



New funding



1. Indexation restored to Financial Assistance Grants
2. New planning fees - estimated to raise extra \$40 million pa
3. Commonwealth funds 15 hours universal access kindergarten for 2018
4. State Government commits 50:50 funding for school crossings and responsibility for funding SES
5. State funds \$81.2m for maternal and child health, and \$87.1m for kindergartens

New innovations



1. Patchwork expands to 1,200 agents representing 271 agencies
2. Digital Transformation Taskforce roadmap developed
3. Multiple open Council Data projects underway
4. Heavy vehicle Route Assessment Tool supported by regulator for councils to assess road access
5. Procurement underway for a statewide Library Management System

New partnerships



1. HACC Tripartite Agreement signed
2. 10-Year Early Years Compact signed
3. MAV Taskforces established - LG Act Review and MA Act and Rules Review
4. MAV WorkCare self insurance mutual licence granted
5. Collaborative funding bids underway to Commonwealth Smart Cities program

New efficiencies



1. 78 councils accessed one or more of 31 active MAV Procurement contracts
2. Supporting 52 council kindergarten central enrolment plans
3. 62 councils using MCH data management system
4. 84% of councils achieve core maturity through Step Asset Management Program
5. Over 100 MAV events attended by 7,300 delegates





Our **Strategic Work Plan 2016-17** identified four key objectives that drive the MAV's priority work actions to deliver outcomes of significant benefit to our members:

1. **Help councils achieve financial sustainability**
2. **Improve the reputation of local government**
3. **Improve sector productivity and efficiency**
4. **Encourage innovation and collaboration through leadership.**

In addition to the 45 high-level activities identified in our Strategic Work Plan to deliver on our core objectives, the MAV also actioned (and continues to action) more than 80 resolutions passed by members at State Council, as well as respond to urgent and emerging issues affecting councils as they arise throughout the year.

Our **key achievements** are summarised on the following pages. These will be further detailed in our 2016-17 annual report, which will include an assessment of outcomes in accordance with target measures identified in the Strategic Work Plan.

Some outcomes achieved by the MAV are of benefit to the whole local government sector, such as funding wins. However, the MAV's success in securing these wins is dependent upon the collective input and participation of our membership. Our united voice provides an essential and powerful negotiating position with other levels of government.

Many other MAV member services and opportunities provide a direct benefit to member councils who choose to get involved, such as accessing MAV group procurement, training and events; participation in working groups and committees; and providing input to MAV submissions.

These opportunities are taken up to varying degrees by councillors, CEOs and council officers from each council. The MAV has undertaken an audit to identify where some of the gaps are so we can work with members to maximise engagement and service participation opportunities.

Some member services provide a clear cost benefit or saving to participating councils, such as accessing tailored procurement contracts by harnessing the combined purchasing power of councils to drive down tender and contracts costs.

Other member benefits are more difficult to attribute a dollar value to, including:

- Access to information, networks and specialist advice including through MAV email circulars, confidential advice, surveys and research, benchmarking on sector positions, sharing of legal advice, and member-only briefings
- Participation by staff and councillors on working groups, committees and networks that inform and influence the MAV's advocacy and policy work, and also offer insights into the issues facing other councils
- Participation in a wide range of free workshops and seminars, and low-cost tailored training, events and networking activities for councillors, CEOs and council staff
- Opportunity to inform and influence the MAV's policy, advocacy, strategic directions and support activities through participation in State Council, member meetings, submissions and feedback regularly sought from members.
- Key relationships with Ministers that provides capacity to influence the design of policy reforms before they are introduced by governments
- Affiliated membership with the Australian Local Government Association (ALGA).





MAV ACHIEVEMENTS

Objective 1: Help councils achieve financial sustainability

Through our data collection and costings analysis work, direct funding requests, advocacy, submissions, meeting with Ministers and a broad range of campaign activities involving councils and the media, the MAV continued to help councils achieve financial sustainability.

Achievements in 2016-17 included:

- Actively campaigning alongside the ALGA and councils to ensure the Federal Government delivered on its promise to restore **indexation to Financial Assistance Grants** from 1 July after a three-year freeze.
- Secured Commonwealth funding for five hours' operational costs per week in 2018 to continue the national **universal access kindergarten** program. Advocacy will continue to seek long-term funding certainty through a recurrent funding commitment.
- Extension of the **Roads to Recovery Programme** until 2021 was confirmed in the Federal Budget. The initiative provides at least \$75 million direct to Victorian councils each year (with double payments in 2016-17 and 2017-18 arising from the freeze on CPI-indexation for fuel excise being lifted).
- Following extensive MAV costings analysis undertaken with 16 councils to inform a Regulatory Impact Statement review, **new planning fees** were introduced to more fairly apportion contributions from planning system users. The new fees are estimated to raise an additional \$40 million each year for local government to cover between 70 – 80 per cent of councils' costs to administer the planning system (up from 20 – 30 per cent).
- Secured \$81.2 million funding for **Maternal and Child Health services** over four years through direct MAV advocacy, to expand the enhanced service and a range of other MCH initiatives, with no co-investment required by councils.
- \$87.1 million in new State Government funding for **kindergarten services**, following MAV advocacy and a submission to the Minister, with an emphasis on supporting vulnerable families.
- Highlighted the adverse impacts on council budgets and community services arising from the State's **rate cap policy** through submissions and appearances before the rate capping Parliamentary Inquiry and the independent review of the ESC decision-making process for rate cap variations. The State also provided a second year of funding for the ESC to assess council applications following MAV advocacy.
- Extensive MAV negotiations with the Treasurer, Minister for Emergency Services and the State Emergency Service, led to the Victorian Government announcing it would assume **primary funding responsibility for the SES**, including units' operational costs and lease agreements on council-owned land.
- Secured a commitment from the Premier to restore 50:50 funding for the **school crossing supervisors** program from 1 July 2017.
- New \$5.4 million allocation for councils to manage **roadside weeds and pests**.
- Funding extended for the **Building Inclusive Communities** program to continue in 2017-18, including for 57 councils delivering RuralAccess and MetroAccess initiatives following extensive advocacy by the MAV and councils.
- Secured a commitment from the Treasurer that if a State proposal for the Valuer General to undertake **annual property valuations** proceeds, councils will not be financially worse-off after our advocacy highlighted a range of council costs and other impacts.



- Widespread media coverage gained for our criticism of the government's State Budget allocation of **landfill levies** to a broad range of projects that will not reduce waste going into landfill. Our advocacy work continues to put pressure on the State to reinvest landfill levies back into local waste and resource recovery initiatives.
- Secured a commitment from the State Government to halt and reassess proposed reforms before Parliament to amend '**puppy farm**' laws governing the sale of cats and dogs, which would have imposed a significant cost impact on councils to enforce.
- Provided **26 submissions** driven by member input to various State and Federal reviews and inquiries including rate capping, emergency management, finance, infrastructure, planning, early years, disability, climate change, water management, native vegetation, biodiversity, energy, housing, gaming and liquor licensing.
- Strong MAV advocacy continues to seek a State allocation for rural and regional **local roads and bridges** following the Port of Melbourne lease, which set aside \$970 million for rural and regional infrastructure projects.

Objective 2: Improve the reputation of local government

A range of MAV activities aims to improve the reputation of local government through:

- Improvements to the MAV's own performance, governance and reputation in the interests of effectively serving Victorian local government
- Defending the sector against unfair media or government attacks, and ongoing positive media relations work to inform and influence the publication of both balanced and positive council stories
- Profiling the good work of councils that makes a positive contribution to people's everyday lives through a range of mediums to reach broad audiences
- Building relationships with State and Federal governments to improve the reputation of local government as a valued partner and respected level of government.

Some of our key achievements in 2016-17 included:

- 2016 **Stand for Council campaign** promoted the important roles of local councils, encouraged community participation in council elections and sought more diverse nominations from candidates. A comprehensive range of activities secured more than 300 free media stories and more than 100 paid advertisements across print, digital and social media led to more than 1,400 people attending 87 candidate information sessions and a 10 per cent increase in visits to our campaign website. There was also a 14 per cent increase in the number of women councillors elected.
- Commenced a major community awareness campaign to celebrate the **centenary of the Maternal and Child Health service** and shine a spotlight on councils' valuable contribution to give families the best start in life. Media stories, a Twitter week, major centenary event, videos to showcase the 'faces behind the service,' and other resource materials have been made available to all councils.
- Councils extensively shared the MAV's 2016 **rate capping video** to help explain to communities how the State's rate cap works. It has been viewed more than 2,600 times.
- 2016 **National Twitter Day** coordinated by the MAV and other state local government associations positively profiled the valuable work of councils to new audiences. A resource kit was provided to assist all councils participate and over the 24 hours of the Twitter event, 531 contributors posted 2,259 tweets reaching 1.14 million users.



MAV ACHIEVEMENTS

- **CiVic Magazine** continued to publish innovative council case studies of local initiatives making a positive difference to communities across Victoria, which were also profiled and shared through our social media channels.
- Recognised the contributions of long-serving councillors with the awarding of 50 **Councillor Service Awards** in 2016.
- Comprehensive **media relations activities** resulted in over 1,500 print and broadcast media mentions (on average four per day or 28 per week) to defend and improve the reputation of the sector, and strengthened our role as the voice of local government.
- Continued to grow and broaden our **social media** voice through a dedicated plan to positively promote the work and roles of local government. We broadened our social media reach and engagement including a 10 per cent increase in Twitter followers, and a 15 per cent rise in Facebook and LinkedIn followers.
- Commenced planning for a stand-alone web portal to profile and showcase the Victorian local government sector as part of our MAV **website redevelopment** project.
- State Government confirmed the inclusion of local government **Impact Statements in all Cabinet submissions** that directly affect the sector in line with the revised Victorian State-Local Government Agreement signed in 2014.
- **HACC Tripartite Agreement** was signed by the Commonwealth, Victorian Government and MAV on behalf of local government after extensive negotiations and input from members. It formally acknowledges, for the first time, councils' important role in planning, funding and delivering home and community care services for more than 70 years. It also provides stability for service users and funding certainty for councils until at least 2020.
- Following extensive negotiations, we signed a **10-year Early Years Compact** with the Victorian Government. This landmark agreement, together with a MCH Memorandum of Understanding, aims to strengthen collaboration between State and local government for early years' service planning, funding and delivery.
- Published a **reconciliation statement** supporting development of a treaty between the State Government and the Indigenous community, and encouraging councils to play a leadership role in unifying their communities.
- Awarded grants to 10 council primary prevention projects that support local initiatives involving 21 municipalities to **prevent violence against women**.
- Convened two member Taskforces to guide our submission responding to the State Government's **Local Government Act Review** discussion paper and inform input to the **Municipal Association Act Review**. The MA Act and Rules Review Taskforce also considered State Council resolutions relating to MAV governance and performance.
- Hosted a **Councillor Induction Day** attended by 127 councillors and a mayoral training day with 40 mayors and deputy mayors.
- Conducted a comprehensive **Councillor Development Training Program** attended by more than 100 councillors to upskill them on key roles and responsibilities covering workshop topics including decision-making, meetings, council finances, land-use planning/building, public speaking, and understanding lobbying.
- Undertook a 2016 **member engagement survey** and **member communication survey** to obtain member feedback on our performance, effectiveness and what services are highly valued. Gaps identified in our performance and communications are being addressed through our next strategic work plan and internal reforms to ensure we better meet our members' needs.
- Received confirmation through an **independent review by Deloitte** that we successfully reviewed and updated our governance, procurement and performance policies and procedures as recommended in 2015 by the Victorian Auditor General; leveraged relevant best practice guidelines as recommended by VAGO; improved the strength of controls in our business processes; and implemented new policies and procedures.



MAV ACHIEVEMENTS

Objective 3: Improve sector productivity and efficiency

Our work to improve sector productivity and efficiency focused on building partnerships to improve councils' capability and capacity, and working collaboratively with members to identify cost saving and efficiency improvements.

Our achievements working with members in 2016-17 included:

- **MAV Procurement** conducted five new tenders and re-tendered four established contracts, which 55 member councils participated in 102 times during 2016/17.
- All 78 members accessed one or more of the **31 active MAV Procurement contracts**
- Thirty-six members participated in our **Procurement LEAP program** to identify cost savings, explore collaborative procurement and shared service opportunities, and develop plans. Between 45 and 60 per cent of council budgets are spent on procurement, with huge potential to improve efficiencies in this area by analysing data converted to live dashboards to drive efficiencies, savings and compliance. In 2016 the average procurement transactions for LEAP participant councils decreased by eight per cent, and the number of total suppliers used also reduced.
- Delivered **MAV Procurement and contract management training** through seven workshops attended by 57 council staff to build skills that reduce procurement risks, drive efficiencies and increase value for money outcomes. We also offered three new eLearning procurement modules for members in 2017, which attracted 33 participants and 29 councils attended our Procurement Leaders Conference.
- Following the council elections, all councillors received an induction kit from the MAV with a range of resources including a **New Councillor Resource Guide**, an updated Emergency Management Guide and a Land Use Planning Guide to assist them with their roles and responsibilities during the first few months in office.
- Assisted councils to reduce their insurance risk exposures by conducting three rounds of **MAV Insurance** best practice forums for members, as well as providing insurance legal advice accessed more than 250 times by members, and our Insurance help-desk responded to over 100 queries which were accessible to Insurance members.
- Our Insurance team reviewed 27 council **draft Road Management Plans** to provide advice on compliance with the legislation.
- **Patchwork Victoria**, our collaborative practice tool to improve coordination for health and welfare professionals working with vulnerable clients in common, received an 18 month State Government grant to continue expanding to additional public and private sector health and community services agencies. There are currently 1,200 agents representing 271 agencies and 612 clients signed up, with Patchwork also expanded to more MCH and school nurses.
- Administering roll-out of an additional \$625,500 to councils to assist with new **tobacco controls** taking effect on 1 August to ban smoking in outdoor dining areas. This funding is additional to the nearly \$1.3 million providing for councils' tobacco activity education and enforcement service agreements.
- Our **Step Asset Management program** assisted 84 per cent of councils to reach core maturity as assessed by the National Asset Management Assessment Framework.
- Conducted regional workshops with councils to identify strategies to respond to the **financial constraints of rate capping** including common services templates, 10-year asset management plans, integrated service planning and community engagement models.





MAV ACHIEVEMENTS

- Released the 2017/18 **Victorian Council Model Budget** to guide councils' budget reporting including mandatory and best practice information requirements. We also hosted an annual report writing workshop to assist councils to comply with prescribed annual reporting requirements.
- Hosted 10 CEO lunches to discuss issues relating to 2017-2021 four-year Council Plans.
- Conducted a series of engagement workshops with members across the state to inform a united sector position in response to the State's **Councils and Emergencies** Directions Paper, and assisted councils with individual submissions.
- Secured support from the National Heavy Vehicle Regulator for the **heavy vehicle Route Assessment Tool** to support councils to assess applications to access local roads.
- Our **Working Together to Deliver Program** helped 30 participant councils to build the relationship between their elected council and the CEO.
- Produced our annual **human services benchmarking report** for 51 participant councils to inform their future resource management decisions.
- Continued to support 52 councils to develop and deliver **kindergarten central enrolment** action plans, and worked with 14 councils on a specific project to strengthen and support their central enrolment schemes.
- Introduced a new streamlined event management system that allows councils to manage and allocate their **councillor credit points** directly through a live dashboard, as well as automated payment and refund processes.

Objective 4: Encourage innovation and collaboration

We are supporting sector innovation as a key opportunity for local government to foster partnerships and achieve digital business transformation.

Collaborative opportunities undertaken by the MAV in 2016-17 included:

- Our **Digital Transformation Taskforce** developed a roadmap of projects to encourage council innovation and collaboration. Initiatives being progressed alongside representatives from state and federal governments, industry and subject matter experts included completion of a sector-wide digital maturity survey; endorsing the Commonwealth's digital service standard; and developing a Council Commons Digital Transformation Knowledge Hub.
- Progressed an **Open Council Data Program** of various multi-council projects to increase the number of councils publishing open data, and case studies to demonstrate the business benefits of this work.
- **Collaborative funding bids** are underway with assistance from the MAV for councils to access the Commonwealth's Smart Cities and Suburbs Program. An application for a 'smart' road maintenance model has been scoped, which is forecast to reduce road maintenance costs by up to 37 per cent, a potential \$100 million annual cost saving for the sector. An application for a 'smart' animal management system was also identified to improve compliance and provide value add to animal owners across Victoria.
- Advanced our **Enablement Platform proof-of-concept** with four pilot councils to create a collaboration hub to increase shared innovation and service opportunities, and deliver significant cost savings.





MAV ACHIEVEMENTS

- Twenty-nine councils will participate in the **MAV Workcare self-insurance scheme** from late 2017 after WorkSafe recently granted a licence following three years of work on our business case and application. Our mutual scheme will reduce council premiums, and is expected to improve employees' health, safety and return to work outcomes.
- Procurement is underway for a **statewide Library Management System** to future-proof Victoria's public library service and provide long-term benefits to councils, libraries and library users.
- Sixty-two councils and health service providers are using our **Maternal and Child Health data management system** to centralise and improve reporting of family data, and monitor and track at-risk children.
- Hosted **workshops, briefings and provided summary papers** to inform members about government reforms including Plan Melbourne, Victorian rural drainage strategy, Water for Victoria plan, the new Integrated Water Management Framework, Smart Planning initiative, Flora and Fauna Guarantee Act review, Marine and Coastal Act review.
- Organised more than **100 events, conferences and professional development opportunities** for members that were attended by more than 7,300 people.
- Worked with councils to develop **regional freight plans** across Victoria in anticipation of the Federal Government's new needs-based road funding strategy for freight roads. The Gippsland region is one of three national pilots for this process.
- Foundation partner of the **Neighbourhood Project** which is assisting councils to become community-led in their engagement approaches. Three pilots involving Victorian councils have identified ways to give the community a stronger voice in decision-making.
- Hosted a free **sustainable buildings seminar** for members to learn more about the Council Alliance for a Sustainable Built Environment (CASBE) and offered training workshops to assist councils use the Built Environment Sustainability Scorecard tool.
- State funding enabled the MAV to appoint a Senior Water Policy Adviser, and Arts and Culture Policy Adviser to promote collaboration, implement partnership opportunities, engage councils in capacity building initiatives, and respond to State reviews.
- Four councils implemented the MAV-FutureGov **Casserole Club** initiative to coordinate local meal sharing arrangements by volunteer cooks for community members in need of assistance and social support.
- Continued to oversee improvements to **Crisisworks incident management system** to meet councils' emergency management needs.
- Supported the Northern Victoria Emergency Management Cluster, as well as **emergency management collaborations** generally through participation on the Steering Group for the EMV Collaborations project.
- Launched the joint Asset Based Community Development (ABCD) **Learning Sites Program** with the Bank of IDEAS to provide tools and strategies to help councils redress the drop in community connectedness and build social capital.





What we do

The MAV represents, protects and advances the interests of local government through our advocacy and campaigns, consultation and negotiation, research and policy advice.

Our members influence and set the strategic directions of the MAV, while our Board defines the detail of policy and strategies, and monitors and evaluates our performance.

We provide a range of sector development opportunities through member programs, projects, awards, events and professional development activities. Our core policy expertise includes asset management, economics and finance, emergency management, environment, governance, human services, Indigenous, planning, public health, transport, technology and workplace.

Procurement

We run **MAV Procurement**, a not-for-profit unit established to improve local government procurement practices and leverage the combined purchasing power of councils to achieve better value on products and services.

Insurance

We operate **MAV Insurance** to provide tailored insurance products specifically to the local government sector, together with risk management services, insurance-related legal services and specialised claims management.

WorkCare

Our **WorkCare** workers' compensation self-insurance scheme will commence operation in late 2017 with 31 founding council members to achieve improved performance and deliver safety outcomes for participant council employees.





Councillor support

The MAV provides a range of specialist services and support that is available to all councillors from our member councils.

We offer confidential councillor support and advice relating to legal, strategic, behaviour, conduct, procedural, legislative and other matters.

We provide a variety of networking and professional development opportunities for new and returning councillors, with a comprehensive program of events. We also provide scholarships, fellowships and awards to both advance and acknowledge the leadership of elected representatives.

Our three-tiered professional development pathway caters for all councillor skill levels, and includes both accredited and non-accredited options.

Level one: Elected Member Essential Skills / Knowledge Development

We provide a series of tailored workshops and sessions covering the fundamental roles and responsibilities of a councillor.

Level two: Professional Development (Intermediate)

We offer additional skills-based training pathways for councillors through tailored programs developed by the MAV in partnership with external training providers. Programs include the Company Directors' Course (Australian Institute of Company Directors); and the accredited Diploma of Local Government (BRACE Education and Training).

Level three: Career Pathway (Advanced)

We provide more advanced training for councillors including a customised 2.5 year part time Graduate Diploma in Management offered by Swinburne University in partnership with the MAV, and designed specifically for employees and councillors from our member councils.

We also offer a range of other leadership pathways and industry training, as well as tailored in-house sessions at the request of member councils.



MEMBER BENEFITS

Guide strategic direction



- ✓ Providing critical input to the MAV's advocacy work on behalf of the sector
- ✓ Opportunity for election to the MAV Board
- ✓ Appointment of an MAV Representative
- ✓ Participation in State Council to determine future directions and activities for the MAV including:
 - Opportunity to submit business for consideration by council representatives
 - Voting rights to determine MAV policy and activity directions
- ✓ Participation in MAV regional meetings
- ✓ Participation in annual strategy sessions to determine the MAV's strategic work plan for the coming year
- ✓ Access to the MAV's support and assistance to impact change through political and other networks
- ✓ Voting entitlement to determine the MAV Rules of Association.

Contribute to sector positions



- ✓ Submitting motions and voting rights at the Australian Local Government Association (only available to MAV members)
- ✓ Opportunity to participate in the metropolitan or rural and regional forums
- ✓ Opportunity to obtain representation on over 20 MAV internal committees and working groups
- ✓ Participation in Board advisory groups (Emergency Management, Human Services; Environment; Transport and Infrastructure; Planning; Arts and Culture; Professional Development; and Multicultural Committees)
- ✓ Invitations to nominate for appointment to external committee positions
- ✓ Participation in reference and working groups, and advisory panels
- ✓ Attend free MAV workshops, forums, seminars, briefings and meetings offered regularly to inform members of significant changes impacting local government
- ✓ Participation in a range of projects to reform council business practices through innovation, collaboration and use of economies of scale to negotiate improved arrangements
- ✓ Provide input, feedback and advice to inform MAV policy directions, advocacy, submissions, discussion papers and reports.

Tailored development and support



- ✓ Significantly reduced fees and access to the full range of MAV sector development events including:
 - Annual Conference and Dinner
 - Councillor training and development programs
 - Officer training and development programs
- ✓ Participation for councillors and/or officers in a variety of MAV groups and networks offering invaluable learning, networking and peer support opportunities
- ✓ Invitation and attendance at events, forums, workshops and meetings hosted for MAV members on a range of policy issues.

MEMBER BENEFITS

Specialist advice



- ✓ Updates and advice provided by MAV to council CEOs, mayors, councillors and officers on an as needed and regular basis
- ✓ Confidential councillor support and advice services relating to legal, strategic, behaviour, conduct, procedural, legislative and other matters
- ✓ Advice, support and training for council staff particularly governance officers, privacy officers and Freedom of Information Officers.
- ✓ Copies of MAV legal advice obtained on a wide range of issues.
- ✓ Access to specialist advice and support for all councillors and staff of member councils in areas of expertise such as:
 - Governance
 - Economics and finance
 - Social, health and community
 - Planning and building
 - Environment
 - Infrastructure and Transport
 - Procurement
 - Communications

Specialist services



- ✓ MAV Procurement
- ✓ MAV WorkCare self insurance scheme
- ✓ MAV Insurance
- ✓ Austroads
- ✓ Australian Local Government Association

Communications support



- ✓ MAV discussion papers, surveys, advice, support and written updates from MAV policy staff on a wide range of critical local government issues
- ✓ Receive access to MAV publications – general and specialist – including:
 - MAV Bulletin (weekly)
 - MAV Strategic Plan (annual)
 - From The Board Table (monthly report on MAV Board meetings)
 - Analysis of State and Federal Budgets, elections and government policy
 - MAV Emergency Management E-Bulletin (quarterly)
 - MAV Environment E-Bulletin (monthly)
 - MAV Human Services E-Bulletin (monthly)
 - MAV Workplace E-Bulletin (monthly)
 - MAV Planning E-Bulletin (monthly)
 - MAV Procurement E-Bulletin (monthly)
- ✓ Copy of President's monthly update – MAV Matters
- ✓ Provision of media, State/Federal policy announcements and other related updates and information to CEOs, MAV representatives and officers
- ✓ Access to MAV campaign materials to participate in sector advocacy.

Office resources



- ✓ Free use of MAV meeting rooms and wifi access as required
- ✓ Free technical support and backup at meetings run in MAV meeting rooms.





The offer

The MAV is offering councils the opportunity to again purchase councillor development credits with their 2017/18 MAV subscriptions. A council may, with a single action, approve the purchase of a year's worth of MAV councillor professional development and event attendance. Unused credit points will retain their value and be rolled over into the following year.

We recommend establishing your council's existing credit points balance before purchasing additional credits with your membership subscription.

How it works

The number of credit points allocated to each council is recommended at the rate of 500 points per councillor, where one credit point = \$1.00 including GST.

For example, a council with nine councillors will have the following option with their MAV subscription:

Credit Points per councillor	No. of councillors	Price	Additional Credit Points (10%)	Credit Point Pool
500	9	\$4,500.00 including GST	450	4950

For further information contact MAV Events on 9667 5555 or events@mav.asn.au

Benefits

Councils that decide to take up the pre-payment offer will:

- Receive a pool of credit points to be redeemed by any or all of its councillors when they attend designated MAV workshops and events
- Be entitled to an additional 10% in professional development credits
- Eliminate the need for approvals, purchase orders, credit cards or cheques and reduce the time and effort of councillors and councillor support staff.





Event registration system

The MAV event system will provide you with self-service facilities, enhanced security, a mobile-friendly interface, and automated payment and refund processes.

Executive assistants and council support officers will be given secure access to view and manage their Councillor Credit Points on behalf of their council.

Access to the online Councillor Credit Points dashboard allows you to view your council's points balance, self-manage your list of councillors, and re-allocate points. You will have the ability to allocate points to your councillors in any way you like.

Terms and Conditions

- Purchase**
Councillor Credit Points are available for purchase at the time of MAV annual subscriptions – the suggested amount will be listed on your invoice and GST is accounted for at this point.
- Non-refundable**
Councillor credit points should be used in the 2017/2018 financial year. Any unused credit points will retain their value and be rolled over into the following financial year. Credit points cannot be redeemed for cash.
- Appropriate use**
Credit points can only be used by councillors as a form of payment for designated MAV workshops and events and cannot be used by council officers. Where insufficient credit points remain in the council pool to pay for a particular workshop or event, another method of payment must be used. Our system allows part payments with councillor credit points.
- Cancellation and refund**
Credit points are treated the same as other forms of payment for MAV workshops and events, and are subject to the same cancellation and refund terms. A refund is provided if notification is received by the published date. Substitutes are welcome after this date, but cancellation after this date forfeits the 'credit point' payment.

