



**Notice is given that an Ordinary Meeting of Council will be held on:**

**Date: Tuesday, 28 November 2017**  
**Time: 3pm**  
**Location: Council Chambers, Serpentine**

# **AGENDA**

**Ordinary Council Meeting**

**28 November 2017**

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**1 OPENING PRAYER**

“Almighty God, we humbly beseech thee to bless this Council, direct and prosper its deliberations towards the true welfare of your people of the Shire of Loddon.”

**2 APOLOGIES**

**3 DECLARATIONS OF CONFLICT OF INTEREST**

**4 PREVIOUS MINUTES****4.1 CONFIRMATION OF MINUTES**

**File Number:** 02/01/001

**Author:** Lynne Habner, A/Manager Executive and Commercial Services

**Authoriser:** Phil Pinyon, Chief Executive Officer

**Attachments:** Nil

**RECOMMENDATION**

That Council confirm:

1. The minutes of the Council Briefing of 24 October 2017
2. The minutes of the Ordinary Council Meeting of 24 October 2017
3. The minutes of the Special Council Meeting of 10 November 2017
4. The minutes of the Council Forum of 14 November 2017

**REPORT**

Seeking approval of the unconfirmed minutes of the previous meetings.

**5 REVIEW OF ACTION SHEET**

**5.1 REVIEW OF ACTIONS**

**File Number:** 02/01/002

**Author:** Lynne Habner, A/Manager Executive and Commercial Services

**Authoriser:** Phil Pinyon, Chief Executive Officer

**Attachments:** 1. Action Sheet

**RECOMMENDATION**

That Council receive and note the action sheet.

**REPORT**

Refer attachment.

Finalised (Completed) Actions	<b>Division:</b>	<b>Date From:</b> 1/01/2016
<b>Action Sheets Report</b>	<b>Committee:</b>	<b>Date To:</b> 31/12/2018
	<b>Officer:</b>	<b>Printed: Wednesday, 15 November 2017</b>
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**Outstanding actions from previous meetings**

ACTION NUMBER	COUNCIL MEETING	REF	DIRECTORATE	OFFICER
9	28/5/12	9.2	Operations	Manager Technical Services

**ACTION**

That Council:

1. Develop a process for the identification and prioritisation of minor community infrastructure projects which will allow for a structured approach in providing in-principle or financial support for external funding applications.

**COMMENTS**

**12/11/14:** Action item has been amended following completion of the BRIC gymnasium development project utilising "Putting Local's First" funding. Elements of this action have been simplified to exclude those relating to the BRIC project and focusing now on the remaining action element being the development of operational guidelines for receiving, prioritising and applying for external funding in respect to minor community infrastructure projects.

**11/6/2015:** Manager Infrastructure has commenced development of a draft project identification template and scoping document along with associated prioritisation criteria and explanatory notes.

**11/09/2015:** Progress on development of assessment and prioritisation criteria for minor community Infrastructure projects has been delayed due to competing operational priorities. Delivery of this action item shall be raised with the Manager of Infrastructure as a matter of urgency.

**11/02/2016:** Matter has been raised with the responsible officer however no further progress has been made on development of the required process and guideline.

**12/05/2016:** Development of minor community infrastructure project assessment and prioritisation guidelines has been incorporated into the 2016/17 performance objectives of the new Manager Technical Services.

**10/6/2016:** No progress to date - will be considered with review of building assets

**11/08/2016:** Review of methodology for identification and prioritisation of community infrastructure projects has commenced. Consideration is currently being given to frameworks which have been adopted by other LGA's (i.e. City of Greater Bendigo Capital Investment Assessment Framework).

**20/02/2017:** Progress on developing community infrastructure project prioritisation guideline has been delayed due to competing priorities and resource constraints. Project is being handed over to the recently appointed Project/Contract Officer for further progression.

**19/04/2017:** The Manager Technical Services and Project/Contract Officer are working together to progress the establishment of an Assessment Framework based upon the 2017/18 projects.

**13/07/2017:** No further action has been taken due to staff resource constraints.

**02/08/2017:** No further action. Benchmarking with other neighbouring Councils will be undertaken subject to successful recruitment of Assets and Buildings Coordinator.

**11/09/2017:** New Assets and Building Co-ordinator has commenced and will prioritise as matter of urgency.

**17/10/2017:** Process for evaluation and prioritising of minor community projects is being developed and a draft is planned to be reported early in 2018.



Finalised (Completed) Actions	<b>Division:</b>	<b>Date From:</b> 1/01/2016
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**14/11/2017:** Work has commenced and is continuing in developing this process.

ACTION NUMBER	COUNCIL MEETING	REF	DIRECTORATE	OFFICER
66	25/2/14	7.4	Operations	Manager Technical Services

**ACTION**

That Council look at the future needs of buildings under Council control but 'not currently covered by the Building Asset Management Plan and report to Council.

**COMMENTS**

**8/4/14:** All buildings identified within the shire are currently covered in the BAMP. Council have requested that the BAMP be reviewed in relation to the buildings that receive no financial support. A review of the BAMP is scheduled to be undertaken later this calendar year. At this time a review of all provisions will be undertaken with a subsequent report provided for Council consideration.

**11/11/14:** Review of the BAMP has been rescheduled to later this financial year due to commitments of staff in preparing the Road Asset Management and Stormwater Asset management Plans as a matter of priority. Preliminary discussions and consideration on service levels for various building categories has commenced however e.g. public toilets.

**11/6/15:** Review of the BAMP has been rescheduled following completion of the annual asset valuation data. It is expected that commencement of the BAMP review will occur following the completion of the Stormwater Asset Management Plan in September 2015.

**11/09/15:** Manager Policy & Strategy is finalising both the Urban Drainage Asset Management and Road Asset Management Plans. Following completion of these strategies focus shall be placed upon the revision of the Building Asset management Plan. Due to delays in progress with the development of the UDAMP and RAMP, work on the BAMP is now scheduled to commence in November 2015.

**11/02/16:** Draft RAMP and UDAMP have been prepared. Final review of draft documents is occurring in preparation for discussion with Council in March. Enquiries are being made with appropriately qualified consultants to gather necessary building asset data in preparation of commencement on the BAMP review later this year.

**10/6/2016:** Consultants are currently being interviewed regarding building asset system and data capture. Consultant should be engaged July/August with data capture due by end of 2016.

**5/7/2016:** Consultants from Assetic has been engaged to perform condition assessment of all the Council owned/managed buildings. Additionally, Assetic system has been purchased as a new corporate asset management system for building assets with future inclusion of roads and drainage assets.

**11/08/2016:** Register of buildings for inspection has been finalised and consultants will be commencing on site inspections and data capture by the end of August. It is expected that the data capture process could take up to 60 days after which time processing and analysis will commence to inform investment scenario modelling within the revised BAMP

**31/08/2016:** Building audits have now commenced. A total of 178 Council buildings have been identified for audit. In addition to data capture on structure details, inspections will also identify immediate works required where building element conditions are below service level intervention standards. These works will then form the basis of future building capital works programs and inform preparation of the future investment demand for the LTFP and BAMP.

**4/10/16:** Building audits are approximately 80% complete. It is anticipated that full audit details and population of the Asset Management System which has been procured,

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will be complete by the end of October 2016. Data modelling within the Asset Management package will then be used to inform development of the new draft Asset Management Plan.

**10/11/16:** Audit of Council buildings has been completed. Condition profiles for building stock are now being compiled to inform preparation of draft BAMP. It is anticipated that presentation of initial audit results to Council will occur in either December or January.

**20/2/17:** Post audit processing of building data has been slightly delayed due to resource constraints. Officers are in the process of finalising to produce renewal gap modelling prior to presentation of audit findings to Council. Outputs from audit process are also being utilised in the preparation of a building component of the 2017-2017 Annual Infrastructure Program.

**20/03/2017:** Preliminary modelling of long term investment requirements across the portfolio of Council buildings has now been completed. Summary report for Council is being prepared to convey initial findings however detailed analysis and adjustment is still required to take into consideration the current policies contained within the BAMP as well as preparation of various scenarios if service levels are changed. Scenario models will be presented to Council as part of developing the revised BAMP.

**19/04/2017:** First Draft of BAMP is expected in the first quarter of 2017/18.

**13/07/2017:** Due to delay in successful recruitment to the vacant position of Assets and Buildings Coordinator, it is very likely that the first draft of BAMP will be delayed.

**02/08/2017:** No further action.

**11/09/2017:** New Assets and Building Co-ordinator has commenced and will prioritise as matter of urgency.

**17/10/2017:** A draft of the Building Asset Management Plan is planned to be presented to Council December meeting.

**14/11/2017:** With the successful recruitment of Assets and Buildings Coordinator, revision of Council's Building Asset Management Plan is underway as per the recommendation of review undertaken in 2016/17. Financial information on Council owned buildings has been finalised and officers are currently working on the level of service for building assets. Once finalised, the data will be uploaded into the Asset Management system to identify Council's annual liability and renewal need and as such the draft BAMP will then be presented to Loddon Leaders and MEG for endorsement before presenting to Council for public comments.

Finalised (Completed) Actions	<b>Division:</b>	<b>Date From:</b> 1/01/2016
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Type	Meeting	Officer/Director	Subject	Est. Compl.	Emailed	Completed
Report	Ordinary Council Meeting 26 September 2017	Indivar Dhakal	Disposal of Water Supply Pipelines from Skinner's Flat Reservoir, Wedderburn Caravan Park Reservoir and Inglewood Reservoir	10/10/2017	9/10/2017	
8.7 2017/35		Steven Phillips				
<b>RESOLUTION 2017/35</b>						
Moved: Cr Cheryl McKinnon						
Seconded: Cr Colleen Condliffe						
That Council:						
<ol style="list-style-type: none"> <li>In view of the pending construction of the South West Loddon Pipeline, approve the disconnection and abandonment of the entire existing water supply pipeline network from Skinner's Flat Reservoir and Wedderburn Caravan Park Reservoir and notification of all affected pipeline users.</li> <li>Endorse Council's involvement in stakeholder engagement meeting(s) between affected customers of the existing pipeline and GWM Water.</li> <li>Consent to the handover to Grampians Wimmera Mallee (GWM) Water, at no cost, of the ownership and management of the existing water supply pipeline from Inglewood Reservoir and that all affected users be notified.</li> </ol>						
<b>CARRIED</b>						
<p><i>08 Nov 2017 - 8:58 AM - Indivar Dhakal</i> Discussions with GWM Water has been started regarding the handover of Inglewood pipeline.</p> <p><i>17 Oct 2017 - 12:11 PM - Christine Coombes</i> Letter sent to all users of Skinners Flat pipeline advising of Council decision and reason behind decision. Also advised that representatives of GWMWater and Council will visit affected residences in the coming weeks.</p> <p>Letter being prepared to send to GWMWater regarding Council abandonment of Skinners Flat pipeline and agreement to obtaining "recreational" water for Skinners Flat, Wedderburn Caravan Park reservoir and Inglewood Reservoir. Also advise that Council is prepared to handover the ownership and management of the existing Inglewood pipeline to GWMWater including the new extension works.</p> <p>A letter to the Wedderburn Sports Clubs and the Inglewood sports Clubs affected is being prepared. A copy of Council decision will be provided to all Clubs.</p>						
Type	Meeting	Officer/Director	Subject	Est. Compl.	Emailed	Completed
New Item 11.1 2017/77	Ordinary Council Meeting 24 October 2017	Steven Phillips Phil Pinyon		7/11/2017	6/11/2017	

Finalised (Completed) Actions

Division:  
Committee:  
Officer:Date From: 1/01/2016  
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Action Sheets Report

Printed: Wednesday, 15 November 2017  
2:58:14 PM**11.1 MEMSIE STATE SCHOOL****RESOLUTION 2017/77**Moved: Cr Gavan Holt  
Seconded: Cr Geoff Curnow

Council resolved that the matter of the plaque for the Memsie State School should be expedited as quickly as possible.

**CARRIED***10 Nov 2017 - 10:00 AM - Steven Phillips*

The land holders on which the old Memsie school site is located (Shannon & Steve Brown) have agreed for the plaque to be located on their property, at the old school site, just inside their property fence. The plaque has been ordered. The access to the site is limited due to the paddock being under crop, the installation of the plaque will take place after the crop has been harvested.

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**Actions completed since last meeting**

Type	Meeting	Officer/Director	Subject	Est. Compl.	Emailed	Completed
Report 7.2 2016/39	Ordinary Council Meeting 13 December 2016	Carolyn Stephenson Steven Phillips	Planning Scheme Amendment to Correct Mapping Errors	27/12/2016	16/12/2016	17/11/2017
<b>RESOLUTION 2016/39</b>						
Moved: Cr Colleen Condliffe						
Seconded: Cr Cheryl McKinnon						
That Council						
<ol style="list-style-type: none"> <li>Request authorisation from the Minister for Planning to prepare an amendment to the Loddon Planning Scheme to correct the mapping errors as identified in the attached table.</li> <li>Should authorisation be provided, prepare the amendment and place the amendment on exhibition.</li> </ol>						
<b>CARRIED</b>						
<p><i>17 Nov 2017 - 2:03 PM - Carolyn Stephenson</i> Action completed by: Carolyn Stephenson Amendment approved and all affected land owners notified.</p> <p><i>23 Oct 2017 - 9:14 AM - Carolyn Stephenson</i> Amendment approved and gazetted on 19.10.17. Relevant notice will now be undertaken to inform affected land owners.</p> <p><i>17 Oct 2017 - 11:26 AM - Carolyn Stephenson</i> Dept have advised that it has been approved by the Minister and we are awaiting gazettal, which should be Thursday 19.10.17.</p> <p><i>11 Sep 2017 - 11:27 AM - Carolyn Stephenson</i> DELWP have advised that we should have a decision by the end of the week</p> <p><i>31 Jul 2017 - 2:26 PM - Carolyn Stephenson</i> Final documents and request for approval lodged with the Minister for Planning</p> <p><i>12 Jul 2017 - 4:59 PM - Christine Coombes</i> The C39 amendment report has been prepared for councils adoption and approval to submit to the Minister for approval.</p> <p><i>03 Jul 2017 - 11:44 AM - Carolyn Stephenson</i> Report prepared for July meeting</p> <p><i>30 May 2017 - 12:57 PM - Carolyn Stephenson</i> Currently on exhibition. Exhibition closes 26th June. Will be reported to July meeting.</p> <p><i>16 May 2017 - 1:59 PM - Christine Coombes</i> Still waiting on Ministerial approval from DELWP. Proposed public exhibition is 25 May 2017.</p> <p><i>03 May 2017 - 12:18 PM - Carolyn Stephenson</i> Still waiting for Ministerial authorisation for exhibition</p> <p><i>21 Mar 2017 - 9:38 AM - Carolyn Stephenson</i></p>						

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Currently on exhibition. Exhibition closes 26th June. Will be reported to July meeting.						
Type	Meeting	Officer/Director	Subject	Est. Compl.	Emailed	Completed
Report 8.2 2017/125	Ordinary Council Meeting 25 July 2017	Carolyn Stephenson Steven Phillips	Loddon Planning Scheme Amendment C39 - Adoption	8/08/2017	31/07/2017	17/11/2017
<b>RESOLUTION 2017/125</b>						
Moved: Cr Cheryl McKinnon Seconded: Cr Colleen Condliffe						
That Council adopt Amendment C39 to the Loddon Planning Scheme as exhibited and submit the amendment to the Minister for Planning for approval.						
						<b>CARRIED</b>
<p>17 Nov 2017 - 2:03 PM - Carolyn Stephenson Action completed by: Carolyn Stephenson Amendment approved and all affected land owners notified.</p> <p>23 Oct 2017 - 9:12 AM - Carolyn Stephenson Amendment approved and gazetted on 19.10.17. Relevant notice will now be undertaken to inform affected land owners.</p> <p>17 Oct 2017 - 11:25 AM - Carolyn Stephenson Dept have advised that it has been approved by the Minister and we are awaiting gazettal, which should be Thursday 19.10.17.</p> <p>11 Sep 2017 - 11:27 AM - Carolyn Stephenson DELWP have advised that we should have a decision by the end of the week</p> <p>31 Jul 2017 - 2:26 PM - Carolyn Stephenson Documents and request for approval lodged with the Minister for Planning</p>						
Type	Meeting	Officer/Director	Subject	Est. Compl.	Emailed	Completed
Report 8.6 2017/34	Ordinary Council Meeting 26 September 2017	Alexandra Jefferies Steven Phillips	Planning application 5225- Irrigation layout	10/10/2017	9/10/2017	15/11/2017
<b>RESOLUTION 2017/34</b>						
Moved: Cr Colleen Condliffe Seconded: Cr Geoff Curnow						
That Council approve the development of earthworks for the purpose of irrigation shown on the plans and subject to the draft conditions attached.						
						<b>CARRIED</b>

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15 Nov 2017 - 8:16 AM - *Christine Coombes*  
 Action completed by: Christine Coombes  
 Permit 5225 has been issued on 1/11/2017

17 Oct 2017 - 12:02 PM - *Alexandra Jefferies*  
 Still within 21 days. can be issued 30/10/2017

09 Oct 2017 - 11:53 AM - *Alexandra Jefferies*  
 Notice of decision issued, permit will be granted in 21 ays + 3 postage if no appeal is lodged

Type	Meeting	Officer/Director	Subject	Est. Compl.	Emailed	Completed
New Item	Ordinary Council Meeting 26 September 2017	Steven Phillips	Pyramid Hill Parking	10/10/2017	9/10/2017	14/11/2017
11.6		Phil Pinyon				

**11.6 PYRAMID HILL PARKING**

Cr McKinnon referred to parking in Pyramid Hill at two places near the supermarket, requesting that wheel stops be installed in these car parks.

14 Nov 2017 - 5:00 PM - *Steven Phillips*  
 Action completed by: Steven Phillips

The wheel stops have been installed.

13 Nov 2017 - 4:34 PM - *Christine Coombes*  
 Action reassigned to Steven Phillips by: Christine Coombes

17 Oct 2017 - 9:20 AM - *Peter Cownley*  
 wheel stops ordered and will be installed when received

10 Oct 2017 - 9:05 AM - *Peter Cownley*  
 Site has been inspected and matter discussed with Supermarket owner. Cost and supplier of wheel stops as used by Wedderburn streetscape project have been identified. Problem was unclear and has been clarified in discussions with Cr McKinnon.

Type	Meeting	Officer/Director	Subject	Est. Compl.	Emailed	Completed
Report	Ordinary Council Meeting 24 October 2017	Indivar Dhakal	Renewal of Murphy Creek Bridge on Woodstock Road	7/11/2017	6/11/2017	8/11/2017
8.1		Steven Phillips				
2017/54						

**RESOLUTION 2017/54**

Moved: Cr Geoff Curnow  
 Seconded: Cr Gavan Holt

That Council allocate a budget of \$350,700 in the 2018-19 budget to complement the \$350,000 grant received under the Bridges Renewal funding program for the replacement of Murphy Creek Bridge on Woodstock Road.

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**CARRIED**

08 Nov 2017 - 8:58 AM - Indivar Dhakal

Action completed by: Indivar Dhakal

Offer of Funding document has been signed and sent back to Department of Infrastructure and Regional Development. Murphy Creek bridge has been added onto Council's Rolling Program for the year 2018/2019.

Type	Meeting	Officer/Director	Subject	Est. Compl.	Emailed	Completed
Report	Ordinary Council Meeting 24 October 2017	Christine Coombes	2017 Christmas New Year Holiday Period	7/11/2017	6/11/2017	13/11/2017
8.2		Phil Pinyon				
2017/55						

**RESOLUTION 2017/55**

Moved: Cr Geoff Curnow

Seconded: Cr Gavan Holt

That:

1. Council approve the closure of the Wedderburn and Serpentine administrative centres from midday Friday 22 December 2017 and reopening at 8.15 am on Tuesday 2 January 2018
2. notice of these amended office hours be published in the public notices sections of local newspapers circulating within the Loddon Shire.

**CARRIED**

13 Nov 2017 - 1:24 PM - Christine Coombes

Action completed by: Christine Coombes

Advertisement of the Loddon Shire Christmas New Year Holiday Period closure will commence on Saturday 9 December 2017.

Type	Meeting	Officer/Director	Subject	Est. Compl.	Emailed	Completed
Report	Ordinary Council Meeting 24 October 2017	Phil Pinyon	2018 Council Meeting Schedule	7/11/2017	6/11/2017	6/11/2017
8.3		Phil Pinyon				
2017/56						

**RESOLUTION 2017/56**

Moved: Cr Geoff Curnow

Seconded: Cr Gavan Holt

That Council:



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1. approve the schedule of Council Meetings for 2018 as contained within this report, noting that the April meeting will be corrected to Tuesday 24 April.
2. provide public notice of the Council Meetings schedule.

**CARRIED**

06 Nov 2017 - 4:01 PM - Phil Pinyon

Action completed by: Phil Pinyon

Schedule being advertised in accordance with established practice.

Type	Meeting	Officer/Director	Subject	Est. Compl.	Emailed	Completed
Report	Ordinary Council Meeting 24 October 2017	Deanne Caserta	Finance Report for the period ending 30 September 2017	7/11/2017	6/11/2017	6/11/2017
8.4		Sharon Morrison				
2017/57						

**RESOLUTION 2017/57**

Moved: Cr Geoff Curnow

Seconded: Cr Gavan Holt

That Council:

1. receives and notes the 'Finance report for the period ending 30 September 2017'
2. approves budget revisions included in the report for internal reporting purposes only
3. approves the supplementary valuations of rateable and non-rateable properties in respect of the 2017/18 financial year, as returned by the Shire Valuer, LG Valuations Pty Ltd, and endorses them being incorporated into the Register of Rateable and Non Rateable Properties and Rate Book for 2017/18.

**CARRIED**

06 Nov 2017 - 3:21 PM - Deanne Caserta

Action completed by: Deanne Caserta

Complete, no further actions required.

Type	Meeting	Officer/Director	Subject	Est. Compl.	Emailed	Completed
Report	Ordinary Council Meeting 24 October 2017	Sharon Morrison	Section 86 Committee of Management - Revoke Instrument of Delegation - Mitiamo Recreation Reserve	7/11/2017	6/11/2017	13/11/2017
8.5		Sharon Morrison				
2017/58						

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**RESOLUTION 2017/58**

Moved: Cr Gavan Holt  
 Seconded: Cr Geoff Curnow

That Council:

1. Revoke the instrument of delegation to Mitiamo Recreation Reserve Section 86 committee;
2. Endorse the issuing of a Management Agreement to Mitiamo Football and Netball Inc

**CARRIED**

*13 Nov 2017 - 8:47 AM - Sharon Morrison*  
 Action completed by: Sharon Morrison  
 Committee advised and management agreement created for new committee.

Type	Meeting	Officer/Director	Subject	Est. Compl.	Emailed	Completed
Report	Ordinary Council Meeting 24 October 2017	Sharon Morrison	Section 86 Committee of Management - Revoke Instrument of Delegation - Inglewood Riding Club Inc	7/11/2017	6/11/2017	13/11/2017
8.6		Sharon Morrison				
2017/59						

**RESOLUTION 2017/59**

Moved: Cr Colleen Condliffe  
 Seconded: Cr Geoff Curnow

That Council:

1. Revoke the instrument of delegation to Inglewood Riding Club Inc;
2. Endorse the issuing of a Management Agreement jointly to the Inglewood Riding Club Inc and Inglewood Cars and Bikes Inc.
3. Work with Inglewood Riding Club Inc and Inglewood Cars and Bikes Inc to ensure they have access to affordable insurance.

**CARRIED**

*13 Nov 2017 - 8:48 AM - Sharon Morrison*  
 Action completed by: Sharon Morrison

Finalised (Completed) Actions	<b>Division:</b>	<b>Date From:</b> 1/01/2016
<b>Action Sheets Report</b>	<b>Committee:</b>	<b>Date To:</b> 31/12/2018
	<b>Officer:</b>	<b>Printed: Wednesday, 15 November 2017</b>
		<b>2:58:14 PM</b>

Committees advised and new management agreement created for committees.						
Type	Meeting	Officer/Director	Subject	Est. Compl.	Emailed	Completed
Report	Ordinary Council Meeting 24 October 2017	Sharon Morrison	Section 86 Committee of Management - Revoke Instrument of Delegation - Dingee Progress Association	7/11/2017	6/11/2017	13/11/2017
8.7		Sharon Morrison				
2017/60						
<b>RESOLUTION 2017/60</b>						
Moved: Cr Geoff Curnow						
Seconded: Cr Gavan Holt						
That Council:						
<ol style="list-style-type: none"> <li>1. disband the section 86 committee;</li> <li>2. revoke the instrument of delegation to Dingee Progress Association;</li> <li>3. work with Dingee Progress Association to ensure they have access to affordable insurance for events they run.</li> </ol>						
<b>CARRIED</b>						
<i>13 Nov 2017 - 8:49 AM - Sharon Morrison</i>						
Action completed by: Sharon Morrison						
Committee advised.						
Type	Meeting	Officer/Director	Subject	Est. Compl.	Emailed	Completed
Report	Ordinary Council Meeting 24 October 2017	Sharon Morrison	Section 86 Committee of Management - Revoke Instrument of Delegation - Boort Business and Tourism Council	7/11/2017	6/11/2017	13/11/2017
8.8		Sharon Morrison				
2017/61						
<b>RESOLUTION 2017/61</b>						
Moved: Cr Geoff Curnow						
Seconded: Cr Gavan Holt						
That Council revoke the instrument of delegation to the Boort Business and Tourism Council.						
<b>CARRIED</b>						

Finalised (Completed) Actions	<b>Division:</b>	<b>Date From:</b> 1/01/2016
<b>Action Sheets Report</b>	<b>Committee:</b>	<b>Date To:</b> 31/12/2018
	<b>Officer:</b>	<b>Printed: Wednesday, 15 November 2017</b>
		<b>2:58:14 PM</b>

<p>13 Nov 2017 - 8:49 AM - Sharon Morrison                  Action completed by: Sharon Morrison                  Committees advised.</p>						
Type	Meeting	Officer/Director	Subject	Est. Compl.	Emailed	Completed
Report 8.10 2017/65	Ordinary Council Meeting 24 October 2017	Lynne Habner Phil Pinyon	MAV STUDY FOR POPULATION POLICY FOR VICTORIA	7/11/2017	6/11/2017	8/11/2017
<p><b>RESOLUTION 2017/65</b></p> <p>Moved: Cr Geoff Curnow                  Seconded: Cr Colleen Condliffe</p> <p>That Council contribute \$1,500 to the MAV modelling study 'The optimal Population for Victoria and its regions to 2050: how to make Victoria and its regions more productive', to be funded from the budget for the Economic Development Strategy.</p>						<b>CARRIED</b>
<p>08 Nov 2017 - 4:00 PM - Lynne Habner                  Action completed by: Lynne Habner                  Completed. MAV was advised that Loddon Shire Council will contribute to the study to the value of \$1500.</p>						
Type	Meeting	Officer/Director	Subject	Est. Compl.	Emailed	Completed
Report 9.2 2017/67	Ordinary Council Meeting 24 October 2017	Sharon Morrison Sharon Morrison	Quarterly Report against Council Plan	7/11/2017	6/11/2017	13/11/2017
<p><b>RESOLUTION 2017/67</b></p> <p>Moved: Cr Geoff Curnow                  Seconded: Cr Colleen Condliffe</p> <p>That Council note the progress against the actions in the Council Plan contained in the attachment to this report.</p>						<b>CARRIED</b>
<p>13 Nov 2017 - 8:50 AM - Sharon Morrison                  Action completed by: Sharon Morrison</p>						

Finalised (Completed) Actions	<b>Division:</b>	<b>Date From:</b> 1/01/2016
<b>Action Sheets Report</b>	<b>Committee:</b>	<b>Date To:</b> 31/12/2018
	<b>Officer:</b>	<b>Printed: Wednesday, 15 November 2017</b>
		<b>2:58:14 PM</b>

Software is being upgraded in November. Any new reports to be tested prior to next quarterly reporting period.

Type	Meeting	Officer/Director	Subject	Est. Compl.	Emailed	Completed
Report 9.3 2017/68	Ordinary Council Meeting 24 October 2017	Lynne Habner Phil Pinyon	Review of caravan park fees	7/11/2017	6/11/2017	13/11/2017

**RESOLUTION 2017/68**

Moved: Cr Gavan Holt  
Seconded: Cr Geoff Curnow

That Council:

- adopt an amendment to fees and charges for the Wedderburn Pioneer Caravan Park to \$20 per night, \$100 per week, and \$5 for "additional to 2 people staying" for powered sites, and \$15 per night, \$100 per week and \$5 for "additional to 2 people staying" for unpowered sites, effective from 30 October 2017
- adopt an amendment to fees and charges for the Bridgewater Public Caravan Park for powered sites for a peak weekly rate of \$180, effective from 30 October 2017
- adopt an amendment to Council's Fees and Charges Schedule to introduce processes for Council's caravan parks to take deposits and retain cancellation fees as outlined in this report, effective from 30 October 2017
- note that fees and charges are reviewed annually, and future adjustments may be made by Council as required.

**CARRIED**

13 Nov 2017 - 11:43 AM - Lynne Habner

Action completed by: Lynne Habner

Completed. Updated Fees and Charges Schedule is on website and caravan park managers advised of new charges.

Type	Meeting	Officer/Director	Subject	Est. Compl.	Emailed	Completed
Report 10.6 2017/75	Ordinary Council Meeting 24 October 2017	Sharon Morrison Sharon Morrison	Adoption of the Annual Report for the period ending 30 June 2017	7/11/2017	6/11/2017	13/11/2017

**RESOLUTION 2017/75**

Moved: Cr Geoff Curnow  
Seconded: Cr Gavan Holt

Finalised (Completed) Actions	<b>Division:</b>	<b>Date From:</b> 1/01/2016
<b>Action Sheets Report</b>	<b>Committee:</b>	<b>Date To:</b> 31/12/2018
	<b>Officer:</b>	<b>Printed: Wednesday, 15 November 2017</b>
		<b>2:58:14 PM</b>

That Council approves the Loddon Shire Council Annual Report for the period ending 30 June 2017.

**CARRIED**

13 Nov 2017 - 8:51 AM - Sharon Morrison

Action completed by: Sharon Morrison

Report distributed to key stakeholders.

Type	Meeting	Officer/Director	Subject	Est. Compl.	Emailed	Completed
New Item	Ordinary Council Meeting 24 October 2017	Phil Pinyon	WEDDERBURN POLICE STATION SITE	7/11/2017	6/11/2017	13/11/2017
11.2		Phil Pinyon				
2017/78						

**11.2 WEDDERBURN POLICE STATION SITE**

**RESOLUTION 2017/78**

Moved: Cr Gavan Holt

Seconded: Cr Geoff Curnow

That Council write to the Police Minister expressing interest in the existing Wedderburn police station once it becomes surplus to State Government requirements, subject to any financial arrangements being acceptable to Council and a building and pest report being conducted that does not reveal significant rectification issues..

**CARRIED**

13 Nov 2017 - 12:36 PM - Phil Pinyon

Action completed by: Phil Pinyon

A letter has been sent to the Police Minister expressing interest in the existing Wedderburn police station once it becomes surplus to State Government requirements, subject to the provisos nominated in the resolution.

**6 MAYORAL REPORT**

**6.1 MAYORAL REPORT**

**File Number:** 02/01/001

**Author:** Lynne Habner, A/Manager Executive and Commercial Services

**Authoriser:** Phil Pinyon, Chief Executive Officer

**Attachments:** Nil

**RECOMMENDATION**

That Council receive and note the Mayoral Report

**REPORT**

The Mayor will present a report at the meeting.

**7 COUNCILLORS' REPORT**

**7.1 COUNCILLORS' REPORTS**

**File Number:** 02/01/001

**Author:** Lynne Habner, A/Manager Executive and Commercial Services

**Authoriser:** Phil Pinyon, Chief Executive Officer

**Attachments:** Nil

**RECOMMENDATION**

That Council receive and note the Councillors' reports

**REPORT**

Each Councillor will present a report at the meeting.



**8 DECISION REPORTS****8.1 PLANNING COMPLIANCE AND ENFORCEMENT ACTIVITY REPORT**

**File Number:** 13/01/002  
**Author:** Alexandra Jefferies, Planning Officer  
**Authoriser:** Glenn Harvey, Manager Development and Compliance  
**Attachments:** Nil

**RECOMMENDATION**

That Council receive and note the planning compliance and enforcement activity report.

**CONFLICT OF INTEREST**

There is no conflict of interest for any council staff member involved in writing this report, or involved in the subject matter of the report.

**PREVIOUS COUNCIL DISCUSSION**

This is the first report for the 2017 – 2018 financial year, summarising planning compliance and enforcement activities undertaken within the Development and Compliance Department in the area of planning. It provides Council with a high level summary for the purpose of monitoring performance within this area.

**BACKGROUND**

Loddon Shire Council provides a range of planning advisory, compliance and enforcement services to the community. The role of the Local Laws/Planning Compliance Officer includes enforcing existing planning permit conditions and following up possible breaches of the scheme that are reported to Council.

**ISSUES/DISCUSSION**

Table 1 provides a summary of compliance and enforcement activities undertaken by the planning unit.

*Table 1: Compliance and enforcement activities*

Quarter 1 (1 July 2017 – 30 September 2017)						
Type	No. identified from previous report period	New action commenced	No. currently pursuing resolution	Notice to comply issued	PIN's issued	No. resolved during this quarter
Land use in contravention of planning scheme without a permit		2	1			1

Native vegetation removal without a permit	1	3	2		1	1
Breach of planning permit		1				1
Dog breeding and animal keeping facility	1	2	3			
Land used as a store without planning permit		5	4			1
Occupation of a shed without a planning permit		1	1			
<b>Total</b>	<b>2</b>	<b>14</b>	<b>11</b>	<b>0</b>	<b>1</b>	<b>4</b>

The Development and Compliance Department aims to work with property owners to achieve a positive outcome within the legislative framework set by the State Government.

### **COST/BENEFITS**

The cost to Council can be significant in terms of officer(s) time; particularly undertaking inspections at various locations around the Shire. Direct monetary costs can be significant should a matter progress to VCAT or the Magistrates Court. Therefore it is of benefit to Council and the community that the Development and Compliance Department work through these matters in a timely and respectful manner to reach an appropriate outcome.

### **RISK ANALYSIS**

Failure of Council to adequately address breaches of the Loddon Shire Planning Scheme could result in the following risks:

- inappropriate development
- development that endangers life and property
- negative perceptions of Council's reputation as a responsible Authority
- breaches of the Planning & Environment Act 1987

### **CONSULTATION AND ENGAGEMENT**

The consultation/engagement that has occurred in individual situations is briefly listed against each matter shown in the attachment.

**8.2 LODDON SHIRE COUNCIL TOURISM MARKETING PLAN**

**File Number:** 16/07/003  
**Author:** Robyn Vella, Marketing and Tourism Officer  
**Authoriser:** Lynne Habner, Manager Executive and Commercial Services  
**Attachments:** 1. Tourism Marketing Plan  
2. Public comments Loddon Shire Council Tourism Marketing Plan

**RECOMMENDATION**

That Council

1. Note the additional changes to the Tourism Marketing Plan
2. Adopt the Tourism Marketing Plan 2017 – 2020
3. Approve an additional \$3000 to the 2017 - 2018 tourism allocated budget, to be sourced from surplus.

**CONFLICT OF INTEREST**

There is no conflict of interest for any Council staff member involved in the preparation of this report, or involved in the subject matter of the report.

**PREVIOUS COUNCIL DISCUSSION**

Approval was granted at the September 2017 Council meeting to place the draft Loddon Shire Council Tourism Marketing Plan on display seeking public feedback.

**BACKGROUND**

In Council's Tourism Strategy 2016 – 2019, an action under the focus area of Marketing and Branding is to develop a marketing plan for each of the main towns in the Shire: Bridgewater, Inglewood, Boort, Pyramid Hill, Tarnagulla and Wedderburn, aligning the smaller towns with the larger towns. The objective is to promote towns in the region and their distinct personalities and offerings to potential visitors.

Council commissioned Sharon Wells of Pan and Bacchanalia to develop a Tourism Marketing Plan for Loddon Valley, drilling down into the distinct personalities of the main towns aligning the relevant small towns.

As part of developing the plan, community workshops were held in Bridgewater, Boort, Inglewood, Tarnagulla, Pyramid Hill and Wedderburn.

In these workshops the key products, assets and experiences in the region and the towns were identified, as well as the strengths, weaknesses opportunities and threats.

One of the first steps and critical tasks during the workshop and plan was to identify and gain agreement on the unique qualities and points of difference for the Loddon Valley and the towns.

After the workshops, participants were sent a draft copy of the information collated for their town and surrounds to submit further content or feedback.

The draft Tourism Marketing Plan has been created defining the points of difference for Loddon Valley breaking them down for the specific towns.

This plan identifies actions to move forward in promotions and communicating the points of difference over the next 3 years.

At the September 2017 Council meeting, approval was granted to place the draft Tourism Marketing Plan 2017-2020 on display seeking public feedback.

The Tourism Marketing Plan 2017-2020 was placed on display from 30 September to 16 October 2017.

### **ISSUES/DISCUSSION**

Feedback was received from Ms Helenita Garchitorena, Pyramid Hill, Ms Jill Ramskill, Mitiamo General Store, Mrs Dot Silke, Rostrata Country House, and on behalf of the Loddon Southern Development and Tourism Committee.

The Tourism and Marketing Officer has provided recommendations or outcomes with the individual feedback obtained.

The feedback obtained from Helenita Garchitorena for the Loddon Shire Council Tourism Marketing Plan needs to be directed to the Pyramid Hill Progress Association for consideration and further direction to Council. The outcomes for the Pyramid Hill, Mitiamo, Dingee and Calivil section has been developed from community consultation.

The feedback obtained from Dot Silke is listed in the Tarnagulla, Newbridge, Laanecoorie, Eddington and Logan section 10 under activities and opportunities.

The feedback obtained from Jill Ramskill, in numbers 1 to 5 in the attached comments, has been inserted into the Loddon Shire Council Tourism and Marketing Plan under section 6.2 strengths.

Feedback in number 4 referring to item 6 of the document states that Mitiamo, Dingee and Calivil are different geology and farming, and therefore shouldn't be under the title of Pyramid Hill.

The grouping of towns for the establishment of this plan was based around infrastructure, directional routes from major towns and points of difference.

Pyramid Hill, Mitiamo, Dingee and Calivil were grouped together due to tourism linkages in place such as, the daily V/Line passenger train, the Bendigo Pyramid Road that connects Dingee, Mitiamo, Calivil and Pyramid Hill from Bendigo, the camping that Pyramid Hill, Mitiamo and Calivil provides, and the three granite outcrops with flora and fauna.

### **COST/BENEFITS**

This plan will benefit Council, local businesses and organisations, providing direction for future marketing campaigns for the region and towns.

The Council, local businesses and organisations can view the SWOT analysis for the region and towns, seeking ways to improve on our weaknesses and turning some of the opportunities into strengths.

Towns have ownership of their section of the plan which can be incorporated into marketing and promotions for their area.

To successfully deliver the new Loddon Shire Tourism Marketing Plan an additional \$9,000 is required over three years. \$3000 is sought in the 2017-2018 tourism allocated budget and a further \$6,000 will be bid for the budgets for the following two financial years.

### **RISK ANALYSIS**

No major risks have been identified in relation to implementing the Plan.

Actions identified within the plan will assist immensely to bring operators/organisations together to collaboratively market the points of difference for Loddon Valley that will help to grow visitor yield and increase extended stays.

One risk is in respect to the potential lack of enthusiasm and participation by operators/organisations to collaboratively deliver the actions in the plan for the betterment of the region.

To minimise this risk local businesses and organisations will be:

- Invited to attend further workshops for the marketing plan
- Encouraged to attend the Loddon Valley Tourism Business Network Dinner
- Involved in the development of marketing campaigns for the region and towns.

## **CONSULTATION AND ENGAGEMENT**

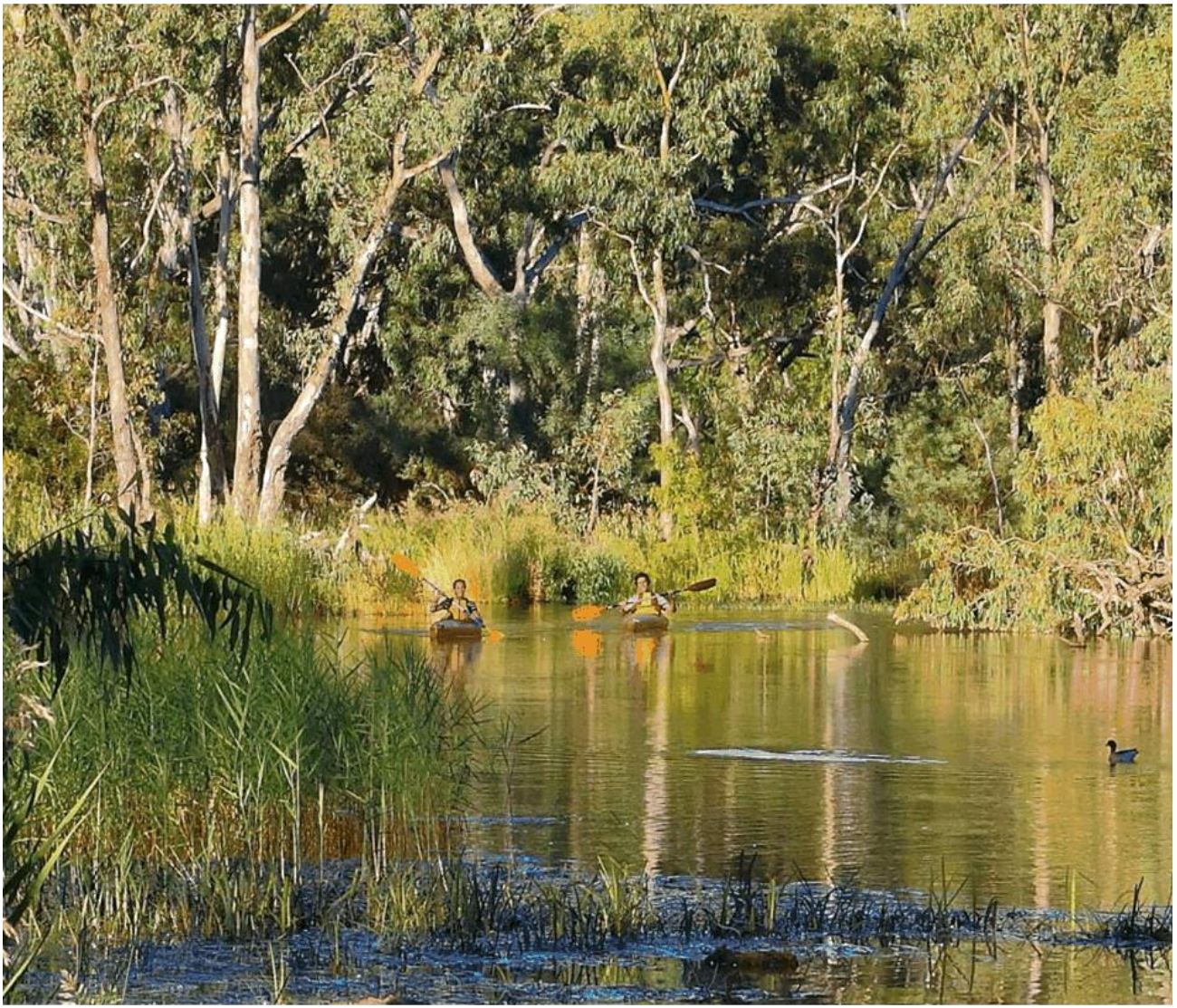
The Tourism Marketing Plan has been developed based on business, community and Council staff feedback and the review of internal and external tourism related strategies.

The Plan was placed on display from 30 September to 16 October 2017.

Consultation and engagement was sought by advertising in the Loddon Times and the Bendigo Advertiser, Tourism Newsletter, Council website and Facebook.

The Tourism and Marketing Officer circulated a link via email to participants who attended the workshops.

The Tourism and Marketing Officer has personally responded to each recipient verbally and via email, to discuss their feedback. In relation to the feedback obtained from Helenita Garchitorena, the Tourism and Marketing Officer has made contact with the Pyramid Hill Progress Association suggesting a presentation of the "Zip Line" Pyramid Hill proposal.



## TOURISM MARKETING PLAN



## DOCUMENT INFORMATION

DOCUMENT TYPE:	Strategic document
DOCUMENT STATUS:	Draft
POLICY OWNER POSITION:	Tourism and Marketing Officer
INTERNAL COMMITTEE ENDORSEMENT: APPROVED BY:	Choose an item. Council
DATE ADOPTED:	<a href="#">Click here to enter date of approval</a>
VERSION NUMBER:	1
REVIEW DATE:	31/07/2020
DATE RESCINDED:	<a href="#">Click here to enter a date.</a>
RELATED STRATEGIC DOCUMENTS, POLICIES OR PROCEDURES: RELATED LEGISLATION:	Loddon Shire Council Tourism Strategy 2016 - 2019 <a href="#">Click here to enter text.</a>
EVIDENCE OF APPROVAL:	

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Signed by Chief Executive Officer

FILE LOCATION: Document1

**Strategic documents are amended from time to time, therefore you should not rely on a printed copy being the current version. Please consult the Loddon Shire website to ensure that the version you are using is up to date.**

**This document is available in alternative formats (e.g. larger font) if requested.**

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## EXECUTIVE SUMMARY

Why would someone choose to visit the Loddon Valley, above all other areas, and perhaps to return, and even live and work?

The region is a hidden gem, with natural, historic and cultural assets that are not only unique in the State, but also internationally.

This includes the pristine natural environment, with vast water ways including Victoria's second longest river, and National Parks, home to many endangered animals and plants. The 460 million year old granite outcrops are amongst the oldest formations in the State, and on their peaks the curve of the earth is viewable across the horizon.

Within this unadulterated landscape is a time capsule of ancient and historic treasures. The region holds one of the most significant Aboriginal cultural landscapes in Australia with the Boort scarred trees, and the intact gold rush era villages stand with little changed from the 1850s. Indeed, significant amounts of gold are still being found just below the surface.

It is in this region too that food and produce is grown that cannot be found elsewhere; Laucke Flour (considered the best bread making flour in the world) is made in Loddon along with specialist meats, olives, salt from deep within the earth and the oldest and highest grade eucalyptus oil in the world. For these reasons, the wider region can claim to provide one of the most sustainable lifestyles in Australia.

These combined qualities speak uniquely to some of the main drivers that attract people to a region; where people are seeking out pristine and untarnished natural environments in which to spend their leisure time; to discover and explore jewels from the past, and to engage with one of the world's oldest living cultures.

As these treasures are not widely known an enormous opportunity exists to realise the potential of the region by promoting these assets, and to develop key areas and will maximise visitation. This Plan proposes a number of initial steps, as well as recommendations for further investigation that will not only help put the region on the map for visitors, but also attract wider investment and interest.

## 1 PURPOSE

The purpose of the 2017 - 2019 Loddon Shire Tourism Marketing Plan is to establish the foundation for the joint promotion of the region to visitors by Council, businesses, organisations' and individuals.

Specifically, the Plan is set to identify and gain agreement on the fundamentals for promotions.

## 2 BUDGET IMPLICATIONS

To successfully deliver the new Loddon Shire Tourism Marketing Plan an additional \$9,000 is required over three years.

## 3 RISK ANALYSIS

No major risks have been identified in relation to implementing the Plan.

Actions identify within the plan will assist immensely to bring operators/organisations together to collaboratively market the points of difference for Loddon Valley that will grow visitor yield and increase extended stays.

The risk is in respect to the potential lack of enthusiasm and participation by operators/organisations to collaboratively deliver the actions in the plan for the betterment of the region.

## 4 INTRODUCTION

The plan is divided into three key sections.

First, it outlines the key products, experiences, assets and points of difference (POD) for the region, and provides a brief strengths, weaknesses, opportunities and threats (SWOT) analysis.

The plan then considers factors specific to each town or district. Strategies are recommended.

The main body of the plan focuses on the qualities of the region, as it became clear during the workshops that the key strengths were common across the majority of towns and districts. From a marketing point of view, promoting the strengths of the region is preferable as it provides a stronger message and incentive for visitors to come to the region.

This approach also encourages a better use of resources.

The region summary therefore provides a strong strategic base to articulate the distinct products, experiences and POD that each town and district can then pick and choose from, utilise and share.

Products, POD and SWOT specific to each town and district are also detailed.

For ease of reference, products and experiences are listed under categories including: natural environment, history, food and gold.

These categories correspond to key points of difference for the region.

It is worth noting too that the categories are not rigid, but are offered as prompts or suggestions for how assets and strengths can be grouped and themed.

It is recommended to read information and absorb the point of difference for the region, as well as for each of the towns and districts.

## 5 REGION

### 5.1 Product, assets and experiences

Key products in the region include:

- Natural environment – Loddon River, lakes and tributaries, 460 million year old granite outcrops, vast landscape, parks with rare and endangered plants.
- Historical – particularly the Aboriginal cultural heritage in the region and the legacy of the 1800s gold rush such as gold rush era towns and architecture.
- Food and sustainable living – particularly exceptional products that are unique to the area and considered world class, such as Laucke Flour, Eucalyptus oil, Pyramid Salts, olives, tomatoes, and specialist meats such as Inglewood Dry Aged Beef. The antique and collectible stores are also outstanding offerings for sustainable living.
- Gold – since the first of the Australian gold rushes in the 1850s, huge nuggets have been uncovered in the vicinity of Wedderburn, Inglewood, Rheola, Kingower and Tarnagulla. More than 80% of the world’s largest nuggets have been unearthed in this part of Victoria. The Welcome Stranger is the largest nugget ever found in the world, at Moliagul (Central Goldfields).
- Eucalyptus – the region was one of the first areas to produce eucalyptus oil in the world. Today, the world’s highest quality oil comes from Loddon Shire, harvested from the same trees used in the 1850s, and from super crops being developed by Bosisto’s.
- Olive capital of Australia – the Boort region is the main producer of extra virgin olive oil in Australia and one of the world’s greatest olive oil producing regions. The land is home to over 1,250,000 olive trees producing six million litres of oil per annum – 85% of which is extra virgin olive oil. Producers such as Salute are known for their table olives, produced using a natural fermentation process.

#### 5.1.1 Regional product, assets and experience detail

Category	Details product or experience
Natural environment	<ul style="list-style-type: none"> <li>• Granite outcrops – 460 million years old.</li> <li>• Sky – quality of light, sunsets, open landscapes, views across plains.</li> <li>• Loddon region provides night sky sites with minimal light pollution, commonly known as Dark Sky place.</li> <li>• From the peaks of Kooyoora State Park, the curve of the earth.</li> <li>• In the Loddon Valley region stars can be seen down to the horizon.</li> <li>• Water – the Loddon River is the second largest river in Victoria and part of one of the most extensive river, lake and wetland networks in the state.</li> <li>• National and State Parks of Leaghur, Terrick Terrick and Kooyoora.</li> </ul>

Category	Details product or experience
Natural environment	<ul style="list-style-type: none"> <li>Natural Australian bush – the most southerly point to experience a central Australian landscape and Mallee bushland.</li> </ul>
History	<ul style="list-style-type: none"> <li>Aboriginal cultural heritage.</li> <li>Gold rush in 1850 – 1880s.</li> <li>Old Victorian railway towns.</li> </ul>
Gold	<ul style="list-style-type: none"> <li>The southern section of the Loddon Shire is the richest and most concentrated alluvial goldfield in the world.</li> </ul>
Architecture	<ul style="list-style-type: none"> <li>Intact architecture from 1800s.</li> <li>Gold rush era towns – where little has changed since that time.</li> <li>Old deserted Victorian railway buildings.</li> </ul>
Food and sustainability	<ul style="list-style-type: none"> <li>Eucalyptus – highest quality eucalyptus oil – home of the Eucalyptus Super Trees.</li> <li>Wheat from the fields produces the finest bread making wheat in the world – Laucke Flour.</li> <li>Olives.</li> <li>Specialist meats.</li> <li>Tomatoes.</li> <li>Diversity of agriculture – apples, tomatoes, honey, wool, salt, walnuts, olives and wheat.</li> </ul>
Activities	<ul style="list-style-type: none"> <li>Bush and forest – walking, bike riding.</li> <li>Water – skiing, canoeing, fishing.</li> <li>Bird watching.</li> <li>Photography.</li> <li>Gold detecting.</li> <li>Camping.</li> <li>Cycling.</li> <li>Bush walking.</li> <li>Geology.</li> <li>Wildflowers.</li> <li>Star gazing.</li> </ul>
Other	<ul style="list-style-type: none"> <li>Gold rush towns, seemingly intact and frozen in time.</li> <li>Treasures to uncover (eg gold, food, opportunity shops, rare and endangered plants and animals).</li> </ul>

#### 5.1.2 Points of difference

Short statements (**key messages**) that encapsulate and summarise the region's point of difference are provided below.

- In this untarnished pristine environment, gems have been preserved.
- Natural environment
  - This region has one of the most extensive networks of rivers, lakes and wetlands in Victoria, as well as the State's second longest river.
  - Many rare and endangered birds, animals and plants have taken refuge in the sanctuary of the Loddon Valley.
  - One of the oldest intact forests exists in the region, home to many endangered animals such as the Tree Goanna.
  - This region has one of the world's few remaining native grasslands, with one of the rarest birds (Plains Wanderer) in the state taking refuge there.
  - 460 million year old granite outcrops – amongst the oldest rocks in Victoria.

- Vast landscape with clear skies where by day, the curve of the earth and in the evening stars down to the horizon can be seen.
- The wider region experiences the greatest number of sunny days during summer.
- It has significant parks with rare and endangered plants that you will not find elsewhere.
- This is the most southerly point in Victoria to experience Australia’s desert landscapes and the unique plants and animals that reside within them.
- Time capsule
  - The Loddon Valley is home to one of the most significant Aboriginal cultural landscapes in Australia.
  - The Loddon Valley is the location of one of the world’s richest gold rushes with intact and untouched gold rush era towns still existing.
- Food and sustainable living – particularly signature products that cannot be found elsewhere or are considered the best available product in Australia:
  - Laucke Flour, Eucalyptus Oil, Pyramid Salts, Olives, Tomatoes, Inglewood Dry Aged Beef, and other specialist meats, as well as antique and collectible stores.
- Eucalyptus – Loddon Valley is the home of the eucalyptus “Super Trees”. The highest quality of eucalyptus oil.
- Gold – This region has the richest concentration of alluvial gold in the world – gems that sit on the surface of the land.
  - Historically, with more than 80% of the world’s largest nuggets unearthed in this part of Victoria, it is considered the world’s richest alluvial goldfield.
  - The Welcome Stranger, the largest nugget ever found, was unearthed just below the surface in Moliagul.
  - With new technology, nuggets worth millions are still being unearthed today.
  - The gold in this region is also the purest in the world, with a rating of 99.8%.

Reference: (Dunolly Gold Museum & Coiltek Gold Centre reference relates to the gold section of 5.1.2.)

**5.3 Key points of difference**

Category	Points of difference
Nature	<ul style="list-style-type: none"> <li>• Pristine and untouched natural environment where rare birds, plants and animals can be found that exist nowhere else in the world.</li> <li>• The region has one of the state’s most extensive water system with wetlands, lakes and Victoria’s second longest river system.</li> <li>• The ancient 460 million year old granite outcrops are some of the oldest in Victoria with 360 degree views to the horizon.</li> <li>• Loddon Valley has landscapes of wide open spaces.</li> <li>• Loddon Valley has skies with outstanding sunsets and sunrises.</li> <li>• In Loddon Valley stars can be seen down to the horizon.</li> <li>• The curve of the earth can be seen from the top of Kooyoorra State Park.</li> <li>• The quality of the air and quality of the light is outstanding.</li> <li>• Significant national and state parks and reserves.</li> <li>• Remnant forests and grasslands, areas of untouched wilderness that are home to some of Australia’s oldest trees.</li> </ul>

Category	Points of difference
	<ul style="list-style-type: none"> <li>Rare and endangered flora and fauna – see appendix.</li> <li>Leaghur State Park – the black and grey box forest in Leaghur State Park is protected.</li> </ul>
Aboriginal cultural history	<ul style="list-style-type: none"> <li>The region holds some of the most significant Aboriginal landscapes in Australia – the Boort scarred trees.</li> <li>Loddon Valley, the land of scarred trees.</li> <li>The region has significant Aboriginal cultural heritage of high value, preserved as though frozen in time including camps, fish traps and other significant sites.</li> <li>Other significant sites in the region include Kow Swamp, where possibly the oldest Aboriginal ancestral remains have been found.</li> </ul>
History	<ul style="list-style-type: none"> <li>From the significant Aboriginal cultural heritage, to intact gold rush era towns, to the rare and endangered animals, birds and plants.</li> <li>All seemingly untouched and frozen in time, the region is an extraordinary time capsule that holds treasures that no longer exist elsewhere.</li> </ul>
Activities	<ul style="list-style-type: none"> <li>Water sports – ski rimmed by nature, where the Australian champions choose to test their skills.</li> <li>Photography – the nature of the light, and landscape mixed with the intact historic gold rush era towns, makes this a photographic nirvana.</li> <li>Birdwatching.</li> <li>Fishing – iconic Murray Cod catching area in Loddon River Laanecoorie, Newbridge, Bridgewater and Serpentine. Other fish found in the Loddon is Golden Perch (Yellow Belly ) and Red Fin.</li> <li>Camping and Caravanning – here you can camp or set up your caravan right by the water's edge.</li> <li>Walking – walking/cycling trail from granite outcrop to granite outcrop where visitors can walk through intact mallee bushland, see the curve of the horizon from the tops of the hill tops and see significant Aboriginal cultural heritage and rare and endangered animals, birds and plants.</li> </ul>
Gold	<ul style="list-style-type: none"> <li>This small area is the richest concentrated alluvial goldfield in the world.</li> <li>Treasures are sitting beneath the soil.</li> <li>Nuggets are still being found today (\$250k nugget in December 2016 and \$4m nugget also found in 2016).</li> </ul>
Food and sustainability	<ul style="list-style-type: none"> <li>The larger region has one of the richest concentrations of boutique food and wine producers in Australia.</li> <li>Laucke flour – producing the finest bread making flour in the world (according to one European bread making expert). This flour is used by the finest artisan bakers in Melbourne including Zeally Bay, Irrewarra and Dench's).</li> <li>Eucalyptus – the home of eucalyptus oil. The original trees from the 1850s are still being harvested to produce this wonder oil. Super trees have now been planted producing the finest grade eucalyptus in the world.</li> </ul>

Category	Points of difference
	<ul style="list-style-type: none"> <li>• Olives – the region is the main producer of extra virgin olive oil in Australia. In the north of Loddon Shire is one of the world's greatest olive oil producing regions. The land is home to over 1,250,000 olive trees producing six million litres of oil per annum – 85% of which is extra virgin olive oil.</li> <li>• Pyramid Salt – all Pyramid Salt comes from the unpolluted ancestral Australian seabeds beneath the Loddon Plains in Northern Victoria and retains magnesium and calcium, essential mineral elements for your health. It is totally natural and free from artificial additives.</li> <li>• Specialist meats and butchers. Inglewood Dry Aged Beef Butchers is one of only two butchers in Australia who use the dry aged methods. Their meat, sourced from local farms, is sold to restaurants and cafes in the wider area, again reinforcing the local and sustainable ethos that drives the regions strong food culture. Tasting these meats has been likened to eating an apple straight from the tree.</li> <li>• Farming abundance of irrigated farm land, areas with high quality soils, tremendous diversity of farming and farming opportunities, grain, livestock, poultry and horticulture.</li> <li>• Loddon Valley is plastic bag free.</li> <li>• Vintage and collectible furniture finds at reasonable prices.</li> <li>• Bridgewater hotel – one of the few hotels that site overlooking a river in Victoria.</li> <li>• The larger Bendigo region has one of the richest concentrations of boutique food and wine producers in Australia, which includes Loddon Valley.</li> </ul>
People and environment	<ul style="list-style-type: none"> <li>• Relaxed and welcoming.</li> <li>• Friendly communities.</li> </ul>
Accommodation	<ul style="list-style-type: none"> <li>• Bush camping.</li> <li>• Farm stays.</li> <li>• Self-contained houses.</li> <li>• Motels.</li> <li>• Caravan parks by rivers and lakes.</li> </ul>

#### 5.4 Key messages relating to points of difference

- Within easy drive of Melbourne, in Central Victoria exists a region where time has stood still.
- The region holds and has protected (through an extraordinary quirk of nature and circumstances) some of Australia's most significant ecological, aboriginal, architectural and historical sites. Treasures that you thought no longer exist, can be found here, and are waiting to be discovered.
- The pristine and untouched natural environment has provided sanctuary to critically endangered and rare flora and fauna, taking refuge in remnant forests and waterways.



- Of international significance are some of the most significant aboriginal cultural heritage landscapes in Australia. There are over 400 Aboriginal scarred trees in the Lake Boort area. Aboriginal guides, such as Jida Gulpilil whose family have lived in the area for thousands of years, can take you on a tour. The region is also home to the Kow Swamp where Aboriginal ancestral remains have been found that are possibly the oldest found in Australia.
- Treasures exist in this region – things that can be found nowhere else.
- Seemingly frozen in time, the region is a time capsule, where treasures from history still exist.
- Tracks and traces of life from hundreds of years still remain ready to discover. You will find things that you thought had been lost forever, but here take refuge.
- You don't have to travel so far to touch nature, to see the natural Australian bush, to see endangered flora and fauna. This is the most southerly point to experience the unique Australian desert landscape.

#### **RIVERS AND WATER WAYS**

- This region has one of the most extensive networks of rivers, lakes and wetlands in Victoria. The magnificent 400km Loddon River, the second longest in Victoria, runs through Loddon Valley.
- The wetlands are also the most southerly link to the outback, with the region being the closest point to experience the unique plants and animals of the deserted landscape. Goannas are one example of the extraordinary and rare creatures that have a stronghold in the Loddon Valley.

#### **FAUNA**

- These waterways are also home to many exquisite Australian animals such as the platypus, as well as rare, endangered and migratory birds, such as the Magpie Goose. This enormous bird was extinct in Victoria and South Australia, and is now showing signs of recovery since recently being reintroduced into the region.
- This region is one of the few remaining sanctuaries for many critically endangered plants and animals including Fat-tailed dunnart (a cute marsupial mouse), Australian Bustard, Barking Owl, Regent Honeyeater and White Bellied Sea Eagle.
- The Plains-Wanderer, which exists in the grass plains of the Terrick Terrick National Park is critically endangered, with between 20 – 400 of these precious ground-dwelling birds remaining.
- The region is a haven for wildlife and precious plants, with over 100 species of birds and 200 species of native flora, many rare and endangered, existing in its waterways and forests.

#### **FLORA**

- The native grasslands of the Loddon Valley are one of the few remnant populations of natural grassy plains left in the world. The grassy plains, which once extended across the continent, are home to many rare plants such as the outstanding Red Swainson-pea.
- Leagur State Park – largest and healthiest black box forest in Victoria. Black Box – this is the best habitat tree as it contains many hollows for fauna. Many trees are 1,000 years old. Approximately 400 plant species.
- The region is home to Victoria's most intact black box forest. Estimated to be at least 800 years old, the trees are amongst the longest lived in the state and over time developed hollows where endangered birds and animals such as the tree goanna and owls, take refuge. The black box also retains aboriginal cultural scarring from hundreds of years of indigenous habitation in the region.

References: SWIFFT, Damien Cook and David Baker.

[http://www.swiff.net.au/cb\\_pages/threatened\\_fauna\\_loddon\\_shire.php](http://www.swiff.net.au/cb_pages/threatened_fauna_loddon_shire.php)

**CLIMATE**

- Over summer, the wider region that encapsulates Loddon Shire has the sunniest days of anywhere in the state. (i.e. October to April, and region up to Mildura).

*Reference: Bureau of Meteorology*

**GRANITE OUTCROPS**

- The 460-million-year-old granite outcrops of the Loddon Valley are the picturesque lava flows of now extinct volcanoes. It is in their crevices and caves, findings of rare plants and wildlife, and from the vantage point of their peaks looking across the ancient plains, see the curve of the earth.

*Reference: Rod Steer and Museums Victoria.*

**5.5 Strengths, weaknesses, opportunities and threats**

The strengths, weaknesses, opportunities and threats in this section (5.5.1, 5.5.2, 5.5.3 and 5.5.4) have been collated from the six workshops that relate to the Shire as a whole.

Within this Plan, activities that maximise strengths, address weaknesses, and explore opportunities are considered.

It is recommended that the SWOT analysis for each town is also digested as many opportunities discussed by other towns could be considered across the region.

Similarly, strengths and weaknesses in other towns will inform other areas.

**5.5.1 Strengths**

- Nature – an area of high ecological value including rare and endangered animals, birds and plants, particularly box, ironbark forests and grasslands.
- Water ways – rivers, lakes, creeks and wetlands.
- Landscape – ancient granite outcrops with vast plains. Skies, sunsets and starry skies.
- Some buildings in towns not overdeveloped or underdeveloped and are still in pristine condition.
- Aboriginal heritage.
- Intact gold rush era heritage buildings.
- Climate – a micro climate that is stable.
- Undiscovered – towns are a discovery for people.
- Bush camps.
- Caravan parks.
- No parking meters.
- Proximity to Bendigo which can be used as a base for food and accommodation whilst the region develops higher quality infrastructure.
- Linkages with Bendigo Regional Tourism.
- Accessible to Melbourne and close to major tourist destinations Bendigo, Echuca, Swan Hill, Ballarat, Maryborough and Mildura.
- The development of the Captain Melville trail from Inglewood to Kooyoora State Park.
- Friendly, natural, down to earth people where local residents are willing to share their knowledge of the region with visitors.

- Diversity of land forms, flora, fauna, landscapes, agriculture, gold heritage and heritage buildings.
- Authentic and natural experiences.
- Support from Loddon Shire tourism staff.
- Volunteers.
- Food – high quality/organic foods.
- Safe place.
- Excellent facilities, e.g. Loddon Visitor Information Centre.
- Train line and bus services that are offered through the region.
- Unusual events, e.g. Wedderburn Detector Jamboree, Boort Agricultural Show, Pyramid Hill Fiesta, Wedderburn Engine Rally, Kooyoora Wildflower Show, Rheola Carnival.
- Change of pace, relaxing, peaceful.

#### 5.5.2 Weaknesses

- It is over two hours from Melbourne so not appropriate for day trips.
- There is low awareness of where the region is (this includes the confusion between Bendigo and Ballarat).
- Lack of accommodation – particularly for larger groups and higher quality boutique accommodation.
- Volunteers are stretched.
- Very poor digital presence for many towns and businesses.
- Hospitality (lack of a range of higher standard food offerings across the region).
- Businesses have limited budget for marketing.
- All walking/cycling trails in Loddon Shire are short compared with, for example, Goldfields track.
- Limited resources.
- Towns work independently rather than collaboratively.
- Lack of good retail.
- No night time economy.
- Weather is too hot in summer.
- Limited or no public transport.
- Signage into towns does not express point of difference.
- Separate groups in towns working independently (“silos”).
- Engagement not occurring across all key stakeholders.
- Caravan parks are not members or registered with key associations (e.g. family parks).
- Limited mobile phone coverage.
- Limited utilisation of technology by tourist operators.
- Lack of understanding in the community of the value that tourism plays and the role that many businesses actually play in the industry.
- Lack of data collection by shop keepers of the point of origin of their customers.
- Poor presentation and customer service displayed by some shop keepers.
- Poor standard of some of the existing caravan parks.
- Anticipated poor return on tourism investment limits new developments.
- Some roads in the Shire are not suitable for tourist buses.
- Streetscapes (town entrances, nature strips, buildings, and front yards) are not as visually attractive as they could be.
- Regulations to prevent advertising signage being displayed on the road reserves or private property.
- Lack of maintenance of tourism infrastructure, e.g. seats at rest stops, toilets.

- Limited tourism products.
- Limited packaging of tourism products.
- Heavy reliance on volunteers, many of whom are ageing.
- Lack of operators with knowledge of tourism products and events in the Shire.

#### 5.5.3 Opportunities

- Aboriginal cultural heritage. Significant enough to put Loddon Valley on the map internationally.
- Natural environment is an exceptional asset that provides a distinct point of difference.
- Rationalise and increase quality and effectiveness of Loddon Shire tourism section of the website.
- Training of social media to up skill operators.
- Underused halls, churches, sheds and farm houses could be established into accommodation venues.
- Loddon Valley halls can be used for art exhibitions.
- Themed itineraries connecting the key strengths and offerings in the region e.g. walking, cycling and canoeing.
- Connect Loddon Valley trails offering multiday activities – particularly walking, cycling and canoeing for example, Laanecoore to Fernihurst canoe trail.
- Swimming holes along the Loddon River.
- Disused railway lines and existing railway tracks.
- Photography – create road side stops.
- Collaborating across towns, and businesses in mutually beneficial campaigns – addresses key strengths of region, better use of resources, which is more effective.
- Loddon operators to work together on cross promotion within the Shire.
- Loddon operators to work together with cross promoting with similar businesses outside the Shire.
- Work with other areas to co-ordinate and promote events, e.g. Food Fossickers, Bendigo Regional Tourism and the City of Greater Bendigo.
- Target tourists from Bendigo and Ballarat – not just Melbourne.
- Develop more specific promotional material, e.g. antique shops or museums.
- Promote whole Shire as Recreational Motorhome Vehicle Friendly.

#### 5.5.4 Threats

- Lack of engagement by broader community.
- Internally businesses/organisations competing within the Shire, rather than collaborating and joining together for mutual benefit.
- Council staff not maintaining cycling and walking tracks within the Shire.
- With Loddon Shire Council rate capping, reducing services essential to tourism which assist in attracting visitor's example limited beautification.
- Limited contribution financially by local businesses/organisations for collaborative marketing.
- With climate change, has allowed for Loddon to become unattractive for visitors through drought and flood.
- Loddon Valley not keeping up with new technologies.
- Loddon Valley works with other region but we are also in competition as all regions are chasing the tourist dollar.
- Loddon Valley has to keep up with the changing consumption patterns to stay relevant in the tourism market.
- Low cost flights and holiday packages allow for tourists to travel internationally and interstate instead of exploring Victoria.

## 6 PYRAMID HILL (MITIAMO, DINGEE AND CALIVIL) PRODUCTS ASSETS AND EXPERIENCES

Nature	<ul style="list-style-type: none"> <li>• Surrounded by national and state parks and reserves.</li> <li>• Granite outcrops - Pyramid Hill and Mt Hope.</li> <li>• Terrick Terrick National Park.</li> <li>• Unique and endangered animals, birds and plants in region.</li> </ul>
Aboriginal cultural heritage	<ul style="list-style-type: none"> <li>• Mt Hope and Pyramid Hill.</li> <li>• Kow Swamp.</li> <li>• Tang Tang – middens.</li> <li>• Terrick Terrick National Park.</li> </ul>
History	<ul style="list-style-type: none"> <li>• Architecture.</li> <li>• Founded in 1836 by Major Mitchell.</li> <li>• 1860 Bourke and Wills Track.</li> <li>• Pyramid Hill Museum.</li> <li>• East Loddon Museum.</li> <li>• John Forbes sporting memorabilia.</li> <li>• Pyramid Hill, Mitiamo, Dingee and Calivil cemeteries.</li> </ul>
Activities	<ul style="list-style-type: none"> <li>• Walking tracks (Pyramid Hill, Terrick Terrick National Park, Mt Hope and Dingee extended walks).</li> <li>• Camping.</li> <li>• Golf tournament.</li> <li>• Bird watching.</li> <li>• Cycling.</li> <li>• Golf.</li> <li>• Bowls.</li> <li>• Swimming.</li> <li>• Tennis.</li> </ul>
Assets	<ul style="list-style-type: none"> <li>• Daily V/Line train service stopping at Pyramid Hill and Dingee.</li> <li>• RV Friendly Caravan Park Pyramid Hill.</li> <li>• Overnight caravan stop on recreation reserve Calivil.</li> <li>• Dingee parks.</li> <li>• Swimming pool in Pyramid Hill and Mitiamo.</li> </ul>
Food and sustainability	<ul style="list-style-type: none"> <li>• Pyramid Salt.</li> <li>• Walnuts, cherries, organic apples, dried muesli. Billabong farms. Olives.</li> <li>• Pork.</li> <li>• Coffee Bank.</li> <li>• Pyramid Bakery.</li> <li>• Filipino food.</li> <li>• Mitiamo General Store.</li> <li>• Dingee General Store.</li> </ul>
Accommodation	<ul style="list-style-type: none"> <li>• Pyramid Hill Caravan Park with one cabin.</li> <li>• Victoria Hotel – mixture twin, double single with shared bathroom.</li> <li>• Bush camping – at the Terrick Terrick National Park.</li> <li>• Dingee Hotel.</li> </ul>
Events	<ul style="list-style-type: none"> <li>• Pyramid Hill Fiesta.</li> <li>• Pyramid Hill market – knitted goods, patchwork and jewellery.</li> <li>• Pyramid Hill Northern Victorian Quarter Horse Association.</li> <li>• Pyramid Hill Annual Golf tournament.</li> </ul>

	<ul style="list-style-type: none"> <li>Pyramid Hill Bowls tournaments.</li> <li>Pyramid Hill Triathlon (swimming pool, climb hill and cycle on flats).</li> <li>Mitiamo Terrick Terrick National Park Open Weekend</li> </ul>
Audit of websites and Facebook pages	<a href="http://www.pyramid.net.au">www.pyramid.net.au</a> Facebook- Pyramid Hill 3575 Facebook - Mitiamo store

**6.1 Pyramid Hill points of difference**

- This has been the crossing point for travellers and the earliest explorers for thousands of years. From the Aboriginal communities who walked to the top of Pyramid Hill, to Major Mitchell, and Bourke and Wills.
- Surrounded by some of the state’s most significant National Parks, State Parks and reserves, here are findings of the most intact remnant grassland from the northern plains and Aboriginal history dating back thousands of years, with rare and endangered birds such as the Plains Wanderer. Here can be seen a sunset that will stop visitors in their tracks, and stars that touch the horizon.
- During the day, wander to the top of the ancient Pyramid Hill and see the curve of the horizon.
- In this vicinity travel to Kow Swamp, where possibly the oldest Aboriginal ancestral remains have been found.

**Terrick Terrick National Park**

- Contains one of the largest, most intact tracts of indigenous northern plains vegetation in Victoria, recognised as one of the most endangered ecosystems in Australia it provides habitat for numerous endangered flora and fauna species An abundance of wildlife gives the park high conservation value, making it a very special place indeed.
- Victoria’s most significant stand of White Cypress Pine is found within the park. This species is slow growing with many of the trees being over 100 years old.
- Twenty-six rare or threatened plant species occur within the grasslands. Annual Buttons and Pepper Grass are endangered species that are only found at this site within Victoria. The park also contains the largest Victorian population of the following threatened species; Bottle Bluebush, Fragrant Leek-orchid and Murray Swainson-pea.
- The wooded and open grasslands are home to over 100 species of birds, including the Plains-wanderer, Grey-crowned Babbler, Bush Stone-curlew, Mallee Ringneck Parrot, Barking Owl and Brolga. Plains-wanderer is endangered in Victoria.
- The Hooded Scaly-foot is considered critically endangered in Victoria. A large legless lizard that grows to half a metre long. It has no limbs and may resemble a snake, however it can be distinguished by external ear openings, an undivided tongue, and a tail that is much longer than its body. This is one of only three habitats where it is known to exist in Victoria.

**6.2 Pyramid Hill strengths, weaknesses, opportunities and threats**

Strengths	<ul style="list-style-type: none"> <li>Proximity to the Terrick Terrick National Park and other significant nature reserves.</li> <li>Daily V/Line passenger train stopping Pyramid Hill and Dingee.</li> <li>Community minded and very friendly.</li> <li>It doesn’t have city prices – accommodation, golf, bowls, tennis, and swimming pool.</li> </ul>
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	<ul style="list-style-type: none"> <li>• No big supermarkets, which allows for the personal touch.</li> <li>• No parking meters.</li> <li>• All owner operated businesses.</li> <li>• No empty shops.</li> <li>• Pyramid Hill Salt.</li> <li>• Craft skills.</li> <li>• Pyramid Fiesta.</li> <li>• Close to Echuca, Bendigo and Swan Hill.</li> <li>• Mitiamo is the gateway to the Terrick Terrick National Park</li> <li>• Mount Terrick Terrick (Mitiamo Rock).</li> <li>• Bennett's and Regals Rock one of the largest outcrops of granite in the Terrick Terrick National Park.</li> <li>• Terrick Terrick National Park picnic ground.</li> <li>• Mitiamo football and netball association volunteers.</li> <li>• Mitiamo Country Fire Authority volunteers.</li> </ul>
Weaknesses	<ul style="list-style-type: none"> <li>• There were key stakeholders from Pyramid Hill absent from the marketing workshop.</li> <li>• Aboriginal Cultural heritage – district is with Barup Barup not Dja Dja Wurrung so additional organisation to coordinate any trails and information.</li> <li>• Distance between towns.</li> <li>• Communications is unreliable.</li> <li>• Limited food offerings.</li> <li>• Fewer volunteers.</li> <li>• Focus too much on our history.</li> <li>• No lake.</li> <li>• Presentation of town, e.g. shade trees.</li> <li>• Need a sign /map in the town for people who visit, showing them our walking trails. Only walking trail sign/map is at the Hill.</li> <li>• Limited maintenance of tracks.</li> <li>• No one organisation takes responsibility for Pyramid Hill websites which allows for the content to become out dated.</li> <li>• Mitiamo has no tourism signs from Mitiamo to the Terrick Terrick National Park.</li> </ul>
Opportunities	<ul style="list-style-type: none"> <li>• Valuing the landscape with stopping points with picnic tables for those to stop and enjoy the farmland and take photographs.</li> <li>• Creating experiences with the train, e.g. train, bike and local produce hampers.</li> <li>• Farm houses – create farm stays.</li> <li>• Adventure camping.</li> <li>• Dingee silos to be painted similar to Brim.</li> <li>• Create an activity with scarecrows.</li> <li>• Food van – consider whether food vans could be developed that promote local produce from Loddon Valley.</li> <li>• Attracting photographers.</li> <li>• Collaboration with Pyramid Hill Salt.</li> <li>• Promote Pyramid Hill and surrounds to birdwatching, astronomers or rock climbing groups.</li> <li>• Collaboration – familiarisation tours to other areas and information centres.</li> <li>• Education – students may be able to develop YouTube videos of local stories.</li> </ul>

	<ul style="list-style-type: none"> <li>• Attract more buses with guided tours.</li> <li>• Collaboration with Fiesta.</li> <li>• Encourage Pyramid Hill Salt to be involved with marketing and promotions of Pyramid Hill and surrounds.</li> <li>• Attracting sports event – e.g. cycling.</li> <li>• Old Neighbourhood House building – possible shop or self-contained accommodation.</li> <li>• Nowhere in Pyramid to showcase the local craft.</li> </ul>
Threats	<ul style="list-style-type: none"> <li>• Climate.</li> <li>• Resources.</li> <li>• Competition from other regions.</li> <li>• Changing consumption patterns.</li> <li>• Low cost flights and holiday packages.</li> <li>• New technologies and innovations in tourism.</li> <li>• Limited volunteers.</li> <li>• Ageing population.</li> </ul>

**7 BOORT (DURHAM OX) PRODUCTS ASSETS AND EXPERIENCES**

Nature	<ul style="list-style-type: none"> <li>• Surrounded by significant State Parks and reserves.</li> <li>• Little Lake Boort.</li> <li>• Big Lake Boort.</li> <li>• Leaghur State Park – largest and healthiest Black Box Forest in Victoria. Black Box – this is the best habitat tree as it contains many hollows for fauna. Many trees are 1,000 years old. Approximately 400 plant species.</li> <li>• Wetlands – Boort Wetlands are amongst some of the pristine wetlands in Northern Victoria, containing high numbers of migratory and wetland birds. Less common birds seen are Sea-eagles, Pectoral Sandpipers and Ruff.</li> <li>• Flora and fauna – unique and endangered animals, birds and plants in the region.</li> <li>• Landscape – skies, sunsets and sunrise.</li> <li>• Boort Lookout – where the Yung Balug Clan sent their smoke signals from. “Boort” means “Smoke From the Hill”.</li> <li>• Boort Hill with views and history.</li> <li>• Durham Ox - Serpentine Creek Canoe Trail. Bird watching, camping and fishing.</li> <li>• Oasis – Little Lake Boort, Irrigated lawns throughout the year, plenty of shade, BBQs and toilets.</li> </ul>
Aboriginal cultural heritage	<ul style="list-style-type: none"> <li>• Little Lake Boort.</li> <li>• Big Lake Boort.</li> <li>• Lake Lyndger.</li> <li>• Lake Yando.</li> <li>• Leaghur State Park.</li> <li>• Woolshed Swamp.</li> <li>• Aboriginal Tours with experienced guides.</li> <li>• Creation story south of Boort - Buckrabanyule - rainbow serpent.</li> </ul>



Built environment	<ul style="list-style-type: none"> <li>• One of the oldest structures in the Shire is the weir built in Big Lake Boort 1844.</li> <li>• Victoria Street old wooden building started as a Saddler and Harness Shop 1880.</li> <li>• The National Bank built 1880.</li> <li>• Courthouse Museum built 1890.</li> </ul>
Activities	<ul style="list-style-type: none"> <li>• 3.7km walking/cycle track around Little Lake Boort that includes the sculpture trail.</li> <li>• Water sports on Little Lake Boort.</li> <li>• Canoeing on Lake Boort, Little Lake Boort and Serpentine Creek.</li> <li>• Bird watching (over 200 species). All wetlands wet or dry have high numbers of birds.</li> <li>• Eco tourism.</li> <li>• Boort Hill Look Out.</li> <li>• Spanner Man – who makes large sculptures out of spanners which tourists can visit.</li> <li>• Photography.</li> <li>• Child friendly.</li> <li>• Fishing.</li> <li>• Golf.</li> <li>• Bowls.</li> <li>• Swimming.</li> </ul>
Food and sustainability	<ul style="list-style-type: none"> <li>• Simply Tomatoes.</li> <li>• Aussie Wool Quilts.</li> <li>• Salute Olives – organic certified, naturally fermented, handpicked.</li> <li>• Pasta sauce produced on farm at Boort from red tomatoes.</li> <li>• Boundary Bend Olives – over a million trees.</li> </ul>
Accommodation	<ul style="list-style-type: none"> <li>• Caravan park on shores of Little Lake Boort.</li> <li>• Banyandah Retreat – self-contained close to Little Lake Boort.</li> <li>• Railway Hotel – rooms with shared bathrooms.</li> <li>• Commercial Hotel – rooms with shared bathrooms.</li> <li>• Simply Tomatoes – RV Friendly Destination.</li> <li>• RV friendly campsite at the Boort Show Grounds.</li> </ul>
History	<ul style="list-style-type: none"> <li>• John Kerr's aboriginal photographs – 31 photographs in Boort Museum.</li> <li>• Historic merry – go – round purchased in the 1960s in Nolen's Park.</li> </ul>
Assets	<ul style="list-style-type: none"> <li>• Caravan park on shores of Little Lake Boort.</li> <li>• Lake Boort – scar trees.</li> <li>• Little Lake Boort close to town – facilities in town.</li> <li>• Photography of John Kerr's in State Library of Victoria of aboriginals take in Boort.</li> <li>• Paul Haw's Vietnam photographs.</li> <li>• Walking track around Little Lake Boort.</li> <li>• The Granites (Mt Egbert) magnificent rock formations.</li> <li>• Boort – Olive Capital of Australia.</li> <li>• Godfrey Street businesses – cafes, supermarket, gift shops</li> <li>• Hospital.</li> <li>• Swimming pool.</li> </ul>

	<ul style="list-style-type: none"> <li>On farm tourist attractions – Salute Oliva, Simply Tomatoes, Aussie Wool Quilts and Spanner Man.</li> </ul>
Other	<ul style="list-style-type: none"> <li>Quiet and relaxing.</li> <li>Not on highway.</li> <li>Child safe.</li> <li>RV friendly site.</li> <li>Locals and operators willing to share knowledge of the region.</li> </ul>
Audit of websites and Facebook pages	<ul style="list-style-type: none"> <li><a href="http://www.boort.com.au">www.boort.com.au</a></li> <li>Facebook – Boort connection.</li> </ul>

**7.1 Boort points of difference**

- A gathering place for thousands of years, this beautiful town, perched on the shores of Little Lake Boort (the largest permanent waterhole in the north of Victoria) is an oasis surrounded by enormous lakes and wetlands.
- It is by this oasis that you will discover one of Australia’s most significant aboriginal cultural landscapes, the Boort Scarred Trees, and in its environs, exceptional food producers such as Salute Oliva and Simply Tomatoes, producers such as Aussie Wool Quilts and the famous Spanner Man.
- This is the place to set up camp or park your van by the lake, all within an easy walk of town.

**7.2 Boort strengths, weaknesses, opportunities and threats**

Strengths	<ul style="list-style-type: none"> <li>Proximity to nature and activities to town.</li> <li>Area of high ecological value.</li> <li>Aboriginal cultural heritage still exists.</li> <li>Farmers diversifying into tourism.</li> <li>Traditionally Boort was a meeting place for different Aboriginal communities. A place of exchange. Collegial and friendly.</li> <li>Repeat visitation.</li> <li>Little Lake Boort has a water right.</li> <li>Little if any rubbish.</li> <li>Boort education – Victorian Certificate of Education Top 5 in state.</li> <li>Durham Ox landscape has natural beauty.</li> <li>Safe boating facility with regulated water level.</li> <li>Boort “The Biggin Hill airport” suitable grass runway.</li> <li>Very low crime rate, vandalism and graffiti.</li> <li>Strong community infrastructure – hospital, doctors, bank, pharmacy, school, swimming pool, sporting clubs, vet, supermarket, hardware, newsagency, post office, and service station.</li> <li>Opportunity shop – best one going around – and the most wonderful, pleasant, friendly volunteers.</li> <li>Friendly town and friendly volunteers.</li> </ul>
Weaknesses	<ul style="list-style-type: none"> <li>Confusion between the two lakes – “Little Lake Boort and Lake Boort”.</li> <li>Limited public transport – bus on Monday, Wednesday, and Friday and at the weekend.</li> <li>Limited directional signage to attractions.</li> <li>There is two Master Plans being established by Council (Little Lake Boort and Streetscape) which community have obtain</li> </ul>

	<p>very little feedback on the progress.</p> <ul style="list-style-type: none"> <li>• In Boort there is little communication between organisations which limits progress.</li> <li>• Perceived lack of identity for the town (community branding exercise has come to a standstill).</li> <li>• Durham Ox – parking, rest areas, rubbish control and no toilet facilities.</li> <li>• Unregulated roadside camping at Durham Ox.</li> <li>• In Boort no access to meals/food after 8pm.</li> <li>• Unregulated camping in Boort showgrounds.</li> <li>• Lack of activities for visiting children/teenagers.</li> <li>• Lack of quality accommodation.</li> <li>• Working in isolation, as a newcomer it is evident that there is a lot of innovation and planning by various individuals and groups, however some do not work together and pool resources.</li> <li>• Losing visitors to other regions because of the lack of accommodation, or the lack of central coordination.</li> <li>• Lack of centralisation for tourist planning e.g. visitors have to coordinate their own visitations to individual attractions.</li> </ul>
<p>Opportunities</p>	<ul style="list-style-type: none"> <li>• Develop Lake Boort for culture tours.</li> <li>• Aboriginal cultural heritage – creation of extensive walkways and promotion of the area as key Aboriginal site in Victoria/Australia.</li> <li>• Eco tourism expansion.</li> <li>• Provide toilets at Durham Ox for canoe trail.</li> <li>• Learning and education e.g. learning farming, food, craft and ecology and aboriginal cultural heritage.</li> <li>• Bike exchange.</li> <li>• Streetscape and retail design.</li> <li>• More tourist buses.</li> <li>• Dining on lake – pop up restaurant. Food trucks with local produce and native foods.</li> <li>• Floating restaurant café on Little Lake Boort.</li> <li>• Larger boat to cater for school tours on Little and Big Lake Boort.</li> <li>• Connect Lake Mungo with Boort.</li> <li>• School camps (particularly during quieter months).</li> <li>• Raise awareness to clan – Yung Balug.</li> <li>• Signage Dja Dja Wurrung Clans Aboriginal Corporation Signs on major roads to define the boundaries of traditional owner groups.</li> <li>• Durham Ox – create as a designated spot for camping with facilities.</li> <li>• Connect Lake Mungo with Boort.</li> <li>• School camps (particularly during quieter months).</li> <li>• Raise awareness to clan – Yung Balug.</li> <li>• Signage Dja Dja Wurrung Clans Aboriginal Corporation Signs on major roads to define the boundaries of traditional owner groups.</li> </ul>

	<ul style="list-style-type: none"> <li>• Durham Ox – create as a designated spot for camping with facilities.</li> <li>• Boort the olive oil capital.</li> <li>• Consider structured tours and packages.</li> <li>• Consider “keeping place” for artefacts presently stored in the district as well as Vietnam photos.</li> <li>• Centralised accommodation booking centre for not only the caravan park, but all other accommodation options.</li> <li>• Events on Little Lake Boort.</li> <li>• Create/relocate the tourism information centre from Boort Emporium to the caravan park. The caravan park is currently opened from 8am to 8pm (and beyond), and have all services from one location, accommodation and tour bookings.</li> </ul>
Threats	<ul style="list-style-type: none"> <li>• Climate – drought and floods.</li> <li>• Too many organisations not communicating with each other.</li> <li>• Competition from surrounding areas.</li> <li>• New technologies and innovations in tourism.</li> <li>• Limited volunteers.</li> <li>• Ageing population.</li> </ul>

## 8 BRIDGEWATER (SERPENTINE) PRODUCTS ASSETS AND EXPERIENCES

Nature	<ul style="list-style-type: none"> <li>• Loddon River.</li> <li>• Waterhole (natural infinity pool).</li> <li>• Unique and endangered animals, birds and plants in region e.g. platypus, water rats, goannas (two types) birds.</li> <li>• Murray cod and red fin.</li> <li>• Serpentine.</li> <li>• Loddon River at Serpentine.</li> </ul>
Aboriginal cultural heritage	<ul style="list-style-type: none"> <li>• Aboriginal heritage (fish traps, grinding stone behind the Laucke Flour Mill).</li> <li>• Kooyoorra State Park.</li> <li>• Serpentine – Pon Pon reserve.</li> </ul>
Built environment	<ul style="list-style-type: none"> <li>• Architecture.</li> <li>• Old Mill – Laucke Flour Mill – 100 years.</li> <li>• Bridgewater Bakery was originally a hotel.</li> <li>• Railway Station building.</li> <li>• Serpentine East Loddon Woolshed built 1871.</li> </ul>
Activities	<ul style="list-style-type: none"> <li>• Skiing.</li> <li>• Canoe.</li> <li>• Swimming.</li> <li>• Camping.</li> <li>• Fishing.</li> <li>• Walking.</li> <li>• Rock hopping.</li> <li>• Market.</li> <li>• Golf.</li> <li>• Bowls.</li> </ul>

	<ul style="list-style-type: none"> <li>• Tennis.</li> </ul>
Food and sustainable living	<ul style="list-style-type: none"> <li>• Laucke Flour (producing for artisan bakers in Melbourne).</li> <li>• Bridgewater Bakery.</li> <li>• Waterwheel Winery.</li> <li>• Bridgewater Hotel.</li> <li>• Growing tomatoes in a hot house.</li> <li>• Honey.</li> <li>• Eggs.</li> <li>• Sheep/cattle, grain (finest bread making flour in the world).</li> <li>• Serpentine watermelons and pumpkins.</li> <li>• Church op shop.</li> </ul>
Accommodation	<ul style="list-style-type: none"> <li>• Bridgewater Public Caravan Park on the Loddon River.</li> <li>• Bridgewater motel.</li> <li>• RV friendly at recreation reserve – free.</li> <li>• Graylee – self-contained.</li> <li>• Parklands Retreat – farm stay self-contained.</li> </ul>
Events	<ul style="list-style-type: none"> <li>• Australian Ski Masters.</li> <li>• Bridgewater Triathlon.</li> <li>• Bridgewater Mother’s Day Classic.</li> </ul>
Assets	<ul style="list-style-type: none"> <li>• Loddon River historic swimming hole.</li> <li>• Hotel by the river.</li> <li>• Bridgewater Public Caravan Park by the river.</li> <li>• Solar farm.</li> <li>• Old railway line.</li> <li>• Serpentine Road House.</li> <li>• Serpentine Hotel.</li> <li>• Main street businesses in Bridgewater (for example bakery, mechanic, post office).</li> <li>• Farming.</li> </ul>
Other	<ul style="list-style-type: none"> <li>• Mulwarrie Studio.</li> <li>• Berets – home crafted and available on internet.</li> </ul>
Audit of websites and facebook pages	<ul style="list-style-type: none"> <li>• <a href="http://www.bridgewateronloddon.com.au">www.bridgewateronloddon.com.au</a></li> </ul>
History	<ul style="list-style-type: none"> <li>• Serpentine was chosen as the starting point of Australia’s first official air race.</li> </ul>

### 8.1 Bridgewater points of difference

- This gold rush era village sits beside one of the longest and widest rivers in Victoria.
- Within 2 hours of Melbourne, this is your entry to a natural and historic wonderland where you can discover overlooked towns, ancient granite outcrops with views to the horizon, and roads that lead to vast wilderness areas, home to rare and endangered animals, birds and plants.
- Stop at Bridgewater and take a dip in a natural infinity pool, surrounded by trees and rocks, just metres from town. With a view of the historic Laucke flour mill, you might picnic by the river, enjoying breads and pastries produced using what is considered to be the finest flour in the world – and made right here in Bridgewater.

• **Additional statements:**

- Mark Laucke “I grew up in Barossa Valley. We knew it as paradise. When I came to Bridgewater I discovered that this was the true paradise.”
- Mark Laucke “Every morning I see a platypus swimming in the river just by the bridge.”

**8.2 Bridgewater strengths, weaknesses, opportunities and threats**

Strengths	<ul style="list-style-type: none"> <li>• Close proximity to Melbourne and Bendigo.</li> <li>• Close proximity to nature, and nature to town.</li> <li>• Micro-climate.</li> <li>• Employment.</li> <li>• Skiing destination.</li> <li>• Drive through town.</li> <li>• Laucke Flour Mill and Bridgewater Bakery – world’s finest bread making flour.</li> </ul>
Weaknesses	<ul style="list-style-type: none"> <li>• Limited accommodation.</li> <li>• Absentee landowners.</li> <li>• Maintenance of pathways.</li> <li>• No taxi service – can’t drink and drive.</li> <li>• Parking in main street Bridgewater.</li> <li>• Vacant shop fronts.</li> <li>• Ski – September – April (not in keeping with interests of key tourist group).</li> <li>• Signage – entrance to town.</li> </ul>
Opportunities	<ul style="list-style-type: none"> <li>• Establish a canoe trail from Laanecoorie to Fernihurst which includes Bridgewater.</li> <li>• Establish other world skiing championships.</li> <li>• Establish a rowing regatta event.</li> <li>• A shop front selling local produce.</li> <li>• Working with children in education developing ideas.</li> <li>• Food – develop food brand for the region Loddon Valley (Similar to the Hunter Valley).</li> <li>• To make Bridgewater an attractive “River Town”.</li> <li>• To improve Bridgewater streetscape.</li> <li>• Bridgewater Public Caravan Park being used to its full potential.</li> </ul>
Threats	<ul style="list-style-type: none"> <li>• Corellas.</li> <li>• Climate – floods.</li> <li>• Empty shops.</li> <li>• Poor streetscape.</li> <li>• Not highlighted as a river town.</li> <li>• Competition from other river towns.</li> <li>• Not keeping up with changes in technology, (for example online bookings, website updates and apps).</li> <li>• Decline in volunteers.</li> <li>• Organisations not communicating with each other.</li> <li>• Operators/organisations not keeping up with new technologies and innovations in tourism.</li> </ul>

## 9 INGLEWOOD (KINGOWER AND RHEOLA) PRODUCTS ASSETS AND EXPERIENCES

Nature	<ul style="list-style-type: none"> <li>• Eucalyptus plantations.</li> <li>• Granite outcrops and caves.</li> <li>• Kooyoora State Park and Mt Korong. (In aboriginal tradition, Mt Kooyoora is a men's place and Mt Korong is a women's place).</li> <li>• Flat lands – can see the curve of the earth.</li> <li>• Here you can get closer to nature – stars on horizon, endangered birds, and animals.</li> <li>• Flora – Many species of rare orchid.</li> </ul>
Aboriginal cultural heritage	<ul style="list-style-type: none"> <li>• Kooyoora State Park.</li> <li>• Mount Korong.</li> </ul>
Built environment	<ul style="list-style-type: none"> <li>• Architecture.</li> <li>• 100 year old grapevine.</li> <li>• Inglewood historic buildings with Vahland architecture.</li> </ul>
Activities	<ul style="list-style-type: none"> <li>• Walking.</li> <li>• Orienteering championships.</li> <li>• Sleigh dog racing.</li> <li>• Abseiling and rock climbing.</li> <li>• Bike riding.</li> <li>• Geneology.</li> <li>• Horse riding.</li> <li>• Bird watching.</li> <li>• Wildflowers.</li> <li>• Cycling.</li> <li>• 4 wheel driving tours.</li> <li>• Botanists.</li> </ul>
Food and sustainable Living	<ul style="list-style-type: none"> <li>• Inglewood Aged Beef selling local produce.</li> <li>• New bakery making homemade Cornish pasties.</li> <li>• Wineries (Kingower and Rheola).</li> <li>• Olive oil.</li> <li>• Honey.</li> <li>• Soap making.</li> <li>• 6 collectible stores.</li> <li>• Eucalyptus oil industry.</li> <li>• Eucalyptus mulch for gardening.</li> <li>• Straw bale house construction.</li> </ul>
Accommodation	<ul style="list-style-type: none"> <li>• Inglewood Caravan Park.</li> <li>• Inglewood Motel.</li> <li>• Self-catering cabins.</li> <li>• Pet friendly camp Kooyoora State Park.</li> </ul>
History	<ul style="list-style-type: none"> <li>• Collectibles stores.</li> <li>• Kooyoora State Park – Melville Caves.</li> <li>• Inglewood historic buildings with Vahland architecture.</li> <li>• Inglewood historic blue plaque trail walk which promotes the buildings from the gold rush e.g. Tivey's House.</li> <li>• Inglewood Historic Town Hall.</li> <li>• Inglewood oldest operating fire station.</li> <li>• Historic Pipe Organ in St Augustines church.</li> <li>• Birth place of Sir Reginald Ansett.</li> </ul>

	<ul style="list-style-type: none"> <li>• Historic brick water drain through the Inglewood township.</li> </ul>
Gold	<ul style="list-style-type: none"> <li>• Kingower – Hand of Faith gold nugget.</li> <li>• Detecting fossicking – large nuggets that would buy you a house are still being found in the region.</li> <li>• Current working Gold Mine – Maxwell Mine.</li> </ul>
Events	<ul style="list-style-type: none"> <li>• Inglewood Alive.</li> <li>• Rheola Charity Carnival.</li> <li>• Sled dog trials.</li> <li>• Cycling race.</li> <li>• Kooyoora Wildflower Show.</li> </ul>
Assets	<ul style="list-style-type: none"> <li>• Eucalyptus Distillery Museum.</li> <li>• Motor Museum (open by appointment).</li> <li>• Miniature railway at museum – being developed.</li> <li>• Railway line.</li> <li>• Recreation reserves – fabulous playground.</li> <li>• Outdoor swimming pool.</li> <li>• Skate ramps.</li> <li>• Tennis courts.</li> <li>• Golf club.</li> <li>• Bowling club.</li> <li>• Inglewood Reservoir.</li> <li>• Botanical gardens.</li> <li>• On the edge of Inglewood State Park/Forest.</li> <li>• Brook Street businesses.</li> <li>• Hospital.</li> <li>• Medical facilities.</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Relaxed atmosphere.</li> <li>• Relaxed “yester-year” atmosphere.</li> <li>• Undiscovered/not commercialised - town and nature.</li> </ul>
Audit of websites and Facebook pages	<ul style="list-style-type: none"> <li>• Website - <a href="http://www.inglewood.vic.au">www.inglewood.vic.au</a></li> <li>• Facebook – Inglewood.</li> </ul>

### 9.1 Inglewood points of difference

- There is an element of surprise entering this town. This extraordinary and intact gold rush era village with grand buildings lining the streets sits as though untouched since the 1860s. In this seemingly overlooked town, visitors will find rows of vintage and collectible stores, stocked like finely-curated museums.
- This is the gateway to some of the oldest rock formations in Victoria. The ancient 460 million year old granite outcrops of Kooyoora State Park and Mt Korong, where visitors can wander through the boulders and capture the spectacular and unexpected views and can even detect the curve of the earth in the horizon. Untapped, untouched, untarnished, this is where visitors can touch the real Australian mallee bush and smell and touch the trees that produce the finest eucalyptus oil on the planet.
- Inglewood creates a complete sustainable lifestyle by sourcing the finest produce from the local fields – from flour, to chemical-free meats, eucalyptus oil and salt – to furnishing the home with vintage furniture and kitchenalia. The same treasures that sustained people’s lives in the 1800s still exist today.

•  
*Notes supplied by Felton Grimwade and Bosistos*



- Eucalyptus – The Inglewood and Wedderburn region in Victoria are unique as they are one of only two areas in Australia where blue mallee (eucalyptus polybractea) grow naturally. It produces the most potent medicinal oil from the hundreds of eucalypt species tested. It has very high cineole content (between 80-88%) and has a much stronger, longer lasting fragrance than other oils. The objective of a project with the University of Melbourne Botany Department is to increase the oil yield in the leaf to increase the overall amount of oil that can be extracted during distillation. This creates a ‘super tree’ to improve productivity. This high-tech agro-forestry project will help Australia to compete internationally and hopefully once again become the world’s major supplier of eucalyptus oil.

The advantages of blue mallee are:

- ability to produce a high quality pharmaceutical oil with a stronger, longer lasting fragrance
- ability to be mechanically harvested (being a mallee) which requires lower labour costs than harvesting other eucalyptus species.

The trees are mallees, so the roots remain in the ground post harvesting and regenerate, sending up new shoots. Harvesting is done every two years.

**9.2 Inglewood strengths, weaknesses, opportunities and threats**

Strengths	<ul style="list-style-type: none"> <li>• Close proximity to Melbourne and Bendigo.</li> <li>• Proximity to nature, and nature to town.</li> <li>• Surrounded by nature.</li> <li>• Intact architecture.</li> <li>• Eucalyptus industry – history and current production.</li> <li>• Bosistos eucalyptus plantation of the “Super Trees”.</li> <li>• Source of unique antiques and collectibles.</li> <li>• High quality butcher – only 1 of 2 in Australia doing dry age beef.</li> <li>• Major highway running through Inglewood.</li> <li>• Inglewood is a town people drive through.</li> <li>• Inglewood is a town where visitors are surprised with the historic streetscape.</li> <li>• Old gold mining towns (Inglewood, Kingower and Rheola) – history and relics still visible in the area.</li> <li>• Town hall – is an historic building, with space to hold large indoor events, e.g. music or movie nights, photography, quilting, embroidery exhibitions or baking competitions.</li> </ul>
Weaknesses	<ul style="list-style-type: none"> <li>• Accommodation (particularly for conferences).</li> <li>• Hospitality.</li> <li>• Summer and winter marketing.</li> <li>• Absentee landowners.</li> <li>• Maintenance of pathways.</li> <li>• No taxi service – can’t drink and drive.</li> <li>• Parking (particularly for large vehicles).</li> <li>• Vacant shop fronts.</li> <li>• Signage – entrance to town.</li> <li>• Large noisy trucks ruin the ambience/appeal of the “yester-year” feel – speed of traffic through narrow main street.</li> </ul>
Opportunities	<ul style="list-style-type: none"> <li>• Learning – farms, craft, straw bale, eucalyptus, aboriginal culture and bush tucker.</li> </ul>

	<ul style="list-style-type: none"> <li>• Historic Pelican Hotel has 19 rooms but currently privately owned.</li> <li>• Establish ghost tours.</li> <li>• Night time experiences.</li> <li>• Further develop horse drawn carriages business near Rheola.</li> <li>• Inglewood Reservoir and Botanic gardens. (Potential to establish accommodation).</li> <li>• Inglewood, Kingower and Rheola full of history.</li> <li>• Light show on buildings (do something different to White Night).</li> <li>• Encouraging traffic to travel through Inglewood before travelling north at Bridgewater.</li> <li>• Collaboration with businesses internally and externally to promote Inglewood and district.</li> <li>• Unused silos around the district.</li> <li>• Open up railway line for trains.</li> <li>• Potential for balloon rides/sightseeing tours or tour companies.</li> <li>• Star gazing events.</li> <li>• Tour or information which talks about Maxwell Gold Mine.</li> <li>• Bike hire.</li> <li>• Open up more horse trails.</li> <li>• Monthly craft market or farmers market.</li> <li>• Sporting events, including cycling races.</li> <li>• Hosting Women’s Institute events (flower, baking, photo, quilting and embroidery competitions).</li> <li>• Movie nights in town hall.</li> <li>• Pop up restaurants in empty shops or town hall.</li> <li>• Pop up galleries in empty shops.</li> <li>• Golf club to have more tournaments and to be open all year round (not just April to October).</li> <li>• Open up rail line between Bendigo and Inglewood to encourage day trips for people from Melbourne.</li> <li>• Identify and paint silos in Loddon Shire to create a tourist trail.</li> </ul>
Threats	<ul style="list-style-type: none"> <li>• Sustainability of the town.</li> <li>• There are other Inglewoods in google so creates a problem for Inglewood – Victoria.</li> <li>• Appearance of the town.</li> <li>• Limited volunteers.</li> <li>• Limited funding to market the town.</li> <li>• If gold becomes scarce - gold prospectors cease to visit the area.</li> <li>• A bypass road around Inglewood.</li> </ul>

## 10 TARNAGULLA (NEWBRIDGE, LAANECOORIE, EDDINGTON AND LOGAN) PRODUCTS, ASSETS AND EXPERIENCES

Nature	<ul style="list-style-type: none"> <li>• Laanecoorie Weir.</li> <li>• Loddon River around Eddington, Laanecoorie and Newbridge.</li> <li>• Endangered flora and fauna.</li> <li>• Birds – Swifts Parrot.</li> <li>• Wildlife – Potaroo.</li> <li>• Wildflowers.</li> <li>• Most northern volcano in Victoria – Bald Hill.</li> <li>• Maldon Bridgewater Road – Bells Swamp.</li> <li>• Yabbies.</li> <li>• State Park in Tarnagulla has a large stand of Iron Bark trees, planted during the depression. These are between Tarnagulla and Dunolly.</li> </ul>
Aboriginal cultural heritage	<ul style="list-style-type: none"> <li>• Aboriginal heritage – Laanecoorie area.</li> </ul>
Built environment	<ul style="list-style-type: none"> <li>• Tarnagulla and surrounds gold rush architecture buildings.</li> <li>• Laanecoorie Bridge – Janevale Bridge, built in 1911, is the largest reinforced girder bridge designed and built by John Monash and the Reinforced Concrete &amp; Monier Pipe Construction Co. and the largest bridge of its kind built in Victoria prior to the First World War.</li> <li>• The Tarnagulla Hall known as the Old Victoria Hotel and Theatre.</li> <li>• Tarnagulla has 6 buildings classified by the National Trust.</li> <li>• Other historic buildings from the gold rush are in Eddington, Laanecoorie, Newbridge, Arnold and Tarnagulla.</li> </ul>
Activities	<ul style="list-style-type: none"> <li>• Bush walking.</li> <li>• Cycling.</li> <li>• Bike riding – Tarnagulla to Newbridge Old Tarnagulla Road.</li> <li>• Camping.</li> <li>• Fishing.</li> <li>• Skiing Laanecoorie.</li> <li>• Canoeing.</li> <li>• Birdwatching</li> <li>• Wildflowers.</li> <li>• Horse riding.</li> </ul>
Food and sustainable living	<ul style="list-style-type: none"> <li>• Olives.</li> <li>• Wine.</li> <li>• Honey from Arnold.</li> <li>• Pork from Murphy's Creek Pork.</li> <li>• Bygum Eucalyptus oil produced at Arnold.</li> <li>• Newbridge General Store – local produce – homemade pies and home brew.</li> <li>• Vintage and collectibles stores.</li> <li>• September vintage – café with French delights.</li> <li>• Community Centre Café – Sunday 9am to 4pm.</li> </ul>
Accommodation	<ul style="list-style-type: none"> <li>• Rostrata Country Farm Stay.</li> <li>• Laanecoorie Lakeside Caravan Park on the banks of the Loddon River near the Laanecoorie Weir.</li> <li>• Camp sites at Tarnagulla Historic Reserve, Newbridge</li> </ul>

	Recreation Reserve and Laanecoorie Foreshore.
History	<ul style="list-style-type: none"> <li>• Intact 1850s towns – Tarnagulla, Eddington, Arnold, Newbridge, Llanelly, Waanyarra.</li> <li>• John Flynn's monument.</li> <li>• Genealogy.</li> <li>• Tarnagulla purpose built cricket pavilion (one of 2 in Australia).</li> <li>• Laanecoorie Bridge – Designed by Sir John Monash.</li> <li>• Cobb and Co cottages.</li> <li>• Historic houses.</li> <li>• Southern region historic streetscapes.</li> </ul>
Gold	<ul style="list-style-type: none"> <li>• The Welcome Stranger gold nugget was found at Moliagul and there is a Monument in the State Forest, 17kms from Tarnagulla.</li> </ul>
Events	<ul style="list-style-type: none"> <li>• Strictly Vintage Fair – with High Tea.</li> <li>• Ulysses Motor Cycle Club Annual Rally.</li> </ul>
Assets	<ul style="list-style-type: none"> <li>• Lakeside Caravan Park Laanecoorie.</li> <li>• Loddon River.</li> <li>• Newbridge General Store.</li> <li>• Tarnagulla Hotel.</li> <li>• Tarnagulla Post Office and Mini Mart.</li> <li>• Logan Hotel.</li> <li>• Historic Victoria Theatre.</li> <li>• Tarnagulla Matildas Antiques and Collectables.</li> <li>• Eddington Septembre Vintage.</li> <li>• Newbridge Hotel – run by the local football team.</li> <li>• Newbridge – Recreation Reserve Pavilion.</li> <li>• Newbridge Recreation Reserve camping.</li> <li>• Rostrata Country Farm Stay includes machinery shed and a shed displaying the early history of Murphy's Creek and the intact separator room.</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Tarnagulla State Forest.</li> <li>• Loddon River.</li> <li>• Laanecoorie Weir.</li> </ul>
Audit of websites and Facebook pages.	<ul style="list-style-type: none"> <li>• <a href="http://www.tarnagulla.com.au">www.tarnagulla.com.au</a></li> </ul>

### 10.1 Tarnagulla points of difference

- Tarnagulla and district is central to some of best of man-made and nature's offerings – and the closest and most accessible points to these treasures from Melbourne.
- From the pristine rivers and lakes of the Loddon River and Laanecoorie Weir, to the Aboriginal culture evident in the scarred trees that line the roads, to the intact gold rush era villages that have been left in much the same way as when the miners departed.
- With thousands of years of layers of earth and history, much remains, including the richest concentration of alluvial gold in the world.

### 10.2 Tarnagulla (Newbridge, Laanecoorie, Eddington and Logan) strengths, weakness opportunities and threats

Strengths	<ul style="list-style-type: none"> <li>• Proximity to Melbourne, Bendigo and Maldon.</li> <li>• Central to key areas – nature, river, weir, villages, granite outcrops.</li> <li>• Intact history.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Goldfields – centre of the Golden Triangle – gold detecting.</li> <li>• One of the main routes to Adelaide from East of Melbourne.</li> <li>• Proximity to food trails.</li> <li>• Ravenswood Crossing makes it easier to reach Tarnagulla Newbridge and surrounds.</li> <li>• Blue wrens and many other species of birds that pertain to this area.</li> <li>• Rheola Charity Easter Carnival that has been operating for 150 years.</li> <li>• Mt Moliagul.</li> <li>• Tarnagulla historic recreation reserve.</li> <li>• Tarnagulla historic blue plaque walking trail.</li> <li>• Historic villages – all close together.</li> <li>• Newbridge built on the banks of the Loddon River.</li> <li>• Newbridge Hotel.</li> <li>• Newbridge General Store.</li> <li>• Newbridge campground on the Loddon River.</li> <li>• Newbridge Recreation Reserve facility including shower and accessible toilet for camping.</li> <li>• Historic buildings.</li> <li>• Laanecoorie Weir providing swimming, canoeing, fishing, water skiing.</li> <li>• Laanecoorie Caravan Park.</li> <li>• Laanecoorie campground.</li> <li>• Eddington Septembre Vintage.</li> <li>• Friendly, natural, down to earth people.</li> <li>• Tarnagulla, untouched main street.</li> <li>• State forest.</li> <li>• Waanyarra Cemetery and other cemeteries.</li> <li>• Volunteers.</li> <li>• Waanyarra Morton’s Hotel (Waanyarra township).</li> <li>• Rostrata Country Farm Stay.</li> <li>• Tarnagulla has buildings listed on the Heritage Register.</li> </ul>
Weaknesses	<ul style="list-style-type: none"> <li>• Limited quality accommodation.</li> <li>• Community silos.</li> <li>• Lack of communication between organisations.</li> <li>• Phone coverage (people have to stop and get directions).</li> <li>• Reliability of services including internet in southern region.</li> <li>• Limited public transport.</li> <li>• Website confusion with the town name Newbridge with Newbridge Wallan which is a housing developer.</li> <li>• Limited volunteer resources.</li> <li>• Limited access to fresh produce.</li> <li>• Supplies of food – has to be delivered and no good local produce delivery services.</li> <li>• Limited hospitality.</li> <li>• Limited tour guides to share Tarnagulla and surrounds history.</li> <li>• Canoeing (Laanecoorie to Fernihurst). For this to take place there would need to be a lot of fallen trees removed from the river.</li> <li>• Very limited eateries.</li> <li>• Lack of understanding in the community of the value that</li> </ul>

	<p>tourism plays and the role that many businesses actually play in the industry.</p> <ul style="list-style-type: none"> <li>• People working in isolation rather than collaborating.</li> <li>• Local culture is for a quiet life, many see no need for economic development.</li> <li>• Businesses need to define their open hours.</li> <li>• Lack of signage at Marong, Llanelly as well as other places.</li> <li>• Limited choice of accommodation.</li> <li>• No petrol.</li> <li>• Limited opening hours for the Tarnagulla Community Centre.</li> <li>• Cannot hire the Tarnagulla Community Centre.</li> </ul>
Opportunities	<ul style="list-style-type: none"> <li>• Loddon River.</li> <li>• Close proximity of historic towns.</li> <li>• Develop bike trail between the towns (riders pick up hampers with local food produce).</li> <li>• Develop more walking cycling trails between the towns.</li> <li>• Consider multi day multi activity trips including canoeing.</li> <li>• Removing powerlines in Commercial Road Tarnagulla.</li> <li>• Promoting from Maldon.</li> <li>• Farm house accommodation.</li> <li>• Promoting the southern region to Bendigo residents.</li> <li>• Establish a winery tour.</li> <li>• Promote southern region to niche groups e.g. Vintage motorbikes (Llanelly), sprint cars Eddington, other vintage clubs.</li> <li>• Tarnagulla Community Centre to be open each day.</li> <li>• Open the Historic Tarnagulla Hall and obtain a gold coin donation.</li> <li>• Develop an app to include trail maps with accommodation, food and historic places.</li> <li>• Increase High Teas numbers with Strictly Vintage Fair event.</li> <li>• Tarnagulla filming e.g. commercials, photo shoots.</li> <li>• Southern region streetscape upgrades.</li> <li>• Luxury camping in this area (glamping).</li> <li>• Vintage trail: Eddington, Tarnagulla and Inglewood.</li> <li>• Open Tarnagulla Caravan Park.</li> <li>• Establish ghost tour.</li> <li>• Attract more tourism operators to the area.</li> <li>• To be able to hire the Tarnagulla Community Centre.</li> <li>• Golden Triangle aspect very under-utilised. The centre of the richest gold nugget belt in the world. Gold has magical attraction for tourists from all over the world.</li> </ul>
Threats	<ul style="list-style-type: none"> <li>• Cost of public liability insurance – for market stall holders.</li> <li>• Dry conditions make the countryside unattractive.</li> <li>• Too many organisations not communicating with each other.</li> <li>• Competition from other regions.</li> <li>• Limited volunteers.</li> <li>• Cannot attracting new volunteers to committees.</li> <li>• Ageing population.</li> </ul>

## 11 WEDDERBURN (KORONG VALE AND WYCHITELLA) PRODUCTS, ASSETS AND EXPERIENCES

Nature	<ul style="list-style-type: none"> <li>• Mt Korong.</li> <li>• Kooyoora State Park.</li> <li>• Mt Egbert (Granites).</li> <li>• Wedderburn Historic Skinner Reserve.</li> <li>• Hard Hill Tourist Reserve.</li> <li>• Flora and fauna.</li> <li>• Goannas – tree and sand.</li> <li>• Korong Vale historic railway town.</li> <li>• Korong Vale reservoir.</li> <li>• Natural bushland around Wedderburn, Wychitella and Korong Vale.</li> </ul>
Aboriginal cultural heritage	<ul style="list-style-type: none"> <li>• Mt Egbert (Granites).</li> <li>• Mt Korong.</li> </ul>
Built environment	<ul style="list-style-type: none"> <li>• Architecture of buildings around Wedderburn.</li> <li>• Wide promenades.</li> <li>• Jacka Park.</li> <li>• Hard Hill Tourist Reserve.</li> <li>• Donaldson Park.</li> <li>• Engine Park.</li> </ul>
Activities	<ul style="list-style-type: none"> <li>• Bush walking.</li> <li>• Gold detecting.</li> <li>• Camping RV Friendly site Hard Hill Tourist Reserve.</li> <li>• Harness racing.</li> <li>• Bird watching.</li> <li>• Photography.</li> <li>• Cycling.</li> <li>• Wildflowers.</li> <li>• Canoeing.</li> <li>• Winter golf.</li> <li>• Summer bowls.</li> <li>• Fishing.</li> <li>• Yabbying.</li> <li>• Swimming.</li> <li>• Tennis.</li> </ul>
Food and sustainable living	<ul style="list-style-type: none"> <li>• 24 Karat Café.</li> <li>• Wood carving bowls.</li> <li>• Candle making.</li> <li>• Local craft.</li> <li>• Eucalyptus oil.</li> <li>• Land owners with self – sustainable solar systems.</li> <li>• Steel's Butcher Award winning Strassburg using old traditional methods.</li> <li>• Korong Vale Hotel (Asian food).</li> </ul>
Accommodation	<ul style="list-style-type: none"> <li>• KurracaBurn Heights (originally Korong Bush Nursing Hospital).</li> <li>• Wedderburn motel.</li> <li>• Wedderburn Pioneer Caravan Park.</li> </ul>
History	<ul style="list-style-type: none"> <li>• Albert Jacka – Australia's First VC Winner.</li> <li>• Historic mine at Hard Hill Tourist Reserve.</li> </ul>

	<ul style="list-style-type: none"> <li>• Historic houses – Nancy Stokes cottage and Butterick House from the gold rush.</li> <li>• Historic steam engines stored at Wedderburn Engine Park.</li> <li>• Historic Korong Vale petrol station.</li> <li>• Korong Vale old railway town.</li> <li>• Reservoir at Korong Vale was the biggest for steam trains in Victoria.</li> <li>• Historic walk of Wedderburn and Korong Vale.</li> <li>• Historic Wychitella hotel.</li> <li>• Historic cemeteries Wedderburn, Korong Vale and Wychitella.</li> </ul>
Gold	<ul style="list-style-type: none"> <li>• Wedderburn alluvial gold.</li> <li>• Gold detecting – plenty of public land to fossick.</li> </ul>
Events	<ul style="list-style-type: none"> <li>• Minelab Wedderburn Detector Jamboree.</li> <li>• Community Christmas Tree Festival.</li> <li>• Wine tasting event.</li> <li>• Wedderburn Historic Engine Rally.</li> <li>• Dart events.</li> <li>• Wedderburn Community House events – market, open gardens, spring dance and Taste of Loddon monthly dinner evenings.</li> </ul>
Assets	<ul style="list-style-type: none"> <li>• Coach House Gallery and Museum.</li> <li>• Eucalyptus Stew Pot.</li> <li>• Hard Hill Tourist Reserve.</li> <li>• Facilities – supermarket, hotel, chemist and eateries.</li> <li>• Loddon Visitor Information Centre.</li> <li>• Swimming pool.</li> <li>• Sporting facilities.</li> <li>• Lions Club.</li> <li>• Wedderburn Community Centre.</li> <li>• Committees in Wedderburn, Tourism, Community House and Development and Association.</li> <li>• The townships of Wedderburn, Korong Vale and Wychitella surrounded by natural bushland.</li> <li>• Doctor's facility and service.</li> <li>• Volunteers.</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Peaceful.</li> <li>• Friendly.</li> <li>• The smell of the natural bush.</li> <li>• Quiet roads.</li> </ul>
Audit of websites and Facebook pages	<ul style="list-style-type: none"> <li>• Website – <a href="http://www.wedderburn.vic.au">www.wedderburn.vic.au</a></li> <li>• Facebook – Wedderburn.</li> </ul>
Characters	<ul style="list-style-type: none"> <li>• Robbie Collins.</li> </ul>

### 11.1 Wedderburn points of difference

- Once a large gold rush era town, today the historic buildings and homes of Wedderburn remain.
- Surrounded by mallee bush, the town is central to a world of adventures and finds.



- Here find treasures not to be found elsewhere – from the old eucalyptus cutters who distil oil in the traditional method using an old bush still, to an old general store, with all its contents still remaining on its shelves from the 1850s, just as the owner left them.
- Perhaps visitors might want to try their luck fossicking and get lucky in the richest alluvial goldfields in the world, or move into the bush looking for things rarer still.

**11.2 Wedderburn strengths, weaknesses, opportunities and threats**

Strengths	<ul style="list-style-type: none"> <li>• Transit to Mildura.</li> <li>• Wedderburn travellers rest.</li> <li>• Resourceful – volunteers.</li> <li>• Open space, serenity.</li> <li>• Friendly, accommodating locals.</li> <li>• Wedderburn has more open spaces than a popular location like St Kilda.</li> <li>• Good climate.</li> <li>• History.</li> <li>• Natural environment.</li> <li>• Wedderburn is an intact township.</li> <li>• Good café in town.</li> </ul>
Weaknesses	<ul style="list-style-type: none"> <li>• Distance from many other areas.</li> <li>• Volunteers are stretched.</li> <li>• Quality accommodation.</li> <li>• Unpainted shop fronts in the main street.</li> <li>• Engagement – businesses not engaging with community groups.</li> <li>• Quality hospitality.</li> <li>• Large amount of unsightly premises.</li> <li>• Better signage in town.</li> <li>• Lack of communication between committees.</li> <li>• Limited food choices.</li> <li>• Food outlets close at 8pm or 8.30pm.</li> <li>• Empty shop fronts.</li> </ul>
Opportunities	<ul style="list-style-type: none"> <li>• To open the miners tunnel at Hard Hill Tourist Reserve.</li> <li>• Develop an award winning cake.</li> <li>• Steam engines that are at engine park to be placed on display.</li> <li>• National Yamaha event.</li> <li>• Private motor cycle rally.</li> <li>• Engaging with young people.</li> <li>• Attracting new volunteers.</li> <li>• Motor bike riding.</li> <li>• Collaborative advertising and marketing with other towns.</li> <li>• Upgrade the Wedderburn Pioneer Caravan Park.</li> <li>• Develop walking tours for Wedderburn.</li> <li>• Attract new business to empty shops.</li> <li>• Paint main street shop fronts and clean up premises around the town.</li> </ul>
Threats	<ul style="list-style-type: none"> <li>• Distance from Melbourne.</li> <li>• Extremes of summer and winter weather.</li> <li>• Maintenance on main street buildings.</li> <li>• Attracting and sustaining new business.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ageing population.</li> <li>• Limited volunteers.</li> <li>• Too many organisations not communicating to each other.</li> <li>• Competition with other areas.</li> <li>• Groups and businesses not keeping up with new technologies and innovations in tourism.</li> <li>• Attracting new volunteers.</li> </ul>
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## 12 TARGET MARKETS

Loddon Valley's target market (the Lifestyle Leader) is in line with that identified by Visit Victoria. The independent travellers who wish to explore and discover something new.

### 12.1 Lifestyle leaders

- Inspired by nature
  - Driven by getting back in touch with nature and real, tangible, experiential activities.
- Enriched wellbeing
  - Driven by indulging their passions, appreciation for learning, heritage, arts and nature.
- Creative opinion leaders
  - Driven by creativity, inventiveness and an appreciation for artistic interpretation.
  - They want to find creative gems, discover new galleries and explore.
- Food and wine lifestyle
  - Motivated by enjoyment, sociability, authenticity and understanding of food and wine experiences.
  - They want a diverse choice of wineries and cellar doors, beautiful places to experience fine food and wine in well-known and chef hatted restaurants.
- Free independent traveller (car) and where possible train/bus. Not users of Visitor Centres.
- Those travelling to Bendigo for major art exhibitions or event, who may be interested in multiple days in the region.
- Re-visitation of visitors.
- Locals and visiting friends and relatives (VFR).

Note: Creatives and influencers are moving to regional areas within 1 to 1.5 hours from Melbourne. This group of influencers will be looking for activities and will be looking after friends.

## 13 STRATEGIC MARKETING ACTIVITIES

The following plan recommends that key fundamentals are established within the first year of activity. The second and third year of the plan would involve undertaking more dedicated campaigns, and developing key new products and events.

This includes:

### Summary:

- **Engagement** – encourage the greatest number of stakeholders to participate in defining the brand and key points of difference for the region, as well as the development and execution of the plan more specifically.
- **Products and experiences** – identifying and agree key products, experiences and key areas for development, particularly those that address key weaknesses such as accommodation. Consider new signature products and experiences as well as events based on the strengths of the region that will help leverage the region.
- **Point of difference** – Agree POD to inform all promotional campaigns.
- **Themes** – consider working with themes to promote the key strengths of the region.
- **Communication:** incorporate POD and key messages into all communications (formal and informal).
- **Imagery** - Use of evocative imagery that expresses the POD.
- **Promotional avenues:**
  - Websites.
  - Social media.
  - Advertising.
  - Collaboration.
- **Key success factors** – consider critical success factors to inform work.

These are addressed in recommendations and actions to be undertaken over a two year period.

## 14 ESTABLISHING THE FOUNDATIONS

### 14.1 Engagement

The necessity of engagement in the process was noted by participants, and the need to engage the wider population was discussed to ensure all have the same understanding.

One participant commented we need to sell the POD to those in the Shire first prior to trying to sell outside the region. A strong, cohesive and widely held agreement on the brand, POD and way forward would cement the success of any plans.

Given the success of the process, further meetings and workshops were suggested that include a broad cross section of government, industry and residents to share the POD for the region and explore opportunities. This process would also foster stronger social bonding, break down silos, ensure that work across the Shire's departments are consistent and supporting one another, increase resourcefulness, collaboration and ideas. Several actions are recommended to increase engagement.

#### Engagement strategy:

- Action 1:** Invite a wider cross section of government, industry and residents to future workshops to introduce the plan and explore product development and collaboration.
- Action 2:** Encourage ongoing and regular engagement (e.g. six monthly professional development and collaboration workshops).

Additional suggestions from the community for ongoing engagement:

- Have regular show and tells for operators and tourism committees.
- Different businesses host social events where there is a regular sharing of ideas.

**14.2 Points of difference**

The POD is the key foundation for all undertakings. The success of the plan will be dependent upon these POD being incorporated into all communications, as well as informing future activities and events. Further research and refinement is recommended to continue to answer the question: Who are we and what unique products, assets and experiences does the region have to offer?

- Action 1:** Become familiar with key products, experiences, POD and key messages for the region and towns.
- Action 2:** Incorporate POD into websites, social media as well as share informally in conversation with those in the region, as well as visitors.
- Action 3:** Undertake additional research to further define point of difference.

**14.3 Themes**

A number of products, points of difference and themes became apparent across the Shire during the research and workshops. These have been grouped into clusters that reinforce the POD and can be used to inform product development, promotional, advertising and publicity campaigns, as well as many other activities. These groupings and themes may also help to inform infrastructure and investment.

**Action 1:** Develop and use themes to inform campaigns and product development

Products – points of difference – themes	Overall themes across towns	Considerations for campaigns
Where time has stood still.  Time capsule	Nature - where endangered species, plants and animals still exist. Intact gold rush era villages A village – e.g. Tarnagulla – little has changed since the departure of miners. Frozen in time. Aboriginal cultural heritage. Museum Wedderburn. Museum Pyramid Hill. Museum Mitiamo.	Endangered and rare creatures map. Web map showing gold rush era towns that remain intact and untouched.
Found nowhere else	Scar trees and Kow Swamp. Eucalyptus stew pot. Home of the eucalyptus “Super Trees”. Wedderburn museum. Endangered flora and fauna (list). Pub beside the river.	A promotion in relevant publication that reaches the target audience.
Closer to nature	See the curve of the earth. Spectacular sunrises and sunsets. See the stars down to the horizon. Rare and endangered flora and fauna that still exists in this pristine pocket of the world.	Consider events that may highlight and celebrate these experiences.

<b>Products – points of difference – themes</b>	<b>Overall themes across towns</b>	<b>Considerations for campaigns</b>
Water ways	Loddon River. Big Lake Boort. Little Lake Boort. Wetlands. Bridgewater swimming hole.	Consider multi day trips on canoe or via walking trails.
Granite outcrops	Kooyoora State Park. Mt Korong. Pyramid Hill. Mt Hope. Terrick Terrick National Park. Mt Egbert. Mt Buckrabunyule.	Each have Aboriginal cultural heritage. Consider linkages that could connect some of the outcrops to create a multiday circuit.
Aboriginal heritage	Boort scarred trees and heritage. Lake Lyndger. Lake Yando. Pyramid Hill. Mt Hope. Terrick Terrick National Park. Kow Swamp. Kooyoora. Laanecoorie. Mt Egbert.	Some of the most significant cultural landscapes in the state. Consider referring to as Land of the Scarred Trees.
Walking tracks	Pyramid Hill. Boort. Inglewood. Serpentine. Pyramid Hill. Wedderburn. Tarnagulla. Laanecoorie. Kooyoora State Park. Terrick Terrick National Park.	Promote the Loddon walking or cycling trails that can be considered for multiple day rides.
Water sports	Boort. Bridgewater. Laanecoorie.	Promote the water sports to "Inspired by Nature" target audience.
Caravan parks by lakes	Laanecoorie. Bridgewater. Boort.	Promote Loddon Valley caravan parks beside wetlands or river to inspire by nature target audience.
RV friendly camp sites	Bridgewater. Boort. Wedderburn. Pyramid Hill.	Promote to the recreational friendly target audience.
Camping Recreation reserves	Boort. Laanecoorie. Tarnagulla. Bridgewater. Newbridge.	Campaign on campsites within Loddon Valley promoting the natural assets and surroundings.
Gold	Southern part of the Shire. Tarnagulla. Wedderburn.	Link with Central Goldfields Shire for detecting stories.

Products – points of difference – themes	Overall themes across towns	Considerations for campaigns
	Inglewood. Bridgewater. Rheola. Kingower. Moliagul.	
Learning and exchange	Aboriginal history and relationship, with new settlers. Farming. Eucalyptus. Strawbale housing. Crafts. Candle making.	Campaigns around meeting the maker of products.
Birdwatching	Terrick Terrick National Park. Kooyoora State Park. Boort wetlands. Tarnagulla State Forest. Leaghur State Park. Mt Korong. Wychitella Flora and Fauna Reserve.	Develop a tour with a notable bird experts from Birdlife Australia or Sean Dooley and Prof Gisela Wilcox, notable bird experts.
Photography	All over Loddon Shire – specific interests of photographers. Korong Vale. Boort. Inglewood. Serpentine. Pyramid Hill. Wedderburn. Tarnagulla. Laanecoorie. Kooyoora State Park. Terrick Terrick National Park.	Autumn weekend (during the golden light). Dusk and dawn events. Develop photographic themes – landscape, architecture, characters and food.
Fishing	Serpentine. Newbridge. Bridgewater. Laanecoorie.	Promote through Fishing Victoria. Promote through angling clubs.
People	Characters.	Consider characters in the region for publicity.
Food and sustainability	Eucalyptus oil. Flour. Salt. Honey. Tomatoes. Olives. Apples. Meats Solar farm. Wool. Vintage and collectible shops.	Promotion, Meet the Maker. Consider branded blackboard signs that promote local produce at the farm gate.

#### 14.4 Product development

The region has many products, assets and experiences that are as yet underdeveloped or present significant opportunities for tourism. Whilst some key activities are recommended in this plan, it was raised during the workshops that further product development could benefit the region enormously, leveraging the region's strengths and addressing key weaknesses, and gaining consensus across the region to the key areas needing investigation and investment.

Strategically it is recommended too, that investment is given to developing signature products and events that will have significant leverage and interest across Victoria and Australia. This plan works with the theory of working smarter rather than harder, focusing efforts and investments into products and experiences that will reap the greatest rewards. Working with this plan will also help to put Loddon Valley on the map, and have a compounding effect by encouraging greater and increasing interest from media, government and investors.

**Action 1:** Develop signature products in keeping with POD of the region, and target market audience.

Hold a workshop to brainstorm product development ideas (e.g. Farm House accommodation). Prioritise key activities and seek potential funding.

**Action 2:** Conduct a workshop to explore collaborations across the Shire. Prioritise key activities and seek potential funding where relevant.

**Action 3:** Conduct gap analysis to ascertain possibility of multi day activities. Create multi-day tracks considering themes such as ecological, landscape (granite outcrops), history, aboriginal heritage and other for:

- Walking.
- Canoeing (Laanecoore to Fernihurst).
- Bike riding.
- Combinations of the above.

This will respond strongly to the POD and strengths of the region, and speak directly to the target audience. This will also encourage visitors to visit the region as there are clear reasons to stay for several days, particularly as Loddon Valley is further than 2 hours from Melbourne.

**Action 4:** Create themed maps/guides to share the secrets of the region based on POD and existing experiences and products. Consider promotional channels to share this information including Visitor Guide, website and social media.

- Activities – e.g. walking, bike, canoe.
- Architecture or deserted towns.
- Nature – rare and endangered plants and animals.
- Waterways.
- Experiences – sunsets and night skies.
- Aboriginal cultural heritage.
- Gold.
- Granite outcrops.
- Caravan route.
- Photographic routes.
- Food trail (could be signs that are distributed for home grown).
- Old railways towns route.
- Sustainable living.
- Antiques and collectibles.
- Product never seen before.

## 15 PROMOTION – COMMUNICATING BRAND AND POINTS OF DIFFERENCE

The plan has considered the key points of difference for the region, as well as products and experiences that might be promoted. Various phrases have been suggested that can be adapted when communicating these. As was discussed during the workshops, word of mouth is the most powerful form of promotion, and articulating the POD and experiences will help to spread the word formally and informally. A general approach is outlined below:

### 15.1 Key messages and language

Refer to POD statements as well as new Loddon Official Visitor Guide for phrasing and incorporate into all communications including website, brochures and social media. Also use these POD informally, in conversations with businesses/organisations in the Shire as well as with visitors.

Focus on experiences and words that are active and express the points of difference such as:

- Discover, Explore, Unearth, Uncover.
- Relax, Escape, Revive.
- Openness, Connect.
- Untarnished, Untouched, Preserved.

### 15.2 Third party endorsement

This is the essence of word of mouth. One of the key ways we can undertake this is by talking about one another's businesses – endorsing one another, each other's towns, businesses, and experiences.

**Action 1** Refer to Visitor Guide and POD statements for suggested phrasing. Incorporate POD and language into websites and social media. Share informally in conversation with those in the region, as well as visitors. Promote other areas, businesses and experiences in Loddon Valley towns, and region.

### 15.3 Images

During the workshops the importance and power of evocative imagery was reinforced. A number of initiatives were recommended to increase the use of quality images:

**Action 1:** Establish a shared Dropbox of images reflecting key POD and experiences for this region and towns. Consider an image style for branding e.g. panoramic images to express wide open landscape and views.

Other suggestions arisen during the workshop included:

- Images that show key experiences and express the POD.
- As the region is about people, suggest images that focus on characters that tell a story – e.g. for flour, show someone clapping their hands with flour puffing into the air.
- Consider video or images that share secret stories.



#### 15.4 Websites and digital

Websites and social media are the key ways that travellers and tourists gather information and the area most critically in need of investment in the Shire. It is strongly suggested that investment is allocated to this area prior to any other promotional work being undertaken.

**Action 1:** List current relevant websites managed by community groups.  
Create an effective website for Loddon Valley.  
Conduct a web workshop, and consider ways to improve ongoing management.  
Consider cross platform promotion between operators and Council.  
Consider app to deliver key information and itineraries.

#### 15.5 Social media

**Action 1:** Develop a social media strategy for Loddon Valley.  
Conduct a professional development social media workshop.

#### 15.6 Collaboration

One of the most powerful and effective strategies within a campaign is cross promotion and collaboration. It could be as simple as boutique food producers joining together in a sign posted promoted trail, as well as joining into promotional food events in Melbourne. The following strategies are recommended:

**Action 1:** Talk about the POD for the region and of other towns and businesses in the region. Refer to these businesses on social media.  
Link other like businesses to relevant websites.

As many operators and businesses in the region have similar interests and markets, it is recommended that a workshop is conducted to brainstorm possible mutually beneficial collaborations. This will also help to harness the power ideas, of cross promotion and sharing resources across the shire, e.g. Laucke Flour to be used in Loddon Valley local bakeries and cafes and available in retail shops across the Shire.

**Action 2:** A workshop to explore collaboration and cross promotion across the Shire.

#### 15.7 Databases

**Action 1:** Develop databases for key groups including Australian coach companies and travel operators.

### 16 PROMOTIONS

#### Key campaigns – Year 1

Several campaigns are recommended for the first year where the product or experience is ready for market. It is strongly recommended that one key website is developed prior to any campaigns being undertaken.

#### 16.1 Deserted/intact gold rush era towns

##### Itineraries:

- Create itineraries promoting activities within these themes: bike riding, gold detecting and photography.

**Develop campaign:** Promotion – Visit Victoria, Bicycle Victoria and National Trust

- Publicity.
- Advertising.
- Familiarisation tour.
- Events.

**Promotion:** Publicity

- Advertising campaign.
- Concentrating on gold rush era towns.
- Websites.
- Social media.

**Familiarisation Tours**

- For media.
- Invite well known landscape photographers (including overseas photographers) to the region on a familiarisation tour.
- Invite prominent instagrammers.
- Establish a social media campaign.

**Events:**

- Develop one large event to promote this POD. (a major sponsor e.g. Minelab.
- Smaller events can be promoted such as 'Back to Tarnagulla' events.

**16.2 Natural environment, food and sustainability****Itineraries:**

- Create itineraries promoting activities on Loddon Valley natural assets. e.g. photography, camping, canoeing, bike riding, walking or swimming.
- Create itineraries promoting signature products.

**Develop campaign:** Promotion – Visit Victoria or Nature based organisations

- Publicity.
- Advertising.
- Familiarisation tour.
- Events.
- Food and sustainable lifestyle.
- Create website itinerary.
- Promote key signature products including Laucke Flour, Eucalyptus oil, olives, specialty meats, Pyramid Hill Salt, Simple Green Tomatoes, antiques and collectibles.

**Promotion:** Publicity

- Advertising campaign.
- Concentrating on back to nature in Loddon Valley.
- Focusing on learning skills relating to sustainability.

**Familiarisation Tours**

- For media.
- Invite prominent instagrammers.

### 16.3 Additional key strategies

While accommodation and hospitality are developed in the region, a staged promotional approach is recommended:

- Promote the undiscovered, untarnished and undeveloped nature of the region as strength – thereby preparing visitors to limited assets in this area, and attracting those who will relish this.
- Promote nature based activities where camping and caravanning are embraced.
- Promote key accommodation and hospitality destinations in the region (using website and app).
- Promote quality accommodation and hospitality in Bendigo to support adventures in the region.

#### 16.3.1 Accommodation

Self-contained accommodation has been identified as a key weakness in the region. It is recommended a strategy is developed to increase accommodation in the area.

Until an increase of self-contained accommodation is increased in Loddon Valley, it is recommended to promote other accommodation options in the Bendigo Regional Tourism region.

### 16.4 Key campaigns – Year 2 and 3

Once the foundations have been established, signature products and events identified in the product development and collaboration workshops, can be promoted during year 2 and 3. This may include:

- **Natural environment** – once extended trails are established and promotions of parks and endangered species.
- **Aboriginal cultural heritage** – To develop key sites in the region that includes the Boort Scar Trees project. A campaign to be developed once funding is received for the Boort Scar Trees project.
- **Events** – continue to promote key and additional quality events.

**Action 1:** Develop campaigns for signature experiences, themes and key maps and guides including:

- Publicity.
- Advertising.
- Website.
- Social media.

**Action 2:** Once fundamentals are developed, and signature products and events are identified:

- Conduct a familiarisation tour with key industry (tourism industry, coach companies).
- Develop dedicated promotional campaigns for tourism events.

**Action 3:** Consider signature events that can be developed that work to the POD for the region. These events can include: music, nature, wildflowers or bird watching. Campaigns can be built around words such as *Escape* or 'found nowhere else'.

## 17 ACTIONS SUMMARY

Action	Notes	Responsibility	Date	Cost of project
Engagement	Conduct a meeting/workshop to facilitate collaborations and invite more widely. Use this opportunity to present the Marketing Plan. Consider social events to bring people together to discuss ideas and reduce silos. Encourage ongoing and regular engagement (e.g. six monthly professional development and collaboration workshops).	Tourism and Marketing Officer	July 2018	\$1,500
Points of difference	Read Marketing Plan to learn of POD for region and towns. Incorporate POD into all communications (formally and informally). Conduct additional research to further define point of difference.	Tourism and Marketing Officer	December 2017	In-kind
Themes	Develop and use themes to inform campaigns and product development.	Tourism and Marketing Officer	June 2018	In-kind
Product development	Continue to identify and refine <b>key</b> products, experiences and assets for market. Refer to Plan. Meet to brainstorm <b>product development</b> . Prioritise key activities and seek potential funding. Meeting to explore <b>collaborations</b> . Prioritise key activities and seek potential funding where relevant. Conduct GAP analysis to ascertain possibility of <b>multiply day</b> activities and then create multi-day tracks across region. Create themed maps and guides based on POD and themes predominantly promoted digitally and	Tourism and Marketing Officer	December 2018	\$1,500

Action	Notes	Responsibility	Date	Cost of project
	through promotional campaigns.			
Key messages and language	Use language that reflects the POD and key messages Refer to Visitor Guide and POD statements for suggested phrasing. Cross promote other areas, businesses and experiences in their town, and region.	Tourism and Marketing Officer	December 2017	In-kind
Images	Create a shared Dropbox – for the region and for each town. Video consideration.	<ul style="list-style-type: none"> <li>•Tourism and Marketing Officer</li> <li>•Local operators</li> <li>•Community</li> </ul>	December 2017	In-kind
Website	List current relevant websites (quick audit) Consider web strategy to consolidate or link information on different towns, organisations and businesses. Create effective website for the Shire Consider ways for organisations to cross promote across platforms. Consider app to deliver key information and itineraries	<ul style="list-style-type: none"> <li>•Bendigo Regional Tourism</li> <li>•Tourism and Marketing Officer</li> </ul>	December 2018	Bendigo Regional Tourism is funding the new Loddon Shire tourism website
Social media	Develop a social media strategy for Loddon Valley. Conduct a professional development social media workshop.	<ul style="list-style-type: none"> <li>•Tourism and Marketing Officer</li> <li>•Bendigo Regional Tourism</li> </ul>	June 2019	\$1000 Bendigo Regional Tourism provides funding for social media
Publicity	Undertake a publicity strategy to highlight the key POD of the region.	<ul style="list-style-type: none"> <li>•Tourism and Marketing Officer</li> <li>•Bendigo Regional Tourism</li> </ul>	June 2018	\$1,000
Collaboration and cross promotion	Promote other businesses, towns and experiences. Conduct workshop to explore collaboration and cross promotion across the Shire.	Tourism and Marketing Officer	December 2017	In-kind

Action	Notes	Responsibility	Date	Cost of project
Database	Create a database with key information on tour operators or coach companies.	<ul style="list-style-type: none"> <li>•Tourism and Marketing Officer</li> <li>•Loddon Visitor Information Centre staff</li> </ul>	December 2017 ongoing	In-kind
Promotions	Create themed maps and key products and experiences of the region. Develop campaign for signature experiences and key 'maps' and promote/publish in Visitor Guides, websites and social media, advertising and other.	<ul style="list-style-type: none"> <li>•Tourism and Marketing Officer</li> <li>•Bendigo Regional Tourism</li> </ul>	June 2020	\$2000 Some of the themed itineraries to be funded by BRT
Responsibility	Audit on township websites and Facebook. Determine who will take responsibility in each of the towns for content on website. Nominate who would manage websites and social media in each town. Consider whether this is a part-time sponsored position.	<ul style="list-style-type: none"> <li>•Tourism and Marketing Officer</li> <li>•Development and Tourism committees</li> </ul>	June 2019	In-kind
Investigate	Investigate multiday trails but not limited to canoeing, walking, cycling and granite outcrops. Cost of Laanecoorie to Fernihurst being cleared Investigate the Laanecoorie to Fernihurst canoe trail be linked with camping. Conduct a workshop to brainstorm product development ideas around self-contained accommodation. Explore events in product development workshops. e.g. night activities Develop significant events that can include musicians and artists.	<ul style="list-style-type: none"> <li>•Manager of Community support</li> <li>•Tourism and Marketing Officer</li> <li>•Bendigo Regional Tourism</li> </ul>	June 2020	\$2000

## 18 COSTING AND FUNDING OF ACTIONS

Action	Cost of project	Total expected funding	Net cost to Council	Proposed funding source	Completion timeframe
<p><b>Engagement</b> Conduct a meeting/workshop to facilitate collaborations and invite more widely. Use this opportunity to present the Marketing Plan. Consider social events to bring people together to discuss ideas and reduce silos. Encourage ongoing and regular engagement (e.g. six monthly professional development and collaboration workshops).</p>	\$1,500	0	\$1,500	Council budget	2018
<p><b>Product development</b> Continue to identify and refine <b>key</b> products, experiences and assets for market. Prioritise key activities and seek potential funding. <b>Collaborations.</b> Prioritise key activities and seek potential funding where relevant. Conduct GAP analysis to ascertain possibility of <b>multiply day</b> activities and then create multi-day tracks across region. Create themed maps and guides based on POD and themes predominantly promoted digitally and through promotional campaigns.</p>	\$1,500	0	\$1,500	Council budget	2018
<p><b>Social Media Strategy</b> Develop a social media strategy for Loddon Valley.</p>	\$1,000	0	\$1,000	Council budget	2019
<p><b>Publicity</b> Undertake a publicity strategy to highlight the key POD of the region.</p>	\$1,000	0	\$1,000	Council budget	2018

Action	Cost of project	Total expected funding	Net cost to Council	Proposed funding source	Completion timeframe
<b>Promotion</b> Create themed maps and key products and experiences of the region. Develop campaign for signature experiences and key 'maps' and promote/publish in Visitor Guides, websites and social media, advertising and other.	\$2,000	0	\$2,000	Council budget	2020
<b>Accommodation</b> Conduct a workshop to brainstorm product development ideas around self-contained accommodation.	\$1,000	0	\$1,000	Council budget	2020
<b>Events</b> Explore events in product development workshops. E.g. night activities Develop significant events. That can include musicians and artists.	\$1,000	0	\$1,000	Council budget	2020

## 19 Appendix

Below is a list of *some* of the rare or endangered species that are found around the Loddon Shire. Whilst they are threatened, they may be found in other areas of Victoria or Australia.

Bushland: Grey-crowned Babbler (Endangered in Vic), Malleefowl (End in Vic), Hooded Robin, Scrub-robin, Diamond Firetail, Gilberts Whistler, Bluebonnet, Cockatiel, White-winged Fairywren, Painted Honeyeater (Vulnerable in Vic). Critically Endangered Swift Parrots are sometimes seen south of Inglewood. Bustard and Bush-stone Curlew (Endangered in Vic) have occasionally been seen in the shire.

### Fauna South

Mallee Fowl (*Leipoa ocellata*) – Endangered (Vulnerable)- found around Mallee woodland areas including Wychitella State Park. Most southern point in Australia.

Hooded Robin (*Melanodryas cucullata cucullata*) – Threatened – found around woodlands Kooyoora State Park, Wychitella, Wedderburn and Mount Korong

Painted Honey Eater (*Grantiella picta*) – Threatened- found around woodlands Kooyoora State Park, Wychitella, Wedderburn and Mount Korong

Brown Tree Creeper (*Climacteris picumnus picumnus*) – Threatened- found around woodlands Kooyoora State Park, Wychitella, Wedderburn and Mount Korong

Sand Goanna (*Varanus gouldii*) – Least Concern – found around woodlands Kooyoora State Park, Wychitella, Wedderburn and Mount Korong



Tree Goanna (*Varanus varius*) – Near Threatened – found around woodlands Kooyoora State Park, Wychitella, Wedderburn and Mount Korong

#### Fauna North

Plains-wanderer (*Pedionomus torquatus*) - Critically Endangered – Grassy plains of Terrick Terrick

Brolga (*Grus rubicunda*) – Threatened- Wetlands and open plains (including Agricultural land)

Grey-crowned Babbler (*Pomatostomus temporalis*) endangered in Victoria

Diamond Firetail (*Stagonopleura guttata*) Threatened Australia

Hardhead (*Aythya australis*) (vulnerable in Victoria)

Australasian Shoveller (*Anas rhynchosotis*) (vulnerable in Victoria),

Musk Duck (*Biziura lobata*) (vulnerable in Victoria),

Freckled Duck (*Stictonetta naevosa*) (endangered in Victoria)

#### Flora

Jericho Wire Grass (*Aristida jerichoensis* var. *subspinulifera*) Endangered in Victoria

Spiny Rice Flower (*Pimelea spinescens* subspecies *spinescens*) Critically Endangered in Victoria

Velvet Daisy Bush (*Olearia pannosa* subsp. *cardiophylla*) vulnerable in Victoria

Deans Wattle (*Acacia deanei* subsp. *paucijuga*) Near Threatened, Rare in Victoria

As well as several species of Orchids (perhaps you should contact Wendy Murphy or Robert Scholes from the Friends of Kooyoora for a list of Orchids that they have been working on at Kooyoora State Forest.

The Ecological system I was referring to is the 'North Western Goldfields Intermittent Soak Community'. These are located around the Granitic country including Kooyoora State forests and Mt Korong – Assessments of the area were undertaken by ecologist Dr Paul Foreman, who recently described the naturally occurring and rare groundwater dependent, intermittent spring-soaks. As a result of the work by Paul Foreman, they were officially accepted as a valid community by the Scientific Advisory Committee, and listed under the Flora and Fauna Guarantee Act on the 24th November 2016.

#### Geological and landform features

The park contains imposing granite outcrops (Mt Terrick Terrick, Bennetts Rock and Reigals Rock) that rise 100 metres above the surrounding landscape. These outcrops form part of the Terrick Terrick Range, which was formed as a result of an igneous intrusion of granite into the Lower Palaeozoic bedrock in the late Devonian period. Some sedimentary deposits of the Late Quaternary period can also be found in the park (LCC 1985). Erosion around the granite outcrops has resulted in the formation of shallow depressions that hold and provide water for fauna in the park. [parkweb.vic.gov.au/\\_\\_data/.../Terrick-Terrick-National-Park-Management-Plan.p](http://parkweb.vic.gov.au/__data/.../Terrick-Terrick-National-Park-Management-Plan.p)

#### Kooyoora State Park

The Kooyoora granites (Kooyoora adamellite) are the most notable geological feature of the park. Unlike other granites in the region, most of these granites are exposed (Marlow & Bushell 1995). The granite of Kooyoora Range is surrounded by metamorphic rocks formed by the intrusion of the Devonian granites into Ordovician sediments. Coarser members of intruded schist have recrystallised to form micaceous or schistose hornfels, with the finer members converted to knotted mica schist (Marlow & Bushell 1995).

[parkweb.vic.gov.au/\\_\\_data/assets/pdf.../Kooyoora-State-Park-Management-Pla](http://parkweb.vic.gov.au/__data/assets/pdf.../Kooyoora-State-Park-Management-Pla)

**Robyn Vella**

**From:** Lynne Habner  
**Sent:** Tuesday, 3 October 2017 4:20 PM  
**To:** Robyn Vella  
**Subject:** FW: Public document submission Submitted

Hi Robyn – please note this submission for the report back to Council.

**Lynne Habner** | Manager Executive and Commercial Services | Loddon Shire Council  
 41 High St | PO Box 21 Wedderburn VIC 3518  
 p: (03) 5494 1205 | m: 0427 116 279 | f: (03) 5494 3003 | e: [lhabner@loddon.vic.gov.au](mailto:lhabner@loddon.vic.gov.au)

[www.loddon.vic.gov.au](http://www.loddon.vic.gov.au)

Like us on Facebook: [www.facebook.com/LoddonShire](http://www.facebook.com/LoddonShire)

National Relay Service: TTY: 133 677 | Speak and listen: 1300 555 727 | Internet relay: [www.relayservice.com.au](http://www.relayservice.com.au)

**From:** [cms@seamlesscms.com](mailto:cms@seamlesscms.com) [<mailto:cms@seamlesscms.com>]  
**Sent:** Tuesday, 3 October 2017 4:18 PM  
**To:** Anne Hassell; Lynne Habner  
**Subject:** Public document submission Submitted

There has been a public document submission made on the Loddon website.

The submission is:

Document name	Tourism Plan Comment
Title	Ms
First name	Helenita
Last name	Garchitorena
Company name	
Daytime phone number	0456048419
Email address	<a href="mailto:la_aquila04@yahoo.com">la_aquila04@yahoo.com</a>
Street address	81 victoria street
Suburb	pyramid hill
Postcode	81 victoria street
Postal address (or as above)	
Suburb (postal)	
Postcode (postal)	

Submission (up to 500 characters) Being a part of a growing Filipino community, it will be good to see an exciting project plan for Pyramid Hill. Honestly, if we just focus on the past or historical assets of the town, we will never attract interests on tourism. Neither will walking or biking experiences. Tourists need excitement. I would like to highlight my submitted proposal on Zip Line at Pyramid Hill. Also, it will be great to see a plan for Pyramid

**Robyn Vella**

**Subject:** FW: Public document submission Submitted

**From:** [cms@seamlesscms.com](mailto:cms@seamlesscms.com) [<mailto:cms@seamlesscms.com>]  
**Sent:** Monday, 16 October 2017 8:07 AM  
**To:** Anne Hassell; Lynne Habner  
**Subject:** Public document submission Submitted

There has been a public document submission made on the Loddon website.

The submission is:

Document name	Draft- Tourism Marketing Plan
Title	Mrs
First name	Dorothy
Last name	Silke
Company name	Rostrata Country House & Loddon Southern Region Development & Tourism Committee
Daytime phone number	0419529094
Email address	<a href="mailto:d-silke@bigpond.com">d-silke@bigpond.com</a>
Street address	3450 Wimmera Highway
Suburb	Murphy's Creek
Postcode	3551
Postal address (or as above)	
Suburb (postal)	
Postcode (postal)	

Submission (up to 500 characters)	Work with what we already have in place. Utilise the Old Poseidon Road from Tarnagulla to Newbridge. Will need signage. Utilise Dunolly Cycle Tracks Map. Market Tarnagulla's Walking & Cycling Tracks. Promote: Bird Watching: Have a completion, (photographic proof) of the birds in this area. Canoeing: Laanecoorie, Newbridge. Develop app: Where to Eat, Stay & Things to Do. Photography: Both Day & Nightscapes. Galaxies change with each season. Beauty of each season: Native flowers etc.
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Supporting documents	No file attached
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All submissions received will be considered by Council at an open meeting. Therefore, submissions will form part of the Council Agenda which is a public document. Yes

Please indicate if you wish Council to de-identify your personal information before including it in the Agenda

**Robyn Vella**

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**Subject:** FW: Loddon shire tourism plan

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**From:** [mitiamostore@gmail.com](mailto:mitiamostore@gmail.com) [mailto:[mitiamostore@gmail.com](mailto:mitiamostore@gmail.com)]

**Sent:** Wednesday, 4 October 2017 8:28 PM

**To:** Robyn Vella

**Subject:** Loddon shire tourism plan

Hi Robyn ,

I have been looking at the Loddon Shire tourism plan , I have some coments to add to parts relating to Mitiamo and The Terrick Terrick National Park.

1. There is no mention that Mitiamo is 'The Gateway to to Terricks' as per the Loddon Shire signage .
2. There are **no tourism signs** from Mitiamo to the Terrick Terrick National Park.
3. Mt. Terrick Terrick (Mitiamo Rock), Bennetts and Regals Rock are one of largest outcrops of granite in the Terrick Terrick National Park, not mentioned.  
Mt. Terrick Terrick is huge draw card to the Terricks and has the only official picnic and camping ground in The Terrick Terrick National Park, and rates no mention.
4. Item 6 of document, Pyramid Hill (Mitiamo, Dingee and Calival) Assets and Experiences.  
- Mitiamo, Dingee and Calival are all different areas to Pyramid Hill and should not be included under the title Pyramid Hill. The geology and farming are different.
5. No mention of Football and Netball association. (Loddon Valley League) and No mention of Country Fire Association. Both organisations require volunteers and you state one of the weaknesses is no volunteers. Community engagement brings volunteers.

Regards

Jill

**8.3 PLANNING APPLICATION 5308 - NBN TOWER (WEDDERBURN)**

<b>File Number:</b>	<b>5308</b>
<b>Author:</b>	<b>Alexandra Jefferies, Planning Officer</b>
<b>Authoriser:</b>	<b>Glenn Harvey, Manager Development and Compliance</b>
<b>Attachments:</b>	<b>1. Site plan &amp; elevations</b>
	<b>2. P &amp; L Carey objection</b>
	<b>3. TA &amp; LL Crisp objection</b>
	<b>4. M Sebire objection</b>
	<b>5. J White objection</b>
	<b>6. M &amp; D Solc objection</b>
	<b>7. Electromagnetic energy report (in full)</b>
	<b>8. Applicant response to objector concerns</b>

**RECOMMENDATION**

That Council approve application 5308 for the use and development of the land as a telecommunications facility (NBN co tower) subject to conditions.

**CONFLICT OF INTEREST**

There is no conflict of interest for any council staff member involved in writing this report, or involved in the subject matter of this report.

**PREVIOUS COUNCIL DISCUSSION**

There has been no previous Council discussion on this matter.

**BACKGROUND**

Planning application 5308 was lodged on 7 September 2017 for the use and development of the land at 2-20 Godfrey Street, Wedderburn as a telecommunications facility (NBN co tower)

**Subject site and locality**

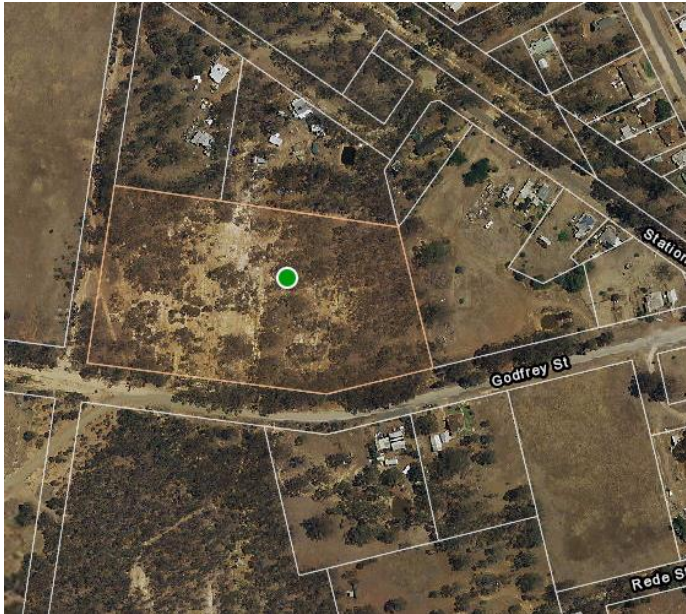
The subject site is approximately 3.3 ha with 275 metres of frontage to Godfrey Street. The site is located within the Township Zone and is covered by a Bushfire Management Overlay.

The site features a gentle rise to the north and contains a substantial amount of vegetation, mainly native and non-native trees.

The subject site adjoins with residential uses to the north and east. Land south of Godfrey Street contains dwellings within the Rural Living Zone and a portion of the Wedderburn State Forest (Public Conservation and Resource Zone), which include the Wedderburn transfer station. To the west is a large currently vacant Township block.

Figure 1 is an aerial photo of the proposed site taken from Council's GIS system.

Figure 1: Aerial photo of proposed site



### **Proposal**

The application proposes the development of a 40 metre tall lattice style tower within the western portion of the subject site. Specifically the tower will be located 64 metres from the southern boundary (front) and 12 metres from the western boundary (side). The development includes the construction of a 2.4 metre compound security fence which will surround the base of the tower and other associated infrastructure (see attachment: Plans).

### **Loddon Shire Planning Scheme**

#### 32.05 Township Zone

The subject site is within the Township Zone, the purpose of which is to:

- implement the State Planning Policy Framework and the Local Planning Policy Framework, including the Municipal Strategic Statement and local planning policies
- provide for residential development and a range of commercial, industrial and other uses in small towns
- encourage development that respects the neighbourhood character of the area.
- allow educational, recreational, religious, community and a limited range of other non-residential uses to serve local community needs in appropriate locations.

A planning permit is required for the use and development of the land for a telecommunications facility (section 2 use).

#### 44.06 Bushfire Management Overlay

A planning permit is not required under the Bushfire Management Overlay as the proposed works are not associated with the uses listed in 44.06-2.

#### 52.19 Telecommunications facility

An application for telecommunications facilities are subject to particular provision 52.19 of which the purpose is to:

- ensure that telecommunications infrastructure and services are provided in an efficient and cost effective manner to meet community needs

- ensure the application of consistent provisions for telecommunications facilities
- encourage an effective state wide telecommunications network in a manner consistent with the economic, environmental and social objectives of planning in Victoria as set out in section 4 of the Planning and Environment Act 1987
- encourage the provision of telecommunications facilities with minimal impact on the amenity of the area.

An application for telecommunications facilities requires a permit under 52.19.

### **Relevant code of practise**

A code of practice for Telecommunications facilities in Victoria (the code) is an incorporated document within the Loddon Shire Planning Scheme and therefore the application is required to be assessed against the code. The code discussed four principals which must be applied to a telecommunication facility which are not exempt.

The principals listed in the code are as follows.

- 1) A telecommunications facility should be sited to minimise visual impact
- 2) Telecommunication facilities should be co-located wherever possible
- 3) Health standards for exposure to radio emissions will be met
- 4) Disturbance and risk relating to siting and construction activity and site location should comply with State environment protection policies and best practise environmental management guidelines

### **ISSUES/DISCUSSION**

#### **Notification and referral**

The application was advertised to adjoining property owners via mail, a sign was erected on site and an advert was placed in the Loddon Times. The application has attracted 5 objections (see attachments). The objections were based upon the following grounds:

- the negative impact on the view as a result of the tower
- the devaluation of surrounding properties
- possible asbestos believed to be present on the site
- the impact on physical health from the electromagnetic energy levels emitted from the tower.

#### **Electromagnetic energy emissions**

The concerns raised surrounding health impacts as a result of electromagnetic emissions are considered by VCAT as being outside of the planning scope. The Red Dot Decision *Mason & Ors v Greater Geelong City Council* provides a summary on the topic which guides this notation.

The Development and Compliance Department considers that the applicant has met the requirements of the code in regards to the accepted levels of emissions. Limits considered to be acceptable have been determined by the Australian Governments primary authority on radiation protection and nuclear safety (ARPANSA).

Figure 2 is an extract from the 'Environmental electromagnetic emissions report' (see attachment for full report) submitted for the purpose of the planning application. The report details the amount of electromagnetic exposure at specified distances from the tower and show the percentage of that exposure which makes up the minimum Australian Radiation Protection and Nuclear Safety Agency (ARPANSA) exposure limits.

In figure 2 it is demonstrated that the proposal meets the requirements of the ARPANSA exposure limits with emissions within 0 to 500 metres all being less than 1% of the maximum exposure limit.

Confirming that the proposal meets these limits is the extent of the Development and Compliance Department's scope.

*Figure 2*

### Calculated EME Levels

This table provides calculations of RF EME at different distances from the base station for emissions from existing equipment alone and for emissions from existing equipment and proposed equipment combined.

Distance from the antennas at Wedderburn West, 20 Godfrey Street in 360° circular bands	Maximum Cumulative EME Level at 1.5m above ground – all carriers at this site					
	Existing Equipment			Proposed Equipment		
	Electric Field V/m	Power Density mW/m <sup>2</sup>	% ARPANSA exposure limits	Electric Field V/m	Power Density mW/m <sup>2</sup>	% ARPANSA exposure limits
0m to 50m				0.62	1.035	0.01%
50m to 100m				0.53	0.75	0.0075%
100m to 200m				2.17	12.46	0.12%
200m to 300m				2.19	12.76	0.13%
300m to 400m				1.71	7.73	0.077%
400m to 500m				1.12	3.34	0.033%
<b>Maximum EME level</b>				2.19	12.76	0.13
				215.97 m from the antennas at Wedderburn West, 20 Godfrey Street		

### Land devaluation and future development

Land devaluation is a topic which is outside of the planning scope. The Development and Compliance Department is not able to comment on current or future land values.

Proposed future developments are also outside of the scope which should be considered during the assessment of an application. This is due to the 'fluid' nature of any proposal.

### Visual amenity

It is considered that the 40 metre tall tower will have some impact on the visual amenity of the area.

The applicant has provided strategic justification for the site selection in the report submitted. In choosing the subject site the application notes the following matters have been considered:

- provision of optimal exposure to dwellings to be connected to NBN
- mature trees which are likely to partially screen approximately 22 metres of the proposed tower
- separation from neighbouring dwellings.

A number of site inspections have been undertaken to consider the impact on the visual amenity. Whilst it is recognised that there is likely to be an impact, this impact is not considered to outweigh the net community benefit of the development to the wider community. The Development and Compliance Department considers the proposed subject site to be appropriate for the following reasons.

- The site contains vegetation which is expected to screen approximately half of the tower's height.
- The site is somewhat isolated from the town centre which will minimise the visual impact on the centre of Wedderburn.
- The lattice design of the tower allows for the structure to blend into the landscape.



- A lattice tower is not considered to have a visually 'bulky' presence on the site.

### **Asbestos concerns**

Whilst Council is concerned with the correct handling and management of asbestos, this is not an issue which can be considered as part of the planning permit application process. The possibility of asbestos being buried on the subject site has been relayed to the developer and its appropriate internal departments.

The applicant claims that geological tests have been undertaken at the subject site which did not reveal asbestos to be present on the site. However this has been flagged to be investigated further.

### **COST/BENEFITS**

Currently Wedderburn has one NBN tower located along Butterick Lane (continuation of Tanatella Street) which services approximately 80 dwellings in Wedderburn and provides service to the Korong Vale tower. The proposed tower at Godfrey Street will allow for approximately an additional 400 sites to be connected to the NBN service, this is considered to be of a benefit to businesses and homes within the area.

### **RISK ANALYSIS**

Delay of approving the proposed telecommunication facility could result in a longer roll out period for many homes and businesses within Wedderburn.

### **CONSULTATION AND ENGAGEMENT**

A consultation meeting was held on Monday 30 October 2017 at the Wedderburn Community House. All objectors to the proposal were invited to discuss concerns with the planning officer, the applicant (VisionStream) and Ericson (NBN provider). During the meeting a number of concerns were raised and discussed, with the following outcomes:

- An objector raised the possibility of a monopole tower rather than a lattice tower- Ericson representative stated this could be put forward to NBN co (see discussion below)
- Planning Officer would try to provide more information of historical use of asbestos on the site to VisionStream.
- The applicant provided a written document which aimed to address objector concerns (See attachments)

The applicant has responded to the possibility of a monopole tower by stating a monopole is a possibility. However they have provided further justification for the use of a lattice tower:

- The currently proposed lattice tower provides for network expansion and allows for any increases in service provision with the addition of antennas and satellite dishes without 'overloading' the structure; a monopole can be costly to strengthen with a 'pole swap out' 2.
- When compared to a monopole structure in the same location, a lattice tower will have less surface area, and will therefore appear less solid in the immediate and distant viewpoint.

Given that the assessment by the Development and Compliance Department has considered the visual amenity and other factors of a lattice style tower, it is suggested that the application be approved as originally submitted.

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**SITE INFORMATION:**

1. **SITE ADDRESS**  
2-20 GODFREY STREET, WEDDERBURN, VIC 3518.
2. **GENERAL**  
THE CONTRACTOR SHALL COMPLY WITH ALL RELEVANT NBN CONSTRUCTION STANDARDS, AUSTRALIAN STANDARDS AND SPECIFICATIONS.
3. **SITE ACCESS**  
SITE OWNER TO BE CONTACTED PRIOR TO ACCESSING SITE.  
SITE IS APPROX. 2.1km SOUTH OF WEDDERBURN.  
FROM WEDDERBURN, TRAVEL SOUTH ON TURN LEFT ONTO CALDER HWY/HIGH ST/A79 FOR 350m. TURN RIGHT TO GODFREY ST AND TRAVEL 850m. AFTER STATION ST AND GODFREY ST INTERSECTION, TAKE THE FIRST RIGHT TO UNNAMED ROAD FOR 87m. SITE IS APPROX 40m FROM THE ENTRY AT UNNAMED ROAD.  
NBN CONTRACTOR TO INSTALL:  
- LOCK INLINE WITH COMPOUND GATE LOCKING SYSTEM (1-OFF)  
- NEW ACCESS GATE LOCKING SYSTEM (1-OFF)
4. **EQUIPMENT**  
NBN OUTDOOR CABINETS (RBS6120 1-OFF AND BBS6101 1-OFF) TO BE INSTALLED WITHIN NBN LEASE AREA.
5. **STRUCTURE**  
NBN 40m LATTICE TOWER.
6. **ANTENNA ACCESS**  
PANEL ANTENNA ACCESS VIA LATTICE TOWER MOUNTED ACCESS LADDER WITH FALL ARREST OR EWP (BY QUALIFIED PERSONNEL ONLY).  
PARABOLIC ANTENNA ACCESS VIA LATTICE TOWER MOUNTED ACCESS LADDER WITH FALL ARREST OR EWP (BY QUALIFIED PERSONNEL ONLY).
7. **EXISTING SERVICES**  
THE CONTRACTOR SHALL IDENTIFY AND CONFIRM THE LOCATION OF ALL RELEVANT EXISTING SERVICES AS REQUIRED PRIOR TO THE COMMENCEMENT OF WORKS.
8. **EXISTING SITE HAZARDS**  
THE FOLLOWING HAZARDS ARE PRESENT ON SITE:  
- ELECTRICAL CABLING AND/OR TRIP HAZARDS  
- MANUAL HANDLING  
- WORKING AT HEIGHT  
- PLANTS AND INSECTS  
- HV POWER LINES  
- TRAFFIC
9. **ELECTRICAL SUPPLY**  
NEW POWER SUPPLY SHALL BE PROVIDED IN LIAISON WITH THE POWER SUPPLY AUTHORITY (POWERCOR).
10. **TRANSMISSION LINK**  
REFER TO NBN ANTENNA CONFIGURATION ON DRAWING A1 FOR DETAILS.  
MAXIMUM REQUIRED TIP ROTATION IS 1 DEGREES.

**11. SITE SPECIFIC INFORMATION**

NBN CONTRACTOR TO:

- REVIEW ACCESS REQUIREMENTS FOR CONSTRUCTION IN WET CONDITIONS
- TRIM BRANCHES (1-OFF) DUE TO BUSHFIRE
- REMOVE SMALL TREES (2-OFF) DUE TO BUSHFIRE
- SUPPLY AND INSTALL CROSSOVER WITHOUT CULVERT (DESIGN SUBJECT TO APPROVAL FROM COUNCIL)
- APPLY FOR VEHICLE CROSSING PERMIT PRIOR CONSTRUCTION FOR THE WORK WITHIN ROAD RESERVE
- PERFORM SITE PEGGING FOR PROPERTY BOUNDARIES PRIOR ANY CONSTRUCTION TO ENSURE NBN CONSTRUCTION WITHIN PROPERTY
- ALL VEHICLES AND EQUIPMENT MUST BE OFF ROAD DURING WORKS

**12. WIND LOAD PARAMETERS**

SITE TOPOGRAPHICAL DATA		
REGION	TERRAIN CATEGORY	TOPOGRAPHIC MULTIPLIER
A1	1.5	TBC

**13. SITE SIGNAGE REQUIREMENTS**

THE CONTRACTOR TO SUPPLY AND INSTALL:

- MERCS-1, 1500mm AGL, REFER TO NBN-STD-0025
- MERCS-2, AFFIX TO SITE ACCESS GATE, REFER TO NBN-STD-0025
- HAZARDOUS VOLTAGE SIGN, REFER TO ERICSSON NBN RAN INSTALLATION DESIGN/CONSTRUCTION SPECIFICATION
- CLIMBING FALL ARREST DEVICE SIGN, REFER TO ERICSSON NBN RAN INSTALLATION DESIGN/CONSTRUCTION SPECIFICATION
- SITE ENQUIRY



Project:  
NATIONAL BROADBAND NETWORK  
SITE No: 3SOP-51-09-WDBW  
WEDDERBURN WEST  
2-20 GODFREY STREET  
WEDDERBURN VIC 3518

PRELIMINARY

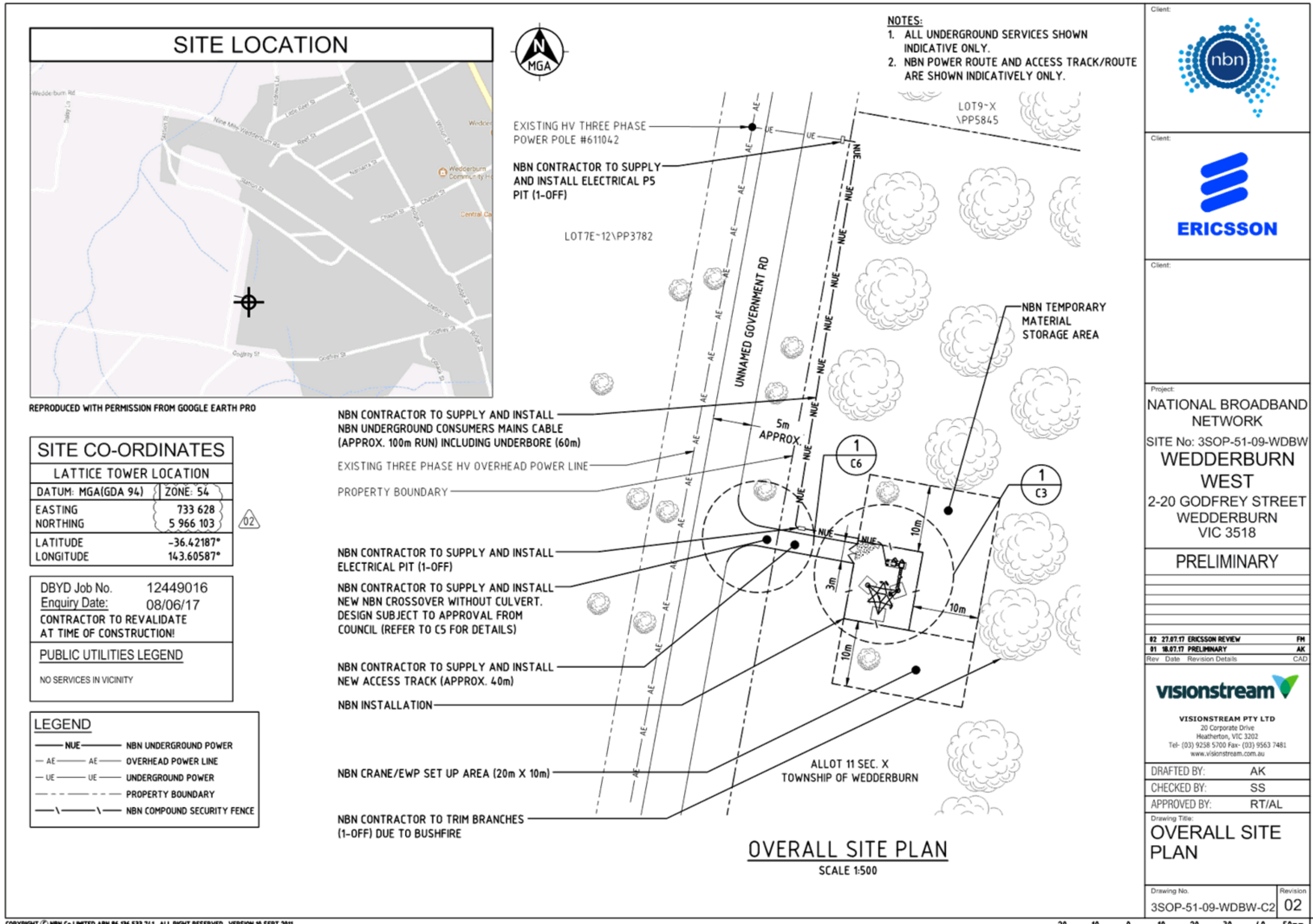
02	27.07.17	ERICSSON REVIEW	FH
01	18.07.17	PRELIMINARY	AK
Rev	Date	Revision Details	CAD



DRAFTED BY: AK  
CHECKED BY: SS  
APPROVED BY: RT/AL

Drawing Title:  
**SITE SPECIFIC NOTES**

Drawing No. 3SOP-51-09-WDBW-C1  
Revision 02



Client:

Client:

Client:

Project:

NATIONAL BROADBAND NETWORK  
SITE No: 3SOP-51-09-WDBW  
WEDDERBURN WEST  
2-20 GODFREY STREET  
WEDDERBURN VIC 3518

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01	18.07.17	PRELIMINARY	AK
Rev	Date	Revision Details	CAD

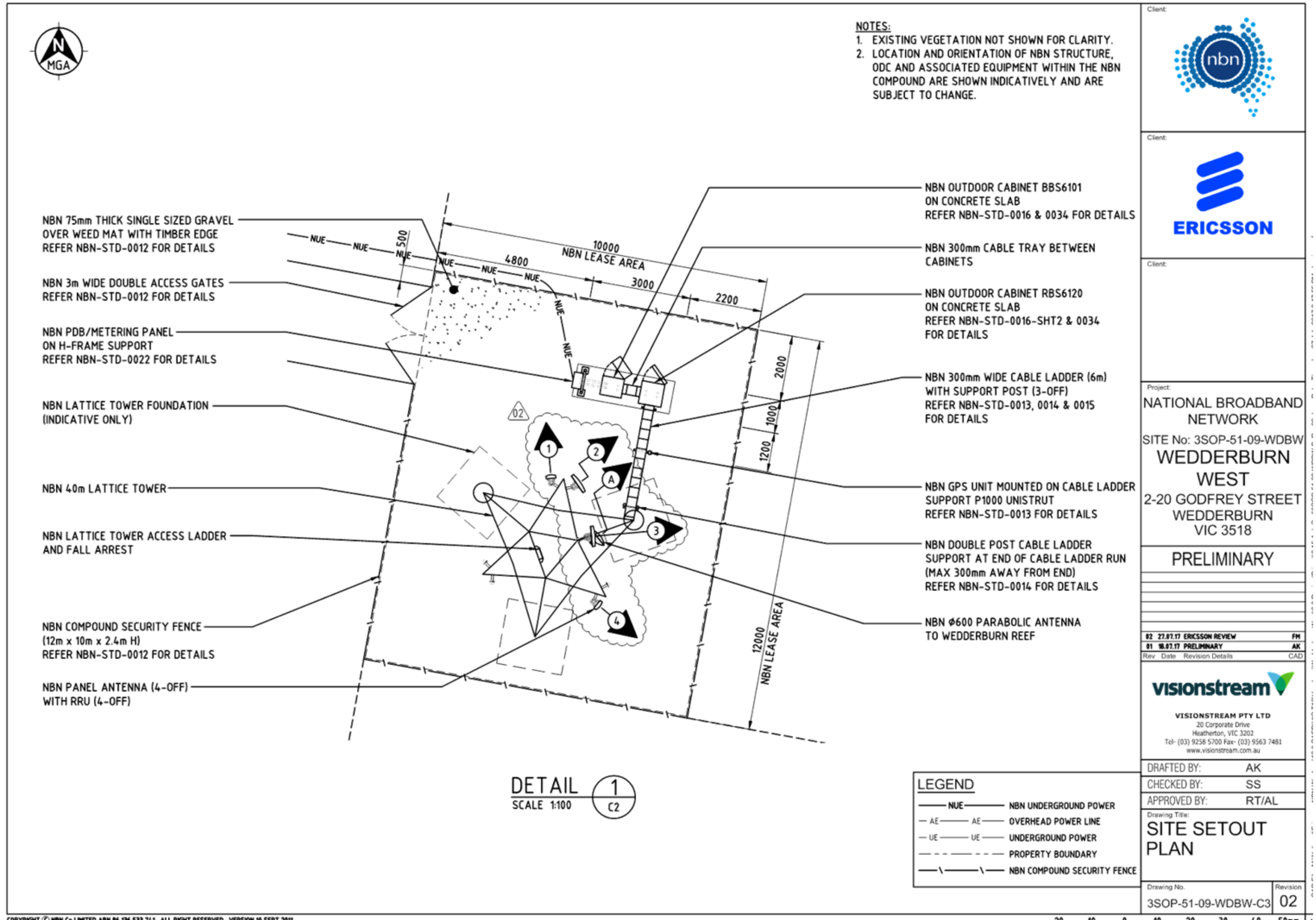
**visionstream**

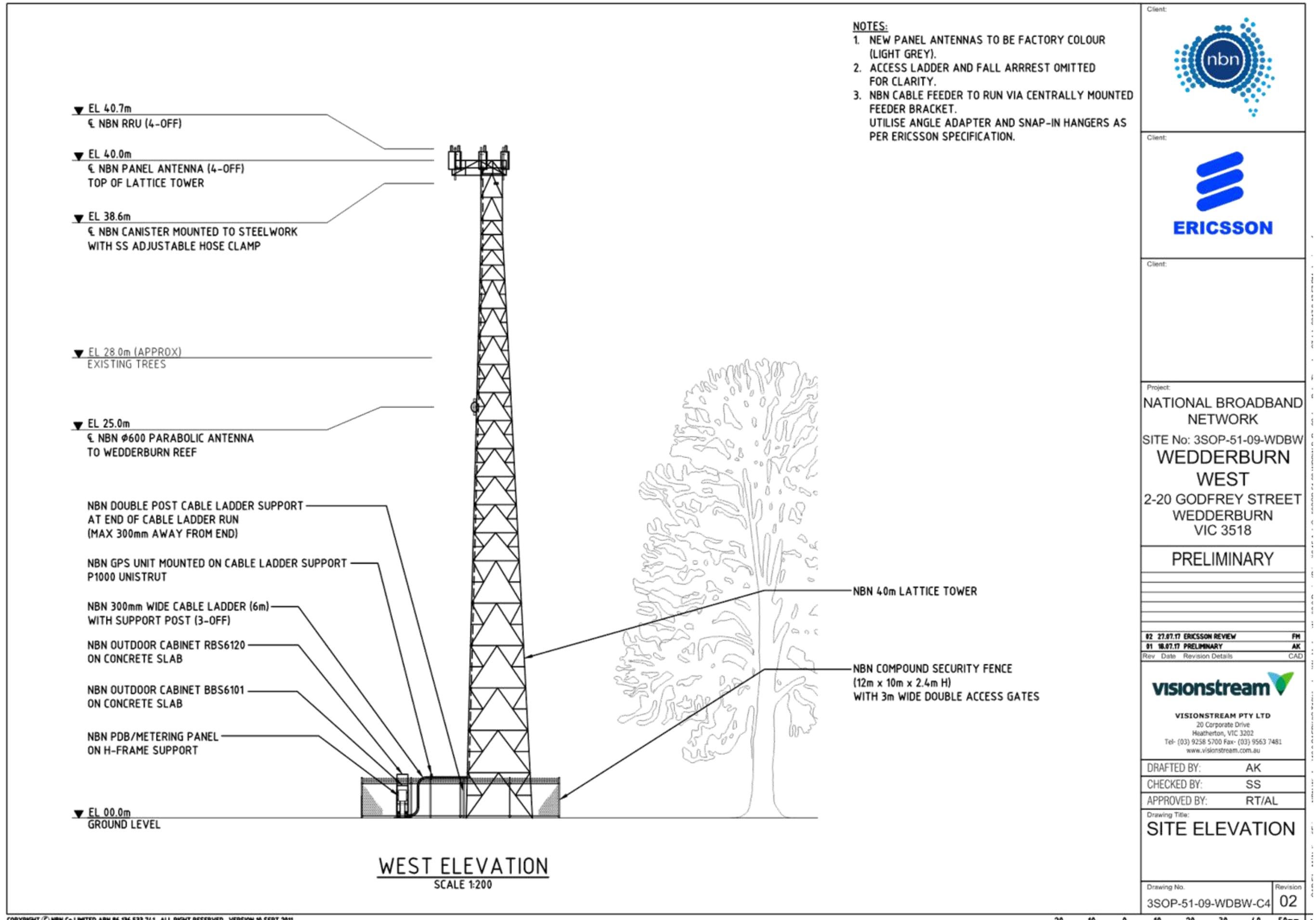
VISIONSTREAM PTY LTD  
20 Corporate Drive  
Heatherton, VIC 3202  
Tel: (03) 9258 5700 Fax: (03) 9563 7481  
www.visionstream.com.au

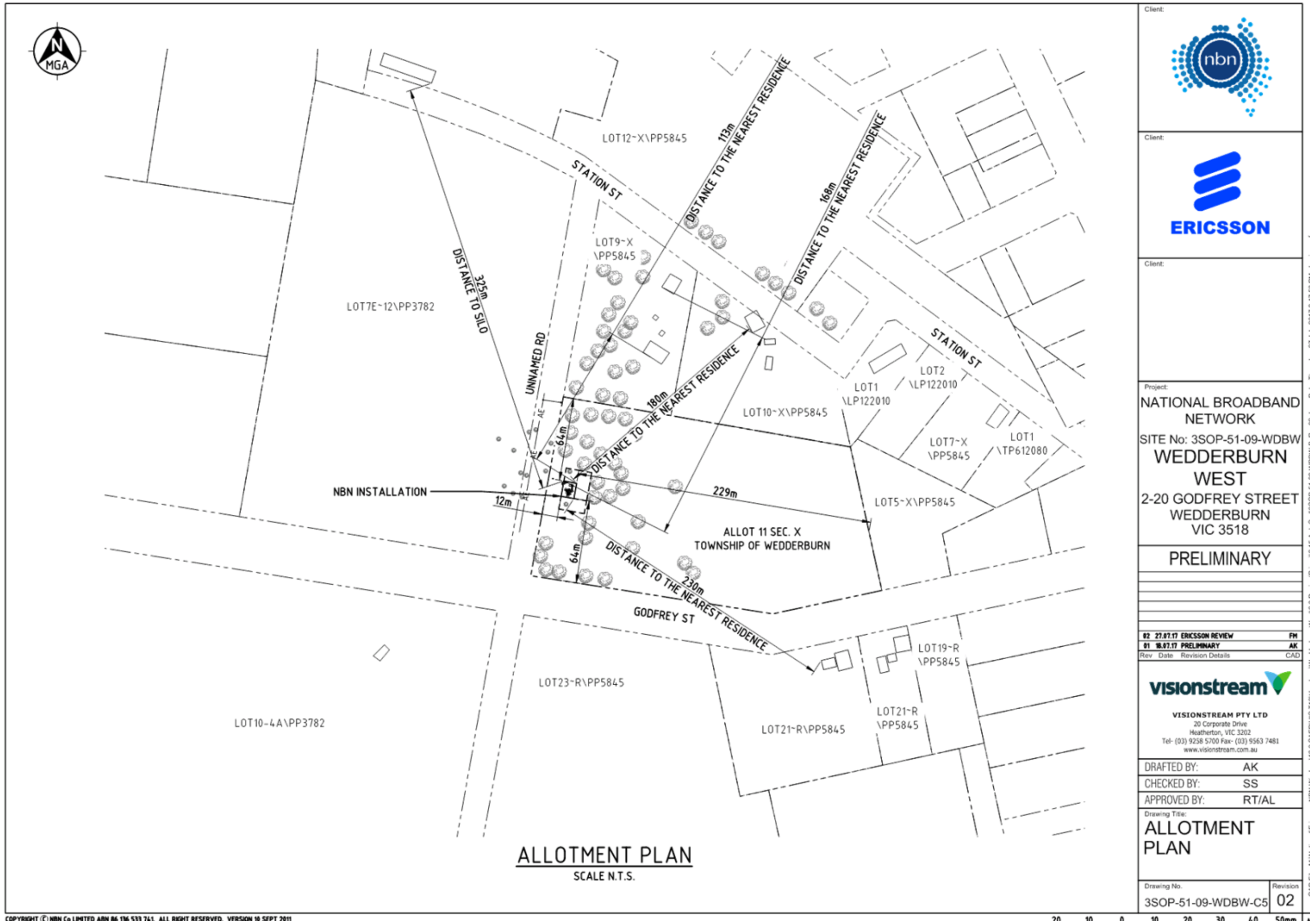
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CHECKED BY: SS  
APPROVED BY: RT/AL

Drawing Title:  
**OVERALL SITE PLAN**

Drawing No.	Revision
3SOP-51-09-WDBW-C2	02







Client:

Project:  
**NATIONAL BROADBAND NETWORK**  
 SITE No: 3SOP-51-09-WDBW  
**WEDDERBURN WEST**  
 2-20 GODFREY STREET  
 WEDDERBURN VIC 3518

**PRELIMINARY**

02	27.07.17	ERICSSON REVIEW	FH
01	18.07.17	PRELIMINARY	AK
Rev	Date	Revision Details	CAD



DRAFTED BY: AK  
 CHECKED BY: SS  
 APPROVED BY: RT/AL

Drawing Title:  
**ALLOTMENT PLAN**

Drawing No.	Revision
3SOP-51-09-WDBW-C5	02





**NOTES:**

**EARTHWORKS**

- E1. ALL WORK TO BE IN ACCORDANCE WITH AS 3788 U.N.O
- E2. CUT TO LEVEL OF TOP OF SUBGRADE AND REMOVE TOPSOIL. PROOF ROLL ALL EXPOSED SUBGRADE AND REPLACE SOFT OR SPONGY AREAS TOP 200 OF SUBGRADE TO BE COMPACTED TO 98% DRY DENSITY.
- E3. IN FILL AREAS:-PROOF ROLL EXISTING STRIPPED SURFACE AND REPLACE SOFT OR SPONGY AREAS. INFILL AREAS ARE TO BE COMPACTED WITH GRANULAR FILL TO 98% STANDARD DRY DENSITY IN LAYERS NO MORE THAN 200mm THICK.
- E4. PROOF ROLLING SHALL BE IN ACCORDANCE WITH AS 3798. PROOF ROLLING SHALL BE BY MINIMUM OF 8 PASSES OF A SMOOTH STEEL WHEELED ROLLER WITHOUT VIBRATION HAVING A MINIMUM APPLIED. LOAD INTENSITY OF 4 TONNES PER M. WIDTH OF THE WHEELS OR DRUM BEING CONSIDERED, OR OTHER APPROVED ROLLING DEVICE.

**GENERAL:**

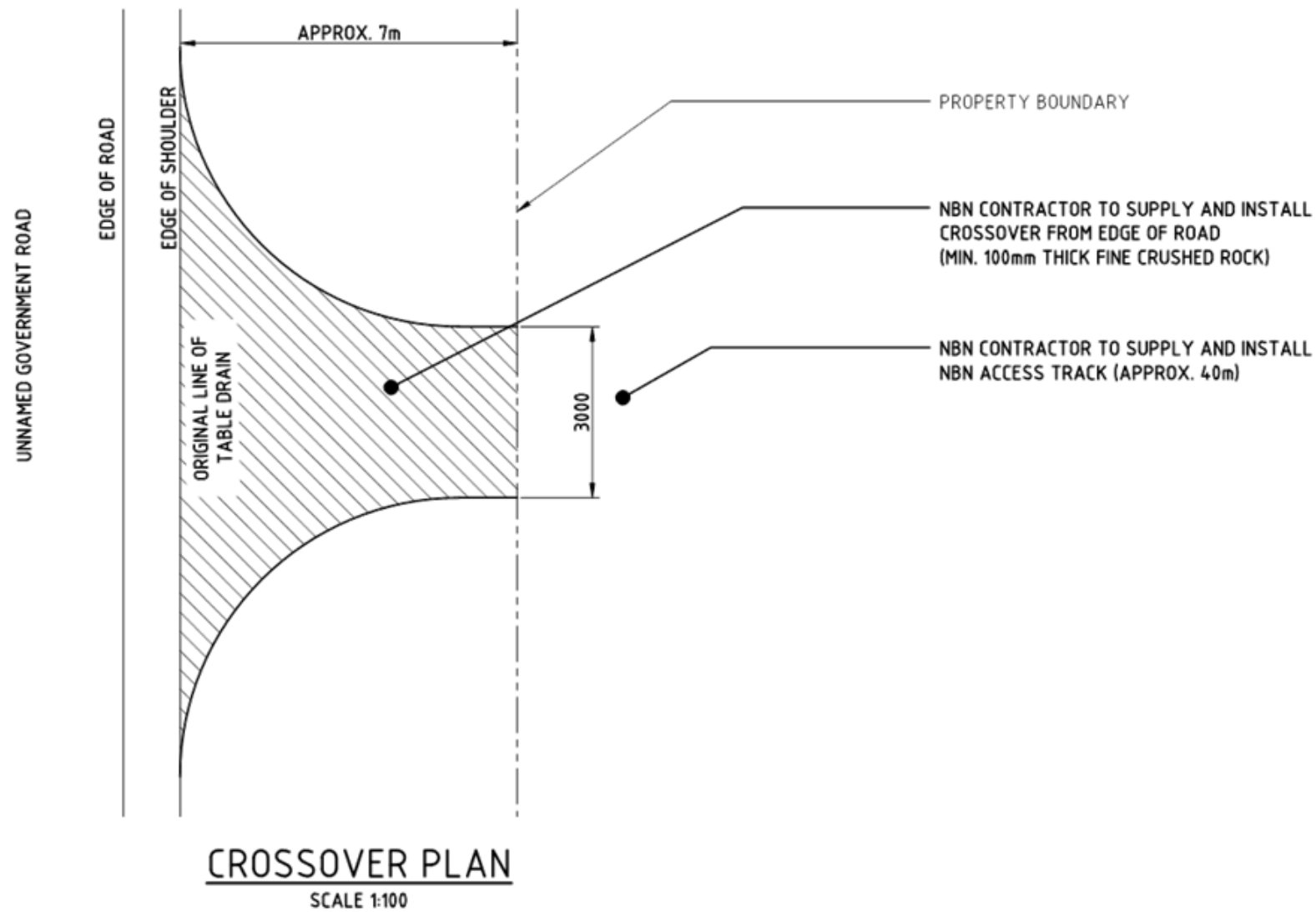
- G1. NBN CONTRACTOR TO MAKE SURE TRAFFIC MANAGEMENT PLAN IN PLACE PRIOR TO CONSTRUCTION AND ENGAGE TRAFFIC MANAGEMENT CONTROL IF REQUIRED.

**PAVEMENTS**


- P1. THIS WILL CONSIST OF 100mm OF GRAVEL PAVEMENT.
- P2. ANY LONGITUDINAL WATER FLOW THAT IS CURRENT ROAD SIDE MUST BE TAKEN INTO CONSIDERATION AND THE DRIVEWAY MUST BE ALTERED TO ENSURE THE WATER FLOW IS STILL ABLE TO RUN UNINTERRUPTED.

**FENCE**


- F1. THE EXISTING WIRE FENCE SHALL TERMINATE AT THE NEW TIMBER POSTS WITH FENCE WIRES REATTACHED AS PER EXISTING WHERE SUITABLE. WIRES WILL BE CHECKED FOR CORROSION AND REPLACED WHERE NECESSARY.
- F2. WIRES ARE TO BE JOINED / STAPLED AT POSTS ONLY.
- F3. WIRE SHALL BE HIGH TENSILE FLEXIBLE WITH APPROPRIATE LONGLIFE PROTECTION (GALVANISING OR BETTER SURFACE TREATMENT). PLAIN WIRE SHALL BE  $\phi$ 2.5mm MIN.



Client:



Client:



Project:

NATIONAL BROADBAND NETWORK  
 SITE No: 3SOP-51-09-WDBW  
**WEDDERBURN WEST**  
 2-20 GODFREY STREET  
 WEDDERBURN VIC 3518

**PRELIMINARY**

02	27.07.17	ERICSSON REVIEW	FH
01	18.07.17	PRELIMINARY	AK
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**visionstream**

VISIONSTREAM PTY LTD  
 20 Corporate Drive  
 Heatherton, VIC 3202  
 Tel- (03) 9258 5700 Fax- (03) 9563 7481  
 www.visionstream.com.au

DRAFTED BY: AK  
 CHECKED BY: SS  
 APPROVED BY: RT/AL

Drawing Title:  
**CROSSOVER PLAN**

Drawing No. 3SOP-51-09-WDBW-C6 Revision 02

### NBN ANTENNA CONFIGURATION - 2300MHz

SECTOR	SYMBOL	RF ANTENNA DETAIL							MAIN FEEDER DETAIL				RRU DETAIL				RF TAIL	RET CABLE	
		TYPE	DIMENSION (HxWxD)	CL HEIGHT	AZIMUTH (TN)	ELEC TILT (NOTE 1)		MECH TILT	TYPE	QTY	OVERALL LENGTH	CANISTER HEIGHT	CANISTER TO RRU LENGTH	TYPE	ANTENNA PORT	CL HEIGHT	LOCATION	LENGTH	LENGTH
1		ARGUS LLPX310R	750x300x115	40.0m	355°	7°	7°	0°	H&S HYBRID MKII % φ27.5mm	1	50.0m	38.6m	4.0m	RRUS61	1 & 2	40.7m	BEHIND ANTENNA	1.5m	2.0m
2		ARGUS LLPX210R	1077x610x115	40.0m	55°	8°	8°	0°					4.0m	RRUS61	1 & 2	40.7m	BEHIND ANTENNA	1.5m	2.0m
3		ARGUS LLPX210R	1077x610x115	40.0m	85°	8°	8°	0°					4.0m	RRUS61	1 & 2	40.7m	BEHIND ANTENNA	1.5m	2.0m
4		ARGUS LLPX310R	750x300x115	40.0m	130°	7°	7°	0°					4.0m	RRUS61	1 & 2	40.7m	BEHIND ANTENNA	1.5m	2.0m

SECTOR	SYMBOL	TX ANTENNA DETAIL					MAIN FEEDER DETAIL			
		TYPE	DIMENSION	CL HEIGHT	AZIMUTH (TN)	DESTINATION	QTY RAU	TYPE	QTY	OVERALL LENGTH
A		PARABOLIC	φ600	25.0m	51°	WEDDERBURN REEF	1	LDF1-50	1	31.0m
GPS		KRE 101 2182/1	φ69x96	2.5m				LDF1-50	1	5.0m

**NOTES:**

- SUBJECT TO CHANGE.
- RRUS NOT SHOWN FOR CLARITY.

**ANTENNA SETOUT PLAN**  
SCALE 1:100

Client:

Client:

Project:  
NATIONAL BROADBAND NETWORK  
SITE No: 3SOP-51-09-WDBW  
**WEDDERBURN WEST**  
2-20 GODFREY STREET  
WEDDERBURN VIC 3518

**PRELIMINARY**

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Heatherton, VIC 3202  
Tel- (03) 9258 5700 Fax- (03) 9563 7481  
www.visionstream.com.au

DRAFTED BY: AK  
CHECKED BY: SS  
APPROVED BY: RT/AL

Drawing Title:  
**NBN ANTENNA CONFIGURATION & SETOUT PLAN**

Drawing No. 3SOP-51-09-WDBW-A1      Revision 02

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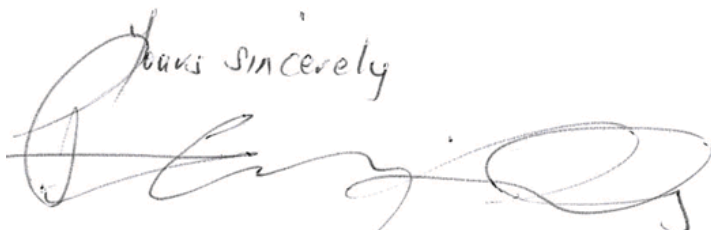
Loddon Shire Council  
~~██████████~~  
Wedderburn Vic 3518

20/09/2017  
P & L Carey  
~~██████████~~  
Wedderburn Vic 3518

Application reference 5308 NON tower  
Our property - 67738500

- We object to granting this permit for the following reasons -
- the increase in radiation levels affecting our health.
  - the eyesaw of the tower will ruin the aesthetic views surrounding our property and will devalue our property.
  - we have considered our future plans which included the possibility of selling up or subdividing or build our dream home up the hill at the east end of our property.

Without malice, when approached we even considered the tower on our property as we realise the high instance of these towers going ahead to improve communications so it will go ahead somewhere nearby so why not be compensated ourselves.

Yours sincerely  
  
Phillip & Lovelka Carey

File No.	275512
Serial No.	67757200
Date	20 SEP 2017
Author	A. Jellies
Checked by	C. Stephenson
Council	<input type="checkbox"/>
Disposal	<input type="checkbox"/> Permanent <input type="checkbox"/> Years

TA & LL Crisp  
[Redacted]  
Wedderburn Vic 3518

Mail address: [Redacted]  
[Redacted]

Alexandra Jefferies  
Planning Officer  
Loddon Shire  
41 High Street, Wedderburn, Victoria 3518

Dear Alexandra,

Re: Planning Permit Application: 5308


Proposal: The development of land for a telecommunications facility (NBN tower)


Property: 2 to 20 Godfrey Street Wedderburn 3518

We object to the granting of a permit for the following reasons:-

1. Close proximity of the tower will expose occupants of 19 Godfrey street, Wedderburn Vic, to unhealthy radiation waves.
2. Will lower resale values of the property at 19 Godfrey street, Wedderburn Vic.
3. Will mar the existing views of the landscape and natural bush settings.

Yours sincerely

*6/9/2017*  
  
TA Crisp

  
LL Crisp

File No.	67757200
Return to Records	<input type="checkbox"/>
REC'D	13 SEP 2017
Submitted by	A. Jeffares
Approved by	C. Stephansen
Professional	YEARS

WEDDERBURN 35  
Vic.

12-9-17.

LODDON SHIRE AND COUNCILLORS  
41 HIGH ST  
WEDDERBURN 3518

re: PLANNING PERMIT APPLICATION: 5308  
2-20 GODFREY ST WEDDERBURN 3518  
CA 11 SEC X WEDDERBURNE

I wish to lodge a formal objection to the proposed erection of a Telecommunication facility (NBN Tower) on the abovementioned land on the grounds of health risks as well as economic risks to adjoining and nearby landowners/property owners. At present there maybe no established health effects from low levels of RF EMR, however maximum exposure levels & radiofrequency fields may be exceeded immediately surrounding a tower, therefore there is serious concern according to a Biomagnetic 2012 Report compiled by Dr. Ronald M. Powell, base on the findings of 67 independent studies conducted between 1974 and 2012, which concluded "there is serious concern", with the link between serious health risks and high levels of radiofrequency exposure

According to the report biological risk can include, reproduction/fertility effects, oxidative damage, DNA damage, DNA repair failure, cancer, cell proliferation, brain tumours and disruption of blood brain barrier, stress proteins, HSP and disrupted immune function; there is also evidence that unborn and very young children are in critical phases of growth development.

The World Health Organisation's International Agency for Research on Cancer classified radiofrequency electromagnetic fields as a group 2B carcinogen.

With the Australian Telecommunications industry unable to obtain public liability insurance for future potential detrimental health effects from electromagnetic radiation it is to be hoped Council for the sake of ratepayers takes public liability insurance in this matter seriously.

I am concerned the health risks associated with radiofrequency electromagnetic fields is being handled the same way that asbestos concerns were even with documented evidence of clinical harm from asbestos which existed for over 30 years before health and safety standards were adjusted accordingly, and the NBN Co and Government are at pains to justify the introduction of a known

cancer risk into our communities  
There is also alleged to be asbestos  
at this site and that any works carried  
out could potentially be harmful to  
nearby residents.

I am curious to know what effect such  
a sewer may have on the 14 different birds  
in the area including the rare Yellow  
Thrush.

In the event that this sewer proceeds  
I intend <sup>having</sup> blood tests carried out for  
future reference as I have serious  
heart and other health conditions.

Maureen A. E. Selvie  
Rate Payer.

21 September 2017

The Responsible Authority  
PO Box 21  
Wedderburn Vic. 3518

LODGE OR RE-FILE LOG

████████████████████ ID 275784  
 Wedderburn 3518 67757200

RECORDS

REC'D 25 SEP 2017

Refer to: A. Jefferies  
 C. Stephenson

Council

Disposal -  Permanent \_\_\_ Years

Dear Sirs,

Re: Planning Permit 5308, 2-20 Godfrey St Wedderburn, CA11 Sec X

I wish to lodge a formal objection to the proposed erection of a Telecommunications Tower (NBN) on the above-mentioned land on the grounds of health risks as well as economic risk to adjoining and nearby land/property owners.

I am seriously concerned about the health risk and high levels of radiofrequency exposure to the children attending the Family Day Care Centre next to my property.

When the company starts to erect the tower, I believe there would also be a serious risk of exposure to the asbestos laying around on the 20 Godfrey Street property adjacent to my land. There is alleged to be asbestos at that site and therefore any work carried out could potentially be extremely harmful to nearby residents and children particularly.

At present I am very healthy and if the tower proceeds, I intend to have on-going blood tests to monitor my health for future reference.

I trust due consideration will be given to my objection.

Yours sincerely,

Jean D. White  
Rate Payer





To the Planning Officer Loddon Shire Council Alexandra Jefferies,

Thank you for sending us all relevant documentation regarding planning application 5308 for NBN tower.

My husband Marijan Solc and me Davorka Pozeg Solc studied very carefully all documents.

As you know our land is Crown Allotment 7E, Section 12 Parish of Wedderburn, Godfrey Street Wedderburn.

After careful consideration in relation to the telecommunications tower being built next door to our land we decided to strongly object.

We will be unable to live so close to where the tower is planned to be situated (our house will be less than 160m from the tower).

Our main concern is for our health

Although there are studies suggesting that these towers have no impact on one's health, there have been no firm studies that have focus on telecommunication towers in particular.

We ask that you reassess your opinion on putting the tower so close to the proximity of our land.

We welcome your response to our concerns and trust that a conclusion that suits everyone can be reached.

We sincerely hope that NBN will be able to find more suitable land for their proposed telecommunications tower.

Best regards

Marijan Solc and Davorka Pozeg Solc



## Environmental EME Report

### Wedderburn West, 20 Godfrey Street, WEDDERBURN VIC 3518

This report provides a summary of Calculated RF EME Levels around the wireless base station

**Date 20/7/2017**

**RFNSA Site No. 3518005**

### Introduction

The purpose of this report is to provide calculations of EME levels from the existing facilities at the site and any proposed additional facilities.

This report provides a summary of levels of radiofrequency (RF) electromagnetic energy (EME) around the wireless base station at Wedderburn West, 20 Godfrey Street WEDDERBURN VIC 3518. These levels have been calculated by Ericsson using methodology developed by the Australian Radiation Protection and Nuclear Safety Agency (ARPANSA).

The maximum EME level calculated for the proposed systems at this site is 0.13% of the public exposure limit.

### The ARPANSA Standard

ARPANSA, an Australian Government agency in the Health and Ageing portfolio, has established a Radiation Protection Standard specifying limits for general public exposure to RF transmissions at frequencies used by wireless base stations. The Australian Communications and Media Authority (ACMA) mandates the exposure limits of the ARPANSA Standard.

### How the EME is calculated in this report

The procedure used for these calculations is documented in the ARPANSA Technical Report "Radio Frequency EME Exposure Levels - Prediction Methodologies" which is available at <http://www.arpansa.gov.au>.

RF EME values are calculated at 1.5m above ground at various distances from the base station, assuming level ground.

The estimate is based on worst-case scenario, including:

- wireless base station transmitters for mobile and broadband data operating at maximum power
- simultaneous telephone calls and data transmission
- an unobstructed line of sight view to the antennas.

In practice, exposures are usually lower because:

- the presence of buildings, trees and other features of the environment reduces signal strength
- the base station automatically adjusts transmit power to the minimum required.

Maximum EME levels are estimated in 360° circular bands out to 500m from the base station.

These levels are cumulative and take into account emissions from all wireless base station antennas at this site.

The EME levels are presented in three different units:

- volts per metre (V/m) – the electric field component of the RF wave
- milliwatts per square metre (mW/m<sup>2</sup>) – the power density (or rate of flow of RF energy per unit area)
- percentage (%) of the ARPANSA Standard public exposure limit (the public exposure limit = 100%).

### Results

The maximum EME level calculated for the proposed systems at this site is 2.19 V/m; equivalent to 12.76 mW/m<sup>2</sup> or 0.13% of the public exposure limit.

### Radio Systems at the Site

There are currently no existing radio systems for this site.

It is proposed that this base station will have equipment for transmitting the following services:

Carrier	Radio Systems
NBN Co	LTE2300 (proposed)

### Calculated EME Levels

This table provides calculations of RF EME at different distances from the base station for emissions from existing equipment alone and for emissions from existing equipment and proposed equipment combined.

Distance from the antennas at Wedderburn West, 20 Godfrey Street in 360° circular bands	Maximum Cumulative EME Level at 1.5m above ground – all carriers at this site					
	Existing Equipment			Proposed Equipment		
	Electric Field V/m	Power Density mW/m <sup>2</sup>	% ARPANSA exposure limits	Electric Field V/m	Power Density mW/m <sup>2</sup>	% ARPANSA exposure limits
0m to 50m				0.62	1.035	0.01%
50m to 100m				0.53	0.75	0.0075%
100m to 200m				2.17	12.46	0.12%
200m to 300m				2.19	12.76	0.13%
300m to 400m				1.71	7.73	0.077%
400m to 500m				1.12	3.34	0.033%
<b>Maximum EME level</b>				2.19	12.76	0.13
	215.97 m from the antennas at Wedderburn West, 20 Godfrey Street					

### Calculated EME levels at other areas of interest

This table contains calculations of the maximum EME levels at selected areas of interest that have been identified through the consultation requirements of the Communications Alliance Ltd Deployment Code C564:2011 or via any other means. The calculations are performed over the indicated height range and include all existing and any proposed radio systems for this site.

Additional Locations	Height / Scan relative to location ground level	Maximum Cumulative EME Level All Carriers at this site Existing and Proposed Equipment		
		Electric Field V/m	Power Density mW/m <sup>2</sup>	% of ARPANSA exposure limits
1 No locations identified				

## RF EME Exposure Standard

The calculated EME levels in this report have been expressed as percentages of the ARPANSA RF Standard and this table shows the actual RF EME limits used for the frequency bands available. At frequencies below 2000 MHz the limits vary across the band and the limit has been determined at the Assessment Frequency indicated. The four exposure limit figures quoted are equivalent values expressed in different units – volts per metre (V/m), watts per square metre (W/m<sup>2</sup>), microwatts per square centimetre (µW/cm<sup>2</sup>) and milliwatts per square metre (mW/m<sup>2</sup>). Note: 1 W/m<sup>2</sup> = 100 µW/cm<sup>2</sup> = 1000 mW/m<sup>2</sup>.

Radio Systems	Frequency Band	Assessment Frequency	ARPANSA Exposure Limit (100% of Standard)
LTE 700	758 – 803 MHz	750 MHz	37.6 V/m = 3.75 W/m <sup>2</sup> = 375 µW/cm <sup>2</sup> = 3750 mW/m <sup>2</sup>
WCDMA850	870 – 890 MHz	900 MHz	41.1 V/m = 4.50 W/m <sup>2</sup> = 450 µW/cm <sup>2</sup> = 4500 mW/m <sup>2</sup>
GSM900, LTE900, WCDMA900	935 – 960 MHz	900 MHz	41.1 V/m = 4.50 W/m <sup>2</sup> = 450 µW/cm <sup>2</sup> = 4500 mW/m <sup>2</sup>
GSM1800, LTE1800	1805 – 1880 MHz	1800 MHz	58.1 V/m = 9.00 W/m <sup>2</sup> = 900 µW/cm <sup>2</sup> = 9000 mW/m <sup>2</sup>
LTE2100, WCDMA2100	2110 – 2170 MHz	2100 MHz	61.4 V/m = 10.00 W/m <sup>2</sup> = 1000 µW/cm <sup>2</sup> = 10000 mW/m <sup>2</sup>
LTE2300	2302 – 2400 MHz	2300 MHz	61.4 V/m = 10.00 W/m <sup>2</sup> = 1000 µW/cm <sup>2</sup> = 10000 mW/m <sup>2</sup>
LTE2600	2620 – 2690 MHz	2600 MHz	61.4 V/m = 10.00 W/m <sup>2</sup> = 1000 µW/cm <sup>2</sup> = 10000 mW/m <sup>2</sup>
LTE3500	3425 – 3575 MHz	3500 MHz	61.4 V/m = 10.00 W/m <sup>2</sup> = 1000 µW/cm <sup>2</sup> = 10000 mW/m <sup>2</sup>

## Further Information

The Australian Radiation Protection and Nuclear Safety Agency (ARPANSA) is a Federal Government agency incorporated under the Health and Ageing portfolio. ARPANSA is charged with responsibility for protecting the health and safety of people, and the environment, from the harmful effects of radiation (ionising and non-ionising).

Information about RF EME can be accessed at the ARPANSA website, <http://www.arpansa.gov.au>, including:

- Further explanation of this report in the document "Understanding the ARPANSA Environmental EME Report"
- The procedure used for the calculations in this report is documented in the ARPANSA Technical Report; "Radio Frequency EME Exposure Levels - Prediction Methodologies"
- the current RF EME exposure standard  
Australian Radiation Protection and Nuclear Safety Agency (ARPANSA), 2002, 'Radiation Protection Standard: Maximum Exposure Levels to Radiofrequency Fields — 3 kHz to 300 GHz', Radiation Protection Series Publication No. 3, ARPANSA, Yallambie Australia.  
[Printed version: ISBN 0-642-79400-6 ISSN 1445-9760] [Web version: ISBN 0-642-79402-2 ISSN 1445-9760]

The Australian Communications and Media Authority (ACMA) is responsible for the regulation of broadcasting, radiocommunications, telecommunications and online content. Information on EME is available at <http://emr.acma.gov.au>

The Communications Alliance Ltd Industry Code C564:2011 'Mobile Phone Base Station Deployment' is available from the Communications Alliance Ltd website, <http://commsalliance.com.au>.

Contact details for the Carriers (mobile phone companies) present at this site and the most recent version of this document are available online at the Radio Frequency National Site Archive, <http://www.rfnsa.com.au>.



## Wedderburn West nbn™ Fixed Wireless

### Response to issues raised in submissions on Planning Permit Application 5308

#### Introduction

The following is a response on behalf of nbn and its' project partners (Ericsson and Visionstream) to issues and grounds of objection raised in the five (5) submissions lodged with Council as a result of advertising of the Application.

The main issues could be summarised as follows:

1. Impact of the proposal on visual amenity
2. RF EME from the proposed **nbn** facility
3. The proposed facility science-based standards and safety
4. Insurance
5. Presence of asbestos
6. Benefits of the proposed **nbn** facility

A response to each of these issues is outlined below.

#### **1. Impact of the proposal on Visual Amenity**

Most of the submissions have expressed concern about visual impact of the facility.

It is inevitable that a telecommunications facility will present as a new element in the landscape, and this will be visible from some local vantage points and to passers-by.

However, when considering the proposal, what is important is the extent to which any resulting visual impact has been mitigated. We consider that there is reasonable visual and physical separation from existing dwellings and transport routes, and the facility has been carefully sited to achieve this. Siting of the facility has struck a balance by being close



enough to the premises to be targeted, but it is also towards the edge of town, at the edge of the Township Zone.

We note that there is a broad acknowledgement and acceptance in Council's Planning Scheme that facilities will possibly be needed in a wide range of areas, land uses and settings. But in that context what is important is how the proponent has sought to use available measures to minimise impact. This is reflected by VCAT in its' decision for Optus v Ballarat City Council [2010] VCAT 661, where Senior Member Byard said, "What is needed is to recognise the need for the facilities, recognise that they will have some impact on the area in which they are established, but to minimise the impact".

We consider that the site does offer odd good visual mitigation as it takes advantage of partial screening from trees on the subject property, and we note that views from the nearest dwellings towards the site are generally screened by established gardens and intervening trees. It is important to emphasise - just because the upper portions of the facility will be visible from some surrounding vantage points, this does not disqualify the proposal from consideration by Council.

## **2. RF EME from the proposed nbn facility**

All submitters expressed concern about the levels of radiofrequency electromagnetic energy (RF EME) from the facility, and its' proximity.

Before wireless broadband facilities such as that proposed in Wedderburn West are built or upgraded, the network operator is required to produce a report that shows the calculated levels of (RF EME) around each facility.

The EME Environmental Report enclosed with the Planning Application from Visionstream and with this letter shows that the levels of RF EME emitted from the proposed facility is as follows. The facility at 2-20 Godfrey Street will operate at 0.13% of the maximum allowable limits. This equates to approx. 769 times below the allowable limit. We note that this is a very low level of RF EME.

We also note that most residential dwellings in the area are at least 300m distance from the proposed facility. Beyond 300 metres the levels of RF EME reduce rapidly. Between 300 metres and 500 metres from the facility the levels drop from approx. 1,300 times to 3,000 times below the allowable limit, and then continue to reduce rapidly.



We trust that these levels clearly demonstrate **nbn**'s very significant level of compliance with the safety standards and the fact that the facility would operate at many orders of magnitude below the safety limits. We note that these levels contribute just a small fraction of the overall cumulative levels of EME in the environment.

We note that for the Applicant to satisfy the provisions of the Planning Scheme relating to this issue it need only provide the above calculations to demonstrate compliance with Australia's Safety Standards. This information demonstrates compliance with Principle 3 of "A Code of Practice for Telecommunications Facilities in Victoria" – an incorporated document within Council's Planning Scheme.

### **3. The proposed facility, science based standards and safety**

Submitters expressed concern about safety standards relating to RF EME.

**nbn** and its project partners take their obligations extremely seriously in relation to the health and safety of the network that is being deployed across Australia. NBN Co relies on the expert scientific advice of organisations such as the World Health Organisation (WHO) and the Australian Radiation Protection and Nuclear Safety Agency (ARPANSA). It is information from these organisations that form the basis for the advice below.

The submissions to Council include a number of concerns about the proposal and contains links to various sources of information about radiofrequency (RF) electromagnetic energy (EME)—also sometimes known as electromagnetic radiation.

When we use devices like mobile phones, remote controls, and electrical and electronic equipment, or when TV and radio programs are broadcast, energy is transferred via radio waves which is RF EME.

Some people worry that being exposed to these radio waves can be harmful—but there are no proven adverse health effects from exposure to RF EME at low levels. Communications equipment in Australia is strictly regulated to make sure that RF EME emissions are at low levels.

Licensed radio frequency transmitters, including the NBN's fixed wireless communications facilities and commercial radio and TV broadcast towers, are regulated to protect all people



(including children) in all environments, 24-hours a day. The national safety regulations operate by placing a limit on the strength of the signal (RF EME) that our antennas can transmit. They do not impose any general public distance-based restrictions. That is why radio communications facilities are permissible in any environment.

Independent public health authorities say the safety standards are adequate, and have been based on the rigorous assessment of thousands of peer-reviewed scientific papers stretching over decades.

The World Health Organisation advises:

*"From all the evidence accumulated so far, no adverse short or long-term health effects have been shown to occur from the RF signals produced by base stations...Considering the very low exposure levels and research results collected to date, there is no convincing scientific evidence that the weak RF [radio frequency] signals from base stations and wireless networks cause adverse health effects."*<sup>1</sup>

NBN Co advises that by designing and operating the Fixed Wireless network at signal strengths significantly below safety levels, it is adopting a precautionary approach to its network deployment. Regarding the precautionary approach, ARPANSA advises:

*"Minimising, as appropriate, RF exposure which is unnecessary or incidental to achievement of service objectives or process requirements, provided this can be readily achieved at reasonable expense. Any such precautionary measures should follow good engineering practice and relevant codes of practice. The incorporation of arbitrary additional safety factors beyond the exposure limits of this Standard is not supported."*<sup>2</sup>

During Council's advertising process, it has been brought to our attention that some people have expressed concern about the RF EME from these proposals in the context of the IARC classification of RF.

IARC<sup>3</sup> stands for the International Agency for Research on Cancer. IARC is a specialist agency of the World Health Organization that coordinates and conducts research on the causes of human cancer, the mechanisms of carcinogenesis, and to develop scientific strategies for cancer prevention and control.

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<sup>1</sup> WHO Fact Sheet: Electromagnetic Fields and Public Health – Base Stations and Wireless Technologies

<sup>2</sup> Australian Radiation Protection Standard, Maximum Exposure Levels to Radiofrequency Fields 3kHz to 300GHz

<sup>3</sup> <http://www.iarc.fr/en/about/index.php>





The IARC Monographs<sup>4</sup> identify environmental factors that may be carcinogenic to humans. National health agencies can use this information as scientific support for their actions to prevent exposure to potential carcinogens.

IARC classified RF electromagnetic fields as possibly carcinogenic to humans (Group 2B), based on an increased risk for glioma, a malignant type of brain cancer associated with wireless phone use. Other agents that have been classified as a 2B include Coffee and Pickled Vegetables.

With respect to telecommunications facilities, like those which are proposed by NBN Co in Wedderburn West, IARC confirmed at a press briefing<sup>5</sup> that:

The IARC RF classification included towers and base stations. However, the data in relation to towers and base stations was "uninformative".

Typical exposures from roof top or tower mounted antennas are lower by a significant magnitude compared to mobile phone handsets.

The vast majority of research into RF electromagnetic fields and cancer involves the use of mobile phone handsets, because this is when users and their sensitive organs, like the brain and eyes, are exposed the most.

In a statement responding to the IARC classification, The Australian Radiation Protection and Nuclear Safety Agency (ARPANSA)<sup>6</sup> has said in relation to base stations:

'Typical exposures to the public from mobile phone base stations are well below international and Australian exposure limits and very far below the localised exposures from mobile phone handsets.

Exposures to the radiofrequency electromagnetic fields from mobile phones and base stations are regulated by the Australian Communications and Media Authority to levels set by ARPANSA in its Radiation Protection Standard for Maximum Exposure Levels to

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<sup>4</sup> <http://monographs.iarc.fr/>

<sup>5</sup> [http://terrance.who.int/mediacentre/audio/press\\_briefings/VPC\\_31MAY2011\\_IARCmonograph.mp3](http://terrance.who.int/mediacentre/audio/press_briefings/VPC_31MAY2011_IARCmonograph.mp3)

<sup>6</sup> [http://www.arpansa.gov.au/News/MediaReleases/mr1\\_030611.cfm](http://www.arpansa.gov.au/News/MediaReleases/mr1_030611.cfm)



Radiofrequency Fields - 3 kHz to 300 GHz (2002)(link: <http://www.arpana.gov.au/Publications/codes/rps3.cfm> ). This Standard includes a precautionary requirement to minimise unnecessary public exposure to radiofrequency electromagnetic radiation.'

One submission cited the findings of the 2012 Bio Initiative Report and other research with respect to the health and safety implications of the proposal. We note that the 2012 Bio Initiative Report is not prepared under the auspices of a national or international health agency. In Australia ARPANSA is the correct agency in to assess the findings from this and other reports as they relate or don't relate to Australia's Safety standards.

For further information about EME/EMR/EMF please visit the following:

Commonwealth Department of Health (ARPANSA)

[www.arpana.gov.au](http://www.arpana.gov.au)

Australian Communications and Media Authority (ACMA)

<http://www.acma.gov.au>

#### **4. Insurance**

One submission has asked about insurance. Please note that **nbn's** entire network is insured with private insurance organisations, in keeping with standard procedure for an infrastructure program.

#### **5. Presence of Asbestos**

Claims have been made that there may be asbestos on-site. During the site selection process, **nbn's** project partners carefully reviewed the site, and have also undertaken geotechnical assessments. No asbestos has been identified either at the site or in the immediate vicinity.

#### **6. Benefits of the proposed facility**

Whilst we understand that some submitters are concerned and have questions about the proposal, we also note that there is a significant level of support in Wedderburn for the improvements that will be delivered by the **nbn™** network.



From our consultation, we've received consistent advice that broadband in these areas is currently heavily saturated with traffic especially during peak times. The facility is designed to serve in excess of 400 premises (primarily houses and businesses) including the central part of town.

We consider that the site selected in Wedderburn is ideally suited to provide good network service. The site strikes a balance by being close enough to town to provide quality service, but with reasonable visual and physical separation from residential areas. This reflects the careful site selection process that we have undertaken.

**8.4 REVIEW OF DELEGATIONS, APPOINTMENTS AND AUTHORISATIONS**

**File Number:** 18/01/003  
**Author:** Lynne Habner, Manager Executive and Commercial Services  
**Authoriser:** Phil Pinyon, Chief Executive Officer  
**Attachments:** 1. Instrument of Appointment and Authorisation (Planning and Environment Act 1987)

**RECOMMENDATION**

That Council

1. In the exercise of the powers conferred by section 224 of the Local Government Act and the other legislation referred to in the attached instrument of appointment and authorisation, resolves that:
  - (a) The members of Council staff referred to in the instrument be appointed and authorised as set out in the instrument.
  - (b) The instrument comes into force immediately the common seal of Council is affixed to the instrument, and remains in force until Council determines to vary or revoke it.
  - (c) The instrument be sealed.
2. Revokes all existing Instruments of Appointment and Authorisation (Planning and Environment Act 1987), effective from the date that the CEO approves the new instrument as attached.

**CONFLICT OF INTEREST**

There is no conflict of interest for any Council staff member involved in the preparation of this report, or involved in the subject matter of the report.

**PREVIOUS COUNCIL DISCUSSION**

The updates contained in this report have not been discussed by Council.

**BACKGROUND**

In order for Council officers to effectively and efficiently discharge their duties, specific delegations, authorisations and appointments are required under a variety of Acts.

**ISSUES/DISCUSSION**

The attached Instrument of Appointment and Authorisation under the Planning and Environment Act 1987 and associated request for revocation is submitted for approval due to changes of staff on this instrument, being the appointment of the Director Operations.

**COST/BENEFITS**

Adoption of the recommendation will not have any financial impacts.

**RISK ANALYSIS**

Adoption of the recommendation will ensure that council staff are able to act on behalf of Council under the various pieces of legislation. If current delegations and appointments and authorisations are not in place, actions of a Council officer exercising those powers could be legally challenged.

**CONSULTATION AND ENGAGEMENT**

The supervisors of the relevant staff were consulted about the changes to be made.

**Instrument of Appointment and Authorisation  
(*Planning and Environment Act 1987*)**

In this instrument "officer" means -

**Steven Murray Phillips –Director Operations  
Glenn William Harvey – Manager Development and Compliance  
Carolyn Stephenson – Strategic Planning Officer  
Alexandra Jefferies – Planning Officer  
David Price – Planning and Local Laws Compliance Officer**

**By this instrument of appointment and authorisation Loddon Shire Council -**

1. under section 147(4) of the *Planning and Environment Act 1987* - appoints the officers to be authorised officers for the purposes of the *Planning and Environment Act 1987* and the regulations made under that Act; and
2. under section 232 of the *Local Government Act 1989* authorises the officers generally to institute proceedings for offences against the Acts and regulations described in this instrument.

**It is declared that** this instrument -

- (a) comes into force immediately upon its execution;
- (b) remains in force until varied or revoked.

This instrument is authorised by a resolution of the Loddon Shire Council on 28 November 2017.

**Council seal**

**Phil Pinyon  
Chief Executive Officer  
Loddon Shire Council**

Date:

**8.5 FINANCE REPORT FOR THE PERIOD ENDING 31 OCTOBER 2017**

**File Number:** 08/06/001  
**Author:** Deanne Caserta, Manager Financial Services  
**Authoriser:** Sharon Morrison, Director Corporate Services  
**Attachments:** 1. Finance Report for Period Ending 31 October 2017

**RECOMMENDATION**

That Council:

1. receives and notes the 'Finance report for the period ending 31 October 2017'
2. approves budget revisions included in the report for internal reporting purposes only
3. approves the supplementary valuations of rateable and non-rateable properties in respect of the 2017/18 financial year, as returned by the Shire Valuer, LG Valuations Pty Ltd, and endorses them being incorporated into the Register of Rateable and Non Rateable Properties and Rate Book for 2017/18.

**CONFLICT OF INTEREST**

There is no conflict of interest for any Council staff member involved in the preparation of this report, or involved in the subject matter of the report.

**PREVIOUS COUNCIL DISCUSSION**

Council is provided with Finance Reports on a monthly basis with the exception of when changes to the Council meeting timetable result in the Council meeting occurring before the completion of the end of month finance procedures.

**BACKGROUND**

The Finance Report for the period ended 31 October 2017 includes standard monthly information about budget variations, cash, investments, interest, debtors and creditors, and provides a comparison of year-to-date actual results to year-to-date budget (by dollars and percentage) and total revised budget (by percentage).

The information is in the format provided in the adopted 2017/18 Budget, and includes operating results, capital expenditure and funding sources.

This Finance Report also includes supplementary valuations from time to time. Each year Council makes a number of additions, subtractions and alterations to the valuations contained in the annual rate book. These changes arise from various sources including:

- splitting of parcels into new rateable assessments
- development of vacant or unproductive land (urban and rural)
- consolidation of separate rateable assessments into one assessment
- re-assessment of property valuations arising from objections to the initial valuation
- additions and cancellations of licences (grazing and water frontages)
- change of use
- covenant on Title
- area amendment
- change of Australian Valuation Property Classification Code (AVPCC)

- supplementary valuation corrections.

## ISSUES/DISCUSSION

**Budgeted Surplus** - Council's budgeted cash surplus has increased from \$654K to \$655K.

**Income Statement (revenue)** - Council's year to date (YTD) operating revenue is at 100% of YTD budget. Revenue brought to account for October was \$1.54M.

**Income Statement (expenditure)** - Council's operating expenditure is at 97% of YTD budget. Payments for this month totalled just over \$2.45M, compared to \$2.7M last month. Labour is slightly ahead of budget at 107% due to quarterly reconciliations of entitlements but is expected to be below Council's 104% cap.

**Capital Works** - The revised budget for capital works is \$17.4M and is 13% complete in financial terms for the current financial year (10% at the end of September). Asset types with major variations (10% or \$10K) include furniture and equipment; land and buildings; roadworks; urban and road drainage; recreation, leisure and community facilities; and footpaths with many projects timed for quarter one yet to be commenced. Of particular note are urban and road drainage at 18% of the YTD budget and footpaths at 40% of the YTD budget. Further analysis is being undertaken by the Management Executive Group to identify projects where funds should be transferred to reserve for expenditure in future years.

**Balance Sheet** - Council has a \$18.1M cash total with \$2.0M in general accounts. Debtors are \$11.4M which is an increase of \$0.6M in the month. Sundry debtors total \$1.3M with invoices outstanding for 60 or more days relating to community wellbeing debtors and local community groups totalling approximately \$56K.

There were 16 supplementary valuations updated in October. The total rateable CIV at the end of October is \$1.82B.

## COST/BENEFITS

The benefit to Council and the community is that accurate and regular financial reporting is being disclosed, along with an accurate representation of property valuations being reflected in Council's rating system and the distribution of rate notices for the year 2017/18.

Provision of financial reports on at least a quarterly basis is a requirement of the Local Government Act.

## RISK ANALYSIS

The provision of regular and accurate finance reports to Council minimises the risk of Council not delivering projects within the approved budget. Council's risk exposure is also increased if the rating system does not reflect the valuation changes associated with supplementary valuations as Council will not be aware of the changes, which can alter the rate revenue in the current year and in future rating years.

## CONSULTATION AND ENGAGEMENT

There has been considerable consultation internally with respective managers in understanding their budget responsibilities and keeping within budgetary constraints.

Consultation with ratepayers and authorities that act on behalf of ratepayers occurs when a change to a property is required or occurs by virtue of a sale.

External engagement with the community was undertaken during the submission period of the budget, and regular reporting provides a mechanism of monitoring the financial outcomes of Council against that expectation.



# LODDON SHIRE COUNCIL

## FINANCE REPORT FOR PERIOD ENDING 31 OCTOBER 2017



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## 1 INTRODUCTION

During October 2017 the Victorian Grants Commission return for 2016/17 was completed, and has been submitted to Local Government Victoria Department of Environment, Land, Water and Planning.

Work has commenced on the 2018 – 2028 Long Term Financial Plan with proposed indexation reviewed and approved by MEG and populated into the base financials.

## 2 CASH SURPLUS POSITION

### 2.1 Budget revisions

The overall budget cash surplus, which has been included in the attached financial reports, has increased from \$653,952 to \$654,967.

These changes have adjusted the revised budget in the following areas:

Item	September Finance Report	October Finance Report	Change \$
Operating revenue	\$24,891,244	\$24,956,116	\$64,872
Operating expenditure	(\$31,331,194)	(\$31,395,051)	(\$63,857)
Transfers from reserves	\$15,086,077	\$15,086,077	\$0
Transfers to reserves	(\$2,182,392)	(\$2,182,392)	\$0
Other funding decisions	\$490,670	\$490,670	\$0
Capital expenditure	(\$17,420,073)	(\$17,420,073)	\$0
Other non cash adjustments	\$8,972,696	\$8,972,696	\$0
Accumulated surplus carried forward	\$2,146,924	\$2,146,924	\$0
<b>Closing surplus (deficit) as reported in Appendix 2</b>	<b>\$653,952</b>	<b>\$654,967</b>	<b>\$1,015</b>

Major changes are highlighted below:

### 2.2 Operating revenue

Operating revenue has increased by \$65K.

The main increase to budget relates to an additional \$60K expected within private works income; this has expenditure to offset.

### 2.3 Operating expenditure

Operating expenditure has increased by \$64K.

The main increase to budget relates to an additional \$60K expected within private works expenditure; this has income to offset.

## 3 STANDARD INCOME STATEMENT

In the analysis of the statements only those areas which have a variance greater than 10% and \$10,000 will be reported. Variances have been explained in further detail below.

### 3.1 Operating revenue

Total revenue brought to account for the month of October was \$1.54M.

Revenue YTD is at 100% compared to YTD budget, or \$44K ahead of budget.

3.1.1 Vic Roads

Vic Roads are currently \$67K or 28% behind YTD budget.

This is behind budget due to the timing of this report; the October income was raised after the end of the month rollover was completed.

3.1.2 User fees

User fees are currently \$68K or 11% behind YTD budget.

Items behind YTD budget include:

- income for various caravan parks of \$13K; is expected to increase over the school holiday period
- landfill and transfer station income of \$22K with lower usage to date; expected to pick up during the warmer months
- gravel pit income of \$54K with lower than expected usage to date this year.

3.1.3 Recurrent contributions

Recurrent contributions are currently \$29K or 96% behind YTD budget.

This is due to a delay in raising an invoice (\$30K) for works done at the Wedderburn Pre-School.

3.1.4 Reimbursements

Reimbursements are currently \$33K or 21% ahead of YTD budget.

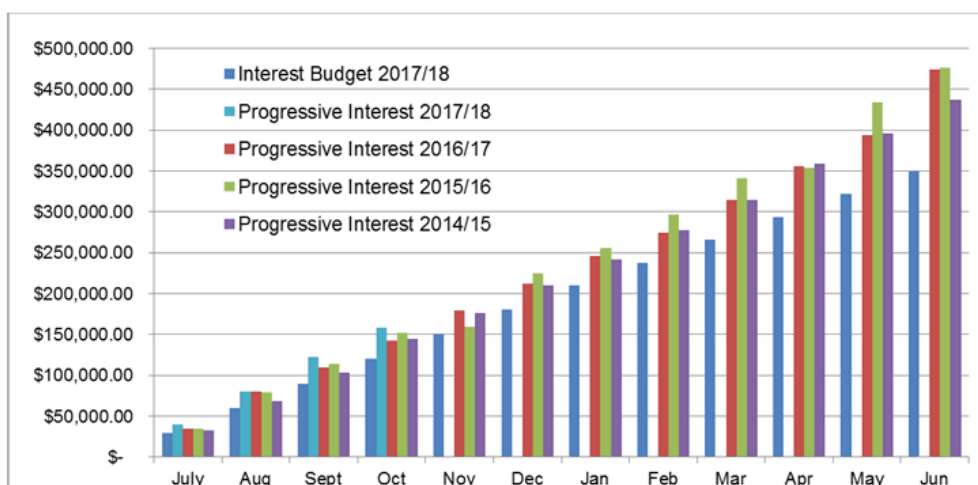
This is due to the recovery of WorkCover costs. This has expenditure to offset.

3.1.5 Interest income

Interest received on investments and rates for the month of October 2017 was \$46K. Year to date income from interest is \$166K.

The total investment interest received and accrued to date is \$158K, and rates interest amounted to \$8K. Year to date represents 44% of the yearly budget amount of \$378K (\$350K for investments only).

Progressive interest from investments for the years 2014/15 to 2017/18 are:



The appendices of this report include a table that shows all investments for the financial year to date for 2017/18. All investments are term deposits with National Australia Bank or the Bendigo Bank. Due to the short term nature of the term deposits, those deposits which have not reached maturity are included as cash in the Balance Sheet. Interest realised, and interest accrued on non-matured deposits, are shown separately on the appendix.

### 3.2 Operating expenditure

Total operating expenditure for October 2017 was \$2.45M.

Expenditure YTD is at 97% compared to YTD budget of \$10.3M or \$281K behind budget.

#### 3.2.1 Materials and services

Materials and services are behind YTD budget by \$460K or 13%.

The main variances to budget include:

- ANZAC sculptures of \$37K; works commenced and invoices yet to be submitted
- gravel pits of \$185K with little or no use in the first quarter of the year
- landfills and transfer stations of \$37K with lower than expected operating costs to date within this activity
- IT strategy implementation project \$81K with the scoping of the various projects underway but no major purchases to date.

#### 3.2.2 Payments

During the month the following payments were made:

Creditor payments - cheque	\$52,946.98
Creditor payments - electronic funds transfer	\$1,330,659.00
Payroll (2 pays)	<u>\$592,442.24</u>
<b>TOTAL</b>	<b><u>\$1,967,048.22</u></b>

### 3.3 Operating surplus

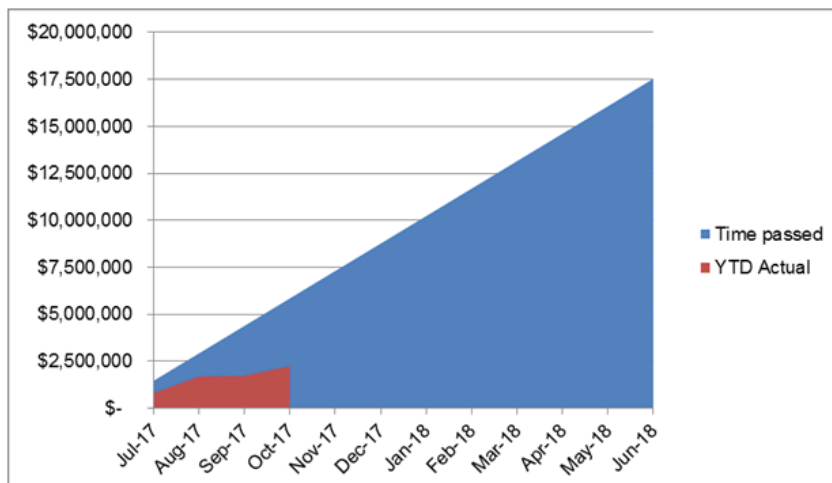
The operating surplus to date is \$4.2M which is \$325K or 8% ahead of YTD budget.

### 3.4 Capital expenditure

Total capital works expenditure for October was \$508K.

The total capital works expenditure is 13% complete in financial terms with 33% of the year elapsed.

YTD capital works is currently \$1.1K or 32% behind YTD budget.



Within the asset types the major variations to YTD budget are:

3.4.1 Furniture and office equipment

Furniture and office equipment is behind YTD budget by \$107K or 74%.

The main variation to budget is the IT strategy implementation works, which have commenced and are expected to progress as the year passes.

3.4.2 Land and buildings

Land and buildings is behind YTD budget by \$76K or 36%.

The main variation to budget is the Wedderburn Pre-School access project with works now complete with an invoice yet to be submitted by the building contractor.

3.4.3 Roadworks

Roadworks are behind YTD budget by \$390K or 30%.

The main variations to budget are:

- local road reseal program of \$214K with the contract recently approved by Council and works about to commence
- local road construction works at Sebastian Road of \$193K with works expected to commence in the next few months.

3.4.4 Urban and road drainage

Urban and road drainage is behind YTD budget by \$136K or 82%.

The main variations to budget are projects in Chapel Street Serpentine, Chapel Street Wedderburn and Sugar Gum Drive in Bridgewater which are yet to commence.

3.4.5 Recreation, leisure and community facilities

Recreation, leisure and community facilities are behind YTD budget by \$106K or 49%.

The main variation is swimming pool solar power with the project part completed. It is expected to be finalised in 2018 after construction works at the Inglewood pool are completed.

3.4.6 Footpaths

Footpaths are currently behind YTD budget by \$307K or 60%.

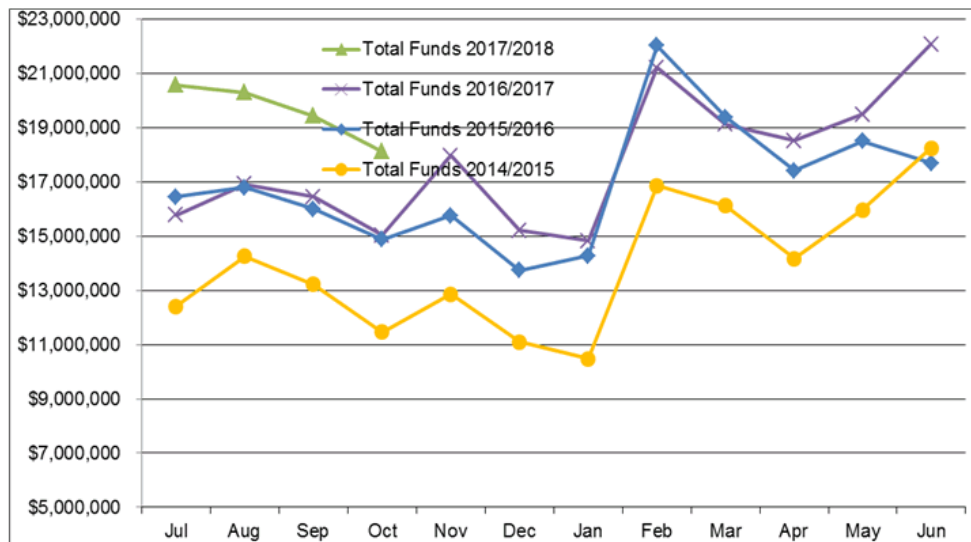
The main variations to budget relate to projects located in Victoria Street, Serpentine car park and Barber Street due to delays in the commencement of the various projects.

## 4 STANDARD BALANCE SHEET

### 4.1 Cash

At the end of the month, Council’s overall cash total was \$18.1M which includes a balance of \$2.0M in general accounts.

Month end balances for Council’s cash, from July 2014 until the current month, are reflected in the graph that follows:



### 4.2 Receivables

#### 4.2.1 Debtors

Monthly balances of the various categories of debtors for the financial year are:

Category of debtor	Oct 2016	June 2017	Sept 2017	Oct 2017
Rates	\$ 8,747,663	\$ 309,702	\$ 9,101,361	\$ 8,818,359
Fire Services Property Levy	\$ 1,053,136	\$ 42,826	\$ 1,076,367	\$ 1,028,010
<i>Total Rates &amp; Fire Services Property Levy</i>	<i>\$ 9,800,799</i>	<i>\$ 352,528</i>	<i>\$ 10,177,728</i>	<i>\$ 9,846,369</i>
Sundry debtors	\$ 2,493,682	\$ 804,928	\$ 403,094	\$ 1,321,848
Community loans/advances	\$ 7,413	\$ 7,145	\$ 5,800	\$ 5,800
Long term loans/advances	\$ 240,000	\$ 160,000	\$ 160,000	\$ 160,000
Employee superannuation	\$ 11,810	\$ -	\$ (2,461)	\$ 7,048
Magistrates court fines	\$ 103,543	\$ 101,663	\$ 101,034	\$ 100,823
LESS provision for doubtful debts	\$ (78,010)	\$ (110,620)	\$ (90,587)	\$ (92,429)
<b>Total</b>	<b>\$ 12,579,237</b>	<b>\$ 1,315,642</b>	<b>\$ 10,754,607</b>	<b>\$ 11,349,459</b>

4.2.2 Rates debtors

Outstanding rates and the Fire Services Property Levy at the end of selected months were:

	Oct 2016 (3/11/2016)	June 2017 (6/7/2017)	Sept 2017 (15/10/2017)	Oct 2017 (2/11/2017)
2005/06	\$ 335	\$ 357	\$ -	
2006/07	\$ 896	\$ 953	\$ 246	\$ 246
2007/08	\$ 1,345	\$ 1,432	\$ 387	\$ 387
2008/09	\$ 1,560	\$ 1,661	\$ 404	\$ 404
2009/10	\$ 4,094	\$ 4,196	\$ 1,643	\$ 1,639
2010/11	\$ 8,870	\$ 8,351	\$ 3,273	\$ 3,263
2011/12	\$ 12,464	\$ 12,506	\$ 6,928	\$ 6,908
2012/13	\$ 14,467	\$ 14,341	\$ 8,467	\$ 8,193
2013/14	\$ 18,175	\$ 16,987	\$ 11,172	\$ 10,897
2013/14 Fire Services Property Levy	\$ 4,256	\$ 4,113	\$ 2,361	\$ 2,350
2014/15	\$ 50,847	\$ 45,994	\$ 23,926	\$ 21,430
2014/15 Fire Services Property Levy	\$ 7,055	\$ 6,112	\$ 4,232	\$ 3,859
2015/16	\$ 123,037	\$ 83,817	\$ 43,067	\$ 39,656
2015/16 Fire Services Property Levy	\$ 17,021	\$ 10,372	\$ 6,893	\$ 6,319
2016/2017	\$ -	\$ 108,735	\$ 118,556	\$ 116,504
2016/2017 Fire Services Property Levy	\$ -	\$ 32,600	\$ 22,345	\$ 15,567
2017/2018			\$ -	\$ -
2017/2018 Fire Services Property Levy			\$ -	\$ -
<b>Sub-total: arrears</b>	<b>\$ 264,422</b>	<b>\$ 352,528</b>	<b>\$ 253,899</b>	<b>\$ 237,623</b>
Current year (outstanding but not due)	\$ 8,511,573	\$ -	\$ 8,883,294	\$ 8,608,832
Fire Services Property Levy	\$ 1,024,804	\$ -	\$ 1,040,535	\$ 999,915
<b>Total outstanding</b>	<b>\$ 9,800,799</b>	<b>\$ 352,528</b>	<b>\$ 10,177,728</b>	<b>\$ 9,846,369</b>
<i>Summary</i>				
<i>Rates in arrears</i>	\$ 236,090	\$ 309,702	\$ 218,068	\$ 209,527
<i>FSPPL in arrears</i>	\$ 28,332	\$ 42,826	\$ 35,831	\$ 28,095
<b>Total arrears</b>	<b>\$ 264,422</b>	<b>\$ 352,528</b>	<b>\$ 253,899</b>	<b>\$ 237,623</b>

Rates for the 2017/18 financial year were raised during August with the next instalment payment due on 30 November 2017.

4.2.3 Sundry debtors

Outstanding sundry debtors at the end of the month consist of:

Current	\$49,769	40%
30 days	\$18,163	15%
60 days	\$34,018	27%
90 + days	\$22,433	18%
<b>Sub total routine debtors</b>	<b>\$124,383</b>	<b>100%</b>
Government departments	\$1,108,721	
GST	\$88,744	
<b>Total</b>	<b>\$1,321,848</b>	
60 + days consists of:		
Community Wellbeing debtors	\$41,309	
Local community groups	\$219	
Others	\$14,924	
<b>Total</b>	<b>\$56,451</b>	

Total outstanding for sundry debtors as at 31 October 2017 is \$1.32M.



The mainstream sundry debtors of \$124K have been broken into the amount of time they have been outstanding.

At present \$56K or 45% of that total has been outstanding for more than 60 days.

A claim for Roads to Recovery funding of \$834K has been submitted, and funds are expected to be received during November 2017.

**4.3 Supplementary valuations**

All rateable and non-rateable supplementary valuations are included in this report.

There were 16 supplementary valuations for October 2017:

Details	Number	Site value	CIV	NAV
Improvement	5	\$ -	\$ 1,563,000	\$ 78,150
Property split	5	\$ 74,000	\$ 70,000	\$ 3,500
New property	3	\$ 94,000	\$ 96,000	\$ 4,800
Update area	1	\$ 4,000	\$ 4,000	\$ 200
Consolidate	2	\$ (67,000)	\$ (68,000)	\$ (3,400)
<b>Grand Total</b>	<b>16</b>	<b>\$ 105,000</b>	<b>\$ 1,665,000</b>	<b>\$ 83,250</b>

The current balances are:

Valuation type	Opening balances	Supplementary changes	Closing balances
Site value	\$ 1,125,459,100	\$ 105,000.00	\$ 1,125,564,100
Capital improved value	\$ 1,813,854,700	\$ 1,665,000	\$ 1,815,519,700
NAV	\$ 93,340,878	\$ 83,250	\$ 93,424,128

The total rateable CIV at the end of October 2017 was \$1.82B.

## APPENDIX 1: STANDARD INCOME STATEMENT

	2017/18 Original Budget	2017/18 Revised Budget	YTD Budget	YTD Actual	Variance of YTD Actual & YTD Budget	% YTD Actual to YTD Budget	% YTD Actual to Revised Budget
<b>REVENUE FROM ORDINARY ACTIVITIES</b>							
Rates	\$10,406,865	\$10,406,865	\$10,207,716	\$10,270,959	\$63,243	101%	99%
Revenue grants	\$5,783,792	\$5,889,331	\$1,749,026	\$1,764,982	\$15,957	101%	30%
Capital grants	\$3,343,519	\$5,372,763	\$1,097,099	\$1,152,261	\$55,162	105%	21%
Vic Roads	\$710,647	\$710,647	\$236,880	\$170,424	(\$66,457)	72%	24%
User fees	\$1,681,277	\$1,752,250	\$594,260	\$526,505	(\$67,755)	89%	30%
Capital contributions	\$0	\$0	\$0	\$0	\$0	0%	0%
Recurrent contributions	\$15,000	\$65,000	\$30,000	\$1,127	(\$28,873)	4%	2%
Interest income	\$378,000	\$378,000	\$126,000	\$166,052	\$40,052	132%	44%
* Reversal of impairment losses	\$0	\$3,879	\$3,879	\$3,879	(\$0)	100%	100%
* Library equity	\$0	\$0	\$0	\$0	\$0	0%	0%
Reimbursements	\$305,320	\$377,382	\$159,448	\$192,257	\$32,809	121%	51%
<b>Total revenue</b>	<b>\$22,624,420</b>	<b>\$24,956,116</b>	<b>\$14,204,308</b>	<b>\$14,248,446</b>	<b>\$44,138</b>	<b>100%</b>	<b>57%</b>
<b>EXPENDITURE FROM ORDINARY ACTIVITIES</b>							
Labour	\$9,652,976	\$9,718,962	\$3,039,897	\$3,243,903	(\$204,006)	107%	33%
Materials & services	\$7,767,259	\$9,963,422	\$3,588,877	\$3,128,857	\$460,020	87%	31%
Depreciation	\$8,976,575	\$8,976,575	\$2,992,176	\$2,992,192	(\$16)	100%	33%
Utilities	\$430,439	\$430,439	\$137,170	\$136,379	\$791	99%	32%
Contract payments	\$1,565,480	\$2,000,915	\$454,739	\$433,939	\$20,800	95%	22%
Loan interest	\$0	\$0	\$0	\$0	\$0	0%	0%
Auditor costs	\$84,660	\$84,660	\$18,296	\$12,011	\$6,285	66%	14%
Councillor costs	\$220,078	\$220,078	\$73,360	\$76,700	(\$3,340)	105%	35%
Loss on sale of assets	\$0	\$0	\$0	\$0	\$0	0%	0%
* Impairment losses	\$0	\$0	\$0	\$0	\$0	0%	0%
Bad debts expense	\$0	\$0	\$0	\$0	\$0	0%	0%
<b>Total expenditure</b>	<b>\$28,697,466</b>	<b>\$31,395,050</b>	<b>\$10,304,515</b>	<b>\$10,023,981</b>	<b>\$280,534</b>	<b>97%</b>	<b>32%</b>
<b>NET RESULT FOR THE PERIOD</b>	<b>(\$6,073,047)</b>	<b>(\$6,438,935)</b>	<b>\$3,899,793</b>	<b>\$4,224,464</b>	<b>(\$324,672)</b>	<b>108%</b>	<b>-66%</b>
The operating expenditure shown above is represented in Council's key direction areas as follows:							
	2017/18 Original Budget	2017/18 Revised Budget	YTD Budget	YTD Actual	Variance of YTD Actual & YTD Revised Budget	% YTD Actual to YTD Budget	% YTD Actual to Revised Budget
<b>EXPENSES FROM ORDINARY ACTIVITIES</b>							
Economic development & tourism	\$1,419,980	\$1,461,993	\$431,805	\$440,853	(\$9,048)	102%	30%
Leadership	\$1,218,296	\$1,520,350	\$483,795	\$498,278	(\$14,483)	103%	33%
Works & infrastructure	\$12,931,292	\$13,114,558	\$4,420,351	\$4,293,240	\$127,111	97%	33%
Good management	\$4,549,875	\$4,935,516	\$1,734,161	\$1,743,254	(\$9,093)	101%	35%
Environment	\$2,056,061	\$2,298,679	\$746,620	\$657,741	\$88,879	88%	29%
Community services & recreation	\$6,521,964	\$8,063,954	\$2,487,783	\$2,390,617	\$97,166	96%	30%
Loss on sale of assets	\$0	\$0	\$0	\$0	\$0	0%	0%
<b>Total operating expenditure</b>	<b>\$28,697,466</b>	<b>\$31,395,050</b>	<b>\$10,304,515</b>	<b>\$10,023,981</b>	<b>\$280,534</b>	<b>97%</b>	<b>32%</b>
<b>NET RESULT FOR THE PERIOD</b>	<b>(\$6,073,047)</b>	<b>(\$6,438,935)</b>	<b>\$3,899,793</b>	<b>\$4,224,464</b>	<b>(\$324,672)</b>	<b>108%</b>	<b>-66%</b>

\* Income and expense items required by Australian Accounting Standards (AAS)

## APPENDIX 2: STANDARD CAPITAL WORKS STATEMENT

	2017/18 Original Budget	2017/18 Revised Budget	YTD Budget	YTD Actual	Variance of YTD Actual & YTD Budget	% YTD Actual to YTD Budget	% YTD Actual to Revised Budget
<b>FUNDING DECISIONS</b>							
Add loan interest accrued	\$0	\$0	\$0	\$0	\$0	0%	0%
Less loan repayments	\$0	\$0	\$0	\$0	\$0	0%	0%
Add transfer from reserves	\$6,557,088	\$15,086,077	\$0	\$3,318	(\$3,318)	0%	0%
Less transfer to reserves	(\$2,182,392)	(\$2,182,392)	\$0	\$0	\$0	0%	0%
Add proceeds from sale of assets	\$490,670	\$490,670	\$35,000	\$71,271	(\$36,271)	204%	15%
<b>TOTAL FUNDING DECISIONS</b>	<b>\$4,865,366</b>	<b>\$13,394,355</b>	<b>\$35,000</b>	<b>\$74,589</b>	<b>(\$39,589)</b>	<b>213%</b>	<b>1%</b>
<b>NET FUNDS AVAILABLE FOR CAPITAL</b>	<b>(\$1,207,681)</b>	<b>\$6,955,420</b>	<b>\$3,934,793</b>	<b>\$4,299,053</b>	<b>(\$364,261)</b>	<b>109%</b>	<b>62%</b>
<b>CAPITAL EXPENDITURE BY ASSET TYPE</b>							
Furniture and office equipment	\$312,000	\$433,774	\$144,592	\$37,925	\$106,667	26%	9%
Land and buildings	\$2,360,363	\$3,085,738	\$211,802	\$135,844	\$75,958	64%	4%
Plant and equipment	\$844,100	\$844,100	\$206,668	\$202,338	\$4,330	98%	24%
Roadworks	\$3,516,452	\$6,176,826	\$1,285,008	\$895,490	\$389,518	70%	14%
Urban and road drainage	\$308,000	\$667,975	\$165,698	\$29,748	\$135,950	18%	4%
Recreation, leisure and community facilities	\$1,124,000	\$1,427,577	\$216,223	\$110,257	\$105,966	51%	8%
Parks, open space and streetscapes	\$354,500	\$3,229,446	\$586,447	\$635,363	(\$48,916)	108%	20%
Footpaths	\$544,755	\$1,554,637	\$508,918	\$202,448	\$306,470	40%	13%
<b>TOTAL CAPITAL EXPENDITURE PAYMENTS</b>	<b>\$9,364,170</b>	<b>\$17,420,073</b>	<b>\$3,325,356</b>	<b>\$2,249,412</b>	<b>\$1,075,944</b>	<b>68%</b>	<b>13%</b>
<b>NON CASH ADJUSTMENTS</b>							
Less depreciation	\$8,976,575	\$8,976,575	\$2,992,176	\$2,992,192	(\$16)	100%	33%
Add reversal of impairment losses	\$0	(\$3,879)	(\$3,879)	(\$3,879)	(\$0)	100%	100%
Less loss on sale of assets	\$0	\$0	\$0	\$0	\$0	0%	0%
Less bad debts expense	\$0	\$0	\$0	\$0	\$0	0%	0%
<b>TOTAL NON CASH ADJUSTMENTS</b>	<b>\$8,976,575</b>	<b>\$8,972,696</b>	<b>\$2,988,297</b>	<b>\$2,988,314</b>	<b>(\$17)</b>	<b>100%</b>	<b>33%</b>
Accumulated surplus brought forward	(\$1,802,528)	(\$2,146,924)	\$0	\$0	\$0	0%	0%
<b>NET CASH (SURPLUS)/DEFICIT</b>	<b>(\$207,252)</b>	<b>(\$654,967)</b>	<b>(\$3,597,734)</b>	<b>(\$5,037,955)</b>	<b>\$1,440,221</b>	<b>140%</b>	<b>769%</b>

## APPENDIX 3: STANDARD BALANCE SHEET

	October 2017 As per trial balance	June 2017 As per financial statements	October 2016 As per trial balance
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	\$18,124,523	\$9,672,238	\$ 15,029,296
Trade and other receivables	\$11,187,459	\$1,232,111	\$ 12,417,237
Financial assets	\$1,117,030	\$13,776,284	\$ 73,959
Inventories	\$40,315	\$53,966	\$ 65,068
Non-current assets classified as held for sale	\$865,424	\$865,424	\$ 190,356
<b>TOTAL CURRENT ASSETS</b>	<b>\$31,334,751</b>	<b>\$25,600,023</b>	<b>\$27,775,916</b>
<b>NON-CURRENT ASSETS</b>			
Trade and other receivables	\$162,000	\$79,921	\$ 162,000
Financial assets	\$274,045	\$274,045	\$ 362,225
Intangible assets	\$1,668,430	\$1,668,430	\$ 1,654,362
Property, infrastructure, plant and equipment	\$308,781,962	\$309,596,011	\$ 301,425,958
<b>TOTAL NON-CURRENT ASSETS</b>	<b>\$310,886,437</b>	<b>\$311,618,407</b>	<b>\$ 303,604,545</b>
<b>TOTAL ASSETS</b>	<b>\$342,221,188</b>	<b>\$337,218,430</b>	<b>\$331,380,463</b>
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Trade and other payables	\$320,834	\$642,364	\$ 197,324
Trust funds and deposits	\$1,374,849	\$404,438	\$ 1,296,219
Provisions	\$1,696,806	\$2,192,670	\$ 2,114,744
Interest bearing loans and borrowings	\$0	\$0	\$ -
<b>TOTAL CURRENT LIABILITIES</b>	<b>\$3,392,490</b>	<b>\$3,239,472</b>	<b>\$ 3,608,287</b>
<b>NON-CURRENT LIABILITIES</b>			
Provisions	\$2,324,221	\$1,698,946	\$ 2,324,221
Interest bearing loans & borrowings	\$0	\$0	\$ -
<b>TOTAL NON-CURRENT LIABILITIES</b>	<b>\$2,324,221</b>	<b>\$1,698,946</b>	<b>\$2,324,221</b>
<b>TOTAL LIABILITIES</b>	<b>\$5,716,711</b>	<b>\$4,938,418</b>	<b>\$ 5,932,508</b>
<b>NET ASSETS</b>	<b>\$336,504,477</b>	<b>\$332,280,012</b>	<b>\$325,447,955</b>
<b>EQUITY</b>			
Accumulated Surplus	\$99,760,441	\$37,161,521	\$ 101,979,871
Asset Revaluation Reserve	\$217,168,524	\$295,118,491	\$ 208,675,727
Other Reserves	\$19,575,512	\$0	\$ 14,792,357
<b>TOTAL EQUITY</b>	<b>\$336,504,477</b>	<b>\$332,280,012</b>	<b>\$325,447,955</b>

## APPENDIX 4: MAJOR PROJECTS AND CAPITAL EXPENDITURE

Account	Original Budget	Revised Budget	YTD Budgets	YTD Actuals	YTD variance actual to Budg	YTD variance actual to Budg	Actual to total Budget
<b>CAPITAL EXPENDITURE - AS PER APPENDIX C IN 2017/18 BUDGET</b>							
<b>Economic development &amp; tourism</b>							
Wedderburn Caravan Park Trees	\$0	\$15,900	\$0	\$0	\$0	0%	0%
Caravan park improvements	\$750,000	\$750,000	\$0	\$0	\$0	0%	0%
Wedderburn Caravan Park entrance	\$15,000	\$15,000	\$0	\$0	\$0	0%	0%
Caravan park equipment	\$40,000	\$40,000	\$0	\$0	\$0	0%	0%
Council properties fencing	\$5,000	\$5,000	\$0	\$0	\$0	0%	0%
Council land and buildings sales and purchases	\$0	\$0	\$0	\$35,660	\$35,660	0%	#DIV/0!
<b>Purchase of S181 unsold property at Jarklin and other associated legal costs for preparation of property sales.</b>							
<b>Works &amp; infrastructure</b>							
Reseal program	\$1,224,000	\$1,224,000	\$213,569	\$0	(\$213,569)	0%	0%
<b>Program underway, contract approved by Council in October 2017.</b>							
Local road amenity program	\$37,125	\$185,995	\$53,139	\$0	(\$53,139)	0%	0%
<b>Program underway, some projects timed to be completed in quarter two, but have not yet commenced.</b>							
Local road safety program	\$302,280	\$302,280	\$0	\$808	\$808	0%	0%
<b>Program underway, some projects timed to be completed in quarter two, but have not yet commenced.</b>							
Local road construction program	\$1,246,240	\$3,686,934	\$523,855	\$455,627	(\$68,228)	87%	12%
<b>Program underway, some projects timed to be completed in quarter two, but have not yet commenced.</b>							
Local road gravel resheet program	\$346,912	\$377,933	\$352,669	\$269,499	(\$83,170)	76%	71%
<b>Program underway, some projects timed to be completed in quarter two, but have not yet commenced.</b>							
Local road shoulder sheet program	\$339,895	\$379,684	\$141,776	\$169,556	\$27,780	120%	45%
<b>Program underway, some projects timed to be completed in quarter two, but have not yet commenced.</b>							
Local bridges and culverts program	\$251,000	\$383,567	\$66,000	\$0	(\$66,000)	0%	0%
<b>Program underway, some projects timed to be completed in quarter two, but have not yet commenced.</b>							
Township street improvement program	\$293,755	\$1,171,070	\$442,918	\$202,448	(\$240,470)	46%	17%
<b>Program underway, some projects timed to be completed in quarter two, but have not yet commenced.</b>							
Urban drainage works program	\$308,000	\$667,975	\$165,698	\$29,748	(\$135,950)	18%	4%
<b>Program underway, some projects timed to be completed in quarter two, but have not yet commenced.</b>							
Salathiel's Pit clean up	\$0	\$11,747	\$5,874	\$0	(\$5,874)	0%	0%
Wedderburn depot wash point	\$110,000	\$110,000	\$0	\$0	\$0	0%	0%
Pyramid Hill depot wash point	\$50,000	\$50,000	\$0	\$0	\$0	0%	0%
Wedderburn depot automated gates	\$50,000	\$48,612	\$0	\$0	\$0	0%	0%
Wedderburn workshop extension	\$41,500	\$41,500	\$0	\$0	\$0	0%	0%
Reseal Wedderburn depot	\$40,000	\$40,000	\$0	\$0	\$0	0%	0%
Wedderburn operations centre expansion	\$0	\$97,871	\$97,871	\$86,305	(\$11,566)	88%	88%
<b>The Wedderburn Operations Centre is complete with the exception of some minor works such as a footpath and signage. The remaining funds will be utilised to complete these works. Once these works have been completed the project will be able to be closed off and any remaining funds returned to surplus.</b>							
Boundary entrance signage park and locality	\$20,000	\$20,000	\$0	\$0	\$0	0%	0%
Fleet replacement	\$188,600	\$188,600	\$0	\$0	\$0	0%	0%
Plant replacement	\$635,500	\$635,500	\$200,000	\$199,456	(\$544)	100%	31%
Minor plant and equipment - capital	\$20,000	\$20,000	\$6,668	\$2,882	(\$3,786)	43%	14%
<b>Good management</b>							
Building Asset Management Plan	\$263,500	\$86,103	\$0	\$0	\$0	0%	0%
Building safety audit stage 1	\$15,000	\$45,000	\$15,000	\$4,266	(\$10,734)	28%	9%
<b>Project underway, waiting on consultants to submit invoices.</b>							
Server replacement	\$50,000	\$50,000	\$0	\$1,400	\$1,400	0%	3%
Asset edge devices	\$2,000	\$2,000	\$668	\$0	(\$668)	0%	0%
Photocopier / scanner	\$10,000	\$10,000	\$0	\$0	\$0	0%	0%
PC replacement	\$30,000	\$30,000	\$30,000	\$0	(\$30,000)	0%	0%
Timing issue, computers have been ordered and delivered at the start of November.							
IT strategy implementation	\$220,000	\$341,774	\$113,924	\$32,616	(\$81,308)	29%	10%
<b>Expression of interest documentation is currently being finalised with a view to tender late 2017, early 2018.</b>							
<b>Environment</b>							
Flood mitigation works Boort	\$500,000	\$500,000	\$0	\$0	\$0	0%	0%
Flood mitigation works Pyramid Hill	\$750,000	\$750,000	\$0	\$0	\$0	0%	0%
<b>Community services &amp; recreation</b>							
Swimming pools strategy capital	\$0	\$25,676	\$0	\$0	\$0	0%	0%
Parks and gardens strategy	\$104,500	\$16,542	\$0	\$0	\$0	0%	0%
Swimming pool solar power	\$314,000	\$314,000	\$157,000	\$80,197	(\$76,803)	51%	26%
<b>Program underway, expected delays in Inglewood installation with construction works still underway.</b>							
Captain Melville Trail	\$0	\$100,000	\$0	\$0	\$0	0%	0%
PGC009 Senior Citizens Centre Boort	\$0	\$14,300	\$4,086	\$636	(\$3,450)	16%	4%
PGC012 Lakeview Street Boort Irrigation	\$0	\$5,500	\$5,500	\$0	(\$5,500)	0%	0%
PGC013 Wedderburn Office	\$0	\$27,200	\$0	\$0	\$0	0%	0%
PGC014 Gladfield Rd Durham Ox Rd	\$0	\$13,000	\$3,714	\$0	(\$3,714)	0%	0%
PGC015 St Annaud Rd Calder Hwy intersection	\$0	\$14,000	\$0	\$0	\$0	0%	0%
PGC016 Boort bin surrounds	\$0	\$30,500	\$30,500	\$29,424	(\$1,076)	96%	96%
PGC010 Inglewood botanical gardens	\$0	\$13,814	\$4,635	\$0	(\$4,635)	0%	0%

Account	Original Budget	Revised Budget	YTD Budgets	YTD Actuals	YTD variance actual to Budget	YTD variance actual to Budget	Actual to total Budget
<b>CAPITAL EXPENDITURE - AS PER APPENDIX C IN 2017/18 BUDGET</b>							
<b>Community services &amp; recreation (continued)</b>							
Wedderburn Kinder disabled access	\$0	\$55,000	\$55,000	\$6,601	(\$48,399)	12%	12%
<b>Timing issue, works complete and invoice submitted for payment in early November.</b>							
Wedderburn Kinder capital	\$5,363	\$5,363	\$1,788	\$0	(\$1,788)	0%	0%
Property maintenance - mower	\$0	\$0	\$0	\$3,909	\$3,909	0%	#DIV/0!
Inglewood Senior Citizens airconditioner replacement	\$0	\$3,728	\$0	\$0	\$0	0%	0%
Community planning strategic fund	\$500,000	\$1,000,000	\$0	\$0	\$0	0%	0%
BCP15 Nolens Park playground	\$0	\$0	\$0	\$2,947	\$2,947	0%	#DIV/0!
BCP16 Nolens Park playground	\$0	\$23,232	\$6,637	\$0	(\$6,637)	0%	0%
BCP17 Lake Bort outdoor furniture	\$0	\$30,000	\$10,000	\$0	(\$10,000)	0%	0%
BCP community plan capital	\$50,000	\$13,051	\$0	\$0	\$0	0%	0%
WCP community plan capital	\$50,000	\$60,233	\$0	\$0	\$0	0%	0%
KCP11 Bridgewater Streetscape	\$0	\$39,500	\$0	\$0	\$0	0%	0%
ICP13 Inglewood Eucy Museum annex	\$0	\$25,000	\$0	\$0	\$0	0%	0%
ICP15 Engine display Eucy Museum	\$0	\$20,000	\$0	\$0	\$0	0%	0%
ICP17 Sports power UG	\$0	\$20,000	\$6,668	\$0	(\$6,668)	0%	0%
ICP17 Inglewood Eucy Museum annex	\$0	\$20,000	\$6,668	\$0	(\$6,668)	0%	0%
ICP community plan capital	\$50,000	\$8,215	\$0	\$0	\$0	0%	0%
TeCP14 Pyramid Hill Caravan Park	\$0	\$16,330	\$0	\$0	\$0	0%	0%
TeCP17 Pyramid Hill Hall power upgrade	\$0	\$20,000	\$6,668	\$0	(\$6,668)	0%	0%
TeCP community plan capital	\$50,000	\$0	\$0	\$0	\$0	0%	#DIV/0!
TaCP17 Laaneoonne boat ramp	\$0	\$100,000	\$33,332	\$0	(\$33,332)	0%	0%
<b>Not yet commenced.</b>							
TaCP community plan capital	\$50,000	\$31,251	\$0	\$0	\$0	0%	0%
Wedderburn Community Centre	\$0	\$21,796	\$0	\$0	\$0	0%	0%
LGIP Wedderburn streetscape	\$0	\$1,554,354	\$518,116	\$618,200	\$100,084	119%	40%
<b>Project well underway and tracking as expected.</b>							
LGIP Pyramid Hill streetscape	\$0	\$610,000	\$0	\$0	\$0	0%	0%
FRRR Bridgewater foreshore stage 2	\$0	\$318,697	\$0	\$10,715	\$10,715	0%	3%
<b>Project planning still underway.</b>							
Wedderburn Streetscape bin surrounds	\$0	\$17,000	\$4,857	\$0	(\$4,857)	0%	0%
Wedderburn Streetscape wheel stoppers	\$0	\$1,600	\$457	\$1,551	\$1,094	339%	97%
Upgrade public toilets	\$30,000	\$30,000	\$7,500	\$152	(\$7,348)	2%	1%
Donaldson Park pavillion upgrade	\$0	\$0	\$0	\$680	\$680	0%	#DIV/0!
Newbridge public toilets septic replacement	\$0	\$45,000	\$0	\$2,180	\$2,180	0%	5%
Livestock and domestic pound	\$0	\$54,018	\$15,433	\$0	(\$15,433)	0%	0%
<b>Planning permit yet to be completed.</b>							
Trails signage	\$5,000	\$12,357	\$4,120	\$0	(\$4,120)	0%	0%
Inglewood Pool upgrade	\$0	\$316,189	\$0	\$0	\$0	0%	0%
Donaldson Park redevelopment	\$0	\$76,534	\$0	\$1,949	\$1,949	0%	3%
Pyramid Hill Kelly St playground	\$0	\$13,048	\$13,048	\$0	(\$13,048)	0%	0%
<b>Project almost complete.</b>							
<b>Total capital expenditure</b>	<b>\$9,364,170</b>	<b>\$17,420,073</b>	<b>\$3,325,356</b>	<b>\$2,249,412</b>	<b>(\$1,075,944)</b>	<b>68%</b>	<b>13%</b>
<b>MAJOR PROJECTS - OPERATING EXPENDITURE IN 2017/18 BUDGET</b>							
Canoe trail	\$0	\$19,363	\$0	\$0	\$0	0%	0%
ANZAC sculptures	\$0	\$149,470	\$42,581	\$9,216	(\$33,365)	22%	6%
<b>First sculpture expected to be delivered during November 2017.</b>							
Centenary of ANZAC	\$0	\$42,164	\$0	\$0	\$0	0%	0%
LGIP Serpentine Pavilion	\$0	\$26,020	\$26,020	\$34,452	\$8,432	132%	132%
<b>Project expenditure to be reviewed.</b>							
Flood mitigation survey & design	\$0	\$108,896	\$0	\$9,765	\$9,765	0%	9%
Tracks and trails strategy	\$20,000	\$22,375	\$7,460	\$0	(\$7,460)	0%	0%
Major projects	\$80,000	\$80,000	\$0	\$0	\$0	0%	0%
<b>Total capital expenditure</b>	<b>\$100,000</b>	<b>\$448,288</b>	<b>\$76,061</b>	<b>\$53,433</b>	<b>(\$22,628)</b>	<b>70%</b>	<b>12%</b>
<b>TOTAL CAPITAL EXPENDITURE &amp; MAJOR PROJECTS</b>	<b>\$9,464,170</b>	<b>\$17,868,361</b>	<b>\$3,401,417</b>	<b>\$2,302,845</b>	<b>(\$1,098,572)</b>	<b>68%</b>	<b>13%</b>

APPENDIX 5: INVESTMENTS

	Establishment date	Status	Maturity date	Investment days	Interest rate	Investment amount	Interest last year (accrued)	Interest this year	Current investments	Interest received to date	Accrued interest
NAB 44-452-1114	22/05/2017	Closed	21/07/2017	60	2.32%	\$ 2,000,000	\$ 4,958	\$ 2,669	\$ -	\$ 2,669	\$ -
NAB 70-700-8970	2/05/2017	Closed	31/07/2017	90	2.52%	\$ 2,000,000	\$ 8,147	\$ 4,280	\$ -	\$ 4,280	\$ -
NAB 44-452-1114	21/07/2017	Closed	21/08/2017	31	1.91%	\$ 1,000,000	\$ -	\$ 1,622	\$ -	\$ 1,622	\$ -
NAB 23-570-3368	22/06/2017	Closed	23/08/2017	62	2.28%	\$ 1,000,000	\$ 500	\$ 3,373	\$ -	\$ 3,373	\$ -
BGO 2294215	8/06/2017	Closed	6/09/2017	90	2.50%	\$ 2,000,000	\$ 3,014	\$ 9,315	\$ -	\$ 9,315	\$ -
BGO 2297208	13/06/2017	Closed	13/09/2017	92	2.55%	\$ 1,000,000	\$ 1,188	\$ 5,310	\$ -	\$ 5,310	\$ -
NAB 44-441-8766	30/05/2017	Closed	27/09/2017	120	2.47%	\$ 2,000,000	\$ 4,196	\$ 12,045	\$ -	\$ 12,045	\$ -
BGO 2294216	8/06/2017	Closed	9/10/2017	123	2.55%	\$ 2,000,000	\$ 3,074	\$ 14,112	\$ -	\$ 14,112	\$ -
BGO 2304969	20/06/2017	Closed	18/10/2017	120	2.55%	\$ 1,000,000	\$ 699	\$ 7,685	\$ -	\$ 7,685	\$ -
NAB 64-792-7106	22/06/2017	Closed	20/10/2017	120	2.50%	\$ 2,000,000	\$ 1,096	\$ 15,342	\$ -	\$ 15,342	\$ -
11.am Account BGO	at 23/10/2017	Open	N/A		1.50%	\$ 2,000,000	\$ -	\$ -	\$ 2,000,000	\$ -	\$ -
BGO 2294217	8/06/2017	Open	6/11/2017	151	2.60%	\$ 500,000	\$ 784	\$ 4,594	\$ 500,000	\$ -	\$ 4,381
NAB 70-082-6145	30/06/2017	Open	14/11/2017	137	2.48%	\$ 2,000,000	\$ -	\$ 16,617	\$ 2,000,000	\$ -	\$ 16,715
NAB 70-700-8970	31/07/2017	Open	28/11/2017	120	2.45%	\$ 2,000,000	\$ -	\$ 16,110	\$ 2,000,000	\$ -	\$ 12,351
NAB 64-792-7106	20/10/2017	Open	20/12/2017	61	2.27%	\$ 2,000,000	\$ -	\$ 7,587	\$ 2,000,000	\$ -	\$ 1,368
NAB 93-482-0424	6/09/2017	Open	8/01/2018	124	2.55%	\$ 1,000,000	\$ -	\$ 8,663	\$ 1,000,000	\$ -	\$ 3,842
NAB 55-839-5005 (LSL)	28/06/2017	Open	16/01/2018	202	2.51%	\$ 1,709,316	\$ -	\$ 23,798	\$ 1,709,316	\$ -	\$ 14,458
NAB 44-452-1114	21/08/2017	Open	19/02/2018	182	2.53%	\$ 1,000,000	\$ -	\$ 12,615	\$ 1,000,000	\$ -	\$ 4,921
NAB 35-640-3396	13/09/2017	Open	12/02/2018	152	2.66%	\$ 1,000,000	\$ -	\$ 10,661	\$ 1,000,000	\$ -	\$ 3,367
NAB 44-441-8766	27/09/2017	Open	26/03/2018	180	2.61%	\$ 2,000,000	\$ -	\$ 25,742	\$ 2,000,000	\$ -	\$ 4,862
NAB Deal 10477451	9/10/2017	Open	9/04/2018	182	2.60%	\$ 2,000,000	\$ -	\$ 25,929	\$ 2,000,000	\$ -	\$ 3,134
NAB 84-459-3192(Wedderburn Kinder)	28/06/2017	Open	16/01/2018	202	2.51%	\$ 194,837	\$ -	\$ -	\$ 194,837	\$ -	\$ -
Interest on Kinder account						\$ 2,706	\$ -	\$ -	\$ -	\$ -	\$ -
Interest on general bank accounts							\$ -	\$ 13,433	\$ -	\$ 13,433	\$ -
<b>Totals</b>							<b>\$ 27,656</b>	<b>\$ 243,464</b>	<b>\$ 17,404,153</b>	<b>\$ 89,186</b>	<b>\$ 69,399</b>
Interest earned											\$ 158,585
Interest transferred to/from externally funded projects											\$ -
Net interest on investments											\$ 158,585
National Australia Bank current investments									\$ 13,904,153		
Bendigo Bank current investments									\$ 3,500,000		
<b>Totals</b>									<b>\$ 17,404,153</b>		

**8.6 COMPLAINT HANDLING FRAMEWORK AND COMPLAINTS AGAINST COUNCILLORS POLICY**

**File Number:** 17/01/002  
**Author:** Deanne Caserta, Manager Financial Services  
**Authoriser:** Sharon Morrison, Director Corporate Services  
**Attachments:** 1. Complaint Handling Framework v1  
2. Complaints Against Councillors Policy v1

**RECOMMENDATION**

That Council adopts the Complaint Handling Framework v1 and Complaints Against Councillors Policy v1.

**CONFLICT OF INTEREST**

There is no conflict of interest for any Council staff member involved in the preparation of this report, or involved in the subject matter of the report.

**PREVIOUS COUNCIL DISCUSSION**

These documents are a first version, and a discussion around the contents was held at the Council Forum on 14 November 2017.

**BACKGROUND**

The requirement for this framework, associated policies and procedures arose from an internal audit on relevant privacy responsibilities conducted during the 2016/17 financial year.

Some of the actions required from this report are to:

- develop a Complaint Handling Framework in respect of the Privacy and Data Protection Act 2014 and to include a policy and procedure
- communicate the Complaint Handling Framework to staff
- develop a complaints process that is accessible for children and families.

Three documents have been developed which include:

- Complaint Handling Framework; which focuses on general complaints made to Council
- Complaints Against Councillors Policy; which focuses on where a Councillor is the subject of a complaint; and a
- Complaint Handling Procedure; an internal document to provide staff with more information on how to action complaints.

**ISSUES/DISCUSSION**

Council is committed to service excellence and recognises a customer's right to make a complaint. Complaints give Council vital information about its services and a valuable opportunity to address any issues and identify any areas of service that need improvement.

The Complaint Handling Framework outlines Council's commitment to providing a fair and consistent process for customers making a complaint.

The framework:



- defines what is considered a complaint
- clarifies roles and responsibilities of Council officers
- ensures Council officers manage complaints fairly and objectively
- establishes timeframes for resolving complaints
- identifies key performance indicators for Council officers to report on
- outlines how complaints will be captured and reported
- provides an open and transparent complaint handling process
- ensures complaint outcomes inform continuous improvement activities
- improves the customer experience in relation to complaint handling
- provides for the analysis of complaint data for improved learning outcomes and continuous improvement.

The Complaints Against Councillors Policy guides how a complaint from a member of the community against a Councillor, or about a Councillor, is to be managed.

The policy:

- outlines in what circumstances this policy is to be used
- outlines when the complaint should be dealt with in another manner e.g. via Protected Disclosure or Councillor Code of Conduct provisions
- identifies when to use an external investigator
- provides guidance around seeking legal advice
- provides direction as to how to consider the independent external investigator's report.

### **COST/BENEFITS**

There are no direct costs associated with adoption of the policy.

### **RISK ANALYSIS**

As this is a new framework and policy good practice guides that are provided by the Victorian Ombudsman were used to form the documents. Advice was also sought from other Councils who have developed similar documents. By responding to issues identified by a recent audit, Council is reducing the risks associated with the issue.

### **CONSULTATION AND ENGAGEMENT**

Various consultation sessions have been held with customer service staff, Loddon Leaders and the Management Executive Group to assist in the formation of these documents.

Council were asked for feedback on the Complaint Handling Framework and the Complaints Against Councillors Policy at the Council Forum on 14 November.

The framework and policy have a review timeline of two years.

Once adopted, staff will be trained in the requirements of the framework, policy and procedure.

# LODDON SHIRE COUNCIL

## COMPLAINT HANDLING FRAMEWORK



## DOCUMENT INFORMATION

DOCUMENT TYPE:	Strategic document
DOCUMENT STATUS:	Draft
POLICY OWNER POSITION:	Manager Financial Services
INTERNAL COMMITTEE ENDORSEMENT:	Consultative Committee
APPROVED BY:	Council
DATE ADOPTED:	<a href="#">Click here to enter date of approval</a>
VERSION NUMBER:	<a href="#">Choose an item.</a>
REVIEW DATE:	<a href="#">Click here to enter a date.</a>
DATE RESCINDED:	<a href="#">Click here to enter a date.</a>
RELATED STRATEGIC DOCUMENTS, POLICIES OR PROCEDURES:	<ul style="list-style-type: none"> <li>Complaints Against Councillors Policy</li> <li>Equal Opportunity and Anti-Discrimination Policy</li> <li>Bullying Occupational Violence Policy</li> <li>Protected Disclosure Procedure</li> <li>Staff Complaints Policy</li> <li>Staff Complaints Procedure</li> <li>Complaint Handling Procedure</li> </ul>
RELATED LEGISLATION:	<ul style="list-style-type: none"> <li>Local Government Act 1989</li> <li>Charter of Human Rights and Responsibilities Act 2006</li> <li>Freedom of Information Act 1982</li> <li>Information Privacy Act 2000</li> <li>Protected Disclosure Act 2012</li> <li>Public Records Act 1973</li> <li>Equal Opportunity Act 2010</li> <li>Competition and Consumer Act 2010</li> <li>Independent Broad-based Anti-corruption Commission Act 2011</li> <li>Privacy and Data Protection Act 2014</li> <li>Public Health and Wellbeing Act 2008</li> <li>Food Act 1984</li> <li>Environment Protection Act 1974</li> </ul>
EVIDENCE OF APPROVAL:	

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Signed by Chief Executive Officer

FILE LOCATION: K:\FINANCE\Policies\Draft\STR Complaint handling framework v1.docx

**Strategic documents are amended from time to time, therefore you should not rely on a printed copy being the current version. Please consult the Loddon Shire website to ensure that the version you are using is up to date.**

**This document is available in alternative formats (e.g. larger font) if requested.**

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## 1 INTRODUCTION

Council is committed to service excellence and recognises a customer's right to make a complaint. Complaints give Council vital information about its services and a valuable opportunity to address any issues and identify any areas of service that need improvement.

## 2 PURPOSE

The Complaint Handling Framework (Framework) outlines Council's commitment to providing a fair and consistent process for customers making a complaint.

## 3 OBJECTIVES

As a customer focused organisation, a consistent and effective complaint handling framework will ensure a fair and reasonable process for customers.

This Framework will:

- define what is considered a complaint
- clarify roles and responsibilities of Council officers
- ensure Council officers manage complaints fairly and objectively
- establish timeframes for resolving complaints
- identify key performance indicators for Council officers to report on
- outline how complaints will be captured and reported
- provide an open and transparent complaint handling process
- ensure complaint outcomes inform continuous improvement activities
- improve the customer experience in relation to complaint handling
- provide for the analysis of complaint data for improved learning outcomes and continuous improvement.

## 4 BUDGET IMPLICATIONS

There are no budget implications to Council as a result of this Framework.

## 5 RISK ANALYSIS

The implementation of this Framework will limit the risks associated with management of complaints by giving further understanding and clarification on the roles and responsibilities required of staff.

## 6 SCOPE

This Framework is a document which applies to complaints made by members of the public, Councillors, volunteers and contractors who are carrying out services on Council's behalf.

Some complaints are governed by specific statutory and regulatory processes which fall outside the scope of this Framework. Where this is the case, the complainant will be referred to the appropriate process or authority. This includes decisions and processes relating to:

- privacy and health records
- Freedom of Information
- protected disclosures

- decisions made under legislation which provides for separate avenues of appeal (e.g. decision made under the Building, Planning and Environment Act, Infringement Act and Valuation of Land Act and under the Education and Services National Regulations)
- decisions made at Council and Special Committee meetings.

## 7 CONTEXT

Complaints to Council are inevitable. In a community where Council delivers a diverse and large volume of services, it is expected that Council will not be able to meet the service expectations of all customers. While receiving a complaint can be an unpleasant experience for staff, having a consistent and fair approach to the way we respond to complaints will ensure that the process is a positive one for both the complainant and the staff involved.

Complaints are a valuable resource for Council. Complaints are a feedback mechanism, providing customer insights that can be used to improve business processes, systems and services. Complaints will also identify and inform staff development opportunities and ensure that training programs are relevant and targeted. As such, it is imperative that complaints are documented and reported on appropriately.

Council's Complaint Handling Procedure provides customers with information about what they can expect when submitting a complaint to Council. The value of this procedure can only be realised if staff are aware, informed and resourced to administer complaints as required.

To respond to this, the Complaint Handling Framework guides how complaints are to be received, responded to and reported on.

### 7.1 What is a complaint?

The Victorian Ombudsman has developed a reference document named '*Councils and complaints – A good practice guide*' (the Good Practice Guide). In this report the ombudsman states the preferred definition of complaint is as follows:

*A complaint is an expression of dissatisfaction with:*

- *the quality of an action taken, decision made, or service provided by a council or its contractor*
- *a delay or failure in providing a service, taking an action, or making a decision by council or its contractor.*

It is necessary to understand the difference between a 'complaint' and a 'request for service'.

A request for service is:

*Contact with the council to seek assistance, access to a new service, advice or to inform/make a report about something for which council has responsibility.*

### 7.2 Guiding principles

The Complaint Handling Framework is based on seven principles, as outlined in the Good Practice Guide.

#### 7.2.1 Commitment

Council is committed to resolving complaints that are received. Council recognises a customer's right to complain and considers complaint handling to be part of its core business of serving the community and improving service delivery.

### 7.2.2 Accessibility

Customers can easily find out how to complain to Council, and will be actively supported during the complaint process.

### 7.2.3 Transparency

The Complaint Handling Framework clearly sets out how to complain, where to complain, and how the complaint will be handled. The steps taken to respond to a complaint are recorded and will stand up to scrutiny.

### 7.2.4 Objectivity and fairness

Under the Complaint Handling Framework, complainants and staff are treated with respect and courtesy, and complaints are judged on merit and fact and there will be no change to service or treatment as a result. Where the complaint is found to be unreasonable in nature, Council may decide to withdraw or refuse service.

### 7.2.5 Confidentiality

The Complaint Handling Framework protects the personal information of customers making a complaint and Council staff are informed only on a 'need to know' basis.

### 7.2.6 Accountability

Council is accountable, both internally and externally, for decision making and complaint handling performance. Explanations and reasons for decision will be provided and Council will ensure that decisions are subject to appropriate review processes.

### 7.2.7 Continuous improvement

Council regularly analyses complaint data to find ways to improve operations and how to deliver services.

## **8 ROLES AND RESPONSIBILITIES OF COUNCIL OFFICERS**

All Council officers are accountable to the Complaint Handling Framework. Roles and responsibilities vary depending on which stage the complaint has reached and how it is resolved.

### **8.1 Frontline staff**

This is the first point of contact for the complainant. This is not limited to customer service frontline staff; it includes all officers who have direct contact with customers. The frontline staff are responsible for clarifying the complaint, seeking to achieve a resolution.

If the complaint is not resolved, frontline staff will refer the complaint to the responsible officer in the relevant department.

### **8.2 Team leaders/supervisors**

Team leaders/supervisors play a role in escalated complaints. They can support frontline staff to achieve a resolution. They may also provide support to managers during the investigation stage.

### **8.3 Managers**

Managers are responsible for complaints that have not been resolved at the frontline. They are responsible for complaint investigation and managing the process, including communicating expected resolution timeframes to the complainant and keeping them informed of the investigation.



Managers will inform the complainant of their right to escalate the complaint further to the Internal Regulator if they are not satisfied with the outcome.

Directors may also be required to undertake this role where the relevant manager is unavailable or where the complaint may involve the manager themselves.

#### **8.4 Internal Regulator**

The Director Corporate Services is the appointed Internal Regulator.

The Internal Regulator is responsible for conducting an internal review when the complainant is not satisfied with the outcome of the investigation by the manager. Investigations are to be assessed in conjunction with the Chief Executive Officer (CEO). Recommendations will be made in writing to the CEO.

#### **8.5 Chief Executive Officer (CEO)**

The CEO will assist with forming the investigation recommendations. The CEO will advise the complainant in writing of the outcome of the internal review.

### **9 OTHER COMPLAINTS**

#### **9.1 Complaints made to Councillors**

When a Councillor receives a complaint from a member of the public they should refer them to the relevant department manager. If the member of the public does not want to make a formal complaint to the manager, the Councillor will then refer the issue to the relevant department manager.

When a Councillor wishes to make a complaint on their own issues they will refer the issue to the CEO as referred to in the Councillor Code of Conduct.

The manager will respond to the complaint in accordance with this Framework as per the level two process which is outlined in Section 13 – Recording complaints.

At the manager's discretion, a complaint may be de-escalated to the frontline staff if the nature of the complaint and/or request can be typically resolved at level one.

The manager must advise the Councillor of the outcome.

#### **9.2 Complaints received from members of staff**

Complaints from members of staff will be dealt with in accordance with the Staff Complaints Policy and Staff Complaints Procedure.

#### **9.3 Complaints received from Members of Parliament**

Any enquiries (including complaints) from Members of Parliament are to be managed by the Chief Executive Officer via the Executive Assistant.

#### **9.4 Complaints about contractors**

Council retains a level of responsibility for services carried out by contractors on its behalf. Contract managers will ensure that all contractors are made aware of their obligations and contract managers will review any complaint handling during any regular meetings.

Where Council has made provision for a contractor to handle any complaints about their services, the complainant may be directed to contact the contractor in the first instance. If a complainant is not satisfied with the outcome of the complaint, he or she can ask Council to review the decision. All outcome letters written by contractors in relation to complaints will include the name and contact details of a Council staff member to whom the complainant may escalate their complaint if they are not satisfied with the outcome the contractor has provided. If a complainant is not satisfied with the outcome of a complaint managed by a contractor, they can request a review in accordance with this framework.

The manager will respond to the complaint in accordance with this Framework as per level two process.

#### **9.5 Complaints about allegations of corrupt conduct**

Where a complaint involves allegations of corrupt conduct, it will be handled in accordance with the Protected Disclosure Procedure.

#### **9.6 Complaints about Councillors**

Complaints about Councillors will be dealt with in accordance with the Complaints Against Councillors Policy.

#### **9.7 Complaints about the Chief Executive Officer**

Complaints about the CEO will be handled according to the Local Government Act 1989, the Protected Disclosure Act 2012 or the Staff and Contractors Code of Conduct and should be made in writing to the Director Corporate Services.

### **10 HOW CAN A CUSTOMER MAKE A COMPLAINT?**

A customer can make a complaint in the following ways:

<b>Option</b>	<b>Details</b>
Email	<a href="mailto:loddon@loddon.vic.gov.au">loddon@loddon.vic.gov.au</a>
Online	<a href="http://www.loddon.vic.gov.au">www.loddon.vic.gov.au</a>
Telephone	03 5494 1200
Post	Loddon Shire Council, PO Box 21 Wedderburn VIC 3518
In person	41 High Street, Wedderburn 37 Peppercorn Way, Serpentine

### **11 BUILDING INTERNAL CAPACITY**

Building the capacity of the organisation to effectively and consistently manage complaints will support the implementation of this framework.

The guiding principles for building this capacity include:

#### **11.1 Training**

Provide appropriate training, support and resources to staff who handle complaints.

#### **11.2 Recognition**

Recognise and reward good complaint handling by staff.

### 11.3 Delegations

Provide staff with appropriate authority and guidance to be able to resolve issues that commonly arise in the handling of complaints.

### 11.4 Empowering

Empower staff to effectively implement the organisation's complaint handling policies and procedures as relevant to their role.

## 12 ANONYMOUS COMPLAINTS

Anonymous complaints are to be accepted and responded to where possible. However, Council will only be able to investigate a complaint where all the necessary information is provided.

## 13 RECORDING COMPLAINTS

Process information for level one to level four complaints are contained within in the Complaint Handling Procedure.

### 13.1 Level one – frontline resolution

Level one complaints are where frontline staff (anyone who has direct contact with a customer) will endeavour to provide an immediate resolution to complaints.

Complaints resolved at level one which have resulted in a request for service will be recorded in the Customer Request Management System and used to inform continuous improvement.

### 13.2 Level two - investigation and three – internal review

Level two complaints will be escalated to a manager for investigation if there is no frontline resolution.

Level three complaints are where an internal review can be requested by the complainant if they are not satisfied with the outcome of the investigation at level two.

Complaints that have escalated to level two and level three will be recorded as a complaint within the Customer Request Management System. This complaint needs to include:

- the complainant's details
- how the complaint was received
- a description of the complaint
- the complainant's desired outcome (if known)
- the Council officer responsible for handling the complaint
- any action taken, including contact with the complainant, response times and the outcome
- any recommendations for improvement, and who is responsible for implementing them
- the electronic document management system registration number for any documentation/correspondence relating to this complaint.

It is critical that all the available information is gathered and recorded to ensure that Council can respond to analyse the results to form part of the improvement process.

### 13.3 Level four – access to external review

Level four is where the complainant will be informed of any external avenues through which they can pursue their complaint if they are not satisfied with the outcome of the internal review at Level three.

## 14 REPORTING ON PERFORMANCE

Council will continue to measure complaint handling performance with the following key performance indicators (KPIs):

1. Number of complaints received and resolved (level one).
2. Number of complaints escalated to managers (level two).
3. Number of complaints received by the Internal Regulator (level three).
4. Number of complaint outcomes upheld on review by the Internal Regulator (level three).
5. Number of unique contacts made with the Victorian Ombudsman (level four).

The data for the KPIs will be recorded in the Customer Request Management System and reports generated from this as required.

This information will be collated bi-annually the Director of Corporate Services who will report performance to the Management Executive Group (MEG).

## 15 PRIVACY AND CONFIDENTIALITY

When gathering information to respond to a complaint, Council will only:

- use it to deal with the complaint or to address systematic issues arising from the complaint
- disclose it in a de-identified format when disclosing data to the public
- share it with Council officers on a need to know basis; therefore only tell staff that need to know, the facts they need to know, at the time they need to know them, and nothing more.

## 16 UNREASONABLE COMPLAINANT CONDUCT

While the majority of customers have legitimate concerns and genuinely seek resolution, a small proportion of customers demonstrate unreasonable concerns and unreasonable and uncooperative behaviour.

When customers behave unreasonably in their dealings with staff, their conduct can have a negative impact on Council's service delivery to other customers. Because of this, Council will take immediate action to manage customer conduct that negatively and unreasonably affects the organisation, and support staff to do the same.

Management considers unreasonable complainant conduct is any behaviour by a complainant which, because of its nature or frequency, raises substantial health, safety, and resource or equity issues for the Council, staff, other service users and customers or the customer himself/herself.

Unreasonable complainant conduct can be divided into five categories of conduct:

- unreasonable persistence
- unreasonable demands
- unreasonable lack of cooperation
- unreasonable arguments
- unreasonable behaviours.

### 16.1 Unreasonable persistence

Unreasonable persistence is continued, incessant and unrelenting conduct by a complainant that has a disproportionate and unreasonable impact on Council, staff, services, time and/or resources.

Some examples of unreasonably persistent behaviour include:

- an unwillingness or inability to accept reasonable and logical explanations including final decisions that have been comprehensively considered and dealt with
- persistently demanding a review simply because it is available and without arguing or presenting a case for one
- pursuing and exhausting all available review options when it is not warranted and refusing to accept further action cannot or will not be taken on their complaints
- reframing a complaint in an effort to get it taken up again
- bombarding Council staff/organisation with phone calls, visits, letters and emails (including cc'd correspondence) after repeatedly being asked not to do so
- contacting different people within Council and/or externally to get a different outcome or more sympathetic response to their complaint.

### 16.2 Unreasonable demands

Unreasonable demands are any demands (expressed or implied) that are made by a complainant that have a disproportionate and unreasonable impact on Council, staff, services, time and/or resources.

Some examples of unreasonable demands include:

- issuing instructions and making demands about how Council should handle their complaint, the priority it was/should be given, or the outcome that was/should be achieved
- insisting on talking to a senior officer of CEO personally when it is not appropriate or warranted
- emotional blackmail and manipulation with the intention to guilt trip, intimidate, harass, shame, seduce or portray themselves as being victimised – when this is not the case
- insisting on outcomes that are not possible or appropriate in the circumstances – e.g. for someone to be sacked or prosecuted, an apology and/or compensation where there is no reasonable basis for expecting this
- demanding services that are of a nature or scale that Council cannot provide when this has been explained to them repeatedly.

### 16.3 Unreasonable lack of cooperation

Unreasonable lack of cooperation is an unwillingness and/or inability by a complainant to cooperate with Council, staff, or complaints systems and processes that result in a disproportionate and unreasonable use of Council services, time and/or resources.

Some examples of unreasonable lack of cooperation include:

- sending a constant stream of comprehensive and/or disorganised information without clearly defining any issues of complaint or explaining how they relate to the core issues being complained about – only where the complainant is clearly capable of doing this
- providing little or no detail with a complaint or presenting information on 'drips and drabs'
- refusing to follow or accept instructions, suggestions, or advice without a clear or justifiable reason for doing so
- arguing frequently and/or with extreme intensity that a particular solution is the correct one in the face of valid contrary arguments and explanations
- displaying unhelpful behaviour – such as withholding information, acting dishonestly, misquoting others, and so forth.

#### 16.4 Unreasonable arguments

Unreasonable arguments include any arguments that are not based on reason or logic, that are incomprehensible, false or inflammatory, trivial or delirious and that disproportionately and unreasonably impact upon Council, staff, services, time, and/or resources.

Arguments are unreasonable when they:

- fail to follow a logical sequence
- are not supported by evidence and/or are based on conspiracy theories
- lead a complainant to reject all other valid and contrary arguments
- are trivial when compared to the amount of time, resources and attention that the complainant demands
- are false, inflammatory or defamatory.

#### 16.5 Unreasonable behaviours

Unreasonable behaviour is conduct that is unreasonable in all circumstances – regardless of how stressed, angry or frustrated that complainant is – because it unreasonably compromises the health, safety and security of staff, other service users or the complainant themselves.

Some examples of unreasonable behaviours include:

- acts of aggression, verbal abuse, derogatory, racist, or grossly defamatory remarks
- harassment, intimidation or physical violence
- rude, confronting and threatening correspondence
- threats of harm to self or third parties, threats with a weapon or threats to damage property including bomb threats
- stalking (in person or online)
- emotional manipulation.

All staff should note that Loddon Shire Council has a zero tolerance policy towards any harm, abuse or threats directed towards Council employees. Any conduct of this kind will be dealt with under the Equal Opportunity and Anti-Discrimination Policy and Bullying Occupational Violence Policy, in accordance with our duty of care and occupational health and safety responsibilities.

### 17 STRATEGIES FOR MANAGING UNREASONABLE COMPLAINANTS

The CEO may decide to deal with unreasonable customer conduct in one or more of the following ways. Any decision is to be taken after having consulted with the Director Corporate Services and the Director of the area responsible for the functional area being complained about.

#### 17.1 Who they contact

Where a customer demonstrates unreasonable persistence or demands, it may be appropriate to restrict their access to a single staff member (a sole contact point).

This staff member will exclusively case manage their complaint(s) and interactions with Council. This will ensure they are dealt with consistently and will minimise the chances of misunderstandings, contradictions and manipulation.

#### 17.2 What they can raise with Council

Where customers continue to engage in unreasonable conduct about issues that have already been comprehensively considered and/or reviewed (at least once) by Council, restrictions may be applied to the issues/subject matter that the customer can raise with Council.

### 17.3 When, where and how they can have contact

A customer's telephone, written or face-to-face contact with the Council may place an unreasonable demand on time or resources because it affects the health, safety and security of staff and it may also be behaviour that is persistently rude, threatening, abusive or aggressive. As such, Council may limit when, where and/or how the customer can interact with Council.

## 18 REMEDIES

Where Council has made an error, steps will be taken to redress the situation, offering an explanation as to why the error occurred and the actions taken to prevent it happening again.

## 19 REVIEW

The Manager Financial Services will review this framework for any necessary amendments no later than 2 years after adoption of this current version.

## 20 DEFINITIONS OF TERMS OR ABBREVIATIONS USED

Term	Definition
Council	Loddon Shire Council, being a body corporate constituted as a municipal Council under the Local Government Act 1989.
Councillors	The individuals holding the office of Loddon Shire Council.
Council officer	The Chief Executive Officer and staff of Council appointed by the Chief Executive Officer.
Customers	An individual, business or organisation that utilises the services of the Loddon Shire Council.
Complaint	An expression of dissatisfaction with: <ul style="list-style-type: none"> <li>the quality of a service provided, an action taken, or decision made by Council or its contractor</li> <li>a delay or failure in providing service, taking an action, or making a decision by Council or its contractor.</li> </ul>
Complainant	A person or group that makes a complaint.
Frontline staff	Any Council officer or anyone representing or contracted by Council who has direct contact with customers. This is not limited to the function of Customer Service.
Contractor	A person, company or other entity that provides materials or labour to perform a service or do a job on behalf of Council.
Request for service	Contact with Council to seek assistance, access to a new service, advice or to inform/make a report about something for which Council has responsibility.
Internal Regulator	Director Corporate Services is the Internal Regulator.

## APPENDIX 1: COMPLAINT HANDLING ORGANISATIONS

### Key Victorian complaint and dispute resolution bodies

#### Accident Compensation Conciliation Service

Provides an independent service to resolve workers compensation disputes in Victoria.

#### Commissioner for Privacy and Data Protection

The key body regulating the way Victorian government agencies and local councils collect and handle personal information.

#### Consumer Affairs Victoria

Promotes consumer protection and ethical trading and ensures that consumer protection laws are properly enforced.

#### Dispute Settlement Centre – Victorian Department of Justice and Regulation

Provides an informal, impartial, accessible, low cost dispute resolution service to the Victorian community.

#### Disability Services Commissioner

Deals with complaints about disability services in Victoria.

#### Health Services Commission

Deals with complaints about health service providers.

#### Local Government Investigations and Compliance Inspectorate

Investigates complaints of alleged breaches of the *Local Government Act 1989* by councillors, senior council officers and certain other persons.

#### Mental Health Complaints Commissioner

Deals with complaints about public mental health service providers.

#### Public Transport Ombudsman

Deals with complaints about Victorian public transport that members of the community have been unable to resolve directly with the public transport operators.

#### Victorian Equal Opportunity and Human Rights Commission

Responsible for eliminating discrimination in Victoria. Offers information, education and consultancy services, conducts research and provides legal and policy advice.

#### Victorian Inspectorate

Key oversight body in Victoria's integrity system. It can take complaints about IBAC, Chief Examiner and Examiners, Victorian Ombudsman and Auditor General.

#### Victorian Ombudsman

Received complaints about the administrative actions of Victorian government authorities and local councils.



**Industry complaint and dispute resolution bodies**Energy and Water Ombudsman Victoria

Dispute resolution service for Victorian electricity, gas and water consumers.

Financial Ombudsman Service

Dispute resolution scheme for disputes concerning financial services, including banking and finance, home, contents, travel and life insurance, insurance broking, financial planning, managed funds mortgage and finance broking, pooled superannuation funds, estate planning and management and traditional trustee services.

Private Health Insurance Ombudsman

Assists private health fund members to resolve disputes about health insurance.

Telecommunication Industry Ombudsman

Dispute resolution service for residential and small business customers who have a complaint about their telephone or internet service in Australia.

Tolling Customer Ombudsman

Alternative dispute resolution service for customers of CityLink and EastLink.

**Public sector corruption and police misconduct**Independent Broad-based Anti-corruption Commission

Receives complaints and notifications about corruption and misconduct in Victorian government departments and agencies, councils, Victoria Police, the Parliament and the judiciary; assesses potential protected disclosures under the Protected Disclosure Act 2012.

Professional Standards Command, Victoria Police

Receives complaints about Victoria Police members.

**Courts and tribunals**

Victorian Civil and Administrative Tribunal (VCAT)

Magistrates' Court of Victoria

County Court of Victoria

Supreme Court of Victoria

**Commonwealth and interstate ombudsman**

Commonwealth Ombudsman

NSW Ombudsman

Queensland Ombudsman

Ombudsman South Australia

Ombudsman Western Australia

Ombudsman Tasmania

Ombudsman NT

ACT Ombudsman



## COMPLAINTS AGAINST COUNCILLORS POLICY

DOCUMENT TYPE:	Council policy
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APPROVED BY:	Council
DATE ADOPTED:	<a href="#">Click here to enter date of approval</a>
VERSION NUMBER:	1
REVIEW DATE:	<a href="#">Click here to enter a date.</a>
DATE RESCINDED:	<a href="#">Click here to enter a date.</a>
RELATED STRATEGIC DOCUMENTS, POLICIES OR PROCEDURES:	Complaint Handling Framework Complaint Handling Procedure Equal Opportunity and Anti-Discrimination Policy Bullying Occupational Violence Policy Protected Disclosure Procedure Councillor Code of Conduct
RELATED LEGISLATION:	Local Government Act 1989 Charter of Human Rights and Responsibilities Act 2006 Freedom of Information Act 1982 Information Privacy Act 2000 Protected Disclosure Act 2012 Public Records Act 1973 Equal Opportunity Act 2010 Competition and Consumer Act 2010 Independent Broad-based Anti-corruption Commission Act 2011 Privacy and Data Protection Act 2014
EVIDENCE OF APPROVAL:	

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Signed by Chief Executive Officer

FILE LOCATION: K:\FINANCE\Policies\Draft\POL Complaints against Councillors policy v1.docx

**Policy documents are amended from time to time, therefore you should not rely on a printed copy being the current version. Please consult the policies on the Loddon Shire website (Council Policies) or Intranet (Organisational Policies) to ensure that the version you are using is up to date.**

**This document is available in alternative formats (e.g. larger font) if requested.**



## COMPLAINTS AGAINST COUNCILLORS POLICY

### 1 PURPOSE

This policy guides how a complaint from a member of the community against a Councillor, or where a Councillor is the subject of a complaint against Council, is to be investigated.

### 2 SCOPE

This policy does not apply in the case of complaints which must legally be addressed in some other manner (such as a Protected Disclosure in relation to a Councillor under the *Protected Disclosure Act 2012*, or the Councillor Code of Conduct provisions under the *Local Government Act 1989*).

This policy should be read in conjunction with the Councillor Code of Conduct which outlines:

- acceptable behaviours
- misuse of position
- improper direction
- confidential information
- conflict of interest and conflicting personal interest
- dispute resolution.

### 3 POLICY

Councillors work hard to achieve the best outcomes for the municipality. Occasionally their conduct may cause concern for some members of the community. This policy has been put in place to ensure a consistent and fair approach in dealing with complaints against Councillors.

Implementation will be guided by relevant legislation including the *Privacy and Data Protection Act 2014*.

#### 3.1 Complaints from Councillors about other Councillors

Complaints made by a Councillor about a fellow Councillor are to be dealt with in accordance with the Councillor Code of Conduct.

#### 3.2 Use of an external investigator

Upon receipt of a complaint against a Councillor, or where a Councillor is the subject of a complaint against Council, the Chief Executive Officer shall engage an appropriately qualified independent external investigator, based on the recommendation of the Law Institute of Victoria, to investigate the complaint.

Councillors and Council officers shall cooperate fully with the investigator and have the right to the presence of another individual of their choosing during any discussions with the investigator.

The external investigator shall forward a report on the outcomes of the investigation, including any recommendations, to the Chief Executive Officer.



## COMPLAINTS AGAINST COUNCILLORS POLICY

### 3.3 Legal advice

Consideration of any request for Council funded legal advice from a Councillor who is subject of a complaint being investigated shall be considered under Council's Councillor Code of Conduct and/or the Councillors Support and Reimbursement of Expenses Policy.

### 3.4 Committee of Council

Council shall form a Committee of all Councillors, excluding the Councillor or Councillors who are the subject of the complaint, to consider the independent external investigator's report.

## 4 DEFINITIONS OF TERMS OR ABBREVIATIONS USED

Term	Definition
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Customers	An individual, business or organisation that utilises the services of the Loddon Shire Council.
Complaint	An expression of dissatisfaction with: <ul style="list-style-type: none"> <li>• the quality of a service provided, an action taken, or decision made by Council or its contractor</li> <li>• a delay or failure in providing service, taking an action, or making a decision by Council or its contractor.</li> </ul>
Complainant	A person or group that makes a complaint.

## 5 HUMAN RIGHTS STATEMENT

It is considered that this policy does not impact negatively on any rights identified in the Charter of Human Rights Act. Loddon Shire Council is committed to consultation and cooperation between management and employees. The Council will formally involve elected employee Health and Safety Representatives in any workplace change that may affect the health and safety of any of its employees.

## 6 REVIEW

The Director Corporate Services will review this policy for any necessary amendments no later than 2 years after adoption of this current version.

**8.7 RELATED PARTY DISCLOSURES POLICY**

**File Number:** 02/04/001  
**Author:** Deanne Caserta, Manager Financial Services  
**Authoriser:** Sharon Morrison, Director Corporate Services  
**Attachments:** 1. Related Party Disclosures Policy v1

**RECOMMENDATION**

That Council adopts the Related Party Disclosures Policy v1.

**CONFLICT OF INTEREST**

There is no conflict of interest for any Council staff member involved in the preparation of this report, or involved in the subject matter of the report.

**PREVIOUS COUNCIL DISCUSSION**

This document is a first version, and a discussion around the contents was held at the Council Forum on 14 November 2017.

**BACKGROUND**

The purpose of this policy is to provide guidance in the application of and compliance with the Australian Accounting Standard AASB 124 Related Party Disclosures and the Australian Implementation Guidance for Not-for-profit Public Sector Entities.

It applies to staff and Councillors who have related party transactions which occur between Council, Key Management Personnel (KMP) and related parties.

**ISSUES/DISCUSSION**

Council will prepare and report related party disclosures in accordance with the Australian Accounting Standard requirements. To do this, Council has implemented a process to identify and capture related party transactions with related parties.

The process includes:

- identifying related party relationships
- recording of related party transactions
- ensuring privacy is maintained
- providing definitions of commonly used terms for clarification purposes.

This policy provides guidance around these duties and processes.

**COST/BENEFITS**

There are no direct costs associated with adoption of the policy.

**RISK ANALYSIS**

Victorian Auditor General Office (VAGO) and Council's external auditors Crowe Horwath have advised that Council require a Related Party Disclosure Policy in light of recent changes to AASB 124 Related Party Disclosures.

**CONSULTATION AND ENGAGEMENT**

This policy has been reviewed by the Policy Review Group and the Management Executive Group. Council were asked for feedback on the Related Party Disclosures Policy at the Council Forum on 14 November.

The policy will have a review timeline of two years.



## RELATED PARTY DISCLOSURES POLICY

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VERSION NUMBER:	1
REVIEW DATE:	<a href="#">Click here to enter a date.</a>
DATE RESCINDED:	<a href="#">Click here to enter a date.</a>
RELATED STRATEGIC DOCUMENTS, POLICIES OR PROCEDURES:	Councillors Support and Reimbursement of Expenses Policy Councillor Code of Conduct Staff and Contractors Code of Conduct Procurement Policy
RELATED LEGISLATION:	Local Government Act 1989 AASB 124 Related Party Disclosures Freedom of Information Act 1982 Australian Implementation Guidance for Not-for-profit Public Sector Entities Local Government – Accounting for Related Party Disclosures
EVIDENCE OF APPROVAL:	

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Signed by Chief Executive Officer

FILE LOCATION: Document1

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**This document is available in alternative formats (e.g. larger font) if requested.**



## RELATED PARTY DISCLOSURES POLICY

### 1 PURPOSE

The purpose of this policy is to provide guidance in the application of and compliance with the Australian Accounting Standard AASB 124 Related Party Disclosures (AASB 124) and the Australian Implementation Guidance for Not-for-profit Public Sector Entities.

### 2 SCOPE

This policy applies to staff and Councillors who have related party transactions which occur between Council, Key Management Personnel (KMP) and related parties.

### 3 POLICY

Council will prepare and report related party disclosures in accordance with the Australian Accounting Standard requirements. To do this, Council has implemented a system to identify and capture related party transactions with related parties.

#### 3.1 Related party relationships

Council will identify any entities and KMP that fall within the definition of a related party.

#### 3.2 Related party transactions

KMP must provide to the Manager Financial Services a completed Related Party Disclosure Form (RPD Form), notifying any existing or potential related party transactions between Council and either themselves, their close family members or entities controlled or jointly controlled by them or any of their close family members.

The notification requirement above does not apply to:

- related party transactions that are ordinary citizen transactions not assessed as being material; and
- for Councillors, expenses incurred and facilities provided to a councillor during the financial year, under Council's Councillors Support and Reimbursement of Expenses Policy.

#### 3.3 Register of related party transactions

Council will maintain and keep up to date a register of related party transactions that captures and records information required for disclosure purposes for each existing or potential related party transaction (including ordinary citizen transactions assessed as being material in nature) during a financial year.

#### 3.4 Information privacy

Information provided by KMP and other related parties shall be held for the purpose of compliance with Council's legal obligation and shall be disclosed where required for compliance or legal reasons only.





## RELATED PARTY DISCLOSURES POLICY

### 4 DEFINITIONS OF TERMS OR ABBREVIATIONS USED

Definitions included in the table below may not be contained within this policy.

They have been included to provide clarification on the topic as they may exist within the associated return forms or reference paperwork.

Term	Definition
AASB 124	<i>AASB 124 Related Party Disclosures.</i>
Arm's length terms	Terms between parties that are reasonable in the circumstances of the transactions that would result from: <ul style="list-style-type: none"> <li>• neither party bearing the other any special duty or obligation; and</li> <li>• the parties being unrelated and uninfluenced by the other; and</li> <li>• each party having acting in its own interest.</li> </ul>
Associate	In relation to an entity (the first entity), and entity over which the first entity has a significant influence.
Close family members or close family members of the family	In relation to a key management person, family members who may be expected to influence, or be influenced by, that key management person in their dealings with Council and include: <ul style="list-style-type: none"> <li>• that person's children and spouse or domestic partner;</li> <li>• children of that person's spouse or domestic partner; and</li> <li>• dependants of that person or that person's spouse or domestic partner.</li> </ul> <p>For the purpose of the <i>AASB 124</i>, close family members could include extended members of a family (such as, without limitation, parents, siblings, grandparents, uncles/aunts or cousins) <i>if</i> they could be expected to influence, or be influenced by, the key management person in their dealings with Council.</p>
Control	Control of an entity is present when there is: <ul style="list-style-type: none"> <li>• power over the entity; and</li> <li>• exposure or rights to variable returns from involvement with the entity; and</li> <li>• the ability to use power over the entity to affect the amount of returns received.</li> </ul> <p>(as determined in accordance within <i>AASB 10 Consolidated Financial Statements.</i>)</p>
Joint control	The contractually agreed sharing of control of an arrangement, which exists only when decisions about the relevant activities require the unanimous consent of the parties sharing control.
Joint venture	An arrangement of which two or more parties have joint control and have right to the net assets of the arrangement.
Joint venturer	A party to a joint venture that has joint control of that venture
Key management personnel or Key management person	Person(s) having authority and responsibility for planning, directing and controlling the activities of



## RELATED PARTY DISCLOSURES POLICY

	<p>Council.</p> <p>Specifically, key management personnel of Council are:</p> <ul style="list-style-type: none"> <li>• the mayor;</li> <li>• councillors;</li> <li>• the chief executive officer;</li> <li>• the directors.</li> </ul>
Ordinary citizen transactions	<p>Transactions that an ordinary citizen would undertake with Council, which is undertaken on arm's length and in the ordinary course of carrying out Council's functions and activities.</p> <p>Examples of ordinary citizen transactions assessed to be not material in nature are:</p> <ul style="list-style-type: none"> <li>• paying rates and utility charges</li> <li>• using Council's public facilities after paying the corresponding fees.</li> </ul>
Related party	<p>A person or entity that is related to Council pursuant to the definition contained in <i>AASB 124</i>, paragraph 9.</p> <p>Examples of related parties of Council are:</p> <ul style="list-style-type: none"> <li>• Council subsidiaries;</li> <li>• key management personnel;</li> <li>• close family members of key management personnel;</li> <li>• entities that are controlled or jointly controlled by key management personnel or their close family members.</li> </ul>
Related party transaction	<p>A transfer of resources, services or obligations between the Council and a related party, regardless of whether a price is charged.</p> <p>Examples of related party transactions are:</p> <ul style="list-style-type: none"> <li>• purchases or sales of goods;</li> <li>• purchases or sales of property and other assets;</li> <li>• rendering or receiving of services;</li> <li>• rendering or receiving of goods;</li> <li>• leases;</li> <li>• transfers under licence agreements;</li> <li>• transfers under finance arrangements</li> <li>• provision of guarantees (given or received);</li> <li>• commitments to do something if a particular event occurs or does not occur in the future;</li> <li>• settlement of liabilities on behalf of Council or by Council on behalf of that related party.</li> </ul>
Significant influence	<p>The power to participate in the financial and operating policy decision of another entity but is not control or joint control of those policies, as determined in accordance with <i>AASB 128 Investments in Associated and Joint Ventures</i>.</p>

### 5 HUMAN RIGHTS STATEMENT

It is considered that this policy does not impact negatively on any rights identified in the Charter of Human Rights Act. Loddon Shire Council is committed to consultation and cooperation between management and employees. The Council will formally involve elected employee Health and



## RELATED PARTY DISCLOSURES POLICY

Safety Representatives in any workplace change that may affect the health and safety of any of its employees.

### **6 REVIEW**

The Manager Financial Services will review this policy for any necessary amendments no later than 2 years after adoption of this current version.

**8.8 CONTRACT 402 - PANEL OF CONTRACTORS FOR FLOOD RESTORATION PROJECTS**

**File Number:** 10/01/005  
**Author:** Indivar Dhakal, Manager Technical Services  
**Authoriser:** Steven Phillips, Director Operations  
**Attachments:** 1. Recommended panel of contractors

**RECOMMENDATION**

That Council:

1. approve the recommended panel of contractors (Attachment 1) for the purpose of flood restoration projects
2. authorise the Chief Executive Officer to sign and affix the common seal of Loddon Shire Council on individual contract documents.

**CONFLICT OF INTEREST**

There is no conflict of interest for any Council staff member involved in the preparation of this report, or involved in the subject matter of the report.

**PREVIOUS COUNCIL DISCUSSION**

Council has been updated on the progress of flood restoration works at a number of Council forums.

**BACKGROUND**

After the floods of September and October 2016, Natural Disaster Relief and Recovery Arrangement (NDRRA) announced funding assistance for the restoration of public infrastructure. Council undertook some emergency restoration, protection and restoration works. In addition, consultants were engaged to identify the extent of damage on the entire local road network.

The estimated damage value of \$10 million has been identified and submitted to NDRRA. The State Government of Victoria's Department of Treasury and Finance has engaged VicRoads as the responsible authority to assess the damage claims made by Councils.

One of the key requirements of VicRoads is the segregation of Council's annual capital works and maintenance program from the flood restoration program, and as such, VicRoads indicated that all restoration work shall be undertaken using external contractors.

**ISSUES/DISCUSSION**

Due to the number of individual damages, it is deemed suitable to engage a panel of contractors to undertake the work for smooth, efficient and timely delivery of the restoration works. Community members and staff have raised concerns regarding the delay in the restoration works.

The tender for contract 402 was advertised in Bendigo Advertiser, Loddon Times, Gannawarra Times, Wimmera Mail Times, Midland Express and The Aararat Advertiser. It was also made available on Council's website. Tenders closed on 4 PM, 30 October 2017 and Council received 13 submissions.

The evaluation panel consisted of Manager Technical Services, Project Manager – Flood Restoration and Contracts and Surveillance Officer – Flood Restoration.

Council received 1 non-conforming tender and 12 conforming tenders. The panel recommended that all conforming tenderers shall be included in the panel because of the diverse nature of individual projects and their locations.

The submissions were made on a unit rate for individual construction activities. Tenderers were also required to provide resource, finance and OH&S details. The contractors have different areas of expertise and as such the evaluation was based on the submission being conforming tenderers, financial capacity, resource capacity and OH&S documents. Works will be awarded to panel members based on requests for quotation for specific projects based on their individual field of expertise.

**COST/BENEFITS**

There is no additional cost associated with the recommendation in addition to the individual project costs. The large number of individual projects and varying location of projects can be dealt efficiently with a panel of suppliers.

**RISK ANALYSIS**

The major risk identified is the cost of the individual project. However, with 12 contractors on the panel, Council will have an opportunity to seek competitive quotes from the panel thus complying with the best value principles.

In addition, resourcing of each contractor could be another risk that may delay the progress of the work. However, with 12 suppliers on the panel, officers will be able to identify contractors' resourcing and spread the volume of work on different contractors for different projects.

**CONSULTATION AND ENGAGEMENT**

No internal or external consultation is required in the formation of this report.

The flood restoration team has been consulting with VicRoads regularly to ensure compliance with all the requirements for placing a claim for NDRRA funding through the State Government of Victoria's Department of Treasury and Finance.

**Tender Analysis Contract 402**  
**Panel Contract for Flood Damag Restoration Works**

<b>S.No</b>	<b>Name of the contractor</b>	<b>Areas Of Expertise</b>	<b>Tender conforming (Y/N)</b>
1	O'loughlin Excavations	Drainage, Road, Bituminous, Floodway, Tree, Plant and Machinery supply	Y
2	Toot Traffic Pty Ltd	Traffic Management	Y
3	Avard Civil	Drainage, Road, Bituminous, Floodway, Tree, Plant and Machinery supply	Y
4	Bitu-Mill Civil Pty Ltd	Drainage, Road, Bituminous, Floodway, Tree, Plant and Machinery supply	Y
5	Active Excavations Pty Ltd	Drainage, Road, Bituminous(Quoted per job)	Y
6	Maca Infrastructure Pty Ltd	Drainage, Road, Bituminous, Floodway, Tree, Plant and Machinery supply	Y
7	Bendigo Plant Hire	Plant and Machinery Supply	Y
8	Carters Tree Services	Trees Works	Y
9	Tactile Australia (One Stop Civil)	Drainage, Road, Material, Plant and Machinery	Y
10	Danspec Civil	Drainage, Road, Floodway, Materials and Plant and Machinery	Y
11	Stabil Lime Group Company	Drainage, Bitumionus, Road, Trees, Plant and Machinery	Y
12	Aceloch Pty Ltd	Drainage, Bituminous, Trees, Materials, Plant and Machinery	Y

**8.9 PRESENTATION OF WELCOME TO AND ACKNOWLEDGEMENT OF COUNTRY POLICY FOR ADOPTION**

**File Number:** 16/05/001

**Author:** Wendy Gladman, Director Community Wellbeing

**Authoriser:** Phil Pinyon, Chief Executive Officer

**Attachments:** 1. POL Acknowledgement of Country Policy 20171102

**RECOMMENDATION**

That council adopt the Welcome to and Acknowledgement of Country Policy.

**CONFLICT OF INTEREST**

There is no conflict of interest for any Council staff member involved in the preparation of this report, or involved in the subject matter of the report.

**PREVIOUS COUNCIL DISCUSSION**

The draft Welcome to and Acknowledgement of Country Policy was presented to Council for consideration at the Council Forum of 14 November, 2017.

**BACKGROUND**

An action in the Council Plan 2017-2021 provides for the development of a Reconciliation Action Plan (RAP) at 'Reflect' level. Whilst the development of a Welcome to and Acknowledgement of Country policy would normally form part of a Reflect RAP, acknowledging that the finalisation of the RAP may take an extended time, Council has requested the development of a Policy to guide recognition of Country activities in advance.

A fact sheet from Reconciliation Australia provides background information on what a Welcome to Country and an Acknowledgement of Country are and why they are important:

- A Welcome to Country is a ceremony performed by Aboriginal or Torres Strait Islander people to welcome visitors to their traditional land and an Acknowledgement of Country demonstrates awareness of and respect for the traditional Aboriginal or Torres Strait Islander owners of the land on which a meeting or event is being held.
- Incorporating welcoming and acknowledgement protocols into official meetings and events recognises Aboriginal and Torres Strait Islander peoples as the first Australians and custodians of their land. It promotes awareness of the past and ongoing connection to place for Aboriginal and Torres Strait Islander Australians.
- Unlike New Zealand, Canada and the United States, Australia has no treaty with its Indigenous people. While land rights laws and Native Title determinations in recent years have meant that Aboriginal and Torres Strait Islander Australians have been officially recognised as having some ownership rights to some areas, for many groups there remains no official recognition of their connection to the land of their ancestors. A Welcome to or Acknowledgement of Country doesn't replace a treaty, Native Title or land rights, but are a small gesture of recognition of the association with land and connection to place.

**ISSUES/DISCUSSION**

The attached policy sets out the guiding principles supporting the recognition of the Traditional Custodians of the land at Council civic functions and business activities and in Council publications.

The Policy provides guidance on the appropriate protocols for:

- the conducting of a Welcome to Country at major events and functions
- the recitation of an Acknowledgement of Country statement at meetings and events open to, or where members of the public are present
- the inclusion of an Acknowledgement of Country in strategic publications available to, or distributed to the public.

### **COST/BENEFITS**

A Welcome to Country is a service provided by local Aboriginal and Torres Strait Islander representatives who are remunerated for their time and commitment.

There are no costs associated with the recitation or publication of an Acknowledgement of Country.

Incorporating welcoming and acknowledgement protocols into official meetings and events promotes awareness of and respect for the history and culture of Indigenous people within Council and the wider community. These forms of recognition are also acknowledged, in part, as contributing to ending the history of silence and exclusion that has resulted in indigenous disadvantage.

### **RISK ANALYSIS**

The practice of acknowledging Country or being welcomed to Country at official events can engender polarising opinions within the community. This may be balanced through the provision of supporting background information to the community and cultural awareness training for Council staff complementing the adoption of this policy.

### **CONSULTATION AND ENGAGEMENT**

Internal consultation with Council staff has supported the development of this Policy.

<https://www.unisa.edu.au/Documents/QA-welcome-to-country.pdf>

<http://www.australianstogether.org.au/stories/detail/welcome-to-country>





## WELCOME TO AND ACKNOWLEDGEMENT OF COUNTRY POLICY

DOCUMENT TYPE:	Council policy
DOCUMENT STATUS:	Draft
POLICY OWNER POSITION:	Director Community Wellbeing
INTERNAL COMMITTEE ENDORSEMENT:	Not applicable
APPROVED BY:	Council
DATE ADOPTED:	<a href="#">Click here to enter date of approval</a>
VERSION NUMBER:	1
REVIEW DATE:	<a href="#">Click here to enter a date.</a>
DATE RESCINDED:	<a href="#">Click here to enter a date.</a>
RELATED STRATEGIC DOCUMENTS, POLICIES OR PROCEDURES:	<a href="#">Click here to enter text.</a>
RELATED LEGISLATION:	Local Government Act 1989 Racial and Religious Tolerance Act 2001 Victorian Equal Opportunity Act 2010 Charter of Human Rights and Responsibilities Act 2006 United Nations Declaration on the Rights of Indigenous Peoples Victorian Aboriginal Affairs Framework 2013-2018
EVIDENCE OF APPROVAL:	

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Signed by Chief Executive Officer

FILE LOCATION: Document1

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# WELCOME TO AND ACKNOWLEDGEMENT OF COUNTRY POLICY

## 1 PURPOSE

The purpose of this policy is to set out the guiding principles to observe the appropriate protocols when acknowledging the Traditional Custodians of the land at Council civic functions and business activities, and in Council publications.

The practice of giving recognition to Traditional Custodians is commonplace and is seen as an appropriate and respectful way of breaking down cultural barriers and progressing reconciliation.

## 2 SCOPE

This policy applies to Councillors, staff and consultants/contractors of Loddon Shire Council.

## 3 POLICY

This policy will assist Council in observing the appropriate protocols when recognising the Traditional Custodians of the land. The process of 'Welcome to Country' and 'Acknowledgement of Country' acknowledges the unique position of Aboriginal people in Australian culture and history.

A 'Welcome to Country' and 'Acknowledgement of Country' are applicable to Council related civic functions and business activities as outlined in this policy.

It is the responsibility of the chair of the meeting, the event organiser or the publication's editor to ensure that the appropriate acknowledgement is undertaken or included.

### 3.1 'Welcome to Country'

'Welcome to Country' is a ceremony performed by Traditional Custodians to formally welcome people to their land.

A 'Welcome to Country' can take many forms including singing, dancing, smoking ceremonies or a speech in traditional language or English.

#### 3.1.1 When to conduct a 'Welcome to Country'

A 'Welcome to Country' will be conducted at major public forums and functions, for example the opening of a new facility or a forum or conference of significance with participants from across the municipality or region. A welcoming ceremony is also appropriate if a function has broad impact on or significance for Aboriginal people.

Where it is not possible to have a 'Welcome to Country' at these events, an 'Acknowledgment of Country' will be delivered.

#### 3.1.2 Who conducts a 'Welcome to Country'

'Welcome to Country' is delivered by Traditional Custodians or Aboriginal and Torres Strait Islander people who have been given permission from Traditional Custodians, to welcome visitors to their Country.

The Traditional Custodians of the Loddon Shire Council area are represented by Dja Dja Wurrung Clans Aboriginal Corporation. All arrangements for a welcoming ceremony should be mutually negotiated with the Traditional Custodians.

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## WELCOME TO AND ACKNOWLEDGEMENT OF COUNTRY POLICY

### 3.1.3 When is a 'Welcome to Country' given

A 'Welcome to Country' should always occur during the opening of the function, preferably as the first item or early in the proceedings.

### 3.1.4 Remuneration

Council recognises the 'Welcome to Country' is a service and representatives should be appropriately remunerated for their time and commitment. The fee should be negotiated prior to the event with the representative/s.

## 3.2 'Acknowledgement of Country'

An 'Acknowledgement of Country' is a means by which all people can show respect for Aboriginal and Torres Strait Islander culture and heritage and the ongoing relationship the Traditional Custodians have with their land.

### 3.2.1 When to conduct an 'Acknowledgement of Country'

An 'Acknowledgement of Country' will be conducted through the reciting of a statement of acknowledgement at the commencement of:

- ordinary meetings of Council that are open to the public
- public meetings organised by Council officers where external agencies or members of the public are present
- public events organised and conducted by Council officers where external agencies or members of the public are present.

An 'Acknowledgement of Country' may be delivered in other circumstances when an officer or representative of Council deems it appropriate, or is requested to do so.

An 'Acknowledgement of Country' can occur with or without a 'Welcome to Country'.

### 3.2.2 When is an 'Acknowledgement of Country' given

An 'Acknowledgement of Country' is performed at the beginning of the proceedings, preferably as the first item or early in the proceedings. It is not necessary for subsequent speakers to give an acknowledgement.

### 3.2.3 Who conducts an 'Acknowledgement of Country'

An 'Acknowledgement of Country' can be performed by any person, Aboriginal and non-Aboriginal.

### 3.2.4 Statement of acknowledgement

A typical 'Acknowledgement of Country' statement is as follows:

*I would like to acknowledge the Traditional Custodians of the land on which we are gathered and pay my respects to their Elders both past and present.*

## 3.3 Acknowledgement in Council publications

In addition to including a 'Welcome to Country' or 'Acknowledgement of Country' at functions, the following acknowledgement will be included in Council publications. Publications appropriate for an acknowledgement are official Council strategic publications, available to or distributed to the public.



## WELCOME TO AND ACKNOWLEDGEMENT OF COUNTRY POLICY

A typical 'Acknowledgement of Country' statement to include in publications is as follows:

*Loddon Shire Council acknowledges the Traditional Custodians of the land comprising the Loddon Shire Council area. Council would like to pay respect to their Elders both past and present.*

### 4 DEFINITIONS OF TERMS OR ABBREVIATIONS USED

Term	Definition
Aboriginal	Aboriginal is used to refer to both Aboriginal and Torres Strait Islander people.
Acknowledgement of Country	An 'Acknowledgement of Country' is where any person can acknowledge and show respect for the traditional custodians of the land on which a function is taking place.
Civic functions and business activities	Includes meetings, events, forums, festivals, official openings and launches, or other special occasions where external agencies or members of the public are present.
Major public forums and functions	Examples of a major public forum or function include: <ul style="list-style-type: none"> <li>• official opening of a new or renovated facility or program</li> <li>• a forum or conference of significance with participants from across the municipality or region</li> </ul>
Publications	Includes all strategic documents produced by Council and distributed or available to the public.  Council's website will be treated as a strategic publication for the purpose of 'Acknowledgement of Country'.
Traditional Custodians	Traditional Custodians is the term to describe the recognised Aboriginal or Torres Strait Islander people who inhabited an area. Traditional Custodians today are descendants of the original inhabitants and have ongoing spiritual and cultural ties to the land and waterways where their ancestors lived.
Welcome to Country	A 'Welcome to Country' is where a Traditional Custodian welcomes people to their land at the beginning of a meeting, event or ceremony. An appropriate person such as a recognised Elder within the local area needs to conduct this ceremony. 'Welcome to Country' enables Traditional Custodians to give their blessing for the event.

### 5 HUMAN RIGHTS STATEMENT

It is considered that this policy does not impact negatively on any rights identified in the Charter of Human Rights Act. Loddon Shire Council is committed to consultation and cooperation between management and employees. The Council will formally involve elected employee Health and Safety Representatives in any workplace change that may affect the health and safety of any of its employees.

### 6 REVIEW

The Director Community Wellbeing will review this policy for any necessary amendments no later than 4 years after adoption of this current version.

**8.10 CHILD SAFE STANDARDS STATEMENT OF COMMITMENT**

**File Number:** 03/01/001  
**Author:** Sharon Morrison, Director Corporate Services  
**Authoriser:** Phil Pinyon, Chief Executive Officer  
**Attachments:** 1. Child Safe Standards Statement of Commitment

**RECOMMENDATION**

That Council adopt the Loddon Shire Council Child Safe Standards Statement of Commitment.

**CONFLICT OF INTEREST**

There is no conflict of interest for any Council staff member involved in the preparation of this report, or involved in the subject matter of the report.

**PREVIOUS COUNCIL DISCUSSION**

This document is a first version, and a discussion around the contents was held at the Council Forum on 14 November 2017.

**BACKGROUND**

On 13 November 2013, the Victorian Parliament tabled the report of its Inquiry into the Handling of Child Abuse by Religious and Other Non-Government Organisations (the Betrayal of Trust Inquiry).

The report provided 15 recommendations, including the introduction of minimum standards for ensuring child-safe organisations. On 15 November 2016, legislation was passed to amend the Child Wellbeing and Safety Act 2005 in Victoria. This legislation gives the Commission for Children and Young People powers to oversee and enforce organisations' compliance with the standards. From 1 January 2017, Council was required to comply with the Child Safe Standards (the Standards).

**ISSUES/DISCUSSION**

The Standards have been introduced to keep children safe from harm and abuse. Child Safe Standard 1 requires strategies to embed an organisational culture of child safety, including through effective leadership arrangements. Adopting a Child Safe Standard Statement of Commitment demonstrates that Council is leading from the top and embedding a culture of child safety. The document sets out Council's overall response to the Standards and lays the foundation for the review and development of other policies, procedures and forms.

**COST/BENEFITS**

Some additional costs are involved in responding to the requirements of the Standards. These costs include training, additional Working with Children Checks, and staff time to develop and review documentation to ensure compliance with the Standards. These costs have been included in the 2017/18 operating budget.

The benefits of adopting the Child Safe Standards Statement of Commitment include demonstrating leadership in keeping children safe from harm and abuse.

**RISK ANALYSIS**

Penalties for failure to disclose abuse to police carry a maximum penalty of 3 years imprisonment. Penalties for failure to protect a child carry a maximum penalty of 5 years imprisonment. By adopting the Child Safe Standards Statement of Commitment, Council is increasing awareness of the Standards and reducing the risk of non-compliance with the Child Wellbeing and Safety Act.

**CONSULTATION AND ENGAGEMENT**

The Statement of Commitment has been benchmarked against other Councils and developed with input from staff and councillors.



## Child Safe Standards Statement of Commitment

The Loddon Shire Council is committed to being a child-safe organisation, with zero tolerance for child abuse. We, along with a range of organisations, are working towards compliance with the Victorian Child Safe Standards.

We all play an important role in protecting children, especially if we have concerns for a child's safety. We aim to create a culture of child safety that reduces the opportunity for harm and gives staff a clear process to follow when someone raises concerns about child safety or reports abuse.

Our Child Safe Standards Statement of Commitment applies to all employees, Loddon Shire Council volunteers, work experience students, relevant contractors and Councillors.

### **Statement of Commitment to the Child Safe Standards**

The organisation is committed to the safety and well-being of children and, as such, is committed to creating and maintaining a child safe organisation.

We have zero tolerance of child abuse and are committed to actively contributing to a child safe shire where children are protected from abuse.

Our commitment to the safety of children is based on our duty of care and responsibilities to children and always acting in the best interests of children.

Our commitment will be enacted through the implementation and monitoring of the Child Safe Standards, as specified under the Child Wellbeing and Safety Amendment (Child Safe Standards) Act 2015.

### **Our commitment to children**

We are committed to ensuring children feel safe, empowered and are taken seriously if they raise concerns in relation to their safety and well-being.

We value and support diversity, inclusion and equality. In acknowledgement of the particular vulnerabilities of these groups of children, and in accordance with the Child Safe Standards, we particularly support:

- the cultural safety of Indigenous Australian children and children from culturally and linguistically diverse backgrounds
- the participation and empowerment of children with a disability, Indigenous Australian children and children from culturally and linguistically diverse backgrounds.

### **Our commitment to Councillors, staff, volunteers and contractors**

We are committed to ensuring Councillors, staff, volunteers and contractors, depending on the nature of their role, understand that child safety is everyone's responsibility.

We will ensure Councillors, staff, volunteers and contractors are provided with the necessary support to fulfil their obligations in relation to child safety.

We will ensure staff, Councillors and volunteers are educated in child safety including abuse risks and how to interact and behave with children.

All employees of Council, including work experience students, agency staff, volunteers and independent contractors whilst located at Council workplaces must abide by our Code of Conduct which specifies the standards of conduct required when working with children.

Expectations in relation to behaviour are outlined in Council's Employee Code of Conduct and Councillor Code of Conduct.

### **Our commitment to ensuring a child safe organisation**

#### **• Recruitment**

We will ensure all staff and volunteers who work with children have a current Working With Children Check (WWCC) and that there is an appropriate screening process for staff and volunteers that work with children including interview guides, advertisements and selection criteria which clearly demonstrate our commitment to child safety.

#### **• Training and Supervision**

We will ensure all new and existing employees understand the importance of protecting children from harm. This will be supported through induction, training and professional development.

We will ensure staff understand the process for reporting any child safety issues and are supported by Council's appointed Child Safety Officer.

#### **• Reporting**

All allegations and concerns in relation to children's safety will be taken seriously and will be investigated fairly and appropriately.

Council supports and encourages our employees to proactively report any behaviour deemed to be endangering the safety of children.

Council has a designated Child Safety Officer, who is available to support staff with any child safety concerns and to safely disclose risks of harm to children.

Reportable incidents and complaints are notified to the relevant authority (Child First, Child Protection or police).

#### **• Scope**

This Statement of Commitment applies to all Councillors, all staff including any person directly employed by the Loddon Shire Council or employed through an agency or on a contract basis, and volunteers and work experience students, irrespective of their specific involvement in child related duties.

#### **• Review**

This statement will be reviewed every two years, and following any changes to legislation or policy.

### **Definitions**

- **Child/children:** refers to children and young people aged under the age of 18 years
- **Child Safety Officer:** refers to the appointed Council officer who staff and volunteers can seek guidance and support from when there are concerns regarding a child's safety and who will initiate internal processes in relation to where matters need to be reported.
- **Cultural safety:** refers to where children experience their cultural identity, values and way of being, which may differ from other cultures; and their interactions with the wider community are respected, not challenged or harmed.
- **Working with Children Check (WWCC):** refers to the check conducted to assist in protecting children from sexual or physical harm by ensuring that people who work with, or care for, them are subject to a screening process. The WWCC screens a person's criminal records and any reports about professional conduct.



**8.11 2017/18 COMMUNITY PLANNING STRATEGIC FUND ALLOCATION**

**File Number:** 13/09/005  
**Author:** Wendy Gladman, Director Community Wellbeing  
**Authoriser:** Phil Pinyon, Chief Executive Officer  
**Attachments:** Nil

**RECOMMENDATION**

That Council allocates \$500,000 from the 2017/18 Community Plan Strategic Fund to the Donaldson Park Redevelopment project.

**CONFLICT OF INTEREST**

There is no conflict of interest for any Council staff member involved in the preparation of this report, or involved in the subject matter of the report.

**PREVIOUS COUNCIL DISCUSSION**

Council discussed funding options for the Donaldson Park Redevelopment project at the November Council Forum.

**BACKGROUND**

Donaldson Park is the community recreation hub in Wedderburn hosting the majority of its sporting clubs, events and social functions and includes the following regular user groups:

- Wedderburn Football/Netball and Hockey Clubs participating in North Central League competitions
- Wedderburn P-12 College is a significant user group of the reserve and regularly uses the facilities for its sporting and physical activity programs
- the Wedderburn Harness racing Club utilises the reserve for training and race meetings

The need to provide quality facilities that are accessible and safe, and encourage participation by all, is a priority for the Donaldson Park Committee of Management. The current facilities at Donaldson Park are over 50 years old, have reached the end of their useful life and struggle to meet legislative and regulatory requirements. The option to upgrade or extend the existing facility was investigated but due to previous extensions and the condition of the current buildings it was not considered a feasible option.

An upgrade to the Donaldson Park facility is considered to be of regional importance in the AFL Central Victoria Regional Strategy released in September 2017 (Priority 2, page 33).

The implementation of the Donaldson Park masterplan was submitted to the OurSay Forum consultation during the preparation of the Council Plan and voted as the top idea by the community, and consequently has been included in the Council Plan 2017-2021 as a priority project.

The Wedderburn Community understand and value the critical participation, social connection and community building opportunities that these clubs provide to the community. With this in mind the Donaldson Park Committee of Management are intending to provide a modern, fully compliant facility to ensure that opportunities for the community to participate are maintained and increased at the reserve.

A community steering group and council officers have developed concept plans; these plans have been ratified by all stakeholders.

The completion of this project will provide the following outcomes:

- change room facilities for netball, hockey and football
- change room facilities for both male and female umpires
- commercial kitchen.
- public toilets to current day standards.
- community playgroup and activity area
- function, meeting and administration areas for all user groups and general community use
- harness racing stewards and committee room
- harness racing judges and commentary box incorporating other sports timekeeper spaces - to be constructed on the roof space of the new facilities
- landscaping around new facilities and rehabilitation of the sites that previously accommodated demolished facilities
- installation of a playground and family bbq area.

All components of the project will be constructed to current day standards in regard to Disability Discrimination Act (DDA) compliance, football, netball and building code standards.

### **ISSUES/DISCUSSION**

A significant amount of planning has been completed to date, and the Donaldson Park Redevelopment Project has now reached the point of sourcing the required funding to enable the project to proceed.

An opportunity has arisen to apply for funding through the Commonwealth Building Better Regions Fund (BBRF) Round 2 - Infrastructure Projects Stream, with applications closing on 19 December 2017. The Infrastructure Projects Stream supports projects which involve the construction of new infrastructure, or the upgrade or extension of existing infrastructure that provide economic and social benefits to regional and remote areas.

A cash co-contribution is a mandatory requirement when applying for this funding, with the ratio determined by the remoteness classification of your project. Evidence of the availability of the co-contribution must accompany the application. The Donaldson Park Committee of Management and all user groups of the proposed new facility are in the process of confirming their contribution to the redevelopment project.

The Donaldson Park Committee of Management has registered with the Australian Sports Foundation (ASF) to attract community donations. The ASF registration provides resources and guidance to support the fundraising campaign, showcases the project on their website, provides online donation capability and allows donors to claim tax deductions for their donations.

In what we can consider the first round of the Community Plan Strategic Fund, in the past five years, the funds have been allocated to the individual ward areas on one occasion each to support a major project.

With the opportunity to access funding, created by the opening of the BBRF and the co-contribution requirement, it is proposed that the 2017/18 Community Plan Strategic Fund provision of \$500,000 be allocated to the Donaldson Park Redevelopment Project.

### **COST/BENEFITS**

The Community Plan Strategic fund allocation of \$500,000 will be used as the required co-contribution supporting an application to the BBRF Infrastructure Projects Stream.

The benefits derived from the redevelopment and provision of a high quality facility broadly include:

- local economic benefit during construction and then ongoing supporting the operation of the facility
- opportunities for growth in existing sectors, attracting external activities such as, for example, the Great Victorian Bike Ride or major sporting events to use the site

- increased capacity to host social events, encouraging participation by community members – improving community connections and social inclusion
- making our region a more attractive place to live
- harnessing solar energy to reduce operating costs, and environmental impact
- improving the ability of clubs to attract participants and volunteers
- improved work space for volunteers.

**RISK ANALYSIS**

A funding submission to the BBRF cannot proceed without an evidenced co-contribution, and the future availability of other similar funding programs is uncertain.

Access to funding from the BBRF is a critical component of the funding strategy supporting the Donaldson Park Redevelopment Project.

**CONSULTATION AND ENGAGEMENT**

The initial development of the Feasibility study included a significant community consultation process.

The project received the highest level of support of the ideas listed by the community on the OurSay Forum.

External stakeholders including AFL Central Victoria, Netball Victoria and Harness Racing Victoria have been consulted throughout the design process.

Council officers have worked closely with the Donaldson Park Community steering group throughout the concept and design process.

**9 INFORMATION REPORTS****9.1 INWARDS CORRESPONDENCE**

**File Number:** various  
**Author:** Christine Coombes, Executive and Commercial Services Officer  
**Authoriser:** Lynne Habner, Manager Executive and Commercial Services  
**Attachments:** 1. Homelessness in Australia  
 2. Roads to Recovery

**RECOMMENDATION**

That Council receives and notes the Inwards Correspondence.

Date	From	Subject
26/10/17	Mayor Brian Cunial Frankston City Council	Homelessness in Australia
7/11/17	The Hon. Darren Chester MP Minister for Infrastructure and Transport	Statement of Expectations for the Roads to Recovery Program



## Office of the Mayor

Frankston City Council  
 30 Davey Street, Frankston, Victoria, Australia  
 Telephone: +613 8773 9529 Mobile: 0400 236 977  
 PO Box 490, Frankston VIC 3199  
 Website: frankston.vic.gov.au

Reference: A3463999  
 Enquiries: Liz Daley  
 Telephone: 03) 9784 1957

Cr Neil Beattie  
 Mayor  
 Loddon Shire Council  
 PO Box 21  
 WEDDERBURN VIC 3518

FRANKSTON CITY COUNCIL	
TO:	
FROM:	
DATE:	08 NOV 2017
REFER TO:	
COUNCIL:	<input type="checkbox"/>
DISPOSAL:	<input type="checkbox"/> Permanent _____ Years

26 October 2017

Dear Cr Beattie

#### HOMELESSNESS IN AUSTRALIA

Frankston City Council is gravely concerned about the increasing incidence of homelessness. Subsequently at the Ordinary Meeting on Monday 4<sup>th</sup> September 2017 Council resolved to write to the Federal Government and every Council in Australia indicating the plight of homelessness and calling on the Federal Parliament to become meaningfully engaged in resolving homelessness in Australia.

In 2016 there were 105,237 people recorded as homeless in Australia<sup>i</sup>, alarmingly of these 17,845 were children under 10<sup>ii</sup>. 12% of all Australians and 17% of Australian children live in poverty<sup>iii</sup>. 22,773 Victorians are homeless<sup>iv</sup>, with 7,600 Victorians sleeping out in 2016<sup>v</sup>. In 2014-15 in this country 255,657 people received support and almost seven million nights of accommodation were provided by specialist homelessness services<sup>vi</sup>.

In 2012-2013 the Frankston front door housing crisis centre, SalvoCare Eastern reported 2,200 unique homeless clients approached their agency for homeless supports or services during the year. In Frankston only 10% of 1-2 bedroom properties available for rental are rated as affordable by the Victorian Department of Health and Human Services Rental Report (2016). Newstart recipients are severely most disadvantaged receiving a fortnightly income of \$500; this is insufficient to cover costs of rent, food and basic needs.

Clearly urgent intervention is needed to assist the desperate plight of people who are homeless for many reasons including domestic and family violence (estimated 24%); financial difficulties (estimated 20%); housing crisis (estimated 16%); inappropriate or inadequate dwellings (estimated 11%); other relationship issues (estimated 8%); other accommodation issues (estimated 5%); health issues (estimated 4%); transition from custody agreements (estimated 2%); itinerant (estimated 1%); lack of family/community support (estimated 1%) and other reasons (estimated 8%)<sup>vii</sup>.

On any given night in Australia **1 in 200** people are homeless<sup>viii</sup>. This increasing crisis of homelessness in this country is of grave concern to citizens and communities in Frankston and throughout Australia. We call on the Federal Government through formal communication to provide the necessary monies to resolve this issue.

Seaford » Frankston » Langwarrin » Karingal » Skye » Frankston South » Frankston North » Carrum Downs » Langwarrin South » Sandhurst

Homelessness in Victoria costs the State and Federal Governments \$25,615 per person per year<sup>ix</sup> (in health, crime, and others costs). This represents an annual loss of \$194 million<sup>x</sup> in Victoria alone, as a result of the inadequate supply of last resort shelter or suitable housing for the 7,600 Victorians sleeping out or living on the streets.

We understand that the three tiers of Government have a role to play in reversing the homelessness trends in Australia and that traditionally the role of the Commonwealth Government has predominantly been to provide capital funding for public housing in Australia, while the State Government role has predominantly been to plan, provide and manage it. Local Government has a vital role in articulating and advocating the needs of the local community.

Council welcomes the recent Federal Government funding commitment through the National Partnership Agreement on Homelessness (NPAH) 2017-2019, and the National Housing and Homelessness Agreement (NHHA) seeking better outcomes for homelessness through improved accountabilities and working relationships with the States. However, Council is concerned this does not go far enough. The NPAH funding is far too low, and the expectation of matched State funding for homelessness will result in people at risk of, or experiencing homelessness, falling through the gaps. There is also a risk the co-contribution aspect in this funding will exacerbate the current deflection of responsibility between different levels of Government for resolving the homelessness crisis. It is vital that all levels of government work collaboratively on this critical issue.

As such, we invite all Councils in Australia to join with us in demanding that the Australian Government prioritises increased funding for the urgently needed essential services and shelter for Australian people and families who have become homeless in the 2018-2019 budget so they can be safe and well, and make meaningful contributions to community life. Every Australian adult and child deserves a place to call home.

Yours faithfully



Cr Brian Cunial  
**MAYOR – FRANKSTON CITY**

<sup>i</sup> Homeless in Australia: Homelessness Australia January 2016  
<sup>ii</sup> Homeless in Australia: Homelessness Australia January 2016  
<sup>iii</sup> ACOSS, 2012, *Poverty in Australia 2012*  
<sup>iv</sup> Homelessness Australia: Homelessness in Victoria, June 2017  
<sup>v</sup> The University of Melbourne, *The Case for Investing in Last Resort Housing, 2017*  
<sup>vi</sup> AIHW, *2015 Specialist Homelessness Services 2014-2015*  
<sup>vii</sup> Homeless in Australia; Homelessness Australia January 2016  
<sup>viii</sup> Homeless in Australia; Homelessness Australia January 2016  
<sup>ix</sup> The University of Melbourne, *The Case for Investing in Last Resort Housing, 2017*  
<sup>x</sup> Ibid.



**The Hon Darren Chester MP**  
 Minister for Infrastructure and Transport  
 A/g Minister for Regional Development  
 A/g Minister for Local Government and Territories  
*Deputy Leader of the House*  
*Member for Gippsland*

The Mayor  
 Loddon Shire Council  
 PO Box 21  
 WEDDERBURN VIC 3518

LODDON SHIRE COUNCIL	
File No.	_____
Return to	_____
Records <input type="checkbox"/>	_____
REC'D	13 NOV 2017
Refer to :	_____
_____	_____
_____	_____
_____	_____ Years

Dear Mayor

I am writing to advise you that I have issued a Statement of Expectations for the Roads to Recovery (R2R) Program. This statement is to bring R2R in line with other Australian Government programs where funding is issued with a set of expectations. This statement is the first one for the R2R Program and it aims to improve road safety for all Australians.

I am constantly reminded of the good use to which councils have put their R2R money, but I believe that more needs to be done to encourage more road safety outcomes from the funding.

The statement asks councils to consider directing more of their R2R funding to projects that are likely to reduce fatalities and serious injuries in crashes and to work with my Department to improve the reporting of safety and other outcomes from the R2R Program. A more formal evaluation by councils of their R2R projects will also make it easier for us to show how they have benefitted the local network and the community.

Reducing road trauma is a responsibility for us all. It's about safer drivers, safer cars and safer roads. Your support to help save lives and reduce the economic burden of road trauma will be greatly appreciated by your community.

The Australian Government has demonstrated its firm commitment to the R2R Program by providing an additional \$50 million on an ongoing basis from 2019-20, to bring the annual allocation to \$400 million across all councils in Australia, and by ensuring that the program did not contain a sunset clause under the *National Land Transport Act 2014*, meaning no new legislation is required for the continuation of the program.

I would be grateful if you would ensure that the Statement of Expectations is circulated to elected members and to council officers involved in selecting and administering R2R projects within your council.

The contact officer in my Department on this matter is Ms Sylvia Vincent at [sylvia.vincent@infrastructure.gov.au](mailto:sylvia.vincent@infrastructure.gov.au) or 02 6274 7387.

I look forward to continuing the successful relationship between the Australian Government and local councils through the R2R Program. By working together, we can make a difference to improve road safety.

Yours sincerely



**DARREN CHESTER**

Encl

7 November 2017





**The Hon Darren Chester MP**

Minister for Infrastructure and Transport  
A/g Minister for Regional Development  
A/g Minister for Local Government and Territories  
*Deputy Leader of the House*  
*Member for Gippsland*

**ROADS TO RECOVERY STATEMENT OF EXPECTATIONS**

The Roads to Recovery (R2R) Program makes a valuable contribution to safety, economic and social outcomes in communities through supporting maintenance of the nation's local roads.

In the 2016-17 Budget, the Australian Government took a decision to provide an additional \$50 million on an ongoing basis to the R2R Program from 2019-20, to bring the annual allocation to \$400 million across all councils in Australia.

The Government also ensured that the R2R Program did not contain a sunset clause under the *National Land Transport Act 2014*, safeguarding the continuation of this important program.

1,300 people died on Australian roads last year and the Australian Government has been working closely with all levels of government to develop a strategy to reduce fatalities and serious injuries on our roads.

The current National Road Safety Strategy 2011-2020 sets out a plan using the safe system approach, safer vehicles, safer speeds, safer people and safer roads to reduce fatal and serious injury crashes by at least 30 per cent. This approach calls for a holistic view of the road transport system and the interactions among roads and roadsides, travel speeds, vehicles and road users.

Unfortunately, after a decade of good results, the trend over the last two years has been going in the wrong direction.

In reviewing the outcomes of the R2R Program, I am pleased to see that 27 per cent of funding received by councils has been spent on road safety across the life of the current program. A further 34 per cent of spending has been to maintain the road asset, which also has safety benefits.

There is a considerable body of knowledge that indicates that well-designed road improvements reduce the rate of road crashes and serious injuries.

A study of the Australian Government's Black Spot Program in 2012 examined the crash reduction benefits of a variety of road treatments based on a sample of 1,599 projects across the country.

The Bureau of Infrastructure, Transport and Regional Economics estimated that the Black Spot Program is reducing fatal and casualty crashes in total at treated sites by 30 per cent.

The study found that roundabouts are the most effective treatment, reducing casualty crashes by over 70 per cent. Providing new traffic signals and altering the traffic flow direction are the next most highly effective treatments for most severity levels, reducing crashes by more than 50 per cent.

We do not have the same level of information to be able to assess the benefits of the R2R Program.

I would like to work with local councils to ensure that the R2R Program is delivering the best possible outcomes in the area of road safety. When selecting projects, I would urge councils to consider the likelihood that the selected project will reduce fatalities and serious injuries in crashes.

It may be that projects that may not have been able to be funded under State or Federal Black Spot programs could be delivered under the R2R Program.

In terms of road maintenance projects, improving the quality of the road asset through re-sheeting and resealing will have stronger safety outcomes than simply maintaining the quality through routine road maintenance.

I note that pedestrian and cycling facilities associated with a road can be funded under R2R. I do not propose to change the eligibility criteria, but ask that such projects are only prioritised if their specific aim is to improve safety for vulnerable road users.

Councils could consider pooling R2R funding or Financial Assistance Grants to prioritise and jointly improve the quality of roads in a region with a known crash record. Similar to the greater adoption of asset management plans, councils could draw up road safety plans on a network basis in conjunction with neighbouring councils.

I have asked my Department to improve the reporting of safety and other outcomes from the R2R Program and I would like councils to provide additional information on the benefits and outcomes of each project. I encourage you to evaluate the projects completed and how they have benefitted the local network and community (for example, crash reductions or travel efficiencies), to assist us to better monitor and evaluate the program. I ask that this information be provided as part of the annual reporting from councils. My Department will inform councils of new reporting templates that will need to be completed as a condition of funding release for future years.

I am also requesting councils provide the Department with more regular updates on the status of projects which are receiving funding under R2R. I know previously some councils have informed us once works have been completed rather than before they have begun. I would like councils to inform us of every project which will receive R2R funding before they commence work on them and update us on their progress each quarter. A higher level of engagement than we have previously requested will allow both of us to benefit by keeping the local community informed of works underway.

The Commonwealth Government is committed to using Federal funding to improve employment opportunities for Indigenous Australians and I ask for this consideration to be applied to projects using R2R funding.

Lastly, I invite councils to write to me with ideas of how all levels of government could be improving road safety and the outcomes from the considerable investment we all make in the country's roads.

**DARREN CHESTER**

7 November 2017

**9.2 PLANNING APPLICATION ACTIVITY REPORT**

**File Number:** 13/01/002  
**Author:** Alexandra Jefferies, Planning Officer  
**Authoriser:** Glenn Harvey, Manager Development and Compliance  
**Attachments:** Nil

**RECOMMENDATION**

That Council receive and note the planning application activity report.

**CONFLICT OF INTEREST**

There is no conflict of interest for any council staff member involved in writing this report, or involved in the subject matter of the report.

**PREVIOUS COUNCIL DISCUSSION**

This is the first report to Council summarising planning application activities undertaken within the Development and Compliance Department. This report covers the 2016 – 2017 financial year and provides Council with a high level summary for the purpose of monitoring performance within this area.

**BACKGROUND**

Loddon Shire Council maintains powers under the Planning & Environment Act 1987 which are delegated to Planning Officers. Applications made under these powers may include (but are not limited to) the following:

- consideration of a planning application for a new use/development
- consideration of an amendment to an existing planning permit
- secondary consent applications (minor changes)
- extensions of time to existing permits.

**ISSUES/DISCUSSION**Planning permit activities

Table 1 provides a summary of the type and total number of applications received during the 2016 - 2017 financial year.

*Table 1: Planning application type summary*

<b>2016 – 2017 Financial Year</b>	
<b>Type</b>	<b>Number</b>
One or more new buildings	26
Single dwelling	15
Change of use	13
Subdivision	10
Native vegetation removal	8
Change to easement or restrictions	6
Extension or existing dwelling or associated building	4
Alterations to a structure, building or dwelling	2
Alterations to building other than dwelling	2

Signage	2
Waiving of car parking requirements	1
Demolition	1
Other buildings and works	5
Amendments to planning permits	12
<b>Total</b>	<b>107</b>

### Outcomes

Table 2 provides a summary of the outcomes from the Development and Compliance Department for the 2016 - 2017 financial year:

*Table 2: Outcomes*

2016 – 2017 Financial Year	
Outcome type	Number
New permit issued	77
Amended permit issued	11
Refused	1
Withdrawn, lapsed, no permit required	11
<b>Total</b>	<b>100</b>

There are seven outstanding applications for the 2016 - 2017 financial year as indicated by Table 1 and Table 2. These applications were not determined during the 2016 - 2017 financial year.

### Timeframes

The Planning & Environment Act 1987 requires a 60 day timeframe for the processing of planning applications by Councils. The Act details how the 60 days are to be measured following the acceptance of a planning permit application.

Table 3 provides a summary of the average timeframes in which the Development and Compliance Department made decisions and compares this to the rural average.

*Table 3: Average timeframes for decisions*

2016 – 2017 Financial Year		
Processing times	Development & Compliance Department	Rural average
Average gross days to determine	99 days	94 days
Completed within 60 days	56%	77%

The 'average gross days to determine' an application for the Development and Compliance Department as listed in Table 3 is considered to be significantly high. This can be explained by a handful of historical applications left in the system for a large number of days generating a significantly high average. These applications have since lapsed or been withdrawn.

Table 4 provides a summary of the average timeframes in which the Development and Compliance Department made decisions within the first quarter of the 2017 – 2018 financial year (July - September 2017) and compare this to the rural average.

*Table 4: Average timeframes for decisions 1/07/2017 to 30/9/2017*

Quarter 1 (1 July 2017 – 30 September 2017)		
Processing times	Development & Compliance Department	Rural average
Average gross days to determine	66 days	89 days
Completed within 60 days	70%	77%

Table 4 has been provided to demonstrate an improvement in the average number of days to process an application compared with performance in the 2016 – 2017 financial year as shown in Table 3.

### **COST/BENEFITS**

The Development and Compliance Department requires a number of resources during the application assessment process. The main responsibilities include contact with the applicant and objectors, contact with referral authorities, assessing an application against the scheme and other regulation, site inspections, mediation meetings and report writing.

Planning officers are responsible for responding to planning enquires via phone and email and are required to attend training and information sessions to ensure there is a sound understanding of new and evolving legislation.

Benefits derived from investing in the planning unit of the Development and Compliance Department include:

- well managed and appropriate development
- well informed community members who understand the value of planning within local government
- applications processed in a timely manner
- implementation of correct regulations and standards.

### **RISK ANALYSIS**

Failure of Council to adequately implement the planning scheme poses the following risks:

- inappropriate development which could endanger life and property
- Council's reputation as a responsible Authority
- breaches of the Planning & Environment Act 1987 requiring compliance action.

Insufficient investment in resources in the Development and Compliance Department may result in extended timeframes for the processing of applications.

### **CONSULTATION AND ENGAGEMENT**

The Planning Unit consults with a number of stakeholders on a regular basis including:

- applicants
- surrounding land owners
- regulatory authorities
- other municipal departments
- other municipalities.

**9.3 LOCAL LAWS AND COMPLIANCE ACTIVITY REPORT**

**File Number:** 04/02/012  
**Author:** David Price, Local Laws \ Planning Compliance Officer  
**Authoriser:** Glenn Harvey, Manager Development and Compliance  
**Attachments:** Nil

**RECOMMENDATION**

That Council receive and note the local laws and compliance activity report.

**CONFLICT OF INTEREST**

There is no conflict of interest for any council staff writing the report, or involved in the subject matter of the report.

**PREVIOUS COUNCIL DISCUSSION**

This is the first report for the 2017 – 2018 financial year, summarising the compliance and enforcement actions taken within the Development and Compliance Department. It provides Council with a high level summary for the purpose of monitoring performance within this area.

**BACKGROUND**

Loddon Shire Council maintains powers under various legislation including local laws, which enable effective animal management, enforcement and protection of local township amenity throughout Loddon Shire.

A number of policies and procedures have been developed, outlining the methodology and circumstances under which Council officers will undertake compliance action. Key areas of focus in respect to compliance action include:

- management of local laws, particularly with respect to unsightly properties
- effective animal management
- assessment of properties for potential fire risk/fire prevention measures
- control of roadside activities, occupation and utilisation
- intervention in public nuisance issues.

**ISSUES/DISCUSSION****Administrative and compliance**

Table 1 provides a summary of administrative and compliance actions undertaken during the reporting period.

*Table 1: Local laws compliance and administrative activity*

Quarter 1 (1 July 2017 – 30 September 2017)				
Incident type	After hours call outs (*)	Littering or illegal rubbish dumping	Fire permits to burn	Local law permits issued
No. actions	7	1	Not required in report period	5

(\*) Council provides a 24 hour emergency call out service in respect to animal management or local law compliance and enforcement.

**Unightly properties**

A summary of activity statistics and locations that are the subject of compliance with local laws relating to unightly properties is provided in Table 2. Identified unightly properties are assessed and prioritised for compliance action.

*Table 2: Summary of unightly properties activities for quarter 1(1 July 2017 – 30 Sep. 2017)*

Town/Locality	Eddington	Rheola	Newbridge	Tarnagulla	Inglewood	Bridgewater	Wedderburn	Korong Vale	Borong	Boort	Pyramid Hill	Mitiamo	Dingee	Serpentine	Rural	Total
No. identified from previous report period	4	1	1	2	5	3	13	2	2	2	2	0	1	0	0	38
No. resolved during quarter	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	2
New action commenced	0	0	3	0	0	1	0	0	0	0	0	0	0	0	0	4
Notice to comply issued	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	2
No. currently pursuing	4	1	4	2	5	2	13	2	2	2	2	0	1	0	0	40

**Animal management**

Local laws officers provide a variety of animal control services. Table 3 lists a summary of animal management activities.

*Table 3: Summary of animal management activities*

Quarter 1 (1 July 2017 – 30 September 2017)						
Activity	Wandering livestock	Trespassing livestock	Dog attack	Domestic animal at large	Distribution of cat traps	General complaints / other
No. of actions	0	1	4	9	10	12

Table 4 summarises animal management activities that resulted in impoundments, encompassing both domestic animals and livestock.

Table 4: Impoundment activities

Quarter 1 (1 July 2017 – 30 September 2017)				
Animal type	Impoundments	Returned to owners	Animals rehoused	Animals disposed
Livestock	1	1	0	0
Dogs	8	7	1	0
Cats	6	0	1	5
<b>Total</b>	<b>15</b>	<b>8</b>	<b>2</b>	<b>5</b>



**COST/BENEFITS**

The year to date actual expenditure for the first quarter of 2017 – 2018 financial year for the local laws and compliance activities contained within this report is \$94,617. This is \$17,235 over the expected expenditure for this period. The additional cost is due to recruitment activities associated with filling vacant positions within this area.

As identified properties are escalated through the compliance process, costs associated with legal proceedings may also be incurred by Council.

Benefits derived from investing in local law and compliance activities include:

- improving and maintaining township amenity
- maintaining and improving public safety
- encouraging good domestic and livestock management
- reduced bushfire risks.

**RISK ANALYSIS**

Failure of Council to adequately manage the provisions associated with either the local laws or other applicable legislation including the Domestic Animals Act and Country Fire Authority Act is considered to pose the following risks:

- barrier to development and associated economic growth within Loddon Shire
- Council's reputation as a regulatory authority
- to the public safety
- the amenity of our townships
- increased bushfire hazards.

**CONSULTATION AND ENGAGEMENT**

Land and animal owners subject to compliance and enforcement actions under either the local laws or other legislation such as the Domestic Animals Act or CFA Act are consulted with at each stage of the process.

**9.4 PUBLIC HEALTH ACTIVITY REPORT**

**File Number:** 12/02/001  
**Author:** Teresa Arnup, Senior Public Health Officer  
**Authoriser:** Glenn Harvey, Manager Development and Compliance  
**Attachments:** Nil

**RECOMMENDATION**

That Council receive and note the public health activity report.

**CONFLICT OF INTEREST**

There is no conflict of interest for any council staff member involved in writing this report, or involved in the subject matter of the report.

**PREVIOUS COUNCIL DISCUSSION**

This is the first report for the 2017 – 2018 financial year, summarising the public health activities within the Development and Compliance Department. It provides Council with a high level summary for the purpose of monitoring performance within this area.

**BACKGROUND**

Loddon Shire Council is responsible for the administration and enforcement of a number of Acts including the Food Act 1984, Public Health and Wellbeing Act 2008, Residential Tenancies Act 1997, Environment Protection Act 1970 and Tobacco Act 1987 along with relevant regulations made under those various Acts.

The Development and Compliance Department has regular contact with business operators, community groups, home owners and developers whilst administering the above Acts. Activities undertaken by the staff include inspection of registered premises, the taking of food and water samples, the issuing of septic tank permits and complaint investigations.

**ISSUES/DISCUSSION****Registered premises**

The number of registered and notified premises under the Food Act, Public Health and Wellbeing Act and Residential Tenancies Act are provided in Table 1 below, for comparison and to provide Council with an indication of the growth that has occurred in registered and notifiable premises over the past eight years, the figures for 2009 are also provided.

*Table 1: Total number of registered premises*

2016 – 2017 Financial year			
<b>Total Number of Registered Premises</b>	<b>153 (2009)</b>	<b>272 (2017)</b>	<b>Increase of 78%</b>

Table 2 provides a breakdown of registered premises by the relevant Act. Data from 2009 has also been included to provide a comparison. The comparison is useful in demonstrating the areas of growth in each type of registered premises.

Table 2: Registered premises by Act and type

Food Act 1984			Public Health and Wellbeing Act 2009			Residential Tenancies Regulations 2010		
Year	2009	2017	Year	2009	2017	Year	2009	2017
Type	No.	No.	Type	No.	No.	Type	No.	No.
Class 1		3	Accommodation		11	Caravan parks	7	6
Class 2		116	Hairdressing/ Beauty Services		11			
Class 3		42						
Class 4		83						
<b>Total</b>	<b>133</b>	<b>244</b>	<b>Total</b>	<b>13</b>	<b>22</b>	<b>Total</b>	<b>7</b>	<b>6</b>

Please note: the number of premises registered under the Food Act includes all fixed, temporary and mobile food premises either registered directly with Loddon Shire or using the Streatrader System.

Council undertakes annual inspections of premises that are registered under the Food Act, Public Health and Wellbeing Act and Residential Tenancies Act. Inspections are also undertaken of public swimming pools and of properties that are required to meet the requirements of the Tobacco Act.

Most Acts also set out a number of additional inspections that Council is required to take for example when a new premises commences operating, when a premises changes hands or reinspection of a food premises that has a valid complaint during the registration period prior to the renewal of its registration. It should also be noted that under the Food Act business that are selling only pre-packaged low risk products and community groups that are cooking only sausages and onions are only required to notify Council of their operation. They are defined as a Class 4 premises. These premises are only inspected by Council should a complaint be received. Table 3 provides a summary of the inspections.

Table 3: Registered premises inspections

1 October 2016 – 30 September 2017			
	Number premises requiring inspection	Inspection Outcome	Number of site inspections undertaken (including additional inspections)
Food Premises	161	Compliant*	203
		Major Non Compliance	6
Health Premises	22	Compliant*	24
Caravan Parks	6	Compliant*	6
Swimming Pools	6	Satisfactory	6
<b>Total</b>	<b>195</b>		<b>245</b>

\*compliant includes sites that were fully compliant and some sites that required minor actions to become compliant

### Complaints regarding Registered Premises

During this registration period (1 October 2016 to 30 September 2017) Council received one complaint from the public regarding food safety issues. This premises received four inspections for the reporting period including two that had an outcome of major non-compliance.

There are a few premises that have a history of ongoing food safety issues. As part of a risk management approach, the inspection frequency for these premises has been increased from the minimum annual inspection to a quarterly or six monthly inspection depending on the premises.

### Sampling program

The number of random food samples that are to be taken by Council is set annually in the government gazette. The program focuses on the microbiological quality of the food items that are being sampled to ensure that safe food handling practices are being implemented within food premises. The focus is on sampling locally made and sold products. The program is also used to verify the content of food labels when products have been made by local businesses. Food labelling is quite complex and small home businesses benefit by having their labels checked by the analysis.

At the commencement of the swimming season all public pools are assessed under the sampling program, as part of that assessment a water sample is taken from each pool.

Table 4 summaries the sampling program activities undertaken during the reporting period.

*Table 4: Sampling program summary*

1 October 2016 – 30 September 2017				
Sample Type	Number	Testing	Outcome	
Food	53	Microbiological	Satisfactory*	52
			Unsatisfactory	1
		Labelling	Satisfactory	2
			Unsatisfactory	6
Swimming Pool	13	Microbiological	Complies	10
			Does Not Comply	3
<b>Total Number of Samples</b>	<b>66</b>			

\*Satisfactory microbiological results includes samples that were marginal

All unsatisfactory samples are followed up with the businesses that produced and/or sold the product including the swimming pools.

### **Septic system permit applications**

Table 5 summarises septic system permit applications processed during the reporting period.

*Table 5: Septic system permits*

1 October 2016 – 30 September 2017	
Permit Type	Number
Installation or alteration	24
Certificate to use	22
<b>Total Number of Permits</b>	<b>46</b>

The average processing time for permits to install or alter during the reporting period is: eight days

Table 6 summarises the inspections associated with processing a septic system application permit.

*Table 6: Septic system permit inspections*

1 October 2016 – 30 September 2017	
Inspection Type	Number
Application Inspection	21
Installation Inspection	17
Installation Inspection 2 or more	2
Final Inspection	20
<b>Total Number of Inspections</b>	<b>60</b>

### **Tobacco Act inspections**

Council is funded to undertake a set number of Tobacco inspections throughout the year. Most of the inspections are carried out in conjunction with Food Act inspections, however a number of them are of public non-smoking venues such as at kindergartens, schools, play grounds and hospitals. Table 7 summarises the Tabaco Act activities undertaken during the reporting period.

*Table 7: Tobacco Act activities*

1 October 2016 – 30 September 2017	
Inspection Type	Number
Licensed Premises	8
Retailer	8
Eating Establishment	3
Vending Machine	3
Outdoor Venues	10
<b>Total Number of Inspections</b>	<b>32</b>

Additional to the normal inspection program, the introduction of the new outdoor dining bans occurred during the reporting period. All businesses that were affected by the bans were visited by Council public health staff. The visit included discussing the new bans and the provision of signage and information booklets.

### **Public health complaints**

Public health staff are also responsible for the investigation of nuisance complaints under the Public Health and Wellbeing Act. Complaints of nuisance can be complex and time consuming.

Recording of complaints has changed during the reporting period to use Council's customer service system MERIT. Table 8 provides a tally of public health complaint activity.

*Table 8: Public health complaints*

1 October 2016 – 30 September 2017			
Nature of Complaint	Number Received	Number resolved	Number outstanding
Odour	5	5	
Noise	5	5	
Mosquitoes	1	1	
Burning Off / Smoke	1	1	
Wastewater	3	2	1
Other	1	1	
<b>Total</b>	<b>16</b>	<b>15</b>	<b>1</b>

### **Mosquito Program 2016 – 2017 update**

Following the flooding event in late 2016 Council was provided with one off funding to implement a mosquito program over the 2016 - 2017 summer. The program required staff to:

- implement a trapping program to assist in determining the mosquito type (breed) and numbers
- identify breeding sites and implement a treatment program when appropriate
- prepare a mosquito management program that can be used following future flood events.

The program established a number of trapping sites over a 4 month period with traps being set up in Boort, Wedderburn, Bridgewater and Serpentine. Possible breeding sites were identified in all townships.

An initial draft response program has been prepared and is sitting with the Department of Health and Humans Services for comment and feedback.

No further activities in this area will continue without additional funding from the Department of Health and Human Services.

### **COST/BENEFITS**

The year to date actual expenditure for the first quarter of 2017 – 2018 financial year of the public health unit activities contained within this report is \$42,198.

Administration of the Acts that the public health staff have responsibility for includes significant field work, with staff regularly in the field engaging with business operators, developers, residents and ratepayers.

This investment increases significantly when compliance issues are identified within registered premises and when complaints are received.

The benefits that stem from this investment include:

- improved public safety within registered premises
- improved local amenity
- full implementation by Council of our responsibilities under the various Acts and regulations.

### **RISK ANALYSIS**

Failure of Council to adequately administer and enforce the provisions of the applicable legislation would pose the following possible risks:

- the spread of infectious diseases through the community including food poisoning
- a barrier to the new developments and economic growth within Council
- Council's reputation as a regulatory authority
- contamination of the local environment
- failure to meet obligations set within the relevant legislation.

### **CONSULTATION AND ENGAGEMENT**

Public Health staff regularly engage with business operators, developers, residents and ratepayers during the administering the various Acts which can range from annual assessments/inspection to the provision of advice for the processing of septic tank permits. Any business operator, developer, residents or ratepayer that is subject to enforcement action is regularly consulted with during the enforcement process.

**10 COMPLIANCE REPORTS****10.1 DOCUMENTS FOR SIGNING AND SEALING**

**File Number:** 02/01/001

**Author:** Lynne Habner, A/Manager Executive and Commercial Services

**Authoriser:** Phil Pinyon, Chief Executive Officer

**Attachments:** Nil

**RECOMMENDATION**

That Council:

1. receive and note the 'Documents for Signing and Sealing' report
2. endorse the use of the seal on the documents listed.

**REPORT**

This report provides Council with those documents signed and sealed during the month as follows:

- Deed of surrender of sub-lease for premises: Railway Lot 19 at Inglewood (Goods Shed) between VicTrack, Loddon Shire Council and Workspace Australia Ltd

**10.2 DISABILITY ACCESS AND INCLUSION PLAN 2017-2021**

**File Number:** 12/12/004  
**Author:** Jolie Middleton, Rural Access and Inclusion Officer  
**Authoriser:** Allan Stobaus, Manager Community Support  
**Attachments:** 1. DRAFT STR Disability Access and Inclusion Plan 2017 - 2021  
20171114

**RECOMMENDATION**

*That Council endorses the draft Disability Access and Inclusion Plan 2017-2021 for public exhibition for a 28 day period.*

**CONFLICT OF INTEREST**

There are no conflicts of interest for any Council staff member involved in the preparation of this report, or involved in the subject matter of this report.

**PREVIOUS COUNCIL DISCUSSION**

The draft Disability Access and Inclusion Plan 2013 – 2015 was presented to Council at the Council Forum held 14 November, 2017.

**BACKGROUND**

The Community Access and Inclusion Plan 2013 – 2015, after a twelve-month extension, is at the end of its term and in accordance with legislative requirements under the *Victorian Disability Act 2006* (the *Act*). Council has developed a new Disability Action Plan which will be known as the Disability Access and Inclusion Plan 2017 – 2021.

In addition to the Disability Access and Inclusion Plan 2017 – 2021 development satisfying the legislative requirements of Section 38 of the *Act*, the Plan also demonstrates Council's commitment to improving the lives of people with a disability in the Loddon Shire in order to achieve Council's vision to have *a prosperous, vibrant and engaged community* and contribute towards the mission *to enhance the sustainability and liveability of Loddon Shire*.

The Disability Access and Inclusion Plan 2017 – 2021 is the fourth plan for Loddon Shire Council with Council adopting its first Community Access Plan in 2003.

The previous plans have seen Council make significant steps towards embracing accessibility and social inclusion in its organisational values, as reflected in the vision and mission of the Council Plan 2017 - 2021. This Plan sets out a four-year plan that builds on the success of previous plans.

**ISSUES/DISCUSSION**

Approximately 1383 residents of Loddon Shire could have some form of disability. This figure increases when we consider temporary disabilities and Loddon Shire's ageing population, many of whom do not identify as having a disability and therefore are not recorded in demographic statistics.

Experiences of people with a disability demonstrate that it is not just disability that makes life difficult. It is the barriers that society imposes because of disability – barriers that are physical and technical, and barriers that come from attitudes. The Disability Access and Inclusion Plan 2017 – 2021 is Council's commitment to continue to reduce the barriers experienced by people with a disability.

The Plan evaluates the access and equity issues with regard to Council policies and programs and focuses on developing practical and realistic strategies that work to create opportunities for people with a disability to participate more fully in civic life.



The Plan considers the issues of disability access within the context of universal access and social inclusion. This emphasis not only addresses the issues experienced by residents in Loddon Shire who could have a disability, but also has the capacity to deliver “flow on” benefits to other groups within the community, namely:

- ageing community members
- parents with young children
- injured residents who find themselves with a short-term disability that limits their mobility or changes their access needs
- community members who may have episodes of chronic ill health
- people from culturally diverse backgrounds.

This Plan has been developed with a lens of continuous improvement:

- reviewing the previous Community Access and Inclusion Plan 2013-2015;
- researching best practice to ensure the plan aligns with current policy and trends
- conducting extensive consultation with the community and staff to ensure the plan is based on the needs and aspirations of people in Loddon Shire

The Disability Access and Inclusion Plan 2017 – 2021 supports Council in achieving its obligations under international, federal and state legislation, plans and policies, namely:

- *United Nations Convention on the Rights of Persons with Disabilities 2006*
- *National Disability Strategy 2010 – 2020*
- *National Disability Insurance Scheme (NDIS) Information Linkages and Capacity Building (ILC) Framework*
- *Disability Discrimination Act 1992*
- *Absolutely Everyone, State disability plan 2017 – 2020*
- *Disability Act 2006*
- *Charter of Human Rights and Responsibilities Act 2006*

The Plan has identified six key outcomes that address the needs of people with a disability in the Loddon Shire community and strategies that fit within Council’s area of influence to help achieve these outcomes over the four years of the Plan.

Outcomes	Strategies
People with a disability have the same opportunities to participate in services, programs and events in the Loddon Shire as everyone else.	<ul style="list-style-type: none"> <li>• We will ensure our services are accessible and flexible to meet the changing needs of people with a disability, their families and carers.</li> <li>• We will support events in the Loddon Shire to be accessible and welcoming to people with a disability.</li> </ul>
Loddon Shire’s built and natural environments are accessible and people with a disability are able to move around and get to the places they want to go.	<ul style="list-style-type: none"> <li>• We will work with our community to understand what physical barriers are experienced by people with a disability in our built and natural environments.</li> <li>• We will ensure new developments and infrastructure are built to the principles of universal design, planning beyond the Access Standards to meet community needs.</li> <li>• We will work to increase the accessibility of our built and natural environments to reduce the physical barriers experienced by people with a disability.</li> <li>• We will support our residents to maintain their independence to get about town.</li> <li>• We will support private businesses and people working in the building sector to understand the importance of</li> </ul>

	and improve their accessibility.
People with a disability are engaged in flexible and sustainable employment within the Loddon Shire and have opportunities to develop and succeed.	<ul style="list-style-type: none"> <li>• We will lead and work with others to increase local employment opportunities for people with a disability.</li> <li>• We will offer opportunities for people with a disability to increase their skills and confidence in the workplace.</li> </ul>
People with a disability can access the information they need to make informed decisions and choices and contribute to leading, shaping and influencing the Loddon Shire.	<ul style="list-style-type: none"> <li>• We will continue to improve our communication and information approaches to ensure that people with a disability can access information and know what is happening in their community.</li> <li>• We will ensure our community engagement approaches are accessible and inclusive of people with a disability and ensure all Loddon Shire residents have the opportunity to have their say.</li> </ul>
People with a disability, their families and carers are able to connect and participate in activities that are aligned to their interests and identities, and experience a high level of wellbeing in all aspects of their life.	<ul style="list-style-type: none"> <li>• We will continue to improve access to and from activities, services and events for people with a disability in the Loddon Shire community and reduce isolation.</li> <li>• We will lead and work with others to increase opportunities for people with a disability, their families and carers to connect and feel supported in the Loddon Shire community.</li> </ul>
People with a disability feel welcome and safe, and are as recognised and respected as any other resident in the Loddon Shire.	<ul style="list-style-type: none"> <li>• We will promote the importance of inclusion for all and provide information and education about good models of inclusive practices and approaches.</li> <li>• We will ensure our residents with a disability do not experience discrimination in the Loddon Shire.</li> </ul>

Annual internal action plans will be developed to guide Council staff on what needs to be done to achieve each strategy and ensure the plan is implemented efficiently and effectively over its four years. Annual reviews will be conducted to assess the Plan's progress, make appropriate changes and develop new actions to form the next year's Action Plan. Annual reviews ensure the Plan continues to adapt to the needs of the community and aligns with business unit plans and staff capacity. Annual progress reports will be provided to Council.

### **COST/BENEFITS**

Council will play many and varied roles in implementing the Disability Access and Inclusion Plan 2017 – 2021. Some activities will require resource allocation through Council's annual budget process.

There are 15 strategies outlined within the Plan. The majority will be achieved using existing resources and budget and therefore will not require additional funding. Some actions may require additional allocation of Council's budget, however feasibility will be investigated in the first year of this Plan and business cases developed to inform budget bids for year two (2018/19 financial year) expenditure. Other actions will require external grant applications or the development of partnerships with other agencies to contribute to some of the costs.

The Social Model of Disability has been used to guide the development of the Disability Access and Inclusion Plan 2017-2021. It focuses on addressing barriers created by attitudes, practices and structures which limit opportunities for all people to fully participate in life and creating a community that offers dignity, independence and choice. Reducing the barriers experienced by people with a disability means that more people are able to access and participate in services, employment and social activities within the Loddon Shire community. These are also known as social determinants of health. Not having access to services, employment and social activities can significantly affect a person's health and wellbeing and therefore addressing these determinants can reduce the demand on health services, increase employment rates, and increase the Loddon Shire community's social capital.

## RISK ANALYSIS

It is a legislative requirement that Council has a Disability Action Plan and reports on its implementation in its Annual Report. Failure to complete the development of a new Disability Action Plan will put Council at risk of non-compliance and potential discrimination. It is also costly to retrofit buildings to make them accessible rather than meet accessibility requirements in the initial construction.

See *Risk Analysis*, page 11 and 12 of the Disability Access and Inclusion Plan 2017 – 2021, for a detailed outline of the risks associated with not implementing the Plan.

## CONSULTATION AND ENGAGEMENT

Extensive consultation was undertaken with community members and Council staff members to ensure the Plan is based on the needs and aspirations of people in Loddon Shire.

A series of targeted community engagement sessions were held to:

- find out community views on how accessible and inclusive the Loddon Shire community is
- identify ways it can improve the overall quality of life of people in the local community and ensure that services and facilities provided by the Loddon Shire are accessible and equitable.

The community was offered many different ways to get involved and have its say. A total of 111 community members and Council staff members participated in the consultation through one or more of the following ways:

- direct contact with Council's Disability Inclusion Officer
- a survey available online and in hard copy, distributed through Council's Home and Community Care clients, networks and community groups, flyers on community notice boards, website banner, social media posts, and local newspaper and community newsletter articles
- eight pop-up listening posts held at neighbourhood houses and outside local supermarkets
- suggestion boxes available at neighbourhood houses, local supermarkets and general stores across the Loddon Shire
- three focus groups
- four staff workshops
- a staff survey

See 3.4.2 *What people told us*, page 5 to 7 of the Disability Access and Inclusion Plan 2017 – 2021, for a summary of the feedback from the consultation and engagement.

It is now recommended that the Plan be placed on exhibition for a two week period to seek public comment.



## DISABILITY ACCESS AND INCLUSION PLAN 2017 - 2021



## DOCUMENT INFORMATION

DOCUMENT TYPE:	Strategic document
DOCUMENT STATUS:	Draft
POLICY OWNER POSITION:	Manager Community Support
INTERNAL COMMITTEE ENDORSEMENT:	Not applicable
APPROVED BY:	Council
DATE ADOPTED:	<a href="#">Click here to enter date of approval</a>
VERSION NUMBER:	1
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DATE RESCINDED:	<a href="#">Click here to enter a date.</a>
RELATED STRATEGIC DOCUMENTS, POLICIES OR PROCEDURES:	Council Plan 2017-2021 Municipal Public Health and Wellbeing Plan 2013-2017 Community Care Strategy 2013-2017 Municipal Early Years Plan 2014-2017 Economic Development Strategy 2015-2019 Municipal Emergency Management Plan Recreation Strategy 2015-2020 Tourism Strategy 2011-2016 Loddon Shire Diversity Action Plan 2015-2016
RELATED LEGISLATION:	United Nations Convention of the Rights of Persons with Disabilities 2006 - ratified in Australia July 2008. Commonwealth Disability Discrimination Act 1992 The National Disability Strategy 2010-2020 Building Code of Australia 2013 Information, Linkages and Capacity Building Commissioning Framework 2016 Victorian Charter of Human Rights and Responsibilities Act 2006 - 1 January 2008 The Victorian Disability Amendment Act 2012 (revises the Disability Act 2006) The Equal Opportunity Act 1995 The Local Government Act 1989 - Section 3C Absolutely Everyone, State Disability Plan 2017-2020
EVIDENCE OF APPROVAL:	

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Signed by Chief Executive Officer

FILE LOCATION: Document1

**Strategic documents are amended from time to time, therefore you should not rely on a printed copy being the current version. Please consult the Loddon Shire website to ensure that the version you are using is up to date.**

**This document is available in alternative formats (e.g. larger font) if requested.**

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## EXECUTIVE SUMMARY

Loddon Shire Council is working to achieve its vision to have a *prosperous, vibrant and engaged community* and its mission to *enhance the sustainability and liveability of Loddon Shire*. Loddon Shire Council acknowledges that to achieve a community that is liveable for everyone it must continue to increase the accessibility and inclusion of people with a disability in the Loddon Shire.

In 2015, the Australian Bureau of Statistics (ABS) identified that approximately 18.3% (4.3 million) of the national population reported living with a disability, which is almost one in five Australians. This means approximately 1383 residents of Loddon Shire could have some form of disability. Disability results from the interaction between a person's conditions or impairments and the social and physical environment around them. It is also important to consider that the impacts of disability can extend beyond the person with a disability, affecting families, carers and the community as a whole.

Council has used the Social Model of Disability to guide the development of the Disability Access and Inclusion Plan 2017 – 2021. The Social Model of Disability directs Council to focus on addressing barriers created by attitudes, practices and structures which limit opportunities for all people to fully participate in life and creating a community that offers dignity, independence and choice.

The Plan reflects Council's commitment to continue to reduce barriers experienced by people with a disability. The Plan follows a review of Council's Community Action and Inclusion Plan 2013 – 2015.

The Plan has six focus areas that were identified through extensive community and staff consultation. The following outlines each focus area, the particular outcome that area addresses for the community, and the underlying strategies that state how Council will work to achieve each outcome.

### **Accessible services, programs and events**

People with a disability have the same opportunities to participate in services, programs and events in the Loddon Shire as everyone else.

- We will ensure our services are accessible and flexible to meet the changing needs of people with a disability, their families and carers.
- We will support events in the Loddon Shire to be accessible and welcoming to people with a disability.

### **Accessible Council buildings and infrastructure**

The Loddon Shire's built and natural environments are accessible and people with a disability are able to move around and get to the places they want to go.

- We will work with our community to understand what physical barriers are experienced by people with a disability in our built and natural environments.
- We will ensure new developments and infrastructure are built to the principles of universal design, planning beyond the Access Standards to meet community needs.
- We will work to increase the accessibility of our built and natural environments to reduce the physical barriers experienced by people with a disability.
- We will support our residents to maintain their independence to get about town.
- We will support private businesses and people working in the building sector to understand the importance of and improve their accessibility.

**Equal employment opportunities**

People with a disability are engaged in flexible and sustainable employment within the Loddon Shire and have opportunities to develop and succeed.

- We will lead and work with others to increase local employment opportunities for people with a disability.
- We will offer opportunities for people with a disability to increase their skills and confidence in the workplace.

**Accessible communication and engagement**

People with a disability can access the information they need to make informed decisions and choices and contribute to leading, shaping and influencing the Loddon Shire.

- We will continue to improve our communication and information approaches to ensure that people with a disability can access information and know what is happening in their community.
- We will ensure our community engagement approaches are accessible and inclusive of people with a disability and ensure all Loddon Shire residents have the opportunity to have their say.

**Inclusive community participation**

People with a disability, their families and carers are able to connect and participate in activities that are aligned to their interests and identities, and experience a high level of wellbeing in all aspects of their life.

- We will continue to improve access to and from activities, services and events for people with a disability in the Loddon Shire community and reduce isolation.
- We will lead and work with others to increase opportunities for people with a disability, their families and carers to connect and feel supported in the Loddon Shire community.

**Respectful and safe communities**

People with a disability feel welcome and safe, and are as recognised and respected as any other resident in the Loddon Shire.

- We will promote the importance of inclusion for all and provide information and education about good models of inclusive practices and approaches.
- We will ensure our residents with a disability do not experience discrimination in the Loddon Shire.

Council will play many and varied roles in implementing the Disability Access and Inclusion Plan 2017 – 2021. Some activities will require resource allocation through Council's annual budget process. Annual internal Action Plans will be developed to guide Council staff on what needs to be done to achieve each strategy. Annual reviews will be conducted to assess the Plan's progress, make appropriate changes and develop new actions to form the next year's Action Plan. Annual progress reports will be provided to Council.



## 1 PURPOSE

The Disability Access and Inclusion Plan 2017 – 2021 (the Plan) has been developed to help identify how Loddon Shire Council can contribute to better access and inclusion for residents in the Loddon Shire. Though the Plan refers primarily to people living with a disability, the plan also considers improved access for all community members including the elderly, parents with prams, young children and people who use English as a second language.

The Community Access and Inclusion Plan 2013 – 2015, after a twelve-month extension, is at the end of its term and in accordance with legislative requirements under the *Victorian Disability Act 2006* (the Act) Council has developed a new Disability Action Plan which will be known as the Disability Access and Inclusion Plan 2017 – 2021.

In addition to the Disability Access and Inclusion Plan 2017 – 2021 being developed to satisfy the legislative requirements of Section 38 of the Act, the Plan also demonstrates Council's commitment to improving the lives of people with a disability in the Loddon Shire in order to achieve Council's vision to have a *prosperous, vibrant and engaged community* and contribute towards the mission *to enhance the sustainability and liveability of Loddon Shire*.

## 2 DISABILITY IN LODDON SHIRE

### 2.1 Defining disability

The term 'disability' is an umbrella term which covers many different conditions and impairments. Some people's conditions or impairments are present from birth, others are acquired later in life. Conditions or impairments can be permanent or temporary. Some people's support needs can increase over time and some can fluctuate or be episodic (particularly for some people with mental illness).

The World Health Organisation describes disability as:

*"[A] term, covering impairments, activity limitations, and participation restrictions. An impairment is a problem in body function or structure; an activity limitation is a difficulty encountered by an individual in executing a task or action; while a participation restriction is a problem experienced by an individual in involvement in life situations".*

This definition acknowledges that disability is complex and recognises the interaction between a person and the community in which they live. For people with a disability to participate in all walks of life, interventions are required to remove both environmental and social barriers.

This Plan has been developed using the Social Model of Disability. The Social Model of Disability identifies systemic barriers, negative attitudes and exclusion by society as the contributing factors to a person's disability, rather than by the person's own impairment. Its emphasis is on dignity, independence and choice. Using the Social Model of Disability directs Council to focus on addressing barriers created by attitudes, practices and structures which limit opportunities for all people to fully participate in life.

### 2.2 Loddon Shire community profile

Loddon Shire is located within central Victoria. It has an area of almost 6700 square kilometres. The municipality is a 'community of communities', comprising a number of small towns spread throughout the Shire.

According to the 2016 census, the estimated population of Loddon Shire was 7555 people. 2675 people or 35.4% of the Loddon Shire population are aged 60 years and over, compared to

only 27.3% for regional Victoria. Loddon Shire's population is ageing, with the number of people over the age of 60 years increasing by 179 people between 2011 and 2016.

In 2015, the Australian Bureau of Statistics (ABS) identified that approximately 18.3% (4.3 million) of the national population reported living with a disability, which is almost one in five Australians. This means approximately 1383 residents of Loddon Shire could have some form of disability.

The 2016 census recorded that 553 people or 7.4% of the population need help in their day-to-day lives due to disability. This is 1.4% higher than the Victorian average and is an increase from 7.3% in 2011. Loddon Shire also has 854 people providing unpaid care to a person with a disability, long term illness or old age.

### 3 THE DEVELOPMENT PROCESS

#### 3.1 History

Council is now heading into its fourth Disability Action Plan.

**2003:** Council adopted its first Community Access Plan in 2003.

**2007:** The 2007 Plan introduced a holistic approach to access and inclusion across the whole organisation with a strong focus on educating and informing the principles of universal access and social inclusion to bring systemic changes in attitudes and work practices.

**2013:** The 2013 Plan continued with the focus on awareness, attitudinal change, education and training, while addressing and responding to Loddon Shire's legislative requirements. Federal Government changes to the Building Code of Australia (BCA) to align with the Disability Discrimination Act and Australian Standard 1428.1-2009 Design for Access and Mobility provided regulatory control to ensure that universal access design principles are considered in the design and construction of buildings and other related structures.

The implementation of the previous plans reflects the gradual shift in community and government perception of accessibility and inclusion. Attitudinal changes are evident and processes are embedded to ensure accessibility across the organisation.

The previous plans have seen the Loddon Shire Council make significant steps towards embracing accessibility and social inclusion in its organisational values, as reflected in the vision and mission of the Council Plan 2017 - 2021. This Plan sets out a four-year plan that builds on the success of previous plans.

#### 3.2 Review of the Community Access and Inclusion Plan 2013 – 2015

Council is committed to operating with a lens of continuous improvement to ensure it is doing its best for the people of Loddon Shire.

##### 3.2.1 Achievements of the Community Access and Inclusion Plan 2013 – 2015

The Community Access and Inclusion Plan 2013 – 2015 identified action areas for Council to facilitate a truly inclusive community in relation to consultation, civic participation and community engagement, employment, the built environment, transport, and leisure and tourism activities.

Some significant achievements of the Community Access and Inclusion Plan 2013 – 2015 include, but are not limited to:

- Essential Safety Audits planned to assess the accessibility of all Council buildings and development of priority recommendations for upgrades.
- Inglewood Swimming Pool Universal Upgrade project designed to meet disability access needs and requirements, to include complete upgrades of all buildings; new change rooms, including an above standard accessible change room facility; a new kiosk with disability access to servery areas; and new public ambulant and accessible toilets.
- Council style guide reviewed by Vision Australia and recommended changes incorporated to increase the accessibility of Council documents and publications.
- New Council website developed with integrated accessibility features such as ReadSpeaker software.
- Accessible accommodation guide developed that allows visitors to identify which accommodation providers could potentially meet their access needs and helps accommodation providers to identify simple changes to their business to increase their accessibility.
- Completion of several major projects to townships such as: Pyramid Hill corner of Barber and Victoria St, increased access from the parking bays to footpath and egress into the hotel; Pyramid Hill Kelly St footpath upgrade with contrast paving for people with low vision; and Serpentine public toilets upgraded to be universally accessible.
- Easy English training provided to staff.
- Council's standard font type and size changed to make all Council publications more accessible.
- Events Management Plan developed to include accessibility information.

### 3.2.2 Key learnings from the previous plan

Annual reviews of the Community Access and Inclusion Plan 2013 – 2015 were conducted and a comprehensive review was completed at the end of the Plan in consultation with managers who were responsible action owners. Key learnings that came out of the reviews are:

- **Keep it clear and achievable.** The previous Plan was found to be unclear on what was the expected outcome. This meant that some actions could not be achieved as staff were not aware of why or how to implement their actions requiring a lot of support and advice from the Loddon Shire Council's Disability Inclusion Officer.
- **The importance of consultation with staff and community.** The previous Plan highlighted the importance of setting actions that meet community needs but also align to business unit plans. Some actions could not be achieved with existing resources or budget due to not aligning to the planned work of the business unit and became difficult for staff to find the capacity to complete.
- **The importance of continual review and modification.** The previous Plan's actions were developed to cover three years of implementation, meaning it became rigid and did not allow for changes or opportunities for continuous improvement.

This Plan has been developed after extensive consultation with staff and community to identify and set outcomes that address the needs of people with a disability in the Loddon Shire community, and strategies that fit within Council's area of influence to help achieve these outcomes. The Plan sets out broad outcomes and strategies for the four years, with Action Plans to be reviewed and developed each year to ensure the plan continues to adapt to the needs of the community and aligns with business unit plans and staff capacity.

### 3.3 Researching best practice

Extensive research was conducted to ensure the Plan is aligned with current policy and trends, including:

- reviewing demographic and health statistics
- reviewing local, state and federal strategic, policy and service context
- benchmarking against other local government Disability Action Plans.

### 3.4 Consultation with the community and staff

Council values the voices of the people living in Loddon Shire and conducted an extensive range of consultations with community members and staff members to ensure the Plan is based on the needs and aspirations of people in Loddon Shire.

Council's Disability Access and Inclusion Steering Group had a key role in identifying the mechanisms for engaging and consulting with the community.

#### 3.4.1 Community engagement methods

Council ran a series of targeted community engagement sessions to find out community views on how accessible and inclusive the Loddon Shire community is, and identify ways it can improve the overall quality of life of people in the local community and ensure that services and facilities provided by the Loddon Shire are accessible and equitable. The community was offered many different ways it could get involved and have its say. A total of 111 community members and staff members participated in the consultation.

#### **Direct contact**

People were encouraged to contact the Disability Inclusion Officer by phone, email or in person. This was promoted through emails, flyers on community notice boards, website banner, social media posts, and local newspaper and community newsletter articles.

#### **Survey**

A survey was available online and in hardcopy encouraging people to answer questions related to the following areas:

- Council's buildings and facilities, such as sports grounds, swimming pools, public halls, footpaths, parks, playgrounds and any other Council owned places
- the services that Council offers, such as child care centres, garbage collection, customer service that the community receives either over the counter or on the phone, animal registration, and the many other services that Council provides to the community
- information and communications that Council produces, such as flyers, books, advertising, website and other documents
- employment as a person with a disability
- participation in the community as a person with a disability, such as participating in events, recreation activities, public activities
- attitudes and practices which discriminate against people with a disability
- best practice for accessible and inclusive communities of people with a disability.

The survey was promoted and distributed through Council's Home and Community Care clients, networks and community groups, flyers on community notice boards, website banner, social media posts, and local newspaper and community newsletter articles.

15 surveys were completed: 12 online using Survey Monkey, 2 hardcopy and one over the phone with support from the Disability Inclusion Officer.

#### **Pop-up listening posts**

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Eight separate community engagement opportunities were held around the Loddon Shire through pop-up listening posts at neighbourhood houses and outside supermarkets. The opportunities encouraged community to think about what actions they would suggest Council take over the next five years so that they can answer 'yes' to the following questions:

- Do you feel comfortable and welcome in Loddon Shire?
- Can you easily find your way around?
- Can you find information about services and community activities easily?
- Are you able to participate in community life to the full extent you want to?
- Can you access buildings and facilities easily?

Six community members attended the community listening posts held at neighbourhood houses and 21 community members participated in the community engagement opportunities held outside the four local supermarkets.

#### **Suggestion boxes**

Suggestion boxes were left at each neighbourhood house and local supermarket for a week following each town's listening posts providing the opportunity for people to write a comment and post it in a box. Suggestion forms encouraged the community to consider the same questions as those asked at the pop-up listening posts.

14 suggestion forms were completed by community members.

#### **Focus groups**

Community groups and organisations were encouraged to invite the Disability Inclusion Officer to meetings if they were interested in discussing access and inclusion issues to feed into the development of the Plan.

The Disability Inclusion Officer attended three group meetings/gatherings to talk about the Plan.

#### **Staff workshops**

Four separate workshops were held for staff seeking feedback from staff on what works well and what needs improving. At these workshops staff reviewed Council's current practices focusing on services and public programs delivered and facilities provided, and identifying barriers that prevent people with a disability accessing them.

53 staff attended the four staff workshops held in Wedderburn and Serpentine. Two staff were not able to attend the staff workshops however arranged a separate meeting with the Disability Inclusion Officer to discuss the plan.

#### **Staff survey**

A staff survey was available for Council staff members to answer questions related to:

- their level of awareness of disability, the previous Plan and how it relates to their work
- their level of confidence to adapt work practices to meet the needs of people with a disability
- identifying opportunities to improve their work practice to be more accessible and inclusive of people with a disability
- rating the Loddon Shire Council's level of accessibility and inclusiveness.

52 staff members completed the survey.

#### **3.4.2 What people told us**

Feedback from the consultations generally indicated that the community was satisfied with the services provided by Council and thought that Council was making some good improvements to

the accessibility of the Loddon Shire. The common issues identified during the community and staff consultation were:

#### **Accessibility of services, programs and events**

Feedback identified that event organisers need awareness and support to understand how to set-up their events to be accessible, such as placing vans and toilets where there are clear and easy paths of travel, having an accessible toilet, signage at events to help people get around, and including information about the event accessibility in promotion material.

Many community members raised the need for information and face-to-face contact with Council to be more easily available. A common complaint was that people who didn't live in Wedderburn or Serpentine and have direct access to one of the Council offices found it difficult to get in contact with Council staff because they did not have access to transport and found it difficult to communicate over the phone. Suggestions included a council road show or regular attendance at neighbourhood houses.

A number of community members talked about how difficult they found it to find out about what services and activities were available in the Loddon Shire. A suggestion was made regarding the need for welcome packs from the shire to support access to information and about opportunities to participate in the community.

#### **Accessibility of buildings and infrastructure**

Footpath and gutter maintenance was raised often by community members as being a high priority within the towns of Loddon Shire. Of specific mention was the need for footpaths and gutters to be of a standard that supports the use of mobility aids such as scooters and wheel-walkers to support people to maintain their independence when getting around their towns.

The need to increase the accessibility of many existing public toilets and community buildings was raised in most community consultation sessions. Residents would like to see more ambulant toilets with rails in addition to the accessible toilets.

A number of community members also identified the need for Council to be thinking about access to and from buildings at recreation and natural reserves where there are often not designated footpaths and using universal design principles to plan beyond the standards to meet community needs.

Community members also understood that Council does not have control over all buildings and infrastructure in the Loddon Shire, however many people noted difficulty getting into shops and private businesses.

#### **Employment opportunities**

Community members said that programs that support creation of employment opportunities for people with a disability in the Loddon Shire was very important. People with a disability in the Loddon Shire community want to work but said that employers weren't willing to "give them a go". Suggestions included broader community support and awareness to businesses of State and Federal initiatives that encourage and support employment of people with a disability and providing opportunities for training/work placements for people with a disability to develop skills for employment.

#### **Communication and information**

Feedback indicates that community members access information in many different ways and there is no one type that suits all. Some feedback indicated that access to the internet is difficult and many community members reported that they would like Council to make better use of non-formal communication methods, such as community noticeboards, newsletters and distribution to community groups to support 'word of mouth' sharing of information. While other feedback suggested an increase in the use of social media by Council and improvements to the Council website to make it simpler, with plain English and easier to find information.

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A common suggestion from community members was also for Council to update and improve the signs around the Loddon Shire to make them easier to read.

Many community members identified that they did not hear about or know when Council had new projects or plans being developed, or know how they could get involved and have their say.

#### **Inclusion and civic participation**

Transport across the Loddon Shire was identified by many community members as a major barrier to participation in the community. Suggestions included advocating for improved public transport and the development of transport programs to events, activities and also to towns outside of the Loddon Shire to support people to access the services that are not available to them within the Shire.

Many people reported that they felt they were able to participate and be included in the Loddon Shire, however it was identified that people with a disability and their carers can be isolated in the community and may not have the same opportunities to make connections and feel supported in the Loddon Shire. Some suggestions included running organised programs for people with a disability to participate and build connections, such as “know your neighbour” and “come and try days” and more support groups for carers.

#### **Attitudes and behaviours that discriminate**

Feedback generally indicated that people with a disability felt welcome and safe in the Loddon Shire community, however there may be a lack of understanding of disability and therefore people with a disability may not be treated or respected the same as any other resident. Many community members identified the need for more disability awareness activities in the community to raise understanding of diversity, human rights and what discrimination is, such as workshops with community groups, businesses, clubs, and positive promotion/stories of disability in the community.

#### **Staff training**

It was also found through the staff and community consultations that for Council staff to be able to address the above identified needs of the community and adapt their work practices to consider and meet the needs of people with a disability, staff will need training to increase their confidence and help them know how they can do that.

## **4 POLICY CONTEXT**

Access and inclusion for people with a disability is driven by international policy, such as the *United Nations Convention on the Rights of Persons with Disabilities 2006*. The Australian government ratified the convention on behalf of the country in 2008 and followed this with the development of the *National Disability Strategy 2010 – 2020*.

The Victorian Government’s *Absolutely Everyone, State disability plan 2017 – 2020* outlines how the state government will implement their obligations under the national strategy and the convention.

As a local government in Victoria the Loddon Shire Council also has responsibilities under state legislation such as the *Disability Act 2006* and the *Charter of Human Rights and Responsibilities Act 2006*.

Council must also act in accordance with the *Disability Discrimination Act 1992* to ensure there is no discrimination based on disability in any of its functions, services or corporate framework.

The Disability Access and Inclusion Plan 2017 – 2021 forms part of Council’s commitment to achieving its obligations under international, federal and state legislation, plans and policies. The Plan has been developed taking inspiration from the documents listed in Appendix 1.

This Plan has specifically been developed to have outcomes that align with and support the aspirations of the Victorian Government's *Absolutely Everyone, State disability plan 2017 – 2020* and the *National Disability Insurance Scheme (NDIS) Information Linkages and Capacity Building (ILC) Framework*.

## 5 COUNCIL'S ROLE

Council acknowledges that people living with disability are valuable members of the community who have the same fundamental rights and responsibilities as all citizens. It commits to a proactive 'whole-of-organisation' approach informed by principles of universal access and social inclusion.

Council, in partnership with all its citizens, state and federal governments and other organisations, will work towards the following guiding outcomes to build a truly inclusive community:

- 1. People with a disability have the same opportunities to participate in services, programs and events in the Loddon Shire as everyone else.**
- 2. The Loddon Shire's built and natural environments are accessible and people with a disability are able to move around and get to the places they want to go.**
- 3. People with a disability are engaged in flexible and sustainable employment within the Loddon Shire and have opportunities to develop and succeed.**
- 4. People with a disability can access the information they need to make informed decisions and choices and contribute to leading, shaping and influencing the Loddon Shire.**
- 5. People with a disability, their families and carers are able to connect and participate in activities that are aligned to their interests and identities, and experience a high level of wellbeing in all aspects of their life.**
- 6. People with a disability feel welcome and safe, and are as recognised and respected as any other resident in the Loddon Shire.**

The Loddon Shire Council has identified 15 strategies that will direct Council on how it will achieve the six outcomes of the Plan.

### 5.1 Accessible services, programs and events

People with a disability have the same opportunities to participate in services, programs and events in the Loddon Shire as everyone else.

1. We will ensure our services are accessible and flexible to meet the changing needs of people with a disability, their families and carers.
2. We will support events in the Loddon Shire to be accessible and welcoming to people with a disability.

### 5.2 Accessible Council buildings and infrastructure

The Loddon Shire's built and natural environments are accessible and people with a disability are able to move around and get to the places they want to go.



3. We will work with our community to understand what physical barriers are experienced by people with a disability in our built and natural environments.
4. We will ensure new developments and infrastructure are built to the principles of universal design, planning beyond the Access Standards to meet community needs.
5. We will work to increase the accessibility of our built and natural environments to reduce the physical barriers experienced by people with a disability.
6. We will support our residents to maintain their independence to get about town.
7. We will support private businesses and people working in the building sector to understand the importance of and improve their accessibility.

### **5.3 Equal employment opportunities**

People with a disability are engaged in flexible and sustainable employment within the Loddon Shire and have opportunities to develop and succeed.

8. We will lead and work with others to increase local employment opportunities for people with a disability.
9. We will offer opportunities for people with a disability to increase their skills and confidence in the workplace.

### **5.4 Accessible communication and engagement**

People with a disability can access the information they need to make informed decisions and choices and contribute to leading, shaping and influencing the Loddon Shire.

10. We will continue to improve our communication and information approaches to ensure that people with a disability can access information and know what is happening in their community.
11. We will ensure our community engagement approaches are accessible and inclusive of people with a disability and ensure all Loddon Shire residents have the opportunity to have their say.

### **5.5 Inclusive community participation**

People with a disability, their families and carers are able to connect and participate in activities that are aligned to their interests and identities, and experience a high level of wellbeing in all aspects of their life.

12. We will continue to improve access to and from activities, services and events for people with a disability in the Loddon Shire community and reduce isolation.
13. We will lead and work with others to increase opportunities for people with a disability, their families and carers to connect and feel supported in the Loddon Shire community.

### **5.6 Respectful and safe communities**

People with a disability feel welcome and safe, and are as recognised and respected as any other resident in the Loddon Shire.

14. We will promote the importance of inclusion for all and provide information and education about good models of inclusive practices and approaches.
15. We will ensure our residents with a disability do not experience discrimination in the Loddon Shire.

## 6 IMPLEMENTATION OF THE PLAN

Annual Action Plans will be developed to guide Council staff on what needs to be done to achieve each strategy of the Plan and ensure the plan is implemented efficiently and effectively over its four years.

Annual reviews will be conducted to assess the Plan's progress, make appropriate changes and develop new actions to form the next year's Action Plan.

## 7 MONITORING AND EVALUATION

Council has identified an additional three key strategies for the Plan, these are:

1. We will meet our legislative requirements.
2. We will be accountable to our community and implement the Plan with good governance.
3. We will operate with a lens of continuous improvement to ensure we are doing our best for people with a disability in the Loddon Shire community.

The below table sets out how the Loddon Shire Council will continually monitor and report on the Plan's progress over its four years of implementation and inform future planning to continue to address the needs of people with a disability in the Loddon Shire community.

**Table 1: Implementation and evaluation plan**

Strategy	Actions	Lead Department	Partners
<b>We will meet our legislative requirements.</b>	1. Register the Disability Access and Inclusion Plan 2017-2021 with the Australian Human Rights Commission.	Community Support (Disability Inclusion)	
	2. Include a report on the Plan's progress in the Loddon Shire Council Annual Report.	Community Support (Disability Inclusion)	Corporate Services
<b>We will be accountable to our community and implement the Plan with good governance.</b>	3. Regularly monitor and support implementation of the Action Plan through the Disability Access and Inclusion Steering Group.	Community Support (Disability Inclusion)	Disability Access and Inclusion Steering Group
	4. Develop a monitoring and evaluation template for all lead departments to report on the progress of their actions every 6 months.	Community Support (Disability Inclusion)	All Lead Departments
	5. Publish annual updates on the Loddon Shire Council website.	Community Support (Disability Inclusion)	

Strategy	Actions	Lead Department	Partners
<b>We will operate with a lens of continuous improvement to ensure we are doing our best for people with a disability in the Loddon Shire community.</b>	6. Conduct a review of the Action Plan in the last month of each year of the Plan to assess progress, make appropriate changes and develop new actions to form the next year's Action Plan.	Community Support (Disability Inclusion)	All Lead Departments
	7. Provide annual progress reports to Council through internal reporting processes.	Community Support (Disability Inclusion)	Disability Access and Inclusion Steering Group
	8. Undertake a comprehensive review and evaluation of the DAIP 2017-2021 in the last quarter of the Plan, to inform the development of the new DAIP.	Community Support (Disability Inclusion)	
	9. Report to Council on the efficacy of this Plan, with future recommendations and priorities for action by the end of 2021.	Community Support (Disability Inclusion)	

## 8 BUDGET IMPLICATIONS

There are 18 strategies outlined within this Plan. The majority will be achieved using existing resources and budget and therefore will not require additional funding. Some actions may require additional allocation of Council's budget, however feasibility will be investigated in the first year of this Plan and business cases developed to inform budget bids for year two (2018/19 financial year) expenditure. Other actions will require external grant applications or the development of partnerships with other agencies to contribute to some of the costs.

## 9 RISK ANALYSIS

It is a legislative requirement that Council has a Disability Action Plan and report on its implementation in its Annual Report. Failure to complete the development of a new Disability Action Plan will put Council at risk of non-compliance and potential discrimination.

It is considered that this Plan does not impact negatively on any rights identified in the *Victorian Charter of Human Rights and Responsibilities Act 2006*. It is important to note that Loddon Shire Council is liable under the *Disability Discrimination Act 1994* (DDA), if it discriminates against people with disabilities and or their carers/family members based on any of its functions, services or corporate framework. Therefore it is possible for the Council to be sued if it does not adhere to the DDA or the *Victorian Charter of Human Rights and Responsibilities Act*.

It is also costly to retrofit buildings to make them accessible rather than meet accessibility requirements in the initial construction.

The following table outlines the risk analysis of not implementing a Community Access and Inclusion Plan:

**Table 2: Disability Access and Inclusion Plan risk analysis**

Possible risks	Consequential criteria	Likelihood criteria	Assessed risk
New or modified facilities not being disability compliant	Potential cost could be more than \$100,000	Unlikely to occur but could happen	Medium
Person with a disability unable to obtain and maintain employment with Loddon Shire Council	Potential cost could be more than \$100,000	Unlikely to occur but could happen	Medium
Person with a disability is not included in local activities coordinated by Loddon Shire Council due to negative attitudes, assumptions and barriers not addressed	Potential cost could be between \$20,000 and \$50,000	Unlikely to occur but could happen	Low
Loddon Shire Council staff discriminate on the basis of disability for Loddon Shire Council services	Potential cost could be between \$20,000 and \$50,000	Unlikely to occur but could happen	Low

## APPENDIX 1: POLICY ENVIRONMENT

The Plan has been developed taking into account the following documents:

### International

- United Nations Convention of the Rights of Persons with Disabilities 2006 - ratified in Australia July 2008.

### National

- Commonwealth Disability Discrimination Act 1992
- The National Disability Strategy 2010-2020
- Building Code of Australia 2013
- Information, Linkages and Capacity Building Commissioning Framework 2016

### State

- Victorian Charter of Human Rights and Responsibilities Act 2006 - 1 January 2008
- The Victorian Disability Amendment Act 2012 (revises the Disability Act 2006)
- The Equal Opportunity Act 1995
- The Local Government Act 1989 - Section 3C
- Absolutely Everyone, State Disability Plan 2017-2020

### Local Government

- A Strategic Framework for Local Government, MAV

### Loddon Shire Council

- Council Plan 2017-2021
- Municipal Public Health and Wellbeing Plan 2013-2017
- Community Care Strategy 2013-2017
- Municipal Early Years Plan 2014-2017
- Economic Development Strategy 2015-2019
- Municipal Emergency Management Plan
- Recreation Strategy 2015-2020
- Tourism Strategy 2011-2016
- Loddon Shire Diversity Action Plan 2015-2016

**10.3 SECTION 86 COMMITTEE OF MANAGEMENT MEMBERSHIP DETAILS-CAMPBELLS FOREST HALL**

**File Number:** 02/01/015  
**Author:** Michelle Hargreaves, Administration Officer  
**Authoriser:** Sharon Morrison, Director Corporate Services  
**Attachments:** Nil

**RECOMMENDATION**

That Council appoints the persons named in this report as members of the Campbells Forest Hall Section 86 committee of management, effective immediately.

**CONFLICT OF INTEREST**

There is no conflict of interest for any Council staff member involved in the preparation of this report, or involved in the subject matter of the report.

**PREVIOUS COUNCIL DISCUSSION**

Council approved the current list of committee members for Campbells Forest Hall Committee of Management on 22 November 2016.

**BACKGROUND**

Current Section 86 committee instruments of delegations include Clause 3.6 which outlines the requirement for nomination and appointment of committee members, which is as follows:

**Members and Office Bearers of the Committee**

At the Annual General Meeting each year nominations shall be called for proposed members of the committee. The committee must then elect from its proposed members the following office bearers:

- President, who shall be Chairperson of the Committee
- Secretary
- Treasurer.

The full list of proposed members must be forwarded to Council for formal appointment at an Ordinary Meeting of Council, in accordance with section 86(2). Until this formal appointment by Council occurs, the previous committee members will continue to hold office.

Clause 3.3 Membership of the committee outlines Council's preferred composition of the committee specific to each delegation, and states that Council seeks to provide broad representation to the committees.

For community based committees, at least 6 community representatives are preferred.

For organisation based committees, each delegation has a list of organisations that are required to provide representatives for the committee.

**ISSUES/DISCUSSION**

Campbells Forest Hall is a community based committee with preferred representation requiring at least 6 community representatives. The following is a list of nominated representatives for the committee which meets the minimum requirement:

Name	Position
Rae Broadbent	President
Don Wilson	Vice President
Fred Shea	Secretary
Gaye Larson	Treasurer
Ian Cattanach	Committee Member
Toni Shea	Committee Member
Janine Cornish	Committee Member
Ann-Maree Davis	Committee Member

The Council representative for this committee is Cr Colleen Condliffe.

**COST/BENEFITS**

The benefit of this report is that Council has an up to date and accurate record of current committee members to ensure that contact can be made, particularly where Council is requesting committees to comply with reporting requirements under the legislation.

**RISK ANALYSIS**

Section 86 Committees act for and on behalf of Council which creates a risk for Council should they ever act outside their delegated authority.

Under Section 86(2) of the Act, "Council may appoint members to a special committee and may at any time remove a member from a special committee".

Council's appointment of committee members, not only satisfies the legislation, but also provides Council with the opportunity to sight the list of committee members before formally appointing them as they are the people that will be operating the committees, and in effect, acting for and on behalf of Council over the course of the year.

**CONSULTATION AND ENGAGEMENT**

Nil

**10.4 SECTION 86 COMMITTEE OF MANAGEMENT MEMBERSHIP DETAILS-JONES EUCALYPTUS DISTILLERY SITE**

**File Number:** 01/02/024  
**Author:** Michelle Hargreaves, Administration Officer  
**Authoriser:** Sharon Morrison, Director Corporate Services  
**Attachments:** Nil

**RECOMMENDATION**

That Council appoints the persons named in this report as members of the Jones Eucalyptus Distillery Site Section 86 committee of management, effective immediately.

**CONFLICT OF INTEREST**

There is no conflict of interest for any Council staff member involved in the preparation of this report, or involved in the subject matter of the report.

**PREVIOUS COUNCIL DISCUSSION**

Council approved the current list of committee members for Jones Eucalyptus Distillery Site Committee of Management on 22 November 2016.

**BACKGROUND**

Current Section 86 committee instruments of delegations include Clause 3.6 which outlines the requirement for nomination and appointment of committee members, which is as follows:

**Members and Office Bearers of the Committee**

At the Annual General Meeting each year nominations shall be called for proposed members of the committee. The committee must then elect from its proposed members the following office bearers:

- President, who shall be Chairperson of the Committee
- Secretary
- Treasurer.

The full list of proposed members must be forwarded to Council for formal appointment at an Ordinary Meeting of Council, in accordance with section 86(2). Until this formal appointment by Council occurs, the previous committee members will continue to hold office.

Clause 3.3 Membership of the committee outlines Council's preferred composition of the committee specific to each delegation, and states that Council seeks to provide broad representation to the committees.

For community based committees, at least 6 community representatives are preferred.

For organisation based committees, each delegation has a list of organisations that are required to provide representatives for the committee.



**ISSUES/DISCUSSION**

Jones Eucalyptus Distillery Site is a community based committee with preferred representation requiring at least 6 community representatives. The following is a list of nominated representatives for the committee which meets the minimum requirement:

Name	Position
Ian Collie	President
Jeff Hooley	Vice President
Murray Baud	Secretary / Treasurer
Kevin Poyser	Committee Member
Bert Bradley	Committee Member
Leigh Lamprell	Committee Member
Chris Sharp	Committee Member
Barbara Collie	Committee Member

The Council representative for this committee is Cr Colleen Condliffe.

**COST/BENEFITS**

The benefit of this report is that Council has an up to date and accurate record of current committee members to ensure that contact can be made, particularly where Council is requesting committees to comply with reporting requirements under the legislation.

**RISK ANALYSIS**

Section 86 Committees act for and on behalf of Council which creates a risk for Council should they ever act outside their delegated authority.

Under Section 86(2) of the Act, "Council may appoint members to a special committee and may at any time remove a member from a special committee".

Council's appointment of committee members, not only satisfies the legislation, but also provides Council with the opportunity to sight the list of committee members before formally appointing them as they are the people that will be operating the committees, and in effect, acting for and on behalf of Council over the course of the year.

**CONSULTATION AND ENGAGEMENT**

Nil.

**10.5 SECTION 86 COMMITTEE OF MANAGEMENT MEMBERSHIP DETAIL-KORONG VALE SPORTS CENTRE**

**File Number:** 02/01/027  
**Author:** Michelle Hargreaves, Administration Officer  
**Authoriser:** Sharon Morrison, Director Corporate Services  
**Attachments:** Nil

**RECOMMENDATION**

That Council appoints the persons named in this report as members of the Korong Vale Sports Centre Section 86 committee of management, effective immediately.

**CONFLICT OF INTEREST**

There is no conflict of interest for any Council staff member involved in the preparation of this report, or involved in the subject matter of the report.

**PREVIOUS COUNCIL DISCUSSION**

Council approved the current list of committee members for Korong Vale Sports Centre Committee of Management on 22 November 2016.

**BACKGROUND**

Current Section 86 committee instruments of delegations include Clause 3.6 which outlines the requirement for nomination and appointment of committee members, which is as follows:

**Members and Office Bearers of the Committee**

At the Annual General Meeting each year nominations shall be called for proposed members of the committee. The committee must then elect from its proposed members the following office bearers:

- President, who shall be Chairperson of the Committee
- Secretary
- Treasurer.

The full list of proposed members must be forwarded to Council for formal appointment at an Ordinary Meeting of Council, in accordance with section 86(2). Until this formal appointment by Council occurs, the previous committee members will continue to hold office.

Clause 3.3 Membership of the committee outlines Council's preferred composition of the committee specific to each delegation, and states that Council seeks to provide broad representation to the committees.

For community based committees, at least 6 community representatives are preferred.

For organisation based committees, each delegation has a list of organisations that are required to provide representatives for the committee.

**ISSUES/DISCUSSION**

Korong Vale Sports Centre is an organisation based committee with representatives from each of the stakeholder groups. The following is a list of nominated representatives for the committee which meets the minimum requirement:

<b>Name</b>	<b>Organisation</b>
John Murnane	Community Member
Robert Day (Vice President)	Korong Vale Cricket Club
Fay Day (Secretary/ Treasurer)	Korong Vale Cricket Club
Andrew Day	Korong Vale Lawn Bowls Club
Judy Matthews	Korong Vale Lawn Bowls Club
Joan Earl (President)	Korong Vale Tennis Club
Peter Gibson	Korong Vale Tennis Club

The Council representative for this committee is Neil Beattie.

**COST/BENEFITS**

The benefit of this report is that Council has an up to date and accurate record of current committee members to ensure that contact can be made, particularly where Council is requesting committees to comply with reporting requirements under the legislation.

**RISK ANALYSIS**

Section 86 Committees act for and on behalf of Council which creates a risk for Council should they ever act outside their delegated authority.

Under Section 86(2) of the Act, "Council may appoint members to a special committee and may at any time remove a member from a special committee".

Council's appointment of committee members, not only satisfies the legislation, but also provides Council with the opportunity to sight the list of committee members before formally appointing them as they are the people that will be operating the committees, and in effect, acting for and on behalf of Council over the course of the year.

**CONSULTATION AND ENGAGEMENT**

Nil

**10.6 SECTION 86 COMMITTEE OF MANAGEMENT MEMBERSHIP DETAILS-LODDON SOUTHERN TOURISM AND DEVELOPMENT**

**File Number:** 02/01/029  
**Author:** Michelle Hargreaves, Administration Officer  
**Authoriser:** Sharon Morrison, Director Corporate Services  
**Attachments:** Nil

**RECOMMENDATION**

That Council appoints the persons named in this report as members of the Loddon Southern Tourism and Development Section 86 committee of management, effective immediately.

**CONFLICT OF INTEREST**

There is no conflict of interest for any Council staff member involved in the preparation of this report, or involved in the subject matter of the report.

**PREVIOUS COUNCIL DISCUSSION**

Council approved the current list of committee members for Loddon Southern Tourism and Development Committee of Management on 26 April 2017.

**BACKGROUND**

Current Section 86 committee instruments of delegations include Clause 3.6 which outlines the requirement for nomination and appointment of committee members, which is as follows:

**Members and Office Bearers of the Committee**

At the Annual General Meeting each year nominations shall be called for proposed members of the committee. The committee must then elect from its proposed members the following office bearers:

- President, who shall be Chairperson of the Committee
- Secretary
- Treasurer.

The full list of proposed members must be forwarded to Council for formal appointment at an Ordinary Meeting of Council, in accordance with section 86(2). Until this formal appointment by Council occurs, the previous committee members will continue to hold office.

Clause 3.3 Membership of the committee outlines Council's preferred composition of the committee specific to each delegation, and states that Council seeks to provide broad representation to the committees.

For community based committees, at least 6 community representatives are preferred.

For organisation based committees, each delegation has a list of organisations that are required to provide representatives for the committee.

**ISSUES/DISCUSSION**

Loddon Southern Tourism and Development is a community based committee with preferred representation requiring at least 6 community representatives. The following is a list of nominated representatives for the committee which meets the minimum requirement:

<b>Name</b>	<b>Position</b>
Vacant	President
Jill Temby	Vice President
Sue Horsley	Deputy Vice President
Dot Silke	Junior Vice president
Robyn Vella	Secretary
Norma Sokolowski	Treasurer
Colin Silke	Committee Member
Darryl Peter	Committee Member
David Gordon	Committee Member
George Swinburne	Committee Member
Isabelle Marshall	Committee Member
Ken Arnold	Committee Member
Linda Kennedy	Committee Member

The Council representative for this committee is Robyn Vella.

**COST/BENEFITS**

The benefit of this report is that Council has an up to date and accurate record of current committee members to ensure that contact can be made, particularly where Council is requesting committees to comply with reporting requirements under the legislation.

**RISK ANALYSIS**

Section 86 Committees act for and on behalf of Council which creates a risk for Council should they ever act outside their delegated authority.

Under Section 86(2) of the Act, "Council may appoint members to a special committee and may at any time remove a member from a special committee".

Council's appointment of committee members, not only satisfies the legislation, but also provides Council with the opportunity to sight the list of committee members before formally appointing them as they are the people that will be operating the committees, and in effect, acting for and on behalf of Council over the course of the year.

**CONSULTATION AND ENGAGEMENT**

Nil.

**10.7 ROAD MANAGEMENT PLAN DEFECT RECTIFICATION COMPLIANCE REPORT**

**File Number:** 14/01/022  
**Author:** Daniel Lloyd, A/Manager Operations  
**Authoriser:** Steven Phillips, Director Operations  
**Attachments:** Nil

**RECOMMENDATION**

That Council receive and note the road management plan defect rectification compliance report.

**CONFLICT OF INTEREST**

There is no conflict of interest for any council staff member involved in writing this report, or involved in the subject matter of the report.

**PREVIOUS COUNCIL DISCUSSION**

This is the first report for the 2017 - 2018 financial year, summarising road network defect rectification compliance against requirements specified within the Loddon Shire Road Management Plan (RMP).

**BACKGROUND**

This report is produced quarterly and provides statistical data with respect to the Organisation's performance in managing the road network. Performance is measured through a comparison of actual defect rectification timeframes against requirements specified in the RMP.

**ISSUES/DISCUSSION**

Table 1 below provides a summary of the compliance against the schedule of road and street inspection regimes as set in the RMP.

*Table 1: Inspection summary report*

<b>Quarter 1 (01/7/2017 – 30/09/2017)</b>					
<b>Number of scheduled inspections</b>	<b>Number completed by due date</b>	<b>Number completed after due date</b>	<b>Number not completed</b>	<b>Compliance</b>	<b>District</b>
24	22	2	0	91.7%	Loddon Plains
32	29	3	0	90.6%	Loddon Goldfields

During the first quarter of 2017 – 2018 financial year, 91.1% of the programmed inspections were completed according to the schedule. This is below the target of 100% set in the RMP. Extended staff leave and backfilling roles have hampered our efforts to complete the required inspection by their due dates. All inspections have now been completed.

Table 2 below provides a summary of compliance of actual response times for rectification works of defects as detailed in the defect intervention levels and response timetables of the RMP.

Table 2: Defect rectification summary report

Quarter 1 (01/07/2017 – 30/09/2017)							
Number of adhoc work actions	Number of inspected work actions	Total number of work actions	Number completed by due date	Number completed after due date	Number not completed	Compliance	District
153	500	653	648	5	0	99.2%	Loddon Plains
61	671	732	607	109	16	82.9%	Loddon Goldfields

Table 2 comprises a summary of defects that have been identified through both programed inspections as undertaken by Surveillance Officers and works crews identifying and rectifying defects as they find them, known as adhoc work actions. During the first quarter of 2017 – 2018 financial year, 91.1% of all date imposed defects were completed before their due date. This is 8.9% below the target of 100% set in the RMP. There are 16 outstanding work actions to be completed. A plan is in place to complete the outstanding work actions in the next 4 weeks.

Table 3 provides a summary of compliance against the unsealed road maintenance grading program. The maintenance grading program identifies each road segment by its road hierarchy and grading frequency as detailed in the RMP. The adhoc grading work actions are work actions that are either work requests from the community or works outside of the scheduled program.

Table 3: Maintenance grading program

Quarter 1 (01/07/2017 – 30/09/2017)							
Number of scheduled work actions	Number of adhoc work actions	Total number of work actions	Number completed by due date	Number completed after due date	Number not completed	Compliance	District
378	2	380	369	7	4	97.1%	Loddon Plains
427	3	430	374	52	4	87.0%	Loddon Goldfields

The data in table 3 indicates that 805 maintenance grading work actions were completed for the first quarter of the 2017 – 2018 financial year. There is no set level of compliance for the maintenance grading program in the RMP.

### **COST/BENEFITS**

The year to date actual expenditure for the first quarter of 2017 – 2018 financial year of the Local Road Maintenance Program is \$1,554,910. This is slightly higher than expected expenditure for this period.

The benefits to the community in complying with the RMP are that it ensures a safe road network.

**RISK ANALYSIS**

Repairing 100% of all date imposed defects before their due date limits Council's liability for any claims for damage made against Council.

**CONSULTATION AND ENGAGEMENT**

No internal or external consultation is required in the formation of this report.



**11 GENERAL BUSINESS**

**12 CONFIDENTIAL ITEMS****RECOMMENDATION**

That Council considers the confidential report(s) listed below in a meeting closed to the public in accordance with Section 89(2) of the Local Government Act 1989:

**12.1 Review of confidential actions**

This matter is considered to be confidential under Section 89(2) - (h) of the Local Government Act, and the Council is satisfied that discussion of this matter in an open meeting would, on balance, be contrary to the public interest as it deals with Any other matter which the Council or special committee considers would prejudice the Council or any person.

**12.2 Annual Reseals Contract 2017 - 2018 - Council Resolution Amendment**

This matter is considered to be confidential under Section 89(2) - (d) of the Local Government Act, and the Council is satisfied that discussion of this matter in an open meeting would, on balance, be contrary to the public interest as it deals with contractual matters.

Closing of Meeting to the Public

**RECOMMENDATION**

That the meeting be closed to the public.

**NEXT MEETING**

The next Ordinary Meeting of Council will be held on 12 December 2017 at Serpentine commencing at [enter time](#).

There being no further business the meeting was closed at [enter time](#).

Confirmed this.....day of..... 2016

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