



MELTON CITY COUNCIL

Notice is hereby given that the Meeting of the
Melton City Council
will be held in the Council Chamber,
Civic Centre, 232 High Street, Melton on
Monday 10 October 2022 at 7:00pm.

**THIS AGENDA CONTAINS REPORTS TO BE DEALT
WITH AT A CLOSED MEETING OF COUNCIL**

Roslyn Wai
CHIEF EXECUTIVE

Visitors to the Gallery please note:

Proceedings at Council meetings are controlled by the Chairperson. The Chairperson is empowered to enforce the provision of Council's Governance Rules, which includes the following aspects:

- Members of the public do not have a right to address Council and may only do so with the consent of the Chair or by prior arrangement.
- Any member of the public addressing Council must extend due courtesy and respect to Council and the processes under which it operates and must take direction from the Chair whenever called on to do so.
- A member of the public present at a Council meeting must not disrupt the meeting.
- The Chair may order and cause the removal of any person, other than a Councillor, who disrupts any meeting or fails to comply with a direction given under sub-Rule 66.2.
- If the Chair is of the opinion that disorder at the Council table or in the gallery makes it desirable to adjourn the Council meeting, he or she may adjourn the meeting to a later time on the same day or to some later day as he or she thinks proper.
- The Chair may ask the Chief Executive Officer or a member of the Victoria Police to remove from the Chamber any person who acts in breach of the Governance Rules and whom the Chair has ordered to be removed from the gallery under Rule 67.
- Members of the public in the gallery must not operate **recording equipment** at a Council or Committee Meeting without the prior written consent of Council.
- **Question time** is available at every Scheduled Meeting to enable members of the public to address questions to Council. All questions must be received by the Chief Executive Officer or other person nominated for this purpose no later than 12pm on the day of the Scheduled Meeting by submitting questions into the receptacle designated for public questions at the Customer Service Desk, or via electronic medium as per Council website directions.

A person must not submit more than two (2) individual questions at a meeting, inclusive of all parts and variants as interpreted by the Chairperson or other person authorised for this purpose by the Chairperson.

TABLE OF CONTENTS

1.	OPENING PRAYER AND RECONCILIATION STATEMENT	4
2.	APOLOGIES AND LEAVE OF ABSENCE	4
3.	CHANGE TO THE ORDER OF BUSINESS	4
4.	DEPUTATIONS	4
5.	DECLARATION OF ANY PECUNIARY INTEREST, OTHER INTEREST OR CONFLICT OF INTEREST OF ANY COUNCILLOR	4
6.	ADOPTION AND CONFIRMATION OF MINUTES OF PREVIOUS MEETINGS	4
7.	SUMMARY OF INFORMAL MEETING OF COUNCILLORS	5
7.1	SUMMARY OF INFORMAL MEETINGS OF COUNCILLORS IN ACCORDANCE WITH CHAPTER 6, RULE 1 OF THE COUNCIL'S GOVERNANCE RULES	5
8.	CORRESPONDENCE INWARD	9
8.1	PARLIAMENTARIAN AND DEPARTMENTAL LETTERS RECEIVED BY THE MAYOR	9
9.	PETITIONS AND JOINT LETTERS	12
10.	RESUMPTION OF DEBATE OR OTHER BUSINESS CARRIED OVER FROM A PREVIOUS MEETING	12
11.	PUBLIC QUESTION TIME	12
12.	PRESENTATION OF STAFF REPORTS	13
12.1	ADVISORY COMMITTEES OF COUNCIL - AGGREGATED MEETING MINUTES	13
	To present the aggregated minutes of Advisory Committee meetings yet to be considered by Council.	

12.2	AUDIT AND RISK COMMITTEE MINUTES FOR MEETING HELD 19 SEPTEMBER 2022	99
	To present to Council the unconfirmed minutes of the Audit and Risk Committee meeting held on Wednesday 19 September 2022.	
12.3	DRAFT ANNUAL FINANCIAL STATEMENTS AND PERFORMANCE STATEMENT - 30 JUNE 2022	130
	To present to Council for approval in principle of the draft Annual Financial Statements and Performance Statement for 30 June 2022, prior to reports being submitted to Council's Auditor, in accordance with section 99(2) of the <i>Local Government Act 2020</i> .	
12.4	2021/22 MELTON CITY COUNCIL ANNUAL REPORT	133
	To present the Melton City Council Annual Report 2021-2022, pursuant to Sections 98, 99 and 100 of the <i>Local Government Act 2020</i> .	
12.5	RESPONSE TO NOTICE OF MOTION 825 (CR TURNER): TIMING OF MAJOR INTERSECTIONS AND JUNCTIONS WITHIN THE MUNICIPALITY	137
	To respond to Notice of Motion 825 (Cr Turner) tabled at the Ordinary Meeting of Council on 20 June 2022 requesting details of works planned and proposed completion dates on various major intersections and junctions within the municipality which have been identified as experiencing increased traffic congestion.	
12.6	RESPONSE TO NOTICE OF MOTION 801 (CR DEEMING)- APPLICATION OF "SPECIAL MEASURES" AND "GENERAL EXCEPTIONS" UNDER THE VICTORIAN ANTI-DISCRIMINATION LAW	141
	To provide a report to Council in response to Notice of Motion (NOM) 801 from Councillor Deeming dated 7 March 2022.	
12.7	2022 ANNUAL COMMUNITY SATISFACTION SURVEY FINDINGS REPORT	169
	To present the Annual Community Satisfaction Survey Results 2022.	
13.	REPORTS FROM DELEGATES APPOINTED TO OTHER BODIES AND COUNCILLOR REPRESENTATIONS AND ACKNOWLEDGEMENTS	266
14.	NOTICES OF MOTION	267
14.1	NOTICE OF MOTION 844 (CR SHANNON)	267
14.2	NOTICE OF MOTION 845 (CR ABOUSHI)	268
14.3	NOTICE OF MOTION 846 (CR KESIC)	269

15.	COUNCILLOR'S QUESTIONS WITHOUT NOTICE	270
16.	URGENT BUSINESS	270
17.	CONFIDENTIAL BUSINESS	271
17.1	CONTRACT 18/011 HARD WASTE & DUMPED RUBBISH COLLECTIONS - EXTENSION	272
	To seek Council's approval to execute two one-year extension options of Contract No. 18/011 – Hard Waste & Dumped Rubbish Collections, commencing 1 July 2023.	
17.2	CONTRACT 22/041 MELTON TOWN CENTRE UPGRADE KIDS ZONE	286
	To seek Council approval to award Contract No. 22-041 for <i>Melton Town Centre Upgrade Kids Zone</i> . The contract includes design and construction of a play space in Melton Town Centre along with associated landscaping works.	
17.3	CONTRACT 22/046 MELTON TOWN CENTRE - ACTIVE TRANSPORT	293
	To seek Council's approval for the award of Contract No. 22/046 Melton Town Centre Active Transport. The project includes the construction of Active Transport Infrastructure with Melton Town Centre.	
17.4	CONTRACT 22/053 SEALED ROAD RENEWAL PROGRAM (ASPHALT) 2022/2023	302
	To seek Council's approval for the award of Contract No. 22-053 for the construction of Sealed Road Renewal Program (Asphalt) 2022/2023 commencing 7 November 2022 to 30 June 2023 at Council's discretion.	
17.5	CONTRACT 22/054 ANNUAL PATH RENEWAL PROGRAM (CONCRETE) 2022/2023	309
	To seek Council's approval for the award of Contract No. 22-054 for Annual Path Renewal Program (Concrete) commencing 1 November 2022 to 30 June 2023 at Council's discretion.	
18.	CLOSE OF BUSINESS	317

1. OPENING PRAYER AND RECONCILIATION STATEMENT

The Chairperson will read the opening prayer and reconciliation statement.

Prayer

‘Almighty God we humbly beseech Thee to vouchsafe Thy blessing upon this Council, direct and prosper its deliberations to the advancement of Thy glory and the welfare of the people whom we serve – Amen.’

Reconciliation Statement

Melton City Council acknowledges that the land it now occupies has a history that began with the Indigenous occupants, the Kulin Nation. Council pays its respects to the Kulin Nation people and their Elders and descendants past and present.

2. APOLOGIES AND LEAVE OF ABSENCE

The Chairperson will call for any apologies received from any Councillors who are unable to attend this meeting.

3. CHANGES TO THE ORDER OF BUSINESS**4. DEPUTATIONS****5. DECLARATION OF ANY PECUNIARY INTEREST, OTHER INTEREST OR CONFLICT OF INTEREST OF ANY COUNCILLOR**

Pursuant to Part 6, Division 2 of the *Local Government Act 2020* and Council’s Governance Rules, Councillors must declare any General Conflict of Interest or Material Conflict of Interest they have in any of the matters being considered at this meeting.

6. ADOPTION AND CONFIRMATION OF MINUTES OF PREVIOUS MEETINGS**RECOMMENDATION:**

That the Minutes of the Meeting of Council held on 12 September 2022 be confirmed as a true and correct record.

7. SUMMARY OF INFORMAL MEETING OF COUNCILLORS

7.1 SUMMARY OF INFORMAL MEETINGS OF COUNCILLORS IN ACCORDANCE WITH CHAPTER 6, RULE 1 OF THE COUNCIL'S GOVERNANCE RULES

- Monday 22 August 2022 Summary of Informal Meeting of Councillors
- Monday 5 September 2022 Summary of Informal Meeting of Councillors
- Monday 12 September 2022 Summary of Informal Meeting of Councillors

RECOMMENDATION:

That the Summaries of Informal Meetings of Councillors dated 22 August, 5 September, and 12 September 2022, provided as **Appendices 1 – 3** respectively to this report, be received and noted.

LIST OF APPENDICES

1. Summary of Informal Meeting of Councillors - Monday 22 August 2022
2. Summary of Informal Meeting of Councillors - Monday 5 September 2022
3. Summary of Informal Meeting of Councillors - Monday 12 September 2022



INFORMAL MEETING OF COUNCILLORS

Chapter 6, Rule 1 of the Governance Rules 2020

MEETING DETAILS:																															
Meeting Name:	Briefing of Councillors																														
Meeting Date:	Monday 22 August 2022																														
	<table border="1"> <tr> <td>Time Opened:</td> <td>6.19 pm</td> </tr> <tr> <td>Time Closed:</td> <td>9.36 pm</td> </tr> </table>	Time Opened:	6.19 pm	Time Closed:	9.36 pm																										
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Time Closed:	9.36 pm																														
Councillors present:	Cr G Kesic (Mayor) Cr L Carli (Deputy Mayor) Cr M Deeming Cr S Ramsey Cr B Turner Cr A Vandenberg																														
Officers present:	<table border="0"> <tr> <td>R Wai</td> <td>Chief Executive Officer</td> </tr> <tr> <td>L Shannon</td> <td>Acting General Manager Corporate Services</td> </tr> <tr> <td>S Romaszko</td> <td>Acting General Manager Planning and Development</td> </tr> <tr> <td>T Scoble</td> <td>Acting General Manager Community Services</td> </tr> <tr> <td>S McManus</td> <td>Acting Executive Manager Corporate Strategy & Investment</td> </tr> <tr> <td>B Dosser</td> <td>Manager Legal, Governance & Risk</td> </tr> <tr> <td>D Rudd</td> <td>Manager City Design & Strategy (departed 7.47pm)</td> </tr> <tr> <td>R Hodgson</td> <td>Governance Coordinator</td> </tr> <tr> <td>P Hobbs</td> <td>Advocacy Coordinator (departed 8.58pm)</td> </tr> <tr> <td>B Mehta</td> <td>Coordinator Infrastructure Planning (departed 8.58pm)</td> </tr> <tr> <td>M Kelaher</td> <td>City Design Coordinator (entered 6.43pm, departed 7.47pm)</td> </tr> <tr> <td>J Simpson</td> <td>Senior Landscape Architect (entered 6.43pm, departed 7.47pm)</td> </tr> <tr> <td>M Smith</td> <td>Senior Transport Planner (departed 8.58pm)</td> </tr> <tr> <td>A Cope</td> <td>Team Leader Open Space Planning (entered 6.43pm, departed 7.47pm)</td> </tr> <tr> <td>F Vial</td> <td>Advocacy Officer (departed 8.58pm)</td> </tr> </table>	R Wai	Chief Executive Officer	L Shannon	Acting General Manager Corporate Services	S Romaszko	Acting General Manager Planning and Development	T Scoble	Acting General Manager Community Services	S McManus	Acting Executive Manager Corporate Strategy & Investment	B Dosser	Manager Legal, Governance & Risk	D Rudd	Manager City Design & Strategy (departed 7.47pm)	R Hodgson	Governance Coordinator	P Hobbs	Advocacy Coordinator (departed 8.58pm)	B Mehta	Coordinator Infrastructure Planning (departed 8.58pm)	M Kelaher	City Design Coordinator (entered 6.43pm, departed 7.47pm)	J Simpson	Senior Landscape Architect (entered 6.43pm, departed 7.47pm)	M Smith	Senior Transport Planner (departed 8.58pm)	A Cope	Team Leader Open Space Planning (entered 6.43pm, departed 7.47pm)	F Vial	Advocacy Officer (departed 8.58pm)
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Guests	L Humphries Company Director, Paws 4 Play (entered 6.43pm, departed 7.47pm)																														
Apologies	Cr J Shannon Cr S Abboushi Cr K Majdlik																														
Matters discussed:	<ol style="list-style-type: none"> Melton Revitalisation 2022/23 Update (6.19pm – 6.41pm) Dog Park Strategy Development (6.44pm – 7.47pm) Advocacy Strategy Update (7.49pm – 8.22pm) Moving Melton Update (8.23pm – 8.58pm) Governance / CEO Update (9.00pm – 9.36pm) Plumpton Aquatic Update (9.29pm – 9.30pm) CEO Performance Review (9.36pm – 9.36pm) 																														
CONFLICT OF INTEREST DISCLOSURES:																															
Were there any conflict of interest disclosures by Councillors?	No																														
REPORT PRODUCED BY:																															
Officer name:	Renee Hodgson																														
Date:	Monday 22 Aug 2022																														

Informal Meeting of Councillors



INFORMAL MEETING OF COUNCILLORS

Chapter 6, Rule 1 of the Governance Rules 2020

MEETING DETAILS:			
Meeting Name:	Briefing of Councillors		
Meeting Date:	Monday 5 September 2022	Time Opened:	6.20 pm
		Time Closed:	8.34 pm
Councillors present:	Cr G Kesic (Mayor) Cr L Carli (Deputy Mayor) Cr S Abboushi Cr M Deeming (arrived 6.26pm) Cr K Majdlik Cr S Ramsey Cr J Shannon Cr B Turner		
Officers present:	R Wai Chief Executive Officer L Shannon Acting General Manager Corporate Services (departed 8.25pm) S Romaszko Acting General Manager Planning and Development (departed 8.25pm) T Scoble Acting General Manager Community Services (departed 8.25pm) S McManus Acting Executive Manager Corporate Strategy & Investment (departed 8.25pm) P Leersen Chief Financial Officer (departed 8.25pm) B Dosser Manager Legal, Governance and Risk (departed 8.25pm) R Hodgson Governance Coordinator (departed 8.25pm) B Baggio Manager, Planning Services (arrived 6.23pm – departed 8.25pm)		
Guests	Nil		
Apologies	Cr A Vandenberg		
Matters discussed:	1. Council Meeting Agenda (6.21pm – 7.51pm) 2. Councillor Discussion <ol style="list-style-type: none"> a. Recent news items in Melton City Council (7.52pm – 7.59pm) b. Letter from Department of Premier and Cabinet - First People's State Relations – Works associated with a sub-division (7.59pm – 8.25pm) <ol style="list-style-type: none"> i. Sinclairs Road – upholding contract obligations 3. Organisational Structure (In camera) (8.25pm – 8.34pm)		
CONFLICT OF INTEREST DISCLOSURES:			
Were there any conflict of interest disclosures by Councillors?	No		
REPORT PRODUCED BY:			
Officer name:	Renee Hodgson	Date:	Tuesday 6 September 2022



INFORMAL MEETING OF COUNCILLORS

Chapter 6, Rule 1 of the Governance Rules 2020

MEETING DETAILS:

Meeting Name:	Briefing of Councillors		
Meeting Date:	Monday 12 September 2022	Time Opened:	6.22 pm
		Time Closed:	6.57 pm
Councillors present:	Cr G Kesic (Mayor) Cr L Carli (Deputy Mayor) Cr M Deeming Cr K Majdlik Cr S Ramsey Cr J Shannon Cr B Turner Cr A Vandenberg		
Officers present:	R Wai	Chief Executive Officer	
	L Shannon	Acting General Manager Corporate Services	
	T Scoble	Acting General Manager Community Services	
	P Leersen	Chief Financial Officer	
	B Dosser	Manager Legal, Governance & Risk	
	B Baggio	Manager Planning Services	
	R Hodgson	Governance Coordinator	
Guests	Nil		
Apologies	Cr S Abboushi S McManus Acting Executive Manager Corporate Strategy & Investment S Romaszko Acting General Manager Planning and Development		
Matters discussed:	1. Queen Elizabeth II funeral and scheduling of Cr Briefing (6.22pm – 6.29pm) 2. Council Meeting Agenda (6.29pm – 6.57pm)		
CONFLICT OF INTEREST DISCLOSURES:			
Were there any conflict of interest disclosures by Councillors?		No	
REPORT PRODUCED BY:			
Officer name:	Renee Hodgson	Date:	Monday 12 September 2022

8. CORRESPONDENCE INWARD

8.1 PARLIAMENTARIAN AND DEPARTMENTAL LETTERS RECEIVED BY THE MAYOR

- The Hon. Mary-Anne Thomas MP – Minister for Health, Minister for Ambulance Services - response to letter regarding the need for additional doctors in Melton

RECOMMENDATION:

That Council receive and note the following Parliamentarian and Departmental letter, received by the Mayor, provided as **Appendix 1** to this report:

- 1) The Hon. Mary-Anne Thomas MP – Minister for Health, Minister for Ambulance Services – response to letter regarding the need for additional doctors in Melton – dated 14 September 2022.

LIST OF APPENDICES

1. Correspondence Inwards - The Hon. Mary-Anne Thomas MP - Minister for Health, Minister for Ambulance Services - dated 14 September 2022



The Hon. Mary-Anne Thomas MP

Minister for Health
Minister for Ambulance Services

GPO Box 4057
Melbourne Victoria 3001
Telephone: +61 3 9096 8561
www.health.vic.gov.au

BAC-CO-30164

Cr Goran Kesic
Mayor
Melton City Council
Goran.kesic@melton.vic.gov.au

Dear Cr Kesic

Thank you for your letter of 20 June 2022 addressed to the Hon Ingrid Stitt MP, Member for Western Metropolitan, regarding the need for additional doctors in Melton. As the matter you raise falls within the portfolio responsibilities of myself as Minister for Health and Ambulance Services, your letter has been referred to me for my consideration and response.

I would firstly like to acknowledge the ongoing dedication and commitment you have for advocating for the health and wellbeing of the communities within Melton City Council. I understand the impact the General Practitioner (GP) shortfall and long wait times is having on the people of Melton.. I also share your concerns on the predicted undersupply of full-time GPs in Australia by 2030 and the need to attract more doctors to the growth areas of Melbourne.

I also note the letter's request for a review to be undertaken of the Melton Distribution of Priority Area (DPA) status. The District of Workforce Shortage (DWS) and DPA policy and the availability of GPs to deliver primary care services are the responsibility of the Commonwealth government. You may wish to raise your concerns regarding this with the Commonwealth Minister for Health, the Hon Mark Butler, and seek his advice on Commonwealth programs to increase the supply of doctors in Melton. He can be contacted on Minister.Butler@health.gov.au.

The broader issue of the distribution of training places for various medical specialties, including general practice is being considered as part of the National Medical Workforce Strategy. The Commonwealth is undertaking a major review of the general practice workforce with other stakeholders. Further details can be found here: <https://www.health.gov.au/initiatives-and-programs/national-medical-workforce-strategy-2021-2031>.

Nonetheless, providing Victorian communities with greater access to health services is an issue I take very seriously. GPs are a cornerstone of effective primary healthcare and general practice is an important component of health service delivery across Victoria.

The Andrews Labor Government is committed to ensuring the development of a skilled health workforce, including general practitioners, available to deliver services throughout Victoria. The department has recently launched an initiative to support overseas healthcare workers, including GPs, recruited by Victorian health services to have a clear and supported pathway into the state. The State Budget announced a \$72.6 million international recruitment



campaign dedicated to recruiting 2,000 healthcare workers to Victorian public health services for the coming year. The International Recruitment Strategy includes relocation packages of up to \$13,000 for arriving workers, with health services also being supported with funding to provide additional training and onboarding programs. Further details can be found here: <https://www.health.vic.gov.au/covid-19/help-and-support-for-healthcare-workers-covid-19#international-healthcare-professionals--moving-to-victoria>.

Should you wish to discuss this matter further, please contact Ms Trang Nguyen, Manager, Health Workforce Policy Team 2 at the Department of Health on medicalworkforce@health.vic.gov.au.

Yours sincerely



The Hon. Mary-Anne Thomas MP
Minister for Health
Minister for Ambulance Services

14/09/2022

cc: The Hon. Ingrid Stitt, Member for Western Metropolitan,
Ingrid.stitt@parliament.vic.gov.au

9. PETITIONS AND JOINT LETTERS

The Chief Executive will table any petitions and/or joint letters received prior to this meeting.

10. RESUMPTION OF DEBATE OR OTHER BUSINESS CARRIED OVER FROM A PREVIOUS MEETING

Nil.

11. PUBLIC QUESTION TIME

12. PRESENTATION OF STAFF REPORTS

12.1 ADVISORY COMMITTEES OF COUNCIL - AGGREGATED MEETING MINUTES

Author: Renee Hodgson - Governance Coordinator
Presenter: Bradley Dosser - Manager Legal, Governance & Risk

PURPOSE OF REPORT

To present the aggregated minutes of Advisory Committee meetings yet to be considered by Council.

RECOMMENDATION:

That Council receive the minutes of the following Advisory Committee meetings, provided as **Appendices 1 - 4** to this report, and adopt the recommendations arising within the respective Minutes:

- 1) Early Years Partnership Advisory Committee Meeting Minutes, 11 August 2022
 - 2) Preventing Family Violence Advisory Committee Meeting Minutes, 17 August 2022
 - 3) Intercultural Advisory Committee Meeting Minutes, 24 August 2022
 - 4) Policy Review Panel Advisory Committee Meeting Minutes, 8 September 2022
-

REPORT

1. Executive Summary

Whilst not mentioned in the *Local Government Act 2020* (the 2020 Act), Council has the power to create Advisory Committees pursuant to its general power set out in section 10 of the 2020 Act.

The minutes of the Advisory Committees attached to this report form the written record of the committee meetings, including any matters considered and any conflicts of interest disclosed.

The minutes also serve as the advice/recommendations to Council for its consideration.

2. Background/Issues

An Advisory Committee is a committee established by Council to provide advice to it or its delegate. Whilst not mentioned in the 2020 Act, Council has the power to create Advisory Committees pursuant to its general power set out in section 10 of the 2020 Act.

All advisory Committees are subject to their individual Terms of Reference. The membership varies depending upon the committee's specific role. Committee membership will generally comprise a Councillor(s), council staff and community representatives and may include key stakeholders, subject matter experts and/or community service providers and organisations.

Councillor representation on Advisory Committees is generally for one year and is reviewed annually. The composition of Advisory Committees for the 2021/22 municipal year was approved by Council at its Scheduled Meeting on 22 November 2021.

The minutes of the following Advisory Committees, attached to this report, form the written record of the committee meetings detailing matters considered and any conflicts of interest disclosed.

The minutes also serve as the advice/recommendations to Council.

Meeting Date	Advisory Committee	Attached
11 August 2022	Early Years Partnership Advisory Committee	Appendix 1
17 August 2022	Preventing Family Violence Advisory Committee	Appendix 2
24 August 2022	Intercultural Advisory Committee	Appendix 3
8 September 2022	Policy Review Panel Advisory Committee	Appendix 4

3. Council and Wellbeing Plan Reference and Policy Reference

The Melton City Council 2021-2025 Council and Wellbeing Plan references:

6. A high performing organisation that demonstrates civic leadership and organisational excellence

6.3 An organisation that demonstrates excellence in civic leadership and governance.

4. Financial Considerations

Advisory Committees are not responsible for operational expenditure and cannot direct Council officers to act without the consent of Council. Operational expenses and administrative actions arising from an Advisory Committee meeting are accommodated within Council's recurrent budgets, unless otherwise requested within the minutes of the meeting and detailed in a recommendation to Council for consideration.

5. Consultation/Public Submissions

Advisory Committees are one method of Council consulting and communicating with the community. Such a Committee may be established to provide strategic level input into a broad area of Council operations, such as community safety or arts and culture. An Advisory Committee may also be established for a specific time-limited project, such as a review of a Local Law.

6. Risk Analysis

With a mandatory responsibility to report to Council and being restricted to making recommendations for Council consideration, risks attached to Advisory Committee actions are substantially mitigated.

It is prudent for Council to carefully consider any and all recommendations arising from Advisory Committee minutes, as Advisory Committees may canvass significant issues and significant expenditure in their deliberations.

7. Options

Advisory Committees are a Committee of Council, therefore Council has the discretion to accept, reject, amend, or seek further information on any of the Committee minutes and/or recommendations.

LIST OF APPENDICES

1. Early Years Partnership Advisory Committee Meeting Minutes - 11 August 2022
2. Preventing Family Violence Advisory Committee Meeting Minutes - 17 August 2022
3. Intercultural Advisory Committee Meeting Minutes - 24 August 2022
4. Policy Review Panel Minutes - 8 September 2022



MINUTES

EARLY YEARS PARTNERSHIP

held on 11 August 2022 at 10.00am, online – MS Teams

Present:

Cr L Carli, Melton City Council
J Webber, Caroline Chisholm Society (Chair)
G Callander, Western Health
K Everett, Department of Families Fairness Housing
E Sutherland, Melton Primary School
M Chapman, Brotherhood of St Laurence
S O'Kelly, BPA Children's Services
B Nguyen, Department of Education and Training
J Taylor, Department of Education and Training
C Owens, Western Health
M Costa, Melton West Primary School
N Taranto, Sparkways (proxy)
N Cassidy, Victorian Aboriginal Child Care Agency
L Hennessy, Tweddle Child and Family Health Service
J Williams, Melton City Council
S Prestney, Melton City Council
B Ball, Melton City Council (ex-officio)
F Alexander, Melton City Council (ex-officio)
K Robertson, Melton City Council (minute taker)

Guests:

R Carson - Australian Institute of Family Studies
R Close, Municipal Association of Victoria
K Nagle, Municipal Association of Victoria
B Coogan, Melton City Council
J Everitt, Victorian Aboriginal Community Services Association Limited (VACSAL)
A Medhurst, Commission for Children and Young People
Daisy Brundell, Melton City Council
R Cleary, Melton City Council

Quorum: A minimum of 5 appointed members will form a quorum for each meeting.

Chairperson: J Webber, Caroline Chisholm Society

Meeting opened 09:55am

MINUTES

1. Welcome

The Chairperson welcomed all attendees to the meeting and proceeded with the Acknowledgment of Country. *'Melton City Council acknowledges that the land it now occupies has a history that began with the Indigenous occupants, the Kulin Nation. Council pays its respects to the Kulin Nation people and their Elders and descendant's past and present. Council extends this respect to the Elders of other Aboriginal groups here today.'*

2. Apologies

Cr A Vandenberg, Melton City Council
D Clarke, Community Member
V Sharma, Community Member
B Hill, St Lawrence of Brindisi
J Galvin, Noah's Ark
R Mahmudul, Sparkways represented by proxy N Taranto

3. Declaration of interests and/or conflict of interests

Nil

4. Confirmation of minutes of previous meeting

Noted

Moved: M Costa Seconded: G Callander

5. Business Arising**5.1 Future-proofing Safety – Project engagement for services and practitioners**

Rachel Carson - Australian Institute of Family Studies

Rachel presented the Future-proofing Safety project. The Future-proofing Safety project is looking across Victoria's community services system to understand how services responded to family violence during COVID-19. The project will look at how client service needs changed, how services adapted, whether there were any gaps and weaknesses within the family violence service system and broader sector and the means of addressing these gaps in the short, medium, and long term

A voluntary survey was offered across Victoria's community services sector to gather information on how services responded to family violence during COVID-19. The survey results will be examined by an advisory committee and community partners with a focus on how to manage and future proof the response to family violence in evolving situations. There is currently an interactive case studies report available from CFRE/Drummond Street from the preliminary data. It is anticipated that the AIFS report will ready end 2022 early 2023. Rachel offered to return to share the institute's report with the group when available.

J Webber thanked Rachel for her presentation and looks forward to AIF's return to the committee with future updates



MINUTES

Action/Recommendation

That Melton City Council share link to CFRE/Drummond Street report with committee members alongside distributed minutes.

Laura Hennessy entered meeting at 10:07am

Janelle Everett entered meeting 10:10am

Sarah O'Kelly entered meeting at 10:10am

Charry Owens entered meeting 10:20am

Kellie Nagle entered meeting at 10:22am

Rachel Carson left the meeting 10:25am

5.2 Local Government Free from Violence Project

Rachel Close and Kellie Nagle, Municipal Association of Victoria

Bonnie Coogan Equity Officer, Melton City Council

Rachel and Kellie from MAV presented the objectives of the Free from Violence local government program 2022-25, and resources to support councils to implement and embed a whole of-council approach to preventing family violence and all forms of violence against women.

Melton Council is one of 15 councils to have received funding to pilot the *Local Government Guide for Preventing Family Violence and All Forms of Violence Against Women* for the next 3 years.

Melton City Council's Equality Officer provided an update about local implementation; Council is currently recruiting for a Free from Violence Officer, this role will participate in the initial health check mentioned in the presentation and the role will focus on inclusiveness, intersectionality and seeking input from Melton's diverse community.

J Webber thanked Rachel, Kellie and Bonnie for their presentations and commented on the easy read actions/roles shown from the guide.

Action/Recommendation

That Melton City Council share the MAVs presentation with committee members alongside distributed minutes.

Rachel Close left the meeting 10.48am

Kellie Nagle left the meeting 10.48am

Bonnie Coogan left the meeting 10.48am

5.3 Best Start VACSAL Aboriginal Cultural Awareness Training Program

Janelle Everitt, Aboriginal Best Start Project Officer

Victorian Aboriginal Community Services Association Limited (VACSAL)

Janelle spoke to the group about upcoming Aboriginal Cultural Awareness training package being developed by VACSAL and DET. The training will be delivered and

MINUTES

customised to Best Start partnership members and will encompass the updated Child Safe standards. The development of training has been delayed due to Covid impacts and sorry business. Information on training dates will be forwarded to the group when available.

Action/Recommendation

That Melton City Council share the training details with committee members when available.

Alison Medhurst entered the meeting 10.58am

5.4 New Child Safe Standards in effect from 1 July 2022

Alison Medhurst, Manager Policy Projects - Commission for Children and Young People

Alison presented slides to the committee regarding the updated Child Safe Standards. The new Standards have been updated from 7 to 11 Standards, with each standard in the form of a statement and an expected outcome. Each standard has between 3-6 minimum requirements needed to be evidenced to meet the expected outcome. Legislative changes are expected in early 2023 to simplify the regulatory authority for services.

The CCYP has several new updates to the website including videos and resources (links to be provided to the committee). DET and DFFH also have resources to support self-assessment and compliance.

The new standard regarding consultation with children, especially 0-5yr age group, was discussed.

Action/Recommendation

That Melton City Council share the presentation slides and links to resources with committee members alongside distributed minutes.

Meagan Chapman left the meeting 11.14am

Cr Carli left the meeting 11.20am

Alison Medhurst left the meeting 11.25am

5.5 Melton City Council – Growing and Thriving- a strategy for all abilities and all ages

Daisy Brundell, A/Coordinator Social Wellbeing and Planning Melton City Council and Ruairi Cleary, Health Promotion Officer Melton City Council

Daisy and Ruairi presented updates to the committee regarding the Growing and Thriving – a strategy for all abilities and all ages. Updates included Council's endorsement and finalized name, proposed (draft) evaluation questions and next steps to close the loop on consultation and commence year one actions.

Action/Recommendation

That Melton City Council share the Growing and Thriving presentation with committee members alongside distributed minutes.



MINUTES

Laura Hennessey left the meeting 11.28am

Daisy Brundell left the meeting 11.35am

Rauri Cleary left the meeting 11.35am

Meeting break 11.35am Return 11.40am

6. General Business

6.1 Maternal and Child Health Service - service update

An update was provided June Williams, Coordinator Maternal and Child Health Service. The MCH service continues to experience a number of vacancies of fully qualified MCH nurses, a high local birth rate and complex client presentations. Recruitment continues to be a strong focus for the team, and new resources have been produced and distributed to inform families about other supports. Discussions are underway with a specialist parenting support provider as well as with other local Councils to provide additional support. No further questions or comments were raised

6.2 The First 1000 Days update

An update was provided by Jennifer Webber Chief Executive Officer, Caroline Chisholm Society. Despite advocacy efforts to state and federal government, this prevention model has not secured funding in Melton. An increase in parents self-referring for support has been recorded across the western suburbs. No further questions or comments were raised.

6.3 Access to Early Learning

An update was provided with the agenda. No further questions or comments were raised.

6.4 Department of Education and Training (DET) update

An update was provided with the agenda. Billy Nguyen provided further comment that the department is aware of staff shortages and recruitment challenges as mentioned by other services. As noted in update, DET is maintaining a focus on supporting current staff in the early childhood sector. Billy also noted free kindergarten funding rates were released during the week and were attached to the update circulated to committee members.

Discussion was had regarding naming of future 4 year old program as Pre-prep, and concerns about potential impact for learning through play frameworks.

No further questions were raised.

6.5 Department of Families, Fairness and Housing update

Kara Everett, Area Practice Leader, Brimbank Melton updated group child protection team has been busy with a flow on effect to integrated family support services. Brimbank Melton team have been implementing triage as part of Orange door transition/preparation. No further questions or comments were discussed

Billy Nguyen left the meeting 12.00noon

*MINUTES***6.6 Brotherhood of St Laurence and NDIS update**

An update was provided with the agenda, no further questions or comments were discussed

6.7 Best Start update

Kellie Robertson, Best Start Facilitator presented Best Start mid-year review slides to group.

In the Logic model outcome area of Active Outreach and Engagement, seven PDSAs have been completed involving 6 different services, often in collaboration. In the logic model outcome area of Service Continuity and Collaboration eight PDSAs have been completed with 5 services participating in developing and recording these small improvement ideas.

Presentation to be forwarded to committee members alongside distributed minutes.

7. Next Meeting

Thursday 13 October 2022 at 10 am -12 noon, venue to be confirmed.

8. Close of Business

The meeting closed at 12.17pm



MINUTES

PREVENTING FAMILY VIOLENCE ADVISORY COMMITTEE

held on 17 August 2022 at 11:00am, online.

Present:

Cr Lara Carli	Councillor
Cr Sophie Ramsey	Councillor
Ruairi Cleary	Melton City Council
Daisy Brundell	Melton City Council
Lisa Prentice-Evans	Victoria Police
Michelle Galea	Department of Education and Training
Rachana Bangara	Brotherhood of St. Laurence
Evelyn Afotey	GenWest
Sarah Chong	MiCare
Tali Ryan-Atwood	Department of Families, Fairness and Housing
Simone Shirkey	Department of Families, Fairness and Housing
Colleen Keeffe	Elizabeth Morgan House Aboriginal Women's Services

Guests

Kellie Nagle	Municipal Association of Victoria
Rachel Close	Municipal Association of Victoria
Bonnie Coogan	Melton City Council
Ngun Bor Chin	Wyndham Community Education Centre
Silvia Velez	Melton City Council

Quorum: *Quorum for the committee will require attendance of a minimum of one (1) Councillor, one (1) Council Officer, and comprising 30% of external agency committee members.*

Chairperson: Cr Lara Carli, Councillor

1. Welcome

The Chairperson welcomed all attendees to the meeting and proceeded with the Acknowledgment of Country. *'Melton City Council acknowledges the Traditional Owners of this land, the people of the Kulin Nations, and pays respects to their Elders, past, present and emerging.'*

Cr Carli welcomed new members, Ngun Bor Chin, the Settlement/Family Violence Prevention Worker at Wyndham Community Education Centre, Simone Shirkey, Advisor with the Community Partnerships Team at the Department of Families, Fairness and Housing, and Tali Ryan-Atwood, Manager of the Community Partnerships Team at the Department of Families, Fairness and Housing.

MINUTES

2. Apologies

Cr Julie Shannon	Councillor
Cr Bob Turner	Councillor
Cr Ashleigh Vandenberg	Councillor
Elyse Rider	Melton City Council
Stephen Black	Victoria Police
Peter Webster	Kirrip Aboriginal Corporation
Melissa Suppupo	Djerriwarrh Health Services
Gehan Shehab	Department of Justice and Community Safety
Rashmi Ghimire	MiCare
Martin Ha	Brimbank Melton Community Legal Service
Gerard Cameron	MacKillop Family Services
Sue Scott	Hope Street Youth and Family Services

3. Declaration of interests and/or conflict of interests

Nil

4. Confirmation of minutes of previous meeting

Minutes of the Preventing Family Violence Advisory Committee meeting held on 11 May 2022 were circulated to the Committee for ratification on 9 June 2022. The minutes were adopted at the Ordinary Meeting of Council 15 August 2022.

5. Business Arising**5.1 Lifelong Learning Festival update**

Silvia Velez, Melton City Council

Silvia Velez, Lifelong Learning Projects Officer at Melton City Council, presented an update on the upcoming lifelong learning festival running from September 3-10. The City of Melton is a UNESCO Learning City and intends to deliver this festival every year, which includes a variety of free community events. Silvia highlighted the keynote event on September 10, in which anti-violence campaigner Tarang Chawla will be a guest speaker. Silvia highlighted the opportunity for service providers to attend the event and connect community with their service after the event. MiCare and Orange Door have already confirmed their attendance.

Action/Recommendation

R Cleary to circulate Silvia's contact details and lifelong learning festival event details with committee.



MINUTES

6. General Business

6.1 Local Government Free From Violence Project

Rachel Close and Kellie Nagle, Municipal Association of Victoria

Bonnie Coogan, Melton City Council

Rachel and Kellie from MAV presented the objectives of the Free from Violence local government program 2022-25, and resources to support councils to implement and embed a whole-of-council approach to preventing family violence and all forms of violence against women. The presentation also included a detailed 2022 timeline for the initial implementation of the program, and an overview of the health check process designed to identify strengths and space to improve.

Melton Council is one of 15 councils to have received funding to pilot the guide for the next 3 years.

Bonnie Coogan, Melton City Council's Gender Equality Officer, provided an update about local implementation; Council is currently recruiting for a Free from Violence Officer, this role will participate in the initial health check mentioned in the presentation and will be involved in embedding whole-of-council primary prevention work set out in the guide. This role will also be committed to inclusiveness, intersectionality and seeking input from Melton's diverse community.

Action/Recommendation

Ruairi Cleary to circulate MAVs presentation with committee members alongside distributed minutes.

Rachel Close left the meeting 11:34am

Kellie Nagle left the meeting 11:34am

Cr Sophie Ramsey arrived at 11:39am

6.2 Gender Equality Act update

Bonnie Coogan, Melton City Council

Bonnie Coogan, Melton City Council's Gender Equality Officer, provided an update on the application of the Gender Equality Act within the City of Melton, and the use of Gender Impact Assessments (GIAs). Staff have had 93 requests for GIA's to date, and approximately a third of these have met the criteria for needing a GIA. The delivery of GIA training to staff will continue for the remainder of this year and next year. Council has been invited to the MAV Smart Urban Futures Conference and the Australian and New Zealand Institute of Transport Engineers to speak about the use of a GIA on the pedestrian and cyclist plan. Council has been participating in recent focus groups for the Commission for Gender Equality in the Public Sector in relation to the next stage of regulations being introduced as part of the Gender Equality Act. Council has also been involved in a community of practice facilitated by GenWest, for defined entities participating in the Gender Equality Act in the West. A number of Council staff recently participated in a MAV's values-based messaging workshop delivered by Common Cause Australia. This provided attendees with top tips for more persuasive messaging on gender equality.

6.3 Member updates

Sarah Chong, MiCare

MINUTES

S Chong highlighted that there may be a rebranding of the Women and Safety unit at MiCare to Family Strengthening to acknowledge that MiCare does also work with men. MiCare will be participating in the Melton Lifelong Learning Festival.

Lisa Prentice-Evans, Victoria Police

L Prentice-Evans provided an update in relation to Victoria Police reporting figures. The number of reports for the Melton area sit at approximately 245 reports per month. In recent times, they have observed a high number of breaches of intervention orders. They have seen a trend down in relation to IVO applications relating to youth.

T Ryan-Atwood asked how these numbers compare to typical monthly averages in the Melton area. L Prentice-Evans highlighted that relative to other metro Melbourne areas, Melton does sit at one of the highest brackets in relation to reports and is in the top five across the state. Family Violence is currently one of the most pressing risks in the local area.

Cr Ramsey asked if Victoria Police has the staff and resourcing capacity to respond the current Family Violence service demand. L Prentice-Evans highlighted that they feel comfortable that Victoria Police is effectively managing the risk.

7. Next Meeting

The next meeting is to be held on Wednesday 9 November, commencing at 11:00am, held online via Microsoft Teams.

8. Close of Business

The meeting closed at 11:49am.



MINUTES

INTERCULTURAL ADVISORY COMMITTEE

held on 24 August 2022 at 6.30 pm on Zoom and at Caroline Springs Library & Learning Hub

Present:

Cr Lara Carli	Councillor
Cr Bob Turner	Councillor
Cr Steve Abboushi	Councillor
Durba Dhiman	Local Intercultural Community representative
Patrick Kariuki	Local Intercultural Community representative
Gary Verma	Local Intercultural Community representative
Kubir Khanal	Local Intercultural Community representative
George Oliapuram	Local Intercultural Community representative
Vonivate Tawase Drui	Local Intercultural Community representative
Dongling Ye	Local Intercultural Community representative
Altaf Ali Mohammed	Local Intercultural Community representative
Madhvi Tandon	Local Intercultural Community representative
Jodie Turner	Coordinator Community Capacity (Ex Officio)
Essan Dileri	Team Leader Diversity & Intercultural (Ex Officio)
Safiye Vurdu	Access & Support Officer (Ex Officio)

In Attendance:

Lilian Stamenkov	Caroline Springs Seniors Fishing Club (proxy for Vera Mitrovska)
Terry Stamenkov	Caroline Springs Seniors Fishing Club
Davi Phuyle	Bhutanese Community representative
Wazih Razib	Diversity and Intercultural Project officer, Melton City Council
Sameera Suleman	Multicultural Health Connect - guest speaker
Graeme Bland	Fire Rescue Victoria – guest speaker

Quorum: *Quorum will consist of two (2) Councillors, one (1) Council Officer, plus six (6) Local Intercultural Group and Community Services Organisation representatives.*

Chairperson: Cr Lara Carli

1. Welcome

The meeting commenced once the quorum was met. Cr Carli welcomed all attendees to the meeting and opened the meeting with an Acknowledgment of Country followed by the introduction of meeting participants.

2. Apologies

Abe Dunovits	Community Service Organisation representative
Liuvao Logo	Local Intercultural Community representative
Sana Zia	Local Intercultural Community representative
Vonivate Tawase Drui	Local Intercultural Community representative
Christina Akon	Local Intercultural Community representative
Vera Mitrovska	Local Intercultural Community representative
Mark Monahan	Community Service Organisation representative

3. Declaration of interests and/or conflict of interests

Nil

4. Confirmation of minutes of previous meeting**Note:**

The Minutes of the previous Committee meeting held on 29 June 2022 will be presented at IAC's November meeting.

5. Business Arising

- Nil

6. General Business**6.1 Update on Actions from previous meetings**

- E Dileri to circulate J Byham's presentation and contact details to the committee. **Actioned**
- E Dileri to circulate M McClelland presentation and contact details to the Committee. **Actioned**
- E Dileri to provide a status update in relations to the new Intercultural Strategy at the next committee meeting. **Actioned**
- E Dileri to present a summary of the key priorities identified by the ACWG at the next IAC meeting. **Actioned**
- E Dileri to circulate flyers of the event when he receives them from Committee members. **Actioned.**

6.2 Multicultural Health Connect (MHC)

S Suleman presented on their services and discussed the following points:

- What is Multicultural Health Connect?
Multicultural Health Connect is a helpline that you can call to get health information and advice in your language from staff who understand your culture. The service is currently available only in Victoria.
- Who can use Multicultural Health Connect?
This service is for people of many cultures in Victoria who have questions about their health and who need information about health services.
- What support does the helpline provide?



MINUTES

You can call Multicultural Health Connect to:

- find health services such as doctors, hospitals and community health centres
 - get health advice from a nurse
 - better understand Australia's health system, including Medicare and private health insurance
 - learn about COVID-19, including managing the disease, COVID-19 vaccines, isolation and close contacts
- When can I call Multicultural Health Connect?
Call 1800 186 815 between 11:30am to 8pm, 7 days a week, including public holidays.
- What happens when I call the helpline?
Your call will be answered by a trained staff member who will ask you some questions, including what language you want to speak. The helpline has interpreters for 160 languages.
- If you are calling about a health concern for you or someone else, a nurse from the healthdirect helpline will join the call. The nurse will ask you questions about your symptoms and advise what you should do next. Staff will also help you find the health services you need.
- The goal of MHC is to provide the multicultural community health information & advice, including connecting consumers to established services such as Nurse on Call.

Cr B Turner: Are you already operating in Victoria? Are there any on-the-ground officers in Victoria? Are there local companies involved in Victoria?

S Suleman responded. It's a telehealth service. There are 500 different services. MHC has a resource directory and uses the National Health Services Directory. They are building strong relationships with service providers.

D Ye asked: Can the senior Chinese community members ring the number and be directed to an interpreter?

S Suleman answered. An MHC representative will respond to the call and would be able to understand if they need an interpreter. They will ask what language they need to speak. MHC uses ATIS which has 50 commonly spoken languages and is connected to TIS.

D Ye: Does the caller need to pay any fees to call?

S Suleman said 1800 is a Toll-Free number. E Dileri confirmed that the 1800 number is a toll-free number when dialled from any Australian phone line including a mobile.

Action

E Dileri to circulate Multicultural Health Connect's presentation and contact details to the committee

6.3 Fire Rescue Victoria

G Bland provided an overview of Fire Rescue Victoria.

Fire Rescue Victoria (FRV) is a modern fire and rescue service that meets the needs of twenty-first century Victoria. The new organisation was established on 1 July 2020 as part of Victoria's Fire Services Reforms.

MINUTES

We serve and protect communities across Melbourne and Victoria's major regional centres. There are 85 FRV fire and rescue stations across the state. Our firefighters operate 47 fire stations in metropolitan Melbourne and 38 regional stations, most of which are co-located with CFA volunteer brigades.

We respond to fires, complex rescues, road crashes, emergency medical calls and hazardous chemical spills. Our people are highly trained and ready to respond to emergencies across Victoria, Australia, and the world. We work as one in the emergency services sector.

FRV works with the Country Fire Authority (CFA), which is a community-based volunteer fire service. Volunteers are vital to Victoria's strong fire and rescue service capability. The safety of our community and our firefighters relies on us working together.

He presented on Home First Safety and focused on the following points:

- Have working smoke alarms and test them regularly.
- Have a planned and practised home fire escape plan.
- Keep looking when cooking.
- Only plug in one electrical device per power board outlet (no double adaptors).
- Keep exits clear.
- Keep all items that may burn at least 1 metre away from heat sources.
- Keep lighters, matches, candles, incense, oil burners and cigarettes out of reach of children.
- Store chemicals safely away from ignition sources and out of reach of children.
- Always leave keys in internal locked doors and security screens when you are inside so you can escape if a fire occurs
- **Call Triple Zero (000)** and ask for FIRE and say your language if you require a translator

D Dhiman asked when the house is on fire, what is your strategy to save the house?

G Bland responded that rescue first and exposures second. The location of fire in the house gets the priority. We will try our best to save the house and the houses nearby but our priority in the moment of fire is to get the fire under control and extinguish it.

Gary Verma asked what are the most effective ways are to install fire alarms?

G Bland answered that it is best to hire a licensed electrician to install the fire alarms at your house.

Cr L Carli asked about electric roller shutters in the context of house fire. She said roller shutters may prevent people from going out or make it is difficult for fire fighters to access the house.

G Bland said if the power goes out, one can't operate them. It may keep the fire small but very hot. They are good for security reasons but sometimes they are not good in a fire situation. Firefighters can break into them.

Action

E Dileri to circulate FRV's contact details to the committee



MINUTES

6.4 New Intercultural Strategy Update

E Dileri presented the draft Intercultural Cities Strategy. Due to shortage of time, Cr L Carli requested that the draft Strategy be presented at November meeting.

Action

E Dileri to table draft Intercultural Cities Strategy on the agenda and allocate more time for discussion in the November meeting of IAC.

6.5 African Communities Working Group (ACWG)

E Dileri confirmed that the meeting of the ACWG took place on 9 August 2022 and presented a summary of the meeting and the key priorities they identified for the Group to focus on in the current term.

- Drug and alcohol issues among African Australian youth
- Access to public transport and challenges of employment
- African Australians in the justice system
- Access to information for African Australians

Two guest speakers presented on the following areas:

- CEO of Kowanj, a specialist organisation focussing on African Australian employment and advocacy.
- Project Officer of Jesuit Social Services working directly with African Australian who have gone through the justice systems.

The ACWG members also expressed interest in joining the IAC meeting in November 2022 for a meet and greet.

Action

E Dileri to invite ACWG members for to the November meeting of the IAC.

6.6 Updates from members

K Khanal talked about Melton Bhutanese community will organise a multicultural event on 2 October 2022. He invited Committee members to joint the event.

G Verma mentioned Sri Durga Temple is in the process of organising three major events over September and October this year. He invited everyone to be part of their events.

M Tandon said that MCR Hub will celebrate Diwali at the end of October this year. She will send an invite to members through E Dileri.

Action

E Dileri to circulate flyers of the event when he receives them from Committee members.

MINUTES

- **Next Meeting**

On **Wednesday 23 November 2022** at Melton Library and Learning Hub and online.

- **Close of Business**

The meeting closed at 8.07 pm.



MELTON CITY COUNCIL

Minutes of the Policy Review Panel Meeting of the Melton City Council

8 September 2022

MINUTES OF THE POLICY REVIEW PANEL**8 SEPTEMBER 2022**

TABLE OF CONTENTS

1.	WELCOME	2
2.	APOLOGIES	2
3.	DECLARATION OF INTEREST AND/OR CONFLICT OF INTEREST	2
4.	MINUTES OF PREVIOUS MEETING	2
5.	OTHER BUSINESS CARRIED OVER FROM A PREVIOUS MEETING	2
6.	PRESENTATION OF STAFF REPORTS	3
6.1	TREE PLANTING AND REMOVAL POLICY	3
6.2	POLICY REVIEW PANEL TERMS OF REFERENCE	46
6.3	PURCHASE OF OUTGOING MAYORAL GIFTS POLICY	50
6.4	PUBLIC TRANSPARENCY POLICY	53
7.	GENERAL BUSINESS	66
8.	NEXT MEETING	66
9.	CLOSE OF BUSINESS	66

MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

MELTON CITY COUNCILMINUTES OF THE POLICY REVIEW PANEL MEETING OF THE
MELTON CITY COUNCIL HELD VIA VIDEOCONFERENCE ON
8 SEPTEMBER 2022 AT 10.30AM

Present: Cr K Majdlik
Cr L Carli (Deputy Mayor)
Cr J Shannon
Cr M Deeming

In Attendance: Bradley Dosser, Manager Legal, Governance and Risk
Brendan Sell, Manager Operations
Renee Hodgson, Governance Coordinator

1. WELCOME

The Chair, Cr Majdlik, opened the meeting at 10.36 am and welcomed the Panel Members.

Cr Deeming entered the meeting at 10.37am

2. APOLOGIES

R Wai, Chief Executive Officer.

3. DECLARATION OF INTERESTS AND / OR CONFLICT OF INTEREST

Nil.

4. MINUTES OF PREVIOUS MEETINGS**RECOMMENDATION:**

That the Minutes of the Policy Review Panel held on 16 August 2022 and scheduled to be adopted by Council at its meeting on 12 September 2022, be noted.

Motion

Crs Carli/Shannon.

That the Minutes of the Policy Review Panel held on 16 August 2022 and scheduled to be adopted by Council at its Meeting on 12 September 2022, be noted.

CARRIED

5. OTHER BUSINESS CARRIED OVER FROM A PREVIOUS MEETING

Nil.

MINUTES OF THE POLICY REVIEW PANEL8 SEPTEMBER 2022

6. PRESENTATION OF STAFF REPORTS

At 10.39 am, Brendan Sell entered the meeting and confirmed he has no General Conflict or Material Conflict in respect of any of the matters he is presenting to the Panel today.

6.1 TREE PLANTING AND REMOVAL POLICY

Responsible Officer: Sam Romaszko - Acting General Manager Planning & Development

Document Author: Brendan Sell - Manager Operations

Date Prepared: 07 April 2022

Recommendation:

That the Policy Review Panel recommend Council approve the amended Tree Planting and Removal Policy, provided as **Appendix 2** to this report.

Motion

Crs Carli/Deeming.

That the Policy Review Panel recommend Council approve the amended Tree Planting and Removal Policy, provided as **Appendix 2** to this report, with changes made by the Panel highlighted in yellow.

CARRIED

1. Background**1.1 The Policy**

The Tree Planting and Removal Policy was previously presented to Council on 18 November 2014. This policy provides direction for planting and removal of trees on land owned or managed by Council.

In the policy review process, the following items below were identified as opportunities to improve the policy:

- Create a consolidated tree inspection and removal policy that requires Council to undertake systematic and regular inspection and assessment of trees, and tree risks, within its care and control.
- Consider the creation of a methodology that would enable Council to differentiate the degree and severity of tree risks, so that trees creating a higher risk of damage are inspected more regularly and/or managed more intensively than trees creating low risks.
- Ensure the policy at a minimum provides for:
 - A program of regular tree inspections.
 - Accurately recording observations and findings from each inspection.

MINUTES OF THE POLICY REVIEW PANEL**8 SEPTEMBER 2022**

- Guidance on identifying tree risks and differentiating degrees of risk.
- Clear procedures to follow where tree risks are identified (noting that risks can be identified either through formal tree inspection regimes or through direct observation by Council staff, or reports from members of the public), including: required escalation steps, required response times, timeframes for action, notification requirements to any person or organisation at risk, and verification and audit steps to ensure the required steps are completed.
- Ensuring that there is proactive and documented consideration of tree risks when tree planting decisions are made.
- Where considered appropriate, a requirement that critical decisions as to risk or tree condition can be taken by appropriately qualified personnel, for example, an arborist.

The Policy has been revised to:

- Include guidance and requirements to determine how frequently trees should be assessed, this now takes a risk-based approach.
- Provide further clarity to risk assessment approach (Quantified Tree Risk Assessment) when assessing whether trees require pruning or removal.
- Add the requirement to maintain a tree register in our asset system.
- Address all other concerns mentioned above.

1.2 Sources/benchmarking

Council's Policy template was utilised in the development of the revised procedure. Council also received legal advice from Russell Kennedy Lawyers which outlined key changes required.

The following documents were reviewed as part of the policy update:

- MAC Insurance Guidance Document Tree Root Risk Assessment Tool Dec 2014
- Hume City Council's Tree Policy 2019 and associated Addendum
- Melbourne City Council Tree Retention and Removal Policy 2012

1.3 Consultation

The following departments from across Council were involved in the review process:

- Engineering Services
- City Design and Strategy
- Operations
- Planning
- Legal, Governance and Risk
- Environment and Risk

1.4 Communication and Implementation

Many of the amendments to this policy are implemented through our Tree Asset Maintenance Contract and are documented in this contract already. Through Council's Asset Management team, we will be required to maintain a Tree Register and this information is currently in our Service Providers system.

MINUTES OF THE POLICY REVIEW PANEL**8 SEPTEMBER 2022**

The updated policy will need to be shared with the City Design & Strategy, Engineering Services and Planning Services departments so they can implement through Planning Referrals.

1.5 Compliance

This document is compliant with Council's policy review process. This document was determined by Community Planning as not requiring a gender impact assessment as per the Gender Equality Act 2020.

This document ensures Council is compliant with its duty of care relating to tree risks as defined through various acts:

- *Local Government Act 2020 (Vic)*
- *Crown Land (Reserves) Act 1978 (Vic)*
- *Road Management Act 2004 (Vic)*
- *Electricity Safety Act 1998 (Vic)*

As Council are land managers under these acts, we have a duty of care to keeping surrounding properties, structures, and infrastructure safe from the risks posed by trees.

1.6 Measures of Success

This policy will be reviewed in June 2026 to identify further opportunities for improvement.

LIST OF APPENDICES

1. Tree Planting and Removal Policy 2014
2. Tree Planting, Inspection and Removal Policy 2022 (with changes)

MINUTES OF THE POLICY REVIEW PANEL
Item 6.1 Tree Planting and Removal Policy
Appendix 1 Tree Planting and Removal Policy 2014

8 SEPTEMBER 2022

	Tree Planting and Removal Policy
Version No.	Version 5.0 21 August 2014
Endorsement	Executive 27 August 2014 Policy Review Panel 29 October 2014
Authorisation	Council 18 November 2014
Expiry date	21 August 2018
Responsible officer	Operations Manager
Policy owner	Parks Coordinator

1. Purpose

To provide direction for planting and removal of trees on land owned or managed by Council.

To ensure that Councils tree asset base is not depleted over time.

To promote 'net loss zero' of tree assets across all functions of Council.

2. Scope

This policy applies to staff, volunteers and contractors working with or in the vicinity of Councils' tree assets.

In the event that a tree is protected under an existing legislative framework this policy is to be applied in order of precedence.

This policy does not remove any responsibility that is vested with developers during maintenance periods.

This policy does not apply to development areas where a Native Vegetation Precinct Plan (NVPP) or similar survey is relevant.

3. Definitions

Word/Term	Definition
allotment	Residential, commercial or industrial zoned parcel of land with a clear title.
amenity	The scenic quality of the precinct based on the tree, garden, lawn and other soft landscape features.
canopy cover	The area which the elevated crown of a tree occupies measured by its drip line.
direct damage	Cause and effect are immediately linked ie root lifted and cracked footpath.
indirect damage	ie termites are found to be living in council tree, nearby house becomes infected by termites.

MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

Item 6.1 Tree Planting and Removal Policy

Appendix 1 Tree Planting and Removal Policy 2014

Word/Term	Definition
legislative framework	Any relevant State or Federal legislation.
necessary	An item that is essential for daily function as opposed to desirable.
net loss zero	On project completion the tree population has not declined.
passive open space	Any community use outdoor space that is not solely dedicated to a specific use or function.
poor form	Tree has not met desired outcomes as a result of poor growth, tree selection or physical damage.
seek to	Make every effort within their power of control.
tree asset	A tall perennial woody plant having a main trunk and branches forming a distinct elevated crown and sub surface root system.

4. Policy

Melton City Council recognises the significant environmental, health and amenity benefits trees provide to the municipality. Council also acknowledges the connection our people have with trees and Council's role as custodian of these living assets. This policy demonstrates our commitment to the preservation and growth of trees by working towards a 'net loss zero' of our tree asset base across all functions of Council.

Authorisation.

All tree planting and removal activities on Council owned/managed land must be undertaken with written permission from Melton City Council. Penalties may apply to persons who perform (or engage) these works without appropriate consent.

4.1 Tree Planting.

- Tree planting will seek to achieve no less than 30% canopy cover in **passive open space**.
- Tree planting in **streetscapes** will seek to achieve a minimum of one tree at the front and two at the side of each allotment.
- Tree planting will seek to provide the correct species for the correct location in accordance with Councils landscape guidelines.
- Council will seek to accommodate all reasonable requests to undertake tree planting works or refer to future planting programs.
- All Council approved tree planting programs will seek to have a minimum 24 month establishment period.
- Any tree planted on Council land is deemed to be the property of Melton City Council and is recognised as a tree asset regardless of condition, location or origin.
- Tree planting programs will seek to equal or exceed the numbers of trees removed to work towards achieving 'net loss zero' of tree assets across the municipality.

MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

Item 6.1 Tree Planting and Removal Policy
Appendix 1 Tree Planting and Removal Policy 2014**4.2 Tree Removal.**

- Tree removal will be considered where one or more of the below criteria are met.

A	Tree is dead and ceases to provide any value to the community.
B	Tree is infected with a significant disease where control is not considered practical.
C	An unreasonable level of risk is exposed to the community by retaining the tree.
D	The tree has poor form / structure and ceases to provide any value to the community.
E	Substantial property damage has occurred directly from the tree and removal is the only option to remedy the situation.
F	A necessary vehicle access point can't be provided to a titled allotment without removal of a tree. ¹ See Appendix 1 .
G	Re-engineering of paths, roads or other infrastructure with the view to retain the tree/s cannot be achieved. See Appendix 2 .

4.3 'net loss zero'

Trees removed to allow for construction purposes must be offset appropriately.

Where one or more of the above criteria have been met, tree removal will be considered by Council provided that no net loss in overall tree assets can be reasonably achieved.

Compensation for tree removal to achieve this can involve:

- Tree planting undertaken as part of the development or project in accordance with approved landscape plans.
- Landscape treatments and other improvements to the visual amenity of the precinct.
- Financial contribution to Council in accordance with the Maurer-Hoffman formula, with the contribution to be used by Council for additional tree planting activities.

Whilst the 'net loss zero' initiative encourages planting to exceed tree removal any perceived credit is not transferable to other projects. Operations will maintain data relating to the organisations capacity to meet or exceed this initiative.

5. Responsibility /Accountability

5.1	Parks Coordinator
	<ul style="list-style-type: none"> • Responsible to administer the policy and provide guidance and direction in its application.
5.2	Managers
	<ul style="list-style-type: none"> • Responsible for ensuring the policy is adhered to.
5.3	General Managers
	<ul style="list-style-type: none"> • Responsible for authorising tree removals where the amenity value exceeds \$50,000

¹ Approval is granted pending payment of appropriate fees to offset removal, replacement and lost amenity value of tree. See **Appendix 3**.

MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

Item 6.1 Tree Planting and Removal Policy

Appendix 1 Tree Planting and Removal Policy 2014

6. References and links to legislation and other documents

Landscape Guidelines	<i>Currently under review.</i>
Road Management Act 2004	http://www.legislation.vic.gov.au/
General Local Law 2005	Policy Intranet

MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

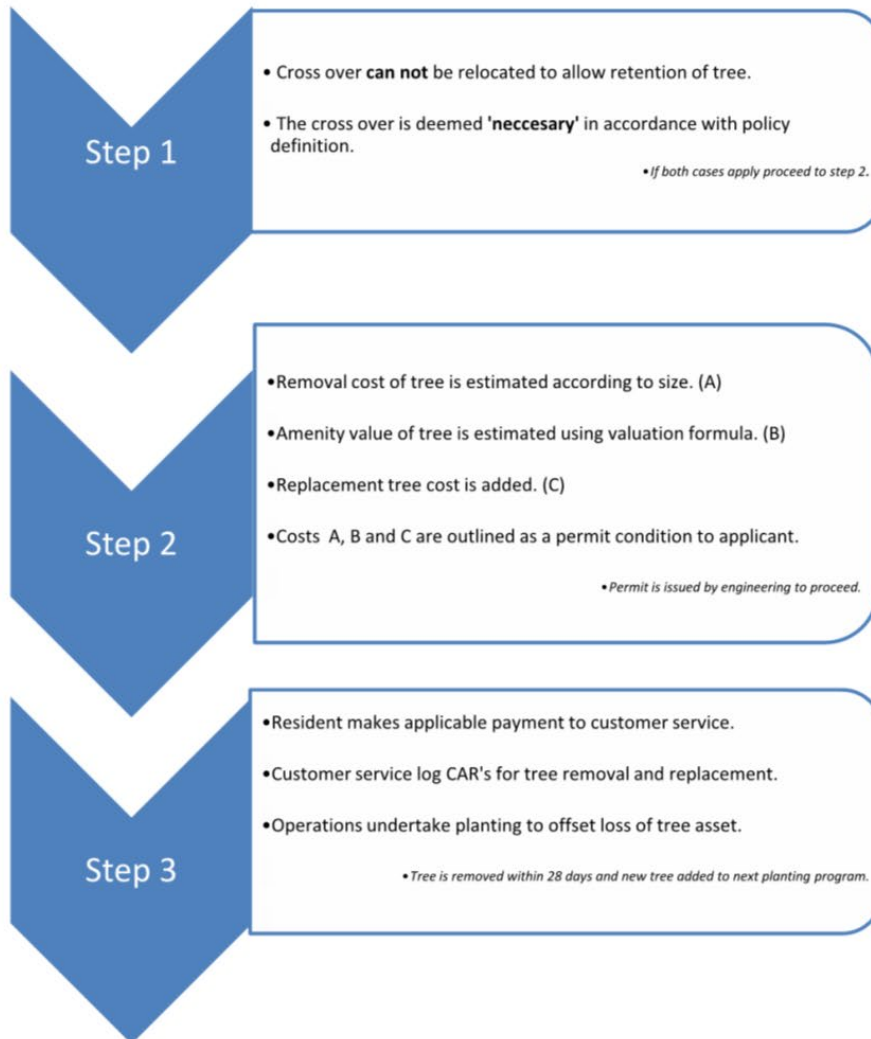
Item 6.1 Tree Planting and Removal Policy

Appendix 1 Tree Planting and Removal Policy 2014

Appendix 1

Tree Removal

Cross Over Applications



MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

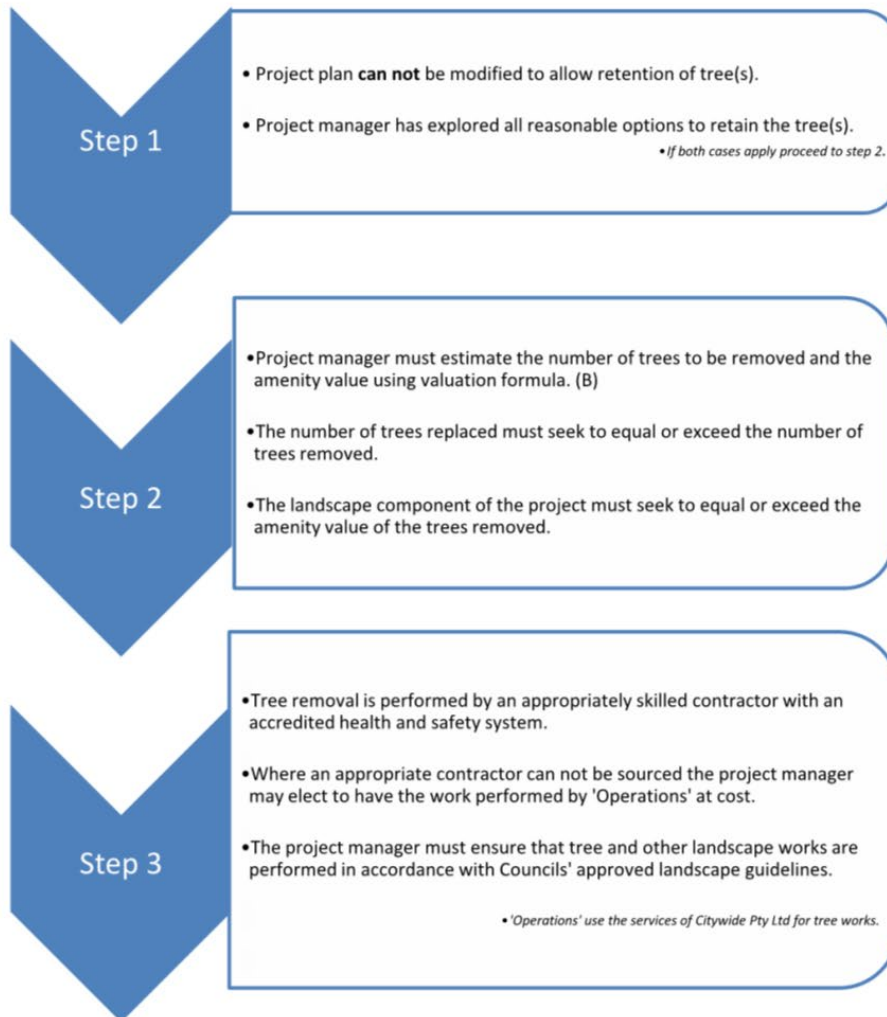
Item 6.1 Tree Planting and Removal Policy

Appendix 1 Tree Planting and Removal Policy 2014

Appendix 2

Tree Removal

Council / Developer Works



MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

Item 6.1 Tree Planting and Removal Policy
 Appendix 1 Tree Planting and Removal Policy 2014

Appendix 3

Tree Valuations in the City of Melton

The following process is intended as a guide to quantify a monetary value for a tree asset.

The costs associated with removal of a public tree include the below 3 items:

<p>1 – Removal Costs</p>	<p>Amounting to the fees incurred by Council for physically removing the tree.</p> <p><3m Small Tree.....\$100</p> <p>3-6m Medium Tree.....\$200</p> <p>>6m Large Tree.....\$300</p> <p><i>These costs are a guide only. Council reserves the right to seek quotations to determine specific costs.</i></p>
<p>2 – Amenity Value</p> <p><i>For trees in excess of 2m and 24 months.</i></p>	<p>Calculated in accordance with Maurer-Hoffman Formula.</p> <p><i>Value (V) = Basic Value (\$) x Species (S) x Aesthetics (A) x Locality (L) x Condition (C)</i></p>
<p>3 – Reinstatement Costs</p>	<p>Calculated in accordance with Council's costs for supply plant and maintenance of a new tree.</p> <p>Approx \$ 250.00</p>

1 - Removal Costs

Costs will be based on the current costs of tree removal. It includes the physical removal of the tree and the stump.

2 - Amenity Costs

The following formula has been prepared to assist in estimating the monetary value of an established tree. This is derived from the Maurer-Hoffman Formula and is extensively used within local government for this purpose.

MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

Item 6.1 Tree Planting and Removal Policy

Appendix 1 Tree Planting and Removal Policy 2014

Appendix 3

Basic Value (\$)

The basic monetary value of a tree is determined by matching the trunk diameter at breast height (DBH) with its corresponding base value. This information is generally available within the asset layer of intramaps.

DBH cm	Base Value		DBH cm	Base Value
6-10	\$309.92		60-65	\$30,992.16
10-15	\$860.89		65-75	\$42,183.77
15-25	\$3,443.57		75-85	\$55,097.17
25-35	\$7,748.04		85-95	\$62,199.54
35-45	\$13,774.29		95-105	\$69,732.35
45-55	\$21,522.33		105-115	\$86,089.33
			Base Value	

Species Factor (S)

A tree is assessed according to its known natural life span and its rate of growth in a particular environment. For example, a long-lived tree species will be scored higher than a short-lived tree. Identification of tree species is generally available within the asset layer of intramaps.

Group	Characteristics	Example Species	Score
1	Trees of short life span (less than 50 years)	<i>Prunus, Acacia, Virgillia, Laburnum, Malus, Crataegus, Eugenia, Waterhousia, Pyrus</i>	0.5
2	Trees of medium life span (50-150 years)	<i>Populus, Liquidamber, Eucalyptus, Corymbia, Angophora, Grevillea, Melaleuca, Michelia, Salix, Casaurina, Hakea, Celtis, Acmena Brachychiton, Fraxinus, Gleditsia, Jacaranda, Shinus, Phoenix, Melia, Robinia, Lophostemon, Liriodendron, Agonis, Meterosideros, Syzygium</i>	0.7
3	Trees of long life span (more than 150 years)	<i>Cupressus, Platanus, Ficus, Pinus, Ulmus, Quercus, Sequoia, Ginko, Araucaria</i>	0.9
Species Factor (S)			

MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

Item 6.1 Tree Planting and Removal Policy

Appendix 1 Tree Planting and Removal Policy 2014

Appendix 3

Aesthetics (A)

The aesthetic value of a tree is determined by the impact on the landscape if the tree were removed. This category is closely tied to the locality factor (L).

Aesthetic Factor	Score
Contributes little to the landscape	0.5
One of a group of close plantings	0.6
Street or pathway plantings, regular spacing both sides	0.9
Solitary feature specimen tree	1.0
Aesthetics (A)	

Locality (L)

The locality factor is determined by the tree's geographical situation. Trees in a main street or boulevard score highest because of the stressful growing environment in which the tree has to survive. As the location becomes more rural, the significance of the tree diminishes.

Locality Factor	Score
In undeveloped bushland or open forest	0.5
In rural areas	1.0
In outer suburban areas and residential streets	1.5
In inner suburban areas and residential streets	1.75
In Park or Reserve; significant street near City Centre	2.0
In Park or Reserve; outer suburban or rural.	2.25
City Centre Main Street, Principal Boulevard	2.5
Locality (L)	

MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

Item 6.1 Tree Planting and Removal Policy

Appendix 1 Tree Planting and Removal Policy 2014

Appendix 3

Tree Condition (C)

The tree condition value is determined by the latest inspection by Councils arborist. This information is generally available on the asset layer of intramaps.

Locality Factor	Score
Very poor	0.2
Poor	0.4
Fair	0.6
Good	0.8
Excellent	1.0
Tree Condition Rating(C)	

3 – Reinstatement Costs

The level of reinstatement required will be determined by Council and include an establishment fee to enable viable replacement of the tree asset.

For further information please contact the City of Melton on:
03 9747 7200 or email csu@melton.vic.gov.au

MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

Item 6.1 Tree Planting and Removal Policy

Appendix 2 Tree Planting, Inspection and Removal Policy 2022 (with changes)

	Tree Planting, Inspection and Removal Policy
Version No.	2. May 2022
Endorsement	Executive: 16 August 2022 Policy Review Panel : 8 September 2022
Authorisation	Council: <insert date>
Review date:	4 years after Council Authorisation
Responsible officer:	Operations Manager
Policy owner	Parks Coordinator

1. Purpose

- a) To provide direction for the planting, inspection and removal of trees on land owned or managed by Council.
- b) To ensure that Council's tree asset base is maintained in accordance with relevant environmental legislation and to Australian Standard 4373.
- c) To support the net annual increase of tree coverage across the City.
- d) To document Council's current tree inspection regime and set out clear policy obligations in respect to the inspection of council trees on the basis of categorised risk and location.
- e) To provide a uniform methodology for policy users to identify and assess tree risks in accordance with Council's risk management methodology as set out in its Enterprise Risk Management Policy and Enterprise Risk Management Plan.
- f) To provide an objective set of standards that all policy users can uniformly adhere to, in the exercise of tree risk management practices in accordance with Council's risk management methodology as set out in its Enterprise Risk Management Policy and Enterprise Risk Management Plan.
- g) To minimise the risk of Council being liable for damage caused by tree risks, either directly from mismanaged property damage/ nuisance claims or from a lack of properly managed records on behalf of council resulting in a failure to prove Council has acted reasonably to the standard required by a court and prescribed by law.
- h) To prevent unnecessary council expenditure arising from disproportionate risk control measures, such as unnecessary tree removal or numerous expensive consultants' reports.
- i) To create a register of tree management data, in which to securely retain all records of policy compliance in a permanent form, and avoid liability risk as legal claims for property damage may not emerge for prolonged periods of many months or years.
- j) To set a period for review of the policy in defined time periods to assess its effectiveness and to keep it current in accordance with industry trends and standards.

MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

Item 6.1 Tree Planting and Removal Policy

Appendix 2 Tree Planting, Inspection and Removal Policy 2022 (with changes)

2. Scope

This policy applies to staff, volunteers and contractors working with or in the vicinity of Council's tree assets and each is required to abide by the policy and their decisions must reflect the policy intent at all times.

This policy does not remove any responsibility that is vested with Developers during any applicable landscape establishment, defects maintenance or warranty periods imposed upon them by Council.

In the event that a Council tree asset is protected under an existing legislative framework this policy is to be applied subject to the application of that existing legislative framework.

3. Definitions

Word/Term	Definition
allotment	Residential, commercial, or industrial zoned parcel of land with a clear title.
Amenity	The scenic quality of the precinct based on the tree, garden, lawn, and other soft landscape features.
Arborist	A trade qualified or recognised practitioner in possession of either a traineeship in Horticulture (Arboriculture) or whom holds a Certificate 3 in Arboriculture or equivalent issued by a registered training provider in Australia.
Asset Custodian	The Manager Operations for Council or their nominated delegate/s from time to time, which shall include the Parks Coordinator unless such nomination is revoked after the date of this Policy.
canopy cover	The area which the elevated crown of a tree occupies measured by its drip line.
Council	Melton City Council
Direct Damage	Actual physical damage to property directly caused by a Council tree asset without any intervening events. Cause and effect are immediately linked to the Council tree asset i.e. root lifted and cracked footpath. Does not include any time element loss or damage such as business interruption or extra expense and inconvenience arising from the inability to use damaged property and excludes incidental, consequential, special, or indirect damages suffered.
indirect damage	Damage arising only indirectly related to a Council tree asset or where cause and effect are not immediately linked to the Council tree asset due to an intervening event or the intervention of third parties related to a Council tree asset. For example:

MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

Item 6.1 Tree Planting and Removal Policy

Appendix 2 Tree Planting, Inspection and Removal Policy 2022 (with changes)

	<ul style="list-style-type: none"> The drying of soil resulting in ground movement that may potentially be attributable to the presence of tree roots in the vicinity; termites are found to be living in Council tree, nearby house becomes infected by termites; or a driver crashes their car into a Council tree which falls onto a resident's property causing damage due to the collision. <p>Includes any time element loss or damage such as business interruption or extra expense and inconvenience arising from the inability to use damaged property and incidental, consequential, special, or indirect damages suffered.</p>
Intramaps	Intramaps is Council's chosen web-based information portal which uses collated data to create digital mapping solutions.
legislative framework	Any relevant State or Federal legislation or regulations and any Council Local Laws or policies.
liability risks	In the event of Direct Damage occurring as a result of a Council tree, the risk that Council will be held liable for that damage because it is unable to prove it has acted reasonably to the standard required by a Court to engage the protections afforded in the Act and/or at common law.
necessary	An item that is essential for daily function as opposed to desirable.
net loss zero	On project completion the tree population has not declined.
open space	Public land provided for community use.
poor form	Tree has not met desired outcomes as a result of poor growth, tree selection or physical damage.
seek to	Make every effort within their power or control.
tree asset	A tall perennial woody plant having a main trunk and branches forming a distinct elevated crown and sub surface root system.
tree risk	The risk of personal injury, property damage and nuisance claims arising from Direct Damage caused by Council tree assets.
Council's Arborist	A qualified arborist contractually engaged or directly employed by Council or a Contractor engaged by Council for the purposes of providing Arboreal or Tree Maintenance Services from time to time to inspect and assess tree assets in accordance with this policy or in response to claims of Direct Damage by residents etc.
Council tree asset	Any tree identified on Council land deemed to be the property of Council or under its management and control and recognised as a tree asset regardless of condition, location, or origin

MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

Item 6.1 Tree Planting and Removal Policy

Appendix 2 Tree Planting, Inspection and Removal Policy 2022 (with changes)

4. Policy

Council:

- recognises the significant environmental, health and amenity benefits trees provide to the municipality;
- acknowledges the connection our people have with trees and its role as custodian of these living assets; and
- Further acknowledges that trees are living assets and grow in an uncontrolled environment and so each tree presents a varied degree of risk and it is not practical nor realistic to eliminate all risks entirely.

In light of the above matters, Council seeks via this Policy to minimise as far as practicable the level of risk Council Tree Assets present in the community whilst enhancing the environment of the City of Melton.

This policy demonstrates Council's commitment across all functions of Council to the preservation and growth of trees by working towards zero net loss of its tree asset base within the Municipality.

4.1 Authorisation

- a) All tree planting, pruning and removal activities on Council owned and managed land must be undertaken only with written permission from Melton City Council.
- b) Penalties may apply to persons who perform (or engage others to perform) tree planting, pruning and removal activities on Council owned and managed land without appropriate consent.
- c) To support policy users the Asset Custodian will direct personnel in applying the policy including on guidelines applying to conducting inspections and implementing tree risk management practices.
- d) Whilst an inspection regime can be performed by any appropriately skilled professional working for Council's Arborist, remedial or removal works can only commence with approval from the Asset Custodian.
- e) In the event of conflicting advice from Council's Arborist or multiple Council Arborists, or uncertainty at any stage of the decision-making process, the Asset Custodian reserves the right to form a final view on how to proceed.

4.2 Tree Planting

- a) Tree planting in streetscapes will seek to achieve a minimum of one tree at the front and two at the side of each allotment and minimum 30% canopy cover.
- b) Tree planting will seek to provide the best species for the location in accordance with Council's street tree strategy currently under development.
- c) Council will not deny any reasonable request to undertake tree planting works or refer to future programs.
- d) All Council approved tree planting programs will seek to have a minimum 24 month establishment period.
- e) Tree planting will seek to equal or exceed the number of trees removed to work towards achieving 'net loss zero' depletion of tree assets across the municipality.

MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

Item 6.1 Tree Planting and Removal Policy

Appendix 2 Tree Planting, Inspection and Removal Policy 2022 (with changes)

- f) During all stages of the planting process consideration shall be made to Council's Street Tree Strategy and the location of nearby property or infrastructure that may be compromised as any tree proposed to be planted reaches maturity.
- g) Equally property owners must consider the environment and existing trees and soil types when purchasing a property or throughout their construction phase.
- h) A future focused approach by all parties to Council Tree Assets will assist in reducing unnecessary risk.

4.3 Tree Register

- a) All Council street tree assets are required to be recorded in a digital tree register (and assigned an ECM Asset Number), to facilitate scheduled inspections, to monitor tree risks and manage risk management compliance.
- b) The register also identifies Council tree assets in public open space within 30m of a building, home, playground, skate park, BMX track, pergola, rotunda, shade structure, pedestrian or bicycle path, car park, truck bay, bus stop, driveway, laneway.
- c) The Tree Register is maintained by the Tree Asset Custodian and may be inspected upon request.

4.4 Tree Inspections and Risk Assessments

- a) Councils assessment methodologies of Council Tree Assets are based on the Quantified Tree Risk Assessment Method (QTRA) which originated in the UK and is now used extensively around the world. This method seeks to provide a consistent, accurate and transparent assessment to quantify the risk of each Council Tree Asset.
- b) The QTRA Practice note is provided at Appendix 4 to this policy to inform policy users of the framework that underpins the Arboriculture assessment process.
- c) The conceptual framework for identifying and differentiating tree risks is based on factors such as the tree's location, proximity to high traffic areas or public space, and its potential to cause damage. Notwithstanding any risks must be considered in parallel with any environmental legislation or other legislative framework.
- d) The above inspection should be performed by an appropriately skilled professional engaged by the Council Arborist.
- e) Risks that are to be inspected for include (but are not limited to):
 - Damage to the trunks/appendages of trees which may result in the tree falling over or branches falling off with a potential to damage structures;
 - Tree foliage damaging services infrastructure constructed and maintained by utility service providers (for example electrical wiring and telecommunications cables);
 - Roots damaging footpaths, underground pipes, fences, supporting structures for fences or buildings, disrupting surface topography (causing uniform surfaces to become uneven and misshapen), undermining structural integrity of above-ground structures, and like matters.

MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

Item 6.1 Tree Planting and Removal Policy
 Appendix 2 Tree Planting, Inspection and Removal Policy 2022 (with changes)

- f) All tree inspections and assessments are to formally be undertaken in accordance with Council’s risk management methodology as set out in its Enterprise Risk Management Policy and Enterprise Risk Management Plan.

4.5 Zoning of municipal areas

- a) In order to identify and differentiate between levels of risk across the municipality, this framework includes reference to areas within certain categories of risk / ‘risk zones’. Detailed in the table below (as derived from United States Department of Agriculture’s ‘Urban Tree Risk Management: A Community Guide to Program Design and Implementation’)
- b) Within the tree data assets are classified into 3 categories.

Standard A: Annual Inspection

Standard B: Bi-Annual Inspection

Rural: Inspected Upon Request. (Greater than 30m from built form/infrastructure or non-urban roadside trees).

Both the contractor and Council officers have the discretion to modify the category of a tree. This may result in inspection at any frequency deemed necessary to adequately address risk. In completing an assessment of a tree, the arborist must have a level of confidence in the assessment outcome. There may be some instances where an additional inspection is deemed necessary i.e. on a high wind day to satisfy all inspection criteria.

Hazard Zone Categories	Colour Codes	Examples
Very High Hazard	Red	1. Emergency access routes 2. Trees encroaching electrical lines 3. In high-use parks/public areas: permanent structures 4. Individual trees or neighbourhoods with very high-risk tree characteristics such as: <ul style="list-style-type: none"> • standing dead trees or those with very poor condition class ratings • severely storm-damaged trees • trees that visually obstruct traffic signs, stop lights, or security lights • tree roots causing severe sidewalk buckling that cannot be resolved via other means.
High Hazard	Orange	1. High-use parks, playgrounds, and picnic areas 2. Parking lots adjacent to high-use public areas 3. Bus stops along high-use thoroughfares 4. Individual trees or neighbourhoods with high-risk tree characteristics such as: <ul style="list-style-type: none"> • old growth trees

MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

Item 6.1 Tree Planting and Removal Policy
 Appendix 2 Tree Planting, Inspection and Removal Policy 2022 (with changes)

		<ul style="list-style-type: none"> • high density of large diameter, mature, or "problem" tree species • root injury caused by sidewalk or road construction • storm-damaged trees
Moderate Hazard	Yellow	<ol style="list-style-type: none"> 1. Secondary roadways: congested intersections and visually obstructed traffic signs and stoplights 2. Neighbourhoods with a moderate density of large diameter, mature or "problem" tree species
Low Hazard	Green	<ol style="list-style-type: none"> 1. Trees within 3 metres of Moderate-use parks, playgrounds and picnic areas 2. Parking lots adjacent to moderate-use areas 3. Low-use roads and public areas with dispersed recreation 4. Golf Courses 5. Open areas, woods, riparian zones, and peripheral areas with limited use or access 6. Neighbourhoods with a low density of large diameter mature or 'problem' tree species.
Very Low Hazard	White	<ol style="list-style-type: none"> 1. Trees greater than 30m from built form/infrastructure. 2. Trees that are less than 24 months old.

- c) Using this information Council is to update and maintain a register of trees and 'tree risk' zoned areas in the municipality which are then inspected at set intervals (outlined in the table below) and then reviewed alongside the policy to ensure compliance with current industry trends/practices and legislation.
- d) The Parks Co-ordinator in conjunction with Operations Manager are responsible for arranging the identification and recording of tree zoning areas, and the creation of a register/ 'Intramaps' document to be referred to by policy user as a guide/reference.
- e) The Operations Manager is responsible when updating 'Intramaps' zoning to correctly identify risk areas to ensure compliance with (the level of response required to meet Council's obligations and this process is to be formally be undertaken in accordance with Council's risk management methodology as set out in its Enterprise Risk Management Policy and Enterprise Risk Management Plan.

- An example of this is Councils responsibility for keeping trees clear of public electrical lines under section 84C of the *Electrical Safety Act 1998* (Vic). Council must provide the appropriate direction to policy users so that the required inspection frequency and risk management actions are taken to prevent the risk of urban and bush fires.

- A further example is the required zoning of Crown Land Reserves that have been vested in the municipality. Where an order is given by the Governor in Council under s 16 of the *Crown land (Reserves) Act 1978* to grant land to the City of Melton for recreational purposes. That land becomes land managed by Council and subject to this policy.

MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

Item 6.1 Tree Planting and Removal Policy

Appendix 2 Tree Planting, Inspection and Removal Policy 2022 (with changes)

4.6 Inspection Schedule

These designated areas are also used as a method for implementing inspection schedules.

Hazard Zone Categories	Colour Codes	Timing of Inspections	Suggested Inspection Methods	Comments
Very High (individual trees)	Red	1 year	Inspection of Specific Tree Assets on the High Risk Register (Standard A)	
High	Orange	2 Years	Makes a determination based on the tree and need for on foot close inspection	
Moderate	Yellow	2 Years	TBD on site at time of inspection.	
Low	Green	2 Years	Zone work inspection from car	
All related Zones	All	- 2 Years Duration After Severe Storms, or - 14 Days Duration After Receiving Notice from the Public	Reactive requests component to the Tree Services Contract requires inspection within 14 days (to complete whole task)	If potentially hazardous trees are detected, follow-up with individual tree inspections and an assessment for removal

4.7 Actions following inspection

- a) Maintain a record of inspections within the tree register. The officer in charge of inspections must accurately record their observations, and findings from each inspection so that it can more easily be predicted by the Parks Co-ordinator/ Responsible Officer where the category of risk may increase or whether more direct management of risk is required.
- b) Where an inspection has been completed, and a potential hazard has been identified as a real risk of materialising this inspection triggers a (and in the case of high and critical risks, potentially urgent) tree removal. Council's Arborist has the authority to program removals in accordance with this policy. Where removal cannot be fulfilled within a timely manner for any reason, escalation to the Operations Manager for a decision to be made to remove the risk considering the following factors:
 - i) What Council knows, or ought to reasonably know, about the risk, and ways of eliminating or minimising the risk;
 - ii) The availability and suitability of ways to eliminate or minimise the risk; and
 - iii) The cost associated with available ways of eliminating or minimising the risk, including whether the cost is wholly disproportionate to the risk

MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

Item 6.1 Tree Planting and Removal Policy

Appendix 2 Tree Planting, Inspection and Removal Policy 2022 (with changes)

- c) The Operations Manager may then exercise their discretion in addressing the risk, and request the appropriate measure be taken in accordance with industry best practice and relevant legislative obligations.
- d) Where relevant, the Manager should consider risk control measures including scheduled maintenance and other partial measures, before recommending that the tree be wholly removed in order to promote the conservation purpose of the policy. Where considered appropriate, Management may also seek that specialist external advice be sought when making critical decisions about a particular risk or tree conditions from appropriately qualified personnel such as an arborist.

4.8 Assessment for Tree Removal

- a) The Asset Custodian is authorised to arrange for the removal of Council maintained trees where that tree has been identified as meeting a relevant level of risk to the community if maintained or where from a planning and development standpoint the continued maintenance of a tree conflicts with the broader objectives of Council, and meets the criteria for removal (see 4.6).
- b) Council's Arborist is delegated the authority to fulfil the day to day inspection, removal, and planting programs for Council. Guidance, support, and direction is available from Council officers for more complex matters.
- c) Council's removal of tree policy on the basis of risk, is to be discussed in terms of what actions policy users must take in order to 'reasonably have regard to the degree of risk' a tree poses.

The degree of risk is to be determined in accordance with the methodology and requirements of Council's Enterprise Risk Management Policy and Enterprise Risk Management Plan with reference to:

- i) The likelihood of the risk occurring;
- ii) The degree of harm that might result from the risk;
- d) In order to uniformly identify risks, and assist policy users to classify these risks in terms of minor risks, moderate risks, major risks, and critical or urgent risk situations. Policy users are to exercise their discretion when completing observational reports and where needed seek guidance from the factors below.
- e) Council will not remove a tree based on it growing too large or it dropping an excessive amount of leaf litter, alone.
- f) Council will not remove a tree where an alternate practical solution exists to resolve the issue. i.e if a tree has grown to a size where roots are lifting the footpath the tripping hazard should be managed under Council's Road Management Plan first and rectified with asphalt wedging and bay replacement in the first instance. Where there are no viable options to ensure Road Management Plan compliance, tree removal will then be considered as an option.
- g) In order to address this, the Policy requires that a higher level of frequency in the inspection of high hazard zones (4.3), and for the objective observations of officers to be included in inspection reports (see 4.4(a)).
- h) Where damage is sustained to Council owned and managed infrastructure such as the road pavement, footpath, kerb and channel, buildings etc Council may remove a tree as a last resort option. Council should and will elect in the first

MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

Item 6.1 Tree Planting and Removal Policy
 Appendix 2 Tree Planting, Inspection and Removal Policy 2022 (with changes)

instance to replace or modify the footpath in the interests of retaining the tree and abating the nuisance.

- i) Where Direct Damage is sustained to a resident's private property and is significant in nature Council will fulfil tree removal in consultation with the resident.
- j) Minor damage such as lifting pavers or discoloring a pattern paved driveway will not result in tree removal.
- k) To facilitate investigation, residents are expected to provide evidence of Direct Damage through the engagement of appropriate professionals. For example:
 - a. a plumber's report for damaged pipes; or
 - b. a structural engineer's report for dwelling damage.

TREE Condition Metrics.	
Primary Defects	<ul style="list-style-type: none"> • Cables • Co-dominant trunks • Epicormic shoots • Heat stress • Bifurcated leader or 'V' crotch • Malicious damage • Mechanical damage • Possum/Animal damage • Root damage • Significant decay • Suckers • Water/Basal shoots
Secondary Defects	Same field as above (used if there is one more defect that is worth noting)
Disease/ Insects	<ul style="list-style-type: none"> • Bracket fungi • Borer • Elm Leaf Beetle • Fungal infestation • Root rot • Scale • Termite
Canopy	<ul style="list-style-type: none"> • Good • Fair • Poor
Deadwood	<ul style="list-style-type: none"> • 0-25% • 26-50% • 51-75% • 76-100%
Structure	<ul style="list-style-type: none"> ○ Excellent The tree has a well-defined and balanced crown. Branch unions appear to be strong with no defects evident in the trunk or the branches. The tree is unlikely to suffer trunk or branch failure under normal conditions. The tree is considered a good example of the species with a well-developed form.

MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

Item 6.1 Tree Planting and Removal Policy

Appendix 2 Tree Planting, Inspection and Removal Policy 2022 (with changes)

	<ul style="list-style-type: none"> ○ Good The tree has some minor problems in the structure of the crown. The crown may be slightly out of balance and some branch unions may exhibit minor structural faults or have the potential to create faults. If the tree is single trunked, this may be on a slight lean or be exhibiting minor defects. These defects are not likely to result in catastrophic trunk or branch failure although some branch failure may occur under normal conditions. ○ Fair The tree has significant problems in the structure of the scaffold limbs or trunk. It may be lop-sided or have few branches on one side or have large gaps in the crown. Large branches may be rubbing or crossing over. Branch unions may be poor, and faults at the point of attachment or along the branches may be evident. The tree may have a substantial lean. The tree may have suffered significant root damage. The tree may have some degree of basal or trunk damage. These defects may predispose the tree to major trunk or branch failure. ○ Poor The tree has some very significant problems in the structure of the crown. It may be lop-sided or have few branches on one side or have large gaps in the crown. Branches may be rubbing or crossing over and causing damage to each other. Branch unions may be poor, and faults at the point of attachment or along the branches may be evident. The tree may have a substantial lean. The tree may have suffered major root damage. The tree may have extensive basal or trunk damage. These defects are likely to predispose the tree to trunk or scaffold limb failure
Condition	<ul style="list-style-type: none"> ○ Excellent Crown full, with good foliage density. Foliage is entire with average colour, minimal or no pathogen damage. Above average growth indicators such as extension growth, leaf size and canopy density. Little or no canopy die-back. Generally, no dead wood on the perimeter of the canopy. Good wound wood development. Tree exhibits above average health and no works are required. ○ Good Tree may have more than 30% dead wood or may have minor canopy dieback. Foliage density may be slightly below average for the species. Foliage colour may be slightly lower than average, and some discolouration may be present. Typical growth indicators, e.g. extension growth, leaf size, canopy density for species in location. Average wound wood development. The tree exhibits below average health and remedial works may be employed to improve health. ○ Fair Tree may have more than 30% dead wood and canopy die back may be present. Leaves may be discoloured and/or distorted, often small, and excessive epicormic growth may be present. Pathogens and/or stress agents may be present that could lead, or are leading to, the decline of tree. Poor wound wood development. The tree exhibits low health and remedial works, or removal may be required.

MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

Item 6.1 Tree Planting and Removal Policy
Appendix 2 Tree Planting, Inspection and Removal Policy 2022 (with changes)

	<ul style="list-style-type: none"> ○ Poor The tree has more than 30% dead wood. Extensive canopy die back is present. Canopy is very sparse. Pathogens and/or stress agents are present that are leading to the decline of the tree. Very poor wound wood development. The tree exhibits very low health and remedial works, or removal are required. ○ Dead Tree is dead and generally should be removed
--	---

The Risk Matrix

The table below is further illustrative of the processes and requirements set out in Council's Enterprise Risk Management Policy and Enterprise Risk Management Plan which particular emphasis on the context of Council tree assets:

11.2. Risk Likelihood Table:

Likelihood	Probability		
Certain	Event is expected to occur in most circumstances.	The event is expected to occur more than once per year or is already happening.	>80% chance of occurring
Likely	The event may occur in most circumstances.	The event may occur once a year.	50-80% chance of occurring
Possible	The event may occur under some circumstances.	The event may occur once in 3 years.	30-50% chance of occurring
Unlikely	The event may occur under particular circumstances.	The event may occur once in 10 years.	10-30% chance of occurring
Rare	The event may occur in exceptional circumstances.	The event may occur once in over 10 years.	<10% chance of occurring

11.3. Risk Matrix:

Consequence > Likelihood v	Insignificant	Minor	Moderate	Major	Critical
Certain	Medium	High	High	Extreme	Extreme
Likely	Medium	Medium	High	High	Extreme
Possible	Low	Medium	Medium	High	Extreme
Unlikely	Low	Low	Medium	Medium	High
Rare	Low	Low	Low	Medium	High

MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

Item 6.1 Tree Planting and Removal Policy

Appendix 2 Tree Planting, Inspection and Removal Policy 2022 (with changes)

11.4.Risk Levels and Recommended Actions:

Level of Residual Risk	Recommended Actions
Extreme Risk	Immediate action required by Council. Obligation to inform those at risk and escalate to Operations Manager. Eg – risk of tree falling in a Very High Hazard Zone.
High Risk	Heightened priority on schedule of rectification. Eg - >80% chance of a limb falling in a High Hazard Zone Rectification works to be undertaken within 48 hours of inspection.
Medium Risk	Rectification works to be undertaken within 10 working days Eg – 30% to 50% chance of limb falling in a Moderate Hazard Zone.
Low Risk	Manage through existing processes and procedures. (ie re-inspect in 2 years)

4.9 Verification and Audit Process

Where an Assessment of Risk has been completed and a call for specific action has been made the responsible officer must document the steps they have taken to address the risk as required by Council's Enterprise Risk Management Policy and Enterprise Risk Management Plan.

This includes staff, contractors and those responsible for the supervision of volunteers.

4.10 Strategic Planning Tree Removals

- a) From a Planning and Development standpoint tree removal will be undertaken where one or more of the below criteria are met:

A	Tree is dead and ceases to provide any value to the community.
B	Tree is infected with a significant disease where control is not considered practical.
C	The tree has poor form / structure and ceases to provide any value to the community.
D	A necessary vehicle access point can't be provided to a titled allotment without removal of a tree. ¹
E	Re-engineering of paths, roads, or other infrastructure with the view to retain the tree/s cannot be achieved. ²
F	Development of land is appropriate to satisfy State and/or Local Planning Policies.

¹ Approval is granted pending payment of appropriate fees to offset removal, replacement and lost amenity value of tree. Refer appendix one.

² The project manager must seek to achieve no net or amenity loss of tree assets as part of the project scope. Refer appendix two.

MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

Item 6.1 Tree Planting and Removal Policy

Appendix 2 Tree Planting, Inspection and Removal Policy 2022 (with changes)

Any Council Tree Assets to be removed pursuant to this section must have the applicable criteria to which reference is made confirmed by Council's Arborist and Asset Custodian in writing as applicable.

b) 'net loss zero':

Trees removed to allow for development purposes must be offset appropriately.

Where one or more of the above criteria have been met, tree removal will be considered by Council provided that no net loss in overall tree assets can be reasonably achieved.

Compensation for tree removal to achieve net loss zero must be at least to the value of the tree as determined by the Maurer Hoffman Formula and can involve:

- i) Tree planting undertaken as part of the development or project in accordance with approved landscape plans.
- ii) Landscape treatments and other improvements to the visual amenity of the precinct.
- iii) Financial contribution to Council in accordance with the Maurer-Hoffman formula, with monies to be used by Council for additional tree planting.

4.11 Further guidance on tree management practices

- a) If policy users are seeking further guidance beyond the measures described in this policy (similarly to 4.6 (d)) they may elevate their concern to the Asset Custodian.
- b) The Asset Custodian may consult further reference materials such as the suite of 'Minimum Industry Standards' resources developed by Arboriculture Australia, or a Specialist Arborist as required.

4.12 Council's obligation in respect to roadside trees

- a) Council obligations in respect to ensuring roadside safety under the Road Management Act 2004 s(34(3)(b)) extends to maintaining road risks caused by trees.
- b) Council maintains a road register identifying roads and road surfaces it is responsible for maintaining. Road register data is available through 'intramaps' and should be used to assist the Operations Manager and Parks Coordinator to correctly zone road areas and differentiate between trees managed by Council or State Authority.
- c) Council must be cognisant of the inherent environmental values that exist in these corridors and in particular opportunities for habitat.
- d) Council may defer to a Coordinating State Road Authority for the removal or partial removal of trees/vegetation effecting a freeway or arterial road used by through traffic for the municipality. (s 36, sch 3 s10 of the Road Management Act 2004).

MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

Item 6.1 Tree Planting and Removal Policy

Appendix 2 Tree Planting, Inspection and Removal Policy 2022 (with changes)

4.13 Limits on Council Liability

Council will only be liable for Direct Damage under this Policy if legal liability for that damage is actually established at law as arising directly from damage caused by a Council Tree Asset and all other legal preconditions to that liability arising are satisfied.

Under no circumstances shall Council be responsible under this Policy for Indirect Damage to any property, persons, or things arising from any Council Tree Asset or for incidental, consequential, special or indirect damages suffered as a result of any Council Tree Asset howsoever caused.

This Policy sets out an aspirational schedule for inspections and guidelines for staff to adhere to a maintenance schedule, non-compliance with this policy does not automatically determine, crystallise, or resolve Council's liability for property damage.

It should be noted that Council has a range of statutory defences to claims against it for property damage resulting from tree risks pursuant to the Wrongs Act 1958.

Among other things:

- When responding to a claim for compensation the courts must consider the financial and other limitations on statutory authorities such as Councils.
- Council may rely on evidence of its compliance with general procedures and applicable standards for the exercise of its functions as evidence of providing the standard of care.
- Council will not be liable for breach of a statutory duty unless the act or omission was in the circumstances so unreasonable that no public authority having the functions of the authority could properly consider the act or omission to be a reasonable exercise of its functions.

4.14 Schedule for Review

This policy, the tree register and the 'Intramaps' zoning infrastructure must be reviewed at set intervals to ensure continued compliance with current industry trends/practices and legislation.

The schedule is as follows:

- Tree maintenance data updated weekly.
- Aerial imagery data updated annually.
- Tree policy reviewed 4 yearly.

MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

Item 6.1 Tree Planting and Removal Policy

Appendix 2 Tree Planting, Inspection and Removal Policy 2022 (with changes)

5. Responsibility /Accountability

5.1	Parks Coordinator
	<ul style="list-style-type: none"> Responsible to administer the policy and provide guidance and direction in its application and assist the Manager Operations with their responsibilities as Asset Custodian.
5.2	Asset Coordinator
	<ul style="list-style-type: none"> Responsible for maintaining the Tree Register and Intramaps zoning.
5.3	Operations Manager.
	<ul style="list-style-type: none"> Responsible for ensuring the policy is adhered to and acting as Asset Custodian. Responsible for ensuring the Asset Coordinator is maintaining the Tree Register and Intramaps zoning Responsible for ensuring compliance with and identification of statutory requirements arising from related legislation.
5.4	GM Planning and Development
	<ul style="list-style-type: none"> Responsible, as a delegate of the Asset Custodian, for authorising tree removals where the amenity value exceeds \$50,000 or under category 'H' in section 4.2.

6. References and links to legislation and other documents

Appendix 1	<i>Cross Over Applications</i>
Appendix 2	<i>Council / Developer Works</i>
Appendix 3	<i>Tree Valuations in the City of Melton</i>
Appendix 4	<i>QTRA Practice note</i>
Council's Risk Management Framework	Enterprise Risk Management Policy Enterprise Risk Management Plan
Relevant Legislation	<i>Local Government Act 2020</i> <i>Road Management Act 2004</i> <i>Crown Land (Reserves) Act 1978 (Vic)</i> <i>Electricity Safety Act 1998 (Vic) – s84C</i>
Local Law	<i>General Local Law 2015</i>

MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

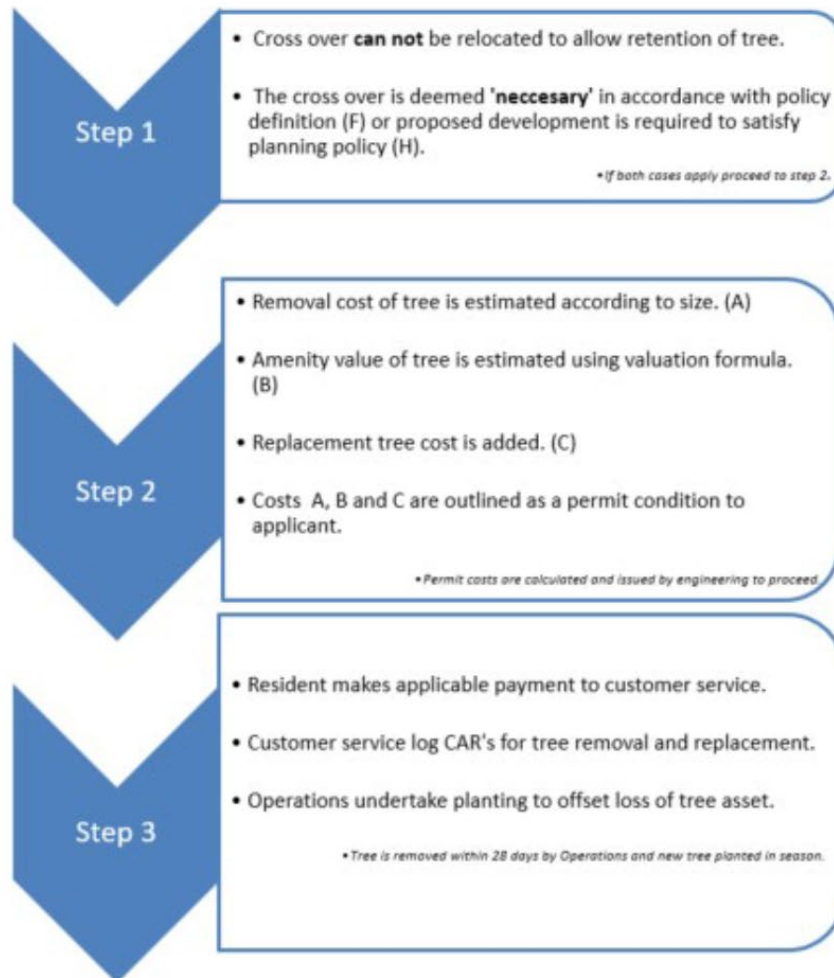
Item 6.1 Tree Planting and Removal Policy

Appendix 2 Tree Planting, Inspection and Removal Policy 2022 (with changes)

Tree Removal

Cross Over Applications

Appendix 1.



MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

Item 6.1 Tree Planting and Removal Policy

Appendix 2 Tree Planting, Inspection and Removal Policy 2022 (with changes)

Tree Removal

Council / Developer Works

Appendix 2.



MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

Item 6.1 Tree Planting and Removal Policy
 Appendix 2 Tree Planting, Inspection and Removal Policy 2022 (with changes)



Appendix 3



TREE VALUATIONS IN THE CITY OF MELTON.

The following process is intended as a guide to quantify a monetary value for a tree asset.

The costs associated with removal of a public tree include the below 3 items:

<p>1 – Removal Costs</p>	<p>Amounting to the fees incurred by Council for physically removing the tree.</p> <p><3m Small Tree.....\$100</p> <p>3-6m Medium Tree.....\$200</p> <p>>6m Large Tree.....\$300</p> <p><i>These costs are a guide only. Council reserves the right to seek quotations to determine specific costs.</i></p>
<p>2 – Amenity Value <i>For trees in excess of 2m and 24 months.</i></p>	<p>Calculated in accordance with Maurer-Hoffman Formula.</p> <p>Value (V) = Basic Value (\$) x Species (S) x Aesthetics (A) x Locality (L) x Condition (C)</p>
<p>3 – Reinstatement Costs</p>	<p>Calculated in accordance with Council's costs for supply plant and maintenance of a new tree.</p> <p>Approx \$ 250.00</p>

1 - REMOVAL COSTS

Costs will be based on the current costs of tree removal. It includes the physical removal of the tree and the stump.

2 - AMENITY COSTS

The following formula has been prepared to assist in estimating the monetary value of an established tree. This is derived from the Maurer-Hoffman Formula and is extensively used within local government for this purpose.

A thriving community
where everyone belongs

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Melton VIC 3337

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03 33006 Melton
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MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

Item 6.1 Tree Planting and Removal Policy

Appendix 2 Tree Planting, Inspection and Removal Policy 2022 (with changes)

Appendix 3

Basic Value (\$)

The basic monetary value of a tree is determined by matching the trunk diameter at breast height (DBH) with its corresponding base value. This information is generally available within the asset layer of intramaps:

DBH cm	Base Value		DBH cm	Base Value
6-10	\$ 309.92		60-65	\$30,992.16
10-15	\$ 860.89		65-75	\$42,183.77
15-25	\$ 3,443.57		75-85	\$55,097.17
25-35	\$ 7,748.04		85-95	\$62,199.54
35-45	\$13,774.29		95-105	\$69,732.35
45-55	\$21,522.33		105-115	\$ 86,089.33
			Base Value	

Species Factor (S)

A tree is assessed according to its known natural life span and its rate of growth in a particular environment. For example, a long-lived tree species will be scored higher than a short-lived tree. Identification of tree species is generally available within the asset layer of intramaps.

Group	Characteristics	Example Species	Score
1	• trees of short life span (less than 50 years)	<i>Prunus, Acacia, Virgillia, Laburnum, Malus, Crataegus, Eugenia, Waterhousia, Pyrus</i>	0.5
2	• trees of medium life span (50 -150 years)	<i>Populus, Liquidamber, Eucalyptus, Corymbia, Angophora, Grevillea, Melaleuca, Michelia, Salix, Casaurina, Hakea, Celtis, Acmena Brachychiton, Fraxinus, Gleditsia, Jacaranda, Shinus, Phoenix, Melia, Robinia, Lophostemon, Liriodendron, Agonis, Meterosideros, Syzygium</i>	0.7
3	• trees of long life span (more than 150 years)	<i>Cupressus, Platanus, Ficus, Pinus, Ulmus, Quercus, Sequoia, Ginko, Araucaria</i>	0.9
Factor (S)			Species

MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

Item 6.1 Tree Planting and Removal Policy

Appendix 2 Tree Planting, Inspection and Removal Policy 2022 (with changes)

Appendix 3

Aesthetics (A)

The aesthetic value of a tree is determined by the impact on the landscape if the tree were removed. This category is closely tied to the locality factor (L).

Aesthetic Factor	Score
Contributes little to the landscape	0.5
One of a group of close plantings	0.6
Street or pathway plantings, regular spacing both sides	0.9
Solitary feature specimen tree	1.0
Aesthetics (A)	

Locality (L)

The locality factor is determined by the tree's geographical situation. Trees in a main street or boulevard score highest because of the stressful growing environment in which the tree has to survive. As the location becomes more rural, the significance of the tree diminishes.

Locality Factor	Score
In undeveloped bushland or open forest	0.5
In rural areas	1.0
In outer suburban areas and residential streets	1.5
In inner suburban areas and residential streets	1.75
In Park or Reserve; significant street near City Centre	2.0
In Park or Reserve; outer suburban or rural.	2.25
City Centre Main Street, Principal Boulevard	2.5
Locality (L)	

Tree Condition (C)

The tree condition value is determined by the latest inspection by Councils arborist. This information is generally available on the asset layer of intramaps.

TREE CONDITION	RATING
very poor	0.2
poor	0.4
fair	0.6
good	0.8
excellent	1.0
Tree Condition Rating (C)	

3 – REINSTATEMENT COSTS

Where a replacement tree is deemed necessary the costs of this shall be payable by the applicant at the rate of \$250 per tree.

For further information please contact the City of Melton on:

03 9747 7200 or email csu@melton.vic.gov.au

MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

Item 6.1 Tree Planting and Removal Policy

Appendix 2 Tree Planting, Inspection and Removal Policy 2022 (with changes)

Appendix 4



Quantified Tree Risk Assessment
PRACTICE NOTE

VERSION 5

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MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

Item 6.1 Tree Planting and Removal Policy

Appendix 2 Tree Planting, Inspection and Removal Policy 2022 (with changes)

Appendix 4

V5.3.6 (GB) 2022-01

Quantified Tree Risk Assessment Practice Note

"When you can measure what you are speaking about, and express it in numbers, you know something about it; but when you cannot measure it, when you cannot express it in numbers, your knowledge is of a meagre and unsatisfactory kind"

William Thomson, Lord Kelvin, Popular Lectures and Addresses [1891-1894]

1. INTRODUCTION

Every day we encounter risks in all of our activities, and the way we manage those risks is to make choices. We weigh up the costs and benefits of the risk to determine whether it is acceptable, unacceptable, or tolerable. For example, if you want to travel by car you must accept that even with all the extensive risk control measures, such as seat-belts, speed limits, airbags, and crash barriers, there is still a significant risk of death. This is an everyday risk that is taken for granted and tolerated by millions of people in return for the benefits of convenient travel. Managing trees should take a similarly balanced approach.

A risk from falling trees exists only if there is both potential for tree failure and potential for harm to result. The job of the risk assessor is to consider the likelihood and consequences of tree failure. The outcome of this assessment can then inform consideration of the risk by the tree manager, who may also be the owner.

Using a comprehensive range of values¹, Quantified Tree Risk Assessment (QTRA) enables the tree assessor to identify and analyse the risk from tree failure in three key stages. 1) to consider land-use in terms of vulnerability to impact and likelihood of occupation, 2) to consider the consequences of an impact, taking account of the size of the tree or branch concerned, and 3) to estimate the probability that the tree or branch will fail onto the land-use in question. Estimating the values of these components, the assessor can use the QTRA manual calculator or software application to calculate an annual Risk of Harm from a particular tree. To inform management decisions, the risks from different hazards can then be both ranked and compared, and considered against broadly acceptable and tolerable levels of risk.

A Proportionate Approach to Risks from Trees

The risks from falling trees are usually very low and high risks will usually be encountered only in areas with either high levels of human occupation or with valuable property. Where levels of human occupation and value of property are sufficiently low, the

assessment of trees for structural weakness will not usually be necessary. Even when land-use indicates that the assessment of trees is appropriate, it is seldom proportionate to assess and evaluate the risk for each individual tree in a population. Often, all that is required is a brief consideration of the trees to identify gross signs of structural weakness or declining health. Doing all that is reasonably practicable does not mean that all trees have to be individually examined on a regular basis (HSE 2013).

The QTRA method enables a range of approaches from the broad assessment of large collections of trees to, where necessary, the detailed assessment of an individual tree.

Risk of Harm

The QTRA output is termed the Risk of Harm and is a combined measure of the likelihood and consequences of tree failure, considered against the baseline of a lost human life within the coming year.

ALARP (As Low As Reasonably Practicable)

Determining that risks have been reduced to As Low As Reasonably Practicable (HSE 2001) involves an evaluation of both the risk and the sacrifice or cost involved in reducing that risk. If it can be demonstrated that there is gross disproportion between them, the risk being insignificant in relation to the sacrifice or cost, then to reduce the risk further is not 'reasonably practicable'.

Costs and Benefits of Risk Control

Trees confer many benefits to people and the wider environment. When managing any risk, it is essential to maintain a balance between the costs and benefits of risk reduction, which should be considered in the determination of ALARP. It is not only the financial cost of controlling the risk that should be considered, but also the loss of tree-related benefits, and the risk to workers and the public from the risk control measure itself.

When considering risks from falling trees, the cost of risk control will usually be too high when it is clearly 'disproportionate' to the reduction in risk. In the

¹ See Tables 1, 2 & 3.

MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

Item 6.1 Tree Planting and Removal Policy

Appendix 2 Tree Planting, Inspection and Removal Policy 2022 (with changes)

Appendix 4

V5.3.6 (GB) 2022-01

context of QTRA, the issue of 'gross disproportion'², where decisions are heavily biased in favour of safety, is only likely to be considered where there are risks of 1/10 000 or greater.

Acceptable and Tolerable Risks

The Tolerability of Risk framework (ToR) (HSE 2001) is a widely accepted approach to reaching decisions on whether risks are broadly acceptable, unacceptable, or tolerable. Graphically represented in Figure 1, ToR can be summarised as having a Broadly Acceptable Region where the upper limit is an annual risk of death 1/1 000 000, an Unacceptable Region for which the lower limit is 1/1 000, and between these a Tolerable Region within which the tolerability of a risk will be dependent upon the costs and benefits of risk reduction. In the Tolerable Region, we must ask whether the benefits of risk control are sufficient to justify their cost.

In respect of trees, some risks cross the Broadly Acceptable 1/1 000 000 boundary, but remain tolerable. This is because any further reduction would involve a disproportionate cost in terms of the lost environmental, visual, and other benefits, in addition to the financial cost of controlling the risk.

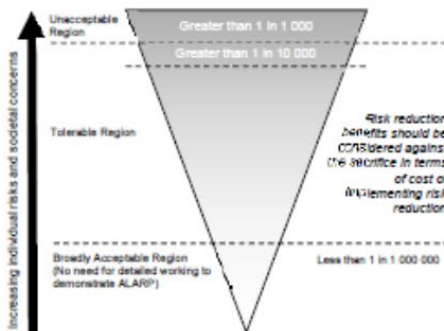


Figure 1. Adapted from the Tolerability of Risk framework (HSE 2001).

Value of Statistical Life

The Value of Statistical Life (VOSL), is a widely applied risk management device, which uses the value of a hypothetical life to guide the proportionate allocation of resources to risk reduction. In the UK, this value is currently in the region of £2 000 000, and this is the value adopted in the QTRA method.

In QTRA, placing a statistical value on a human life has two particular uses. Firstly, QTRA uses VOSL to

enable damage to property to be compared with the loss of life, allowing the comparison of risks to people and property. Secondly, the proportionate allocation of financial resources to risk reduction can be informed by VOSL. "A value of statistical life of £1 000 000 is just another way of saying that a reduction in risk of death of 1/100 000 per year has a value of £10 per year" (HSE 1996).

Internationally, there is variation in VOSL, but to provide consistency in QTRA outputs, it is suggested that VOSL of £2 000 000 should be applied internationally. This is ultimately a decision for the tree manager.

2. OWNERSHIP OF RISK

Where many people are exposed to a risk, it is shared between them. Where only one person is exposed, that individual is the recipient of all of the risk and if they have control over it, they are also the owner of the risk. An individual may choose to accept or reject any particular risk to themselves, when that risk is under their control. When risks that are imposed upon others become elevated, societal concern will usually require risk controls, which ultimately are imposed by the courts or government regulators.

Although QTRA outputs might occasionally relate to an individual recipient, this is seldom the case. More often, calculation of the Risk of Harm is based on a cumulative occupation - i.e. the number of people per hour or vehicles per day, without attempting to identify the individuals who share the risk.

Where the risk of harm relates to a specific individual or a known group of people, the risk manager might consider the views of those who are exposed to the risk when making management decisions. Where a risk is imposed on the wider community, the principles set out in the ToR framework can be used as a reasonable approach to determine whether the risk is ALARP.

3. THE QTRA METHOD - VERSION 5

The input values for the three components of the QTRA calculation are set out in broad ranges³ of Target, Size, and Probability of Failure. The assessor estimates values for these three components and inputs them on either the manual calculator or software application to calculate the Risk of Harm.

² Discussed further on page 5.

³ See Tables 1, 2 & 3.

MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

Item 6.1 Tree Planting and Removal Policy

Appendix 2 Tree Planting, Inspection and Removal Policy 2022 (with changes)

Appendix 4

V5.3.6 (G8) 2022-01

Assessing Land-use (Targets)

The nature of the land-use beneath or adjacent to a tree will usually inform the level and extent of risk assessment to be carried out. In the assessment of Targets, six ranges of value are available. Table 2 sets out these ranges for vehicular frequency, human occupation and the monetary value of damage to property.

Human Occupation

The probability of pedestrian occupation at a particular location is calculated on the basis that an average pedestrian will spend five seconds walking beneath an average tree. For example, an average occupation of ten pedestrians per day, each occupying the Target for five seconds is a daily occupation of fifty seconds, giving a likelihood of occupation 1/1,728. Where a longer occupation is likely, as with a habitable building, outdoor café, or park bench, the period of occupation can be measured, or estimated as a proportion of a given unit of time, e.g. six hours per day (1/4). The Target is recorded as a range (Table 2).

Weather Affected Targets

Often the nature of a structural weakness in a tree is such that the probability of failure is greatest during windy weather, while the probability of the site being occupied by people during such weather is often low. This applies particularly to outdoor recreational areas. When estimating human Targets, the risk assessor must answer the question 'in the weather conditions that I expect the likelihood of failure of the tree to be initiated, what is my estimate of human occupation?' Taking this approach, rather than using the average occupation, ensures that the assessor considers the relationship between weather, people, and trees, along with the nature of the average person with their ability to recognise and avoid unnecessary risks.

Vehicles on the Highway

In the case of vehicles, likelihood of occupation may relate to either the falling tree or branch striking the vehicle or the vehicle striking the fallen tree. Both types of impact are influenced by vehicle speed; the faster the vehicle travels the less likely it is to be struck by the falling tree, but the more likely it is to strike a fallen tree. The probability of a vehicle occupying any particular point in the road is the ratio of the time it is occupied - including a safe stopping distance - to the total time. The average vehicle on a UK road is occupied by 1.6 people (DfT 2010). To account for the substantial protection that the average vehicle provides against most tree impacts and in particular, frontal collisions, QTRA values the substantially

protected 1.6 occupants in addition to the value of the vehicle as equivalent to one exposed human life.

Property

Table 1. Size

Size Range	Size of tree or branch	Range of Probability
1	> 450mm (>18") dia.	1/1 - >1/2
2	260mm (10½") dia. - 450mm (18") dia.	1/2 - >1/8.6
3	110mm (4½") dia. - 250mm (10") dia.	1/8.6 - >1/82
4	25mm (1") dia. - 100mm (4") dia.	1/82 - 1/2 500

* Range 1 is based on a diameter of 600mm.

Property can be anything that could be damaged by a falling tree, from a dwelling, to livestock, parked car, or fence. When evaluating the exposure of property to tree failure, the QTRA assessment considers the cost of repair or replacement that might result from failure of the tree. Ranges of value are presented in Table 2 and the assessor's estimate need only be sufficient to determine which of the six ranges the cost to select.

In Table 2, the ranges of property value are based on a VOSL of £2 000 000, e.g. where a building with a replacement cost of £20 000 would be valued at 0.01 (1/100) of a life (Target Range 2).

When assessing risks in relation to buildings, the Target to be considered might be the building, the occupants, or both. Occupants of a building could be protected from harm by the structure or substantially exposed to the impact from a falling tree if the structure is not sufficiently robust, and this will determine how the assessor categorises the Target.

Multiple Targets

A Target might be constantly occupied by more than one person and QTRA can account for this. For example, if it is projected that the average occupation will be constant by 10 people, the Risk of Harm is calculated in relation to one person constantly occupying the Target before going on to identify that the average occupation is 10 people. This is expressed as Target 1(10T)/1, where 10T represents the Multiple Targets. In respect of property, a Risk of Harm 1(10T)/1 would be equivalent to a risk of losing £20 000 000 as opposed to £2 000 000.

Tree or Branch Size

A small dead branch of less than 25mm diameter is not likely to cause significant harm even in the case of direct contact with a Target, while a falling branch with a diameter greater than 450mm is likely to cause some harm in the event of contact with all but the most robust Target. The QTRA method categorises

MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

Item 6.1 Tree Planting and Removal Policy
Appendix 2 Tree Planting, Inspection and Removal Policy 2022 (with changes)

Appendix 4

V5.3.6 (GB) 2022-01

Size by the diameter of tree stems and branches (measured beyond any basal taper). An equation derived from weight measurements of trees of different stem diameters is used to produce a data set of comparative weights of trees and branches ranging from 25mm to 600mm diameter, from which Table 1 is compiled. The size of dead branches might be

discounted where they have undergone a significant reduction in weight because of degradation and shedding of subordinate branches. This discounting, referred to as 'Reduced Mass', reflects an estimated reduction in the mass of a dead branch.

Table 2. Targets

Target Range	Property (repair or replacement cost)	Human (not in vehicles)	Vehicle Traffic (number per day)	Ranges of Value (probability of occupation or fraction of £2 000 000)
1	£2 000 000 – >£200 000	Occupation: Constant – 2.5 hours/day Pedestrians & cyclists: 720/hour – 73/hour	26 000 – 2 700 @ 110kph (68mph) 32 000 – 3 300 @ 80kph (50mph) 47 000 – 4 800 @ 50kph (32mph)	1/1 – >1/10
2	£200 000 – >£20 000	Occupation: 2.4 hours/day – 15 min/day Pedestrians & cyclists: 72/hour – 8/hour	2 600 – 270 @ 110kph (68mph) 3 200 – 330 @ 80kph (50mph) 4 700 – 480 @ 50kph (32mph)	1/10 – >1/100
3	£20 000 – >£2 000	Occupation: 14 min/day – 2 min/day Pedestrians & cyclists: 7/hour – 2/hour	260 – 27 @ 110kph (68mph) 320 – 33 @ 80kph (50mph) 470 – 48 @ 50kph (32mph)	1/100 – >1/1 000
4	£2 000 – >£200	Occupation: 1 min/day – 2 min/week Pedestrians & cyclists: 1/hour – 3/day	26 – 4 @ 110kph (68mph) 32 – 4 @ 80kph (50mph) 47 – 6 @ 50kph (32mph)	1/1 000 – >1/10 000
5	£200 – >£20	Occupation: 1 min/week – 1 min/month Pedestrians & cyclists: 2/day – 2/week	3 – 1 @ 110kph (68mph) 3 – 1 @ 80kph (50mph) 5 – 1 @ 50kph (32mph)	1/10 000 – >1/100 000
6	£20 – £2	Occupation: <1 min/month – 0.5 min/year Pedestrians & cyclists: 1/week – 6/year	None	1/100 000 – 1/1 000 000

Vehicle, pedestrian and property Targets are categorised by their frequency of use or their monetary value. The probability of a vehicle or pedestrian occupying a Target area in Target Range 4 is between the upper and lower limits of 1/1 000 and >1/10 000 (column 5). Using the VOISL £2 000 000, the property repair or replacement value for Target Range 4 is £2 000 – >200.

Probability of Failure

In the QTRA assessment, the probability of tree or branch failure within the coming year is estimated and recorded as a range of value (Ranges 1 – 7, Table 3).

Selecting a Probability of Failure (PoF) Range requires the assessor to compare their assessment of the tree or branch against a benchmark of either a non-compromised tree at Probability of Failure Range 7, or a tree or branch that we expect to fail within the year, which can be described as having a 1/1 probability of failure.

During QTRA training, Registered Users go through a number of field exercises in order to calibrate their estimates of Probability of Failure.

Table 3. Probability of Failure

Probability of Failure Range	Probability
1	1/1 – >1/10
2	1/10 – >1/100
3	1/100 – >1/1 000
4	1/1 000 – >1/10 000
5	1/10 000 – >1/100 000
6	1/100 000 – >1/1 000 000
7	1/1 000 000 – 1/10 000 000

The probability that the tree or branch will fail within the coming year.

The QTRA Calculation

The assessor selects a Range of values for each of the three input components of Target Size and Probability of Failure. The Ranges are entered on either the manual calculator or software application to calculate a Risk of Harm.

The Risk of Harm is expressed as a probability and is rounded, to one significant figure. Any Risk of Harm

MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

Item 6.1 Tree Planting and Removal Policy

Appendix 2 Tree Planting, Inspection and Removal Policy 2022 (with changes)

Appendix 4

V5.3.6 (GB) 2022-01

that is lower than 1/1 000 000 is represented as <1/1 000 000. As a visual aid, the Risk of Harm is colour coded using the traffic light system illustrated in Table 4 (page 7).

Risk of Harm - Monte Carlo Simulations

The Risk of Harm for all combinations of Target, Size and Probability of Failure Ranges has been calculated using Monte Carlo simulations⁴. The QTRA Risk of Harm is the mean value from each set of Monte Carlo results.

In QTRA Version 5, the Risk of Harm should not be calculated without the manual calculator or software application.

Assessing Groups and Populations of Trees

When assessing populations or groups of trees, the highest risk in the group is quantified and if that risk is tolerable, it follows that risks from the remaining trees will also be tolerable, and further calculations are unnecessary. Where the risk is intolerable, the next highest risk will be quantified, and so on until a tolerable risk is established. This process requires prior knowledge of the tree manager's risk tolerance.

Accuracy of Outputs

The purpose of QTRA is not necessarily to provide high degrees of accuracy, but to provide for the quantification of risks from falling trees in a way that risks are categorised within broad ranges (Table 4).

4. INFORMING MANAGEMENT DECISIONS**Balancing Costs and Benefits of Risk Control**

When controlling risks from falling trees, the benefit of reduced risk is obvious, but the costs of risk control are all too often neglected. For every risk reduced there will be costs, and the most obvious of these is the financial cost of implementing the control measure. Frequently overlooked is the transfer of risks to workers and the public who might be directly affected by the removal or pruning of trees. Perhaps more importantly, most trees confer benefits, the loss of which should be considered as a cost when balancing the costs and benefits of risk control.

When balancing risk management decisions using QTRA, consideration of the benefits from trees will usually be of a very general nature and not require detailed consideration. The tree manager can consider, in simple terms, whether the overall cost of risk control is a proportionate one. Where risks are

approaching 1/10 000, this may be a straightforward balancing of cost and benefits. Where risks are 1/10 000 or greater, it will usually be appropriate to implement risk controls unless the costs are grossly disproportionate to the benefits rather than simply disproportionate. In other words, the balance being weighted more on the side of risk control with higher associated costs.

Considering the Value of Trees

It is necessary to consider the benefits provided by trees, but they cannot easily be monetised and it is often difficult to place a value on those attributes such as habitat, shading and visual amenity that might be lost to risk control.

A simple approach to considering the value of a tree asset is suggested here, using the concept of 'average benefits'. When considered against other similar trees, a tree providing 'average benefits' will usually present a range of benefits that are typical for the species, age and situation. Viewed in this way, a tree providing 'average benefits' might appear to be low when compared with particularly important trees - such as in Figure 2, but should nonetheless be sufficient to offset a Risk of Harm of less than 1/10 000. Without having to consider the benefits of risk controls, we might reasonably assume that below 1/10 000, the risk from a tree that provides 'average benefits' is ALARP.

In contrast, if it can be said that the tree provides lower than average benefits because, for example, it is declining and in poor physiological condition, it may be necessary to consider two further elements. Firstly, is the Risk of Harm in the upper part of the Tolerable Region, and secondly, is the Risk of Harm likely to increase before the next review because of an increased Probability of Failure. If both these conditions apply then it might be appropriate to consider the balance of costs and benefits of risk reduction in order to determine whether the risk is ALARP. This balance requires the tree manager to take a view of both the reduction in risk and the costs of that reduction.

⁴ For further information on the Monte Carlo simulation method, refer to http://en.wikipedia.org/wiki/Monte_Carlo_method

MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

Item 6.1 Tree Planting and Removal Policy

Appendix 2 Tree Planting, Inspection and Removal Policy 2022 (with changes)

Appendix 4

V5.3.6 (GB) 2022-01

**Lower Than Average Benefits from Trees**

Usually, the benefits provided by a tree will only be significantly reduced below the 'average benefits' that are typical for the species, age and situation, if the life of the benefits is likely to be shortened, perhaps because the tree is declining or dead. That is not to say that a disbenefit such as undesirable shading, lifting of a footpath, or restricting the growth of other trees, should not also be considered in the balance of costs and benefits.

The horse chestnut tree in Figure 3 has recently died, and over the next few years, may provide valuable habitats. However, for this tree species and the relatively fast rate at which its wood decays, the lifetime of these benefits is likely to be limited to only a few years. This tree has an already reduced value that will continue to reduce rapidly over the coming five to ten years at the same time as the Risk of Harm is expected to increase. There will be changes in the benefits provided by the tree as it degrades. Visual qualities are likely to reduce while the decaying wood provides habitats for a range of species, for a short while at least. There are no hard and fast measures of these benefits and it is for the tree manager to decide what is locally important and how it might be balanced with the risks.

Where a risk is within the Tolerable Region and the tree confers lower than average benefits, it might be appropriate to consider implementing risk control while taking account of the financial cost. Here, VOGL can be used to inform a decision on whether the cost of risk control is proportionate. Example 3 below puts this evaluation into a tree management context.

There will be occasions when a tree is of such minimal value and the monetary cost of risk reduction so low that it might be reasonable to further reduce an

already relatively low risk. Conversely, a tree might be of such considerable value that an annual risk of death greater than 1/10 000 would be deemed tolerable.

Occasionally, decisions will be made to retain elevated risks because the benefits from the tree are particularly high or important to stakeholders, and in these situations, it might be appropriate to assess and document the benefits in some detail. If detailed assessment of benefits is required, there are several methodologies and sources of information (Forest Research 2010).

Delegating Risk Management Decisions

Understanding of the costs with which risk reduction is balanced can be informed by the risk assessor's knowledge, experience and on-site observations, but the risk management decisions should be made by the tree manager. That is not to say that the tree manager should review and agree every risk control measure, but when delegating decisions to surveyors and other staff or advisors, tree managers should set out in a policy, statement or contract, the principles and perhaps thresholds to which trees and their associated risks will ordinarily be managed.

Based on the tree manager accepting the principles set out in the QTRA Practice Note and or any other specific instructions, the risk assessor can take account of the cost/benefit balance and for most situations will

MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

Item 6.1 Tree Planting and Removal Policy
 Appendix 2 Tree Planting, Inspection and Removal Policy 2022 (with changes)

Appendix 4 V5.3.6 (GB) 2022-01

be able to determine whether the risk is ALARP when providing management recommendations.

Table 4. QTRA Advisory Risk Thresholds

Thresholds	Description	Action
1/1,000	Unacceptable Risks will not ordinarily be tolerated	<ul style="list-style-type: none"> Control the risk
	Unacceptable (where imposed on others) Risks will not ordinarily be tolerated	<ul style="list-style-type: none"> Control the risk Review the risk
1/10 000	Tolerable (by agreement) Risks may be tolerated if those exposed to the risk accept it, or the tree has exceptional value	<ul style="list-style-type: none"> Control the risk unless there is broad stakeholder agreement to tolerate it, or the tree has exceptional value Review the risk
	Tolerable (where imposed on others) Risks are tolerable if ALARP	<ul style="list-style-type: none"> Assess costs and benefits of risk control Control the risk only where a significant benefit might be achieved at reasonable cost Review the risk
1/1 000 000	Broadly Acceptable Risk is already ALARP	<ul style="list-style-type: none"> No action currently required Review the risk

QTRA Informative Risk Thresholds

The QTRA advisory thresholds in Table 4 are proposed as a reasonable approach to balancing safety from falling trees with the costs of risk reduction. This approach takes account of the widely applied principles of ALARP and ToR, but does not dictate how these principles should be applied. While the thresholds can be the foundation of a robust policy for tree risk management, tree managers should make decisions based on their own situation, values and resources. Importantly, to enable tree assessors to provide appropriate management guidance, it is helpful for them to have some understanding of the tree owner’s management preferences prior to assessing the trees.

A Risk of Harm that is less than 1/1 000 000 is Broadly Acceptable and is already ALARP. A Risk of Harm 1/1 000 or greater is unacceptable and will not ordinarily be tolerated. Between these two values, the Risk of Harm is in the Tolerable Region of ToR and will be tolerable if it is ALARP. In the Tolerable Region, management decisions are informed by

consideration of the costs and benefits of risk control, including the nature and extent of those benefits provided by trees, which would be lost to risk control measures.

For the purpose of managing risks from falling trees, the Tolerable Region can be further broken down into two sections. From 1/1 000 000 to less than 1/10 000, the Risk of Harm will usually be tolerable providing that the tree confers ‘average benefits’ as discussed above. As the Risk of Harm approaches 1/10 000 it will be necessary for the tree manager to consider in more detail the benefits provided by the tree and the overall cost of mitigating the risk.

A Risk of Harm in the Tolerable Region but 1/10 000 or greater will not usually be tolerable where it is imposed on others, such as the public, and if retained, will require a more detailed consideration of ALARP. In exceptional circumstances a tree owner might choose to retain a Risk of Harm that is 1/10 000 or greater. Such a decision might be based on the agreement of those who are exposed to the risk, or perhaps that the tree is of great importance. In these circumstances, the prudent tree manager will consult with the appropriate stakeholders whenever possible.

5. EXAMPLE QTRA CALCULATIONS AND RISK MANAGEMENT DECISIONS

Below are three examples of QTRA calculations and application of the QTRA Advisory Thresholds.

Example 1.

	Target	Size	Probability of Failure	Risk of Harm
Range	6	x 1	x 3	= <1/1 000 000

Example 1 is the assessment of a large (Size 1), unstable tree with a probability of failure of between 1/100 and >1/1 000 (PoF 3). The Target is a footpath with less than one pedestrian passing the tree each week (Target 6). The Risk of Harm is calculated as less than 1/1 000 000 (green). This is an example of where the Target is so low consideration of the structural condition of even a large tree would not usually be necessary.

MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

Item 6.1 Tree Planting and Removal Policy

Appendix 2 Tree Planting, Inspection and Removal Policy 2022 (with changes)

Appendix 4

V5.3.6 (GB) 2022-01

Example 2.

	Target	Size	Probability of Failure	Risk of Harm
Range	1 x	4 x	3	= 1(2T)/50 000

In Example 2, a recently dead branch (Size 4) overhangs a busy urban high street that is on average occupied constantly by two people, and here Multiple Target occupation is considered.

Having an average occupancy of two people, the Risk of Harm 1(2T)/50 000 (yellow) represents a twofold increase in the magnitude of the consequence and is therefore equivalent to a Risk of Harm 1/20 000 (yellow). This risk does not exceed 1/10 000, but being a dead branch at the upper end of the Tolerable Region it is appropriate to consider the balance of costs and benefits of risk control. Dead branches can be expected to degrade over time with the probability of failure increasing as a result. Because it is dead, some of the usual benefits from the branch have been lost and it will be appropriate to consider whether the financial cost of risk control would be proportionate.

Example 3.

	Target	Size	Probability of Failure	Risk of Harm
Range	3 x	3 x	3	= 1/500 000

In Example 3, a 200mm diameter defective branch overhangs a country road along which travel between 470 and 48 vehicles each day at an average speed of 50kph (32mph) (Target Range 3). The branch is split and is assessed as having a probability of failure for the coming year of between 1/100 and 1/1 000 (PoF Range 3). The Risk of Harm is calculated as 1/500 000 (yellow) and it needs to be considered whether the risk is ALARP. The cost of removing the branch and reducing the risk to Broadly Acceptable (1/1 000 000) is estimated at £350. To establish whether this is a proportionate cost of risk control, the following equation is applied. £2 000 000 (VOSL) × 1/500 000 = £4 indicating that the projected cost of £350 would be disproportionate to the benefit. Taking account of the financial cost, risk transfer to arborists and passers-by, the cost could be described as being grossly disproportionate, even if accrued benefits over say ten years were taken into account.

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MINUTES OF THE POLICY REVIEW PANEL**8 SEPTEMBER 2022**

At 11.28 am, Brendan Sell departed the meeting.

6.2 POLICY REVIEW PANEL TERMS OF REFERENCE

Responsible Officer: Bradley Dosser - Manager Legal, Governance & Risk
Document Author: Renee Hodgson - Governance Coordinator
Date Prepared: 30 August 2022

Recommendation:

The Policy Review Panel recommends Council approve the amended Terms of Reference for the Policy Review Panel, provided as **Appendix 1** to this report.

Motion

Crs Shannon/Carli.

The Policy Review Panel recommends Council approve the amended Terms of Reference for the Policy Review Panel, provided as **Appendix 1** to this report, with changes made by the Panel highlighted in yellow.

CARRIED

1. Background**1.1 The Policy**

The current Terms of Reference for the Policy Review Panel, which guide the Committee's operations, were last reviewed in April 2018.

In accordance with the General Business item from the Policy Review Panel's meeting held Tuesday 16 August 2022, its Terms of Reference have been reviewed to encompass an option for Council's Chief Executive Officer to attend meetings of the Policy Review Panel. The amended Terms of Reference are provided for consideration as **Appendix 1** to this report.

1.2 Sources/benchmarking

The Terms of Reference have remained largely unchanged from the previous version. Subsequent reviews will be more comprehensive and benchmarked against template updates to Terms of References pertaining to Council committees.

1.3 Consultation

In consideration of the amendments being minor, no consultation was required for the updated Terms of Reference.

MINUTES OF THE POLICY REVIEW PANEL**8 SEPTEMBER 2022**

1.4 Communication and Implementation

Subject to approval by the Policy Review Panel and Council, the revised Terms of Reference for the Policy Review Panel will be made available on Council's Internet and Intranet sites, will be circulated to all members of the Policy Review Panel, and will guide operations of this committee for a further four years, until August 2026.

1.5 Compliance

The Terms of Reference is compliant with external legislation and the *Local Government Act 2020* and the Corporate Policy Management Framework.

1.6 Measures of Success

The success of the Terms of Reference will be measured by the provision of considered advice by the Panel to Council regarding its policy landscape.

LIST OF APPENDICES

1. Policy Review Panel Terms of Reference - August 2022

MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

Item 6.2 Policy Review Panel Terms of Reference

Appendix 1 Policy Review Panel Terms of Reference - Amended August 2022



Terms of Reference

Name	Policy Review Panel
Endorsed by	Policy Review Panel – 8 September 2022
Approved by	Council – <approval date>
Next review	August 2026

1. PURPOSE

Established to provide advice and recommendations to Council on draft Council policies, and Terms of Reference for Council Committees.

2. ROLE

- To undertake a review and assessment of all existing 'Council' policies to determine their relevance and appropriateness and to recommend to Council in relation thereto.
- To identify 'gaps' that exist in Council policy and develop draft policies for recommendation to Council for adoption. To provide comment on the development of a 'Policy Framework' for Council.
- Reviewing and recommending to Council on Terms of Reference for all Council Committees.
- Review and consider policy proposals from Councillors for development of policy.

3. COMPOSITION

3.1 Membership

The panel consists of four Councillors and three officers who are appointed annually to the role.

Type of Appointment	Term of Office
Chair, Councillor	1 year
Councillor	1 year
Councillor	1 year
Councillor	1 year
Council Officer – Chief Executive Officer	Ongoing
Council Officer – Manager Legal, Governance and Risk	Ongoing
Council Officer – Governance Coordinator	Ongoing

3.2 Chair

The chair is filled by an elected representative, elected annually by the members of the Panel.

The Chair is responsible for chairing meetings and setting meeting dates and location.

MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

Item 6.2 Policy Review Panel Terms of Reference
Appendix 1 Policy Review Panel Terms of Reference - Amended August 2022

3.3 Council Officer

- Will take minutes of the meeting.

3.4 Executive Officer

The Governance Coordinator acts as the Executive Officer and is responsible for:

- Collating and circulating the agenda and draft policies to panel members
- Manages review of Council Policies including quality control.

4. OPERATING PROCEDURE

4.1 Quorum

Three Councillors and one Council Officer.

4.2 Meetings

The Committee will meet every two months or as required.

The agenda, together with reports and documents that relate to the Panel, will be forwarded to members at least five days prior to meetings.

Accurate minutes will be kept of each meeting of the Committee. The minutes of a meeting shall be submitted to committee members for ratification at the next subsequent meeting of the Panel.

4.3 Reports to Council

The minutes will be submitted to the Council as part of its regular agenda.

4.4 Evaluation and Review

These Terms of Reference will be reviewed by the Council every four years.

Council will at least annually review all Committees to ensure that they are achieving the Terms of Reference established for the Committee and are continuing to provide value to this Council.

MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

6.3 PURCHASE OF OUTGOING MAYORAL GIFTS POLICY**Responsible Officer:** Bradley Dosser - Manager Legal, Governance & Risk**Document Author:** Renee Hodgson - Governance Coordinator**Date Prepared:** 30 August 2022**Recommendation:**

The Policy Review Panel recommends Council approve the revised Purchase of Outgoing Mayoral Gifts Policy, provided as **Appendix 1** to this report.

Motion

Crs Carli/Deeming.

That the consideration of the Purchase of Outgoing Mayoral Gifts Policy be adjourned to a subsequent meeting of the Policy Review Panel to enable a briefing of Councillors on its contents.

CARRIED**1. Background****1.1 The Policy**

The Current Purchase of Outgoing Mayoral Gifts Policy was authorised by Council on 9 December 2019 and was designated to be reviewed by 30 September 2021. This review seeks minor corrections including the amendment of an officer's title and proposes to extend the subsequent review date to August 2026. Notwithstanding these changes, the Purchase of Outgoing Mayoral Gifts Policy remains largely unchanged from the previous version.

1.2 Sources/benchmarking

Research for benchmarking purposes was conducted, including surveying a number of councils, however, no forward-facing comparable policies were located.

1.3 Consultation

Internal and external consultation was undertaken, both with key stakeholders within the organisation, including officers tasked with purchasing the Mayoral gifts, as well as governance staff from other councils.

1.4 Communication and Implementation

Subject to approval by the Policy Review Panel and Council, the revised Purchase of Outgoing Mayoral Gift Policy will be made available on Council's Internet and Intranet sites and will be circulated to relevant council officers involved with the implementation of the policy. This will occur prior to the meeting scheduled in November for the election of the Mayor for the 2022/23 Municipal Year.

1.5 Compliance

The Policy is compliant with external legislation and the *Local Government Act 2020* and the Corporate Policy Management Framework.

MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

1.6 Measures of Success

The measure of success of this policy will be evidenced both in the annual budget process and by the gifts for the outgoing Mayor and Deputy Mayor being purchased in accordance with this policy.

LIST OF APPENDICES

1. Purchase of Outgoing Mayoral Gifts Policy V2.2 (with tracked changes)

MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

Item 6.3 Purchase of Outgoing Mayoral Gifts Policy

Appendix 1 Purchase of Outgoing Mayoral Gifts Policy V2.2 (with tracked changes)

	Purchase of Outgoing Mayoral Gifts
Version No.	V 2.21 - 10-September-2019 29 August 2022
Endorsement	Policy Review Panel – 27-November-2019 <endorsement date>
Authorisation	Council - 9-December-2019 <authorisation date>
Review date:	30-September-2021 August 2026
Responsible officer:	Chief Executive Officer
Policy owner	Manager Legal, & Governance and Risk

1. Purpose

To provide guidance to Council and the administration in respect of gifts to be presented to the outgoing Mayor and Deputy Mayor.

2. Scope

This policy applies to the outgoing Mayor and Deputy Mayor and council officers responsible for purchasing gifts for the outgoing Mayor and Deputy Mayor.

3. Policy**3.1 Mayor**

Council will provide a gift to the outgoing Mayor at the end of their term of office in recognition of their significant contribution to the Council and the Melton community during their Mayoralty.

The outgoing Mayor has the option to retain the Mayoral Robe as a gift for that year. It is at the Mayor's discretion whether the robe be embroidered with the year of service to Council.

The outgoing Mayor will also receive a gift to the maximum value of \$300; which will be organised and selected by the Chief Executive Officer and may take the form of an "album" being a pictorial representation of the Mayor's year of office.

3.2 Deputy Mayor

Council will provide a gift to the outgoing Deputy Mayor at the end of their term of office in recognition of the support provided by them to the Mayor, and their service to the Council and the Melton community.

The gift will be to a value of \$250, and will be organised and selected by the Chief Executive Officer.

4. Responsibility/Accountability**4.1 Chief Executive Officer**

- The Chief Executive Officer is responsible for providing professional advice and guidance to Councillors regarding this policy, and for arranging the purchasing of gifts for the outgoing Mayor and Deputy Mayor.

4.2 Manager Legal, & Governance and Risk

- The Manager Legal, & Governance and Risk policy is responsible for the maintenance, currency, and promotion of this policy.

4.3 Councillors and Council Officers

- Councillors are responsible for operating in accordance with this policy; and providing feedback to the policy owner.

MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

6.4 PUBLIC TRANSPARENCY POLICY

Responsible Officer: Roslyn Wai - Chief Executive Officer
Document Author: Bradley Dosser - Manager Legal, Governance & Risk
Date Prepared: 02 September 2022

Recommendation:

That Council approve the *Public Transparency Policy* at **Appendix 1** pursuant to the *Local Government Act 2020* (the Act).

Motion

Crs Shannon/Carli.

That Council approve the *Public Transparency Policy* at **Appendix 1** pursuant to the *Local Government Act 2020* (the Act).

CARRIED

1. Background**1.1 The Policy**

Council first adopted a Public Transparency Policy in line with the Public Transparency Principles (PTPs) embodied within the Act on 31 August 2020.

The PTPs deem that:

- (a) Decision making must be transparent (except in regards to information that is confidential);
- (b) Council information must be publicly available unless confidential or *contrary to the public interest* (which is grounded in case law);
- (c) Council information must be understandable and accessible; and
- (d) Public awareness of the availability of Council information must be facilitated.

1.2 Sources/benchmarking

Only minor amendments have been made to the existing Policy and so no formal benchmarking was undertaken as this was extensively done in relation to the existing Policy in 2020.

1.3 Consultation

The draft modified Policy was distributed to Executive for their consideration and comment as a key stakeholder.

1.4 Communication and Implementation

If adopted, the Policy will be published on the Council website.

MINUTES OF THE POLICY REVIEW PANEL**8 SEPTEMBER 2022**

1.5 Compliance

The policy is compliant with external legislation including the Act, and the Corporate Policy Management Framework. This policy is also compliant with regulation 12 of the *Local Government (General) Regulations 2015*, which require that certain documents be made available for public inspection.

1.6 Measures of Success

Council are required to adopt and adhere to this policy under the Act. The Policy will be considered a success if the information that the Policy contemplates is made readily available on the website, at Council offices or upon request, in adherence with process outlined in the Policy.

Reporting measures are not a relevant consideration for this policy. Council are not obliged to keep a record of information released to members of the public.

LIST OF APPENDICES

1. Public Transparency Policy - September 2022

MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

Item 6.4 Public Transparency Policy
Appendix 1 Public Transparency Policy - September 2022

	Public Transparency Policy
Version No.	V 12.0, 3-August-2020 <u>5 September 2022</u>
Endorsement	Executive, 5-August-2020 TBA Policy Review Panel, 24-August-2020 <u>September 2022</u>
Authorisation	Council, 31-August-2020 <u>10 October 2022</u>
Review date	30-June-2022 <u>October 2026</u>
Responsible officer	Chief Executive Officer
Policy owner	Manager Legal and Governance <u>and Risk</u>

1. Purpose

This purpose of this Policy is to:

- 1.1 give effect to the Public Transparency Principles;
- 1.2 describe the ways in which Council Information will be made publicly available;
- 1.3 specify which Council Information will be made publicly available as a matter of course;
and
- 1.4 describe the categories of Council Information that may be unavailable to the public.

This Policy is adopted under section 57 of the Act.

2. Objective

The objective of this Policy is to formalise Council's support for transparency in its decision-making processes and availability of Council Information and to achieve the purpose stated in Part 1 of this Policy.

3. Scope

This Policy applies to Councillors and Officers.

4. Definitions

Word/Term	Definition
Act	means the <i>Local Government Act 2020</i> .
Chief Executive Officer	includes an Acting Chief Executive Officer
Closed Meeting	means a Meeting that is closed to members of the public
Community	means the residents and ratepayers of, and visitors to, the Municipal District and may, depending on the context, refer to all of those people or to particular subsets of those people.
Confidential Information	means confidential information as defined in section 3(1) of the Act
Council	means Melton City Council
Council Information	means all documents and other information held by Council

MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

Item 6.4 Public Transparency Policy
Appendix 1 Public Transparency Policy - September 2022

Council Office	For the purpose of this Policy, Council's offices are located at the <ul style="list-style-type: none"> Melton Civic Centre, 232 High Street, Melton; and <u>Melton Library and Learning Hub, 31 McKenzie Street, Melton;</u> Caroline Springs Library and Learning Hub, 193-201 Caroline Springs Boulevard, Caroline Springs.
Council Website	means Council's website at www.melton.vic.gov.au
Governance Rules	means the governance rules adopted by Council under section 60 of the Act, as amended from time to time
Health Information	means health information as defined in section 3(1) of the <i>Health Records Act 2001</i> .
<u>Information</u>	<u>Includes a document.</u>
Meeting	means a meeting of Council or a Delegated Committee
Municipal District	means the municipal district of Council
Officer	means a member of Council staff, and includes the Chief Executive Officer
Personal Information	means personal information as defined in section 3(1) of the <i>Privacy and Data Protection Act 2014</i> .
Public Transparency Principles	means the public transparency principles set out in section 58 of the Act and reproduced in Part 5.2 of this Policy
Requestor	means a person making a request to access Council Information under and in accordance with this Policy

5. Policy**5.1. Responsibility for this Policy**

- 5.1.1. The Chief Executive Officer is responsible for the application and operation of this Policy.
- 5.1.2. The Chief Executive Officer may, from time to time, authorise another Officer or Officers to fulfil any of the Chief Executive Officer's functions and duties under this Policy.
- 5.1.3. Where another Officer is or other Officers are authorised under clause 5.1.2, any reference in this Policy to the Chief Executive Officer is to be read as a reference to that Officer or those Officers.

5.2. Public Transparency Principles

- 5.2.1. The Public Transparency Principles are set out in section 58 of the Act as follows:
- 5.2.1.1. Council decision-making processes must be transparent, except when Council is dealing with information that is confidential by virtue of the Act or any other Act.
- 5.2.1.2. Council Information must be publicly available, unless:
- the information is confidential by virtue of the Act or any other Act; or
 - public availability of the information would be contrary to the public interest.

MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

Item 6.4 Public Transparency Policy
Appendix 1 Public Transparency Policy - September 2022

5.2.1.3 Council Information must be understandable and accessible to members of the Municipal District.

5.2.1.4 Public awareness of the availability of Council Information must be facilitated.

5.2.2 Council will give effect to and implement the Public Transparency Principles in accordance with this Policy.

5.3. Council Decision Making Process

5.3.1. Council will ensure that the decision-making processes that it adopts are transparent and open to the Community so that the Community is provided with an opportunity for meaningful engagement with Council and its decision-making processes.

5.3.2. Without limiting the generality of clause 5.1.3, Council's decision-making processes will:

5.3.2.1. be conducted in accordance with the Act and the Governance Rules;

5.3.2.2. unless considering Confidential Information, be conducted in a forum that is open to, and accessible by, the Community; and

5.3.2.3. be informed by the:

(a) views of those members of the Community whose rights and interests will be directly affected by the decision; and

(b) responses, if any, to any process of community engagement conducted by Council in respect of the decision, whether in accordance with its Community Engagement Policy or otherwise.

5.3.3 Further details of Council's decision-making process can be found in Chapter 1 of the Governance Rules.

5.4. Availability of Council Information

5.4.1. All Council Information will be made available to the public, unless the:

5.4.1.1. Council Information is Confidential Information; or

5.4.1.2. release of the Council Information is assessed by the Chief Executive Officer as being contrary to the public interest.

5.4.2. A list of the categories of Council Information which will generally, subject to this Policy, be made available either on the Council Website, at the Council Office or on request is set out at Appendix 1 to this Policy.

5.5. Publications

Council publishes a range of newsletters, reports and handbooks for residents, businesses and visitors to the Municipal District. These publications are available on the Council Website, at the Council Office or on request to Council.

5.6. Accessibility of Council Information

5.6.1. Council Information will be made available on the Council Website, at the Council Office and/or on request.

5.6.2. Council will, to the extent possible, facilitate access to Council Information by:

MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

Item 6.4 Public Transparency Policy
Appendix 1 Public Transparency Policy - September 2022

- 5.6.2.1. making Council Information available in accordance with this Policy;
- 5.6.2.2. endeavouring to make Council Information accessible electronically and in hard copy, where requested; and
- 5.6.2.3. endeavouring to convert Council Information to different accessible formats where necessary for members of the Community for whom:
 - (a) English is their second language; or
 - (b) disability requires an alternative means to be provided.
- 5.6.3. Where a request is made for access to Council Information that is not on the Council Website or otherwise available at the Council Office, the Chief Executive Officer will:
 - 5.6.3.1. review the request;
 - 5.6.3.2. assess whether the Council Information requested is Confidential Information, or its release would be contrary to the public interest, and
 - 5.6.3.3. notify the Requestor of the outcome of that assessment.
- 5.6.4. If the Council Information requested is assessed under clause 5.6.3 as not being Confidential Information, or its release is assessed as not being contrary to the public interest, the Council Information will be provided to the Requestor.
- 5.6.5. The Council Information will be provided to the Requestor by email unless the:
 - 5.6.5.1. Requestor seeks access in a different form, including by reference to the matters stated in clause 5.6.2.2, in which case the Council Information will be provided in that form, unless it is impracticable to do so; or
 - 5.6.5.2. Chief Executive Officer, having regard to the nature of the Council Information requested, determines that the Council Information should be provided in a different form, such as by inspection.
- 5.6.6. Council will provide such support to the Requestor as it considers reasonable to ensure that the Council Information provided is understood by them.
- 5.6.7. If, under clause 5.6.25.6.2, the Council Information requested is assessed as being Confidential Information, or its release is assessed as being contrary to the public interest, the Requestor will be advised:
 - 5.6.7.1. that the request has been denied;
 - 5.6.7.2. of the reasons for the request being denied; and
 - 5.6.7.3. of alternative mechanisms by which they may seek access to the Council Information (e.g. by making a request under the *Freedom of Information Act 1982*).
- 5.6.8. Any request for access to Council Information by way of an alternative mechanism under clause 5.6.7.3 will be assessed according to the process applicable to it.
- 5.6.9. Where:
 - 5.6.9.1. Council Information requested is assessed under clause 5.6.7 as being Confidential Information, or its release is assessed as being contrary to the public interest; but

MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

Item 6.4 Public Transparency Policy
Appendix 1 Public Transparency Policy - September 2022

5.6.9.2. it is practicable for that Council Information to be provided with deletions so that it is suitable for release to the Requestor; and

5.6.9.3. the Chief Executive Officer believes that the Requestor would want the Council Information in that format,

the Council Information will be provided in that format.

5.7. Council Information that is Not Available

Some Council Information may not be made publicly available. This will occur if the information is Confidential Information, or its release would be contrary to the public interest.

5.7.1. Confidential Information

5.7.1.1. What constitutes Confidential Information is set out in section 3(1) of the Act and includes information within the following categories:

Type	Description
Council business information	Information that would prejudice Council's position in commercial negotiations if prematurely released.
Security information	Information that is likely to endanger the security of Council property or the safety of any person if released.
Land use planning information	Information that is likely to encourage speculation in land values if prematurely released.
Law enforcement information	Information which would be reasonably likely to prejudice the investigation into an alleged breach of the law or the fair trial or hearing of any person if released.
Legal privileged information	Information to which legal professional privilege or client legal privilege applies.
Personal information	Information which would result in the unreasonable disclosure of information about any person or their personal affairs if released.
Private commercial information	Information provided by a business, commercial or financial undertaking that relates to trade secrets or that, if released, would unreasonably expose the business, commercial or financial undertaking to disadvantage.
Confidential meeting information	Records of Council and Delegated Committee meetings that are closed to the public to consider confidential information.
Internal arbitration information	Information provided to, or produced by, an arbiter for the purpose of an internal arbitration process, other than the findings and the reasons.
Councillor Conduct Panel information	Information: <ul style="list-style-type: none"> provided to, or produced by, a Principal Councillor Conduct Registrar, for the purposes of an application to form a Councillor Conduct Panel; or

MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

Item 6.4 Public Transparency Policy
Appendix 1 Public Transparency Policy - September 2022

Type	Description
	<ul style="list-style-type: none"> • provided to, or produced by, a Councillor Conduct Panel for the purposes of conducting a hearing, other than a decision or reasons for a decision; or • comprising any part of a statement of reasons or other document under the control of a Councillor Conduct Panel that the Councillor Conduct Panel determines contains confidential information.
Confidential information under the 1989 Act	Information that was confidential information for the purposes of section 77 of the <i>Local Government Act 1989</i> .

- 5.7.1.2. In the interests of transparency, Council may, by resolution, determine to release information to the public even though it is Confidential Information.
- 5.7.1.3. A decision under clause 5.7.1.2 will generally only be made if Council, on the advice of the Chief Executive Officer, is satisfied that releasing the Confidential Information would not:
- (a) be consistent with any legal or contractual obligation;
 - (b) cause disadvantage to any person, including Council; and
 - (c) otherwise be contrary to the public interest
- 5.7.2. Contrary to the Public Interest
- 5.7.2.1. Council Information will not be made publicly available if doing so would be contrary to the public interest.
- 5.7.2.2. When assessing whether making certain Council Information publicly available would be contrary to the public interest, the Chief Executive Officer will have regard to, among other things:
- (a) the sensitivity of the Council Information;
 - (b) whether the Council Information comprises a draft, or otherwise is no longer current, and
 - (c) any adverse effect that releasing the Council Information would have on the effectiveness of Council's decision-making processes.
- 5.7.2.3 Without limiting clause 5.7.2.2, factors that might lead to a decision that the release of Council Information is contrary to the public interest might include whether release would be likely to:
- (a) disclose Personal Information or Health Information;
 - (b) disclose information or opinions of a preliminary nature such that they might :
 - i. mislead the Community with respect to Council's position on a matter; or
 - ii. have a substantial adverse effect on the economy of the Municipal District;

MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

Item 6.4 Public Transparency Policy
Appendix 1 Public Transparency Policy - September 2022

- (c) prejudice discussions or negotiations between Council and any other party, in relation to a contract, legal proceedings or any other matter;
- (d) impair or otherwise impact on:
 - i. Council's ability to obtain information in future that is similar in nature to the Council Information;
 - ii. Negotiations with respect to employment arrangements for Officers; or
 - iii. Defence, prosecution and settlement of legal proceedings; or
- (e) impact on the reasonable allocation of Council's resources, including in responding to requests for Council Information that are assessed by the Chief Executive Officer as being frivolous, vexatious or repetitious in nature.

5.8. Public Awareness of Availability of Council Information

Council will ensure public awareness of this Policy and the availability of Council Information by:

- 5.8.1. publishing this Policy on the Council Website;
- 5.8.2. making this Policy available for inspection at Council office;
- 5.8.3. converting this Policy to such accessible formats, having regard to clause 5.6.2.2, as the Chief Executive Officer determines; and
- 5.8.4. ensuring that all Officers:
 - 5.8.4.1. are aware of this Policy and its effect, and
 - 5.8.4.2. direct members of the Community to this Policy when access to Council Information is sought.

5.9. Human Rights Charter

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:

- 5.9.1. Not to have their privacy interfered with (section 13); and
- 5.9.2. Take part in public life (section 18), by having the opportunity to:
 - 5.9.2.1. Participate in the conduct of Council's affairs;
 - 5.9.2.2. Have access to Council and Council Information.

5.10. Dissatisfaction with the Application of this Policy

5.10.1. If a Requestor is dissatisfied with Council's application of, or believes that Council has acted inconsistently with, this Policy, they can report their dissatisfaction to Council's Manager Legal & Governance [and Risk](#) by:

- 5.10.1.1. email to LegalServices@melton.vic.gov.au; or

MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

Item 6.4 Public Transparency Policy
Appendix 1 Public Transparency Policy - September 2022

5.10.1.2. telephone on 03 9747 7200

5.10.2 If the Requestor believes that the matter remains unresolved, it can be reported to the Victorian Ombudsman by:

5.10.2.1 making a complaint online at
<https://www.ombudsman.vic.gov.au/complaints>; or

5.10.2.2 telephone on 03 9613 6222.

5.11. Application of this Policy

5.11.1. This Policy applies to all Council Information, except Council Information which is made available, or is otherwise accessible, under another Act (other than an Act which refers to this Policy).

5.11.2. Without limiting the generality of clause 5.11.1, this Policy does not apply to Council Information which is:

5.11.2.1. required to be made available under the *Planning and Environment Act 1987*;5.11.2.2. required to be made available under the *Building Act 1993*; or

5.11.2.3. otherwise required to be made available on payment of a fee or charge.

5.12. Monitoring, Evaluation and Review

Council will review this Policy every two years to ensure that it continues to reflect the expectations of the Community with respect to the availability and accessibility of Council Information.

6. Responsibility /Accountability

6.1	Chief Executive Officer is responsible for the application and operation of this Policy.
6.2	Manager Legal_ & Governance and Risk is responsible for maintaining this Policy.
6.3	All Councillors and Council officers are responsible for compliance with the requirements of this Policy.

7. References and links to legislation and other documents

Name	Location
<i>Local Government Act 2020</i>	Available via https://www.legislation.vic.gov.au/
<i>Local Government Act 1989</i>	Available via https://www.legislation.vic.gov.au/
<i>Charter of Human Rights and Responsibilities Act 2006</i>	Available via https://www.legislation.vic.gov.au/
<i>Building Act 1993</i>	Available via https://www.legislation.vic.gov.au/
<i>Freedom of Information Act 1982</i>	Available via https://www.legislation.vic.gov.au/
<i>Health Records Act 2001</i>	Available via https://www.legislation.vic.gov.au/
<i>Planning and Environment Act 1987</i>	Available via https://www.legislation.vic.gov.au/

MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

Item 6.4 Public Transparency Policy

Appendix 1 Public Transparency Policy - September 2022

<i>Privacy and Data Protection Act 2014</i>	Available via https://www.legislation.vic.gov.au/
Freedom of Information Procedure	Available via Intranet
Governance Rules	Available via Intranet and Council's website www.melton.vic.gov.au
Part II Statement	Available via Council's website www.melton.vic.gov.au

MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

Item 6.4 Public Transparency Policy
Appendix 1 Public Transparency Policy - September 2022**Appendix 1**

For the purposes of clause 5.4 of this Policy, the following Council Information will generally, and subject to this Policy, be made available either on the Council Website or on request by a member of the Community:

1. Documents such as:

- Plans and Reports adopted by Council;
- Council Policies;
- ~~Project and Service Plans;~~
- ~~Meeting Agendas;~~
- ~~Minutes of Meetings;~~
- ~~Audit and Risk Committee Charter;~~
- ~~Terms of Reference for Delegated Committees;~~
- ~~Gift Registers for Councillors and Council Staff;~~
- ~~Travel Registers for Councillors and Council Staff;~~
- ~~Registers of Conflicts of Interest disclosed by Councillors and Council Staff;~~
- ~~Registers of Leases entered into by Council (Register of Leased Assets);~~
- ~~Register of Delegations;~~
- ~~Register of Authorised Officers;~~
- ~~Register of Election Campaign Donations;~~
- ~~Summary of Personal Interests; and~~
- ~~any other Registers or Records required by the Act or any other Act.~~

2. Process information such as:

- application processes for approvals, permits, grants, access to Council services;
- decision-making processes (Governance Rules);
- Guidelines and Manuals;
- Community Engagement Processes; and
- Complaints Handling Processes.

3. ~~The following Council Information will be available on Council's website:~~

- ~~Meeting Agendas;~~
- ~~Minutes of Meetings;~~
- ~~Audit and Risk Committee Charter;~~
- ~~Terms of Reference for Delegated Committees;~~
- ~~Gift Registers for Councillors and Council Staff;~~
- ~~Travel Registers for Councillors and Council Staff;~~
- ~~Registers of Conflicts of Interest disclosed by Councillors and Council Staff;~~

MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

Item 6.4 Public Transparency Policy

Appendix 1 Public Transparency Policy - September 2022

- ~~Registers of Leases entered into by Council (Register of Leased Assets);~~
- ~~Register of Delegations;~~
- ~~Register of Authorised Officers;~~
- ~~Register of Election Campaign Donations;~~
- ~~Summary of Personal Interests; and~~
- ~~any other Registers or Records required by the Act or any other Act.~~

MINUTES OF THE POLICY REVIEW PANEL

8 SEPTEMBER 2022

7. GENERAL BUSINESS

The Committee noted the Child Safe Policies were received for Councillors' information.

8. NEXT MEETING

Thursday 20 October 2022 at 10.30am.

9. CLOSE OF BUSINESS

The meeting closed at 12.17pm.

Confirmed

Dated this

.....CHAIRPERSON

12.2 AUDIT AND RISK COMMITTEE MINUTES FOR MEETING HELD 19 SEPTEMBER 2022

Author: Bradley Dosser - Manager Legal, Governance & Risk
Presenter: Roslyn Wai - Chief Executive Officer

PURPOSE OF REPORT

To present to Council the unconfirmed minutes of the Audit and Risk Committee meeting held on Wednesday 19 September 2022.

RECOMMENDATION:

That Council:

1. Note the unconfirmed minutes of the Audit and Risk Committee meeting held on Wednesday 19 September 2022, provided as **Appendix 1** to this report.
2. Adopt the recommendations arising within the minutes.

REPORT

1. Executive Summary

The unconfirmed minutes of the Audit and Risk Committee meeting held on 19 September 2022 are appended to this report as **Appendix 1**.

The minutes contain recommendations for the consideration of Council.

2. Background/Issues

The Audit and Risk Committee is established by the Council pursuant to Section 53 of the *Local Government Act 2020* ('the Act').

The primary function and responsibility of the Audit and Risk Committee is to monitor the compliance of Council policies and procedures with the Act including any regulations, and chiefly, the overarching governance principles, Council's financial and performance reporting, Council's risk management and fraud prevention systems and controls and oversee the internal and external audit function.

The Audit and Risk Committee makes recommendations to Council for its consideration. These recommendations are set out in the minutes attached at **Appendix 1** for matters that the Audit and Risk Committee considered.

3. Council and Wellbeing Plan Reference and Policy Reference

The Melton City Council 2021-2025 Council and Wellbeing Plan references:

6.3 An organisation that demonstrates excellence in civic leadership and governance.

6.3.1 Maintain a high level of transparent, accountable, unbiased and representative governance.

4. Financial Considerations

Any and all financial considerations are set out within the reports and minutes of the Audit and Risk Committee.

5. Consultation/Public Submissions

Not applicable.

6. Risk Analysis

A risk analysis is contained within each report to the Audit and Risk Committee.

Risks identified by the Audit and Risk Committee and recommendations in relation to same should be carefully considered by Council as these represent an independent and forensic appraisal of the issues.

7. Options

The Audit and Risk Committee is not a delegated committee and operates in an advisory capacity to Council, therefore Council has the discretion to accept, reject or amend the Committee's recommendations.

LIST OF APPENDICES

1. Minutes of A&RC Meeting 19 September 2022



MELTON CITY COUNCIL

**Minutes of the Audit and Risk Committee
Meeting of the Melton City Council**

19 September 2022

MINUTES OF THE AUDIT AND RISK COMMITTEE MEETING19 SEPTEMBER 2022**TABLE OF CONTENTS**

1.	WELCOME / ELECTION OF CHAIR (IF REQUIRED)	3
2.	APOLOGIES AND LEAVE OF ABSENCE	3
3.	DECLARATION OF INTEREST AND/OR CONFLICT OF INTEREST	3
4.	MINUTES OF PREVIOUS MEETINGS	3
5.	OTHER BUSINESS CARRIED OVER FROM A PREVIOUS MEETING	5
5.1	MANAGEMENT RESPONSES TO ANY AUDIT FINDINGS	5
	To advise the Audit and Risk Committee of the interim audit findings and management responses.	
6.	PRESENTATION OF STAFF REPORTS	7
6.1	ANNUAL WORK PLAN FOR 2022 AND TRACKING REPORT FOR AUDIT & RISK COMMITTEE ACTIONS	7
	To allow the Committee to check the agenda for this meeting against the <i>Annual Work Plan 2022</i> and to present to the <i>Tracking Report for Audit & Risk Committee Actions</i> as at September 2022.	
6.2	DRAFT EXTERNAL AUDIT MANAGEMENT LETTER 2021/22	9
	To report to the Audit and Risk Committee the draft external audit management letter findings from the 2022 audit.	
6.3	DRAFT ANNUAL FINANCIAL STATEMENTS AND PERFORMANCE STATEMENT - 30 JUNE 2022	11
	To present to Audit and Risk Committee for approval the draft Annual Financial Statements and Performance Statement for 30 June 2022, prior to reports being submitted to Council's Auditor, in accordance with section 99(2) of the <i>Local Government Act 2020</i> .	
6.4	EXTERNAL AUDITOR PERFORMANCE 2021/22	15
	To report to the Audit and Risk Committee on the performance of the external auditor.	
6.5	FINANCE REPORT - PERIOD ENDED 30 JUNE 2022	17
	To present the 2021/2022 Finance report for the 12 months ended 30 June 2022 (the Report).	

<u>MINUTES OF THE AUDIT AND RISK COMMITTEE MEETING</u>		<u>19 SEPTEMBER 2022</u>
6.6	INVESTMENT HOLDING REPORT AS AT 30 JUNE 2022	20
	To present the Investment Holding Report for the 12 months ended 30 June 2022 (the Report).	
6.7	DRAFT MELTON CITY COUNCIL LONG TERM FINANCIAL PLAN 2022 - 2032	22
	Audit Committee to note Melton City Council Financial Plan 2022-2032.	
6.8	INTERNAL AUDIT RECOMMENDATIONS TRACKING REPORT FOR SEPTEMBER 2022	25
	To present the <i>Internal Audit Recommendations Tracking Report for September 2022</i> (the Report).	
7.	MEET WITH AUDITORS IN THE ABSENCE OF MANAGEMENT	28
8.	OTHER MATTERS RAISED BY THE COMMITTEE	27
9.	CONFIDENTIAL BUSINESS AND CHIEF EXECUTIVE OFFICER REPORT	28
8.	NEXT MEETING	28
9.	CLOSE OF BUSINESS	28

MINUTES OF THE AUDIT AND RISK COMMITTEE MEETING19 SEPTEMBER 2022**MELTON CITY COUNCIL****MINUTES OF THE AUDIT AND RISK COMMITTEE MEETING OF THE
MELTON CITY COUNCIL HELD VIA VIDEOCONFERENCE ON 19
SEPTEMBER 2022 AT 1.00 PM**

Present: Mr R. Tommasini, Chairperson, Independent External Member
Mr F. Mansoor, Independent External Member
Mr J. Watson, Independent External Member
Cr G. Kesic, Mayor
Cr J. Shannon, Councillor

Attendance: Ms R. Wai, Chief Executive Officer
Mr P. Leersen, Chief Financial Officer
Mr B. Dosser, Manager Legal, Governance & Risk
Ms N. Marino, Acting Manager Finance
Mr. A. Ramdas, Ramdas, Risk Officer
Ms C. Santoro, Senior Administration Officer

Invited Guests: Mr N. Walker, External Auditor
Mr P. Shah, External Auditor

1. WELCOME / ELECTION OF CHAIR (IF REQUIRED)

The Chairperson opened the meeting and welcomed the committee members.
Mr Leersen introduced himself to Committee members

2. APOLOGIES AND LEAVE OF ABSENCE

Nil.

3. DECLARATION OF INTEREST AND / OR CONFLICT OF INTEREST

Nil.

4. MINUTES OF PREVIOUS MEETINGS**RECOMMENDATION:**

That the Minutes of the Audit and Risk Committee Meeting held on 3 August 2022 and adopted by Council at the Ordinary Meeting held on 12 September 2022 be noted.

MINUTES OF THE AUDIT AND RISK COMMITTEE MEETING

19 SEPTEMBER 2022

MOTION:

Mr Watson/ Cr Shannon.

That the Minutes of the Audit and Risk Committee Meeting held on 3 August 2022, circulated out of session for members endorsement and presented to Council at the Ordinary Meeting held on 12 September 2022, be accepted.

CARRIED

The Chair requested and was provided with confirmation that requested changes to the Minutes had been made.

MINUTES OF THE AUDIT AND RISK COMMITTEE MEETING19 SEPTEMBER 2022**5. OTHER BUSINESS CARRIED OVER FROM A PREVIOUS MEETING****5.1 MANAGEMENT RESPONSES TO ANY AUDIT FINDINGS**

Author: Natalie Marino - Acting Finance Manager
Presenter: Peter Leersen - Chief Financial Officer

PURPOSE OF REPORT

To advise the Audit and Risk Committee of the interim audit findings and management responses.

RECOMMENDATION:

That Council note that the Audit and Risk Committee have reviewed contents of this report and no further action is required.

AUDIT & RISK COMMITTEE DISCUSSION POINTS

The Chief Financial Officer, Peter Leersen, informed the Committee that the ICT physical security policy document has been updated and external auditors have assessed the matter as resolved.

The Committee Noted and Endorsed the Report

REPORT**1. Executive Summary**

Report outlines first interim phase of the 2022 audit and findings from that phase of the audit.

2. Background/Issues

The interim management letter, which was received on 3rd May 2022, provides a summary of audit findings from the interim phase of Melton City Council audit.

There was one matter raised in this letter that is now resolved.

- An Information Communication and Technology (ICT) physical security policy document has not been formally adopted. Furthermore, ICT documents developed by Melton have not been periodically reviewed.

The ICT physical security policy document matter has been attended to by management and external auditors have assessed the matter as resolved

3. Audit and Risk Committee Annual Plan Reference

The Melton City Council Audit and Risk Committee Annual Plan references:

28. Review report on management responses to any audit findings and ensure appropriate and timely

MINUTES OF THE AUDIT AND RISK COMMITTEE MEETING

19 SEPTEMBER 2022

4. Financial Considerations

Financial considerations are outlined above.

5. Consultation/Public Submissions

Consultation undertaken with external auditors HLB Mann Judd.

6. Risk Analysis

Risk analysis information is contained in the body of the attached Draft External Management Letter.

7. Options

The Audit and Risk Committee can recommend to Council that it:

- (a) Note the report as per the recommendation;
- (b) Request further information/clarification if deemed necessary.

LIST OF APPENDICES

- 1. Interim Management Letter

MINUTES OF THE AUDIT AND RISK COMMITTEE MEETING19 SEPTEMBER 2022

6. PRESENTATION OF STAFF REPORTS**6.1 ANNUAL WORK PLAN FOR 2022 AND TRACKING REPORT FOR AUDIT & RISK COMMITTEE ACTIONS**

Author: Cheryl Santoro - Senior Administration Officer
Presenter: Bradley Dosser - Manager Legal, Governance & Risk

PURPOSE OF REPORT

To allow the Committee to check the agenda for this meeting against the *Annual Work Plan 2022* and to present to the *Tracking Report for Audit & Risk Committee Actions* as at September 2022.

RECOMMENDATION:

That the Council note that the Audit and Risk Committee checked the agenda against the *Annual Work Plan 2022* and reviewed the *Tracking Report for Audit & Risk Committee Actions* as at September 2022 and that no further action is required.

AUDIT & RISK COMMITTEE DISCUSSION POINTS

The Committee recommended that a date of Officer's current comment be included within the Audit and Risk Committee Tracking Report.

The Committee also recommended that a target date column be included within the Audit and Risk Committee Tracking Report.

The Committee Noted and Endorsed the Report**Action:**

Date of Officer's current comment and column for target date be included within future Audit and Risk Committee Tracking reports.

REPORT**1. Executive Summary**

As requested at the Audit Committee meeting held 11 December 2019, the *Annual Work Plan*, approved annually and the *Tracking report for Audit & Risk Committee Actions* are presented to the Committee as a standing item on this agenda.

This agenda addresses all items in the Annual Work Plan 2022 scheduled for September 2022.

MINUTES OF THE AUDIT AND RISK COMMITTEE MEETING**19 SEPTEMBER 2022**

2. Background/Issues

The *Annual Work Plan 2022* is attached as **Appendix 1** and the *Tracking report for Audit and Risk Committee Actions* as at September 2022 is attached as **Appendix 2**.

This agenda addresses all items in the Annual Work Plan 2022 scheduled for September 2022.

3. Audit Committee Annual Plan Reference

The Melton City Council Audit and Risk Committee Annual Plan references:

37. A&RC Charter

4. Financial Considerations

There are no financial considerations in relation to this report.

5. Consultation/Public Submissions

No consultation was required in the preparation of this report.

6. Risk Analysis

N/A

7. Options

Make a different recommendation to Council based on the Tracking Report.

LIST OF APPENDICES

1. Audit & Risk Committee Annual Workplan for 2022
2. Tracking Report for Audit & Risk Committee Actions as at September 2022

MINUTES OF THE AUDIT AND RISK COMMITTEE MEETING19 SEPTEMBER 2022**6.2 DRAFT EXTERNAL AUDIT MANAGEMENT LETTER 2021/22**

Author: Natalie Marino - Acting Finance Manager
Presenter: Nick Walker – External Auditor

PURPOSE OF REPORT

To report to the Audit and Risk Committee the draft external audit management letter findings from the 2022 audit.

RECOMMENDATION:

That Council note that the Audit and Risk Committee have reviewed contents of this report and no further action is required.

AUDIT & RISK COMMITTEE DISCUSSION POINTS

The External Auditor, Nick Walker discussed the audit findings for the 2021-22 Financial Report and Performance Statement.

There were four unresolved findings in relation to internal control weakness and were assessed as moderate. Council Officers have accepted three of the four recommendations and set targets to resolve these matters. The recommendation not accepted relates to password constraint settings which does not meet requirements stated in the ISM Standard and best practice guidelines, but management have stated this will be reviewed by the Information Security Risk Management Committee and entered into risk register.

The Committee requested the final Management letter 2021/22 be distributed to Committee members when complete.

The Committee Received and Noted the Report***Action:***

The final Management letter 2021/22 be distributed to Committee members when complete.

REPORT**1. Executive Summary**

HLB Mann Judd, VAGO Audit Service provider completed the 30 June 2022 audit and are presenting their management letter finds to the Audit and Risk Committee.

There are four findings, three of which Council Officers have agreed to address.

2. Background/Issues

The Draft External Management Letter will be discussed at the Audit and Risk Committee meeting on 19 September 2022.

MINUTES OF THE AUDIT AND RISK COMMITTEE MEETING**19 SEPTEMBER 2022**

Included in the report is the assessment of the audit significance of the findings, which fall into the following categories:

- internal control weaknesses ; and
- financial reporting and performance statement reporting.

There were four unresolved findings in relation to internal control weakness which was related to:

1. Council has not formalised / established some of the ICT documentation.
2. Password constraint settings on Windows AD does not align with the industry better practice requirements.
3. Periodic Disaster Recovery tests are not performed on a periodic basis at Melton City Council.
4. ASAE3402 report for the in-scope application (Authority) was not obtained.

Internal control items were assessed as moderate. Council Officers have accepted three of the four recommendations (1, 3 and 4) and set targets to resolve the matters. Item 2 has been noted but assessed as not feasible for the in-scope application. This finding will be entered in the risk register.

3. Audit Committee Annual Plan Reference

The Melton City Council Audit and Risk Committee Annual Plan references:

3. Review outcomes of audit, annual Financial report and annual Performance statement

4. Financial Considerations

Financial considerations are outlined in the report.

5. Consultation/Public Submissions

Consultation with Council Officers was undertaken by external auditors HLB Mann Judd in the preparation of this report.

6. Risk Analysis

Risk analysis information is contained in the body of the attached Draft External Management Letter.

7. Options

The Audit and Risk Committee can recommend to Council that it:

1. Request further information/clarification if deemed necessary

LIST OF APPENDICES

1. Draft Management Letter 2021/22

MINUTES OF THE AUDIT AND RISK COMMITTEE MEETING19 SEPTEMBER 2022**6.3 DRAFT ANNUAL FINANCIAL STATEMENTS AND PERFORMANCE STATEMENT -
30 JUNE 2022****Author: Natalie Marino - Acting Finance Manager
Presenter: Peter Leersen – Chief Financial Officer****PURPOSE OF REPORT**

To present to Audit and Risk Committee for approval the draft Annual Financial Statements and Performance Statement for 30 June 2022, prior to reports being submitted to Council's Auditor, in accordance with section 99(2) of the *Local Government Act 2020*.

RECOMMENDATION:

That Council:

1. Approve, in principle, the draft Annual Financial Statements and Performance Statement for 30 June 2022 at **Appendix 1** and **2**.
2. Authorise the Mayor, Cr Goran Kesic and Deputy Mayor, Cr Lara Carli to approve the Statements in their final form after any changes recommended, or agreed, by the Auditor have been made, pursuant to sections 99(2) and 99(3) of the *Local Government Act 2020*.

AUDIT & RISK COMMITTEE DISCUSSION POINTS

Prior to the meeting a list of questions were received from a Committee member regarding the draft Financial Statements and Performance Statement 30 June 2022. These questions were answered with explanation by Acting Finance Manager, Natalie Marino, and returned to the Committee member prior to commencement of meeting, which were also discussed and covered under this Agenda item.

The Chief Financial Officer, Peter Leersen thanked Natalie and the Finance team on the preparation of the statements and informed the Committee that the format of the Financial Statement are identical to previous year with the exception of two small disclosure changes being note 3 and note 5(b).

The Financial and Performance Statements are prepared to meet the requirements of the *Local Government Act 2020* and *Local Government (Planning and Reporting) Regulations 2014*.

Note 2.1 provides a commentary of this year's performance of income and expenditure plus capital spend against budget that are deemed material in nature (lower of 10% or \$250k).

The following documents were forwarded to Committee members prior to the commencement of meeting:

- Governance & Management Checklist 2022
- draft VAGO Closing Report for Financial Year Ended 30 June 2022
- draft Management Representation Letter

The Victorian Auditor-General's Office representative, Nick Walker from the external auditors HLB Mann Judd, presented the VAGO Closing Report and noted that there were no adverse audit findings in relation to the 2021/22 financial statements and performance statement.

MINUTES OF THE AUDIT AND RISK COMMITTEE MEETING

19 SEPTEMBER 2022

That subject to completion of all audit procedures and any adjustments or suggestions arising from matters identified by members of the Audit and Risk Committee (the Committee) prior to or during the meeting:

1) The Committee notes the report by the Chief Financial Officer, the VAGO Closing Report, the draft VAGO Final Management Letter, draft Management Representation Letters to VAGO and Council, the Annual Financial Statements, and the Annual Performance Statement (the Statements) and Governance and Management Checklist;

2) The committee notes the advice of the external auditor that it is expected that VAGO will issue an unqualified audit opinion;

3) The Committee recommends that Council record its approval 'in principle' to the Statements for the year ended 30 June 2022 and that Council:

3.1 Authorise the Chief Executive Officer to send the Statements to the Victorian Auditor-General;

3.2 Authorise the Chief Executive Officer, the Mayor, and another councillor to certify the final version of the Statements; and

3.3 Authorise the Chief Financial Officer to make any non-material changes to the Statements arising from the completion of audit procedures;

3.4 Authorise the Chief Financial Officer to make any material changes to the Statements arising from the completion of audit procedures after discussion with the Chair of the Committee and reporting the changes to Council;

4) That copies of the signed Statements to be provided to the members of the Audit and Risk Committee; and

5) That Audit and Risk Committee record its appreciation to the council officers involved in the preparation of the Statements.

REPORT

1. Executive Summary

Each year, individual local governments across Victoria are required to present a set of audited financial statements and performance statements to their Council and community.

The financial statements contain information on the financial performance, financial position and cash flows of Council for the financial year ended 30 June 2022. The format of the financial statements is standard across all Victorian Councils and complies with both the accounting and reporting requirements of Australian Accounting Standards and requirements as set down by Local Government Victoria.

The performance statement includes the results of the prescribed sustainable capacity, service performance and financial performance indicators and measures together with a description of the municipal district and an explanation of material variations in the results. This statement has been prepared to meet the requirements of the *Local Government Act 2020* and *Local Government (Planning and Reporting) Regulations 2014*.

MINUTES OF THE AUDIT AND RISK COMMITTEE MEETING**19 SEPTEMBER 2022**

There were no adverse audit finds in relation to the 2021/2022 financial statements and performance statement.

Council remains in a strong financial position with a strong balance sheet and the 2021/2022 underlying financial performance was favourable to budget and in surplus despite the impacts of the COVID-19 global pandemic.

2. Background/Issues

The performance and financial statements must be certified by senior staff and Councillors as "presenting fairly" the Council's financial results for the year as well as Council's financial position and are required to be adopted by Council.

Council's financial statements and performance statements are required to be audited by external auditors. The auditor provides audit reports which gives an opinion on whether the statements present fairly the Council's financial performance, position and other indicators.

The financial statements and performance statements are publicly available documents and are used by (but not limited to) Councillors, residents and ratepayers, employees, suppliers, contractors, customers, Local Government Victoria, state and federal governments, and financiers including banks and other financial institutions.

While the pandemic had an unfavourable impact on investment returns due to a lower cash rate, Council's revenues remained strong and favourable to budget due largely to a continued growth in development activity. Continued prudent management of Council's operating costs enabled a modest underlying surplus to be generated by Council in 2021/2022.

Council's overall comprehensive result was a surplus of \$424.6 million which was largely attributable to \$252.4 million in contributed monetary and non-monetary assets from developers.

Council's has a total of \$487.7 million in cash and term deposits at year end. This balance includes general and restricted investments representing carry forward expenditure, employee entitlements, and developer contributions received for future capital works. The working capital ratio for the YTD period is a healthy 1:3.1.

3. Audit Committee Annual Plan Reference

The Melton City Council Audit and Risk Committee Annual Plan references:

4. Recommend adoption of Annual Financial Report and Annual Performance report

4. Financial Considerations

Financial considerations are contained in the respective reports listed as appendices.

5. Consultation/Public Submissions

N/A.

6. Risk Analysis

Presentation and certification of Annual Financial Statements and Performance Statement for 30 June 2022 will ensure Council's continued compliance with the legislative requirements and ensure transparency with regards to its financial performance.

MINUTES OF THE AUDIT AND RISK COMMITTEE MEETING

19 SEPTEMBER 2022

7. Options

The Audit and Risk Committee:

1. Note the report;
2. Request further information/clarification if deemed necessary.

LIST OF APPENDICES

1. Draft Financial Statements 2021/22
2. Draft Performance Statements 2021/22
3. Governance & Management Checklist 2022
4. Draft VAGO Closing Report for Financial Year Ended 30 June 2022
5. Draft Management Representation Letter

MINUTES OF THE AUDIT AND RISK COMMITTEE MEETING19 SEPTEMBER 2022**6.4 EXTERNAL AUDITOR PERFORMANCE 2021/22**

Author: Natalie Marino - Acting Finance Manager
Presenter: Natalie Marino - Acting Finance Manager

PURPOSE OF REPORT

To report to the Audit and Risk Committee on the performance of the external auditor.

RECOMMENDATION:

That Council note that the Audit and Risk Committee have reviewed contents of this report and no further action is required.

AUDIT & RISK COMMITTEE DISCUSSION POINTS

The Acting Finance Manager, Natalie Marino, informed the Committee that challenges were faced within the current environment, with the external audit providing Council with a one week for year-end audit, (least two weeks were provided for previous year-end audits), which was challenging for both audit and Council officers.

A Committee member suggested that a future survey be undertaken for internal and external auditors regarding performance/challenges and a template for this survey can be provided.

The Committee Received and Noted the Report**Action:**

Mr John Watson to provide template for survey regarding Internal and External Auditors.

REPORT**1. Executive Summary**

Chief Financial Officer and Manager Finance have assessed the performance of the external auditor as very good, given challenges faced in the current environment. Manager Finance will provide further detail verbally at the Audit and Risk Committee meeting 19 September 2022.

2. Background/Issues

Chief Financial Officer and Manager Finance have assessed the performance of the external auditor as very good, given challenges faced in the current environment. External audit provides Council with one week for year-end audit which is challenging for both auditors and Council officers that may need to be reconsidered. Despite this, knowledge of Council's operations, systems and processes remained solid and the audit was conducted well.

MINUTES OF THE AUDIT AND RISK COMMITTEE MEETING

19 SEPTEMBER 2022

3. Audit Committee Annual Plan Reference

The Melton City Council Audit Committee Annual Plan references:

29. Review performance of External Auditor

4. Financial Considerations

N/A.

5. Consultation/Public Submissions

N/A.

6. Risk Analysis

N/A.

7. Options

The Audit and Risk Committee can recommend to Council that it:

1. Request further information/clarification if deemed necessary

LIST OF APPENDICES

Nil.

MINUTES OF THE AUDIT AND RISK COMMITTEE MEETING19 SEPTEMBER 2022**6.5 FINANCE REPORT - PERIOD ENDED 30 JUNE 2022****Author: Natalie Marino - Acting Finance Manager**
Presenter: Peter Leersen – Chief Financial Officer**PURPOSE OF REPORT**

To present the 2021/2022 Finance report for the 12 months ended 30 June 2022 (the Report).

RECOMMENDATION:

That Council notes that the Audit and Risk Committee has reviewed the Report and that no further action is required.

AUDIT & RISK COMMITTEE DISCUSSION POINTS

Chief Financial Officer, Peter Leersen informed the Committee that the operating surplus for June 2022 was \$291.4 million. This compared with a budgeted result of \$279.1 million, resulted in a favourable variance of \$12.3 million.

Receivables for rates debtors is 12.4 million, which is up \$1.0 million from previous year.

Currently rate debtors is \$8.1 million with Midstate completing initial contacts with ratepayers and commencing visits.

The Committee Received and Noted the Report

REPORT**1. Executive Summary**

This quarterly report compares 12 months ending 30 June 2022 results with the approved budget for the same period.

2. Background/Issues

The operating surplus for June 2022 was \$291.4 million. This compared with a budgeted result of \$279.1 million, resulted in a favourable variance of \$12.3 million.

While the pandemic had an unfavourable impact on investment returns due to a lower cash rate, Council's revenues remained strong and favourable to budget due largely to a continued growth in development activity. Continued prudent management of Council's operating costs enabled a modest underlying surplus to be generated by Council in 2021/2022.

Council's overall comprehensive result was a surplus of \$424.6 million which was largely attributable to \$178.3 million in contributed monetary assets from developers.

MINUTES OF THE AUDIT AND RISK COMMITTEE MEETING**19 SEPTEMBER 2022**

Council's operating surplus is continuing to benefit from strong development activity. Favourable variance is largely attributable to higher than anticipated supplementary rates revenue and statutory fees. Land sales income were higher than budget, reflecting a strong market demand. Favourable variances in employee costs and materials (timing related underspend) are also a driver of savings.

The actual capital expenditure completed at 30 June 2022 was \$51.3 million or 30% of the total budget.

Council's has a total of \$487.7 million in cash and term deposits at quarter end. Cash and term deposit holdings are fully committed, being set aside for restricted reserves, carry forward expenditure, employee entitlements and developer contributions received for future capital works. The working capital ratio for the YTD period is a healthy 1:3.1.

3. Audit Committee Annual Plan Reference

The Melton City Council Audit Committee Annual Plan references:

17. Financial Reporting including Capital Works Progress

4. Financial Considerations

Note the operating result for the quarter ended.

5. Consultation/Public Submissions

N/A.

6. Risk Analysis

Financial reporting will ensure Council's continued compliance with the legislative requirements.

7. Options

The Audit and Risk Committee:

1. Note the report;
2. Request further information/clarification if deemed necessary.

LIST OF APPENDICES

1. Finance Report June 2022

MINUTES OF THE AUDIT AND RISK COMMITTEE MEETING19 SEPTEMBER 2022**6.6 INVESTMENT HOLDING REPORT AS AT 30 JUNE 2022****Author: Natalie Marino - Acting Finance Manager**
Presenter: Peter Leersen – Chief Financial Officer**PURPOSE OF REPORT**

To present the Investment Holding Report for the 12 months ended 30 June 2022 (the Report).

RECOMMENDATION:

That Council note that the Audit Committee reviewed the Report and that no further action is required.

AUDIT & RISK COMMITTEE DISCUSSION POINTS

Chief Financial Officer, Peter Leersen informed the Committee that all investments are compliant to Council's Investment Policy and an unfavourable variance on interests earned for the 2021/22 financial year was \$0.41million, due to lower than anticipated yields.

Commencement to develop an investment framework for the \$178 million strategic reserve is currently underway.

The Committee Received and Noted the Report

REPORT**1. Executive Summary**

This report outlines Council's investments, compliance to policy and performance of investments for 12 months ending 30 June 2022.

2. Background/Issues

This report provides a detailed analysis of Council's investments, including the amount invested within various institutions, compliance with investment policy and performance of investment portfolio against budget.

Council's total investment holding as at 30 June 2022 is \$482.45 million and YTD actual interest earned is \$2.52 million which is \$0.41 million unfavourable to budget. Unfavourable variance is due to lower than anticipated yields, however the market is beginning to recover with Council taking advantage of improved term deposit rates.

3. Audit Committee Annual Plan Reference

The Melton City Council Audit and Risk Committee Annual Plan references:

6. Quarterly Investment Holdings Report

MINUTES OF THE AUDIT AND RISK COMMITTEE MEETING

19 SEPTEMBER 2022

4. Financial Considerations

Note the performance of investments and compliance with Council's investment policy.

5. Consultation/Public Submissions

N/A

6. Risk Analysis

There are no risks associated with the recommendations in this report.

7. Options

The Audit Committee can recommend to Council that it:

1. Note the report as per the recommendation;
2. Request further information/clarification if deemed necessary.

LIST OF APPENDICES

1. Investment Holdings Report as at 30 June 2022

MINUTES OF THE AUDIT AND RISK COMMITTEE MEETING19 SEPTEMBER 2022**6.7 DRAFT MELTON CITY COUNCIL LONG TERM FINANCIAL PLAN 2022 -2032****Author: Natalie Marino - Acting Finance Manager**
Presenter: Peter Leersen – Chief Financial Officer**PURPOSE OF REPORT**

Audit Committee to note Melton City Council Financial Plan 2022-2032.

RECOMMENDATION:

That Council notes that the Audit Committee has reviewed the Report and that no further action is required.

AUDIT & RISK COMMITTEE DISCUSSION POINTS

Chief Financial Officer, Peter Leersen informed the Committee that the draft Financial Plan for 2022-2032 has been updated to reflect the major changes to key assumptions since the original plan was developed and adopted by Council on 27 September 2021.

The Committee Received and Noted the Report

REPORT**1. Executive Summary**

Section 91 of the *Local Government Act 2020* ('the Act') requires that Council must develop, adopt and keep in force a 10-year Financial Plan in accordance with its deliberative engagement practices. Council adopted the Financial Plan at the Ordinary Meeting of Council on 27 September 2021.

This report provides the Audit and Risk committee with an updated Financial Plan for 2022-2032 and highlights challenges presented.

The financial planning process helps Council to understand its requirements to deliver the required levels of service and infrastructure for the community. The Financial Plan outlines how Council will utilise available funds to deliver Council services, programs, and infrastructure, while ensuring that Council is financially sustainable over the long term. It has been prepared through a rigorous process of review by the officers, management and Councillors to ensure that it is aligned to the community vision, long term asset plan and the objectives as set out in other Council strategies and management plans required as per the *Local Government Act 2020*.

2. Background/Issues

Council officers' model the 10-year financial plan on an annual basis internally in accordance with the guiding principles to ensure Council remain financially sustainable over the long term.

MINUTES OF THE AUDIT AND RISK COMMITTEE MEETING19 SEPTEMBER 2022

Council continues to maintain on average a modest positive underlying surplus over the medium to long term with this surplus coming under pressure in the outer years as materials and services growth rate projections exceed that of rates revenue.

Council regularly review its services in detail to ensure that it is operating efficiently and delivering the services required by the community. Council will continually refine the 10-year financial plan as operating costs of new facilities and infrastructure are updated to ensure Council can continue to deliver all services and remain financially sustainable.

It is recommended that Council continues to invest in information technology to improve the efficiency of services to its growing community, to enable greater levels of productivity across Council staff and service providers.

It is prudent that Council develop a strategy that maximises the use of funds received from Developer Contributions to fund Community Infrastructure while minimising the Council's exposure to the increase in land values.

Proceeds from the sale of land from Atherstone Joint Venture continue to be set aside in the Infrastructure & Strategic Investment reserve for major capital works and investments to diversify Council's income streams and reduce reliance on rates income.

Council also need to actively monitor the condition and effectiveness of its assets to consider at what stage to start renewing existing assets compared to building new ones.

3. Key Assumption Changes

The major changes to the key assumptions since the original plan was developed can be summarised as follows:

Total Revenue:

- Rates and charges – future growth rates revised based on updated revenue model
- Grants Operating & Capital – updated based on best estimates that align to capital profile
- Developer contributions - rephased best estimates based on most recent information
- Other income – term deposit rates increased based on changed market conditions

Total Expenses:

- Employee costs – updated to reflect timing of replacement of current staff vacancies
- Material and services – future costs revised based on current tendered service provider costs
- Depreciation – updated to align to rephased capital profile

The following table summarises the key measures and targets that highlight Council's financial sustainability to fund the aspirations of the Community Vision and the Council Plan:

Table 1: Key Financial Sustainability Measures

MINUTES OF THE AUDIT AND RISK COMMITTEE MEETING

19 SEPTEMBER 2022

Policy Statement	Measure	Target	Forecast Actual										
			2021/22	2022/23	2023/24	2024/25	2025/26	2026/27	2027/28	2028/29	2029/30	2030/31	2031/32
Achieve on average modestly positive adjusted underlying result over the medium to long term	Adjusted underlying result greater than \$0	Above \$0m	\$4.1m	\$0.4m	\$8.7m	\$13.1m	\$12.7m	\$11.5m	\$9.2m	\$6.8m	\$4.2m	\$0.6m	\$2.0m
Ensure Council maintains sufficient working capital to meet its debt obligations as they fall due	Current assets/Current Liabilities greater than 1.25	Above 1.25	6.50	5.10	4.65	5.54	7.80	6.55	5.68	4.35	4.50	3.95	3.18
Council will be conservative in its borrowings	Non-current liabilities / Own Source Revenue below 60%	Below 60%	15.3%	13.9%	10.6%	8.5%	7.8%	8.4%	7.6%	8.1%	6.0%	6.0%	5.9%
Council will maintain debt servicing obligations in line with rate income and growth of the municipality.	Borrowing Costs / Rate revenue to remain below 5%	Below 5%	0.3%	0.2%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Provide capital projects to meet the requirements of a growing municipality	Year on year growth in property, infrastructure, plant & equipment at rate comparable to municipal growth	Above 4.5%	9.4%	10.6%	8.3%	9.1%	8.7%	8.5%	6.9%	6.7%	6.6%	6.4%	3.5%

4. Audit Committee Annual Plan Reference

The Melton City Council Audit Committee Annual Plan references:

22. Long Term Financial Strategy

5. Financial Considerations

Council's ongoing financial sustainability will be ensured through prudent financial management as demonstrated in the attached Financial Plan with Council generating an average modestly positive operating surplus over the long term, minimal borrowings and a strong balance sheet with healthy cash reserves to meet future obligations.

6. Consultation/Public Submissions

In February 2021, Melton City Council engaged a community panel to provide input into the development of four strategic documents:

- Community Vision 2041
- Financial Plan 2021-2031
- Asset Plan 2021-2031
- Council and Wellbeing Plan 2021-2025.

The community panel engaged 40 residents, who were representative of the community as a whole, and reflected the diversity of locations, ages and backgrounds of the City of Melton.

The community panel was asked to deliberate on the question of 'what are our aspirations for the growing City of Melton in 2041 and how should we prioritise and resource in order to get there. In response to this remit, the community panel:

- created the vision statement and title for the refreshed 20-year community vision; and
- developed principles to guide the development of the Financial Plan 2021-2031 and Asset Plan 2021-2031

7. Risk Analysis

N/A

8. Options

The Audit Committee:

MINUTES OF THE AUDIT AND RISK COMMITTEE MEETING

19 SEPTEMBER 2022

1. Note the report;
2. Request further information/clarification if deemed necessary.

LIST OF APPENDICES

1. Long Term Financial Plan 2022-2032

MINUTES OF THE AUDIT AND RISK COMMITTEE MEETING19 SEPTEMBER 2022**6.8 INTERNAL AUDIT RECOMMENDATIONS TRACKING REPORT FOR SEPTEMBER 2022**

Author: Cheryl Santoro - Senior Administration Officer
Presenter: Cheryl Santoro - Senior Administration Officer

PURPOSE OF REPORT

To present the *Internal Audit Recommendations Tracking Report for September 2022* (the Report).

RECOMMENDATION:

That Council note that the Audit and Risk Committee reviewed the Report and that no further action is required.

AUDIT & RISK COMMITTEE DISCUSSION POINTS

The Committee requested that in future the Internal Audit Recommendations Tracking report be excluded from Agenda when the draft Annual Financial Statements and Performance Statement are tabled and discussed.

Committee raised concerns that the timeframes between the original due dates and revised due dates regarding the Child Safety Framework recommendations are extensive and should be actioned as a priority.

The Chief Executive Officer, Roslyn Wai informed the Committee Council has recently appointed an Officer to deliver the Child Safety Framework recommendations.

The Chairperson, R. Tommasini advised that he will contact Cheryl Santoro regarding suggested changes to the Internal Audit Recommendations Tracking report out of session.

The Committee Received and Noted the Report**Action:**

The Chairperson to contact Cheryl Santoro regarding suggested changes to the Internal Audit Recommendations Tracking report out of session.

REPORT**1. Executive Summary**

An updated report on the status of recommendations emanating from Internal Audit reports is required to be presented to the Audit and Risk Committee pursuant to the *Annual Work Plan for 2022*.

The Report is attached at **Appendix 1** for the Committee's information.

MINUTES OF THE AUDIT AND RISK COMMITTEE MEETING**19 SEPTEMBER 2022**

2. Background/Issues

Council's internal auditors conduct planned audits.

To track and report on these audits and the resultant reports, the recommendations accepted by Council, upon the Audit and Risk Committee's recommendation, are recorded in Council's Risk Register.

Each internal audit recommendation is assigned an Action Owner. It is the responsibility of the Action Owner to action and report on the progress of addressing the recommendation.

Attached to this report at **Appendix 1** is the *Internal Audit Recommendations Tracking Report for September 2022 (the Report)*. The Report provides an update on the implementation of actions emanating from the internal audits.

Total number of Internal Audit Recommendations	73
Total number of Internal Audit Recommendations completed since last meeting (shaded in green)	0

3. Audit and Risk Committee Annual Plan Reference

The Melton City Council Audit and Risk Committee Annual Work Plan references:

23. Review progress by management on open audit recommendations

4. Financial Considerations

There are no financial considerations in relation to this report.

5. Consultation/Public Submissions

No consultation was required in the preparation of this report.

6. Risk Analysis

Recommendations from each internal audit are recorded in Council's Risk Register for the attention of the respective action owners. Not all recommendations are associated with risk although many are. Nevertheless, the risk register is considered the best place to store and track this information.

Each audit report sets out the main risk and any other risks in relation to the findings and recommendations.

7. Options

The Audit and Risk Committee can:

1. Recommend to Council that it note the report as per the recommendation.
2. Request further information/clarification if required.

LIST OF APPENDICES

1. Internal Audit Recommendations Tracking Report for September 2022

MINUTES OF THE AUDIT AND RISK COMMITTEE MEETING

19 SEPTEMBER 2022

7. MEET WITH AUDITORS IN THE ABSENCE OF MANAGEMENT

It was agreed by Committee members and External Auditor, Mr Walker, that there was no need to meet in the absence of Management.

8. OTHER MATTERS RAISED BY THE COMMITTEE

The Committee acknowledged and congratulated Cheryl on her retirement announcement and thanked her for her contribution regarding the Audit and Risk Committee over the years.

AUDIT AND RISK COMMITTEE MEETING

19 SEPTEMBER 2022

9. CONFIDENTIAL BUSINESS AND CHIEF EXECUTIVE OFFICER REPORT

Nil.

10. NEXT MEETING

Wednesday 23 November 2022.

11. CLOSE OF BUSINESS

The meeting closed at 2.02 pm.

Confirmed

Dated this

.....CHAIRPERSON

12.3 DRAFT ANNUAL FINANCIAL STATEMENTS AND PERFORMANCE STATEMENT - 30 JUNE 2022

Author: Natalie Marino - Acting Finance Manager
Presenter: Peter Leersen - Chief Financial Officer

PURPOSE OF REPORT

To present to Council for approval in principle of the draft Annual Financial Statements and Performance Statement for 30 June 2022, prior to reports being submitted to Council's Auditor, in accordance with section 99(2) of the *Local Government Act 2020*.

RECOMMENDATION:

That Council:

1. Approve, in principle, the draft Annual Financial Statements and Performance Statement for 30 June 2022 at **Appendix 1 and Appendix 2**.
2. Authorise the Mayor, Cr Goran Kesic, Deputy Mayor, Cr Lara Carli and Chief Executive Officer, Roslyn Wai to approve the Statements in their final form after any changes recommended, or agreed, by the Auditor have been made, pursuant to sections 99(2) and 99(3) of the *Local Government Act 2020*.

REPORT

1. Executive Summary

The Audit and Risk Committee meeting on 19 September 2022 discussed and reviewed the draft Annual Financial Statements and Performance Statement for the year ended 30 June 2022. The Audit and Risk Committee has recommended that Council approve the statements prior to them being submitted to the Auditor, as required under the *Local Government Act 2020* ('the Act').

There were no adverse audit findings in relation to the 2021/22 financial statements and performance statement.

Council remains in a strong financial position with a strong balance sheet and the 2021/22 underlying financial performance was favourable to budget and in surplus despite any impacts of the COVID-19 global pandemic.

2. Background/Issues

For the purposes of sections 99(2) and 99(3) of the Act, Council must not submit the Annual Financial Statements and Performance Statement to the auditor unless it has passed a resolution giving its approval in principle to the Statements. The Council must authorise two Councillors to certify the Statements in their final form after any changes are recommended, or agreed to, by the Auditor.

In accordance with section 99(1) of the Act, Council must submit the Statements to the Minister as soon as practical after the end of the financial year.

While the pandemic had an unfavourable impact on investment returns due to a lower cash rate, Council's revenues remained strong and favourable to budget due largely to the continued growth in development activity in the region. Continued prudent management of Councils operating costs enabled a modest underlying surplus to be generated by Council in 2021/22.

Council achieved a surplus of \$291.4 million for 2021/22 which was 0.8 million ahead of last year and a \$12.3 million favourable variance to budget. The result was predominantly driven by higher than anticipated supplementary rates revenue, an increase in land sales income from the Atherstone development and other income related to developer activity.

The total comprehensive result was \$424.6 million for 2021/22 after allowing for a \$133.2 million net asset revaluation increment that occurred during the year.

Council's adjusted underlying operating result was a surplus of \$10.1 million which was \$8.8 million ahead of last year and also favourable to budget. Council's prudent financial management continued to contain costs which assisted in generating an increase in the operating surplus.

Refer table below for the calculation of the adjusted operating surplus.

	2022	2021	Variance
Income	495,783	484,028	11,755
Expenses	204,368	193,408	10,960
Surplus for the year	291,415	290,620	795
Net asset revaluation increment	133,225	21,756	111,469
Total Comprehensive Result	424,640	312,376	112,264
Less: Capital and Non Operating Items			
Contributions - monetary	74,089	33,000	
Contributions - non monetary	178,308	239,280	
Net asset revaluation increment/(decrement)	133,225	21,756	
Fair value increment investments	1,475	0	
Grants - capital	14,825	5,454	
Net gain on disposal of assets	12,635	11,592	
	414,557	311,082	103,475
Adjusted Operating Surplus	10,083	1,294	8,789

Council's has a total of \$487.7 million in cash and term deposits at year end. This balance includes general and restricted investments representing carry forward expenditure, employee entitlements, and developer contributions received for future capital works. The working capital ratio for the YTD period is a healthy 1:3.1.

3. Council and Wellbeing Plan Reference and Policy Reference

The Melton City Council 2021-2025 Council and Wellbeing Plan references:

5. A high performing organisation demonstrating leadership and advocacy: An organisation operating with innovation, transparency, accountability and sustainability

5.3 Effective civic leadership, advocacy, partnerships and good governance.

4. Financial Considerations

There are no direct costs associated with this matter.

5. Consultation/Public Submissions

There is no requirement for public consultation in relation to the draft Annual Financial Statements and Performance Statement 30 June 2022. The Audit and Risk Committee has recommended that Council approve the statements prior to them being submitted to the Auditor, as required under the *Local Government Act 2020*.

6. Risk Analysis

Endorsing the recommendations in this report will ensure Council's continued compliance with the legislative requirements.

7. Options

Council has the option to reject the Officer's recommendations, however this would put Council's ability to meet statutory obligations at risk.

LIST OF APPENDICES

To be provided following receipt of certification by the Victorian Auditor General's Office.

12.4 2021/22 MELTON CITY COUNCIL ANNUAL REPORT

Author: Bob Baker - Corporate Planning and Performance Coordinator
Presenter: Sean McManus - Acting Executive Manager Corporate Strategy and Investment

PURPOSE OF REPORT

To present the Melton City Council Annual Report 2021-2022, pursuant to Sections 98, 99 and 100 of the *Local Government Act 2020*.

RECOMMENDATION:

That Council note the Melton City Council Annual Report 2021-2022 as presented at **Appendix 1**.

REPORT

1. Executive Summary

Council is required to present the Annual Report at a meeting of the Council, open to the public.

Section 98 (1) of the *Local Government Act 2020*, ('the Act') requires Council to prepare an Annual Report in respect of each financial year.

The Annual Report is appended to this report (**Appendix 1**).

2. Background/Issues

Section 98 (2) of the Act requires Council to prepare an Annual Report in respect of each financial year, and specifies that the report must contain:

- a report of operations of the Council
- an audited performance statement
- audited financial statements
- a copy of the auditor's report on the performance statement
- a copy of the auditor's report on the financial statements under Part 3 of the Audit Act 1994
- any other matters prescribed by the regulations.

Section 100 (1) of the Act – for the purposes of section 18 (1) (d), the Mayor must report on the implementation of the Council Plan by presenting the annual report at a Council meeting open to the public. Further Section 100 (2) of the Act requires that the Council Meeting must be held within four months of the end of the financial year in any year other than that of the year of a general election.

The following section provides an overview of highlights from the Annual Report grouped by Council and Wellbeing Plan 2021-2025:

Theme 1 – a safe City that is socially and culturally connected

- Melton Council held 43 online and 8 face to face Citizenship Ceremonies during the course of 2021/22. Over 2,000 people have become Australian Citizens as a result of attending these Ceremonies.
- A number of initiatives, including International Women’s Day, were delivered as part of Council’s commitment to raising community awareness of and the prevention of family violence in the community.
- A COVID Impacts Report has been finalised, adopted, published and been circulated.
- The Arnolds Creek Kindergarten Extension Project was completed with the Kinder now licensed and operating.
- As part of Council's Major Event program, Australia Day, Lakeside Alive and Illuminate Melton were successfully delivered in January, March and April respectively.
- The Growing and Thriving: All Abilities and All Ages Strategy was endorsed by Council in June 2022.
- Through ongoing advocacy efforts, a localised provision of an Orange Door service will operate from the Western BACE in Cobblebank to provide family violence services.

Theme 2 – a vibrant and healthy natural and built environment

- Development of Environmental Management Guidelines were finalised and are now available on Council’s website.
- The Environmental Enhancement Program was completed for 2021/22.
- A commemorative space, co-designed by the Melton Historical Society and the Wurundjeri Woi-wurrung Cultural Heritage Aboriginal Council, was established in the historical section of the Melton Cemetery.
- Delivered the Heritage Festival in April 2022.

Theme 3 – a fast growing, innovative and well-planned City

- Completed the Melton South and Scott Street Revitalisation program which saw some twenty businesses receive a shopfront renewal, supported by funding from the State Government.
- We officially opened the \$31 million Cobblebank Indoor Stadium in April 2022 – a new six court multi-purpose facility.
- Completed the construction of the Hillside Recreation Reserve Pavilion extension and refurbishment.
- Development of the City of Melton Cricket Strategy.
- Completed an Integrated Transport Model for Melton.
- Council constructed a total of 15,092 metres of pathways this financial year.

Theme 4 – a City that promotes greater education and employment

- A Global Learning Festival was delivered in conjunction with Wyndham City Council in November 2021. Over 2,000 people participated in events over the four days of the festival.
- Completed State and Federal budget submissions and the updated Advocacy Priorities booklet which was shared with local Members of Parliament and relevant Ministers.

- Council delivered a suite of online learning programs with over 5,500 people participating in 105 community programs.
- A number of events were held post-Covid to reinvigorate civic pride and economic uplift including, illuminate the Melton Town Centre, Lakeside Alive in Caroline Springs, Diggers Rest Magic Series, and Hillside Putt and Play.

Theme 5 – a community that is actively engaged in the City

- Council undertook significant advocacy programs including lobbying for:
 - Improved public transport networks
 - Primary and Secondary school provision
 - Tertiary education
 - The Melton Hospital
 - A range of key infrastructure projects
- We launched our 2021 federal and state election campaign – Fix Our Roads – which aims to achieve investment in a roads package for Melton.
- In response to the Local Government Act 2020, Council developed a Deliberative Engagement Action Plan.
- A number of online service improvements were delivered to improve the customer experience for the Melton community.

Theme 6 – a high performing organisation that demonstrates civic leadership and organisational excellence

- The Council and Wellbeing Plan 2021-2025 was adopted by Council in September 2021.
- Growing and Thriving: A Strategy for All Abilities and All Ages was finalised and approved by Council. The Strategy aligns Council's planning and service delivery for key life stages and support needs.

The 2021-2022 Annual Report is the second annual report as it relates to the Council and Wellbeing Plan 2021-2025.

3. Council and Wellbeing Plan Reference and Policy Reference

The Melton City Council 2021-2025 Council and Wellbeing Plan references:

6. A high performing organisation that demonstrates civic leadership and organisational excellence

6.3 An organisation that demonstrates excellence in civic leadership and governance.

4. Financial Considerations

Preparation of the Annual Report is provided for in Council's recurrent expenditure Budget.

5. Consultation

The Local Government Act 2020 Section 100 – Meeting to consider the annual report provides that:

- (1) For the purposes of section 18(1) (d), the Mayor must report on the implementation of the Council Plan by presenting the annual report at a Council meeting open to the public.

- (2) The Council Meeting must be held—
- a. in the year of a general election, on a day not later than the day before election day;
and
 - b. in any other year, within 4 months of the end of the financial year.

6. Risk Analysis

Not applicable.

7. Options

Council has a statutory obligation to consider the Annual Report at a formal meeting of Council.

LIST OF APPENDICES

To be provided following receipt of certification by the Victorian Auditor General's Office.

12.5 RESPONSE TO NOTICE OF MOTION 825 (CR TURNER): TIMING OF MAJOR INTERSECTIONS AND JUNCTIONS WITHIN THE MUNICIPALITY

Author: Kerry Walton - Transport and Traffic Coordinator
Presenter: Sam Romaszko - Acting General Manager Planning & Development

PURPOSE OF REPORT

To respond to Notice of Motion 825 (Cr Turner) tabled at the Ordinary Meeting of Council on 20 June 2022 requesting details of works planned and proposed completion dates on various major intersections and junctions within the municipality which have been identified as experiencing increased traffic congestion.

RECOMMENDATION:

That Council note this report.

REPORT

1. Executive Summary

At the Ordinary Meeting of Council held 20 June 2022, a Notice of Motion was carried requesting officers provide a report to Council, setting out the details of works planned and their proposed completion dates on the following major intersections and junctions within the municipality which have been identified as experiencing increased traffic congestion.

An update relating to these projects has been provided by Department of Transport (DoT) and is provided within this report.

2. Background/Issues

At the Ordinary Meeting of Council held on 20 June 2022, Council resolved;

“That officers provide a report to Council, setting out the details of works planned and their proposed completion dates, on the following major intersections and junctions within the municipality which have been identified as experiencing increased traffic congestion:

1. Western Highway – Caroline Springs (Christies Road) to Bulmans Road;
2. Bulmans Road / Western Highway Interchange;
3. Ferris Road widening / Western Highway and traffic lights on the on ramp (High Street side);
4. Coburn Road / High Street – Traffic Lights;
5. Reserve Road / High Street – Traffic Lights;
6. Norton Drive / High Street – Traffic Lights;
7. Coburns Road – proposed underground Rail tunnel. Rail/road separation;
8. Ferris Road – Rail/road separation;

9. Hopkins Road – Rail/road separation;
10. Sinclair Road – Rail/road separation;
11. Station Road / Brooklyn Road – Traffic Lights;
12. Melton Highway / Leakes Road – Traffic Lights; and
13. Railway crossings Station and Coburn Road – Boom Gate timing investigation.”

The following provides an update to the above listed roads along with information as to which agency is responsible to carry out the work, expected timing of works and any recommendations to be undertaken for items not currently captured by the corresponding agencies.

1. Western Highway – Caroline Springs (Christies Road) to Bulmans Road – DoT

The DoT received State Government funding to undertake a corridor study of the Western Highway with the aim of identifying projects for upgrade and prioritisation.

This project has commenced and scheduled to be completed late 2022.

2. Bulmans Road / Western Highway Interchange - DoT

It is Officer's understanding that this project forms part of the Western Highway Corridor Study (Refer to item 1).

3. Ferris Road widening / Western Highway and traffic lights on the on ramp (High Street side) - DoT

It is Officer's understanding that this project forms part of the Western Highway Corridor Study (Refer to item 1).

4. Coburn Road / High Street – Traffic Lights - DoT

The DoT received State Government funding to upgrade the existing roundabout to a signalised intersection to improve safety for all road users particularly for pedestrians and cyclists.

DoT advise works are anticipated to begin in 2022/23 financial year and be completed by end of 2022/23.

5. Reserve Road / High Street – Traffic Lights - DoT

The DoT have advised the intersection is not under delivery by DoT

6. Norton Drive / High Street – Traffic Lights - DoT

The DoT received State Government funding to upgrade the existing roundabout to signalised intersection to improve safety for vehicle access to and from Norton Drive.

Works are anticipated to begin in 2022/23 and be constructed by end of 2022/23.

7. Coburns Road – proposed underground Rail tunnel. Rail/road separation - DoT

DoT advised this is not presently a funded project and will be considered as part of future level crossing removal programs

8. Ferris Road – Rail/road separation - DoT

DoT advised this is not presently a funded project and will be considered as part of future level crossing removal programs

9. Hopkins Road – Rail/road separation - DoT

DoT advised this is not presently a funded project and will be considered as part of future level crossing removal programs

10. Sinclairs Road – Rail/road separation - Melton City Council

It is understood this refers to the vehicle bridge over Kororoit Creek as there is no rail infrastructure on Sinclair's Road.

Council has funded a road bridge on Sinclairs Road over the Kororoit Creek to replace the current Ford crossing in the current 2022/23 Capital Works Program.

The construction activities are anticipated to commence in the 2022/23 financial year and be completed in the 2024/25 financial year

11. Station Road / Brooklyn Road

Council has funded a signalised intersection to replace the existing roundabout. Utility service relocations are commencing in the current 2022/23 financial year and construction is expected to be undertaken in 2023/24 financial year.

12. Melton Highway / Leakes Road – Traffic Lights - DoT

The DoT received State Government funding to upgrade the existing intersection to a signalised intersection to improve safety for all road users.

Works to begin in the 2022/23 financial year with a completion by December 2023

13. Railway crossings Station and Coburn Road – Boom Gate timing investigation

Council officers raised the concerns that the boom gates are down for longer than necessary particularly when a train stops at the station. The DoT have taken this feedback on board however they did not commit to undertaking any action.

3. Council and Wellbeing Plan Reference and Policy Reference

The Melton City Council 2021-2025 Council and Wellbeing Plan references:

3. A fast growing, innovative and well-planned City

3.4 *An integrated transport network that enables people to move around.*

4. Financial Considerations

Nil

5. Consultation/Public Submissions

Not Applicable

6. Risk Analysis

No risks are identified with the content of this report.

7. Options

No options are identified with the content of this report

LIST OF APPENDICES

Nil

12.6 RESPONSE TO NOTICE OF MOTION 801 (CR DEEMING)- APPLICATION OF "SPECIAL MEASURES" AND "GENERAL EXCEPTIONS" UNDER THE VICTORIAN ANTI-DISCRIMINATION LAW

Author: Bradley Dosser - Manager Legal, Governance & Risk
Presenter: Bradley Dosser - Manager Legal, Governance & Risk

PURPOSE OF REPORT

To provide a report to Council in response to Notice of Motion (NOM) 801 from Councillor Deeming dated 7 March 2022.

RECOMMENDATION:

That Council receive and acknowledge the Report and take no further action in respect of it.

REPORT

1. Executive Summary

The Report responding to NOM 801 from Cr Deeming is appended to this report as **Appendix 1**.

The Report contains conclusions for the consideration of Council and appends a decision of the Victorian Civil and Administrative Tribunal at **Appendix 2** which further supports those conclusions.

2. Background/Issues

NOM 801 was raised by Cr Deeming on 7 March 2022. The text of NOM 801 is set out and reproduced in **Appendix 1** to this Report.

3. Council and Wellbeing Plan Reference and Policy Reference

The Melton City Council 2021-2025 Council and Wellbeing Plan references:

6. A high performing organisation that demonstrates civic leadership and organisational excellence

6.4 An organisation that celebrates diversity and inclusion.

4. Financial Considerations

There are no financial considerations specifically raised or contemplated by this Report.

5. Consultation/Public Submissions

Preliminary consultation was engaged in with the Victorian Government Solicitors Office ('VGSO') in respect to this Report as required by NOM 801. The extent of that consultation is set out in more detail in **Appendix 1** to this Report.

There were no public submissions sought or received in respect to this Report.

6. Risk Analysis

It is suggested that there:

- would be no risk to Council in receiving and acknowledging this Report and taking no further action in respect of it; whereas
- there may be some risk to Council (which has not yet been formally assessed and quantified in terms of likelihood or magnitude) in electing to adopt any conduct proposed by NOM 801 without first providing Council Officers with the additional information requested within **Appendix 1** to the Report and seeking that there be further consultation with the VGSO and / or an updated report be provided to Council at a subsequent meeting in respect to NOM 801 responding to the additional information provided to Council Officers.

7. Options

Council may:

1. Receive and acknowledge the report and take no further action; or
2. Provide Council Officers with additional information as requested within **Appendix 1** to the Report and seek that upon providing that additional information there be further consultation with the VGSO and / or an updated report be provided to Council at a subsequent meeting responding to the additional information provided to Council Officers.

LIST OF APPENDICES

1. Response to NOM 801 from Cr Deeming
2. Waite Group (Human Rights) [2016] VCAT 1258

Response to Notice of Motion 801

1. Introductory Matters

1.1 Executive Summary:

Any proposed conduct by Council relating to the provision of public toilets and changerooms by it which sought to differentiate and treat people unfavourably based on their gender identity would, on the face of it, be unlawful and prohibited by Victorian anti-discrimination laws in the assessment of the author.

NOM 801 currently lacks sufficient information to comprehensively assess whether a Special Measure or General exception under Victorian anti-discrimination laws could apply to any conduct proposed under it but it is the preliminary assessment of the author, in light of the analysis of a leading Victorian Civil and Administrative Tribunal decision discussed below in more detail, that it is unlikely that a Special Measure or General Exception would apply to conduct proposed by NOM 801 as it is currently understood by the author in any event.

1.2 Notice of Motion 801:

That Council officers in consultation with the Victorian Government Solicitor's Office (VGSO), prepare a report clarifying whether it is lawful to apply the "special measures" or "general exceptions" provisions under Victorian anti-discrimination laws to ensure biological females are not the subject of indirect discrimination that occurs from failure to differentiate between biological males and females where sex characteristics are relevant (such as in the provision of toilets, changerooms etc) and where failure to differentiate places biological females at a disadvantage. That this report, being urgently necessary, be provided to Councillors as soon as possible.

1.3 Legal Definitions:

Attribute is defined by Section 6 of the Act to be attributes which discrimination on the basis of is prohibited by Part 4 of the Act, including (but not limited to):

- '(d) gender identity;
- (j) physical features;
- (o) sex;
- (oa) sex characteristics;'

Direct Discrimination has the meaning set out in Section 8 of the Act, which includes but is not limited to:

- '(1) Direct discrimination occurs if a person treats, or proposes to treat, a person with an attribute unfavourably because of that attribute.'

Discrimination has the meaning set out in Section 7 of the Act, and includes:

- (a) direct or indirect discrimination on the basis of an attribute; or
- (b) a contravention of section 17, 19, 20, 22, 32, 33, 40, 45, 54, 55 or 56.

Discrimination on the basis of an attribute has the meaning set out in Section 7 of the Act, and includes discrimination on the basis:

- (a) that a person has that attribute or had it at any time, whether or not he or she had it at the time of the discrimination;
- (b) of a characteristic that a person with that attribute generally has;
- (c) of a characteristic that is generally imputed to a person with that attribute;
- (d) that a person is presumed to have that attribute or to have had it at any time.

Gender Identity has the meaning set out in Section 4 of the Act and means a person's gender-related identity, which may or may not correspond with their designated sex at birth, and includes the personal sense of the body (whether this involves medical intervention or not) and other expressions of gender, including dress, speech, mannerisms, names and personal references.

General Exception means an exception under Part 5 'General Exceptions to and exemptions from the prohibition of discrimination' of the Act.

Indirect Discrimination has the meaning set out in Section 9 of the Act, which includes but is not limited to:

- '(1) Indirect discrimination occurs if a person imposes, or proposes to impose, a requirement, condition or practice—
 - (a) that has, or is likely to have, the effect of disadvantaging persons with an attribute; and
 - (b) that is not reasonable.'

Services has the meaning set out in Section 4 of the Act and includes, without limiting the generality of the word—

- (a) access to and use of any place that members of the public are permitted to enter;
- (b) banking services, the provision of loans or finance, financial accommodation, credit guarantees and insurance;
- (c) provision of entertainment, recreation or refreshment;
- (d) services connected with transportation or travel;
- (e) services of any profession, trade or business, including those of an employment agent;
- (f) services provided by a government department, public authority, State owned enterprise or municipal council—

but does not include education or training in an educational institution;

Sex characteristics has the meaning set out in Section 4 of the Act and means a person's physical features relating to sex, including—

- (a) genitalia and other sexual and reproductive parts of the person's anatomy; and

- (b) the person's chromosomes, genes, hormones, and secondary physical features that emerge as a result of puberty;

Special Measures means those measures identified in and authorised by Section 12 of the Act.

Vicarious Liability means that one person is held responsible for another person's actions. Pursuant to the Act this can occur pursuant to Section 109- Vicarious liability of employers and principals, as follows:

‘If a person in the course of employment or while acting as an agent—

- (a) contravenes a provision of Part 4 or 6 or this Part; or
(b) engages in any conduct that would, if engaged in by the person's employer or principal, contravene a provision of Part 4 or 6 or this Part—

both the person and the employer or principal must be taken to have contravened the provision and a person may bring a dispute to the Commission for dispute resolution or make an application to the Tribunal against either or both of them.’

Victorian anti-discrimination laws means the Equal Opportunity Act 2010 (Vic) (“the Act”);

1.4 Definitions Assumed for the Purposes of This Report:

As the NOM contained a number of key terms which seem, to the author, critical to its operation but which were not defined the following definitions have been assumed for the purposes of this report, based on the context and language within the NOM, in an attempt to respond to the matters raised in it. These definitions do not represent the personal or professional views or judgment of the author in respect to the definitions outlined below.

Biological Female is assumed to mean for the purposes of the NOM a person born with XX chromosomes and female sex and reproductive organs and designated the sex of female at birth.

Biological Male is assumed to mean for the purposes of the NOM a person born with XY chromosomes and male sex and reproductive organs and designated the sex of male at birth.

Disadvantage is assumed to mean for the purposes of the NOM when a person is put in an unfavourable position in relation to someone or something else.

2. Consultation with The Victorian Government Solicitor’s Office (‘VGSO’):

The author of this report consulted with the VGSO as to how to refer the questions put by NOM 801 to it for advice.

The substance of the NOM and a copy of it were provided to the VGSO in this regard.

In response, the author was advised by the VGSO that it ‘would need approval by the Attorney-General in order to provide advice’ to Council in respect of the matters raised by the NOM.

Further consultation with the VGSO, which involved both email and telephone communication, resulted in the advice from the VGSO that:

'...whether a particular proposal in relation to the use of council facilities may amount to a 'special measure' or otherwise fall within an exception under the *Equal Opportunity Act 2010*, will depend on precisely what that proposal is. In order for VGSO to seek approval from the Attorney-General to assist Melton City Council with this matter, we would therefore need some more information about what exactly is being proposed. For example, is it to mandate that access to council toilets and change-rooms be restricted by reference to 'biological sex characteristics'? (This is what the request appears to contemplate; however, that is not clear.) It would also be useful to have some further information about the detail of the proposal, including the definitions that are proposed to be used (for example, who does 'biological female' include and exclude), how the policy would be enforced, and the fact-based justification for it.

I note that such a proposal would raise complex issues under the EO Act as well as the *Charter of Human Rights and Responsibilities Act 2006*, which the Council must also comply with as a public authority'.

No further consultation has been engaged in with the VGSO following this advice being received.

If Council is inclined to recommend that any further consultation with the VGSO does occur following receipt of this report then it is strongly recommended by the author that further information is provided by Council in relation to the matters raised by the VGSO in its last communication with the author namely:

1. What exactly is being proposed by Council in respect of NOM 801?
 - a. Is it to mandate that access to Council toilets and change-rooms be restricted by reference to 'biological sex characteristics'?
 - b. Is anything else proposed in addition to or in the alternative to the item immediately above?
2. What definitions are being used in NOM 801?
3. What is the factual basis for NOM 801? and
4. How would the policies proposed by NOM 801 be enforced by Council?.

3. Objectives and Operation of the Act

The objectives of the Act are set out in Section 3 and include, among others:

- a) to eliminate discrimination, sexual harassment and victimisation, to the greatest possible extent;
- b) to further promote and protect the right to equality set out in the Charter of Human Rights and Responsibilities;
- c) to encourage the identification and elimination of systemic causes of discrimination, sexual harassment and victimisation;

Accordingly, the Act, amongst other things, prohibits certain forms of discrimination. This is done in Part 4 of the Act which has 8 Divisions as follows:

Division	Coverage
1	Discrimination in employment
2	Discrimination in employment-related areas
3	Discrimination in education
4	Discrimination in the provision of goods and services and disposal of land
5	Discrimination in accommodation
6	Discrimination by clubs and club members
7	Discrimination in sport
8	Discrimination in local government

Additionally, Part 6 of the Act prohibits sexual harassment and Part 7 of the Act prohibits other conduct (including victimisation, authorising or assisting discrimination, and making discriminatory requests for information) and imposes vicarious liability for discrimination.

According to the Act, however, there are some circumstances in which it is not unlawful to discriminate against a person on the basis of an attribute, including in the context of NOM 801 their gender identity.

NOM 801 refers specifically in this regard to two mechanisms pursuant to which discrimination on the basis of an attribute is not unlawful, namely 'Special Measures' and a 'General Exception'.

NOM 801 indicates that 'the provision of toilets, changerooms etc' might be illustrative of the situation in which it seeks to assess whether either Special Measures or a General Exception might apply.

It is noted by the author that on the face of it, that in the absence of such a Special Measure or General Exception applying any proposed conduct by Council relating to the provision of public toilets and changerooms by it which sought to differentiate and treat people unfavourably based on their gender identity would, in the author's assessment, be unlawful and prohibited by Section 44, Division 4, Part 4 of the Act.

4. Special Measures Under the Act

According to Section 12 of the Act 'A person may take a special measure for the purpose of promoting or realising substantive equality for members of a group with a particular attribute' and that 'A person does not discriminate against another person by taking a special measure'.

For the purposes of the Act, in order to qualify for this status as a Special Measure, however, proposed conduct must (according to section 12(3) of the Act):

- (a) be undertaken in good faith for achieving the purpose of promoting or realising substantive equality for members of a group with a particular attribute; and
- (b) be reasonably likely to achieve that purpose; and
- (c) be a proportionate means of achieving that purpose; and
- (d) be justified because the members of the group have a particular need for advancement or assistance.

It is noted that pursuant to Section 12 (6) of the Act a person who undertakes a Special Measure has the burden of proving that the measure is a Special Measure and that according to section 12(7) once the conduct achieves the purpose of promoting or realising substantive equality for members of a group with a particular attribute then the measure ceases to be a Special Measure.

Examples of conduct likely to amount to a Special Measure are given in Section 12 of the Act and include the following:

‘Examples

- 1 A company operates in an industry in which Aboriginal and Torres Strait Islanders are under-represented. The company develops a training program to increase employment opportunities in the company for Aboriginal and Torres Strait Islanders.
- 2 A swimming pool that is located in an area with a significant Muslim population holds women-only swimming sessions to enable Muslim women who cannot swim in mixed company to use the pool.
- 3 A person establishes a counselling service to provide counselling for gay men and lesbians who are victims of family violence, and whose needs are not met by general family violence counselling services.’

In the author’s assessment, in order to comprehensively assess whether the conduct proposed by NOM 801 would be eligible to qualify as a Special Measure additional specific information would need to be provided in respect to the following matters (among others):

- how it is alleged that Indirect Discrimination arises from a failure to differentiate between Biological Males and Biological Females where Sex Characteristics are Relevant (such as in the provision of toilets, changerooms etc);
- the circumstances in which it is specifically alleged Sex Characteristics are relevant to the provision of Services by Council (including further elaboration on how this might also be the case in respect to the provision of toilets and changerooms);
- on what basis is it suggested that Sex Characteristics are not taken into account in the provision of toilets and changerooms or other Services provided by Council already, noting the existence of both the single sex toilet and changeroom facilities and unisex single entry toilet facilities;
- how it is alleged Biological Females are put at a disadvantage by failing to differentiate the Sex Characteristics of Males and Females currently;
- how it is alleged Biological Females are put at a disadvantage by failing to differentiate the gender identity of people using Services provided by Council currently, including but not limited to Female only toilet and changeroom facilities;

- how it is alleged (in good faith) that the differentiation between people using Services provided by Council on the basis of their gender identity would promote or realise substantive equality for Biological Females in the use of Services provided by Council, including but not limited to Female only toilet and changeroom facilities;
- how it is might be alleged that people would not be discriminated against by Council if it were to differentiate on the basis of gender identity in respect to eligibility to use Services provided by it, including but not limited to Female only toilet and changeroom facilities;
- how it is might be alleged in that differentiation on the basis of gender identity in respect to eligibility to use Services provided by Council, including but not limited to Female only toilet and changeroom facilities, would be a proportionate means of promoting or realising substantive equality for Biological Women in the use of Services provided by Council.

5. Exceptions Under the Act

Pursuant to Part 5 of the Act, the following General Exceptions from the prohibition against discrimination on the basis of an attribute exist:

Section	General Exception
75	Things done with statutory authority
76	Things done to comply with orders of courts and tribunals
77	Pensions
78	Superannuation- existing fund conditions before 1 January 1996
79	Superannuation- new fund conditions after 1 January 1996
80	Charities
82	Religious bodies
82A	Religious bodies – employment
83	Religious educational institutions
83A	Religious educational institutions- employment
85	Legal incapacity and age of majority
86	Protection of health, safety and property
87	Age benefits and conditions
88	Special needs
89	Exemption by Tribunal

It is the author's preliminary assessment based on the information available to him at the time of writing that none of the General Exceptions would currently apply to the conduct proposed by NOM 801.

It seems apparent from their specific nature that the General Exceptions identified by Sections 75- 85 and 87 of the Act are irrelevant to NOM 801.

In the assessment of the author, it is also apparent on the face of it, that the General Exception identified by Section 88 relating to special needs does not apply to NOM 801. This Exemption allows that 'A person may establish special services, benefits or facilities that meet the special needs of people with a particular attribute and may limit eligibility for such services to people with the particular attribute'.

The example given by the Act in this regard is as follows:

Example

A community organisation establishes a support group for single fathers in response to research that shows that single fathers have a need for targeted counselling and support.

In light of the fact that single sex toilet facilities and changerooms already exist and that certain other Council Services already target particular groups in the manner highlighted in the example this Exemption seems not to be applicable to NOM 801 in the author's assessment.

In order to comprehensively assess whether a the General Exception identified by Section 86 of the Act relating to Protection of health, safety and property might apply to the conduct proposed by NOM 801 additional specific information would need to be provided in respect to the following matters (among others):

- how it is alleged that a failure to differentiate between Biological Males and Biological Females where Sex Characteristics are Relevant (such as in the provision of toilets, changerooms etc) is currently occurring;
- how it is alleged that the alleged failure to differentiate between Biological Males and Biological Females where Sex Characteristics are Relevant (such as in the provision of toilets, changerooms etc) is currently causing a risk to the health and safety of any person, specifically any Biological Females;
- how it is alleged that the differentiation between Biological Males and Biological Females where Sex Characteristics are Relevant (such as in the provision of toilets, changerooms etc) is reasonably necessary to protect the health and safety of any person, specifically any Biological Females;
- how it is might be alleged that the health and safety of Biological Females would be put at risk by Council if it were not to differentiate on the basis of gender identity in respect to eligibility to use Services provided by it, including but not limited to Female only toilet and changeroom facilities;
- how it is might be alleged that by differentiating on the basis of gender identity in respect to eligibility to use Services provided by Council, including but not limited to Female only toilet and changeroom facilities, Council could be said to be protecting the health and safety of Biological Women in the use of Services provided by Council.

Council does not currently have an Exemption from VCAT in respect to the conduct proposed by NOM 801 and so the General Exception under Section 89 does not currently apply. Based on the information currently available to the author it is his assessment that any application by Council to VCAT pursuant to Section 89 of the Act for an Exemption on the basis of NOM 801 would be unsuccessful.

It is noted in this regard that the matters which VCAT must consider in deciding whether to grant an Exemption under the Act include, pursuant to Section 90, the following:

- whether the proposed exemption is unnecessary because—
 - an exception or exemption in this Act already applies to the conduct sought to be exempted; or
 - the conduct sought to be exempted would not amount to prohibited discrimination; and
- whether the proposed exemption is a reasonable limitation on the right to equality set out in the Charter of Human Rights and Responsibilities; and
- all the relevant circumstances of the case.

6. Right to Equality Under the Charter of Human Rights and Responsibilities

The Charter of Human Rights and Responsibilities Act 2006 (Vic) ('the Charter') forms part of a broader human rights framework in the State of Victoria which includes (among other things) international human rights law and the Act.

The Charter sets out the basic rights, freedoms, and responsibilities of all people in Victoria and is about the relationship between government and the people it serves.

The Charter requires public authorities, such as Victorian state and local government departments and agencies, and people delivering services on behalf of government, to act consistently with the human rights in the Charter and give proper consideration to human rights when making decisions.

As indicated above, Section 90 of the Act calls up the Right to Equality in the Charter.

This is set out in section 8 of the Charter which sets out:

- 1) Every person has the right to recognition as a person before the law.
- 2) Every person has the right to enjoy their human rights without discrimination.
- 3) Every person is equal before the law and is entitled to the equal protection of the law without discrimination and has the right to equal and effective protection against discrimination.
- 4) Measures taken for the purpose of assisting or advancing persons or groups of persons disadvantaged because of discrimination do not constitute discrimination.

The Charter itself calls up the definition of Discrimination set out in the Act which is defined above.

'Human rights' are defined by section 3 of the Charter to mean the civil and political rights set out in it which include (among others) the right to equality before the law.

The Preamble of the Charter indicates in respect of human rights, among other things, that:

- human rights are essential in a democratic and inclusive society that respects the rule of law, human dignity, equality and freedom;
- human rights belong to all people without discrimination, and the diversity of the people of Victoria enhances our community;
- human rights come with responsibilities and must be exercised in a way that respects the human rights of others;

To the extent identified above, it is the assessment of the author that the Charter reinforces and reaffirms the position under the Act relating to the conduct proposed by NOM 801.

7. Waite Group (Human Rights) [2016] VCAT 1258

A decision of the Victorian Civil and Administrative Tribunal that continues to serve as a leading authority in respect to the application of Special Measures and Exemptions under the Act is Waite Group (Human Rights) [2016] VCAT 1258.

A copy of this decision is attached to this covering report in respect to this matter as **Appendix 2**.

Councillors are referred to the decision for more detailed analysis of the process of considering whether proposed conduct under the Act can be considered a Special Measure and how an Exemption can also apply to proposed conduct:

Issue	Paragraphs of the Decision
Reasons for Decision	1 - 7
Procedural History	8 - 11
The evidence	12 - 17
The EO Act	18
The exemption power	19 - 21
Special Measures- generally	22- 29
Is a proposed conduct a Special Measure?	30 - 31
Identification of the attribute and the group	32 - 36
The purpose of the measure	37 - 39
Identifying the inequality and its cause	40 - 45
How is the proposed conduct intended to promote or realise substantive equality for members of the group?	46 - 49
Will the proposed conduct be undertaken in good faith for achieving the purpose?	50 - 55
Will the conduct be likely to achieve the purpose?	56 - 62
Is the proposed conduct proportionate?	63 - 66
Is the proposed conduct justified because the members of the group have a particular need for advancement or assistance?	67 - 71
Evidence Generally	72 -74
Conclusion	75 - 76

8. Conclusions

It is the author's considered opinion that:

1. On the face of it, any conduct proposed by NOM 801 which seeks to differentiate and treat people unfavourably based on their gender identity in respect to the provision of public toilets and changerooms by Council would be unlawful and prohibited by Section 44, Division 4, Part 4 of the Act;
2. NOM 801 currently lacks sufficient information to comprehensively assess whether a Special Measure or Exemption under the Act could apply to any conduct proposed under NOM 801 including but not limited to that identified immediately above in Item 1;
3. Notwithstanding the foregoing, noting the analysis of and decision reached by VCAT in *Waite Group (Human Rights) [2016] VCAT 1258*, on the balance of probabilities it is unlikely that a Special Measure would apply to conduct proposed by NOM 801 as it is currently understood by the author;
4. On the face of it, no Exemptions under the Act seem to apply to the conduct proposed by NOM 801;

If Council is inclined, it could provide the author with additional information relating to the proposed conduct intended to be covered by NOM 801. This should directly address the questions raised by the author throughout this report, the questions posed by the VGSO in correspondence with the author, and finally also the far more detailed questions posed by VCAT in considering the application of a Special Measure in the case of *Waite Group (Human Rights) [2016] VCAT 1258*.

In the absence of comprehensive responses to those collective questions there is, in the author's respectful opinion, no basis upon which to currently conclude that it would be possible to apply either 'Special Measures' or a 'General Exception' to the conduct proposed by NOM 801.

VICTORIAN CIVIL AND ADMINISTRATIVE TRIBUNAL**HUMAN RIGHTS DIVISION****HUMAN RIGHTS LIST**

VCAT REFERENCE NO. H232/2015

CATCHWORDS

Equal Opportunity Act 2010 (Vic) ss 12, 89 and 90 – whether proposed conduct is taken for the purpose of promoting or realising substantive equality for members of a group with a particular attribute – whether the proposed conduct is a special measure.

APPLICANT	Waite Group
INTERVENER	Victorian Equal Opportunity and Human Rights Commission
WHERE HELD	Melbourne
BEFORE	A Dea, Member
HEARING TYPE	Hearing
DATE OF HEARING	3 June 2016
DATE OF ORDER	28 July 2016
DATE OF REASONS	28 July 2016
CITATION	Waite Group (Human Rights) [2016] VCAT 1258

ORDER

Under section 75(1)(a) of the *Victorian Civil and Administrative Tribunal Act 1998* (Vic) the application is struck out.

A Dea
Member

APPEARANCES:

For Applicant	Ms N Waite AO and Mr P J Waite, representatives
For Intervener	Ms L Matthews, solicitor

REASONS

- 1 The Waite Group applied to the Tribunal for an exemption under the *Equal Opportunity Act 2010* (Vic) (EO Act) to enable it to, through its 'WomenSearch' business name, advertise for and recommend as candidates only women for specific roles for the purposes of assisting the applicant's clients to meet their diversity goals (the conduct).
- 2 The application was made because, given the conduct is directed at women and excludes men, it might breach sections of the EO Act which prohibit discrimination on the basis of sex in relation to the provision of services, and other prohibitions on seeking discriminatory information and advertising.
- 3 On 4 April 2016, I granted the Waite Group an interim exemption pending the determination of the application. That interim exemption will expire on 31 July 2016.
- 4 The central question in this case is whether a further exemption is necessary and that turns on whether provisions in the EO Act dealing with special measures apply to the conduct.
- 5 For the purpose of assisting the Tribunal to determine that question, the Victorian Equal Opportunity and Human Rights Commission (Commission) applied for and was granted leave to intervene in this proceeding. The Commission provided very careful and helpful submissions on the question and also on the nature of the evidence required to establish whether particular conduct falls within the special measures provisions.
- 6 I have decided that the conduct falls within the special measures provisions and so no exemption is necessary beyond 31 July 2016. In those circumstances, I have ordered that the application for exemption be struck out.
- 7 Before turning to the legal issues in this case, I will discuss the procedural history and the evidence.

Procedural history

- 8 As noted earlier, the Tribunal granted the Commission leave to intervene in the proceeding, under section 159 of the EO Act.¹ The Commission made submissions on this application and also on the general approach to special measure applications.² I will refer to the content of those submissions later.
- 9 Directions were made requiring the Waite Group to give notice of the exemption application on the Australian Institute of Company Directors' website and by circulating a copy of a notice to all prospective candidates and clients on its email circulation list. Those directions were complied with.

¹ Order made on 1 March 2016.

² Submissions dated 26 April 2016.

- 10 The notice advised that submissions for or against the exemption application could be made out to the Tribunal. Some were received, as discussed below.
- 11 A hearing was held on 3 June 2016. The founder of the Waite Group, Ms N Waite AO, and Mr P J Waite attended. The Commission was represented by Ms L Matthews.

The evidence

- 12 Mr Waite made an affidavit about the basis on which the application had been made.
- 13 The Waite Group was established in 1959. It specialises in senior executive appointments including board and director appointments with multinational and local corporations. It has been responsible for a number of initiatives to assist with the development of women leaders and in the placement of women into senior executive roles in companies and on boards. In 1982, the Waite Group registered the name '*WomenSearch*' to address the need to increase gender diversity in executive and board positions. The Waite Group proposes to make use of its '*WomenSearch*' name as a specialist service to support clients who wish to increase their gender diversity.
- 14 Despite the efforts of the Waite Group and others, including the Australian Institute of Company Directors, the percentage of women on Australian Stock Exchange registered boards was only 21% as at 30 September 2015. Further, at that time, 29 of the boards in the ASX's top 200 companies did not include any women. The Australian Institute of Company Directors' website shows that, on its latest research, as at 30 June 2016, 23.4% of board members were women and that 20 of the top 200 ASX listed companies had no women board members.³
- 15 In November 2013, the Business Council of Australia released a report called '*Increasing the Number of Women in Senior Executive Positions – Improving Recruitment, Selection and Retention Practices*'. In addition to discussing the then state of the statistics and progress in increasing female participation, the report concluded that the factors leading to the shortfall in female representation included organisations being inherently gendered, a lack of diversity in organisations and insufficiently inclusive cultures. Reference was also made to pay disparity between men and women, the way the genders approach career planning and development and a lack of female role models for younger female employees.
- 16 I had before me four submissions in support of the application. They all gave absolute support to the Waite Group's past efforts to increase the number of women in senior roles and its intention to take further action to do so. A number of submissions commented on the need to increase gender

³ <http://www.companydirectors.com.au/director-resource-centre/governance-and-director-issues/board-diversity/statistics>

diversity and one noted the commercial benefits that flow from greater diversity. The submissions were made by:

- Ms Merran H Kelsall, Chairman and CEO, Australian Auditing and Assurance Standards Board;
- Mr Brendan O'Brien, Executive Chairman, O'Brien Capital Pty Ltd;
- Mr Peter S Wilson AM, Chairman and National President, Australian Human Resources Institute; and
- Mr Peter Levinge, CEO, Dennis Family Corporation.

17 I accept Mr Waite's evidence and have placed reliance on the submissions in support.

The EO Act

18 The objectives of the EO Act include the elimination of discrimination to the greatest extent possible.⁴ Accordingly, the EO Act, amongst other things, prohibits certain forms of discrimination. Included in those prohibitions is discrimination on the basis of sex.⁵ Section 44 prohibits discrimination on the basis of a protected attribute such as a person's sex in the context of services, such as the recruitment services provided by the Waite Group. Section 107 prohibits requesting discriminatory information that could be used to form the basis of discrimination against the person. Under section 182 it is an offence to publish or authorise the publication of discriminatory advertising.

The exemption power

19 The provisions dealing with exemptions are found in sections 89 and 90 of the EO Act.

20 Section 89 says that the Tribunal may, by notice published in the Government Gazette, grant an exemption from any provisions of the EO Act in relation to a person or classes of persons or an activity or class of activities or any other provision in any other circumstances specified by the Tribunal. An exemption may be granted for any period of not more than five years. An exemption may be renewed from time to time for a period of not more than five years. Exemptions may be granted or renewed subject to any conditions the Tribunal considers fit.

21 Section 90 of the EO Act sets out mandatory considerations for the Tribunal when exercising the power under section 89. Section 90 says:

In deciding whether to grant, renew or revoke an exemption, the Tribunal must consider –

- (a) whether the proposed exemption is unnecessary because –

⁴ See section 3(a) of the EO Act.

⁵ See section 6 which sets out the list of attributes on the basis of which discrimination is prohibited.

- (i) an exception or exemption in this Act already applies to the conduct sought to be exempted; or
 - (ii) the conduct sought to be exempted would not amount to prohibited discrimination; and
- (b) whether the proposed exemption is a reasonable limitation on the right to equality set out in the Charter of Human Rights and Responsibilities; and
- (c) all the relevant circumstances of the case.

Special measures

22 Section 12 of the EO Act says:

- (1) A person may take a special measure for the purpose of promoting or realising substantive equality for members of a group with a particular attribute.
[Examples omitted]
- (2) A person does not discriminate against another person by taking a special measure.
- (3) A special measure must -
 - (a) be undertaken in good faith for achieving the purpose set out in subsection (1); and
 - (b) be reasonably likely to achieve the purpose set out in subsection (1); and
 - (c) be a proportionate means of achieving the purpose set out in subsection (1); and
 - (d) be justified because the members of the group have a particular need for advancement or assistance.
- (4) A measure is taken for the purpose set out in subsection (1) if it is taken -
 - (a) solely for that purpose; or
 - (b) for that purpose as well as other purposes.
- (5) A person who undertakes a special measure may impose reasonable restrictions on eligibility for the measure.
[Example omitted]
- (6) A person who undertakes a special measure has the burden of proving that the measure is a special measure.
- (7) On achieving the purpose set out in subsection (1), the measure ceases to be a special measure.

23 If the conduct in question can be shown to be a special measure, as defined in section 12 of the EO Act, the conduct is not discriminatory. It follows that, as the conduct would not be in breach of the EO Act, an exemption would not be necessary.

- 24 There is a significant body of Australian and international law regarding special measures and their nature.⁶ The objectives section of the EO Act and the part of the Explanatory Memorandum to the *Equal Opportunity Bill 2010*, which deals with clause 12, summarises much of it effectively. These matters have been discussed by me in previous Tribunal decisions.⁷
- 25 As to the broad considerations, the Commission submitted, and I agree:
- Given that conduct amounting to a special measure is an important means of achieving substantive equality under the EO Act and does not amount to discrimination for the purposes of that Act, the requirements for a special measure should be carefully applied and substantiated to ensure that only conduct which meets the criteria is considered a special measure; and
 - If those requirements are not met, an exemption will be required.
- 26 The Commission correctly noted that section 12 does not require recognition of a special measure by the Tribunal, however, from time to time, applicants seek declarations or other orders regarding special measures in order to provide some certainty as to proposed conduct. The Tribunal has developed processes which seek to provide information and assistance to applicants to make their own assessment of whether the conduct in issue falls within section 12. From time to time, applicants ask the Tribunal to make a decision because they are not certain as to the answers to the legal questions special measures pose. Those applications are dealt with as efficiently as possible by the Tribunal, having regard to the available evidence and the mandatory considerations contained in section 90 of the EO Act.
- 27 Referring to some earlier matters before the Tribunal, the Commission suggested that applicants would benefit from greater guidance from the Tribunal to assist in identifying whether proposed conduct is a special measure or whether an exemption is required.
- 28 It is preferable that organisations intending to engage in conduct which may fall within section 12 makes their own assessment of that matter. If the organisation is satisfied that the proposed conduct is a special measure, it is also preferable that it simply gets on with engaging in that conduct. That not only saves the organisation time and resources but ensures that the EO Act's purposes are given effect to without first involving an unnecessary legal process.

⁶ In particular see *Gerhardy v Brown* [1985] HCA 11; (1985) 159 CLR 70; *Jacomb v Australian Municipal Administrative Clerical and Services Union* [2004] FCA 1250; (2004) 140 FCR 149; *Lifestyle Communities Ltd (No 3)* [2009] VCAT 1869 which includes a detailed discussion of special measures provisions and Australian and international decisions in the context of the *Charter of Human Rights and Responsibilities Act 2006*; the *International Convention on the Elimination of All Forms of Racial Discrimination* and like conventions.

⁷ *The Ian Potter Museum of Art, The University of Melbourne* [2011] VCAT 2236; *Cummeragunja Housing & Development Aboriginal Corporation* [2011] VCAT 2237; *Parks Victoria* [2011] VCAT 2238; *Georgina Martina Inc* [2012] VCAT 1384.

- 29 As appropriate and to the extent it has been possible, I have indicated below the type of evidence which might be relevant to the assessment of how section 12 might apply to proposed conduct. I have done so by suggesting questions which might assist in a self-assessment process. The questions are broad in nature and will not be relevant in every instance.

Is the proposed conduct a special measure?

- 30 In order to be satisfied that conduct is a special measure, it must fall within the terms of sections 12(1) and 12(3).
- 31 The Commission submitted, and I agree, that the broad matters to consider are as follows:
- Whether the conduct is directed to members of a group with a particular attribute;
 - What the purpose of the conduct is and whether it is for the purpose of promoting or realising substantive equality; and
 - Whether the conduct is to be undertaken in good faith, is reasonably likely to achieve the purpose, is proportionate and is justified.

Identification of the attribute and the group

- 32 In most cases the attribute in issue is readily identifiable from the list of attributes contained in section 6 of the EO Act. From time to time, more than one attribute may be relevant. The Explanatory Memorandum for the *Equal Opportunity Bill 2010* gave as an example special measures taken for the benefit of young hearing-impaired men. Other examples would be conduct directed at men or women who share the same religious beliefs or men or women of a particular race.
- 33 The conduct in question is often directed at people who may be identified as a group by reference to a shared attribute. The following are examples of special measures contained in the EO Act: training programs to increase the employment opportunities of Aboriginal and Torres Strait Islanders in a particular industry, women only swimming sessions directed particularly at Muslim women and counselling services to gay men and lesbian women who are victims of family violence. These all concern services to be accessed by the identified group members.
- 34 The Tribunal has found that, advertising for and employing only a person with a particular attribute may also be a special measure despite it arguably benefitting only the person who is employed. Where the group is at a disadvantage in opportunities for employment or applying for employment, the conduct provides those group members with an opportunity for advancement or assistance. Where the members of the group are disadvantaged in this way, the successful job applicant is advanced and assisted. Conduct may also serve to advance and assist a disadvantaged group where the employment of a person with an attribute will work in a way that meets the broader group's needs and provides opportunities, for

example to obtain better access to health care.⁸ So, in cases where applicants have sought to employ only an Aboriginal or Torres Strait Islander person in a role working with that community, the Tribunal has found that both the person employed and the individuals and community with whom they will work are advanced and assisted.⁹

35 The questions arising include:

- Is the proposed conduct directed at or concerned with a group of people who share one (or more) of the attributes listed in section 6 of the EO Act?
- Does the proposed conduct fall within one of the areas of life in Part 4 of the EO Act?
- How would the group or group members be most accurately described?

36 In this case, the attribute and group are easily discerned – women who wish to apply for board or senior executive positions with clients of the Waite Group.

The purpose of the measure

37 The purpose of a special measure is to be found by considering the actual intention of the applicant, rather than by looking at the effect. Reliance may be placed on any facts which shows what the applicant intends. While strictly the effects of the measure are required to be considered under section 12(3), that might also be relevant to identifying the purpose.

38 The questions arising include:

- What is the purpose of the proposed conduct?
- How is that purpose connected to the identified attribute and group members?
- What process has been undertaken to arrive at the proposed conduct? Are there documents, discussion papers or other materials which explain the development of the proposed conduct?
- If there is more than one purpose, how do the purposes interact or overlap? Is one more important than another?

39 As is made plain by the evidence referred to earlier, the purpose of the conduct here is to provide a means by which more women will have greater opportunities to apply for and be considered for board or senior executive roles.

⁸ *Stawell Regional Health* [2011] VCAT 2423.

⁹ See the cases referred to in footnotes 7 and 8.

Identifying the inequality and its cause

- 40 Section 12(1) shows that, at the heart of special measures is conduct intended to promote or realise equality. Without inequality there will be no work for a special measure to do. The cause of the inequality also needs to be identified.
- 41 Section 12 of the EO Act is worded differently to the special measure provision contained in section 8(4) of the *Charter of Human Rights and Responsibilities Act 2006* (Vic) (Charter). Section 8(4) of the Charter refers to persons or groups of persons '*disadvantaged because of discrimination*'. That term is defined to mean that the discrimination in issue must arise on the basis of one of the attributes protected under the EO Act. For the purposes of section 12(1) then, it is not necessary to prove a link between the inequality in issue and discrimination based on an attribute. Arguably, section 12 is wider than the special measures contemplated in section 8(4) of the Charter.
- 42 Having identified the relevant inequality, it is also necessary to identify and prove its cause.
- 43 In many cases the cause of the inequality can be readily demonstrated by statistics. In *Cummeragunja Housing & Development Aboriginal Corporation*,¹⁰ Australian Bureau of Statistics information demonstrated the disadvantage experienced by Indigenous people as compared to the non-Indigenous population. In *University of Melbourne (Melbourne School of Engineering)* (MSE),¹¹ the inequality sought to be remedied was that women were underrepresented in the academic workforce. The causes were identified as a lack of female candidates for positions and a lack of female academic staff to act as role models. In other cases, the known circumstances of the applicant disclose the cause of the inequality: for religious and cultural reasons, Muslim women may be unable to swim in mixed-company and so they are unable to access swimming pools in the way other members of the community may.
- 44 The questions arising may include:
- Is the purpose of the proposed conduct to promote or realise equality for the group members?
 - What is the nature of the inequality the group members currently experience and how will the proposed conduct assist in remedying that inequality?
 - How do you know there is the inequality? Are there statistics, studies or reports which explain its nature and cause? Has the organisation seen or had experience which demonstrates the inequality?

¹⁰ [2011] VCAT 2237.

¹¹ [2014] VCAT 887.

45 Here the inequality in issue is a lack of female representation on boards and in executive positions in Australian companies, particularly those listed on the ASX. On the basis of the Business Council of Australia report, it is apparent that the underrepresentation is the result of a range of societal and organisation specific factors.

How is the proposed conduct intended to promote or realise substantive equality for members of the group?

46 Having identified the inequality and its cause, it is next necessary to consider how the proposed conduct will promote or realise substantive equality by remedying the inequality and its cause. The remedial or compensatory aspect of a special measure is crucial. The conduct may have more than one purpose.¹² It is sufficient that one of those purposes is demonstrably to promote or realise substantive equality for members of the group.

47 The cases before the Tribunal have tended not to concern sweeping social changes which are designed to eliminate entrenched inequalities for all members of the groups in issue. They have been smaller scale efforts to promote or realise substantive equality for individual or small numbers of the members of groups. Conduct of that kind may still meet the requirements of special measures because section 12 refers to conduct directed at '*members of a group*' rather than requiring the conduct to in fact assist every member of that group.

48 The questions arising may include:

- How will the proposed conduct remedy the inequality experienced by members of the group? What are the practical aspects of the conduct and how are they intended to increase equality or reduce disadvantage?
- Is the proposed conduct designed to advance or assist a specific person? If so, is that person a member of the group identified by reference to a shared attribute? Is the conduct of a kind that would assist other group members if made available more broadly?

49 Here, it is apparent that, by targeting women to apply for board or executive positions, there will be an increased chance of their selection for those roles, particularly by companies and other entities who wish to increase diversity within their organisations. There is the required link between the proposed conduct and the purpose.

¹² Section 12(4) of the EO Act.

Will the proposed conduct be undertaken in good faith for achieving the purpose?

- 50 The term 'good faith' is not defined in the EO Act. The Commission submitted that the dictionary meanings 'honesty or sincerity of intention' and 'an act carried out honestly' ought to be applied.¹³ I agree.
- 51 In assessing whether the proposed conduct is to be undertaken in good faith, reliance will be placed on the evidence of the relevant organisation and its representatives. Where a program is established or designed to achieve the purpose, good faith will usually be readily apparent. An example is the decision in *Life Experience Enterprises Ltd*. That entity was established as a not for profit company with the key purpose of reducing the rate of youth unemployment in Victoria and increasing the connectedness and inclusion of older people in the Victorian community by proposing to employ people aged between 18 and 25 years to provide a number of support services to older people in the community.¹⁴
- 52 There is an open question whether it is necessary for there to be evidence of consultation with or the involvement of the group in designing or establishing the proposed conduct. While those steps might not be necessary, it is imperative that the proposed conduct is something sought or wished by the group. As noted by Brennan J in *Gerhardy v Brown* at paragraph 37, 'The dignity of the beneficiaries is impaired and they are not advanced by having an unwanted material benefit foisted on them.'¹⁵
- 53 In *Life Experience Enterprises Ltd*, prior to proposing the ongoing program, a pilot program had been run and evaluated as having been successful for the young and older people involved.
- 54 The questions arising may include:
- Why has the proposed conduct been developed? What motivated the plans to engage in the proposed conduct?
 - Is the proposed conduct the product of research or requests for assistance? If so, provide details.
 - Has another entity offered funding for the proposed conduct? If yes, describe who has provided the funding, any relevant limits on how it may be used and information about why that entity has offered the funding with those limits.
 - Has there been any consultation about the proposed conduct with the group members or representative bodies? Has there been a pilot program? Have community groups or other stakeholders said they support or do not support the proposed conduct?

¹³ Respectively, the *Oxford Dictionary* and *Osborn's Concise Law Dictionary*, Eleventh Edition 2009.

¹⁴ (Unreported, VCAT Proceeding H86/2016, Member Dea, 14 June 2016).

¹⁵ [1985] HCA 11; (1985) 159 CLR 70.

55 In this case, having regard to the evidence about the Waite Group's long involvement in this issue and the support offered by those in the field, I am satisfied that the proposed conduct will be undertaken in good faith.

Will the proposed conduct be reasonably likely to achieve the purpose?

56 I accept the Commission's submission that the assessment of whether the proposed conduct is reasonably likely to achieve the purpose requires consideration of the purpose, how the conduct will address the inequality, whether the conduct is appropriately tailored to achieve a remedial purpose and whether the applicant is capable of undertaking the conduct.

57 In cases where the measure is to establish a new service or modify an existing service – for example running women only swim sessions on a particular day during specified hours – provided that there is the intention to implement the change, required resources are available and there are no impediments to doing so, this question can likely be answered affirmatively. That is in large part because the purpose is so specific and self-evidently directed towards remedying the inequality in issue and the conduct itself has been designed entirely with the purpose in mind.

58 It is not possible to proscribe or anticipate every form of conduct which would amount to a special measure, as that will depend on many factors. Similarly, whether or not it is likely to achieve its purpose will depend on the nature of the inequality or disadvantage and how the proposed conduct will address that matter.

59 In *Lifestyles Communities Ltd (No 3)*,¹⁶ Bell J described the disadvantage with which section 8(4) of the Charter is concerned as follows:

A person is so disadvantaged when their normal participation in society and in social and political institutions is impaired. The disadvantage could come from limitations on access to goods or services of all kinds, including accommodation, transport, health and education, or to work on equal terms. It could be due to restrictions on spiritual, cultural or sexual expression and on accessing leisure and sporting facilities. Obviously this is not an exclusive list, and there could not be such a list. Anything which stands in the way of someone living as a dignified human being, as envisaged by the Charter, whether individually or in family and society, could place them in a position or condition of disadvantage.

60 Where the proposed conduct is intended and designed to address the relevant disadvantage it may meet the descriptor of a special measure. The likely result of the proposed conduct and how it will remedy the identified disadvantage or inequality is what is important. The particular means taken to achieve that goal may involve adapting an existing service or arrangement or providing specific assistance or a device or a tool of some kind which is a necessary step to achieving the relevant goal. The means

¹⁶ [2009] VCAT 1869 at paragraph 271.

may need to be managed flexibly for the particular group members or their particular circumstances.

- 61 The questions arising may include:
- How can the elements or components of the proposed conduct be described?
 - Keeping in mind the identified purpose of the proposed conduct, how are those elements or components individually or together expected to advance or assist the group members?
 - Has a pilot been run by the applicant or similar conduct been engaged in by another organisation which shows that the proposed conduct is likely to achieve the purpose?
- 62 Whether the proposed conduct in this case is reasonably likely to be achieved can be ascertained from the nature of the conduct and also the evidence. As discussed earlier, there is the extensive experience of the Waite Group in seeking to promote women in senior roles. Further, the letters of support I mentioned above indicate that the proposed conduct is known to and supported by the companies who are likely to offer women opportunities on boards and in executive positions. It is likely that, when presented with suitably qualified and experienced female applicants, companies and other entities with an interest in increasing diversity will appoint more women to board positions and other senior roles.

Is the proposed conduct proportionate?

- 63 In order to be a proportionate means of achieving the purpose of realising substantive equality for the group members, the proposed conduct must demonstrate a reasonable relationship between the real purpose and the means sought to achieve it. The proposed conduct must match the purpose and ought to go no further than necessary to achieve that purpose.
- 64 A relevant matter might be how the proposed conduct relates to the existing circumstances, including in respect of non-group members. For example, where a company aims to increase the number of its Aboriginal and Torres Strait Islander employees and so intends to target that group for a number of positions, it might be relevant to consider the number of positions in the context of the overall number of employees. The reasonableness of the proposed conduct can then be considered in the light of the actual circumstances of the case.
- 65 The questions arising may include:
- Has the proposed conduct been designed to achieve the purpose only or will there be other outcomes? How do any other outcomes relate to the purpose?

- Is the proposed conduct likely to achieve more than the stated purpose? If so, is it necessary to go that far? How will the applicant determine whether the measure is no longer needed?
- As relevant, how will non-group members be affected by the proposed conduct? Is any impact able to be justified taking into account the circumstances of the members of the group and the non-group members?

66 Given the low representation of women in board and executive positions, the conduct is likely to improve the position and so provide advancement and assistance to women applicants. Taken together with the currently very low proportion of women in the target roles, it is clear the proposed conduct is proportionate.

Is the proposed conduct justified because the members of the group have a particular need for advancement or assistance?

67 The starting point is to be satisfied that there is a need for the group members to be assisted in order to be advanced or assisted. Without such a need, a special measure could not be required as there would be nothing to remedy. The circumstances of the group members and the proposed conduct will ordinarily readily disclose the nature of the need.

68 It is not necessary for the whole group to be disadvantaged. It is sufficient if the overwhelming majority are disadvantaged.¹⁷

69 Because a special measure authorises what would otherwise be discrimination, the proposed conduct must be able to be justified in the context that others may be disadvantaged. The proportionality assessment might be relevant to determining if, taking into account all who might be affected, the proposed conduct can be justified because it is directed at remedying proven inequality or disadvantage. Also relevant might be evidence about steps the party has taken previously to ameliorate the inequality and the degree to which they have been effective.

70 The questions arising may include:

- Taking into account all of the other factors, what is the good reason (or reasons) for engaging in the proposed conduct?
- Given the proposed conduct would otherwise amount to unlawful discrimination, what factors justify the conduct and how are they connected to addressing inequality or disadvantage?
- Have other steps been taken to attempt to remedy the inequality or disadvantage? If yes, why have they not been sufficient?

71 The justification for the proposed conduct here is self-evident from the statistics. The commercial and other benefits which are likely to flow from more diverse board membership and staff in companies is discussed in the

¹⁷ *Lifestyle Communities Ltd (No 3)* [2009] VCAT 1896 at paragraph 273.

Business Council of Australia report. The currently very low numbers of women on boards and holding executive positions means that the conduct is unlikely to go beyond achieving greater parity. I am satisfied that the proposed conduct is justified.

Evidence generally

- 72 It is preferable for evidence in support of applications to be provided on affidavit by people who have actual knowledge of the relevant organisation, the background to the decision to engage in the proposed conduct and knowledge of other matters of the kind discussed above. Applicants often provide statistical information, publications and other supporting documents, directing the Tribunal's attention to relevant parts.
- 73 As many applicants are not for profit or community based organisations with limited funds and staff, they are encouraged to provide the relevant evidence in this way so as to avoid expending resources on hearings. However, from time to time a hearing is necessary and the Tribunal seeks to make those arrangements in a manner which takes into account the applicant's location and convenience.
- 74 It remains the case, however, that applicants ought to make their own assessment of the proposed conduct and seek advice about that, including from the Commission or relevant peak bodies, so as to avoid being required to engage in Tribunal processes at all.

Conclusion

- 75 For the above reasons I am satisfied that the proposed conduct meets the requirements of a special measure under section 12 of the EO Act and I so find. In those circumstances, under section 12(2) of the EO Act the Waite Group will not discriminate contrary to the EO Act by taking that special measure. As a consequence of section 90(a)(ii) of the EO Act, the proposed conduct would not amount to discrimination and so no exemption under section 89 is required.
- 76 Section 75(1)(a) of the *Victorian Civil and Administrative Tribunal Act 1998* empowers the Tribunal to strike out an application where it is misconceived. To the extent that no exemption is required, the application is misconceived and so an order will be made striking it out.

A Dea
Member

12.7 2022 ANNUAL COMMUNITY SATISFACTION SURVEY FINDINGS REPORT

Author: Elyse Rider - Manager Community Planning
Presenter: Troy Scoble - A/General Manager Community Services

PURPOSE OF REPORT

To present the Annual Community Satisfaction Survey Results 2022.

RECOMMENDATION:

That Council

1. Notes the *Melton City Council – 2022 Annual Community Satisfaction Survey Findings Report* (Findings Report) at **Appendix 1** and that specific areas have been identified for further attention or improvement.
2. Approves the Findings Report be communicated to the community and other stakeholders via a media release and Council's website.

REPORT

1. Executive Summary

Council is required to undertake a Community Satisfaction Survey consistent with Local Government Victoria (LGV) annual satisfaction survey requirements. The survey provides importance and satisfaction ratings for the core measures and satisfaction with Council's overall performance.

The survey supports Council to meet its legislative requirements, including reporting against the Local Government Performance Reporting Framework and associated requirements under the Local Government Act 2020 and Public Health and Wellbeing Act 2008.

The Community Satisfaction Survey aims to measure community satisfaction with the broad range of Council services and facilities, aspects of governance and leadership, planning and development, customer service, and the overall performance of Council across all areas of responsibility.

Melton City Council has conducted the annual Community Satisfaction Survey for eight years, from 2015 to 2022. This year the survey was conducted in June/July 2022 as a telephone survey, due to the continued impact of COVID-19 on labour supply. Independent research company Metropolis Research Pty Ltd undertook the survey on behalf of Council for the eighth time with 800 randomly selected residents, consistent with the timing of previous years.

The survey also measured the importance to the community of the 34 individual services and facilities, explored the top issues the community feel needs to be addressed in the municipality, as well as measured the perception of safety in Melton's public areas, the local sense of community, the perception of family violence in the community, and volunteering.

The survey sample reflects the cultural and linguistic diversity of the City of Melton community with 36.5 per cent of respondents coming from households that spoke a language other than English at home.

The results are useful to Council as they highlight areas where Council is performing well and identify areas for improvement and help Council benchmark its performance over time.

2. Background/Issues

The Annual Melton City Council – 2022 Annual Community Satisfaction Survey Findings Report is provided at **Appendix 1**.

Key Findings

Council recorded an overall satisfaction score of 6.54 out of 10, lower than last year's 6.81, which was not a statistically significant decline. Overall satisfaction with the City of Melton remains in the "good" range.

This result was marginally lower than the metropolitan Melbourne (6.60) average, and marginally higher than the western region councils' (6.46) average satisfaction, as recorded in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2022.

Metropolis Research notes that across several municipalities there has been a decline in satisfaction with performance this year, believed to be reflecting a fatigue with "government" more broadly.

Key satisfaction results, including the Local Government Performance Reporting Framework reporting requirement scores for Melton were:

- customer service average score across six indicators (7.18)
- Council's Overall performance (6.54)
- making decisions in the interests of community (6.45)
- community consultation and engagement (6.43)
- representation, lobbying and advocacy (6.42)
- maintaining trust and confidence of the community (6.41)
- responsiveness of Council to local community needs (6.32)
- maintenance and repair of sealed local roads (5.95).

The services with the highest levels of satisfaction this year were for regular garbage collection (8.63), regular recycling (8.58), library services (8.58), green waste collection (8.54), hard rubbish collection (7.78), community centres / neighbourhood houses (7.74), and sports grounds and associated facilities (7.73).

The perception of safety in the public areas of the City of Melton overall declined 2.8 per cent this year and remains measurably lower than the metropolitan Melbourne average.

The average agreement with 16 statements about aspects of the local sense of community remains at moderate to strong levels of agreement, with the highest agreement for "the Melton community is welcoming and supportive of people from diverse cultures and backgrounds" (7.69).

Some areas for Council's attention or improvement

The main issues identified in this year's survey were traffic management; roads including roadworks; parks, gardens and open spaces; safety, policing and crime; and health and medical services.

The continued increase in the proportion of respondents nominating traffic management as a main issue to address for the City of Melton, reinforces the importance of traffic and road related issues in the municipality and is in line with the decline in satisfaction with the services of local traffic management and the maintenance and repair of sealed local roads.

Council recorded a decline this year with the five health and human services, including services for seniors (down 21.0 per cent), health services for babies, infants and toddlers (down 17.6 per cent), services and programs for children (down 14.4 per cent), services for people with disability (down 14.3 per cent), and services for young people (down 9.1 per cent). Metropolis Research notes that only a relatively small proportion of respondents used these services, resulting in a somewhat greater degree of variability in satisfaction from year to year, although these declines are larger than typical variability due to small sample size.

The services and facilities of most concern were roads, traffic management, footpaths, and public toilets, all of which were of average or higher-than-average importance, but lower than average satisfaction.

The areas identified as needing attention of Council are:

- traffic management (25.9 per cent up from 21.8 per cent compared to last year)
- roads including roadworks (13.1 per cent up from 10.0 per cent)
- parks, gardens, and open spaces (9.4 per cent up from 7.0 per cent)
- safety, policing, and crime (9.3 per cent up from 5.5 per cent)
- health and medical services (7.3 per cent up from 3.3 per cent).

The Findings Report of this survey has been made public (in this meeting's agenda) and will be communicated to residents via a media release and Council's website.

3. Council and Wellbeing Plan Reference and Policy Reference

The Melton City Council 2021-2025 Council and Wellbeing Plan references:

6. A high performing organisation that demonstrates civic leadership and organisational excellence
 - 6.3 *An organisation that demonstrates excellence in civic leadership and governance.*

4. Financial Considerations

The cost of the survey is budgeted for within Council's annual recurrent budget.

5. Consultation/Public Submissions

The survey is an important aspect of Council's community consultation program and represents Council's ongoing commitment to engaging with the community to improve performance, advocacy, and service delivery.

Council acknowledges those community members who gave their time and shared insights to participate in the 2022 Community Satisfaction Survey. The feedback provided gives Council direction on what matters to residents and supports Council in organisational improvement for more effective service and infrastructure delivery that is responsive to community needs.

6. Risk Analysis

There are no risks identified in receiving the results of the survey.

7. Options

That Council notes the *Melton City Council – Annual Community Satisfaction Survey 2022 Findings Report* at **Appendix 1** and that specific areas have been identified for further attention or improvement.

LIST OF APPENDICES

1. Melton City Council - 2022 Annual Community Satisfaction Survey Findings Report



Melton City Council

2022 Annual Community Satisfaction Survey Findings Report

July 2022



Prepared for:

Melton City Council

Prepared by:

Metropolis Research
ABN 39 083 090 993

Melton City Council – 2022 Annual Community Satisfaction Survey

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*Melton City Council – 2022 Annual Community Satisfaction Survey***Table of contents**

EXECUTIVE SUMMARY	5
INTRODUCTION	12
RATIONALE	12
METHODOLOGY, RESPONSE RATE AND STATISTICAL SIGNIFICANCE	13
GOVERNING MELBOURNE	14
GLOSSARY OF TERMS	15
PRECINCTS.....	16
SUMMARY OF RESULTS	17
COUNCIL'S OVERALL PERFORMANCE	22
OVERALL PERFORMANCE BY RESPONDENT PROFILE.....	25
RELATIONSHIP BETWEEN ISSUES AND SATISFACTION WITH OVERALL PERFORMANCE	25
RELATIONSHIP BETWEEN SATISFACTION WITH SERVICES AND FACILITIES AND SATISFACTION WITH OVERALL PERFORMANCE	28
REASONS FOR DISSATISFACTION WITH COUNCIL'S OVERALL PERFORMANCE.....	29
GOVERNANCE AND LEADERSHIP	30
STATEMENTS ABOUT MELTON CITY COUNCIL.....	33
CUSTOMER SERVICE.....	35
CONTACT WITH COUNCIL IN THE LAST TWELVE MONTHS	35
FORMS OF CONTACT	35
SATISFACTION WITH COUNCIL'S CUSTOMER SERVICE	36
PLANNING FOR POPULATION GROWTH BY ALL LEVELS OF GOVERNMENT	39
PLANNING AND HOUSING DEVELOPMENT	42
INVOLVEMENT IN PLANNING AND HOUSING DEVELOPMENT	42
SATISFACTION WITH ASPECTS OF PLANNING AND HOUSING DEVELOPMENT.....	43
IMPORTANCE OF AND SATISFACTION WITH COUNCIL SERVICES	45
IMPORTANCE OF COUNCIL SERVICES AND FACILITIES TO THE COMMUNITY	45
<i>Change in importance between 2021 and 2022</i>	<i>47</i>
<i>Comparison to metropolitan Melbourne average.....</i>	<i>47</i>
SATISFACTION WITH COUNCIL SERVICES AND FACILITIES	47
<i>Change in satisfaction between 2021 and 2022</i>	<i>49</i>
<i>Comparison to metropolitan Melbourne average.....</i>	<i>49</i>
<i>Percentage satisfaction results</i>	<i>49</i>
<i>Satisfaction by respondent profile.....</i>	<i>51</i>
<i>Percentage change in satisfaction</i>	<i>52</i>
IMPORTANCE AND SATISFACTION CROSS TABULATION	53
SATISFACTION BY BROAD SERVICE AREAS	55
CURRENT ISSUES FOR THE CITY OF MELTON	57
ISSUES BY PRECINCT.....	61
ISSUES BY RESPONDENT PROFILE.....	64
PERCEPTION OF SAFETY IN THE PUBLIC AREAS OF THE CITY OF MELTON	67
REASONS FOR FEELING LESS SAFE.....	69
SENSE OF COMMUNITY	70
FAMILY VIOLENCE	72
FAMILY VIOLENCE IS COMMON IN OUR COMMUNITY	72
STATEMENTS ABOUT FAMILY VIOLENCE.....	75



Melton City Council – 2022 Annual Community Satisfaction Survey

RESPONDENT PROFILE 77

- AGE STRUCTURE 77
- GENDER 77
- ABORIGINAL AND TORRES STRAIT ISLANDER 78
- HOUSEHOLD MEMBER WITH DISABILITY 78
- COMMONWEALTH HEALTH CARE CARD 79
- HOUSEHOLD MEMBER IDENTIFYING AS LGBTIQ+ 79
- LANGUAGE SPOKEN AT HOME 80
- HOUSEHOLD STRUCTURE 81
- BUSINESS OWNER 81
- HOUSING SITUATION 82
- PERIOD OF RESIDENCE..... 82

GENERAL COMMENTS..... 83

APPENDIX ONE: SURVEY FORM 84



Melton City Council – 2022 Annual Community Satisfaction Survey

Executive summary***Survey aims and methodology***

Metropolis Research conducted Council's eighth *Annual Community Satisfaction Survey* as a telephone interview survey of 800 respondents in June and July 2022.

The survey is traditionally conducted on weekends as a face-to-face interview survey at the residents' door. However, due to the continued COVID-19 pandemic, and the resultant impacting on staff and labour availability, the survey was again in 2022 conducted by telephone.

The aim of the research was to measure community satisfaction with the broad range of Council services and facilities, aspects of governance and leadership, planning and development, customer service, and the overall performance of Council across all areas of responsibility.

The survey also measured the importance to the community of 34 individual services and facilities, explored the top issues the community feel needs to be addressed in the municipality "at the moment", as well as measuring the perception of safety in Melton's public areas, the local sense of community, the perception of family violence in the community, and volunteering.

The survey meets the needs of the Local Government Victorian annual satisfaction survey by providing ratings on importance and satisfaction for the major services and facilities provided by Council, as well as scores for satisfaction with Council.

The response rate for this survey (i.e., the proportion of residents who were invited to participate who did participate) was 24.1%, which is somewhat lower than is typically achieved for the face-to-face methodology (35.0% in 2020), and down slightly on the 29.3% recorded last year.

The 95% confidence interval around these results is plus and / or minus 3.4% at the 50% level. In other words, if a yes / no question obtains a result of 50% yes, it is 95% certain that the true value of this result is within the range of 46.6% and 53.4%.

The report provides a categorisation of satisfaction with aspects of performance, ranging from "excellent", "very good", "good", "solid", "poor", "very poor", and "extremely poor". The details of the scores within each range are outlined in the main report, but importantly scores of 7.75 or more are categorised as "excellent", and scores of less than 6.5 are categorised as "solid".



*Melton City Council – 2022 Annual Community Satisfaction Survey***Key findings**

The key finding from the survey this year is that satisfaction with most aspects of Council performance declined a little this year, and overall satisfaction was very marginally lower than the metropolitan Melbourne average of 6.60, but marginally higher than the western region councils' average of 6.46. These three results were a statistical tie.

There was only an average 1.4% decline in satisfaction with the six aspects of governance and leadership, which was a much smaller decline than has been observed across many municipalities in metropolitan Melbourne by Metropolis Research in 2022, including the metropolitan Melbourne average decline of 5.8%.

The key issues highlighted by survey respondents in the municipality remain traffic management, road maintenance and repairs, safety, policing, and crime, and parks, gardens, and open spaces.

There was a substantial increase in the proportion of respondents nominating traffic management as one of the top three issues this year, up from 21.8% to 25.9%, which is well above the metropolitan Melbourne average, and a result that has not been replicated in other municipalities this year. Consistent with this increase, satisfaction with both local traffic management (down 6.0%) and road maintenance and repairs (down 6.8%) both declined measurably this year.

The areas of Council performance that declined most notably this year were the five health and human services, including services for seniors (down 21.0%), health services for babies, infants, and toddlers (down 17.6%), services and programs for children (down 14.4%), services for people with disability (down 14.3%), and services for young people (down 9.1%). It is noted that only a relatively small proportion of respondents used these services, resulting in a somewhat greater degree of variability in satisfaction from year to year, although these declines are larger than the typical variability due to small sample size.

The following table outlines the key satisfaction results, including the Local Government Performance Reporting Framework reporting requirement scores.

<i>Satisfaction with</i>	<i>Metro. Melbourne 2022</i>	<i>City of Melton 2021</i>	<i>City of Melton 2022</i>
<i>Customer service (average score across 6 indicators)</i>	6.59	7.58	7.18
<i>Council's Overall performance</i>	6.60	6.81	6.54
<i>Making decisions in the interests of community</i>	6.34	6.61	6.45
<i>Community consultation and engagement</i>	6.39	6.50	6.43
<i>Representation, lobbying and advocacy</i>	6.28	6.41	6.42
<i>Maintaining trust and confidence of the community</i>	6.35	6.58	6.41
<i>Responsiveness of Council to local community needs</i>	6.30	6.46	6.32
<i>Maintenance and repair of sealed local roads</i>	6.33	6.39	5.95



Melton City Council – 2022 Annual Community Satisfaction Survey

Satisfaction with the performance of Council

Satisfaction with the [overall performance](#) of Melton City Council decreased 3.9% this year to 6.54 out of 10, which was not a statistically significant decline.

This result was very marginally lower than the metropolitan Melbourne (6.60) average, and marginally higher than the western region councils' (6.46) average satisfaction, as recorded in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2022.

Overall satisfaction with the City of Melton remains in the “good” range.

Metropolis Research notes that it cannot be discounted that the significant external factor of the COVID-19 pandemic including its associated social distancing requirements, may well have impacted on community mindset and outlook. This significant issue may have had an impact on their satisfaction with the performance of government more broadly, with a perceived fatigue with government appearing to impact on satisfaction in several municipalities this year.

One-third (33.1% down from 37.4%) of respondents were “very satisfied” with Council’s overall performance (rating satisfaction at eight or more out of 10), whilst 11.9% (up from 9.3%) were dissatisfied (rating from zero to four).

There was some variation in satisfaction with Council’s overall performance observed this year, as follows:

- ***Notably more satisfied than average*** – includes respondents from Harkness, senior citizens (aged 70 years and over), female respondents, respondents from multilingual households, respondents from group households, rental household respondents, and new and newer residents (less than five years in the City of Melton).
- ***Notably less satisfied than average*** – includes respondents from Burnside, adults (aged 35 to 49 years), male respondents, respondents from English speaking households, respondents from two-parent families with youngest child aged 5 to 12 years, couple only household respondents, home-owner household respondents, and respondents from households with a member with disability.

The average satisfaction with the six included aspects of [governance and leadership](#) declined by 1.4% this year, down from 6.60 to 6.51, although it remains a “good” level of satisfaction. Satisfaction with all six aspects of governance and leadership were somewhat higher than the metropolitan Melbourne averages.

Metropolis Research notes that satisfaction with governance and leadership declined in most municipalities for which Metropolis Research conducted this research in 2022. There were, however, no significant or unusual issues identified that underpinned this decline. Other issues which may potentially have negatively influenced satisfaction with governance and leadership may include issues such as the federal election campaign, as well as a general fatigue with government resulting from the impact of the COVID-19 pandemic.



Melton City Council – 2022 Annual Community Satisfaction Survey

These results confirm that most respondents remain satisfied with Council's performance in meeting its environmental responsibilities (7.05), advocacy on behalf of the community for local educational opportunities (6.68), making decisions in the interests of the community (6.45), community consultation and engagement (6.43), representation, lobbying and advocacy (6.42), maintaining community trust and confidence (6.41), and the responsiveness of Council to local community needs (6.32).

Respondents were asked to rate their agreement with three [statements about Melton City](#). Agreement that Council infrastructure is equitable, inclusive, and accessible decreased marginally but not measurably this year, down 2.1% to 6.84 out of 10. This year, 11.2% (up from 7.3%) of respondents disagreed with this statement.

Agreement that Melton is a city that encourages and enable people to work, shop, and spend time locally decreased very marginally this year, down less than one percent to 7.15. This year, 9.3% (up from 6.7%) of respondents disagreed with this statement.

Agreement that Council is efficient and well run was included in the survey for the first time this year, with an average agreement of 6.59. A total of 13.0% of respondents disagreed with this statement.

Satisfaction with Council's [customer service](#) delivery was at a "good", down from a "very good" level, with an average decline of 1.6%, to an average satisfaction of 7.18.

The courtesy and professionalism of staff remained the aspect of customer service with the highest satisfaction, recording an average of 7.96, which is an "excellent" level.

Satisfaction with [planning for population growth by all levels of government](#) decreased notably but not measurably this year, down 4.4% to 5.77, which is a "poor", down from a "solid" level. This result remains, however, above the average for the growth area councils of 5.57.

Satisfaction with the [planning and development outcomes](#) including the appearance and quality of new developments (6.95), maintaining local heritage and sites of significance (6.92), and maintaining natural reserves (6.22), all declined somewhat this year. Despite the small declines, satisfaction with maintaining local heritage and sites of significance and the appearance and quality of new developments remain higher than the metropolitan Melbourne results.

The average satisfaction with the 34 Council provided [services and facilities](#) included in the survey declined by an average of 5.4% this year, and is now at a "good", down from a "very good" level.

Satisfaction with all 32 services and facilities that were included in the survey last year declined this year, with the following services and facilities recording a statistically significant decline this year:

- **Measurable decline in satisfaction in 2022** – includes seniors (21.0% lower in 2022), health services for babies, infants, and toddlers (17.6% lower), services and programs for children



Melton City Council – 2022 Annual Community Satisfaction Survey

(14.4% lower), services for people with disability (14.3% lower), public toilets (10.1% lower), services for young people (9.1% lower), the provision and maintenance of street trees (8.3% lower), the maintenance and repair of sealed local roads (6.8% lower), Moving Ahead (6.5% lower), parking enforcement (6.3% lower), local traffic management (6.0% lower), recreation and leisure centres (5.8% lower), access services through digital channels (5.8% lower), provision of parks and gardens (5.6% lower), footpath maintenance and repairs (4.9% lower), Council activities promoting local business growth (4.8% lower), and the maintenance of parks and gardens (4.6%).

Metropolis Research notes that the average satisfaction with the 34 included services and facilities was 9.6% higher than satisfaction with Council's overall performance. This was a similar result to last year.

Further, satisfaction with all but seven services and facilities recorded satisfaction scores higher than the overall satisfaction with Council this year. The seven services and facilities to record a satisfaction score lower than the overall satisfaction score were public toilets, the maintenance and repair of sealed local roads, services for seniors, local traffic management, services for people with disability, footpath maintenance and repair, and parking enforcement.

The services with the highest levels of satisfaction this year again include regular garbage collection (8.63), regular recycling (8.58), libraries services (8.58), green waste collection (8.54), hard rubbish collection (7.78), community centres / neighbourhood houses (7.74), and sports grounds and associated facilities (7.73).

Many of these services and facilities with the highest levels of satisfaction were also those with higher-than-average importance scores (i.e., received an average importance score measurably higher than the average of all services and facilities). This shows that many of the services and facilities of most importance to the community are those with which the community is most satisfied.

There were two services and facilities that recorded a "poor" level of satisfaction this year, that being public toilets (5.95) and the maintenance and repair of sealed local roads (5.95).

Issues to address for the City of Melton

The main [issues to address for the City of Melton](#) were traffic management (25.9% up from 21.8% of respondents identified it as an issue this year compared to last year), roads including roadworks (13.1% up from 10.0%), parks, gardens, and open spaces (9.4% up from 7.0%), safety, policing, and crime (9.3% up from 5.5%), and health and medical services (7.3% up from 3.3%).

The continued increase in the proportion of respondents nominating traffic management as one of the top three issues to address for the City of Melton is one of the more significant results in the survey this year. This reinforces the importance of traffic and road related issues in the municipality and is in line with the decline in satisfaction with the services of local traffic management and the maintenance and repair of sealed local roads.



Melton City Council – 2022 Annual Community Satisfaction Survey

This result has not been replicated in other municipalities across metropolitan Melbourne this year, including some other growth area councils.

The issues that are most likely to be exerting a negative influence on satisfaction with the performance of Council for the respondents raising the issues include roads, street trees, parks and gardens, general infrastructure, traffic management, footpaths, parking, safety, policing and crime, education, community activities, and communication.

However, these results reflect the views of the proportion of respondents who nominated each of these issues and does not imply that most of these services are overall, a negative influence on community satisfaction with the overall performance of Council.

Most attention is drawn to traffic management, parks and gardens, and safety, policing, and crime issues, as the somewhat larger proportion of respondents nominating these issues ensures that these issues are likely to have had a larger impact on the overall satisfaction score than for many of the other issues.

Perception of safety in the public areas of the City of Melton

The [perception of safety in the public areas of the City of Melton](#) overall declined 2.8% this year and remains measurably lower than the metropolitan Melbourne average.

The perception of safety at home alone after dark (7.63), in the public areas during the day (7.59), and in and around local shopping areas (7.43), at local community events (7.32), in and around the Caroline Springs shopping centre (7.30), and in and around the local shopping area (7.22), all remained at strong levels despite small declines.

Less than 10.0% of respondents felt unsafe in any of these locations or circumstances.

The perception of safety in the public areas of the City of Melton at night declined somewhat this year, down 3.3% to 5.54. It is noted that 31.6% of respondents felt unsafe in the public areas of the municipality at night.

Sense of community

There were [16 statements about aspects of the local sense of community and associated issues](#).

The average agreement with these statements remains at moderate to strong levels of agreement, with the highest agreement for “the Melton community is welcoming and supportive of people from diverse cultures and backgrounds” (7.69), “Melton Council respects, reflects, and is inclusive of Aboriginal and / or Torres Strait Islander persons” (7.60), “I / we could turn to the neighbours for help” (7.58), and “the Melton community is welcoming and supportive of LGBTIQ+ people” (7.50).



Melton City Council – 2022 Annual Community Satisfaction Survey

Agreement was lowest for “I / we feel part of the local community” (6.54), and “it’s an active community, people do things and get involved in issues” (6.53).

The average agreement with most of these statements remained relatively stable this year, although it is noted that agreement that “the health services I / we need are available locally” declined by a statistically significant 8.4% this year.

This is consistent with the declines in satisfaction with health and human services reported in this report this year.

Family violence

The proportion of respondents who agreed that [“family violence is common in the community”](#) decreased marginally this year, down from 29.4% last year to 28.6%.

Respondents were then asked their agreement with [five attitudinal statements about family violence](#). The statements refer to some of the drivers or myths around family violence and are not directly about the respondents’ experience of family violence. Between 58% and 73% of respondents disagreed with each of these five statements, which is a positive result as the statements reflect drivers or myths that excuse or justify family violence.

It is also noted that the proportion of respondents who agreed with four of these five statements declined marginally this year, and all have declined somewhat from the high point recorded back in 2018 when the questions were first included in the survey.

Approximately three-quarters (73.4%) of respondents disagreed that “family violence can be excused if it is acceptable in the person’s culture”, whilst a little less than two-thirds (57.6%) disagreed that “women prefer a man to be in charge of the relationship”.

Average commuting times

A new question was included in the survey this year, asking respondents who commuted to work or study their average two-way commute time. A total of 580 of the 800 respondents provided a response.

One-fifth (21.2%) took less than 30 minutes, one-third (33.4) took between 30 minutes and one hour, one-quarter (25.9%) took one hour to less than 90 minutes, and one-fifth (19.5%) took 90 minutes or more.

Volunteering

In 2022, there was a decline in the proportion of respondents who reported that they volunteer, down from 27.9% last year to 17.6%. This includes 14.3% who volunteer locally, and 3.3% who volunteer elsewhere.



Melton City Council – 2022 Annual Community Satisfaction Survey

Introduction

Metropolis Research was commissioned by Melton City Council to undertake this, its eighth *Annual Community Satisfaction Survey*.

The survey has been designed to measure community satisfaction with a broad range of Council services and facilities as well as to measure community sentiment across a range of additional issues of concern in the municipality.

The *Community Satisfaction Survey* program comprises the following core components which are included each year:

- Satisfaction with Council’s overall performance and change in performance
- Satisfaction with aspects of governance and leadership
- Importance of and satisfaction with a range of Council services and facilities
- Issues of importance to address for the City of Melton “at the moment”
- Satisfaction with aspects of planning and housing development
- Community perception of safety in public areas of Melton
- Satisfaction with Council customer service
- Respondent profile.

In addition to these core components that are to be included every year, the *Melton City Council – 2022 Annual Community Satisfaction Survey* includes questions exploring current issues of importance that reflect Council’s current requirements. The 2022 survey includes questions related to the following issues:

- Sense of community
- Family violence
- Volunteering.

This *Findings Report* provides municipal level results for all questions in the survey. A more detailed examination of results has been provided to Council.

Rationale

The *Community Satisfaction Survey* has been designed to provide Council with a wide range of information covering community satisfaction, community sentiment and community feel and involvement. The survey meets the requirements of Local Government Victoria (LGV) annual satisfaction survey by providing importance and satisfaction ratings for the core measures and satisfaction with Council’s overall performance.



Melton City Council – 2022 Annual Community Satisfaction Survey

The survey is used by Council in meeting its legislative requirements, including reporting against the Local Government Performance Reporting Framework and associated requirements under the Local Government Act 2020 and Public Health and Wellbeing Act 2008.

The survey also assists Council in gauging achievement toward the delivery of the commitments contained with the *Council and Wellbeing Plan 2021-2025* and achieving the aspirations of the *Community Vision 2041 – The City We Imagine*, and other strategic council plans.

Criteria considered in determining the survey questions included consistency with questions previously asked, strategic indicators from the *Council and Wellbeing Plan 2021-2025* and information that feeds into the online Know Your Council website (which provides consistent information regarding the performance of local councils across Victoria).

The *Community Satisfaction Survey* provides an in-depth coverage of Council services and facilities as well as additional community issues and expectations.

This information is critical to informing Council of the attitudes, levels of satisfaction and issues facing the community in the City of Melton.

In addition, the *Community Satisfaction Survey* includes a range of demographic and socio-economic variables against which the results can be analysed including age structure, period of residence, language, gender, and household structure.

These variables have been included to facilitate in-depth analysis of the results of the survey by demographic profile and to ensure that the sample selected represents the underlying population of the City of Melton.

Methodology, response rate and statistical significance

The *Community Satisfaction Survey* has traditionally been conducted as a door-to-door, interview style survey.

The 2022 survey was designed to be implemented using the face-to-face methodology but was implemented by telephone due to the impact of COVID-19 on staff and labour availability, making it impossible to conduct the survey as a face-to-face, doorstep interview style survey this year.

The surveying was completed over five weeks in June and July 2022, consistent with the timing of previous years.

Surveys were conducted from 11am till 7pm weekdays, and 11am till 5pm on Saturdays and Sunday.



Melton City Council – 2022 Annual Community Satisfaction Survey

Multiple attempts were made to contact each randomly selected telephone number, to give the household multiple opportunities to participate in the research.

A total of 800 surveys were conducted from a random sample of 12,780 residential telephone numbers, including approximately two-thirds mobile phones and one-third landlines.

The sample of residential telephone numbers was pre-weighted by precinct population, to ensure that each precinct contributed proportionally to the overall municipal results.

The final sample was weighted by age and gender to align with the *Census* age and gender percentages. This was necessary given the limitations of the telephone survey methodology in obtaining a sample that reflects the age structure of the underlying population.

Of the 12,780 telephone numbers, the following results were obtained:

- No answer - 9,455
- Refused - 2,525
- Completed - 800

This provides a response rate of 24.1%, reflecting the proportion of individuals who were invited to participate in the research, who ultimately participated. This is down on the 35.0% response rate achieved in 2019 using the door-to-door methodology, and down marginally on the 29.3% from 2021, but consistent with the 25.0% recorded in 2020.

The 95% confidence interval (margin of error) of these results is plus or minus 3.4% at the fifty percent level.

In other words, if a yes / no question obtains a result of fifty percent yes, it is 95% certain that the true value of this result is within the range of 46.6% and 53.4%. The true value reflects the actual result of the entire population from which the sample is drawn. A larger sample size provides a smaller confidence interval, and a smaller sample size provides a larger confidence interval.

This is based on a total sample size of 800 respondents and an underlying population of the City of Melton of 181,233.

Governing Melbourne

Governing Melbourne is a service provided by Metropolis Research since 2010.

Governing Melbourne is usually conducted with a sample of 1,200 respondents, however, due to the continued impact of COVID-19 this year, the survey included a sample of 850 respondents. The sample is drawn in equal numbers from every municipality in metropolitan Melbourne.

Governing Melbourne provides an objective, consistent and reliable basis on which to compare the results of the *Melton City Council – 2022 Annual Community Satisfaction Survey*. It is not intended to provide a “league table” for local councils, rather to provide a context within which to understand the results.



Melton City Council – 2022 Annual Community Satisfaction Survey

This report provides some comparisons sourced from *Governing Melbourne* against the metropolitan Melbourne average, which includes all municipalities located within the Melbourne Greater Capital City Statistical Area as well as the western region (which includes Maribyrnong, Hobsons Bay, Wyndham, Brimbank, Melton, and Moonee Valley).

The report also provides some comparisons with the growth area councils of Cardinia, Casey, Hume, Knox, Melton, Whittlesea, and Wyndham.

Glossary of terms*Precinct*

The term precinct is used by Metropolis Research to describe the small areas and in this instance reflects the official suburbs within the City of Melton. Readers seeking to use precinct results should seek clarification of specific precinct boundaries in the following section if necessary.

Measurable and statistically significant

A measurable difference is one where the difference between or change in results is sufficiently large to ensure that they are in fact different results, i.e., the difference is statistically significant. This is because survey results are subject to a margin of error or an area of uncertainty.

Significant result

Metropolis Research uses the term *significant result* to describe a change or difference between results that Metropolis Research believes to be of sufficient magnitude that they may impact on relevant aspects of policy development, service delivery and the evaluation of performance and are therefore identified and noted as significant or important.

Somewhat / notable / marginal

Metropolis Research will describe some results or changes in results as being marginally, somewhat, or notably higher or lower. These are not statistical terms, rather they are interpretive. They are used to draw attention to results that may be of interest or relevant to policy development and service delivery.

In order of significance, “marginal” is the least significant, followed by “somewhat”, and with “notable” the most significant of the subjective terms used to describe variations that were not statistically significant.

These terms are often used for results that may not be statistically significant due to sample size or other factors but may nonetheless provide some insight into the variation in community sentiment across the municipality or between groups within the community, or in changes in results over time.



Melton City Council – 2022 Annual Community Satisfaction Survey

95% confidence interval

Average satisfaction results are presented in this report with a 95% confidence interval included. These figures reflect the range of values within which it is 95% certain that the true average satisfaction falls. The 95% confidence interval based on a one-sample t-test is used for the mean scores presented in this report. The margin of error around the other results in this report at the municipal level is plus or minus 3.4%.

Satisfaction categories

Metropolis Research typically categorises satisfaction results to assist in the understanding and interpretation of the results. These categories have been developed over many years as a guide to the scores presented in the report and are designed to give a general context, and are defined as follows:

- **Excellent** - scores of 7.75 and above are categorised as excellent.
- **Very good** - scores of 7.25 to less than 7.75 are categorised as very good.
- **Good** - scores of 6.5 to less than 7.25 are categorised as good.
- **Solid** - scores of 6 to less than 6.5 are categorised as solid.
- **Poor** - scores of 5.5 to less than 6 are categorised as poor.
- **Very Poor** - scores of 5 to less than 5.5 are categorised as very poor.
- **Extremely Poor** – scores of less than 5 are categorised as extremely poor.

Precincts

This report provides results at both the municipal and precinct level.

The precincts are consistent with those used for the *Melton Community Profile* prepared by i.d consulting.

Given that the Cobblebank / Strathtullon precinct currently has an estimated population of only 2,181 and therefore a preweighted sample of just 11 respondents, results have not been published for this precinct at this time. The precinct still contributes proportionally to the municipal result, even though individual precinct results are not published.

The precincts used in this report are as follows:

- **Melton Township** – includes the precincts of Melton precinct, Melton West, Kurunjang, Melton South / Brookfield, and Harkness.
- **Eastern Corridor** – includes the precincts of Burnside, Caroline Springs, Hillside, Taylors Hill, and Frasers Rise.
- **Rural precinct** - includes the rural balance and the rural townships of Diggers Rest, Toolern Vale, Aintree, Eynesbury and Rockbank.



*Melton City Council – 2022 Annual Community Satisfaction Survey***Summary of results**

The following is a summary of the results from the *Melton City Council – 2022 Annual Community Satisfaction Survey*.

Overall performance

- Satisfaction with Council’s overall performance declined 3.9% this year from 6.81 to 6.54 but remains at a “good” level of satisfaction.
- This result was almost identical to the 2022 metropolitan Melbourne average of 6.60.
- There was a small decline in the proportion (33.1% down from 37.4%) of respondents who were “very satisfied” with Council’s overall performance, and there was a very small increase in the proportion of “dissatisfied” respondents (11.9% up from 9.3%).
- Respondents from Harkness were measurably more satisfied than the municipal average and at a “very good” rather than a “good” level of satisfaction.
- Senior citizens (aged 70 years and over), female respondents, respondents from multilingual households, respondents from group households, rental household respondents, and new and newer residents (less than five years in the City of Melton) were more satisfied with Council’s overall performance.
- Adults (aged 35 to 49 years), male respondents, respondents from English speaking households, respondents from two-parent families with youngest child aged 5 to 12 years, couple household respondents, home-owner household respondents, and respondents from households with a member with disability were somewhat less satisfied.

Governance and leadership

- The average satisfaction with the seven aspects of governance and leadership was 6.54 out of 10, which was identical to the overall satisfaction score this year.
- The average satisfaction with the six aspects of governance and leadership declined 1.4% this year, down from 6.60 to 6.51, although it remains “good”.
- Satisfaction with the seven aspects of governance and leadership were as follows:
 - Meeting environmental responsibilities (7.05 down from 7.07) “good”
 - Advocacy on behalf of the community for local educational opportunities (6.68, new) “good”
 - Making decisions in the interests of the community (6.45 down from 6.61) “solid”
 - Community consultation and engagement (6.43 down from 6.50) “solid”
 - Representation, lobbying, and advocacy (6.42 up from 6.41) “solid”
 - Maintaining community trust and confidence (6.41 down from 6.58) “solid”
 - Responsiveness to local community needs (6.32 down from 6.46) “solid”.



*Melton City Council – 2022 Annual Community Satisfaction Survey***Statements about City of Melton**

- Respondents were asked their level of agreement with three statements about Melton City Council, on a scale from zero (strongly disagree) to 10 (strongly agree), with the average agreement as follows:
 - Melton is a city that encourages and enables people to work, shop and spend time locally (7.15 down from 7.19)
 - Council infrastructure is equitable, inclusive, and accessible (6.84 down from 6.99)
 - Council is efficient and well run (6.59, new).

Customer service

- In 2022, 40.2% of respondents reported that they had contacted Council in the last 12 months, a small increase on the 34.5% reported last year.
- The most common form of contact with Council was by telephone during office hours, with almost two-thirds (64.2% down from 73.4%) of respondents using this method.
- Average satisfaction with the five aspects of customer service declined marginally, but not measurably this year, down 1.6% to 7.18, which is a “good”, down from a “very good” level of satisfaction. These can best be summarised as follows:
 - Courtesy and professionalism of staff (7.96 down from 8.01) “excellent”
 - Access to relevant officer / area (7.37 down from 7.46) “very good”
 - Provision of information (7.25 down from 7.27) “very good”
 - Satisfaction with the “final outcome” (6.92 down from 7.22) “good”
 - Speed and efficiency of service (6.88 down from 7.09) “good”.

Planning for population growth

- Satisfaction with planning for population growth by all levels of government declined notably but not measurably this year, down 4.8% from 6.04 to 5.77, which is a “poor”, down from a “solid” level of satisfaction.

Planning and housing development

- In 2022, five percent of respondents reported that they had been personally involved in the planning approvals and development process in the last 12 months. This is consistent with previous years.
- Average satisfaction with the three included aspects of planning and development was 6.70, a decrease of 2.8%.
- These can best be summarised as follows:
 - Appearance and quality of new developments (6.95 down from 7.19) “good”
 - Maintaining local heritage and sites of significance (6.92 down from 7.24) “good”
 - Opportunities to participate (6.22 down from 6.23) “solid”.



*Melton City Council – 2022 Annual Community Satisfaction Survey***Council services and facilities**

- The average satisfaction with the 34 included Council services and facilities was 7.17, down 5.4% on the average satisfaction of 7.58 recorded last year. This is a “good” level of average satisfaction, down from a “very good” level.
- Approximately half of the respondents who provided a satisfaction score for individual services and facilities were “very satisfied” with 25 of the 34 included services and facilities.
- Satisfaction with the 34 services and facilities included in the survey were as follows:

○ Regular garbage collection	(8.63 down from 8.65)	“excellent”
○ Regular recycling	(8.58 down from 8.64)	“excellent”
○ Library services	(8.58 down from 8.75)	“excellent”
○ Green waste collection service	(8.54 down from 8.67)	“excellent”
○ Hard rubbish collection	(7.78, stable)	“excellent”
○ Community centres / Neighbourhood houses	(7.74 down from 7.91)	“very good”
○ Sports grounds and associated facilities	(7.73 down from 7.88)	“very good”
○ Melton Recycling Facility	(7.49 down from 7.54)	“very good”
○ Council’s website	(7.45 down from 7.57)	“very good”
○ Animal management	(7.43 down from 7.58)	“very good”
○ Access services through digital or online channels	(7.40 down from 7.86)	“very good”
○ Provision and maintenance of playgrounds	(7.37 down from 7.65)	“very good”
○ Provision of community events and festivals	(7.37 down from 7.80)	“very good”
○ Provision of cultural events	(7.31 down from 7.59)	“very good”
○ On and off-road bike and / or walking paths	(7.30 down from 7.57)	“very good”
○ Provision of parks and gardens	(7.24 down from 7.67)	“good”
○ Public Spaces	(7.21, new)	“good”
○ Maintaining natural reserves	(7.21, new)	“good”
○ Recreation and Leisure Centres	(7.19 down from 7.64)	“good”
○ Maintenance of parks and gardens	(7.06 down from 7.40)	“good”
○ Services and programs for children	(7.03 down from 8.21)	“good”
○ Litter collection in public areas	(6.96 down from 7.11)	“good”
○ Services for young people	(6.85 down from 7.53)	“good”
○ Health services for babies, infants, and toddlers	(6.79 down from 8.25)	“good”
○ Council activities promoting local business growth	(6.76 down from 7.10)	“good”
○ Moving Ahead (Council’s printed newsletter)	(6.74 down from 7.21)	“good”
○ Provision and maintenance of street trees	(6.63 down from 7.23)	“good”
○ Parking enforcement	(6.46 down from 6.89)	“solid”
○ Footpath maintenance and repairs	(6.39 down from 6.72)	“solid”
○ Services for people with disability	(6.29 down from 7.34)	“solid”
○ Local traffic management	(6.26 down from 6.65)	“solid”
○ Services for seniors	(6.24 down from 7.89)	“solid”
○ Maintenance and repair of sealed local roads	(5.95 down from 6.39)	“poor”
○ Public toilets	(5.95 down from 6.62)	“poor”.

Issues for Council to address ‘at the moment’

- ⊗ A total of 556 respondents (69.5% up from 60.3%) nominated a total of 1,158 individual issues for the City of Melton “at the moment”.
- ⊗ It is important to note that these issues are not all within the remit of local government, nor are they to be read just as a list of complaints about Council performance.



Melton City Council – 2022 Annual Community Satisfaction Survey

- ⊗ The top five issues for the City of Melton this year were as follows:
 - Traffic management (25.9% up from 21.8%)
 - Roads (including roadworks) (13.1% up from 10.0%)
 - Parks, gardens, and open space (9.4% up from 7.0%)
 - Safety, policing, and crime (9.3% up from 5.5%)
 - Health and medical services (7.3% up from 3.3%).

Community engagement consultation activities

- A little less than ten percent of respondents (9.2%) reported that they had participated in at least one activity in the last 12 months, with each of these respondents reporting that they had participated in just one activity.
- Most of these respondents had completed a Council survey (excluding this community satisfaction survey).

Perception of safety in the public areas of the City of Melton

- The average perception of safety in all 10 situations and locations included in the survey declined somewhat this year, down by an average of 2.8%, from 7.14 to 6.96.
- The average perception of safety in each of these situations and locations was as follows:
 - At home alone after dark (7.63 down from 7.74)
 - In the public areas of the municipality during the day (7.59 down from 7.75)
 - At local community events (7.32 down from 7.45)
 - In and around Caroline Spring Shopping Centre (7.30 down from 7.71)
 - In and around local shopping area (7.22 down from 7.43)
 - In and around the Woodgrove Shopping Centre (6.96 down from 7.32)
 - In and around Melton Town Centre (6.92 down from 7.15)
 - At Lake Caroline at night (6.48 down from 6.59)
 - Travelling on or waiting for public transport (6.45 down from 6.52)
 - In the public areas of the municipality at night (5.54 down from 5.73).

Sense of community

- Respondents were asked to rate their agreement with 16 statements about the local sense of community including aspects such as inclusiveness and civic engagement, as well as statements about public transport. The average agreement with seven of the 16 statements increased marginally, and the average agreement with nine declined marginally.
- The average agreement with these statements was as follows:
 - Welcome diverse cultures' people (7.69 down from 7.72)
 - Council respects First Nations peoples (7.60 down from 7.71)
 - Could turn neighbours for help (7.58 down from 7.67)
 - Welcome LGBTIQ people (7.50 down from 7.51)
 - "Child-friendly" community (7.44 down from 7.63)
 - Accessible and inclusive for people with a disability (7.42 up from 7.38)
 - "Age-friendly" community (7.31 down from 7.56)
 - People locally can be trusted (7.14 up from 7.07)
 - Community is vibrant and engaging (7.09 down from 7.12)



Melton City Council – 2022 Annual Community Satisfaction Survey

- Adequate opportunities to socialise / meet people (7.02 down from 7.03)
- Public transport goes where I need to go (6.96 up from 6.84)
- Affordable and efficient public transport (6.95 up from 6.90)
- Distinct community character (6.88 up from 6.85)
- Local health services available (6.60 down from 7.21)
- Feel part of local community (6.54 up from 6.36)
- Active community (6.53 up from 6.50).

Family violence

- The family violence component of the survey includes a preliminary question asking respondents if they believe that family violence is common in the community, and then a follow up set of questions asking respondents if they agree or disagree with five statements relating to some of the drivers of, or myths that can justify or excuse family violence in the community.
- In 2022, 28.6% of the 800 respondents agreed that family violence is common in the community, a marginal decrease on the historically high result of 29.4% recorded last year. There was also a notable decrease in the proportion of respondents who disagreed that family violence is common in the community, down from 22.5% to 15.4%.
- Respondents were asked whether they agreed or disagreed with five statements about family violence. There was a marginal to small decline observed this year in the proportion of respondents who disagreed with each of these statements about family violence, which is a positive result, these were as follows:
 - Family violence can be excused if it is acceptable in the persons' culture (73.4% down from 74.9%)
 - Men make better political leaders (63.2% down from 69.3%)
 - Men should take control in relationships and be the head of the household (63.1% down from 70.3%)
 - Family violence can be excused if, afterwards, the violent person genuinely regrets what they have done (62.5% down from 64.8%)
 - Women prefer a man to be in charge of the relationship (57.6% down from 63.3%).

Average commuting time

- This question relating to average commuting times was included for the first time in the survey program this year. Of the 800 respondents, 220 did not provide a response to the question, as they either did not commute to work or study or could not estimate a response.
- Respondents were relatively evenly split in terms of their average commuting times, with a little more than half (54.7%) reporting that their two-way commute took less than one hour, and a little less than half (45.3%) reported that it took one hour or more. It is noted that approximately one-fifth (19.5%) of respondents reported that their two-way commute took 90 minutes or more.

Volunteering

- There was a notable decline this year, in the proportion of respondents who reported that they volunteer locally (14.3% down from 22.4%) and a small decline in the proportion who volunteer outside the local area (3.3% down from 5.5%).



Melton City Council – 2022 Annual Community Satisfaction Survey

Council’s overall performance

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with the performance of Council across all areas of responsibility?”

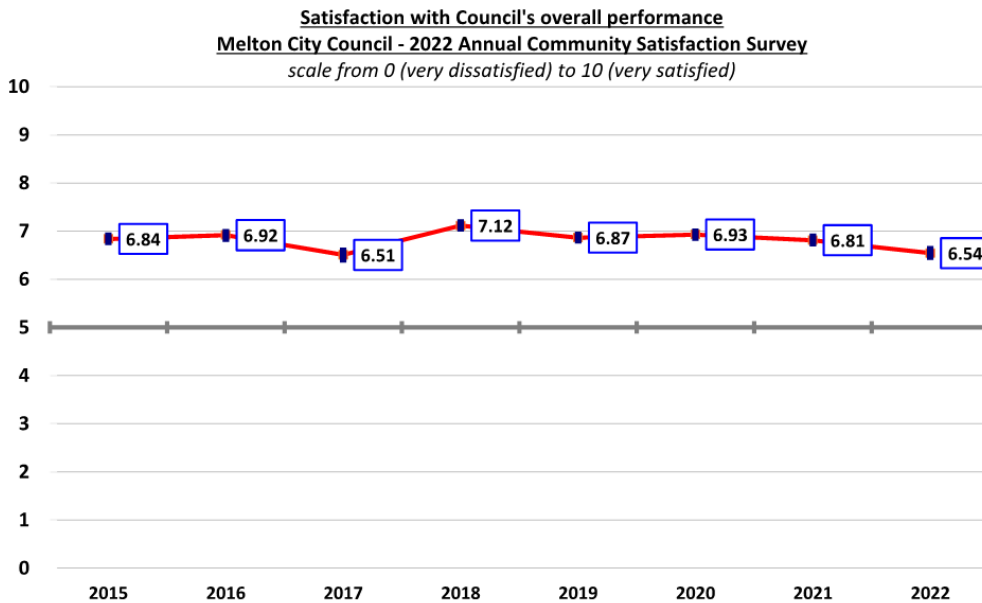
Satisfaction with the performance of the City of Melton Council “across all areas of performance” (overall performance) declined notably this year, down 3.9% to 6.54.

This decline was not statistically significant at the 95% confidence level.

Satisfaction with Council’s overall performance remained at a “good” level of satisfaction, the same level that has been recorded in each of the eight years of the survey program.

By way of comparison, this result was almost identical to the metropolitan Melbourne average satisfaction with local government of 6.60, and marginally, but not measurably higher than the western region councils’ average satisfaction of 6.46.

These comparison results were sourced from the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022, using the identical random sample telephone methodology.



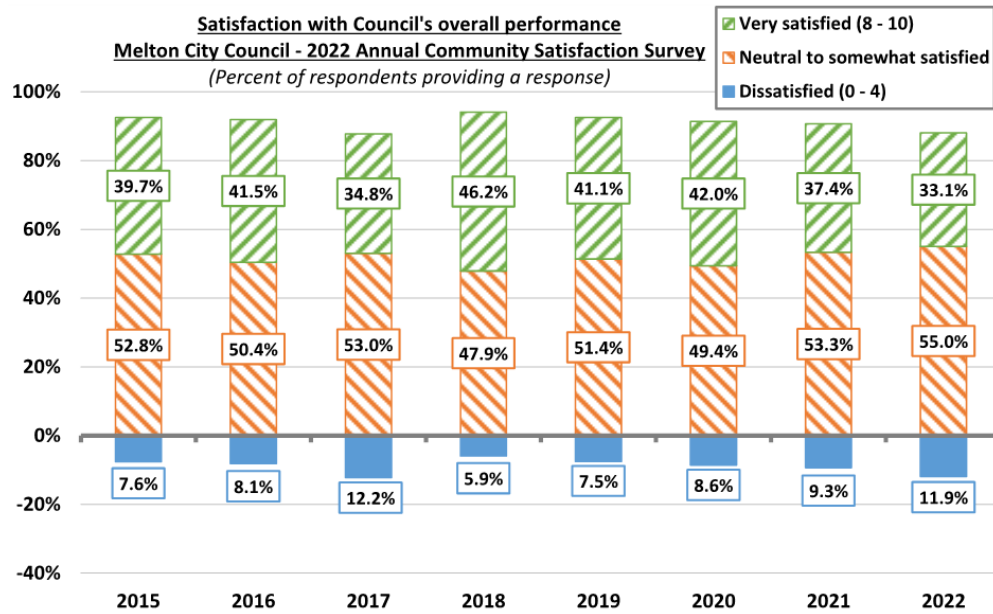
The following graph provides a breakdown of these results into the proportion of respondents (providing a score) who were “very satisfied” with Council’s overall performance (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five).



Melton City Council – 2022 Annual Community Satisfaction Survey

Consistent with the small decline in average satisfaction, there was a small decrease this year, in the proportion of respondents who were “very satisfied” (33.1% down from 37.4%), and a small increase in the proportion who were “dissatisfied” (11.9% up from 9.3%).

Metropolis Research draws attention to the fact that almost three times as many respondents were “very satisfied” with Council’s overall performance than were “dissatisfied”.



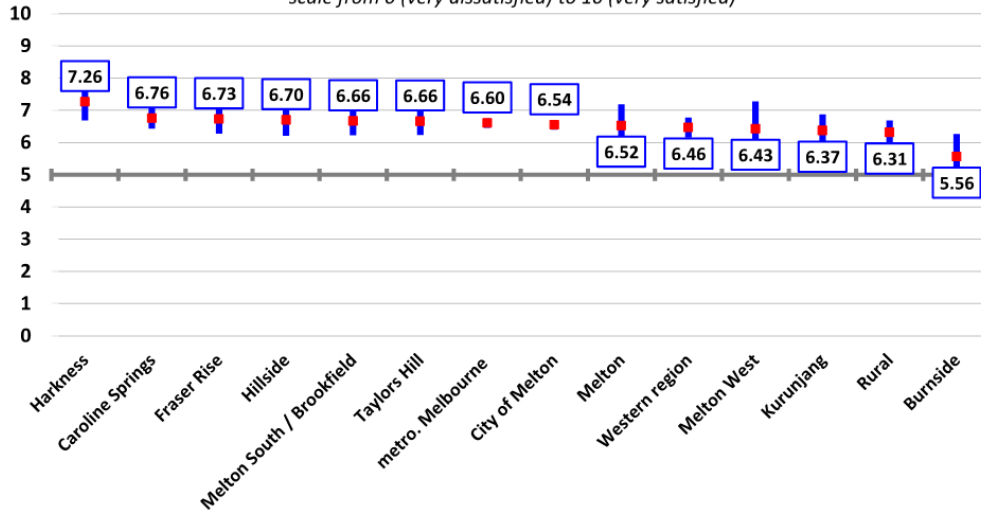
There was measurable and notable variation in satisfaction with Council’s overall performance observed across the municipality, as follows:

- **Harkness** – respondents were measurably more satisfied than average and at a “very good” level. More than half of the respondents from Harkness were “very satisfied” with Council’s overall performance.
- **Melton West, Kurunjang, and Rural precinct** – respondents were marginally, but not measurably less satisfied than average, and at “solid” levels.
- **Burnside** - respondents were measurably and significantly less satisfied than average and at a “poor” level of satisfaction. There were more “dissatisfied” than “very satisfied” respondents from Burnside this year, with 21.4% dissatisfied, which is a substantial proportion.

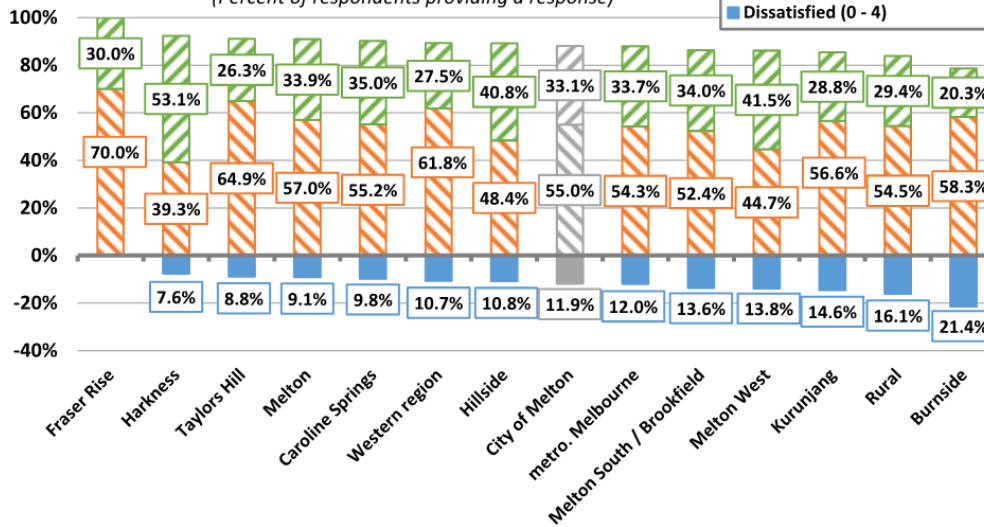


Melton City Council – 2022 Annual Community Satisfaction Survey

Satisfaction with Council's overall performance by precinct
Melton City Council - 2022 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with Council's overall performance by precinct
Melton City Council - 2022 Annual Community Satisfaction Survey
 (Percent of respondents providing a response)



Melton City Council – 2022 Annual Community Satisfaction Survey

Overall performance by respondent profile

The following section provides a comparison of satisfaction with Council's overall performance by respondent profile, including age structure, gender, language spoken at home, household structure, housing situation, period of residence in the City of Melton, and household disability status.

There was some measurable and notable variation in satisfaction with Council's overall performance observed by respondent profile, as follows:

- **Notably more satisfied than average** – includes senior citizens (aged 70 years and over), female respondents, respondents from multilingual households, respondents from group households, rental household respondents, and new and newer residents (less than five years in the City of Melton).
- **Notably less satisfied than average** – includes adults (aged 35 to 49 years), male respondents, respondents from English speaking households, respondents from two-parent families with youngest child aged 5 to 12 years, couple only household respondents, home-owner household respondents, and respondents from households with a member with disability.

Relationship between issues and satisfaction with overall performance

The following graph displays the average overall satisfaction score for respondents nominating each of the top 13 issues to address for the City of Melton "at the moment", with a comparison to the overall satisfaction score of all respondents (6.54), as well as a comparison to the 244 respondents who did not nominate any issues to address (7.14)

The detailed analysis of the top issues to address in the City of Melton "at the moment" is discussed in the [Current Issues for the City of Melton](#) section of this report.

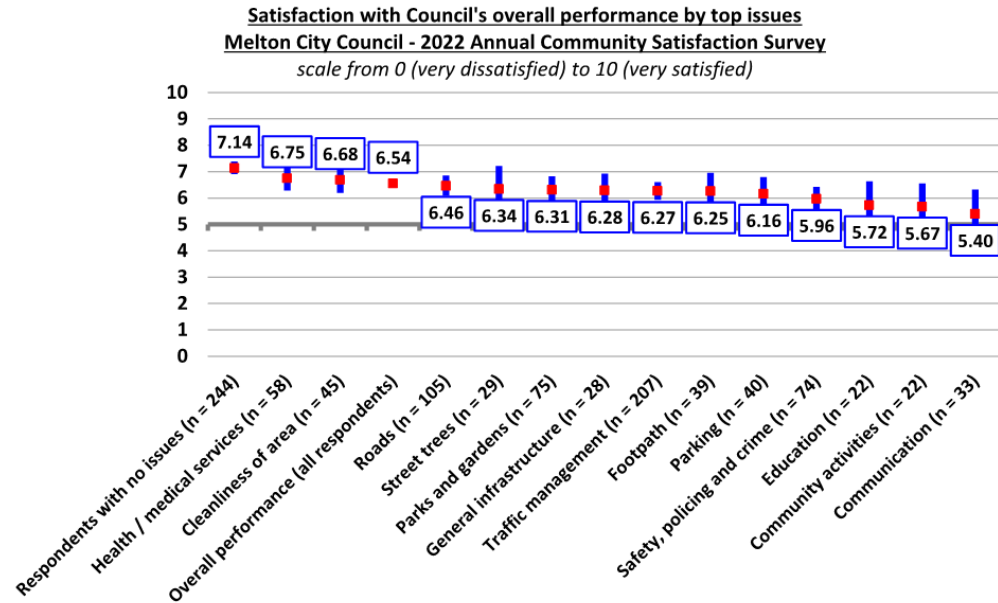
The aim of this data is to explore the relationship between the issues nominated by respondents and their satisfaction with Council's overall performance. The data does not prove a causal relationship between the issue and satisfaction with Council's overall performance but does provide meaningful insight into whether these issues are likely to be exerting a positive or negative influence on these respondents' satisfaction with Council's overall performance.

Clearly the number of respondents nominating each of these issues varies substantially, which is reflected in the size of the blue vertical bars (the 95% confidence interval).

The 244 respondents who did not feel compelled to nominate any issues that they feel need to be addressed in the municipality, were, on average measurably more satisfied with Council's overall performance than the average of all respondents. This reflects the fact that residents who do not feel there are issues in their local area that need addressing are going to be more satisfied with the performance of their local council than respondents who believe that there are issues to address.



Melton City Council – 2022 Annual Community Satisfaction Survey



The 58 respondents who nominated health and medical service-related issues, as well as the 45 respondents who nominated the cleanliness of the local area were only marginally less satisfied than the respondents who did not nominate any issues. This does suggest that these issues are not exerting a substantial negative influence on overall satisfaction with Council for the respondents who nominated these issues.

Respondents who nominated issues around roads, street trees, parks and gardens, general infrastructure, traffic management, footpaths, parking, safety, policing, and crime, education, community activities, and communication with Council were all, on average, measurably less satisfied with Council’s overall performance than respondents who did not nominate any issues.

This does suggest that all these issues were a negative influence on overall satisfaction with Council for the respondents who raised the issues.

Metropolis Research draws particular attention to traffic management, roads, parks and gardens, and safety, policing, and crime related issues. These issues were all nominated by a substantial number of respondents, particularly traffic management, and therefore these issues were exerting a larger influence on the municipal average overall satisfaction score than other issues.

It is important to note that whilst respondents who nominated issues with parks and gardens were measurably less satisfied with Council’s overall performance than the municipal average, this does not imply that the Melton City community is overall, dissatisfied with the provision and maintenance of parks and gardens, both of which scored relatively well in terms of satisfaction.



Melton City Council – 2022 Annual Community Satisfaction Survey

The following table provides an alternative method of exploring the relationship between issues to address for the City of Melton and satisfaction with Council's overall performance.

The graph shows the proportion of respondents who were dissatisfied with Council's overall performance who nominated each of the top 13 issues, with a comparison to the proportion of all respondents who nominated each of these issues.

It is noted that respondents dissatisfied with Council's overall performance were significantly more likely than average to nominate issues related to Council's governance and leadership performance than the municipal average (13.2% compared to just 1.8% of all respondents).

There were just 14 respondents in the sample of 800 who nominated issues with Council's governance and leadership performance as a top three issue to address for the municipality. Of these 14 respondents, 12 were dissatisfied with Council's overall performance, clearly reflecting the influence of these issues in these respondents' rating of satisfaction with Council's performance.

Respondents dissatisfied with Council's overall performance were also somewhat more likely than the municipal average to nominate traffic management, parks and gardens, safety, policing, and crime, and communication / provision of information related issues as top three issues.

These results clearly reinforce the view that these issues were exerting a negative influence on these respondent's satisfaction with Council's overall performance.

Top issues for Melton of respondents' dissatisfied with overall performance**Melton City Council - 2022 Annual Community Satisfaction Survey**

(Number and percent of total respondents who dissatisfied with overall performance)

Issue	Dissatisfied respondents		All respondents
	Number	Percent	
Traffic management	30	33.0%	25.9%
Parks, gardens and open spaces	12	13.2%	9.4%
Council governance and performance	12	13.2%	1.8%
Safety, policing and crime	12	13.2%	9.3%
Roads (including roadworks)	10	11.0%	13.1%
Communication and provision of information	7	7.7%	4.1%
Parking	6	6.6%	5.0%
Community activities, events, arts and culture	4	4.4%	2.8%
Cycling and walking paths and tracks	4	4.4%	2.5%
Education and schools	4	4.4%	2.8%
Elderly services and facilities	4	4.4%	1.8%
Footpath repairs and maintenance	4	4.4%	4.9%
Health and medical services	4	4.4%	7.3%
Street trees	4	4.4%	3.6%
Drains maintenance and repairs	3	3.3%	0.6%
All other issues (33 separately identified issues)	56	61.5%	49.9%
Total responses	176		1,158
Respondents identifying at least one issue (percent of total respondents)	80 (88.0%)		556 (69.5%)

Metropolis
RESEARCH

Page 27 of 84



Melton City Council – 2022 Annual Community Satisfaction Survey

Relationship between satisfaction with services and facilities and satisfaction with overall performance

The following graph provides the average satisfaction with Council's overall performance of respondents dissatisfied with individual services and facilities.

Services and facilities with fewer than 10 dissatisfied respondents have been excluded from these results.

It is important to bear in mind that for many of these services, there were relatively few dissatisfied respondents (an average of approximately 70 dissatisfied respondent), hence the relatively large 95% confidence interval around these results.

Attention is drawn to the fact that respondents who were dissatisfied with individual services and facilities were also, on average, measurably and significantly less satisfied with Council's overall performance than the municipal average of all respondents (6.54).

It is also acknowledged that a relatively small sample of respondents were dissatisfied with most core services and facilities, with a significant degree of overlap between services. In other words, respondents who were dissatisfied with one service and facility were likely to be dissatisfied with several services and facilities and were also measurably less satisfied with Council's overall performance.

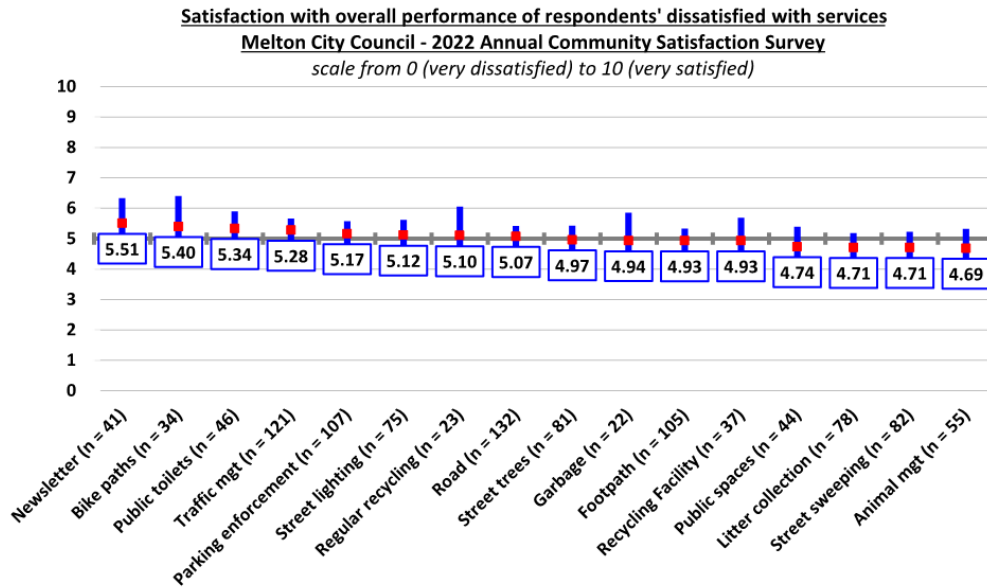
This reflects the fact that some (a small number) of respondents were dissatisfied with Council's performance, and this tended to influence their satisfaction ratings for many, if not all, services and facilities included in the survey.

The opposite is also true for many respondents who tended to provide the same satisfaction rating for many, if not all, services, and facilities. This again reflects the fact that these respondents tended to see Council performance as being generally consistent across the full range of services and facilities provided by Council.

The services and facilities that appear to be most strongly associated with lower overall satisfaction scores this year were public spaces, litter collection in public areas, street sweeping, and animal management. Respondents who were dissatisfied with these services, on average, rated satisfaction with Council's overall performance at "extremely poor" levels.



Melton City Council – 2022 Annual Community Satisfaction Survey



Reasons for dissatisfaction with Council's overall performance

Respondents dissatisfied with Council's overall performance were asked:

"If satisfaction with Council's overall performance rated less than 5, why do you say that?"

There were 113 responses received from respondents dissatisfied with Council's overall performance, outlining the reasons why they were dissatisfied.

This is an increase on the 81 responses received last year, partly reflecting the slightly larger number of dissatisfied respondents, and partly reflecting a greater participation in the question this year than last year.

The responses have been broadly categorised, as outlined in the following table, with the verbatim comments presented as an appendix to this report.

The most common responses received from respondents this year related to concerns around specific services and facilities, with no specific service or facility dominating these results.

There were, however, more comments received this year relating to transport issues.

Metropolis Research notes that a smaller proportion of the comments about reasons for dissatisfaction with Council this year related to Council's support, governance, and performance than in previous years, down from a peak of 35.4% of the comments in 2019 to 15.9% this year.



*Melton City Council – 2022 Annual Community Satisfaction Survey***Reasons for dissatisfaction with Council's overall performance****Melton City Council - 2022 Annual Community Satisfaction Survey***(Number and percent of responses from respondents rating satisfaction less than 5 out of 10)*

Comment	2022		2021	2020	2019	2018
	Number	Percent				
Service and facilities	26	23.0%	12.3%	11.4%	25.3%	2.6%
Communication, consultation, responsiveness	23	20.4%	27.2%	28.6%	17.7%	28.2%
Public transport, traffic and parking	21	18.6%	9.9%	2.9%	5.1%	2.6%
Council support, governance, performance	18	15.9%	22.2%	34.3%	35.4%	20.5%
Rates and money spending	12	10.6%	18.5%	14.3%	11.4%	23.1%
Safety and crime	2	1.8%	1.2%	0.0%	0.0%	2.6%
Other	11	9.7%	8.6%	8.6%	5.1%	20.5%
Total	113	100%	81	35	79	39

Governance and leadership

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with the following aspects of Council’s governance and leadership?”

Respondents were asked to rate their satisfaction with seven aspects of Council’s governance and leadership performance, including a new aspect this year relating to Council’s advocacy on behalf of the community for local educational opportunities.

The average satisfaction with these seven aspects of governance and leadership was 6.54 out of 10, which was identical to the overall satisfaction score this year.

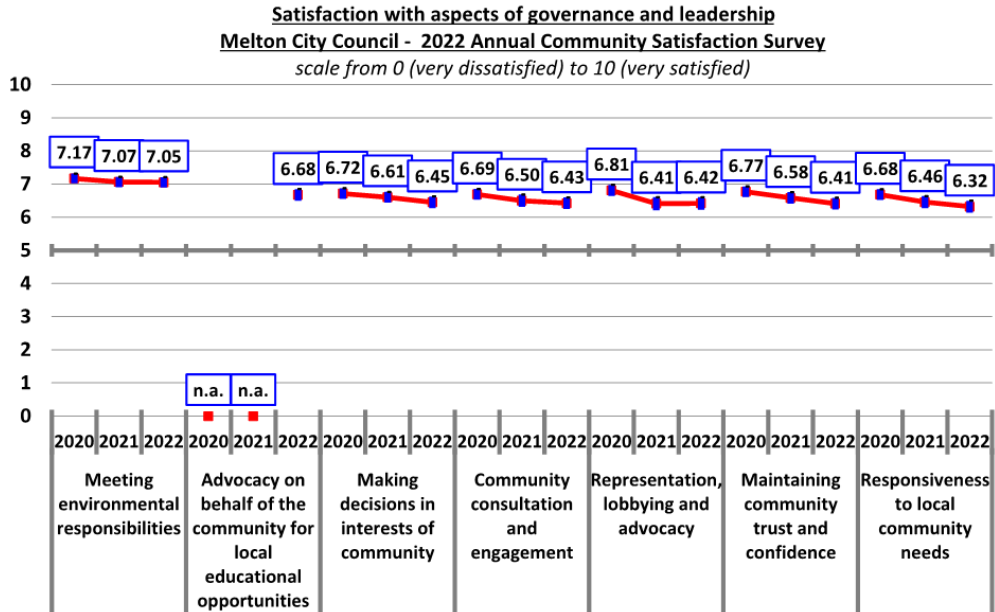
The average satisfaction with the six aspects included in the survey in previous years was 6.51, a marginal, but not statistically significant decline on the 6.60 recorded last year.

There was a decline in satisfaction with all aspects of governance and leadership this year, although none of these declines were statistically significant.

By way of comparison, the average satisfaction with the six core aspects of governance and leadership (excluding educational advocacy) of 6.51 was marginally, but not measurably higher than both the metropolitan Melbourne (6.45) and western region councils’ (6.43) averages, as recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022.



Melton City Council – 2022 Annual Community Satisfaction Survey



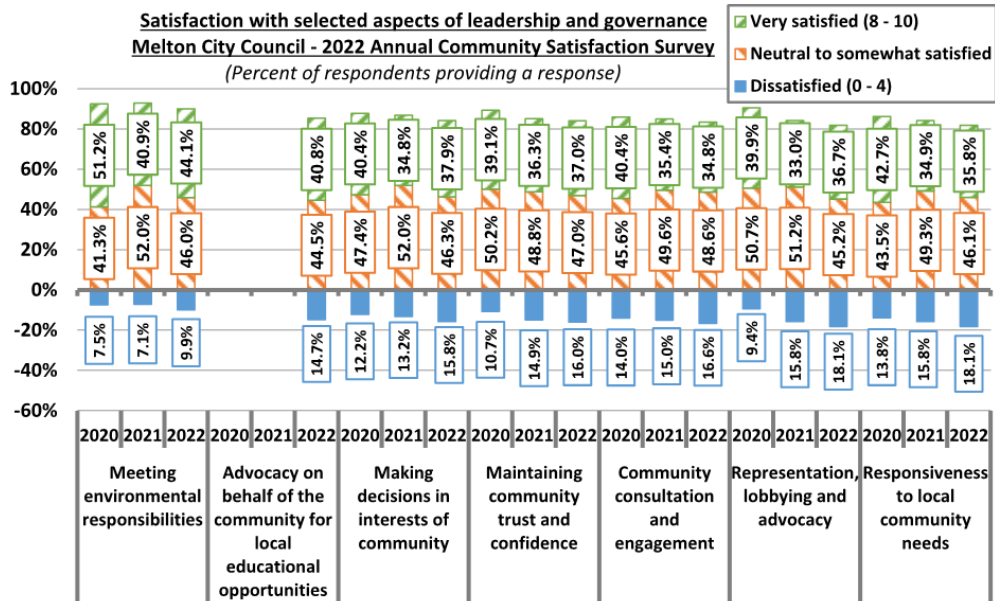
The following graph provides a breakdown of these results into the proportion of respondents (providing a score) who were “very satisfied” with Council’s overall performance (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five).

Metropolis Research notes that satisfaction with the aspects of governance and leadership has remained relatively stable in recent years, with a little more than one-third of respondents “very satisfied” with the core governance related aspects, and a little less than half “very satisfied” with Council’s performance meeting its environmental responsibilities.

It is noted that approximately one-sixth of respondents were “dissatisfied” with each of the six governance and leadership aspects, whilst a little less than 10% were dissatisfied with Council’s performance meeting its environmental responsibilities.



Melton City Council – 2022 Annual Community Satisfaction Survey



The following graph provides a comparison of satisfaction with the six of seven aspects of governance and leadership (excluding educational advocacy) which were included in both this City of Melton survey as well as *Governing Melbourne*.

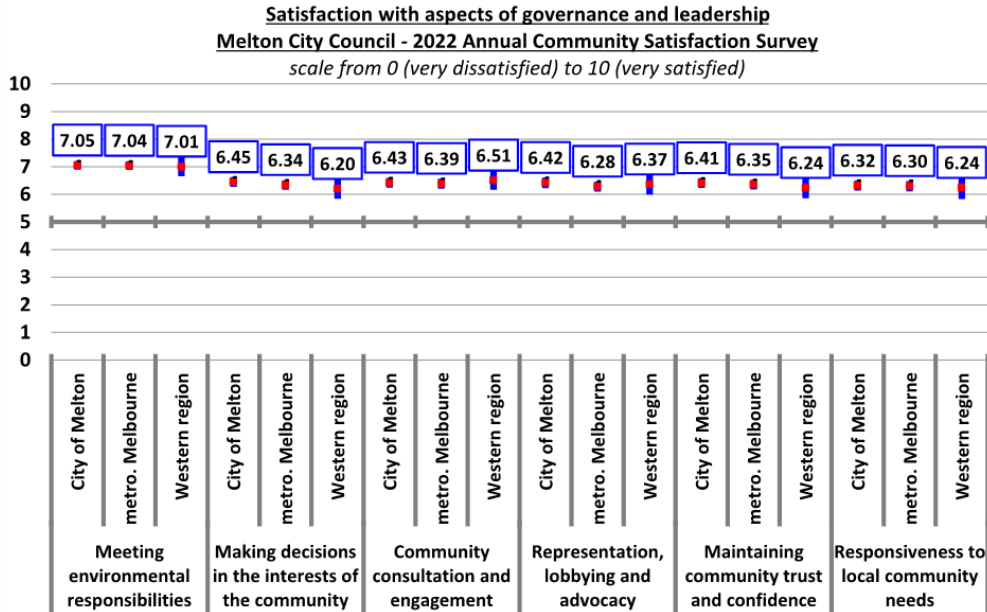
Governing Melbourne is a survey of approximately 850 respondents this year drawn from across all 31 metropolitan Melbourne municipalities, conducted independently by Metropolis Research in January 2022, using the identical telephone methodology.

Satisfaction with all six aspects of governance and leadership was marginally but not measurably higher in the City of Melton than the both the metropolitan Melbourne and western region councils' averages.

Given that overall satisfaction with the City of Melton (6.54) was marginally lower than the metropolitan Melbourne average (6.60), this is a positive result for the City of Melton.



Melton City Council – 2022 Annual Community Satisfaction Survey



Statements about Melton City Council

Respondents were asked:

“On a scale of 0 (strongly disagree) to 10 (strongly agree), please rate your agreement with the following statements about the Melton City Council.”

Respondents were again in 2022, asked to rate their agreement with statements about the Melton City Council.

There was a new statement this year, asking agreement that “Council is efficient and well run”.

The average agreement with the two statements that were included in previous years declined marginally, but not measurably this year, but both remain at relatively “strong” levels of agreement of approximately seven out of 10.

A little less than half of the respondents providing a score “strongly agreed” (i.e., rated agreement at eight or more), with these statements, whilst approximately 10% “disagreed” (i.e., rated agreement at less than five).

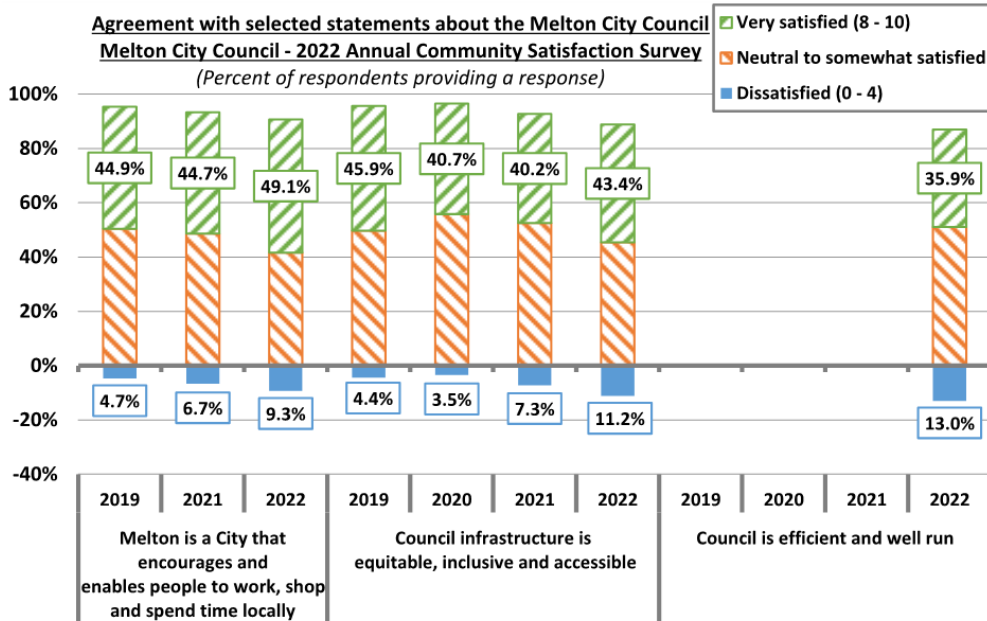
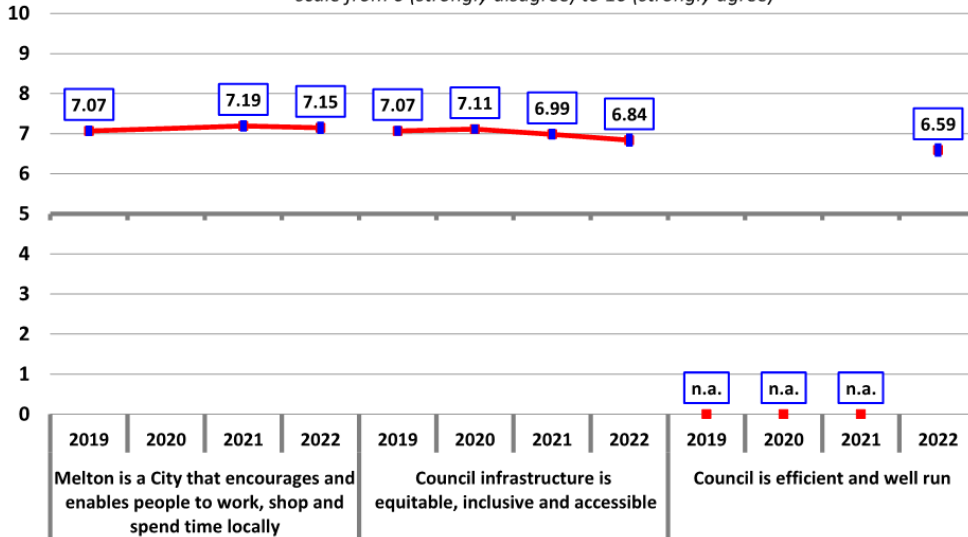
The average agreement that Council is efficient and well run was 6.59, or a moderate level of agreement.

A little more than one-third of respondents “strongly agreed” with this statement, whilst 13.0% “disagreed”.



Melton City Council – 2022 Annual Community Satisfaction Survey

Agreement with selected statements about the Melton City Council
Melton City Council - 2022 Annual Community Satisfaction Survey
scale from 0 (strongly disagree) to 10 (strongly agree)



*Melton City Council – 2022 Annual Community Satisfaction Survey***Customer service*****Contact with Council in the last twelve months***

Respondents were asked:

“Have you contacted Melton City Council in the last 12 months?”

In 2022, 40.2% of the respondents providing a response to the question, reported that they had contacted Council in the last 12 months, a small increase on the 34.5% recorded last year, but consistent with the long-term average since 2015 of 39.4%.

Contacted Council in the last twelve months
Melton City Council - 2022 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Response	2022		2021	2020	2019	2018	2017
	Number	Percent					
Yes	318	40.2%	34.5%	42.8%	35.2%	40.4%	44.0%
No	473	59.8%	65.5%	57.2%	64.8%	59.6%	56.0%
Not stated	9		0	2	11	1	16
Total	800	100%	800	804	804	800	800

Forms of contact

Respondents who had contacted Council were asked:

“When you last contacted Council, was it?”

The most common method by which respondents last contacted Council was by telephone during office hours, with almost two-thirds (64.2% down from 73.4%) using this method.

Consistent with the results recorded last year, 14.2% of respondents had emailed Council, 9.7% had visited in person, and 7.5% had contacted Council via the website.

Metropolis Research notes that this question was not included in the 2020 survey, however, it is clear that visits in person have declined substantially due to the impact of the COVID-19 pandemic, and that this impact has not as yet significantly eased.



*Melton City Council – 2022 Annual Community Satisfaction Survey***Form of last contact with Council****Melton City Council - 2022 Annual Community Satisfaction Survey***(Number and percent of respondents who contacting Council and providing a response)*

Response	2022		2021	2019	2018	2017
	Number	Percent				
Telephone (<i>during office hours</i>)	204	64.2%	73.4%	63.6%	61.5%	60.5%
Email	45	14.2%	13.5%	7.3%	2.2%	4.7%
Visit in person	31	9.7%	8.0%	22.9%	20.2%	22.2%
Website	24	7.5%	2.9%	1.8%	5.9%	0.9%
Mail	5	1.6%	0.7%	0.7%	1.2%	1.5%
Telephone (<i>after hours service</i>)	4	1.3%	0.0%	0.0%	0.9%	0.0%
Social media	3	0.9%	0.4%	1.5%	0.9%	0.3%
Community Portal	2	0.6%	n.a.	n.a.	n.a.	n.a.
Not stated	0		2	4	1	3
Total	318	100%	276	279	323	345

Satisfaction with Council's customer service

Respondents who had contacted Council were asked:

“On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of service when you last contacted the Melton City Council?”

The 318 respondents who had contacted Council in the last 12 months were asked to rate their satisfaction with five aspects of customer service, including “satisfaction with the final outcome”.

The average satisfaction with these five aspects of customer service declined marginally, but not measurably this year, down 1.6% to 7.18, which is a “good”, down from a “very good” level of satisfaction.

This result is somewhat lower than the long-term average satisfaction with all aspects of customer service since 2015 of 7.53.

Metropolis Research notes, however, that the decline in satisfaction with customer service of 1.6% this year was smaller than the decline in satisfaction with Council’s overall performance (down 3.9%), and the 5.4% decline in average satisfaction with the 34 included Council services and facilities.

By way of comparison, satisfaction with the four process aspects of customer service (excluding satisfaction with the outcome) was 11.8% higher for the City of Melton than the metropolitan Melbourne average satisfaction with the same four aspects, as recorded in the 2022 *Governing Melbourne* research.

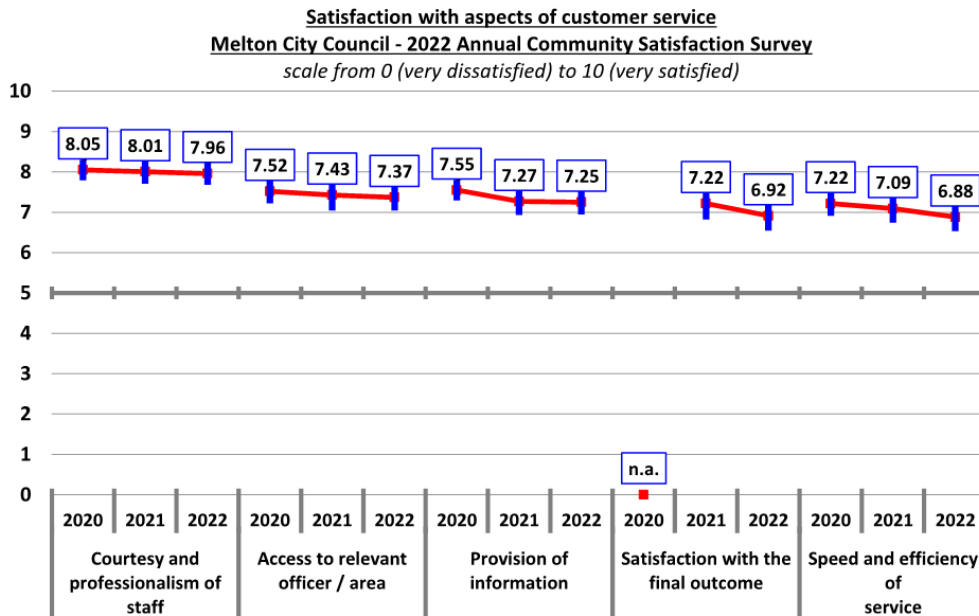


Melton City Council – 2022 Annual Community Satisfaction Survey

Metropolis Research notes that satisfaction with customer service has proved somewhat variable in many municipalities across metropolitan Melbourne over the last three years of the COVID-19 pandemic. In 2022, several municipalities reported significant declines in satisfaction, potentially reflecting community concerns around customer service delivery in a COVID-constrained environment.

Satisfaction with these five aspects of customer service can best be summarised as follows:

- **Excellent** – for the courtesy and professionalism of staff. More than two-thirds of respondents were “very satisfied” with this aspect, whilst 8.2% were “dissatisfied”.
- **Very Good** – for access to relevant officer or area, and the provision of information. A little less than two-thirds of respondents were “very satisfied” with these aspects, whilst approximately one-seventh were “dissatisfied”.
- **Good** – for satisfaction with the final outcome, and the speed and efficiency of service. A little less than two-thirds of respondents were “very satisfied” with these aspects, whilst approximately one-fifth were “dissatisfied”.



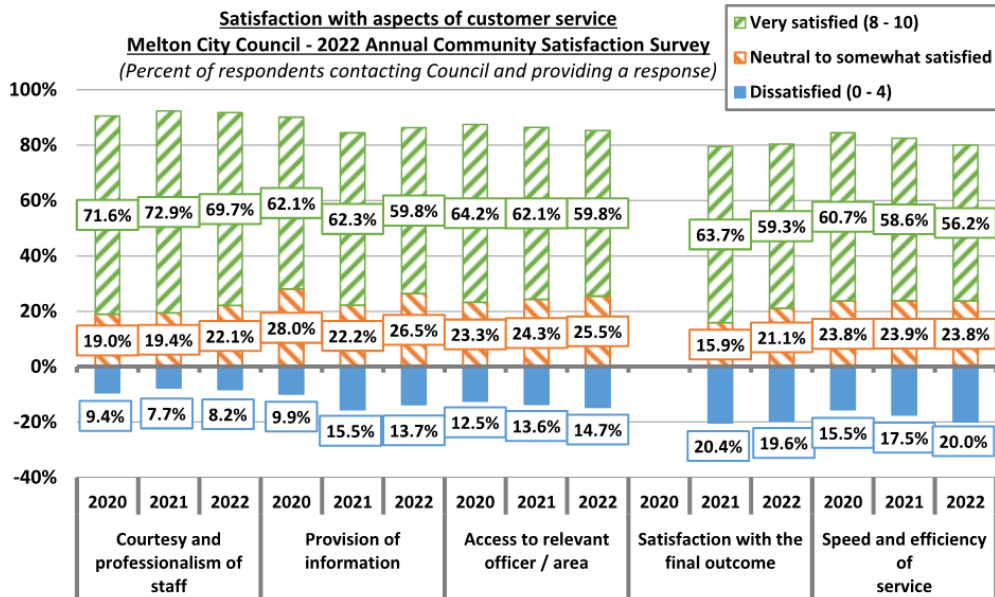
The following graph provides a breakdown of these results into the proportion of respondents (providing a score) who were “very satisfied” with Council’s overall performance (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five).

Metropolis Research notes that these results have proved relatively stable over the last three years.

It is noted that approximately three or more times as many respondents were “very satisfied” with each aspect of customer service than were “dissatisfied”.

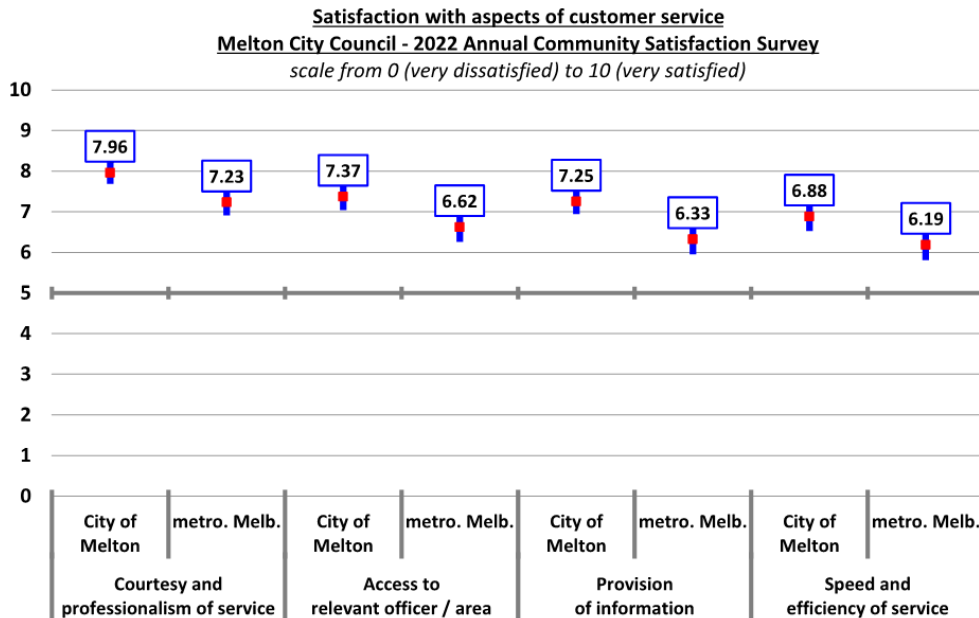


Melton City Council – 2022 Annual Community Satisfaction Survey



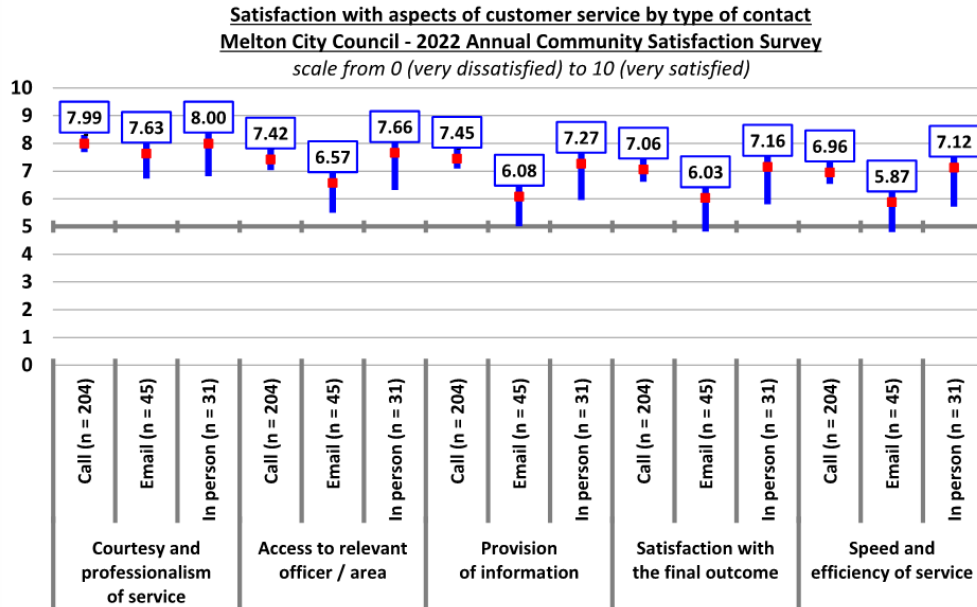
The following graph provides a comparison of satisfaction with the four process related aspects of customer service between the City of Melton and the metropolitan Melbourne average satisfaction, as recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022, using the same telephone methodology.

Satisfaction with all four aspects was measurably higher in the City of Melton than the metropolitan Melbourne average.



Melton City Council – 2022 Annual Community Satisfaction Survey

The following graph provides a comparison of satisfaction with the five aspects of customer service between respondents who telephoned Council (204), those who emailed Council (45), and those who visited Council in person (31). Metropolis Research draws attention to the fact that respondents who emailed Council were notably, but not measurably less satisfied with each aspect of customer service than those who telephoned or visited council in person.



Planning for population growth by all levels of government

Respondents were informed that:

“The State Government has planned for the population of the City of Melton to double in size to more than 300,000 over the next 20 years. The responsibility for providing services, transport infrastructure, and facilities rests with both Council and the State Government.”

Respondents were then asked:

“On a scale from 0 (lowest) to 10 (highest), can you please rate your satisfaction with planning for population growth?”

Satisfaction with planning for population growth by all levels of government declined notably, but not measurably this year, down 4.8% to 5.77, which is a “poor”, down from a “solid” level.

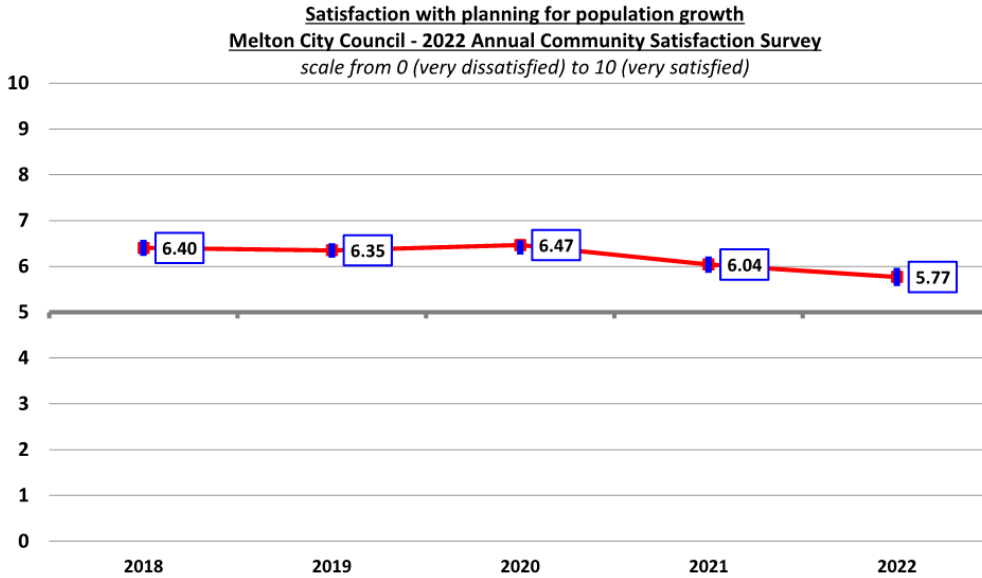
This is the lowest level of satisfaction with this aspect of performance recorded since the question was first included in the survey back in 2018 and was lower than the long-term average satisfaction since 2018 of 6.21.

By way of comparison, this result was somewhat lower than the western region councils’ average of 6.28, marginally lower than the metropolitan Melbourne average of 5.99, but was somewhat higher than the growth area councils’ average of 5.57.

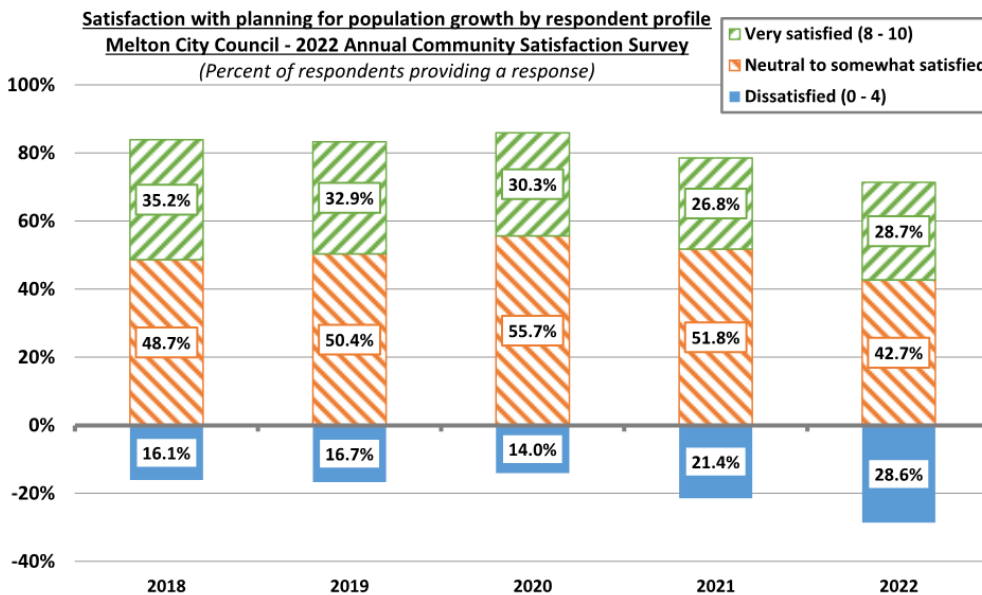


Melton City Council – 2022 Annual Community Satisfaction Survey

These comparison results were sourced from the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022, using the same random sample, telephone survey methodology.



Whilst there was a small increase in the proportion of respondents “very satisfied” with this aspect, there was also a notable increase in the proportion of “dissatisfied” respondents, with more than one-quarter of respondents providing a score “dissatisfied” this year.

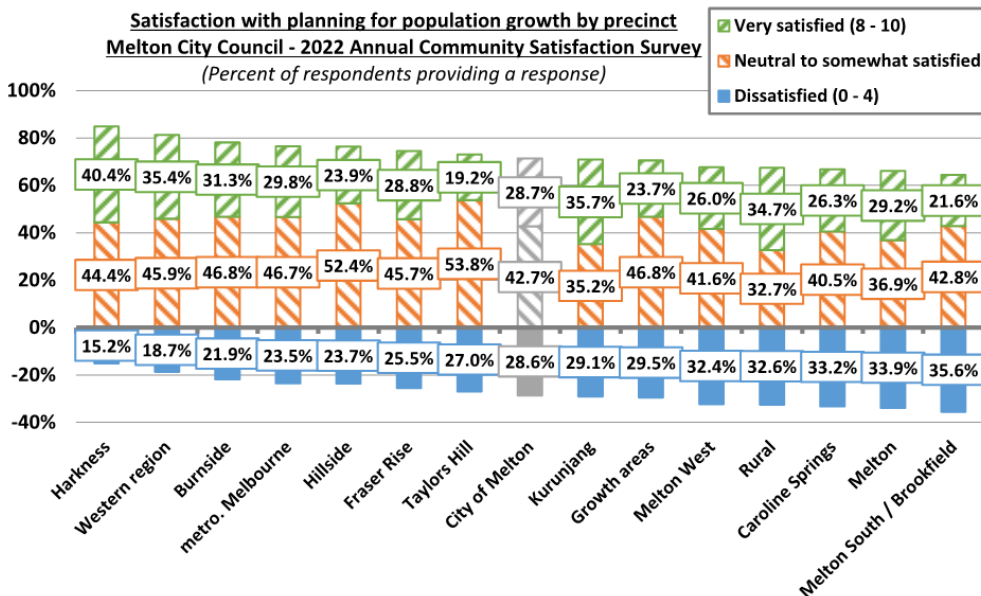
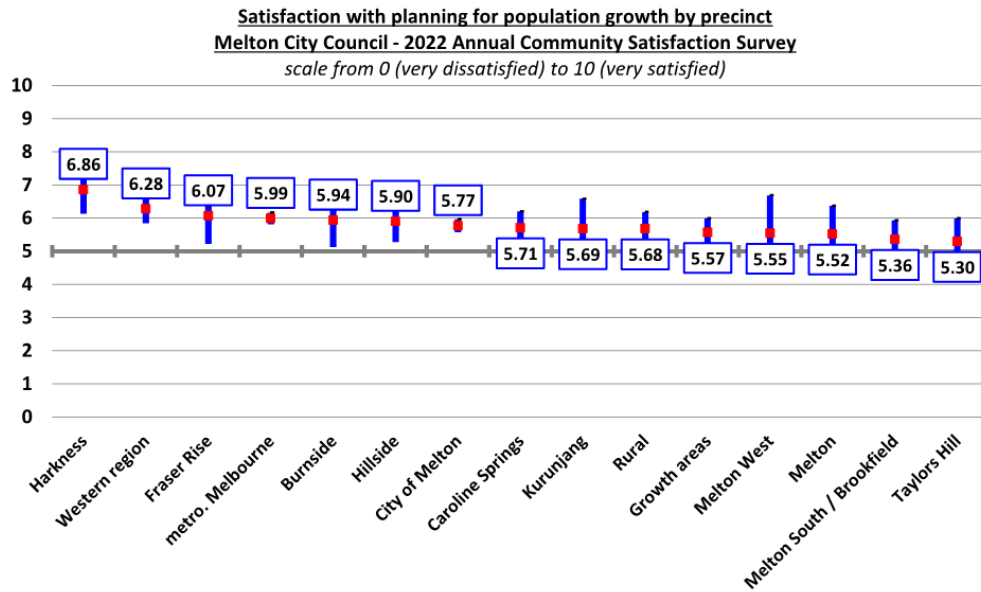


Melton City Council – 2022 Annual Community Satisfaction Survey

There was measurable and notable variation in satisfaction with planning for population growth by all levels of government observed across the City of Melton.

Respondents from Harkness were measurably more satisfied than average and at a “good” level of satisfaction, with 40.4% “very satisfied”.

Respondents from Melton South / Brookfield and Taylors Hill were, however, somewhat less satisfied than average, and at “very poor” levels of satisfaction, with approximately one-third “dissatisfied”.



Melton City Council – 2022 Annual Community Satisfaction Survey

There was some measurable and notable variation in satisfaction with planning for population growth by all levels of government observed by respondent profile, including age structure, gender, language spoken at home, housing situation, period of residence in the City of Melton, household disability status, and household structure.

Attention is drawn to the following variations of note:

- **Notably more satisfied than average** – includes young adults (aged 18 to 34 years), senior citizens (aged 70 years and over), female respondents, respondents from multilingual households, private rental household respondents, new and newer resident respondents (less than five years in the City of Melton), respondents from two-parent families with youngest child aged 13 to 18 years, respondents from two-parent families with adult children only, and group household respondents.
- **Notably less satisfied than average** – includes older adults (aged 60 to 69 years), male respondents, respondents from English speaking households, long-term resident respondents (10 years or more in the City of Melton), respondents from household with a member with disability, and sole person households.

Planning and housing development

Involvement in planning and housing development

Respondents were asked:

“Have you or members of this household been personally involved in a planning applications or development in the last 12 months?”

Consistent with the results recorded in previous years, only a relatively small proportion of respondents reported that they had participated in the planning application or development process in the last 12 months, with most of these respondents participating as applicants.

Involvement in planning and housing development
Melton City Council - 2022 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2022		2021	2019	2018	2017
	Number	Percent				
Yes - as an applicant	30	4.4%	5.3%	2.2%	2.9%	3.6%
Yes - as an objector	7	1.0%	0.3%	1.1%	1.3%	3.3%
Yes - other involvement	3	0.4%	0.4%	0.1%	0.8%	0.6%
No involvement	645	94.2%	94.0%	96.6%	94.9%	92.4%
Not stated	115		32	48	53	20
Total	800	100%	800	804	800	800



Melton City Council – 2022 Annual Community Satisfaction Survey

Satisfaction with aspects of planning and housing development

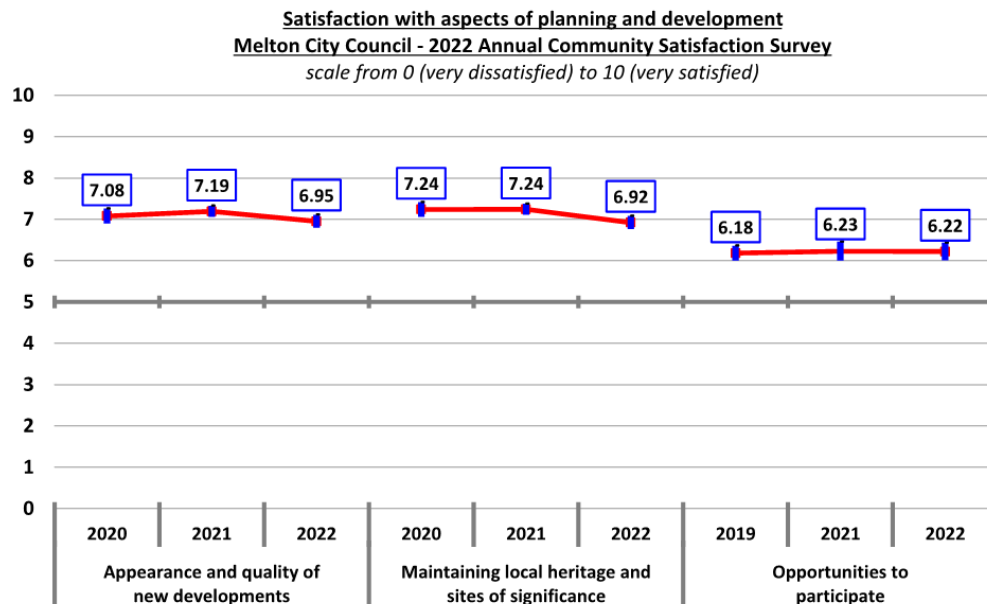
Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), please rate your satisfaction with the following aspects of planning and development in the City of Melton.”

All respondents were asked to rate their satisfaction with three aspects of planning and housing development in the City of Melton.

Satisfaction with the appearance and quality of new developments declined notably (down 3.4%), and performance maintaining local heritage and sites of significance (down 4.4%) declined measurably this year, although both remain at “good” levels of satisfaction.

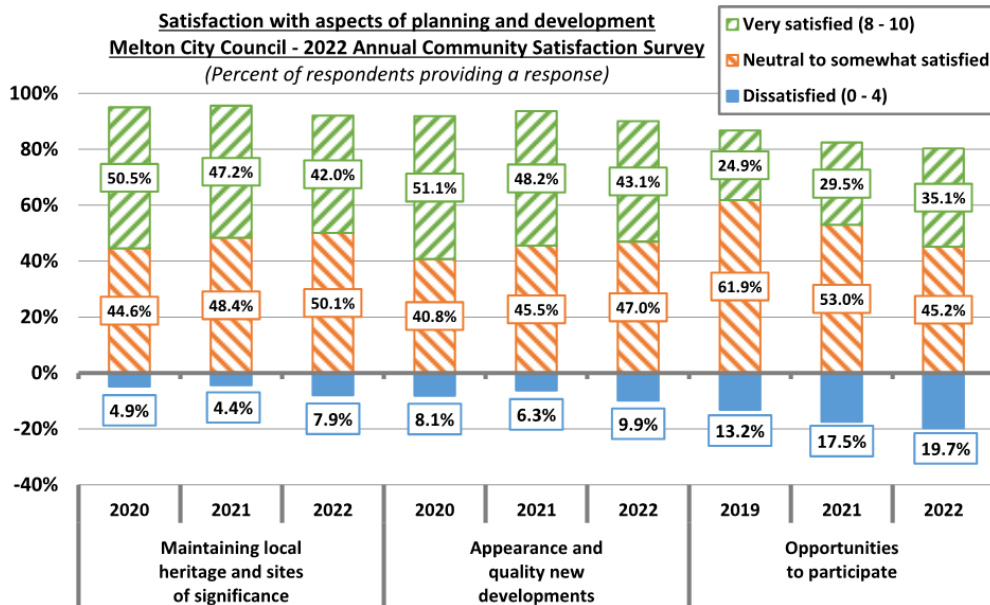
Satisfaction with opportunities provided by Council to participate in strategic planning projects (e.g., Heritage Strategy, Environmentally Sustainable Design, Climate Change Adaptation) remained essentially stable again this year, at 6.22, which is a “solid” level of satisfaction.



A little less than half of the respondents were “very satisfied” with two outcomes related aspects of the appearance and quality of new developments and maintaining local heritage and sites of significance). It is also noted that despite average satisfaction remaining stable, there has been a small increase in the proportion of respondents “dissatisfied” with the opportunities to participate.



Melton City Council – 2022 Annual Community Satisfaction Survey



When compared to the metropolitan Melbourne and western region councils' average satisfaction with both the appearance and quality of new developments, as well as performance maintaining local heritage and sites of significance was marginally higher in the City of Melton, as sourced in the 2022 *Governing Melbourne* research.



*Melton City Council – 2022 Annual Community Satisfaction Survey***Importance of and satisfaction with Council services**

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), please rate the importance to the community, and your personal level of satisfaction with each of the following Council provided services?”

Respondents were again in 2022, asked to rate first the importance of each of 34 included Council services and facilities “to the community”, and then asked to rate their personal satisfaction with each service and facility.

Respondents were specifically asked to rate how important they considered each service and facility was “to the community”, rather than to them as individuals.

Respondents were then asked to rate satisfaction with each of the 16 core services and facilities about which all members of the community should have a view, and then their personal satisfaction with each of the 18 client-based services and facilities that they or members of their household had used in the last 12 months.

Importance of Council services and facilities to the community

The following table displays the average importance of each of the 34 included Council services and facilities, with the metropolitan Melbourne average as recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022 using the identical telephone methodology.

The table provides the average importance score, as well as the 95% confidence interval around each average score. This is the range within which it is 95% certain the true average is located.

The table also includes the last three years’ results.

At the left-hand side, the table refers to whether the individual services and facilities were of average importance (i.e., within the confidence interval of the average of all services and facilities), or whether the service or facility was of measurably higher or measurably lower importance.

The average importance of the 34 included services and facilities was 8.90 out of 10 this year, down less than one percent on the 2021 average importance of 8.93.

Importance varied from a high of 9.33 for the regular recycling service, to a low of 7.69 for *Moving Ahead*. It is noted that this was a wider range of average importance than last year.

This result highlights the fact that the community consider all the services and facilities provided by Council to be important (7.69 or higher), although the waste and recycling services, as well as health and human services, were the most important to the community.



Melton City Council – 2022 Annual Community Satisfaction Survey

The arts and cultural services and facilities, some of the communication services (*Moving Ahead*), and parking enforcement were less important than other services, although important none-the-less.

Importance of selected services and facilities
Melton City Council - 2022 Annual Community Satisfaction Survey
 (Number and index score scale 0 - 10)

	Service/facility	Number	2022			2021	2020	2019	2022 Metro.*
			Lower	Mean	Upper				
Higher than average importance	Regular recycling	786	9.25	9.33	9.41	9.39	9.45	9.42	9.26
	Services for people with disability	613	9.25	9.33	9.42	9.12	9.24	9.08	9.05
	Regular garbage collection	784	9.22	9.30	9.39	9.44	9.47	9.44	9.28
	Green waste collection	749	9.14	9.23	9.31	9.31	9.20	9.41	8.77
	Health services for babies, infants and toddlers	636	9.11	9.21	9.30	9.13	9.16	8.96	n.a.
	Litter collection in public areas	769	9.09	9.18	9.27	9.06	9.16	9.17	8.90
	Services for seniors	615	9.06	9.15	9.25	9.04	9.12	9.03	8.93
Average importance	Services and programs for children	616	9.04	9.13	9.23	9.04	9.08	8.85	8.87
	Provision and maintenance of playgrounds	707	9.01	9.10	9.19	9.04	8.98	8.82	8.85
	Melton Recycling Facility	699	9.01	9.10	9.19	9.09	8.96	8.88	8.64
	Services for young people	617	8.94	9.05	9.15	8.98	8.99	8.82	8.76
	Provision of parks and gardens	767	8.95	9.05	9.14	9.09	9.20	9.08	8.90
	Hard rubbish collection	685	8.92	9.03	9.15	9.04	8.85	8.86	8.82
	Maintenance and repair of sealed local roads	789	8.92	9.02	9.12	9.12	9.21	9.11	8.85
	Sports grounds and associated facilities	693	8.92	9.01	9.10	9.05	8.93	8.78	8.81
	Maintenance of parks and gardens	773	8.82	8.92	9.03	9.09	9.20	9.10	8.90
	On and off road bike and / or walking paths	693	8.80	8.91	9.02	9.01	9.05	8.63	8.64
	Recreation and Leisure Centres	680	8.80	8.90	9.01	9.00	8.95	8.63	8.68
	Maintaining natural reserves	747	8.78	8.89	9.00	n.a.	n.a.	n.a.	n.a.
	Footpath maintenance and repairs	766	8.77	8.89	9.00	9.03	9.15	9.06	8.86
	Local traffic management	756	8.76	8.87	8.99	9.07	9.10	8.95	8.70
	Public toilets	674	8.75	8.87	8.99	8.95	8.81	8.76	8.69
	Provision and maintenance of street trees	778	8.76	8.87	8.98	8.80	8.89	8.90	8.62
	Library services ¹	702	8.70	8.83	8.95	9.11	9.05	8.88	8.65
	Community centres / Neighbourhood houses	633	8.71	8.83	8.94	8.84	8.78	8.48	8.45
	Animal management	696	8.64	8.75	8.87	8.87	8.92	8.66	8.36
	Council's website	697	8.60	8.72	8.85	8.91	8.83	8.41	8.42
Public Spaces	725	8.58	8.70	8.82	n.a.	n.a.	n.a.	n.a.	
Lower than average	Access services through digital or online channels	658	8.52	8.65	8.79	8.79	8.81	8.33	n.a.
	Council activities promoting local business growth	669	8.52	8.64	8.76	8.82	8.89	8.52	8.41
	Provision of community events and festivals	617	8.46	8.60	8.74	8.61	8.67	8.54	8.25
	Provision of cultural events	612	8.45	8.59	8.73	8.63	8.67	8.38	8.25
	Parking enforcement	716	8.04	8.21	8.37	8.39	8.70	8.56	7.79
	Moving Ahead (<i>Council's printed newsletter</i>)	610	7.48	7.69	7.90	8.42	n.a.	8.07	7.42
<i>Average importance of selected services</i>			8.79	8.90	9.01	8.93	8.99	8.79	8.65

(*) 2022 metropolitan Melbourne average from Governing Melbourne
 (1) previously named "local library"



*Melton City Council – 2022 Annual Community Satisfaction Survey***Change in importance between 2021 and 2022**

Of the 32 of 34 services and facilities that were included in both the 2021 and 2022 surveys, the average importance of eight services and facilities increased marginally this year, although none increased measurably or significantly.

The average importance of 23 services and facilities declined somewhat this year, although of these, all but two declined by less than three percent.

The two services and facilities with which the average importance declined by more than three percent were the library services (down 3.1%) and *Moving Ahead* (down by 8.1%).

Comparison to metropolitan Melbourne average

Metropolis Research notes that of the 30 services and facilities included in both this survey as well as *Governing Melbourne*, the average importance of all 30 was higher in the City of Melton.

Of these, however, only 14 were three percent or more important for respondents in the City of Melton, as follows:

- **Somewhat higher importance in the City of Melton** - includes parking enforcement (5.3% more important in the City of Melton), the Melton Recycling facility (5.3% higher), green waste collection (5.2% higher), animal management (4.7% higher), community centres / neighbourhood houses (4.4% higher), provision of community events and festivals (4.3% higher), provision of cultural events (4.1% higher), *Moving Ahead* (3.7% higher), Council's website (3.6% higher), services for young people (3.3% higher), services for people with disability (3.1% higher), litter collection in public areas (3.1% higher), on and off-road bike and or walking paths (3.1% higher), and services and programs for children (3.0% higher).

Satisfaction with Council services and facilities

The following table displays the average satisfaction with each of the 34 included Council services and facilities, with the metropolitan Melbourne average as recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022 using the identical telephone methodology.

The table provides the average satisfaction score, as well as the 95% confidence interval around each average score. This is the range within which it is 95% certain the true average is located.

The table also includes the last three years' results.

At the left-hand side, the table refers to whether the individual services and facilities received an average satisfaction score (i.e., within the confidence interval of the average of all services and facilities), or whether the service or facility received a measurably higher or measurably lower satisfaction score.



Melton City Council – 2022 Annual Community Satisfaction Survey

The average satisfaction with the 34 included services and facilities was 7.17 this year, down 5.4% on the average satisfaction of 7.58 recorded last year.

This is a “good”, down from a “very good” level of average satisfaction.

It is noted that all but seven of the 34 services and facilities received an average satisfaction score that was higher than the satisfaction with Council’s overall performance (6.54), which reflects well on the performance of Council providing most services and facilities.

Satisfaction with selected Council services and facilities
Melton City Council - 2022 Annual Community Satisfaction Survey
 (Number and index score scale 0 - 10)

	Service/facility	Number	2022			2021	2020	2019	2022 Metro.*
			Lower	Mean	Upper				
Higher than average satisfaction	Regular garbage collection	782	8.51	8.63	8.75	8.65	8.67	8.75	8.41
	Regular recycling	779	8.46	8.58	8.70	8.64	8.62	8.52	8.35
	Library services ¹	315	8.41	8.58	8.75	8.75	8.70	8.45	8.49
	Green waste collection	737	8.41	8.54	8.67	8.67	8.69	8.71	8.16
	Hard rubbish collection	349	7.53	7.78	8.02	7.78	7.51	7.59	7.99
	Community centres / Neighbourhood houses	220	7.49	7.74	8.00	7.91	7.69	7.50	7.87
	Sports grounds and associated facilities	404	7.55	7.73	7.91	7.88	7.80	7.60	7.99
	Melton Recycling Facility	439	7.28	7.49	7.70	7.54	7.67	7.72	7.61
	Council's website	465	7.27	7.45	7.63	7.57	7.41	7.39	7.28
	Animal management	674	7.26	7.43	7.60	7.58	7.60	7.45	7.60
Average satisfaction	Access services through digital or online channels	369	7.18	7.40	7.62	7.86	7.40	7.67	n.a.
	Provision and maintenance of playgrounds	479	7.19	7.37	7.55	7.65	7.51	7.34	8.04
	Provision of community events and festivals	267	7.14	7.37	7.60	7.80	7.33	7.89	7.76
	Provision of cultural events	237	7.06	7.31	7.55	7.59	7.33	7.65	7.76
	On and off road bike and / or walking paths	461	7.11	7.30	7.49	7.57	7.41	7.50	7.40
	Provision of parks and gardens	762	7.08	7.24	7.40	7.67	7.29	7.38	7.75
	Public Spaces	702	7.06	7.21	7.36	n.a.	n.a.	n.a.	n.a.
	Maintaining natural reserves	722	7.06	7.21	7.36	n.a.	n.a.	n.a.	n.a.
	Recreation and Leisure Centres	349	6.95	7.19	7.43	7.64	7.35	7.52	7.97
	Maintenance of parks and gardens	764	6.90	7.06	7.22	7.40	7.29	7.06	7.75
	Services and programs for children	158	6.64	7.03	7.42	8.21	7.69	7.75	8.14
	Litter collection in public areas	749	6.78	6.96	7.14	7.11	7.21	7.15	7.26
	Services for young people	120	6.43	6.85	7.26	7.53	7.46	7.55	7.30
	Health services for babies, infants and toddlers	186	6.36	6.79	7.23	8.25	8.01	8.19	n.a.
Council activities promoting local business growth	627	6.58	6.76	6.94	7.10	7.21	6.87	6.82	
Moving Ahead (Council's printed newsletter)	564	6.52	6.74	6.96	7.21	n.a.	7.18	6.70	
Lower than average	Provision and maintenance of street trees	767	6.44	6.63	6.81	7.23	7.18	6.99	7.12
	Parking enforcement	686	6.25	6.46	6.66	6.89	6.87	6.79	6.54
	Footpath maintenance and repairs	749	6.21	6.39	6.57	6.72	6.61	6.86	6.74
	Services for people with disability	82	5.67	6.29	6.92	7.34	7.52	7.49	6.67
	Local traffic management	755	6.07	6.26	6.44	6.65	7.19	6.84	6.80
	Services for seniors	89	5.71	6.24	6.76	7.89	7.62	7.86	7.51
	Maintenance and repair of sealed local roads	786	5.77	5.95	6.14	6.39	6.70	7.06	6.66
Public toilets	320	5.65	5.95	6.25	6.62	6.57	6.79	6.33	
Average satisfaction with selected services			6.94	7.17	7.41	7.58	7.50	7.52	7.40

(*) 2022 metropolitan Melbourne average from Governing Melbourne
 (1) previously named "local library"



*Melton City Council – 2022 Annual Community Satisfaction Survey***Change in satisfaction between 2021 and 2022**

Of the 32 services and facilities that were included in the survey in 2021 and 2022, the average satisfaction with all 32 declined this year, although satisfaction with 11 of these services and facilities declined by less than three percent. The services and facilities that recorded a measurably lower satisfaction score in 2022 included:

- **Measurably lower satisfaction in 2022 compared to 2021** – includes services for seniors (21.0% lower in 2022), health services for babies, infants, and toddlers (17.6% lower), services and programs for children (14.4% lower), services for people with disability (14.3% lower), public toilets (10.1% lower), services for young people (9.1% lower), the provision and maintenance of street trees (8.3% lower), the maintenance and repair of sealed local roads (6.8% lower), *Moving Ahead* (6.5% lower), parking enforcement (6.3% lower), local traffic management (6.0% lower), recreation and leisure centres (5.8% lower), access services through digital channels (5.8% lower), provision of parks and gardens (5.6% lower), footpath maintenance and repairs (4.9% lower), Council activities promoting local business growth (4.8% lower), and the maintenance of parks and gardens (4.6%).

Comparison to metropolitan Melbourne average

Of the 30 services and facilities that were included in both this survey as well as *Governing Melbourne*, satisfaction with six was higher in the City of Melton, and satisfaction with 24 was lower, with attention drawn to the following:

- **Somewhat higher satisfaction in the City of Melton** – includes green waste collection (4.6% higher in the City of Melton), regular recycling (2.8% higher), regular garbage collection (2.6% higher), Council’s website (2.3% higher), and the local library (1.1% higher).
- **Measurably lower satisfaction in the City of Melton** – includes services for seniors (17.0% lower in the City of Melton), services and programs for children (13.6% lower), maintenance and repair of sealed local roads (10.6% lower), recreation and leisure centres (9.8% lower), maintenance of parks and gardens (8.9% lower), local traffic management (8.0% lower), provision and maintenance of playgrounds (6.6% lower), provision of parks and gardens (6.6% lower), public toilets (6.1% lower), footpath maintenance and repairs (5.2% lower), and litter collection in public areas (4.1% lower).

Percentage satisfaction results

The following table provides a breakdown of these results into the proportion of respondents (providing a score) who were “very satisfied” with Council’s overall performance (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five).

It is noted that approximately half or more of the respondents providing a satisfaction score were “very satisfied” with 25 of the 34 services and facilities, with more than 80% of respondents “very satisfied” with the regular garbage collection (82.7%), library services (82.7%), regular recycling (81.0%), and the green waste collection (80.7%).



Melton City Council – 2022 Annual Community Satisfaction Survey

The services and facilities with the highest proportion of “dissatisfied” respondents were public toilets (28.0%), the maintenance and repair of sealed local roads (25.4%), services for seniors (25.3%), services for people with disability (23.2%), local traffic management (22.1%), and parking enforcement (21.3%).

Satisfaction with selected Council services and facilities
Melton City Council - 2022 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

<i>Service/facility</i>	<i>Dissatisfied</i>	<i>Neutral to somewhat satisfied</i>	<i>Very satisfied</i>	<i>Can't say</i>	<i>Total</i>
Regular garbage collection	2.1%	15.2%	82.7%	18	800
Library services	2.3%	15.0%	82.7%	9	324
Regular recycling	2.5%	16.5%	81.0%	21	800
Green waste collection	3.2%	16.1%	80.7%	63	800
Hard rubbish collection	11.5%	20.3%	68.2%	12	361
Sports grounds and associated facilities	4.8%	32.5%	62.7%	6	410
Melton Recycling Facility	11.3%	26.9%	61.8%	4	443
Council's website	7.0%	32.9%	60.1%	6	471
Community centres / Neighbourhood houses	5.2%	34.7%	60.1%	8	228
Animal management	9.8%	33.1%	57.1%	126	800
Health services for babies, infants and toddlers	20.8%	23.9%	55.3%	7	194
Access services through digital or online channels	10.2%	34.8%	55.0%	5	374
Provision and maintenance of playgrounds	8.6%	36.6%	54.8%	7	486
Services and programs for children	14.0%	31.2%	54.8%	10	168
Provision of parks and gardens	12.4%	33.5%	54.1%	38	800
Provision of community events and festivals	6.5%	39.6%	53.9%	7	274
On and off road bike and / or walking paths	9.3%	38.1%	52.6%	8	469
Recreation and Leisure Centres	9.3%	38.4%	52.3%	2	351
Provision of cultural events	8.0%	39.8%	52.2%	11	248
Maintaining natural reserves	10.5%	37.4%	52.1%	78	800
Maintenance of parks and gardens	13.2%	35.7%	51.1%	36	800
Litter collection in public areas	15.4%	34.2%	50.4%	51	800
Public Spaces	7.8%	42.9%	49.3%	98	800
Moving Ahead (Council's printed newsletter)	16.4%	34.6%	49.0%	236	800
Services for young people	13.9%	37.2%	48.9%	12	132
Parking enforcement	21.3%	34.7%	44.0%	114	800
Provision and maintenance of street trees	18.9%	37.8%	43.3%	33	800
Services for people with disability	23.2%	35.2%	41.6%	4	86
Council activities promoting local business growth	13.6%	45.0%	41.4%	173	800
Footpath maintenance and repairs	17.9%	42.9%	39.2%	51	800
Local traffic management	22.1%	39.5%	38.4%	45	800
Services for seniors	25.3%	38.8%	35.9%	5	94
Public toilets	28.0%	38.5%	33.5%	4	324
Maintenance and repair of sealed local roads	25.4%	41.5%	33.1%	14	800



*Melton City Council – 2022 Annual Community Satisfaction Survey***Satisfaction by respondent profile**

The following table provides a comparison of satisfaction with the 34 services and facilities by respondent profile, including age structure, gender, and language spoken at home. These results are discussed in more detail in the section on each individual service and facility.

Average satisfaction with selected Council services and facilities
Melton City Council - 2022 Annual Community Satisfaction Survey
(Number and index score scale 0 - 10)

<i>Service/facility</i>	<i>Young adults</i>	<i>Adults</i>	<i>Middle-aged adults</i>	<i>Older adults</i>	<i>Senior citizens</i>	<i>Male</i>	<i>Female</i>	<i>English speaking</i>	<i>Multi-lingual</i>
Maintenance & repair of sealed local roads	6.12	5.84	5.97	5.64	6.16	5.83	6.07	5.84	6.15
Footpath maintenance and repairs	6.81	6.15	6.44	5.90	6.16	6.21	6.56	6.17	6.76
Regular garbage collection	8.56	8.61	8.62	8.65	9.04	8.52	8.74	8.48	8.91
Regular recycling	8.56	8.56	8.66	8.43	8.87	8.35	8.81	8.48	8.79
Green waste collection	8.43	8.51	8.76	8.63	8.59	8.35	8.73	8.42	8.77
Litter collection in public areas	7.13	6.74	7.04	6.74	7.30	6.68	7.22	6.77	7.26
Provision of parks and gardens	7.21	6.96	7.46	7.76	7.48	7.19	7.29	7.18	7.33
Maintenance of parks and gardens	7.12	6.80	7.20	7.17	7.60	6.92	7.20	6.98	7.17
Maintaining natural reserves	7.49	6.97	7.19	7.02	7.29	7.05	7.36	7.16	7.33
Provision and maintenance of street trees	6.83	6.54	6.65	6.04	6.85	6.52	6.73	6.54	6.79
Parking enforcement	6.47	6.33	6.56	6.70	6.56	6.36	6.56	6.50	6.49
Local traffic management	6.45	5.97	6.25	6.20	6.85	6.23	6.29	6.30	6.26
Animal management	7.74	7.34	7.55	6.67	7.11	7.25	7.60	7.37	7.56
Moving Ahead (Council's printed newsletter)	6.88	6.39	6.67	7.00	7.21	6.46	7.03	6.75	6.82
Council activities promoting business growth	6.80	6.48	7.05	6.76	7.31	6.44	7.07	6.71	6.82
Public Spaces	7.35	6.99	7.22	7.12	7.90	7.05	7.37	7.05	7.50
Council's website	7.62	7.18	7.66	7.66	7.35	7.18	7.69	7.30	7.76
Access services: digital/online channels	7.41	7.26	7.31	7.84	7.67	7.04	7.73	7.25	7.72
Library services	8.53	8.64	8.41	8.57	8.86	8.36	8.80	8.45	8.79
Melton Recycling Facility	7.53	7.43	7.60	7.38	7.51	7.22	7.77	7.36	7.78
Hard rubbish collection	7.73	7.74	7.96	7.47	8.38	7.44	8.13	7.67	7.93
Public toilets	5.61	5.80	6.81	5.49	7.37	5.78	6.10	5.57	6.53
Recreation and Leisure Centres	7.30	6.95	7.68	6.11	8.34	7.09	7.30	7.24	7.08
Sports grounds and associated facilities	7.91	7.43	7.85	7.75	8.56	7.56	7.93	7.66	7.89
Provision and maintenance of playgrounds	7.41	7.15	7.75	7.56	7.57	7.26	7.48	7.27	7.54
Community centres / Neighbourhood houses	7.76	7.51	7.93	7.97	8.81	7.53	7.99	7.63	7.88
Health services for babies, infants, toddlers	6.68	6.79	6.46	7.98	8.95	7.16	6.42	6.53	7.16
Services and programs for children	6.66	7.45	6.29	6.02	8.20	6.85	7.21	6.93	7.14
Services for young people	6.82	6.67	7.38	8.04	7.04	6.92	6.77	6.75	6.99
Services for seniors	6.37	6.32	5.95	6.74	5.67	5.93	6.55	6.22	6.54
Services for people with disability	6.05	6.39	5.87	6.76	6.33	6.69	5.99	6.30	6.59
On and off road bike and / or walking paths	7.33	6.99	7.60	7.45	8.04	7.15	7.45	7.20	7.48
Provision of cultural events	7.55	7.17	7.60	6.00	7.03	7.12	7.53	7.12	7.61
Provision of community events and festivals	7.39	7.30	7.61	6.80	8.11	7.00	7.72	7.37	7.41
<i>Average satisfaction</i>	<i>7.22</i>	<i>7.04</i>	<i>7.26</i>	<i>7.12</i>	<i>7.59</i>	<i>7.02</i>	<i>7.33</i>	<i>7.07</i>	<i>7.37</i>
Total respondents	273	266	117	89	55	390	409	495	284



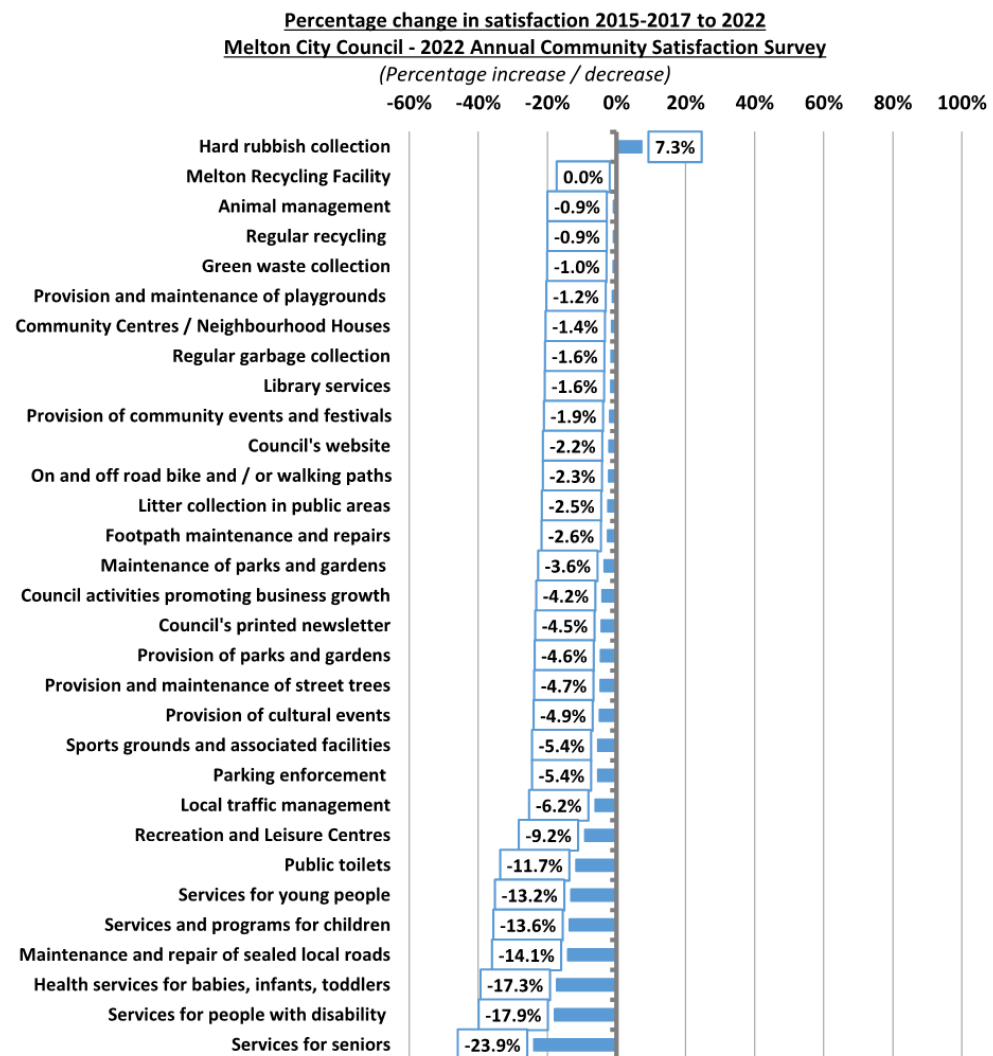
Melton City Council – 2022 Annual Community Satisfaction Survey

Percentage change in satisfaction

The following graphs provides the percentage change in satisfaction with services and facilities between 2022 and the three-year average satisfaction from 2015 to 2017 (the first three years of the survey program), and then the percentage change between 2022 and 2021.

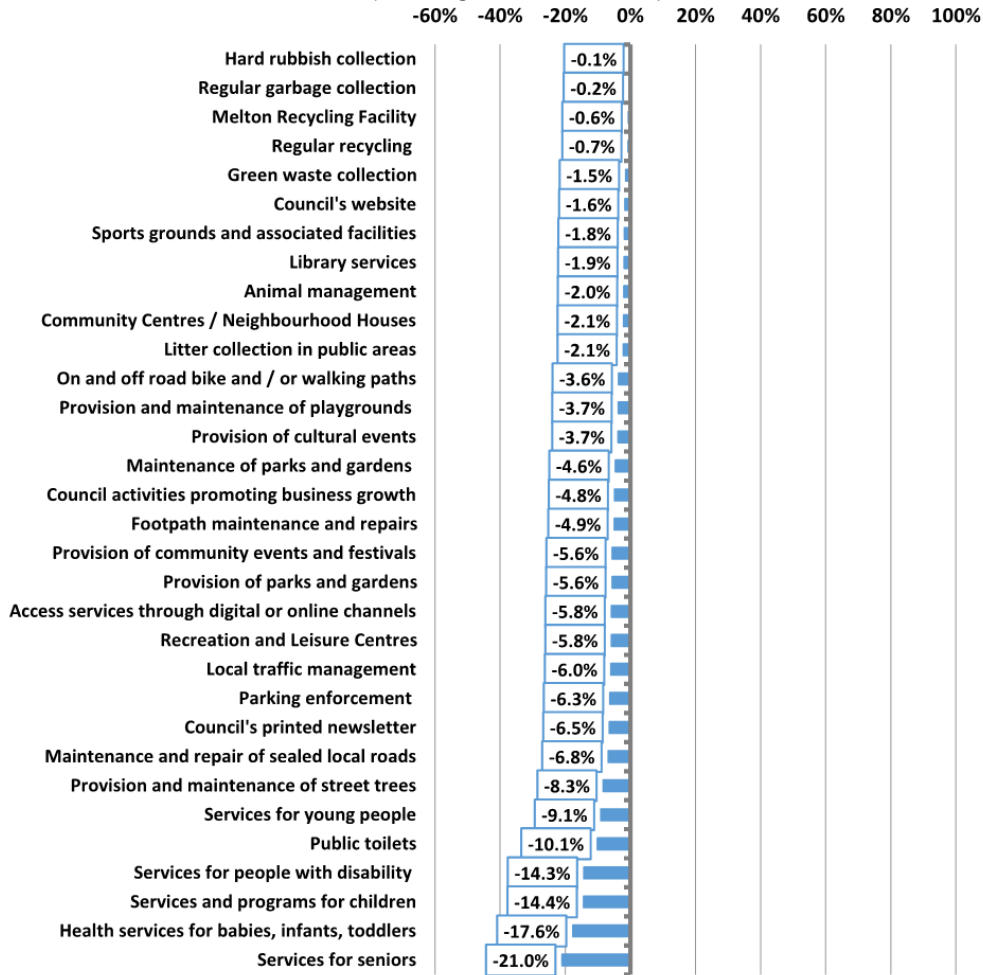
These results reinforce the change in satisfaction results discussed in the preceding section and highlight the declines in satisfaction with the health and human services this year, including services for seniors, persons with disability, health services for babies, infants, and toddlers, services and programs for children, and services for young people.

Metropolis Research also draws attention to the approximately 10% or more decline in satisfaction since 2015-17 with the maintenance and repair of sealed local roads (down 14.1%), public toilets (down 11.7%), and recreation and aquatic centres (down 9.2%).



Melton City Council – 2022 Annual Community Satisfaction Survey

Percentage change in satisfaction 2021 to 2022
Melton City Council - 2022 Annual Community Satisfaction Survey
 (Percentage increase / decrease)



Importance and satisfaction cross tabulation

The following graph provides a cross-tabulation of average importance with each of the 34 included Council services and facilities and the average satisfaction with these services and facilities.

The grey crosshairs represent the metropolitan Melbourne average importance and satisfaction with Council services and facilities as recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022.

Services and facilities located in the top right-hand quadrant are therefore more important than average and have obtained higher than average satisfaction.



Melton City Council – 2022 Annual Community Satisfaction Survey

The services in the lower right-hand quadrant are those that are more important than average, but with which respondents were less satisfied than average. This quadrant represents the services and facilities of most concern.

Attention is drawn to the fact that many of the services and facilities of higher-than-average importance also received higher than average levels of satisfaction, particularly the waste and recycling services and the local library service.

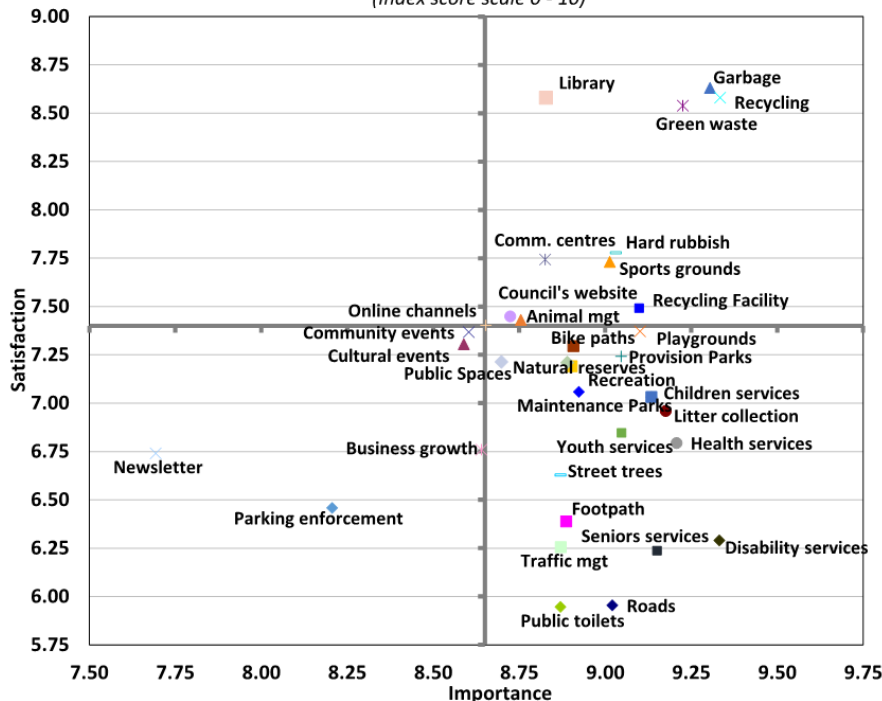
The services and facilities of most concern were roads, traffic management, footpaths, and public toilets, all of which were of average or higher-than-average importance, but lower than average satisfaction.

Metropolis Research draws particular attention to the higher-than average importance of the health and human services (for babies, children, youth, persons with disability, and seniors), but the lower-than-average satisfaction scores recorded this year. The decline in satisfaction with these services is a significant finding in the research this year.

The communication services and facilities were again of somewhat lower-than-average importance, consistent with results observed over time and observed elsewhere.

Parking enforcement received both lower than average importance and lower than average satisfaction. This reflects the unique nature of this service, with many respondents rating importance low because they believe there is too much enforcement occurring.

Importance of and satisfaction with Council services
Melton City Council - 2022 Annual Community Satisfaction Survey
(Index score scale 0 - 10)



Melton City Council – 2022 Annual Community Satisfaction Survey

Satisfaction by broad service areas

The breakdown of services and facilities into these broad service areas is as follows:

- **Infrastructure** – includes provision and maintenance of street trees, and public toilets.
- **Waste and recycling services** – includes regular garbage collection, regular recycling, green waste collection, Melton Recycling Facility, and hard rubbish collection.
- **Recreation and culture services** – includes public spaces, library services, recreation and leisure centres, sports grounds and associated facilities, provision and maintenance of playgrounds, community centres / neighbourhood houses, provision of cultural events, and provision of community events and festivals.
- **Community services** – includes Health services for babies, infants and toddlers, services and programs for children, services for young people, services for seniors, and services for people with disability.
- **Enforcement** – includes parking enforcement, and animal management.
- **Communication** – includes Moving Ahead (*Council's printed newsletter*), Council's website, and access services through digital or online channels.
- **Cleaning** – includes litter collection in public areas.
- **Transport infrastructure** – includes the maintenance and repair of sealed local roads, footpath maintenance and repairs, local traffic management, and on and off-road bike and / or walking paths.
- **Parks and gardens** – include the provision of parks and gardens, maintenance of parks and gardens, and maintaining natural reserves.
- **Business growth** – includes Council activities promoting local business growth.

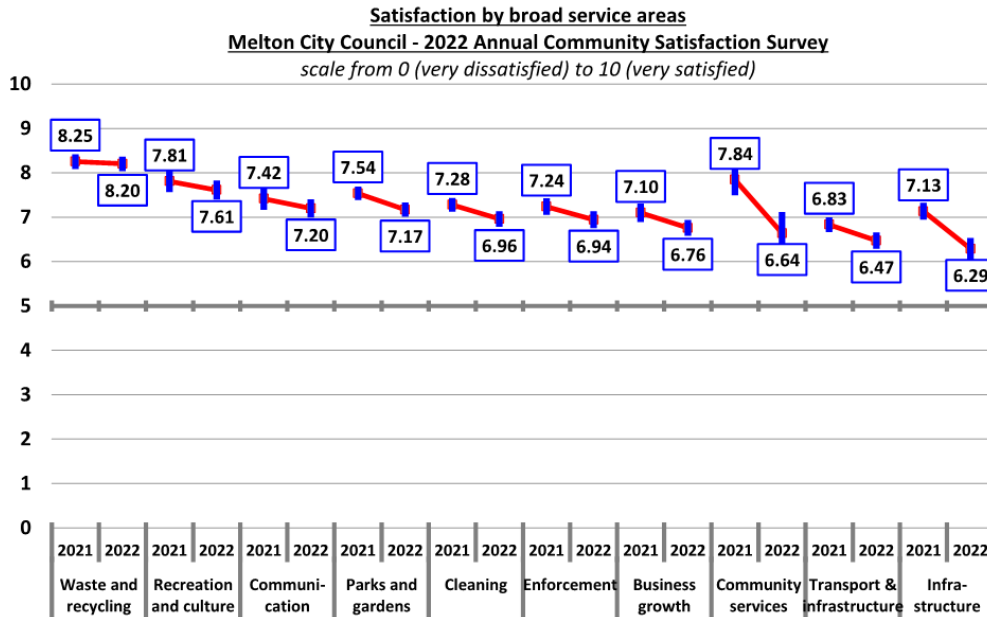
Satisfaction with all 10 broad service areas declined this year, although only the decline in average satisfaction with the community services was statistically significant at the 95% confidence level.

It is noted that satisfaction with waste and recycling services remained “excellent”, and satisfaction with recreation and culture services and facilities remained “very good”.

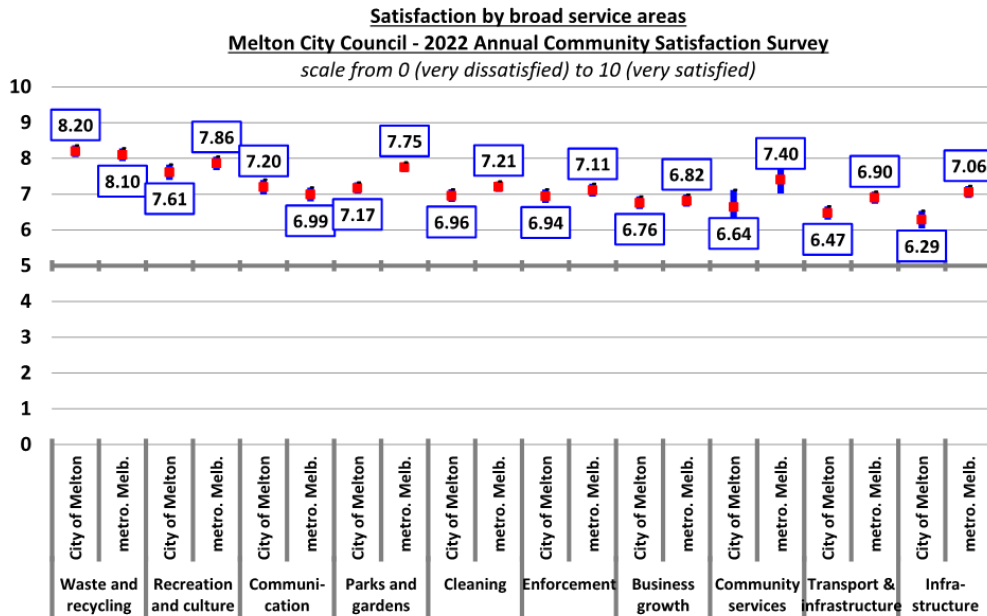
In 2022, the average satisfaction with transport and infrastructure services and facilities were both rated at “solid” levels of satisfaction.



Melton City Council – 2022 Annual Community Satisfaction Survey

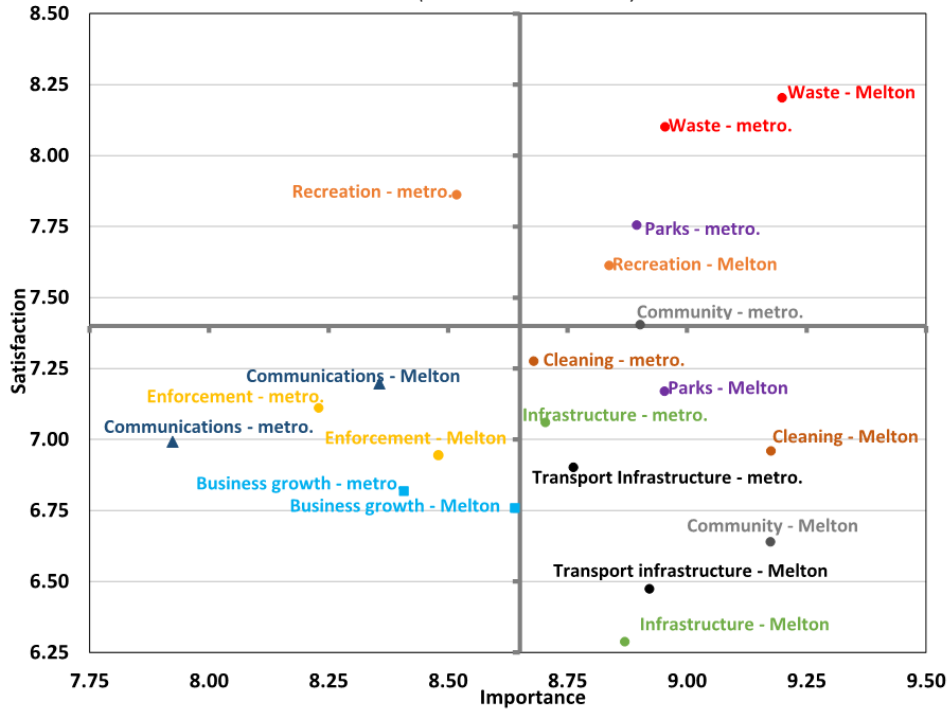


When compared to the metropolitan Melbourne average satisfaction as recorded in the 2022 *Governing Melbourne* research, it is noted that satisfaction with waste and recycling services and communication services were slightly higher in the City of Melton, whilst satisfaction with infrastructure (10.9%) community services (10.3% lower), parks and gardens (7.5% lower), and transport (6.2% lower), were notably lower than the metropolitan Melbourne average.



Melton City Council – 2022 Annual Community Satisfaction Survey

Importance of and satisfaction with Council services
Melton City Council - 2022 Annual Community Satisfaction Survey
 (Index score scale 0 - 10)



Current issues for the City of Melton

Respondents were asked:

“Can you please list what you consider to be the top three issues for the City of Melton at the moment?”

Respondents were asked to nominate what they considered to be the top three issues for the City of Melton “at the moment”.

A little more than two-thirds (69.5% up from 60.3%) of respondents nominated an average of approximately two issues each. This result was back to the proportion of respondents nominating an issue that was typically recorded prior to COVID-19, conducted using the face-to-face methodology.

It is important to bear in mind that these responses are not to be read only as a list of complaints about the performance of Council, nor do they reflect only services, facilities, and issues within the remit of Melton City Council. Many of the issues raised by respondents are suggestions for future actions rather than complaints about prior actions, and many are issues that are principally the responsibility of the state government.



Melton City Council – 2022 Annual Community Satisfaction Survey

Metropolis Research notes that the most raised issues to address for the City of Melton this year remain consistent with those from previous years, including traffic management, road maintenance and repairs, parks and gardens, and safety, policing, and crime.

The following variations of note were observed:

- **Notable increase in 2022** – there a small increase this year for traffic management (25.9% up from 21.8%), roads including roadworks (13.1% up from 10.0%), safety, policing, and crime (9.3% up from 5.5%), health and medical services (7.3% up from 3.3%), communication and consultation (4.1% up from 1.9%), general infrastructure such as internet, electricity (3.5% up from 0.8%), community activities, events, arts, and culture (2.8% up from 0.4%), and education and schools (2.8% up from 0.4%).
- **Notable decrease in 2022** – there were no issues to report a notable decline in prominence this year.

Metropolis Research draws particular attention to the significant increase in the proportion of respondents nominating traffic management related issues since the first year of the pandemic (13.6% in 2020), and the fact that significantly more respondents nominated this issue in the City of Melton than the metropolitan Melbourne average (15.3%).

This is an interesting result, as it is not consistent with the results recorded by Metropolis Research in any of the eight other municipalities across metropolitan Melbourne that Metropolis Research has conducted this research for in 2022. This includes the cities of Wyndham (17.3%), Monash (12.5%), Nillumbik (11.4%), Cardinia (10.8%), Frankston (9.5%), Darebin (5.9%), and Bayside (7.0%).

It is likely that, over time, the proportion of respondents nominating traffic management as an issue may well trend higher, as a greater proportion of the community move back to working on-site rather than working from home.

When compared to the results from the 2022 *Governing Melbourne* research, which was conducted independently by Metropolis Research in January 2022, the following variations of note were observed:

- **Notably more prominent in Melton** – includes traffic management (25.9% compared to 15.3%), safety, policing, and crime (9.3% compared to 4.5%), health and medical services (7.3% compared to 1.0%), communication and provision of information (4.1% compared to 1.8%), general infrastructure such as internet and electricity (3.5% compared to 1.8%), and education and schools (2.8% compared to 0.4%).
- **Notably less prominent in Melton** – includes parks, gardens, and open spaces (9.4% compared to 12.8%), parking (5.0% compared to 8.0%), street trees (3.6% compared to 8.4%), rubbish and waste issues (2.4% compared to 5.0%), and building, housing, planning, and development (2.3% compared to 6.4%).



Melton City Council – 2022 Annual Community Satisfaction Survey

The issues that appear to be negatively associated with satisfaction with Council’s overall performance for the respondents who raise the issues include roads, street trees, parks and gardens, general infrastructure, traffic management, footpaths, parking, safety, policing, and crime issues, education and schools, community activities, and communication related issues.

The respondents who nominated each of these issues, on average rated satisfaction with Council’s overall performance at “solid” to “very poor” levels, compared to the “good” level of 6.54 which was the municipal average satisfaction with Council’s overall performance. This is discussed in more detail in the [Issues and overall satisfaction](#) section of this report.



Melton City Council – 2022 Annual Community Satisfaction Survey

Top three issues for the City of Melton at the moment
Melton City Council - 2022 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

Issue	2022		2021	2020	2019	2022 Metro.*
	Number	Percent				
Traffic management	207	25.9%	21.8%	13.6%	25.4%	15.3%
Roads (including roadworks)	105	13.1%	10.0%	11.6%	8.5%	13.1%
Parks, gardens and open space	75	9.4%	7.0%	6.1%	9.2%	12.8%
Safety, policing and crime	74	9.3%	5.5%	6.7%	11.2%	4.5%
Health and medical services	58	7.3%	3.3%	4.6%	5.0%	1.0%
Cleanliness and general maintenance of area	45	5.6%	3.3%	3.1%	2.4%	4.6%
Parking	40	5.0%	5.3%	6.1%	8.0%	8.0%
Footpath maintenance and repairs	39	4.9%	3.6%	4.9%	4.7%	6.6%
Communication and provision of information	33	4.1%	1.9%	1.7%	0.7%	1.8%
Street trees	29	3.6%	4.0%	2.2%	6.1%	8.4%
General infrastructure (e.g. internet, electricity)	28	3.5%	0.8%	1.2%	1.5%	1.8%
Community activities, events, arts and culture	22	2.8%	0.4%	0.6%	0.4%	1.8%
Education and schools	22	2.8%	0.4%	1.5%	0.5%	0.4%
Street lighting	22	2.8%	4.3%	3.5%	5.8%	2.4%
Sports, recreation facilities	21	2.6%	2.9%	3.0%	3.2%	1.9%
Cycling and walking paths and tracks	20	2.5%	1.3%	0.6%	1.7%	2.6%
Council rates	19	2.4%	2.3%	4.1%	3.0%	2.5%
Rubbish and waste issues incl. garbage	19	2.4%	3.9%	1.9%	3.2%	5.0%
Building, planning, housing and development	18	2.3%	2.9%	3.0%	0.2%	6.4%
Children's activities and facilities	14	1.8%	1.5%	0.6%	1.0%	2.3%
Council governance and performance	14	1.8%	1.3%	1.5%	0.2%	2.3%
Elderly services and facilities	14	1.8%	0.5%	1.5%	0.5%	0.1%
Hard rubbish collection	12	1.5%	1.9%	3.0%	3.0%	1.9%
Public transport	11	1.4%	2.5%	2.2%	3.1%	2.1%
Local laws enforcement and update	10	1.3%	0.0%	0.0%	0.0%	1.0%
Shops, restaurants and entertainment venues	10	1.3%	2.0%	1.1%	0.9%	1.0%
Street cleaning and maintenance	10	1.3%	0.8%	0.5%	2.7%	2.9%
Green waste collection	9	1.1%	0.6%	0.4%	0.7%	1.3%
Illegal rubbish dumping	9	1.1%	2.3%	1.6%	0.6%	2.4%
Public toilets	9	1.1%	0.6%	0.4%	1.5%	2.1%
Recycling facility	9	1.1%	2.0%	1.5%	n.a.	n.a.
Animal management	8	1.0%	1.0%	0.7%	1.9%	1.5%
Dog, dog-off leash issues	8	1.0%	0.0%	0.0%	0.0%	1.6%
Youth activities, services and facilities	8	1.0%	1.0%	1.4%	1.1%	0.5%
Council customer service / responsiveness	7	0.9%	1.6%	0.7%	1.0%	1.3%
Graffiti and vandalism	7	0.9%	0.6%	0.2%	1.2%	1.1%
Environment, conservation and climate change	6	0.8%	0.5%	0.5%	0.2%	2.6%
Nature strip issues	6	0.8%	0.5%	0.0%	0.0%	0.0%
All other issues (33 separately identified issues)	81	10.1%	5.8%	8.1%	14.3%	17.0%
Total responses	1,158		905	879	1,078	1,167
Respondents identifying at least one issue	556 (69.5%)		482 (60.3%)	472 (58.8%)	541 (67.3%)	555 (69.4%)

(*) 2022 metropolitan Melbourne average from Governing Melbourne



Melton City Council – 2022 Annual Community Satisfaction Survey

Issues by precinct

There was some notable and measurable variation in the top three issues nominated by respondents across the 11 precincts comprising the City of Melton, as follows:

- **Melton precinct** – respondents were more likely than average to nominate safety, policing, and crime, health and medical services, cleanliness and maintenance, and general infrastructure related issues.
- **Kurunjang** – respondents were more likely than average to nominate communication and provision of information, footpaths, and lighting related issues.
- **Melton West** – respondents were more likely than average to nominate traffic management, safety, policing and crime, health and medical services, cleanliness and maintenance, community activities, arts and culture, and rubbish and waste related issues.
- **Melton South / Brookfield** – respondents were more likely than average to nominate traffic management, health and medical services, cleanliness and maintenance, education and schools, and Council governance and performance related issues.
- **Caroline Springs** – respondents were more likely than average to nominate parks, gardens, and open spaces, street trees, cycling and walk paths, and sports and recreation facilities.
- **Burnside** – respondents were more likely than average to nominate local laws enforcement and update related issues.
- **Taylor's Hill** – respondents were more likely than average to nominate traffic management.
- **Hillside** – respondents were more likely than average to nominate roads including roadworks, rubbish and waste issues, lighting, and street trees related issues.
- **Frasers Rise** – respondents were more likely than average to nominate traffic management, roads including roadworks, health and medical services, community activities, arts, and culture, and rubbish and waste related issues.



Melton City Council – 2022 Annual Community Satisfaction Survey

Top three issues for the City of Melton at the moment by precinct**Melton City Council - 2022 Annual Community Satisfaction Survey**

(Number and percent of total respondents)

Melton		Kurunjang	
Safety, policing and crime	22.0%	Traffic management	17.0%
Health and medical services	19.5%	Communication / provision of information	12.8%
Traffic management	19.5%	Footpath repairs and maintenance	12.8%
Cleanliness and maintenance of area	12.2%	Safety, policing and crime	10.6%
Roads (including roadworks)	12.2%	Roads (including roadworks)	8.5%
General infrastructure	9.8%	Lighting	8.5%
Parks, gardens and open spaces	7.3%	Cycling and walking paths and tracks	6.4%
Parking	7.3%	Sports and recreation facilities	6.4%
Communication / provision of information	4.9%	Community activities, arts and culture	6.4%
Recycling collection	4.9%	Shops, restaurants, entertainment venues	6.4%
All other issues	46.3%	All other issues	55.3%
Respondents identifying an issue	27 (66.1%)	Respondents identifying an issue	32 (67.8%)

Melton West		Melton South / Brookfield	
Traffic management	38.9%	Traffic management	32.1%
Safety, policing and crime	19.4%	Health and medical services	17.4%
Health and medical services	16.7%	Roads (including roadworks)	15.6%
Cleanliness and maintenance of area	11.1%	Parks, gardens and open spaces	11.0%
Roads (including roadworks)	8.3%	Safety, policing and crime	10.1%
Footpath repairs and maintenance	8.3%	Cleanliness and maintenance of area	9.2%
Community activities, arts and culture	8.3%	Education and schools	7.3%
Rubbish and waste collection issues	8.3%	Council governance and performance	6.4%
Parks, gardens and open spaces	5.6%	General infrastructure	5.5%
Hard rubbish collection	5.6%	Parking	4.6%
All other issues	52.8%	All other issues	49.5%
Respondents identifying an issue	29 (81.8%)	Respondents identifying an issue	83 (75.7%)

Caroline Springs		Burnside	
Parks, gardens and open spaces	15.5%	Traffic management	24.6%
Traffic management	14.7%	Parks, gardens and open spaces	12.3%
Roads (including roadworks)	11.2%	Parking	10.5%
Street trees	9.5%	Roads (including roadworks)	10.5%
Cycling and walking paths and tracks	6.9%	Communication / provision of information	7.0%
Cleanliness and maintenance of area	6.0%	Local laws enforcement and update	7.0%
Safety, policing and crime	6.0%	Rates	5.3%
Sports and recreation facilities	6.0%	Building, planning, housing, development	3.5%
Communication / provision of information	5.2%	Children's activities and facilities	3.5%
Parking	3.4%	Safety, policing and crime	3.5%
All other issues	49.1%	All other issues	42.1%
Respondents identifying an issue	75 (64.8%)	Respondents identifying an issue	41 (72.7%)



Melton City Council – 2022 Annual Community Satisfaction Survey

Top three issues for the City of Melton at the moment by precinct**Melton City Council - 2022 Annual Community Satisfaction Survey**

(Number and percent of total respondents)

Taylor's Hill		Hillside	
Traffic management	29.5%	Roads (including roadworks)	17.3%
Parks, gardens and open spaces	8.2%	Traffic management	13.6%
Cleanliness and maintenance of area	8.2%	Parks, gardens and open spaces	9.9%
Roads (including roadworks)	8.2%	Rubbish and waste collection issues	9.9%
Parking	6.6%	Lighting	7.4%
General infrastructure	6.6%	Street trees	7.4%
Education and schools	4.9%	Footpath repairs and maintenance	6.2%
Footpath repairs and maintenance	4.9%	Safety, policing and crime	6.2%
Street trees	4.9%	Cleanliness and maintenance of area	4.9%
Dog, dog-off leash issues	4.9%	General infrastructure	4.9%
All other issues	52.5%	All other issues	50.6%
Respondents identifying an issue	43 (69.5%)	Respondents identifying an issue	54 (67.3%)
Rural		Fraser Rise	
Traffic management	21.1%	Traffic management	52.6%
Roads (including roadworks)	12.9%	Roads (including roadworks)	21.1%
Safety, policing and crime	12.2%	Safety, policing and crime	10.5%
Parking	6.8%	Health and medical services	10.5%
Parks, gardens and open spaces	6.1%	Parking	7.9%
Health and medical services	5.4%	Cleanliness and maintenance of area	7.9%
Cleanliness and maintenance of area	4.8%	Community activities, arts and culture	7.9%
Footpath repairs and maintenance	4.8%	Rubbish and waste collection issues	7.9%
Lighting	4.1%	Parks, gardens and open spaces	5.3%
Communication / provision of information	3.4%	Footpath repairs and maintenance	5.3%
All other issues	50.3%	All other issues	50.0%
Respondents identifying an issue	92 (96.2.5%)	Respondents identifying an issue	34 (89.2%)
Harkness		City of Melton	
Traffic management	23.4%	Traffic management	25.9%
Roads (including roadworks)	14.9%	Roads (including roadworks)	13.1%
Parks, gardens and open spaces	12.8%	Parks, gardens and open space	9.4%
Education and schools	4.3%	Safety, policing and crime	9.3%
Safety, policing and crime	4.3%	Health and medical services	7.3%
Health and medical services	4.3%	Cleanliness / general maintenance of area	5.6%
Sports and recreation facilities	4.3%	Parking	5.0%
Lighting	4.3%	Footpath maintenance and repairs	4.9%
Street trees	4.3%	Communication / provision of information	4.1%
Youth activities, services and facilities	4.3%	Street trees	3.6%
All other issues	46.8%	All other issues	56.6%
Respondents identifying an issue	29 (60.8%)	Respondents identifying an issue	556 (69.5%)



Melton City Council – 2022 Annual Community Satisfaction Survey

Issues by respondent profile

The following tables outline the top issues to address for the City of Melton by respondent profile, including age structure, gender, and language spoken at home, with attention drawn to the following variations of note:

- **Young adults (aged 18 to 34 years)** – respondents were more likely than average to nominate cleanliness and maintenance related issues.
- **Adults (aged 35 to 49 years)** – respondents were more likely than average to nominate traffic management, and health and medical services related issues.
- **Middle-aged adults (aged 50 to 59 years)** – respondents were more likely than average to nominate traffic management related issues.
- **Older adults (aged 60 to 69 years)** – respondents were more likely than average to nominate cleanliness and maintenance related issues.
- **Senior citizens (aged 70 years and over)** – respondents were more likely than average to nominate health and medical services, parking, elderly services and facilities, and Council governance and performance related issues.
- **Male** – respondents were more likely than female respondents to nominate traffic management related issues.
- **Female** – respondents were more likely than male respondents to nominate health and medical services related issues.
- **Multilingual household** – respondents were more likely than respondents from English speaking households to nominate traffic management, and parks, gardens, and open space related issues.



Melton City Council – 2022 Annual Community Satisfaction Survey

Top three issues for the City of Melton at the moment by respondent profile**Melton City Council - 2022 Annual Community Satisfaction Survey**

(Number and percent of total respondents)

Young adults (18 to 34 years)		Adults (35 to 49 years)	
Traffic management	22.7%	Traffic management	28.6%
Roads (including roadworks)	16.8%	Roads (including roadworks)	10.9%
Safety, policing and crime	12.1%	Parks, gardens and open spaces	9.4%
Parks, gardens and open spaces	10.6%	Health and medical services	8.6%
Cleanliness and maintenance of area	9.5%	Safety, policing and crime	6.8%
Community activities, arts and culture	5.9%	Street trees	5.6%
Parking	5.5%	Education and schools	5.3%
General infrastructure	5.5%	Footpath repairs and maintenance	5.3%
Communication / provision of information	4.8%	Communication / provision of information	4.1%
Health and medical services	4.8%	Parking	3.8%
All other issues	52.4%	All other issues	56.0%
Respondents identifying an issue	201 (73.7%)	Respondents identifying an issue	180 (67.6%)
Middle aged adults (50 to 59 years)		Older adults (60 to 69 years)	
Traffic management	29.1%	Traffic management	27.0%
Roads (including roadworks)	12.8%	Safety, policing and crime	12.4%
Safety, policing and crime	8.5%	Cleanliness and maintenance of area	9.0%
Parks, gardens and open spaces	6.8%	Health and medical services	9.0%
Lighting	5.1%	Parks, gardens and open spaces	7.9%
Parking	4.3%	Footpath repairs and maintenance	7.9%
Building, planning, housing, development	4.3%	Street trees	7.9%
Footpath repairs and maintenance	4.3%	General infrastructure	7.9%
Street cleaning and maintenance	3.4%	Building, planning, housing, development	6.7%
Rates	2.6%	Roads (including roadworks)	6.7%
All other issues	42.7%	All other issues	46.1%
Respondents identifying an issue	74 (63.1%)	Respondents identifying an issue	61 (69.0%)
Senior citizens (70 years and over)		Metropolitan Melbourne	
Health and medical services	21.8%	Traffic management	15.3%
Traffic management	20.0%	Roads maintenance and repairs	13.1%
Roads (including roadworks)	14.5%	Parks, gardens and open space	12.8%
Parks, gardens and open spaces	12.7%	Street trees / nature strips	8.4%
Parking	10.9%	Car parking	8.0%
Elderly services and facilities	7.3%	Footpath maintenance and repairs	6.6%
Council governance and performance	7.3%	Building, planning, housing, development	6.4%
Street trees	5.5%	Rubbish and waste issues	5.0%
Green waste collection	5.5%	Cleanliness and maintenance of area	4.6%
Communication / provision of information	3.6%	Safety, policing and crime	4.5%
All other issues	29.1%	All other issues	61.3%
Respondents identifying an issue	41 (74.1%)	Respondents identifying an issue	555 (69.4%)



Melton City Council – 2022 Annual Community Satisfaction Survey

Top three issues for the City of Melton at the moment by respondent profile

Melton City Council - 2021 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Male		Female	
Traffic management	30.0%	Traffic management	22.2%
Roads (including roadworks)	12.6%	Roads (including roadworks)	13.4%
Safety, policing and crime	9.5%	Parks, gardens and open spaces	9.5%
Parks, gardens and open spaces	9.2%	Safety, policing and crime	9.0%
Health and medical services	5.6%	Health and medical services	8.8%
Cleanliness and maintenance of area	5.4%	Parking	6.1%
Footpath repairs and maintenance	5.4%	Cleanliness and maintenance of area	5.9%
Lighting	4.6%	Education and schools	4.6%
Parking	4.1%	Communication / provision of information	4.6%
Communication / provision of information	3.6%	Footpath repairs and maintenance	4.6%
All other issues	54.4%	All other issues	57.7%
Respondents identifying an issue	269 (69.0%)	Respondents identifying an issue	287 (70.2%)

English speaking		Multi-lingual	
Traffic management	22.4%	Traffic management	33.5%
Roads (including roadworks)	12.5%	Roads (including roadworks)	14.8%
Safety, policing and crime	9.9%	Parks, gardens and open spaces	12.3%
Health and medical services	8.5%	Safety, policing and crime	8.8%
Parks, gardens and open spaces	8.1%	Cleanliness and maintenance of area	5.6%
Cleanliness and maintenance of area	6.1%	Parking	5.3%
Footpath repairs and maintenance	5.7%	Street trees	5.3%
Communication / provision of information	5.1%	Health and medical services	4.9%
General infrastructure	5.1%	Rubbish and waste collection issues	3.9%
Parking	5.1%	Education and schools	3.5%
All other issues	57.4%	All other issues	53.2%
Respondents identifying an issue	357 (72.1%)	Respondents identifying an issue	193 (67.8%)

Western region		Growth area councils	
Traffic management	15.0%	Roads maintenance and repairs	19.3%
Provision and maintenance of street trees	11.8%	Parks, gardens and open spaces	17.6%
Parks, gardens and open spaces	11.1%	Traffic management	14.2%
Roads maintenance and repairs	11.1%	Provision and maintenance of street trees	13.6%
Parking	6.5%	Footpath maintenance and repairs	6.3%
Cleanliness and maintenance of area	5.2%	Cleanliness and maintenance of area	5.1%
Building, planning, housing, development	3.9%	Parking	4.5%
Safety, policing and crime	3.9%	Building, planning, housing, development	4.5%
Rubbish and waste issues incl. garbage	3.9%	Public toilets	4.0%
Services and facilities for the disabled	3.3%	Rubbish and waste issues incl. garbage	4.0%
All other issues	48.4%	All other issues	47.7%
Respondents identifying an issue	98 (64.3%)	Respondents identifying an issue	122 (69.5%)



Melton City Council – 2022 Annual Community Satisfaction Survey

Perception of safety in the public areas of the City of Melton

Respondents were asked:

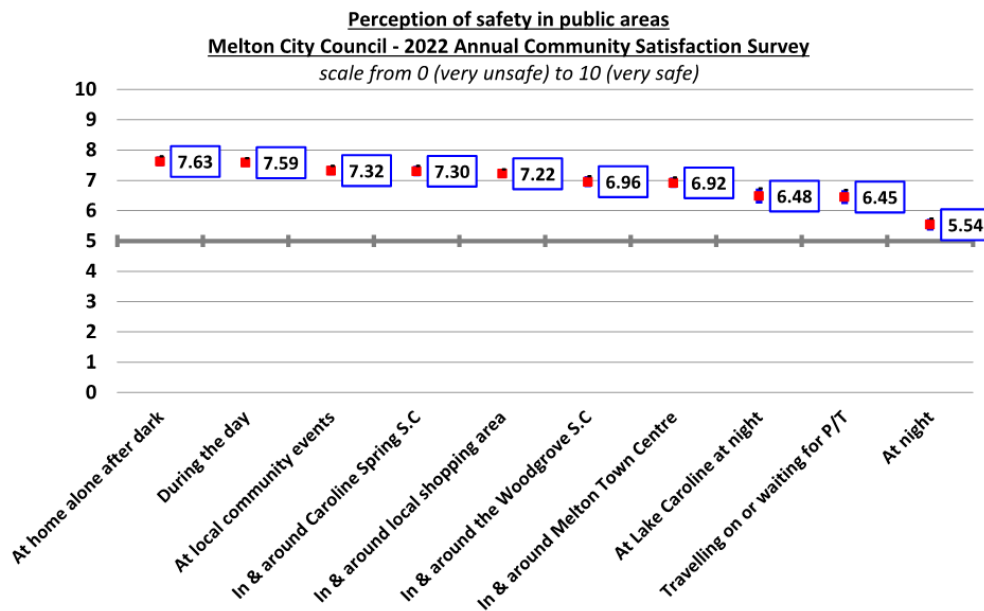
“On a scale of 0 (lowest) to 10 (highest), how safe do you feel?”

Respondents were asked to rate how safe they felt in 10 situations and locations across the City of Melton.

The average perception of safety in all situations and locations declined marginally this year, down by an average of 2.8%, from 7.14 to 6.96.

Metropolis Research draws attention to the fact that respondents’ perception of their safety at home alone after dark was the highest score reported this year, higher than the perception of safety in the public areas of the City of Melton during the day.

Respondents felt least safe at night, both in the public areas of the City of Melton at night, as well as at Lake Caroline at night, as well as when waiting for or travelling on public transport.



The following graph provides a breakdown of these results into the proportion of respondents who felt “very safe” (i.e., rated safety at eight or more), those who felt “neutral to somewhat safe” (i.e., rated safety at five to seven), and those who felt “unsafe” (i.e., rated safety at less than five).

It is noted that more than half of the respondents providing a safety score felt “very safe” in the public areas of the City of Melton during the day, at local community events, in and around Caroline Springs shopping centre, at home alone after dark, and in and around their local shopping area.

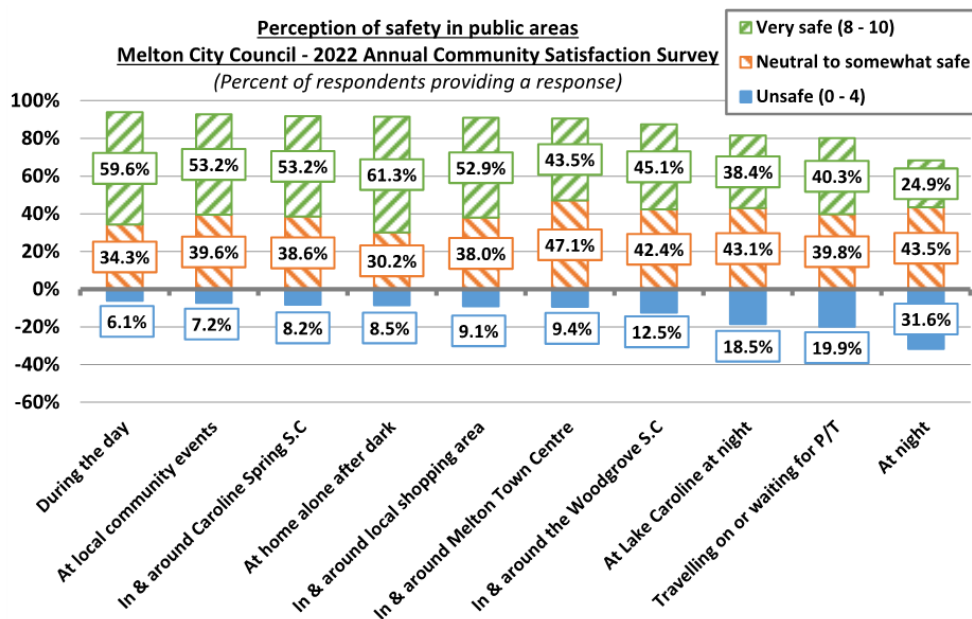


Melton City Council – 2022 Annual Community Satisfaction Survey

By contrast, it is noted that almost one-fifth of respondents felt unsafe at Lake Caroline at night and travelling on or waiting for public transport.

Most attention is drawn to the fact that more respondents felt “unsafe” in the public areas of the City of Melton at night than felt “very safe” (31.6% unsafe compared to 24.9% very safe).

This result was consistent with that recorded in 2021. This does suggest some significant concern in the City of Melton community around the perception of safety in the public areas of the municipality at night.



The following graph provides a comparison of the perception of safety in four locations / situations against the metropolitan Melbourne, the western region councils, and the growth area councils, as recorded in the 2022 *Governing Melbourne* research.

Governing Melbourne was conducted independently by Metropolis Research in January 2022, using the identical random sample telephone methodology.

The four measures included in *Governing Melbourne* were the perception of safety in the public areas of the municipality during the day, at night, in and around the local shopping district, and waiting for and travelling on public transport.

The perception of safety in the City of Melton in all four of these situations and locations was measurably and significantly lower than in all three of the comparison areas, particularly the metropolitan Melbourne averages.

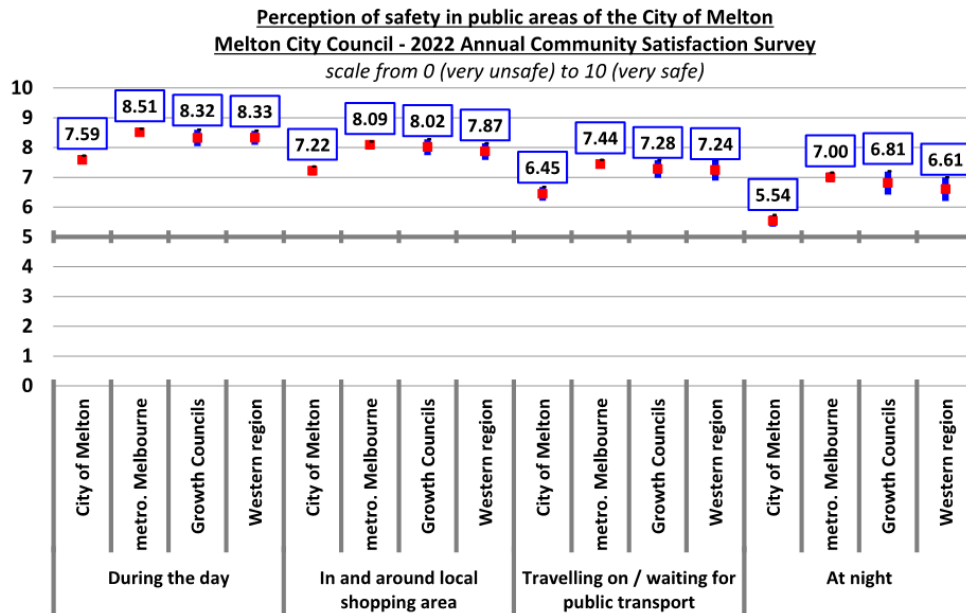


Melton City Council – 2022 Annual Community Satisfaction Survey

These results are consistent with those recorded in recent years and highlight that the perception of safety in the City of Melton is of concern to a substantial proportion of the community, and that the issue is more acute in the City of Melton than elsewhere.

This is reflected in the fact that almost ten percent of respondents in the City of Melton nominated “safety, policing, and crime” related issues as one of the top three issues to address for the City of Melton “at the moment”. This is discussed in more detail in the [Current Issues for the City of Melton](#) section of this report.

Metropolis Research notes that the 75 respondents who nominated “safety, policing, and crime” related issues were, on average, measurably less satisfied with Council’s overall performance than the municipal average (5.96 compared to 6.54). This strongly suggests that safety, policing, and crime related issues are likely to be exerting a negative influence on overall satisfaction for the respondents who raise the issues. This is discussed in more detail in the [Relationship between Issues and Overall Satisfaction](#) section of this report.



Reasons for feeling less safe

There were 227 comments received from respondent who felt unsafe in any of the situations or locations covered in this section of the survey. This is an increase on the 200 comments received last year.

The comments have been broadly categorised, as outlined in the following table.



Melton City Council – 2022 Annual Community Satisfaction Survey

Consistent with the results recorded in previous years, the most common reasons why respondents felt unsafe were related to concerns about people (28.6% up from 22.5% of comments), concerns around Police presence (21.1% up from 15.0%), and concerns around crime such as theft, robbery, violence, and incidents of crime (17.6% down from 36.0%).

Reasons for feeling unsafe in public areas of the City of Melton
Melton City Council - 2022 Annual Community Satisfaction Survey
 (Number and percent of responses from respondents rating safety less than five)

Reason	2022		2021	2020	2019	2018
	Number	Percent				
Concerns about various types of people	65	28.6%	22.5%	23.4%	23.5%	17.1%
Police presence	48	21.1%	15.0%	14.4%	8.1%	11.6%
Crime (theft, robbery, violence, etc) / incidents	40	17.6%	36.0%	18.9%	27.2%	30.4%
Lighting	19	8.4%	9.0%	13.5%	11.0%	7.2%
General safety	19	8.4%	5.0%	9.9%	9.6%	9.9%
Image / feel of place and news reports	14	6.2%	4.5%	1.8%	7.4%	6.1%
Drug and alcohol issues	7	3.1%	5.0%	12.6%	7.4%	6.1%
Public transport safety	6	2.6%	1.0%	1.8%	2.2%	4.4%
Traffic related	5	2.2%	1.5%	1.8%	0.7%	3.3%
Other	4	1.8%	0.5%	1.8%	2.9%	3.9%
Total comments	227	100%	200	111	136	181

Sense of community

Respondents were asked:

“On a scale of 0 (strongly disagree) to 10 (strongly agree) where 5 is neutral, please rate your agreement with the following statements regarding the local community.”

Respondents were again in 2022 asked to rate their agreement with 16 statements about the local sense of community, as well as statements about public transport.

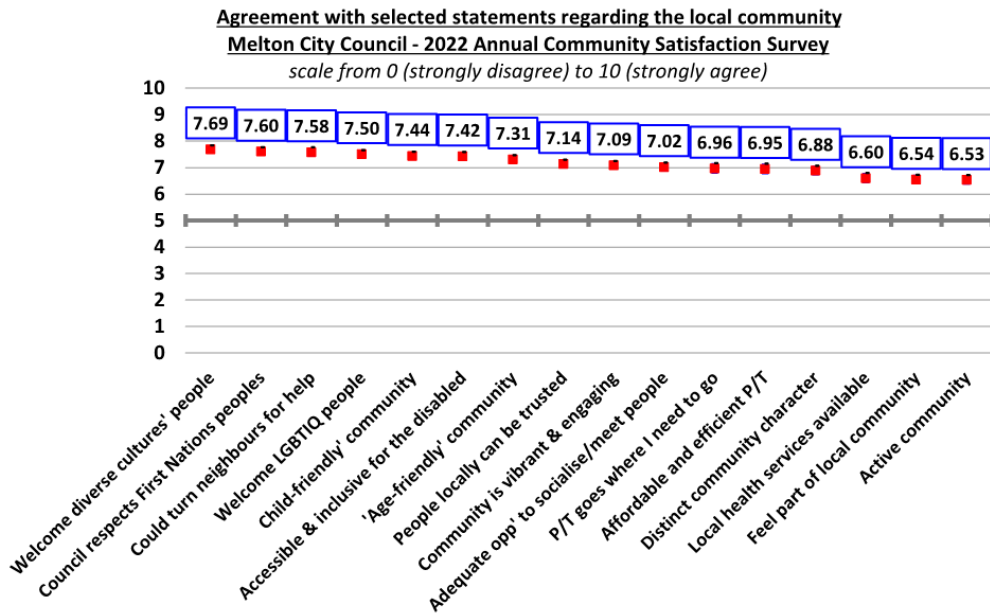
The average agreement with seven of the 16 statements increased marginally, but not measurably this year, all increasing by less than three percent.

The average agreement with nine statements declined somewhat this year, with notable but not measurable declines in the average agreement that Melton is an ‘age-friendly’ community (down 3.4%), and Melton is a ‘child-friendly’ community (down 2.4%).

There was a statistically significant decline of 8.4% in the average agreement that the health services I / we need are available locally, down from 7.21 to 6.60, which is down from a “strong” to a “moderate” level of agreement.



Melton City Council – 2022 Annual Community Satisfaction Survey



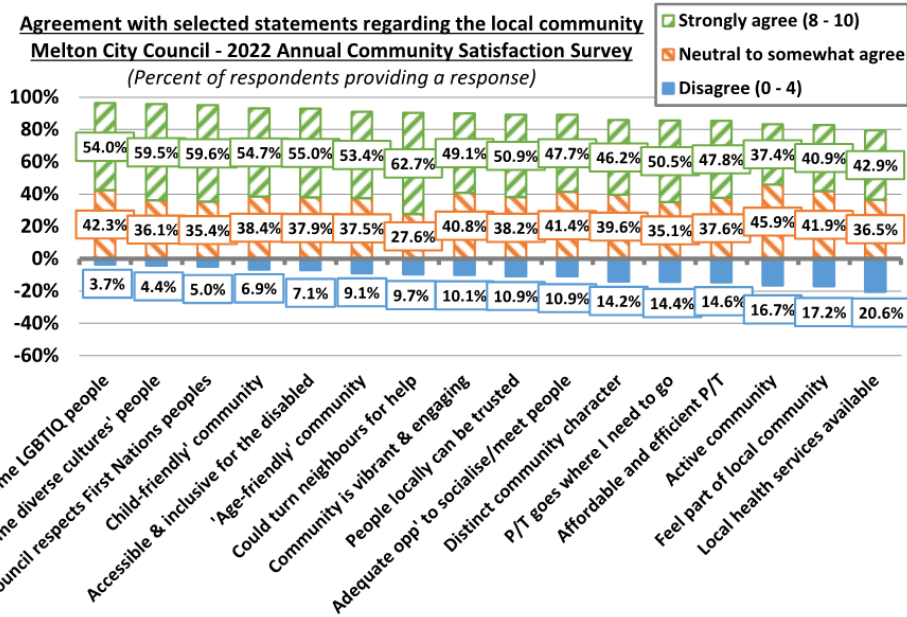
The following graph provides a breakdown of these results into the proportion of respondents who “strongly agreed” (i.e., rated agreement at eight or more), those who were “neutral to somewhat agreed” (i.e., rated agreement at five to seven), and those who “disagreed” (i.e., rated agreement at less than five out of 10).

It is noted that approximately half or more of the respondents “strongly agreed” with 13 of the 16 statements, with a little less than half “strongly agreeing” that its an active community, people do things and get involved in issues (37.4%), I / we feel part of the local community (40.9%), and the health services I / we need are available locally (42.9%).

Attention is drawn to the fact that approximately one-sixth or more of respondents disagreed with the three statements about it being an active community, respondents feel part of the local community, and that health services respondents need are available locally.



Melton City Council – 2022 Annual Community Satisfaction Survey



Family violence

The family violence component of the survey includes a preliminary question asking respondents if they believe that family violence is common in the community, and then a follow up set of questions asking respondents if they agree or disagree with five statements relating to some of the drivers of, or myths that can justify or excuse family violence in the community.

The family violence related questions are in line with the national community attitudes survey delivered by Australia’s National Research Organisation for Women’s Safety (ANROWS).

Family violence is common in our community

In 2022, 28.6% of the 800 respondents agreed that family violence is common in the community, a marginal decrease on the historically high result of 29.4% recorded last year. There was also a notable decrease in the proportion of respondents who disagreed that family violence is common in the community, down from 22.5% to 15.4%.

Metropolis Research does note that these results have proved somewhat variable over the five years that the question has been included in the survey program.

As a result of this, Metropolis Research would advise some caution in the over-interpretation of yearly changes in the results.



Melton City Council – 2022 Annual Community Satisfaction Survey

This is particularly important to bear in mind for local government, given that there is no direct correlation between these results and the performance of Council providing services and facilities to the community, or indeed, based on Council’s policy positions.

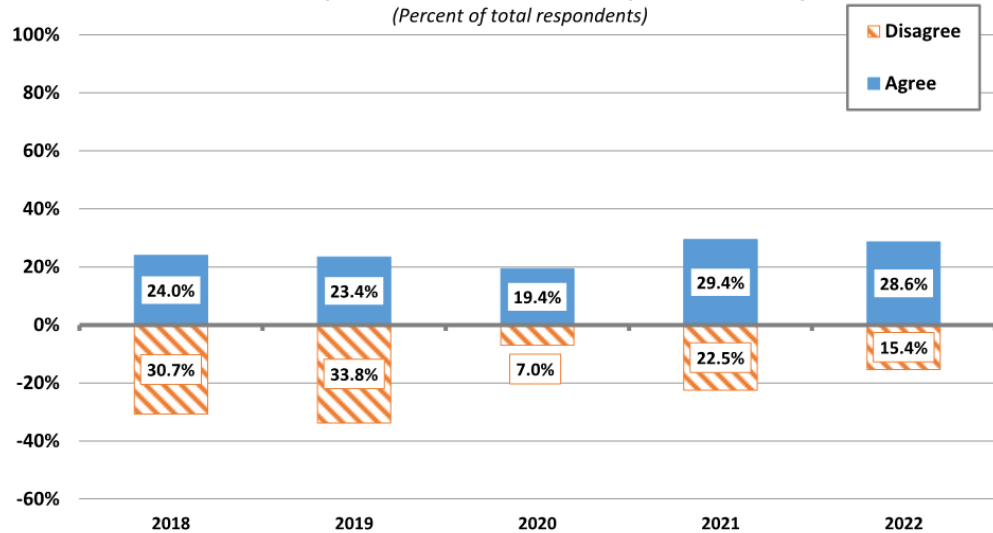
Metropolis Research also draws attention to the fact that more than half (56.1%) of respondents were either neutral (15.3%) or could not say (40.8%) whether they agreed or disagreed that family violence was common in their community.

It is important to bear this in mind, as it highlights the fact that the question is asking the respondents to make a judgement about the behaviour of community members, and therefore their view reflects their belief about the behaviour of people without direct firsthand knowledge of this behaviour.

Agreement with "family violence is common in our community"
Melton City Council - 2022 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

Response	2022		2021	2020	2019	2018
	Number	Percent				
Agree	229	28.6%	29.4%	19.4%	23.4%	24.0%
Neutral	122	15.3%	13.9%	9.3%	18.7%	20.1%
Disagree	123	15.4%	22.5%	7.0%	33.8%	30.7%
Can't say	326	40.8%	34.3%	64.3%	24.1%	25.2%
Total	800	100%	800	804	804	800

Agreement that "family violence is common in our community"
Melton City Council - 2022 Annual Community Satisfaction Survey
 (Percent of total respondents)



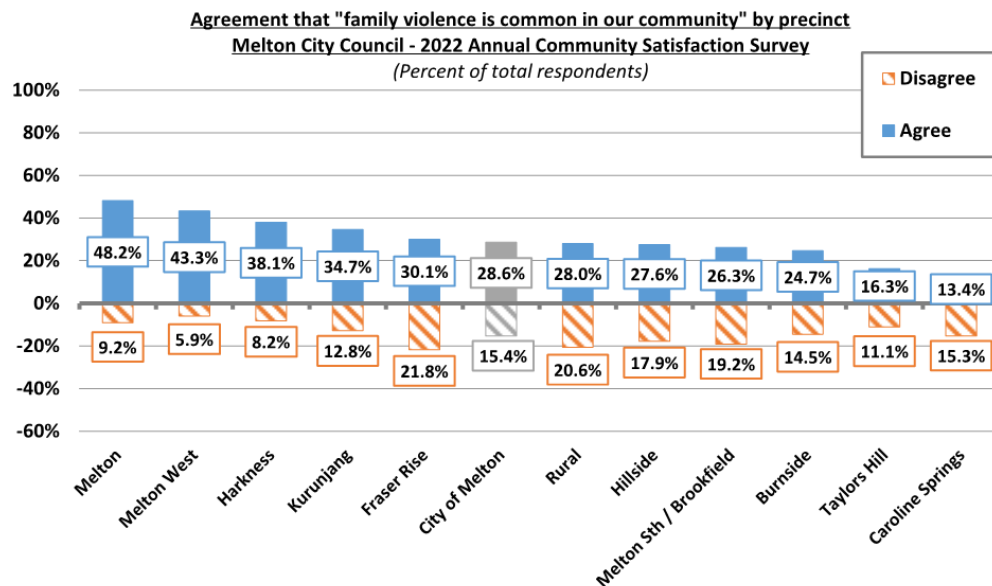
Melton City Council – 2022 Annual Community Satisfaction Survey

There was notable and measurable variation in this result observed across the municipality, as follows:

- **Melton precinct, Melton West, and Harkness** – respondents were measurably more likely than average to agree that family violence was common in their community.
- **Kurunjang** - respondents were somewhat, but not measurably more likely than average to agree.
- **Taylors Hill and Caroline Springs** – were somewhat, but not measurably less likely than average to agree.

Metropolis Research notes that the variation in agreement across the municipality in 2022 was generally consistent with that reported in 2021, as outlined above.

It is noted that there was no statistically significant variation observed across the municipality in the proportion of respondents who disagreed that family violence was common in their community.

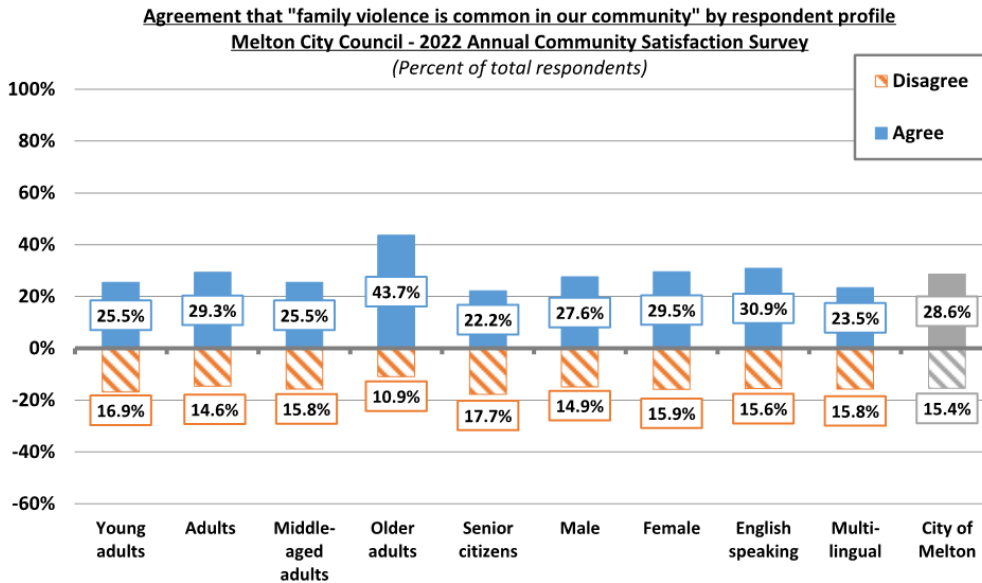


There was some measurable variation in this result observed by respondent profile, as follows:

- **Older adults (aged 60 to 69 years)** – respondents were measurably more likely than average to agree that family violence was common in their community.
- **English speaking household** – respondents were measurably more likely than respondents from multilingual households to agree that family violence was common in their community.



Melton City Council – 2022 Annual Community Satisfaction Survey



Statements about family violence

Respondents were asked:

“On a scale from 1 (disagree) to 3 (agree), please rate your agreement with the following statements.”

Respondents were again in 2022, asked to rate their agreement with five statements about family violence.

Metropolis Research notes that there was a marginal to small decline observed this year in the proportion of respondents who disagreed with each of these five statements.

There was no corresponding increase recorded in the proportion of respondents who agreed with each of these statements, with the decrease in the proportion who disagreed moving to either a neutral position or can’t say.

Attention is drawn to the fact that the proportion of respondents who agreed with four of the five statements declined very marginally this year, and most have declined notably since the questions were first included in the survey program back in 2018.

As discussed in relation to the previous question about the extent of family violence in the community, Metropolis Research does advise some caution in the overinterpretation of year-by-year variations in these results. This is particularly true given the significant proportion of respondents who could not say whether they agreed or disagreed with these statements.



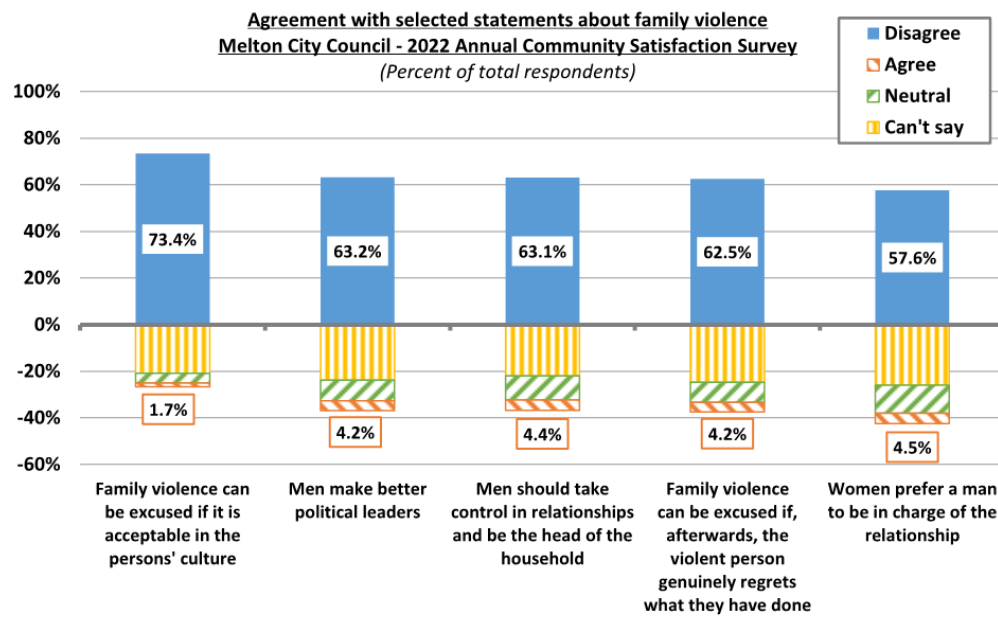
Melton City Council – 2022 Annual Community Satisfaction Survey

It is also very important to bear in mind that the ability to have a meaningful impact on these results is limited for local government in the short term, and therefore caution should be exercised when attempting to show a causal link between these results and the policy positions of Council, or the service delivery provided by Council in this area.

Metropolis Research notes that whilst less than five percent of respondents agreed with each of these statements, there remains a significant number of respondents who were either neutral in relation to each statement or could not (or would not) say if they agreed or disagreed.

Metropolis Research also makes the point that the issue of family violence is a controversial subject, and that there may well be some in the community who may in fact agree with these statements, but who made the judgement that it was not socially acceptable to admit to agreeing with the views expressed in these statements.

It also cannot be discounted that there may be a small number of respondents who disagreed with these statements rather than reporting a neutral or can't say response, as they felt a social obligation to respond in the manner that they believed was most acceptable.



*Melton City Council – 2022 Annual Community Satisfaction Survey***Respondent profile**

The following section of this report provides details as to the demographic profile of the respondents to the survey. These results do show that the survey methodology has obtained a sample of residents that is both highly consistent over time, as well as being reflective of the underlying population of the City of Melton.

Age structure

The sample of respondents was weighted by age and gender to conform to the *Census* results, to ensure that each age group and gender contributed proportionally the municipal result. A minimum of 40% of the underlying proportion was obtained in the sample prior to weighting.

Age group
Melton City Council - 2022 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Age	2022 (unweighted)		2022 (weighted)	2021	2020	2019	2018
	Number	Percent					
Young adults (18 - 34 years)	125	15.6%	34.2%	34.2%	34.2%	21.4%	24.4%
Adults (35 - 49 years)	454	56.8%	33.2%	23.6%	23.6%	23.9%	25.9%
Middle-aged adults (50 - 59 years)	115	14.4%	14.6%	24.2%	24.2%	30.8%	25.9%
Older adults (60 - 69 years)	64	8.0%	11.1%	14.1%	14.1%	19.8%	18.5%
Senior citizens (70 years and over)	41	5.1%	6.9%	3.9%	3.9%	4.1%	5.4%
Not stated	1		0	0	0	1	4
Total	800	100%	800	800	804	804	800

Gender

The sample of respondents was weighted by age and gender to conform to the *Census* results, as discussed above.

Gender
Melton City Council - 2022 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Gender	2022		2021	2020	2019	2018	2017
	Number	Percent					
Man	390	48.8%	48.9%	48.9%	55.6%	48.0%	55.4%
Woman	409	51.2%	51.1%	51.1%	44.1%	51.6%	44.2%
Non-binary	0	0.0%	0.0%	0.0%	0.1%	0.2%	0.4%
Prefer to self-describe	0	0.0%	0.0%	0.0%	0.1%	0.1%	0.0%
Prefer not to say	1		0	0	2	9	6
Total	800	100%	800	804	804	800	800



*Melton City Council – 2022 Annual Community Satisfaction Survey***Aboriginal and Torres Strait Islander**

A total of 24 respondents identified themselves as Aboriginal and / or Torres Strait Islander. It is important to note that the question was self-selected, as there were no details asked to ensure that respondents who identified as Aboriginal and / or Torres Strait Islander met the requirements to be acknowledged as Aboriginal and / or Torres Strait Islander.

Household member identify as Aboriginal or Torres Strait Islander
Melton City Council - 2022 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2022		2021	2020	2019	2018	2017
	Number	Percent					
Yes	24	3.1%	1.0%	1.8%	1.3%	2.5%	2.8%
No	760	96.9%	99.0%	98.2%	98.7%	97.5%	97.2%
Not stated	16		14	22	17	11	7
Total	800	100%	800	804	804	800	800

Household member with disability

Approximately one-seventh of the respondents reported that they were from households with a member with disability. This was a small increase on the 11.8% reported last year, but generally consistent with the long-term average proportion since 2017 of 13.7%.

Household member with disability
Melton City Council - 2022 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2022		2021	2020	2019	2018	2017
	Number	Percent					
Yes	122	15.8%	11.8%	16.9%	12.0%	12.8%	12.9%
No	649	84.2%	88.2%	83.1%	88.0%	87.2%	87.1%
Not stated	29		15	31	14	6	8
Total	800	100%	800	804	804	800	800



*Melton City Council – 2022 Annual Community Satisfaction Survey***Commonwealth health care card**

This question relating to whether the respondent was a holder of a Commonwealth Health Care card was included for the first time in the survey this year.

A little more than one-quarter (26.2%) of the respondents providing a response to the question reported that they held this card.

Hold a commonwealth health care card
Melton City Council - 2022 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2022	
	Number	Percent
Yes	196	26.2%
No	553	73.8%
Not stated	51	
Total	800	100%

Household member identifying as LGBTIQ+

There was a small increase this year, in the proportion of respondents identifying as Lesbian, Gay, Bisexual, Transgender, Intersex, Queer, Asexual, and others “LGBTIQ+”, up from 3.1% in 2021 to 4.2% this year. This is the highest proportion recorded for this question since it was first included in the survey back in 2018.

Household member identifying as LGBTIQ+
Melton City Council - 2022 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2022		2021	2020	2019	2018
	Number	Percent				
Yes	32	4.2%	3.1%	1.4%	2.0%	2.7%
No	733	95.8%	96.9%	98.6%	98.0%	97.3%
Not stated	35		21	35	22	12
Total	800	100%	800	804	804	800



*Melton City Council – 2022 Annual Community Satisfaction Survey***Language spoken at home**

Consistent with the results recorded in previous years, approximately one-third (36.5%) of respondents were from households that spoke a language other than English at home.

This result reflects significant inclusion in the sample of the culturally and linguistically diverse City of Melton community.

Language spoken at home
Melton City Council - 2022 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2022		2021	2020	2019	2018
	Number	Percent				
English	495	63.5%	65.8%	64.1%	61.8%	67.0%
Tagalog (Filipino)	38	4.9%	3.0%	2.2%	2.1%	1.8%
Punjabi	27	3.5%	3.4%	1.5%	2.5%	2.3%
Maltese	22	2.8%	3.3%	2.8%	2.3%	2.9%
Italian	20	2.6%	4.1%	2.9%	2.1%	2.3%
Hindi	20	2.6%	2.5%	3.7%	3.9%	4.7%
Arabic	14	1.8%	0.8%	1.3%	1.5%	0.9%
Macedonian	14	1.8%	0.8%	0.8%	2.0%	1.4%
Samoan	9	1.2%	0.5%	0.3%	0.5%	0.1%
Greek	8	1.0%	1.0%	0.9%	2.1%	1.4%
Spanish	7	0.9%	1.0%	1.9%	2.1%	1.5%
Vietnamese	7	0.9%	0.5%	0.9%	2.1%	0.6%
Mandarin	6	0.8%	1.3%	0.4%	0.5%	1.1%
Sinhalese	6	0.8%	0.9%	0.8%	1.1%	0.6%
Albanian	5	0.6%	0.4%	0.4%	0.3%	0.1%
Teluga	5	0.6%	0.5%	0.0%	0.1%	0.0%
Malayalam	4	0.5%	0.5%	0.4%	0.3%	0.4%
Turkish	4	0.5%	0.6%	1.0%	0.4%	1.0%
Urdu	4	0.5%	0.5%	0.6%	1.1%	0.6%
Bosnian	3	0.4%	0.0%	0.1%	0.1%	0.1%
French	3	0.4%	0.5%	0.6%	0.1%	0.4%
Malay	3	0.4%	0.1%	0.3%	0.3%	0.1%
Tamil	3	0.4%	0.4%	1.3%	0.9%	0.1%
Bengali	2	0.3%	0.0%	0.9%	0.5%	0.3%
Croatian	2	0.3%	1.7%	0.8%	0.8%	0.8%
German	2	0.3%	0.6%	0.4%	0.3%	0.5%
Hakka	2	0.3%	0.1%	0.0%	0.3%	0.3%
Nepali	2	0.3%	0.4%	0.3%	0.1%	0.1%
Persian	2	0.3%	0.3%	0.1%	0.0%	0.3%
Portugese	2	0.3%	0.0%	0.4%	0.0%	0.1%
Multiple	4	0.5%	0.0%	0.0%	2.5%	2.0%
All other languages (34 separately identified)	34	4.4%	4.4%	8.1%	5.3%	4.1%
Not stated	21		13	23	8	11
Total	800	100%	800	804	804	800



Melton City Council – 2022 Annual Community Satisfaction Survey

Household structure

Consistent with the results recorded in previous years, a little more than half of the respondents were from two-parent families, almost 10% from one-parent families, one-fifth from couple households with children, and a little more than five percent group households and sole person households.

Household structure
Melton City Council - 2022 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Structure	2022		2021	2020	2019	2018	2017
	Number	Percent					
Two parent family total	442	57.5%	56.3%	57.8%	52.2%	56.1%	53.9%
youngest child 0 - 4 years	96	12.5%	15.8%	15.6%	14.6%	12.8%	13.5%
youngest child 5 - 12 years	146	19.0%	18.0%	18.0%	16.1%	18.0%	20.0%
youngest child 13 - 18 years	68	8.8%	11.5%	11.3%	9.8%	9.7%	8.7%
adult children only	132	17.2%	10.9%	12.9%	11.6%	15.7%	11.6%
One parent family total	67	8.7%	6.2%	8.1%	9.3%	6.7%	7.6%
youngest child 0 - 4 years	10	1.3%	1.8%	1.3%	1.6%	0.6%	1.4%
youngest child 5 - 12 years	10	1.3%	1.7%	1.7%	1.6%	1.3%	1.9%
youngest child 13 - 18 years	11	1.4%	0.6%	2.2%	1.6%	1.3%	0.5%
adult children only	36	4.7%	2.1%	2.9%	4.4%	3.5%	3.8%
Couple only household	149	19.4%	21.4%	20.0%	21.3%	19.3%	23.5%
Group household	56	7.3%	5.8%	4.5%	8.5%	9.6%	6.3%
Sole person household	47	6.1%	9.3%	8.0%	8.5%	8.0%	7.2%
Other	8	1.0%	0.9%	1.6%	0.3%	0.3%	1.5%
Not stated	31		29	43	5	27	9
Total	800	100%	800	804	804	800	800

Business owner

Consistent with the results recorded in recent years, 13.3% of respondents were from households where a household member owned or managed a business in the City of Melton.

Household member own / manage a business in the City of Melton
Melton City Council - 2022 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2022		2021	2020	2019	2018	2017
	Number	Percent					
Yes	101	13.3%	13.4%	13.5%	9.0%	10.4%	7.5%
No	657	86.7%	86.6%	86.5%	91.0%	89.6%	92.5%
Not stated	42		30	42	8	0	0
Total	800	100%	800	804	804	800	800



*Melton City Council – 2022 Annual Community Satisfaction Survey***Housing situation**

Consistent with the results recorded in previous years, a little less than half of the respondents were from households that owned their home outright, a similar proportion were mortgagor households, and approximately one-seventh were from rental households.

Housing situation
Melton City Council - 2022 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Situation	2022		2021	2020	2019	2018	2017
	Number	Percent					
Own this home	337	44.7%	47.6%	39.0%	51.5%	52.2%	39.6%
Mortgage (<i>paying-off this home</i>)	310	41.1%	39.4%	42.4%	31.7%	29.9%	41.8%
Renting this home	104	13.8%	11.4%	15.6%	16.1%	16.3%	17.4%
Insecure housing	3	0.4%	1.6%	2.9%	0.8%	1.7%	1.1%
Not stated	46		37	50	8	14	8
Total	800	100%	800	804	804	800	800

Period of residence

Approximately two-thirds (67.6%) of respondents reported that they had lived at their current address for 10 years or more. This is consistent with the housing situation results discussed above.

Metropolis Research does note that the proportion of respondents who had lived at their current address for less than one year continues to be lower than was recorded pre-COVID-19. Clearly, COVID-19 has impacted on the ability of individuals to move, and this is reflected in these results. This will have had a small negative influence on overall satisfaction, given that new residents (less than one year in the municipality) always report a higher average overall satisfaction than the municipal average of all respondents.

Period of residence in the City of Melton
Melton City Council - 2022 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Period	2022		2021	2020	2019	2018	2017
	Number	Percent					
Less than one year	17	2.2%	1.2%	1.7%	6.7%	6.9%	4.7%
One to less than five years	56	7.2%	8.8%	12.4%	19.1%	17.6%	19.6%
Five to less than ten years	178	23.0%	21.0%	21.3%	17.4%	21.1%	19.9%
Ten years or more	523	67.6%	69.1%	64.6%	56.8%	54.4%	55.8%
Not stated	26		24	35	1	8	7
Total	800	100%	800	804	804	800	800



*Melton City Council – 2022 Annual Community Satisfaction Survey***General comments**

Respondents were asked:

“Do you have any further comments you would like to make?”

In 2022, a total of 126 general comments were received from respondents, down somewhat on the unusually high number of 256 received last year, but consistent with previous years.

Consistent with the results outlined in this report, the most common issues raised by respondents in the general comments were related to traffic and roads (14.3% up from 11.3%).

Other common issues raised included issues related to specific Council services and facilities (11.1% down from 18.4%), waste management and the cleanliness of the area (9.5% up from 7.0%), and parks and gardens related comments (8.7% up from 5.1%).

Summary of general comments
Melton City Council - 2022 Annual Community Satisfaction Survey
(Number and percent of total responses)

Comment	2022		2021	2020	2019	2018
	Number	Percent				
Traffic and roads	18	14.3%	11.3%	9.7%	12.5%	13.2%
Council services and facilities	14	11.1%	18.4%	18.5%	11.7%	1.9%
Waste management and cleanliness	12	9.5%	7.0%	9.7%	5.8%	7.5%
Parks, gardens and open spaces	11	8.7%	5.1%	5.6%	11.7%	1.9%
Communication, consultation, responsiveness	9	7.1%	5.5%	2.4%	0.0%	1.9%
Safety, policing and crime	9	7.1%	8.6%	3.2%	5.8%	15.1%
Public transport	8	6.3%	7.4%	5.6%	4.2%	1.9%
Parking	7	5.6%	3.5%	4.0%	3.3%	1.9%
Planning, building and development	7	5.6%	2.7%	2.4%	0.0%	0.0%
Council governance and performance	4	3.2%	3.1%	4.0%	0.0%	0.0%
Footpaths	4	3.2%	2.3%	7.3%	0.0%	0.0%
General positive	4	3.2%	6.6%	1.6%	8.3%	9.4%
Rates	4	3.2%	3.1%	4.8%	8.3%	7.5%
Comments on the survey	3	2.4%	2.0%	2.4%	6.7%	7.5%
Lighting	3	2.4%	0.8%	3.2%	0.0%	3.8%
Support for business	2	1.6%	0.4%	4.0%	0.0%	0.0%
Tree maintenance	2	1.6%	3.5%	4.0%	3.3%	1.9%
Animal management	1	0.8%	1.6%	2.4%	0.8%	5.7%
Schools / education	1	0.8%	0.4%	0.0%	0.0%	1.9%
COVID-19 issues	0	0.0%	0.0%	1.6%	0.0%	0.0%
Other	3	2.4%	6.6%	3.2%	17.5%	17.0%
Total	126	100%	256	124	120	53



Melton City Council – 2022 Annual Community Satisfaction Survey

Appendix One: Survey form



Melton City Council 2022 Community Satisfaction Survey



Hi my name is _____ from Metropolis Research and I am calling on behalf of Melton City Council.

Council is required, under government regulations to conduct a community satisfaction survey every year, and we would welcome your feedback on the performance of Council.

We are wondering if there is someone in your household who can participate in the survey.

The survey will take approximately 15 mins to complete, is completely confidential and voluntary.

1

Have you contacted Melton City Council in the last 12 months?

Yes (*continue*) **1** No (*go to Q.4*) **2**

2

When you last contacted the Council, was it? (*Please circle one only*)

Visit in person	1	Website	6
Telephone (<i>during office hours</i>)	2	Social media	7
Telephone (<i>after hours service</i>)	3	Visitor Information Centre / Pop-Up	8
Mail	4	Community Portal	9
Email	5		

3

On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of service when you last contacted the Melton City Council.

1. Provision of information on the Council and its services	0	1	2	3	4	5	6	7	8	9	10	99
2. Speed and efficiency of service	0	1	2	3	4	5	6	7	8	9	10	99
3. Courtesy and professionalism of staff	0	1	2	3	4	5	6	7	8	9	10	99
4. Access to relevant officer / area	0	1	2	3	4	5	6	7	8	9	10	99
5. Satisfaction with the final outcome	0	1	2	3	4	5	6	7	8	9	10	99

4

On a scale of 0 (lowest) to 10 (highest), please rate the importance to the community, and your personal level of satisfaction with each of the following.

1. Maintenance and repair of sealed local roads	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
2. Footpath maintenance and repairs	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
3. Regular garbage collection	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
4. Regular recycling	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
5. Green waste collection	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
6. Litter collection in public areas	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
7. Provision of parks and gardens	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
8. Maintenance of parks and gardens	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
9. Maintaining natural reserves	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
10. Provision and maintenance of street trees	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
11. Parking enforcement	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
12. Local traffic management	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
13. Animal management	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
14. Moving Ahead (<i>Council's printed newsletter</i>)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
15. Council activities promoting local business growth and development	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
16. Public Spaces (<i>i.e., Melton amphitheatre, town centre, outdoor built public spaces</i>)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

5

On a scale of 0 (lowest) to 10 (highest), please rate the importance of the following services to the community, followed by your personal level of satisfaction with only the services you or a family member has used in the past 12 months?

(Survey note: Ask importance, then use, then satisfaction only if service has been used in last 12 months)

1. Council's website	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
2. The ability to access Council services through digital or online channels	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
3. Library services	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
4. Melton Recycling Facility	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
5. Hard rubbish collection	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
6. Public toilets	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
7. Recreation and Leisure Centres (including Melton Waves)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
8. Sports grounds and associated facilities	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
9. Provision and maintenance of playgrounds	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
10. Community Centres / Neighbourhood Houses	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
11. Health services for babies, infants and toddlers	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
12. Council provided Services and programs for children (e.g. Playgroups, Family Day Care, Vacation Care)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

5

13. Council provided services for young people (e.g. school holiday programs, music & dance events, youth sport)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
14. Services for seniors (e.g. Planned Activity Group programs, Seniors Clubs/activities, personal care or domestic assistance, property maintenance, Men's shed)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
15. Services for people with a disability (e.g. respite care, holiday programs, support services)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
16. On and off road bike and / or walking paths (including shared pathways)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
17. Provision of cultural events (e.g. NAIDOC, Harmony Day, IDAHOBIT)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
18. Provision of community events and festivals (e.g. Djerriwarrh Festival, Pop Culture)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
18a. How satisfied are you with the representation of culture and diversity in Council events		0	1	2	3	4	5	6	7	8	9	10	99

6

On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with the following aspects of Council's governance and leadership?

1. Council meeting its responsibilities towards the environment	0	1	2	3	4	5	6	7	8	9	10	99
2. Council's performance in community consultation and engagement	0	1	2	3	4	5	6	7	8	9	10	99
3. Council's representation, lobbying and advocacy on behalf of the community with other levels of government and private organisations on key issues	0	1	2	3	4	5	6	7	8	9	10	99
4. Advocacy on behalf of the community for local educational opportunities (e.g., local schools, TAFES, universities)	0	1	2	3	4	5	6	7	8	9	10	99
5. The responsiveness of Council to local community needs	0	1	2	3	4	5	6	7	8	9	10	99
6. Council's performance in maintaining the trust and confidence of the local community	0	1	2	3	4	5	6	7	8	9	10	99
7. Council making and implementing decisions in the interests of the community	0	1	2	3	4	5	6	7	8	9	10	99

7 Can you please rate your satisfaction with the performance of Council across all areas of responsibility?

7. Performance of Council across all areas of responsibility	0	1	2	3	4	5	6	7	8	9	10	99
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If overall satisfaction less than 5, why do you say that?

8 Can you please list what you consider to be the top three issues for the City of Melton at the moment?

Issue One:	
Issue Two:	
Issue Three:	

9 On a scale of 0 (strongly disagree) to 10 (strongly agree), please rate your agreement with the following statements about the Melton City Council.

Statement	Strongly disagree			Neutral				Strongly agree		Can't say		
1. Council infrastructure is equitable, inclusive and accessible	0	1	2	3	4	5	6	7	8	9	10	99
If rated less than 5, why do you say that?												
2. Melton is a City that encourages and enables people to work, shop and spend time locally	0	1	2	3	4	5	6	7	8	9	10	99
If rated less than 5, why do you say that?												
3. Council is efficient and well run	0	1	2	3	4	5	6	7	8	9	10	99
If rated less than 5, why do you say that?												

10 Have you participated in any community engagement consultation activities in the past 12 months?

Accessed Melton conversations	1	Completed a Council survey	3
Attended a consultation workshop	2	Other : _____	4

15

On a scale of 0 (strongly disagree) to 10 (strongly agree) where 5 is neutral, please rate your agreement with the following statements regarding the local community.

1. My / our neighbourhood has a distinct character, it's a special place	0	1	2	3	4	5	6	7	8	9	10	99
2. It's an active community, people do things and get involved in local issues	0	1	2	3	4	5	6	7	8	9	10	99
3. I / we feel part of the local community	0	1	2	3	4	5	6	7	8	9	10	99
4. In times of need, I/we could turn to the neighbours for help	0	1	2	3	4	5	6	7	8	9	10	99
5. Most people in my local community can be trusted	0	1	2	3	4	5	6	7	8	9	10	99
6. Melton is an "age-friendly" community	0	1	2	3	4	5	6	7	8	9	10	99
7. Melton is accessible and inclusive for people with a disability	0	1	2	3	4	5	6	7	8	9	10	99
8. Melton is a "child-friendly" community	0	1	2	3	4	5	6	7	8	9	10	99
9. The Melton community is welcoming and supportive of people from diverse cultures and backgrounds	0	1	2	3	4	5	6	7	8	9	10	99
10. The Melton community is welcoming and supportive of LGBTIQ+ people	0	1	2	3	4	5	6	7	8	9	10	99
11. There are adequate opportunities to socialise and meet people in the local area	0	1	2	3	4	5	6	7	8	9	10	99
12. Melton Council respects, reflects and is inclusive of Aboriginal and/or Torres Strait Islander persons	0	1	2	3	4	5	6	7	8	9	10	99
13. The Melton community is vibrant, accessible and engaging	0	1	2	3	4	5	6	7	8	9	10	99
14. There is access to affordable and efficient public transport	0	1	2	3	4	5	6	7	8	9	10	99
15. There is public transport that goes where I need to go	0	1	2	3	4	5	6	7	8	9	10	99
16. The health services I / we need are available locally	0	1	2	3	4	5	6	7	8	9	10	99

16

On a scale of 1 (disagree) to 3 (agree), please rate your agreement with the following statements.

Statement	Disagree	Neutral	Agree	Can't say
1. Family violence is common in our community	1	2	3	9
2. Family violence can be excused if, afterwards, the violent person genuinely regrets what they have done	1	2	3	9
3. Family violence can be excused if it is acceptable in the persons' culture	1	2	3	9
4. Men make better political leaders	1	2	3	9
5. Men should take control in relationships and be the head of the household	1	2	3	9
6. Women prefer a man to be in charge of the relationship	1	2	3	9

17**If you are employed, on average how long does it take in total to travel both to and from work each day (combined total two-way)?**

Less than 30 minutes	1	One hour to less than 90 minutes	3
30 minutes to less than one hour	2	90 minutes or more	4

18**Do you or a member of your household volunteer regularly?**

Yes - <i>locally</i>	1	No	4
Yes - <i>non-local</i>	2	Can't say	9

19**Please indicate which of the following best describes you?**

15 - 24 years	1	50 - 59 years	4
25 - 34 years	2	60 - 69 years	5
35 - 49 years	3	70 years or over	6

20**What is your gender identity**

Man	1	Prefer to self-describe:	4
Woman	2	_____	
Non-binary	3	Prefer not to say	9

21**Do any members of this household identify as Aboriginal and/or Torres Strait Islander?**

Yes	1	No	2
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22**What are all the languages spoken in this household?**

English only	1	Other (<i>specify</i>): _____	2
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23**What is the structure of this household?**

Two parent family (<i>youngest 0 - 4 yrs</i>)	1	One parent family (<i>youngest 13-18 yrs</i>)	7
Two parent family (<i>youngest 5 - 12 yrs</i>)	2	One parent family (<i>adults only</i>)	8
Two parent family (<i>youngest 13 - 18 yrs</i>)	3	Group household	9
Two parent family (<i>adult child only</i>)	4	Sole person household	10
One parent family (<i>youngest 0 - 4 yrs</i>)	5	Couple only family	11
One parent family (<i>youngest 5 - 12 yrs</i>)	6	Other (<i>specify</i>): _____	12

24**Do any members of this household identify as having disability?**

Yes	1	No	2
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25**Do any members of this household identify as LGBTIQ+?**

Yes	1	No	2
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26**Which of the following best describes the current housing situation of this household?**

Own this home	1	Renting this home	3
Mortgage (paying-off this home)	2	Insecure housing (<i>e.g., couch surfing, homelessness</i>)	4

27**Do you or members of this household hold a commonwealth health care card?**

Yes	1	No	2
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28**Do you or members of this household own or manage a business operating in the City of Melton?**

Yes	1	No	2
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29**How long have you lived in the City of Melton?**

Less than 1 year	1	5 to less than 10 years	3
1 to less than 5 years	2	10 years or more	4

30**Do you have any further comments you would like to make?**

THANK YOU FOR YOUR TIME AND PARTICIPATION

*A summary of these results will be published on Council's website
at the conclusion of the project*

Council may invite some respondents to a session to provide additional feedback on any issues raised in the survey. Would you be interested in potentially being invited to attend a session?

Yes	1	No	2
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If Yes, please leave your email address and first name;

Email address:

First name:

**13. REPORTS FROM DELEGATES APPOINTED TO OTHER BODIES
AND COUNCILLOR REPRESENTATIONS AND
ACKNOWLEDGEMENTS**

Reports on external Committees and external Representative Bodies for which Councillors have been appointed by Council.

Address from Councillors in relation to matters of civic leadership and community representation, including acknowledgement of community groups and individuals, information arising from internal Committees, advocacy on behalf of constituents and other topics of significance.

14. NOTICES OF MOTION**14.1 NOTICE OF MOTION 844 (CR SHANNON)****Councillor: Julie Shannon**

I hereby give notice of my intention to move the following motion at the Council Meeting scheduled to be held on 10 October 2022.

MOTION:

That council officers present a detailed briefing to Councillors on alternatives to using fireworks at Council events. These alternatives could include laser light shows, drone displays and other options. The timing of the briefing to Councillors should inform event planning for Council to consider funding in the 2023/24 Council Budget.

OFFICER'S COMMENTS:

Council officers will action in accordance with the Notice of Motion, subject to Council decision.

14.2 NOTICE OF MOTION 845 (CR ABBOUSHI)**Councillor: Steven Abboushi**

I hereby give notice of my intention to move the following motion at the Council Meeting scheduled to be held on 10 October 2022.

MOTION:

That Council request officers:

1. Investigate opportunities to increase activation of the Taylors Hill Youth and Community Centre with existing or new external youth based organisations/agencies that can engage directly with and provide outreach and other support to City of Melton young people.
2. Provide a report to Council outlining opportunities with recommendations that ultimately lead to a significant increase in youth engagement, and activation of the Taylors Hill Youth and Community Centre.

OFFICER'S COMMENTS:

Council officers will action in accordance with the Notice of Motion, subject to Council decision.

14.3 NOTICE OF MOTION 846 (CR KESIC)**Councillor: Goran Kesic**

I hereby give notice of my intention to move the following motion at the Council Meeting scheduled to be held on 10 October 2022.

MOTION:

That Council distribute the funds allocated for the Mayoral Ball for the year 2022, excluding catering costs, equally to various agencies / organisations located within the municipality that provide food relief support to City of Melton residents to assist with costs directly related to those services.

OFFICER'S COMMENTS:

Council officers will action in accordance with the Notice of Motion, subject to Council decision.

15. COUNCILLOR'S QUESTIONS WITHOUT NOTICE

16. URGENT BUSINESS

17. CONFIDENTIAL BUSINESS

Recommended Procedural Motion

That pursuant to section 66(1) and (2)(a) of the *Local Government Act 2020* the meeting be closed to the public to consider the following reports that are considered to contain **confidential information** on the grounds provided in section 3(1) of the *Local Government Act 2020* as indicated:

- 17.1 Contract 18/011 Hard Waste & Dumped Rubbish Collections - Extension**
(g) as it relates to private commercial information, being information provided by a business, commercial or financial undertaking that—
(i) relates to trade secrets; or
(ii) if released, would unreasonably expose the business, commercial or financial undertaking to disadvantage.
- 17.2 Contract 22/041 Melton Town Centre Upgrade Kids Zone**
(g) as it relates to private commercial information, being information provided by a business, commercial or financial undertaking that—
(i) relates to trade secrets; or
(ii) if released, would unreasonably expose the business, commercial or financial undertaking to disadvantage.
- 17.3 Contract 22/046 Melton Town Centre - Active Transport**
(g) as it relates to private commercial information, being information provided by a business, commercial or financial undertaking that—
(i) relates to trade secrets; or
(ii) if released, would unreasonably expose the business, commercial or financial undertaking to disadvantage.
- 17.4 Contract 22/053 Sealed Road Renewal Program (Asphalt) 2022/2023**
(g) as it relates to private commercial information, being information provided by a business, commercial or financial undertaking that—
(i) relates to trade secrets; or
(ii) if released, would unreasonably expose the business, commercial or financial undertaking to disadvantage.
- 17.5 Contract 22/054 Annual Path Renewal Program (Concrete) 2022/2023**
(g) as it relates to private commercial information, being information provided by a business, commercial or financial undertaking that—
(i) relates to trade secrets; or
(ii) if released, would unreasonably expose the business, commercial or financial undertaking to disadvantage.

18. CLOSE OF BUSINESS