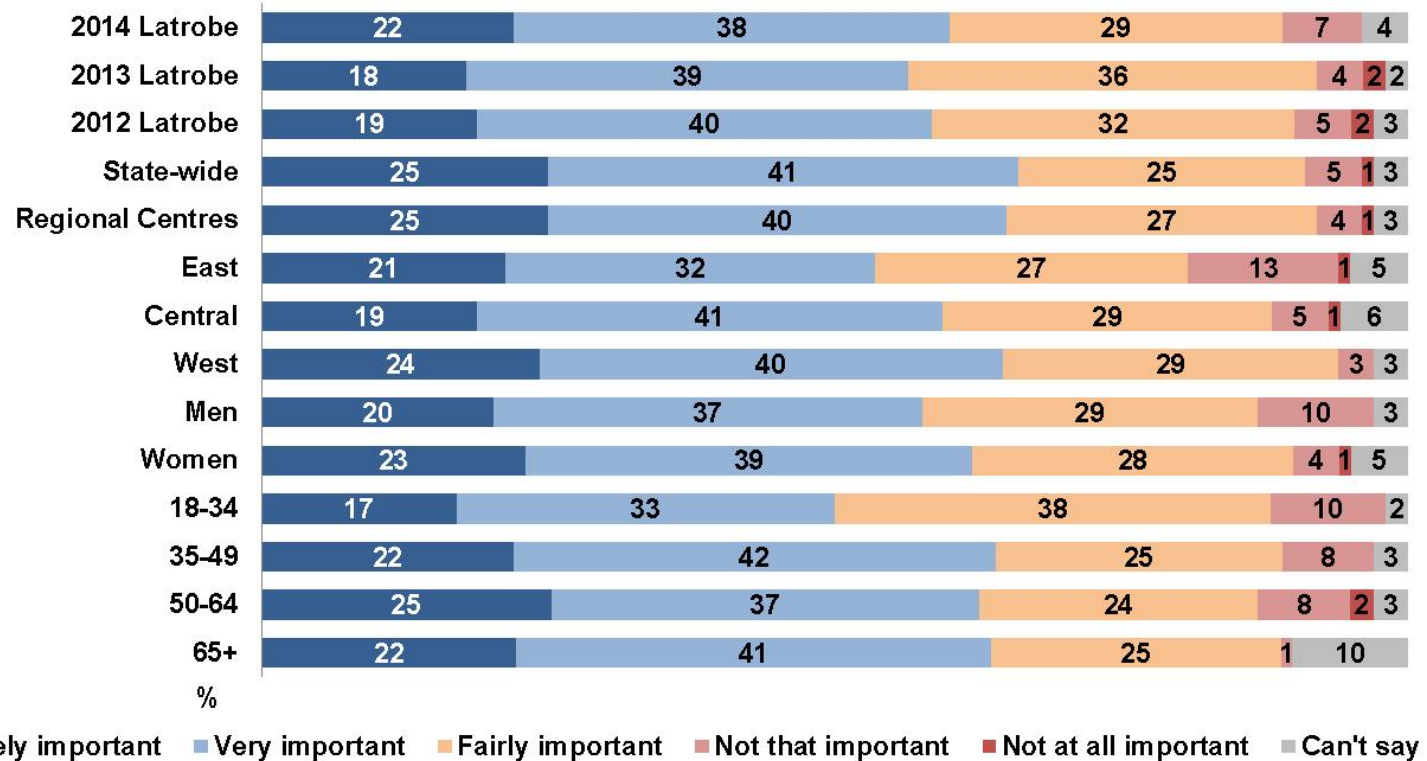


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Community Satisfaction Survey 2014 – Latrobe City Council

# 2014 PLANNING AND BUILDING PERMITS IMPORTANCE DETAILED PERCENTAGES



Q1. Firstly, how important should 'Planning and Building Permits' be as a responsibility for Latrobe City Council?

Base: All respondents. Councils asked statewide: 21 Councils asked group: 3

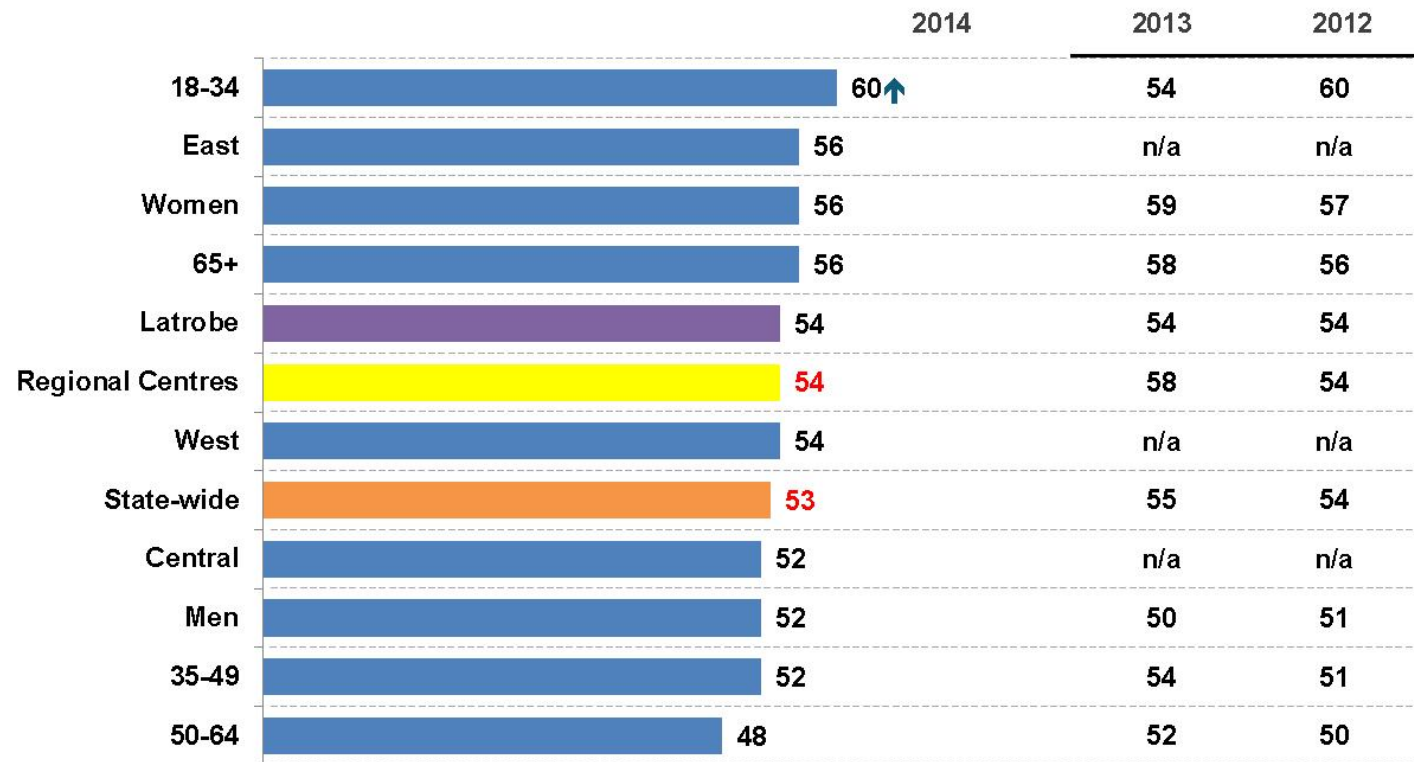


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Community Satisfaction Survey 2014 – Latrobe City Council

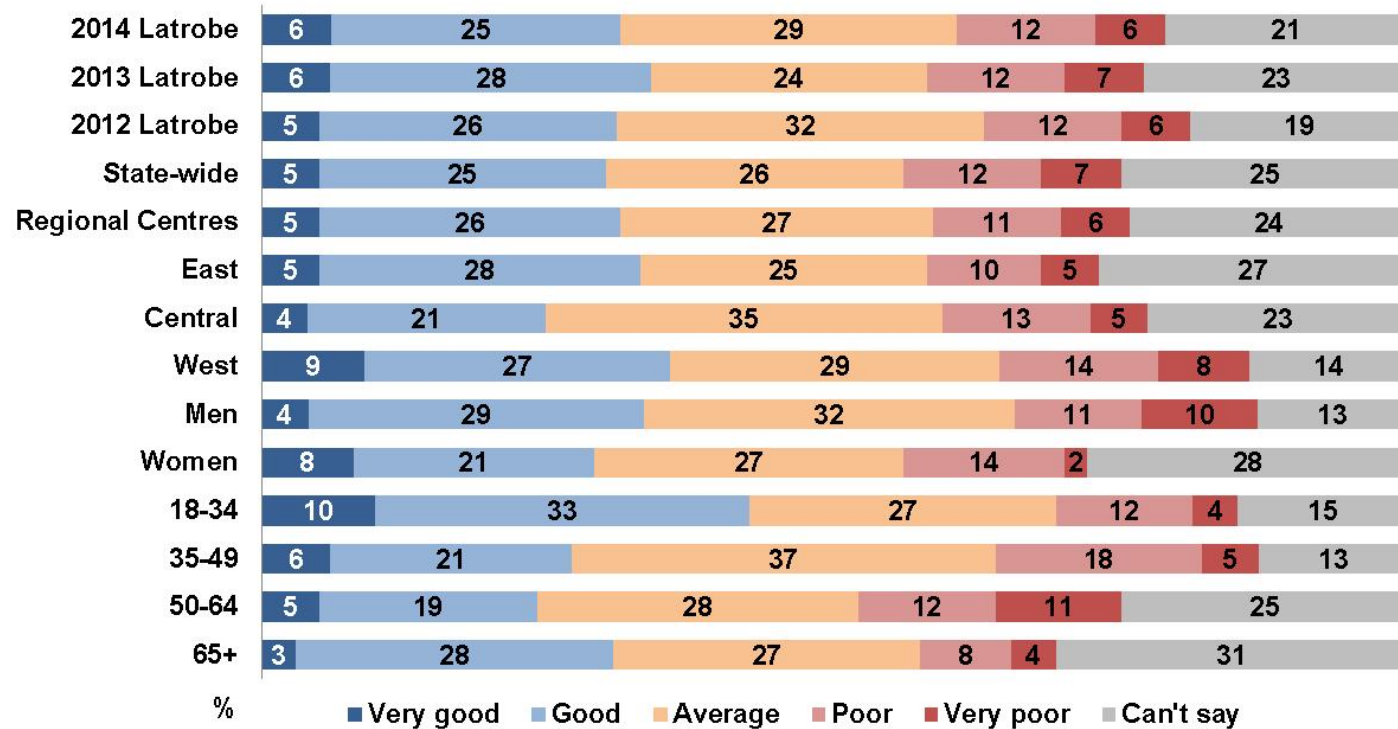
# 2014 PLANNING AND BUILDING PERMITS PERFORMANCE INDEX SCORES



Q2. How has Latrobe City Council performed on 'Planning and Building Permits' over the last 12 months?  
 Base: All respondents. Councils asked statewide: 33 Councils asked group: 5

Note: please see page 6 for explanation about significant differences

# 2014 PLANNING AND BUILDING PERMITS PERFORMANCE DETAILED PERCENTAGES

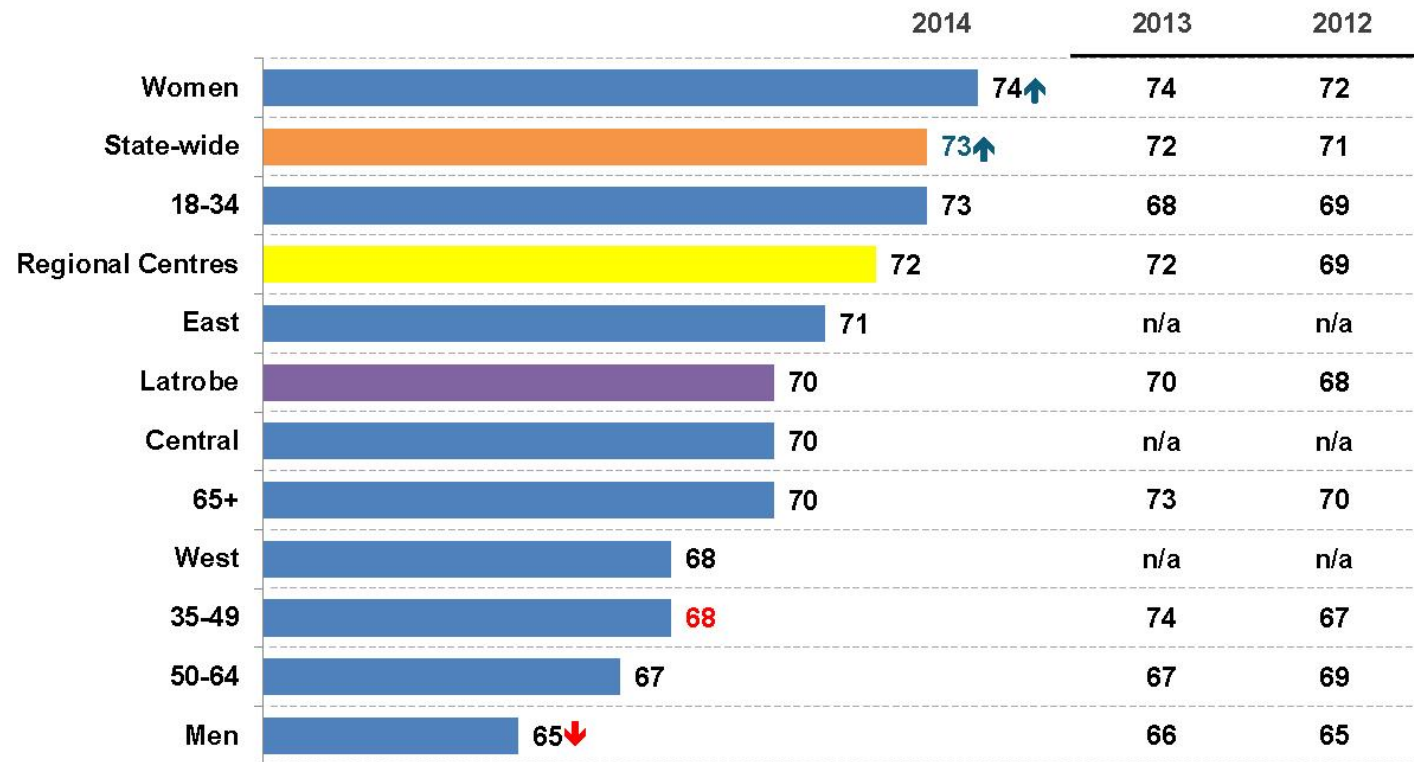


Q2. How has Latrobe City Council performed on 'Planning and Building Permits' over the last 12 months?  
 Base: All respondents. Councils asked statewide: 33 Councils asked group: 5





# 2014 ENVIRONMENTAL SUSTAINABILITY IMPORTANCE INDEX CORES



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

Base: All respondents. Councils asked statewide: 19 Councils asked group: 4

Note: please see page 6 for explanation about significant differences

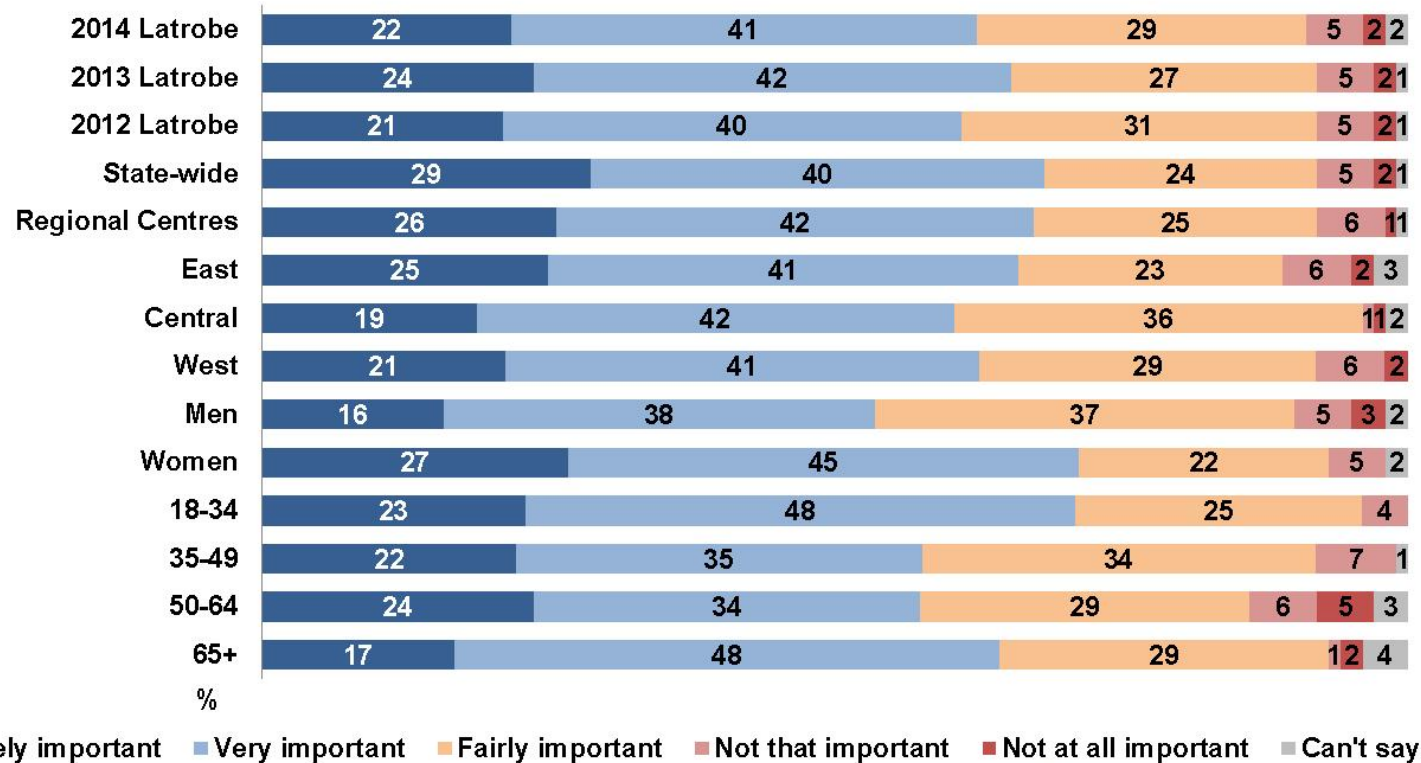


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Community Satisfaction Survey 2014 – Latrobe City Council

# 2014 ENVIRONMENTAL SUSTAINABILITY IMPORTANCE DETAILED PERCENTAGES



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

Base: All respondents. Councils asked statewide: 19 Councils asked group: 4

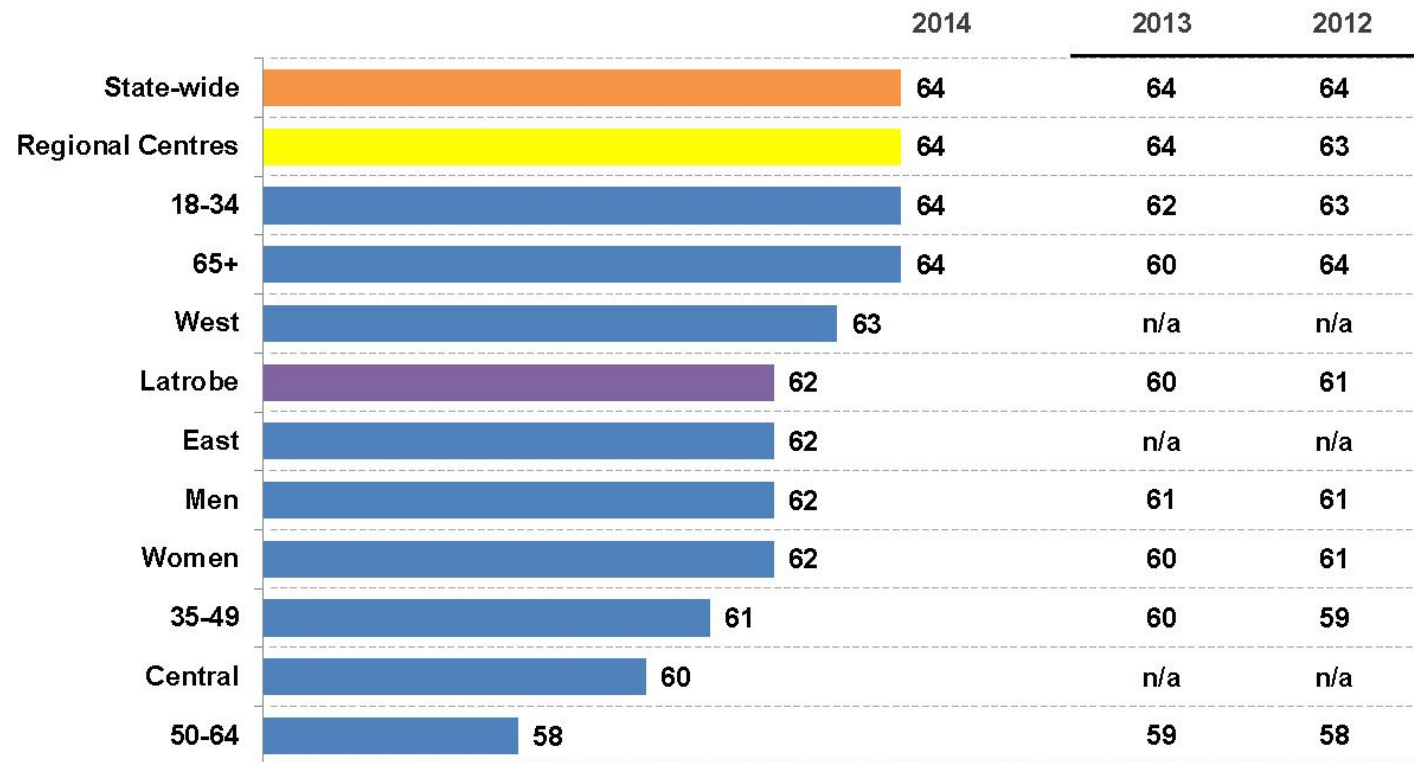


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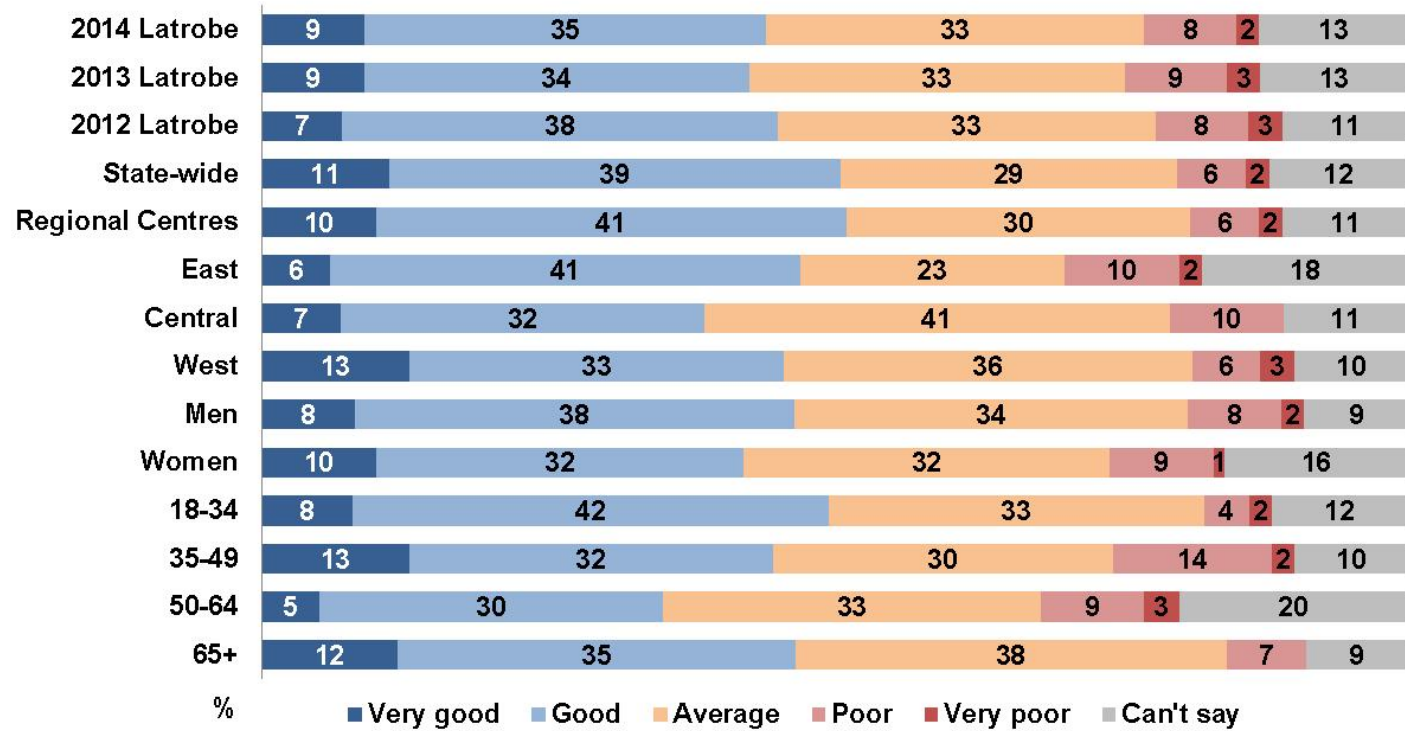
# 2014 ENVIRONMENTAL SUSTAINABILITY PERFORMANCE INDEX CORES



Q2. How has Latrobe City Council performed on 'Environmental Sustainability' over the last 12 months?  
 Base: All respondents. Councils asked statewide: 32 Councils asked group: 5

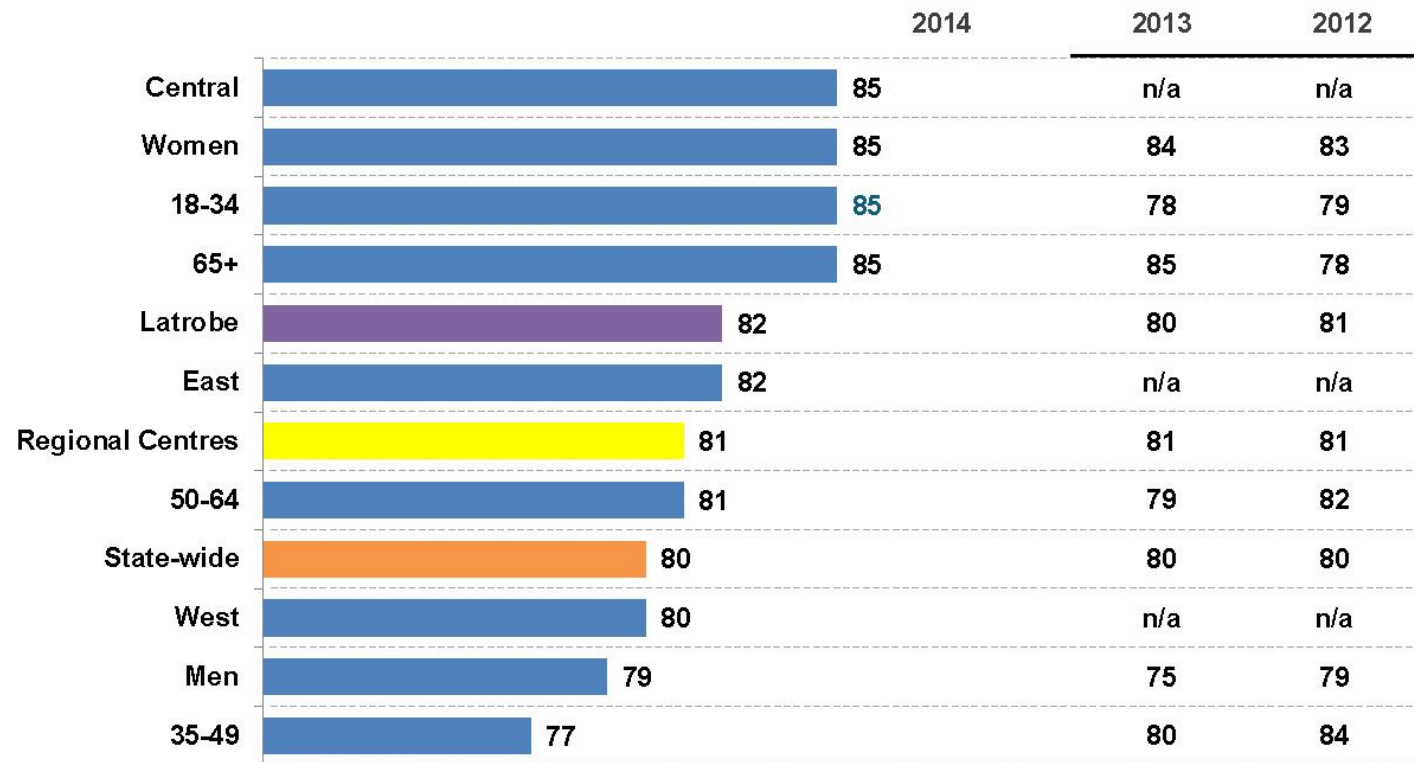
Note: please see page 6 for explanation about significant differences

# 2014 ENVIRONMENTAL SUSTAINABILITY PERFORMANCE DETAILED PERCENTAGES



Q2. How has Latrobe City Council performed on 'Environmental Sustainability' over the last 12 months?  
 Base: All respondents. Councils asked statewide: 32 Councils asked group: 5

# 2014 EMERGENCY AND DISASTER MANAGEMENT IMPORTANCE INDEX SCORES



Q1. Firstly, how important should 'Emergency and Disaster Management' be as a responsibility for Latrobe City Council?

Base: All respondents. Councils asked statewide: 14 Councils asked group: 2

Note: please see page 6 for explanation about significant differences

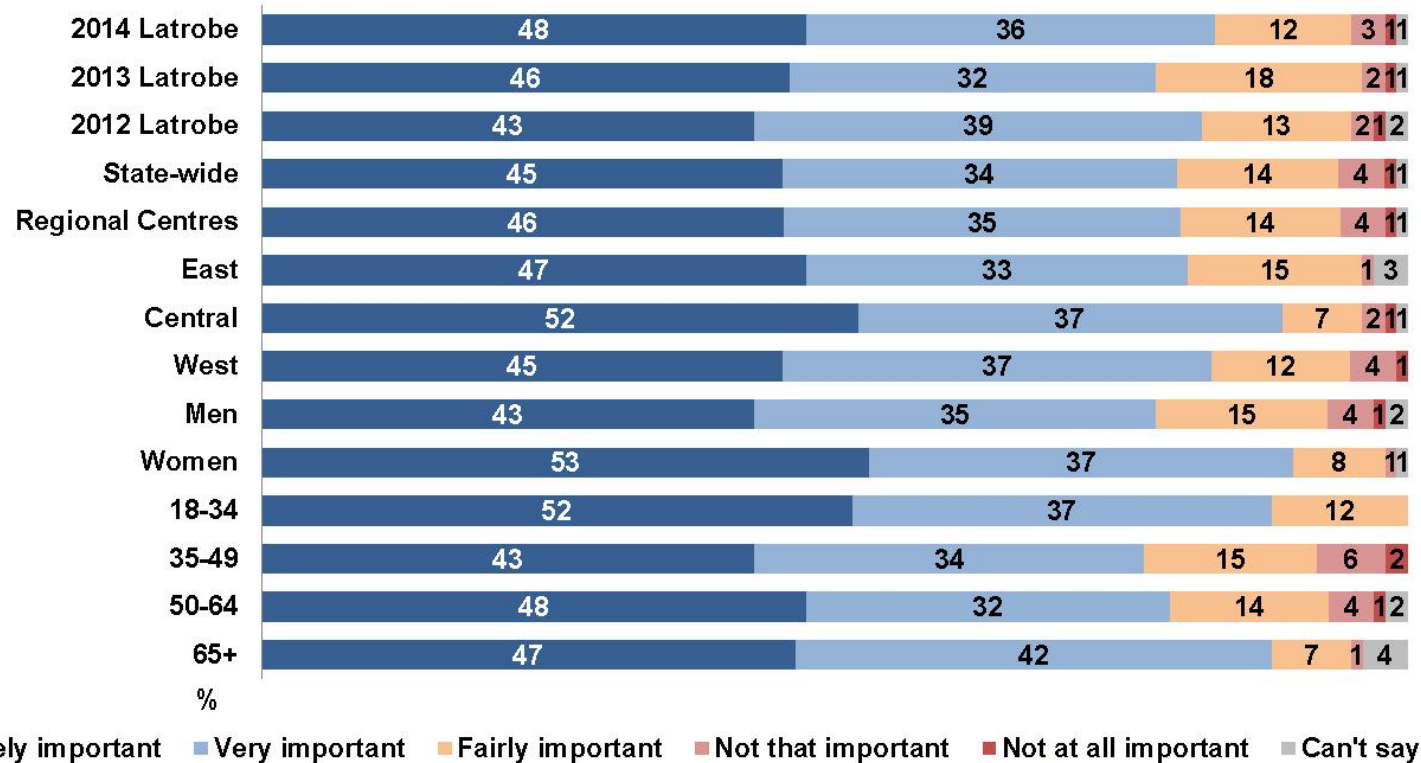


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# 2014 EMERGENCY AND DISASTER MANAGEMENT IMPORTANCE DETAILED PERCENTAGES



Q1. Firstly, how important should 'Emergency and Disaster Management' be as a responsibility for Latrobe City Council?

Base: All respondents. Councils asked statewide: 14 Councils asked group: 2

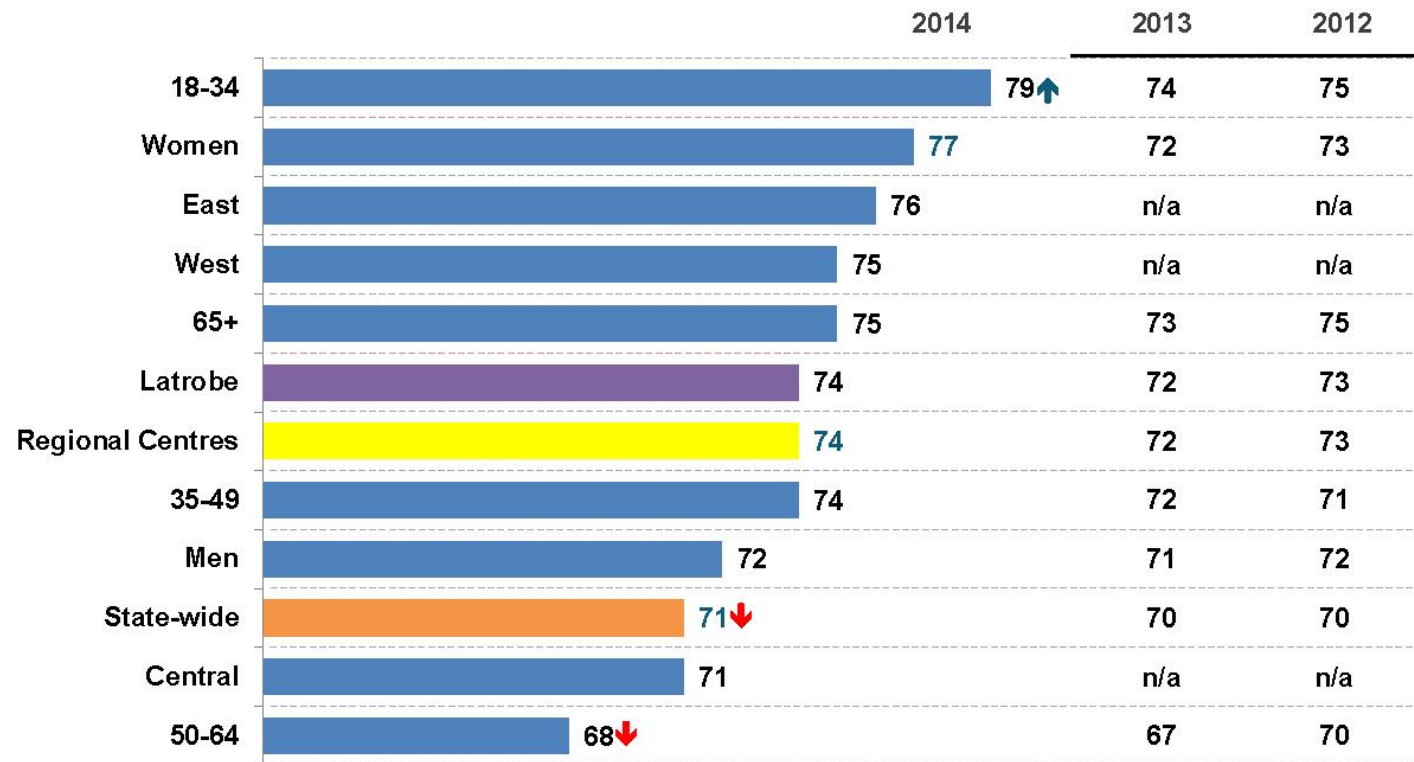


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# 2014 EMERGENCY AND DISASTER MANAGEMENT PERFORMANCE INDEX SCORES



Q2. How has Latrobe City Council performed on 'Emergency and Disaster Management' over the last 12 months?

Base: All respondents. Councils asked statewide: 23 Councils asked group: 3

Note: please see page 6 for explanation about significant differences

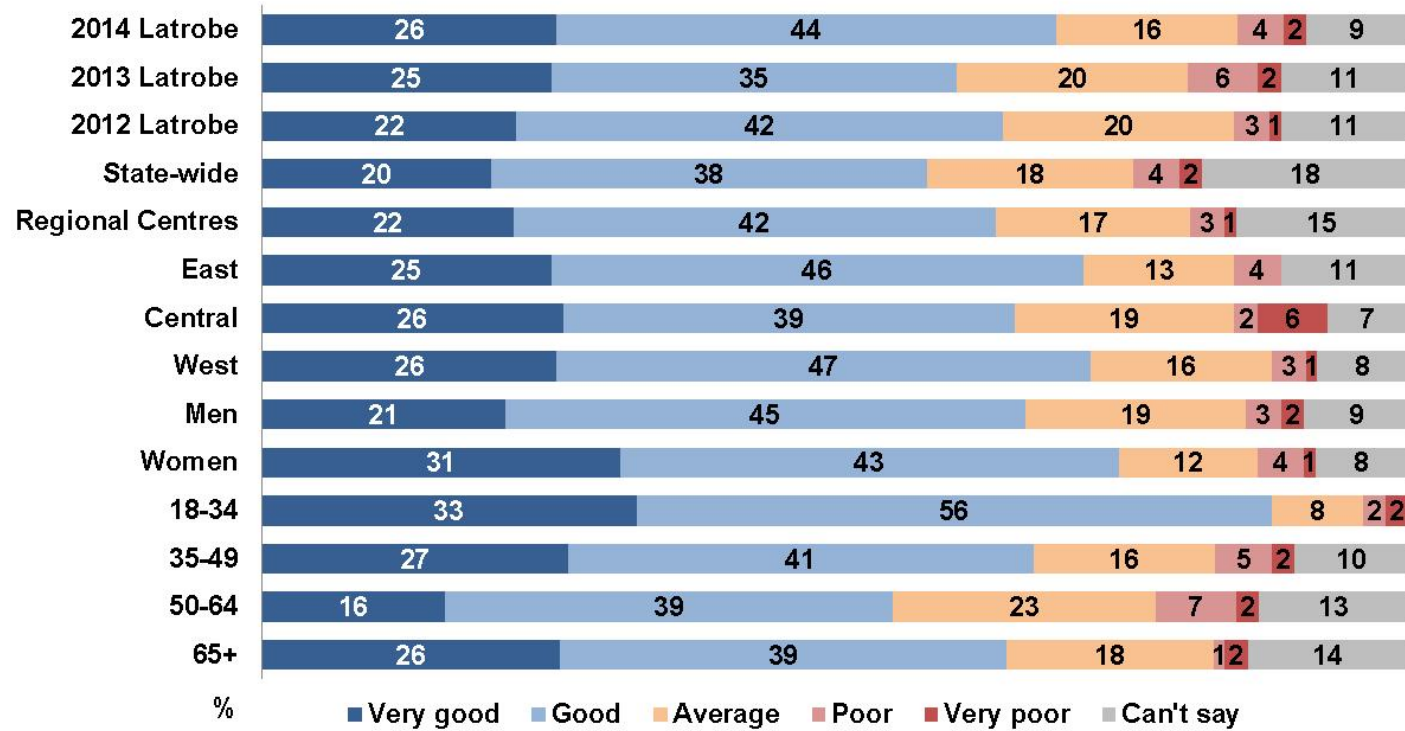


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# 2014 EMERGENCY AND DISASTER MANAGEMENT PERFORMANCE DETAILED PERCENTAGES



Q2. How has Latrobe City Council performed on 'Emergency and Disaster Management' over the last 12 months?

Base: All respondents. Councils asked statewide: 23 Councils asked group: 3



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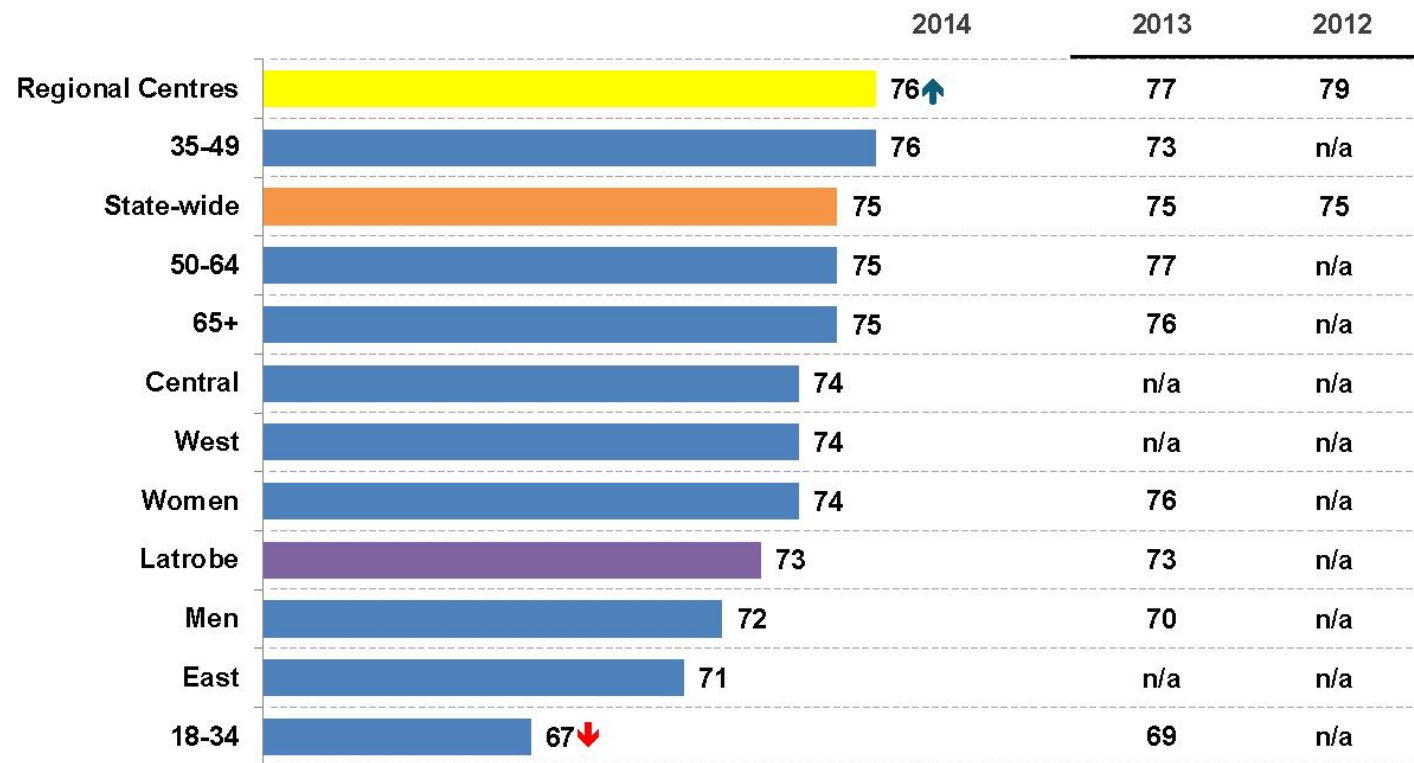
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# 2014 PLANNING FOR POPULATION GROWTH IN THE AREA

## IMPORTANCE INDEX CORES



Q1. Firstly, how important should 'Planning for population growth in the area' be as a responsibility for Latrobe City Council?

Base: All respondents. Councils asked statewide: 15 Councils asked group: 4

Note: please see page 6 for explanation about significant differences

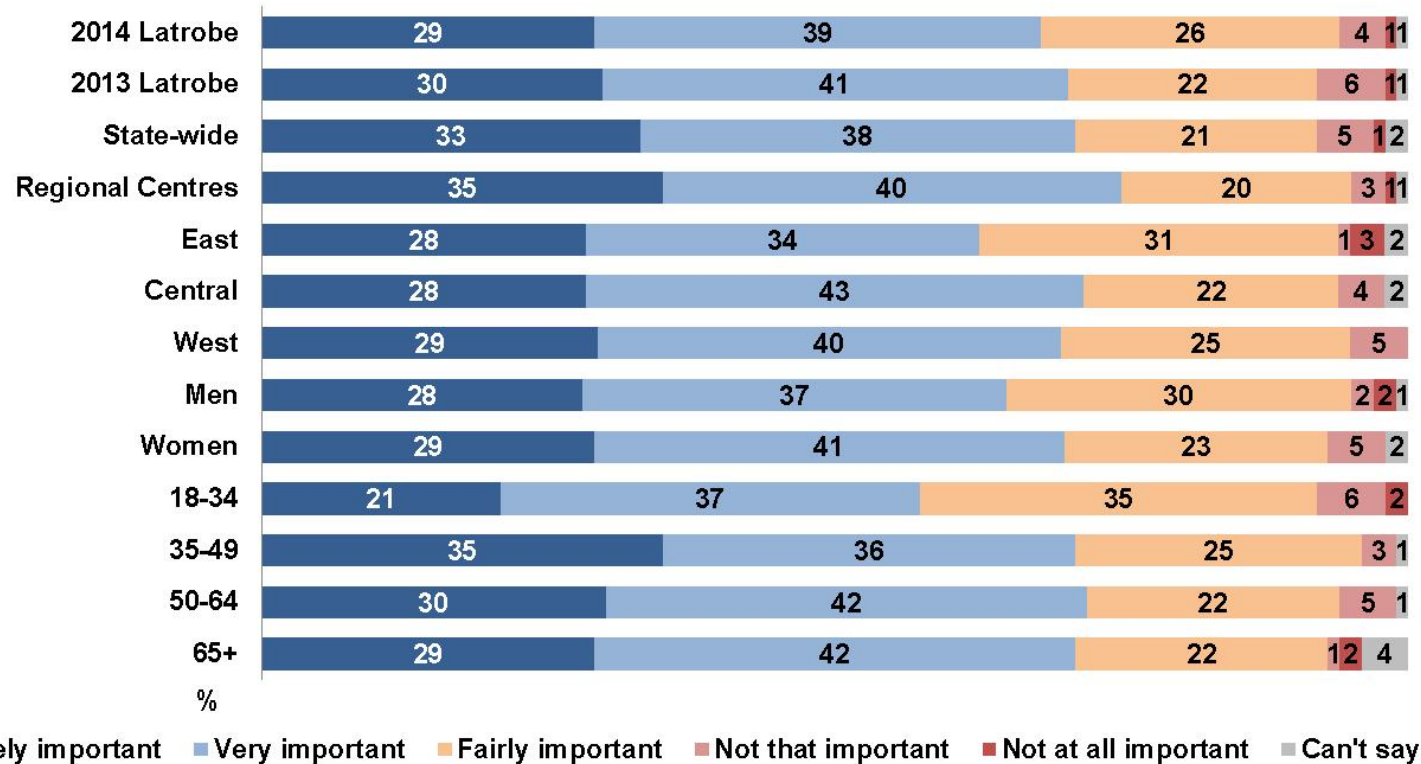


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# 2014 PLANNING FOR POPULATION GROWTH IN THE AREA IMPORTANCE DETAILED PERCENTAGES



Q1. Firstly, how important should 'Planning for population growth in the area' be as a responsibility for Latrobe City Council?

Base: All respondents. Councils asked statewide: 15 Councils asked group: 4



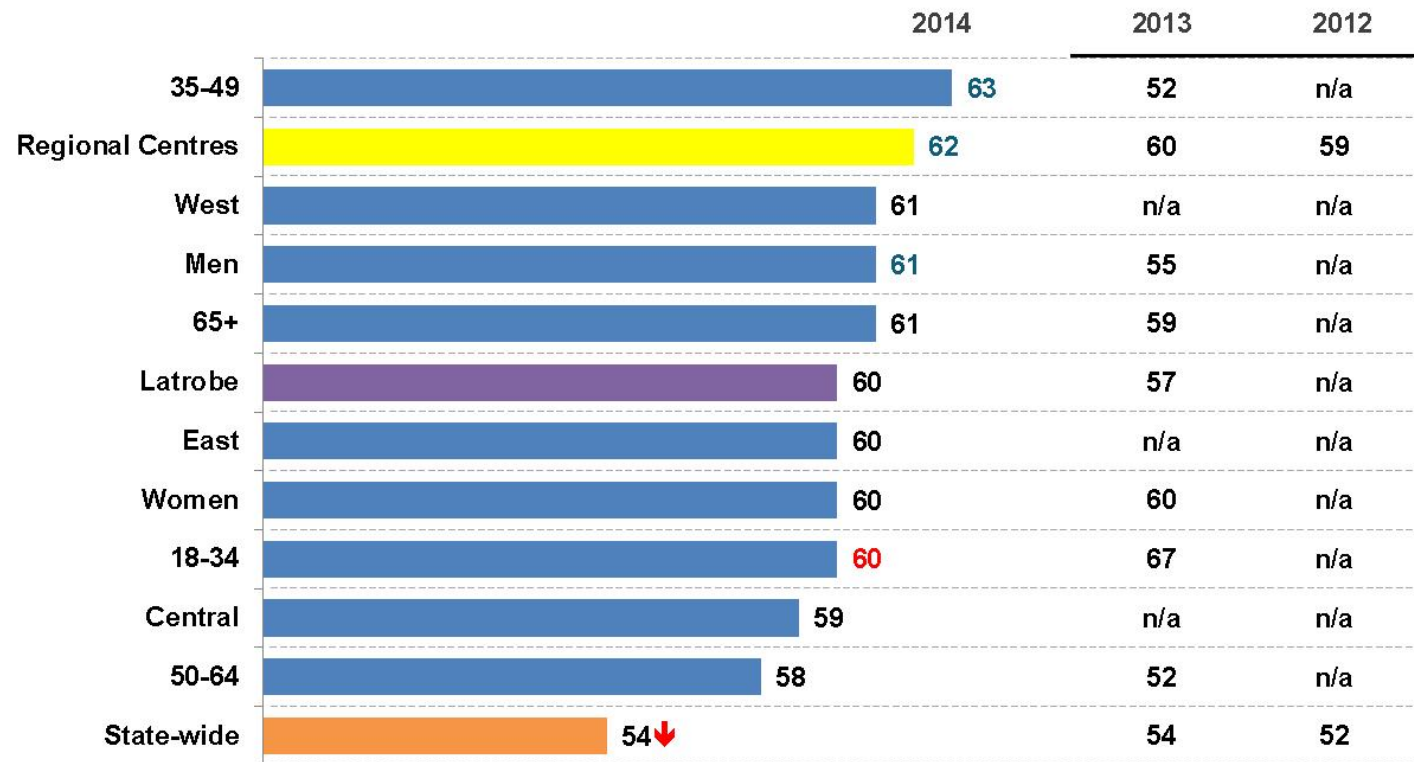
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# 2014 PLANNING FOR POPULATION GROWTH IN THE AREA

## PERFORMANCE INDEX CORES



Q2. How has Latrobe City Council performed on 'Planning for population growth in the area' over the last 12 months?

Base: All respondents. Councils asked statewide: 18 Councils asked group: 3

Note: please see page 6 for explanation about significant differences



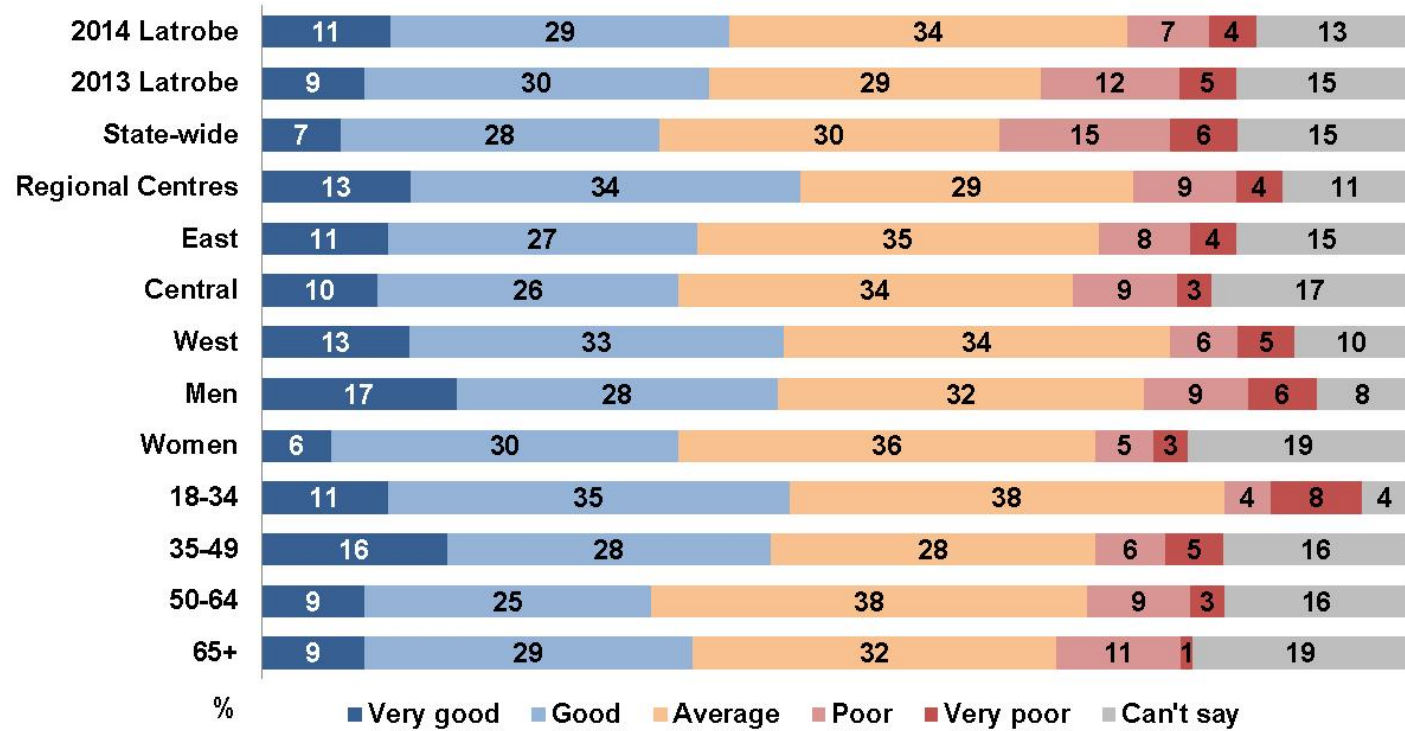
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# 2014 PLANNING FOR POPULATION GROWTH IN THE AREA

## PERFORMANCE DETAILED PERCENTAGES



Q2. How has Latrobe City Council performed on 'Planning for population growth in the area' over the last 12 months?

Base: All respondents. Councils asked statewide: 18 Councils asked group: 3



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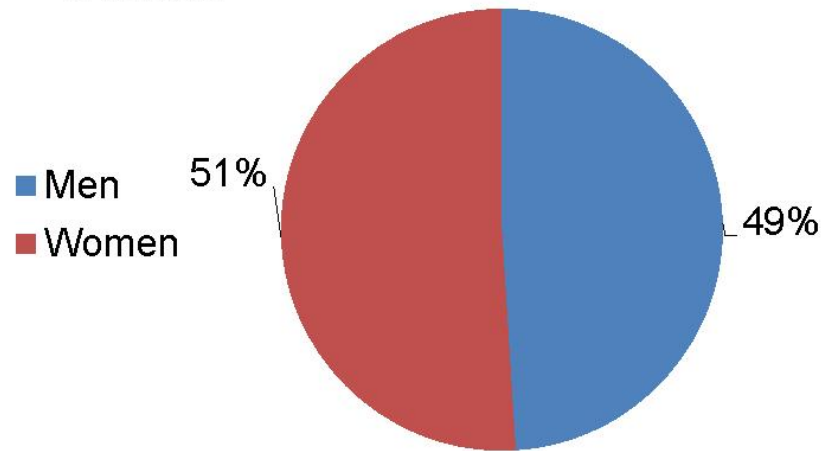
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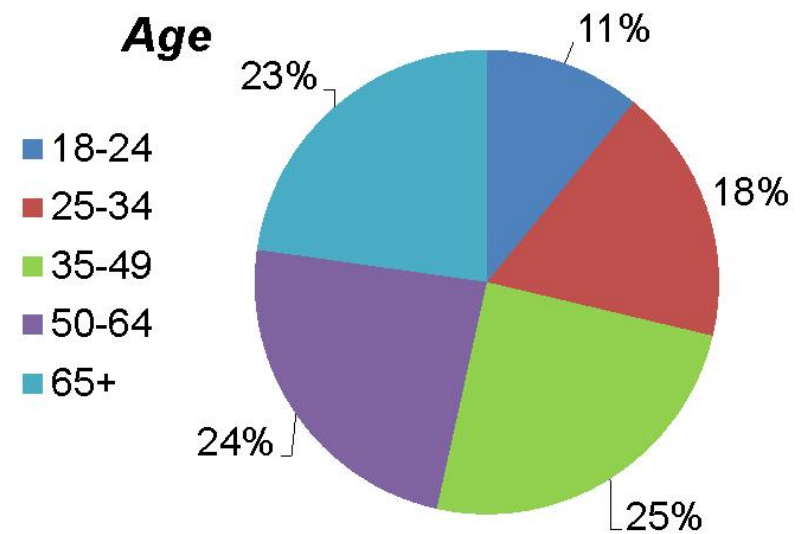


# 2014 GENDER AND AGE

## Gender



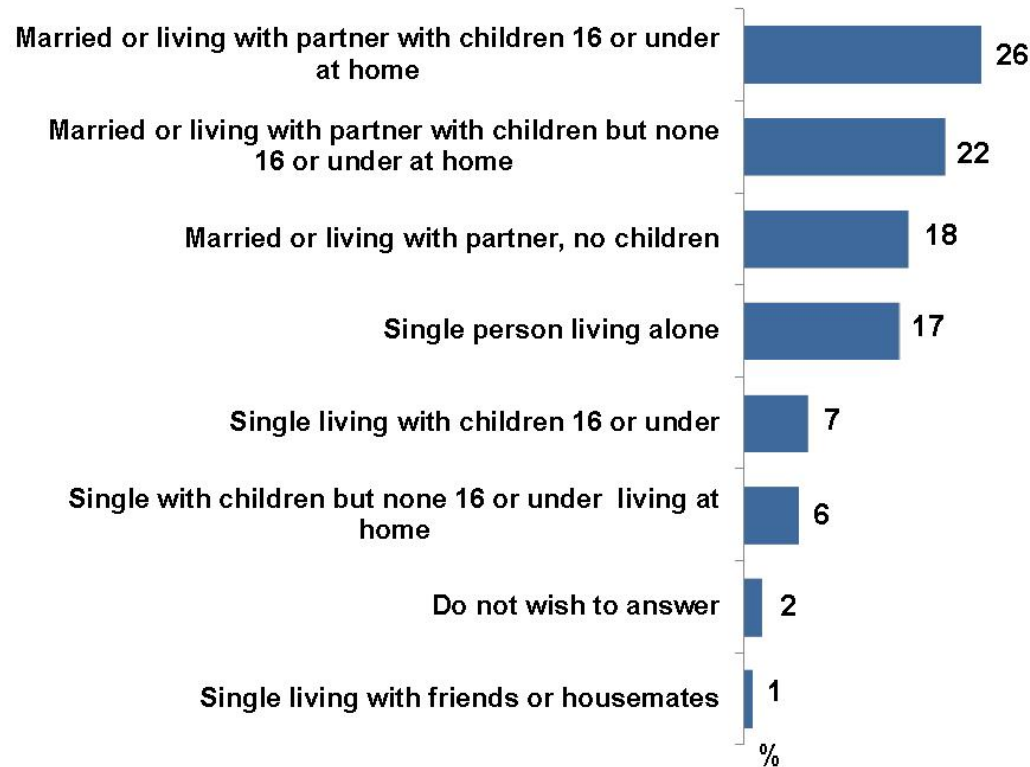
## Age



*Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.*



# HOUSEHOLD STRUCTURE



S6. Which of the following BEST describes your household?  
 Base: All respondents Councils asked statewide: 16 Councils asked group: 2

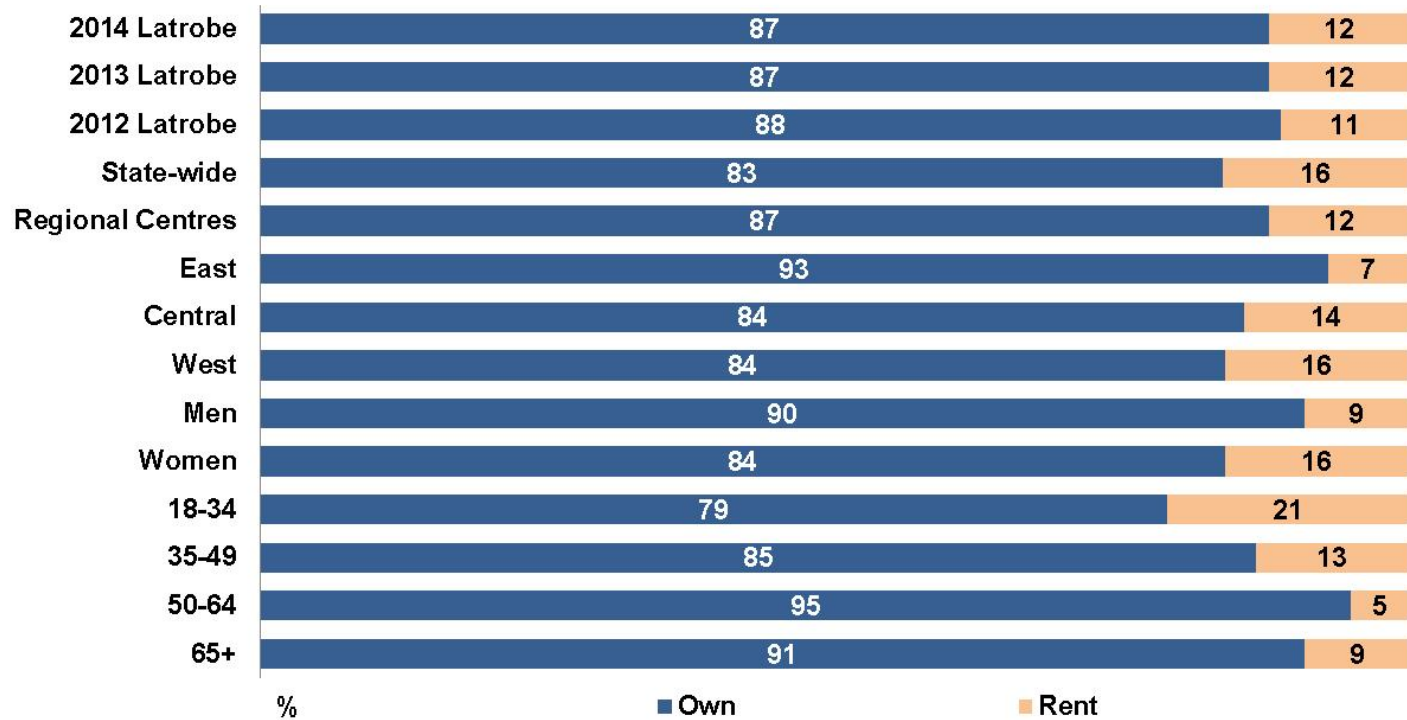


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# 2014 OWN OR RENT



Q9. Thinking of the property you live in, do you or other members of your household own this property, or is it a rental property?

Base: All respondents. Councils asked statewide: 4 Councils asked group: 1



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A satellite night view of the United Kingdom, showing the island and surrounding waters. The landmass is illuminated by a network of lights, representing cities and infrastructure. The text is overlaid on the left side of the image.

**APPENDIX A:  
DETAILED SURVEY TABULATIONS**

**AVAILABLE IN SUPPLIED EXCEL FILE**



## APPENDIX B: BACKGROUND AND OBJECTIVES

Please note that as a result of feedback from extensive consultations with councils, in 2012 there were necessary and significant changes to the methodology and content of the survey, including:

- The survey is now conducted as a representative random probability survey of residents aged 18 years or over in local councils, whereas previously it was conducted as a 'head of household' survey.
- As part of the change to a representative resident survey, results are now weighted post survey to the known population distribution of Latrobe City Council according to the most recently available Australian Bureau of Statistics population estimates, whereas the results were previously not weighted.
- The service responsibility area performance measures have changed significantly and the rating scale used to assess performance has also changed.

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. **Comparisons in the period 2012-2014 have been made throughout this report as appropriate.**



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## APPENDIX B: MARGINS OF ERROR

The sample size for the 2014 State-wide Local Government Community Satisfaction Survey for Latrobe City Council was n=400. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately 400 interviews is +/-4.9% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples.

As an example, a result of 50% can be read confidently as falling midway in the range 45.1% - 54.9%.

Maximum margins of error are listed in the table below, based on a population of 57,000 people aged 18 years or over for Latrobe City Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Latrobe City Council	400	400	+/-4.9
Men	173	196	+/-7.5
Women	227	204	+/-6.5
18-34 years	52	116	+/-13.7
35-49 years	63	99	+/-12.4
50-64 years	146	95	+/-8.1
65+ years	139	91	+/-8.3



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## APPENDIX B: ANALYSIS AND REPORTING

The Councils in the Regional centres group are: Ballarat, Greater Bendigo, Greater Geelong, Greater Shepparton, Horsham, Latrobe, Mildura, Wangaratta and Warrnambool. All participating Councils are listed in the State-wide report published on the DTPLI website. In 2014, 67 of the 79 Councils throughout Victoria participated in this survey.

Please note that the Councils that participated in 2012 and 2013 vary slightly to those participating in 2014.



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## APPENDIX B: ANALYSIS AND REPORTING

### Council Groups

Wherever appropriate, results for Latrobe City Council for this 2014 Community Satisfaction Survey have been compared against other Councils in the Regional centres group and on a State-wide basis. Latrobe City Council is self-classified as a Regional centres council according to the following classification list:

- Inner metropolitan councils
- Outer metropolitan councils
- Rural cities and regional centres
- Large rural shires
- Small rural shires



## APPENDIX B: ANALYSIS AND REPORTING

### Index Scores

Many questions ask respondents to rate council performance on a five-point scale, for example, from 'very good' to 'very poor', with 'can't say' also a possible response category. To facilitate ease of reporting and comparison of results over time, starting from the 2012 benchmark survey and measured against the state-wide result and the council group, an 'Index Score' has been calculated for such measures.

The Index Score is calculated and represented as a score out of 100 (on a 0 to 100 scale), with 'can't say' responses excluded from the analysis. The '% RESULT' for each scale category is multiplied by the 'INDEX FACTOR'. This produces an 'INDEX VALUE' for each category, which are then summed to produce the 'INDEX SCORE', equating to '60' in the following example.

SCALE CATEGORIES	% RESULT	INDEX FACTOR	INDEX VALUE
Very good	9%	100	9
Good	40%	75	30
Average	37%	50	19
Poor	9%	25	2
Very poor	4%	0	0
Can't say	1%	--	INDEX SCORE 60



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## APPENDIX B: ANALYSIS AND REPORTING

Similarly, an Index Score has been calculated for the Core question 'Performance direction in the last 12 months', based on the following scale for each performance measure category, with 'Can't say' responses excluded from the calculation.

SCALE CATEGORIES	% RESULT	INDEX FACTOR	INDEX VALUE
Improved	36%	100	36
Stayed the same	40%	50	20
Deteriorated	23%	0	0
Can't say	1%	--	<b>INDEX SCORE 56</b>





## APPENDIX B: ANALYSIS AND REPORTING

### Index Scores Significant Difference Calculation

The test applied to the Indexes was an Independent Mean Test, as follows:

$$Z \text{ Score} = (\$1 - \$2) / \text{Sqrt} ((\$3*2 / \$5) + (\$4*2 / \$6))$$

Where:

- \$1 = Index Score 1
- \$2 = Index Score 2
- \$3 = unweighted sample count 1
- \$4 = unweighted sample count 1
- \$5 = standard deviation 1
- \$6 = standard deviation 2

All figures can be sourced from the detailed cross tabulations.

The test was applied at the 95% confidence interval, so if the Z Score was greater than +/- 1.954 the scores are significantly different.



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## APPENDIX B: ANALYSIS AND REPORTING

### Core, Optional and Tailored Questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2014 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils. These core questions comprised:

- Overall performance last 12 months (Overall performance)
- Lobbying on behalf of community (Advocacy)
- Community consultation and engagement (Consultation)
- Contact in last 12 months (Contact)
- Rating of contact (Customer service)
- Overall council direction last 12 months (Council direction)

## APPENDIX B: ANALYSIS AND REPORTING

Reporting of results for these Core questions can always be compared against other councils in the council group and against all participating councils state-wide.

Alternatively, some questions in the 2014 State-wide Local Government Community Satisfaction Survey were optional. If comparisons for Latrobe City Council for some questions cannot be made against all other councils in the Regional centres group and/or all councils on a state-wide basis, this is noted for those results by a footnote of the number of councils the comparison is made against.

Councils also had the ability to ask tailored questions specific only to their council.



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## APPENDIX B: ANALYSIS AND REPORTING

### Reporting

Every Council that participated in the 2014 State-wide Local Government Services Survey has received a customised report. In addition, the State Government is supplied with a Statewide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all Council areas surveyed.

Tailored questions commissioned by individual Councils are reported only to the commissioning Council and not otherwise shared unless by express written approval of the commissioning Council.

The overall State-wide Local Government Services Report is available at [www.localgovernment.vic.gov.au](http://www.localgovernment.vic.gov.au).



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## APPENDIX B: GLOSSARY OF TERMS

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

**CSS:** 2014 Victorian Local Government Community Satisfaction Survey.

**Council group:** One of five self-classified groups, comprising: inner metropolitan councils, outer metropolitan councils, rural cities and regional centres, large rural shires and small rural shires.

**Council group average:** The average result for all participating councils in the council group.

**Highest / lowest:** The result described is the highest or lowest result across a particular demographic sub-group e.g. men, for the specific question being reported. Reference to the result for a demographic sub-group being the highest or lowest does not imply that it is significantly higher or lower, unless this is specifically mentioned.

**Index score:** A score calculated and represented as a score out of 100 (on a 0 to 100 scale). This score is sometimes reported as a figure in brackets next to the category being described, e.g. men 50+ (60).

**Optional questions:** Questions which councils had an option to include or not.

**Percentages:** Also referred to as 'detailed results', meaning the proportion of responses, expressed as a percentage.

**Sample:** The number of completed interviews, e.g. for a council or within a demographic sub-group.

**Significantly higher / lower:** The result described is significantly higher or lower than the comparison result based on a statistical significance test at the 95% confidence limit. If the result referenced is statistically higher or lower then this will be specifically mentioned, however not all significantly higher or lower results are referenced in summary reporting.

**State-wide average:** The average result for all participating councils in the State.

**Tailored questions:** Individual questions tailored by and only reported to the commissioning council.

**Weighting:** Weighting factors are applied to the sample for each council based on available age and gender proportions from ABS census information to ensure reported results are proportionate to the actual population of the council, rather than the achieved survey sample.



# MEETING CLOSED TO THE PUBLIC

**18. MEETING CLOSED TO THE PUBLIC**

Section 89(2) of the Local Government Act 1989 enables the Council to close the meeting to the public if the meeting is discussing any of the following:

- (a) Personnel matters;
- (b) The personal hardship of any resident or ratepayer;
- (c) Industrial matters;
- (d) Contractual matters;
- (e) Proposed developments;
- (f) Legal advice;
- (g) Matters affecting the security of Council property;
- (h) Any other matter which the Council or Special Committee considers would prejudice the Council or any person;
- (i) A resolution to close the meeting to members of the public.

**RECOMMENDATION**

**That the Ordinary Meeting of Council closes this meeting to the public to consider the following items which are of a confidential nature, pursuant to section 89(2) of the Local Government Act (LGA) 1989 for the reasons indicated:**

**18.1 ADOPTION OF MINUTES**

**Agenda item 18.1 *Adoption of Minutes* is designated as confidential as it relates to a matter which the Council or special committee considers would prejudice the Council or any person (s89 2h)**

**18.2 CONFIDENTIAL ITEMS**

**Agenda item 18.2 *Confidential Items* is designated as confidential as it relates to a matter which the Council or special committee considers would prejudice the Council or any person (s89 2h)**

**18.3 QUESTIONS ON NOTICE - CONFIDENTIAL**

**Agenda item 18.3 *Questions on Notice - CONFIDENTIAL* is designated as confidential as it relates to a matter which the Council or special committee considers would prejudice the Council or any person (s89 2h)**

**18.4 PROPOSED LIVESTOCK SALES FACILITY**

**Agenda item 18.4 *Proposed Livestock Sales Facility* is designated as confidential as it relates to proposed developments (s89 2e)**

**18.5 SPONSORSHIP REQUEST - YOUNG PEOPLE WITHOUT BORDERS**

Agenda item 18.5 *Sponsorship Request - Young People without Borders* is designated as confidential as it relates to a matter which the Council or special committee considers would prejudice the Council or any person (s89 2h)

**18.6 POTENTIAL DISPOSAL OF SURPLUS ASSETS**

Agenda item 18.6 *Potential Disposal of Surplus Assets* is designated as confidential as it relates to a matter which the Council or special committee considers would prejudice the Council or any person (s89 2h)

**18.7 LCC-174 SUPPLY, DELIVERY AND PLACEMENT OF ASPHALT PRODUCTS**

Agenda item 18.7 *LCC-174 SUPPLY, DELIVERY AND PLACEMENT OF ASPHALT PRODUCTS* is designated as confidential as it relates to contractual matters (s89 2d)

**18.8 PROVISION OF ENERGY EFFICIENT STREET LIGHTING HARDWARE**

Agenda item 18.8 *PROVISION OF ENERGY EFFICIENT STREET LIGHTING HARDWARE* is designated as confidential as it relates to contractual matters (s89 2d)

**0.0 GIPPSLAND CARBON TRANSITION COMMITTEE**

Agenda item 0.0 *GIPPSLAND CARBON TRANSITION COMMITTEE* is designated as confidential as it relates to a matter which the Council or special committee considers would prejudice the Council or any person (s89 2h)

**0.0 PROPOSED PUBLIC HIGHWAY DECLARATION - DEAKIN LANE, TRARALGON. UPDATE**

Agenda item 0.0 *Proposed Public Highway Declaration - Deakin Lane, Traralgon. Update* is designated as confidential as it relates to legal advice (s89 2f)

**9.1 LEASE OF AIRLIE BANK HOMESTEAD, MORWELL**

Agenda item 9.1 *LEASE OF AIRLIE BANK HOMESTEAD, MORWELL* is designated as confidential as it relates to contractual matters (s89 2d)

**Moved:** Cr Rossiter  
**Seconded:** Cr Middlemiss

**That the Recommendation be adopted.**

**CARRIED UNANIMOUSLY**



**ORDINARY COUNCIL MEETING MINUTES  
21 JULY 2014 (CM442)**

**The Meeting closed to the public at 6.55 PM.**

**The Meeting was adjourned for a tea break at 6.55 PM.**

**The Meeting resumed at 7.12 PM.**