

Ordinary Meeting of Council

to be held at the Civic Centre, Civic Drive, Greensborough
on Tuesday 24 March 2020 commencing at 7:00pm.

Agenda

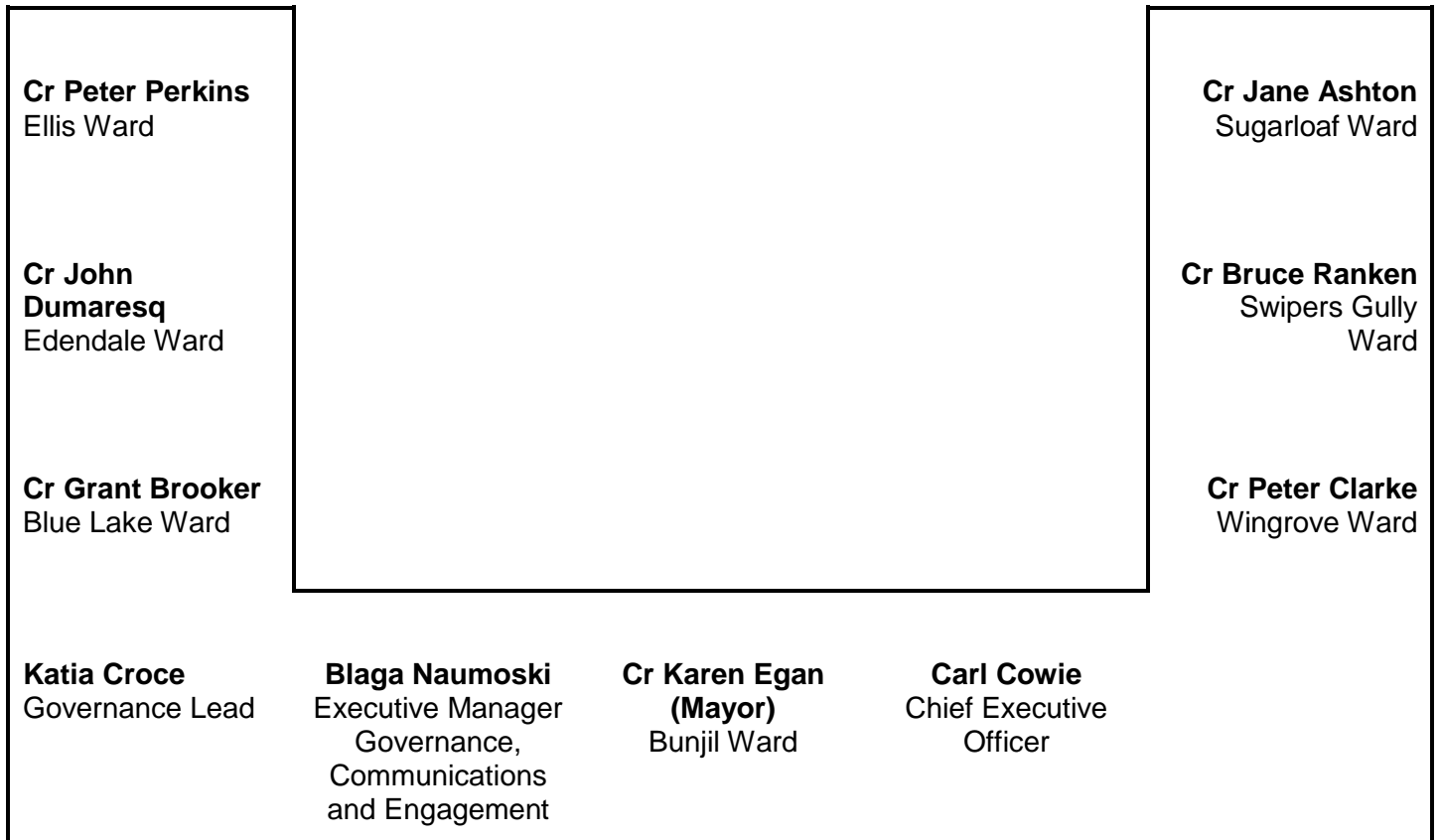
Carl Cowie
Chief Executive Officer

Friday 20 March 2020

Distribution: Public

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Ordinary Meeting of Council seating plan



Visitors in the gallery at Council meetings are:

- Welcome to copies of the reports which will be considered by the Council at the meeting. These are on the table in the foyer.
- Welcome to the tea, coffee and water provided in the foyer.
- Requested to observe Council deliberations quietly in order for Council meetings to run smoothly.
- Advised that the meeting will be recorded and an audio recording of the meeting will be made publicly available on Council's website.

Nillumbik Shire Council

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Nillumbik Shire Council

**Agenda of the Ordinary Meeting of Nillumbik Shire Council to be held
Tuesday 24 March 2020 commencing at 7:00pm.**

1. Welcome by the Mayor

Members of the public are advised the meeting will be recorded and an audio recording of the meeting will be made publicly available on Council's website.

2. Reconciliation statement

The reconciliation statement to be read by the Mayor

Nillumbik Shire Council acknowledges the Wurundjeri people who are the Traditional Custodians of this Land. We would also like to pay respect to the Elders both past and present and extend that respect to other Indigenous Australians present.

3. Prayer

A prayer will be read.

4. Apologies

Recommendation

That the apologies be noted.

5. Presentations

6. Confirmation of minutes

Confirmation of minutes of the Council Meeting held on Tuesday 25 February 2020.

Recommendation

That the minutes of the Council Meeting held on Tuesday 25 February 2020 be confirmed.

7. Disclosure of conflicts of interest

Councillors should note that any conflicts of interest should also be disclosed immediately before the relevant item.

8. Petitions

9. Questions from the gallery

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10. Reports of Advisory Committees

AC.003/20 Advisory Committee Report

Distribution: Public

Manager: Blaga Naumoski, Executive Manager Governance, Communications and Engagement

Author: Alena Spry, Governance Officer

Summary

Council has a range of Advisory Committees which provide a formal mechanism for Council to consult with key stakeholders, seek specialist advice and enable community participation. Although they do not make any formal decisions, they provide valuable advice to Council.

In accordance with Advisory Committee Terms of Reference, the minutes of meetings are presented to Council.

Attachments

1. Economic Development Advisory Committee minutes - 9 May 2018
2. Economic Development Advisory Committee minutes - 8 August 2019
3. Economic Development Advisory Committee minutes - 21 November 2019
4. Economic Development Advisory Committee minutes - 13 February 2020

Recommendation

That Council notes the minutes of the following meetings:

- Economic Development Advisory Committee held on 9 May 2018;
- Economic Development Advisory Committee held on 8 August 2019;
- Economic Development Advisory Committee held on 21 November 2019; and
- Economic Development Advisory Committee held on 13 February 2020.

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11. Reports of Special Committees

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12. Officers' reports

OCM.034/20 Amendment C117nill Part 2 - Recommendations Panel Report

Distribution: Public

Manager: Rosa Zouzoulas, Executive Manager Planning and Community Safety

Author: Leigh Northwood, Strategic Planning Lead

Summary

Amendment C117nill Part 2 seeks to rezone Lot 1, 44 Graysharps Road, Hurstbridge from the Township Zone to the Public Park and Recreation Zone and to remove redundant overlays.

Two objecting submissions were referred to a Panel by Council for consideration. The Panel Hearing was conducted on 24 February 2020. Subject to the hearing, the panel report has been finalised and the Panel concluded that:

- Council has established that there is strategic justification for the Amendment.
- Council is applying policy, supported by other action plans, in the rezoning of the subject land as open space.
- The Open Space Plan and the allocation of funds confirms the intention to proceed with implementation.
- The formulation of the Amendment with the rezoning from the Township Zone (TZ) to the Public Park and Recreation Zone (PPRZ) was a considered decision of Council.

The Panel recommends that the Amendment be adopted as exhibited.

This report seeks that Council adopt the Amendment as exhibited and submit it to the Minister for Planning for approval.

Recommendation

That Council:

1. Notes the Panel's report and recommendations with respect to Amendment C117nill Part 2 (**Attachment 1**);
2. Adopts Amendment C117nill Part 2 as exhibited;
3. In accordance with section 31 of the *Planning and Environment Act 1987*, submits the Amendment as adopted to the Minister for Planning for consideration and approval together with the prescribed information;
4. Makes the Panel's report available at its office during office hours for any person to inspect free of charge; and
5. Notifies submitters to the Amendment of its resolution.

Attachments

1. Nillumbik C117nill Part 2 Panel Report 10 March 2020

12. Officers' reports**OCM.034/20 Amendment C117nill Part 2 - Recommendations Panel Report**

Background

1. Amendment C117nill to the Nillumbik Planning Scheme (NPS) was a municipal-wide amendment which proposed the rezoning of 15 parcels of Council owned land in various townships in the municipality that are designated for or used as open space. The Amendment proposed to rezone the sites to the Public Park and Recreation Zone (PPRZ) and, for some sites, to remove redundant overlays.
2. In October 2019, the Nillumbik Shire Council (NSC), as the planning authority, split the Amendment into two parts so as to progress the rezoning of 14 sites without opposition and to seek the appointment of a Panel to deal with two submissions that opposed the rezoning of one site.
3. Part 1 was referred to the Minister for Planning for approval; it was approved and gazetted on 6 February 2020.
4. Specifically, Part 2 of the Amendment deals with land known as Lot 1, 44 Graysharps Road, Hurstbridge (the subject land and the Amendment site).

Budget implications

5. There are no known budget implications.

Consultation/communication

6. In accordance with sections 17, 18 and 19 of the *Planning and Environment Act 1987* (the Act), Amendment C117nill was exhibited from 22 August to 20 September 2019. A total of 47 submissions were received. A total of two (2) objections were received with particular regard to Lot 1, 44 Graysharps Road, Hurstbridge.
7. At its Ordinary Council Meeting of October 2018, Council noted submissions received in relation to Amendment C117nill and resolved to split the Amendment into Part 1 and Part 2.
8. Council further resolved to request the Minister for Planning to approve Part 1 of Amendment C117nill and appoint a Planning Panel to consider the two submissions to Part 2 of Amendment C117nill.
9. The Amendment C117nill Part 2 Panel was appointed on 8 November 2019 and the hearing before the Panel took place on 24 February 2020 with Panel report delivered 10 March 2020.

Submissions

10. Supporting submissions raised these issues in support of the amendment:
 - a) Important open space is retained for community health and wellbeing; Provides a place for wildlife;
 - b) The rezoning will facilitate the community aspirations for the site; and
 - c) The importance of the Graysharps Road Open Space Precinct Plan being realised.
11. The two remaining objectors comprised of one objector, who appeared to misunderstand the intent of the amendment and one who actually had issues with the content of the amendment.

12. Officers' reports

OCM.034/20 Amendment C117nill Part 2 - Recommendations Panel Report

12. Despite multiple attempts to contact the outstanding objector who had misunderstood the intent of the amendment, contact could not be made. As such their submission was still listed as an objection even though the intention is to retain the site as open space, and the content of their objection was that *'Hurstbridge is such a beautiful place....we need to leave Hurstbridge alone'*.
13. Council Officers met with the one remaining objecting submitter also to hear their concerns and whether they could be resolved. The submitter indicated they would not withdraw and wished the matter to proceed to a Planning Panel.
14. The single remaining submission raised the following issues in objection to the amendment:
 - a) Hurstbridge is a township located within the Green wedge and the amendment is proposing to rezone the subject site from the Township Zone (TZ) to the PPRZ and this is contrary to both State and local policy where the intention is to concentrate development in urban areas. The submission refers specifically to referral advice provided to Council by DELWP dated 15 August 2019 (in Council's understanding this correspondence was in relation to the exhibition of the draft Green Wedge Management Plan) that references the local planning policy framework at Clause 21.05, specifically that *'It is current state government policy to ensure new residential development is concentrated within existing settlements and townships and this is reinforced in council's local planning policy framework at Clause 21.05'*.
 - b) The proposed rezoning contradicts the objectives of Plan Melbourne, specifically in regard to facilitating additional housing in an established town.
 - c) That rezoning of the land at 44 Graysharps Road may encourage owners of adjacent vacant privately owned Green Wedge land and located outside of the Urban Growth Boundary (UGB) to seek a change in rezoning for that land to facilitate residential (or other) uses.
15. That Hurstbridge Township has a significant amount of existing open space and that the land parcel at 44 Graysharps Road should be retained as Township Zone to allow a wider range of uses for the land.
16. Council has no strategic plans for the parcel.
17. The Significant Landscape Overlay (SLO) is already applied across the subject site and with the current zoning of TZ, the site is already protected from inappropriate development.

The Panel's Report

18. Pursuant to section 27(2) of the Act, Council must consider the panel's report before deciding whether or not to adopt the amendment. Pursuant to section 29 of the Act, the planning authority may adopt the amendment with or without changes.
19. After consideration of the presentations and the written submissions, the Panel has made the following conclusions:
 - The Amendment is supported by, and implements, the relevant sections of the Planning Policy Framework.

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OCM.034/20 Amendment C117nill Part 2 - Recommendations Panel Report

- The Amendment is consistent with Ministerial Direction 11.
- The Amendment is strategically justified.
- The Council is appropriately applying policy, supported by other action plans, in the rezoning of the subject land as open space.
- The adoption of the Open Space Plan and the recent allocation of funds confirms the intention to proceed with implementation.
- The formulation of the Amendment with the rezoning from the Township Zone to the Public Park and Recreation Zone was a considered decision of Council.
- The Panel accepts the Council submission and supports the proposed Public Park and Recreation Zone and the changes to the overlays to ensure only the relevant controls apply.
- There is a “very good, well justified and proper planning rationale” to support the Amendment.

20. The Panel recommends that Amendment C117nill Part 2 be adopted as exhibited.

Conclusion

21. Having undertaken the Amendment pursuant to the provisions of the *Planning and Environment Act 1987*, and with a favourable Panel Report, it is recommended that Council continue to adhere to the provisions of the Act and resolve to adopt the Amendment as exhibited and submit it to the Minister for Planning for approval and gazettal.

12. Officers' reports**OCM.035/20 Amendment C125 'Garambi Baan' (Laughing Waters) Residency Centre Project****Distribution: Public****Manager: Rosa Zouzoulas, Executive Manager Planning and Community Safety****Author: Leigh Northwood, Strategic Planning Lead****Summary**

Proposed Amendment C125 seeks to facilitate the re-use of existing buildings at 130 and 195 Laughing Waters Road for the purpose of an Artist Residency Centre by inserting an incorporated document 'Garambi Baan' (Laughing Waters) Residency Centre Project, at Clause 45.12 of the Nillumbik Planning Scheme to allow the existing buildings to be used, subject to conditions. Officers seek Council's resolution to prepare and submit a request to Minister utilising Section 20(4) of the *Planning & Environment Act 1987* to consider and approve proposed Planning Scheme Amendment C125.

Recommendation**That** Council resolves to:

1. Request from the Minister for Planning utilise his powers under Section 20(4) of the *Planning & Environment Act 1987* to exempt himself from the notice requirements for the planning scheme amendment;
2. Request the Minister for Planning to prepare, consider and approve a planning scheme amendment to the Nillumbik Planning Scheme to insert an incorporated document at Clause 45.12.

Attachments

1. C125 Explanatory Report
2. C125 Incorporated Document
3. C125 SCO Map
4. Garambi Baan (Laughing Waters) Residency Centre Project Brief

Background

1. Amendment C125 is required to facilitate the use of existing buildings at 130 and 195 Laughing Waters Road for the purpose of an Artist Residency Centre.
2. Locally referred to as Laughing Waters, the sites are of historical, artistic, architectural and Aboriginal heritage significance for the region, and has been an important artistic asset for the community, through the Laughing Waters Artist Residency.
3. The Amendment applies to land that has multiple shared cultural heritage values. Heritage assessments have identified significant artistic and architectural heritage values associated with the house at 130 Laughing Waters Road, an Alistair Knox residence, known as Riverbend and, Birrarung House, located at 195 Laughing Waters Road. Birrarung was designed and built by well-known architect, Graham Rose, and

12. Officers' reports**OCM.035/20 Amendment C125 'Garambi Baan' (Laughing Waters) Residency Centre Project**

innovative landscape architect, Gordon Ford. It is covered by Heritage Overlay (HO111). 130 Laughing Waters Road also has a significant Oak identified by Heritage Overlay (HO158).

4. The Wurundjeri Woi Wurrung Cultural Heritage Aboriginal Corporation, are in partnership with Residency Projects (the program operator) for dual use of the sites, collaborative programming and language permissions formalised in early 2018. The Wurundjeri will be represented on the Centre's board.
5. The Laughing Waters Artist Residency was a longstanding signature program of Council's Arts and Cultural Development programming suite, with an international reach.
6. The program ran from 2001 until 2015 via a lease of two properties from the Victorian Government, managed by Parks Victoria; Birrarung at 195 Laughing Waters Road, Eltham (from 2001) and River Bend at 130 Laughing Waters Road, Eltham (from 2008).
7. In 2015, the program was discontinued temporarily, whilst Council and Parks Victoria were negotiating new lease conditions and maintenance costs. However, these matters were not resolved and the program remained in hiatus.
8. In mid-2018, Council was approached by Residency Projects, an independent artist-run-initiative, to re-establish the Artist Residency program – refer attachment Garambi Baan (Laughing Waters) Residency Centre Project Brief for information in regard to the project (**Attachment 4**).
9. With Council's support, the Victorian State Government awarded Residency Projects funding to contribute to the maintenance of the buildings and facilitate the program.

The Amendment

10. The use of Laughing Waters for the purposes of an artist residency is currently prohibited under the Public Conservation and Resource Zone. Previously, Council was able to run the residency program under existing use rights. However, since the program was discontinued in 2015, the existing use rights provision has expired and therefore a Planning Scheme Amendment is now necessary if the site is to be used for this purpose again. Concurrent to the amendment, Parks Victoria and Nillumbik Council are preparing a new lease and service agreement.
11. The amendment inserts and applies a Specific Controls Overlay (Clause 45.12), and an incorporated document 'Garambi Baan (Laughing Waters) Residency Centre Project, November 2019', (Clause 72.04) to allow the existing buildings to be used, subject to conditions, in a manner that is prohibited under the existing zone (Public Conservation and Resource Zone) – refer to attached Explanatory Report (**Attachment 1**) and Incorporated Document (**Attachment 2**).
12. The amendment inserts a new Planning Scheme Map, map No. 14SCO to identify the sites to be used for the purpose of the project – see attached SCO Map (**Attachment 3**).

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OCM.035/20 Amendment C125 'Garambi Baan' (Laughing Waters) Residency Centre Project

Policy context

13. This report directly supports the achievement of Council Plan 2017-2021 strategy:
- Provide a range of infrastructure that encourages people of all ages to participate in a variety of active and passive opportunities..

Budget implications

14. There are no known budgetary implications.

Consultation/communication

15. Given the nature of proposal – re-instating previous use for the artists in residency function, and timeframes associated with State government funding contingent to the project, officers recommend the Amendment be undertaken as a Ministerial amendment under Section 20(4) which does not include public exhibition.
16. Council have sought letters of support from relevant agencies including the CFA and Melbourne Water. Council would be seeking a Section 20(4) amendment on the basis that we have consulted with the relevant authorities and have their support for the amendment.

Issues/risks

17. Council commissioned Terramatrix to prepare a bushfire assessment. The report finds that although the two sites are exposed to hazardous vegetation on steep topography they are not considered as being in extreme risk locations. However, it does reiterate that they are not safe places to be in the event of a bushfire, and protection of human life at both sites must be prioritised, as required under Clause 13.02 of the Victorian Planning Policy Framework.
18. Importantly, the report notes that if the program does not operate during the declared fire danger period, then the dwellings won't be occupied during days of elevated fire danger, thereby addressing this risk. The Artist in Residence program will not operate during the declared fire danger period and this provision has been included in the Incorporated Plan, and will be included in the Lease and Service agreements. As no building works (other than maintenance) are proposed and no vegetation will need to be removed, the BMO will not be triggered.

Conclusion

19. Proposed Amendment C125 is required to facilitate the use of existing buildings at 130 and 195 Laughing Waters Road for the purpose of an Artist Residency Centre. Funding to facilitate this use is time sensitive and The Laughing Waters Artist Residency is a longstanding program within Council's Arts and Cultural Development programming suite. The amendment will have positive economic and social effects by facilitating the use of the sites to continue the operation of a valued artist's residency program and the continued use of significant heritage sites.

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OCM.035/20 Amendment C125 'Garambi Baan' (Laughing Waters) Residency Centre Project

20. It is recommended that Council resolve to seek the Minister for Planning prepare, consider and approve proposed Planning Scheme Amendment C125 to the Nillumbik Planning Scheme and utilise his powers under Section 20(4) of the *Planning & Environment Act* 1987 to exempt the need to undertake public consultation to facilitate this important re-use.

12. Officers' reports**OCM.036/20 Graffiti Removal Plan**

Distribution: Public**Manager: Rosa Zouzoulas, Executive Manager Planning and Community Safety****Author: Jonathan McNally, Manager Community Safety and Amenity****Megan Sparks, Team Leader Community Safety and Amenity Support****Summary**

Nillumbik Shire Council is committed to providing safe and healthy environments to the community. The removal of graffiti from our built and natural environment is key to ensuring the ongoing wellbeing of the community. Priority action 3.8.1 of the Council Plan 2017-2021 identifies the development and implementation of a Graffiti Removal Plan for the Shire. The Graffiti Removal Plan (**Attachment 1**) aims to establish guidelines for Council's approach to the removal of graffiti, in order to inform the future tender process for the ongoing provision of this service.

Recommendation

That Council:

1. Endorses the Graffiti Removal Plan (**Attachment 1**).
2. Commences a procurement process for the ongoing provision of this service.

Attachments

1. Graffiti Removal Plan

Background

1. The presence of graffiti in public places can effect perceptions of cleanliness, amenity and quality and safety of the physical and built environment. Implementation of an effective graffiti removal service will improve perceptions of safety and appearance within the Shire.
2. Nillumbik Shire Council is committed to providing safe and healthy environments to the community. As such, the development and implementation of the Graffiti Removal Plan is an identified Strategy of the Council Plan 2017-2021 - Strategy 3.8, Priority action 3.8.1.
3. Council's role in relation to graffiti management within the Shire centres on the following key objectives:
 - To protect and enhance the amenity of our Shire;
 - To ensure the appropriate management and maintenance of significant public assets and spaces within the Shire; and
 - To enhance the feeling of community wellbeing and liveability within the Shire.

12. Officers' reports

OCM.036/20 Graffiti Removal Plan

4. Council currently uses a private contractor for the provision of graffiti removal services, although the terms of the current contract have expired. The current graffiti removal service has been highly effective in improving the appearance of public spaces across the Shire, however while there has been a significant decrease in graffiti, there also had been a significant increase in the cost of the service.
5. This was in part due to the existing contractor providing a level of service over and above the original service agreement developed in 2012. Therefore it was determined the following was required;
 - Develop a graffiti plan in order to set a direction in how Council wishes to approach the impact of graffiti in the community; and
 - Set clearly defined benchmarks for service provision to allow effective monitoring of the service.
6. The Graffiti Removal Plan (**Attachment 1**) has been developed to guide the service requirements and processes in order to achieve an effective and efficient graffiti removal and monitoring service within the Shire.

Policy context

7. This report directly supports the achievement of Council Plan 2017-2021 strategy:
 - Improve the appearance of public spaces.

Budget implications

8. As per Council's Procurement Policy, aggregated expenditure is based over three financial year periods. Therefore in relation to graffiti removal, looking at the historical expenditure for the past three financial years, (FY16/17, 17/18 & 18/19) the expenditure was \$434,979.00 inclusive of GST.

Consultation/communication

9. The Graffiti Removal Plan is largely operational in intent, and affects Councils approach to the removal of graffiti from public infrastructure and spaces and from public facing private structures (such as fencing) throughout the Shire. The Plan reflects current practice which has been well received within the community as a proactive and successful graffiti removal service. The current service also involves working closely with the Victorian Policy to apprehend graffiti offenders in order to reduce the impact of repeat offenders. Overall, the plan formalises Council's current approach to graffiti removal, and no changes to the current approach are proposed. As such, the plan has been circulated internally, and feedback has been sought from external agencies who have responsibility for public assets within the Shire.
10. Feedback from external agencies has been positive, with various agencies keen to work with Council to achieve the best outcome for graffiti removal throughout the Shire.

Issues/options

11. Council does not currently have an adopted graffiti removal plan in place. Although the current proactive graffiti removal and monitoring service has been in place in excess of 5 years, the service model is not reflected in any adopted plan.

12. Officers' reports

OCM.036/20 Graffiti Removal Plan

12. In order to ensure the ongoing provision of an effective service, it is important to have an adopted plan in place to set expectations for the community, and for future contractors, for this service.
13. The Graffiti Removal Plan seeks to formalise the current approach to graffiti removal across the Shire, and put in place some controls in order to monitor the ongoing efficacy of the program.
14. The development of a Graffiti Removal Plan will assist to provide a clear tender brief by outlining the level of service expected by Council through any upcoming tender program.
15. The Graffiti Removal Plan will maintain the following graffiti timeframes from Council assets:

Type of graffiti	Timeframe
Offensive	Within 24 hours
On high profile infrastructure	Within 24 hours
All other reported graffiti	Within 5 days
Identified in annual audit	As advised by Council within budget constraints

16. The plan also aims to:
 - Identify measures to track the performance of the graffiti removal service;
 - Outline processes for identifying and recording graffiti;
 - Set parameters for the provision of the graffiti removal service; and
 - Identify key stakeholders in the provision of this service.
17. Further, the service is currently provided on an ongoing basis, however the service is currently non-compliant with organisation procurement policy and the *Local Government Act 1989*. Council's Procurement Policy (January 2019), developed as per s186A of the *Local Government Act 1989*, requires that all goods and services over the value of \$150,000 to utilise the procurement methodology of Open Tender and Purchase Order. The adoption of the Graffiti Removal Plan will establish a clear direction for Council in the ongoing provision of this service.

Conclusion

18. The development of a Graffiti Removal Plan is a priority action within the Nillumbik Council Plan 2017-2021. The Graffiti Removal Plan aims to establish a benchmark for the provision of this important community safety service, whilst also reflecting current practice within the Shire. The adoption of a Graffiti Removal Plan will also establish a clear expectation for the Council and community when seeking a partner to provide this service. As such, officers recommend the Graffiti Removal Plan for adoption and the commencement of a formal procurement process for the ongoing provision of this service.

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OCM.036/20 Graffiti Removal Plan

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12. Officers' reports**OCM.037/20 Draft Temporary and Community Advertising Signage Policy**

Distribution: Public**Manager: Rosa Zouzoulas, Executive Manager Planning and Community Safety****Author: Jonathan McNally, Manager Community Safety and Amenity****Megan Sparks, Team Leader Community Safety and Amenity Support****Summary**

Council receives requests throughout the year for the display of temporary community event signage on Council land. The display of temporary signage is considered to be vital for communicating upcoming events to the community. Under Councils Amenity Local Law, signage cannot be displayed on Council Land without a permit.

An existing Council policy, the *Erection of Temporary Advertising Signs for Community Events on Road Reserves and Council Property Policy*, guides decision making under a local law for community event signage on Council land and road reserves. Currently, there are two key issues with the policy:

- There is significant competition for optimum signage locations, with smaller community groups often not having fair opportunity to place signs.
- Discretion in the policy to allow signage at other than the approved locations, has contributed to an adverse proliferation in the number and locations of signs.

The unlawful display of signage represents a challenge for Council as it creates a negative impact on the amenity and appearance of the Shire when applied in an uncontrolled manner.

The draft Temporary and Community Advertising Signage Policy (**Attachment 1**) has been developed to create a framework for the control of all temporary signage throughout the Shire, establishing fixed locations for the display of temporary event signage, and provides greater clarity for community groups seeking to advertise upcoming events.

Recommendation

That Council endorses the draft Temporary and Community Signage Policy (**Attachment 1**) and releases the Policy for public consultation to enable the Nillumbik community and other external stakeholders to provide feedback to the draft Policy.

Attachments

1. Draft Temporary and Community Advertising Signage Policy
2. Temporary Signage Policy Comparison

Background

1. At the Future Nillumbik Committee of 15 June 2018, 'Notice of Motion NOM.001/18 Temporary Signage on Council Land' was considered and Council resolved that:
 - a) *Temporary signage on Council land and road reserve cease immediately where not on approved locations register (or specifically approved for display during*

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OCM.037/20 Draft Temporary and Community Advertising Signage Policy

October/November) and requests officers advise offending groups to remove and seek approval under Council policies; and

b) Officers bring a report to Council reviewing current policy for temporary signage to assessing marketing options for regular local events.

2. A review of the current policy has been ongoing for some time, and has resulted in the development of the draft Temporary and Community Advertising Signage Policy.
3. A previous Temporary Community Event and Information Signs Policy was considered at the former Policy and Services Committee in April 2016. At this time, the Committee resolved to defer adoption of the draft policy until a later (unspecified) date. The current proposed policy seeks to consolidate this earlier piece of work in order to provide a consistent approach to temporary and community event signage throughout the Shire.
4. An existing Council policy, the *Erection of Temporary Advertising Signs for Community Events on Road Reserves and Council Property Policy*, guides decision making under a local law for community event signage on Council land and road reserves.
5. Over time the application of this policy has revealed a number of tensions, such as balancing the objectives of enhancing community vitality and wellbeing on the one hand and protecting the valued characteristics of an area and road safety considerations on the other. Issues with the existing policy have been:
 - There is considerable demand for signs at particular locations with applications for frequent and recurrent events being lodged well in advance of the events taking place, with the result that smaller community groups find there are no approved locations available for their signage.
 - Discretion which exists in the current policy to allow signs, including banner signs, at locations other than those specified has at times led to an inappropriate proliferation in the number and location of signs.
6. The existing policy currently establishes 12 locations throughout the Shire for the display of temporary event signage, however also allows discretion for the approval of signage outside of the established locations on an 'as needs' basis. Further, the current policy restricts signage to a single sign at each location at any one time, which leads to conflicts when multiple events occur at the same time. Larger events are often better organised, meaning signage locations are booked out well in advance, leaving smaller events and regular events (such as markets) with limited or no opportunity to advertise. Similarly, Council often books locations out to advertise various programs, which further restricts opportunities for community groups.
7. In order to address these shortcomings, improve customer experience, and provide a streamlined approach to temporary signage, the draft Temporary and Community Advertising Signage Policy aims to provide consistent control of temporary signage, and to provide a variety of signage locations better suited to events of varying sizes.
8. The key objectives for the new policy include:
 - To regulate and control signs on Council land including event signage and temporary real estate advertising signage (pointer boards);
 - To ensure road safety is not adversely impacted;

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OCM.037/20 Draft Temporary and Community Advertising Signage Policy

- Control the proliferation of signage throughout the Shire to reduce impacts on the amenity and appearance of public spaces;
- To limit the type, size and number of signs;
- To ensure signs are compatible with the amenity, streetscape and landscape character of the area;
- To ensure signs are well designed; and
- To provide promotional opportunities for events which further Council objectives

9. The draft policy will also set in place:

- A clear framework of signage types and formats, including
 - i) “Whats On” signage frames at five locations of highest demand, each with the ability to hold two corflute panel signs or a small banner sign.
 - ii) Provision for free standing Major Event signs (i.e. typical ‘real estate’ type signs) at 15 strategic locations in the road network.
 - iii) Set locations for Emergency Management Signage.
 - iv) Allowance for Council owned venue event signage at certain Council owned venues for a community events being held at the venue.
 - v) Provide a framework for ‘banner signage’ within town centres.
 - vi) Control of Real Estate “pointer” boards displayed within road reserves.
- An increase in the number of designated Major Event sign locations from 12 to 15, however with the removal of discretion in the current policy to approve signs at alternate locations.
- Establish a separation of Council event signage and community event signage in order to create greater opportunities for community events to advertise.
- An increase in the number of signs for major events (Council run, Council sponsored or Shire-wide events) from six to eight signs and for other events from three to four signs
- More detail to improve the safety and appearance of signs with respect to their display, maintenance and content.

Policy context

10. This report directly supports the achievement of Council Plan 2017-2021 strategy:

- Improve the appearance of public spaces..

Budget implications

11. The development of the draft Community Advertising Signage Policy has been carried out by Council staff with no budget implications.

12. If the policy is adopted and fully implemented the following infrastructure will require installation:

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- Pole sets at the five what's On' signage locations throughout the municipality with capacity to advertise 2 events at any one time.
- 32 sets of in ground sleeves to allow for free standing community event signs to enable easy, safe and consistent installation.

13. Total cost for the infrastructure is estimated at no more than \$20,000.

Consultation/communication

14. Upon adoption of the draft Community Advertising Signage Policy, Council will commence a community engagement program. It is expected that submissions will be reported to, heard and considered by the Future Nillumbik Committee on 12 May 2020.

Issues/options

15. Temporary signage is an ongoing matter that requires regulation to reduce the visual clutter which detracts from the natural environment and to improve road safety by reducing visual distractions.

16. Community groups and event organisers are currently erecting signage in locations without permits. There is no current comprehensive policy that can be referred to by officers to provide guidance. The draft policy will enable officers to educate community groups and event organisers of the accepted practices for temporary signage.

17. The revised policy has been prepared which seeks to formalise roadside signage and provide sufficient capacity at nominated locations to meet historic levels of demand. The draft policy increases opportunities for signage in nominated locations, broadens the types of signs permissible and seeks to remove the discretion to consider other types of signage or signage outside approved locations.

18. A table comparing the existing and proposed policies is at **Attachment 2**.

19. The draft policies also aims to define the scale of various events within the Shire, and provide opportunities to advertise various events. It also aims to separate Council and community events in order to provide a fairer outcome for all community groups when trying to advertise upcoming events.

Major event signage

20. The current policy primarily provides for 'commercially sponsored signs' in approved locations, with some alternate locations considered on their merits. For Shire-wide events the current policy permits six signs per event. Shire-wide events listed in the current policy are the Eltham Festival, Diamond Creek Rotary Town Fair, festivals organised by government agencies or organisations, Warrandyte Festival, Senior Citizens' Week Activities, Nillumbik Festival of the Arts, Leisure/Recreational Events and the Pet Expo. The current policy states that all signs may be erected 14 days prior to the event and must be removed within three days following the event.

21. There is demonstrated demand from organisers of Shire-wide events to make use of banners and erect more signage than the current policy permits.

22. The draft policy increases the number of Major Event signage locations from 12 to 15, reflecting frequently used 'alternate locations' considered under the current signage policy. The policy also separates the use of these locations for community events and council run events, allowing one sign for each purpose to be displayed concurrently.

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Further, the draft policy includes installation of banner poles in major town centres to assist in giving prominence to major events. A planning application for Banner Poles in the Eltham town centre is currently under consideration, while there is an existing set of banner poles in the Diamond Creek Town Centre. The Diamond Creek poles are currently managed by the Diamond Creek Traders Association and are unused much of the time.

23. The draft policy suggests increasing the number of signs permitted for major events, from six to eight. The policy defines each set of four banners as a single sign. By using banner pole locations, major events could display an additional 7 signs in the established Major Event locations around the Shire.
24. This level of signage is comparable to that permitted in like municipalities.

Minor or Recurrent events

25. Another issue to be resolved is signage for frequent events such as markets which run monthly or more frequently. The current policy allows three signs per event. Other metropolitan fringe municipalities have quite restrictive signage policies for markets. The draft policy does not differentiate the number of signs permitted for markets in comparison to any other non-Shire-wide event, nor restrict which signage locations may be used.

High demand locations

26. Feedback from Council staff who receive and process temporary event signage applications, as well as anecdotal feedback from community groups, is that smaller groups are having difficulty competing for signage spaces at approved locations. To avoid signage clutter, the current policy allows only one sign at each approved location. Signage locations are allocated on a first in first served basis.
27. The draft policy seeks to address this issue by proposing the installation of multi panel signs at locations of high demand. Two such signs are suggested within Diamond Creek and two within Eltham and one within Hurstbridge, which would cater to historic levels of demand for these locations.
28. The proposed multi panel sign would be allow for two 1m x 1m banner or corflute signs to be displayed at each of the five locations at any one time. The permanent infrastructure would be designed to meet Councils current branding guidelines, and would measure 1.2m in width and approximately 2m in height. Each event would be permitted to display only one sign at each multi panel location, as the purpose of these signs is to allow multiple groups to display signage at the most popular locations.
29. The revised policy also seeks to give smaller groups more opportunities to promote their events through the use of roadside signage, by increasing the number of approved locations, detailed further below.

Signage locations and road safety

30. The existing Temporary Signage Policy provides for a total of 14 sites, although only 12 are currently utilised (locations in Yarrambat and North Warrandyte are no longer offered due to safety concerns).

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OCM.037/20 Draft Temporary and Community Advertising Signage Policy

31. The draft policy incorporates a total of 20 sites, plus guidelines for banner signage in town centres and temporary event signage for Council venues. Individual sites are detailed below:

Location	Suburb	Existing / proposed	Notes
South side of Main Hurstbridge Road, adjacent to Diamond Creek Reserve or the Diamond Creek Community Centre	Diamond Creek	Existing	Repurposed to "Whats On" signage location
West side of Main Hurstbridge Road, Diamond Creek adjacent to Community Bank Stadium	Diamond Creek	Proposed	"Whats On" signage location
North west corner of Main Road and Diamond Street	Eltham	Existing	Repurposed to "Whats On" signage location
Roadside trading area, corner of Falkiner Street and Main Road, Eltham	Eltham	Proposed	"Whats On" signage location
Heidelberg-Kinglake Road, on the north side, adjacent to the Hurstbridge Primary School	Hurstbridge	Existing	Repurposed to "Whats On" signage location
North east corner of Main Street and Collins Street, Diamond Creek	Diamond Creek	Proposed	Major Event / Council event signage
Main Hurstbridge Road (near The Rise), Diamond Creek	Diamond Creek	Proposed	Major Event / Council event signage
North east corner of Allendale and Ryans Road, Diamond Creek	Diamond Creek	Proposed	Major Event / Council event signage
Southern corner of Main Road and Park West Road	Eltham	Proposed	Major Event / Council event signage
Bridge Street, Eltham between Susan Street and the bridge	Eltham	Proposed	Formalising regular use of site outside of current policy Major Event / Council event signage
Adjacent to Eltham Lower Park, south of Main Road and west of the park entrance	Eltham	Existing	Major Event / Council event signage

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Location	Suburb	Existing / proposed	Notes
East side of Wattletree Road, Eltham North adjacent to Eltham North Reserve	Eltham	Existing	Major Event / Council event signage
Diamond Creek Road, Greensborough nature strip on the north west corner at Civic Drive	Greensborough	Existing	Major Event / Council event signage
Eltham-Yarra Glen Road, Kangaroo Ground on the west side, north of Donaldson Road	Kangaroo Ground	Existing	Major Event / Council event signage
Kangaroo Ground-St Andrews Road, Panton Hill in front of the Panton Hill Community Centre	Panton Hill	Existing	Major Event / Council event signage
North east corner of the intersection of Diamond Creek and Yan Yean Roads	Plenty	Existing	Major Event / Council event signage
North side of Main Road, Research between the footbridge and power pole, approximately opposite Reynolds Road	Research	Existing	Major Event / Council event signage
Heidelberg-Kinglake Road, St Andrews opposite Kangaroo Ground-St Andrews Road	St Andrews	Existing	Major Event / Council event signage
Heidelberg-Kinglake Road, Wattle Glen on the south east corner at Kangaroo Ground-Wattle Glen Road	Wattle Glen	Existing	Major Event / Council event signage
North east corner of Ironbark and Yan Yean Road, Yarrambat	Yarrambat	Proposed	Major Event / Council event signage
Council owned or managed venue where an event is being held	Various	Proposed	Event signage located on site at Council owned venues eg Community Reception Centre

32. The new signage sites have been included in the revised policy to make the system fairer for users of temporary signage. The majority of new sites are those that are

12. Officers' reports**OCM.037/20 Draft Temporary and Community Advertising Signage Policy**

frequently approved as 'other' locations under the current policy. Whilst this is an increase in signage locations, it simply formalises the signage locations which are already in frequent use or identifies sites where no provision exists such as Yarrambat.

33. These locations reflect the level of demand for signage in the different parts of the municipality. It is noted that for most townships there is only one approved location within both the existing and proposed policies. Analysis of current permit activity shows a demand for 8-12 roadside signs in total, per township, per year in Wattle Glen, Panton Hill, St Andrews, Kangaroo Ground and North Warrandyte.
34. Maps showing locations for Temporary Community Event and Information Signs are included within the draft policy.

Real Estate Pointer Boards

35. The draft policy also introduces controls relating to the proliferation of real estate pointer boards at certain times throughout the Shire. Benchmarking across the industry indicates that it is common practice to control the display of real estate signage where it is located on public land. Such signage normally takes the form of small A-frame pointer boards advising of upcoming open houses or auctions. It is proposed that each real estate agency operating within the Shire must have a permit to allow the display of such signage on Council managed land. The intent of this is to reduce the proliferation of such signs, introduce time limits for the signage to be displayed, and to ensure the signage is displayed in a safe manner that does not impact vehicle and pedestrian safety.

Conclusion

36. The draft Temporary and Community Advertising Signage Policy has been developed with specific intent to provide control over the display of temporary community based signage within Nillumbik.
37. The Policy aims to provide opportunity for Council and community groups to advertise events, whilst also creating a framework to protect the amenity of our public spaces.
38. It is recommended that Council endorse the draft Temporary and Community Events Signage Policy and commence consultation on the policy.

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OCM.038/20 Draft Budget 2020-2021

Distribution: Public

Manager: Vince Lombardi, Chief Financial Officer

**Author: Robert Malignaggi, Business Services Lead
Melika Sukunda, Manager Finance**

Summary

This report presents the draft Budget for 2020-2021 for Council approval prior to exhibition for public consultation. The Budget provides resources for the ongoing delivery of Council services to the community, and for the development and maintenance of infrastructure throughout the shire.

Rates and charges

- The draft Budget proposes a 2.00 percent increase to rates levied.
- An increase of 8.87 percent to the waste management standard charge.

Capital Works

- A range of major capital works projects have been identified through planning and community consultation. The draft Budget also provides significant resources to maintain and develop existing infrastructure.

Strategic Resource Plan

- In conjunction with the Council Plan, the Strategic Resource Plan has also been prepared for the next ten financial years.

Recommendation

That Council:

1. Adopts the draft 2020-2021 Budget for the purposes of section 127 of the *Local Government Act 1989*.
2. Authorises the Chief Executive Officer to give public notice in accordance with sections 129 and 223 of the *Local Government Act 1989* of Council's intention to adopt, at a Council meeting proposed to be held at 7:30 pm on 26 May 2020, the 2020-2021 Budget (**Attachment 1**) presented to this meeting.
3. Notes that any person who makes a written submission in relation to the draft 2020-2021 Budget and requests to be heard in support of the written submission, be heard at the Future Nillumbik Committee meeting to be held in the Council Chamber, Civic Centre, at 7:30 pm on 12 May 2020.
4. Authorises the Chief Executive Officer to undertake any and all administrative procedures necessary to enable Council to carry out its functions under section 223 of the *Local Government Act 1989*.

Attachments

1. 2020-2021 Draft Budget

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OCM.038/20 Draft Budget 2020-2021

Background

1. Council is required by the *Local Government Act 1989* to prepare a Budget for each financial year.
2. Adoption of the Budget is an important policy decision by Council in terms of resource allocation for services and projects in the coming year.
3. The draft Budget has been prepared for the purposes of public exhibition in accordance with statutory requirements.

Policy context

4. This draft Budget has been developed in parallel with the Council Plan.
5. In developing the draft Budget, Council has also considered the key priorities emerging from the master-plans for Council's major recreation facilities and reserves, the structure plans for Nillumbik's activity centres, and other Council policies and strategies.

Budget implications

6. The costs of preparing and exhibiting the Budget, such as public notices, are funded from operating budget allocations.

Consultation/communication

7. Following Council's adoption of the draft Budget 2020-2021, Public notice will be provided, that allows the community the opportunity to lodge submissions. Public exhibition will be for 28 days, and the draft Budget will be available for inspection at the Civic Centre and on Council's website.
8. Public submissions in relation to the draft Budget will be considered at the Future Nillumbik Committee meeting on 12 May 2020.
9. Following the consideration of any submissions reviewed, the Budget will then be presented for adoption at the Council Meeting on 26 May 2020, whereby Council is then required to formally adopt the final Budget for 2020-2021.

Draft Budget 2020-2021

10. The major features of the draft Budget are summarised below. Details are provided within the Budget document.

Property rates and charges

11. The draft Budget for 2020-2021 proposes a 2.00 per cent increase in property rates, the maximum allowable set by the Minister under the Fair Go Rates System.
12. The waste management standard charge is proposed to be increased by 8.87 percent.
13. No changes are proposed to the existing differential rates.

Other fees and charges revenue

14. Other fees and charges have been adjusted to reflect cost increases, regulatory requirements and market considerations. Details are provided in the draft Budget.

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OCM.038/20 Draft Budget 2020-2021

Operating expenditure

15. Recurrent operating budgets for Council services have been budgeted to reflect changes in unit costs, including inflationary impacts and contract prices.

Major initiatives

16. The draft Budget provides resources through major initiatives for policy development, as well as policy implementation and service improvements.
17. A full list of major initiatives is provided in the draft Budget document.

Capital works

18. The draft Budget includes \$33.034 million of capital works projects, of which \$15.769 million will be funded by external grants.
19. A full list of capital works projects is included in the draft Budget document.

Loan Borrowings

20. There is no new loan borrowing proposed for 2020-2021.
21. The Strategic Resource Plan also forecasts that there will be no new loan borrowings over the next ten years.

Strategic Resource Plan

22. The Strategic Resource Plan has been developed in conjunction with the Council Plan. A copy of the Strategic Resource Plan is included with the draft 2020-2021 Budget.
23. The Strategic Resource Plan provides a ten year forecast of Council's finances, using projections of expenditure and revenue which are based on a series of assumptions about Council's services and infrastructure. This information is then used to assess Council's long-term financial sustainability.

Conclusion

24. Preparation of the annual Budget is a major decision for Council in allocating resources to services and projects for the coming year.
25. The draft Budget has been prepared with regard to the strategic context provided through the Council Plan.
26. It is recommended that Council adopt the draft Budget for 2020-2021 for the purpose of public consultation.

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OCM.039/20 Nillumbik Customer First Strategy - First Year Delivery Update

Distribution: Public

Manager: Jeremy Livingston, Executive Manager Business Transformation and Performance

Author: Craig King, Customer Experience Lead

Summary

Nillumbik Customer First is Council’s first customer experience strategy which defines the strategic direction of Council’s customer focus for our community. The strategy was adopted by Council in March 2019, and this report presents a first year update that highlights implementation achievements, along with performance measurement.

The strategy has progressed well in the first 12 months since its adoption, and Council is well advanced in the implementation/delivery of the strategy. To date, 16 of the 24 actions outlined in the strategy are already operational or in progress.

Recommendation

That Council:

1. Notes the report which highlights the first year implementation and delivery of the Nillumbik Customer First Strategy 2019-2022 (**Attachment 1**).
2. Receives an annual progress update on the second year of implementing the Nillumbik Customer First Strategy 2019-2022 in March 2021.

Attachments

1. Strategy Evaluation Summary

Background

1. Council’s Nillumbik Customer First Strategy 2019-2022, adopted by Council in March 2019, is an important document that outlines our journey to drive organisational change to support Council in delivering an outstanding customer experience to our community every time they interact with us. This drive is strongly influenced by increasing demands and expectations from our customers, and we need to find and deliver efficiencies and better ways of servicing our customers to support their needs.
2. As community expectations of Council continue to change, simultaneous with the wider community, we need to listen and adapt the way we interact with our customers to ensure the experiences we deliver to them are positive, solutions-focused, easy, empathetic, accessible and add value.
3. The Nillumbik Customer First Strategy includes:
 - a) Our **Vision** which reflects our aspirations to drive a customer centric culture here at Nillumbik: *‘Nillumbik’s services are easy to use and we will ensure they will be customer focused at all times in an environment where all customers will be treated with care and respect.’*

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OCM.039/20 Nillumbik Customer First Strategy - First Year Delivery Update

- b) Our **Customer Commitments** which are:
- **Empathetic** – We listen to our customers, understand their needs and concerns and we put ourselves in their shoes
 - **Consistent** – Our customers are provided with accurate information and consistent experiences across Council and all its customer channels, by knowledgeable and supportive staff
 - **Effective** – We understand our key customer journeys, we design and deliver our services to deliver quality outcomes and reduce duplication and repetition
 - **Simple** – All customer processes, documentation, information and contact channels are easy to follow, are seamless and require as little time and effort from the customer.
- c) The strategy's **goals** have been drawn from key findings based on internal and external research to drive the changes we need to undertake for a customer centric culture here at Nillumbik
- Customer Focused Culture and Leadership
 - Improved Reporting and Measurement
 - Increased Customer Intelligence
 - Modern and effective customer channels and tools
 - Ongoing Continuous Business Improvement and Innovation.
4. An outcome of the strategy's adoption was to provide an annual update of the progress of the Nillumbik Customer First Strategy, which this report achieves by providing an update on the implementation/delivery of the strategy, as well as performance measurement.

Policy context

5. This report directly supports the achievement of Council Plan 2017-2021 strategy:
- Ensure seamless service delivery and an open and responsive approach to our customers.

Budget implications

6. The implementation of the strategy is accommodated within Council's operating budget.

Consultation/communication

7. The Nillumbik Customer First Strategy was comprehensively informed through internal and external research and feedback, helping identify and drive the focus of the strategy and key actions. Sources of information and findings that informed the direction of the strategy included:
- 2018 and 2019 Annual Community Surveys (Metropolis Research)
 - 2018 CMT External Customer Service Survey

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OCM.039/20 Nillumbik Customer First Strategy - First Year Delivery Update

- 2018 Internal Staff Customer-centricity Survey
- Internal working group, staff workshops and feedback
- Community engagement focus group (February 2019)
- Customer data and feedback from our systems and complaint processes.

Issues/options

8. Essential to the success of the strategy is ensuring everyone across the organisation has a stake in the 'customer first' journey, and shaping leadership and culture is the key driver in this respect.

9. Delivery highlights from the first year of the strategy includes:

a) Customer First Training

Over 350 staff have now completed 'Customer First' training. This has streamlined the induction process and improved the customer focus for staff new to Council, leading to a significant shift in culture, with a new focus on putting the customer first in everything we do.

b) Complaint Handling Policy and Process

A new Complaint Handling Policy was adopted by the Future Nillumbik Committee earlier this month and complies with the Victorian Ombudsman 2019 report recommendations. The policy also complies with proposed legislation outlined by the Local Government Bill 2019 regarding complaints. The adopted policy will shortly be published on Council's website. Significant work has also been conducted in piloting a new process to capture and improve Council customer complaints received. The focus is on driving a continuous improvement culture in response to customer dissatisfaction (blending complaint management reporting with an organisational focus on continuous improvement).

c) Customer KPI framework and reporting

Council embarked on creating a Key Performance Indicator (KPI) framework across the organisation to help better measure and report on customer interactions. This has progressed well through better exposure and availability of data in the last 12 months. Council is committed to better respond to customer needs by measuring ourselves based on our standards, which are being developed and set via our draft Customer Experience Standards document.

d) Other actions underway are:

Goal 1 – Customer Focused Culture and Leadership

We have implemented a Business Plan review with focus on customer related KPIs. Our Customer Standards document which is being developed and benchmarked, will help bring to life a clearer and better understood pathway and timeframes on how Council approaches managing requests for service over the next 12 months. This is drafted and currently being benchmarked, with a view to publicising in the coming year.

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Goal 2 – Improved Reporting and Measurement

Council has placed a strong focus on mapping processes and customer journeys through the use of process mapping. This is helping to design better services, reduce operational risk and deploy a continuous improvement culture focussed to make our processes and service delivery better at all times. The technology deployed to capture processes has already seen 430 processes mapped and approved, providing a pipeline of reviewing and improving those processes, including customer touchpoints.

Goal 3 – Customer Intelligence Drives Better Service

The last 12 months has seen Council oversee a System Management Review to ensure we used our existing customer interaction systems in a customer focussed way and identified areas we can develop improved customer reporting. This was undertaken and completed in 2019. As a result, enhanced reporting was developed as per Action 2.1 of the strategy. Our existing Records Management system (SharePoint) is also being replaced as per Action 4.3.

Goal 4 – Modern and effective customer channels and tools

Our Record Management (SharePoint) is being replaced, as noted above.

Goal 5 – Ongoing Continuous Business Improvement and Innovation

Continuous Improvement Training across the organisation is now operational. Council will place a strong focus on linking our complaint management process and reporting to drive continuous improvement over the next 12 months to further embed this action. As part of Action 2.2, Council has also focussed on driving a Knowledge Management review to better inform customers at first point of contact, every time. This has now been completed and operational work is underway to continue ongoing work on this.

10. Performance highlights from the strategy for the past 12 months has included:

a) Customer Experience Survey

- Council achieved a top 2 overall customer satisfaction rating through phone channel across councils nationally (an increase of 5% from 68% to 73%) through surveys undertaken by independent survey company, CSBA
- In the same survey, Council achieved a top 5 result for first contact resolution through phone channel across councils nationally (an increase of 5% satisfaction from 62% to 67%)
- There was also demonstrated improvement across every service team measured, and above council benchmark across every survey measure
- There is now a focus on measuring and improving multi-channel survey engagement (i.e. emails/online).

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OCM.039/20 Nillumbik Customer First Strategy - First Year Delivery Update

b) Mystery Shopping program

- Through a program undertaken by independent survey company CSBA, Council received an award for leading local government sector customer service nationally, again through the phone channel.
- As part of the same survey, Council came second across 145 organisations and multiple service sectors nationally.
- This program is expanding across further service areas of the organisation – initially the Customer Experience team, and now includes the Operation Centre, Rates, Community Safety and Infrastructure.
- The program has shown an improvement of 23% in scores over 12 months (51% to 74%).
- The program has identified a clear link between an identified customer pain-point of closing the loop with close of calls.

11. Although the performance data is a positive result, there is still significant improvement required in consistency across all areas of the organisation.

Conclusion

12. As part of the annual review of the strategy, Council remains on track to continue delivering Year 3 actions and there is no need to modify the strategy or its delivery timeframe.

13. Officers will continue to implement the Customer First Strategy, including Year 3 action items (as per page 37 of the strategy). Implementation highlights will include:

- Look for web enhancement in channel shift
- Focus on improving service through alternate channels, particularly emails
- Publish the Customer Standards document on the website
- Complaint Handling Policy and process embedded and measureable, helping drive continuous improvement (to be also published on the website)
- Continue measuring customer and staff sentiment through the Mystery Shopping Program, Customer Experience Survey and internal staff customer-centricity survey
- Continue to focus on cultural change, including Customer First Training, newly developed 'Managing Difficult Situations' training, Customer KPI measurement and ongoing reporting, continuous improvement from data, as well as process and customer journey mapping.

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OCM.040/20 Northern Horizons 2020

Distribution: Public

Manager: Carl Cowie, Chief Executive Officer

Author: Blaga Naumoski, Executive Manager Governance, Communications and Engagement

Summary

A report titled '*Building Communities, Connecting People: Northern Horizons 2020*' has been prepared by the National Institute of Economic and Industry Research for the Northern Metropolitan Partnership Project managed by NORTH Link.

A summary report (**Attachment 1**) recognises that Melbourne's northern region is growing in population at a rate faster than Melbourne as a whole. The report outlines the key strategic directions for 2020, as well as short-term (2020-2024), medium-term (2025-2032) and long-term (2033 and beyond) key projects and initiatives for the northern region.

The summary report details seven strategic development themes. They are:

- Developing the La Trobe National Employment and Innovation Cluster and other leading regional clusters;
- Connected north;
- Innovative north;
- Greener north;
- Healthier north;
- Well-educated and skilled north; and
- Fairer north.

This report is presented to Council for noting.

Recommendation

That Council notes the Northern Horizons 2020 – Summary Report (**Attachment 1**).

Attachments

1. Northern Horizons 2020 - Summary Report

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OCM.041/20 Motions for the National General Assembly of Local Government 2020

Distribution: Public

Manager: Blaga Naumoski, Executive Manager Governance, Communications and Engagement

Author: Katia Croce, Governance Lead

Summary

The Australian Local Government Association, National General Assembly (NGA) provides the opportunity for councils throughout Australia to contribute to the development of national local government policy and receive updates on the major policy issues facing local government. This will be the 26th NGA and will focus on the future of local government and local communities.

The NGA is an opportunity for individual councils to identify matters of national relevance to the sector, influence the future direction of our council and our community and to submit notices of motion to seek support at the NGA for these matters to be considered by NGA as national policy.

This report informs Council and seeks endorsement of the proposed motion to be put forward to the ALGA, NGA in June 2020.

Motions need to be submitted by 5pm on Friday 27 March 2020.

Recommendation

That Council resolves to adopt and lodge the following motion to the Australian Local Government Association, National General Assembly to be held in Canberra on 14-17 June 2020:

1. 'That this National General Assembly call on the Australian Government to work closely with state and local government to develop appropriate legislative policy, implementation frameworks and provide direct funding to assist local governments to implement actions and to mitigate potential climate change impacts likely to affect communities, economies and the environment.'

Attachments

1. Working together for our Communities NGA20 - Discussion Paper
2. Motions for Australian Local Government Association National General Assembly

Background

1. The Australian Local Government Association, National General Assembly allows local governments from around Australia to meet and discuss sector-wide issues.
2. The ALGA is the peak body for local governments in Australia and should take a lead role in advocating to the Federal Government on a variety of issues of concern to local governments in Australia. Submitting motions to the ALGA National General Assembly is consistent with Council's practice of advocating on behalf of the community.

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OCM.041/20 Motions for the National General Assembly of Local Government 2020

3. The Australian Local Government Association (ALGA) Secretariat has prepared a short discussion paper (**Attachment 1**) to assist Councils to identify motions that address the theme of the 2020 NGA – Working Together for Our Communities.
4. The Mayor will be representing Council at the National General Assembly.
5. The Motion submitted (**Attachment 2**) will be reviewed by a committee of the ALGA Board as well as by State and Territory Local Government Associations to determine their eligibility for inclusion in the NGA Business Papers. When reviewing motions, the Committee considers the importance and relevance of the issue to local government.
6. Motions that are carried at the National General Assembly become Resolutions. These resolutions are then considered by the ALGA Board when setting national local government policy and will also feed into the Australian Council of Local Government processes.
7. Council understands the importance of preserving the Green Wedge, contributing to global efforts to reduce greenhouse gas emissions across all sectors, conserving natural resources and to promoting a healthy, safe and resilient community. The effects of climate change will also increase the intensity and frequency of bushfires.
8. Significant resources are required to assist in preserving the green wedge and help mitigate the social, economic and environmental impacts of bushfire in Nillumbik, not to mention communities in surrounding municipalities.

Policy context

9. This report directly supports the achievement of Council Plan 2017-2021 strategy:
 - Advocate effectively for Nillumbik's interests at a state and national level.

Budget implications

10. There are no associated budget implications.

Issues/options

11. The ALGA Board is calling for motions, presenting an opportunity to gain peak local government body support for advocacy to the Federal Government.
12. To be eligible for inclusion in the NGA Business Papers, and subsequent debate on the floor of the NGA, motions must meet the following criteria:
 - be relevant to the work of local government nationally;
 - not be focussed on a specific location or region – unless the project has national implications. You will be asked to justify why your motion has strategic importance and should be discussed at a national conference;
 - be consistent with the themes of the NGA;
 - complement or build on the policy objectives of your state and territory local government association;
 - be submitted by a council which is a financial member of their state or territory local government association;

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OCM.041/20 Motions for the National General Assembly of Local Government 2020

- propose a clear action and outcome i.e. call on the Australian Government to do something;
- not be advanced on behalf of external third parties that may seek to use the NGA to apply pressure to Board members, or to gain national political exposure for positions that are not directly relevant to the work of, or in the national interests of, local government.

Conclusion

13. Council recognises that climate change is one of the most serious challenges facing the world today and into the future. The prosperity of Australia is dependent on taking appropriate action to address climate change and reduce the potential negative impacts on health and wellbeing of the community, on the environment and on the economy.
14. Support other levels of government is critical, as the challenges of financial and economic difficulties means that local governments ability to adequately deliver what is needed to manage and protect the green wedge is reduced.
15. All motions must be received not later than 11:59pm on 27 March 2020.

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12. Officers' reports

OCM.042/20 Arts and Cultural Advisory Committee membership nominations 2020-2022

Distribution: Public

Manager: Corrienne Nichols, Executive Manager Communities

Author: Sarah Hammond, Community Arts Officer

Simon Doyle, Coordinator Arts and Cultural Development

Summary

The Arts and Cultural Advisory Committee (formerly the Arts Advisory Committee) provides a formal mechanism for Council to consult with key stakeholders, seek specialist advice and enable community participation in the development, implementation and evaluation of Arts and Culture.

In December 2019, five members of the Arts Advisory Committee completed their term. Council called for nominations to fill these vacancies in February 2020. In addition to filling these vacancies it was identified that increasing the membership of the Committee would assist in achieving quorum and provide a greater depth of candidates for Council to draw on for arts and culture activity.

Nominations to the Arts and Cultural Advisory Committee have now closed and the selection panel is seeking endorsement of the successful new members. Due to the large amount of high quality applications and to address identified need the selection panel suggests growing Committee membership to thirteen.

Council’s endorsement is also sought for an amendment of the Terms of Reference.

Recommendation

That Council:

1. Endorses the amended Arts and Cultural Advisory Committee Terms of Reference (**Attachment 1**).
2. Endorses increasing the membership of the Arts and Cultural Advisory Committee to thirteen members.
3. Endorses the nominees listed for appointment to the Arts and Cultural Advisory Committee (**Attachment 2**).

Attachments

1. Arts and Cultural Advisory Committee Terms of Reference

The following Attachment 2 has been designated confidential by the Chief Executive Officer, in accordance with section 77 of the Local Government Act 1989, as it relates to any other matter which the Council or special committee considers would prejudice the Council or any person as defined under section 89(2)(h) of the Local Government Act 1989.

2. ACAC Nominations 2020-2022. Selection Panel Summary - *CONFIDENTIAL*

12. Officers' reports

OCM.042/20 Arts and Cultural Advisory Committee membership nominations 2020-2022

Background

1. At the 31 July 2018 Ordinary Council Meeting, Council endorsed the Terms of Reference for the Arts Advisory Committee. In December 2019, five members completed their term on the 2017-19 Committee. These vacancies allow for an opportunity to review the Terms of Reference so that it better reflects current policy and operational requirements.
2. In addition to two Councillors appointed by Council to act as the Chairperson and Deputy Chairperson, the Terms of Reference provide for a minimum of eight volunteer community representatives to collectively represent a diverse range of arts and cultural expertise.

Policy context

3. This report directly supports the achievement of Council Plan 2017-2021 strategy:
 - Improve community trust through better communications and genuine engagement.

Budget implications

4. Administrative support for the Arts and Cultural Advisory Committee is provided through Council's operational budget.
5. Strategy and acquisitions are guided by the Arts and Cultural Plan 2018-2022 together with the Nillumbik Shire Art Collection Policy 2019-2022.

Consultation/communication

6. The call for nominations were promoted from 3 February to 1 March 2020 through Council's website, social media, media releases, the Arts & Cultural Development e-news, Positive Ageing e-news, Fringe Focus e-news, Sonic, Wedgetales, Councillor communications, community newsletters, Yarra Plenty Regional Library, Living & Learning Centres, Leisure Centres, and Council's Youth Services. Targeted invitations were also extended to the local arts and culture community.

Issues/options

7. The vacancies on the Arts and Cultural Advisory Committee present an opportunity to review the Terms of Reference so that it better reflects current policy and operational requirements. The proposed amended Terms of Reference (**Attachment 1**) are provided for Council's consideration for formal endorsement.
8. Fourteen nominations were received and assessed by a Selection Panel consisting of Mayor Cr Karen Egan (Chairperson), Cr Jane Ashton, Gillian Essex (sitting committee member) and Dennis Coard (sitting committee member). Eleven nominations were selected for membership to the ACAC (**Attachment 2**).
9. All nominees were individually scored by the selection panel against an evaluation matrix that focused on an understanding of local arts and cultural aspects, the level of expertise in an arts and culture stream and the level of contribution and connection to the local arts and culture community. In conjunction with this the selection panel also

12. Officers' reports

OCM.042/20 Arts and Cultural Advisory Committee membership nominations 2020-2022

took into account the balance of skill sets and perspectives across the Committee in making its recommendations for membership to Council.

10. The new Committee will provide a diverse cross-section of community representation for local arts and culture practices, the depth in industry knowledge and community connection of these new members will be well utilised by Council.

Conclusion

11. Officers recommend that Council endorses:

- The amended Arts and Cultural Advisory Committee Terms of Reference (**Attachment 1**).
- Increasing the membership of the Arts and Cultural Advisory Committee to thirteen members.
- The nominees listed for appointment to the Arts and Cultural Advisory Committee (**Attachment 2**).

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12. Officers' reports

OCM.043/20 Audit and Risk Committee meeting February 2020

Distribution: Public

Manager: Vince Lombardi, Chief Financial Officer

Author: Melika Sukunda, Finance Manager

Summary

In accordance with section 139 of the *Local Government Act 1989* and good governance principles, councils must have an Audit and Risk Committee.

As resolved at the 26 February 2019 Ordinary Council Meeting, the minutes of an Audit and Risk Committee meeting are to be reported and presented to a subsequent Ordinary Council Meeting.

The Audit and Risk Committee met on 17 February 2020. The minutes for the meeting are shown in **Attachment 1**.

Recommendation

That Council notes the minutes of the Audit and Risk Committee meeting held on 17 February 2020.

Attachments

1. 17 February 2020 Audit and Risk Committee Minutes

Background`

1. As resolved at the 26 February 2019 Ordinary Council Meeting, the minutes of an Audit and Risk Committee meeting are to be reported and presented to a subsequent Ordinary Council Meeting.
2. The Audit and Risk Committee meets a minimum of four times per year and has the role to assist the coordination of relevant activities of management, internal audit and the external auditor to facilitate good governance, effectiveness and efficiency.

Policy context

3. This report directly supports the achievement of Council Plan 2017-2021 strategy:
 - Maintain good governance and effective leadership.

Budget implications

4. The costs associated with this matter are contained within Council's 2019-2020 Budget.

Consultation/communication

5. The Audit and Risk Committee meeting on 17 February 2020 was attended by the Committee members, the internal auditors from Pitcher Partners, as well as the Chief Financial Officer. Cr Peter Clarke and Cr Bruce Ranken are the Councillor representatives.

12. Officers' reports

OCM.043/20 Audit and Risk Committee meeting February 2020

Audit and Risk Committee minutes

6. The minutes of the Audit and Risk Committee are submitted to Council after each meeting. To provide timely feedback, these are unconfirmed minutes.
7. The Audit and Risk Committee plays a significant role in Council's governance framework. It provides external expert advice to Council on key areas of risk. Risk in this case is interpreted broadly and covers risk to Council's sustainability, reputation, fraud control and effectiveness, as well as financial risk.
8. Minutes of the Audit and Risk Committee held on the 17 February 2020 have not yet been adopted by the Committee, but will be presented at its next meeting.
9. The items considered by the Audit and Risk Committee were:
 - Cyber Security Internal Audit, presented by Pitcher Partners;
 - Council's Risk and Insurance report;
 - Procurement Policy and Guidelines;
 - Complaints Handling Policy and Pilot Report;
 - Transformation at Nillumbik (T@N) update; and
 - the December Quarter Financial Report.
10. The next Audit and Risk Committee meeting is scheduled to take place in May 2020.

Conclusion

11. The minutes of the Audit and Risk Committee meeting held on 17 February 2020 are presented to Council to ensure timely feedback and accurate information. This report is presented for noting by Council.

12. Officers' reports

OCM.044/20 Assembly of Councillors

Distribution: Public

Manager: Blaga Naumoski, Executive Manager Governance, Communications and Engagement

Author: Alena Spry, Governance Officer

Summary

In accordance with section 80A(2) of the *Local Government Act 1989*, Council is required to report as soon as practicable to an Ordinary Council Meeting a record of any assemblies of Councillors held.

This report lists assemblies of Councillors forms that have been submitted since the matter was last reported to Council on 25 February 2020.

An Assembly of Councillors record was kept for:

- Economic Development Advisory Committee – 13 February 2020;
- Councillor Briefing – 18 February 2020;
- Living & Learning Nillumbik Advisory Committee – 19 February 2020;
- Councillor Briefing – 20 February 2020;
- Councillor Briefing – 21 February 2020;
- Councillor Briefing and Pre-meeting to Ordinary Council Meeting – 25 February 2020;
- Arts and Cultural Advisory Committee – 3 March 2020;
- Councillor Briefing – 3 March 2020; and
- Councillor Briefing and Pre-meeting to Future Nillumbik Committee – 10 March 2020.

Recommendation

That Council, in accordance with section 80A(2) of the *Local Government Act 1989*, receives the records of the assemblies of Councillors held on 13 February 2020, 18 February 2020, 19 February 2020, 20 February 2020, 21 February 2020, 25 February 2020, 3 March 2020, 3 March 2020 and 10 March 2020 (**Attachment 1**).

Attachments

1. Assembly of Councillors reported 24 March 2020

Background

1. The *Local Government Act 1989* (the Act) requires records of assemblies of Councillors be reported to an Ordinary Council Meeting and recorded in the minutes of that meeting.

12. Officers' reports

OCM.044/20 Assembly of Councillors

Policy context

2. This report directly supports the achievement of Council Plan 2017-2021 strategy:
 - Ensure that Council meets its legal responsibilities and manages its risks.

Budget implications

3. This is a routine reporting item, the resources for which are contained in Council's current operating budget.

Consultation/communication

4. None required.

Issues/options

5. An assembly of Councillors is defined in section 76AA of the Act. It is a meeting at which matters are considered that are intended or likely to be the subject of a Council decision or the exercise of delegated authority and which is either of the following:
 - A planned or scheduled meeting that includes at least half the Councillors and at least one Council officer. These assemblies do not include meetings of Councillors and Council staff that are not planned or scheduled.
 - A meeting of an advisory committee where at least one Councillor is present. An advisory committee is any committee established by the Council, other than a special committee, that provides advice to the Council or to a special committee or to a member of Council staff who has been delegated a power or duty or function of the Council.
6. A record must be kept of an assembly of Councillors and include the names of all Councillors and Council staff attending, the matters considered, disclosures of conflict of interest and whether a Councillor left the meeting after making a disclosure.
7. In accordance with section 80A(2) of the Act, Council is required to report as soon as practicable to an Ordinary Council Meeting a record of any assemblies of Councillors held.
8. The recommendation contains the list of assemblies of Councillor forms that have been submitted since the matter was last reported to Council on 25 February 2020.

Conclusion

9. It is recommended that Council receives the records of recent assemblies of Councillors as contained in this report, fulfilling section 80A(2) of the *Local Government Act 1989*.

12. Officers' reports

OCM.045/20 Tender Report - Contract 1819-110 Leisure Centres Management and Operation Services

Distribution: Public
Manager: Hjalmar Philipp, Director Operations and Infrastructure
Author: Heath Gillett, Manager Recreation and Leisure
Andrea Jackson, Coordinator Leisure Facilities
Lance Clark, Senior Procurement Specialist

Summary

This report is an overview of a separate confidential report recommending the awarding of Contract 1819-110 Leisure Centres Management and Operation Services.

Council owns five major community / leisure centres which are currently operated by three separate providers under five separate contract arrangements as follows:

- Eltham Leisure Centre: Aligned Leisure
- Diamond Valley Sports and Fitness Centre: ClubLinks
- Community Bank Stadium: YMCA
- Diamond Creek Outdoor Pool: YMCA
- Diamond Creek Community Centre: YMCA

All current contracts expire on 30 June 2020.

A comprehensive tender process was undertaken to award the management and operation of these five facilities to a single provider.

The proposed contract tenure is an initial prior of three years with extension periods to a total possible contract term of 12 years.

Pursuant to the Instrument of Delegation to the Chief Executive Officer, the value of this contract exceeds the specified financial limits and a Council resolution is therefore required to award the contract.

The confidential report associated with this contract contains a recommendation to make public the decision regarding this contract but the evaluation remain confidential.

Recommendation

That Council notes this report.

Attachments

Nil

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12. Officers' reports

OCM.046/20 Tender Report - Contract 1819-116 Supply and Transport of Bulk Haulage Bins

Distribution: Public

Manager: Hjalmar Philipp, Director Operations and Infrastructure

Author: Lisa Pittle, Manager Environment

Summary

This report is an overview of a separate report recommending the award of contract 1819-116 for Supply and Transport of Bulk Haulage Bins, replacing a previous contract, 1617-24 which expires on 17 May 2020.

This new contract will facilitate haulage of hard waste, green waste, cardboard, steel and e-waste disposed by our customers in the Recycling and Recovery Centre at 290 Yan Yean Road, Plenty. It does not relate to kerbside collection and disposal.

The recommended contract term is for an initial period of five (5) years, with two (2) by one (1) year options to extend the contract. The total duration of the contract, including the exercise of any options, shall not exceed seven (7) years.

The Tender Evaluation Panel (TEP) has assessed all submissions and this report outlines their evaluation in recommending the awarding of the contract 1819-116 Supply and Transport of Bulk Haulage Bins.

Pursuant to the Instrument of Delegation to the Chief Executive Officer, the value of this contract exceeds the specified financial limits and a Council resolution is therefore required to award the contract.

The confidential report associated with this contract contains a recommendation to make public the decision regarding this contract but the evaluation remains confidential.

Recommendation

That Council notes this report.

Attachments

Nil

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12. Officers' reports

OCM.047/20 Tender Report - Contract 1920-29 Community Engagement Consultants Panel

Distribution: Public

Manager: Blaga Naumoski, Executive Manager Governance, Communications and Engagement

Author: Michelle Wright, Community Engagement Officer
Lance Clark, Senior Procurement Specialist

Summary

This report is an overview of a separate confidential report recommending the awarding of Contract 1920-29 for the establishment of a panel of six qualified and professional community engagement consulting companies to assist and support Council officers by providing quality services in community engagement and development requirements across the following categories.

Category 1: Development of community engagement strategic documents

Category 2: Design and implementation of community engagement plans and associated activities

Category 3: Community engagement data analysis, report writing and evaluation

The contract term is for an initial period of three years, with two by one year options to extend the contract. The total duration of the contract, including the exercise of any options, shall not exceed five years.

Pursuant to the Instrument of Delegation to the Chief Executive Officer, the value of this contract exceeds the specified financial limits and a Council resolution is therefore required to award the contract.

The confidential report associated with this contract contains a recommendation to make public the decision regarding this contract but the evaluation remain confidential.

Recommendation

That Council notes this report.

Attachments

Nil

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12. Officers' reports

OCM.048/20 Tender Report - Contract 1920-31 Diamond Creek Bowls Club Car Park Upgrade

Distribution: Public

Manager: Hjalmar Philipp, Director Operations and Infrastructure

Author: Enrique Gutierrez, Manager Capital Works

Summary

This report is an overview of a separate confidential report recommending the award of contract 1920-31 Diamond Creek Bowls Club Car Park Upgrade.

Works include sealing of the existing gravel car park, extension of the existing asphalt access road, construction of a raised flat top road hump, two accessible parking bays, concrete access paths, a new gravel car park and bus drop off area, drainage, line marking, signage, fencing and other associated works. Works are expected to be completed by June 2020.

This project is being funded through the Growing Suburbs Fund (GSF) grant of \$2.5M as part of the Diamond Creek Regional Playspace project.

The Tender Evaluation Panel (TEP) has assessed all submissions. This report outlines their evaluation in recommending the awarding of the contract.

Pursuant to the Instrument of Delegation to the Chief Executive Officer, the value of this contract exceeds the specified financial limits and a Council resolution is therefore required to award the contract.

The confidential report associated with this contract contains a recommendation to make public the decision regarding this contract but the evaluation remains confidential.

Recommendation

That Council notes this report.

Attachments

Nil

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- 13. Notices of Motion
- 14. Delegates' Reports
- 15. Supplementary and urgent business
- 16. Confidential reports

The Chief Executive Officer, pursuant to section 77(2)(c) of the *Local Government Act 1989* (the Act), has designated the following items to be confidential:

OCM.049/20 Tender Report - Contract 1819-110 Leisure Centres Management and Operation Services

This item is designated confidential because it is a contractual matter pursuant to section 89(2)(d) of the Act.

OCM.050/20 Tender Report - Contract 1819-116 Supply and Transport of Bulk Haulage Bins

This item is designated confidential because it is a contractual matter pursuant to section 89(2)(d) of the Act.

OCM.051/20 Tender Report - Contract 1920-29 Community Engagement Consultants Panel

This item is designated confidential because it is a contractual matter pursuant to section 89(2)(d) of the Act.

OCM.052/20 Tender Report - Contract 1920-31 Diamond Creek Bowls Club Car Park Upgrade

This item is designated confidential because it is a contractual matter pursuant to section 89(2)(d) of the Act.

The Meeting may be closed to members of the public to consider confidential matters.

Recommendation

That in accordance with section 89(2) of the *Local Government Act 1989*, Council resolves to close the meeting to members of the public to consider the items designated confidential by the Chief Executive Officer.