

Borough of Queenscliffe

Ordinary Meeting of Council

Agenda

Wednesday 26 July 2023 at 7:00PM

Queenscliff Town Hall



Borough of Queenscliffe
Queenscliff & Point Lonsdale, Victoria, Australia



Community Vision

The Borough is a special and restorative place, renowned for its distinctive coast, rich living heritage and vibrant culture. Our community is caring, and welcoming to visitors. We have a deep respect for the Wadawurrung People and are taking action to protect Country.

Our Values

1. **Integrity:** We take ownership and responsibility for our decisions and are accountable for all that we do.
2. **Respect:** We treat everyone with dignity, fairness and empathy, look out for the safety and wellbeing of others, and nurture positive and inclusive relationships.
3. **Community Focus:** We always work with our community's experience in mind and take pride in supporting our community.
4. **Sustainability:** We place climate change risks at the core of our decision-making, and take extensive action to protect our natural environment.
5. **Openness:** We actively engage with our community and are transparent in our decision-making.

Acknowledgement of Country

Bellawiyn is the Wadawurrung name for the lands where the Borough of Queenscliffe is located.

Council acknowledges the Traditional Owners of these lands, waters and skies, the Wadawurrung People.

We acknowledge and respect their continuing connections to their lands, waters, skies, culture and the contribution they make to the life and spirit of our community.

We pay respect to their past and present Elders and extend this respect to all Aboriginal and Torres Strait Islander peoples.



Distribution List

Councillors

Cr Isabelle Tolhurst, Mayor

Cr Ross Ebbels

Cr Donnie Grigau

Cr Michael Grout

Cr Robert Minty

Officers

Martin Gill, Chief Executive Officer

Tim Crawford, Manager Planning & Community Safety

Stuart Hansen, Manager Infrastructure & Environment

Gihan Kohobange, Manager Finance & Corporate Services

Abbey Tatterson, Community Management Team

Carly Douglas, Community Management Team

Steve Ward, Community Management Team

Makenna Bryon, Communications Coordinator

Jenni Walker, HR & Governance Coordinator

Public Attendance

Under section 66 of the *Local Government Act 2020*, Council Meetings are open to the public unless specified circumstances apply. Members of the public can also view proceedings remotely by watching the live stream available at [Council's YouTube channel](#).

Governance Rules

The Borough of Queenscliffe Governance Rules define the procedure for which Council Meetings are operated. The Rules can be read in full at [Council's website](#). In accordance with the Rules, the information contained within this Agenda is for the confidential and privileged use of Councillors until at least 48 hours prior to this meeting.

PLEASE NOTE THAT THE MATERIAL CONTAINED WITHIN THIS AGENDA DOES NOT NECESSARILY REFLECT THE VIEWS OF COUNCIL.



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1. Opening of Meeting

Council acknowledges the Traditional Owners of these lands, waters and skies, the Wadawurrung People. We acknowledge and respect their continuing connections to their Lands, Waters, Skies, Culture and the contribution they make to the life and spirit of our community. We pay respect to their past and present Elders, and extend this respect to all Aboriginal and Torres Strait Islander peoples.

2. Present & Apologies

Apologies:

Gihan Kohobange, Manager Finance & Corporate Services

3. Pecuniary Interest & Conflict of Interest Disclosures

Councillors must disclose a conflict of interest in accordance with section 130 of the *Local Government Act 2020*.

Councillors:

Officers:

4. Leave of Absence of Councillor

Nil.



5. Public Question Time

5.1. Public Question Status Update

At the Ordinary Meeting of Council on 28 June 2023, a follow up question was taken on notice. Please refer to adjunct 5.1 for the details.

No public questions are outstanding.

5.2. Public Questions

In accordance with Council's Public Question Time [Guidelines](#), questions must be written and received by the Chief Executive Officer prior to 3.00pm on the day of the Ordinary Council Meeting. Questions received after this time will be treated as correspondence and a written response provided consistent with [Council's Customer Service Charter](#).

Questions can be lodged online via [Council's website](#), via email, via post or in person by completing a Public Question Time Form.



6. Confirmation of Minutes of Previous Meetings

6.1. Ordinary Council Meeting held on 28 June 2023

A copy of the minutes from the Ordinary Council Meeting held on 28 June 2023 was distributed to Councillors under separate cover.

RECOMMENDATION

That the minutes of the Ordinary Council Meeting held on 28 June 2023, as distributed, be confirmed as an accurate record.

7. Record of Informal Meetings of Councillors

A Record of Informal Meetings of Councillors is included at adjunct to item 7.

- 28 June 2023 – CEO & Councillors meeting
- 5 July 2023 – CEO & Councillors
- 5 July 2023 – Councillor Assembly Briefing
- 12 July - CEO & Councillors meeting
- 19 July 2023 – CEO & Councillors meeting
- 19 July 2023 – Councillor Assembly Briefing

RECOMMENDATION

That the Record of Informal Meetings of Councillors, as presented in Adjunct to item 7, be noted.

8. Notice of Motion

8.1. Notice of Motion Status Update

No Notices of Motion are outstanding.



8.2. Motion on Notice

No Notices of Motion were received.

9. Petitions and Joint Letters

In accordance with the Borough of Queenscliffe Governance Rules, a petition or joint letter presented to the Council must lay on the table until the next ordinary meeting of the Council and no motion, other than to receive the petition or joint letter may be accepted by the Chairperson, unless the Council agrees to deal with it earlier.

None received.



10. Functions Attended

Council was represented at the following meetings and functions between 22 June and 19 July 2023.

Date	Meeting or Function
22 June 2023	Councillor Listening Post (Crs Tolhurst, Ebbels & Minty)
22 June 2023	Institute of Public Administration Australia (IPPA) Leadership in the public sector awards ceremony (CEO)
23 June 2023	G21 Working Group Meeting via videoconference (CEO)
24 June 2023	Nightide Festival (Cr Tolhurst & Cr Ebbels)
27 June 2023	Meeting with the Queenscliff Film Festival (Cr Tolhurst)
29 June 2023	Geelong Regional Library Corporation Board Meeting (Cr Ebbels)
4 July 2023	Community Grants Reference Group assessment meeting (Cr Ebbels)
5 July 2023	Joint State/Local Government Monthly CEO Forum via videoconference (CEO)
5 July 2023	Lived experience disability reference group catch up meeting (CEO, Cr Tolhurst & Cr Grigau)
7 July 2023	Jo Reitz Lon Surrounds exhibition launch (Cr Tolhurst)
8 July 2023	Queenscliffe Maritime Museum committee member meeting (Cr Tolhurst)
8 July 2023	Coast Guard Queenscliff Annual Dinner (Cr Tolhurst)
10 July 2023	Queenscliffe Municipal Emergency Management Planning Committee Meeting & emergency desktop exercise (CEO)
10 July 2023	Meeting with Bellarine Community Health (CEO)
12 July 2023	Reconciliation Action Plan Meeting (CEO, Cr Tolhurst & Cr Grigau)
12 July 2023	Queenscliff Football Netball Club scoreboard presentation (Cr Tolhurst)
14 July 2023	Councillor Listening Post (Cr Tolhurst)
14 July 2023	CEO mid-year appraisal (Crs Tolhurst, Ebbels & Grout)
17 July 2023	Victorian Marine & Coastal Council stakeholder forum (CEO)



19 July 2023	Meeting with the Point Lonsdale Civic Association (CEO & Cr Tolhurst)
19 July 2023	G21 Culture & Economic Development meeting (Cr Ebbels)

RECOMMENDATION

That the Functions Attended report be received.



11. Chief Executive Officer

11.1. Chief Executive Officer Report for July 2023

Purpose

The purpose of this report is to provide Council an update on current projects and operational activities not reported through the quarterly reporting process.

Executive Summary

Municipal Emergency Management

Over the past few months officers have been working with members of the Queenscliffe Municipal Emergency Management Planning Committee (MEMPC) to update the Queenscliffe Municipal Emergency Management Plan 2023 in line with the *Emergency Management Act 2013 (Act)*.

Council is pleased to advise that the Queenscliffe Municipal Emergency Management Plan 2023 was endorsed by the Regional Emergency Management Planning Committee in accordance with the process set out in the Act.

The Queenscliffe Municipal Emergency Management Plan 2023 will be made available on the Council website.

Victoria Resilient Coast Grant

Council has been granted \$40,000 from the Victoria Resilient Coast Grant program to undertake an investigative study of the coastal cliffs within the Borough.

The funding will allow Council to investigate strategic coastal hazard risk management and adaption options for the coastal cliffs. The purpose of the investigation is to provide greater understanding of coastal hazards and risks and potential mitigation actions.

As part of the project, a consultant will be engaged to provide the following services:

- review relevant state cliff technical reports;



- broadly describe the coastal geology, coastal processes and hazards associated with the Victorian coastline and in specifically the coastal cliffs in the Borough;
- prepare a coastal hazard map(s) with GIS data with corresponding photos of present and emerging hazards including cliff faces and beach erosion etc.
- consult with local land managers including Wadawurrung Traditional owners;
- undertake site inspections to assist in the hazard identification and assessment;
- make recommendations for treatments and strategies, including indicative costings, following the 'Adaptation Pathways' framework in accordance with the Victorian Marine and Coastal Policy (VMACP) (DELWP 2020);
- provide a report on cliff stability

Council will contribute \$10,000 to this study.

The start date of the project was 30 June 2023 and the completion date is 31 December 2024.

ICT Transformation Project

Greenlight - New Planning & Building administration system

As part of Council's ICT transformation project, officers in the planning and building teams are ready to go live with Council's new Online Permit Manager, Greenlight.

The Greenlight Online Permit Manager will be placed on the Council website and will allow applicants that register to complete all of the usual planning and building related activities online and at a single point.

The Greenlight Online Permit Manager will provide a portal for the following activities:

- planning permit lodgements (new applications, amendments, extensions of time, plans to endorse);
- general planning enquiries;
- view existing planning permit applications;
- building permit lodgements for private building surveyors;
- register a swimming pool or spa; and



- apply for report and consent or lodge a property request.

The new online portal will make it easier for residents to search the planning permit register and applications on notice. It will also allow people to make submissions on applications.

RECOMMENDATION

That Council receives the Chief Executive Officer Report for July 2023.



12. Health & Wellbeing

12.1.	G21 Regional Football Strategy
Author:	Chief Executive Officer
Portfolio:	Health & Wellbeing
Councillor:	Cr Grigau

Purpose

To present Council with the G21 Regional Football Strategy 2023-2033, and seek endorsement to exhibit the strategy for a period of six (6) weeks.

Executive Summary

Portfolio 1: Health and wellbeing

Strategic Objective: To support community wellbeing and encourage an active lifestyle

Priority 1: Promote healthy and active lifestyles

Priority 3: Promote diversity and gender equality

Priority 4: Support initiatives and community groups that foster inclusion and connection and encourage physical activity within our community

Priority 5: Increase access to services and support for young people and their families

This G21 Regional Football Strategy 2023-2033 (Strategy) takes into account the latest Football Victoria and Football Australia strategic frameworks, and focuses on key areas such as Female Football, Facilities & Infrastructure, the Fair Access Policy, Club & Game Development, and other critical factors across the G21 Football Community.

The Strategy will be placed on public exhibition for period of six (6) weeks from Monday 31 July to Sunday 10 September 2023. Each of the five G21 councils will be exhibiting the Strategy at the same time.

RECOMMENDATION

That Council endorses the G21 Regional Football Strategy and places the Strategy on public exhibition for 6 weeks in line with other councils in the G21 region.



REPORT

Background

This revised Strategy takes into account the latest Football Victoria and Football Australia strategic frameworks, and focuses on key areas such as Female Football, Facilities & Infrastructure, the Fair Access Policy, Club & Game Development, and other critical factors across the G21 Football Community.

Discussion

The G21 region consists of 21 football clubs competing across several competitions including National Premier League (NPL) and State League at senior levels, Junior Boys & Girls National Premier League (JBNPL & JGNPL) at junior levels, and via the local community competitions at senior and junior levels.

A regional plan incorporates the strategic directions of all levels of government, along with the objectives of relevant peak sporting bodies to set specific, achievable and measurable goals.

To help deliver key actions, the strategy will rely on its partners and stakeholders including:

- Football Victoria
- G21 Local Government Authorities
- Geelong Regional Football Committee
- Regional Sports assemblies
- The Victorian Government
- G21 Football Clubs and communities

While there are currently no football clubs located within the Borough (the Queenscliff Football and Netball Club plays Australian Rules Football), the Strategy indicates that resident participation has increased from 31 participants in 2015, to 56 participants in 2022, and anticipates further growth.

As a member of G21 the Borough has been asked to support the key infrastructure priorities and in particular, regional advocacy for the Armstrong Creek West Active Open Space Sub-Regional Football Facility.



Options

1. To endorse the G21 Regional Football Strategy and place the document on public exhibition in line with the other G21 Councils.
2. To seek further information before endorsing the document.
3. Choose not to participate in the G21 Regional Football Strategy consultation process.

Communications and Engagement

Community Engagement

It is proposed the Strategy will be released for a 6-week public exhibition period from Monday 31 July to Sunday 10 September 2023.

G21 will be hosting the engagement via their website and Council will collate any feedback received and forward it to G21.

Collaboration

Officers have benchmarked with other Councils in the G21 region.

Governance Context

Relevant Law

Not applicable.

Charter of Human Rights

This report has had consideration to, and complies with, the *Charter of Human Rights and Responsibilities Act 2006*.

Gender Equality Act 2020

The *Gender Equality Act 2020* requires a Gender Impact Assessment to be undertaken when the Council develops or reviews any Council policy, program or service that has a direct and significant impact on the public. Has a Gender Impact Assessment been undertaken in respect of the matters in this Council Report?

No; the G21 Regional Football Strategy is not a Council policy, program or service and therefore Council is not required to complete a Gender Impact Assessment.



Regional, State and National Plans and Policies

Not Applicable.

Legal and Risk Implications

Not applicable.

Related Documents

Not applicable.

Disclosure of Interest

No officer involved in the preparation of this report has any conflicts of interest.

Considerations

Environmental Sustainability

There are no environmental sustainability implications associated with this report.

Financial and resource implications

There are no financial or recourse implications associated with this report.

Innovation and Continuous Improvement

Not applicable.

Implementation

Operational Impacts

There are no operational impacts associated with this report.

Implementation Process

This project will be delivered by existing staff and resources.

Attachments

1. DRAFT G21 Regional Football Strategy 2023-2033 [**12.1.1** - 51 pages]



13. Environment

13.1.	Review of Victoria Park Policy CP054
Author:	Vegetation & Foreshore Officer
Portfolio:	Environment
Councillor:	Cr Tolhurst

Purpose

The purpose of this report is to present the revised CP054 Victoria Park policy for adoption by Council.

Executive Summary

Portfolio 2: Environment

Strategic Objective: *To protect our environment and address climate change issues*

Priority 1: *Align Council policies and plans with the Wadawurrung Healthy Country Plan*

Priority 5: *Regenerate and revegetate open spaces with indigenous plants and increase tree canopy coverage*

Portfolio 3: Local economy

Strategic Objective: *To support a prosperous and diverse local economy*

Priority 2: *Improve the management of Council-operated tourists parks for the benefit of the whole community*

Portfolio 4: Heritage, planning and infrastructure

Strategic Objective: *To protect our distinctive coastal, cultural and built environment, and provide sustainable, suitable infrastructure*

Priority 5: *Maintain and improve community infrastructure within the Borough*

The CP054 Victoria Park Policy defines the areas designated for camping and vegetation reserve, camping times and aims to protect the environmental values and enhance the amenities of Victoria Park.



RECOMMENDATION

That Council adopts the revised CP054 Victoria Park Policy as presented.



REPORT

Background

At its Ordinary Council Meeting in March 2022, Council resolved to direct Council officers to cease the post 29 October 2021 storm tree management program taking place in Victoria Park and to fence off areas.

In late May 2022, WorkSafe inspected the site and determined the vegetation in Victoria Park continued to pose an unacceptable risk to public safety and issued Council with a formal provisional improvement notice (PIN) that required Council to take remedial action to reduce the risk rating for trees in Victoria Park to low risk.

The work to meet the WorkSafe PIN directions commenced in June 2022.

At its Ordinary Meeting in June, as part of the 2022–23 budget, Council resolved to allocate \$40,000 for the development of a tree management and planting schedule (including purchase and planting of trees) at Victoria Park.

Due to the works and Worksafe directions, the development of the CP054 Victoria Park policy was undertaken to designate the restricted areas for camping, vegetation reserve and closure times of the area. Council adopted the policy on 24 July 2022.

The Victoria Park Planting schedule was placed on public exhibition in January 2023 and was also discussed at Council assemblies in March and May 2023. During the public exhibition the community expressed a preference for the vegetation reserve area to have public access, to include open space areas with park furniture and to maintain the vegetation reserve as an informal park. It was identified in response, that the current Victoria Park Policy needs to be revised to accommodate the community feedback.

Discussion

The revised policy seeks to articulate the intent of:

- restoring and enhancing the environmental attributes of Victoria Park through revegetation, and planned, sensitive vegetation management practices; and
- a reduction in the overall intensity of camping in Victoria Park.



Key changes to the policy required to accommodate the community feedback include the removal of:

- Park Management section f. *There will be no public access to Vegetation Reserves, and*
- Environmental Management section a. *Council will prepare a Revegetation Plan within 3 months from the date of this policy.*

Another key change required to accommodate the community feedback is the amendment of the following sections within the policy:

- Park Management section b. *Camping will be permitted in the General Camping areas from 1 December to 30 April, and the Queenscliff Music Festival weekend.*
- Park Management section c. *Low impact camping, being camping with a tent, caravan or recreational vehicle with a maximum open length of 6.5 metres, will be allowed in Restricted Camping areas:*
 - i. *During the Queenscliff Music Festival*
 - ii. *For five weeks from 26 December until 31 January*

It is recommended that these sections of the policy are revised to read as follows:

- b. *Camping will be permitted in the General Camping areas from 1 December to 30 April, and the Queenscliff Music Festival weekend and at Council's discretion for other events.*
- c. *Low impact camping, being camping with a tent, caravan or recreational vehicle with a maximum open length of 6.5 metres, will be allowed in Restricted Camping areas:*
 - i. *During the Queenscliffe Music Festival, Queenscliff Rod Run and at Council's discretion for other events.*

The recommended wording extends the availability of the restricted camping areas to include the Queenscliff Rod Run event and provides the ability to include other events and times at Council's discretion.

This would allow additional sites within Victoria Park's low impact camping area (Victoria Park Plan Appendix 1-green area) to be open for additional events such as the Queenscliff Hot Rod Show or during local home football games to protect caravans and/or rest sites at the Queenscliff Recreation Reserve.



The minor amendments to the CP054 Victoria Park Policy will allow the development of a planting schedule that reflects feedback received from the community.

Options

1. Adopt the revised CP054 Victoria Park Policy as presented.
2. Request further changes to the CP054 Victoria Park Policy.
3. Choose not to adopt the CP054 Victoria Park Policy.

Communications and Engagement

Community Engagement

The purpose of this report is to inform the community regarding this proposal.

Collaboration

There are no collaboration requirements associated with this report.

Governance Context

Relevant Law

Not applicable.

Charter of Human Rights

This report has had consideration to, and complies with the *Charter of Human Rights and Responsibilities Act 2006*.

Gender Equality Act 2020

The *Gender Equality Act 2020* requires a Gender Impact Assessment to be undertaken when Council develops or reviews any Council policy, program or service that has a direct and significant impact on the public.

Has a Gender Impact Assessment been undertaken in respect of the matters in this Council Report?

No; while the review of CP054 Victoria Park Policy has a direct impact on the public it is not considered sufficiently significant to require a Gender Impact Assessment.



Legal and Risk Implications

Not Applicable.

Related Documents

CP054 Victoria Park

Disclosure of Interest

No officer involved in the preparation of this report has any conflicts of interest.

Considerations

Environmental Sustainability

Improving the biodiversity and increasing canopy cover of the Victoria Park vegetation reserve.

Financial and resource implications

There are no financial or recourse implications associated with this report.

Innovation and Continuous Improvement

Not Applicable

Implementation

Operational Impacts

There are no operational impacts associated with this report.

Implementation Process

This project will be delivered by existing staff and resources.

Attachments

1. CP054 Victoria Park Plan Appendix 1 [**13.1.1** - 1 page]
2. CP054 Victoria Park Revised Policy [**13.1.2** - 3 pages]
3. PC054 Victoria Park Policy with track changes [**13.1.3** - 4 pages]



13.2.	Victoria Park Planting Schedule
Co-Authors:	Manager Infrastructure & Environment Vegetation & Foreshore Officer
Portfolio: Councillor:	Environment Cr Tolhurst

Purpose

The purpose of this report is to present the final Victoria Park planting schedule 2022–2025 for adoption by Council.

Executive Summary

Portfolio 2: Environment

Strategic Objective: *To protect our environment and address climate change issues*

Priority 1: *Align Council policies and plans with the Wadawurrung Healthy Country Plan*

Priority 2: *Respond to the impacts of climate change and reduce carbon emissions through the Climate Emergency Response Plan*

Priority 3: *Protect our coastal and public areas including their ecosystems and biodiversity*

Priority 5: *Regenerate and revegetate open spaces with indigenous plants and increase tree canopy coverage*

The Victoria Park planting schedule 2022–2025 was developed in conjunction with the CP054 Victoria Park Policy to revegetate the designated Council areas of the vegetation reserve.

RECOMMENDATION

That Council adopts the Victoria Park planting schedule 2022–2025 as presented.



REPORT

Background

Council adopted the CP054 Victoria Park policy in July 2022 and a draft planting schedule was developed in accordance with that policy. The draft planting schedule was presented for community consultation and now has been reviewed to incorporate the community feedback received.

The community preferences in the feedback, that the vegetation reserve be open to the public, that unvegetated open space remain and the installation of park furniture, was not reflected in the CP054 Victoria Park Policy. The policy will need to be reviewed with consideration to the feedback received during the Victoria Park Planting Schedule community consultation to facilitate the adoption of an amended planting schedule. Consideration of the policy review is also contained within this agenda of the July 2023 Ordinary meeting of Council.

The proposed alterations to the planting schedule are:

No new pathways in the revegetation areas

Opposition to the new pathway was featured in the submissions and will not be included.

Some open grassed areas to remain

Request to include open grassed/passive recreation space in the revegetation area.

Park furniture to be included

Park furniture will be installed in the revegetation area in the safest and most suitable locations.

Allow public access

Pedestrian gates and the vehicle gates are unlocked. The CP054 Policy will need to be updated to incorporate public access to the revegetation area.

Discussion

The Victoria Park Planting schedule has been revised to incorporate the changes which reflect community feedback. The plantings will remain in line with a 'broad' characteristic of a Moonah woodland.



Planting works originally scheduled in 2023 have been delayed due to the community consultation and approval process. Subject to the adoption of the planting schedule, spraying areas ready for mulching will begin this year in preparation for planting in 2024. Park furniture will be added in suitable and safe locations in the coming months.

Signage developed in conjunction with Friends of Victoria Park will be installed at agreed locations this year.

CP054 Victoria Park policy requires review prior consideration of adoption of the planting schedule. It is intended that Council considers the Victoria Park policy amendments prior to the consideration of the planting schedule at the July 2023 Ordinary Meeting of Council.

Options

1. To adopt the Victoria Park planting schedule 2022–2025 as presented.
2. Request further changes to the Victoria Park planting schedule 2022–2025.
3. Choose not to adopt the Victoria Park planting schedule 2022–2025.

Communications and Engagement

Community Engagement

The purpose of this report is to inform the community regarding this proposal. The Borough of Queenscliffe and its stakeholders play a vital role in protecting and improving environment within the municipal area.

The Victoria Park planting schedule was subject to community consultation.

Collaboration

There are no collaboration requirements associated with this report.

Governance Context

Relevant Law

Not applicable.



Charter of Human Rights

This report has had consideration of, and complies with, the *Charter of Human Rights and Responsibilities Act 2006*.

Gender Equality Act 2020

The *Gender Equality Act 2020* requires a Gender Impact Assessment to be undertaken when Council develops or reviews any Council policy, program or service that has a direct and significant impact on the public.

Has a Gender Impact Assessment been undertaken in respect of the matters in this Council Report?

No; while the proposed Victoria Park planting schedule 2022–2025 has a direct impact on the public it is not considered sufficiently significant to require a Gender Impact Assessment.

Regional, State and National Plans and Policies

Not applicable.

Legal and Risk Implications

Not applicable.

Related Documents

Annual Plan 2022–2023

CP054 Victoria Park

Disclosure of Interest

No officer involved in the preparation of this report has any conflicts of interest.

Considerations

Environmental Sustainability

Improving the biodiversity and increasing canopy cover of the Victoria Park vegetation reserve.

Financial and resource implications

There are no financial or resource implications associated with this report.



Innovation and Continuous Improvement

CP054 Victoria Park, like all Council policies, is regularly reviewed with a view to continuous improvement.

Implementation

Operational Impacts

This project will be delivered within existing operational resources.

Implementation Process

This project will be delivered by existing staff and resources.

Attachments

1. Victoria Park planting schedule [**13.2.1** - 13 pages]



14. Local Economy

No reports to consider.



15. Heritage, Planning & Infrastructure

15.1.	Planning Permit Activity Report
Author:	Senior Planner
Portfolio:	Planning, Heritage & Infrastructure Cr Grout

Purpose

The following table provides a summary of the planning permit activity during the last month.

Executive Summary

The following table provides a summary of the planning permit activity from the last report published to the close of business on 18 July 2023.

CATEGORY	TALLY
Current applications	13
Applications finalised since last report	7
New applications received since last report	11
Total number of active permit applications	22
VCAT matters yet to be determined	2
Development Plan & Planning Scheme Amendment Summary Report	3

RECOMMENDATION

That the Planning Permit Activity Report be received.



a. Current Applications

App. No	Date Received	Address	Proposal	No. of objections	Status
2021/048	27/05/2021	200-204 Point Lonsdale Road Point Lonsdale	Buildings and works associated with the construction of a two storey building comprising four (4) shops and twelve (12) dwellings, use of the site for commercial premises, reduction of the standard car parking requirement of Clause 52.06, alteration to and creation of access to a road in a road zone category 1	9	Application on hold (at the request of the applicant)
A 2022/023.1	17/04/2023	2 Hobson Street Queenscliff	S72 amendment application: Alterations to an existing building for use as a dwelling, demolition and construction of a front fence, construction of an outbuilding in a Heritage Overlay area to an existing permit under Section 72	4	Under consideration
2022/044	02/05/2022 (Amended 03/06/2022)	6 McDonald Road Queenscliff	Use of the land for a helicopter landing site	31	Decision deferred by Councillors
2022/131	23/12/2022	7 Henry Street Queenscliff	Construction of two dwellings (two storey), variation to the setback requirements of Design and Development Overlay Schedule 1 and subdivision of the land into two (2) lots	1	Under consideration
2023/007	14/02/2023	26 Learmonth Street Queenscliff	Part demolition, alterations and extensions (two storey) to an existing dwelling individually listed in a Heritage Overlay and variation to the site coverage and side setback requirements of Design and Development Overlay Schedule 1 on a lot less than 300m ²	1	Under consideration



App. No	Date Received	Address	Proposal	No. of objections	Status
2023/022	23/03/2023	34 Point Lonsdale Road Point Lonsdale	Removal and lopping of native vegetation	0	Under consideration
2023/025	18/04/2023	29-31 Flinders Street Queenscliff	Buildings and works for the construction of a two storey residential building and fence associated with a section 2 use, display signage, alteration to the internal driveways and drop off area, new outdoor play areas to the north eastern side of the site	0	Public notification
2023/029	20/04/2023	2A Bellarine Highway Queenscliff	Construction of two outbuildings	0	Under consideration
2023/030	27/04/2023	27-31 Winterley Road Point Lonsdale	Alterations and extensions to an existing dwelling	0	Under consideration
2023/035	02/06/2023	38 Jordan Road Point Lonsdale	Subdivision of the land into two (2) lots	0	Under consideration
2023/036	02/06/2023	Citizens Park Gellibrand Street Queenscliff	Removal of a tree	0	Under consideration
2023/039	02/06/2023	2 Egerton Street Point Lonsdale	Construction of a two storey dwelling and removal of native vegetation	0	Under consideration
V2023/040	16/06/2023	84 Hesse Street Queenscliff	External painting of a building in a Heritage overlay area	N/A	Under consideration

b. Applications Finalised Since Last Report

App. No	Date Received	Address	Proposal	Status
A2022/086.1	03/07/2023	25 Symonds Street Queenscliff	S72 amendment application: Demolition of a dwelling and outbuildings in a Heritage Overlay area, construction of a dwelling and front fence and variation to the site coverage requirements of Design and Development Overlay – Schedule 6	Amended permit issued
2023/027	20/04/2023 (Amended 19/06/2023)	9A Mercer Street Queenscliff	Construction of an outbuilding (studio)	Notice of decision to grant a permit issued



App. No	Date Received	Address	Proposal	Status
2023/032	09/05/2023	20 Flinders Street Queenscliff	Alterations and extensions to an existing dwelling and variation to the setback requirements of Design and Development Overlay - Schedule 1	Permit issued
2023/033	26/05/2023	28-30 Buckleys Road Point Lonsdale	Alterations and extensions to an existing dwelling	Permit issued
2023/037	02/06/2023	Bellarine Highway Queenscliff	Removal of a cypress tree	Permit issued
2023/038	08/06/2023	90 Hesse Street Queenscliff	Demolition and construction of a front fence on a site individually listed in a Heritage Overlay	Permit issued
V2023/043	27/06/2023	40 Gellibrand Street Queenscliff	Alterations to a dwelling (deck) in a Heritage Overlay area	Permit issued

c. New Applications Received Since Last Report

App. No	Date Received	Address	Proposal	No. of objections	Status
A 2021/113.1	27/06/2023	98 Hesse Street Queenscliff	S72 amendment application: Alterations to an existing dwelling and outbuilding in a Heritage Overlay	0	Under consideration
A 2022/086.1	03/07/2023	25 Symonds Street Queenscliff	S72 amendment application: Demolition of a dwelling and outbuildings in a Heritage Overlay area, construction of a dwelling and front fence and variation to the site coverage requirements of Design and Development Overlay – Schedule 6	0	Amended permit issued
2023/041	22/06/2023	26 Mercer Street Queenscliff	Alterations and extensions to an existing dwelling and outbuilding	0	Public notification
2023/042	26/06/2023	13 Nicholas Court Point Lonsdale	Construction of a two storey dwelling and front fence	0	Further information requested 27/06/2023



App. No	Date Received	Address	Proposal	No. of objections	Status
V2023/043	27/06/2023	40 Gellibrand Street Queenscliff	Alterations to a dwelling (deck) in a Heritage Overlay area	N/A	Permit issued
2023/044	29/06/2023	18 Bedggood Avenue Point Lonsdale	Alterations to an existing dwelling	0	Under consideration
2023/045	30/06/2023	3 Laker Drive Point Lonsdale	Alterations and extensions (two storey) to an existing dwelling	0	Public notification
2023/046	07/07/2023	216 Point Lonsdale Road Point Lonsdale	Alterations to an existing dwelling, construction of a second dwelling and alter access to a road in a Transport Zone 2	0	Further information requested 18/07/2023
V2023/047	13/07/2023	42 Jordan Road Point Lonsdale	Alterations to an existing outbuilding, removal of native vegetation and construction of a front fence	N/A	Under consideration
V2023/048	13/07/2023	2 Flinders Street Queenscliff	Pruning of a tree individually listed in a Heritage Overlay	N/A	Further information requested 18/07/2023
2023/049	13/07/2023	3 Elizabeth Street Point Lonsdale	Construction of a two storey dwelling and front fence	0	Public notification

d. VCAT Applications

App. No	Date Received	Address	Proposal	Status
2022/083	04/08/2022	5 Beach Street Queenscliff	Part demolition, alterations and extensions and relocation on site of an existing dwelling in a Heritage Overlay area, construction of fences and variation to the site coverage requirements of Design and Development Overlay – Schedule 6	VCAT application for review lodged by applicant Hearing 27/7/2023 & 28/7/2023
2022/119	21/11/2022	2A Nicholas Court Point Lonsdale	Alterations and extensions to an existing dwelling	VCAT application for review lodged by objector Compulsory conference 18/08/2023 Hearing 16/10/2023



e. Development Plan & Planning Scheme Amendment Summary Report

Reference no.	Details	Status
C37quen	Proposed application of additional controls on three (3) Monterey Cypress trees on the Bellarine Highway	C37quen has no formal status. Council officers are awaiting incorporation of the Bellarine Distinctive Area and Landscape Statement of Planning Policy into the Queenscliffe Planning Scheme before progressing C37quen
C39quen	Proposed administrative corrections to the Queenscliffe Planning Scheme	C39quen has no formal status. Council officers are working to identify policy neutral administrative corrections to the Queenscliffe Planning Scheme.
DP2	Queenscliff Ferry Terminal (1 Wharf Street East, Queenscliff): Proposed amendment to incorporate an all abilities public access pathway to the beach	Referral to DEECA

Legend

Italics Amendment or extension of time request to application previously determined by Council

Bold Officer delegation removed

V VicSmart application

A Application to amend a planning permit (under Section 72)



16. Governance & Finance

16.1.	Councillor Portfolios & Committee Appointments
Author:	Chief Executive Officer
Portfolio: Councillor:	Governance & Finance Vacant

Purpose

The purpose of this report is to provide information to enable Councillors to allocate portfolio responsibilities and appoint Council delegates to various committees, representative bodies and community reference groups.

Executive Summary

Portfolio 5: Governance and Finance

Strategic Objective: To provide a financially viable Council that is accountable, transparent and practices good governance.

Priority 3: Accountable and transparent governance

Priority 6: Advocate and work in partnership with other levels government and the private sector on issues important to Borough residents

The resignation of former Cr Fleur Hewitt and subsequent appointment of Cr Rob Minty requires Councillors to review and consider the portfolio responsibilities, as well review the appointment of Council delegates to various committees, representative bodies and community reference groups.

Council may also wish to take this opportunity to elect a Deputy Mayor for the remainder of the Mayoral period (which ends November 2023).

RECOMMENDATION

That Council:

- a) Determines whether it wishes to establish the role of Deputy Mayor for the remainder of the Mayoral period;



- b) Determines the Councillor appointment to Portfolios for the remainder of the term;
- c) Determines the Councillor representatives on the Council's Audit & Risk Committee;
- d) Determines its representatives on the CEO Employment and Remuneration Advisory Committee;
- e) Determines its delegates for the state, regional and local organisations as outlined in this report; and
- f) Determines its Councillor representation on the various reference groups outlined in this report.



REPORT

Background

This report provides information to enable Councilors to allocate the portfolio responsibilities and appoint Council delegates to various committees, representative bodies and community reference groups.

Discussion

Election of a Deputy Mayor

Section 20A(1) of the *Local Government Act 2020* provides that Council may establish an office of Deputy Mayor. The Deputy Mayor must perform the role of the Mayor and may exercise any of the powers of the Mayor if:

- the Mayor is unable for any reason to attend a Council meeting or part of a Council meeting;
- or the Mayor is incapable of performing the duties of the office of Mayor for any reason, including illness;
- or the office of Mayor is vacant.

If Council determines to elect a Deputy Mayor, the Mayor will call for nominations for the position of Deputy Mayor.

As per sections 25(4) and 27(1) of the Act the Deputy Mayor must be elected by an absolute majority of the Councillors. (An absolute majority means the number of Councillors which is greater than half the total number of the Councillors of a Council.)

If an absolute majority of the Councillors cannot be obtained at the meeting, the Council may resolve to conduct a new election at a later specified time and date.

If only one Councillor is a candidate for Deputy Mayor, the meeting must declare that Councillor to be duly elected as Deputy Mayor.

Council Plan Portfolios



The 2021–2025 Council Plan is structured around five Strategic Objectives. Council has previously determined to allocate portfolio responsibility to a Councillor that relate to each strategic objective. These portfolios are currently:

Portfolio	Current
Health & Wellbeing	Cr Grigau
Environment	Cr Tolhurst
Local Economy	Cr Ebbels
Heritage, Planning & Infrastructure	Cr Grout
Governance & Finance	Vacant

Determine its Councillor representatives on Council's Audit and Risk Committee.

Council's Audit and Risk Committee membership comprises up to 3 Councillors and up to 4 independent members.

Council's Chief Executive Officer, Manager Finance and Corporate Services, Financial Services Coordinator and HR & Governance Coordinator attend these meetings to provide information and advice in an ex-officio capacity. The Council appointed internal auditors and Victorian Auditor General appointed external auditors also attend these meetings to provide formal reports as required.

Audit & Risk Committee	Current
Councillor	Cr Grout
Councillor	Vacant
Councillor	Cr Tolhurst



Determine its representatives on the CEO Employment and Remuneration Advisory Committee

The adoption of Council Policy CP053 CEO Employment and Remuneration in November 2021 saw the Council’s CEO Performance Review Committee now become the CEO Employment and Remuneration Advisory Committee. This committee fulfils the *Local Government Act 2020* requirement for Council to review the performance of the CEO at least once each year. Section 18(1)(g) of the Act requires the Mayor to take a leadership role in ensuring the regular review of the performance of the Chief Executive Officer.

CEO Employment and Remuneration Advisory Committee	Current
Mayor	Cr Tolhurst
Councillor	Cr Ebbels
Councillor	Cr Grout

Appoint its delegate or delegates to the following organisations

Council is represented on a number of state, regional and local organisations. The current delegates are as follows:

Forum	Current
Association of Bayside Municipalities	Cr Grout
Barwon South West Local Government Waste Forum	Vacant
Geelong Regional Library Corporation Board (x1 sub rep) (2 year appointment)	Cr Ebbels Sub Rep: Vacant
Geelong Heritage Centre Collection Advisory Committee	Cr Ebbels
Municipal Association of Victoria (MAV) (x1 sub rep) (2 year appointment)	Cr Ebbels Sub Rep: Cr Tolhurst
Rural Councils Victoria	Cr Tolhurst



Tourism Greater Geelong & The Bellarine Board	Cr Ebbels
Bellarine Community Safety Group	Cr Grigau
G21 Region Alliance Board	Cr Tolhurst
G21 Health and Wellbeing/Sport and Recreation Pillar	Cr Grigau
G21 Cultural and Economic Development Pillar	Cr Ebbels
G21 Sustainability Pillar	Vacant
G21 Managing Growth Advisory Group	Cr Grout

Determine its Councillor representation on Community Reference Groups

The Council Plan 2021–2025 underlines Council’s commitment to valuing and drawing on the skills, knowledge and views of the local community through Community Reference Groups. Councillor representatives on Reference Groups have been typically appointed based on ‘portfolio’ responsibilities. The current reference groups are:

Council Reference Groups	Current
Community Excellence Awards Reference Group	Cr Grigau
Community Grants Advisory Reference Group	Cr Ebbels
Memorial & Plaques Reference Group	Cr Ebbels
Lived Experience Disability Group	Cr Tolhurst & Cr Grigau
Environmental Reference Group	Cr Tolhurst
Coastal & Marine Management Plan Steering Committee	Cr Grout & Vacant
Point Lonsdale Lighthouse Reserve Project Control Group (PLLHR PCG)	Cr Tolhurst & Cr Grout



Options

1. Allocate the portfolio responsibilities and appoint Council's delegates to various Committees, representative bodies and Reference Groups.
2. Request additional information or more time to allocate these responsibilities and delegations.

Communications and Engagement

Community Engagement

The purpose of this report is to inform the community regarding these appointments.

Collaboration

There are no collaboration requirements associated with this report.

Governance Context

Relevant Law

Local Government Act 2020

Charter of Human Rights

This report has had consideration to, and complies with, the *Charter of Human Rights and Responsibilities Act 2006*.

Gender Equality Act 2020

The *Gender Equality Act 2020* requires a Gender Impact Assessment to be undertaken when the Council develops or reviews any Council policy, program or service that has a direct and significant impact on the public. Has a Gender Impact Assessment been undertaken in respect of the matters in this Council Report?

No; the matters in this report are not a Council policy, program or service.

Regional, State and National Plans and Policies

Not Applicable.

Legal and Risk Implications

There are no legal or risk implications associated with this report.



Related Documents

Annual Plan 2022–2023

Climate Emergency Response Plan 2021–2025

Community Vision 2021–2031

Council Plan 2021–2025

Disclosure of Interest

No officer involved in the preparation of this report has any conflicts of interest.

Considerations

Environmental Sustainability

There are no environmental sustainability implications associated with this report.

Financial and resource implications

There are no financial or resource implications associated with this report.

Innovation and Continuous Improvement

Implementation

Operational Impacts

There are no operational impacts associated with this report.

Implementation Process

This project will be delivered by existing staff and resources.

Attachments

Nil



16.2.	Audit and Risk Committee extension of appointment of current independent members
Author:	HR & Governance Coordinator
Portfolio:	Governance & Finance
Councillor:	Vacant

Purpose

The purpose of this report is to recommend to Councillors to extend the term of the appointment of the four Audit and Risk Committee independent members until 25 October 2023.

Executive Summary

Portfolio 5: Governance and Finance

Strategic Objective: To provide a financially viable Council that is accountable, transparent and practices good governance.

Priority 3: Accountable and transparent governance

At its August 2020 Ordinary Meeting, Council appointed the four independent members from its previous Audit Committee to the newly created Audit and Risk Committee. The four independent members were all appointed for an initial three-year term.

This term is due to expire on 27 August 2023. However, the 2022–23 financial statements of Council are required to be signed off by the Audit and Risk Committee in September 2023. For continuity purposes, it is prudent to extend the term of appointment of the current independent members to enable this work.

A recommendation to appoint four independent members, following a publicly advertised Expression of Interest process, will be brought to Council's October 2023 meeting. This timing ensures that Council's Audit and Risk Committee remains in place with independent members at all times.



RECOMMENDATION

That Council:

1. Extends the appointment of the following persons as independent members of its Audit and Risk Committee:

- Roland (Barney) Orchard
- Graeme Phipps
- Richard Bull
- Helen Butteriss

to 25 October 2023.

2. Notes the public advertisement seeking Expressions of Interest in becoming an independent member of the Audit and Risk Committee will commence on 28 August 2023.



REPORT

Background

The *Local Government Act 2020* (section 53) required Council to establish an Audit and Risk Committee by 1 September 2020. The requirement to have an Audit and Risk Committee replaced the requirements under the *Local Government Act 1989* to have an Audit Committee. At its August 2020 Ordinary Meeting, Council appointed the four independent members from its previous Audit Committee to the newly created Audit and Risk Committee. The four independent members are:

- Roland (Barney) Orchard
- Graeme Phipps
- Richard Bull
- Helen Butteriss

and all four were appointed for an initial three-year term.

Council's Audit and Risk Committee's Charter (Charter) provides that independent members may be appointed for an initial term of three years, renewable without advertisement for a maximum of one additional term. The appointment of the four independent members of Council's previous Audit Committee to its newly required Audit and Risk Committee was without public advertisement and provided continuity at a challenging time of a global pandemic and lockdowns.

However, due to the dissolution of the Audit Committee and the establishment of the Audit and Risk Committee, some independent members have served longer than six years without public advertisement of their position. This longer service period was only possible due to this unique change in circumstances as a result of the introduction of a new Local Government Act.

Discussion

Council is very fortunate to have skilled and committed members of its community willing to serve on its Audit and Risk Committee. Due to the circumstances of the dissolution of Council's Audit Committee and the establishment of its Audit and Risk Committee, it is important now to publicly advertise all four independent member positions. This is also in keeping with the intention of the Charter and its appointment/re-appointment provisions.



The *Local Government Act 2020* is more prescriptive in its Audit and Risk Committee independent member requirements than had previously been required under the 1989 Act. The 2020 Act requires that collectively the independent members must have:

- expertise in financial management;
- expertise in risk; and
- experience in public sector management.

Advertising for all four positions ensures that these required skills are best met.

The three-year term of the current four Audit and Risk independent members is due to expire on 27 August 2023. However, the 2022–23 financial statements of Council are required to be signed off by the Audit and Risk Committee in September 2023. Again, for continuity purposes, it is prudent to extend the term of appointment of the current independent members to enable this work. This appointment is proposed to be extended until 25 October 2023, the day of Council's October Ordinary Meeting. A recommendation to appoint four independent members, following a publicly advertised Expression of Interest process, will be brought to Council's October 2023 meeting. This timing ensures that Council's Audit and Risk Committee remains in place with independent members at all times.

The current independent members of the Audit and Risk Committee, along with other suitably qualified members of our community, are warmly encouraged to submit an Expression of Interest. The public advertisement for Expressions of Interest will commence on 28 August 2023 and close on 22 September 2023.

Options

1. Extend the term of the appointment of the Audit and Risk Committee four independent members until 25 October 2023.
2. Extend the term of the appointment of the Audit and Risk Committee four independent members for a further three years.
3. Extend the term of the appointment of the Audit and Risk Committee four independent members for a different term (but no greater than three years).

Communications and Engagement



Community Engagement

The purpose of this report is to inform the community regarding this proposal.

Collaboration

Officers have benchmarked with other Councils in the region.

Governance Context

Relevant Law

Local Government Act 2020

Charter of Human Rights

This report has had consideration to, and complies with, the *Charter of Human Rights and Responsibilities Act 2006*.

Gender Equality Act 2020

The *Gender Equality Act 2020* requires a Gender Impact Assessment to be undertaken when the Council develops or reviews any Council policy, program or service that has a direct and significant impact on the public. Has a Gender Impact Assessment been undertaken in respect of the matters in this Council Report?

No; while the matters in this report do have a direct impact on the public, it is not considered sufficiently significant to require a Gender Impact Assessment.

Regional, State and National Plans and Policies

Not Applicable

Legal and Risk Implications

Council must have an Audit and Risk Committee which includes independent members as part of the requirements under the *Local Government Act 2020*. Failure to appoint independent members is not only a risk in terms of breach of that Act, but also a wider risk given the risk management functions of the Audit and Risk Committee.

Related Documents

Council Plan 2021–2025

CP017 Risk Management



Disclosure of Interest

No officer involved in the preparation of this report has any conflicts of interest.

Considerations

Environmental Sustainability

Not applicable

Financial and resource implications

This project will be delivered using existing Council resources.

Innovation and Continuous Improvement

Not applicable

Implementation

Operational Impacts

This project will be delivered with existing operational resources.

Implementation Process

This project will be delivered by existing staff and resources.

Attachments

Nil



16.3.	Community Satisfaction Survey 2023
Author:	Communications Coordinator
Portfolio:	Governance & Finance
Councillor:	Vacant

Purpose

The purpose of this report is to advise Council of the results of the 2023 Community Satisfaction Survey for the Borough of Queenscliffe.

Executive Summary

Portfolio 5: Governance and Finance

Strategic Objective: To provide a financially viable Council that is accountable, transparent and practices good governance.

Priority 3: Accountable and transparent governance

Priority 5: Focus on continuous improvement, innovation and the adoption of new technologies that improve customer service

Council’s 2023 Community Satisfaction Survey (CSS) results show relatively consistent community opinions with the year prior. Most performance metrics have moved slightly; however, they fall within the statistical margin of error, and are not concerning. Overall Council Direction does show a decline in performance and has dropped 6 points though this ‘rise and fall’ trend has been evident over the past decade. Twenty out of twenty-three metrics out-performed 2023 state-wide averages by five points or more (albeit a drop from 19 last year), demonstrating a high level of performance across a range of Council services.

These results demonstrate that Council is steady with its reputation and building trust with our community. A two-point drop in consultation and engagement scores since 2022 is within the margin of error and not a demonstration of decreasing trust. Council should continue to prioritise effective community engagement to solidify these gains and ensure a broad range of community members are included in consultation activities. Continued performance far exceeding state averages in aged



care, infrastructure, waste management, and environmental sustainability will also be essential to retaining high-performance scores.

Opportunities for further improvement exist where Council has only achieved results in line with other councils. This is most notable in planning services, which have a large impact on overall scores but where Council's performance is only average. Opportunities for further improvements also exist in perceptions of Council's enforcement of local laws.

Councillors are encouraged to read the full CSS for detailed insights. Officers were briefed on the survey and implications for their work practices at the All-Staff meeting in July 2023.

RECOMMENDATION

That Council:

1. Notes the results of the 2023 Community Satisfaction Survey.
2. Thanks those members of our community who took the time to share their feedback with Council.



REPORT

Background

The CSS is undertaken annually by every council in Victoria. While the process is managed by the Victorian Government, the survey is conducted by an independent research company, JWS Research, on Council's behalf. The survey is conducted by phone, using a random sample of 400 ratepayers and residents.

Respondents are asked demographic questions and responses are weighted to ensure the sample is closely matched to the demographic profile of the Borough's general population. Given the Borough's small population and the quality checking of responses, the data collected by this survey form a representative sample, and a high-quality dataset. For these reasons, the CSS is one of the most valuable tools Council has for gauging community sentiment of its performance.

Survey respondents are asked to rank Council's performance on a range of metrics, including seven core metrics around broader performance, and a large number of additional metrics for individual service areas. These rankings are then used to develop index scores for each metric, and the report goes into detail measuring these scores against other councils in Victoria, and against the Borough's past performance.

For the second year running, this year's survey was conducted throughout the entire year, instead of over a single three-month period. This change doesn't appear to have had a measurable impact on results, and Council will be continuing to commission calls throughout the year for future surveys. Year-round surveying is less susceptible to fluctuations caused by respondent reactions to current events during a single-quarter surveying window.

When analysing CSS data, it's important to note that all data contains a margin of error. For this reason, Council tends to pay closest attention to metrics that move by 3 points or more, as these are more likely to represent genuine changes in opinion rather than data noise/ survey margin of error.



Discussion

Results

At a glance, the Borough of Queenscliffe's overall council performance index score for 2023 was 66; for comparison, other small rural councils in Victoria have averaged 55, with the statewide average being 56. While overall performance has dropped a point since 2022, performance satisfaction in the Borough of Queenscliffe is stable. For two consecutive years, Council has managed to maintain the significant gain it made in overall performance perceptions in 2021.

In 2023, Council performs in line with the 2022 results on almost all evaluated service areas. There are some exceptions where statistically significant changes have occurred, with some gains and declines.

In core measures, which assess Council's overall performance, the improvements since last year's survey are:

- Arts centres & libraries (+5)
- Community & Cultural (+4)
- Building & planning permits (+1)
- Environmental sustainability (+1)

Conversely, these same core metrics have shown drops since 2022:

- Overall Council direction (-6)
- Appearance of public areas (-5)
- Elderly support services (-7)
- Customer Service (-5)

Council's performance is also assessed against additional service areas. The results in these service areas have slightly dipped during this period, however, these downturns are within the sample margin error:

- Business services, community development, and tourism (-3)
- Lobbying (-2)
- Family support services (-1)
- Enforcement of local laws (-2)

Community perceptions of the Borough of Queenscliffe are also substantially better than the average Victorian council. Across all our core and individual service areas, 20



out of 23 metrics outperform 2022 state-wide averages by five points or more, including:

- Elderly support services (+9)
- Sealed local roads (+21)
- Overall Council direction (+11)
- Customer service (+6)
- Waste management (+11)
- Consultation and engagement (+11)
- Community decisions (+9)
- Overall performance (+11)
- Informing the community (+10)
- Lobbying (+7)
- Environmental sustainability (+10)
- Traffic management (+9)
- Value for money (+11)
- Appearance of public areas (+6)
- Parking facilities (+9)
- Community and cultural (+9)
- Town planning policy (+5)

No metrics underperformed state-wide averages by more than a single point.

Top performing areas

Arts centres and libraries are Council's highest-rated service area, with an index score of 78. This is significantly higher than last year (up five points) and is Council's highest rating yet in this service area. Perceptions of Council's Arts centres and libraries performance improved significantly among those aged 65 years and over, residents and men.

Council's next highest-rated service areas are waste management (index score of 76) and community and cultural activities (75). In the case of community and cultural activities, a significant improvement in perceptions this year (up four points from 2022) sees Council's rating in this service area reach its highest point yet. Perceptions improved significantly among women, those aged 65 years and over, and residents.



Lower-performing service areas

Council rates lowest relative to its performance in other areas, in the areas of Planning and building permits (index score of 53), Town planning policy (59), and lobbying on behalf of the community (also 59). Despite these relatively lower scores, Council rates significantly higher than both the Small Rural group and the State-wide average for councils in each of these service areas. Non-resident ratepayers rate Council's performance significantly higher than average in each of these service areas. In contrast, residents rate performance lowest in all three areas – though their ratings are not significantly different compared to the Council average.

Council direction

The Borough of Queenscliffe recorded an overall council direction index score of 55. This is a significant decline in last year's rating (down six index points from 2022, losing all of the gains achieved last year). This was particularly noticeable with residents 50–64 years old, and men. It is worth noting that despite a decline in this measure, perceptions of Council's Overall direction remains significantly higher than the Small Rural group and the State-wide average for councils (index scores of 47 and 46 respectively).

Perceptions of overall performance

The research shows that decisions made in the interest of the community has the strongest influence on the overall performance rating. The report findings tell us that good communication and transparency with residents about decisions Council has made in the community's interest provides the greatest opportunity to drive up overall opinion of Council's performance; this can be achieved through effective community engagement and tailored information sharing.

Other individual service areas with a moderate to strong influence on the overall performance ratings are:

- Town planning
- Business, community development, and tourism
- Informing the community
- Environmental sustainability
- Community and cultural activities
- Art centres and libraries
- Traffic management
- Enforcement of local laws



- Parking facilities
- Family support services

Sensitivity to community views around local planning and development issues will assist in building positive overall perceptions of Council.

2023 Best form of communication (%)

A small number of non-performance-related questions are also included in the survey, including asking respondents how they prefer to receive Council communications. Continuing another trend, preferences for digital communication further increased in this year's results, with a record-high 58% of respondents identifying email, website, or social media communication as their most preferred method of Council contact. While Council will continue to use a range of communication methods to reach our community, these results highlight the importance of the work Council has done to improve the way we use email, website, and social media communication since 2019.

Understanding and using these results

Statewide results tell us that Councils across Victoria have seen a drop in their results and have performed statistically lower in 2023.

This is attributed to the following causes:

1. The cost of living crisis – As prices rise across every area, people are more aware of what they perceive as value for money in regard to factors such as rates or fees.
2. Attitudes towards government – In times of economic challenge, people look to the government which is often blamed for the hardship that is experienced. Across the state, we are seeing higher levels of scrutiny and even unrest towards local council, as it is the most accessible form of government.
3. Infrastructure – During the pandemic, many projects were put on pause, leading to many delays with capital projects.
4. Population growth and migration – During COVID we saw an increased migration away from major cities into smaller towns, and as such population sizes have grown



and there has been increased development; many communities are not accepting of this progress.

These reasons notwithstanding, Council is best placed to consider changes that were made in the past year that have contributed to dips in perceived performance measures and seek to recover performance over the long-term. Most notably, this includes ensuring community engagement remains a priority for Council and is conducted in a way that is effective, accessible and transparent.

Service areas that are consistently high-performing should continue to be supported to achieve excellent results, including aged care, infrastructure, waste management, environmental sustainability, and communication, as these scores help Council maintain a high reputation for service delivery.

Council should also seek opportunities to make further improvements. A focus on areas where performance is only average, including planning and enforcement of local laws, presents the best opportunity to further grow Council's public standing. Officers were briefed on the results of this report in detail at a July all-staff meeting to enable them to consider ways to further improve work practices.

Options

1. Adopt the recommendation as presented.
2. Council could elect to withdraw its participation after next year's survey is complete (Council has already signed on to the 2024 survey). This is not recommended, as the CSS forms an important component of Council's performance assessment framework, as discussed in this report.

Communications and Engagement

Community Engagement

The purpose of this report is to inform the community regarding this survey.

The results of this survey represent the sum of all feedback received from 400 members of our community and are one of the most effective ways to assess community sentiment towards Council. While the results of the survey continue to inform Council's community engagement activities, no activities directly arise from the report's recommendations.



Council has already signed on to participate in the 2024 Community Satisfaction Survey. Given the successful introduction of quarterly surveying, officers have elected to continue this survey method.

Collaboration

There are no collaboration requirements associated with this report.

Although the results of the survey include comparisons with other councils, the production of the survey does not include any direct collaboration with other local government areas.

Council regularly collaborates with other local governments in its continuous improvement initiatives, some of which may result from the outcomes of this survey.

Governance Context

Relevant Law

While not a requirement of the *Local Government Act 2020*, participation in the annual Community Satisfaction Survey complies with many of the Act's principles relating to service delivery performance, community engagement and continuous improvement.

Charter of Human Rights

This report has had consideration to, and complies with, the *Charter of Human Rights and Responsibilities Act 2006*.

Gender Equality Act 2020

The *Gender Equality Act 2020* requires a Gender Impact Assessment to be undertaken when the Council develops or reviews any Council policy, program or service that has a direct and significant impact on the public. Has a Gender Impact Assessment been undertaken in respect of the matters in this Council Report?

No; the annual Community Satisfaction Survey reports on Council policy, programs or services but is not a policy, program or service in its right and therefore a Gender Impact Assessment is not required.



Regional, State and National Plans and Policies

Not Applicable.

Legal and Risk Implications

Not applicable.

Related Documents

Community Vision 2021–2031

CP003 Community Engagement

Disclosure of Interest

No officer involved in the preparation of this report has any conflicts of interest.

Considerations

Environmental Sustainability

Not applicable

Financial and resource implications

This project will be delivered using existing Council resources.

Innovation and Continuous Improvement

The Community Satisfaction Survey is a key method of assessing Council's performance and opportunities for improvement across the organisation. Officers were briefed on the results at a meeting of all Council staff in July 2023, and will use the data to identify ways Council can improve its services or further build on services and programs that have been well-received.

Implementation

Operational Impacts

This project will be delivered with existing operational resources.

Implementation Process

This project will be delivered by existing staff and resources.



Attachments

1. Community Satisfaction Survey 2023 Report [**16.3.1** - 98 pages]



17. Signing & Sealing of Documents

17.0. Provision of Tree Maintenance Services Panel Contract 2023/02 with Asplundh Tree Experts t/a Summit Open Space Services

At the Ordinary Meeting of Council on 28 June 2023, Council resolved to sign and seal the Provision of Tree Maintenance Services Panel Contract 2023/02 with Asplundh Tree Experts t/a Summit Open Space Services.

Council applied the Common Seal to the contract on 19 July 2023.

RECOMMENDATION

That Council note the use of the Common Seal on Provision of Tree Maintenance Services Panel Contract 2023/02 with Asplundh Tree Experts t/a Summit Open Space Services on 19 July 2023.

17.1. Provision of Tree Maintenance Services Panel Contract 2023/02 with Acorn Tree Services Pty Ltd

At the Ordinary Meeting of Council on 28 June 2023, Council resolved to sign and seal the Provision of Tree Maintenance Services Panel Contract 2023/02 with Acorn Tree Services Pty Ltd.

Council applied the Common Seal to the contract on 19 July 2023.

RECOMMENDATION

That Council note the use of the Common Seal on Provision of Tree Maintenance Services Panel Contract 2023/02 with Acorn Tree Services Pty Ltd on 19 July 2023.



18. Questions Without Notice

18.1. Questions Without Notice Status Update

No Questions Without Notice are outstanding.

18.2. Questions Without Notice

The Chair will ask if there are any questions without notice.

19. List of Council Meetings

Planning Review Meeting

Wednesday 9 August 2023 at 7:00pm (if required)

Ordinary Meeting

Wednesday 23 August 2023 at 7:00pm

Queenscliff Town Hall

20. Closed Session of Meeting

RECOMMENDATION

That, in accordance with sections 66(1) and 66(2)(a) of the *Local Government Act 2020*, the meeting be closed to members of the public for the consideration of the following confidential items:

20.9. Community Grants 2023

This agenda item is deemed to contain confidential information as per section 3(1)(f) of the *Local Government Act 2020* as it contains personal information, being



information which if released would result in the unreasonable disclosure of information about any person or their personal affairs. This ground applies as this item relates to a confidential community grants process.

20.10. Contract 2023-03 Asbestos Containing Material Replacement Works 4 Wharf Street, Queenscliff

This agenda item is deemed to contain confidential information as per section 3(1)(g) of the *Local Government Act 2020* as it contains private commercial information, being information provided by a business, commercial or financial undertaking that relates to trade secrets or if released, would unreasonably expose the business, commercial or financial undertaking to disadvantage. This ground applies as the report contains tender and/or contractual documentation.

21. Ratification of Confidential Items

RECOMMENDATION

That Council reopen the meeting and resume standing orders.

RECOMMENDATION

That the decisions made in camera be ratified by Council.

22. Close of Meeting

The meeting will be declared closed.



23.1. ADJUNCT TO 7 – RECORD OF INFORMAL MEETINGS OF COUNCILLORS

The Borough of Queenscliffe Governance Rules (rule 11) require tabling of records of informal meetings of Councillors at the next convenient Council meeting and that their record be included in the minutes of that Council Meeting. If there is a meeting of Councillors that:

11.1 is scheduled or planned outside of an Ordinary Meeting of Council for the purpose of discussing the business of Council or briefing Councillors; and

11.2 is attended by at least one senior member of Council staff; and

11.3 all Councillors have been invited by the Chief Executive Officer; and

11.4 a majority of Councillors are present; and

11.5 is not a Delegated Committee meeting or Community Asset Committee meeting.

Informal Meeting	Councillors	Officers	Agenda items	Conflict of interest disclosures
CEO & Councillors meeting 28 June 2023 12:30 – 1:15pm Wirrng Wirrng	Cr Tolhurst, Mayor Cr Ebbels Cr Grigau Cr Minty	Martin Gill, CEO	1. Hard rubbish collection 2. Queenscliffe Maritime Museum asbestos project 3. Night tide event 4. Shortlands Bluff 5. Assembly briefing timing	Nil.
CEO & Councillors meeting 5 July 2023	Cr Tolhurst, Mayor Cr Ebbels Cr Grigau	Martin Gill, CEO	1. Crows Nest vegetation vandalism 2. Powercore & road closures in the Borough	Nil.



Informal Meeting	Councillors	Officers	Agenda items	Conflict of interest disclosures
12:30 – 1:15pm Wirrng Wirrng	Cr Grigau		3. CP012 Events Policy Review 4. Electric Vehicle chargers & planning exemptions 5. Timing of hard waste collection 6. Timing of public toilet strategy review 7. Affordable housing 8. Cost shifting snapshot 9. Aged care	
Councillor Assembly Briefing 5 July 2023 2:30 – 4:45pm Wirrng Wirrng	Cr Tolhurst, Mayor Cr Ebbels Cr Grigau Cr Grigau	Martin Gill, CEO Tim Crawford, MPCS Abbey Tatterson, CMT Steve Ward, CMT Makenna Bryon, CC Melissa Gunn, VFO	1. CP054 Victoria Park Policy Review 2. Victoria Park Panting Schedule 3. TOMRA container deposit scheme (external presenters) 4. Communications Policy: Planning for a workshop 5. Appointment of Councillor portfolios 6. The Bellarine Times budget article	Nil.
CEO & Councillors meeting 12 July 2023 12:30pm – 1:05pm Wirrng Wirrng	Cr Tolhurst, Mayor Cr Ebbels Cr Grigau Cr Grout	Martin Gill, CEO	1. After5 event 2. Electric vehicle chargers 3. Aged care options and opportunities 4. Street furniture on Hesse Street	Nil.



Informal Meeting	Councillors	Officers	Agenda items	Conflict of interest disclosures
CEO & Councillors meeting 19 July 2023 12:36pm – 1:20pm Wirrng Wirrng	Cr Tolhurst, Mayor Cr Ebbels Cr Grigau Cr Grout	Martin Gill, CEO	1. Active Transport Strategy community feedback and next steps 2. Queenscliff Traffic Management Study 3. Cliff Stability grant funding and project scope 4. Noise complaint at the Queenscliffe Hub 5. Heritage Planning and colour schemes	Nil.
Councillor Assembly Briefing 19 July 2023 1:37pm – 5:30pm Wirrng Wirrng	Cr Tolhurst, Mayor Cr Ebbels Cr Grigau Cr Grout	Martin Gill, CEO Tim Crawford, MPCSC Gihan Kohobange, MFS Stuart Hansen, MIE Abbey Tatterson, CMT Steve Ward, CMT Carly Douglas, CMT Steve Quick, RIE Jenni Walker, HR&GC Makenna Bryon, CC	1. G21 Regional Football Strategy 2. Audit & Risk Committee extension of current members and expression of interest process update 3. Community Grant applications 2023 4. Result of the 2023 Community Satisfaction Survey 5. Murray Road design options 6. Draft Active Transport Strategy feedback and next steps	Nil.

AO – Arts officer	BSA – Business Services Accountant	BOC – Business Operations Coordinator
CC – Communications Coordinator	CEO – Chief Executive Officer	CERP – Project Officer, Climate Emergency Response Plan
CMT – Community Management Team	CSC – Community Services Coordinator	CO – Communications Officer



CSRO – Community Stakeholder Relations Officer	MPCS – Manager Planning & Community Safety	EA – Executive Assistant to the CEO, Mayor and Councillors
EPO – Executive Project Officer	HR&GC – HR & Governance Coordinator	MC – Manager Community
MFS – Manager Finance and Corporate Services	MIE – Manager Infrastructure & Environment	RC – Rates Coordinator
SLEO – Senior Law Enforcement Officer	STP – Strategic Planner	ESO – Events Support Officer
RIE – Road Infrastructure Engineer	BS&ICT – Business Systems & ICT Coordinator	VFO – Vegetation and Foreshore Officer



23.2. ADJUNCT TO 8.1 – NOTICE OF MOTION STATUS UPDATE

Date	Notice of Motion	Action	Status
22/2/23	<p>Number 2023/587: Council-led community conversation on The Voice</p> <p>That Council requests Council officers:</p> <ol style="list-style-type: none"> 1. <i>Undertake research to establish an appropriate community conversation model that is educational and accessible.</i> 2. <i>Collaborate with Wadawurrung Traditional Owners Aboriginal Corporation to ensure the proposed event is culturally safe.</i> 3. <i>Once the model is established and finalised, advertise the community conversation on all Borough-owned media channels for a period of no less than 14 days.</i> 4. <i>Deliver this community conversation event by 31 July 2023.</i> 	<p>The CEO & Mayor had a meeting with Corrina Eccles on 10 May 2023.</p> <p>The CEO had a telephone conversation with Libby Coker’s office on 12 May.</p> <p>The CEO met with officers on 16 May, 26 May, 1 June, and 6 July.</p> <p>The CEO met with the PLCA members on 9 June.</p> <p>Council has secured keynote speakers for the event.</p> <p>The Voice event has been scheduled for Sunday 13 August at 3:00pm.</p> <p>The Point Lonsdale School Hall has been booked for the event</p> <p>Advertising material is being finalised and will commence the week of 24 July</p>	In progress



23.3. ADJUNCT TO 5.1 – PUBLIC QUESTIONS STATUS UPDATE

Date	Question	Action	Status
28 June 2023	<p>Public question 5 from Ian Royce</p> <p>I live Queenscliffe and want to see it thrive. I am worried that council is wondering away from local issues. Everyday when I walk down Qcliffe streets incl hesse st I see animal excrement, foods and the like ground into paths and also dirty smelly bins...particularly in Hesse st. Why doesn't council wash these paths and Bins on a regular basis? Other councils do this often on a daily basis.</p>	<p>At the meeting, Mr Royce sought further clarification regarding the maintenance and cleaning of paths. The CEO took the question on notice.</p>	<p>Response sent on 21 July 2023 (Attachment 23.3.1)</p>
28 June 2023	<p>Public question 8 from Queenscliffe Community Association (QCA)</p> <p>The Borough is at a savage turning point where appropriate care of the natural environment and our fiercely protected heritage are under consistent and ongoing threats that are seriously eroding the important values this community holds dear and actively supports.</p> <p>3 items can be referred to as being recently done either without a permit or without knowledge of Council including-</p> <ol style="list-style-type: none"> 1. The EV Bowzers and offensive lime green road signage in front of the listed Town Hall completed by this Council without permit, despite all the relevant and prescribed heritage planning restrictions and protections. 2. The mass removal of coastal native vegetation in front of a private 	<p>The Mayor requested the CEO to respond to the QCA in wiring.</p>	<p>Response sent on 19 July 2023, (Attachment 23.3.2)</p>



	<p>residence on Lovers Walk at Crows Nest with or without permit or Council knowledge and contrary to Vegetation Management policies and highly protective overlays and regulations.</p> <p>3. The filling in of a noted Wetland on private property at Lakers Cutting and adjoining a RAMSAR protected site again without a permit.</p> <p>Are these three actions without permits or permissions acceptable to Councillors and the Administration and if not, what are the consequences for either no permit or knowledge of Council to each of these transgressions and detailed tonight?</p>		
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Attachments

1. Written response to Ian Royce [23.3.1 - 2 pages]
2. Written response to Queenscliff Community Association [23.3.2 - 3 pages]