

## **MELTON CITY COUNCIL**

---

**Minutes of the Policy Review Panel  
Meeting of the Melton City Council  
held via a videoconference**

**12 May 2021**

---

MINUTES OF THE POLICY REVIEW PANEL

12 MAY 2021

---

**TABLE OF CONTENTS**

<b>1.</b>	<b>WELCOME</b>	<b>2</b>
<b>2.</b>	<b>APOLOGIES</b>	<b>2</b>
<b>3.</b>	<b>DECLARATION OF INTEREST AND/OR CONFLICT OF INTEREST</b>	<b>2</b>
<b>4.</b>	<b>MINUTES OF PREVIOUS MEETING</b>	<b>3</b>
<b>5.</b>	<b>OTHER BUSINESS CARRIED OVER FROM A PREVIOUS MEETING</b>	<b>3</b>
<b>6.</b>	<b>PRESENTATION OF STAFF REPORTS</b>	<b>4</b>
<b>6.1</b>	<b>REVISED POLICY APPROVAL PROCESS POLICY</b>	<b>4</b>
<b>6.2</b>	<b>COMMUNITY ENGAGEMENT POLICY UPDATE</b>	<b>13</b>
<b>6.3</b>	<b>REVISED COMMUNITY BUS SERVICE ACCESS POLICY</b>	<b>25</b>
<b>7.</b>	<b>GENERAL BUSINESS</b>	<b>30</b>
<b>8.</b>	<b>CONFIDENTIAL BUSINESS</b>	<b>30</b>
<b>9.</b>	<b>NEXT MEETING</b>	<b>30</b>
<b>10.</b>	<b>CLOSE OF BUSINESS</b>	<b>30</b>

MINUTES OF THE POLICY REVIEW PANEL

12 MAY 2021

---

## MELTON CITY COUNCIL

MINUTES OF THE POLICY REVIEW PANEL MEETING OF THE  
MELTON CITY COUNCIL  
HELD IN THE VIA A VIDEOCONFERENCE  
ON 12 MAY 2021 AT 10:00AM

**Present:** Cr K Majdlik (Mayor)  
Cr Carli  
Cr S Ramsey (arrived at 10:12am)  
Cr J Shannon

Mr J Whitfield, Governance Coordinator  
Ms D Wyatt, Health Planning Officer  
Ms E Rider, Manager Community Planning  
Ms R Mitchell, Senior Community Engagement Officer  
Mr A Tan, Housing Services Coordinator  
Ms T Thorsen, Social Connections Team Leader  
Mr B Ball, Manager Families & Children  
Ms N Misurelli, Manager People & Culture  
Mr M Welsh, Early Childhood Coordinator

### 1. WELCOME

The Mayor, Cr Majdlik opened the meeting at 10:06am and welcomed the Panel members.

### 2. APOLOGIES

Nil.

### 3. DECLARATION OF INTERESTS AND / OR CONFLICT OF INTEREST

Nil.

MINUTES OF THE POLICY REVIEW PANEL

12 MAY 2021

---

**4. MINUTES OF PREVIOUS MEETINGS**

**RECOMMENDATION:**

That the Minutes of the Policy Review Panel held on 2 March 2021 and adopted by Council at the Meeting held on 15 March 2021 be noted.

**Motion**

Crs Carli/Shannon.

That the recommendation be adopted.

CARRIED

**5. OTHER BUSINESS CARRIED OVER FROM A PREVIOUS MEETING**

Nil.

## MINUTES OF THE POLICY REVIEW PANEL

12 MAY 2021

---

Cr Ramsey arrived at 10:12am

## 6. PRESENTATION OF STAFF REPORTS

### 6.1 REVISED POLICY APPROVAL PROCESS POLICY

**Responsible Officer:** Christine Denyer – Manager Legal & Governance  
**Document Author:** Donna Wyatt - Health Planning Officer  
**Date Prepared:** 28/04/2021

#### 1. Recommendation:

That Council approve the revised Policy Approval Process Policy at **Appendix 1**.

#### Motion

Crs Ramsey/Carli.

That Council:

1. approve the revised Policy Approval Process Policy at **Appendix 1** noting the changes made by the Panel highlighted in yellow.
2. note that a Councillor briefing on the Gender Equality Action Plan (GEAP) has been scheduled for Monday 24 May 2021.
3. note it is required to prepare, submit and publish its first Gender Equality Action Plan (GEAP) by 31 October 2021.

CARRIED

## 2. Background

### 2.1 The Policy

The Gender Equality Act 2020 (the Act) came into effect on 31 March, 2021. The Act requires councils to conduct gender impact assessments (GIAs) on all new policies, services and programs. GIAs are to be embedded across Council processes and systems to ensure that it continues to perform GIAs (where appropriate).

The Policy Approval Process Policy (the Policy) outlines the requirements, accountabilities and responsibility for the approval, dissemination, implementation and review of policies at Melton City Council. In order to meet the legislated requirements of the Act, an update to the Policy is required to:

- ensure that GIAs are undertaken prior to General Manager endorsement
- ensure that policies are compliant with the Act.

A copy of the updated Policy is attached at **Appendix 1**.

---

MINUTES OF THE POLICY REVIEW PANEL12 MAY 2021

---

**2.2 Sources/benchmarking**

The Policy was updated in order to meet the legislative requirements of the Gender Equality Act 2020. The change reflects that GIAs must be undertaken early in any policy/program development process.

**2.3 Consultation**

Consultation occurred between:

- Executive (L Mellan – Executive Manager Property & Projects, Chair Equality \* Respect Steering Committee)
- Legal and Governance (C Denyer – Manager Legal & Governance and J Whitfield – Governance Coordinator) – Responsible officer and Policy owner
- Community Planning (J McBurnie - Acting Coordinator Social Planning and Wellbeing and D Wyatt – Health Planning Officer) – responsibility for GIAs and compliance with the Act

**2.4 Communication and Implementation**

The policy change was endorsed by Executive at its meeting held 15 April 2021 to ensure immediate compliance. The policy will be implemented after endorsement of the Policy Review Panel's minutes by the Council.

**2.5 Compliance**

The Policy was already compliant with external legislation and the Corporate Policy Management Framework. The update takes in the additional legislative requirements outlined in the Gender Equality Act 2020 which took effect on 31 March, 2021.

**2.6 Measures of Success**

Policy success will be measured by:

- adherence with the new policy process, in particular, collaboration with Community Planning prior to General Manager endorsement
- completion of GIAs prior to General Manager endorsement.

**LIST OF APPENDICES**

1. Policy Approval Process Policy - dated 13 April 2021

## MINUTES OF THE POLICY REVIEW PANEL

12 MAY 2021

Item 6.1 Revised Policy Approval Process Policy  
Appendix 1 Policy Approval Process Policy - dated 13 April 2021

	<b>Policy Approval Process Policy</b>
<b>Version</b>	2.1 – 13 April 2021
<b>Endorsement</b>	Executive – 15 April 2021 Policy Review Panel – 12 May 2021
<b>Authorisation</b>	Council – <insert date>
<b>Review date</b>	30 June 2022
<b>Responsible officer</b>	Manager Legal & Governance
<b>Policy owner</b>	Governance Coordinator

**1. Purpose**

This policy outlines the requirements, accountability and responsibility for the approval, dissemination, implementation and review of policies and associated documents.

**2. Scope**

Applies across Council.

The approach to policy development, format, review, maintenance, approval and access is outlined in the Policy Development, Implementation and Review Guidelines and the Writing Policy and Procedures Guidelines.

**3. Definitions**

Word/Term	Definition
<b>Action Plan (or Management Plan)</b>	Plan that identifies the steps the Council intends to take over the next one to five years to achieve the objectives identified in Council strategy or policy. <i>Example:</i> Council's Annual Action Plan steps out how Council will deliver on the Council and Wellbeing Plan over a year.
<b>Associated documents</b>	Associated documents support the implementation of Council policy. Procedures and guidelines as defined above are included in this group as well as tool-kits, templates, forms and instructions.
<b>Council Annual Action Plan</b>	Council's annual business/operational plan that sets out the activities and initiatives Council will undertake to achieve Council Plan objectives.
<b>Council &amp; Wellbeing Plan</b>	The primary vision and strategic planning document that sets out the broad direction Council has decided on for its term of office (4 years). The Council and Wellbeing Plan contains objectives, strategies and performance indicators.
<b>Council Policy</b>	A Council Policy has at least one of the following characteristics: <ul style="list-style-type: none"> <li>• It relates to or impacts on the community; ie. it has an external focus</li> <li>• Where a Council is required by legislation or statute to have a policy (eg. Child Safe Policy, Privacy Policy)</li> <li>• Is connected to or relates to the Council &amp; Wellbeing Plan; ie. it may influence the Council's strategic direction</li> </ul>

## MINUTES OF THE POLICY REVIEW PANEL

12 MAY 2021

Item 6.1 Revised Policy Approval Process Policy  
Appendix 1 Policy Approval Process Policy - dated 13 April 2021

Word/Term	Definition
	<ul style="list-style-type: none"> <li>• May require consultation with the community</li> <li>• Has a Council-wide application</li> </ul> <p>Council Policies are sometimes referred to as External or Public Policies. A Council Policy is approved by the Council after endorsement by the Policy Review Panel and before that, endorsement by the Executive.</p>
<b>Council Strategy</b>	<p>Strategy takes an element of the Council and Wellbeing Plan or Council Policy and builds a framework for going forward. A Strategy is usually between 3 to 4 years.</p> <p>Examples include Council's Youth Strategy, Leisure Strategy.</p>
<b>Diversity</b>	Refers to dimensions of race, ethnicity, gender, sexual orientation, socio-economic status, age and disabilities.
<b>Guidelines</b>	Guidelines are a document outlining best practice processes that are strongly recommended. Guidelines are written to provide information and advice on a particular subject.
<b>Operational Policy</b>	<p>An Operational Policy has at least one of the following characteristics:</p> <ul style="list-style-type: none"> <li>• It relates to the internal business of the Council; operational management, administrative or staffing matters of the Council.</li> <li>• It relates to the functions of the Chief Executive (refer s94A of the <i>Local Government Act 1989</i> and after 1 July 2021 s46 of <i>Local Government Act 2020</i>)</li> <li>• It relates to the day-to-day operation of the Council</li> </ul> <p>Operational Policies are sometimes referred to as Internal or Administrative Policies.</p> <p>An Operational Policy is approved by the CEO after endorsement by the Executive.</p>
<b>Local laws</b>	The highest form of local legislation. The power to enact local laws is granted by the <i>Local Government Act 1989</i> and its successor the <i>Local Government Act 2020</i> . Local laws, in this sense, have the same quality as acts of the state legislature, both being authorised by the state constitution. They must be adopted by the formalities required for the adoption of local laws.
<b>Major Policy amendments</b>	Major changes or amendments that alter the actual policy. These are to be submitted to either the Executive, for approval of Operational Policies or Council, for approval of Council Policies.
<b>Minor Policy/procedure changes</b>	Minor changes or amendments that do not alter the actual content of the policy. These do not need to be formally approved but the amended date needs to be inserted into the revised document for version control.
<b>Policy</b>	A statement of the Council's intent, commitment or position to achieve an objective which provides a decision-making framework for day-to-day applications. In essence, it describes what Council considers to be appropriate on a particular issue.
<b>Policy owner</b>	Position responsible for writing and/or reviewing the policy or procedure. Ensuring the document is kept up-to-date with any legislative or operational chain.
<b>Procedure manual</b>	A manual which contains supporting procedures, guidelines and other supporting documents relating to one subject matter. For example City Safe is our OH&S procedure manual.



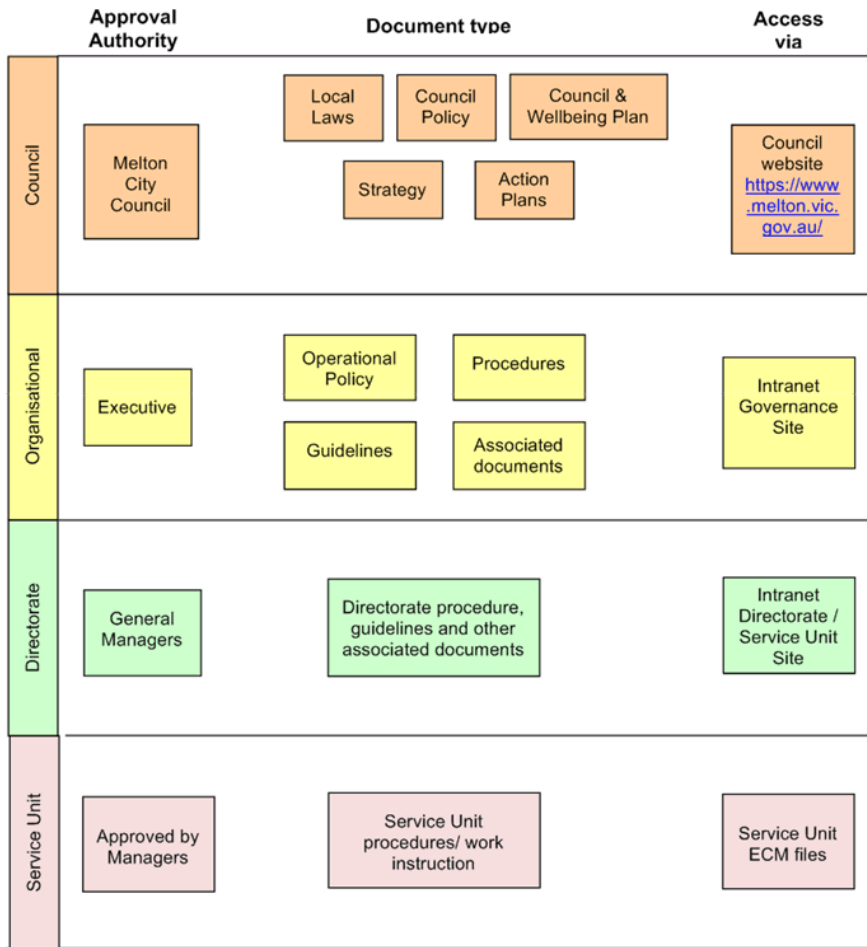
MINUTES OF THE POLICY REVIEW PANEL

12 MAY 2021

Item 6.1 Revised Policy Approval Process Policy  
 Appendix 1 Policy Approval Process Policy - dated 13 April 2021

Word/Term	Definition
<b>Responsible officer</b>	Manager with operational responsibility for the services area generating the policy/procedure.
<b>Work instruction</b>	Step-by-step instructions for the accomplishment of a task by one person are retained in the department or unit where the work is performed. Work Instructions are often referred to as Desk Procedures, Task Outlines or SOPs (Standard Operating Procedures).

3.1 Hierarchy of Council Documents



## MINUTES OF THE POLICY REVIEW PANEL

12 MAY 2021

Item 6.1 Revised Policy Approval Process Policy  
Appendix 1 Policy Approval Process Policy - dated 13 April 2021

---

**4. Policy**

- 4.1 All policies (and associated documents) shall be developed, implemented and reviewed in accordance with Council's Writing Policy and Procedure Guidelines.
- 4.2 All policies (and associated documents) must be consistent with and have appropriate reference to the:
- Federal and State Legislation (where applicable)
  - Melton City Council Local Laws (where applicable)
  - Meet regulatory and compliance requirements.
- 4.3 In developing a policy, consideration must be given to all implementation issues to ensure that the intent of the policy is achievable and that outcomes or compliance can be measured.
- 4.4 All policies will:
- Have Council or Operational application
  - Be prepared in a consistent corporate style using the Policy Template
  - Be written concisely, in plain English and clearly expressed (refer to Councils Writing Style Guide)
  - Be compliant with the *Local Government Act 2020* including:
    - Overarching Governance Principles and the Five Supporting Principles
    - provisions of the 2020 Act that might relate to the subject matter
  - Be compliant with the *Gender Equality Act 2020* including:
    - consult with Community Planning prior to determine if a Gender Impact Assessment is required
    - include a Gender Equity Impact Assessment (where applicable)
  - If a Gender Impact Assessment is not required, consider gender equity in its development
  - Consider Climate change (also part of the Overarching Governance Principles)
  - Consider diversity issues
  - Be compliant with the Charter of Human Rights and Responsibilities Act 2006
  - Clarify individual officer responsibilities
  - Be assigned a 'Responsible Officer' and a 'Policy Owner'
  - Be reviewed at a maximum of four years, or earlier, if new legislation or exceptional circumstances make it appropriate
- 4.5 All procedures and guidelines will:
- Be prepared in a consistent corporate style using the Procedure/Guidelines template
  - Be written concisely, in plain English and clearly expressed (refer to Councils Writing Style Guide)
  - Clarify individual officer responsibilities
  - Be assigned a 'Responsible Officer' and a 'Policy Owner'
  - Be reviewed at a maximum of two years, or earlier if required.

## MINUTES OF THE POLICY REVIEW PANEL

12 MAY 2021

Item 6.1 Revised Policy Approval Process Policy  
Appendix 1 Policy Approval Process Policy - dated 13 April 2021

## 5. Responsibility

5.1	<p><b>Melton City Council (Councillors)</b></p> <ul style="list-style-type: none"> <li>• Authorisation of Council Policies.</li> </ul>
5.2	<p><b>Policy Review Panel</b></p> <ul style="list-style-type: none"> <li>• Council advisory committee with oversight of Council Policies. The Panel is made up of four Councillors, with the Manager Legal &amp; Governance and the Governance Coordinator as Council officers with ex officio status.</li> </ul>
5.3	<p><b>Chief Executive</b></p> <ul style="list-style-type: none"> <li>• Under the <i>Local Government Act 2020 (Vic)</i> the Chief Executive is responsible for administration of council operations. They have the authority to authorise Operational (including administrative) Policy and associated documents including procedures, guidelines, templates, forms, tool-kits and checklists.</li> </ul>
5.4	<p><b>Occupational Health and Safety (OH&amp;S) Committee</b></p> <ul style="list-style-type: none"> <li>• Endorse all OH&amp;S policies and associated documents.</li> </ul>
5.5	<p><b>Governance Coordinator</b></p> <ul style="list-style-type: none"> <li>• Executive officer for Council Policy Review Panel</li> <li>• Coordination and implementation of the Policy Approval Process Framework</li> <li>• Reviews draft policies for compliance with this Policy</li> <li>• Provides advice in policy development and approval processes</li> <li>• Manages the Governance intranet site</li> <li>• Manages centralised repository of all current and approved policy documents in ECM</li> </ul>
5.6	<p><b>Responsible Officer</b></p> <ul style="list-style-type: none"> <li>• Responsible for ensuring that all policies and associated documents they endorse comply with this policy and have undergone the appropriate level of consultation.</li> </ul>
5.7	<p><b>Policy Owner</b></p> <p>Responsible for:</p> <ul style="list-style-type: none"> <li>• developing and/or reviewing policy and associated documents assigned to them in accordance with this policy</li> <li>• ensuring appropriate consultation is conducted with stakeholders and that their feedback is considered and incorporated as appropriate</li> <li>• keeping documents up-to-date with any legislative or operational changes.</li> </ul>
5.8	<p><b>Council employees</b></p> <ul style="list-style-type: none"> <li>• Compliance with all Council and organisational policies and associated documents.</li> </ul>

## MINUTES OF THE POLICY REVIEW PANEL

12 MAY 2021

Item 6.1 Revised Policy Approval Process Policy  
Appendix 1 Policy Approval Process Policy - dated 13 April 2021

## 6. References and links to other documents

Name	Location
<i>Charter of Human Rights and Responsibilities Act 2006</i>	<a href="http://www.legislation.vic.gov.au">www.legislation.vic.gov.au</a>
Equality and Respect 2030 Strategy	<a href="https://www.melton.vic.gov.au/Services/Health-safety-and-wellbeing/Health-and-Wellbeing/Equality-and-Respect">https://www.melton.vic.gov.au/Services/Health-safety-and-wellbeing/Health-and-Wellbeing/Equality-and-Respect</a>
<i>Gender Equality Act 2020</i>	<a href="http://www.legislation.vic.gov.au">www.legislation.vic.gov.au</a>
<i>Local Government Act 1989</i>	<a href="http://www.legislation.vic.gov.au">www.legislation.vic.gov.au</a>
<i>Local Government Act 2020</i>	<a href="http://www.legislation.vic.gov.au">www.legislation.vic.gov.au</a>
Policy Development, Implementation and Review Guidelines	Policy Intranet
Writing Policy and Procedures Guidelines	Policy Intranet
Councils Writing Style Guide	Policy Intranet
Version Control Procedures	Policy Intranet
Policy Template	Policy Intranet
Procedure/Guidelines Template	Policy Intranet

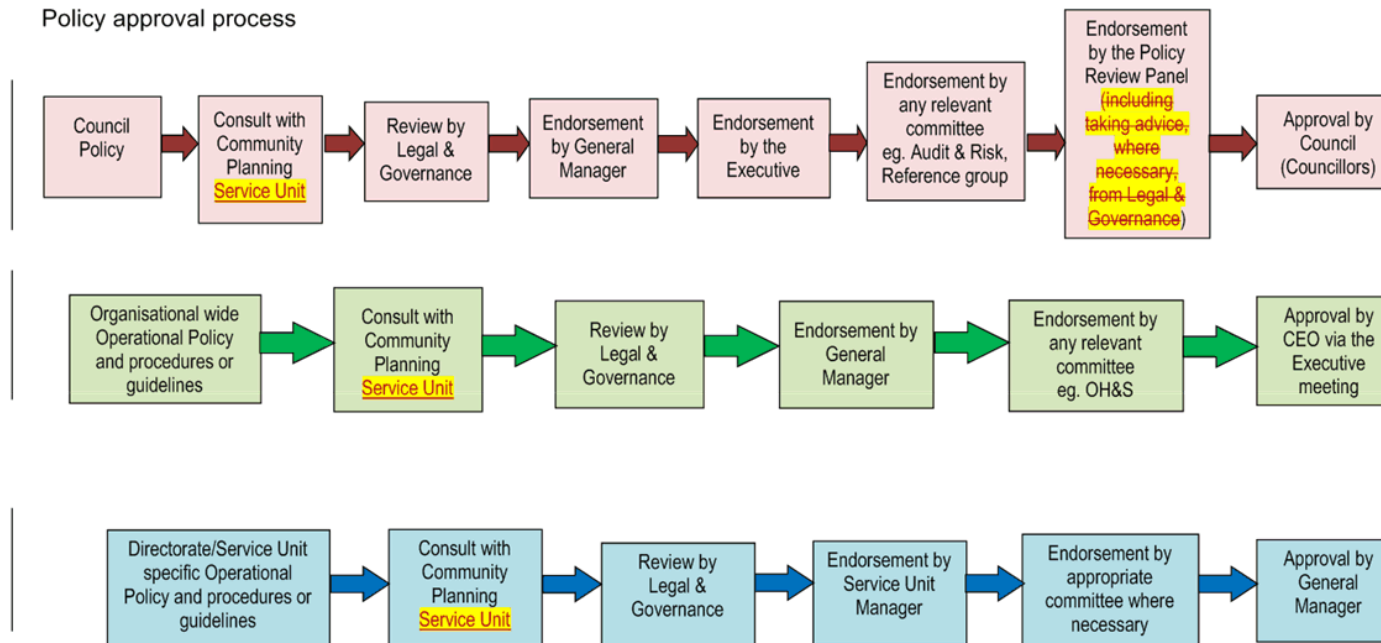
MINUTES OF THE POLICY REVIEW PANEL

12 MAY 2021

Item 6.1 Revised Policy Approval Process Policy  
 Appendix 1 Policy Approval Process Policy - dated 13 April 2021

Appendix 1

Policy approval process



## MINUTES OF THE POLICY REVIEW PANEL

12 MAY 2021

---

**6.2 COMMUNITY ENGAGEMENT POLICY UPDATE**

**Responsible Officer:** Elyse Rider – Manager Community Planning  
**Document Author:** Robyn Mitchell - Senior Community Engagement Officer  
**Date Prepared:** 4/05/2021

**1. Recommendation:**

That Council approve the revised Community Engagement Policy attached at **Appendix 1**.

**Motion**

Crs Carli/Ramsey.

That Council approve the revised Community Engagement Policy attached at **Appendix 1** noting the changes made by the Panel highlighted in yellow.

CARRIED

**2. Background****2.1 The Policy**

Melton City Council's Community Engagement Policy was updated for compliance with new legislative requirements at the 8 February 2021 Council Meeting. The Local Government Act 2020 (the 2020 Act) required that this be done before 1 March 2021.

The Council report flagged that community engagement requirements in relation to the leasing and/or sale of Council property and/or land would be addressed at a later date. These matters formed part of the Property Management Framework, which was still being developed at the time of the adoption of Community Engagement Policy and were not able to be included. These engagement requirements in relation to these matters come into play from 1 July 2021.

**2.2 Sources/benchmarking**

The main source to develop the updated Community Engagement Policy were the requirements regarding engagement that were detailed in the Local Government Act 2020. The process of developing the new Community Engagement Policy has involved multiple engagement network meetings with colleagues at other Councils which resulted in a shared understanding of the new community engagement obligations, and a review of other Council's publically available Community Engagement policies.

Key documents influencing this policy include:

- Victorian Auditor General's Office (VAGO) *Public Participation in Government Decision-making: Better Practice Guide* (January 2015).
- Victorian Auditor General's Office (VAGO) *Public Participation and Community Engagement: Local Government Sector* (May 2017).

---

**MINUTES OF THE POLICY REVIEW PANEL****12 MAY 2021**

---

- Victorian Auditor General's Office (VAGO) Public Participation in Government Decision-Making (May 2017)

**2.3 Consultation**

The Executive Manager Property and Projects was consulted in relation to this minor update to ensure compliance with the elements of the 2020 Act that come into play on 1 July 2021.

The existing policy was produced after extensive community and staff consultation, and review by the Community Engagement Committee.

**2.4 Communication and Implementation**

Once the updated Policy is adopted it will be made available on Council's website, the City of Melton Conversations page, and Council's Intranet. Council staff will be advised of the new Policy and its requirements for engagement.

**2.5 Compliance**

Adoption of this amendment will ensure continued legislative compliance.

**2.6 Measures of Success**

Council commits to monitoring processes, performance measurement and evaluation to understand the overall level of success of the policy and associated engagement projects. This will include satisfaction ratings for community engagement as required under the Local Government Reporting Framework.

**LIST OF APPENDICES**

1. Community Engagement Policy - updated May 2021

## MINUTES OF THE POLICY REVIEW PANEL

12 MAY 2021

Item 6.2 Community Engagement Policy Update  
Appendix 1 Community Engagement Policy - updated May 2021

## Community Engagement Policy

<b>Version No.</b>	V1.1
<b>Endorsement</b>	Executive – 21 January 2021 Policy Review Panel – 12 May 2021
<b>Authorisation</b>	Council –<insert date>
<b>Review date</b>	30 June 2025
<b>Responsible officer</b>	Manager Community Planning
<b>Policy owner</b>	Senior Community Engagement Officer

**1. Introduction**

Melton City Council recognises that the involvement of its municipal community in making decisions and plans is essential to good governance. Community engagement provides opportunities for the municipal community to be involved in planning and decision-making because understanding the needs, aspirations, challenges, and concerns of the community improves the planning and delivery of services. Melton City Council acknowledges the diversity of its municipal community whose experience and expertise is valued by Council.

Good community engagement supports the building of respectful relationships. It can also result in community strengthening and capacity building. Hearing from a range of perspectives strengthens decision-making, while encouraging ownership and belonging from all sections of our community. Furthermore, it ensures transparency, integrity and trust in Council processes.

**2. Purpose**

The purpose of the policy is to provide the direction and principles for Council's whole-of-organisational commitment to high-quality, rigorous, consistent, and well-evaluated community engagement and community participation processes that contribute to Council decision-making.

This document is designed to ensure satisfactory compliance with the *Local Government Act 2020* (the 2020 Act) in its legislated community engagement principles and its operational provisions as at the date of this policy.

The policy also includes provisions which are not currently required, but will come into effect in the future. It is noted that the *Local Government Act 1989* (the 1989 Act) currently still applies to some Council engagement. Future changes to requirements are scheduled in legislation.

This document forms part of Melton City Council's Community Engagement Framework, which consists of:

- Community Engagement Policy (this document)
- Community Engagement Guidelines
- Community Engagement Toolkit.

Community Engagement Policy 2021 Version 1.1

page 1 of 10



## MINUTES OF THE POLICY REVIEW PANEL

12 MAY 2021

Item 6.2 Community Engagement Policy Update  
Appendix 1 Community Engagement Policy - updated May 2021

The aim of the Framework is to increase the ability of employees, Councillors and communities to reach higher levels of productive engagement by:

- Setting out the Community Engagement Principles outlined in the Act and understanding the principles and practices that underpin and support good engagement;
- Realising Council's commitment to inclusive and respectful engagement and decision-making processes in the organisation and the municipal community;
- Establishing consistent, coordinated and transparent processes for Council's community engagement activity;
- Providing a framework for understanding and planning engagement; and
- Increasing the participation of the municipal community.

This policy provides the core values underpinning our approach to community engagement. Detailed advice on engagement practice, planning, and implementation is provided in the Community Engagement Guidelines.

### 3. Scope

This policy applies to all facets of Council operations, as well as day-to-day business activities. This policy applies to the planning, design, implementation and evaluation of community engagement activities as directed by Council, recommended by staff, or legislated by the 2020 Act. Community engagement is the responsibility of all Council service areas, teams and employees. It also applies to contractors and consultants undertaking work on behalf of Council.

Further, it defines the principles underpinning Council's engagement activities, the role of Council staff and consultants responsible for engaging with the community on behalf of the City of Melton, and the mechanisms which Council will use to engage the municipal community.

The policy does not apply to community engagement processes that are subject to prescribed processes imposed by other Victorian legislation such as planning scheme amendments, land-use planning applications, or other Council processes such as service requests or complaints.

This policy does not affect or in any way detract from any requirements under the common law.

### 4. Definitions

Word/Term	Definition
2020 Act	Refers to the <i>Local Government Act 2020</i>
1989 Act	Refers to the <i>Local Government Act 1989</i>
Collaborate	Partner with the community in each aspect of the decision, including the development of alternatives and the identification of the preferred solution.
Municipal Community/	The 2020 Act defines the "municipal community" as: <ul style="list-style-type: none"> <li>• people who live in the municipal district of the Council;</li> <li>• people and bodies who are ratepayers of the Council;</li> <li>• traditional owners of land in the municipal district of the Council;</li> <li>• people and bodies who conduct activities in the municipal district of the Council;</li> </ul>
Community Engagement	For the purposes of this document: all primary data collection occurring within, or in relation to, the City of Melton community.

Community Engagement Policy 2021 Version 1.1

page 2 of 10

## MINUTES OF THE POLICY REVIEW PANEL

12 MAY 2021

Item 6.2 Community Engagement Policy Update  
Appendix 1 Community Engagement Policy - updated May 2021

Community Engagement Principles	The set of principles that guide each of our community engagement projects at the City of Melton. These include those prescribed in the 2020 Act and those developed in consultation with the Melton community.
Community Engagement Committee	This committee that develops, monitors, reviews and supports Council's Community Engagement Framework internally. The committee is made up of Council officers and is chaired by the Chief Executive Officer.
Consult	Obtain community feedback on analysis, alternatives and/or decisions.
Council	Melton City Council, including the Mayor, Councillors, Chief Executive and staff.
Deliberative Engagement	Deliberative engagement is a form of community engagement that requires participants to critically consider arguments and weigh-up competing demands in order to determine preferences for resolving public policy questions. It takes place at the highest three levels of influence on the IAP2 spectrum, 'Involve', 'Collaborate' or 'Empower' and engages a group of people who are representative of those affected by the matter under discussion. It requires a level of engagement that is measured, considered, and has the involvement of others. Deliberation can be scaled to fit the size, complexity and impact and of the project, as well as the organisational resourcing available to undertake the engagement.
Empower	Providing opportunities and resources for communities to contribute to solutions by valuing local talents and skills and acknowledging their capacity to be decision makers in their own lives.
Engagement	The process by which we seek to involve the community in decision making processes.
IAP2	The International Association of Public Participation (IAP2) is the peak body for the community and stakeholder engagement sector, and author of the IAP2 spectrum of public participation, which categorises engagement as Inform, Consult, Involve, Collaborate, Empower. Website – <a href="http://www.iap2.org.au">www.iap2.org.au</a>
Inform	Provide the community with information, including balanced and objective information to assist them in understanding the issue, alternatives, opportunities and/or solutions.
Involve	Work directly with the community throughout the process to ensure that community concerns and aspirations are consistently understood and considered.
Participatory Engagement	Participatory practices take place at the first two levels of influence on the spectrum, 'Inform' and 'Consult' and involves one-way information exchange either from Council to community or community to Council. Participatory engagement typically occurs when feedback is invited on ideas, alternatives or draft documents.
Public Participation	Seeking and facilitating the involvement of those potentially affected by, or interested in, a decision, including policy, program and service provision.
Stakeholder	Someone who may be affected by or have a specific interest in the decision or issue under consideration.
Submission	A written response to a document made available for feedback during a public exhibition or consultation period.

## MINUTES OF THE POLICY REVIEW PANEL

12 MAY 2021

Item 6.2 Community Engagement Policy Update  
Appendix 1 Community Engagement Policy - updated May 2021

---

**5. Policy****5.1 Policy Statement**

The role of a Council is to provide good governance in its municipal district for the benefit and wellbeing of the municipal community. In performing its role a Council must give effect to the overarching governance principles and the five groups of supporting principles, which include community engagement principles. Engagement is a two-way relationship between Council and community conducted in accordance with the community engagement principles. Council conducts community engagement activities to access the diverse knowledge of our community to better understand their perspectives, needs and aspirations and in order to inform decision making and achieve better outcomes. This knowledge improves Council's strategic planning, service delivery, and decision making.

**5.2 Policy Rationale**

The Community Engagement Framework outlines Council's approach to community engagement. It provides structure and guidance for Council's whole-of-organisational commitment to high quality, consistent and well evaluated community engagement processes that contribute to Council decision making, in order to:

- Give effect to the community engagement principles outlined in the 2020 Act;
- Gain a better understanding of the municipal community's perspective on emerging and existing issues that affect them currently and in the future;
- Consider the different needs and appropriate forms of engagement for different groups within the municipal community;
- Enhance civic engagement through assisting Council and its officers to understand, and be informed by, the views of the municipal community when making decisions on their behalf;
- Improve the policy or plan being developed, making it more relevant and practical to those affected by the decision;
- Increase the level of community ownership and acceptance of decisions affecting the municipal community;
- Build stronger community advocacy or support for a project or community issue;
- Ensure feedback is provided to the municipal community regarding the impacts of their input on Council decision-making.

Community engagement helps bring differing views together to work towards the best decision for the community. Effective community engagement seeks to ensure that the municipal community is well-informed about issues, strategies and/or plans that may directly or indirectly affect them. It also ensures that Council implements the community engagement principles across its service delivery areas and in relation to the key strategic documents outlined in the Act.

Council may not be in a position to undertake community engagement activities in situations where:

- A decision needs to be made quickly, for example, any issues relating to community safety or health; or
- A legal, commercial or legislative restriction makes consultation impossible; or
- A legal process, with or without its own consultation, is set out in legislation.

Through provision of this Community Engagement Policy, Council aims to deliver effective and consistent community engagement that appropriately informs Council decision making. This policy covers all engagement processes, including those delivered through its annual Community Engagement Program.

## MINUTES OF THE POLICY REVIEW PANEL

12 MAY 2021

Item 6.2 Community Engagement Policy Update  
Appendix 1 Community Engagement Policy - updated May 2021**5.3 Policy Principles and Commitment**

Melton City Council's approach to community engagement is based on the requirements of the 2020 Act and the International Association for Public Participation (IAP2) Spectrum of engagement activities: Inform, Consult, Involve, Collaborate and Empower.

The following principles underpin Melton City Council's approach to community engagement:

Policy Principle	Council's Commitment
The community engagement process has a clearly defined objective and scope.	All community engagement is planned by clearly identifying the purpose, scope and objectives of the community's participation, in the community engagement plan. Council will clearly communicate the reasons for engagement with participants.
Participants in community engagement will have access to objective, relevant and timely information to inform their participation.	Council will ensure the community has sufficient information to enable meaningful participation in the engagement process. Council will endeavour to provide information that is objective, relevant, timely, accessible, and easy to understand.
Participants in community engagement will be representative of the persons and groups affected by the matter.	Council will identify the people, communities and stakeholders who are affected by and interested in the topic of engagement. Council will involve and hear from participants that represent the affected and interested groups of the matter under discussion.
Participants in community engagement are entitled to reasonable support to enable meaningful and informed engagement.	Council will consider the needs and perspectives of all groups that may want to be involved in the process. Council will seek to obtain the views of a broad cross section of the community. <b>especially</b> Council will endeavour to reduce the physical, social, and cultural barriers to participation. Council will allow participants sufficient time for review of information and participation in varied engagement activities.
Participants in community engagement are informed of the ways in which the community engagement process will influence Council decision making.	Council will identify the appropriate level of engagement for each project according to the IAP2 Framework. Council will inform participants of the level of influence they will have, as described in the IAP2 spectrum's promise to the public.

## MINUTES OF THE POLICY REVIEW PANEL

12 MAY 2021

Item 6.2 Community Engagement Policy Update  
Appendix 1 Community Engagement Policy - updated May 2021

Policy Principle	Council's Commitment
	Council will inform communities about issues and provide feedback as to how input has been used to inform Council decisions.
Be inclusive, listen and create partnerships	Council will provide opportunities for diverse members of the community to participate. This includes considering engagement opportunities with regard to gender, Culturally and Linguistically Diverse (CALD) background, Aboriginal &/or Torres Strait Islander descent, and people with a disability. Council will listen to and respect differences of opinion.
Be purposeful and authentic	Council will seek purposeful engagement and regularly involve the community in ways that are timely, open and easily understood as genuine opportunities for the community to influence a decision.
Be innovative and continuously improve	Council is committed to learning from each engagement experience to improve its approach and to seek new ways to engage the community.

**5.4 Charter of Human Rights**

This policy has been assessed against the Charter of Human Rights and Responsibilities Act 2006 as being consistent with that Act and, in particular, as promoting the rights of members of the Community:

- Not to have their privacy interfered with (section 13); and
- Take part in public life (section 18), by having the opportunity to:
  - Participate in the conduct of Council affairs; and
  - Have access to Council and Council information

**5.5 Level and Type of Community Engagement*****Levels of Community Engagement:***

The five levels of engagement outlined on the IAP2 spectrum will be utilised to meet our commitment to the community.

This policy utilises the International Association for Public Participation's (IAP2) *Public Participation Spectrum* to guide the range and extent of participation at each of the five levels. The five levels are Inform, Consult, Involve, Collaborate, and Empower.

Council will call for different levels of engagement, depending on the significance, complexity and anticipated impact of the issue under discussion, along with the stakeholders to be engaged.

***Types of Community Engagement:***

Community engagement may include multiple levels of participation, both at different stages of the process or because different stakeholders choose to engage at different levels. The type of engagement practices undertaken can be broadly described as either deliberative or participatory.

## MINUTES OF THE POLICY REVIEW PANEL

12 MAY 2021

Item 6.2 Community Engagement Policy Update  
Appendix 1 Community Engagement Policy - updated May 2021

---

**Deliberative Engagement**

Deliberative engagement is a form of community engagement that invites participants to critically consider arguments and weigh-up competing demands in order to determine preferences for resolving public policy questions. It takes place at the highest three levels of influence on the IAP2 spectrum, 'Involve', 'Collaborate' or 'Empower' and engages a group of people who are representative of those affected by the matter under discussion. It requires a level of engagement that is measured, considered, and has the involvement of others. Deliberation can be scaled to fit the size and impact of the project.

**Participatory Engagement**

Participatory practices take place at the first two levels of influence on the spectrum, 'Inform' and 'Consult' and involve one-way information exchange either from Council to community or community to Council. Participatory engagement typically occurs when feedback is invited on ideas, alternatives or draft documents.

**Submissions Process**

On matters where the only form of community participation is an invitation to make submissions, engagement on the matter is governed by section 223 of the Local Government Act 1989. Council will continue to proceed in a manner modelled on section 223 of the Local Government Act 1989.

Matters of Council that continue to require a Hearing of Submissions process under Section 223 of the Local Government Act 1989 are listed in the Community Engagement Guidelines.

**5.6 Statutory Requirements**

Some elements of community engagement are directed by statutory requirements. Under the 2020 Act, Council has a statutory obligation to develop the following strategic documents in consultation with the community:

- A long term Community Vision
- The four-year Council Plan
- Financial Plan
- Asset Plan
- Revenue and rating planning
- Planning and financial management

Under the Public Health and Wellbeing Act 2008 Council has a statutory requirement to develop a four-year Municipal Public Health and Wellbeing Plan. At Melton City Council, the Municipal Public Health Plan is incorporated into the four year Council Plan, creating the Council and Wellbeing Plan.

Council will meet its statutory obligations by ensuring the community have an opportunity to participate in the development of these plans.

## MINUTES OF THE POLICY REVIEW PANEL

12 MAY 2021

Item 6.2 Community Engagement Policy Update  
Appendix 1 Community Engagement Policy - updated May 2021

Matter requiring engagement	Level of engagement required
Annual budget	Participatory engagement
Revenue and rating plan	Participatory engagement
Community Vision	Deliberative engagement
Council Plan	Deliberative engagement
Financial Plan	Deliberative engagement
Asset Plan	Deliberative engagement
Making of a local law	Participatory engagement
Selling of land	Participatory engagement
Leasing of land	Level to be selected depending on the complexity of the matter
Other statutory and non-statutory plans, strategies or policies, service planning and capital works projects	Level to be selected depending on the complexity of the matter.

Those matters where the level of engagement is not specified in the table above should seek advice from Council's Community Engagement staff.

As outlined in the 2020 Act, the Mayor will lead the engagement with the municipal community for the development of the Council Plan. This may include activities such as:

- Opening specific community engagement events;
- Championing the importance of the engagement and their influence on Council decision-making.
- Other roles as required.

### 5.7 Informing the community of outcomes

Reporting of outcomes and updates will always be available online through Council's Melton Conversations engagement platform, as well as provided directly to those who have provided contact details and provided input, made a formal submission or asked to be kept informed.

All outcomes of Council decisions made at Council meetings are also publically available on Council's website via the meeting minutes, **with the exception of items that are considered to contain confidential information on the grounds provided in section 3(1) of the Local Government Act 2020.**

A summary of engagement projects and their outcomes are published in Council's Annual Report.

### 5.8 Application of Policy

The process of community engagement strengthens local democracy by providing opportunity for the community to have their voices heard. Community engagement does not necessarily mean achieving consensus, however it does involve seeking broad input from a representative sample to inform the best possible solution for Council and the community.

## MINUTES OF THE POLICY REVIEW PANEL

12 MAY 2021

Item 6.2 Community Engagement Policy Update  
Appendix 1 Community Engagement Policy - updated May 2021

Council will apply community engagement methodologies appropriate to the circumstances and desired outcomes of any specific engagement, as per the Community Engagement Guidelines. Council will measure the effectiveness of Council's engagement activities and processes and maintain a record of Council's community engagement.

Under the 2020 Act Council must undertake formal deliberative engagement processes for the following strategic documents:

- A long term Community Vision
- The four-year Council Plan
- Financial Plan
- Asset Plan.

Other key policies are required to undertake formal engagement processes as required, including:

- Annual Budget
- Revenue and Rating strategy
- Review of local laws.

**5.9 Training, Resources and Capacity Building**

Internal training and information-sharing opportunities are provided for staff and Councillors involved in community engagement. The Community Engagement Guidelines provide advice on the steps necessary for undertaking a successful engagement project. Other resources are available via the Community Engagement Toolkit and will be continuously reviewed, improved and expanded to provide the tools necessary for staff to develop and maintain best practice in community engagement.

**6. Monitoring and Evaluation**

Council commits to monitoring processes, performance measurement and evaluation to understand the overall level of success of the policy and associated engagement projects.

**7. Responsibility /Accountability**

7.1	Manager – Community Planning <ul style="list-style-type: none"> <li>• Responsible for this policy</li> </ul>
7.2	Executive and Managers <ul style="list-style-type: none"> <li>• Promotion of implementation and adherence of this policy</li> </ul>
7.3	Staff <ul style="list-style-type: none"> <li>• Adhere to and implement the policy</li> </ul>
7.4	Consultants <ul style="list-style-type: none"> <li>• Adhere to the policy</li> </ul>
7.5	Community Engagement Committee <ul style="list-style-type: none"> <li>• Internal consultancy and advisory role, including policy review</li> </ul>



## MINUTES OF THE POLICY REVIEW PANEL

12 MAY 2021

Item 6.2 Community Engagement Policy Update

Appendix 1 Community Engagement Policy - updated May 2021

---

**8 References and links to legislation and other documents**

Name	Location
Local Government Act 2020 (Vic)	<a href="http://www.legislation.vic.gov.au">www.legislation.vic.gov.au</a>
Charter of Human Rights and Responsibilities Act 2006 (Vic)	<a href="http://www.legislation.vic.gov.au">www.legislation.vic.gov.au</a>
Local Government Act 1989 (Vic)	<a href="http://www.legislation.vic.gov.au">www.legislation.vic.gov.au</a>

## MINUTES OF THE POLICY REVIEW PANEL

12 MAY 2021

---

**6.3 REVISED COMMUNITY BUS SERVICE ACCESS POLICY**

**Responsible Officer:** Coral Crameri – Community Care Manager  
**Document Author:** Tamara Thorsen - Social Connections Team Leader (Acting)  
**Date Prepared:** 5/05/2021

**1. Recommendation:**

That Council approve the amended Community Bus Service Access Policy as attached at **Appendix 1**.

**Motion**

Crs Carli/Ramsey.

That Council approve the amended Community Bus Service Access Policy as attached at **Appendix 1** noting the changes made by the Panel highlighted in yellow.

CARRIED

**2. Background****2.1 The Policy**

This policy provides Council officers, approved Community groups and Not for Profit Organisations with direction and guidance to ensure a consistent and coordinated approach of use of the Community buses. The existing Community Bus Service Access Policy was adopted in 2016 and is now scheduled for review.

Knowledge from the implementation of the current policy and user guide along with the status of Registration with Transport Safety Victoria have been implemented into the review of this policy.

Although minimal changes have been made to the Policy, the following should be noted:

- eligibility criteria added that states applicants must hold a Certificate of Registration with Transport Safety Victoria (TSV)

**2.2 Sources/benchmarking**

The Community Bus User Guide has been reviewed and updated accordingly to ensure Council meet the requirements of TSV.

**2.3 Consultation**

Council's Community Transport Supervisor consulted with TSV to ensure the additional mandatory requirement for all applicants to hold a Certificate of Registration is incorporated into the final draft document.

**2.4 Communication and Implementation**

With the additional requirement of the Certificate of Registration with Transport Safety Victoria, all applicants, current user groups and Not for Profit Organisations will be advised of the changes in writing along with a link to the Transport Safety Victoria website. . Users will

---

**MINUTES OF THE POLICY REVIEW PANEL**

12 MAY 2021

also be provided with the location of where to upload or send a copy of their Certificate for evidence prior to their application being successful.

**2.5 Compliance**

The draft Community Bus Service Access Policy is compliant with OH&S legislation and Transport Safety Victoria accreditation.

**2.6 Measures of Success**

Council will be responsible for measuring the success of the policy by:

- Ongoing review and monitoring of the User Guide
- Receipt of TSV certificates

**LIST OF APPENDICES**

1. Community Bus Service Access Policy - dated 5 May 2021

## MINUTES OF THE POLICY REVIEW PANEL

12 MAY 2021

Item 6.3 Revised Community Bus Service Access Policy  
Appendix 1 Community Bus Service Access Policy - dated 5 May 2021

## Community Bus Service Access Policy

<b>Version No.</b>	Version 1.2 5 May 2021
<b>Endorsement:</b>	General Manager Community Services, 5 May 2021 Policy Review Panel - 12 May 2021
<b>Authorisation</b>	Council - <insert date>
<b>Review date</b>	31 May 2023
<b>Responsible officer:</b>	Community Care Manager
<b>Policy owner</b>	Social Connections Team leader

### 1. Purpose

This policy sets out the principles for the delivery of Council's Community Bus Service and provides eligibility criteria for community groups and not for profit organisations to become a registered Community Bus Service user.

### 2. Scope

This policy applies to Council Officers and approved community groups and not for profit organisations who are accessing Council's Community Bus Service.

### 3. Definitions

Word/Term	Definition
Community Bus Service	A fleet of buses that can be accessed by Council Officers and eligible community groups and not for profit organisations.
Approved Bus User	Community groups and not for profit organisations whose application to become a community bus user has been approved.

### 4. Policy

#### 4.1 Policy Statement

Council provides access to a fleet of buses to support Council and eligible community groups and not for profit organisations to deliver a range of programs and services across the municipality. The service aims to provide a low cost and flexible transport option.

The service is delivered by the Community Care service unit within the requirements of the Bus Safety Act and Council policy and procedures.

## MINUTES OF THE POLICY REVIEW PANEL

12 MAY 2021

Item 6.3 Revised Community Bus Service Access Policy  
Appendix 1 Community Bus Service Access Policy - dated 5 May 2021

---

**4.2 Registration Status**

The Bus Safety Act requires anyone wishing to operate a non-commercial bus service in Victoria, to obtain registration status. For the purposes of registration, a non-commercial bus service includes:

- Community and private bus service
- Non-commercial courtesy bus service
- Hire and drive bus service

The delivery of Council's Community Bus Service is aligned with the category of 'community and private bus service'. This category provides carriage of passengers by a bus where seating positions cater for 10 or more adults (including the driver), for or in connection with, the following activity types:

- Religious
- Educational
- Health
- Welfare
- Philanthropic
- Sporting
- Social

As a registered organisation, the Bus Safety Act requires Council to meet specific safety obligations. These obligations require Council to eliminate or reduce risks to safety so far as is reasonably practicable. It should be noted safety obligations also apply regardless of whether a bus is borrowed, owned, rented or leased.

**4.3 Eligibility Criteria**

Community groups and organisation are required to submit an application for consideration against an eligibility criteria, prior to becoming an approved bus user. To be successful applicants must:

- operate on a voluntary basis and be of a non-commercial nature,
- have **at least 80% of its a**-membership base **consisting predominantly of residents of, residing in** the City of Melton,
- have current public liability insurance,
- attend activities of a recreational, welfare based or educational nature excluding activities that involve mid or end of year club celebrations and functions.
- hold a Certificate of Registration with Transport Safety Victoria (TSV)

Council may receive requests that fall outside this criteria but are deemed to provide benefit to the community. On these occasions the General Manager, Community Services has the authority to approve requests for access to the community buses and coaster bus at their discretion.

**4.4 Hire Fees**

Community Bus Service fees are determined in line with Council's budgetary process and provide a fixed rate to all community groups regardless of status.

## MINUTES OF THE POLICY REVIEW PANEL

12 MAY 2021

Item 6.3 Revised Community Bus Service Access Policy  
Appendix 1 Community Bus Service Access Policy - dated 5 May 2021**5. Responsibility/Accountability**

<b>5.1</b>	<b>Community Transport Supervisor</b> Lead the delivery of Councils Community Bus Service ensuring the service meets community expectations and is delivered in line with Council policy, procedure and legislative requirements.
<b>5.2</b>	<b>Social Connections Team Leader</b> Ensure compliance with this policy ensuring appropriate resourcing, support and training is provided to enable its successful implementation.

**6. References and links to legislation and other documents**

<b>Name</b>	<b>Location</b>
Bus Safety Act 2009 (Vic)	<a href="http://transportsafety.vic.gov.au">transportsafety.vic.gov.au</a>
Occupational Health and Safety Act 2004 (Vic)	<a href="http://worksafe.vic.gov.au">worksafe.vic.gov.au</a>
Community Bus Service Access Procedure	Policy Intranet and Ci Anywhere
Community Bus Service User Guide	Policy Intranet and Ci Anywhere
Community Bus Service Application/Renewal Form	Policy Intranet and Ci Anywhere
Application for Bus Use Form	Policy Intranet and Ci Anywhere
Community Bus Drivers Checklist	Policy Intranet and Ci Anywhere

POLICY REVIEW PANEL

12 MAY 2021

---

Cr Shannon left the meeting at 11:31am

Cr Shannon returned to the meeting at 11:33am

Cr Carli left the meeting at 11:36am

Cr Carli returned to the meeting at 11:38am

**7. GENERAL BUSINESS**

**8. CONFIDENTIAL BUSINESS**

**9. NEXT MEETING**

**10. CLOSE OF BUSINESS**

**Procedural Motion**

Crs Ramsey/Carli.

That the meeting be adjourned to a date and time to be determined.

CARRIED

The meeting closed at 12:09pm.

Confirmed

Dated this

.....CHAIRPERSON